

How Northern's trains have run for the 4 weeks up to 1 May 2010

Northern operated **65886** train services, of these **63124** of them were on time.*

Unfortunately things don't always go to plan. The following incidents caused **significant delay and cancellation**

- 9 April - Overhead line equipment problem - Manchester
- 12 April - Track circuit failure - Bolton
- 20 April - Points failure - South Kirkby
- 29 April - Cable theft - Doncaster/Rose Grove

NO
Season Ticket Discounts
apply between:
Sunday 9 May 2010
Saturday 5 June 2010
All our Service Groups
exceed the levels
required

We continue to work with Network Rail and British Transport Police to tackle attacks on signalling equipment, which resulted in 264 cancellations and 7346 minutes delay this period.

Service Group	Trains within Charter/Punctual		Trains ran/not cancelled	
	4 Weekly	Yearly	4 Weekly	Yearly
Lancashire & Cumbria	95.2%	93.6%	99.5%	99.3%
Merseyrail City Lines	96.0%	94.9%	99.3%	99.2%
North Manchester	94.2%	94.3%	99.5%	99.4%
South Manchester	96.6%	94.9%	99.5%	99.4%
South & East Yorkshire Inter-Urban	95.5%	94.4%	99.8%	99.4%
South & East Yorkshire Local	97.3%	95.5%	99.4%	99.3%
Tyne Tees & Wear	97.6%	96.5%	99.6%	99.4%
West & North Yorkshire Inter-Urban	96.6%	94.0%	99.7%	99.4%
West & North Yorkshire Local	96.8%	94.8%	99.5%	99.4%

Incidents outside of Northern or Network Rail control are excluded from the above figures.

* The number of trains arriving within 5 or 10 minutes of the time shown in our timetables as detailed in our charter.

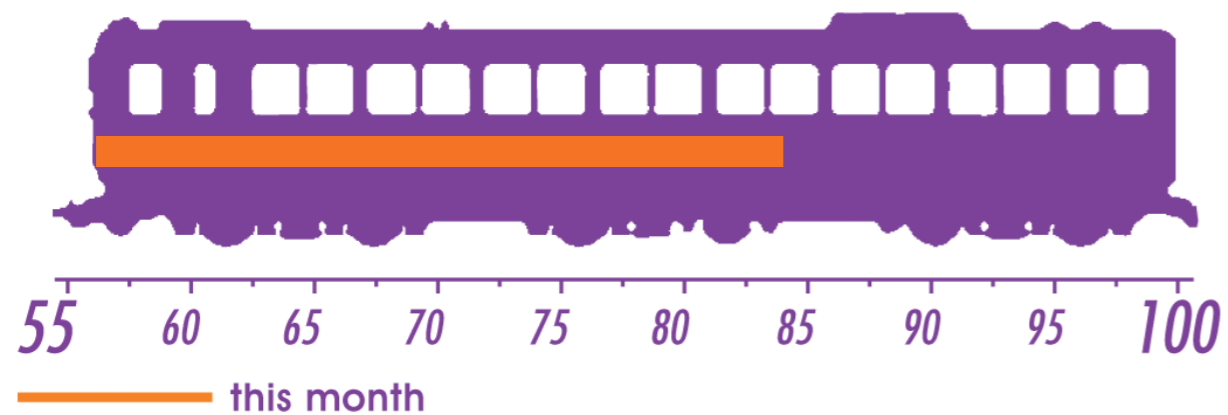
NEW

The quality of Northern's trains and stations for the 4 weeks up to 1 May 2010

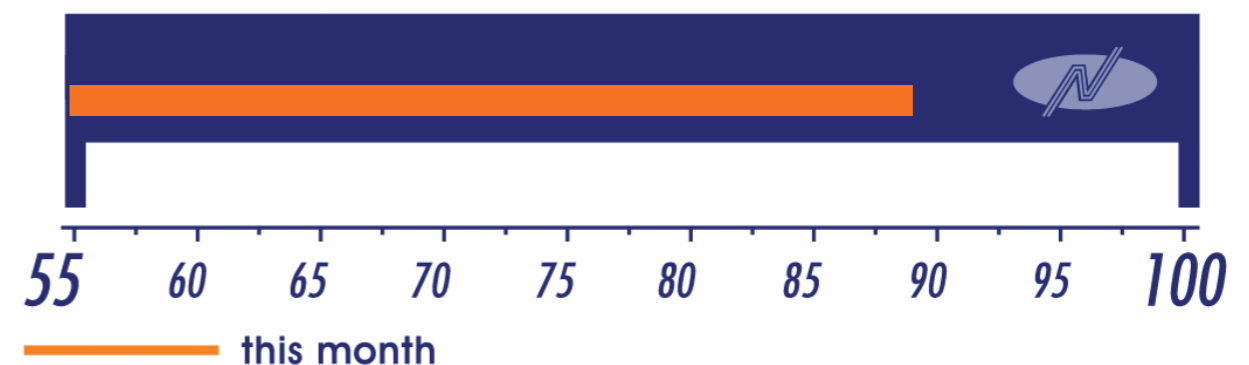
Northern doesn't just measure its train running performance. We will also tell you the results of our Service Quality Audits which we undertake in conjunction with the Passenger Transport Executives. This is a regular measure of the standards that Northern's customers expect on trains, on stations or in ticket offices every day. This covers such things as information provision, posters and signage, interior and exterior cleanliness, announcements, information screens, washrooms and shelters. We will also tell you how many customer complaints we have received.

These figures are grouped into geographical areas and are reported as a percentage.

Train presentation %



Station presentation %



Performance Monitoring Unit (PMU's)	Service Quality	
	Trains	Stations
Lancashire & Cumbria	83.7%	89.1%
Manchester & Liverpool	83.2%	87.3%
South & East Yorkshire	88.1%	90.9%
Tyne Tees & Wear	83.4%	91.7%
West & North Yorkshire	83.0%	84.4%

Customer complaints for the period
This year: 1601
Last year: 1848