

From 4 February 2018 to 3 March 2018

| | Short Formed | Cancelled | PPM | Right time at destination | CaSL |
|-----------------|--------------|-------------|-------|---------------------------|------|
| Northern | 2387 (3.7%) | 3003 (4.5%) | 84.2% | 60.5% | 5.2% |

Our Service Group Performance

| | Short Formed | Cancelled | PPM | Right time at destination | CaSL | 30-59 | 60-119 | 119+ |
|------------------------------------|--------------|-------------|-------|---------------------------|------|------------|------------|---------|
| Tyne, Tees & Wear | 62 1.3% | 291 6.0% | 87.4% | 3497 72.5% | 6.8% | 28 0.6% | 8 0.2% | 0 0% |
| Lancashire & Cumbria Local | 162 3.8% | 215 4.8% | 86.4% | 3007 67.1% | 5.4% | 20 0.4% | 5 0.1% | 0 0% |
| West & North Yorkshire Inter Urban | 487 6.7% | 327 4.3% | 84.2% | 4676 62.2% | 5.2% | 58 0.8% | 6 0.1% | 0 0% |
| West & North Yorkshire Local | 340 2.7% | 564 4.3% | 88.1% | 9376 72.0% | 4.9% | 70 0.5% | 8 0.1% | 0 0% |
| South & East Yorkshire Inter Urban | 108 2.5% | 107 2.5% | 88.7% | 3108 72.6% | 3.2% | 25 0.6% | 5 0.1% | 0 0% |
| South & East Yorkshire | 256 5.0% | 151 3.0% | 85.4% | 3031 60.3% | 3.8% | 35 0.7% | 7 0.1% | 0 0% |
| North Manchester | 360 6.5% | 355 6.1% | 77.1% | 2974 50.8% | 6.7% | 32 0.5% | 8 0.1% | 0 0% |
| Merseyrail City Lines | 109 2.0% | 302 5.2% | 75.5% | 2366 41.1% | 6.0% | 43 0.7% | 1 0% | 0 0% |
| South Manchester | 208 1.9% | 287 2.6% | 86.5% | 5843 52.6% | 3.0% | 40 0.4% | 10 0.1% | 0 0% |
| Lancashire & Cumbria Inter Urban | 295 6.3% | 404 9.3% | 76.3% | 2216 50.9% | 9.9% | 25 0.6% | 2 0% | 2 0% |

Unfortunately things don't always go to plan. The following incidents caused significant delays and cancellations:

| | |
|------------------|--------------------------------------|
| 7 February | train fault - Leeds |
| 8 February | train fault (other operator) - Leeds |
| 8 February | lineside fire - Rochdale |
| 12 February | signalling fault - Stalybridge |
| from 27 February | severe weather |

The above incidents had a combined impact of 1,311 cancellations, 2,417 PPM failures, 12,657 minutes delay and resulted in disruption to 4,120 Northern services.

| Definitions | |
|---------------------------|---|
| Short Formed | Services run with less than planned capacity |
| Cancelled | Services subject to cancellation (full/part) |
| PPM | Services arriving at destination within 4 minutes 59 seconds of the planned arrival time |
| Right time at destination | Services arriving at destination early or within 59 seconds of the planned arrival time |
| CaSL | Services subject to cancellation (full/part) or arriving 30 minutes late or more at destination |
| 30-59 | Services arriving at the planned destination between 30 minutes and 59 minutes late |
| 60-119 | Services arriving at the planned destination between 60 minutes and 119 minutes late |
| 119+ | Services arriving at the planned destination greater than 119 minutes late |