# TransPennine Express Performance Transparency Report

2024/25 Period 9: 10<sup>th</sup> November to 7<sup>th</sup> December 2024



### TransPennine Express Performance Transparency Report Overall Performance Summary

#### **TransPennine Express Planned and Cancelled Services**

	Services fully removed from the timetable prior to the planned day of						timetable prior to	removed from the the planned day of
Services originally	operation (Full	Cancellations)*		On the Day Ca	ancellations**		operation (Part (	Cancellations)***
planned in the	TransPennine		Planned services	TransPennine		Services operated	TransPennine	
Timetable	Express #	Other Industry ~	on the day +	Express #	Other Industry ~	in full on the Day	Express #	Other Industry ~
8411	23	20	8398	184.5	397.5	7816	11	31

- \* This includes adjustments made for the impact of large incidents or short term resource changes (sometimes referred to as 'P-coded cancellations)
- \*\* Includes trains cancelled on the day for either all or a part of their planned journey.
- \*\*\* These services ran for part of their planned journey (these are also counted as 'P-coded cancellations for the cancelled section)
- # Changes made due to TransPennine Express causes such as fleet technical or traincrew related issues
- ~ Changes made due to other industry (not TransPennine Express) causes such as major infrastructure defects or the effects of severe weather (e.g. storms, flooding)
- + These numbers form the basis on which periodic industry performance numbers are calculated

#### **Last Period TransPennine Express Performance Results**

On Time	Time to 3	Time to 15	Cancellations	<b>Short Formations</b>
40.86%	60.85%	93.13%	5.16%	0.48%

#### **Definitions**

#### On Time

The percentage of recorded station stops where the train arrived less than one minute later than its advertised time.

#### Time to 3

The percentage of recorded station stops where the train arrived less than three minutes later than its advertised time.

#### Time to 15

The percentage of recorded station stops where the train arrived less than 15 minutes later than its advertised time.

#### **Cancellations**

The percentage of services that were cancelled. A part cancellation (counting for half a full cancellation) is when a train fails to stop at one or more of its station stops but completes over 50% of its planned journey. A full cancellation is when a train completes less than 50% of its planned journey.

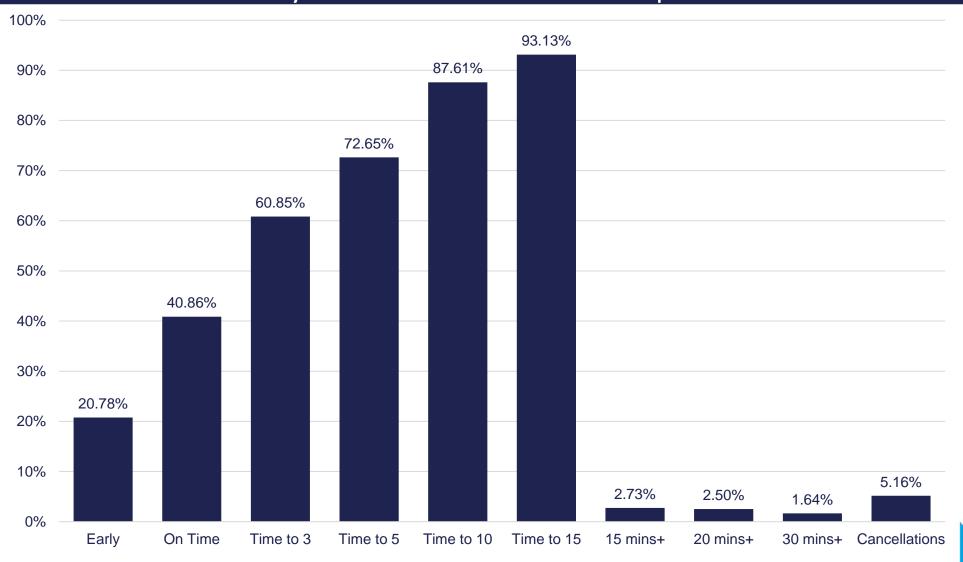
#### **Short Formations**

The percentage of services that run with less capacity than agreed as per our train plan.

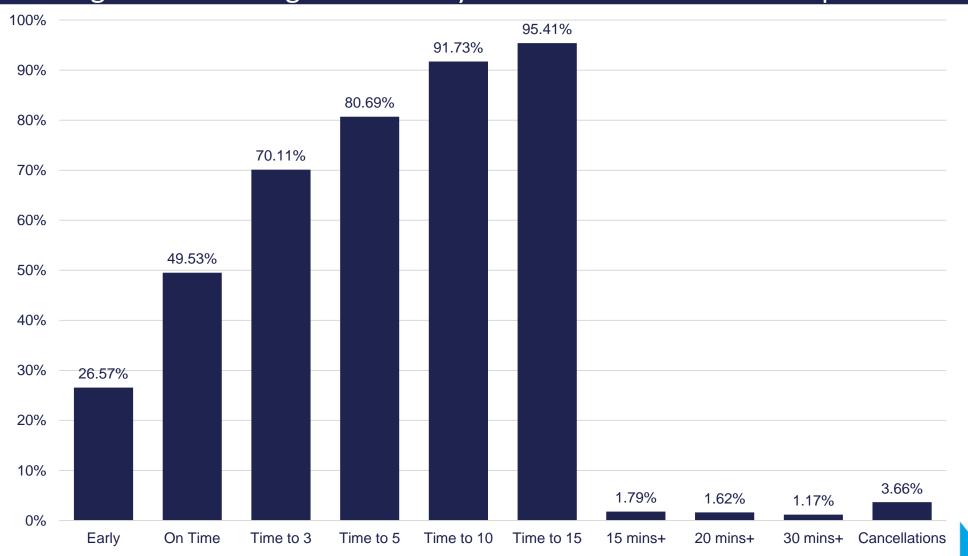
## TransPennine Express Performance Transparency Report Last Period Service Group Results

	Cancellations	On Time	Time to 3	Time to 15	Trains Arriving 30 - 59 Mins Late	Trains Arriving 60 - 119 Mins Late	Trains Arriving Over 120 Mins Late	Short Formations
Manchester to Hull	21.5	35.1%	55.4%	94.0%	12	1	0	0
Manchester to Hull	2.5%	33.1%		94.0%	1.4%	0.1%	0.0%	0.0%
Manchester Airport to	51.5		65.2%	93.2%	17	1	0	20
Saltburn	3.7%	49.0%			1.2%	0.1%	0.0%	1.5%
Manchester – Huddersfield	28.5	38.5%	58.7%	96.1%	10	0	0	0
<ul><li>Leeds – York</li><li>Stopping Services</li></ul>	2.3%				0.8%	0.0%	0.0%	0.0%
Vaulata Casula usaala	34.5	44.5%	64.8%	94.3%	16	3	0	1
York to Scarborough	2.9%				1.4%	0.3%	0.0%	0.1%
Liverpool to Newcastle and	117.5	40.2%	60.2%	91.4%	34	6	1	5
Newcastle to Edinburgh	8.6%				2.5%	0.4%	0.1%	0.4%
Liverna al ta Clasthamas	60.0	27.00/	60.00/	92.2%	26	5	1	11
Liverpool to Cleethorpes	5.0%	37.8%	60.0%		2.2%	0.4%	0.1%	1.0%
Manchester Airport and	119.5	20 5%	59.7%	92.5%	16	1	0	0
Liverpool to Glasgow and Edinburgh	11.1%	38.5%			1.5%	0.1%	0.0%	0.0%

### TransPennine Express Performance Transparency Report Last Period Punctuality at All Recorded Station Stops



### TransPennine Express Performance Transparency Report Moving Annual Average Punctuality at All Recorded Station Stops



## TransPennine Express Performance Transparency Report Last Period Top 10 Incidents

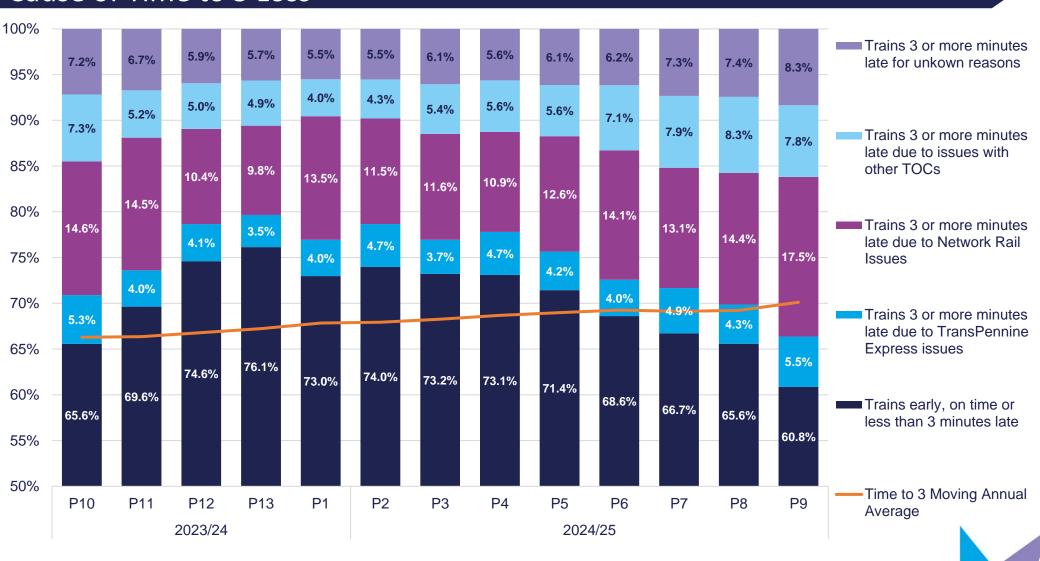
Date	Incident	Party Causing Delay	Number of Trains Cancelled or Delayed	Total Minutes of Delay	Total Cancellations (Part Cancellations Count as 0.5)
23 November 2024	Stalybridge track defect	Network Rail	65	956	40.5
20 November 2024	Methley cable theft	Network Rail	82	1014	33.0
07 December 2024	TDA resource York	Network Rail	120	1265	9.5
28 November 2024	York signal box water leak	Network Rail	122	1001	1.0
24 November 2024	Darlington panel failure	Network Rail	54	498	16.0
24 November 2024	Beattock Summit - Lockerbie track defect	Network Rail	32	642	20.5
18 November 2024	Broad Green fatality	Network Rail	30	372	5.0
04 December 2024	Liverpool Lime Street axle counter failure	Network Rail	32	235	5.5
06 December 2024	TDA resource York	Network Rail	88	590	0.0
30 November 2024	Malton Kirkham Abbey level crossing failure	Network Rail	20	501	5.5

## TransPennine Express Performance Transparency Report Last Period Severely Disrupted Days

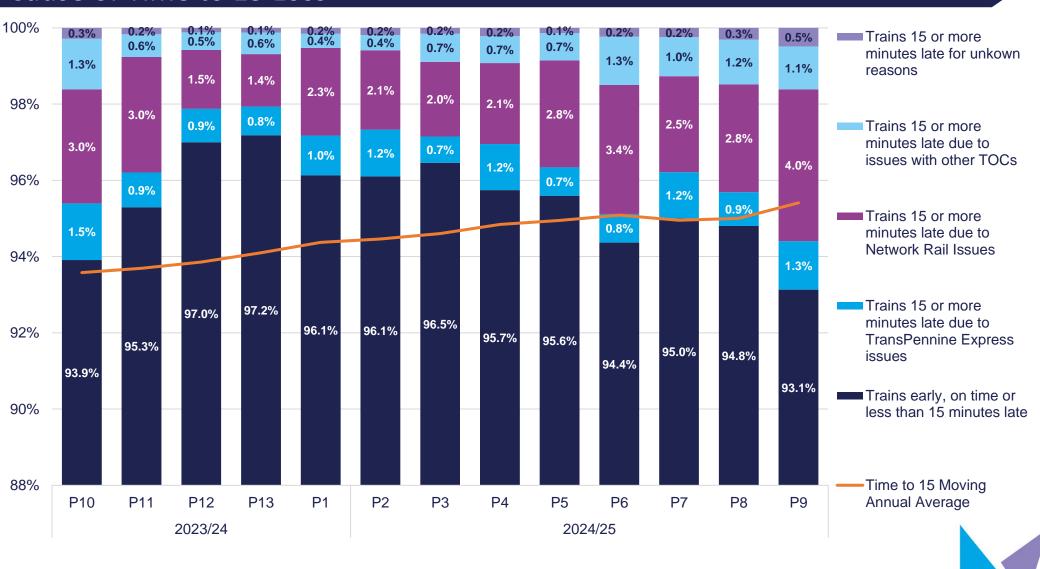
Route	Date	Time to 3	Time to 15	Cancellations	Major Incidents
Manchester Airport and Liverpool to Glasgow and Edinburgh	24 November 2024	32.7%	60.7%	57.4%	Beattock Summit - Lockerbie track defect
Manchester Airport and Liverpool to Glasgow and Edinburgh	23 November 2024	40.7%	80.8%	41.9%	Oxenholme - Tebay flooding
Manchester Airport and Liverpool to Glasgow and Edinburgh	07 December 2024	28.1%	65.5%	39.5%	Class 397 availability & Bolton overhead line fault
Liverpool to Newcastle and Newcastle to Edinburgh	24 November 2024	47.0%	79.3%	38.1%	Darlington panel failure
Manchester - Huddersfield - Leeds - York Stopping Services	23 November 2024	54.7%	91.0%	32.9%	Stalybridge track defect
Manchester Airport and Liverpool to Glasgow and Edinburgh	01 December 2024	64.0%	97.8%	32.4%	Class 397 availability
Liverpool to Newcastle and Newcastle to Edinburgh	07 December 2024	27.7%	65.0%	28.0%	York TDA staff resource
Liverpool to Newcastle and Newcastle to Edinburgh	23 November 2024	51.8%	86.1%	26.0%	Stalybridge track defect
Liverpool to Newcastle and Newcastle to Edinburgh	25 November 2024	63.3%	94.8%	24.0%	Chester-le-Street fatality

A day is considered a severely disrupted day at the sub-operator level if the cancellations score is 20% or higher

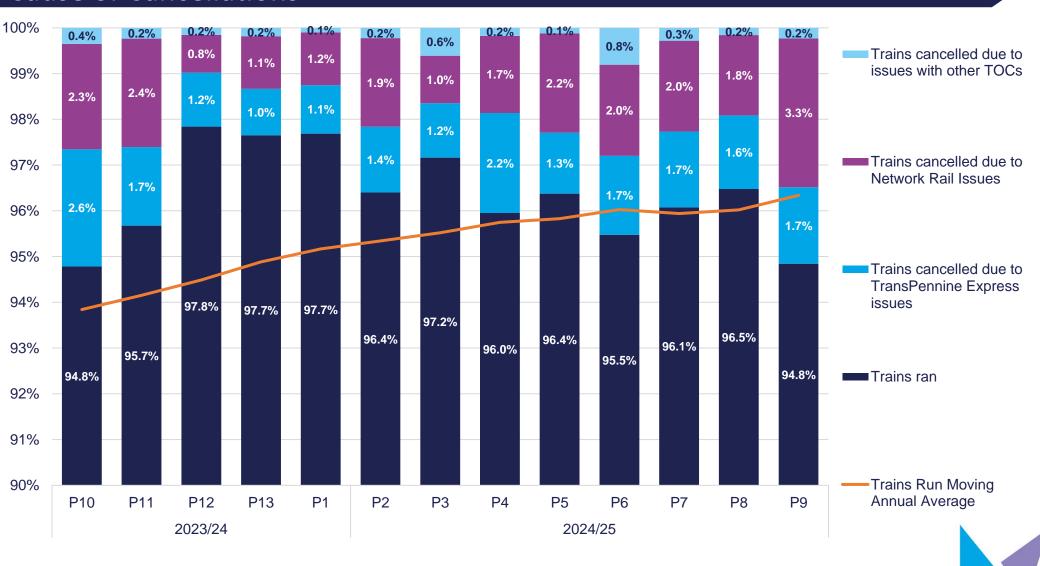
#### TransPennine Express Performance Transparency Report Cause of Time to 3 Loss



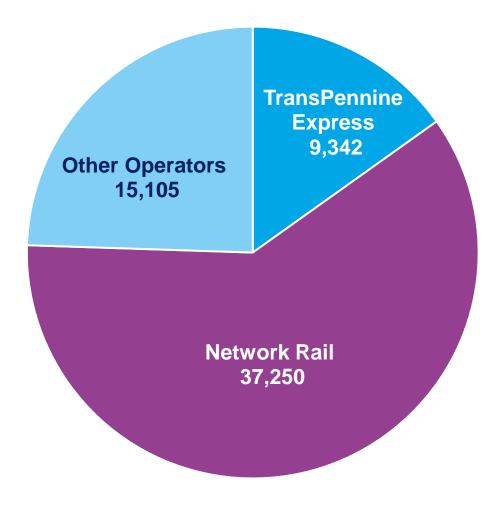
#### TransPennine Express Performance Transparency Report Cause of Time to 15 Loss



#### TransPennine Express Performance Transparency Report Cause of Cancellations



#### TransPennine Express Performance Transparency Report Last Period Delay Minutes Causation





### TransPennine Express Performance Transparency Report Last Period Station Performance

Station	Time to 3	Cancellations	Station	Time to 3	Cancellations
Alnmouth For Alnwick	63.9%	3.3%	Cramlington	86.4%	8.3%
Althorpe	51.1%	2.1%	Cross Gates	60.9%	2.1%
Barnetby	63.3%	2.9%	Crowle	53.2%	2.1%
Batley	45.4%	4.6%	Darlington	62.5%	6.6%
Berwick-Upon-Tweed	72.5%	4.4%	Deighton	41.6%	3.6%
Birchwood	57.6%	4.5%	Dewsbury	43.5%	4.4%
Bolton	50.3%	2.6%	Doncaster	69.1%	2.8%
Brough	71.3%	1.9%	Dore & Totley	51.9%	4.3%
Carlisle	55.9%	7.9%	Dunbar	76.1%	4.2%
Carstairs	74.2%	0.0%	Durham	63.6%	6.6%
Castleford	55.9%	3.4%	Edinburgh	76.5%	5.2%
Chester-Le-Street	65.0%	6.6%	East Linton	78.0%	3.5%
Church Fenton	48.6%	2.6%	Garforth	49.7%	2.1%
Cleethorpes	79.8%	2.7%	Gilberdyke	94.7%	5.0%
Cottingley	42.6%	4.6%	Glasgow Central	76.1%	8.6%

### TransPennine Express Performance Transparency Report Last Period Station Performance

Station	Time to 3	Cancellations	Station	Time to 3	Cancellations
Greenfield	61.5%	2.1%	Liverpool South Parkway	60.5%	5.2%
Grimsby Town	79.2%	3.0%	Malton	77.0%	1.8%
Habrough	65.0%	3.0%	Manchester Airport	76.0%	4.8%
Hatfield & Stainforth	50.0%	2.0%	Manchester Oxford Road	51.2%	2.9%
Haymarket	68.1%	6.1%	Manchester Piccadilly	61.5%	3.3%
Howden	52.6%	5.0%	Manchester Victoria	57.9%	4.6%
Huddersfield	51.0%	3.3%	Marsden	61.2%	2.0%
Hull	78.8%	1.8%	Meadowhall	55.5%	2.8%
Irlam	47.6%	4.9%	Middlesborough	73.8%	1.5%
Kirk Sandall	21.7%	4.2%	Mirfield	43.5%	3.4%
Lancaster	49.9%	6.3%	Morley	45.6%	4.6%
Lea Green	62.2%	8.2%	Morpeth	63.5%	3.3%
Leeds	56.5%	3.3%	Mossley	59.4%	2.1%
Lockerbie	48.6%	7.6%	Motherwell	68.0%	9.5%
Liverpool Lime Street	66.5%	6.9%	Newcastle	70.5%	5.2%

### TransPennine Express Performance Transparency Report Last Period Station Performance

Station	Time to 3	Cancellations	Station	Time to 3	Cancellations
Newton-Le-Willows	63.4%	8.4%	Slaithwaite	58.5%	2.0%
Normanton	47.9%	2.8%	Stalybridge	57.6%	3.8%
Northallerton	60.6%	4.1%	South Milford	54.9%	0.0%
Oxenholme Lake District	43.8%	7.4%	St. Helens Central	83.8%	19.9%
Penrith North Lakes	50.3%	7.9%	Stockport	58.4%	2.8%
Preston	61.3%	6.4%	Thirsk	65.0%	2.0%
Ravensthorpe	36.3%	4.6%	Thornaby	71.0%	1.0%
Redcar Central	76.9%	2.3%	Thorne South	53.2%	2.1%
Reston	72.5%	4.4%	Urmston	48.3%	4.4%
Rotherham Central	58.3%	0.0%	Wakefield Kirkgate	48.0%	2.4%
Saltburn	78.4%	2.6%	Warrington Central	54.8%	4.6%
Scarborough	82.0%	2.1%	Warrington West	58.6%	4.3%
Scunthorpe	64.2%	2.9%	Wigan North Western	71.8%	19.4%
Seamer	77.9%	1.9%	Yarm	65.7%	1.0%
Selby	59.7%	2.0%	York	63.5%	2.9%
Sheffield	56.2%	2.4%			