

TravelWatch North West Conference



DEC'18 TIMETABLE & PERFORMANCE

- In response to issues arising from May 2018 timetable, TPE have implemented the following changes:-
 - Current Manchester Piccadilly to Leeds will be split as follows
 - Manchester Piccadilly to Huddersfield
 - Huddersfield to Leeds
- Increased turnaround at Manchester Airport for Newcastle and Middlesbrough services – does not alter timetable for customers but will improve reliability
- We have seen a 20% improvement in Public Performance Measure
- Significant decrease in the number of services being cancelled short of their final destination

NEW SERVICES

➡ Liverpool to Glasgow services launched later this year

➤ 3 direct services each day per day

➡ Liverpool to Newcastle service extended to Edinburgh

December 2019



Nova 3
Liverpool to Scarborough
Liverpool to Middlesbrough



Nova 2
Manchester Airport to Glasgow/Edinburgh
Liverpool to Glasgow



Nova 1
Liverpool to Newcastle/Edinburgh

OTHER NEWS



Smart Season Tickets

TransPennine Express has been working on an industry wide project, led by Transport for the North

Season ticket customers now have the option of having their ticket on a Smart card instead of the traditional paper version.

The Smart card lasts up to ten years and is contactless

We have been rolling out the Smart season tickets on a route-by-route basis

OTHER NEWS

Whats'App

TransPennine Express is the first UK train company to introduce WhatsApp for its customers

The new customer service channel launched on 4 February will give customers another way to get in touch

To contact TPE, customers need to open WhatsApp and type in the following contact number: 07812 223336.

The service will be monitored between 08:00 to 21:00 every day (except Christmas and Boxing Day).

