

# From 20 September 2020 to 17 October 2020

|                 | Short Formed | All cancellations | On Time | Time to 3 | Time to 15 |
|-----------------|--------------|-------------------|---------|-----------|------------|
| <b>Northern</b> | 0 (0%)       | 792 (1.3%)        | 71.2%   | 89.0%     | 99.1%      |

## Our Service Group Performance

|                                    | Short Formed | All Cancellations | On Time | Time to 3 | Time to 15 | 30-59      | 60-119  | 120+    |
|------------------------------------|--------------|-------------------|---------|-----------|------------|------------|---------|---------|
| Tyne, Tees & Wear                  | 0<br>0%      | 48.5<br>1.2%      | 78.0%   | 93.0%     | 99.5%      | 2<br>0%    | 0<br>0% | 0<br>0% |
| Lancashire & Cumbria Local         | 0<br>0%      | 59.5<br>1.4%      | 67.0%   | 87.5%     | 98.7%      | 11<br>0.3% | 2<br>0% | 0<br>0% |
| West & North Yorkshire Inter Urban | 0<br>0%      | 119.5<br>1.3%     | 60.6%   | 82.7%     | 98.3%      | 27<br>0.3% | 4<br>0% | 1<br>0% |
| West & North Yorkshire Local       | 0<br>0%      | 69<br>0.5%        | 72.1%   | 90.3%     | 99.5%      | 8<br>0.1%  | 0<br>0% | 0<br>0% |
| South & East Yorkshire Inter Urban | 0<br>0%      | 39.5<br>0.8%      | 69.6%   | 87.6%     | 98.9%      | 9<br>0.2%  | 1<br>0% | 0<br>0% |
| South & East Yorkshire             | 0<br>0%      | 34.5<br>0.8%      | 72.7%   | 89.4%     | 99.2%      | 6<br>0.1%  | 0<br>0% | 0<br>0% |
| North Manchester                   | 0<br>0%      | 80.5<br>1.9%      | 75.0%   | 90.8%     | 99.2%      | 7<br>0.2%  | 1<br>0% | 0<br>0% |
| Merseyrail City Lines              | 0<br>0%      | 86<br>2.5%        | 74.1%   | 90.5%     | 99.2%      | 6<br>0.2%  | 1<br>0% | 0<br>0% |
| South Manchester                   | 0<br>0%      | 149<br>1.8%       | 74.3%   | 90.7%     | 99.2%      | 14<br>0.2% | 2<br>0% | 0<br>0% |
| Lancashire & Cumbria Inter Urban   | 0<br>0%      | 105.5<br>2.1%     | 71.6%   | 89.2%     | 99.0%      | 6<br>0.1%  | 0<br>0% | 0<br>0% |

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

|            |                                 |
|------------|---------------------------------|
| 1 October  | track fault - Leeds             |
| 3 October  | overhead line fault - Stockport |
| 5 October  | line blockage - Roby            |
| 12 October | engineering work - Bolton       |
| 17 October | trespass - Leyland              |

The above incidents had a combined impact of 154 cancellations and 2,910 minutes delay which resulted in disruption to 372 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              |