

Four week period ending 3 January 2009.

Overall our reliability, the number of trains we ran, was 97.2%. Our punctuality, the number of trains arriving within our Passengers' Charter target was 99.1%.

Factors affecting performance included

- We introduced the biggest change to our timetables in the north-west of England for 25 years on 14 December. A combination of several different factors, including train crew shortages, cable theft and other rail infrastructure issues meant that we cancelled a significant minority of services in late December. We regret the inconvenience that this caused, and we have been working hard to improve performance.

The routes affected by cancellations due to train crew shortages, included:

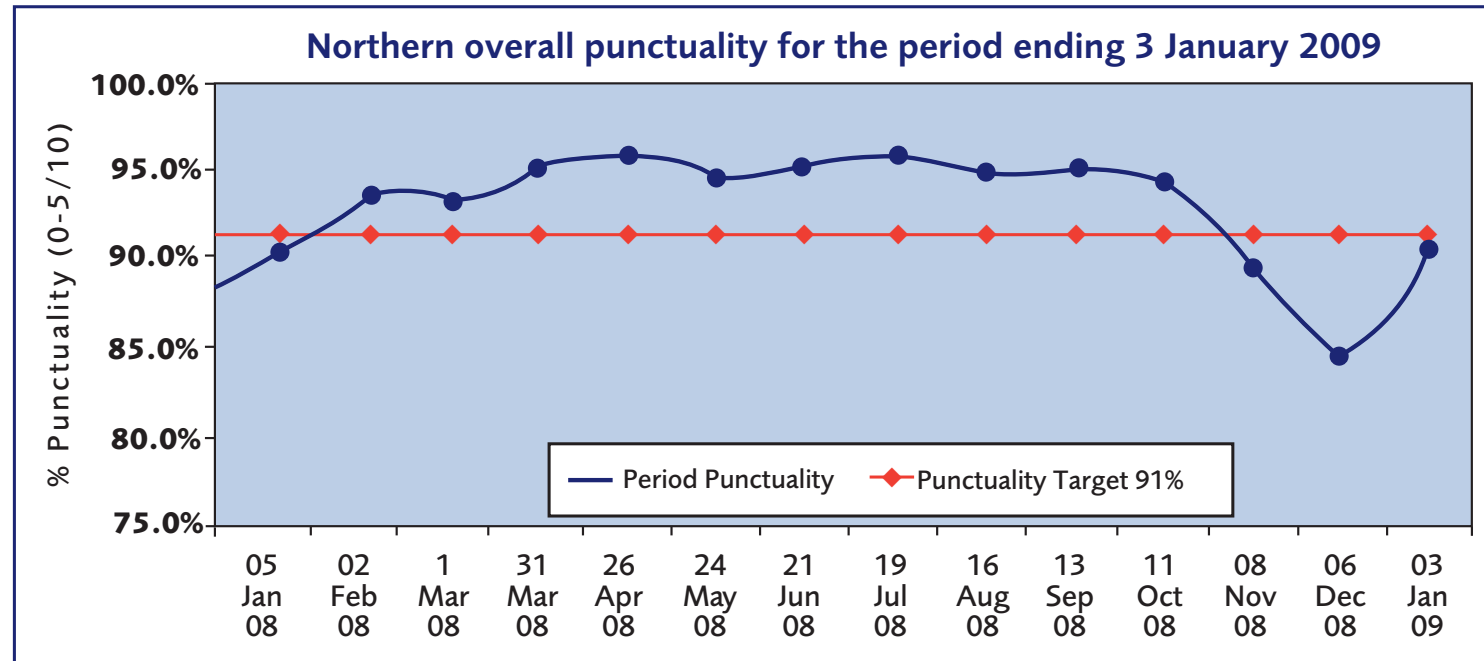
- Blackpool North – Manchester Victoria
 - Southport – Wigan – Manchester Victoria
 - Blackpool North / South – Preston – Colne
 - Liverpool – Wigan – Manchester Victoria
 - Liverpool – Wigan North Western
 - Rochdale – Manchester Victoria – Liverpool
 - Leeds – Manchester Victoria
- On 10 December a power failure affecting signalling equipment at Edge Hill resulted in 25 cancellations and major disruption to evening peak services between Liverpool Lime Street, Wigan NW and Manchester stations.
 - Track circuit problems at Rose Hill on 13 December caused 19 cancellations between Manchester Piccadilly, Rose Hill and Crewe whilst the line closed for repairs. Also on this day a power supply failure resulted in Northern closing Ashton-under-Lyne Station for the evening. During this time 22 services were unable to call. A shuttle bus service from Stalybridge was implemented whilst engineers worked to restore power.
 - On 18 December a Northern service struck a car on the line near Congleton resulting in 58 cancellations and major disruption to services between Manchester Piccadilly, Macclesfield and Crewe. Due to the extent of the damage it was necessary to implement an amended timetable from 18 – 20 December whilst repairs were carried out. Also on this day a mechanical fault on a Northern service at Hindley caused 21 cancellations and disruption to evening peak services between Liverpool Lime Street, Southport and Manchester stations.
 - A track circuit fault on 29 December resulted in 33 cancellations and serious disruption to evening peak services between Manchester Victoria, Preston and Clitheroe.
 - Cable theft continues to have an impact on Northern services, this period there have been 65 cancellations.

The worst incidents were on:

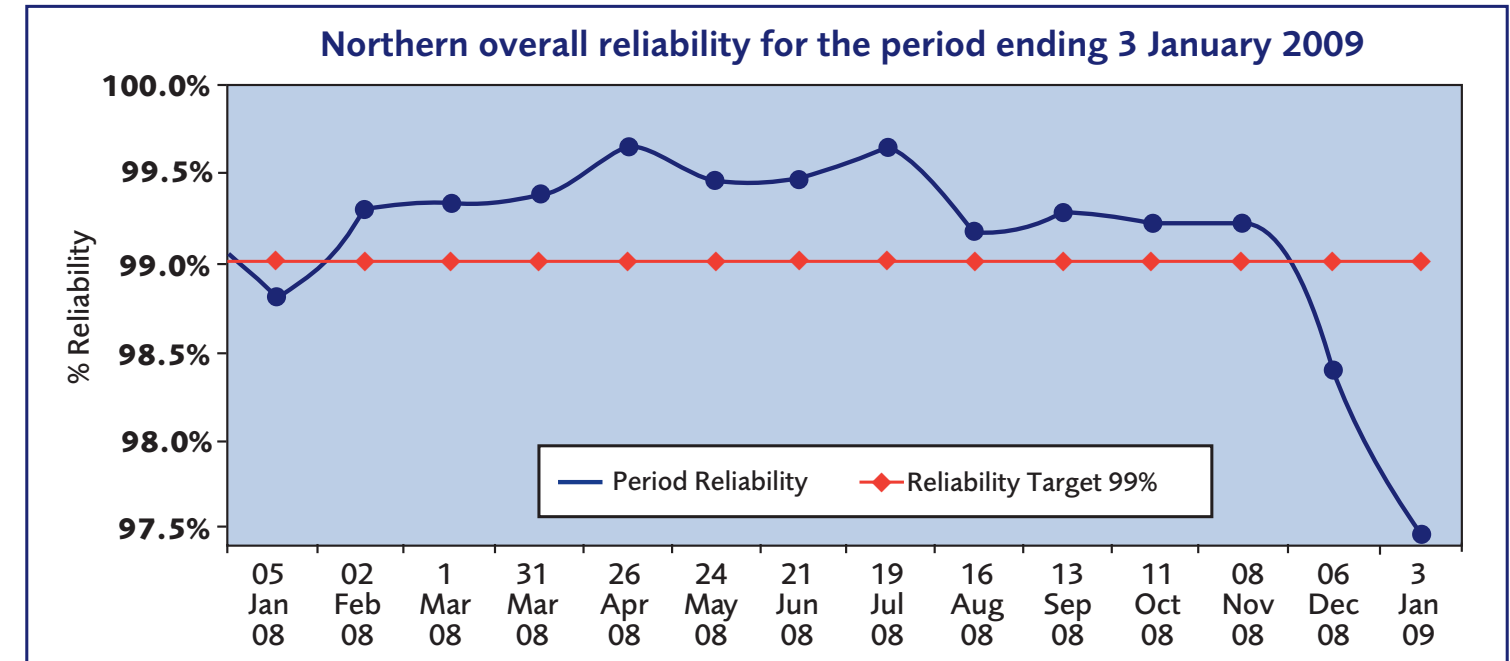
- 7 December at Goole, causing 12 cancellations and disruption to services between Bridlington, Hull and Sheffield.
- 2 January at Bramley, West Yorkshire resulting in 12 cancellations and disruption to Calder Valley services between Leeds and Halifax.

All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 11 January 2009 - 7 February 2009 inclusive.

Punctuality



Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	87.6%	91.2%
Merseyrail City Lines	87.8%	92.9%
North Manchester	83.5%	92.0%
South Manchester	91.1%	93.5%
South & East Yorkshire Inter-Urban	91.3%	91.4%
South & East Yorkshire Local	92.6%	92.7%
Tyne, Tees and Wear	95.8%	96.0%
West & North Yorkshire Inter-Urban	91.3%	92.0%
West & North Yorkshire Local	93.5%	94.0%

Service Group	Reliability (4 week period)	Reliability (Annual average)
Lancashire & Cumbria	95.3%	98.9%
Merseyrail City Lines	93.5%	98.6%
North Manchester	94.8%	98.7%
South Manchester	97.4%	99.1%
South & East Yorkshire Inter-Urban	98.1%	99.2%
South & East Yorkshire Local	98.5%	99.4%
Tyne, Tees and Wear	99.4%	99.3%
West & North Yorkshire Inter-Urban	97.8%	99.2%
West & North Yorkshire Local	99.1%	99.5%