

Four week period ending 31 March 2008.

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 95.3%.

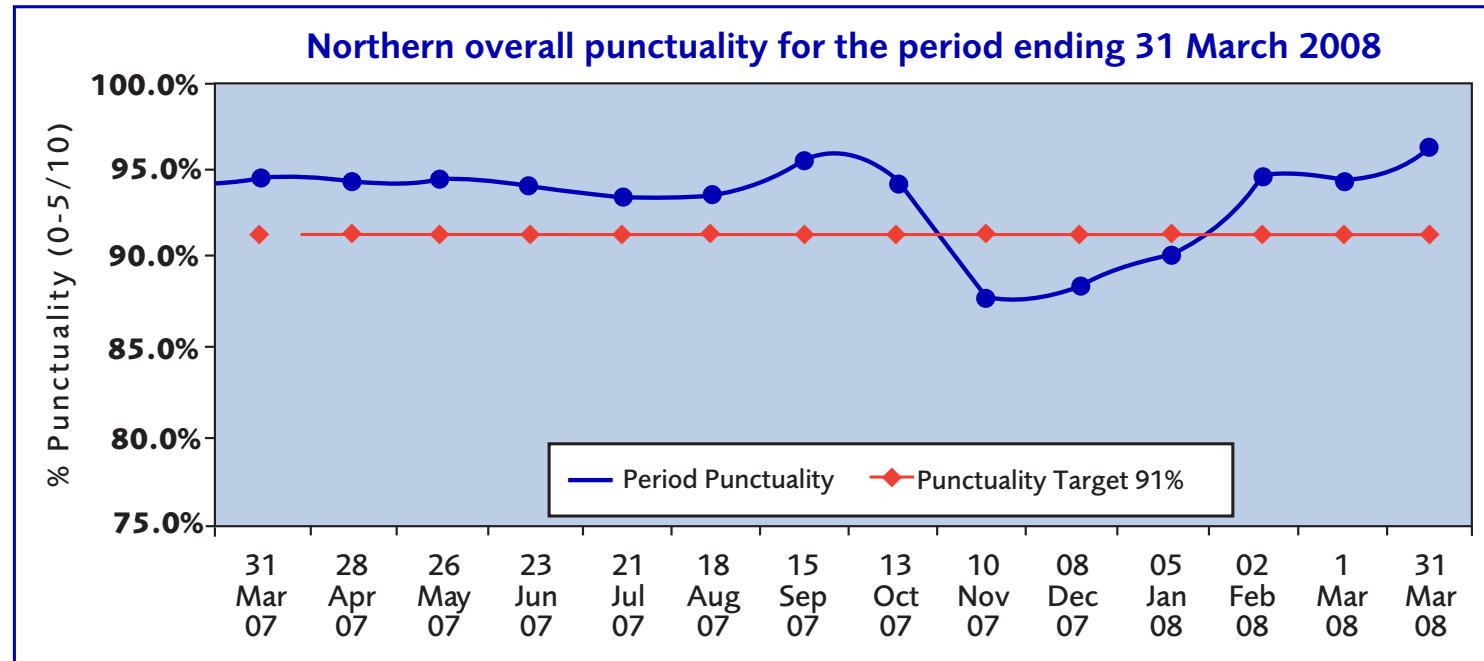
Factors affecting performance included

- On 4 March a serious incident caused the police to close Mexborough Station to the public. This resulted in 19 services being unable to call whilst investigations were carried out.
Also on this day a bridge strike at Brewery Junction resulted in 17 cancellations and disruption to evening peak services in and out of Manchester Victoria.
- A cable theft at Clifton on 7 March caused 56 cancellations and major disruption to services in and out of Manchester Victoria during the morning peak, repairs were carried out and normal services resumed, unfortunately the cable was taken again on 8 March and resulted in a further 39 cancellations.
- On 12 March a track circuit problem caused by weather conditions at Salwick resulted in 19 cancellations and significant disruption to morning peak services between Blackpool, Southport, Manchester and Leeds.
- A power supply problem at Warrington Power Signalbox on 15 March caused 32 cancellations and disruption to evening services between Liverpool, Wigan North Western and Manchester.
- On 19 March a Northern electrical problem on one of our services at Keighley, causing 19 cancellations and disruption to services on the Airedale and Wharfedale lines between Leeds, Bradford Forster Square and Skipton.
- Cable theft continues to have a significant affect on industry performance, this period the impact has been 192 cancellations and 7532 minutes delay to Northern services. The worst affected routes this period were:
 - Southport – Manchester Airport
 - Blackpool North – Buxton
 - Manchester Victoria – Clitheroe
 - Wigan Wallgate – Manchester Victoria
 - Newcastle – Middlesbrough
 - Saltburn – Bishop Auckland
 - Leeds – Sheffield

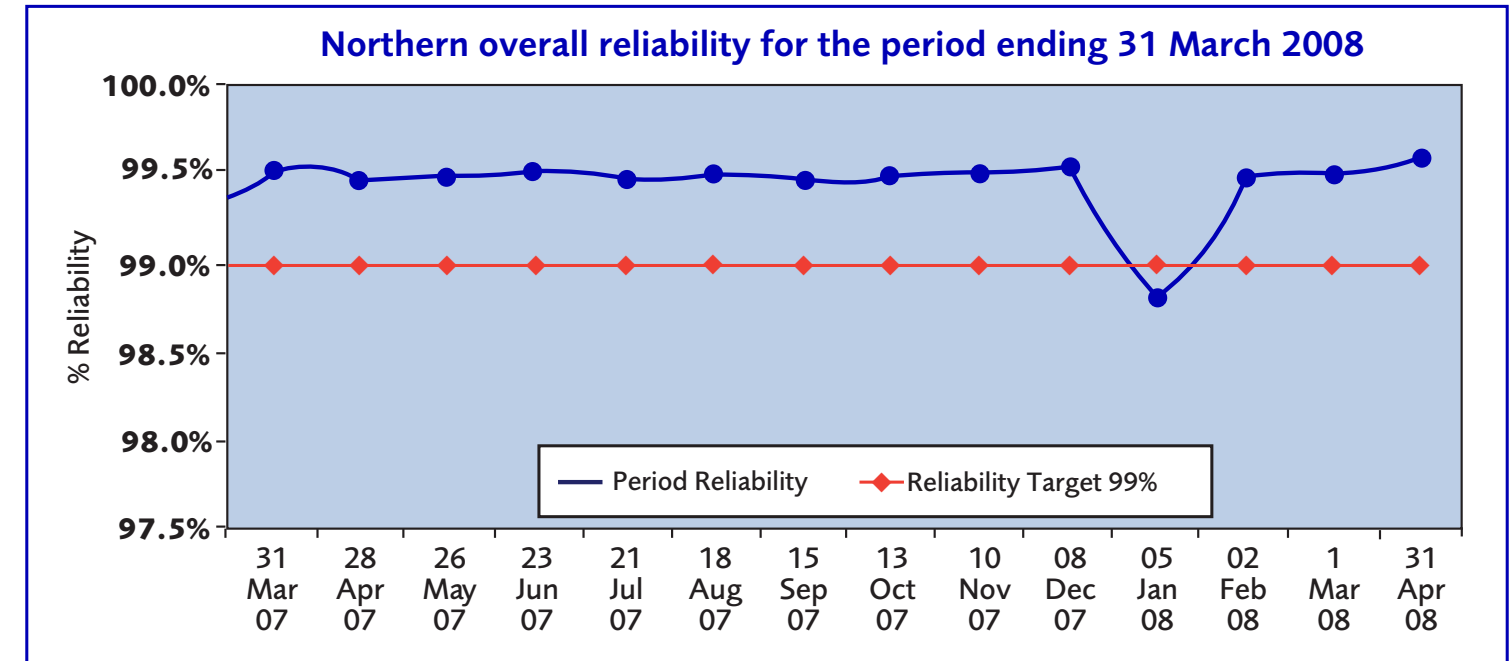
Due to the extent of the damage road replacement services and amended timetables were implemented where possible whilst repairs were carried out.

All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 6 April - 3 May 2008 inclusive.

Punctuality



Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	92.7%	90.8%
Merseyrail City Lines	95.8%	93.6%
North Manchester	95.7%	92.9%
South Manchester	96.3%	92.7%
South & East Yorkshire Inter-Urban	93.2%	89.2%
South & East Yorkshire Local	96.0%	93.3%
Tyne, Tees and Wear	95.8%	95.4%
West & North Yorkshire Inter-Urban	95.2%	91.9%
West & North Yorkshire Local	95.4%	92.5%

Service Group	Reliability (4 week period)	Reliability (Annual average)
Lancashire & Cumbria	99.5%	99.4%
Merseyrail City Lines	98.9%	99.3%
North Manchester	99.2%	99.2%
South Manchester	99.5%	99.3%
South & East Yorkshire Inter-Urban	99.4%	99.2%
South & East Yorkshire Local	99.6%	99.6%
Tyne, Tees and Wear	99.2%	99.3%
West & North Yorkshire Inter-Urban	99.3%	99.4%
West & North Yorkshire Local	99.4%	99.3%