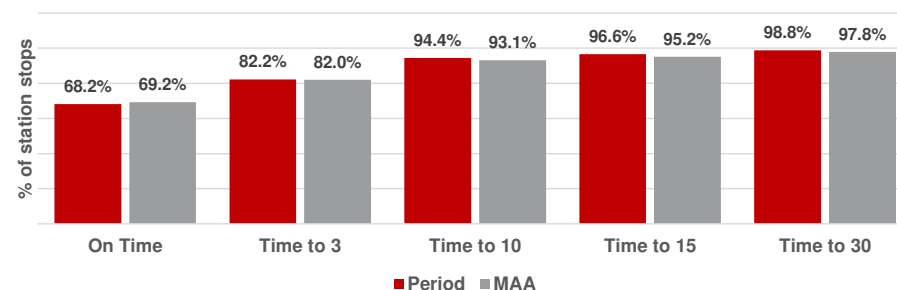


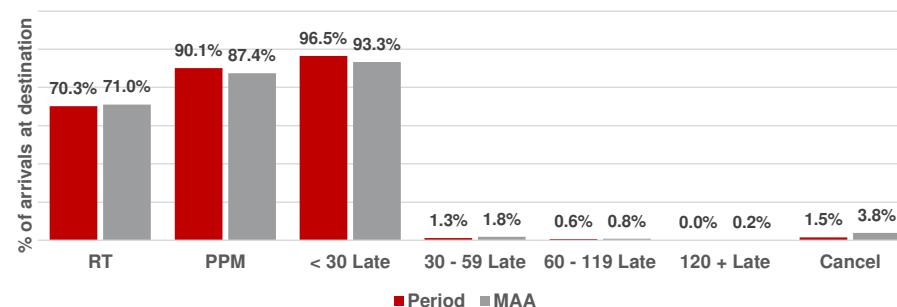
Punctuality at all stations	Punctuality at each station stop					
	On Time		Time to 3		Time to 15	
	Period	MAA	Period	MAA	Period	MAA
Total LNER	68.2%	69.2%	82.2%	82.0%	96.6%	95.2%
Service Groups						
Anglo Scottish Services	70.4%	69.6%	82.7%	81.7%	96.7%	95.0%
West Yorkshire Services	65.9%	70.0%	82.1%	83.5%	97.0%	96.1%
West Yorkshire Extensions	72.1%	71.6%	86.9%	84.9%	97.9%	96.4%
Anglo Scot Extensions	66.3%	66.3%	80.2%	79.3%	95.3%	93.7%

Punctuality at each station stop



Punctuality at destination - Pd	Late arrivals at destination only					
	30 - 59 mins		60 - 119 mins		> 119 mins	
	#	%	#	%	#	%
Total LNER	58	1.3%	28	0.6%	2	0.0%
Service Groups						
Anglo Scottish Services	30	1.5%	12	0.6%	0	0.0%
West Yorkshire Services	19	0.9%	7	0.3%	2	0.1%
West Yorkshire Extensions	1	0.8%	1	0.8%	0	0.0%
Anglo Scot Extensions	8	2.0%	8	2.0%	0	0.0%

Arrivals at destination only



Cancellations	Cancellations					
	Total scheduled services		All causes		LNER only	
	Period	Annual	Period	MAA	Period	MAA
Total LNER	4,566	51,175	1.5%	3.8%	0.7%	1.3%
Service Groups						
Anglo Scottish Services	1,992	22,949	1.0%	3.5%	0.4%	1.0%
West Yorkshire Services	2,049	22,059	1.8%	4.1%	0.8%	1.6%
West Yorkshire Extensions	121	1,363	5.8%	5.1%	3.3%	2.3%
Anglo Scot Extensions	404	4,804	1.5%	3.9%	0.5%	0.9%

Capacity	Reportable short formations			
	#		%	
	Period	MAA	Period	MAA
Total LNER	1	22	0.0%	0.6%
Service Groups				
Anglo Scottish Services	1	9	0.1%	0.5%
West Yorkshire Services	0	12	0.0%	0.7%
West Yorkshire Extensions	0	1	0.0%	0.5%
Anglo Scot Extensions	0	1	0.0%	0.1%

- Anglo Scottish train services covers LNER's services between London and Edinburgh. The Middlesbrough services also sit within this group.
- Anglo Scottish train extensions covers those services which then go on to other places from Edinburgh, such as Aderdeen and Inverness. The Sunderland services also sit within this group.
- West Yorkshire train services covers LNER's services between London and Leeds, Bradford, Harrogate or Lincoln.
- West Yorkshire extension services cover between London and Skipton and London and Hull.