



Manchester Airport Transport Forum

Graham Meiklejohn, Head of Regional
Development, Stakeholders & Communities

25th November 2025



Together, we're going places.



28th May 2023

“

Our Ambition – *to deliver premium, sustainable and reliable connectivity across the North of England and into Scotland, for everyone*

”

Dec 2024

Dec 2027

Dec 2034

Stabilisation

A blue arrow pointing right, starting from the left edge and ending at the Dec 2024 vertical line.

Preparing for the future

A blue arrow pointing right, starting from the left edge and ending at the Dec 2027 vertical line.

Transformation

A blue arrow pointing right, starting from the left edge and ending at the Dec 2034 vertical line.

Stabilising the business

We've completed our initial work to put TPE back on track and are now part way through our plans to prepare the business for the future - for our colleagues, our customers and the communities we serve

It's been a time of major change for the rail industry and our efforts to work collaboratively with Northern and Network Rail are making a real difference and paving the way for the move to **Great British Railways**.

Customer satisfaction has increased during the past two years

NPS +14 Up from +7 in 2023/24

Complaints down by

47%

42% **54%**

increase in customer numbers

increase in revenue

Stakeholder satisfaction with performance has increased by

5% **94%**
MARCH 2023 MARCH 2025

89%



Absence rate is down to **4.06%**



91%
SAFEGUARDING ACCREDITATION SCORE

50%

Increase in Passenger Assists

WE'VE DELIVERED ON DRIVER TRAINING

23,500

DAYS OF DRIVER TRAINING COMPLETED IN THE PAST 18 MONTHS

88

NEW DRIVERS RECRUITED

92

TRAINEE AND QUALIFIED DRIVERS HAVE BECOME OPERATIONAL

25%

Reduction in Delay Repay Claims

79%

reduction in cancellations SINCE MAY 2023



Delivering improvements for customers

In line with our new values, we are doing all we can to improve the journey experience for our customers – working hard to raise the bar!

Delivering additional capacity

- Operated more than 40 additional later evening services for customers travelling to major events including Manchester Co-Op Arena
- Majority of services on the South Route (Liverpool – Cleethorpes) strengthened to six carriages

Improvements at stations

- Toilet enhancements at Hull, Thornaby, Northallerton, Thirsk, Grimsby Town and Huddersfield
- Changing Places toilets at Stalybridge and Cleethorpes funded by DfT and delivered in partnership with MDUK

Improvements on trains

- Enhanced first-class catering on North Route and Anglo Scots with the introduction of TransPennine Kitchen
- On services with enhanced first-class catering, standard class trolley also improved



Growing Partner environment



Fares Reform within Greater Manchester

- From 07th December 2025, rail fares across Greater Manchester will become simpler
- Range of fares are replaced, single fares will cost exactly half the price of a return
- Applies to all journeys starting and ending at one of Greater Manchester's 96 stations, including Manchester Airport, no matter which train company passengers use
- More than half of all journeys (52%) will be cheaper under the new system, with an average fare reduction of 5.6% across the region. Small increases will apply to some fares with majority less than 20p
- For example, previously, travellers to and from Manchester Airport faced a range of operator-specific fares and restrictions. From December, there will be one simple fare and one ticket valid on all operators, for journeys within Greater Manchester, making travel easier for both regular commuters and international visitors arriving in the city region
- This reform is part of a national programme to simplify rail fares and forms a key milestone on Greater Manchester's journey towards a fully integrated Bee Network, with contactless tap-in/tap-out travel and fare capping to follow from 2026 onwards
- Opportunity to promote train travel for users of and employees across Manchester Airport

Transpennine Route Upgrade – What it brings

More trains to choose from and more seats

- Boosting capacity by over 33% with more seats
- More trains between Manchester, Huddersfield, Leeds, and York

Faster journeys

- Manchester to York is cut by 14 mins down to 63 mins
- Leeds to Manchester is cut by 10 mins down to 41 mins

More reliable journeys

- Delay minutes cut by 50%
- Smoother journeys on trains

Better stations

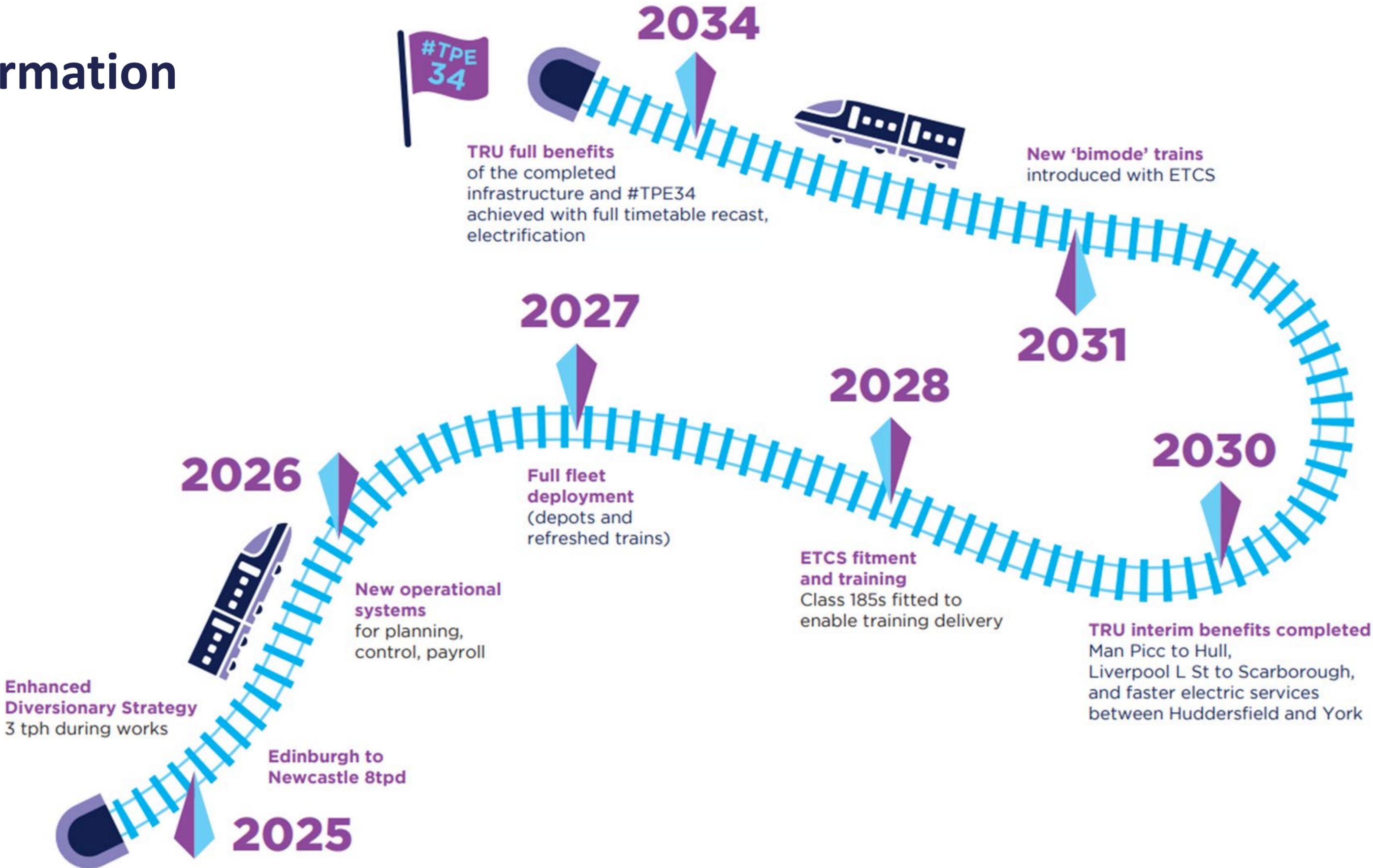
- Station improvements across the Transpennine route, bringing passengers a better travel experience through improved, more accessible stations

Greener travel

- Reducing our carbon footprint and improving air quality
- We aim to move more goods by rail (up to 15 more freight paths per day) removing over 1,000 lorries off the roads each day

Rail investment across the North is more than infrastructure — it's a catalyst for growth, connecting towns and cities, unlocking opportunity, regenerating places, and supporting a stronger, resurging North

Transformation





Together, we're going places.

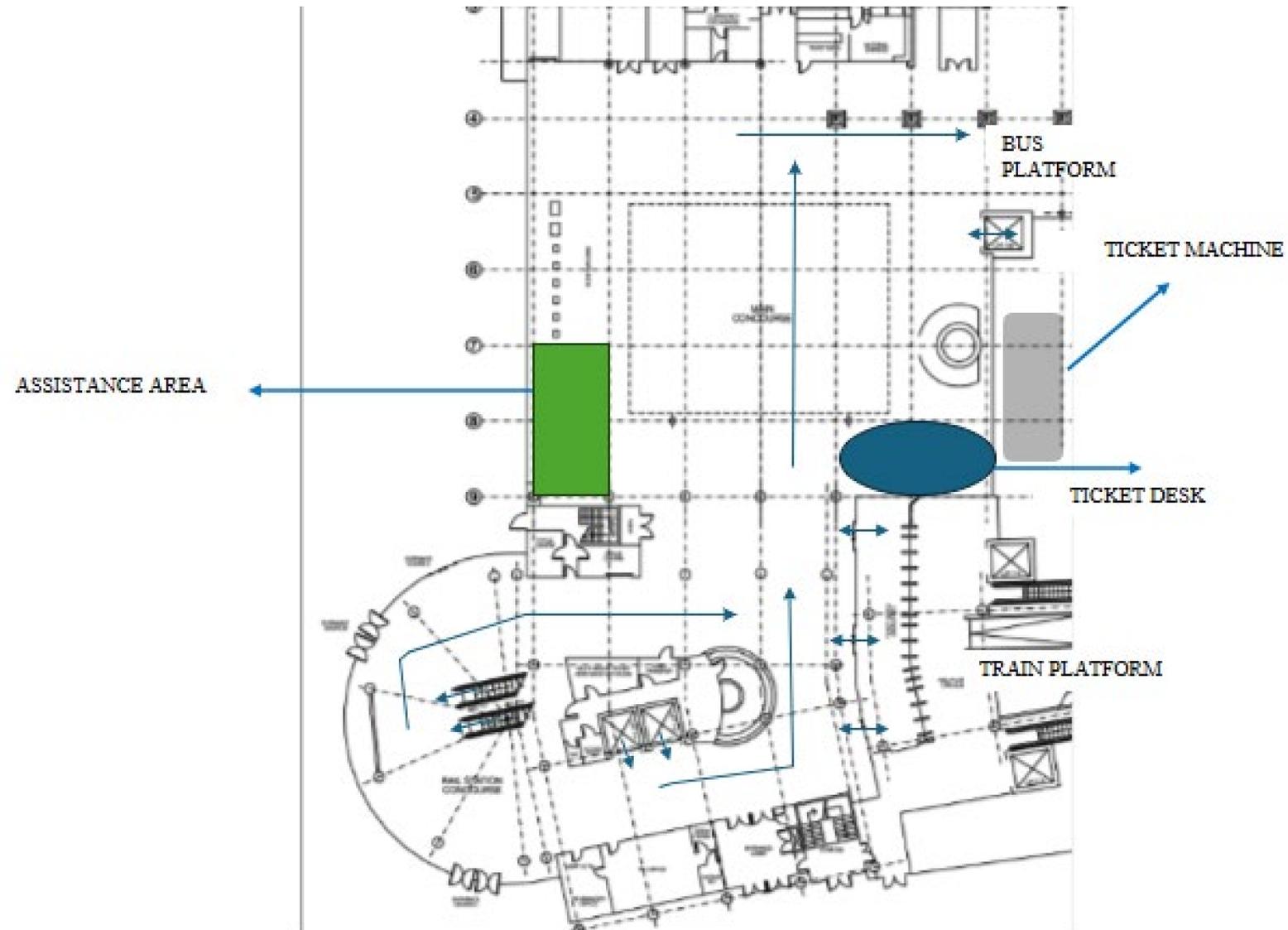
Development of the Ground Transport Interchange

Manchester Airport and TransPennine Express to jointly invest £1m during 25/26 and 26/27 to enhance the GTI area through three core workstreams:

- **Workstream 1:** Ticket Office Relocation
- **Workstream 2:** Information & Accessibility
- **Workstream 3:** Ambience & Retail opportunities



Ticket Office relocation



Ground Transport Interchange developments

Installation of Passenger Assistance Point to provide key handover point between MAG PRM service and TPT for passenger assists

Wayfinding signage upgraded/replaced

New departure board using proven design as used at Manchester Piccadilly above Platforms 13/14

Allows 'wait' and 'boarding' messages for trains

Meets accessibility requirements

Integrated into railway industry systems to display real-time updates and live disruption

With the new departure board encouraging customers to wait in the main Station area until trains are ready for boarding, consider 'reason to linger' free standing retail options (use T2 as a base)

Options for artwork, pop up events, 'Instragamable' features being considered





Thank you



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