

Northern Business Update

West of Lancashire Lines Community Rail Partnership January 2024

Owain Roberts
Stakeholder Manager

Simon Abbott
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

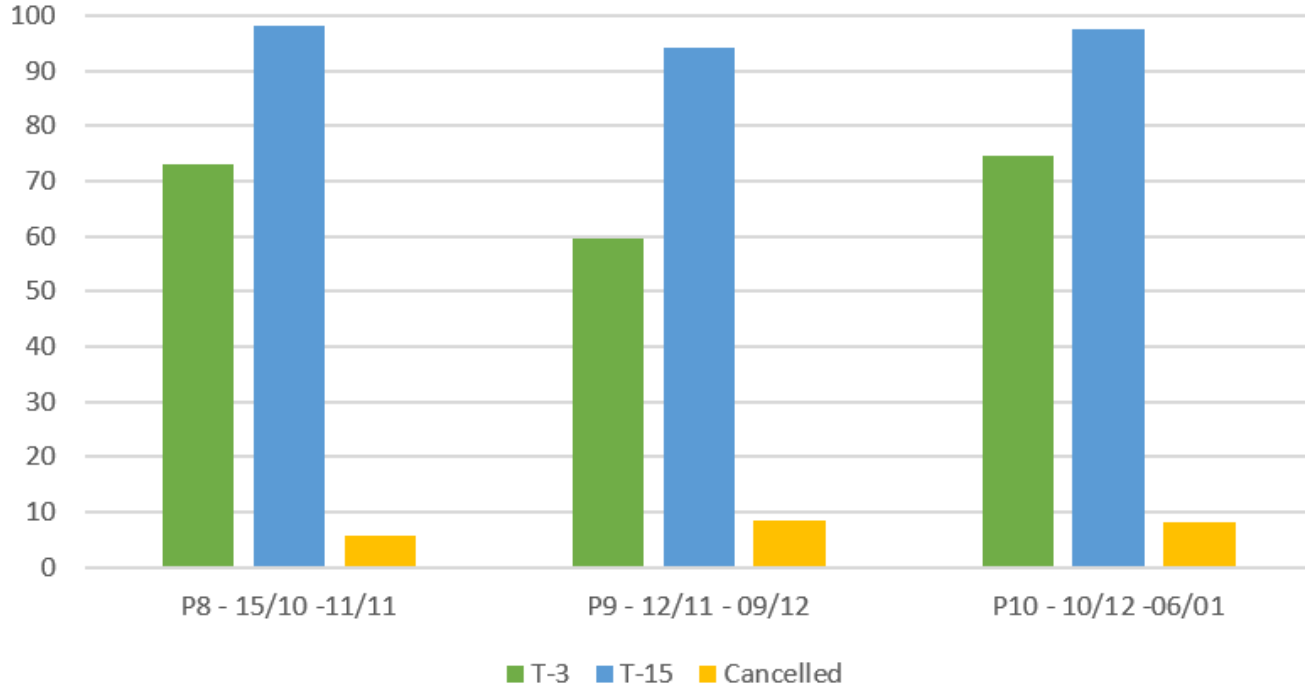


Monday 29 January Expect disruption Check before you travel	Tuesday 30 January Expect disruption Check before you travel (strikes elsewhere)	Wednesday 31 January No Northern Services !	Thursday 1 February Expect disruption Check before you travel	Friday 2 February Expect disruption Check before you travel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



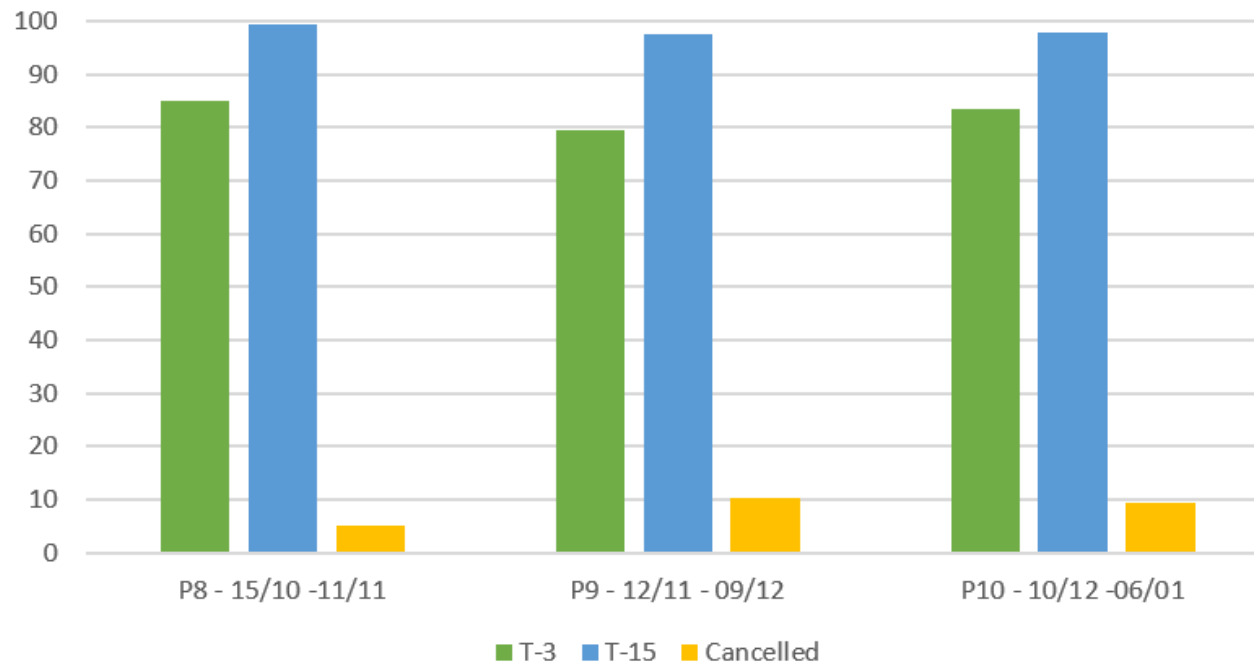
Winter 2023 Performance

Manchester - Southport Service Group Performance



Winter 2023 Performance

Preston - Ormskirk 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
Manchester-Southport	1%	-11%	3%	0%	1%
Preston-Ormskirk	16%	-11%	2%	5%	-9%



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



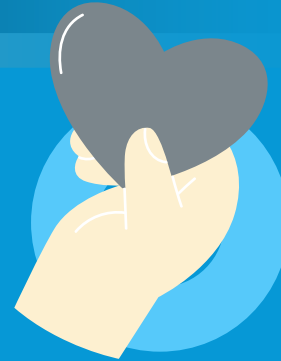
Responsible & Sustainable

Carbon reduction

Resource Efficiency

Biodiversity

Recycling Hubs



Supporting Our Communities

Community spaces

Local businesses

Transport integration

Social value



Efficient Customer Benefits

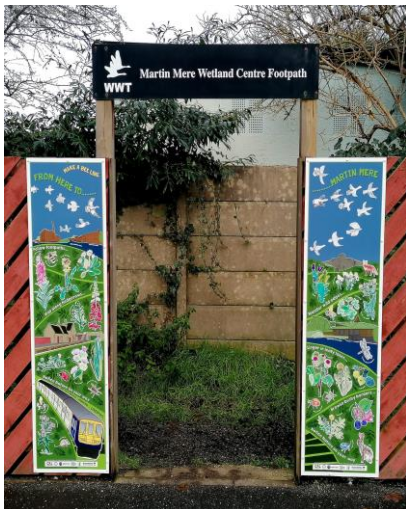
Better, bigger roles

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



Strategy / Commercial

- 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 – Burscough Junction, Rufford, Croston
- 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	Cheapest	Cheapest
				£2.90	£2.90	£2.90
Cheapest	Cheapest	Cheapest	Cheapest	Cheapest	Cheapest	Cheapest
4	5	6	7	8	9	10
£2.90	£2.90	£2.90	£2.90	£2.90	£2.90	£2.90
Cheapest	Cheapest	Cheapest	Cheapest	Cheapest	Cheapest	Cheapest
18	19	20	21	22	23	24
£2.90	£2.90	£2.90	£2.90	£2.90	£2.90	£2.90
Cheapest	Cheapest	Cheapest	Cheapest	Cheapest	Cheapest	Cheapest
25	26	27	28	29		
£2.90	£2.90	£2.90	£2.90	£2.90		
					1	2
3	4	5	6	7	8	9

Start Again

Any Questions ?