

# Four week period ending 19 September 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%.

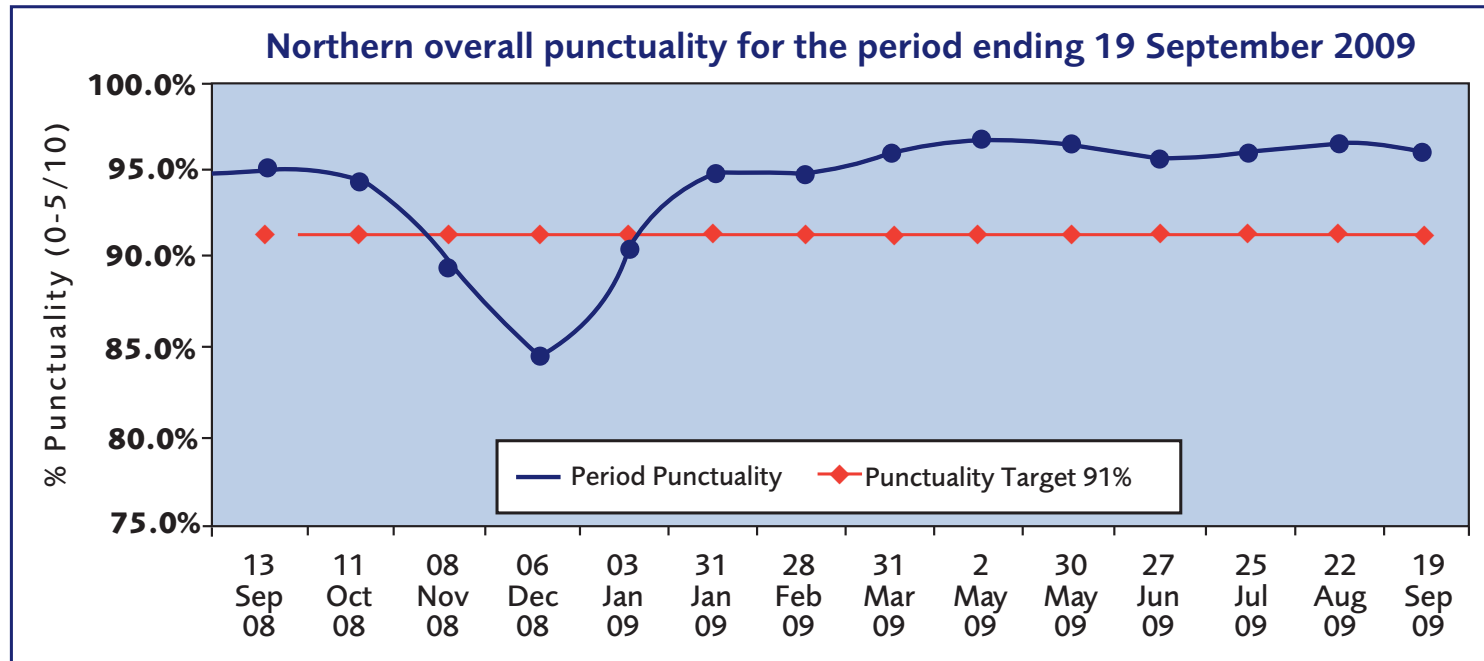
## Factors affecting performance included

We continue to work with Network Rail and British Transport Police to tackle the issue of cable theft, which resulted in 188 cancellations and 6432 minutes delay to Northern services between 23 August and 19 September. Some of the worst incidents included:

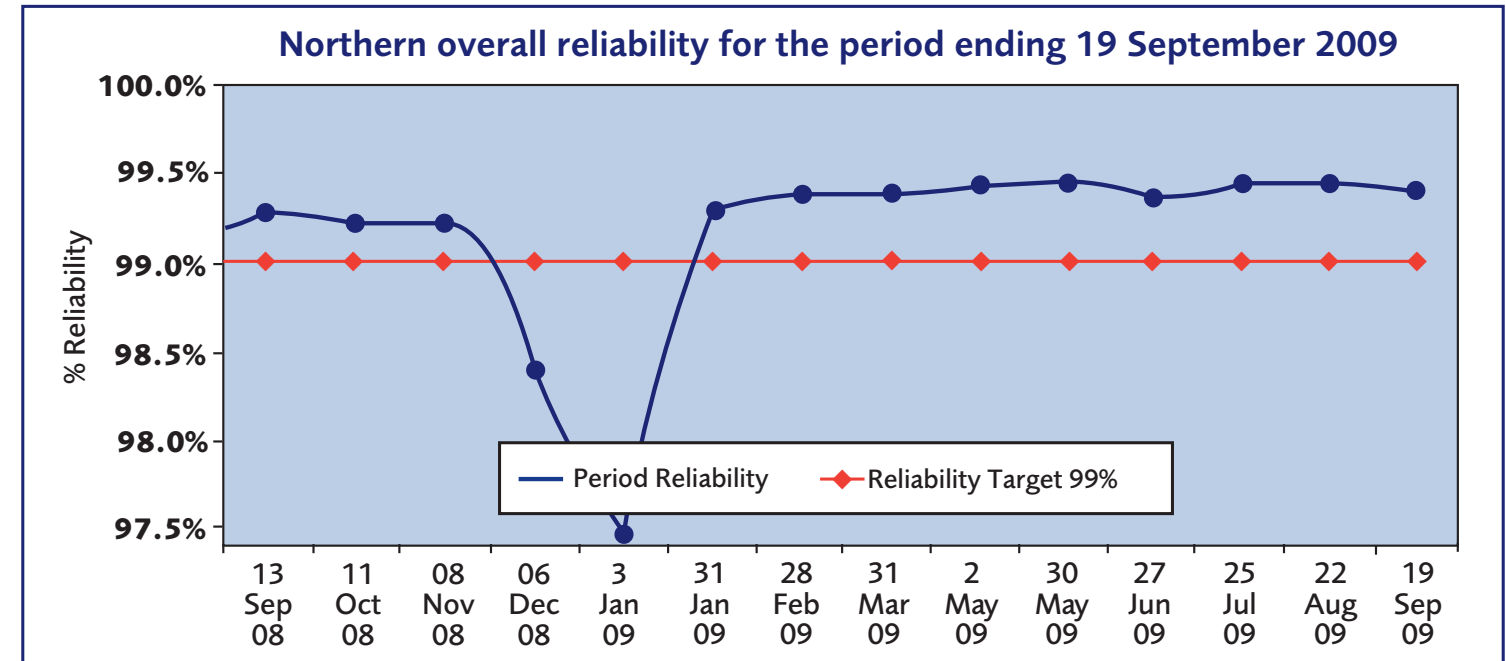
- Cable theft at Hickleton near Thurnscoe on 27 August caused 20 cancellations and severe disruption to services between Leeds, Moorthorpe and Sheffield, also on this day an incident in the Greatham area caused 8 cancellations to services between Nunthorpe, Middlesbrough and Newcastle.
- On 10 September cable theft in two locations at St Helens Junction caused 12 cancellations and disruption to services between Liverpool Lime Street, Manchester and Ellesmere Port during the morning peak.
- On 11 September cable theft at Elsecar resulted in 25 cancellations and disruption to services between Leeds, Moorthorpe and Sheffield in addition to further disruption caused by an infrastructure fault which resulted in 13 cancellations between Meadowhall & Barnsley.
- Cable theft at Wombwell on 15 September resulted in 54 cancellations and severe disruption to local services between Leeds, Sheffield and Nottingham causing delay, cancellations and diversions to services throughout the day. Further disruption was also caused by a separate incident on 18 September causing 45 cancellations.
- On 26 August a technical fault on a Northern service at Driffield resulted in 11 cancellations and disruption to services between Scarborough, Hull and Doncaster during the morning peak.
- A cow on the line at Shaw & Crompton on 28 August caused 13 cancellations and significant disruption to services throughout the day between Manchester Victoria, Rochdale and Leeds.
- On 3 September a tree on the line at Huyton caused 14 cancellations to morning peak services between Liverpool Lime Street, Wigan and Manchester Stations.
- An infrastructure problem at Shipley on 7 September resulted in 12 cancellations and major disruption to the morning peak services between Leeds, Bradford Forster Square, Ilkley and Skipton.
- On 15 September a freight service shed part of its load at Shipley causing infrastructure problems resulting in 13 cancellations and disruption to services throughout the day between Leeds, Bradford Forster Square, Ilkley and Skipton.  
Also on this day a freight service failed outside Leeds Station causing disruption to services and 12 cancellations between Leeds Castleford, Wakefield and Doncaster.

**All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 27 September –24 October 2009 inclusive.**

# Punctuality



# Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	<b>94.5%</b>	<b>92.9%</b>
Merseyrail City Lines	<b>95.5%</b>	<b>93.5%</b>
North Manchester	<b>95.6%</b>	<b>92.7%</b>
South Manchester	<b>96.8%</b>	<b>93.6%</b>
South & East Yorkshire Inter-Urban	<b>94.4%</b>	<b>93.3%</b>
South & East Yorkshire Local	<b>97.1%</b>	<b>94.2%</b>
Tyne, Tees and Wear	<b>97.6%</b>	<b>96.8%</b>
West & North Yorkshire Inter-Urban	<b>96.1%</b>	<b>93.4%</b>
West & North Yorkshire Local	<b>95.6%</b>	<b>94.8%</b>

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