

Northern Business Update

East Lancashire and Clitheroe Lines Community Rail Partnership July 2023

Owain Roberts
Stakeholder Manager

Martin Keating
Community and Sustainability Manager

Summer 2023 Review

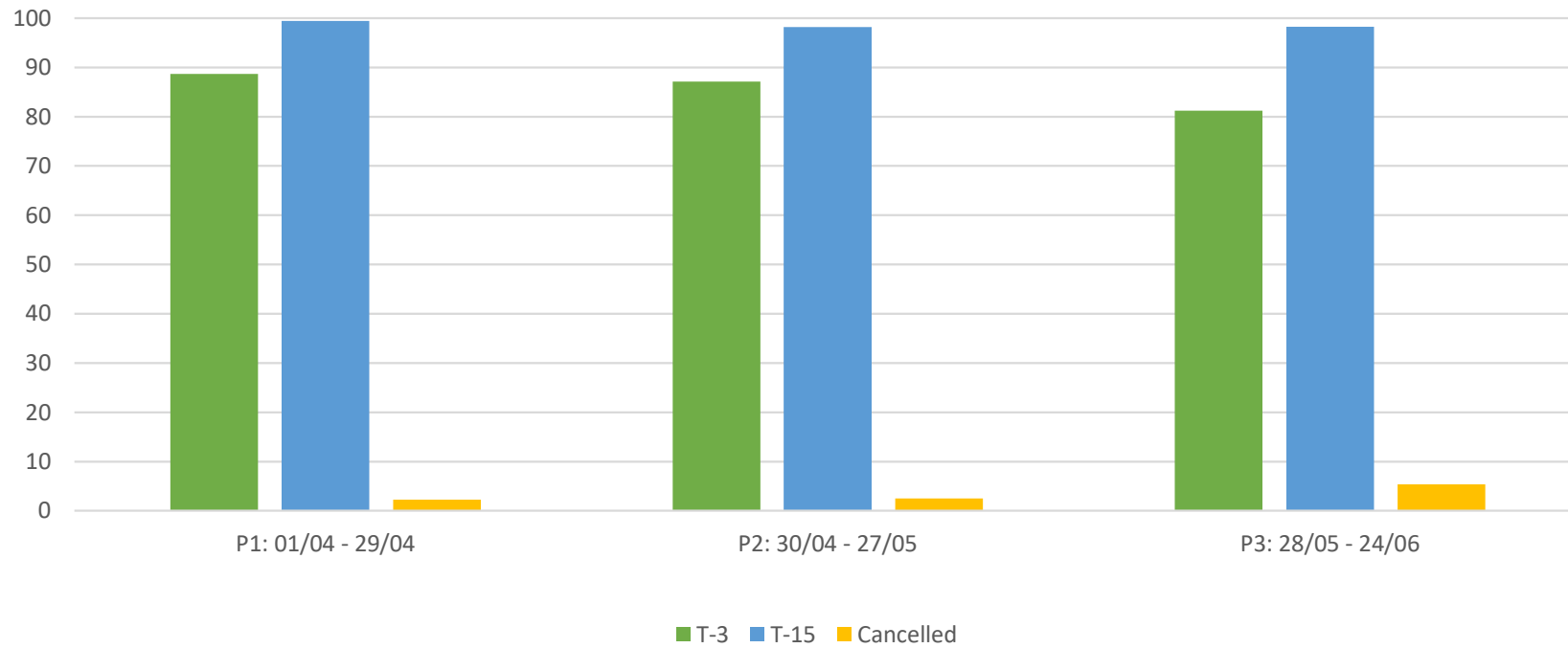
- Customer Demand – between 1% and 9 % growth year on year BUT around 30% down on weeks when Industrial Action takes place
- ASLEF Industrial Action – Action Short of a Strike 03-08 July & 31 July-5 August
- RMT Industrial Action – Strikes on 20 & 22 & 29 July
- Service delivery challenges – high absence rates at key depots and Terms and Conditions flexibility
- December 2023 timetable change
- New Interim Regional Director appointed – Craig Harrop



Monday 17 July Expect Disruption Check before you travel	Tuesday 18 July Expect Disruption Check before you travel	Wednesday 19 July Expect Disruption Check before you travel	Thursday 20 July Limited Northern Services Check before you travel	Friday 21 July Later start to services Check before you travel	Saturday 22 July Limited Northern Services Check before you travel	Sunday 23 July Later start to services Check before you travel
Monday 24 July Normal Service	Tuesday 25 July Normal Service	Wednesday 26 July Normal Service	Thursday 27 July Normal Service	Friday 28 July Normal Service	Saturday 29 July Limited Northern Services Check before you travel	Sunday 30 July Later start to services Check before you travel

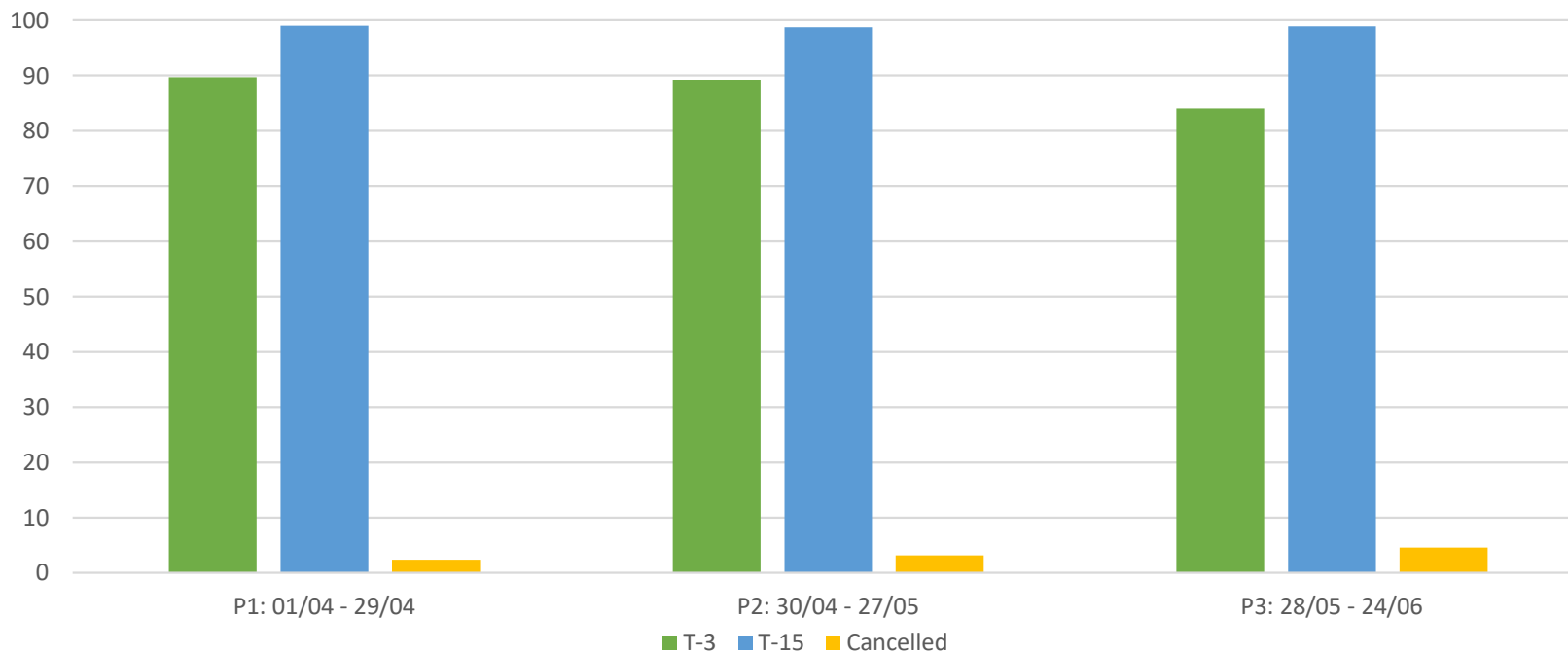
Spring / Summer 2023 Performance

Clitheroe - Manchester Victoria Service Group Performance



Spring / Summer 2023 Performance

Preston - Colne Service Group Performance



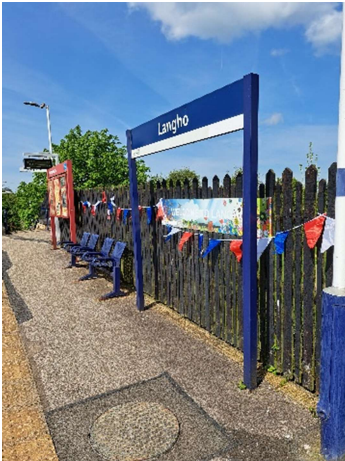
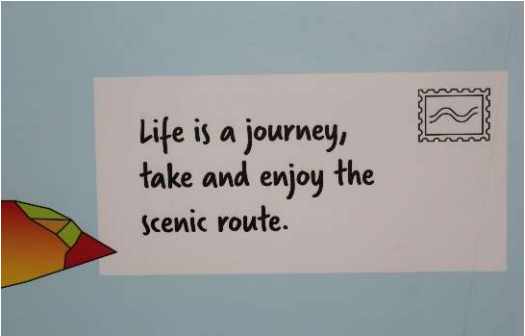
Community Rail



#ConnectingCommunities



Rail Delivery Group



Strategy / Commercial

- New CCTV installed at Accrington
- White lining at Accrington and Burnley Manchester Road
- Summer leisure campaign.. More train, less traffic
- Relaunch of the Railway Guardian app
- Study looking at increased frequencies on routes in East Lancashire
- Study to look at Manchester-Clitheroe-Hellifield-Dales service in Summer 2024

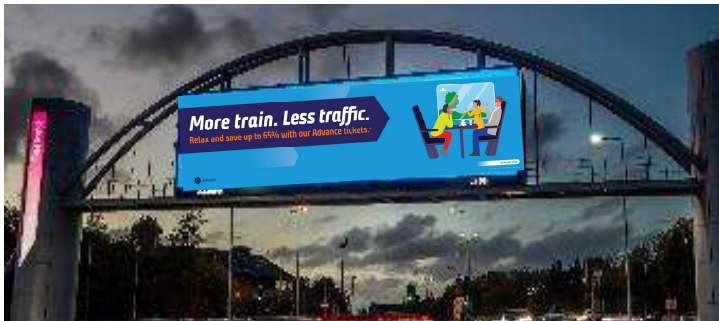


BRITISH TRANSPORT POLICE

Small actions make a BIG DIFFERENCE

Have help at hand when you travel. Report any concerns or crime on the **Railway Guardian app**.

Download Railway Guardian Safest Together



Take the train to grab a bargain.
Save up to 65% with Advance tickets.*

NORTHERN Go do your thing

*65% apply. Not northern railway.com/advance



Take the train for a right proper catch-up.
Save up to 65% with Advance tickets.*

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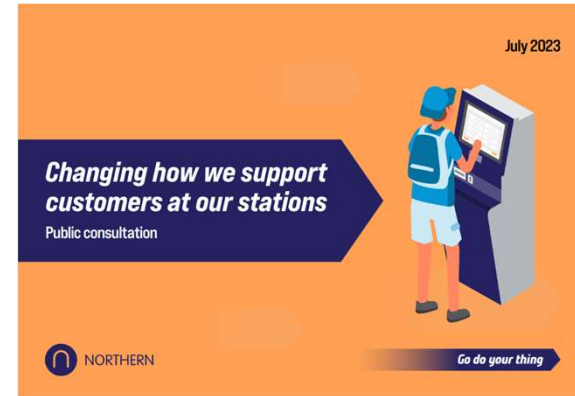
Save with the train

Strategy / Commercial

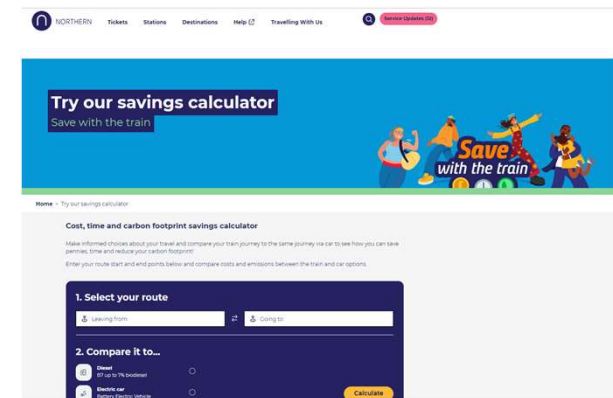
- Salford Central station reopens – 4 June
- Fare dodger bingo
- Consultation on the future of ticket retailing/ticket offices – ongoing and closes on 28 July 2023:

<https://www.northernrailway.co.uk/consultation-2023>

- Car v Train savings calculator: <https://www.northernrailway.co.uk/train-vs-car-comparison>



Fare Dodger BINGO			
<p>"I've got a ticket but my phone's just died." (I've actually just switched it off.)</p>	<p>"The ticket machine at the station wasn't working." (Not that I tried to use it.)</p>	<p>"I thought you could buy a ticket on-board." (Worth a shot?)</p>	<p>"But I'm only going one stop." (I didn't think you'd get to me in time.)</p>
<p>"I've lost my purse / wallet." (Ignore all my shopping bags.)</p>	<p>"Someone else is going to pay for my ticket when we get there." (Someone as yet unidentified.)</p>	<p>"I get paid on Friday, I'll pay you then." (I pay for everything retrospectively, don't you?)</p>	<p>"Zzzzzz" (I'll just pretend to sleep through this ticket inspection.)</p>



Any Questions ?