

Customer Report

1 April 2023 to 30 September 2023



NORTHERN

Go do your thing

Brief Update

Transpennine Route Upgrade (TRU) work 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. These include improved journey times, capacity, resilience and enhanced station facilities.

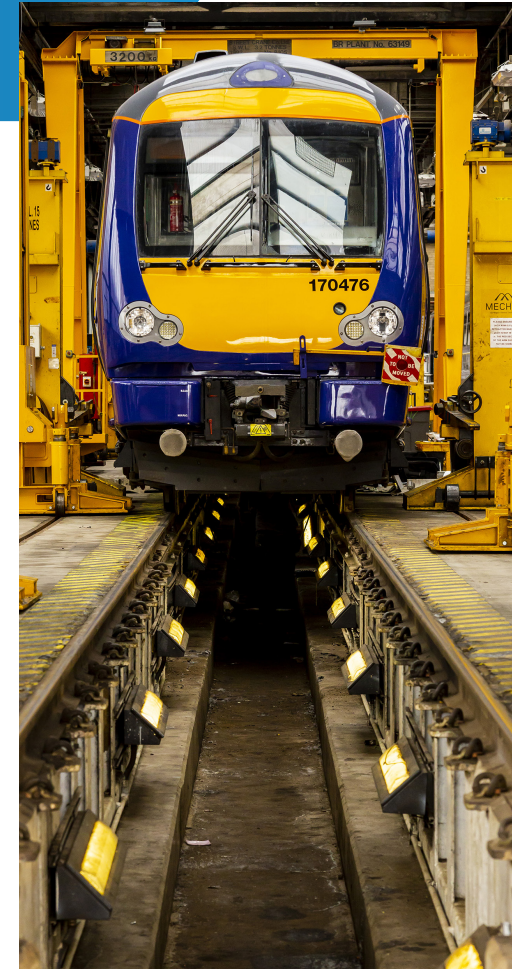
Starting in May 23 we introduced Leeds – Chester Sunday services to meet additional demand.

The December 23 timetable has been finalised, ready for implementation, and the one for May 2024 is now being agreed with Network Rail.

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 12/13 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 has been 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.

We looked into how trains move round Neville Hill depot and changed some of the workings with the introduction of the May 23 timetable to improve the punctuality of our trains on and off the depot.



How we are performing

1 April 2023 – 16 September 2023

Short Formed	All Cancellations
16481 4.7%	18168 4.9%

Our Service Group Performance 01/04/23 – 16/09/23

	Short Formed	All Cancellations	On Time	Time to 3	Time to 15	30-59	60-119	120+
Tyne, Tees & Wear	489 2.0%	1576.5 5.8%	64.9%	81.8%	97.7%	90 0.4%	11 0%	0 0%
Lancashire & Cumbria Local	461 2.0%	1701.5 6.4%	67.2%	84.9%	98.2%	52 0.2%	4 0%	1 0%
West & North Yorkshire Inter Urban	3769 7.1%	3158 5.6%	49.9%	73.5%	97.1%	279 0.5%	27 0.1%	0 0%
West & North Yorkshire Local	1959 3.0%	2422 3.6%	67.3%	86.2%	98.6%	142 0.2%	23 0%	3 0%
South & East Yorkshire Inter Urban	1001 3.7%	2109 7.2%	64.5%	82.7%	97.8%	135 0.5%	7 0%	2 0%
South & East Yorkshire	770 3.5%	1956.5 8.1%	64.5%	82.9%	98.3%	74 0.3%	12 0.1%	0 0%
North Manchester	2811 10.6%	1065.5 3.8%	66.1%	84.0%	98.5%	67 0.3%	12 0.1%	0 0%
Merseyrail City Lines	1148 6.5%	767 4.4%	50.2%	72.2%	97.1%	77 0.5%	8 0.1%	0 0%
South Manchester	2751 4.7%	1332 2.2%	66.8%	86.3%	98.8%	171 0.3%	34 0.1%	1 0%
Lancashire & Cumbria Inter Urban	1322 4.1%	2080 6.2%	61.8%	80.4%	97.2%	98 0.3%	18 0.1%	0 0%

Performance

As at 17 September 2022			
On Time	Time to 3	Time to 15	All Cancellations
63.7%	83.6%	98.4%	3.9%

As at 16 September 2023			
On Time	Time to 3	Time to 15	All Cancellations
60.7%	81.1%	98.1%	5.5%

1 April 2022 - 17 September 2022			
Short formed		All Cancellations	
18866	5.9%	13043.5	4.0%

1 April 2023 - 16 September 2023			
Short formed		All Cancellations	
16481	4.7%	18168	4.9%

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:

27/05/23
Signalling fault at Ashburys

24/07/23
Trespass at Levenshulme

31/7/23
Cable hanging in tunnel, near Rochdale

02/08/23
Vandalism at Keighley

29/08/23
Signalling fault at Sheffield

The above incidents had a combined impact of **418** cancellations and **11,628** minutes delay which resulted in disruption to **918** Northern services.

Faults reported by customers using Twitter



Station
438

Train
519



	Station			Trains				Customer Service	
Benchmark	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
21106

Number
of
Penalty Fares
appealed
21106

Number of
Penalty Fare
appeals
successful
331

Ticket office
opening hours
vs
published hours
87%

Customer Experience

Total
number of
customer journeys
made
41,392,529

Complaints into Customer Experience Centre:

Total number of complaints: **8210**

Complaints responded to
within 20 days: **96.75%**

Assisting Customers

Number of customer journeys using Passenger Assist
28916

	01/04/2023 - 30/09/2023 (6 periods)
No of faults notified to NTL	149
The mean average number of Notified Faults notified to the Operator by period	24
The mean average time taken by the Operator to resolve Notified Faults (days)	10





Environment



	P1 - 6 Threshold	Performance - Raw	Performance %
Carbon	Remain below 91 gCO2e/pkm threshold	69.9 gCO2e/pkm	-23%
Energy	3,923,660 tCO2e	3,514,335 tCO2e	-10%
Water	82,172 m3	87,899 m3	7%
Recycling	70%	77%	+7 percentile points
Traction	Threshold 109,931 tCO2e	83,393 tCO2e	-24%

Northern's 'Pathway to Net Zero' Decarbonisation Strategy and its Air Quality strategy were finalised in March 23. Much focus since then has been on commencing the implementation of these strategies.

Working with key internal and external stakeholders we have been seeking ways to reduce Northern's carbon emissions, particularly within its large diesel fleet and extensive supply chain.

We have also identified those suppliers within Northern's supply chain that are its biggest carbon emitters and are actively working with them to help them understand their emissions and subsequently set plans in place to reduce emissions shared between them and Northern.

Both of these actions, along with plans to reduce our non-traction carbon emissions through the phasing out of large gas assets, are long terms workstreams which are key to Northern achieving its 2050 decarbonisation trajectories as set out within the Pathway to Net Zero Strategy.

Following completion of the Air Quality Strategy, and the ongoing air quality monitoring at numerous Northern managed locations, Northern is developing Air Quality Improvement Plans (AQIPs). Working with key internal and external stakeholders (including Network Rail and other Industry bodies) we will shortly commence implementation of these plans in order to improve air quality.

Performance Commentary

With the exception of water performance Northern has seen favourable performance against all its key target areas.

Carbon performance have been aided by higher than forecasted passenger numbers whilst good energy management, particularly at our Traincare Centre locations, has supported our energy target.

Unfortunately Northern has experienced a number of significant leaks within the period. Water loggers, that have been installed in recent years across the Northern network, have allowed for fast identification of a leak occurring however many of these have taken time to locate and subsequently resolve. This has resulted in an adverse impact on our water performance.

