



# Customer Report

Winter 2019





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

Firstly, can I introduce myself to you all as the Interim Managing Director of TransPennine Express. I am proud to be leading the company at a time where we still have many achievements to deliver and a lot of work to do to regain our customers trust.

I would like to take this opportunity to apologise to our customers whose journeys were disrupted towards the end of 2019. We are taking those key actions required to resolve the problems that we faced and everyone at TransPennine Express are driven and focused to deliver a reliable and punctual service for our customer across the entirety of our network.

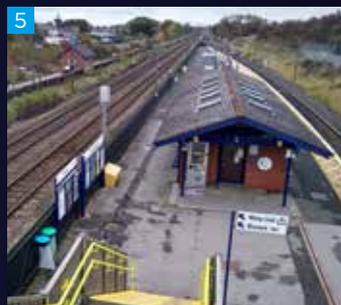
Some of those challenges that we experienced during 2019 were issues in getting our new fleets of trains rolled out across the network. This was in part due to delays in the manufacturing process, which impacted on our training plans and more importantly delivering more seats for you, our customers. However, during the latter end of 2019 we hope you will have seen the beginning of the roll out of our new fleets of Nova trains which will significantly increase the number of seats available for customers across the North of England and Scotland.

As ever, we are always looking at ways to improve our customers experience when using our services and in 2019 we introduced Automated Delay Repay. This allows customers who booked advanced tickets through either our website or the TPEXpress app to easily receive a refund should their journeys be delayed.

We remain committed to deliver a 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 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.

## 2019

- 1 A 500m investment saw us launch three new fleets across our network in a ceremony at Liverpool Lime Street Station. The Nova fleet will significantly increase capacity by 80% for customers across the North of England and Scotland.
- 2 We announced plans to run a new direct service between Liverpool and Glasgow. The new route will run three services a day in each direction with the average journey taking 3 hours 30 minutes.
- 3 All of our 19 managed stations will be equipped with a defibrillator. Busier stations including Manchester Airport and Huddersfield receiving two defibrillators. Alongside this, all 44 of our brand-new Nova fleets of trains will have defibrillators installed on board.
- 4 In October we named the community room on platform 2 at Selby Railway station after local campaigner and former Chair of the Selby Rail Users Group, Reg French MBE, who sadly passed away in May, he was a long-standing friend of both TPE and the station.
- 5 5)Thirsk railway station received an investment of £300,000, seeing the number of car park spaces at the station increase by 50%.
- 6 Children from Carlton Junior and Infant School created a community art project called Horizons, displayed at Dewsbury Railway Station, with the aim of engaging the Dewsbury community with the railway.



# Going local?

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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.

## 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.



## 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.



### 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

### 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.





## Improving your journey: Nova launch

Towards the end of 2019, we launched our new 'Nova' fleet of trains in a ceremony at Liverpool Lime Street. Stakeholders and dignitaries from across the North were present at the event as the Nova trains were unveiled to the public, accompanied by entertainment from the Leyland brass band and speeches from those involved in the £500m project.

This was the first time all three Nova trains were together side by side and the event offered those passing through Liverpool a sight of the future for rail travel in the North of England and Scotland. While those in attendance were able to go on board all the new trains and experience what they will be travelling on to all the destinations that we serve.

The Nova fleet will significantly increase capacity for customers across the North of England and Scotland. Once all the brand-new trains are in service, there will be an increase in capacity of 80% on all routes.

# Upgrading your railway:

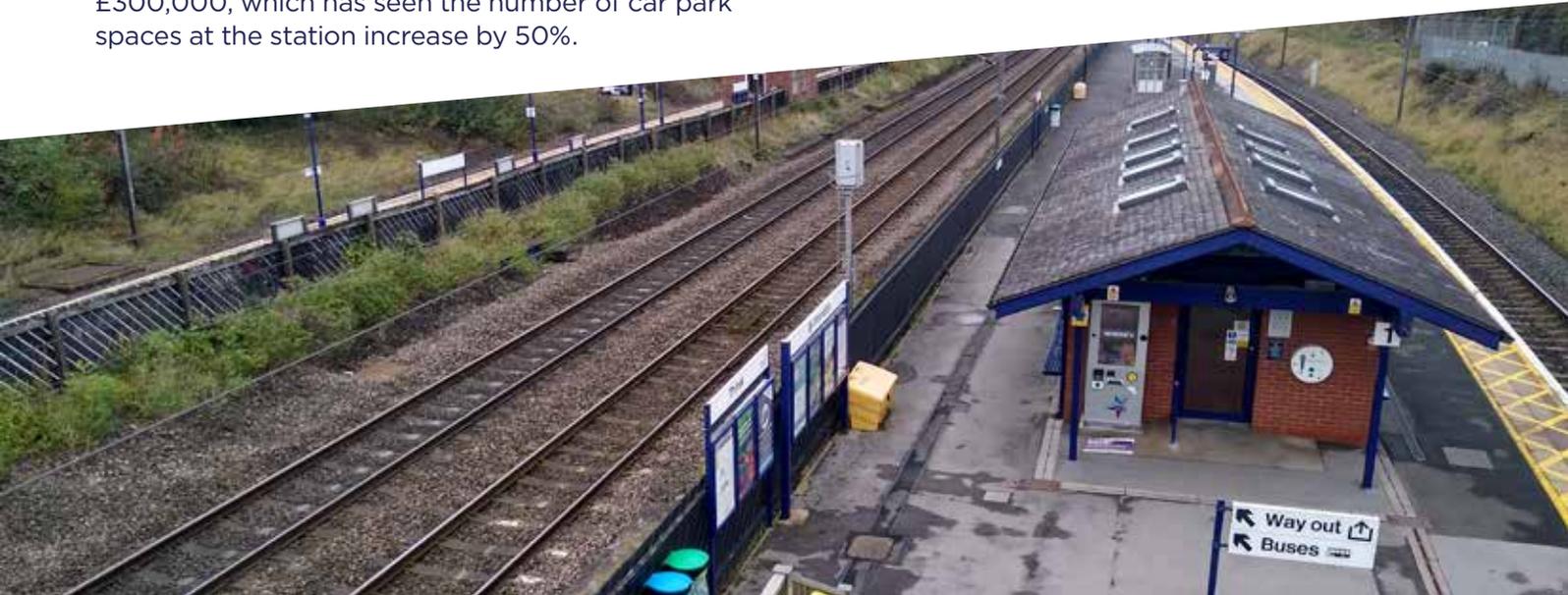
## Thirsk receives a £300,000 upgrade

Thirsk railway station has received an investment of £300,000, which has seen the number of car park spaces at the station increase by 50%.

TransPennine Express along with train operator Grand Central and Network Rail have worked together on this project, with the car park being extended to accommodate 73 standard car park spaces with five accessible spaces and two spaces for taxis.

The project has also seen four electric car charging points installed within the car park, while left over Network Rail land is being turned into a wild biodiversity area, improving the local environment.

This wasn't the first time that TransPennine Express and Grand Central have collaborated on projects, as earlier in 2019 we worked together to install grabrails on the footbridge at Thirsk.



# Improving our stations: Defibrillators

We have continued to work hard on improving our stations, and in October we announced that defibrillators will be installed in all our 19 managed stations, while we will also be installing defibrillators on board all 44 of our brand-new Nova fleets of trains.

The devices will be prominently located in stations with access using a key code available from the local ambulance services. To ensure that any member of staff or a customer can make use of them until emergency services arrive, each defibrillator provides audio guidance to talk users through the process.

Funding for the TPE defibrillators was provided by a collaboration between Network Rail, TfGM, as part of the Greater Manchester Rail Stations Alliance Partnership and Grand Central. With TfGM contributing towards Manchester Airport and Stalybridge and Grand Central contributing towards Thirsk and Northallerton.



# 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.



## Service performance

April 2019 - October 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 74.5%.



### 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 99.5% of our trains operated with their required carriage formation. In the same period a year ago we achieved 99.44%.



### Cancellations

We have operated nearly 55,000 trains in the last six months; just 7.3% were cancelled. In the same period last year we ran over 45,000 trains of which 2.6% were cancelled.



### CaSL

12.3% 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 12.5%.



Our ticket offices  
have been open for  
99.4% 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 Rail Passenger Survey (NRPS). Here are our latest results (Autumn 2018):

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**76.2%**  
Overall satisfaction  
**with station**



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**71.4%**  
Overall satisfaction  
**with journey**



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**72.5%**  
Overall satisfaction  
**with train**



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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 [texpress.co.uk/about-us/passengers-charter/performance-transparency](http://texpress.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. Furthermore, we continue to 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, and launched Automated Delay Repay. Customer complaints went down between April and October 2019. We logged 8,177 complaints in that timeframe, which is a decrease on the 6 months prior. We are continually improving our Customer Relations offer, and we are always looking for new ways to see how we can make sure customers get a great, personal response as quickly as possible.

The overall percentage of cases closed within 20 working days between Period 1 and Period 6 was 99.85%.

## Accessibility and Booked Assistance

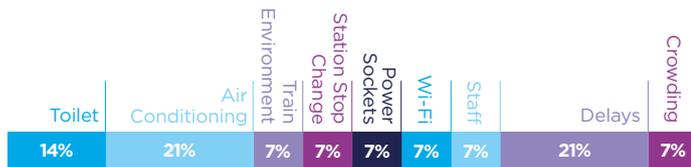
We introduced a process to accurately track how many booked assistances have not been carried out, and the reasons for this. We are also monitoring how many un-booked assists are provided at our stations. In the last six months (April 2019-October 2019) we have received 0.75 accessibility complaints 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 14 trains fault notifications, 6 stations fault notifications and 8 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	14	2
Customer opted for an update	10	2

### At station faults



At station faults	No. of faults	Days to complete
Overall notifications	6	7
Customer opted for an update	3	10

## Environmental Performance 2019

### Period 1 - 6

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.	1,765,823 kWh	1,930,111 kWh
<b>Water Use</b>	14,810 m <sup>3</sup>	14,735 m <sup>3</sup>
<b>Traction Energy</b> Carbon emissions per vehicle kilometre for the combined fleets of both diesel and electric trains.	1.343 kgCO <sub>2</sub> e/vkm	1.215 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

