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Commentary

This is the third edition of On Track, and the first published by the Strategic Rail Authority since it formally came into being on 1 February 2001. As well as providing information on passenger train performance, passengers' views on services and details of financial penalties and payments made by and to train operators, this edition also includes information on passenger complaints to train operators.

This edition covers the period 15 October 2000 – 31 March 2001. All the data indicators are impacted heavily by the problems suffered by the rail industry following the accident at Hatfield on 17 October 2000. A huge programme of emergency speed restrictions imposed by Railtrack on the network in the aftermath caused major disruption to services, as did further problems associated with flooding and severe weather. Consequently, whilst this edition continues with the normal practice of providing year-on-year comparisons for the various indicators, they are not in themselves meaningful because of the post Hatfield collapse in performance.

Public Performance Measure

Under the Public Performance Measure (PPM), many operators suffered quite severe falls in performance over the year related to emergency speed restrictions and flooding, and the detailed reasons for the decline are outlined on the individual operator pages. However, some operators were relatively unaffected, notably, c2c, Arriva Trains Merseyside, Cardiff Railway and Island Line.

In normal circumstances, the planned timetable is published well in advance and is available in booklets and on the National Rail website. In the immediate aftermath of Hatfield, this was generally the timetable that was used in compiling the PPM figures – even though in a number of cases the operators were advertising a revised timetable. Over time, the revised timetables were input to the system and as this occurred, the PPM was measured against the revised timetables. In some cases changes to timetables were published but not entered, or fully entered, to systems. Wherever possible PPM has been compiled to be as representative as possible of the actual journeys experienced by passengers.

National Passenger Survey

The fourth wave of the National Passenger Survey (NPS) was carried out in March /April 2001. In the case of GNER, interviewing was delayed until the service was restored following the Great Heck accident. The purpose of the NPS is to provide an overview of customer satisfaction with rail travel. Satisfaction with the factors which are of most importance to passengers are tracked over time and year on year comparisons are provided.

The results for the top five factors at national and operator levels are shown in graphs on pages six to 11. The results for the top 12 factors of importance are contained on the individual operators pages.

In light of the service disruption there has been an expected deterioration in passenger satisfaction in several areas when compared with the Spring 2000 results. National overall satisfaction (very or fairly satisfied with the day's journey) was 69% in this survey compared with 76% a year ago.

The highest levels of overall satisfaction at individual operator level were recorded by Island Line (91%), Chiltern (89%) and Gatwick Express (87%).

The Long Distance High Speed operators have shown the greatest levels of decline in satisfaction reflecting the service disruption which occurred on these routes, although other operators have also performed poorly in certain areas.

There have been several positive results. c2c showed significant improvements in seven of the top 12 factors of importance. Both Connex franchises and Wales & West achieved significant increases in satisfaction with information about train times/platforms. Gatwick Express improved from 58% to 76% satisfaction for upkeep and repair of train, SWT raised satisfaction with station ticket buying facilities from 66% to 73%; and First North Western increased from 62% to 69% on amount of seats/standing space.

Complaints

Data about passenger complaints made to the train operators is being included in On Track for the first time. This data was previously published by the Rail Regulator but responsibility for the regulation of industry complaint handling transferred to the SRA in February 2001 under the Transport Act 2000.

The data shows the number of complaints received by train operators per 100,000 passenger journeys, the means by which those 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.

In the post Hatfield environment there was an expected increase in the level of complaints received by train operators in the period compared to the level received in the same period last year. The increase has mirrored the impact of disruption on the network, with the biggest rise in complaints being experienced by the long distance operators; Great Western being a notable exception.

The train operators' response times to passenger complaints were significantly affected by the increase in complaint levels and with some exceptions most operators' response performance fell in the post Hatfield period. However, operators generally took positive action to deal with rising passenger complaints and performance is now improving throughout the industry.

Incentive Regimes

Under the regimes established at franchising, the SRA received net incentive payments from operators of £103.1million in the year ending 31 March 2001. This compares with a total net payment made by the sSRA to the operators of £0.87million in the previous financial year ending 31 March 2000.

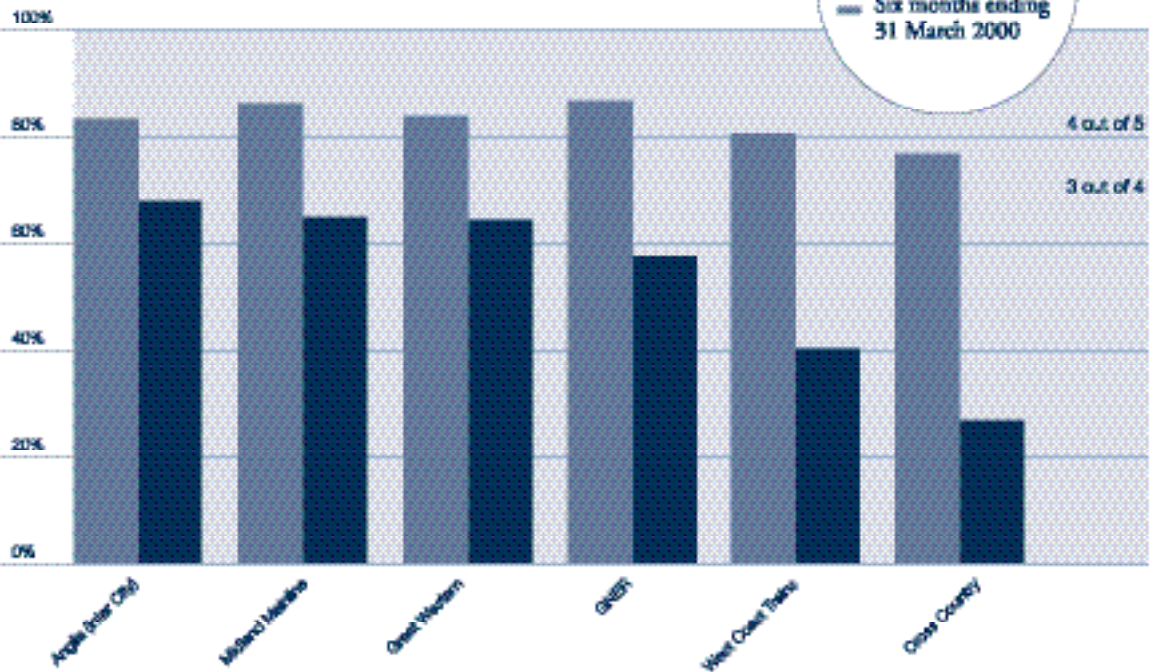
During the period covered by On Track a net payment of £99million was received from operators. Payments were waived during the initial post Hatfield period in order to enable TOCs to provide proper compensation to passengers. Thereafter, the regimes were applied as normal, with many TOCs receiving payments from Railtrack under the terms of their existing contracts.

The money received by the SRA will be reinvested in the railways. In particular, the SRA is providing funding for the current nationwide advertising campaign, aimed at encouraging people to return to the railway.

Summary performance figures

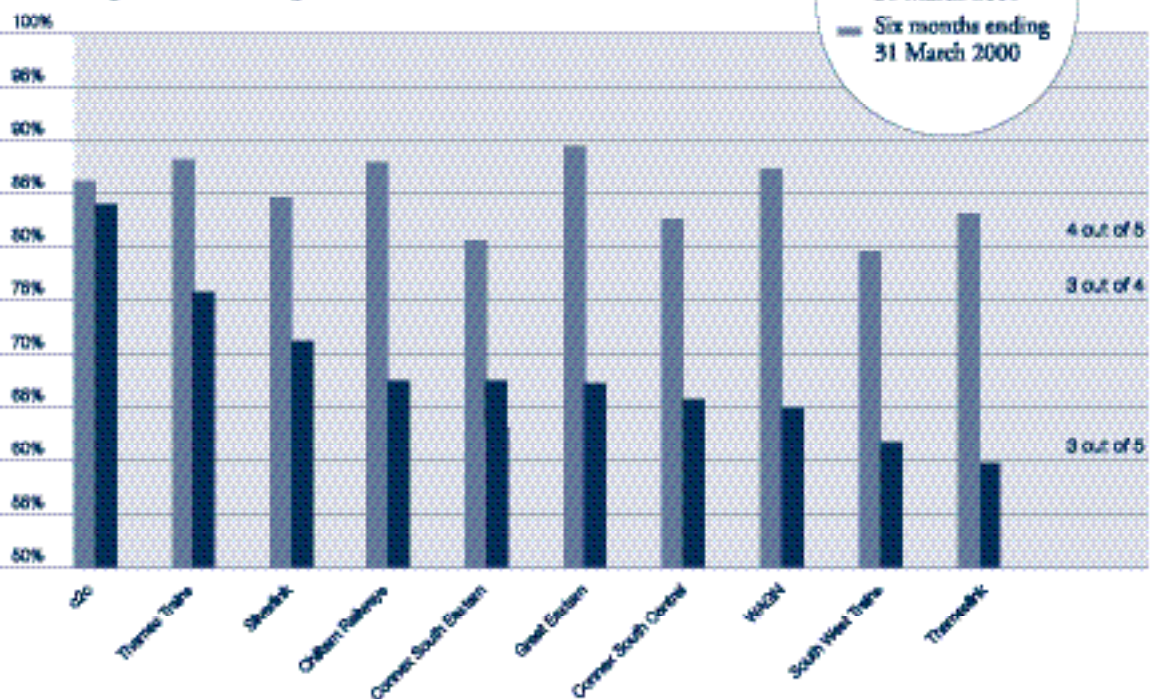
Long distance high speed

Percentage of trains arriving within ten minutes



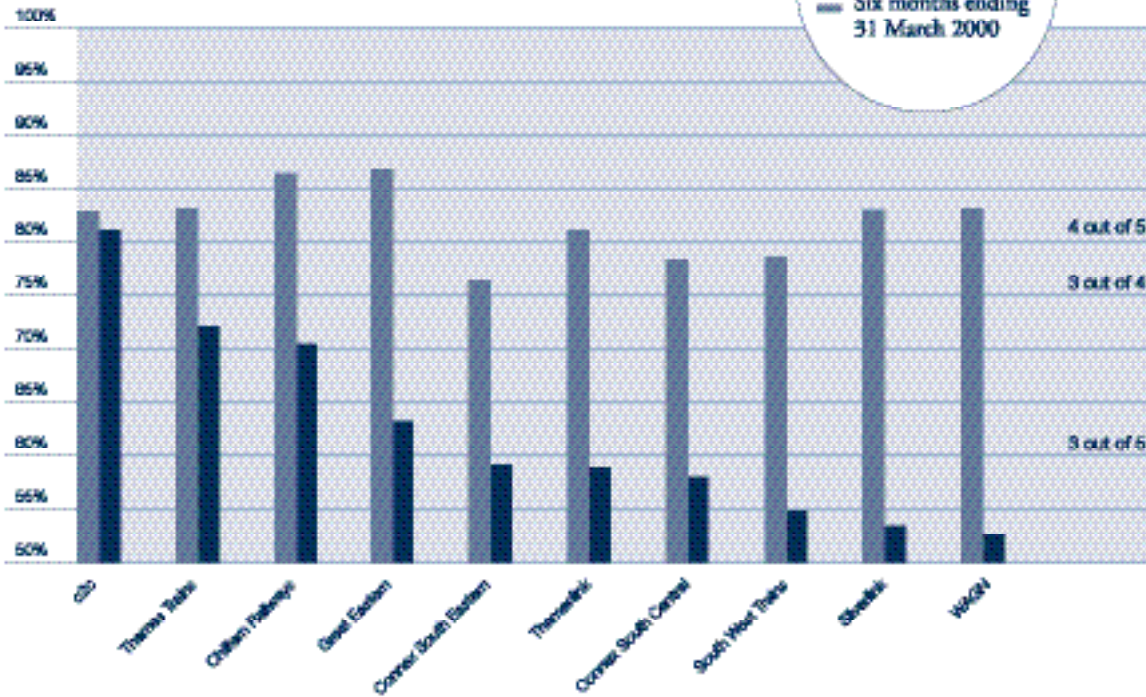
London & South East all day

Percentage of trains arriving within five minutes



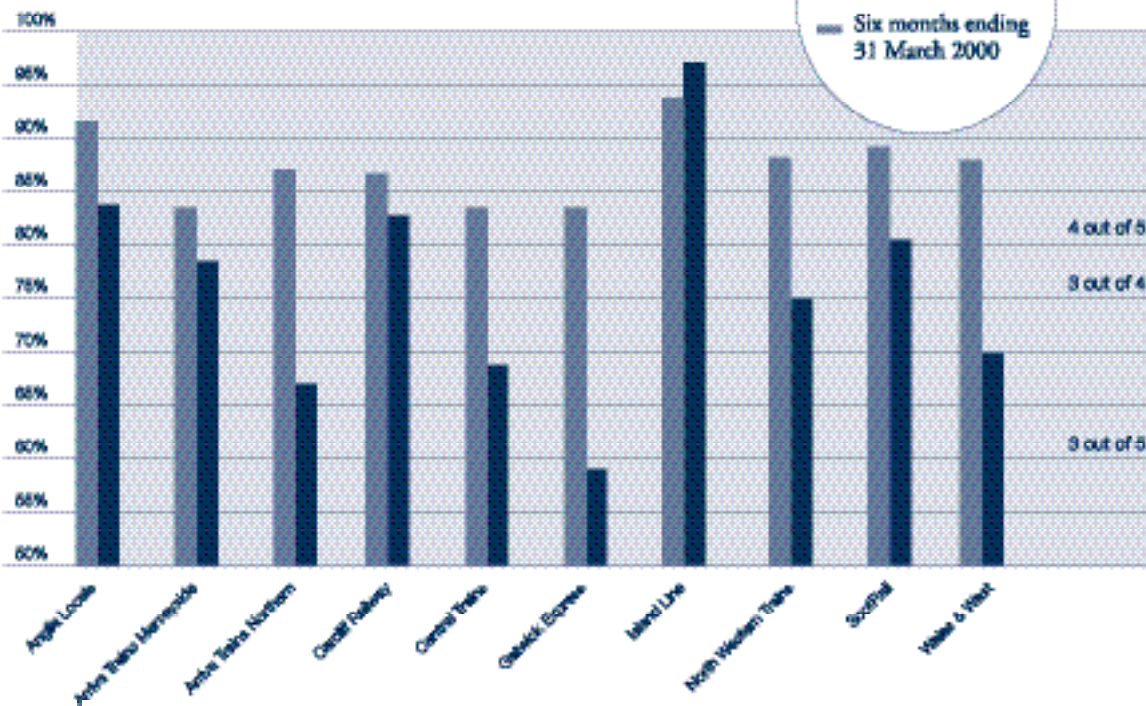
Peak services

Percentage of trains arriving within five minutes



Other operators (alphabetical order)

Percentage of trains arriving within five minutes



National passenger survey – wave 4 Spring 2001

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



BASE (Excludes those saying don't know/no opinion)
*Statistically significant at 95% level

National passenger survey – wave 4 Spring 2001 continued

TOC level results – punctuality/reliability

High speed long distance TOCs

							Spring 2001 % satisfied	Spring 2000 % satisfied
National total (20,593)	29	12	17	13	35	24	59*	74
Total long distance (4,698)	31	14	17	11	31	27	58*	79
CrossCountry (929)	43	23	20	10	26	20	46*	72
GNER (921)	19	7	12	11	33	38	71*	86
Great Western (939)	31	13	18	11	32	25	57*	75
Midland Mainline (947)	20	7	13	12	38	30	68*	78
West Coast Trains (962)	38	17	21	12	28	22	50*	82



Other TOCs

							Spring 2001 % satisfied	Spring 2000 % satisfied
National total (20,593)	29	12	17	13	35	24	59*	74*
Total other TOCs (4,973)	26	12	14	10	36	29	65*	79*
Anglia Railways (478)	33	14	19	13	28	25	53*	83*
Cardiff Railways (469)	17	6	11	12	41	29	70	73*
Central Trains (490)	29	12	17	13	29	29	58*	75*
Gatwick Express (465)	6	2	4	6	35	54	89	92
Island Line (199)	3	1	2	9	29	59	88	90
Arriva Merseyside (454)	19	8	11	10	37	35	72*	79*
Arriva Northern (475)	43	23	20	9	30	19	49*	77*
North Western Trains (489)	24	10	14	9	41	25	66*	75*
ScotRail (954)	16	7	9	9	42	34	76*	83*
Wales & West (500)	18	8	10	11	34	37	71*	80*



London & South East TOCs

							Spring 2001 % satisfied			Spring 2000 % satisfied		
							Total	Peak	Off peak	Total	Peak	Off peak
National total (20,593)	29	12	17	13	35	24	59*	n/a	n/a	74	n/a	n/a
Total London & South East (10,922)	30	12	18	14	35	21	56*	49*	61*	72	66	76
Chiltern Railways (963)	11			3	40	42	82*	82	81*	87	80	90
Connex South Central (1,425)	29	12	17	13	38	21	59*	48*	64*	68	56	73
Connex South Eastern (1,410)	28	12	16	16	35	21	56*	50*	61*	68	63	72
Great Eastern (960)	35	17	18	14	37	15	52*	44*	57*	81	76	85
C2C (943)	14			5	43	30	73	61	80	74	66	83
Silverlink Trains (934)	47	21	26	14	28	12	40*	25*	46*	63	56	65
South West Trains (1,450)	29	10	19	15	34	23	57*	51*	59*	72	65	74
Thameslink (940)	24	9	15	15	35	26	61*	59*	63*	75	69	78
Thames Trains (949)	28	11	17	11	36	25	61*	53*	64*	79	73	82
WAGN (948)	36	16	20	14	33	16	49*	42*	54*	76	71	79



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

*Statistically significant at 95% level

National passenger survey – wave 4 Spring 2001 continued

TOC level results

– overall opinion of journey

High speed long distance TOCs

						Spring 2001 % satisfied	Spring 2000 % satisfied
National total (21,880)	16	5 11	15	49	20	69*	76
Total long distance (5,002)	16	5 11	13	50	21	71*	84
CrossCountry (996)	19	7 12	16	45	20	65*	81
GNER (988)	9	3 6	8	56	28	84*	89
Great Western (992)	17	6 11	13	51	19	70*	83
Midland Mainline (984)	9	2 7	11	58	22	80	84
West Coast Trains (1,042)	21	5 16	14	47	18	65*	82



Other TOCs

						Spring 2001 % satisfied	Spring 2000 % satisfied
National total (21,880)	16	5 11	15	49	20	69*	76
Total other TOCs (5,373)	12	4 8	11	49	28	77*	80
Anglia Railways (511)	17	5 12	12	49	22	71*	88
Cardiff Railways (501)	8	1 7	11	57	24	81	79
Central Trains (519)	12	4 8	12	49	27	76	78
Gatwick Express (500)	5	1 4	8	48	39	87	85
Island Line (230)	2	1 1	8	47	44	91	91
Arriva Merseyside (509)	10	3 7	10	48	34	82	82
Arriva Northern (497)	22	9 13	13	47	18	65*	78
North Western Trains (527)	13	5 8	12	48	26	74	73
ScotRail (1,057)	8	1 7	8	50	34	84	86
Wales & West (522)	10	4 6	11	49	30	79	82



London & South East TOCs

						Spring 2001 % satisfied			Spring 2000 % satisfied		
						Total	Peak	Off peak	Total	Peak	Off peak
National total (21,880)	16	5 11	15	49	20	69*	n/a	n/a	76	n/a	n/a
Total London & South East (11,505)	17	5 12	17	49	17	66*	55*	72*	73	63	79
Chiltern Railways (1,028)	6	1 5	6	51	38	89	88	90*	91	87	93
Connex South Central (1,484)	17	5 12	17	50	15	65	53	73*	67	57	74
Connex South Eastern (1,489)	18	5 13	17	49	16	65	55	72	67	58	75
Great Eastern (1,010)	19	6 13	17	49	14	63*	51*	72*	82	76	88
C2C (1,008)	11	2 9	17	53	19	72	57	80	72	62	81
Silverlink Trains (996)	27	7 20	18	43	12	55*	34*	64*	68	58	74
South West Trains (1,505)	16	4 12	17	50	18	68*	55*	73*	74	62	79
Thameslink (993)	12	3 9	17	51	19	70*	63	73*	77	66	82
Thames Trains (987)	13	4 9	12	50	24	74*	67	77*	82	71	87
WAGN (1,005)	21	7 14	16	47	16	63*	54*	68*	76	68	82



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

*Statistically significant at 95% level

National passenger survey – wave 4 Spring 2001 continued

TOC level results

– frequency of trains

High speed long distance TOCs

						Spring 2001 % satisfied	Spring 2000 % satisfied
National total (20,326)	17	5 12	14	47	22	69*	72
Total long distance (4,548)	14	4 10	15	47	24	71*	81
CrossCountry (865)	20	6 14	22	43	15	58*	70
GNER (892)	8	2 6	12	46	34	80*	85
Great Western (924)	18	5 13	14	47	22	69*	79
Midland Mainline (938)	6	1 5	11	53	30	83	85
West Coast Trains (929)	13	4 9	13	50	23	73*	86



Other TOCs

						Spring 2001 % satisfied	Spring 2000 % satisfied
National total (20,326)	17	5 12	14	47	22	69*	72
Total other TOCs (4,931)	14	4 10	11	45	30	75*	78
Anglia Railways (478)	18	6 12	10	45	27	72*	82
Cardiff Railways (462)	14	5 9	8	47	30	77	80
Central Trains (480)	21	5 16	12	41	27	68	73
Gatwick Express (465)	3	1 2	3	28	65	93*	97
Island Line (195)	3	1 2	14	48	36	84	86
Arriva Merseyside (455)	8	2 6	6	40	45	85	89
Arriva Northern (466)	16	6 10	15	50	19	69*	75
North Western Trains (485)	18	6 12	13	46	23	69	71
ScotRail (954)	10	3 7	8	47	37	84	81
Wales & West (491)	18	5 13	15	41	26	67	65



London & South East TOCs

						Spring 2001 % satisfied			Spring 2000 % satisfied		
						Total	Peak	Off peak	Total	Peak	Off peak
National total (20,326)	17	5 12	14	47	22	69*	n/a	n/a	72	n/a	n/a
Total London & South East (10,847)	19	6 13	15	48	19	67*	60*	71*	70	64	74
Chiltern Railways (962)	9	2 7	9	48	34	82	75	85	84	77	87
Connex South Central (1,411)	18	5 13	14	49	19	68*	59	72	62	54	68
Connex South Eastern (1,398)	21	6 15	18	46	16	62*	56*	66*	67	63	71
Great Eastern (958)	20	7 13	14	49	17	66*	62*	68*	76	76	77
C2C (937)	13	5 8	12	49	26	75	66	80	75	66	84
Silverlink Trains (938)	32	11 21	14	41	13	54*	38*	61*	68	65	70
South West Trains (1,430)	16	5 11	14	49	21	70	64	71*	71	64	75
Thameslink (935)	14	3 11	12	49	25	74	69	78	76	67	79
Thames Trains (936)	15	5 10	12	47	26	73*	79	71*	77	74	77
WAGN (942)	20	7 13	15	48	16	64*	56*	70	70	65	74



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

*Statistically significant at 95% level

National passenger survey – wave 4 Spring 2001 continued

TOC level results – value for money

High speed long distance TOCs

					Spring 2001 % satisfied	Spring 2000 % satisfied
National total (19,703)	35	15	20	24	41	41
Total long distance (4,557)	35	16	19	20	46*	49
CrossCountry (897)	28	13	15	22	51	56
GNER (883)	33	15	18	21	47	47
Great Western (918)	38	18	20	19	42	46
Midland Mainline (921)	35	13	22	21	44	46
West Coast Trains (938)	38	19	19	17	44*	50



Other TOCs

					Spring 2001 % satisfied	Spring 2000 % satisfied
National total (19,703)	35	15	20	24	41	41
Total other TOCs (4,746)	24	9	15	21	55	56
Anglia Railways (470)	31	12	19	21	48	54
Cardiff Railways (462)	26	9	17	23	51	50
Central Trains (463)	21	9	12	23	56	52
Gatwick Express (455)	28	9	19	27	46	49
Island Line (190)	19	7	12	13	69	74
Arriva Merseyside (365)	17	8	9	18	65*	57
Arriva Northern (447)	28	11	17	22	50*	61
North Western Trains (469)	31	11	20	19	50	45
ScotRail (936)	20	7	13	22	58	59
Wales & West (489)	27	9	18	23	50	56



London & South East TOCs

					Spring 2001 % satisfied			Spring 2000 % satisfied		
					Total	Peak	Off peak	Total	Peak	Off peak
National total (19,703)	35	15	20	24	41	n/a	n/a	41	n/a	n/a
Total London & South East (10,400)	38	16	22	25	36	21	44	35	21	44
Chiltern Railways (919)	25	7	18	25	51*	39	55	46	32	53
Connex South Central (1,355)	39	16	23	23	37	23	45	34	22	42
Connex South Eastern (1,335)	38	15	23	28	34	22	45	35	23	45
Great Eastern (905)	48	23	25	23	29	18	37	32	21	43
C2C (894)	35	14	21	26	38*	23*	48	31	17	46
Silverlink Trains (884)	46	24	22	20	34	13*	42	34	20	40
South West Trains (1,386)	34	14	20	27	38	21	45	38	18	45
Thameslink (896)	38	16	22	25	38	20	47	38	21	45
Thames Trains (920)	32	12	20	24	43	19	50	43	25	51
WAGN (906)	44	21	23	25	30	14	40	30	18	40

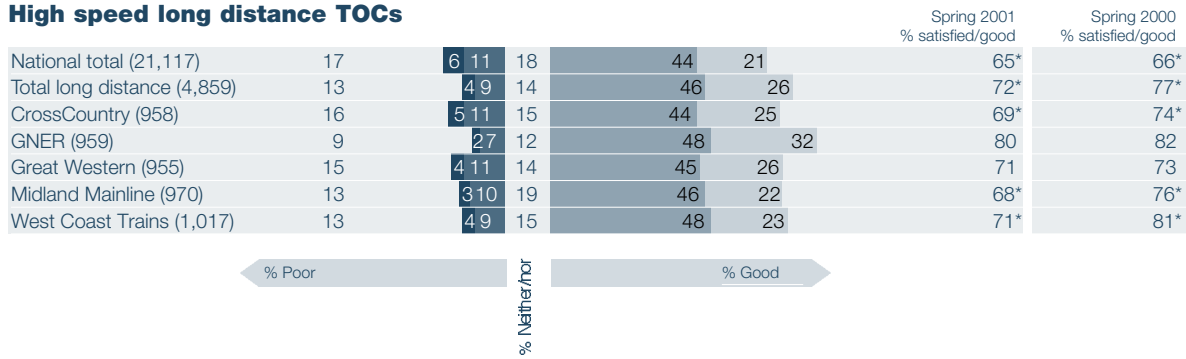


BASE (Excludes those saying don't know/no opinion)
*Statistically significant at 95% level

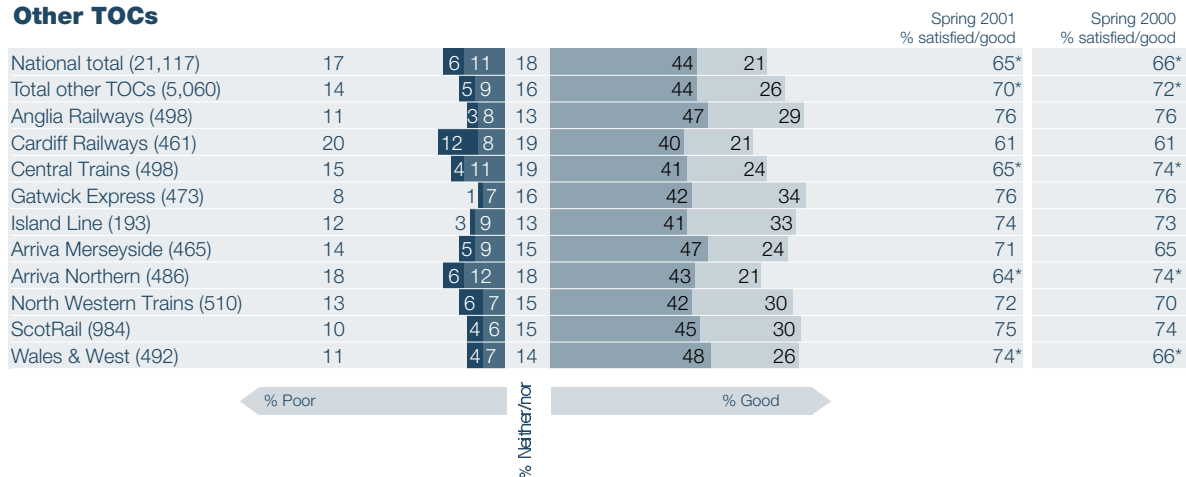
National passenger survey – wave 4 Spring 2001 continued

TOC level results – information about train times/platforms

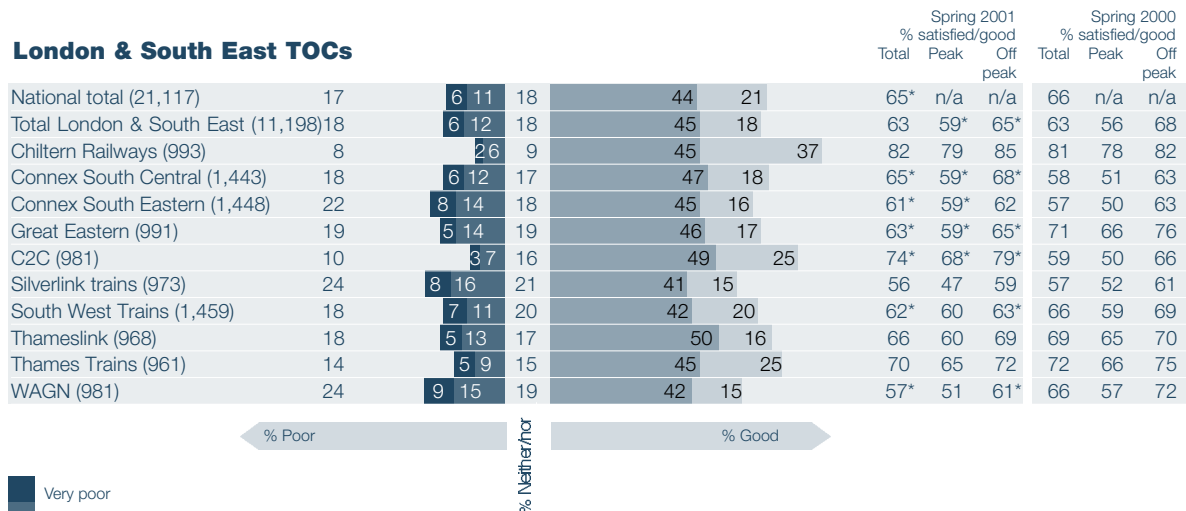
High speed long distance TOCs



Other TOCs



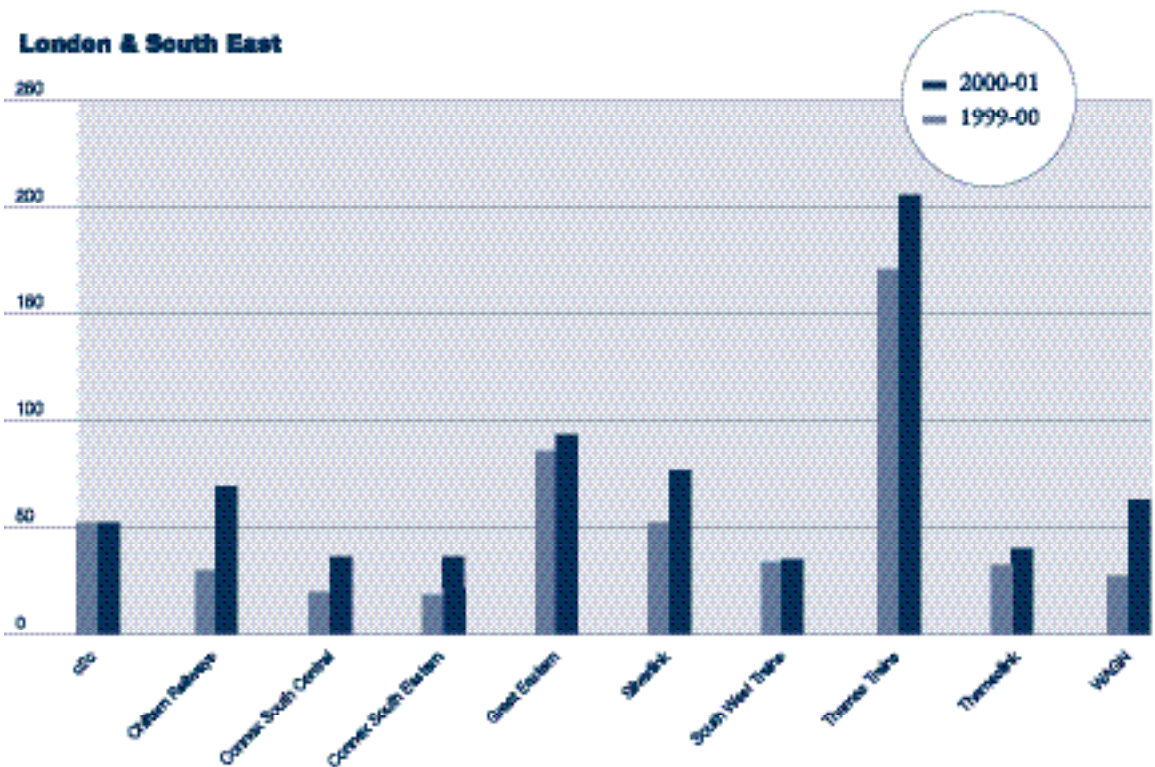
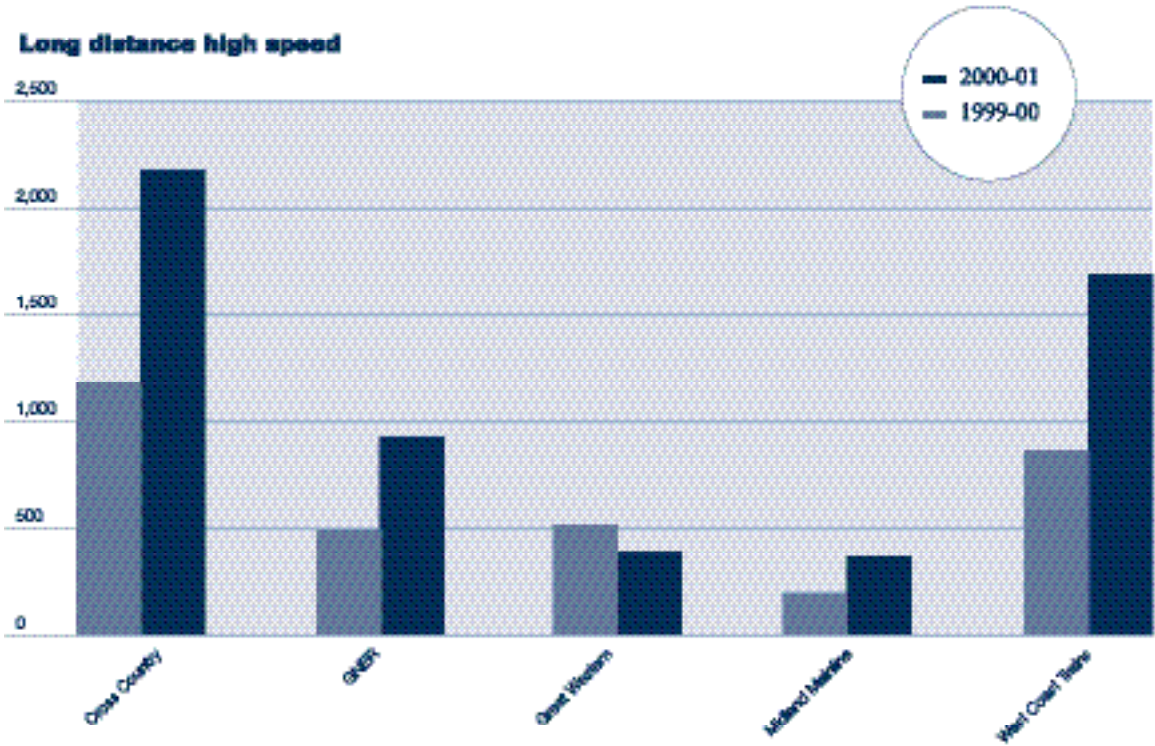
London & South East TOCs



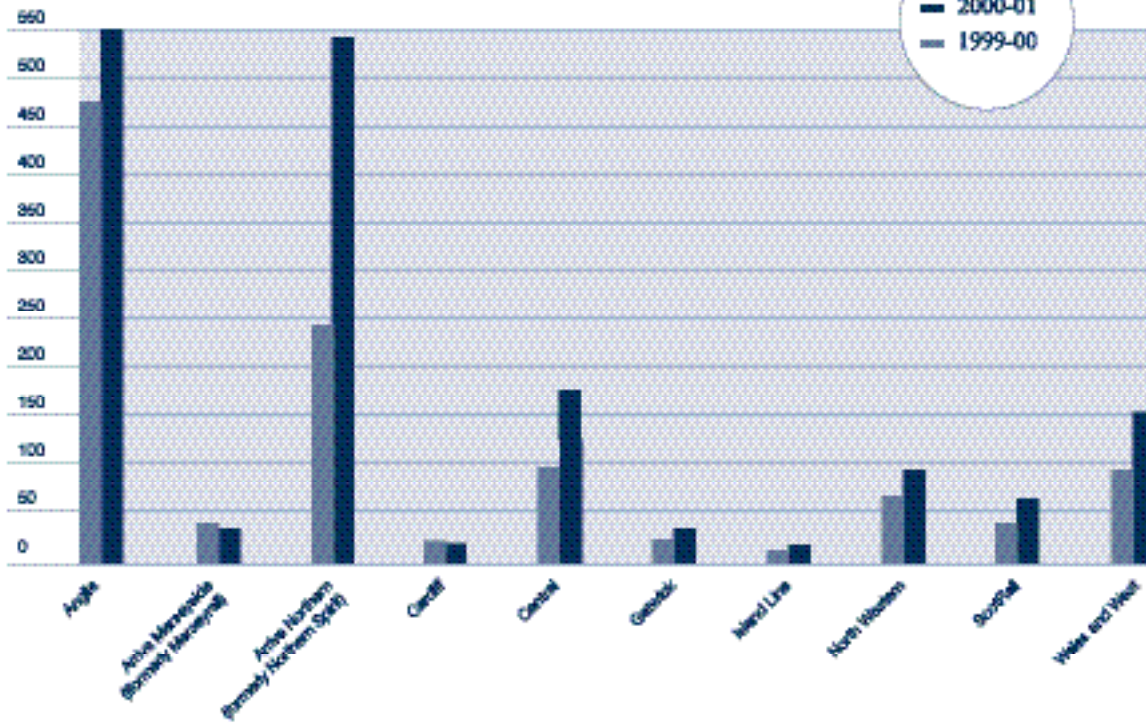
- Very poor
- Fairly poor
- Fairly good
- Very good

BASE (Excludes those saying don't know/no opinion)
*Statistically significant at 95% level

Passenger Complaints Data



Other operators



Passenger Complaints Data continued

Category	Percentage of comments made to industry
Train service performance	58.3%
Fares, retailing and refunds	13.3%
Quality on train	10.8%
Information at station and on trains	4.8%
Complaints handling	3.5%
Staff conduct and availability	2.6%
Station quality	1.7%
Other complaints	1.1%
Safety and security	0.9%
NRES	0.7%
Timetable and connection issues	0.7%
Special needs	0.4%
Praise comments	1.1%

Operator	Percentage of complaints answered within CHP target (2000-2001)	Percentage of complaints answered within 20 working days (2000-2001)	CHP target response time	Percentage of complaints answered within CHP target (1999-2000)	Percentage of complaints answered within 20 working days (1999-2000)
Anglia	46%	64%	10 days	65%	82%
Arriva Merseyside (formerly Merseyrail)	100%	100%	20 working days	85%	85%
Arriva Northern (formerly Northern Spirit)	84%	95%	15 days	33%	42%
c2c	16%	81%	5 working days	22%	78%
Cardiff	78%	95%	10 working days	100%	100%
Central	99%	99%	3 weeks	100%	100%
Chiltern	36%	62%	10 working days	84%	97%
Connex South Central	53%	76%	10 working days	61%	87%
Connex South Eastern	49%	72%	10 working days	64%	89%
Gatwick	69%	94%	10 working days	90%	97%
GNER	43%	43%	20 working days	41%	41%
Great Eastern	70%	90%	10 days	85%	92%
Great Western	58%	86%	5 working days	75%	96%
Island Line	100%	100%	10 working days	100%	100%
Midland Mainline	84%	84%	20 working days	93%	93%
North Western	68%	99%	5 working days	77%	95%
Scotrail	90%	92%	10 working days	99%	99%
Silverlink	31%	58%	10 working days	31%	50%
South West	53%	55%	15 days	80%	83%
Thames	54%	71%	10 working days	61%	79%
Thameslink	92%	97%	10 working days	99%	100%
Virgin Cross Country	27%	58%	10 working days	47%	73%
Virgin West Coast	27%	60%	10 working days	54%	74%
WAGN	97%	98%	10 working days	81%	88%
Wales and West	47%	66%	10 working days	90%	95%

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)		
	15 October – 31 March 2001	Year to March 2000	Year to March 2001	15 October 2000 – 31 March 2001	Year to March 2000	Year to March 2001
Anglia Railways	-65	336	41			
ARRIVA Trains Merseyside	-507	-475	-837	-9	..	-14
ARRIVA Trains Northern	-7,033	1,192	-7,444
c2c (formerly LTS Rail)	-495	33	-646	-414	-149	-733
Cardiff Railway	-473	47	46	-24	-70	-74
Central Trains	-7,308	-405	-8,083	41		41
Chiltern Railways	-324	5	-302	-31	-1	-57
Connex South Central	-7,532	-23	-7,667	-283	-428	-474
Connex South Eastern	-8,178	-403	-8,665	-649	-1,153	-1,511
Great Eastern	-5,018	471	-4,453	-116	-58	-140
Island Line	-11	-18	-39
North Western Trains	-2,338	2,299	-2,100
ScotRail	-6,382	5,606	-3,430	-381	-408	-657
Silverlink	-1,715	718	-1,825	-70	-83	-167
South West Trains	-9,422	-3,288	-10,563	-531	-559	-753
Thames Trains	-2,694	-1,276	-3,287	-109	-116	-177
Thameslink	-2,347	-422	-2,712	-80	-210	-171
Wales & West	-4,710	2,096	-3,568			
West Anglia Great Northern	-5,443	-617	-5,788	-146	-211	-274
Total	-71,996	5,875	-71,323	-2,804	-3,447	-5,161

Regimes negotiated since franchising

Train operator	Punctuality and cancellation payments			Short formations payments		
	15 October 2000 – 31 March 2001	Year to March 2000	Year to March 2001	15 October – 31 March 2001	Year to March 2000	Year to March 2001
Great Western	..	-513	-248
Midland Mainline	-47	..
West Coast Trains	-16	-4	-24
Total	..	-513	-248	-16	-51	-24

Timetable change incentive payment (TCIP)			Other			Total all regimes		
15 October 2000 – 31 March 2001	Year to March 2000	Year to March 15 2001	October 2000 – 31 March 2001	Year to March 2000	Year to March 2001	15 October 2000 – 31 March 2001	Year to March 2000	Year to March 2001
-252	-25	-358				-317	311	-317
-27	-30	-94	28	249	185	-516	-257	-760
-1,687	-382	-1,818	-32		-32	-8,752	810	-9,295
..	..	-1	-254	678	764	-655	562	-616
-44	-53	-71				-542	-77	-99
-1,059	-350	-1,699				-8,326	-755	-9,741
	-4	-2	-133	-77	-188	-488	-77	-548
-193	-1,387	-1,270	-8,009	-1,839	-9,411
-1,471	-234	-2,354	-10,298	-1,790	-12,529
-5,602	-126	-5,603	-10,736	288	-10,196
..	-11	-18	-39
-500	-358	-706	-2,838	1,941	-2,806
-2,117	-115	-2,128	-8,881	5,083	-6,215
-1,905	-29	-1,959	-3,690	606	-3,951
-171	-83	-232	-10,124	-3,930	-11,549
-1,299	-577	-1,455	4,102	-1,969	-4,919
-1,976	-5	-1,979	-4,403	-637	-4,862
-1,552	-309	-1,612	-6,262	1,787	-5,181
-4,002	-79	-4,015	-9,591	-906	-10,077
-23,857	-4,146	-27,356	116	849	730	-98,541	-868	-103,111

Timetable change incentive payment (TCIP)			Other			Total all regimes		
15 October 2000 – 31 March 2001	Year to March 2000	Year to March 2001	15 October 2000 – 31 March 2001	Year to March 2000	Year to March 2001	15 October 2000 – 31 March 2001	Year to March 2000	Year to March 2001
..	-513	-248
..	-15	..	-47	-15
..	-18	..	-16	-22	-24
..	-18	-15	-16	-582	-287

Subsidy per passenger mile

Train operator	2001/2001 Passenger miles (millions)	2000/2001 Subsidy (£ millions)	1990/91 Subsidy per passenger mile (pence)	2000/2001 Subsidy per passenger mile (pence)	2001/2002 Subsidy per passenger mile (pence)
Island Line	3.6	1.9	59.7	52.8	53.7
Arriva Trains Merseyside	163.9	55.0	37.6	33.6	32.9
North Western Trains	517.6	161.4	33.9	32.3	28.8
Cardiff Railways	64.8	18	33.2	27.6	26.3
Arriva Trains Northern *	901.1	180.3	22.8	20.0	18.9
ScotRail*	1,189.2	225.4	20.4	19.0	17.5
Central Trains*	802.9	146.2	21.4	18.2	17.5
Wales and West	502.7	62.4	13.4	12.4	11.0
CrossCountry	1,483.8	86.8	7.4	5.8	5.4
c2c	473.2	24.9	5.6	5.3	5.0
Silverlink	610.1	30.6	6.5	5.0	4.7
Anglia Railways	453.5	23.6	6.8	5.2	3.8
Connex South Central	1,569.0	50.1	4.0	3.2	3.0
Great Western	1,491.5	48.6	3.9	3.3	2.9
West Coast Trains	2,124.0	59.1	3.4	2.8	2.7
Connex South Eastern	1,935.3	64.0	4.7	3.3	2.7
Thames Trains	583.2	16.0	4.6	2.7	2.5
Chiltern Railways	300.5	10.5	4.9	3.5	2.4
South West Trains	2,434.9	57.4	2.8	2.4	2.3
WAGN Railway	1,212.2	26.2	3.3	2.2	1.2
Great Eastern	1,100.3	8.8	1.4	0.8	0.3
Great North Eastern Railway	2,456.5	17.6	1.7	0.7	0.2
Midland Mainline	668.5	0.9	0.4	0.1	(0.1)
Thameslink	754.2	(17.6)	(0.9)	(2.3)	(3.2)
Gatwick Express	117.9	(10.3)	(6.7)	(8.7)	(10.0)
Total	23,914.40	1347.8			
Average subsidy per passenger mile (pence)		6.9	6.0	5.1	

Notes

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

Anglia Railways

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

PPM results: Anglia Mainline

15 October 2000 – 31 March 2001 (Periods 08-13)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 10 mins	Change +/-
54.3%	13.4%	67.8%	8.9%	6.2%	15.4%	1.8%	8,604	83.4%	-16

PPM results: Anglia Local

15 October 2000 – 31 March 2001 (Periods 08-13)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
83.8%	8.3%	92.0%	2.8%	1.3%	2.3%	1.6%	30753	91.6%	-8

Mainline services suffered heavily from ESRs, especially between London and Colchester, throughout the period covered by 'On Track'. Services on local routes suffered from knock-on effects, with a series of broken connections.

National Passenger Survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	71	12	17	77	69	86	88
Punctuality/reliability	53	13	33	65	59	78	83
Frequency of trains	72	10	18	75	69	78	82
Value for money	48	21	31	55	41	50	54
Info about train times/platforms	76	13	11	70	65	79	76
Upkeep and repair of train	61	20	18	60	51	66	73
Length of journey time	64	14	21	79	71	83	84
Amount of seats/standing space	74	16	9	72	61	70	83
Connections	58	24	18	62	60	72	69
Comfort of seats	67	22	11	64	56	62	72
Station ticket buying facilities	75	14	11	74	67	77	78
Appropriate environment to catch train	72	21	7	57	54	70	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
2001-2000	549	29%	69%	2%	46%	64%
1999-2000	476	27%	71%	2%	65%	82%

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

- Series of promotional offers, including reduced London fares and free travel days were arranged in the late winter/early spring period.
- Major spring-clean programme launched for train fleet, with special attention given to on-train toilets.
- New dedicated ticket office and customer waiting lounge opened at Liverpool Street.
- Telephone sales office upgraded and provided with extra staff to enable a more efficient and prompt service for customers.
- Website re-launched, including introduction of on-line ticket booking facility.
- Completed refurbishment programme for Main line rolling stock.

Press enquiries:
Peter Meades
Anglia Railways
01473 693929

Arriva Trains Merseyside (formerly Merseyrail Electrics)

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

15 October 2000 – 31 March 2001 (Periods 08-13)						Previous Year		Year on Year	
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
78.4%	10.9%	89.3%	2.7%	1.0%	4.2%	2.8%	93,520	82.7%	-4

National Passenger Survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	82	10	10	77	69	82	82
Punctuality/reliability	72	10	19	65	59	77	79
Frequency of trains	85	6	8	75	69	87	89
Value for money	65	18	17	55	41	58	57
Info about train times/platforms	71	15	14	70	65	67	65
Upkeep and repair of train	41	28	31	60	51	39	46
Length of journey time	87	9	5	79	71	87	90
Amount of seats/standing space	74	14	12	72	61	69	71
Connections	73	17	10	62	60	65	75
Comfort of seats	55	28	18	64	56	52	53
Station ticket buying facilities	73	16	10	74	67	70	69
Appropriate environment to catch train	52	25	23	57	54	49	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
2000-2001	35	24%	30%	46%	100%	100%
1999-2000	42	20%	34%	45%	85%	85%

Franchise Plan commitments

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

Benefits procured for passengers by SRA

8 February 2001: Passengers to benefit from an additional three coaches in morning peak services in Autumn 2001 and a further three coaches in the summer of 2002. Benefits negotiated as part of extension of franchise contract.

Contract change

8 February 2001: Franchise contract extended until February 2003, with option to terminate at an earlier date for transfer to new replacement franchise.

Actions to improve services to passengers

- Additional security patrols being provided on trains and at stations.
- In conjunction with Railtrack & Merseytravel, improved passenger facilities & station revitalisation programmes are being undertaken at Aintree, Kirkdale and Old Roan.
- Improved car parking facilities have been provided at Wallasey Grove Road and Hunts Cross.

Press enquiries:
Julie Jobling
Arriva
0191 520 4059

Arriva Trains Northern (formerly Northern Spirit)

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

15 October 2000 – 31 March 2001 (Periods 08-13)							Previous Year	Year on Year	
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
66.9%	11.2%	78.2%	5.2%	2.8%	7.4%	6.4%	212,757	87.1%	-20

National Passenger Survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	65	13	22	77	69	76	78
Punctuality/reliability	49	9	43	65	59	66	77
Frequency of trains	69	15	16	75	69	74	75
Value for money	50	22	28	55	41	57	61
Info about train times/platforms	64	18	18	70	65	72	74
Upkeep and repair of train	54	19	27	60	51	51	56
Length of journey time	75	15	10	79	71	83	86
Amount of seats/standing space	69	12	20	72	61	68	65
Connections	56	24	20	62	60	68	70
Comfort of seats	55	22	22	64	56	59	62
Station ticket buying facilities	72	15	14	74	67	67	75
Appropriate environment to catch train	49	32	19	57	54	56	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
2000-2001	541	22%	44%	34%	84%	95%
1999-2000	245	32%	60%	8%	33%	42%

Franchise Plan commitments

Clause	Item	Due Date	Status/comments
3.2	Spend no less than £650k on station improvements.	31 March 2001	Derogation until 31 July 2001 for completion due to planning delays.
4.7	Introduction into service of 16 new EMUs to replace slam door stock on Leeds-Skipton and Leeds-Ilkley routes.	31 December 2000	Derogation until 30 April 2001 due to various issues (including problems surrounding Railtrack's 'Leeds First' work)

Benefits procured for passengers by SRA

8 February 2001: Northern Spirit agreed to procure 18 additional vehicles, to increase capacity in West and South Yorkshire. Benefits negotiated by SRA as part of extension of franchise contract.

Contract change

8 February 2001: Franchise contract extended until February 2003, with option to terminate at an earlier date for transfer to new replacement franchises (TransPennine Express and Northern).

Actions to improve services to passengers

- Increased staff numbers are bringing about improved operational resilience.
- Refurbishment of new Pudsey station.

Press enquiries:
Julie Jobling
Arriva
0191 520 4059

c2c

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

PPM results

15 October 2000 – 31 March 2001 (Periods 08-13)							Previous Year	Year on Year	
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
84.0%	8.2%	92.2%	2.3%	1.0%	2.3%	2.2%	51,181	86.3%	-2

National passenger survey results – autumn 2000

Factor	% Satisfied or good	% Neither/no	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Autumn 1999 % Satisfied or good
Overall opinion	72	17	11	66	69	63	72
Punctuality/reliability	73	12	14	56	59	64	74
Frequency of trains	75	12	13	67	69	73	75
Value for money	38	26	35	36	41	33	31
Info about train times/platforms	74	16	10	63	65	62	59
Upkeep and repair of train	30	19	50	46	51	29	25
Length of journey time	78	15	7	68	71	71	77
Amount of seats/standing space	57	16	27	56	61	49	48
Connections	70	23	8	60	60	60	65
Comfort of seats	43	25	33	51	56	39	37
Station ticket buying facilities	75	15	11	65	67	72	64
Appropriate environment to catch train	58	28	13	51	54	51	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
2000-2001	53	16%	53%	31%	16%	81%
1999-2000	53	8%	50%	42%	22%	78%

Franchise plan commitments

Clause	Item	Due Date	Status/Comments
5.2	Install barrier gates at east Tilbury	31 December 2000	Derogation until 30 April 2001
8.4	Acoustic loops installed at Pitsea	31 December 2000	Derogation until 31 October 2001.
			Temporary station at Pitsea, awaiting approval for permanent building.

Press enquiries:
Alan Wheeler
c2c
020 7713 2154

Cardiff Railway

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

PPM results

15 October 2000 – March 2001 (Periods 08-13)							Previous Year	Year on Year	
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
82.7%	7.7	90.3%	2.1%	0.6%	3.9%	3.0%	52,130	86.8	-4%

National Passenger Survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	81	11	8	77	69	80	79
Punctuality/reliability	70	12	17	65	59	76	73
Frequency of trains	77	8	14	75	69	78	80
Value for money	51	23	26	55	41	59	50
Info about train times/platforms	61	19	20	70	65	65	61
Upkeep and repair of train	58	20	22	60	51	55	50
Length of journey time	82	12	6	79	71	88	86
Amount of seats/standing space	64	17	19	72	61	67	64
Connections	69	22	9	62	60	73	65
Comfort of seats	62	22	17	64	56	62	61
Station ticket buying facilities	63	15	22	74	67	73	64
Appropriate environment to catch train	45	28	26	57	54	55	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
2000-2001	20	41%	59%	1%	78%	95%
1999-2000	23	42%	54%	4%	100%	100%

Franchise Plan commitments

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

Contract change

25 January 2001: Reinstatement of original franchise agreement term, expiring 30 April 2004, with option to terminate when new Wales and Borders franchise comes on stream.

Actions to improve services to passengers

- Capital Card, a new ticket combining train and bus travel in Cardiff, launched as a partnership with Cardiff Bus.
- Majority of Class 143 units refurbished.
- New Head of Customer Relations appointed, new higher capacity telephone system installed and more staff provided to answer calls.



Central Trains

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

PPM results

15 October 2000 – 31 March 2001 (Periods 08-13)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
68.7%	11.1%	79.9%	4.7%	2.6%	8.3%	4.5%	186,208	83.5%	-15

Services affected by ESRs, reliability problems with Class 170 DMUs and by severe weather (flooding, especially on rural routes)

National passenger survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	76	12	12	77	69	76	78
Punctuality/reliability	58	13	29	65	59	63	75
Frequency of trains	68	12	21	75	69	72	73
Value for money	56	23	21	55	41	54	52
Info about train times/platforms	65	19	15	70	65	68	74
Upkeep and repair of train	56	21	23	60	51	55	51
Length of journey time	75	17	7	79	71	74	78
Amount of seats/standing space	71	14	14	72	61	66	67
Connections	54	27	19	62	60	58	73
Comfort of seats	61	25	13	64	56	64	61
Station ticket buying facilities	76	15	9	74	67	70	73
Appropriate environment to catch train	56	27	17	57	54	58	60

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
2000-2001	178	11%	64%	25%	99%	99%
1999-2000	99	35%	61%	3%	100%	100%

Franchise Plan commitments

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

Actions to improve services to passengers

- Automation of most customer information points to provide real time running information.
- Refurbishment of booking hall and extension of car park at Leamington Spa.
- Installation of passenger lifts at Lincoln.
- New booking office including waiting facilities in the refurbished station building at Mansfield.

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

15 October 2000 – 31 March 2001 (Periods 08-13)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
67.5%	14.5%	82.0%	6.4%	3.6%	7.4%	0.5%	41,304	88.0%	-21

Services have been affected by ESRs, but there are also issues regarding poor condition of infrastructure.

National Passenger Survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	89	6	6	66	69	89	91
Punctuality/reliability	82	7	11	56	59	86	87
Frequency of trains	82	9	9	67	69	82	84
Value for money	51	25	25	36	41	45	46
Info about train times/platforms	82	9	8	63	65	81	81
Upkeep and repair of train	77	17	6	46	51	78	77
Length of journey time	83	10	6	68	71	84	87
Amount of seats/standing space	76	14	10	56	61	71	70
Connections	71	21	7	60	60	71	72
Comfort of seats	71	17	12	51	56	69	67
Station ticket buying facilities	81	12	7	65	67	79	79
Appropriate environment to catch train	76	17	6	51	54	77	76

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
2000-2001	69	8%	74%	18%	36%	62%
1999-2000	30	12%	78%	10%	84%	97%

Franchise Plan commitments

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

Actions to improve services to Passengers

- Secure Station Accreditation achieved for Stoke Mandeville in February.
- Bus Manager appointed to look at improving existing bus links and implementing new services.
- Timetable and resource planning team strengthened in order to react more quickly to changing operational circumstances.
- Car park extended at Warwick Parkway to accommodate a further 100 cars, making 450 spaces available.

Press enquiries:
Sara Cruz/
Aisling Armitage
on behalf of
Chiltern Railways
020 7850 0222

Connex South Central

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

PPM results

15 October 2000 – 31 March 2001 (Periods 08-13)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
65.8%	15.9%	81.7%	5.9%	2.6%	6.0%	3.8%	261,599	82.6%	-17

Services have been affected by ESRs, especially before the end of February. Flooding has had an impact, especially around Lewes & Uckfield, as have various landslips.

National Passenger Survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	65	17	17	66	69	67	67
Punctuality/reliability	59	13	29	56	59	67	68
Frequency of trains	68	14	18	67	69	67	62
Value for money	37	23	39	36	41	37	34
Info about train times/platforms	65	17	18	63	65	60	58
Upkeep and repair of train	36	26	39	46	51	41	40
Length of journey time	70	17	13	68	71	72	75
Amount of seats/standing space	55	20	25	56	61	56	53
Connections	61	23	16	60	60	58	62
Comfort of seats	48	30	23	51	56	50	48
Station ticket buying facilities	61	19	20	65	67	58	53
Appropriate environment to catch train	49	29	22	51	54	50	44

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
2000-2001	36	36%	51%	12%	53%	76%
1999-2000	20	42%	41%	17%	61%	87%

Franchise Plan commitments

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

Actions to improve services to passengers

'Your Comments Count' forums held at East Croydon, Sutton, Horsham, Redhill and Brighton to hear customer views and suggestions.

Press enquiries:
David Ewart
Connex
020 7620 5080

Connex South Eastern

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

PPM results

15 October 2000 – 31 March 2001 (Periods 08-13)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
67.5%	14.8%	82.3%	5.5%	2.7%	5.7%	3.7%	257,444	80.7%	-13

Services have been affected by ESRs, especially before the end of February. Long running speed restriction in Strood Tunnel. Both flooding and landslips have affected services across the operation.

National Passenger Survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	65	17	18	66	69	70	67
Punctuality/reliability	56	16	28	56	59	68	68
Frequency of trains	62	18	21	67	69	66	67
Value for money	34	28	38	36	41	36	35
Info about train times/platforms	61	18	22	63	65	58	57
Upkeep and repair of train	40	24	37	46	51	39	39
Length of journey time	65	20	15	68	71	71	71
Amount of seats/standing space	52	20	27	56	61	48	48
Connections	54	31	14	60	60	60	58
Comfort of seats	50	27	23	51	56	47	45
Station ticket buying facilities	57	22	20	65	67	55	58
Appropriate environment to catch train	46	31	23	51	54	46	46

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
2000-2001	36	33%	51%	16%	49%	72%
1999-2000	19	51%	30%	19%	64%	89%

Franchise plan commitments

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

Actions to improve services to passengers

'Your Comments Count' forums held at Beckenham Junction, Lewisham, Gillingham, Bromley South, Orpington and Tonbridge.

Press enquiries:
David Ewart
Connex
020 7620 5080

CrossCountry

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

PPM results

15 October 2000 – 31 March 2001 (Periods 08-13)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 10 mins	Change +/-
18.6%	8.1%	26.7%	6.6%	5.4%	55.1%	6.3%	16,298	76.9%	-50

Services have been particularly badly affected by ESRs, throughout the entire 'OnTrack' period. The geographical range of the CrossCountry operation has also made its services susceptible to the various extremes of bad weather seen across the country. Problems have also been encountered with trains themselves being damaged by floodwaters.

National Passenger Survey Results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	65	16	19	71	69	73	81
Punctuality/reliability	46	10	43	58	59	61	72
Frequency of trains	58	22	20	71	69	68	70
Value for money	51	22	28	46	41	57	56
Info about train times/platforms	69	15	16	72	65	74	74
Upkeep and repair of train	72	16	11	71	51	72	74
Length of journey time	61	20	19	63	71	75	74
Amount of seats/standing space	75	18	8	70	61	68	75
Connections	46	24	30	52	60	63	66
Comfort of seats	71	18	10	68	56	67	72
Station ticket buying facilities	73	16	10	71	67	78	75
Appropriate environment to catch train	61	23	16	61	54	64	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
2000-2001	2172	28%	33%	39%	27%	58%
1999-2000	1176	25%	33%	41%	47%	73%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
6	Refurbishment of Mark 3 rolling stock	31 December 2000	Delivered in August 2000
21	Hosting of Customer Consultation meeting	Every three months	Meetings held at Stafford (18 October 2000) and Glasgow (10 January 2001)

Benefits procured for passengers by SRA

16 February 2001: Package of benefits, including improved service from Lockerbie to Glasgow & Edinburgh from May 2003, and 20 additional staff at Birmingham New Street from May 2001, following contract change agreed to reflect revised delivery schedule of new trains for the franchise.

Contract changes

16 February 2001: Passenger benefit package to reflect revised delivery schedule of new trains for the franchise.

9 March 2001: Supplemental Track Access Agreement signed, which gives CrossCountry the rights to introduce new services with improved journey times for passengers.

Press enquiries:
Denize Quest
Virgin Trains
0870 789 1111

Actions to improve services to passengers

- Three month trial of Rail Links bus between railway station and bus station in Preston commenced in February.
- Half price fares offer ran from 5 February to 4 March 2001.

Gatwick Express

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

PPM results

15 October 2000 – 31 March 2001 (Periods 08-13)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
59.0%	21.5%	80.5%	6.3%	2.3%	2.0%	8.9%	25,181	83.5%	-24

ESRs disrupted and curtailed services, particularly in November to January period. Landslips have affected operations.

National Passenger Survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	87	8	5	77	69	85	85
Punctuality/reliability	89	6	6	65	59	88	92
Frequency of trains	93	3	3	75	69	94	97
Value for money	46	27	28	55	41	40	49
Info about train times/platforms	76	16	8	70	65	80	76
Upkeep and repair of train	76	12	12	60	51	58	58
Length of journey time	88	7	5	79	71	88	90
Amount of seats/standing space	78	14	8	72	61	78	81
Connections	82	15	3	62	60	82	81
Comfort of seats	77	15	8	64	56	71	71
Station ticket buying facilities	69	18	13	74	67	57	74
Appropriate environment to catch train	76	18	6	57	54	67	71

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
2000-2001	36	43%	54%	3%	69%	94%
1999-2000	24	36%	60%	4%	90%	97%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
Part 111 para 3.1	Introduction into full operation of eight new multiple units	31 March 2001	Seven delivered by 31 March 2001. Derogation granted until 27 June 2001 for completion.
Part IV Clause 5	Reasonable endeavours to enhance the check-in facility at Victoria Station	31 March 2001	Derogation given until June 2001

Press enquiries:
Roy Campbell
Gatwick Express
020 7973 5036

Great Eastern

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

PPM results

15 October 2000 – 31 March 2001 (Periods 08-13)						Previous Year		Year on Year	
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
67.2%	12.6%	79.8%	6.6%	3.5%	7.7%	2.4%	113,809	89.5%	-22

Services heavily affected by ESRs, throughout 'On Track' period.

National passenger survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	63	17	19	66	69	80	82
Punctuality/reliability	52	14	35	56	59	77	81
Frequency of trains	66	14	20	67	69	79	76
Value for money	29	23	48	36	41	37	32
Info about train times/platforms	63	19	19	63	65	70	71
Upkeep and repair of train	53	25	22	46	51	59	59
Length of journey time	60	19	21	68	71	81	83
Amount of seats/standing space	53	20	26	56	61	59	56
Connections	61	22	17	60	60	73	75
Comfort of seats	48	29	24	51	56	53	51
Station ticket buying facilities	65	18	16	65	67	65	65
Appropriate environment to catch train	58	27	15	51	54	65	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
2000-2001	94	14%	84%	3%	70%	90%
1999-2000	86	6%	92%	2%	85%	92%

Franchise plan commitments

Clause	Item	Due date	Status/comments
7.1	Customer information systems to be installed at all stations	15 December 2000	Delivered, with exception of Stratford (where reasonable endeavours have been made).
10	£750,000 to be spent on rolling stock refurbishment and improvements to reliability and punctuality	31 March 2001	Delivered

Actions to improve services to passengers

- Introduction of new passenger operated lifts at Witham linking all platforms with the overbridge.
- New ramp permitting disabled access installed at Rochford.
- Series of newsletters for passengers produced during post Hatfield disruption (distributed at Liverpool Street and Stratford stations).

Press enquiries:
Peter Northfield
Great Eastern
020 7904 3303

Great North Eastern Railway

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

PPM results

15 October 2000 – 31 March 2001 (Periods 08-13)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 10 mins	Change +/-
45.7%	11.9%	57.6%	8.8%	6.0%	24%	3.6%	15,274	87.0%	-29

Services heavily affected by ESRs, throughout 'On Track' period, but especially before early March. Flooding and severe weather has also had a major impact, particularly around the York area. The accidents at Hatfield and Selby have also had a direct impact on services.

National Passenger Survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	84	8	9	71	69	81	89
Punctuality/reliability	71	11	19	58	59	74	86
Frequency of trains	80	12	8	71	69	86	85
Value for money	47	21	33	46	41	46	47
Info about train times/platforms	80	12	9	72	65	74	82
Upkeep and repair of train	69	18	13	71	51	68	71
Length of journey time	74	13	12	63	71	87	86
Amount of seats/standing space	76	15	10	70	61	67	75
Connections	63	21	16	52	60	71	72
Comfort of seats	67	18	15	68	56	65	69
Station ticket buying facilities	75	14	11	71	67	70	79
Appropriate environment to catch train	66	21	13	61	54	64	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
2000-2001	930	29%	69%	2%	43%	43%
1999-2000	490	30%	66%	4%	41%	41%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
9	£1.85 million to be spent on station security	31 December 2000	Delivered.

Actions to improve services to passengers

- Free carriage of cycles on trains following withdrawal of £3 booking fee.
- First refurbished Class 91 locomotive returned to service as part of two year initiative to improve performance of GNER trains.
- New passenger lifts opened at Edinburgh and Berwick-upon-Tweed.

Press enquiries:
Great North Eastern
Railway
01904 523072

Great Western

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

PPM results

15 October 2000 – 31 March 2001 (Periods 08-13)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 10 mins	Change +/-
51.5%	12.9%	64.4%	8.1%	5.7%	17.6%	4.2%	25,621	83.8%	-19

Services heavily affected by ESRs, throughout 'On Track' period, but especially before early January. Flooding and severe weather has also had a major impact.

National Passenger Survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	70	13	17	71	69	77	83
Punctuality/reliability	57	11	31	58	59	74	75
Frequency of trains	69	14	18	71	69	80	79
Value for money	42	19	38	46	41	44	46
Info about train times/platforms	71	14	15	72	65	73	73
Upkeep and repair of train	75	18	7	71	51	73	77
Length of journey time	67	15	18	63	71	83	84
Amount of seats/standing space	61	16	23	70	61	64	68
Connections	51	29	19	52	60	62	67
Comfort of seats	70	20	10	68	56	71	73
Station ticket buying facilities	69	18	12	71	67	69	77
Appropriate environment to catch train	60	23	16	61	54	65	66

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
2000-2001	391	26%	29%	45%	58%	86%
1999-2000	514	21%	21%	58%	75%	96%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
7.4a	Improved toilet facilities at Plymouth station	31 March 2001	Delivered.
7.5	Improved Standard Class facilities at Swindon station including refurbished passenger lounges.	31 March 2001	Delivered.

Actions to improve services to passengers

- Staging of evacuation exercise at Minehead to test emergency procedures.
- Introduction of on-board safety cards.
- Flat fare promotion (£10 & £15) from 26 February – 11 April on London to Bristol, South Wales and Cotswolds routes.
- Introduction of solar powered ticket machines at Bristol Parkway.
- Introduction of two gum busting machines to address problem of chewing gum on seats.
- Various special services in connection with sports fixtures and cultural events at the Cardiff Millennium Stadium.
- Increased customer communication (eg weekly letters) during post Hatfield disruption.

Press enquiries:
Elaine Wilde
Great Western
01793 499499

Island Line

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

PPM results

15 October 2000 – 31 March 2001 (Periods 08-13)							Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	Over 15	Cancelled	No Trains	Within 5 mins	Change +/-
97.2%	1.9%	99.1%	0.2%	0.1%	0.6%	10,634	93.9%	3

National Passenger Survey results – spring 2001


Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	91	8	2	77	69	94	91
Punctuality/reliability	88	9	3	65	59	92	90
Frequency of trains	84	14	3	75	69	89	86
Value for money	69	13	19	55	41	78	74
Info about train times/platforms	74	13	12	70	65	83	73
Upkeep and repair of train	54	23	23	60	51	74	63
Length of journey time	90	8	2	79	71	93	93
Amount of seats/standing space	79	18	3	72	61	81	79
Connections	78	15	7	62	60	85	75
Comfort of seats	56	23	21	64	56	73	64
Station ticket buying facilities	73	9	18	74	67	79	64
Appropriate environment to catch train	52	23	25	57	54	62	57

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
2000-2001	20	86%	0%	14%	100%	100%
1999-2000	15	72%	0%	28%	100%	100%

Franchise Plan commitments

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



Press enquiries:
Stephen Wade
Island Line
01983 812591

Midland Mainline

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

PPM results

15 October 2000 – 31 March 2001 (Periods 08-13)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 10 mins	Change +/-
48.7%	16.1%	64.8%	9.4%	5.9%	17.3%	2.6%	17,293	86.4%	-22

Services heavily affected by ESRs, especially before mid January. Severe weather has had an impact, particularly flooding causing closures around late October onwards. Problems with HSTs and Class 170 DMUs have also affected services.

National Passenger Survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	80	11	9	71	69	77	84
Punctuality/reliability	68	12	20	58	59	72	78
Frequency of trains	83	11	6	71	69	83	85
Value for money	44	21	35	46	41	48	46
Info about train times/platforms	68	19	13	72	65	70	76
Upkeep and repair of train	73	17	10	71	51	77	79
Length of journey time	77	12	11	63	71	80	82
Amount of seats/standing space	71	17	12	70	61	67	74
Connections	59	31	10	52	60	66	67
Comfort of seats	67	22	11	68	56	71	73
Station ticket buying facilities	69	17	13	71	67	69	71
Appropriate environment to catch train	48	30	23	61	54	54	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
1998-99	360	26%	72%	2%	84%	84%
1998-99	197	35%	61%	4%	93%	93%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
12.3a	85.7% of timetabled trains to arrive within ten minutes of scheduled arrival time.	1 January 2001 (concerning previous year)	Failed to achieve target, actual level was 82.8%.
13a	Passenger Charter punctuality trigger for compensation to passengers to be at least 87.5%	1 January 2001	Increase to 87.5% (from 87%)

Actions to improve services to passengers

- Installation of lifts and new overbridge at Derby station, linking to a new 200 space car park.
- Introduction of first of ten new Turbostar centre vehicles.
- 'The Big Tenner' promotion ran from 1 February to 26 March, enabling two people to travel to London and back for £10 each.
- Real time train information available over WAP mobile phones.
- Call Centre moved into larger site, adding additional staff and lines.
- Cycle policy published for the first time.
- Clear signage introduced for cycle users at all stations.
- Mobile phone free carriage introduced on all High Speed Trains.
- Left luggage offices re-introduced at a number of major stations.

Press enquiries:
Emma Knight
Midland Mainline
01332 262 010

North Western Trains

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

PPM results

15 October 2000 – 31 March 2001 (Periods 08-13)						Previous Year	Year on Year		
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
74.9%	12.0%	86.9%	4.6%	2.1%	4.4%	2.0%	216,371	88.3%	-13

ESRs had some direct impact on services, but many of North Western Trains' performance problems were caused by knock-on effects of poor performance on long distance operators and overcrowding as a result of other operators' services being cancelled.

National passenger survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	74	12	13	77	69	72	73
Punctuality/reliability	66	9	24	65	59	68	75
Frequency of trains	69	13	18	75	69	68	71
Value for money	50	19	31	55	41	49	45
Info about train times/platforms	72	15	13	70	65	69	70
Upkeep and repair of train	66	17	17	60	51	64	61
Length of journey time	77	13	10	79	71	77	82
Amount of seats/standing space	69	15	16	72	61	58	62
Connections	62	19	19	62	60	55	65
Comfort of seats	65	19	16	64	56	59	60
Station ticket buying facilities	68	18	15	74	67	63	66
Appropriate environment to catch train	51	29	21	57	54	54	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
2000-2001	97	22%	44%	34%	68%	99%
1999-2000	69	32%	60%	8%	77%	95%

Franchise plan commitments

Clause	Item	Due date	Status/comments
3.2.3	Reissue revised version of Passenger Charter	7 January 2001	Delivered
5.11	Provide freephone passenger information and emergency helpline service on each platform at MPTE stations	31 March 2001	Delivered
15.5	Provide multi-camera CCTV at a further seven MPTE stations	31 December 2000	Delivered

Contract change

21 March 2001: North Western Trains agree to separate the operation of their services and terminate the franchise, as required, to aid the creation of three new franchises – TransPennine Express, Wales & Borders and Northern.

Press enquiries:
Martin McKenzie
North Western Trains
0161 228 8774

ScotRail

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

PPM results

15 October 2000 – 31 March 2001 (Periods 08-13)							Previous Year	Year on Year	
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
80.5%	9.4%	89.9%	3.3%	1.4%	3.0%	2.4%	295,144	89.2%	-9

ESRs have had an impact on services, particularly on sleeper trains from London and on Edinburgh to Glasgow services. Severe weather has caused many problems, both with flooding in late Oct/early Nov and heavy snow in February.

National Passenger Survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	84	8	8	77	69	86	86
Punctuality/reliability	76	9	16	65	59	81	83
Frequency of trains	84	8	10	75	69	82	81
Value for money	58	22	20	55	41	56	59
Info about train times/platforms	75	15	10	70	65	71	74
Upkeep and repair of train	71	19	11	60	51	75	72
Length of journey time	85	8	6	79	71	88	87
Amount of seats/standing space	74	13	13	72	61	71	70
Connections	70	21	10	62	60	71	71
Comfort of seats	75	17	8	64	56	74	70
Station ticket buying facilities	80	13	7	74	67	78	79
Appropriate environment to catch train	68	19	12	57	54	66	66

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
2000-2001	61	32%	63%	5%	90%	92%
1999-2000	42	36%	57%	7%	99%	99%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
10	Waiting room facility for use of bus passengers to be provided provided at Glasgow Queen Street station	31 March 2001	Delivered.

Actions to improve services to passengers

- Opening of new station at Howwood, on the Paisley to Ayr line.
- Installation of new lifts at Glasgow Central.
- New station buildings at Wishaw and Largs.
- 16 more station on SPT network linked by CCTV and Help Points to Paisley Communications Centre.
- New 87 space car park at Stirling.
- Inclusion of 'Our Dynamic Earth' exhibition in Edinburgh Days Out.
- Completion of refurbishment of Class 158 units.
- Completion of fitting on-train wheelchair ramps to the retained fleet.
- Cycle racks/lockers fitted at 8 SPT stations and at other stations in Falkirk, Perth and Aberdeen areas.

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

Silverlink

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

PPM results

15 October 2000 – 31 March 2001 (Periods 08-13)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
71.3%	10.6%	81.8%	5.0%	2.8%	6.7%	3.6%	88,076	84.7%	-13

ESRs have had a heavy impact, especially until the end of January. Route modernisation work at Willesden severely impacted services over Christmas & New Year, and a freight derailment south of Northampton caused disruption in early December.

National Passenger Survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	55	18	27	66	69	56	68
Punctuality/reliability	40	14	47	56	59	47	63
Frequency of trains	54	14	32	67	69	61	68
Value for money	34	20	46	36	41	31	34
Info about train times/platforms	56	21	24	63	65	53	57
Upkeep and repair of train	47	26	26	46	51	50	49
Length of journey time	52	19	29	68	71	63	75
Amount of seats/standing space	50	17	33	56	61	51	53
Connections	55	29	17	60	60	51	60
Comfort of seats	44	29	28	51	56	44	44
Station ticket buying facilities	60	21	20	65	67	57	61
Appropriate environment to catch train	50	25	26	51	54	50	53

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
2000-2001	77	17%	55%	28%	31%	58%
1999-2000	52	18%	47%	35%	31%	50%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
7.1	£1million expenditure on upgrading and refurbishment of rolling stock.	31 December 2000	Delivered
7.2	£140,000 expenditure on modifications to Class 313 rolling stock.	31 December 2000	Delivered
9.8	Provision of security patrols at Bricket Wood, How Wood, Park Street and Ridgmont stations.	No specific date	Delivered by 9 November 2000.
9.10	Installation of a public telephone at Ridgmont, Park Street, How Wood, Bricket Wood and Brondesbury Park stations.	30 November 2000	Derogation approved for installation by 31 May 2001, due to contract issues with BT
9.11	Provision of two security patrols per day at Silvertown and Brondesbury Park station.	No specific date	Delivered by 11 November 2000.

Silverlink continued

Actions to improve services to passengers

- London to Birmingham £10 return fare for the month of February.
- Introduction of dedicated Silverlink Metro British Transport Police officers, based at Willesden Junction.
- Ten additional Customer Assistants, travelling on trains and assisting at stations between Northampton and Birmingham.
- New Public Address system installed at Northampton.
- Cycle racks introduced at Wolverton, Harlesden, Stonebridge Park, North Wembley, South Kenton and Kenton.
- Ticket gates installed at Queens Park (in conjunction with London Underground).
- Car park at Watford Junction extended.
- Additional ticket office window & taxi office at Tring.
- Automatic ticket gates and associated additional staffing at Bletchley.
- New Public Address system installed at Northampton.

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

Press enquiries:
Graham Bashford
Silverlink
01923 212863

South West Trains

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

PPM results

15 October 2000 – 31 March 2001 (Periods 08-13)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
61.7%	17.5%	79.2%	7.3%	3.5%	6.7%	3.4%	252,712	79.6%	-18

ESRs have had a major impact on services, especially until the end of February.

National Passenger Survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	68	17	16	66	69	67	74
Punctuality/reliability	57	15	29	56	59	59	72
Frequency of trains	70	14	16	67	69	71	71
Value for money	38	27	34	36	41	40	38
Info about train times/platforms	62	20	18	63	65	66	66
Upkeep and repair of train	48	23	30	46	51	44	47
Length of journey time	71	16	13	68	71	73	77
Amount of seats/standing space	58	20	21	56	61	54	58
Connections	61	26	12	60	60	62	64
Comfort of seats	53	27	19	51	56	49	54
Station ticket buying facilities	73	17	10	65	67	67	66
Appropriate environment to catch train	56	29	16	51	54	58	56

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
2000-2001	35	31%	56%	13%	53%	55%
1999-2000	34	31%	34%	35%	80%	83%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
2.72	Refurbishment of 50 Mark 1 rolling stock	31 March 2001	Delivered
6.1	16 additional new DMUs to be introduced into service	31 December 2000	Delivered
9.1	Sander equipment to be fitted to 20 Class 455 EMUs	2 November 2000	Delivered
9.2	Sander equipment to be 22 Class 159 DMUs	17 November 2000	Delivered
10.1	Mobile phones to be issued to guards (for making available to passengers during disruption).	30 November 2000	Delivered

Actions to improve services to passengers

- Secure Station Accreditation achieved at Bracknell, Fareham, Haslemere, Putney, Twickenham and Salisbury.
- Car park expansions at Yeovil, Salisbury, Effingham Junction, Grateley and Bentley.
- CCTV expansions at Bagshot, Stoneleigh and Petersfield.
- Season tickets introduced combining both rail and bus portions of the journey.

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

15 October 2000 – 31 March 2001 (Periods 08-13)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
75.8%	10.4%	86.2%	4.6%	2.3%	4.5%	2.4%	120,582	88.3%	-13

ESRs have had a major impact on services, especially until early January.

National Passenger Survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	74	12	13	66	69	80	82
Punctuality/reliability	61	11	28	56	59	74	79
Frequency of trains	73	12	15	67	69	76	77
Value for money	43	24	32	36	41	45	43
Info about train times/platforms	70	15	14	63	65	75	72
Upkeep and repair of train	61	22	18	46	51	66	65
Length of journey time	79	12	9	68	71	82	83
Amount of seats/standing space	65	18	19	56	61	62	66
Connections	60	22	17	60	60	71	67
Comfort of seats	61	23	15	51	56	63	66
Station ticket buying facilities	66	16	17	65	67	65	65
Appropriate environment to catch train	58	26	15	51	54	63	63

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
2000-2001	207	16%	7%	77%	54%	71%
1999-2000	170	13%	6%	81%	61%	79%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
12.1	£1.5 million to be spent on upgrading stations.	31 March 2001	Delivered.

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

15 October 2000 – 31 March 2001 (Periods 08-13)						Previous Year	Year on Year		
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
59.8%	14.6%	74.4%	7.3%	3.8%	9.2%	5.4%	71,017	83.1%	-23

ESRs have had a major impact on services, especially until the end of February. Services on the southern section to Brighton have been affected by landslips and flooding.

National Passenger Survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	70	18	12	66	69	69	77
Punctuality/reliability	61	15	24	56	59	62	75
Frequency of trains	74	12	14	67	69	77	76
Value for money	38	25	38	36	41	34	38
Info about train times/platforms	66	17	18	63	65	66	69
Upkeep and repair of train	54	23	23	46	51	56	62
Length of journey time	74	14	12	68	71	75	79
Amount of seats/standing space	51	19	29	56	61	51	50
Connections	67	23	10	60	60	69	71
Comfort of seats	54	26	21	51	56	51	55
Station ticket buying facilities	56	22	22	65	67	60	62
Appropriate environment to catch train	50	28	21	51	54	53	54

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
2000-2001	40	61%	31%	9%	92%	97%
1999-2000	33	55%	26%	20%	99%	100%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
23.2	Passengers Charter peak punctuality trigger for compensation to passengers to be at least 89%.	1 January 2001	Increased to 89% (from 88%).

Press enquiries:
Mike Lampert
Thameslink
020 7620 5006

Wales & West

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

PPM results

15 October 2000 – 31 March 2001 (Periods 08-13)							Previous Year	Year on Year	
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
70.1%	12.3%	82.4%	5.5%	2.9%	6.6%	2.6%	77,255	88.1%	-18

Services affected both by ESRs and by severe weather, especially flooding in Devon.

National Passenger Survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	79	11	10	77	69	79	82
Punctuality/reliability	71	11	18	65	59	78	80
Frequency of trains	67	15	18	75	69	71	65
Value for money	50	23	27	55	41	56	56
Info about train times/platforms	74	14	11	70	65	75	66
Upkeep and repair of train	66	18	15	60	51	69	74
Length of journey time	80	11	9	79	71	82	80
Amount of seats/standing space	68	16	15	72	61	65	76
Connections	60	18	22	62	60	64	63
Comfort of seats	66	22	13	64	56	63	68
Station ticket buying facilities	73	16	11	74	67	72	74
Appropriate environment to catch train	59	28	13	57	54	63	61

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
2000-2001	151	34%	61%	5%	47%	66%
1999-2000	96	32%	57%	11%	90%	95%

Franchise plan commitments

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

Contract change

25 January 2001: Reinstatement of original franchise term, expiring 30 April 2004, with option for services to be transferred into new Wales & Borders and Wessex franchises.

Actions to improve services to passengers

- Successful week long campaign 'Operation Phoenix' mounted, focussing on performance and publishing regular bulletins for both passengers and media.
- Free service for first train out of Barnstaple on 'Tarka' line to Exeter following months of widespread flooding.
- Improved catering on Weymouth to Bristol services.
- New livery for Devon and Cornwall produced in partnership with Devon and Cornwall Rail Partnership.
- New Head of Customer Relations appointed, new higher capacity telephone system installed and more staff provided to answer calls.

Press enquiries:
John Morris
Wales & West
07071 881278

WAGN

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

PPM results

15 October 2000 – 31 March 2001 (Periods 08-13)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 5 mins	Change +/-
65.0%	13.8%	78.9%	6.4%	3.6%	7.9%	3.3%	139,220	87.4%	-22

ESRs have had a major impact on services, especially until the end of February, as has flooding. The accident at Hatfield itself had a direct impact on services.

National Passenger Survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	63	16	21	66	69	76	76
Punctuality/reliability	49	14	36	56	59	73	76
Frequency of trains	64	15	20	67	69	73	70
Value for money	30	25	44	36	41	34	30
Info about train times/platforms	57	19	24	63	65	61	66
Upkeep and repair of train	52	23	25	46	51	61	60
Length of journey time	63	18	19	68	71	81	80
Amount of seats/standing space	56	17	26	56	61	60	57
Connections	58	28	14	60	60	67	67
Comfort of seats	54	26	20	51	56	58	56
Station ticket buying facilities	64	18	17	65	67	57	64
Appropriate environment to catch train	46	27	27	51	54	53	54

Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
2000-2001	63	51%	43%	6%	97%	98%
1998-99	27	43%	44%	13%	81%	88%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
12.1	£3million to be spent on improving customer facilities at stations.	4 January 2001	Delivered.

Contract change

8 February 2001: Reinstatement of original franchise term, expiring 30 April 2004, with option to terminate at an earlier date for transfer to new replacement franchises.

Actions to improve services to passengers

- Additional 21 Revenue Protection Inspectors brought in on West Anglia services.
- West Anglia station cleaning brought in-house, all cleaners trained to give customer assistance, including fares and timetable queries.
- Café opened at Hitchin station.

Press enquiries:
Alan Wheeler
WAGN
020 7713 2154

West Coast Trains

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

PPM results

15 October 2000 – 31 March 2001 (Periods 08-13)								Previous Year	Year on Year
Within 5 mins	5-10	Within 10	10-15	15-20	Over 20	Cancelled	No Trains	Within 10 mins	Change +/-
31.1%	9.1%	40.2%	7.5%	6.7%	40.9%	4.8%	23,242	80.6%	-40

Services have been badly affected by ESRs throughout the 'On Track' period, and by severe weather. Work associated with the West Coast Main Line upgrade has also had a widespread impact on performance, with work at Willesden having a particularly severe affect over the Christmas & New Year period.

National Passenger Survey results – spring 2001

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2000 % Satisfied or good
Overall opinion	65	14	21	71	69	80	82
Punctuality/reliability	50	12	38	58	59	71	82
Frequency of trains	73	13	13	71	69	77	86
Value for money	44	17	38	46	41	44	50
Info about train times/platforms	71	15	13	72	65	72	81
Upkeep and repair of train	67	20	13	71	51	75	76
Length of journey time	46	18	35	63	71	74	79
Amount of seats/standing space	68	19	13	70	61	73	70
Connections	42	28	29	52	60	61	65
Comfort of seats	65	23	12	68	56	70	67
Station ticket buying facilities	67	17	16	71	67	72	64
Appropriate environment to catch train	62	27	11	61	54	60	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
2000-2001	1,693	31%	30%	39%	27%	60%
1999-2000	863	28%	31%	41%	54%	74%

Franchise Plan commitments

Clause	Item	Due date	Status/comments
8.1	£1.4 million to be spent on improving station car park security.	9 March 2001	Delivered by January 2001. Car park extensions and upgrades at Lancaster, Oxenholme, Penrith, Runcorn and Wigan North Western stations.

Actions to improve services to passengers

- Three month trial of Rail Links bus between railway station and bus station in Preston commenced in February, providing free travel to rail ticket holders.
- Half price fares offer ran from 5 February to 4 March 2001.
- Additional Customer Forums, specifically targeted at season ticket holders, were held at Coventry (15 January), Rugby (22 January) and Birmingham International (19 March).

Press enquiries:
Denize Quest
Virgin Trains
0870 789 1111

The train operating companies and their franchisees

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

Note

- Negotiations are currently ongoing with M40 Trains Limited to replace the current Chiltern Railways franchise with a new 20 year franchise, with GOVIA Limited to replace the current Connex South Central franchise with a new 20 year franchise, and with Stagecoach Holdings PLC to replace the current South West Trains franchise with a new 20 year franchise. New contracts are expected to be in place on those franchises during 2011.

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 2000/01 were:

- P1 1.4.00 – 29.4.00
- P2 30.4.00 – 27.05.00
- P3 28.5.00 – 24.6.00
- P4 25.6.00 – 22.7.00
- P5 23.7.00 – 19.8.00
- P6 20.8.00 – 16.9.00
- P7 17.9.00 – 14.10.00
- P8 15.10.00 – 11.11.00
- P9 12.11.00 – 09.12.00
- P10 10.12.00 – 06.01.01
- P11 07.01.01 – 03.02.01
- P12 04.02.01 – 03.03.01
- P13 04.03.01 – 31.03.01

National Passenger Survey

In 1999 the sSRA launched its National Passenger Survey 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 sSRA commissioned a pilot National Passenger Survey in early 1999. The lessons learned in the pilot were used to specify a twice yearly tracking study which is conducted by the Oxford Research Agency and which measures levels of satisfaction across the entire franchised railway.

The surveys are focussed on the factors that really matter to passengers. These were defined by the pilot national survey as follows:

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

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

Twice a year self completion questionnaires are distributed at approximately 700 stations around the country, twice a year, at different times of the day and days of the week. The choice of stations is on the basis

of a system related to usage. Operators have advised us on the profile of their passengers in terms of the proportion of commuters, business and leisure travellers. These profiles are based on operators' own market and satisfaction research. This is to ensure that the sample accurately represents the passengers using their services.

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

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

SRA Incentive payments/penalties

Punctuality Incentive Payment (PIP) applies to peak London commuter services and regional and rural services. It measures lateness and cancellations on the day against the planned timetable. The results for each four-week accounting period are compared with the benchmark figure, in most cases* based on annual average performance in the pre-franchising period. If average lateness is better than the benchmark, the 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).

Short Formations Incentive Payment (SFIP) applies to peak services into London and some other cities. Each of these operators must have a train plan showing

how the capacity will be delivered. If the operator fails to meet this plan, an SFIP charge, based on a proportion of the cancellation charge, is made.

Timetable Change Incentive Payment (TCIP)

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

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

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

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

Island Line payments are shown in the "Other" column because its performance regime only acts as a one-way penalty regime for late or cancelled trains.

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

An additional penalty regime for late or cancelled trains on Chiltern Railways was negotiated during 1998/99 and came into effect on 1 April 1999. Payments made under this regime are shown in the 'Other' column.

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

Explanatory notes continued

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

The table shows this variable remainder, which will be a positive amount if the penalties total less than £125,000, and negative if more than £125,000.

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

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

Subsidy per passenger mile

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

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

Subsidy figures for 2000/01 exclude any payments

under the incentive regimes; subsidy figures for previous years are inclusive of incentive regime payments. Figures in brackets show where the SRA is in receipt of payments.

Franchise plan commitments

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

Benefits procured by SRA

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

Contract changes

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

Actions to improve service to passengers

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

Acronyms/abbreviations

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

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