

Stephanie Tobyn
Deputy Director for Consumers



9 January 2020

Leo Goodwin
Managing Director
TransPennine Express

Dear Leo

December 2019 timetable change

I refer to the December 2019 timetable change and the issues affecting TransPennine Express (TPE) passengers as a result of the change.

We are aware that on 6 December 2019 TPE publicised its decision to run a temporary amended timetable on the Liverpool to Edinburgh route from 15 December 2019 until 4 January 2020. Within this announcement, it informed passengers of the need for them to check their journeys before travelling. Our subsequent review of the information provided about the resulting cancelled services on TPE's website and online journey planners confirmed that the information was consistent.

However, following the timetable change, it was clear that the cancellations that occurred were not restricted to those advertised in advance. Instead, the reliability of the whole TPE network was affected, which restricted the ability of passengers to plan their journey with a reasonable degree of assurance. We are aware that Transport Focus has also written to you expressing concerns about your current performance. For completeness, we would ask that you share any response you sent to Transport Focus with us.

As you will be aware, Licence Condition 4 of the Passenger Train Licence requires train operators to provide appropriate, accurate and timely information to allow passengers and prospective passengers to plan and make their journeys with a reasonable degree of assurance, including when there is disruption. It further states that train operators must do so to the greatest extent reasonably practicable having regard to all relevant circumstances, including the funding available.

To assist in our understanding of the issues arising for passengers from the timetable change, I would be grateful if you could provide the following information:

1. When did TPE first become aware of the potential for disruption in/around the December timetable change? What were key stakeholders - including the Industry Timetabling Assurance Programme Management Office (PMO) and Transport for the North - told about the likely disruption and when were they told?

2. What were the reasons for the significant number of on the day cancellations in the run up to Christmas and how were these changes communicated to passengers?
3. Further to the announcement on 6th December, for completeness, what additional steps did TPE take to inform passengers of the planned cancellations ahead of the December timetable change?
4. What arrangements did TPE take to communicate with passengers who had already booked tickets for a cancelled service, including those passengers who had booked assistance to travel?
5. When and why did TPE take the decision to extend the temporary amended timetable until 24th January and what steps have been taken to inform passengers of this change, particularly regarding awareness of any additional trains that have now been cancelled?

Next steps

I look forward to receiving your response to these issues by **5pm on Friday 17th January**. We would also like to agree a time to meet to discuss these issues further and will follow this up by e-mail shortly.

If it would be helpful to discuss this further at this time please do not hesitate to contact me.

Please note that this letter and any non-confidential reply will be published on our website.

Yours sincerely

A handwritten signature in black ink that reads 'Stephanie Tobyn'.

Stephanie Tobyn
Deputy Director for Consumers