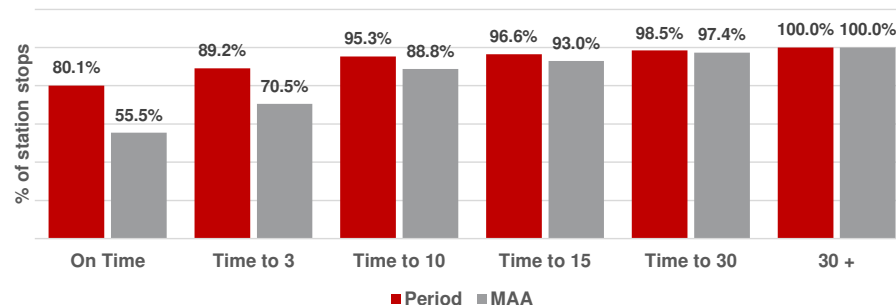


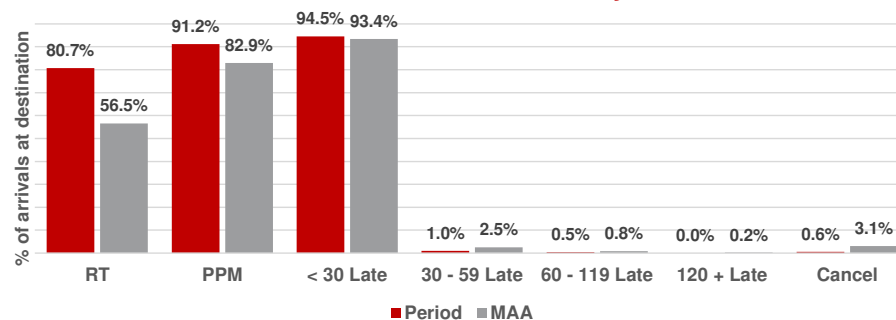
Punctuality at all stations	Punctuality at each station stop					
	On Time		Time to 3		Time to 15	
	Period	MAA	Period	MAA	Period	MAA
Total LNER	80.1%	55.5%	89.2%	70.5%	96.6%	93.0%
Service Groups						
Anglo Scottish Services	79.0%	53.4%	88.3%	68.4%	96.2%	92.4%
West Yorkshire Services	83.2%	61.8%	91.2%	76.9%	97.1%	95.8%
West Yorkshire Extensions	84.6%	64.6%	95.5%	80.7%	99.0%	96.8%
Anglo Scot Extensions	74.3%	45.5%	85.5%	60.4%	96.1%	87.6%

Punctuality at each station stop



Punctuality at destination - Pd	Late arrivals at destination only					
	30 - 59 mins		60 - 119 mins		> 119 mins	
	#	%	#	%	#	%
Total LNER	34	1.0%	15	0.5%	21	0.6%
Service Groups						
Anglo Scottish Services	18	1.2%	7	0.5%	15	1.0%
West Yorkshire Services	12	0.8%	7	0.5%	2	0.1%
West Yorkshire Extensions	1	0.9%	0	0.0%	0	0.0%
Anglo Scot Extensions	3	1.3%	1	0.4%	4	1.8%

Arrivals at destination only



Cancellations	Cancellations					
	Total scheduled services		All causes		LNER only	
	Period	MAA	Period	MAA	Period	MAA
Total LNER	3,297	45,921	3.4%	3.1%	0.8%	1.6%
Service Groups						
Anglo Scottish Services	1,514	20,859	2.2%	2.2%	0.6%	1.1%
West Yorkshire Services	1,443	20,050	4.0%	3.5%	0.9%	1.9%
West Yorkshire Extensions	112	1,421	4.5%	3.8%	1.8%	1.8%
Anglo Scot Extensions	228	3,591	7.0%	5.5%	0.9%	2.6%

Capacity	Reportable short formations			
	#	#	%	%
	Period	MAA *	Period	MAA *
Total LNER	5	0	0.2%	0.0%
Service Groups				
Anglo Scottish Services	1	0	0.1%	0.0%
West Yorkshire Services	3	0	0.2%	0.0%
West Yorkshire Extensions	0	0	0.0%	0.0%
Anglo Scot Extensions	1	0	0.4%	0.0%

* To be reported from May 2021

- Anglo Scottish train services covers LNER's services between London and Edinburgh.
- Anglo Scottish train extensions covers those services which then go on to other places from Edinburgh, such as Aberdeen and Inverness. The Sunderland service also sits 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.