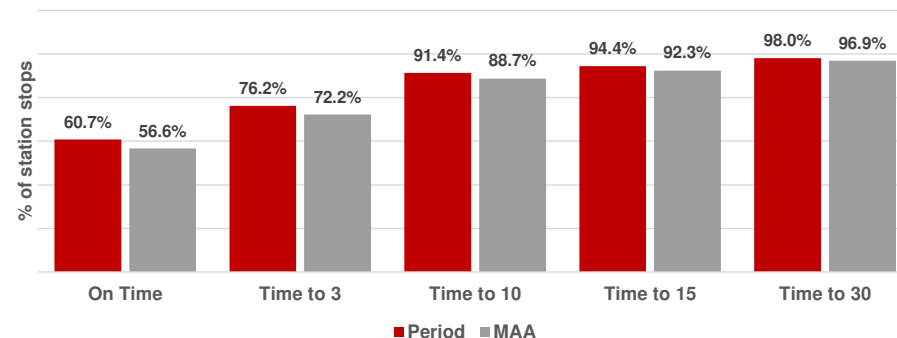


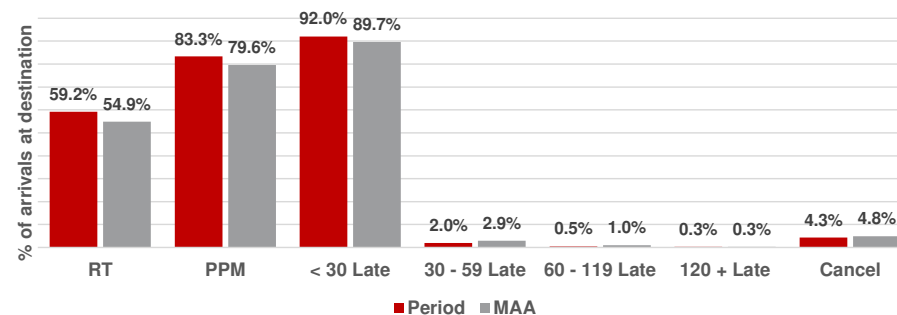
| Punctuality at all stations | Punctuality at each station stop | | | | | |
|-----------------------------|----------------------------------|--------------|--------------|--------------|--------------|--------------|
| | On Time | | Time to 3 | | Time to 15 | |
| | Period | MAA | Period | MAA | Period | MAA |
| Total LNER | 60.7% | 56.6% | 76.2% | 72.2% | 94.4% | 92.3% |
| Service Groups | | | | | | |
| Anglo Scottish Services | 63.1% | 56.8% | 76.4% | 71.2% | 93.9% | 91.7% |
| West Yorkshire Services | 59.6% | 57.6% | 77.1% | 74.4% | 95.6% | 94.1% |
| West Yorkshire Extensions | 67.4% | 59.5% | 81.6% | 76.7% | 95.0% | 94.7% |
| Anglo Scot Extensions | 55.3% | 53.3% | 72.6% | 69.5% | 92.7% | 89.7% |
| Annual Targets | 60.0% | | 75.0% | | 94.0% | |

Punctuality at each station stop



| Punctuality at destination - Pd | Late arrivals at destination only | | | | | |
|---------------------------------|-----------------------------------|-------------|---------------|-------------|------------|-------------|
| | 30 - 59 mins | | 60 - 119 mins | | > 119 mins | |
| | # | % | # | % | # | % |
| Total LNER | 88 | 2.0% | 21 | 0.5% | 12 | 0.3% |
| Service Groups | | | | | | |
| Anglo Scottish Services | 46 | 2.4% | 12 | 0.6% | 7 | 0.4% |
| West Yorkshire Services | 25 | 1.3% | 4 | 0.2% | 3 | 0.2% |
| West Yorkshire Extensions | 1 | 0.9% | 0 | 0.0% | 0 | 0.0% |
| Anglo Scot Extensions | 16 | 4.2% | 5 | 1.3% | 2 | 0.5% |

Arrivals at destination only



| Cancellations | Cancellations | | | | | |
|---------------------------|--------------------------|---------------|-------------|-------------|-------------|-------------|
| | Total scheduled services | | All causes | | LNER only | |
| | Period | Annual | Period | MAA | Period | MAA |
| Total LNER | 4,382 | 52,802 | 4.3% | 4.8% | 1.2% | 1.3% |
| Service Groups | | | | | | |
| Anglo Scottish Services | 1,930 | 23,270 | 4.6% | 4.7% | 1.0% | 1.0% |
| West Yorkshire Services | 1,953 | 23,882 | 3.7% | 4.8% | 1.4% | 1.5% |
| West Yorkshire Extensions | 114 | 1,306 | 4.4% | 6.4% | 1.3% | 2.3% |
| Anglo Scot Extensions | 385 | 4,344 | 5.6% | 5.3% | 1.7% | 1.4% |
| Annual Target | | | 3.1% | | | |

| Capacity | Reportable short formations | | | |
|---------------------------|-----------------------------|----------|-------------|-------------|
| | # | # | % | % |
| | Period | MAA | Period | MAA |
| Total LNER | 52 | 7 | 1.2% | 0.2% |
| Service Groups | | | | |
| Anglo Scottish Services | 8 | 2 | 0.4% | 0.1% |
| West Yorkshire Services | 42 | 5 | 2.2% | 0.3% |
| West Yorkshire Extensions | 1 | 0 | 0.9% | 0.1% |
| Anglo Scot Extensions | 1 | 0 | 0.3% | 0.0% |

- 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.

LNER Planned and Cancelled Services - 2023-2024



| Railway Period | Dates | Services originally planned in the timetable | Services fully removed from the timetable prior to the planned day of operation (Full Cancellations) * | | Planned services on the day + | On the Day Cancellations | | Services operated on the day | Services partially removed from the timetable prior to the planned day of operation (Part Cancellations) ** | | Notes relating to LNER's Operational Performance | |
|----------------|---------------------|--|--|-----------------------------|-------------------------------|--------------------------|-----------------------------|------------------------------|---|-----------------------------|--|---|
| | | | LNER # | Other Industry (Not LNER) ~ | | LNER # | Other Industry (Not LNER) ~ | | LNER # | Other Industry (Not LNER) ~ | Principal causes for services removed from the timetable prior to the planned day of operation | Principal causes for services removed from the timetable on the planned day of operation (On the Day Cancellations) |
| 2413 | 03/03/24 - 31/03/24 | 4,415 | 33 | 0 | 4,382 | 53 | 136 | 4,194 | 24 | 2 | LNER: - Impact of industrial disputes Other Industry: | LNER: - Impact of industrial disputes - Train Crew sickness Other Industry: - Cable theft at Claypole - Animal strike at Darlington - Landslip at Burnmouth |

* This includes adjustments made for the impact of large incidents or short term resource changes (sometimes referred to as 'P-coded cancellations)

** These services ran for more than 50% their planned journey (these are also counted as 'P-coded cancellations for the cancelled section)

Changes made due to LNER causes such as fleet technical or traincrew related issues

~ Changes made due to other industry (not LNER) causes such as major infrastructure defects or the effects of severe weather (eg storms, flooding)

+ These numbers form the basis on which periodic industry performance numbers are calculated