

# Four week period ending 28 February 2009.

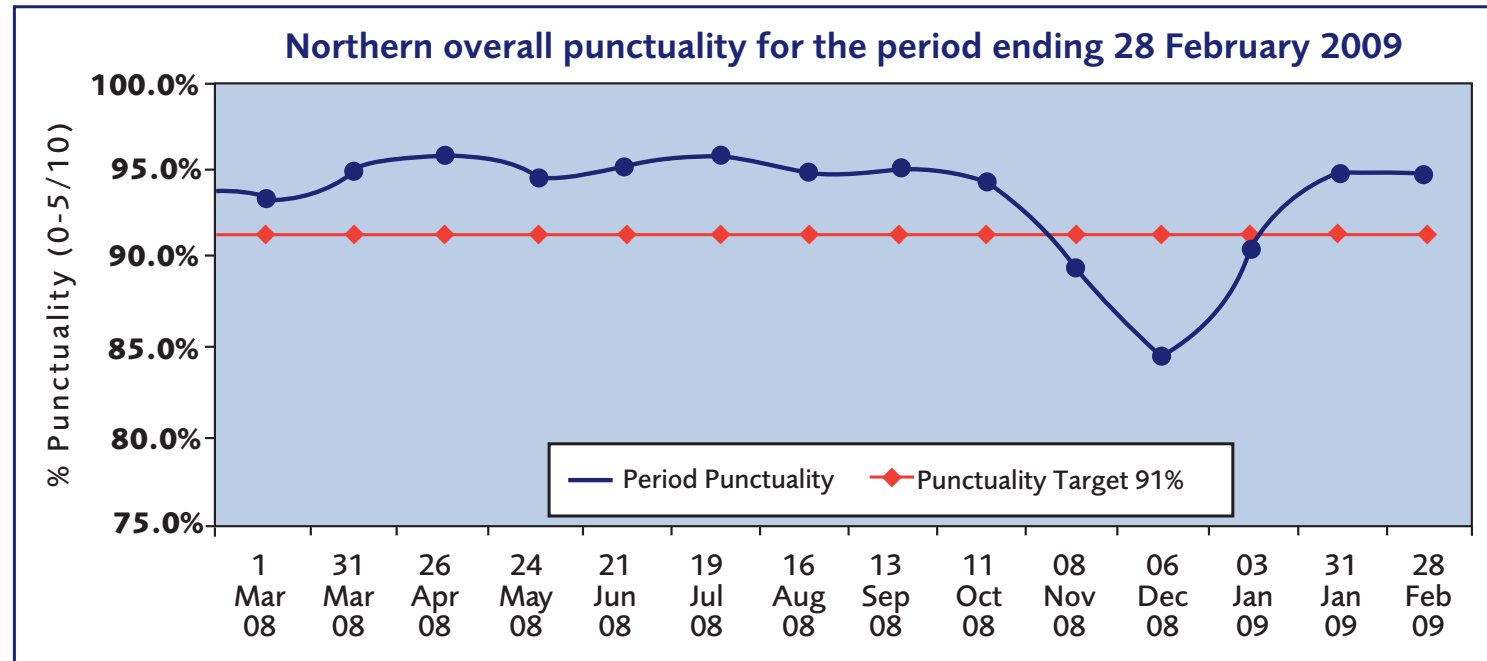
Overall our reliability, the number of trains we ran, was 99.4%. Our punctuality, the number of trains arriving within our Passengers' Charter target was 94.5%.

## Factors affecting performance included

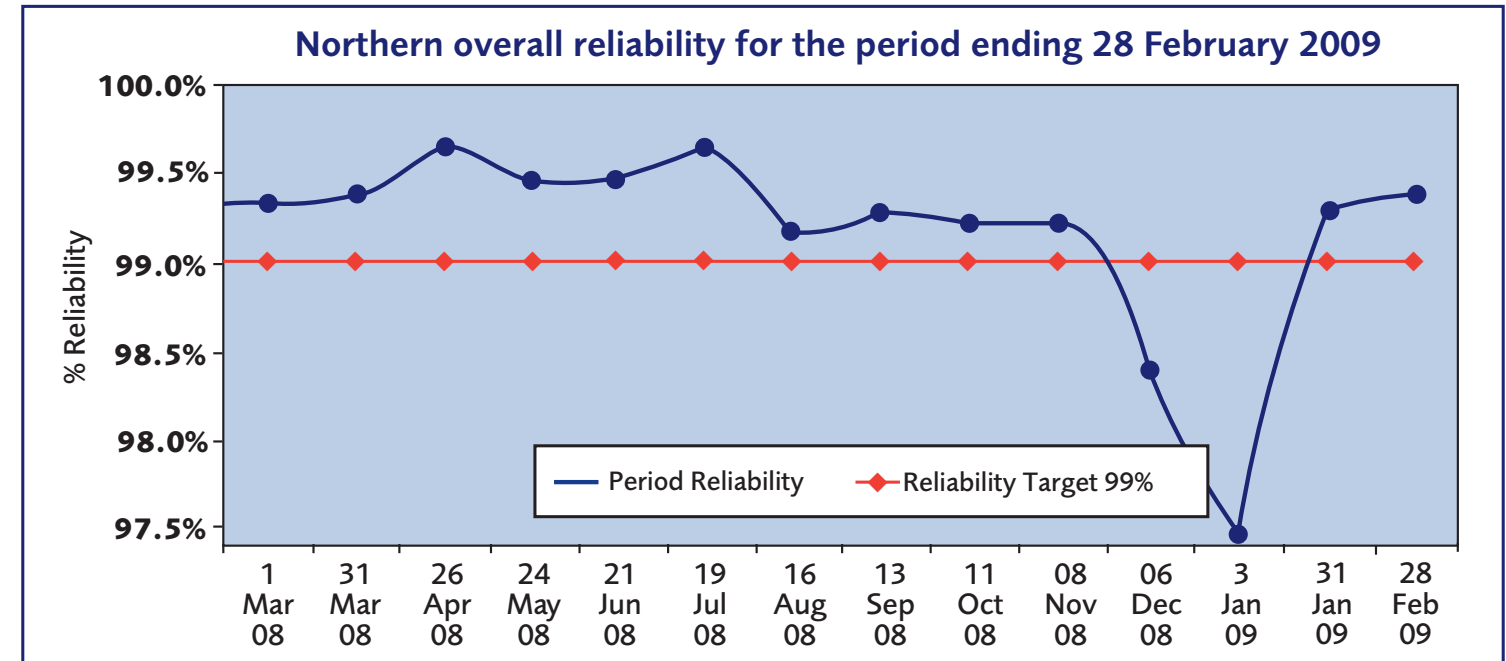
- A track circuit failure at Meadowhall on 2 February resulted in 17 cancellations and disruption to services between Leeds, Doncaster and Sheffield.  
Also on this day, snow resulted in the failure of a points heater at Darlington, causing 10 cancellations and disruption to morning peak services between Newcastle, Middlesbrough and Saltburn.  
A bridge strike at Mills Hill resulted in 8 cancellations and disruption to services between Manchester Victoria, Rochdale and Leeds.
- On 6 February points problems at Salford Crescent and Manchester Piccadilly caused 22 cancellations and significant disruption to evening peak services between Manchester Stations, Wigan Wallgate and Southport.
- Damage to overhead line equipment at Leeds, caused by freezing overnight temperatures on 7 February resulted in 9 cancellations and major disruption to morning peak services between Leeds, Doncaster, Sheffield and on Leeds North West.
- On 11 February a signal box caught fire at Gainsborough Lea Road causing 9 cancellations and disruption to evening services between Sheffield and Lincoln. Due to the degree of the damage a temporary timetable was implemented extending the journey times on this route.
- Planned engineering work overran at Smithy Bridge on 12 February resulting in 13 cancellations and major disruption to morning peak services between Selby, Leeds and Manchester Victoria.
- Cable theft continues to cause disruption to Northern services, this period there has been 23 cancellations and 1351 minutes delay. The worst incidents were on 20 February at Darlington, resulting in 8 cancellations and disruption to services between Middlesbrough and Bishop Auckland, and on 21 February at Rotherham causing 11 cancellations and disruption to services between Leeds and Sheffield.

All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 8 March - 4 April 2009 inclusive.

# Punctuality



# Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	<b>94.0%</b>	<b>91.9%</b>
Merseyrail City Lines	<b>94.9%</b>	<b>93.1%</b>
North Manchester	<b>92.9%</b>	<b>92.1%</b>
South Manchester	<b>94.4%</b>	<b>93.4%</b>
South & East Yorkshire Inter-Urban	<b>93.4%</b>	<b>91.9%</b>
South & East Yorkshire Local	<b>93.1%</b>	<b>92.9%</b>
Tyne, Tees and Wear	<b>96.9%</b>	<b>96.2%</b>
West & North Yorkshire Inter-Urban	<b>94.7%</b>	<b>92.3%</b>
West & North Yorkshire Local	<b>95.4%</b>	<b>94.3%</b>

Service Group	Reliability (4 week period)	Reliability (Annual average)
Lancashire & Cumbria	<b>99.4%</b>	<b>98.9%</b>
Merseyrail City Lines	<b>99.4%</b>	<b>98.6%</b>
North Manchester	<b>98.9%</b>	<b>98.7%</b>
South Manchester	<b>99.4%</b>	<b>99.1%</b>
South & East Yorkshire Inter-Urban	<b>99.2%</b>	<b>99.2%</b>
South & East Yorkshire Local	<b>99.4%</b>	<b>99.4%</b>
Tyne, Tees and Wear	<b>99.7%</b>	<b>99.4%</b>
West & North Yorkshire Inter-Urban	<b>99.7%</b>	<b>99.2%</b>
West & North Yorkshire Local	<b>99.6%</b>	<b>99.6%</b>