

# Our Customer Report

## October 2016



**12** days is our average  
time to resolve reported faults



**92.6%**

of our trains arrived  
within five minutes of  
the scheduled time



**6.7%**

improvement in our  
waste recycling

Here at Northern  
we are focussed on  
transforming rail  
travel and are working  
hard to meet our  
promises.



**1.6%**

of our trains  
were cancelled



**4.8%**

improvement in energy  
used by trains



**36.2** complaints per  
100k passenger journeys

# Welcome!

This is our first full Customer Report, which details the developments we have made to your rail service up to now; along with how we've performed between 1 April and 17 September 2016.

This report includes our plans until the end of March 2017 which will bring us to the end of our first year as Arriva Rail North Ltd.

We welcome your comments and we will collate and discuss this feedback.

We hope you find this update informative and interesting.



Pages 4-5

A message  
from Alex  
Hynes

Pages 6-15

Our vision  
for your  
franchise

Investing in  
new trains

Improving  
your  
experience

Delivering  
new  
services

Transforming  
stations

Pages 16-22

How we are  
performing

Communities  
and  
Innovation

# We've started our transformation

Northern has started its programme of transformation and keeping our customers involved is a really important part of this. Many of you joined us to cast your vote in our seats roadshow which is playing a part in helping us to choose the seats for our new trains. Thousands of customers took part in the survey, which offered us some vital feedback on a key design feature of the new fleet of trains.

We have also started the refurbishment programme on our existing fleet. The interiors are changing – carriages have been repainted, new carpets have been laid, and seat cushions have been replaced and re-covered. New LED lighting has also been fitted to create a lighter and brighter on board environment. We have more improvements to make but our first train into service will give you a sense of what we're trying to achieve and on board

communication will explain what work still needs to be done and seek your feedback.

At stations, the transformation continues with the installation of automatic ticket gates at Liverpool Lime Street and Wigan Wallgate. Six other stations that will benefit from ticket gates over the next five months are Salford Crescent, Blackburn, Bolton, Bradford Forster Square, Halifax and Harrogate. These stations will also be staffed from first to last train, helping to provide better face-to-face customer service.

We are delighted to have introduced a team of Travel Safe Officers who are based across four of our key cities; Newcastle, Preston, Bradford and Manchester. The team supports us every day, as well as on late night services, special events and sporting fixtures, to help you feel safer when you travel with us.



The Northern app, which we launched on day one of our franchise, not only gives users the opportunity to find train times and buy tickets with no booking fee but customers can also report any faults on our trains or at our stations. It also contains a link to make a claim through Delay Repay for customers who are delayed by 30 minutes or longer on any journey with us.

We are focussed on transforming rail travel and are working hard to meet our promises. If there is anything more we can do to improve your journey, please let us know.

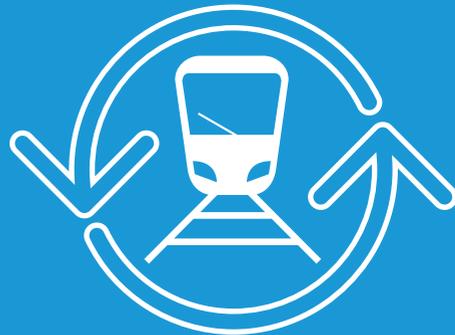
**Alex Hynes**  
Managing Director, Northern

 **northern**  
**Proud to be...**

# Investing in new trains:

## What we've done ....

Our first couple of carriages have been taken out of passenger service and sent away for refurbishment.



## What's to come before the next report ...

You will see them back in operation complete with their new livery outside and new seat covers, carpets and interior fittings.

What else you can look forward to in the next few years ...



**brand new, state-of-the-art trains** with speeds of up to 100 mph;

**more than £1bn investment** to transform rail travel in the North – including £500m investment in 281 brand new, fully air-conditioned carriages by 2020; and



**£80m refurbishment** starting in 2016 and finishing in 2018, to bring existing carriages back to as new condition; and all Pacer trains removed from the franchise by the end of 2019.

# Delivering new services:

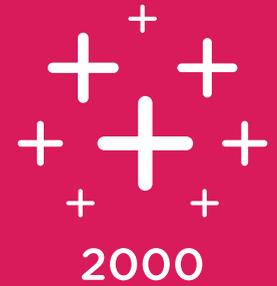
## What else you can look forward to in the next few years ...

**improvements** to the timetable, capacity and quality of all our 57 routes through our four-year upgrade plan; and



**a new timetable** which will provide 100 new, direct connection journey opportunities across regional hubs in the North.

**more than 2,000 extra services** a week, including earlier and later trains and 400 extra services on Sundays, an increase of 12%;



**increased peak time capacity** by 37% by longer and increased volume of trains;

**Northern Connect**, a network of 12 enhanced, long distance routes linking major cities in the North, cutting journey times by up to 20%;

the Manchester-Bradford-Leeds route transformed with fast trains to Manchester Airport, Hull, Liverpool, Warrington, Chester, Blackpool and York; and

new fast services from Bradford and Leeds to Sheffield and Nottingham; and from Middlesbrough to Durham, Newcastle and Carlisle.

# Transforming stations:

## What we've done ....

### the first of our brand new ticket gates

are now in place at Liverpool Lime Street and Wigan Wallgate stations;

these gates will help you move through the stations, improve security and ensure that all customers pay for their travel. The gates not only process the magnetic stripe tickets, but also barcode tickets and smart cards making the journey through the station a quicker experience;



### started our partnership with Carillion,

integrated support services provider, to transform how we clean and maintain our station facilities.

## What's to come before 31 March 2017 ....

**the six other stations** that will benefit from the ticket gates before 31 March 2017 are Salford Crescent, Blackburn, Bolton, Bradford Forster Square, Halifax and Harrogate.

## What you can look forward to in the next few years ...



**£38m investment** to transform facilities at stations with a focus on customer information, security, and customer service;

**ticket machines** at all stations with more than 10 customers a day;

**250 new parking spaces** at stations and 70 additional car parks accredited with Park Marks;

**extended opening hours** at 54 stations, with 45 previously unstaffed stations to be staffed;

**new video help-points** at 447 stations, customer information screens at 160 new station locations;

**enhanced CCTV** coverage via the installation of additional cameras; and

**Northern Connect** stations with catering facilities and free WiFi staffed 06.00-22.00.

# Improving your experience:

## What we've done ....

**you can now claim Delay Repay** 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 whether it is our fault or not;

**expanded** off-peak day return tickets to most of our network;

**have introduced Advance Purchase** tickets between Chester and Manchester, and Leeds and Selby;



**have launched a new, user-friendly app** which makes it easier for you to give feedback and report any faults you see so we can put things right; and

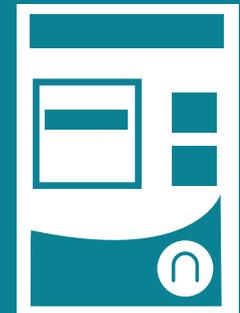
**have introduced 55 new Travel Safe Officers**, especially in the evenings, to help you feel safer when you travel.



## What's to come before the end of March 2017 ....

**more** Advance Purchase tickets on new routes;

**more** Ticket Vending Machines (TVMs).



# Communities and Innovation:

## What we've done ....

**Recruited nine** new apprentices out of the 48 that we will welcome into the business by 2019.

## What's to come before the end of March 2017 ...

**another five new apprentices**

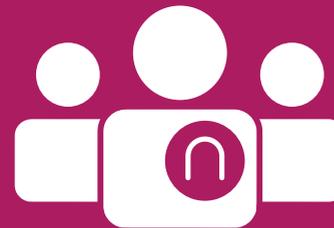


## What you can look forward to in the next few years ...

**£4m investment** to convert disused buildings at stations for community use, encouraging more small businesses and organisations to stations, improving retail facilities;

**offering support** each year to universities and colleges in the North to develop innovative solutions for the rail industry; and

**building and enhancing** our relationship with the existing community groups.



# How we are performing

1 April – 17 September 2016

## Our Service Group Performance ....

	Short Formed	Cancelled	PPM	On Time	CaSL	30-59	60-119	119+
Tyne, Tees & Wear	151 0.5%	408 1.4%	94.7%	25183 84.0%	1.5%	36 0.1%	2 0%	0 0%
Lancashire & Cumbria Local	264 1.2%	542 2.3%	89.4%	16847 70.9%	2.5%	49 0.2%	3 0%	0 0%
West & North Yorkshire Inter Urban	1487 3.2%	477 1.0%	93.1%	34936 75.3%	1.2%	84 0.2%	14 0%	0 0%
West & North Yorkshire Local	1312 1.6%	746 0.9%	95.9%	68173 85.0%	1.0%	79 0.1%	10 0%	1 0%
South & East Yorkshire Inter Urban	293 1.1%	297 1.1%	93.9%	21165 79.9%	1.3%	44 0.2%	6 0%	0 0%
South & East Yorkshire	851 2.6%	442 1.4%	91.6%	21731 70.2%	1.7%	79 0.3%	9 0%	0 0%
North Manchester	986 2.8%	1038 2.9%	90.0%	25430 70.9%	3.0%	45 0.1%	7 0%	0 0%
Merseyrail City Lines	464 1.3%	663 1.9%	92.2%	26404 73.8%	2.0%	41 0.1%	5 0%	0 0%
South Manchester	630 0.9%	822 1.2%	92.7%	45914 67.2%	1.3%	79 0.1%	8 0%	1 0%
Lancashire & Cumbria Inter Urban	694 2.4%	1042 3.4%	86.4%	18464 61.1%	3.7%	64 0.2%	9 0%	9 0%



**Short Formed**  
7132 (1.8%)

**Cancelled**  
6477 (1.6%)

**PPM**  
92.6%

**On Time**  
74.6%

**CaSL**  
1.8%

Unfortunately things don't always go to plan. The following incidents caused significant delays and cancellations:

29 April	signalling system failure - Sheffield
11 July	points failure - Manchester
12 July	signalling power failure - Sheffield
30 July	points failure - Manchester Piccadilly
16 August	track circuit failure - Mirfield

The above incidents had a combined impact of 166 cancellations, 707 PPM failures, 8,706 minutes delay and resulted in disruption to 990 Northern services.

### Short Formed Cancelled PPM

- > Services run with less than planned capacity
- > Services subject to cancellation (full/part)
- > Services arriving at destination within four minutes 59 seconds of the planned arrival time

### On Time

- > Services arriving at destination early or within 59 seconds of the planned arrival time

### CaSL

- > Services subject to cancellation (full/part) or greater than 29 minutes late 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

## What we've done

signed agreements with both Network Rail and TransPennine Express to work together to deliver improvements in performance;

begun preparing our plans for the seasonal weather challenge;

started working on a culture change programme called On Time;

established joint industry working groups to improve performance.

## What's to come

training on the On Time culture change programme within Northern;

complete the review of the timetable using GPS technology;

a review of seasonal performance in 2016 to make sure we get things right in 2017;

working with Network Rail to investigate small delays, using GPS technology.

## Complaints and fault handling ....

Sometimes things go wrong and we may not be able to provide the level of service that we promised.

### Complaints

Total number of passenger complaints: **16,352**

Total number of passenger journeys: **45,083,000**

Total number of passenger complaints per 100k journeys: **36.2**

Complaints answered within 20 working days: **73%**

## Faults reported by passengers or station users

Thank you for telling us about faults you've seen at stations.

Overall number of notified on stations faults: **9,129**

Mean average time taken to resolve faults: **12 days**

### Summary by service area

	Total Faults	Car Park	Cleanliness	Facilities	Information	Ticket purchases	Upkeep and repair	Mean time taken to repair (days)
Lancashire & Cumbria Inter Urban	557	5	34	102	37	6	373	11
Lancashire & Cumbria Local	788	8	93	105	62	3	517	13
Merseyrail City Lines	1105	4	93	202	88	5	713	11
North Manchester	1223	5	138	194	64	5	817	12
South & East Yorkshire	516	3	50	73	35	5	350	11
South & East Yorkshire Inter Urban	330	2	29	47	33	1	218	12
South Manchester	1836	12	268	304	145	10	1097	10
Tyne Tees & Wear	658	2	83	103	46	3	421	17
West & North Yorkshire Inter Urban	1193	5	165	174	84	14	751	11
West & North Yorkshire Local	923	12	86	158	53	14	600	14
<b>Grand Total</b>	<b>9129</b>							<b>12</b>

## Faults on train notified through Tweets

Look out for our tweet stickers in our train carriages.

If the fault is complicated and we are not able to provide a full answer within 20 days, we will let you know when we expect to be able to update you.



Hi, my name is carriage number 55556

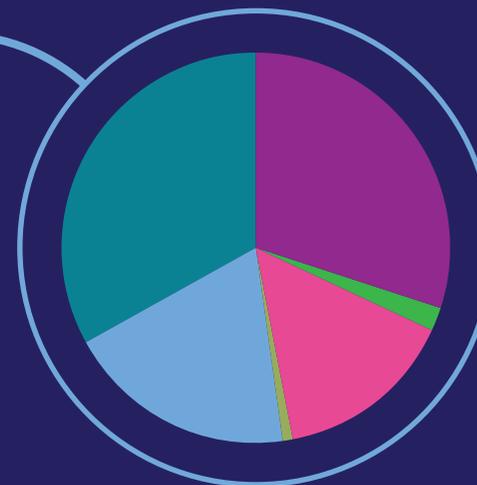
I always try to look my best.

Please let us know if you see any areas that need some TLC and we'll have our maintenance experts on it as soon as possible



Tweet us @northernassist #55556 or visit [northernrailway.co.uk/comments](http://northernrailway.co.uk/comments)

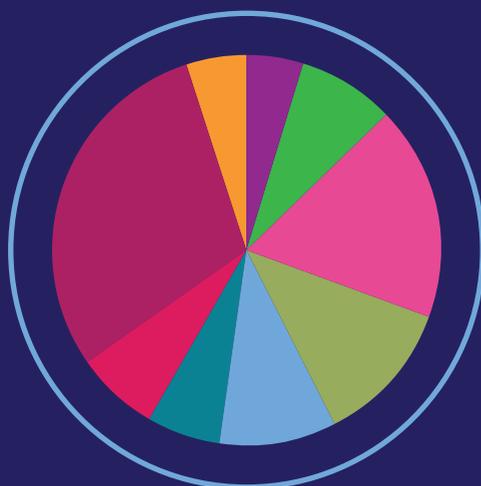
Thank you



## Breakdown of tweets:

- Cleanliness inside (30%)
- Cleanliness outside (2%)
- Comfort of seating area (15%)
- Facilities on board (1%)
- The toilet facilities (19%)
- Upkeep and repair of train (33%)

## Faults on train notified through our Customer Experience Centre



- Lancashire & Cumbria Inter Urban (5%)
- Lancashire & Cumbria Local (8%)
- Merseyrail City Lines (18%)
- North Manchester (12%)
- South & East Yorkshire (9%)
- South & East Yorkshire Inter Urban (6%)
- South Manchester (7%)
- Tyne Tees & Wear (0%)
- West & North Yorkshire Inter Urban (30%)
- West & North Yorkshire Local (5%)

## Customer service and satisfaction ...

### What we've achieved so far

We helped **3,651** customers who pre-booked our Passenger Assistance service; and

only **3.45%** of our ticket offices were unavailable during their published opening hours, usually due to sickness.



Our next customer report will show how satisfied our customers are with Northern's service, as detailed in the National Rail Passenger Survey (NRPS). The survey was carried out during autumn this year and more details will follow.

## Environment ....

We want to be the train operating company that makes the most positive contribution to environmental sustainability.



### What we've achieved so far

#### Energy used by trains

April – August 2016: 1.43 kg<sup>CO2e</sup> per vehicle kilometre

**4.8%** improvement\*

#### Energy used at stations, depots and offices

April – August 2016: 13,602,878 kWh

**4%** increase\*\*



#### Waste

April – September 2016: 78% of waste recycled

**6.7%** improvement\*

#### Water

Data unavailable at the time of printing due to invoicing cycle



**Thanks for reading**  
If you have anything  
you'd like to share,  
get in touch!

**Visit: [northernrailway.co.uk](http://northernrailway.co.uk)**

\* compared to 2015 baseline figures.

\*\*An increase is due to higher use of natural gas and gas oil for heating at engineering depots during the comparatively colder summer.

Contact us with your  
comments or questions:

**Call: 0800 200 6060\***

**Email: [enquiries@northernrailway.co.uk](mailto:enquiries@northernrailway.co.uk)**

**Visit: [northernrailway.co.uk/comments](http://northernrailway.co.uk/comments)**

Write:

**Customer Experience Centre  
Freepost NORTHERN RAILWAY**

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



[northernrailway.co.uk](http://northernrailway.co.uk)

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