Definitions – Eastern Region

On the Side of Passengers and Freight Users

North & East Route Scorecard	A weighted aggregation of performance for agreed local measures relating to each route
East Coast Route Scorecard	A weighted aggregation of performance for agreed local measures relating to each route
East Midlands Route Scorecard	A weighted aggregation of performance for agreed local measures relating to each route
Anglia Route Scorecard	A weighted aggregation of performance for agreed local measures relating to each route

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Financial Performance Measure (FPM)	An assessment of how Network Rail have performed compared to the financial targets set out in the CP6 Business Plan. The measure is an aggregation of the three individual FPM measures from prior years (P&L, Renewals and Enhancements)
Enhancement Milestones	The number of milestones completed ahead of time or on time, as a percentage of all milestones planned for delivery in the year
Complaints Handling	An index calculated from (i) the number of complaints, (ii) the average age of open service requests, and (iii) the turnaround time of closed service requests

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Workforce Fatalities and Weighted Injuries	An index representing workforce safety, using fatalities and non-fatal injuries per hour worked. A lower FWI represents better performance.
Employee Engagement	An index representing the proportion of employees surveyed who responded favourably to key questions on engagement.
Personal Accountability for Safety	A measure of how much we are improving our culture and behaviours to help keep ourselves and our colleagues safe. The measure assesses the combined reduction in (i) Breaches in Life Saving Rules, and (ii) High Potential events.

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Environmental Sustainability Index	An index representing performance against four key environmental measures: (i) % of waste recycled, (ii) % of waste diverted from landfill, (iii) % reduction in carbon emission, and (iv) % reduction in non-traction energy usage.
Effective Volumes	A measure of how much additional life our renewals activities add to our assets, which provides a medium-term view of sustainability. Calculated as a weighted aggregation of renewals volumes, where the weighting distinguishes between activity types and their different impacts on asset life.

Definitions – North West & Central Region

On the Side of Passengers and Freight Users

On Time	The percentage of Recorded Station Stops called at on time (early or <1min late)
Consistent Region Measure – Performance (CRM-P)	Measures the annual minutes of Network Rail attributed delay to passenger trains from incidents occurring in the region normalised by the actual mileage travelled by passenger trains within that region.
Freight Delivery Metric (FDM)	Regulatory measure of Network Rail's ability to deliver freight trains to destination within 15 minutes of booked time
Passenger Satisfaction (Wavelength)	The percentage of passengers surveyed who were satisfied with their overall journey.
Passenger Satisfaction - Managed Stations	The percentage of passengers surveyed who were satisfied with service at managed stations
Passenger Safety – Train Accident Risk Reduction (TARR)	Measures achievement of the key milestones and metrics to reduce train accident risk. TARR is made up of milestone targets and volume targets, both of which have different achievement weightings.
Freight Cancellations	The number of Network Rail and Other Operator caused cancellations, as a percentage of freight trains run. This measure is a subset of the regulatory Freight Delivery Metric (FDM)
Chiltern	A weighted aggregation of performance for agreed local measures relating to each customer
Merseyrail	A weighted aggregation of performance for agreed local measures relating to each customer
TPE	A weighted aggregation of performance for agreed local measures relating to each customer
Avanti	A weighted aggregation of performance for agreed local measures relating to each customer
WMT	A weighted aggregation of performance for agreed local measures relating to each customer
Northern	A weighted aggregation of performance for agreed local measures relating to each customer
Cross Country	A weighted aggregation of performance for agreed local measures relating to each customer
Arriva Rail London T3	The percentage of Recorded Station Stops called at on time (early or <3mins late)
Caledonian Sleeper Right Time Arrivals	The percentage of Caledonian Sleeper trains which arrive at their final destination within one minute of the advertised time having called at all booked stations. When a specially advertised revised timetable is in operation, at times of engineering work for example, they are measured against the revised times

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Complaints Handling	An index calculated from (i) the number of complaints, (ii) the average age of open service requests, and (iii) the turnaround time of closed service requests
Financial Performance Measure (P&L)	Measures how Network Rail is performing against Income & Opex budget. Target for the year is £0 (break-even). A positive figure represents outperformance against target, and a negative figure equates to overspending for the amount of work done, i.e. underperforming.
Financial Performance Measure (Enhancements)	Measures how much renewals projects are costing compared to budget. Target for the year is £0 (break-even). A positive figure represents outperformance against target.
Financial Performance Measure (Renewals)	Measures how much Enhancements are costing compared to baselines. Target for the year is £0 (break-even). A positive figure represents outperformance against target.
Enhancement Milestones	The number of milestones completed ahead of time or on time, as a percentage of all milestones planned for delivery in the year

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Employee Engagement	An index representing the proportion of employees surveyed who responded favourably to key questions on engagement.
Workforce Fatalities and Weighted Injuries	An index representing workforce safety, using fatalities and non-fatal injuries per hour worked. A lower FWI represents better performance.
Lost Time Injury Frequency Rate (LTIFR)	The number of lost time injuries leading to absence from work among staff and contractors per 100,000 hours worked. This is captured as a Moving Annual Average (MAA); a rolling average over a 13 period time frame and a lower figure represents a better performance against target
Personal Accountability for Safety	A measure of how much we are improving our culture and behaviours to help keep ourselves and our colleagues safe. The measure assesses the combined reduction in (i) Breaches in Life Saving Rules, and (ii) High Potential events.

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Environmental Sustainability Index	An index representing performance against four key environmental measures: (i) % of waste recycled, (ii) % of waste diverted from landfill, (iii) % reduction in carbon emission, and (iv) % reduction in non-traction energy usage.
Effective Volumes	A measure of how much additional life our renewals activities add to our assets, which provides a medium-term view of sustainability. Calculated as a weighted aggregation of renewals volumes, where the weighting distinguishes between activity types and their different impacts on asset life.
Composite Reliability Index (CRI)	A measure of the short-term condition and performance of our assets including track, signalling, points, electrification, telecoms, buildings, structures and earthworks. The index shows the total percentage improvement in asset reliability for the last 13 periods compared to the end of the previous Control Period.
Service Affecting Failures (SAFs)	Measures the impact of asset failures on train performance attributed to Track, Points, Signalling & Electrification causes. Asset failures are significantly impacted by weather conditions, particularly hot summer weather. A lower figure represents a better performance against target.
Freight Growth	The variance of the distance travelled, and tonnage of cargo transported within the reported devolved region.

Definitions – Scotland's Railway Region

On the Side of Passengers and Freight Users

Consistent Region Measure – Performance (CRM-P)	Measures the annual minutes of Network Rail attributed delay to passenger trains from incidents occurring in the region normalised by the actual mileage travelled by passenger trains within that region.
Freight Delivery Metric (FDM)	Regulatory measure of Network Rail's ability to deliver freight trains to destination within 15 minutes of booked time
Passenger Satisfaction	The percentage of passengers surveyed who were satisfied with their overall journey.
Passenger Safety – Train Accident Risk Reduction (TARR)	Measures achievement of the key milestones and metrics to reduce train accident risk. TARR is made up of milestone targets and volume targets, both of which have different achievement weightings.
Freight Cancellations (NR responsibility)	The number of Network Rail and Other Operator caused cancellations, as a percentage of freight trains run. This measure is a subset of the regulatory Freight Delivery Metric (FDM)
Abellio ScotRail Average Timetabled Minutes per Mile	Average minutes per train mile as published in the timetable, across all ScotRail sectors.
Average Speed of Freight Services, % Improvement	Average speed improvement on baseline of freight services operating in Scotland (excl Network Rail engineering trains) baselined on average of P6 to P13 of 2018-2019
Abellio ScotRail PPM	The percentage of Abellio ScotRail trains which arrive at their final destination within five minutes of the advertised time having called at all booked stations. When a specially advertised revised timetable is in operation, at times of engineering work for example, we are measured against the revised times
PPM by Sector - Intercity	The percentage of Abellio ScotRail trains which arrive at their final destination within five minutes of the advertised time having called at all booked stations for the Intercity Sector. When a specially advertised revised timetable is in operation, at times of engineering work for example, we are measured against the revised times
PPM by Sector - Express (E&G)	The percentage of Abellio ScotRail trains which arrive at their final destination within five minutes of the advertised time having called at all booked stations for the Express (E&G) Sector. When a specially advertised revised timetable is in operation, at times of engineering work for example, we are measured against the revised times
PPM by Sector - Rural	The percentage of Abellio ScotRail trains which arrive at their final destination within five minutes of the advertised time having called at all booked stations for the Rural Sector. When a specially advertised revised timetable is in operation, at times of engineering work for example, we are measured against the revised times
PPM by Sector - Suburban East	The percentage of Abellio ScotRail trains which arrive at their final destination within five minutes of the advertised time having called at all booked stations for the Suburban East Sector. When a specially advertised revised timetable is in operation, at times of engineering work for example, we are measured against the revised times
PPM by Sector - Suburban West	The percentage of Abellio ScotRail trains which arrive at their final destination within five minutes of the advertised time having called at all booked stations for the Suburban West Sector. When a specially advertised revised timetable is in operation, at times of engineering work for example, we are measured against the revised times
Caledonian Sleeper Right Time Arrivals	The percentage of Caledonian Sleeper trains which arrive at their final destination within one minute of the advertised time having called at all booked stations. When a specially advertised revised timetable is in operation, at times of engineering work for example, they are measured against the revised times
Cross Country BPI Northbound (T-10)	The northbound BPI is an index showing the northbound lateness of arrival at destination vs. lateness of presentation at border, this provides an index showing how effective Scotland Region is at recovering late running services that are cross-border, and measures when Anglo-Scot operators lose time whilst they are entirely within Scotland Region's control area.
Cross Country BPI Southbound (T-3)	The southbound index is almost the same, but with lateness of departure vs lateness of presentation to border, again providing an index showing how effective Scotland Region is at bringing the Anglo-Scot service back into its booked path if late departing, or not gaining any additional lateness.
Cross Country BPI Northbound (T-3) 21/22 Trial	The northbound BPI is an index showing the northbound lateness of arrival at destination vs. lateness of presentation at border, this provides an index showing how effective Scotland Region is at recovering late running services that are cross-border, and measures when Anglo-Scot operators lose time whilst they are entirely within Scotland Region's control area. Cross Country and Network Rail have agreed a trial measure of a new Northbound measure of T3 to be more reflective of how they operate across the network, this measure won't be weighted and will be reviewed mid 21/22 to understand it's benefits to both parties
Transpennine Express BPI Northbound (T-10)	The northbound BPI is an index showing the northbound lateness of arrival at destination vs. lateness of presentation at border, this provides an index showing how effective Scotland Region is at recovering late running services that are cross-border, and measures when Anglo-Scot operators lose time whilst they are entirely within Scotland Region's control area.
Transpennine Express BPI Southbound (T-3)	The southbound index is almost the same, but with lateness of departure vs lateness of presentation to border, again providing an index showing how effective Scotland Region is at bringing the Anglo-Scot service back into its booked path if late departing, or not gaining any additional lateness.
LNER BPI Northbound (T-10)	The northbound BPI is an index showing the northbound lateness of arrival at destination vs. lateness of presentation at border, this provides an index showing how effective Scotland Region is at recovering late

	running services that are cross-border, and measures when Anglo-Scot operators lose time whilst they are entirely within Scotland Region's control area.
LNER BPI Southbound (T-3)	The southbound index is almost the same, but with lateness of departure vs lateness of presentation to border, again providing an index showing how effective Scotland Region is at bringing the Anglo-Scot service back into its booked path if late departing, or not gaining any additional lateness.
Avanti West Coast BPI Northbound (T-10)	The northbound BPI is an index showing the northbound lateness of arrival at destination vs. lateness of presentation at border, this provides an index showing how effective Scotland Region is at recovering late running services that are cross-border, and measures when Anglo-Scot operators lose time whilst they are entirely within Scotland Region's control area.
Avanti West Coast BPI Southbound (T-3)	The southbound index is almost the same, but with lateness of departure vs lateness of presentation to border, again providing an index showing how effective Scotland Region is at bringing the Anglo-Scot service back into its booked path if late departing, or not gaining any additional lateness.
PPM failures as a result of extreme weather incidents	The percentage of Abellio ScotRail trains which arrive at their final destination *later than* five minutes of the advertised time *as a result of severe weather. When a specially advertised revised timetable is in operation, at times of engineering work for example, we are measured against the revised times*

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Complaints - % Closure within 29 Calendar Days	Of the number of complaints closed, the measure calculates the percentage of complaints closed within 29 days of receipt within a period.
Financial Performance Measure – Gross Profit & Loss	Measures how Network Rail is performing against Income & Opex budget. Target for the year is £0 (break-even). A positive figure represents outperformance against target, and a negative figure equates to overspending for the amount of work done, i.e. underperforming.
Financial Performance Measure – Gross Enhancements	Measures how much Enhancements are costing compared to baselines. Target for the year is £0 (break-even). A positive figure represents outperformance against target.
Financial Performance Measure – Gross Renewals	Measures how much renewals projects are costing compared to budget. Target for the year is £0 (break-even). A positive figure represents outperformance against target.
Funding Compliance	Measure how well we use each year's available funding, against the 10% Annual Rollover Allowance

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Employee Engagement	An index representing the proportion of employees surveyed who responded favourably to key questions on engagement.
Workforce Fatalities and Weighted Injuries	An index representing workforce safety, using fatalities and non-fatal injuries per hour worked. A lower FWI represents better performance.
Top 10 Milestones to Reduce Level Crossing Risk	Measures our achievement of the Top-10 milestones to reduce level crossing risk.
Personal Accountability for Safety	A measure of how much we are improving our culture and behaviours to help keep ourselves and our colleagues safe. The measure assesses the combined reduction in (i) Breaches in Life Saving Rules, and (ii) High Potential events.

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Effective Volumes	A measure of how much additional life our renewals activities add to our assets, which provides a medium-term view of sustainability. Calculated as a weighted aggregation of renewals volumes, where the weighting distinguishes between activity types and their different impacts on asset life.
Composite Reliability Index (CRI)	A measure of the short-term condition and performance of our assets including track, signalling, points, electrification, telecoms, buildings, structures and earthworks. The index shows the total percentage improvement in asset reliability for the last 13 periods compared to the end of the previous Control Period.
Service Affecting Failures (SAFs)	Measures the impact of asset failures on train performance attributed to Track, Points, Signalling & Electrification causes. Asset failures are significantly impacted by weather conditions, particularly hot summer weather. A lower figure represents a better performance against target.
Enhancement Milestones	The number of milestones completed ahead of time or on time, as a percentage of all milestones planned for delivery in the year.
Non-Traction Energy Usage, % Reduction	Annual reduction in non-traction energy (electricity, non-traction from traction electricity and natural gas - does not include road vehicle fleet fuel) consumption, compared against the consumption in the final year of CP5
Scottish Freight Growth on Baseline	Growth in thousand net tonne miles (kntm) baseline of CP5 exit (Scotland Route mileage only)
Abellio ScotRail Passenger Numbers	Annual target for number of passenger journeys on ASR services (million passenger journeys)
HLOS Tracker Completion	We have, in collaboration with the ORR and Transport Scotland, developed an HLOS tracker that provides a visual means of managing ownership and tracking progress for each of the HLOS requirement milestones. This is being continually monitored by all stakeholders.

Definitions – Southern Region

On the Side of Passengers and Freight Users

On Time	The percentage of Recorded Station Stops called at on time (early or <1min late)
Passenger Satisfaction	The percentage of passengers surveyed who were satisfied with their overall journey
Passenger Safety – Train Accident Risk Reduction (TARR)	Measures achievement of the key milestones and metrics to reduce train accident risk. TARR is made up of milestone targets and volume targets, both of which have different achievement weightings.
Freight Cancellations	The number of Network Rail and Other Operator caused cancellations, as a percentage of freight trains run. This measure is a subset of the regulatory Freight Delivery Metric (FDM)
Kent	A weighted aggregation of performance for agreed local measures relating to each route
Sussex	A weighted aggregation of performance for agreed local measures relating to each route
Wessex	A weighted aggregation of performance for agreed local measures relating to each route
NRHS	A weighted aggregation of performance for agreed local measures relating to each area
Stations	A weighted aggregation of performance for agreed local measures relating to each area

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Complaints Handling	An index calculated from (i) the number of complaints, (ii) the average age of open service requests, and (iii) the turnaround time of closed service requests.
Financial Performance Measure (FPM)	An assessment of how Network Rail have performed compared to the financial targets set out in the CP6 Business Plan. The measure is an aggregation of the three individual FPM measures from prior years (P&L, Renewals and Enhancements).
Enhancement Milestones	The number of milestones completed ahead of time or on time, as a percentage of all milestones planned for delivery in the year.

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Employee Engagement	An index representing the proportion of employees surveyed who responded favourably to key questions on engagement.
Fatalities and Weighted Injuries (FWI)	An index representing workforce safety, using fatalities and non-fatal injuries per hour worked. A lower FWI represents better performance.
Personal Accountability for Safety	A measure of how much we are improving our culture and behaviours to help keep ourselves and our colleagues safe. The measure assesses the combined reduction in (i) Breaches in Life Saving Rules, and (ii) High Potential events.

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Environmental Sustainability Index	An index representing performance against four key environmental measures: (i) % of waste recycled, (ii) % of waste diverted from landfill, (iii) % reduction in carbon emission, and (iv) % reduction in non-traction energy usage.
Effective Volumes	A measure of how much additional life our renewals activities add to our assets, which provides a medium-term view of sustainability. Calculated as a weighted aggregation of renewals volumes, where the weighting distinguishes between activity types and their different impacts on asset life.
Composite Reliability Index (CRI)	A measure of the short-term condition and performance of our assets including track, signalling, points, electrification, telecoms, buildings, structures and earthworks. The index shows the total percentage improvement in asset reliability for the last 13 periods compared to the end of the previous Control Period.
Service Affecting Failures (SAFs)	Measures the impact of asset failures on train performance attributed to Track, Points, Signalling & Electrification causes. Asset failures are significantly impacted by weather conditions, particularly hot summer weather. A lower figure represents a better performance against target.

Definitions – Wales and Western Region

On the Side of Passengers and Freight Users

On Time	The percentage of Recorded Station Stops called at on time (early or <1min late)
Consistent Region Measure – Performance (CRM-P)	Measures the annual minutes of Network Rail attributed delay to passenger trains from incidents occurring in the region normalised by the actual mileage travelled by passenger trains within that region.
Freight Delivery Metric (FDM)	Regulatory measure of Network Rail's ability to deliver freight trains to destination within 15 minutes of booked time
Passenger Safety – Train Accident Risk Reduction (TARR)	Measures achievement of the key milestones and metrics to reduce train accident risk. TARR is made up of milestone targets and volume targets, both of which have different achievement weightings.
Freight Cancellations	The number of Network Rail and Other Operator caused cancellations, as a percentage of freight trains run. This measure is a subset of the regulatory Freight Delivery Metric (FDM)
Transport for Wales - Customer Scorecard	A weighted aggregation of performance for agreed local measures relating to each route
Great Western Railway - Customer Scorecard	A weighted aggregation of performance for agreed local measures relating to each route
Heathrow Express - Customer Scorecard	A weighted aggregation of performance for agreed local measures relating to each route
Cross Country On Time to 3 (BristolTempleMeads+Gloucester)	The percentage of Recorded Station Stops called at on time (early or <3mins late)
MTR - On Time to 3	The percentage of Recorded Station Stops called at on time (early or <3mins late)
Passenger Satisfaction	The percentage of passengers surveyed who were satisfied with their overall journey

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Complaints Handling	An index calculated from (i) the number of complaints, (ii) the average age of open service requests, and (iii) the turnaround time of closed service requests.
Financial Performance Measure (FPM)	An assessment of how Network Rail have performed compared to the financial targets set out in the CP6 Business Plan. The measure is an aggregation of the three individual FPM measures from prior years (P&L, Renewals and Enhancements).
Enhancement Milestones	The number of milestones completed ahead of time or on time, as a percentage of all milestones planned for delivery in the year. Measure includes both enhancement and renewal milestones

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Employee Engagement	An index representing the proportion of employees surveyed who responded favourably to key questions on engagement.
Fatalities and Weighted Injuries (FWI)	An index representing workforce safety, using fatalities and non-fatal injuries per hour worked. A lower FWI represents better performance.
Personal Accountability for Safety	A measure of how much we are improving our culture and behaviours to help keep ourselves and our colleagues safe. The measure assesses the combined reduction in (i) Breaches in Life Saving Rules, and (ii) High Potential events.

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Environmental Sustainability Index	An index representing performance against four key environmental measures: (i) % of waste recycled, (ii) % of waste diverted from landfill, (iii) % reduction in carbon emission, and (iv) % reduction in non-traction energy usage.
Effective Volumes	A measure of how much additional life our renewals activities add to our assets, which provides a medium-term view of sustainability. Calculated as a weighted aggregation of renewals volumes, where the weighting distinguishes between activity types and their different impacts on asset life.
Composite Reliability Index (CRI)	A measure of the short-term condition and performance of our assets including track, signalling, points, electrification, telecoms, buildings, structures and earthworks. The index shows the total percentage improvement in asset reliability for the last 13 periods compared to the end of the previous Control Period.
Service Affecting Failures (SAFs)	Measures the impact of asset failures on train performance attributed to Track, Points, Signalling & Electrification causes. Asset failures are significantly impacted by weather conditions, particularly hot summer weather. A lower figure represents a better performance against target.

Definitions – System Operator

On the Side of Passengers and Freight Users

Impact on Train Performance (delay incidents)	This measure captures delay incidents that are attributed to Capacity Planning and recorded through the 502a measure. This measure has a target of 22,273 delay incidents for the 2021/22 Scorecard, with a stretch improvement target of 21,159 delay incidents.
Timetable Milestones	This measure captures milestones from production of the WTT and Advice provided to the industry on each TT change ('PMO Letter').
Freight Delivery Measure (FDM) – National	Regulatory measure of Network Rail's ability to deliver freight trains to destination within 15 mins of booked time
Freight Cancellations	The number of Network Rail and Other Operator caused cancellations as captured in the freight Schedule 8 performance regime. Note, service variation events and Freight Operator on Freight Operator cancellation events are excluded from the measure
Net tonne miles moved – Freight (billions)	Net tonne miles moved – Freight (Great Britain)
CrossCountry roll up scorecard	Roll up of CrossCountry customer scorecard measures
Caledonian Sleeper roll up scorecard	Roll up of Caledonian Sleeper customer scorecard measures
Charter planning compliance	Roll up of Charters 'Planning and Delivery' metrics
Wavelength - National Stations	Passenger journey satisfaction reported as a mean score of all responses based on a 1-10 scale (1 poor – 10 excellent). The online survey is managed by the RDG and will report at a national and regional level every period.
Real time customer sentiment managed stations	Non-weighted measure which is insight and data led. Passenger sentiment themes will be based on the top 10 NRPS themes + accessibility and allows real-time analysis

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Financial Performance CAPEX £m	This measure captures the OPEX spend for the System Operator for the 2021/22 Scorecard.
Financial Performance OPEX £m	This measure captures the CAPEX spend for the System Operator for the 2021/22 Scorecard.
Customer Advocacy Action Plan Milestones	This measure captures action plan milestones that come out of the results from what our customers say, in order to improve our engagement for the System Operator in 2021/22.

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Diversity & Inclusion - roll up	This measure is aligned to the National D&I target and therefore will be captured within the System Operator 2021/22 Scorecard.
Improved employee engagement index	This measure captures steps within the System Operator Your Voice Action Plan to address areas for improvements from the Your Voice 2021 results.
Mental Wellbeing Training	This measure captures percentage of employees within the System Operator have completed the mental wellbeing training module.

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Industry Timetable Technical Strategy Delivery Milestones	This measure captures the key milestones/decision points within the Timetable Technical Strategy which is being delivered by the System Operator.
Network Integration & Policy Delivery Milestones	This measure captures the key milestones within Strategic network advice (franchising), Station capacity planning, Policy & Network integration throughout 2021/22.
Strategic Planning Milestones	This measure captures the key milestones within the key milestones within Strategic Planning throughout 21/22.
Network Strategy & Operations Milestones	This measure captures milestones from High Frequency Presenter Reporting, Drone performance & safety, increased use of Forward-Facing CCTV & benefits of access to Forward Facing CCTV to response and recovery time.
Weather Risk Management Milestones	This measure captures key milestones from the Weather Risk Management Portfolio.

Definitions – Freight & National Passenger Customer Experience

On the Side of Passengers and Freight Users

Freight Delivery Measure (FDM) – National	Regulatory measure of Network Rail's ability to deliver freight trains to destination within 15 mins of booked time
Freight Delivery Measure (FDM) – Scotland	Regulatory measure of Network Rail's ability to deliver freight trains to destination within 15 mins of booked time in Scotland
FOC on TOC (DM/ 100 train km)	The portion of delay to Passenger operators caused by commercial freight services (normalised)
Freight Cancellations	The number of Network Rail and Other Operator caused cancellations as captured in the freight Schedule 8 performance regime. Note, service variation events and Freight Operator on Freight Operator cancellation events are excluded from the measure
Average speed- Freight - delivery against agreed milestones	Percentage achievement of agreed milestones
Freight service plan reviews- delivery against agreed milestones	Percentage achievement of agreed milestones
Strategic capacity - Freight	The percentage of the gap between the number of actual paths and the number of required paths, that is filled each timetable period
Average speed improvement on baseline (Freight, Scotland)	Average speed improvement on baseline - (Freight, Scotland)
CrossCountry roll up scorecard	Roll up of CrossCountry customer scorecard measures
Caledonian Sleeper roll up scorecard	Roll up of Caledonian Sleeper customer scorecard measures
Charter planning compliance	Roll up of Charters 'Planning and Delivery' metrics
Wavelength - National Stations	Passenger journey satisfaction reported as a mean score of all responses based on a 1-10 scale (1 poor – 10 excellent). The online survey is managed by the RDG and will report at a national and regional level every period."
Real time customer sentiment managed stations	Passenger Sentiment Score is based on a score out of 100 using a 5 point range from Very Negative – to Very Positive and will be reported every period.

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Freight asset reliability	Service affecting failures to assets on the defined geography of the Strategic Freight Network
Financial Performance Measure (FPM)	Measures how we are performing against our Income, Opex and Renewals budget.

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Work related absence	The number of Freight team absences where the cause is classified as work related (e.g. work-related stress).
Derailments	Derailment of commercial freight services on NR network infrastructure caused by NR.
Operator Lost Time Incidents on NR infrastructure	FOC/TOC customer reported lost time injuries occurring on NR infrastructure
Your Voice Action Plans - delivery against agreed milestones	Percentage achievement of agreed milestones

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Net tonne miles moved – Freight (billions)	Net tonne miles moved – Freight (Great Britain)
Scottish freight growth on baseline	Percentage increase of Scottish freight growth against an agreed baseline
Freight End User (FEU) satisfaction	Quarterly customer satisfaction survey with freight end users

Definitions – Route Services

On the Side of Passengers and Freight Users

Renewals Tamping	This metric represents the number of successful shifts as a proportion of total shifts where a failure has been attributed to Route Services Supply Chain. It considers only Track Renewals works and excludes Maintenance works.
Wheel Impact Analysis	Wheel Impact Analysis looks at the number of requests for information from the Wheel Impact Analysis system fulfilled within five days as a proportion of those received within the period.
Critical IT Operations	Critical IT Operations measures the availability level of all composite critical IT applications used within the business against published service levels.
SCO Delays (Minutes)	Delays & Overruns focusses on incidents whereby trains operated by one of Supply Chain's suppliers crosses a timing point late and the minutes late crossing that timing point represents the minutes lost. Only those delays for which there is an agreed accountability within Supply Chain are counted in the metric.
Lifts	The metric focusses on the availability of all lift assets across the network, unit and hourly availability are measured in proportion to the reported downtime of assets.
Passenger Impacting IT Services	Availability of all passenger impacting composite IT Services are measured in relation to agreed service levels.
TARR (Trainborne Monitoring)	TARR is a composite metric that focusses on the compliance levels of planned data recordings from trainborne monitoring.
Telecoms Services affecting failures (delay minutes)	The number of incidents where telecoms equipment has impacted train performance.
Telecoms Services Availability	Overall Service Availability of the network

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TRS Volume Delivery	This metric is measuring volume delivery against commitment in the Investment Papers as km's / yards delivered vs. planned.
BCS Volume Delivery	This metric is measuring volume delivery against commitment in the Investment Papers as km's / yards delivered vs. planned.
Delivery by Rail	This metric looks at Possession Trains and the number of successful shifts as a proportion of total shifts for Supply Chain attributed failures only.
Milling	Milling & Grinding focusses on successful shifts as a proportion of total shifts for Supply Chain attributed failures only.
NRDD - Delivery of Design Milestone Adherence	Delivery of Design Milestone adherence is a composite measure which monitors the delivery levels in comparison to planned project milestones.
Recruitment	Recruitment metric focusses on the number of activities that form the recruitment process, against those completed in their respective service level agreement.
C&P Sourcing Efficiencies	Contribution to efficiencies provided by Supplier Management and Sourcing activities.
FPM - Net Opex [Route Services Total] (£m)	Measures the differences in costs across Route Services' functions comparing Actual costs to Budget costs.
Financial Efficiencies (£m)	Measures the delivery of financial efficiencies that have been identified as cost savings across Route Services' Operating and Capital Expenditure cost base.
Transformational Milestone Delivery	Measuring and evidencing Transformational Milestone delivery.

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Employee Pulse Survey	Increase in Route Services colleague engagement (Employee Engagement Index) in Your Voice survey.
Fatalities & Weighted Injuries (FWI)	The metric is a composite measure of that looks at recorded risk or harm and estimated safety risk. Injuries are weighted by their relative severity as a comparative calculation.
Personal Accountability for Safety (PAFS)	Personal Accountability for Safety is a composite measure looking at the number of LSR breaches and Workforce High Potential Events

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Recycling Services	The metric focusses on the overall volume of materials returned through the network, that are identified as suitable to be processed for recycling and reuse purposes.
Mental Wellbeing Campaign Milestone Delivery	Measuring and evidencing the delivery of the Mental Wellbeing Campaign Milestones.
Payment of suppliers to Terms	The metric represents the number of supplier invoices paid to terms against the overall number of invoices received.
IT Security	Security threats to the business are measured against those resolved by technical security controls.
Increase in % of Female Staff to 30.5%	Increase in female colleagues in Route Services.
Increase in % of BAME Staff to 13.5%	Increase in BAME colleagues in Route Services.
Supporting Mental Wellbeing training for Line Managers	Increase in the number of Line Managers who have received the Supporting Mental Wellbeing Training.