

Our Ref: LG/KM

3<sup>rd</sup> February 2020

Ms Stephanie Tobyn  
ORR  
25 Cabot Square  
LONDON  
E14 4QZ

Dear Stephanie

### **December 19 Timetable Change**

Thank you for meeting with us on 23<sup>rd</sup> January to allow us the opportunity to discuss the factors affecting our performance since 15<sup>th</sup> December and the provision of information to customers. As agreed, we have set out in this letter a summary of our discussion in response to the points raised in your correspondence of 9<sup>th</sup> January.

We fully accept and acknowledge that our performance in December was unsatisfactory and caused a great deal of inconvenience to customers for which we have issued an apology. As discussed, we have made further timetable amendments to improve the resilience of our service, which since the start of January are delivering improved reliability. We have also made a public apology to customers and have recently launched an enhanced customer compensation scheme for season ticket holders.

We discussed in detail at our meeting, the factors which impacted our ability to operate a reliable service in the first weeks of the December timetable, which arose very late in the timetable process. As outlined, we worked swiftly to resolve the issues and mitigate to the best of our ability the impact on performance. At all times we sought to provide customers with appropriate, accurate, timely information to allow customers to plan their journeys with a reasonable degree of assurance through a range of communication channels as described in this correspondence. However, the scale of the late notice disruption to service in the first two weeks of the timetable did make it extremely challenging to provide accurate advance notice of cancellations in all instances.

We discussed at our meeting when these factors arose and communication to key stakeholders. We have also set out below the information that was provided to customers in and around the amended timetable and during the period of disruption.

I trust this correspondence, alongside our meeting, assures you of our efforts to provide a reliable service and provision of timely and accurate information to our customers.

Yours Sincerely



**Leo Goodwin**  
Managing Director

## Customer Information Provision

We took a number of steps to alert customers to the changes to our timetable from 15<sup>th</sup> December including:

- Issued press release to all media 06/12 <https://www.tpexpress.co.uk/media-centre/news/2019/december/tpe-customers-advised-to-check-before-they-travel-ahead-of-december-timetable-change>
- Dedicated website page created and regularly updated showing amendments/cancellations listed station by station: [bit.ly/Dec19TPE](http://bit.ly/Dec19TPE)
- Customer comms w/c 09/12 -Meet the Manager sessions held at York, Man Vic, Leeds and Liverpool across the week
- Social media campaign and messaging
- Customer messaging uploaded to all on train PIS and CIS screens
- 'Check before you travel' announcements onboard
- Management volunteers and customer ambassadors at various locations across network supporting customers w/c 16/12
- Tweet the Manager session held 19/12/19 with the Head of Timetabling
- Posters at stations

In addition to the general press and media and website information to highlight changes to our timetable we made direct contact by email with customers who had booked on cancelled services through TPE and trainline.

As well as the cancelled service emails which are included in the Appendix, we also amended all booking confirmation and pre trip emails to all customers.

We made the decision to extend the temporary amended timetable following the start of the new timetable as a result of the performance deterioration observed in the weeks prior to Christmas. In order to draw customer's attention to the amended timetable we took the following actions, in addition to the specific direct messaging that took place as outlined in question 4.

- Repeated social media messages (Facebook/Twitter)
- Reiterated customer messaging in proactive press release regarding season ticket holder compensation <https://www.tpexpress.co.uk/media-centre/news/2020/january/transpennine-express-to-refund-fare-increase-for-season-ticket-holders>
- Regional media including MD interviews, statements and articles.
- National media including MD interviews, statements and articles – main BBC National News 6pm & 10 pm Tuesday 7 January

Any disruption to services beyond the amended timetable is notified by our Control Team to colleagues and customers using the following channels, examples of which are included below

- Updates of all amends and cancellations via Tyrell to TPE and other rail staff
- Additional frontline staff and managers at stations to be able to convey latest updates and help customer with their onward journeys
- Daily updates on social media with a link to Journey Check which showed all cancelled services

- Specific messaging on Journey Check page for customers
- Full breakdown of customer advice on website, station specific – a link to this page is being issued every day to customers - <https://tpexpress.co.uk/travel-updates/december-2019-timetable-changes>
- Customer messaging uploaded to all On train Passenger Information Systems (PIS) and Customer Information Screens (CIS)
- A link from the homepage of the website straight to the Dec 19 page
- 'Check before you travel' announcements onboard
- Contact made with the NRCC (National Rail) on 11/12 to get a bulletin added to the National Rail website. [https://www.nationalrail.co.uk/service\\_disruptions/239230.aspx](https://www.nationalrail.co.uk/service_disruptions/239230.aspx)
- (Further contacted on 31/12 to amend the date to 24/01. They have since amended the date again recently to show 31/01.
- Stakeholder and media comms issued last Friday with press release and a list of FAQs - <https://tpexpress.co.uk/media-centre/news/2019/december/tpe-customers-advised-to-check-before-they-travel-ahead-of-december-timetable-change>



## Examples of Customer Information

**TransPennine Express Trains**  
December 11, 2019

! Please be aware that timetables will be changing from Sunday 15 December !

We're making a number of changes as we continue to focus on the reliability of our services

Find out more and check before you travel - <http://bit.ly/Dec19TPE>

**TPE Customer Assist** @TPEassist · Dec 6, 2019

TransPennine Express customers are advised to check before they travel ahead of our timetable change on December 15th - [bit.ly/TPDec19](http://bit.ly/TPDec19)

8 6 11

**TransPennine Express Trains**  
December 14, 2019 at 5:01 PM

! Please remember that timetables are changing from tomorrow !

As we introduce the new timetable, we encourage you to check before you travel to ensure you receive the most up to date information about your journey

For more information, please visit <http://bit.ly/Dec19TPE>

**TPE Customer Assist** @TPEassist · Dec 11, 2019

! Please be aware that timetables will be changing from Sunday 15 December !

We're making a number of changes as we continue to focus on the reliability of our services

Find out more and check before you travel - [bit.ly/Dec19TPE](http://bit.ly/Dec19TPE)

6 3 1

### Liverpool to Edinburgh route timetable changes

We are making a number of temporary changes to services along this particular route to enable us to roll out our new fleet of trains. We had expected to be operating a few more of our new trains at this stage but due to a maintenance backlog and infrastructure issues, which has caused a delay in training our on train staff, along with the late delivery of some of our new trains, we are a little behind with this.

We are working hard to bring in the new trains as soon as we possibly can and once we do, we will reintroduce these services.

Use the drop down boxes below for full details of each affected location.

<a href="#">Ticket Acceptance</a>	▼
<a href="#">Alterations to services at Liverpool</a>	▼
<a href="#">Alterations to services at Lea Green</a>	▼
<a href="#">Alterations to services at Newton-le-Willows</a>	▼
<a href="#">Alterations to services at Manchester Victoria</a>	▼
<a href="#">Alterations to services at Stalybridge</a>	▼

- Statements/articles in regional/national press plus MD interviews with BBC and ITV



**TransPennine Express** @TPExpressTrains · Dec 19, 2019

We're now live with William, who is on Twitter to answer your questions until 18:00!

As we're expecting a high level of questions, he will respond to as many customers as possible during the hour

#TPEDec19

**TransPennine Express** @TPExpressTrains · Dec 19, 2019

One hour to go until our Tweet the Manager with William, our Head of Train Planning!

He will be available to answer your questions regarding the recent timetable changes between 17:00 - 18:00

Please remember to use the hashtag #TPEDec19







TPE Customer Assist @TPEassist · Jan 8

! Our temporary timetable has been extended until 31 January !

This includes additional alterations to our services. Please check here for more information - [bit.ly/Dec19TPE](http://bit.ly/Dec19TPE)

We're sorry for the inconvenience this will cause to your journey



24 10 5 .↑.



TransPennine Express Trains

January 8 at 8:50 AM · 🌐

! Our temporary timetable has been extended until 31 January !

This includes additional alterations to our services. Please check here for more information - <http://bit.ly/Dec19TPE>

We're sorry for the inconvenience this will cause to your journey



TPEXPRESS.CO.UK


December 2019 Timetable Changes | Travel Updates | TransPennine Express

- Dedicated website page created and regularly updated showing amendments/cancellations listed station by station: [bit.ly/Dec19TPE](http://bit.ly/Dec19TPE)

The screenshot shows the TransPennine Express website navigation bar with links for TICKETS, TRAVEL UPDATES (highlighted), TRAVELLING WITH US, EXPLORE THE NORTH & SCOTLAND, HELP, and OFFERS. Below the navigation bar is a breadcrumb trail: Home / Travel Updates / January 2020 Timetable Changes. The main banner features the text 'JANUARY 2020 TIMETABLE CHANGES' in large white letters on a blue background, with a subtitle below it: 'Temporary timetable changes to some of our Liverpool - Newcastle - Edinburgh services'.

[View online](#)



 [My account](#)

## IMPORTANT INFORMATION

Dear Customer,

We are writing with regards to your upcoming journey on our Manchester Airport to Edinburgh service.

**Please note that you are receiving this email because you are booked onto the above service, even if your journey does not necessarily start in Manchester Airport, or end in Edinburgh. The calling pattern of this service is:**

Manchester Airport – Manchester Piccadilly – Manchester Oxford Road – Bolton – Preston – Lancaster – Oxenholme Lake District – Fenrith North Lakes – Carlisle – Lockerbie – Haymarket – Edinburgh

**Regrettably, the service that you are booked to travel on has been cancelled.** If you are travelling with a TPE ticket, then this will be valid on any of the other TPE services available on the date of travel or one day either side.

**Full details on these cancellations and the cause behind them can be found on our [website](#).**

We would like to sincerely apologise for any inconvenience that this causes you. If you choose not to travel as a result of this cancellation you can claim a refund. If you do travel, and you are delayed in excess of 30 minutes in comparison to your original arrival time, you can claim Delay Repay via our website: [www.tpexpress.co.uk/help/delay-repay-compensation](http://www.tpexpress.co.uk/help/delay-repay-compensation)

Again, we would like to apologise for any inconvenience caused.

Kind regards

TransPennine Express



 **TransPennine Express Trains**  
December 11, 2019 · 🌐

! Please be aware that timetables will be changing from Sunday 15 December !

We're making a number of changes as we continue to focus on the reliability of our services

Find out more and check before you travel - <http://bit.ly/Dec19TPE>

# NEW TRAIN TIMES

FROM 15 DECEMBER 2019

TIMETABLE CHANGE

