

TAKING THE NORTH FURTHER



STAKEHOLDER NEWSLETTER

FEBRUARY 2019



New Trains Update

We now have 10 Nova trains in the UK from all of the three Nova fleets. This includes seven Nova 3 trains that will operate on our North TransPennine route that have been undertaking a variety of tests across the network before we introduce them to our customers later this year. As advised in the last newsletter, the first Nova 2 train arrived in the UK before Christmas. Testing of that train has been taking place on the West Coast Mainline between Stoke and Macclesfield where it successfully reached speeds of 125mph. Finally, we also have two Nova 1 trains with us – one in full TransPennine Express livery, being tested across the Pennines on our North route.

All three of the fleets are still set to be delivered into service by the end of 2019. We will keep you updated in future editions of the newsletter.



Dear Stakeholder,

2019 is going to be a very exciting year for TPE with the introduction of new trains and new services across our network and we look forward to working with you to promote these improvements in the coming year.

I hope you have had the opportunity to see at least one of our new fleets that are currently being tested across the north. I'm sure you will agree that the new trains will be a welcome improvement for all our customers across the North and Scotland once introduced.

As updated in last month's newsletter, I am pleased to report that performance has been steadily improving week on week, with this trend continuing into the New Year, since the introduction of the performance measures included in the new timetable last month.

You'll see announced in this newsletter the winners of our Transform Grant scheme and we are very excited to see the good work that these projects will deliver for their communities. In addition to Transform, we now have a shortlist for our Customer and Communities Improvement Fund (CCIF) projects which you will also find in this newsletter. We are grateful to those stakeholders who have provided matched funding that have enabled some specific projects to be taken forward. I'm sure you will agree these schemes will make a huge difference to customers in and around those stations.

Our annual stakeholder survey is due to land with you in the next couple of weeks. We are extremely keen to hear your views on how you feel TPE is performing and what you think of how we engage with you. Graham, Lucja and I would be really grateful if you could spare some time to complete the survey and let us have your feedback. It should take no more than five minutes to complete and is being conducted by ComRes. Your feedback will be used to inform our engagement and communications activity so please let us if there are things we can do to improve the way TPE works with you in Taking the North Further.

We will continue to keep you informed of developments that are taking place, however if you have any queries about any aspect of our business or services, or would like a meeting, please let us know.

Louise Ebbs
Strategy Director



Performance Update

It has been a few weeks now since the start of the new timetable in December 2018 and we have seen a marked improvement in Public Performance Measure (arrival at end destination within ten minutes) of circa 20% and a significant decrease in the number of services being cancelled short of their final destination. Regularly we are meeting and exceeding the PPM targets and are pleased that a number of stakeholders are proactively telling us that performance has improved.

Early indications for performance are good and we will continue to closely monitor and assess the impact and effectiveness of these changes and consider, particularly in light of the performance of services in and around Manchester (approaches to Manchester Victoria and the Castlefield corridor), whether further amendments will be required to improve train service performance further.

Every four weeks we publish a report on the range of indicators from the previous four-weeks of operational performance. The most current report can be downloaded via the following link: <https://www.tpexpress.co.uk/-/media/about-us/customer-commitments/performance-transparency/tpe-performance-report-period-10.pdf?la=en>

Customer facilities at Dewsbury station

TransPennine Express in conjunction with West Yorkshire Combined Authority and Kirklees Council are to jointly improve facilities at Dewsbury station as follows:

- Installation of toilet facilities (ladies, gents and accessible) and a changing place facility
- Installation of a waiting shelter on the towards Leeds platform at the station

Funding from TransPennine Express will come from its Customer and Communities Improvement Fund, with matched funding from West Yorkshire Combined Authority/ Kirklees Council. The programme of works to install each facility is currently being progressed, with works expected to start on-site during 2019/20.

We are also working with Kirklees Council to relocate the secure cycle parking facility into the main station car park from its current position on the towards Huddersfield platform. In addition, we are also discussing with Kirklees Council the potential installation of electric car charging points for the car park at Dewsbury station.

Platform works at Marsden station

Platform two at this station has a large step between the platform and the train. Network Rail have advised that they are to carry out works on this platform to address this issue. A programme of works is currently being developed with works expected to commence on site soon.

Smart Season Tickets

TransPennine Express has been working on an industry wide project, led by Transport for the North, to revolutionise season tickets across the North. Season ticket customers now have the option of having their ticket on a Smart card instead of the traditional paper version.

The Smart card lasts up to ten years and is contactless, making it quicker and easier for customers to pass through automatic ticket barriers. TPE customers can now renew their season ticket online, at booking offices, Ticket Vending Machines and from summer 2019, on-board our trains.

We have been rolling out the Smart season tickets on a route-by-route basis with commuters from Scarborough, Seamer, Hull and Malton being able to



purchase the tickets before Christmas followed by Northallerton, Thirsk, Middlesbrough and Thornaby being rolled out in early February.

We will be looking to make journeys Smart enabled, making them available for Smart cards, on a route by route basis.



OFFICE OF RAIL REGULATION

Office of Rail & Road - Improving Assisted Travel Consultation

TransPennine Express has been invited to respond to the ORR's consultation, targeting improvements to the assisted travel service which enables customers to receive the assistance they need when using the railway.

Key topics covered by the consultation include the following:

- Making information about accessing the railway more concise, digestible and relevant;
- Taking steps to improve the reliability of the assistance provided;
- Ensuring staff receive disability awareness training so that they are equipped with the skills to help disabled customers when travelling;
- Increase the availability of accessible alternative transport;

There is increasing demand for accessible taxis and private hire vehicles to enable travel for customers where stations are currently inaccessible, or when the train service is disrupted, however the availability of these vehicles in many areas is low. We would like to work with local authorities to encourage greater provision of these vehicles and invite those who have the means to influence taxi and private hire offerings to contact Charlie French, our Accessibility & Transport Integration Manager, to discuss further: charlie.french@firstgroup.com

On board cycle reservations

Following the introduction of reservations for bikes conveyed on TransPennine Express services, as promised we are working to reduce the amount of time a reservation would need to be made in advance. Subject to availability on board, we plan to reduce this to two hours before the departure of that service compared with 24 hours currently.

We are expecting to be able to introduce this change during May 2019 and will confirm in due course the actual implementation date once finalised.



Transform Grants Fund – the winners!

We are pleased to announce that 12 lucky winners from across the North of England and Scotland have now been selected to receive a share of £50,000 from our Transform Grants fund. This year we received 114 applications totalling in excess of £450,000. Over 6,000 votes were cast this year which is incredible – our thanks to all those who entered and voted. The winning schemes address three key areas – social inclusion, youth unemployment and environmental impact.

Scotland & Cumbria

- Trees for Cities, Edinburgh: Restoring historic planting in Braidburn Valley Park
- Cumbria Wildlife Trust, Carlisle: Gosling Sike – explore, learn, grow
- Glasgow Children's Hospital Charity: Pop-Up Teddy Bear Hospital

Humberside, Lincolnshire & South Yorkshire

- Hull & District Anglers' Association: After-School Angling at Brough
- Ruskin Mill Trust Ltd, Sheffield: High Riggs Composting Scheme
- Open Minds Counselling Service Ltd, Doncaster: Social Inclusion for Complex Lives

North East, North Yorkshire & West Yorkshire

- Skill Mill, County Durham: Ferryhill Carrs Improvement Scheme
- Mirfield In Bloom, Mirfield
- Malton In Bloom, Malton

North West (Incl Lancashire, Greater Manchester, Cheshire & Merseyside)

- Station South CIC, Levenshulme: Station Greening
- Heaton's Men In Sheds, Stockport: Planters, Benches & Birdboxes
- Lancashire Community Finance Trust Ltd, Preston: Skills for young peoples' self-employment success

We would like to thank all those organisations and community groups which applied and wish each of them the best of luck with the delivery of their projects.

Customer & Community Improvement Fund

In September 2018, we launched our Customer and Community Improvement Fund, welcoming applications from Local Enterprise Partnerships, Local Authorities, local community groups, organisations and charities for a share of £1.4 Million in support of schemes that address the wants and needs of customers, while also improving the links between the railway and the towns and cities it connects.

We are pleased to announce that the following schemes will receive funding, with projects to be delivered between 2019 and 2021:

- **Dewsbury** – Installation of male, female and accessible toilets including the provision of a Changing Place facility, as well as the construction of an additional waiting shelter on the towards Leeds platform. Funded jointly with West Yorkshire Combined Authority/ Kirklees Council
- **Hull** – Refurbishment and expansion of existing toilet facility
- **Lea Green** – Provision of new and improved cycle and walking links to/from Lea Green Station to facilitate sustainable journeys in partnership with St Helens Council
- **Levenshulme** – Contribution towards redevelopment of the former Levenshulme Station South to create a cycle hub and community facility located on the main cycle route from Levenshulme to Manchester City Centre in partnership with Railway Heritage Trust and Manchester City Council
- **Malton** – Redevelopment of the station booking office to create an accessible toilet, waiting room and new booking office
- **Manchester Airport** – Improvements to the customer toilets and installation of a Changing Place facility
- **Meadowhall** Contribution towards the Interchange Cycle Hub at this station, delivered in partnership with Sheffield City Council
- **Middlesbrough** – Customer facility improvements within the station as part of the wider Middlesbrough station masterplan proposals, funded with Tees Valley Combined Authority
- **Scarborough** – Redevelopment of the current ticket office and installation of a Changing Place facility
- **Seamer** – Contribution towards the Access for All bid for accessibility improvements at Seamer station, in partnership with North Yorkshire County Council
- **Selby** – Improvements to toilets, installation of a Changing Place facility and contribution towards the Access for All bid to have lifts installed at Selby station, funded in partnership with Selby District Council

We are pleased that, in conjunction with stakeholders, the funding available will make a positive improvement to our customers and the communities we serve, such the through the transformation of Middlesbrough station or the installation of accessible toilets or Changing Place facilities. The programme of works to deliver these improvements is currently being developed.

Works at Scarborough Station Car Park

Work is due to commence at the end of February to completely rebuild the exit arch and wall that separates Scarborough car park and the main road. The work will take a month to complete removing eight car parking spaces for this period. There will only be one way to enter and exit the car park which means a traffic control will be in place. Please bear with us whilst this important piece of work takes place.

Northern Power Women

We are delighted to announce that TransPennine Express has been shortlisted for the Northern Power Women Awards in the 'Large Organisation' category. Northern Power Women works to accelerate gender diversity from the North of England by engaging both women and men in organisations to act as 'agents of change'. TransPennine Express has been nominated as an organisation that is working to transform the culture recognising and celebrating the diverse workforce across the business. The awards will take place in March when the winner will be announced.



Changes to First Class Catering

From 28th January, customers using first class will have noticed an uplift in the service offering. Our customers told us that breakfast choices were the most important to them, so we are now offering porridge, flapjacks and savoury muffins. Other changes include new Lavazza coffee, Woodalls (based in Manchester) Charcuterie and a glass of wine for customers travelling home in the evening.



Performance



Period 10 saw a significantly improved position for performance compared with Period 9 with TPE finishing the period with a PPM figure of 82.8% against a target of 87.2%.

Indications are that the timetable initiatives which were implemented through the timetable change are resulting in positive outcomes for performance. Performance improved week on week throughout the period with Week 4 being the best week since the first week of April 2018, with a PPM result of 88.8% against a target of 87.2%. We are pleased to advise that this trend has continued into Period 11.

The North route experienced a welcome uplift in performance with PPM achieving

83.1% against a target of 87.7%; an increase of over 22% on Period 9.

The South and Scottish routes achieved PPM results of 84.5% and 78.4% against respective targets of 87.3% and 84.5%. The Scottish route had an improved period for performance, being over 6% better than the result for Period 9, however a fatality and over-running engineering works on the route following Christmas Day and Boxing Day meant that the target was missed.

Engineering Work

Date	Summary of Impact	Changes required
01-03 Feb	No route between Sheffield and Doncaster via Meadowhall	Manchester Airport to Cleethorpes service will not call at Meadowhall
24 Feb	No route to/from Middlesbrough	Trains to terminate/start at Darlington

We hope that you have found this update of interest. Please contact Graham Meiklejohn, Regional Development Manager, on 07595 236 910 or graham.k.meiklejohn@firstgroup.com or Lucja Majewski, Regional Development Manager, on 07702 142568 or lucja.majewski@firstgroup.com to comment on what you'd like to read in future editions.

