



February 2017

Dear Stakeholder,

Taking the North further is our vision here at TransPennine Express. During the last year we've laid down solid foundations which will deliver that vision through orders for new trains and enhancements to our products and customer service. Throughout 2017 we will continue to deliver our vision with very visible improvements to customer experience, most notably as a result of the extensive refurbishment of our existing trains.

Last month the first of our current fleet of Class 185 trains went into the Siemens workshop at York to be refurbished. Each carriage has been completely stripped bare and they are currently being transformed into the modern, high quality train environment that will help transform the journey experience on TransPennine Express. With our first refurbished train due out on the network in just over two months' time, this significant step change in our service offering is coming soon and we look forward to your feedback once you've had the chance to experience it.

The vision for TransPennine Express came from the feedback stakeholders from across the North and Scotland gave us while bidding for the franchise. We put great value on relationships with our stakeholders, and place great importance on ensuring we continue to listen and understand what works and where we can improve. To enable this, we have commissioned the independent research company Comres to conduct a stakeholder survey for us later this month. Your feedback, insight and opinions are vitally important to us and we encourage you to complete the survey, which should take no more than ten minutes to complete. For every survey response received, TransPennine Express will also donate £5 to Prostate Cancer UK, the charity FirstGroup companies support.

We are also raising more money for Prostate Cancer UK from sales of *Felix the Railway Cat*, a new book telling the life story of our friendly resident feline at Huddersfield station. With all copies of the first edition already sold in advance orders and a second edition printed, it could be the publishing and fundraising sensation of the year!

As always, I hope that you find this update of interest and I and my team look forward to continuing to work with you to take the North further.

Kind regards,

Louise Ebbs,
Strategy Director



Refurbishment of class 185 trains kick starts

The first of our three carriage class 185 trains is currently being completely refurbished in York, and is due to appear on the TransPennine Express network during spring this year.

The interior of the train will be completely refurbished to an Intercity level of style and comfort. In order to support our aim of Taking the North further, where practical all suppliers to the refurbishment programme are based in the North, helping to support jobs and economic development across the network.

We look forward to receiving your feedback on the new look class 185 train during the spring!



Take a seat – new benches installed

We are currently replacing 45 benches across our network with brand new, more accessible, seating. The majority of these benches are now in place and once the work is completed we will have ten at Dewsbury, four at Stalybridge, six at Scunthorpe, six at Brough, five at Thornaby and nine at Malton.

100,000th cup of coffee served and catering now available Liverpool to Manchester

To celebrate the 100,000th cup of coffee enjoyed on board TransPennine Express (TPE) trains and the introduction of on board catering between Liverpool and Manchester, food artist Nathan Wyburn created a masterpiece of the Liverpool landscape using coffee.

At seat catering is now available on all TransPennine Express trains between Liverpool and Manchester and is available every day until 19:00. It forms part of our plans to improve catering with a menu that utilises produce from across the North, including offering quality products such as tiffin from Yorkshire and pastries from Lancashire.

First class customers between Liverpool and Manchester will now receive pastries alongside fresh coffee, seven days a week.



Survey of TransPennine Express stakeholders to take place

We have commissioned the independent research company Comres to conduct a stakeholder survey for TransPennine Express. This will provide you with the opportunity to give feedback on our services and the way we work with you. This feedback, insight and opinion are important to us and we encourage you to complete the survey which will take no more than ten minutes to complete.

ComRes conducts all its work in accordance with the Market Research Society's Code of Conduct, meaning that your participation and answers will remain strictly anonymous.

The answers you provide will be confidential and once collated and analysed, will be shared with you via our stakeholder report published later this spring.

TransPennine Express is a supporter of Prostate Cancer UK and for every survey response received we will be donating £5 to them. We would like to thank you in advance for your support and contribution.

In the meantime, if you have any other queries about the research, please contact Ananya Jaidev at ComRes on Ananya.Jaidev@comresglobal.com . Alternatively feel free to contact Lucja Majewski at

TransPennine Express on lucja.majewski@firstgroup.com . We look forward to receiving and acting upon your feedback.

Network Rail announces £2.7m refurbishment programme for Middlesbrough station

Network Rail has confirmed that their £2.7million refurbishment of Middlesbrough station will begin this spring, which will see the station roof and stonework repaired in a 13-month project. These works complement work led by Middlesbrough Council to commission a masterplan study for Middlesbrough station which will focus on transport connectivity and the regeneration of the area surrounding Middlesbrough station.

Lisa McGuinness, Commercial Scheme Sponsor for Network Rail, said: *“Lots of work has happened behind the scenes to get the specialist contractor in place to work on this Grade II listed building. We will continue to work with TransPennine Express and Middlesbrough Council to minimise the disruption caused by our improvement work.”*

Middlesbrough MP Andy McDonald said: *“This is an important milestone and further evidence of the commitment there is to breathe new life into the centre of our town. The station is an important part of our heritage but will also be a new 21st century portal into the evolving city-scape right in the heart of Tees Valley. The repaired and revitalised railway station has to be a fitting gateway to our town for commuters, businesses, students and leisure visitors alike.”*

Graham Meiklejohn, Regional Development Manager for TransPennine Express, said: *“These roof works by Network Rail will be welcomed by our many passengers who use Middlesbrough station every day. With our new trains and also additional services coming for Middlesbrough these works will complement the improvements our passengers will see on the tracks.”*



Direct trains between Newcastle and Manchester Airport take off!

On 11 December 2016 TransPennine Express reintroduced a limited number of direct trains between Newcastle and Manchester Airport, with a journey time of around two hours and forty minutes.

These additional services have proved to be very popular with customers, demonstrating the demand that will be met once the full introduction of an hourly service between Newcastle to Manchester Airport has been delivered, complementing the existing hourly service between Newcastle and Liverpool Lime Street.

We were also delighted that Toby Hughes, Managing Director of Nexus, and Adam Jupp, Head of External Affairs at Manchester International Airport, helped to launch the new services back in December with TransPennine Express Managing Director Leo Goodwin.



Annual fares change sees some fares lowered or frozen

In January rail fares were adjusted across the network and as part of the changes introduced by TransPennine Express we also took the opportunity to lower or freeze fares on some routes.

From 02 January 2017 walk-up fares increased in line with inflation, while for regulated fares there was a maximum increase of 1.9% for fares above £10 or 10p for fares under £10. Unregulated fares had a maximum increase of 1.9%.

There were no increases for our Advance fares which have been frozen at 2016 levels.

Fares between stations on the Manchester and Leeds via Stalybridge routes have been reduced by 10%. This applies to the following ticket types:

- Standard Off Peak Day Return, Standard Anytime Day Single, Standard Anytime Day Return (or Standard Anytime Return if Return Fare is not offered as the Start Date) and Weekly Season Ticket

As part of the national fares simplification process, the flows between Scarborough and Leeds, including stations around both Scarborough and Leeds now have the same restriction whichever direction the journey is being made. Further developments on fare simplification will be implemented later this year and will be reported on in this update.

More trains calling at Stalybridge!

Additional TransPennine Express services started to call at Stalybridge station on Sundays from the start of the New Year.

Councillor Andrew Fender, Chair of the Transport for Greater Manchester (TfGM) Committee said, *“Sundays are an important and busy day with lots of passengers across the region choosing to travel for leisure purposes. Rail services are also very busy and I am pleased that an additional service is being provided between Manchester Piccadilly and Stalybridge. I am sure passengers will appreciate the extra travel options and look forward to Greater Manchester benefitting from an enhanced weekend service in the coming months.”*

The Manchester Piccadilly to Hull train will now call at Stalybridge on Sundays at 0940, 1155, 1355 and hourly up until 1755. The Hull to Manchester Piccadilly train will call at Stalybridge on Sundays at 1115, 1315 and hourly to 1715, then finally at 1915.

Performance targets being met

TransPennine Express met its performance targets for the recent operating four-week period (period 10) from Sunday 11 December to Saturday 07 January, achieving 87.6% PPM against a target of 87.5%.

Overall for the full year of 2016/17, we have an overall target of 89% PPM to achieve, which is delivered from performance targets for each four-week period. Our teams are working hard to maintain the achievement of attaining each of our four weekly performance targets in order to meet or exceed the overall PPM target for the full year.

Bright lights at TransPennine Express stations

At all of our stations we are working on a programme to introduce LED lighting, providing a light source that is energy efficient. Works to replace existing lights have been taking place at Selby, Cleethorpes, Scunthorpe and Middlesbrough, with all of our stations due to have new LED lighting fitted by late summer.

Felix the Huddersfield station cat becomes a publishing sensation!

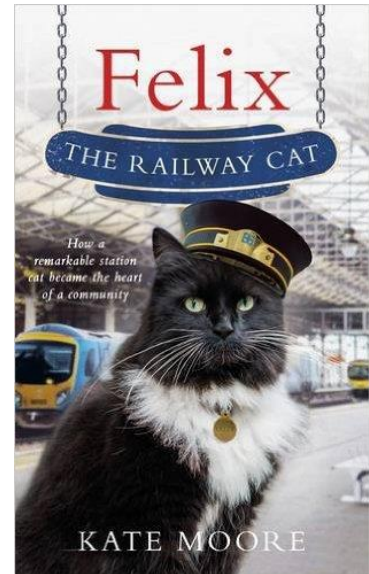
Customers using Huddersfield station are familiar with the furry presence of Felix the station cat, keeping them company on the platform, while over 100,000 fans from across the world follow her antics and news on Facebook.

Felix has already raised thousands of pounds for the TransPennine Express supported charity Prostate Cancer UK and she is back on the fundraising trail with the publication of her life story in a new book. All royalties from sales of the book will be donated to Prostate Cancer UK, raising further the sums already raised by Felix for the charity.

No-one at TransPennine Express knew just how important Felix would become when she arrived at Huddersfield station as an eight-week-old kitten. Although she has a vital job to do as 'Senior Pest Controller', Felix is much more than just an employee. For her colleagues and the station's commuters, Felix has changed their lives in surprising ways.

From bringing a boy with autism out of his shell and providing comfort to a runaway child, to helping the team at Huddersfield station pull together when tragedy hits them, Felix has helped them all. But it's a chance friendship with a commuter that Felix waits for on the platform every morning that finally gives her the recognition she deserves internationally.

Such is the popularity of Felix all copies of her book sold out through advance orders well before the publication date of Thursday 23 February. A second edition of the book has been printed to meet demand and copies are available to order via the following link: https://www.amazon.co.uk/Felix-Railway-Cat-Kate-Moore/dp/0718185439/ref=sr_1_1?ie=UTF8&qid=1480949193&s_r=8-1&keywords=felix+the+railway+cat



Network Rail maintenance works - Plan ahead

Network Rail's maintenance works routinely take place at night but occasionally these essential works require them to take complete possession of lines meaning on occasion some services will not run.

Due to bridge renewal works needing to take place on the route to Manchester Airport, there will be no trains running between Manchester Piccadilly and Manchester Airport on Saturday/Sunday of 4/5 and 11/12 March. These are to enable Network Rail to complete bridge renewals.

Express replacement buses will be in operation every 15 minutes with a journey time of approximately 30 minutes.

At Thirsk, Network Rail is to replace the points at the station over a series of weekends. The project affects passengers from 25/26 February and then on consecutive weekends until 14 May. Work will take place overnight at weekends in order to reduce the disruption to customers, with changes to Saturday evening services between York and Newcastle/Middlesbrough as well as services calling at Thirsk. Customers are advised to check before they travel as some services will depart earlier than usual while others will be replaced by buses, such as the TransPennine Express 20:16 York to Middlesbrough train on Saturdays.

Rob McIntosh, Route Managing Director at Network Rail, said: *"The completed project will provide a more reliable railway, something I know passengers want to see. We are doing this upgrade work overnight at weekends which is a time when fewer people use the railway, but there is never a good time to disrupt journeys and I apologise for any inconvenience caused during this essential piece of work."*

Popping up at Manchester Airport

We are proud to be supporting a pop up event at Manchester Airport on Friday 24 February from 1200 to 1400. Independent traders will be in place at five pop up stalls between the train and bus stations at the airport, serving food focussing on the "far flung" locations the airport serves.

There will also be a stage featuring local musicians, a games area and a large seating area. If this trial is a success with customers it will become a regular event.

TransPennine Express will have a stand at the event to promote the destinations we serve by rail across the North and Scotland from the airport, as well as making available some of the catering products available on board our trains.



New gate for Seamer station

The gate that needs to be opened to access the platform at Seamer station is to be replaced during early Spring. This new gate will improve accessibility to and from the platform and works are expected to start on site during this spring.

Hull station refurbishment works commence!

Work to transform Hull Paragon station started on 06 February and will include the building of new toilets and a new waiting room for customers. More than £1.4million will be invested by TransPennine Express in new, modern facilities which will enhance the experience for customers while complimenting the existing Grade II listed building.

The old Pumpkin café will be converted into new customer toilets and a glass fronted waiting room will be built, extending out from the front of the existing building. Both facilities will be completed in spring 2017. Improvements to the ticket office will also be made in spring, including the removal of the counter screens making it easier for customers to talk to staff and improving accessibility.

This will be followed by the construction of four new high quality retail units, enhancing both the quantity and quality of retail offering to customers, attracting leading high street brands to the station.

In addition, a new customer information point will also be created, bringing back into use a part of the station that is currently redundant. As part of further investment, a new arrivals and departures board will improve the level of information provided.

David Hatfield, TransPennine Station Manager for Humberside said: *“I’m thrilled that work to enhance the station has now begun and this is excellent news for our customers and our City. I also want to reassure people that the work will not disrupt journeys. Trains will run as planned and the station will be open for business as the gateway to UK City of Culture 2017. As a business that prides itself on delivering excellent customer service, we are looking forward to continuing to welcome visitors during this very special year.”*

Councillor Martin Mancey, Portfolio Holder with responsibility for transport at Hull City Council, said: *“We welcome the investment made by TransPennine Express into refurbishing the station, and are delighted to see the start of these works that will give the concourse a fresh new look. Since planning approval was granted last year, we have been working closely with TransPennine Express to develop a work programme that will cause minimal disruption to passengers. This means that works will be completed during the summer, to ensure that the expected increase in rail passengers will be managed effectively, with a contemporary and welcoming arrival to the UK City of Culture.”*



We hope that you have found this update of interest. Please contact Graham Meiklejohn, Regional Development Manager, on 07595 236 910 or graham.k.meiklejohn@firstgroup.com or Lucja Majewski, Regional Development Manager, on 07702 142568 or Lucja.majewski@firstgroup.com to comment on what you’d like to read in future editions, to add colleagues to our mailing list or indeed to be removed from our mailing. We are open to all ideas.

The next update will be issued during April. In the meanwhile, please follow and like us on Twitter and Facebook or visit our website: www.tpexpress.co.uk