Northern

Key Statistics - Table 2.16

Publication date: 05 July 2018

Owner Group: Deutsche Bahn AG

Franchise start date: 01 April 2016

Franchise end date: 31 March 2025

Number of employees: 5,837

+2.6% Compared to last year

Number of stations managed: 476

Compared to last year

Passenger journeys (millions): 103.3 m -4.1%

Passenger kilometres (millions): 2,586.0 m -1.8%

Passenger train kilometres (millions): 46.5 m -4.8%

Route kilometres operated: 2,800.3 km +0.0%

Punctuality and complaints with variance to last year

Trains planned: 845,775 -2.6%

Complaints rate (per 100k passenger journeys): 15.3 -9.9%

Complaints answered within 20 working days: 91.2% +3.9 pp

Delays by category group

2017-18 % change

Total delays: 1,692,067 +16.8%

NR-on-TOC: 890,489 +15.9%

External: 182,654 +17.8%

Network Management / Other: 254,643 +19.8%

Non-Track Assets: 241,029 +4.6%

Severe weather, autumn & structures: 109,831 +29.2%

Track: 102,235 +20.8%

Fleet: 248,109 +12.7%

Operations: 61,899 +38.0%

Stations: 88,044 +0.7%

TOC Other: 99,848 +48.1%

Traincrew: 97,714 +28.4%

TOC-on-TOC: 205,964 +11.3%

Delays and percentage of total delays attributed to:

Delay minutes and % of total, attributed to:

<table>
<thead>
<tr>
<th>Category</th>
<th>2017-18</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>NR-on-TOC</td>
<td>890,489</td>
<td>+15.9%</td>
</tr>
<tr>
<td>TOC-on-Self</td>
<td>595,615</td>
<td>+20.1%</td>
</tr>
<tr>
<td>TOC-on-TOC</td>
<td>205,964</td>
<td>+11.3%</td>
</tr>
</tbody>
</table>

% Change on last year

Green - Less than last year

Red - More than last year

Delay minute totals may differ from the sum of the aggregated categories due to other miscellaneous categories being included.
This route map was derived from maps that can be found on the train operator’s website or from project mapping.

On 1 April 2016 a number of services and stations transferred from Transpennine Express to Northern, therefore the 2017-18 data for some metrics should be treated with caution.

Methodology: This factsheet and associated tables brings together key statistics, punctuality and complaints data for each train operating company. The latest data in this release refers to 2017-18 (1 April 2017 to 31 March 2018).

All data contained in this fact sheet is published on the ORR data portal.