

# Four week period ending 22 August 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 96.3%.

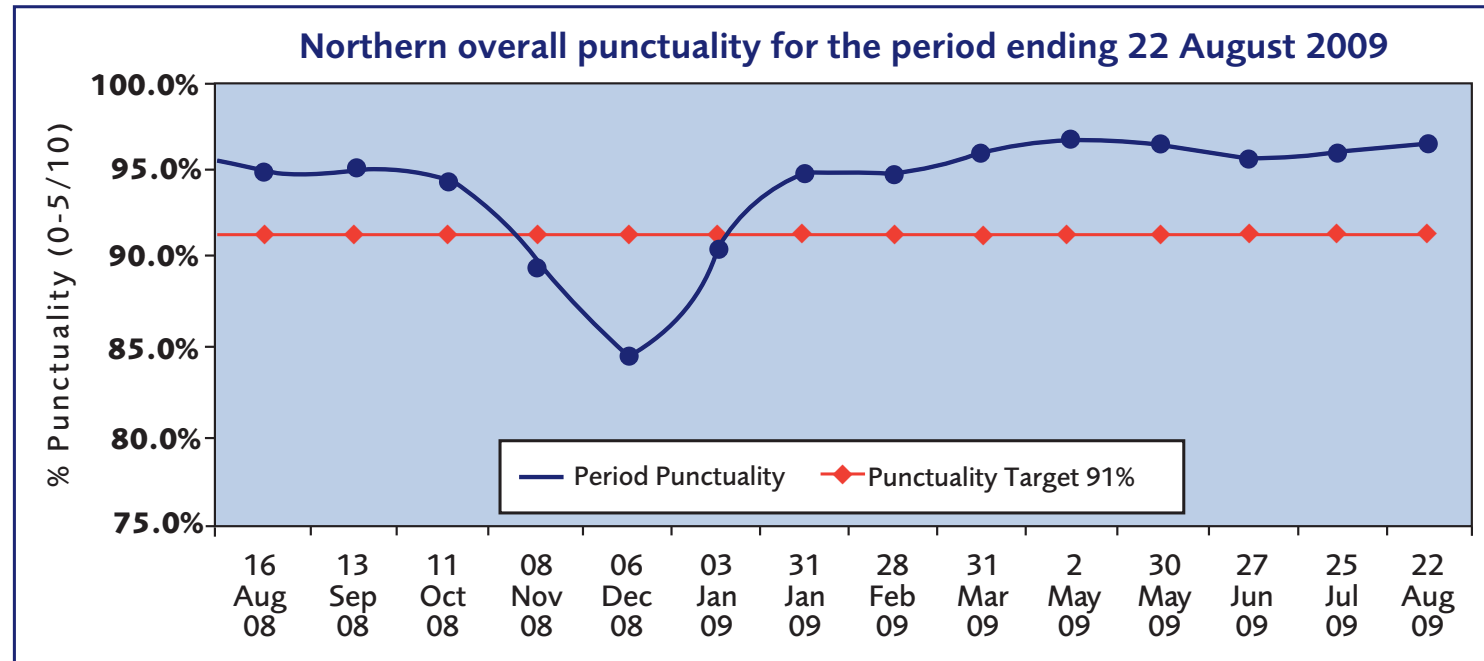
## Factors affecting performance included

We continue to work with Network Rail and British Transport Police to tackle the issue of cable theft, which resulted in 240 cancellations and 4729 minutes delay to Northern services between 26 July and 22 August. Some of the worst incidents included:

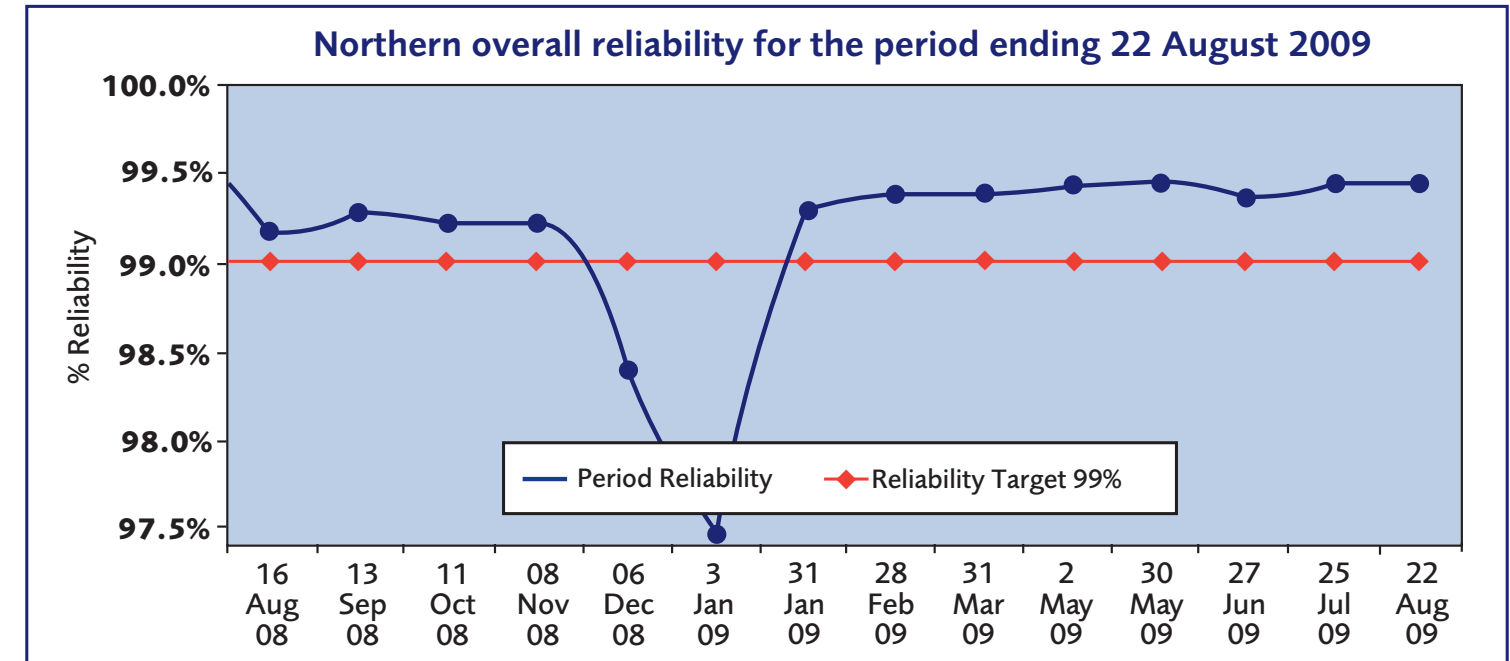
- Cable theft in the Wigan area on 28 July resulting in 137 cancellations and severe disruption to local services between Liverpool, St Helen's, Manchester and Wigan stations, also impacting upon the Liverpool Blackpool corridor.
- On 31 July at Knottingley an early morning cable theft caused 18 cancellations and disruption to services between Leeds, Castleford, Barnsley and Sheffield, later that day a further incident in this area resulted in an additional 19 cancellations to services.
- Cable theft in the Bramley area on 10 August resulted in 22 services being diverted between Leeds and Halifax and affected passengers travelling during the morning peak time at intermediate stations on that line of route.
- On 29 July flooding at Rishton resulted in 11 cancellations and disruption to services between Burnley and Blackburn.
- A trespasser on the line at Keighley on 5 August caused a total of 10 cancellations and disruption to services during the evening rush hour between Leeds, Ilkley, Bradford and Skipton stations.
- An infrastructure failure on 17 August at Bradford Forster Square caused disruption to services between Leeds, Bradford and Shipley.

All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 30 August - 26 September 2009 inclusive.

# Punctuality



# Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	<b>93.8%</b>	<b>92.9%</b>
Merseyrail City Lines	<b>96.5%</b>	<b>93.5%</b>
North Manchester	<b>95.8%</b>	<b>92.6%</b>
South Manchester	<b>96.6%</b>	<b>93.5%</b>
South & East Yorkshire Inter-Urban	<b>95.9%</b>	<b>93.1%</b>
South & East Yorkshire Local	<b>97.0%</b>	<b>93.9%</b>
Tyne, Tees and Wear	<b>98.0%</b>	<b>96.7%</b>
West & North Yorkshire Inter-Urban	<b>96.0%</b>	<b>93.2%</b>
West & North Yorkshire Local	<b>96.8%</b>	<b>94.8%</b>

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