

Four week period ending 9 January 2010.

Overall our reliability, the number of trains we ran, was 98.2%. Our punctuality, the number of trains arriving within our Passengers' Charter target was 90.0%.

Factors affecting performance included

- A shortage of train crew at Liverpool on 15 December resulted in 24 cancellations and disruption to services throughout the day between Liverpool Lime Street, Wigan North Western and Manchester Stations.
- On 18 December an empty Northern service failed leaving the depot outside Leeds causing 22 cancellations and significant disruption to morning peak services between Leeds, Knottingley, Sheffield and Manchester Victoria.
- An infrastructure failure at Shipley on 19 December resulted in 25 cancellations and major disruption to evening peak services on Leeds North West between Leeds, Skipton, Bradford Forster Square and Ilkley.
- A signalling failure outside Newcastle Station on 27 December caused 20 cancellations and disruption throughout the morning to services between Newcastle, Metro Centre, Carlisle and Sunderland.
- On 2 January a signalling failure outside Lancaster Station resulted in 27 cancellations and disruption throughout the evening to services between Lancaster, Carlisle, Preston and Morecambe.
- A freight service caused problems with overhead line equipment at Shipley on 8 January resulting in 35 cancellations and major disruption to morning peak services on Leeds North West between Leeds, Bradford Forster Square, Ilkley, Skipton and Carlisle.

Also on this day a Northern service failed with a power problem at Bingley causing 44 cancellations and significant disruption throughout the evening on the same routes.

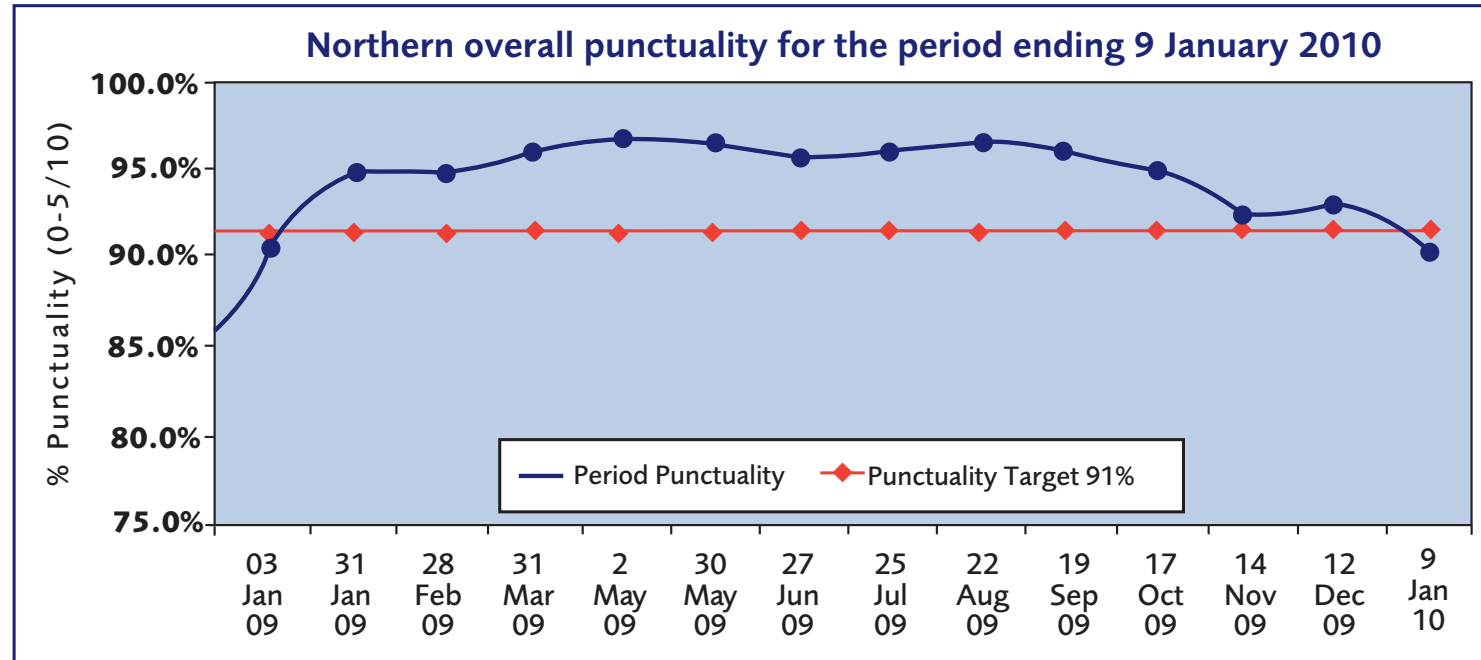
Extreme weather conditions affecting the North of England on 5 – 8 January resulted in a number of significant incidents subjecting Northern services to 441 cancellations and major delay on affected routes. Due to the severity of the weather it was necessary to operate an amended timetable on some routes. Services on the following routes were most affected:

- Hadfield / Glossop – Manchester Piccadilly
- Manchester Stations – Crewe
- Southport - Manchester Stations
- Clitheroe – Manchester Victoria
- Leeds – Manchester Victoria
- Leeds North West – Leeds – Skipton, Ilkley and Bradford Forster Square
- Wigan – Manchester Victoria
- Chathill & Morpeth – Newcastle
- Blackpool South – Colne
- Manchester Stations – Stoke on Trent
- Manchester Airport – Liverpool Lime Street

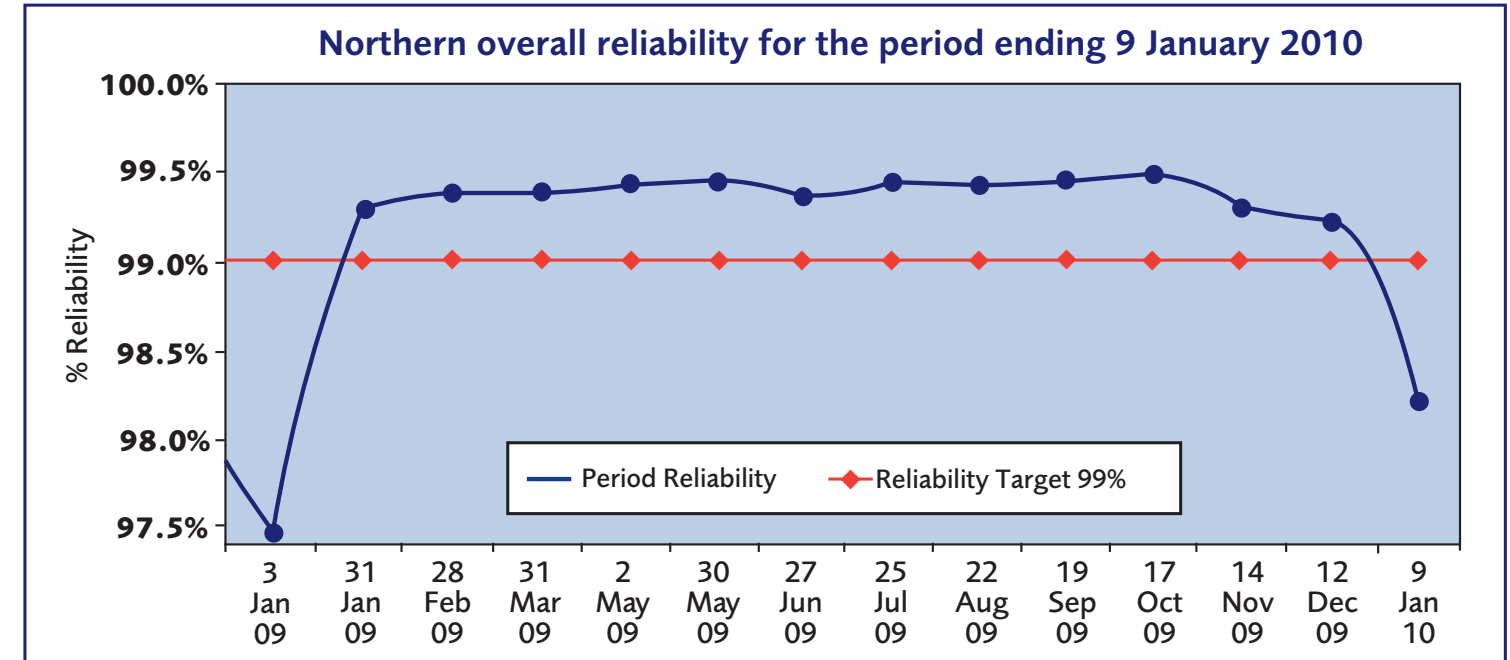
We continue to work with Network Rail and British Transport Police to tackle attacks on signalling equipment, which resulted in 8 cancellations and 2211 minutes delay to Northern services between 13 December and 9 January.

All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 17 January – 13 February 2010 inclusive.

Punctuality



Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	88.5%	93.6%
Merseyrail City Lines	91.7%	94.7%
North Manchester	88.7%	94.2%
South Manchester	91.1%	94.7%
South & East Yorkshire Inter-Urban	90.5%	94.5%
South & East Yorkshire Local	90.4%	95.4%
Tyne, Tees and Wear	90.4%	96.7%
West & North Yorkshire Inter-Urban	88.8%	94.0%
West & North Yorkshire Local	89.6%	94.9%

Service Group	Reliability (4 week period)	Reliability (Annual average)
Lancashire & Cumbria	98.1%	99.2%
Merseyrail City Lines	97.2%	99.1%
North Manchester	98.9%	99.2%
South Manchester	98.6%	99.4%
South & East Yorkshire Inter-Urban	98.5%	99.3%
South & East Yorkshire Local	98.1%	99.3%
Tyne, Tees and Wear	98.4%	99.4%
West & North Yorkshire Inter-Urban	98.1%	99.4%
West & North Yorkshire Local	98.1%	99.5%