



LNER
LONDON NORTH EASTERN RAILWAY



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ON TRACK

A welcome return to full service

Since 14 February 2022, we've been able to run our full timetable

Expanding our route with new destinations

Creating a direct link between Middlesbrough and London King's Cross

Be Kind campaign for all our staff

Tackling anti-social behaviour experienced by railway colleagues

From welcoming customers back onboard to serving new destinations and supporting young people in developing employability skills, we've been working hard to provide both an excellent experience to customers and support to our communities.

A WELCOME RETURN TO FULL SERVICE

Following the impact of Covid on the entire rail industry over the previous two years, we're delighted that since 14 February 2022, we've once again been able to run our full timetable.

The increase in services is important as we welcome more people onboard, discovering our destinations and legendary customer experience.

Also making a comeback has been our famous freshly cooked full breakfasts and a range of hot meal options in First Class. A wide selection of food and drink is also available as part of our pioneering 'Let's Eat At Your Seat' service in Standard, where customers can place their order using a smart phone QR code and have their snacks served directly to them.

To help customers plan their journeys, we continue to place tickets on sale far in advance, with great offers available, including fixed-price LNER Family Return Tickets and savings on up to 20% off LNER Advance tickets for group bookings.

Customers can book direct, fee free and with ease using the LNER mobile

app or website and receive live journey updates, which will provide the latest information about their journey.

The LNER 'Seat Sure' continues to enable customers to select and reserve their own seat so they can travel with confidence knowing they have the comfort of a seat for the duration of their journey. This can be done up to five minutes before their planned departure.

For added reassurance, enhanced levels of cleaning continue to be carried out onboard trains and at LNER managed stations.



This is the seventh LNER: On Track customer report, providing an update on how we're performing and what we've got coming down the line.

EXPANDING THE LNER ROUTE WITH NEW DESTINATIONS

Middlesbrough became the most recent destination to benefit from our world-class Azuma fleet with the start of direct services between Teesside and London King's Cross from December 2021.

The daily weekday service in each direction is the first direct link between Middlesbrough and the capital in more than thirty years and has also connected nearby Thornaby directly with London King's Cross, offering journey times of around three hours.

It is great to see how passionate people in the area have been about the service. Thank you to all those within the local community who came out to support our launch event or have travelled with us on the new service.

Following hot on the heels of Middlesbrough, we're working hard on preparing to serve Reston Station, in the Scottish Borders, later this year. Teams from LNER and industry partners are carrying out essential onsite tasks at Reston to make sure the new station is ready to welcome both customers and our Azuma trains when it opens.

One of the most significant moments ahead of the opening came in February when an Azuma train from Edinburgh stopped at the station, the first LNER train to call at Reston in 58 years. This allowed important checks to be carried out ahead of passenger services being introduced.



To be the most loved, progressive and responsible way to travel, for generations to come.



TOMORROW'S TALENT

Employability and education are an important part of serving our communities, and we want to support the next generation in developing these skills, regardless of where their career journey takes them.



In partnership with Springpod, we created an engaging virtual experience, called Tomorrow's Talent, where students in their final years of education can explore what it's like to be a part of LNER. Following on from the success of our first programme in 2021, which saw 88% of our 157

participants say they'd recommend the programme to a friend, we ran our second Tomorrow's Talent in February and March of this year. The programme focusses on strengthening eight key skills for employability: problem solving, creativity, listening, speaking, staying positive, aiming high, leadership and teamwork. Alongside our Tomorrow's Talent programme, we continue to build on our Responsible Business Strategy and support aspirations all along the route, with new projects set to benefit more than 11,000 children and young people during the next 16 months.

RETFORD LIFT

As part of our journey to make rail more accessible to everyone, we marked the start of 2022 with the opening of a new lift at Retford Station.

The lift links together the low-level Platform 3 with the higher-level Platforms 1 and 2, which welcome LNER services. We aim to create an enhanced customer experience by widening access to customers using wheelchairs, carrying heavy luggage, or who struggle on stairs, without having to wait for the availability of station staff.

The improvements received widespread support from the local community,

including from North Notts & Lincs Community Rail Partnership (NNLCRP), Friends of Retford Station, and Bassetlaw District Council, who joined LNER in 2018 in successfully applying for funding from the UK Government's Access for All Programme.



BE KIND CAMPAIGN

In a bid to tackle anti-social behaviour experienced by railway colleagues, we launched the 'Be Kind' campaign, which saw members of station and onboard staff wear a range of badges to encourage people to be kind when travelling by train.

Featuring phrases such as "I am someone's mum" and "I am someone's brother", the badges have been designed to humanise the person wearing the badge and remind those they interact with that they are more than 'just a uniform'.

After an initial trial of 25 different badges across six locations, we found that the majority of our staff volunteers reported positive change when wearing a badge. Many colleagues noted how the badges drew more empathy from passengers and helped to prevent situations from escalating.

Given the initial success, LNER supplied badges to other train companies, with more than 5,800 badges being worn across the industry and receiving support from MPs such as Rail Minister Wendy Morton.



CALM FUNDRAISING

Our industry-leading partnership with suicide prevention charity Campaign Against Living Miserably (CALM) has reached a new milestone with more than £330,000 raised from both customers and colleagues at LNER.

This fantastic figure was achieved through a combination of fundraising events, along with the Delay Repay Donation Scheme and LNER Perks loyalty rewards. Nameplates from our retired InterCity 125 fleet also raised more than £50,000 at auction and

proceeds from the sale of exclusive LNER merchandise, including the Cooking for CALM Cookbook, have also helped to raise further funds.

In addition to the money raised, more than 100 LNER colleagues are trained as CALM warriors to support those struggling with their mental health.

Having marked our third anniversary with CALM and raised £67,000 since the start of the financial year, we continue our fundraising for this incredibly vital cause.



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OUR PERFORMANCE

At LNER, we work hard to provide customers with a punctual, reliable service and an excellent experience from start to finish.

This approach has been fundamental to our success in attracting people back to our services. We're delighted that the Office of Road and Rail found that, in terms of passenger journeys, LNER was the fastest growing franchised rail operator in 2021 Q4. This is the third quarter in a row that we've achieved this. Looking forward, we remain focused on exceeding customer expectations and promoting the benefits of train travel in order to encourage even more people to choose to travel with LNER.

In the first quarter of this year, we have experienced several severe storms which have impacted not just LNER services but the entire country. Both storm Dudley and Eunice led to reduced timetables in Scotland

and England, with extreme wind speeds and a large amount of rainfall resulting in damage and flooding of rail infrastructure. The safety of our customers and colleagues is always our main priority, especially during disruption as a result of the storms. We'd therefore like to thank all customers affected for their patience and understanding.



WHAT'S COMING UP?

The first stage of works has started outside York Station which will see Queen Street bridge removed and the whole station entrance reorganised to improve the experience for everyone using the station. To allow for the project to be completed, the number of spaces available in our Long Stay Car Park

may be reduced at times, so we'd encourage regular station users to keep an eye out for further details.

For the very latest news on what we're doing to enhance our service, 24/7 customer information and how we are supporting our communities, please follow us on Twitter @LNER or on Facebook @LNERail.

LNER PERFORMANCE IN NUMBERS

October - March (Period 7 - 12 21/22)

Train Performance	Target (%)	Result (%)
Punctuality	84.08	85.23
Mean Average Train Cancellations (% of all journeys)	P7-P12 20/21	P7-P12 21/22
Responsibility	Part Journey / Full Journey	Part journey / Full Journey
LNER	0.34 / 0.54	0.36 / 0.75
Network Rail	1.36 / 1.71	1.54 / 1.71
Mean average trains entering into service (coach missing)	0.01014	
Average planned number of services per week	976	
Average number of miles our trains cover per week	253,958	
Customer Complaints Handling	P7-P12 20/21	P7-P12 21/22
Total number of complaints received	2,456	19,654
Total number of complaints closed	2,408	11,082
Complaints responded to within 20 working days	99.7	98.2
No. of faults notified to LNER	P7-P12 20/21	P7-P12 21/22
Station faults		
Ticket buying facilities	8	8
Information provision	45	207
General environment	1	4
Train faults		
Toilets	7	206
Seats	172	4
Wi-Fi	15	32
Power sockets	3	4
General environment	97	161
Average time taken to resolve the fault	4.9 days	4.59 days
Where fault is not resolved in 20 days:	P7-P12 20/21	P7-P12 21/22
Provided with a progress update within 20 working days	93%	99%
Provided with a progress update within 30 working days	95%	99%
Adherence to Scheduled Ticket Office Hours	P7-P12 20/21	P7-P12 21/22
	75.7%	83.4%
Passenger Assistance	P7-P12 20/21	P7-P12 21/22
Total number of bookings	10,334	67,709
Total number of bookings fulfilled	10,312	67,565
Total number of bookings not fulfilled	22	144

Please note that during P7-P12 20/21, passenger numbers were impacted by Covid-19.



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If you have anything to share, we'd genuinely love to hear from you.

Email us: customers@LNER.co.uk

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