

# Press Release

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## **CROSSCOUNTRY SHINES AGAIN IN NATIONAL RAIL SURVEY**

National Passenger Survey (NPS) figures released today by the independent rail watchdog, Passenger Focus, show increases in satisfaction over the last 12 months from customers using CrossCountry train services – in key areas such as train capacity, punctuality, cleanliness and comfort.

The latest figures, taken from the survey conducted in Autumn 2009, show overall customer satisfaction increased by two points to 85% - the highest level of ever recorded by CrossCountry and 2 points above the national average.

### **CrossCountry NPS highlights include:**

- 85% of customers believe CrossCountry offer punctual and reliable services. A five point increase in satisfaction
- 70% of customers surveyed feel that there is sufficient room on all CrossCountry services. An impressive 11 point increase
- 84% continue to feel secure whilst travelling on CrossCountry. A three point increase
- 76% believe CrossCountry offer good options and connections with other forms of transport. A three point increase on the same survey period in 2008.

Commenting on the survey results Andy Cooper, Managing Director for CrossCountry, said: "We are delighted that customers have again recognised the improvements we have delivered. Since the start of our franchise we have been investing heavily to meet our customers' expectations. Our refurbished trains and new timetables help deliver fast, comfortable, long distance services and important connections that customers know they can rely on."

Andy added: "As with every survey, there are areas highlighted that we know need improvements and the findings and feedback will help us to focus and concentrate our efforts where we need to do better."

ENDS

**Please find notes to Editors, CrossCountry facts and figures below.  
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)

CrossCountry is now live on Facebook [www.facebook/crosscountrytrains.co.uk](http://www.facebook/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)