

# Four week period ending 25 July 2009.

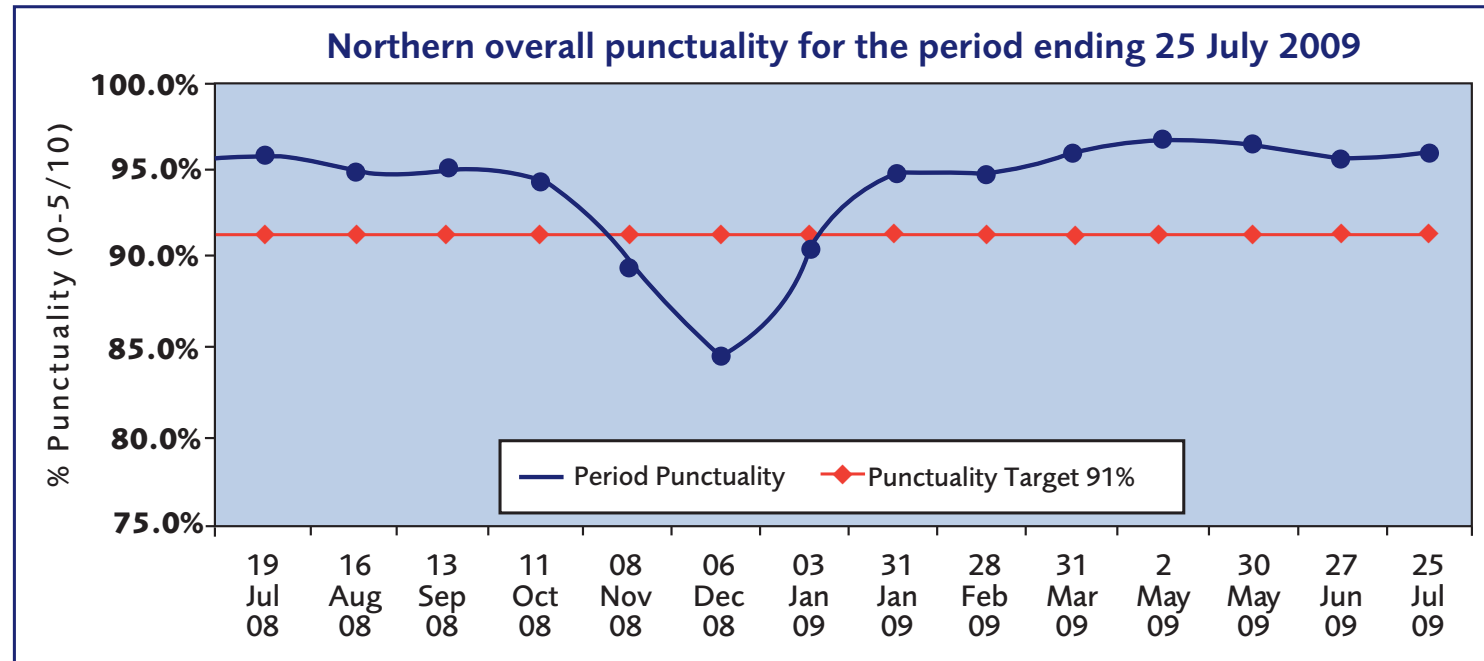
Overall our reliability, the number of trains we ran, was 99.5%. Our punctuality, the number of trains arriving within our Passengers' Charter target was 95.9%.

## Factors affecting performance included

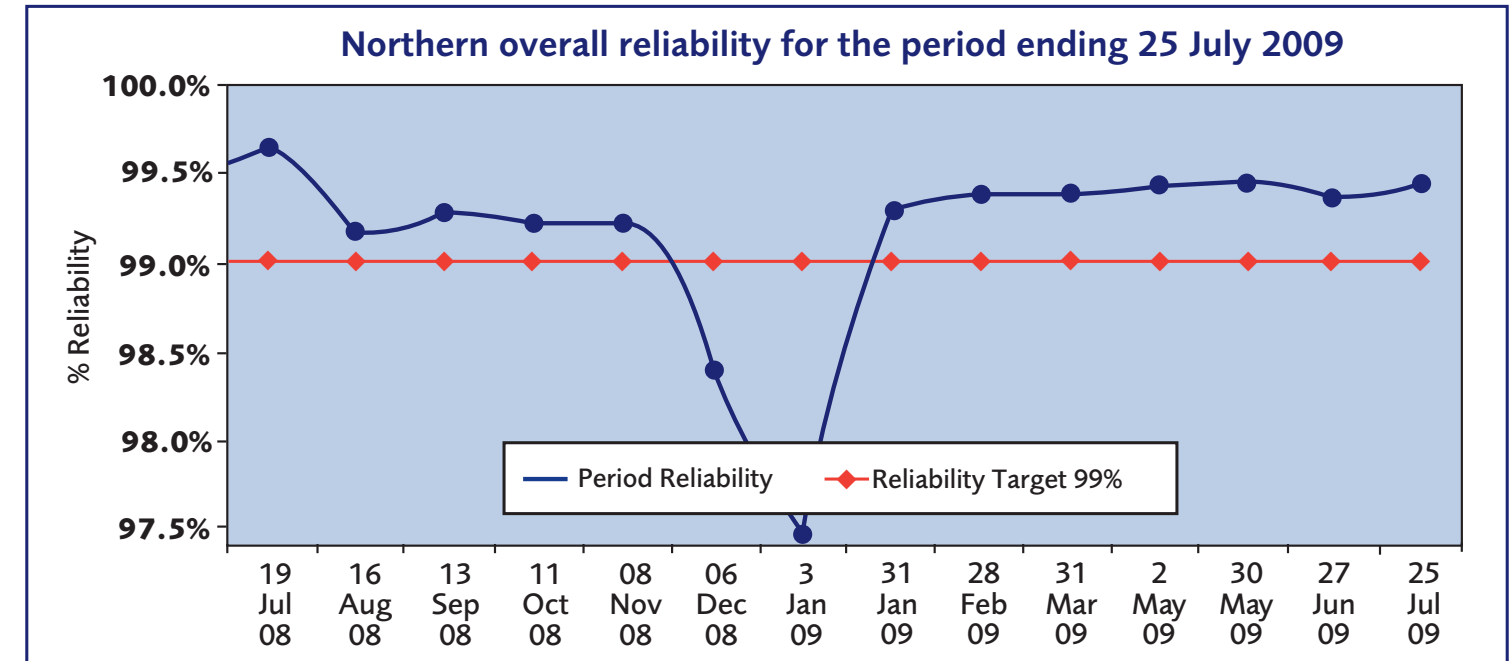
- A track circuit failure at Summit Tunnel, Littleborough on 1 July resulted in 10 cancellations and disruption to morning peak services between Leeds, Rochdale and Manchester Victoria.
- On 3 July an arson attack on signalling equipment at Manchester Victoria caused 74 cancellations and major disruption to morning peak services between Manchester Victoria, Rochdale, Huddersfield and Leeds. Due to the degree of the damage a temporary timetable was implemented extending journey times.
- A track circuit failure at Saltburn on 6 July caused 8 cancellations and disruption to services throughout the evening between Bishop Auckland, Darlington and Middlesbrough.
- On 7 July a landslide caused by flooding at Dove Holes resulted in 18 cancellations and disruption to evening services between Manchester Piccadilly and Buxton.  
Also on this day a track circuit failure at Heald Green caused 8 cancellations and disruption to services between Manchester Piccadilly, Manchester Airport and Crewe.
- On 8 July a bridge strike at Darwen resulted in 15 cancellations and disruption to services between Blackpool Stations, Preston, Manchester Victoria and Clitheroe.  
Also on this day a trespasser on the line at Stockport caused 19 cancellations and disruption to services between Manchester Piccadilly, Buxton, Crewe and Stoke on Trent.
- An infrastructure failure at Wigan Wallgate on 24 July resulted in 53 cancellations and major disruption throughout the day to services between Manchester Stations, Liverpool Lime Street, Kirkby and Southport.

All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 2 August - 29 August 2009 inclusive.

# Punctuality



# Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	<b>95.8%</b>	<b>92.8%</b>
Merseyrail City Lines	<b>96.7%</b>	<b>93.3%</b>
North Manchester	<b>94.8%</b>	<b>92.4%</b>
South Manchester	<b>95.7%</b>	<b>93.3%</b>
South & East Yorkshire Inter-Urban	<b>95.4%</b>	<b>92.8%</b>
South & East Yorkshire Local	<b>96.3%</b>	<b>93.6%</b>
Tyne, Tees and Wear	<b>97.0%</b>	<b>96.6%</b>
West & North Yorkshire Inter-Urban	<b>95.1%</b>	<b>93.0%</b>
West & North Yorkshire Local	<b>96.2%</b>	<b>94.7%</b>

Service Group	Reliability (4 week period)	Reliability (Annual average)
Lancashire & Cumbria	<b>99.7%</b>	<b>98.9%</b>
Merseyrail City Lines	<b>99.2%</b>	<b>98.6%</b>
North Manchester	<b>99.0%</b>	<b>98.7%</b>
South Manchester	<b>99.6%</b>	<b>99.1%</b>
South & East Yorkshire Inter-Urban	<b>99.5%</b>	<b>99.2%</b>
South & East Yorkshire Local	<b>99.4%</b>	<b>99.4%</b>
Tyne, Tees and Wear	<b>99.6%</b>	<b>99.4%</b>
West & North Yorkshire Inter-Urban	<b>99.3%</b>	<b>99.3%</b>
West & North Yorkshire Local	<b>99.7%</b>	<b>99.6%</b>