



Customer Report

November 2024





**Welcome from
Chris Jackson**

Hello and welcome to the latest TransPennine Express Customer Report – the final report of 2024 which covers our activity from May through to November.

We are fast approaching the introduction of our December 2024 timetable and I am really pleased to say that we are ready to deliver a significant uplift for our customers.

We will be restoring more services for our customers, delivering around 1,300 additional seats each day to meet the latent demand we know is there. This will include a service every 15 minutes, each way, between Manchester and Leeds, direct trains every hour, every day to York and Manchester via Castleford, Normanton and Wakefield Kirkgate, and, in the north east, our trains will begin calling at Eaglescliffe for the first time.

Meanwhile, on the South Route, we will be introducing more six-carriage services to give customers the space and comfort they deserve while travelling between the north west, South Yorkshire and Lincolnshire.

This is a significant step forward for TransPennine Express and further demonstrates our desire and commitment to deliver a service that not only gives our customers an outstanding journey experience, but also supports the economies of the towns and cities we serve, providing commuting and leisure opportunities that contribute towards making the North and Scotland such a great place to live and work.

The new timetable is the latest landmark in our journey to stabilise the business, re-engage with customers, colleagues and stakeholders, and transform TransPennine Express – three pillars I set out this time last year when we published Our Plan for the Future.

I'm pleased to say we are making really good progress against the plan and, since transferring to DOHL – now DFTO, we have reduced cancellations by 70 per cent, fully reinstated our Sunday timetable, launched the West Coast Kitchen catering service – with plans to introduce a similar service on

the North Route – and introduced services with new calling points including Castleford, Normanton, Wakefield Kirkgate and East Linton, connecting more communities than ever before.

And we have become even more socially aware, having hosted our first TransPennine Express Week of Inclusion earlier in the year, increased the recruitment of colleagues from minority groups, launched countless enhancements to make our network more welcoming for customers with accessibility needs, and we have delivered tangible sustainability improvements, with new EV charging points at Thirsk and bio-diversity schemes across our estate.

I hope you find this report informative and useful, as it further details the progress we have made across several areas – including accessibility, sustainability, performance and customer experience.

But, we know there is more work to be done and we are already planning well into 2025 and beyond, and look forward to working collaboratively with you as we transform, not just TransPennine Express, but the railway across the North and into Scotland to meet the demands of the customers and communities we serve.

Service performance

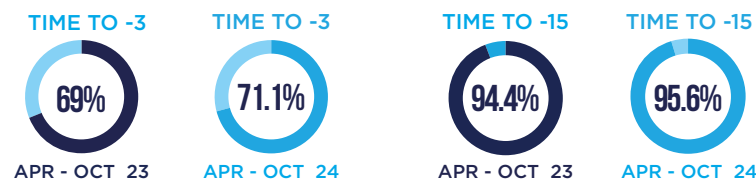
Service Performance April - October 2024



CANCELLATIONS



Performance Comparison April - October 2023 / April - October 2024



SHORTFORMS



Time to 3 is measured by how many trains arrive no more than 2 minutes and 59 seconds late at any station on their journey.
Time to 15 is measured by how many times arrive no more than 14 minutes and 59 seconds late at any station on their journey

Performance summary

There has been a significant improvement in performance across our key metrics. Trains have been running more reliably, to time and with the correct number of carriages more often, when compared to 2023. This is primarily down to improved driver availability following the restoration of the rest day working agreement.

There have been very few days of industrial action between April and October 2024, resulting in a consistently strong performance. The improvement has been compounded by the slight reductions in timetables since December 2023, which have allowed further performance improvements.

Punctuality of trains, as measured in the time to 3 and time to 15 metrics, has not improved as hoped. As a result, the targets for these metrics have been missed. This is largely the result of inconsistent performance and the tendency for very poor days of performance when major incidents occur. These incidents are often infrastructure faults, including those linked to weather such as flooding and high winds resulting in trees on the line. Other major incidents have included trespass and fatalities, which continue to have a high impact. Failures of trains, including TPE, freight and other operators' trains, also contribute. These incidents continue to be investigated in full. Steps are taken to reduce their frequency but also to ensure our response is correct and minimises impact on passengers.

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The improvement in driver availability has especially been seen in the cancellations metric. This metric improves further when the pre-planned cancellations are taken into account (not shown within these figures) as these were significantly higher in 2023. Cancellations in 2024 were caused by the same major incidents that have resulted in punctuality targets being missed.

Another factor is the availability of trains that are fit for running on the West Coast Mainline services between Manchester Airport/Liverpool and Scotland. The timetable for these services was enhanced in June, however this has caused additional challenges for train delivery. The improvement in driver availability has also allowed us to concentrate on other areas of performance for improved, more consistent delivery. This is especially seen within the results in the shortforms metric.

With improved driver coverage, our trains are staying to schedule much more regularly, allowing us to maintain them as planned. This allows significant improvements in ensuring trains are formed of the correct number of carriages on the busiest services, which is reflected in the shortforms results.

Our Network

As a rail operator that serves both the North of England and Scotland, it's vital we offer a service that provides great links between communities. Where possible, we always look to find further opportunities to connect even more communities by rail.

Across our network there have been a number of initiatives and celebrations of our colleagues and the services we look to offer. Take a look at what's been happening during the past six months.

North West



All aboard for Pride celebrations in Manchester

TPE colleagues united with local communities to celebrate Manchester Pride. More than 50 people from TPE and the Transpennine Route Upgrade project took part in the colourful parade in August to promote inclusivity and equality in the workplace.

Conductor Zack Hallam said: "Pride is important because we can celebrate all our LGBTQ+ colleagues in the rail industry and show that it is somewhere you'd be included and feel comfortable working." Zack is a member of TPE's LGBTQ+ Network, which gives members a chance to influence and celebrate diversity as well as continue to build a more inclusive working environment.

North East



TPE station transformed into art gallery

Historic Middlesbrough station has been turned into a colourful gallery featuring work by artists from across the North East. Bespoke art created by nine commissioned artists will offer a local perspective on the shared history of the station and train travel across the region.

A launch event was the first in a series of artist commissions and residencies for the programme Most Creative Station for Middlesbrough station. This aims to animate the station with artwork, provide opportunities for people to be creative and challenge perceptions of what a station can be. The rolling programme of art will be on display until March 2025.



New 'storm storage' planter trialled at station

Tackling flooding and boosting biodiversity is the aim of a new planter which is being trialled at Northallerton station. The specially designed planter captures, uses, and stores rainwater before slowly releasing it into drains

This helps to reduce the risk of local drainage networks being overwhelmed during storms, leading to flooding or pollution. Insects and other pollinators also benefit, as the planter also provides multiple habitats including a bee hotel and deadwood zones. Made by ecology and horticulture specialists BioScapes, the planter is being trialled for six months. If successful, more planters may be installed across the TPE network.

Hull

£500,000 revamp to transform station toilets

A major refurbishment at Hull Paragon will revitalise the station's toilet facilities. Three extra cubicles will be added to the current facilities at the TPE station, with improved toilets, sinks, new hand dryers and flooring. The work will also upgrade the station's accessible toilet.



Kathryn O'Brien, customer experience & transformation director at TransPennine Express, said: "Once work is complete, we know these changes will make a huge difference to our customers travelling on our network." The refurbishment began in September and is due to be completed by spring 2025. Temporary toilets are available in the meantime.



Paula's poster encourages rail safety

A primary school pupil created the winning poster in a TPE competition for Rail Safety Week. Pupils at Adelaide Primary School in Hull were asked to design a poster to remind people of the importance of staying safe while travelling on the rail network.

Paula's vibrant poster encouraged people to 'stay on the right track' and not trespass. Around 19,000 incidents of trespass are recorded each year. Paula's poster will now be displayed across TPE's 19 stations and the 11-year-old's prize was a Kindle Fire tablet. TPE also recently received the Safeguarding on Rail Scheme accreditation for the second consecutive year.

Scotland

Extra services provided during Edinburgh Fringe

Travelling to the world's largest performance art festival by rail was made easier thanks to extra TPE services. Three additional services a day were provided for people attending the Edinburgh Fringe in August, in addition to the usual timetable.



The evening services ran from Edinburgh Waverley to Glasgow Central and Edinburgh to Newcastle with local stops, as well as one in the opposite direction from Newcastle to Edinburgh. More than two million people were expected to travel to the Scottish capital for the festival. Thousands of shows took place across more than 250 venues in and around the city.

West Yorkshire

Station lights up for worldwide initiative

Huddersfield Station turned blue for charity as part of worldwide initiative Shine A Light. TPE lit up the Grade I listed building for Neurofibromatosis Awareness Day in May. The event



illuminated iconic buildings and landmarks to raise awareness of the genetic disorders which cause tumours to form on nerve tissue.

There are three neuro-genetic conditions that cause tumours to grow on nerve endings, Neurofibromatosis Type 1 (NF1), NF2-related-Schwannomatosis (NF2), and Schwannomatosis (SWN). Kristina Novakovic, a conductor for TransPennine Express who lives with schwannomatosis, said: "I'm really grateful for TPE raising awareness to a cause I have firsthand experience dealing with."

Service Quality Regime

SQR works to ensure we are delivering the best possible standards for our customers across all sectors of our business. Each period, 250 inspections are carried out by independent assessors against a set of standards looking at key areas of our service offering.

These include cleanliness, the availability of key assets onboard our trains and our stations (including car parks), the accuracy and availability of customer information and much more.

We set nine benchmarks against trains, stations and customer service performance. These are then broken down further into different indicators such as seating at stations, toilet operation, toilet cleanliness, litter and many more.

SQR: What we're measured on:

On-board

What we're measured for on-board

120 Carriage Inspections

- AMBIENCE & ASSETS:**
 - INTERNAL LIGHTING
 - SEATING
 - WHEELCHAIR POSITION
 - ACCESSORY TABLES
 - TOILET OPERATION
- CLEANLINESS & GRAFFITI:**
 - COACH
 - WHEELCHAIR POSITION
 - TOILET CLEANLINESS
 - LITTER
 - TOILETS
 - GENERAL CLEANLINESS
- INFORMATION:**
 - POSTERS AND INFORMATION SCREENS
 - PUBLIC ADDRESS SYSTEM
 - WIFI
 - COACH
 - POSTERS AND SIGNAGE
 - INFORMATION PUBLIC ADDRESS SYSTEM

In Stations

What we're measured on for stations

Each TPE Managed Station 1 visit per period

- AMBIENCE & ASSETS:**
 - LIGHTING
 - SEATING
 - SHEDS, CANOPIES & WAITING AREAS
 - LIFTS, ESCALATORS AND RAMPES
 - TOILET OPERATION
 - CAR PARKING/CYCLE PARKING
 - VEGETATION
- CLEANLINESS & GRAFFITI:**
 - GENERAL CLEANLINESS
 - TOILETS
 - LITTER
 - GRAFFITI CLEANING
- INFORMATION:**
 - POSTERS AND INFORMATION SCREENS
 - HELP POINTS
 - POSTERS AND SIGNAGE
 - PUBLIC ADDRESS SYSTEM
 - SHARPS AND BIODIVERSITY
 - INFORMATION PUBLIC ADDRESS SYSTEM
- TICKETING & STAFFING:**
 - TOILET WORKING IN STATIONS
 - TOILET OFFICE
 - STAFF PRESENCE
 - TOILET LINES

Customer Service

What we're measured on for customer service

100 Customer Service Inspections

- STAFF HELPFULNESS:**
 - HELPFULNESS OF STAFF AT STATIONS
 - HELPFULNESS OF STAFF ON TRAINS
- ONLINE INFORMATION:**
 - SOCIAL MEDIA MYSTERY SHOPPER QUESTION
 - PLANNED AND UNPLANNED DISRUPTION (WEBSITE, APP & SOCIAL MEDIA)

OUR PERFORMANCE
25% of Customer Service inspections will be completed by guests with additional needs

Highlights from April 2024 to October 2024



Station cleanliness and ambience

There has been an improvement in the availability, quality and functionality of customer waiting areas and shelters, which scored an average of 79.2 per cent. This is a 3.09 per cent improvement.

An even stronger performance was recorded for lighting, public address systems and information during disruption, with 100 per cent reached consistently.

The ambience and assets benchmark, which evaluates a variety of customer touchpoints such as car parks and lifts, was met in four out of six periods.

Swift intervention and prevention of graffiti at stations has also ensured a 97.37 per cent score across the six periods

Toilet facilities

The cleanliness of station toilets had an average score of 74.84 per cent.

Onboard customer experience

This category has scored exceptionally high in the last six months. Accessibility reached 100 per cent in every period, while WiFi on board had an average score of 99.30 per cent.

Provision of customer information, through posters and signage, had an average score of 98.80 per cent. Toilet cleanliness on board scored an average of 97.39 per cent.

For ambience and assets on trains, where audits cover areas such as carriage condition and seating, scored above 92 per cent in five out of six periods.

Customer service and online information

There was another strong performance in customer service.

For the helpfulness of TPE staff at stations, we scored an average of 92.36 per cent. On board, it was 96.34 per cent

We surpassed the SQR benchmark for staff helpfulness, which is 94 per cent.

Online information for planned and unplanned disruption consistently scored 100 per cent, while general online information hit the benchmark of 92 per cent.

There was also an improvement in social media.

Four out of the six periods scored 100 per cent and the average of 98.21 per cent was up by seven per cent.

Customer Service

Customer service is at the heart of everything we do at TransPennine Express. Our Customer Experience team ensures the service we offer to our customers on-board our trains, at our stations and through our various channels is the best it can be.

Find out how we've performed during the past six months.

Enhancing customer experience

Cheers to new premium TPE beer

A new bespoke beer created with a Leeds brewery has been launched for TPE First Class passengers to enjoy. The cans of crisp and refreshing Pennine Pale, a 4.1 per cent IPA made by Northern Monk in collaboration with TPE, also include well-known network destinations in their design.

A QR code provides further information about the partnership and more images of the locations the train operator serves.

Kathryn O'Brien, Customer Experience & Transformation Director at TransPennine Express, said: "We are really proud to partner with Leeds-based brewery Northern Monk to offer a refreshing beer that has been created just for our customers, inspired by the destinations we serve across the North of England and Scotland." "We have worked hard to improve our catering offering, particularly in First Class, to bring our customers an experience in line with what they expect when travelling on a premium service."



Pennine Pale is available every day after 11am, as part of TPE's two First-Class menus West Coast Kitchen and Express Plus. For customers travelling in standard class, Northern Monk's Faith hazy pale ale can also be purchased through the Express Café menu.

The new IPA beer is featured in the enhanced catering menu for West Coast Kitchen, which launched earlier this year. The updated summer menu offers an extended range of products for First-Class travellers on services between Manchester/Liverpool, Lancashire, Cumbria, and Scotland. Dishes include a locally sourced 'TPE regional breakfast' plus jerk chicken and basmati rice with mango salsa.

How we're performing

Customer Satisfaction



84%

Overall Journey Satisfaction



84%

Train Cleanliness



87%

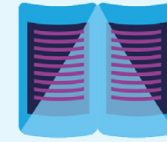
Helpfulness of Staff on train



79%

Helpfulness of Staff at station:

Customer Complaints



7,840

Total complaints



97.99%

Responded within 20 working days

Accessibility

We are committed to making our trains and stations as accessible as possible. This gives customers confidence in travelling and greater freedom to experience everything the North and Scotland have to offer.

TPE's dedicated accessibility team works to ensure services, stations, and digital content are inclusive and accessible to all. TPE continues to offer assistance to customers on their journey through Passenger Assist.

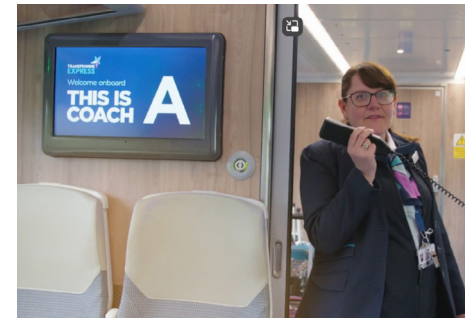
Between April and October 2024, TPE arranged 15,698 passenger assists, with 10,551 of those being booked and 5,417 not booked.

15,696

Passenger assists were carried out between April 2024 - October 2024



UK's first speech to text announcements improve journeys for hearing impaired



A pioneering system which improves journeys for hearing impaired train passengers has successfully completed a pilot. The system allows passengers to read real-time transcriptions of live announcements made by conductors on trains, so they do not miss important information.

It was developed in partnership with tech company Televic, which had to overcome major technical challenges. The AI used needed to understand many accents, work seamlessly while the train is moving, and handle background noise - all without an internet connection. TPE is working towards installing the innovation, the first of its kind used on UK railways, across its Class 397 fleet.

New accessible Changing Places toilet installed at Tameside station



A new fully accessible toilet has been installed at a TransPennine Express station. The new Changing Places facility at Stalybridge station in Tameside is a larger accessible toilet. It includes specialist equipment such as an adult-sized changing bench, a hoist, privacy screen and space for carers.

The facilities will make the station and wider area more accessible and are located on Platform 4. Adam Fairclough, Head of Customer Experience at TransPennine Express, said: "We know that good quality public toilets are important to everyone, but for people with additional needs having specialised facilities is essential."

Environment and Sustainability

Low carbon travel

We connect people and provide customers with a rail service across the North of England and into Scotland – and we do so by delivering a low-carbon travel option for our customer journeys.

We are constantly improving our environmental performance. Our Nova train fleet, which includes bi-mode and electric trains, helps reduce passengers' carbon dioxide emissions by 77 per cent compared to travelling by an average car.

Through our Carbon and Air pillar of our Sustainability Strategy, we are working to reduce our carbon impact further. In 2023/24, we had our near-term science-based targets validated by the Science Based Targets initiative. We have committed to reducing our absolute scope 1 and scope 2 greenhouse gas emissions by 54.6% by FY2032 from our baseline year of FY2019.

We have also committed to having 67.08% of our suppliers by emissions covering purchased goods and services and capital goods will have science-based targets by FY2027. Our Road to Net Zero decarbonisation roadmap outlines the actions we will take to progress towards reaching net-zero carbon emissions by 2050.

We have a critical role in helping the UK achieve challenging decarbonisation targets. As a responsible train operator, we have clear goals for managing and reducing our carbon impact. In building back services, we continue to promote train travel and track the total distance we carry our passengers with our number of passengers per kilometre travelled metric.

The distance our fleets have travelled has continued to increase, covering approximately nine million more vehicle kilometres than the equivalent period last year.

Despite this, our carbon emissions per vehicle kilometre efficiency metric continues to reduce, through our more performant timetable and running increased distance using electric power.

Our Nova 1 bi-mode trains use diesel when there are no wires but can run on electricity when running electrified lines. We run on many partially electrified routes, which means we can make part of these journeys using electricity, which has a significantly lower carbon impact than diesel, and through the TransPennine Route Upgrade (TRU), we will be able to run on even more electric miles in the future.



What we are measured on:

Environmental Certification

Our Energy and Environmental Management Systems continue to be certified to ISO 50001 and ISO 14001. Our energy use can be broken down into “traction” and “non-traction.” Traction refers to the energy consumed to drive our trains, which is our main operation.

Non-traction includes the energy to light, power and heat our stations and offices. During the first half of 2024/25, our ISO 50001 energy management system was recertified.

Waste

Our recycling rate has settled at around 57 per cent during the first half of the financial year. We continue to segregate waste on-site at Hull Paragon Station and continue to send zero general waste to landfill.

During the first half of the financial year, we have teamed up with Collecteco, who reuse old station and office furniture, and Avena, who have begun to recycle our old uniforms. Unfortunately, issues were found with our coffee cup recycling scheme at Hull, and action is currently underway. We have reviewed options to update waste signage on platform bins, and a trial will take place at Hull during November 2024.

Biodiversity

We have built upon the landscaping improvements delivered at Thirsk by delivering and planning several other biodiversity improvement initiatives as identified within Our Good for Nature Plan during recent periods. Improvements have included the installation of our first BioScapes SuDS unit at Northallerton, initially on a trial basis with a proposal to retain it permanently if successful. The unit provides multiple habitat spaces and surface water drainage improvements at the station.

Other biodiversity improvements at stations have included a planter refresh at 14 of our 19 stations, bug hotels installed at three stations and pollinator awareness campaigns including digital station posters to improve community engagement. Moving forward, we plan to install bird and bat boxes at 10 of our 19 stations, and with Incredible Edible set up community fruit planters at Northallerton.

Environmental Performance April 2024 - October 2024

The table below shows our performance against key environmental impact measures.

Measure	Description	Result
Waste Disposal	Percent of general waste reused or recycled. Percent of general waste disposed of to landfill.	57.0% recycled or prepared for re-use and 0% sent to landfill
Non-Traction Energy	Total electricity, gas and oil used for stations and offices.	1,801,350 kWh (partially estimated)
Water Use	Water consumption across stations and offices.	18,205 m3 (partially estimated)
Traction Energy Efficiency	Energy consumption per vehicle kilometre for the entire fleet of diesel, electric, and bi-mode trains.	3.9751 kWh/vkm
Traction Carbon Efficiency	Greenhouse gas emissions per vehicle kilometre for the entire fleet of diesel, electric, and bi-mode trains.	0.9701 kgCO ₂ e/vkm
Carbon Impact (Scope 1 + 2)	Total carbon emissions associated with the burning of fuel and use of electricity across the fleets and in stations and offices.	40,721 tCO ₂ e

Introducing TRU

The Transpennine Route Upgrade (TRU) is a multi-billion-pound programme of railway upgrades. It will bring faster, greener, and more reliable journeys to customers that travel between Manchester, Huddersfield, Leeds, and York.



What has been delivered between May and October 2024:

A summary of the work completed is provided below, showcasing the highlights over the last six months.

Historic roof canopy restoration progresses:

Engineers have commenced restoration works on Huddersfield station's iconic roof, which is one of the few remaining examples of a 'Euston roof' in the operating railway today.

The first step, to grit blast the roof canopy beams on the Manchester end of the station then paint them, has been completed. Grit blasting at the Leeds end of the station began in October.

Grade II listed tearoom deconstructed:

Huddersfield engineers also carefully took down a tearoom to accommodate the station's redesign. Once completed, the historic tearoom made of timber match-boarded panels will be reinstated a couple of metres away from its original location.

TRU engineers ensure electric trains launch:

Overhead line equipment installed by TRU engineers was key to a major railway milestone. Northern has now started running electric trains between Manchester and Stalybridge, in a launch made possible by this line equipment.

From December 2024, TransPennine Express Nova 1 trains will also start using these wires. The line is the first to be fully electrified as part of TRU.

Busy stretch of Transpennine main line to be upgraded:

The section between Colton Junction (York) and Church Fenton will be electrified next. This is one of the busiest stretches of railway in the North, with over 100 trains using the line each day.

The first electric train, a TEP Nova 1 operated by the Rail Operations Group, successfully completed test runs in August.

Get in touch

If you have any feedback about our service (good or bad) there are a variety of ways you can get in touch:



Webchat and webform at tpexpress.co.uk



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Or write to us at: Customer Relations, FREEPOST TransPennine Express