

# Four week period ending 23 June 2007.

Overall our reliability, the number of trains we ran, was 99.51%. Our punctuality, the number of trains arriving within our Passengers' Charter target was 93.63%.

## Factors affecting performance included

- A cable theft on 28 May near Whiston caused 65 cancellations and serious disruption to services between Manchester Airport, Liverpool Lime Street and Warrington Bank Quay.
- Reconstruction work overran on 4 June resulting in 37 services being unable to call at Bredbury from Marple and New Mills Central. An amended timetable and bus replacement services were implemented until the platform was completed.
- A cable theft on the 8 June at Rochdale caused 59 cancellations and disruption to service between Leeds, Manchester Victoria and Southport.
- From the 15 to 18 June extreme weather conditions across the north of England severely disrupted the rail network. During this time 815 Northern services were cancellations and others suffered severe delays due to a incidents, including:
  - Power failures caused by flooding at Halifax and Ardsley.
  - Flooding at Kirkstall, Rotherham Central, Barnsley, Mexborough, Horsforth, Menston, Hammerton, Stocksmoor, Ilkley, Healey Mills, Starbeck, Calverley, and Clarborough.

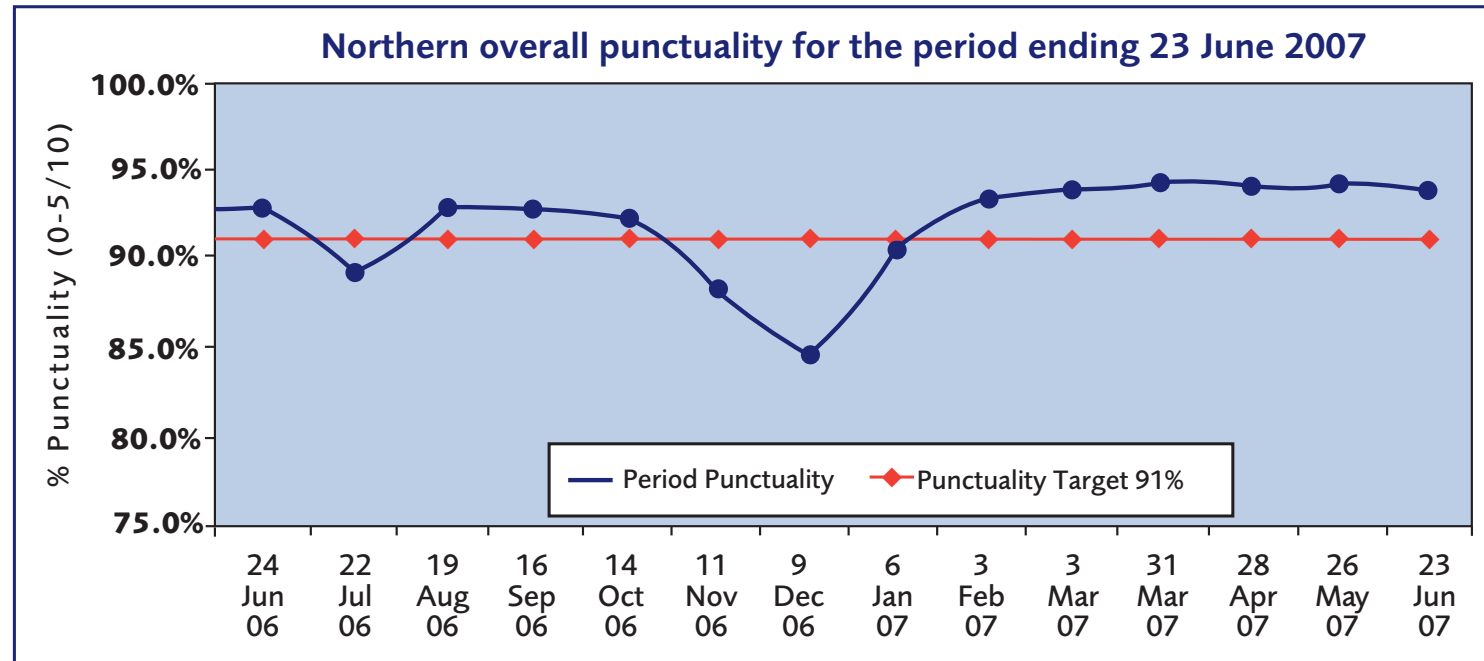
Due to the flooding levels it was necessary to close the worst affected routes, implementing emergency timetable services and run bus replacement services where possible until the floodwater receded. The worst affected routes were:

- Leeds – Sheffield via Barnsley
- Leeds – York via Harrogate
- Leeds – Huddersfield
- Sheffield – Huddersfield
- Leeds – Bradford Forster Square – Skipton – Ilkley

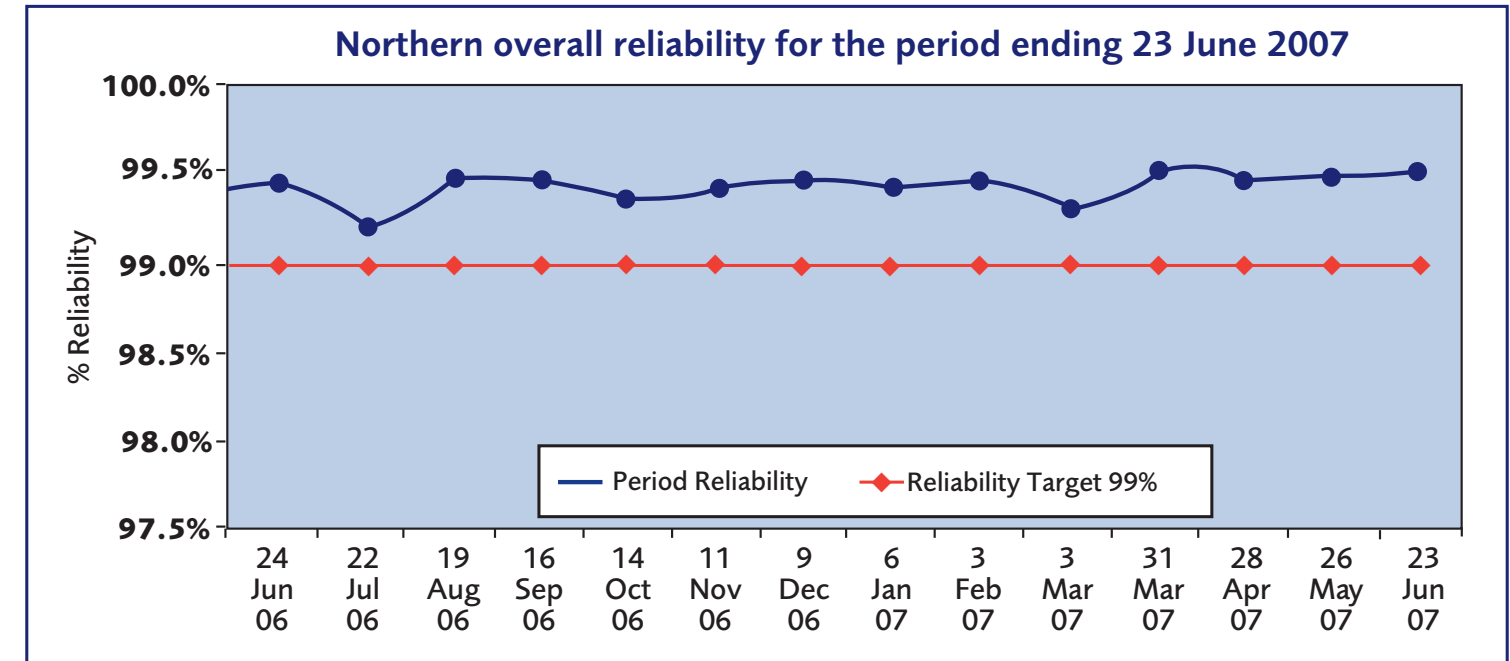
## Compensation for Season ticket holders

Five per cent punctuality discounts currently apply to South and East Yorks Inter-urban. This discount will apply to season tickets renewed between 1 July - 28 July inclusive.

# Punctuality



# Reliability



Service Group	Punctuality (4 week period)	Punctuality (Annual average)
Lancashire & Cumbria	<b>92.77%</b>	<b>90.45%</b>
Merseyrail City Lines	<b>95.40%</b>	<b>92.04%</b>
North Manchester	<b>95.01%</b>	<b>92.20%</b>
South Manchester	<b>92.87%</b>	<b>90.22%</b>
South & East Yorkshire Inter-Urban	<b>90.86%</b>	<b>87.97%</b>
South & East Yorkshire Local	<b>92.53%</b>	<b>92.06%</b>
Tyne, Tees and Wear	<b>96.20%</b>	<b>93.90%</b>
West & North Yorkshire Inter-Urban	<b>93.39%</b>	<b>90.99%</b>
West & North Yorkshire Local	<b>93.39%</b>	<b>92.50%</b>

Service Group	Reliability (4 week period)	Reliability (Annual average)
Lancashire & Cumbria	<b>99.71%</b>	<b>99.64%</b>
Merseyrail City Lines	<b>99.58%</b>	<b>99.30%</b>
North Manchester	<b>99.69%</b>	<b>99.14%</b>
South Manchester	<b>99.45%</b>	<b>99.25%</b>
South & East Yorkshire Inter-Urban	<b>99.83%</b>	<b>99.17%</b>
South & East Yorkshire Local	<b>99.61%</b>	<b>99.61%</b>
Tyne, Tees and Wear	<b>98.44%</b>	<b>99.44%</b>
West & North Yorkshire Inter-Urban	<b>99.49%</b>	<b>99.52%</b>
West & North Yorkshire Local	<b>98.56%</b>	<b>99.53%</b>