

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



Delivering for our customers and for the North



It's now been more than 18 months since we started our journey as the new TransPennine Express, with our vision to take the North further. We are now on the cusp of some major improvements for our customers in the North, and we are working towards getting everything ready for 2018. In May, there will be a major timetable change, meaning more services, better reliability and improved connectivity. 2018 will also be the year that we introduce the first of three fleets of brand new state-of-the-art inter-city trains, which really are something special, and importantly mean many more seats.

Although we are working hard towards these milestones, that hasn't stopped us from delivering some big improvements in our first 18 months:

- We are currently delivering our £32 million investment in our Class 185 fleet of trains. One train is being upgraded every week, and all the fleet will be completed by July 2018
- Our £1.4 million investment in Hull Paragon Station will be completed in early 2018 meaning better customer information, improved waiting facilities and new shops

- We have introduced brand new services, such as new direct trains between Newcastle and Manchester Airport, and from December 2017 more services between Manchester and Edinburgh and Glasgow
- We have introduced free, fast Wi-Fi and our new on-board entertainment system, Exstream, on our Class 350 electric trains, and our upgraded Class 185 trains

I'm proud of the things that we've already delivered for our customers, but I know there is more to do to give the North the train service it deserves, and I am looking forward to delivering this with my colleagues in the months and years to come.

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

TRANSPENNINE
EXPRESS

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

The major refurbishment of our Class 185 trains is well underway, and all will be completed by July 2018.



We've partnered with the Prince's Trust to help get more young people into work. We've employed three people full-time from our first scheme.



In Spring and Autumn we ran our 'Club 55' promotion, meaning customers who are aged 55 or over can explore the North with greatly discounted fares



WITH CLUB55 YOU CAN GET OUT AND MAKE NEW MEMORIES FROM JUST £10 RETURN FROM THE 19TH SEPTEMBER TO THE 30TH NOVEMBER. BOOK NOW AT TRANSPENNINE.CO.UK/CLUB55

TRANSPENNINE
EXPRESS



All three of our new fleets of trains have started to be built. The picture here is a 'bodyshell' from our second fleet, our CAF Class 397 EMUs.

We've taken on seven new apprentices who started in roles across the North in September.



We became the sponsor for ITV weather in the Granada and Borders regions, allowing us to showcase some of amazing places we can take you across the North.

Here's Emma with your weekend weather



We've already made some good improvements to our catering, including making the service available on more routes than ever before. From 2018 we'll be looking at more ways to improve our offer to you.

Hopefully you've now seen our fantastic refurbished trains on your travels. The refurbishment programme will be done by July 2018 and currently one new train is being upgraded every week.

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

We have successfully introduced mobile ticketing on some of our routes. We have been working closely with other train operators and although there have been a few problems to overcome we will be able to offer mobile ticketing across all TPE routes by the end of February 2018.

WHERE ARE WE UP TO?

2016

Improved catering provisions throughout 2016



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



2016

2020

2019

2018

2017

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

JUL 2018

On board entertainment system on all trains

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

SAT & SUN

EXSTREAM



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

The Ordsall Chord construction was completed ahead of schedule on Thursday 9 November. We will start to run trains over the 'Chord' from May 2018 meaning less congestion and a better-connected Manchester.

We officially launched 'Exstream', our on-board entertainment system and Wi-Fi, in October 2017. We had the help of Kristian Nairn, who plays 'Hodor' in Game of Thrones, which features on the entertainment system.



All three of our new fleets of trains are now being built, and the first to be introduced, our CAF Mk5a Coaches, are well underway, on track to be introduced in 2018.

We're still on track to introduce our sixth service an hour between Manchester and Leeds from May 2018. Elsewhere, from December 2017 we will introduce 13 brand new services between Manchester and Edinburgh/Glasgow.

Improving information for you

Across all 19 of our stations, and on-board all our trains, we are making big changes to our information systems, based on your feedback, to make sure that we provide clear, accurate and up-to-date information.

We are delivering an investment of £2 million into new “Customer Information Systems” – which are the screens you see in station concourses and on the platforms. The new system, supplied by Worldline and Linbrooke, is currently being implemented across our stations, and once fully operational will bring upgrades including train graphics which show: the formation of a train, showing 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 text as opposed to yellow, which is much easier to read.



You'll also start to hear new announcements on our trains from March 2018. Neil Rudd, one of our On-Board Service Managers from Hull, and Caroline Josephs, one of our conductors from Cleethorpes (pictured), won the TPE wide internal competition to give our trains a new voice.

Working for you



Keeping the railway operating and our customers moving requires different businesses to work together across a variety of areas. We work closely with Network Rail and other Train Operating Companies (TOCs) to make this happen.

Here in the North, we know that our customers very regularly use both TPE and Northern trains and stations, and interact with our staff. In recognition of this, we have stepped things up by signing an official ‘concordat’ agreement to make sure we really are working as closely together as possible to benefit our customers. Both TPE and Northern have very similar visions, which sees both companies delivering a lot of investment to transform our railway and ultimately deliver the excellent service that the North deserves.



The ‘concordat’ has already had some real, practical benefits for our customers. For example, there have been several weekends in the past few months where Huddersfield station has been closed for signalling work, and we worked together to implement a joint rail replacement bus plan to give our customers as good a travelling experience as possible given the circumstances. Further to this, it has now been agreed through the partnership that Northern ‘Travel Safe Officers’ will patrol TPE services as a part of their duties.

Going forward, the ‘concordat’ will see the two companies working together to improve performance through joint ‘performance focus weeks’, and looking at the potential of introducing ticket barriers at Hull and possible other locations.

Upgrading our railway

The Great North Rail Project

Ordsall Chord, Manchester

The Ordsall Chord has now been built, and was officially complete, well ahead of schedule on Thursday 9 November 2017. The 'Chord', which TPE will start to run trains over from next year, is a new section of railway which will connect Manchester Victoria, Oxford Road and Piccadilly stations for the first time. The work is part of Network Rail's £1bn+ Railway Upgrade Plan for the North, which will improve connections in the region as well as reducing the amount of congestion currently seen at Manchester Piccadilly by a quarter.



Ordsall Chord, Manchester

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.

Following two weeks of works in September/October 2017, further works will take place in December 2017 and Summer 2018, 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.

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

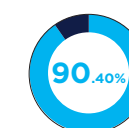
We also track how many of our services actually arrive at the right time. The rail industry measure for performance is the Public Performance Measure (PPM), which means that a service is counted as on time if it arrives within ten minutes of the scheduled arrival time.

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 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 (April 2017 – October 2017), and how it compares to the same time frame a year ago (April 2016 – October 2016).

April 2017 – October 2017



Public Performance Measure

More than 90% 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 90.00%.



Right Time

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

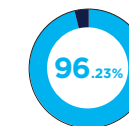
In the same period a year ago we achieved 54.60%.



Short formations

Over the last six months more than 99.38% of our trains operated with their required carriage formation.

In the same period a year ago we achieved 98.31%.



Cancellations

We have operated over 39,608 trains in the last six months; just over 3.7% were cancelled.

In the same period last year we ran over 39,959 services, with just over 4.1% cancelled.



CaSL

4.37% 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 4.78%.

To improve our performance we have introduced route performance improvement packs, which outline exactly where we've had issues on a particular route, and what specific actions our colleagues can take to help mitigate the problems. Working with Network Rail and Northern, we have also started 'performance focus weeks'. This gives colleagues from TPE, Northern and Network Rail the chance to submit any ideas they have on improving performance and fixing any snags that they see on a daily basis. These ideas are then trialled throughout the week to see what impact they have, and if successful how they can be implemented permanently.



Ticket Office Hours

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



Customer Satisfaction

The results are in...



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:



Provisions of information about train times/platforms, helpfulness and attitude of the staff on the train, and how a request to station staff was handled

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 toilets at stations

We are delighted to see that satisfaction with stations and trains since this time last year has improved, however our overall satisfaction with journeys has slightly reduced. We're always looking at how we can improve and this year we have implemented additional seating at Leeds station. We are also working on a campaign to improve toilet reliability on trains, we are investing in new Customer Information Screens, and we have improved our ticket vending machine functionality.



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 five station fault notifications and nine train fault notifications, with most faults resolved within five working days. We also received 52 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 (April 2017 - October 2017) we received eight complaints per 1000 customer journeys for failed assistance.



Customer Complaints

We have recently added a Web Chat function as a new way of contacting our Customer Relations team. This has historically only been available to customers with Web Support issues, but can now be used for any customer query. This service allows customers to get an instant response from our dedicated team. We continue to push Delay Repay messages out to our customers via onboard announcements and have seen a steady increase in the number of claims that we receive. We have achieved our Complaints target in the first half of the year, and we are 660 better than forecast. Our overall % of cases closed within 20 days in the first half of the business year is 100%.

Environmental Performance April - October 2017

The headline environmental impact measure in the passenger transport industry is carbon emissions per passenger kilometre. TPE's performance for April - October was 41.29 gCO₂e/pkm*, this compares to 44.63 gCO₂e/pkm for 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	94% recycled or prepared for re-use and 6% to landfill April - October 2017
Non-Traction Energy (Total electricity, gas and oil used for stations and offices)	2,507,718.8 kWh April - October 2017	1,916,198.9 kWh
Water Use	17,632.7 m ³ April - October 2017	24,274 m ³
Traction Energy (Carbon emissions per vehicle kilometre for the combined fleets of both diesel and electric trains)	1.165 kgCO ₂ e/vkm April - October 2017* * Based on bid vehicle fuel efficiency targets and updated for latest vehicle deployment plans as of April 2017.	1.301 kgCO ₂ e/vkm

* Grams of Carbon Dioxide equivalent per passenger kilometre.