

Four week period ending 31 January 2009.

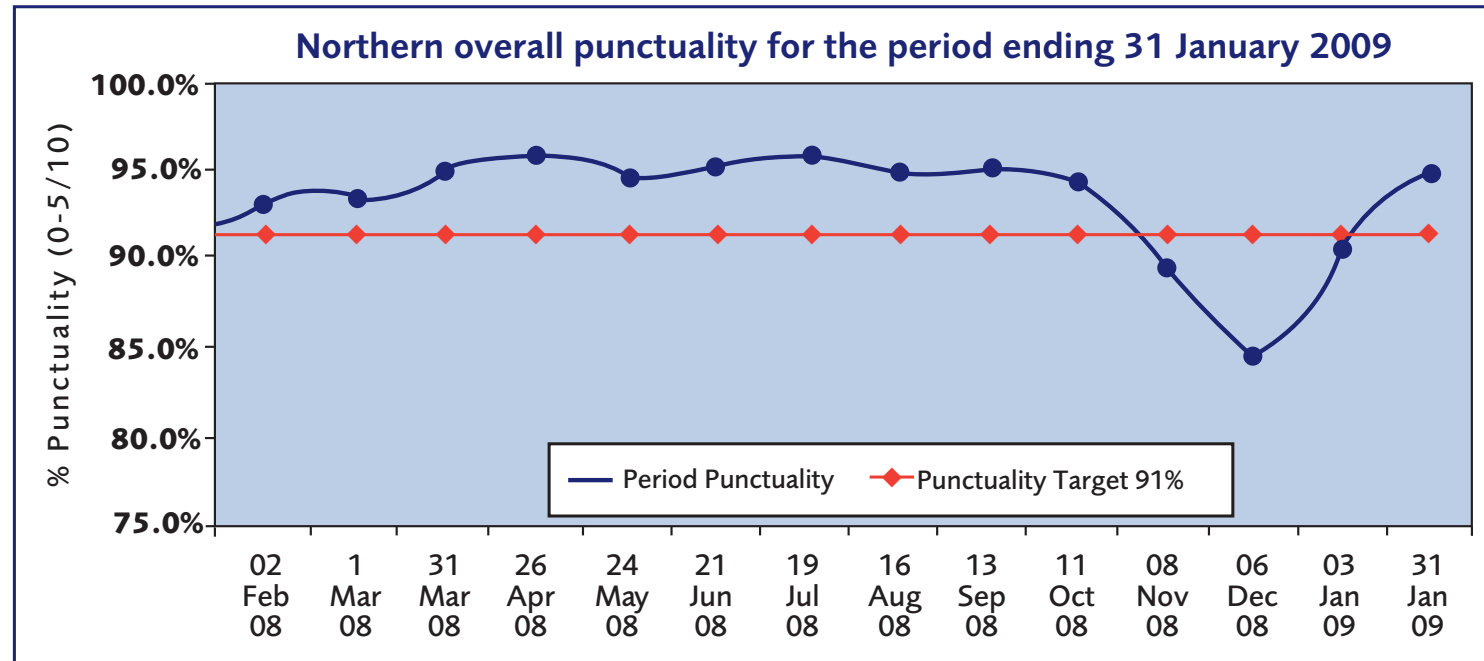
Overall our reliability, the number of trains we ran, was 99.2%. Our punctuality, the number of trains arriving within our Passengers' Charter target was 94.6%.

Factors affecting performance included

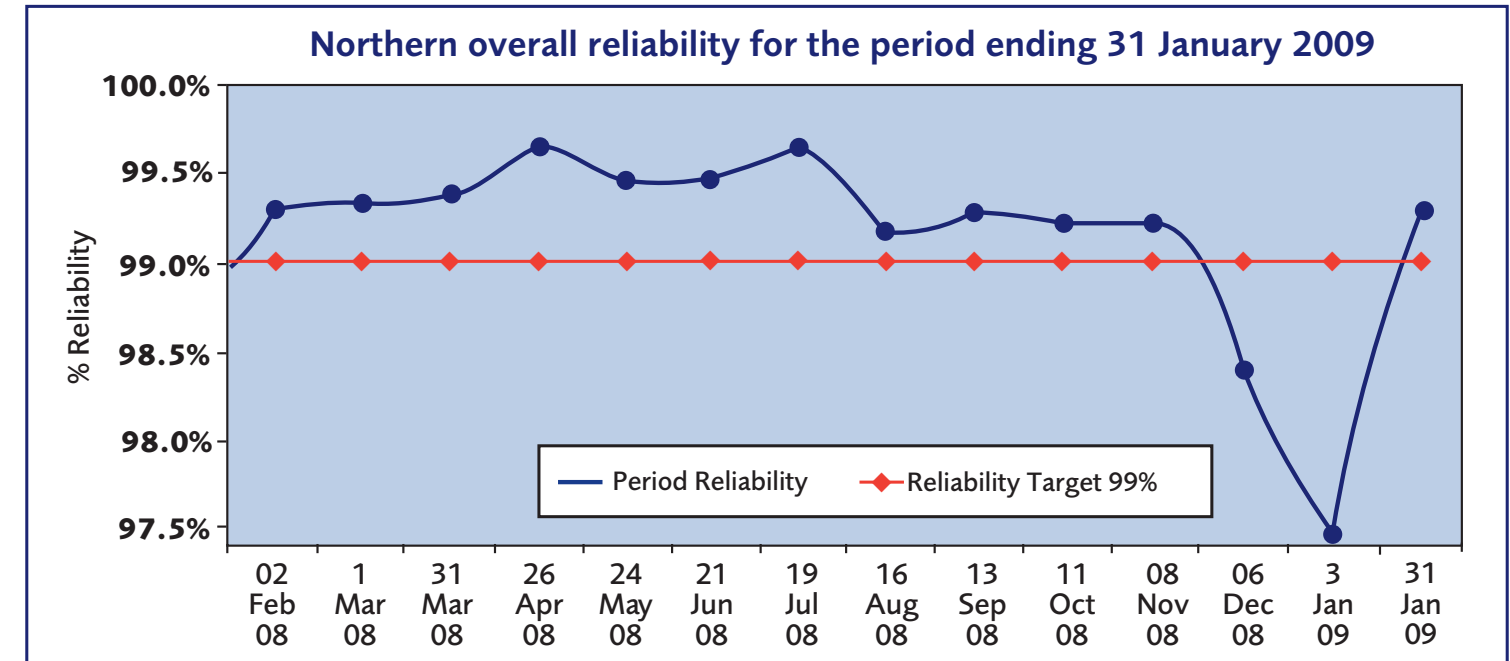
- A tractor damaged a level crossing at New Lane on 5 January. This resulted in 21 cancellations and disruption to services between Manchester Stations and Southport throughout the day.
- On 12 January a Northern service developed engine problems at St Helens Junction after striking debris on the line, causing 5 cancellations and significant disruption to morning peak services between Liverpool, Manchester Airport and Preston.
- A Northern service developed a coupling fault at Mytholmroyd on 19 January resulting in 7 cancellations and major disruption to morning peak services on the Caldervally.
- On 24 January a power failure affecting signalling equipment at Earlestown caused 20 cancellations and disruption to services between Stalybridge, Manchester Stations and Liverpool.
- A failed freight service at Shipley on 28 January resulted in 16 cancellations and major disruption to morning peak services between Leeds, Bradford Forster Square, Ilkley and Skipton.
Also on this day a fatality at Chapeltown, South Yorkshire caused 21 cancellations and serious disruption to morning peak services between Leeds, Huddersfield, Sheffield and Nottingham.
- On 29 January an infrastructure failure at Thorpes Bridge, on the Oldham Loop resulted in 16 cancellations and disruption to evening peak services between Manchester Victoria and Rochdale.
- An external power supply failure on Leeds North West on 31 January caused 16 cancellations and serious disruption to morning peak services between Leeds, Bradford Forster Square, Ilkley and Skipton.
- Cable theft continues to have a significant impact on Northern services performance, this period there has been 95 cancellations and 3422 minutes delay.
The worst incidents were on 16 January at Clifton, near Salford resulting in 42 cancellations on 23 January at Hollinwood causing 26 cancellations and disruption to services on the Oldham Loop, Rochdale, Wigan Wallgate and Manchester Stations.

All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 8 February - 7 March 2009 inclusive.

Punctuality



Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	94.8%	91.5%
Merseyrail City Lines	94.1%	93.0%
North Manchester	92.2%	92.0%
South Manchester	94.5%	93.5%
South & East Yorkshire Inter-Urban	94.8%	91.7%
South & East Yorkshire Local	96.4%	92.9%
Tyne, Tees and Wear	97.3%	96.2%
West & North Yorkshire Inter-Urban	93.4%	92.1%
West & North Yorkshire Local	95.0%	94.1%

Service Group	Reliability (4 week period)	Reliability (Annual average)
Lancashire & Cumbria	99.2%	98.9%
Merseyrail City Lines	98.9%	98.6%
North Manchester	98.7%	98.7%
South Manchester	99.0%	99.1%
South & East Yorkshire Inter-Urban	99.5%	99.2%
South & East Yorkshire Local	99.6%	99.4%
Tyne, Tees and Wear	99.5%	99.3%
West & North Yorkshire Inter-Urban	99.4%	99.2%
West & North Yorkshire Local	99.5%	99.5%