

TAKING THE NORTH FURTHER



STAKEHOLDER NEWSLETTER

APRIL - MAY 2018



Nova 3 undergoing testing in Czech Republic!

The new Nova 3 train for TransPennine Express is currently undergoing testing in Velim in the Czech Republic prior to introduction of these vehicles onto the routes between Manchester Airport and Middlesbrough and between Liverpool Lime Street and Scarborough.

We invited stakeholders and representatives of the media to view the train recently and received great feedback. We will be holding other such events once the train arrives into the UK later this summer for testing on our network here. This is a major milestone in the transformation of our services and we look forward to introducing these new trains later this year.



And Nova 2 and Nova 1 also on track!

The first train in our Nova 2 fleet is currently going through the final stages of assembly in Spain and once complete the train will head to Velim in the Czech Republic for testing in late May. Nova 2 trains will operate on our West Coast Anglo-Scottish route.



The first of our Nova 1 fleet has left Japan by boat for the UK and is due to arrive here at the end of June/early July where it will begin testing. These trains will operate on our route between Liverpool and Newcastle/Edinburgh.

Later this year we will have welcomed all our Nova fleets to the UK, with Nova 3 in operation serving our customers and Nova 2 and Nova 1 completing their UK approval process.

Dear Stakeholder,

We were delighted this month to have had the opportunity to take representatives from the Department for Transport and Rail North Partnership to view our new Nova 3 train being tested in the Czech Republic.

This was a major milestone in the transformation of our services; I hope you will agree from the photos we've circulated the trains are looking great and will provide a substantial increase in seating capacity for our services. Nova 3 will arrive into the UK this summer for testing here and we look forward to showing it to stakeholders once it arrives.

20 May is also an important date for us and our customers as we introduce a brand-new timetable with more services, new routes and more destinations. Manchester Victoria becomes the major hub station for TPE services in Manchester and we look forward to welcoming customers to TPE services from the local stations between Manchester and Leeds as well as from Lea Green and Newton-le-Willows.

As well as services, we continue to invest in our stations with new customer information screens being rolled out across all our stations and a substantial increase in secure bike parking delivered at six stations. We have also been pleased to have worked in partnership with the Department for Transport and ACoRP to improve facilities at Cleethorpes.

We appreciate that our transformation plans mean there is a change being made in the coming months, so if you have any queries please let Graham or Lucja know. We look forward to continuing to work with you as we deliver on our vision of Taking the North further.

Louise Ebbs
Strategy Director

NEW TRAIN TIMES FROM 20 MAY

ALL CHANGE
20 MAY 2018



New timetables introduced on 20 May

Rail customers across the North and into Scotland from 20 May 2018 will benefit from additional services, enhanced connectivity and more choice making it even easier to travel to work or plan a day out with friends or family.

Key changes will include:

- Journeys between Manchester Victoria and Liverpool Lime Street will become much faster taking just 35 minutes (compared to the current 52) when TransPennine Express begins operating on a new route between Manchester and Liverpool via Newton-le-Willows and Lea Green
- Two fast TransPennine Express services every hour between Newcastle and Manchester calling at York, Leeds and Huddersfield
- TransPennine Express will begin operating six trains an hour across the Pennines between Leeds, Huddersfield and Manchester. Two of these hourly services will begin calling at intermediate stations (previously served by Northern) between Manchester and Leeds, providing these communities with direct connections to Leeds and faster journeys to Manchester
- New hourly evening services between Hull and Manchester
- More services on Sundays from Middlesbrough and Hull
- Earlier/later services on weekdays from Scarborough and Middlesbrough
- Services to and from Scotland will run direct between Preston and Manchester Piccadilly and will not call at Wigan North Western and Manchester Oxford Road
- TransPennine Express services will no longer operate on the route via Birchwood, Warrington Central or Liverpool South Parkway, services will be provided by Northern

Full details of all train times and fares can be found at tpexpress.co.uk

"This is one of the biggest timetable changes the North has seen and will deliver real benefits for those travelling for work or leisure. This is excellent news for customers with more services and additional journey options."

Leo Goodwin, Managing Director
TransPennine Express

"This is a period of significant change for rail users in the North as part of the journey to transformed services and rolling stock. TransPennine Express is setting the bar high with its new and refurbished trains and with some real improvements to services. It's good to see the enhancements and there will be more to come."

David Hoggarth, Strategic Rail Programme Director
Transport for the North



Changes to tickets and fares

From May, there will be selected changes to tickets and fares for some TransPennine Express services. TPE will be introducing additional TransPennine Express-only walk-up fares, offering new Advance fares for long distance journeys to/from local stations between Manchester and Leeds and new First Class fares for distance journeys to/from local stations between Manchester and Leeds.

We will be removing a number of unregulated Standard Off Peak Day products and making small changes to fares for Standard Off Peak Day fares, Standard Anytime fares, First Class Anytime Single fares, Anytime Return fares and First Class season tickets.

Many of the cheapest tickets are now available to buy up to ten minutes before departure on many of our routes such as Leeds to Manchester for £7.50, Leeds to York for £4.50 or Leeds to Newcastle for £10.60.



Restored entrance to Middlesbrough train station re-opened

The main entrance to Middlesbrough train station has been formally reopened by local MP and Shadow Secretary for Transport Andy McDonald, after extensive works were completed by Network Rail to the station building and roof.

This entrance to the Grade II listed station building now provides a step free route from the station direct to Middlesbrough town centre. A vehicle turning circle has also been installed enabling customers to be dropped off by car from Zetland Road for trains.

Graham Meiklejohn, Regional Development Manager for TransPennine Express, said: "The re-opening of the traditional entrance to this historic station at Middlesbrough provides customers with a restored, step free, well-lit and direct walking route into the town centre."

Middlesbrough MP and Shadow Transport Secretary Andy McDonald said: "I am delighted to have been asked to officially mark the re-opening of the Zetland Road Southern entrance to our railway station. The entrance to the station has been out of bounds for several years plagued by severe structural issues but it is a joy to see the entrance opened up again today."



New departure board installed at Hull

Work is currently underway to install a new departure board has been installed at Hull station. This is positioned above the entrance to the platforms at the station between the waiting room and the new retail units.

The image shows an artist's impression of what the new board will look like.

More TPE Bike Sheds and reservations being introduced for bicycles on trains

TransPennine Express has seen phenomenal growth in the number of customers travelling on our services, meaning that our trains are busier than ever. We now need to manage the number of bicycles we carry, applying the maximum of two per train carried in the designated cycle storage area.

We recognise that for some customers this change will require them to plan their journey differently, which is why we have invested in new cycle parking facilities, such as at Northallerton, Selby, Middlesbrough and Malton, making it easier to park bicycles at the station before travelling. This change also has the advantage of providing certainty to cyclists who have booked that the space will be reserved for their bicycle.

From Autumn, TransPennine Express is introducing new trains which will bring a new layout and more seats than our current trains. More seats means less open space to accommodate larger items like bikes and we want to make sure that everyone travelling with us has a smooth, safe and comfortable journey.

From 20 May 2018 forward, cyclists wishing to take their bicycle on board the train will need to have a cycle reservation. Reservations will be required for bicycles on all TransPennine Express trains, and can be made in several ways:

- By phone: **0345 600 1671** (Option 3)
- When purchasing tickets online in advance at **tpexpress.co.uk**
- By visiting any one of our **station booking offices**, or a booking office where our services call.

Cycle reservations are free, but customers are advised to book early to avoid disappointment, and not less than 24 hours before travel.

Folding bicycles are not affected by this change. They can be carried on board whilst folded, and placed in the luggage stacks or between the seat backs. For more information, customers are advised to visit **tpexpress.co.uk/bikesonboard**.

From 20 May 2018 we will also be pro-actively advertising our prams and luggage policies, reminding customers that prams need to be folded away and luggage correctly stored whilst on board the train.



New waiting shelter installed at Cleethorpes

Customers using Cleethorpes train station will now benefit from a newly installed waiting shelter on platforms 2/3. This facility will provide shelter for those waiting for services towards Barton-on-Humber as well as those transferring to or from services to Manchester Airport, Sheffield and Doncaster. The shelter was formally opened by local Member of Parliament Martin Vickers.

The new shelter has been made possible through a funding partnership between TransPennine Express and the Barton - Cleethorpes Community Rail Partnership, with the Association of Community Rail Partnerships and the Department for Transport also providing £10k of funding.

Gill Simpson, Officer for Barton - Cleethorpes Community Rail Partnership, said: "The members of the Barton - Cleethorpes Community Rail Partnership are passionate about promoting rail as a sustainable means of travel and delivering projects that bring positive change to communities along the line. This shelter is an excellent example of what can be achieved through partnership working and we are very proud to have been involved."

"I am pleased to see further investment in rail facilities at Cleethorpes and know this shelter will be welcomed by users of train services from these platforms. I am also pleased that the important work to restore the iconic clock tower at the station is currently taking place and look forward to the imminent opening of the station cycle hub facility."

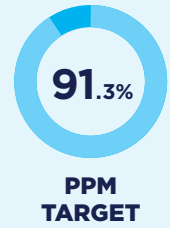
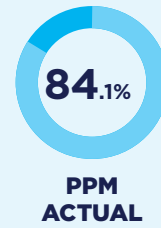
Martin Vickers

Member of Parliament for Cleethorpes

Performance Period 13

The final period of the year delivered a result of 84.1% against a target of 91.3%, bringing the end of year MAA to 86.3% against a target of 90.0%. This result reflects the performance challenges experienced in the second half of the year. Significant factors affecting performance results were Network Rail infrastructure faults, TPE and other operator unit issues and adverse weather conditions. TPE has agreed a Joint Performance

Improvement Plan for 18/19 to improve the punctuality and reliability of our services.



Club 55 is back!

If you're aged 55 or over, you can travel on any TransPennine Express off-peak services anywhere in the north of England from £21 return, as well as in and out of Scotland from £31 return. First class fares are also available. Club 55 tickets are available to book on journeys taking place from 22 April to 19 May 2018.

A further 20% discount is also available if you have a Senior, Disabled or Two Together Railcard (providing travellers are aged over 55).

To take advantage of the reduced prices for Club 55, please visit tpexpress.co.uk/special-offers/club-55 or alternatively tickets are also available at stations.