

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

Here are our **Spring 2020** results

How we've scored...

Overall satisfaction with the journey:

77%

Spring 2019 - 78%

What we've being doing for you:



New Trains We have introduced 95 out of 101 brand new trains for customers with the remainder to be delivered in 2020, as well as refurbishments to more of our fleet.



Recruitment In the past year we've expanded teams across our network, from drivers and conductors to cleaners and station staff, to help deliver great customer service. Almost 600 new jobs were created with more than 54,000 people applying to work for Northern.



New and improved depots We've invested heavily to create new depots and renovate older sites to provide state-of-the-art facilities that maintain and clean our trains efficiently and, in turn, improve punctuality for customers.