



Customer Report

Spring 2026

E M R



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Hello and welcome to EMR's Spring 2026 Customer Report

I'm pleased to share with you our Spring 2026 Customer Report, providing an update on the progress we've made at East Midlands Railway over the past six months.

We have continued to build on our commitment to delivering a safer, more sustainable, and inclusive railway for everyone and this report highlights the steps we are taking to improve your experience, from major service changes to continued investment in our trains, stations, and people.

A key milestone this period has been the introduction of our new Aurora fleet into passenger service, offering customers a more modern, comfortable, and accessible way to travel. Alongside this, we've marked the entry into service of additional refurbished regional trains, ensuring more customers benefit from upgraded interiors and improved facilities across our network.

We've also delivered significant timetable improvements, helping to transform connectivity and provide more convenient travel options for our communities. At the same time, we remain focused on safety, with the expansion of body-worn cameras across our network as part of our

continued commitment to protecting both customers and colleagues.

You'll also read about the incredible actions of our Sheffield station team, whose bravery and professionalism helped save two lives, as well as the unveiling of new artwork that shines a light on travelling with a hidden disability - an important step in making our railway more inclusive and better understood by all.

Thank you for your continued support. I hope you find this report informative, and that it gives you a clear view of the work we're doing and the progress we're making to deliver a modern, accessible, and reliable railway for all.

Will Rogers
East Midlands Railway
Managing Director

EMR News

New Sheffield station artwork: Shining a light on hidden disabilities

East Midlands Railway (EMR) and the ArtWorks Together Festival have teamed up to unveil a new piece of artwork called Looking Out of the Window at Sheffield station, which explores travel from a neurodivergent perspective.

ArtWorks Together is an international festival celebrating the creativity of adult artists who have a learning disability, are autistic, or both, and takes place from 24 January to 15 June 2026.

The artwork has been created by Sheffield resident Jodie Cooper, whose embroidered and watercolour tapestry is on display near the main stairs next to Platform 1.

Jodie's commission explores the theme "looking out of a window", drawing on her personal experiences of travelling and the coping mechanisms she uses to make journeys more comfortable and accessible. Her immersive tapestry blends textiles, embroidery and watercolour techniques to offer a sensory interpretation of travel from a neurodivergent perspective.

She said: "Being a person with autism, sometimes creative opportunities are not fully accessible, and I thought this was a great opportunity I would love to be involved in. I really took into consideration the placement of the piece within the train station and wanted to highlight travel from a neurodivergent perspective.

"My aim for the piece was not only to make a beautiful tapestry, but also to use texture to create a sensory experience that you just can't get from pen and paper."

Kaye Robinson, Community Engagement Manager at East Midlands Railway, said: "This artwork is a great way to communicate a complex issue in an engaging way, and I'm sure it will stop many customers in their tracks as they pass through the station.

Kayleigh Cruickshank, Director at ArtWorks South Yorkshire, said: "EMR has demonstrated a genuine commitment to inclusion by creating space for disabled artists within one of Sheffield's most visible public settings.

The piece will be accompanied by accessible interpretation materials, including Easy Read formats and audio descriptions.





Customer feedback

We continue to work hard to make sure that all of our customers feel safe and satisfied with their journeys when travelling by rail.

We ask our customers to complete a post-travel survey. During this period we have received over 8,000 responses detailing how they felt about the key parts of their journey from availability of staff, cleanliness of trains and stations, along with how safe they felt and whether they would recommend travelling with EMR to their friends, family or colleagues.



Net Promoter Score

21*



Would you recommend EMR to Friends, Family or Colleagues?

87%*



How safe did you feel travelling with EMR?

90%*
said they feel safe

*Average score of all responses received

EMR News

Think Twice:

No Excuse for Abuse



East Midlands Railway (EMR), which is operated by Transport UK, has rolled out more than 330 additional body-worn cameras for its staff as part of its ongoing commitment to colleague and customer safety.

All station and on-train colleagues will carry cameras, acting as a safeguarding tool and deterrent while capturing evidence of incidents to help protect both staff and passengers.

Staff will activate the cameras, for example during ticket checks, at busy stations, during events, or if a situation is escalating.

Footage is securely stored for 31 days and, if needed, retained for longer and shared with the British Transport Police (BTP).

A Rail Delivery Group and University of Cambridge study shows body-worn cameras reduces the likelihood of assault by 47%, even when not recording.

Since April 2025, BTP has recorded 60 physical and 136 verbal assaults against EMR staff from 21.8 million journeys.

EMR is working with BTP and trade unions to support staff and customer safety, reinforcing the message that there is no excuse for abuse on the railway.

Philippa Cresswell, Customer Experience Director, said: "Every day, thousands travel with us, and most do so safely and respectfully.

"Increasing body-worn cameras is one way we're making the railway safer. Other measures include more training, increased staff presence, new technology, and closer working with stakeholders."

The Big Timetable Change Arrives 14th December

EMR News

The Big Timetable Change: Transport UK and EMR set to transform travel across Lincolnshire

Transport UK and East Midlands Railway (EMR) has announced a raft of improvements to its regional timetable that will bring significant benefits to customers across Lincolnshire.

Taking effect from Sunday, 14 December the timetable brings a range of improvements to services across the Midlands - delivering wider economic benefits of £2.4 million a year.

It is designed to enhance reliability, expand capacity, and strengthen connections between communities - all while supporting the long-term economic ambitions of the region.

Will Rogers, Managing Director of East Midlands Railway, said: "Since EMR began operating in 2019 under Transport UK, we've increased the number of train carriages serving our Regional routes by 50%. This timetable builds on this and makes best use of our available fleet and will be supported by our £28 million regional refurbishment programme, delivering a more comfortable and consistent customer experience.

"The changes are a step change for Lincolnshire and will deliver a huge boost for the region. We have worked very hard to create a timetable that puts the needs of our customers and the communities we serve first.

"By listening to feedback and carefully considering how we can best support the region, we've developed a timetable that not only makes it easier for people to get around but also brings a massive uplift in capacity, particularly on the busy route between Nottingham and Lincoln. We are introducing over 20% more seats on this key corridor, with more than 2,000 extra seats on weekdays alone. This investment from Transport UK and EMR will not only make it easier for people to get around but also helps create jobs, support local businesses, and bring people closer together."

To allow these wider benefits, journeys from Doncaster to Peterborough will now require a change at Lincoln. This change has been made to enable improved connections at all four locations - Peterborough, Sleaford, Lincoln, and Doncaster - ensuring better use of services and supporting wider regional growth.

Finally, the shuttle service between Newark Northgate and Lincoln will be reduced slightly to enable the increase in services to Newark Castle and Nottingham.

For full details of the December timetable changes customers should visit www.eastmidlandsrailway.co.uk/the-big-timetable-change



Some of the key improvements include:

- Two direct services an hour from Lincoln to Nottingham and Derby throughout the day, increasing capacity with over 20% more seats
- Lincoln and Cleethorpes will now be extended through to Matlock. This creates a new direct route from the Peak District to the Lincolnshire Coast through some of the region's main cities
- A new all-day direct service from Lincoln to Cleethorpes
- Extension of five daily trains from Grimsby Town to Cleethorpes, Monday to Saturday. These trains connect with LNER services at Lincoln, reducing off-peak wait times there to around 10 minutes from over 1 hour 30 minutes.
- Hykeham receives a major uplift in service, with the introduction of two trains per hour on weekdays and Saturdays
- Improved service between Lincoln and Peterborough. On weekdays, customers will benefit from an additional service in each direction, removing the morning gap and offering a more practical option for those connecting at Peterborough, including onwards to Norwich.
- During the week, an early morning fast service from Lincoln to Nottingham, departing at 07:16, has been added to address the current one-hour gap in morning arrivals, particularly for commuters.

Stakeholder Research Survey

As part of our commitment to developing our partnerships, we contacted 125 key stakeholders to conduct our annual Stakeholder Research Survey.

The research involved a short questionnaire about what, in stakeholders' opinion, EMR are doing well and where EMR can improve, in the way we work with our stakeholders.

The stakeholders' feedback will help shape how we develop our stakeholder relationships in the future, as we continually seek to improve our service in every respect.

As well as the many verbatim comments received, we also received quantitative data on the below questions.

On a scale of 0-10, how likely are you to recommend the East Midlands Railway team to work with to your colleagues and associates?

8 out of 10*

*Average score of all responses received.

How engaged do you feel by East Midlands Railway?

100%*

*We counted marks to this score as any response of 'engaged' and over.

The following is a list of descriptions that most train operators would like to be associated with. Which, if any, do you think apply to East Midlands Railway? Please use a scale of 1-10, where 1 = does not apply to EMR at all and 10 = applies strongly to EMR

Results

A reputable organisation I can trust

8 out of 10

Builds strong stakeholder relationships

9 out of 10

Transparent, honest and open

8 out of 10

Provides a good variety of useful information to stakeholders

9 out of 10

Those responsible for building stakeholder relationships are personable and easy to deal with

9 out of 10

Results are used to support EMR's ongoing development and we thank all stakeholders who took part in this survey.

EMR News

EMR celebrates milestone as 10 refurbished regional trains enter service



The milestone includes seven Class 170 trains and three Class 158 trains, marking strong progress in EMR's £60 million investment to modernise its regional and connect fleet.

The programme forms part of a longer-term commitment by EMR and Transport UK to deliver sustainable, practical improvements for customers - ensuring reliable rail services today while continuing to enhance the passenger experience over time. With many more trains currently undergoing refurbishment, the programme continues to gather pace.

The refurbished Class 170 trains are part of a £23 million overhaul of EMR's fleet. The transformation includes redesigned interiors with new and refurbished seats and tables, modern power and charging including plug sockets and USB points, refurbished toilets, upgraded flooring, and a new passenger information system with clearer, more accurate journey updates.

Dedicated bike storage areas and refreshed interiors aligned to EMR's fleet design strengthen

consistency. Together, these improvements deliver customer benefits, including improved comfort and accessibility, greater reliability, and clearer journey information.

At the same time, EMR's Class 158 trains are receiving a comprehensive £5 million refresh designed to extend their lifespan and enhance the onboard environment. Upgrades include new seat foams and covers, new tabletops, carpets and vestibule flooring, enhanced CCTV and passenger information systems, as well as refreshed branding and repainting.

The refurbished trains are already operating on key regional routes across the East Midlands and beyond, including services linking Nottingham, Derby, Sheffield, Lincoln, Cleethorpes and Liverpool, supporting a more comfortable and dependable experience for thousands of customers every day.

Working to improve our service

Total number of faults reported by customers: 233

Ways faults were reported

Email
113

Social media
0

Telephone
4

Web form
116

Intercity

Liverpool/Norwich

Regional

Station		On train		Station		On train		Station		On train	
Car Parking	1	Lighting	0	Car Parking	0	Lighting	0	Car Parking	0	Lighting	0
Heating	0	Heating	65	Heating	0	Heating	6	Heating	0	Heating	4
Ticket buying	0	Train condition	7	Ticket buying	0	Train condition	0	Ticket buying	0	Train condition	0
Lighting	3	Plug sockets	9	Lighting	0	Plug sockets	3	Lighting	6	Plug sockets	0
Quality	0	WiFi	53	Quality	0	WiFi	3	Quality	0	WiFi	2
Toilets	0	Toilets	54	Toilets	0	Toilets	6	Toilets	4	Toilets	5
Other	2	Other	0	Other	0	Other	0	Other	0	Other	0
Total: 6		Total: 188		Total: 0		Total: 18		Total: 10		Total: 11	

Handling of complaints

99%*

Spring 2025

99%*

Spring 2026

Number of complaints responded to within 20 working days

*Full ORR data compliance reporting can be viewed [here](#).

Passenger Assistance

57,184

73,942

Total Passenger Assistance bookings

25

18

Total number of complaints about booked assistance

0.43

0.25

Complaints about booked assistance per 1,000 bookings

Spring 2025

Spring 2026

Ticket Offices open for the hours specified

Spring 2025





Spring 2026

91.6%

94.9%

Environmental performance

Environmental sustainability is a core part of EMR's vision of putting customers at the heart of our sustainable railway – emissions from our trains, energy, water and resource use are our key impacts on the environment and those we are committed to reducing.

Environmental impact/aspect	2025/26 performance	2025/26 target	Total reduction/improvement against baseline
 Traction carbon emissions (CO ₂ e per vehicle kilometre g/km)	1,053	<1,200	-18%
 Non-traction energy use (kWh/m ²)	213	<295	-35%
 Waste landfill diversion (%)	100%	100%	+0.5%
 Waste reuse & recycling (%)	53.9%	<38%	+34%

Fault response time



The mean average of faults reported by both customers and colleagues

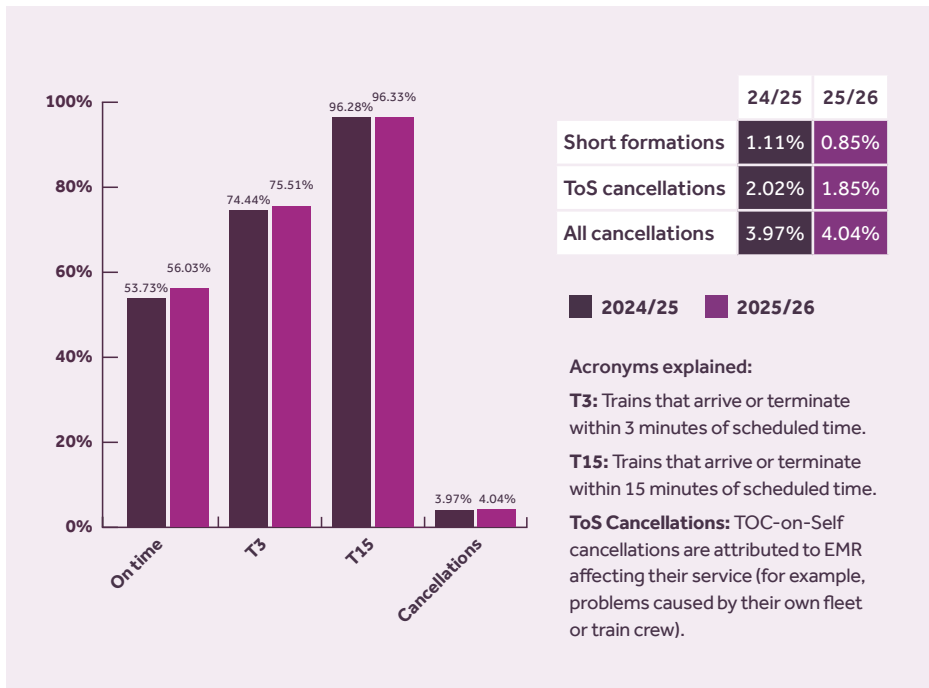
The mean average time that was taken to resolve these faults (weekdays)

The mean average time that was taken to inform customers where faults were not

Performance

We know how important it is that our trains are punctual and have enough seats for everyone. We work very hard with our partners such as Network Rail.

Below is a snapshot of how we've been performing over the past six months.



Operational improvements

Over the last 6 months, we have undertaken several initiatives to improve our operational performance, including:

- EMR introduced the December 2025 timetable change, increasing capacity and improving operational performance across several key regional routes.
- In partnership with Network Rail, EMR rolled out enhanced bridge strike monitoring at four key locations on the Midland Main Line, reducing the time required to assess line safety and reopen services.
- EMR delivered a Control Centre change programme to strengthen organisational capability, systems, training, and communications, reducing incident recovery times.
- Roving Microphones were introduced at Market Harborough, and the system was upgraded at Leicester, improving customer information during boarding and alighting and reducing dwell time delays.
- Depot upgrade works at Bedford were completed, improving the reliability of the Class 360 fleet and reducing maintenance-related downtime, thereby enhancing the reliability of Connect services.

During the next 12 months, we will be focusing on the following initiatives:

- EMR will work with industry partners to develop more robust and reliable base timetables, with a focus on the Midland Main Line and optimising operations for the new Class 810 trains.
- In collaboration with Network Rail and the British Transport Police, EMR will continue to address trespass prevention across the network.
- EMR will continue close collaboration with Hitachi and industry partners to support the introduction of the new Class 810 trains, minimising the impact of fleet cascade on performance and customers.
- A new cross-industry workstream will be introduced to improve performance on the Liverpool to Norwich route through enhanced tactical operations.
- Train service regulation trials will be undertaken at West Hampstead, Sheffield, and Leicester to minimise the knock-on impact of late-running services and contain the spread of disruption across the network.



EMR News

Sheffield station team win High Sheriff Award after saving two customers' lives

The team from East Midlands Railway were presented with the High Sheriff's Award for outstanding citizenship and service to the community.

They were nominated by Sergeant Roy Percival of the British Transport Police after providing highly effective CPR on two separate occasions, saving the lives of customers who suffered sudden cardiac arrests at the station.

Steven Harding, Customer Service Officer at EMR, was involved in helping to provide CPR during one of the incidents.

He said: "I saw the training as something we could all do together as a group. We're here for our passengers and for the community around the station, so it felt important to be prepared and know that, if we were ever called upon, we could step in and help.

The East Midlands Railway (EMR) wider team was also recognised for its commitment to the day-to-day safeguarding of vulnerable people and for undertaking vital life-saving training with the Yorkshire Ambulance Service NHS Trust.

Its dedication to identifying and calmly engaging with suicidal and highly distressed individuals on the station was also recognised.

In nominating the team, Sergeant Roy Percival said: "Over the past few months, the EMR team has demonstrated exceptional courage, compassion and professionalism far beyond the normal expectations of their railway duties.

Passenger Assistance Survey

One way in which we can help is through Passenger Assist, a service which allows people to book help on any train or at any station across the UK.

We want to make sure we're getting it right, so customers using Passenger Assist are invited to fill in a survey based on their experience of the full process: from booking, travelling and completing their journeys.

To what extent do you agree that the current Passenger Assistance system meets your needs?

96%

Booking Passenger Assistance

Passenger Assist is a UK-wide service which allows you to book help on any train or at any station. Using it means we're aware of when you're travelling, where you're seated, and any connections you have to make.

We're here to help at any stage of your journey. When travelling with East Midlands Railway, you can now book Assistance up to two hours before you travel, but don't worry if you can't pre-book, as turn-up-and-go assistance is also available. You can view our Assisted Travel Policy [here](#).

You can book Assistance by:

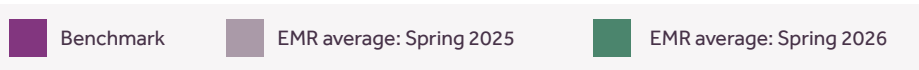
- Calling **08000 11 33 23**
- Sending a WhatsApp message to **+447501330988**
- Calling Customer Service Centre on **03457 125 678** (we're open 24/7)
- Clicking [here](#)
- Downloading the **Transreport app**





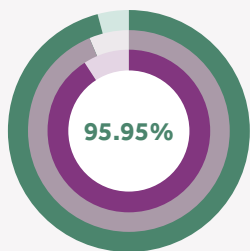
SQR Results and Initiatives

SQR is a set of standards designed to improve the customer's experience when travelling on the railway. These standards are implemented and measured across all train operators in the UK. Full reporting for SQR scores can be found [here](#).



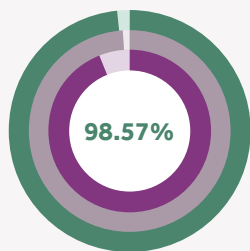
Customer Service

Staff helpfulness



Benchmark 91%

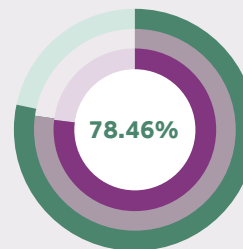
Online information



Benchmark 94%

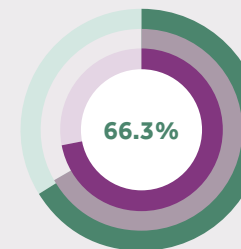
Stations

Ambience & assets



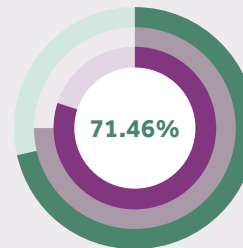
Benchmark 77%

Cleanliness



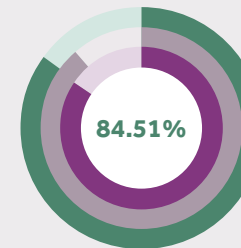
Benchmark 72%

Information



Benchmark 80%

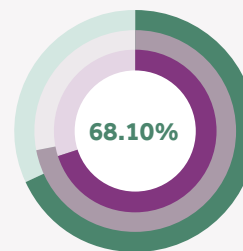
Ticketing & staffing



Benchmark 85%

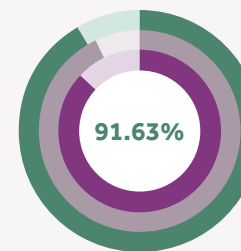
Trains

Ambience & assets



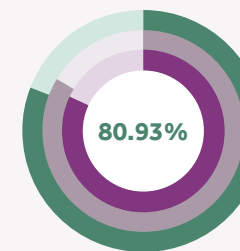
Benchmark 70%

Cleanliness



Benchmark 87%

Information



Benchmark 82%

Our Progress & Future Plans

Recent Improvements:

- ✔ Further toilets and waiting shelters have been refurbished at stations.
- ✔ Significant investment in cleaning at stations.
- ✔ Potholes have been filled at car parks across the network.
- ✔ Benches have been repaired at stations.
- ✔ Further investment in train presentation, with particular emphasis on cleaning.

Next steps:

Stations: Information

- ✔ Customer information screens will be upgraded at stations.
- ✔ Public address systems will be upgraded at stations.
- ✔ Poster frames will be replaced across the network to improve.

Stations: Ambience & Assets

- ✔ Further potholes will be filled at car parks to improve.

Stations: Cleanliness

- ✔ Ongoing investment in station cleaning, with focus on both staffed and rural stations.

Trains: Information

- ✔ Ongoing work with frontline teams regarding passenger information.

Trains: All Service Quality Areas

- Ongoing investment in train presentation as fleet refurbishment project continues.



EMR News

Aurora fleet enters into service: First customers travel on state-of-the-art train

Today marks a new chapter for rail travel in the East Midlands and South Yorkshire, as the first train from Transport UK and East Midlands Railway's (EMR) new £400 million fleet carried its inaugural customers.

The maiden Aurora service departed Sheffield at 7am, bound for London, giving customers their first taste of the step-change in comfort, reliability and performance that the new Hitachi Rail fleet brings to the network.

The 33 bi-mode trains will take advantage of the £1.5 billion Midland Main Line upgrade, with the ability to run on electric overhead lines - dramatically cutting carbon emissions by 66 per cent, meaning quieter and greener journeys too.

Once the full fleet of 33 trains is in service, it will deliver a substantial 46 percent increase in the total number of seats available for customers travelling on the Midland Main Line.

Transport UK's EMR business went to great lengths to source and adapt a brand-new seat for the new trains. Working closely with Derby-based design firm DG DESIGN, it has taken the proven product of a FISA Lean seat and refined it to offer enhanced comfort and support for customers.

At the same time, it has ensured the seats include practical and technological features including power and USB points, generous legroom, coat hooks, well-sized seat-back tables for all seats and space to stow a cabin-bag under each seat.

The new Aurora fleet includes an enhanced Wi-Fi system that uses multiple sim cards to select the best possible signal for customers.

Furthermore, thanks to the use of glass engineered to allow mobile signals to pass through more effectively, customers will benefit from improved connectivity.

Will Rogers, Managing Director for East Midlands Railway, said: "Today is truly a landmark moment for rail travel across the East Midlands and South Yorkshire.

"At 7am, the very first train in Transport UK and EMR's brand-new £400 million Aurora fleet departed Sheffield for London St Pancras - marking the start of a new era for Intercity travel on our network.

"With more seats, legroom and luggage space, as well as enhanced Wi-Fi, passenger information and the ability to run on electric, these new trains will transform the service we can provide."



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