

Customer Report

1 April 2019 - 14 September 2019

This period has seen continued signs of a more stable and reliable service and local rail in the north is seeing the benefit from the half a billion-pound investment in new trains.

Also during this period we introduced the first of our 101 new trains with the majority in service by the end of 2019.

The brand-new trains are a step-change in quality for our customers and are part of our wider improvement plan that includes all other trains fully refurbished and significant improvements at stations.

We also retired our first Pacer with only a small number maintained and will be removed in the early part of 2020.

In this period, the Smart season ticket was rolled out across the entire Northern network and we are now issuing more than any other train operator. With 4.5 million journeys loaded onto Smart cards, they are a quicker and easier way to renew season tickets and get through the station.

Following a difficult 2018, we have now introduced two successful timetables. Almost 9 out of 10 Northern services are arriving within 5 minutes of their scheduled time and we are seeing customer satisfaction recovering.

This hard work will continue into 2020 to ensure customers continue to see improvements across the entire Northern network.



Service Quality

Stations	2019 P04	2019 P05	2019 P06	2019 P07	2019 P08	2019 P09	2019 P10	All
Ambience (Benchmark 88%)	91%	89%	91%	91%	94%	93%	96%	92%
Cleanliness (Benchmark 84%)	87%	88%	89%	86%	90%	93%	92%	89%
Information (Benchmark 89%)	86%	88%	86%	88%	89%	92%	92%	89%
Maintenance (Benchmark 94%)	92%	87%	90%	88%	90%	95%	94%	91%
Ticketing (Benchmark 96%)	89%	92%	92%	92%	92%	91%	91%	91%

Trains	2019 P04	2019 P05	2019 P06	2019 P07	2019 P08	2019 P09	2019 P10	All
Ambience (Benchmark 90%)	91%	93%	93%	88%	91%	94%	92%	92%
Cleanliness (Benchmark 86%)	85%	75%	82%	73%	77%	80%	73%	78%
Information (Benchmark 94%)	89%	88%	86%	98%	95%	98%	96%	93%

Environment

LED lighting continues to be rolled out across the organisation. All engineering depots have been updated and installation of the lighting at stations is well underway. We've seen some notable reductions in our energy consumption as a result of the LED installation project whilst also providing a more attractive and brighter station environment for our customers.

Employee engagement in environmental matters continues to be a focus for Northern and we have now commenced the rollout of the second phase of this training. This phase aims to further embed the initial learning to ensure that everyone knows the part they need to play in helping the organisation achieve its energy and environment goals and objectives.

Throughout 2019 we completed a number of surveys at our top water and energy consuming locations. This has resulted in a number of key actions which have assisted in reducing our environmental impact. These include:

- Identification and repair of underground leaks
- Implementing water control measures to prevent unnecessary usage
- Installation of meters capable of providing half hourly, up to date and accurate readings
- Monitoring electrical usage of larger sites so we can better understand exactly where energy use is at its highest and take appropriate measures to rectify
- Trialling timed heating controls on stations

Northern's redeveloped waste hubs at our engineering depots are almost fully implemented, making it easier for employees to separate waste into the appropriate waste streams. Similar hubs are being rolled out at our larger stations this will further increase our recycling rates. In addition we have commenced a trial of recycling bins for our customers. Getting customers to use the correct bins at stations can be a challenge but new style bins and effective communication will hopefully see our station recycling rates increase.

Finally, work continues on reducing unnecessary train idling which will in turn reduce fuel consumption and emissions.

Franchise Targets	April 2019 - September 2019 vs April 2015 - September 2015
25% reduction in carbon emissions Against Baseline (2015/16)	-11.80%
28% reduction in energy use Against Baseline (2015/16)	-5%
28% reduction in water use Against Baseline (2015/16)	+23%

Franchise Targets	April 2019 - September 2019
0% Landfill & 95% Recycling from Franchise Year 3 onwards (target amended from April 2018)	4% Landfill 70% Recycling

How we are performing

	Short Formed	Cancelled	PPM	Right time at destination (RTD)	CaSL
1 April - 14 September 2019	23331 6.4%	16621 3.8%	84.2%	56.7%	4.0%
1 April - 15 September 2018	17434 4.8%	17955 4.5%	80.9%	54.5%	4.9%

Our Service Group Performance 01/04/19 – 14/09/2019

	Short Formed	Cancelled	PPM	RTD	CaSL	30-59	60-119	119+
Tyne, Tees & Wear	131 0.5%	1180 4.0%	85.3%	18420 62.4%	4.2%	62 0.2%	5 0%	0 0%
Lancashire & Cumbria Local	204 0.7%	1158 3.8%	82.1%	15184 50.2%	4.0%	57 0.2%	2 0%	0 0%
West & North Yorkshire Inter Urban	4267 8.7%	1760 3.0%	83.8%	32455 54.6%	3.2%	160 0.3%	10 0%	0 0%
West & North Yorkshire Local	4136 5.5%	1911 2.4%	88.9%	53479 66.6%	2.5%	112 0.1%	15 0%	0 0%
South & East Yorkshire Inter Urban	1164 3.7%	799 2.3%	88.8%	23695 68.0%	2.5%	75 0.2%	10 0%	0 0%
South & East Yorkshire	2134 9.2%	1089 3.6%	80.3%	15062 49.1%	3.9%	108 0.4%	12 0%	0 0%
North Manchester	4603 12.0%	2158 5.2%	83.3%	24753 59.2%	5.4%	79 0.2%	9 0%	0 0%
Merseyrail City Lines	2088 8.4%	1976 7.2%	75.2%	11926 43.4%	7.5%	69 0.3%	13 0%	0 0%
South Manchester	3103 5.4%	1855 2.9%	85.4%	32020 49.4%	3.1%	152 0.2%	14 0%	0 0%
Lancashire & Cumbria Inter Urban	1501 4.3%	2735 6.5%	80.3%	23279 55.3%	6.8%	99 0.2%	17 0%	0 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

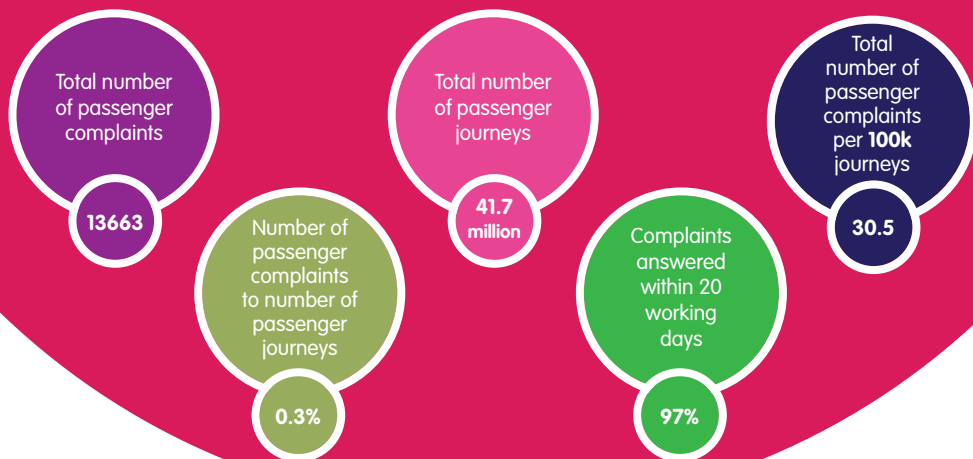
- We're continuing to hold regional weekly meetings with Network Rail to deliver improvements in performance
- Using GPS technology, we're continuing to investigate small delays so we can improve our punctuality
- We've set up a working group with Network Rail to discuss line speed restrictions that are affecting our network to make sure that each one has a plan for removal.
- We've launched the 'All right' suicide prevention and trespass reduction campaign.
- New performance measures have been introduced and are regularly published on our website including how many trains arrived early, on time and within one minute of their booked arrival time at each station.
- Successful introduction of May timetable.

What's to come

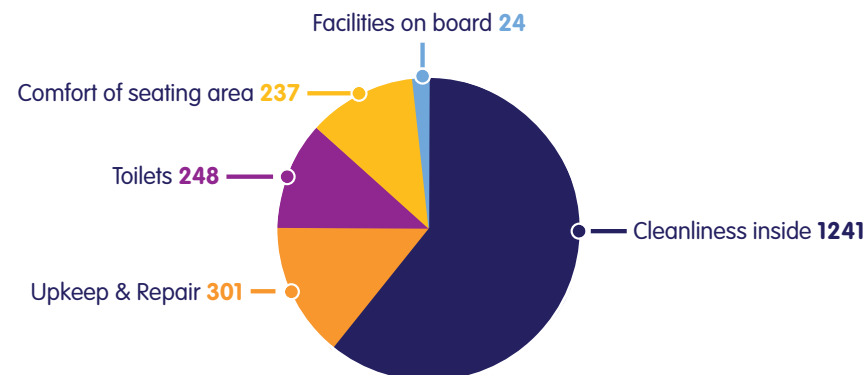
- Continue to introduce our new trains across the network
- Complete the retirement of our Pacer trains

Complaints and fault handling:

01/04/2019 - 14/09/2019



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: **24508**

Penalty Fares successfully appealed: **1072**

Faults reported by train passengers or station users:

Faults on stations

Cleanliness	16
Facilities	104
Upkeep and repair	73
Total	193

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

Average time taken to resolve faults

7.3 days

Overall number of notified on-station faults

193

Customer service and satisfaction:

What we achieved between 1 April and 14 September 2019:

We helped **755** customers who pre-booked our Passenger Assistance service and **97.3%** 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 2019 results:

Spring 2019 benchmarks

Customer service – **68%**
 Trains – **70%**
 Stations – **72%**

Spring 2019 scores

Customer service – **67%**
 Trains – **64%**
 Stations – **67%**