

Get in touch

TransPennine Express Customer Report

We're ready to listen and address any problems (and any praise!) you might have about our service and have a variety of ways you can get in touch:

Our webchat and webform – tpexpress.co.uk

Telephone – **0345 600 1671**

Twitter – [@tpeassist](https://twitter.com/tpeassist)

or our Facebook page – [TPExpressTrains](https://www.facebook.com/TPExpressTrains)

Write to us

**Customer Relations
TransPennine Express
ADMAIL 3878
FREEPOST
Manchester M1 9YB**



Taking the North further



Our first six months



We've achieved a lot in our first six months - here are a few of the highlights:

Dear Customer,

Welcome to the second TransPennine Express (TPE) Customer Report.

The new TPE franchise started on 01 April 2016, and since then we've made a lot of improvements which hopefully you've already started to see.

We've made big changes to our catering. For starters it's now available seven days a week. In first class we've drastically improved our offer with fresh, local produce throughout the day, and in standard class we now have a great new range of retail products including Lavazza coffee and Carluccio's pastries.

Our current fleet of trains have begun their 're-modelling' and you may have seen one of our newly branded trains out and about. From early 2017 we'll start a complete refurbishment programme on our Class 185 fleet, meaning you'll be able to enjoy free on-board Wi-Fi, media servers, a modern interior and power sockets at every pair of seats.

We've now signed deals on three new fleets of brand new, state-of-the-art trains which will start to come into service from 2018. It's an investment

of nearly £500 million and means that we'll be able to offer an on-board experience that is second to none. It also means that we can better connect the great towns and cities across the North, with more services and more seats.

At the very heart of this, of course, is you, our customers. We want you to play a part in our plans, which means having regular conversations, and keeping you up to date with everything that we're doing.

Please let us know any thoughts that you have on our services and our plans. Whether positive or negative, all feedback helps us ensure we are doing the right things to deliver what the North needs: a modern, reliable intercity train service, with enough seats for everyone! On the back of this report you'll find a list of all the different ways you can get in touch with us.

Hopefully you enjoy reading about what we've achieved so far, and most importantly what we're going to achieve in the months and years to come.

Leo Goodwin,
TransPennine Express
Managing Director



We've invested £500m on three new fleets of trains



We've taken on eight new apprentices, who will be joined by 29 more during our franchise



We've opened a new customer contact centre in Warrington



All of our on-board customer hosts are receiving world class customer service training



We've drastically improved our catering offering in both first and standard class, and catering is now available seven days a week



We've made big improvements to Huddersfield station, including the opening of a first class lounge

TAKING THE NORTH FURTHER



2016
Improved catering provisions throughout 2016



EARLY 2017
Refurbishment starts on existing trains to 'like new' standard



2017
Free Wi-Fi at all 19 TPE stations
Major investment in mobile and smart ticketing

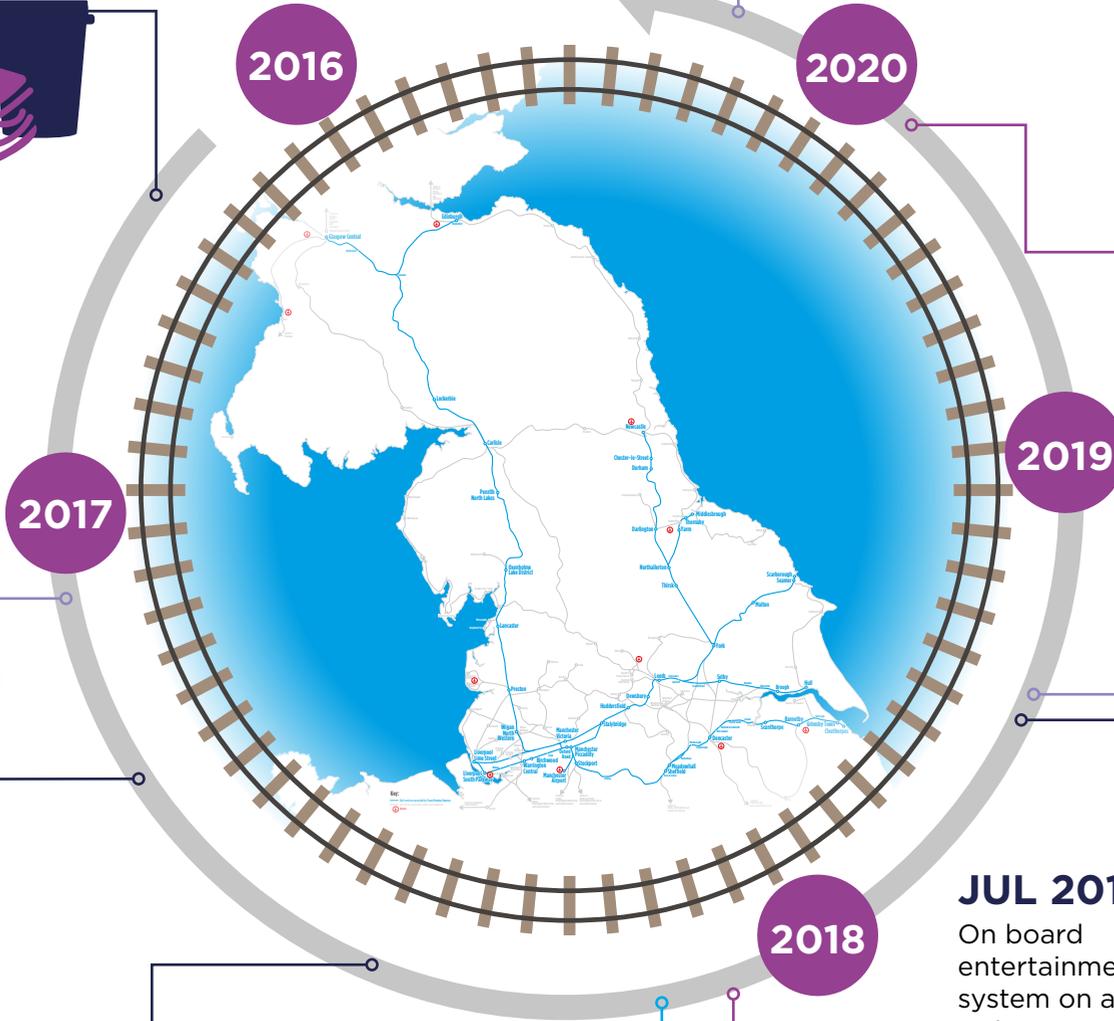


- Fleet
- Timetable
- Customer Experience Improvements
- Network Rail Projects



LATE 2017
Mobile tickets on all TPE routes

LATE 2017
Ordsall Chord Viaduct, helping to ease congestion by connecting Manchester Piccadilly, Manchester Victoria and Manchester Oxford Road



2018 - 2020
Brand new state-of-the-art carriages and trains



2017-2019
Liverpool-Newcastle service extended to Edinburgh
Operate a direct Liverpool-Glasgow service
Manchester Airport-York service extended to Newcastle
A standardised timetable, meaning a 'weekday' service seven days a week
Six TPE trains an hour between Manchester and Leeds

JUL 2018
On board entertainment system on all trains



Meet the fleets

HITACHI CLASS 802 BI-MODES



342 SEATS (providing an extra 161 seats compared to our current Class 185 trains)
318 standard, 24 first class

Come into service from
2019

Operating on Liverpool - Newcastle - Edinburgh and Manchester Airport to Newcastle routes



5 TOILETS on-board, including a universal access toilet



19 five-carriage bi-mode trains capable of operating on both electric and diesel power



Testing phase begins
2018

CAF CLASS 397 'CIVITY'



286 SEATS (providing an extra 161 seats compared to our current Class 185 trains)
264 standard, 22 first class

Operate between Manchester and Liverpool to Glasgow and Edinburgh via Preston



4 TOILETS on-board, three standard and one universal access toilet



Testing phase begins
2018

12 five-carriage electric trains manufactured in Spain by CAF



Come into service from
2019

CAF MARK 5 COACHES



287 SEATS (providing an extra 161 seats compared to our current Class 185 trains)
257 standard, 30 first class

Operate from Liverpool to Scarborough and Newcastle



4 TOILETS on-board, three standard and one universal access toilet



Testing phase begins
2017

13 sets of five-carriages hauled by a Class 68 locomotive



Come into service from
2018



Upgrading our railway – Ordsall Chord

Work has been underway since October 2015 to build the Ordsall Chord, a new section of railway which connects Manchester Victoria, Oxford Road and Piccadilly stations for the first time. The work is part of Network Rail's £1bn+ Railway Upgrade Plan for the North, which will improve connections in the region as well as reducing the amount of congestion currently seen at Manchester Piccadilly by a quarter.



Christmas 2016/17 and Easter 2017 will see two large blocks of work that will impact on our services.

Christmas 2016/17 works will take place between Sunday 18 December and Monday 2 January.

Easter 2017 works will take place between Thursday 13 April and Monday 24 April.

The changes to our services will be significant, with different alterations applying on different days, so if you are travelling into Manchester by train in or around these dates please check before you travel at nationalrail.co.uk.

To find out more about the Ordsall Chord project please visit networkrail.co.uk/ordsall.

Our targets

We have some ambitious targets for this franchise, which will help to consistently give you the service you deserve. We've provided an update here of how we've done in our first six months, but you can also track our progress more regularly at tpexpress.co.uk

Service Performance

We work hard with Network Rail and other train operators to improve our service performance. We are always monitoring our progress and publish how we're doing on our website.

We also track how many of our services actually arrive at the right time. The rail industry measure for performance is the Public Performance Measure (PPM), which means that a service is counted as on time if it arrives within ten minutes of the scheduled arrival time.

However, we are working hard to improve our 'Right Time' performance measure, which tracks how many of our trains arrive at their destinations within 59 seconds of our arrival time.

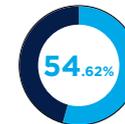
We also track how many of our services are cancelled and significantly late (over 30 minutes late at destination) through a measure called CaSL.

Here's how we've done in our first six months:



Public Performance Measure

Over 90% of our trains ran on time as measured by the industry performance measure, which is defined as arriving within 10 minutes of the timetable.



Right Time

The 'Right Time' measure looks at trains which arrive within 59 seconds on their scheduled arrival time.



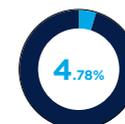
Short formations

Over the last six months more than 99% of our trains operated with their required carriage formation.



Cancellations

We have operated over 39500 trains in the last six months; just over 1% were cancelled.



CaSL

4.78% of our services were cancelled or arrived over 30 minutes late at their destination in the last six months.

We're always working hard to improve our service performance. From 24 October to 10 December 2016 we introduced a slightly amended timetable to minimise the impact the autumn weather has on our services. We've introduced 'Right Time' reports at our stations and train depots which are produced daily, meaning a greater focus by local management. We're also working towards improving our 'Right Time' performance through fitting systems on our trains and setting up working groups with our industry partners so we can understand any unexplained delays.



Ticket Office Hours

Our ticket offices have been open for 99.9% of the hours they should be.



Customer Satisfaction

We regularly monitor what you think of our service through the National Rail Passenger Survey (NRPS), which is run by Transport Focus, and our own 'shadow' NRPS survey. Here's an update on how we're doing:

Measure	Latest NRPS Score	Latest 'shadow' NRPS Score	Franchise Target
Overall Customer Satisfaction	87%	87%	75%
Satisfaction with the Train	82%	86%	75%
Satisfaction with the Station	86%	84%	75%

We have also introduced a new customer satisfaction survey to customers who have used our new contact centre. The simple four question survey gives us a great insight into how our customer relations team are doing, meaning we know what we're doing well and where we need to improve.



Fault Reporting

We're setting up a system so you can quickly and easily report any faults you may have noticed on our trains or at our stations. In subsequent customer reports we'll then be able to tell you the number of faults we've received and how long it's taken us to rectify them.



Accessibility and Booked Assistance

We're currently working on a process so we can track how many booked assistances have failed, something which we'll then publish in our customer reports.

For overall accessibility concerns our target is 0.35 complaints per 100,000 journeys. In our first six months we received 0.39 complaints for every 100,000 journeys.



Customer Complaints

At the start of the franchise we introduced Delay Repay, something we've been really pushing both on-board and through our website. This means that you can get compensation if your train is delayed by 30 minutes or over. Overall complaints have gone down, whilst claims have significantly increased due to the more transparent process that is now available. Our overall % of cases closed within 20 working days during the first half of the business year averaged 96.89%.



Environmental Management

During our franchise we will continue to development and implement our Sustainable Development Strategy, to ensure that we consider the impact of our business on social, economic and environmental factors. We are working hard to reduce our carbon footprint, and here's how we've done so far:

2,039,124kWh  **Stations Electricity Usage**
The amount of electricity used in the last six months

370,173kWh  **Stations Gas Usage**
The amount of gas used in the last six months

Our joint electricity and gas kWh target for our first six months was 2,621,024kWh

15,908m³  **Stations Water Usage**
The amount of water consumption in the last six months

Our water usage target for our first six months was 20,483m³

44%  **Stations Recycling Rate**
The amount of recycling in the last six months

11,286,075litres  **Class 185 Diesel Trains**
Total amount of litres used by our Class 185 diesel trains in the last six months

10,990,859kWh  **Class 350 Electric Trains**
Total amount of kWh of electricity used by our Class 350 trains in the last six months