

TAKING THE NORTH FURTHER



STAKEHOLDER NEWSLETTER

OCTOBER 2021



December 2021 timetable change

On Sunday 12 December TransPennine Express will be introducing a small number of timetable changes as we take a further step towards re-introducing pre-COVID services in a managed way and launching an enhanced service between Edinburgh – Newcastle.

Whilst the uplift will increase from running roughly 80% of the pre-COVID number of passenger services up to just under 85%, the train mileage we operate will increase more significantly as we extend existing services and reintroduce more long-distance trains.

The changes will be as follows:

Edinburgh – Newcastle:

- With the agreement of Transport Scotland and the Rail North Partnership, we will increase services from the current two per day to five services per day (four on Sundays)
- This service will focus on intermediate local connectivity for Northumberland, Scottish Borders, and the Lothians
- Trains will call at Cramlington, Morpeth, Alnmouth, Berwick, Reston[†] and Dunbar (*Reston will be converted to a public call once a confirmed opening date is announced)
- Due to network capacity constraints, calls are no longer able to be made at Widdrington by this service

Manchester Airport – Edinburgh Waverley/Glasgow Central:

- Service reinstated to pre-COVID frequency of every two hours
- A normal WCML service will run from Manchester to Scotland from start of service, with the last service north at 19:10 to Glasgow and south at 20:12 from Edinburgh
- The 20:07 from Manchester will run to Oxenholme
- The 21:07 from Manchester will run to Lancaster

Scarborough – York – Manchester Victoria – Liverpool Lime Street:

- Service is reinstated hourly through to Manchester Victoria, with some peak services extended to Liverpool Lime Street
- **Extensions to/from Liverpool will be as follows:**
 - 05:54 Manchester Victoria – Liverpool Lime Street arriving 06:34 (already runs)
 - 05:34 Scarborough – Liverpool Lime Street arriving 08:35
 - 15:34 Scarborough – Liverpool Lime Street arriving 18:34
 - 17:34 Scarborough – Liverpool Lime Street arriving 20:40
 - 06:54 Liverpool Lime Street – Scarborough arriving 09:49 (already runs)
 - 17:25 Liverpool Lime Street – Scarborough arriving 20:07
 - 19:21 Liverpool Lime Street – Scarborough arriving 22:06
 - 22:08 Liverpool Lime Street – Stalybridge arriving 22:59.
- **Two services each way Monday to Saturdays cannot be accommodated at Manchester Victoria due to off pattern freight trains that cannot be changed. As a result, the affected services will start/terminate at Stalybridge Platform 3:**
 - 09:34 from Scarborough, forming 12:10 Stalybridge – Scarborough
 - 11:34 from Scarborough, forming 14:10 Stalybridge – Scarborough
- On Sundays, due to a block between Manchester Victoria – Stalybridge, this service is not reinstated through to Manchester until Sunday 20 February and remains a shuttle Scarborough to York until then.

Dear Stakeholder,

In a few days, Glasgow will host the COP26 summit. As a key destination on the TransPennine Express network, we have seen an increase in bookings to Glasgow over the three weekends of the summit. It is understandable that those attending the summit will want to travel using a sustainable form of transport for onward travel within the UK. To meet that increase in demand we have increased our services from/to Manchester Airport to/from Glasgow Central over the three weekends of COP26 to provide more seats for delegates and other customers.

Improving sustainability within TPE and driving down carbon emissions are at the forefront of what we do and, in advance of COP26, we announced that we have joined the Science Based Targets initiative (SBTi) to develop a clear set of targets to map out how we will further drive down emissions to net zero.

Timetables are key to providing customers with options that encourage greater use of rail transport and next month, following the consultation held earlier this year by the DfT, Transport for the North and Network Rail, we and Northern will ask for feedback on the planned timetable on the outputs from the Manchester Recovery Task Force. Whilst these changes to be made at the December 2022 timetable will help to alleviate congestion around the Castlefield corridor in Manchester it also allows for service developments on other parts of our network.

Talking of which, the December 2021 timetable change will see us provide improved local connectivity for Northumberland, the Scottish Borders and the Lothians for the first time in a number of decades. Watch out for some attractive Advance Purchase fares being launched in November for the stations on this route.

I also wanted to tell you about a new initiative that was launched earlier this month, the Service Quality Regime. Under our National Rail Contract we are inspected every four weeks by independent inspectors that look at our service offering which includes the cleanliness of trains and stations, the availability and serviceability of key assets on-board our trains and at stations which includes car parks as well as the accuracy and availability of customer information. In a nutshell, it sets out new standards to improve the service we deliver to those travelling with us.

Finally, it is great to see improvement works at Malton (platform works) in the final stages of being completed and I thank our partners at Network Rail for their support in delivering them.

All the best.



Matthew Golton
Managing Director

Additional rail services for COP26



With the 26th UN Climate Change Conference of the Parties (COP26) taking place in Glasgow between 31 October - 12 November 2021 and many of those attending expected to use more environmentally friendly travel choices, we are expecting our services to be busier than usual.

Over the three weekends of the summit we will be providing the following additional services on Fridays, Saturdays, Sundays and Mondays:

- **07.10** Manchester Airport to Glasgow Central (**09.10** on Sundays)
- **19.08** Glasgow Central to Manchester Airport

The services will call at Motherwell, Lockerbie, Carlisle, Penrith, Lancaster, Preston, Manchester Oxford Road and Manchester Piccadilly.

Our conductors will be reminding delegates that a face covering must be worn on trains and at stations in Scotland, unless exempt. We also encourage customers to wear them throughout their journey in England as a courtesy to others.

Anyone planning on using these services is asked to plan ahead, book their journeys as soon as possible and allow extra time when travelling.

Introducing our new service Quality Regime



On Sunday 17 October, independent inspectors began assessing the standards onboard TransPennine trains, stations, and the quality of the customer service we offer, under a new Service Quality Regime (SQR).

Each period, 250 inspections will be carried out against a new set of standards, that will look at key areas of our service offering including:

- the cleanliness of our trains and stations
- the availability and serviceability of key assets onboard trains and stations (inc. car parks)
- the accuracy and availability of customer information

SQR is a key part of the new National Rail Contract and will help us improve the service we deliver to those travelling with us.

Business Travel Show



TransPennine Express joined Avanti West Coast, LNER, GWR and SWR at Europe's largest specialised exhibition and conference for business travel. Bringing together over 5,000 European travel professionals, this long established and reputable event provides corporate travel buyers and managers with the suppliers, knowledge, and contacts to help create and develop successful travel. The joint RailZone focussed on the new national campaign, "Let's get back on track" and supported key messages around connectivity, productive working, and sustainability. Discussions took place with corporate buyers, business partners and Travel Management Companies to encourage rail travel.

Remembering Chris Dale



On Friday 15 October, colleagues and friends of Chris Dale, chairman of community interest company, Travel Watch North West gathered to commemorate his memory by officially unveiling a memorial bench at Macclesfield Station, where he lived.

Chris had an extraordinary amount of knowledge and experience with public transport and was a true friend to TransPennine Express providing valuable feedback to help improve the experience for customers. The station bench and plaque are a wonderful tribute to Chris for all he did for rail and public transport users located in his favourite place.

Manchester Recovery Task Force timetable consultation

Following the consultation held earlier this year by the DfT, Transport for the North and Network Rail to look at improvements through the Castlefield corridor, we will be asking for feedback on the indicative timetable from the Manchester Recovery Task Force. This feedback process will be aligned with Northern.

The planned changes to be made at the December 2022 timetable allows for improve performance and service development.



Due to Transpennine Route Upgrade works between Manchester Victoria and Stalybridge on Sundays from 09 January to 13 February 2022 we will be running an amended timetable over those weekends:

- Redcar Central - Manchester Airport services will divert via Guide Bridge and terminate at Manchester Piccadilly
- Newcastle - Liverpool Lime Street services will divert via Guide Bridge and terminate at Manchester Piccadilly
- Scarborough - Manchester Victoria services will run Scarborough to York only (this also applies Sundays 12 December 2021 to 02 January 2022)
- An additional Liverpool Lime Street - Manchester Airport service calling Lea Green, Newton-le-Willows, Oxford Road, Manchester Piccadilly and Gatley will operate

From Sunday 16 January to Sunday 8 May 2022 there will be an all-day Sunday block of the Leeds Lines from Church Fenton to Colton South Junction. Trains will be retimed slightly and will use the Normanton Lines as a diversionary route.

Further improvements at Malton

Improvements work to the platform are taking place at Malton Station. The works were required to reconfigure the Scarborough end of the platform to bring the height up to standard platform gauge, reducing the stepping distance from the train to the platform.

The platform length at Malton has increased to 150m, meaning, once commissioned, an end of selective door opening for our new Nova trains at Malton station.

We are also working with North Yorkshire County Council on a proposal for a second platform and an accessible bridge to be installed at Malton station. We have made a contribution of £60k to North Yorkshire County Council towards studies to enable a Levelling Up funding bid to be made next year, with the aim to secure the funding required to have the platform and accessible bridge constructed.

New Community Manager



Dan Fox has recently been appointed to the role of Community Manager. This is a new role for TransPennine Express, however many of you will already know Dan from his previous position as Group Station Manager for Humberside where he was responsible for Hull, Selby, Brough, Cleethorpes, Grimsby, Barnetby and Scunthorpe.

Dan's appointment will enhance the already strong relationship we have with community. It will enable us to deliver our community engagement strategy but to also deliver a step change in our community work by forging stronger alliances with the communities we serve.

New Regional Development Manager

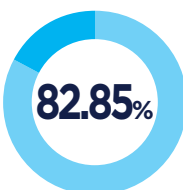


We are pleased to announce that Melissa Farmer, currently Rail Development Manager at South Yorkshire Passenger Transport Executive, will be joining TransPennine Express on 15 November as a Regional Development Manager.

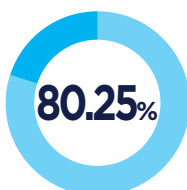
Melissa has a wide range of experience in railway development, which includes roles within the train planning team at Scotrail and we look forward to her joining the business in the coming weeks.

Performance Update

Period 7



T-3 ACTUAL



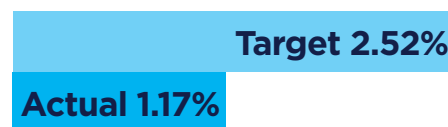
T-3 TARGET



T-15 ACTUAL



T-15 TARGET



CANCELLATIONS

Period 7 saw TransPennine Express deliver very strong overall performance. This was due to consistent performance throughout the period and the lack of any major incidents that typically result in cancellations and time to 15 failures.

This combined with good fleet reliability and the effects of autumnal weather in the period being relatively mild gave good results across all metrics.

Upcoming Engineering Work

Date	Summary of Impact	Changes required
24 October 31 October 07 November 25-28 December 01-03 January 2022	No route between Manchester Victoria and Stalybridge	Services will run via Guide Bridge. Liverpool Lime Street will run to Manchester Airport.
07 November	No route between Leeds and Huddersfield	Trains to terminate/start at Huddersfield from the west. Trains to terminate/start at Leeds/York from the east.
13-15 November 27-28 November	No route to/from Middlesbrough	Hull services to run to/from Manchester Victoria.
02-03 October	No route between Manchester Victoria and Stalybridge	Redcar services to terminate/start at York/Darlington. Rail replacement services in place between Redcar, York and Darlington.
01 January 2022	No route to/from Scotland on the WCML due to Carstairs remodelling work	Services to terminate/start at Carlisle/Lockerbie. Rail replacement services in place between Carlisle/Lockerbie and Glasgow/Edinburgh

TransPennine Express prides itself on working with our stakeholders to improve our services, stations and surrounding areas for the communities we serve. If you have any schemes that you believe would provide improvements for passengers, in particular those with disabilities, or have suggestions where third-party investment or contributions could significantly improve services and/or the railway infrastructure we would love to hear from you.

Please contact Lucja or Graham to arrange a meeting to discuss how we can work together.