

Four week period ending 8 November 2008.

Overall our reliability, the number of trains we ran, was 99.2%. Our punctuality, the number of trains arriving within our Passengers' Charter target was 88.4%.

Factors affecting performance included

- On 16 October cables were damaged at New Hey, near Shaw station resulting in 34 cancellations and disruption throughout the day to services between Manchester Victoria and Rochdale.
- A signalling failure at Preston on 22 October caused 28 cancellations and significant disruption to evening peak services between Blackpool, Preston, Manchester, Liverpool, Ormskirk, Colne and York. A temporary timetable and road replacement services were implemented, where possible, whilst repairs were carried out.
- On 28 October a track circuit failure at platform 14 at Manchester Piccadilly station resulted in 25 cancellations and disruption to evening peak services into Manchester Piccadilly.
- A signalling failure at Skipton Station on 1 November caused significant disruption to evening peak services on Leeds North West routes resulting in 25 cancellations to services between Leeds, Bradford Forster Square, Ilkley, Skipton, Carlisle and Morecambe.
- On 3 November power lines fell onto the railway at Grangetown near Redcar. This caused 20 cancellations and major disruption to evening peak services between Saltburn, Darlington and Bishop Auckland. Services between Middlesbrough and Saltburn were suspended whilst National Grid engineers removed the power lines from the railway and Network Rail carried out repairs.
- Cable theft continues to have a dramatic affect on industry performance, this period the impact has been 87 cancellations and 6957 minutes delay to Northern services. The worst incidents were:
 - ✦ A cable theft at Denaby on 13 October resulted in 13 cancellations and disruption to morning peak services between Hull, Doncaster and Sheffield.
 - ✦ On 14 October a signalling failure caused by vandalism at Bromley Cross resulted in 26 cancellations and disruption to services between Manchester and Clitheroe.
 - ✦ A cable theft at Methley Junction, near Woodlesford resulted in 12 cancellations and disruption to late night services between Leeds, Wakefield, Knottingley and Sheffield.

Road replacement services and amended timetables were implemented where possible whilst repairs were carried out.

During autumn it is necessary for Northern Rail to introduce amended timetables on some routes. When leaves fall onto rails they form a Teflon type coating and that reduces the ability of a train to grip the rail and essentially makes it quite slippery.

As part of the autumn timetable, which runs until 13 December a number of Northern Rail services have been scheduled to take a few minutes longer, enabling trains additional time in areas where problems have occurred in the past.

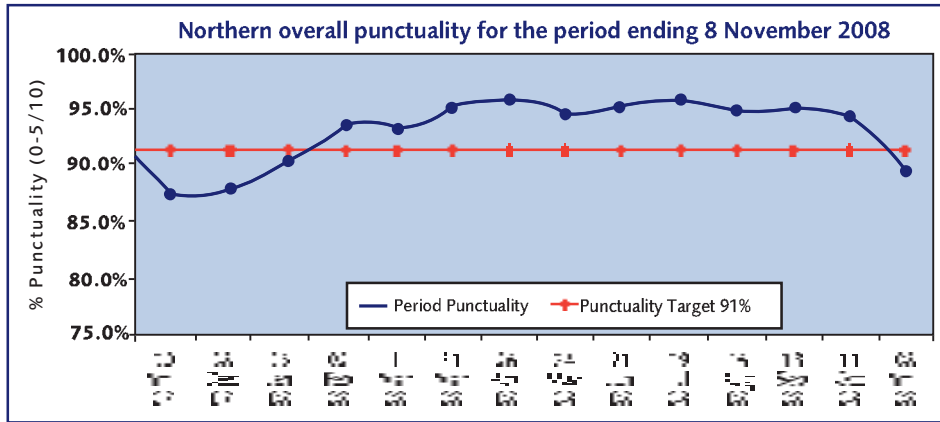
We apologise to all customers who have experienced delays and cancellations as a result of the autumn conditions, this period the following routes have been affected:

- ✦ Leeds - Skipton
- ✦ Blackpool – Preston – Colne
- ✦ Manchester Piccadilly – Chester
- ✦ Manchester Piccadilly – Preston
- ✦ Sheffield - Huddersfield

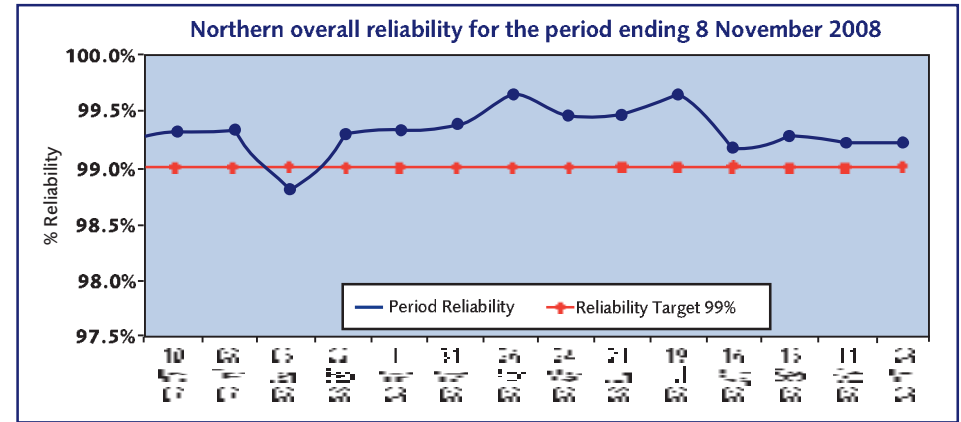
Network Rail and Northern continue working together to minimise the affect of leaf fall on passenger journeys.

All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 16 November - 13 December 2008 inclusive.

Punctuality



Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	86.9%	91.3%
Merseyrail City Lines	88.6%	93.6%
North Manchester	88.7%	92.7%
South Manchester	87.7%	93.6%
South & East Yorkshire Inter-Urban	84.9%	90.9%
South & East Yorkshire Local	85.3%	93.2%
Tyne, Tees and Wear	94.7%	96.0%
West & North Yorkshire Inter-Urban	85.7%	92.2%
West & North Yorkshire Local	90.3%	94.2%

Service Group	Reliability (4 week period)	Reliability (Annual average)
Lancashire & Cumbria	99.0%	99.3%
Merseyrail City Lines	99.0%	99.1%
North Manchester	98.6%	99.1%
South Manchester	99.2%	99.3%
South & East Yorkshire Inter-Urban	99.5%	99.2%
South & East Yorkshire Local	99.5%	99.5%
Tyne, Tees and Wear	99.3%	99.3%
West & North Yorkshire Inter-Urban	99.01%	99.3%
West & North Yorkshire Local	99.6%	99.5%