

# Customer Report

16 September 2018 – 30 March 2019

This period has seen a number of positive things happening across our network, with clear signs of a more stable and reliable service, and we have more to come throughout the rest of 2019. We have now refurbished 50% of our existing fleet of trains, offering our customers more enjoyable journeys. Our new trains continue to be track tested ahead of their arrival on the network later this year.

We have introduced Delay Repay 15, meaning customers who are delayed 15 minutes or more are eligible for compensation, and the ongoing suspension of strikes by the RMT Union allows the ACAS mediated talks to continue as we strive for a resolution to the ongoing dispute.

The May timetable change will also see the introduction of services on key routes such as Leeds to Chester and Blackpool to Manchester Airport. Following a successful trial we are in the process of introducing our smart tickets across the network, making it easier than ever for our customers to buy tickets.



## Service Quality

Stations	16/9 to 13/10	14/10 to 10/11	11/11 to 08/12	09/12 to 05/01	06/01 to 02/02	03/02 to 02/03	03/03 to 30/03	All
<b>Ambience</b> (Benchmark 84%)	97.91%	98.33%	97.87%	98.38%	98.31%	98.34%	98.71%	98.26%
<b>Cleanliness</b> (Benchmark 85%)	96.55%	97.43%	97.08%	97.19%	97.63%	96.34%	96.96%	97.02%
<b>Information</b> (Benchmark 85%)	98.21%	98.50%	97.63%	98.37%	97.89%	97.58%	97.23%	97.91%
<b>Maintenance</b> (Benchmark 92%)	98.53%	98.48%	97.25%	98.73%	96.87%	96.34%	97.74%	97.70%
<b>Ticketing</b> (Benchmark 94%)	98.38%	99.54%	99.03%	97.78%	98.07%	99.17%	99.28%	98.75%

Trains	16/9 to 13/10	14/10 to 10/11	11/11 to 08/12	09/12 to 05/01	06/01 to 02/02	03/02 to 02/03	03/03 to 30/03	All
<b>Ambience</b> (Benchmark 87%)	97.96%	97.06%	97.05%	97.77%	98.97%	98.99%	98.78%	98.08%
<b>Cleanliness</b> (Benchmark 79%)	97.71%	97.24%	98.33%	98.71%	99.57%	99.36%	99.01%	98.56%
<b>Information</b> (Benchmark 90%)	98.64%	99.15%	99.57%	99.35%	99.98%	100%	99.98%	99.52%

We are working jointly with Rail North Partnership to review the Service Quality process.

# Environment

Following the rollout of efficient LED lighting at depots we have commenced the introduction of LED lighting at Northern stations with an aim to have all stations completed by the end of 2019. The lighting provides a brighter and more attractive station environment for our customers whilst also reducing our energy consumption and environmental impact.

Our initial Environmental training programme for all Northern employees was completed in September 2018. Work has now commenced on the second phase of this training, with all employees due to be given updated/refresher training by the end of 2019. This will further embed environmental knowledge to all employees with everyone having a role to play in delivering the organisation's energy and environmental goals.

We are in the process of completing surveys at our top water and energy consuming locations with an aim to determine what can be done to improve efficiency at these locations and have also commenced the rollout of the Arriva idling policy to ensure that vehicles are not left idling when they do not need to be, reducing the amount of fuel consumed. We're also aiming to move from modelled to metered consumption data on our electric trains which will provide us with a clearer and more accurate picture of our environmental impact.

Finally, as with energy and water, we are focusing our attention on those locations that produce the most waste or send a high proportion of their waste to landfill and incineration. As part of this project we're introducing recycling hubs at our engineering depots, effectively segregating customer waste from trains so it can be recycled, and determining how we can influence our customers' behaviour with regard to waste.

Franchise Targets	Sept 2018 – March 2019 vs Sept 2017 – March 2018
<b>25% reduction in carbon emissions</b> CO2 per vehicle km	-0.45%*
<b>3.2% reduction in energy use every year</b> Energy use in our buildings	-5.24%**
<b>Zero waste to landfill</b> with a <b>95%</b> recycling rate	-1%
<b>28% reduction in water use</b> Mains water use	+13.38%***

\*March estimated figure. \*\*February and March estimated figures. \*\*\*January, February and March estimated figures.

# How we are performing

	Short Formed	Cancelled	PPM	Right time at destination (RTD)	CaSL
16 September 2018 - 31 March 2019	25336 6.0%	14638 3.2%	80.5%	50.7%	3.5%
17 September 2017 - 31 March 2018	13101 3.1%	12219 2.7%	85.3%	59.8%	3.1%

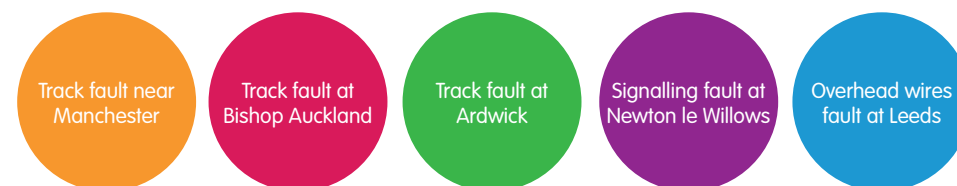
## Our Service Group Performance 16/09/18 – 30/03/2019

	Short Formed	Cancelled	PPM	RTD	CaSL	30-59	60-119	119+
<b>Tyne, Tees &amp; Wear</b>	383 1.2%	810 2.4%	85.4%	19997 60.2%	2.7%	63 0.2%	7 0%	1 0%
<b>Lancashire &amp; Cumbria Local</b>	340 1.2%	1383 4.6%	78.4%	13735 45.3%	4.9%	85 0.3%	6 0%	0 0%
<b>West &amp; North Yorkshire Inter Urban</b>	4759 8.7%	1301 2.3%	78.2%	26504 47.5%	2.8%	245 0.4%	21 0%	0 0%
<b>West &amp; North Yorkshire Local</b>	3986 4.7%	1655 2.0%	84.3%	47885 56.8%	2.2%	192 0.2%	14 0%	0 0%
<b>South &amp; East Yorkshire Inter Urban</b>	1605 4.8%	658 1.9%	84.9%	20956 59.8%	2.2%	102 0.3%	9 0%	0 0%
<b>South &amp; East Yorkshire</b>	1969 7.4%	872 2.8%	74.5%	12705 41.2%	3.4%	164 0.5%	8 0%	0 0%
<b>North Manchester</b>	5207 13.1%	2174 5.2%	77.6%	21822 51.9%	5.5%	133 0.3%	3 0%	0 0%
<b>Merseyrail City Lines</b>	1591 6.1%	1657 6.0%	74.1%	12005 43.7%	6.5%	110 0.4%	15 0.1%	0 0%
<b>South Manchester</b>	3457 5.1%	1259 1.8%	83.3%	30467 44.1%	2.0%	118 0.2%	10 0%	0 0%
<b>Lancashire &amp; Cumbria Inter Urban</b>	2039 4.0%	2869 5.3%	77.4%	28031 51.9%	5.7%	188 0.3%	21 0%	21 0%

## 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:



The above incidents had a combined impact of **495** cancellations; **1,094** PPM failures; **12,998** minutes delay; and resulted in disruption to **1,814** Northern services.

## What we've done

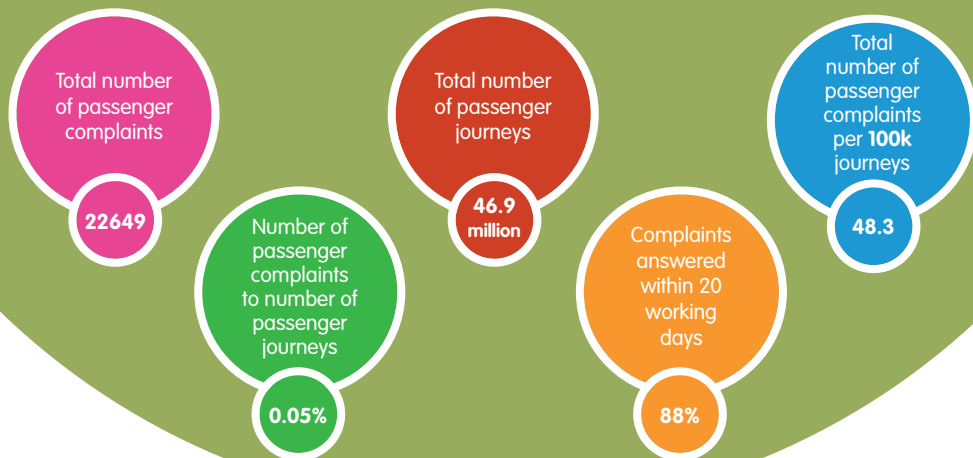
- Completed the refurbishment of 50% of our existing fleet of trains
- Introduced the first of our digital refurbished trains to our network
- Customer flow and information provision on Platforms 13 & 14 at Manchester Piccadilly has been improved so that more trains can depart on time

## What's to come

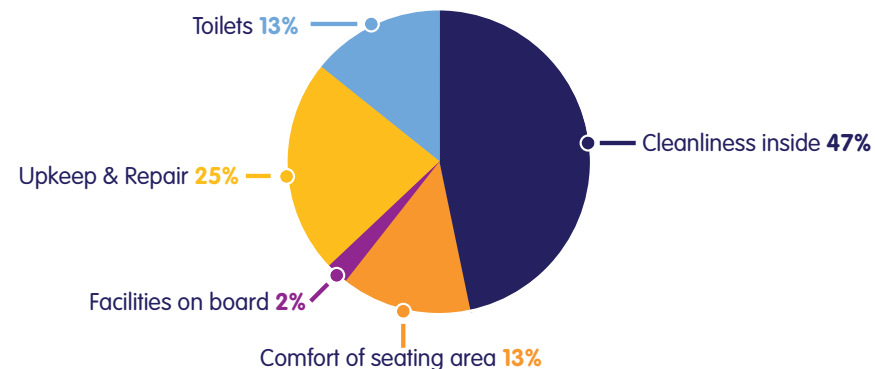
- Introduce the first of our new electric and diesel trains to the network
- Our Pacer trains will begin to leave our network during 2019
- Introducing new services on key routes such as Chester to Leeds and Blackpool to Manchester Airport

# Complaints and fault handling:

16/09/18 – 30/03/19



## On-train faults notified via Twitter



## Penalty Fares

We have continued to roll out Penalty Fares across the network, with the majority of routes now covered and a plan to complete the final routes now in place. Penalty Fares reinforce our Buy Before You Board policy, and there are now more ways than ever before to buy a ticket prior to boarding a train. For this period, we have seen:

Penalty Fares issued: **20309**

Penalty Fares successfully appealed: **250**

## Faults reported by train passengers or station users:

### Faults on stations

Cleanliness	51
Facilities	94
Upkeep and repair	70
<b>Total</b>	<b>215</b>

Thank you for letting us know about the faults you've seen at stations

Average time taken to resolve faults

**9.1 days**

Overall number of notified on-station faults

**215**

## Customer service and satisfaction:

**What we achieved between 16 September 2018 to 30 March 2019:**

We helped **4271** customers who pre-booked our Passenger Assistance service and **97.65%** 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 Autumn 2018 results:

### Autumn 2018 scores

Customer service – **69.8%**  
 Trains – **64.1%**  
 Stations – **68.7%**

### Autumn 2018 benchmarks

Customer service – **66%**  
 Trains – **69%**  
 Stations – **69%**