



# Customer Report

Spring 2020





**Liz Collins, Interim  
Managing Director  
TransPennine Express**

I would like to introduce myself to you all as the Interim Managing Director of TransPennine Express, following my appointment in March 2020. Firstly, I would like to take this opportunity to apologise to our customers whose journeys were disrupted towards the end of 2019. We have taken actions to resolve the problems that we have faced, and I would like to reassure you that everyone at TransPennine Express is focussed on delivering a reliable and punctual service for our customers across the entirety of our network.

2020 has been a testing year so far and I am extremely proud of all of my colleagues for their hard work and dedication in keeping services running during the COVID-19 pandemic. We introduced a key worker timetable in March to ensure that vital services for key workers kept running and enabled us to provide a reliable and consistent service to those customers who still needed to use the trains during lockdown.

Customer Experience remains at the heart of TransPennine Express and we are always looking for innovative ways to improve what we do. In March we made journeys easier for customers who have non-visible disabilities with the introduction of sunflower lanyards and assistance cards. The scheme allows those with hidden disabilities, to make themselves visible to railway staff, indicating that they may need some extra assistance

whilst travelling. Customers who have a non-visible disability, such as visual impairment or autism, can collect a sunflower lanyard from any TransPennine Express (TPE) managed station or alternatively, they can request one by contacting TPE on Twitter, WhatsApp or emailing the Customer Relations team.

As ever, we are always looking at ways to improve our customers' experience when using our services and in January we launched a Delay Repay 15 scheme (DR15). Customers who are delayed by 15 minutes or more are now able to claim back 25% of their ticket price for a single ticket, 12.5% of their ticket price for a return ticket and season ticket holders will also be able to claim compensation should their train be delayed. Delay Repay 15 (DR15) is a further extension of the Delay Repay compensation that customers receive when their train is delayed by 30 minutes or more.

We remain committed to delivering better train services for every single one of our customers who travel across our network through the North of England and Scotland. With that in mind, we would like to hear what you think, whether this is through one of the regular customer forums or simply by contacting us with your feedback. You can find out the different ways you can get in touch with us on page 15. I look forward to hearing from you.

## 2020 so far...

- 1** We helped communities across North Yorkshire by donating £12,500 through our Community Rail Partnership Growth Fund to help support a bus service between Northallerton and Hawes that connects into a bus service between Hawes and Garsdale for the Settle-Carlisle Railway.
- 2** In February we launched our Delay Repay 15 scheme (DR15), where customers who are delayed by 15 minutes or more will be able to claim back 25% of their ticket price for a single ticket, 12.5% of their ticket price for a return ticket and season ticket holders will also be able to claim compensation should their train be delayed.
- 3** In February we introduced a Penalty Fare scheme, which covers our whole network (except Scotland). Customers are expected to buy their tickets before boarding the train, where ticketing facilities are available, or else they could be issued with a Penalty Fare. A Penalty fare is twice the full single fare for your journey or £20, whichever is greater.
- 4** We made journeys easier for customers who have non-visible disabilities with the introduction of sunflower lanyards and assistance cards in March.
- 5** In June our Documentary *'The Railway 24/7'* aired on Channel 5. The six-part series takes an in-depth look at life at TransPennine Express and how we keep our railways, a lifeline for the North of England and Scotland, operational.



1



2



3



5



4

# 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.



## 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.

2016

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.



**EXSTREAM**

**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.

**2018**

**2019**

**We've gone Smart!**

Our season ticket holders 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 Nova trains coming into service**

A 500m investment saw us launch our three new Nova fleets across our Network. The fleet will significantly increase capacity by 80% on a seven day a week timetable.

**2020**

**Sunflower Lanyard Launch**

We are making journeys easier for customers who have non-visible disabilities with the introduction of sunflower lanyards and assistance cards in March 2020, which will be available at all TPE stations.



**Response to Covid-19**

During the beginning of the COVID-19 pandemic we implemented a rapid response, this included an overhaul of station, train and depot cleaning regimes. We have employed an additional 30 staff to bolster the cleaning team. Additionally, 31 Customer Hosts have assisted with train presentation duties, which represents a 35% uplift in cleaning hours.



**Customer Information Point**

A brand-new Customer Information Point has arrived at Huddersfield Station in July 2020, allowing customers to charge their phones to access those locked in tickets. The screen along the top provides live up to date travel information, as well as informing customers that tickets can be purchased from this point.



**TRANSPENNINE EXPRESS**

# Upgrading your journey:

## Delay Repay 15

In February we launched our Delay Repay 15 scheme (DR15), where customers who are delayed by 15 minutes or more will be able to claim back 25% of their ticket price for a single ticket, 12.5% of their ticket price for a return ticket and season ticket holders will also be able to claim compensation should their train be delayed.

Delay Repay 15 (DR15) is a further extension of the Delay Repay compensation that customers received when their train was delayed by 30 minutes or more. Alongside the introduction of DR15, we have also introduced penalty fares on our services (except Scotland).

Customers are expected to buy their tickets before boarding the train, where ticketing facilities are available, or else they could be issued with a Penalty Fare. A Penalty fare is twice the full single fare for your journey or £20, whichever is greater.





# Improving your journey: Sunflower Lanyard Launch

We made journeys easier for customers who have non-visible disabilities with the introduction of sunflower lanyards and assistance cards in March.

The scheme, which was developed at Gatwick Airport in 2016 and is now used in other airports in the United Kingdom, along with supermarkets chains allows those with hidden disabilities, to make themselves visible to railway staff, indicating that they may need some extra assistance whilst travelling.

Customers who have a non-visible disability, such as visual impairment or autism, will be able to collect a sunflower lanyard from any TPE managed station, alternatively, they can request one by contacting TPE on Twitter by sending a message to @TPEAssist, on WhatsApp by messaging TPE on 07812 223 336 and by emailing TPE Customer Relations.

# Helping the community:

## Wensleydale Flyer receives funding boost

Communities across North Yorkshire are benefitting from better Sunday connectivity thanks to TransPennine Express, as we have donated £12,500 through our Community Rail Partnership Growth Fund to help support a bus service between Northallerton and Hawes that connects into a bus service between Hawes and Garsdale for the Settle-Carlisle Railway.

The 856 Wensleydale Flyer between Northallerton and Hawes operates every Sunday and Bank Holiday throughout the year, providing communities such as Bedale, Leyburn and Aysgarth with a direct Sunday service to their county town. The service is also beneficial to the local economy as it helps transport visitors to the Yorkshire Dales National Park to tourist attractions such as the Wensleydale Railway, Aysgarth Falls, the Dales Countryside Museum and Wensleydale Creamery.

The service is managed by volunteers from the Dales & Bowland Community Interest Company, part of the Friends of the Dales charity.



# 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 December 2019 did impact our performance targets. Here is how we've done in the last six months (October 2019-April 2020) and how it compares to the same timeframe a year ago (October 2018-April 2019).



## Service performance

October 2019- April 2020



### 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 77.7%



### 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 39.7%



### Short formations

Over the last six months 98.1% of our trains operated with their required carriage formation. In the same period a year ago we achieved 94.7%.



### Cancellations

We have operated 62,540 trains in the last six months; 13.9% were cancelled. In the same period last year 3.4% were cancelled.



### CaSL

15.1% 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 9.8%.



## Ticket office

Our ticket offices have been open for 99.1% of the hours they should be.

To improve our performance, we have undertaken an internal performance drive for our frontline colleagues and our non-operations manager, 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 have enhanced GPS on our trains, to help pinpoint exactly where the key issues occurring.

## Customer satisfaction

Transport focus carries out customer research twice a year through the National Passenger Survey (NRPS). Here are our latest results (Spring 2020):

86%

Overall satisfaction  
**with station**



84%

Overall satisfaction  
**with journey**



81%

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 [tpeexpress.co.uk/about-us/passengers-charter/performance-transparency](http://tpeexpress.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 ways we can improve customers’ experience whilst travelling with us. This July we received a brand-new Customer Information Point at Huddersfield Station, allowing customers to charge their phones to access those locked in tickets. The screen along the top provides live up to date travel information, as well as informing customers that tickets can be purchased from this point.

## Customer Complaints

Customer complaints continued to be high towards the end of last year as a result of the December timetable change, and then the impact of Covid-19 was felt at the very end of the year. We logged 14,725 complaints in the past six months, which is an increase of 2,347 complaints in the same period the previous year.

The overall percentage of cases closed within 20 working days between Period 7 and Period 13 was 97%.

## Accessibility and Booked Assistance

The accessibility complaints per 100k are 6 complaints. It is worth noting that this will seem inflated because passenger journey numbers severely decreased at the end of P12 and for P13 due to COVID-19. This makes the complaint numbers look higher overall.

## 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 17 trains fault notifications, 9 stations fault notifications and 6 suggestions.

You can report faults on our trains or at our stations at [www.tpexpress.co.uk/help/contact-us/report-a-fault](http://www.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



On train faults	No. of faults	Days to complete
Overall notifications	17	3.7
Customer opted for an update	8	3

### At station faults



At station faults	No. of faults	Days to complete
Overall notifications	9	5.7
Customer opted for an update	7	7

## Environmental Performance 2019/20

### Period 7 - 13

The table below shows our performance against franchise targets.

Measure	Target	Result
<b>Waste Disposal</b>	90.0% recycled or prepared for re-use and zero to landfill.	46.9% recycled or prepared for re-use
<b>Non-Traction Energy</b> Total electricity, gas and oil used for stations and offices.	3,136,587 kWh	3,330,877 kWh
<b>Water Use</b>	15,997 m <sup>3</sup>	16,017 m <sup>3</sup>
<b>Traction Energy</b> Carbon emissions per vehicle kilometre for the combined fleets of both diesel and electric trains.	1.252 kgCO <sub>2</sub> e/vkm	1.351 kgCO <sub>2</sub> 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](http://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

