

Northern Business Update

East Lancashire and Clitheroe Lines Community Rail Partnership September 2023

Owain Roberts
Stakeholder Manager

Martin Keating
Community and Sustainability Manager

Autumn 2023 Review

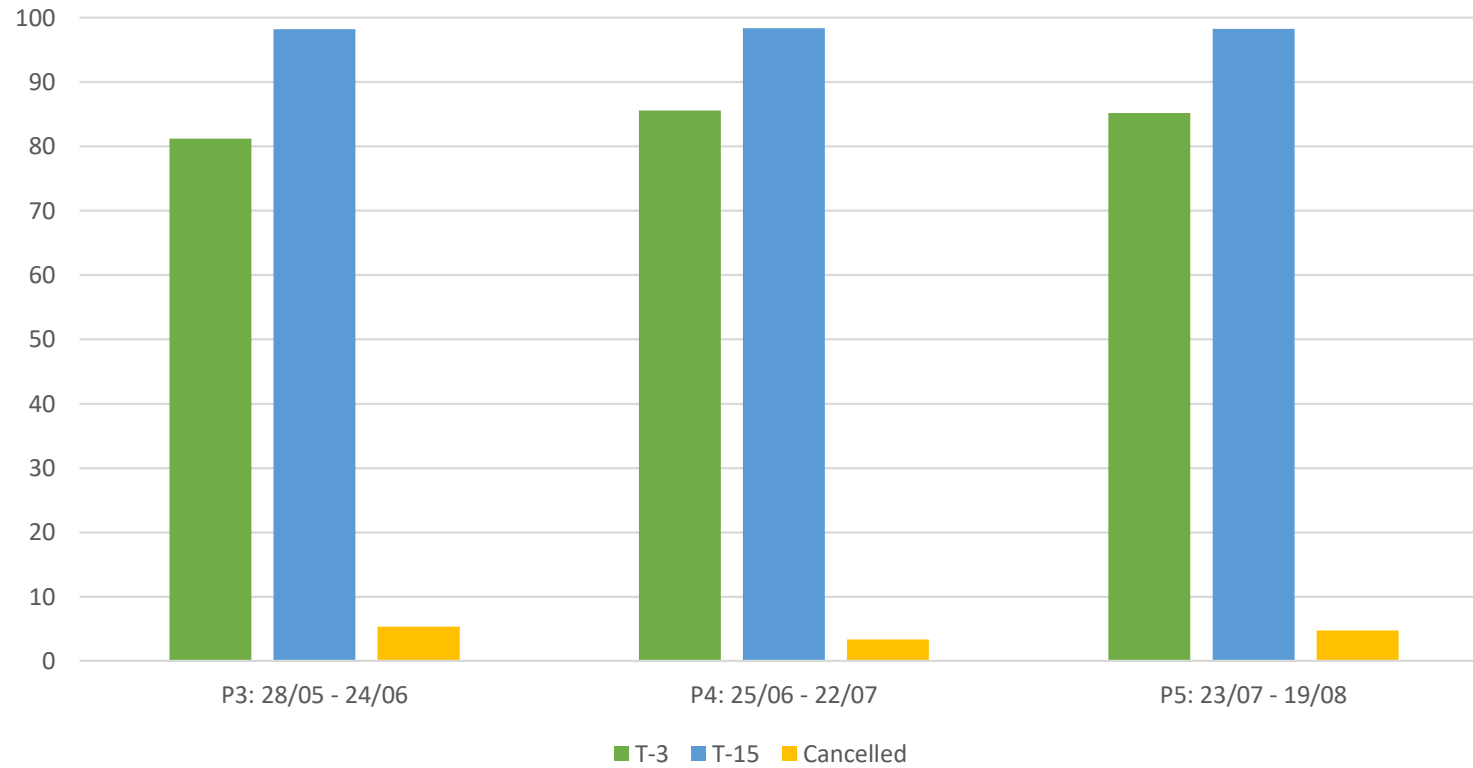
- Customer Demand – between 1% and 6 % growth year on year BUT around 20-25% down on weeks when Industrial Action takes place
- RMT Industrial Action – 20,22,29 July, 26 August & 02 Sept
- ASLEF Industrial Action – 01, 30 Sept, 4 October and Overtime ban 02, 29 Sept and 02 to 06 October
- Continued high sickness at key depots combining with Action Short of a Strike at times (ASOS)
- Dec 23 timetable change – a rollover on all routes in the North West
- Autumn 2024 preparation
- Nick Donovan stepping down as MD from March 2024 with Tricia Williams taking on the post

Friday 29 September Expect Disruption Check before you travel	Saturday 30 September No Northern Services !	Sunday 1 October Later start to services Check before you travel	Monday 2 October Expect Disruption Check before you travel	Tuesday 3 October Expect Disruption Check before you travel
Wednesday 4 October No Northern Services !	Thursday 5 October Expect Disruption Check before you travel	Friday 6 October Expect Disruption Check before you travel	Saturday 7 October Normal Service ✓	Sunday 8 October Normal Service ✓



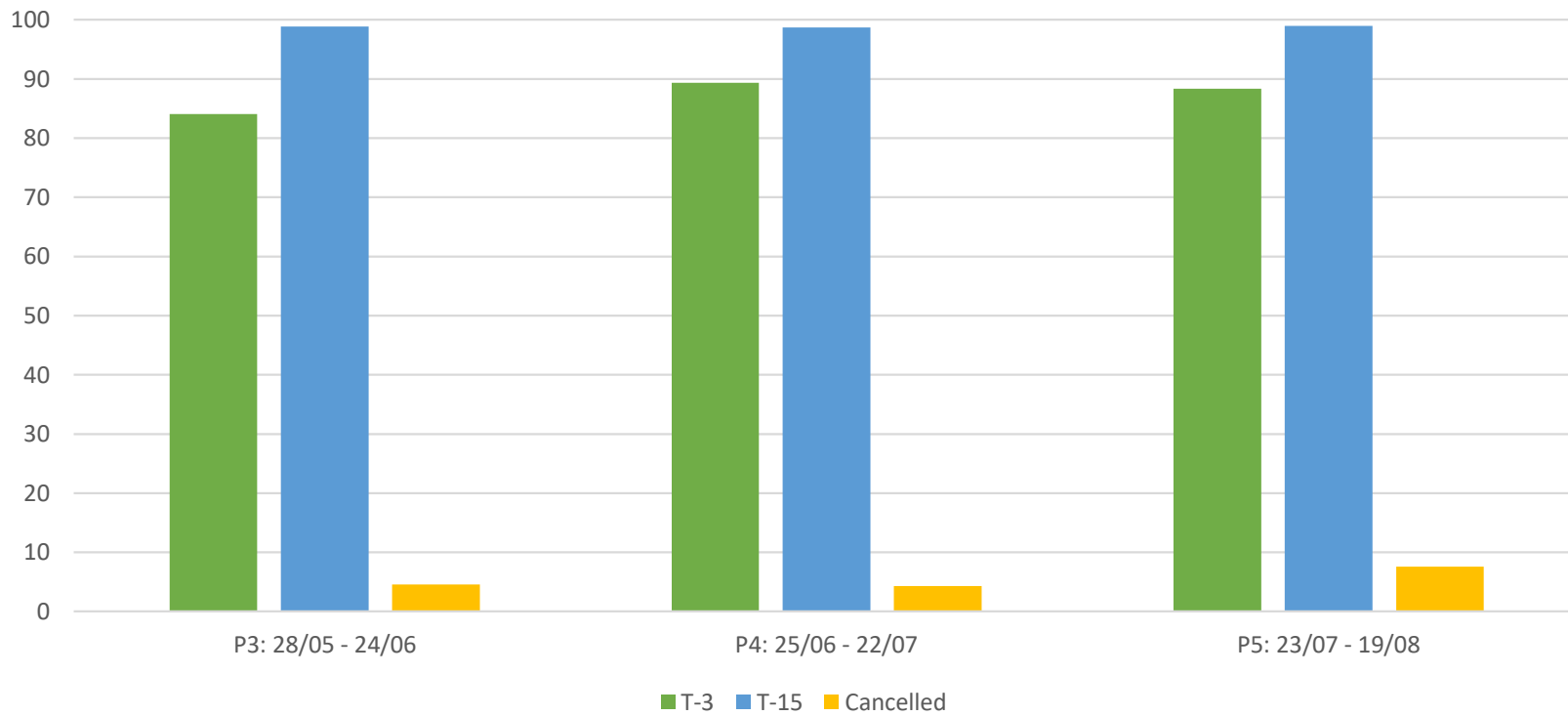
Summer 2023 Performance

Manchester Victoria - Clitheroe Service Group Performance



Summer 2023 Performance

Preston - Colne Service Group Performance



Community Rail



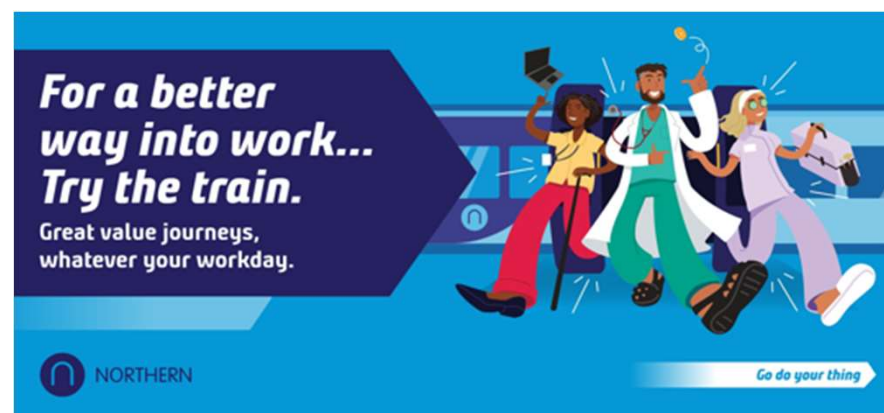
Customer and Community Improvement Fund 2023

Northern CCIF 2023



Strategy / Commercial

- Autumn deals for customers – flash sale
- Northern WhatsApp for customers : 07870 606060
- Ticket office consultation closed on 01 September
- Increase in number of body worn cameras
- Developing plans to replace our older trains
- New simulators for future training
- New customer Information Screens at Bromley Cross, Entwistle, Clitheroe, Hall I'th'Wood, Hapton, Langho, Ramsgreave & Wilphshire, Whalley



Any Questions ?