

<b>National Metric Definitions</b>	
<b>Train Service Delivery</b>	
<b>On Time</b>	The percentage of Recorded Station Stops called at on time (early or <1min late)
<b>Freight Cancellations</b>	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)
<b>Safety</b>	
<b>Passenger Safety – Train Accident Risk Reduction (TARR)</b>	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
<b>Workforce Fatalities and Weighted Injuries</b>	An index representing workforce safety, using fatalities and non-fatal injuries per hour worked. A lower FWI represents better performance
<b>Personal Accountability for Safety</b>	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
<b>Sustainable Growth</b>	
<b>Enhancement Milestones and Acceleration</b>	The number of milestones completed ahead of time or on time, as a percentage of all milestones planned for delivery in the year
<b>Effective Volumes</b>	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
<b>Environmental Sustainability Index</b>	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
<b>Customer and Communities</b>	
<b>Passenger Satisfaction (Wavelength)</b>	The number of passengers surveyed who were satisfied with their overall journey. Reported as an average score of passenger journey satisfaction on a scale of 1-10 (1 poor – 10 excellent)
<b>Customer Contact Management (Complaints Handling)</b>	An index calculated from (i) the number of complaints, (ii) the average age of open service requests, (iii) quality assurance score for complaints handling, and (iv) post contact customer survey score
<b>Efficiency</b>	
<b>Financial Performance Measure (FPM)</b>	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)
<b>People</b>	
<b>Employee Engagement</b>	An index representing the proportion of employees surveyed who responded favourably to key questions on engagement.

## Metric definitions by region

Eastern	
<b>Train Service Delivery</b>	
<b>On Time</b>	The percentage of Recorded Station Stops called at on time (early or <1min late)
<b>Freight Cancellations</b>	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)
<b>Consistent Region Measure – Performance (CRMP)</b>	The amount of delay that Network Rail has caused to passenger trains. Reported as number of delay minutes per 100 train kms that passenger trains have travelled.
<b>Freight Delivery Metric (FDM)</b>	The measurement of Network Rail's ability to deliver punctual trains for the freight sector.
<b>Composite Reliability Index (CRI)</b>	The Composite Reliability Index (CRI) is a measure of the overall improvement during the current Control Period in the condition and performance of our assets including track, signalling, points, electrical power, telecoms, buildings, structures and earthworks.
<b>Service Affecting Failures (SAFs)</b>	Service Affecting Failures (SAFs) measures the number of asset failures that impact on train performance attributed to Track, Points, Signalling & Electrical Power causes.
<b>North and East Route Scorecard</b>	A weighted aggregation of performance for agreed local measures relating to each route
<b>East Coast Route Scorecard</b>	A weighted aggregation of performance for agreed local measures relating to each route
<b>East Midland Route Scorecard</b>	A weighted aggregation of performance for agreed local measures relating to each route
<b>Anglia Route Scorecard</b>	A weighted aggregation of performance for agreed local measures relating to each route
<b>Safety</b>	
<b>Workforce Fatalities and Weighted Injuries</b>	An index representing workforce safety, using fatalities and non-fatal injuries per hour worked. A lower FWI represents better performance.
<b>Personal Accountability for Safety</b>	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
<b>Passenger Safety – Train Accident Risk Reduction (TARR)</b>	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
<b>Sustainable Growth</b>	
<b>Environmental Sustainability Index</b>	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.
<b>Enhancement Milestones and Acceleration</b>	An index measure consisting of (i) The percent of milestones completed ahead of time or on time, (ii) cost saved through application of SPEED principles, and (iii) time saved through application of SPEED principles
<b>Effective Volumes</b>	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.
<b>Customer and Communities</b>	
<b>Customer Contact Management</b>	An index calculated from (i) the number of complaints, (ii) the average age of open service requests, (iii) Quality assurance score and (iv) average Customer Survey score
<b>Passenger Satisfaction (Wavelength)</b>	The number of passengers surveyed who were satisfied with their overall journey, Reported as an average score of passenger journey satisfaction on a scale of 1-10 (1 poor – 10 excellent)

<b>Passenger Satisfaction (Managed Stations)</b>	The CSAT (customer satisfaction) measure is the customer satisfaction score generated from a single question on ViewPoint QR codes and devices in managed stations. The question is 'How would you rate your overall experience at this station?'
<b>Efficiency</b>	
<b>Financial Performance Measure</b>	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)
<b>People</b>	
<b>Employee Engagement</b>	An index representing the proportion of employees surveyed who responded favourably to key questions on engagement

North West and Central	
Train Service Delivery	
<b>On Time</b>	The percentage of Recorded Station Stops called at on time (early or <1min late)
<b>Freight Cancellations</b>	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)
<b>Consistent Region Measure – Performance (CRMP)</b>	The amount of delay that Network Rail has caused to passenger trains. Reported as number of delay minutes per 100 train kms that passenger trains have travelled.
<b>Freight Delivery Metric (FDM)</b>	The measurement of Network Rail’s ability to deliver punctual trains for the freight sector.
<b>Composite Reliability Index (CRI)</b>	The Composite Reliability Index (CRI) is a measure of the overall improvement during the current Control Period in the condition and performance of our assets including track, signalling, points, electrical power, telecoms, buildings, structures and earthworks.
<b>Service Affecting Failures (SAFs)</b>	Service Affecting Failures (SAFs) measures the number of asset failures that impact on train performance attributed to Track, Points, Signalling & Electrical Power causes.
<b>Time to 3</b>	The percentage of Recorded Station Stops arrived at early or less than three minutes after the scheduled time
<b>Chiltern</b>	A weighted aggregation of performance for agreed local measures relating to each customer
<b>Merseyrail</b>	A weighted aggregation of performance for agreed local measures relating to each customer
<b>Trans Pennine Express</b>	A weighted aggregation of performance for agreed local measures relating to each customer
<b>Avanti</b>	A weighted aggregation of performance for agreed local measures relating to each customer
<b>West Midland Trains</b>	A weighted aggregation of performance for agreed local measures relating to each customer
<b>Northern</b>	A weighted aggregation of performance for agreed local measures relating to each customer
<b>XC delay minutes caused by incidents on Central Route</b>	Total (primary + reactionary) delay to CrossCountry, resulting from Network Rail responsible incidents on Central route
<b>Caledonian Sleeper RTA</b>	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
Safety	
<b>Workforce Fatalities and Weighted Injuries</b>	An index representing workforce safety, using fatalities and non-fatal injuries per hour worked. A lower FWI represents better performance
<b>Safety Conversations</b>	A safety conversation is defined as a conversation led by managers to clarify and improve understanding of risks. Performance is calculated by the sum of conversations per employee.
<b>Personal Accountability for Safety</b>	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.
<b>Passenger Safety – Train Accident Risk Reduction (TARR)</b>	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
Sustainable Growth	
<b>Environmental Sustainability Index</b>	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
<b>Enhancement Milestones and Acceleration</b>	An index measure consisting of (i) The percent of milestones completed ahead of time or on time, (ii) cost saved through application of SPEED principles, and (iii) time saved through application of SPEED principles
<b>Effective Volumes</b>	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

## Customer and Communities

<b>Passenger Satisfaction (Managed Stations)</b>	The CSAT (customer satisfaction) measure is the customer satisfaction score generated from a single question on ViewPoint QR codes and devices in managed stations. The question is 'How would you rate your overall experience at this station?'
<b>Passenger Satisfaction (Wavelength)</b>	The number of passengers surveyed who were satisfied with their overall journey. Reported as an average score of passenger journey satisfaction on a scale of 1-10 (1 poor – 10 excellent)
<b>Customer Contact Management (Complaints Handling)</b>	An index calculated from (i) the number of complaints, (ii) the average age of open service requests, (iii) quality assurance score for complaints handling, and (iv) post contact customer survey score

## Efficiency

<b>Financial Performance Measure</b>	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)
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## People

<b>Employee Engagement</b>	An index representing the proportion of employees surveyed who responded favourably to key questions on engagement
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Scotland	
Train Service Delivery	
<b>ScotRail PPM</b>	The percentage of 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
<b>Freight Cancellations</b>	The measurement of Network Rail's ability to deliver punctual trains for the freight sector.
<b>Freight Delivery Metric (FDM)</b>	The measurement of Network Rail's ability to deliver punctual trains for the freight sector.
<b>Consistent Region Measure – Performance (CRM-P)</b>	The amount of delay that Network Rail has caused to passenger trains. Reported as number of delay minutes per 100 train kms that passenger trains have travelled.
<b>Service Affecting Failures (SAFs) excl. Telecoms</b>	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
<b>Composite Reliability Index (CRI)</b>	The Composite Reliability Index (CRI) is a measure of the overall improvement during the current Control Period in the condition and performance of our assets including track, signalling, points, electrical power, telecoms, buildings, structures and earthworks.
<b>ScotRail Journey Times</b>	Average planned speed for 65 intercity services between the central belt and Aberdeen and Inverness
<b>Average Speed of Freight Services, % Improvement</b>	Average speed improvement on baseline of freight services operating in Scotland (excl Network Rail engineering trains)
<b>Caledonian Sleeper Right Time Arrivals</b>	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
<b>Cross Country BPI Northbound (T-3)</b>	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
<b>Cross Country BPI Southbound (T-3)</b>	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
<b>Transpennine Express BPI Northbound (T-3)</b>	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
<b>Transpennine Express BPI Southbound (T-3)</b>	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
<b>LNER BPI Northbound (T-3)</b>	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
<b>LNER BPI Southbound (T-3)</b>	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
<b>Avanti BPI Northbound (T-3)</b>	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
<b>Avanti West Coast BPI Southbound (T-3)</b>	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

<b>Lumo BPI Northbound</b>	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
<b>Lumo BPI Southbound</b>	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
<b>On Time</b>	The percentage of Recorded Station Stops called at on time (early or <1min late)
<b>PPM failures (extreme weather incidents)</b>	The percentage of 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
<b>ScotRail Passenger Numbers (million passenger journeys)</b>	Annual target for number of passenger journeys on ScotRail services (million passenger journeys)
<b>Safety</b>	
<b>Passenger Safety – Train Accident Risk Reduction (TARR)</b>	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
<b>Personal Accountability for Safety</b>	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
<b>Workforce Fatalities and Weighted Injuries</b>	An index representing workforce safety, using fatalities and non-fatal injuries per hour worked. A lower FWI represents better performance
<b>Top 10 Milestones to Reduce Level Crossing Risk</b>	Measures our achievement of the Top-10 milestones to reduce level crossing risk
<b>Sustainable Growth</b>	
<b>Enhancement Milestones and Acceleration</b>	The number of milestones completed ahead of time or on time, as a percentage of all milestones planned for delivery in the year
<b>Effective Volumes</b>	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
<b>Environmental Sustainability Index</b>	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
<b>Sustainability Strategy - % of milestones delivered</b>	The number of milestones completed ahead of time or on time, as a percentage of all milestones planned for delivery in the year
<b>Non-Traction Energy Usage, % Reduction</b>	Annual reduction in non-traction energy (electricity, non-traction from traction electricity and natural gas - does not include road vehicle fleet fuel) consumption
<b>Scottish Freight Growth on Baseline</b>	Growth in thousand net tonne miles (kntm) (Scotland Route mileage only)
<b>Customer and Communities</b>	
<b>Passenger Satisfaction (Wavelength)</b>	The number of passengers surveyed who were satisfied with their overall journey. Reported as an average score of passenger journey satisfaction on a scale of 1-10 (1 poor – 10 excellent)
<b>Customer Contact Management (Complaints Handling)</b>	An index calculated from (i) the number of complaints, (ii) the average age of open service requests, (iii) quality assurance score for complaints handling, and (iv) post contact customer survey score
<b>Passenger Satisfaction (Managed Stations)</b>	The CSAT (customer satisfaction) measure is the customer satisfaction score generated from a single question on ViewPoint QR codes and devices in managed stations. The question is 'How would you rate your overall experience at this station?'
<b>Efficiency</b>	
<b>Financial Performance Measure (FPM)</b>	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)
<b>Funding Compliance (versus 10% Annual Rollover Allowance)</b>	Measure how well we use each year's available funding, against the 10% Annual Rollover Allowance

## People

<b>Employee Engagement</b>	An index representing the proportion of employees surveyed who responded favourably to key questions on engagement
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Southern	
Train Service Delivery	
<b>On Time</b>	The percentage of Recorded Station Stops called at on time (early or <1min late)
<b>Freight Cancellations</b>	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)
<b>Consistent Region Measure – Performance (CRM-P)</b>	The amount of delay that Network Rail has caused to passenger trains. Reported as number of delay minutes per 100 train kms that passenger trains have travelled.
<b>Freight Delivery Metric (FDM)</b>	The measurement of Network Rail's ability to deliver punctual trains for the freight sector.
<b>Composite Reliability Index (CRI)</b>	The Composite Reliability Index (CRI) is a measure of the overall improvement during the current Control Period in the condition and performance of our assets including track, signalling, points, electrical power, telecoms, buildings, structures and earthworks.
<b>Kent</b>	A weighted aggregation of performance for agreed local measures relating to each route
<b>Sussex</b>	A weighted aggregation of performance for agreed local measures relating to each route
<b>Wessex</b>	A weighted aggregation of performance for agreed local measures relating to each route
<b>NRHS</b>	A weighted aggregation of performance for agreed local measures relating to each route
Safety	
<b>Passenger Safety – Train Accident Risk Reduction (TARR)</b>	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
<b>Personal Accountability for Safety</b>	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
<b>Workforce Fatalities and Weighted Injuries</b>	An index representing workforce safety, using fatalities and non-fatal injuries per hour worked. A lower FWI represents better performance
Sustainable Growth	
<b>Enhancement Milestones and Acceleration</b>	The number of milestones completed ahead of time or on time, as a percentage of all milestones planned for delivery in the year
<b>Environmental Sustainability Index</b>	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
<b>Effective Volumes</b>	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
Customer and Communities	
<b>Stations</b>	A weighted aggregation of performance for agreed local measures relating to each route
<b>Customer Contact Management (Complaints Handling)</b>	An index calculated from (i) the number of complaints, (ii) the average age of open service requests, (iii) quality assurance score for complaints handling, and (iv) post contact customer survey score
<b>Passenger Satisfaction (Wavelength)</b>	The number of passengers surveyed who were satisfied with their overall journey. Reported as an average score of passenger journey satisfaction on a scale of 1-10 (1 poor – 10 excellent)

## Efficiency

### 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)

## People

### Employee Engagement

An index representing the proportion of employees surveyed who responded favourably to key questions on engagement.

### Uptake of wellbeing aspect of HSW medicals

This metric measures the percentage uptake of the optional wellbeing element of colleagues when attending medicals.

Wales and Western	
Train Service Delivery	
<b>On Time</b>	The percentage of Recorded Station Stops called at on time (early or <1min late)
<b>Freight Cancellations</b>	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)
<b>Consistent Region Measure – Performance (CRM-P)</b>	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
<b>Freight Delivery Metric (FDM)</b>	The measurement of Network Rail’s ability to deliver punctual trains for the freight sector.
<b>Composite Reliability Index (CRI)</b>	The Composite Reliability Index (CRI) is a measure of the overall improvement during the current Control Period in the condition and performance of our assets including track, signalling, points, electrical power, telecoms, buildings, structures and earthworks.
<b>Service Affecting Failures (SAFs) excl. Telecoms</b>	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
<b>Transport for Wales - Customer Scorecard</b>	A weighted aggregation of performance for agreed local measures relating to each customer
<b>Great Western Railway - Customer Scorecard</b>	A weighted aggregation of performance for agreed local measures relating to each customer
<b>Heathrow Express - Customer Scorecard</b>	A weighted aggregation of performance for agreed local measures relating to each customer
<b>MTR - Customer Scorecard</b>	A weighted aggregation of performance for agreed local measures relating to each customer
<b>Network Rail Wales Route delay minutes impacting Cross Country</b>	The number of delay minutes on NR Wales route which impact Cross Country services.
Safety	
<b>Passenger Safety – Train Accident Risk Reduction (TARR)</b>	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
<b>Personal Accountability for Safety</b>	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
<b>Workforce Fatalities and Weighted Injuries</b>	An index representing workforce safety, using fatalities and non-fatal injuries per hour worked. A lower FWI represents better performance
Sustainable Growth	
<b>Enhancement Milestones and Acceleration</b>	The number of milestones completed ahead of time or on time, as a percentage of all milestones planned for delivery in the year
<b>Environmental Sustainability Index</b>	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
<b>Effective Volumes</b>	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
Customer and Communities	
<b>Passenger Satisfaction (Wavelength)</b>	The number of passengers surveyed who were satisfied with their overall journey. Reported as an average score of passenger journey satisfaction on a scale of 1-10 (1 poor – 10 excellent)
<b>Customer Contact Management (Complaints Handling)</b>	An index calculated from (i) the number of complaints, (ii) the average age of open service requests, (iii) quality assurance score for complaints handling, and (iv) post contact customer survey score
<b>Passenger Satisfaction (Managed Stations)</b>	The CSAT (customer satisfaction) measure is the customer satisfaction score generated from a single question on ViewPoint QR codes and devices in managed stations. The question is ‘How would you rate your overall experience at this station?’

**Efficiency****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)

**People****Employee Engagement**

An index representing the proportion of employees surveyed who responded favourably to key questions on engagement