

TransPennine Express

**TravelWatch North West Conference
9th February 2017**





Leo Goodwin

Managing Director

Hello

The North

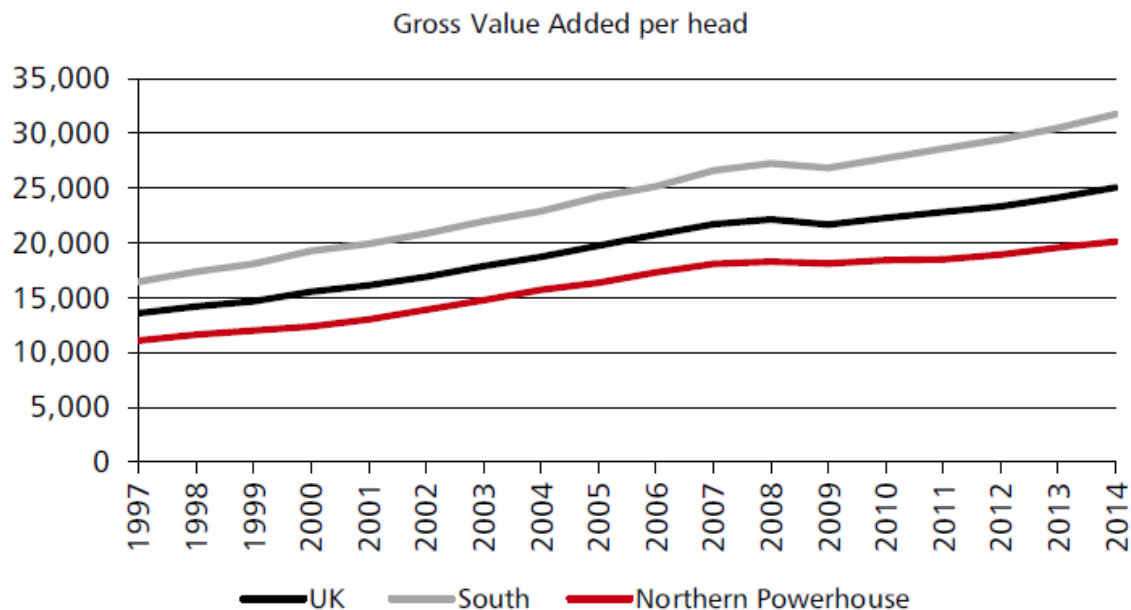
Vision

The plan

The North

**The North: 11 million people -
£300bn economic output - 4.5
million jobs - 23 universities -
6 premiership football clubs -
4 national parks - 8th largest
airport in Europe – home of
the Yorkshire pudding – gave
the world the Beatles, the
lightbulb and the railway**

Chart 1.B: Gross Value Added per head



Source: ONS Gross Value Added, ONS population

... but to grow
and prosper the
north needs a
world class
transport
network

... and that's
where we come
in

Vision

**Taking the
North further**



**243 services a
day**

**More than 27
million customers
per year**

The plan

**To re-imagine
and transform
the offer we
make to our
customers**

£500m

**220 brand new
state of the art
Intercity train
carriages**





**87 carriages
retained and
transformed**

**More seats,
more services,
faster journeys**







Glasgow Central
11:12:42

Transperth
EXPRESS

Transperth
EXPRESS

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EXPRESS

**Better
stations**



Growth

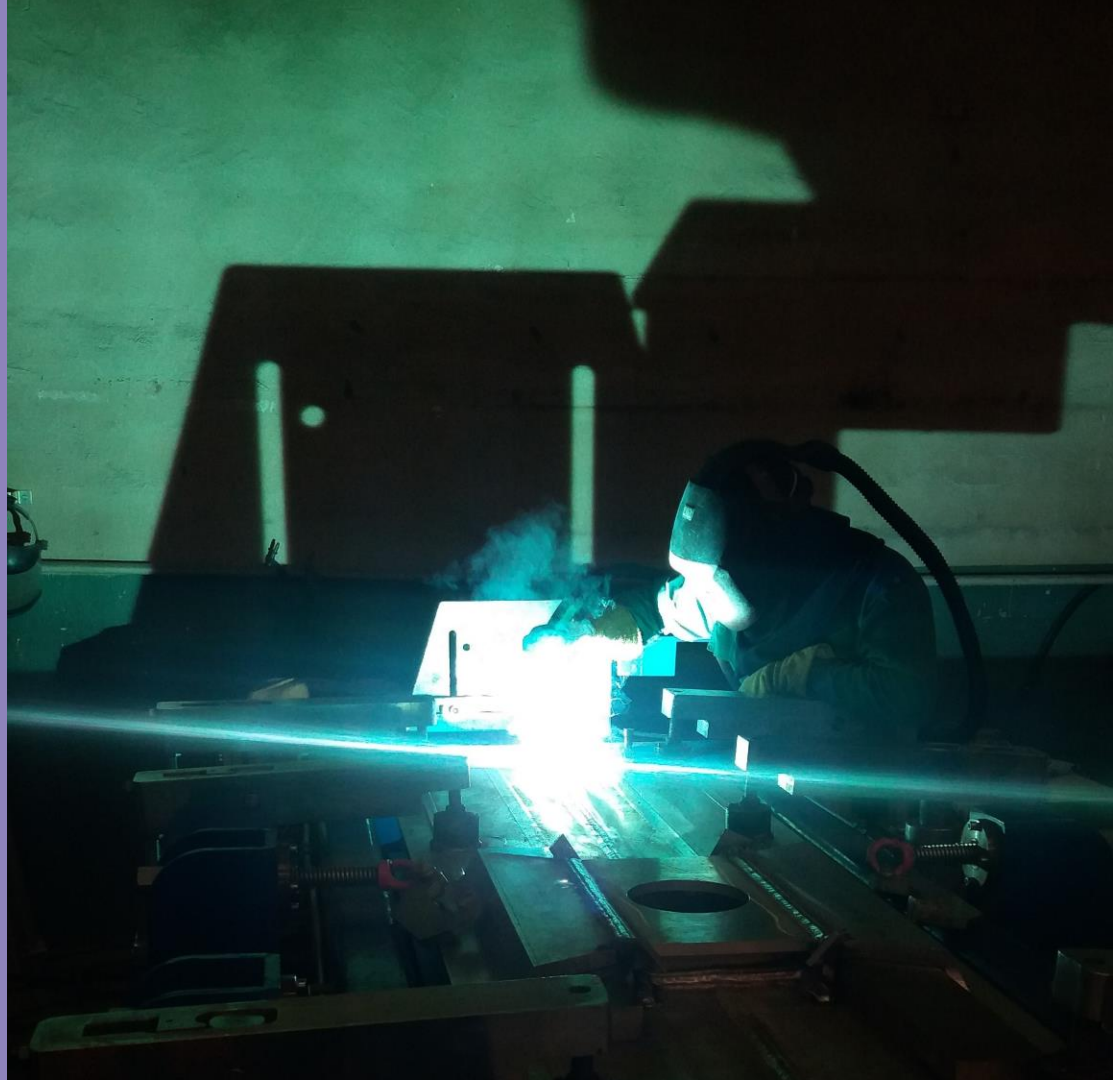
**1 in 3 people
chose rail for
long distance
journeys in the
North**

**On some routes
elsewhere in UK
this figure
is 2 in 3**

**What have we
done so far?**

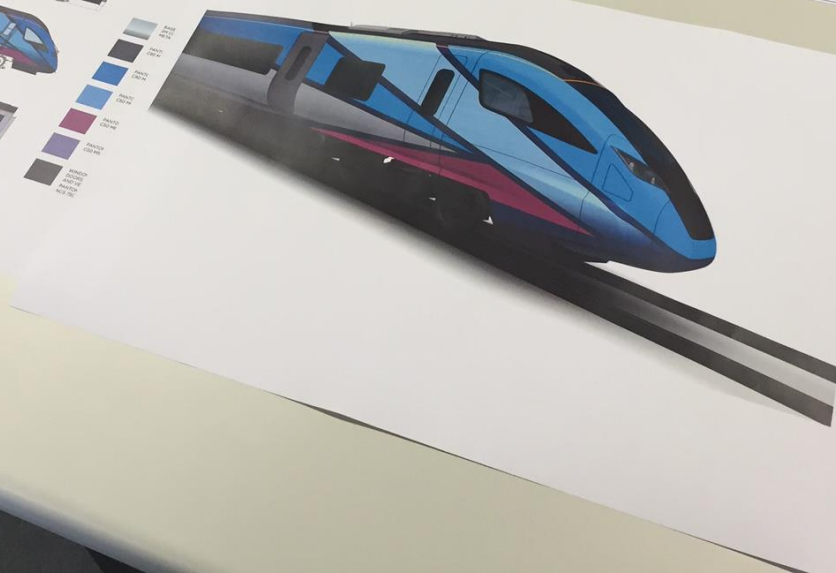
**More than
110 franchise
commitments
delivered**

27th October 2016





Notes
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**A great new look
for our trains**





**Free Wi-Fi, Game
of Thrones and
Luke Skywalker**

**A decent
cup of
coffee**

Service Expansion

Ticketing



Hull UK City of Culture





Welcome
to Hull



HULL 2017

THE DEEP

JUST A MOMENT AWAY FROM THE DEEP

31st

Travel C

**What's been
the impact?**

PPM

+3%

**NRPS Overall
Satisfaction +1%**

**Improvement in 25
categories**

Growth

Timeline

**It's a 4 year
plan**

TAKING THE NORTH FURTHER

2016

Improved catering provisions throughout 2016



EARLY 2017

Refurbishment starts on existing trains to 'like new' standard



2017

Free Wi-Fi at all 19 TPE stations

Major investment in mobile and smart ticketing



2017

2016

2020

2019

2018

JUL 2018

On board entertainment system on all trains

LATE 2017

Mobile tickets on all TPE routes

LATE 2017

Ordsall Chord Viaduct, helping to ease congestion by connecting Manchester Piccadilly, Manchester Victoria and Manchester Oxford Road



Newcastle Station

2018 - 2020

Brand new state-of-the-art carriages and trains



2017-2019

Liverpool-Newcastle service extended to Edinburgh

Operate a direct Liverpool-Glasgow service

Manchester Airport-York service extended to Newcastle

A standardised timetable, meaning a 'weekday' service seven days a week

Six TPE trains an hour between Manchester and Leeds

SAT & SUN



Manchester Piccadilly

- Fleet
- Timetable
- Customer Experience Improvements
- Network Rail Projects



Thank you

TRANSPENNINE
EXPRESS

