Customer Report
Autumn 2017

New Northern, new look
I am delighted to have joined Northern at such an exciting time of change, with so many improvements happening for you. In this report you’ll read about all the changes that you will have started to see as you travel, as well as details about what’s still to come. During the past six months alone, there have been improvements to stations, including new ticket vending machines, additional car parking spaces and improved waiting shelters. There are more than 30 refurbished trains carrying passengers on our routes, a new stylish uniform for our colleagues has been launched, and our first new train is almost complete in the train builder CAF’s factory in Spain.

We will remain focused on our modernisation over the coming months. If you’d like to have your say in our ongoing modernisation of your railway, it would be great to have you as part of our Customer Digital Forum. You can join at northernrailway.co.uk.

David Brown
Managing Director
The first 18 months...

1 April 2016
We started on day one with...

- Delay Repay so you can claim if one of our trains is late or cancelled, and as a result, you get to your final station 30 or more minutes later than scheduled.

April - September 2016

- Two train carriages sent for refurbishment
- Expanded off-peak day return tickets for most of our network.
- Introduced Advance Purchase tickets between Chester and Manchester, and Leeds and Selby.
- Introduced 55 new Travel Safe Officers, to help you feel safer when you travel especially in the evenings.
- Recruited nine new apprentices from the 48 that we will recruit by 2019.
- A partnership with Carillion to transform how we clean and maintain stations.
- New ticket gates installed at Liverpool Lime Street and Wigan Wallgate.
- Launch a new, user-friendly app that makes it easier to give feedback and report faults so we can put things right.
- Two refurbished trains complete and carrying customers.
- Invited customers to share their ideas on customer service through the We Are Listening programme.
- Welcomed four graduates and a further 10 young people into Year in Industry placements.
- Built a charitable partnership with Enhance the UK to raise disability awareness with our colleagues.
- Started apprenticeships in cleaning services for more than 170 Train Presentation Operatives.
- Delivered dedicated induction training to colleagues at all main Northern depots.
- 88 stations achieved Park Mark accreditation making our car parks safer for you and your cars.
- The first new ticket vending machines were installed.
- 30 refurbished trains are now in service around the North, sporting our new livery and refreshed interiors featuring seat covers, carpets and an overall better environment for customers.
- Started apprenticeships in cleaning services for more than 170 Train Presentation Operatives.
- Delivered dedicated induction training to colleagues at all main Northern depots.
- 32 colleagues completed Signature Level 1 in Deaf Awareness and Communication to raise disability awareness with our colleagues.

October 2016 - March 2017

- Two refurbished trains complete and carrying customers.
- Launched a customer data portal so you can look at how we’re doing every month.
- Recruited five more apprentices.
- Kept you safe and secure at Salford Crescent, Salford Central, Bolton, Bradford Forster Square and Harrogate with new ticket gates.
- Invited customers to share their ideas on customer service through the We Are Listening programme.
- Held four We Are Listening customer feedback workshops to help shape the Customer Service Promises and the training we provide to our employees.
- Started apprenticeships in cleaning services for more than 170 Train Presentation Operatives.
- Delivered dedicated induction training to colleagues at all main Northern depots.
- 32 colleagues completed Signature Level 1 in Deaf Awareness and Communication to raise disability awareness with our colleagues.

April - September 2017

- We successfully trialled new station facilities at Adlington (Lancs), Cramlington, Ravenshope and Moston stations which enabled us to select the waiting shelters, customer information screens and seating for installation at your stations.
- We recruited five production trainees, five operational and planning apprentices, 16 engineering apprentices, 10 Year in Industry placements and one graduate.
- 80 new car parking spaces added.
- New ticket gates installed at Skipton, Barrow-in-Furness, S1 Helens Central, Warrington Central, Glossop, Haltrop and Bridlington.
- 88 stations achieved Park Mark accreditation making our car parks safer for you and your cars.
- The first new ticket vending machines were installed.
- 30 refurbished trains are now in service around the North, sporting our new livery and refreshed interiors featuring seat covers, carpets and an overall better environment for customers.
- We started the installation of new seating, shelters and customer information points at more than 100 stations.
- Our new uniform launched giving our colleagues a fresh, modern look. The uniform has been developed as a range, in collaboration with colleagues every step of the way, giving them a choice over what they wear regardless of role or grade.
- Started apprenticeships in cleaning services for more than 170 Train Presentation Operatives.
- Delivered dedicated induction training to colleagues at all main Northern depots.
- 32 colleagues completed Signature Level 1 in Deaf Awareness and Communication to raise disability awareness with our colleagues.

- Built a charitable partnership with Enhance the UK to raise disability awareness with our colleagues.
- Invested £150,000 to help Community Rail Partnerships kick start projects to benefit communities on our Northern network.
- Welcomed four graduates and a further 10 young people into Year in Industry placements.
- Started apprenticeships in cleaning services for more than 170 Train Presentation Operatives.
- Delivered dedicated induction training to colleagues at all main Northern depots.
- 32 colleagues completed Signature Level 1 in Deaf Awareness and Communication to raise disability awareness with our colleagues.

- Added Eyewatch to our app, an easy and discreet way for you to report any non-urgent suspicious or disruptive behaviours on trains or stations you see.
New services:

- **A new timetable** that will provide 100 new, direct connection journeys across large towns and cities in the north of England.
- A **37% increase** in peak time capacity with longer and more frequent trains.
- **Northern Connect**, a network of 12 enhanced, long distance routes linking major cities in the north of England, cutting journey times by up to 20% by 2019.
- **New fast services** from Bradford and Leeds to Sheffield and Nottingham, and from Middlesbrough to Durham, Newcastle and Carlisle by 2019.
- **More than 2,000 extra services** a week, including earlier and later trains and 400 extra services on Sundays, an increase of 12% by 2020.
- **Stations:**
  - We will provide 50 new or improved waiting shelters, improve waiting rooms in more than 15 locations, improve customer information provision in more than 20 stations through the installation of new customer screens and/or public address systems and install CCTV at 34 stations.
  - **Designs have started** for improvements at all remaining stations so we can continue the transformation of your network throughout 2018 and 2019.
  - **New ticket gates** will be installed at Rochdale in early November 2017.
  - **We will also enhance lighting** at more than 30 stations; improving lighting levels and energy efficiency through the installation of LED lighting.
  - **Enhanced CCTV coverage** via the installation of additional cameras.
  - **New video customer help-points** at 447 stations, customer information screens at 160 new station locations 2020.
  - **Northern Connect stations** staffed between 6am and 10pm, with catering facilities and free wifi by 2020.

Trains:

- **Brand new, state-of-the-art trains** with speeds of up to 100mph are due to come into service from late 2018. Our first new train is now nearing completion – we’ll keep you up to date with its progress.
- **The refurbishment of all existing trains by 2020** to bring all carriages up to a consistently good standard. The programme continues to gather pace and you’ll see more of these trains in the months to come.
- **All Pacer trains** removed from the franchise by 2020.
Our four regions

Northern has four business regions that bring the railways and our colleagues closer to your communities. Our regional directors are based at the heart of each region in Leeds, Manchester, Preston and Newcastle. They are using their knowledge of local customer needs and transport opportunities to build railway services that meet the needs of their region.

Take a look at what has happened so far in your region and what else to expect…

### West
- New ticket gates have been installed at Liverpool Lime Street, Warrington Central, St Helens Central and Barrow-in-Furness.
- New ticket vending machines have been installed across the Liverpool City region with the rollout continuing across Lancashire and Cumbria.
- As part of the May 2018 timetable change, customers will see a full Sunday service operating on the Cumbrian coast for the first time in more than 40 years. The changes will also see 12 direct services from Cumbria to Manchester Airport and electric trains operating between Manchester and Blackpool North.
- Work has started to provide 220 new car parking spaces at St Helens Junction to help alleviate parking congestion.
- Work is progressing to deliver a new £16m station interchange at Newton le Willows.
- Throughout the recent Liverpool Lime Street upgrade we worked closely with our industry partners to ensure we kept our customers moving and Liverpool open for business with a bespoke transport plan.

### Central
- New ticket gates have been installed at Salford, Bolton, Wigan and Glossop stations, alongside the continued rollout of ticket vending machines.
- The opening of our new maintenance depot in Blackburn will create 20 new jobs and will be home to more than 100 employees.
- Newly refurbished trains are carrying customers in the region.
- The Ordsall Chord infrastructure scheme will be completed by December, connecting Manchester’s three main stations for the first time.
- This December the region will benefit from an additional train per hour on the Blackburn to Manchester route and extra Sunday services between Wigan and Manchester and an hourly Sunday service between Colne and Preston.

### North east
- Cramlington station has trialled our proposed new station facilities.
- This December the region will benefit from an additional weekday and Saturday train per hour on the Bishop Auckland to Darlington route, and on Sundays a service between Middlesbrough and Nunthorpe, a two hourly service Marmel to Metrocentre, two additional services each way between Newcastle, Hexham and Carlisle, an increase to 14 services each way between Newcastle and Middlesbrough, and a year round Middlesbrough to Whitby service.
- New ticket gates have been installed at Hartlepool station.
- We’ve worked with groups on community rail projects including the Whitby music train and art projects in Newton Aycliffe.
- Line guides are being introduced with the community rail partnerships. This is complete on Esk Valley line.
- Newly refurbished trains are carrying passengers in the region.

### East
- New stations at Low Moor, south of Bradford, and ilkston have opened.
- New ticket gates have been installed at Harrogate, Skipton and Bradford Forster Square.
- We’ve added more services in peak periods between Leeds and Harrogate and Leeds and Castleford.
- New ticket vending machines are being installed across stations as part of our Better Stations programme.
- We’ve successfully introduced a variety of community rail projects. Successes include working closely with the local community in Batley to improve the station and promote rail travel.
- Newly refurbished trains are carrying passengers in the region.
- This December customers will benefit from a new Sunday half hourly service between Knaresborough, Harrogate and Leeds and new hourly Sunday services between Bradford Forster Square and Ilkley, Bradford Forster Square and Skipton, and also between Sheffield and Lincoln.
How we are performing

Our Service Group Performance 01/04/17 – 16/09/17

<table>
<thead>
<tr>
<th></th>
<th>Short Formed</th>
<th>Cancelled</th>
<th>PPM</th>
<th>RTD</th>
<th>CaSL</th>
<th>30-59</th>
<th>60-119</th>
<th>119+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tyne, Tees &amp; Wear</td>
<td>149 (0.5%)</td>
<td>283 (1.0%)</td>
<td>24349 (94.8%)</td>
<td>32 (0.1%)</td>
<td>4 (0%)</td>
<td>0 (0%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lancashire &amp; Cumbria Local</td>
<td>291 (1.3%)</td>
<td>575 (2.6%)</td>
<td>15683 (88.8%)</td>
<td>62 (2.9%)</td>
<td>8 (0.3%)</td>
<td>1 (0%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>West &amp; North Yorkshire Inter Urban</td>
<td>1624 (3.7%)</td>
<td>742 (1.7%)</td>
<td>32454 (91.3%)</td>
<td>99 (1.9%)</td>
<td>17 (0.2%)</td>
<td>0 (0%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>West &amp; North Yorkshire Local</td>
<td>1165 (1.5%)</td>
<td>689 (0.9%)</td>
<td>64529 (95.7%)</td>
<td>66 (1.0%)</td>
<td>9 (0%)</td>
<td>0 (0%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>South &amp; East Yorkshire Inter Urban</td>
<td>322 (1.3%)</td>
<td>303 (1.2%)</td>
<td>20703 (94.0%)</td>
<td>62 (1.5%)</td>
<td>8 (0.2%)</td>
<td>0 (0%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>South &amp; East Yorkshire Local</td>
<td>794 (2.5%)</td>
<td>464 (1.5%)</td>
<td>2108 (91.4%)</td>
<td>36 (1.7%)</td>
<td>9 (0.1%)</td>
<td>0 (0%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>North Manchester</td>
<td>1520 (4.6%)</td>
<td>989 (2.9%)</td>
<td>22361 (87.4%)</td>
<td>74 (3.1%)</td>
<td>4 (0.2%)</td>
<td>1 (0%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Merseyrail City Lines</td>
<td>693 (2.1%)</td>
<td>778 (2.3%)</td>
<td>22787 (88.7%)</td>
<td>46 (2.4%)</td>
<td>7 (0.1%)</td>
<td>0 (0%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>South Manchester</td>
<td>772 (1.2%)</td>
<td>916 (1.4%)</td>
<td>39169 (91.0%)</td>
<td>106 (1.6%)</td>
<td>20 (0.2%)</td>
<td>2 (0%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lancashire &amp; Cumbria Inter Urban</td>
<td>727 (2.7%)</td>
<td>1035 (3.6%)</td>
<td>18403 (86.2%)</td>
<td>87 (3.9%)</td>
<td>5 (0.3%)</td>
<td>0 (0%)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Definitions

• Short Formed — Services run with less than planned capacity
• Cancelled — Services subject to cancellation (full/part)
• PPM — Services arriving at destination within 4 minutes 59 seconds of the planned arrival time
• Right time at destination (RTD) — Services arriving at destination early or within 59 seconds of the planned arrival time
• CaSL — Services subject to cancellation (full/part) or arriving 30 minutes late or more at destination
  - 30-59 — Services arriving at the planned destination between 30 minutes and 59 minutes late
  - 60-119 — Services arriving at the planned destination between 60 minutes and 119 minutes late
  - 119+ — Services arriving at the planned destination greater than 119 minutes late

Unfortunately things don’t always go to plan. The following incidents caused significant delay and cancellations, between 01/04/17 - 16/09/17.

Unfortunately things don’t always go to plan. The following incidents caused significant delay and cancellations, between 01/04/17 - 16/09/17.

- Security incident at Manchester Victoria
- Extended engineering work at Heald Green
- Network Rail planning issue at Darwen
- Signalling equipment failure at Manchester Piccadilly
- Speed restriction at Altrincham

The above incidents had a combined impact of 522 cancellations, 1,146 PPM failures, 14,435 minutes delay, and resulted in disruption to 3,156 Northern services.

What we’ve done

- Consulted with stakeholders for the proposed December 2017 and May 2018 timetables.
- Continued with our Joint Working Groups to improve performance.
- Continued to review proposed new timetables using GPS technology.
- Using GPS technology, continued our work to investigate small delays so we can improve our punctuality.
- Held joint regional conferences with Network Rail to promote working together and to deliver improvements in performance.

What’s to come

- More training and recruitment of On Time Champions to reach our goal of 250 throughout Northern.
- From December 2017:
  - Enhancements to some Sunday timetables
  - An improved frequency on the Bishop Auckland to Darlington route
  - A new half-hourly service from Blackburn via Darwen and Bolton to Manchester Victoria
  - A new hourly service from West Yorkshire to Manchester Oxford Road via the newly built Ordsall Chord
Complaints and fault handling:
01/04/17 – 16/09/17

- Total number of passenger complaints: 8115
- Total number of passenger journeys: 49.9 million
- Complaints answered within 20 working days: 95%
- Number of passenger complaints to number of passenger journeys: 0.02%
- Total number of passenger complaints per 100k journeys: 16.3

Faults reported by train passengers or station users:

### Faults on stations

**Summary by region**

<table>
<thead>
<tr>
<th></th>
<th>Central</th>
<th>East</th>
<th>North East</th>
<th>West</th>
<th>Station General Enquiry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleanliness</td>
<td>418</td>
<td>371</td>
<td>164</td>
<td>192</td>
<td>0</td>
</tr>
<tr>
<td>Facilities</td>
<td>1011</td>
<td>757</td>
<td>217</td>
<td>659</td>
<td>7</td>
</tr>
<tr>
<td>Information</td>
<td>466</td>
<td>510</td>
<td>169</td>
<td>235</td>
<td>0</td>
</tr>
<tr>
<td>Ticket machine fault</td>
<td>44</td>
<td>71</td>
<td>14</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>Upkeep and repair</td>
<td>2515</td>
<td>2206</td>
<td>681</td>
<td>1147</td>
<td>0</td>
</tr>
<tr>
<td>General</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>48</td>
</tr>
<tr>
<td>Grand Total</td>
<td>4456</td>
<td>3915</td>
<td>1245</td>
<td>2240</td>
<td>65</td>
</tr>
</tbody>
</table>

- Thank you for letting us know about the faults you’ve seen at stations
- Average time taken to resolve faults: 9.6 days
- Overall number of notified on-station faults: 11921

On-train faults notified via Twitter

- Cleanliness inside: 6%
- Facilities on board: 21%
- Toilet facilities: 15%
- Comfort of seating area: 10%
- Toilets: 15%
- Facilities: 21%
- Cleanliness inside: 6%
- Comfort of seating area: 10%
- Average time taken to resolve faults: 9.6 days
- Overall number of notified on-station faults: 11921

National Rail Passenger Survey

Each spring and autumn, the independent transport user watchdog, Transport Focus, carries out the National Rail Passenger Survey to understand passenger satisfaction with rail travel in Great Britain. Here are our Spring 2017 results:

**What we achieved between 1 April and 16 September**

- We helped 4478 customers who pre-booked our Passenger Assistance service and 99% of our ticket offices were available during their published opening hours.

National Rail Passenger Survey

Each spring and autumn, the independent transport user watchdog, Transport Focus, carries out the National Rail Passenger Survey to understand passenger satisfaction with rail travel in Great Britain. Here are our Spring 2017 results:

- Overall satisfaction score: 83%
- Up 2% on Autumn 2016.
Service Quality

We’re passionate about providing a better customer experience and started our Service Quality regime in January 2017. We aim to meet benchmarks for stations and trains, based on what you say is important. We have four assessors who audit our trains and stations through the eyes of our customers as an independent source of data. Here are some figures to show how we’ve done since 1 April.

<table>
<thead>
<tr>
<th>Station Service Quality Area</th>
<th>Benchmark</th>
<th>01/04 to 29/04</th>
<th>30/04 to 27/05</th>
<th>28/05 to 24/06</th>
<th>25/06 to 22/07</th>
<th>23/07 to 19/08</th>
<th>20/08 to 16/09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambience</td>
<td>79%</td>
<td>97.02%</td>
<td>97.46%</td>
<td>98.02%</td>
<td>98.16%</td>
<td>97.85%</td>
<td>97.93%</td>
</tr>
<tr>
<td>Cleanliness</td>
<td>69%</td>
<td>96.20%</td>
<td>96.63%</td>
<td>97.06%</td>
<td>97.03%</td>
<td>96.39%</td>
<td>96.67%</td>
</tr>
<tr>
<td>Information</td>
<td>80%</td>
<td>96.54%</td>
<td>97.96%</td>
<td>98.14%</td>
<td>97.87%</td>
<td>98.57%</td>
<td>98.09%</td>
</tr>
<tr>
<td>Maintenance</td>
<td>90%</td>
<td>97.00%</td>
<td>97.10%</td>
<td>97.21%</td>
<td>97.00%</td>
<td>96.16%</td>
<td>97.41%</td>
</tr>
<tr>
<td>Ticketing</td>
<td>92%</td>
<td>99.04%</td>
<td>98.75%</td>
<td>99.67%</td>
<td>97.65%</td>
<td>98.37%</td>
<td>97.48%</td>
</tr>
</tbody>
</table>

Train

<table>
<thead>
<tr>
<th>Train Service Quality Area</th>
<th>Benchmark</th>
<th>01/04 to 29/04</th>
<th>30/04 to 27/05</th>
<th>28/05 to 24/06</th>
<th>25/06 to 22/07</th>
<th>23/07 to 19/08</th>
<th>20/08 to 16/09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambience</td>
<td>84%</td>
<td>98.66%</td>
<td>98.73%</td>
<td>98.38%</td>
<td>98.41%</td>
<td>98.75%</td>
<td>98.92%</td>
</tr>
<tr>
<td>Cleanliness</td>
<td>72%</td>
<td>98.70%</td>
<td>98.89%</td>
<td>98.83%</td>
<td>99.08%</td>
<td>99.21%</td>
<td>99.11%</td>
</tr>
<tr>
<td>Information</td>
<td>86%</td>
<td>99.22%</td>
<td>99.97%</td>
<td>99.95%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>99.98%</td>
</tr>
</tbody>
</table>

Environment

Taking the train rather than driving cuts your carbon emissions by half. Not only will our new and refurbished trains look better and be more comfortable, but by carrying more passengers, we can contribute to reducing the UK’s carbon emissions and the impact on climate change.

What we’ve done so far:

- 6% reduction in energy use in our buildings.
- 80% of our waste is now recycled.

Franchise Targets

<table>
<thead>
<tr>
<th>Franchise Targets</th>
<th>2017/18 Target</th>
<th>April-Sept 2017 Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>25% reduction in carbon emissions</td>
<td>-3%</td>
<td>+3%</td>
</tr>
<tr>
<td>CO2 per vehicle km</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.2% reduction in energy use every year</td>
<td>-3.2%</td>
<td>-6%</td>
</tr>
<tr>
<td>Energy use in our buildings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zero waste to landfill</td>
<td>90%</td>
<td>80%</td>
</tr>
<tr>
<td>with a 95% recycling rate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>28% reduction in water use</td>
<td>-1%</td>
<td>-8%</td>
</tr>
<tr>
<td>Mains water use</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

New, more efficient LED lighting at Hull Depot led to a 42% energy saving. Our LED lighting project will bring brighter and more attractive lighting to all stations and depots. Our environmental survey received 423 responses, helping us to understand what’s important to you. Thanks to everyone who responded! Our Environment Team has delivered the Institute of Environmental Management accredited training to 252 employees to give them the expertise needed to help reduce our impact. We’re working with Biffa, our new waste provider, to help us achieve our ambitious zero waste to landfill target. Finally, we’ve initiated an environmental communications programme to raise awareness and make sure all our staff are aware of the actions they can take to reduce our impact.

Performance against targets highlights

- 6% reduction in energy use in our buildings.
- 80% of our waste is now recycled.
Contact details:

Contact us with your comments or questions
Call: 0800 200 6060*
Email: enquiries@northernrailway.co.uk
Visit: northernrailway.co.uk/comments
Write: Customer Experience Centre Freepost NORTHERN RAILWAY

/northernassist
@northernassist

*Our Customer Experience Centre lines are open 24 hours a day on any days when trains are running.