

Period 01 KPI Summary

Service Provision	KPI Name	KPI Description	Period Actual	Prior Period Actual	Prior Year	Period MAA
	Passenger Time Lost - Core Valley Lines (PTL - CVL)	The percentage of services arriving within 3 minutes of the scheduled arrival time, whilst applying a weighting to locations which service our highest volume of customers across the Core Valley Lines. Delays at higher footfall locations have a greater impact on the PTL percentage.	90.9%	90.2%	82.6%	87.2%
	Passenger Time Lost - Wales & Cross Borders (PTL - WCB)	The percentage of services arriving within 3 minutes of the scheduled arrival time, whilst applying a weighting to locations which service our highest volume of customers across the Wales & Borders Lines. Delays at higher footfall locations have a greater impact on the PTL percentage.	78.0%	80.2%	73.6%	70.0%
	On-the-Day Cancellations	The percentage of service cancellations (service reliability) across the network. To align with industry standards and Network Rail, On-the-Day Cancellations have been calculated taking 0.5 for part and 1.0 for full.	3.4%	2.4%	7.5%	4.7%
	Short Formations	The number of services that operate below the capacity required in the timetable.	10%	10%	9%	13%
	Skipped Stops (PSSM Score)	The percentage of stations at which 95% or more of the scheduled stops have been delivered.	52.3%	73.0%	95.4%	78.6%

Effectiveness	KPI Name	KPI Description	Period Actual	Prior Period Actual	Prior Year	Period MAA
	Passenger km	The total number of kilometres travelled by passengers.	84.03M	87.37M	86.13M	82.90M
	Passenger & Farebox Revenue	The revenue earned from ticket sales, this is commonly referred to as Passenger Revenue (although Farebox Income is used interchangeably across the industry).	£12.16M	£11.81M	£11.61M	£11.46M
	Total Passengers Carried	The total number of ticketed passengers carried across the network.	2,222,062	2,266,433	1,951,630	2,065,345

Customer	KPI Name	KPI Description	Period Actual	Prior Period Actual	Prior Year	Period MAA
	Customer Satisfaction	The customer satisfaction score from Wavelength a tool that aims to listen, understand, measure and evaluate our customers' feedback.	81.0%	78.0%	84.0%	81.9%

Cost Efficiency	KPI Name	KPI Description	Period Actual	Prior Period Actual	Prior Year	Period MAA
	Operating Cost per Passenger km	The total operational cost per passenger km travelled.	£0.48	£0.57	£0.45	£0.49
	Operating Cost per Passengers Carried	The total operational cost per passengers carried.	£18.16	£21.85	£19.99	£19.59
	NO _x Emissions per Passenger km	The amount of NO _x particulate emissions produced by train fuel only per passenger km travelled.	0.02	0.02	0.02	0.02
	CO ₂ Emissions per Passenger km	The amount of CO ₂ emissions produced by our services per passenger km travelled.	0.10	0.11	0.11	0.10