

# TransPennine Express Customer Report



# Customer message



We are now into the third year of the TransPennine Express franchise, and this year has certainly been the most challenging so far.

Since the May timetable changes, we know that many of our customers have had to contend with disrupted journeys. We want to let you know that we are working alongside the rest of the rail industry to fix the current issues as we aim to deliver the best possible service for our customers.

You will see some positive changes with the introduction of the December timetable, which is largely a rollover of our existing timetable, so we can continue our focus on increasing the resilience of services.

We remain committed to our plan to deliver £500million worth of investment over the next two years. Our three brand new fleets of state-of-the-art trains will all come into service across our network within the next 12 months, enabling greater connectivity across the North, providing 13 million more seats a year for customers, while also delivering an on-board customer experience to be proud of.

Speaking of our customer experience, we have continued to roll out our on-board entertainment service to customers across our network, allowing

our customers the opportunity to watch more than 150 TV shows and films on their journey.

We also want to enhance our station environment and that is why we have set aside £2.8 million for the next four years to support schemes across our network and the communities that we serve.

You can already see the fruits of our labour as since the start of the franchise, we've invested over £250,000 to provide over 500 new secure cycle parking spaces at stations across our network, instantly recognisable by our 'Bike Shed' branding, and we have plans to add more spaces with schemes in development for Hull and Stalybridge.

We are working incredibly hard to deliver the train service that customers in the North desire. To ensure that we get this right we would love to work with you at our regular customer forums and would love to hear your thoughts. On the back of this report you will be able to find the different ways you can get in touch with us.

I look forward to hearing from you.

**Leo Goodwin**  
**Managing Director**  
**TransPennine Express**

# 2018



**It's been a very busy year, and here are just some of the highlights:**

**Our Nova 1 fleet arrived in the UK ahead of coming into customer service in 2019.**



**We've launched our Transform Grant Scheme, giving £50,000 to community and environmental projects across the North.**



**We rolled out our Exstream entertainment service across all routes, giving customers free wi-fi and access to more than 150 shows and films.**



**We showcased local creative talent with our very own bee in Manchester City Council's 'Bee in the City' event.**



**We launched our Customer and Community Improvement Fund providing £2.8million of funding to further improve the travelling experience for customers.**



**We welcomed new graduates to begin their careers in the transport industry.**



We are continuing to improve our catering service as we introduce a new First Class offering, including improved filter coffee. We have installed chillers on our Class 185 trains to go alongside our hot water urns, so we can serve hot drinks hot, and cold drinks cold!

# WHERE ARE WE UP TO?

**2016**

Improved catering provisions throughout 2016 and beyond



**EARLY 2017**

Refurbishment started on existing trains to 'like new' standard



**2017**

Free Wi-Fi at all 19 TPE stations

Major investment in mobile and smart ticketing



Hopefully you've now seen our fantastic refurbished trains on your travels. The project saw £32 million of investment and we're pretty pleased with the results!

We now have free, fast Wi-Fi at all 19 of our stations.

We have successfully begun rolling out barcode ticketing on most of our routes and all our advance tickets are barcode-enabled. From early 2019, some of our season ticket holders will have the option of a smartcard.

-  Fleet
-  Timetable
-  Customer Experience Improvements
-  Network Rail Projects



**2016**

**2017**

**LATE 2017**  
Mobile tickets on all TPE routes

**LATE 2017**  
Ordsall Chord by connecting Manchester V Oxford Road

The Ordsall Chord construction was completed ahead of schedule on Thursday 9 November. Our Manchester Airport - Middlesbrough and Newcastle services now use the line, connecting Manchester's three main stations.



All our Nova fleets are on test and you can expect to see them all in service as they are rolled out in the next 12 months.

### 2019 - 2020

Brand new state-of-the-art carriages and trains



### 2017-2019

Liverpool-Newcastle service extended to Edinburgh

Operate a direct Liverpool-Glasgow service

Manchester Airport-York service extended to Newcastle

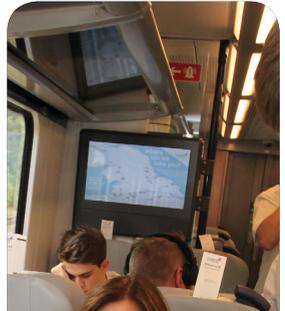
A standardised timetable, meaning a 'weekday' service seven days a week

In December 2018, we decided to make changes to our timetable, which saw the Manchester-Leeds semi-fast service split at Huddersfield. This was done to improve service reliability on the North route.

### 2019

### JUL 2018

On board entertainment system on all trains



17  
Viaduct, helping  
Manchester Piccadilly,  
Victoria and Manchester

Our free on-board entertainment system and WiFi has been rolled out across our entire network, with customers on our South route being treated to a cinematic launch.



# Improving your journey

**This summer we rolled out our free, on board entertainment service across all routes, following the success of the service on the Anglo-Scottish route.**

The service, called Exstream, gives our customers the opportunity to watch TV shows and blockbuster films, including documentaries from David Attenborough, hit TV series like The Wire and The Sopranos, films such as La La Land and Deadpool and reality shows such as Keeping Up with the Kardashians.

Exstream also allows our customers access to the latest news, plus popular magazines including Top Gear and Cosmopolitan. While children can be entertained with shows like Thomas and Friends and The Powerpuff Girls.

We have also launched the updated TransPennine Express app, which features a new and improved journey planner and allows customers to buy tickets online with no booking fee. The online app also allows our customers to collect Nectar points as a result of their booking.



Customers can download the app at home via the app store allowing them to seamlessly connect to Wi-Fi when joining us on their next journey.



# Improving our stations

**We have continued to improve our stations, and earlier this year completed the installation of new secure cycle facilities at five of our stations.**

Since the start of the franchise, we've invested over £250,000 in cycle facilities, providing over 500 new secure cycle parking spaces to help encourage customers to cycle to the station and park their bike rather than drive, reducing local road congestion and helping the environment.



You can now see our instantly recognisable 'Bike Shed' branding at all our stations, including Selby railway station which has seen the largest uplift in cycle parking spaces where we have installed an additional 144 cycle spaces. There's also a new Bike Shed at Northallerton where a 72-space shelter offers cycle parking in a secure area covered by CCTV and Malton has had the same treatment, with a new 48-space shelter, providing 25% increase in spaces at the station.

We will continue to roll out our Bike Sheds, which were supplied by Falco, across our stations in the future too, as we have plans to add even more spaces with schemes in development for Hull and Stalybridge.

# Upgrading our railway

## The Great North Rail Project - Liverpool Lime Street

**The transformation of Liverpool Lime Street was completed in October with the full reopening of all the station's platforms.**

The Liverpool Lime Street upgrade saw £140m of investment, with platforms across the station being completely remodelled. Two brand new platforms have been built, while all others were widened and/or lengthened. The station also now has a remodelled concourse and much improved facilities.



The Lime Street redevelopment was part of a wider £340m investment into the Liverpool City Region, with major works taking place throughout 2017 and 2018. These works also saw the completion of an extensive signalling upgrade that allows more trains to run in and out of Liverpool.

The completion of the upgrade at Liverpool Lime Street is excellent news for customers and will allow for longer trains with extra carriages and more seats. Over the next 12 months, we will be introducing our brand-new Nova fleets to Liverpool, along with new direct services to Scotland.



# Our targets

Below we have provided updates on how we've done in the last six months of TransPennine Express, and we've compared it to the same timeframe in the previous year. You can also track our progress more regularly at [tpexpress.co.uk](http://tpexpress.co.uk)

## Service Performance

We work hard with Network Rail and other operators to improve our service performance.

We are always monitoring our progress and publish how we're doing on our website.

We also track how many of our services actually arrive at the right time. The rail industry measure for performance is the Public Performance Measure (PPM), which means that a service is counted as on time if it arrives within ten minutes of the scheduled arrival time.

As well as measuring PPM, the industry has started measuring "Right Time" performance, which tracks how many of our trains arrive at their destinations within 59 seconds of our arrival time.

We also track how many of our services are cancelled and significantly late (over 30 minutes late at destination) through a measure called CaSL.

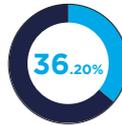
The timetable change in May has definitely impacted our performance targets. Here is how we've done in the last six months (April 2018 – October 2018), and how it compares to the same timeframe a year ago (April 2017 – October 2017).

## April 2018 – October 2018



### Public Performance Measure

The industry performance measure is defined as arriving within 10 minutes of the timetable. In the same period a year ago we achieved 90.40%.



### Right Time

The "Right Time" measure looks at trains which arrive within 59 seconds on their scheduled arrival time. In the same period a year ago we achieved 56.20%.



### Short formations

Over the last six months 99.44% of our trains operated with their required carriage formation. In the same period a year ago we achieved 99.38%.



### Cancellations

We have operated over 45,000 trains in the last six months; just 2.6% were cancelled. In the same period last year we ran over 39,959 services, with 3.7% cancelled.



### CaSL

12.50% of our services were cancelled or arrived over 30 minutes late at their destination in the last six months. In the same period last year that figure was 4.37%.

To improve our performance, we have undertaken an internal performance drive for our frontline colleagues and our non-operational managers, with the aim to make sure everyone is doing exactly what is needed to keep things running smoothly. We have also implemented several plans to help tackle the number of external delays we face, for example ill customers and anti-social disorder. We are also working with Network Rail and other Train Operating Companies to improve performance across the industry. Finally, we are implementing enhanced GPS on our trains, to help pinpoint exactly where the key issues are occurring.



### Ticket Office Hours

Our ticket offices have been open for 99.6% of the hours they should be.

## Customer Satisfaction

The results are in...

Transport Focus carries out customer research twice a year through the National Rail Passenger Survey (NRPS).

Here are our latest results:



### Customer Satisfaction

\*In Autumn 2017, there were some changes made to the questions asked in the National Rail Passenger Survey which means direct comparison to previous years' results cannot be made.

All results can be viewed at [tpexpress.co.uk/about-us/passengers-charter/performance-transparency](http://tpexpress.co.uk/about-us/passengers-charter/performance-transparency)

In addition to this we also carry out our own "shadow" NRPS throughout the year. Based on the results, we will continuously improve our services from what our customers are telling us.

In the latest survey, the top three areas where our customers were most satisfied were:



Ticket buying facilities, helpfulness and attitude of the staff on the train and cleanliness of the inside of train.

Our customers have informed us that the top three areas where they were least satisfied were:



Quality of Wi-Fi at stations, car parking facilities, and station cleanliness.

We're always looking at how we can improve. This year we have installed all our brand new Customer Information Screens and continue to roll out our 'Bike Shed' cycle facilities across our stations. All of our colleagues have gone through Customer Experience training, and we are in the process of designing and delivering new uniforms for our frontline colleagues. We are also providing additional security at Manchester Piccadilly and Victoria every weekend up until Christmas, as well as on designated services between York and Middlesbrough.

### Accessibility and Booked Assistance

We introduced a process to accurately track how many booked assistances have not been carried out, and the reasons for this. We are also monitoring how many un-booked assists are provided at our stations. In the last six months (April 2018-October 2018) we have received 0.42 accessibility complaints per 100,000 customer journeys.





## Fault Reporting

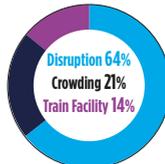
We have set up a system, so you can quickly and easily report any faults you may have noticed on our trains or at our stations. In the previous six months we have received 14 trains fault notifications, two stations fault notifications and 10 suggestions. You can report faults you may have noticed on our trains or at our stations through our website ([www.tpexpress.co.uk/help/contact-us/report-a-fault](http://www.tpexpress.co.uk/help/contact-us/report-a-fault)), fault reporting tool in our app and via Twitter (@TPEassist).



### 1) Overall On Trains Faults

On Trains Faults	Number of Faults	Days to Complete
Overall Notifications	14	8
Customers Opted for an update	13	8

### 2) On Trains Faults Sub-group

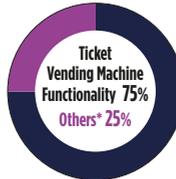


Train Facility includes: air conditioning, space for luggage

### 3) At Stations Faults

At Stations Faults	Number of Faults	Days to Complete
Overall Notifications	4	7
Customers Opted for an update	1	9
	1*	Over 20 days

### 4) At Station Sub-group



\*Verbatim cannot be translated into a fault

\*Ticket Vending Machine at Yarm not in good working order.

## Customer Complaints



We have continued to see massive improvements in our Delay Repay processes, and we are now dealing with them quicker than ever. Customer complaints have increased in the past six months, almost entirely as a result of the May Timetable change and the disruption our customers have experienced since. We have also introduced the May Timetable Compensation package as an additional apology for the disruption experienced by customers since the timetable change. We have logged 6,844 complaints in the past six periods, which is an increase of 1,631 when comparing to the same time frame last year.

The overall % of cases closed between Period 1 and Period 6 is 78.44%.

## Environmental Performance 2018/19 Periods 1-6

The headline environmental impact measure in the passenger transport industry is carbon emissions per passenger kilometre. TPE's half-year performance was 44.39 gCO<sub>2</sub>e/pkm\*.

The table below shows TPE's performance against franchise targets

Measure	Target	TPE Result
Waste Disposal	90% recycled or prepared for re-use and zero to landfill	39.5% recycled. 100% recycled or prepared for reuse. Zero waste to landfill
Non-Traction Energy (Total electricity, gas and oil used for stations and offices)	2,398,543 kWh in periods 1-6	3,363,233 kWh 5,271,802 kWh 2017/18
Water Use	18,369 m <sup>3</sup> in periods 1-6	14,406 m <sup>3</sup>
Traction Energy (Carbon emissions per vehicle kilometre for the combined fleets of both diesel and electric trains)	1.25 kgCO <sub>2</sub> e/vkm in periods 1-6 *Based on bid vehicle fuel efficiency targets and updated for latest vehicle deployment plans as of April 2018.	1.342 kgCO <sub>2</sub> e/vkm

# Get in touch

For any feedback you may have, good or bad, about our service, we have a variety of ways you can get in touch:

Our webchat and webform – [tpexpress.co.uk](https://tpexpress.co.uk)

Telephone – **0345 600 1671**

Twitter – [@tpeassist](https://twitter.com/tpeassist)

or our Facebook page – [TPExpressTrains](https://www.facebook.com/TPExpressTrains)

Write to us

**Customer Relations**  
**TransPennine Express**  
**ADMAIL 3878**  
**FREEPOST**  
**Manchester M1 9YB**