

# Four week period ending 18 August 2007.

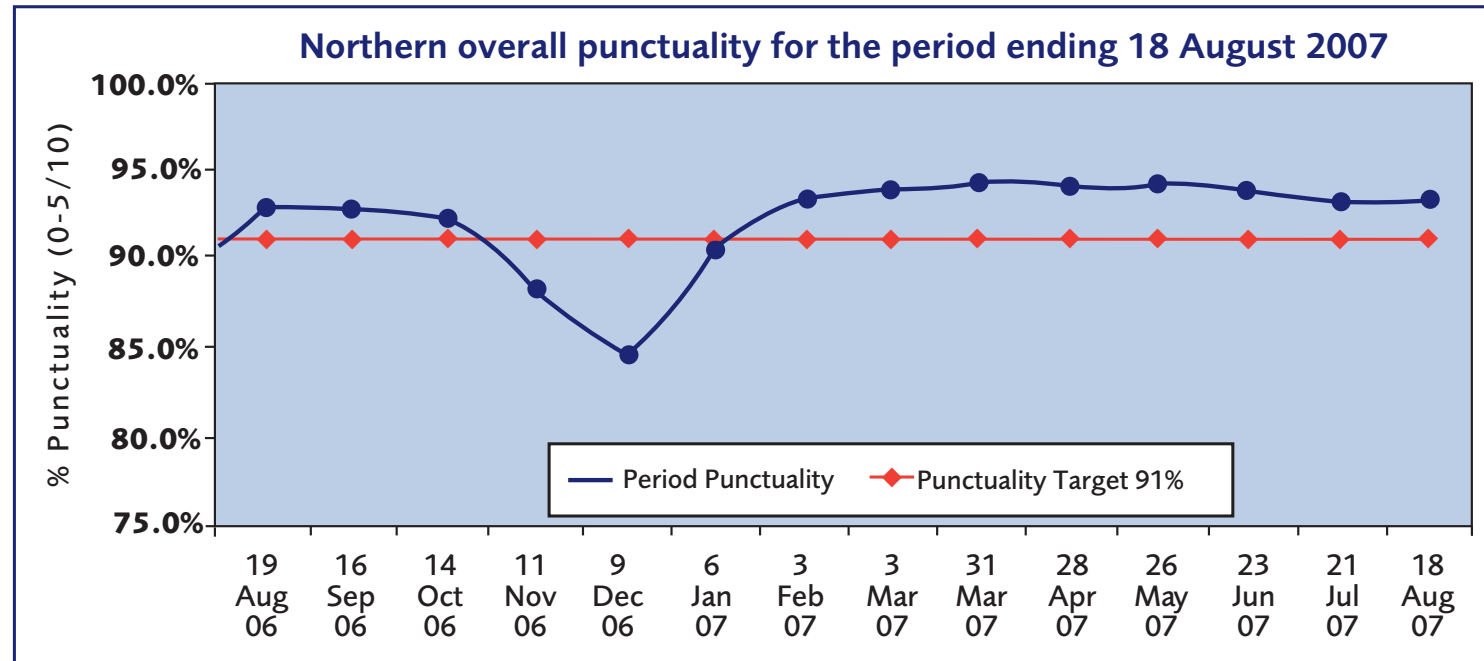
Overall our reliability, the number of trains we ran, was 99.49%. Our punctuality, the number of trains arriving within our Passengers' Charter target was 93.65%.

## Factors affecting performance included

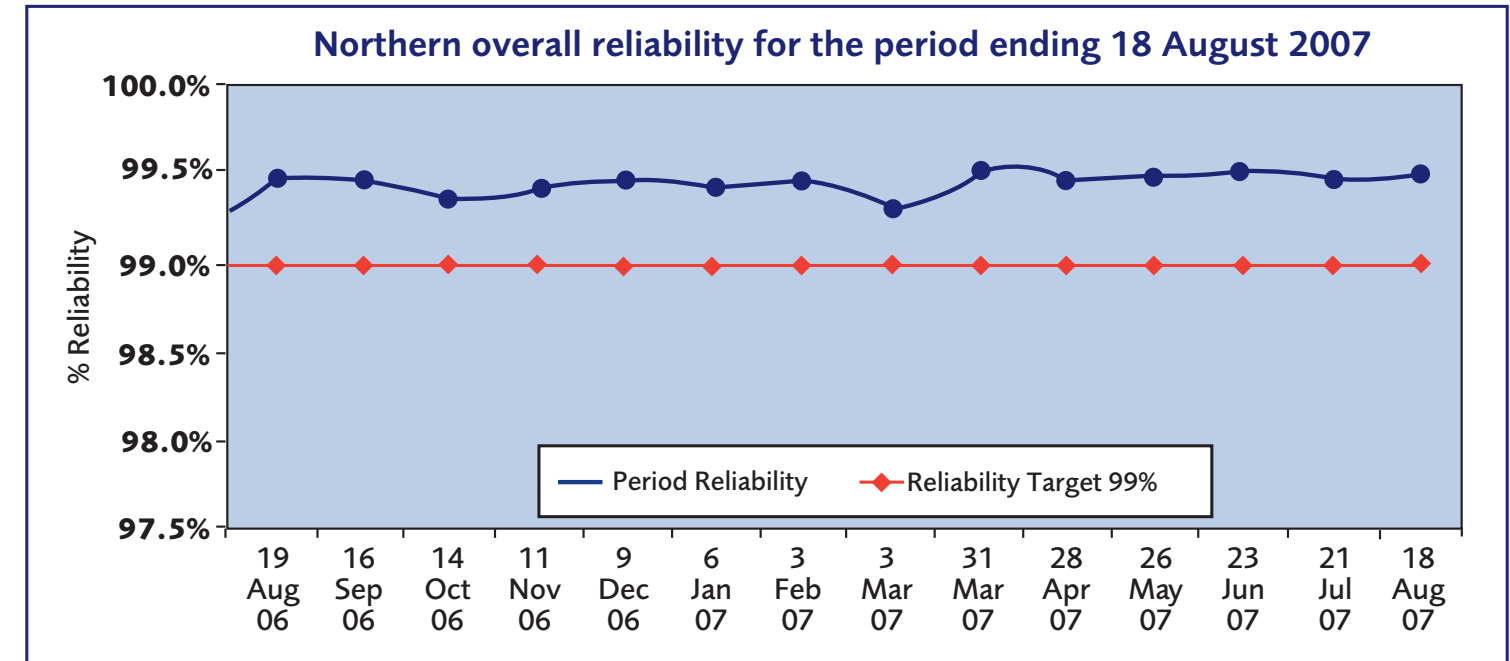
- 58 Northern services were unable to call at Fitzwilliam Station on 26 July when a police investigation necessitated the closure of the site for the day.
- A level crossing failure following a road traffic accident at Shaw on 31 July caused 23 cancellations and serious disruption to evening peak services on the Oldham Loop. The barriers required replacement and an emergency timetable was put in place whilst the necessary repairs were carried out.
- On 3 August damage to cabling at Kirk Sandall resulted in 15 cancellations and disruption to services between Scunthorpe – Doncaster.
- An incident involving a trespasser on 6 August at Failsworth caused 14 cancellations and disruption to services in / out Manchester Victoria into the evening peak.
- A number of temporary speed restrictions in place for track maintenance have resulted in delay to all services travelling between Clitheroe – Blackburn - Manchester since 28 June 2007.
- Cable theft continues to affect performance causing 70 cancellations and 4677 minutes delay. Incidents in the areas of Blackburn, Seaham, Hartlepool and Leeds have resulted in significant disruption to passengers.

All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 26 August - 22 September inclusive.

# Punctuality



# Reliability



| Service Group                      | Punctuality (4 week period) | Punctuality (Annual average) |
|------------------------------------|-----------------------------|------------------------------|
| Lancashire & Cumbria               | <b>92.33%</b>               | <b>91.17%</b>                |
| Merseyrail City Lines              | <b>95.58%</b>               | <b>92.55%</b>                |
| North Manchester                   | <b>93.67%</b>               | <b>92.66%</b>                |
| South Manchester                   | <b>94.87%</b>               | <b>91.17%</b>                |
| South & East Yorkshire Inter-Urban | <b>88.34%</b>               | <b>88.02%</b>                |
| South & East Yorkshire Local       | <b>93.59%</b>               | <b>91.15%</b>                |
| Tyne, Tees and Wear                | <b>95.80%</b>               | <b>94.29%</b>                |
| West & North Yorkshire Inter-Urban | <b>93.08%</b>               | <b>91.24%</b>                |
| West & North Yorkshire Local       | <b>93.82%</b>               | <b>92.37%</b>                |

| Service Group                      | Reliability (4 week period) | Reliability (Annual average) |
|------------------------------------|-----------------------------|------------------------------|
| Lancashire & Cumbria               | <b>99.59%</b>               | <b>99.64%</b>                |
| Merseyrail City Lines              | <b>99.75%</b>               | <b>99.36%</b>                |
| North Manchester                   | <b>99.34%</b>               | <b>99.21%</b>                |
| South Manchester                   | <b>99.44%</b>               | <b>99.28%</b>                |
| South & East Yorkshire Inter-Urban | <b>99.09%</b>               | <b>99.11%</b>                |
| South & East Yorkshire Local       | <b>99.65%</b>               | <b>99.62%</b>                |
| Tyne, Tees and Wear                | <b>99.41%</b>               | <b>99.43%</b>                |
| West & North Yorkshire Inter-Urban | <b>99.34%</b>               | <b>99.47%</b>                |
| West & North Yorkshire Local       | <b>99.66%</b>               | <b>99.49%</b>                |