

From 15 November 2020 to 12 December 2020

	Short Formed	All cancellations	On Time	Time to 3	Time to 15
Northern	0 (0%)	910 (1.5%)	69.9%	88.4%	99.0%

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 0%	48 1.2%	77.0%	92.9%	99.3%	6 0.1%	0 0%	0 0%
Lancashire & Cumbria Local	0 0%	66 1.5%	68.9%	88.6%	98.7%	13 0.3%	0 0%	0 0%
West & North Yorkshire Inter Urban	0 0%	285.5 3.3%	57.5%	79.3%	97.5%	27 0.3%	1 0%	0 0%
West & North Yorkshire Local	0 0%	82 0.7%	70.4%	90.0%	99.5%	2 0%	1 0%	0 0%
South & East Yorkshire Inter Urban	0 0%	43 0.9%	71.5%	88.6%	98.8%	16 0.3%	0 0%	0 0%
South & East Yorkshire	0 0%	48.5 1.1%	68.2%	86.9%	99.2%	10 0.2%	0 0%	0 0%
North Manchester	0 0%	35 0.8%	73.5%	89.8%	99.3%	1 0%	0 0%	0 0%
Merseyrail City Lines	0 0%	133.5 3.8%	70.7%	89.0%	99.3%	1 0%	0 0%	0 0%
South Manchester	0 0%	103.5 1.2%	73.0%	90.6%	99.4%	9 0.1%	0 0%	0 0%
Lancashire & Cumbria Inter Urban	0 0%	65 1.3%	72.4%	90.3%	99.2%	3 0.1%	0 0%	0 0%

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

16 November	lineside fire - Bradford
17 November	track fault - Littleborough
26 November	track fault - Brough
26 November	train fault (other operator) - Sowerby Bridge
7 December	train fault - Guide Bridge

The above incidents had a combined impact of 273 cancellations and 2,808 minutes delay which resulted in disruption to 411 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