

# Press Release

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## **PERFORMANCE UP AND COMPLAINTS DOWN AT CROSSCOUNTRY**

The latest National Rail Trends statistics from the Office of Rail Regulation (ORR) show that performance at CrossCountry continues to improve. CrossCountry achieved an average of 91.4 per cent of trains arriving on time during January to March 2009; higher than the average for the long distance train operators.

The number of people dissatisfied with some part of the journey fell and this is due to CrossCountry providing better punctuality, faster journey times, more seating and luggage space and new at-seat catering facilities.

Commenting on the statistics, CrossCountry's Managing Director, Andy Cooper, said: "We are delighted with these results and are working to improve the customer experience to ensure that journeys with CrossCountry as relaxing and enjoyable as possible."

ENDS

**Please find notes to Editors, CrossCountry facts and figures on the following page.  
For more information feel free to contact us on 0121 2006115 or by email to  
[communications@crosscountrytrains.co.uk](mailto:communications@crosscountrytrains.co.uk)**

**Notes to editors:**

- CrossCountry started operating on 11 November 2007. The franchise, which is the most extensive in the UK, will run until 31 March 2016. For further information on CrossCountry services and future franchise plans log on to [www.crosscountrytrains.co.uk](http://www.crosscountrytrains.co.uk)
- Arriva is one of the largest private sector providers of passenger transport in Europe, employing more than 43,500 people (including share of associate companies) and providing more than one billion passenger journeys every year.
- Arriva provides transport services including buses, trains, commuter coaches and water buses, and operates in 12 European countries: Czech Republic, Denmark, Germany, Hungary, Italy, the Netherlands, Poland, Portugal, Slovakia, Spain, Sweden and the UK.

**CrossCountry facts and figures:**

STATIONS SERVED: 118

ROUTE MILES: 1,654

WEEKDAY SERVICES: 293

PASSENGERS CARRIED: Over 30 million passenger journeys a year anticipated

ANNUAL TRAIN MILEAGE: Approximately 16 million

EMPLOYEES: Approximately 1,700

LONGEST TRAIN SERVICE: 08.20 Aberdeen to Penzance (774 miles)