

Four week period ending 14 November 2009.

Overall our reliability, the number of trains we ran, was 92.2%. Our punctuality, the number of trains arriving within our Passengers' Charter target was 91.1%.

Factors affecting performance included

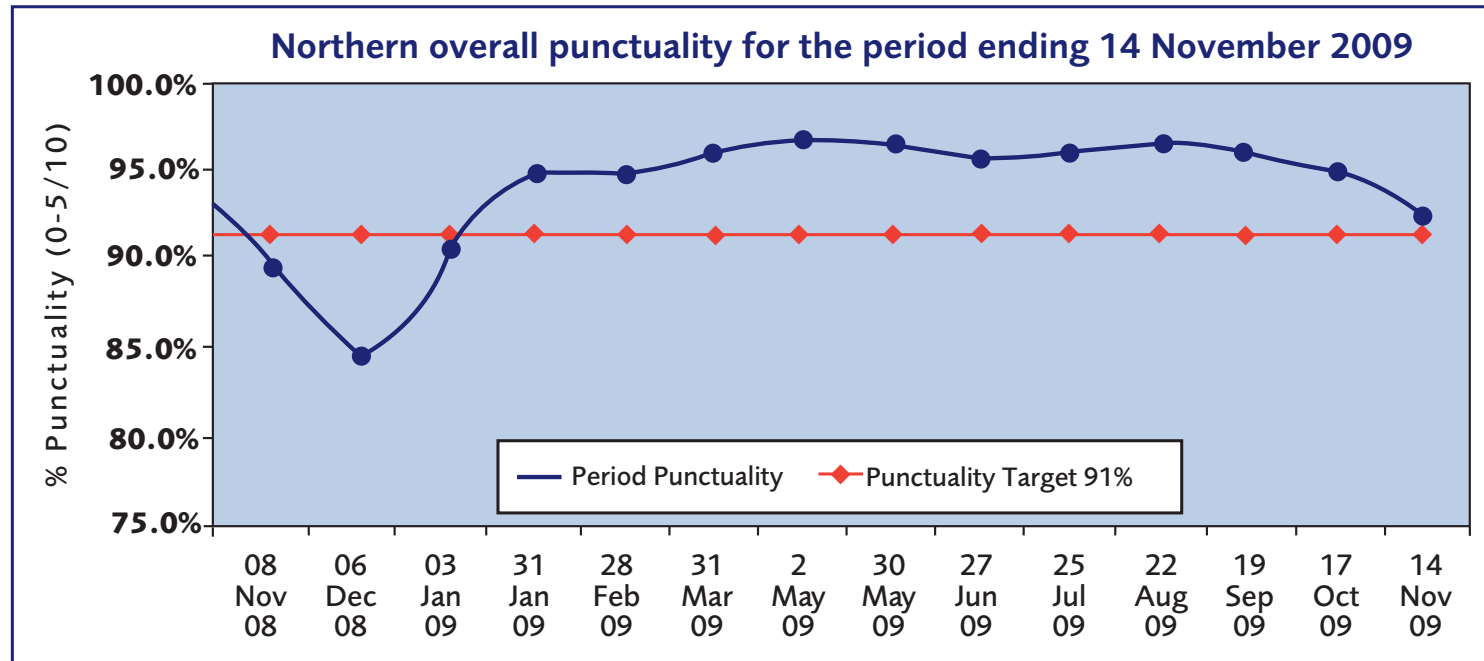
- On 29 October a signalling failure at Armley, near Leeds resulted in 82 cancellations and severe disruption throughout the morning to services between Leeds, Bradford Forster Square, Ilkley, Skipton, Morecambe and Carlisle.
- An infrastructure fault on 31 October at Liverpool Lime Street Station caused 31 cancellations and significant disruption to services throughout the day between Liverpool Lime Street, Wigan and Manchester Stations.
- On 6 November an infrastructure failure near Sowerby Bridge caused 29 cancellations to morning peak services on the Calder Valley between Leeds, York, Manchester Victoria and Blackpool North.
- A fatality at Starbeck on 13 November resulted in 19 cancellations and disruption to evening peak services between Leeds, Harrogate, Knaresborough and York.
- On 14 November damaged power cables near to Meadowhall caused 23 cancellations and disruption throughout the evening to services between Leeds, Doncaster and Sheffield. Due to the extent of the damage caused services were unable to call at stations between Swinton, South Yorkshire and Sheffield.

We continue to work with Network Rail and British Transport Police to tackle attacks on signalling equipment, which resulted in 72 cancellations and 4641 minutes delay to Northern services between 18 October and 14 November. Some of the worst incidents included:

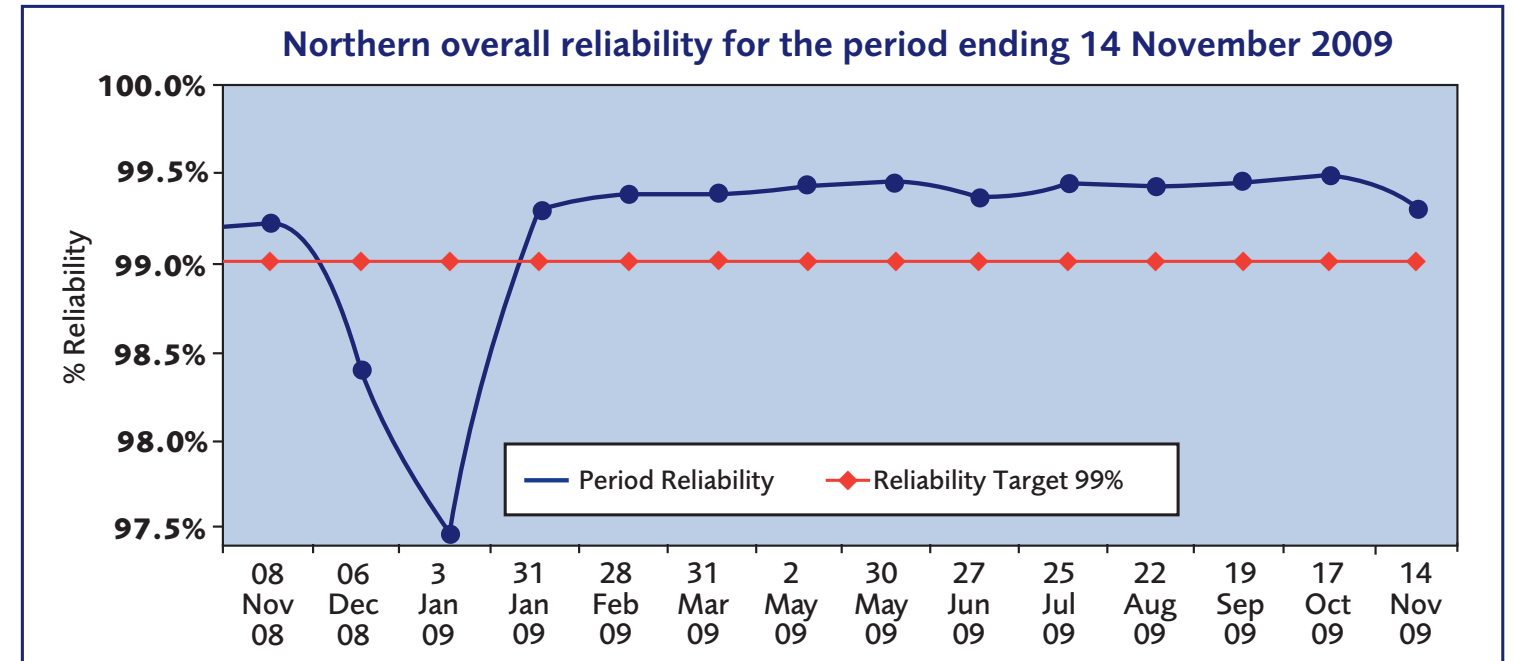
- Cable theft at Slade Lane Junction, near Levenshulme on 20 October caused 28 cancellations and severe disruption to evening peak services between Manchester Piccadilly, Crewe, Stoke-on-Trent and Buxton. Further disruption was also caused by a separate incident on 13 November resulting in 10 cancellations.
- On 22 October cable theft at Pelaw resulted in 6 cancellations and disruption to morning peak services between Middlesbrough, Newcastle and Hexham.
- Cable theft at Normanton on 11 November caused 17 cancellations and major disruption to evening peak services between Leeds, Knottingley, Goole and Sheffield.

All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 22 November – 19 December 2009 inclusive.

Punctuality



Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	89.4%	93.2%
Merseyrail City Lines	90.1%	93.9%
North Manchester	92.2%	93.2%
South Manchester	90.1%	93.9%
South & East Yorkshire Inter-Urban	91.7%	93.9%
South & East Yorkshire Local	92.8%	94.7%
Tyne, Tees and Wear	95.8%	96.9%
West & North Yorkshire Inter-Urban	89.6%	93.6%
West & North Yorkshire Local	90.8%	94.7%

Service Group	Reliability (4 week period)	Reliability (Annual average)
Lancashire & Cumbria	99.3%	98.9%
Merseyrail City Lines	89.9%	98.8%
North Manchester	99.5%	98.8%
South Manchester	99.2%	99.2%
South & East Yorkshire Inter-Urban	99.2%	99.3%
South & East Yorkshire Local	99.3%	99.4%
Tyne, Tees and Wear	99.5%	99.5%
West & North Yorkshire Inter-Urban	99.3%	99.3%
West & North Yorkshire Local	99.0%	99.5%