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Commentary

This is the fourth edition of *On Track*, and the second published by the Strategic Rail Authority since it formally came into being on 1 February 2001. The document provides a comprehensive overview of passenger train performance, passengers' views on services, passenger complaints to train operators, and details of financial penalties and payments made by and to train operators.

This edition covers the period 1 April 2001 – 13 October 2001. At the beginning of that period the network was still heavily affected by the programme of emergency speed restrictions imposed by Railtrack in the aftermath of the Hatfield accident. Whilst many of those speed restrictions had been lifted by the end of the period, the backlog of routine maintenance on the network meant that a higher than normal level of speed restrictions was seen throughout this *On Track* period. The year-on-year comparisons in this publication reflect the very different network conditions over that period compared with the pre-Hatfield scenario of twelve months previous.

Public Performance Measure

Consequently, for the overwhelming majority of operators, the Public Performance Measure (PPM) figures have fallen compared with a year ago. The return to full timetables (from previous emergency versions) in the spring created further pressure on a network which has seen significant increases in the number of trains operated (and passengers carried) over the last five years.

A shortage of train drivers in some parts of the country (partly caused by new working practices) has led to many cancellations. Passengers have also suffered from the initial poor reliability of much new rolling stock, emphasising the need for trains which will perform well 'out of the box'.

Amidst the general decline in performance there have been some exceptions. Chiltern Railways and Island Line managed to improve year-on-year performance, while Connex South Eastern and Arriva Merseyside remained stable.

National Passenger Survey

In autumn 2001 (September/October) the fifth wave of the National Passenger Survey (NPS) was carried out. The NPS provides a national picture of customer satisfaction with rail travel over time. It has been running since Autumn 1999 and measures the factors which are of most importance to passengers.

The graphs on pages 6 to 11 show the results for the top five factors of importance at national and operator levels. The individual train operator pages contain the results for the top twelve factors of importance with year-on-year comparisons.

Reflecting the continuing recovery from the worst of the recent service disruption, national overall satisfaction (very or fairly satisfied with the day's journey) is at the same level (73%) as the Autumn 2000 survey, having fallen to 69% in Spring 2001. The satisfaction level for Punctuality/Reliability is 64% down on the previous year's level of 68%, but again an increase on the Spring 2001 level (59%). Information about Train Times/Platforms, Amount of Seats/Standing Space and Standing Space and Station Ticket Buying Facilities have all increased year-on-year at a national level.

For individual train operators, the highest levels of overall satisfaction were recorded for Chiltern (89%), Gatwick Express and Island Line (both 88%). For the same factor, significant year-on-year increases were made by CrossCountry, Wales & West and Silverlink.

In some important areas, passenger satisfaction increased significantly. For example, six operators improved customer satisfaction for Amount of Seats/Standing Space and six also for Station Ticket Buying Facilities. The largest increase were made by c2c with Upkeep and Repair of Train rising from 39% to 55% and Comfort of Seats from 39% to 53%. Gatwick Express increased satisfaction with Upkeep and Repair of Train by 12% to 70% and Station Ticket Buying Facilities by 15% to 72%. Arriva Trains Northern saw satisfaction rise to 61% for Upkeep and Repairs of Train and passenger satisfaction with Train Connections rose to 68% for Central Trains.

Passengers on WAGN continued to suffer from service disruption following the Hatfield accident and several factors decreased significantly on the score for the previous year as a result.

Punctuality/Reliability and Length of Journey are poor performing areas for several operators, particularly in London and South East.

Complaints

The data published in this report shows the number of complaints received by train operators per 100,000 passenger journeys, how those complaints were made, the performance of the train operators in responding to passenger complaints within set timeframes and the nature of complaints made by passengers.

For in the industry as a whole, the level of complaints per 100,000 journeys has increased slightly in comparison to the same period last year but has dropped significantly compared to the six months following the accident at Hatfield. All but two operators have seen a fall in the number of complaints received per 100,000 journeys in this period compared to the post-Hatfield period.

The train operators' response times to passenger complaints were significantly affected by the increase in complaint levels after Hatfield and most operators' response time increased in that period. However, as complaint levels have fallen from the immediate post-Hatfield period, performance has improved throughout the industry and, for the period covered by this report, is slightly better than the performance delivered in the same period last year.

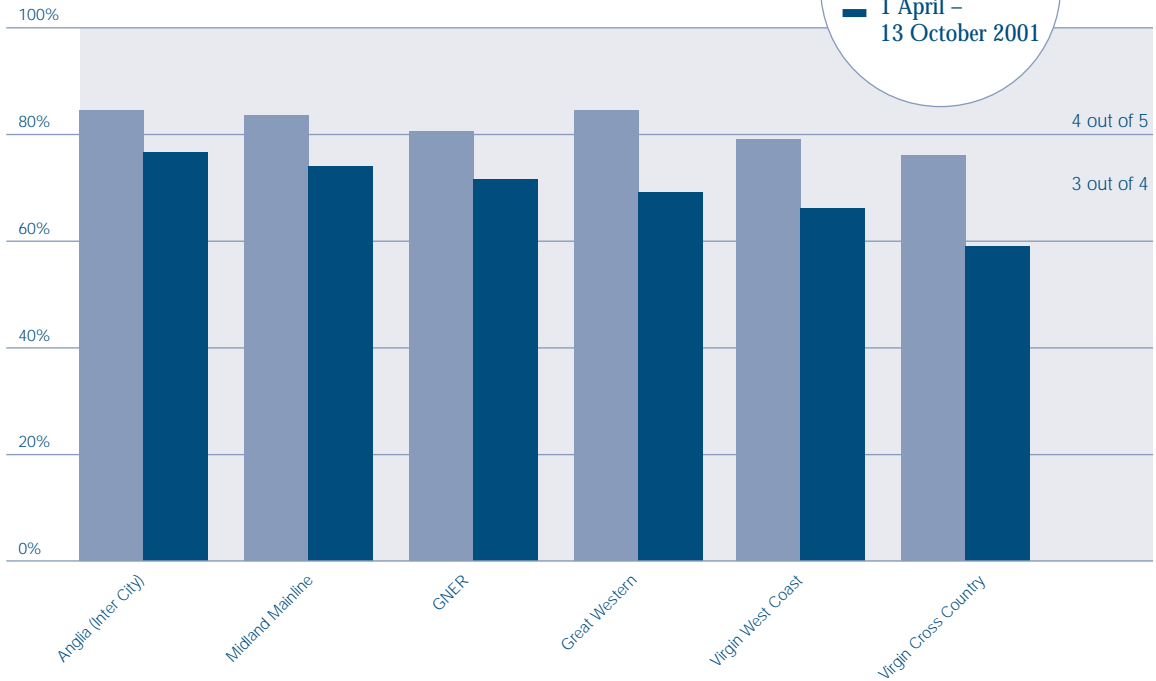
Incentive Regimes

The SRA received net incentive payments from operators of £136million in the year ending 13 October 2001. This compares with a net figure of £17.8million received in the previous year ending 14 October 2000.

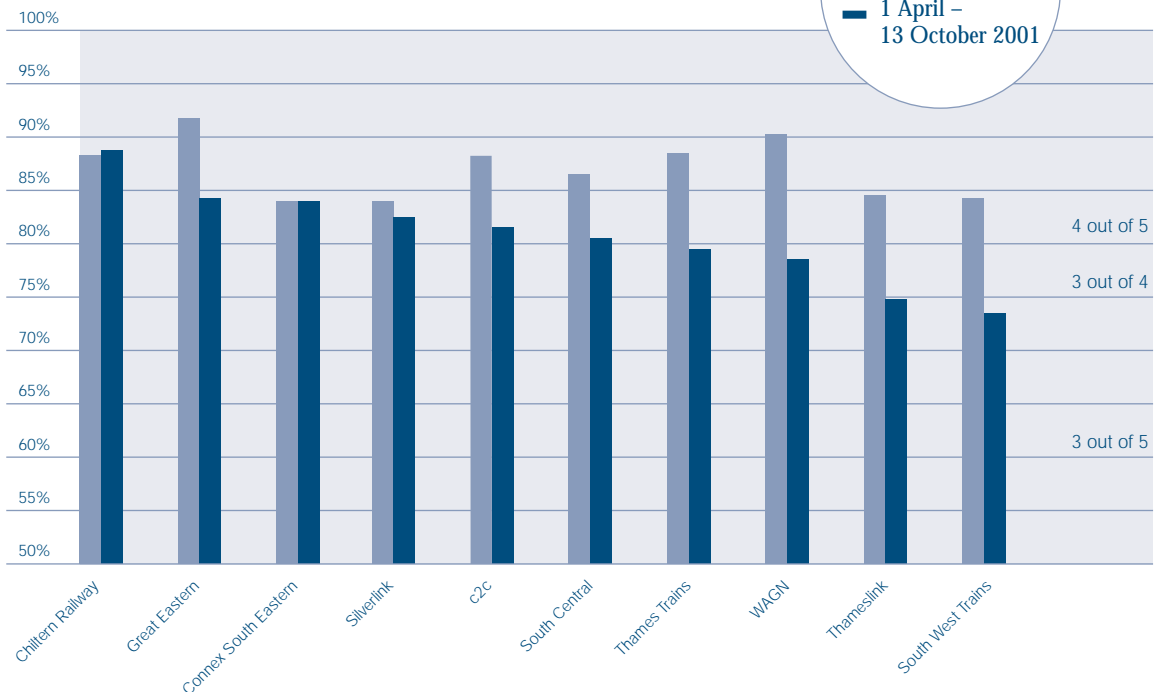
During the period covered by On Track a net payment of £41.2million was received by the SRA from operators.

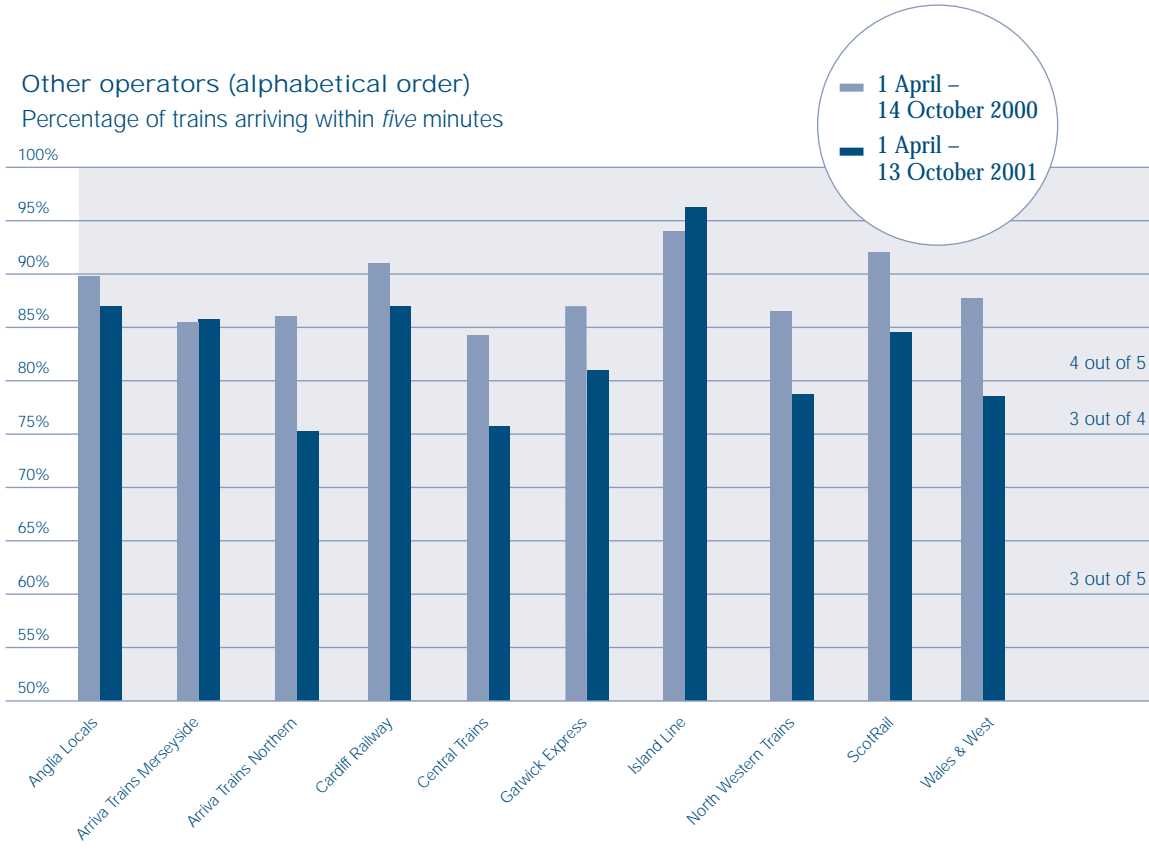
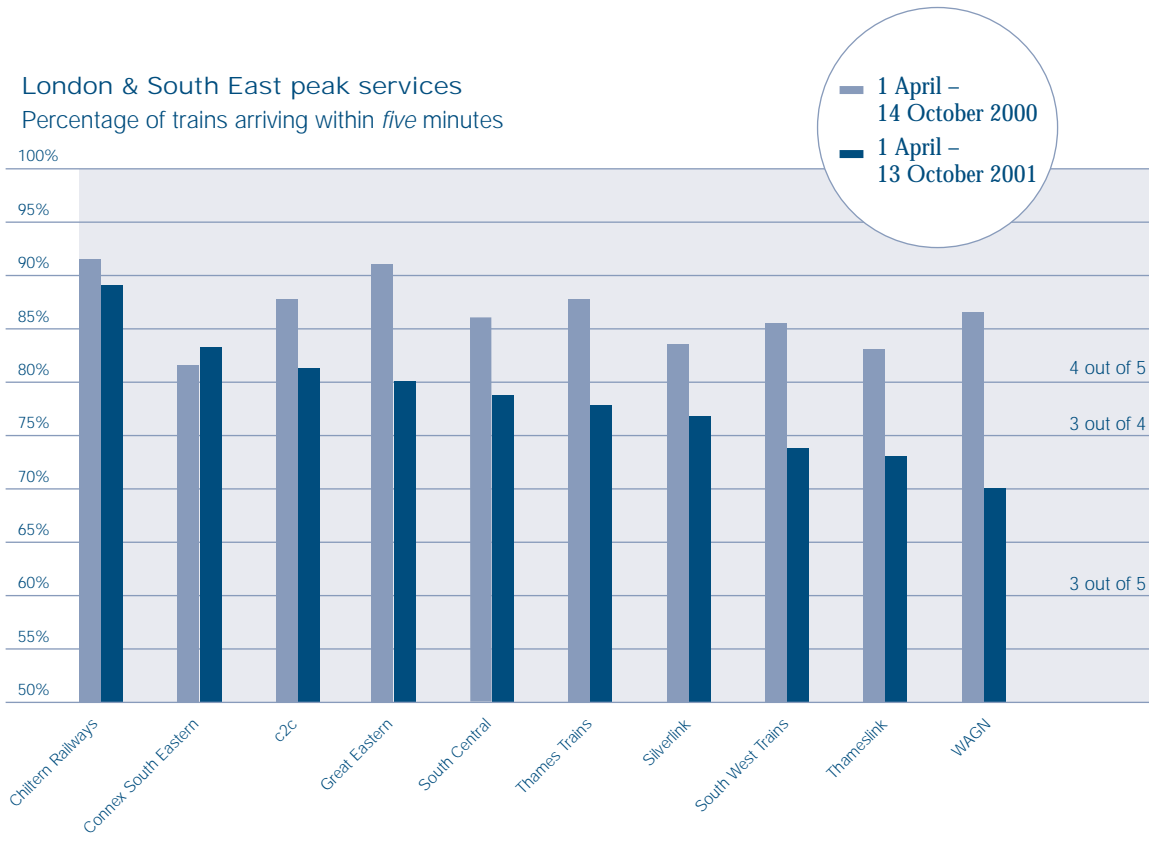
Summary performance figures

Long distance high speed
Percentage of trains arriving within *ten* minutes



London & South East all day
Percentage of trains arriving within *five* minutes





National passenger survey – wave 5 Autumn 2001

National level results (all respondents) Top five factors of passenger importance



BASE (Excludes those saying don't know/did not use)
*Difference between 2000 and 2001 is statistically significant at 95% level

National passenger survey – wave 5 Autumn 2001 continued

TOC level results

– overall opinion of journey

High speed long distance TOCs

						Autumn 2001			Autumn 2000				
		% Dissatisfied	% Satisfied	% Dissatisfied	% Satisfied	Total	Peak	Off peak	Total	Peak	Off peak		
National total (21,834)	14	4	10	14	52	21	73	n/a	n/a	73	n/a	n/a	
Total long distance (5,015)	11	3	8	11	51	28	79*	69	58	75	70	60	75
CrossCountry (989)	11	3	8	10	51	29	80*	69	57	75	67	51	74
GNER (1,000)	7	1	6	9	53	32	85*	68	58*	75	70	64	73
Great Western (1,001)	13	4	9	11	49	27	76	73*	63*	78*	80	73	84
Midland Mainline (1,033)	10	2	8	10	55	25	80	53*	37*	62*	63	49	74
West Coast Trains (992)	13	4	9	12	48	27	75*	65*	57*	67*	56	43	62



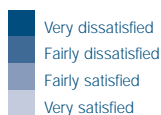
Other TOCs

						Autumn 2001			Autumn 2000				
		% Dissatisfied	% Satisfied	% Dissatisfied	% Satisfied	Total	Peak	Off peak	Total	Peak	Off peak		
National total (21,834)	14	4	10	14	52	21	73	n/a	n/a	73	n/a	n/a	
Total other TOCs (5,298)	11	3	8	10	50	29	79	69	58	75	70	60	75
Anglia Railways (492)	7	2	5	12	55	26	81*	89	84	91	89	86	90
Cardiff Railways (494)	7	2	5	11	48	34	82	69	57	75	67	51	74
Central Trains (508)	11	2	9	10	55	24	79	68	58*	75	70	64	73
Gatwick Express (502)	4	1	3	7	52	36	88	73*	63*	78*	80	73	84
Island Line (254)	4	1	3	8	40	48	88*	53*	37*	62*	63	49	74
Arriva Trains Merseyside (510)	8	2	6	15	49	28	77*	65*	57*	67*	56	43	62
Arriva Trains Northern (505)	17	5	12	8	48	27	75	69	60	74	67	59	71
North Western Trains (515)	14	5	9	14	51	20	71	70	63	73	69	56	76
ScotRail (992)	6	1	5	8	50	35	85	79	68	82	80	70	83
Wales & West (526)	7	1	6	9	48	36	84*	65*	49*	75*	76	62	85



London & South East TOCs

						Autumn 2001			Autumn 2000			
		% Dissatisfied	% Satisfied	% Dissatisfied	% Satisfied	Total	Peak	Off peak	Total	Peak	Off peak	
National total (21,834)	14	4	10	14	52	21	73	n/a	n/a	73	n/a	n/a
Total London & South East (11,521)	15	4	11	16	52	17	69	58	75	70	60	75
Chiltern Railways (1,005)	4	1	3	7	52	37	89	84	91	89	86	90
South Central (1,494)	13	3	10	18	53	16	69	57	75	67	51	74
Connex South Eastern (1,484)	15	4	11	18	54	14	68	58*	75	70	64	73
Great Eastern (1,013)	11	3	8	15	54	19	73*	63*	78*	80	73	84
C2C (1,003)	31	11	20	16	39	14	53*	37*	62*	63	49	74
Silverlink Trains (1,002)	17	5	12	18	48	17	65*	57*	67*	56	43	62
South West Trains (1,503)	15	4	11	16	53	16	69	60	74	67	59	71
Thameslink (1,005)	14	3	11	17	53	17	70	63	73	69	56	76
Thames Trains (989)	8	2	6	13	53	26	79	68	82	80	70	83
WAGN (1,023)	18	5	13	17	50	15	65*	49*	75*	76	62	85



BASE (Excludes those saying don't know/no opinion)
 *Difference between 2000 and 2001 is statistically significant at 95% level

National passenger survey – wave 5 Autumn 2001 continued

TOC level results

– punctuality/reliability

High speed long distance TOCs

					Autumn 2001 % satisfied	Autumn 2000 % satisfied
National total (20,691)	23	9 14	13	39 25	64*	68
Total long distance (4,790)	22	10 12	10	33 36	69	70
CrossCountry (959)	24	11 13	10	29 37	66	61
GNER (945)	15	6 9	9	34 42	76	74
Great Western (954)	25	12 13	11	31 32	63*	74
Midland Mainline (997)	21	9 12	10	37 33	70	72
West Coast Trains (935)	22	9 13	10	35 33	68	71



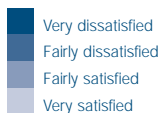
Other TOCs

					Autumn 2001 % satisfied	Autumn 2000 % satisfied
National total (20,691)	23	9 14	13	39 25	64*	68
Total other TOCs (4,929)	20	9 11	11	37 32	69*	73
Anglia Railways (463)	18	5 13	10	41 32	73	78
Cardiff Railways (461)	13	3 10	8	46 34	80	76
Central Trains (479)	17	6 11	15	35 33	68	63
Gatwick Express (466)	9	4 5	8	31 52	83*	88
Island Line (234)	5	1 4	5	37 54	91	92
Arriva Trains Merseyside (458)	13	4 9	12	41 34	75	77
Arriva Trains Northern (474)	32	17 15	12	30 26	56*	66
North Western Trains (492)	25	13 12	9	40 26	66	68
ScotRail (905)	15	6 9	10	41 34	75*	81
Wales & West (497)	11	4 7	14	34 41	75	78



London & South East TOCs

					Autumn 2001 % satisfied			Autumn 2000 % satisfied		
					Total	Peak	Off peak	Total	Peak	Off peak
National total (20,691)	23	9 14	13	39 25	64*	n/a	n/a	68	n/a	n/a
Total London & South East (10,972)	25	9 16	14	40 21	61*	55*	64*	66	59	70
Chiltern Railways (964)	7		25	41 44	85	83	87	86	85	86
Connex South Central (1,423)	22	8 14	14	42 22	64	55	69*	67	51	74
Connex South Eastern (1,419)	21	6 15	15	44 19	63*	61	66*	68	64	71
Great Eastern (949)	20	8 12	14	44 22	66*	57*	70*	77	70	82
C2C (950)	36	17 19	16	33 16	49*	38*	55*	64	49	76
Silverlink Trains (943)	34	13 21	15	35 17	52*	49*	53	47	36	52
South West Trains (1,448)	28	11 17	14	38 20	58	53	60	59	59	60
Thameslink (971)	26	10 16	11	39 23	62	62	63	62	57	65
Thames Trains (945)	19	6 13	12	40 29	69*	64	71*	74	67	77
WAGN (960)	34	14 20	13	35 18	53*	37*	64*	73	63	79



BASE (Excludes those saying don't know/no opinion)
*Difference between 2000 and 2001 is statistically significant at 95% level

National passenger survey – wave 5 Autumn 2001 continued

TOC level results

– frequency of trains

High speed long distance TOCs

						Autumn 2001 % satisfied	Autumn 2000 % satisfied	
National total (20,399)	17	5	12	13	47	23	70*	73
Total long distance (4,587)	10	3	7	12	48	30	78	79
CrossCountry (866)	15	3	12	16	47	21	68	68
GNER (917)	5	1	4	8	43	44	87	86
Great Western (925)	13	4	9	12	48	27	75*	80
Midland Mainline (969)	7	2	5	11	48	34	82	83
West Coast Trains (910)	9	3	6	11	53	28	81	77



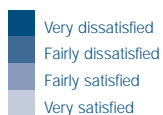
Other TOCs

						Autumn 2001 % satisfied	Autumn 2000 % satisfied	
National total (20,399)	17	5	12	13	47	23	70*	73
Total other TOCs (4,896)	14	4	10	11	44	31	75*	77
Anglia Railways (464)	12	4	8	12	42	34	76	78
Cardiff Railways (447)	14	4	10	10	48	29	77	78
Central Trains (470)	17	3	14	12	47	24	71	72
Gatwick Express (470)	3	2	1	5	29	63	92	94
Island Line (231)	5	1	4	14	38	43	81*	89
Arriva Trains Merseyside (465)	6	2	4	9	43	42	85	87
Arriva Trains Northern (474)	15	5	10	14	43	27	70	74
North Western Trains (486)	19	7	12	15	45	21	66	68
ScotRail (903)	11	3	8	8	46	36	82	82
Wales & West (486)	19	6	13	12	40	29	69	71



London & South East TOCs

						Autumn 2001 % satisfied			Autumn 2000 % satisfied			
						Total	Peak	Off peak	Total	Peak	Off peak	
National total (20,399)	17	5	12	13	47	23	70*	n/a	n/a	73	n/a	n/a
Total London & South East (10,916)	18	5	13	14	48	20	68*	61*	71*	70	67	73
Chiltern Railways (960)	9	2	7	10	46	36	82	75	84	82	77	84
South Central (1,408)	18	5	13	13	49	20	69	59	74	67	55	73
Connex South Eastern (1,410)	17	4	13	16	50	17	67	61	70	66	66	68
Great Eastern (945)	13	4	9	12	52	24	76	74	77	79	80	79
C2C (956)	49	23	26	16	27	8	35*	28*	40*	73	61	81
Silverlink Trains (935)	20	7	13	14	50	16	66*	66*	66	61	51	65
South West Trains (1,442)	15	4	11	14	48	22	70	64*	73	71	71	72
Thameslink (961)	15	4	11	11	50	24	74	63	79	77	70	80
Thames Trains (932)	13	3	10	13	48	25	73	73	74	76	72	77
WAGN (967)	21	7	14	16	47	17	64*	53*	70*	73	66	76



BASE (Excludes those saying don't know/no opinion)
*Difference between 2000 and 2001 is statistically significant at 95% level

National passenger survey – wave 5 Autumn 2001 continued

TOC level results – value for money

High speed long distance TOCs

							Autumn 2001 % satisfied	Autumn 2000 % satisfied
National total (19,814)	34	14	20	24	28	14	42	42
Total long distance (4,638)	33	15	18	19	25	22	47	48
CrossCountry (927)	24	9	15	16	28	32	60	57
GNER (915)	32	11	21	22	28	18	46	46
Great Western (917)	38	19	19	22	23	17	40	44
Midland Mainline (959)	31	11	20	23	27	18	45	48
West Coast Trains (920)	37	19	18	16	23	24	47	44



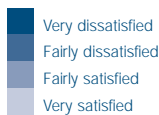
Other TOCs

							Autumn 2001 % satisfied	Autumn 2000 % satisfied
National total (19,814)	34	14	20	24	28	14	42	42
Total other TOCs (4,706)	23	9	14	21	33	23	56	55
Anglia Railways (451)	30	11	19	22	26	23	49	50
Cardiff Railways (447)	24	7	17	22	34	20	54	59
Central Trains (446)	22	7	15	21	38	20	58	54
Gatwick Express (454)	31	10	21	28	30	11	41	40
Island Line (228)	12	3	9	16	39	33	72	78
Arriva Trains Merseyside (389)	21	7	14	20	34	25	59	58
Arriva Trains Northern (467)	25	10	15	22	31	22	53	57
North Western Trains (471)	30	14	16	20	30	19	49	49
ScotRail (886)	19	7	12	21	33	27	60	56
Wales & West (467)	19	8	11	22	31	28	59	56



London & South East TOCs

							Autumn 2001 % satisfied			Autumn 2000 % satisfied		
							Total	Peak	Off peak	Total	Peak	Off peak
National total (19,814)	34	14	20	24	28	14	42	n/a	n/a	42	n/a	n/a
Total London & South East (10,470)	39	16	23	25	26	10	36	21*	45	37	23	44
Chiltern Railways (944)	25	7	18	29	31	16	47	35	52	45	36	50
South Central (1,350)	36	15	21	25	27	11	38	21	48	37	22	44
Connex South Eastern (1,324)	38	15	23	27	26	9	35	20*	47	36	25	45
Great Eastern (891)	41	17	24	24	27	9	36	24	44	37	25	44
C2C (924)	56	32	24	18	17	9	26*	14	34*	33	18	45
Silverlink Trains (895)	42	20	22	24	24	9	33	22*	37	31	12	39
South West Trains (1,394)	38	14	24	25	26	11	37	22	43	40	26	45
Thameslink (913)	38	16	22	24	26	12	38	24	45	34	18	42
Thames Trains (910)	30	11	19	27	30	13	43	25	48	45	22	53
WAGN (925)	44	20	24	25	24	8	32	16*	42	34	22	42



BASE (Excludes those saying don't know/no opinion)
*Difference between 2000 and 2001 is statistically significant at 95% level

National passenger survey – wave 5 Autumn 2001 continued

TOC level results – information about train times/platforms

High speed long distance TOCs

	BASE	Autumn 2001			Autumn 2000			
		% Poor	% Neither/nor	% Good	% satisfied/good	% satisfied/good	% satisfied/good	
National total (20,940)	16	6	10	17	45	22	67*	66
Total long distance (4,824)	8	6	13	46	32	78*	74	
CrossCountry (940)	10	3	7	12	44	34	78	74
GNER (965)	6	2	4	12	46	36	82*	74
Great Western (973)	11	3	8	15	45	29	74	73
Midland Mainline (998)	10	2	8	16	49	25	74*	70
West Coast Trains (948)	7	1	5	13	46	34	80*	72



Other TOCs

	BASE	Autumn 2001			Autumn 2000			
		% Poor	% Neither/nor	% Good	% satisfied/good	% satisfied/good	% satisfied/good	
National total (20,940)	16	6	10	17	45	22	67*	66
Total other TOCs (4,926)	15	6	9	15	44	26	70	71
Anglia Railways (478)	7	2	5	13	48	32	80	79
Cardiff Railways (452)	19	10	9	18	40	23	63	65
Central Trains (483)	14	5	9	16	43	26	69	68
Gatwick Express (473)	9	2	7	14	46	31	77	80
Island Line (210)	15	7	8	13	36	36	72*	83
Arriva Trains Merseyside (456)	17	6	11	18	44	21	65	67
Arriva Trains Northern (476)	18	8	10	16	42	24	66*	72
North Western Trains (488)	16	5	11	16	43	24	67	69
ScotRail (914)	11	4	7	13	47	28	75	71
Wales & West (496)	10	4	6	14	43	32	75	75



London & South East TOCs

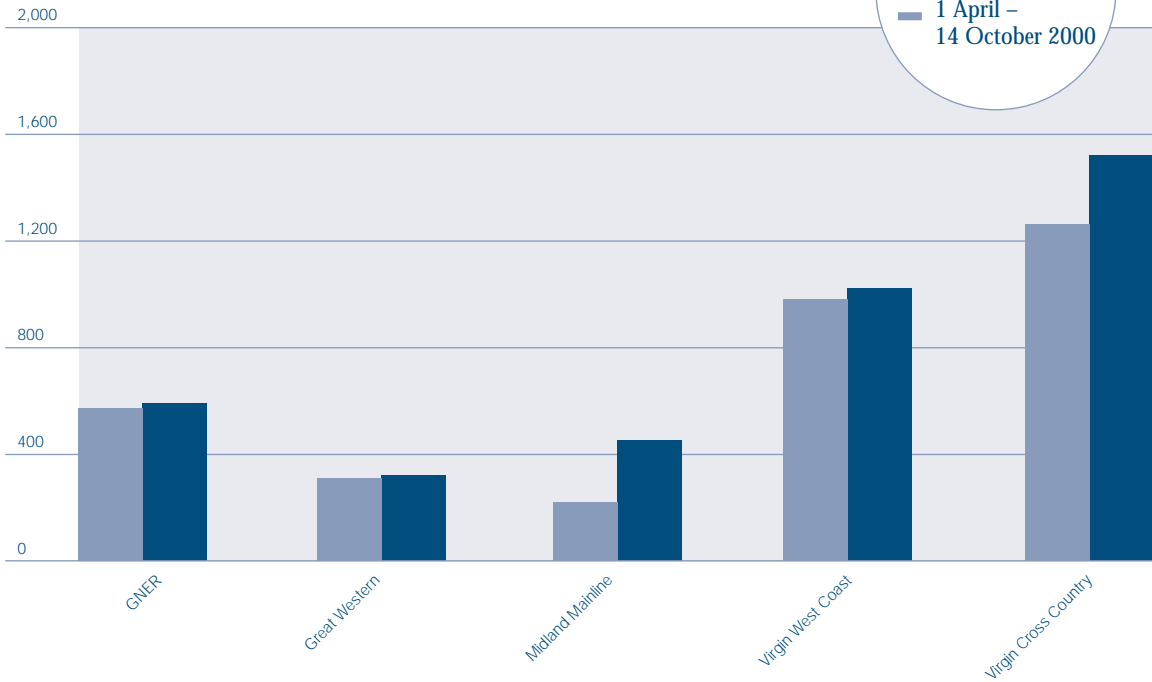
	BASE	Autumn 2001			Autumn 2000							
		% Poor	% Neither/nor	% Good	Total	Peak	Off peak	Total	Peak	Off peak		
National total (20,940)	16	6	10	17	67*	n/a	n/a	66	n/a	n/a		
Total London & South East (11,190)	17	6	11	18	66*	60*	68	63	56	68		
Chiltern Railways (977)	7	2	5	13	46	34	80	81	81	81		
South Central (1,435)	14	5	9	18	48	20	68*	65*	70*	60	50	65
Connex South Eastern (1,452)	16	6	10	17	47	20	67*	59*	72*	58	51	63
Great Eastern (981)	15	4	11	18	48	19	67	61*	70	70	68	71
C2C (978)	23	8	15	22	40	15	55*	50	57*	62	55	68
Silverlink trains (971)	19	6	13	20	43	17	60*	63*	59	53	44	57
South West Trains (1,456)	17	7	10	19	42	22	64	60	65	66	60	68
Thameslink (983)	13	4	9	19	52	16	68	63	71	66	63	69
Thames Trains (961)	12	4	8	16	49	24	73	73	72	75	75	76
WAGN (996)	23	9	14	19	42	15	57	47	64	61	48	69



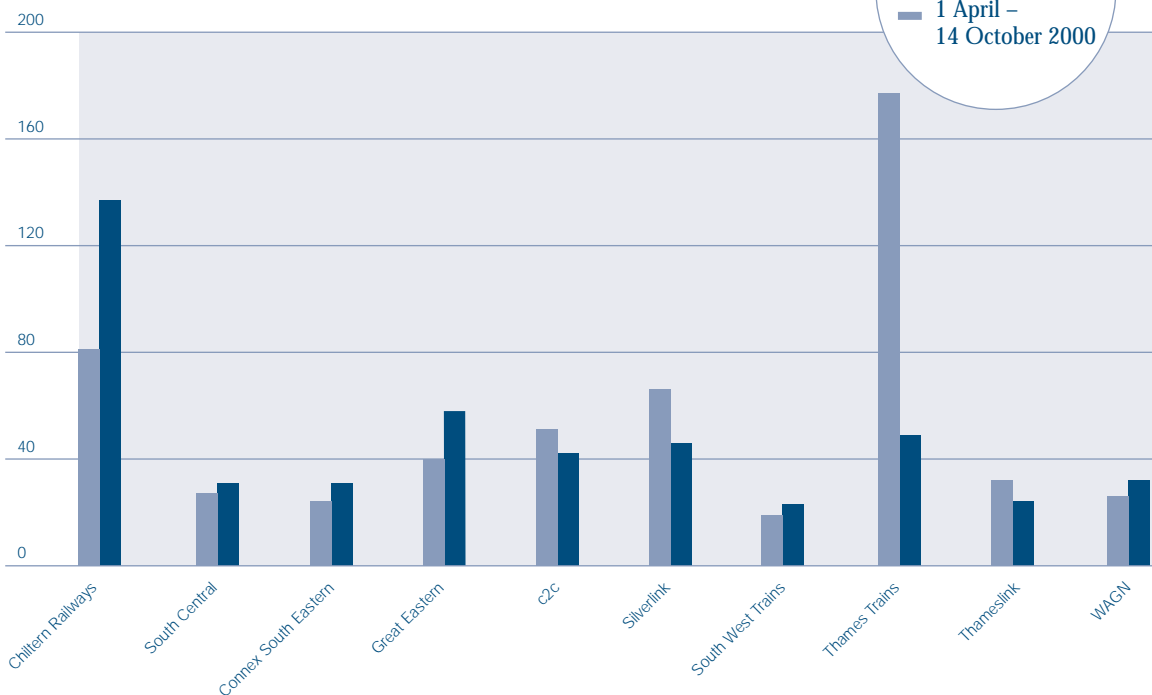
BASE (Excludes those saying don't know/no opinion)
 *Difference between 2000 and 2001 is statistically significant at 95% level

Passenger Complaints Data

Long distance high speed
Complaints received per 100,000 journeys

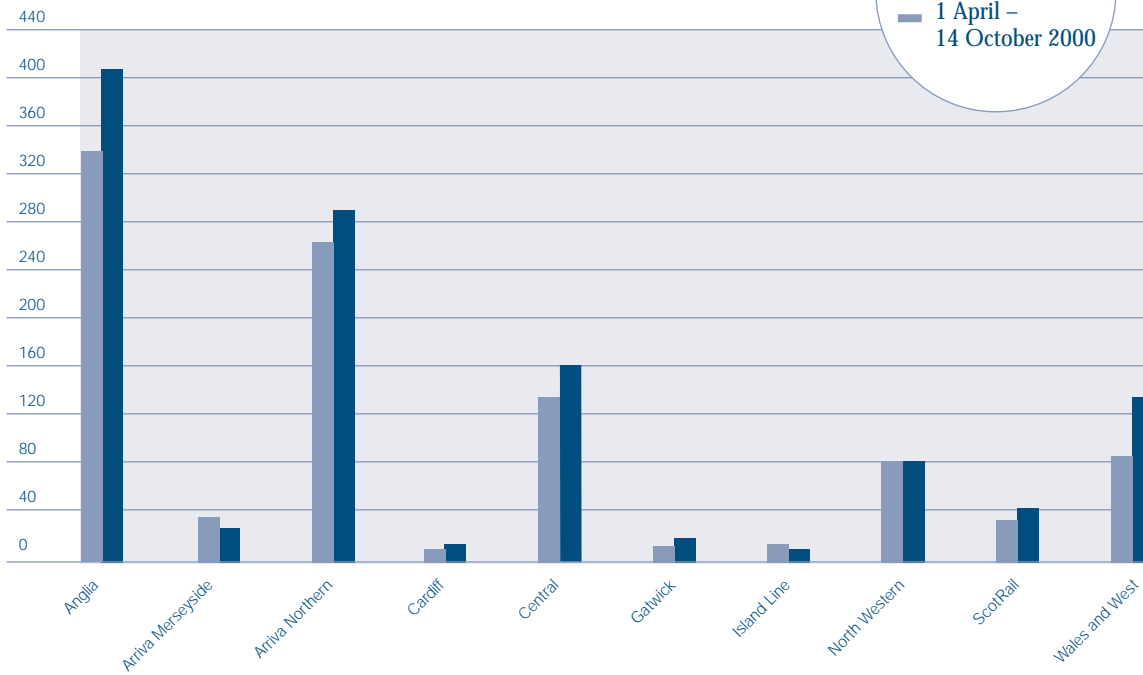


London & South East
Complaints received per 100,000 journeys



Other operators

Complaints received per 100,000 journeys



Passenger Complaints Data continued

Complaint comments by category

 Percentage of
 comments made
 to industry

Train service performance	50.5%
Fares, retailing and refunds	14.2%
Quality on train	13.3%
Information at station and on trains	5.0%
Complaints handling	4.4%
Staff conduct and availability	3.4%
Station quality	2.2%
Other complaints	1.9%
Praise comments	1.7%
Safety and security	1.2%
Timetable and connection issues	0.8%
Special needs	0.7%
NRES	0.6%

Complaint response performance

Operator	Percentage of complaints answered within CHP target (2001-2002)	Percentage of complaints answered within 20 working days (2001-2002)	CHP target response time	Percentage of complaints answered within CHP target (2000-2001)	Percentage of complaints answered within 20 working days (2000-2001)
Anglia	62%	74%	10 days	44%	59%
Arriva Merseyside	99%	99%	20 working days	99%	99%
Arriva Northern	95%	100%	15 days	40%	65%
c2c	81%	89%	5 working days	89%	93%
Cardiff	96%	100%	10 working days	95%	99%
Central	74%	93%	3 weeks	69%	98%
Chiltern	34%	59%	10 working days	94%	100%
Connex South Central	64%	76%	10 working days	57%	66%
Connex South Eastern	63%	73%	10 working days	59%	68%
Gatwick	94%	100%	10 working days	100%	100%
GNER	88%	88%	20 working days	76%	76%
Great Eastern	87%	96%	10 days	85%	95%
Great Western	60%	92%	5 working days	56%	95%
Island Line	100%	100%	10 working days	100%	100%
Midland Mainline	97%	97%	20 working days	71%	71%
North Western	99%	100%	5 working days	77%	100%
Scotrail	91%	91%	10 working days	90%	91%
Silverlink	59%	69%	10 working days	74%	92%
South West	83%	86%	15 days	84%	85%
Thames	73%	86%	10 working days	66%	73%
Thameslink	94%	98%	10 working days	99%	100%
Virgin Cross Country	54%	82%	10 working days	53%	86%
Virgin West Coast	57%	81%	10 working days	53%	85%
WAGN	91%	93%	10 working days	96%	98%
Wales and West	97%	100%	10 working days	92%	99%

Payments/penalties to operators under SRA incentive regimes

(all figures in £000s)

Regimes in place at franchising

Train operator	Punctuality incentive payments (PIP)			Short formations incentive payments (SFIP)		
	1 April – 13 October 2001	Year to October 2000	Year to October 2001	1 April – 13 October 2001	Year to October 2000	Year to October 2001
Anglia Railways	-25	228	-89	0	0	0
ARRIVA Trains Merseyside	-344	-682	-851	0	0	0
ARRIVA Trains Northern	-3,575	-351	-10,608	0	0	0
c2c	-363	-488	-858	-203	-369	-617
Cardiff Railway	252	507	-221	-49	-84	-73
Central Trains	-4,447	-1,507	-11,756	0	0	0
Chiltern Railways	-334	-47	-657	-44	-40	-74
Connex South Eastern	303	-2,631	-7,873	-456	-1,477	-1,105
Great Eastern	-1,569	358	-6,587	-62	-57	-170
Island Line	-5	-41	-17	0	0	0
North Western Trains	-1,659	852	-3,996	0	0	0
ScotRail	-2,836	3,382	-9,217	-590	-504	-971
Silverlink	-536	-17	-2,251	-64	-113	-126
South Central	-1,429	-1,807	-8,958	-406	-401	-688
South West Trains	-4,950	-4,191	-14,373	-521	-563	-1,050
Thames Trains	-1,696	-1,401	-4,370	-87	-123	-196
Thameslink	-1,012	-745	-3,359	-90	-195	-169
Wales & West	-1,189	2,212	-5,875	0	0	-3
West Anglia Great Northern	-2,995	-1,151	-8,438	-65	-226	-211
Total	- 28,409	-7,519	-100,354	-2,635	-4,152	-5,455

Regimes negotiated since franchising

Train operator	Punctuality and cancellation payments			Short formations payments		
	1 April – 13 October 2001	Year to October 2000	Year to October 2001	1 April – 13 October 2001	Year to October 2000	Year to October 2001
Great Western	-1,174	-654	-1,174	-3	0	-3
Midland Mainline	0	0	0	0	0	0
West Coast Trains	0	0	0	-1	-54	-17
Total	-1,174	-654	-1,174	-4	-54	-20

Timetable change incentive payment (TCIP)			Other			Total all regimes		
1 April 2001 – 13 October 2001	Year to October 2000	Year to October 2001	1 April 2001 13 October 2001	Year to October 2000	Year to October 2001	1 April 2001 – 13 October 2001	Year to October 2000	Year to October 2001
-128	-131	-340	0	0	0	-153	97	-429
-27	-16	-44	144	326	174	-227	-371	-721
-1,215	-229	-2,723	0	0	0	-4790	-580	-13,331
-721	0	-721	3	609	257	-1284	-249	-1,940
-67	13	-105	0	0	0	137	435	-399
-829	-897	-1,514	0	0	0	-5,276	-2,405	-13,270
-57	0	-57	0	-103	-133	-434	-189	-921
-523	-1,571	-1,610	0	0	0	-675	-5,678	-10,589
-1,453	-4	-6,164	0	0	0	-3,085	296	-12,920
0	0	0	0	0	0	-5	-41	-17
-389	-310	-656	0	0	0	-2,048	542	-4,653
-18	-122	-2,108	0	0	0	-3,444	2,756	-12,296
-1,511	-71	-2,912	0	0	0	-2,111	-202	-5,288
-175	-2,333	-337	0	0	0	-2,009	-4,541	-9,984
-300	-104	-378	0	0	0	-5,771	-4,858	-15,801
-427	-455	-1,553	0	0	0	-2,210	-1,978	-6,120
-367	64	-2,202	0	0	0	-1,469	-876	-5,730
-610	-51	-1,427	0	0	0	-1,799	2,161	-7,305
-150	-31	-4,113	0	0	0	-3,209	-1,408	-12,762
-8,966	-6,250	-28,964	147	832	297	-39,862	-17,088	-134,476

Timetable change incentive payment (TCIP)			Other			Total all regimes		
1 April 2001 – 13 October 2001	Year to October 2000	Year to October 2001	1 April 2001 – 13 October 2001	Year to October 2000	Year to October 2001	1 April 2001 – 13 October 2001	Year to October 2000	Year to October 2001
-54	0	-54	-73	0	-73	-1,304	-654	-1,304
0	0	0	0	-15	0	0	-15	0
0	0	-4	-33	0	-177	-34	-54	-198
-54	0	-59	-106	-15	-249	-1,338	-723	-1,502

Subsidy per passenger kilometre

Train operator	2000/2001 Passenger KM (millions)	2000/2001 Subsidy (£ millions)	2000/2001 Subsidy per passenger KM (pence)	2001/2002 Subsidy per passenger KM (pence)
Island Line	5.9	2.0	33.7	30.8
Arriva Trains Merseyside*	254.4	69.9	27.5	23.9
Cardiff Railways	111.9	17.1	15.3	23.0
North Western Trains*	823.3	138.6	16.8	20.2
Arriva Trains Northern*	1,424.2	185.2	13.0	14.9
Wales and West	800.5	56.4	7.0	10.7
Central Trains*	1,320.3	157.6	11.9	8.4
ScotRail*	1,938.8	230.3	11.9	8.2
West Coast Trains	3,341.3	58.0	1.7	5.6
CrossCountry	2,217.7	80.0	3.6	4.4
Silverlink	1,020.8	28.6	2.8	4.2
c2c	783.1	24.5	3.1	2.2
Chiltern Railways	546.0	9.8	1.8	1.5
Connex South Eastern	3,215.6	54.6	1.7	1.4
Great Western	2,401.3	45.1	1.9	1.4
South West Trains	4,167.5	58.7	1.4	0.8
South Central (formerly Connex South Central)	2,590.8	49.1	1.9	0.7
WAGN Railway	2,003.8	15.4	0.8	0.7
Thames Trains	1,011.6	15.3	1.5	0.0
Anglia Railways	746.9	19.1	2.6	(0.2)
Midland Mainline	1,247.0	(0.1)	0.0	(0.6)
Great North Eastern Railway	3,933.5	6.9	0.2	(0.8)
Great Eastern	1,802.6	2.8	0.2	(1.5)
Thameslink	1,290.9	(23.5)	(1.8)	(2.5)
Gatwick Express	209.6	(11.7)	(5.6)	(5.1)
Total	39,209.4	1,289.7		
Average subsidy per passenger kilometre (pence)			3.3	3.1

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 either set out in the franchise agreement or based on actuals provided by the PTEs. This, however, may overstate the actual subsidy paid where it has been based on the franchise agreement. Actual subsidy per kilometre figures may therefore be less than stated for these operators.
- Subsidy figures exclude any payments under the incentive regimes. Figures in brackets show where the SRA is in receipt of payments.
- 2001/2002 represents the period 1 April to 13 October 2001. The figures include Clause 18.1 payments (see explanation notes). However, the figures are based purely on actual subsidy paid, with the exception of PTEs revenue risk, and will be subject to future adjustment.
- Clause 18.1 of the Franchise Agreement adjusts franchise payments to reflect the consequences of the Regulator's charges review. Full adjustments have not been made in all cases as discussions with TOCs are still in progress.

Anglia Railways

Anglia Railways operate main line trains between London, Colchester, Ipswich and Norwich, London Crosslink, 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 Mainline

1 April 2001 – 13 October 2001 (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 10 mins	Change +/-
60.6%	15.9%	76.4%	8.2%	4.6%	9.5%	1.2%	12537	84.4%	-8

PPM results: Anglia Local

1 April 2001 – 13 October 2001 (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
87.0	6.8	93.8%	2.5%	1.1%	1.9%	0.7%	37806	89.7%	-3

National Passenger Survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	81	12	7	79	73	71	86
Punctuality/reliability	73	10	18	69	64	53	78
Frequency of trains	76	12	12	75	70	72	78
Value for money	49	22	30	56	42	48	50
Info about train times/platforms	80	13	7	70	67	76	79
Upkeep and repair of train	62	22	16	62	51	61	66
Length of journey time	82	10	8	84	73	64	83
Amount of seats/standing space	76	14	10	68	61	74	70
Connections	64	20	15	66	63	58	72
Comfort of seats	68	21	12	64	55	67	62
Station ticket buying facilities	78	13	9	75	66	75	77
Appropriate environment to catch train	73	20	7	59	56	72	70

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	408	28%	71%	1%	62%	74%
Apr-Oct 00	338	30%	67%	3%	44%	59%

Franchise Plan commitments

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

Benefits procured for passengers by SRA

Sept 2001: Funding from the SRA's Rail Passenger Partnership (RPP) scheme has provided for a 25% increase in local service frequency between Ipswich and Cambridge/Peterborough, an extra train between Norwich and Cromer and winter Sunday services on the Ipswich to Felixstowe route.

Actions to improve services to passengers

- Introduction of 'Commuter Club' service – a scheme for commuters and season ticket holders providing discounts for direct debit payments, a reserved seat, guaranteed compensation for any delays over 30 minutes and other special offers.
- Additional train set and a stand-by 'rescue' locomotive introduced on Norwich to London mainline to improve operational resilience.
- New train/bus links introduced at North Walsham and Bury St. Edmunds, improving transport integration.
- New £3million multi-storey car park opened at Ipswich station in October 2001, doubling existing parking capacity.
- Extension of car parks at Stowmarket and Lowestoft.

Press enquiries:
Peter Meades
Anglia Railways
01473 693929

Arriva Trains Merseyside

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

PPM results

1 April 2001 – 13 October 2001 (Periods 01-07)							Previous Year	Year on Year	
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
85.8%	7.7%	93.5%	1.8%	0.5%	2.6%	1.6%	111340	85.4%	0

National Passenger Survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	77	15	8	79	73	82	82
Punctuality/reliability	75	12	13	69	64	72	77
Frequency of trains	85	9	6	75	70	85	87
Value for money	59	20	21	56	42	65	58
Info about train times/platforms	65	18	17	70	67	71	67
Upkeep and repair of train	35	29	37	62	51	41	39
Length of journey time	87	10	3	84	73	87	87
Amount of seats/standing space	69	19	12	68	61	74	69
Connections	70	22	8	66	63	73	65
Comfort of seats	50	30	19	64	55	55	52
Station ticket buying facilities	69	14	17	75	66	73	70
Appropriate environment to catch train	51	28	21	59	56	52	49

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	29	20%	31%	50%	99%	99%
Apr-Oct 00	37	26%	26%	48%	99%	99%

Franchise Plan commitments

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

Actions to improve services to passengers

- Over 20 new customer welcome hosts have been recruited to improve on-platform customer service to assist passengers, answer enquiries and relay information.
- £100,000 invested in new facilities for the disabled, including the installation of disabled toilets at New Brighton, Huyton and Birkenhead Central, and a variable height ticket counter at Birkenhead Central.

Press enquiries:
Julie Jobling
Arriva
0191 520 4059

Arriva Trains Northern

Arriva Trains Northern 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 2001 – 13 October 2001 (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
75.2%	10.0%	85.2%	3.7%	1.9%	4.8%	4.4%	257822	86.1%	-11

The level of cancellations on Arriva Trains Northern during the *On Track* period caused performance thresholds in the Franchise Agreement to be breached. The SRA announced on 25 October 2001 that it was minded to impose a penalty of £2million and a final order obliging Arriva Trains Northern to deliver against a recruitment and training plan. More details are available on the SRA website www.sra.gov.uk.

National Passenger Survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	75	8	17	79	73	65	76
Punctuality/reliability	56	12	32	69	64	49	66
Frequency of trains	70	14	15	75	70	69	74
Value for money	53	22	25	56	42	50	57
Info about train times/platforms	66	16	18	70	67	64	72
Upkeep and repair of train	61	21	18	62	51	54	51
Length of journey time	82	10	8	84	73	75	83
Amount of seats/standing space	67	14	18	68	61	69	68
Connections	58	25	17	66	63	56	68
Comfort of seats	63	21	17	64	55	55	59
Station ticket buying facilities	73	12	16	75	66	72	67
Appropriate environment to catch train	51	29	21	59	56	49	56

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	291	18%	15%	67%	95%	100%
Apr-Oct 00	264	11%	10%	78%	40%	65%

Franchise Plan commitments

Clause	Item	Due Date	Status/comments
3.2	Spend no less than 659k on station improvements.	31 July 2001	Delivered. (Derogation until 31 March 2002 for schemes at Horsforth & Guiseley due to planning delays).
4.7	Introduction into service of 16 new EMUs to replace slam door stock on Leeds-Skipton and Leeds-Ikley routes	30 April 2001	Delivered.

Contract change

August 2001: Limited number of 'slam door' trains can be used on the Leeds-Skipton and Leeds-Ikley routes until May 2002 to provide additional capacity.

Arriva Trains Northern continued

Benefits procured for passengers by SRA

May 2001: Introduction of more trains and more capacity between Sunderland and Hartlepool, funded by the SRA's Rail Passenger Partnership (RPP) scheme.

Actions to improve services to passengers

- Increased recruitment and training of drivers to reduce cancellations caused by the current shortfall.
- Introduction of mobile phones to on-train staff to improve information to customers.

A circular graphic with a dark blue border containing contact information for press enquiries.

Press enquiries:
Julie Jobling
Arriva
0191 520 4059

c2c

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

PPM results

1 April 2001 – 13 October 2001 (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
81.5%	8.8%	90.3%	2.6%	1.1%	2.3%	3.8%	52811	88.3	-7

National passenger survey results – autumn 2001

Factor	% Satisfied or good	% Neither/no	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion	53	16	31	73	73	72	63
Punctuality/reliability	49	16	36	61	64	73	64
Frequency of trains	35	16	49	68	70	75	73
Value for money	26	18	56	36	42	38	33
Info about train times/platforms	55	22	23	66	67	74	62
Upkeep and repair of train	55	14	32	76	51	30	29
Length of journey time	56	20	24	70	73	78	71
Amount of seats/standing space	55	16	29	56	61	57	49
Connections	47	29	24	61	63	70	60
Comfort of seats	53	23	24	51	55	43	39
Station ticket buying facilities	63	25	12	63	66	75	72
Appropriate environment to catch train	47	31	22	54	56	58	51

Complaints data

Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints		
	Written	Pre-printed form	Telephone	Within target	Within 20 working days	
Apr-Oct 01	42	34%	34%	32%	81%	89%
Apr-Oct 00	51	21%	55%	25%	89%	93%

Franchise plan commitments

c2c had no franchise plan commitments due to be delivered during the period covered by *On Track*.

Actions to improve services to passengers

- Introduction into passenger service of first tranche of new Class 357 'Electrostar' units.
- Enhanced customer information, including letters and website updates, during recent industrial action.



Cardiff Railway

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

Following the end of the 'On Track' period on 13 October 2001, services within the Cardiff Railway franchise transferred to the new 'Wales and Borders Trains' operation (ownership unchanged).

PPM results

1 April 2001 – 13 October 2001 (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
87.1%	6.9	94.0%	1.6%	0.6%	3.0%	0.9%	64357	90.9	-4

National Passenger Survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	82	11	7	79	73	81	80
Punctuality/reliability	80	8	13	69	64	70	76
Frequency of trains	77	10	14	75	70	77	78
Value for money	54	22	24	56	42	51	59
Info about train times/platforms	63	18	19	70	67	61	65
Upkeep and repair of train	63	23	14	62	51	58	55
Length of journey time	85	9	6	84	73	82	88
Amount of seats/standing space	63	15	22	68	61	64	67
Connections	69	22	9	66	63	69	73
Comfort of seats	66	22	13	64	55	62	62
Station ticket buying facilities	67	10	23	75	66	63	73
Appropriate environment to catch train	49	29	22	59	56	45	55

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	15	50%	49%	1%	96%	100%
Apr-Oct 00	12	32%	66%	1%	95%	99%

Franchise Plan commitments

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

Press enquiries:
Leigh Franks
Cardiff Railway
07071 881278

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 2001 – 13 October 2001 (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
75.7%	10.0%	85.7%	4.1%	2.2%	6.1%	2.0%	223791	84.2%	-8

National passenger survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	79	10	11	79	73	76	76
Punctuality/reliability	68	15	17	69	64	58	63
Frequency of trains	71	12	17	75	70	68	72
Value for money	58	21	22	56	42	56	54
Info about train times/platforms	69	16	14	70	6	65	68
Upkeep and repair of train	55	18	28	62	51	56	55
Length of journey time	83	10	7	84	73	75	74
Amount of seats/standing space	67	18	16	68	61	71	66
Connections	68	23	10	66	63	54	58
Comfort of seats	56	23	21	64	55	61	64
Station ticket buying facilities	77	18	5	75	66	76	70
Appropriate environment to catch train	58	27	15	59	56	56	58

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	162	11%	56%	33%	74%	93%
Apr-Oct 00	136	15%	51%	34%	69%	98%

Franchise Plan commitments

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

Benefits procured for passengers by SRA

26 September 2001: Opening of extended car park and enhanced facilities at Gobowen station. This was funded through the SRA's Rail Passenger Partnership (RPP) scheme, with contributions from Oswestry Borough Council, Railtrack, Central Trains and other partners.

Actions to improve services to passengers

- The summer timetable (20 May) saw the introduction of two additional trains per day in each direction between Shrewsbury and Chester. Additional morning and evening peak train introduced between Leicester and Birmingham and Wolverhampton.
- Additional Centro sponsorship evening services introduced between Birmingham and Wolverhampton.
- Extra carriage added on various services across the Central Trains operation.
- Public address systems fitted to 10 West Midlands stations.
- Audio 'real time' information installed on the Robin Hood Line.
- Additional customer information screens installed at Nottingham and Tamworth.
- Refurbishment of toilets at six stations.
- Major refurbishments carried out at Skegness and Lincoln stations. New waiting rooms installed at Shifnal station.
- New access ramp and car pick-up and set down area constructed at March station.
- New booking office at previously unstaffed Mansfield station.
- New internet ticket sales service introduced.

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 2001 – 13 October 2001 (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
88.8%	5.5%	94.3%	1.9%	1.0%	2.3%	0.5%	48406	88.3%	+1

National Passenger Survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	89	7	4	73	73	89	89
Punctuality/reliability	85	8	7	61	64	82	86
Frequency of trains	82	10	9	68	70	82	82
Value for money	47	29	25	36	42	51	45
Info about train times/platforms	80	13	7	66	67	82	81
Upkeep and repair of train	76	16	8	76	51	77	78
Length of journey time	83	10	7	70	73	83	84
Amount of seats/standing space	70	16	15	56	61	76	71
Connections	71	24	5	61	63	71	71
Comfort of seats	68	21	10	51	55	71	69
Station ticket buying facilities	80	12	8	63	66	81	79
Appropriate environment to catch train	75	20	5	54	56	76	77

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	137	23%	53%	25%	34%	59%
Apr-Oct 00	81	15%	72%	13%	94%	100%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
3.3	Bus link between Solihull station and Birmingham International & NEC	30 September 2001	Delivered 24 September
Sch 2:3.2	Direct services between London Marylebone and Stourbridge.	May 2001 timetable	Delivered
Sch 2:5.3 Table A	Provide 40 extra car park spaces at Bicester North and 100 extra car park spaces at Seer Green.	31 December 2001 (latest)	Delivered September 2001
Sch 2:6.4	Refurbish 2 Class 165 vehicles	31 March 2002	Delivered July 2001

Contract change

2 April 2001: Deed of Amendment made to existing Chiltern franchise. This will secure the delivery of additional carriages, more car parking spaces, extension of some London-Birmingham peak services to Stourbridge Junction, improved bus/rail integration at Bicester, Solihull and Dorridge and tougher incentive regimes for performance, in the year 2001/02. (These benefits were planned as part of a new Franchise Agreement being negotiated, but have been brought forward to take effect during the current Franchise Agreement).

Actions to improve services to Passengers

- New, direct Sunday services from London Marylebone to Aylesbury introduced in May 2001.
- Improvements made to website with additional information about station facilities and services.
- Joint 'integrated transport' promotion with TOTAL – £10 return tickets from Warwick Parkway to London Marylebone available to repeat purchasers of TOTAL petrol.
- Two carriage prototype of refurbished Class 165 Turbo placed in Marylebone to canvass opinions of passengers and rail safety groups.
- Introduction of two additional morning peak fast services from High Wycombe to London Marylebone, and one additional evening service from London Marylebone to Birmingham Snow Hill from September 2001.



Press enquiries:
Sara Cruz or
Jonathan Rees
on behalf of
Chiltern Railways
020 7850 0222

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 2001 – 13 October (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
83.9%	9.5%	94.3%	2.4%	0.9%	1.9%	1.3%	302563	84.0%	0

National Passenger Survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	68	18	15	73	3	65	70
Punctuality/reliability	63	15	21	61	64	56	68
Frequency of trains	67	16	17	68	70	62	66
Value for money	35	27	38	36	42	34	36
Info about train times/platforms	67	17	16	66	67	61	58
Upkeep and repair of train	36	25	38	76	51	40	39
Length of journey time	66	18	15	70	73	65	71
Amount of seats/standing space	53	19	28	56	61	52	48
Connections	59	29	12	61	63	54	60
Comfort of seats	47	28	25	51	55	50	47
Station ticket buying facilities	56	23	21	63	66	57	55
Appropriate environment to catch train	49	32	19	54	56	46	46

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	31	39%	37%	24%	63%	73%
Apr-Oct 00	24	49%	33%	18%	59%	68%

Franchise Plan commitments

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

Actions to improve services to passengers

- Introduction of first Class 375 trains into service.
- Various improvements to Wateringbury Station on the Medway Valley Line.
- Introduction of professional security guards on the Hayes line.



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 2001 – 13 October 2001 (Periods 01-07)							Previous Year	Year on Year	
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 10 mins	Change +/-
47.8%	11.3%	59.1%	7.1%	5.0%	26.3%	2.5%	23851	75.9%	-17

National Passenger Survey Results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	80	10	11	79	73	65	73
Punctuality/reliability	66	10	24	69	64	46	61
Frequency of trains	68	16	15	78	70	58	68
Value for money	60	16	24	47	42	51	57
Info about train times/platforms	78	12	10	78	67	69	74
Upkeep and repair of train	67	18	15	70	51	72	72
Length of journey time	76	14	10	77	73	61	75
Amount of seats/standing space	73	15	11	70	61	75	68
Connections	64	20	17	62	63	46	63
Comfort of seats	70	19	11	67	55	71	67
Station ticket buying facilities	76	16	7	76	66	73	78
Appropriate environment to catch train	62	23	16	65	56	61	64

Complaints data

	Complaints per 100,000 passenger journeys	Written	Pre-printed form	Complaints by source Telephone	Response performance to complaints Within target	Within 20 working days
Apr-Oct 01	1,519	28%	25%	47%	54%	82%
Apr-Oct 00	1,258	23%	33%	44%	53%	86%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
19	Improvement of ticket sales outlets, in conjunction with West Coast Trains, to an aggregate initial capital cost of £500,000.	December 2002	Delivered June 2001. Includes 'Retail 2000' new style ticket shop at Stoke on Trent.
21	Hosting of Customer Consultation meeting	Every three months	Meeting held at Wolverhampton on 4 July
22	20 additional Customer Service staff to be employed at Birmingham New Street.	From 21 May 2001	Employed from end April 2001

Actions to improve services to passengers

- Progressive introduction of new 'Voyager' train units into passenger service.
- 50% discount on Virgin Value tickets booked through Telesales line or website (between 20 May and 31 August).
- 10% discount off all Business and Saver fares set by Virgin Trains and booked through Telesales line or website (between 18th June and 31 December).
- Introduction and pilot of new style colour coded timetable booklets and accompanying route maps.

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 2001 – 13 October 2001 (Periods 01-07)							Previous Year	Year on Year	
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
81.0%	10.4%	91.3%	2.4%	0.8%	0.6%	4.8%	30777	87.1%	-6

National Passenger Survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	88	7	4	79	73	87	85
Punctuality/reliability	83	8	9	69	64	89	88
Frequency of trains	92	5	3	75	70	93	94
Value for money	41	28	31	56	42	46	40
Info about train times/platforms	77	14	9	70	67	76	80
Upkeep and repair of train	70	15	15	62	51	76	58
Length of journey time	87	9	5	84	73	88	88
Amount of seats/standing space	78	16	6	68	61	78	78
Connections	78	20	3	66	63	82	82
Comfort of seats	79	14	7	64	55	77	71
Station ticket buying facilities	72	14	13	75	66	69	57
Appropriate environment to catch train	72	20	7	59	56	76	67

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	19	36%	60%	5%	94%	100%
Apr-Oct 00	13	43%	50%	8%	100%	100%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
Part III	Introduction into full operation of eight new multiple units	27 June 2001	Further derogation until 15 August 2001 for completion. Delivered

Press enquiries:
 Claire Keane
 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 2001 – 13 October 2001 (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
84.3%	8.3%	92.6%	2.9%	1.3%	2.5%	0.7%	139496	91.7%	-7

National passenger survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	73	15	11	73	73	63	80
Punctuality/reliability	66	14	20	61	64	52	77
Frequency of trains	76	12	13	68	70	66	79
Value for money	36	24	41	36	42	29	37
Info about train times/platforms	67	18	15	66	67	63	70
Upkeep and repair of train	52	28	21	76	51	53	59
Length of journey time	74	15	11	70	73	60	81
Amount of seats/standing space	56	21	24	56	61	53	59
Connections	67	21	11	61	63	61	73
Comfort of seats	51	28	21	51	55	48	53
Station ticket buying facilities	66	18	16	63	66	65	65
Appropriate environment to catch train	64	24	12	54	56	58	65

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	58	10%	86%	4%	87%	96%
Apr-Oct 00	40	8%	89%	4%	85%	95%

Franchise Plan commitments

Great Eastern had no franchise plan commitments due to be delivered during the period covered by *On Track*.

Actions to improve services to passengers

- Introduction of automatic ticket gates at Colchester.
- Opening of station building at Southminster for use by the community.
- Ramp for providing disabled access opened at Rochford.



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 2001 – 13 October 2001 (Periods 01-07)						Previous Year	Year on Year		
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 10 mins	Change +/-
59.0%	12.4%	71.4%	7.6%	5.3%	14.2%	1.5%	21046	80.5%	-9

National Passenger Survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	85	9	7	79	73	84	81
Punctuality/reliability	76	9	15	69	64	71	74
Frequency of trains	87	8	5	78	70	80	86
Value for money	46	22	32	47	42	47	46
Info about train times/platforms	82	12	6	78	67	80	74
Upkeep and repair of train	70	18	12	70	51	69	68
Length of journey time	87	8	5	77	73	74	87
Amount of seats/standing space	71	17	11	70	61	76	67
Connections	70	17	12	62	63	63	71
Comfort of seats	65	22	13	67	55	67	65
Station ticket buying facilities	84	9	7	76	66	75	70
Appropriate environment to catch train	69	22	9	65	56	66	64

Complaints data

	Complaints per 100,000 passenger journeys		Complaints by source		Response performance to complaints	
	Written	Pre-printed form	Telephone	Within target	Within 20 working days	
Apr-Oct 01	591	36%	61%	3%	88%	88%
Apr-Oct 00	574	15%	82%	3%	76%	76%

Franchise Plan commitments

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

Actions to improve services to passengers

- £5 tickets offered to passengers in first stage of recovery plan in April.
- June 'zoned' promotion offering 180,000 discounted seats.
- Refurbishment of family room at York Station.
- New low fares to Paris, Brussels and Lille in association with Eurostar.
- Mobile staff communication systems on board services to provide better information for passengers.
- Real time running information accessible on mobile WAP phones.
- New range of dishes on restaurant menu and new Bistro service.
- New late night train service from Edinburgh to Newcastle for passengers attending the Edinburgh Festival.
- Introduction of Quiet Coach on all trains
- Ability to buy and book full range of GNER tickets on a redesigned website (www.gner.co.uk)



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 2001 – 13 October 2001 (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 10 mins	Change +/-
55.1%	13.7%	68.8%	9.2%	6.0%	14.7%	1.2%	34064	84.4%	-16

National Passenger Survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	76	11	13	79	73	70	77
Punctuality/reliability	63	11	25	69	64	57	74
Frequency of trains	75	12	13	78	70	69	80
Value for money	40	22	38	47	42	42	44
Info about train times/platforms	74	15	11	78	6	71	73
Upkeep and repair of train	73	18	8	70	51	75	73
Length of journey time	75	16	10	77	73	67	83
Amount of seats/standing space	67	20	14	70	61	61	64
Connections	55	30	15	62	63	51	62
Comfort of seats	71	20	10	67	55	70	71
Station ticket buying facilities	76	15	9	76	66	69	69
Appropriate environment to catch train	67	22	10	65	56	60	65

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	323	33%	31%	36%	60%	92%
Apr-Oct 00	305	24%	35%	41%	56%	95%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
2.2	Introduction of half-hourly service between London Paddington and Cardiff.	June 2001	Delivered in part, but not in full due to need for performance improvement. Ongoing discussions with SRA re. timetabling.

Benefits procured for passengers by SRA

August 2001: £4million worth of passenger benefits on Great Western secured by SRA following poor operational performance. Timetable adjustments made to improve operational resilience.

Actions to improve services to passengers

- New platforms and subway at Bristol Temple Meads (joint with Railtrack).
- Additional refurbishments at Reading station (joint with Reading Borough Council).
- Opening of new station building and car park at Bristol Parkway (joint with Railtrack and South Gloucestershire Council).
- 150 extra cycle spaces at Bristol Temple Meads.
- Safety video trialled at Reading (joint with Thames Trains).
- 'Back on Track' customer forums launched to improve communication with passengers.
- Twice daily email bulletins to provide passengers with service information.
- Freeze on leisure fares, plus £5 flat fare offer in West of England for three months in summer and up to 33% off selected leisure fares from mid-September to mid-December.
- Fast track ticket machines now operational at Bristol Temple Meads, Reading, Bath Spa, Plymouth and Taunton.
- Commencement of £18 million improvement package including additional train/station staff, additional depot staff, refurbishment of HSTs (£4million secured by SRA – see above).

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 2001 – 13 October 2001 (Periods 01-07)						Previous Year	Year on Year	
Within 5 mins	5-10	Within 10	10-15	Over 15	Cancelled	No Trains	Within 5 mins	Change +/-
96.3%	3.2%	99.5%	0.3%	0.1%	0.1%	12965	94.0%	+2

National Passenger Survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	88	8	4	79	73	91	94
Punctuality/reliability	91	5	5	69	64	88	92
Frequency of trains	81	14	5	75	70	84	89
Value for money	72	16	12	56	42	69	78
Info about train times/platforms	72	13	15	70	67	74	83
Upkeep and repair of train	53	22	26	62	51	54	74
Length of journey time	94	6	1	84	73	90	93
Amount of seats/standing space	74	18	7	68	61	79	81
Connections	85	11	4	66	63	78	85
Comfort of seats	55	26	18	64	55	56	73
Station ticket buying facilities	72	8	20	75	66	73	79
Appropriate environment to catch train	58	29	14	59	56	52	62

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	11	89%	0%	11%	100%	100%
Apr-Oct 00	15	89%	0%	11%	100%	100%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
9	Passengers Charter: Increase in punctuality trigger to 92.5% (from 92%) and in reliability trigger to 98.25% (from 98%).	13 October 2001	Delivered.

Actions to improve services to passengers

- CCTV systems enhanced at Sandown and Shanklin.
- All stations on the line repainted.
- Ryde Pier, Esplanade, St Johns and Brading all re-signed.



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 a significant number travelling between intermediate stations along the route. There is a mixture of leisure, business and commuter travel.

PPM results

1 April 2001 – 13 October 2001 (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 10 mins	Change +/-
55.9%	18.3%	74.2%	8.8%	5.0%	10.7%	1.4%	24261	83.5%	-9

National Passenger Survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	80	10	10	79	73	80	77
Punctuality/reliability	70	10	21	69	64	68	72
Frequency of trains	82	11	7	78	70	83	83
Value for money	45	23	31	47	42	44	48
Info about train times/platforms	74	16	10	78	67	68	70
Upkeep and repair of train	77	14	10	70	51	73	77
Length of journey time	77	12	11	77	73	77	80
Amount of seats/standing space	75	16	9	70	61	71	67
Connections	61	28	11	62	63	59	66
Comfort of seats	72	19	10	67	55	67	71
Station ticket buying facilities	71	18	11	76	66	69	69
Appropriate environment to catch train	55	28	17	65	56	48	54

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	453	23%	43%	34%	97%	97%
Apr-Oct 00	217	21%	77%	3%	71%	71%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
2.1	Prepare and finalise specification for London – Corby feasibility study.	31 July 2001	Delivered.

Actions to improve services to passengers

- Toilet refurbishments at Derby, Market Harborough, Leicester, Kettering and Wellingborough stations.
- Development of a new waiting facility on Platform 2 at Chesterfield station.
- Installation of new customer information system/PA at Chesterfield.
- Introduction of a Carnet ticket for frequent business travellers.



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 2001 – 13 October 2001 (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
78.7%	10.3%	89.0%	3.9%	1.7%	3.7%	1.7%	257544	86.6%	-8

National passenger survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	71	14	14	79	73	74	72
Punctuality/reliability	66	9	25	69	64	66	68
Frequency of trains	66	15	19	75	70	69	68
Value for money	49	20	30	56	42	50	49
Info about train times/platforms	67	16	16	70	67	72	69
Upkeep and repair of train	61	20	18	62	51	66	64
Length of journey time	80	11	10	84	73	77	77
Amount of seats/standing space	55	14	31	68	61	69	58
Connections	58	23	19	66	63	62	55
Comfort of seats	59	24	18	64	55	65	59
Station ticket buying facilities	72	15	13	75	66	68	63
Appropriate environment to catch train	55	23	22	59	56	51	54

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	84	29%	44%	27%	99%	100%
Apr-Oct 00	83	22%	45%	32%	77%	100%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
7.1	Introduction into passenger service of all 27 Class 175 vehicles.	September 2001	Delivered.

Actions to improve services to passengers

- Increased number of customer interface staff available at peak time barriers at Manchester Piccadilly and other large stations.
- Increased number of train cleaners at Manchester Piccadilly station.
- Significant cleaning and refurbishment at Manchester Oxford Road station.



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 2001 – 13 October 2001 (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
84.4%	8.3%	92.8%	2.5%	1.0%	2.0%	1.7%	353918	92.1%	-8

National Passenger Survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	85	8	6	79	73	84	86
Punctuality/reliability	75	10	15	69	64	76	81
Frequency of trains	82	8	11	75	70	84	82
Value for money	60	21	19	56	42	58	56
Info about train times/platforms	75	13	11	70	67	75	71
Upkeep and repair of train	77	14	9	62	51	71	75
Length of journey time	87	8	5	84	73	85	88
Amount of seats/standing space	74	13	12	68	61	74	71
Connections	73	18	10	66	63	70	71
Comfort of seats	76	16	8	64	55	75	74
Station ticket buying facilities	80	12	8	75	66	80	78
Appropriate environment to catch train	69	20	11	59	56	68	66

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	41	34%	59%	7%	91%	91%
Apr-Oct 00	36	31%	63%	7%	90%	91%

Franchise Plan commitments

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

Actions to improve services to passengers

- New Class 334 electric trains introduced into passenger service.
- Class 318 cascade commenced to Argyle Line and Edinburgh-North Berwick services.
- 0800 Dundee-Edinburgh service reinstated from May.
- Two additional evening services on the Edinburgh-North Berwick route.
- New Sunday service Edinburgh-West Calder.
- Additional summer Saturday service Glasgow-Oban.
- First ever winter Sunday services on the Far North and Kyle Lines.
- On-line CCTV and Help points at Stonehaven.
- Platform lengthening at Bishopbriggs, Drem, North Berwick.
- Car park enlargement at East Lothian stations.
- New bus turning circle at Fauldhouse.
- Fort William day trips programme.
- Rail-Bus through ticketing to Edinburgh Airport.
- New reservation system for bicycles.
- New internet retailing service.

Press enquiries:
Eddie Toal
ScotRail
0141 335 4788

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 2001 – 13 October 2001 (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
82.4%	8.5%	90.9%	2.8%	1.2%	3.2%	1.9%	108082	84.0%	-2

National Passenger Survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	65	18	17	73	73	55	56
Punctuality/reliability	52	15	34	61	64	40	47
Frequency of trains	66	14	20	68	70	54	61
Value for money	33	24	42	36	42	34	31
Info about train times/platforms	60	20	19	66	67	56	53
Upkeep and repair of train	50	27	23	76	51	47	50
Length of journey time	66	17	18	70	73	52	63
Amount of seats/standing space	58	21	22	56	61	50	51
Connections	57	26	17	61	63	55	51
Comfort of seats	47	31	22	51	55	44	44
Station ticket buying facilities	61	22	17	63	66	60	57
Appropriate environment to catch train	51	27	21	54	56	50	50

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	46	22%	45%	34%	59%	69%
Apr-Oct 00	66	19%	52%	29%	74%	92%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
9.6.1	Installation of electronic departure boards at Watford Junction and Milton Keynes Central.	30 June 2001	Watford – delivered. Milton Keynes – reasonable endeavours undertaken by Silverlink but installation delayed by external factors.
9.10	Provision of a public telephone at the following stations; Ridgmont, Park Street, How Wood, Bricket Wood and Brondesbury Park.	31 May 2001	Delivered. (How Wood – delayed until 20 September 2001 due to external factors).

Action to improve services to passengers

- Development of 'Silver Service' scheme, identifying customer service priorities and providing regular performance feedback to staff and managers.



South Central (formerly Connex South Central)

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 2001 – 13 October 2001 (Periods 01-07)							Previous Year	Year on Year	
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
80.4%	11.3%	91.7%	3.0%	1.2%	2.8%	1.3%	315092	86.6%	-6

National Passenger Survey results – autumn 2001

Factor	%		%		TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
	% Satisfied or good	Neither/nor	% Dissatisfied or poor	% Satisfied or good				
Overall opinion	69	18	13	73	73	65	67	
Punctuality/reliability	64	14	22	61	64	59	67	
Frequency of trains	69	13	18	68	70	68	67	
Value for money	38	25	36	36	42	37	37	
Info about train times/platforms	68	18	14	66	67	65	60	
Upkeep and repair of train	33	27	40	76	51	36	41	
Length of journey time	72	16	12	70	73	70	72	
Amount of seats/standing space	57	21	24	56	61	55	56	
Connections	62	27	12	61	63	61	58	
Comfort of seats	47	28	25	51	55	48	50	
Station ticket buying facilities	62	21	18	63	66	61	58	
Appropriate environment to catch train	52	28	19	54	56	49	50	

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	31	40%	40%	20%	64%	76%
Apr-Oct 00	27	50%	37%	14%	57%	66%

Franchise Plan commitments

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

Contract change

26 August 2001: Operation of the South Central franchise passed from Connex Transport UK Limited to GoVia Limited.



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 2001 – 13 October 2001 (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
73.6%	14.5%	88.1%	4.8%	2.1%	3.8%	1.2%	299288	84.3%	-11

National Passenger Survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	69	16	15	73	73	68	67
Punctuality/reliability	58	14	28	61	64	57	59
Frequency of trains	70	14	15	68	70	70	71
Value for money	37	25	38	36	42	38	40
Info about train times/platforms	64	19	17	66	67	62	66
Upkeep and repair of train	48	23	29	76	51	48	44
Length of journey time	68	19	13	70	73	71	73
Amount of seats/standing space	59	20	21	56	61	58	54
Connections	61	28	11	61	63	61	62
Comfort of seats	53	28	19	51	55	53	49
Station ticket buying facilities	67	21	11	63	66	73	67
Appropriate environment to catch train	58	26	17	54	56	56	58

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	23	44%	55%	2%	83%	86%
Apr-Oct 00	19	27%	48%	25%	84%	85%

Franchise Plan commitments

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

Heads of Terms' agreement: 2 April 2001: The SRA signed 'Heads of Terms' with current SWT owners Stagecoach Holdings plc on a new 20 year franchise for the route. Some early benefits planned for the new franchise have already been delivered:

- New staff training, including Disability Awareness.
- Customer Information Desks at Waterloo.
- New 'Passengers Panel.'
- Non-executive director for passengers' interests on SWT board.
- 13 stations accredited with Secure Stations awards (Alton, Andover, Ascot, Basingstoke, Farnborough, Farnham, Fratton, Godalming, Havant, Hounslow, Petersfield, Southampton Central, Windsor and Eton Riverside).

Actions to improve services to passengers,

- Waiting rooms on station platforms have been refurbished at London Road, Guildford; Netley; New Milton and Swanwick
- Video launched to help staff understand the needs of disabled passengers.
- Internet café opened in the booking hall at Wokingham station.
- New CCTV schemes at Strawberry Hill and Pokesdown.
- Platform extension carried out at Winchfield to enable 8-carriage sliding door trains to call at this station.
- Enhanced weekend service frequencies between Waterloo and Hampton Court, Chessington South and Windsor in winter timetable.

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 2001 – 13 October 2001 (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
79.6%	10.7%	90.3%	3.7%	1.6%	2.6%	1.6%	145026	88.6%	-9

National Passenger Survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	79	13	8	73	73	74	80
Punctuality/reliability	69	12	19	61	64	61	74
Frequency of trains	73	13	13	68	70	73	76
Value for money	43	27	30	36	42	43	45
Info about train times/platforms	73	16	12	66	67	70	75
Upkeep and repair of train	57	26	17	76	51	61	66
Length of journey time	83	10	6	70	73	79	82
Amount of seats/standing space	67	19	14	56	61	65	62
Connections	70	21	9	61	63	60	71
Comfort of seats	62	25	14	51	55	61	63
Station ticket buying facilities	68	17	15	63	66	66	65
Appropriate environment to catch train	62	26	12	54	56	58	63

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	49	49%	26%	25%	73%	86%
Apr-Oct 00	177	12%	7%	81%	66%	73%

Franchise Plan commitments

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

Actions to improve services to passengers

- Engineering overhaul and refurbishment of Class 166 fleet.
- Launch of new campaign to raise awareness of TrainBus integrated ticketing.



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 2001 – 13 October 2001 (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
74.7%	13.2%	87.8%	4.8%	2.0%	4.0%	1.3%	85890	84.4%	-10

National Passenger Survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	70	17	14	73	73	70	69
Punctuality/reliability	62	11	26	61	64	61	62
Frequency of trains	74	11	15	68	70	74	77
Value for money	38	24	38	36	42	38	34
Info about train times/platforms	68	19	13	66	67	66	66
Upkeep and repair of train	54	26	20	76	51	54	56
Length of journey time	76	15	10	70	73	74	75
Amount of seats/standing space	55	21	24	56	61	51	51
Connections	64	25	11	61	63	67	69
Comfort of seats	53	26	21	51	55	54	51
Station ticket buying facilities	61	22	16	63	66	56	60
Appropriate environment to catch train	51	32	17	54	56	50	53

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	24	74%	17%	8%	94%	98%
Apr-Oct 00	32	46%	43%	11%	99%	100%

Franchise Plan commitments

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

Actions to improve services to passengers

- Launch of new Intalink BusZone range of integrated tickets, in conjunction with Hertfordshire County Council and local bus operators.

Press enquiries:
Mike Lamport
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.

Following the end of the *On Track* period on 13 October 2001, much of the Wales and West franchise transferred to the new 'Wales and Borders Trains' operation. The remainder of the franchise became the new 'Wessex Trains' operation. (Ownership of the franchise unchanged).

PPM results

1 April 2001 – 13 October 2001 (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
78.6%	9.8%	88.3%	4.0%	2.0%	4.5%	1.1%	96765	87.7%	-9

National Passenger Survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	84	9	7	79	73	79	79
Punctuality/reliability	75	14	11	69	64	71	78
Frequency of trains	69	12	19	75	70	67	71
Value for money	59	22	19	56	42	50	56
Info about train times/platforms	75	14	10	70	67	74	75
Upkeep and repair of train	67	18	15	62	51	66	69
Length of journey time	82	12	6	84	73	80	82
Amount of seats/standing space	70	16	14	68	61	68	65
Connections	68	18	14	66	63	60	64
Comfort of seats	67	20	13	64	55	66	63
Station ticket buying facilities	78	13	9	75	66	73	72
Appropriate environment to catch train	63	23	15	59	56	59	63

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	136	50%	44%	6%	97%	100%
Apr-Oct 00	88	32%	65%	4%	92%	99%

Franchise Plan commitments

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

Benefits procured for passengers by SRA

30 September 2001: Restoration of all year round Sunday services on the Tamar Valley branch line. This was funded by the SRA's RPP, in association with Devon & Cornwall Rail Partnership, Devon & Cornwall County Councils, Railtrack, Wales and West and other partners.

1 October 2001: Introduction of additional evening service from Carmarthen to Milford Haven, funded by the SRA's RPP.

October 2001: Stations on the Tamar Valley branch line at Bere Ferrers, Bere Alston, Calstock and Gunnislake upgraded. This was funded by the SRA's Rail Passenger Partnership (RPP), with contributions from Cornwall County Council, Devon County Council, Railtrack, Wales and West and other partners.

Action to improve services to passengers

- Rebranding of local trains for the Heart of Wales and Bristol to Weymouth lines.



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 2001 – 13 October 2001 (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
78.6%	11.3%	89.9%	3.3%	1.4%	2.8%	2.6%	177867	90.2%	-12

National Passenger Survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	65	17	18	73	73	63	76
Punctuality/reliability	53	13	34	61	64	49	73
Frequency of trains	64	16	21	68	70	64	73
Value for money	32	25	44	36	42	30	34
Info about train times/platforms	57	19	23	66	67	57	61
Upkeep and repair of train	53	21	26	76	51	52	61
Length of journey time	65	19	16	70	73	63	81
Amount of seats/standing space	53	22	24	56	61	56	60
Connections	60	28	12	61	63	58	67
Comfort of seats	53	28	19	51	55	54	58
Station ticket buying facilities	61	21	18	63	66	64	57
Appropriate environment to catch train	48	30	23	54	56	46	53

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	32	47%	50%	4%	91%	91%
Apr-Oct 00	26	45%	43%	13%	96%	98%

Franchise Plan commitments

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

Actions to improve services to passengers

- Revamp and relaunch of corporate website.
- Launch of 'Service Update' communications to customers, utilising various media, including direct mail.
- Launch of new Intalink BusZone range of integrated tickets, in conjunction with Hertfordshire County Council and local bus operators.

Press enquiries:
WAGN Press
Office
020 7713 2168

West Coast Trains

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

PPM results

1 April 2001 – 13 October 2001 (Periods 01-07)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 10 mins	Change +/-
53.9%	12.2%	66.1%	8.5	6.1%	18.3%	1.0%	32147	79.2	-13%

National Passenger Survey results – autumn 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2000 % Satisfied or good
Overall opinion	75	12	13	79	73	65	80
Punctuality/reliability	68	10	27	69	64	50	71
Frequency of trains	81	11	9	78	70	73	77
Value for money	47	16	37	47	42	44	44
Info about train times/platforms	80	13	7	78	67	71	72
Upkeep and repair of train	67	17	15	70	51	67	75
Length of journey time	71	11	17	77	73	46	74
Amount of seats/standing space	68	18	13	70	61	68	73
Connections	63	20	16	62	63	42	61
Comfort of seats	63	23	13	67	55	65	70
Station ticket buying facilities	71	17	13	76	66	67	72
Appropriate environment to catch train	65	24	12	65	56	62	60

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Apr-Oct 01	1,017	28%	24%	48%	57%	81%
Apr-Oct 00	979	24%	32%	44%	53%	85%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
34	Improvement of ticket sales outlets, in conjunction with CrossCountry Trains, to an aggregate initial capital cost of £500,000.	December 2002.	Delivered June 2001. Includes 'Retail 2000' new style ticket shop at Stoke on Trent.
36	Hosting of Customer Consultation meeting	Every three months	Meeting held at Wolverhampton on 4 July

Actions to improve services to passengers

- 50% discount on Virgin Value tickets booked through Telesales line or website (between 20 May and 31 August).
- 10% discount off all Business and Saver fares set by Virgin Trains and booked through Telesales line or website (between 18 June and 31 December).
- Introduction and pilot of new style colour coded timetable booklets and accompanying route maps.



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
Arriva Trains Merseyside	Arriva PLC	3 yrs	February 2003
Arriva Trains Northern	Arriva PLC	3 yrs	February 2003
Cardiff Railway Company	National Express Group PLC.	7 yrs 6 mths	April 2004
C2C	National Express Group PLC	15 yrs	May 2011
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 Eastern	Connex Transport UK Limited	15 yrs	October 2011
CrossCountry	Virgin Rail Group Limited.	15 yrs	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.	7 yrs	September 2003
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
ScotRail	National Express Group PLC.	7 yrs	April 2004
Silverlink	National Express Group PLC.	7 yrs 6 mth	October 2004
South Central (formerly Connex South Central)	Govia Limited		May 2003
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 Keolis SA).	7 yrs 1 mth	April 2004
Wales & West	National Express Group PLC	7 yrs 6 mths	April 2004
West Anglia Great Northern	National Express Group PLC	7 yrs 3 mths	April 2004
West Coast Trains	Virgin Rail Group Limited.	15 yrs	March 2012

Note

- Negotiations are currently ongoing with M40 Trains Limited to replace the current Chiltern Railways franchise with a new 20 year franchise, with GOVIA Limited to replace the current South Central franchise with a new 20 year franchise, and with Stagecoach Holdings PLC to replace the current South West Trains franchise with a new 20 year franchise. New contracts are expected to be in place on those franchises in the next few months.
- Negotiations taking place with GNER for 2 year extension.

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 stations as stated 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 side of the operator's results.

The performance of each train operating company is monitored over 13 periods of four weeks each during the financial year (1 April to 31 March). The periods for 2001/02 were

- P1 1.4.01 – 28.4.01
- P2 29.4.01 – 26.5.01
- P3 27.5.01 – 23.6.01
- P4 24.6.01 – 21.7.01
- P5 22.7.01 – 18.8.01
- P6 19.8.01 – 15.9.01
- P7 16.9.01 – 13.10.01
- P8 14.10.01 – 10.11.01

- P9 11.11.01 – 8.12.01
- P10 9.12.01 – 5.1.02
- P11 6.1.02 – 2.2.02
- P12 3.2.02 – 2.3.02
- P13 3.3.02 – 31.3.02

National Passenger Survey

In 1999 the SRA launched its National Passenger Survey in order to assess levels of passenger satisfaction. These surveys are carried out on a representative sample of passenger journeys and assess key factors which are of importance to passengers.

In order to provide results that give a consistent picture across the network, the SRA 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 railway. The surveys are focussed on the factors that really matter to passengers. These were defined by the pilot national survey as follows:

- 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.

Explanatory notes continued

All of these factors are reported at national level and factors 1 to 12 are also reported for each train operator. Individual operator results are presented together with other operators who provide similar types of services. The three types of services are High Speed Long Distance, London and South East, and Other operators.

Twice a year 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 related 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 is to ensure that the sample accurately 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. To assess 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 break-down 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.

Complaints

Train operators report to SRA the total number of complaints that they receive from passengers. This data is presented as the number of complaints received per 100,000 passenger journeys. Relating the number of

complaints to the number of passenger journeys takes account of the differing size of each operators business and the number of passengers that each operator carries. However, caution should be used in making direct comparisons between operators as passenger's propensity to complain appears to differ according to the type of journey that they are making. Three operators, Arriva Trains Northern, CrossCountry and West Coast Trains are unable to differentiate between telephone complaints and telephone enquiries. Therefore, the total telephone complaints figure for these companies includes both complaints and enquiries, which will inflate the total number of complaints received per 100,000 passenger journeys.

All operators must produce and comply with a procedure for answering complaints made by their passengers. These procedures include a target time for responding in full to complaints. These target response times differ between operators and direct comparisons should be made with care. However, all operators also report the percentage of complaints answered within twenty working days for which measurement comparisons can more easily be made.

The SRA also requires operators to report on the numbers of complaints made in writing, made by pre-printed comment form and made by telephone. This allows us to measure the extent to which operators make it easy for passengers to contact them. A particular method of contact is the pre-printed comment or claim form, which operators should make available at stations and on trains. Operators such as Great Eastern, who make this form readily available, are able to demonstrate this accessibility through the high percentage of passenger comments received in this format.

SRA Incentive payments/penalties

The figures in the table reflect the sums actually paid to date in respect of performance in the period 1 April to 13 October 2001. These are based on the arrangements described below for PIP, SFIP and TCIP. See 'Changes to incentive regimes from April 2001'

below for details of adjustments to be retrospectively applied to these payments and changes to the scope of the services now covered by the incentive regimes.

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 SRA pays the operator; if worse the operator pays the SRA. 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 Arriva Trains Merseyside (all service groups) and Central Trains (Snow Hill peak, New Street peak, and New Street off peak service groups only). Chiltern Trains' benchmarks have, since 1 April 2001, been based on agreed performance targets that are tighter than historic average levels of performance.

Short Formations Incentive Payment (SFIP) applies to operators providing peak services into London and some other cities where capacity (number of standard class seats) is a critical factor. 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 is made, based on a proportion of the cancellation charge.

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 SRA. They do not include information on the separate PTE incentive regimes, which are the responsibility of the relevant PTEs. But as the SRA is a partner in Merseytravel PTE's incentive regime for Arriva Trains Merseyside, our contribution is shown in the 'Other' column of the table. This covers the small area served by Arriva Trains Merseyside 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.

There is a separate table covering three performance regimes for former InterCity operators, negotiated since franchising. The West Coast Trains and Midland Mainline regimes cover short formations only – with payments to the SRA where they fail to meet the specifications in their PSRs.

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.

Generally, the SRA 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 Great Western regime is not reflected in arrangements with Railtrack, the penalties are capped or waived for certain causes outside Great Western's control.

Explanatory notes continued

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.

All of these factors are reported at national level and factors 1 to 12 are also reported for each train operator. Individual operator results are presented together with other operators who provide similar types of services. The three types of services are High Speed Long Distance, London and South East, and Other operators.

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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. To assess 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 break-down 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.

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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 SRA 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 SRA 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.

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Benefits procured by SRA

Passenger benefits procured by SRA for passengers, following negotiations to secure compensation for failure to meet the terms of the franchise plan, or through the SRA's Rail Passenger Partnership (RPP) scheme.

Changes to contract

Changes made to franchise contract, following negotiations between the SRA 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.

Explanatory notes continued

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

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