

FY24 Annual National Scorecard		Figures updated post year-end finalisation - 28 June 2023		
TRAIN SERVICE DELIVERY	Weighting	Lower Taper	Target	Upper Taper
On Time	15.0%	64.2%	68.3%	71.2%
Freight Cancellations	7.5%	1.78%	1.68%	1.30%
SAFETY	Weighting	Lower Taper	Target	Upper Taper
Passenger Safety – Train Accident Risk Reduction (TARR)	10.0%	90%	95%	100%
Workforce Fatalities and Weighted Injuries	5.0%	0.061	0.054	0.053
Personal Accountability for Safety	5.0%	936	800	777
SUSTAINABLE GROWTH	Weighting	Lower Taper	Target	Upper Taper
Enhancement Milestones and Acceleration	10.0%	50%	100%	200%
Effective Volumes	5.0%	90%	100%	120%
Environmental Sustainability Index	5.0%	50%	100%	200%
CUSTOMER & COMMUNITIES	Weighting	Lower Taper	Target	Upper Taper
Passenger Satisfaction (Wavelength)	12.5%	7.74	7.81	7.89
Customer Contact Management (Complaints Handling)	5.0%	50%	100%	200%
EFFICIENCY	Weighting	Lower Taper	Target	Upper Taper
Financial Performance Measure (FPM)	15.0%	-£524.0m	£0.0m	£524.0m
PEOPLE	Weighting	Lower Taper	Target	Upper Taper
Employee Engagement	5.0%	49.0%	51.0%	55.0%
Overall Scorecard Target		0%	100%	200%