

TransPennine Express Customer Report

1st April 2025 (Rail Period 1) – 31st March 2026 (Rail Period 13)



A summary of 2025/26

Accessibility Improvements

In railway year 2025/26, TPE SFO (Station Facility Operator) stations delivered 37,827 assists, which is 9,735 (34.6%) more than 2024/25. Below is a summary of the work completed in year to deliver accessibility improvements at our stations:

- **We completed a series of accessibility upgrades across three stations:**

Dewsbury

New handrails have been fitted along the entire length of the station ramp and on the staircase, leading from the ticket hall. Both the top and bottom of the ramp have been resurfaced, and colour-contrasting has been added to the staircase with anti-slip treads fitted to aid visibility and reduce the risk of slips. Additionally, the cycle stair ramps have been replaced to better accommodate cyclists and improve overall usability

Grimsby Town

Handrails on the station footbridge have been fitted and painted to ensure better visibility.

Scunthorpe

All handrails have been replaced, and colour-contrasting and anti-slip treads have been added to the stairs that lead to the upper car park. The existing crosswalk has been reinstalled and complemented with new tactile paving both sides to assist visually impaired passengers.

- We delivered Brough station's first ever toilet facility with the launch of a brand new, fully accessible toilet pod. This pod features two pull cords and four low level panic buttons. Triggering these sets off an audible alarm in the station ticket office and flashes a beacon above the door, ensuring staff are alerted throughout the station enabling them to assist the passengers in a timelier manner
- We delivered new accessible seating in waiting rooms at Scunthorpe and Grimsby Town stations, as well as installing additional seating on platforms at Hull and Malton stations. Older benches that were displaced by these improvements have been relocated to other areas or donated to local community organisations including a Scouts group and the Appleby Frodingham Railway

- Our continued delivery of our Passenger Assist Improvement Plan resulted in a 5% improvement to customer satisfaction (P13 2024/25 vs P13 2025/26)

- **We have continued our engagement with disabled people through:**

- TPE's own Accessible Travel Advisory Panel
- The regional, cross-operator Accessibility and Inclusion Forum for the North
- Attendance at disability lifestyle shows including Sight Village Central, Sight Village North, Sight Village Scotland, NAIDEX, and the Neurodiversity Show



A summary of 2025/26

Consultations

We have used feedback and insight to inform our priorities for accessibility, and we routinely consult stakeholders through post-trip surveys. The insight gained from these surveys is vital to improvements made to date, including our Passenger Assist Service, and informed our Passenger Assist Improvement Plan. We play an active role in the Rail Accessibility and Inclusion Forum for the North (RAIFN), which offers a unique opportunity to get service users and train operators from across the North of England in the same room to discuss improvements to Passenger Assist and other accessibility issues. We also held numerous Customer Panels to gain valuable insight into overall customer experience

Station Improvements

We are dedicated to improving our stations, and in 2025/26 we delivered a number of improvements, including:

- **SFO CCTV renewals:** Significant progress on our SFO station CCTV renewal programme, which is on track for completion early 2026/27. This programme will see the replacement of life expired CCTV equipment at all 19 TPE SFO stations with a modern IP equivalent
- **Help Points:** We have made substantial progress with our Help Points renewal programme, which replaces our existing ageing assets. In 2025/26, we installed 26 new Help Points across our stations, with more to be installed in FY26/27

Sustainability

Our key focus is to prioritise where our efforts can have the biggest positive impact to meet customer needs.

- New overhead lines between Manchester Victoria and Stalybridge now allow electric operation, saving around 1,013 tonnes of carbon dioxide per year by replacing diesel use
- In 2025/26, 100% of general waste from stations, offices and onboard stations was kept out of landfill, with recycling rates improving to nearly 58%
- You can read more about our Sustainability vision and ambition on our website: www.tpexpress.co.uk/about-us/sustainability



A summary of 2025/26

Performance/Operational Improvements

Collaboration is at the heart of our performance improvement process. In railway year 2024/25, we began work to develop our Joint Performance Improvement Plan with Network Rail and we continued to do so in railway year 2025/26 with the aim of mitigating the wider influences on performance through collaborative approach; we continue to work closely with Network Rail to improve performance across our network for customers. These improvements include:

- Working alongside engineers at Network Rail, we have supported the implementation of a range of changes to improve the reliability of train detection systems adversely affected during Autumn Leaf Fall. Some improvements implemented include:
 - **Conducting additional railhead treatment**
 - **Changes to station platforms:** platform allocations were changed within the base timetable, to improve the interface between the train's speed and the train's detection systems at a critical point
 - **Enhancements to train detection systems:** The supplementary detection system in place was redesigned using learnings from previous seasons
- We have implemented additional exterior signage fitted on trains to better signpost passengers to onboard facilities such as first-class carriages, bike storage and ramp accessible areas. This allows customers to better identify the optimal door for them to board the train for the onboard facilities that they require. Whilst also improving customer experience when travelling, this has also allowed us to keep customers safe as there will be fewer rushes on the station platforms, ensuring our trains are able to depart on time.
- We have made changes to our maintenance contract with our external maintenance colleagues (Alstom and CAF), which will allow multiple trains to be worked on at the same time ensuring quicker repairs.



A summary of 2025/26

Growth

In railway year 2025/26, there were 28.3 million passenger journeys made (this is 1.3 million additional passenger journeys when comparing with railway year 2024/25).

- The December 2025 timetable change introduced a range of enhancements to TransPennine Express services, increasing capacity and improving connectivity across the network. Key highlights include:
 - Services on the East Coast Mainline increased from five to eight trains per day, running roughly every two hours
 - An increase in 6-car trains on Sunday services on the South Route (Liverpool to Cleethorpes)
 - Improving local connectivity with Liverpool to Cleethorpes services seeing additional stops, particularly on Sundays, at Dore & Topley

Trains

We are committed to improving the customer experience on our trains.

- In 2025/26, we commenced with a refresh programme on our Class 185 trains – this includes a deep clean of carriage interiors and a refresh of external vinyl wraps. 16 out of 51 units were complete at the end of 2025/26 and we will continue with this programme into 2026/27

Service Quality

At TPE, we have a set of standards via our Service Quality Regime (SQR) that aim to improve overall customer experience when travelling on our trains and through our stations. Our regime is monitored through external audits and helps us to identify areas for improvement across our network. We are scored against a set of benchmarks per railway period of 4 weeks. Our 2025/26 scores can be viewed here:

- There are a number of Stations benchmarks that have been low performing towards the end of 2025/26 due to a number of long-standing issues; however, we are working hard to make improvements across various areas
 - For example, Help Points operation (under the Information benchmark) has become challenging due to the end-of-life functionality of our current asset. In 2025/26, we commenced with a renewal programme of our entire Help Points estate – the programme will be complete in 2026/27
 - We also delivered improvements in year which had a positive impact on some of our scores. For instance, in 2024/25 our Stations performance was impacted by ageing Ticket Vending Machine (TVM) kiosks – in 2025/26, we completed our TVM renewal programme, which enabled stronger performance in year against this indicator
- We will continue to work collaboratively with the Department for Transport to improve customer experience across our network through management of insights gained through SQR



A forward look (2026/27)

Whilst 2025/26 has seen a number of important and meaningful improvements across our network - we know there is more work to be done to ensure the railway across the North and into Scotland meet the demands of the customer and communities that we serve.

We have many initiatives planned for the upcoming year (2026/27) to improve our passengers' experience on our trains and across our network which include:

- Installation of defibrillators across our Class 397 fleet
- Continuation of the refresh programme for our Class 185 fleet, which will include a deep clean of the vehicle interiors and a refresh of the exterior vinyl, improving satisfaction onboard
- Continuation of the CCTV and Help Points renewals programmes, due to be completed in 2026/27
- Collaboration with Network Rail to develop and implement a joint performance strategy with the aim of improving performance
- Integrated working via the Quad. The Quad consists of TPE, Northern Trains and Network Rail North West & Central and North & West regions. We will continue to work closely together to deliver improved outcomes
- Continuation of our programme of station public toilet refurbishment, taking the opportunity to update these with modern water saving taps and cisterns

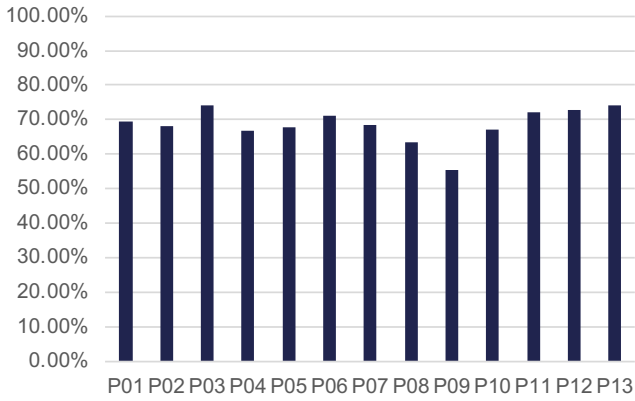


Operational Performance

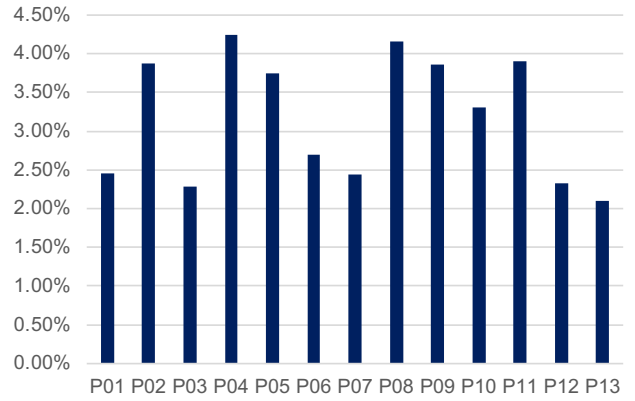
01/04/2025 - 31/03/2026

Operational Performance

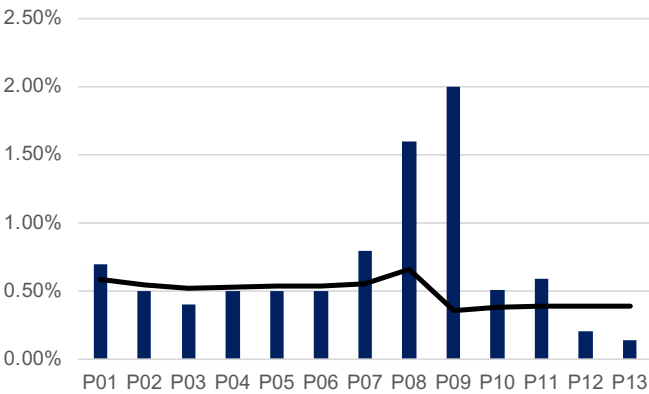
T-3 Punctuality



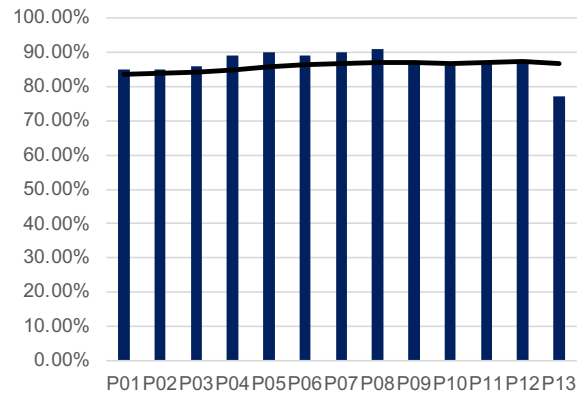
All Stations Cancellations



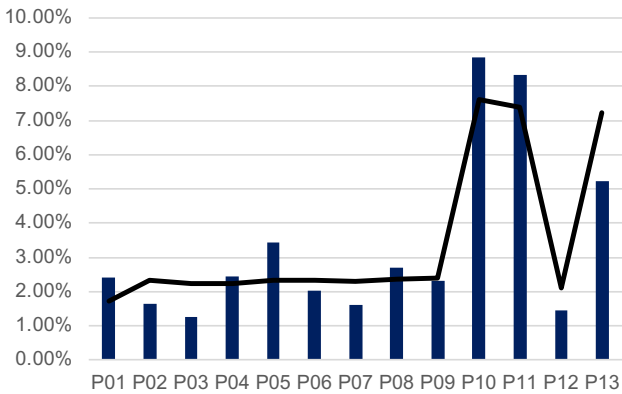
Short Formations



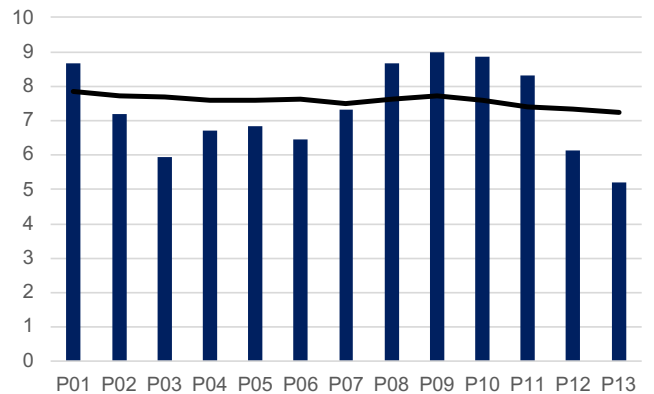
Train Driver Availability



TOC-on-Self Cancellations



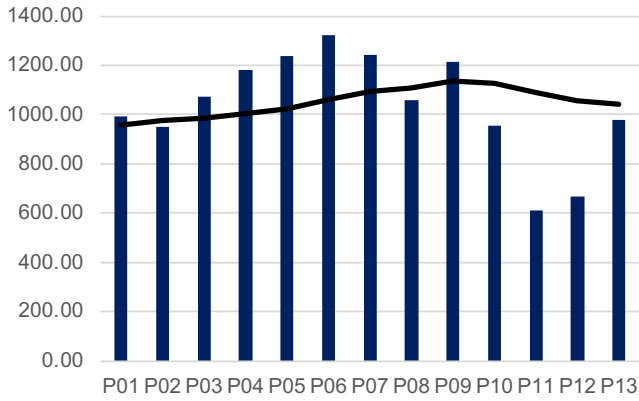
TOC-on-Self Delay Minutes



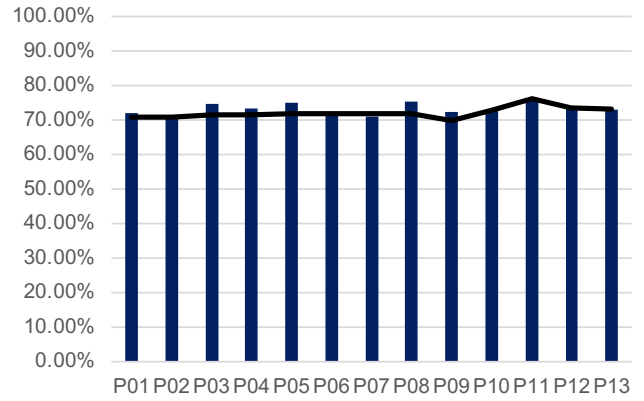
Periodic Score
 MAA (Maa has been provided where available)

Operational Performance

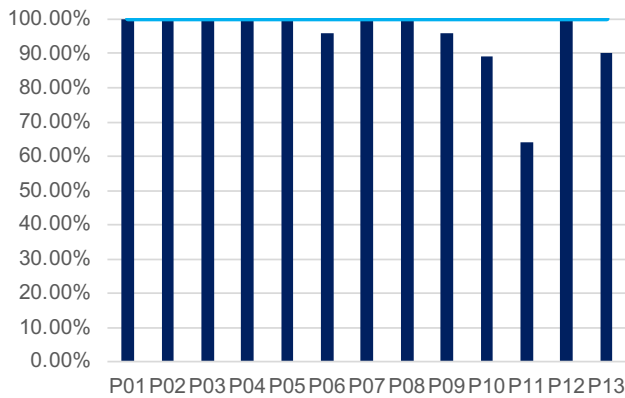
Time Lost at Stations



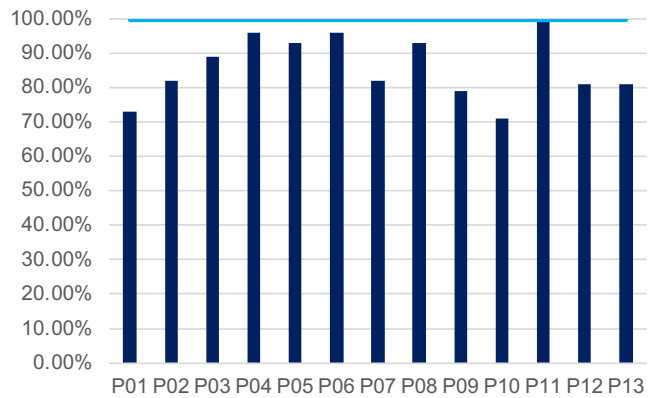
On Time Departures from Depot



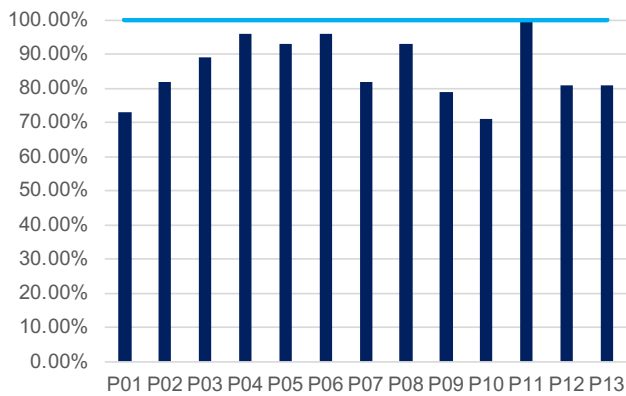
Class 802 Availability



Class 397 Availability



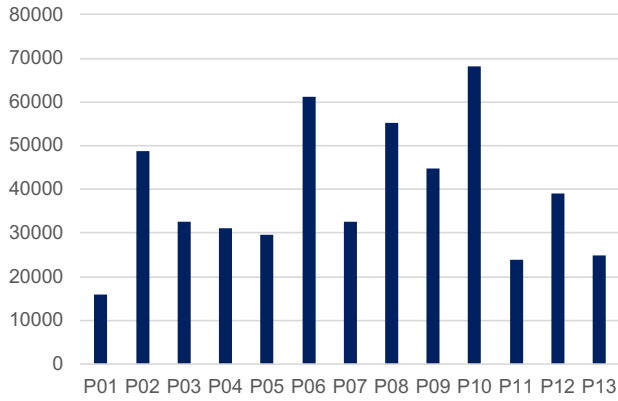
Class 185 Availability



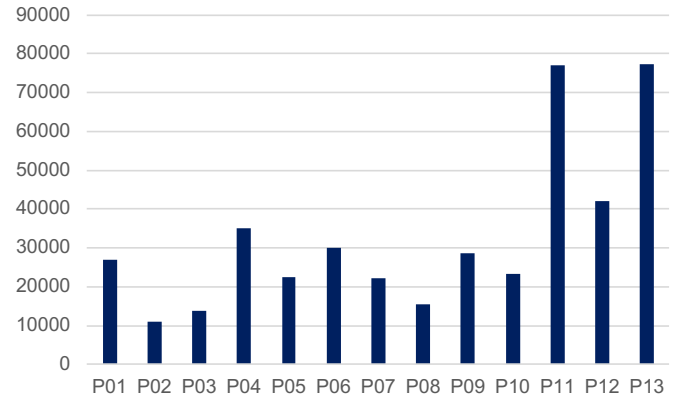
- Periodic Score
- Target (Target has been provided where available)
- MAA (Maa has been provided where available)

Operational Performance

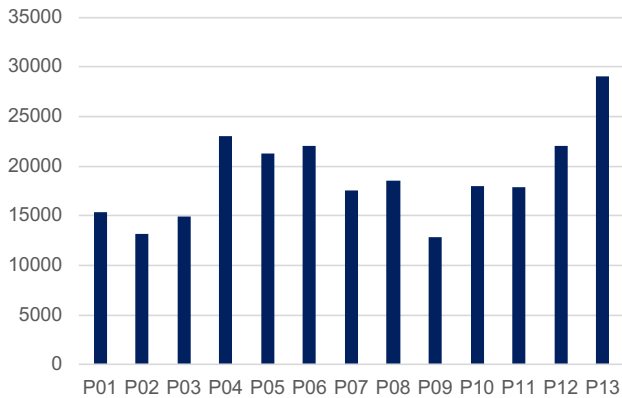
Class 802 Reliability



Class 397 Reliability



Class 185 Reliability



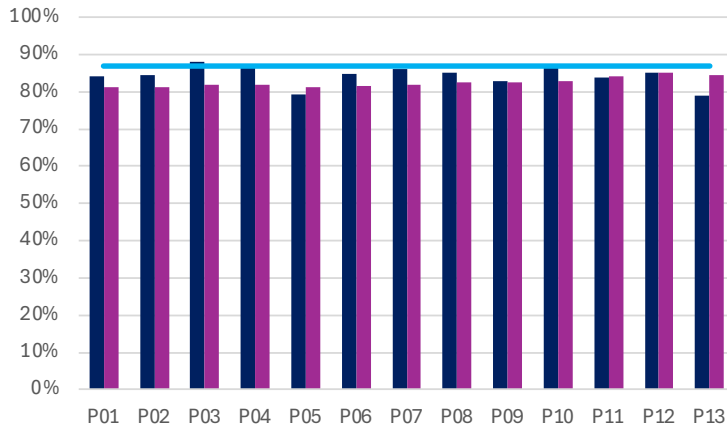
- Periodic Score**
- Target** (Target has been provided where available)
- MAA** (Maa has been provided where available)

Customer Satisfaction

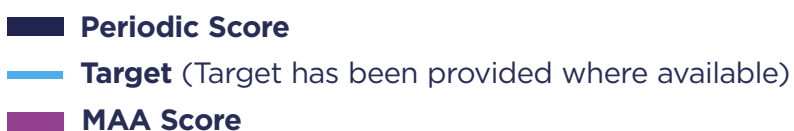
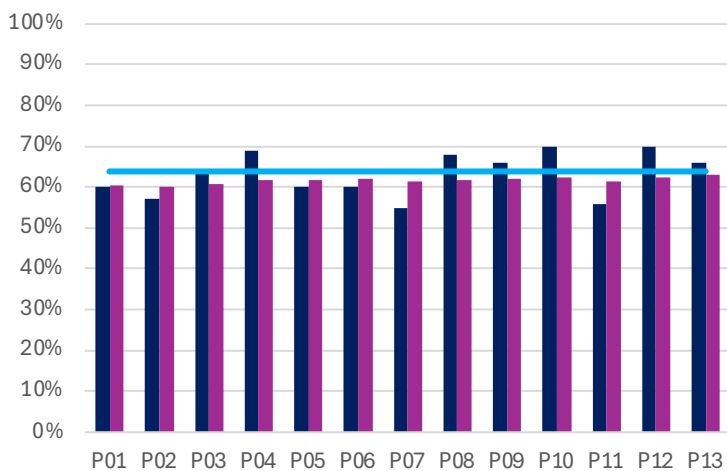
01/04/2025 - 31/03/2026

Customer Satisfaction and Environment

Overall Journey Satisfaction (MAA)



How well TPT dealt with (MAA)

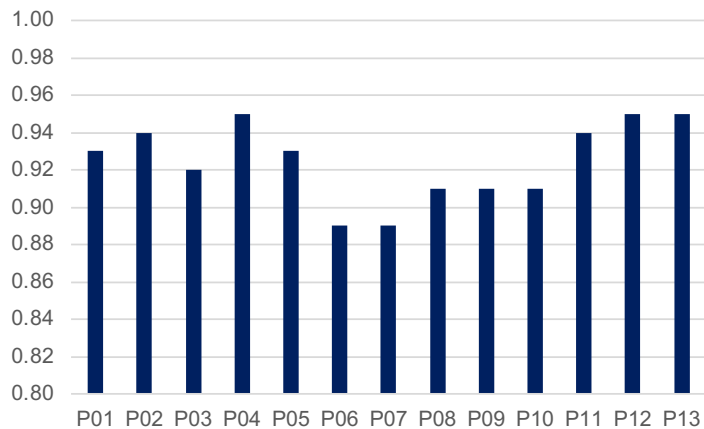


Environment

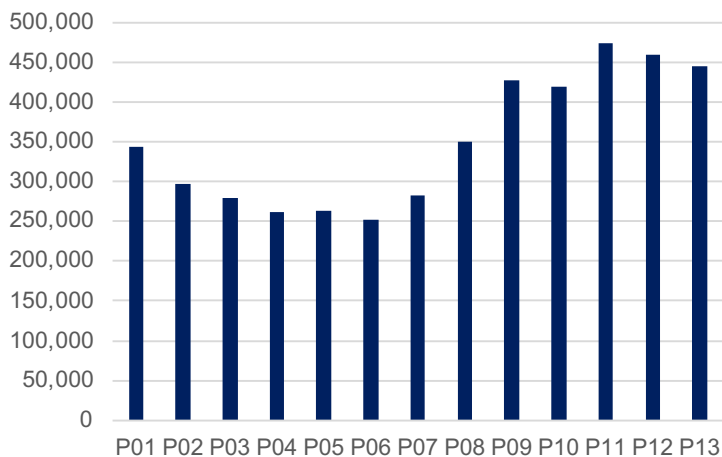
01/04/2025 - 31/03/2026

Customer Satisfaction and Environment

Traction Energy Emissions



Non-Traction Energy Emissions

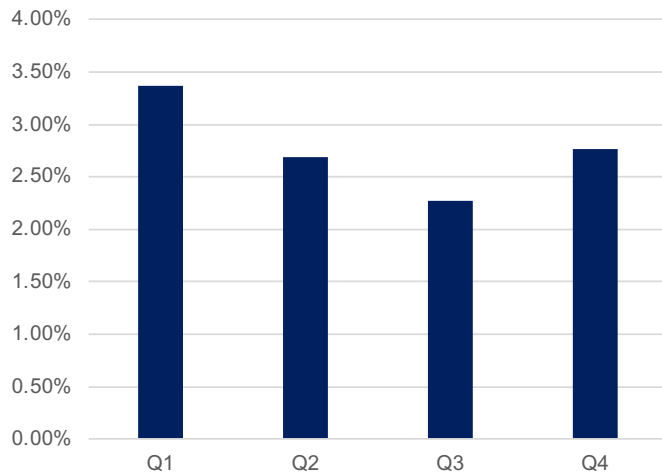


Growth

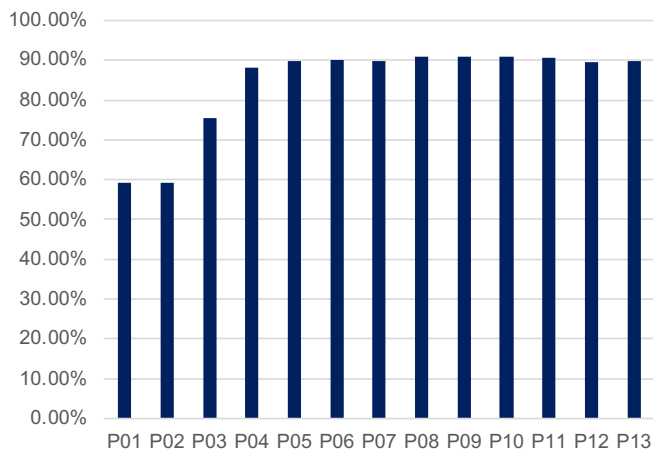
01/04/2025 - 31/03/2026

Growth

Ticketless Travel



Short Formations



■ Periodic Score

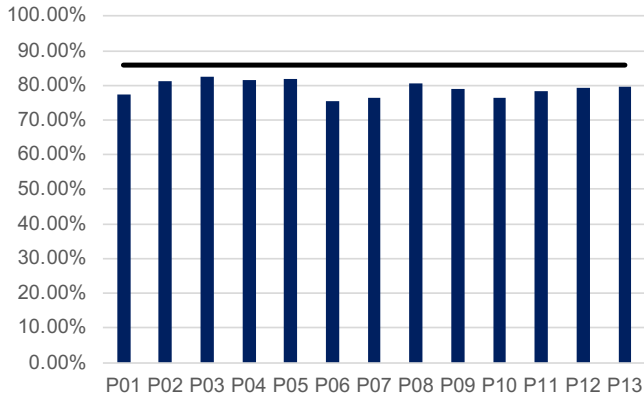
— Target (Target has been provided where available)

Service Quality Regime

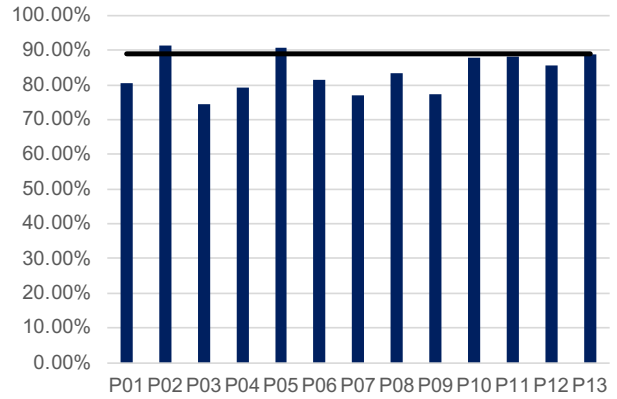
01/04/2025 - 31/03/2026

Service Quality Regime

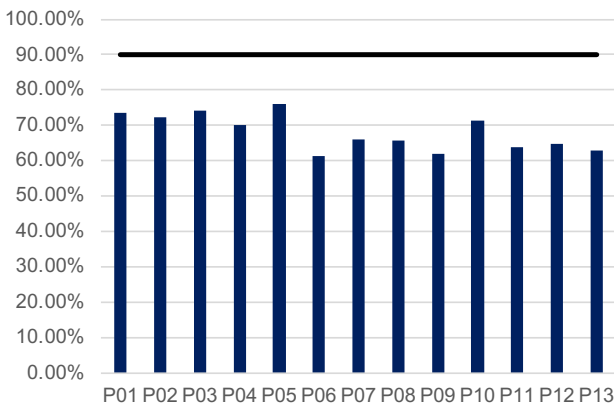
Stations - Ambience and Assets



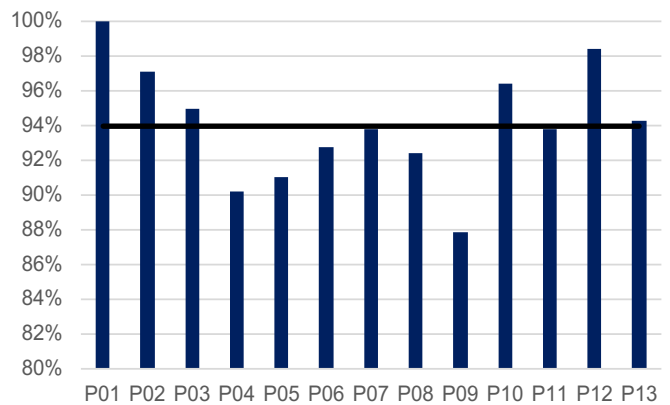
Stations - Cleanliness and Graffiti



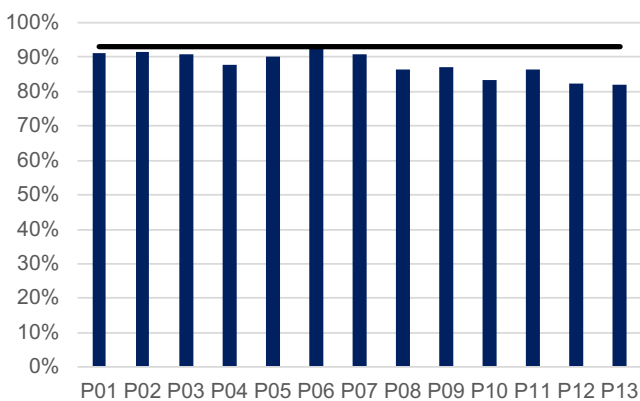
Stations - Information



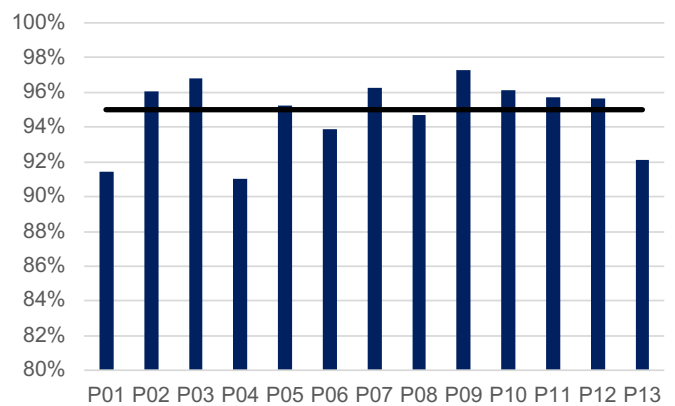
Stations - Ticketing and Staffing



Trains - Ambience and Assets



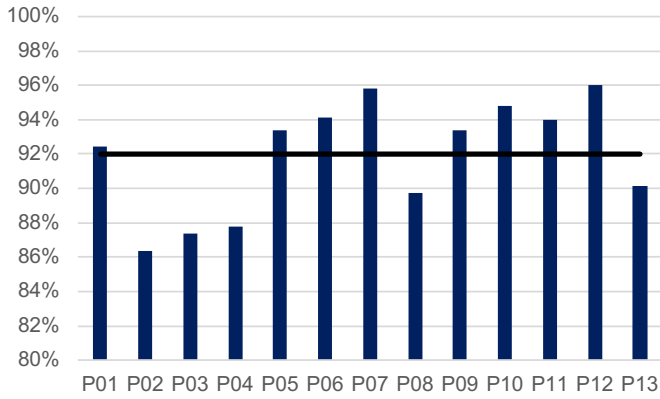
Trains - Cleanliness and Graffiti



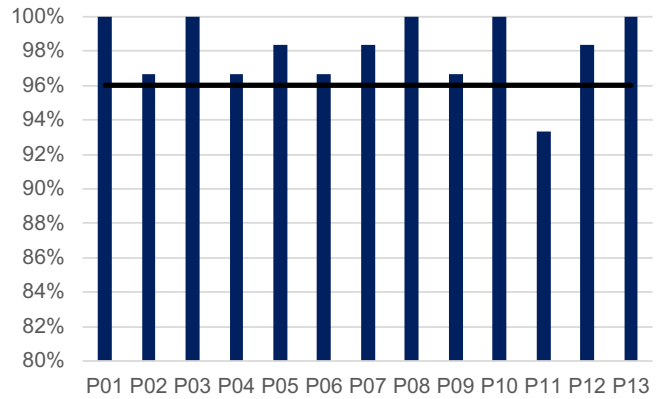
Periodic Score
 Target (Target has been provided where available)

Service Quality Regime

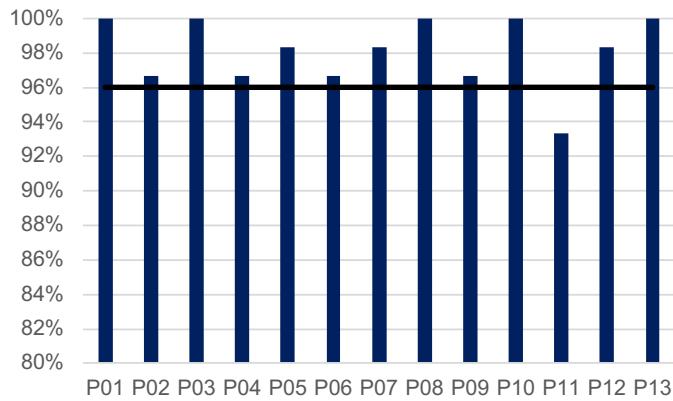
Trains - Information



Customer Service - Staff Helpfulness



Customer Service - Online Information



Periodic Score
 Target (Target has been provided where available)

Quarterly and Annual KPIs

01/04/2025 - 31/03/2026

Quarterly and Annual KPIs

Key Performance Indicator (Quarterly)	Q3*	Q4*
Customer Complaints (per 100,000 journeys)	68.62	281.59
Ticket Office Opening	93%	96%
Passenger Assist - Percentage of respondents met by staff	N/A	N/A**
Passenger Assist - Percentage of booked assistance received	N/A	N/A**
Passenger Assist - Satisfaction with the assistance received	N/A	N/A**
Violence Against Women and Girls Training	0%	29.10%
Enhanced Disability Awareness Training	77.90%	75.20%
Suicide Prevention Training	40.40%	43.70%
Disclosure and Barring Service (DBS) Checking of New Starters	99%	100%

* Please note that there is no data for Quarters 1 & 2 due to contractual reporting requirements on these figures not commencing until Quarter 3.

** Please note that we are awaiting survey data from the ORR and are not yet able to report a result against these KPIs.

Key Performance Indicator (Annual)	Year End Result
Apprenticeship Opportunities	100%
Apprenticeship Opportunities for Women	33.30%
Apprenticeship Opportunities for Other Under-represented Groups	13.90%
Waste Recycling	53.2%
Waste to Landfill	0.00%
Water Consumption	34,999.65 m3

Thank you!