LNER
LONDON NORTH EASTERN RAILWAY

NetworkRail

2019/20 SCORECARD

NATIONAL OVERVIEW | ROUTE BUSINESSES | SUPPORT FUNCTIONS | STRATEGIC PAPERS | GUEST PAPERS

Route Scorecard - Eastern

Period Business Review

		Period		YTD		FYF					
Train Performance Measures - (60.0%)	**Weighting**	**Actual**	**Target**	**Actual**	**Target**	**FYF**	**Worse than Target**	**Target**	**Better than Target**	**FYF Achievement**	**FYF Weighted Achievement**
PPM (MAA)	10.00%	78.2%	81.2%	78.2%	81.2%	78.2%	75.0%	81.2%	85.0%	26%	2.58%
On Time at all Stations	5.00%	45.2%	46.2%	45.2%	46.2%	45.2%	38.9%	46.2%	48.0%	43%	2.16%
Time to 3 at all Stations	5.00%	63.4%	65.9%	63.4%	65.9%	63.4%	59.9%	65.9%	70.1%	29%	1.46%
Right time from York (MAA)	3.00%	30.5%	40.0%	30.5%	40.0%	30.5%	26.2%	40.0%	42.0%	16%	0.47%
Right Time from Doncaster (MAA)	2.00%	38.6%	40.0%	38.6%	40.0%	38.6%	30.2%	40.0%	45.0%	43%	0.86%
Industry Cancellations to LNER (MAA)	10.00%	71	73	71	73	71	75	73	65	64%	6.38%
Network Rail Incident Count (MAA)	10.00%	547	552	547	552	547	565	552	530	61%	6.14%
Network Rail Primary Delay (MAA)	5.00%	9,003	7,357	9,003	7,357	9,003	9,100	8,357	8,000	7%	0.33%
Industry Reactionary Delay (MAA)	5.00%	11,412	11,247	11,412	11,247	11,412	12,300	11,247	10,300	42%	2.11%
Compliance with delivery of the LNER Golden Rules	0.00%			30.8%		33.5%	30.0%	33.5%	35.0%	50%	0.00%
No of Timetable Schedule Errors	2.00%	42		49		49	20	15	10	0%	0.00%
Average Weekly Net Unattributed Time Loss (MAA)	1.00%	210	200	210	200	210	215	200	175	17%	0.17%
Adherance to Regulation Policy	2.00%					0.75	0.7	0.75	0.8	50%	1.00%
Safety (15.0%)	**Weighting**	**Actual**	**Target**	**Actual**	**Target**	**FYF**	**Worse than Target**	**Target**	**Better than Target**	**FYF Achievement**	**FYF Weighted Achievement**
Reduction in Train Accident Risk - measured by the Precursor Indicator Model	5.00%	4.908	5.824	4.908	5.824	4.908	6.115	5.824	5.533	100%	5.00%
RM3 Maturity Improvement (Improvement of one level in 6 identified areas)	5.00%	12	3	12	10	12	1	3	5	100%	5.00%
Personal Accident Risk Reduction (Staff & Customer at Major Stations)	5.00%	0.557	0.038	0.557	0.038	0.557	0.040	0.038	0.034	0%	0.00%
Customer Satisfaction - (2.0%)	**Weighting**	**Actual**	**Target**	**Actual**	**Target**	**FYF**	**Worse than Target**	**Target**	**Better than Target**	**FYF Achievement**	**FYF Weighted Achievement**
Pulse Checks and Action Planning	2.0%	1	0	13	10	13	9	10	11	100%	2.00%
Property & Asset Management - (4.0%)	**Weighting**	**Actual**	**Target**	**Actual**	**Target**	**FYF**	**Worse than Target**	**Target**	**Better than Target**	**FYF Achievement**	**FYF Weighted Achievement**
2 hour reactive faults completed within timescales	1.00%	90%	80%	90%	80%	90%	60%	80%	90%	100%	1.00%
24 hour reactive faults completed within timescales	1.00%	97%	80%	97%	80%	97%	60%	80%	90%	100%	1.00%
Total number of open faults (7-28 days)	1.00%	0	44	23	44	23	64	44	40	100%	1.00%
Total number of open faults (> 28 days)	1.00%	0	88	8	88	8	128	88	80	100%	1.00%
Enhancements (16.0%)	**Weighting**	**Actual**	**Target**	**Actual**	**Target**	**FYF**	**Worse than Target**	**Target**	**Better than Target**	**FYF Achievement**	**FYF Weighted Achievement**
Kings Cross Remodelling Project Milestones	4.00%		98.0%	100.0%	98.0%	100.0%	95.0%	98.0%	100.0%	100%	4.00%
Werrington Project Milestones	4.00%			100.0%	98.0%	100.0%	95.0%	98.0%	100.0%	100%	4.00%
FDM and SSI modification for IEP	4.00%			100.0%	98.0%	100.0%	95.0%	98.0%	100.0%	100%	4.00%
PSU2	4.00%			50.0%	50.0%	50.0%	95.0%	98.0%	100.0%	0%	0.00%
Locally Driven Customer Measures - (3.0%)	**Weighting**	**Actual**	**Target**	**Actual**	**Target**	**FYF**	**Worse than Target**	**Target**	**Better than Target**	**FYF Achievement**	**FYF Weighted Achievement**
NRPS Major Stations Leeds	1.50%	75.0%	83.5%	74.8%	83.5%	74.8%	80.0%	83.5%	86.5%	0%	0.00%
NRPS Major Stations Kings Cross	1.50%	94.0%	92.9%	93.2%	92.9%	93.2%	91.7%	92.9%	93.5%	75%	1.13%
Net Advocacy score - (0.0%)	**Weighting**	**Actual**	**Target**	**Actual**	**Target**	**FYF**	**Worse than Target**	**Target**	**Better than Target**	**FYF Achievement**	**FYF Weighted Achievement**
NAS Score In Disruption	0.0%	0.0	-15.0	-14.0	-15.0	-14.0	-20.0	-15.0	0.0	53%	0.00%
	100%	58%									52.76%