

ISSUE 4 • OCTOBER 2020

ON TRACK

Support through Covid-19

What we're doing to support our customers & communities

Making Rail Accessible for All

Reviewing our first year supporting the Sunflower Lanyard initiative

A Contactless Journey

Introducing contactless car parking to our east coast route

2020 has been unprecedented with the Covid-19 pandemic having a huge impact on our everyday lives including how we use public transport. We'd like to thank our customers and communities for their support as we've introduced a range of measures to keep everyone safe.

SUPPORTING OUR CUSTOMERS & COMMUNITIES THROUGH COVID-19

As a vital service, we continued to operate a minimum of 40 per cent of our timetable throughout lockdown allowing keyworkers to make essential journeys.

The safety of our customers and our people is always our top priority. We implemented enhanced cleaning regimes across our stations, offices and onboard our trains, utilising superior products and increasing the frequency of cleaning schedules. We now have more cleaners than we do train drivers.

To further support the safety of our customers, we introduced reservation-only services. Customers can make reservations up to five minutes before departure and are automatically assigned a socially distanced seat.

Face coverings also play a huge part in keeping everyone safe. We launched a range of regionally-inspired face masks, to promote awareness of their necessity and celebrate some of the many great destinations along our route. Proceeds from sales are being donated to our charity partner Campaign Against Living Miserably (CALM).

During the last few months, we have reintroduced more of our services and have been delighted to welcome many customers back to the railway.



This is the fourth 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.

Throughout the Covid-19 pandemic our people have been determined to use their time away from their day jobs to do something to help our communities.

We created the LNER Reserves - a way of opening up volunteering opportunities for our people to help the NHS, emergency services, charities and other organisations right across the UK.

To date our LNER Reserves have completed more than 6,800 hours of volunteering, carrying out a variety of important activities, including:

- Sending more than 40,000 letters, poems and support packages to care home residents through the Letter to a Friend initiative.
- Making scrub washbags and masks for frontline workers.
- Working at FareShare and Trussell Trust foodbanks.
- Working as NHS Responders and blood bank drivers.
- Contacting elderly and isolated people through Age UK to check in and 'have a chat'.

In addition to our LNER Reserves, we also worked with our suppliers to provide further support to our communities.



Travel Consultant and LNER Reserve, Penny Bond, who set up the Letter to a Friend initiative

LNER RESERVES

With onboard catering paused during lockdown thousands of sandwiches, eggs and other refreshments usually provided onboard our trains were donated to local charities across our route.

Throughout 2020 we have rallied as one to prioritise the safety of our customers, that of our colleagues and to give back to our communities.

Making Rail Accessible for All

Our customers are at the heart of everything we do. We want to make it as easy as possible for people to travel with us and for customers to have the best possible experience.

That's why in 2019, LNER became the first UK train company to introduce Sunflower Lanyards, as part of the ever-growing scheme that allows customers with hidden disabilities to let staff know they might need some extra help.

In the scheme's first year, LNER handed out more than 10,000 Sunflower Lanyards, helping customers enjoy smoother journeys.

We have also trained more than 50 colleagues to be Sunflower Ambassadors, equipping them with the skills to help customers with hidden disabilities such as autism, dementia or visual impairments.



If you would like a lanyard, you can get one from any LNER station by visiting the Travel Centre or information desk. You can also contact us on social media or email customers@LNER.co.uk

Easing Friday Peak Restrictions

Fridays are traditionally one of the busiest days of the week on the railway, with both business and leisure travellers on the move.

As more and more people gradually return to rail, LNER took the decision to address this pinch point by making the unprecedented step of relaxing ticket restrictions on Fridays.

The move helps thousands of customers by spreading demand across the entire day, supporting customers to maintain social distancing, save money and have more choice about when to travel.

Friday restrictions are currently planned to remain eased until 4 January 2021.



INNOVATING TO PROVIDE A BETTER SERVICE TO YOU

Improving Mobile Connections in the North East

We know how vital our connections are between the great towns and cities of the LNER route. We also know how vital mobile connectivity is for our customers so we're working hard to improve this for those who travel on our trains and work and live along our route.

Working in partnership with mobile phone operator O2, we plan to boost network coverage along a 45-mile stretch of the East Coast route between Newcastle and Edinburgh, benefitting both customers onboard but also the many communities where limited or no signal currently exists in parts of North Tyneside and Northumberland.



Planning permission for the first of up to 12 masts has been approved by Northumberland County Council with the final phase of the project making 5G available within Newcastle Central Station by summer 2021.

Let's Eat - at Your Seat

LNER is always looking for new ways to provide excellence in our customer experience onboard. In a first for the UK rail industry, LNER began trials of an 'at-seat' catering offer onboard trains.

The 'Let's Eat - At Your Seat' service enables customers to order and pay for food and drinks from their phone in the comfort of their own seat, without having to visit the onboard Cafe Bar.

At Seat Ordering is in addition to and complements our existing onboard food and beverage services.

Customers in both First Class and Standard can browse the menu in their own time and order at their own convenience, enhancing their onboard experience and improving their journey with us.

The feedback from customers has been extremely positive. The service will become available on more of our trains and include our Chef prepared menus, for customers in First Class on completion of further successful trials.

OUR PERFORMANCE

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

LNER achieved one of the highest overall scores for a long-distance train company as part of the Spring 2020 National Rail Passenger Survey results. LNER secured 91 per cent for overall passenger satisfaction as part of the independent survey by Transport Focus.

This is the third consecutive increase for LNER and represents a two-point increase compared to last year.

We have seen specific increases in scores relating to the cleanliness of trains, car park facilities and provision of information to customers.

Our dedicated front-line teams continue to put their hearts into every journey, every day, so thank you from everyone at LNER.

A Contactless Journey

Throughout 2021, we will begin to introduce a new contactless parking system across the east coast route, enabling customers to have a contactless journey experience from door to door.

Once complete, car parks at 10 LNER managed stations will use an advanced system of Automatic Number Plate Recognition (ANPR), comprising of cameras on entry and exit which will make the new effortless system possible.



Claire Ansley, LNER Customer Experience Director

East Coast Upgrade

In order to deliver important upgrade works to the East Coast route, further engineering work is planned throughout Autumn, Winter and into next year.

For an up to date list of dates to avoid travel, please check eastcoastupgrade.co.uk

LNER performance in numbers

April – September 2020 (Period 1 - 6 20/21)

National Rail Passenger Survey (Spring 2020)

Category	Target (%)	Result (%) (Compared YoY)
Station	80	75 (+1%)
Trains	81.5	82 (+4%)
Customer Service	81.5	81 (+1%)
Dealing with Delay	64.5	65 (+7%)

Train Performance	Target (%)	Result (%)
Punctuality	83.50	94.40

Mean Average Train Cancellations	P1-P6 20/21	P1-P6 19/20
Responsibility for Cancellations (% of all journeys)	Part Journey / Full Journey	Part Journey / Full Journey
LNER	0.24% / 0.21%	0.5% / 0.73%
Network Rail	0.54% / 0.76%	0.88% / 1.14%

Mean average trains entering into service (coach missing)	0.001
Average planned number of services per week	690
Average number of miles our trains cover per week	179,209

Customer Complaints Handling	P1-P6 20/21	P1-P6 19/20
Total number of complaints received	3941	15350
Total number of complaints closed	2529	13437
Complaints responded to within 20 working days	97.7	78.72

No. of faults notified to LNER	P1-P6 20/21	P1-P6 19/20
Station faults		
Ticket buying facilities	7	39
Information provision	61	197
General environment	1	10
Train faults		
Toilets	12	158
Seats	181	1333
Wi-Fi	13	220
Power sockets	1	127
General environment	164	561
Average time taken to resolve the fault	4.1 days	

Where fault is not resolved in 20 days:	P1-P6 20/21	P1-P6 19/20
Provided with a progress update within 20 working days	100%	51%
Provided with a progress update within 30 working days	100%	86%

Adherence to Scheduled Ticket Office Hours	Result (%)
P1-P6 20/21	59%
P1-P6 19/20	98.16%

Passenger Assistance	P1-P6 20/21	P1-P6 19/20
Total number of bookings	8863	39110
Total number of bookings fulfilled	8842	38977
Total number of bookings not fulfilled	21	133



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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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