Train performance at

Thornaby railway station

How reliable were train services at Thornaby station recently?

4-week period from 20 September to 17 October	Trains punctuality at Thornaby	Trains cancelled at Thornaby	Customer satisfaction with train company 12 October 2025 to 31 March 2026
TRANSPENNINE EXPRESS	65.8%	2.2%	87%
NORTHERN	79.3%	1.6%	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