

Contents

Commentary	2
Public Performance Measure (PPM)	
– Performance table	5
– Summary data (charts)	6
National Passenger Survey (NPS)	8
Passenger complaints data	14
Payments/penalties to operators under SRA incentive regimes	18
Subsidy per passenger kilometre	20
Individual operator data (PPM data, NPS results, complaints data, franchise plan commitments, changes to contract, benefits procured by SRA, actions to improve services to passengers)	
<i>Anglia Railways</i>	22
<i>Arriva Trains Merseyside</i>	23
<i>Arriva Trains Northern</i>	24
<i>c2c</i>	25
<i>Central Trains</i>	26
<i>Chiltern Railways</i>	27
<i>Connex South Eastern</i>	29
<i>First Great Eastern</i>	30
<i>First Great Western</i>	31
<i>First North Western</i>	32
<i>Gatwick Express</i>	33
<i>GNER</i>	34
<i>Island Line</i>	35
<i>Midland Mainline</i>	36
<i>ScotRail</i>	37
<i>Silverlink</i>	39
<i>South Central</i>	40
<i>South West Trains</i>	41
<i>Thames Trains</i>	42
<i>Thameslink</i>	43
<i>Virgin CrossCountry</i>	44
<i>Virgin West Coast</i>	45
<i>WAGN</i>	46
<i>Wales & Borders Trains</i>	47
<i>Wessex Trains</i>	48
Train operating companies and their franchisees	49
Explanatory notes	50

Commentary

This is the sixth edition of *On Track*, and the second since the publication of the SRA's Strategic Plan in January 2002. The document provides a comprehensive overview of passenger train performance, passengers' views on services, passenger complaints to train operators and financial penalties and payments made, by and to, train operators.

Public Performance Measure

The Public Performance Measure (PPM) data covers quarterly periods for consistency with the presentation of data in the SRA's *National Rail Trends*. Consequently, for each operator data is provided for April to June (Quarter 1) and July to September (Quarter 2). Six-monthly aggregates have not been provided but can be obtained on request from the SRA.

22 train operating companies show a decrease in performance compared to the last quarter; three operators have shown improvement: Arriva Trains Merseyside (up 5 percentage points), South West Trains (up 1) and WAGN (up 3).

All three sectors show a decline:

- London and South East operators decreased by 1 percentage point
- Long distance operators decreased by 4 points
- Regional operators decreased by 3 points

The SRA is continuing to press for substantial and lasting improvements in performance both through its Rail Performance Fund and the Joint Boards with other industry partners in the regions. Parallel to this the SRA's Capacity Utilisation Policy will improve performance through better timetable planning and more effective targeting of investment.

National Passenger Survey

The National Passenger Survey (NPS) provides a network-wide picture of customer satisfaction with rail travel. The NPS has been conducted twice yearly since 1999. The results of the Autumn 2002 survey (September/October) are reported in this issue of *On Track*.

This Autumn's survey reveals an improving picture, with satisfaction increasing in the areas identified as being of most importance to passengers.

The results on pages 8 to 13 show passengers' overall opinion of their journey and their rating of key aspects of the service, at national and train operating company levels. The individual train operator pages 22 to 48 contain the results for overall opinion and the eleven most important service factors, with year-on-year comparisons. This is the first year of operation for Wales & Borders and Wessex Trains, so no year-on-year comparisons are available for these franchises.

- Nationally, overall opinion of the day's journey has remained unchanged from the previous two surveys (Autumn 2001 and Spring 2002) at 73% satisfied.
- Satisfaction with punctuality/reliability has risen to 69%, up from 64% in Autumn 2001 and 65% in Spring 2002. This increase in satisfaction is seen across all train operators, with the exception of Central Trains.
- Satisfaction with the frequency of trains has also risen nationally, to 73% from 70%.
- Satisfaction with value for money shows a 1% rise.
- Information about train times/platforms is rated 4% higher, with a particularly significant improvement recorded for South West Trains (up 10% on Autumn 2001, 14% on Spring 2002).
- Year-on-year increases in satisfaction was seen for the length of journey time, connections with other trains and comfort of seats.
- There were small decreases in satisfaction with the amount of seats/standing space available, and with the appropriate (station) environment.
- The highest levels of overall train operator satisfaction were recorded for Island Line (91%), Gatwick Express (91%), Chiltern Railways (89%) and Anglia Railways (86%).
- Significant increases in overall satisfaction were achieved by Arriva Trains Merseyside, Arriva Trains Northern and WAGN, whilst c2c improved slightly on the levels attained in Spring 2002, but significantly on ratings in Autumn 2001.
- Overall satisfaction with Central Trains has shown a significant decline to 70% (from 79% in Autumn 2001, 75% Spring 2002), with generally lower scores being recorded for all aspects of the service.
- Connex South Eastern passengers record the lowest level of overall satisfaction, at 65%. Although satisfaction with punctuality/reliability and journey time have improved, this has been countered by lower satisfaction with the station environment and ticket buying facilities.

Complaints

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

For the industry as a whole, the level of complaints per 100,000 journeys increased by 23% in comparison to the previous quarter. 19 operators recorded an increase in complaints and six either a fall or no change. Train service performance accounted for much of the increase in complaints.

Commentary continued

While the number of complaints was up, some operators were able to handle the increase without a deterioration in response times: 12 operators recorded either an improvement or no change in the number of complaints handled within the target set by the SRA against the previous quarter, and 13 recorded a reduction. For the number of complaints handled within 20 days, 14 operators recorded either an improvement or no change and 11 operators recorded a reduction.

Incentive Regimes

During the period covered by *On Track* a net payment of £28.2 million was received by the SRA from operators.

The SRA received net incentive payments from operators of £72.8 million in the year ending 13 October 2002. This compares with a net figure of £135.6 million received in the previous year ending 13 October 2001.

Quarterly figures are based on the following periods:

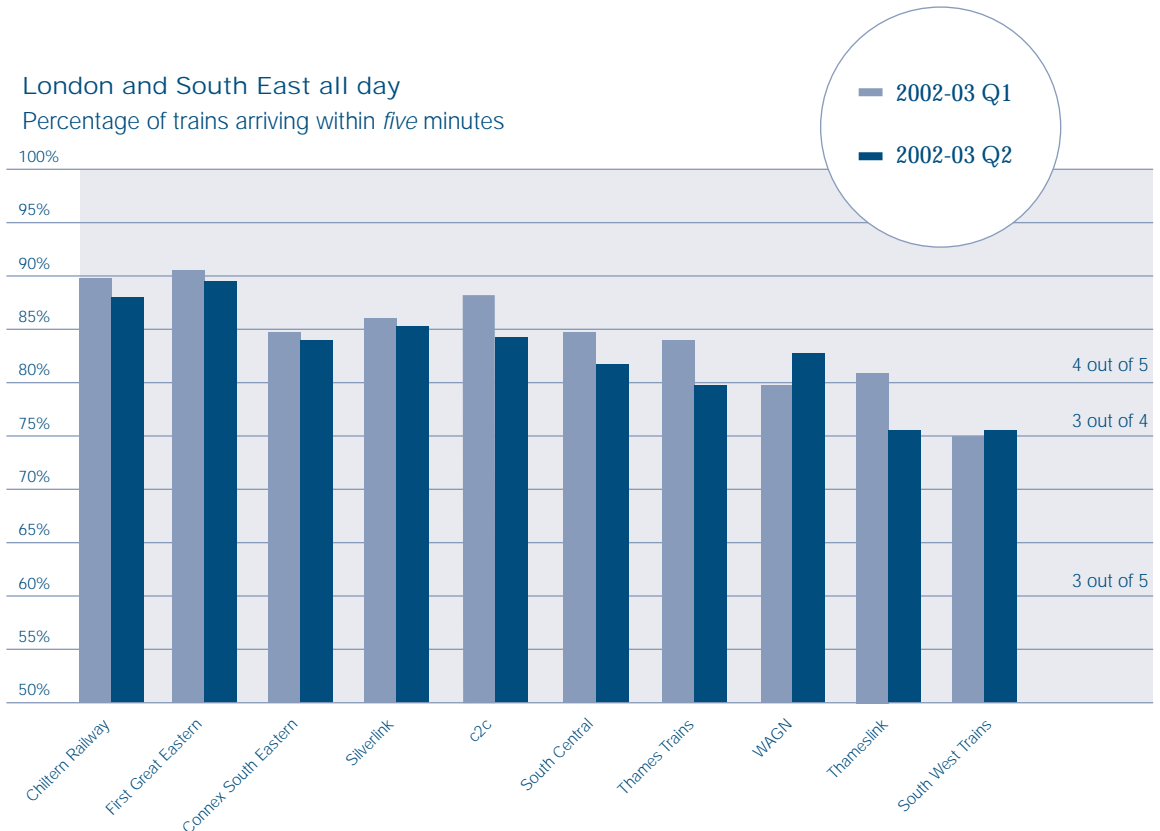
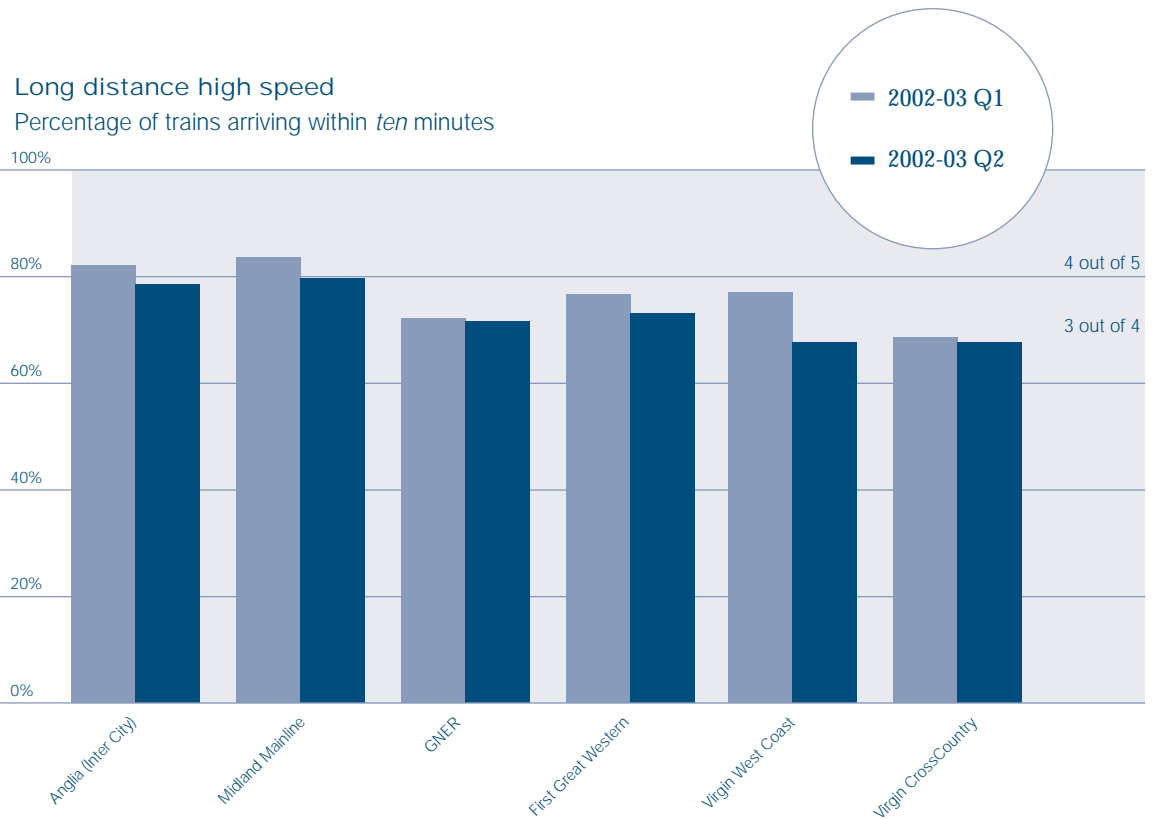
Quarter 1	April – June
Quarter 2	July – September
Quarter 3	October – December
Quarter 4	January – March

Performance table

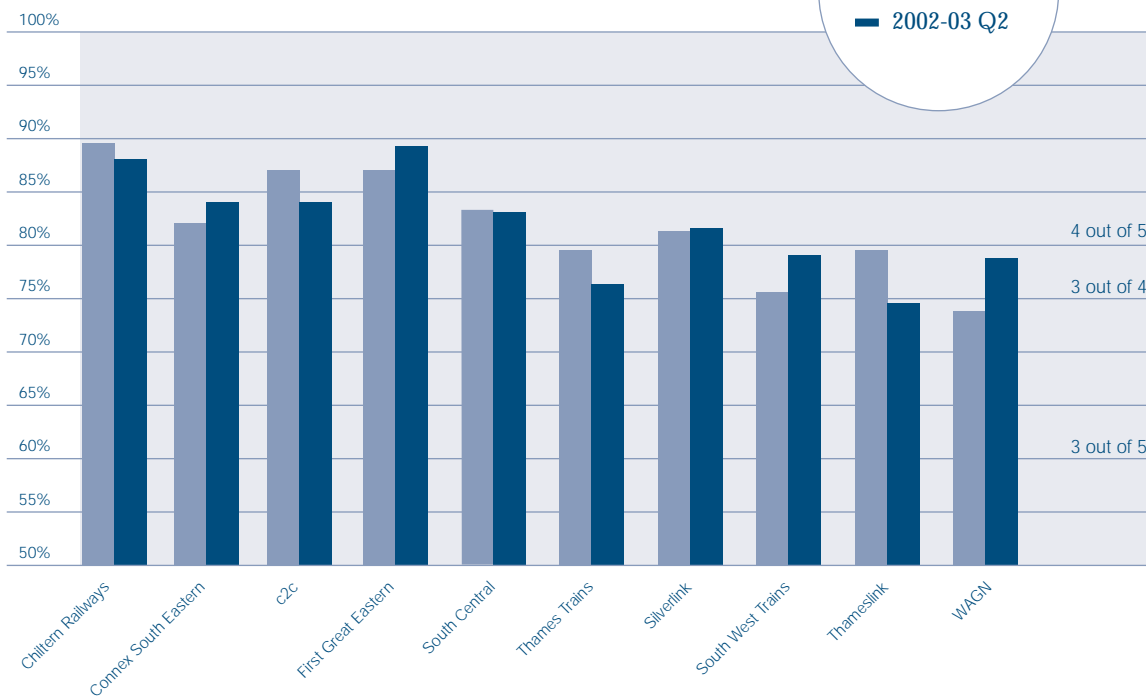
Public Performance Measure by train operating company Percentage of trains arriving on time 2001-02 Q2 to 2002-03 Q2

	2001-02 Q2	2001-02 Q3	2001-02 Q4	2002-03 Q1	2002-03 Q2	Year to 30 September 2002
Long Distance operators						
Anglia (InterCity)	77.8	73.9	82.3	82.0	78.6	79.2
First Great Western	69.1	72.8	76.8	76.6	73.2	74.9
Great North Eastern Railway	73.5	68.7	69.2	72.0	71.4	70.4
Midland Mainline	73.4	70.8	77.6	83.5	79.7	78.0
Virgin West Coast	71.7	65.8	78.1	77.4	67.5	72.2
Virgin CrossCountry	63.3	58.3	72.4	68.5	66.8	66.6
Sector Level	70.8	68.1	75.9	76.3	72.0	73.1
London and SE operators All day						
c2c	79.1	74.5	88.9	88.1	84.4	84.5
Chiltern Railways	90.6	90.6	89.6	89.8	88.0	89.5
Connex South Eastern	82.6	67.8	84.0	84.7	84.1	80.1
First Great Eastern	85.9	80.7	91.3	90.6	89.6	88.0
Silverlink	81.5	80.7	86.5	86.0	85.5	84.7
South Central	79.5	67.3	81.1	84.8	81.7	78.7
South West Trains	72.4	59.9	71.2	75.1	75.9	70.6
Thames Trains	77.5	76.9	84.5	84.1	79.9	81.3
Thameslink	74.1	60.4	75.7	80.8	75.8	73.2
West Anglia Great Northern	78.4	65.4	75.9	79.8	82.7	76.0
Sector Level	79.2	69.3	81.1	83.1	81.9	78.9
London and SE operators Peak						
c2c	78.6	68.0	88.1	87.2	83.9	82.0
Chiltern Railways	89.4	87.8	85.3	89.3	88.1	87.6
Connex South Eastern	82.9	59.8	80.2	81.9	84.4	76.6
First Great Eastern	81.3	70.7	88.3	87.0	89.4	83.9
Silverlink	75.5	74.2	82.4	81.4	81.9	80.0
South Central	78.6	56.7	75.4	83.2	83.1	74.7
South West Trains	73.9	54.4	66.7	75.5	79.5	69.1
Thames Trains	75.0	72.9	79.7	79.7	76.4	77.1
Thameslink	73.8	54.6	69.6	79.4	74.4	69.4
West Anglia Great Northern	69.3	52.2	69.4	73.6	78.8	68.6
Sector Level	77.5	60.8	76.6	80.7	82.1	75.1
Regional operators						
Anglia Locals	85.5	83.6	85.4	84.7	84.1	84.5
Arriva Trains Merseyside	85.4	73.3	79.4	88.4	93.6	83.8
Arriva Trains Northern	74.3	71.1	81.2	83.8	80.5	79.2
Central Trains	75.1	67.3	77.2	77.7	70.8	73.2
First North Western	78.7	72.5	84.1	83.0	79.2	79.7
Gatwick Express	79.6	77.8	84.1	87.0	86.0	83.6
Island Line	94.8	98.3	96.0	96.7	95.6	96.7
ScotRail	83.3	78.4	79.4	85.9	81.1	81.2
Wales & Borders Trains	–	73.2	83.2	82.8	80.0	80.1
Wessex Trains	–	78.4	83.8	83.7	81.2	81.9
Sector Level	79.7	74.1	81.2	83.6	80.3	79.8
National Level	79.0	71.3	80.9	83.0	80.8	79.0

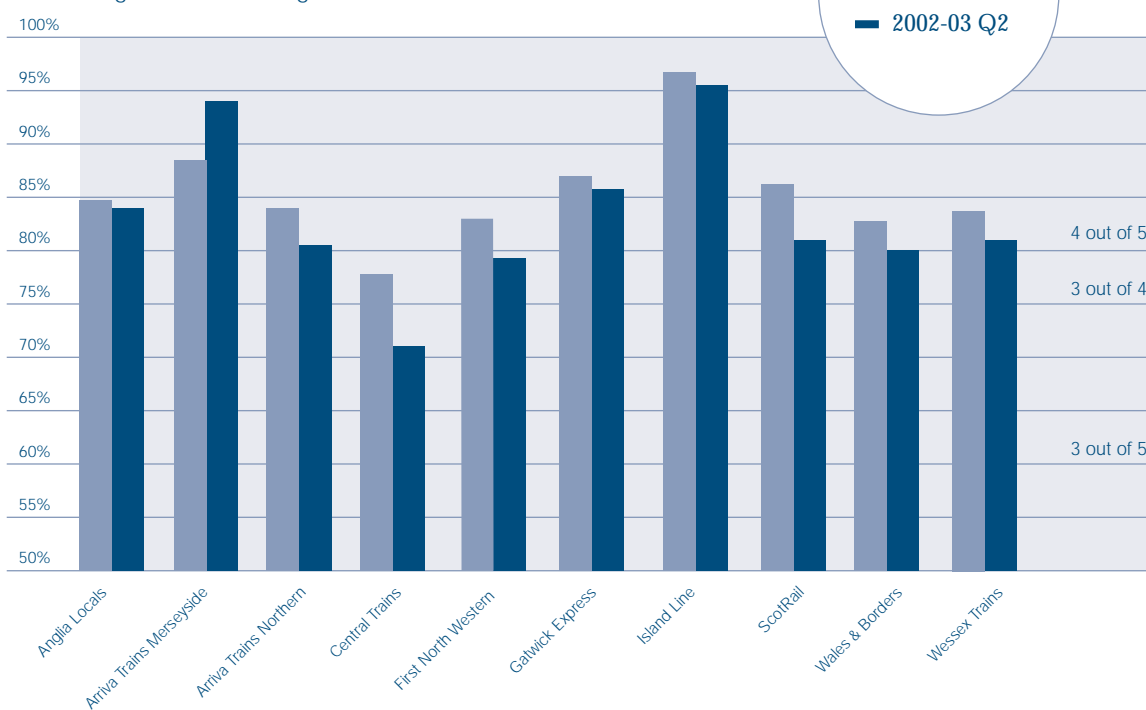
Summary performance figures



London and South East peak services
Percentage of trains arriving within *five* minutes



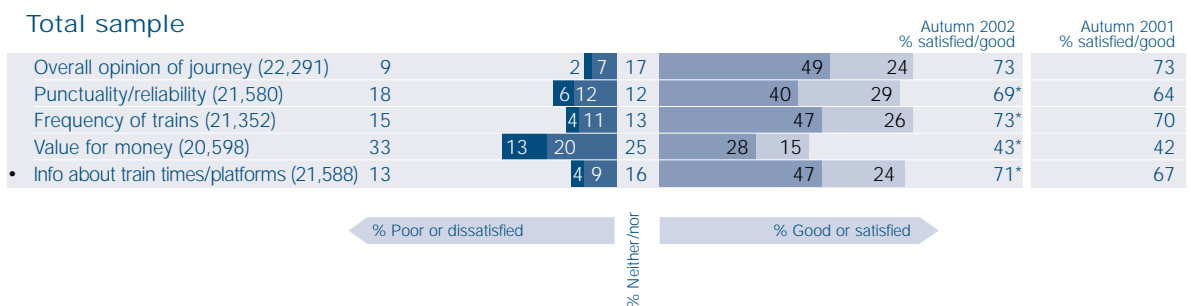
Other operators (alphabetical order)
Percentage of trains arriving within *five* minutes



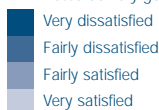
National passenger survey – wave 7 Autumn 2002

National level results (all respondents)

Overall opinion and key service factors



- Rated as very good to very poor



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

*Statistically significant difference from previous result

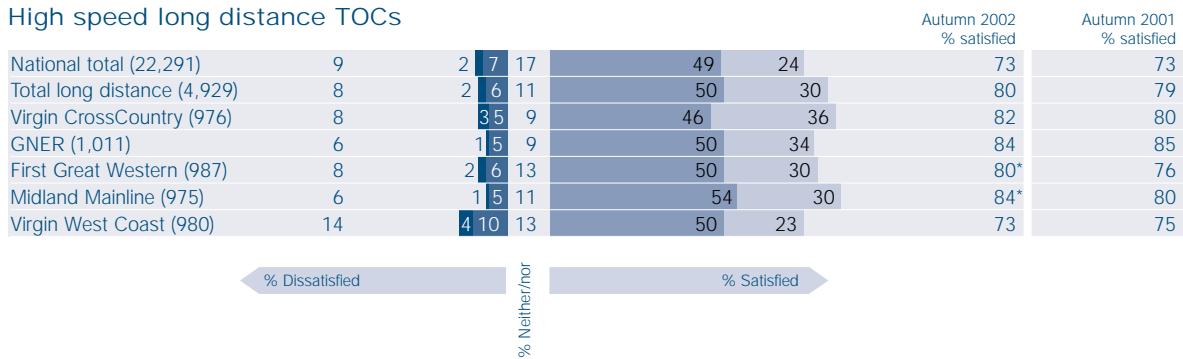
Note

Punctuality/reliability, frequency of trains, value for money and information about train times/platforms have been identified as the four most important service factors for passengers. (NPS Pilot Study 1999)

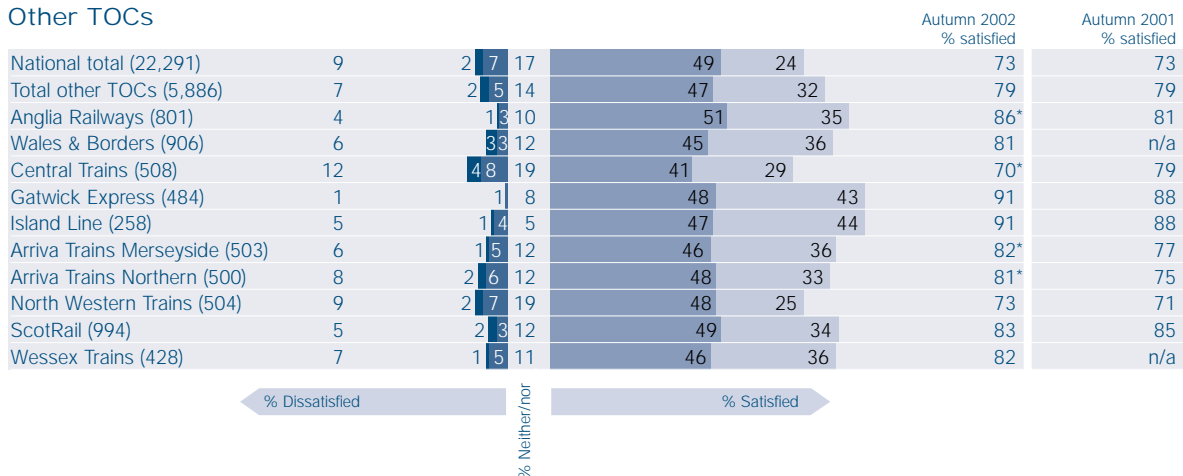
TOC level results

– overall opinion of journey

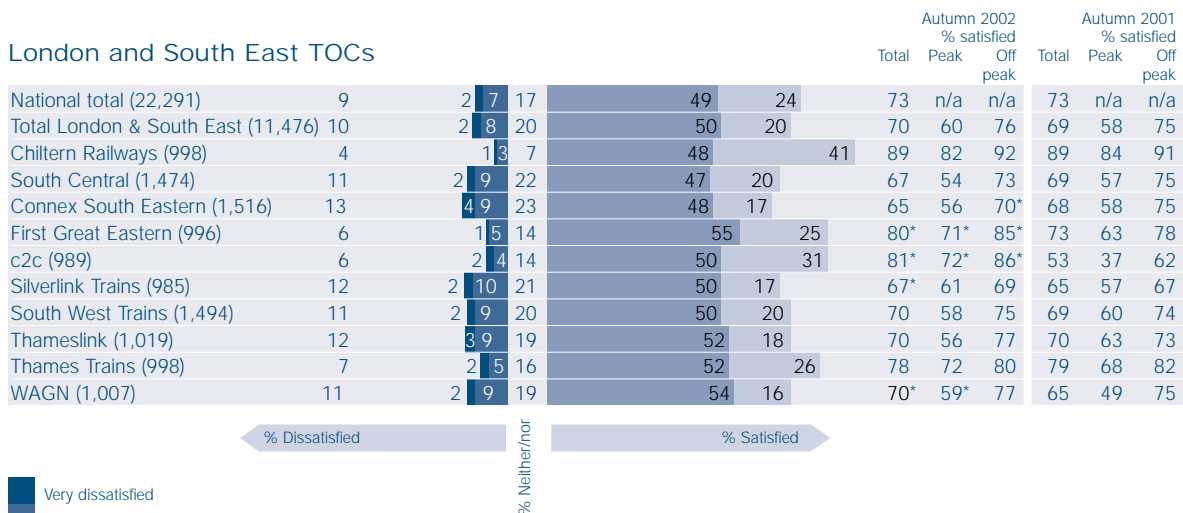
High speed long distance TOCs



Other TOCs



London and South East TOCs



- Very dissatisfied
- Fairly dissatisfied
- Fairly satisfied
- Very satisfied

BASE (Excludes those saying don't know/no opinion)
 *Statistically significant difference from previous result

National passenger survey – wave 7 Autumn 2002 continued

TOC level results

– punctuality/reliability

High speed long distance TOCs

						Autumn 2002 % satisfied	Autumn 2001 % satisfied
National total (21,580)	18	6 12	12	40	29	69*	64
Total long distance (4,773)	16	6 10	9	34	40	74*	69
Virgin CrossCountry (938)	19	9 10	8	32	41	73*	66
GNER (978)	13	5 8	8	37	42	79	76
First Great Western (968)	19	5 13	10	32	39	71*	63
Midland Mainline (957)	13	4 9	10	39	37	76*	70
Virgin West Coast (932)	16	7 9	10	34	39	73*	68



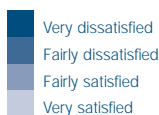
Other TOCs

						Autumn 2002 % satisfied	Autumn 2001 % satisfied
National total (21,580)	18	6 12	12	40	29	69*	64
Total other TOCs (5,647)	16	5 11	9	40	35	75*	69
Anglia Railways (763)	13	4 9	8	37	42	79*	73
Wales & Borders (871)	13	5 8	11	40	36	76	n/a
Central Trains (489)	24	10 14	11	37	27	64	68
Gatwick Express (458)	4		4	35	57	92*	83
Island Line (249)	3	1 2	5	35	57	92	91
Arriva Trains Merseyside (486)	11	2 9	8	37	44	81*	75
Arriva Trains Northern (488)	18	5 13	5	41	36	77*	56
First North Western (480)	21	7 14	10	36	32	68	66
ScotRail (950)	12	4 8	11	43	34	77	75
Wessex Trains (413)	10	2 8	8	36	47	83	n/a



London and South East TOCs

						Autumn 2002 % satisfied			Autumn 2001 % satisfied		
						Total	Peak	Off peak	Total	Peak	Off peak
National total (21,580)	18	6 12	12	40	29	69*	n/a	n/a	64	n/a	n/a
Total London & South East (11,160)	19	6 13	13	42	26	68*	60*	71*	61	55	64
Chiltern Railways (959)	6	1 5	7	38	49	87	79	91*	85	83	87
South Central (1,433)	19	6 13	14	40	26	66	56	73	64	55	69
Connex South Eastern (1,482)	20	7 13	13	45	22	67*	62	70	63	61	66
First Great Eastern (964)	9		10	49	32	81*	76*	85*	66	57	70
c2c (951)	14	5 9	12	43	31	74*	66*	79*	49	38	55
Silverlink Trains (965)	26	8 18	14	38	22	60*	57	61*	52	49	53
South West Trains (1,463)	21	7 14	15	39	25	64*	59	66*	58	53	60
Thameslink (994)	22	7 15	13	38	27	65	54*	70*	62	62	63
Thames Trains (965)	17	4 13	12	41	31	72	65	74	69	64	71
WAGN (984)	24	9 15	17	38	21	59*	49*	67	53	37	64



BASE (Excludes those saying don't know/no opinion)
*Statistically significant difference from previous result

TOC level results – frequency of trains

High speed long distance TOCs

						Autumn 2002 % satisfied	Autumn 2001 % satisfied	
National total (21,352)	15	4	11	13	47	26	73*	70
Total long distance (4,599)	9	2	7	12	47	32	79	78
Virgin CrossCountry (870)	11	3	8	16	47	26	73*	68
GNER (938)	6	2	4	9	44	42	86	87
First Great Western (924)	11	2	9	11	47	32	79*	75
Midland Mainline (946)	6	1	5	10	49	35	84	82
Virgin West Coast (921)	10	2	8	16	49	26	75*	81



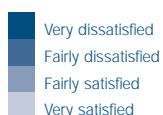
Other TOCs

						Autumn 2002 % satisfied	Autumn 2001 % satisfied	
National total (21,352)	15	4	11	13	47	26	73*	70
Total other TOCs (5,608)	13	4	9	11	44	32	76	75
Anglia Railways (768)	10	2	8	12	46	33	79	76
Wales & Borders (846)	19	6	13	13	41	26	67	n/a
Central Trains (476)	14	5	9	15	44	27	71	71
Gatwick Express (465)	2	2	1	2	28	68	96*	92
Island Line (246)	5	1	4	9	38	48	86	81
Arriva Trains Merseyside (491)	6	1	4	6	43	47	90*	85
Arriva Trains Northern (478)	14	3	11	9	46	30	76*	70
First North Western (478)	17	5	12	13	46	23	69	66
ScotRail (956)	13	4	9	13	42	33	75*	82
Wessex Trains (404)	16	4	12	9	42	32	74	n/a



London and South East TOCs

						Autumn 2002 % satisfied			Autumn 2001 % satisfied			
						Total	Peak	Off peak	Total	Peak	Off peak	
National total (21,352)	15	4	11	13	47	26	73*	n/a	n/a	70	n/a	n/a
Total London & South East (11,145)	16	4	12	13	49	22	71*	66*	74*	68	61	71
Chiltern Railways (959)	9	2	7	8	47	36	83	77	87	82	75	84
South Central (1,433)	16	3	13	14	49	22	71	61	76	69	59	74
Connex South Eastern (1,483)	16	4	12	15	50	18	68	65	71	67	61	70
First Great Eastern (966)	10	4	6	11	48	31	79	81*	79	76	74	77
c2c (939)	11	3	8	12	49	27	76*	74*	79*	35	28	40
Silverlink Trains (964)	20	5	15	12	51	17	68	67	68	66	66	66
South West Trains (1,451)	16	4	12	13	47	23	70	66	73	70	64	73
Thameslink (1,000)	14	4	10	10	47	29	76	63	83	74	63	79
Thames Trains (962)	12	2	10	13	51	24	75	71	76	73	73	74
WAGN (988)	18	4	14	15	50	17	67	64*	69	64	53	70



BASE (Excludes those saying don't know/no opinion)
*Statistically significant difference from previous result

National passenger survey – wave 7 Autumn 2002 continued

TOC level results – value for money

High speed long distance TOCs

								Autumn 2002 % satisfied	Autumn 2001 % satisfied
National total (20,598)	33	13	20	25	28	15	43*	42	
Total long distance (4,596)	31	13	18	20	28	21	49	47	
Virgin CrossCountry (890)	20	7	13	17	34	29	63	60	
GNER (928)	30	12	18	22	30	18	48	46	
First Great Western (930)	35	14	21	21	23	20	43	40	
Midland Mainline (928)	33	13	20	18	28	22	50*	45	
Virgin West Coast (920)	37	17	20	19	24	20	44	47	



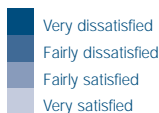
Other TOCs

								Autumn 2002 % satisfied	Autumn 2001 % satisfied
National total (20,598)	33	13	20	25	28	15	43*	42	
Total other TOCs (5,378)	23	8	15	21	33	23	56	56	
Anglia Railways (747)	28	10	18	20	29	23	52	49	
Wales & Borders (849)	22	8	14	19	32	28	60	n/a	
Central Trains (435)	26	8	18	23	31	19	50	58	
Gatwick Express (454)	30	6	24	28	28	13	41	41	
Island Line (232)	12	5	7	14	33	41	74	72	
Arriva Trains Merseyside (396)	16	6	10	18	41	26	67	59	
Arriva Trains Northern (475)	24	10	14	22	30	25	55	53	
First North Western (466)	28	8	20	20	31	20	51	49	
ScotRail (928)	22	7	15	21	35	22	57	60	
Wessex Trains (396)	20	5	15	19	35	27	62	n/a	



London and South East TOCs

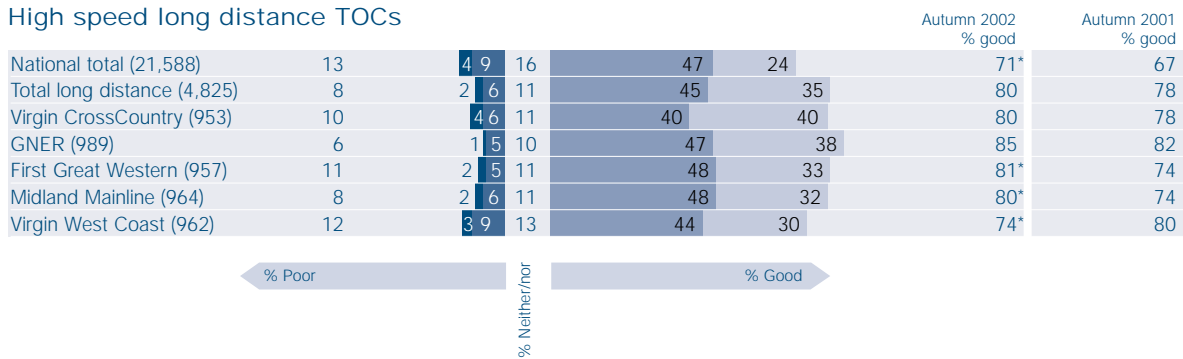
								Autumn 2002 % satisfied			Autumn 2001 % satisfied		
								Total	Peak	Off peak	Total	Peak	Off peak
National total (20,598)	33	13	20	25	28	15	43*	n/a	n/a	42	n/a	n/a	
Total London & South East (10,624)	36	14	22	26	27	11	38*	24*	45	36	21	45	
Chiltern Railways (920)	23	8	15	28	32	18	50	32	59*	47	35	52	
South Central (1,378)	35	15	20	26	27	13	40	27*	47	38	21	48	
Connex South Eastern (1,385)	34	13	21	28	26	10	36	26*	44	35	20	47	
First Great Eastern (900)	39	15	24	27	24	11	35	21	44	36	24	44	
c2c (907)	33	12	21	28	28	12	40*	25*	49*	26	14	34	
Silverlink Trains (909)	37	15	22	25	26	12	38*	19	44*	33	22	37	
South West Trains (1,401)	37	15	22	26	28	10	38	22	44	37	22	43	
Thameslink (951)	40	17	23	23	24	13	37	20	46	38	24	45	
Thames Trains (935)	31	12	19	24	32	12	44	26	50	43	25	48	
WAGN (938)	41	15	26	27	23	9	32	20	40	32	16	42	



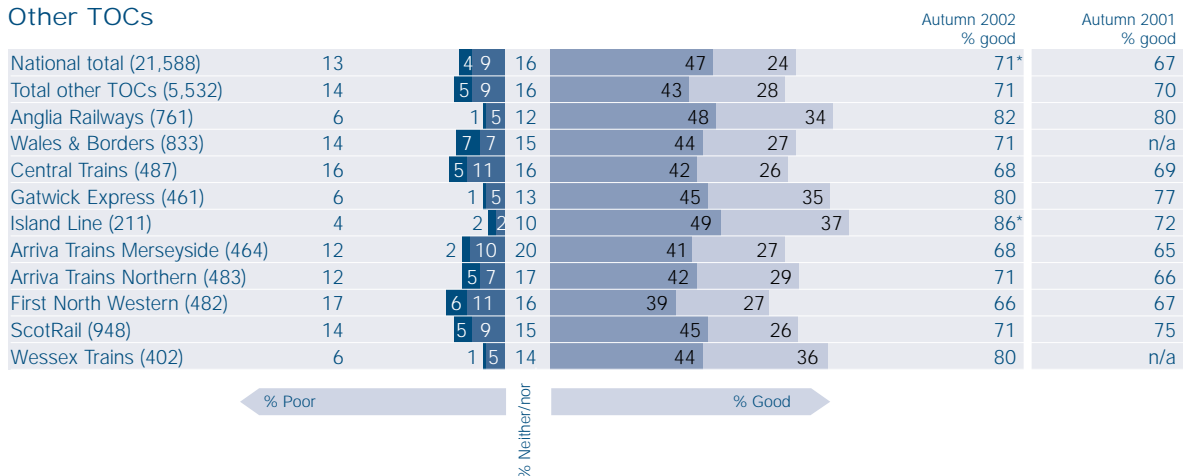
BASE (Excludes those saying don't know/no opinion)
*Statistically significant difference from previous result

TOC level results – information about train times/platforms

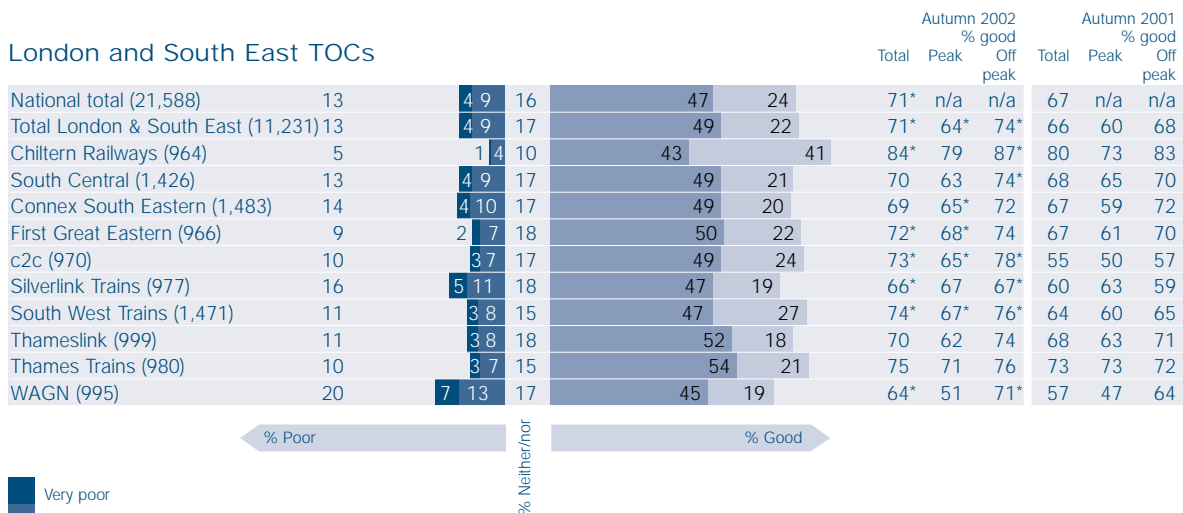
High speed long distance TOCs



Other TOCs



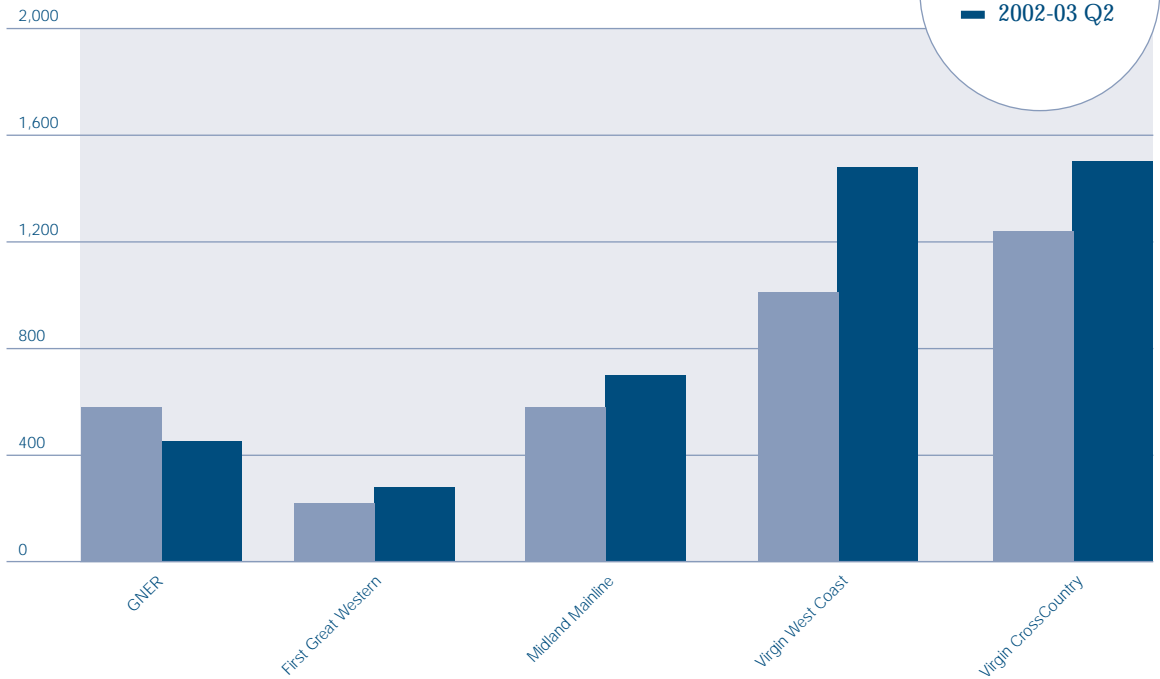
London and South East TOCs



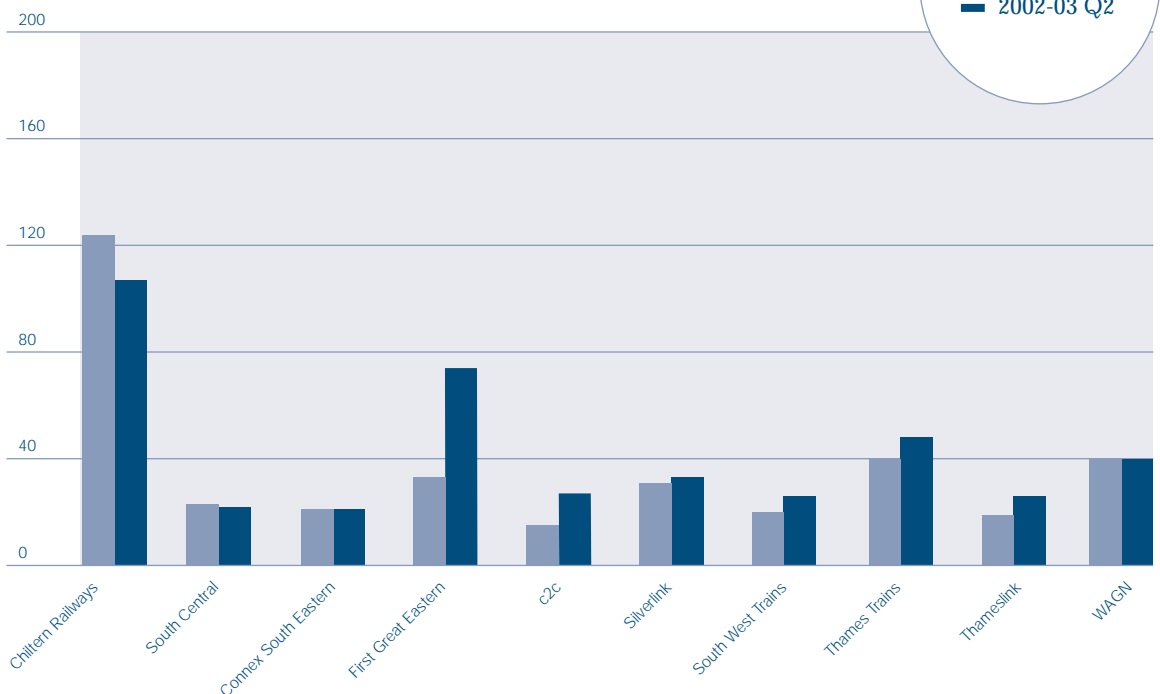
BASE (Excludes those saying don't know/no opinion)
*Statistically significant difference from previous result

Passenger complaints data

Long distance high speed
Complaints received per 100,000 journeys

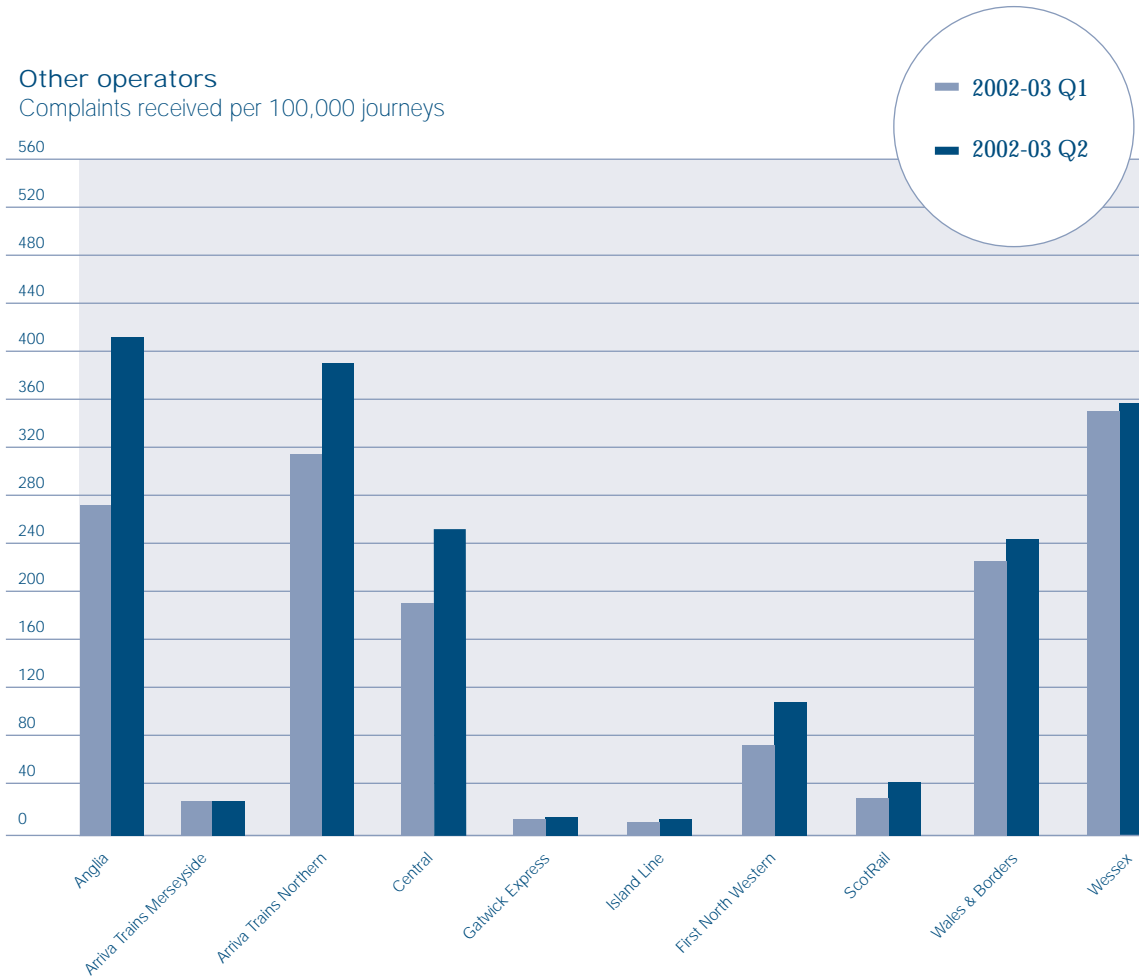


London and South East
Complaints received per 100,000 journeys



Other operators

Complaints received per 100,000 journeys



Passenger complaints data continued

Complaint response performance

Percentage of complaints answered within CHP target 2001-02 Q2 to 2002-03 Q2

Operator	2001-2002 Q2	2001-2002 Q3	2001-2002 Q4	2002-2003 Q1	2002-2003 Q2	CHP Response time
Anglia Railways	47%	34%	68%	91%	38%	10 days
Arriva Trains Merseyside	99%	100%	99%	100%	100%	20 working days
Arriva Trains Northern	91%	96%	98%	98%	98%	15 days
c2c	43%	12%	78%	99%	94%	5 working days
Central Trains	78%	92%	67%	91%	88%	3 weeks
Chiltern Railways	37%	96%	97%	82%	95%	10 working days
Connex South Eastern	76%	79%	55%	93%	94%	10 working days
First Great Eastern	86%	91%	98%	98%	97%	10 days
First Great Western	50%	35%	78%	90%	67%	5 working days
First North Western	95%	75%	94%	89%	49%	5 working days
Gatwick Express	89%	88%	90%	99%	91%	10 working days
GNER	89%	88%	86%	94%	99%	20 working days
Island Line	100%	100%	100%	100%	100%	10 working days
Midland Mainline	98%	94%	96%	97%	65%	20 working days
ScotRail	91%	89%	92%	93%	52%	10 working days
Silverlink	67%	4%	40%	89%	92%	10 working days
South Central	81%	79%	65%	93%	93%	10 working days
South West Trains	93%	98%	96%	99%	100%	15 days
Thames Trains	64%	65%	55%	93%	81%	10 working days
Thameslink	91%	90%	91%	98%	96%	10 working days
Virgin CrossCountry	62%	50%	79%	88%	57%	10 working days
Virgin West Coast	62%	58%	84%	88%	55%	10 working days
WAGN	8%	14%	71%	96%	96%	10 working days
Wales & Borders	n/a	n/a	n/a	100%	100%	10 working days
Wessex Trains	n/a	n/a	n/a	100%	100%	10 working days

Complaint response performance

Percentage of complaints comments made to industry 2001-02 Q2 to 2002-03 Q2

Complaint category	2001-2002 Q2	2001-2002 Q3	2001-2002 Q4	2002-2003 Q1	2002-2003 Q2
Train service performance	51%	55%	53%	51%	51%
Quality on train	15%	14%	13%	11%	16%
Fares, retailing and refunds	13%	11%	12%	14%	13%
Information at stations and on trains	5%	6%	5%	5%	5%
Staff conduct and availability	4%	3%	3%	4%	3%
Other complaints	2%	2%	3%	3%	3%
Complaints handling	4%	3%	4%	3%	3%
Station quality	2%	2%	2%	3%	2%
Praise comments	2%	1%	2%	2%	2%
Safety and security	1%	1%	1%	1%	1%
Timetable and connection issues	1%	1%	1%	1%	1%
Special needs	1%	1%	1%	1%	1%
NRES	1%	0%	0%	0%	0%
Total	100%	100%	100%	100%	100%

Percentage of complaints answered within 20 working days 2001-02 Q2 to 2002-03 Q2

Operator	2001-2002 Q2	2001-2002 Q3	2001-2002 Q4	2002-2003 Q1	2002-2003 Q2	CHP Response time
Anglia Railways	64%	53%	85%	99%	87%	10 days
Arriva Trains Merseyside	99%	100%	99%	100%	100%	20 working days
Arriva Trains Northern	100%	100%	100%	100%	100%	15 days
c2c	63%	20%	88%	99%	99%	5 working days
Central Trains	83%	95%	69%	91%	90%	3 weeks
Chiltern Railways	66%	101%	100%	99%	99%	10 working days
Connex South Eastern	84%	94%	75%	97%	98%	10 working days
First Great Eastern	94%	98%	99%	100%	100%	10 days
First Great Western	83%	98%	99%	100%	99%	5 working days
First North Western	99%	99%	99%	99%	79%	5 working days
Gatwick Express	100%	100%	100%	99%	98%	10 working days
GNER	89%	88%	86%	94%	99%	20 working days
Island Line	100%	100%	100%	100%	100%	10 working days
Midland Mainline	98%	94%	96%	97%	65%	20 working days
ScotRail	92%	90%	94%	97%	81%	10 working days
Silverlink	73%	8%	80%	99%	99%	10 working days
South Central	90%	95%	80%	96%	99%	10 working days
South West Trains	98%	99%	98%	99%	100%	15 days
Thames Trains	83%	72%	65%	96%	95%	10 working days
Thameslink	98%	97%	97%	99%	97%	10 working days
Virgin CrossCountry	91%	79%	97%	100%	86%	10 working days
Virgin West Coast	91%	81%	98%	100%	90%	10 working days
WAGN	13%	17%	86%	98%	99%	10 working days
Wales & Borders	n/a	n/a	n/a	100%	100%	10 working days
Wessex Trains	n/a	n/a	n/a	100%	100%	10 working days

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 – 12 October 2002	Year to October 2001	Year to October 2002	1 April – 12 October 2002	Year to October 2001	Year to October 2002
Anglia Railways	-106	-89	-243	0	0	0
Arriva Trains Merseyside	-60	-851	-639	0	0	0
Arriva Trains Northern	-1,288	-10,608	-3,307	0	0	0
c2c	-327	-858	-1,195	-53	-617	-245
Central Trains	-4,196	-11,756	-8,179	0	0	0
Chiltern Railways	-136	-655	-339	-66	-71	-128
Connex South Eastern	405	-7,872	-3,337	-565	-1,048	-1,114
First Great Eastern	119	-6,587	-927	-45	-170	-89
First North Western	-1,200	-3,996	-2,566	0	0	0
Island Line	-3	-17	-10	0	0	0
ScotRail	-3,687	-9,217	-9,673	-208	-971	-519
Silverlink	-132	-2,251	-368	-73	-126	-135
South Central	-606	-8,958	-3,873	-134	-688	-339
South West Trains	-3,458	-14,318	-9,513	-700	-1,050	-1,326
Thames Trains	-1,464	-4,370	-3,016	-71	-196	-161
Thameslink	-738	-3,359	-2,196	-93	-169	-169
WAGN	-2,462	-8,438	-6,586	-72	-211	-150
Wales & Borders	-846	n/a	-1,811	-13	n/a	-24
Wessex Trains	-1,357	n/a	-2,394	0	n/a	0
Total	-21,542	-100,291*	-60,173	-2,094	-5,391*	-4,400

Regimes negotiated since franchising

Train operator	Punctuality and cancellation payments			Short formations payments		
	1 April – 12 October 2002	Year to October 2001	Year to October 2002	1 April – 12 October 2002	Year to October 2001	Year to October 2002
First Great Western	-901	-1,304	-2,143	-1	-3	-2
Midland Mainline	0	0	0	0	0	0
Virgin West Coast	0	0	0	0	-17	0
Total	-901	-1,304	-2,143	-1	-20	-2

Timetable change incentive payment (TCIP)			Other			Total all regimes		
1 April – 12 October 2002	Year to October 2001	Year to October 2002	1 April – 12 October 2002	Year to October 2001	Year to October 2002	1 April – 12 October 2002	Year to October 2001	Year to October 2002
-5	-340	-33	0	0	0	-111	-429	-276
-14	-26	-100	161	181	242	87	-696	-497
-336	-2,730	-935	0	0	0	-1,624	-13,338	-4,242
0	-736	-122	0	257	0	-380	-1,955	-1,563
-467	-1,513	-783	0	0	0	-4,663	-13,269	-8,961
-39	-34	-102	0	-133	0	-242	-894	-568
-42	-1,610	-85	0	0	0	-202	-10,531	-4,536
-1	-6,164	-1	0	0	0	73	-12,920	-1,017
-974	-656	-1,351	0	0	0	-2,174	-4,652	-3,917
0	0	0	0	0	0	-3	-17	-10
-866	-2,108	-1,108	0	0	0	-4,760	-12,296	-11,300
-13	-2,912	-19	0	0	0	-218	-5,288	-522
-6	-337	-115	0	0	0	-746	-9,984	-4,327
-122	-283	-245	0	0	0	-4,280	-15,650	-11,085
-204	-1,357	-479	0	0	0	-1,740	-5,923	-3,655
-3	-2,202	-7	0	0	0	-834	-5,730	-2,372
-279	-4,108	-307	0	0	0	-2,813	-12,757	-7,043
-62	n/a	-416	0	n/a	0	-921	n/a	-2,251
-262	n/a	-448	0	n/a	0	-1,618	n/a	-2,843
-3,694	-28,501*	-6,656	161	304*	242	-27,168	-133,878*	-70,987

Timetable change incentive payment (TCIP)			Other			Total all regimes		
1 April – 12 October 2002	Year to October 2001	Year to October 2002	1 April – 12 October 2002	Year to October 2001	Year to October 2002	1 April – 12 October 2002	Year to October 2001	Year to October 2002
0	-54	0	-78	-176	725	-980	-1,538	-1,421
0	0	0	0	0	0	0	0	0
0	0	0	-54	-199	-377	-54	-217	-377
0	-54	0	-133	-376	348	-1,034	-1,754	-1,797

*These totals include Cardiff Railway and Wales & West, which were restructured in October 2001.

Subsidy per passenger kilometre

Train operator	2002/2003 Passenger KM (millions)	2002/2003 Subsidy (£ millions)	2001/2002 Subsidy per passenger KM (pence)	2002/2003 Subsidy per passenger KM (pence)
Island Line	4.0	1.3	36.9	33.3
Arriva Trains Merseyside*	133.7	32.3	21.2	24.2
First North Western*	448.1	105.5	20.5	23.5
Arriva Trains Northern*	729.1	121.4	15.2	16.7
Wales & Borders (From 14 Oct 2001)	381.7	51.5	14.3	13.5
Wessex Trains (From 14 Oct 2001)	224.5	29.0	12.9	12.9
ScotRail*	1,061.0	111.2	8.7	10.5
Central Trains*	708.8	67.4	8.6	9.5
Virgin CrossCountry	1,343.0	91.3	4.9	6.8
Silverlink	544.7	25.5	4.6	4.7
Chiltern Railways	304.9	9.3	2.6	3.0
Virgin West Coast	1,633.9	42.8	6.0	2.6
c2c	432.8	10.1	2.1	2.3
Connex South Eastern	1,738.5	30.0	1.4	1.7
First Great Western	1,401.2	22.2	1.4	1.6
South West Trains	2,231.6	30.9	0.8	1.4
South Central (formerly CSC)	1,431.9	18.2	0.7	1.3
WAGN	1,105.6	9.4	1.1	0.8
Anglia Railways	435.6	0.6	(0.3)	0.1
Thames Trains	553.5	(0.6)	0.0	(0.1)
Midland Mainline	627.3	(1.9)	(0.6)	(0.3)
GNER	2,080.4	(12.9)	(0.8)	(0.6)
First Great Eastern	956.5	(12.8)	(1.1)	(1.3)
Gatwick Express	97.4	(2.3)	(3.5)	(2.3)
Thameslink	747.0	(19.0)	(2.6)	(2.5)
Cardiff Railways (Up to 13 Oct 2001)	n/a	n/a	23.2	n/a
Wales & West (Upto 13 Oct 2001)	n/a	n/a	10.8	n/a
Total	21,356.4	760.5		
Average subsidy per passenger kilometre (pence)			3.3	3.6

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.
- 2002/2003 represents the period 1 April 2002 to 12 October 2002. The figures include Clause 18.1 payments. However, the figures are based purely on actual subsidy paid, with the exception of PTE's 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.

Individual operator data

PPM data, NPS results, complaints data, franchise plan commitments, changes to contract, benefits procured by SRA, actions to improve services to passengers

Anglia Railways

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

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
July-Sept 2002	63.8%	14.7%	78.6%	2.5%	6,075
Apr-Jun 2002	67.2%	14.7%	82.0%	1.3%	5,947

PPM results: Anglia Local

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
July-Sept 2002	84.1%	8.5%	92.6%	1.2%	18,305
Apr-Jun 2002	84.7%	8.3%	93.0%	1.1%	17,690

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	86	10	4	79	73	90	81
Punctuality/reliability	79	8	13	75	69	82	73
Frequency of trains	79	12	10	76	73	87	76
Value for money	52	20	28	56	43	55	49
Info about train times/platforms	82	12	6	71	71	82	80
Upkeep and repair of train	56	24	20	62	51	64	62
Length of journey time	84	10	6	84	78	86	82
Amount of seats/standing space	70	17	13	68	60	78	76
Connections with other trains	64	23	13	67	66	71	64
Comfort of seats	66	21	14	66	56	67	68
Station ticket buying facilities	80	13	7	73	65	78	78
Appropriate environment to catch train	69	25	7	57	54	75	73

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
Jul-Sept 2002	414	27%	71%	2%	38%	87%
Apr-Jun 2002	274	29%	67%	4%	91%	99%

Franchise plan commitments

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

Actions to improve services to passengers

- Commencement of a direct Norwich to Cambridge service, funded through RPP support, September 2002.
- Upgraded Anglia website to make it more user friendly.
- Mainline stations upgraded in a £150,000 scheme to improve station decor, signage, seating and customer toilets.

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

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	93.6%	2.8%	96.4%	1.1%	52,344
Apr-Jun 2002	88.4%	6.2%	94.6%	0.9%	51,565

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	82	12	6	79	73	79	77
Punctuality/reliability	81	8	11	75	69	73	75
Frequency of trains	90	6	6	76	73	86	85
Value for money	67	18	16	56	43	63	59
Info about train times/platforms	68	20	12	71	71	65	65
Upkeep and repair of train	39	25	35	62	51	38	35
Length of journey time	90	8	3	84	78	86	87
Amount of seats/standing space	66	24	10	68	60	68	69
Connections with other trains	71	22	7	67	66	70	70
Comfort of seats	52	27	21	66	56	50	50
Station ticket buying facilities	70	22	8	73	65	68	69
Appropriate environment to catch train	51	31	17	57	54	46	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
Jul-Sept 2002	28	23%	21%	55%	100%	100%
Apr-Jun 2002	28	30%	22%	48%	100%	100%

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

- The introduction of new safety initiatives and working practices at Birkenhead North depot leading to improvements in rolling stock and service reliability.
- The commencement of a new, more robust timetable in Summer 2002 to improve punctuality.

Press enquiries:
Rebecca Miller
0191 520 4109

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

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	80.5%	8.9%	89.4%	2.0%	117,635
Apr-Jun 2002	83.8%	7.9%	91.7%	1.5%	111,153

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	81	12	8	79	73	75	75
Punctuality/reliability	77	5	18	75	69	62	56
Frequency of trains	76	9	14	76	73	70	70
Value for money	55	22	24	56	43	52	53
Info about train times/platforms	71	17	12	71	71	64	66
Upkeep and repair of train	58	22	19	62	51	63	61
Length of journey time	86	10	4	84	78	78	82
Amount of seats/standing space	71	14	15	68	60	69	67
Connections with other trains	64	19	17	67	66	56	58
Comfort of seats	68	19	12	66	56	63	63
Station ticket buying facilities	70	12	18	73	65	66	73
Appropriate environment to catch train	60	26	15	57	54	47	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
Jul-Sept 2002	392	9%	9%	81%	98%	100%
Apr-Jun 2002	316	10%	11%	79%	98%	100%

Franchise plan commitments

Clause	Item	Due Date	Status/comments
3.2	Spend no less than £350,000	31 July 2002	Completed

Enforcement action

- Arriva Trains Northern breached Cancellations and Total Cancellation Thresholds for Period 5, 2002/03. The SRA issued a 55(5B)(a) notice.
- The SRA also issued various other notices resulting from breaches of the Franchise Agreement, Passenger and Station Licences Agreements, details of which can be found on the Public Register.

Benefits procured for the passenger by the SRA

- The scheme to fit portable access ramps on the entire Arriva Trains Northern train fleet was completed at a cost of £38,000.
- The SRA secured an additional spend of £2,500 on CCTV at Middlesbrough station.

Actions to improve services to passengers

- Work started on a £2.8 million refurbishment programme for Arriva Trains Northern's Class 144 fleet allowing more comfortable travel for passengers.
- Arriva Trains Northern launched a 24-hour, seven days a week, customer service helpline.
- A major refurbishment programme to transform Leeds Travel Centre was completed on schedule.

Press enquiries:
Julie Jobling/
Joanne Granville
0191 520 4059/4171

c2c

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

PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	84.4%	5.6%	90.0%	5.3%	28,474
Apr-Jun 2002	88.1%	5.2%	93.3%	2.6%	27,561

National passenger survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	81	14	6	70	73	79	53
Punctuality/reliability	74	12	14	68	69	69	49
Frequency of trains	76	12	11	71	73	74	35
Value for money	40	28	33	38	43	36	26
Info about train times/platforms	73	17	10	71	71	70	55
Upkeep and repair of train	84	10	5	45	51	78	55
Length of journey time	79	14	7	75	78	74	56
Amount of seats/standing space	70	18	12	56	60	60	55
Connections with other trains	67	24	9	66	66	64	47
Comfort of seats	78	16	6	51	56	70	53
Station ticket buying facilities	73	18	9	62	65	69	63
Appropriate environment to catch train	55	32	13	52	54	54	47

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
Jul-Sept 2002	27	49%	49%	2%	94%	99%
Apr-Jun 2002	15	51%	46%	3%	99%	99%

Franchise plan commitments

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

Actions to improve services to passengers

- c2c has won a Cycle Mark award for its contribution to integrated travel, recognising the improvements made for bicycle users.
- The Prism Pass has been replaced with Capital Club, which provides a wide range of discount offers for customers, and the Weekend Ranger ticket.
- c2c delivered commitment to spend £200,000 on station improvements in 2001/02. This included toilet refurbishments at Benfleet and Leigh-on-Sea, work to address safety issues with stairs at Barking and customer information improvement at West Ham, Fenchurch Street and Barking.

Press enquiries:
c2c Press Office
020 7427 2809

Central Trains

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

PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	70.8%	12.4%	83.1%	2.2%	102,578
Apr-Jun 2002	77.7%	10.5%	88.2%	1.4%	100,174

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	70	19	12	79	73	75	79
Punctuality/reliability	64	11	24	75	69	64	68
Frequency of trains	71	15	14	76	73	72	71
Value for money	50	23	26	56	43	58	58
Info about train times/platforms	68	16	16	71	71	73	69
Upkeep and repair of train	48	21	31	62	51	51	55
Length of journey time	80	14	6	84	78	81	83
Amount of seats/standing space	61	18	21	68	60	68	67
Connections with other trains	63	21	16	67	66	67	68
Comfort of seats	56	21	24	66	56	56	56
Station ticket buying facilities	75	14	11	73	65	78	77
Appropriate environment to catch train	55	29	16	57	54	58	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
Jul-Sept 2002	254	13%	45%	42%	88%	90%
Apr-Jun 2002	187	11%	31%	58%	91%	91%

Actions to improve services to passengers

- Ticket checks introduced at Birmingham New Street and Nottingham stations.
- Three new traincrew depots at Wolverhampton, Coventry and Leicester opened, staffed with drivers and senior conductors.
- Parcel siding at Nottingham brought into use for stabling purposes and freeing up platform capacity at the station.
- From 29 September 2002 spare trains on permanent standby at Birmingham and Nottingham to aid service recovery.
- Sanding equipment fitted to class 156 trains allowing operation during autumn leaf-fall season.
- Increased investment (of around £25,000) in train cleaning.
- New line guide launched.
- 'At seat' trolley catering services restored to long distances services where advertised.

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

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	88.0%	6.3%	94.3%	0.7%	23,353
Apr-Jun 2002	89.8%	5.0%	94.8%	0.5%	23,295

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	89	7	4	70	73	87	89
Punctuality/reliability	87	7	6	68	69	83	85
Frequency of trains	83	8	9	71	73	83	82
Value for money	50	28	23	38	43	48	47
Info about train times/platforms	84	10	5	71	71	81	80
Upkeep and repair of train	74	18	8	45	51	72	76
Length of journey time	84	10	6	75	78	82	83
Amount of seats/standing space	70	17	14	56	60	66	70
Connections with other trains	71	22	7	66	66	68	71
Comfort of seats	70	20	10	51	56	67	68
Station ticket buying facilities	79	13	8	62	65	78	80
Appropriate environment to catch train	76	20	5	52	54	77	75

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
Jul-Sept 2002	107	62%	8%	30%	95%	99%
Apr-Jun 2002	124	76%	8%	17%	82%	99%

Franchise agreement commitments

Clause	Item	Due date	Status/comments
14.5(b)	Delivery of self-assessment of performance against Chiltern Business Model and plans for continuous improvements in relation to the provision and operation of Passenger Services	2 March 2003	Delivered ahead of first annual deadline
Sch 13: 3.8.1	Introduction of Bicester 'Rural' Taxibus, which transports passengers to and from Bicester North Station and anywhere within Hethe, Fringford, Stratton Audley, Ardley, Bucknell, Middleton Stoney, Chesterton, Ambrosen, Upper Arccott and Lower Arccott	10 August 2002	Delivered
Sch 13: 3.8.2	Introduction of Bicester 'Town' Taxibus, which transports passengers to and from Bicester North Station and anywhere within Bure Park, Southwold, Glory Farm, Langford village, Bicester Fields or Greenwood Estate	30 April 2002	Delivered
Sch 13: 4.2.5(iii)(b)	Provision of a taxi rank and bus interchange at Birmingham Moor Street	1 June 2003 or no later than 30 May 2004	Delivered ahead of initial deadline
Sch 13: 11.7	Implementation of Chiltern Railways Passenger Board, which includes representatives from user groups, local authorities, Centro PTE and Transport for London to advise on strategic and policy issues	2 March 2003 or no later than 2 Sept 2003	Delivered ahead of initial deadline

Chiltern Railways continued

Franchise agreement commitments continued

Clause	Item	Due date	Status/comments
OP 1.1.1.1/ 1.3.3.1(a)	Delivery of Track Doubling Blockade Timetable Outputs, which enhanced the provision of services between London and Birmingham	10 August 2002	Delivered
OP 1.1.2 / 1.3.3.1(a)	Restoration of double track between Bicester North and Aynho Junction	29 September 2002 or no later than 26 September 2004	Delivered by initial deadline
OP 1.1.4.2/ 1.3.3.3(c)	Delivery of hourly service to Kidderminster during the weekday peak	29 September 2002 or no later than 30 May 2002	Delivered by initial deadline
OP 4.2.6 (Table A)	Completion of 17 additional car parking spaces at Wendover station	31 January 2002 or no later than 30 April 2002	Delivered by initial deadline
OP 4.2.6 (Table A)	Completion of 125 additional car parking spaces at Gerrards Cross station	31 October 2002	Delivered
OP 4.2.6 (Table A)	Completion of 130 additional car parking spaces at Haddenham & Thame Parkway station	19 April 2002 or no later than 31 July 2002	Delivered by initial deadline
OP 4.2.6.1	Improved surfacing and lighting to the footpath between the new car parking area at Gerrards Cross and the station entrance	31 October 2002	Delivered
OP 5.1.4.1/ 5.2.2	Acquired seven additional Rolling Stock Vehicles	10 August 2002 or no later than 30 September 2002	Delivered by initial deadline

Actions to improve services to passengers

- From 2 June 2002, Chiltern introduced a New Peak Day Travelcard for West Midlands and London Area, available from all stations served by Chiltern Railways trains from Mondays to Fridays (excluding Bank Holidays), which offered unlimited all day travel on London buses and tubes.

Press enquiries:
Chiltern Press Office
020 7535 9980

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

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	84.1%	9.4%	93.5%	1.2%	138,852
Apr-Jun 2002	84.7%	9.2%	93.9%	1.2%	138,377

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	65	23	13	70	73	69	68
Punctuality/reliability	67	13	20	68	69	66	63
Frequency of trains	68	15	16	71	73	66	67
Value for money	36	28	34	38	43	37	35
Info about train times/platforms	69	17	14	71	71	67	67
Upkeep and repair of train	37	26	37	45	51	37	36
Length of journey time	72	16	11	75	78	67	66
Amount of seats/standing space	52	23	25	56	60	51	53
Connections with other trains	63	25	12	66	66	58	59
Comfort of seats	47	30	24	51	56	47	47
Station ticket buying facilities	52	20	28	62	65	52	56
Appropriate environment to catch train	45	36	20	52	54	48	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
Jul-Sept 2002	21	44%	25%	31%	94%	98%
Apr-Jun 2002	21	46%	20%	33%	93%	97%

Franchise plan commitments

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

Actions to improve services to passengers

- Orders have been placed with Bombardier for 112 Class 375 Units (438 coaches) and 36 Metro Five Car Multiple Units (180 coaches). Overall we are on target to meet the Government's deadline of phasing out all slam-door stock by the end of 2004. By Jan 2003 40 Class 375 units will be in passenger service.
- Following recommendations in the Ladbrooke Grove Enquiry report, Connex and Railtrack have joined forces to provide joint safety training days for signallers and drivers. On 5 August 2002, The Rt Hon Lord Cullen opened the simulator centre which is equipped with six driver simulators and a signalling simulator.
- Secured RPP funding for new cycle lockers at 52 stations in Kent.
- Appointed Central Parking System to manage the car parks and have secured investment of £5m for upgrades. In the next eighteen months, passengers will see improvements in security which will lead to receipt of the Association of Chief Police Officers and AA's Secure Car Park Award.
- Connex is the first major employer to sponsor its staff to become special constables with the British Transport Police.

Press enquiries:
Sarah Boundy
Connex South
Eastern
020 7620 5080

First Great Eastern

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

PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	89.6%	5.2%	94.8%	0.9%	66,088
Apr-Jun 2002	90.6%	5.2%	95.8%	0.5%	64,472

National passenger survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	80	14	6	70	73	77	73
Punctuality/reliability	81	10	9	68	69	75	66
Frequency of trains	79	11	10	71	73	78	76
Value for money	35	27	39	38	43	36	36
Info about train times/platforms	72	18	9	71	71	69	67
Upkeep and repair of train	54	25	20	45	51	54	52
Length of journey time	83	10	7	75	78	78	74
Amount of seats/standing space	56	25	19	56	60	56	56
Connections with other trains	75	17	8	66	66	73	67
Comfort of seats	53	27	20	51	56	50	51
Station ticket buying facilities	65	19	17	62	65	65	66
Appropriate environment to catch train	62	28	10	52	54	63	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
Jul-Sept 2002	74	7%	91%	2%	97%	100%
Apr-Jun 2002	33	12%	83%	5%	98%	100%

Franchise plan commitments

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

Actions to improve services to passengers

- RPP funded Sunday services commenced on the Southminster and Sudbury branch lines.
- Station refurbishment commenced at Burnham.

Press enquiries:
Gill Casswell
First Great Eastern
020 7904 3304

First Great Western

First 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

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	59.4%	13.8%	73.2%	1.1%	16,425
Apr-Jun 2002	64.0%	12.6%	76.6%	1.0%	16,272

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	80	13	8	80	73	82	76
Punctuality/reliability	71	10	19	74	69	70	63
Frequency of trains	79	11	11	79	73	80	75
Value for money	43	21	35	49	43	41	40
Info about train times/platforms	81	11	11	80	71	78	74
Upkeep and repair of train	73	18	10	71	51	74	73
Length of journey time	79	13	8	78	78	80	75
Amount of seats/standing space	71	17	12	71	60	72	67
Connections with other trains	62	24	14	64	66	64	55
Comfort of seats	73	18	8	69	56	69	71
Station ticket buying facilities	78	14	9	76	65	75	76
Appropriate environment to catch train	65	27	8	64	54	66	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
Jul-Sept 2002	280	39%	29%	32%	67%	99%
Apr-Jun 2002	220	38%	32%	30%	90%	100%

Franchise plan commitments

Clause	Item	Due date	Status/comments
6.3.1	Use reasonable endeavours to procure the introduction of a further 30 new vehicles in operation	30 June 2002	Complete

Actions to improve services to passengers

- Return of the Cardiff half-hourly services in the Winter 2002 timetable.
- Adelante trains began full timetabled services to Cheltenham, Cardiff and Bristol.
- Through tickets introduced for local tourist attractions.
- Launch of real-time internet and WAP train running information.
- Improved maintenance with opening of new depot facility in West London.
- Creation of area integration board, to create closer bus/rail integration in region.
- Creation of new, regionalised "Transport Links" maps, replacing guide to bus links.

Press enquiries:
Elaine Wilde
First Great Western
01793 499499

First North Western

First North Western 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, First North Western 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

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	79.2%	10.5%	89.7%	1.1%	109,857
Apr-Jun 2002	83.0%	8.9%	91.9%	1.1%	116,757

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	73	19	9	79	73	72	71
Punctuality/reliability	68	10	21	75	69	67	66
Frequency of trains	69	13	17	76	73	68	66
Value for money	51	20	28	56	43	53	49
Info about train times/platforms	66	16	17	71	71	70	67
Upkeep and repair of train	67	17	16	62	51	61	61
Length of journey time	75	16	9	84	78	76	80
Amount of seats/standing space	66	13	21	68	60	63	55
Connections with other trains	63	25	12	67	66	57	58
Comfort of seats	63	18	20	66	56	58	59
Station ticket buying facilities	67	17	16	73	65	71	72
Appropriate environment to catch train	52	29	18	57	54	53	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
Jul-Sept 2002	112	39%	17%	43%	49%	79%
Apr-Jun 2002	76	30%	33%	37%	89%	99%

Franchise plan commitments

Clause	Item
3.39	Substantial contribution made to the GMPTE scheme to refurbish Ashton-under-Lyne station
12	Physical work completed to fit class 142, 150 and 323 units with remote door operation equipment

Actions to improve services to passengers

- Additional services provided to key destinations in the North West during the Commonwealth Games.
- Additional services operating on the Blackburn – Clitheroe route as part of a successful RPP bid.
- Loco-hauled coaching stock introduced on North Wales Coast line to ensure robust and resilient service.
- The management of the commercial and retail lettings at Liverpool Lime Street station transferred to Railtrack

Major Stations.

- Improvements to Blackpool North station including refurbished toilets, provision of a parent and baby area and better station signage.

Press enquiries:
First North Western
Press Office
0161 817 4200

Gatwick Express

Gatwick Express operates frequent, high speed, non-stop services between London Victoria and Gatwick Airport, running every 15 minutes until 8pm and then half-hourly till midnight.

PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	86.0%	10.0%	96.0%	1.9%	12,648
Apr-Jun 2002	87.0%	8.1%	95.0%	2.4%	12,348

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	91	8	1	79	73	87	88
Punctuality/reliability	92	4	4	75	69	84	83
Frequency of trains	96	2	2	76	73	94	92
Value for money	41	28	30	56	43	42	41
Info about train times/platforms	80	13	6	71	71	69	77
Upkeep and repair of train	84	9	7	62	51	78	70
Length of journey time	91	7	2	84	78	86	87
Amount of seats/standing space	89	8	3	68	60	87	78
Connections with other trains	87	11	2	67	66	82	78
Comfort of seats	88	21	4	66	56	83	79
Station ticket buying facilities	73	14	13	73	65	72	72
Appropriate environment to catch train	74	20	6	57	54	70	72

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
Jul-Sept 2002	15	52%	45%	3%	91%	98%
Apr-Jun 2002	14	48%	49%	3%	99%	99%

Franchise plan commitments

Gatwick Express has no franchise plan commitments due to be delivered during the period covered by *On Track*.



Press enquiries:
 Claire Keane/
 Mark Mann
 020 8750 6622

GNER

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

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	58.8%	12.6%	71.4%	1.1%	10,441
Apr-Jun 2002	58.6%	13.3%	72.0%	1.2%	9,926

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	84	9	6	80	73	84	85
Punctuality/reliability	79	8	13	74	69	73	76
Frequency of trains	86	9	6	79	73	83	87
Value for money	48	22	30	49	43	44	46
Info about train times/platforms	85	10	6	80	71	83	82
Upkeep and repair of train	64	19	17	71	51	68	70
Length of journey time	87	9	4	78	78	85	87
Amount of seats/standing space	71	19	10	71	60	72	71
Connections with other trains	73	18	9	64	66	69	70
Comfort of seats	66	20	14	69	56	69	65
Station ticket buying facilities	80	12	8	76	65	79	84
Appropriate environment to catch train	68	22	9	64	54	66	69

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
Jul-Sept 2002	453	32%	63%	4%	99%	99%
Apr-Jun 2002	580	48%	48%	4%	94%	94%

Franchise plan commitments

Clause	Item	Due date	Status/comments
11	Great Heck replacement rolling stock Procure the entry in passenger revenue earning service not later than the Summer 2002 Passenger Change Date of one additional rolling stock set to replace the set lost in the Great Heck incident and operate for remainder of Franchise term	2 June 2002	Delivered

Actions to improve services to passengers

Rail Service Developments

- 11 extra Leeds to London services (6,000 extra seats each weekday) achieved via the lease of 3 Class 373/2 trains from Eurostar (UK) Limited.
- Launch of new on-board food retail service, Go Eat, covering the restaurant, buffet and trolley service.
- Achieved Investors in People (IIP) status, becoming the only UK train operator to do so.
- New 'Evening Bulletin' on website to give more reliable and more detailed information to commuters about services, restaurant availability and set formations covering peak, early evening weekday departures from Kings Cross.

Station Developments

- Customer Information Points (CIPs) are being installed at major stations and will provide real-time information on train running.
- Introduction of extra self-service fast-ticket machines at Glasgow, Doncaster, Leeds, Retford, Wakefield and York.
- Extra car parking spaces leased from Centre for Life at Newcastle with shuttle link to Central Station.

General

- Major rebuild programme of 25 Class 91s and nine Class 43s resulting in improved fleet reliability. Work includes fitment of TPWS+.
- Contracts signed for the re-design and re-fit of all 302 Mark 4 coaches in GNER's electric 225 fleet.
- New £20 internet fare anywhere on the route and new First Class Off-Peak fares from £59 return.
- Achieved Level 7 status in the International Safety Rating System. New on-board safety information introduced.

Press enquiries:
GNER Press Office
01904 523072

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

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	95.6%	3.9%	99.5%	0.2%	6,089
Apr-Jun 2002	96.7%	2.6%	99.3%	0.2%	5,982

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	91	5	5	79	73	92	88
Punctuality/reliability	92	5	3	75	69	93	91
Frequency of trains	86	9	5	76	73	90	81
Value for money	74	14	12	56	43	70	72
Info about train times/platforms	86	10	4	71	71	77	72
Upkeep and repair of train	42	30	28	62	51	45	53
Length of journey time	95	4	1	84	78	93	94
Amount of seats/standing space	65	23	11	68	60	75	74
Connections with other trains	82	8	10	67	66	85	85
Comfort of seats	47	36	17	66	56	55	55
Station ticket buying facilities	76	11	13	73	65	82	72
Appropriate environment to catch train	61	28	11	57	54	61	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
Jul-Sept 2002	12	87%	12%	0%	100%	100%
Apr-Jun 2002	10	86%	5%	9%	100%	100%

Franchise plan commitments

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

Other franchise related developments

Commencement of a detailed technical assessment of the infrastructure and rolling stock condition.

Press enquiries:
Stephen Wade
Island Line
01983 812591

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

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No trains
Jul-Sept 2002	64.5%	15.2%	79.7%	0.9%	11,470
Apr-Jun 2002	68.6%	15.0%	83.5%	0.6%	11,454

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	84	11	6	80	73	79	80
Punctuality/reliability	76	10	13	74	69	68	70
Frequency of trains	84	10	6	79	73	82	82
Value for money	50	18	33	49	43	44	45
Info about train times/platforms	80	11	8	80	71	76	74
Upkeep and repair of train	72	17	11	71	51	74	77
Length of journey time	82	11	6	78	78	78	77
Amount of seats/standing space	73	16	11	71	60	68	75
Connections with other trains	69	23	8	64	66	63	61
Comfort of seats	69	20	11	69	56	66	72
Station ticket buying facilities	73	16	12	76	65	67	71
Appropriate environment to catch train	53	31	16	64	54	51	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
Jul-Sept 2002	701	31%	15%	55%	65%	65%
Apr-Jun 2002	587	35%	21%	44%	97%	97%

Franchise plan commitments

Clause	Due date	Status/comments
London – Corby feasibility study	Summer 2002	Delivered
Two additional HST power cars leased and trailer vehicles	Winter 2002	Delivered
Increased availability of tickets sold by internet	Winter 2002	Delivered

Press enquiries:
Emma Knight
Midland Mainline
01332 262010

ScotRail

ScotRail operates the vast majority of the passenger rail services in Scotland, and its services extend across the border to Newcastle via Carlisle and Hexham. 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 West Central Scotland, Scotrail operates passenger rail services on behalf of Strathclyde PTE (SPTE).

PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	81.1%	8.9%	90.0%	2.4%	152,861
Apr-Jun 2002	85.9%	8.1%	94.0%	1.2%	127,842

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	83	12	5	79	73	77	85
Punctuality/reliability	77	11	12	75	69	69	75
Frequency of trains	75	13	13	76	73	65	82
Value for money	57	21	22	56	43	54	60
Info about train times/platforms	71	15	14	71	71	69	75
Upkeep and repair of train	76	17	7	62	51	72	77
Length of journey time	85	10	5	84	78	82	87
Amount of seats/standing space	72	17	12	68	60	68	74
Connections with other trains	71	23	6	67	66	60	73
Comfort of seats	77	16	8	66	56	73	76
Station ticket buying facilities	79	12	8	73	65	75	80
Appropriate environment to catch train	61	27	12	57	54	57	69

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
Jul-Sept 2002	40	29%	68%	3%	52%	81%
Apr-Jun 2002	31	29%	66%	5%	93%	97%

Contract changes

- 19 July 2002: amendment to Schedule 2, Part, 2, Paragraph (b) to include 'Beauly' station.
- 19 July 2002: Amendment to Paragraph (d) of Schedule 12.

Enforcement action

- Section 55(6) Notice issued following the contravention of Para. 9.1 of Schedule 5, by exceeding the fares cap on the following flows:
 - Linlithgow/Glasgow Airport – 7 Day Season
 - Polmont/Glasgow Airport – 7 Day Season
 - Falkirk High/Glasgow Airport – 7 Day Season
- Section 55(6) Notice issued following the contravention of Para. 9.1 of Schedule 5, by exceeding the fares cap on the following flow: Stewarton/ Dumfries – 'Any Reasonable' Saver fare.
- Section 55(6) Notice issued following the contravention of the Ticketing and Settlement Agreement by offering a Temporary Fare beyond the thirty-four week period stipulated in the Agreement.
- All actions were taken following notice by ScotRail of the contraventions.

Benefits procured for passengers by SRA

- £1.3 million transferred to ScotRail from the SRA's Rail Performance Fund to make certain modifications aimed at improving the reliability of the Class 158 fleet.

ScotRail continued

Actions to improve services to passengers

- Edinburgh Crossrail – new service introduced, with new stations opened at Brunstane and Newcraighall.
- New direct service between Glasgow and North Berwick via Carstairs.
- New morning peak services from Prestonpans and West Calder to Edinburgh.
- Increased capacity provided on the 0557 Inverness - Aberdeen.
- New Sunday evening services between Glasgow and East Kilbride, funded by SPT.
- Class 47 haulage eliminated from Caledonian Sleepers.
- Class 334s entered passenger service on the SPT North Clyde routes.
- New Scottish Executive ticket for travel to London by Sleeper and GNER.
- New cheap day return fares between Perth, Pitlochry and Inverness.
- New CCTV centre opened (called the Strathclyde Customer Services Centre), with capacity to monitor up to 240 stations. Funded by SPT.
- CCTV installed at an additional 37 SPT stations, funded by SPT.
- CCTV installed at Inverurie.
- New car park provided at Inverness. 44 car parking spaces.
- New Park & Ride car park at Helensburgh Central station, for 19 cars, funded by SPT.
- New waiting shelters installed at Neilston and Ardrossan South Beach Stations, funded by SPT.
- New waiting room and unisex accessible toilet on platform 1 at Paisley Gilmour Street, funded by SPT.
- New cycle lockers installed at 18 SPT stations, and cycle hoops installed at 22 SPT stations, all funded by SPT.
- New on-train catering service introduced on the Glasgow – Carlisle via Dumfries route.
- New station refreshment facilities provided at Dumfries and Haymarket.
- Relocation of central low level booking office. Includes provision of a raise and lower counter which offers greater accessibility for disabled customers.

A circular graphic with a dark blue border. Inside the circle, the text 'Press enquiries: Eddie Toal ScotRail 0141 335 4788' is written in a dark blue, sans-serif font.

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 and a branch service between Watford Junction and St Albans Abbey. 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.

PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	85.5%	6.9%	92.4%	1.4%	52,867
Apr-Jun 2002	86.0%	6.7%	92.7%	2.0%	51,937

National Passenger Survey results – Autumn 2002

Factor	%			TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
	Satisfied or good	Neither/nor	Dissatisfied or poor				
Overall opinion of journey	67	21	12	70	73	68	65
Punctuality/reliability	60	14	26	68	69	58	52
Frequency of trains	68	12	20	71	73	67	66
Value for money	38	25	37	38	43	35	33
Info about train times/platforms	66	18	16	71	71	66	60
Upkeep and repair of train	45	27	28	45	51	45	50
Length of journey time	74	16	10	75	78	69	66
Amount of seats/standing space	52	25	23	56	60	52	58
Connections with other trains	60	30	10	66	66	58	57
Comfort of seats	46	34	20	51	56	45	47
Station ticket buying facilities	64	17	19	62	65	65	61
Appropriate environment to catch train	51	31	18	52	54	52	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
Jul-Sept 2002	33	32%	66%	2%	92%	99%
Apr-Jun 2002	31	29%	70%	1%	89%	99%

Franchise plan commitments

Clause	Item	Due date	Status/comments
9.6.1	Milton Keynes departure board	10 August 2002	Delivered
9.7	Secure station accreditation at Northampton, Milton Keynes, Bletchley, Watford Junction, Watford High Street, Hatch End, Dalston Kingsland and Camden Road	31 October 2002	Delivered
9.12	Police Office at Northampton station	31 October 2002	Delivered

Actions to improve services to passengers

- Dedicated taxi office on Northampton station for passengers to order taxis.
- New ticket machines taking credit cards and issuing tickets on departure installed at Northampton, Milton Keynes, Watford Junction and Euston.
- Passenger Operated Lifts installed at Harrow & Wealdstone station.
- Complete refurbishment of Harrow & Wealdstone station platforms and passenger accommodation.
- Refurbishment of toilets at Milton Keynes station.
- Re-instatement of Bushey stops in late night County services.
- Lighting improved at Milton Keynes station multi-storey car park.

Press enquiries:
Silverlink Press
Office
020 7427 2810

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

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	81.7%	11.5%	93.3%	0.7%	149,226
Apr-Jun 2002	84.8%	9.4%	94.3%	0.7%	144,209

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	67	22	11	70	73	69	69
Punctuality/reliability	66	14	19	68	69	65	64
Frequency of trains	71	14	16	71	73	67	69
Value for money	40	26	35	38	43	41	38
Info about train times/platforms	70	17	13	71	71	71	68
Upkeep and repair of train	32	28	40	45	51	34	33
Length of journey time	75	15	11	75	78	73	72
Amount of seats/standing space	52	22	25	56	60	52	57
Connections with other trains	69	20	11	66	66	62	62
Comfort of seats	45	29	26	51	56	47	47
Station ticket buying facilities	59	18	23	62	65	63	62
Appropriate environment to catch train	49	31	20	52	54	50	52

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
Jul-Sept 2002	22	51%	26%	23%	93%	99%
Apr-Jun 2002	23	53%	25%	22%	93%	96%

Franchise plan commitments

Clause	Item	Due date	Status/comments
13	Implementation of measures to improve the quality and perception of customer service, costs in the order of £5 million	July 2002	Delivered

Action to improve services to passengers

- New driver training centre opened at Selhurst.
- All 'sliding door' rolling stock fitted with Train Protection and Warning System (TPWS) equipment.
- New 'intelligent' CCTV installed at Hove, Aldrington, Portslade, Southwick, Shoreham-by-Sea, Lancing, East Worthing, Worthing, West Worthing, Durrington-on-Sea, Goring-by-Sea, Angemering and Littlehampton stations, with 24 hour monitoring from Brighton.
- Testing and acceptance of new Electrostar vehicles underway with additional stabling for new vehicles provided at Brighton Wall and Preston Park.

Press enquiries:
Marsid Greenidge
South Central
020 7983 6140

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

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	75.9%	12.8%	88.8%	1.2%	143,894
Apr-Jun 2002	75.1%	13.1%	88.2%	1.1%	142,452

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	70	20	11	70	73	65	69
Punctuality/reliability	64	15	21	68	69	55	58
Frequency of trains	70	13	16	71	73	67	70
Value for money	38	26	37	38	43	35	37
Info about train times/platforms	74	15	11	71	71	60	64
Upkeep and repair of train	45	22	33	45	51	41	48
Length of journey time	72	17	10	75	78	67	68
Amount of seats/standing space	58	22	19	56	60	56	59
Connections with other trains	63	26	11	66	66	62	61
Comfort of seats	51	27	21	51	56	48	53
Station ticket buying facilities	66	17	17	62	65	64	67
Appropriate environment to catch train	54	33	12	52	54	51	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
July-Sept 2002	26	41%	50%	10%	100%	100%
Apr-Jun 2002	20	40%	47%	12%	99%	99%

Franchise plan commitments

Clause	Item	Due date	Status/comments
10.3	Customer Information Systems upgrade at all stations	28 February 2002	Further Derogation until November 2002 due to continued technical problems to deliver this complex scheme. The majority of stations are now completed.
13	£75,000 package of improvements relating to disabled passengers	31 December 2001	By agreement, £45,000 was contributed towards facilities for the Brentford RPP Scheme and £30,000 was expended on ramps for Class 159 units.

Contract change

- June 2002: Deed of Amendment to the current Franchise Agreement signed to facilitate the development work required for Mark 1 Rolling Stock replacement and the associated infrastructure works. Subsequent to the period covered by this edition of *On Track*, a one-year extension (to February 2004) to the existing franchise has been agreed. Negotiations are continuing between Stagecoach and the SRA for a new franchise to 2007.

Benefits procured for passengers by SRA

- This agreement brings about the following Early Passenger Benefits:
 - Additional Sunday services doubling the service to two trains per hour in both directions during the day and early evenings operating from Waterloo to Reading, Windsor, Chessington and Hampton Court.
 - Small Car Initiative – scheme to promote the usage of small cars initiated at three trial stations – Farnborough, Guildford and Winchester. For cars under 2.5m in length, a discount of 40% off the normal car parking charge applies.

Actions to improve services to passengers

- Progress has been made to refurbish the station at Brentford – raising platform levels, provision of a new footbridge with lifts for disabled access. In addition, a new ticket office and waiting rooms are being built and waiting areas on the adjacent platforms for passengers are being improved through RPP funding.

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

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	79.9%	10.6%	90.5%	1.6%	67,938
Apr-Jun 2002	84.1%	9.2%	93.3%	1.1%	67,034

National Passenger Survey results – Autumn 2002

Factor	%			TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
	Satisfied or good	Neither/nor	Dissatisfied or poor				
Overall opinion of journey	78	16	7	70	73	82	79
Punctuality/reliability	72	12	17	68	69	76	69
Frequency of trains	75	13	12	71	73	75	73
Value for money	44	24	31	38	43	44	43
Info about train times/platforms	75	15	10	71	71	71	73
Upkeep and repair of train	56	23	21	45	51	60	57
Length of journey time	84	11	5	75	78	84	83
Amount of seats/standing space	67	19	14	56	60	65	67
Connections with other trains	73	18	8	66	66	69	70
Comfort of seats	62	23	14	51	56	62	62
Station ticket buying facilities	66	16	18	62	65	66	68
Appropriate environment to catch train	59	28	13	52	54	58	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
July-Sept 2002	48	44%	13%	43%	81%	95%
Apr-June 2002	40	43%	18%	39%	93%	96%

Franchise plan commitments

Clause	Item	Due date	Status/comments
5.1	Incur expenditure of not less than £266,667 on improving transport links between stations run by the Franchise Operator and airports or on such other passenger benefits as the Franchising Director may agree.	31 May 2002	Delivered
12.1	Complete a programme of expenditure of not less than £2.0 million to upgrade station facilities including enhancements laid out in Schedule 2 of the Franchise Agreement.	31 March 2002	Delivered

Actions to improve services to passengers

- Private security firm employed to support Thames Trains' own revenue protection staff in reinforcing passenger and staff welfare.
- Automatic ticket gates installed and commissioned at Ealing Broadway.
- Further discounted tickets offered such as the 'GroupSave', 'Oxford Carnet Return' and 'London Treasures' tickets.
 - Improvements to Theale car park giving additional 20% space.
 - On-train CCTV trial.
 - Cycle lockers installed at Mortimer, Newbury and Theale stations.

Press enquiries:
Jonathan Radley
Thames Trains
0118 908 3637

Thameslink

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

PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	75.8%	11.6%	87.4%	2.5%	38,844
Apr-Jun 2002	80.8%	10.3%	91.1%	1.2%	38,311

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	70	19	12	70	73	70	70
Punctuality/reliability	65	13	22	68	69	63	62
Frequency of trains	76	10	14	71	73	73	74
Value for money	37	23	40	38	43	36	38
Info about train times/platforms	70	18	11	71	71	65	68
Upkeep and repair of train	48	28	24	45	51	53	54
Length of journey time	77	13	10	75	78	74	76
Amount of seats/standing space	51	21	28	56	60	51	55
Connections with other trains	68	21	11	66	66	65	64
Comfort of seats	50	25	25	51	56	50	53
Station ticket buying facilities	62	20	18	62	65	62	61
Appropriate environment to catch train	51	33	17	52	54	50	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
July-Sept 2002	26	69%	24%	7%	96%	97%
Apr-June 2002	19	71%	20%	9%	98%	99%

Franchise plan commitments

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

Actions to improve services to passengers

- Secure station accreditation achieved at three Thameslink stations: West Hampstead, Cricklewood and Hendon.
- ‘Value’ promotional campaign run July-September.
- Sponsorship on Carlton TV.
- Development of off-station sales and web sales facilities.
- ‘Day-Save’ sold at a number of outlets away from the National Rail Network.
- Agreement to supply Travel to Work facilities for new BT offices at Gatwick Airport.

Press enquiries:
Martin Walter
Thameslink
020 7620 5006

Virgin CrossCountry

Virgin 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

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	55.9%	11.0%	66.8%	2.4%	14,298
Apr-Jun 2002	58.2%	10.3%	68.5%	1.8%	12,257

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion	82	9	8	80	73	78	80
Punctuality/reliability	73	8	19	74	69	65	66
Frequency of trains	73	16	11	79	73	72	68
Value for money	63	17	20	49	43	59	60
Info about train times/platforms	80	11	10	80	71	75	78
Upkeep and repair of train	86	9	5	71	51	70	67
Length of journey time	77	14	10	78	78	77	76
Amount of seats/standing space	71	15	14	71	60	70	73
Connections	66	19	15	64	66	61	64
Comfort of seats	77	15	7	69	56	68	70
Station ticket buying facilities	76	15	9	76	65	75	76
Appropriate environment to catch train	65	26	9	64	54	61	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
July-Sept 2002	1,501	23%	29%	48%	57%	86%
Apr-Jun 2002	1,240	21%	30%	49%	88%	100%

Franchise plan commitments

Clause	Item	Due date	Status/comments
7.1	All non-tilting (Voyager) Replacement Rolling Stock shall be in revenue earning service and comprise part of the Train Plan on or prior to November 2002, or such later date as the Franchising Director may agree	30 November 2002	Delivered early (May 2002).
18	Improved customer facilities to a cost of £500,000 jointly with West Coast	31 December 2002	Delivered. Expenditure undertaken for the provision of lifts and refurbishment of Chesterfield station.
21	Hosting of Customer Consultation meeting	Every three months	Meeting held on 16 April 2002 at Preston and on 3 July 2002 at Crewe.
22	20 Additional Customer Service staff to be employed at Birmingham New Street	From 21 May 2002	Delivered as at May 2002

Actions to improve services to passengers

- The new Operation Princess timetable was introduced on 30 September 2002, leading to a significant increase in services mostly operated with new trains.
- The 74th Voyager/Super Voyager train was delivered on 14 October.

Press enquiries:
Virgin Trains
Press Office
0870 789 1111

Virgin West Coast

Virgin West Coast operate services between Glasgow, north west England, north Wales, the Midlands and London Euston.

PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	54.1%	13.4%	67.5%	1.6%	14,904
Apr-Jun 2002	68.5%	9.0%	77.4%	0.8%	15,015

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	73	13	14	80	73	75	75
Punctuality/reliability	73	10	16	74	69	64	68
Frequency of trains	75	16	10	79	73	74	81
Value for money	44	19	37	49	43	48	47
Info about train times/platforms	74	13	12	80	71	76	80
Upkeep and repair of train	62	21	17	71	51	62	67
Length of journey time	67	14	18	78	78	69	71
Amount of seats/standing space	69	20	10	71	60	69	68
Connections with other trains	52	29	18	64	66	57	63
Comfort of seats	61	24	15	69	56	63	63
Station ticket buying facilities	72	21	7	76	65	68	71
Appropriate environment to catch train	62	27	11	64	54	61	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
July-Sept 2002	1,488	18%	36%	46%	55%	90%
Apr-June 2002	1,011	19%	29%	52%	88%	100%

Franchise plan commitments

Clause	Item	Due date	Status/comments
5	Complete expenditure of £1.7 million on waiting/lighting and other facilities at West Coast stations	By September 2002	Delivered
9.1	Expenditure of £1.33m on customer facilities at West Coast stations	By end May 2003	Delivered early
13	Completion of £19 million spend on new/existing depots for new rolling stock	1 May 2002	Delivered
33	Investment of £500,000 in improvement to customer facilities, jointly with CrossCountry at non-West Coast stations	31 December 2002	Delivered
36	Hosting of Customer Consultation meeting	Every 3 months	Meeting held on 16 April 2002 at Preston and on 3 July 2002 at Crewe

Actions to improve services to passengers

- Passenger operation of the new Pendolino train took place during the 2002 Commonwealth Games. A shuttle service provided between Birmingham International and Manchester Piccadilly stations.
- An ad hoc standby train provided at Manchester, and also standby locomotives provided at Stoke and Bletchley giving an additional line of route rescue capability.
- New Retail 2000 Ticket Shop opened at Manchester Piccadilly. In addition a First Class Lounge and Virgin Information Point was opened in September, following an £408,000 investment by Virgin Trains.
- Secure station accreditation achieved at Wigan North Western station. Secured car park accreditation has been achieved for all three station car parks at Rugby.
- Provision of new Customer Information Point on Platform 2/3 at Wolverhampton.
- Installation of customer-operated lifts at Wigan.

Press enquiries:
Virgin Trains
Press Office
0870 789 1111

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

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	82.7%	9.2%	91.9%	1.8%	83,281
Apr-Jun 2002	79.8%	10.7%	90.4%	1.9%	83,306

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	70	19	11	70	73	64	65
Punctuality/reliability	59	17	24	68	69	52	53
Frequency of trains	67	15	18	71	73	65	64
Value for money	32	27	41	38	43	32	32
Info about train times/platforms	64	17	20	71	71	56	57
Upkeep and repair of train	43	24	34	45	51	46	53
Length of journey time	74	16	10	75	78	67	65
Amount of seats/standing space	55	23	23	56	60	56	53
Connections with other trains	64	26	10	66	66	61	60
Comfort of seats	46	32	23	51	56	53	53
Station ticket buying facilities	64	18	17	62	65	61	61
Appropriate environment to catch train	48	34	17	52	54	46	48

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
July-Sept 2002	40	54%	44%	2%	96%	99%
Apr-June 2002	40	49%	49%	2%	96%	98%

Franchise plan commitments

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

Actions to improve services to passengers

- Further developed website to provide improved customer information.
- New waiting room installed at Cambridge station with Public Address and Customer Information Systems fitted.
- Installation of a help-point at New Southgate.
- Relaunch of Edmonton Green station – including platform announcements and additional staff.
- Installation of CIS at Enfield Town.
- Falcon Security introduced at Cambridge Station to cover 2200 hrs to the close of service, seven days a week.
- New revamped Passengers' Charter introduced.
 - Station Painting Programme at Hitchin and Stevenage.
 - A new bus-link service between villages in East Bedfordshire (Potton area) and Sandy and Biggleswade rail stations launched in partnership with Bedfordshire County Council.

Press enquiries:
WAGN Press Office
020 7713 2163

Wales & Borders Trains

Wales & Borders Trains began operation in October 2001 following the amalgamation of the 'Valley Lines' operation in south Wales with much of the old 'Wales & West' and Cambrian Lines services from Central Trains. It is operating as an interim franchise prior to the letting of the new Wales & Borders Trains franchise, which will also incorporate north Wales services from First North Western.

PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	80.0%	9.8%	89.7%	0.8%	47,388
Apr-Jun 2002	82.8%	8.5%	91.3%	0.7%	46,231

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	81	12	6	79	73	79	n/a
Punctuality/reliability	76	11	13	75	69	72	n/a
Frequency of trains	67	13	19	76	73	66	n/a
Value for money	60	19	22	56	43	61	n/a
Info about train times/platforms	71	15	14	71	71	66	n/a
Upkeep and repair of train	69	19	11	62	51	62	n/a
Length of journey time	85	9	6	84	78	81	n/a
Amount of seats/standing space	68	15	17	68	60	64	n/a
Connections with other trains	66	20	14	67	66	62	n/a
Comfort of seats	69	20	11	66	56	62	n/a
Station ticket buying facilities	70	10	19	73	65	66	n/a
Appropriate environment to catch train	52	28	20	57	54	50	n/a

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
Jul-Sept 2002	241	8%	16%	76%	100%	100%
Apr-Jun 2002	228	8%	14%	78%	100%	100%

Franchise plan commitments

Wales & Borders had no franchise plan commitments to be delivered in the period covered in *On Track*.

Benefits procured for passengers by SRA Rail Passenger Partnership (RPP) fund

- £738,000 RPP funding for additional rolling stock on Valley Lines.
- Introduction of Sunday morning bus services on Valley Lines routes.
- Opening of Haverfordwest Interchange in Pembrokeshire.
- Opening of new Travel Centre in Ludlow.



*Telephone calls for Wales & Borders and Wessex Trains cannot be split. They have been allocated half for each operator.

Wessex Trains

Wessex Trains began operation in October 2001 following the splitting of the 'Wales and West' franchise. Wessex Trains operate local and regional services throughout south west England.

PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jul-Sept 2002	81.2%	8.7%	89.9%	1.2%	33,290
Apr-Jun 2002	83.7%	7.7%	91.3%	1.0%	31,431

National Passenger Survey results – Autumn 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 2001 % Satisfied or good
Overall opinion of journey	82	11	7	79	73	77	n/a
Punctuality/reliability	83	8	10	75	69	78	n/a
Frequency of trains	74	9	16	76	73	69	n/a
Value for money	62	19	20	56	43	55	n/a
Info about train times/platforms	80	14	6	71	71	75	n/a
Upkeep and repair of train	56	17	27	62	51	49	n/a
Length of journey time	92	7	1	84	78	84	n/a
Amount of seats/standing space	65	18	17	68	60	64	n/a
Connections with other trains	66	21	14	67	66	58	n/a
Comfort of seats	60	24	15	66	56	56	n/a
Station ticket buying facilities	71	16	13	73	65	75	n/a
Appropriate environment to catch train	60	25	14	57	54	56	n/a

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
July-Sept 2002	358	8%	15%	77%	100%	100%
Apr-June 2002	352	7%	14%	79%	100%	100%

Franchise plan commitments

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

Benefits procured for passengers by SRA

- Two additional weekday trains in each direction from Exeter to Barnstaple funded by RPP.
- All year round Sunday service on the Truro to Falmouth branch funded by RPP.
- Completion of refurbishment of Redruth Station, funded through RPP.

Press enquiries:
Richard Gibson
Wessex Trains
07071 331 323

*Telephone calls for Wales & Borders and Wessex Trains cannot be split. They have been allocated half for each operator.

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 Trains Ltd	3 yrs	February 2003
Arriva Trains Northern c2c	Arriva Trains Ltd	3 yrs	February 2003
Central Trains	National Express Group PLC	15 yrs	May 2011
Chiltern Railways	National Express Group PLC	7 yrs 1 mth	April 2004
Chiltern Railways	M40 Trains Limited (John Laing plc)	20 yrs	December 2021
Connex South Eastern	Connex Transport UK Limited	15 yrs	October 2011
First Great Eastern	FirstGroup PLC	7 yrs 3 mth	April 2004
First Great Western	Great Western Holdings Limited (subsidiary of FirstGroup PLC)	10 yrs	February 2006
First North Western	Great Western Holdings Limited (subsidiary of FirstGroup PLC)	7 yrs 1 mth	April 2004
Gatwick Express	National Express Group PLC	15 yrs	May 2011
Great North Eastern Railway	GNER Holdings Limited (subsidiary of Sea Containers Ltd)	9 yrs	April 2005
Island Line	Stagecoach Holdings PLC	7 yrs	September 2003
Midland Mainline	National Express Group PLC	12 yrs	April 2008
ScotRail	National Express Group PLC	7 yrs	April 2004
Silverlink	National Express Group PLC	7 yrs 6 mth	October 2004
South Central	GOVIA Limited (Go-Ahead Group and Keolis SA)	7 yrs	May 2003*
South West Trains	Stagecoach Holdings PLC	8 yrs	February 2004
Thames Trains	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
Virgin CrossCountry	Virgin Rail Group Limited	15 yrs 3 mth	April 2012
Virgin West Coast	Virgin Rail Group Limited	15 yrs	March 2012
West Anglia Great Northern	National Express Group PLC	7 yrs 3 mths	April 2004
Wales & Borders Trains	National Express Group PLC		April 2004
Wessex Trains	National Express Group PLC		April 2004

*There is an agreed SRA right of extension to May 2004.

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 2002/03 are:

• P1	1.4.02	–	27.4.02
• P2	28.4.02	–	25.5.02
• P3	26.5.02	–	22.6.02
• P4	23.6.02	–	20.7.02
• P5	21.7.02	–	17.8.02
• P6	18.8.02	–	14.9.02
• P7	15.9.02	–	12.10.02
• P8	13.10.02	–	9.10.02
• P9	10.11.02	–	7.12.02
• P10	8.12.02	–	4.1.03
• P11	5.1.03	–	1.2.03
• P12	2.2.03	–	1.3.03
• P13	2.3.03	–	31.3.03

Quarterly figures are then obtained by apportioning these periods into the following :-

Quarter 1	April – June
Quarter 2	July – September
Quarter 3	October – December
Quarter 4	January – March

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 focused 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 Punctuality/reliability
- 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 Length of journey time
- 8 Amounts of seats/standing space
- 9 Train connections
- 10 Comfort of the train seating area
- 11 Station ticket buying facilities
- 12 Providing an appropriate environment for people to catch their train

Individual train operator results are presented alongside those of other operators who provide similar types of services. The three 'TOC Types' are High Speed Long Distance, London and South East, and Other operators.

Twice a year self completion questionnaires are distributed at approximately 900 stations around the country, 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 research and analysis 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.

For the majority of train operators the results are based on responses from 1,000 passengers per survey. Smaller operators' results are based on either 250 or 500 passengers whilst 1,500 passengers are surveyed for the three largest operators.

Complaints

Train operators report to the 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 operator's business and the number of passengers that each operator carries. However, caution should be used in making direct comparisons between operators as passengers' propensity to complain appears to differ according to the type of journey that they are making. Two operators, Virgin CrossCountry and Virgin West Coast 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. It should also be noted that complaints for Wales & Borders Trains and Wessex Trains are handled by the same department and that telephone complaints for both companies cannot be separated and have been allocated half to Wales & Borders Trains and half to Wessex Trains.

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.

Quarterly data require apportionment of periodic data (as per PPM data).

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 2002 to 12 October 2002. These are based on the arrangements described below for PIP, SFIP and TCIP. See 'Changes to incentive regimes since 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 Railways' 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, the SRA's contribution is shown in the 'Other' column of the table. This covers the small area served by Arriva Trains Merseyside outside the PTE boundary.

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.

From 14 October 2001 some of Central Trains' services were transferred to the Wales & Borders franchise and therefore year to year comparisons are not appropriate.

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

The First 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. First Great Western pays a proportion of a fixed annual

Explanatory notes continued

amount each period (an average of £125,000 revised for indexation 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 First Great Western regime is not reflected in arrangements with Railtrack, the penalties are capped or waived for certain causes outside First Great Western's control.

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.

Changes to incentive regimes since April 2001

New benchmarks and payment rates in the Railtrack/TOC performance regimes came into force on 1 April 2001 as part of the Rail Regulator's review of access charges for the second control period (2001-2006). Adjustments will be made to the SRA's incentive regimes to reflect these changes in Railtrack and TOC liabilities. These will include incorporation into PIP and TCIP of previously excluded groups of trains – mostly former inter city and London off-peak services – and adoption of the new arrangements to replace the Chiltern Railways additional penalty regime that has applied since April 1999. Discussions with TOCs are reaching conclusion and new benchmarks, rates, etc will, when agreed, be retrospectively applied back to the start of the financial year. Incentive payments included in this edition of *On Track* for all TOCs except Island Line (which has not changed) will, therefore, be subject to adjustment in a future edition. It should be noted Chiltern have moved into a PPM based regime and this is reflected in the table, and since 1 April 2002 Anglia Railway's incentive regime has been based on the new benchmark payment rates.

The new arrangements represent a significant change in the payments/penalties payable for a particular level of performance compared to that which would be due for the same level of performance prior to April. Changes have been made to subsidy payments to TOCs to hold them harmless from the effects of the Regulator's review. Accordingly, retrospective changes will also be made to Subsidy per passenger km figures to reflect this.

Franchise plan commitments

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

Benefits procured by SRA

Passenger benefits procured by the 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 services to passengers

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

Acronyms/abbreviations

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

Earlier editions of *On Track*, can be accessed on the SRA website at www.sra.gov.uk