

# Press Release

06 March 2008

XC2008/005 (LW)

## **MOVE FOR CROSSCOUNTRY CONTROL TEAM**

As part of CrossCountry's ongoing drive to further improve performance, the company's Control team has now moved from its base in the Meridian headquarters to Network Rail's London North West Integrated Control Centre at The Mailbox in Birmingham.

In their new accommodation, CrossCountry's Control people will be co-located with industry colleagues from other Train Operating Companies (London Midland and Virgin Trains) as well as Network Rail. They will be better able to ensure smooth running of rail services across the country. This is a vital factor in the driving up of performance for customers and continuation of the strong positive trend achieved by the company since start of the franchise last November.

As a further improvement initiative, CrossCountry has launched an internal performance hotline through which staff can provide details of incidents affecting services. This process enables immediate recognition of any problems that may occur locally and ensures remedial action to bring future improvement.

CrossCountry Production Director Sarah Kendall said: "Since the start of the new franchise our priority has been consistent performance improvement to the benefit of our customers. We have focussed on getting the detail right. The relocation of our Control team and the establishment of our performance hotline are important steps to further driving up our performance."

**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

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

	XC Performance	Previous Year	Change
Four weeks to 08 December	86.3%	77.8%	+8.5%
Four weeks to 05 January	88.0%	86.4%	+1.6%
Four weeks to 02 February	89.1%	83.5%	+5.6%
Four weeks to 01 March	88.8%	86.4%	+2.4%

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

### PICTURE CAPTION

CrossCountry Managing Director Andy Cooper (right) and Network Rail Current Operations Manager Clive Evans join the Control team to celebrate their move to The Mailbox.  
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