

# Four week period ending 6 December 2008.

Overall our reliability, the number of trains we ran, was 98.4%. Our punctuality, the number of trains arriving within our Passengers' Charter target was 84.6%.

## Factors affecting performance included

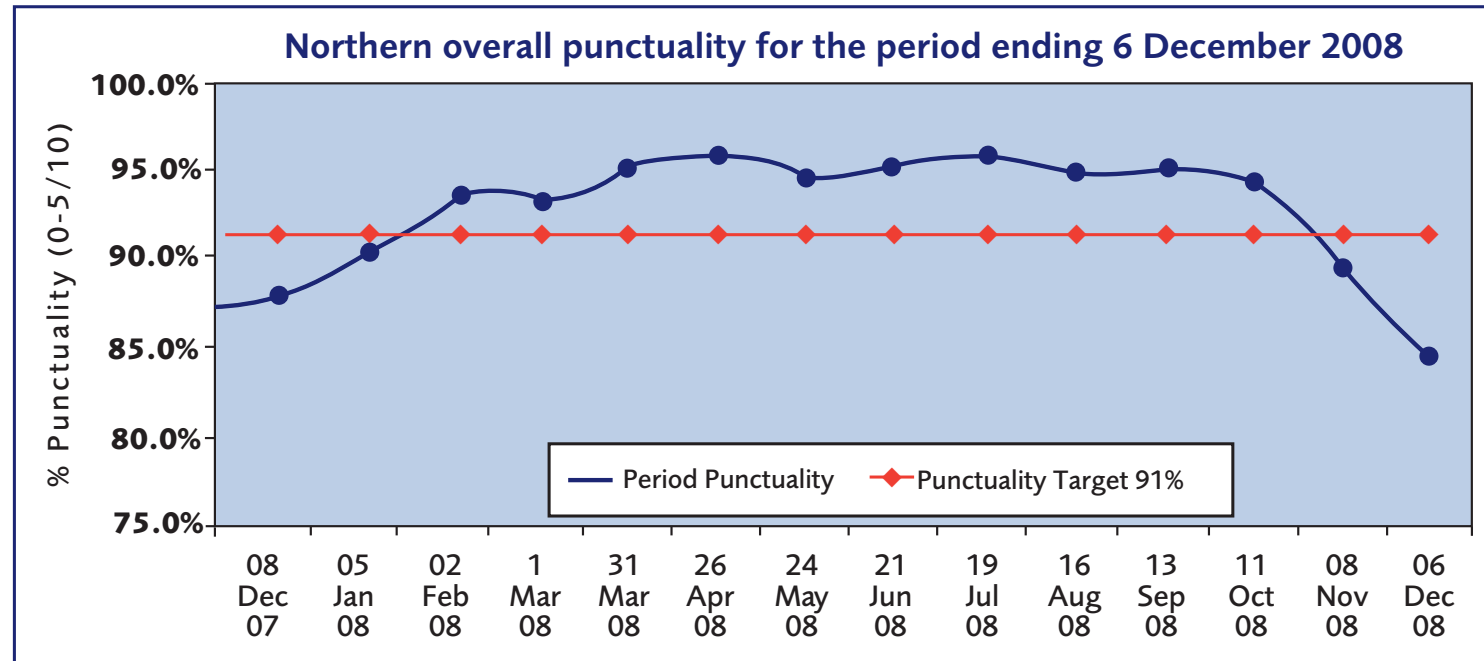
- A fire next to the railway line at Attercliffe, South Yorkshire on 17 November resulted in 29 cancellations and disruption to services throughout the day between Leeds, Huddersfield, Doncaster and Sheffield.
- On 21 November another operator's train struck a tree at Hexthorpe, South Yorkshire causing significant damage to track and lineside equipment. This incident resulted in 88 cancellations and major disruption to services between Leeds, Doncaster, Sheffield, Hull and Lincoln from 21 – 23 November. Due to the extent of the damage an amended timetable and road replacement services were implemented.
- A trespasser climbing on overhead line equipment at Adswold Road, near Cheadle Hulme Station on 24 November resulted in 26 cancellations to morning services between Manchester Piccadilly, Macclesfield and Crewe.
- An infrastructure fault at Grangetown on 6 December resulted in 54 cancellations and major disruption to services between Saltburn, Darlington and Bishop Auckland. Due to the extent of the damage an amended timetable and road replacement services were implemented.

Cable theft continues to have a significant impact on Northern services performance, this period there has been 188 cancellations and 5108 minutes delay. The worst incidents this period were:

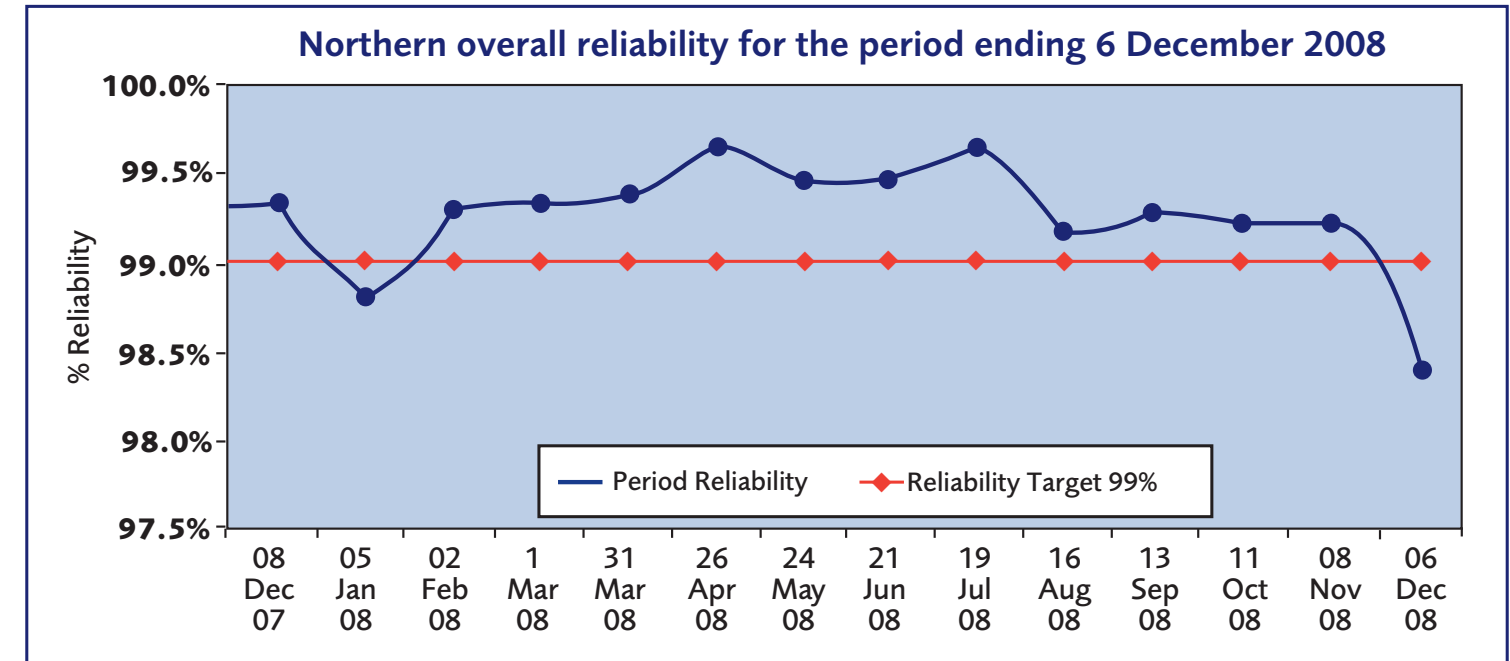
- On 15 November a cable theft at Cottingley, caused 27 cancellations and significant disruption to services between Leeds and Wakefield during the morning peak.
- A cable theft at Rotherham Central on 21 November resulted in 28 services being unable to call during the morning peak.
- On 24 November a cable theft near to Rotherham Central caused further disruption to morning peak services between Leeds, Doncaster and Sheffield, with 33 services being unable to call.
- A cable theft at Bramley, West Yorkshire on 1 December resulted in 45 cancellations and significant disruption to morning peak services on the Caldervally between Leeds, Bradford Interchange and Halifax.

**All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 14 December 2008 - 10 January 2009 inclusive.**

# Punctuality



# Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	<b>84.9%</b>	<b>91.3%</b>
Merseyrail City Lines	<b>83.5%</b>	<b>93.2%</b>
North Manchester	<b>85.3%</b>	<b>92.3%</b>
South Manchester	<b>81.0%</b>	<b>93.2%</b>
South & East Yorkshire Inter-Urban	<b>84.6%</b>	<b>91.1%</b>
South & East Yorkshire Local	<b>81.1%</b>	<b>92.6%</b>
Tyne, Tees and Wear	<b>93.2%</b>	<b>95.9%</b>
West & North Yorkshire Inter-Urban	<b>82.7%</b>	<b>91.9%</b>
West & North Yorkshire Local	<b>86.1%</b>	<b>94.0%</b>

Service Group	Reliability (4 week period)	Reliability (Annual average)
Lancashire & Cumbria	<b>97.8%</b>	<b>99.1%</b>
Merseyrail City Lines	<b>98.4%</b>	<b>99.1%</b>
North Manchester	<b>97.5%</b>	<b>98.9%</b>
South Manchester	<b>97.6%</b>	<b>99.2%</b>
South & East Yorkshire Inter-Urban	<b>98.8%</b>	<b>99.2%</b>
South & East Yorkshire Local	<b>99.1%</b>	<b>99.5%</b>
Tyne, Tees and Wear	<b>98.9%</b>	<b>99.3%</b>
West & North Yorkshire Inter-Urban	<b>98.4%</b>	<b>99.3%</b>
West & North Yorkshire Local	<b>99.4%</b>	<b>99.5%</b>