

The results are in...

Transport Focus carries out customer research twice a year through the **National Rail Passenger Survey (NRPS)**. Here are our Spring 2019 results:

Overall satisfaction score:

78%



6 points from Autumn 2018



**Station
satisfaction**

↓ 1 point



**Train
satisfaction**

↑ 2 points



**Customer service
satisfaction**

↑ 3 points

While the survey highlighted improvements across many aspects of our customers' experience with us, it also showed some areas we need to focus on to improve further, including:



Comfort of the seats – we have now launched the first of our 101 new trains offering a step change in travel comfort and experience



Quality of station facilities – we have introduced a new service quality regime which is identifying issues on stations and allowing quick repairs



Information during disruption – we are making significant investment in customer service focusing on information at times of disruption.

And there's lots more to come.

For more information on how we are modernising our service visit:
northernrailway.co.uk/improving