

Service Provision	KPI Name	Period Actual	Period Target	Period MAA	Prior Year Actual	Current Status	Prior Status
	PTL - CVL	85.8%	82.8%	82.8%	91.0%	●	●
	PTL - WCB	71.8%	70.7%	73.4%	76.3%	●	●
	Skipped Stops (PSSM Score)	93.3%	90.0%	80.3%	96.0%	●	●
	Short Formations	6.71%	5.70%	7.58%	7.70%	●	●
	Total Cancellations	3.28%	2.40%	4.31%	2.35%	●	●
	Pre-Cancellations	0.56%	2.00%	1.67%	1.07%	●	●

Effectiveness	KPI Name	Period Actual	Period Target	Period MAA	Prior Year Actual	Current Status	Prior Status
	Passenger km	80.16M	89.94M	70.60M	65.12M	●	●
	Passenger & Farebox Revenue	£10.75M	£11.52M	£9.08M	£8.14M	●	●
	Total Passengers Carried	1,886,882	2,055,141	1,661,744	1,520,361	●	●

Customer	KPI Name	Period Actual	Period Target	Period MAA	Prior Year Actual	Current Status	Prior Status
	Customer Satisfaction	86%	80%	82%	82%	●	●
	Station Service Quality	83%	90%	83%	86%	●	●
Trains Service Quality	93%	90%	91%	94%	●	●	

Cost Efficiency	KPI Name	Period Actual	Period Target	Period MAA	Prior Year Actual	Current Status	Prior Status
	Cost per Passenger km	£0.38	£0.35	£0.44	£0.45	●	●
	Cost per Passengers Carried	£16.20	£15.17	£18.67	£19.26	●	●
	NO _x Emissions per Passenger km	0.02	N/A	0.01	0.02	●	●
CO ₂ Emissions per Passenger km	0.11	N/A	0.10	0.10	●	●	

Safety	KPI Name	Period Actual	Period Target	Period MAA	Prior Year Actual	Current Status	Prior Status
	Workforce Injuries	20	21	18	17	●	●
Non-Workforce Injuries	20	16	20	19	●	●	