

Four week period ending 31 March 2010.

Overall our reliability, the number of trains we ran, was 99.4%. Our punctuality, the number of trains arriving within our Passengers' Charter target was 96.2%.

Factors affecting performance included

- On 20 March a fatality at Meadowhall resulted in 49 cancellations and severe disruption throughout the evening peak to services between Leeds, Huddersfield, Sheffield, Doncaster, Nottingham and Hull.
- A Northern service experiencing electrical problems on 22 March at Bingley caused 27 cancellations and significant disruption to morning peak services between Leeds, Bradford Forster Square, Ilkley and Skipton.
- On 26 March vandals set fire to signalling cables near Dewsbury causing 29 cancellations and major disruption throughout the day to services between Leeds, Huddersfield and Manchester Victoria.
- An electrical fault on a Northern service at Bingley on 29 March resulted in 48 cancellations and major disruption to morning peak services between Leeds, Bradford Forster Square, Ilkley and Skipton.

Also on this day, a power failure outside Stockport caused 34 cancellations and severe disruption to morning peak services on 30 March between Manchester Stations, Sheffield, Crewe, Buxton and Stoke on Trent. Due to the extent of the outage it was necessary to run an amended timetable until repairs were carried out.

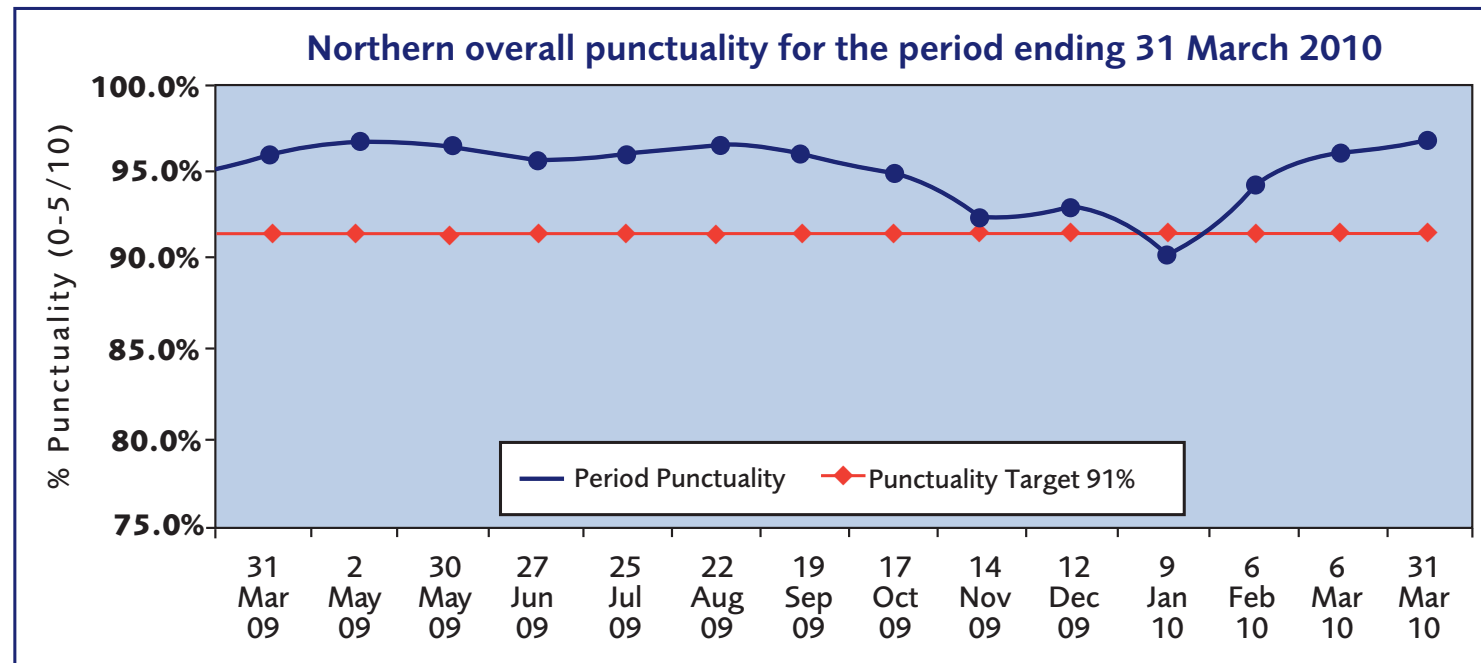
- On 31 March severe flooding in the Stocksfield area resulted in 21 cancellations and significant disruption throughout the day to services between Middlesbrough, Nunthorpe, Newcastle, Hexham and Carlisle.

We continue to work with Network Rail and British Transport Police to tackle attacks on signalling equipment, which resulted in 90 cancellations and 4337 minutes delay to Northern services between 7 March and 31 March. Some of the worst incidents included:

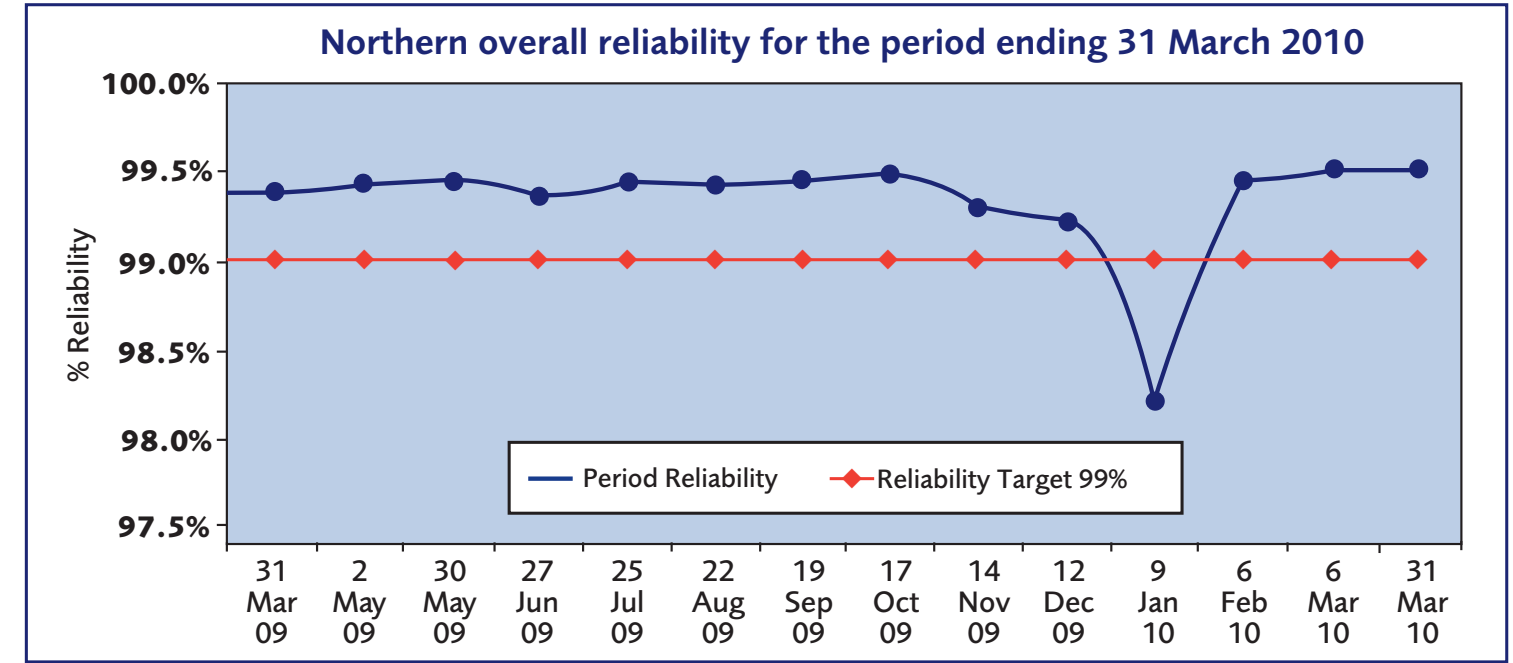
- Cable theft at Pontefract Monkhill on 23 March caused 14 cancellations and severe disruption to evening services between Leeds, Wakefield Stations, Castleford and Knottingley.
- On 27 March cable theft near Langley Mill resulted in 15 cancellations and disruption throughout the day to services between Leeds, Sheffield and Nottingham.
- Cable theft near Burnley Manchester Road on 31 March caused 23 cancellations and major disruption to morning peak services between Blackpool Stations, Preston, Colne, Leeds and York.

All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 11 April – 8 May 2010 inclusive.

Punctuality



Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	95.2%	93.6%
Merseyrail City Lines	96.3%	94.9%
North Manchester	95.9%	94.4%
South Manchester	97.1%	94.8%
South & East Yorkshire Inter-Urban	94.9%	94.5%
South & East Yorkshire Local	96.7%	95.5%
Tyne, Tees and Wear	97.7%	96.6%
West & North Yorkshire Inter-Urban	96.2%	94.1%
West & North Yorkshire Local	95.8%	94.8%

Service Group	Reliability (4 week period)	Reliability (Annual average)
Lancashire & Cumbria	99.3%	99.3%
Merseyrail City Lines	99.7%	99.2%
North Manchester	99.6%	99.3%
South Manchester	99.2%	99.4%
South & East Yorkshire Inter-Urban	99.4%	99.3%
South & East Yorkshire Local	99.8%	99.3%
Tyne, Tees and Wear	99.5%	99.4%
West & North Yorkshire Inter-Urban	99.7%	99.4%
West & North Yorkshire Local	99.2%	99.4%