

Northern Business Update

South Fylde Line Community Rail Partnership January 2024

Owain Roberts
Stakeholder Manager

Martin Keating
Community and Sustainability Manager

Winter 2023 Review

- Challenging performance during December and over Christmas/New Year period but much improved from January 2024
- ASLEF Rest Day Working Agreement
- Action – ASLEF Strike Day – Weds 31 January and ASOS Monday 29 January – Tuesday 06 February
- RDG/RMT Memorandum of Understanding – ballot accepted on 30 November 2023 - next stage of negotiations at local level
- Customer Journeys now regularly exceeding pre COVID by period – 10% growth
- Matt Rice – new COO appointed

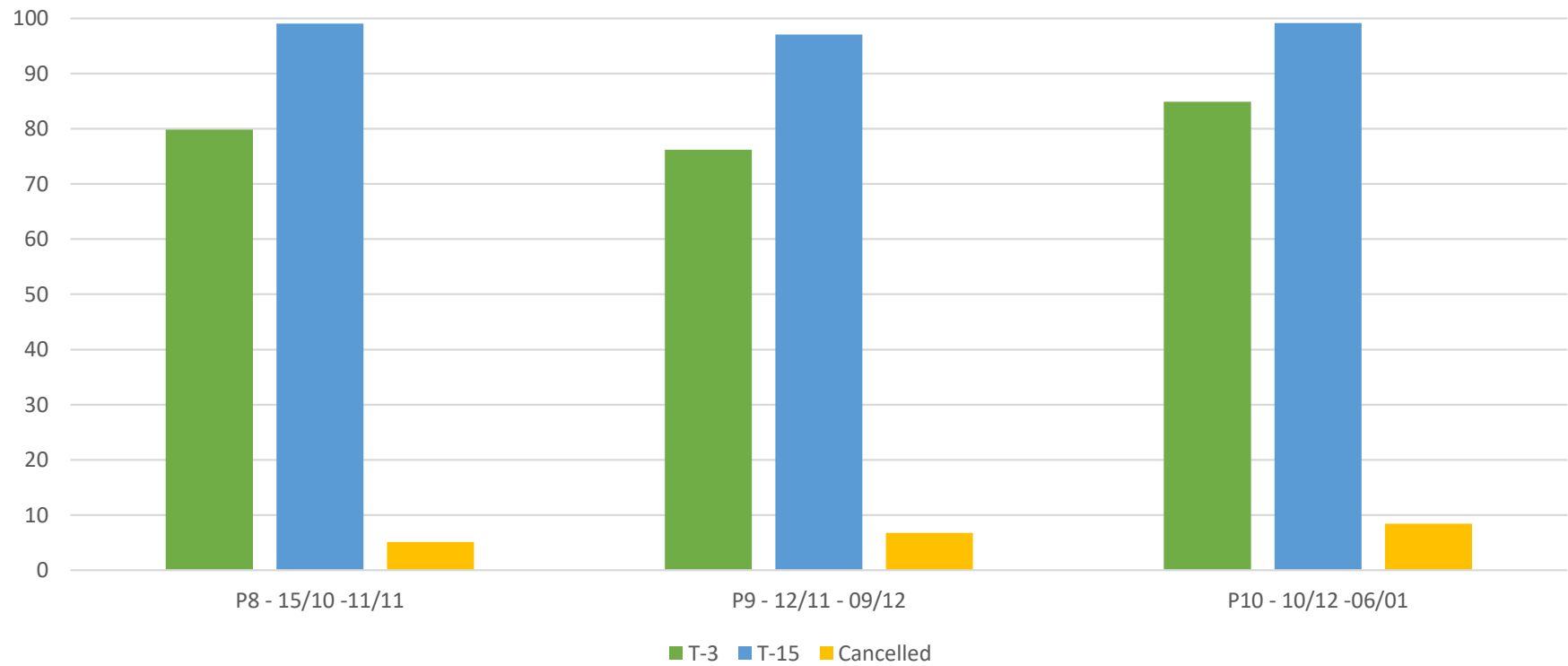


Thursday 21 December Usual Service ✓	Friday 22 December Usual Service ✓	Saturday 23 December Expect some Disruption Check before travelling	Sunday 24 December Expect Disruption Check before travelling, services finish early	Monday 25 December No Northern Services !	Tuesday 26 December No Northern Services !	Wednesday 27 December Expect Disruption Check before travelling, services start later
Thursday 28 December Expect some Disruption Check before travelling	Friday 29 December Expect some Disruption Check before travelling	Saturday 30 December Expect Disruption Check before travelling	Sunday 31 December Expect Disruption Check before travelling, services finish early	Monday 1 January Expect Disruption Limited services in the North East Check before travelling, services start later	Tuesday 2 January Expect some Disruption Check before travelling	Wednesday 3 January Usual Service ✓



Winter 2023 Performance

Blackpool South - Preston Service Group Performance



2023 Journey Recovery v 2019

Line of Route	P5 23/07-19/08	P6 20/08-16/09	P7 17/09-14/10	P8 15/10-11/11	P9 12/11-09/12
Blackpool South-Colne	2%	-9%	5%	11%	3%



NORTHERN

Station as a Place

DELIVERING THE
FUTURE STATION



The key components



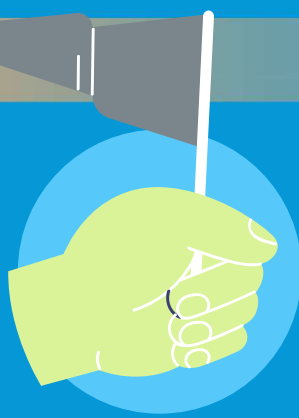
Retail Transformation

Pay As You Go

Digital

Off-Station

Ticket offices reimagined



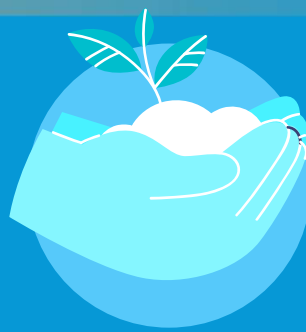
Station as a Destination

New partnerships

New services

The Living Station

Greater presence



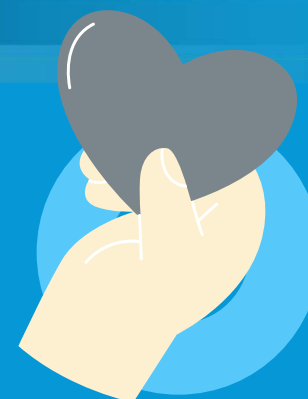
Responsible & Sustainable

Carbon reduction

Resource Efficiency

Biodiversity

Recycling Hubs



Supporting Our Communities

Community spaces

Local businesses

Transport integration

Social value



Efficient Customer Benefits

Better, bigger roles

Community-linked

Digitally-informed

Customer-focused

Community Rail



SHORTLIST



DO YOU...

LIKE GARDENING?
WANT TO MAKE
NEW FRIENDS?
LIKE WORKING
OUTDOORS?

YOUR STATION NEEDS YOU

FOR MORE INFORMATION EMAIL
simon.clarke.crl@gmail.com
communityraillancashire.co.uk/station-adoption



SAVE THE DATE

Community Rail Conference

Join us on:
05 December 2023
10:00 - 12:30 via Microsoft Teams

Mark your calendars today!

Full information to follow shortly.

An illustration of four people (two men and two women) standing together, and a person in a yellow shirt watering a plant in a pot.

Strategy / Commercial

- New Family Group Ticket Trial –
- Winter offers including Flash Sale of 5 million tickets
- Outcome on ticket office consultation announced 31 October.
- Monthly Performance Posters Go Digital
- Clean Zero - revolutionising our train presentation work



Any Questions ?