

# Press Release

24 August 2009

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## **CROSSCOUNTRY PERFORMANCE HITS ALL-TIME HIGH**

CrossCountry performance continues to improve with a best ever Moving Annual Average (MAA) figure of 90.5 per cent recorded over the last year.

For the first time ever the company's MAA has stood in excess of 90 per cent for six consecutive periods. In the four weeks to Saturday 22 August CrossCountry achieved a Public Performance Measure (PPM) of 91 per cent, up 3.7 per cent on the same time last year.

These consistently high performance figures are the result of an improved timetable, delivering faster journey times, improved frequencies and significant improvements for rail users.

CrossCountry is also making it easier for customers to get information about their journey and buy the cheapest available tickets, by making important changes to its website [crosscountrytrains.co.uk](http://crosscountrytrains.co.uk) with initiatives such as e-ticketing; last week we passed the million-pound landmark on sales of our increasingly popular e-tickets, with almost 38,000 snapped up by our customers to date. The tickets, which our customers can print in their home or office, are now selling at a rate of more than 4,500 a month.

PPM is the rail industry's measurement of individual train operator performance and is produced by the Office of Rail Regulation (ORR). Further information on PPM can be obtained from [www.rail-reg.gov.uk](http://www.rail-reg.gov.uk)

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## Notes to editors

For more information please call the CrossCountry Press Office on 0121 2006115 or email [communications@crosscountrytrains.co.uk](mailto:communications@crosscountrytrains.co.uk)

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)

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