

# TransPennine Express Performance Transparency Report



2024/25 Period 7:  
15<sup>th</sup> September to 12<sup>th</sup> October 2024

# TransPennine Express Performance Transparency Report

## Overall Performance Summary

### TransPennine Express Planned and Cancelled Services

Services originally planned in the Timetable	Services fully removed from the timetable prior to the planned day of operation (Full Cancellations)*		Planned services on the day +	On the Day Cancellations**		Services operated in full on the Day	Services partially removed from the timetable prior to the planned day of operation (Part Cancellations)***	
	TransPennine Express #	Other Industry ~		TransPennine Express #	Other Industry ~		TransPennine Express #	Other Industry ~
<b>8171</b>	<b>30</b>	<b>0</b>	<b>8141</b>	<b>171</b>	<b>288</b>	<b>7682</b>	<b>12</b>	<b>2</b>

\* 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	Short Formations
<b>45.41%</b>	<b>66.72%</b>	<b>95.01%</b>	<b>3.92%</b>	<b>0.60%</b>

### 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

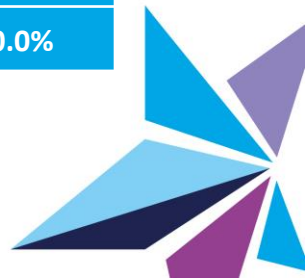
The percentage of services that run with less capacity than agreed as per our train plan.



# TransPennine Express Performance Transparency Report

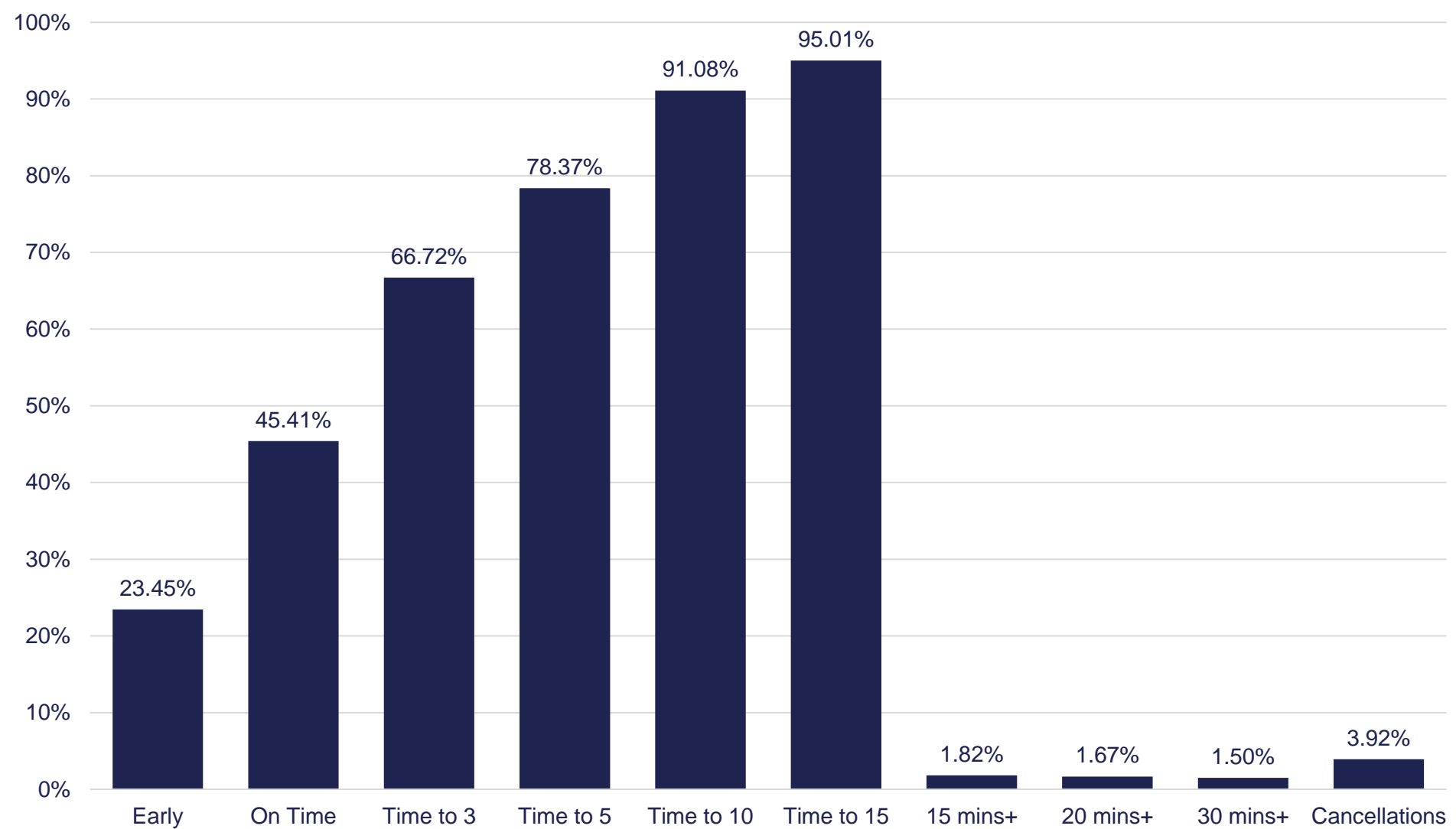
## Last Period Service Group Results

	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	14.5	40.5%	63.6%	96.5%	7	1	0	0
	2.0%				1.0%	0.1%	0.0%	0.0%
Manchester Airport to Saltburn	45.0	51.7%	69.9%	95.6%	8	0	0	28
	3.3%				0.6%	0.0%	0.0%	2.2%
Manchester – Huddersfield – Leeds – York Stopping Services	15.5	42.9%	67.4%	98.3%	4	2	0	0
	1.3%				0.3%	0.2%	0.0%	0.0%
York to Scarborough	14.5	52.9%	70.6%	95.6%	10	2	0	2
	1.1%				0.8%	0.2%	0.0%	0.2%
Liverpool to Newcastle and Newcastle to Edinburgh	22.5	47.3%	69.0%	95.2%	18	1	0	1
	1.7%				1.4%	0.1%	0.0%	0.1%
Liverpool to Cleethorpes	75.5	40.9%	63.7%	92.9%	17	3	0	15
	6.5%				1.5%	0.3%	0.0%	1.4%
Manchester Airport and Liverpool to Glasgow and Edinburgh	132.0	40.4%	61.6%	91.6%	21	3	0	0
	12.2%				1.9%	0.3%	0.0%	0.0%



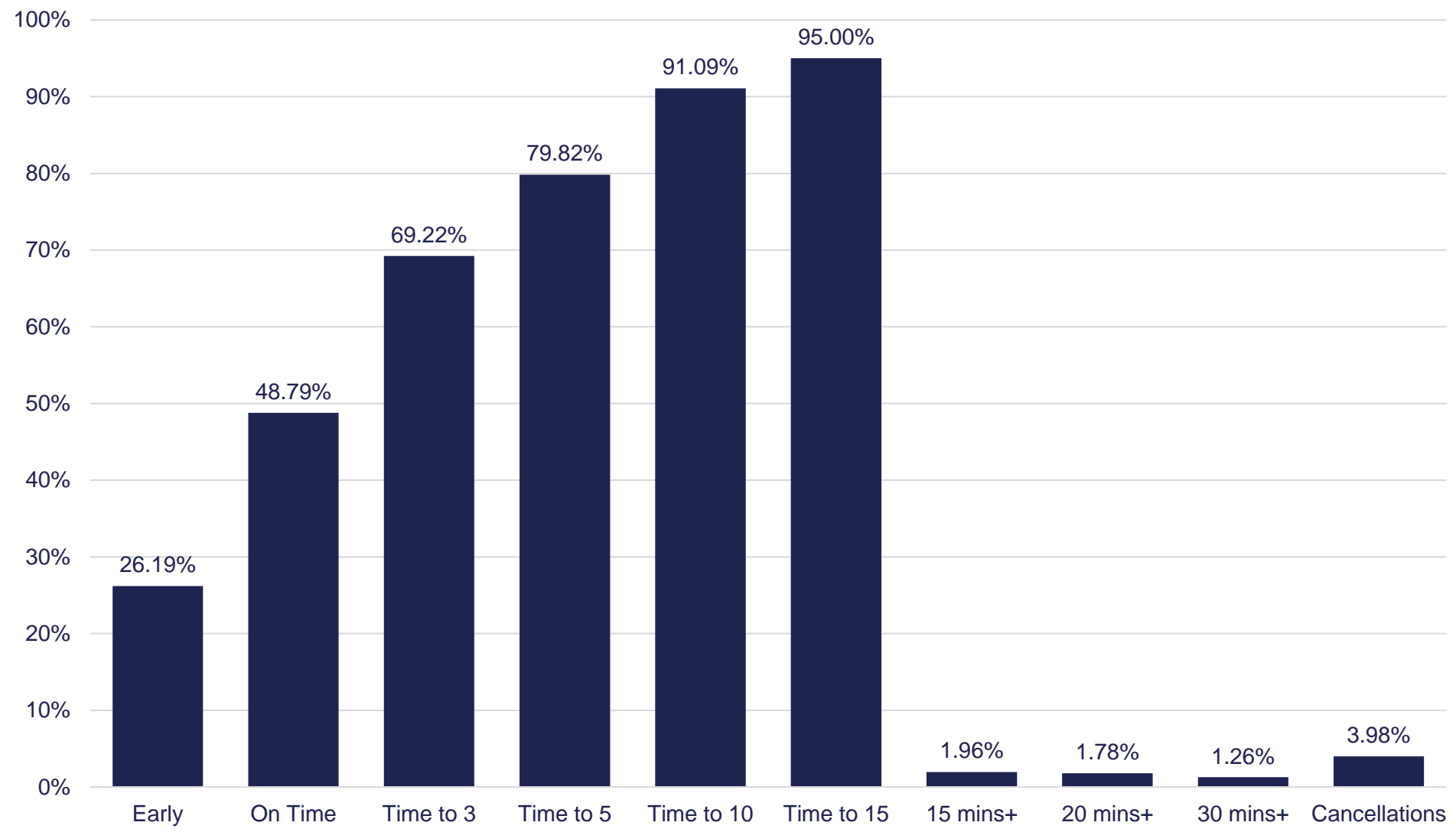
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## Last Period Punctuality at All Recorded Station Stops



# 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)
26 September 2024	Tree on overhead line at Beattock	Network Rail	52	517	26.0
30 September 2024	Smoke in saloon of train at Greenfield	TransPennine Express	53	1469	21.5
30 September 2024	Signalling panel failure at Yarm	Network Rail	55	289	17.0
09 October 2024	Unexploded bomb near line at Crossgates	Network Rail	52	783	4.0
30 September 2024	Rodent damage to cable at Mexborough	Network Rail	50	520	12.5
08 October 2024	Fatality at Bay Horse	Network Rail	32	794	11.0
25 September 2024	Brake fault on train at Deansgate	Northern	47	620	7.5
11 October 2024	Overhead line damage at Heaton Norris	Network Rail	57	663	4.0
01 October 2024	Broken rail between Penrith and Carlisle	Network Rail	85	290	14.5
03 October 2024	Trespass at Durham	Network Rail	31	473	3.0



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## Last Period Severely Disrupted Days

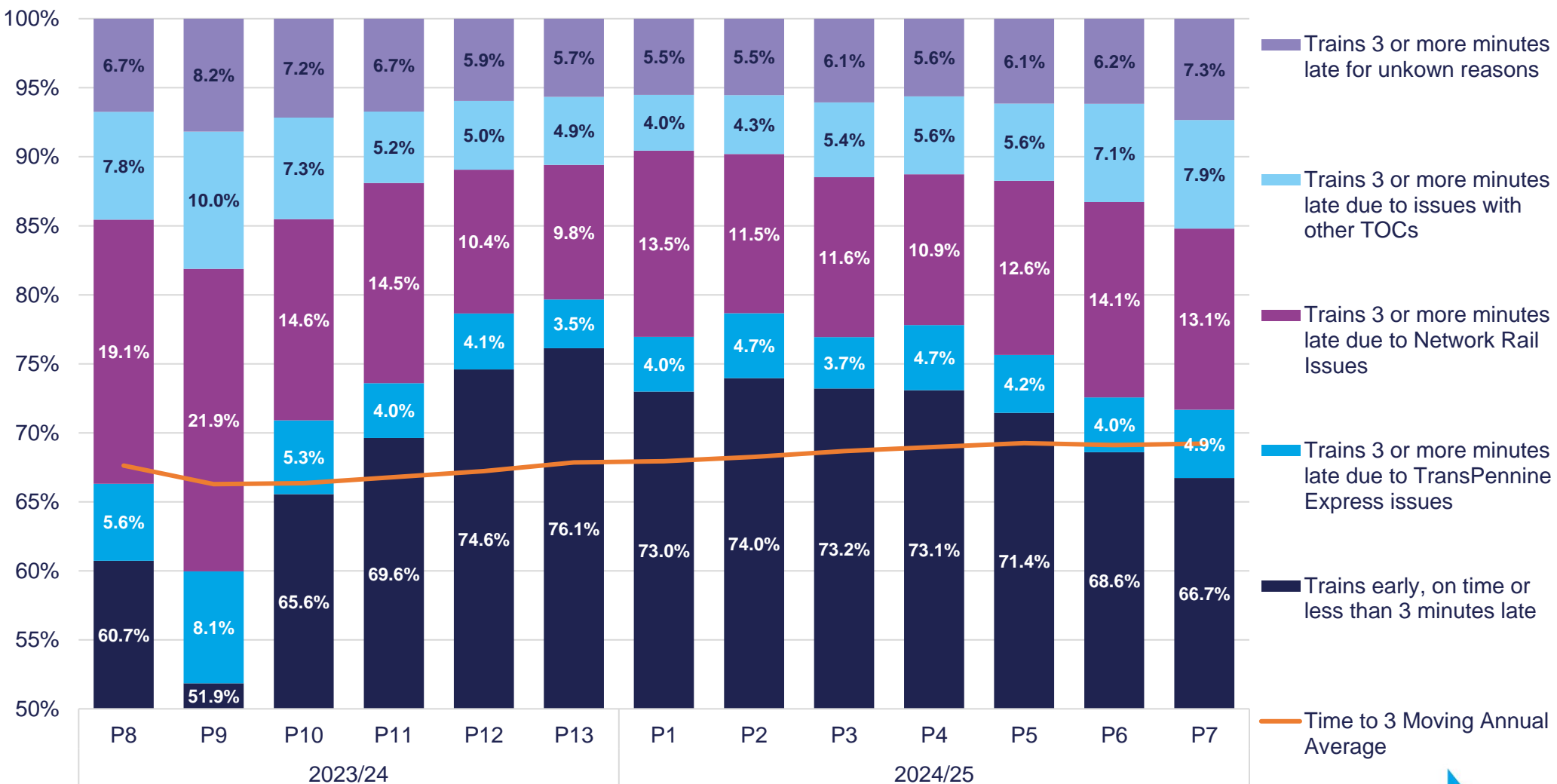
Route	Date	Time to 3	Time to 15	Cancellations	Major Incidents
Manchester Airport and Liverpool to Glasgow and Edinburgh	26 September 2024	45.0%	76.3%	62.5%	Tree on overhead line at Beattock
Manchester Airport and Liverpool to Glasgow and Edinburgh	01 October 2024	56.9%	92.8%	51.3%	Broken rail between Penrith and Carlisle, non-availability of trains
Manchester Airport to Saltburn	30 September 2024	51.9%	80.3%	47.7%	Smoke in saloon on train, signalling panel failure at Yarm
Liverpool to Cleethorpes	30 September 2024	47.6%	74.7%	34.9%	Flooding between Liverpool and Manchester, brake fault on other operator train and cable vandalism
Manchester Airport and Liverpool to Glasgow and Edinburgh	08 October 2024	32.7%	57.6%	32.5%	Fatality at Bay Horse
Manchester Airport and Liverpool to Glasgow and Edinburgh	27 September 2024	50.1%	93.7%	25.0%	Non-availability of trains
Liverpool to Cleethorpes	27 September 2024	63.6%	96.5%	22.7%	Cable theft at Bentley
Manchester Airport and Liverpool to Glasgow and Edinburgh	30 September 2024	53.3%	81.0%	21.3%	Non-availability of trains, flooding at Chorley
Liverpool to Cleethorpes	25 September 2024	65.1%	88.4%	20.5%	Points failure at Edgeley

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



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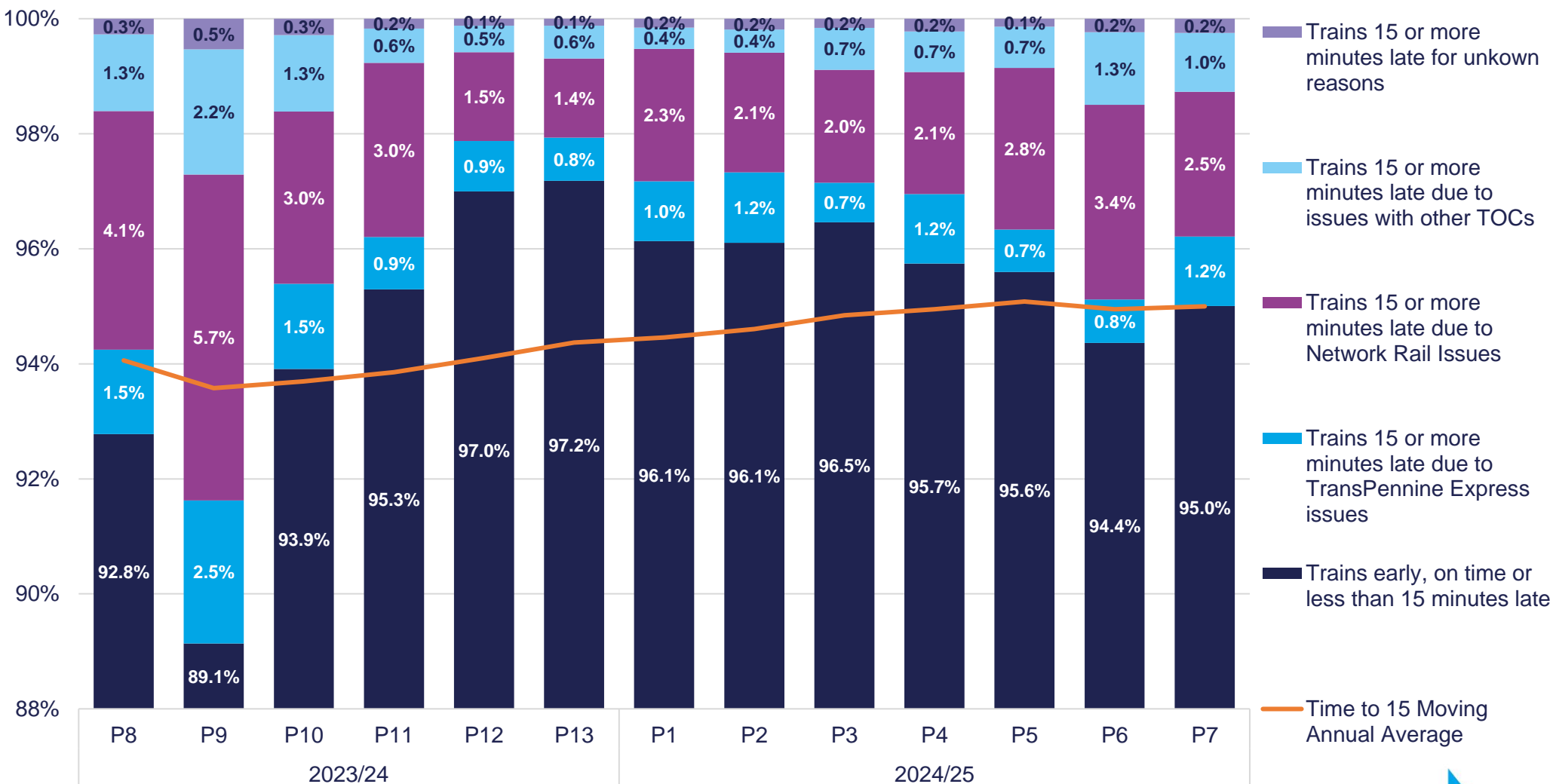
## Cause of Time to 3 Loss





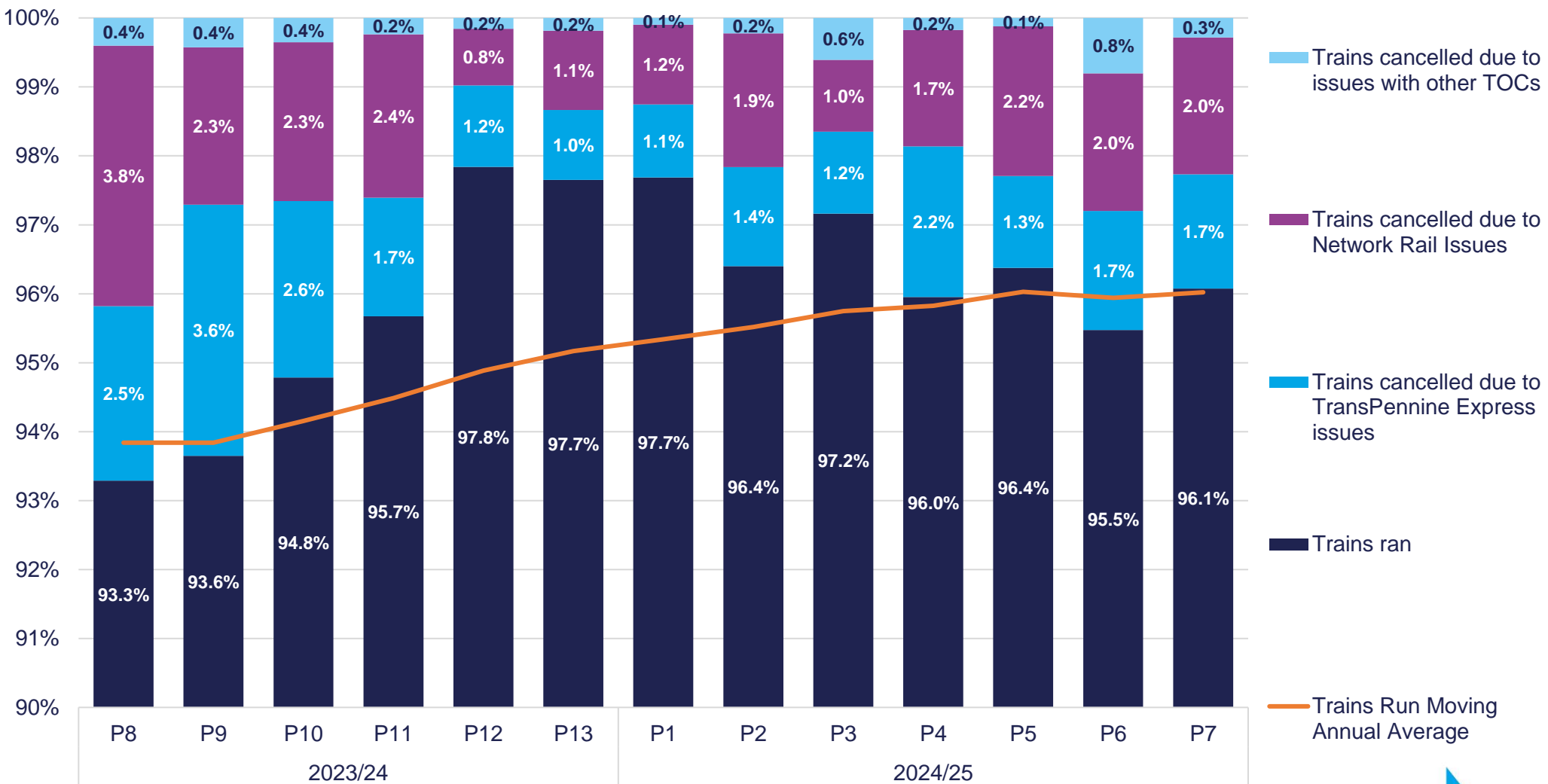
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## Cause of Time to 15 Loss



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## Cause of Cancellations



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## Last Period Delay Minutes Causation

