

Stephanie Tobyn
Deputy Director, Consumers



5 March 2020

Leo Goodwin
Managing Director
TransPennine Express

Dear Leo,

December 2019 timetable change

I refer to our recent exchanges of correspondence and subsequent meeting to discuss the issues affecting TransPennine Express (TPE) passengers as a result of the December 2019 timetable change.

As you will be aware, our concern was that passengers may not have had the information that they needed to be able to plan or make their journey with a reasonable degree of assurance – which is a requirement of the passenger train licence.

Therefore, I am grateful to you for providing information to demonstrate that TPE took all reasonable measures to inform passengers ahead of the timetable change that services on the Liverpool – Newcastle – Edinburgh route would be reduced. TPE also ensured that the message about extending the temporary timetable was communicated widely. This included contacting passengers who had booked in advance on services that were now cancelled.

We note that since Christmas the reliability of TPE services has increased significantly, despite the daily challenges of operating via the congested Castlefield Corridor and introducing the new fleets of trains. We have recently also had the opportunity to meet your new passenger information manager and have established a link with our team based in Manchester. We will continue to monitor the information provided by TPE to passengers through this local arrangement but do not intend to take any formal regulatory action regarding the provision of information to passengers in relation to the December 2019 timetable change.

As with our previous exchange of correspondence, we will publish this letter on our website.

Yours sincerely

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

Stephanie Tobyn