



Train performance at Northallerton railway station

How reliable were train services at Northallerton station recently?

| 4-week period from 7 December to 3 January | Train punctuality at Northallerton | Trains cancelled at Northallerton |
|--|------------------------------------|-----------------------------------|
|  | 71.9% | 0.8% |
|  | 59.2% | 1.9% |
| North & East Route: | 73.3% | 6.2% |

What are we doing to improve?

Next three months:

Use new technology to better monitor and track trespass incidents, helping keep people safe and trains running smoothly.

Next year:

Improve the labelling of on-train facilities to help customers find the correct train door more easily

Longer-term:

Completion of the TransPennine Route Upgrade and introduction of new trains

Chris Jackson, Managing Director TransPennine Express

Punctuality is the percentage of trains that arrived within three minutes of the scheduled time.

Cancelled means the percentage of trains that were scheduled to, but didn't, stop at this station. This does not include trains which didn't stop at this station if the decision was made before 22:00 the previous day.