

## **Train Service Requirement (TSR)**

### **1. Introduction**

- 1.1 This document contains the West Midlands Franchise Agreement Train Service Requirement.
- 1.2 The TSR consists of the following components:
  - 1. TSR1 – applicable from the start of franchise
  - 2. TSR2 – applicable from December 2018
  - 3. TSR3 – applicable from May 2021
  - 4. Minimum Capacity Requirements
- 1.3 Any references to May or December refer to the relevant May or December Passenger Change Date respectively.
- 1.4 The general provisions for TSR1 are described in TSR1.
- 1.5 TSR1 consists of a Service Level Commitment which contains the minimum requirements for train services (the number of calls at each station) as well as the first and last train times.
- 1.5 The general provisions described in this document relate to TSR2, TSR3 and Minimum Capacity Requirements.
- 1.6 TSR2 and TSR3 consist of Train Service Requirement tables which contains the minimum requirements for train services (the number of calls at each station) as well as the first and last train times.
- 1.7 The Minimum Capacity Requirements relate to peak services into London Euston and Birmingham Stations in the AM peak, and departing from London Euston and Birmingham Stations in the PM peak.

### **2. Days and Times of Day**

- 2.1 References to a Day mean the period commencing at 0200 on one day and ending at 0159 on the following day and references to particular days of the week shall be construed accordingly.
- 2.2 All references to time are to the twenty-four hour clock.

### **3. Minimum Service Requirement**

- 3.1 Each TSR table sets out the Minimum Service Requirement at each station.
- 3.2 Only West Midlands franchise services may be counted to meet the Minimum

Service Requirements – services operated by other Train Operating Companies cannot count towards meeting any of the requirements of the TSR, unless agreed in advance with the Secretary of State.

- 3.3 Except where expressly indicated to the contrary, and subject to compliance with other provisions of the Franchise Agreement, nothing in this TSR shall prevent services from calling at any station(s) which are not specified in the TSR.

#### **4. First and Last Services**

- 4.1 Each TSR table specifies the time of the First and Last Service.
- 4.2 The First Service time is the latest permissible time at which the First Service of the Day may be operated and the Last Service is the earliest permissible time at which the Last Service of the Day may be operated, between designated stations.

#### **5. Minimum Capacity Requirements**

- 5.1 These are set out in the Minimum Capacity Requirements document.
- 5.2 The Minimum Capacity Requirement for London Euston is defined as total vehicle metres and total seated capacity arriving in the morning peak and departing in the evening peak.
- 5.3 The Minimum Capacity Requirement for Birmingham Stations is defined as total capacity arriving in the morning peak and departing in the evening peak.

#### **6. Compliance**

- 6.1 A compliant timetable will be one that provides the minimum number of services at each station, the First Service arrives or departs at the node point no later than the specified First Service time, and the Last Service arrives or departs from the node point no earlier than the Last Service time.
- 6.2 A compliant timetable will be one that provides enough capacity to meet the Minimum Capacity Requirements.

#### **7. References to Station Groups (London, Worcester and Birmingham)**

- 7.1 All references to London shall mean London Euston
- 7.2 All references to ‘Worcester Stations’ shall mean Worcester Foregate Street or Worcester Shrub Hill.
- 7.3 All references to ‘Birmingham Stations’ shall mean Birmingham New Street, Birmingham Snow Hill and Birmingham Moor Street.

## **8. Guidance for Birmingham Snow Hill and Birmingham Moor Street**

- 8.1 All services which call at Birmingham Snow Hill must also call at Birmingham Moor Street. All services which call at Birmingham Moor Street must also call at Birmingham Snow Hill.
- 8.2 For the purposes of determining compliance with the Minimum Service Requirements and for the purposes of determining compliance with the First and Last service requirement, train services calling at Birmingham Snow Hill and Birmingham Moor Street shall be taken as follows:
- at the first station at which they arrive for services to Birmingham; and
  - at the last station from which they depart for services from Birmingham.
- 8.3 For the purposes of determining compliance with the Minimum Capacity Requirements, train services calling at Birmingham Snow Hill and Birmingham Moor Street shall be taken as follows:
- at the first station at which they arrive for services to Birmingham; and
  - at the last station from which they depart for services from Birmingham.

## **9. Connecting Services**

- 9.1 Within TSR2 and TSR3, tab 'CON1' sets out the minimum number of connections per day to be provided between specified stations, and the maximum journey time for such a connecting journey between the specified stations, taking into account an allowance for changing trains at the relevant Interchange Station.
- 9.2 All reasonable endeavours should be used to provide the Connections set out in the relevant tables.
- 9.3 Connections must be provided between West Midlands franchise services only. Any Connection which is provided by means of another operator's services will not be treated as compliant for the purposes of this TSR.
- 9.4 Minimum connectional times at the specified Interchange Stations for a Connection to be treated as compliant are as follows:
- a) 5 minutes
  - b) Such longer minimum interchange time as may be specified for the specified Interchange Station in the most-recently-published version of the

## National Rail Timetable.

### 10. Bank Holidays

10.1 The level of service required to be included in the Timetable for the following days shall, except to the extent the Secretary of State otherwise agrees, be as follows:

Date	Requirement
Christmas Eve (24 December)	A reduced or altered service may be operated after 1900 with a shutdown after 2200
Christmas Day (25 December)	No services are required
Boxing Day (26 December)	No services are required
Weekdays between Christmas and New Year	Saturday Service
Saturdays and Bank Holidays between Christmas and New Year	Saturday Service
New Year's Day	Sunday Service
Other Bank Holidays	Saturday Service