



LNER
LONDON NORTH EASTERN RAILWAY

ISSUE 5 • SPRING 2021

ON TRACK

Support through Covid-19

What we're doing to support our customers & the vaccine roll out

Transforming our stations

From First Class lounges to larger car parks. The transformation continues

Shifting the dial on gender diversity

Turning up the dial on women's careers in the rail industry



From the East Coast Upgrade to transforming our stations and committing to improve diversity, we've been working round the clock to make improvements and ensure that we can provide a superior experience as customers return to rail.

This is the fifth LNER: On Track customer report, providing an update about how we've continued to support our communities, how we're performing and what we've got coming up.

SUPPORTING OUR CUSTOMERS THROUGH COVID-19

Since our last update in the Autumn, we have continued to operate a timetable in order to support keyworkers and those making essential journeys.

The safety of our customers and our people remain our top priority. At the start of the pandemic, we implemented enhanced cleaning regimes across our stations, offices and onboard our trains. In December, we boosted our army of cleaners by recruiting an additional 35 people into the cleaning team.

As a result of the investment, every week there is an extra 1,400 hours of cleaning taking place by our cleaning partner, Atalian Servest. That means that our cleaning teams have delivered more than half a million hours of enhanced cleaning this past year.

Our reservation-only services, requiring customers to make a reservation up to five minutes before departure, will continue to support customers in social distancing, as more people return to rail in the coming months.

Supporting vaccine roll out in the North East of England

We're doing our bit to support the roll out of the vaccine in the North East of England, by providing more than 370 free car parking spaces at Newcastle Central for people attending the NHS Covid-19 vaccine clinic at Newcastle's Life Science Centre.

A number of spaces have also been made available for NHS staff and members of the vaccination team currently helping with the vaccine roll out.

Anyone who uses the barrier-controlled car park will be given a ticket on entering. This ticket will be exchanged when checking-in at the Centre for Life for a ticket that will allow people to exit the car park free of charge.

EAST COAST UPGRADE: BUILDING BACK BETTER

Over the past eighteen months, we've been working in collaboration with Network Rail to deliver the East Coast Upgrade, a £1.2 billion investment into transforming journeys along our route.

As part of the main stage of work, between March and early June, hundreds of Network Rail workers will be on site 24/7 simplifying the track layout just outside of London King's Cross station. The complex work will see the current layout, which was laid 40 years ago, lifted, replaced and realigned, creating smoother, more punctual and more reliable services for passengers.

Engineers will also complete vital work to reopen a tunnel on the approach to the station, which closed in the 1970s. This will provide two additional tracks, making it easier for trains to enter and exit the historic transport hub.

Whilst the works have been planned to keep disruption to a minimum, we thank customers for their continued

patience whilst we endeavour to deliver these improvements that once complete will enable us to provide additional services and realise the potential of our Azuma trains.

For more information, visit EastCoastUpgrade.co.uk



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



TRANSFORMING OUR STATIONS

Whilst the railway has been a bit quieter, we've taken the opportunity to make improvements to our stations, ensuring that they are in perfect condition to welcome more people back to train travel.

Doncaster Station has been given an impactful and brighter entrance, with feature lighting that is more sustainable and in keeping with the station's heritage, created within the ceiling domes of the main concourse. The £1.1 million project has also seen the former 1970s external canopy replaced with a sleek glazed canopy, running across the front of the station.

At Berwick Station, we've renovated the First Class Lounge, creating a brighter and more comfortable space for passengers. Whilst in York, we have opened brand new women's and accessible toilet facilities as part of a bigger project that will see the station benefit from a long-awaited First Class Lounge later in the year.

We've also been making improvements to our car parking, such as at Durham Station where a total of 147 additional spaces have been created following the completion of a two-level car park. Grantham Station is seeing a similar transformation in parking facilities,

with a new car park and an improved road layout opened in Spring 2021.

These are just some of the wide range of improvements we've been making over the last year but we have many more planned as we work hard to deliver a great experience for our customers.



SHIFTING THE DIAL ON GENDER DIVERSITY

As part of International Women's Day 2021, we pledged to make a change and shift the dial on attitudes to women pursuing careers in the rail industry, particularly train driver roles.

LNER research found that for women of working age, less than a third had considered a career path as a train driver, with 14 per cent of those considering it a male dominated industry.

Whilst we have made progress, with the number of women applying to LNER for driver roles more than doubling in three years, we are committed to encouraging more women to consider train driver roles in the future, with a

goal of 40 per cent of driver applications to be from females by 2025.

If you're interested in a career with LNER, please visit [LNER.co.uk/Jobs](https://www.lner.co.uk/jobs)



DELIVERING A GREENER FUTURE

More than ever before, people are focused on the impact they are having on the world around them. We work across our stations, trains and offices to make marked improvements in order to help deliver a greener future for our communities and customers.

Through the introduction of our bi-mode Azuma trains and the phasing out of our diesel High Speed Train (HST) fleet, we've been able to make travelling by train even more environmentally friendly.

In total, we saved nine million litres of diesel in 2019/20 compared to the previous year, significantly reducing our carbon footprint.

Water refill points across our route are helping reduce single use plastic bottles, whilst the introduction of coffee cup disposal points at many of our managed stations make it easier for customers to recycle some of the 2.5 billion single use cups that are thrown away in the UK each year.



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OUR PERFORMANCE

At LNER, we're focused on providing customers with an excellent experience, whilst also delivering a reliable and punctual service.

We're pleased to say that our performance has greatly improved. For the third consecutive quarter, LNER is the UK's most improved On Time operator, up 36.4 per cent on the same period last year. Whilst the reduction in customers travelling by train has undoubtedly driven some of this improvement, it also comes as a result of a number of projects we've undertaken in partnership with Network Rail and Hitachi, who maintain our fleet.

We have a solid foundation to build on for the future, as we continue to realise the performance benefits of our Azuma trains and as the enhancements made as part of the East Coast Upgrade begin to have an impact.

The Autumn National Rail Passenger Survey was postponed due to the low levels of passengers but rest assured that our dedicated front-line teams continue to put their hearts into every journey, every day.



WHAT'S COMING UP?

Spring and summer will see the completion of the main phase of the East Coast Upgrade, as well as a number of station improvement projects such as our new First Class Lounge at York.

We will also be making a range of improvements to our digital customer

experience, making it easier for you to plan your journey from your front door to your end destination.

For the very latest news on what we're doing to improve our service and support our communities, please follow us on Twitter @LNER or on Facebook @LNERail.

LNER PERFORMANCE IN NUMBERS

October 20 - March 21 (Period 7 - 12 20/21)

Spring 2020 National Rail Passenger Survey (Autumn survey suspended)

Category	Target (%)	Result (%) (Compared YoY)
Station	80	75 (+1%)
Trains	82	82 (+4%)
Customer Service	81	81 (+1%)
Dealing with Delay	64.5	65 (+7%)

Train Performance	Target (%)	Result (%)
Punctuality	83.50	90.58

Mean Average Train Cancellations (% of all journeys)	P7-P12 19/20 Part Journey / Full Journey	P7-P12 20/21 Part journey / Full Journey
Responsibility		
LNER	0.90 / 1.14	0.34 / 0.54
Network Rail	1.00 / 1.03	1.36 / 1.71

Mean average trains entering into service (coach missing)	0.0135
Average planned number of services per week	817
Average number of miles our trains cover per week	206,905

Customer Complaints Handling	P7-P12 19/20	P7-P12 20/21
Total number of complaints received	10472	2465
Total number of complaints closed	11808	2408
Complaints responded to within 20 working days	94.07	99.70

No. of faults notified to LNER	P7-P12 19/20	P7-P12 20/21
Station faults		
Ticket buying facilities	49	8
Information provision	116	45
General environment	3	1

Train faults	P7-P12 19/20	P7-P12 20/21
Toilets	150	7
Seats	785	172
Wi-Fi	136	15
Power sockets	110	3
General environment	439	97
Average time taken to resolve the fault	4.2 days	4.9 days

Where fault is not resolved in 20 days:	P7-P12 19/20	P7-P12 20/21
Provided with a progress update within 20 working days	51%	93%
Provided with a progress update within 30 working days	86%	95%

Adherence to Scheduled Ticket Office Hours	Result (%)
P7-P612 20/21	75.7%

Passenger Assistance	P7-P12 19/20	P7-P12 20/21
Total number of bookings	45738	10334
Total number of bookings fulfilled	45573	10312
Total number of bookings not fulfilled	165	22



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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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