

From 1 April 2020 to 2 May 2020

	Short Formed	All cancellations	On Time	Time to 3	Time to 15
Northern	970 (2.6%)	344 (0.9%)	87.2%	96.0%	99.6%

Our Service Group Performance

	Short Formed	All Cancellations	On Time	Time to 3	Time to 15	30-59	60-119	120+
Tyne, Tees & Wear	7 0.2%	10 0.4%	87.4%	97.0%	99.8%	4 0.1%	0 0%	0 0%
Lancashire & Cumbria Local	2 0.1%	26 1.3%	85.3%	94.6%	99.4%	0 0%	0 0%	0 0%
West & North Yorkshire Inter Urban	346 6.0%	19 0.3%	77.1%	92.5%	99.5%	4 0.1%	0 0%	0 0%
West & North Yorkshire Local	6 0.1%	56 0.6%	89.2%	96.4%	99.5%	9 0.1%	2 0%	0 0%
South & East Yorkshire Inter Urban	75 2.3%	34 1.0%	89.4%	96.9%	99.6%	1 0%	0 0%	0 0%
South & East Yorkshire	342 15.6%	7 0.3%	86.3%	95.6%	99.2%	4 0.2%	0 0%	0 0%
North Manchester	11 0.5%	30 1.2%	91.1%	97.2%	99.7%	1 0%	0 0%	0 0%
Merseyrail City Lines	109 5.8%	23 1.2%	88.6%	96.1%	99.4%	1 0.1%	0 0%	0 0%
South Manchester	2 0%	89 1.4%	90.9%	97.2%	99.6%	11 0.2%	0 0%	0 0%
Lancashire & Cumbria Inter Urban	70 2.5%	50 1.8%	84.3%	94.9%	99.4%	0 0%	2 0.1%	0 0%

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

4 April	track fault - Sellafield
8 April	lineside fire - Bolton on Dearne
21 April	track fault - Stockport
27 April	signal fault - Guide Bridge
30 April	signal fault - Bromley Cross

The above incidents had a combined impact of 85 cancellations and 1,303 minutes delay which resulted in disruption to 217 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