

LNER ON TRACK

ISSUE 1



AZUMA

TRANSFORMING RAIL TRAVEL

GIVING BACK TO THE COMMUNITY

Our Customer
and Community
Improvement Fund

WHAT'S COMING UP?

Swapping paper for
pixels, e-ticketing is
coming this summer

OUR TRACK RECORD

How we measure up
against the National
Rail Passenger Survey



IN JUNE 2018, WE STARTED OUR JOURNEY AS LONDON **NORTH EASTERN RAILWAY (LNER)**, WITH THE AIM OF DELIVERING GREAT CUSTOMER SERVICE THROUGHOUT OUR STATIONS AND ONBOARD OUR SERVICES.

THIS IS THE FIRST OF OUR LNER ON TRACK CUSTOMER REPORTS TO SHARE WHAT WE'RE UP TO, HOW WE'RE PERFORMING, AND WHAT IMPROVEMENTS WE'RE MAKING.

A BETTER JOURNEY

WE'VE BEEN WORKING HARD TO IMPROVE STATIONS AND TRAINS, SO YOUR JOURNEY WITH US IS THE BEST IT CAN BE.

ONBOARD

We know how frustrating it can be when you can't find a seat. That's why in autumn we introduced a new reservation system called Seat Sensor – to make it easier for anyone to find an empty seat. No more wandering hopefully through coach after coach; instead the Seat Sensor tool – found on the onboard Wi-Fi landing page –

shows a map of each coach and, most importantly, which seats are booked and which are free.

We've also been improving our Wi-Fi so you can stay connected on the go. Since January 2019, our Wi-Fi has been free for everyone. And what's more, travellers in First Class now enjoy a much speedier connection.

FOR THE FAMILIES

We know family trips can be expensive, so to help get the whole gang out and about we've introduced a new ticket: the LNER Family Return. The ticket can save families an incredible 54% per journey and is the only dedicated family fare for East Coast Mainline journeys.

Family groups of up to six people can ditch the car and take advantage of guaranteed seat reservations (even for the little ones), faster journey times, free Wi-Fi, and fantastic east coast views at an affordable price.

OUR PRICE PROMISE

We pride ourselves on offering the lowest prices for our journeys, with no pesky booking fees. In fact, we're so sure you won't find a lower fare for the

same LNER journey and ticket type that, if you do, we'll match it and refund the difference.



GREAT FOOD ON THE MOVE

Revamping our onboard catering has been a tantalising task. Eight of our very own chefs from across the east coast route have been chosen to carefully develop our onboard food offering.

With a passion for delicious, locally-sourced food, our chefs bring fresh creative ideas to rail dining. We're also proud to say that they'll be educating budding young chefs from local colleges and catering departments, providing coaching for future industry roles.

STATIONS

Operating 11 stations on the East Coast Mainline, we know how important it is to keep them in tip-top condition.

We're always looking to make improvements and have recently invested in a brand new ticket office and Costa/Travelines outlet at Berwick Station. We have also worked in partnership with the Railway Heritage

Trust to restore some of the station's original features to their former glory.

Similar projects are planned throughout 2019, with subways being transformed at Grantham, Retford, and Durham. A new glass canopy will be installed at the front of Doncaster station and further improvements to toilets and seating are planned to start later this year right across our route.



Tree planting with Weston St Mary Church of England Primary School



Grantham subway with artwork by Grantham College

GIVING BACK TO THE COMMUNITY

CUSTOMER AND COMMUNITY IMPROVEMENT FUND

Our Customer and Community Improvement Fund was established to help people along our route undertake projects and initiatives that address local issues. For example, bringing forgotten spaces to life, supporting mental health projects, the introduction of educational programmes, and delivering environmental benefits.

The scheme will see £500,000 up for grabs each year, with the current round of funding available for projects starting

in Spring 2019. Current projects include everything from planting trees along our route to improving subways at Retford and Grantham stations. For further information about how to apply, visit:

LNER.co.uk/about-us/customer-and-community-improvement-fund

From connecting people to their families and friends, to supporting schemes that help them into work and engaging with schools; we're committed to playing an active role in communities all along the East Coast Mainline.

CAMPAIGN AGAINST LIVING MISERABLY

Our charity partner Campaign Against Living Miserably (CALM) leads a movement against male suicide - the single biggest killer of men under the age of 45 in the UK. We support them by raising funds for their work via

events, utilising our assets, and via our generous customers who choose to donate their delay repay compensation. More about the partnership can be found at: LNER.co.uk/calm



WHAT'S COMING UP?

TRANSFORMING RAIL TRAVEL WITH AZUMA

This year will see the launch of our new Azuma trains. Set to transform rail travel along the East Coast Mainline with a wealth of onboard enhancements and benefits, including more seats, more leg room, improved comfort, and the latest train technology.

We're also looking at where we can increase services along the route in order to make it even easier for people to travel by train. For example, we currently only run one return service between Lincoln and London - but starting in September 2019, from Monday to Saturday this will increase to up to five per day.

The facts:

- We'll have more trains - increasing our fleet from 45 to 65 trains
- That means more than 12,200 extra seats will be on our most in-demand routes - and more of our great-value fares
- The trains are a diesel-electric powered hybrid. This "bi-mode" technology will make them more resilient during disruption
- Azuma has technology, quality and reliability built in - so you can look forward to smoother, quieter, more reliable journeys.



First Class illustration

Standard illustration



E-TICKETING

Summer 2019 will see us swapping paper for pixels, by launching an innovative new digital e-ticketing

capability along our route - with more developments planned throughout 2019 and 2020.

OUR PERFORMANCE

We've been working hard to improve service reliability, reduce cancellations, and minimise the number of trains running with reduced numbers of coaches. We've done this by identifying new systems that put us in the best position to deliver a punctual service for you. We're always looking for new ways to improve our performance; whether it's ensuring our trains depart on time during busy periods by managing boarding in a different way at King's Cross, or reducing the number of short-formed trains by using a new system to plan pro-active tyre-turning and avoid damaged wheels.

We're really pleased to say this is starting to have an impact, with our levels of punctuality increasing, and over the last three months we have recorded our highest levels since we started our journey as LNER.

Our latest results from the National Rail Passenger Survey show that we're on the right track with 87% of customers rating their experience of travelling with us as good/satisfied. We're really grateful for this feedback (especially as it puts us above average for the long-distance sector).

Another way we track how we're doing is through our Net Advocacy Score (NAS) – based on feedback received from customers when asked if they would recommend us to their friends and family. We're off to a great start, and with scores improving over the last few months, we're really listening to what our customers are saying and acting upon that feedback to provide a consistently great customer experience.

WHEN IT GOES WRONG, WE MAKE IT RIGHT

Sometimes things can go wrong, and when they do, it's important that we handle and respond quickly and appropriately. So although we would rather our customers had no cause for complaint, we're happy to say that since June 2018, 95.42% of complaints were responded to and closed within 20 days, in line with our 95% target.



David Horne Managing Director



YOUR LNER IN NUMBERS (FROM JUNE 2018 TO MARCH 2019)

CUSTOMER COMPLAINTS HANDLING

Total number of complaints received	16,813
Total number of complaints closed	16,322
Complaints responded to within 20 working days	95.42%

NO. OF FAULTS NOTIFIED TO LNER

Station faults	
Ticket buying facilities	72
Information provision	3
General environment	8

Train faults

Toilets	209
Seats	75
Wi-Fi	150
Power sockets	176
General environment	154
Average time taken to resolve the fault	12.33 days

Where fault is not resolved in 20 days:

Provided with a progress update within 20 working days	71%
Provided with a progress update within 30 working days	88%
On average: progress update provided within 28 working days	

PASSENGER ASSISTANCE

Total number of bookings	67,622
Total number of bookings fulfilled	64,879
Total number of bookings not fulfilled	249

ADHERENCE TO SCHEDULED TICKET OFFICE HOURS (%) 98

NATIONAL RAIL PASSENGER SURVEY (AUTUMN 2018)

Overall result: 87%

Sub-category	*Target (%)	Result (%)
Station	80	77
Trains	81	77
Customer Service	79.5	75
Dealing with Delays	64.5	53

TRAIN PERFORMANCE

	Target (%)	Result (%)
Punctuality	83.6	74.2

AVERAGE TRAIN CANCELLATIONS (% OF ALL JOURNEYS)

	Part journey	Full journey
Responsibility LNER	0.46	0.90
Network Rail	0.80	1.01

AVERAGE TRAINS ENTERING INTO SERVICE (COACH MISSING)

26 every 4 weeks

AVERAGE PLANNED NUMBER OF SERVICES PER WEEK

1,011

AVERAGE NUMBER OF PASSENGERS PER WEEK

423,391

AVERAGE NUMBER OF MILES OUR TRAINS COVER PER WEEK

264,000

NUMBER OF TREES WE'VE PLANTED WITH CARBON TRUST

2,800

CUSTOMER & COMMUNITY FUND PROJECTS SPEND

£500,000

OUR BUSIEST DAY & NUMBER OF PASSENGERS

Friday 26th Oct - 56,193 passengers

*In addition to our overall National Rail Passenger Survey result, we have a number of sub-category targets agreed with the Department for Transport - this shows how we are performing in relation to these targets.

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THIS IS OUR **LNER**

If you've got anything to share, we'd genuinely love to hear from you. Email us: customers@LNER.co.uk