

Provision of travel information during your journey

All Grand Central trains are fitted with both an audio speaker system announcing station and statutory information, as well as LCD displays reading out the same information simultaneously. Additionally, customer information screens and/or help points are available at all stations, and senior conductors will make announcements on board if necessary.

How requests for information are handled at the station

Grand Central do not run any stations, however members of staff from other companies are available at many of our calling points - for information see [our page on station facilities](#).

How information about train schedules, tariffs and platforms is provided

We provide all information about [train timetables](#) and [fares](#) on our website. This information is additionally available on other train company and third party websites. We provide timetables and information at calling points along our route, and customers can also call our customer relations team on [0345 603 4852](#) (option 4, then option 1, 09:00 - 17:00 Monday to Friday).

Ticket-buying facilities

You can purchase Grand Central tickets via [our website](#) or [app](#), on-board our trains, via our telesales team on [0345 603 4852](#) (option 3, then option 1) or at any other location which retails train tickets (including other train company websites and apps). We do not operate any of our own stations, but tickets can be purchased at any staffed station or any station with a ticket vending machine.

Availability of staff at the station for information provision and ticket sales

While we don't operate any of our own stations, we mostly call at staffed stations - the exceptions to this are:

- Pontefract Monkhill
- Wakefield Kirkgate
- Mirfield
- Brighouse
- Low Moor

These stations feature ticket-buying facilities via vending machine. All other stations called at by Grand Central are staffed and feature ticket retail facilities.

How information to disabled people and persons with reduced mobility is provided

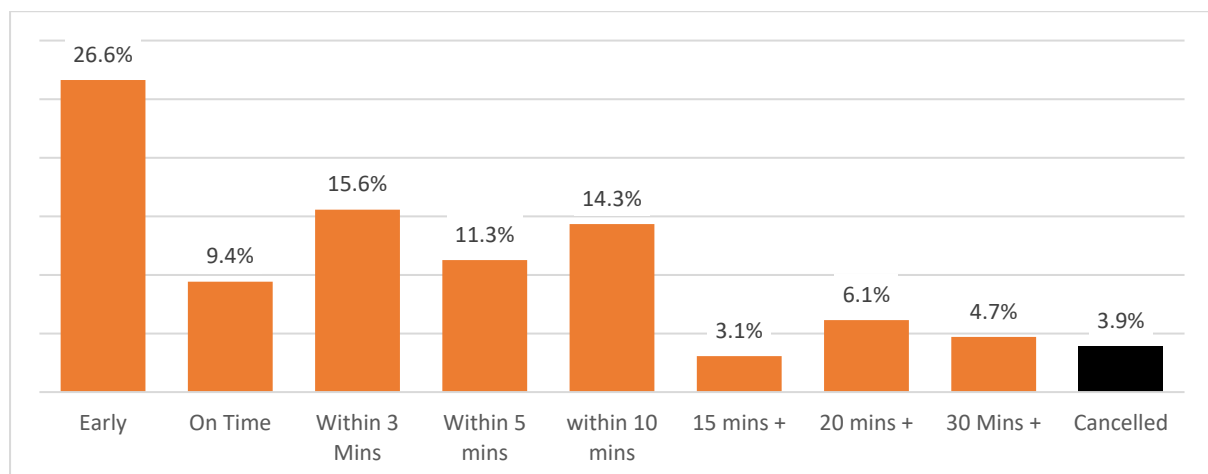
- [See our dedicated Passenger Assist information here.](#)

Right time arrival

From April 2019 all train companies in Great Britain have reported right time arrival as well as PPM (see below). This is a measure of the number of services, as a percentage, that arrived at **all stations** on the services we operate within specific timeframes.

The graph of the most recent period's performance is as follows:

23rd July 2023 – 19th August 2023



2022 - 2023 figures

Please note that the statistics in the table below refer to the period running 1st April 2022 – 31st March 2023

Metric	Percentage	Notes
Overall average delay of services	5.42 mins	Average mins lateness at final planned destination.
Percentage of services cancelled	2.4%	Percentage of planned trains which did not run their full planned journey, or call at all their planned station stops
Percentage delay at departure		Excludes cancellations.
Percentage delay at arrival	21.1%	Excludes cancellations.
<i>Of which</i>		
% delay of less than 60 minutes	57.7%	
% delay of 60 - 119 minutes	3.9%	
% delay of 120 minutes or more	0.1%	

[See Grand Central's contingency plans for disruption here](#)

Train performance

We measure the punctuality and reliability of our trains and the standard measure used throughout the rail industry in Great Britain is the Public Performance Measure (PPM). This is a combined measure of how many trains timetabled to operate have run throughout the entire route and calling points and how many have arrived at their final destination within ten minutes of their advertised time. The results of this measure are reported every four weeks.

Dates 2022- 2023	PPM Total
1 April - 30 April	88.2%
1 May - 28 May	82.5%
29 May - 25 June	75.1%
26 June - 23rd July	78.0%
24 July - 20 August	63.4%
21 August - 17 September	76.9%
18 September - 15 October	83.0%
16 October - 12 November	72.3%
13 November - 10 December	61.5%
11 December - 7 January	63.8%
8 January - 4 February	72.8%
5 February - 4 March	78.9%
5 March - 31 March	76.3%

Passenger information during disruption

Cleaning intervals

Whether you're travelling with us for a shot hop or a longer getaway, we want you to feel comfortable and confident on board our trains, which is why we undertake rigorous cleaning procedures. We have three types of cleaning regimens for our trains, from least to most intensive:

- **In-transit cleaners** travel and clean on select services, performing ad-hoc cleaning as the train is in motion.
- **Turnaround cleans** are undertaken once a day when a train reaches its terminus, including deeper toilet cleans and rubbish collection.
- **Heavy cleans** are carried out regularly, with the whole fleet deep cleaned every eight weeks.

Air quality

As Grand Central does not operate any stations, we do not measure this.

The air filters on our trains are renewed approximately every 60 days as part of their regular maintenance schedule.

Toilet availability

All Grand Central carriages are fitted with a retention toilet (meaning we don't vent waste onto the tracks), while **Coach F** has a larger, accessible toilet for passengers with reduced mobility.

If the accessible toilet is not available on a particular service, this information will be provided to stations, so passengers requiring them may be informed. This information will also be provided when two or more non-accessible toilets are out of use.

Grand Central Inhouse Customer Survey

Twice a year, Grand Central undertake an in-depth survey with our passengers (where customer has purchased a ticket through our website). We contact them via email asking them to rate our performance for the most recent journey undertaken with us. Below are the results of the recent survey (customer travelled between April 18 & June 18)

Measure	Scoring
Net Promoter Score	47.5
Customer Satisfaction	40.5%
Level of crowding (out of 5)	4.0
Provision of information (out of 5)	4.1
Staff helpfulness (out of 5)	3.9
Train cleanliness (out of 5)	4.0
Staff helpfulness (out of 5)	3.9
Facilities seats , tables, power, wifi (out of 5)	4.1
Seat Availability (out of 5)	4.3
Sufficient space for luggage (out of 5)	3.7
Value for money (out of 5)	3.9

Information on delays

You can check if your journey is delayed using our [live arrival and departure boards](#) or check for any future [planned engineering works](#) that may affect your travel. Network Rail also have a [Delays explained](#) section on their website where you can find out more about the common causes of delays - and what we're doing to reduce their frequency and impact.

Complaint handling, refunds and compensation information

Our process for managing complaints is covered under the "If things go wrong" section of our [Passenger Charter](#). Our complaint procedure can be found [here](#).

Please note that where statistics on this page refer to "2022 - 2023", this is the period running 1 April 2022 – 31 March 2023.

We dealt with 55.69% of complaints within 20 days. The target is to deal with 95% of complaints within that time.

Measure	Result
Number of complaints closed	2150
Received complaints	2451
Responded to within 20 working days	55.69%

Top complaint categories (2022 – 2023)

Complaint category	Count of complaints	Comments & planned improvements
Punctuality/reliability (i.e. the train arriving/departing on time)	1024	2022 was a challenging year for several reasons for Grand Central and our punctuality/reliability was mainly impacted throughout the year due to significant fleet issues. This resulted in numerous cancellations during the year. Like other TOC's we were also impacted by extreme weather conditions in the winter and summer months. We also managed services around the industrial action that took place and whilst we were not involved in the action, we were directly impacted due to the restrictions in service the strikes imposed. In 2022 there were numerous occasions where due to vandalism such as cable theft, our punctuality was impacted along with TOCs. A minimum of five separate incidents of overhead wiring being damaged in the south which again had negative consequences for our service. Whilst some of the disruption is beyond our control, the fleet issues are very much within. We have been working closely with a train maintainer to resolve the position through a recovery plan that is being managed at a senior level across Grand Central, Arriva UK Trains and our maintenance supplier. Additionally, to inject some resilience into our operation, we are reviewing some options to obtain additional trains. This process can take some time to implement and we're working both on the recovery plan and additional trains. Longer term, we have a programme team, supported by Arriva UK Trains, reviewing our long term access rights strategy, with a fleet replacement programme as a priority.
Facilities on board	619	This mainly involves catering services onboard throughout the year. Due to the punctuality issues, First class has been de-classified on services which has meant that our First Class passengers have not enjoyed the service they had paid for. We also had a supplier issue with our ordering system, as the supplier went into administration and were unable to support with system security improvements required by the Banks rendering our card system unavailable for several months whilst we were able to contract a new supplier and new systems were put in place. We did offer a cash only service however for some passengers this was unacceptable. When we have had to use alternative Gc service as alts for cancelled services, this has also meant that the train has been full and standing, which in turn resulted in passengers being unable to access the buffet or staff to be able to service First Class.
Upkeep and repair of the train	190	Tying in with the fleet issues as the top issue in 2022, is the upkeep and repair of the trains. We have kept in close communication with our engineering team reporting any issues that our passenger highlight to our engineering team. This has involved leaking windows, air -con, heating for example. Our maintenance programme has remained agile throughout the year and we have prioritise the work as required.
Sufficient room for all passengers to sit/stand	183	Due to the service cancellations and disruptions, a large portion of alts were with GC services. This resulted in trains being full and standing. Passengers also raised concerns during Industrial action when we were one of the few operators to run services as well as when there was significant network disruption from vandalism. As advised, we have a plan in place to support our fleet issues and improve our overall performance in 2023.
Other – miscellaneous	169	These issues have been logged where the case handler has been unable to locate more suitable options. We have a new team in Grand Central with all of the staff case handling having less than 12 months experience in the business. With further support and training, this will be reduced in 2023 to ensure the reasons for the customer complaints are more accurately logged.

For full information on our assistance systems for persons with reduced mobility, see [our page on Passenger Assist here](#).