

## Network Rail - National Scorecard

### 2022-23 Final Targets and Tapers



#### On the side of passengers and freight users

Achievement: 0-50% 50-100% 100-150% 150-200%

	Weighting	Lower Taper	Target	Upper Taper
On Time	12.5%	66.2%	<b>73.1%</b>	79.0%
Passenger Satisfaction	15.0%	7.86	<b>7.94</b>	8.02
Passenger Safety (TARR)	10.0%	90.0%	<b>95.0%</b>	100.0%
Freight Cancellations	7.5%	1.47%	<b>1.17%</b>	0.87%

#### Easy to engage with, an efficient and dependable partner

	Weighting	Lower Taper	Target	Upper Taper
Complaints Handling	5.0%	50.0%	<b>100.0%</b>	200.0%
Financial Performance Measure	15.0%	(£545)	<b>£0</b>	£545
Enhancement Milestones and Acceleration	10.0%	50.0%	<b>100.0%</b>	200.0%

#### Proud to work for Network Rail

	Weighting	Lower Taper	Target	Upper Taper
Employee Engagement	5.0%	52.5%	<b>56.5%</b>	60.5%
Workforce Fatalities and Weighted Injuries	5.0%	0.060	<b>0.054</b>	0.048
Personal Accountability for Safety	5.0%	920	<b>820</b>	720

#### Instinctive Industry Leader

	Weighting	Lower Taper	Target	Upper Taper
Effective Volumes	5.0%	90%	<b>100%</b>	120%
Environmental Sustainability Index	5.0%	50%	<b>100%</b>	200%

**Overall Scorecard Target** 0% 100% 200%