

Transport Focus carries out customer research twice a year through the **National Rail Passenger Survey**.

How we've scored...

Overall satisfaction with the journey

Autumn 2018 72%

Spring 2018 80% Autumn 2017 81%



"The National Rail Passenger Survey was carried out by Transport Focus between September and November 2018 and the results are disappointing, but not surprising considering the challenges we faced at Northern throughout the year. Delayed and overrunning engineering work across the North West, challenging autumn conditions, the continued fallout of the May 2018 timetable and the ongoing dispute with the RMT Union have impacted our ability to provide a reliable rail service. We are very sorry for the impact these factors have had on our customers and that we didn't deliver the level of service you expect or deserve. We will continue to strive to improve the railway in the North as we move through 2019, and we have lots to look forward to."

David Brown
Managing Director of Northern



Our work to improve the railway in the north of England will continue throughout 2019 when we will introduce the first of our brand new trains. We will start to remove Pacers from the network and refurbish more of our fleet, improving the level of comfort we provide and the facilities you want on board



We will continue to improve the environment at our stations by installing waiting shelters, seating, ticket vending machines and customer information screens



We will continue to do what we can to resolve the ongoing dispute with the RMT Union. A Conductor will remain on Northern trains and we hope the RMT Union will get back around the table to agree what this role will look like



For more information on how we are modernising visit [northernrailway.co.uk/modernising](https://www.northernrailway.co.uk/modernising)

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