



# Passenger Focus Board Meeting

*16th December 2009*



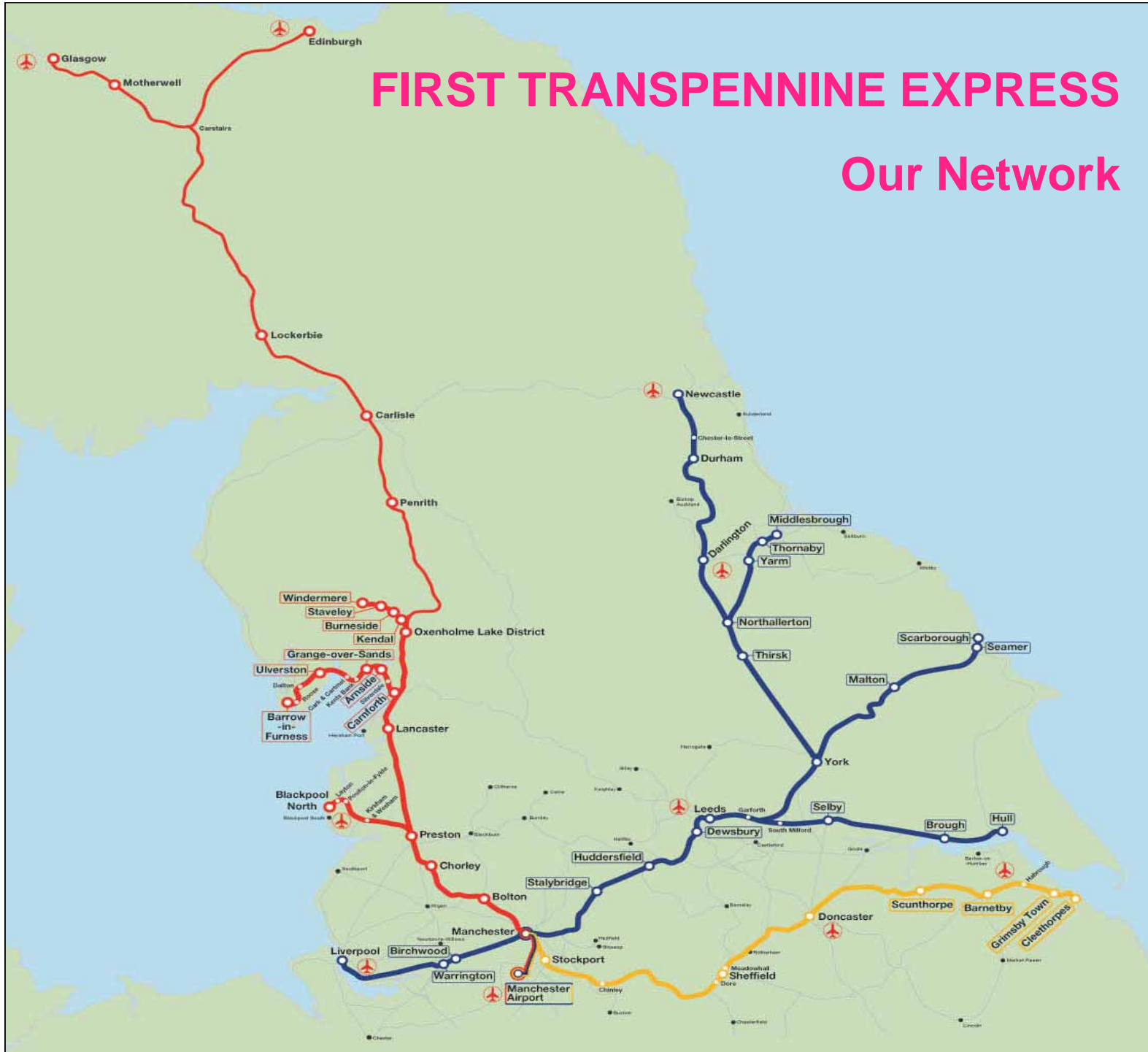


# Update

- Business Performance
- Train Performance
- Economy, Recession & Passengers
- Future Plans

# FIRST TRANSPENNINE EXPRESS

## Our Network



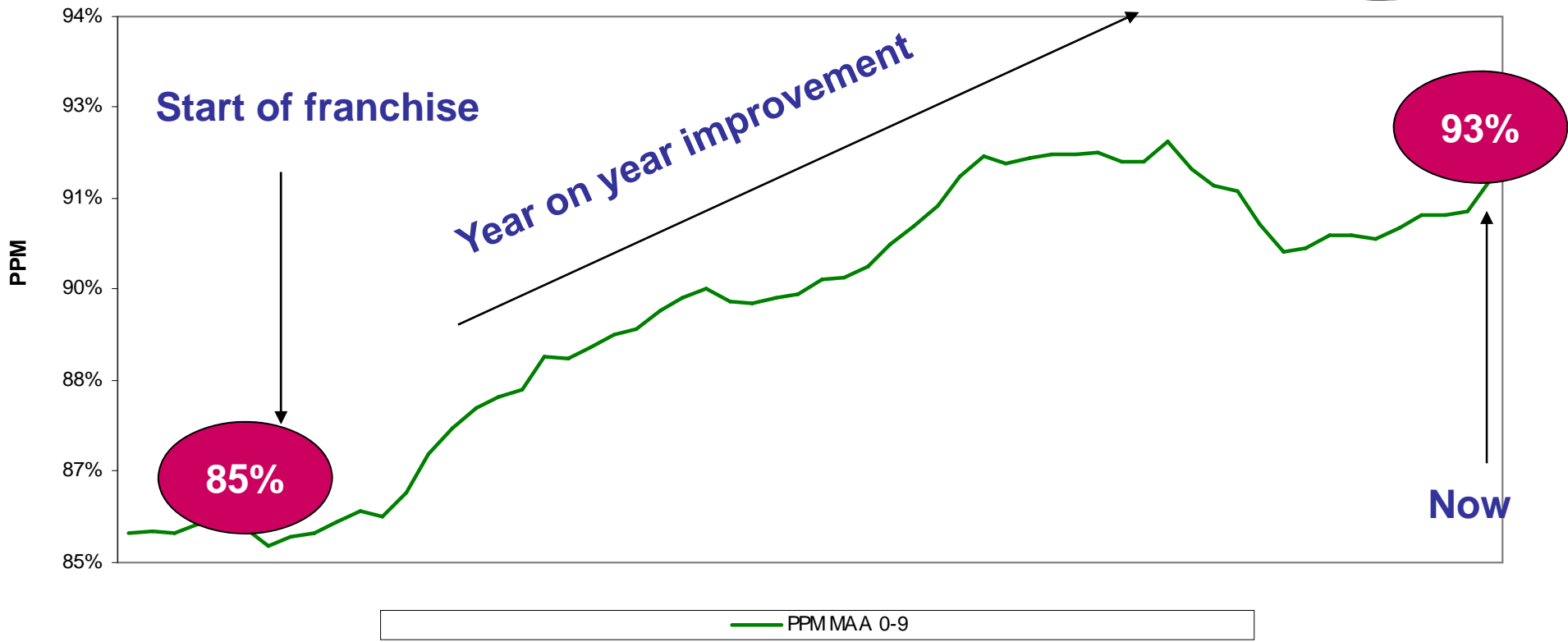


# Business Performance

- Punctuality 93% (0-9mins)
- Passenger journeys still growing
- Efficiency targets on track
- Profit on target

**FTPE Public Performance Measure (PPM) Moving Annual Average**

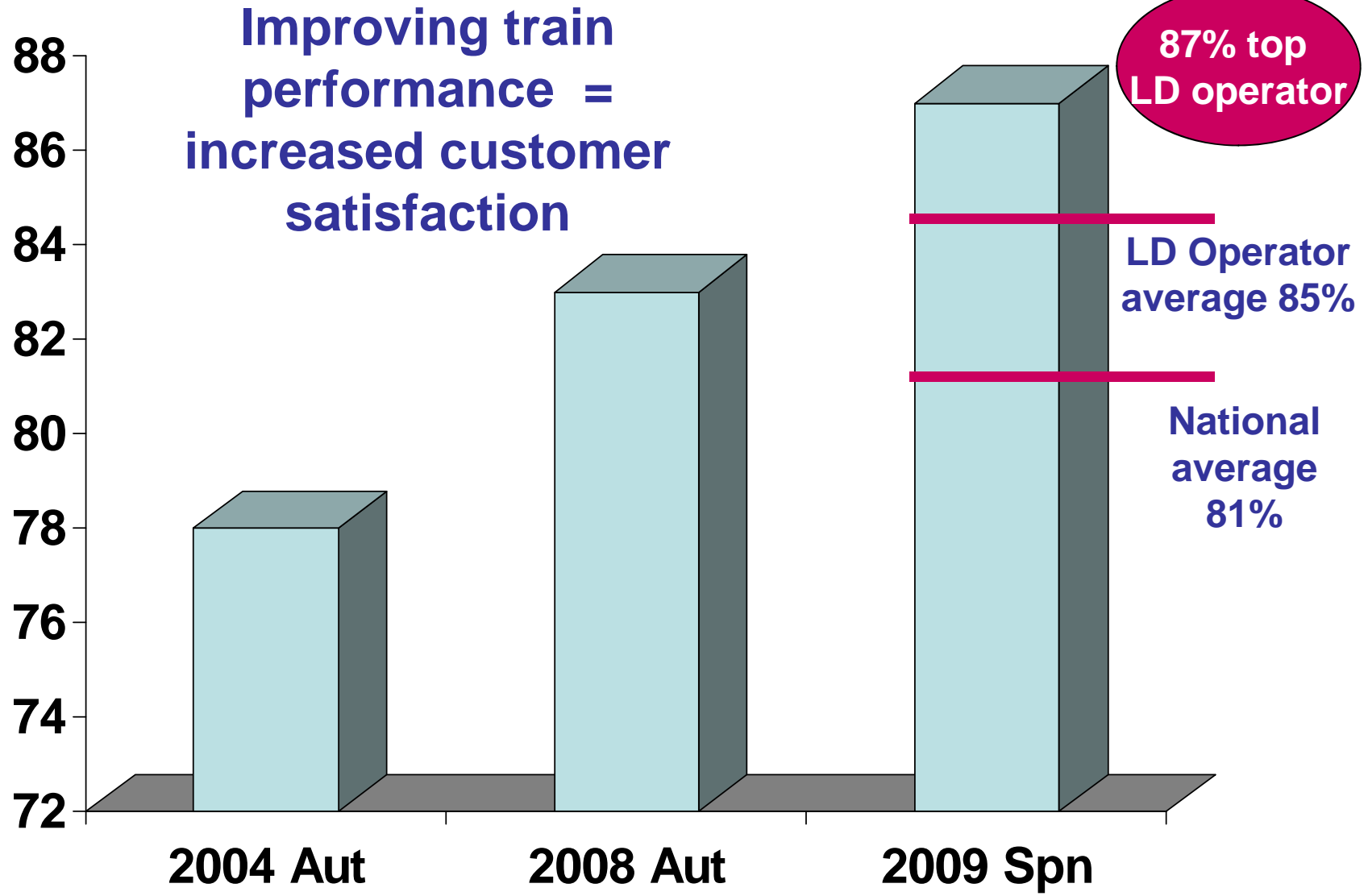
**95.9% PPM**  
best ever period,  
Jul-Aug 2009





# Customer Satisfaction

- 87% Overall Satisfaction (NPS Spring 2009)
- Joint top long distance operator
- 6% ahead of national average
- Ahead of average in 17 of 31 categories
- 1 complaint every 2000 passenger journeys
  
- Attention to better disruption management
- Reduce number of complaints made about service provided by staff





# Vehicle Upgrades



## RIDE QUALITY

- Suspension upgrade.
- Reduces the 'lurch'.
- In place by mid-2010

## INTERIOR ENHANCEMENTS

- Lights and Sounders
- Snaplights
- Magazine Racks





# Class185 Improvements

## Toilets

- Reliability
- Hand-Drier Upgrade



## Heating and Air-conditioning

- Seasonal Upgrade
- Technical Inspectors





# Economy

- Challenging economic climate
- GDP output – 6% fall peak to trough
- Jobs – 8% unemployed
- 30% of recent job losses on our network
- Consumer confidence weakened
- Air passenger numbers (Manchester Airport) – more than 10% down



## How have journeys been affected?

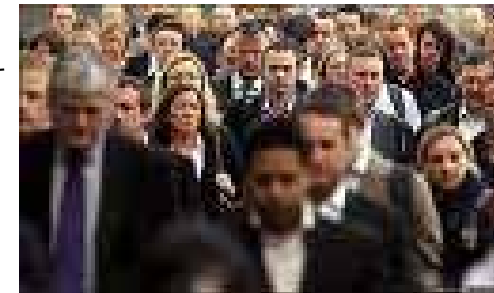


**13%** of passenger journeys

**20%** of earnings

**27%** of passenger journeys

**9%** of earnings



**60%** of passenger journeys

**71%** of earnings



# Key Trends

- Positive modal shift particularly on Manchester Airport and Anglo-Scottish routes
- Short distance journeys into many urban centre affected
- Leisure destinations – Scarborough, Lake District and Blackpool performing well





- Seasonal baggage handlers introduced at Manchester Airport, Windermere and Scarborough stations.
- 25,000 extra passengers travelled to Scarborough in year to July 09



# Progress in Recession

- Background economic factors have been very challenging
- But.....FTPE business is still growing overall supported by:
  - Improved performance and service delivery
  - Better timetables
  - Pricing and promotional activity



# December 2009 Timetable

- Anglo Scottish Services
- 4 more services each day
- Total 22 daily services to/from Scotland
- 724 more seats daily on fastest growing route



# What's Happening Next?

Continued focus on value for money:

Fares freeze Jan 09

Major promotion in the New Year

More advance purchase fares available

Promotional offers: Club 55, Student offers

Promotion of “reasons to travel” to the great destinations on our network and our year round value fares





# National Stations Improvement Programme

Huddersfield Station



Warrington Central



Dewsbury Station



**First**  
transforming travel

transpennine  
express



# Thank You

