National Metric Definitions

Train Service Delivery

Time to Three

The percentage of Recorded Station Stops called at within 3 minutes of the planned time (early or within 2mins 59 seconds).

Passenger Cancellations (Network Rail Attributable)

The percentage of planned passenger trains which did not run their full planned journey or did not call at all their planned station stops due to Network Rail incidents (including weather and external).

Freight Cancellations

The number of Network Rail and Other Operator caused cancellations, as a percentage of freight trains run.

Safety

Passenger Safety Milestones

The number of Passenger Safety milestones completed early or on time, as a percentage of all milestones planned for delivery in the year.

Workforce Safety - 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.

Efficiency

Operating Subsidy (Profit & Loss)

Whether we're spending more or less than we planned, on Operational Expenditure (OPEX) and income, to deliver our plan.

Capital Financial Performance

Whether we're spending more or less than we planned, on renewals and enhancements to deliver our plan, using unit cost analysis.

Sustainable Growth

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

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

Route to Net Zero

Measures Network Rail's % reduction in carbon emissions across four categories: Energy, Fuel, Business travel (road/rail/air) and Waste (from offices/ managed stations/training centres etc)

Customer and Communities

Passenger Satisfaction (Wavelength)

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)

Rail Customer Experience Survey (RCXS)

The proportion of passengers surveyed who were satisfied with their overall journey. Reported as a weighted percentage score against a five-point scale ranging from very satisfied to very dissatisfied.
This metric is set to replace - Passenger Satisfaction (Wavelength).

Customer Contact Management

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) (iv) post contact customer survey score

People

Employee Engagement

The proportion of employees surveyed who responded favourably to key questions on engagement

Region Local Metric Definitions

Eastern

Train Service Delivery

Train Performance Improvement Milestones

The number of Train Performance Improvement milestones completed early or on time, as a percentage of all milestones planned for delivery in the year. 20 Train Performance Improvement milestones will represent key FY26 deliverables from our regional performance improvement plans. (YTD)

Efficiency

OMSR Efficiency Delivery

The total value of efficiency initiatives categorised as Blue (enabled) maturity status within the regional Operations, Maintenance, Support and Renewals fishbone tracker.

Each efficiency must have clear and positive management action, which has reduced the cost of delivery or has reduced the amount of work required to achieve the same outcome, compared with the methods/practices that were in place in prior control period. (YTD)

North West and Central

Train Service Delivery

Central Route Milestones

Central route milestones that reflect local Network Rail regional, route and customer priorities for FY26. (YTD)

North West Route Milestones

North West route milestones that reflect local Network Rail regional, route and customer priorities for FY26. (YTD)

West Coast South Route Milestones

West Coast South route milestones that reflect local Network Rail regional, route and customer priorities for FY26. (YTD)

Scotland

Train Service Delivery

Scotland Train Performance Measure

The percentage of ScotRail in-service passenger trains arriving at their destination less than five minutes after the scheduled time, having called at all its planned station stops (including its origin). The Scotland Train Performance Measure will not consider those that were late and cancelled due to speed restrictions during severe weather or due to being held to allow for connecting train or ferry services. (YTD)

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. (YTD)

Safety

Maintenance Backlog - Annual Average Work Outstanding

Percentage of the volume of work items not completed more than 14 days old and in backlog in the workbank management system Ellipse. (YTD)

Investigations / Compliance

The time to close out investigations and compliance reviews for HR, Safety and Capital Delivery.

- **HR -** measures if raised concerns are responded to in an appropriate timeframe, specifically Speak Out and grievances.

- **Safety -** measures completion of safety event investigations. Investigations conducted at Level 2 or Level 3 are more complex and as such the DCP (Designated Competent Person) would set an investigation timeframe which reflects the complexity of the event. Level 1 investigations have a set timeframe for completion of 28 calendar days from the date of the unplanned safety event.

- **Capital Delivery / Works Delivery** - measures delivery of Health and Safety files to the client by the principal designer / contractor. (YTD)

Efficiency

OMSR Efficiency Delivery (Cumulative)

The net value of efficiency delivered within our Operational, Maintenance, Support and Renewals (OMSR) portfolio. Each efficiency must have clear and positive management action, which has reduced the cost of delivery or has reduced the amount of work required to achieve the same outcome, compared with the methods/practices that were in place in prior control period. (YTD)

Sustainable Growth

Climate Change Action Milestones
The number of milestones completed early or on time, as a percentage of all milestones planned for delivery in the year, in relation to the delivery of our climate action plan. (YTD)

Southern

Train Service Delivery

Train Performance Milestones
Measures key milestones reflective of local priorities related to Train Performance. (YTD)

Customer and Communities

Lifts & Escalators Milestones
Measures key milestones reflective of local priorities related to Lifts & Escalators. (YTD)

Business Improvement Milestones
Measures key milestones reflective of local priorities related to Regional Improvements. (YTD)

Wales and Western

Train Service Delivery

NR infrastructure caused passenger delay minutes – Western
This measures the success of the new Infrastructure Directorate in responding to and recovering from service affecting incidents. The new Directorate brings asset management, maintenance, and operations closer together. The measure includes all passenger delay minutes on Western Route caused by Network Rail fixed infrastructure, aligned to the PIMS Whole System Model. (YTD)

Composite Reliability Index (CRI) – Wales
CRI measures the change in reliability over eight asset disciplines - track, signalling, points, electrification, telecoms, buildings, structures and earthworks. Asset failures are weighted, calculated as the effective cost per failure based on train performance and safety, with results being aggregated and shown as a percentage change compared to the end of the last control period. (YTD)

Scorecard Terms Definitions

Scorecard Term	Definition
Control Period	The five-year funding period between 2024/25 – 2028/29
Period	A period is a 4-week block – we have 13 periods in the year
Year To Date (YTD)	Where we are from the start of the financial year to where we are at the end of the current reporting period
Moving Annual Average	Average performance of the last thirteen periods
Full Year Forecast	What we think we will have achieved at the end of the year