

# Northern Business Update

## East Lancashire and Clitheroe Lines 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
- Priorities for 2024:
  - Sickness
  - Skills
  - Sundays
- Matt Rice – new COO appointed

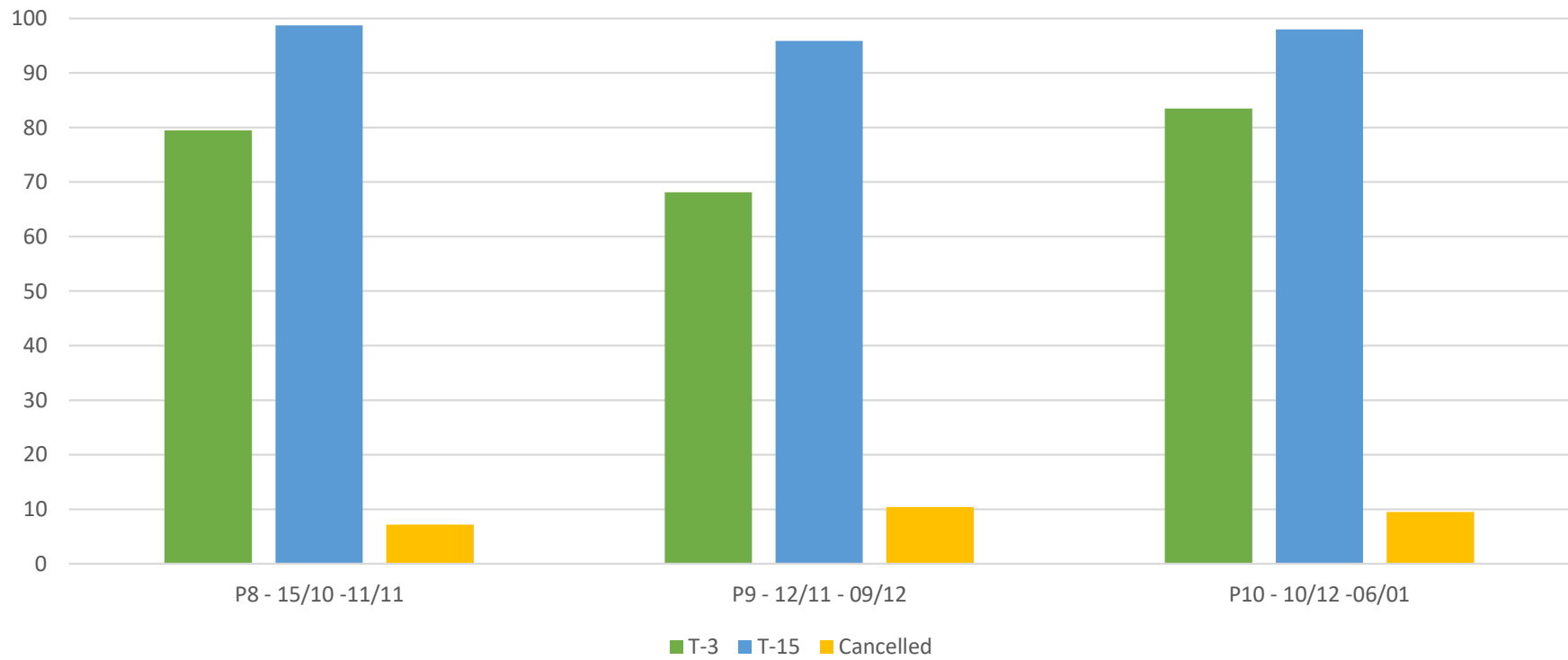


<b>Monday</b> <b>29</b> January Expect disruption Check before you travel	<b>Tuesday</b> <b>30</b> January Expect disruption Check before you travel (strikes elsewhere)	<b>Wednesday</b> <b>31</b> January No Northern Services !	<b>Thursday</b> <b>1</b> February Expect disruption Check before you travel	<b>Friday</b> <b>2</b> February Expect disruption Check before you travel (strikes elsewhere)
<b>Saturday</b> <b>3</b> February Expect disruption Check before you travel (strikes elsewhere)	<b>Sunday</b> <b>4</b> February Expect disruption Check before you travel	<b>Monday</b> <b>5</b> February Expect disruption Check before you travel (strikes elsewhere)	<b>Tuesday</b> <b>6</b> February Expect disruption Check before you travel	<b>Wednesday</b> <b>7</b> February Normal Northern service ✓



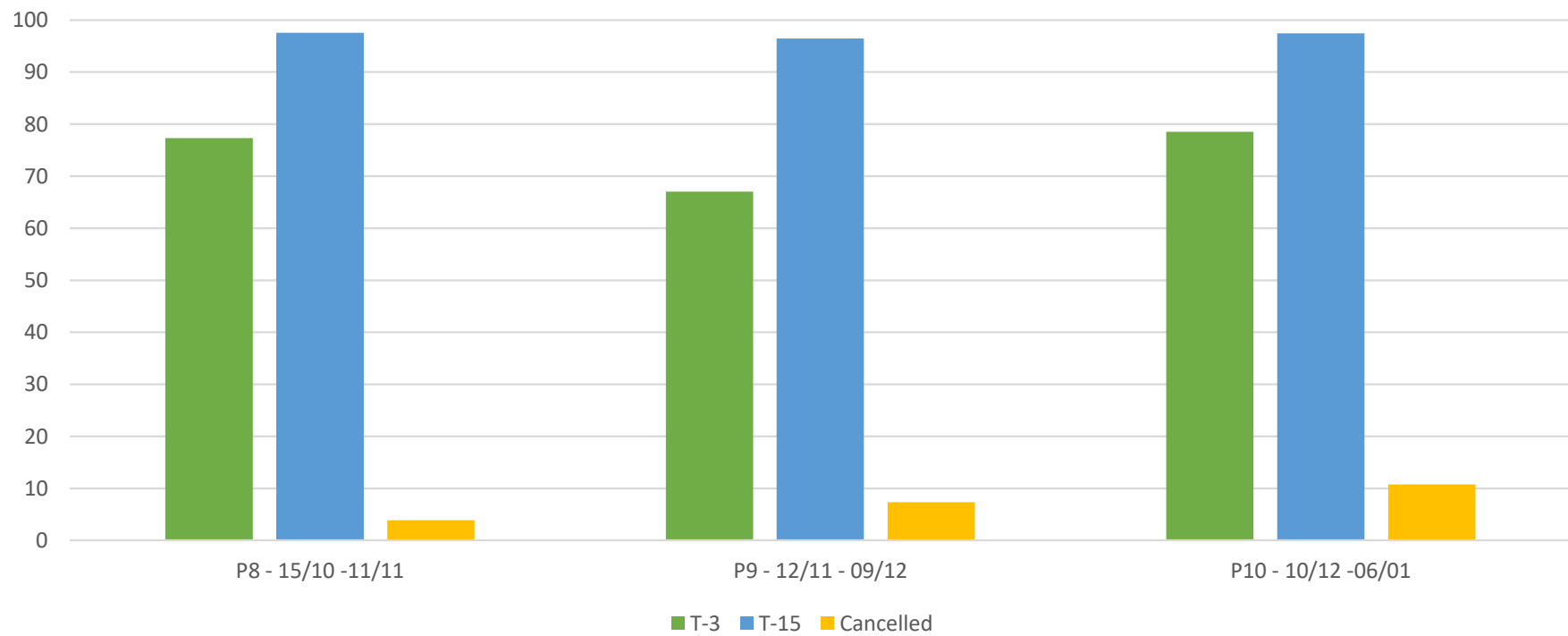
# Winter 2023 Performance

Preston - Colne Service Group Performance



# Winter 2023 Performance

Clitheroe - Manchester Victoria 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
Manchester-Blackburn/Clitheroe	28%	5%	28%	28%	24%
Blackpool South-Colne	2%	-9%	5%	11%	3%
Blackpool North-Leeds	3%	-9%	3%	4%	1%
Manchester-Blackburn via Rochdale	27%	7%	27%	22%	20%



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



**SAVE THE DATE**  
Community Rail Conference

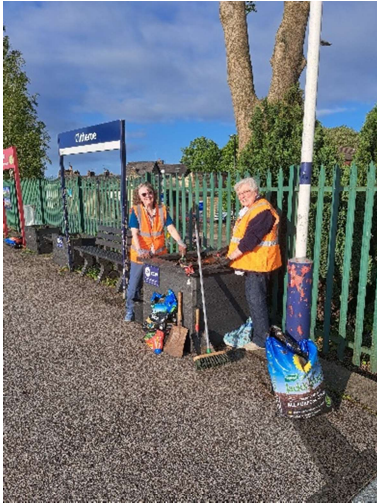
Join us on:  
**05 December 2023**  
10:00 - 12:30 via Microsoft Teams

Mark your calendars today!

Full information to follow shortly.



## SHORTLIST



**DO YOU...**

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

**YOUR STATION NEEDS YOU**

FOR MORE INFORMATION EMAIL  
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[communityrail Lancashire.cra.uk/station-edgopton](http://communityrail Lancashire.cra.uk/station-edgopton)





# Strategy / Commercial

- Future Clitheroe-Hellifield service study
- New Family Group Ticket Trial
- Winter offers including Flash Sale of 5 million tickets
- Great British Rail Sale 2024
- Outcome on ticket office consultation announced 31 October.
- New CIS – Brierfield and Huncoat
- Monthly Performance Posters Go Digital
- Clean Zero - revolutionising our train presentation work



**Find low-cost train tickets**

Look for dates marked Cheapest to find the lowest cost tickets for Northern train services.

< February >						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	Cheapest 1 £2.90	Cheapest 2 £2.90	Cheapest 3 £2.90
Cheapest 4 £2.90	Cheapest 5 £2.90	Cheapest 6 £2.90	Cheapest 7 £2.90	Cheapest 8 £2.90	Cheapest 9 £2.90	Cheapest 10 £2.90
Cheapest 11 £2.90	Cheapest 12 £2.90	Cheapest 13 £2.90	Cheapest 14 £2.90	Cheapest 15 £2.90	Cheapest 16 £2.90	Cheapest 17 £2.90
Cheapest 18 £2.90	Cheapest 19 £2.90	Cheapest 20 £2.90	Cheapest 21 £2.90	Cheapest 22 £2.90	Cheapest 23 £2.90	Cheapest 24 £2.90
Cheapest 25 £2.90	Cheapest 26 £2.90	Cheapest 27 £2.90	Cheapest 28 £2.90	Cheapest 29 £2.90	1	2
3	4	5	6	7	8	9

Start Again



**Any Questions ?**