

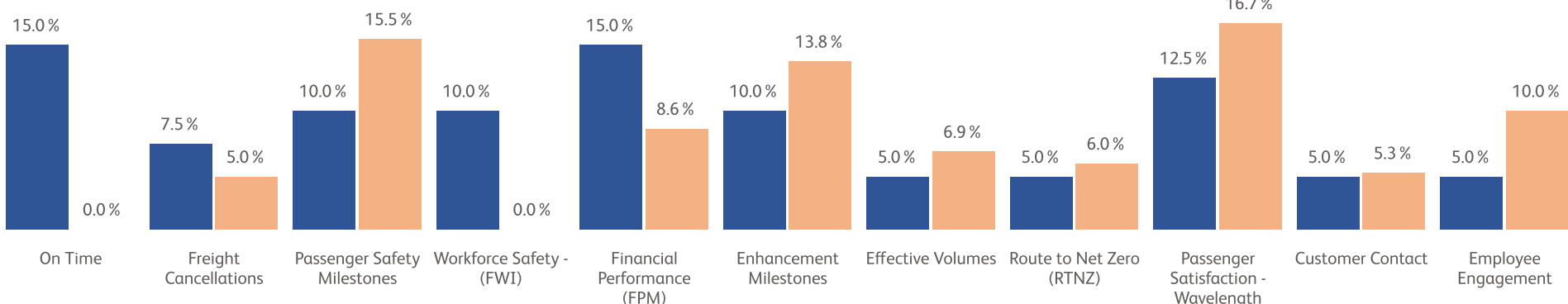
FY25 Scorecard Metric Summary: % Year-End Forecast vs Target Scorecard Contribution

This chart summarises the forecast year-end scorecard contribution for all metrics (orange bars) and compares this to the target year-end scorecard contribution (blue bars). Adding up each metric's %s will total the forecast scorecard outturn for this period. Full target achievement across all metrics will deliver 100% scorecard contribution. Full upper taper achievement across all metrics will deliver 200% scorecard contribution.

● % Year-End Target Scorecard Contribution ● % Year-End Forecast Scorecard Contribution

National 100.0% 79.6%*

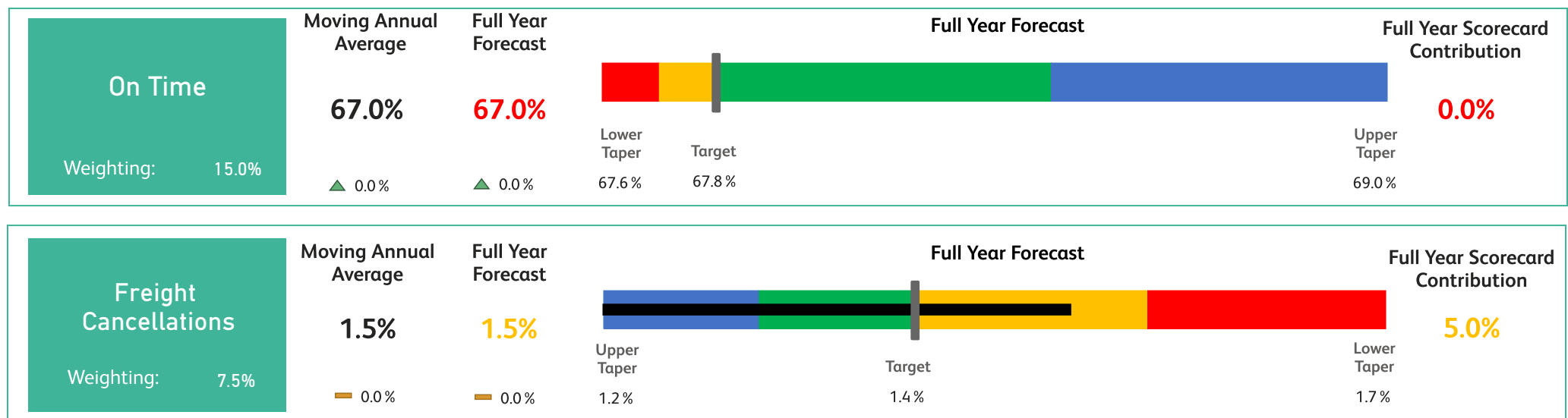
*The total scorecard contribution number may not reflect the sum of the metrics due to local management performance adjustments



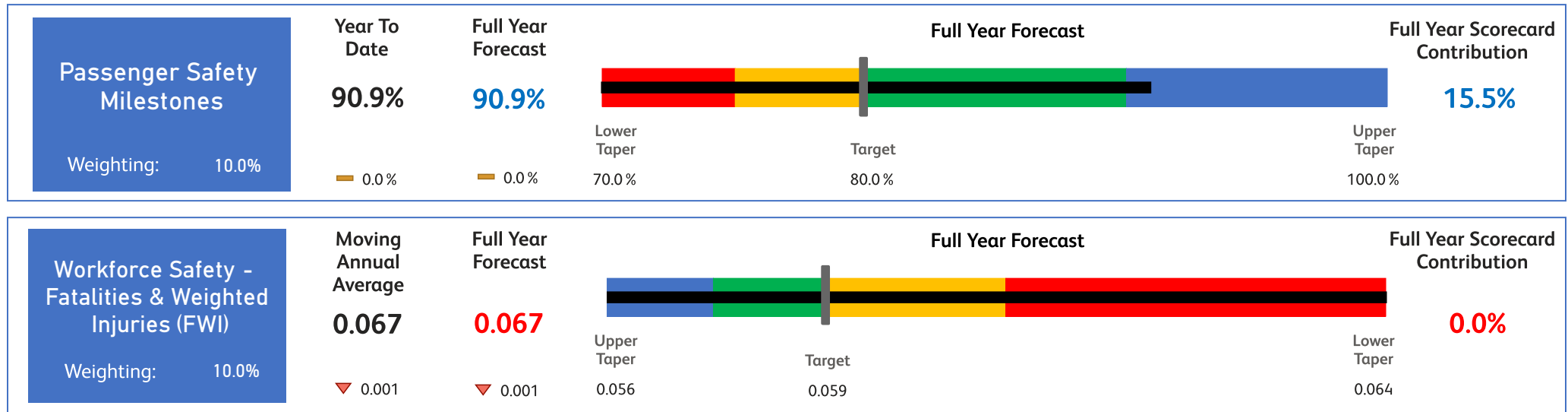
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- **Moving Annual Average** (average performance of last 13 periods) or **Year to Date** (aggregate performance from period 1 to current period), with direction of performance movement since last period.
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- **Full Year Scorecard Contribution** (calculation using the full year forecast relative to its position in the taper range (between lower and upper taper) and the metric weighting).

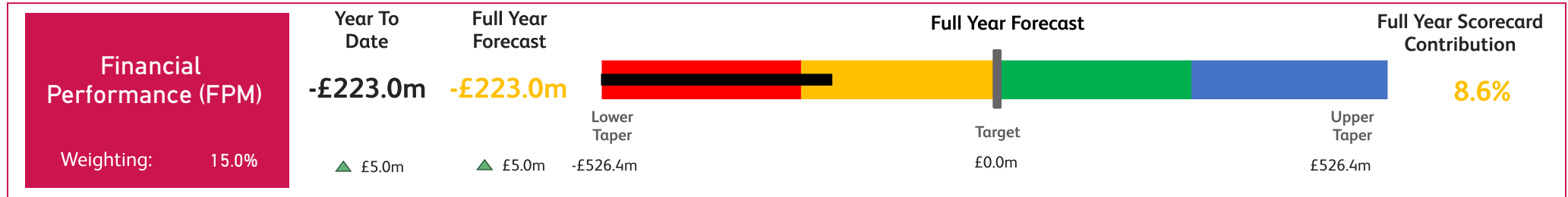
TRAIN SERVICE DELIVERY



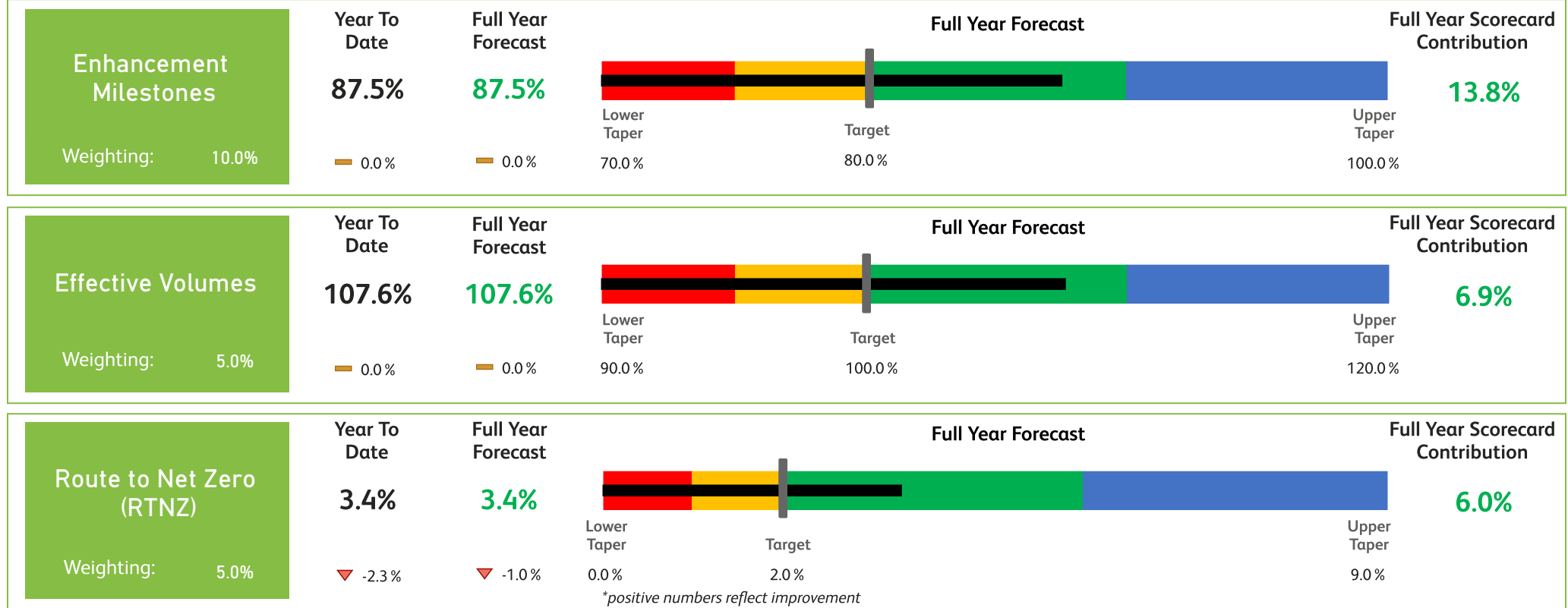
SAFETY



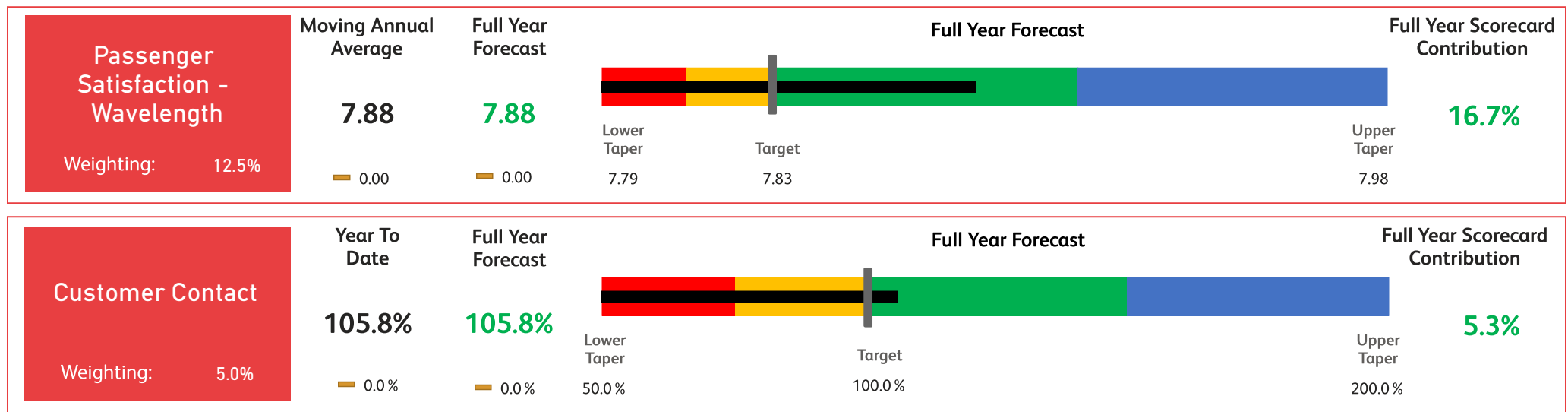
EFFICIENCY



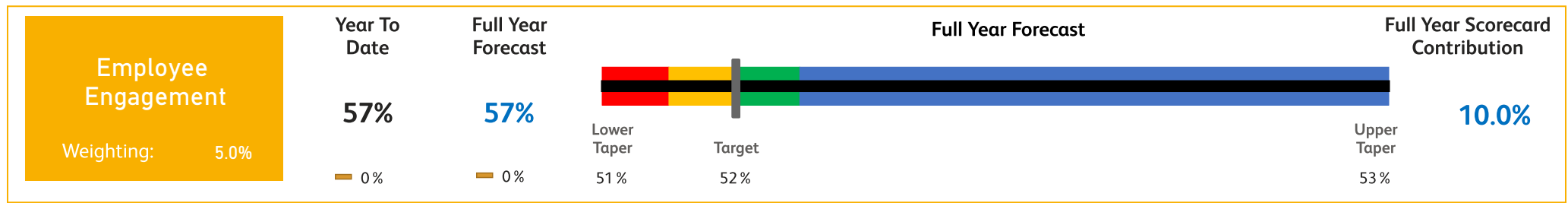
SUSTAINABLE GROWTH



CUSTOMER & COMMUNITIES

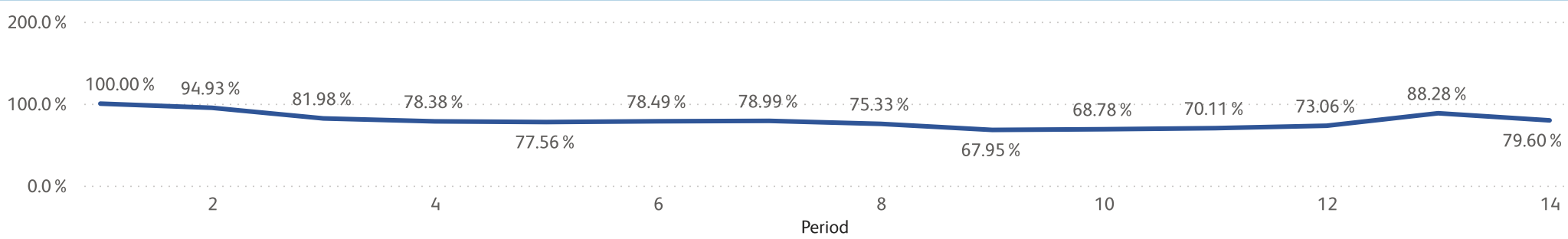


PEOPLE



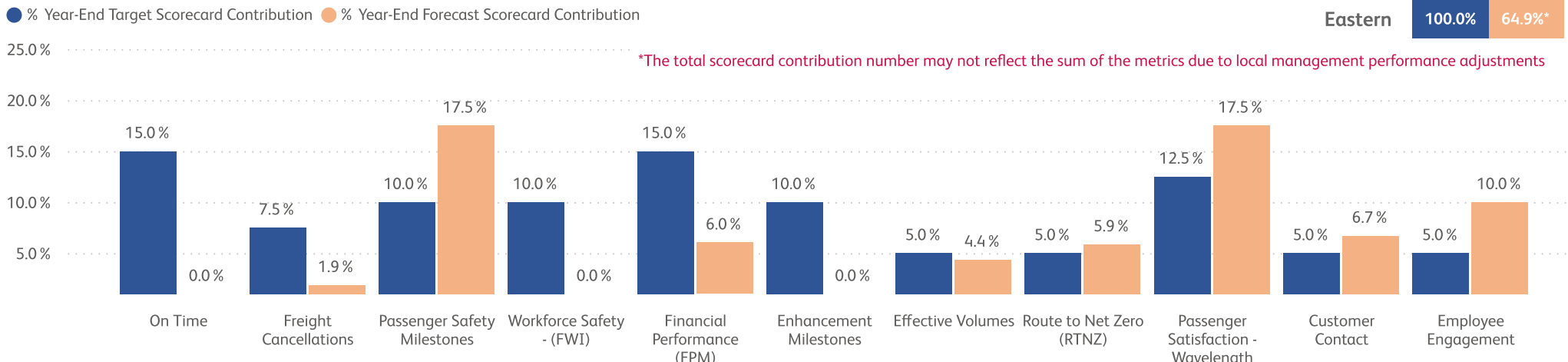
FY25 Scorecard Full Year Forecast Outturn

This chart shows the direction of movement in forecast year-end outturn for every period in FY25.



FY25 Scorecard Metric Summary: % Year-End Forecast vs Target Scorecard Contribution

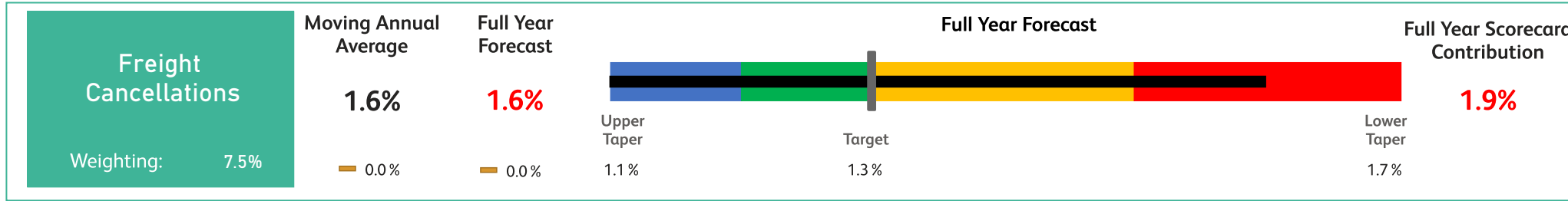
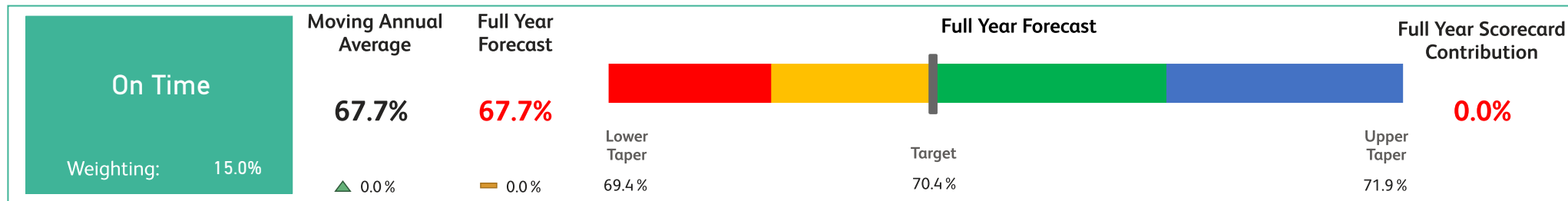
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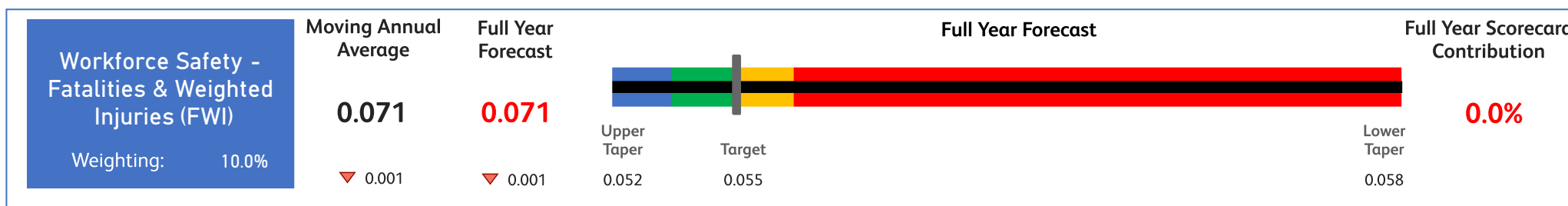
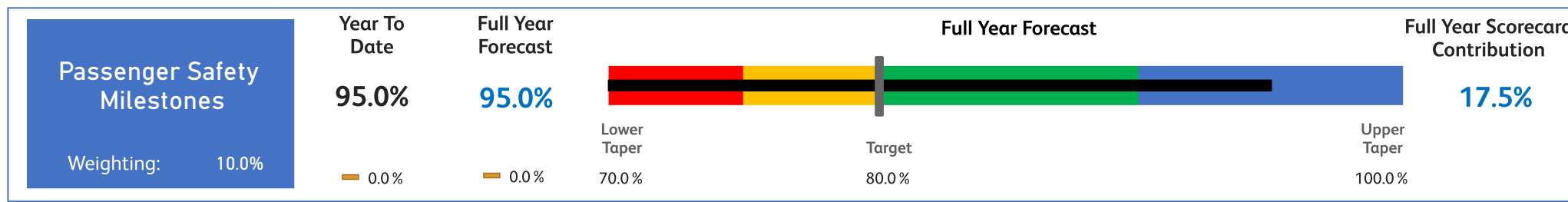
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TRAIN SERVICE DELIVERY



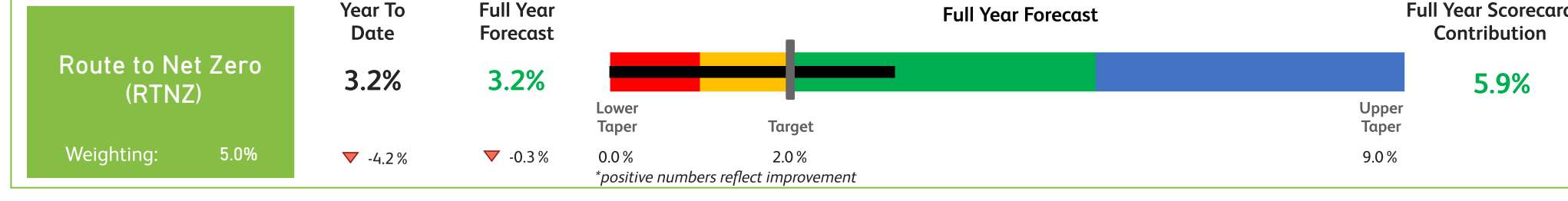
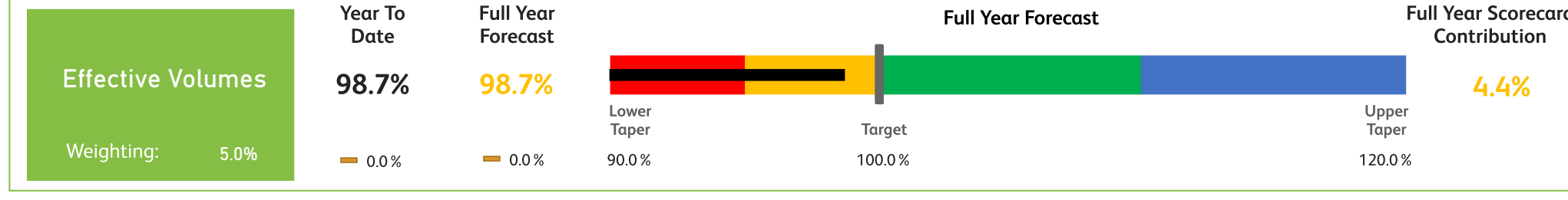
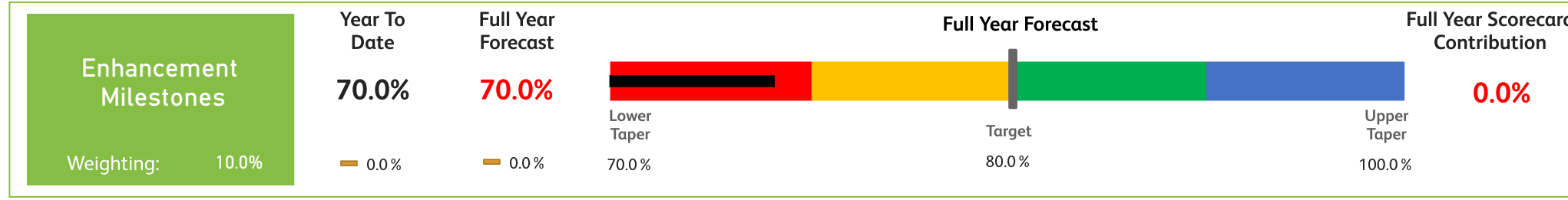
SAFETY



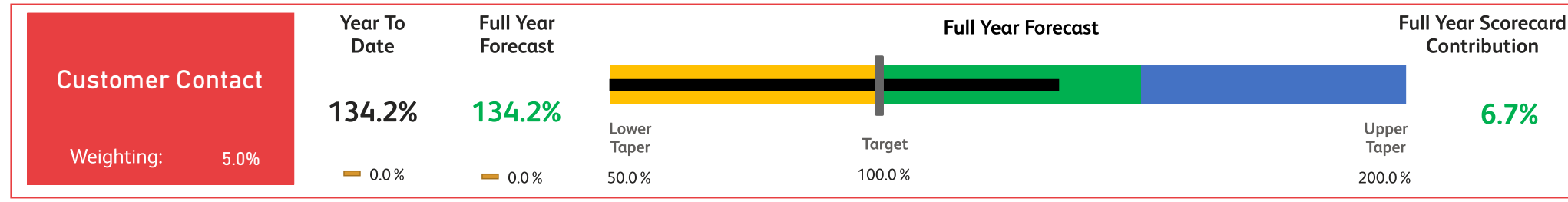
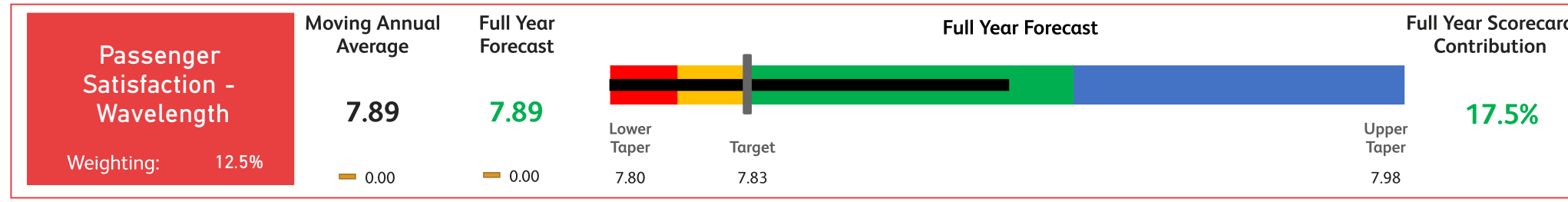
EFFICIENCY



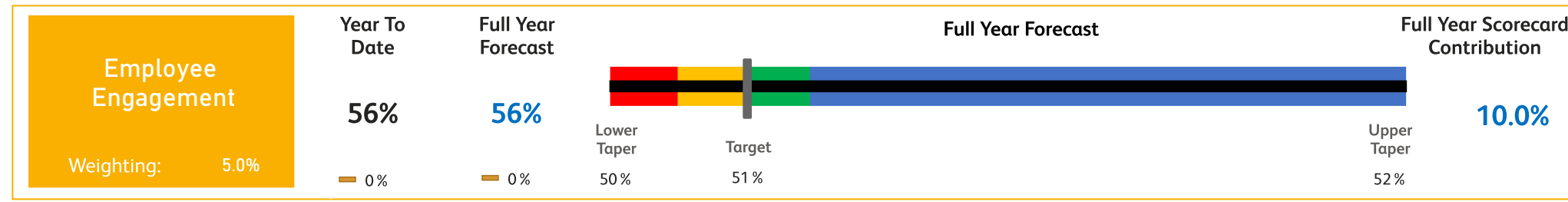
SUSTAINABLE GROWTH



CUSTOMER & COMMUNITIES

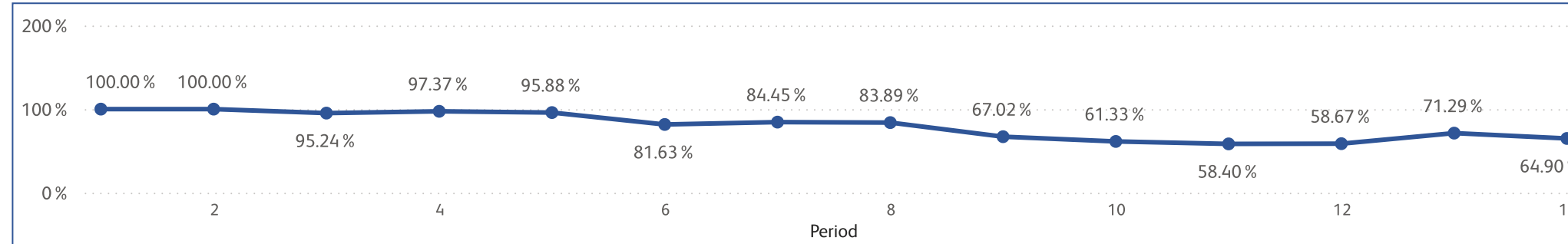


PEOPLE



FY25 Scorecard Full Year Forecast Outturn

This chart shows the direction of movement in forecast year-end outturn for every period in FY25.



FY25 Scorecard Metric Summary: % Year-End Forecast vs Target Scorecard Contribution

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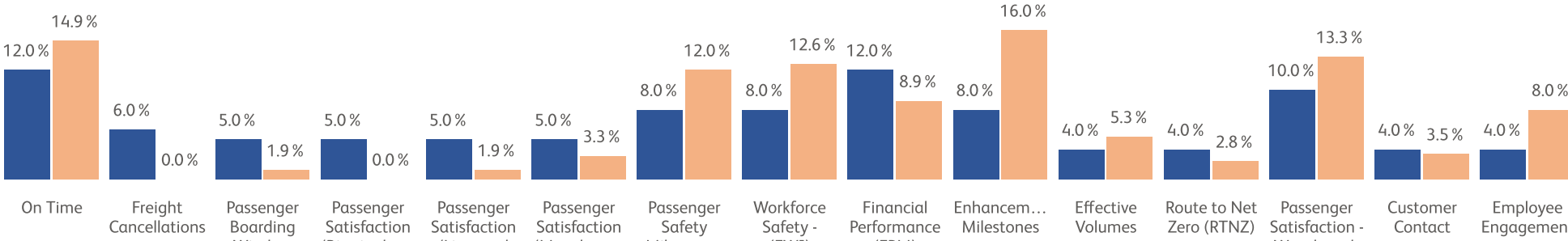
% Year-End Target Scorecard Contribution

% Year-End Forecast Scorecard Contribution

North West & Central

100.0%89.7%*

*The total scorecard contribution number may not reflect the sum of the metrics due to local management performance adjustments



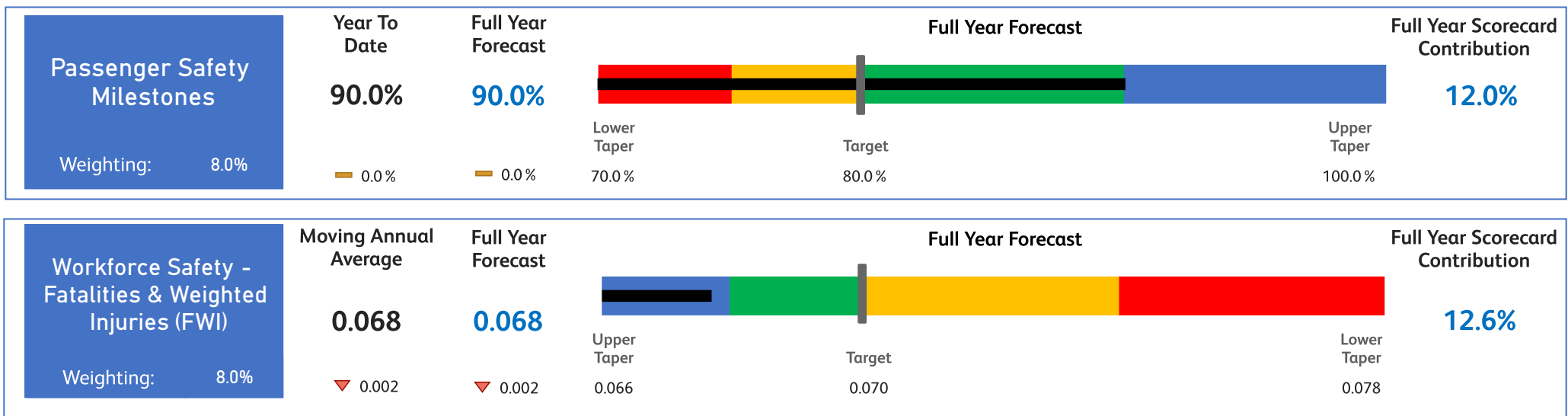
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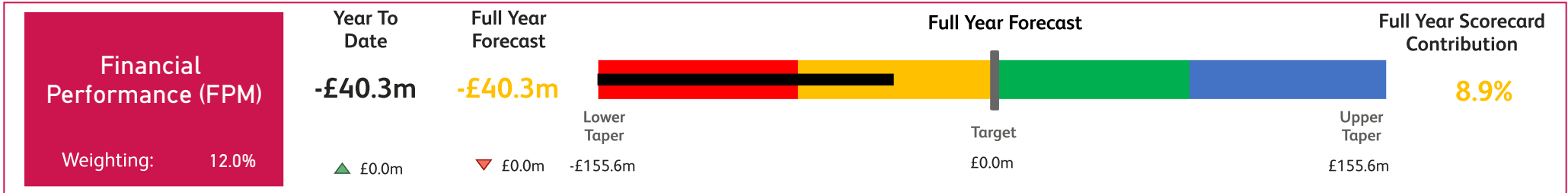
TRAIN SERVICE DELIVERY



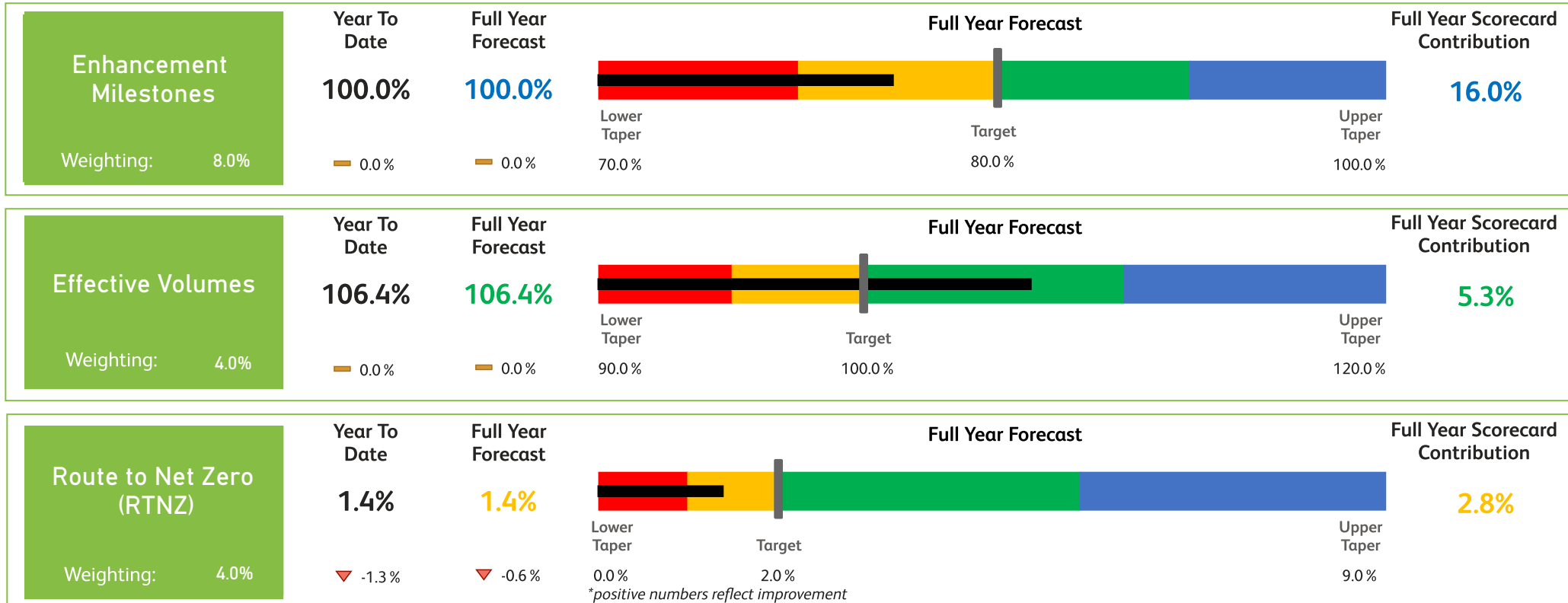
SAFETY



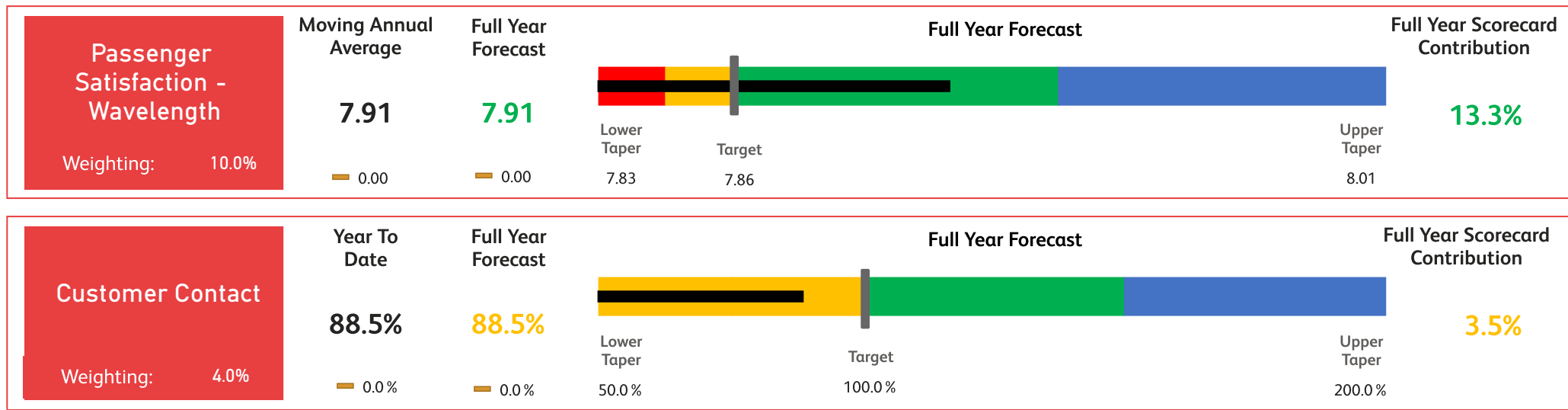
EFFICIENCY



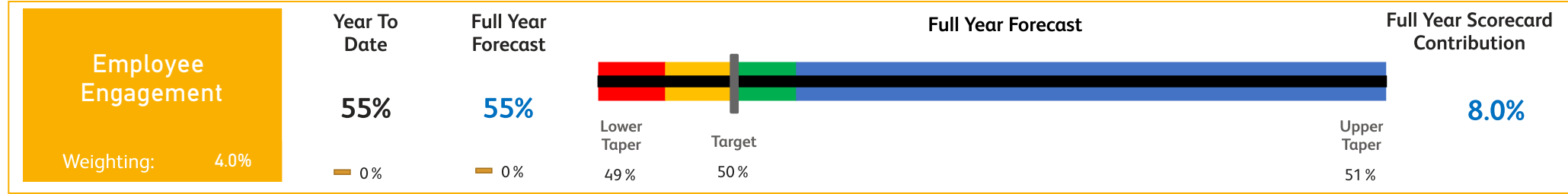
SUSTAINABLE GROWTH



CUSTOMER & COMMUNITIES

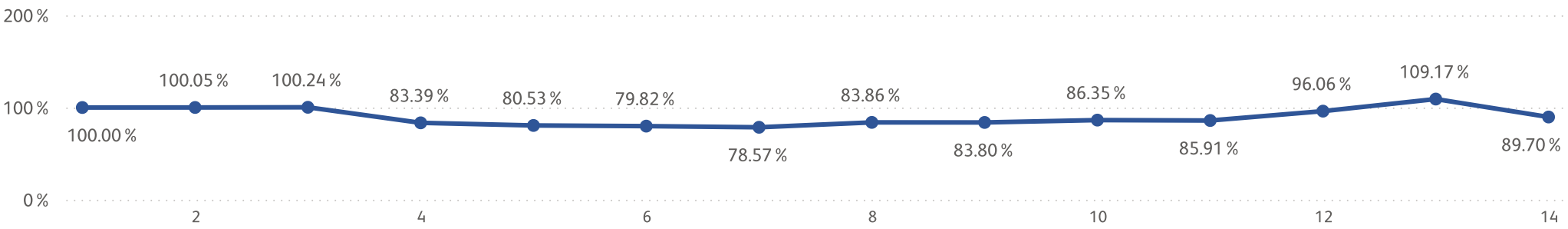


PEOPLE



FY25 Scorecard Full Year Forecast Outturn

This chart shows the direction of movement in forecast year-end outturn for every period in FY25.

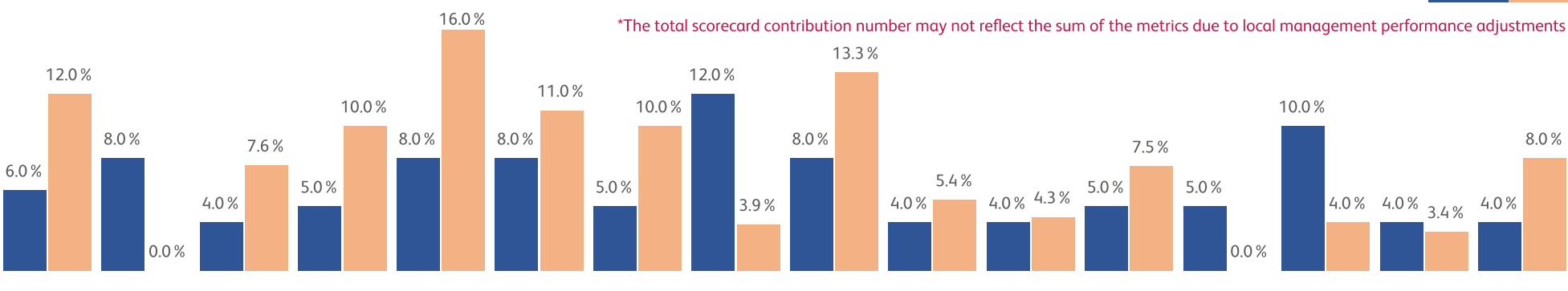


FY25 Scorecard Metric Summary: % Year-End Forecast vs Target Scorecard Contribution

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● % Year-End Target Scorecard Contribution ● % Year-End Forecast Scorecard Contribution

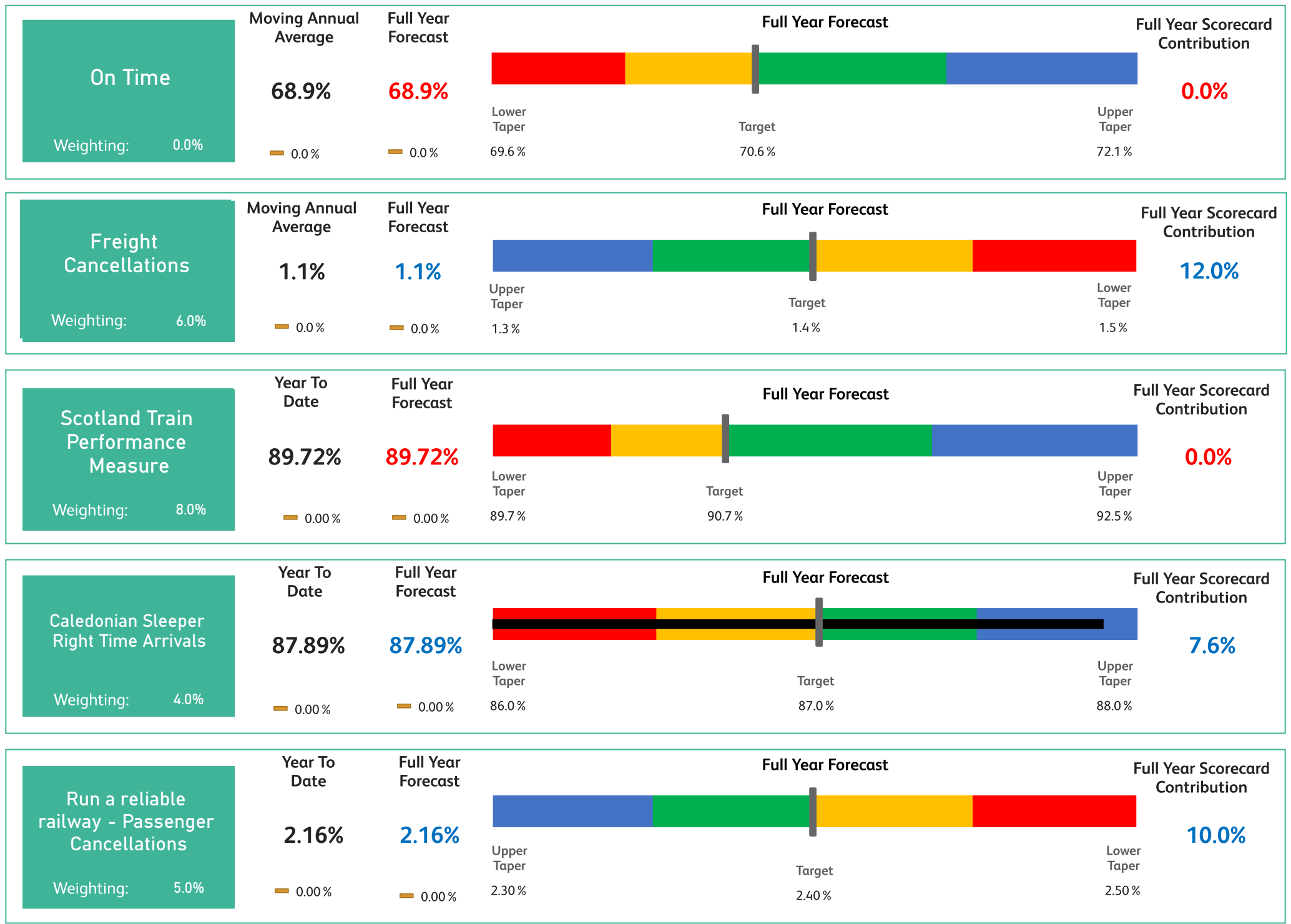
Scotland's Railway 100.0% 116.4%*



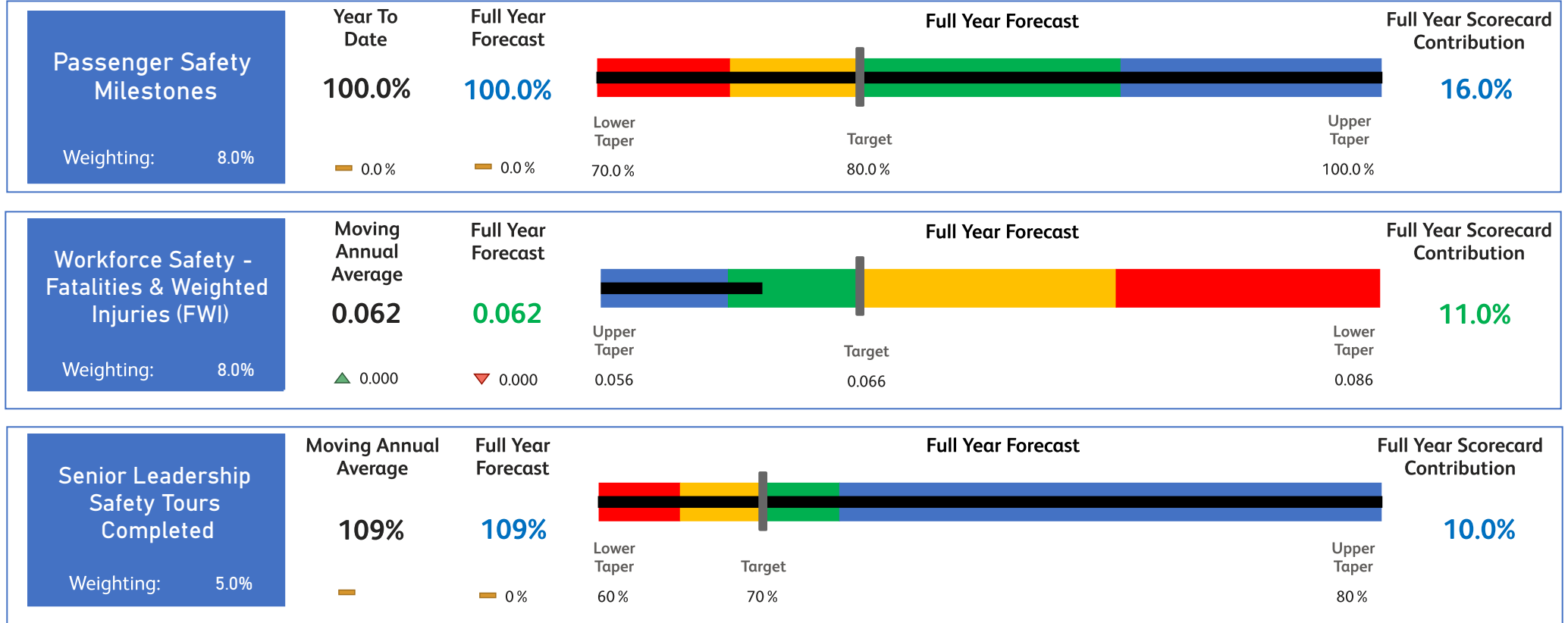
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TRAIN SERVICE DELIVERY



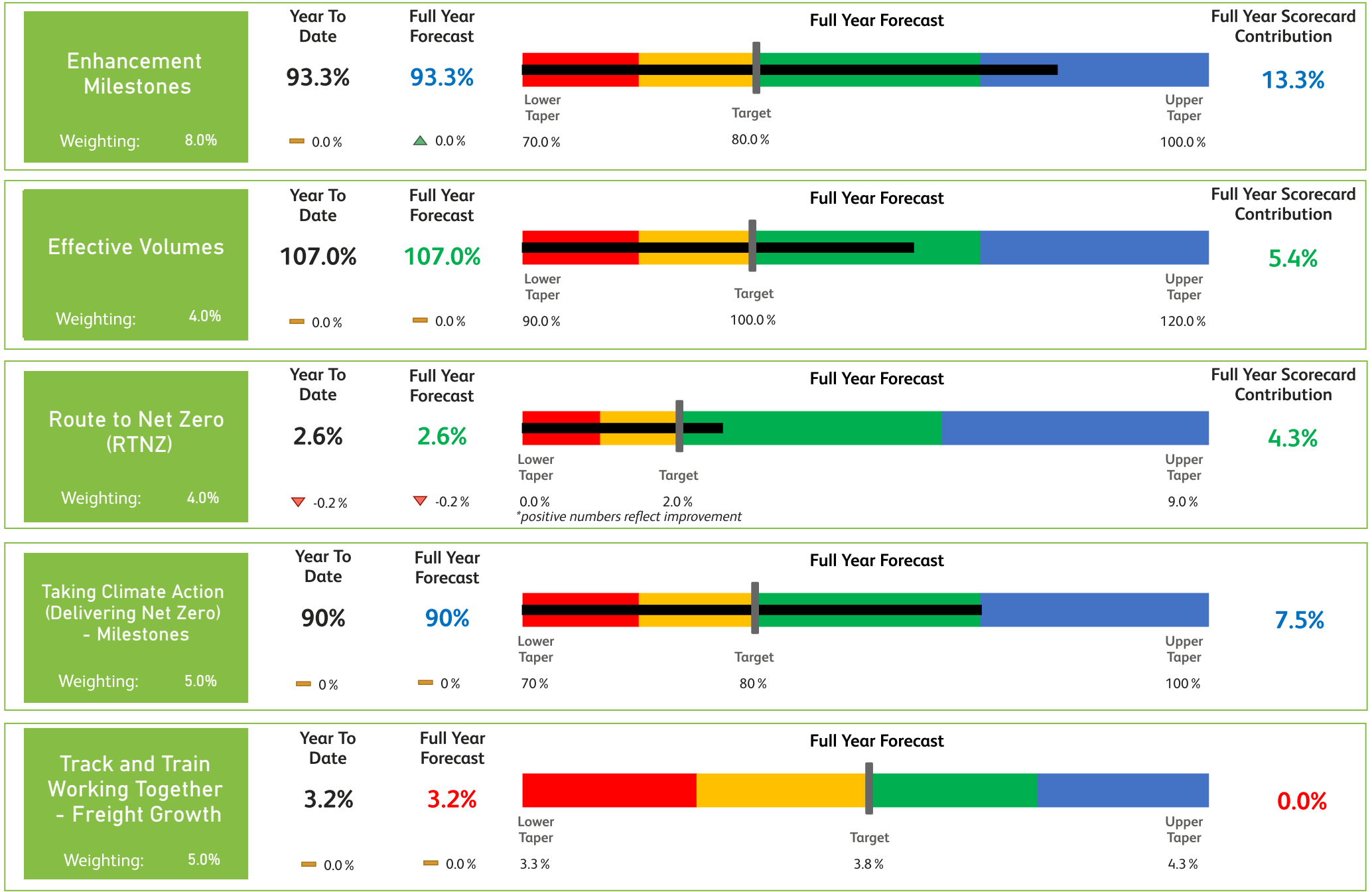
SAFETY



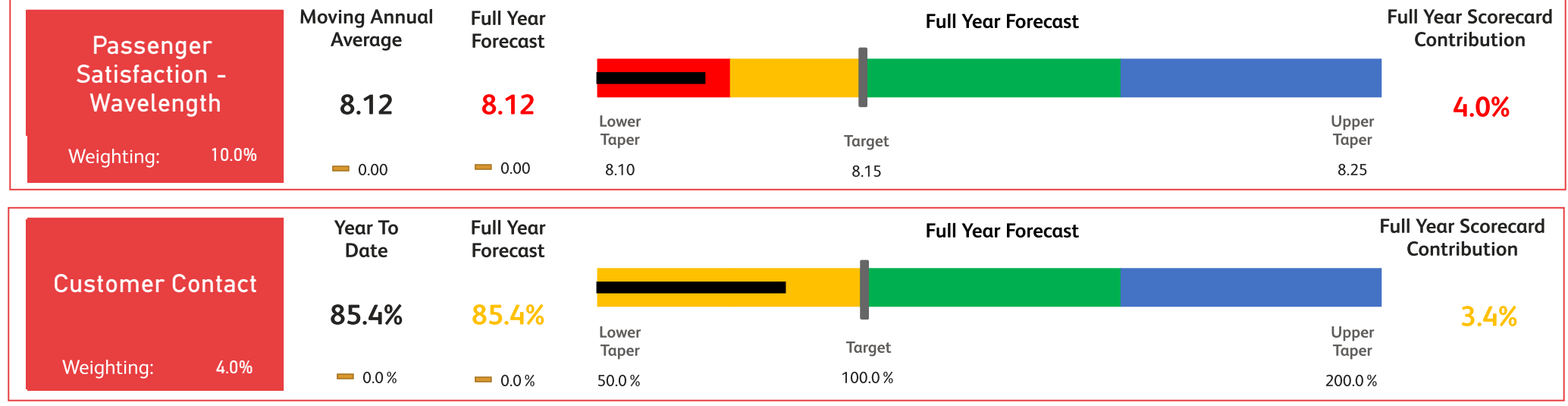
EFFICIENCY



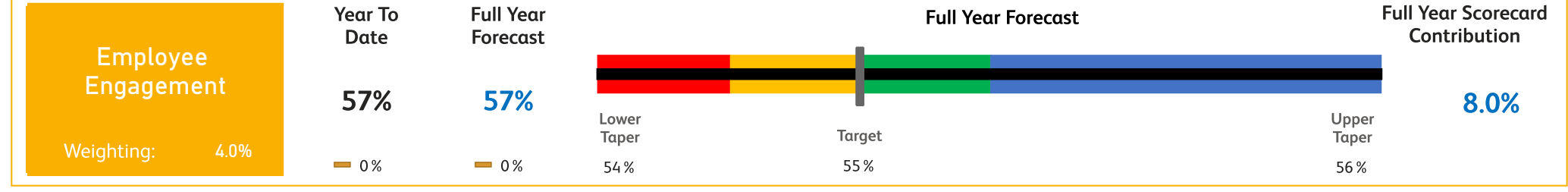
SUSTAINABLE GROWTH



CUSTOMER & COMMUNITIES

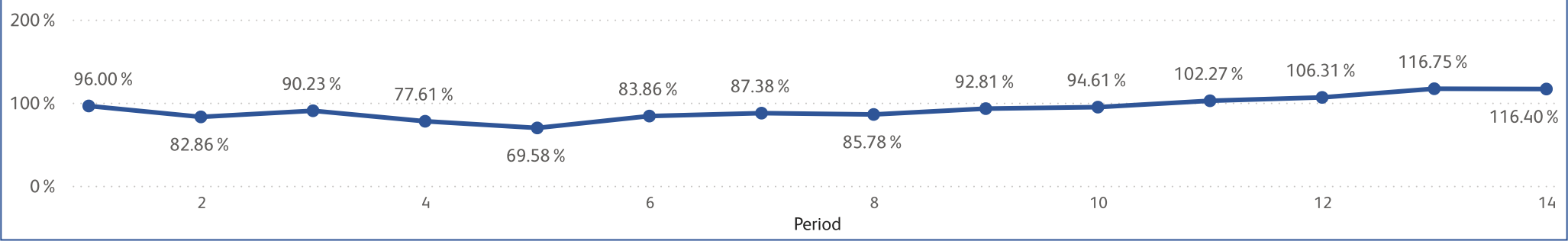


PEOPLE

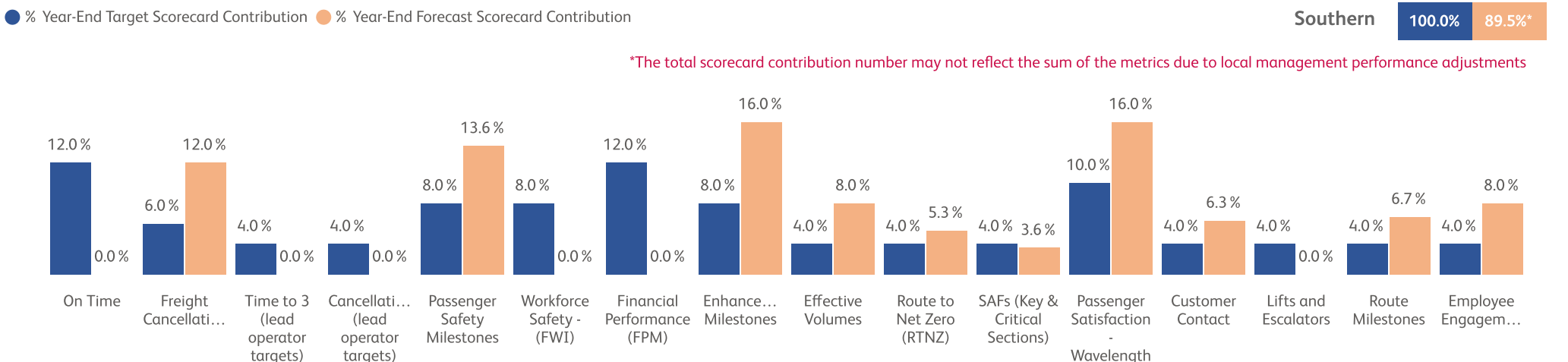


FY25 Scorecard Full Year Forecast Outturn

This chart shows the direction of movement in forecast year-end outturn for every period in FY25.



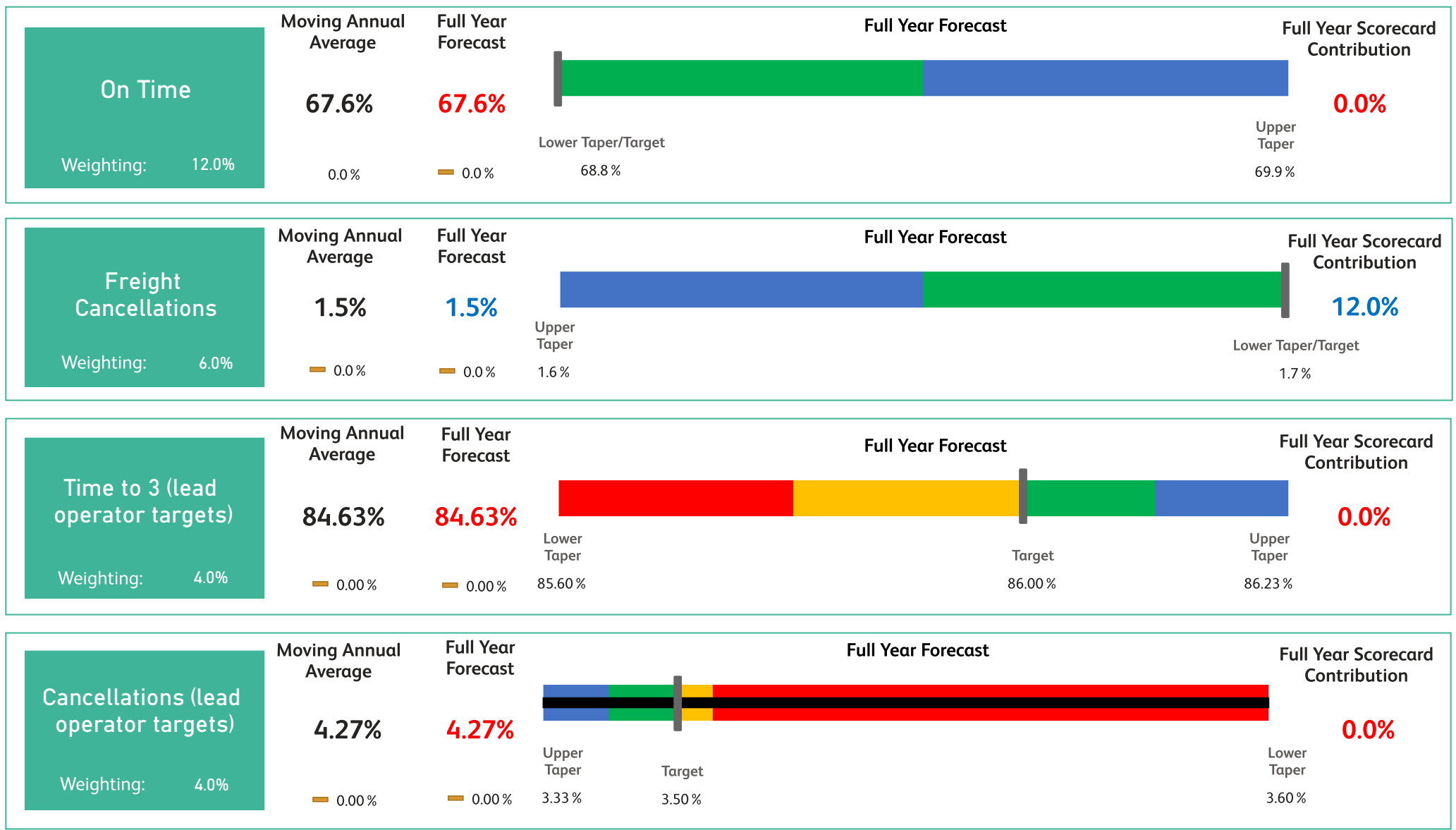
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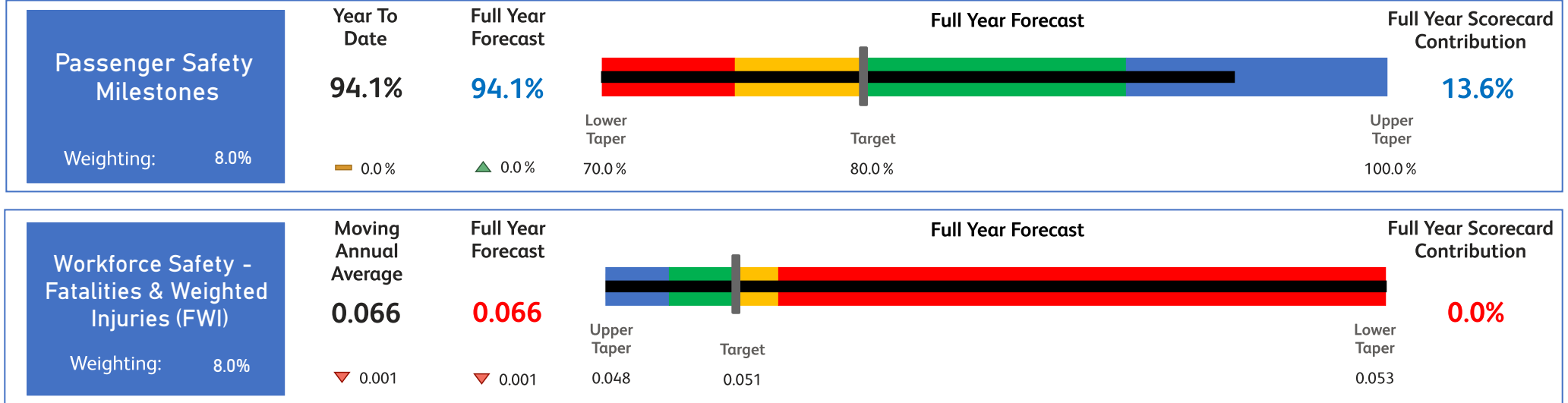
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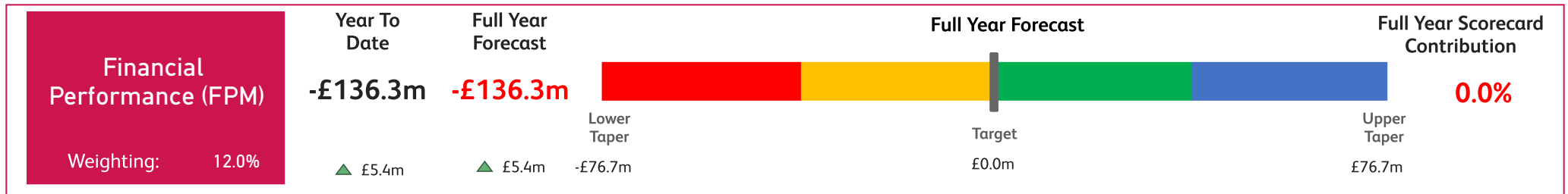
TRAIN SERVICE DELIVERY



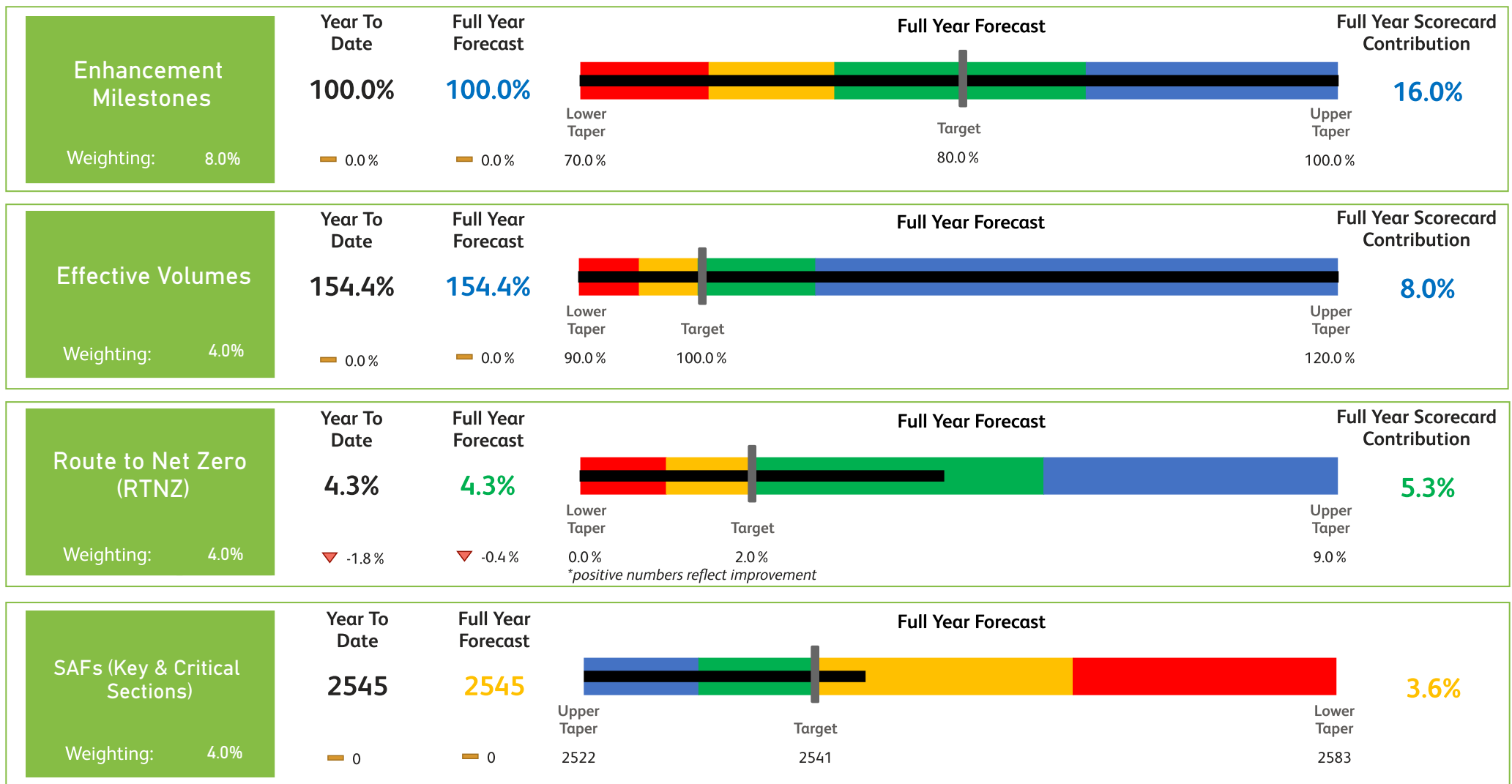
SAFETY



EFFICIENCY



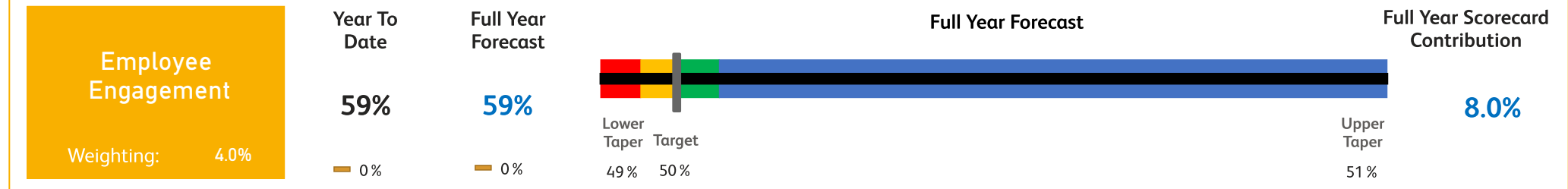
SUSTAINABLE GROWTH



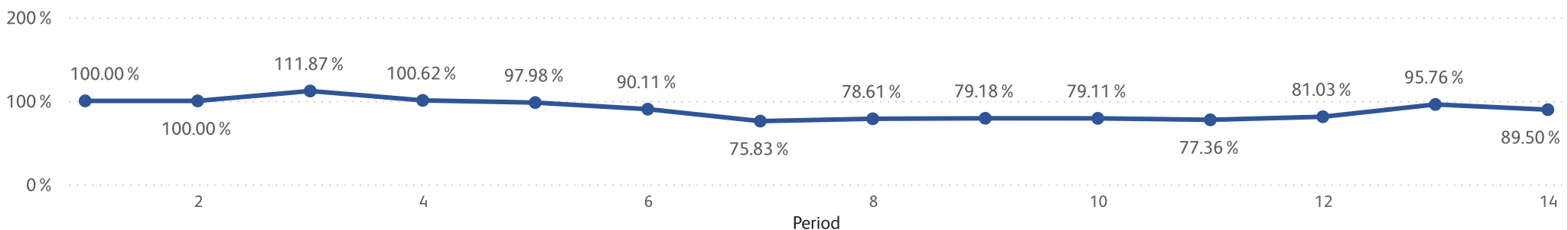
CUSTOMER & COMMUNITIES



PEOPLE

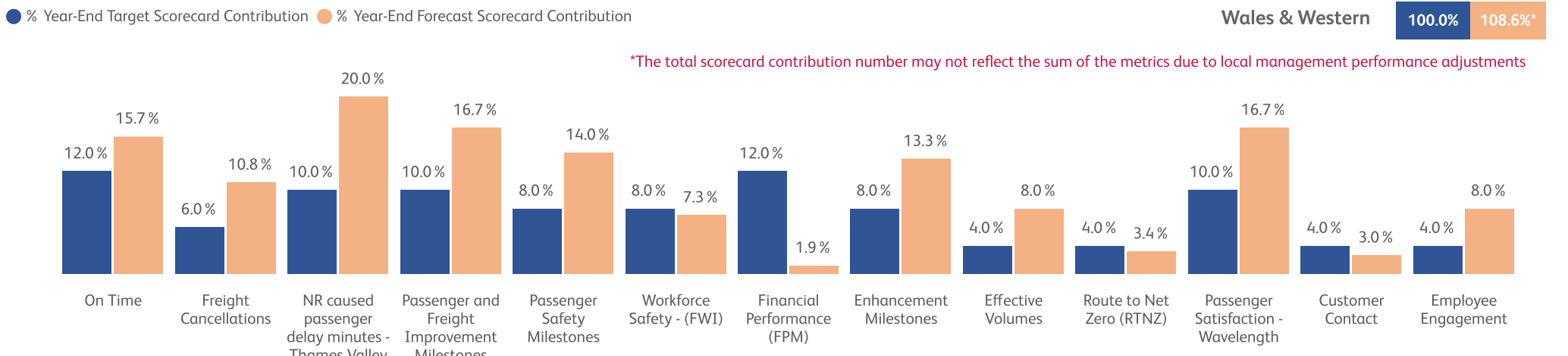


FY25 Scorecard Full Year Forecast Outturn
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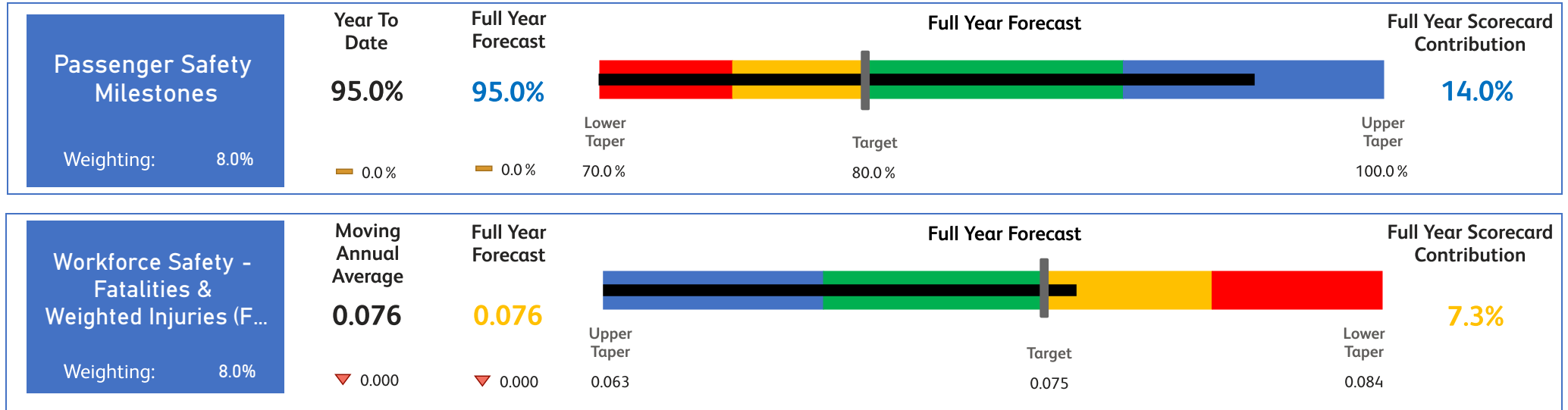
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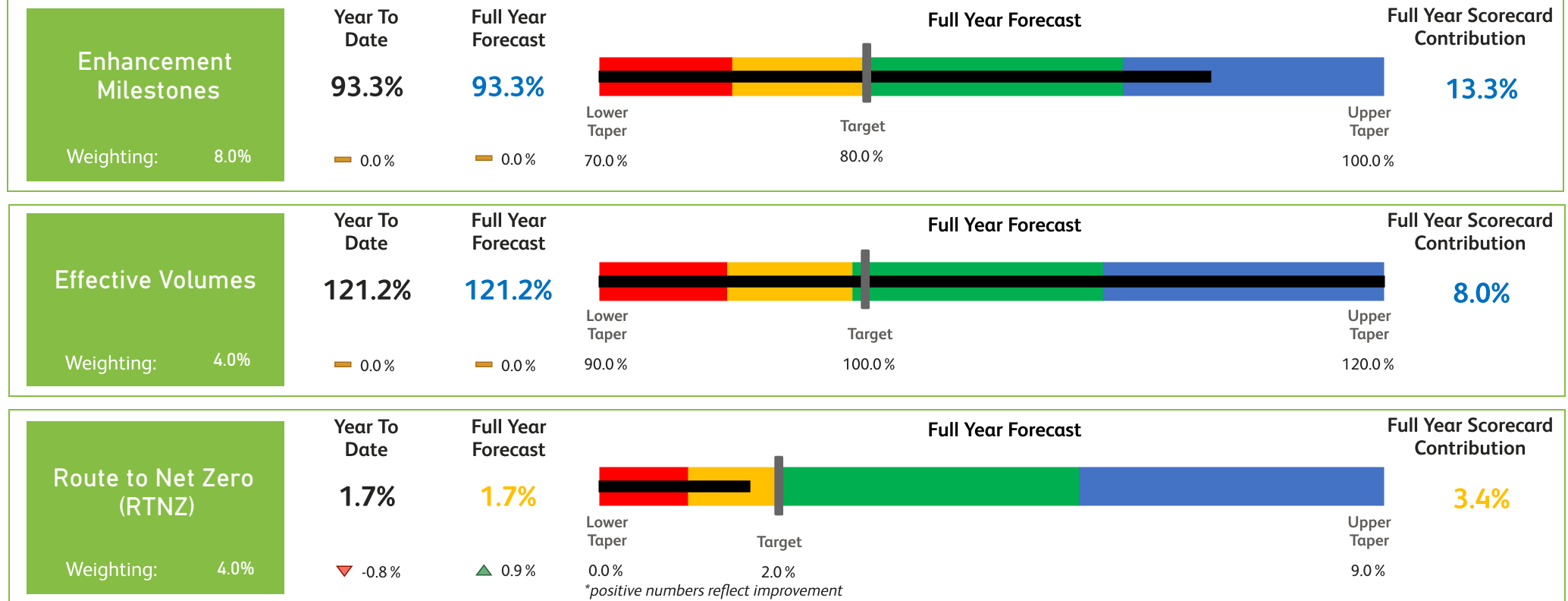
SAFETY



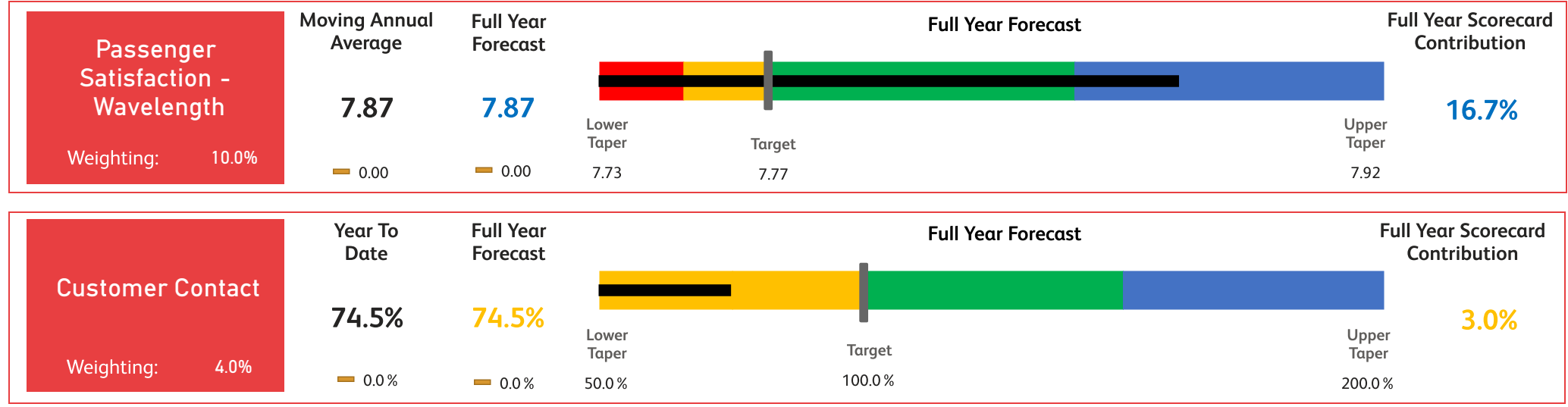
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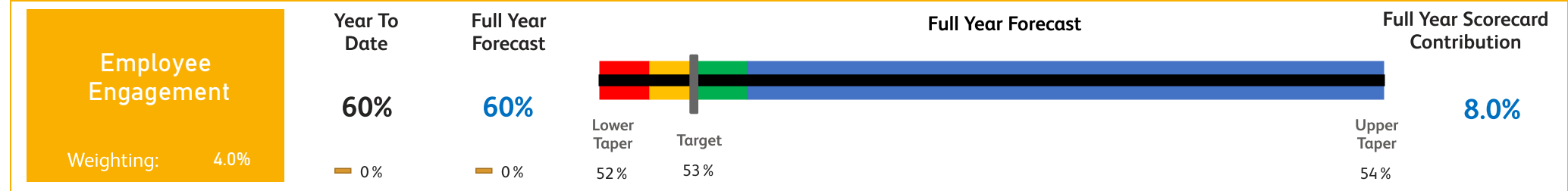
SUSTAINABLE GROWTH



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