

From 1 March 2020 to 31 March 2020

| | Short Formed | All cancellations | On Time | Time to 3 | Time to 15 |
|-----------------|--------------|-------------------|---------|-----------|------------|
| Northern | 4225 (8.4%) | 3487 (5.2%) | 65.8% | 83.9% | 98.7% |

Our Service Group Performance

| | Short Formed | All Cancellations | On Time | Time to 3 | Time to 15 | 30-59 | 60-119 | 120+ |
|------------------------------------|---------------|-------------------|---------|-----------|------------|------------|---------|---------|
| Tyne, Tees & Wear | 19 0.6% | 233 5.1% | 69.7% | 87.5% | 99.0% | 7 0.2% | 0 0% | 0 0% |
| Lancashire & Cumbria Local | 51 1.4% | 278 5.8% | 65.5% | 84.6% | 98.3% | 15 0.3% | 1 0% | 0 0% |
| West & North Yorkshire Inter Urban | 1038 15.3% | 503 5.4% | 56.3% | 77.2% | 97.7% | 20 0.2% | 2 0% | 1 0% |
| West & North Yorkshire Local | 229 2.3% | 424 3.1% | 69.3% | 86.4% | 98.7% | 19 0.1% | 0 0% | 0 0% |
| South & East Yorkshire Inter Urban | 310 7.6% | 253 4.4% | 69.0% | 85.5% | 98.6% | 12 0.2% | 0 0% | 0 0% |
| South & East Yorkshire | 562 18.4% | 264 5.8% | 58.6% | 77.9% | 97.8% | 12 0.3% | 1 0% | 0 0% |
| North Manchester | 878 19.3% | 388 7.0% | 65.9% | 82.7% | 98.2% | 12 0.2% | 0 0% | 0 0% |
| Merseyrail City Lines | 230 7.4% | 302 7.6% | 63.8% | 81.3% | 98.3% | 7 0.2% | 0 0% | 0 0% |
| South Manchester | 430 5.8% | 409 4.1% | 67.3% | 85.6% | 98.8% | 25 0.3% | 3 0% | 0 0% |
| Lancashire & Cumbria Inter Urban | 478 15.9% | 433 7.9% | 67.5% | 84.1% | 98.0% | 11 0.2% | 0 0% | 0 0% |

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

| | |
|----------|---|
| 10 March | fire alarm - Preston |
| 12 March | landslip - Parton |
| 17 March | Overhead line issue - Balshaw Lane |
| 20 March | driver shortages (COVID19) - Leeds |
| 21 March | driver shortages (COVID19) - Manchester |

The above incidents had a combined impact of 271 cancellations and 2,940 minutes delay which resulted in disruption to 527 Northern services.

Definitions

| | |
|-------------------|--|
| Short Formed | Services run with less than planned capacity |
| All cancellations | Services subject to cancellation (full/part) |
| On Time | Percentage of Recorded Station Stops called at on time or early |
| Time to 3 | Percentage of Recorded Station Stops called at within 3 minutes of the planned time |
| Time to 15 | Percentage of Recorded Station Stops called at within 15 minutes of the planned time |
| 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 |
| 120+ | Services arriving at the planned destination more than 119 minutes late |