

Four week period ending 12 December 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 92.5%.

Factors affecting performance included

- On 15 November a signalling failure at Barnsley caused 23 cancellations and significant disruption to evening peak services between Leeds, Huddersfield, Sheffield and Nottingham.
- Another operator's empty train derailed outside Leeds on 17 November, resulting in 42 cancellations and disruption to services in and out of Leeds Station. Due to the extent of the damage, services were unable to run between Leeds, Selby and York via Garforth until repairs were carried out.
- On 18 November a tunnel closure due to flooding at Walsden caused 49 cancellations and disruption throughout the day to services between Leeds, Rochdale and Manchester Victoria. Also on this day flooding at Cononley resulted in 24 cancellations and significant disruption throughout the morning to services between Leeds, Bradford Forster Square, Ilkley and Skipton.

On 19 & 20 November poor weather conditions resulted in a number of significant flooding incidents causing 52 cancellations to services on the Cumbrian Coast. Due to the severe damage to the road infrastructure Northern is operating an amended timetable until 31 December with additional shuttle services to further help residents in the affected area.

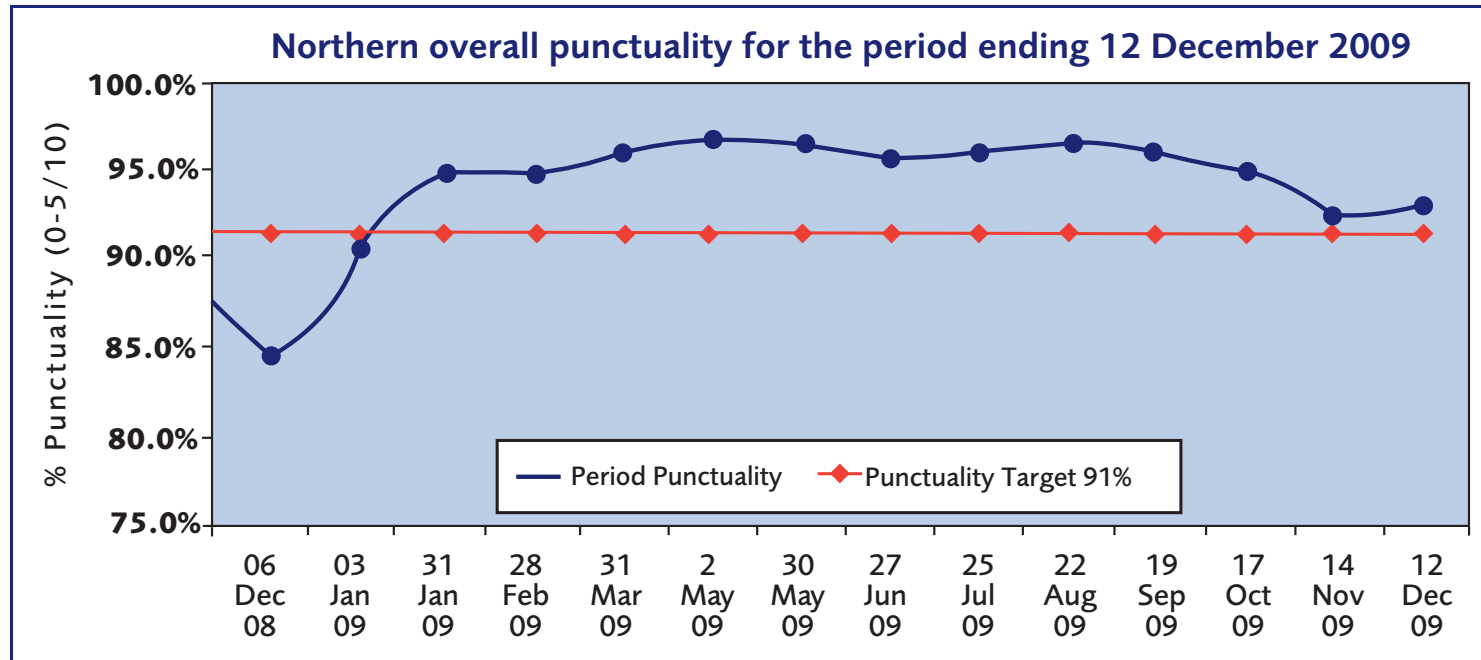
- An empty Northern train derailed in Darlington Station on 28 November causing 22 cancellations and major disruption to services throughout the morning between Newcastle, Saltburn, Bishop Auckland and Nunthorpe.
- On 2 December a fatality outside Leeds caused 40 cancellations and significant disruption to services in and out of Leeds Station. Northern services were subject to cancellation between Leeds, Manchester Victoria, Blackpool North, Sheffield and Nottingham whilst the police carried out their investigation.
- A pram placed on the line by vandals at Saltaire on 5 December caused significant damage and disabled a Northern service, resulting in 22 cancellations and major disruption to evening peak services between Leeds, Bradford Forster Square, Ilkley and Skipton.

We continue to work with Network Rail and British Transport Police to tackle attacks on signalling equipment, which caused 89 cancellations and 5450 minutes delay to Northern services between 15 November and 12 December. Some of the worst incidents included:

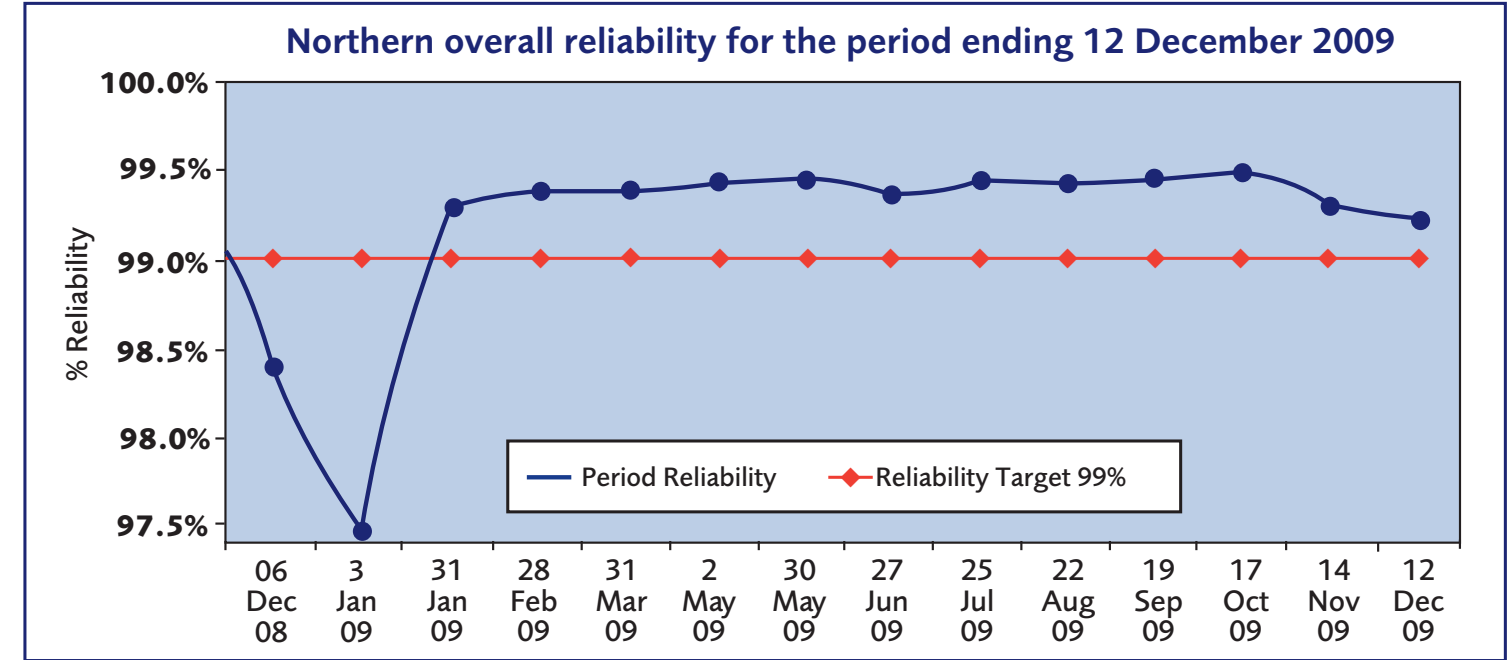
- On 18 November cable theft in the Wakefield area caused 31 cancellations and major disruption throughout the morning to services between Sheffield, Doncaster and Leeds.
- Cable theft at West Houghton on 23 November resulted in 9 cancellations and disruption to morning services between Wigan Wallgate, Manchester Victoria and Rochdale.
- On 7 December cable theft at Swinton, South Yorkshire caused 19 cancellations and disruption to morning peak services between Sheffield, Doncaster, Scunthorpe and Adwick.

All of Northern's service groups are currently above the required standards, therefore no discounts apply to season tickets renewed between 20 December 2009 – 16 January 2010 inclusive.

Punctuality



Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	90.8%	93.5%
Merseyrail City Lines	92.3%	94.5%
North Manchester	91.8%	93.7%
South Manchester	92.8%	94.7%
South & East Yorkshire Inter-Urban	93.3%	94.5%
South & East Yorkshire Local	94.3%	95.6%
Tyne, Tees and Wear	95.3%	97.0%
West & North Yorkshire Inter-Urban	90.8%	94.2%
West & North Yorkshire Local	92.3%	95.2%

Service Group	Reliability (4 week period)	Reliability (Annual average)
Lancashire & Cumbria	98.8%	99.0%
Merseyrail City Lines	98.8%	98.9%
North Manchester	99.5%	98.9%
South Manchester	99.3%	99.3%
South & East Yorkshire Inter-Urban	99.3%	99.3%
South & East Yorkshire Local	99.1%	99.4%
Tyne, Tees and Wear	98.7%	99.5%
West & North Yorkshire Inter-Urban	99.1%	99.4%
West & North Yorkshire Local	99.5%	99.5%