

# Four week period ending 6 February 2010.

Overall our reliability, the number of trains we ran, was 99.3%. Our punctuality, the number of trains arriving within our Passengers' Charter target was 94.2%.

## Factors affecting performance included

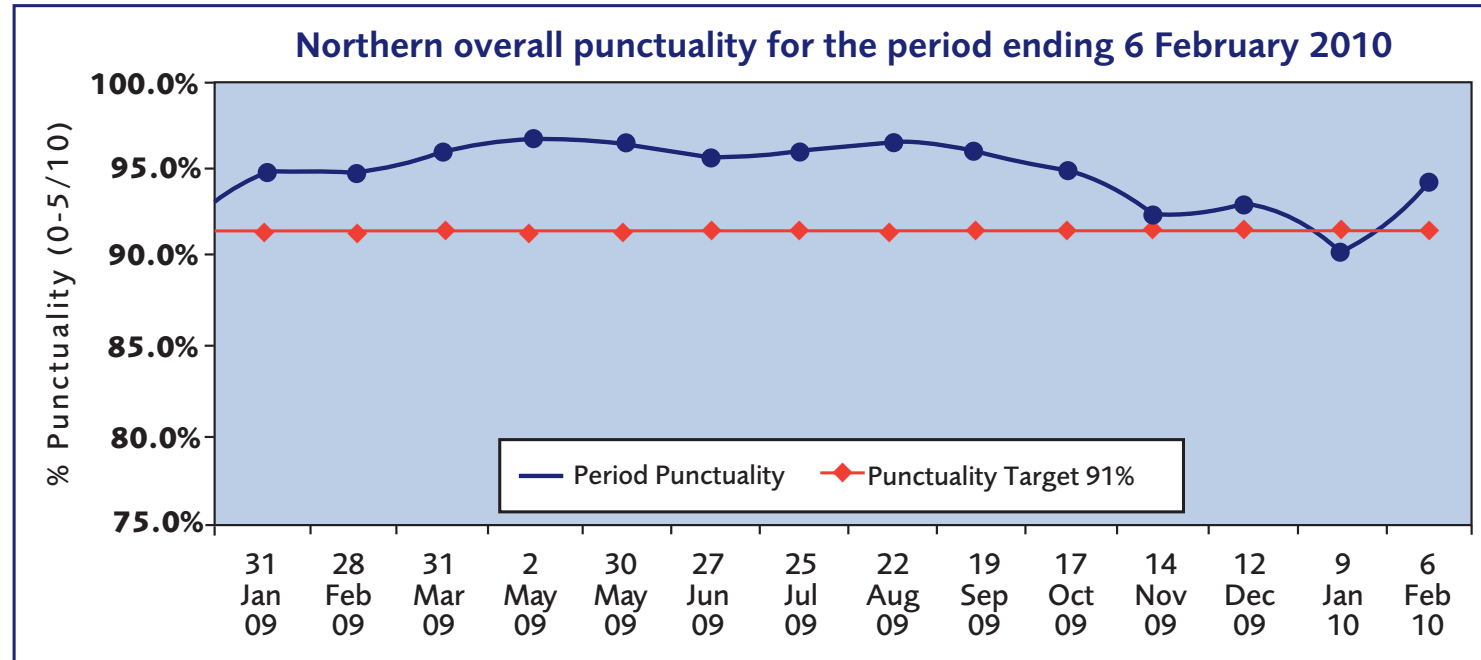
- On 14 January an overhead line problem at Levenshulme resulted in 40 cancellations and severe disruption throughout the evening to services between Manchester Stations, Buxton, Chester, Stoke-on-Trent and Crewe.  
Also on this day a fatality at Outwood caused 7 cancellations and disruption to services between Leeds, Wakefield, Doncaster and Sheffield.
- Water damaged signalling cable near Wakefield Kirkgate on the evening of 15 January resulted in 36 cancellations on 16 January. Due to the extent of the damage, services were unable to run between Wakefield and Knottingley. Road replacement services were in operation until repairs were completed and the line reopened.
- On 18 January over running engineering work at Barnsley caused 21 cancellations and significant disruption to morning peak services between Leeds, Huddersfield, Sheffield and Nottingham.
- A power problem on a Northern train at Steeton and Silsden on 23 January resulted in 21 cancellations and disruption to evening peak services between Leeds, Bradford Forster Square, Ilkley and Skipton.
- On 3 February a fatality at Manchester Piccadilly caused 42 cancellations and widespread disruption to morning peak services between Manchester Stations, Crewe, Stoke-on-Trent, Southport, Chester, Wigan North Western and Liverpool Lime Street.  
Also on this day an air supply fault on a Northern train at Seaton Carew resulted in 8 cancellations and disruption to morning peak services between Hexham, Newcastle and Middlesbrough.

We continue to work with Network Rail and British Transport Police to tackle attacks on signalling equipment, which resulted in 83 cancellations and 3515 minutes delay to Northern services between 10 January and 6 February. Some of the worst incidents included:

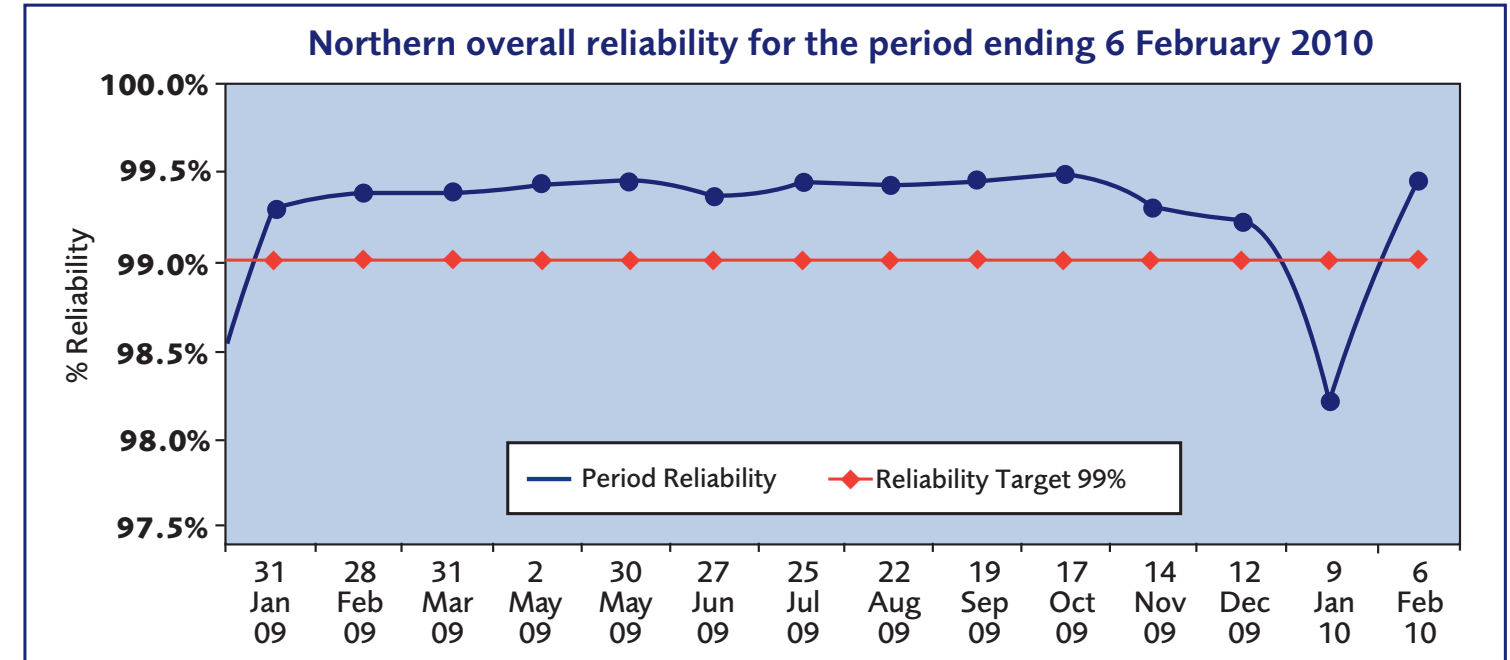
- Cable theft in the Knottingley area on 11 January caused 11 cancellations and disruption to morning peak services between Leeds, Wakefield and Knottingley. Further disruption was also caused by a separate incident on 19 January resulting in 15 cancellations.
- On 16 January cable theft at Astley resulted in 30 cancellations and disruption throughout the morning peak to services between Liverpool Lime Street, Wigan North Western and Manchester Stations.
- Cable theft at Holmes Chapel on 22 January caused 12 cancellations and disruption to morning peak services between Manchester Stations and Crewe.

**All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 14 February – 13 March 2010 inclusive.**

# Punctuality



# Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	<b>94.4%</b>	<b>93.5%</b>
Merseyrail City Lines	<b>95.1%</b>	<b>94.8%</b>
North Manchester	<b>93.1%</b>	<b>94.3%</b>
South Manchester	<b>92.9%</b>	<b>94.6%</b>
South & East Yorkshire Inter-Urban	<b>94.5%</b>	<b>94.5%</b>
South & East Yorkshire Local	<b>93.8%</b>	<b>95.2%</b>
Tyne, Tees and Wear	<b>96.3%</b>	<b>96.6%</b>
West & North Yorkshire Inter-Urban	<b>94.2%</b>	<b>94.1%</b>
West & North Yorkshire Local	<b>94.6%</b>	<b>94.9%</b>

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