

Press Release

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CROSSCOUNTRY WINS RAIL AWARD

'Silver Spanner' for award-winning train operator

CrossCountry has won a prestigious rail industry award in recognition of the rail operator's trains being one of the most improved and reliable across the rail network.

CrossCountry, who operate a fleet of 29 Turbostar trains from Cardiff to Stansted Airport via Birmingham, Nottingham, Derby, Leicester, Peterborough and Cambridge, was awarded the coveted 'Silver Spanner' award at last week's annual 'Golden Spanner' ceremony organised by industry magazine, Modern Railways, which is an awards scheme aimed at promoting excellence in train maintenance within Britain.

Sarah Kendall, Production Director at CrossCountry said: "Since the start of our franchise in November 2007 the team at CrossCountry has worked with London Midland, our maintainer to take specific steps to improve reliability of our Turbostar trains. We are delighted to receive this nationally recognised award that acknowledges this improvement in performance.

"We are developing a programme of further modifications and changes to maintenance procedures to continue this improvement. Train reliability is vital for our customers and therefore of the highest priority for us."

As well as improved reliability, the Turbostar fleet has also benefited from a refurbishment to provide more seating and luggage space. There will be an overall increase of 500 seats across the Turbostar fleet.

The interiors are now brighter and more comfortable with re-upholstered seats, and new carpets and at-seat power sockets. There is also a new First Class area. The Turbostars were refurbished at the Clacton-on-Sea workshops of firm Transys Projects.

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**

Notes to editors

- A photograph of the team and the 'Silver Spanner' award is available from CrossCountry.
- 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
- CrossCountry is part of the Arriva group which operates transport services in ten European countries, employs more than 38,000 people and provides more than one billion passenger journeys every year. For more information about the Arriva group visit www.arriva.co.uk