

How Northern's trains have run for the 4 weeks up to 7 January 2012

Northern operated **55984** train services, of these **51476** of them were on time.*

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

- 16 December - track fault - Huyton
- 24 December - track fault - Shipley
- 23 December - signalling failure - Liverpool
- 28 December - overhead line power failure - Ilkley
- 21 December - lineside fire - Leyland
- 5 January - high wind damage to overhead power lines - Macclesfield

NO
Season Ticket Discounts
apply between:
**Sunday 15 January 2012 and
Saturday 11 February 2012**
All our Service Groups
exceed the levels
required

We continue to work with Network Rail and British Transport Police to tackle vandalism and theft of signalling equipment. This period has seen a much reduced number of incidents, resulting in 13 cancellations and 913 minutes delay.

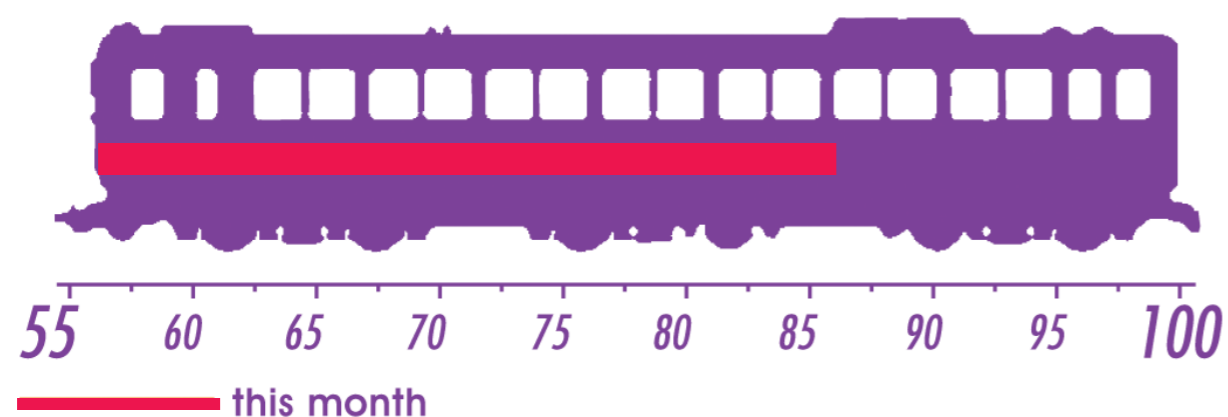
	Trains within Charter/Punctual		Trains ran/not cancelled	
	4 Weekly	Yearly	4 Weekly	Yearly
Lancashire & Cumbria	94.1%	94.5%	99.6%	99.4%
Merseyrail City Lines	90.4%	94.2%	98.7%	99.4%
North Manchester	90.9%	92.6%	99.4%	99.5%
South Manchester	90.1%	94.4%	98.8%	99.3%
South & East Yorkshire Inter-Urban	92.1%	93.6%	99.1%	99.4%
South & East Yorkshire Local	95.5%	94.7%	99.3%	99.3%
Tyne Tees & Wear	95.8%	96.2%	99.3%	99.1%
West & North Yorkshire Inter-Urban	94.8%	94.6%	99.5%	99.4%
West & North Yorkshire Local	92.8%	95.4%	99.5%	99.6%

Incidents outside of Northern or Network Rail control are excluded from the figures in the table but may be mentioned in significant delays and cancellations incidents above.

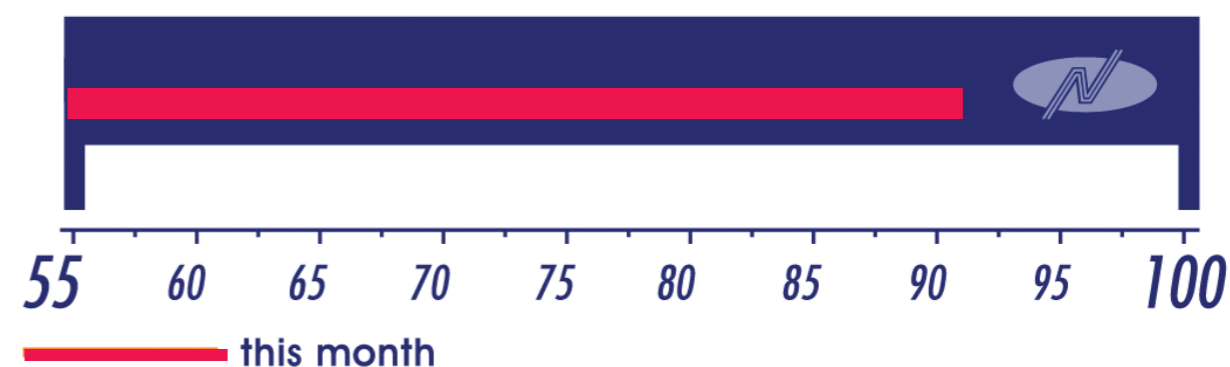
* this is the number of trains arriving within 5 or 10 minutes of the time shown in our timetables as detailed in our Passenger's Charter.

The quality of Northern's trains and stations for the 4 weeks up to 7 January 2012

Train presentation %



Station presentation %



	Service Quality	
	Trains	Stations
Lancashire & Cumbria	86.2%	90.9%
Manchester & Liverpool	84.6%	88.6%
South & East Yorkshire	87.7%	94.3%
Tyne Tees & Wear	87.7%	92.3%
West & North Yorkshire	85.8%	87.6%

Customer contacts for the period
 This year: 1674
 Last year: 2358