

# Four week period ending 28 April 2007.

Overall our reliability, the number of trains we ran, was 99.41%. Our punctuality, the number of trains arriving within our Passengers' Charter target was 93.59%.

## Factors affecting performance included

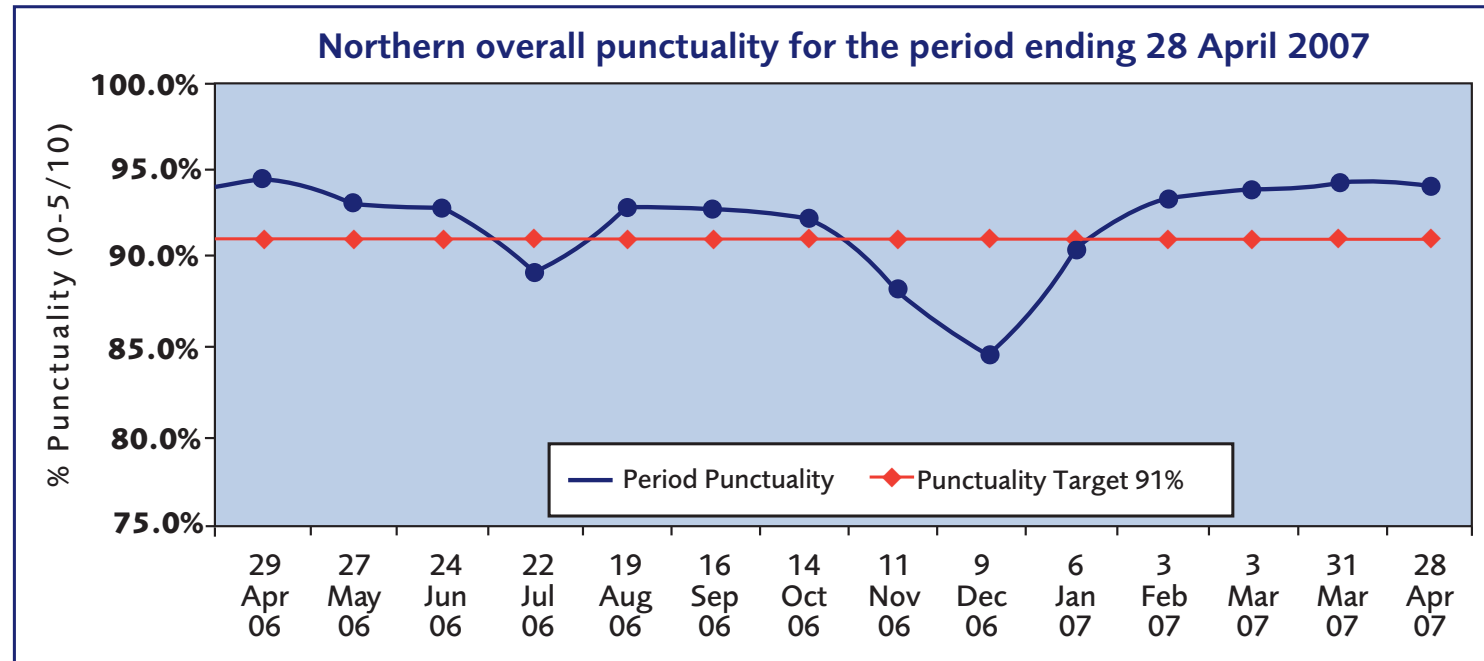
- On 5 April a power supply problem at Burtonwood caused 21 cancellations and serious disruption to morning peak services between Liverpool and Manchester Piccadilly.  
Also on this day an incident on the line at Wyke resulted in major disruption to evening peak services on the Calder Valley Line with the suspension of trains between Halifax and Bradford Interchange.
- An infrastructure failure at Salford Crescent on 6 April resulted in 35 cancellations and major disruption to services in the Manchester area throughout the afternoon and into the evening peak. Also a cable theft in the late evening at Mill Lane caused 9 cancellations to services on the Calder Valley Line.
- A number of incidents affected performance on 11 April:
  - An infrastructure problem in the Preston area resulted in 28 cancellations and disruption to services between Blackpool North & South, Leeds and Colne.
  - Debris placed on the line by vandals at Oldham Mumps caused 14 cancellations to services between Manchester Victoria, Shaw & Crompton and Rochdale.
  - A fatality at Gledholt resulted in 10 cancellations and major disruption to evening peak services in/out of Huddersfield from Sheffield and Manchester.
- On 24 April two acts of vandalism resulted in serious disruption to Northern evening peak services:
  - A cable theft at Miles Platting caused 64 cancellations and disruption to services in/out of Manchester Victoria.
  - An arson attack on signalling equipment at Masborough resulted in 44 cancellations to services between Doncaster and Sheffield.

## Compensation for Season ticket holders

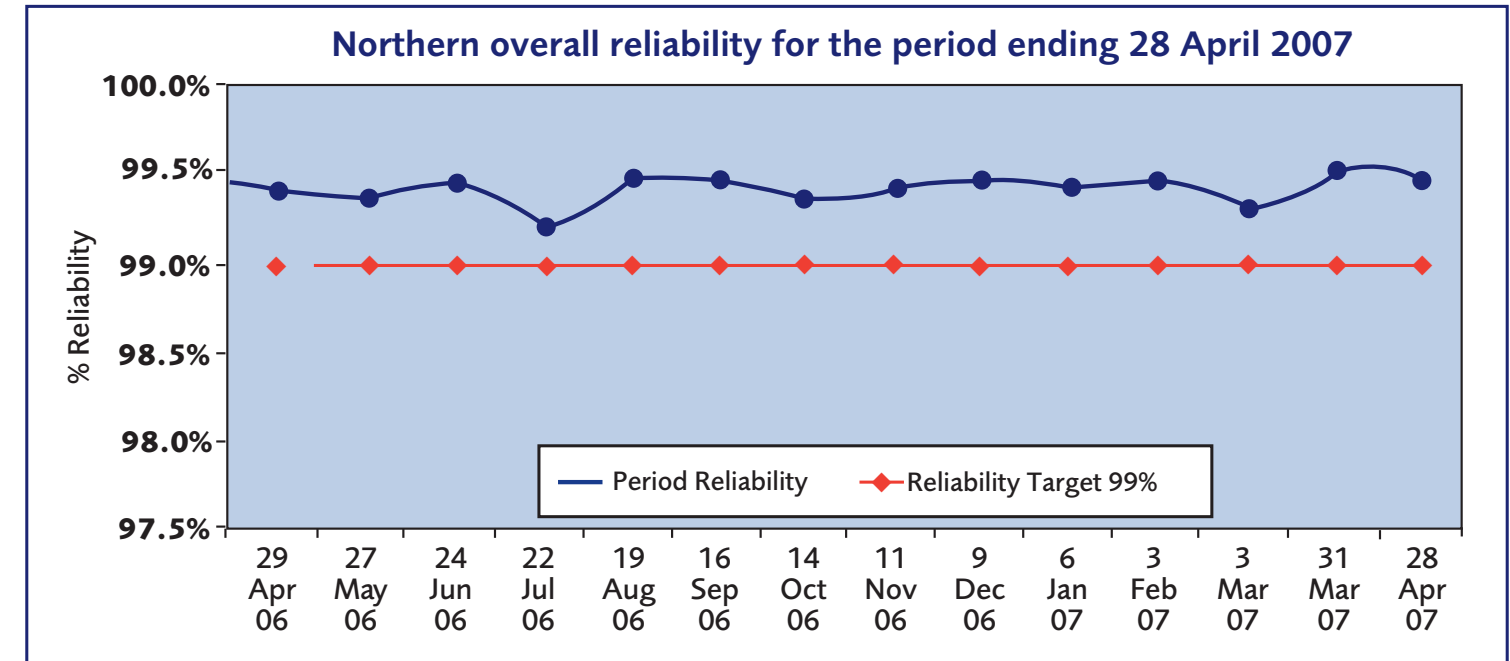
All of Northern's service groups are currently above the required standards. However, following the discovery of inaccuracies in the data for one service group in 2005 a 5% discount will apply to North Manchester. This discount applies to season tickets renewed between 11 March - 2 June.

Holders of GMPTE Traincards and Bus & Train Countycards valid for one month or longer are entitled to the same discount on renewal.

# Punctuality



# Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	<b>92.15%</b>	<b>90.38%</b>
Merseyrail City Lines	<b>93.57%</b>	<b>91.64%</b>
North Manchester	<b>93.66%</b>	<b>91.78%</b>
South Manchester	<b>95.05%</b>	<b>89.95%</b>
South & East Yorkshire Inter-Urban	<b>88.74%</b>	<b>88.16%</b>
South & East Yorkshire Local	<b>93.83%</b>	<b>92.16%</b>
Tyne, Tees and Wear	<b>95.79%</b>	<b>93.60%</b>
West & North Yorkshire Inter-Urban	<b>94.05%</b>	<b>90.65%</b>
West & North Yorkshire Local	<b>93.51%</b>	<b>92.47%</b>

Service Group	Reliability (4 week period)	Reliability (Annual average)
Lancashire & Cumbria	<b>99.46%</b>	<b>99.64%</b>
Merseyrail City Lines	<b>98.56%</b>	<b>99.29%</b>
North Manchester	<b>99.26%</b>	<b>99.05%</b>
South Manchester	<b>99.32%</b>	<b>99.21%</b>
South & East Yorkshire Inter-Urban	<b>99.22%</b>	<b>99.20%</b>
South & East Yorkshire Local	<b>99.40%</b>	<b>99.57%</b>
Tyne, Tees and Wear	<b>99.71%</b>	<b>99.47%</b>
West & North Yorkshire Inter-Urban	<b>99.57%</b>	<b>99.51%</b>
West & North Yorkshire Local	<b>99.77%</b>	<b>99.60%</b>