

How Northern's trains have run for the 4 weeks up to 29 May 2010

Northern operated **58943** train services, of these **56448** of them were on time.*

Unfortunately things don't always go to plan. The following incidents caused **significant delay and cancellation**

- 17 May - Cable Theft - Grangetown (Darlington/Middlesbrough)
- 19 May - East Coast Train struck object - Cononley
- 19 May - Cable Theft - Hessle
- 21 May - Signalling Failure - Batley (Leeds/Huddersfield)
- 22 May - TransPennine Express Failure - Manchester Oxford Road

NO
Season Ticket Discounts
apply between:
Sunday 6 June 2010
Saturday 3 July 2010
All our Service Groups
exceed the levels
required

We continue to work with Network Rail and British Transport Police to tackle attacks on signalling equipment, which resulted in 105 cancellations and 5033 minutes delay this period.

Service Group	Trains within Charter/Punctual		Trains ran/not cancelled	
	4 Weekly	Yearly	4 Weekly	Yearly
Lancashire & Cumbria	95.9%	93.6%	99.5%	99.3%
Merseyrail City Lines	96.4%	94.9%	99.3%	99.2%
North Manchester	95.0%	94.2%	99.5%	99.4%
South Manchester	97.4%	95.0%	99.5%	99.4%
South & East Yorkshire Inter-Urban	96.2%	94.4%	99.8%	99.4%
South & East Yorkshire Local	97.3%	95.6%	99.4%	99.3%
Tyne Tees & Wear	96.8%	96.5%	99.6%	99.4%
West & North Yorkshire Inter-Urban	94.7%	93.9%	99.7%	99.4%
West & North Yorkshire Local	96.2%	94.7%	99.5%	99.4%

Incidents outside of Northern or Network Rail control are excluded from the above figures.

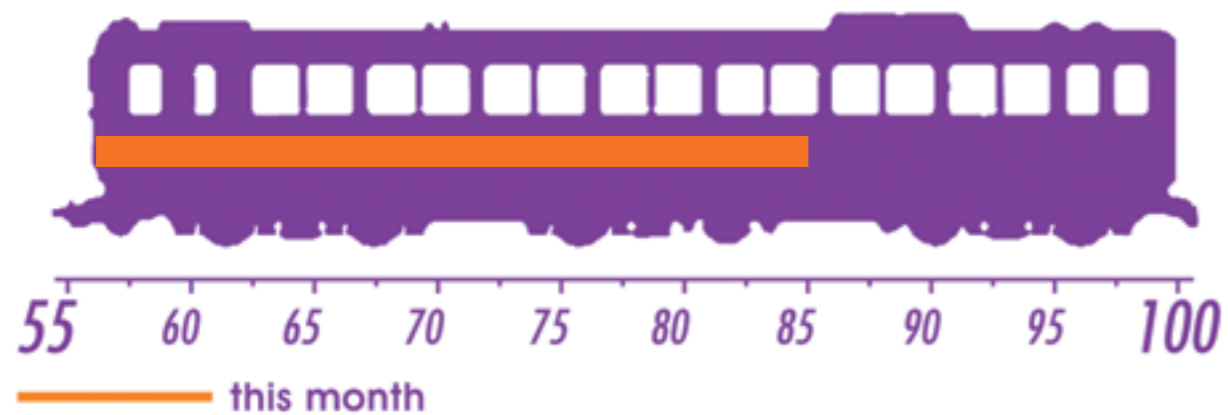
* The number of trains arriving within 5 or 10 minutes of the time shown in our timetables as detailed in our charter.

The quality of Northern's trains and stations for the 4 weeks up to 29 May 2010

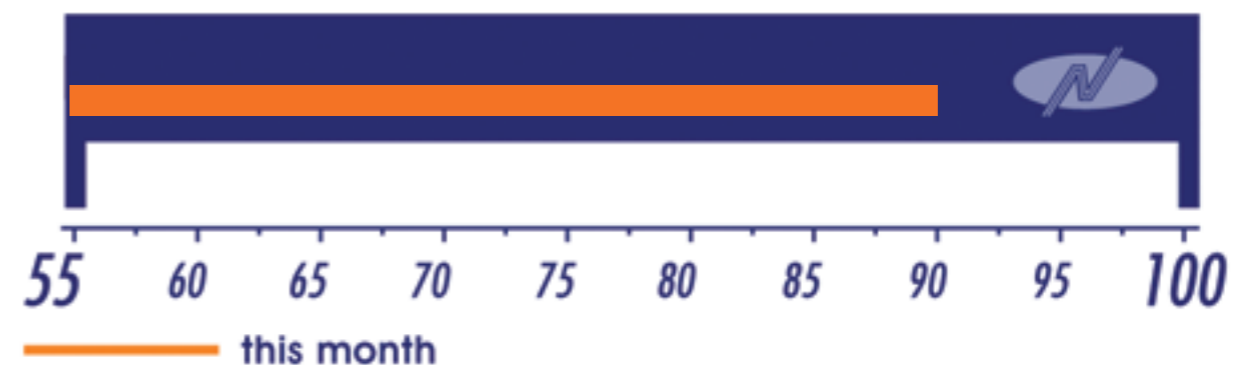
Northern doesn't just measure its train running performance. We will also tell you the results of our Service Quality Audits which we undertake in conjunction with the Passenger Transport Executives. This is a regular measure of the standards that Northern's customers expect on trains, on stations or in ticket offices every day. This covers such things as information provision, posters and signage, interior and exterior cleanliness, announcements, information screens, washrooms and shelters. We will also tell you how many customer contacts we have received.

These figures are grouped into geographical areas and are reported as a percentage.

Train presentation %



Station presentation %



Performance Monitoring Unit (PMU's)	Service Quality	
	Trains	Stations
Lancashire & Cumbria	83.9%	89.9%
Manchester & Liverpool	81.9%	87.7%
South & East Yorkshire	88.4%	93.3%
Tyne Tees & Wear	84.5%	92.8%
West & North Yorkshire	84.1%	84.2%

Customer contacts for the period
This year: 1735
Last year: 1522