

Performance Report

2020/21 Period 1 - Wednesday 1st April 2020 to Saturday 2nd May 2020



TransPennine Express Period Performance Data

2020/21 Period 1 - Wednesday 1st April 2020 to Saturday 2nd May 2020



Public Performance Measure (PPM) and Other Punctuality Measures

Route	PPM	Right Time Arrival at Final Destination
All Routes	96.7%	83.8%
North Route	97.7%	84.8%
South Route	98.4%	90.8%
Scotland Route	90.6%	72.2%

Route	Trains Arriving 30 - 59 Mins Late	Trains 30 - 59 Late as a % of Total Trains Planned to Run	Trains Arriving 60 - 119 Mins Late	Trains 60 - 119 Late as a % of Total Trains Planned to Run	Trains Arriving Over 120 Mins Late	Trains Over 120 Late as a % of Total Trains Planned to Run
All Routes	6	0.16%	3	0.08%	0	0.00%
North Route	1	0.04%	1	0.04%	0	0.00%
South Route	3	0.53%	0	0.00%	0	0.00%
Scotland Route	2	0.33%	2	0.33%	0	0.00%

Cancellations and Significant Lateness (CaSL) and Other Measures of Cancellation

Route	CaSL	Total Full Cancellations	Total Part Cancellations
All Routes	2.0%	39	31
North Route	1.1%	3	25
South Route	0.7%	1	0
Scotland Route	7.5%	35	6

Short Formations

Route	Short Forms	Short Forms as a % of Total Trains Planned to Run
All Routes	0	0.00%
North Route	0	0.00%
South Route	0	0.00%
Scotland Route	0	0.00%

The Public Performance Measure (PPM) combines figures for punctuality and reliability into a single performance record. It covers all scheduled passenger services, seven days a week and measures the arrival punctuality of individual trains at their destination against their planned timetable (within 10 minutes for all FTPE services). Services that are cancelled or fail to operate their entire route, calling at every station, count as a PPM failure. PPM figures, along with the percentage of trains arriving 'Right Time' at their final destination, for the period covered by this report are shown in the above table. The number of trains arriving significantly late at their final destination during the period are also shown, both by absolute number and as a percentage of the total number of trains run.

Cancellations and Significant Lateness (CaSL) is defined as the number and percentage of passenger trains which are cancelled in part or full, or which arrive at their final destination 30 or more minutes later than the time shown in the public timetable. CaSL figures, along with the overall number of TPE, Network Rail and Other TOC-caused cancellations for the period covered by this report, are shown in the above table.

Every day we are committed to providing a specific number of carriages for each and every service we operate. There are some occasions where we are unable to fulfil this commitment, for example we may have a shortage of trains due unforeseen problems with our fleet or the network infrastructure. Where this is the case we declare these instances (known as 'short forms') every period. Short form figures for the period covered by this report are shown in the above table, both by absolute number and as a percentage of the total number of trains run.

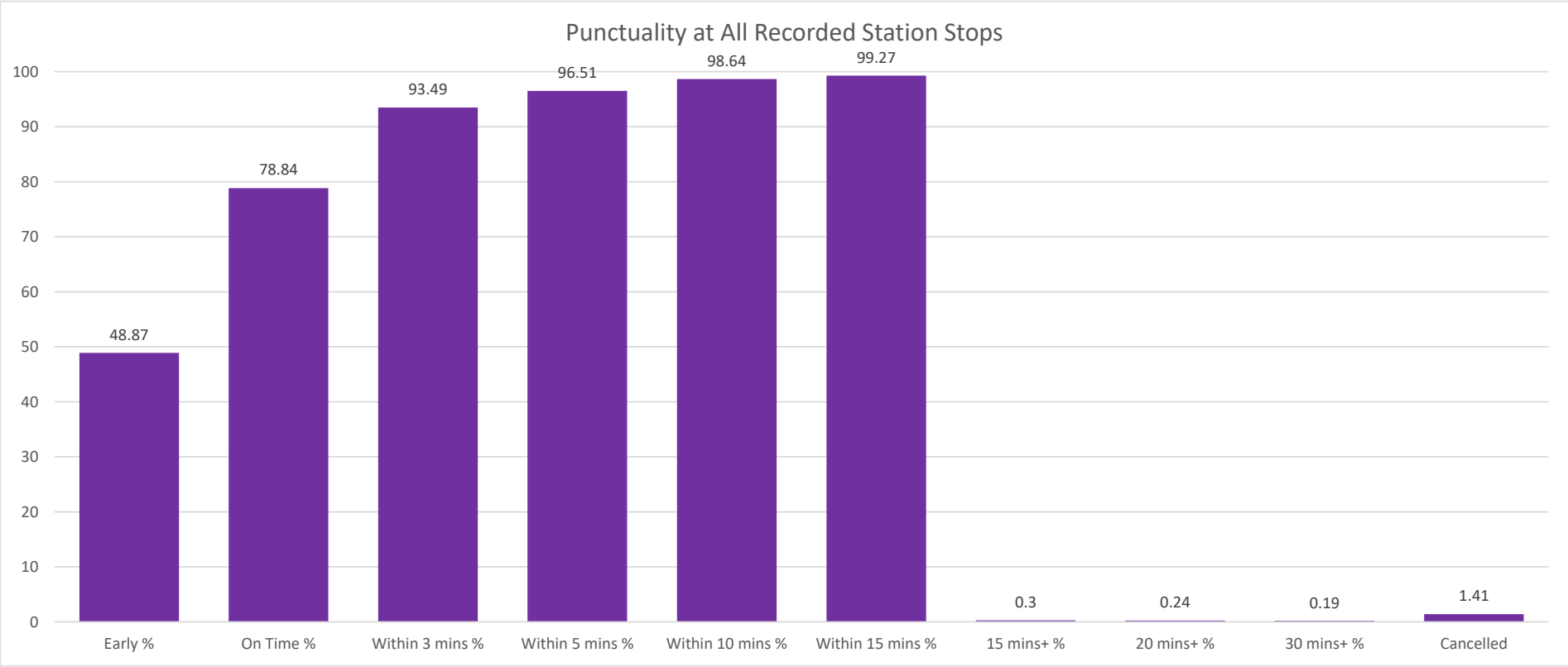
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On-Time Data

The following graph shows On-Time Data for TPE for the period which measures arrivals 'to the minute' at station stops. For more information please see <https://www.raildeliverygroup.com/punctuality.html>



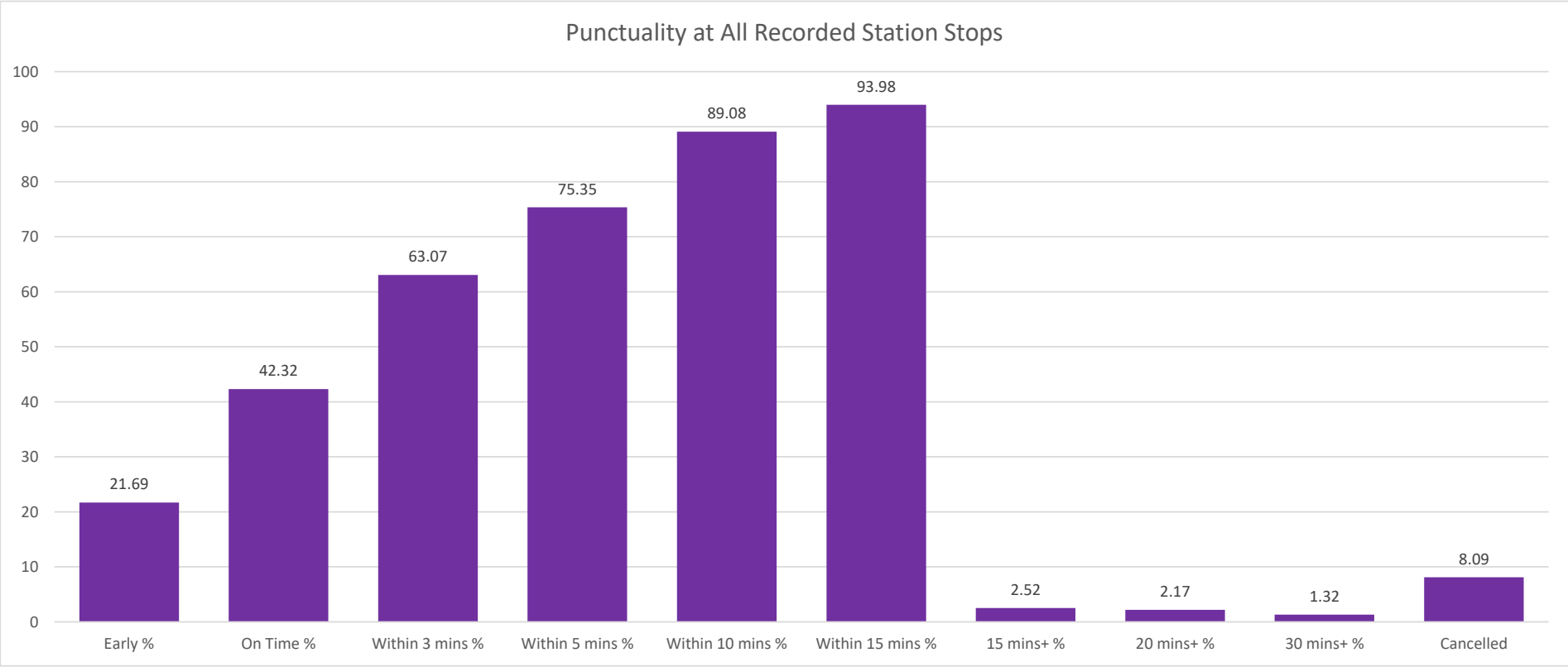
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Moving Annual Average (MAA)



On-Time Data

The following graph shows average On-Time Data for TPE for the past 13 periods which measures arrivals 'to the minute' at station stops. For more information please see <https://www.raildeliverygroup.com/punctuality.html>



Season Ticket Discounts

From 01 April 2017 all compensation for delayed trains, even if you have a season ticket, comes under the 'Delay Repay' scheme.

If you had a season ticket that expired prior to 31 March 2017, depending on when it was purchased your ticket may be covered by the previous 'Passengers Charter' compensation regime.

If your ticket falls into this category please contact tpcustomer.relations@firstgroup.com or give us a call on 03457 600 1671.

Delay Repay

The compensation you should expect is:

- 30 to 59 minutes delay: Compensation of 50% of your single ticket or 50% of the relevant portion of your return ticket (the part you were using on the delayed journey).
- 60 to 119 minutes delay: Compensation of 100% of the cost of your single ticket or 100% of the cost of the relevant portion of your return ticket.
- More than 120 minutes delay: compensation of 100% of the cost of your single ticket or 100% cost of your return ticket (i.e. both portions, not just one way).

Delay Repay for Season Ticket holders is calculated by dividing the cost of the season ticket as follows:

Season Ticket Type	30 - 59 minutes	60 - 119 minutes	120+ minutes
Weekly	20	10	5
Monthly	80	40	20
Quarterly	240	120	60
Annual	928	464	232

For more details please visit tpexpress.co.uk/help