

From 1 April 2016 to 30 April 2016

| | | | | | |
|-----------------|---------------------|------------------|------------|----------------|-------------|
| | Short Formed | Cancelled | PPM | On Time | CaSL |
| Northern | 1359 | 983 | 93.7% | 76.6% | 1.5% |

Our Service Group Performance

| | Short Formed | Cancelled | PPM | On Time | CaSL | 30-59 | 60-119 | 119+ |
|------------------------------------|--------------|-----------|-------|----------------|------|------------|-----------|-----------|
| Tyne, Tees & Wear | 25 0% | 27 | 96.3% | 4497 85.1% | 0.6% | 4 0.1% | 0 0.0% | 0 0.0% |
| Lancashire & Cumbria Local | 41 1% | 74 | 93.1% | 3195 76.3% | 1.8% | 1 0.0% | 0 0.0% | 0 0.0% |
| West & North Yorkshire Inter Urban | 211 3% | 66 | 94.9% | 6366 78.4% | 0.9% | 5 0.1% | 1 0.0% | 0 0.0 |
| West & North Yorkshire Local | 383 3% | 158 | 96.4% | 12314 86.6% | 1.2% | 15 0.1% | 3 0.0% | 0 0.0% |
| South & East Yorkshire Inter Urban | 42 1% | 61 | 95.1% | 3939 82.2% | 1.4% | 5 0.1% | 2 0.0% | 0 0.0% |
| South & East Yorkshire | 164 3% | 99 | 93.4% | 4129 75.6% | 2.1% | 12 0.2% | 3 0.1% | 0 0.0% |
| North Manchester | 143 2% | 135 | 91.0% | 4504 72.2% | 2.3% | 10 0.2% | 1 0.0% | 0 0.0% |
| Merseyrail City Lines | 137 2% | 97 | 92.5% | 4767 75.1% | 1.7% | 7 0.1% | 1 0.0% | 0 0.0% |
| South Manchester | 143 1% | 114 | 93.3% | 7957 67.3% | 1.1% | 11 0.1% | 1 0.0% | 0 0.0% |
| Lancashire & Cumbria Inter Urban | 70 1% | 152 | 87.7% | 3299 62.1% | 3.2% | 18 0.3% | 0 0.0% | 0 0.0% |

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

| | |
|-----------------|--------------------------------------|
| 2 April | Signalling fault - Manchester |
| 4 April | Object Strike - Shipley |
| 9 April | Vandalism - Bingley |
| 26 April | Trespasser - Deansgate |
| 29 April | Signalling fault - Sheffield |

The above incidents had a combined impact of 182 cancellations, 334 PPM failures, 5481 minutes delay and resulted in disruption to 513 Northern services.

Definitions

| | |
|--------------|---|
| Short Formed | Services run with less than planned capacity |
| Cancelled | Services subject to cancellation (full/part) |
| PPM | Services arriving at destination within 4 minutes 59 seconds of the planned arrival time |
| On Time | Services arriving at destination early or within 59 seconds of the planned arrival time |
| CaSL | Services subject to cancellation (full/part) or greater than 30 minutes late at destination |
| 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 |
| 119+ | Services arriving at the planned destination greater than 119 minutes late |