

# Four week period ending 2 February 2008.

Overall our reliability, the number of trains we ran, was 99.3%. Our punctuality, the number of trains arriving within our Passengers' Charter target was 93.4%.

## Factors affecting performance included

- A track circuit problem in the Preston area on 20 January resulted in 40 cancellations and serious disruption to evening peak services between Blackpool – Colne, Buxton and Liverpool Lime Street. Due to the diversions in place services were unable to call at Euxton Balshaw Lane Station.
- On 21 January extreme weather conditions across the North of England severely disrupted the rail network, 534 Northern services were cancelled and others suffered severe delays.

Due to the flooding levels and the damage caused to track and lineside equipment it was necessary to close or reduce the number of services on the worst affected routes. Emergency timetables and bus replacement services were implemented where possible until the floodwater receded and the damage was repaired.

The worst affected routes were:

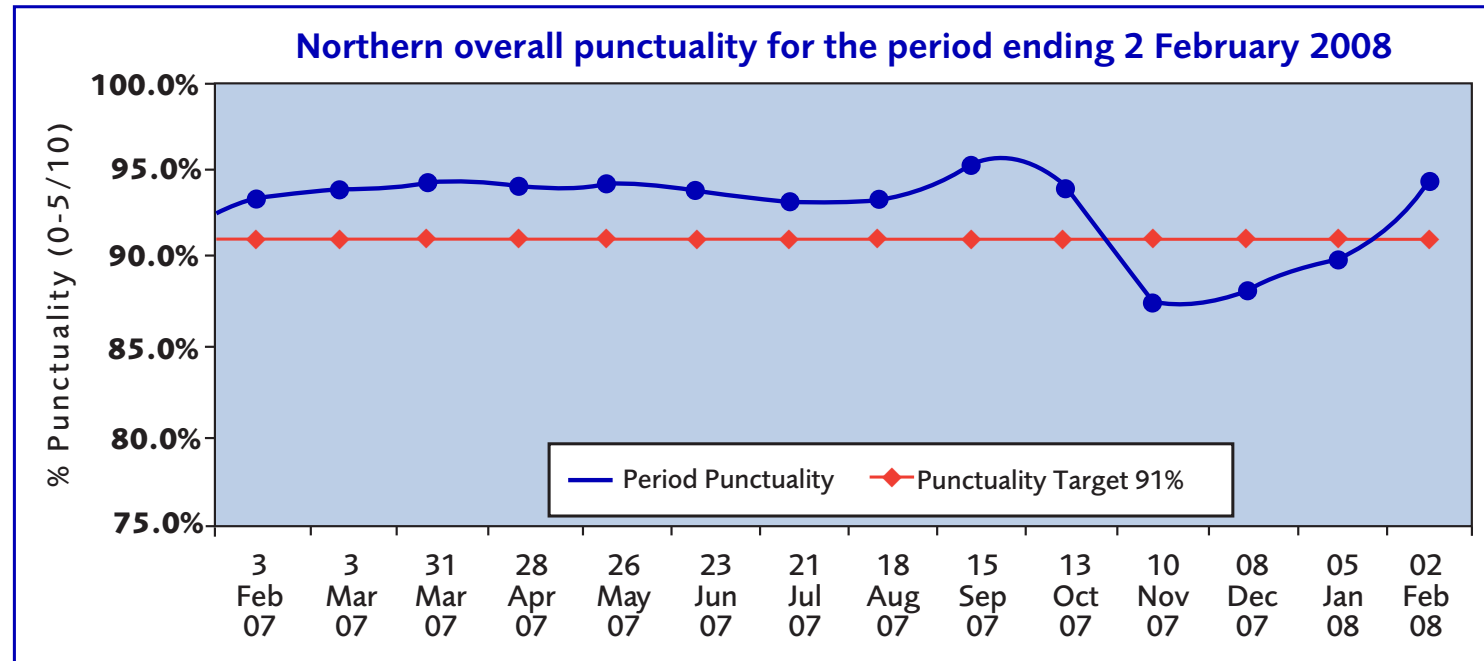
- Leeds / Bradford Forster Square – Shipley – Skipton / Ilkley
- Leeds - Carlisle
- Sheffield – Huddersfield
- Leeds – Sheffield via Moorthorpe
- Leeds – Sheffield via Barnsley
- Leeds – Knaresborough / York via Harrogate
- Blackpool – Colne
- Leeds – Manchester Victoria
- Leeds - Blackpool North
- Manchester Victoria - Clitheroe
- Leeds – Huddersfield
- Wakefield Westgate - Selby
- Southport – Wigan

Due to the severe damage caused to the infrastructure by a landslide at Elland, an emergency timetable and road replacement services are still in place whilst Network Rail carry out the repairs. We apologise to all customers on the Caldervalley route.

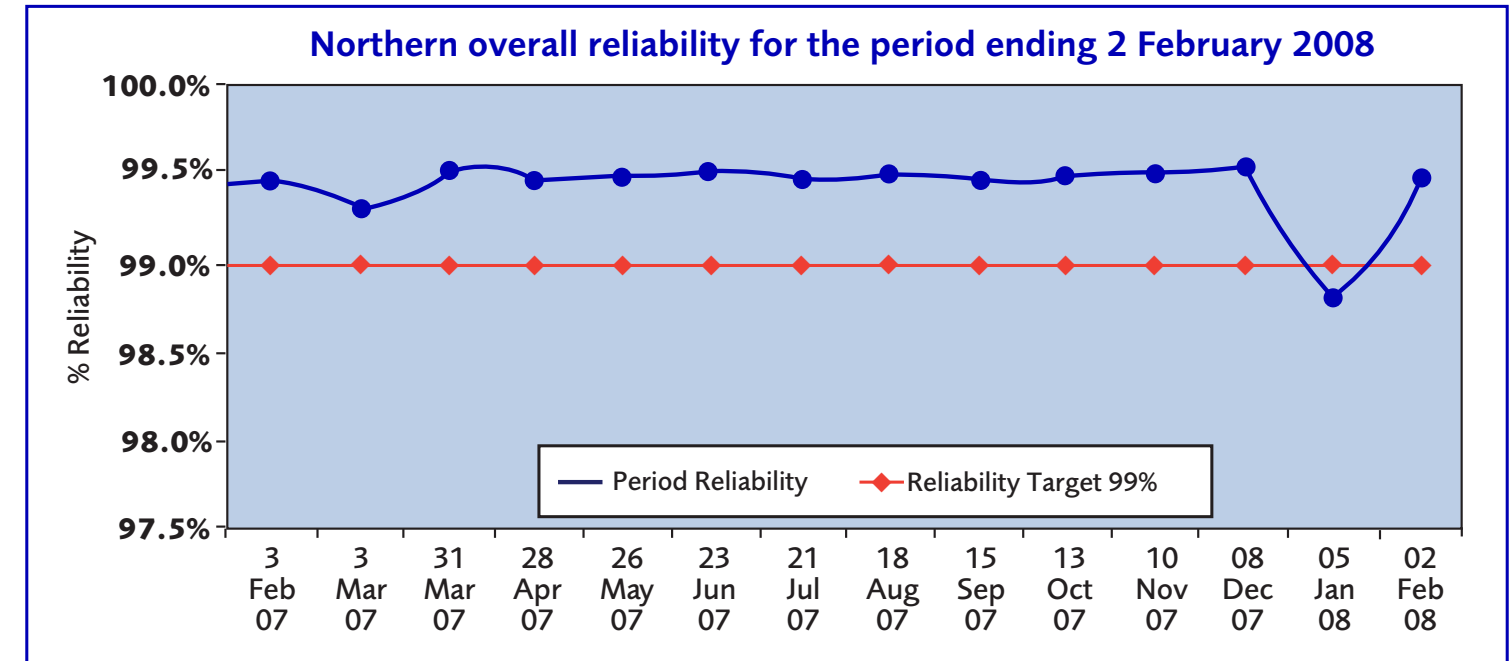
- On 30 January a signalling failure at Huddersfield resulted in 30 cancellations and major disruption to peak services the following morning at Leeds, Wakefield Westgate, Huddersfield and Selby. A road replacement service was implemented where possible until repairs had been carried out.
- Cable theft continues to have an impact on industry performance, this period has seen 29 cancellations and 2539 minutes delay to Northern services. The worst affected routes were Leeds – Wakefield and the Durham Coast.

**All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 10 February - 8 March 2008 inclusive.**

# Punctuality



# Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	<b>91.4%</b>	<b>91.1%</b>
Merseyrail City Lines	<b>93.7%</b>	<b>93.4%</b>
North Manchester	<b>92.1%</b>	<b>93.0%</b>
South Manchester	<b>94.9%</b>	<b>92.5%</b>
South & East Yorkshire Inter-Urban	<b>90.6%</b>	<b>88.9%</b>
South & East Yorkshire Local	<b>94.1%</b>	<b>93.2%</b>
Tyne, Tees and Wear	<b>95.7%</b>	<b>95.1%</b>
West & North Yorkshire Inter-Urban	<b>92.1%</b>	<b>91.8%</b>
West & North Yorkshire Local	<b>94.5%</b>	<b>92.4%</b>

Service Group	Reliability (4 week period)	Reliability (Annual average)
Lancashire & Cumbria	<b>99.4%</b>	<b>99.4%</b>
Merseyrail City Lines	<b>99.6%</b>	<b>99.3%</b>
North Manchester	<b>98.8%</b>	<b>99.2%</b>
South Manchester	<b>99.4%</b>	<b>99.4%</b>
South & East Yorkshire Inter-Urban	<b>99.1%</b>	<b>99.0%</b>
South & East Yorkshire Local	<b>99.7%</b>	<b>99.6%</b>
Tyne, Tees and Wear	<b>99.1%</b>	<b>99.3%</b>
West & North Yorkshire Inter-Urban	<b>99.2%</b>	<b>99.4%</b>
West & North Yorkshire Local	<b>99.4%</b>	<b>99.3%</b>