

LNER ON TRACK

ISSUE 2



A better journey

Making fares simpler

Simpler ticketing options on a select number of routes

Giving back to the community

Raising money for our chosen charity CALM

Personalised travel updates on the move

New digital service, LNER Assistant

LNER is now in its second year with lots of exciting news for customers. Our aim is to provide a great customer experience whether you're travelling through one of our stations or onboard one of our services.



Azuma

On 15 May 2019, we introduced our first Azuma train into passenger service between London King's Cross and Leeds. This was a historic moment for the railway and for our customers.

Since then we have introduced further Azuma trains on routes between London and Hull, York, Newcastle, Edinburgh and everywhere in between.

Our Azuma trains provide an improved customer experience, with an extra 7cm of leg-room in Standard, our best Wi-Fi, greater accessibility and a Let's Eat Cafe Bar, in addition to the popular Standard trolley for at-seat service.

Customers in First Class enjoy complimentary two-course meals

freshly prepared in the onboard kitchens using locally sourced ingredients from our East Coast route. First Class also includes larger tables, reclining seats and both USB and plug sockets at every seat.

If you haven't been on one yet, you'll have even more chance over the coming months as we continue rolling Azuma out across our route, with the full fleet in place by Summer 2020.

This is the second of our LNER: On Track customer reports, giving you an update on what improvements we're making, how we're performing and what we're looking forward to in the coming months.



What's coming up?

Azuma

On the 21 October we introduced four additional daily services Monday to Friday between Lincoln and London using our new Azuma trains. Further enhancements to the weekend service on this route will then be made in December, enticing more visitors to experience the many cultural attractions that Lincoln offers.

December 2019 will also see the start of our new Harrogate to London services. We're increasing the number of daily direct services from one to six a day, helping to put the Yorkshire spa town firmly on the map.

Coffee cups

From this autumn we will be helping our customers to reduce their impact on the environment by installing coffee cup recycling points at our stations.

They will be easy to use and help us to increase the amount of waste that we recycle so please keep an eye out for one as they're installed in our stations over the coming months.

Giving back to the community

Our Customer and Community Improvement Fund is there to help people and organisations along our route with projects that support local issues.

We've been busy supporting projects that were successful in the last round of funding, including:

- Helping Nene Valley Railway Youth Group expand and offer more places to young people in Peterborough
- Working with the Dame Kelly Holmes Trust in Edinburgh to offer a development programme for young people within the city

- Funding a project outreach worker at Aspire to Believe to create a range of bee friendly activities in and around Berwick.

If you or your organisation have a similar project and need some funding to get it off the ground, we want to hear from you. For more information, please visit:

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



Campaign Against Living Miserably

Last year, we announced that we had chosen the Campaign Against Living Miserably (CALM) to be our charity partner.

As part of the partnership, we introduced a new option which allowed customers who had been delayed to donate their Delay Repay compensation to CALM. Our frontline teams have

also been raising funds for the charity. They've held bake sales, donned fancy dress and represented CALM at Pride events and running races up and down our route.

We're really pleased to say that these activities have raised an amazing £100,000 for the charity over the last year. Thank you to all those who have donated.



A better journey

In April, we launched our new onboard menu of freshly prepared meals for customers in First Class and an improved range of hot options from our newly branded Let's Eat Café Bar.

The new menu was developed by seven of our chefs, who all share a passion for food and commitment to customer service. A key focus for them as they created the new dishes was a desire to use produce from along our route.

Harnessing some of the latest food trends, the new menu has been totally refreshed including new vegetarian and vegan options. Feedback has been really positive with the Holy Moly breakfast avocado on toast served with a poached egg and fresh tomato, already established as a firm customer favourite.



Making fares simpler

To give customers more confidence that they are buying the correct ticket, we are pioneering a fares trial that will see us offer simpler ticketing options on a select number of routes.

The trial relates to journeys from 2 January 2020 between London King's Cross and Leeds, Newcastle and Edinburgh. We will be removing return tickets on these routes and instead, customers will have the option to purchase single tickets.

This is a significant step toward making fares simpler and if the trial is successful, the changes will be rolled out to our other routes.

Personalised travel updates on the move

To provide customers with up to date information about their journey, we introduced our innovative new digital service, LNER Assistant.

Since the summer, customers who purchase tickets through **LNER.co.uk** receive travel updates, including platform notifications and live journey information. What's even better is that customers can choose whether they receive the messages via Facebook Messenger, text message or our LNER Travel Buddy app.

We are continuing to develop LNER Assistant and hope to make it available to all customers as well as broadening the type of information we can communicate to customers, such as Delay Repay notifications and destination weather reports.

Our performance

At LNER, we've continued to work hard to improve our train reliability, reduce cancellations and minimise the number of trains running with reduced coaches.

Our latest results from the National Rail Passenger Survey show that we're on the right track with 89% (+1 YoY) of customers rating their experience of travelling with us as good/satisfied - putting us ahead of the average for the long-distance sector. We really appreciate this feedback on the changes we're making at LNER, and also on our dedicated teams who show they care and put passion into their work every day.

Our existing, older fleet has done a magnificent job, but it doesn't meet modern day demands and

requires regular maintenance. With the introduction of our new Azuma fleet underway, we will start to see a reduction in the number of faults in the fleet. Azuma also offers us more flexibility during disruption with the bi-mode Azuma trains able to run either on electricity from the overhead wires or on diesel engines.

We're really pleased to say that we are seeing some positive results from Azuma so we will continue to leverage the performance benefits that they offer.

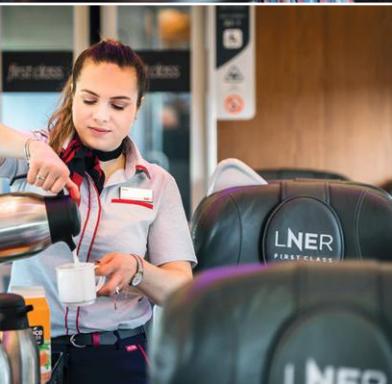
Customer complaints

We endeavour to provide a great customer experience, however we know that sometimes things can go wrong and when they do, it's important that we respond quickly and appropriately.

Since April 2019, 78% of complaints we received were resolved within 20 days.

We're also pleased to say that the number of complaints we receive has reduced by 4% year on year, against the backdrop of an industry increase, resulting in us receiving 113 per 100,000 journeys.





LNER performance in numbers April - September 2019 (Period 1 - 6 19/20)

National Rail Passenger Survey (Spring 2019)

Category	Target (%)	Result (%) (compared YoY)
Station	80	86 (-2)
Trains	81	84 (0)
Customer Service	79.5	78 (0)
Dealing with Delays	64.5	58 (-3)

Train performance	Target (%)	Result (%)
Punctuality	83.3	79.2

Mean average train cancellations (% of all journeys)

Responsibility	Part journey/ Full journey P1-P6 19/20	Part journey/ Full journey P4-6 18/19
LNER	0.5 / 0.73	0.49 / 1.17
Network Rail	0.88 / 1.14	1.02 / 1.40

Mean average trains entering into service (coach missing)

26 every 4 weeks

Average planned number of services per week

1013

Average number of miles our trains cover per week

266,989

Customer Complaints Handling

	P1-P6 19/20	P4-6 18/19
Total number of complaints received	15350	6341
Total number of complaints closed	13437	6217
Complaints responded to within 20 working days	78.72	98.13

No. of faults notified to LNER

Station faults	P1-P6 19/20	P4-6 18/19
Ticket buying facilities	39	13
Information provision	197	0
General environment	10	4
Train faults		
Toilets	158	75
Seats	1333	18
Wi-Fi	120	15
Power sockets	127	28
General environment	561	42
Average time taken to resolve the fault	4.4 days	

Where fault is not resolved in 20 days:

	P1-P6 19/20	P4-6 18/19
Provided with a progress update within 20 working days	51%	79%
Provided with a progress update within 30 working days	86%	89%

Adherence to scheduled ticket office hours (%)	P1-P6 19/20	P4-6 18/19
	98.16	97.6

Passenger Assistance

	P1-P6 19/20	P4-6 18/19
Total number of bookings	39110	18964
Total number of bookings fulfilled	38977	18880
Total number of bookings not fulfilled	133	84

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LNER
LONDON NORTH EASTERN RAILWAY

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