

## Get in touch

We're ready to listen and address any problems (and any praise!) you might have about our service and have a variety of ways you can get in touch:

Our webchat and webform – [tpexpress.co.uk](http://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**

## TransPennine Express Customer Report



# A year of success for TransPennine Express



## Our first year



We've achieved a lot in our first year - here are a few of the highlights:

It's now been more than a year since we started our journey as the new TransPennine Express with the vision to take the North further.

And what a year it's been - full of excitement and innovation, we've made significant strides towards creating an improved railway for the people of the North, and are now one of the fastest growing train companies in the country.

Here are just a few of the highlights since we set out on our journey:

- Invested £500 million in 220 brand new carriages, which are now starting to be built and will begin arriving from summer 2018
- Made big improvements to our on-board catering service, with locally sourced products now available on-board as well as freshly brewed coffee
- Introduced discounted ticket fares for jobseekers and 16-18 year olds adding to the list of great value Railcard discounts that are already available
- Invested heavily in improving TPE's stations, including the installation of new waiting shelters and a First Class lounge at Huddersfield station, and a modern makeover for the waiting room at Manchester Airport station.

A £1.4 million redevelopment of Hull Paragon station is now underway and four new retail units will be introduced as part of this

I'm proud of everything that we've already delivered for our customers, but there's a lot more coming up. We have begun a £32 million refurbishment of our existing train fleet which includes the installation of modern, comfortable seating, free Wi-Fi, an on-board entertainment system and at seat plug-sockets.

As ever, please do let us know any thoughts that you have on our services and our plans. We've held our first customer forum and will continue to run these to make sure that we can capture your valued feedback. On the back of this report you'll find all the different ways you can get in touch with us.

Thank you,

**Leo Goodwin**  
Managing Director -  
TransPennine Express

We've invested £500m on three new fleets of trains, which have now started to be built



We've carried more than 27 million customers, and introduced new direct trains between Newcastle and Manchester Airport



Felix, our Senior Pest Controller, has raised £70,000 for charity, and has released her own book



We've welcomed a hundred new colleagues to our team, including eight new apprentices



We've invested millions into improving our stations, including a redevelopment of Hull Paragon



We're well underway with major refurbishment project of our current Class 185 fleet of trains



# HOW ARE WE DOING?

## TAKING THE NORTH FURTHER



The first of the new trains to be introduced (CAF Mark 5 Coaches) are now being built and will start to be tested from late this year before coming into service from summer 2018.

**2018 - 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

Six TPE trains an hour between Manchester and Leeds

We have now extended our Manchester Airport - York services to Newcastle, and will be introducing a sixth TPE service between Manchester and Leeds in May 2018.



**JUL 2018**  
On board entertainment system on all trains

**2018**

**LATE 2017**  
Ordsall Chord Viaduct, helping to ease congestion by connecting Manchester Piccadilly, Manchester Victoria and Manchester Oxford Road

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



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

**2017**

**2017**  
Free Wi-Fi at all 19 TPE stations

Major investment in mobile and smart ticketing



**EARLY 2017**  
Refurbishment starts on existing trains to 'like new' standard



**2016**  
Improved catering provisions throughout 2016



## TAKING THE NORTH FURTHER

We've really upped our catering offer with better products on more routes than ever before. But we're not done yet, and will keep expanding and improving.

Our refurbishment project is now underway, and you will start to see more and more refurbished trains on an almost weekly basis.

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

We have started to introduce mobile ticketing on selected routes including York to Scarborough, and are working closely with other train operators to ensure we can offer this option on all TPE routes by the end of 2017.

The Ordsall Chord construction is on time and will open as planned in December 2017, meaning less congestion and a better-connected Manchester and the North.

We have already introduced free on-board entertainment and Wi-Fi on our Anglo-Scottish trains and are rolling this out on all our services from the end of 2017.

# Improving your station

TransPennine Express are committed to improving your journey. On top of introducing three new fleets of trains we are making a significant investment into our stations to ensure your customer experience with us is second to none.

## Ticket Vending Machines



We've installed brand new ticket vending machines at all 19 of our stations.

## Wi-Fi



We're massively upgrading the speed and coverage of our Wi-Fi at all 19 of our stations.

## Customer Information Screens



We're replacing and improving the customer information screens and public announcement systems at all 19 of our stations.

## LED Lighting



We're fitting environmentally friendly LED lighting in all of our car parks and all 19 of our stations.

## Hull



At Hull we're investing £1.4 million to transform the customer experience, including new waiting facilities, toilets and retail outlets.

## Scunthorpe



At Scunthorpe we've added a waiting shelter to improve the station bus stop.

## Huddersfield and Middlesbrough



We've created 'pop-up pitches' at Huddersfield and Middlesbrough to benefit local community groups and small businesses.

## Huddersfield



At Huddersfield we've invested more than £500,000 to improve the station, including the opening of our first ever first class lounge.

## Brough



At Brough we are installing pedestrian wayfinding signage to help you get to local attractions.

## Seamer



At Seamer station we've installed an accessible level crossing gate.

# Upgrading our railway

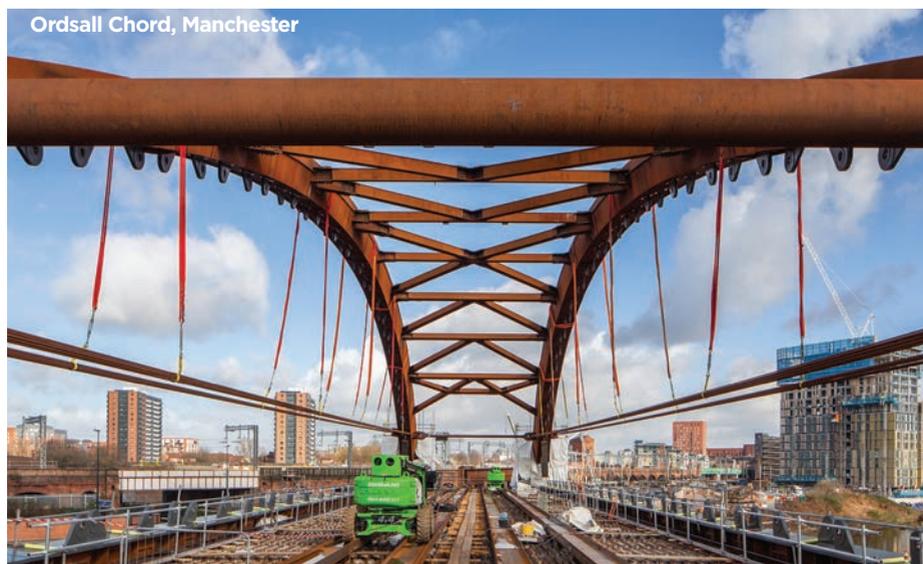


## Our targets

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

### Ordsall Chord, Manchester

Work is nearing completion to construct the Ordsall Chord, a new section of railway which connects Manchester Victoria, Oxford Road and Piccadilly stations for the first time. The construction work is on time and the Chord will open, as planned, in December 2017. The work is part of Network Rail's £1bn+ Railway Upgrade Plan for the North, which will improve connections across the region as well as reducing the amount of congestion currently seen at Manchester Piccadilly by a quarter.



### Liverpool City Region

Liverpool is getting a transformation. £340m is being invested into the Liverpool City Region, which for Liverpool Lime Street will mean two new direct TPE services from 2019, a remodelled concourse, longer, safer platforms and improved facilities.

Some of these vital works will take place from Saturday 30 September to Sunday 22 October, meaning that some journeys may be disrupted.

Liverpool is open for business, but make sure you check before you travel by at [www.networkrail.co.uk/lcr](http://www.networkrail.co.uk/lcr).

### 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.

However, we understand that this is not a true measure of reliability, so we are working hard to improve our "Right Time" performance measure, 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.

Here's how we've done in the last six months (October 2016 - April 2017), and how it compares to the same time frame a year ago (October 2015 - April 2016).

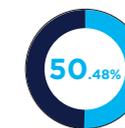
### October 2016 - April 2017



#### Public Performance Measure

More than 87% of our trains ran on time as measured by the industry performance measure, which is defined as arriving within 10 minutes of the timetable.

In the same period a year ago we achieved 82.67%.



#### Right Time

The "Right Time" measure looks at trains which arrive within 59 seconds on their scheduled arrival time.

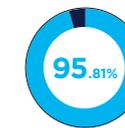
In the same period a year ago we achieved 64.24%.



#### Short formations

Over the last six months more than 99.5% of our trains operated with their required carriage formation.

In the same period a year ago we achieved 98.97%.



#### Cancellations

We have operated over 45,000 trains in the last six months; just over 4% were cancelled.

In the same period last year we ran over 43,000 services, with just over 5% cancelled.



#### CaSL

5.21% 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 6.31%.

We're always working hard to improve our service performance. Currently we have implemented a worst performing trains process, which enables us to focus specifically on five trains over a twelve-week period to find out what's going wrong and see if we can identify any solutions. We also have improvements over the next few weeks and months, for example we're fitting GPS systems to our trains so we can quickly and accurately identify issues and patterns to allow us to find solutions.



### Ticket Office Hours

Our ticket offices have been open for 99.9% of the hours they should be.



### Customer Satisfaction

We regularly monitor what you think of our service through the National Rail Passenger Survey (NRPS), which is run by Transport Focus, and our own 'shadow' NRPS survey. Here's an update on how we're doing:

Measure	Latest NRPS Score (Autumn 2016)	Franchise Target
Overall Customer Satisfaction	84%	N/A
Satisfaction with the Train	76%	75%
Satisfaction with the Station	75%	75%
Satisfaction with the Service	76%	75%

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:



Helpfulness and attitude of the staff on the train, how requests to station staff was handled, and cleanliness of the inside of the train

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



Facilities for car parking, availability of seating, and facilities for bicycle parking

We're always looking at how we can improve, and this year we are investing in adding extra seating and cycle parking, as well as looking at possibilities to expand car parking where there are opportunities to do so.



### Fault Reporting

We have recently set up a system where customers can send us any faults noticed on our trains and at our stations, or submit suggestions - this can be accessed via our phone app. Where we can we will act on your valuable feedback to rectify faults and develop your suggestions to make vital improvements to our services and the products we deliver to you.



### Accessibility and Booked Assistance

We're working on a process to accurately track how many booked assistances have failed, which we will then be able to report. In the last six months (October 2016 - April 2017) we received five complaints per 1000 customer journeys for failed assistance.



### Customer Complaints

Since we introduced Delay Repay at the beginning of our franchise we've been working hard to make sure that customers know what they what they are entitled to. When a train is delayed by 30 minutes we will make an on-board announcement advising that Delay Repay has been triggered and compensation is due. We also put these messages on our social media channels. The complaint numbers are down when compared to the same period last year and the number of Delay Repay claims continue to rise. Our overall % of cases closed within 20 working days in the second half of the business year averaged at 70%.

### Environment and Sustainability

During our franchise we will continue to development and implement our Sustainable Development Strategy, to ensure that we consider the impact of our business on social, economic and environmental factors. We are working hard to reduce our carbon footprint, and here's how we've done so far:

### Environmental Performance 2016/17

The headline environmental impact measure in the passenger transport industry is carbon emissions per passenger kilometre. TPE's 2016/17 performance was 44.63 gCO<sub>2</sub>e/pkm\*, this compares to 47.88 gCO<sub>2</sub>e/pkm for 2015/16.

The table below shows TPEs performance against franchise targets

Measure	Target	TPE Result
Waste disposal	90% recycled and zero to landfill by 31/3/2018	44% recycled in 2016/17. Zero waste to landfill in 2016/17.
Non-Traction Energy (Total electricity, gas and oil used for stations and offices)	7,291,660 kWh	5,917,768 kWh
Water Use	42,333 m <sup>3</sup>	37,726 m <sup>3</sup>
Traction Energy (Carbon emissions per vehicle kilometre for the combined fleets of both diesel and electric trains)	1.366 gCO <sub>2</sub> e per vehicle km* * Based on bid vehicle fuel efficiency targets and updated for latest vehicle deployment plans as of April 2016.	1.3615 gCO <sub>2</sub> e per vehicle km

\* Grams of Carbon Dioxide equivalent per passenger kilometre.