



When Gantt charts slip to the right:
Performance and Reliability Challenges at TPE and when
the Dec 19 timetable benefits will be realised.

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Transpennine Express



22nd November 2019

We're Sorry

I am truly sorry for the disruption to your journeys.

I know what a busy time of year it is juggling work and visiting loved ones during the holiday period.

As we bring in our new trains it has had an associated impact upon our training schedule and our train maintenance plan, which is having a knock-on effect to our services.

Our current performance is not acceptable and we are working hard to fix this.

Leo Goodwin

Managing Director

For full details go to tpexpress.co.uk/travel-updates/december-2019-timetable-changes

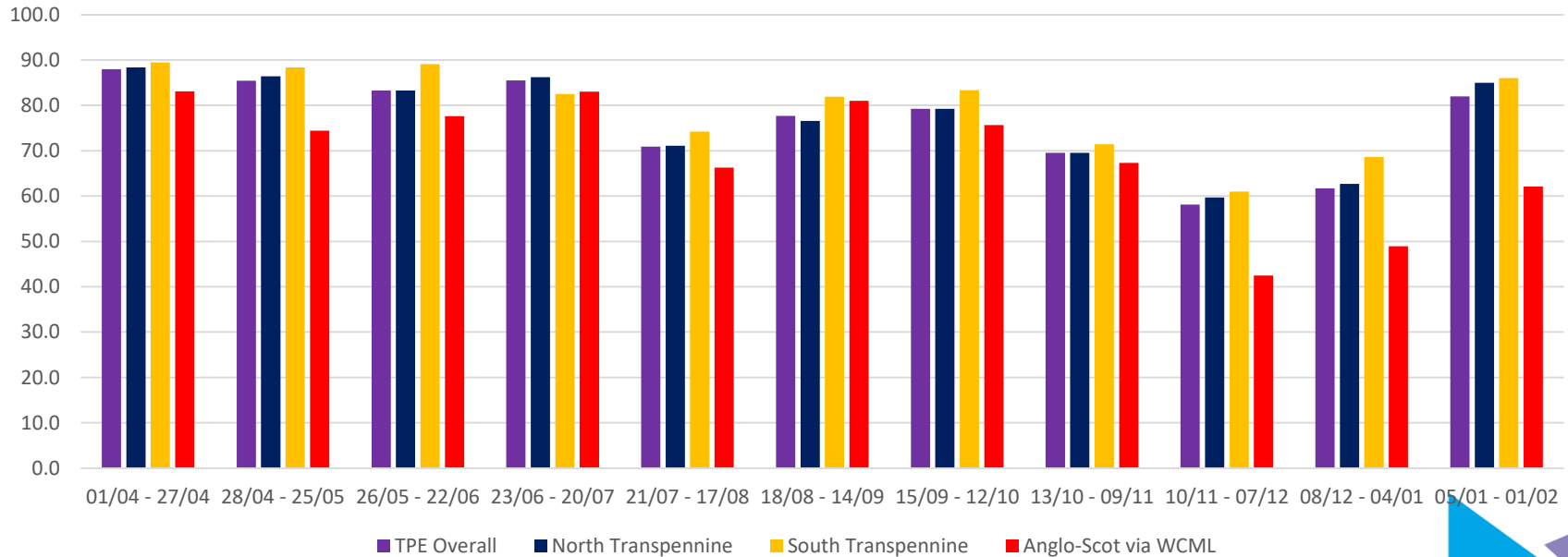
Summary of the past few months

- Performance and reliability on TPE nosedived towards the end of 2019.
- Fleet and Traincrew issues relating to the introduction of the new fleets was the major factor for the loss in PPM.
- Availability of crew and stock at the timetable change was not enough to run the new 'North Route' timetable.
- Anglo-Scot services via WCML also been affected by similar issues.
- Emergency timetable therefore implemented that removed the majority of Liverpool – Newcastle – Edinburgh services.
- Majority of these services restored from 03/02/20 with remainder to be reintroduced on 17/02/20.

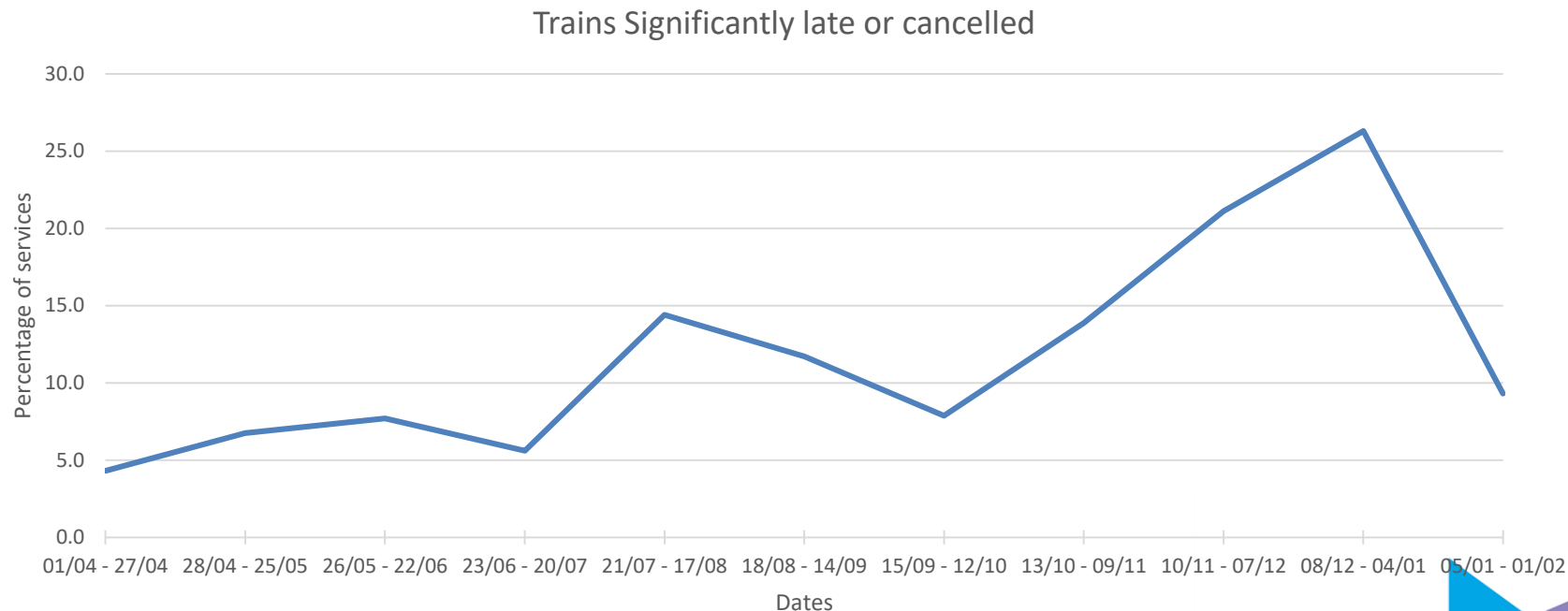


Performance Graphs

Transpennine Express PPM - Financial Year 2019/20



Significantly late or Cancelled TPE services



Problems with May 18

- Replanned at exceptionally short notice due to non-delivery of Bolton electrification schemes. Anglo-Scot diverted back via Chat Moss.
- Castlefield Corridor infrastructure could not handle the quantum of trains planned over it, especially in the peaks.
- Manchester to Leeds stopper service was not keeping time and was causing lots of reactionary delay to other services.
- Turnaround times at Manchester Airport, Scarborough and Newcastle were all too short; delays were not being recovered.
- Skip-stopping on Huddersfield-Manchester services was deeply unpopular.
- 68+ MkIII coaches, a temporary infill of capacity was not delivered – Class 185s had to take up the slack, causing short forms elsewhere.



What TPE did in Dec 18

- Our first opportunity to make meaningful interventions to the timetable
- Leeds – Manchester stopper split back into separate portions from Huddersfield. Three of four ‘SHRUG’ stations rejoined, but Mossley still in the Hull service. Change of calling pattern at Batley and Cottingley too.
- Step back unit introduced at Manchester Airport taking the turnaround to 40 minutes, ensuring that a late arrival did not mean a late departure (or part-cancellation). Significant reworking of station required as a result.
- Step back unit introduced at Scarborough such that trains reliably made it to destination and were not ‘spun’ at Malton.
- Anglo-Scot services rerouted via Bolton in Spring 19.
- A step back unit was also introduced at Newcastle from May 19.



Why change again in Dec 19?

- New fleets 'fully' introduced with different characteristics.
- End Doors require greater loading time, 1 → 1½ minute dwells.
- Utilising 125mph capability of Class 802s north of York.
- Middlesbrough/Newcastle – Manchester Airport services now different stock types, cannot interwork, but don't want to reintroduce short turnaround so southbound paths from Middlesbrough/Newcastle needed to be swapped.
- Recognising from performance data where plan was not working and attempting where possible to fix these issues
- Franchise commitments to introduce new services.
- Addressing feedback from a number of stakeholders.



Anglo-Scot via WCML

- Dwells changed to 1½ minutes (up from 1) at Bolton, Lancaster, Oxenholme, Penrith and Lockerbie
- Introduction of three daily services between Liverpool and Glasgow initially as Class 185s
- Phased introduction of 5-car Class Nova 2 in 110mph paths. 286 seats vs 210 providing much needed capacity.
- Additional evening and early morning services on the route.



Manchester - Cleethorpes

- All peak services and majority of weekend services now double set Class 185s uplifting capacity significantly.
- Additional 05.12 Sheffield – Cleethorpes and 21.26 Cleethorpes – Sheffield services
- All trains call at Habrough
- Call inserted at Dore in 05.09 service from Sheffield to Manchester Airport.



North: Hull and Stoppers

- Manchester – Huddersfield services gain call at Mossley, reuniting all four stations.
- Time inserted into schedules to reflect accurate running times between stations.
- Manchester – Hull service returns to being express in off peak. In peaks Hull services additionally call intermediates between Huddersfield and Manchester in lieu of Northern to give genuine 30 minutely frequency.
- Hull turnaround at Manchester increased from 10 mins to 25 mins to improve historic issue where trains spun at Stalybridge if late.



North: Express Services

- Every 15 mins service between Leeds and Victoria at 00/15/30/45.
- All these services have a minimum of 1½ minute dwells, 2 minutes at key stations and 3 minutes at Leeds, York and Newcastle reflecting the increased loading times encountered for end-door trains.
- Liverpool – Newcastle services accelerated north of York and extended to Edinburgh calling Morpeth. Operated by 125mph Nova 1.
- Manchester Airport – Newcastle services have identical calling pattern each way calling at Dewsbury additionally, and Northallerton and Chester-le-Street. Operated by a mixture of Nova 1 and Class 185s
- Manchester Airport – Middlesbrough services extended to Redcar Central. For this timetable remain as Class 185s, Some Nova 3 from May 20.



North: Express Service cont.

- Southbound Redcar/Newcastle – Manchester Airport services swapped to allow stock types to remain on same service, but with vital long turnaround maintained at Manchester Airport.
- Manchester Airport – Middlesbrough services retimed earlier from Manchester Airport to ensure timely departure from Victoria to prevent delay spreading to the rest of the route.
- Liverpool – Scarborough services additionally call at Stalybridge and Garforth and are operated by a mixture of Nova 3 and Class 185s.



Early Performance Indications

Right Time (within 1 minute) Schedules

