

WCP franchise - Train Service Requirement (TSR) – General Provisions

1 Construction

- 1.1 The following provisions shall apply in respect of the Train Service Requirement (“the TSR”) referred to in the Franchise Agreement.
- 1.2 This TSR for the West Coast Partnership is comprised of:
 - i These General Provisions;
 - ii TSR Tables 1, 2, 3 and 4 specifying requirements for the minimum Monday-Friday train service;
 - iii TSR Tables 5, 6, 7 and 8 specifying requirements for the minimum Saturday train service; and
 - iv TSR Tables 9, 10, 11 and 12 specifying requirements for the minimum Sunday train service.
- 1.3 This TSR is applicable from the Start Date until the High Speed Start Date.

2 Days and times of day

- 2.1 Except to the extent the TSR otherwise requires, references to a day means the period commencing at 0200 on one day and ending at 0159 on the following day and references to weekdays and particular days of the week shall be construed accordingly.
- 2.2 References to periods of times and periods of days include the times and days such periods start and finish.
- 2.3 All references to time are to the twenty-four-hour clock.
- 2.4 Where the Train Service Requirement specifies a frequency of station calls per hour over a time period (the “Specified Period”), an hour will be interpreted to be a 60-minute period, with the first hour commencing from the start of the Specified Period, and subsequent hours following thereafter.
- 2.5 The Morning Peak is the period between 0700 and 0959 in terms of arrival time at a specified station.
- 2.6 The Evening Peak is the period between 1600 and 1859 in terms of departure time at a specified station.

3 Bank Holidays

- 3.1 The Franchise Operator shall not be required to operate services on Christmas Day or Boxing Day.
- 3.2 In relation to all other Bank Holidays and the weekdays that are not Bank Holidays between Christmas Day and New Year's Day the Franchise Operator shall be required to deliver (as a minimum) the same service specified to be operated on Weekdays in the Timetable then in force.
- 3.3 On 24th December and 31st December the Franchise Operator may make reasonable reductions in the Passenger Services after 2000 hours to reflect reduced demand and the need to ensure that the cessation of train services occurs in an operationally efficient manner.
- 3.4 On 27th December and 1st January services may commence at 0800 hours.

4 Technical Structure

- 4.1 Station calls required in TSR Tables 1-12 or by these General Provisions must not be limited to pick up or set down only, except:
 - i. Calls required at Watford Junction must be set down only (in the up direction) and pick up only (in the down direction).
 - ii. Calls at Milton Keynes Central in the southbound direction on services which arrive into London Euston between 08:00 and 08:59 Mon-Fri must be set down only. Seven (7) calls must be open calls at Milton Keynes Central on services which arrive into London Euston between 07:00 and 07:59 and 09:00 and 09:59 only; all other calls must be set down only.
 - iii. Calls at Milton Keynes Central in the northbound direction on services which depart from London Euston between 16:00 and 18:59 are subject to the following conditions:
 1. Calls at Milton Keynes Central on services which depart London Euston between 17:30 and 18:29 must be pick up only.
 2. A total of three (3) calls (four (4) Friday only) must be open calls at Milton Keynes Central on services which depart London Euston between 16:00 and 18:59 in aggregate.
 3. All other calls at Milton Keynes Central on services which depart London Euston between 16:00 and 18:59 must be pick up only.
 - iv. Calls at stations after 2300 may be set down only.

- 4.2 Any additional station calls above those required in TSR Tables 1-12 may be designated either pick-up only or set down only at the Franchise Operator's discretion. However all additional calls (over and above the TSR requirement) proposed for Milton Keynes Central must be set down only (in the up direction) and pick up only (in the down direction).
- 4.3 Where the Train Service Requirement specifies a total number of station calls, or a number of calls per hour over a Specified Period,
- i. The Franchise Operator shall use all reasonable endeavours to ensure that the timings of these calls are distributed throughout the Period to provide a reasonable range of journey opportunities which meet passenger demand.
 - ii. This reflects the minimum requirement and there is no limitation on the number of calls at any destination that may be proposed.
- 4.4 For the purposes of complying with the TSR, a station call that is specified on a service arriving at (or departing from) a station within a Specified Period, may be provided on a service arriving at (or departing from) that station up to 5 minutes outside the Specified Period, provided that each station call counts towards the requirements of one Specified Period only.
- 4.5 The first and last train requirements at stations specified in the TSR can also be met with a station call on a service arriving at (or departing from) that station up to 5 minutes earlier or later (whichever is applicable) than the time specified in the TSR.
- 4.6 A call fulfilling the requirements of TSR Tables 2, 4, 6, 8, 10 and 12 (requirements for Birmingham New Street) may not count towards fulfilling the requirements of TSR Tables 1, 3, 5, 7, 9 and 11 (requirements for London Euston). However, bidders may propose a Glasgow/Edinburgh – London Euston via Birmingham New Street service containing calls meeting requirements in a Birmingham table and separate calls meeting requirements in a London table.
- 4.7 Services operated by other Train Operating Companies cannot count towards meeting any of the requirements of this TSR unless otherwise stated.

5 Connectivity requirements

- 5.1 In addition to the requirement for direct services to/from London Euston and Birmingham New Street specified in TSR Tables 1-12, the Franchise Operator is required to operate direct train services on the following intermediate flows as specified in paragraph 5.2 below:

- i. Crewe – Warrington Bank Quay
- ii. Crewe – Wigan North Western
- iii. Crewe – Preston
- iv. Warrington Bank Quay – Wigan North Western
- v. Warrington Bank Quay – Preston
- vi. Coventry and Birmingham International - Edinburgh or Glasgow Central

5.2 On each of these flows, the Franchise Operator shall operate at least the number of trains per day specified in the table below, Monday to Sunday inclusive. These should be direct trains, but for Coventry and Birmingham International the connectivity requirement can be fulfilled through demonstration that a journey opportunity using connecting services is possible, subject to that journey opportunity involving a maximum of 1 change (which can also include other operator's services) and a maximum journey time between Coventry and Birmingham International and Glasgow or Edinburgh (and vice versa) of 4 hours and 59 minutes.

FLOW	MINIMUM SERVICES PER DAY IN EACH DIRECTION
Crewe – Warrington Bank Quay	7
Crewe – Wigan North Western	7
Crewe – Preston	7
Warrington Bank Quay - Wigan North Western	7
Warrington Bank Quay – Preston	7
Coventry and Birmingham International to Edinburgh or Glasgow	7

5.3 The individual timings of the trains should be distributed through the day to provide a reasonable range of journey opportunities which meet passenger demand on each of the flows, and in particular demand for travel to/from work and education.