

From 8 December 2019 to 4 January 2020

| | Short Formed | Cancelled | PPM | Right time at destination | CaSL |
|-----------------|--------------|-------------|-------|---------------------------|------|
| Northern | 4880 (8.6%) | 5644 (8.6%) | 72.8% | 45.6% | 9.3% |

Our Service Group Performance

| | Short Formed | Cancelled | PPM | Right time at destination | CaSL | 30-59 | 60-119 | 119+ |
|------------------------------------|--------------|--------------|-------|---------------------------|-------|------------|------------|-----------|
| Tyne, Tees & Wear | 12 0.3% | 271 6.3% | 80.0% | 2321 54.0% | 6.5% | 9 0.2% | 0 0% | 0 0% |
| Lancashire & Cumbria Local | 29 0.7% | 252 5.6% | 77.5% | 2091 46.8% | 5.8% | 7 0.2% | 0 0% | 0 0% |
| West & North Yorkshire Inter Urban | 842 10.8% | 888 9.5% | 66.4% | 3459 37.1% | 10.6% | 95 1.0% | 8 0.1% | 0 0% |
| West & North Yorkshire Local | 412 3.8% | 601 5.0% | 80.2% | 6497 54.3% | 5.5% | 51 0.4% | 8 0.1% | 0 0% |
| South & East Yorkshire Inter Urban | 483 10.3% | 394 7.2% | 76.0% | 2773 50.4% | 7.5% | 18 0.3% | 2 0% | 0 0% |
| South & East Yorkshire | 333 9.5% | 592 12.4% | 59.8% | 1573 33.1% | 13.4% | 43 0.9% | 3 0.1% | 0 0% |
| North Manchester | 865 17.1% | 579 10.2% | 71.6% | 2741 48.1% | 11.3% | 51 0.9% | 11 0.2% | 0 0% |
| Merseyrail City Lines | 715 20.6% | 623 15.2% | 63.2% | 1531 37.4% | 15.8% | 24 0.6% | 2 0% | 0 0% |
| South Manchester | 535 6.4% | 687 7.2% | 76.1% | 4049 42.3% | 7.6% | 38 0.4% | 1 0% | 0 0% |
| Lancashire & Cumbria Inter Urban | 654 18.8% | 757 13.3% | 68.9% | 2762 48.5% | 14.0% | 34 0.6% | 4 0.1% | 4 0.1% |

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

| | |
|-------------|---|
| 13 December | overhead line issue - Manchester Piccadilly |
| 18 December | points failure - Dore |
| 20 December | flooding - Featherstone |
| 20 December | signal failure - Salford |
| 28 December | signal failure - Meadowhall |

The above incidents had a combined impact of 320 cancellations, 750 PPM failures, 10,762 minutes delay and resulted in disruption to 1,213 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 |