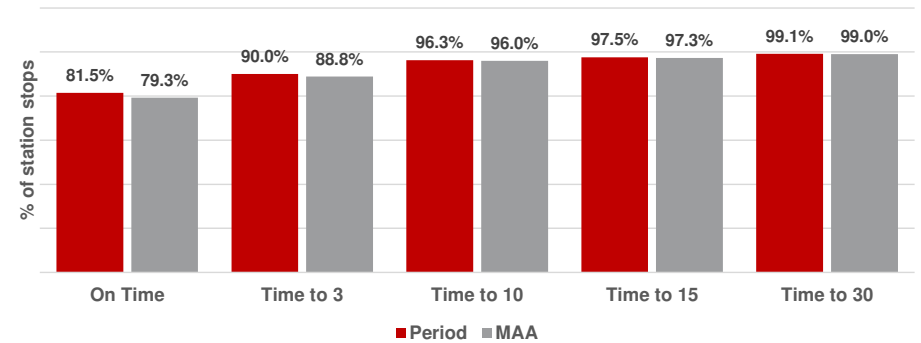


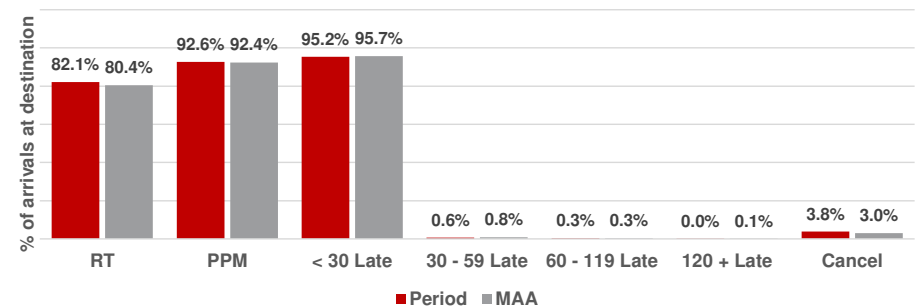
Punctuality at all stations	Punctuality at each station stop					
	On Time		Time to 3		Time to 15	
	Period	MAA	Period	MAA	Period	MAA
Total LNER	81.5%	79.3%	90.0%	88.8%	97.5%	97.3%
Service Groups						
Anglo Scottish Services	81.8%	78.9%	90.1%	88.4%	97.8%	97.2%
West Yorkshire Services	81.1%	80.3%	90.3%	89.9%	97.7%	97.9%
West Yorkshire Extensions	79.0%	78.1%	89.5%	90.2%	95.7%	98.0%
Anglo Scot Extensions	81.5%	77.9%	89.4%	87.4%	96.8%	96.4%
Annual Targets		50.0%		68.9%		94.1%

Punctuality at each station stop



Punctuality at destination - Pd	Late arrivals at destination only					
	30 - 59 mins		60 - 119 mins		> 119 mins	
	#	%	#	%	#	%
Total LNER	20	0.6%	9	0.3%	1	0.0%
Service Groups						
Anglo Scottish Services	10	0.7%	7	0.5%	0	0.0%
West Yorkshire Services	8	0.5%	1	0.1%	1	0.1%
West Yorkshire Extensions	0	0.0%	0	0.0%	0	0.0%
Anglo Scot Extensions	2	0.6%	1	0.3%	0	0.0%

Arrivals at destination only



Cancellations	Cancellations					
	Total scheduled services		All causes		LNER only	
	Period	MAA	Period	MAA	Period	MAA
Total LNER	3,218	39,780	3.8%	3.0%	0.6%	0.6%
Service Groups						
Anglo Scottish Services	1,398	19,246	2.8%	2.5%	0.2%	0.5%
West Yorkshire Services	1,462	16,797	4.5%	3.2%	0.9%	0.8%
West Yorkshire Extensions	25	1,229	8.0%	3.5%	0.0%	0.9%
Anglo Scot Extensions	333	2,508	4.8%	5.1%	1.2%	0.8%
Annual Target			2.8%			

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	4	0	0.3%	0.0%
West Yorkshire Extensions	0	0	0.0%	0.0%
Anglo Scot Extensions	0	0	0.0%	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 Aderdeen 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.