

# Four week period ending 13 October 2007.

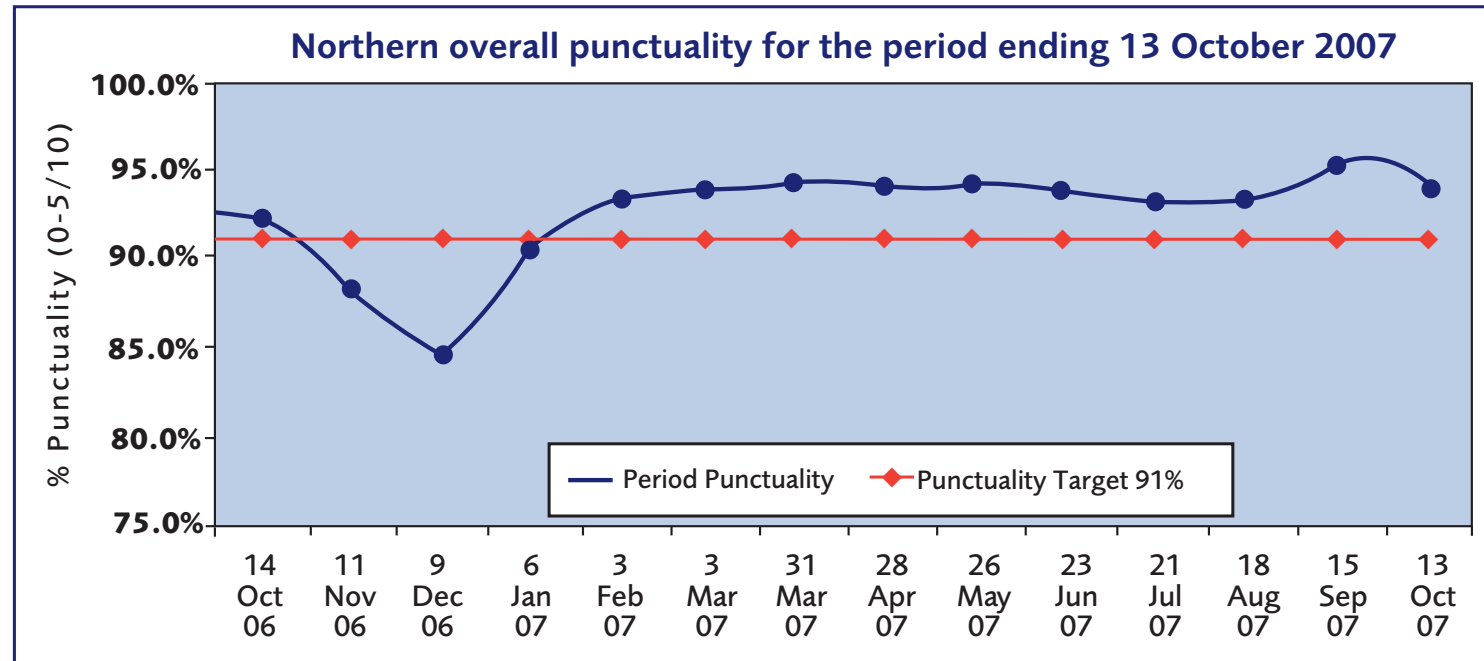
Overall our reliability, the number of trains we ran, was 99.27%. Our punctuality, the number of trains arriving within our Passengers' Charter target was 93.30%.

## Factors affecting performance included

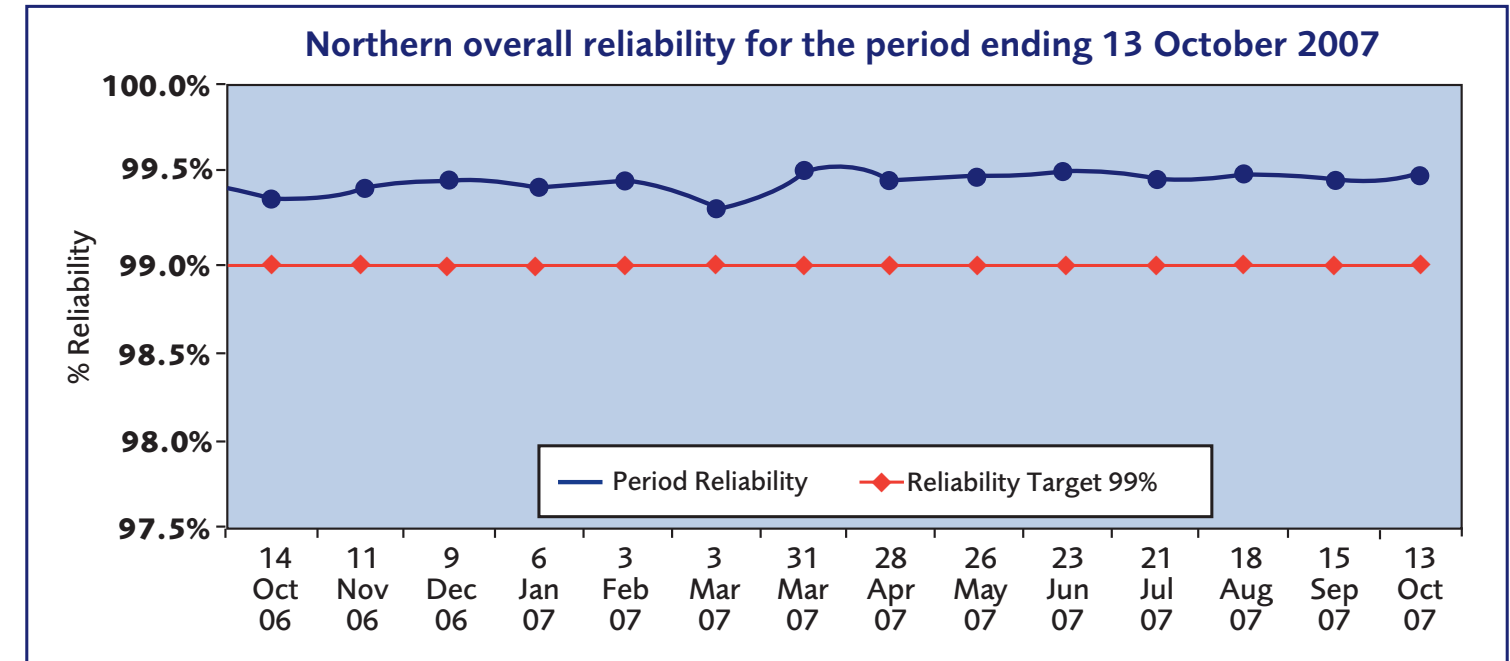
- An engineering overrun at Thackley on 17 September caused 105 cancellations and major disruption to morning peak services on Leeds North West. A road replacement service was implemented where possible until the route reopened to rail traffic.
- On 22 September arson attacks on signalling equipment at Swinton, South Yorkshire and Miles Platting resulted in 45 cancellations and significant disruption to services in / out Sheffield and Manchester Victoria. Due to the extent of the damage at both locations it was necessary to implement an amended timetable and a road replacement service where possible until repairs had been carried out.
- A tree on the line at Farnworth on 24 September caused 19 cancellations to services between Manchester, Southport and Clitheroe. Also on this day an infrastructure problem at Nunnery Lane resulted in 13 cancellations and significant disruption to services in / out Sheffield.
- On 27 September a mechanical fault on one of our services at Keighley resulted in 36 cancellations and serious disruption to morning peak services between Shipley and Skipton. Also on this day a complete power failure at Selby caused 18 cancellations and disruption to services between Leeds, Selby and York.
- Cable theft continues to affect performance causing 119 cancellations and 3147 minutes delay. Incidents in the areas of Hollinwood, Oldham, Manchester, Sheffield, 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 21 October - 17 November 2007 inclusive.

# Punctuality



# Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	<b>91.68%</b>	<b>91.27%</b>
Merseyrail City Lines	<b>93.91%</b>	<b>92.95%</b>
North Manchester	<b>93.23%</b>	<b>92.86%</b>
South Manchester	<b>94.30%</b>	<b>91.86%</b>
South & East Yorkshire Inter-Urban	<b>88.71%</b>	<b>88.13%</b>
South & East Yorkshire Local	<b>95.78%</b>	<b>92.44%</b>
Tyne, Tees and Wear	<b>96.92%</b>	<b>94.68%</b>
West & North Yorkshire Inter-Urban	<b>94.32%</b>	<b>91.53%</b>
West & North Yorkshire Local	<b>91.89%</b>	<b>92.32%</b>

Service Group	Reliability (4 week period)	Reliability (Annual average)
Lancashire & Cumbria	<b>99.39%</b>	<b>99.60%</b>
Merseyrail City Lines	<b>99.16%</b>	<b>99.34%</b>
North Manchester	<b>99.39%</b>	<b>99.22%</b>
South Manchester	<b>99.59%</b>	<b>99.35%</b>
South & East Yorkshire Inter-Urban	<b>99.25%</b>	<b>99.12%</b>
South & East Yorkshire Local	<b>99.42%</b>	<b>99.58%</b>
Tyne, Tees and Wear	<b>99.32%</b>	<b>99.44%</b>
West & North Yorkshire Inter-Urban	<b>99.64%</b>	<b>99.49%</b>
West & North Yorkshire Local	<b>98.68%</b>	<b>99.43%</b>