

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

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 defining year



We are now two years into the TransPennine Express transformation journey, and we have passed some major milestones as we work to take the North further. On Sunday 20 May 2018 we introduced a timetable change, meaning big improvements for our customers in the North of England and into Scotland, with more services and improved connectivity.

Here are just some of the improvements the new timetable has brought to our customers:

- Reduced journey times between Manchester and Liverpool, taking just 35 minutes compared to the previous 52
- Two fast trains every hour between Newcastle and Manchester
- Six trains per hour operating across the Pennines. We've taken on the intermediate stops between Manchester and Leeds, providing these communities with direct connections to Leeds and faster journeys to Manchester
- Faster journeys between Scotland and Manchester, with trains running direct between Preston and Manchester Piccadilly
- Many more Sunday services plus earlier and later services throughout the week

We are also within touching distance of introducing the first of our Nova fleet. I had the opportunity to see and travel on the first Nova 3 train being tested in the Czech Republic, and it really hit home at just how close we are to seeing these trains in customer service, with the first one due in Autumn this year. The imminent introduction of our Nova fleets, alongside the timetable change, will truly transform travel here in the North, with more trains, more seats, and better reliability.

I'm proud of how much we've been able to deliver in the last two years, but this year and next will be defining for TransPennine Express, as we will truly be able to offer the train service the North deserves.

As ever, please do let us know any thoughts that you have on our services and our plans. We hold regular customer forums and will continue to do so to make sure that we can capture your 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

2017-18

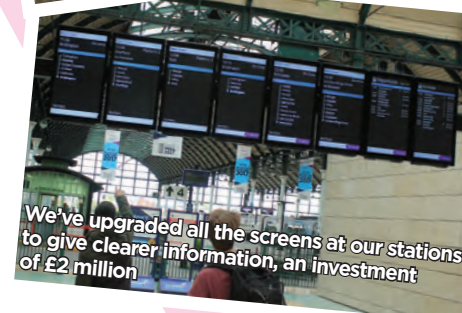
TRANSPENNINE
EXPRESS

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

We launched the name for our new fleets of trains: Nova. Nova 3 will come into customer service from Autumn 2018



We've granted £50,000 in Transform funding to help community and environmental projects across the North



We've upgraded all the screens at our stations to give clearer information, an investment of £2 million



We've celebrated our people, with two of our leaders, Liz Collins and Stacy Thundercliffe (pictured), recognised at the Northern Women Power Awards



Our Class 185 trains have undergone a £32 million refurbishment, a well-received makeover!



We've installed 43 brand new ticket gates across our network, to protect revenue and increase security

We are continuing to improve our catering service as we introduce a new First Class offering, including improved filter coffee and the introduction of wine in the evening. We are also installing chillers on our Class 185 trains to go alongside our hot water urns, so we can serve hot drinks hot, and cold drinks cold!

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 rolled out barcode ticketing on most of our routes and this will be available on all services by the end of 2018. By the end of the year we will be giving season ticket holders the option of a smartcard.

WHERE ARE WE UP TO?

2016

Improved catering provisions throughout 2016 and beyond



EARLY 2017

Refurbishment starts on existing trains to 'like new' standard



2017

Free Wi-Fi at all 19 TPE stations

Major investment in mobile and smart ticketing



2017

2016

2020

2019

2018

JUL 2018

On board entertainment system on all trains

LATE 2017

Mobile tickets on all TPE routes



LATE 2017

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



TRANSPENNINE EXPRESS

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

Six TPE trains an hour between Manchester and Leeds

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

SAT & SUN

All of our Nova fleets are well underway with production and have started to arrive in the U.K. for testing. Nova 3 will be in customer service from Autumn 2018.

The May 2018 timetable change saw the introduction of a sixth train per hour between Manchester and Leeds, which was one of many improvements. We're now working towards introducing our Liverpool - Glasgow service from December 2018.

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

EXSTREAM

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.

'Exstream' - our free on-board entertainment system and WiFi, launched by Hodor from Game of Thrones - is available on our Class 350 trains which run to Scotland and our Class 185 trains which run throughout the North. 'Exstream' will also be available on all our Nova trains.



Transformational timetables

On Sunday 20 May we introduced a major timetable change for our services across the North of England and into Scotland. The changes were brought in to improve connectivity, create new journey opportunities, and deliver enhanced reliability.

Taking over the sixth train each hour between Manchester and Leeds means that we are the sole operator on that route outside of peak times. This means reliability improvements, owing to the high performance of trains that operate on that part of our network.

Our Manchester Airport to Middlesbrough and Newcastle services now make use of the Ordsall Chord in Manchester, connecting Victoria, Oxford Road and Piccadilly, giving customers more choice. We've also cut journey times from Liverpool to Manchester by up to 20 minutes.



We're not done yet though, as from December 2018 we'll make further improvements, including the introduction of our Liverpool – Glasgow services, and from December 2019 the introduction of our Liverpool – Edinburgh service via Newcastle.

Improving our stations



We've now installed 43 new ticket gates across the North, at Manchester Airport, Dewsbury, and Manchester Piccadilly, delivering an investment of £3.7 million.

The gates, provided by Cubic Transport Solutions, accept all ticket types and have the potential to provide a contactless payment option. The gates mean a fairer journey for our customers, ensuring everyone pays their way, and also means additional security.



We've also completed our £2 million investment into new Customer Information Systems – which are the screens you see in station concourses and on the platforms. The new system, supplied by Worldline, includes information like: the formation of a train, which will show which carriage is where and how busy it is; wheelchair access; and the location of First Class. The new LED screens will also use white as opposed to yellow text, which is much easier to read.

Upgrading our railway

The Great North Rail Project - Liverpool Lime Street

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

Major works to carry out this upgrade took place in September, October and December 2017. Further major works to complete the upgrade will take place between Saturday 02 June – Sunday 29 July 2018, with a final day on Sunday 02 September 2018, before completion in October.



A new dawn for the Liverpool City Region

The Liverpool Lime Street Upgrade is coming soon
Final phase: 02 June – 29 July 2018

Liverpool is open for business, but it's important that customers check journey times right up until their day of travel. During the June – July works, all TPE services will start from/terminate at Manchester Victoria, and customers will need to connect onto other operators' services to continue to Liverpool.

For full information on the upgrade please visit www.networkrail.co.uk/lcr.

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 time frame in the previous year. You can also track our progress more regularly at 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

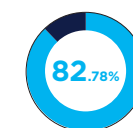
We also track how many of our services actually arrive at the right time. The rail industry measure for performance is the Public Performance Measure (PPM), which means that a service is counted as on time if it arrives within ten minutes of the scheduled arrival time.

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 their scheduled 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.

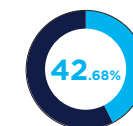
Here's how we've done in the last six months (October 2017 – April 2018), and how it compares to the same time frame a year ago (October 2016 – April 2017).

October 2017 – April 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 87.67%.



Right Time

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

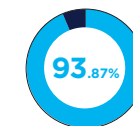
In the same period a year ago we achieved 50.48%.



Short formations

Over the last six months 99.01% of our trains operated with their required carriage formation.

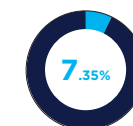
In the same period a year ago we achieved 99.53%.



Cancellations

We have operated over 45,865 trains in the last six months; just over 6% were cancelled.

In the same period last year we ran over 45,000 services, with 4% cancelled.



CaSL

7.35% 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 5.21%.

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.



Ticket Office Hours

Our ticket offices have been open for 99.8% 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

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 to based on 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, and this year we will have installed all our brand new Customer Information Screens. All of our colleagues have been or are going through Customer Service training, and we are in the process of design new uniforms for our frontline colleagues. We are also providing additional security on our trains which serve the Real Ale Trail.



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 six station fault notifications, eleven train fault notifications, and six suggestions.



Accessibility and Booked Assistance

We've 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 2017 - April 2018) we have received 0.37 accessibility complaints per 100,000 customer journeys.



Customer Complaints

We have recently been trialling new ways of improving our Delay Repay scheme and making the process as easy and as quick as possible for customers. We continue to push Delay Repay messages out to our customers via onboard announcements and via our social media channels, and we have seen a huge increase in the number of claims that we receive. In the second half of the year we were slight adverse to target for the number of complaints received by 359. This is almost entirely due to the impact of the 'Beast from the East'. Our overall % of cases closed within 20 days in the second half of the business year is 99.9%.

Environmental Performance 2017/18 Periods 7-13

The headline environmental impact measure in the passenger transport industry is carbon emissions per passenger kilometre. TPE's 2017/18 year end performance was 42.58 gCO₂e/pkm*, which compares to 44.63 gCO₂e/pkm for the full year 2016/17.

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 by 31/3/2018	39.5% recycled. 100% recycled or prepared for reuse. Zero waste to landfill in 2017/18
Non-Traction Energy (Total electricity, gas and oil used for stations and offices)	4,437,588 kWh in periods 7-13 6,945,306 kWh 2017/18	3,363,233 kWh 5,271,802 kWh 2017/18
Water Use	20,166 m ³ in periods 7-13 37,798 m ³ 2017/18	15,682 m ³ 37,674 m ³ 2017/18
Traction Energy (Carbon emissions per vehicle kilometre for the combined fleets of both diesel and electric trains)	1.206 kgCO ₂ e/vkm in periods 7-13 1.870 kgCO ₂ e/vkm 2017/18	1.378 kgCO ₂ e/vkm 1.347 kgCO ₂ e/vkm