

Performance update

6 March 2016 - 31 March 2016

95.7%*
on time

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

9 March	track based fault: Sheffield area
10 March	Northern train struck object: Levenshulme
14 March	Northern train failure: Ashburys
15 March	Northern train failure: Bryn
16 March	another operators' train failure: St Helens Junction
29 March	track based fault: Huddersfield

The effects of trespass on the railway have been notable during this period, there have been 155 instances of trespass impacting on our services, resulting in 4198 minutes delay and 50 cancellations to Northern customers.

All our Service Groups exceed the levels required.

No Season Ticket discounts apply between: 10 April 2016 - 7 May 2016

How we performed in YOUR area.

	Lancashire and Cumbria	Merseyrail City Lines	North Manchester	South Manchester	South and East Yorkshire Inter-Urban	South and East Yorkshire Local	Tyne Tees and Wear	West and North Yorkshire Inter-Urban	West and North Yorkshire Local
Trains on time* four weekly	95.8%	94.6%	92.1%	93.7%	96.5%	96.1%	97.8%	96.6%	97.7%
Trains on time* yearly	92.5%	91.8%	89.9%	92.5%	95.6%	95.9%	96.0%	93.8%	96.1%
Trains ran/not cancelled four weekly	99.4%	98.9%	99.4%	99.1%	99.5%	98.1%	99.4%	99.7%	99.5%
Trains ran/not cancelled yearly	99.3%	99.2%	99.3%	99.4%	99.7%	99.2%	99.5%	99.6%	99.7%

*The number of trains arriving within five or 10 minutes of the time shown in our timetables as detailed in our charter. Northern operated 55124 train services, 52369 of these were on time. Incidents outside of Northern control are excluded from the figures in the table but may be mentioned in significant delays and cancellation information.