



Network Rail
Freedom of Information
The Quadrant
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[REDACTED]
[REDACTED]

18th January 2018

Dear [REDACTED]

Information request
Reference number: FOI2018/00026

Thank you for your request of 8th January 2018, in which you requested the following information:

“Under the freedom of information act, out of all the train services that leave Liverpool Lime Street, how many were delayed from 01/10/2017-31/12/2017?”

Please could you break this down per hour from 6am to 11pm (e.g delayed trains due to leave between 6am & 7am, 7am & 8am etc).”

I have processed your request under the terms of the Freedom of Information Act 2000 (FOIA).

I can confirm that we hold the information you requested. Please find attached an Excel sheet titled 'FOI201800026 Delay data', which supplies the information you have requested. Please note that, as with the data you received in response to request FOI2017/01224, there are two tabs to this spreadsheet- the first tab (titled 'Delay data Liverpool Lime St.') provides a table that shows the delay figures for each hour at Liverpool Lime Street Station for the period of 1st October 2017 to 31st December 2017 as requested.

The second tab titled '011017 to 311217 by time band' shows the trains that departed 'on time' in each hour, along with the number of trains that departed one minute late or less, trains that departed two minutes late or less, and trains that departed five minutes late or less, and the percentages to which these figures relate for each hour.

Please note that there were no trains in or out of Liverpool Lime Street between the 1st and 22nd October 2017 due to engineering works. This may therefore distort the figures slightly when comparing them to the data you received in response to request FOI2017/01224, due to the fact that fewer trains ran during this requested period.

As explained in our previous response to you, the percentages demonstrated in the second data tab after the “on time” figure are cumulative of “on time” and the corresponding delays- so for example, the column that shows ‘Trains Departing 1 Minute Late or Less’ includes both “on time” and up to one minute percentages combined, the column that shows ‘Trains Departing 2 Minutes Late or Less’ includes the combined percentage of schedules that were “on time”, schedules that were ‘1 Minute Late or Less’, and schedules ‘2 Minutes Late or Less’, and so on.

As referred to previously, you can learn more about the Public Performance Measure (PPM), the industry standard measurement of performance which includes delays at stations, by visiting the relevant page on our website using the link provided [here](#).

If you have any enquiries about this response, please contact me in the first instance at FOI@networkrail.co.uk or on 01908 782405. Details of your appeal rights are below.

Please remember to quote the reference number at the top of this letter in all future communications.

Yours sincerely

Emma Wolstenholme
Information Officer

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Appeal Rights

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the FOI Compliance and Appeals Manager at Network Rail, Freedom of Information, The Quadrant, Elder

Gate, Milton Keynes, MK9 1EN, or by email at foi@networkrail.co.uk. Your request must be submitted within 40 working days of receipt of this letter.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF