



Customer Report

Summer 2019





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TransPennine Express

2018 was a testing year for the rail industry and I would like to take this opportunity to apologise to our customers whose journeys were disrupted following the changes to the timetable back in May 2018. Since then, we have been working alongside the whole industry to address the issues that arose and hopefully with the changes that were made, you will have seen steady improvements on your journeys on our network.

In the last six months we have focused on increasing the resilience of our service, as well as preparing for when our new fleet trains enter service. Over the next few months you will start to see those new fleets of trains around and about on the network as we bring them into service and by the end of the year, we will have all three of our Nova fleets in service, adding more capacity across our network.

Customer experience remains at the heart of TransPennine Express and we are always looking for innovative ways to improve what we do. Earlier this year we became the first train operating company to introduce

WhatsApp as a form of communication for customers. We have also introduced closed captions and audio description on our on-board entertainment, Exstream, which allows customers who are deaf, hard of hearing or have cognitive or learning difficulties to easily enjoy viewing a wide range of TV shows and films.

We have also listened to feedback from our customers regarding our bicycle policy. That is why rather than reserving bikes 24 hours before travel, customers can now reserve a space up to 15 minutes before departure and can do so by several means including contacting our social media team on WhatsApp or Twitter.

Behind the scenes, we are working incredibly hard to deliver the train service that customers using our network across the North and Scotland desire. We want to get this right for you, which is why we would love to have your input at one of our regular customer forums and would love to hear your thoughts. You can find the different ways you can get in touch with us on page 15. I look forward to hearing from you.

2019 so far...

- 1 Work is well underway for a new depot at Scarborough station for our Nova 3 trains, with the investment worth £11million.
- 2 We gave £50,000 to 12 community projects across our network as part of our Transform Grant scheme.
- 3 We celebrated International Women's Day with our customers in March at Manchester Piccadilly.
- 4 In April we accepted our first Nova 3 train.
- 5 In May we launched our new uniform, which had been two years in the making after consulting our colleagues.
- 6 We teamed up with the Family Holiday Association in May, to give disadvantaged families a chance to visit some of the fantastic places on our network.



Where Next?

Here are some of the improvements we've made since the franchise began in 2016, as well as our plans for the future.



2016

Going local

We began offering local businesses the opportunity to have pop-up pitches at our stations so customers could buy local produce, such as freshly baked bread at Huddersfield.



2017

Free, fast Wi-Fi in our stations

All 19 of our managed stations have complimentary Wi-Fi.

Refurbished trains

We invested £32 million in refurbishing our existing trains to 'like new' with new seats, bigger tables, plug and USB sockets, LED lighting and refitted toilets. This was completed in 2018.

Mobile tickets available

Mobile barcode tickets made available on all TransPennine Express routes making travel quicker and easier.

Ordsall Chord opens

Connecting Manchester Piccadilly, Victoria and Oxford Road stations. Our Manchester Airport -Middlesbrough and Newcastle services use this line.

2018

Free Wi-Fi and onboard entertainment

Enjoy free Wi-Fi and complimentary entertainment onboard all our services.

Improved connectivity

We introduced a standardised timetable, which means more services running seven days a week.



2019

We've gone Smart!

Our season ticket holders now have the option of a Smart card, replacing old paper tickets with plastic travel cards which will allow you to renew your season ticket online.



NEW routes and services

Our Liverpool to Newcastle service will be extended to Edinburgh and we'll be introducing a new direct service from Liverpool and Glasgow.

NEW Nova trains coming into service

Our three brand-new fleet of trains are currently in testing and are expected to enter service throughout 2019-2020.



Improving your journey

Earlier this year we launched a brand-new channel for customers to contact us on in WhatsApp and by doing so became the first train operator in the United Kingdom to be on WhatsApp.



With more than a billion people worldwide on WhatsApp and with over 50 billion messages sent every day, by providing a platform for our customers that is already so popular, we will hopefully make their journeys less stressful when they are in need of some assistance.

This also allows customers who are not overly keen on Twitter the opportunity to get in touch with us directly and ask us questions about their journey, any issues with lost property, what ticket to buy and if they need any help when there's disruption. From the May timetable change, customers can now make bike reservations over WhatsApp too, up to 15 minutes before their departure.

Customers that would like to contact us via WhatsApp can do so very easily. All you need to do is simply open WhatsApp, add us as a contact by typing in the following contact number 07812 223 336 and drop us a message! The service will be monitored between 08:00 to 21:00 every day (20:00 on weekends) except for Christmas Day and Boxing Day.

Improving our stations

We have continued to work hard on improving our stations, and earlier this year we saw the completion of a new footbridge and two new lifts at Scunthorpe station.

Working alongside Network Rail and using funding from the Department for Transport's Access for All programme, at Scunthorpe we now have a fully accessible station for those travelling by train meaning that those customers who have reduced mobility, are travelling with a pram or with large and heavy luggage.

Before the completion of the new footbridge and lifts, customers had to use a level crossing with assistance from a station staff member to get to platform two. Now our staff can be freed up to help our customers in other ways.

There have also been upgrades to the CCTV and PA systems at the station and the stations car park has been extended, providing an additional six spaces, three of which are accessible bays.



Upgrading our railway

Earlier this year, Marsden saw significant investment into platform two at the station, with the platform being raised to accommodate services stopping on the Manchester-bound platform.

Working in partnership with Network Rail and Northern, customers who use the station can now safely alight and board our Huddersfield to Manchester stopping services. Previously, services that called at platform two had to use single door operation due to the large drop between the train and the platform, or alternatively call at platform three which caused the service to be delayed due to the speed restrictions entering the platform.

Now customers can easily and safely get on and off the train at Marsden, with the added benefit that the work on the platform will also reduce congestion.

The money for the Marsden works came from a £15million package for rail improvements in the North of England, which was announced by the Government in 2018.



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.

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 2018 did impact our performance targets. However, the changes that were made in December 2018 have resulted in an improvement in our performance since they were implemented. Here is how we've done in the last six months (October 2018 - April 2019), and how it compares to the same timeframe a year ago (October 2017 - April 2018).

Service performance

October 2018 – April 2019



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 82.78%.



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 36.2%.



Short formations

Over the last six months 94.7% of our trains operated with their required carriage formation. In the same period a year ago we achieved 99.01%.



Cancellations

We have operated nearly 60,000 trains in the last six months; just 3.4% were cancelled. In the same period last year we ran over 45,000 trains of which 6.13% were cancelled.



CaSL

9.84% 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 7.35%.



Our ticket offices have been open for 99.7% of the hours they should be.

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. Finally, we are implementing enhanced GPS on our trains, to help pinpoint exactly where the key issues are occurring.

Customer satisfaction

Transport Focus carries out customer research twice a year through the National Rail Passenger Survey (NRPS). Here are our latest results (Autumn 2018):

82%

Overall satisfaction with station



73%

Overall satisfaction with journey



75%

Overall satisfaction with train



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 seen at 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 based on what our customers are telling us.

We are always looking at how we can improve and we have now installed all our brand new Customer Information Screens and have introduced a new uniform for all our frontline colleagues. We also introduced WhatsApp giving customers another direct way to contact us with any query from ticketing to lost property, while we also provide additional on-board security on our trains that serve the Real Ale Trail between Huddersfield and Manchester.

Customer Complaints

We continue to see improvements with our Delay Repay processes. Customer complaints continued to be high toward the end of last year as a result of the May Timetable change and the disruption our customers experienced until the following timetable change in December. We logged 12,378 complaints in the past six months, which is an increase of 4,393 complaints in the same period the previous year. We are currently working on improving our Delay Repay offer and trying to make it as easy as possible for customers to claim what they are due.

The overall percentage of cases closed within 20 working days between Period 7 and Period 13 is 86.40%

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 (October 2018 - April 2019) we have received 0.64 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 20 trains fault notifications, 14 stations fault notifications and 14 suggestions.

You can report faults on our trains or at our stations at tpexpress.co.uk/help/contact-us/report-a-fault, by the fault reporting tool on the tpexpress app and via Twitter @TPEassist.

On train faults



*Air-conditioning, toilet, Wi-Fi, luggage

| On train faults | No. of faults | Days to complete |
|------------------------------|---------------|------------------|
| Overall notifications | 20 | 3 |
| Customer opted for an update | 15 | 3 |

At station faults



**Gates at Leeds station and TVM at non-TPE station

| At station faults | No. of faults | Days to complete |
|------------------------------|---------------|------------------|
| Overall notifications | 14 | 6 |
| Customer opted for an update | 9 | 7 |

Environmental Performance 2018/19

Period 7 - 13

The table below shows our performance against franchise targets.

| Measure | Target | Result |
|--|--|---------------------------------------|
| Waste Disposal | 90.0% recycled or prepared for re-use and zero to landfill | 39.3% recycled or prepared for re-use |
| Non-Traction Energy Total electricity, gas and oil used for stations and offices. | 3,258,094 kWh | 3,237,551 kWh |
| Water Use | 18,212 m ³ | 16,412 m ³ |
| Traction Energy Carbon emissions per vehicle kilometre for the combined fleets of both diesel and electric trains. | 1.365 kgCO ₂ e/vkm | 1.352 kgCO ₂ e/vkm |

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



Telephone
0345 600 1672



Whatsapp
07812 223 336



Twitter
@TPEassist



Facebook
TPEXpressTrains

Or write to us at: Customer Relations, TransPennine Express, ADMAIL3878, FREEPOST, Manchester, M1 9YB



TRANSPENNINE
EXPRESS

The logo for TransPennine Express features a stylized, multi-pointed star or compass rose icon. The icon is composed of several overlapping triangular shapes in shades of light blue, teal, and purple. Below the icon, the text "TRANSPENNINE" is written in a white, uppercase, sans-serif font. Below "TRANSPENNINE", the word "EXPRESS" is written in a larger, bold, uppercase, sans-serif font, colored in a light blue that matches the primary color of the icon.