

From 10 December 2023 to 6 January 2024

	Short Formed	All cancellations	On Time	Time to 3	Time to 15
NORTHERN	2552 (4.8%)	4309 (7.4%)	56.3%	76.9%	97.1%

Our Service Group Performance

	Short Formed	All Cancellations	On Time	Time to 3	Time to 15	30-59	60-119	120+
Tyne, Tees & Wear	38 0.9%	266 6.0%	64.3%	81.1%	97.2%	24 0.5%	4 0.1%	0 0%
Lancashire & Cumbria Local	11 0.3%	468 11.6%	61.9%	80.9%	98.2%	4 0.1%	0 0%	0 0%
West & North Yorkshire Inter Urban	427 5.3%	742.5 8.3%	42.3%	64.5%	94.7%	93 1.0%	10 0.1%	1 0%
West & North Yorkshire Local	614 6.3%	898.5 8.5%	58.9%	80.1%	97.2%	45 0.4%	8 0.1%	3 0%
South & East Yorkshire Inter Urban	44 1.0%	245.5 5.4%	63.0%	82.9%	98.4%	12 0.3%	0 0%	1 0%
South & East Yorkshire	328 9.2%	237.5 6.2%	59.5%	78.3%	97.9%	10 0.3%	0 0%	0 0%
North Manchester	273 7.0%	358 8.3%	55.3%	75.5%	97.1%	12 0.3%	3 0.1%	0 0%
Merseyrail City Lines	246 9.4%	198.5 7.3%	43.5%	66.6%	95.5%	20 0.7%	1 0%	1 0%
South Manchester	218 2.4%	356.5 3.6%	58.7%	82.2%	98.4%	25 0.3%	3 0%	1 0%
Lancashire & Cumbria Inter Urban	353 8.8%	537.5 10.5%	62.1%	78.9%	96.9%	20 0.4%	0 0%	0 0%

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

11 December	Flooding - Leeds
14 December	Overhead line issue - Guiseley
21 December	Tree on overhead line - Saltaire
27 December	Flooding - Harrogate
2 January	Flooding - Kirkstall Forge

The above incidents had a combined impact of 475 cancellations and 5,141 minutes delay which resulted in disruption to 979 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