

# Press Release

19 October 2009

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## **CROSSCOUNTRY PERFORMANCE REACHES HIGHEST EVER LEVELS**

CrossCountry announced today its best ever performance with 94 per cent of trains on time in the last four weeks.

Official Public Performance Measure (PPM) statistics – the percentage of trains arriving within ten minutes of their scheduled time – showed 94 per cent of CrossCountry services on time in the four weeks to Saturday 17 October.

With an unprecedented eight consecutive periods of at least 90 per cent performance, the company's moving annual average is now up to 90.8 per cent - the highest ever level achieved by CrossCountry.

Since the start of its franchise in November 2007, CrossCountry has concentrated on delivering better performance for its customers. A new timetable introduced in December 2008 delivered faster journey times and improved frequencies across its diverse routes from Scotland to Cornwall and Wales to East Anglia. This, coupled with enhancements to its fleet of 91 trains to improve their reliability, has meant CrossCountry customers seeing the best ever service along Britain's most extensive rail franchise.

Commenting, CrossCountry's Production Director, Sarah Kendall, said: "We are delighted to see our customers benefiting from the efforts everyone at CrossCountry and our colleagues at Network Rail have made to improve train punctuality, coupled with improved reliability of our trains thanks to a closer working relationship with our maintenance providers. This is exactly what our customers tell us we should concentrate on."

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)