

Four week period ending 2 May 2009.

Overall our reliability, the number of trains we ran, was 99.5%. Our punctuality, the number of trains arriving within our Passengers' Charter target was 96.4%.

Factors affecting performance included

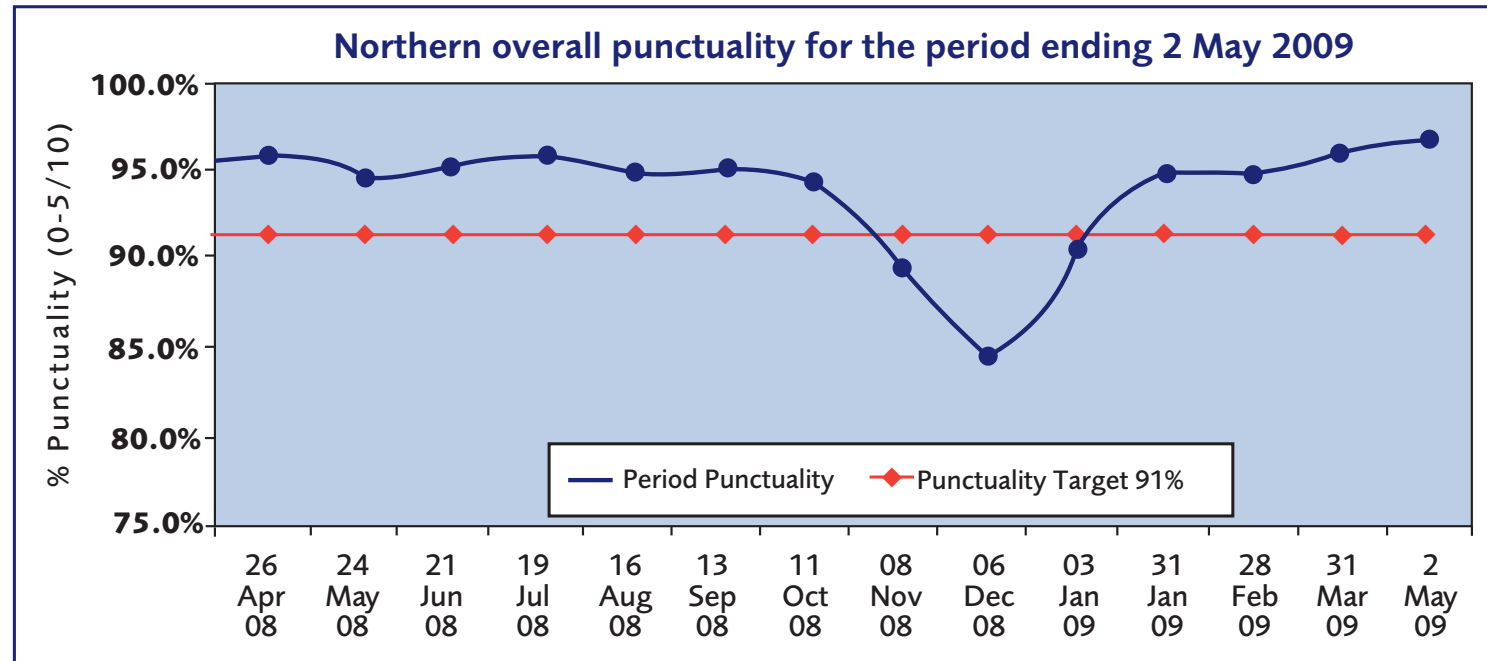
- On 7 April vandals set fire to signalling equipment at Wakefield Kirkgate. This resulted in 54 cancellations and major disruption to morning peak services between Leeds, Sheffield and Nottingham. Due to extent of the damage services were diverted via Wakefield Westgate and unable to call at Wakefield Kirkgate and Castleford.
- A track circuit failure at Shaw & Crompton on 9 April caused 16 cancellations and disruption to afternoon service on the Oldham Loop. Also on this day, a fatality at Bolton caused significant disruption to morning peak services on 10 April between Manchester Victoria, Blackburn and Preston resulting in 27 cancellations
- On 13 April an overrunning engineering possession at Preston resulted in 31 cancellations and disruption to evening peak services between Blackpool Stations, Preston, Ormskirk and Leeds.
- A fatality at Salwick on 19 April caused 23 cancellations and disruption throughout the morning to services between Blackpool Stations, Preston and Colne.
- On 23 April a signalling fault at Conisbrough resulted in 13 cancellations and disruption to morning peak services between Sheffield and Doncaster. Also on this day, a Northern service experiencing technical problems at Crossflatts caused 22 cancellations and disruption to services on Leeds North West, between Skipton, Ilkley, Bradford Forster Square and Leeds.
- A signalling fault at Darwen on 30 April caused 19 cancellations and disruption to evening peak services between Manchester Victoria and Clitheroe.
- Cable theft continues to have a significant impact on Northern services performance, this period there has been 79 cancellations and 5353 minutes delay.

The worst incidents were:

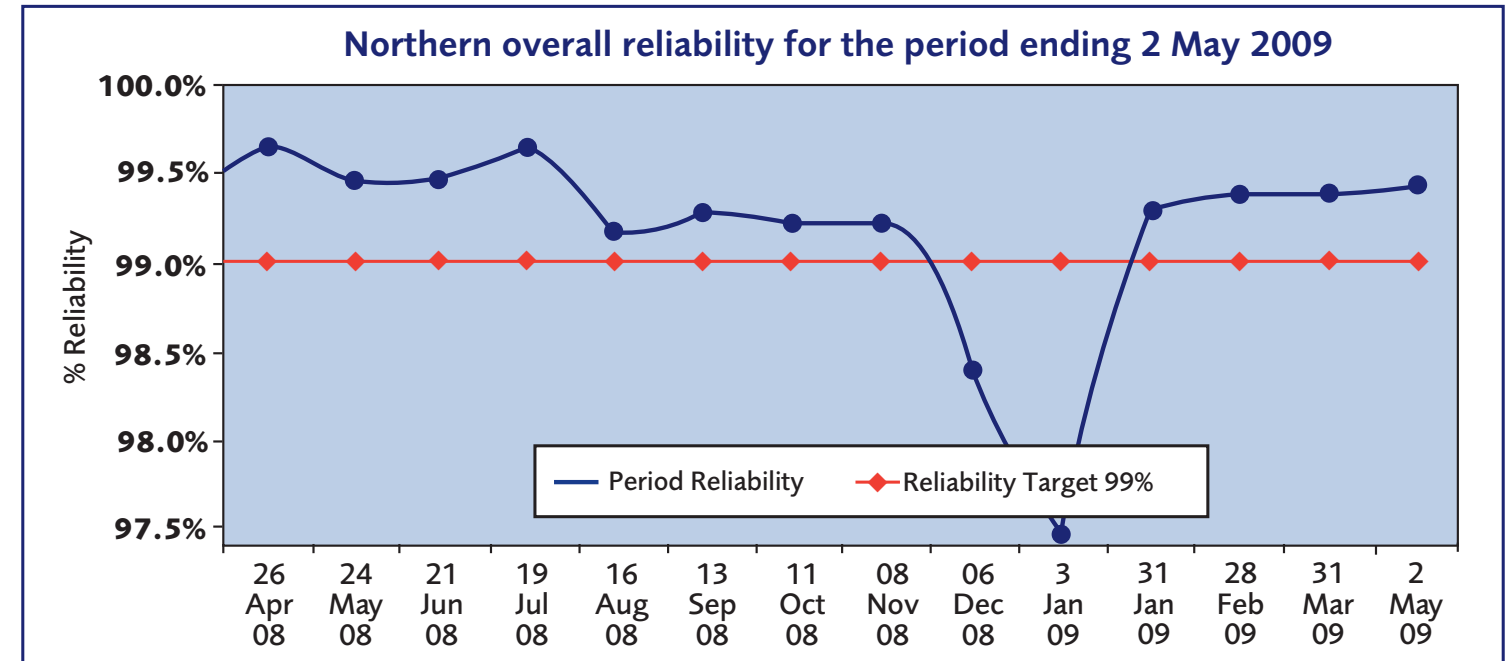
- 13 April at Meadowhall resulting in 22 cancellations between Leeds, Huddersfield and Sheffield.
- 17 April at Chat Moss (between Newton-le-Willows and Eccles) causing 12 cancellations and disruption to services between Liverpool Lime Street and Manchester Piccadilly.
- 20 April at Kirkstall causing 14 cancellations and disruption to services on Leeds North West.

All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 10 May - 6 June 2009 inclusive.

Punctuality



Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	95.1%	92.3%
Merseyrail City Lines	96.5%	93.2%
North Manchester	95.0%	92.0%
South Manchester	96.2%	93.5%
South & East Yorkshire Inter-Urban	96.1%	92.5%
South & East Yorkshire Local	97.9%	93.2%
Tyne, Tees and Wear	97.7%	96.5%
West & North Yorkshire Inter-Urban	96.5%	92.5%
West & North Yorkshire Local	97.2%	94.5%

Service Group	Reliability (4 week period)	Reliability (Annual average)
Lancashire & Cumbria	99.2%	98.8%
Merseyrail City Lines	99.7%	98.7%
North Manchester	99.1%	98.7%
South Manchester	99.6%	99.1%
South & East Yorkshire Inter-Urban	99.3%	99.2%
South & East Yorkshire Local	99.6%	99.4%
Tyne, Tees and Wear	99.6%	99.4%
West & North Yorkshire Inter-Urban	99.7%	99.3%
West & North Yorkshire Local	99.8%	99.6%