

SAFETY - (20%)	%	WORSE	TARGET	BETTER
Work related absence	6.0%	40	20	0
Derailments	7.0%	12	9	6
Operator lost time incidents on NR infrastructure	7.0%	15	11	7
TRAIN PERFORMANCE MEASURES - (21%)	%	WORSE	TARGET	BETTER
Freight Delivery Measure (FDM) – National	4.0%	92.5%	94.0%	94.5%
Freight Delivery Measure (FDM) – Scotland	2.0%	93.5%	94.5%	95.0%
FOC on TOC (DM/ 100 train km)	2.0%	1.24	1.17	1.15
CrossCountry – PPM	2.5%	88.0%	88.8%	89.6%
CrossCountry – Cancellations	2.0%	2.8%	2.4%	2.2%
CrossCountry – Time to 3 minutes	2.0%	70.40%	71.40%	72.70%
CrossCountry – Time to 15 minutes	1.5%	95.9%	96.6%	97.3%
Caledonian Sleeper – Right Time	5.0%	75.0%	80.0%	85.0%
LOCAL MEASURES - (29%)	%	WORSE	TARGET	BETTER
Net tonne miles moved – Freight (billions)	4.0%	9.4	10.4	11.4
Average speed- Freight - delivery against agreed milestones	2.0%	80%	90%	100%
Freight service plan reviews- delivery against agreed milestones	2.0%	80%	90%	100%
Strategic capacity - Freight	2.0%	5%	10%	15%
Scottish freight growth on baseline	2.0%	1.0%	1.5%	3.5%
Scottish new freight traffic share	1.0%	1%	2%	4%
Average speed improvement on baseline (Freight, Scotland)	1.0%	0%	2%	3%
CrossCountry – Roll up of on time performance at the key XC locations	4.5%	38%	44%	49%
CrossCountry – % of Cat 3 & 4 Studies initiated out of total required	4.5%	70%	80%	90%
Charter planning compliance	3.0%	0%	50%	100%
Freight End User (FEU) satisfaction	3.0%	69%	74%	79%
INVESTMENT & ASSET MANAGEMENT - (10%)	%	WORSE	TARGET	BETTER
CP6 SFN schemes - Current year GRIP 6 completion vs baseline	5.0%	80%	90%	100%
Freight asset reliability	5.0%	0.0%	0.9%	3.0%
FINANCIAL PERFORMANCE - (15%)	%	WORSE	TARGET	BETTER
Financial Performance Measure (FPM)	7.5%	-10%	0%	10%
Loss Funding (£m)	7.5%	10%	5%	0%
PEOPLE - (5%)	%	WORSE	TARGET	BETTER
Your Voice Action Plans - delivery against agreed milestones	5.0%	80%	90%	100%