TransPennine Express

Passenger satisfaction with the journey ⭐

Operator	Journey overall ▼	Punctuality reliability	Crowding level	Value for money	Station overall	Train overall
London North Eastern Railway	94	84	81	69	91	89
Merseyrail	93	87	78	69	82	90
c2c	91	85	72	67	84	83
Greater Anglia	91	86	78	55	87	87
ScotRail	90	83	76	58	82	84
London Overground	89	83	73	71	83	86
Elizabeth Line	89	82	67	66	88	84
London Northwestern Railway	87	72	69	50	81	76
West Midlands Railway	86	74	73	57	83	80
Southeastern	85	76	68	45	80	77
East Midlands Railway	85	75	64	56	80	75
Great Western Railway	84	73	68	52	82	78
Avanti West Coast	84	70	66	58	80	77
Chiltern Railways	84	83	66	55	81	75
Thameslink	83	72	71	44	81	73
Southern	81	73	69	40	76	72
TransPennine Express	81	77	65	59	83	76
Transport for Wales	81	69	72	54	79	78
Great Northern	81	70	70	58	81	74
South Western Railway	81	72	68	44	79	74
Northern Trains	79	66	69	52	77	72
CrossCountry	77	65	44	46	82	67

* Rail User Survey (24 waves) 2024-2025 Rail Periods 07-12

Complaints per 100K journeys 👎

* Office of Rail and Road data (Jul - Sep 2024)

Industry average — 38

47

Industry min — 0

Industry max — 116

Across the national network, passengers in the Rail User Survey are talking about...

"**Very rowdy passengers**. Someone sat in my seat and wouldn't move even though I am disabled. No conductor around to help."

"**Seats were dirty** and I didn't feel safe with the other passengers. The train arrived on time and the staff were nice."

Satisfaction journey overall 🙂

● Operator   - - Industry average

100

80

78 ... 82

% Passengers satisfied   * RUS (24 waves rolled)

Punctuality 🕐

100

75 ... 64

50

% Trains on time   * ORR data (Tt3)

Cancellations ❌

10

1.3 ... 3.8

0

23-12 23-13 24-01 24-02 24-03 24-04 24-05 24-06 24-07 24-08 24-09 24-10 24-11

Period

% Trains cancelled   * ORR data

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