

Four week period ending 8 December 2007.

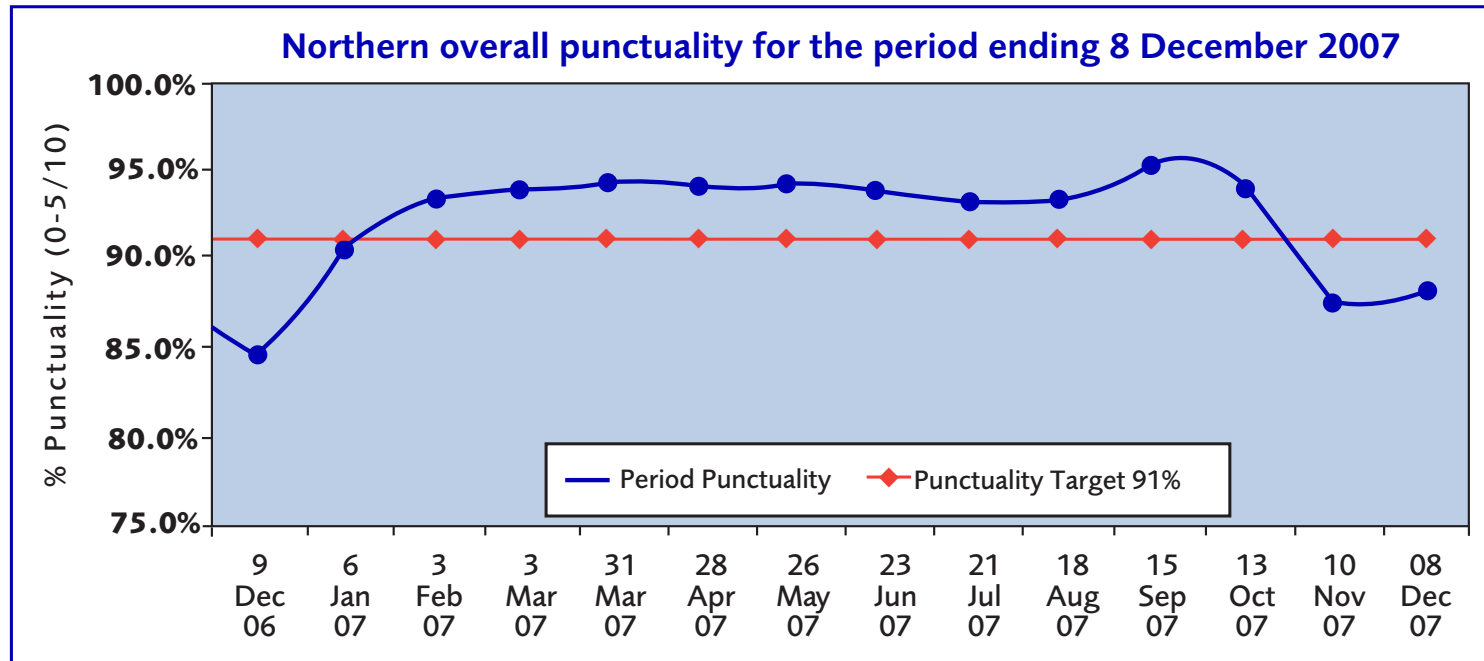
Overall our reliability, the number of trains we ran, was 99.4%. Our punctuality, the number of trains arriving within our Passengers' Charter target was 92.4%.

Factors affecting performance included

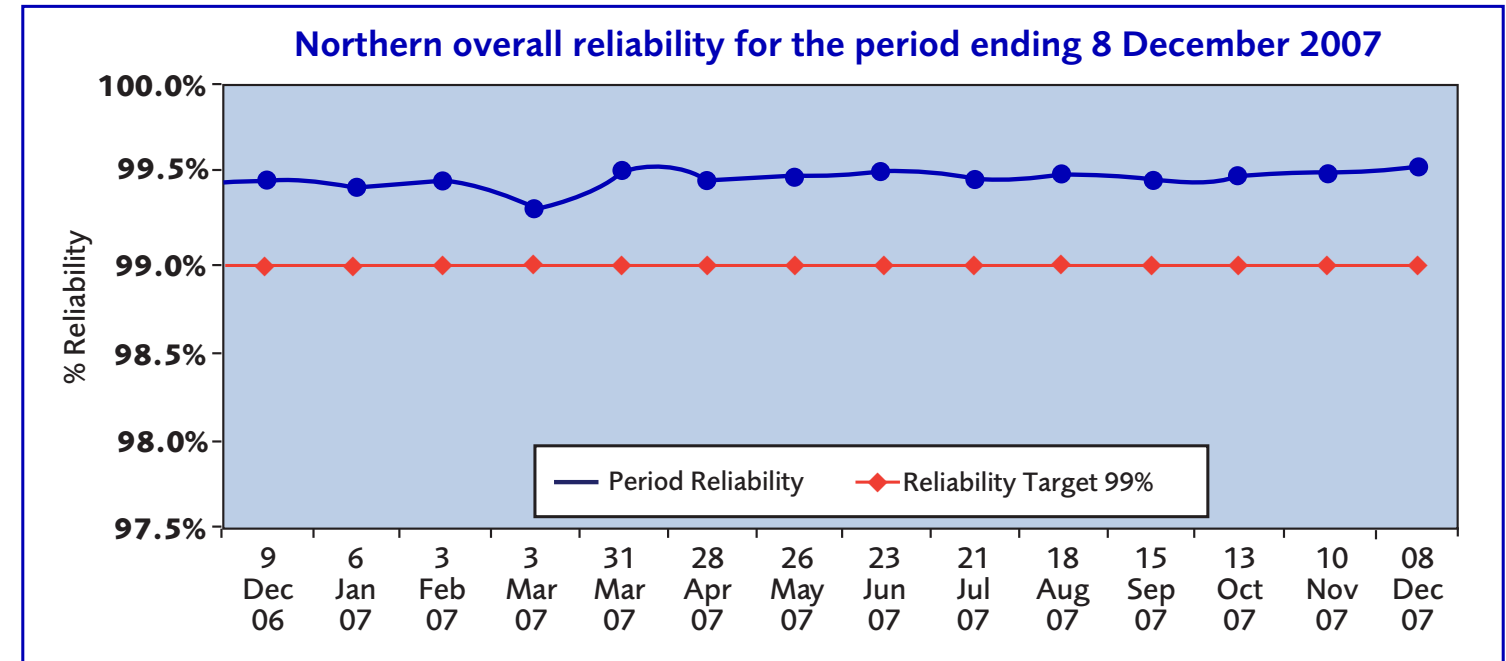
- A mechanical fault on one of our services at Wavertree Technology Park on 30 November caused 22 cancellations and disruption to services between Manchester, Wigan and Liverpool.
- On 1 December a points problem at Stockport resulted in 15 cancellations and major disruption to morning peak services between Manchester Piccadilly, Crewe and Buxton.
- A damaged cable at Selby on 6 December caused 15 cancellations and serious disruption to morning peak services at Leeds, York and Hull. Due to the extent of the damage a road replacement service was implemented where possible until repairs had been carried out. Also on this day a points problem at Filey resulted in 14 cancellations and disruption throughout the day to services between Scarborough and Hull.
- We continue as an industry to be challenged by cable theft and vandalism. This period the impact has been 134 cancellations and 4213 minutes delay to Northern services. The worst incidents this period were:
 - On 20 November a cable theft at Oakenshaw, near Wakefield caused 30 cancellations and delays to services between Leeds, Knottingley and Sheffield. Due to the extent of the damage a road replacement service was implemented where possible whilst repairs were carried out.
 - An attempted cable theft at Ashburys on 21 November resulted in 38 cancellations and severe delays to morning peak services at Manchester Piccadilly.
 - On 8 December an attempted cable theft at Urray Nook caused 28 cancellations and delays to services during the evening peak between Middlesbrough, Darlington and Saltburn. A temporary timetable was implemented to minimise disruption to our passengers.

All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 16 December 2007 - 12 January 2008 inclusive.

Punctuality



Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	85.7%	91.3%
Merseyrail City Lines	89.3%	93.5%
North Manchester	90.8%	93.2%
South Manchester	85.5%	92.5%
South & East Yorkshire Inter-Urban	82.8%	88.7%
South & East Yorkshire Local	89.6%	93.0%
Tyne, Tees and Wear	94.7%	95.2%
West & North Yorkshire Inter-Urban	85.8%	91.7%
West & North Yorkshire Local	87.7%	92.2%

Service Group	Reliability (4 week period)	Reliability (Annual average)
Lancashire & Cumbria	99.3%	99.6%
Merseyrail City Lines	98.9%	99.3%
North Manchester	99.3%	99.2%
South Manchester	99.4%	99.4%
South & East Yorkshire Inter-Urban	98.8%	99.1%
South & East Yorkshire Local	99.6%	99.6%
Tyne, Tees and Wear	99.4%	99.4%
West & North Yorkshire Inter-Urban	99.3%	99.4%
West & North Yorkshire Local	99.6%	99.4%