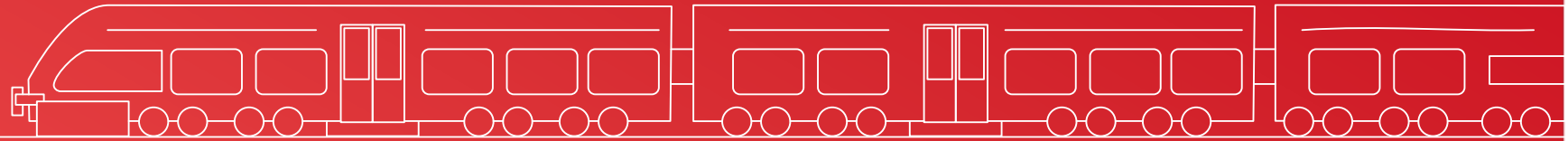


Introduction



Transport Focus has been monitoring the experience of passengers travelling with Avanti West Coast and TransPennine Express.

As part of this work Transport Focus commissioned a survey in November 2022 to understand experiences when booking journeys, punctuality, levels of crowding and information during disruption.

Transport Focus has undertaken a second survey to see if the passenger experience has

improved following the implementation of new timetables in December 2022.

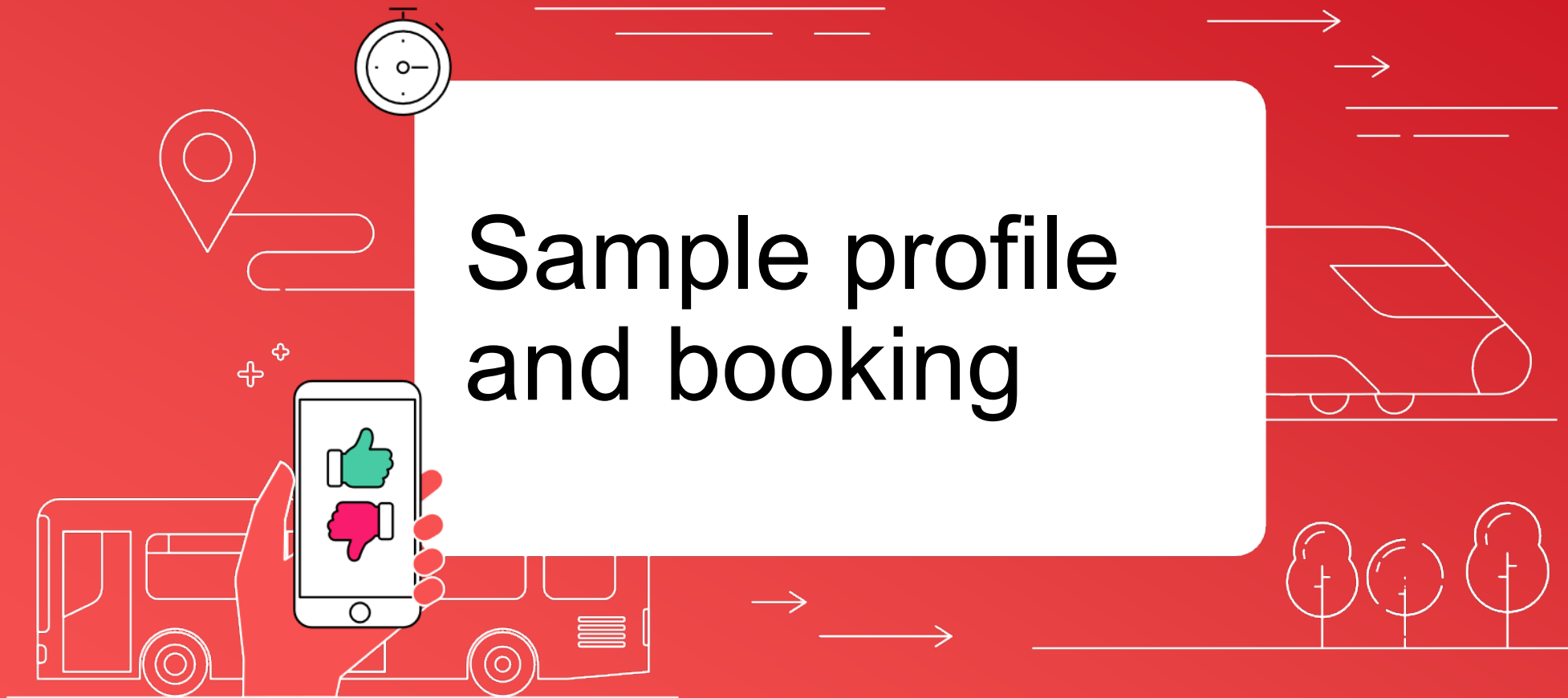
This report summarises the experience of 500 TransPennine Express passengers who travelled in the 28 days prior to being surveyed. A separate report details the findings for passengers travelling with Avanti West Coast.

The survey used a nationally representative online panel. Fieldwork was conducted between 3-15 February 2023.

Key findings

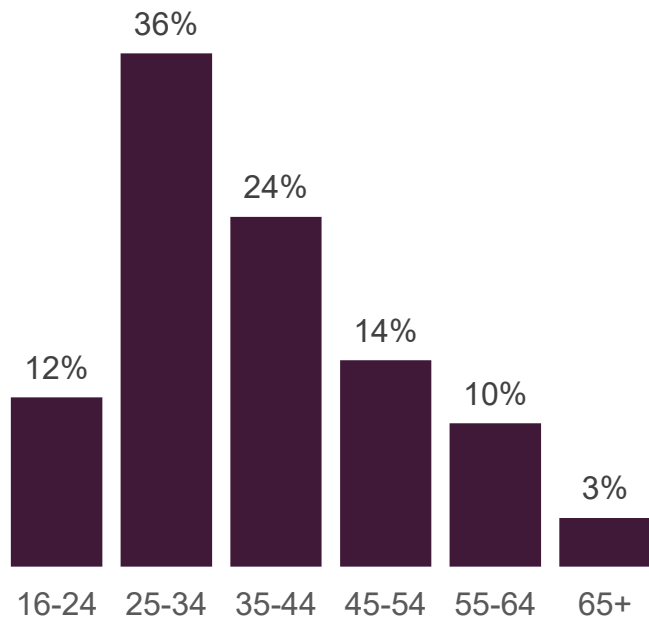
- Little change in overall journey ratings (79 per cent good) compared to November 2022 (77 per cent).
- The proportion who experienced a timetable change or journey delay is still significant at one in four (25 per cent) compared to 22 per cent in November 2022.
- Some improvements seen on how the situation was handled when there were changes to train times.
- There was a similar small increase in the rating of satisfaction with communication about delays, but still around half did not rate it as good.
- Ratings for the on-train experience were mostly similar to levels in November 2022 but slightly higher for personal security, toilet facilities and view on crowding.
- Four in five (81 per cent) still say they trust TransPennine Express, slightly lower than in November.

Sample profile and booking

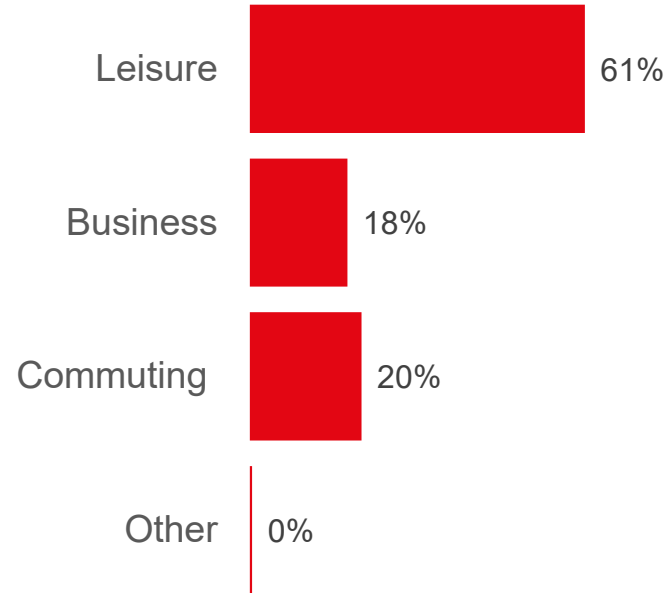


Sample breakdown

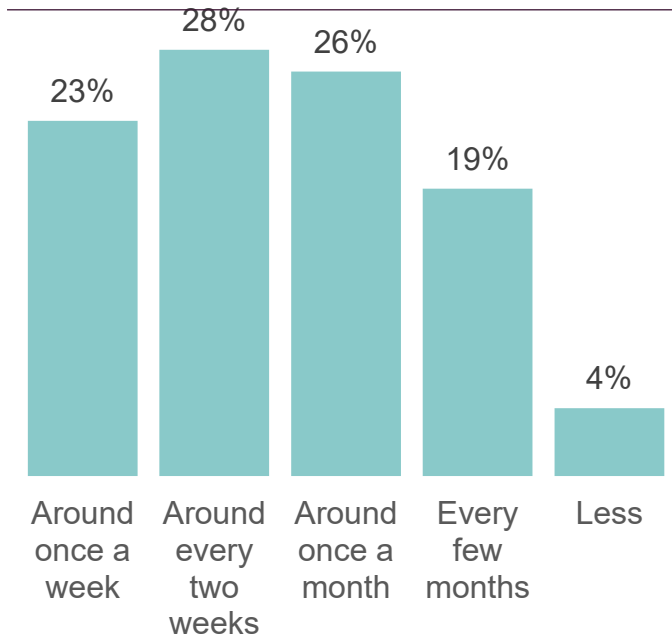
Age breakdown



Journey purpose (most recent journey)



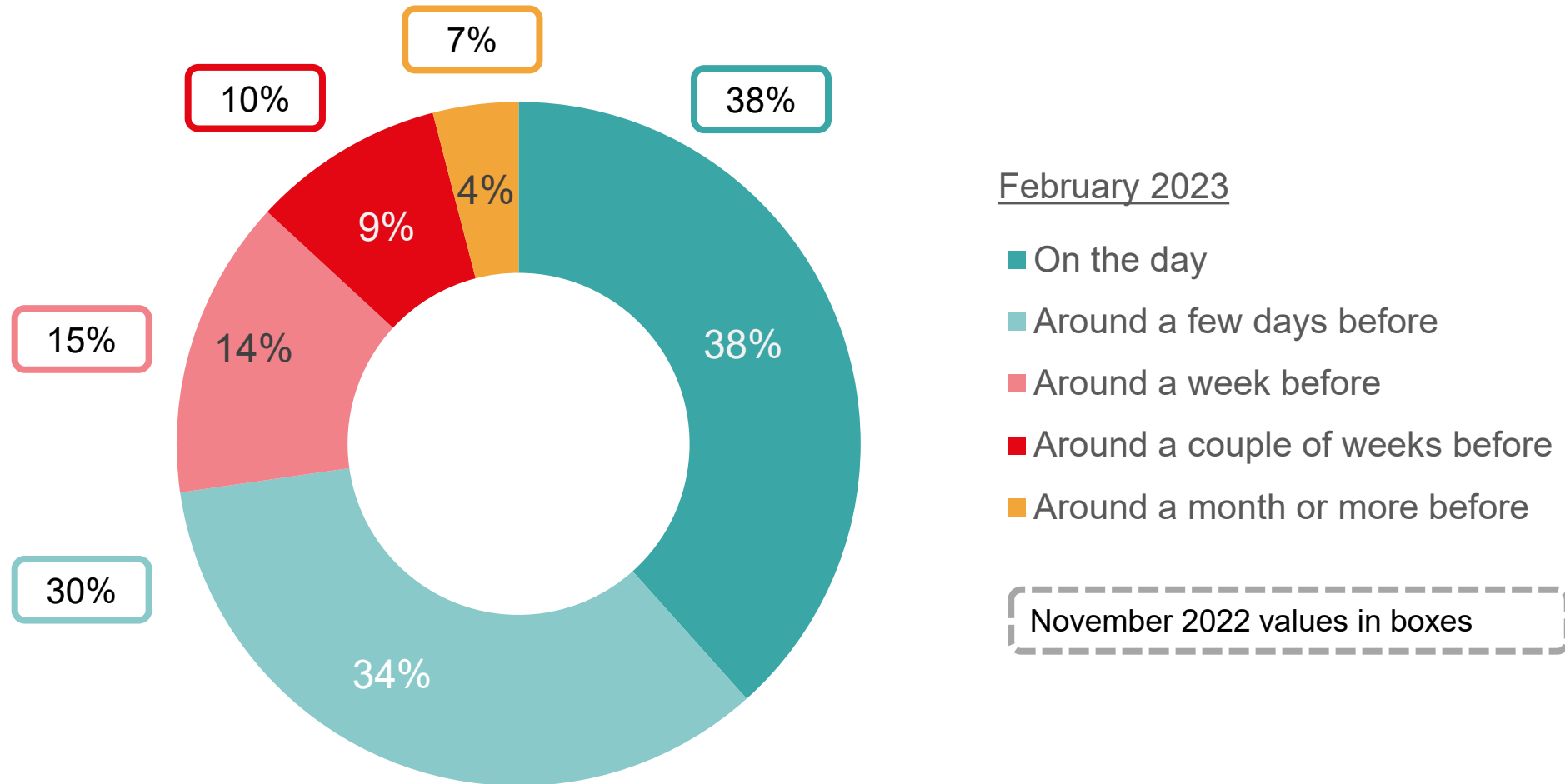
Frequency using TransPennine Express



Total sample: 499 people who had used TransPennine Express within previous 28 days

Totals may not add to 100% because of rounding

Two thirds booked on the day or within a few days of travel, as in November 2022



Q7: How far in advance of travel on your outward/return journey did you book your ticket? Sample size = 499

Totals may not add to 100% because of rounding .

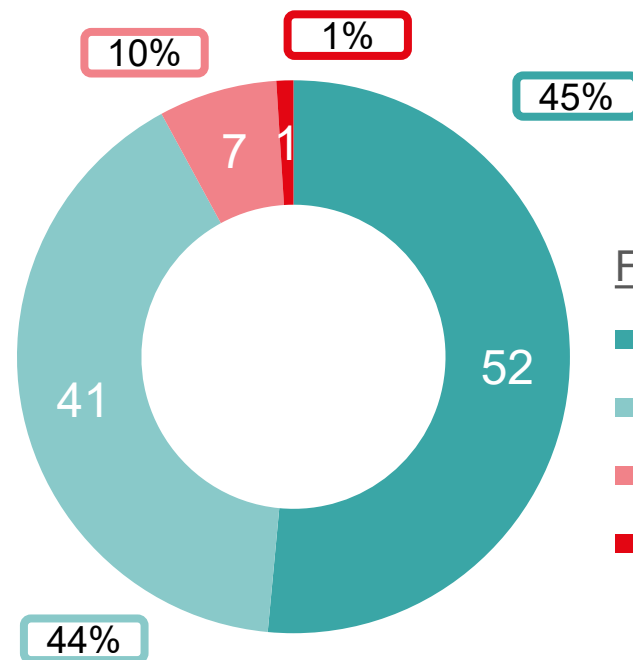
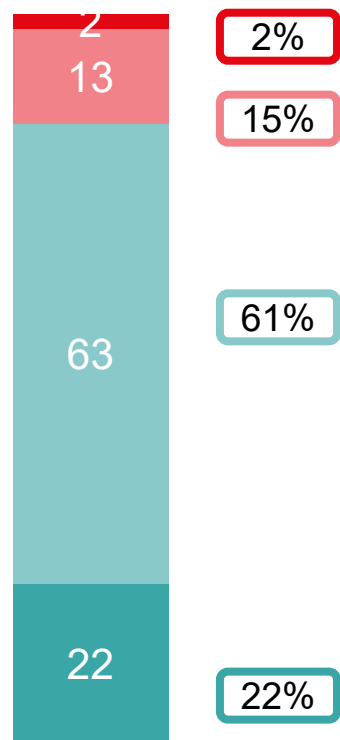
Most felt the train times were sufficient and could travel close to when they planned. This is unchanged from November 2022

The range of train times were...

This range meant...

February 2023

- Very restrictive
- Somewhat restrictive
- Sufficient
- More than sufficient



February 2023

- You could travel when you wanted
- Travel close to when you wanted
- Caused some inconvenience to your plans
- Your plans were significantly impacted

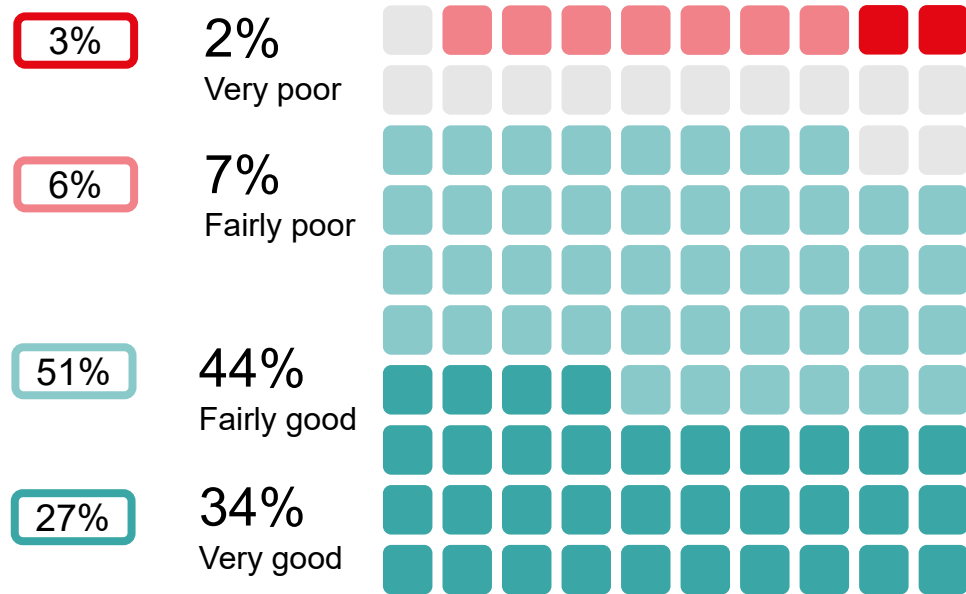
November 2022 values in boxes

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 = 499.

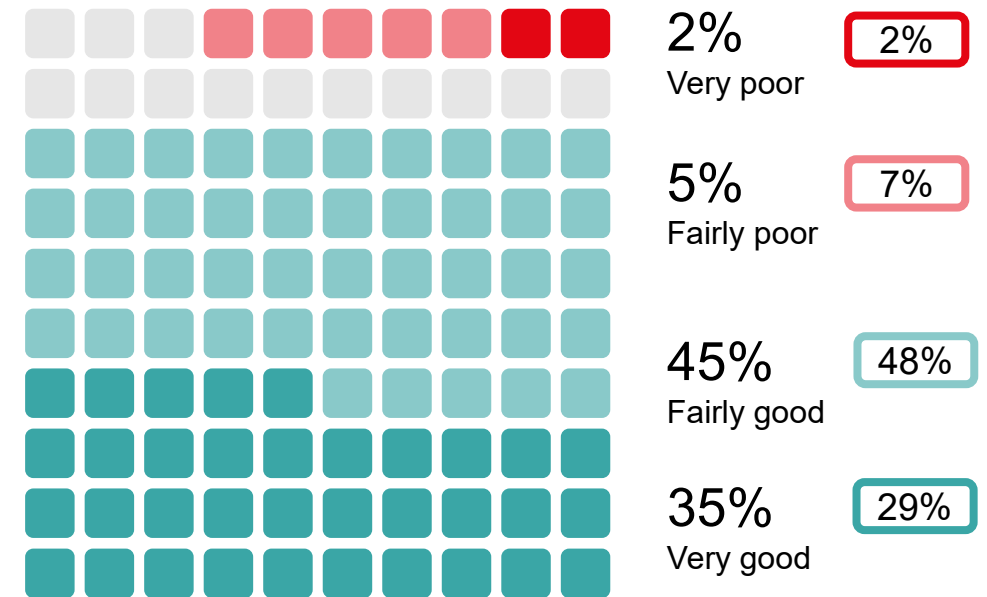
Totals may not add to 100% because of rounding.

Most rated information on choice of trains and booking process as good, as in November 2022. This time more rated it very good

Rating of information about train times and timetable



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



November 2022 values in boxes

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. Excludes those who said 'not applicable'. Sample sizes: 494 and 491

Passenger comments about the process of booking trains...

““

It was very simple to do and the train journey went really smooth with no delays. There were a number of trains to choose from and the website I used always showed the cheapest first (*fairly good*)

””

““

It was an easy process and took a short amount of time (*very good*)

Could use more information especially including strike days (*neither good nor poor*)

””

““

Arduous and time consuming (*very poor*)

There were many bugs in selecting and booking the trip, the software was difficult to use, and the information was inaccurate (*fairly poor*)

””

““

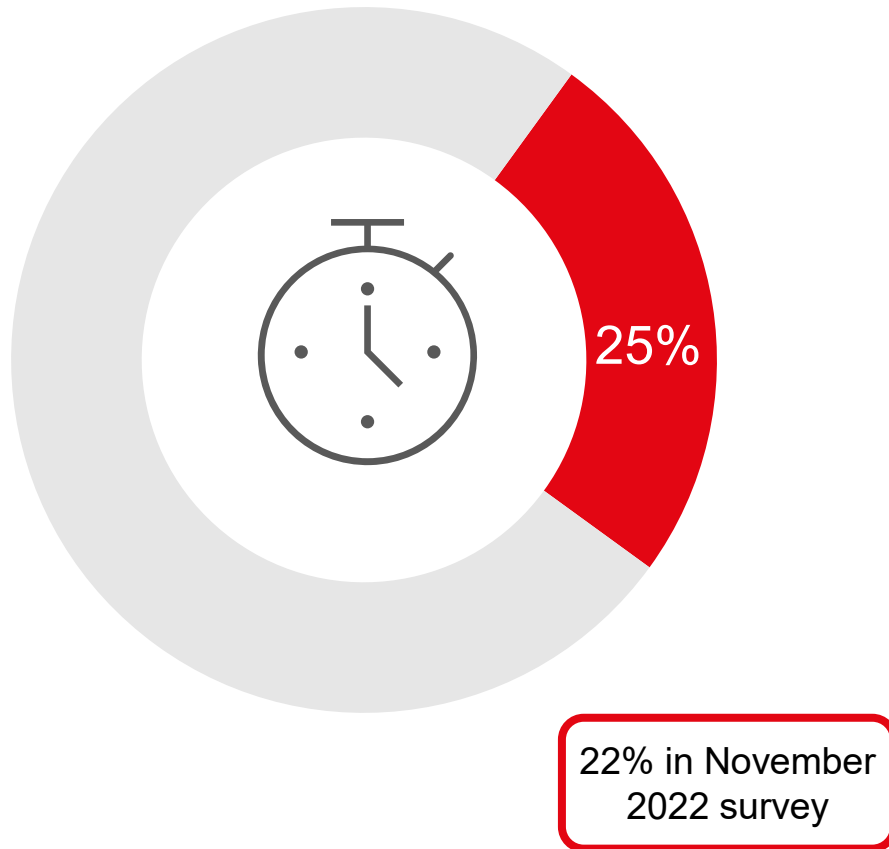
Was a very easy experience. I had lots of trains to choose from within a specific timeframe and got given a seat reservation as part of the booking process and asked what type of seat location I would like (*very good*)

””

Journey experience



A quarter said their journey was changed or delayed, slightly higher than in November 2022



“ _____
I received an email from Trainline not long before
I arrived at the train station
_____”

“ _____”
I wanted to get a service it was cancelled the
night before I had to change my plans. Not good
_____”

“ _____”
It was handled very well, they announced it at the
station and made it very clear the train would be
delayed
_____”

Q. Did you experience any change to the time your outward/return train departed or any delay to that journey? Sample size = 499.

Q. Could you summarise your views on how the change to the scheduled time of your train was handled.

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

Very last minute and shoddy.

It was handled very well. I got a notification the day before and I managed to get booked onto another train easily and it wasn't much longer to wait.

No warning of cancellation and handled poorly.

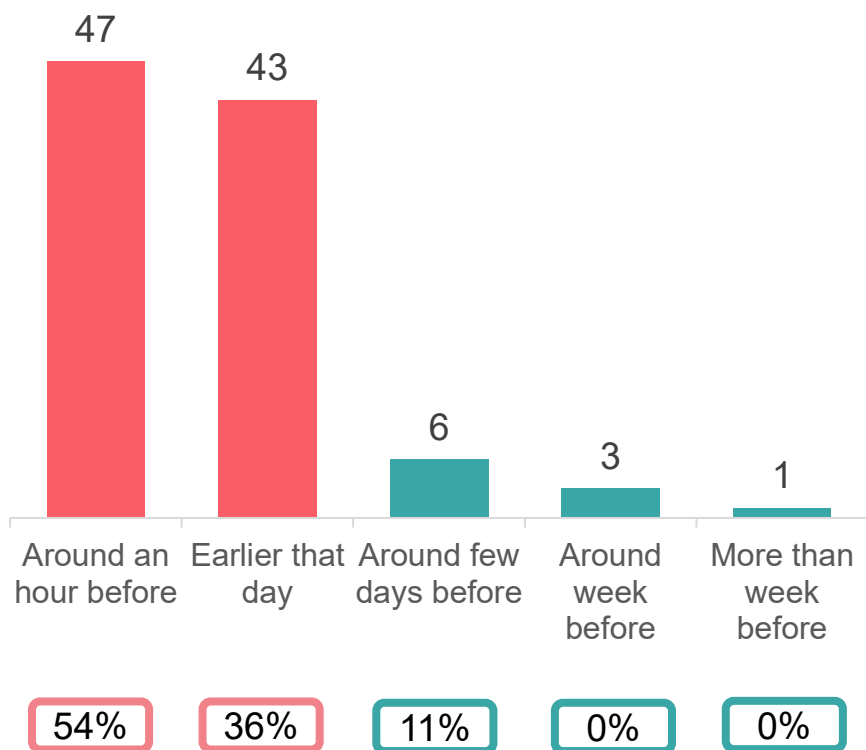
I was kept informed & the staff were friendly & apologetic.



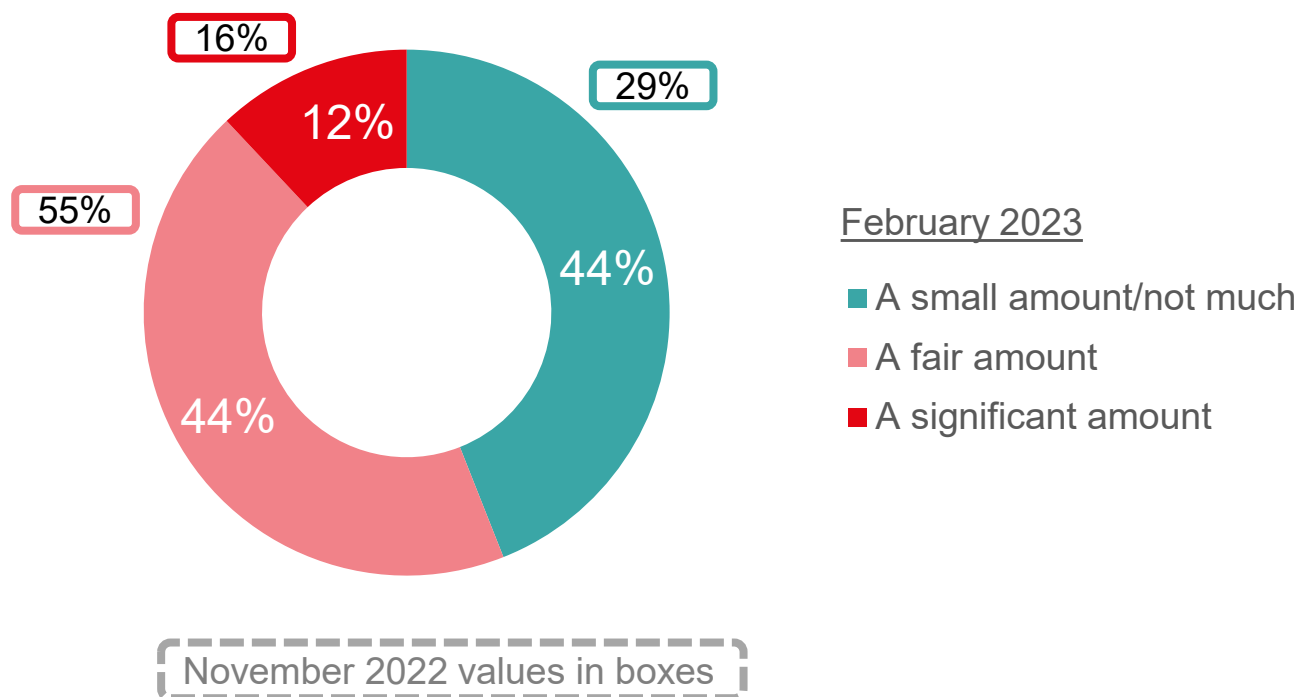
I received an email about an hour before I was supposed to get on my train. The only issue I had was figuring out which was the next train.

As before, most found out about changes on the day. More than half said they were impacted (fewer than in the previous wave)

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



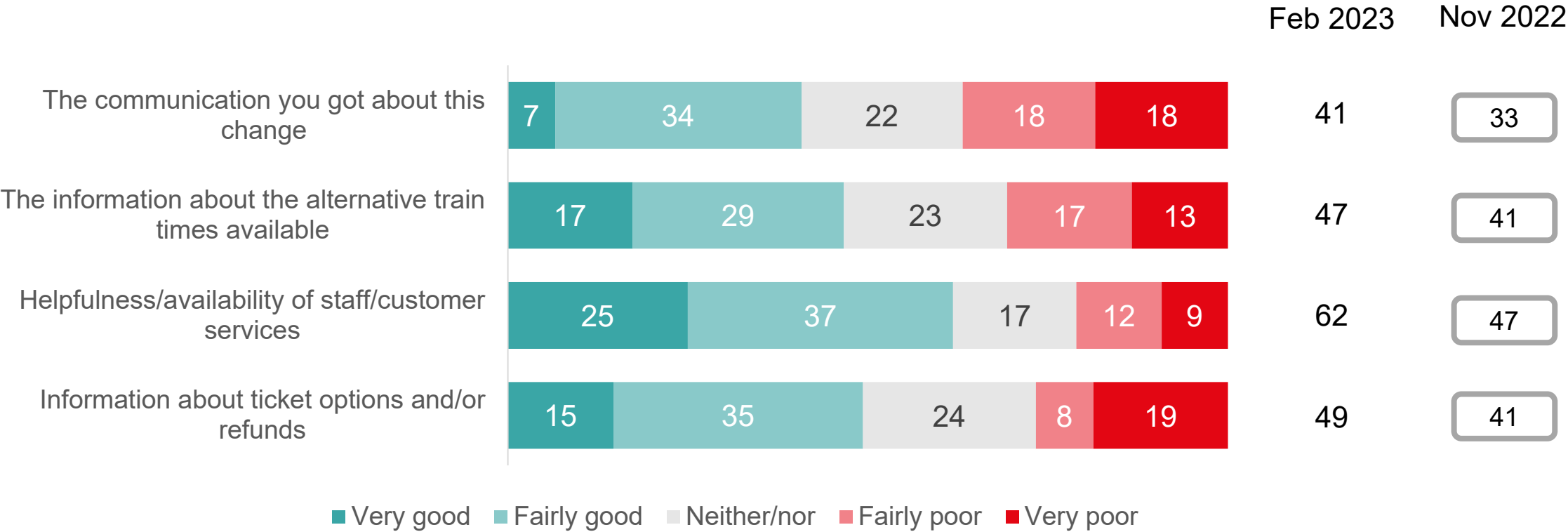
And impact this had...



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 SAMPLE SIZE= 77

Some improvement to ratings of how changes to train times were handled, notably with staff, but many still rate these aspects as not good



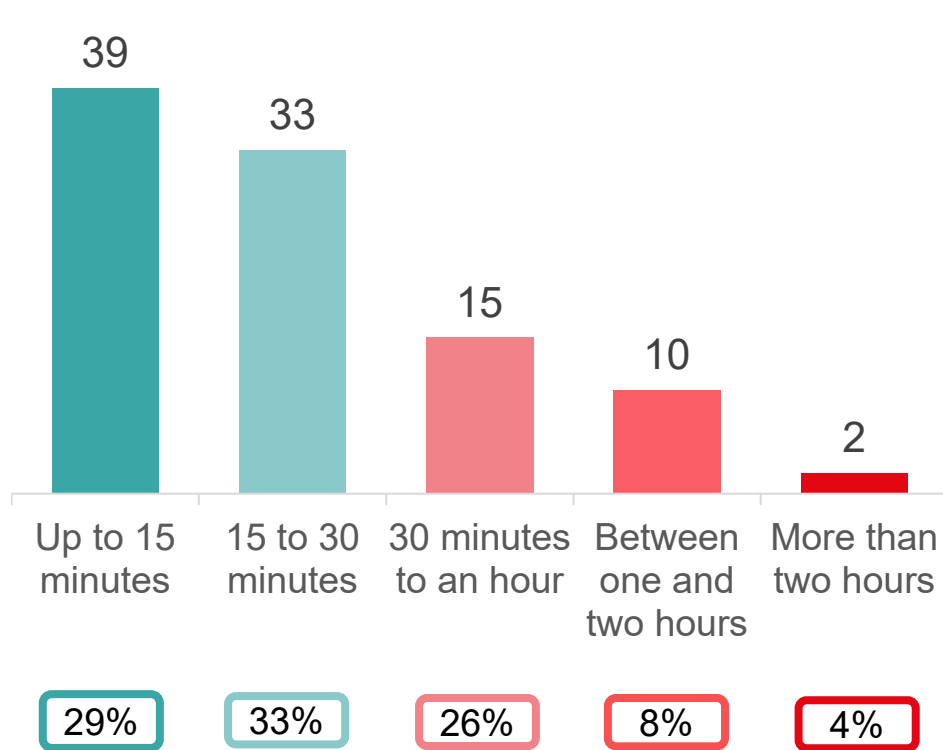
Q. In terms of the change to the scheduled time of your outward/return train, how would you rate.... Base size: all those who experienced cancellation/delay before departure. Exclude those who said 'not applicable'.

CARE: SMALL SAMPLES SIZES (from top to bottom) = 76, 75, 76, 75.

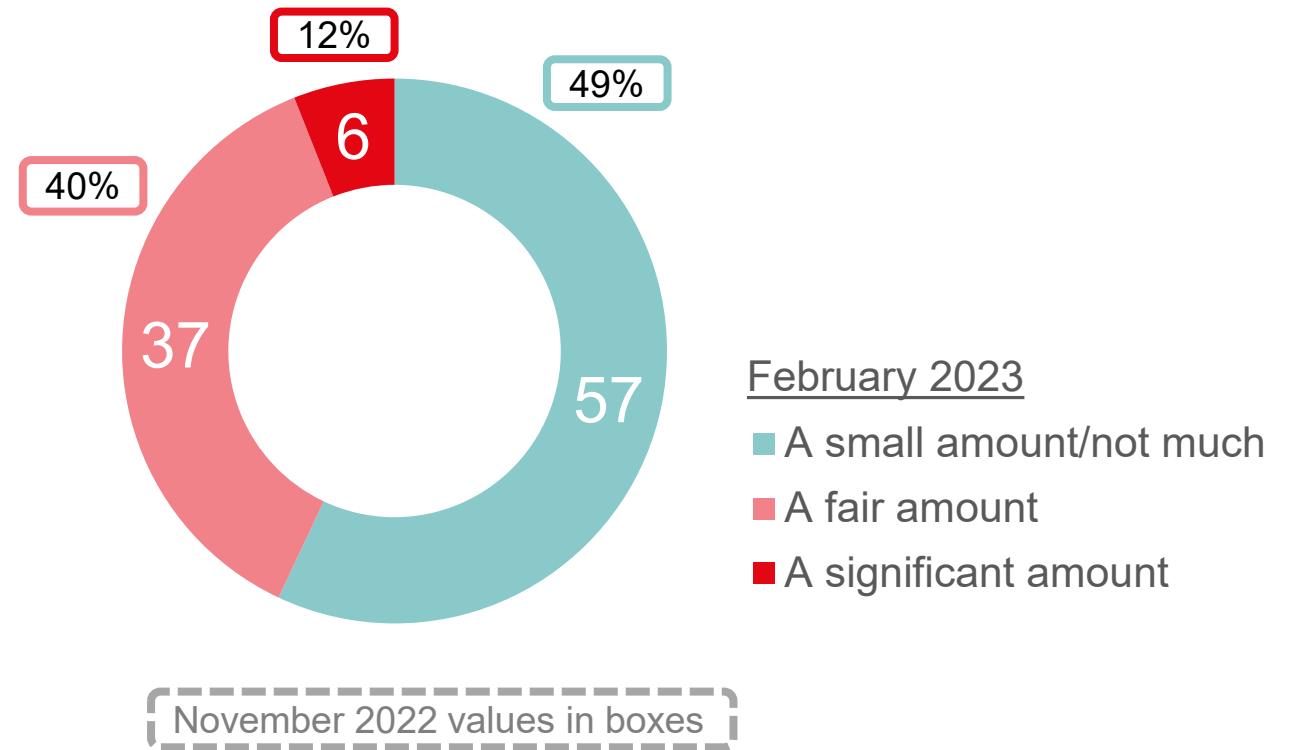


The proportion delayed by more than 30 minutes has decreased slightly compared to November 2022

Amount of time delayed ...



And its impact...



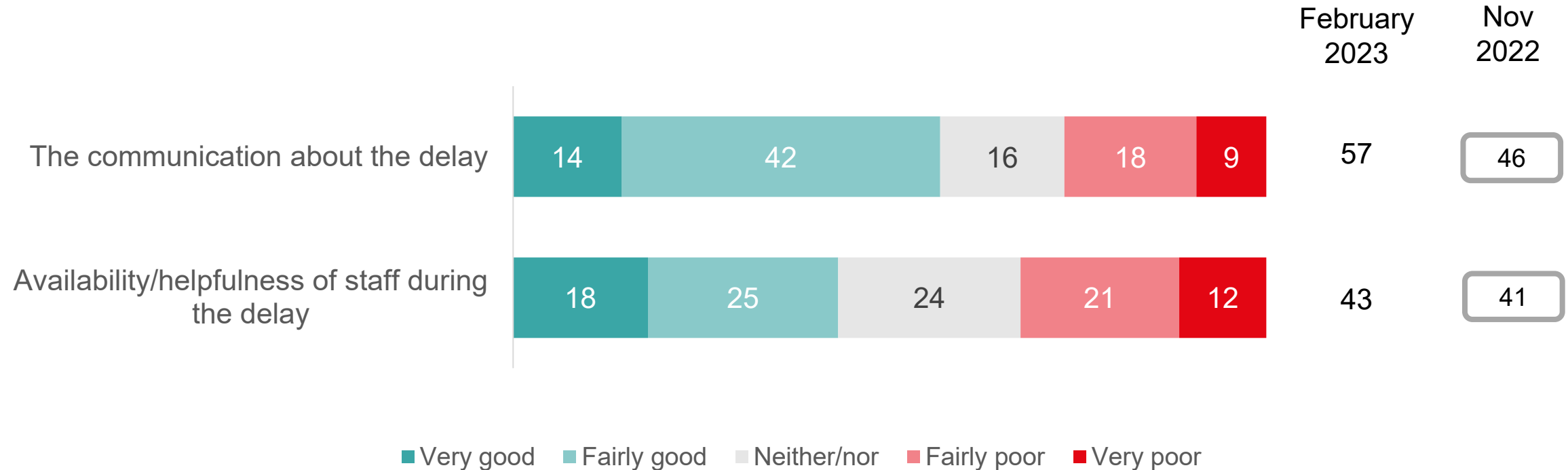
February 2023

- A small amount/not much
- A fair amount
- A significant amount

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? Sample size (all those delayed).

CARE: SMALL SAMPLE SIZE= 97

Rating of communication about the delays has improved since November 2022



Q. How would you rate.... Sample: all those who experienced delays; excludes those who said 'not applicable'.

CARE: SMALL SAMPLE SIZES (top to bottom) = 97 and 95.

Comments about how the delay was handled

Not well. The usual lack of communication, sheer indifference to customer needs.

I think it was handled fine overall.

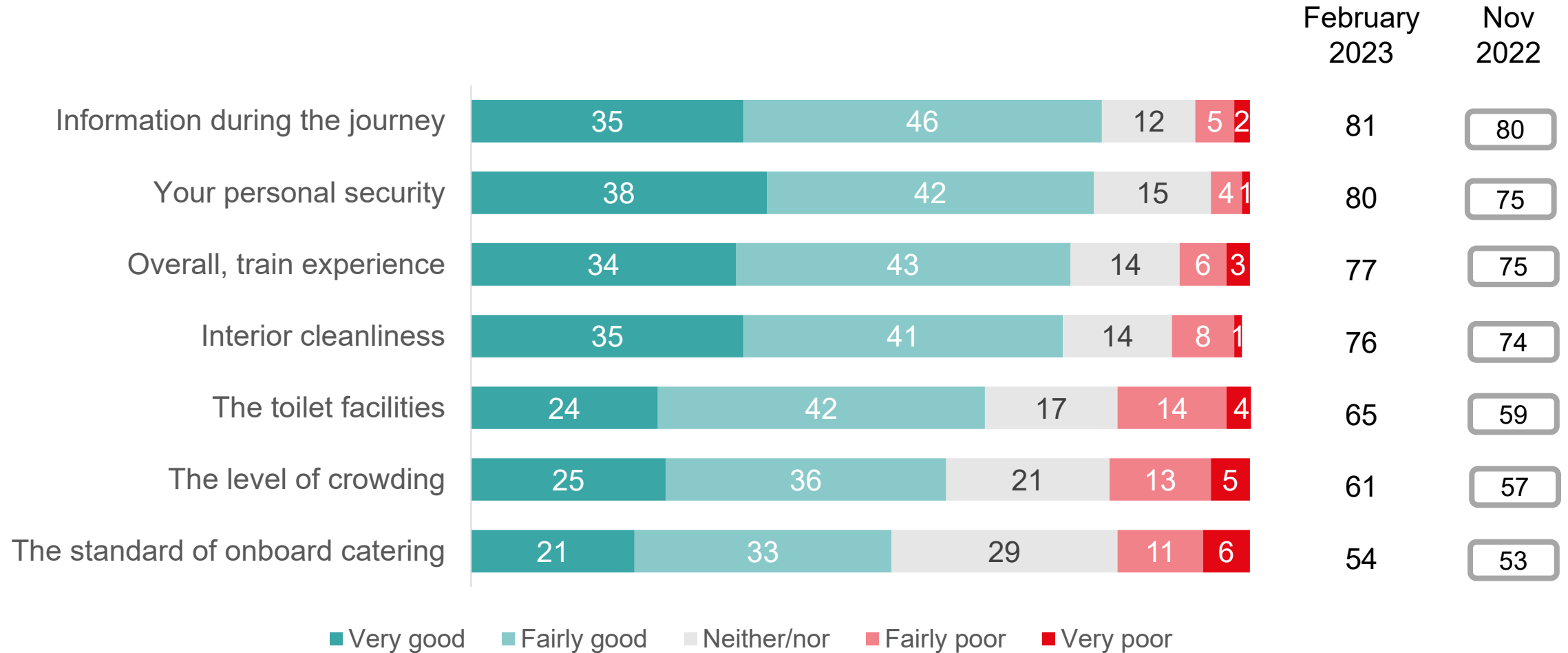
It was awful. There was very little information.

Customer service was good in informing customers. didn't cause too much problems.

In a few words absolutely shocking. Spoke to one the guard on the platform who was apologetic and helpful, felt sorry for them to be honest. The company is a joke makes up new excuses every month.



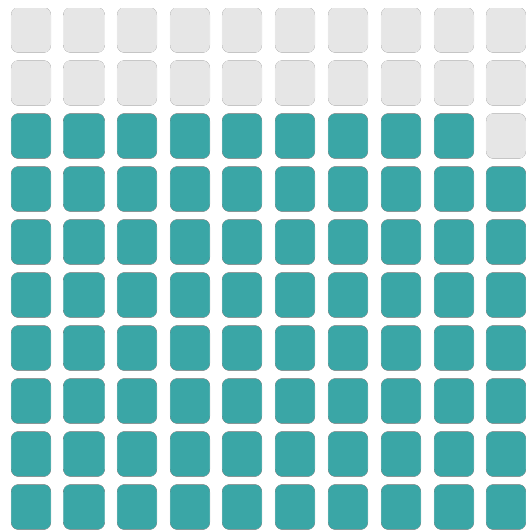
Ratings of on-train experience similar to November 2022. Some improvement in satisfaction with personal security, toilets and crowding



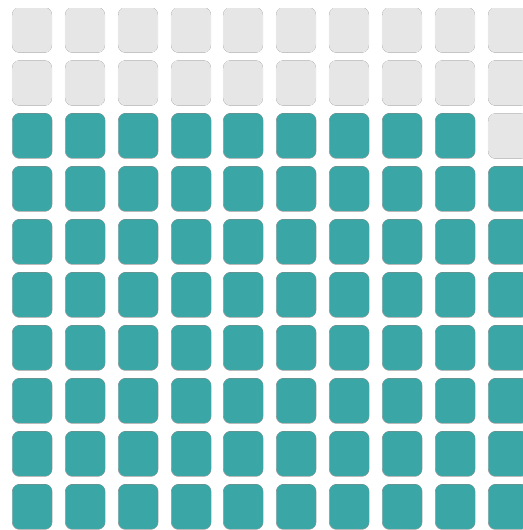
While on the outward/return train with TransPennine Express, how would you rate: i) Information during the journey; ii) Interior cleanliness; iii) The level of crowding; iv) The standard of onboard catering; v) Your personal security; vi) The toilet facilities. Overall how would you rate you experience while on the train. Base sizes exclude those who said 'not applicable'. Sample sizes from top to bottom: 498; 485; 499; 497; 416; 496; 371.

Overall journey ratings in February 2023 are similar to November 2022

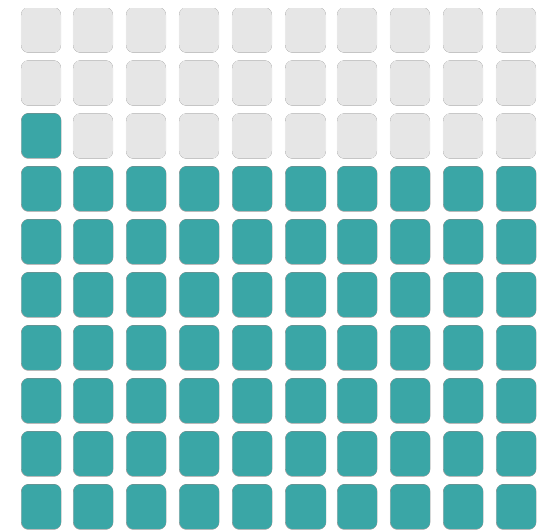
Satisfaction with....



Overall journey
79%



Punctuality
79%



Value for money
71%

November 2022

77%

80%

70%

Q30: 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? Sample size = 499

Passenger comments about the journey overall...

““

It was fine, standard train journey. I still think trains in general are massively overpriced (*fairly satisfied*)

Minor delay well managed and had a comfortable journey (*fairly satisfied*)

””

““

It was a standard journey that I would normally expect between Huddersfield and Leeds any day of the week (*neither satisfied nor dissatisfied*)

Too long, no info, lucky to get home (*neither satisfied nor dissatisfied*)

””

““

Was brilliant on time and great service (*very satisfied*)

I was very happy with my journey. The train was on time and the staff were pleasant. The train itself was clean and it was a quieter time of day so not too busy. (*very satisfied*)

””

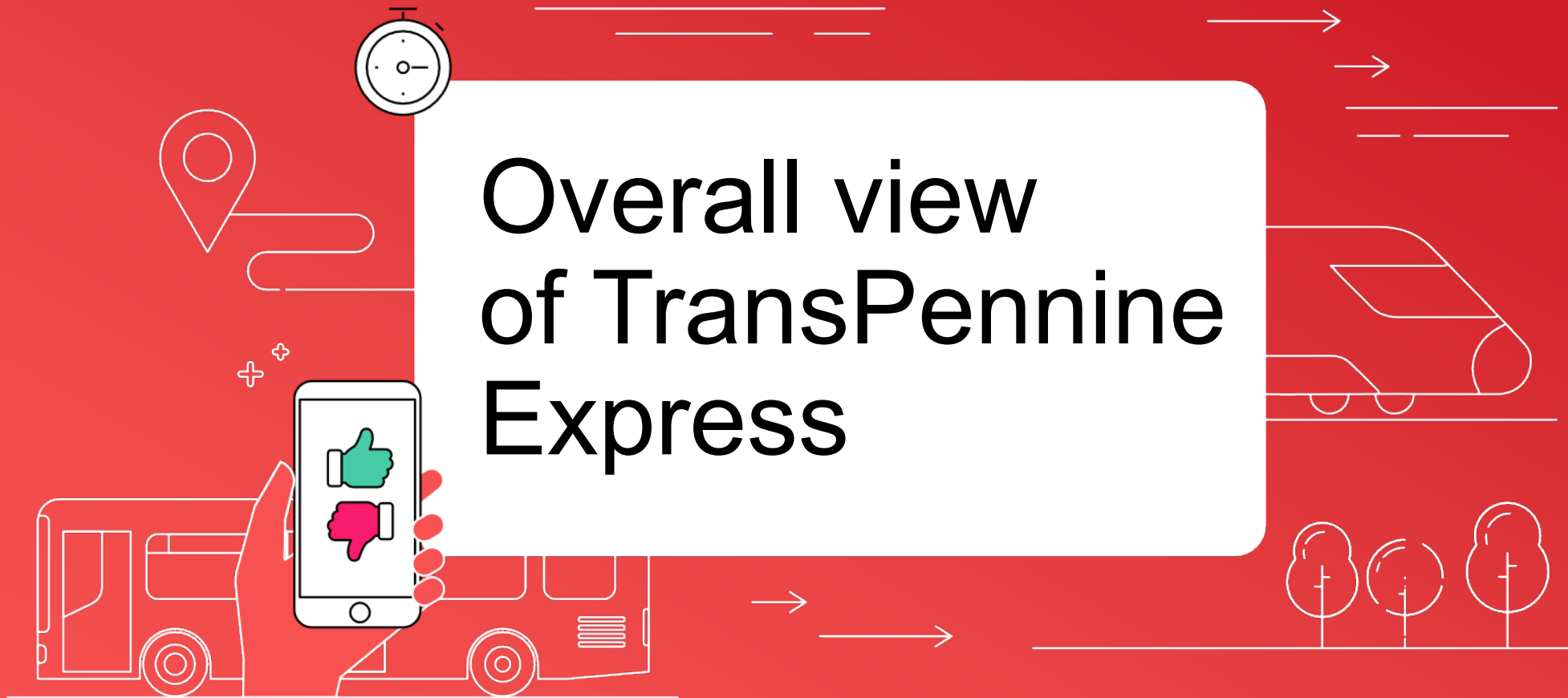
““

Absolute terrible. Never again, I would rather walk from Newcastle to Manchester than give them a penny (*very dissatisfied*)

A national disgrace. An absolute embarrassment from start to finish. (*very dissatisfied*)

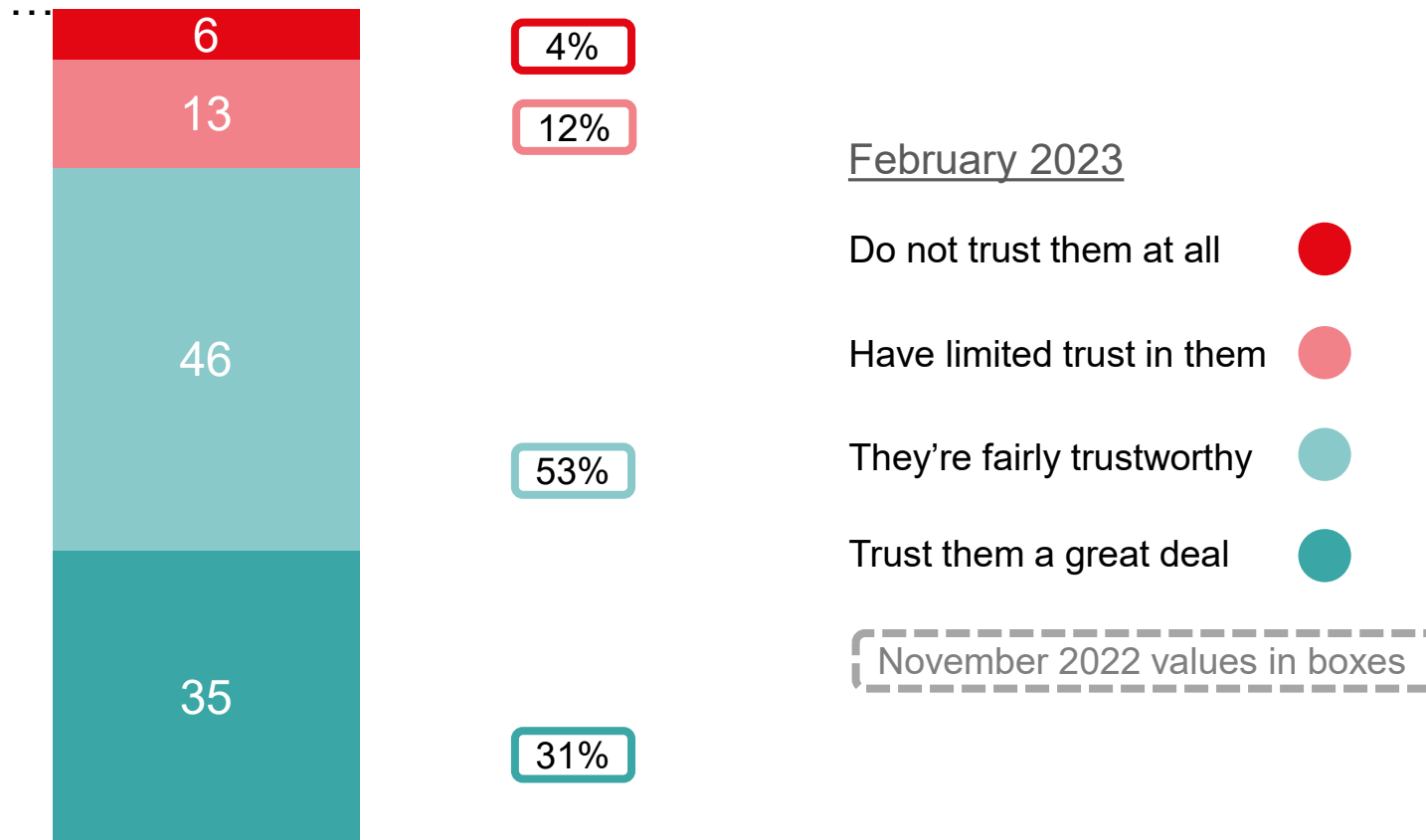
””

Overall view of TransPennine Express



Around four in five say they trust TransPennine Express, which is slightly lower than in November, although the proportion who trust them a great deal has increased

Overall how much do you trust TransPennine Express



Q: All things considered and on balance, how much do you trust TransPennine Express. Sample size = 594

Comments about TransPennine Express services generally

Not bad, better than Northern.

They're a good train service company. I use them a lot and am always fairly satisfied with them

They're doing their best I suppose and when stuff does go wrong they're always informative.

My view of TransPennine Express is good they are a good train line service and satisfied my needs.

Usually quite nice clean trains, with active staff members and they are usually quite punctual.

Pretty hit and miss on the route between York and the east coast.



Passenger comments about how the reliability of TransPennine Express services has impacted them more widely

“

I feel that I could trust them with my journeys in the future and will use them again in the future.

Very reliable never been let down.

Leave earlier in case of delays.

”

“

Impossible to plan a business meeting using them. I avoid like the plague.

I always start my journey an hour earlier if I have an important meeting etc. To allow for cancellations and delays. I should not have to do this.

”

“

It has made getting from one place to another nice and easy.

There has been no impact, I mainly use them for leisure.

”

“

Luckily there are other train companies running the same route otherwise I would have been unable to travel.

They have been very reliable for my commuting needs.

”

Contact

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www.transportfocus.org.uk

Transport Focus is the operating name of the
Passengers' Council

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