

ON TRACK...

RAIL PERFORMANCE TRENDS

1 APRIL 2000 TO 14 OCTOBER 2000

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# Commentary

This is the second edition of *On Track*, which is now being published by the Shadow Strategic Rail Authority (sSRA) on a twice-yearly basis. It provides a comprehensive overview of performance results, passengers' views on services and details of financial penalties and payments made by and to train operators. The period covered in this publication runs from 1 April to 14 October 2000. The derailment at Hatfield occurred on 17 October.

## Public Performance Measure

Under the Public Performance Measure (PPM) figures, one operator has improved, two have shown no change and 22 have declined when comparing performance in the first half of 2000/2001 with the first half of 1999/2000.

During the period covered, there has been major engineering work on the West Coast Main Line, major disruption on routes into London following a bomb alert at Ealing, the attack on the MI6 building at Vauxhall and flooding, all of which affected performance. These factors do not, however, alter the fact that the figures show a clear downturn in performance on a network suffering from real capacity and reliability problems.

## Incentive Regimes

Under the regimes established at franchising, the sSRA received net incentive payments from operators of £17.23 million in the year ending 14 October 2000. This compares with a total net payment made by the sSRA to the operators of £3.83 million in the previous financial year ending 16 October 1999.

During the period covered by *On Track* a net payment of £6.28 million was received from operators.

## National Passenger Survey

The third wave of the National Passenger Survey was carried out in September 2000. The purpose of the study is to provide an overview of customer satisfaction with rail travel. Satisfaction with the factors which are of most importance to passengers is now being tracked over time and the sSRA is now able to show year-on-year comparisons.

The results for the top five factors at national and operator levels are shown in graphs on pages 7 – 12. The results for the top 12 factors of importance are contained on the individual operators' pages.

At a national level, overall 73% of passengers were fairly or very satisfied with the day's journey which is slightly below the level a year ago, with only 14% expressing dissatisfaction. The highest levels of satisfaction were recorded for frequency of trains (73%) and length of journey time (77%), whilst the lowest level was that for value for money, at 42%, compared to 41% a year ago.

The highest levels of overall satisfaction at individual train operator level were recorded by Island Line and Chiltern (94% and 89% respectively).

Examples of problem areas are: upkeep and repair of train for c2c and Connex South Eastern (29% and 39% satisfied respectively); appropriate environment to catch the train for Connex South Eastern and Merseyrail Electrics (39% and 49% satisfied respectively); and information about train times and platforms for Silverlink (53%).

It should be noted that the main fieldwork took place prior to the Hatfield derailment, subsequent track replacement and speed restrictions or flooding. During the Autumn 1999 survey, fieldwork was suspended on Great Western Trains and Thames Trains following the Ladbroke Grove crash. There is therefore no comparative Autumn 1999 data available for these two operators.

## **Passengers Charter**

Passengers Charter figures are excluded from this publication, and future editions of *On Track*. Summary Passengers Charter figures are included in the accompanying *Rail Trends* document.

## **Performance since 14 October 2000**

The period covered by *On Track* ends shortly before the Hatfield derailment, which took place on Tuesday 17 October. Subsequent to that incident, services on the East Coast Main Line were diverted on to the Hertford loop, and Railtrack introduced a substantial number of Emergency Speed Restrictions (ESRs) across the network.

At the beginning of November, severe flooding affected many parts of the country, causing further disruption to rail services. The combined effect of the ESRs and severe weather has had a catastrophic impact on rail performance, as has been well documented in the media.

Since then, there have been regular meetings involving leading representatives of the rail industry, to discuss how best the industry can cope with the current crisis. A series of joint working groups was set up to examine areas where perverse or conflicting incentives or interests deter integrated operation of Britain's railway system. Their recommendations were passed to an industry Steering Group chaired by sSRA Chairman Sir Alastair Morton.

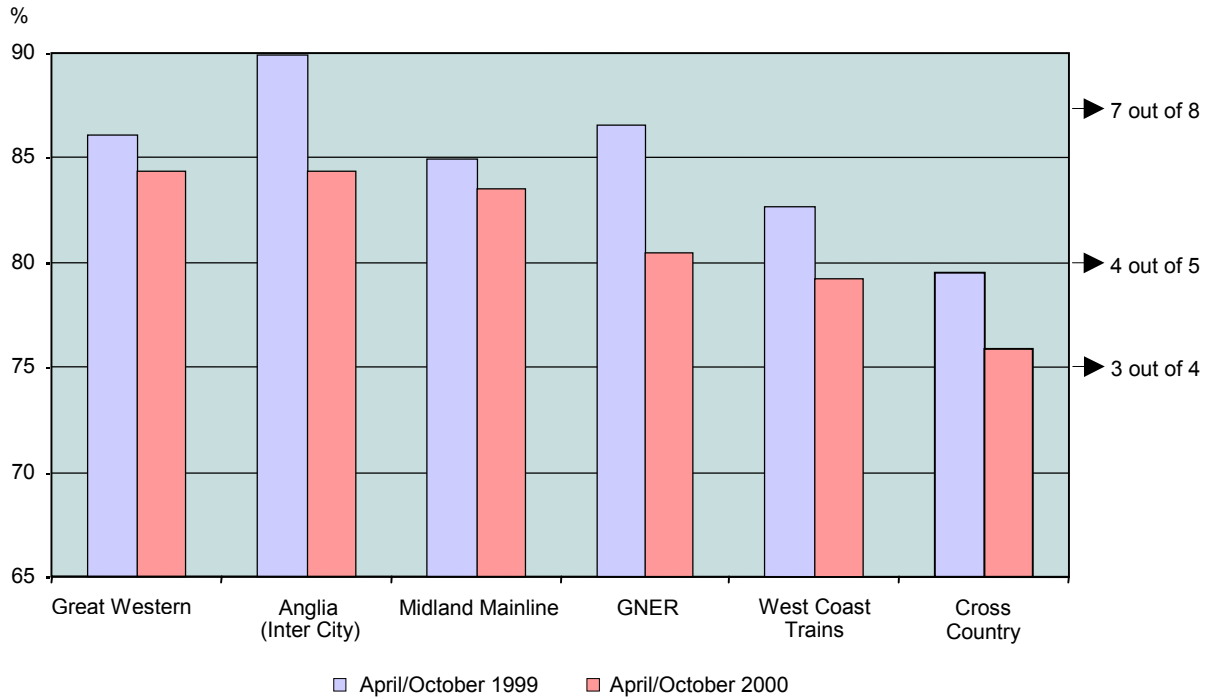
Sir Alastair has said he is convinced of the need to turn current adversity to public advantage, and build a determination to work together to deliver a safer and more reliable railway, in order to deliver the vision set out in the Government's Ten Year Plan.

The collapse in rail performance since Hatfield renders any meaningful comparison with the previous year impossible. Consequently, the sSRA has taken the decision to suspend publication of monthly PPM figures for the period covering 15 October to 2 December. From 4 December onwards, special timetables were introduced, and publication of performance results will resume in January 2001.

# SUMMARY PERFORMANCE FIGURES

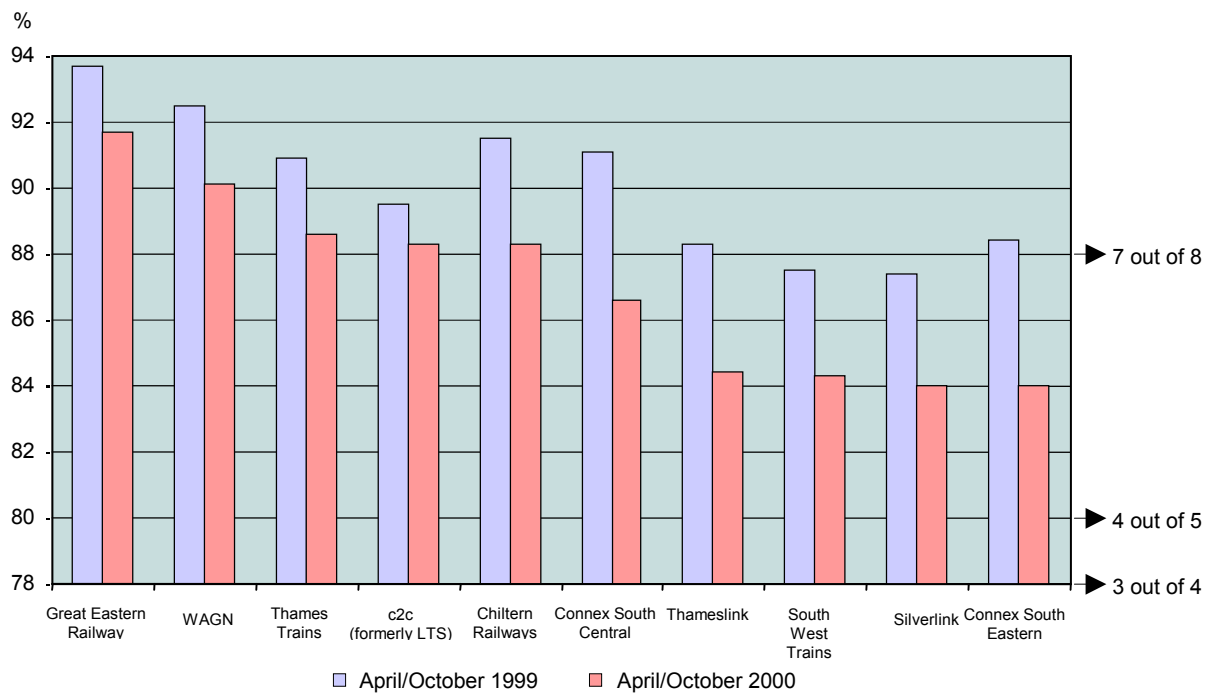
## LONG DISTANCE HIGH SPEED

(Percentage of trains arriving within ten minutes)



## LONDON AND SOUTH EAST ALL DAY

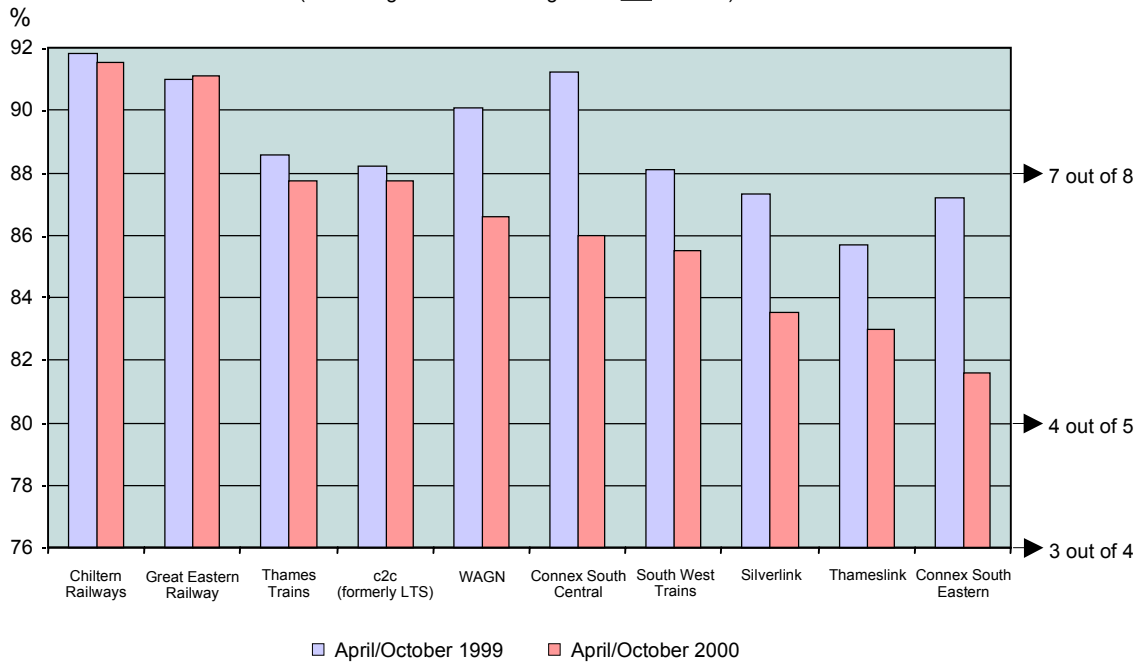
(Percentage of trains arriving within five minutes)



# SUMMARY PERFORMANCE FIGURES

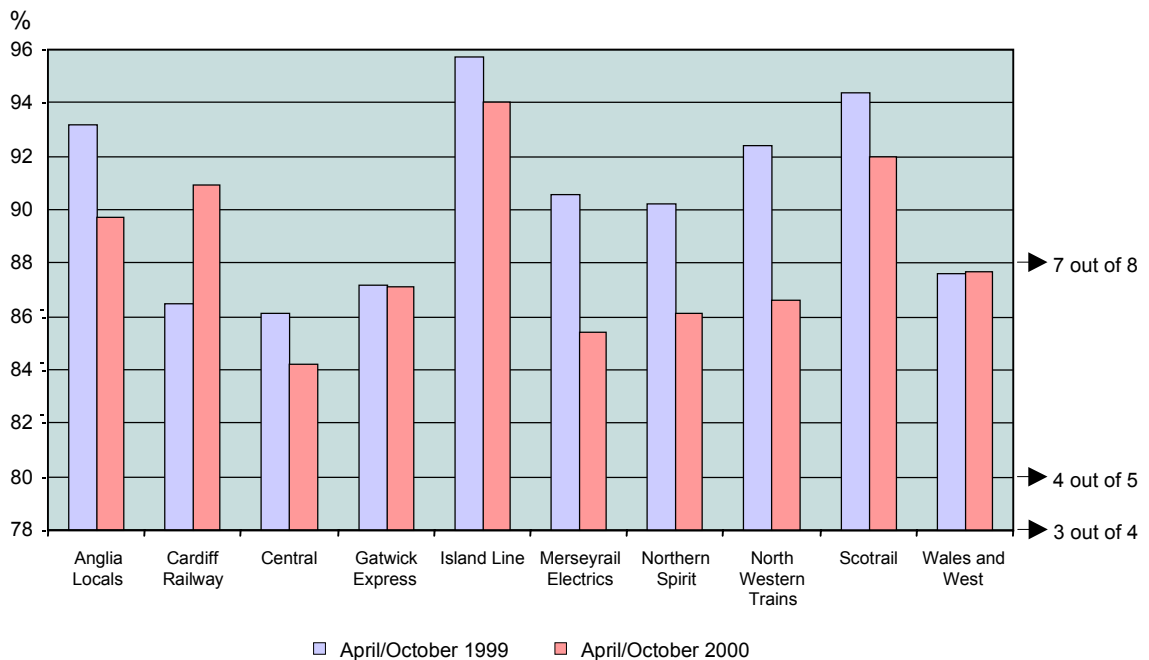
## PEAK SERVICES

(Percentage of trains arriving within five minutes)



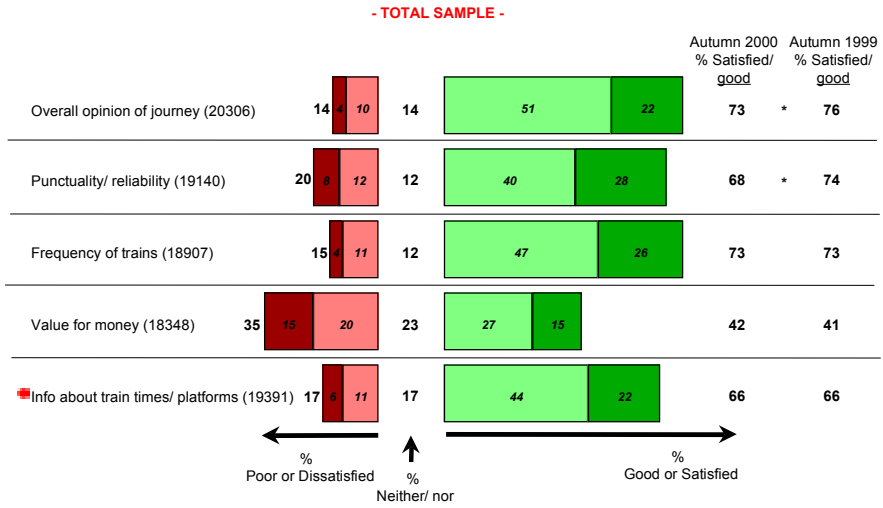
## OTHER OPERATORS (alphabetical order)

(Percentage of trains arriving within five minutes)



# NATIONAL PASSENGER SURVEY - WAVE 3 AUTUMN 2000

National Level Results (all respondents) - Top 5 Factors of Passenger Importance



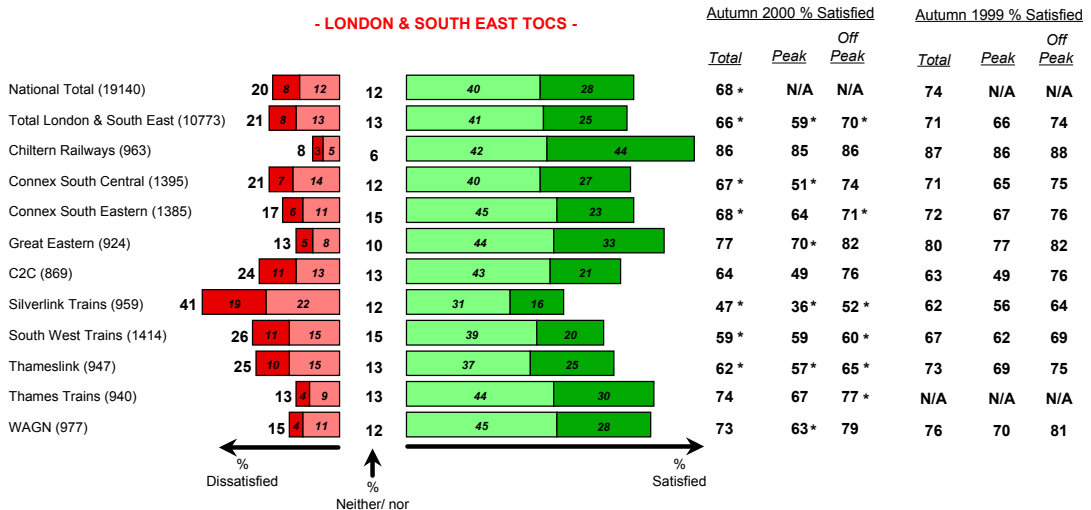
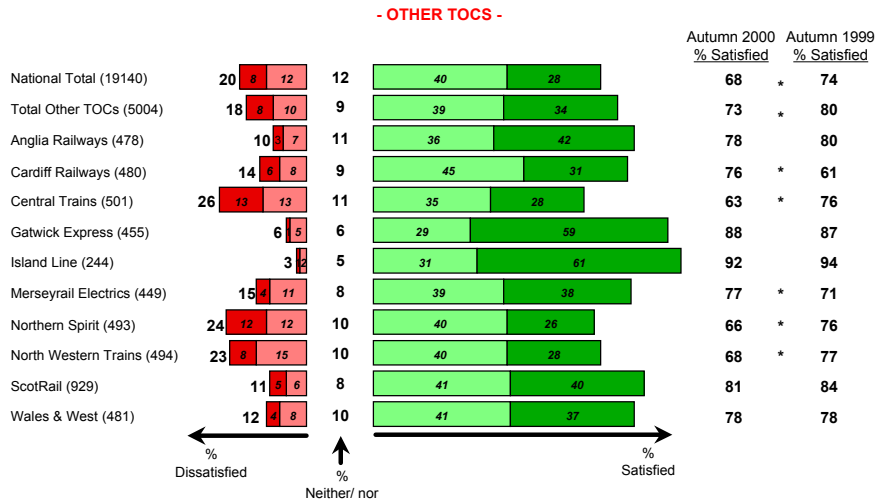
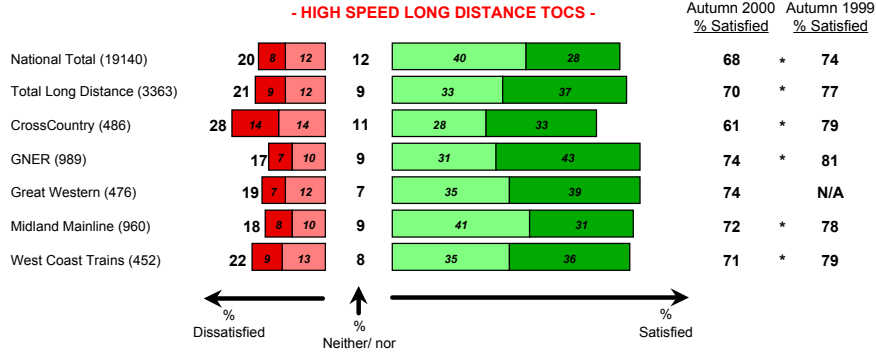
■ Rated as very good to very poor     
 ■ Very Dissatisfied     
 ■ Fairly Dissatisfied     
 ■ Fairly Satisfied     
 ■ Very Satisfied

*BASE (Excludes those saying don't know/ did not use)*

\* Statistically significant at 95% level

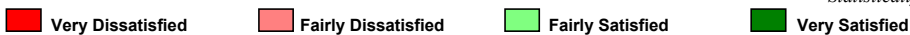
# NATIONAL PASSENGER SURVEY - WAVE 3 AUTUMN 2000

## TOC Levels Results - Punctuality/Reliability



BASE (Excludes those saying don't know/ no opinion)

\* Statistically significant at 95% level

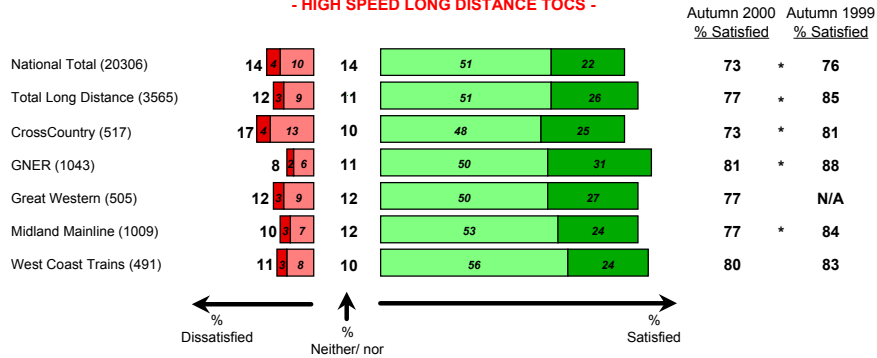




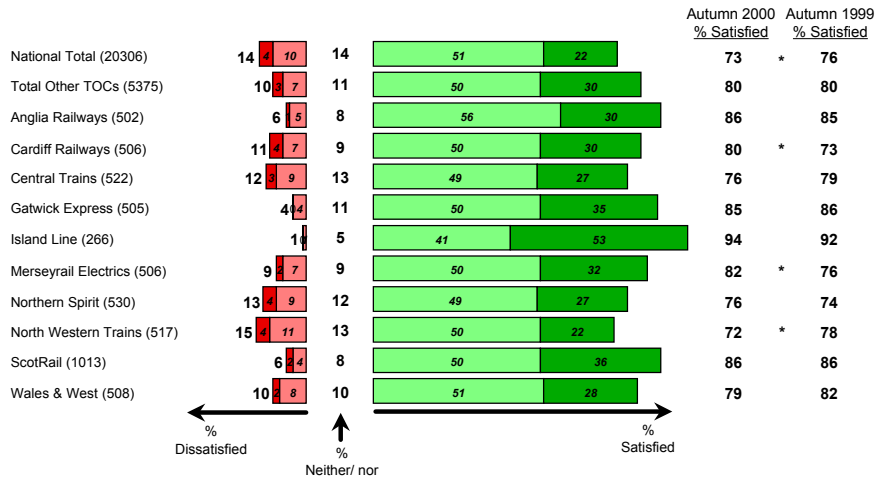
# NATIONAL PASSENGER SURVEY - WAVE 3 AUTUMN 2000

## TOC Levels Results - Overall Opinion of Journey

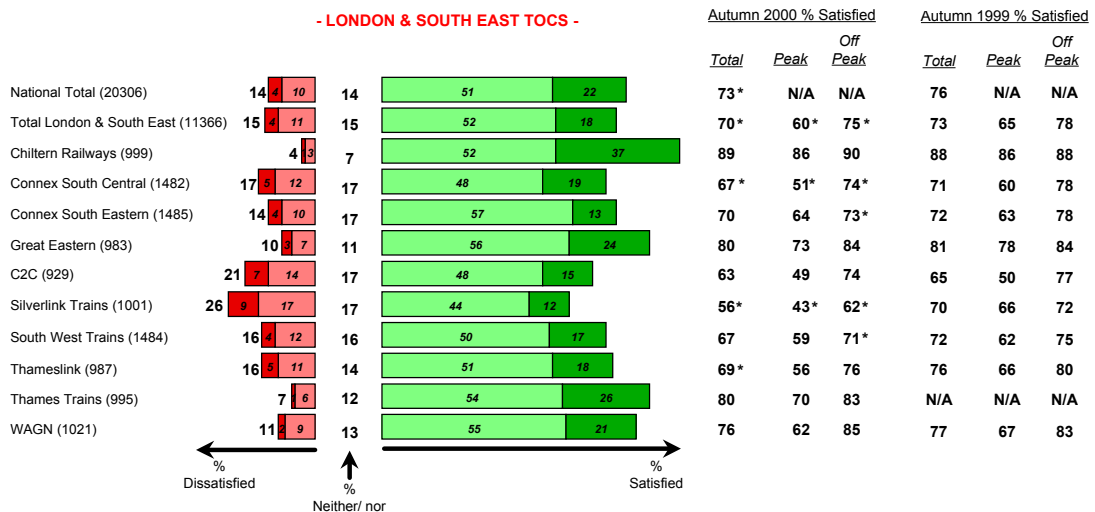
### - HIGH SPEED LONG DISTANCE TOCS -



### - OTHER TOCS -

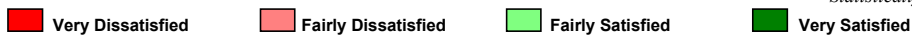


### - LONDON & SOUTH EAST TOCS -



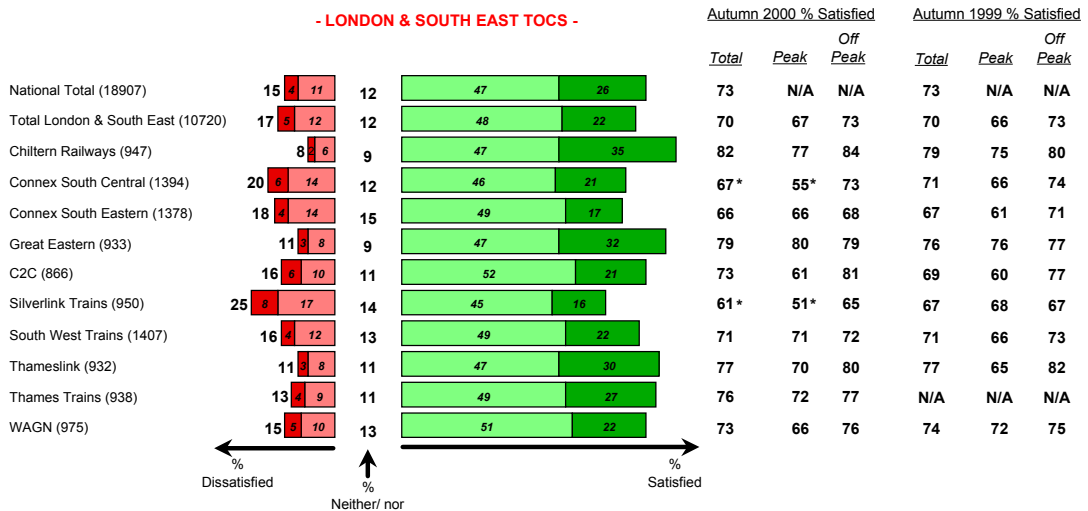
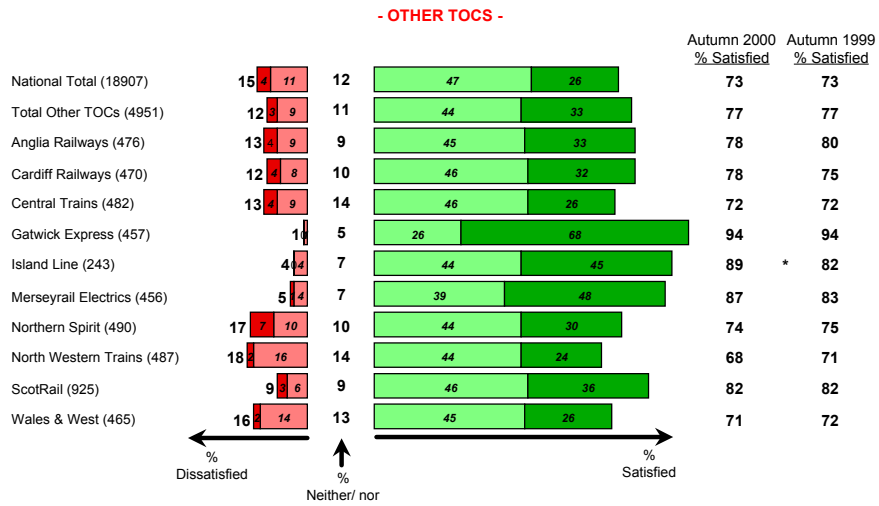
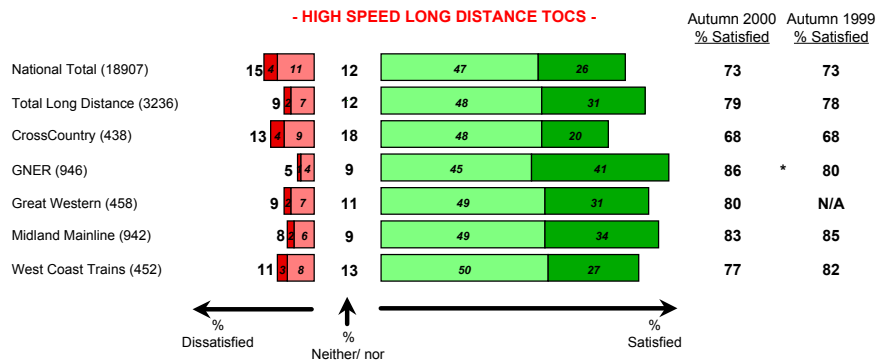
BASE (Excludes those saying don't know/ no opinion)

\* Statistically significant at 95% level



# NATIONAL PASSENGER SURVEY - WAVE 3 AUTUMN 2000

## TOC Levels Results - Frequency of Trains



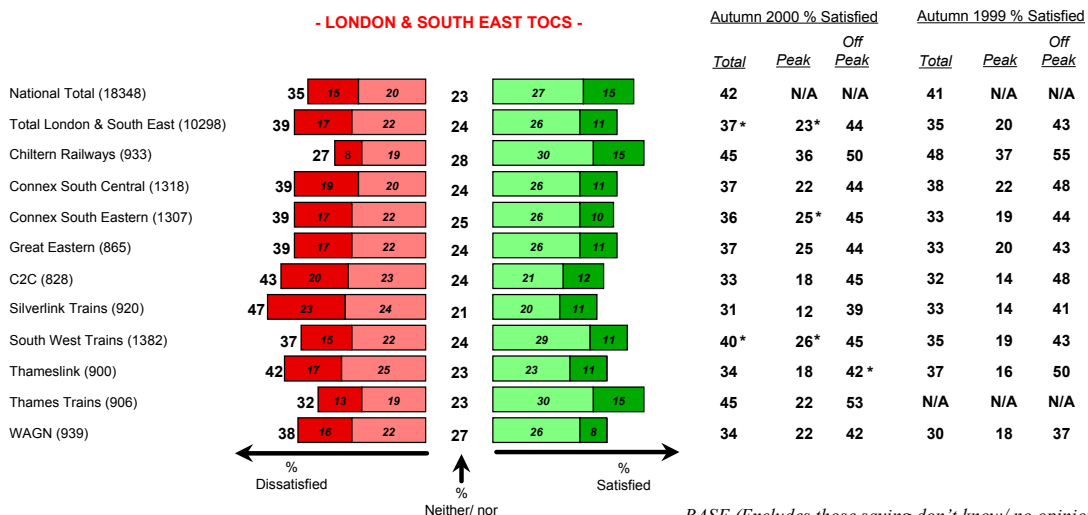
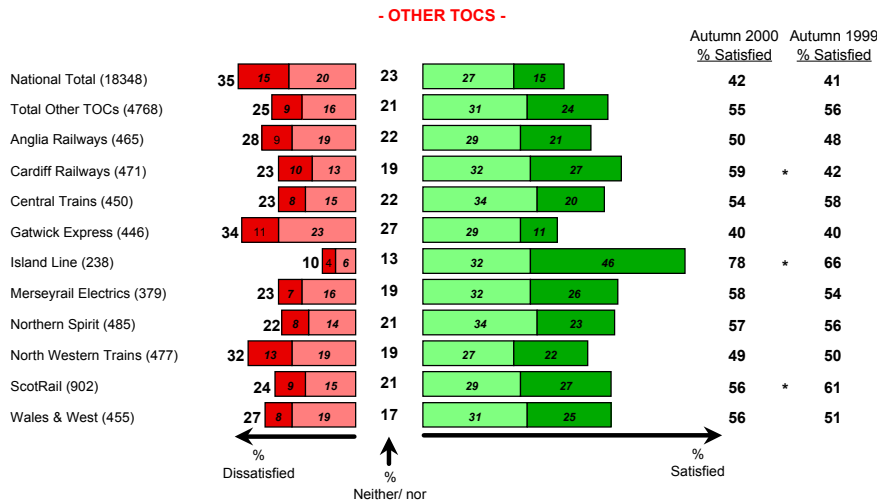
BASE (Excludes those saying don't know/ no opinion)

\* Statistically significant at 95% level

■ Very Dissatisfied   
 ■ Fairly Dissatisfied   
 ■ Fairly Satisfied   
 ■ Very Satisfied

# NATIONAL PASSENGER SURVEY - WAVE 3 AUTUMN 2000

## TOC Levels Results - Value for Money



BASE (Excludes those saying don't know/ no opinion)

\* Statistically significant at 95% level



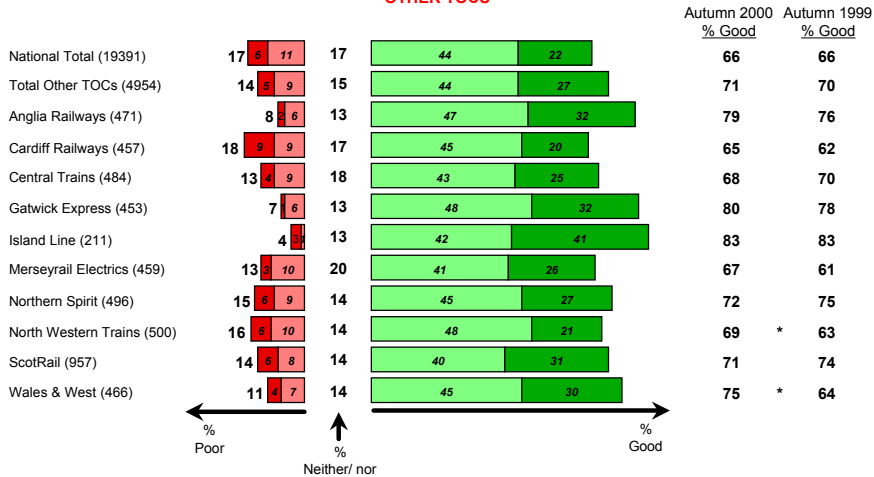
# NATIONAL PASSENGER SURVEY - WAVE 3 AUTUMN 2000

## TOC Levels Results - Information about Train Times/Platforms

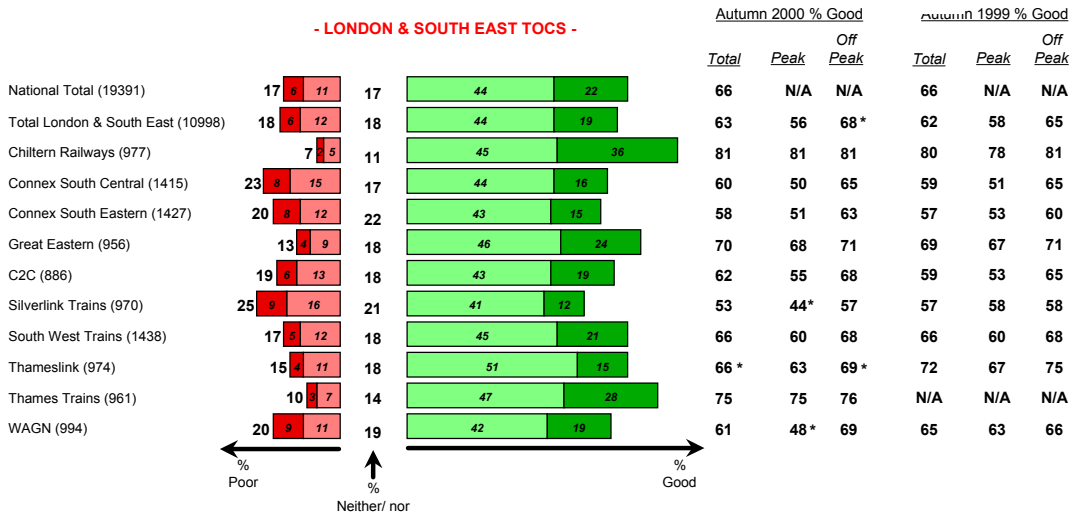
### - HIGH SPEED LONG DISTANCE TOCS -



### - OTHER TOCS -



### - LONDON & SOUTH EAST TOCS -



BASE (Excludes those saying don't know/ no opinion)

\* Statistically significant at 95% level

■ Very Dissatisfied   
 ■ Fairly Dissatisfied   
 ■ Fairly Satisfied   
 ■ Very Satisfied

# PAYMENTS/PENALTIES TO OPERATORS UNDER SSRA INCENTIVE REGIMES

(All figures in £000s)

## Regimes in place at Franchising

| Train Operator             | Punctuality Incentive Payments (PIP) |                      |                      | Short Formations Incentive Payments (SFIP) |                      |                      |
|----------------------------|--------------------------------------|----------------------|----------------------|--|----------------------|----------------------|
|                            | 1 April - 14 October 2000            | Year to October 1999 | Year to October 2000 | 1 April - 14 October 2000                  | Year to October 1999 | Year to October 2000 |
| Anglia Railways            | 106                                  | 332                  | 228                  |  |                      |                      |
| C2C (formerly LTS Rail)    | -151                                 | -118                 | -488                 | -319                                       | -198                 | -369                 |
| Cardiff Railway            | 519                                  | -628                 | 506                  | -50  | -101                 | -84                  |
| Central Trains             | -775                                 | -512                 | -1,507               |  |                      |                      |
| Chiltern Railways          | 20                                   | 2                    | -48                  | -33  | -34                  | -47                  |
| Connex South Central       | -141                                 | 1,644                | -1,815               | -193                                       | -342                 | -402                 |
| Connex South Eastern       | -489                                 | 117                  | -2,633               | -869                                       | -904                 | -1,382               |
| Great Eastern              | 565                                  | 438                  | 358                  | -23  | -49                  | -57                  |
| Island Line                | -28                                  | -14                  | -41                  |  |                      |                      |
| Merseyrail Electrics       | -330                                 | -209                 | -682                 |  |                      |                      |
| North Western Trains       | -412                                 | 1,437                | -362                 |  |                      |                      |
| Northern Spirit            | 238                                  | 2,191                | 852                  |  |                      |                      |
| ScotRail                   | 2,952                                | 6,540                | 3372                 | -275                                       | -215                 | -504                 |
| Silverlink                 | -155                                 | -28                  | -33                  | -78  | -113                 | -113                 |
| South West Trains          | -1,141                               | -2,076               | -4,191               | -224                                       | -436                 | -565                 |
| Thames Trains              | -598                                 | -1,361               | -1406                | -66  | -147                 | -123                 |
| Thameslink                 | -369                                 | -475                 | -745                 | -86  | -179                 | -195                 |
| Wales & West               | 1,133                                | 1,424                | 2203                 |  |                      |                      |
| West Anglia Great Northern | -345                                 | -336                 | -1151                | -128                                       | -188                 | -226                 |
| <b>TOTAL</b>               | <b>-983</b>                          | <b>8,368</b>         | <b>-7582</b>         | <b>-2,344</b>                              | <b>-2,906</b>        | <b>-4,068</b>        |

## Regimes Negotiated since Franchising

| Train Operator    | Punctuality and Cancellations Payments |                      |                      | Short Formations Payments      |                      |                      |
|-------------------|--|----------------------|----------------------|--------------------------------|----------------------|----------------------|
|                   | 1 April 2000 – 14 October 2000         | Year to October 1999 | Year to October 2000 | 1 April 2000 – 14 October 2000 | Year to October 1999 | Year to October 2000 |
| Great Western     | -77                                    | -240                 | -654                 | 0                              | -6                   | 0                    |
| Midland Mainline  |  |                      |                      |                                |                      |                      |
| West Coast Trains |  |                      |                      | -3                             | -62                  | -54                  |
| <b>TOTAL</b>      | <b>-77</b>                             | <b>-240</b>          | <b>-654</b>          | <b>-3</b>                      | <b>-67</b>           | <b>-54</b>           |

| Timetable Change Incentive Payment (TCIP) |                      |                      | Other                          |                      |                      | Total all regimes              |                      |                      |
|---|----------------------|----------------------|--------------------------------|----------------------|----------------------|--------------------------------|----------------------|----------------------|
| 1 April 2000 – 14 October 2000            | Year to October 1999 | Year to October 2000 | 1 April 2000 - 14 October 2000 | Year to October 1999 | Year to October 2000 | 1 April 2000 – 14 October 2000 | Year to October 1999 | Year to October 2000 |

|      |      |        |     |       |     |        |        |        |
|------|------|--------|-----|-------|-----|--------|--------|--------|
| -1   | -35  | -128   |     |       |     | -3     | 297    | 100    |
| 0    | 0    | 0      | 511 | 1,018 | 626 | 40     | 702    | -231   |
| 0    | -58  | 0      |     |       |     | 469    | -787   | 422    |
| -87  | -526 | -867   |     |       |     | -1,456 | -1,038 | -2,374 |
| 1    | -1   | 1      | -43 | -29   | -92 | -55    | -62    | -186   |
| -2   | -42  | -2,333 |     |       |     | -1,274 | 1,259  | -4,550 |
| -276 | -68  | -1,449 |     |       |     | -2,380 | -855   | -5,465 |
| 0    | 0    | -2     |     |       |     | 540    | 389    | 299    |
|      |      |        |     |       |     | -28    | -14    | -41    |
| -7   | -61  | -21    | 154 | 279   | 264 | -185   | 9      | -439   |
| -32  | -645 | -211   |     |       |     | -607   | 792    | -572   |
| -95  | -284 | -537   |     |       |     | 3      | 1,906  | 315    |
| 0    | -124 | -98    |     |       |     | 2,665  | 6,201  | 2,769  |
| 0    | -11  | -70    |     |       |     | -277   | -151   | -216   |
| -12  | -126 | -93    |     |       |     | -1,437 | -2,638 | -4,848 |
| -11  | -530 | -398   |     |       |     | -836   | -2,038 | -1,927 |
| 8    | -4   | -1     |     |       |     | -453   | -658   | -941   |
| -12  | -306 | -144   |     |       |     | 1,066  | 1,118  | 2,060  |
| -4   | -79  | -31    |     |       |     | -490   | -603   | -1,408 |

|      |        |        |     |       |     |        |       |         |
|------|--------|--------|-----|-------|-----|--------|-------|---------|
| -532 | -2,902 | -6,382 | 621 | 1,268 | 798 | -6,281 | 3,828 | -17,234 |
|------|--------|--------|-----|-------|-----|--------|-------|---------|

| Timetable Change Incentive Payment (TCIP) |                      |                      | Other                          |                      |                      | Total all regimes              |                      |                      |
|---|----------------------|----------------------|--------------------------------|----------------------|----------------------|--------------------------------|----------------------|----------------------|
| 1 April 2000 - 14 October 2000            | Year to October 1999 | Year to October 2000 | 1 April 2000 - 14 October 2000 | Year to October 1999 | Year to October 2000 | 1 April 2000 - 14 October 2000 | Year to October 1999 | Year to October 2000 |

|  |  |  |  |     |     |      |      |      |
|--|--|--|--|-----|-----|------|------|------|
|  |  |  |  |     |     | -207 | -245 | -654 |
|  |  |  |  | -18 | -15 | 0    | -18  | -15  |
|  |  |  |  |     |     | -9   | -62  | -54  |

|   |   |   |   |     |     |      |      |      |
|---|---|---|---|-----|-----|------|------|------|
| 0 | 0 | 0 | 0 | -18 | -15 | -216 | -325 | -723 |
|---|---|---|---|-----|-----|------|------|------|

## SUBSIDY PER PASSENGER MILE

| Train Operator  | 1999/2000<br>Passenger Miles<br>(millions) | 1999/2000<br>Subsidy<br>(£ millions) | 1998/99 Subsidy<br>per Passenger<br>Mile (pence) | 1999/2000<br>Subsidy per<br>Passenger Mile<br>(pence) | 2000/2001<br>Subsidy per<br>Passenger Mile<br>(pence) |
|---|--|--------------------------------------|--|---|---|
| Island Line   | 3.6  | 1.9                                  | 59.7   | 52.8  | 53.7  |
| Merseyrail Electrics*                                 | 163.9                                      | 55.0                                 | 37.6   | 33.6  | 32.9  |
| North Western Trains*                                 | 517.6                                      | 161.4                                | 33.9   | 32.3  | 28.8  |
| Cardiff Railways                                      | 64.8                                       | 18                                   | 33.2   | 27.6  | 26.3  |
| Northern Spirit*                                      | 901.1                                      | 180.3                                | 22.8   | 20.0  | 18.9  |
| ScotRail*   | 1,189.2                                    | 225.4                                | 20.4   | 19.0  | 17.5  |
| Central Trains*                                       | 802.9                                      | 146.2                                | 21.4   | 18.2  | 17.5  |
| Wales and West  | 502.7                                      | 62.4                                 | 13.4   | 12.4  | 11.0  |
| CrossCountry  | 1,483.8                                    | 86.8                                 | 7.4  | 5.8   | 5.4   |
| c2c (formerly LTS Rail)                               | 473.2                                      | 24.9                                 | 5.6  | 5.3   | 5.0   |
| Silverlink  | 610.1                                      | 30.6                                 | 6.5  | 5.0   | 4.7   |
| Anglia Railways                                       | 453.5                                      | 23.6                                 | 6.8  | 5.2   | 3.8   |
| Connex South Central                                  | 1,569.0                                    | 50.1                                 | 4.0  | 3.2   | 3.0   |
| Great Western   | 1,491.5                                    | 48.6                                 | 3.9  | 3.3   | 2.9   |
| West Coast Trains                                     | 2,124.0                                    | 59.1                                 | 3.4  | 2.8   | 2.7   |
| Connex South Eastern                                  | 1,935.3                                    | 64.0                                 | 4.7  | 3.3   | 2.7   |
| Thames Trains   | 583.2                                      | 16.0                                 | 4.6  | 2.7   | 2.5   |
| Chiltern Railways                                     | 300.5                                      | 10.5                                 | 4.9  | 3.5   | 2.4   |
| South West Trains                                     | 2,434.9                                    | 57.4                                 | 2.8  | 2.4   | 2.3   |
| WAGN Railway  | 1,212.2                                    | 26.2                                 | 3.3  | 2.2   | 1.2   |
| Great Eastern   | 1,100.3                                    | 8.8                                  | 1.4  | 0.8   | 0.3   |
| Great North Eastern Railway                           | 2,456.5                                    | 17.6                                 | 1.7  | 0.7   | 0.2   |
| Midland Mainline                                      | 668.5                                      | 0.9                                  | 0.4  | 0.1   | (0.1)   |
| Thameslink  | 754.2                                      | (17.6)                               | (0.9)  | (2.3)   | (3.2)   |
| Gatwick Express                                       | 117.9                                      | (10.3)                               | (6.7)  | (8.7)   | (10.0)  |
| <b>TOTAL</b>  | <b>23,914.4</b>                            | <b>1347.8</b>                        |  |   |   |
| <b>Average subsidy per<br/>passenger mile (pence)</b> |  |                                      | <b>6.9</b>                                       | <b>6.0</b>  | <b>5.1</b>  |

### Notes:

- Operators marked \* are part funded by PTEs. Where a PTE retains revenue risk, it pays the gross operating costs less the actual revenue. The subsidy figures in the table are based on the assumed revenue levels set in the franchise agreement. This, however, may overstate the actual subsidy paid where there has been real revenue growth. Actual subsidy per mile figures may therefore be less than stated for these operators.
- Calculations of subsidy per passenger mile for 1998-99 are based on 1998-99 passenger miles; calculations for 1999-2000 and 2000-01 are based on 1999-2000 passenger miles.
- Subsidy figures for 2000/01 exclude any payments under the incentive regimes; subsidy figures for previous years are inclusive of incentive regime payments. Figures in brackets show where the sSRA is in receipt of payments.

# Anglia Railways

Anglia Railways operate main line trains between London, Colchester, Ipswich and Norwich, and local trains across Norfolk, Suffolk and parts of Cambridgeshire. Its trains mainly serve business and leisure travellers, plus a significant number of daily commuters into London.

## PPM Results

### Anglia Inter City

| 1 April - 14 October 2000 (Periods 01-07) |              |                            |               |               |                 |                   |                     |
|---|--------------|----------------------------|---------------|---------------|-----------------|-------------------|---------------------|
| Within 5 mins<br>74.9%                    | 5-10<br>9.5% | <b>Within 10<br/>84.4%</b> | 10-15<br>4.9% | 15-20<br>2.8% | Over 20<br>6.5% | Cancelled<br>1.5% | No. Trains<br>12665 |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| <b>Within 10 mins<br/>89.9%</b>  | <b>Change +/-<br/>-6</b>        |

### Anglia Locals

| 1 April - 14 October 2000 (Periods 01-07) |              |                    |               |               |                 |                   |                     |
|---|--------------|--------------------|---------------|---------------|-----------------|-------------------|---------------------|
| <b>Within 5 mins<br/>89.7%</b>            | 5-10<br>4.9% | Within 10<br>94.6% | 10-15<br>1.8% | 15-20<br>0.8% | Over 20<br>1.7% | Cancelled<br>1.0% | No. Trains<br>35926 |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| <b>Within 5 mins<br/>93.2</b>    | <b>Change +/-<br/>-3</b>        |

## National Passenger Survey Results - Autumn 2000

| Factor                                       | % Satisfied | % Neither/<br>Nor | % Dis-<br>satisfied | TOC Type<br>% Satisfied<br>or Good | National<br>% Satisfied<br>or Good | Previous<br>Wave %<br>Satisfied<br>or Good | Autumn<br>1999%<br>Satisfied<br>or Good |
|--|-------------|-------------------|---------------------|------------------------------------|------------------------------------|--|---|
| Overall opinion                              | 86          | 8                 | 6                   | 80                                 | 73                                 | 88   | 85                                      |
| Punctuality/ reliability                     | 78          | 11                | 10                  | 73                                 | 68                                 | 83   | 80                                      |
| Frequency of trains                          | 78          | 9                 | 13                  | 77                                 | 73                                 | 82   | 80                                      |
| Value for money                              | 50          | 22                | 28                  | 55                                 | 42                                 | 54   | 48                                      |
| Info about train<br>times/platforms          | 79          | 13                | 8                   | 71                                 | 66                                 | 76   | 76                                      |
| Upkeep and repair of<br>train                | 66          | 18                | 16                  | 60                                 | 52                                 | 73   | 71                                      |
| Length of journey time                       | 83          | 12                | 5                   | 82                                 | 77                                 | 84   | 79                                      |
| Amount of seats<br>/standing space           | 70          | 17                | 13                  | 67                                 | 59                                 | 83   | 75                                      |
| Connections                                  | 72          | 17                | 12                  | 65                                 | 64                                 | 69   | 67                                      |
| Comfort of seats                             | 62          | 27                | 11                  | 64                                 | 55                                 | 72   | 69                                      |
| Station ticket buying<br>facilities          | 77          | 13                | 11                  | 71                                 | 64                                 | 78   | 59                                      |
| Appropriate<br>environment to catch<br>train | 70          | 21                | 8                   | 59                                 | 56                                 | 69   | 70                                      |

## Franchise Plan Commitments

| Clause               | Item  | Due Date     | Status/Comments        |
|----------------------|---|--------------|------------------------|
| Part V,<br>Clause 11 | Real Time Passenger System information to be installed at all stations. | 30 June 2000 | Completed in July 2000 |

## Actions to Improve Service to Passengers

- Introduction of new 'London Crosslink' service in May 2000, providing a direct service between Chelmsford and Basingstoke.
- Introduction of new 'Hull Trains' service in September 2000, providing three direct trains per day in each direction between Hull and London on weekdays.



- Launch of new Community Rail Partnership project 'The Wherry Lines' to promote the Norwich to Great Yarmouth/Lowestoft routes in conjunction with local authorities and other partners.
- Increased frequency of Norwich to London mainline services at the Summer and Winter 2000 timetable changes.
- Leased an additional mainline train of locomotive and coaches from September 2000, increasing number of seats available.
- Introduction of Real Time Passenger Information system, including provision of customer help points, at stations (in conjunction with Suffolk County Council).
- Work commenced to upgrade and refurbish the Class 150/2 units used on local services.

**Press enquiries: Jonathan Denby  
Anglia Railways 01473 693929**

## c2c (formerly LTS)

c2c operates an intensive, mainly commuter, service into London Fenchurch Street from south east Essex.

### PPM Results

| 1 April - 14 October 2000 (Periods 0001-0007 inclusive) |              |                    |               |               |                 |                   |                     |
|---|--------------|--------------------|---------------|---------------|-----------------|-------------------|---------------------|
| <b>Within 5 mins</b><br>88.3%                           | 5-10<br>6.0% | Within 10<br>94.3% | 10-15<br>1.4% | 15-20<br>0.7% | Over 20<br>1.7% | Cancelled<br>1.8% | No. Trains<br>60442 |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| <b>Within 5 mins</b><br>89.5%    | <b>Change +/-</b><br>-1         |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 63                  | 17             | 21                     | 70                           | 73                           | 72                                | 65                              |
| Punctuality/ reliability               | 64                  | 13             | 24                     | 66                           | 68                           | 74                                | 63                              |
| Frequency of trains                    | 73                  | 11             | 16                     | 70                           | 73                           | 75                                | 69                              |
| Value for money                        | 33                  | 24             | 43                     | 37                           | 42                           | 31                                | 32                              |
| Info about train times/platforms       | 62                  | 18             | 19                     | 63                           | 66                           | 59                                | 59                              |
| Upkeep and repair of train             | 29                  | 22             | 49                     | 48                           | 52                           | 25                                | 26                              |
| Length of journey time                 | 71                  | 17             | 12                     | 74                           | 77                           | 77                                | 66                              |
| Amount of seats /standing space        | 49                  | 23             | 28                     | 55                           | 59                           | 48                                | 51                              |
| Connections                            | 60                  | 31             | 10                     | 63                           | 64                           | 65                                | 58                              |
| Comfort of seats                       | 39                  | 30             | 30                     | 50                           | 55                           | 37                                | 39                              |
| Station ticket buying facilities       | 72                  | 16             | 11                     | 61                           | 64                           | 64                                | 64                              |
| Appropriate environment to catch train | 51                  | 31             | 17                     | 54                           | 56                           | 52                                | 47                              |

### Franchise Plan Commitments

| Clause | Item   | Due Date  | Status/Comments  |
|--------|--|---|--|
| 3.1.2  | Secure station accreditation to be achieved at Chafford Hundred and Upminster.                         | 30 June 2000 (Chafford)<br>3 August 2000 (Upminster)  | Delivered.   |
| 5.1    | Open link from Chafford Hundred to Lakeside Shopping Centre  | 30 June 2000  | Delivered.   |
| 5.2    | Install barrier gates at Purfleet, Stanford Le Hope, Upminster, East Tilbury, Pitsea and Southend East | 30 June 2000 (Purfleet, Stanford Le Hope)<br>15 August 2000 (Upminster - derogated date)              | Delivered at Purfleet, Stanford Le Hope and Upminster. Derogations granted for East Tilbury (31 December 2000) and for Southend East and Pitsea (30 October 2001) due to planning permission issues. |
| 8.1    | Disabled toilets with baby changing installed at Barking, Benfleet, Basildon and Westcliff.            | 30 April 2000 (Basildon, Benfleet)<br>30 June 2000 (Barking, Westcliff)<br>31 August 2000 (Upminster) | Delivered at Barking, Basildon, Benfleet, and Westcliff.   |
| 8.2    | Tactile Maps to be installed at Chafford Hundred and Upminster   | 30 June 2000 (Chafford Hundred)<br>31 August 2000 (Upminster)   | Delivered at Upminster.  |

|     |   |  |   |
|-----|---|--|---|
| 8.4 | Acoustic loops installed at Upminster, Ockenden, Pitsea | 30 April 2000 (Ockenden)<br>30 June 2000 (Upminster) | Delivered at Ockenden and Upminster. Derogation to 31 December 2000 for completion at Pitsea. |
| 9.5 | Passengers Charter (Fares discount)                     | 28 March 2000  | Finalised on 30 May 2000 (see below)  |

## Benefits Procured for Passengers by SSRA

Passenger dividend was finalised on 30 May 2000 following capacity breach last year. It increases the Passengers Charter discount (when c2c are in trigger) from 1% per threshold in each operating period to 2%. The cap of 7% remains the same.

## Contract Changes

26 April 2000: Introduction of **Job Start II**, an enhancement of Job Start I, a scheme which provides free travel, for two calendar months, for unemployed persons upon securing permanent employment.

26 April 2000: Introduction of **Prism Weekend Pass**. This ticket is available to Annual Season Ticket holders of c2c and entitles them to free travel anywhere on services operated by Prism Rail, (WAGN, Wales & West and Cardiff Railways) on Saturdays, Sundays or Bank Holidays.

30 May 2000: Introduction of passenger dividend following capacity breach last year.

**Press enquiries: Jenny Chapman**  
c2c 020 7713 2154

## Cardiff Railway

Cardiff Railway operates services between Cardiff and the Valleys to the North and Barry and Penarth to the South.

### PPM Results

| 1 April - 14 October 2000 (Periods 01-07) |              |                    |               |               |                 |                   |                     |
|---|--------------|--------------------|---------------|---------------|-----------------|-------------------|---------------------|
| <b>Within 5 mins</b><br><b>90.9%</b>      | 5-10<br>5.3% | Within 10<br>96.2% | 10-15<br>1.1% | 15-20<br>0.3% | Over 20<br>1.9% | Cancelled<br>0.5% | No. Trains<br>63486 |

| Previous Year<br>(Periods 01-07)     | Year on Year<br>(Periods 01-07) |
|--------------------------------------|---------------------------------|
| <b>Within 5 mins</b><br><b>86.5%</b> | <b>Change +/-</b><br><b>+4</b>  |

### National Passenger Survey Results - Spring 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 80                  | 9              | 11                     | 80                           | 73                           | 79                                | 73                              |
| Punctuality/ reliability               | 76                  | 9              | 14                     | 73                           | 68                           | 73                                | 61                              |
| Frequency of trains                    | 78                  | 10             | 12                     | 77                           | 73                           | 80                                | 75                              |
| Value for money                        | 59                  | 19             | 23                     | 55                           | 42                           | 50                                | 42                              |
| Info about train times/platforms       | 65                  | 17             | 18                     | 71                           | 66                           | 61                                | 62                              |
| Upkeep and repair of train             | 55                  | 26             | 19                     | 60                           | 52                           | 50                                | 55                              |
| Length of journey time                 | 88                  | 9              | 4                      | 82                           | 77                           | 86                                | 82                              |
| Amount of seats /standing space        | 67                  | 14             | 19                     | 67                           | 59                           | 64                                | 57                              |
| Connections                            | 73                  | 12             | 16                     | 65                           | 64                           | 65                                | 55                              |
| Comfort of seats                       | 62                  | 25             | 15                     | 64                           | 55                           | 61                                | 57                              |
| Station ticket buying facilities       | 73                  | 9              | 19                     | 71                           | 64                           | 64                                | 61                              |
| Appropriate environment to catch train | 55                  | 25             | 20                     | 59                           | 56                           | 49                                | 50                              |

### Franchise Plan Commitments

Cardiff Railway had no franchise plan commitments due to be delivered in the period covered by *On Track*.

**Press enquiries: Helen Talfryn Walters  
Cardiff Railway 029 2069 4770**

## Central Trains

Central Trains operates an extensive network of rural, urban and inter-urban services right across the Midlands, as well as into Central and South Wales and East Anglia. In the West Midlands local services are supported by Centro (West Midlands PTE).

### PPM Results

| 1 April - 14 October 2000 (Periods 01-07) |              |                    |               |               |                 |                   |                      |
|---|--------------|--------------------|---------------|---------------|-----------------|-------------------|----------------------|
| Within 5 mins<br>84.2%                    | 5-10<br>7.1% | Within 10<br>91.3% | 10-15<br>2.4% | 15-20<br>1.2% | Over 20<br>3.8% | Cancelled<br>1.3% | No. Trains<br>225256 |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| Within 5 mins<br>86.1%           | Change +/-<br>-2                |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 76                  | 13             | 12                     | 80                           | 73                           | 78                                | 79                              |
| Punctuality/ reliability               | 63                  | 11             | 26                     | 73                           | 68                           | 75                                | 76                              |
| Frequency of trains                    | 72                  | 14             | 13                     | 77                           | 73                           | 73                                | 72                              |
| Value for money                        | 54                  | 22             | 23                     | 55                           | 42                           | 52                                | 58                              |
| Info about train times/platforms       | 68                  | 18             | 13                     | 71                           | 66                           | 74                                | 70                              |
| Upkeep and repair of train             | 55                  | 22             | 23                     | 60                           | 52                           | 51                                | 51                              |
| Length of journey time                 | 74                  | 16             | 9                      | 82                           | 77                           | 78                                | 83                              |
| Amount of seats /standing space        | 66                  | 17             | 18                     | 67                           | 59                           | 67                                | 67                              |
| Connections                            | 58                  | 27             | 15                     | 65                           | 64                           | 73                                | 69                              |
| Comfort of seats                       | 64                  | 22             | 14                     | 64                           | 55                           | 61                                | 58                              |
| Station ticket buying facilities       | 70                  | 19             | 10                     | 71                           | 64                           | 73                                | 71                              |
| Appropriate environment to catch train | 58                  | 26             | 16                     | 59                           | 56                           | 60                                | 62                              |

### Franchise Plan Commitments

Central Trains had no franchise plan commitments due or delivered during the period covered by *On Track*.

### Actions to Improve Service to Passengers

- Delivery of last eight of 33 new Class 170 Turbostars.
- 17 additional services added at start of Summer 2000 timetable.
- New CENTRO sponsored Sunday services introduced on the Snow Hill lines at start of Summer timetable, and new, more frequent Sunday services between Birmingham, Walsall and Rugeley at start of the Winter 2000/01 timetable.
- Four additional trains (each way) between Nottingham and Cardiff via Birmingham introduced at start of Winter 2000/01 timetable.
- Introduction of a new hourly service between Wellington and Walsall calling at local stations at start of Winter 2000/01 timetable.
- Four more stations have been fitted with Nexus Alpha television display screens, bringing total to 35.
- CCTV cameras installed at a further six stations.
- Rail-bus integration scheme introduced in partnership with Telford and Wrekin Council and Arriva.
- Refurbishment of booking hall at Worcester Shrub Hill.
- Community rail officer appointed for Lincolnshire routes. Jointly funded by Central Trains and local authorities.
- New lifts installed at Nottingham Station.

**Press enquiries: Ged Burgess  
Central Trains 0121 654 1278**

## Chiltern Railways

Chiltern Railways operate passenger train services throughout the M40 corridor between Birmingham and London. Their passengers are a mix of commuters, business and leisure travellers.

### PPM Results

| 1 April - 14 October 2000 (Periods 0001-0007 inclusive) |              |                    |               |               |                 |                   |                     |
|---|--------------|--------------------|---------------|---------------|-----------------|-------------------|---------------------|
| <b>Within 5 mins</b><br><b>88.3%</b>                    | 5-10<br>6.6% | Within 10<br>94.9% | 10-15<br>1.9% | 15-20<br>1.0% | Over 20<br>1.9% | Cancelled<br>0.3% | No. Trains<br>48770 |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| Within 5 mins<br>91.5%           | Change +/-<br>-3                |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 89                  | 7              | 4                      | 70                           | 73                           | 91                                | 88                              |
| Punctuality/ reliability               | 86                  | 6              | 8                      | 66                           | 68                           | 87                                | 87                              |
| Frequency of trains                    | 82                  | 9              | 8                      | 70                           | 73                           | 84                                | 79                              |
| Value for money                        | 45                  | 28             | 27                     | 37                           | 42                           | 46                                | 48                              |
| Info about train times/platforms       | 81                  | 11             | 7                      | 63                           | 66                           | 81                                | 80                              |
| Upkeep and repair of train             | 78                  | 15             | 8                      | 48                           | 52                           | 77                                | 76                              |
| Length of journey time                 | 84                  | 11             | 6                      | 74                           | 77                           | 87                                | 86                              |
| Amount of seats /standing space        | 71                  | 17             | 13                     | 55                           | 59                           | 70                                | 69                              |
| Connections                            | 71                  | 22             | 8                      | 63                           | 64                           | 72                                | 68                              |
| Comfort of seats                       | 69                  | 19             | 11                     | 50                           | 55                           | 67                                | 67                              |
| Station ticket buying facilities       | 79                  | 13             | 9                      | 61                           | 64                           | 79                                | 72                              |
| Appropriate environment to catch train | 77                  | 18             | 5                      | 54                           | 56                           | 76                                | 79                              |

### Franchise Plan Commitments

| Clause | Item  | Due Date | Status/Comments  |
|--------|---|----------|--|
| 13.7   | Application to be made for obtaining secure stations accreditation at qualifying stations | Ongoing  | Delivered 31 October 2000 with application for Stoke Mandeville. |

### Actions to Improve Service to Passengers

- New station opened at Warwick Parkway on 8 October 2000, representing £5.2million investment.
- Introduction of additional 19 new 'Clubman' vehicles.
- Refurbishment of Banbury Station, including brand new passenger lounge and toilets, retail outlets, ticket office and station entrance.
- Additional evening bus service on the Chinnor/Princes Risborough link.
- Extension of £1.20 West Midlands bus/tram off-peak add-on, to cover holders of London One Day travelcards.

**Press enquiries: Sara Cruz/Aisling Armitage  
on behalf of Chiltern Railways 020 7580 0222**

## Connex South Central

Connex South Central operates predominantly commuter services to London from Surrey and Sussex, as well as services to Gatwick and Brighton and South Coast services between Bournemouth, Brighton, Hastings and Ashford.

### PPM Results

| 1 April - 14 October 2000 (Periods 01-07 inclusive) |              |                    |               |               |                 |                   |                      |
|---|--------------|--------------------|---------------|---------------|-----------------|-------------------|----------------------|
| <b>Within 5 mins</b><br><b>86.6%</b>                | 5-10<br>7.7% | Within 10<br>94.2% | 10-15<br>1.9% | 15-20<br>0.7% | Over 20<br>1.9% | Cancelled<br>1.3% | No. Trains<br>283939 |

| Previous Year<br>(Periods 01-07)     | Year on Year<br>(Periods 01-07) |
|--------------------------------------|---------------------------------|
| <b>Within 5 mins</b><br><b>91.1%</b> | <b>Change +/-</b><br>-5         |

\*Note - Connex South Central performance has been measured against a reduced timetable introduced to manage the operational difficulties caused by their drivers' rest day working ban.

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 67                  | 17             | 17                     | 70                           | 73                           | 67                                | 71                              |
| Punctuality/ reliability               | 67                  | 12             | 21                     | 66                           | 68                           | 68                                | 71                              |
| Frequency of trains                    | 67                  | 12             | 20                     | 70                           | 73                           | 62                                | 71                              |
| Value for money                        | 37                  | 24             | 39                     | 37                           | 42                           | 34                                | 38                              |
| Info about train times/platforms       | 60                  | 17             | 23                     | 63                           | 66                           | 58                                | 59                              |
| Upkeep and repair of train             | 41                  | 26             | 34                     | 48                           | 52                           | 40                                | 40                              |
| Length of journey time                 | 72                  | 17             | 12                     | 74                           | 77                           | 75                                | 76                              |
| Amount of seats /standing space        | 56                  | 18             | 26                     | 55                           | 59                           | 53                                | 56                              |
| Connections                            | 58                  | 25             | 16                     | 63                           | 64                           | 62                                | 63                              |
| Comfort of seats                       | 50                  | 28             | 22                     | 50                           | 55                           | 48                                | 50                              |
| Station ticket buying facilities       | 58                  | 20             | 23                     | 61                           | 64                           | 53                                | 55                              |
| Appropriate environment to catch train | 50                  | 28             | 21                     | 54                           | 56                           | 44                                | 47                              |

### Franchise Plan Commitments

| Clause | Item   | Due Date   | Status/Comments  |
|--------|--|--|--|
| 11     | Commitment to provide Secure Station Accreditation across network. | Ongoing.   | Delivered at Worthing, Tattenham Corner, Chipstead, Dorking, Horsham, Eastbourne and Oxted (July-Oct 2000) |
| 11     | Opening of creches at London Victoria and Brighton stations.       | 31 May 2000 (Victoria)<br>31 Dec 2000 (Brighton) | Delivered 27 April 2000<br>Delivered 27 July 2000  |

### Actions to Improve Services to Passengers

- Real time running information provided on Connex website.
- Launch of 'Coach Connex' service between Uckfield and Lewes.
- Introduction of 'Pricebuster' range of tickets for leisure travel to London.
- 'Ticket Plus' concept, combining ticket office and convenience store, opened at Leatherhead and Cooden Beach stations.
- Launch of WAP phone train information service.
- Installation of barrier gates at Brighton.

**Press enquiries: David Ewart**  
**Connex 020 7620 5080**

## Connex South Eastern

Connex South Eastern operates predominantly commuter services between central London and the south east London suburbs, the whole of Kent and part of Sussex.

### PPM Results

| 1 April -14 October 2000 (Periods 0001-0007 inclusive) |              |                    |               |               |                 |                   | No. Trains |
|--|--------------|--------------------|---------------|---------------|-----------------|-------------------|------------|
| <b>Within 5 mins</b><br>84.0%                          | 5-10<br>9.2% | Within 10<br>93.2% | 10-15<br>2.3% | 15-20<br>1.0% | Over 20<br>2.0% | Cancelled<br>1.5% | 303478     |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| <b>Within 5 mins</b><br>88.4%    | <b>Change +/-</b><br>-4         |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 70                  | 17             | 14                     | 70                           | 73                           | 67                                | 72                              |
| Punctuality/ reliability               | 68                  | 15             | 17                     | 66                           | 68                           | 68                                | 72                              |
| Frequency of trains                    | 66                  | 15             | 18                     | 70                           | 73                           | 67                                | 67                              |
| Value for money                        | 36                  | 25             | 39                     | 37                           | 42                           | 35                                | 33                              |
| Info about train times/platforms       | 58                  | 22             | 20                     | 63                           | 66                           | 57                                | 57                              |
| Upkeep and repair of train             | 39                  | 28             | 34                     | 48                           | 52                           | 39                                | 44                              |
| Length of journey time                 | 71                  | 16             | 13                     | 74                           | 77                           | 71                                | 72                              |
| Amount of seats /standing space        | 48                  | 22             | 30                     | 55                           | 59                           | 48                                | 52                              |
| Connections                            | 60                  | 27             | 13                     | 63                           | 64                           | 58                                | 60                              |
| Comfort of seats                       | 47                  | 29             | 24                     | 50                           | 55                           | 45                                | 51                              |
| Station ticket buying facilities       | 55                  | 22             | 22                     | 61                           | 64                           | 58                                | 61                              |
| Appropriate environment to catch train | 46                  | 33             | 21                     | 54                           | 56                           | 46                                | 50                              |

### Franchise Plan Commitments

| Clause              | Item                              | Due Date | Status/Comments   |
|---------------------|-----------------------------------|----------|---|
| Part II<br>2.2 (ii) | Investment in station facilities. | Ongoing  | Secure cycle lockers provided at Sittingbourne and Herne Bay stations, June 2000. |

### Actions to Improve Service to Passengers

- Real-time running information provided on Connex website.
- Secure station accreditation achieved at Charlton, Greenwich, Orpington and Maidstone West.
- Customer loyalty leisure card introduced in the Ashford area.
- Leisure travel centre opened at Cannon Street.
- Launch of WAP phone train information service.

**Press enquiries: David Ewart**  
**Connex 020 7620 5080**



## CrossCountry

CrossCountry operates long distance services from Scotland, the North West and North East through Birmingham to the South Coast and South West of England.

### PPM Results

| 1 April - 14 October 2000 |              |                                  |               |               |                  |                   |                     |
|---------------------------|--------------|----------------------------------|---------------|---------------|------------------|-------------------|---------------------|
| Within 5 mins<br>67.1%    | 5-10<br>8.8% | <b>Within 10</b><br><b>75.9%</b> | 10-15<br>4.6% | 15-20<br>3.2% | Over 20<br>15.6% | Cancelled<br>0.8% | No. Trains<br>21428 |

| Previous Year<br>(Periods 01-07)      | Year on Year<br>(Periods 01-07) |
|---------------------------------------|---------------------------------|
| <b>Within 10 mins</b><br><b>79.5%</b> | <b>Change +/-</b><br><b>-4</b>  |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 73                  | 10             | 17                     | 77                           | 73                           | 81                                | 81                              |
| Punctuality/ reliability               | 61                  | 11             | 28                     | 70                           | 68                           | 72                                | 79                              |
| Frequency of trains                    | 68                  | 18             | 13                     | 79                           | 73                           | 70                                | 68                              |
| Value for money                        | 57                  | 20             | 23                     | 48                           | 42                           | 56                                | 57                              |
| Info about train times/platforms       | 74                  | 12             | 13                     | 74                           | 66                           | 74                                | 75                              |
| Upkeep and repair of train             | 72                  | 16             | 11                     | 73                           | 52                           | 74                                | 69                              |
| Length of journey time                 | 75                  | 15             | 9                      | 80                           | 77                           | 74                                | 78                              |
| Amount of seats /standing space        | 68                  | 14             | 19                     | 67                           | 59                           | 75                                | 71                              |
| Connections                            | 63                  | 16             | 22                     | 64                           | 64                           | 66                                | 63                              |
| Comfort of seats                       | 67                  | 20             | 12                     | 69                           | 55                           | 72                                | 69                              |
| Station ticket buying facilities       | 78                  | 13             | 8                      | 72                           | 64                           | 75                                | 72                              |
| Appropriate environment to catch train | 64                  | 26             | 10                     | 62                           | 56                           | 64                                | 63                              |

### Franchise Plan Commitments

| Clause | Item  | Due Date                   | Status/Comments   |
|--------|---|----------------------------|---|
| 2.3    | 2000/01 timetable to contain additional 14% train miles (compared with Summer 1996) | May 2000<br>September 2000 | Delivered   |
| 21     | Host a customer consultation meeting at a large station                             | Every three months         | Meetings held at Carlisle (5 April), Manchester Piccadilly (5 July) and Stafford (18 October) |

**Press enquiries: Denize Quest  
Virgin Trains 0870 789 1111**

## Gatwick Express

Gatwick Express operates frequent, high speed, non-stop services between London Victoria and Gatwick Airport, running every 15 minutes until midnight and then hourly through the night.

### PPM Results

| 1 April - 14 October (Periods 0001-0007 inclusive) |              |                    |               |               |                 |                   |                     |
|--|--------------|--------------------|---------------|---------------|-----------------|-------------------|---------------------|
| <b>Within 5 mins</b><br>87.1%                      | 5-10<br>9.5% | Within 10<br>96.6% | 10-15<br>1.6% | 15-20<br>0.5% | Over 20<br>0.4% | Cancelled<br>1.0% | No. Trains<br>31553 |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| <b>Within 5 mins</b><br>87.2%    | <b>Change +/-</b><br>NC         |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 85                  | 11             | 4                      | 80                           | 73                           | 85                                | 86                              |
| Punctuality/ reliability               | 88                  | 6              | 6                      | 73                           | 68                           | 92                                | 87                              |
| Frequency of trains                    | 94                  | 5              | 1                      | 77                           | 73                           | 97                                | 94                              |
| Value for money                        | 40                  | 27             | 34                     | 55                           | 42                           | 49                                | 40                              |
| Info about train times/platforms       | 80                  | 13             | 7                      | 71                           | 66                           | 76                                | 78                              |
| Upkeep and repair of train             | 58                  | 19             | 23                     | 60                           | 52                           | 58                                | 61                              |
| Length of journey time                 | 88                  | 6              | 6                      | 82                           | 77                           | 90                                | 90                              |
| Amount of seats /standing space        | 78                  | 17             | 5                      | 67                           | 59                           | 81                                | 84                              |
| Connections                            | 82                  | 15             | 2                      | 65                           | 64                           | 81                                | 83                              |
| Comfort of seats                       | 71                  | 19             | 10                     | 64                           | 55                           | 71                                | 77                              |
| Station ticket buying facilities       | 57                  | 17             | 26                     | 71                           | 64                           | 74                                | 70                              |
| Appropriate environment to catch train | 67                  | 24             | 9                      | 59                           | 56                           | 71                                | 74                              |

### Franchise Plan Commitments

| Clause                 | Item  | Due Date          | Status/Comments  |
|------------------------|---|-------------------|--|
| Part III<br>Clause 3.1 | Introduction into full operation of eight new electric multiple units.      | 30 September 2000 | Contract change approved to allow for full fleet operation by no later than 31 March 2001    |
| Part IV<br>Clause 5    | Reasonable endeavours to enhance the check-in facility at Victoria Station. | 30 September 2000 | Reasonable endeavours made. Contract change approved to extend deadline until 31 March 2001. |

**Press enquiries: Roy Campbell  
Gatwick Express 020 7973 5036**

## Great Eastern

Great Eastern operates predominately commuter services from the Ilford, Romford, Southend, Chelmsford, Colchester, Clacton and Ipswich areas to London.

### PPM Results

| 1 April - 14 October (Periods 0001-0007 inclusive) |              |                    |               |               |                 |                   |                      |
|--|--------------|--------------------|---------------|---------------|-----------------|-------------------|----------------------|
| <b>Within 5 mins</b><br><b>91.7%</b>               | 5-10<br>4.6% | Within 10<br>96.3% | 10-15<br>1.4% | 15-20<br>0.6% | Over 20<br>1.3% | Cancelled<br>0.5% | No. Trains<br>138183 |

| Previous Year<br>(Periods 01-07)    | Year on Year<br>(Periods 01-07) |
|-------------------------------------|---------------------------------|
| <b>Within 5 mins</b><br><b>93.7</b> | <b>Change +/-</b><br><b>-2</b>  |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 80                  | 11             | 10                     | 70                           | 73                           | 82                                | 81                              |
| Punctuality/ reliability               | 77                  | 10             | 13                     | 66                           | 68                           | 81                                | 80                              |
| Frequency of trains                    | 79                  | 9              | 11                     | 70                           | 73                           | 76                                | 76                              |
| Value for money                        | 37                  | 24             | 39                     | 37                           | 42                           | 32                                | 33                              |
| Info about train times/platforms       | 70                  | 18             | 13                     | 63                           | 66                           | 71                                | 69                              |
| Upkeep and repair of train             | 59                  | 26             | 14                     | 48                           | 52                           | 59                                | 57                              |
| Length of journey time                 | 81                  | 10             | 9                      | 74                           | 77                           | 83                                | 81                              |
| Amount of seats /standing space        | 59                  | 20             | 22                     | 55                           | 59                           | 56                                | 60                              |
| Connections                            | 73                  | 20             | 7                      | 63                           | 64                           | 75                                | 68                              |
| Comfort of seats                       | 53                  | 28             | 19                     | 50                           | 55                           | 51                                | 52                              |
| Station ticket buying facilities       | 65                  | 20             | 15                     | 61                           | 64                           | 65                                | 65                              |
| Appropriate environment to catch train | 65                  | 24             | 11                     | 54                           | 56                           | 65                                | 64                              |

### Franchise Plan Commitments

| Clause | Item  | Due Date          | Status/Comments   |
|--------|---|-------------------|---|
| 7.1    | Customer information systems to be installed at all stations. | 30 September 2000 | Delivered, with exception of Ilford, Shenfield and Stratford (derogations issued for 15 December 2000). |

### Actions to Improve Service to Passengers

- Extensions of car parks at Wickford and Rochford.
- Development of Community Rail Partnership project 'Crouch Valley Line' to promote the Southminster branch line in conjunction with local authorities and other partners.

**Press enquiries: Peter Northfield  
Great Eastern 020 7904 3303**

## Great North Eastern Railway

Great North Eastern Railway operates a fast, frequent service linking London Kings Cross with parts of East Anglia and the East Midlands, Yorkshire, Humberside, the North East of England and Scotland.

### PPM Results

| 1 April - 14 October 2000 (Periods 0001-0007 inclusive) |              |                            |               |               |                  |                   |                     |
|---|--------------|----------------------------|---------------|---------------|------------------|-------------------|---------------------|
| Within 5 mins<br>72.8%                                  | 5-10<br>7.7% | <b>Within 10<br/>80.5%</b> | 10-15<br>4.5% | 15-20<br>2.7% | Over 20<br>10.1% | Cancelled<br>2.1% | No. Trains<br>21813 |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| <b>Within 10<br/>86.6%</b>       | <b>Change +/-<br/>-6</b>        |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 81                  | 11             | 8                      | 77                           | 73                           | 89                                | 88                              |
| Punctuality/ reliability               | 74                  | 9              | 17                     | 70                           | 68                           | 86                                | 81                              |
| Frequency of trains                    | 86                  | 9              | 5                      | 79                           | 73                           | 85                                | 80                              |
| Value for money                        | 46                  | 22             | 32                     | 48                           | 42                           | 47                                | 49                              |
| Info about train times/platforms       | 74                  | 14             | 12                     | 74                           | 66                           | 82                                | 83                              |
| Upkeep and repair of train             | 68                  | 18             | 14                     | 73                           | 52                           | 71                                | 76                              |
| Length of journey time                 | 87                  | 9              | 4                      | 80                           | 77                           | 86                                | 86                              |
| Amount of seats /standing space        | 67                  | 18             | 16                     | 67                           | 59                           | 75                                | 71                              |
| Connections                            | 71                  | 17             | 13                     | 64                           | 64                           | 72                                | 66                              |
| Comfort of seats                       | 65                  | 21             | 14                     | 69                           | 55                           | 69                                | 68                              |
| Station ticket buying facilities       | 70                  | 15             | 15                     | 72                           | 64                           | 79                                | 71                              |
| Appropriate environment to catch train | 64                  | 27             | 8                      | 62                           | 56                           | 72                                | 69                              |

### Franchise Plan Commitments

| Clause | Item   | Due Date      | Status/Comments  |
|--------|--|---------------|--|
| 9      | £1.85 million to be spent on station security.                   | 28 April 2000 | Underspend of £300,000 at that date due to planning delays. Derogation granted to extend the completion date until 31 December 2000. |
| 10.6   | New passenger lift to be installed at Berwick-upon-Tweed station | 31 July 2000  | Completed.   |

### Benefits Procured for Passengers by SSRA

As compensation for the underspend on station security, the following benefits have been implemented by GNER

- Upgrade of carpark lighting at Peterborough.
- British Transport Police now linked in and monitoring CCTV at York.

**Press enquiries: Great North Eastern Railway 01904 523072**

## Great Western

Great Western operates high speed train services between London Paddington, South Wales, the Cotswolds and the West Country. These routes serve a mix of commuting, business and leisure customers.

### PPM Results

| 1 April - 14 October 2000 (Periods 0001-0007 inclusive) |      |                  |       |       |         |           |            |
|---|------|------------------|-------|-------|---------|-----------|------------|
| Within 5 mins   | 5-10 | <b>Within 10</b> | 10-15 | 15-20 | Over 20 | Cancelled | No. Trains |
| 76.0%   | 8.5% | <b>84.4%</b>     | 4.5%  | 2.9%  | 7.3%    | 0.9%      | 32270      |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| Within 10 mins<br>86.1%          | Change +/-<br>-2                |

### National Passenger Survey - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 77                  | 12             | 12                     | 77                           | 73                           | 83                                | n/a                             |
| Punctuality/ reliability               | 74                  | 7              | 19                     | 70                           | 68                           | 75                                | n/a                             |
| Frequency of trains                    | 80                  | 11             | 9                      | 79                           | 73                           | 79                                | n/a                             |
| Value for money                        | 44                  | 19             | 36                     | 48                           | 42                           | 46                                | n/a                             |
| Info about train times/platforms       | 73                  | 15             | 11                     | 74                           | 66                           | 73                                | n/a                             |
| Upkeep and repair of train             | 73                  | 19             | 8                      | 73                           | 52                           | 77                                | n/a                             |
| Length of journey time                 | 83                  | 11             | 6                      | 80                           | 77                           | 84                                | n/a                             |
| Amount of seats /standing space        | 64                  | 17             | 19                     | 67                           | 59                           | 68                                | n/a                             |
| Connections                            | 62                  | 25             | 13                     | 64                           | 64                           | 67                                | n/a                             |
| Comfort of seats                       | 71                  | 22             | 7                      | 69                           | 55                           | 73                                | n/a                             |
| Station ticket buying facilities       | 69                  | 18             | 13                     | 72                           | 64                           | 77                                | n/a                             |
| Appropriate environment to catch train | 65                  | 22             | 13                     | 62                           | 56                           | 66                                | n/a                             |

### Franchise Plan Commitments

| Clause | Item  | Due Date       | Status/Comments   |
|--------|---|----------------|---|
| 7.1    | Provide First Class Lounges at Bristol Temple Meads and Cardiff Central | 2 October 2000 | Facilities opened at both stations on 2 October 2000 (Bristol facility brought forward from 31 March 2002 and Cardiff facility added as part of breach dividend). |

### Actions to Improve Services to Passengers

- Introduction of daily Motorail service between London and Penzance in Summer timetable.
- Major revamp of customer service, involving innovative staff training and the creation of 50 new jobs.

**Press enquiries: Elaine Wilde  
Great Western 01793 499499**

## Island Line

Island Line operates trains on the Isle of Wight between Ryde Pier Head and Shanklin, and links with the ferries to Portsmouth. The line serves a mixture of local journeys by Isle of Wight residents, including commuters to Portsmouth, and visitors to the island, with a higher influx during the summer months.

### PPM Results

| 1 April - 14 October 2000 (Periods 0001-0007 inclusive) |              |                    |               |                  |                   |                     |
|---|--------------|--------------------|---------------|------------------|-------------------|---------------------|
| <b>Within 5 mins</b><br>94.0%                           | 5-10<br>3.8% | Within 10<br>97.8% | 10-15<br>0.2% | Over 15*<br>0.1% | Cancelled<br>1.9% | No. Trains<br>13054 |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| <b>Within 5 mins</b><br>95.7%    | <b>Change +/-</b><br>-2         |

\*Note – Island Line figures based on manual returns from the operator. They measure over 15 mins as opposed to over 20 minutes for PPM. Partial Cancellations are not counted separately – they are included within the various punctuality bands.

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 94                  | 5              | 1                      | 80                           | 73                           | 91                                | 92                              |
| Punctuality/ reliability               | 92                  | 5              | 3                      | 73                           | 68                           | 90                                | 94                              |
| Frequency of trains                    | 89                  | 7              | 4                      | 77                           | 73                           | 86                                | 82                              |
| Value for money                        | 78                  | 13             | 10                     | 55                           | 42                           | 74                                | 66                              |
| Info about train times/platforms       | 83                  | 13             | 4                      | 71                           | 66                           | 73                                | 83                              |
| Upkeep and repair of train             | 74                  | 15             | 11                     | 60                           | 52                           | 63                                | 65                              |
| Length of journey time                 | 93                  | 5              | 2                      | 82                           | 77                           | 93                                | 95                              |
| Amount of seats /standing space        | 81                  | 11             | 9                      | 67                           | 59                           | 79                                | 75                              |
| Connections                            | 85                  | 15             | 1                      | 65                           | 64                           | 75                                | 91                              |
| Comfort of seats                       | 73                  | 17             | 11                     | 64                           | 55                           | 64                                | 67                              |
| Station ticket buying facilities       | 79                  | 12             | 8                      | 71                           | 64                           | 64                                | 68                              |
| Appropriate environment to catch train | 62                  | 28             | 9                      | 59                           | 56                           | 57                                | 61                              |

### Franchise Plan Commitments

Island Line had no franchise plan commitments due to be delivered in the period covered by *On Track*.

**Press enquiries: Stephen Wade  
Island Line 01983 812591**

## Merseyrail Electrics

Merseyrail Electrics operate passenger rail services between Liverpool and Southport, Ormskirk, Kirkby, Hunts Cross, New Brighton, West Kirby, Chester and Ellesmere Port. The greater part of Merseyrail Electrics' services are supported by, and operate to, the specification of, Merseytravel (Merseyside PTE).

### PPM Results

| 1 April - 14 October (Periods 0001-0007 inclusive) |              |                    |               |               |                 |                   |                      |
|--|--------------|--------------------|---------------|---------------|-----------------|-------------------|----------------------|
| <b>Within 5 mins</b><br>85.4%                      | 5-10<br>7.2% | Within 10<br>92.6% | 10-15<br>1.6% | 15-20<br>0.5% | Over 20<br>2.9% | Cancelled<br>2.3% | No. Trains<br>112518 |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| <b>Within 5 mins</b><br>90.6%    | <b>Change +/-</b><br>-5         |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 82                  | 9              | 9                      | 80                           | 73                           | 82                                | 76                              |
| Punctuality/ reliability               | 77                  | 8              | 15                     | 73                           | 68                           | 79                                | 71                              |
| Frequency of trains                    | 87                  | 7              | 5                      | 77                           | 73                           | 89                                | 83                              |
| Value for money                        | 58                  | 19             | 23                     | 55                           | 42                           | 57                                | 54                              |
| Info about train times/platforms       | 67                  | 20             | 13                     | 71                           | 66                           | 65                                | 61                              |
| Upkeep and repair of train             | 39                  | 27             | 34                     | 60                           | 52                           | 46                                | 44                              |
| Length of journey time                 | 87                  | 9              | 3                      | 82                           | 77                           | 90                                | 87                              |
| Amount of seats /standing space        | 69                  | 21             | 10                     | 67                           | 59                           | 71                                | 61                              |
| Connections                            | 65                  | 24             | 10                     | 65                           | 64                           | 75                                | 69                              |
| Comfort of seats                       | 52                  | 29             | 19                     | 64                           | 55                           | 53                                | 56                              |
| Station ticket buying facilities       | 70                  | 18             | 12                     | 71                           | 64                           | 69                                | 65                              |
| Appropriate environment to catch train | 49                  | 26             | 25                     | 59                           | 56                           | 51                                | 47                              |

### Franchise Plan Commitments

Merseyrail Electrics had no franchise plan commitments due to be delivered in the period covered by *On Track*.

**Press enquiries: Joan Nice**  
**Merseyrail Electrics 0151 702 2567**

## Midland Mainline

Midland Mainline operates High Speed and Turbostar Train services along the M1 corridor between London, the East Midlands and South Yorkshire. The majority of Midland Mainline passengers are travelling to and from London, but with growing numbers travelling between intermediate stations along the route. There is a mixture of leisure, business and commuter travel.

### PPM Results

| 1 April - 14 October 2000 (Periods 01-07) |       |                  |       |       |         |           |            |
|---|-------|------------------|-------|-------|---------|-----------|------------|
| Within 5 mins                             | 5-10  | <b>Within 10</b> | 10-15 | 15-20 | Over 20 | Cancelled | No. Trains |
| 72.1%                                     | 11.4% | <b>83.5%</b>     | 5.4%  | 3.0%  | 7.2%    | 0.9%      | 24248      |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| Within 10 mins<br>84.9%          | Change +/-<br>-1                |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 77                  | 12             | 10                     | 77                           | 73                           | 84                                | 84                              |
| Punctuality/ reliability               | 72                  | 9              | 18                     | 70                           | 68                           | 78                                | 78                              |
| Frequency of trains                    | 83                  | 9              | 8                      | 79                           | 73                           | 85                                | 85                              |
| Value for money                        | 48                  | 22             | 30                     | 48                           | 42                           | 46                                | 41                              |
| Info about train times/platforms       | 70                  | 18             | 13                     | 74                           | 66                           | 76                                | 75                              |
| Upkeep and repair of train             | 77                  | 15             | 7                      | 73                           | 52                           | 79                                | 81                              |
| Length of journey time                 | 80                  | 11             | 9                      | 80                           | 77                           | 82                                | 81                              |
| Amount of seats /standing space        | 67                  | 16             | 17                     | 67                           | 59                           | 74                                | 74                              |
| Connections                            | 66                  | 23             | 10                     | 64                           | 64                           | 67                                | 61                              |
| Comfort of seats                       | 71                  | 18             | 11                     | 69                           | 55                           | 73                                | 72                              |
| Station ticket buying facilities       | 69                  | 19             | 12                     | 72                           | 64                           | 71                                | 73                              |
| Appropriate environment to catch train | 54                  | 28             | 18                     | 62                           | 56                           | 52                                | 61                              |

### Franchise Plan Commitments

Midland Mainline had no franchise plan commitments due to be delivered within the period covered by *On Track*.

### Changes to Contract

- A deed of amendment was signed on 9 August 2000, incorporating the following Franchise Plan commitments
  - £60 million investment in infrastructure.
  - £135 million investment in new rolling stock.
  - £17 million investment in a new East Midlands Parkway Station.
  - £22 million investment in stations.
  - £4 million investment in customer service and training.
  - Sheffield services extended hourly to Leeds and three additional peak services with effect from 2004.
  - Profit sharing with sSRA above a pre-determined threshold.



## **Actions to Improve Service to Passengers**

- Additional services introduced to Matlock and Scarborough.
- Luton Airport Parkway now serviced by Midland Mainline trains.
- New 200 space car park at Kettering, with CCTV and secure fencing.
- Introduction of 'More' - a new range of benefits for First Premier and First passengers.
- Introduction of new catering range 'mm's bar'.
- Installation of Fast Ticket machines at London St Pancras, Sheffield, Derby, Leicester and Nottingham stations.

**Press enquiries: Emma Knight  
Midland Mainline 01332 262010**

## North Western Trains

North Western Trains operate local and regional passenger rail services in North Western England and North Wales. In addition to inter-urban services between some of the larger towns and cities in the region, North Western Trains provides urban services around Manchester and Liverpool, and rural services in North Wales, Lancashire and Cumbria. Most services are supported by, and operate to the specification of, one or more of the relevant PTEs - Merseytravel, West Yorkshire, and Greater Manchester.

### PPM Results

| 1 April - 14 October 2000 (Periods 01-07) |              |                    |               |               |                 |                   |                      |
|---|--------------|--------------------|---------------|---------------|-----------------|-------------------|----------------------|
| <b>Within 5 mins</b><br>86.6%             | 5-10<br>6.7% | Within 10<br>93.2% | 10-15<br>2.3% | 15-20<br>1.0% | Over 20<br>2.3% | Cancelled<br>1.2% | No. Trains<br>259770 |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| <b>Within 5 mins</b><br>92.4%    | <b>Change +/-</b><br>-6         |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 72                  | 13             | 15                     | 80                           | 73                           | 73                                | 78                              |
| Punctuality/ reliability               | 68                  | 10             | 23                     | 73                           | 68                           | 75                                | 77                              |
| Frequency of trains                    | 68                  | 14             | 18                     | 77                           | 73                           | 71                                | 71                              |
| Value for money                        | 49                  | 19             | 32                     | 55                           | 42                           | 45                                | 50                              |
| Info about train times/platforms       | 69                  | 14             | 16                     | 71                           | 66                           | 70                                | 63                              |
| Upkeep and repair of train             | 64                  | 18             | 17                     | 60                           | 52                           | 61                                | 67                              |
| Length of journey time                 | 77                  | 13             | 10                     | 82                           | 77                           | 82                                | 82                              |
| Amount of seats /standing space        | 58                  | 18             | 25                     | 67                           | 59                           | 62                                | 62                              |
| Connections                            | 55                  | 29             | 17                     | 65                           | 64                           | 65                                | 62                              |
| Comfort of seats                       | 59                  | 22             | 19                     | 64                           | 55                           | 60                                | 63                              |
| Station ticket buying facilities       | 63                  | 18             | 19                     | 71                           | 64                           | 66                                | 62                              |
| Appropriate environment to catch train | 54                  | 27             | 19                     | 59                           | 56                           | 49                                | 50                              |

### Franchise Plan Commitments

| Clause | Item   | Due Date      | Status/Comments     |
|--------|--|---------------|---------------------|
| 5.12.1 | £100,000 expenditure programme on improving access to stations for disabled customers. | 31 May 2000   | Delivered           |
| 6.4    | Introduce a facility to purchase specified tickets via the internet.                   | May 2000      | Delivered           |
| 15.5   | Installation of CCTV at seven MPTE sponsored stations.                                 | December 2000 | Delivered June 2000 |

### Actions to Improve Service to Passengers

- Regular updates of any train service disruption to passengers are now being provided to BBC Ceefax (page 434).

**Press enquiries: Martin McKenzie  
North Western Trains 0161 228 8774**

## Northern Spirit

Northern Spirit operates rural and inter-urban services throughout North East England, between destinations stretching from Chathill to Chesterfield and from Blackpool to Cleethorpes. Some of these services are supported by, and operate to the specification of, one or more of the West Yorkshire, South Yorkshire, Greater Manchester and Tyne and Wear (Nexus) PTEs.

### PPM Results

| 1 April - 14 October 2000 (Periods 01-07) |              |                    |               |               |                 |                   |                      |
|---|--------------|--------------------|---------------|---------------|-----------------|-------------------|----------------------|
| <b>Within 5 mins</b><br>86.1%             | 5-10<br>5.6% | Within 10<br>91.8% | 10-15<br>2.2% | 15-20<br>1.1% | Over 20<br>2.9% | Cancelled<br>2.0% | No. Trains<br>264434 |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| <b>Within 5 mins</b><br>90.2%    | <b>Change +/-</b><br>-4         |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 76                  | 12             | 13                     | 80                           | 73                           | 78                                | 74                              |
| Punctuality/ reliability               | 66                  | 10             | 24                     | 73                           | 68                           | 77                                | 76                              |
| Frequency of trains                    | 74                  | 10             | 17                     | 77                           | 73                           | 75                                | 75                              |
| Value for money                        | 57                  | 21             | 22                     | 55                           | 42                           | 61                                | 56                              |
| Info about train times/platforms       | 72                  | 14             | 15                     | 71                           | 66                           | 74                                | 75                              |
| Upkeep and repair of train             | 51                  | 23             | 26                     | 60                           | 52                           | 56                                | 52                              |
| Length of journey time                 | 83                  | 11             | 7                      | 82                           | 77                           | 86                                | 84                              |
| Amount of seats /standing space        | 68                  | 16             | 16                     | 67                           | 59                           | 65                                | 62                              |
| Connections                            | 68                  | 18             | 14                     | 65                           | 64                           | 70                                | 67                              |
| Comfort of seats                       | 59                  | 20             | 20                     | 64                           | 55                           | 62                                | 57                              |
| Station ticket buying facilities       | 67                  | 17             | 16                     | 71                           | 64                           | 75                                | 69                              |
| Appropriate environment to catch train | 56                  | 27             | 18                     | 59                           | 56                           | 62                                | 62                              |

### Franchise Plan Commitments

Northern Spirit had no franchise plan commitments due to be delivered in the period covered by *On Track*.

**Press enquiries: Howard Keal**  
Northern Spirit 01904 522578

## ScotRail

ScotRail operates the vast majority of the passenger rail services in Scotland, and its services extend across the border to Carlisle. It also provides certain through services between Stranraer and Newcastle, and the Sleeper services between London Euston and Glasgow, Edinburgh, Inverness, Aberdeen and Fort William. In the Glasgow area, ScotRail operates passenger rail services on behalf of Strathclyde PTE (SPT).

### PPM Results

| 1 April - 14 October 2000 (Periods 01-07) |              |                    |               |               |                 |                   |                      |
|---|--------------|--------------------|---------------|---------------|-----------------|-------------------|----------------------|
| <b>Within 5 mins</b><br>92.1%             | 5-10<br>3.9% | Within 10<br>96.0% | 10-15<br>1.1% | 15-20<br>0.4% | Over 20<br>1.2% | Cancelled<br>1.2% | No. Trains<br>352237 |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| <b>Within 5 mins</b><br>94.4     | <b>Change +/-</b><br>-2         |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 86                  | 8              | 6                      | 80                           | 73                           | 86                                | 86                              |
| Punctuality/ reliability               | 81                  | 8              | 11                     | 73                           | 68                           | 83                                | 84                              |
| Frequency of trains                    | 82                  | 9              | 9                      | 77                           | 73                           | 81                                | 82                              |
| Value for money                        | 56                  | 21             | 24                     | 55                           | 42                           | 59                                | 61                              |
| Info about train times/platforms       | 71                  | 14             | 14                     | 71                           | 66                           | 74                                | 74                              |
| Upkeep and repair of train             | 75                  | 16             | 9                      | 60                           | 52                           | 72                                | 72                              |
| Length of journey time                 | 88                  | 8              | 4                      | 82                           | 77                           | 87                                | 86                              |
| Amount of seats /standing space        | 71                  | 17             | 12                     | 67                           | 59                           | 70                                | 69                              |
| Connections                            | 71                  | 23             | 6                      | 65                           | 64                           | 71                                | 77                              |
| Comfort of seats                       | 74                  | 18             | 7                      | 64                           | 55                           | 70                                | 72                              |
| Station ticket buying facilities       | 78                  | 12             | 10                     | 71                           | 64                           | 79                                | 76                              |
| Appropriate environment to catch train | 66                  | 21             | 13                     | 59                           | 56                           | 66                                | 64                              |

### Franchise Plan Commitments

| Clause | Item                             | Due Date              | Status/Comments            |
|--------|----------------------------------|-----------------------|----------------------------|
| 19.3   | Withdrawal of Class 101 vehicles | Sept 2000 (at latest) | Withdrawal on 29 July 2000 |

### Actions to Improve Service to Passengers

- Class 170 Turbostars introduced on Aberdeen to Glasgow and selected Inverness to Edinburgh/Glasgow services.
- Two extra services each way between Edinburgh and Aberdeen, one extra from Inverness to Glasgow and one extra from Edinburgh to Inverness.
- Reduced SuperSavers between Edinburgh/Glasgow and Aberdeen/Inverness.
- New Friends Fare Glasgow - Aberdeen.
- Doubling of weekend frequency on Edinburgh to North Berwick route.
- Additional peak hour capacity on Fife-Edinburgh route.
- Additional services to Carnoustie (Caledonian Sleepers) and to Camelon, Croy and Polmont.
- Reinstatement of 2257 Carlisle - Dumfries service.
- New commuter service introduced between Tain and Inverness with reduced fares.
- Rail/bus through ticketing extended to Tayside and Aberdeenshire.

- Rail and bus ticket interavailability between Fort William and Mallaig.
- ScotRail participation in new programme of Days Out from Inverness.
- New accessible footbridge at Inverkeithing.
- New lifts at Paisley Gilmour Street.
- New station building at Huntly.

**Press enquiries: John Yellowlees/Eddie Toal  
ScotRail 0141 335 4787/8**

## Silverlink

Silverlink County operates between London Euston, Milton Keynes and Birmingham New Street via Northampton, together with a branch linking Bletchley with Bedford. Silverlink Metro services operate between Richmond and North Woolwich via Willesden and Stratford, together with branches linking Willesden Junction with Clapham Junction and Gospel Oak with Barking. Also local services from Watford Junction to London Euston with a link from Croxley Green, and a branch service between Watford Junction and St Albans Abbey.

### PPM Results

| 1 April - 14 October 2000 (Periods 01-07) |              |                    |               |               |                 |                   |                      |
|---|--------------|--------------------|---------------|---------------|-----------------|-------------------|----------------------|
| <b>Within 5 mins</b><br><b>84.0%</b>      | 5-10<br>6.7% | Within 10<br>90.7% | 10-15<br>2.2% | 15-20<br>1.0% | Over 20<br>3.5% | Cancelled<br>2.6% | No. Trains<br>109113 |

| Previous Year<br>(Periods 01-07)     | Year on Year<br>(Periods 01-07) |
|--------------------------------------|---------------------------------|
| <b>Within 5 mins</b><br><b>87.4%</b> | <b>Change +/-</b><br><b>-3</b>  |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 56                  | 17             | 26                     | 70                           | 73                           | 68                                | 70                              |
| Punctuality/ reliability               | 47                  | 12             | 41                     | 66                           | 68                           | 63                                | 62                              |
| Frequency of trains                    | 61                  | 14             | 25                     | 70                           | 73                           | 68                                | 67                              |
| Value for money                        | 31                  | 21             | 47                     | 37                           | 42                           | 34                                | 33                              |
| Info about train times/platforms       | 53                  | 21             | 25                     | 63                           | 66                           | 57                                | 57                              |
| Upkeep and repair of train             | 50                  | 27             | 23                     | 48                           | 52                           | 49                                | 49                              |
| Length of journey time                 | 63                  | 18             | 18                     | 74                           | 77                           | 75                                | 72                              |
| Amount of seats /standing space        | 51                  | 19             | 30                     | 55                           | 59                           | 53                                | 53                              |
| Connections                            | 51                  | 32             | 18                     | 63                           | 64                           | 60                                | 61                              |
| Comfort of seats                       | 44                  | 32             | 25                     | 50                           | 55                           | 44                                | 46                              |
| Station ticket buying facilities       | 57                  | 20             | 23                     | 61                           | 64                           | 61                                | 60                              |
| Appropriate environment to catch train | 50                  | 29             | 20                     | 54                           | 56                           | 53                                | 51                              |

### Franchise Plan Commitments

| Clause  | Item   | Due Date         | Status/Comments  |
|---------|--|------------------|--|
| 3.2/3.3 | Service between Watford Junction and Gatwick Airport for minimum 12 hours per day subject to availability of paths and rolling stock.  | May 2000         | Bid rejected by Railtrack as infrastructure will not be ready until Summer 2001. Silverlink continue to bid for this path. |
| 6A      | Conduct passenger counts on the Bedford and Barking lines at three monthly intervals from 26 September 1999.   | September 2000   | Fourth and final count carried out in September 2000.  |
| 9.3     | Installation of telephone help points at Apsley Guise, Millbrook, Crouch Hill, Stewartby, Lidlington and Upper Holloway.   | 1 June 2000      | Derogation granted until 31 July 2000. Completed.  |
| 19.1    | Incur capital expenditure of not less than £266,000 or incur increased lease charges reflecting same, in the provision of improvements to the quality of the Passenger Services, the Station Services and/or such other improvements as the Chief Executive approves at his absolute discretion. | 31 December 1999 | Derogation granted until 30 June 2000. Completed.  |

## **Benefits Procured for Passengers by SSRA**

As compensation for the delay in the delivery of telephone help points at Apsley Guise, Millbrook, Crouch Hill, Stewartby, Lidlington and Upper Holloway, the following benefits have been negotiated and added to the Franchise Plan:

- Help points with a similar level of service at the remaining three stations on the St Albans Abbey line without the facility (Watford Junction, St Albans Abbey and Garston by the end of September) as passenger dividend, as well as electronic train departure boards (worth approximately £150,000) at Watford Junction and Milton Keynes, subject to the necessary agreements.

As compensation for non-compliances regarding telephones at Silvertown, Brondesbury Park, Ridgmont, Park Street, How Wood and Bricket Wood, the following passenger benefits have been negotiated and added to the Franchise Plan:

- Achieve and retain secure station accreditation under the British Transport Police Secured Station scheme by no later than 31 December 2001 at Bricket Wood, Brondesbury Park, How Wood, Park Street, Ridgmont and Silvertown.
- Use reasonable endeavours to procure provision of a security patrol at such times specified by the Franchising Director after consultation with the British Transport Police at Bricket Wood, How Wood, Park Street and Ridgmont.
- Ensure that a vandal- and weather-resistant freephone link/help point communications system linked to the control centre at Willesden Junction is installed at Silvertown by no later than 30 September 2000.
- Ensure that there are no less than two security patrols per day at each of Silvertown and Brondesbury Park stations during the times when the ticket offices are closed until the secure station accreditation has been achieved.

## **Actions to Improve Service to Passengers**

- New transport hub opened at Willesden Junction, with improved bus interchange, full accessibility for mobility-impaired passengers and a service delivery centre controlling CCTV and customer information.
- Additional Customer Assistance and Revenue Officers introduced at stations and on trains in the Silverlink Metro area.
- Introduction of customer 'Help Points' on the Gospel Oak-Barking and Bletchley-Bedford lines.
- Winter Sunday service introduced on the Gospel Oak-Barking line.
- Wheelchair ramps opened at Walthamstow Queens Road and Upper Holloway.
- Rebuilt Stonebridge Park station opened.
- Automatic ticket gates installed at Hemel Hempstead.

**Press enquiries: Graham Bashford**  
**Silverlink 01923 212863**

## South West Trains

South West Trains operate trains from London Waterloo to Woking, Basingstoke, Guildford, Southampton, Weymouth, Portsmouth, Exeter and Reading, serving a mixture of longer distance and shorter distance travellers, with a high percentage of commuters.

### PPM Results

| 1 April - 14 October 2000 (Periods 01-07) |              |                    |               |               |                 |                   |                      |
|---|--------------|--------------------|---------------|---------------|-----------------|-------------------|----------------------|
| <b>Within 5 mins</b><br>84.3%             | 5-10<br>8.6% | Within 10<br>92.8% | 10-15<br>2.4% | 15-20<br>1.1% | Over 20<br>2.3% | Cancelled<br>1.4% | No. Trains<br>303156 |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| Within 5<br>87.5%                | Change +/-<br>-3                |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 67                  | 16             | 16                     | 70                           | 73                           | 74                                | 72                              |
| Punctuality/ reliability               | 59                  | 15             | 26                     | 66                           | 68                           | 72                                | 67                              |
| Frequency of trains                    | 71                  | 13             | 16                     | 70                           | 73                           | 71                                | 71                              |
| Value for money                        | 40                  | 24             | 37                     | 37                           | 42                           | 38                                | 35                              |
| Info about train times/platforms       | 66                  | 18             | 17                     | 63                           | 66                           | 66                                | 66                              |
| Upkeep and repair of train             | 44                  | 25             | 31                     | 48                           | 52                           | 47                                | 46                              |
| Length of journey time                 | 73                  | 17             | 11                     | 74                           | 77                           | 77                                | 75                              |
| Amount of seats /standing space        | 54                  | 23             | 23                     | 55                           | 59                           | 58                                | 60                              |
| Connections                            | 62                  | 27             | 12                     | 63                           | 64                           | 64                                | 61                              |
| Comfort of seats                       | 49                  | 31             | 21                     | 50                           | 55                           | 54                                | 51                              |
| Station ticket buying facilities       | 67                  | 19             | 14                     | 61                           | 64                           | 66                                | 69                              |
| Appropriate environment to catch train | 58                  | 27             | 15                     | 54                           | 56                           | 56                                | 59                              |

### Franchise Plan Commitments

South West Trains had no franchise plan commitments due to be delivered within the period covered by *On Track*.

### Actions to Improve Service to Passengers

- Expansion of CCTV at Sunbury, Fulwell, Teddington, Norbiton, Kingston, Cobham and Stoke D'Abernon, Esher, Fleet, Bournemouth, Basingstoke and Thames Ditton.
- Completion of £180,000 facelift at Bournemouth Station (in addition to extensive £6.7million regeneration programme being undertaken on structure by Railtrack).
- Car park expansions at Winchester, Alton and Tisbury.

**Press enquiries: Jane Lee  
South West Trains 020 7620 5229**



## Thames Trains

Thames Trains operate services throughout the Thames Valley, the Kennet Valley, the Cotswolds, up to Stratford-upon-Avon, and on the North Downs line between Reading and Gatwick Airport. Passengers are a broad mix of commuters, business and leisure travellers (including tourists).

### PPM Results

| 1 April - 14 October 2000 (Periods 01-07) |              |                    |               |               |                 |                   | No. Trains |
|---|--------------|--------------------|---------------|---------------|-----------------|-------------------|------------|
| <b>Within 5 mins</b><br>88.6%             | 5-10<br>6.5% | Within 10<br>95.1% | 10-15<br>1.8% | 15-20<br>0.8% | Over 20<br>1.3% | Cancelled<br>1.0% | 144795     |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| Within 5<br>90.9%                | Change +/-<br>-2                |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 80                  | 12             | 7                      | 70                           | 73                           | 82                                | n/a                             |
| Punctuality/ reliability               | 74                  | 13             | 13                     | 66                           | 68                           | 79                                | n/a                             |
| Frequency of trains                    | 76                  | 11             | 13                     | 70                           | 73                           | 77                                | n/a                             |
| Value for money                        | 45                  | 23             | 32                     | 37                           | 42                           | 43                                | n/a                             |
| Info about train times/platforms       | 75                  | 14             | 10                     | 63                           | 66                           | 72                                | n/a                             |
| Upkeep and repair of train             | 66                  | 20             | 13                     | 48                           | 52                           | 65                                | n/a                             |
| Length of journey time                 | 82                  | 13             | 5                      | 74                           | 77                           | 83                                | n/a                             |
| Amount of seats /standing space        | 62                  | 15             | 22                     | 55                           | 59                           | 66                                | n/a                             |
| Connections                            | 71                  | 17             | 13                     | 63                           | 64                           | 67                                | n/a                             |
| Comfort of seats                       | 63                  | 22             | 15                     | 50                           | 55                           | 66                                | n/a                             |
| Station ticket buying facilities       | 65                  | 18             | 17                     | 61                           | 64                           | 65                                | n/a                             |
| Appropriate environment to catch train | 63                  | 25             | 12                     | 54                           | 56                           | 63                                | n/a                             |

### Franchise Plan Commitments

Thames Trains had no franchise plan commitments due to be delivered within the period covered by *On Track*.

**Press enquiries: Mike Lamport**  
**Thames Trains 0118 908 3637**

## Thameslink

Thameslink Rail Ltd operates trains between Bedford and Brighton via central London and also between Luton and Sutton via Wimbledon. Its north/south route serves five major stations in central London and two airports - Gatwick and Luton.

### PPM Results

| 1 April - 14 October 2000 (Periods 01-07) |              |                    |               |               |                 |                   |                     |
|---|--------------|--------------------|---------------|---------------|-----------------|-------------------|---------------------|
| <b>Within 5 minutes</b><br>84.4%          | 5-10<br>7.8% | Within 10<br>92.2% | 10-15<br>2.5% | 15-20<br>1.1% | Over 20<br>2.9% | Cancelled<br>1.4% | No. Trains<br>98045 |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| <b>Within 5 minutes</b><br>88.3% | <b>Change +/-</b><br>-4         |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 69                  | 14             | 16                     | 70                           | 73                           | 77                                | 76                              |
| Punctuality/ reliability               | 62                  | 13             | 25                     | 66                           | 68                           | 75                                | 73                              |
| Frequency of trains                    | 77                  | 11             | 11                     | 70                           | 73                           | 76                                | 77                              |
| Value for money                        | 34                  | 23             | 42                     | 37                           | 42                           | 38                                | 37                              |
| Info about train times/platforms       | 66                  | 18             | 15                     | 63                           | 66                           | 69                                | 72                              |
| Upkeep and repair of train             | 56                  | 28             | 16                     | 48                           | 52                           | 62                                | 64                              |
| Length of journey time                 | 75                  | 14             | 11                     | 74                           | 77                           | 79                                | 78                              |
| Amount of seats /standing space        | 51                  | 21             | 28                     | 55                           | 59                           | 50                                | 52                              |
| Connections                            | 69                  | 21             | 10                     | 63                           | 64                           | 71                                | 69                              |
| Comfort of seats                       | 51                  | 27             | 21                     | 50                           | 55                           | 55                                | 55                              |
| Station ticket buying facilities       | 60                  | 19             | 21                     | 61                           | 64                           | 62                                | 62                              |
| Appropriate environment to catch train | 53                  | 29             | 18                     | 54                           | 56                           | 54                                | 56                              |

### Franchise Plan Commitments

| Clause | Item  | Due Date          | Status/Comments |
|--------|---|-------------------|-----------------|
| 19.7.1 | Secure Station Accreditation to be achieved at West Sutton. | 30 September 2000 | Delivered.      |

**Press enquiries: Martin Walter**  
**Thameslink 020 7620 5006**

## Wales & West

Wales & West operates on many routes in South Wales and the West Country, providing a mix of long distance services between large centres and rural services.

### PPM Results

| 1 April - 14 October 2000 (Periods 01-07) |              |                    |               |               |                 |                   |                     |
|---|--------------|--------------------|---------------|---------------|-----------------|-------------------|---------------------|
| <b>Within 5 mins</b><br>87.7%             | 5-10<br>5.9% | Within 10<br>93.5% | 10-15<br>2.2% | 15-20<br>1.0% | Over 20<br>2.6% | Cancelled<br>0.7% | No. Trains<br>99750 |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| <b>Within 5 mins</b><br>87.6%    | <b>Change +/-</b><br>NC         |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 79                  | 10             | 10                     | 80                           | 73                           | 82                                | 82                              |
| Punctuality/ reliability               | 78                  | 10             | 12                     | 73                           | 68                           | 80                                | 78                              |
| Frequency of trains                    | 71                  | 13             | 16                     | 77                           | 73                           | 65                                | 72                              |
| Value for money                        | 56                  | 17             | 27                     | 55                           | 42                           | 56                                | 51                              |
| Info about train times/platforms       | 75                  | 14             | 11                     | 71                           | 66                           | 66                                | 64                              |
| Upkeep and repair of train             | 69                  | 19             | 12                     | 60                           | 52                           | 74                                | 73                              |
| Length of journey time                 | 82                  | 11             | 8                      | 82                           | 77                           | 80                                | 85                              |
| Amount of seats /standing space        | 65                  | 16             | 18                     | 67                           | 59                           | 76                                | 66                              |
| Connections                            | 64                  | 20             | 15                     | 65                           | 64                           | 63                                | 64                              |
| Comfort of seats                       | 63                  | 22             | 15                     | 64                           | 55                           | 68                                | 63                              |
| Station ticket buying facilities       | 72                  | 13             | 15                     | 71                           | 64                           | 74                                | 73                              |
| Appropriate environment to catch train | 63                  | 23             | 14                     | 59                           | 56                           | 61                                | 56                              |

### Franchise Plan Commitments

Wales and West had no franchise plan commitments due to be delivered in the period covered by *On Track*.

**Press enquiries: John Morris**  
**Wales & West 07071 881278**

## WAGN

WAGN serves the routes into London from Peterborough, Kings Lynn and Cambridge including a non-stop service between Cambridge and Kings Cross, plus frequent services from Hertford, Enfield and Chingford. It also operates the Liverpool Street to Stansted Airport services. It operates into three London termini - Kings Cross, Moorgate and Liverpool Street.

### PPM Results

| 1 April - 14 October 2000 (Periods 01-07) |              |                    |               |               |                 |                   |                      |
|---|--------------|--------------------|---------------|---------------|-----------------|-------------------|----------------------|
| <b>Within 5 mins</b><br><b>90.2%</b>      | 5-10<br>4.9% | Within 10<br>95.0% | 10-15<br>1.5% | 15-20<br>0.6% | Over 20<br>2.1% | Cancelled<br>0.8% | No. Trains<br>177042 |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| <b>Within 5</b><br><b>92.5%</b>  | <b>Change +/-</b><br><b>-2</b>  |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 76                  | 13             | 11                     | 70                           | 73                           | 76                                | 77                              |
| Punctuality/ reliability               | 73                  | 12             | 15                     | 66                           | 68                           | 76                                | 76                              |
| Frequency of trains                    | 73                  | 13             | 15                     | 70                           | 73                           | 70                                | 74                              |
| Value for money                        | 34                  | 27             | 38                     | 37                           | 42                           | 30                                | 30                              |
| Info about train times/platforms       | 61                  | 19             | 20                     | 63                           | 66                           | 66                                | 65                              |
| Upkeep and repair of train             | 61                  | 21             | 18                     | 48                           | 52                           | 60                                | 64                              |
| Length of journey time                 | 81                  | 12             | 6                      | 74                           | 77                           | 80                                | 81                              |
| Amount of seats /standing space        | 60                  | 17             | 23                     | 55                           | 59                           | 57                                | 55                              |
| Connections                            | 67                  | 24             | 10                     | 63                           | 64                           | 67                                | 74                              |
| Comfort of seats                       | 58                  | 25             | 16                     | 50                           | 55                           | 56                                | 57                              |
| Station ticket buying facilities       | 57                  | 19             | 24                     | 61                           | 64                           | 64                                | 62                              |
| Appropriate environment to catch train | 53                  | 28             | 20                     | 54                           | 56                           | 54                                | 52                              |

### Franchise Plan Commitments

WAGN had no franchise plan commitments due to be delivered in the period covered by *On Track*.

Press enquiries: Jenny Chapman  
WAGN 020 7713 2154

## West Coast Trains

West Coast Trains operate services between Glasgow, North West England, North Wales, the Midlands and London Euston.

### PPM Results

| 1 April - 14 October 2000 (Periods 01-07) |       |                  |       |       |         |           |            |
|---|-------|------------------|-------|-------|---------|-----------|------------|
| Within 5 mins                             | 5-10  | <b>Within 10</b> | 10-15 | 15-20 | Over 20 | Cancelled | No. Trains |
| 68.8%                                     | 10.4% | <b>79.2%</b>     | 5.7%  | 3.8%  | 10.5%   | 0.8%      | 32101      |

| Previous Year<br>(Periods 01-07) | Year on Year<br>(Periods 01-07) |
|----------------------------------|---------------------------------|
| <b>Within 10 mins</b><br>82.7%   | <b>Change +/-</b><br>-4         |

### National Passenger Survey Results - Autumn 2000

| Factor                                 | % Satisfied or Good | % Neither/ Nor | % Dissatisfied or Poor | TOC Type % Satisfied or Good | National % Satisfied or Good | Previous Wave % Satisfied or Good | Autumn 1999 % Satisfied or Good |
|--|---------------------|----------------|------------------------|------------------------------|------------------------------|-----------------------------------|---------------------------------|
| Overall opinion                        | 80                  | 10             | 11                     | 77                           | 73                           | 82                                | 83                              |
| Punctuality/ reliability               | 71                  | 8              | 22                     | 70                           | 68                           | 82                                | 79                              |
| Frequency of trains                    | 77                  | 13             | 11                     | 79                           | 73                           | 86                                | 82                              |
| Value for money                        | 44                  | 14             | 41                     | 48                           | 42                           | 50                                | 46                              |
| Info about train times/platforms       | 72                  | 16             | 12                     | 74                           | 66                           | 81                                | 74                              |
| Upkeep and repair of train             | 75                  | 17             | 9                      | 73                           | 52                           | 76                                | 74                              |
| Length of journey time                 | 74                  | 14             | 12                     | 80                           | 77                           | 79                                | 81                              |
| Amount of seats /standing space        | 73                  | 15             | 12                     | 67                           | 59                           | 70                                | 72                              |
| Connections                            | 61                  | 23             | 16                     | 64                           | 64                           | 65                                | 60                              |
| Comfort of seats                       | 70                  | 20             | 10                     | 69                           | 55                           | 67                                | 70                              |
| Station ticket buying facilities       | 72                  | 16             | 12                     | 72                           | 64                           | 64                                | 54                              |
| Appropriate environment to catch train | 60                  | 26             | 15                     | 62                           | 56                           | 62                                | 61                              |

### Franchise Plan Commitments

| Clause | Item   | Due Date           | Status/Comments  |
|--------|--|--------------------|--|
| 9.2    | Introduction of a coach transfer facility between Watford Junction Station and Heathrow Airport. | 24 September 2000  | Delivered  |
| 29     | Enhancement of Luton town centre and airport - Milton Keynes bus rail link.                      | September 2000     | Delivered  |
| 36     | Host a customer consultation meeting at a large station.   | Every three months | Meetings held at Carlisle (5 April), Manchester Piccadilly (5 July) and Stafford (18 October). |

### Actions to Improve Service to Passengers

- Refurbishment of First Class lounge at London Euston.
- Fast ticket machines introduced at principal stations.

**Press enquiries: Denize Quest  
Virgin Trains 0870 789 1111**

## THE TRAIN OPERATING COMPANIES AND THEIR FRANCHISEES

| Franchise                   | Franchisee  | Franchise Length | Franchise Termination Date |
|-----------------------------|---|------------------|----------------------------|
| Anglia Railways             | GB Railways Group Plc.  | 7 yrs 3 mth      | April 2004                 |
| C2C                         | Prism Rail PLC.   | 15 yrs           | May 2011                   |
| Cardiff Railway Company     | Prism Rail PLC.   | 4 yrs 6 mth      | March 2001                 |
| Central Trains              | National Express Group PLC.   | 7 yrs 1 mth      | April 2004                 |
| Chiltern Railways           | M40 Trains Limited (John Laing plc).                                      | 7 yrs            | July 2003                  |
| Connex South Central        | Connex Transport UK Limited   | 7 yrs            | May 2003                   |
| Connex South Eastern        | Connex Transport UK Limited   | 15 yrs           | October 2011               |
| CrossCountry                | Virgin Rail Group Limited.  | 15 yrs 3 mth     | April 2012                 |
| Gatwick Express             | National Express Group PLC.   | 15 yrs           | May 2011                   |
| Great Eastern Railway       | FirstGroup PLC  | 7 yrs 3 mth      | April 2004                 |
| Great North Eastern Railway | GNER Holdings Limited (subsidiary of Sea Containers Ltd.)                 | 7 yrs            | April 2003                 |
| Great Western Trains        | Great Western Holdings Limited (subsidiary of FirstGroup PLC).            | 10 yrs           | February 2006              |
| Island Line                 | Stagecoach Holdings PLC.  | 5 yrs            | October 2001               |
| Merseyrail Electrics        | Arriva PLC  | 1 yr             | February 2001              |
| Midland Mainline            | National Express Group PLC.   | 12 yrs           | April 2008                 |
| North Western Trains        | Great Western Holdings Limited (subsidiary of FirstGroup PLC).            | 7 yrs 1 mth      | April 2004                 |
| Northern Spirit             | Arriva PLC  | 1 yr             | February 2001              |
| ScotRail                    | National Express Group PLC.   | 7 yrs            | April 2004                 |
| Silverlink                  | National Express Group PLC.   | 7 yrs 6 mth      | October 2004               |
| South West Trains           | Stagecoach Holdings PLC.  | 7 yrs            | February 2003              |
| Thames Trains               | Victory Railways Holdings Limited (subsidiary of The Go-Ahead Group Plc). | 7 yrs 6 mth      | April 2004                 |
| Thameslink Rail             | GOVIA Limited (Go-Ahead Group and Via G.T.I. SA).                         | 7 yrs 1 mth      | April 2003                 |
| Wales & West                | Prism Rail PLC.   | 7 yrs 6 mth      | March 2001                 |
| West Anglia Great Northern  | Prism Rail PLC.   | 4 yrs 3 mth      | March 2001                 |
| West Coast Trains           | Virgin Rail Group Limited.  | 15 yrs           | March 2012                 |

NB. Negotiations are currently ongoing with M40 Trains Limited to replace the current Chiltern Railways franchise with a new 20 year franchise, and with GOVIA Limited to replace the current Connex South Central franchise with a new 20 year franchise. New contracts are expected to be in place on both franchises during 2001.

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**Media Enquiries: SSRA Press Office: 020 7654 6234 / 6387 / 6294**

'On Track', along with other news and publications from us, is available on our website: [www.sra.gov.uk](http://www.sra.gov.uk)

# Explanatory Notes

## PUBLIC PERFORMANCE MEASURE

The Public Performance Measure measures performance of individual trains against their planned timetable. Where a train fails to run its entire planned route calling at all timetabled stations it will either be shown as 'Cancelled' (if it runs less than half of its planned mileage) or will be added to the trains in the '20 minutes or more' band.

Trains which complete their whole route calling at all timetabled stations are measured for punctuality at their final destination. A train's performance is recorded by the automated monitoring system which logs performance – usually using the signalling equipment. Trains shown in the 0–5 minute band will have been recorded as arriving at their final destination either early, on time or up to 4 minutes 59 seconds late. Trains in the 5–10 minute band will have been recorded as arriving between 5 minutes and 9 minutes 59 seconds late. The bands carry on in this manner up to the over 20 minute band which looks at trains recorded as arriving 20 minutes or more late PLUS those trains which fail to call at all stops described in the paragraph above.

The timetable against which the trains are judged is the 'plan of the day' timetable. This will generally reflect the printed timetable as amended for planned engineering works or major incidents. Where there are other significant variations, these will normally be noted by the operator's results.

Each train operating company's performance is monitored over 13 four-week periods during the financial year (1 April to 31 March). The periods for 2000/01/ are:

|     |          |   |          |
|-----|----------|---|----------|
| P1  | 01.04.00 | – | 29.04.00 |
| P2  | 30.04.00 | – | 27.05.00 |
| P3  | 28.05.00 | – | 24.06.00 |
| P4  | 25.06.00 | – | 22.07.00 |
| P5  | 23.07.00 | – | 19.08.00 |
| P6  | 20.08.00 | – | 16.09.00 |
| P7  | 17.09.00 | – | 14.10.00 |
| P8  | 15.10.00 | – | 11.11.00 |
| P9  | 12.11.00 | – | 09.12.00 |
| P10 | 10.12.00 | – | 06.01.01 |
| P11 | 07.01.01 | – | 03.02.01 |
| P12 | 04.02.01 | – | 03.03.01 |
| P13 | 04.03.01 | – | 31.03.01 |

## NATIONAL PASSENGER SURVEY

In 1999 the SSRA launched its National Passenger Survey to track levels of satisfaction on a representative sample of passenger journeys against certain key factors of passenger importance.

In order to provide something that gives a consistent picture across the network, SSRA commissioned a pilot National Passenger Survey in early 1999. The lessons learned in the pilot were used to specify a twice yearly tracking study which is conducted by the Oxford Research Agency and which measures levels of satisfaction across the entire franchised rail network.

The focus of the survey centres on the factors that really matter to passengers. These were defined by the pilot national survey and are listed below:

1. Overall satisfaction with the journey.
2. Trains arrive and depart on time.
3. Frequency of trains.
4. Price/value for money of tickets.
5. Information provided at stations about train times/platforms.
6. Upkeep and repair of the train.
7. Speed of the journey.
8. Having a seat.
9. Train connections.
10. Comfort of the train seating area.
11. Being able to buy a ticket quickly and easily.
12. Providing an appropriate environment for people to catch their train.
13. Provision of information if there are any delays.
14. Passengers' concerns with personal security.
15. Satisfaction with the way in which any recent complaints or claims made for compensation were handled.

All of these factors are reported at national level and factors 1 to 12 are also reported operator by operator. Individual operators' results are presented by the type of service, i.e. the three categories of High Speed Long Distance, London and South East, and Other operators.

Self completion questionnaires are distributed at approximately 700 stations around the country, twice a year, at different times of the day and days of the week. The choice of stations is on the basis of a system tied to usage. Operators have advised us on the profile of their passengers in terms of the proportion of commuters, business and leisure travellers. These profiles are based on operators' own market and satisfaction research. This was to ensure that the sample represents the passengers using their services.

For the purposes of carrying out the survey fieldwork, each operator's passengers are treated as a separate sample in order that the correct profile can be achieved for each. In order to look at the results at national level, each individual operator's results are weighted proportionate to the percentage of the total passenger journeys they provide.

We report results of the survey for individual operators and, for operators in London and the south east of England, broken down between peak and off-peak passengers. For this reason there is a target of at least 500 passengers per survey for almost all operators and 1,000 for those where a peak/off-peak breakdown is required. There are a few exceptions to this – for Island Line we aim at 250 and for the three largest operators in terms of passenger journeys, we aim at 1,500 passengers.

## SSRA INCENTIVE PAYMENTS/PENALTIES

**Punctuality Incentive Payment (PIP)** applies to peak London commuter services and regional and rural services. It measures lateness and cancellations on the day against the planned timetable. The results for each four-week accounting period are compared with the benchmark figure, in most cases\* based on annual average performance in the pre-franchising period. If average lateness is better than the benchmark, the SSRA pays the operator; if worse, the operator pays the SSRA. As the benchmark is an annual average, seasonal variations in performance would be expected to result in operators receiving payments in some periods and paying penalties in others.

\*Two operators' benchmarks were raised above annual average performance levels in the pre-franchising period. These were Merseyrail Electrics (all service groups) and Central Trains (Snow Hill peak, New Street peak, and New Street off-peak service groups only).

**Short Formations Incentive Payment (SFIP)** applies to peak services into London and some other cities. Each of these operators must have a train plan showing how the capacity will be delivered. If the operator fails to meet this plan, an SFIP charge, based on a proportion of the cancellation charge, is made.

**Timetable Change Incentive Payment (TCIP)** penalises operators who change the timetable from the printed version. But because it substitutes for a higher payment under PIP (if the operator had simply cancelled the trains without warning), TCIP gives operators an incentive to handle disruption in a planned way, and to give passengers notice of amended services.

PIP and SFIP payments are normally paid one period in arrears, and TCIP two periods in arrears.

As operators vary greatly in the number of trains they run, this table is not intended to be used to make quantitative comparisons between operators.

This table relates to payments being made by and to the SSRA. They do not include information on the separate PTE incentive regimes, which are the responsibility of the relevant PTEs. But as the SSRA is a partner in Merseytravel PTE's incentive regime for Merseyrail Electrics, our contribution is shown in the 'Other' column of the table. This covers the small area served by Merseyrail Electrics outside the PTE boundary. Island Line payments are shown in the 'Other' column because its performance regime only acts as a one-way penalty regime for late or cancelled trains.

c2c has PIP, SFIP and TCIP regimes for its peak commuter services, and also a bespoke element, in the 'Other' column, which is related to the general performance of all c2c services.

An additional penalty regime for late or cancelled trains on Chiltern Railways was negotiated during 1998/99 and came

into effect on 1 April 1999. Payments made under this regime are shown in the 'Other' column.

There is a separate table covering three performance regimes for former InterCity operators, negotiated since franchising. The West Coast Trains regime covers short formations only – with payments to the SSRA where they fail to meet the specifications in their PSRs. In addition, the Midland Mainline regime covers cancellations arising from the introduction of new rolling stock.

The Great Western regime contains a similar short formations element. But the operator is also penalised for trains which are cancelled or more than 20 minutes late. Great Western pays a proportion of a fixed annual amount each period (an average of £125,000 per period). When the actual performance is known, £125,000 is deducted in respect of the fixed amount to leave the variable remainder. The table shows this variable remainder, which will be a positive amount if the penalties total less than £125,000, and negative if more than £125,000.

Generally, the SSRA performance regimes apply regardless of cause, but operators have separate arrangements with Railtrack that provide compensation where delays are caused by Railtrack. However, as the new Great Western regime is not reflected in arrangements with Railtrack, the penalties are capped or waived for certain causes outside Great Western's control. The same applies to the additional penalty regime for late or cancelled trains now operating on Chiltern Railways.

Zero figures indicate that a regime is in operation, but no payments have been made/penalties deducted during the quarter. Blanks indicate that no regime is in operation. Discrepancies in the total columns are a result of rounding individual figures.

## SUBSIDY PER PASSENGER MILE

Central Trains, Merseyrail Electrics, North Western Trains, Northern Spirit and ScotRail are part funded by PTEs. Where a PTE retains revenue risk, it pays the gross operating costs less the actual revenue. The subsidy figures in this table are based on the assumed revenue levels set in the franchise agreement. This, however, may overstate the actual subsidy paid where there has been real revenue growth. Actual subsidy per mile figures may therefore be less than stated for these operators.

Calculations for 1998/99 are based on 1998/99 passenger miles; calculations for 1999/2000 and 2000/01 are based on 1999/2000 passenger miles. Passenger mileage is generally estimated from ticket sales and is, therefore, subject to a margin of error.

Subsidy figures for 2000/01 exclude any payments under the incentive regimes; subsidy figures for previous years are inclusive of incentive regime payments. Figures in brackets show where the SSRA is in receipt of payments.



## FRANCHISE PLAN COMMITMENTS

Progress against commitments either due or delivered in the period covered by 'On Track'.

## BENEFITS PROCURED BY SSRA

Passenger benefits procured by SSRA for passengers, following negotiations to secure compensation for failure to meet the terms of the franchise plan.

## CHANGES TO CONTRACT

Changes made to franchise contract, following negotiations between the SSRA and the operator.

## ACTIONS TO IMPROVE SERVICE TO PASSENGERS

Actions which have been taken outside the franchise agreement to improve the service to passengers are recorded.

## ACRONYMS/ABBREVIATIONS

|      |   |
|------|---|
| CCTV | Closed Circuit Television                 |
| DMU  | Diesel Multiple Unit                      |
| EMU  | Electric Multiple Unit                    |
| HST  | High Speed Train                          |
| NRES | National Rail Enquiry Service             |
| PIP  | Punctuality Incentive Payment             |
| PSR  | Passenger Service Requirement             |
| PTE  | Passenger Transport Executive             |
| SFIP | Short Formations Incentive Payment        |
| SPT  | Strathclyde Passenger Transport Executive |
| TCIP | Timetable Change Incentive Payment        |

*Earlier editions of these bulletins, published by SSRA, can be accessed on the SSRA website at [www.sra.gov.uk](http://www.sra.gov.uk)*



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