

TAKING THE NORTH FURTHER



STAKEHOLDER NEWSLETTER

NOVEMBER 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 and launching an enhanced service between Edinburgh – Newcastle.

The changes will be as follows:

Edinburgh – Newcastle:

- 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)

Manchester Airport - Edinburgh Waverley/Glasgow Central:

- The service is 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:

The 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,

Following the UK Government announcement on Saturday, regarding the Omicron variant of COVID-19, face coverings are now mandatory on public transport in England. This requirement aligns with the existing Scottish Government policy for the wearing of face coverings on public transport and within stations in Scotland. We have updated our digital screens and posters at stations as well as ensuring our colleagues make regular announcements. We would really appreciate your support in cascading this message through your own communication channels if possible, to help reduce the spread of this new variant.

We had the pleasure of welcoming the Prime Minister at Huddersfield Station following the Government's announcement of the Integrated Rail Plan on 18 November. As part of the announcement, Prime Minister, Boris Johnson travelled around some key locations and along with senior colleagues from TPE and Network Rail, we travelled with him on one of our services from York where we were able to tell him about our joint delivery work on the TransPennine Upgrade. It was good to show the PM and his team what TPE is about and how we are working collaboratively with industry colleagues to make things happen and bring positive changes.

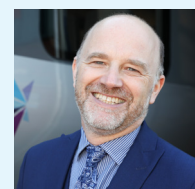
I am also pleased to announce for sixth time, TransPennine Express has won a prestigious award for having the most reliable train fleet in the UK. With our maintenance partners, Siemens Mobility, we secured one of the top prizes for the Class 185 fleet at this year's Golden Spanner Awards organised by Modern Railways Magazine, which recognises excellence in train maintenance. Judges awarded a Golden Spanner to the trains for being the most reliable modern diesel multiple units in the UK.

Two other fleets were also recognised in the second-generation new intercity train's category, with the Hitachi Nova 1s (Class 802s) winning silver for most improved reliability and the CAF Nova 2s (Class 397s) receiving bronze for fastest incident recovery.

I was really moved to see all the poppies from the Remembrance Day event at Hull station created by children from across our network. We received over 2000 poppies, all of which have been displayed across the station walls.

We are excited about the introduction of our new Edinburgh to Newcastle services that are launched when the new timetable comes in on Sunday 12 December. This is a great opportunity for TransPennine Express to begin to serve new to rail markets in the Scottish Borders and provide inter-Northumberland connectivity. We have some great discounts available on our website for advance purchase tickets which you will find a link to in the newsletter. I very much hope to see you onboard soon.

All the best,



Matthew Golton
Managing Director

Advance Purchase discounts for new Edinburgh – Newcastle service



From Sunday 12 December, TransPennine Express will begin operating five trains per day between Edinburgh and Newcastle. These trains will serve new to rail markets in the Scottish Borders and provide inter-Northumberland connectivity as well as linking these areas directly between each other and to Edinburgh and Newcastle.

To launch the services, we are offering discounted advance purchase tickets. Some example fares are as follows; however, you can find more great offers by using the following link:

tpexpress.co.uk/special-offers/half-price-offer-on-new-destinations

- Standard Single Dunbar – Berwick-upon-Tweed £6.20
- Standard Single Edinburgh – Berwick-upon-Tweed £6.70
- Standard Single Morpeth – Alnmouth – £8.10

We look forward to welcoming you onboard very soon!



Christmas and New Year Shut Down (including engineering works)

Along with the traditional Christmas and New Year service amendments, there are a number of engineering works taking place across our network including transpennine route upgrade and work on the west coast mainline.

- On Christmas Eve, due to various engineering possessions across most routes, some TPE services will shut down earlier
- Christmas Day & Boxing Day – no services
- 'Monday 27 December - some TPE services will start later
- Monday 27 December and Tuesday 28 December - the following TPE services are amended:
 - Huddersfield – Manchester Piccadilly services are cancelled with Mossley, Greenfield, Marsden and Slaithwaite being served by the Redcar services Eastbound and the Hull services Westbound.
 - Services between Newcastle and Liverpool will start / terminate at Manchester Piccadilly
 - Redcar - Manchester Airport services will divert via Guide Bridge and terminate at Manchester Piccadilly.
 - There is also reduced service to Redcar running alternative hours with the other services running to Darlington.
 - Scarborough - Manchester Victoria services will start/terminate at York

- There will be an hourly shuttle service between Liverpool and Manchester Airport, calling at Lea Green, Newton-le-Willows, Manchester Oxford Road, Manchester Piccadilly and Gately.
- Monday 27- Friday 31 December - due to engineering work through Uddingston, TPE will run a reduced service over a diversionary route between Glasgow and Manchester/Liverpool
 - Avanti services will run via a diversionary route, maintaining an hourly connection between Carlisle and Glasgow
 - Avanti will also pick up additional calls at Lockerbie to maintain a link between Lockerbie and Glasgow

New Year's Eve / Hogmanay -

As previous years there is no early shutdown to TPE services on the North and South routes on New Years Eve. On the Anglo-Scottish route, the 1910 departure from Manchester Airport to Glasgow Central will terminate at Carlisle.

New Year's Day

North West Route

- No route to/from Scotland on the WCML due to Carstairs modelling work
- Services to / from Glasgow and Edinburgh will terminate at Carlisle / Lockerbie with rail replacement running to Edinburgh calling at Lockerbie
- Avanti will provide the Rail Replacement to Glasgow

North Route

- Possession at Miles Platting, TPE services to divert via Guide Bridge

Sunday 02 January

Due to engineering works, there will be no access through Leeds station. Service alterations as follows:

North Route

- All Hull – Manchester Piccadilly services will start and terminate at Leeds
- An hourly bus replacement service will be in place between Leeds and Huddersfield calling at Dewsbury
- An hourly service will run between Huddersfield - Manchester Piccadilly
- All Newcastle to Liverpool Lime Street services will start and terminate at York
- An additionally hourly York-Leeds service will operate
- An additional hourly Liverpool-Manchester Airport service will operate
- All York – Scarborough services are extended to start / terminate at Manchester Piccadilly
- All Redcar Central - Manchester Airport / Manchester Victoria services will start and terminate at Leeds

Over the festive period, some services are also subject to minor retiming, so we are advising customers to check before they travel.

Remembrance Day Poppy Display in Hull



Hull station saw an abundance of poppies installed as we commemorated Remembrance Day. The display consisted of every style of poppy imaginable, designed and created by 33 schools along the TransPennine Express network. In total we had over 2,000 poppies which filled the entire foyer walls and pillars of the station.

Three of the contributing schools also came along to see their work on display and join in the two minutes silence, which was introduced by Dan Fox, TPE's new Community Manager. We were overwhelmed with the response and contribution from the community.

Consultations

Consultation Manchester Recovery Task Force (MRTF)

On Monday 15 November, in partnership with Northern, we issued a consultation on the MRTF proposal to revise the structure of the timetable in and around Manchester from the December 2022 timetable change.

Following the public consultation by the Department for Transport, Transport for the North (TfN) and Network Rail, and recommendations made by the Manchester Recovery Task Force (MRTF) on the timetable structure, we have produced indicative

timetables which are due to be introduced in December 2022.

The proposed timetables will be subject to a bid and offer process with Network Rail and further operational refinement - the timings should not therefore be taken as definitive.

The closing date for feedback to be received by is 1700 on 31 December 2021, however we would suggest sending any feedback as early as possible. Please submit your response by e-mail to lucja.majewski@tpexpress.co.uk

Consultation on proposed changes to Liverpool /Manchester to/from Hull / Scarborough

On Wednesday 01 December, we issued a consultation on the proposed changes at the December 2022 timetable change.

These changes refer to our services on the core Liverpool/Manchester to/from Hull/Scarborough routes which, subject to railway timetable development processes, could be implemented in December 2022.

The proposed changes have been developed through discussion with local authorities and Combined Authorities on the line of route, Transport for the North, Rail North Partnership and the Department for Transport and the feedback of these organisations has helped shaped the proposals being put forward.

We currently operate services between Liverpool Lime Street - Scarborough and between Manchester Piccadilly - Hull. We are proposing to swap these destinations, including most of the calls made, to operate between Liverpool Lime Street - Hull and between Manchester Piccadilly - Scarborough.

The services would operate as follows:

Hull - Liverpool Lime Street:

- Calling at Brough, Selby, Leeds, Huddersfield, Stalybridge, Manchester Victoria, Lea Green and Liverpool Lime Street
- The principal station in Manchester changes from Piccadilly to Victoria

- This direct service will reduce the journey time from Hull to Liverpool by 25 minutes, compared with the similar journey today which has a change of trains at Huddersfield

Scarborough - Manchester Piccadilly:

- Calling at Seamer, Malton, York, Garforth, Leeds, Huddersfield, Slaithwaite, Marsden, Greenfield, Mossley, Stalybridge and Manchester Piccadilly
- The principal station in Manchester changes from Victoria to Piccadilly
- This service would also call at Haxby once that station has opened

We are also working to develop for and introduce by the May 2023 timetable change a limited number of additional seasonal services operated by TransPennine Express between York - Scarborough on selected hours and days for the tourism sector. These trains would call additionally at Malton and Seamer, as well as Haxby once that station has opened and would see during selected hours two trains per hour operate between York - Scarborough.

The closing date for feedback to be received by is 23:59 on 14 January 2022, however we would suggest sending any feedback as early as possible. Please submit your response by e-mail to graham.k.meiklejohn@tpexpress.co.uk

Platform improvements at Malton railway station



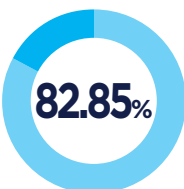
Work to upgrade the platform at Malton Station has been completed as part of a £230,000 investment by TransPennine Express to improve accessibility. The works, which were undertaken by Network Rail, not only raised the platform for better access to services but now mean that customers can board and depart from all carriages as trains are now able to open all carriage doors. Malton has seen a significant amount of investment in the last few months, with £170,000 put into the station, with a new modern ticket office, improved waiting room with charging points, accessible unisex toilet, and a free drinking water fountain.

North Yorkshire County Councillor Don Mackenzie, Executive Member for Access, said:

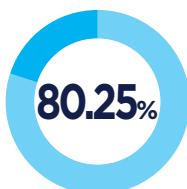
"We welcome this further investment in facilities at Malton station as part of the Government's Access for All scheme, following the recent improvements to waiting facilities. This work improves accessibility and will make it easier for passengers to board and alight from any part of their train at Malton, removing anxiety about being in the right section. The investment will also reduce the risk of delays to trains while in the station, helping reliability, and help to encourage the use of public transport rather than the motor car. We look forward to continuing to work with TransPennine Express in the future."

Performance Update

Period 7



T-3 ACTUAL



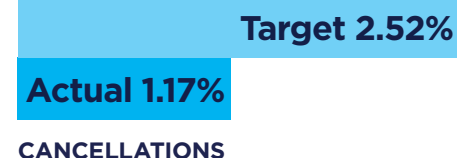
T-3 TARGET



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.

Working together and making things happen

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 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, Graham or, our new team member, Melissa to arrange a meeting to discuss how we can work together.