



**TRANSPORT FOR GREATER MANCHESTER COMMITTEE
REPORT FOR INFORMATION**

Date: 14 July 2017
Subject: May 2018 Timetable Change
Report of: Amanda White, Head of Rail

PURPOSE OF REPORT

To provide an update on the activity completed to support the May 2018 Rail Timetable consultation and the subsequent GMCA consultation response.

RECOMMENDATIONS

Members are asked to:

Note the final GMCA consultation responses submitted on 7 July.

Note the next steps for working with operators on continuous improvement.

BACKGROUND DOCUMENTS

Presentation to TfGMC meeting 16 June covering the details of the consulted plans by Northern and TransPennine Express.

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1. Introduction and Background

- 1.1 Since 2 May TfGM has been working closely with Northern, TransPennine Express and Rail North to understand and improve the proposals for the May 2018 Rail Timetable.
- 1.2 A detailed presentation of the proposals and our concerns for GM services was delivered to members on 16 June. Following this meeting extensive meetings and discussions have been held with individual members, user groups and the train operators to seek improvements to proposals.
- 1.3 A summary of the improvements that have already been agreed with operators is set out below, and the remaining issues captured within the final consultation response. These responses were shared with all GM local authorities and comments included.

2. Summary of Issue Resolved to Date

- 2.1 Following the full TfGMC meeting on 16 June officers have worked with Northern and TPE to agree that elements the proposed timetable should be changed or reviewed, these are summarised below.
- 2.2 **Calder Valley** – Extra peak calls at Littleborough, Smithy Bridge, Castleton and Mills Hill are under review by Northern.
- 2.3 **North Transpennine** – Meeting undertaken with Rail User Group, Transpennine Express and Northern to examine service provision. TPE have agreed to further examine additional calls at Stalybridge to peak services.
- 2.4 **Marple/Hyde Loop** – Northern have given assurance that appropriate capacity will be provided on the Bredbury line. Sunday services on the Hyde Loop will not be provided in May 2018 but we have agreed to look at this further with Northern and Rail North to understand if a business case for services is possible.
- 2.5 **Hazel Grove/Buxton** – Northern have agreed to reinstate peak calls at Davenport and Woodsmoor, therefore ensuring TSR compliance. Northern are also investigating Heaton Chapel and Levenshulme calls to comply with Train Service Requirements.
- 2.6 **Manchester Airport** – Northern looking at providing additional peak calls at local stations along the route.
- 2.7 **Chat Moss** – Joint working with Salford City Council Rail Consultant and Northern to further investigate Eccles service intervals and lack of Patricroft peak calls.

- 2.8 **Manchester – Wigan via Atherton** – Discussions undertaken with Salford City Council Rail Consultant and Northern to look into solutions to the long connection times in the evening.
- 2.9 **Bolton including Blackburn corridor** – Northern are looking at innovative ways to increase capacity with potential solutions including re-routing peak services via Wigan NW and running the Barrow/Windermere services down the Bolton corridor with calls at key stations. Options are likely to be presented to in late July.

3. Next Steps

- 3.1 Although the consultation is now closed, Northern have agreed to continue to work in partnership with TfGM officers throughout July as they work to address stakeholders' feedback.
- 3.2 The final May 2018 timetable is due to be submitted to Network Rail during the second week of August and we will be supporting train operators and Rail North in optimising the submission until this time.

4. Recommendations

- 4.1 Note the final GMCA consultation response submitted on 7 July.
- 4.2 Note the next steps for working with operators on continuous improvement.

5. Appendixes

- 5.1 Appendix A - Final GMCA consultation response for Northern May 2018 Timetable submitted on 7 July.
- 5.2 Appendix B - Final GMCA consultation response for TPE May 2018 Timetable submitted on 7 July.

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7th July 2017

Dear Liam,

May 2018 Timetable Consultation

On behalf of TfGM I would like to extend my thanks for your invitation for us to respond to the May 2018 Timetable Consultation.

The consultation seeks to implement the service specification outlined within the Train Service Requirement (TSR) to provide the ‘Transformation needed to bring the Northern Powerhouse to life’ which was promised by the Department for Transport when the Northern franchise was awarded to Arriva on 9th December 2015.

Improvements which are outlined in the consultation are welcome in particular to Mon-Sat off peak and Sunday services all day. However, we are very concerned regarding the proposals for a number of corridors, particularly during peak hours which potentially leaves some of our stations with a far worse service than what we see today (May 2017 timetable). Our concerns regarding this are focused on three areas:

- A proposed reduction in the number of calls in the height of the peak hours at a number of key commuter stations compared to the current timetable
- Uneven/non clockface peak and off peak service intervals on a number of corridors
- Non-compliance with the TSR in the case of Hazel Grove to Manchester services and off peak calls at Heaton Chapel and Levenshulme stations

To enable ease of analysis I have broken down our comments by corridor:

Calder Valley

The increase in the number of services along this corridor is to be welcomed as is the decision to initiate all stations Manchester-Rochdale services. This should ensure local and longer distance passenger flows are kept apart ensuring more capacity for passengers at all stations along the route. TfGM welcomes the return to 2 trains per hour (tph) all day at Moston which has been a key objective since off peak calls were lost in 2014.

TfGM are concerned regarding the proposals for fewer height of the peak calls* at a number of key stations along the route including Littleborough, Smithy Bridge, Castleton and Mills Hill as compared to the current timetable. These are all very busy commuter stations and a reduction in the number of calls is not acceptable to TfGM. We therefore request that Northern evaluate the potential for extra calls on other passing services to ensure a similar calling peak calling pattern at these stations, as today. This is particularly important in the light of a reduction of peak calls at stations including Mills Hill and Castleton which have taken place since 2010.

We believe that the TSR has not been complied with in regards to the last departure from Manchester Victoria to a number of stations along the route including Mills Hill and Castleton and request that Northern address this. The TSR states last departure from Manchester no earlier than 23:15 to all TfGM station except Rochdale (no earlier than 23:30) Monday to Saturday. Current proposed departure times are 23:05 to Rochdale, Smithy Bridge and Littleborough and 22:42 to Moston, Mills Hill and Castleton.

North Transpennine

Proposals for the North Transpennine route are of great concern to TfGM as all stations are due to receive fewer calls at the height of the peak compared to today. The pathing of the Northern peak extra services to/from Huddersfield so close to the Transpennine Express services (as concluded from examination of the Transpennine Express May 2018 timetable consultation) which will call at Mossley and Greenfield stations is far from ideal although we understand the constraints of pathing services along this very busy corridor. We request that Northern provide additional and improved services as soon as the infrastructure allows and that Northern pay

particular attention to the capacity requirements on the peak extra services proposed in May 2018.

Whilst we are concerned by proposals to reduce the number of calls at Ashton during the height of the peak from 3tph to 2tph we very much welcome the more even service intervals to the off peak service and the earlier and later trains at this station.

Connectivity at Stalybridge between the Transpennine Express semi fast services which also call at Mossley or Greenfield and passengers transferring to and from services towards Ashton-under-Lyne (as the regional centre for Tameside Borough) and Victoria is a key concern particularly during evenings and weekends. For example, the currently the direct journey time between Mossley and Ashton – under – Lyne is 9 minutes. Should the May 2018 proposals be implemented From May 2018 this journey time will be 16 minutes (07:18 to 07:22 by TPE between Mossley and Stalybridge, 07:30 to 07:34 by Northern between Stalybridge and Ashton with an 8 minute wait at Stalybridge). In the evening peak the journey time between Ashton and Mossley would be 18 minutes with a change of service in Stalybridge.

During the off-peak the journey times between Mossley and Ashton will be 15 minutes, with a change of service at Stalybridge, whereas the Ashton to Mossley journey time will be 31 minutes with a wait of 21 minutes at Stalybridge. On Sundays the journey times by rail between Ashton and Mossley is 49 minutes in both directions, with waiting times of 38 and 41 minutes at Stalybridge. Therefore, the advantage of using the rail service between Mossley and Ashton will be significantly reduced and it may well cause passengers to use other modes of travel rather than rail. This is particularly important considering proposals in the Greater Manchester Strategic Framework (GMSF) and we request Northern to work closely with Transpennine Express to improve the evening and weekend connection time of services at Stalybridge.

Glossop/Hadfield

TfGM welcome the additional evening services which will run outbound from Manchester Piccadilly. Whilst 3tph all day on this corridor (with 1tph semi-fast) remains our objective we are satisfied with the proposals Northern has outlined.

Marple/Hyde Loop

The additional evening trains on the Hyde Loop are welcomed although we are disappointed to see that this appears to have come at the expense of a Piccadilly-

Bredbury-New Mills Central service with resulting fewer calls at Reddish North, Bredbury and Marple during the height of the PM peak. We therefore request that Northern undertake analysis to understand the crowding impact on the Bredbury line in the light of these changes on what are already very busy services, which we would ask is shared with us.

TfGM welcomes that a 1tph stopping train will now be provided across the Hope Valley Mon-Fri but would like to enquire why the 13:49 departure from Piccadilly only goes as far as Chinley and not all the way across to Sheffield?

TfGM welcomes the improvements to Sunday services on the Piccadilly-Bredbury-Marple route which offer a vast improvement over the current day both in terms of operating hours and train service frequencies at key stations. We are disappointed that no Sunday service is proposed on the Hyde Loop line which is the only route left in Greater Manchester with regular passenger services Monday to Saturday but none on a Sunday. Given the growth in demand at Hyde Loop stations which resulted from the recent uplift from 1tph to 2tph in the Monday to Saturday off-peak, we believe that a latent market exists for a Sunday service along this route.

Buxton/Hazel Grove

We are concerned that proposals for this route fall some way short of what was proposed in the TSR and in the case of many of the smaller stations appears to provide a worse service than what is provided today. Woodsmoor, Davenport, Heaton Chapel and Levenshulme appear to show a reduction of services in the height of the AM and PM peaks compared to the current timetable although we understand from Northern that this is to some extent a programming error which will be rectified to ensure TSR compliance in due course. However, this will still leave the corridor short of the number of services it receives during the height of the peak today.

We have noted with some concern the uneven service intervals at all four of the stations highlighted, in particular Davenport and Woodsmoor where the 2 trains per hour are as little as 14 minutes apart. The irregular service patterns are also of concern and will make some journeys more difficult than today – for example the Buxton service calls at most stations on its outbound (from Piccadilly) journey with the New Mills Newtown train running semi fast. Roles are reversed on the inbound journey with the Buxton service running semi-fast and the New Mills Newtown calling at all stations. We believe that some of these compromises have had to be made due to the non-TSR compliance regarding providing 4tph to Hazel Grove and request that all partners work together to receive a satisfactory outcome regarding this.

Off Peak services at Heaton Chapel and Levenshulme are also of concern since proposals centre around providing 3tph inbound and 4tph outbound. Again, this does not satisfy the requirements outlined in the TSR.

Stoke-Macclesfield

TfGM welcomes the initiation of 2tph along this corridor and the establishment of 2tph all day at Bramhall for the first time. However, we are concerned regarding the potential PPM impact of the proposed Blackpool North-Macclesfield service since the current cross Manchester Buxton/Hazel Grove-Blackpool North service already demonstrates some of the worst performance of any of Northern's service groups. We would therefore like to understand what the implications would be for services in South Manchester to be replanned to switch the Blackpool linkage to Hazel Grove rather than Macclesfield (but still retaining the extra Macclesfield-Manchester service) TfGM are also concerned that the Macclesfield terminating service is unbalanced in that it is proposed to call at Heaton Chapel and Levenshulme inbound but not outbound.

We welcome the introduction of a 1tph all day Sunday Manchester Piccadilly-Stoke-on-Trent service with vastly earlier arrival and departure times from Piccadilly compared to the current inadequate 5 trains per day in each direction.

Crewe via Stockport and Wilmslow

TfGM are concerned regarding the likely PPM impact of the proposed Alderley Edge to Wigan/Southport and Liverpool-Piccadilly-Airport-Crewe services for the same reasons as the Blackpool North-Macclesfield service highlighted above. For the former we would ask that thought is given to a switch of Alderley Edge originating services to North Manchester to be from Hazel Grove, but retaining the Alderley Edge to Manchester service. For the latter, we believe that 14 minutes standing time at the Airport on the outbound journey is potentially too high and we are keen to find out how this will work in practice with TPE running longer trains and less stacking possible at platforms compared to the current timetable.

Manchester Airport

TfGM has concerns over the height of the peak proposals for Heald Green, Gatley and East Didsbury stations which would see fewer calls than today. We are also

concerned over the skip stop proposals for the second hourly off-peak train at a number of stations including Gatley, Burnage and Mauldeth Road which would see poor service intervals. One example of this is Gatley, where inbound services are proposed to depart within 17 minutes of each other. Whilst we understand the complexities of running services along this very busy corridor we would ask Northern to investigate this issue further.

Mid Cheshire Line

We welcome the proposals to provide 2tph on the Mid Cheshire line together with the faster journey times from Stockport, Altrincham and Hale to Chester. TfGM also welcomes the proposals for a 1tph all stations Sunday service on a corridor which sees high leisure uses at weekends.

CLC

TfGM welcomes the initiation of the new Liverpool-Warrington Central-Manchester-Manchester Airport service which essentially replaces the TPE Liverpool-Scarborough service which moves to the Chat Moss route. TfGM has longstanding aspirations to improve calls at smaller stations along the route including Flixton although we understand this is limited by the need to balance the Northern stopping services in between the current East Midlands Trains and the future semi-fast Manchester Airport-Liverpool Northern (future Northern Connect) service.

We welcome the proposal on Sundays to call trains at Flixton.

Chat Moss

TfGM welcomes the extended peak hour services which provide 2tph at Eccles and the connectivity to both the north (Victoria) and south (Oxford Road, Piccadilly) of Manchester City Centre but are disappointed with the service intervals between the two trains (as little as 8 minutes) and ask Northern to investigate if a more even pattern could be applied. It would also be very positive if 2tph could be applied at Eccles throughout the day considering the station's increasing importance as an interchange 'hub' for Salford Quays and the recent developments at Media City.

We are very concerned that under the proposals Patricroft station will lose its extra trains (currently 2tph) in the morning and evening peak. This is particularly

unwelcome considering recent housing developments in the area and the emphasis on Patricroft for future housing in the recent GM Spatial Framework document. We would therefore urge Northern to consider stopping an additional peak train in order to provide a service which is no worse than today.

Whilst TfGM regrets the direct connectivity lost between Patricroft and Eccles and Victoria station for most of the day we welcome the new journey opportunities which will be available to the south side of the city centre and direct connectivity to Manchester Airport 7 days a week. We also welcome the proposal for 1tph at Patricroft on Sundays for the first time.

TfGM welcomes the initiation of the new Manchester Airport-Barrow/Windermere service which restores a respectable service level to both corridors for the first time in a number of years and also assists in preserving direct connectivity from Wigan to Manchester Airport. However, we are concerned regarding the much slower journey time between Preston and Manchester via Wigan compared to the current TPE service (current TPE services takes 38 minutes Preston to Manchester Oxford Road compared to a proposed 52 minutes for new NT service). Whilst we understand the different performance characteristics of the TPE Class 350 units compared the Class 156/158/769 which Northern will use we would request that Northern works to reduce journey times in this service group as soon as practicable. This is important as we are aware that the proposed journey times from Manchester to Windermere are not TSR compliant.

Atherton/Kirkby/Southport

TfGM welcomes the introduction of 4tph all day along the Atherton line – a development which will have a major implication in making travel easier for communities along this line. We also welcome the introduction of 2tph all day on a Sunday with a greatly improved earlier first train and later last train.

Connectivity from the Atherton line to/from the south side of Manchester via the interchange point at Salford Crescent is a key issue and we have noted that later evening connections are not as efficient as hoped as is proven in a comparison matrix which we have shared with Peter Warhurst at Northern. We therefore hope that this will be re-visited. We are also concerned about the volumes of passengers who will be interchanging on the very narrow platforms at Salford Crescent and would ask Northern to investigate providing an attractive alternative interchange point for services at Hindley.

We are satisfied that Northern has taken account of local stakeholder feedback in order to provide 2 peak hour services inbound in the AM peak and outbound in the PM from the Southport corridor to the south side (Oxford Road and Piccadilly) of Manchester City Centre. We support Northern and Rail North's effort in putting together a business case to understand the impact of providing more services from Southport to the South side and trust that the right decision will be taken to ensure satisfaction from the majority of passengers in the GM Travel to Work area.

Bolton

TfGM is disappointed regarding the service intervals at Westhoughton station although we understand that this is to some extent a product of providing 1tphn to the north side of city and 1tph to the south and we understand that train pathing constraints on the Bolton and Castlefield corridors will make this hard to resolve.

We are very concerned regarding the proposed decrease in a number of peak calls at intermediate stations on the Bolton and Preston corridor compared to the current timetable. Stations affected include Blackrod (AM peak), Horwich Parkway (PM peak) and Lostock (PM peak). The most serious of these is at Lostock which sees a potential reduction from the current 5 departures between 17:00 and 18:00 down to only two trains in May 2018. These issues are particularly important given the role of both Lostock and Horwich as parkway stations conveying large numbers of passengers to Manchester in the AM peak and from Manchester in the PM peak.

Whilst a reduction in the number of calls during the height of the AM peak at Moses Gate, Farnworth and Kearsley is undesirable, we do welcome the longer operating day at these stations with a last train leaving Victoria at 22:49 compared to 18:39 in the current timetable.

Capacity is key on this very busy corridor and from our conversations we trust that Northern and Rail North are investigating a number of innovative options for train lengthening in order to maximise peak capacity through Bolton station, particularly during the very busiest periods.

The last departure to Blackrod is proposed to be at 20:05 compared to 22:23 in the current timetable. We believe this to be an error which will be corrected.

Blackburn-Clitheroe

The introduction of 2tph all day on the Blackburn corridor is very welcome although we have concerns over train lengths during peak periods and in particular the role this will play in addressing capacity constraints on the key Bolton-Manchester route.

In summary, we would like to thank you for taking the time to read through and in many cases address our concerns. We look forward to continuing to work with you to achieve our goal of 'making travel easier' for the residents of Greater Manchester.

*Height of the peak calls can be defined as arrivals into Central Manchester between 08:00 and 09:00 and departures from Central Manchester stations between 17:00 and 18:00.

Yours sincerely,



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7th July 2017

Dear Graham,

May 2018 TPE Timetable Consultation

Thank you for the timetable consultation pack and accompanying notes which was sent to us by Lucja Majewski and for offering us the opportunity to comment on these proposals.

The timetables confirm many of the service enhancements which we have long anticipated from the publishing of the most recent Train Service Requirements (TSR) matrix in May 2015. TfGM welcomes these proposals and would like to offer our thanks to you and the team at TPE for your continued efforts in the face of infrastructure delivery delays and changes, as well as the delay in rolling stock cascade from other franchises.

The meetings which we have held with timetable planners have been very productive and worthwhile. However, we still have strong concerns over the proposals in the following service groups:

North Transpennine

TfGM has concerns regarding the Northern peak extra 07:13 and 08:13 Huddersfield to Manchester and the 16:17, 17:17 and 18:17 Manchester to Huddersfield services which will not call at Marsden and Slaithwaite. This relates to the likely pressure which is likely to be put on the hourly Transpennine Express skip-stopping trains from both of these stations to Manchester which are likely to leave reduced capacity

for passengers travelling to Mossley and Greenfield stations particularly during peak hours. We are concerned that only 3 car Class 185 trains will be provided for AM and PM peak services at the onset of the timetable and again emphasise that only 6 car trains on both semi fast services will be able to cater for the likely demand.

We are also concerned that these peak extra trains run in such close proximity to TPE services. This has resulted in trains from Mossley towards Manchester at:

06:32 (NT), 07:18 (TP), 07:33 (NT), 08:19 (TP), 08:33 (NT)

And departing Piccadilly to Mossley at:

16:47 (TP), 17:02 (NT), 17:47 (TP), 18:01 (NT)

Greenfield services towards Manchester depart at:

06:32 (NT), 06:46 (TP), 07:33 (NT), 07:46 (TP), 08:33 (NT), 08:46 (TP)

And departing Piccadilly to Greenfield at:

17:02 (NT), 17:17 (TP) 18:01 (NT), 18:17 (TP)

As explained at recent meetings TfGM is concerned over the proposed drop in the height of the peak time frequency (arrivals at Manchester between 08:00-09:00 and departures between 17:00 and 18:00) in both directions at Stalybridge from the current 6tph across both franchises to 4tph. This is as a result of a reduction in peak calls from TPE services and the loss of some Northern stopping services. TfGM is concerned regarding the loss of these services and we have asked David Langton to look at the possibility to introduce calls on the TPE trains running over the stretch of track between Leeds and Victoria services both in the AM and PM peak. We have received support from the Rail Officer at West Yorkshire Combined Authority (WYCA) in order to do this.

Connectivity at Stalybridge between the Transpennine Express semi fast services which also call at Mossley or Greenfield and passengers transferring to and from services towards Ashton-under-Lyne (as the regional centre for Tameside Borough) and Victoria is a key concern particularly during evenings and weekends. For example, the currently the direct journey time between Mossley and Ashton – under – Lyne is 9 minutes. Should the May 2018 proposals be implemented From May 2018 this journey time will be 16 minutes (07:18 to 07:22 by TPE between Mossley and Stalybridge, 07:30 to 07:34 by Northern between Stalybridge and Ashton with an 8 minute wait at Stalybridge). In the evening peak the journey time between Ashton and Mossley would be 18 minutes with a change of service in Stalybridge.

During the off-peak the journey times between Mossley and Ashton will be 15 minutes, with a change of service at Stalybridge, whereas the Ashton to Mossley journey time will be 31 minutes with a wait of 21 minutes at Stalybridge. On Sundays the journey times by rail between Ashton and Mossley is 49 minutes in both directions, with waiting times of 38 and 41 minutes at Stalybridge. Therefore, the advantage of using the rail service between Mossley and Ashton will be significantly reduced and it may well cause passengers to use other modes of travel rather than rail. This is particularly important considering proposals in the Greater Manchester Strategic Framework (GMSF) and we request Transpennine Express to work closely with Northern to improve the evening and weekend connection time of services at Stalybridge.

Scotland (Bolton corridor)

TfGM is pleased to see that Northern services are to be pathed directly ahead of and behind the TPE service both to and from Bolton through to the south side of Manchester (Oxford Road and Piccadilly) during off peak hours. This should help to minimise the number of passengers making local journeys on the Scotland services which will be –“pick-up” and “drop-off” only at Bolton. However, TfGM has concerns over how the proposals for ‘pick up’ only Northbound and ‘drop-off’ only southbound will work in practice since the idea has not proved to be effective in Greater Manchester before on Virgin Trains services between Manchester Piccadilly and Stockport. At the very minimum we request that passengers are permitted to use trains at Bolton to/from Manchester Airport to compensate for the reduction in service provision caused by the re-routing of the current Southport-Manchester Airport and Barrow/Windermere-Manchester Airport via Wigan North Western service groups.

We would welcome any role that Transpennine Express can play in meeting the peak capacity requirements to/from Bolton to Manchester Oxford Road and Piccadilly and fully support the discussions which have recently been held between Transpennine Express, Northern and Rail North.

Longer term we have concerns about whether the 5 car trains which TPE has ordered will be able to provide the capacity which is needed on journeys between Manchester and Preston/Lancaster particularly on Friday evenings and at weekends. These trains are currently operated by 8 car Class 350’s at peak times and whilst it is hoped that more passengers will switch to using Northern services south of Lancaster there is concern regarding the slower timetabled service via Wigan North Western will still drive passengers towards the much faster TPE services as the graph below demonstrates:

Table to demonstrate changes in journey times between

Service	2017	2018
Northbound MCO-PRE (via WGN)	38 minutes (current TPE Scotland services)	54 minutes (Future Northern BIF/WDM services)
Northbound MCO-LAN (via WGN)	55 minutes (current TPE Scotland services)	71 minutes (Future Northern BIF/WDM services)
Southbound PRE-MCO (via WGN)	38 minutes (current TPE Scotland services)	52 minutes (Future Northern BIF/WDM services)
Southbound LAN-MCO (via WGN)	60 minutes (current TPE Scotland services)	72 minutes (Future Northern BIF/WDM services)
Southbound PRE-MCO (TP 2018 via BON)	-	33 minutes (Future TPE Scotland services)
Southbound LAN-MCO (TP 2018 via BON)	-	52 minutes (Future TPE Scotland services)
Southbound WGN-MCO	26 minutes (current TPE Scotland services)	35 minutes (Future Northern BIF/WDM services)

South Transpennine

TfGM notes that the primary improvements on weekday South Transpennine will be delivered in May 2017 with the initiation of an additional evening service on weekdays departing Sheffield at 21:11 to Manchester Airport and improvements to Sunday services, in particular earlier trains. We welcome the proposals to run

additional 6 car Class 185's along the route but request that key peak hour trains including the very busy 17:20 departure from Manchester Piccadilly continue to be 6 car until additional units are available for other services.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Owain Roberts', written in a cursive style.

Owain Roberts
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