

Customer Report

1 October 2023 to 31 March 2024



NORTHERN

Go do your thing

Brief Update

We successfully changed our timetable in June, including introducing a new service, the Yorkshire Dales Explorer. This new and popular service connects towns in Lancashire, like Rochdale and Blackburn, to the beautiful Yorkshire Dales every Saturday.

In the summer our first electric service ran between Manchester Victoria and Stalybridge, marking a major milestone for the Transpennine Route Update.

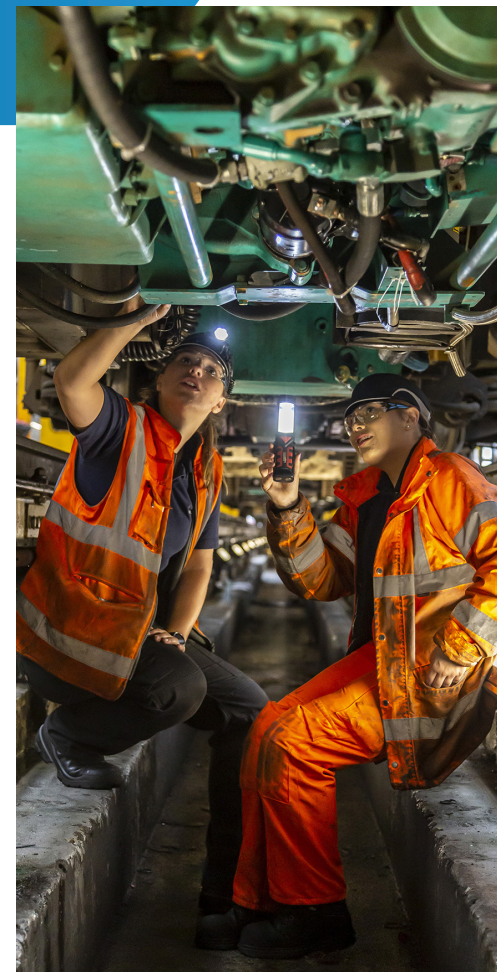
We've made huge progress toward the opening of the new Northumberland line, including test runs of the Class 158, working toward the opening of the line by the end of the year.

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.

Our marketing and revenue teams have worked hard to attract more customers onto the railway across the year, driving growth not only for Northern, but the wider economy across the North. This includes a social value partnership with Liverpool City Region, working across industry to provide a care leavers ticket, improving access to employment opportunities and supporting long term public transport usage.

In addition, Northern and Transpennine Trains collaboratively delivered a market headroom study, which provides insight on the key barriers to customers travelling by rail in the North and identifies opportunities to overcome these barriers and drive modal shift to rail, with an early output being a price trial in the Hull area.

We have carried out improvements in the customer and accessibility space too. After receiving positive feedback from customers during a trial, we are planning to introduce British Sign Language announcements on all our services.



How we are performing

1 October 2023 – 31 March 2024

Short Formed	All Cancellations
16803 4.1%	24445 5.6%

Our Service Group Performance 01/10/23 – 31/03/24

	Short Formed	All Cancellations	On Time	Time to 3	Time to 15	30-59	60-119	120+
Tyne, Tees & Wear	362 1.2%	1765.5 5.3%	63.4%	81.1%	97.5%	146 0.5%	15 0.1%	0 0%
Lancashire & Cumbria Local	256 0.9%	2635.5 8.3%	60.7%	80.3%	97.6%	93 0.3%	16 0.1%	0 0%
West & North Yorkshire Inter Urban	3222 5.2%	4261.5 6.4%	43.0%	66.6%	95.7%	597 1.0%	66 0.1%	6 0%
West & North Yorkshire Local	2536 3.5%	3696 4.9%	56.6%	79.0%	97.7%	284 0.4%	45 0.1%	4 0%
South & East Yorkshire Inter Urban	340 1.1%	2021 6.0%	61.7%	81.5%	98.1%	119 0.4%	7 0%	2 0%
South & East Yorkshire	1244 4.7%	1968 6.9%	60.1%	79.1%	97.6%	127 0.5%	10 0%	0 0%
North Manchester	2692 8.7%	1896 5.8%	56.4%	76.6%	97.6%	116 0.4%	15 0.1%	1 0%
Merseyrail City Lines	1106 5.5%	1144 5.6%	45.0%	67.8%	96.1%	121 0.6%	6 0%	1 0%
South Manchester	2036 2.9%	2055.5 2.8%	59.4%	81.8%	98.4%	234 0.3%	29 0%	3 0
Lancashire & Cumbria Inter Urban	3009 7.9%	3002 7.6%	58.7%	77.5%	96.8%	164 0.5%	22 0.1%	0 0%

Performance

As at 31 March 2023			
On Time	Time to 3	Time to 15	All Cancellations
63.4%	83.0%	98.2%	4.1%

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

As at 31 March 2024			
On Time	Time to 3	Time to 15	All Cancellations
63.5%	83.6%	98.7%	3.1%

17 Sept 2023 - 31 March 2024			
Short formed		All Cancellations	
16803	4.1%	24445	5.6%

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:



The above incidents had a combined impact of **909** cancellations and **13,193** minutes delay which resulted in disruption to **1,868** Northern services.

Faults reported by customers using



Station
1,318

Train
1,370

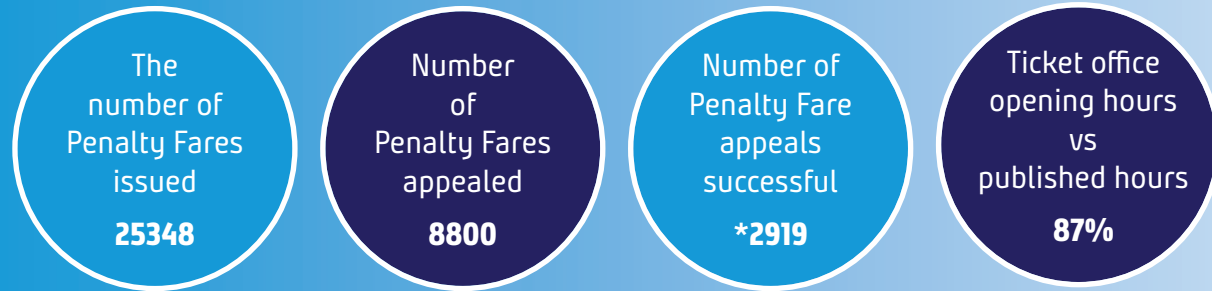


Service Quality Performance

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%		
2023/24 P06	71.61%	71.36%	50.37%	83.42%	80.92%	89.62%	75.98%	73.79%	59.72%
2023/24 P07	73.45%	77.91%	55.83%	89.02%	75.54%	88.68%	76.98%	65.88%	74.01%
2023/24 P08	72.13%	73.36%	73.36%	54.63%	76.03%	86.24%	74.55%	75.21%	86.51%
2023/24 P09	73.74%	72.95%	72.95%	56.17%	79.96%	91.04%	78.44%	72.38%	78.47%
2023/24 P10	76.79%	74.02%	74.02%	57.99%	79.57%	87.66%	88.37%	84.88%	65.15%
2023/24 P11	71.54%	78.38%	78.38%	59.60%	82.72%	84.24%	84.58%	81.50%	65.71%
2023/24 P12	67.33%	57.88%	57.88%	54.95%	78.37%	85.56%	77.45%	82.63%	85.71%
2023/24 P13	73.90%	75.51%	75.51%	56.42%	80.11%	85.56%	77.32%	82.13%	87.90%

- Stations- focus on Ambience and Assets. NTL have accessed funding for White Lining and improving disability bays for 40 stations.
- Trains - focus on Ambience and Information - working on fleet renewal programme, including removal of old branding.

Penalty Fares



*This figure includes fully successful appeals (373) and appeals where the fare was still requested (2546)

Customer Experience



Complaints into Customer Experience Centre:

Total number of complaints: **10508**

Complaints responded to within 20 days: **95.95%**

Assisting Customers

Number of customer journeys using Passenger Assist

75,525

Faults notified by customers to NTL

No of faults notified to NTL	212
The mean average number of Notified Faults notified to the Operator by period	30
The mean average time taken by the Operator to resolve Notified Faults (days)	20





Environment



	P6 - 13 Target	Performance - Raw	Performance %
Carbon	Remain below 89 gCO2e/pkm threshold	80.3 gCO2e/pkm	-10%
Energy	7,856 tCO2e	8,597 tCO2e	9%
Water	94,847 m3	109,069 m3	15%
Traction	127,490 tCO2e	100,013 tCO2e	-22%
Recycling	70%	70%	

Northern is continuing the delivery of its Net Zero Strategy by tackling its activities that emit the most carbon. This means reducing the carbon emitted from our fleet, our buildings and our supply chain.

Our fleet – continued delivery of rolling stock strategy to introduce new rolling stock that can harness electricity over diesel where our network allows.

Our buildings – working collaboratively with our landlord, Network Rail to replace heating systems that require natural gas or gas oil to operate with lower carbon alternatives.

Our supply chain – work has begun engaging our supply chain to make sure that suppliers who provide high emitting products and services to Northern set and deliver carbon reduction targets aligned to limiting temperature rise to 1.5C.

Northern has delivered its first Wildlife Friendly Station in collaboration with Derbyshire Wildlife Trust and Friends of Buxton Station. Using a data-led approach plants were introduced at Buxton Station that complement the local landscape helping the plants and animals native to the area thrive. Much of what was done at Buxton can be done at home! QR codes are located in and around the station so people can give it a go in their gardens and on their balconies. The project also saw the introduction of a wellbeing area with additional seating and artwork surrounded by sensory plants. More wildlife is coming to our stations with plans being developed for Bolton, Harrogate, Hebden Bridge and St. Helen's. Northern are working with Network Rail to ensure our biodiversity plans align to theirs, so we can work together to create natural corridors across the North of England.

Performance against our headline targets is good which is as a result of improved traction efficiency and healthy passengers numbers.

There has been difficulty with energy efficiency and water consumption targets. Water leaks at Traincare Centres are a persistent issue which prove difficult to locate and complex to repair. Northern is continuing to work with Network Rail to repair these leaks and winterise our water systems making them more resilient to damage during winter months. Northern's energy performance has been impacted by the increased use of natural gas, which we use to heat our TCCs and a number of stations. Addressing natural gas heating systems is a priority as we continue to work with Network Rail to introduce lower carbon and more efficient systems.

