

Feras Alshaker
Director, Planning and Performance (Office of
Rail and Road)



Priti Patel
Chief Health and Safety Officer (Network Rail)

Sent by email

18 February 2026

Dear Priti

ORRs Response on the Managing Change Proposal to replace the Train Accident Risk Reduction metric with the new Passenger Safety Milestone metric.

Thank you for submitting the proposal to introduce a new Passenger Safety Measure (PSM). We have reviewed the case and set out our conclusions below.

We agree that the introduction of the PSM represents a relevant change, as it alters how safety performance will be monitored and reported. It is also correctly classified as a consulted change, given that it involves replacing an existing supporting measure that we are satisfied will not reduce our ability to hold to account for safety performance.

The new measure provides clearer and more transparent reporting than the previous Train Accident Risk Reduction (TARR) metric. By using defined milestones and covering all aspects of passenger safety, the PSM offers a more understandable and meaningful picture of progress. Reporting both TARR and PSM side by side during 2024/25 has also allowed us to confirm that the new approach maintains continuity and supports year on year comparison.

Based on the evidence provided, we support the proposal to replace TARR with the new PSM measure. It is correctly categorised, improves transparency, and strengthens our ability to monitor and assess safety improvements across the network.

In line with the Managing Change Policy we will now publish this response.

Yours sincerely

Feras Alshaker



Director, Planning and Performance