Customer Report

1 September 2022 – 31 March 2023

NORTHERN

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Welcome to Northern's latest Customer Report

The May 2023 timetable is in place and our services have remained broadly the same as the December 2022 plan, with some slight re-timing of services. The timetable for December 2023 is currently being agreed with Network Rail.

The new timetable has introduced changes to services in the Manchester area, aimed at improving reliability across this very busy part of the rail network. This important re-cast is the result of work carried out by the Manchester Task Force. With the timetable in place, we're now providing an extra 3,000 services per week across the network and running longer trains on some routes, such as six carriage services between Cumbria and Manchester.

We're continuing our preparations for the opening of the Northumberland line and work is also continuing on the proposed Neville Hill depot engineering works plan, which is anticipated to last for 12 weeks during Summer 2025.

As part of our ongoing fleet upgrade, high-definition CCTV, that can be monitored in real time by British Transport Police, is being installed on trains to prevent delays from criminal and antisocial activity. It makes use of the 'what3words' system to identify the exact location, with footage and geographical data supplied to the police, to help with any prosecutions.

Light detection and radar (LIDAR) scanning technology is another new system we're installing across 345 trains to make journeys safer and more efficient. It includes horizon-scanning cameras that can detect infrastructure defects, environmental threats and maintenance issues. For example, trains will be able to detect 'bumps on the line' as they pass over them, automatically sending GPS co-ordinates to the maintenance teams responsible for repairs.

The Transpennine Route Upgrade (TRU) programme is ongoing. This will support economic growth by transforming rail connectivity across the North and deliver real benefits for passengers and communities between York and Manchester, via Leeds and Huddersfield. Those benefits include improved journey times, capacity, resilience and enhanced station facilities.
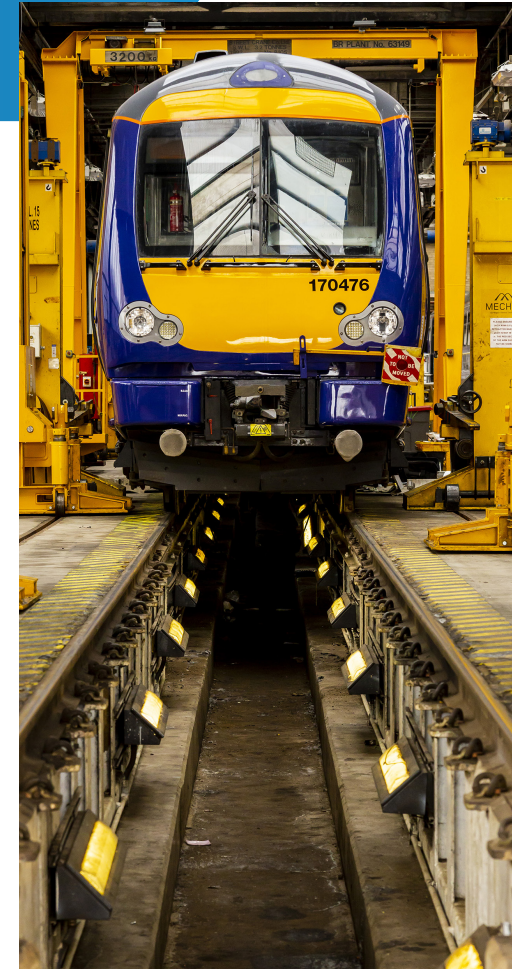
How we are performing

18 July 2022 – 31 March 2023

Short Formed	All Cancellations
24194 6.8%	16314.5 4.4%

Our Service Group Performance 18/7/22 – 31/3/23

	Short Formed	All Cancellations	On Time	Time to 3	Time to 15	30-59	60-119	120+
Tyne, Tees & Wear	1718 6.8%	1872 6.8%	61.5%	79.5%	97.3%	103 0.4%	13 0.1%	1 0%
Lancashire & Cumbria Local	1064 4.2%	1392 5.1%	61.1%	81.3%	97.8%	71 0.3%	8 0%	0 0%
West & North Yorkshire Inter Urban	4824 8.9%	2415 4.7%	42.6%	66.8%	95.9%	411 0.9%	32 0.1%	6 0%
West & North Yorkshire Local	3337 4.9%	1998.5 2.7%	60.9%	82.2%	98.4%	162 0.2%	22 0%	3 0%
South & East Yorkshire Inter Urban	845 3.2%	1407.5 5.1%	58.9%	79.0%	97.4%	131 0.5%	17 0.1%	0 0%
South & East Yorkshire	1320 5.4%	1515.5 5.9%	59.3%	78.9%	97.9%	111 0.5%	12 0.1%	1 0%
North Manchester	3396 13.2%	1304 4.9%	59.1%	78.7%	97.4%	123 0.5%	5 0%	2 0%
Merseyrail City Lines	2396 12.8%	1169 6.1%	47.9%	70.5%	96.6%	89 0.5%	6 0%	1 0%
South Manchester	2999 5.4%	1496.5 2.6%	59.8%	81.6%	98.4%	180 0.3%	29 0.1%	4 0%
Lancashire & Cumbria Inter Urban	2295 7.0%	1744.5 5.6%	56.9%	77.4%	97.3%	119 0.4%	11 0%	2 0%

Performance

As at 31 March 2022			
On Time	Time to 3	Time to 15	All Cancellations
66.0%	85.4%	98.5%	5.2%

As at 31 March 2023			
On Time	Time to 3	Time to 15	All Cancellations
63.4%	83.0%	98.2%	5.2%

18 Sept 2022 - 31 March 2023			
Short formed		All Cancellations	
22144	5.5%	18180	4.4%

18 Sept 2022 - 31 March 2023			
Short formed		All Cancellations	
24194	6.8%	16314.5	4.4%

Definitions

Short Formed	Services run with less than planned capacity
All cancellations	Services subject to cancellation (full/part)
On Time	Percentage of Recorded Station Stops called at on time or early
Time to 3	Percentage of Recorded Station Stops called at within 3 minutes of the planned time
Time to 15	Percentage of Recorded Station Stops called at within 15 minutes of the planned time
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
120+	Services arriving at the planned destination more than 119 minutes late

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

- 28/04/22 Vandalism at Blaydon
- 30/04/22 Train fault at Manchester Oxford Road
- 18/07/22 Signalling fault at Cheadle Hulme
- 26/07/22 Track fault near Leeds
- 01/09/22 Burst water main at Fairfield

The above incidents had a combined impact of **524** cancellations and **5,794** minutes delay which resulted in disruption to **829** Northern services.

Faults reported by customers using Twitter

Station: **366**

Train: **520**

Service Quality

Trains	2023/P07	2023/P08	2023/P09	2023/P10*	2023/P11	2023/P12	2023/P13
Ambience and Assets	85.62%	84.90%	84.94%	81.38%	82.65%	81.12%	78.59%
Cleanliness and Graffiti	89.62%	88.68%	86.24%	91.04%	87.66%	84.24%	85.56%
Information	47.60%	50.53%	51.88%	39.47%	53.73%	67.11%	67.24%
Station							
Ambience and Assets	79.88%	75.59%	81.97%		79.98%	73.15%	84.15%
Cleanliness and Graffiti	74.55%	77.13%	75.70%		86.79%	78.50%	79.38%
Information	54.59%	52.72%	52.25%		61.84%	54.21%	59.58%
Ticketing & Staffing	92.94%	89.67%	92.10%		88.12%	87.37%	94.64%

*Information not available due to industrial action

Benchmark	Station			Trains				Customer Service	
	Ambience and Assets	Cleanliness and Graffiti	Information	Ticketing & Staffing	Ambience and Assets	Cleanliness and Graffiti	Information	Staff Helpfulness	Online Information
	81%	75%	70%	93%	84%	84%	83%		
2023/P07	79.88%	74.55%	54.59%	92.94%	85.62%	89.62%	47.60%	80.19%	47.22%
2023/P08	75.59%	77.13%	52.72%	89.67%	84.90%	88.68%	50.53%	78.48%	47.22%
2023/P09	81.97%	75.70%	52.25%	92.10%	84.94%	86.24%	51.88%	79.00%	48.61%
2023/P10					81.38%	91.04%	39.47%	76.46%	47.14%
2023/P11	79.98%	86.79%	61.84%	88.12%	82.65%	87.66%	53.73%	80.63%	41.67%
2023/P12	73.15%	78.50%	54.21%	87.37%	81.12%	84.24%	67.11%	80.38%	48.61%
2023/P13	84.15%	79.38%	59.58%	94.64%	78.59%	85.56%	67.24%	82.13%	50.00%

Penalty Fares

The number of Penalty Fares issued
25690

Number of Penalty Fares appealed
8157

Number of Penalty Fare appeals successful
167

Ticket office opening hours vs published hours
88.15%

	18/09/22 – 31/03/23 (7 periods)
No of faults notified to NTL	**111**
The mean average number of Notified Faults notified to the Operator by period	**16**
The mean average time taken by the Operator to resolve Notified Faults (days)	**10**

Customer Experience

Total number of customer journeys made
43,560,316

Complaints into Customer Experience Centre:

Total number of complaints: **8875**

Complaints responded to within 20 days: **96.87%**

Assisting Customers

Number of customer journeys using Passenger Assist
25,914

Environment

	P7 - P13 Target	Performance - Raw	Performance %
Carbon	Remain below 86.7 gCO2e/pkm threshold	79.1 gCO2e/pkm	-9%
Energy	33,599,108 kWh	32,537,176 kWh	-3%
Water	225,857 m3	121,407 m3	-46%
Recycling	70%	72.01%	2%
Traction	Threshold 4.19 kWh / Vehicle KM	4.31 kWh / Vehicle KM	3%

Towards the end of 22/23 a number of key Northern strategies were finalised including its 'Pathway to Net Zero' Decarbonisation Strategy and its Air Quality strategy.

The Pathway to Net Zero Strategy outlines Northern's approach to reducing its Greenhouse Gas Emissions (GHGs) as much as possible with an aim to reach Net Zero emissions by 2050. Northern aims to minimise energy consumption, and thereby reduce GHGs, through the way it carries out its operations. The Strategy focuses not only on Northern's direct GHG emissions but also on its indirect emissions including those within its supply chain. Northern will take a supplier engagement approach and work with its suppliers to enable effective reduction of supply chain emissions.

Northern's Air Quality strategy seeks to understand levels of pollutants at key Northern managed locations and, where required, take action to reduce levels of pollutants. Northern is currently working with industry bodies to understand its pollutant levels and, as part of delivering the strategy, will seek to implement Air Quality Improvement Plans where needed.

Northern carbon performance for P7 – P13 22/23 was 9% favourable to target. Higher passenger numbers than forecasted, along with improved energy management across Northern, facilitated this performance. Water consumption continues to be significantly favourable to target, largely due to the completion in the period of water logger installation which allows Northern to identify issues and be agile in rectifying them. Several initiatives, to varying degrees of success, were trialled in the period to increase NTL recycling rates. A waste segregation initiative at Bradford Interchange that involved physical separation and correct disposal of waste by an on-site contractor proved a success. The recycling rate at the location increased from 4% to over 37%. Feasibility of extending this trial to other NTL locations is currently being considered.