# Train performance at

## Thirsk railway station

## How reliable were train services at Thirsk station recently?

| 4-week period from 20 September to 17 October | Trains punctuality at Thirsk | Trains cancelled at Thirsk | Customer satisfaction with train company 12 October 2025 to 31 March 2026 |
|---|---|---|---|
| TRANSPENNINE EXPRESS | 65.2% | 2.1% | 87% |
| GRAND CENTRAL by arriva | 65.4% | 1.8% | 87% |

## What are we doing to improve:

**Next three months:**
Improving the labelling of on train facilities to help customers get to the train door that they need without delay.

**Next year:**
We'll be replacing the signalling at York to improve reliability and allow more efficient running of services.

**Longer-term:**
Completion of the TransPennine Route Upgrade and operating new, more reliable trains.

**Chris Jackson, Managing Director TransPennine Express**

**Punctuality is the percentage of trains that arrived within three minutes of the scheduled time.**

**Cancelled means the percentage of trains that were scheduled to, but didn't stop, at this station. This does not include trains which didn't stop at this station if the decision was made before 22:00 the previous day.**

**Customer satisfaction is based on the results of the Rail Customer Experience Survey and is the percentage of journeys with that train company that were rated "Very satisfied" or "Fairly satisfied", when answering the question "Overall, how satisfied or dissatisfied were you with your entire train journey from A to B".**

National Rail

NetworkRail