



Customer Report

Winter 2020





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

2020 has been a challenging year for most people, however, the Covid-19 pandemic has shown the very best in humanity. I would like to begin my introduction to this Customer Report by thanking all my colleagues for their hard work and cooperation throughout the year, as we were able to play a key role in the pandemic by keeping services running for all our customers, which enabled us to provide a vital service to key workers and those who were unable to work from home. I'm incredibly proud of their commitment in delivering a reliable service under difficult circumstances, as we managed to maintain a high level of performance over the last six months, with high levels of PPM being recorded. Without the hard work and dedication from all colleagues, this wouldn't have been achievable.

At TransPennine Express we are proud to support the communities we serve; in May we were able to donate around £5,000 worth of on-board catering product to organisations across the North of England. With catering suspended on services due to the Covid-19 pandemic, we teamed up with our catering partners Rail Gourmet to donate stock that customers would have normally seen on-board services travelling around the North of England and Scotland. These organisations include The Parkland Hotel, who look after homeless men in Manchester, and nearby Wellspring Community Church in Moston. They received £1,000 worth of stock to help create food packages for those most in need.

Customer Experience remains at the heart of TransPennine Express and we are always looking for innovative ways to improve our stations. In September a brand-new secure cycle hub was introduced at Hull Paragon Interchange, in a partnership with the Department for Transport. The new facility provides 160 customer spaces in a two-tier style rack, six of which allow those with E-bikes to charge up their bicycles in the safety of the cycle hub. Additionally, there is also provision for 30 spaces in a separate area for those who work at Hull Paragon Interchange to help encourage cycle to work options.

As ever, we are always looking at ways to improve our customers' experience when using our services and in October we added some new features to our customer app. Customers can now view how busy services are through the 'live times' section of the app, whereby selecting a service customers can view a graphic at the top of the screen informing them on the occupancy levels of each carriage labelled, through a traffic light system (red, amber, green). The new graphic also indicates where the front of the train is located and where first-class seating is available, as well as highlighting the number of carriages on board. This new system will help customers to travel safely, encouraging social distancing. At the moment this feature on our app is only available for our 185s however, we are looking to extend this in the future for the rest of our fleet.

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

- 1 In May we helped organisations across the North of England during the Covid-19 pandemic by donating around £5,000 worth of on-board catering products.
- 2 In June our Documentary *'The Railway 24/7'* aired on Channel 5. The six-part series took 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.
- 3 To mark face coverings being made compulsory on public transport, one of our brand-new Nova fleets wore its very own face mask at a media briefing.
- 4 In August we launched our Local Heroes campaign to give back to the communities and people we serve who have helped in the national effort against COVID-19.
- 5 In September a brand-new secure cycle hub was introduced at Hull Paragon Interchange, in a partnership with the Department for Transport, providing 160 customer spaces in a two-tier style rack, six of which allow those with E-bikes to charge up their bicycles in the safety of the cycle hub.
- 6 Over £50,000 was donated to community projects and charities across the North of England and Scotland in September as part of our Transform Grants Fund.
- 7 In October an investment of £1.7million in further enhancing our existing cleaning programme was created. The additional uplift allows for 9,400 extra cleaning hours, allowing a dedicated team of Train Presentation Operatives at every TransPennine Express station and on each train when it reaches its destination. This enhancement represents a 70 per cent increase on pre-Covid-19 cleaning.



1



2 The Railway 24/7



3



4



5



6



7

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

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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.



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.

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, these are available at all TPE stations.

New cycling centre opens at Hull Paragon station

A brand-new secure cycle hub has been introduced at Hull Paragon Interchange, in a partnership with the Department for Transport. The new facility provides 160 customer spaces in a two-tier style rack, six of which allow those with E-bikes to charge up their bicycles in the safety of the cycle hub.



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.

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.



Customer Information Point

A brand-new Customer Information Point 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.

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.



2018



Supporting organisations:

TransPennine Express donate thousands of pounds of catering stock to those most in need

Around £5,000 worth of on-board catering product has been donated to organisations across the North of England.

With catering suspended on services due to the Covid-19 pandemic, TransPennine Express and catering partner Rail Gourmet have been donating the stock that customers would normally have seen on-board services travelling around the North of England and Scotland.

These organisations include The Parkland Hotel, who look after homeless men in Manchester, and nearby Wellspring Community Church in Moston. They received £1,000 worth of stock to help create food packages for those most in need.

To date TransPennine Express has contributed almost £5,000 worth of stock to worthy causes, including: The Parkland Hotel – Manchester, Wellspring Community Church – Manchester, Newcastle Foodbank and Happy at Home charity – South Tyneside.



Improving our stations: New cycle hub opens at Hull Paragon station



A brand-new secure cycle hub has been introduced at Hull Paragon Interchange, in a partnership between TransPennine Express and the Department for Transport.

The new cycle hub was formally opened by Rail Minister, Chris Heaton-Harris MP, along with Cllr Daren Hale, Deputy Leader of Hull City Council and Liz Collins, Interim Managing Director of TransPennine Express.

The new facility provides 160 customer spaces in a two-tier style rack, six of which allow those with E-bikes to charge up their bicycles in the safety of the cycle hub. Additionally, there is also

provision for 30 spaces in a separate area for those who work at Hull Paragon Interchange to help encourage cycle to work options.

The facility, which has seen £170,000 of investment predominately from the Department for Transport's Cycle-Rail fund, also has a kitting up area with benches and mesh lockers, while providing a secure area for cyclists to leave their bikes as each bike space provides three locking points which is also covered by CCTV.

Helping the community: Over £50,000 donated to community projects

TransPennine Express has donated tens of thousands of pounds to community projects and charities across the North of England and Scotland as part of our Transform Grants Fund.

Each year, we invite applications from many charities and community groups for our Transform Grants Fund, with over £50,000 available to support projects which tackle youth unemployment, improve the environment and promote social inclusion.

We received 74 applications for the Transform Grants funding, requesting more than £300,000 for various projects across the areas that we serve. Community projects across the North of England and Scotland were invited to apply for grants of up to £5,000 as part of the fund.

Winners include the Southgate School in West Yorkshire, which received £5,000 for an outdoor adventure programme. The National Literacy Trust will also be benefitting from just over £4,900 for a book quest project and Whirlow Hall Farm Trust in Lincolnshire which received £5,000 for a new learning centre.



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.

Here is how we've done in the last six months (April 2020-October 2020) and how it compares to the same timeframe a year ago (April 2019-October 2019).



Service performance

April 2020- October 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 81.8%.



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 40.7%.



Short formations

Over the last six months 98.9% of our trains operated with their required carriage formation. In the same period a year ago we achieved 99.5%.

2.3% ↓

Cancellations

We have operated 36,284 trains in the last six months; 2.3% were cancelled. In the same period last year 7.5% were cancelled.

2.7% ↓

CaSL

2.7% 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 8.5%.



Ticket office

Our ticket offices have been open for 99.2% 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:

86%

Overall satisfaction
with station



84%

Overall satisfaction
with journey



81%

Overall satisfaction
with train



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.

Customer Complaints

Customer complaints dropped significantly as the impact of Covid-19 was felt across the industry. With fewer people travelling, fewer customers were getting in touch with us after their journeys. There was an initial spike of contact at the beginning of April with refund requests, but since then things have evened out. We logged 3,934 complaints in the past six months, which is a decrease of 4,243 complaints in the same period the previous year. The overall percentage of cases closed within 20 working days between Period 1 and Period 6 was 100%.

Accessibility and Booked Assistance

The Assistance figure is 1.7 complaints per 100k journeys. This seems like a massive jump, but it's only because passenger journeys are so low. The actual figure (19 complaints in the whole-time frame) is a 77% decrease of complaints of that nature in the same time frame last year.

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 3 trains fault notifications, 5 stations fault notifications and 3 suggestions.

You can report faults on our trains or at our stations at 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	3	30
Customer opted for an update	2	30

At station faults



At station faults	No. of faults	Days to complete
Overall notifications	5	12
Customer opted for an update	3	12

Environmental Performance 2020

Period 1 - 6

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.	57.7% recycled or prepared for re-use.
Non-Traction Energy Total electricity, gas and oil used for stations and offices.	1,968,539 kWh.	1,475,765 kWh
Water Use	15,230 m3	12,045 m3
Traction Energy Carbon emissions per vehicle kilometre for the combined fleets of both diesel and electric trains.	1.197 kgCO2e/vkm	1.195 kgCO2e/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 1671



Whatsapp
07812 223 336



Twitter
@TPEassist



Facebook
TPExpressTrains

Or write to us at: Customer Relations, TransPennine Express, ADMAIL 3878, FREEPOST, Manchester, M1

