

National Metric Definitions

Train Service Delivery

On Time	The percentage of Recorded Station Stops called at on time (early or <1min late)
Freight Cancellations	The number of Network Rail and Other Operator caused cancellations, as a percentage of freight trains run. This measure is also a subset of the Regulatory Support Measure: Freight Cancellations & Lateness (FCaL).

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 Fatalities and Weighted Injuries	An index representing workforce safety, using fatalities and non-fatal injuries per hour worked. A lower FWI represents better performance

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)
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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)
Customer Contact	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

People

Employee Engagement	An index representing the proportion of employees surveyed who responded favourably to key questions on engagement.
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Metric definitions by region

Eastern	
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North West and Central

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Passenger Boarding Window (Euston)	Euston Boarding Window: the time between when train is posted on CIS and when it departs. Reduce the number of services with a boarding window of 5 minutes or less.
Passenger Satisfaction (Birmingham New Street)	The percentage of passengers surveyed using Viewpoint survey data from screens at Birmingham New St who were satisfied with service. Calculation: Net positive results / total number of surveys. Recorded as a percentage. Period is period actual. YTD is total positive results/total number of surveys YTD
Passenger Satisfaction (Liverpool Lime Street)	The percentage of passengers surveyed using Viewpoint survey data from screens at Liverpool Lime St who were satisfied with service. Calculation: Net positive results / total number of surveys. Recorded as a percentage. Period is period actual. YTD is total positive results/total number of surveys YTD
Passenger Satisfaction (Manchester Piccadilly)	The percentage of passengers surveyed using Viewpoint survey data from screens at Manchester Piccadilly who were satisfied with service. Calculation: Net positive results / total number of surveys. Recorded as a percentage. Period is period actual. YTD is total positive results/total number of surveys YTD

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Scotland

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Scotland Train Performance Measure	This represents the percentage of ScotRail in-service passenger trains arriving at their final 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.
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
Run a reliable railway – Passenger Cancellations	The percentage of planned in service passenger trains advertised at 22:00 the night before which either did not run their full planned journey or did not call at all their planned station stops. The measure is a score which weights full cancellations as one and part cancellations as half. It applies to all services, all Operators performance within Scotland and ScotRail

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Taking Climate Action (Delivering Net Zero) - Climate Action Plan 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.
Track and Train Working Together - Freight Growth	Growth of 8.7 % thousand net tonne kilometres between baseline (2023/24) and 31st March 2029

Customer and Communities

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Southern	
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Time to 3 (lead operator targets)	On Time to 3 target calculated as an aggregation of the Southern Region lead operator targets which will be agreed through the DfT/TOC/NR tripartite sessions. These train operators are GTR, SET, and SWR and include all services ran by these operators not just those on Southern geography.
Cancellations (lead operator targets)	Cancellations target calculated as an aggregation of the Southern Region lead operator targets which will be agreed through the DfT /TOC/NR tripartite sessions. These train operators are GTR, SET, and SWR and include all services ran by these operators not just those on Southern geography.
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Service Affecting Failures (Key & Critical Sections)	Service Affecting Failures on the identified key and critical sections on the region.
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Lifts and Escalators	Availability % of the lifts and escalators across the region. Calculated as the average of (Potential Hours Available - Hours of Downtime) / Potential Hours Available for the lift and escalator populations on Southern, equally weighted.
Route Milestones	15 milestones (5 per route) reflective of local Network Rail and Customer priorities
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Wales and Western

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NR caused passenger delay minutes – Thames Valley	NR caused passenger delay minutes in the Thames Valley area (broadly London Paddington to Reading). This will be reported using the East delivery unit report identifier for performance. Our East DU boundary is aligned to what we call Thames Valley.
Passenger and Freight Improvement Milestones	Milestones we will deliver as part of our key strategy - roll out local railway business unit, applying further devolution/empowerment to local teams. Local railways are a whole industry / cross functional set-up.

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