

LNER ON TRACK

ISSUE 3
MARCH 2020

LONDON NORTH EASTERN RAILWAY

LNER
FIRST CLASS

RAILWAY INNOVATION

LNER Azuma fleet

We continue to roll out more trains to more destinations.

East Coast Upgrade

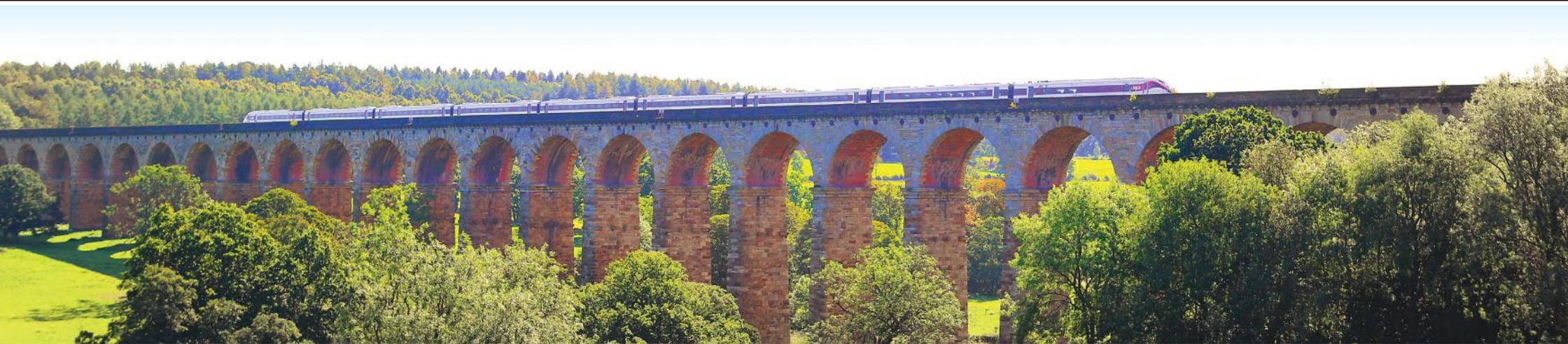
£1.2 billion upgrade for customers now and into the future.

Reduce, re-use, recycle

Our commitment to support the world we live in.

It has been an incredibly busy time on the East Coast route. Millions of customers have travelled with us, more of our Azuma trains have been introduced and we've been putting heart into having a positive impact on the local communities that we serve.

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



Azuma

The introduction of our modern new Azuma fleet continues at speed. We're proud to say that customers at every destination on our route are now enjoying the additional benefits they offer.

Our northernmost destinations of Aberdeen and Inverness were among the most recent locations to receive Azuma services. We celebrated the occasion with local communities in each location, being attentive to the improved customer experience and reduced environmental impact of Azuma trains. We focused on educating customers about the resilience of the Azuma bi-mode technology that allows it to switch seamlessly between diesel and electric mode.

The increased number of Azuma trains within our fleet also allowed us to



introduce additional new services to Lincoln in October and Harrogate in December 2019. Both destinations saw a significant uplift from just one direct London service to six per day in each direction.

The initial feedback from customers has been very positive and it is expected that the new services will provide a boost to the local economies of each region, due to the increased connectivity with the capital.

Alongside this, we are retaining a small number of our InterCity 225 electric trains to ensure we can improve our timetable from December 2021.

What's coming up?

East Coast Upgrade

In order to deliver important upgrade works to the east coast route, further engineering work is planned for the Spring, Autumn and into next year.

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



Giving back to our communities

Across our route, we are currently supporting 27 charity and community projects with funding from our Customer and Community Investment Fund (CCIF).

The Lord's Taverners is the UK's leading youth cricket and disability sports charity. It has benefited from £40,000 funding and is using the investment to run sessions in two locations on our route, Peterborough and Hull.

Applications for the next round of funding opens in July 2020 so if you're interested in applying, please visit LNER.co.uk/CCIF for further information.



The charity uses cricket as a way to engage with young people and help develop skills such as team building, leadership and communication.



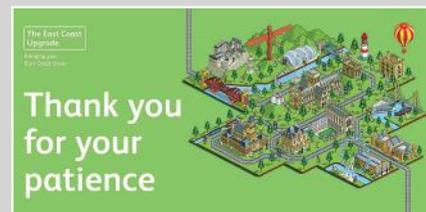
East Coast Upgrade

The East Coast route is undergoing a £1.2 billion upgrade that will help deliver a much-improved railway, fit to meet the needs of customers now and into the future.

Once complete in 2021, the upgrade is set to create much needed extra capacity, meaning that an extra 10,000 customers will be able to travel every day in and out of London on our route.

eastcoastupgrade.co.uk for further information.

We'd like to thank all our customers for following our 'do not travel' advice during previous weekends of major work. Further closures are planned for later in the year so please check



Reduce, re-use, recycle

Our commitment to support the world we live in means we're providing more sustainable environmental solutions to our customers.

Throughout 2020, we will be installing water refill points at many of our stations which will allow customers to access drinking water free of charge. We will be encouraging customers to bring their own water containers to save single-use plastic bottles onboard and in our stations.

Additionally, we will be introducing coffee cup recycling points in stations across the route which will make it easier for customers to recycle their cups after use.

The bespoke design coffee cup recycling points will encourage the responsible use and disposal of one of the most frequently used items on our route.

Our environmental business highlights 2018-2019



We reduced our passenger km carbon footprint by

10.5*%



Our water consumption was reduced by

24.1*%

Our non-traction carbon footprint was reduced by

16.7*%

14 Water Refill Units

were approved to be fitted at 9 stations in 2020



We planted

2,800

native trees at 32 schools along our route

in June 2019 we achieved

0%

waste to landfill



You can find out more about what we're doing at LNER.co.uk/sustainability

Our performance

At LNER, we're focused on delivering a reliable and punctual service that our customers can depend on.

We once again secured one of the highest scores for a long-distance train company as part of the Autumn 2019 National Rail Passenger Survey results. We secured a score of 89% for overall passenger satisfaction as part of the independent survey carried out by Transport Focus. This represents a year-on-year improvement of two points for LNER compared to other long-distance train companies.

We have seen an increase in the scores that LNER's customers gave for the onboard experience they enjoyed. There has also been an increase in the results for the availability of staff at stations and customer journey information.

This is great feedback for our dedicated front-line teams who put their heart and passion into their work every day. Thank you.



Train changes

Recently our services have seen late changes made to the type of trains planned on some routes, and we'd like to thank customers affected by these changes for their patience and understanding. A swap can happen when we are required to use a different type of train than planned and is often done in order to avoid a cancellation or extended delay to a service.

We are working hard with our partners to address the reasons for these set swaps in order to deliver a great experience for all of our customers.



LNER performance in numbers October 2019 - March 2020 (Period 7 - 12 19/20)

National Rail Passenger Survey (Autumn 2019)		
Category	Target (%)	Result (%) (compared YoY)
Station	80	74 (-12)
Trains	82	79 (-5)
Customer Service	81	79 (+1)
Dealing with Delays	64.5	59 (+1)

Train performance		
Category	Target (%)	Result (%)
Punctuality	79	75.75

Mean average train cancellations (% of all journeys)		
Responsibility	Part journey/ Full journey P7-P12 19/20	Part journey/ Full journey P7-12 18/19
LNER	0.90 / 1.14	0.45 / 0.75
Network Rail	1.00 / 1.03	0.93 / 0.98

Mean average trains entering into service (short formation)		81 every 4 weeks
Average planned number of services per week		1,008
Average number of miles our trains cover per week		262,980

Customer Complaints Handling		
	P7-P12 19/20	P7-12 18/19
Total number of complaints received	10,472	15,262
Total number of complaints closed	11,808	19,401
Complaints responded to within 20 working days	94.07	82.86

No. of faults notified to LNER		
	P7-P12 19/20	P7-12 18/19
Station faults		
Ticket buying facilities	49	24
Information provision	116	186
General environment	3	3
Train faults		
Toilets	150	160
Seats	785	1,543
Wi-Fi	136	159
Power sockets	110	63
General environment	439	8.3
Average time taken to resolve the fault	4.2 days	4.4 days

Where fault is not resolved in 20 days:		
	P7-P12 19/20	P7-12 18/19
Provided with a progress update within 20 working days	51%	99%
Provided with a progress update within 30 working days	86%	100%

Passenger Assistance		
	P7-P12 19/20	P7-12 18/19
Total number of bookings	45,738	48,377
Total number of bookings fulfilled	45,573	48,153
Total number of bookings not fulfilled	165	224

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