



Northern Rail Limited

Passengers' Charter

Final Version

November 2004

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1 Passengers' Charter

1.1 Introduction

Each Train Operating Company (TOC) is required to produce a Passengers' Charter that sets out the commitments that it makes to its customers. The key elements of the Passengers' Charter are:

- A statement from the TOC of its intentions
- Standards of service covering punctuality and reliability
- What passengers can expect - for example on telephone enquiries and booking services, reservations, availability of catering, provision for passengers with disabilities
- What passengers can expect if things go wrong
- Compensation arrangements for single/return and weekly season ticket holders for one-off delays or to monthly or longer season ticket holders if performance drops below the expected standards
- A list of contacts for passenger complaints and comment
- We will also provide copies of other relevant train operators' Passengers' Charters at the staffed stations that we operate (to the extent that they are made available by other operators)

This Charter is a statement of our commitment to provide the safe and high-quality service you have the right to expect. We publish it so that you know the standards we are determined to achieve. We will monitor how well we are doing by measuring our performance and by carrying out regular surveys of your opinion. We will publish the results of our research and review our standards at least once a year.

Our mission is to be a reliable, co-operative and customer focussed operator that will turn a journey into a straightforward, enjoyable and hassle free experience.

To help you, the passenger, to have a clear understanding of the services you can expect to receive, we have produced this Passengers' Charter that sets out our commitments.

Our services are supported by five Passenger Transport Executives (PTEs)

- on Merseyside by Merseytravel
- in the Manchester area by Greater Manchester PTE
- in West Yorkshire by West Yorkshire PTE (Metro)
- in South Yorkshire by South Yorkshire PTE
- in Tyne & Wear by Nexus

The Charter applies to all services operated by Northern Rail including those in PTE areas.

Northern Rail will work with other train operators to provide a seamless national rail network and with operators of other forms of transport to provide an integrated service. Northern Rail has adopted the existing National Rail

Standards that are designed to provide consistent standards of customer service across the Rail Network. They cover:

- Presentation of timetable information
- Arrangements for passengers with disabilities
- Customer service when you change trains
- Help during train service disruptions
- Lost property
- Comments involving two or more operators

Further details can be found in the 'Map & Guide to using the National Rail Network' obtainable at all staffed stations.

This Charter will be reviewed on an annual basis in conjunction with Rail Passengers Committees (RPCs) and PTEs. We welcome your views on content.

Copies of this Charter are available at staffed stations served by our trains or from the address below and is also available to view on our Web site at: www.northernrail.org

Customer Relations Department,
Northern Rail Limited,
PO Box 208,
Leeds,
LS1 2BU

Copies of the Passengers' Charter for other operators using our stations can also be found at our staffed stations.

The Passengers' Charter incorporates information about Rail Passengers Committees, the Guide Dogs Travel Charter, and our Disabled People's Protection Policy (DPPP).

1.2 The Informed Customer

We aim to provide comprehensive, accurate and timely timetable information, giving the platform, departure time and station stops of each train. Departure information will be displayed on the platforms and concourse areas of each Northern Rail station. At larger Northern Rail stations, Customer Information Screens and public address systems will also provide information.

We provide free pocket timetables and other advertising and information material for you to take away at all staffed stations at which our services call and from rail-appointed travel agents.

Advance information informing customers of changes to services as a result of Bank Holidays or planned engineering work will be produced at least four

weeks in advance. Such information will be displayed at relevant stations. We will try to keep disruption to a minimum.

As much notice as possible will be provided in the event of unplanned or emergency train alterations. Information will also be given on BBC 2 Ceefax page 434 whenever possible and on the live departures page of the National Rail web site www.nationalrail.co.uk.

When new timetables are introduced we will ensure that they are available at least four weeks prior to their commencement.

The National Rail Enquiry Service (NRES) provides comprehensive information on all rail services. It can be contacted by telephoning 08457 48 49 50, 24 hours daily. A Textphone service is available on 0845 60 50 600 during the hours of 0800 & 2000 daily. Alterations to services due to engineering work and at Bank Holidays are normally available up to 12 weeks in advance. All calls are at local call rate. NRES has a performance standard of answering 92.5% of calls made.

Times when stations are staffed will be displayed on notices at each station and is also available on the NRES Website at www.nationalrail.co.uk.

A map showing the Northern Rail network is shown at the rear of this Charter.

Station staff, where they are provided, will be able to answer enquiries and provide help and advice. This can also be obtained from staff on trains.

We will endeavour to widen the range of outlets that carry our material.

Information about Northern Rail services, including current train running information can be accessed from our website: www.northernrail.org

1.3 Buying a Ticket

A full range of tickets is available from the ticket office at Northern Rail stations. Seat reservations, where available, can be made from the ticket offices of larger stations. Tickets can be purchased by cash, cheque (backed by a guarantee card), most major debit and credit cards, Rail Warrants and Travel Vouchers. All Northern Rail services operate a standard accommodation class.

We will serve you in an impartial, accurate and efficient way. We will always try to sell you the most appropriate ticket for your journey whether or not you are travelling on Northern Rail. You will not have to wait to buy a rail ticket more than five minutes in busy periods and three minutes at all other times.

The opening hours of each ticket office will be displayed at each station. We will display details of busy times at ticket offices to help you avoid delays. If you wish to make a reservation or purchase a ticket in advance of travelling this information will enable you to choose a quieter time in which to do this. We will undertake regular checks to ensure that the above standards are

being achieved and the results will be published every six months. We report the results of our checks to the SRA, PTEs and RPCs and will also make these results available at staffed stations every six months

A Telesales service is available 0800-2000 Monday to Friday, 0900-1700 at weekends on 0845 700 0125. Tickets may be purchased from our Website at www.northernrail.org. Please allow seven days for delivery of tickets. Tickets are also available from rail-appointed travel agents.

Tickets for travel should be bought before your journey commences. Tickets are available wherever there is a staffed ticket office or a suitable self-service ticketing machine. Where such facilities are available, but you travel without a ticket you will have the opportunity to purchase one on the train from the Conductor. In these circumstances, only the full single or return fare tickets will be available and you will not be entitled to any discounts or special terms which would otherwise apply. Where fraudulent travel is involved it is our policy to seek criminal prosecution.

As part of our commitment to making sure that we provide the service you expect, we need to make sure that all our customers are paying the appropriate fare for the journey they are making. In addition to our on-train conductors we also deploy Travelling Ticket Inspectors who will make random checks of tickets. These staff are there to demonstrate to our fare-paying customers that we are doing everything possible to ensure others do not fail to pay. Where there is evidence of an intention to defraud us of fares due we will seek criminal prosecution.

On some routes we may, introduce a Penalty Fares Scheme. Wherever a penalty fares scheme is in place, there will be ticket machines at stations and customers must buy a ticket or permit to travel before they board the train. If they do not do so, they may have to pay a penalty fare as well as the full fare for the journey they are making.

On non penalty fare routes, when journeys commence at locations where there is no ticketing facility available, the normal range of tickets will be available from your conductor on board the train.

If you decide not to use a ticket you have bought you can apply for a refund at any station ticket office within 28 days of the date shown on the ticket. Tickets purchased from a Travel Agent or via another operator's telesales must be returned to the issuing office. We will normally charge an administration fee of £5, unless we have been at fault. Special conditions apply to advance purchase products such as APEX tickets.

1.4 Customers with Disabilities or Restricted Mobility

Northern Rail aims to make its services accessible to all including those with disabilities or restricted mobility. We have a Disabled Peoples Protection Policy

(DPPP) that sets out the services that disabled customers can expect when travelling with Northern Rail.

A summary of the DPPP is freely available to customers at all staffed Northern Rail stations, by writing to or telephoning our Customer Relations Department, or on our Website at www.northernrail.org. The DPPP is also available in large print, Braille and audio format by contacting our Customer Relations Department.

Our commitment includes:

- a) The availability of a telephone pre-booking assistance service to ensure that customers are met and assisted throughout their journey. In order to ensure that the best service is available, we advise customers to give at least 24 hours notice. We will consider appropriate compensation if arrangements made in advance for travel on Northern Rail and for Northern Rail stations are not provided.
If it is not possible to give notice it may still be possible to help you. The special contact telephone numbers for this purpose are:
Customer Relations, Assistance Helpline Telephone: 0845 600 8008 or Textphone 0845 604 5608. 0600 – 2300 Monday to Friday, 0700 - 2200 weekends)*
*There is a recorded message outside these hours.
- b) A pre-booking ticket and reservation service that can be completed at the same time as help is confirmed (some rail tickets require advance purchase).
- c) All our services carry ramps and our staff will be able to use them.
- d) We will try to provide space as far as practicable in our trains for customers using wheelchairs, both manual and electric, of standard dimensions (120cm by 67cm), however, other types of scooter or powered vehicles cannot be carried.
- e) Northern Rail accepts the National Disabled Railcard that offers price reductions of up to a third on a range of rail tickets.
- f) Northern Rail's services call at approximately 500 stations and levels of accessibility and assistance vary considerably. This can be clarified by ringing our Customer Relations, Assistance Helpline.
- g) Northern Rail will do as much as possible to ensure ease of access into its stations and onto its trains.
- h) Northern Rail will consult with the Royal National Institutes for the Blind, and for Deaf People and other agencies who represent disabled people to improve the provision of information and better understand access requirements.
- i) Northern Rail will have due regard to the Code of Practice "Train and Station Services for Disabled Passengers" published by the Strategic Rail Authority (SRA) in February 2002.
- j) Northern Rail is pleased to support the Guide Dogs Travel Charter.
- k) Northern Rail will provide all staff with Disability Awareness training.

1.5 Station Standards & Facilities

We will maintain our stations in a good condition and to a high standard of cleanliness. We promise that regular inspections will be carried out to ensure these standards are maintained. We report the results of our inspections to the SRA, PTEs and RPCs and will also make these results available at staffed stations every six months.

All Customer Service staff at our stations will be easily identifiable and will present a good image, wearing full uniform including name badges.

Security personnel will patrol selected Northern Rail stations and car parks and to provide further security cover, surveillance cameras will be installed at certain stations.

We will use our reasonable endeavours to ensure that a public telephone is provided on, or in the immediate vicinity of all Northern Rail stations. We will provide real time information about our train services at Northern Rail stations by means of public address and/or information screens. Alternatively, passengers may request information by means of a Help Point or freephone hotline where public telephones are provided.

Toilets, where provided at Northern Rail stations, will be regularly cleaned and kept in good order.

We will display notices at stations giving details of our address and telephone number, facilities available at the station, details of other nearby public transport and taxis, the location of the nearest public telephone and details of how to complain, firstly to the Company and, if not satisfied, to the local Rail Passengers Committee

1.6 Train Service Standards & Facilities

We will review the train service we offer regularly. The emphasis will be improving the reliability and capacity of train services and reducing journey times wherever possible.

Northern Rail plans services so that customers boarding trains should be able to obtain a seat in normal circumstances. Customers should not have to stand on our trains outside of peak times unless they choose to, and at peak times for no more than 20 minutes. Where customers do need to stand, the number doing so should not exceed 35% of the seating capacity. Where our projections of future demand suggest that these standards will not be met we will consult with the SRA and PTEs to discuss with them the most appropriate solutions.

We will operate a reservation service allowing you to reserve a seat, where possible, in advance. This is only possible on the Northern Rail services as indicated in the timetable. Where a reservation is not honoured, we will refund any seat reservation fee paid and, with vouchers, the cost of the journey if no alternative seat is available.

We will maintain our trains in a good condition and to a high standard of cleanliness. Regular inspections will be carried out to ensure these standards are maintained. We report the results of our inspections to the SRA, PTEs and RPCs and will also make these results available at staffed stations every six months.

All customer service staff on our trains will be easily identifiable and will present a good image, wearing full uniform including name badges. They will keep you informed during your journey and help with any problems, should they occur.

We will continue to aim for improved standards of punctuality and reliability. We will publish our reliability and punctuality figures at all staffed stations every four weeks. These figures will be independently audited every year.

We will operate at least 99% of services in the published timetable.

Our punctuality standards for arrival at final destination are as follows: –

- Short-distance services (punctuality) – We aim that at least 91 out of every 100 trains (91%) will arrive within five minutes of the time shown in our timetables.
- Long-distance services (punctuality) - We aim that at least 91 out of every 100 trains (91%) will arrive within 10 minutes of the time shown in our timetables.

Sundays are not included for the purpose of calculating punctuality and reliability performance.

Certain causes of delay are outside of our control and are not included when calculating punctuality and reliability performance for compensation purposes. These include vandalism, security alerts, and exceptionally severe weather conditions which similarly affect other modes of transport and where no special pre-advertised emergency timetable has been in operation. Essential engineering work sometimes takes place at weekends and late at night. This may mean that services are changed. Information will be provided at local stations at least four weeks before any planned changes to services in your area.

Where planned engineering work or other disruptions prevent us from providing our normal rail services a bus service may be substituted. We regret that, on buses, we will not be able to carry prams, pushchairs, bicycles or wheelchairs that do not fold up.

In severe weather, trains often continue to run when roads and airports are closed. However, when speeds are reduced, delays can build up and

schedules may be disrupted.

Emergency timetables may be used depending on weather forecasts or local conditions. We will give you as much notice as we can before these emergency timetables come into force.

1.7 Safety

Northern Rail is committed to running a safe railway and to ensuring that appropriate resources are available to do so. We will protect the safety of our customers, staff, contractors and the general public who may be affected by our actions and will ensure that property and the environment are protected.

The ways in which we identify, control and minimise hazards and risks are set out in the Company's Safety Policy that is translated into measurable actions in a Safety Plan that is produced annually and reviewed regularly.

1.8 Environmental

Our Promise is that we are dedicated to the continual improvement of our environmental performance.

Our main aims are:

- To comply with all our legal obligations.
- To make efficient use of renewable and non-renewable resources.
- To keep abreast of technological developments impacting on environmental performance and adopt those where practicable.
- To engender an environmental culture which enables employees to be fully involved and aware of their environmental responsibilities.
- To specify, monitor and review annual environmental objectives for key managers.

1.9 Smoking Policy

For your comfort all Northern Rail trains are fully non-smoking.

1.10 If Things Go Wrong

We recognise that passengers want to know what is happening when things go wrong. Our staff on our trains and at stations will help by providing as much information as they can to passengers.

In cases of severe disruption, every effort will be made to provide alternative transport to ensure you reach your final destination. In exceptional circumstances, hotel accommodation may be provided.

If a delay to a Northern Rail service adds an hour or more to your journey, we will offer you rail travel vouchers to the value of at least 50% of the fare you paid for that journey. The vouchers are available for use on Northern Rail and other train operators' services. This also applies to weekly season ticket holders.

Separate arrangements for season ticket holders of one month or longer are shown at Section 1.11 below.

If you purchase a ticket for your journey and the train you plan to catch is delayed or cancelled, or your reservation is not honoured and you decide not to travel, you will be given a full refund if you return your unused ticket to any ticket office.

1.11 Season Ticket Holders

Season Ticket holders have made a long term commitment to us on the basis of the statements made in this charter. Therefore the price you pay on renewal of your Season Ticket is linked closely to our performance.

The Northern Rail network is divided in to five Performance Management Units (PMU). Each PMU is treated as a Service Group. Please see Table 1 below.

Table 1

Service Group	Reliability Standard %	Reliability Penalty/Trigger %	Punctuality Standard %	Punctuality Penalty/Trigger %
Tyne, Tees and Wear (Long Distance)	99	98	91	88
Tyne, Tees and Wear (Short Distance)	99	98	91	88
Lancashire & Cumbria Local	99	98	91	88
Lancashire & Cumbria Inter-urban	99	98	91	88
West & North Yorks Inter-urban (Long Distance)	99	98	91	88
West & North Yorks Inter-urban (Short Distance)	99	98	91	88
West & North Yorks Local	99	98	91	88
South & East Yorks Inter-urban	99	98	91	88
South & East Yorks Local (Long Distance)	99	98	91	88
South & East Yorks Local (Short Distance)	99	98	91	88
North Manchester	99	98	91	88
Merseyrail City Lines	99	98	91	88
South Manchester	99	98	91	88

If, for your Service Group, Northern Rail's average punctuality or reliability falls below the percentage shown in the columns identified as "Penalty/Trigger %" in Table 1 above, in respect of the preceding twelve months, holders of season tickets valid for longer than one month will receive a 5% discount on renewal within four weeks for a similar journey and period.

If both punctuality and reliability performance fail to meet these thresholds in respect of the preceding twelve months, season ticket holders will be given a 10% discount on renewal.

These discounts will be paid for the relevant Service Group to holders of PTE multi-modal tickets as detailed in Table 2 below and those rail-only tickets issued by all PTEs. Where two or more Service Groups are covered by such PTE issued tickets only one 5% discount in respect of punctuality and one 5% discount in respect of reliability (or the one combined 10% discount for both punctuality and reliability) will apply for any period to which discounts apply.

Table 2

Passenger Transport Executive	Ticket Type	Notes
Greater Manchester Passenger Transport Executive	County Card	(Greater Manchester Travel Ltd. season tickets)
Merseyside Passenger Transport Executive - Merseytravel	TRIO, TRIO Plus	
West Yorkshire Passenger Transport Executive	Metro Card	
Tyne and Wear Passenger Transport Executive – Nexus	Network Travel	
South Yorkshire Passenger Transport Executive	Travelmaster	

Compensation for holders of weekly season tickets is the same as for an individual journey. Season ticket holders not renewing their tickets may request the discount in the form of rail travel vouchers.

1.12 Bicycles

Northern Rail serves stations in some of the most beautiful and challenging countryside in the UK. We would like to welcome you and your bicycle to Northern England – by train. Cyclists may travel on any service operated by Northern Rail where space permits. Most trains can only accommodate two bicycles. There will be no extra charge for bringing your bicycle on a Northern Rail service.

Bicycle spaces can be reserved on certain services. To avoid disappointment it is essential to book at least 48 hours in advance of your journey. Reservations can be made at many staffed stations, at Rail appointed Travel Agents or by phoning 0845 600 8008. On all other services, space is allocated on a first come, first served basis subject to space being available. Only one accompanied bicycle per person will be allowed, in the interests of other customers.

Motorised cycles, tandems, tricycles and 'Rann' type trailers cannot be conveyed.

1.13 Lost Property

If you lose something on trains or at stations you can contact your nearest staffed station or telephone the Northern Rail Customer Relations team on 0870 602 3322.

If something is handed in to Northern Rail, we will:

- Try to contact the owner, if they can be identified;
- Give a receipt to the person who handed the item in, if they ask for one;
- Keep the item for three months (unless it is something that will decay, like food); and keep a record of it.

1.14 How to Contact Us

We value what you have to say, and by passing on your opinions you will help us to improve.

We do our best to give you the quality of service you have the right to expect. Our aim is to achieve customer satisfaction by improving our services in response to your comments.

Statistical feedback taken from the Northern Rail Customer Relations database will be provided, each 4 week period, to the Northern Rail Executive Group. A category will be included to show the numbers of customers dissatisfied with the initial response given. The same information will be available for consideration in developing proposals to improve the services and products offered by Northern Rail.

Northern Rail will provide information in the format and at intervals required by the SRA on the number of comments and complaints received, and our performance in dealing with them, to the SRA, PTEs and RPCs.

If you wish to make any comment or complaint, please contact the Customer Relations Department as follows:

Telephone: 0845 600 1159

Textphone: 0845 602 3713

(Calls are charged at local rates for these numbers from anywhere in Britain)

E-mail: customer.relations@northernrail.org

Address: Customer Relations Department,

Northern Rail Limited,
PO Box 208,
Leeds,
LS1 2BU.

Staff on our trains and at our stations can provide you with a Customer Comments and Claim form.

Notices providing contact information are provided on our trains.

1.15 Seeking Your Views

Northern Rail actively seeks your comments and opinions. Regular feedback will enable us to introduce improvements. We will achieve this by:

a) Undertaking market research to establish your expectations and tell us how you think we are performing. Shortcomings identified between expectations and current performance will be targeted and acted upon.

Extracts from our market research will be circulated to relevant PTEs and RPCs. This information can be made available on request to passengers by contacting the Customer Relations Department.

b) Inviting you to participate in customer panels that will consider customer service improvements.

c) Holding regular "Meet the Manager" sessions.

1.16 Contacting your Rail Passengers Council and Committees

We will always do our best to satisfy all complaints. If you still wish to take the matter further you can refer it to the Rail Passengers Council and Committees (RPCs) network. The RPC are the official, independent watchdog for rail passengers, set up to protect and promote passengers' interests. They push for service improvements, provide free, impartial advice and can take up complaints on your behalf with train operating companies and service providers if you are not satisfied with their response.

The contact details for the RPCs are:

Telephone: 0845 3 022 022
Textphone: 0845 8 501 354
Address:
Rail Passengers' Council
Freepost
WA1521
Warrington
WA4 6GP

Web site: www.railpassengers.org.uk

1.17 National Rail Conditions of Carriage

This Passengers' Charter does not affect your legal rights as set out in the National Rail Conditions of Carriage. Copies of the National Rail Conditions of Carriage are available from staffed stations or from the Customer Relations Team at the address shown in section 1.14 above.

1.18 Other Useful Contact Numbers:

National Rail Enquiry Service	
All train time and fare enquiries:	08457 484950 (24 hrs)
National Traveline	
(all public transport enquiries):	0870 608 2608 (8am – 8pm daily)
Network Rail National Helpline	
(for all track and railside enquiries):	08457 114141 (24 hrs)
British Transport Police:	
Emergencies	999
Non-emergencies	0800 405040
Crimestoppers	0800 555111

1.19 Northern Rail Network Map

