



Our Customer Report

April 2016

Welcome!

Twice a year, we will publish our Northern Customer Report, which details the investment and developments we have made to your rail service; alongside how we have been performing over the year.

The report will include our plans for the coming year, which in this edition, includes the transformational highlights and benefits you can expect to see within this new franchise.

We welcome your comments and we will collate and discuss this feedback; and where feasible incorporate them into future editions.

We hope you find the report informative and interesting!



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**A message
from Alex
Hynes**

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**Our vision
for your
franchise**

Investing in
new trains

Improving
the customer
experience

Delivering
new
services

Transforming
stations

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**How we are
performing**

Communities
and
Innovation

The North's biggest transformation in rail travel for a generation

Arriva plc became the new rail operator for Northern on 1 April 2016, marking the start of a nine-year franchise that will transform travel through a £1billion investment in the largest rail network outside London.

This first Customer Report reveals our vision for the franchise, what we are going to do, when we will do it and the benefits for our customers.

Pacer trains will be replaced, new state-of-the-art trains will have a top speed of 100mph, the rest of the fleet will be refurbished to an as-new condition, services will be faster and more frequent, there will be improved customer facilities at stations and many will have extended opening hours. This is an exciting prospect for everyone – our customers, staff and other stakeholders.

This Report also sets out our ambitious but realistic train performance and targets to achieve a step change not only in customer satisfaction but also in service quality on trains and stations for each year of the franchise.

Customer Reports, which will be published twice a year, will tell you in simple language about the progress we have made in delivering our vision, what we are going to do next and how we have performed against our targets.

We believe passionately in sharing information clearly and openly because this is the best way to gain understanding and win customer confidence, which we see is key to growing our business sustainably.



No false promises, no excuses, just the straight facts, simply presented, so we can be held to account. This will be the distinguishing feature of our Customer Reports.

Achieving the biggest transformation in rail travel in the north for a generation inspires us and we are determined to work very hard to meet our promises and your expectations. If there is anything more we can do to improve your journey, please let me know.

Alex Hynes
Managing Director, Northern

 northern
Proud to be...

Investing in new trains:

new, state-of-the-art trains with speeds of up to 100 mph from 2018 – 2019;



100mph

over £1b investment to transform rail travel in the north - including **£400m investment** in 281 brand new, fully air-conditioned carriages within 3 years;

a fully upgraded fleet

for our customers - providing improved seating, tables, toilets, real-time information screens, **free on-board WiFi**, and at-seat power sockets by late 2019;



£80m refurbishment, starting in 2016 and finishing in 2018, to bring existing carriages back to as-new condition; and



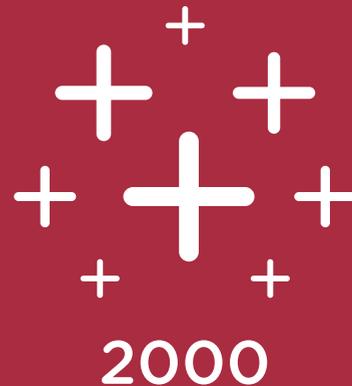
all Pacer trains **removed** from the franchise by 2019.

Delivering new services:

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

Introducing a new timetable in December 2017 which will provide **100 new**, direct connection journey opportunities across regional hubs in the North;

providing more than **2,000 extra services a week**, including earlier and later trains and 400 extra services on Sundays, an **increase of 12%**, by late 2019;



2000



increasing peak time capacity by 37% by late 2019 - longer and increased volume of trains;

launching Northern Connect in 2019, a network of 12 enhanced, long distance routes linking major cities in the North, cutting journey times by up to 20%;



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

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

Transforming stations:

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



There will be **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 Mark;



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;



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

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

Improving the customer experience:

real-time multi-modal journey planning, electronic ticketing and help through our app;



encouraging feedback and fault reporting so we can put things right;

Delay Repay*, provides for compensation to customers who are delayed by 30 minutes or longer on their journey, whether we are at fault or not;

*Delay Repay does not in any way limit or exclude your other legal rights to compensation as a consumer where we are at fault under the Consumer Rights Act 2015 or otherwise.

80 Travelsafe officers, especially in the evenings, to help you feel safe when you travel; and



Advance Purchase tickets, available up to 15 minutes before departure;



Value for money and choice: Creating easier ticketing options, including advanced and off-peak fares - encouraging leisure journeys and reducing peak overcrowding.

Communities and Innovation:

Recruitment of a dedicated Community Rail Partnership marketer to help develop these individual, localised plans and advise on marketing best practice;



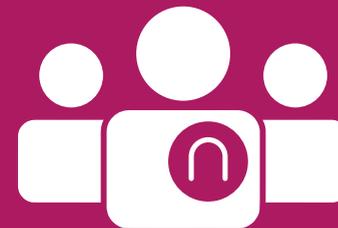
£4m investment to convert disused buildings at stations for community use, encouraging more small businesses and organisations to stations, improving retail facilities;



Recruiting 48 new apprentices across the business by 2019;

Recruiting at least 22 graduates during the franchise;

Offering support and awards each year to universities and colleges in the north to develop innovative solutions for the rail industry; and



Build and enhance the existing community groups and provide rewards for education and volunteers.

How we are performing...

New standards for train performance -

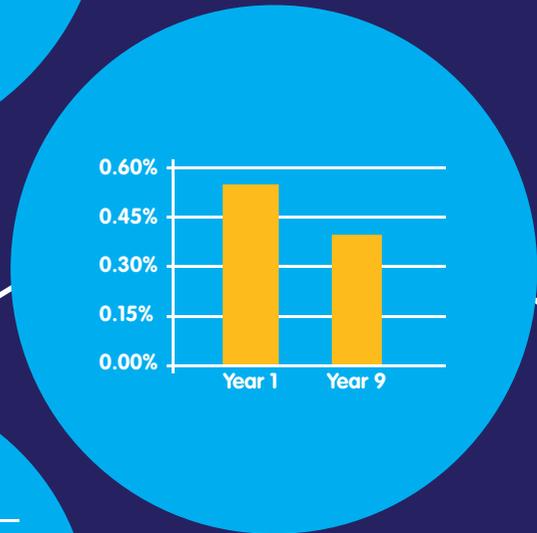
The rail industry measures performance of trains to agreed universal measures which we will report against:

- Public Performance Measure (PPM) – the industry standard for measuring the percentage of trains that arrived within five minutes of their scheduled time (10 minutes for long distance routes);
- Short formation – how many trains did not have as many carriages as planned;
- Cancellations – how many trains were cancelled;
- Right time – how many trains arrive at the station at the time they were supposed to; and
- Cancellations and Significant Lateness – the number of trains which were cancelled or arrived more than 30 minutes after they were supposed to.

We have strict new standards to achieve, the graphs opposite show the targets we have committed to meet in the coming years.



Cancellations



New targets for satisfaction -

The National Rail Passenger Survey is a national survey carried out twice a year of all train operators shown in the graph below. We will tell you in each Customer Report how we have performed against the previous survey.

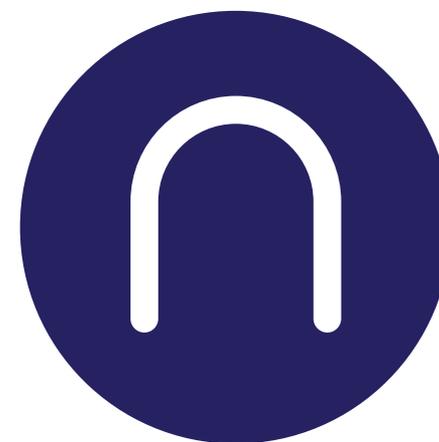
We have agreed some challenging targets with the Department for Transport, which have been divided into three areas: stations, trains and customer service.



New targets for service quality

From January 2017 we will start a new service quality audit regime. We will inspect each of our stations at least four times a year, with 150 station inspections and 550 train inspections carried out every four weeks. We will report on how we are doing against our targets. We have also set up a new fault reporting system to make it easier for you and our staff to get faults fixed quickly. We will publish details of the faults notified to us and the average time taken to resolve them.

Future Customer Reports will provide comparisons with previous ones so you can see the progress we are making. You can also see how we're doing on our website and from December 2016 get statistics from our data portal.



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

Visit: [northernrailway.co.uk](https://www.northernrailway.co.uk)

Contact us with your
comments or questions:

Call: 0800 200 6060*

Email: enquiries@northernrailway.co.uk

Visit: northernrailway.co.uk/comments

Write:

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lines are open 24 hours
a day on any days when
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