

East Anglia Train Service Requirement

Part 1 – General Provisions

1. Construction

1.1. The East Anglia Train Service Requirement (TSR) sets out the minimum train service specification (the number of calls at each station) and the specification of first and last train times.

1.2. The TSR consists of the following:

- Part 1 – General Provisions;
- Part 2 – TSR Tables (TSR1 and TSR2 described in 1.3, below) for Mondays to Fridays, Saturdays and Sundays; and
- Part 3 – Stratford, Tottenham and Angel Road (“STAR”) Train Service Requirement.

1.3. For Part 2, there are two TSRs:

- TSR1 – applicable on ‘Day 1’ of the franchise; and
- TSR2 – applicable from the Passenger Change Date in May 2019.

The TSR specifies all East Anglia train services for each day of the week. Each TSR has 24 tables – these are described below:

TSR Table Number	Description
1	London Liverpool Street to Southminster, Southend Victoria, Braintree, Colchester, Clacton-on-Sea, Walton-on-the-Naze, Harwich Town, Ipswich and Norwich
2	Norwich, Ipswich, Harwich Town, Walton-on-the-Naze, Clacton-on-Sea, Colchester, Braintree, Southend Victoria and Southminster to London Liverpool Street
3	Wickford to Southminster
4	Southminster to Wickford
5	Witham to Braintree
6	Braintree to Witham
7	Marks Tey to Sudbury
8	Sudbury to Marks Tey
9	Colchester to Clacton-on-Sea and Walton-on-the-Naze
10	Walton-on-the-Naze and Clacton-on-Sea to Colchester
11	Thorpe-le-Soken to Clacton-on-Sea and Walton-on-the-Naze
12	Clacton-on-Sea and Walton-on-the-Naze to Thorpe-le-Soken
13	Manningtree to Harwich Town
14	Harwich Town to Manningtree
15	Ipswich to Felixstowe, Lowestoft and Harwich International
16	Harwich International, Lowestoft and Felixstowe to Ipswich
17	Ipswich to Cambridge, Ely, Peterborough and Norwich
18	Norwich, Peterborough, Ely and Cambridge to Ipswich
19	London Liverpool Street and Stratford to Hertford East, Stansted Airport, Cambridge and King's Lynn
20	King's Lynn, Cambridge, Stansted Airport and Hertford East to Stratford and London Liverpool Street
21	Cambridge to Stansted Airport, King's Lynn and Norwich
22	Norwich, King's Lynn and Stansted Airport to Cambridge
23	Norwich to Great Yarmouth, Lowestoft, Cromer and Sheringham
24	Sheringham, Cromer, Lowestoft and Great Yarmouth to Norwich

The requirements in one table may also satisfy the requirements in another table (see **10 Counting Services in the TSR**).

2. Minimum Service Requirement

2.1. Each TSR Table sets out the Minimum Service Requirement at each station.

2.2. Only East Anglia 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.

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

3. Direct Services

3.1. Unless otherwise stated (in the Additional Requirements section), reference to “direct services” is a Passenger Service from A to B if passengers board the Passenger Service at A and subsequently alight at B, without the need to change from one train to another.

3.2. The number of calls specified in the TSR is for ‘open calls’. Any requirements for ‘pick up’ and ‘set down’ calls are treated separately (in the Additional Requirements section).

3.3. For the avoidance of doubt, request stops are treated as ‘open calls’.

4. Days and Times of Day

4.1. 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.

4.2. All references to time are to the twenty-four hour clock.

5. First and Last Services

5.1. Each TSR table specifies the time of the First and Last Service.

5.2. 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 Train of the Day may be operated between designated stations.

5.3. At some stations, no First and Last Service time is specified. For example, in TSR1 Table 1, 3 services are required at Southminster in the 1600-1859 interval but no First and Last Service time is specified.

6. References to “London”

6.1. All references to “London” in the TSR shall mean “London Liverpool Street”.

7. References to “Stratford”

7.1. Stratford shall not mean “Stratford International”.

8. Business Segments

8.1. The TSR does not differentiate between Business Segments (Inter City, Great Eastern, Stansted Express, Regional and West Anglia). The number of calls at any one station may be provided by one or more of the services in the Business Segments. For example, Bishop’s Stortford can be served by services operating in either the Stansted Express or West Anglia Business Segments and Ely can be served by services operating in either the Regional or West Anglia Business Segments.

9. Compliance

9.1. A compliant timetable will be one that has the minimum number of services at each station, the First Service is no later than the specified First Service time and the Last Service is no earlier than the Last Service time.

10. Counting Services in the TSR

10.1. In some instances, one service can only be counted once and in others can be used to satisfy the requirements of two or more of the requirements in the TSR. For example, the requirements in Table 1 at Althorne (services from London) can be used to satisfy the requirements in Table 3 (services from Wickford) In Table 17 (Ipswich to Cambridge, Ely, Peterborough and Norwich) the number of services at Stowmarket can be met by trains that have, for example, originated from London, Colchester, Harwich International, Ipswich and terminate at either Stowmarket, Diss, Norwich, Bury St Edmunds, Cambridge, Ely or Peterborough.

10.2. In Tables 19 and 20 (London Liverpool Street and Stratford to Hertford East, Stansted Airport, Cambridge and King's Lynn) a service can count at either London or Stratford. A train that calls at Stratford en route from London Liverpool Street can only count once.

11. Stations Not Served in TSR2

11.1. East Anglia services will no longer be required to call at Seven Kings, Romford, Gidea Park, Harold Wood, Brentwood and Edmonton Green from the commencement of TSR2.

12. Bank Holidays

12.1. 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:

Christmas Eve (24 December):	A reduced or altered service may be operated after 1300 with a shutdown after 2200
Christmas Day (25 December):	No services are required
Boxing Day (26 December):	No services are required, except as specified in 12.2, below
Weekdays between Christmas and New Year:	Saturday service
Saturdays and Bank Holidays between Christmas and New Year:	Sunday service
New Year's Day (1 January):	Sunday service
Other Bank Holidays:	Sunday service

12.2. On Boxing Day, train services shall be provided between London Liverpool Street and Stansted Airport, calling at Tottenham Hale (or Seven Sisters), Harlow Town and Bishop's Stortford. The First Service shall arrive at Stansted Airport no later than 0715 and the Last Service shall depart London no earlier than 2315 such that a minimum of 35 services are provided between London Liverpool Street and Stansted Airport. The First Service from Stansted Airport shall arrive at London no later than 0720 and the Last Service shall depart Stansted Airport no earlier than 0030 such that a minimum of 37 services are provided between Stansted Airport and London Liverpool Street.

13. Summer Variations

The TSR makes reference to services that must be provided in "Summer". This requirement is clarified below:

Saturdays

1. The Summer timetable is defined as the period of operation of sixteen Saturdays between May and September of which the first Saturday of operation is the first Saturday after the Timetable Change Date in May.

2. As specified in Part 2 of the TSR, on Summer Saturdays, eight additional services shall be provided between Norwich and Great Yarmouth. The first of these services shall depart Norwich no later than 0915 and the last no earlier than 1500. **[TSR1 and TSR2 Table 23]**
3. As specified in Part 2 of the TSR, on Summer Saturdays, eight additional services shall be provided between Great Yarmouth and Norwich. The first of these services shall arrive Norwich no later than 1030 and the last no earlier than 1600. **[TSR1 and TSR2 Table 24]**

Sundays

1. The Summer timetable is defined as the period of operation of seventeen Sundays between May and September of which the first Sunday of operation is the Subsidiary Timetable Change Date in May.
2. As specified in Part 2 of the TSR, four additional services shall be provided:
 - a. One service between Ipswich and Felixstowe **[TSR1 and TSR2 Table 15]**
 - b. One service between Felixstowe and Ipswich **[TSR1 and TSR2 Table 16]**
 - c. One service between Ipswich and Peterborough **[TSR1 and TSR2 Table 17]**
 - d. One service between Peterborough and Ipswich **[TSR1 and TSR2 Table 18]**
3. In respect of additional services required between London and Norwich and Norwich and Lowestoft, these will be provided for a total of twenty Sundays from the Subsidiary Timetable Change Date in May to the last Sunday in September (or first Sunday in October).
4. As specified in Part 2 of the TSR, the following additional services are required in TSR1:
 - a. Two services between London and Norwich **[TSR1 Table 1]**
 - b. One service between London and Norwich **[TSR2 Table 1]**
 - c. Two services between Norwich and London **[TSR1 Table 2]**
 - d. One service between Norwich and London **[TSR2 Table 2]**
 - e. Seven services between Norwich and Lowestoft **[TSR1 Table 23]**
 - f. Seven services between Lowestoft and Norwich **[TSR1 Table 24]**