



Northern Customer Experience Survey

Continuous National Rail Passenger Survey

Annual Report for 2018/19

Survey method

- The Northern Rail Passenger Survey was conducted throughout the year, with a target of at least 380 questionnaires returned across most four week rail periods. The sample size target is higher for four rail periods when the National Rail Passenger Survey is in field (rail periods 7, 8, 12 and 13).
- Passengers are handed questionnaires or asked to complete a questionnaire online whilst they are making rail journeys across the Northern rail network at various times of day and days of the week.
- The questionnaire is focused on the journey they were making when asked to complete the questionnaire.
- The survey tracks Northern passengers' satisfaction with their journey and questions about the train, station and customer service.
- A three-period moving average is also produced for the four regions of Northern's network – Central, East, North East, and West (see slide 12 for a brief description of the area covered by each rail region).
- Results are weighted to ensure the results are as representative as possible.

Overall journey satisfaction



Trend in overall satisfaction



Overall journey satisfaction for Northern varied during 2018/19 with a clear fall in Rail Period 3 following the May 2018 timetable change and highest satisfaction in Rail Period 12 towards the end of the year.

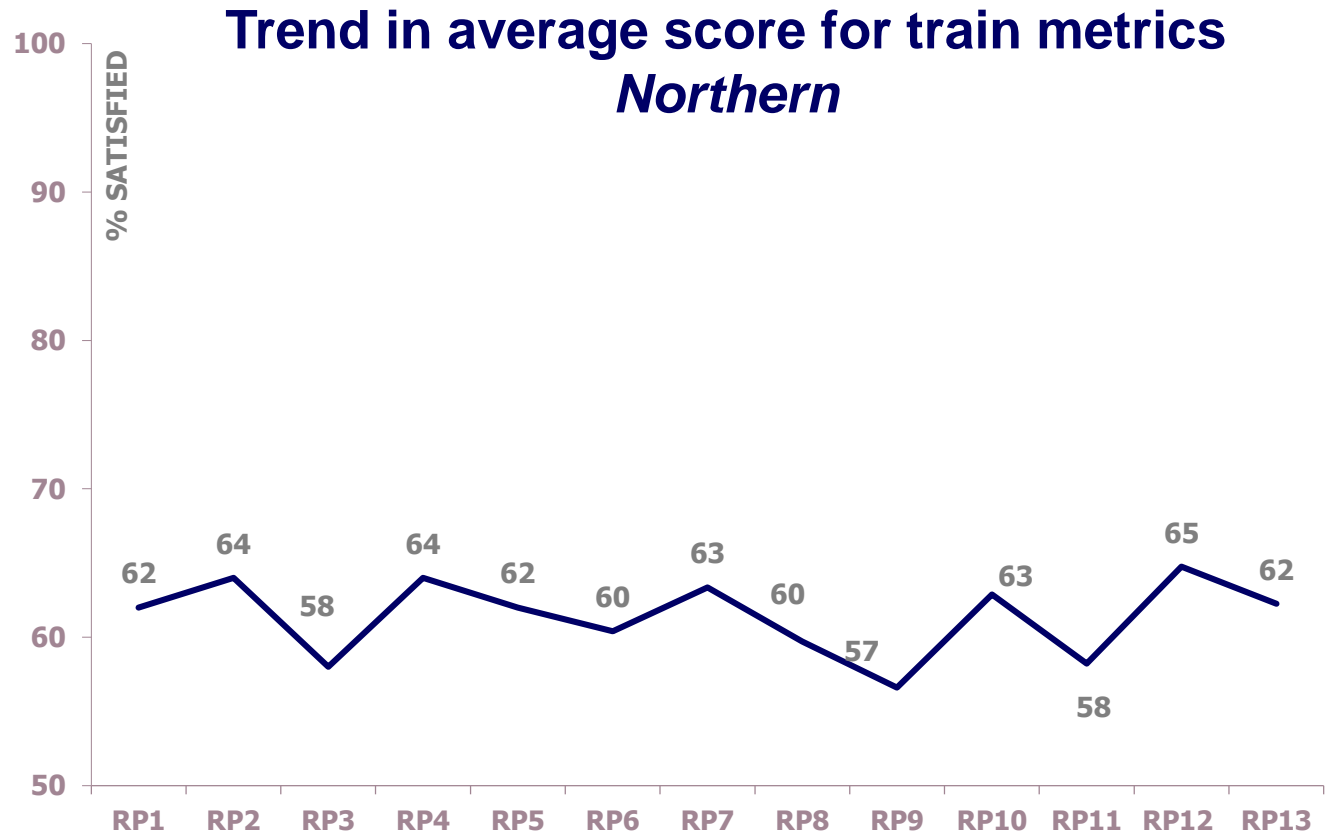
Note: The Overall Journey satisfaction question is worded 'Taking into account the station where you boarded the train and the actual train travelled on after being given this questionnaire, how satisfied were you with your journey today'.

Average scores for train metrics in 2018/19



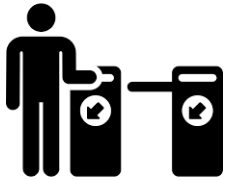
Statements included in Train average:

- Satisfaction with train boarded*
- Frequency of the trains on that route*
- Level of crowding*
- Connections with other train services*
- Cleanliness of the inside of the train*
- Cleanliness of the outside of the train*
- Upkeep and repair*
- Space for luggage*
- Comfort of seats*
- Personal security on board*
- Toilet facilities*



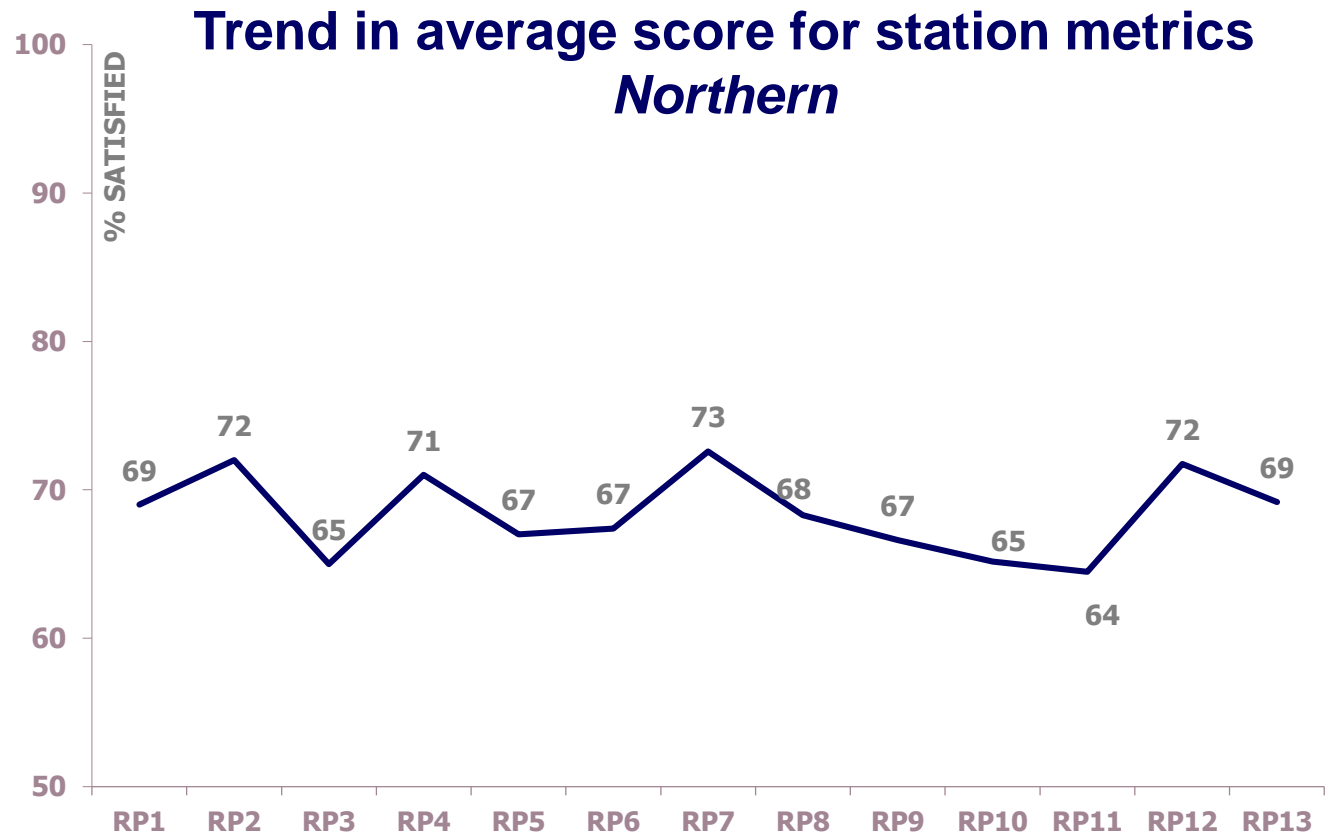
Note: The average score each rail period is calculated by adding up the percentage of passengers satisfied for each factor and dividing by the number of factors.

Average scores for station metrics in 2018/19



Statements included in Station average:

- Satisfaction with station*
- Ticket buying facilities*
- Upkeep/repair of station buildings*
- Cleanliness of the station*
- Connections with other forms of public transport*
- Facilities for car parking*
- Facilities for bicycle parking*
- Personal security at station*
- Overall station environment*
- Shelter facilities*
- Availability of seating*



Note: The average score each rail period is calculated by adding up the percentage of passengers satisfied for each factor and dividing by the number of factors.

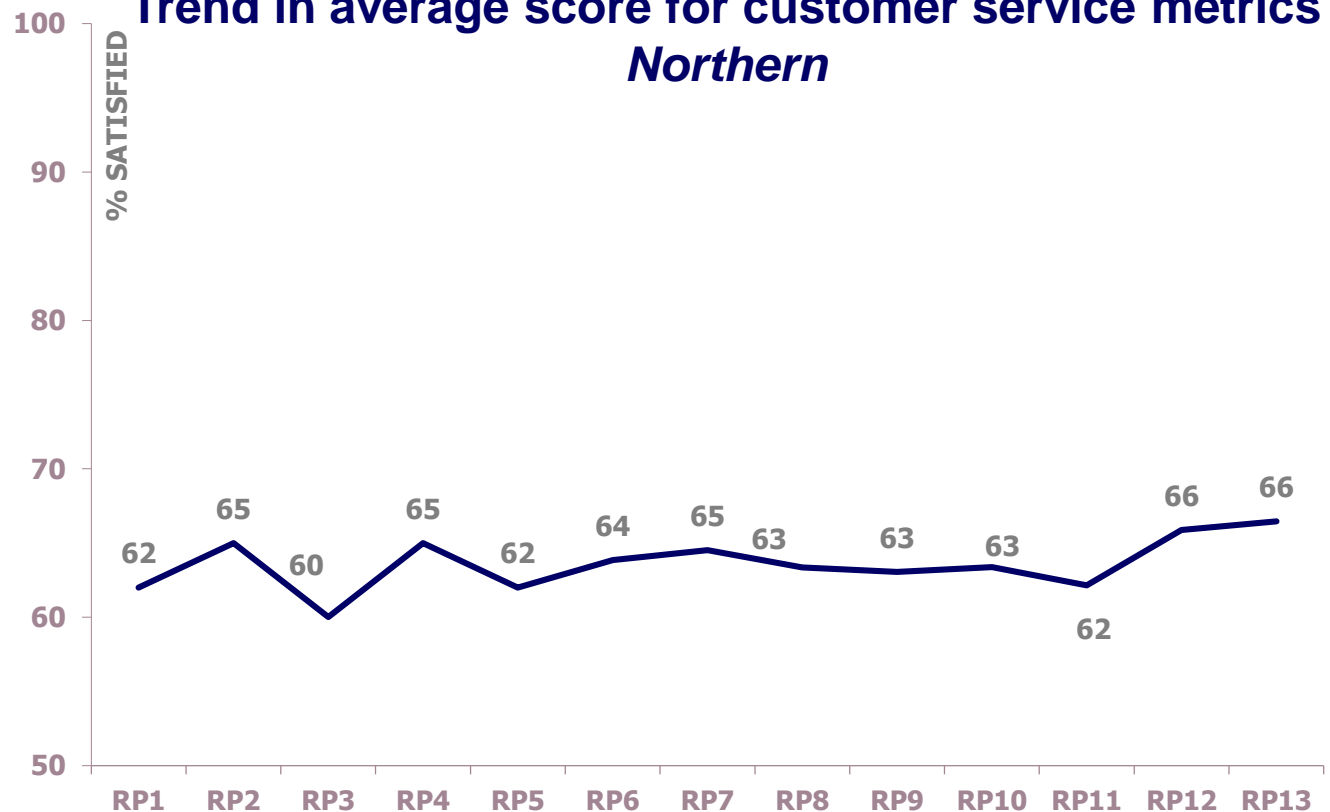
Average scores for customer service metrics 2018/19



Statements included in Customer Service average:

- Provision of information about train times/platforms*
- Availability of staff at station*
- Attitudes and helpfulness of staff*
- How request for information was handled*
- Provision of information during journey*
- Availability of staff on train*
- Helpfulness and attitude of staff on train*
- How well the train company dealt with delays*
- Usefulness of delay information*

Trend in average score for customer service metrics Northern

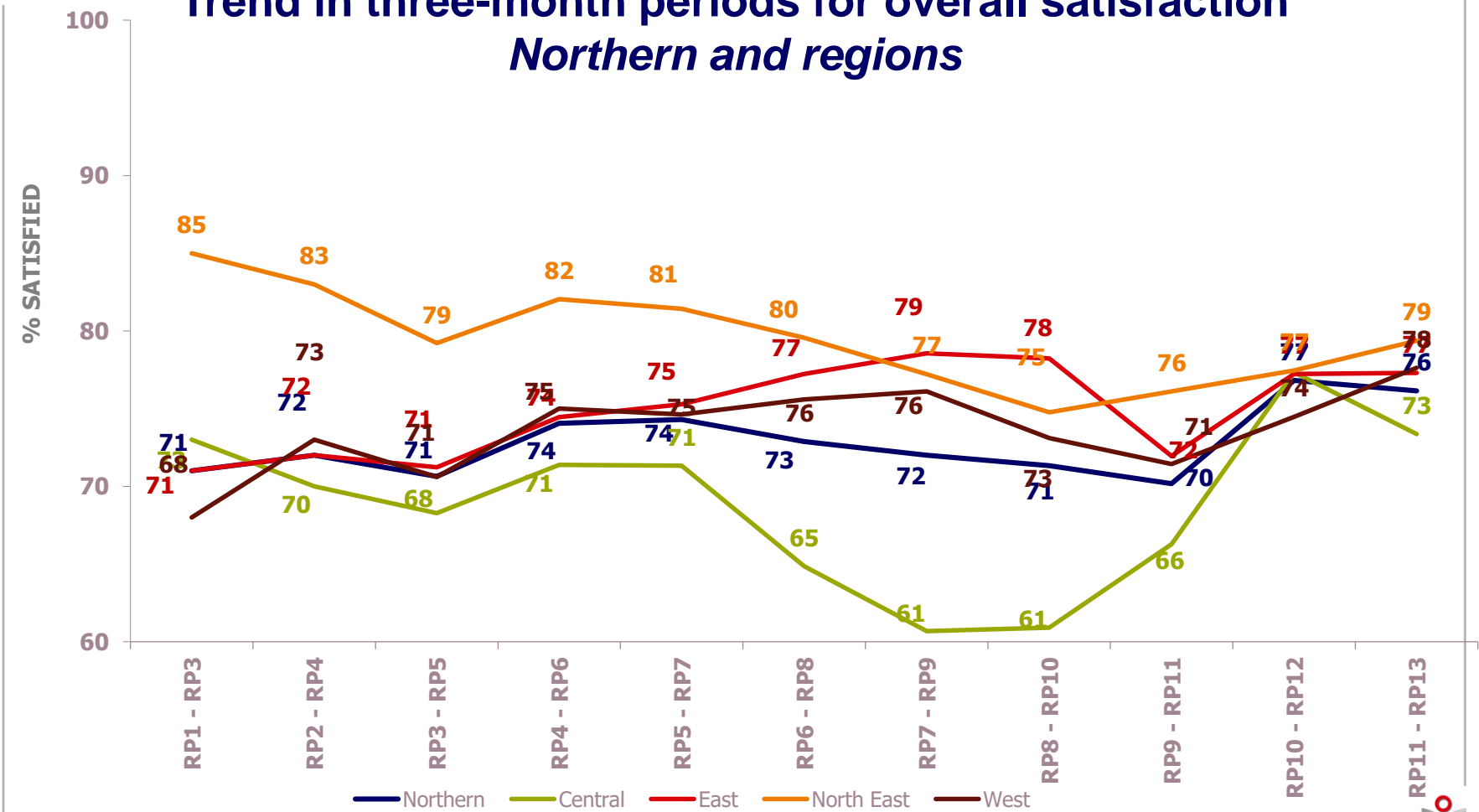


Note: The average score each rail period is calculated by adding up the percentage of passengers satisfied for each factor and dividing by the number of factors.

The three-period averages for overall satisfaction showed satisfaction for the North East region declined for much of 2018-19 and Central region satisfaction dipped around rail period 8-10. Satisfaction improved for all regions at the end of the year.



Trend in three-month periods for overall satisfaction Northern and regions

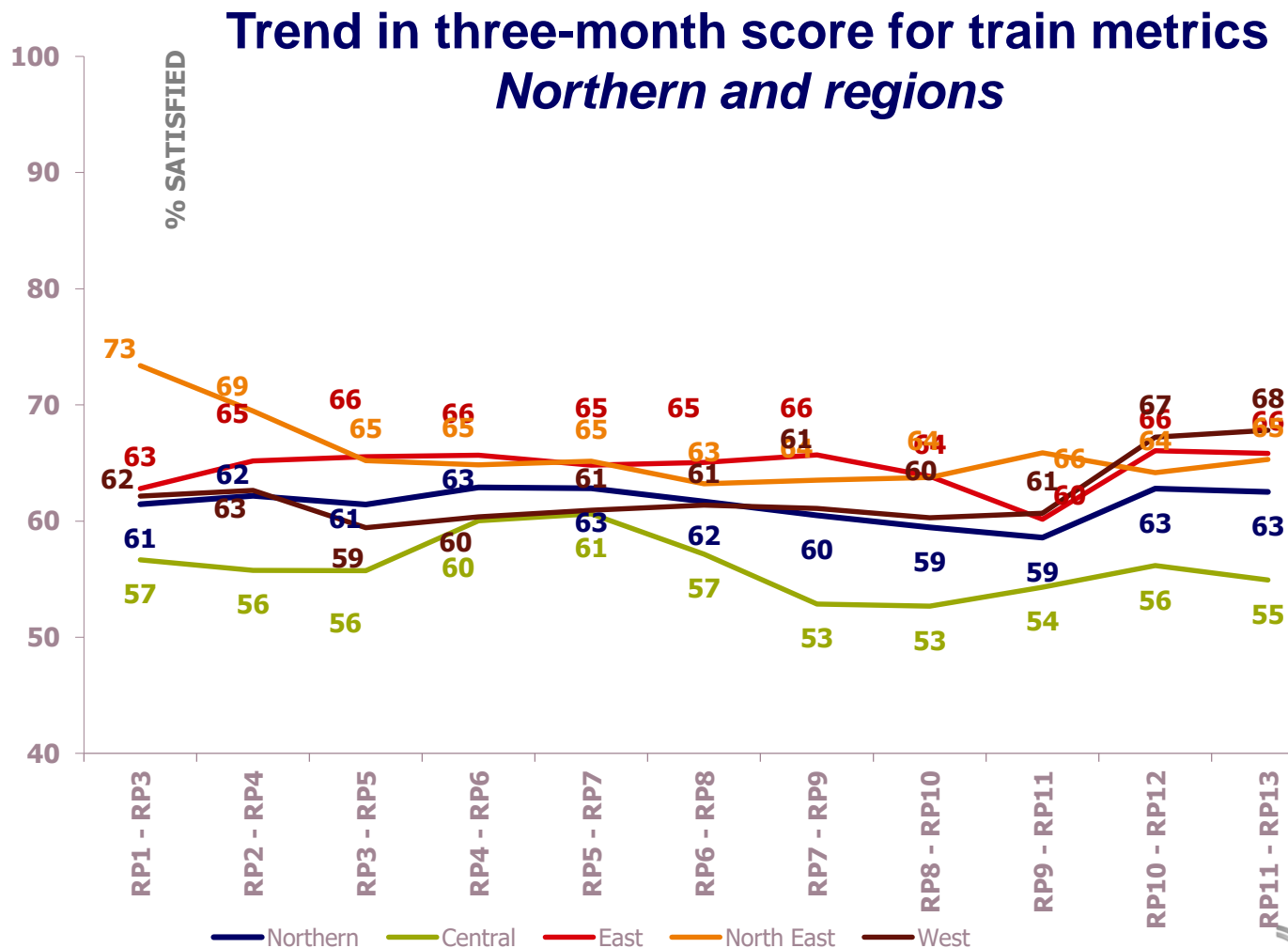


Trains: three-period average scores for Northern regions in 2018/19



Statements included in Train average:

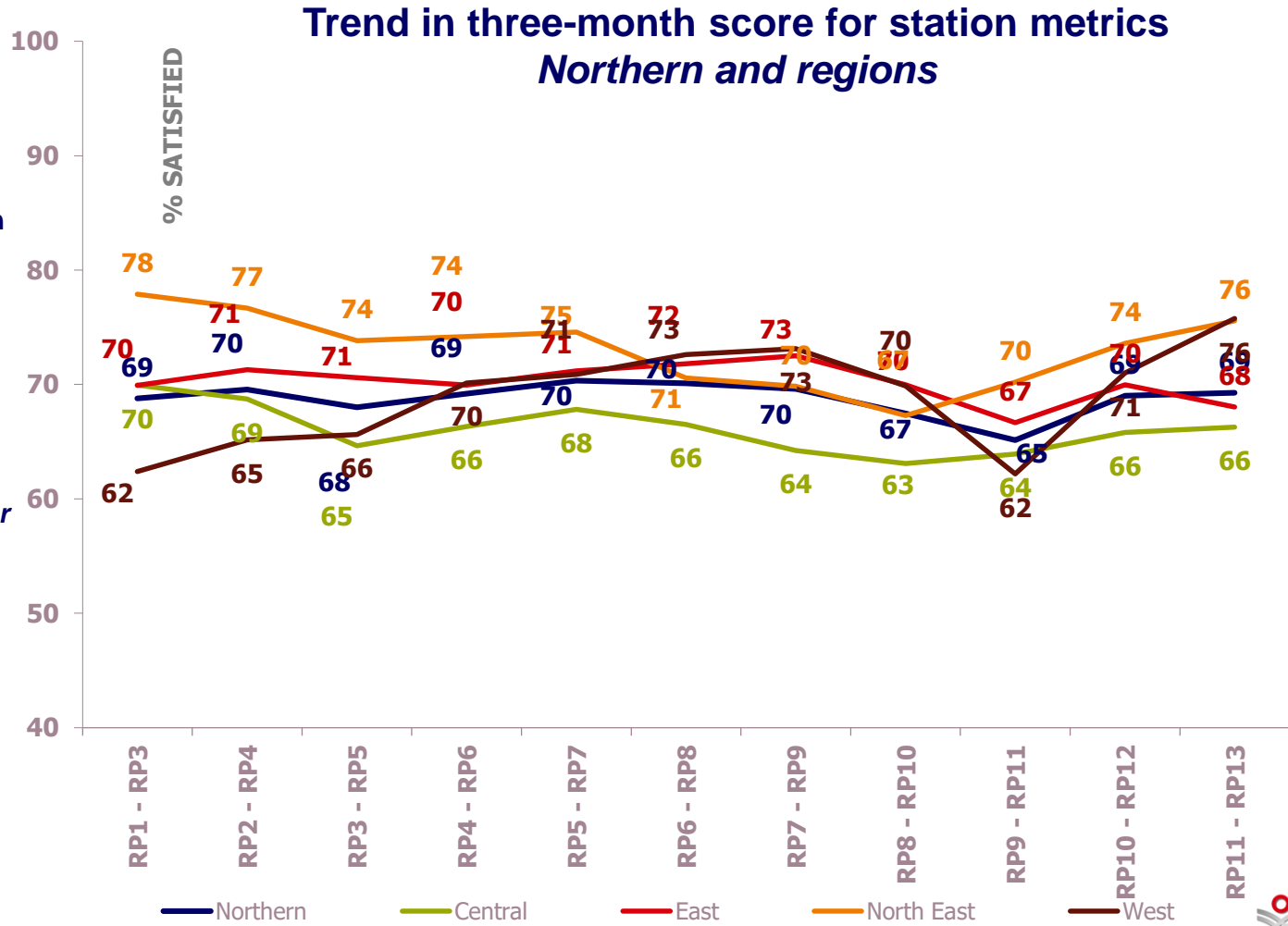
- Satisfaction with train boarded
- Frequency of the trains on that route
- Level of crowding
- Connections with other train services
- Cleanliness of the inside of the train
- Cleanliness of the outside of the train
- Upkeep and repair
- Space for luggage
- Comfort of seats
- Personal security on board
- Toilet facilities



Stations: three-period average scores for Northern regions in 2018/19



- Statements included in Station average:
- Satisfaction with station
 - Ticket buying facilities
 - Upkeep/repair of station buildings
 - Cleanliness of the station
 - Connections with other forms of public transport
 - Facilities for car parking
 - Facilities for bicycle parking
 - Personal security at station
 - Overall station environment
 - Shelter facilities
 - Availability of seating

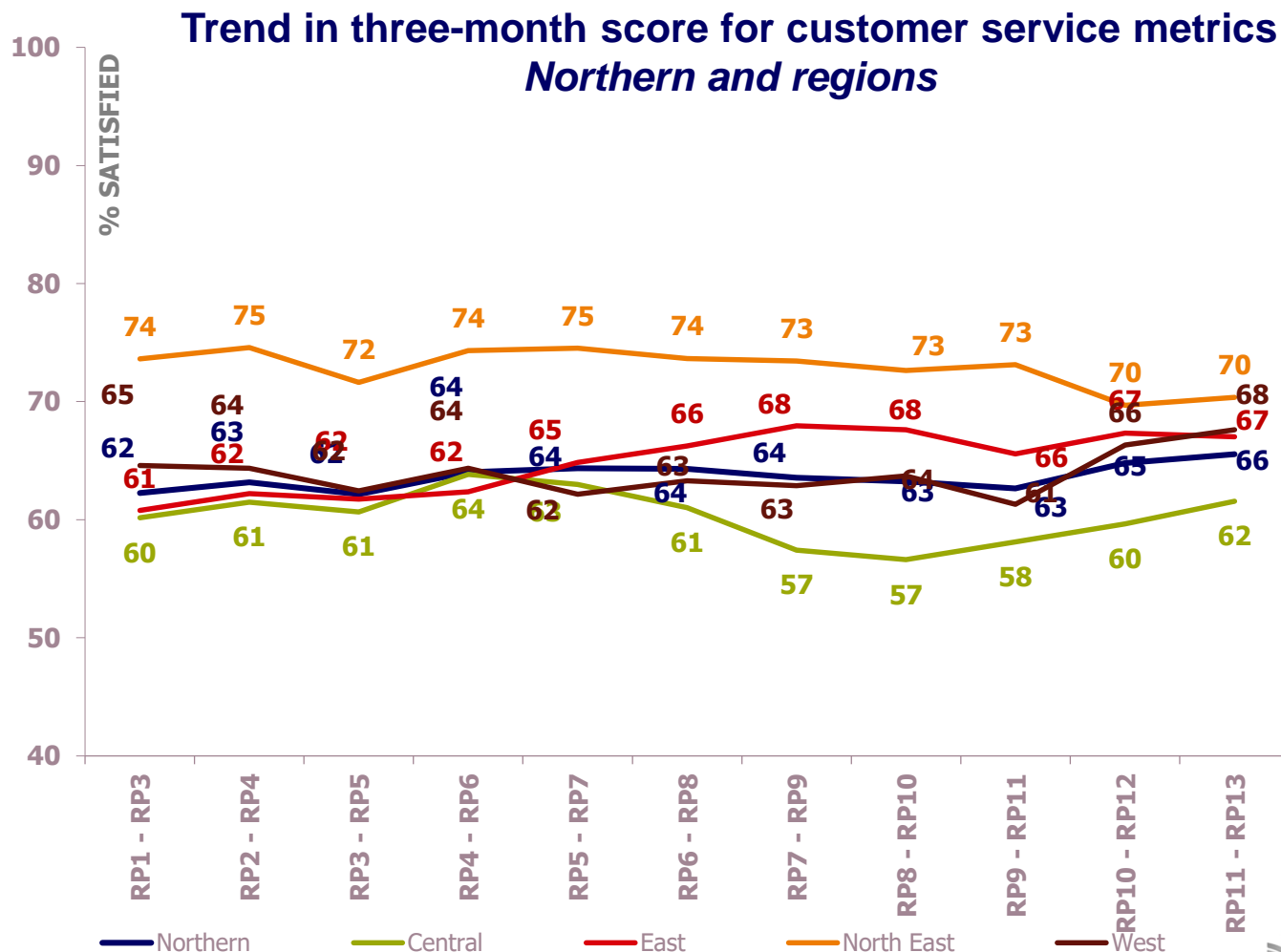


Customer service: three-period average scores for Northern regions in 2018/19



Statements included in customer service average:

- Provision of information about train times/platforms
- Availability of staff at station
- Attitudes and helpfulness of staff
- How request for information was handled
- Provision of information during journey
- Availability of staff on train
- Helpfulness and attitude of staff on train
- How well the train company dealt with delays
- Usefulness of delay information



Rail periods

The results of the survey are shown by rail periods (which are four week periods across the year). The dates covered by each rail period in 2018-19 are:

RP1: 01/04/18 to 28/04/18

RP2: 29/04/18 to 26/05/18

RP3: 27/05/18 to 23/06/18

RP4: 24/06/18 to 21/07/18

RP5: 22/07/18 to 18/08/18

RP6: 19/08/18 to 15/09/18

RP7: 16/09/18 to 13/10/18

RP8: 14/10/18 to 10/11/18

RP9: 11/11/18 to 08/12/18

RP10: 09/12/18 to 05/01/19

RP11: 06/01/18 to 02/02/19

RP12: 03/02/19 to 02/03/19

RP13: 03/03/19 to 31/03/19.

Northern's regions

Northern: Central

Journeys from stations on lines in and around Greater Manchester.

Northern: East

Journeys from stations on lines in and around Yorkshire and the Humber, including Leeds, Doncaster and Sheffield.

Northern: North East

Journeys from stations on lines in and around the North East, including Newcastle and Middlesbrough.

Northern: West

Journeys from stations on lines in and around Liverpool, Preston and Cumbria.