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Leo Goodwin
Managing Director
Transpennine Express
Bridgewater House
60 Whitworth Street
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AS/2019/081

Dear Leo

Current performance

TransPennine Express passengers are currently experiencing an unacceptable standard of service. The weeks leading up to the timetable change on 15 December were very poor, and since the timetable change performance has been even worse. For many passengers it has been impossible to reliably plan their journeys as they cannot rely on the advertised timetable.

The similarities with the May 2018 crisis are striking. In this case it seems that eagerness to deliver the benefits of new trains has been allowed to undermine the stability of the service.

Given the ongoing severe disruption, Transport Focus is seeking urgent assurances on behalf of passengers about:

- the actions you are taking to ensure the advertised timetable can be relied on by passengers and does not promise more than you can deliver
- when you expect to reinstate the timetable in full without compromising your ability to deliver it reliably
- your plans to compensate passengers in recognition of the impact of weeks of disruption to their lives.

I look forward to hearing from you.

Yours sincerely

A.J.C. 

Anthony Smith
Chief executive

cc Peter Wilkinson, Department for Transport
Barry White, Transport for the North