

Northern Business Update

South Fylde Community Rail Partnership September 2023

Owain Roberts
Stakeholder Manager

Martin Keating
Community and Sustainability Manager

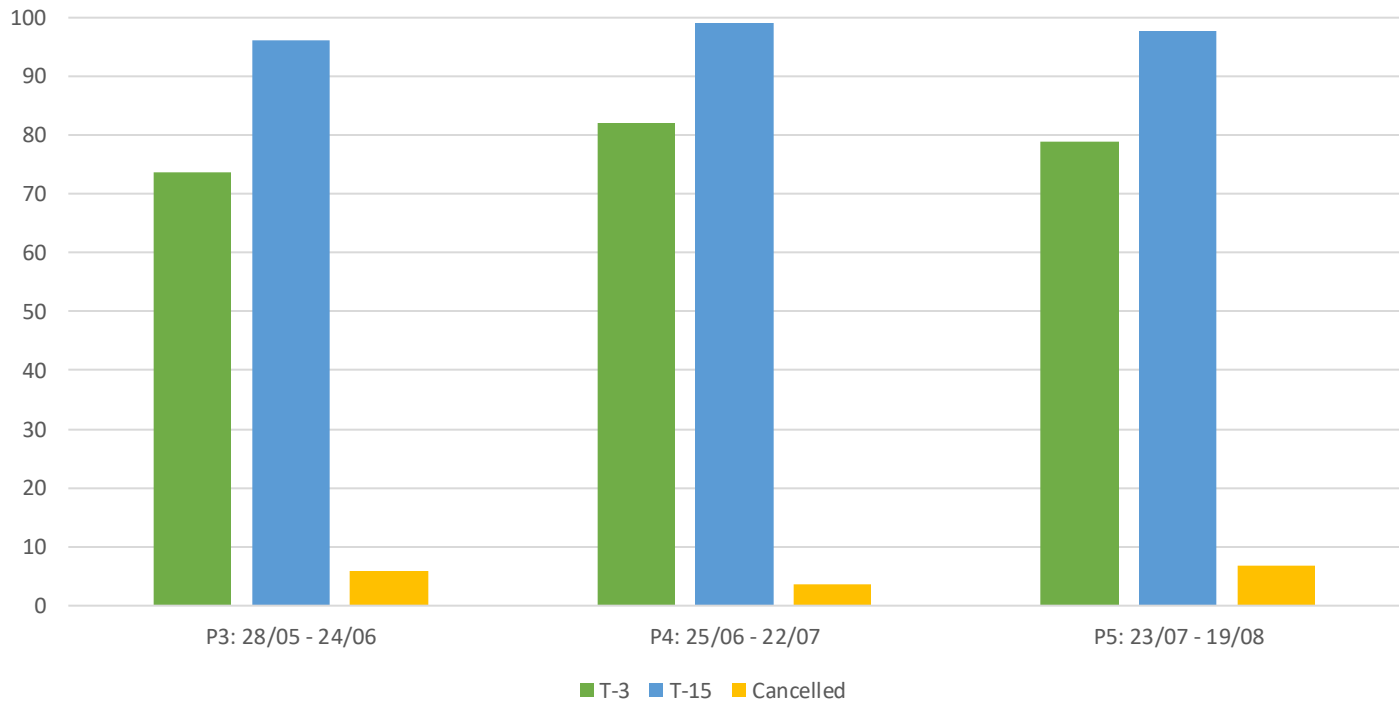
Summer 2023 Review

- 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
- Nick Donovan stepping down as MD from March 2024 with Tricia Williams taking on the post



Summer 2023 Performance

Blackpool South - Preston Service Group Performance



Community Rail



Customer and Community Improvement Fund 2023

Northern CCIF 2023



Community Rail Conference

Date: 13-14 Nov, 2023

Location: Nottingham



Strategy / Commercial

- Autumn deals for customers
- 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



Any Questions ?