

# Rail Scotland Conference 2024

Chris Jackson, Managing Director

7 March 2024

# The TPE network

## West Coast Main Line (purple)

- Services via the west Coast Main Line between Edinburgh/Glasgow and Manchester Airport/Liverpool

## East Coast Mainline & North (navy)

- Service Between Edinburgh and Newcastle/Berwick upon Tweed, including calls at East Linton and Reston
- Services between Liverpool/Manchester and Hull/Scarborough/Saltburn/Newcastle.
- Intermediate calls include Huddersfield, Leeds and York

## South (light blue)

- Services between Cleethorpes and Manchester/Liverpool via Sheffield and Scunthorpe





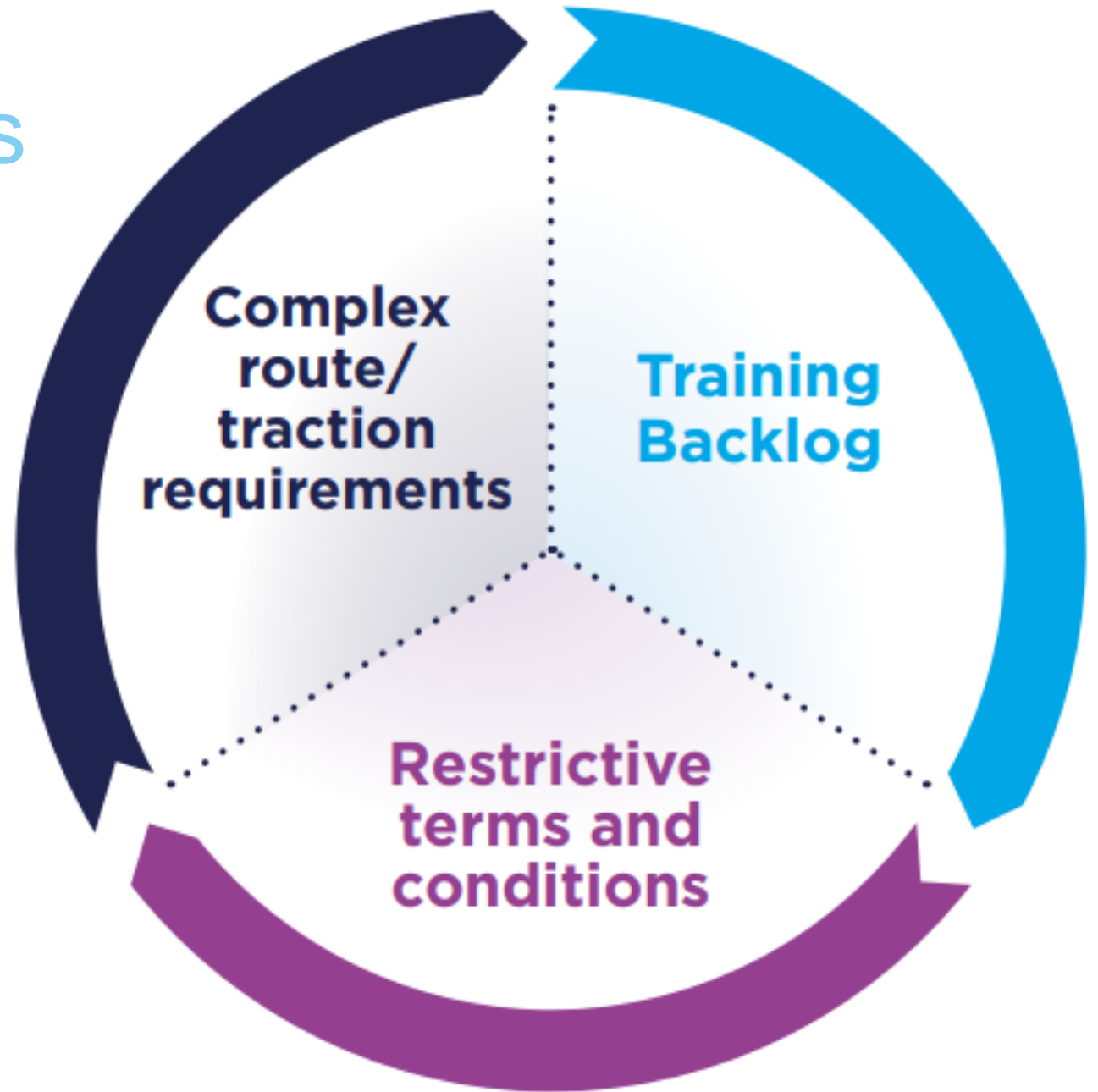
# TransPennine Express in Scotland

- From June 2024, 54 daily services to/from Scotland
- Around 15,000 seats daily on our Scottish routes, increasing to more than 16,000 in June
- More than 100 TPE staff work and live in Scotland
- Hundreds of jobs supported through our supply chains, including catering, train maintenance, cleaning etc
- Every £1 spent by TPE returns more than £4 of economic impact
- Some of our highest satisfaction scores are in Scotland, with 92% of passengers satisfied with journeys on our West Coast route



# Three core challenges

- Complex route and traction requirements – 67% of drivers now fully competent
- Training backlog – reduced from 5,000 days to 2,600 days, but will take whole of 2024 to clear
- Restrictive terms and conditions still need to be addressed



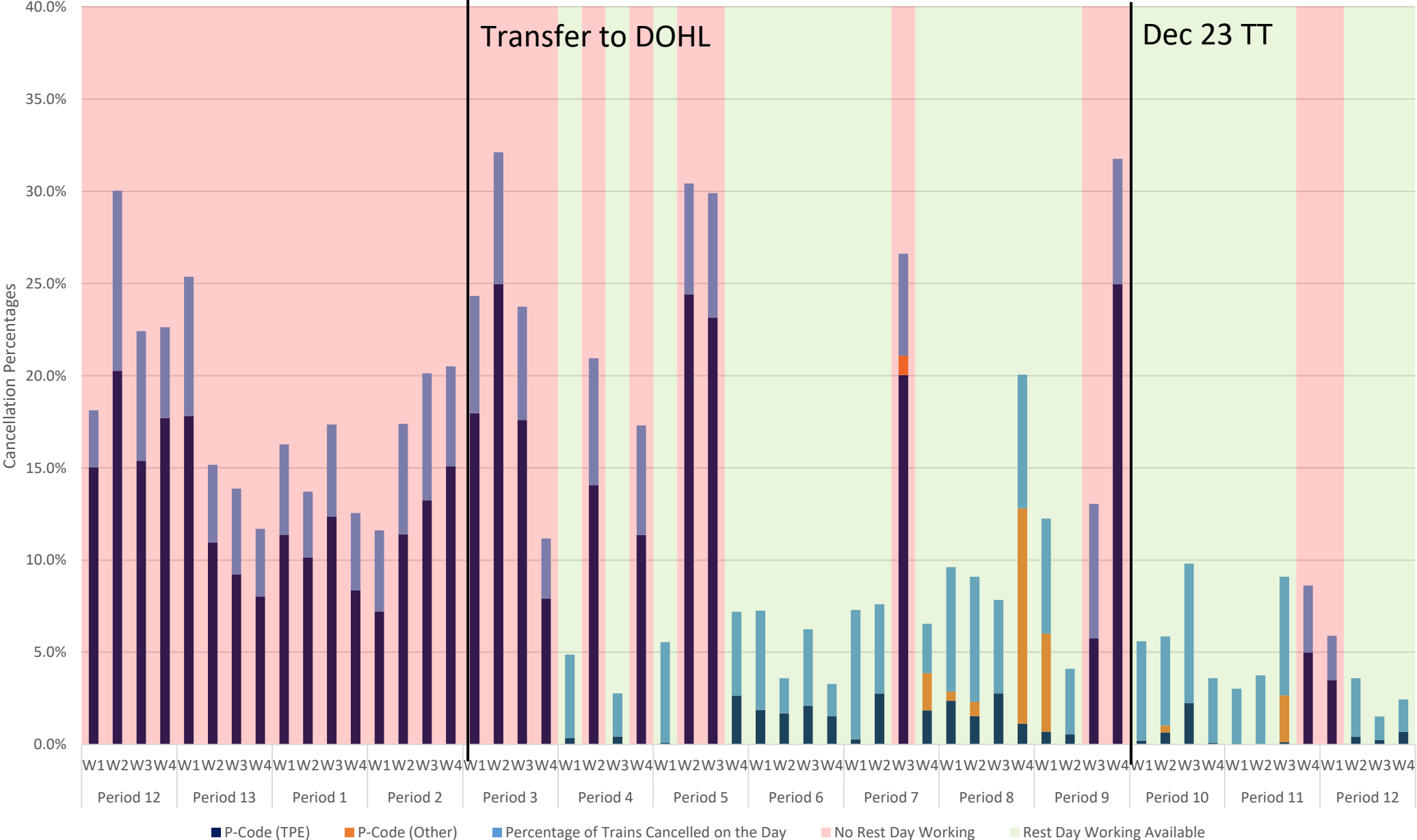


# Stabilising the business

- Transfer to DOHL in May 2023
- Root and branch review including operational deep dive
- Immediate priorities were to:
  - Get trains running on time
  - Rebuild relationships
  - Support the delivery of TRU
- Driver Rest Day Working restored in June 2023
- Timetable and fleet changes to simplify the business and help to clear training backlog



# RDW and Dec 23 have stabilised operations



# Our Plan for the Future

## A Prospectus

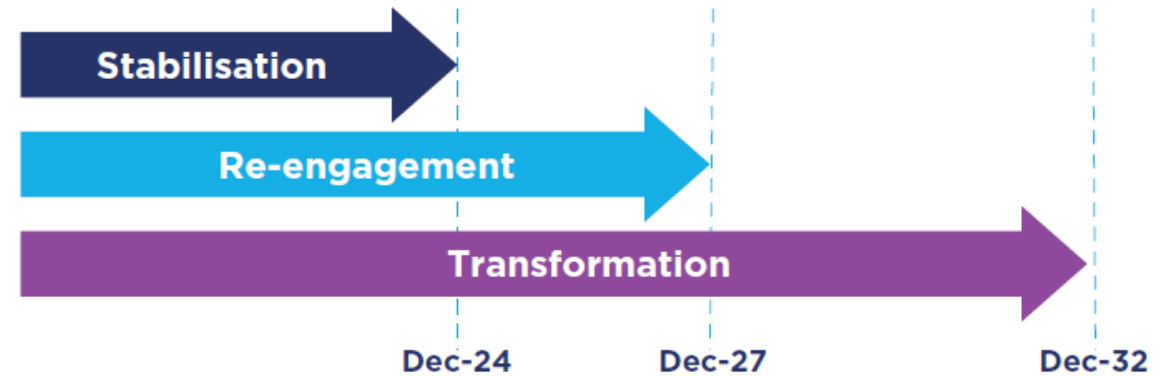
October 2023



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# Our Plan for the Future

- To deliver premium, sustainable and reliable connectivity across the north of England and into Scotland, for everyone
- Plan fixes TPE in the short-term
- The three phases of the plan include:



# What we've delivered so far

- Reset relationships
- Re-linking for resilience
- Removal of Nova 3
- Full reinstatement of Sunday services
- Co-location of control and resourcing teams
- Right-sizing the business
- December 2023 timetable change
- Win back ticket sale
- New onboard catering trial on WCML route







# East Linton Opening

- East Linton station opened in December and joined calls on our Edinburgh – Newcastle service
- Named one of our Nova 1 trains Hailes Castle
- Along with Reston, we will be serving the station seven times a day during the week on our North Route between Edinburgh and Berwick Upon Tweed/Newcastle
- We are planning to increase this to eight times a day in December 2024, providing a two-hourly service throughout the day
- Off peak fares removed on Edinburgh – Reston route to align with ScotRail trial





Our People and our  
unions



# December 2023 timetable

- East Linton station opened and joined calls on Edinburgh – Newcastle service
- Temporary amended timetable for the North Route to help accelerate training and stabilise performance
- Removal of Nova 3 trains
- New service introduced: Manchester Piccadilly –York via Huddersfield, Wakefield Kirkgate and Castleford
- Results are encouraging – reduced cancellations, short formations and overcrowding and p-codes all but disappeared





# June 2024 timetable build back on WCML

- Increased frequency from 34 to 40 trains per day
- Reinstated services means more calls at Lockerbie and other intermediate calling points on this route
- Delivers a standard calling pattern north of Preston with a two-hourly Glasgow and a two-hourly Edinburgh service
- Provides more trains to/from Manchester Airport and also, via public transport connections, to Glasgow Airport and Edinburgh Airport
- Support and promotes the local economy at key tourist locations on the route



# December 2024 timetable ECML

- Current Edinburgh – Berwick-upon-Tweed services extended to/from Newcastle.
- Change sees Edinburgh - Newcastle services increased to a service every two hours with eight services operating per day (currently five through services per day)
- Enhances direct rail connectivity between East Lothian, East Berwickshire and Northumberland.



A close-up photograph of a white train carriage. The carriage has a large, stylized logo consisting of several overlapping triangles in shades of blue, purple, and teal. Below the logo, the words "TRANSPENNINE" and "EXPRESS" are printed in a bold, sans-serif font. "TRANSPENNINE" is in dark blue, and "EXPRESS" is in a lighter blue. The carriage has a window and a door handle visible on the left side.

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# New trains procurement

- The additional £3.9bn funding for Transpennine Route Upgrade (TRU) has given us the green light to begin the procurement process for a new fleet of trains
- This will see 29 trains ordered, with an option for up to 55 in total
- The new trains will be multi-modal to take full advantage of the upgrades delivered by TRU and to support decarbonisation and sustainability requirements
- It is planned the new trains will be deployed from 2029-30



# West Coast catering

- Our West Coast Kitchen launched on 26 February 2024
- New first class menu introduced
- Dedicated customer host in first class, meaning customers will receive a warm welcome and farewell at every station stop along the route with additional jobs created in Scotland.
- Dedicated customer host, looking after our standard class customers, who will be more visible and will carry out a minimum of three trolley services from start to end of service.
- Introduction of 'at-seat-ordering' allowing customers to order from the comfort of their seat. It is intended this will support us introducing hot food options from summer 2024.



**West Coast  
Kitchen**  
by TransPennine Express





# Supporting our communities

Every £1 spent by TPE returns more than £4 of economic impact





# Look ahead

- Delivery of our stabilisation phase – lock in reliability and restore customer confidence
- Win back customers – through great performance, great customer experience and great value-led fare promotions
- Deliver timetable changes in June and December
- Successful delivery of TransPennine Route Upgrade to realise industry and customer benefits
- Participate in the TriLink West Coast Mainline renewals programme.
- Procurement of new trains
- **Do right by our passengers, colleagues and stakeholders**



Thank you

