

# Press Release

30 July 2008

XC 2008/020 (GW)

## CROSSCOUNTRY PERFORMANCE EXCEEDS 90 PER CENT AGAIN

CrossCountry performance continues to climb and the latest figure shows a 4.9 per cent improvement over the past twelve weeks compared with the same period in 2007<sup>1</sup>. During the last four weeks performance was higher than 90 per cent on 21 days.

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

	CrossCountry Performance	Previous Year	Change
11 November to 8 December	86.3%	77.8%	+8.5%
9 December to 5 January	88.0%	86.4%	+1.6%
6 January to 2 February	89.1%	83.5%	+5.6%
3 February to 1 March	88.8%	86.4%	+2.4%
2 March to 31 March	89.4%	88.2%	+1.2%
1 April to 26 April	92.6%	88.1%	+4.5%
27 April to 24 May	91.2%	91.2%	0
25 May to 21 June	90.4%	83.7%	+6.7%
22 June to 19 July	90.7%	82.4%	+8.3%

CrossCountry Production Director Sarah Kendall said: "These consistently high performance figures show that CrossCountry is honouring its commitment to customers by delivering a punctual and reliable service. We have a number of actions identified to further improve our train performance and will be implementing these over the coming months."

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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<sup>1</sup>This figure is the average of the last three periods to 19 July 2008.

**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](mailto:communications@crosscountrytrains.co.uk) CrossCountry has moved offices. Our new address is CrossCountry Communications Department, 5<sup>th</sup> Floor, Cannon House, Priory Queensway, Birmingham B4 6BS**

## **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)

This release uses re-mapped data from previous franchises for comparison purposes.

### **CrossCountry facts and figures**

STATIONS SERVED: 131

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 twelve 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](http://www.arriva.co.uk)

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