

# TransPennine Express Customer Report

1st April 2024 (Rail Period 1) -  
31st March 2025 (Rail Period 13)





# Introduction

## Customer Report 2024 - 2025

### **Welcome to the latest TransPennine Express Customer Report.**

Our Customer Report aims to provide a clear and transparent overview of how TransPennine Express is performing, including the improvements that we delivered in railway year 2024/25, and where we are heading as we approach 2025/26.

In this report, you will find information relating to core activities across the key areas of our business, and an assessment of our performance against key KPI's relating to:

- **Operational Performance**
- **Customer Complaints and Passenger Assistance**
- **Customer Experience and Satisfaction**
- **Service Quality**
- **Sustainability and Environment**

# A summary of 2024/25

## Accessibility Improvements

**In railway year 2024/25, TPE SFO (Station Facility Operator) stations delivered 28,092 assists, which is 11,882 (73.3%) more than 2022/23 - and the demand for turn-up-and-go assistance has seen the biggest increase of 264.5%. We also delivered a programme of Minor Works at our managed stations, which included:**

- Improvements to seating across Selby, Dewsbury, Northallerton and Manchester Airport Stations, which included introducing a variety of seating heights and adding priority markings. We also improved the accessibility of platform benches by painting all bench armrests in a contrasting colour, to ensure that they are easier to see for customers who are blind or have visual impairments.
- A successful pilot for the improvement of hearing loop signage at Cleethorpes, Grimsby Town, Barnetby and Scunthorpe Stations. These enhancements included making the signage bigger and easier to identify, to improve the usability of stations for customers with hearing impairments. The success of this project allowed us to begin the installation of hearing loop signage at a further 13 stations. This project raised awareness for customers and colleagues about hearing disabilities and station features which support customers and colleagues with hearing impairments.
- Braille handrail signs were installed on the new handrails on the ramp to platform 4 at Stalybridge Station and on the new steps to platform 1 at Brough Station. These handrail signs help people who are blind or visually impaired navigate through stations independently more easily as they provide additional information about where a set of steps or a ramp leads to.
- We undertook accessible toilet refurbishments to include compliant alarm cords at Thornaby, Northallerton, Thirsk, Grimsby Town and Stalybridge Stations. We also added compliant alarm cords to both accessible toilets at Selby Station to further improve the accessible journey at this station.
- We made some improvements to the accessible toilets at our stations to include shelves, hooks to hang belongings on, mirrors, and disposal facilities to meet Colostomy UK requirements to be stoma-friendly.

# A summary of 2024/25

## Consultations

We have used feedback and insight to inform our priorities for accessibility and routinely consult stakeholders through post-trip surveys, and we also engage with our customer, professional and colleague accessibility panels. This insight 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 will continue this engagement into railway year 2025/26.

## Station Improvements

**We are dedicated to improving our stations, and in 2024/25 we delivered a number of improvements, including:**

- A toilet refurbishment project at Hull Paragon station which transformed the facilities for our passengers
- The installation of a Changing Places facility at Cleethorpes station, which became operational for customer use in Spring 2025.

## Sustainability

Following our sustainability-related successes in railway year 2023/24, which included the validation of near-term science-based targets and publication of a roadmap to net zero, we have continued to review our traction and non-traction energy and carbon performance in 2024/25. Actions progressed in this year to develop projects that focus on positive environmental outcomes across our estate, to realise sustainable rail and deliver against Department for Transport (DfT) and Transport for the North (TfN) policy goals.

- Aligned to our Good for Nature goal, we completed a biodiversity landscaping improvement project, which involved a reprofile and new landscape design for the car park embankment at Thirsk Station.
- In support of our Seamless Journeys goal, we completed installation of four electric vehicle (EV) charge points at Thirsk station and undertook electricity loading capacity surveys to inform our next steps in this area.
- You can read more about our Sustainability vision and ambition on our website: [Sustainability](#)

# A summary of 2024/25

## Performance/Operational improvements

Collaboration is at the heart of our performance improvement process. In railway year 2024/25, a number of our Operational Performance metrics relating delays did not meet target throughout the year. There are several factors that can affect performance, and we therefore began work to develop our Joint Performance Improvement Plan with Network Rail, which is a plan that aims to mitigate the wider influences on performance through a collaborative approach.

- Examples of major projects delivered in this year include the Hope Valley re-signalling, the remodelling of Dore Junction, and the Dore South Curve extension. In addition to this, in early 2024, as part as the TransPennine Route Upgrade (in partnership with Network Rail and Northern Trains) the overhead line equipment between Manchester Victoria and Stalybridge was energised. This electrification has delivered faster journeys, enabling higher line speeds and more efficient operations. It has also improved reliability by reducing delays caused by diesel traction limitations and ageing infrastructure.
- Throughout the delivery of these projects, we have worked collaboratively with the industry to mitigate impacts on performance to keep our customers on the move. You can review our performance at any time on our website: [Performance Transparency](#)
- In collaboration with Siemens (one of our Maintenance Suppliers), we have continued with a detailed and robust modification programme with our Class 185 fleet; these modifications to the fleet will improve reliability, performance and passenger experience. This programme has helped to address problems with the aging electronic equipment and related issues, stabilising fleet reliability and setting up a firm foundation for future performance growth.

# A summary of 2024/25

## Growth

**In railway year 2024/25, there were 27.3 million passenger journeys made (this is 3.9 million additional passenger journeys when comparing with railway year 2023/24).**

The December 2024 timetable change saw an exciting uplift in services, allowing us to welcome more passengers onboard. Key highlights of our December 2024 timetable change include:

- ▶ Four fast trains per hour across our core route over the Pennines, with trains between Leeds and Manchester on the hour and then every fifteen minutes thereafter.
- ▶ Two services every hour between Liverpool and Manchester Victoria.
- ▶ Enhancement of evening connectivity on the West Coast Main Line between Oxenholme and Manchester.
- ▶ The majority of services between Liverpool and Cleethorpes are six-carriage trains.
- ▶ Hull is now served by our Nova fleet.

## Trains

We are committed to improving the customer experience on our trains. In 2024/25, we completed the installation of life-saving defibrillators on all 51 of our Class 185 trains. The equipment can be used by both staff and passengers in the event of a cardiac arrest and they are housed in emergency equipment cupboards located in the middle of each train.

# A summary of 2024/25

## 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 2024/25 scores can be viewed here: [Service Quality Performance Results](#)**

- There are a few Stations benchmarks that have been low performing towards the end of 2024/25 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 will be replacing our entire Help Point estate which will massively improve operation and drive improvements in scores in this area. The same benchmark has unfortunately been impacted throughout the year by aging Ticket Vending Machine (TVM) kiosks – however throughout 2024/25, there has been an ongoing programme to replace all of our TVMs. This programme is due to finish in 2025/26.
- 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.

## Continuous Improvement

**Each year, we review how we manage customer complaints and delay compensation to improve the experience for everyone who travels with us.**

- For example, in response to insights, we improved our complaints process to provide clearer communication to our customers, and to better support disabled passengers – and we have also analysed our top complaints categories and actioned improvements across the business to target these areas of reduced satisfaction.
- A full summary of these insights and subsequent actions can be read in our Continuous Improvement Report: [Continuous Improvement Report 2024/25](#)

# A forward look (2025/26)

**Whilst 2024/25 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 (2025/26) to improve our passengers' experience on our trains and across our network which include:

- The replacement of all existing Help Points with newer, more reliable functionality.
- A 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.
- The delivery of our 2025/26 Minor Works programme, which has been informed by a mixture of customer feedback from Accessibility Panels and accessibility audit data. Under next year's programme, we will install an RNIB Map for All at Middlesbrough station, commence a pilot scheme installing perch seating outside lifts at our managed stations, and we will continue with the rollout of accessible seating across our estate.
- The delivery of our Passenger Assist Improvement Plan (which was produced in 2024/25) which consists of 38 key actions which aim to enhance accessibility, reliability and overall customer satisfaction.
- The renewal of our CCTV equipment across our 19 stations, to improve safety and security on our network. The new equipment and software will provide clearer, sharper images and help us to more effectively monitor our station environments (especially at night), making our stations even safer for everyone.
- Providing support towards the delivery of key milestones in the TransPennine Route Upgrade (TRU) programme – a transformative, multi-billion-pound railway programme that will better connect passengers in the North between Manchester, Huddersfield, Leeds and York. As part of this project, Huddersfield Station will undergo remodelling and upgrade work which will help to transform rail across the Pennines.
- The continuation of our exciting catering offers onboard, West Coast Kitchen (WCK) and Coast to Coast. The addition of these offerings have not only improved customer experience and satisfaction, but they have given us the opportunity to work with local food and beverage businesses and incorporate their products into our onboard menus. For more information, [click here](#).



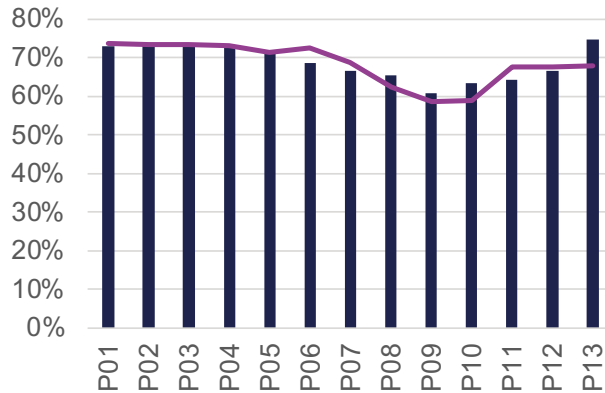
# Operational Performance

01/04/2024 - 31/03/2025

# Operational Performance

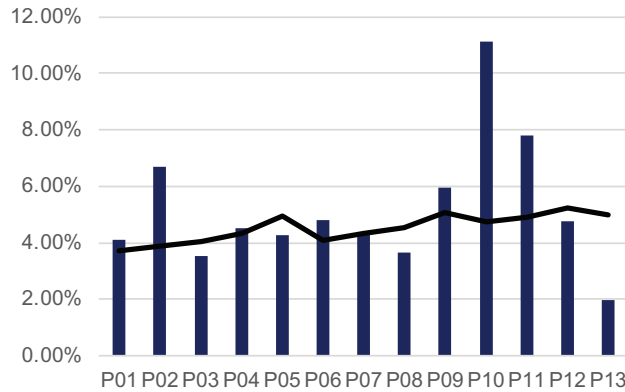
## T-3 Punctuality

Score: **68.90%** Target: 68.47%



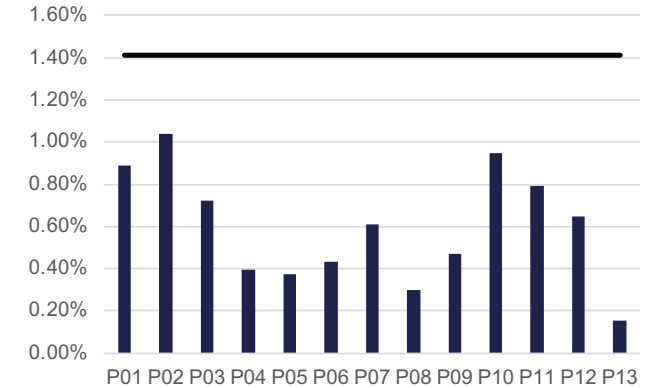
## All Cancellations

Score: **5.20%** Target: 4.56%



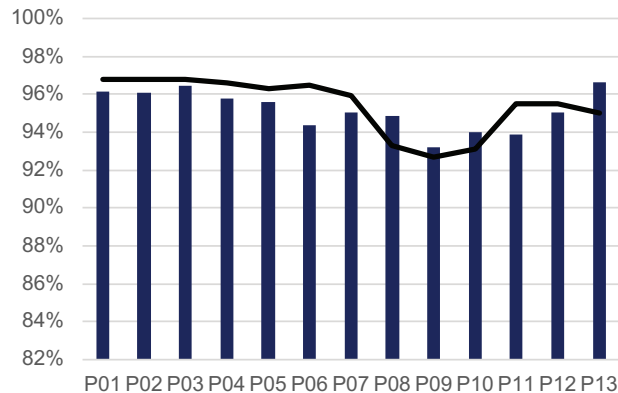
## Short Formations

Score: **0.60%** Target: 1.41%



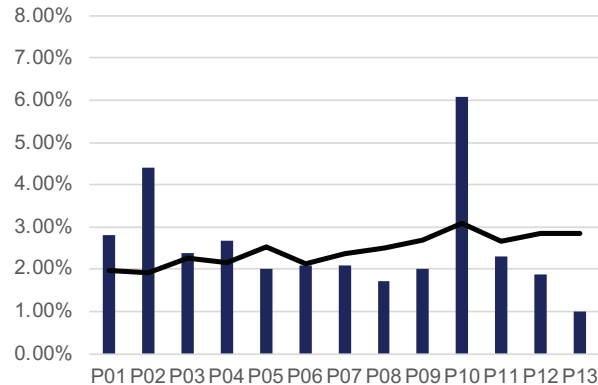
## T-15 Punctuality

Score: **95.15%** Target: 95.47%



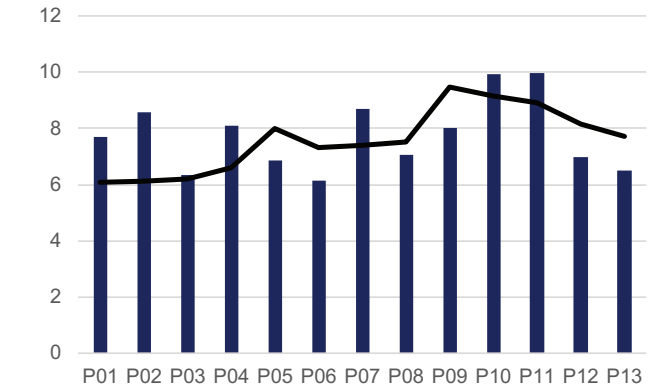
## TOC-on-Self Cancellations

Score: **2.57%** Target: 2.48%



## TOC-on-Self Delay Minutes

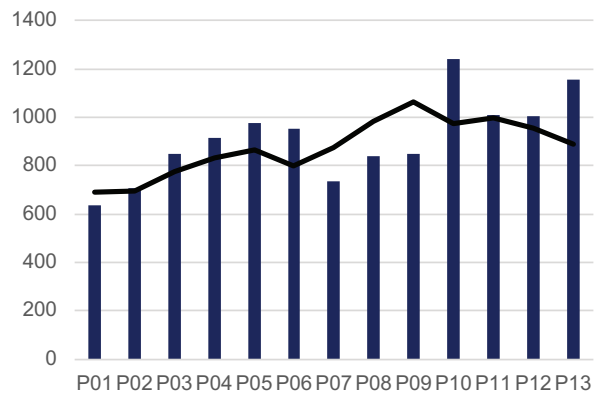
Score: **7.77** Target: 7.66



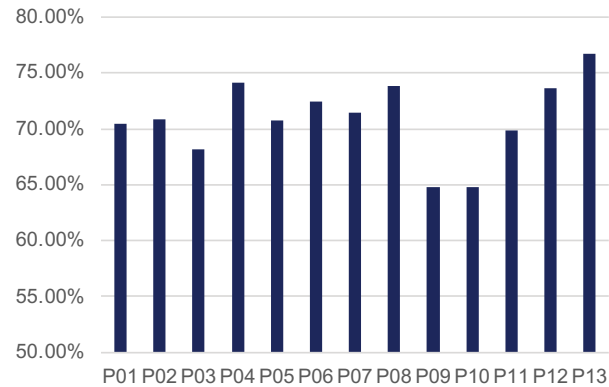
# Operational Performance

## Time Lost at Stations

Individual Period Targets

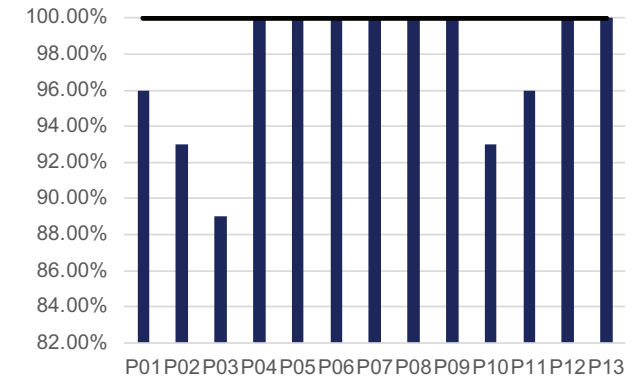


## On Time Departures from Depot



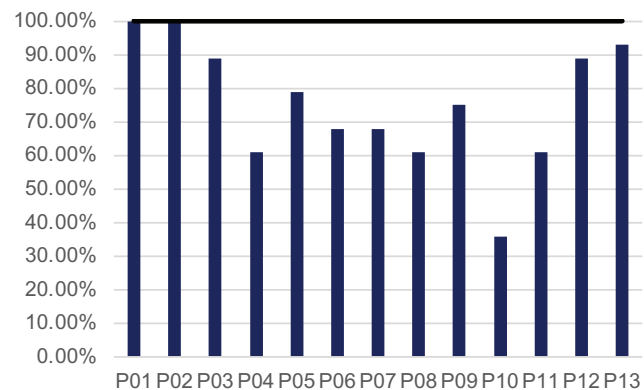
## Class 802 Availability

Score: **97%** Target: 100%



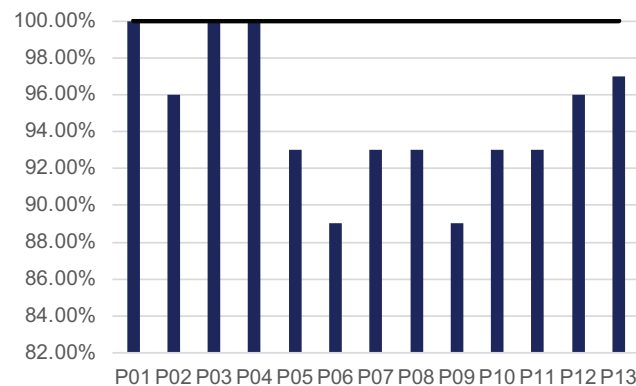
## Class 397 Availability

Score: **75%** Target: 100%



## Class 185 Availability

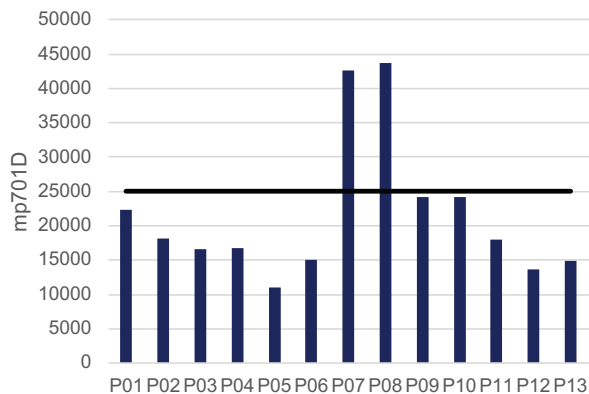
Score: **95%** Target: 100%



# Operational Performance

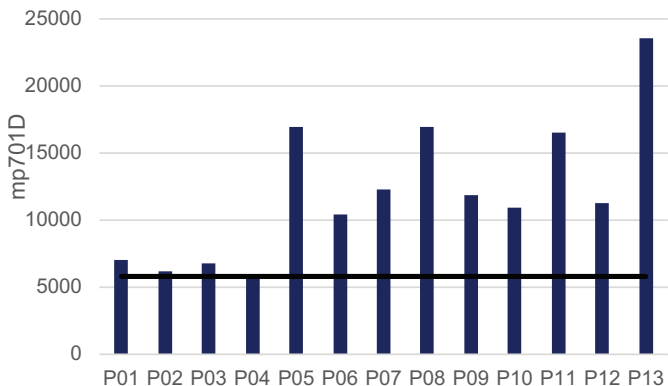
## Class 802 Reliability

Periodic Target: 25,086



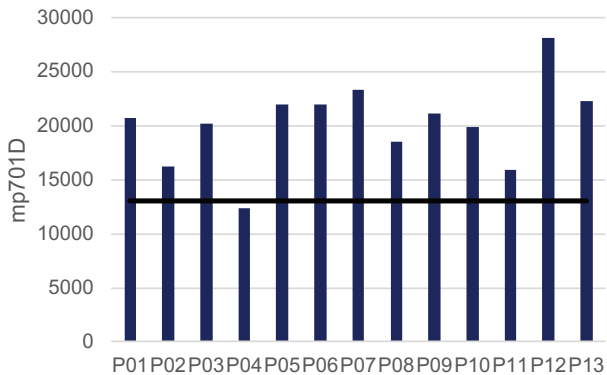
## Class 397 Reliability

Periodic Target: 5,800



## Class 185 Reliability

Periodic Target: 13,055





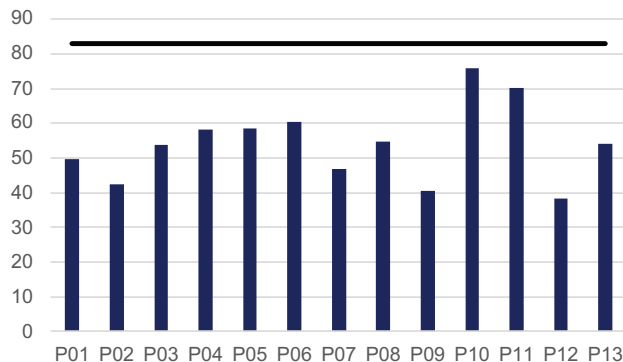
# Customer Satisfaction and Accessibility

01/04/2024 - 31/03/2025

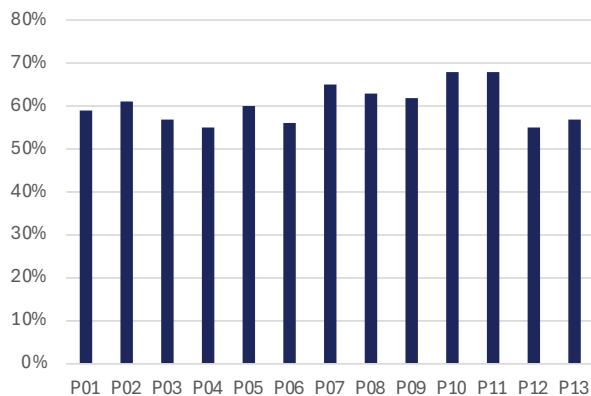
# Customer Satisfaction and Accessibility

## Customer Complaints per 100,000 Journeys

Score: **54.10** Target: 83.00

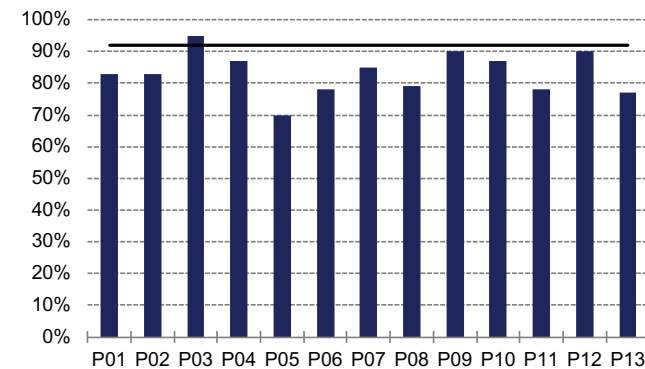


## How well TPT dealt with delay (very well & fairly well)



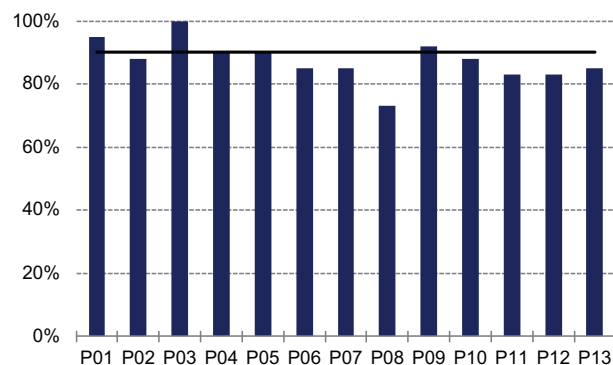
## % of Booked Assists Met within 5 Minutes

Score: **84%** Target: 92%

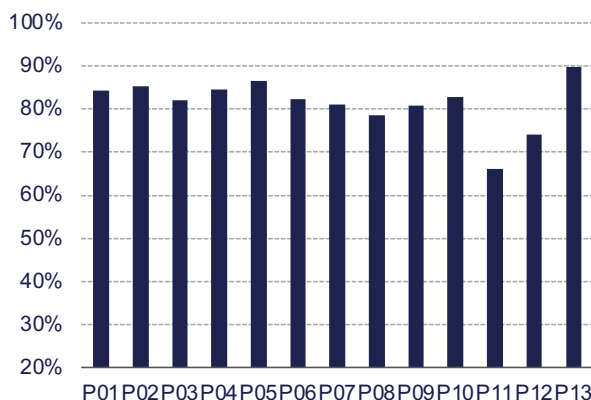


## Overall Satisfaction with Assistance

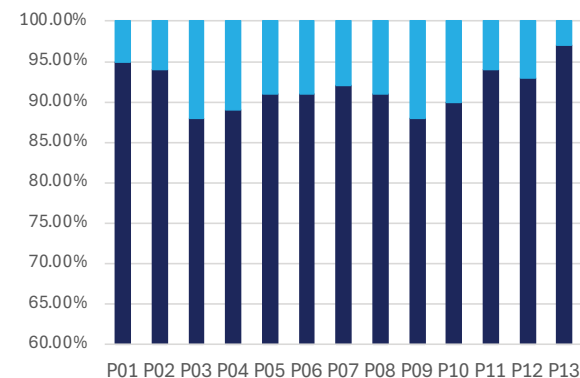
Score: **88%** Target: 90%



## Overall Journey Satisfaction



## % of Ticket Office Opening Hours Delivered | Hours Not Delivered



# Service Quality Regime

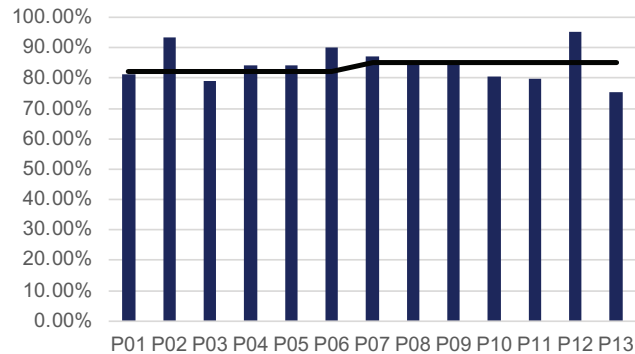
01/04/2024 - 31/03/2025

# Service Quality Regime

## Stations - Ambience and Assets

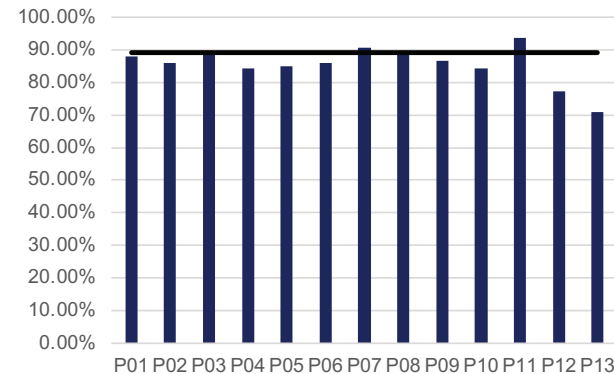
Benchmark (PO1-PO6): 82%

Benchmark (PO7-P13): 85%



## Stations - Cleanliness and Graffiti

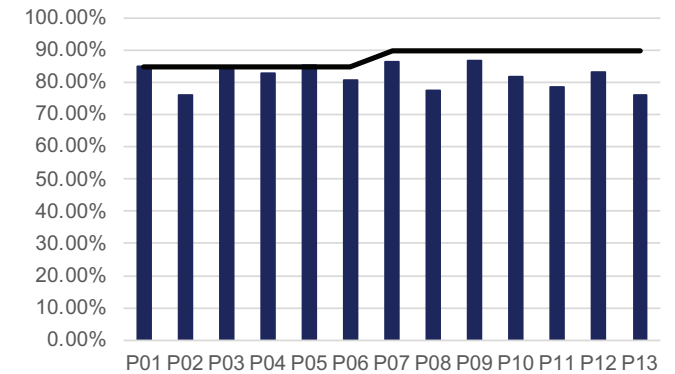
Benchmark: 89%



## Stations - Information

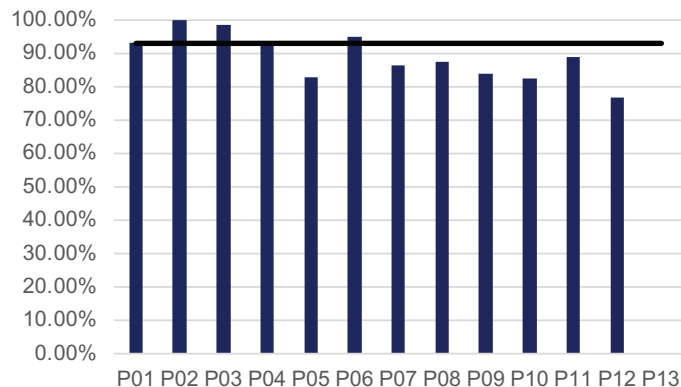
Benchmark: (PO1-PO6): 85%

Benchmark: (PO7-P13): 90%



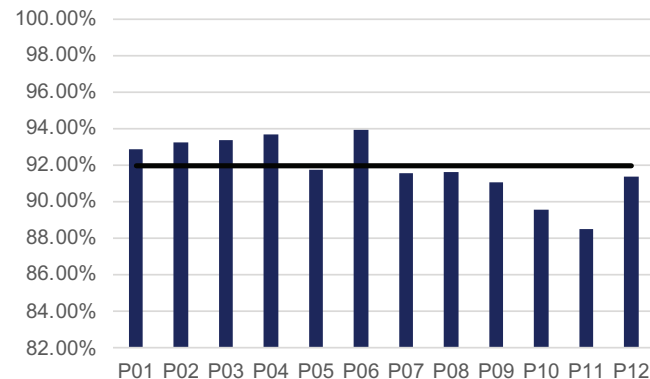
## Stations - Ticketing and Staffing

Benchmark: 93%



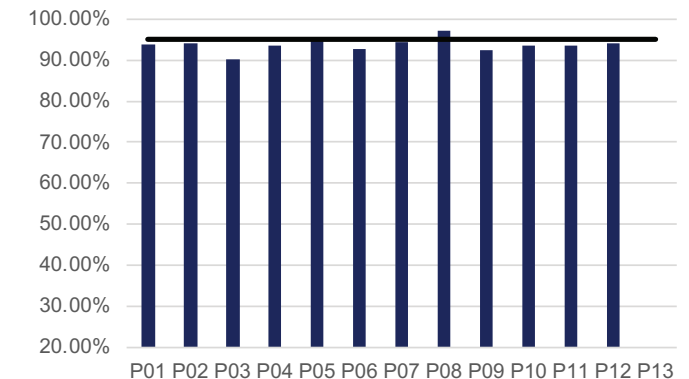
## Trains - Ambience and Assets

Benchmark: 92%



## Trains - Cleanliness and Graffiti

Benchmark: 95%

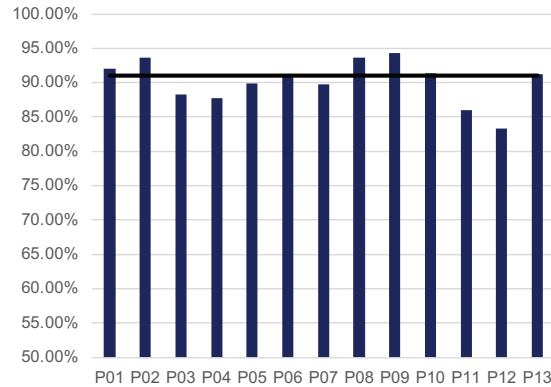




# Service Quality Regime

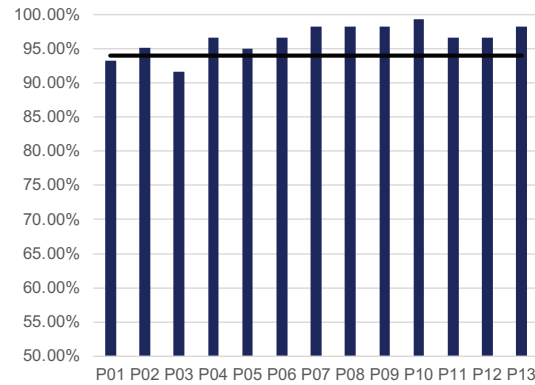
## Trains - Information

Benchmark: 91%



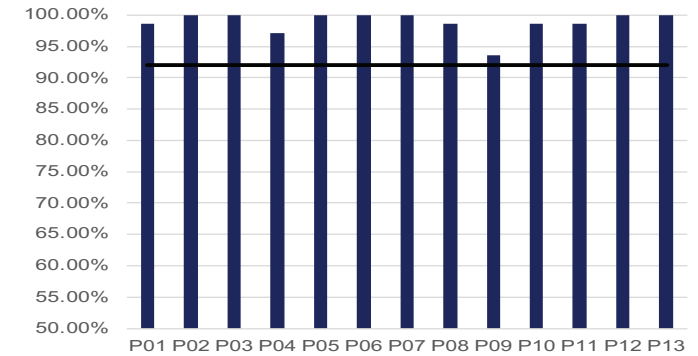
## Customer Service - Staff Helpfulness

Benchmark: 94%



## Customer Service - Online Information

Benchmark: 92%



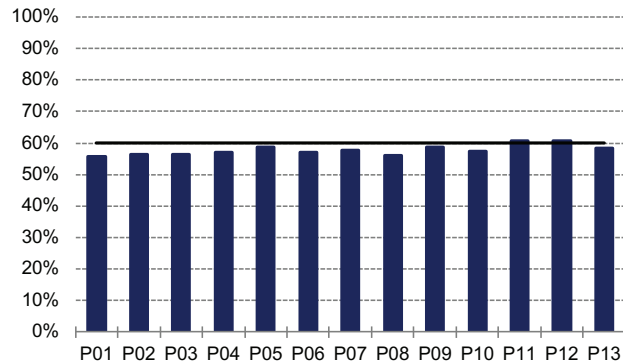
# Environment & Sustainability

01/04/2024 - 31/03/2025

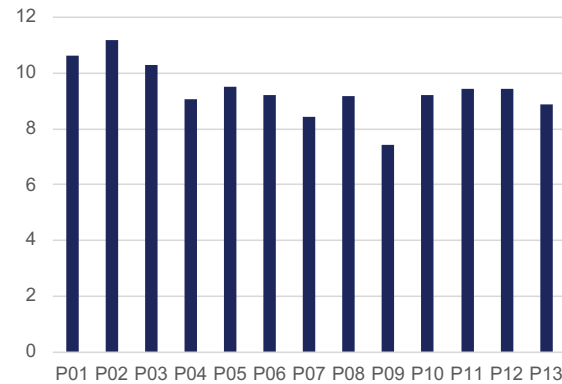
# Environment and Sustainability

## Waste Recycling Rate

Score: **57.7%** Target: 60%

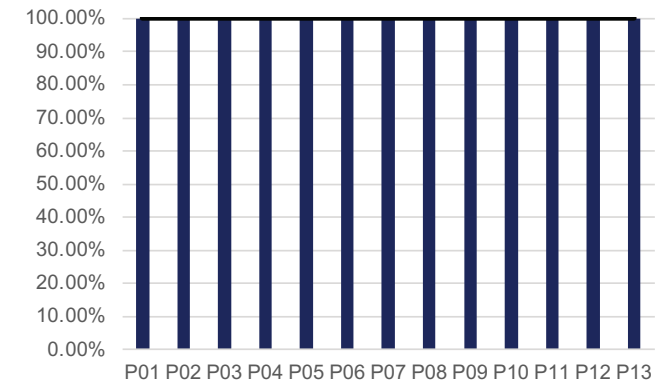


## Waste Produced per Million Passenger Journeys (kg)

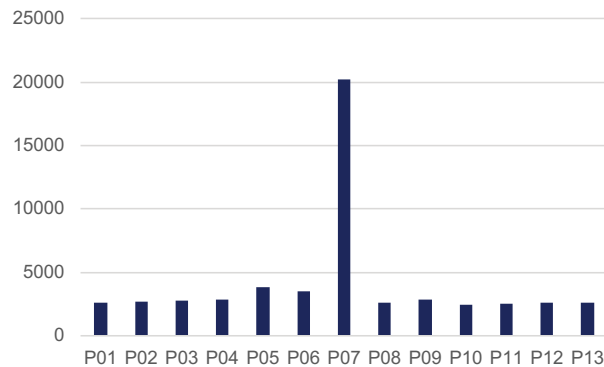


## Waste Diverted from Landfill (%)

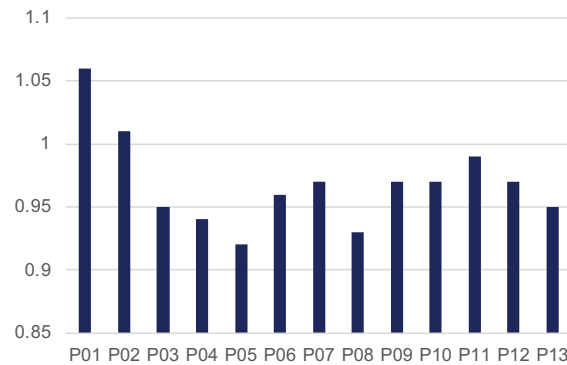
Score: **100%** Target: 100%



## Water Consumption



## Traction Energy Emissions (Kilograms CO2e per vkm)



## Non-Traction Energy Consumption (kWh)

