

Update to East Lancashire & Clitheroe Line CRP

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New contract

- 9 year contract commenced 15th October – 3 year core term with a maximum of an additional 6 years.
- Renewed 'management contract'.
- Longer term contract brings stability to the business and customers compared to the recent short-term extensions.

Rail Business UK

On track to a more sustainable railway: yellow machines go green

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National Rail Contract aims to enable Avanti West Coast to plan ahead

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Train operator Avanti West Coast awarded long-term contract after 'significant improvements'

HS2 announcement

- Following the government's announcement to axe HS2 North of Birmingham we now await confirmation on what this means re wider WCML infrastructure / stations.
- Network North will also need to be understood as more details emerge.

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HS2: Decision to axe North high speed rail 'so wrong', Andy Burnham says

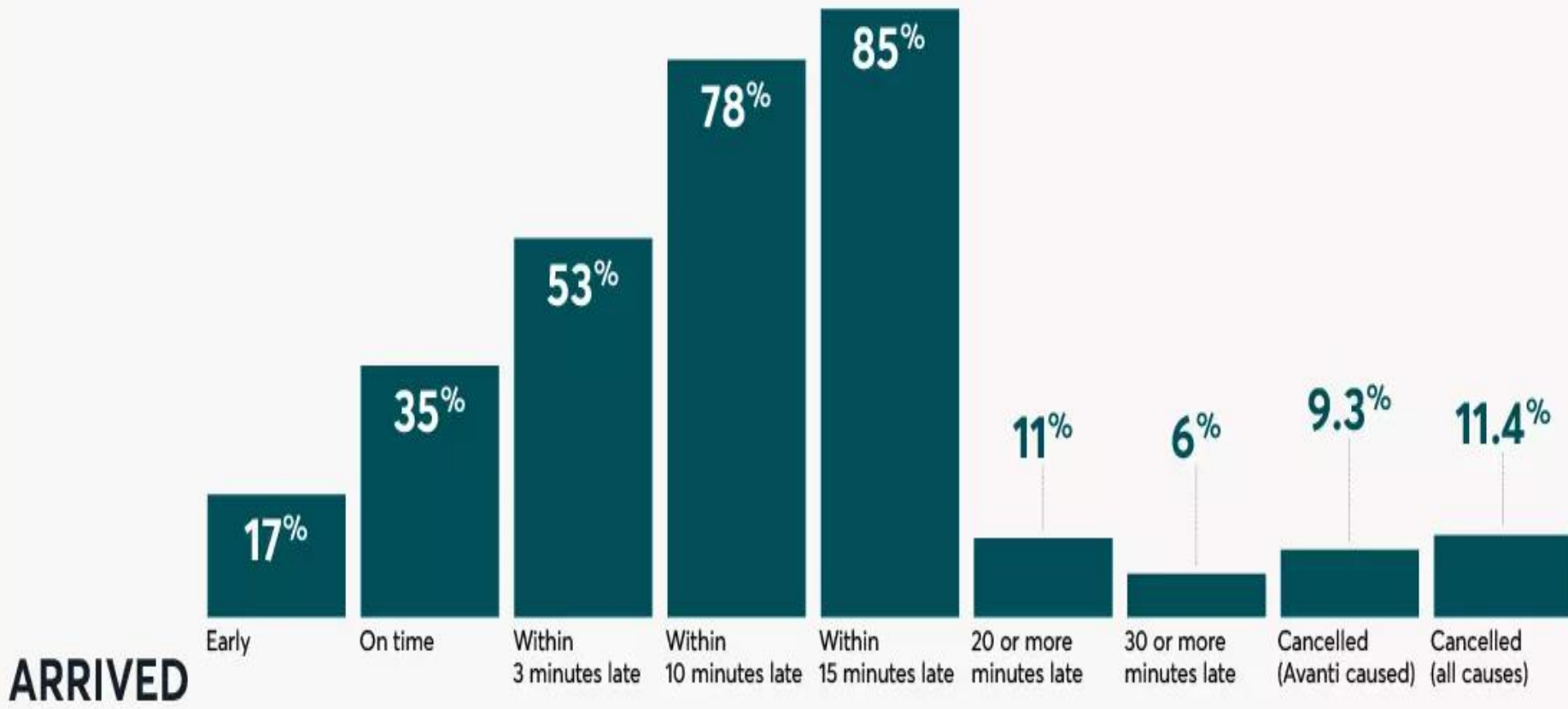
4 October



Avanti West Coast Services punctuality*

Period 2409 / 12 November 2023 – 9 December 2023

*Punctuality measured as percentage of station stops (origins, arrivals and termini), cancellations measured as percentage of trains planned (includes full and part cancellations)



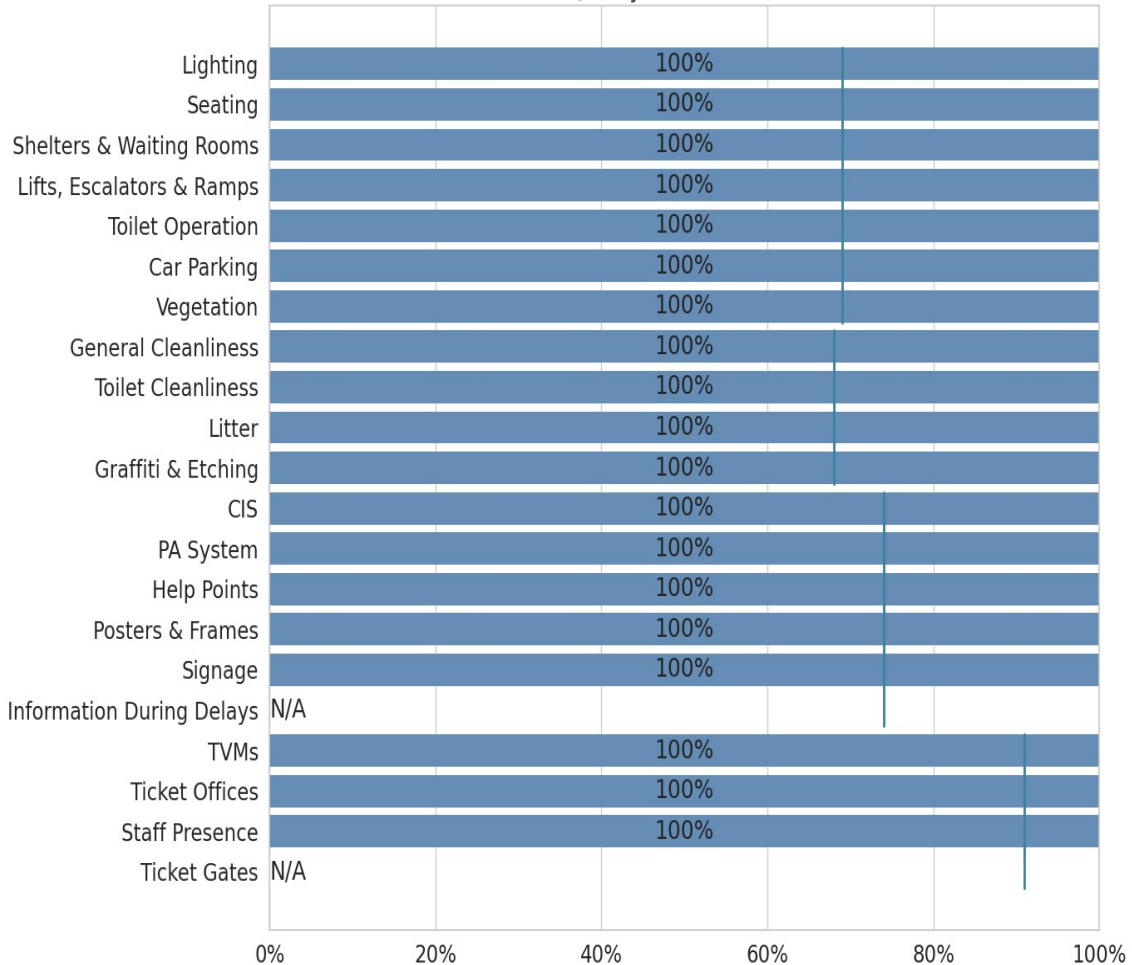
Operations

- **Core timetable reinstated** following amended plan over the festive period to compensate for increased leave, sickness and wider lack of rest day working agreement.
- Strikes and **major infrastructure incidents** have impacted performance.
- **Reliability and performance has stabilised** over the start of this year, with significant reductions in TOC caused cancellations / significant lateness.
- **Rest day working agreement remains key** for ensuring long term consistent stability, however following improved rostering, there is a **reduced reliance on overtime compared to last summer**.
- Outstanding **ASLEF pay national dispute remains a risk**, with more strikes anticipated.
- Recruitment campaign continues to deliver **net increase in drivers**.
- Leave agreements revised from January 2024 will **reduce impact during historic holiday pinch-points**, but some sporadic issues may arise.

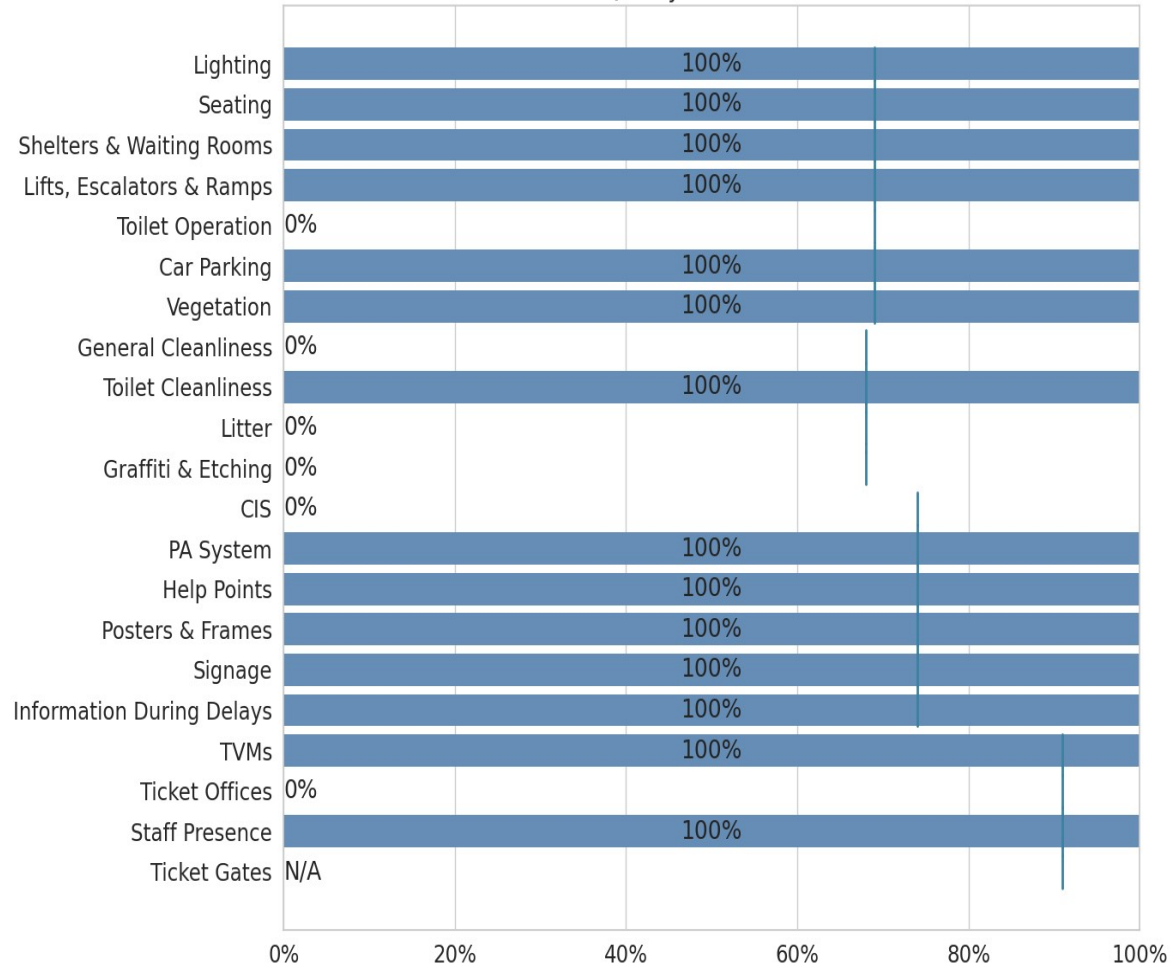


Lancashire stations SQ – latest period

Service Quality Indicator for Lancaster

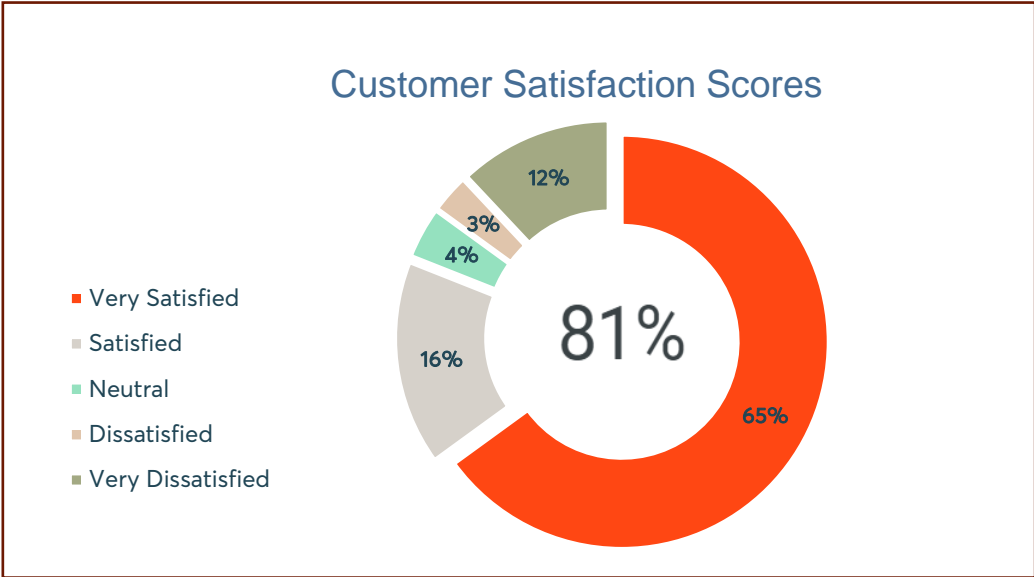


Service Quality Indicator for Preston



Customer report highlights

Tag	Conversations Interacted	Negative Sentiment
Staff – Industrial Action – Strike	813	35.63%
Cancellations – staff shortages	698	82.95%
Train Performance – Delay	428	82.84%
Stay Alert – Seat Reservation	427	13.11%
Train Performance – Cancelled	358	79.13%
Paid Media Campaigns	271	70.52%
CSL2	265	71.20%
Franchise – Avanti Trains	213	87.32%
Tickets – Restrictions	206	14.00%
Delay Repay	195	60.21%
Train Performance – Timetable	186	14.04%
Social Content Responses	139	38.35%
Onboard – Overcrowding	138	94.64%
Onboard - Temperature	135	90.83%
Tickets – Refund – Unused tickets	121	47.06%
Tickets – Change of Journey	118	24.79%
Club Avanti – New Loyalty Scheme	100	36.00%
Social Sparks	71	1.52%
Onboard – Catering – Shop - Facilities	67	87.69%



Customer Relations

Incoming contact reduced by 22.41% to 270 messages. However, overall negative sentiment increased by 12.2 points, up to 67.8%.

Customer report highlights

Total compliance of opening hours	
Birmingham International	99%
Birmingham New Street	98%
Carlisle	88%
Coventry	100%
Crewe	99%
Glasgow Central	92%
Lancaster	95%
London Euston	97%
Macclesfield	99%
Manchester Piccadilly	90%
Oxenholme Lake District	95%
Penrith North Lakes	99%
Preston	99%
Rugby	93%
Runcorn	94%
Stafford	100%
Stockport	85%
Stoke-on-Trent	97%
Warrington Bank Quay	95%
Wigan North Western	93%
TOTAL	95%

These results refer to 1 April 2023 to 16 September 2023 and exclude any dates affected by industrial action during the reporting period.


Complaint figures (1 April – 16 September 2023)

Classification	Count	Percentage	Top complaint category	Percentage comparison to same period last year
Quality on train	9000	38.17%	Sufficient room for all passengers to sit/stand	-24.39%
Delay compensation schemes	2628	11.15%	Claim rejected	-39.77%
Train service performance	1872	7.94%	Punctuality/reliability (i.e., the train arriving/ departing on time)	-51.46%
Company policy	2480	10.52%	Ticketing and refunds policy	-6.24%
Staff conduct and availability	1794	7.61%	The attitudes and helpfulness of the staff at station	-9.71%
Complaints handling	847	3.59%	Complaints not fully addressed/fulfilled by TOC	-21.14%
Fares and retailing	2635	11.18%	Ticket buying facilities - online	54.82%
Timetabling and connection issues	366	1.55%	Timetabling	-33.21%
Provision of information	882	3.74%	Provision of information on website or mobile apps	-11.09%
Station quality	351	1.49%	The facilities and services	-16.82%
Safety and security	355	1.51%	Your personal security on board	-15.27%
Accessibility issues	360	1.53%	Booked assistance not provided at station	19.21%
Environmental	6	0.03%	Environmental	0.00%

Passenger assists

Category	2022 / 23 (1 April to 17 September)	2023 / 24 (1 April to 16 September)
Booked assists	20,546	25,940
Booked assists completed	19,302	22,785
Unbooked assists	8720	10,613
Passenger assistance satisfaction	85%	86%

86%
Passenger Assist customer satisfaction




ZERO
waste to landfill

52%
of waste recycled

70%
target by March 2024

99.87%
of Delay Repay claims processed within 5 working days



Over 80% of customers were positive about the improvements to the travel information on our website.

Pendo refurb

- UK's largest ever train upgrade continues with the completion of the 35th, and last 11 carriage Pendolino.
- All 11 carriage Pendolinos are now refurbished.
- Project on course to finish next summer (2024) as work switches to the shorter nine car trains.
- The £117m investment has helped to deliver a step change in onboard experience.
- Project voted Fleet Achievement of the Year at the National Rail Awards.
- Total of 385 carriages fully refurbished to date
 - 17,780 brand new seats installed
 - 770 infotainment screens
 - 3,010 new tables with WiFi charging
- The work also saw internal reconfiguration, providing c. 8,000 more standard class seats.



On board improvements

New coffee machines

- New coffee machines have been fitted on-board refurbished Pendolino trains from mid December 2023 onwards.
- The new machines are a much-updated model than our previous Pendolino machines, bringing better reliability and quality for customers.
- We will also be moving away from powdered milk to give a better end product for the customer.



New on-board shop payment system

- We're excited to say we'll soon be launching our new Point of Sale Inventory Management (POSIM), This will replace our current onboard till system. The new system is already used by other TOCs and has a proven track record of being a robust and trusted system.
- It doesn't rely on Wi-Fi, instead it uses a SIM card, meaning it is far more reliable than the previous system delivering a better experience for our customers. POSIM also acts as a stock control unit, helping us to get better at predicting stock on your services, and controlling waste, which is a great sustainability element of the new system.



Thank you.



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