



TransPennine Express Performance Transparency Report

2024/25 Period 8:
13th October to 9th November 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 ~
8519	8	0	8511	170.5	245.5	8095	8	2

* 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
44.69%	65.58%	94.80%	3.52%	0.30%

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

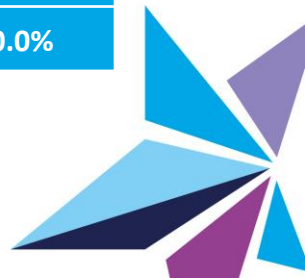
The percentage of services that run with less capacity than agreed as per our train plan.



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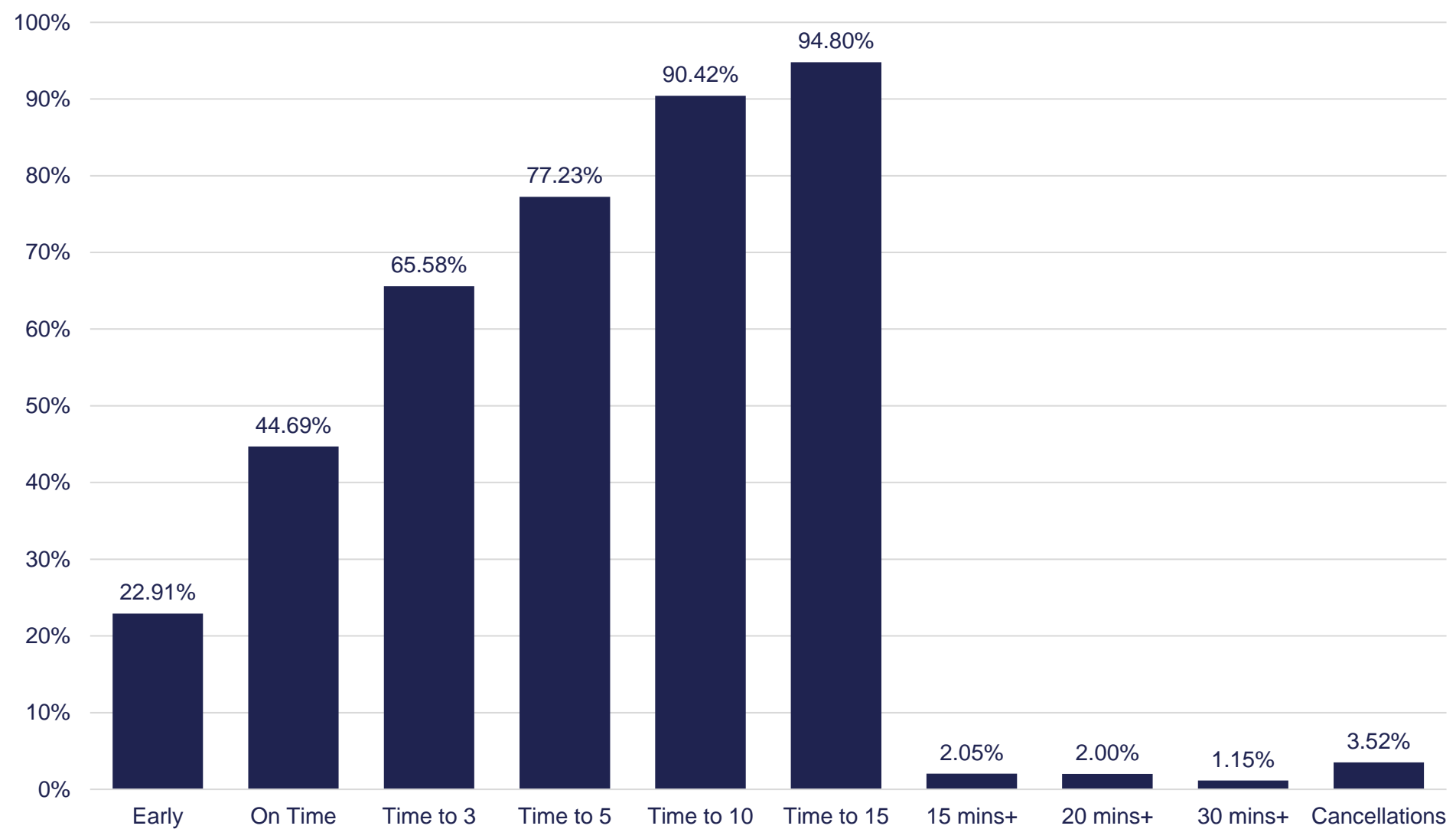
Last Period Service Group Results

	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	30.5	42.5%	66.0%	95.5%	10	7	1	0
	3.3%				1.1%	0.7%	0.1%	0.0%
Manchester Airport to Saltburn	35.5	53.0%	71.1%	95.6%	13	1	0	23
	2.6%				0.9%	0.1%	0.0%	1.7%
Manchester – Huddersfield – Leeds – York Stopping Services	16.5	38.8%	60.3%	97.4%	5	0	0	0
	1.3%				0.4%	0.0%	0.0%	0.0%
York to Scarborough	10.0	58.8%	75.4%	95.2%	12	0	0	0
	0.9%				1.0%	0.0%	0.0%	0.0%
Liverpool to Newcastle and Newcastle to Edinburgh	26.5	44.5%	65.3%	94.0%	15	3	0	0
	1.9%				1.1%	0.2%	0.0%	0.0%
Liverpool to Cleethorpes	59.0	39.9%	63.3%	93.7%	14	0	0	1
	4.7%				1.1%	0.0%	0.0%	0.1%
Manchester Airport and Liverpool to Glasgow and Edinburgh	122.0	39.9%	61.5%	93.2%	12	3	0	0
	11.3%				1.1%	0.3%	0.0%	0.0%



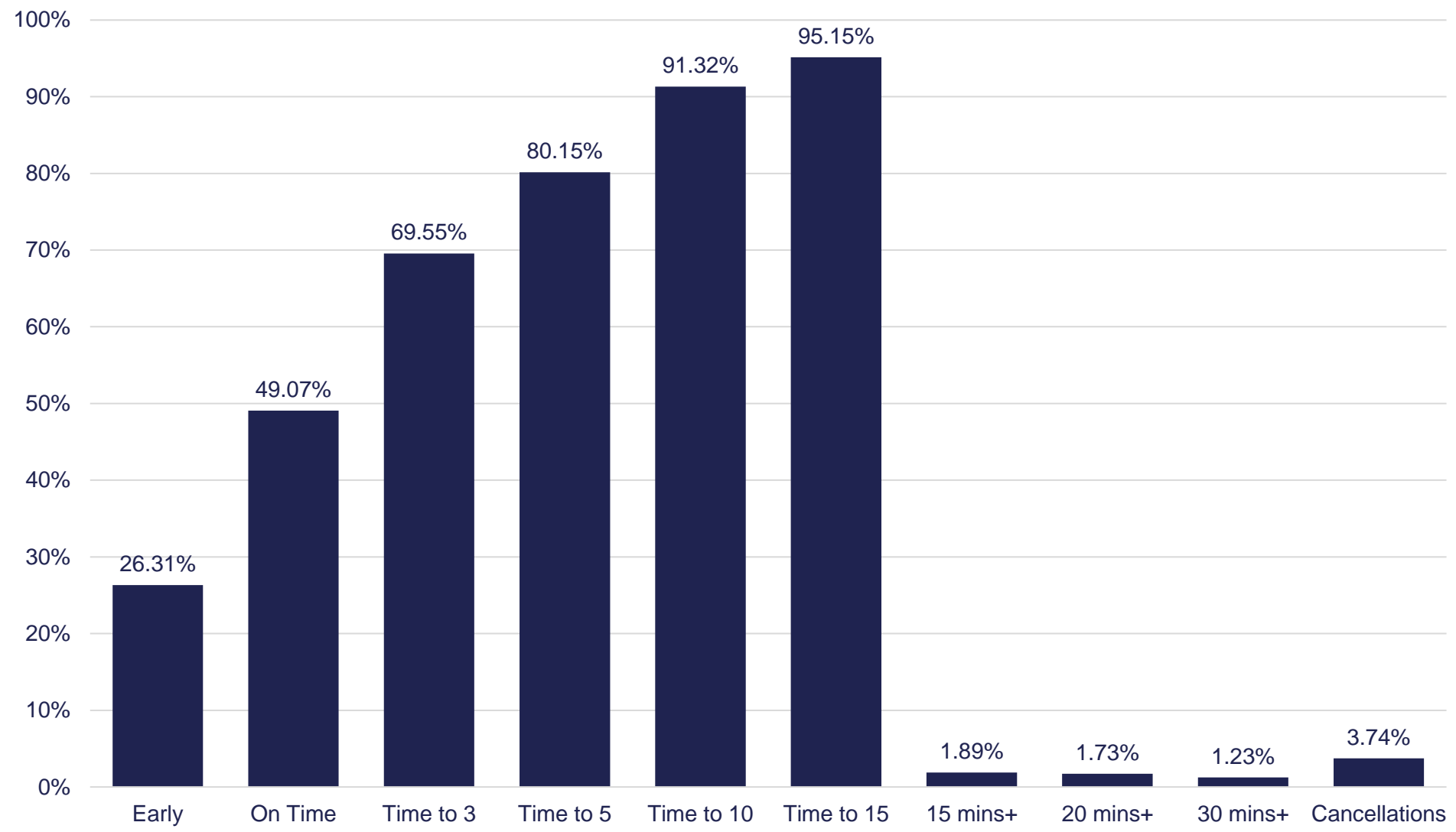
TransPennine Express Performance Transparency Report

Last Period Punctuality at All Recorded Station Stops



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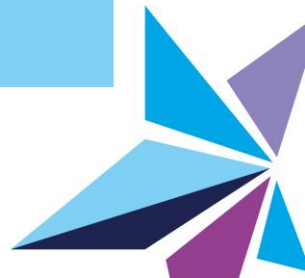
Moving Annual Average Punctuality at All Recorded Station Stops



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)
02 November 2024	Trespass at Levenshulme	Network Rail	66	921	27.0
26 October 2024	Trespass at Huddersfield	Network Rail	38	832	1.5
18 October 2024	Signal failure at Beattock	Network Rail	30	791	14.0
30 October 2024	Door fault at Greenfield	TransPennine Express	25	468	5.5
04 November 2024	Axle counter failure at Thornaby	Network Rail	24	1023	6.5
06 November 2024	Trespass at Diggle	Network Rail	27	489	2.0
16 October 2024	Track circuit failure at Hazel Grove	Network Rail	18	228	9.0
15 October 2024	Points failure at Carnforth	Network Rail	28	516	2.0
08 November 2024	Signal failure at Selby	Network Rail	20	61	12.0
18 October 2024	Trespass at Dewsbury	Network Rail	28	415	1.0



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Last Period Severely Disrupted Days

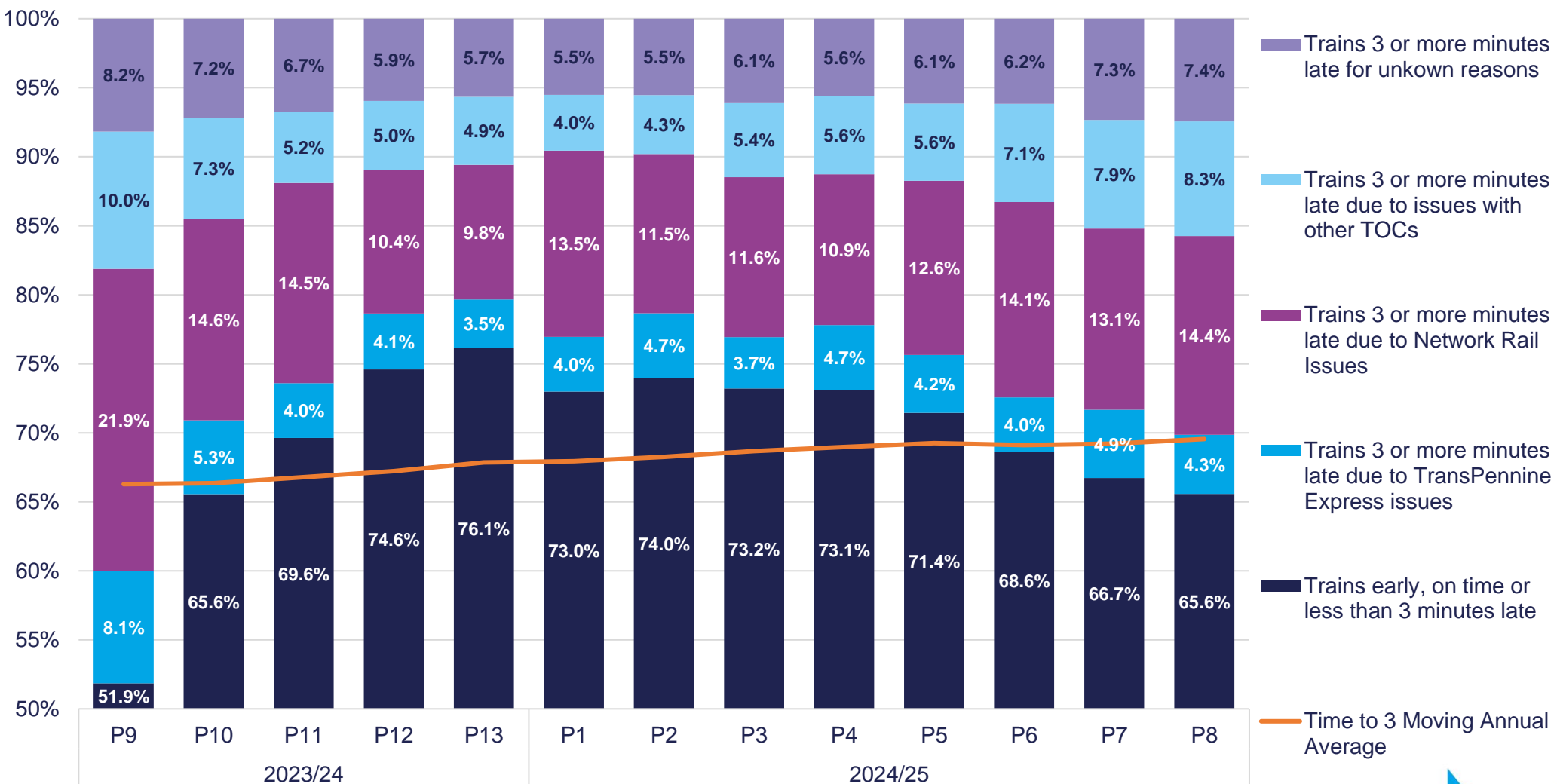
Route	Date	Time to 3	Time to 15	Cancellations	Major Incidents
Manchester Airport and Liverpool to Glasgow and Edinburgh	18 October 2024	29.2%	70.5%	41.3%	Signal failure at Beattock, lack of available trains
Liverpool to Cleethorpes	02 November 2024	68.0%	86.5%	33.3%	Trespass at Levenshulme
Manchester to Hull	08 November 2024	75.9%	87.6%	31.7%	Signal failure at Selby
Manchester Airport and Liverpool to Glasgow and Edinburgh	30 October 2024	52.1%	91.3%	26.3%	Lack of available trains, fatality at Motherwell
Liverpool to Cleethorpes	16 October 2024	55.5%	92.8%	23.9%	Track circuit failure at Hazel Grove
Manchester Airport and Liverpool to Glasgow and Edinburgh	24 October 2024	62.2%	96.4%	22.5%	Faults on multiple trains
Manchester Airport and Liverpool to Glasgow and Edinburgh	02 November 2024	64.6%	96.2%	22.4%	Trespass at Levenshulme
Manchester Airport and Liverpool to Glasgow and Edinburgh	14 October 2024	70.1%	97.8%	21.3%	Lack of available trains
Manchester Airport and Liverpool to Glasgow and Edinburgh	06 November 2024	80.6%	97.7%	20.0%	Lack of available trains

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



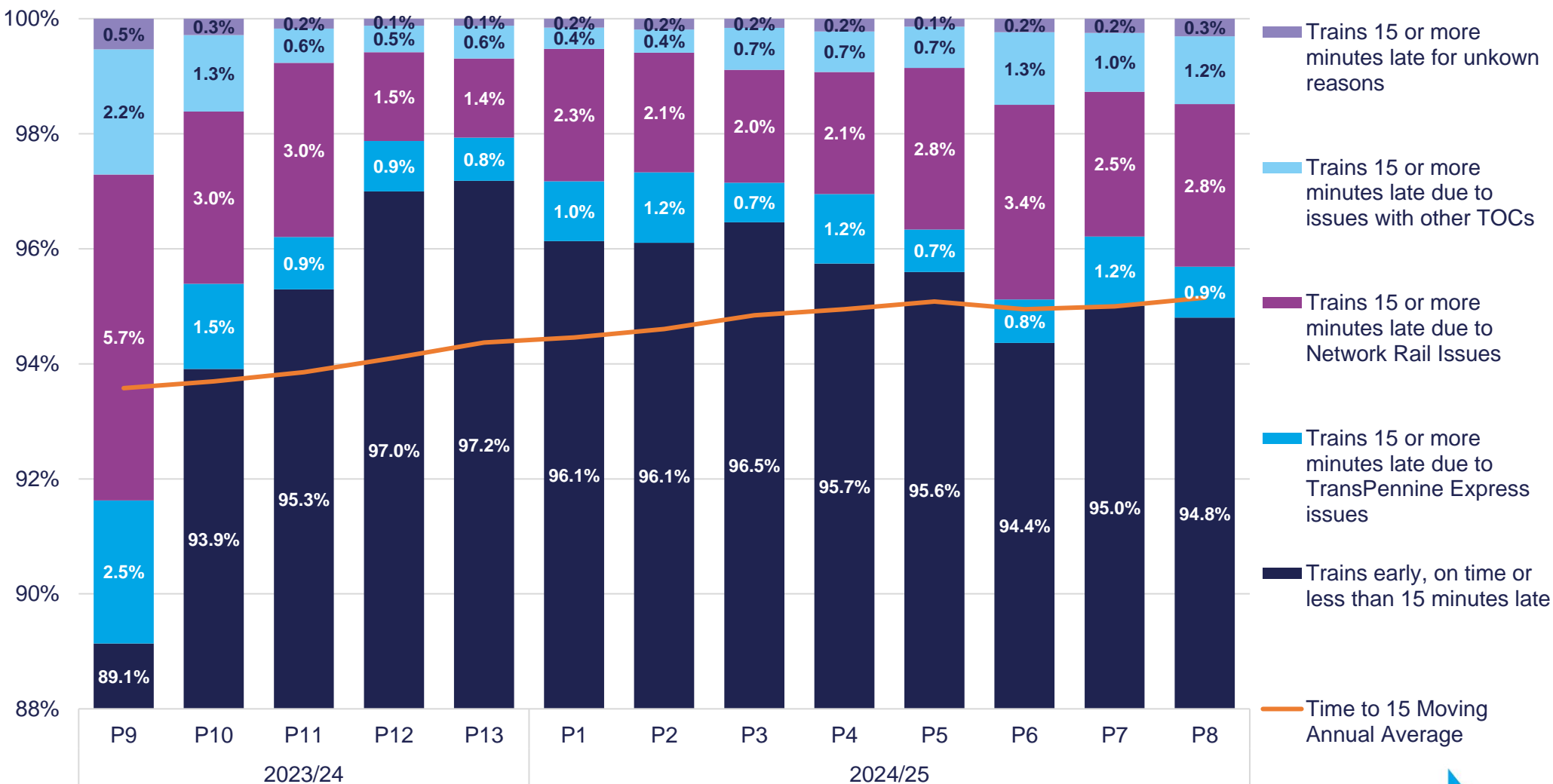
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Cause of Time to 3 Loss



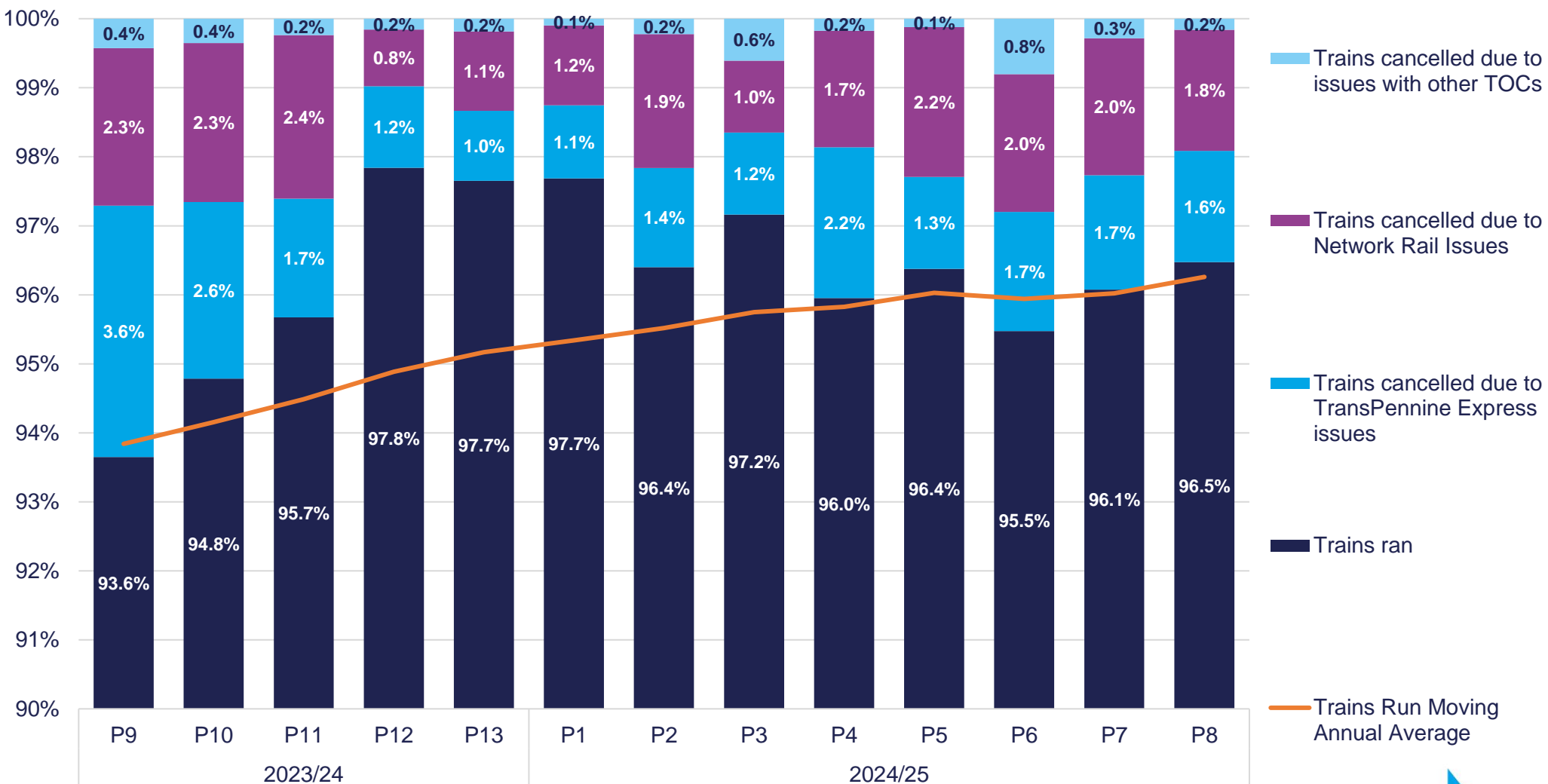
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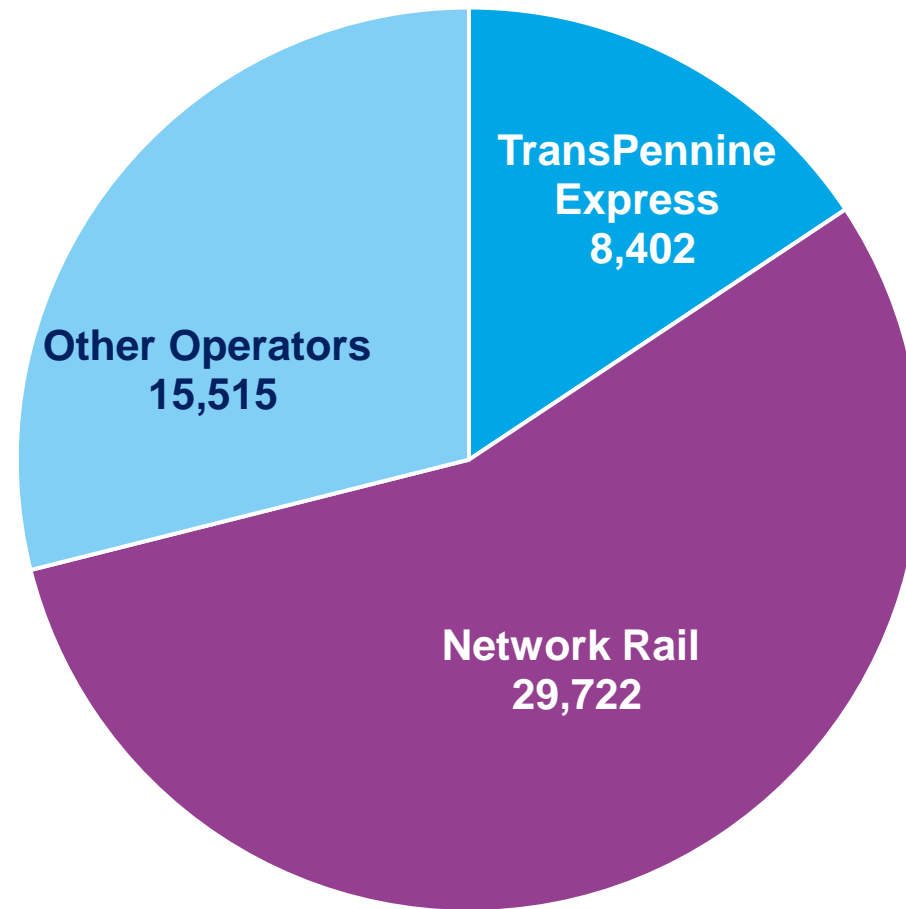
Cause of Time to 15 Loss



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Cause of Cancellations





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Last Period Station Performance

Station	Time to 3	Cancellations	Station	Time to 3	Cancellations
Alnmouth For Alnwick	67.5%	1.5%	Cramlington	75.0%	0.0%
Althorpe	58.3%	0.0%	Cross Gates	56.3%	0.0%
Barnetby	60.1%	1.5%	Crowle	54.2%	0.0%
Batley	53.3%	0.7%	Darlington	68.2%	1.9%
Berwick-Upon-Tweed	82.1%	1.3%	Deighton	47.8%	0.4%
Birchwood	64.5%	6.1%	Dewsbury	55.4%	0.7%
Bolton	54.8%	5.0%	Doncaster	70.6%	1.4%
Brough	77.3%	2.6%	Dore & Trolley	59.5%	3.0%
Carlisle	61.7%	6.7%	Dunbar	85.1%	1.1%
Carstairs	60.0%	6.3%	Durham	67.2%	1.9%
Castleford	56.0%	1.0%	Edinburgh	80.4%	2.6%
Chester-Le-Street	66.1%	1.9%	East Linton	85.3%	0.9%
Church Fenton	50.0%	3.4%	Garforth	57.7%	1.1%
Cleethorpes	79.4%	1.4%	Gilberdyke	84.0%	3.8%
Cottingley	52.4%	0.7%	Glasgow Central	76.4%	9.6%



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Last Period Station Performance

Station	Time to 3	Cancellations	Station	Time to 3	Cancellations
Greenfield	62.9%	1.2%	Liverpool South Parkway	68.5%	7.0%
Grimsby Town	77.3%	1.5%	Malton	88.6%	0.6%
Habrough	64.0%	1.5%	Manchester Airport	78.0%	5.9%
Hatfield & Stainforth	51.0%	0.0%	Manchester Oxford Road	57.3%	3.7%
Haymarket	73.8%	4.3%	Manchester Piccadilly	65.7%	2.8%
Howden	62.5%	2.4%	Manchester Victoria	66.3%	1.4%
Huddersfield	54.2%	1.1%	Marsden	61.2%	1.4%
Hull	83.9%	2.5%	Meadowhall	55.7%	1.5%
Irlam	53.7%	5.8%	Middlesbrough	76.4%	1.4%
Kirk Sandall	54.2%	0.0%	Mirfield	48.5%	0.4%
Lancaster	51.0%	7.6%	Morley	53.6%	0.7%
Lea Green	67.7%	1.4%	Morpeth	67.5%	1.5%
Leeds	64.7%	1.7%	Mossley	60.2%	1.4%
Lockerbie	55.8%	6.9%	Motherwell	66.0%	10.8%
Liverpool Lime Street	71.0%	4.3%	Newcastle	75.0%	1.5%



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Station	Time to 3	Cancellations	Station	Time to 3	Cancellations
Newton-Le-Willows	66.8%	1.3%	Slaithwaite	58.1%	1.5%
Normanton	49.0%	0.0%	Stalybridge	58.8%	1.0%
Northallerton	65.4%	1.5%	South Milford	58.8%	0.0%
Oxenholme Lake District	43.9%	7.6%	St. Helens Central	73.9%	23.6%
Penrith North Lakes	55.3%	6.8%	Stockport	64.5%	3.1%
Preston	63.8%	8.7%	Thirsk	67.6%	1.4%
Ravensthorpe	42.8%	0.7%	Thornaby	73.3%	1.0%
Redcar Central	79.1%	2.1%	Thorne South	54.2%	0.0%
Reston	81.6%	1.0%	Urmston	53.8%	5.7%
Rotherham Central	58.3%	0.0%	Wakefield Kirkgate	49.3%	0.0%
Saltburn	80.8%	2.1%	Warrington West	62.0%	6.3%
Scarborough	89.4%	0.5%	Warrington Central	63.4%	6.1%
Scunthorpe	63.1%	1.5%	Wigan North Western	64.3%	22.2%
Seamer	86.9%	0.6%	Yarm	67.1%	1.0%
Selby	70.1%	2.9%	York	72.6%	1.1%
Sheffield	58.9%	1.5%			

