





## Train performance at

# Northallerton railway station

How reliable were train services at Northallerton station recently?

4-week period from 3 to 30 May	Train punctuality at Northallerton	Trains cancelled at Northallerton
	66.8%	3.5%
	63.7%	1.8%
<b>North &amp; East Route:</b>	<b>77.9%</b>	<b>2.8%</b>

## What are we doing to improve?

### Next three months:

Improving the labelling of on train facilities to help customers get to the train door that they need without delay.

### Next year:

We'll be replacing the signalling at York to improve reliability and allow more efficient running of services.

### Longer-term:

Completion of the TransPennine Route Upgrade and operating new, more reliable 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.

