



Period Business Review

Report Owner - Paul Rutter

On The Side Of Passengers And Freight Users	Weighting	Period		YTD		FYF					
		Actual	Target	Actual	Target	FYF	Worse Than Target	Target	Better Than Target	FYF Achievement	FYF Weighted Achievement
Passenger Safety - Train Accident Risk Reduction	33.3%	57%	95%	100%	95%	100%	90%	95%	100%	100%	33.30%
Passenger Satisfaction - Overall	16.7%	8.02	7.83	8.09	7.83	8.09	7.74	7.83	7.92	100%	16.70%
Freight Cancellations	10.0%	0.3%	0.9%	0.6%	0.6%	0.6%	1.2%	1.1%	1.0%	100%	10.00%
NR External Delays (LNER, GTR, HT, GC)	2.7%	4,350	6,017	88,222	70,596	88,222	77,656	70,596	63,536	0%	0.00%
NR Network Management delay (LNER, GTR, HT, GC)	2.7%	4,920	4,815	52,895	55,078	52,895	60,586	55,078	49,570	70%	1.86%
NR Non Track Delays (LNER, GTR, HT, GC)	2.7%	2,726	8,465	113,509	88,512	113,509	97,363	88,512	79,661	0%	0.00%
NR Track Delays (LNER, GTR, HT, GC)	2.7%	3,430	3,959	28,957	42,358	28,957	46,594	42,358	38,122	100%	2.67%
Severe weather delays (LNER, GTR, HT, GC)	2.7%	2,226	2,502	46,587	23,328	46,587	25,661	23,328	20,995	0%	0.00%
LNER On Time	10.0%	71%	64%	70%	60%	70%	52%	60%	68%	100%	10.00%
Hull Trains On Time	3.3%	62%	59%	60%	60%	60%	52%	60%	68%	51%	1.69%
Grand Central On Time	3.3%	56%	61%	56%	60%	56%	52%	60%	68%	28%	0.93%
GTR (GN) on-time	3.3%	75%	79%	77%	78%	77%	70%	78%	86%	44%	1.48%
Customer Satisfaction – Kings Cross – View Point Surveys	3.3%	69%	65%	69%	65%	69.00%	64%	65%	66%	100%	3.33%
XC - T3 Reston Signal (Border - Marshall Meadows) for trains departing Leeds T3	3.3%	69%	66%	73%	75%	73.10%	73%	75%	77%	8%	0.25%
Easy to Engage With, an Efficient and Dependable Partner	Weighting	Actual	Target	Actual	Target	FYF	Worse Than Target	Target	Better Than Target	FYF Achievement	FYF Weighted Achievement
Enhancements	0%	0%	0%	80%	50%	80%	0%	50%	100%	80%	0.00%
Complaints Handling	0%	100%	50%	100%	50%	100%	0%	50%	100%	100%	0.00%
Financial Performance Measure	0%	-13.7	0.0	-20.6	0.0	-20.6	-43.4	0.0	43.4	26%	0.00%
Proud to Work for Network Rail	Weighting	Actual	Target	Actual	Target	FYF	Worse Than Target	Target	Better Than Target	FYF Achievement	FYF Weighted Achievement
Fatalities and Weighted Index	0%	0.0230	0.0460	0.0230	0.0460	0.0230	0.0743	0.0460	0.0260	100%	0.00%
Employee Engagement	0%	57%	67%	58%	67%	58%	64%	67%	71%	0%	0.00%
Personal Accountability for Safety	0%	2	3	74	34	74	41	37	33	0%	0.00%
Instinctive Industry Leader	Weighting	Actual	Target	Actual	Target	FYF	Worse Than Target	Target	Better Than Target	FYF Achievement	FYF Weighted Achievement
Environmental Sustainability Index	0%	95%	50%	63%	50%	63%	0%	50%	100%	63%	0.00%
Effective Volumes	0%	154%	100%	122%	100%	122%	80%	100%	120%	100%	0.00%

100%

56%

82%

82.20%