

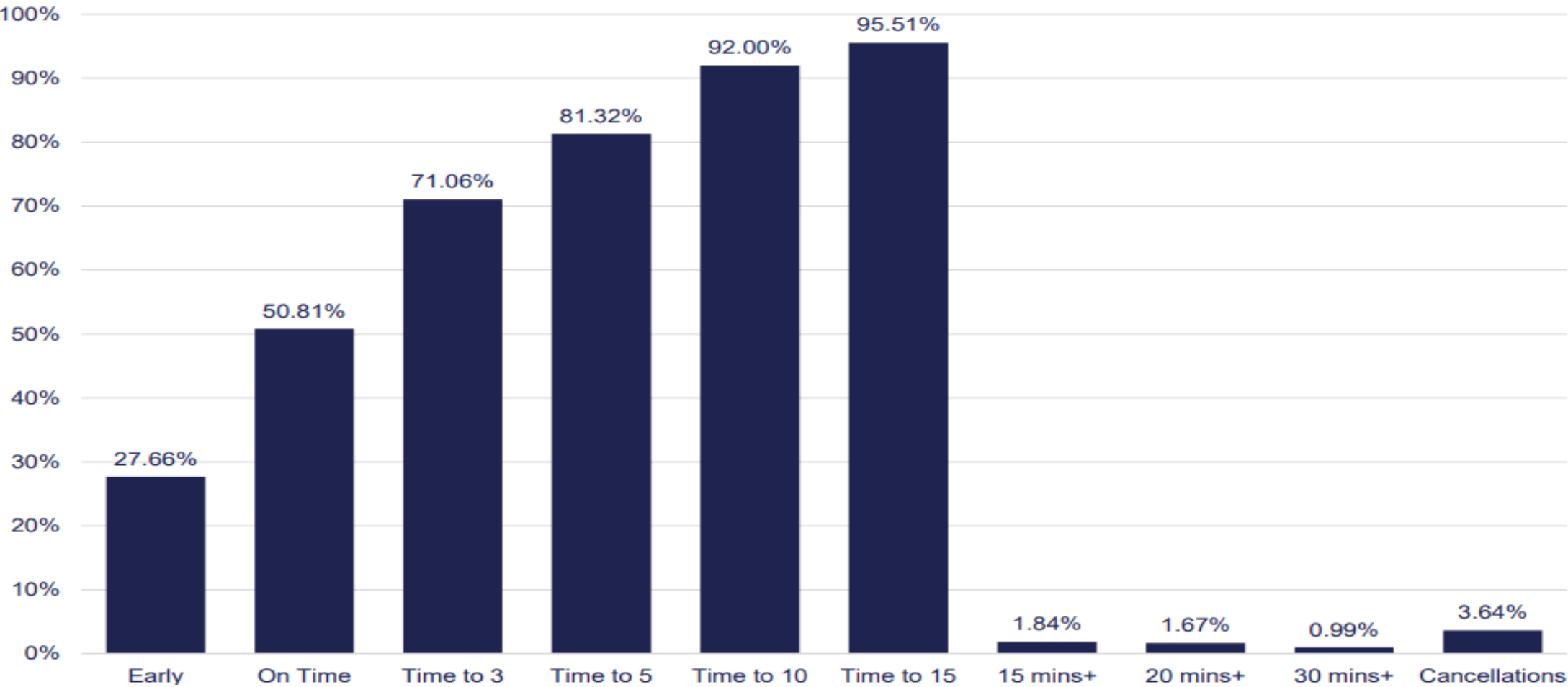
West of Lancashire CRP

Andrew Watkins – Community and Development Manager

10th November 2025



Punctuality at All Recorded Station Stops



2025/26 Period 6 – Period 6 - 17th August to 13th September 2025

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
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2025/26 Period 4 – 22nd June to 19th July 2025

Manchester Airport and Liverpool to Glasgow and Edinburgh	119.5	39.0%	59.5%	90.7%	17	1	1	0
	10.5%				1.5%	0.1%	0.1%	0.0%

2025/26 Period 5 – 20th July to 16th August 2025

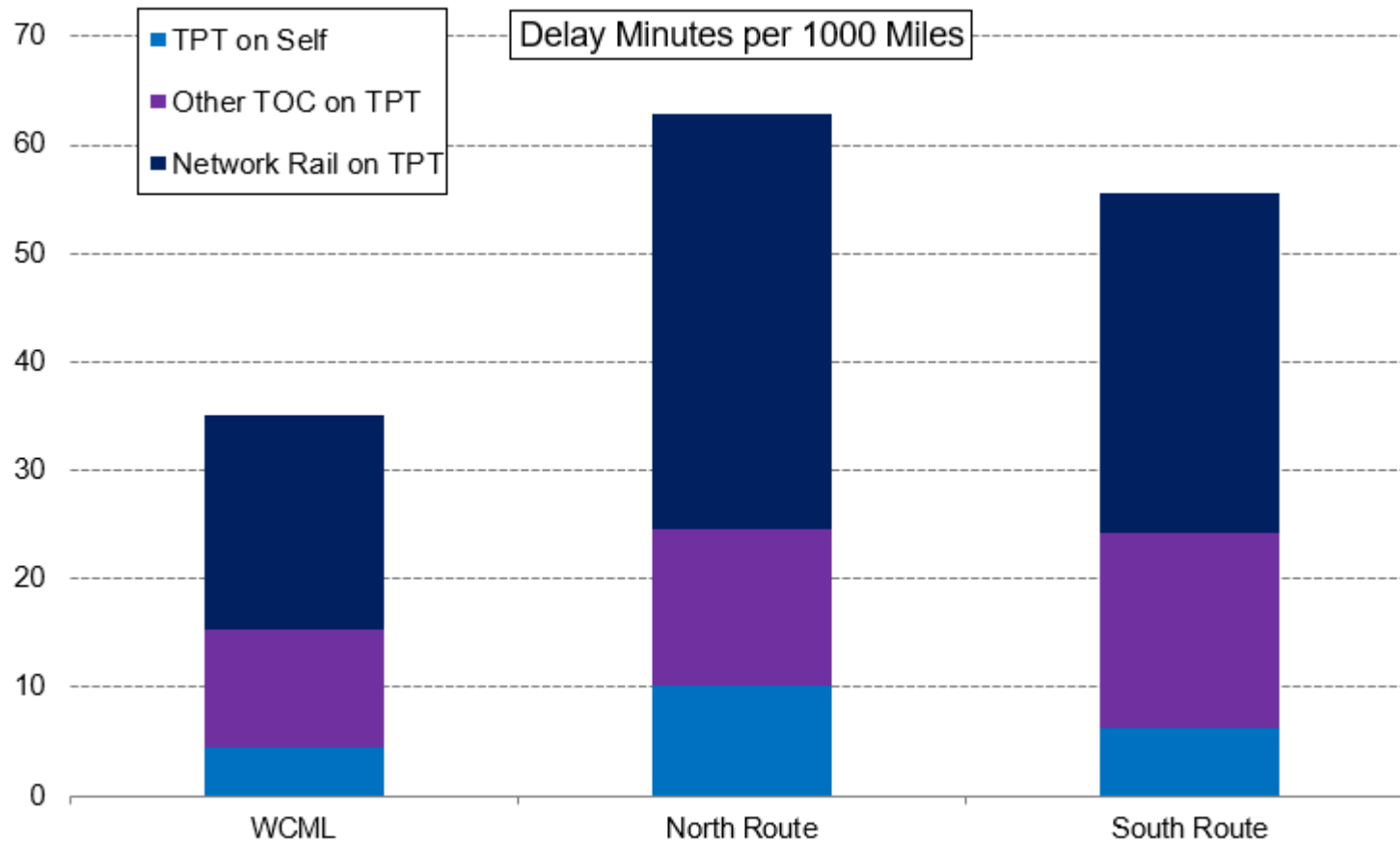
Manchester Airport and Liverpool to Glasgow and Edinburgh	75.0	42.3%	64.2%	93.6%	14	1	0	0
	6.5%				1.2%	0.1%	0.0%	0.0%

2025/26 Period 6 – Period 6 - 17th August to 13th September 2025

Manchester Airport and Liverpool to Glasgow and Edinburgh	60.0	42.9%	64.2%	95.1%	9	0	0	0
	5.3%				0.8%	0.0%	0.0%	0.0%

West Coast Main Line cancellations seeing a continued improvement from reduced impact from major infrastructure and external incidents, alongside improving fleet availability

Delay Minutes Causation Period 5 20/07/2025 - 16/08/2025



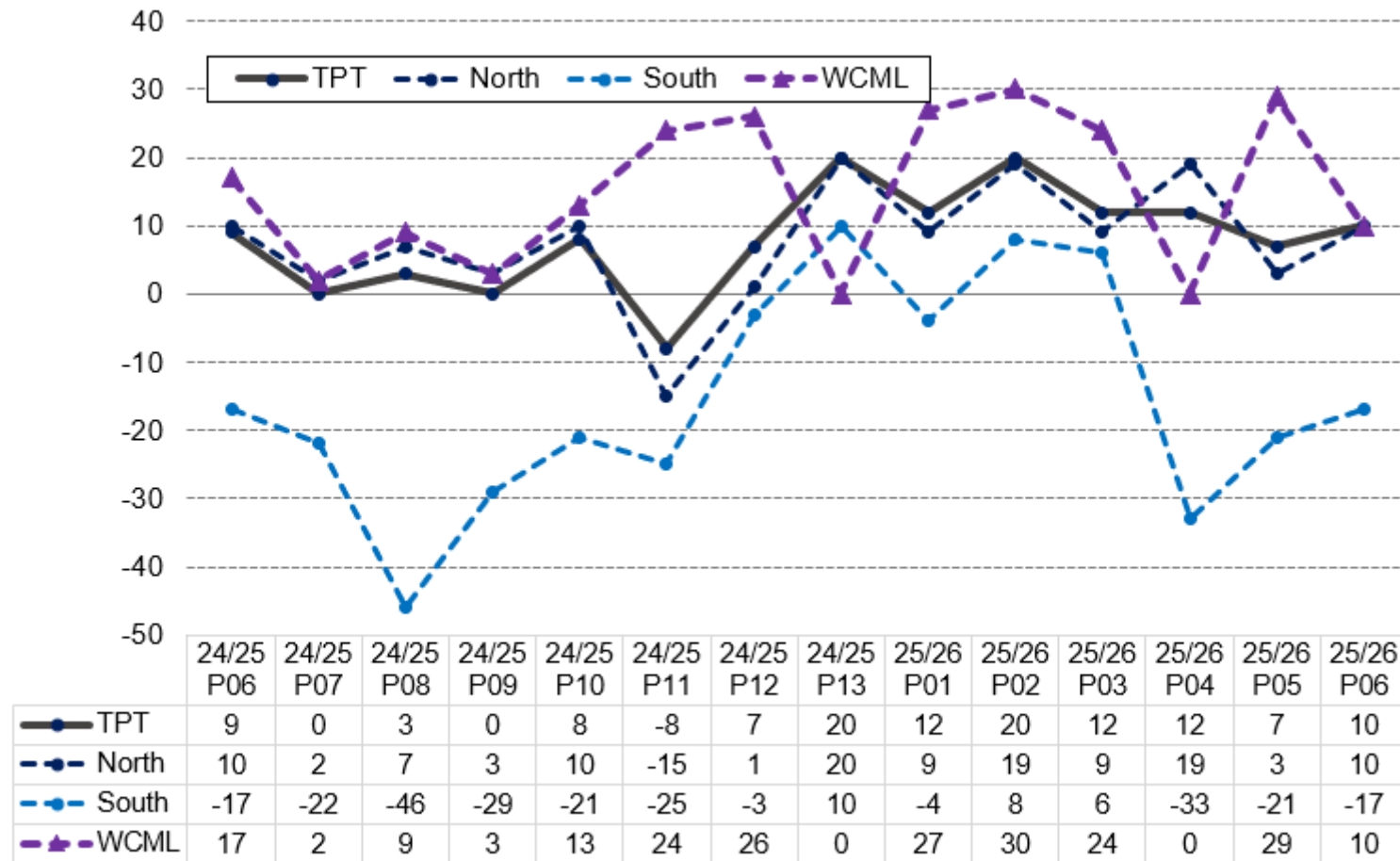
Network Rail delays are consistently the most significant source of delays, due to both major infrastructure failures.

TOC on self-delays have continued to show consistent performance, with no major incidents over the period.

Reactionary delay is always significant on the TransPennine network, and this results in a high level of delays with other TOCs/FOCs as the root cause.

Customer Perception of TransPennine Express

Net Promotor Score



Trust score decreased slightly but remained strong at 80%, with a mean rating of 5.54 out of 7.

‘Overall Journey Satisfaction’ (CSM) increased to 85%, which is also the year-to-date average.

The CSM Net Promoter Score rose to +10, with the year-to-date average now at +12.

Supporting Cumbria

- **Supporting Seamless Travel at Penrith:** TPE will contribute £10k towards improving bus stop infrastructure at Penrith station, helping unlock wider investment from local partners. The upgrades—planned for delivery this financial year—aim to enhance real-time information and shelter facilities, supporting better rail-to-bus connectivity and a smoother customer experience.



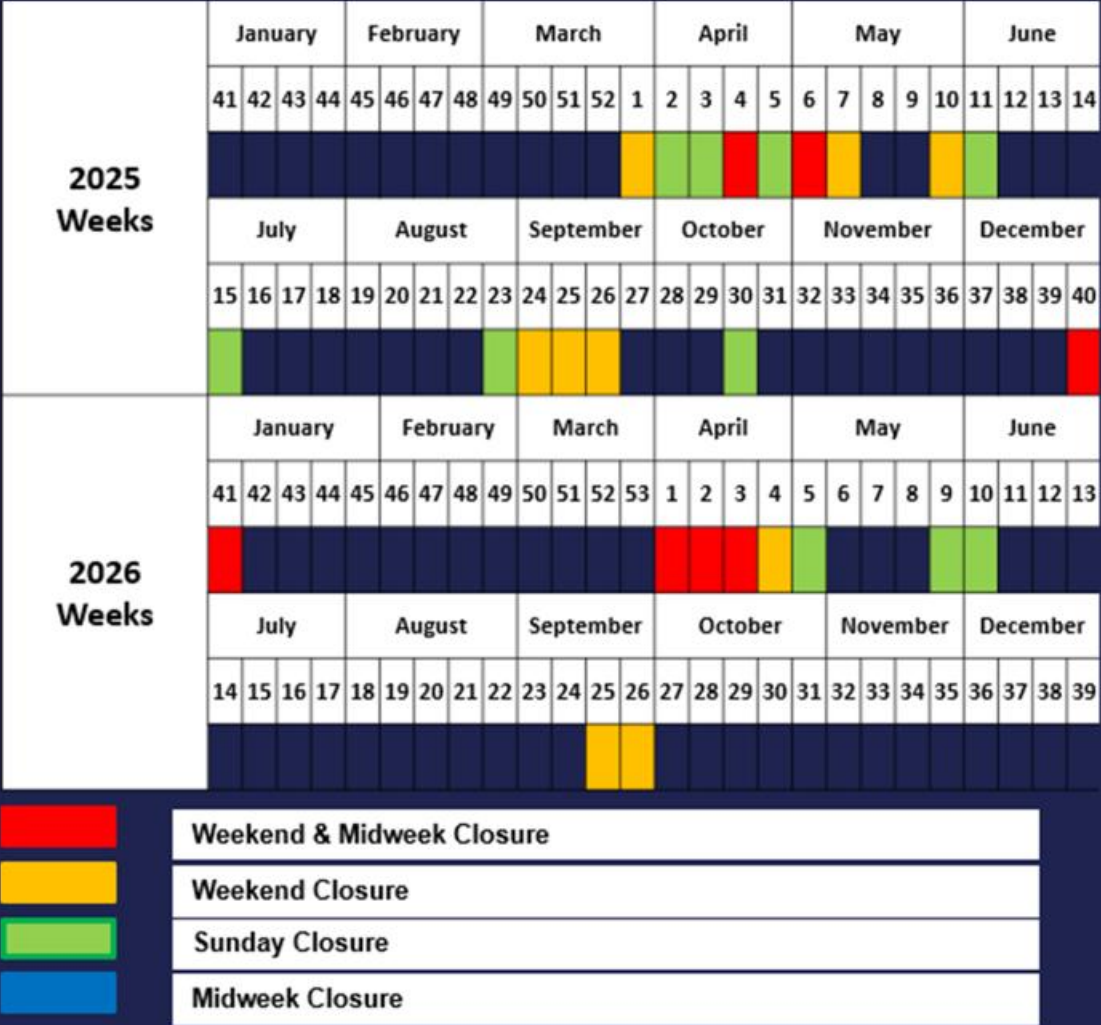
West Coast Main Line North programme



Carstairs station and yards, 1986

- This is a long-term upgrade program for the northern section of the West Coast Main Line, running from Warrington to Gretna.
- It aims to improve capacity and reliability on this aging, busy route by renewing infrastructure and adding digital signaling.
- Signalling and infrastructure systems required for 21st-century operations - HS2 ready.
- To minimise disruption, Network Rail plans to use multi-day "blockades" of the line, as opposed to frequent weekend closures.

West Coast North collaboration



December 2025 changes



- Introduction of the recast ECML timetable
- Increase TransPennine Express services between Newcastle and Edinburgh Waverley to eight trains per day in each direction Monday-Saturday and 7 trains in each direction on Sundays
- Includes new AM peak service arriving Edinburgh Waverley circa 0730
- West Coast Main Line Service Group unaffected



Transpennine Express News -

Joint Marketing Campaign at Manchester Airport with NT – TPE has partnered with Northern to launch a high-impact marketing campaign at Manchester Airport, highlighting the advantages of onward rail travel across the North.



TPE Student offer - 50% off Standard Advance tickets – TPE now offers students with a valid 16–25 Railcard 50% off Standard Advance tickets year-round, available via the TPE website and App across all routes, including key destinations such as Manchester Airport, Liverpool, Sheffield, York, Hull, Durham, Edinburgh, Carlisle, and Preston



Hull Paragon wins Large Station of the Year at National Rail Awards – Judges praised the station for its striking artwork, colourful planters, and storyboards that showcase Hull's unique character. Even more importantly, its multi-agency safeguarding hub – described as the 'cherry on top' – has turned it into a safer, more welcoming space for everyone passing through



New First Class weekday trial – TPE has launched a weekday First Class Upgrade pilot (Liverpool–Newcastle route, Sept 2025–Spring 2026), offering on-board only upgrades after 09:00 (Mon–Fri) from £15–£30, giving more customers the chance to experience First Class comfort, catering, and service while filling unused seats