

**RAIL PUBLIC REGISTER COPY
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Dated 28 March 2024

- (1) The Secretary of State for Transport
- (2) DfT OLR Holdings Limited
- (3) TransPennine Trains Limited

FINAL BUSINESS PLAN

Collation of Business Plan Commitments

TransPennine Express

Business Plan Commitments 2024/25

Business Plan Commitments

ACCESSIBILITY

1. Hearing impairment package of improvements ACC4-001a

By [REDACTED¹] the Operator will work with other operators and Network Rail, to support the development of a proof of concept / trial of sign language departure boards delivered using artificial intelligence, furthering the work the Operator completed in 2022-23 and laying the foundations for BSL message boards that can display any information that is required.

2. Hearing impairment pilot ACC4-001b

By [REDACTED²] the Operator will conduct a pilot at Manchester Airport station installing new hearing loop technology in a waiting room, which will meet the latest standards and utilise new technology, thus improving usability and effectiveness.

3. Passenger Assistance improvement programme ACC4-002a

Forming a collaborative approach with other local train operating companies and Network Rail, the Operator will develop and deliver by 27 February 2025 a Passenger Assistance improvement program which will include the introduction of an enhanced Passenger Assistance meeting point at one station as a pilot scheme. Ensuring consistency with those recently delivered by Northern and LNER and in line with Rail Delivery Group's Welcome Point trial, subject to a successful pilot, and approval by RNP the Operator will install further meeting points at other stations in FY25/26.

4. Passenger Assistance improvement programme ACC4-002b

Forming a collaborative approach with other local train operating companies and Network Rail, the Operator will develop and deliver by 27 February 2025 a Passenger Assistance improvement Programme which will include the implementation of a Passenger Assistance Improvement Plan.

¹ 21 August 2024 (Date of Redactions Approval) (4442342) Where text has been omitted from the document - this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

² 21 August 2024 (Date of Redactions Approval) (4442342) Where text has been omitted from the document - this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

5. Accessibility minor works ACC4-003

The Operator will continue delivering the accessibility minor works programme at TPT managed stations building on work completed in FY23/24. The Operator will also commit to keeping the recent Department for Transport accessibility audits up to date and using them to help inform decision making such as future minor works projects. Using the API, which is being developed, the Operator will seek to embed the data gained into customer-facing channels. Furthermore, the Operator will by 27 February 2025 propose to the Secretary of State, for its approval, station improvement measures (up to the value of funding confirmed by the Secretary of State for that year) to deliver in the Business Plan year commencing on 1 April 2025. The Operator will spend a maximum of [REDACTED³] during FY24/25.

6. Passenger Assistance Awareness Campaign ACC4-004

The Operator shall, by no later than 27 February 2025, deliver an awareness campaign through their standard marketing and social media channels, which is aligned in approach with Network Rail and the Rail Delivery Group campaigns, with the aim of improving customer awareness of what passenger assistance options are available to them.

7. Implementing a neurodiversity strategy ACC4-005

The Operator will work closely with its accessibility panels and organisations which support people with autism to further develop and implement its neurodiversity strategy and produce a report on progress made by no later than 27 February 2025.

COLLABORATION

8. ECML Collaboration to enable 2tph Newcastle – Manchester COL4-001

Subject to the rail industry receiving a “go” decision from the UK Rail Minister in early 2024 to implement the ESG ECML Dec24 timetable, the Operator will in this and all applicable successor business plans (with commitments to be reviewed and agreed annually):

³ 21 August 2024 (Date of Redactions Approval) (4442342) Where text has been omitted from the document - this is because the Secretary of State has decided to exclude the text in accordance with the provisions within the Freedom of Information Act 2000.

(a) Commit to working towards operating 2tph between Newcastle – Manchester by restoring the Newcastle – Manchester Airport service once the 7th high speed path between Newcastle – Northallerton has been delivered by Network Rail, which includes work required in order to be ready to use industry process to bid for and secure the track access required in order to operate this second train per hour between Newcastle – Manchester, and;

(b) Invite Network Rail, Transport Northeast and Transport for the North to form a working group with a focus on delivering the 7th high speed path between Newcastle – Northallerton required to enable 2tph Newcastle – Manchester. The working group will also develop deliverable plans having reviewed the readiness (including traincrew, training, track access, rolling stock, depot, timetable bidding) of TPT to operate a Newcastle – Manchester Airport service utilising that path. TPT will work with NR to ensure the working group has appropriate links into the existing structure of governance for the relevant infrastructure schemes.

9. Train Fleet updates to comply with Digital Signalling COL4-002a

The Operator shall, during the Business Plan Year commencing on 1 April 2024 (or unless otherwise agreed or specified by the Secretary of State), do everything a Good and Efficient Operator would to work towards ensuring that by [REDACTED⁴] all its Train Fleet used for the provision of Passenger Services are fitted with European Train Control System (ETCS) equipment or equipment compatible with any signalling renewal or enhancement under an ETCS programme.

The obligation includes working with the Secretary of State and the Digital Signalling Portfolio Team:

- (a) to plan procurement and fitment activities, commence design, place orders for long lead materials, and/or commence fitment of rolling stock for relevant fleets in accordance with the Long-Term Deployment Portfolio; and
- (b) to plan for driver and other staff training in support of the future deployment of ETCS, and the fitment of relevant equipment to trains.

Furthermore, the Operator will also include updates on the delivery of TRU ETCS BPC's and on readiness plans for ETCS level 2 migration including NR/ORR engagement.

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10. Digital Signalling COL4-002b

The Operator shall, during the Business Plan Year commencing on 1 April 2024, collaborate with the Secretary of State and Network Rail in planning for the migration of the network to ETCS Level 2 as part of the Digital Signalling Portfolio. This may encompass various activities, such as:

- (a) the establishment of a cross Train Operator stakeholder group that will convene every two months;
- (b) supporting individual Train Operator sessions as required by the Secretary of State and the Digital Signalling Portfolio team to develop individual operator plans for migration to ETCS; and
- (c) Supporting and contributing as required to wider industry initiative relating to ETCS considering, for example, approaches to procurement for onboard fitment, driver training and business change and the trackside.

11. Fleet Collaboration Strategy COL4-003

By 12 September 2024, the Operator will devise a Fleet Collaboration Strategy outlining how they will work with Fleet suppliers to best effect, exploring the potential value of collective collaboration with DOHL shared suppliers. The strategy will outline TPTs structure and approach for each of their key suppliers. Subject to Secretary of State approval of the Strategy's approach and resource requirements, the Operator will commence work in 24/25 towards a phased implementation of ISO44001 relationships with identified key suppliers.

12. Annual Strategic Feedback Forum COL4-004

Subject to the agreement of all parties, the Operator will hold an Annual Strategic Feedback forum by 27 February 2025 with executive level engagement. This will request feedback with a view to further building collaborative relationships with their interfacing Network Rail regions, industry Change Programmes impacting on their operations, Secretary of State, Transport for the North and Transport Scotland.

ENVIRONMENT & SUSTAINABILITY

13. Good for the nature plan that involves community engagement activity for biodiversity improvements including planters at Stations EAS4-001a

By no later than 12 September 2024 the Operator shall develop a biodiversity community engagement planter scheme, to encourage community volunteers to help maintain station planters at the Operators selected SFO stations as part of the Good for Nature Biodiversity Action Plan.

14. Good for the nature plan that involves community engagement activity for biodiversity improvements EAS4-001b

By no later than 12 September 2024 the Operator shall engage with Network Rail to define a list of projects that support's Network Rails biodiversity action plan through the delivery of green infrastructure upgrades that also support 'slowing the flow to improve resilience to heavy rain downpours'.

15. A Quieter Railway- progress review EAS4-002

By no later than 30 January 2025 the Operator shall deliver an Annual Noise Position Statement which will be provided to the Secretary of State based on risks identified post December 24 timetable change. This statement will include actions proposed to take forward, which continues to support the implementation of a Quieter Railway plan aligned to TPT's Noise Reduction Strategy.

16. Seamless Journeys- EV Charging EAS4-003a

By no later than 30 January 2025 the Operator will complete loading capacity surveys at the Operators SFO stations and issue to the Secretary of State a report outlining the opportunity to install EV Charging and state where DNO Capacity Upgrade will be required. The Operator shall take forward to deliver at least one EV charging scheme, expanding on the Operator's approach undertaken in FY23/24.

17. Seamless Journeys report proposal EAS4-003b

The Operator will work with local stakeholders to trial an e-bike pod facility to promote long range commuter journeys by active travel. Furthermore, the Operator shall:

- (a) subject to limb (c) below, throughout the Business Plan Year commencing on 1 April 2024, use all reasonable endeavours to:
 - i. engage with shared transport operators (including bike and car sharing schemes) and any planned or built mobility hubs local to managed stations;
 - ii. trial an option for designated spaces for the pickup and drop off of shared vehicles in managed car parks and on managed land; and

- iii. trial an option for designated spaces for any additional supporting facilities in managed car parks or on managed land, with the aim of providing customers with a seamless journey when transitioning from shared transport to the railway and from the railway to any shared transport;
- (b) by no later than 10 January 2025, provide to the Secretary of State a report detailing the outcomes of the trials; and
- (c) submit any proposal to make changes under limb (a) above to the Secretary of State for their consent before any work commences.

18. Diesel Rolling Stock Emission Reduction Initiatives EAS4-004

The Operator shall, by no later than 27 February 2025, produce and submit to the Secretary of State an updated carbon model report which:

- (a) identifies and appraises the options to reduce air quality emissions from its diesel rolling stock forming part of the Train Fleet; and
- (b) appraises the business case for each potential initiative identified, including consideration of:
 - 1 the anticipated implementation costs and timescales;
 - 2 deliverability; and
 - 3 quantification of the anticipated benefits in terms of air quality emissions reduction.

19. Air Quality Improvement Plans EAS4-005

The Operator shall throughout the Business Plan Year commencing on 1 April 2024, agree initiatives with the Secretary of State by 30 May 2024 and initiate in the implementation during the Business Plan Year of those agreed-upon initiatives, in accordance with the Secretary of State's approval in line with its Air Quality Improvement Plan.

20. Noise Monitoring EAS4-006

The Operator shall, by no later than 30 September 2024, submit an updated version of its Noise Management Strategy incorporating Defra's Strategic Noise Mapping data.

PEOPLE

21. School Engagement - Virtual work experience PEO4-001

Using an external provider, the Operator will by 27 February 2025 co-design, build and operate a “virtual work experience” programme for up to 150 students. The Operator will commence the delivery through three cohorts during the year. Furthermore, the Operator will promote an apprenticeship scheme through the work experience in preparation for the Operators apprenticeship recruitment campaign.

22. Uniform procurement PEO4-002

Following a retendering exercise, the Operator will enter into a contract to procure a full brand-new traincrew uniform for roll out in FY25/26 by **[REDACTED⁵]**.

23. Occupational Health Report PEO4-003

The Operator will undertake a feasibility study to review TPT’s current occupational Health provision and provide a report detailing a cost benefit analysis, risk & opportunity assessment and options for an Occupational Health Transformation Plan by 12 September 2024.

24. Apprenticeship Service Digital Account PEO4-004

The Operator shall use the government “Apprenticeship Service” which is accessed online at .gov.uk and create a digital account (“Apprenticeship Service Digital Account”) (set up via Sign in to your apprenticeship service account - GOV.UK (www.gov.uk)) by no later than 30 April 2024.

The Operator shall, throughout the Business Plan Year, use all reasonable endeavours to utilise the entirety of the funds allocated to the Operator within the Apprenticeship Service Digital Account to support the continued training of the Operator’s apprentices.

25. D&I Strategy PEO4-005

a. By no later than 30 June 2024 the Operator shall update their D&I Strategy to include a commentary on how the Operator will work towards recruiting apprentices from its existing workforce and new recruits from veterans, ethnic minorities, women, and other underrepresented groups.

b. The Operator shall report on its performance in relation to the recruitment of apprentices as part of its D&I Annual Report.

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TRAIN SERVICE OPERATIONS

26. Class 185 Fleet refurbishment TSO4-001

The Operator will undertake a cosmetic refresh of Class 185 Fleet including a deep clean, replacement of existing seat fabrics, renewal of the vinyl wraps and improvements to onboard toilet facilities. TPT will need to manage calls on Class 185 availability and 'downtime', while works will commence within FY24/25, TPT will complete 60% of the programme by 27 February 2025 and the final 40% to be completed by 28 July 2025.

27. TSA, TSSSA, Unit, Depot, and Stabling Enhancements- Bi-annual Reports TSO4-002a

The Operator will review the findings of the Depot and Stabling Review being conducted within the FY23/24 ABP (TSO3-001) and in collaboration with the supply chain and subject to RNP approval, will procure and commence implementation of schemes which enhance the productivity and / or efficiency of the current locations for stabling, servicing and maintenance of the Class 185, Class 397 and Class 802 fleets. The Operator will provide bi-annual reports to RNP throughout the programme and, subject to the findings of the current D&S Review, the Operator anticipates commencement of works in FY24/25 including delivery of some minor elements within that year and completion of the remaining works in FY25/26.

28. TSA, TSSSA, Unit, Depot and Stabling Enhancements-Recommendations TSO4-002b

The Operator will review the rolling stock, depot & maintenance plan and maintenance resources available to each of the Class 185, Class 802 and Class 397 fleets and identify costed opportunities to invest collaboratively with the relevant suppliers to achieve step increases in availability and reliability of the three fleets in support of rail industry recovery, growth and efficiency objectives. This work will result in a formal report by 12 September 2024 with costed recommendations to be delivered in time for consideration in the ABP process for FY25/26 and the financial planning process for FY26/27.

29. Cab Desk Mods Class 397 TSO4-003

The Operator shall, on its Class 397 fleet and subject to successful safety validation, install a cab desk dimmer switch and reposition the driver's reminder appliance. The Operator shall also use all reasonable endeavours to secure from its supplier the development and testing of a software solution that reduces the need for repetitive adjustment of the power brake controller in normal service and shall present the client with a costed proposal for implementation of the works on the fleet, subject always to successful safety validation of the proposal. The Operator shall deliver its

obligations under this commitment by no later than 27 February 2025 and shall report to the Secretary of State, on a Quarterly basis. The Operator shall incur a maximum expenditure which does not exceed [REDACTED⁶] in delivering these obligations in financial year 2024/25.

CUSTOMER AND COMMUNITY

30. Enhanced Catering Offer CEX4-001

Following RNP's approval of the double staffing of Anglo-Scottish services, the Operator will undertake a full review of the success of the trial by 31 July 2024. Subject to the success of the trial and RNP approval, the Operator will undertake a further roll out of double staffing on Newcastle - Liverpool services by 30 January 2025.

31. Customer & Communities Investment Fund (CCIF) and Station Improvement Fund (SIF) CEX4-002

The Operator will deliver FY24/25 CCIF and SIF schemes by 27 February 2025. This will include one scheme at Manchester Airport in partnership with Manchester Airport Group and National Express to help deliver a series of transport interchange gateway improvements at the Airport between train, bus and tram, with the funding of [REDACTED⁷] from TPT used as a third-party funding contribution. The Operator will then utilise the remaining [REDACTED⁸] of the budget for customer and community beneficial schemes across their stations and the communities they serve.

32. Customer Service Accreditation CEX4-003

The Operator shall, by no later than 27 February 2025, report to Secretary of State on actions in relation to the progress of the attainment of a customer service accreditation and the expenditure actually incurred in relation to such actions. The Operator shall, in carrying out its obligations, incur a maximum spend which does not exceed [REDACTED⁹].

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33. Customer Contact Centre - Value for Money Review CEX4-004

By 20 June 2024, the Operator will carry out a value for money review of the shared Contact Centre.

34. Customer Service Training CEX4-005

By 30 April 2024 the Operator shall, provide a report to RNP a plan that sets out how the Operator will commence customer service training in the Business Plan Year. Separately TPT will do everything a Good and Efficient Operator would do to work with and assist GBRTT and the Rail Delivery Group in developing an industry standard for training with the aim of providing consistent and improved customer service. The Operator will deliver to RNP a report by 20 December 2024 with recommendations on how it plans to continue to deliver customer service training within FY25/26 subject to RNP approval.

35. Social Value Report CEX4-006

The Operator shall:

- (a) by no later than 30 June 2024, produce and issue to the Secretary of State the details of projects, aims and measures from 23/24 which the Operator shall implement within the Business Plan Year, with the intention of leaving a positive and lasting impact on the local communities in relation to which the Passenger Services are provided; and
- (b) by no later than 1 March 2025 publish a social value report utilising the RSSB Rail Social Value Tool, which shall include:
 - i. an overview of the progress TPT has made in delivering the projects detailed under limb (a) above; and
 - ii. detail of future projects and aims and measures which TPT shall develop and implement within the next Business Plan Year with the intention of leaving a positive and lasting impact on the local communities in relation to which the Passenger Services are provided.

36. Get into Rail Programme CEX4-007

The Operator shall, by no later than 27 February 2025, deliver two vocational skills training and work experience courses, working with a local provider, such as the Prince's Trust (or a suitable alternative) as part of a Get into Rail Programme.

37. Customer safety perceptions at Hull CEX4-008

The Operator shall, by no later than 10 October 2024 complete a review of customer safety perceptions at Hull station, and the impact the 'hub' has had on these perceptions of safety. The review will include recommendations of whether the approach taken at Hull could be utilised at other stations and provide a proposal of actions to be taken to improve customer perceptions of safety at other TPT stations.

LEADERSHIP MANAGEMENT AND RESOURCE

38. Rail Data Marketplace- Data Publication LMR4-001a

The Operator will no later than 10 October 2024 provide a pipeline to RNP and the Secretary of State outlining an approach, costing and process for publishing datasets into the Rail Data Marketplace with a view to provide efficient and deliverable solutions within the existing resource profile. The Operator shall, from 10 October 2024 onwards, publish data to the Rail Data Marketplace in real time or, where that is not practicable, on a daily basis, using either an API or other dynamic data feed. For the purposes of these Business Plan Commitments: "Rail Data Marketplace" means the online publishing platform for rail data found at www.raildata.org.uk

39. Rail Data Marketplace- Automatic Passenger Counts LMR4-001b

From 30 September 2024, the Operator shall publish, on the Rail Data Marketplace (using a dynamic data feed such as Darwin) on at least a daily basis, the representative rolling average of the number of passengers (where possible differentiated between standard class and first class) on each train service using a minimum of four (4) Automatic Passenger Counts (APC) or manual (e.g. guard) counts, wherever such data is available and for each train service in the current timetable period:

- per train
- per carriage
- per station stop
- per day of week,

and the Operator shall publish this data free of charge and at all times, on the Rail Data Marketplace.

40. Rail Data Marketplace-Seating and standing capacity LMR4-001c

From 30 September 2024, the Operator shall publish, on the Rail Data Marketplace (using either an API or other dynamic data feed) on at least a daily basis, the planned seating and standing capacity data (where possible and applicable differentiated between standard class and first class) for each train service in the current timetable period:

- per train
- per carriage
- per station stop
- per day of week

and the Operator shall grant the Secretary of State access at all times to the Rail Data Marketplace.

41. Rail Data Marketplace- Planned train formation LMR4-001d

From 30 September 2024, the Operator shall publish, on the Rail Data Marketplace (using either an API or other dynamic data feed) on at least a daily basis, the planned train formation and orientation for each train service in the current timetable period:

- per train
- per station stop
- per day of week

and the Operator shall grant the Secretary of State access at all times to the Rail Data Marketplace.

42. Help points - Investment enabling activity LMR4-002

The Operator shall by no later than [REDACTED¹⁰], carry out a UCR tender process and issue to the Secretary of State a fully costed proposal for new help point terminals at its stations.

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43. Sustainable procurement policy and assessment against ISO 20400 criteria LMR4-003

The Operator shall develop a Sustainable Procurement Policy aligned to its Sustainable Procurement Strategy scope and issue to the Secretary of State a copy of an independent assessment of the Sustainable Procurement and Supply Chain Strategy against the guidance standard ISO20400 by 27 February 2025 (LMR3-010- deferred).

44. SFO Station CCTV upgrade LMR4-004

The Operator shall report to the Secretary of State at each Quarterly review meeting on their progress on the development of an efficient, affordable and value for money Station CCTV System proposal. (LMR3-002 continued)

45. Open Data Champion LMR4-005a

The Operator shall, throughout the Business Plan Year commencing on 1 April 2024, ensure the Open Data Champion attends consultative meetings such as the open data champion forum which meets every other month.

46. Data Governance LMR4-005b

The Operators Open Data Champion shall, by no later than 01 April 2024, identify an accountable individual who must have the authority to make decisions, delegate suitable tasks as needed to other competent persons, and sponsor initiatives to achieve reform objectives (the Data Owner) and commence work on data sharing.

The Operator shall, throughout the Business Plan Year commencing on 1 April 2024, ensure that the Data Owner will:

- (a) where appropriate, ensure that data is shared across the industry to support collaborative working (including the development of a data interface where required);
- (b) ensure that improvements are made to data quality and standardisation (including the data itself, the processes, governance and ways of working with the data); and
- (c) work across organisations to build an understanding and capability for data and associated technologies and to deliver joint data initiatives for improving analytics and services for passengers.

The Operator shall provide a report to RNP by 27 February 2025 for approval of activities undertaken during the Business Year.

47. Suicide Prevention Plan LMR4-006

The Operator shall:

- (a) by no later than 30 April 2024 inform the Secretary of State as to how many public facing Business Employees are trained in suicide prevention; and
- (b) by no later than 31 March 2025, using the number provided to the Secretary of State under limb (a) above as a base, increase the number of public facing Business Employees trained in suicide prevention in 23/24.

48. Safeguarding on Rail Scheme LMR4-007

The Operator shall, throughout the Business Plan year commencing on 01 April 2024 and in line with their Safeguarding on Rail Scheme accreditation, demonstrate continuous improvement in all areas of safeguarding and the Operator shall increase the numbers of:

- (a) safeguarding incidents being reported through Operator systems;
- (b) safeguarding incidents being reported to the British Transport Police and resulting in a police Safeguarding and Vulnerability Report;
- (c) new starters undergoing a basic DBS check (or higher if required for the role);
- (d) public facing staff trained in safeguarding; and
- (e) Safeguarding Champions within the organisation."

The Operator shall provide a report to RNP by 27 February 2025 for approval of activities undertaken during the Business Year.

REVENUE

49. Fares Simplification - Single Leg Pricing (SLP) Proposal REV4-001

The Operator shall provide a report by 12 September 2024 with a proposal for what Single Leg Pricing (SLP) could look like on the TPT network, along with high-level analysis on commercial impacts and seek RNP approval including a date when this will be implemented.

50. Ticketing and Retailing REV4-003

The Operator shall, throughout the Business Plan Year commencing 01 April 2024:

- (a) update all information provided to passengers (via the Operator's websites and mobile apps, as well as all non-digital information channels), in line with any changes made to the National Rail Conditions of Travel; and

(b) ensure that passengers can access non digital information regarding their rights to compensation, including providing information at stations, in a manner which is easily accessible and visible to passengers."