

Northern Business Update

West of Lancs Community Rail Partnership October 2023

Owain Roberts
Stakeholder Manager

Simon Abbott
Community and Sustainability Manager

Summer 2023 Review

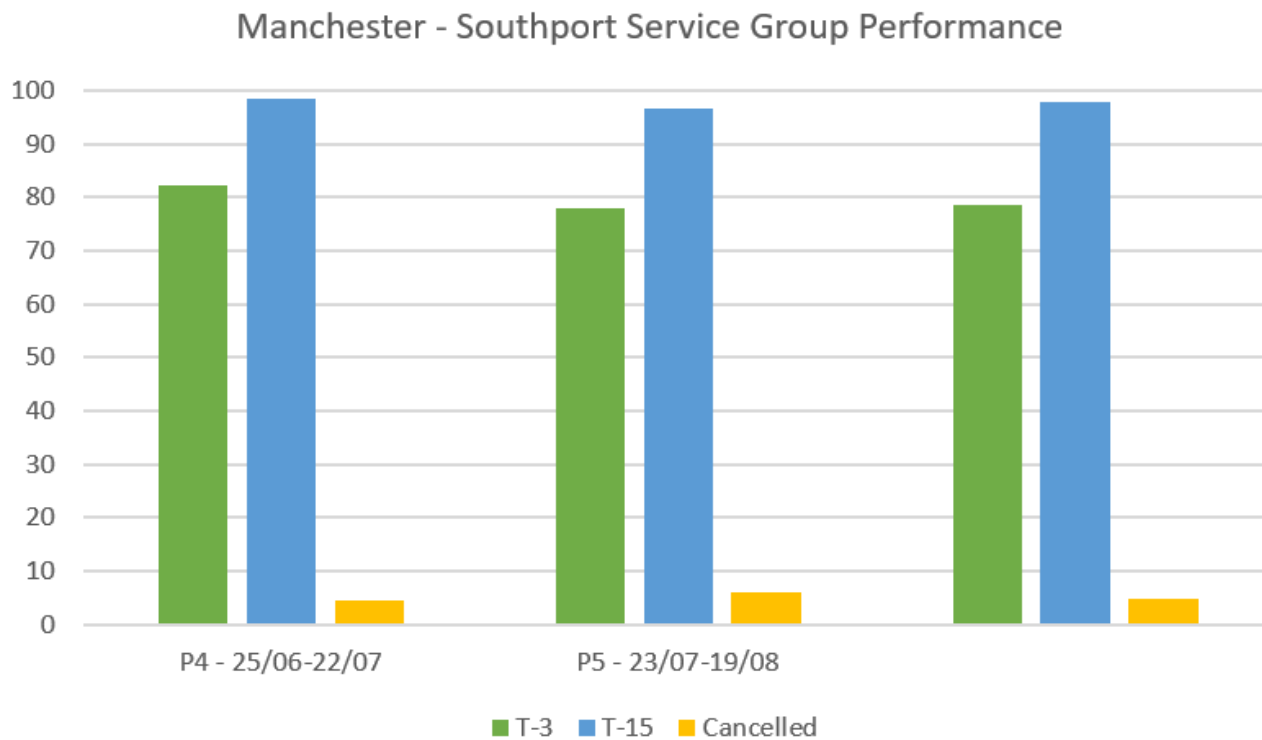
- Customer Demand – between 1% and 6 % growth year on year BUT around 20-25% down on weeks when Industrial Action takes place
- RMT Industrial Action – 20,22,29 July, 26 August & 02 Sept
- ASLEF Industrial Action – 01, 30 Sept, 4 October and Overtime ban 02, 29 Sept and 02 to 06 October
- Continued high 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



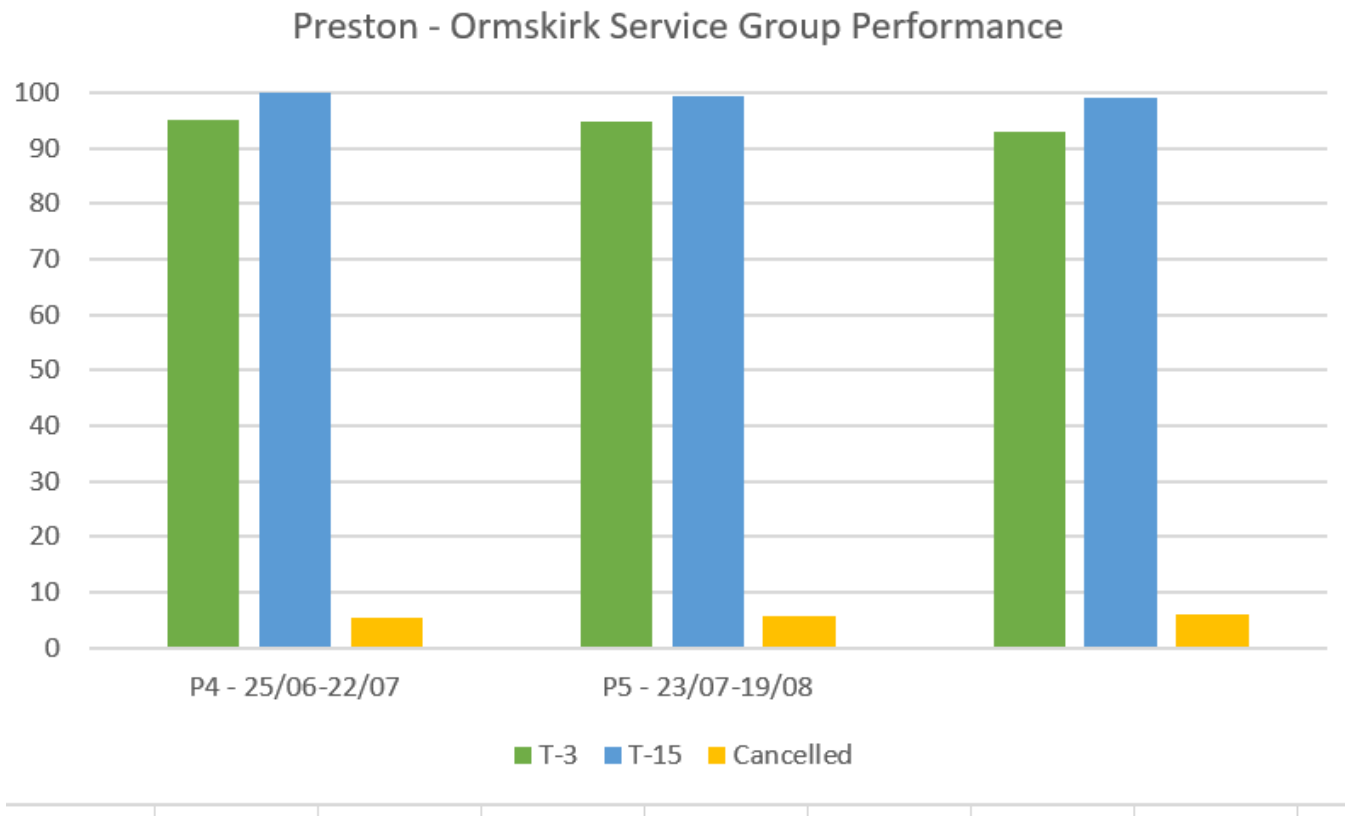
Friday 25 August Normal Service ✓	Saturday 26 August Limited Northern Services !	Sunday 27 August Later start to services Check before you travel	Monday 28 August Normal Service ✓	Friday 29 September Expect Disruption Check before you travel	Saturday 30 September No Northern Services !	Sunday 1 October 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
Friday 1 September No Northern Services !	Saturday 2 September Limited Northern Services !	Sunday 3 September Later start to services Check before you travel	Monday 4 September Normal Service ✓	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/Autumn 2023 Performance



Summer/Autumn 2023 Performance



Community Rail



Community Rail Conference

Date: 13-14 Nov, 2023

Location: Nottingham

**Customer and Community Improvement
Fund 2023**

Northern CCIF 2023



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
- Winter groups offer
- Burscough Junction – developing plans for car park refurbishment
- Developing plans to replace our older trains
- New simulators for future training



Any Questions ?