

Service Level Commitment

Service Level Commitment – December 2011 Timetable

Introduction

This document sets out the Minimum Timetable requirements for *East Coast* train services commencing at the December 2011 Timetable Change Date[†] and applying thereafter until further notice.

Service Frequency

Service frequency is measured at the point of origin unless otherwise stated.

Where hourly services are specified, the interval between trains must be between 55 and 65 minutes and as close as reasonably possible to 60 minutes.

Where half-hourly services are specified, the interval between trains must be between 25 and 35 minutes and as close as reasonably possible to 30 minutes.

Journey Time

The Journey Time between any two stations on the network will be the sum of:

- Sectional running times as per the applicable Timetable Planning Rules[†]
- Station dwell time as per the applicable Timetable Planning Rules
- Allowances for engineering work as per the applicable Timetable Planning Rules / Engineering Access Statement[†]
- Performance allowances as per the applicable Timetable Planning Rules
- Additional time added by Network Rail in accordance with Part D of the Network Code to avoid conflicts between train schedules.

The Train Operator may increase advertised journey times by addition of the following amounts of 'public differential' time at destination:

- December 2011 timetable – up to 5 minutes in Anglo-Scottish trains and up to 3 minutes in all other trains;
- All subsequent timetables – up to 2 minutes in all trains.

[†] as defined in Part D of the Network Code

BANK HOLIDAYS

The level of service required to be included in the Timetable for the following days may, except to the extent the DfT otherwise agrees, be as follows:

24 December:	A modified service may be operated
Christmas Day and Boxing Day	No services are required to be operated
Weekdays falling between Christmas and New Year:	A modified service may be operated
New Year:	A modified service may be operated
Other Bank Holidays:	A modified service may be operated

Monday – Friday Services

1. Standard Service Pattern

A Standard Service Pattern shall be provided, consisting of the following trains in each hour (* alternate hours):

	Route	Calls
1	King's Cross - Edinburgh	York, Darlington, Newcastle, Berwick
2	King's Cross - Newcastle* / Edinburgh*	Peterborough, Newark, Doncaster, York, Northallerton*, Darlington, Durham, Newcastle, Alnmouth*
3	King's Cross - Leeds	Peterborough, Doncaster, Wakefield, Leeds
4	King's Cross - Leeds	Stevenage, Grantham, Doncaster, Wakefield
5	King's Cross - Newark* / York*	Stevenage, Peterborough, Grantham, Newark, Retford*, Doncaster*

Trains 1 and 2 shall be timed to provide a half-hourly service in each direction between King's Cross and Newcastle / Edinburgh.

Extensions of Train 2 to/from Edinburgh need not be at 2-hourly intervals after 12:00 provided that the total number of such extensions is no less than 6 services in each direction and the total number of calls in each direction provided by Train 2 at Northallerton and Alnmouth is no less than 8 and 5 respectively.

Trains 3 and 4 shall be timed to provide a half-hourly service in each direction between King's Cross and Leeds.

Train 5 shall be timed to connect at Doncaster or York with services to/from Newcastle, with connections of no more than 10 minutes duration.

2. Standard Journey Times

Trains forming the Standard Service Pattern shall be timed so that they do not exceed the following Journey Times in each direction:

	Route	Journey Time (exclusive of public differential)
1	King's Cross - Edinburgh	4h25m
2	King's Cross - Newcastle* / Edinburgh*	King's Cross - Newcastle 3h15m King's Cross - Edinburgh 4h45m
3	King's Cross - Leeds	2h15m*
4	King's Cross - Leeds	2h15m*
5	King's Cross - Newark* / York*	King's Cross - York 2h25m King's Cross - Newark 1h30

* 2h17 for trains extended to Bradford, Skipton or Harrogate.

Where the Standard Service Pattern is varied by the inclusion of additional calls, the Journey Time is extended by the amount of time shown in Timetable Planning Rules for the additional calls.

Journey Time requirements do not apply to trains departing from King's Cross at or after 19:30.

3. Hours of Operation

The Standard Service Pattern shall apply between the following hours:

Northbound			
	Route	Earliest departure from King's Cross at or before:	Latest departure from King's Cross at or after:
1	King's Cross – Edinburgh	07:00 to Edinburgh	19:00 to Edinburgh 22:00 to Newcastle
2	King's Cross – Newcastle* / Edinburgh*	06:30 to Newcastle	19:30 to Newcastle FX 19:30 to Edinburgh FO
3	King's Cross – Leeds	06:15 to Leeds	20:00 to Leeds
4	King's Cross – Leeds	06:45 to Leeds	21:30 to Leeds
5	King's Cross – Newark* / York*	07:15 to York 10:15 to Newark	15:00 to York 16:00 to Newark
Southbound			
	Route	Earliest departure at or before:	Latest departure at or after:
1	King's Cross – Edinburgh	05:00 from Newcastle 06:30 from Edinburgh	18:30 from Edinburgh 21:00 from Newcastle
2	King's Cross – Newcastle* / Edinburgh*	05:30 from Newcastle 06:00 from Edinburgh	17:00 from Edinburgh
3	King's Cross – Leeds	05:45 from Leeds	20:45 from Leeds
4	King's Cross – Leeds	05:15 from Leeds	19:15 from Leeds
5	King's Cross – Newark* / York*	10:30 from York 12:00 from Newark	18:00 from York 17:30 from Newark

4. Additional Calls

The Standard Service Pattern shall be varied by the inclusion of additional calls to provide the following journey opportunities:

Northbound	
One service from Stevenage to	Departing from Stevenage between

Newcastle	06:30 and 07:00
One service from Peterborough to Edinburgh	Departing from Peterborough between 07:30 and 08:00
Two services from Peterborough to Edinburgh	Additional to the standard pattern, departing from Peterborough between 08:00 and 14:00, within the standard journey time
One service from King's Cross to Retford	Departing from King's Cross between 16:00 and 17:00
Two services from King's Cross to Morpeth	At least one hour apart, departing King's Cross between 16:00 and 19:00
One service from King's Cross to Dunbar	Departing from King's Cross between 17:00 and 19:00
Southbound	
One service from Northallerton to King's Cross	Arriving at King's Cross before 0900
One service from Berwick, Alnmouth and Morpeth to King's Cross	Arriving at King's Cross before 10:15
One service from Dunbar, Berwick, Alnmouth and Morpeth to King's Cross	Arriving at King's Cross before 11:00
One service from Leeds to Retford	Departing from Leeds between 17:00 and 17:30
One service from Edinburgh to Dunbar	Departing from Edinburgh between 17:15 and 17:45
One service from Newcastle to Durham	Departing from Newcastle between 16:45 and 17:15
One service from Newcastle to Stevenage	Departing from Newcastle between 17:00 and 18:00
One service from Edinburgh to Peterborough	Additional to the standard pattern, departing from Edinburgh between 17:00 and 18:00

The Train Operator may also provide additional calls in any service departing from King's Cross before 07:00 or after 20:00, and in any service arriving at King's Cross before 07:00 or after 20:00.

5. Service Extensions

Services on the core East Coast route shall be extended as follows:

Route	Trains per day	Calling Pattern	Timing Constraints
Edinburgh	4 in each	Haymarket,	At least 2 hours between

- Aberdeen	direction, of which 3 must run to/from King's Cross	Inverkeithing, Kirkcaldy, Leuchars, Dundee, Arbroath, Montrose, Stonehaven	trains
Edinburgh - Inverness	1 in each direction to/from King's Cross	Haymarket, Falkirk, Stirling, Gleneagles, Perth, Pitlochry, Kingussie, Aviemore;	
Edinburgh - Glasgow Central	1 in each direction to/from King's Cross	Haymarket, Motherwell	Southbound departure from Glasgow between 06:00 and 07:00.
Leeds - Bradford Forster Square	1 in each direction to/from King's Cross	Shiplay	Southbound arrival at King's Cross before 10:00. Northbound departure from King's Cross between 17:00 and 19:00.
Leeds - Skipton	1 in each direction to/from King's Cross	Shiplay (southbound only), Keighley	Southbound arrival at King's Cross before 10:00. Northbound departure from King's Cross between 17:00 and 19:00.
Harrogate - Leeds	1 in each direction to/from King's Cross	Horsforth (southbound only)	Southbound arrival at King's Cross before 11:00. Northbound departure from King's Cross between 17:00 and 19:00.

6. Additional Services

The following services shall be provided in addition to the Standard Service Pattern:

Northbound		
Service	Calling Pattern	Time Constraints
Newcastle to Edinburgh	Morpeth, Alnmouth, Berwick, Dunbar	Edinburgh arrival before 08:30.
Doncaster to Edinburgh	York, Darlington, Durham, Newcastle, Morpeth or Alnmouth, Berwick, Dunbar	Edinburgh arrival between 08:30 and 09:30.
Leeds to Edinburgh	York, Darlington, Durham, Newcastle, Morpeth or Alnmouth, Berwick, Dunbar	Edinburgh arrival between 09:30 and 10:30.
King's Cross to Hull	Peterborough, Grantham, Newark, Doncaster, Selby,	King's Cross departure between 17:00 and

	Brough	18:00.
King's Cross to Leeds	Peterborough, Doncaster, Wakefield	King's Cross departure between 17:00 and 18:00.
King's Cross to Newcastle	York, Northallerton, Darlington, Durham, Newcastle	King's Cross departure between 18:00 and 19:00.
King's Cross to Lincoln	Stevenage, Peterborough, Grantham, Newark	King's Cross departure between 19:00 and 20:00.
King's Cross to Leeds	Peterborough, Grantham, Newark, Doncaster	King's Cross departure after 23:00.
Southbound		
Service	Calling Pattern	Time Constraints
Peterborough to King's Cross	Non-stop	King's Cross arrival before 07:30.
Leeds to King's Cross	Wakefield	King's Cross arrival before 09:00 with a journey time of no more than 2 hours.
Lincoln to King's Cross	Newark, Grantham, Peterborough, Stevenage	King's Cross arrival before 09:30.
Hull to King's Cross	Brough, Selby, Doncaster, Newark, Grantham, Peterborough	King's Cross arrival before 10:00.
Edinburgh to King's Cross	Newcastle	King's Cross arrival before 10:00 with a journey time of no more than 4 hours.
Edinburgh to York	Dunbar, Berwick, Alnmouth, Morpeth, Newcastle, Durham, Darlington, Northallerton	Edinburgh departure between 20:00 and 21:00.

7. King's Cross Peak Services

The Train Operator may vary the calling pattern south of Doncaster (inclusive) of any train arriving at King's Cross between 07:00 and 09:59 or departing from King's Cross between 17:00 and 19:59 to balance loads between trains, but must provide at least the following number of services between each intermediate station and King's Cross:

Southbound			
Station	King's Cross arrive 07:00 –	King's Cross arrive	King's Cross arrive 09:00 –

	07:59	08:00 – 08:59	09:59
Doncaster	2	4	2
Retford	1	1	1*
Newark	2	3	3*
Grantham	2	3	2
Peterborough	3	3	3
Stevenage	0	0	0
Northbound			
Station	King's Cross depart 17:00 – 17:59	King's Cross depart 18:00 – 18:59	King's Cross depart 19:00 – 19:59
Doncaster	4	3	3
Retford	1	1	0
Newark	2	2	2
Grantham	3	2	2
Peterborough	4	3	3
Stevenage	1	1	1

* One of these calls may provide a King's Cross arrival up to 10:30

Saturday Services

1. Standard Service Pattern

A Standard Service Pattern shall be provided, consisting of the following trains in each hour:

	Route	Calls
1	King's Cross - Edinburgh	York, Darlington, Newcastle, Berwick
2	King's Cross - Edinburgh	Peterborough, Doncaster, York, Darlington, Durham, Newcastle,
3	King's Cross - Leeds	Peterborough, Doncaster, Wakefield, Leeds

Trains 1 and 2 shall be timed to provide a half-hourly service in each direction between King's Cross and Edinburgh.

In addition to the calls shown above, Trains 2 and 3 shall provide at least the following numbers of calls in each direction at other intermediate stations:

Stevenage	6
Grantham	12
Newark	12
Retford	6
Northallerton	6
Alnmouth	5

2. Standard Journey Times

Trains forming the Standard Service Pattern shall be timed so that they do not exceed the following Journey Times in each direction:

	Route	Journey Time (exclusive of public differential)
1	King's Cross - Edinburgh	4h30m
2	King's Cross - Edinburgh	4h45m (with up to 8 calls)
3	King's Cross - Leeds	2h30m (with up to 6 calls)

Where the Standard Service Pattern is varied by the inclusion of additional calls, the Journey Time is extended by the amount of time shown in the Timetable Planning Rules for the additional calls.

Journey time requirements do not apply to trains departing from King's Cross after 20:00.

3. Hours of Operation

The Standard Service Pattern shall apply between the following hours:

Northbound			
	Route	Earliest departure from King's Cross at or before:	Latest departure from King's Cross at or after:
1	King's Cross - Edinburgh	07:00 to Edinburgh	18:00 to Edinburgh 21:00 to Newcastle
2	King's Cross - Edinburgh	06:30 to Newcastle	16:30 to Edinburgh 18:30 to Newcastle
3	King's Cross - Leeds	07:15 to Leeds	18:00 to Leeds
Southbound			
	Route	Earliest departure at or before:	Latest departure at or after:
1	King's Cross - Edinburgh	05:00 from Newcastle 06:30 from Edinburgh	17:30 from Edinburgh
2	King's Cross - Edinburgh	06:30 from Newcastle 07:00 from Edinburgh	17:00 from Edinburgh
3	King's Cross - Leeds	05:15 from Leeds	20:00 from Leeds

4. Additional Calls

The Standard Service Pattern shall be varied by the inclusion of additional calls to provide the following journey opportunities:

Northbound	
One service from Stevenage to Newcastle	Departing from Stevenage between 06:30 and 07:00
Two services from King's Cross to Morpeth	At least one hour apart, departing King's Cross between 16:00 and 19:00
One service from King's Cross to Alnmouth	Departing from King's Cross between 17:00 and 19:00
One service from King's Cross to Dunbar	Departing from King's Cross between 17:00 and 19:00
Southbound	
One service from Dunbar, Berwick, Alnmouth and Morpeth to	Arriving at King's Cross before 11:00

King's Cross	
One service from Edinburgh to Dunbar	Departing from Edinburgh between 17:15 and 17:45
One service from Newcastle to Stevenage	Departing from Newcastle between 17:00 and 18:00

The Train Operator may also provide additional calls in any service departing from King's Cross before 07:00 or after 19:00, and in any service arriving at King's Cross before 11:00 or after 20:00.

5. Service Extensions

Services on the core East Coast route shall be extended as follows:

Route	Trains per day	Calling Pattern	Timing Constraints
Edinburgh – Aberdeen	3 in each direction, of which 2 must run to/from King's Cross	Haymarket, Inverkeithing, Kirkcaldy, Leuchars, Dundee, Arbroath, Montrose, Stonehaven	At least 2 hours between trains
Edinburgh – Inverness	1 in each direction to/from King's Cross	Haymarket, Falkirk, Stirling, Gleneagles, Perth, Pitlochry, Kingussie, Aviemore;	
Edinburgh – Glasgow Central	1 service from Glasgow to King's Cross	Haymarket, Motherwell	Departure from Glasgow between 06:00 and 07:00.
Leeds – Bradford Forster Square	1 in each direction to/from King's Cross	Shipley	Southbound arrival at King's Cross before 11:00. Northbound departure from King's Cross between 17:00 and 20:00.
Leeds – Skipton	1 in each direction to/from King's Cross	Shipley (southbound only), Keighley (the southbound service need not call at Wakefield)	Southbound arrival at King's Cross before 11:00. Northbound departure from King's Cross between 17:00 and 20:00.

Leeds - Harrogate	1 in each direction to/from King's Cross		Southbound arrival at King's Cross before 12:00. Northbound departure from King's Cross between 17:00 and 20:00.
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6. Additional Services

The following services shall be provided in addition to the Standard Service Pattern:

Northbound			
Service		Calling Pattern	Time Constraints
Newcastle to Edinburgh		Morpeth, Alnmouth, Berwick, Dunbar	Edinburgh arrival before 08:30
Doncaster to Edinburgh		York, Darlington, Durham, Newcastle, Morpeth or Alnmouth, Berwick, Dunbar	Edinburgh arrival between 08:30 and 09:30.
Leeds to Edinburgh		York, Darlington, Durham, Newcastle, Morpeth or Alnmouth, Berwick, Dunbar	Edinburgh arrival between 09:30 and 10:30.
King's Cross to Hull		Peterborough, Grantham, Doncaster, Selby, Brough	King's Cross departure between 17:00 and 18:00.
4 trains from King's Cross to Leeds		Peterborough, Doncaster, Wakefield	King's Cross departures at hourly intervals between 17:30 and 20:30.
King's Cross to Lincoln		Stevenage, Peterborough, Grantham, Newark	King's Cross departure between 17:00 and 20:00.
King's Cross to Leeds		Peterborough, Grantham, Newark, Retford, Doncaster, Wakefield	King's Cross departure after 21:30.
Southbound			
Service		Calling Pattern	Time Constraints
Hull to King's Cross		Brough, Selby, Doncaster, Grantham, Peterborough	King's Cross arrival before 10:00.

Lincoln to King's Cross	Newark, Grantham, Peterborough, Stevenage	King's Cross arrival before 12:00.
Leeds to King's Cross	Wakefield, Doncaster, and Grantham or Peterborough	King's Cross arrival between 09:30 and 10:30.
Leeds to King's Cross	Wakefield, Doncaster, and Grantham or Peterborough	King's Cross arrival between 10:30 and 11:30.
Leeds to King's Cross	Wakefield, Doncaster, Peterborough	King's Cross arrival between 16:30 and 17:30.
Edinburgh to Newcastle	Berwick	Edinburgh departure between 18:00 and 19:00.
Edinburgh to York	Dunbar, Alnmouth, Newcastle, Darlington, Northallerton, Berwick, Morpeth, Durham	Edinburgh departure between 19:00 and 20:00.

Sunday Services

1. Standard Service Pattern

A Standard Service Pattern shall be provided, consisting of the following trains in each hour (* alternate hours):

	Route	Calls
1	King's Cross - Edinburgh	York, Darlington, Newcastle, Berwick
2	King's Cross - Edinburgh	Peterborough, Doncaster, York, Darlington, Durham, Newcastle,
3	King's Cross – Leeds (to 16:15)	Peterborough, Doncaster, Wakefield, Leeds
4	King's Cross – Leeds (from 16:15)	Peterborough, Newark, Doncaster, Wakefield, Leeds
5	King's Cross – Leeds (from 16:15)	Stevenage, Grantham, Retford*, Doncaster, Wakefield, Leeds

Trains 1 and 2 shall be timed to provide a half-hourly service in each direction between King's Cross and Edinburgh.

Trains 4 and 5 shall be timed to provide a half-hourly service in each direction between King's Cross and Leeds from 16:15.

In addition to the calls shown above, Trains 2 and 3 shall provide at least the following numbers of calls in each direction at other intermediate stations:

Stevenage	4
Grantham	8
Newark	12
Retford	4
Northallerton	4
Alnmouth	4

The Train Operator may also vary the calling pattern of Trains 4 & 5 after 20:00 provided that the total number of calls at any station is not reduced.

2. Standard Journey Times

Trains forming the Standard Service Pattern shall be timed so that they do not exceed the following Standard Journey Times in each direction:

	Route	Standard Journey Time
1	King's Cross - Edinburgh	4h30m
2	King's Cross - Edinburgh	4h45m (with up to 8 calls)
3	King's Cross – Leeds (to 16:15)	2h30m (with up to 6 calls)
4	King's Cross – Leeds (from 16:15)	2h25m

5	King's Cross – Leeds (from 16:15)	2h25m
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Where the Standard Service Pattern is varied by the inclusion of additional calls, the Journey Time is extended by the amount of time shown in the Timetable Planning Rules for the additional calls.

Journey time requirements do not apply to trains departing from King's Cross after 20:00.

3. Hours of Operation

The Standard Service Pattern shall apply between the following hours:

Northbound			
	Route	Earliest departure from King's Cross at or before:	Latest departure from King's Cross at or after:
1	King's Cross - Edinburgh	09:00 to Edinburgh	19:00 to Edinburgh 22:00 to Newcastle
2	King's Cross - Edinburgh	09:30 to Edinburgh	17:30 to Edinburgh 19:30 to Newcastle
3	King's Cross - Leeds	09:05 to Leeds	16:05 to Leeds
4	King's Cross - Leeds	17:05 to Leeds	20:05 to Leeds
5	King's Cross - Leeds	16:35 to Leeds	21:35 to Leeds
Southbound			
	Route	Earliest departure at or before:	Latest departure at or after:
1	King's Cross - Edinburgh	08:00 from Newcastle 09:30 from Edinburgh	18:30 from Edinburgh
2	King's Cross - Edinburgh	09:30 from Newcastle 09:00 from Edinburgh	18:00 from Edinburgh
3	King's Cross - Leeds	08:05 from Leeds	15:05 from Leeds
4	King's Cross - Leeds	16:45 from Leeds	20:45 from Leeds
5	King's Cross - Leeds	16:15 from Leeds	19:15 from Leeds

4. Additional Calls

The Standard Service Pattern shall be varied by the inclusion of additional calls to provide the following journey opportunities:

Northbound	
Two services from King's Cross to Morpeth	At least one hour apart, departing King's Cross between 16:00 and

	19:00
One service from King's Cross to Dunbar	Departing from King's Cross between 17:00 and 19:00
Southbound	
One service from Edinburgh to Dunbar	Departing from Edinburgh between 17:15 and 17:45

The Train Operator may also provide additional calls in any service departing from King's Cross before 10:00 or after 19:00, and in any service arriving at King's Cross before 13:00 or after 20:00.

5. Service Extensions

Services on the core East Coast route shall be extended as follows:

Route	Trains per day	Calling Pattern	Timing Constraints
Edinburgh - Aberdeen	3 in each direction, of which 2 must run to/from King's Cross	Haymarket, Inverkeithing, Kirkcaldy, Leuchars, Dundee, Arbroath, Montrose, Stonehaven	At least 2 hours between trains
Edinburgh - Inverness	1 in each direction to/from King's Cross	Haymarket, Falkirk, Stirling, Gleneagles, Perth, Pitlochry, Kingussie, Aviemore;	
Edinburgh - Glasgow Central	1 service from King's Cross to Glasgow	Haymarket, Motherwell	Departure from Edinburgh between 21:00 and 22:00.
Leeds - Skipton	1 service from King's Cross to Skipton	Keighley	Departure from King's Cross between 17:00 and 19:00.
Leeds - Harrogate	1 in each direction to/from King's Cross		Departure from King's Cross between 17:00 and 19:00.

6. Additional Services

The following services shall be provided in addition to the Standard Service Pattern:

Northbound		
Service	Calling Pattern	Time Constraints

York to Edinburgh	Northallerton, Darlington, Newcastle, Alnmouth, Dunbar	Durham, Morpeth, Berwick,	Edinburgh arrival before 12:00
Doncaster Edinburgh to	York, Durham, Berwick	Darlington, Newcastle,	Edinburgh arrival between 12:00 and 13:00
King's Cross to Newcastle	Peterborough, Doncaster, Darlington, Durham	York,	King's Cross departure between 12:00 and 13:00
King's Cross to Hull	Grantham, Doncaster, Brough	Newark, Selby,	King's Cross departure between 17:00 and 18:00
King's Cross to Lincoln	Stevenage, Peterborough, Grantham, Newark		King's Cross departure between 17:00 and 20:00
King's Cross - Leeds	Peterborough, Grantham, Doncaster	Newark,	King's Cross departure after 22:30
Southbound			
Service	Calling Pattern		Time Constraints
York to King's Cross	Doncaster, Peterborough		King's Cross arrival before 10:30
3 trains from Newcastle to King's Cross	Durham, Darlington, York, Peterborough. The Train Operator may provide additional calls in these trains and may remove equivalent calls from standard pattern trains where this avoids successive calls at an interval of less than 30 minutes		Newcastle departures at least one hour apart, between 13:00 and 17:00
Edinburgh to York	Dunbar, Alnmouth, Newcastle, Darlington, Northallerton	Berwick, Morpeth, Durham,	Edinburgh departure between 20:00 and 21:00
Edinburgh Newcastle to	Dunbar, Alnmouth	Berwick,	Edinburgh departure between 21:00 and 22:00