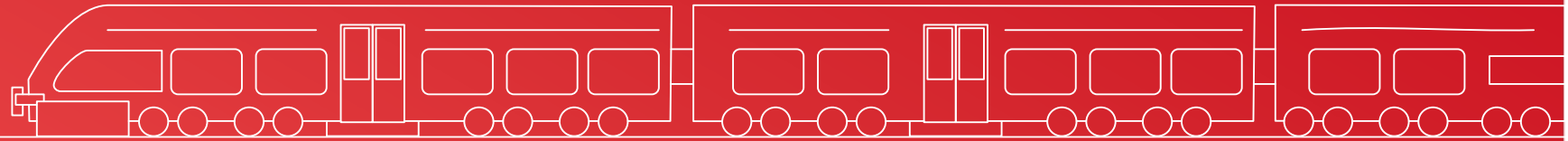




TransPennine Express passenger experience survey

November 2022

Introduction



Transport Focus has been monitoring the experience of passengers travelling with TransPennine Express and Avanti West Coast. This follows the implementation of reduced timetables by both train companies.

This report summarises the findings of a survey of almost 500 passengers travelling with TransPennine Express in the last 28 days. A separate report details the findings

for passengers travelling with Avanti West Coast.

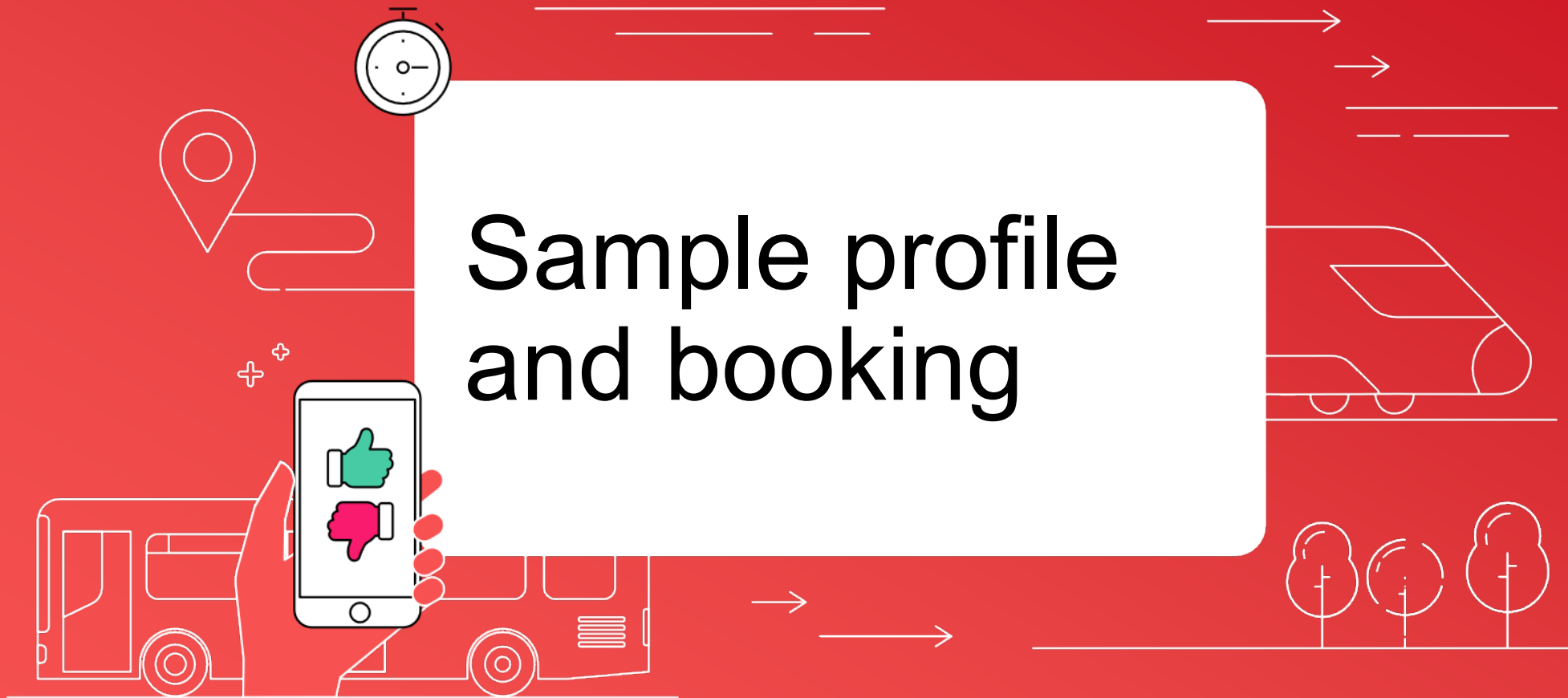
The survey asked 471 passengers about the experience on their last journey, including timetables and process of booking the train, punctuality, level of crowding onboard and information during disruption.

The survey used a nationally representative online panel. Fieldwork was conducted from 11-18 November 2022.

Key findings

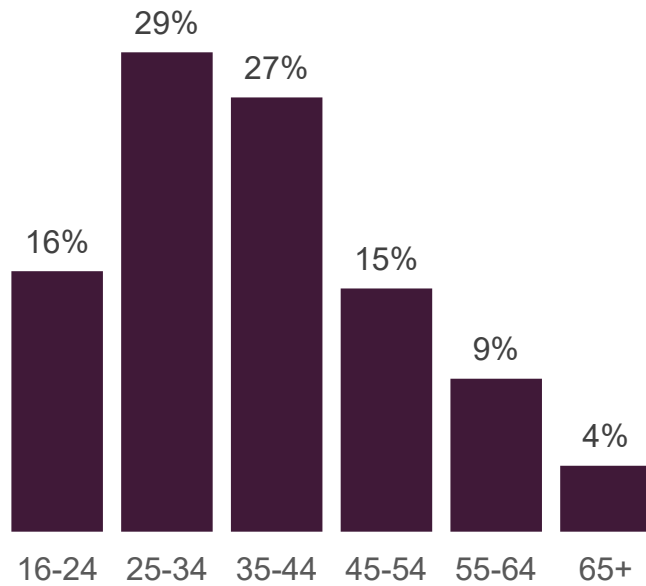
- **Around eight in 10 (83 per cent) found the range of train times available for their journey sufficient.**
- **One in five (22 per cent) said they experienced a delay, cancellation or change to their scheduled departure time.**
- **Of those who were delayed, a third (33 per cent) rated the communication about the delay as good.**
- **Just over half (57 per cent) rated the level of crowding on board the train as good.**
- **Overall around three quarters (77 per cent) were satisfied with their last journey.**
- **While most passengers' journeys were satisfactory, the comments from passengers show that for some the impact of repeated disruption has been significant.**

Sample profile and booking

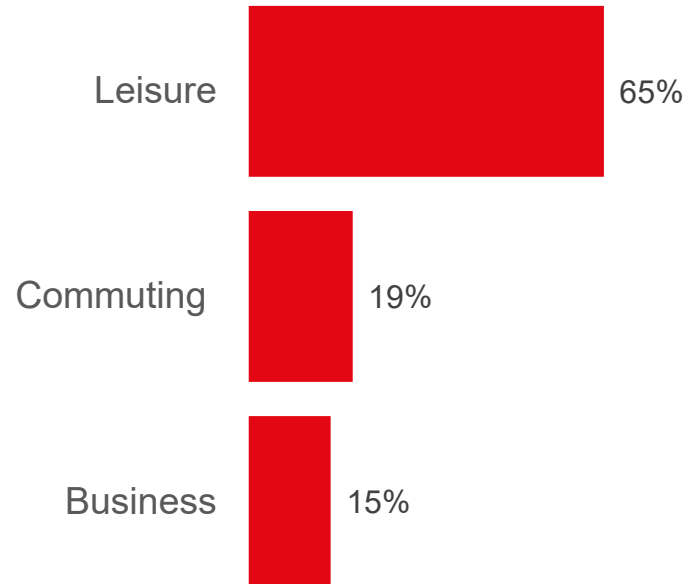


Sample breakdown

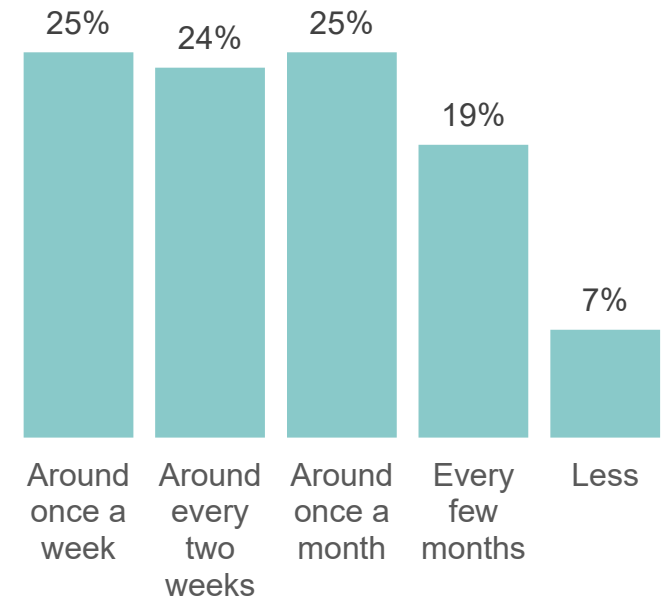
Age breakdown



Journey purpose (most recent journey)

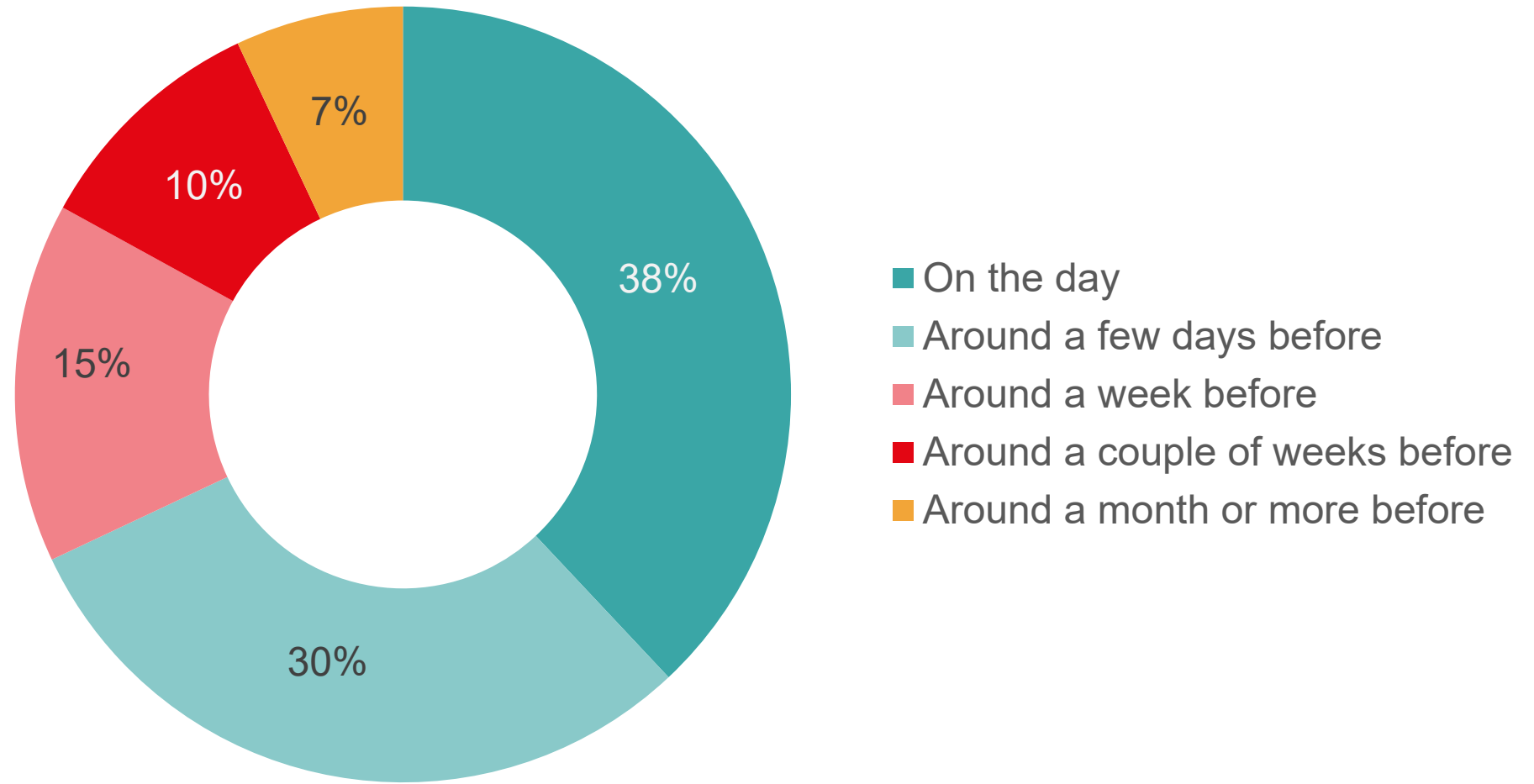


Frequency of travel on TPE



Total sample size: 471 people who had used TPE within previous 28 days

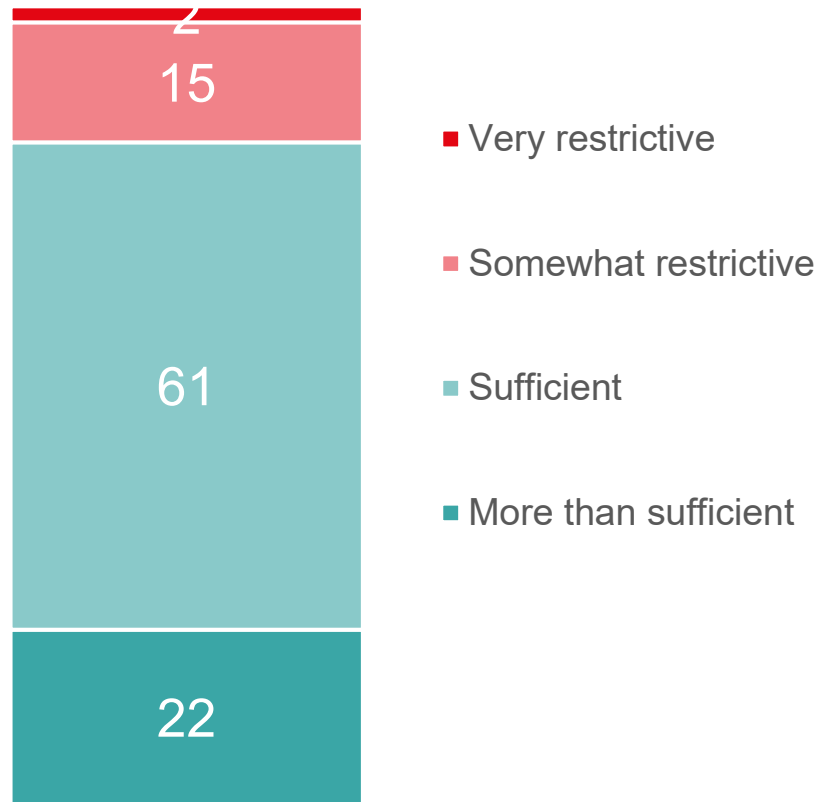
Two thirds booked their ticket on the day or within a few days of travel



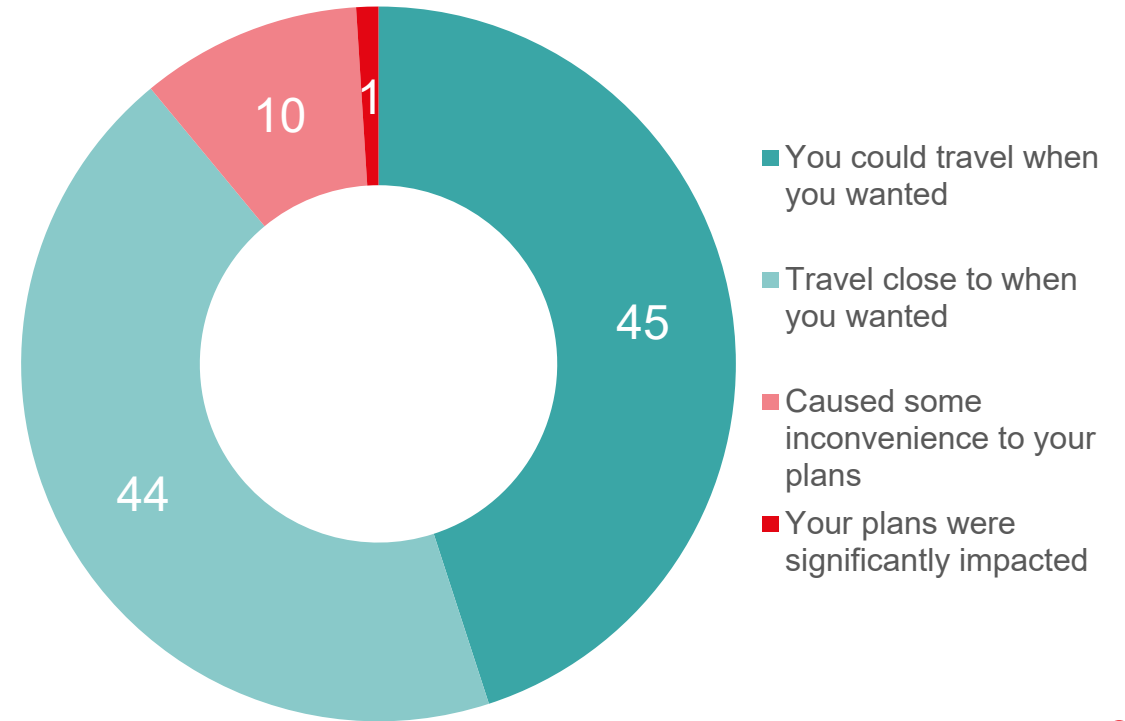
Q7: How far in advance of travel on your outward/return journey did you book your ticket? Sample size = 471

Most thought the train times were sufficient and could travel close to when they planned – although some were inconvenienced

The range of train times were...



This range meant they could ...

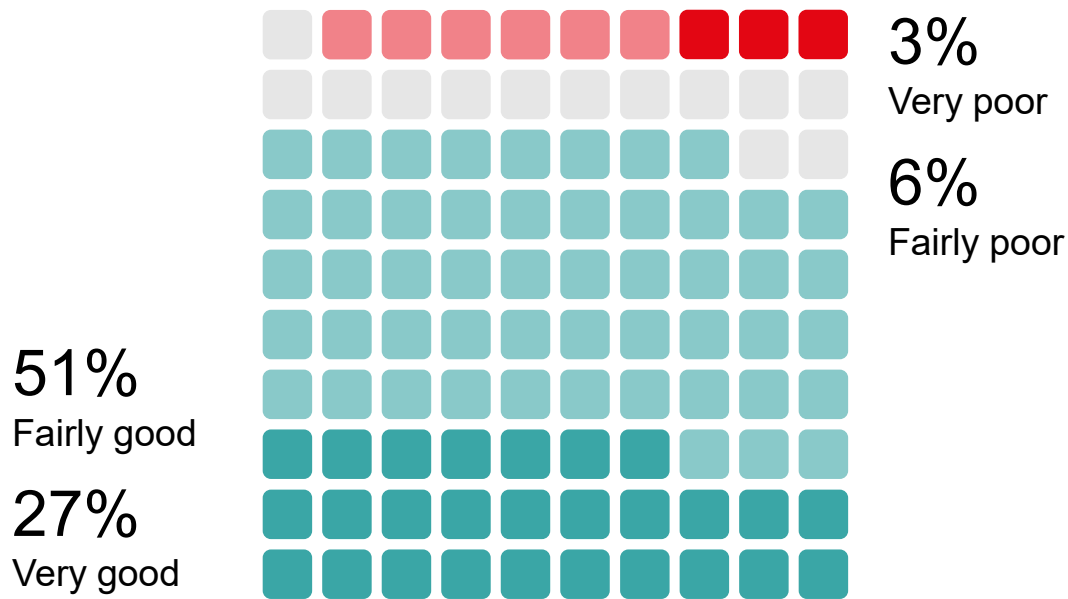


Q: When you saw the range and times of train services available for your outward/return journey, did you think them....?

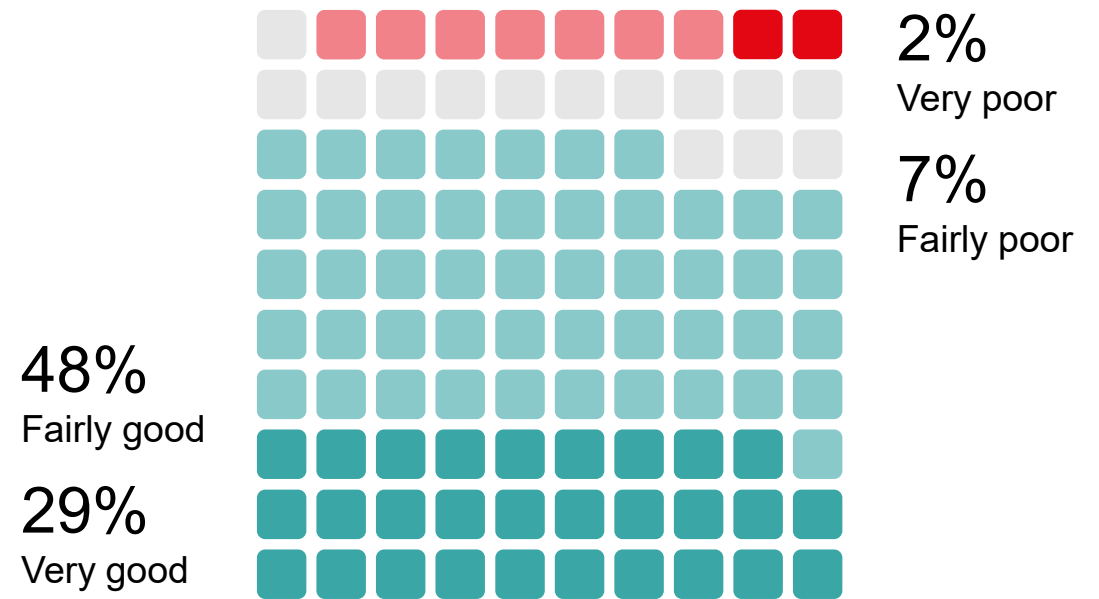
Q And did the range of train services available mean.....? Sample size = 471.

Ratings of the booking information available and process of booking generally good – but most rate as ‘fairly’ not ‘very’ good

Rating of information about train times and timetable



Overall, rating of choice of trains, information provided and process of booking the train



Q10: How do you rate the information provided about the outward/return train times and timetables? Q13: Overall, how do you rate the choice of trains, information provided and process of booking the train. Results exclude those who said 'not applicable'. Sample sizes: 469 and 468

Passenger comments about the process of booking trains...

“

It was fairly easy to choose the train and they had a somewhat broad range of time slots available which made it hassle free.

”

“

I originally tried to use an automated machine however it was terrible, the list of trains available where confusing and I was unable to complete my booking. I booked my ticket via the ticket office and the help I received from the clerk was first class.

”

“

It was straightforward to book although I would have preferred more information about which tickets and the cheapest price were more suitable.

”

“

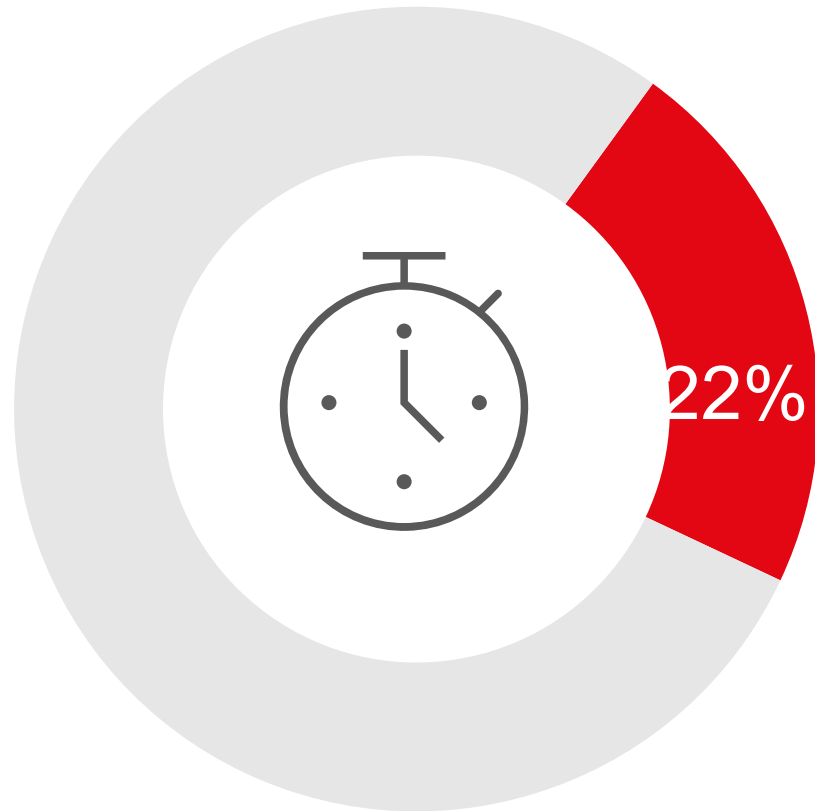
It's easy to book a ticket but sometimes instead of the eco friendly one you have to get it from the station machine (printed) and that's annoying.

”

Journey experience



When making their journey, a fifth experienced a timetable change or delay. Mixed views on how it was handled



“

It was handed well by the staff at the station and on the train.

”

“

Very poor, had to work out for ourselves which train we could get which was then extremely cramped due to the number of services cancelled, staff were unhelpful at the station.

”

Comments about how the cancellation or change to the scheduled time of train was handled

Due to all recent issues luckily was checking on return planned train. We suddenly realised it was cancelled so had to depart work and it meeting earlier than planned, rush across to the station and pay for a taxi rather than using metro which was plan.

The train was cancelled on the screens, there was no one around to ask for advice

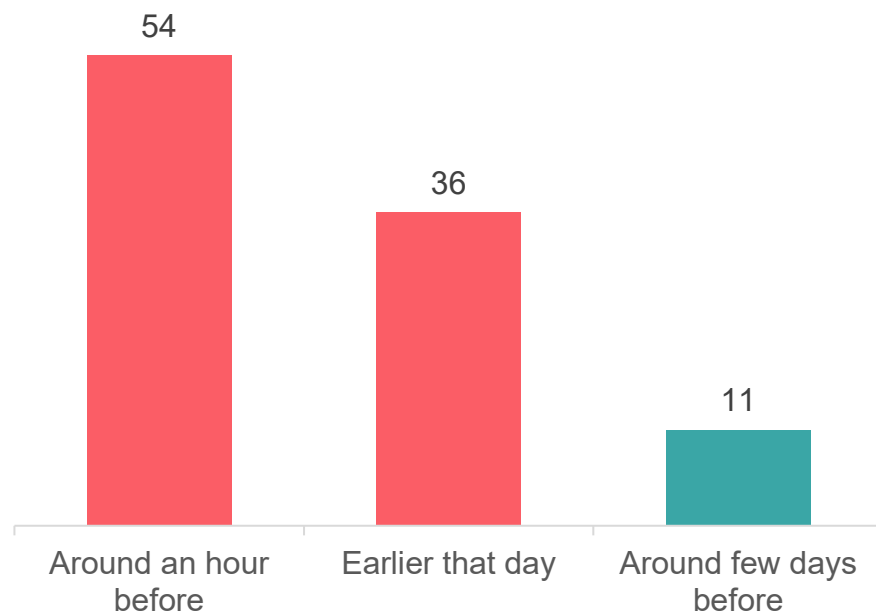
I was asked to board another train going to the same place but with stops at each station on the way

I was told 30min before that it was cancelled it was the last train of the day so had to get accommodation for another night and had to get the train the next morning

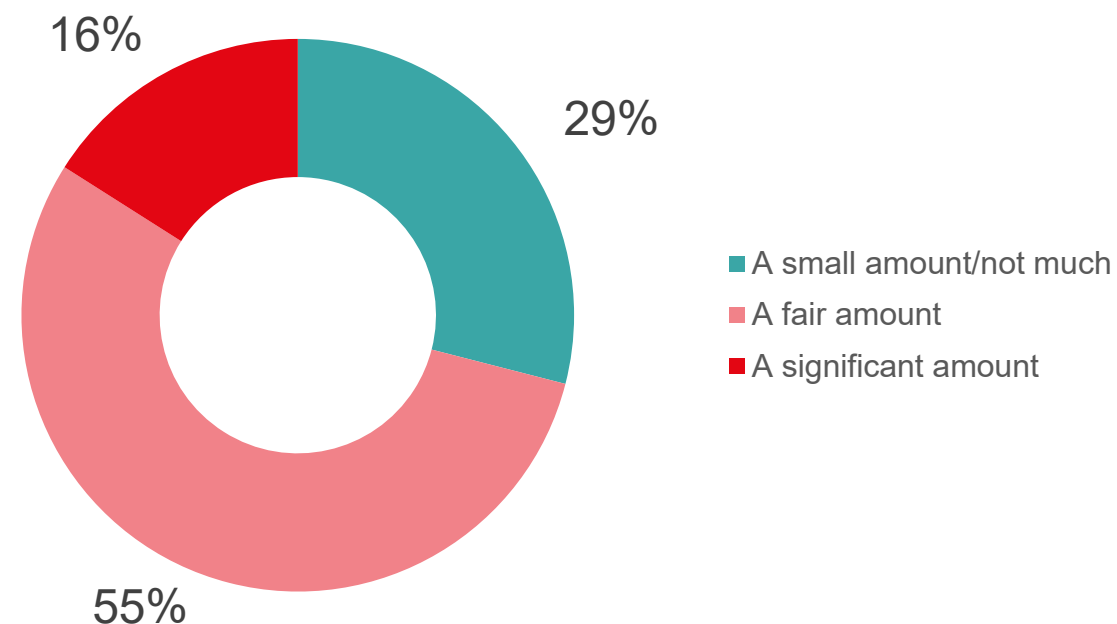


The majority found out about the change to their train on the day. The delay often had an impact on their plans

When told train wouldn't run as scheduled...



And impact this had...

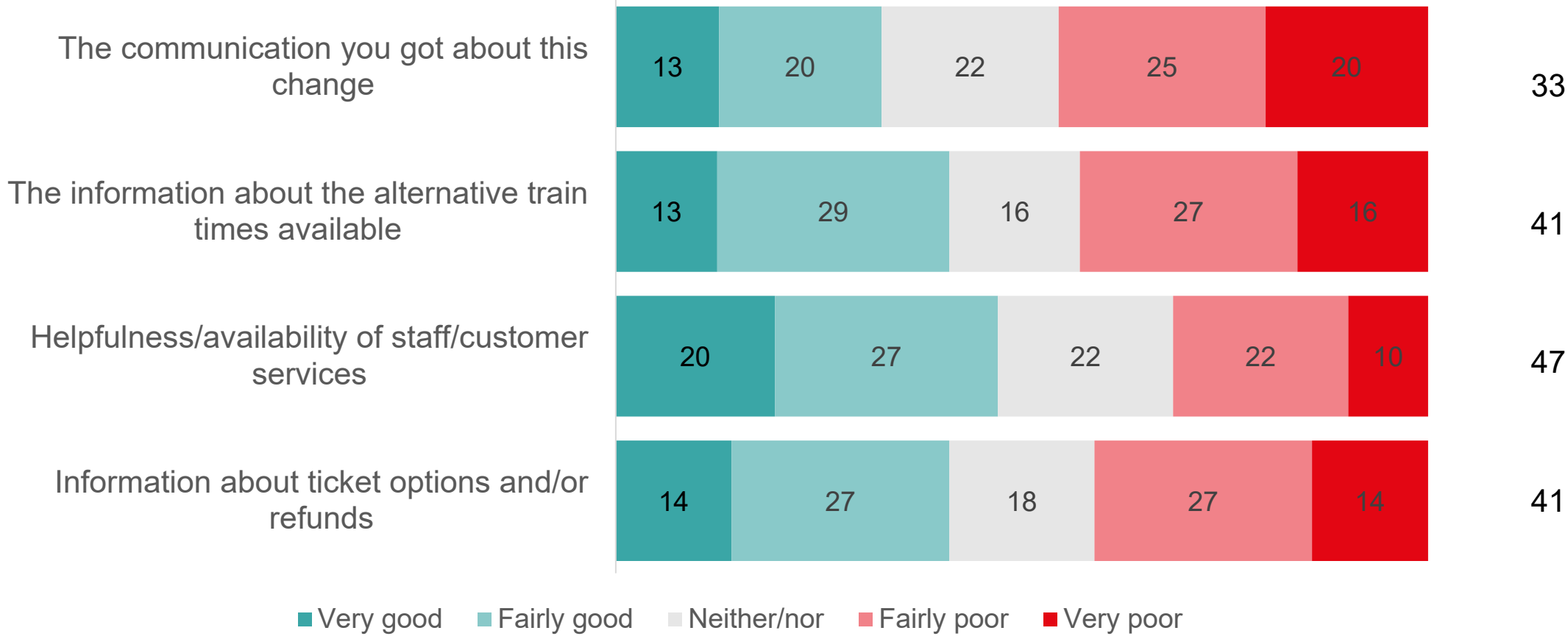


Q7: How far in advance were you told the outward/return train you booked wouldn't run as scheduled? Base size: all those who experienced cancellation on the day, removed from timetable or offered bus replacement.

CARE: SMALL BASE SIZE= 56

The majority did not feel that the way the situation was handled was good

Total good %



■ Very good
 ■ Fairly good
 ■ Neither/nor
 ■ Fairly poor
 ■ Very poor

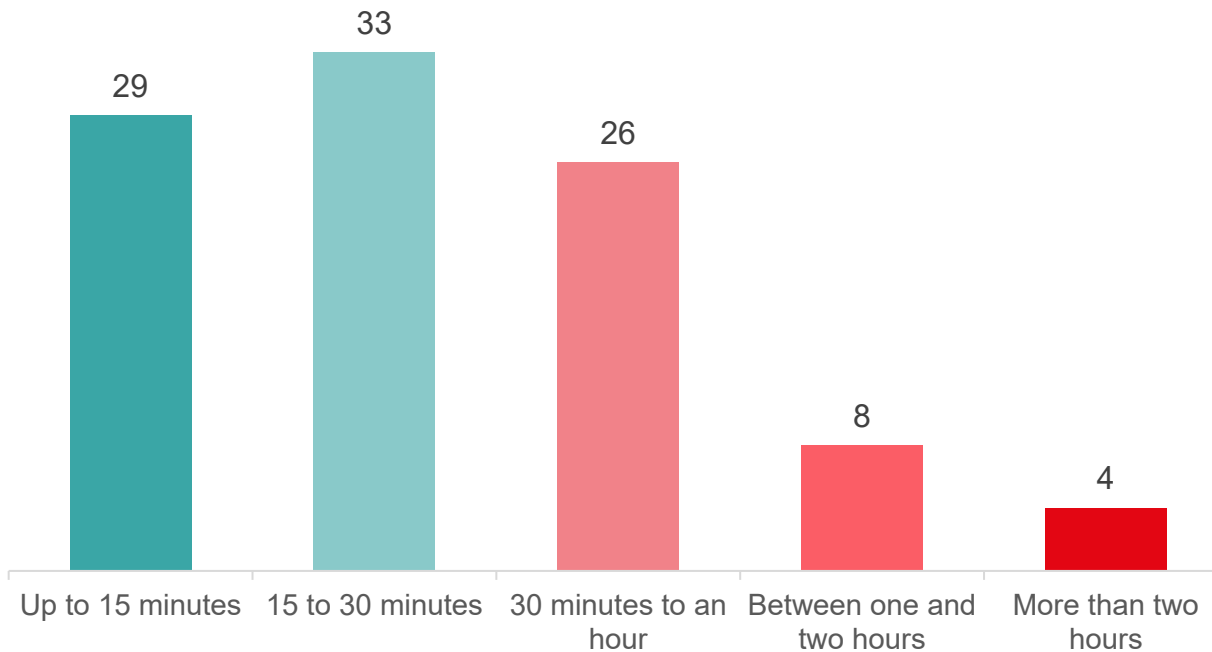
Q. In terms of the change to the scheduled time of your outward/return train, how would you rate.... Base size: all those who experienced cancellation/delay before departure. Exclude those who said 'not applicable'. Base sizes from top to bottom = 55, 56, 51, 56.

CARE: SMALL BASE SIZES

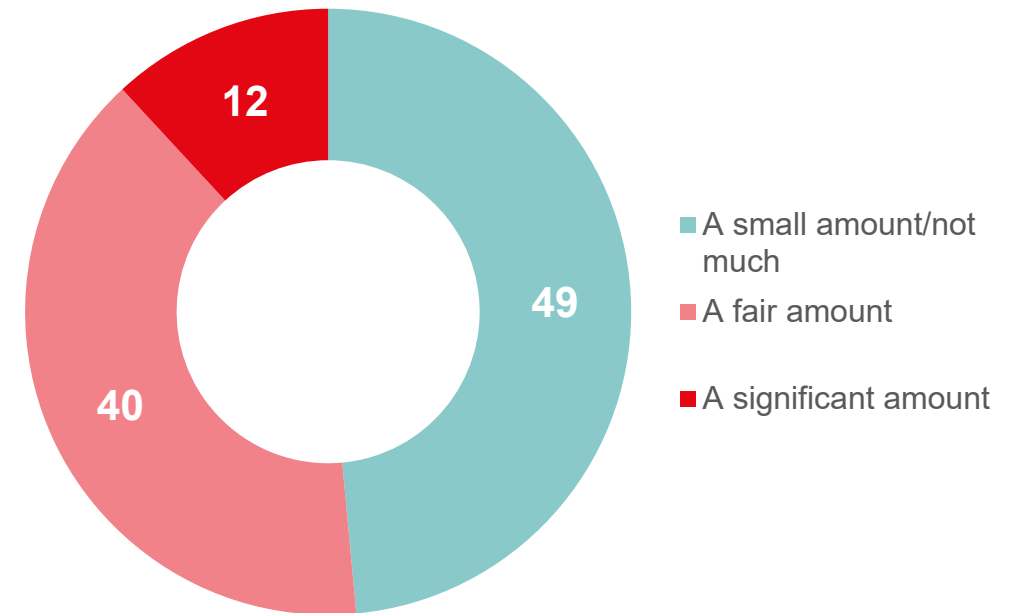


Two in five delays were over 30 minutes. The delays had an impact for many users

Delay time...



And its impact...

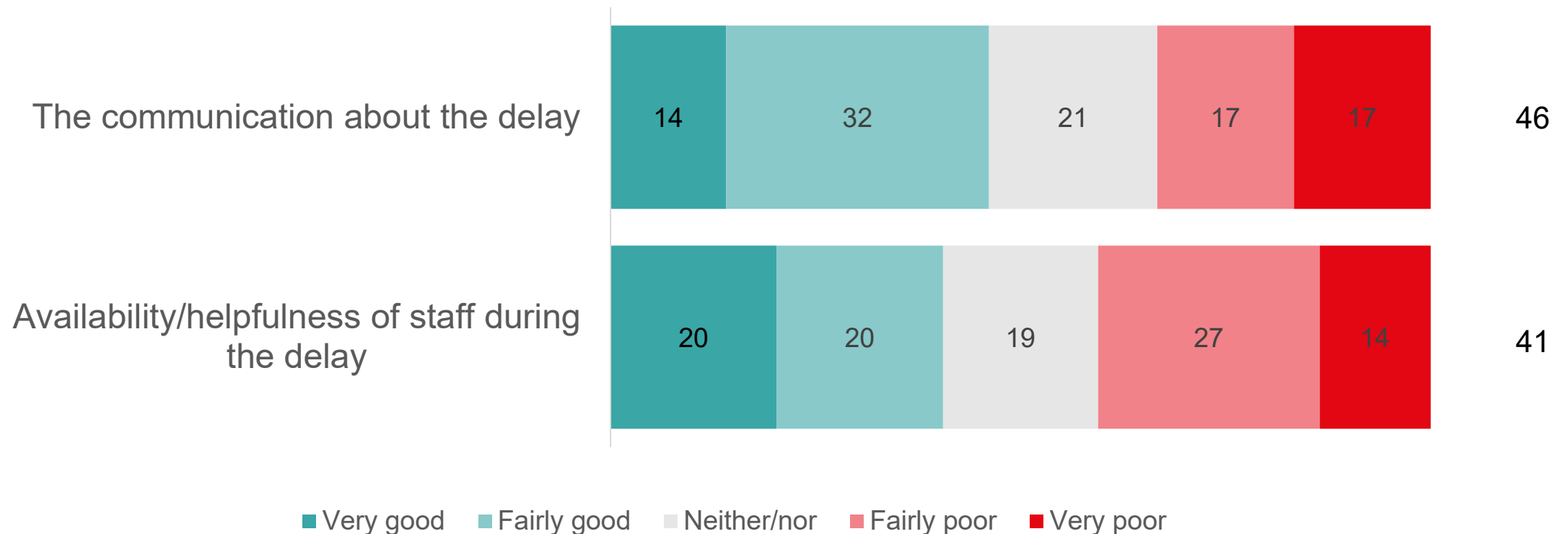


Q: You said you had delays on your outward/return journey, roughly how long were you delayed in total? Q: How much did the delay impact on your plans for that day? Base size (all those delayed): 78

CARE: SMALL BASE SIZE

The management of the delays was rated good by less than half

Total good %



Q. How would you rate....

Base size: all those who experienced delays at train or station. Excludes those who said 'not applicable'. Base sizes top to bottom = 56 and 52.

CARE: SMALL BASE SIZE

Comments about how the delay was handled

No one helped we couldn't get on a train for half an hour due to them being so full

I had to be extremely patient the train was extremely crowded it made me very unhappy

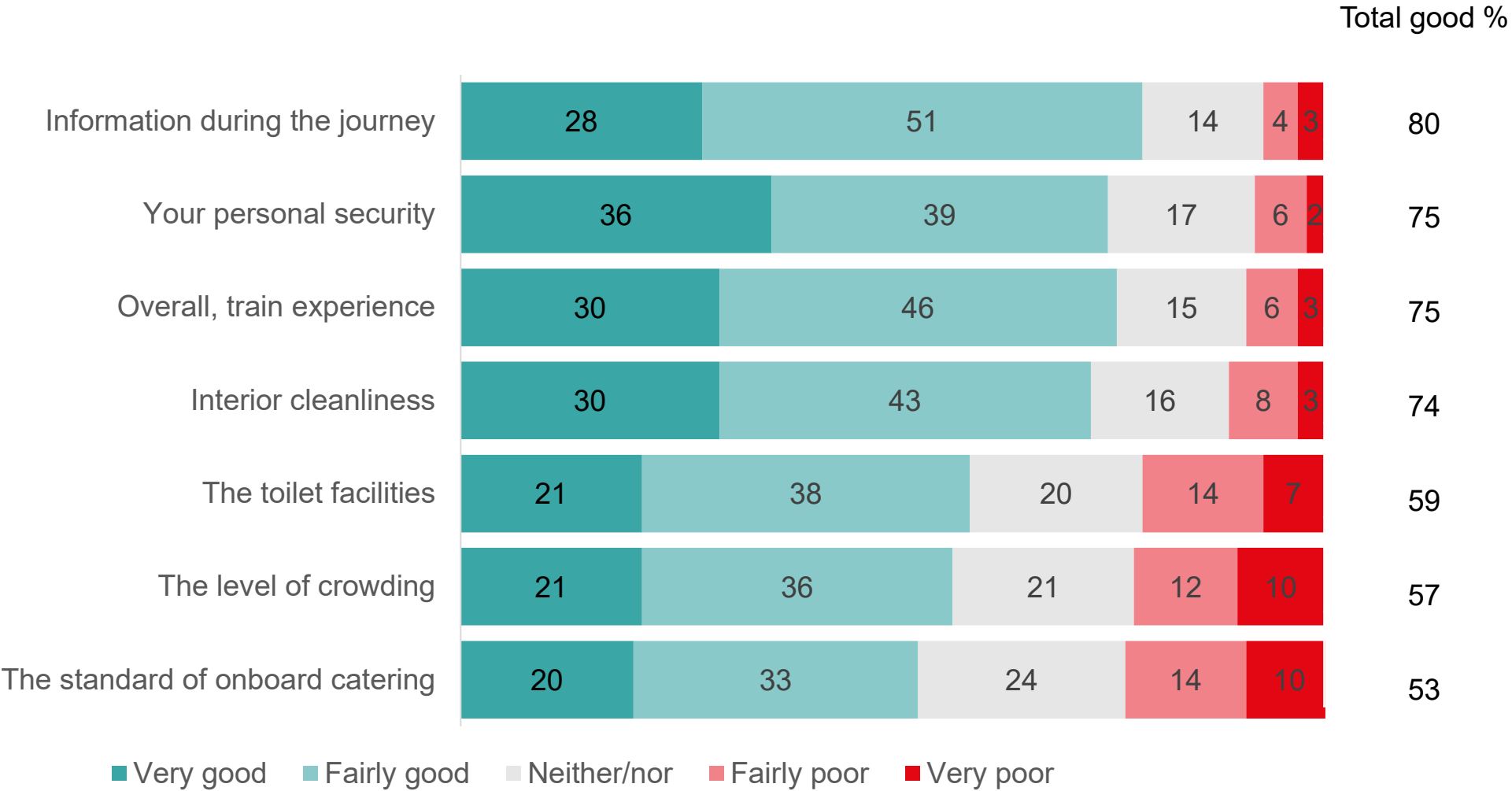
Couldn't find the information the speaker was poor so couldn't make out the announcements and lack of staff made things very difficult

It was OK. There wasn't enough options so we just had to go for what was available to get to our destination.

It was a late cancellation, not enough notice given, causing a stampede of the unhappy customers to another platform which was already overcrowded

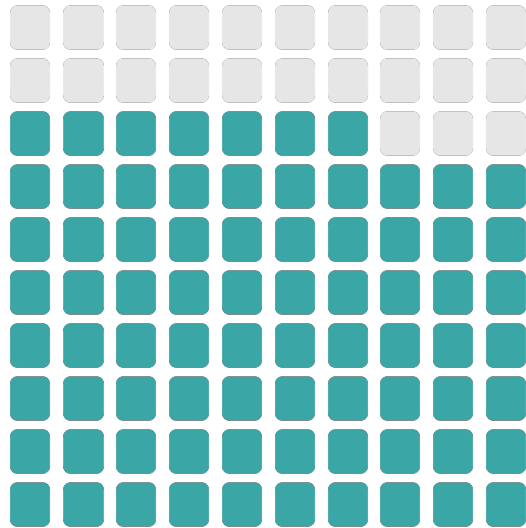


A fifth rated the level of crowding on board as poor



While on the outward/train with TransPennine Express, how would you rate: i) Information during the journey; ii) Interior cleanliness; iii) The level of crowding; iv) The standard of on-board catering; v) Your personal security; vi) The toilet facilities. Overall how would you rate you experience while on the train. Base sizes exclude those who said 'not applicable'. Base sizes from top to bottom: 461, 469, 470, 318, 457, 363, 471.

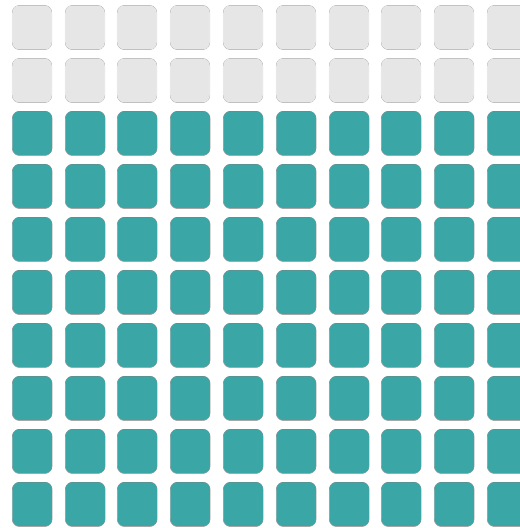
Three quarters were satisfied with their journey overall....



Overall journey

77%

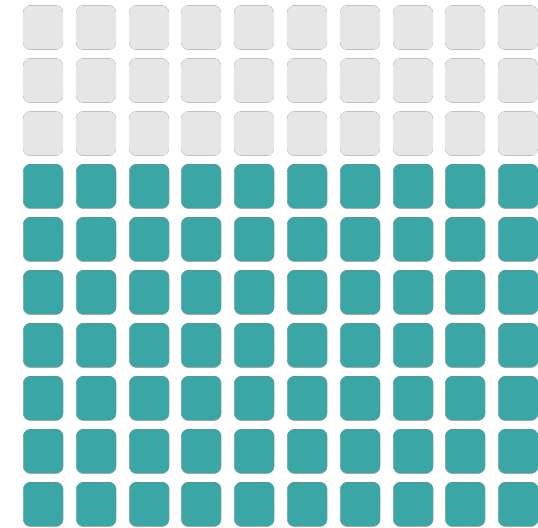
satisfied



Punctuality

80%

satisfied



Value for money

70%

satisfied

Q: We would like to know how you rate your overall experience on that outward/return journey. How satisfied were you with your outward/return journey for...? Base size = 471

Passenger comments about the journey overall...

““

Okay but not overly comfortable, rather squashed but this particular journey was more value for money than the other times available. For this I don't mind the conditions. However the toilet were out of use due to blockages.

””

““

The train was very crowded as there weren't enough trains per hour. There was a lot of rubbish in the carriage also

””

““

There was obviously upheaval due to the late changes and cancellations to the original train option I was booked on and had reserved seating for. This was then not possible and the train was busy. Then we were delayed hence why I rated it as I did.

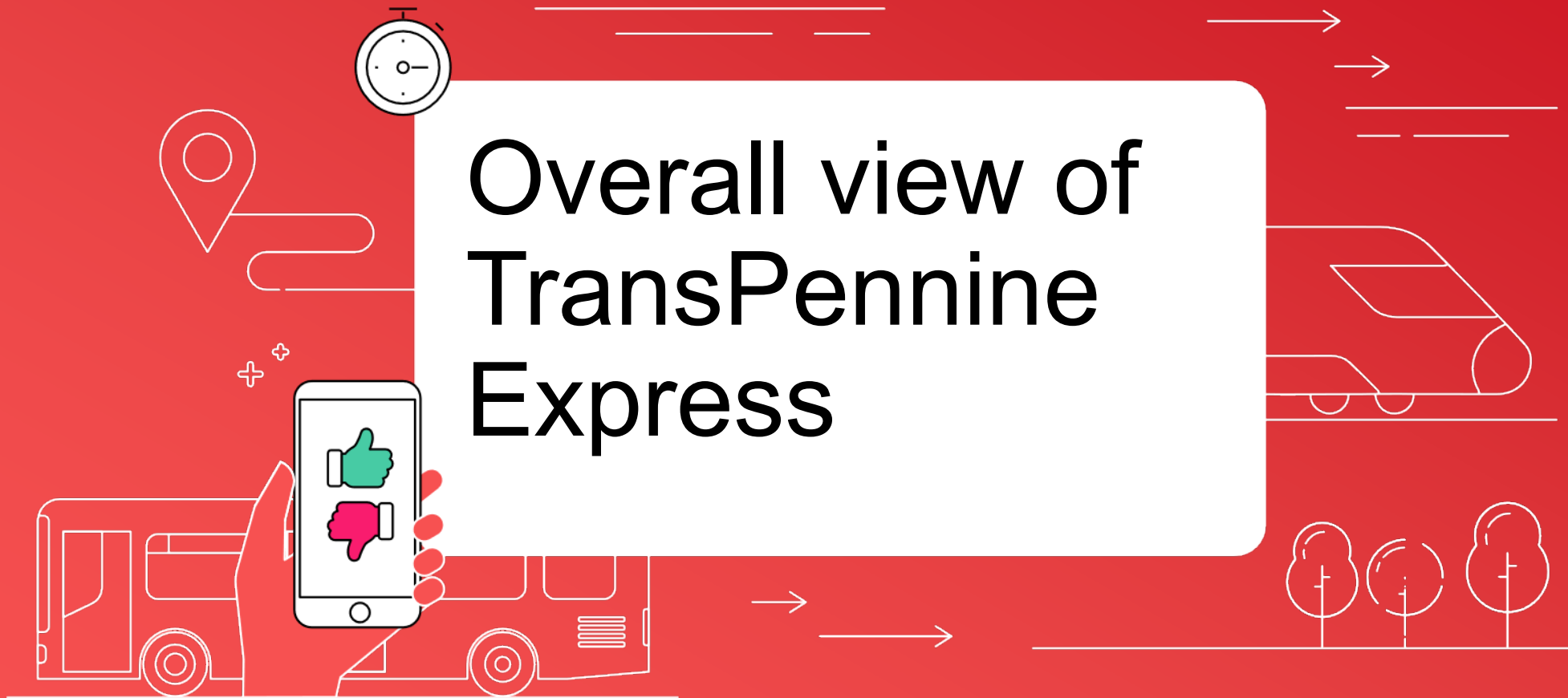
””

““

The journey was more than suitable. Everything that I expected from the journey was met. Comfortable seats and it left on time.

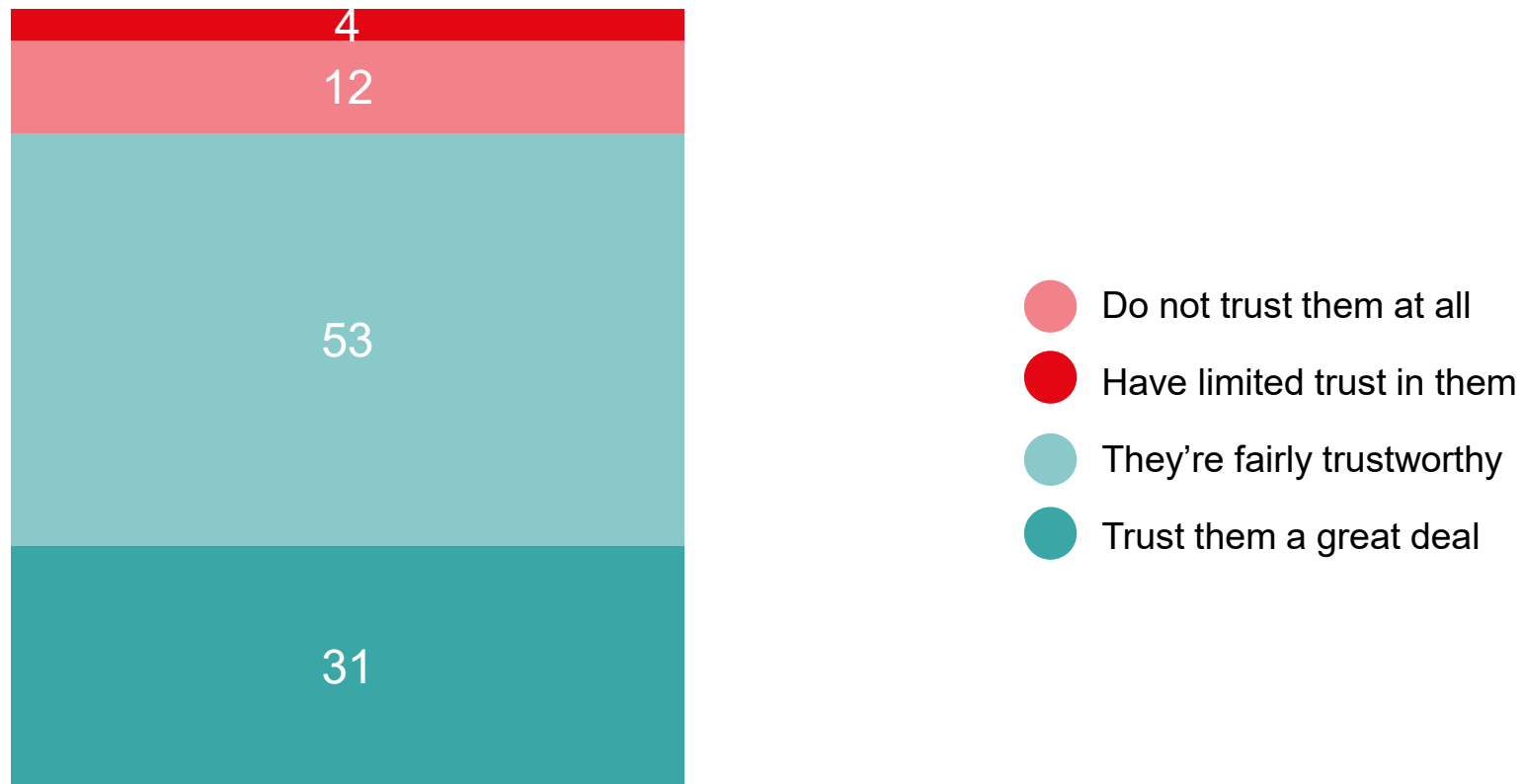
””

Overall view of TransPennine Express



Eight out of ten think TransPennine Express is trustworthy, although 'fairly' trustworthy is most common response

Overall how much do you trust TransPennine Express...



Q32: All things considered and on balance, how much do you trust TransPennine Express. Base size = 471

Comments about current views of TPE services generally

They are good when they run but they seem to always have staff problems and other excuses as to why they can't perform as good as other services

Atrocious service. Trains cancelled at last minute and a very limited service from Hull to Leeds due to such cancellations

Good service, nice and comfy trains which means I'd probably choose them over Northern which can sometimes not send the best carriages. Usually punctual. Trustworthy

I feel like there is always issues when traveling this line. I don't think I have ever had a journey that has been straight forward

They are generally on time and not too over crowded, prices are reasonable.



Passenger comments about how the reliability of TPE's service has impacted them more widely

“

I am less likely to travel into the office in Manchester due to the lack of trains and the lack of reliability in relation to the potential for cancellations.

”

“

I've not experienced any reliability problems and will continue to use TransPennine express rail in the future.

”

“

I use the train more often than driving to Leeds it's easier and cheaper than to park the car. The trains more than often run on time. It's easy to book and you usually get a seat.

”

“

I don't use the trains for work generally I tend to cycle as it's more reliable. I've found them to be delayed and cancelled often.

”

Contact

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Transport Focus is the operating name of the
Passengers' Council