

TAKING THE NORTH FURTHER



STAKEHOLDER NEWSLETTER

JULY 2020

Latest National Rail Passenger Survey scores

Overall satisfaction 78%, a 5% decrease on autumn 2019.



Thursday 02 July saw the release of the latest National Rail Passenger Survey (NRPS) scores.

The survey, which was conducted by Transport Focus between the end of January and mid-March, shows that in terms of overall customer satisfaction, our score has dropped slightly to 78%.

Whilst this is disappointing, the survey was conducted during some of the most challenging days of performance TransPennine Express has experienced due to the acceleration of driver training for the new trains. We appreciate that customers would have been understandably frustrated by the service they received at that time, and this is reflected in these results.

In the run up to the Covid-19 situation, we were beginning to see vast improvements in our performance and even though we have been running a reduced timetable recently to support key workers we have maintained solid performance which is continuing as we begin to resume more services and welcome back more customers.

The availability of WiFi, ticket buying facilities and the choice of shops and facilities at stations, including shelters were key areas of improvement that were highlighted. Scores related to TransPennine Express colleagues continues to increase, in particular in the attitudes and helpfulness of staff and availability at stations.

The new Nova new fleets have also had a positive impact and scores have increased dramatically for space for luggage, availability of power sockets, toilet facilities, upkeep of the train, cleanliness inside and outside and customers now say they are more satisfied with the level of crowding – a reflection of the extra capacity on our Nova trains.

We know there is more work to do and everyone at TransPennine Express will continue to work very hard to deliver on the promises that were made at the start of the franchise bringing in further customer benefits.

Re-Assuring Our Customers



With the uplift in the timetable on the 06 July, colleagues at TransPennine Express have put together a video to help reassure customers who are travelling with us about the measures we have in place to protect them and our colleagues.

The video includes Billy Vickers (Group Stations Manager, Manchester Hub), Emma Teale (Customer Experience Manager) and Carl Fraine (Conductor) – we hope you find it informative. Please use the following link:- <https://vimeo.com/435009470>

Dear Stakeholder,

I hope you and your families are all keeping well.

With the government announcement last week enabling leisure travel on public transport, we look forward to welcoming passengers back to enjoy some of the fantastic locations that we have in the north and Scotland. We would encourage everyone to travel safely for summer and to continue following the guidelines of wearing face coverings, maintain social distance and to pay by contactless where possible.

The 06 July saw a further uplift in our timetable, providing additional services and capacity across our network. Performance remains in a strong position and we are continuing to focus on delivering a good service for our customers day in day out.

Customer numbers remain low compared to pre-COVID times, however we are seeing week on week growth and numbers rising faster since the government's latest announcement.

If you'd like any additional information on the features in this newsletter or more generally about our business, we'd love to hear from you, please contact my Regional Development Managers on luca.majewski@firstgroup.com or graham.k.meiklejohn@firstgroup.com.

I hope you all get the opportunity to enjoy some time off over the summer with friends and family and fingers crossed for some good weather so we can make the most of the wonderful area we live in.

Keep well and keep safe.

Louise Ebbs
Strategy Director



Sunflower Lanyards available for people with hidden disabilities



It is now compulsory for all customers to wear face coverings on public transport however there are some exemptions to this rule.

Along with other Train Operators and transport companies, TransPennine Express are encouraging those customers who are exempt to wear a Sunflower Lanyard. We launched the Sunflower Lanyard scheme in February this year and more operators have adopted this over the last few months. For anyone that requires assistance and has a hidden disability, customers are able to collect from station ticket offices.

Chris Dale



It is with much sadness that we report the passing away of Chris Dale, Chair of TravelWatch North West. Chris was always a passionate advocate for public transport and continuous improvements in the delivery of it. A firm and very fair critical friend, his feedback was always to strive for improvement rather than merely make comment. That made his work invaluable to companies like TransPennine Express and he always did so with a smile, encouragement and genuine support. His contribution to public transport has been enormous and he will be sadly missed.

South Yorkshire Future Travel Needs

South Yorkshire Passenger Transport Executive are in the process of developing a transport network that is fit for people's future travel needs. They are conducting an online survey which takes around 20 mins and gives participants a chance to win Love2shop vouchers. If you want to take part, please use the following link :- <https://www.surveygizmo.eu/s3/90246746/Covid-recovery-research-Wave-2>

New Mobile Customer Information



We are pleased to announce that a brand-new Customer Information Point has arrived at Huddersfield Station. The idea for the Customer Information Point was proposed by and designed by the team at Huddersfield. The Innovation team took up the project which enables customers to charge their phones to access those tickets that may be locked in their phones as well as having a screen along the top which will be used to provide live up to date travel information as well as informing customers that tickets can be purchased from this point.

Changes to Timetable

On the 06 July TransPennine Express introduced further additional services across the network focusing on increasing capacity for the key cities across the north. The services increased to provide circa 85% of the level of capacity we operated from December 2019.

Additional services were also introduced at weekends on Sunday 12 July to support the ease of lockdown measures and the opening up of more leisure facilities.

We are pleased to see the majority of customers on board our services were maintaining social distancing and wearing face coverings.

Please continue to check our website for the most up to date information regarding services using the following link:- <https://www.tpexpress.co.uk/travel-updates/corona-virus-travel-info>.

Performance Update

Period 3



PPM TARGET



PPM ACTUAL

Period 3 saw a further uplift in already very strong performance, with PPM increased to 96.3%, well above the target of 86.8% and a 2% improvement on Period 2.

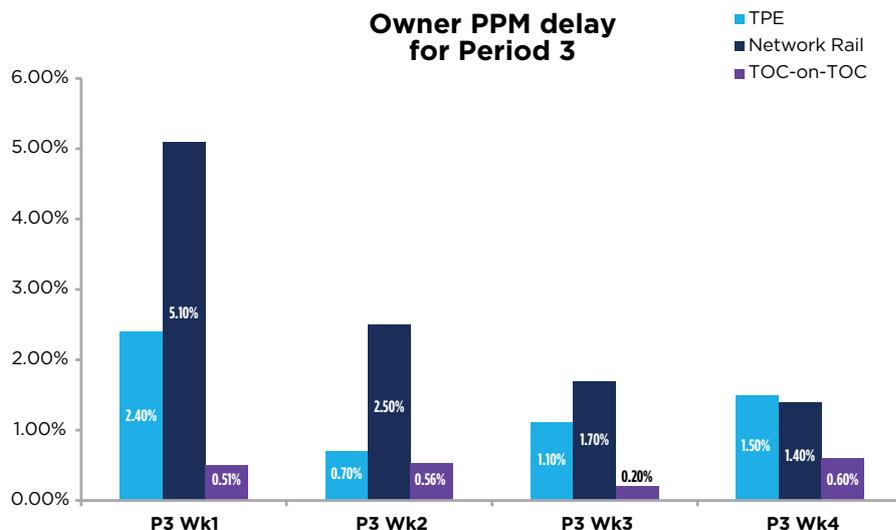
The improvement was primarily due to a reduction in the number of major infrastructure incidents and the improvement in Nova 2 reliability. There were no days in the period below 90% PPM.

The North route again had the highest PPM, at 97.2% compared to target of 87.0%, South route at 95.6% versus 89.6% target and the Scottish route at 90.0% versus target of 83.6%.

Week 1 was the lowest week of the period, when Nova 2 issues were still being experienced. A revised filter cleaning arrangement was put in place and no further issues encountered.

Network Rail had two significant incidents where a person was struck by a train at Slaithwaite and there was the loss of Overhead Line Equipment and signalling issues at Manchester Airport.

Owner PPM delay for Period 3



We hope that you have found this update of interest.

Please contact Graham Meiklejohn, Regional Development Manager, on 07595 236 910 or graham.k.meiklejohn@firstgroup.com or Lucja Majewski, Regional Development Manager, on 07702 142568 or lucja.majewski@firstgroup.com to comment on what you'd like to read in future editions.

