

Four week period ending 31 March 2009.

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 95.9%.

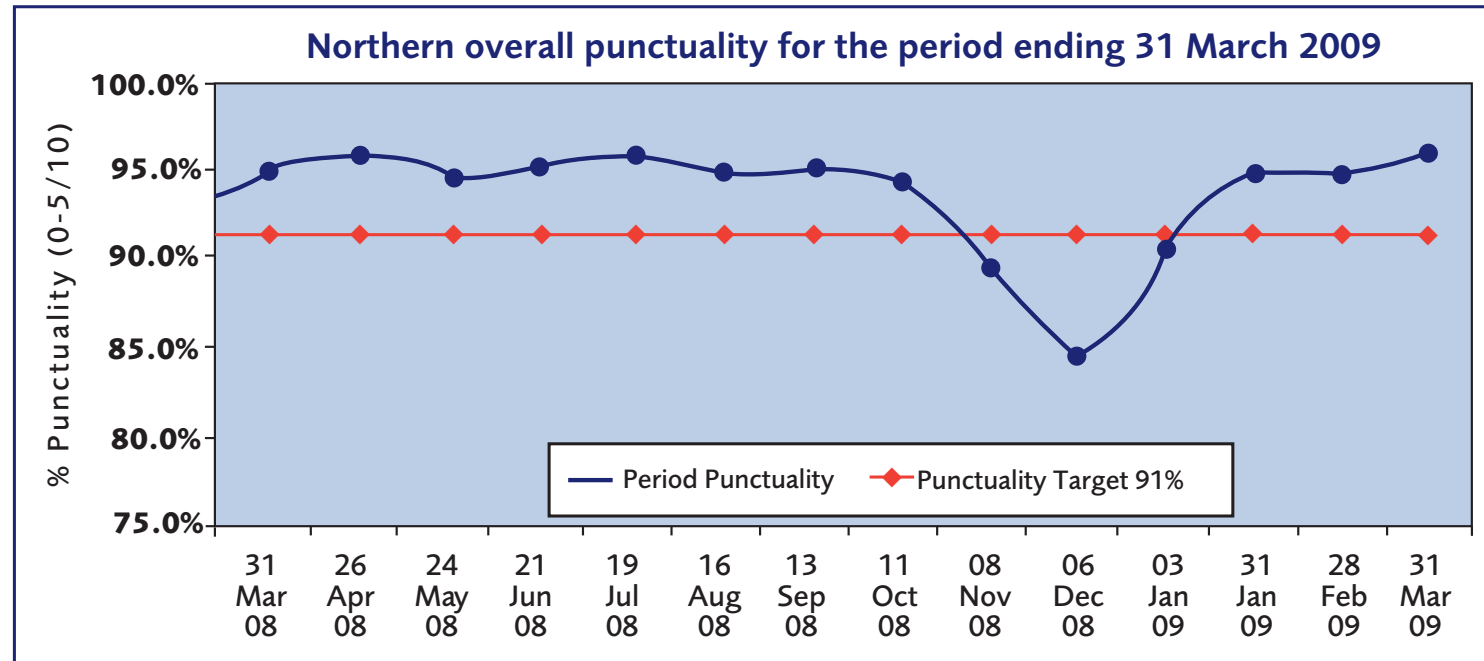
Factors affecting performance included

- A points failure at Heald Green on 4 March resulted in 29 cancellations and disruption to morning peak service between Manchester Piccadilly, Manchester Airport and Crewe.
- On 12 March a major power failure affecting signalling equipment in the Preston area caused 84 cancellations and widespread disruption to all operator's services throughout the day.
An amended timetable and road replacement services were in operation until repairs were carried out and power restored.
- A fatality at Salwick on 13 March resulted in 24 cancellations and disruption to morning peak services between Blackpool Stations and Preston.
- On 16 March an infrastructure fault at Wombwell caused 16 cancellations and disruption to services between Leeds, Huddersfield and Sheffield.
Also on this day, a signalling problem at Wakefield Kirkgate resulted in 12 cancellations and disruption to evening services between Leeds, Wakefield, Sheffield and Nottingham.
- A points failure at Salford Crescent on 19 March caused 25 cancellations and disruption to services between Manchester Stations, Wigan Wallgate, Southport and Clitheroe.
- On 20 March infrastructure problems to the east of Leeds Station resulted in 25 cancellations and major disruption to morning peak services leaving Leeds as empty services were unable to leave the depot.
The worst affected routes were:
 - Leeds – York via Harrogate
 - Selby – Leeds - Manchester Victoria
 - Leeds – Knottingley
 - Leeds – Sheffield - Nottingham

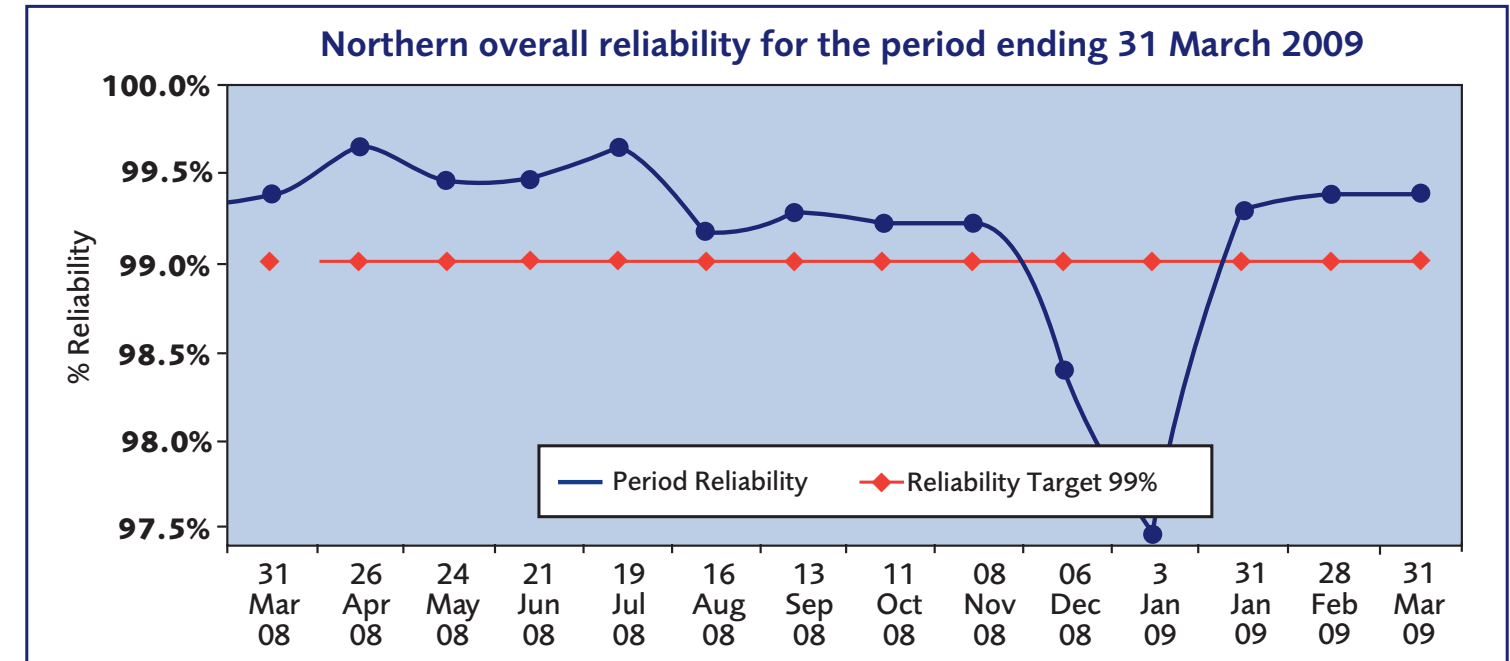
Cable theft continues to have a significant impact on Northern services performance, this period there has been 73 cancellations and 2384 minutes delay. The worst affected locations were Rotherham Central and Clifton, reoccurring cable thefts caused major disruption to peak service between Sheffield and Leeds, also Southport, Wigan Wallgate and Manchester Victoria.

All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 5 April - 9 May 2009 inclusive.

Punctuality



Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	94.8%	92.1%
Merseyrail City Lines	96.1%	93.1%
North Manchester	95.0%	92.0%
South Manchester	95.9%	93.4%
South & East Yorkshire Inter-Urban	96.1%	92.1%
South & East Yorkshire Local	95.6%	92.9%
Tyne, Tees and Wear	98.0%	96.4%
West & North Yorkshire Inter-Urban	95.5%	92.4%
West & North Yorkshire Local	96.5%	94.4%

Service Group	Reliability (4 week period)	Reliability (Annual average)
Lancashire & Cumbria	98.8%	98.9%
Merseyrail City Lines	99.4%	98.7%
North Manchester	99.3%	98.7%
South Manchester	99.5%	99.1%
South & East Yorkshire Inter-Urban	99.5%	99.2%
South & East Yorkshire Local	99.5%	99.4%
Tyne, Tees and Wear	99.6%	99.4%
West & North Yorkshire Inter-Urban	99.3%	99.2%
West & North Yorkshire Local	99.7%	99.6%