

Leeds-Settle-Carlisle Line Strategy.

1. Executive Summary.

The railway line from Leeds to Carlisle via Settle (the Line) connects two major population centres and provides an alternative to the East and West Coast routes from England to Scotland. It was built as a main line railway connecting London St Pancras and Scotland, and is still used for journeys between Scotland and England. It is a scenic tourist route, considered to be one of the world's greatest railway journeys. It provides local services to connect communities with little or no other public transport. It provides commuter access to Carlisle and Leeds. It carries freight and has the potential to accommodate diverted trains when the West Coast line is closed.

This Strategy has been produced by the Settle Carlisle Line Association (SCLA), working with Northern and Network Rail. It argues that:

- The Line should be recognized as an alternative to the East and West Coast routes linking England and Scotland.
- It should improve connectivity between two major population centres: the HS2 hub at Leeds, and the border city of Carlisle
- Longer distance passenger flows beyond both Carlisle and Leeds should be encouraged
- Journey times should be improved by incremental improvement of the infrastructure, and increased line speed.
- Passenger services should be improved including upgraded trains.
- The opportunity for increased tourism should be explored.
- There should be greater ownership of the Line and its stations by local communities.
- Freight traffic should be encouraged.

An Action Plan to deliver the Strategy is included in Appendix 5, page 13.

Our Mission is:

“To grow economic activity and services along the Leeds-Settle-Carlisle Line thus building a sustainable future for the railway and the region.”

We will do this by identifying projects to enhance customer experience and improve passenger usage, working collaboratively with our stakeholders

2. Background.

The Line was built in the 1870s by the Midland Railway as a third main route from London (St Pancras) to Scotland. Unusually, it had many local stations, some just a few miles apart. It survived the Beeching era cuts (although all but two stations closed) but was threatened with closure in the 1980s during which time its condition deteriorated. A successful campaign was fought to save the Line

culminating in a decision in 1989 to keep the Line open. Since then the entire track has been replaced and Network Rail (and its predecessors) have made substantial improvements to the infrastructure.

Out of this adversity grew what is today the SCLA representing Friends of the Settle Carlisle Line (with over 3000 members), The Settle-Carlisle Railway Development Company (which has a contract with Northern to provide a range of services), The Settle and Carlisle Railway Trust (a charity with heritage, community and educational objects) and the S-C Railway Property Company (which manages and maintains three of the station properties on the line and operates holiday lettings). The SCLA works in partnership with Network Rail, Northern and other stakeholders.

Arriva took over the Northern franchise in April 2016 and has promised to deliver one of the largest investments in the railway in a generation.

3. Demographics of the Line.

The Line runs through the Yorkshire Dales National Park and the market towns of Skipton, Settle and Appleby. Carlisle is a major regional centre and tourist destination. Appleby has been badly affected in recent years due to the floods and landslip and many local businesses have struggled. This is of particular significance as the Line acts as a corridor for small business development as well as local and tourist travel..

The area surrounding many of the stations is rural and many of the stations lie at the edge of the communities they serve. When considering station improvements it is important to consider the range of actual and potential users, especially tourists.

4. Train services.

Objective: A service that meets current and future customer needs and supports the local economy. This means a sufficient number of trains per day at convenient times.

The Line serves four passenger types: commuters into Leeds, Carlisle and the market towns; local travellers; passengers starting journeys south of Leeds or north of Carlisle and tourists. There is a frequent service from Skipton to Leeds (4 trains an hour, frequent overcrowding) and footfall has grown from 2m to almost 6m between 1997 and 2016. Data on commuter traffic into Carlisle is not available, but there is only one possible train that could be used by commuters. Tourists from all over the world travel along the line to experience 'one of the world's greatest railway journeys'.

Unlike many other routes in Northern England, footfall at intermediate stations between Carlisle and Settle has increased only marginally from 300,000 in 1997 to 350,000 in 2014 (prior to the landslip in early 2016 which closed the line north of

Appleby). This suggests substantial latent untapped demand. See Appendix 1 for details.

There is no data on through travel (journeys originating North of Carlisle or South of Leeds). There is strong evidence to suggest that passengers use the line to make Anglo-Scottish and other long distance through journeys, sometimes when time is not critical, or because fares are cheaper.

Action 1: Collect and analyze data on through services and identify opportunities for improvement (timing, ticketing, connections, marketing, extra services, journey times). Northern to consider a desktop exercise to scope out this project. This may lead to a market research exercise supported by the use of on-train volunteers.

Action 2: Explore opportunities to work with other train operating companies.

There are currently 8 Leeds departures Monday to Saturday, with 4 on Sunday. There are 7 Carlisle departures, with 4 on Sunday. The Northern franchise agreement requires 2 additional Sunday services in each direction from Dec 2017 and an additional weekdays departure from Leeds in the late afternoon (these have been delayed until May 2018). See Appendix 2 for the current timetable.

The National Customer Survey states consistently that lack of connectivity is a major concern for passengers. The May 2018 timetable is currently out for consultation so there is an opportunity to make some improvements. The following points should be considered:

- Increased frequency of Monday to Saturday services, especially filling the afternoon gap (no service between 15.00 and 18.00).
- Regular ('clock face') departures from Leeds and Carlisle.
- An acceptable mix of stopping and limited stop trains between Settle and Carlisle.
- Better connections at Leeds and Carlisle to make through journeys easier.
- Where feasible, connections at Hellifield for Lancaster and the West Coast line.
- Connections to Manchester and Manchester Airport.

Action 3: DevCo to lead a discussion and respond to the Northern consultation by the first week in July

It is believed that an important constraint to increased passenger journeys, particularly through journeys, is long journey times (Carlisle to Leeds is typically around 2hr 45min, an average journey speed of little over 40mph. (The Line is currently restricted to a maximum line speed of 60mph, although sections are capable of 90mph running.)

Network Rail has carried out many projects on the Line in recent years, often responding to problems such as land slips (Eden Brows land slip in 2016 led to a

£23m investment). This has resulted in most of the Line's infrastructure being capable of handling higher speed/loading combinations.

Action 4: Set up a Passenger train services group to explore the opportunity to reduce journey times, look at further through journey opportunities and hence drive passenger journeys. This group would work with Northern, Network Rail and other interested parties including Rail North to review opportunities. Note: see background discussion paper.

5 Stations and Facilities.

Objective: To modernise stations to meet the needs of customers and enable stations to become community hubs.

There are 11 stations between Settle and Carlisle (inclusive), with only Appleby, Settle and Carlisle permanently staffed by Northern and DevCo employees. Other stations are unstaffed, however around 300 volunteers run shops, a tea room and provide support at every station. The majority of the stations along the route fit in with the heritage theme, which has become heavily associated with the line. The stations and other features are probably the best-preserved example on a mainline railway in the UK. The aspiration is to keep existing railway buildings in use and provide a consistent heritage theme, which adds to the tourist interest.

Many of the stations are lacking modern infrastructure that enhance the customer experience, which may discourage an increase in footfall. However there are plans in place to improve stations. There is an aspiration to make stations community hubs, serving more of a purpose than solely travel.

A Stations Strategy has been produced (Appendix 3) which included the following improvements:

- Real time train service information and Help Points
- Clear intuitive station signage and travel/local tourism information
- Professional and "uncluttered" station appearance
- Waiting rooms with heating and lighting on all platforms
- Public address systems
- Cycle storage facilities
- Wi-Fi and improved mobile phone connectivity
- Clear way marking to and from key communities/tourist attractions
- Improved accessibility for all passengers

Northern have issued a Station Improvement Plan which sets out projects planned up to 2019 (see Appendix 4).

Action 5: As recommended in the Stations Strategy set up a Stations Improvement Group to identify projects which are not covered by Northern's Station Improvement Fund programme and create a case for further improvements, especially improved passenger facilities, accessibility and customer information. SCLA member organisations to consider projects they can fund/manage. DevCo/Property Co to lead.

Action 6: Conduct customer and stakeholder surveys to identify priorities.

Action 7: Scope a Community Hub pilot project.

6 Trains

Objective: To have modern trains which meet customers' expectations and are fit for purpose. This includes cleanliness, on board facilities and capacity.

The Line is one of the most picturesque in the UK and so trains with large windows and which are of a more comfortable nature should be used. The Line is currently served on the regular service trains by predominantly Class 158 diesel multiple units.. Refurbished trains 'cascaded' from other routes may(?) replace these trains. However, timing is uncertain due to delays in electrification of other lines that would release diesel trains. The current plan is that from May 2018 158 units will continue to be the main traction, strengthened by some 153 units. It is expected that this will continue until more 153 units become available during 2019. There may be the possibility of 156 units being deployed as well.

There are however steps that can be taken to improve the experience of customers on the existing trains. Due to the trains being old they look tired and sometimes dirty. Deep cleaning more regularly would improve customer experience, this is particularly important as the journey is considerably longer than many Northern services. Other improvements include trains with a greater capacity and better customer facilities e.g. Wi-Fi, electronic charging points, disabled access toilets and better seating. The refurbished trains will have all of these additional features.

Action 8: Northern to consider how to improve train cleanliness, attractiveness and facilities prior to new trains becoming available.

Steam-hauled special trains are a regular feature of the Line. However, many do not stop between Settle and Carlisle, expect for a stop at Appleby to take on water. This reduces the generative economic benefit to the route and associated communities/businesses.

Action 9: Explore the opportunity to run special trains (not necessarily steam) to provide additional interest and extra services, possibly over the summer months. The scope would include origin and destination and ticket pricing. This may be through an independent operator.

7 Freight traffic.

Objective: Encourage freight traffic.

In the late 1990s, freight traffic returned to the Settle and Carlisle line. Coal flows between the Ayrshire coalfields to English Power Stations increased significantly. Latterly, imported coal into Hunterston was also conveyed over the line. Two years ago, the coal market declined following the closure, or burning hours limited on a number of Power Stations. Coal traffic isn't expected to return to the levels it was at several years ago, and the likelihood is that this will cease altogether

over time.

Aggregate traffic is expected to see growth in future years. The Peak District sees high volumes of aggregates coming out by rail from the quarries and this is starting to happen in the Yorkshire dales. Tarmac has opened a new railhead at Arcow (near Horton), which sees trains run daily to sites in Manchester and Leeds. In addition to this, the quarry at Ribbleshead, which has seen very little traffic since the 1980s, has started to serve trains to Leeds (Hunslet), with stone being delivered by road from nearby quarries.

The line is still an important route for through traffic, with Cement flows between Scotland and Clitheroe, timber trains between Carlisle and Shropshire as well as engineering trains forming a vital link between Network Rail's distribution centres using the line on a regular basis. Imported gypsum from Spain is transported daily to Kirkby Thore for British Gypsum and travels from Hull Docks via West Yorkshire.

The line continues to serve an important link between Scotland / Cumbria and the rest of England. Areas of growth are in the aggregates market and Intermodal traffic; however, the Settle & Carlisle line is gauge sensitive for the latter which limits the scope.

The arrival of HS2 and train service patterns may increase the number of trains using the line, with connections on and off the West Coast Main Line, the Settle and Carlisle could play a pivotal role in through traffic as well as serving construction and aggregate markets.

8 Additional opportunities for Growth

Objective: To identify areas of growth for the line and use examples from other lines to adopt best practices.

The Line has many examples of projects, which have led to increased patronage on the line, for example guided tours, ticket promotions and special trains. Some examples are detailed below.

Case studies

- **Marketing & Publicity**

The DevCo leads on marketing and promotion of the line. The website www.settle-carlisle.co.uk (completely overhauled in 2015) is a comprehensive source of information for visitors to and local users. Usage currently stands at over 20,000 per month. The most popular pages are train times and the Dales Railcard. Details of local events, places to visit and stay, things to do, downloadable walks, an image gallery and historical information are also available on the site. Social media, Facebook and Twitter (@setcarrailway), is used to promote events, run competitions and give useful travel information. There are over 14,500 Facebook followers and

over 1600 Twitter followers. The 'Explore Voucher' scheme is promoted via the Facebook page. This scheme is run in conjunction with local businesses and makes a range of special offers and discounts available to anybody who lives in or is visiting the region.

The DevCo also produces an official visitors' guide to the line (Black Book), a promotional leaflet, the Dales Railcard application form and the twice-yearly timetable/lineguide which also includes travel information, What's On pages, Explore vouchers and an illustrated map. Traditional print advertising is placed in a range of publications targeting local, national, international travelers, as well as the specialist group travel market. Continuing enhancements to the website, social media opportunities and the use of electronic newsletters are the way forward, although there is still a need for some traditional forms of marketing.

- **Group Travel – a Joint Initiative**

The DevCo has been responsible for the promotion and administration of group travel on the Leeds-Settle-Carlisle route for some fifteen years when it was handed over by the then ToC. Using local knowledge, the team have engaged with coach companies, tour operators and individual organisations to increase the number of group passengers on the line. FoSCL's team of On-Train Guides provide a commentary to groups during the journey. The limitations of the current timetable and fleet composition inhibit development of passenger numbers to some extent. The lack of a seat reservation system is a frustration for all involved. Positive action in these areas would allow further improvements to group passenger numbers.

- **Success of the Dales Rail Card**

The line specific railcard that offers 1/3rd off fares has been successful in encouraging local people to use the line. Available to residents in the postcodes areas between Skipton and Carlisle, Skipton and Carnforth and between Carlisle and Brampton and in the Clitheroe/Whalley area, the scheme is also open to members of FoSCL. The annual winter offer for Dales Railcard holders has the benefit of encouraging increased use of services during the winter period when tourist numbers reduce. Currently there are more than 5500 Dales Railcard holders (buoyed by the recent half price offer from Northern). The DevCo leads on the administration and marketing of the product and has facilitated online purchases making the railcard more accessible to residents in the very rural area. Ways of enhancing and publicising this product will be continually explored.

- **Success of the Tornado and Flying Scotsman steam services**

In February 2017 the Tornado, a custom built steam engine, became the first scheduled steam service (operated by Northern) to run along a UK rail line in 50 years. There was a turnout of more than 5000 passengers with even more spectators along the line. This provided a boost for the local communities and businesses, which had seen a downturn since the landslip at Eden Brows. Subsequently there was a very successful run by Flying Scotsman which

hailed specials from Keighley to celebrate the reopening following the landslip. The possibility of running future special services will be explored.

- **Success of community hub structures at rural stations**

An issue with many rural railway stations is a lack of permanent structures to provide customer facilities such as toilets, cafes and shops. One solution which has been trialed at Llandeilo is a simple wooden structure, built for around £30,000, with the option of toilet facilities and rain water harvesting. Similar structures could be constructed at stations on the Line where there are no accessible station buildings. They could also serve a seasonal purpose with different companies taking lease of the building at different times, ideal for a tourist use. It would also address the issue of a lack of toilets and facilities at many of the unstaffed stations, which is often a key concern for customers. The space may also be used by the local community.

Action10: Establish a working group to review best practice and identify potential areas for increasing growth of both patronage of the line and the local economy.

9 Next Steps.

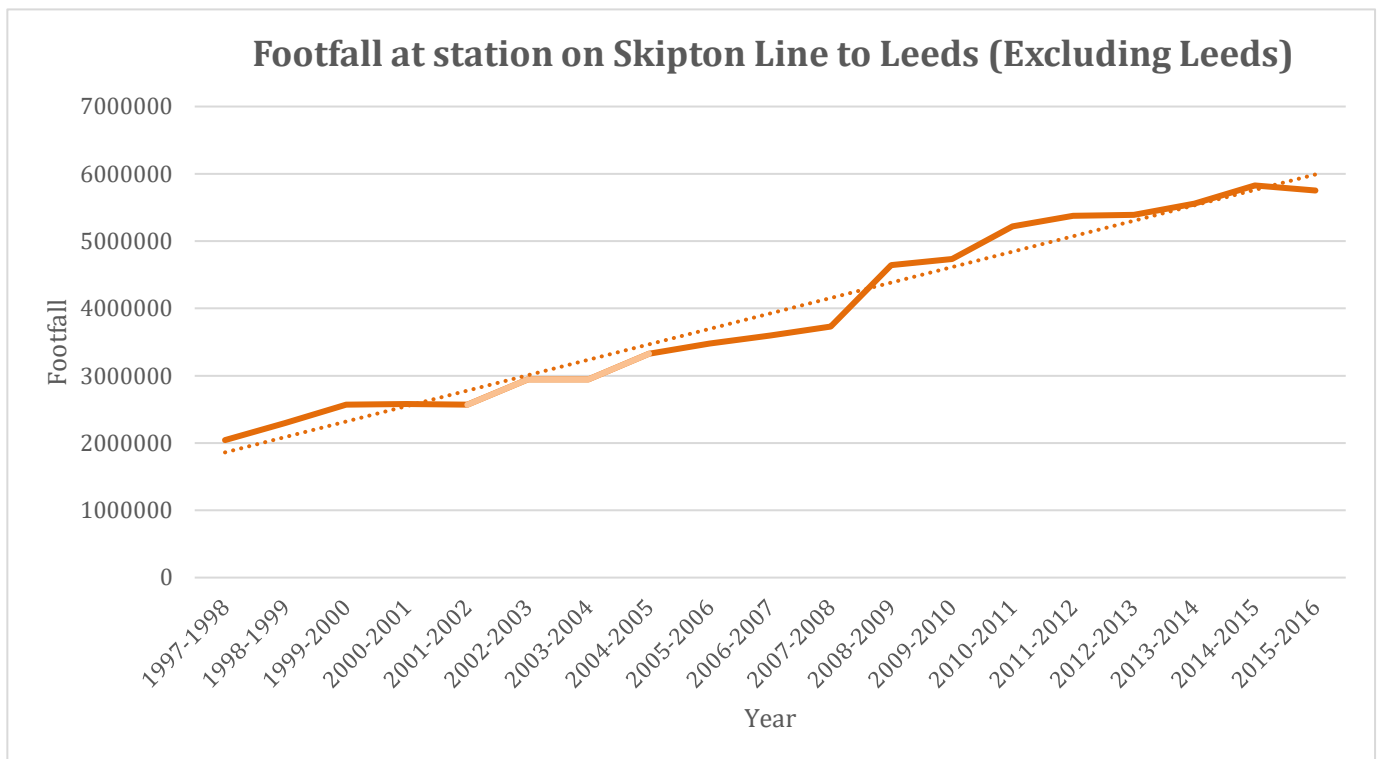
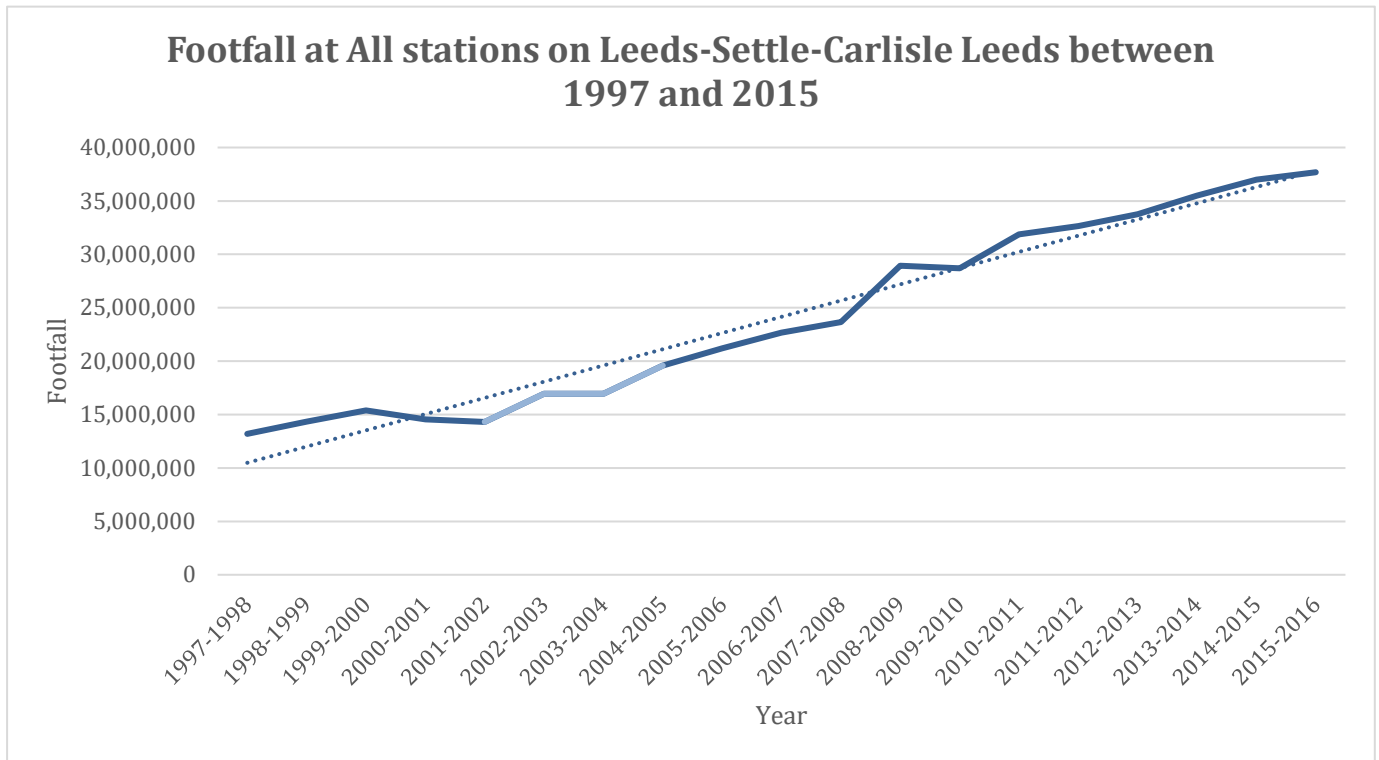
The Action Plan will be led by DevCo in consultation with its partners and reviewed at each board meeting. Regular updates on progress will be provided.

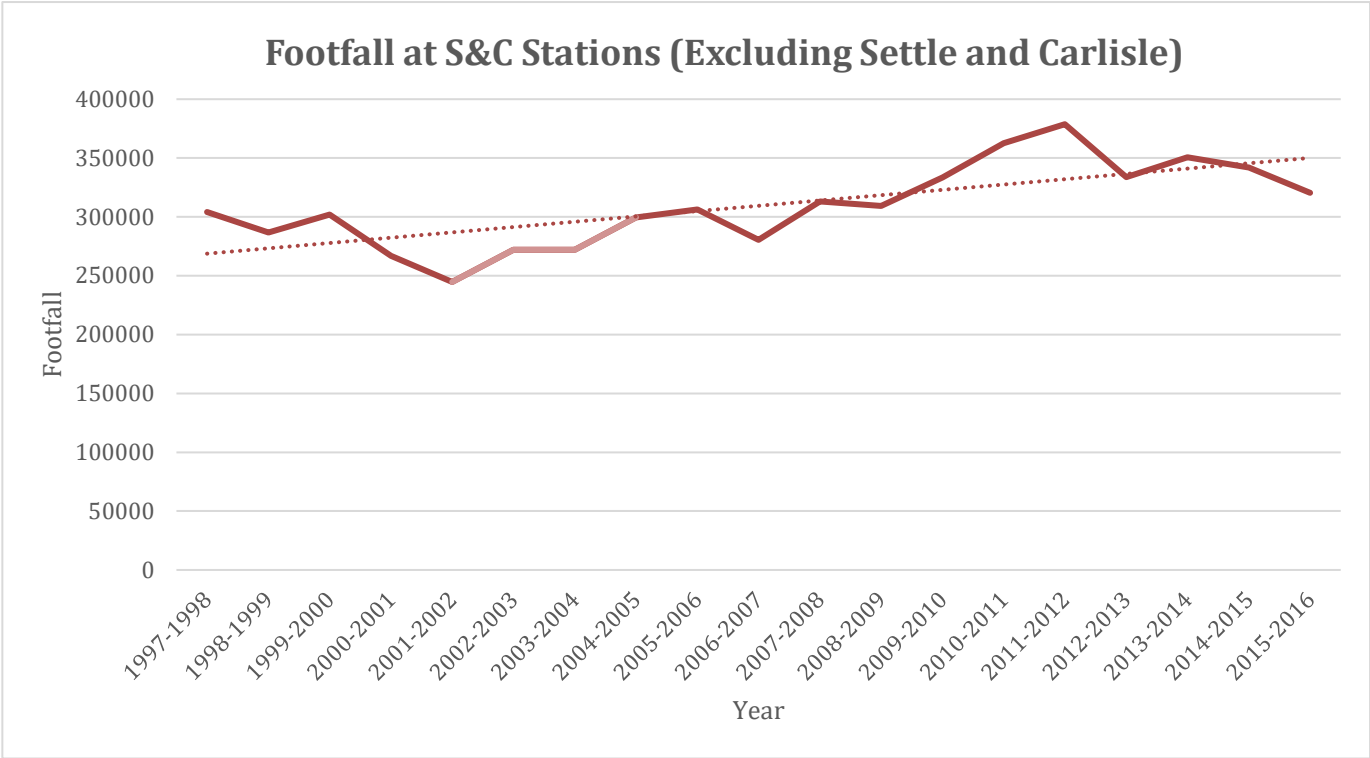
10 Acknowledgements

Thanks to everyone who has contributed to this Strategy, especially Hannah Boyes of Northern who did much of the initial work and supporting data.

Approved by the SCLA Council on 3rd July 2017

Appendix 1: Footfall at stations





N.B. the darker line represents actual data, the lighter line is predicted based on general trend.

Appendix 2: Current timetable of services between Carlisle and Leeds

Leeds - Settle - Carlisle

| Mondays to Fridays | | Saturdays | | Sundays | |
|-----------------------|---|---|------|-----------|----------------|
| | | | | Z | A E |
| Leeds | d 0529 0849 0947 1049 1249 1449 1806 1919 | 0619 0849 0947 1049 1249 1449 1750 1919 | 0900 | - | 1120 1357 1741 |
| Shiplay | d 0542 0902 1002 1102 1302 1502 1819 1932 | 0632 0902 1002 1102 1302 1502 1803 1932 | 0915 | - | 1132 1411 1753 |
| Bingley | d 0549 0906 1006 1106 1306 1506 1824 1937 | 0636 0906 1006 1106 1306 1506 1808 1936 | 0922 | - | 1137 1415 1757 |
| Keighley | d 0556 0912 1012 1112 1312 1512 1829 1942 | 0642 0912 1012 1112 1312 1512 1813 1942 | 0929 | - | 1142 1421 1802 |
| Skipton | a 0613 0924 1024 1124 1324 1524 1845 1957 | 0655 0924 1024 1124 1324 1524 1829 1957 | 0946 | - | 1153 1433 1814 |
| Skipton | d 0616 0926 1026 1126 1326 1526 1846 2000 | 0656 0926 1026 1126 1326 1526 1835 2000 | 0948 | - | 1155 1435 1815 |
| Gargrave | d - 0932 - - 1331 - 1851 2006 | - 0932 - - 1331 - 1840 2006 | 0954 | - | 1440 - |
| Hellifield | d 0627 0940 - 1137 1340 1537 1900 2015 | 0708 0940 - 1137 1340 1537 1849 2015 | 1002 | 1015 | - 1449 1828 |
| Long Preston | d - 0943 - - 1342 - 1902 2018 | - 0943 - - 1342 - 1851 2018 | - | - | - 1452 - |
| Settle | d 0636 0950 1044 1146 1348 1545 1908 2024 | 0715 0950 1044 1146 1348 1545 1857 2024 | 1011 | 1035 1214 | 1458 1835 |
| Horton-In-Ribblesdale | d - 0958 - 1154 1357 1553 1917 2032 | 0724 0958 - 1154 1357 1553 1906 2032 | 1020 | 1044 | - 1507 1844 |
| Ribblehead | d 0651 1006 - 1202 1405 1601 1925 2042a | 0732 1006 - 1202 1405 1601 1914 2042a | 1028 | 1052 | - 1515 1851 |
| Dent | d - 1016 - 1212 1414 1611 1934 - | 0741 1016 - 1212 1414 1611 1923 - | 1038 | 1102 | - 1525 1901 |
| Garsdale | d 0706 1021 - 1217 1420 1616 1940 - | 0747 1021 - 1217 1420 1616 1929 - | 1043 | 1107 | - 1530 1907 |
| Kirkby Stephen | d 0718 1034 1122 1230 1432 1629 1952 - | 0759 1034 1122 1230 1432 1629 1941 - | 1056 | 1120 1251 | 1543 1919 |
| Appleby | a 0730 1046 1134 1242 1444 1641 2004 - | 0811 1046 1134 1242 1444 1641 1953 - | 1108 | 1132 1303 | 1555 1931 |
| Langwathby | d 0732 1047 1136 1243 1445 1641 2005 - | 0812 1047 1136 1243 1445 1641 1954 - | 1110 | 1134 1305 | 1556 1931 |
| Lazonby & Kirkoswald | d 0746 1101 - 1257 1459 1655 2019 - | 0826 1101 - 1257 1459 1655 2008 - | 1124 | 1148 | - 1610 1945 |
| Armathwaite | d 0751 1107 - 1303 1504 1701 2024 - | 0831 1107 - 1303 1504 1701 2013 - | 1130 | 1154 | - 1616 1951 |
| Carlisle | a 0759 1114 - 1310 1512 1708 2032 - | 0839 1114 - 1310 1512 1708 2021 - | 1137 | 1201 | - 1623 1959 |
| | d 0759 1115 - 1311 1512 1709 2032 - | 0839 1115 - 1311 1512 1709 2021 - | 1138 | 1202 | - 1624 1959 |
| | a 0817 1132 1217 1329 1533 1728 2052 - | 0858 1134 1217 1329 1527 1728 2040 - | 1155 | 1217 1347 | 1642 2014 |

Carlisle - Settle - Leeds

| Mondays to Fridays | | Saturdays | | Sundays | |
|-----------------------|---|---|------|-----------|--------------|
| | | | | F | Z C |
| Carlisle | d 0550 0853 1155 1404 1506 1618 1814 - | - 0752 0924 1151 1421 1549 1618 1807 - | 0925 | 1259 1520 | 1700 1757 |
| Armathwaite | a 0603 0906 1208 1417 - 1631 1827 - | - 0805 0937 1204 1434 - 1631 1820 - | 0938 | 1312 | - 1713 1810 |
| Lazonby & Kirkoswald | d 0604 0907 1209 1418 - 1632 1828 - | - 0806 0938 1205 1435 - 1632 1821 - | 0939 | 1313 | - 1714 1811 |
| Langwathby | d 0611 0914 1216 1425 - 1639 1835 - | - 0813 0945 1212 1442 - 1639 1828 - | 0946 | 1320 | - 1721 1818 |
| Appleby | d 0618 0920 1222 1431 - 1645 1841 - | - 0819 0951 1218 1448 - 1645 1834 - | 0953 | 1327 | - 1728 1825 |
| Kirkby Stephen | a 0632 0934 1236 1445 1541 1659 1855 - | - 0833 1005 1232 1502 1624 1659 1848 - | 1007 | 1341 1555 | 1742 1839 |
| Garsdale | d 0632 0935 1236 1447 1543 1701 1856 - | - 0834 1006 1233 1504 1626 1701 1849 - | 1007 | 1341 1557 | 1743 1840 |
| Dent | d 0646 0948 1250 1500 1556 1714 1909 - | - 0847 1019 1246 1517 1639 1714 1902 - | 1021 | 1355 1610 | 1757 1854 |
| Ribblehead | d 0659 1002 1302 1513 - 1727 1922 - | - 0900 1033 1259 1530 - 1727 1915 - | 1034 | 1408 | - 1810 1907 |
| Horton-In-Ribblesdale | d - 1007 1308 1518 - 1732 1927 - | - 0905 1038 1304 1535 - 1732 1920 - | 1040 | 1414 | - 1816 1913 |
| Settle | d 0714 1017 1317 1529 - 1742 1937 2100 | 0714 0915 1047 1314 1545 - 1742 1930 2100 | 1049 | 1423 | - 1825 1922 |
| Long Preston | d 0720 1024 1324 1536 - 1748 1943 2106 | 0720 0921 1054 1320 1551 - 1748 1936 2106 | 1056 | 1430 | - 1832 1929 |
| Hellifield | d 0728 1032 1332 1545 1634 1757 1951 2114 | 0728 0929 1102 1328 1559 1717 1757 1944 2114 | 1104 | 1438 1646 | 1841 1937 |
| Gargrave | d 0734 - - 1550 - 1803 - 2120 | 0734 - - 1334 - - 1803 - 2120 | 1110 | 1444 | - - - |
| Skipton | d 0737 1039 1339 1553 - 1806 1959 2123 | 0737 0937 1109 1337 1607 - 1806 1952 2123 | 1113 | 1447 | - 1851 1948a |
| Keighley | d 0745 - 1347 1602 - 1814 - 2131 | 0745 - - 1345 1615 - 1814 - 2131 | 1121 | 1455 | - - - |
| Bingley | a 0753 1054 1356 1608 1654 1823 2014 2138 | 0753 0952 1124 1355 1622 1738 1823 2007 2140a | 1129 | 1504 1707 | 1904 - |
| Shiplay | d 0755 1056 1357 1612 1655 1825 2015 2146 | 0755 0955 1126 1356 1625 1741 1825 2008 - | 1130 | 1506 1709 | 1908 - |
| Leeds | d 0807 1107 1407 1622 1707 1837 2025 2202 | 0808 1008 1137 1407 1637 1751 1837 2018 2203 | 1140 | 1516 1720 | 1918 - |
| | d 0812 1113 1413 1627 1714 1843 2030 2209 | 0813 1012 1143 1413 1643 1755 1843 2023 2209 | 1144 | 1520 1725 | 1923 - |
| | d 0819 1120 1420 1632 1720 1849 2035 2217 | 0819 1019 1150 1420 1650 1801 1850 2028 2216 | 1149 | 1525 1730 | 1932 - |
| | a 0837 1136 1437 1653 1738 1907 2050 2234 | 0836 1035 1207 1436 1707 1817 1907 2045 2234 | 1205 | 1545 1746 | 1948 - |

Appendix 3: Stations Strategy.

See separate attachment.

Appendix 4: Northern Station Improvement Plan 2017-2019

| SETTLE & CARLISLE LINE STRATEGY: STATION IMPROVEMENTS PLAN | | | | | | |
|--|--------------------------------------|--|-------------------|-------------------|-------------------|-------------------|
| | | | Year 1 2017/18 | Year 2 2018/18 | Year 3 2019/20 | Year 4+ 2021 - |
| Station | Project | | | | | |
| Route | Form Station Improvement Group (SIG) | | X | | | |
| Settle | New heritage lighting | | x | | | |
| | New waiting Shelter | | x | | | |
| | CIS | | | | | |
| | TVM | | | | | |
| | CCTV | | | | | |
| | Safe by design | | | | | |
| | Signage | | | | | |
| | Refurbished waiting room | | | | | |
| Horton in Ribblesale | CIS | | | | | |
| | CCTV | | | | | |
| | TVM | | | | | |
| | Safe by design | | | | | |
| Ribblehead | Repairs to down side shelter | | x | | | |
| | CIS | | | | | |
| | TVM | | | | | |
| | Refurbished waiting room | | | | | |
| | CCTV | | | | | |
| | Visitor Centre Project | | x | | | |
| | Additional seating | | | | | |
| | Safe by design | | | | | |
| | Gateway signage | | x | | | |
| Dent | CIS | | | | | |
| | Safe by design | | | | | |
| | CCTV | | | | | |
| Garsdale | CIS | | | | | |
| | TVM | | | | | |
| | Safe by design | | | | | |
| | CCTV | | | | | |
| Kirkby Stephen | CIS | | | | | |
| | TVM | | | | | |
| | Safe by design | | | | | |
| Appleby | New waiting shelter on up side | | x | | | |
| | Refurbished toilets | | | | | |
| | TVM | | | | | |
| | Additional seating | | | | | |
| | Safe by design | | | | | |
| | CIS | | | | | |
| Langwathby | TVM | | | | | |
| | CCTV | | | | | |
| | Safe by design | | | | | |
| Lazonby & Kirkoswald | TVM | | | | | |
| | CCTV | | | | | |
| | Safe by design | | | | | |
| Armathwaite | CIS | | | | | |
| | Refurbished waiting room | | | | | |
| | CCTV | | | | | |
| | Additional seating | | | | | |
| | Signage | | | | | 12 |
| | Safe by design | | | | | |

Appendix 5: Action Plan

Action 1: Collect and analyze data on through services and identify opportunities for improvement (timing, ticketing, connections, marketing, extra services, journey times). Northern to consider a desktop exercise to scope out this project. This may lead to a market research exercise supported by the use of on-train volunteers. (Northern initially)

Action 2: Explore opportunities to work with other train operating companies. (DevCo)

Action 3: DevCo to lead a discussion and then respond to the Northern consultation by the first week in July (DevCo)

Action 4: Set up a Passenger train services group to explore the opportunity to reduce journey times, look at further through journey opportunities and hence drive passenger journeys. This group would work with Northern, Network Rail and other interested parties including Rail North to review opportunities. Note: see background discussion paper.(DevCo)

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Action 6: Conduct customer and stakeholder surveys to identify priorities. (DevCo)

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