

Press Release

09 April 2008

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CROSSCOUNTRY DRIVES FURTHER PERFORMANCE IMPROVEMENT

During the five months since the launch of its new franchise last November, CrossCountry has improved consistently on the previous year, achieving 89.4 percent Public Performance Measure (PPM) in the four weeks to 31 March, an increase of 1.2 percent on the same period in 2007.

The aggregated performance for the periods covered is 88.3 percent compared to 84.5 percent in the previous year, an increase of 3.8 percent.

Performance on CrossCountry routes since last November is shown in the table below:

	CrossCountry Performance	Previous Year	Change
11 th November to 8 th December	86.3%	77.8%	+8.5%
9 th December to 5 th January	88.0%	86.4%	+1.6%
6 th January to 2 nd February	89.1%	83.5%	+5.6%
3 rd February to 1 st March	88.8%	86.4%	+2.4%
2 nd March to 31 st March	89.4%	88.2%	+1.2%
Aggregated	88.3%	84.5%	+3.8%

CrossCountry Production Director Sarah Kendall said: "From the start of the re-mapped franchise our priority has been to focus on the detail so that we can give our customers reliable and consistent train performance regardless of the organisational changes. I am delighted that the CrossCountry team, working with colleagues in Network Rail, has been able to improve the performance of our trains."

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

PERFORMANCE COMMENTARY

NOVEMBER/DECEMBER 2007

Performance reflected a smooth transition to the re-mapped franchise, but was affected by a freight train incident in the Oxford area, road vehicles striking bridges and trespass fatalities.

JANUARY 2008

Performance was affected by a number of line-side cable thefts and trespass incidents. Services carried additional customers as a consequence of Network Rail engineering work elsewhere on the network during the Christmas and New Year holiday periods.

FEBRUARY 2008

Performance was affected by damage to signalling equipment near Burton on Trent, overhead power cable damage north of York and a factory fire which closed the railway between Peterborough and March for two days.

MARCH 2008

Strong performance was achieved, but two days of high winds necessitated precautionary speed restrictions nationally over long distances. Also, performance was adversely affected by signalling problems near Gloucester and a fatality near Oxford.

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Please find notes to Editors, CrossCountry facts and figures on the following page.

For more information please contact the CrossCountry Press Office on 0121 654 7010.

Notes to editors

CrossCountry summer Saturday HST services are as follows:

09:41 Newcastle – Newquay
09:40 Newquay – Newcastle
24 May to 6 September (inclusive)

07:24 Manchester – Newquay
15:22 Newquay – Manchester
24/31 May and from 5 July to 30 August (inclusive)
On other summer Saturdays, these trains will be formed of Voyagers.

07:35 Bristol Temple Meads – Paignton
10:32 Paignton – Newcastle
24/31 May and from 5 July to 22 August (inclusive)
On other summer Saturdays, these trains will be formed of Voyagers.

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 facts and figures

STATIONS SERVED: 133

ROUTE MILES: 1,654

WEEKDAY SERVICES: 288

PASSENGERS CARRIED: Over 30 million passenger journeys a year anticipated

ANNUAL TRAIN MILEAGE: Approximately 16 million

EMPLOYEES: Approximately 1,800

LONGEST TRAIN SERVICE: Penzance to Dundee (701 miles)

CrossCountry is part of the Arriva group which operates transport services in ten European countries, employs more than 37,000 people and provides more than one billion passenger journeys every year. For more information about the Arriva group visit www.arriva.co.uk

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