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# Commentary

This is the fifth edition of *On Track*, and the first published since the publication of the SRA's Strategic Plan in January 2002. The document provides a comprehensive overview of passenger train performance, passengers' views on services, passenger complaints to train operators, and details of financial penalties and payments made by and to train operators. This edition also includes data on overcrowding, known as PIXC (Passengers In Excess of Capacity) for the London and South East operators and for Edinburgh commuter services.

## Public Performance Measure

The PPM data in this *On Track* covers quarterly periods in order to be consistent with the presentation of data in the SRA's *National Rail Trends*. Consequently, for each operator data is provided for October to December 2001 (Quarter 3) and for January 2002 to March 2002 (Quarter 4). Six-monthly aggregates have not been provided but can be obtained on request from the SRA.

The data shows a significant improvement in performance, with 23 out of 25 operators improving performance in Quarter 4 against Quarter 3. The most significant improvements in performance were Connex South Eastern (up 16 percentage points), Thameslink (up 15), c2c (up 14), South Central (up 14) and Virgin CrossCountry (up 14).

Industry-wide performance improved from 71.3% in Quarter 3 to 80.9% in Quarter 4. The biggest increase was in London and South East, where performance improved from 69.3% to 81.1%. For Long Distance operators performance went up from 68.1% to 75.9%, and for Regional operators performance improved from 74.1% to 81.2%.

## National Passenger Survey

The Spring 2002 wave of the National Passenger Survey (NPS) was carried out in February/March. The NPS provides a national picture of customer satisfaction with rail travel over time, focusing on the factors that are of most importance to passengers.

The graphs on pages 8 to 13 show the results for the top five factors of importance at national and operator levels. The individual train operator pages contain the results for the top twelve factors of importance with comparisons against previous data. This is the first time Wales & Borders Trains and Wessex Trains have been surveyed and therefore no year-on-year comparisons are available for these new operators.

National overall satisfaction with the day's journey (very or fairly satisfied) has increased from the Spring 2001 level to 73% satisfied. This maintains the satisfaction level recorded in Autumn 2001. Satisfaction with punctuality/reliability has also risen to 65%, up from 59% in Spring 2001 and 64% in Autumn 2001. Other national level, year-on-year increases were seen for frequency of trains, value for money, information about train times/platforms, length of journey time and connections with other trains. There were small national level decreases for amount of seats/standing space, comfort of seats, station ticket buying facilities and appropriate environment to catch the train.

At an individual train operator level, the highest levels of overall satisfaction were recorded for Island Line (92%), Anglia Railways (90%), Chiltern and Gatwick Express (both 87%), and

GNER (84%). For the same factor significant year-on-year increases were achieved by First Great Eastern, Silverlink, Virgin CrossCountry, First Great Western, Arriva Trains Northern, Virgin West Coast, Thames Trains and c2c.

Passenger satisfaction increased significantly in several other important areas for train operators. For example, ten operators improved year-on-year satisfaction with information about train times/platforms. Other significant increases include a rise for c2c from 30% to 78% satisfied for upkeep and repair of train, and a rise from 48% to 70% for the same operator for comfort of seats. First Great Western improved in both station ticket buying facilities and appropriate environment to catch the train. Anglia Railways improved significantly year-on-year in seven of the top 12 factors.

ScotRail appears to have been affected by the recent industrial action, with overall satisfaction decreasing to 77%, although this is still at the average level for the other train operators in its class.

#### Complaints

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

For the industry as a whole, the level of complaints per 100,000 journeys has decreased significantly in comparison to the same period last year but it should be noted that the period last year was in the immediate aftermath of the Hatfield accident. All but three operators have seen a fall in the number of complaints received per 100,000 journeys in this period compared to the post-Hatfield period. As a whole, the industry saw a more than 20% reduction in complaints per 100,000 journeys compared to the same period last year.

The train operators' response times to passenger complaints were significantly affected by the increase in complaint levels after Hatfield and most operators' response performance fell in that period. However, in the period covered by this report, most operators have improved their complaint handling performance, with 17 operators improving their performance against both standards measured by the SRA against the same period last year.

#### Passengers In Excess of Capacity (PIXC)

The number of passengers travelling into London grew by one per cent last year according to a survey taken in Autumn 2001. The total number of passengers travelling into central London at peak times during the survey was 471,388 – up 4,468 on the previous year's figure of 466,920.

However, overcrowding decreased slightly last year, with eight of the ten London commuter train operators recording a decrease in overcrowding during the morning peak and two recording an increase in overcrowding.

Commentary continued

Four of the ten London commuter operators still have crowding levels exceeding the SRA planning thresholds – South Central, Silverlink, South West Trains and Thameslink. This is one less than in 2000.

There are now more than 50 additional trains running into London every morning compared with the figure in 1996, when 809 services ran.

The figures also show that the difference between the number of morning peak passengers and evening peak passengers continues to widen, suggesting changes in working and social patterns.

#### Incentive Regimes

The SRA received net incentive payments from operators of £83 million in the year ending 31 March 2002. This compares with a net figure of £102 million received in the year ending 31 March 2001.

Quarterly figures are based on the following periods:

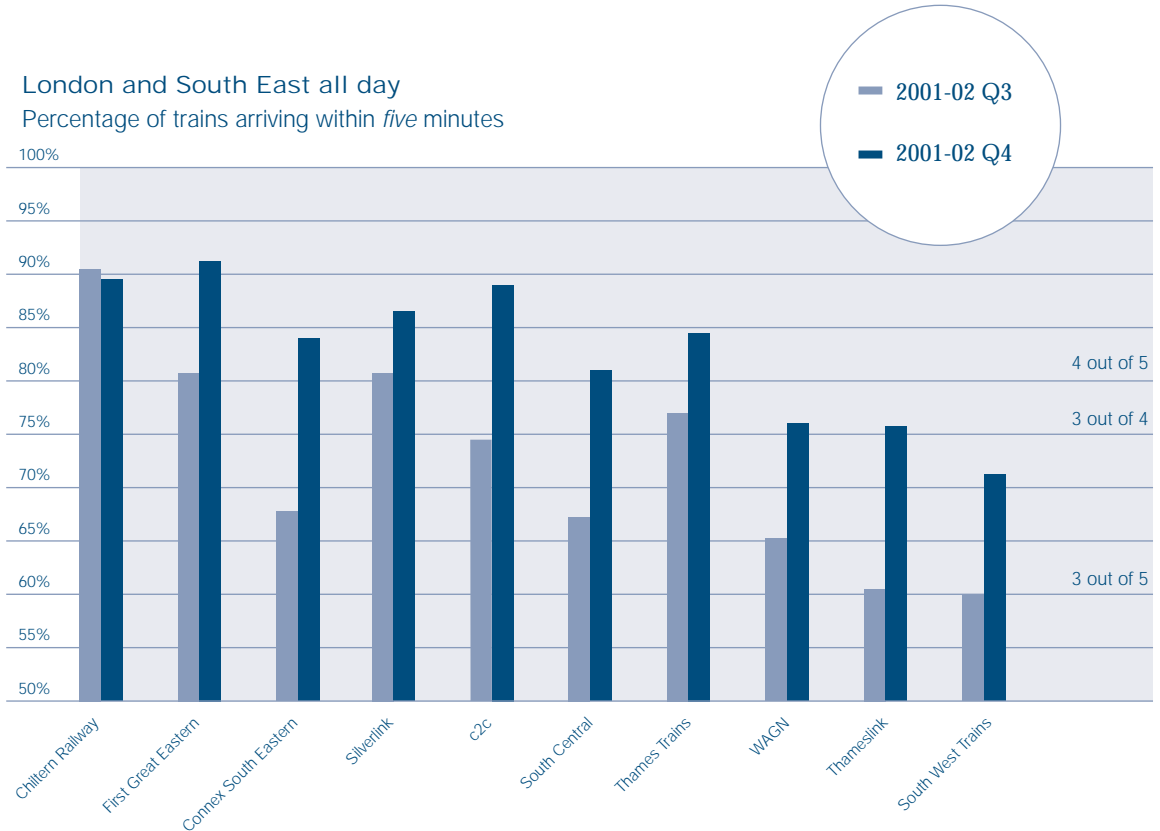
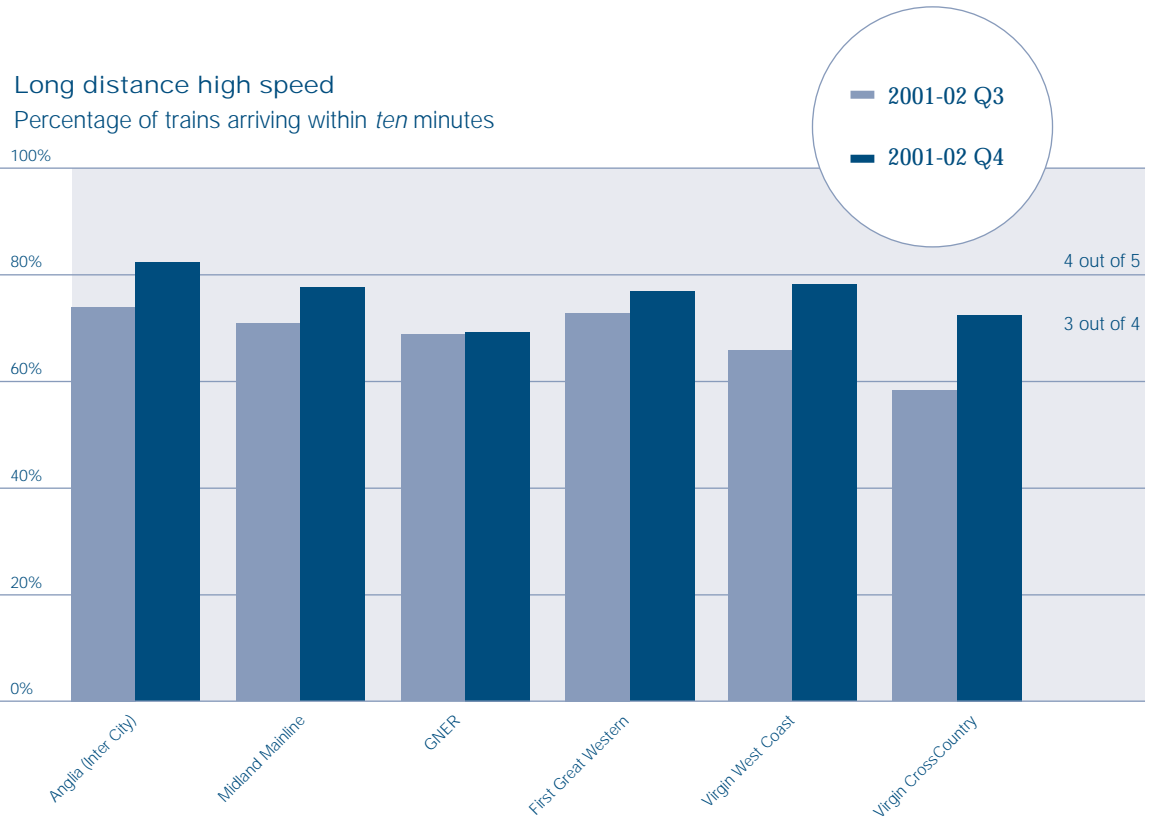
Quarter 1	April – June
Quarter 2	July – September
Quarter 3	October – December
Quarter 4	January – March

# Performance table

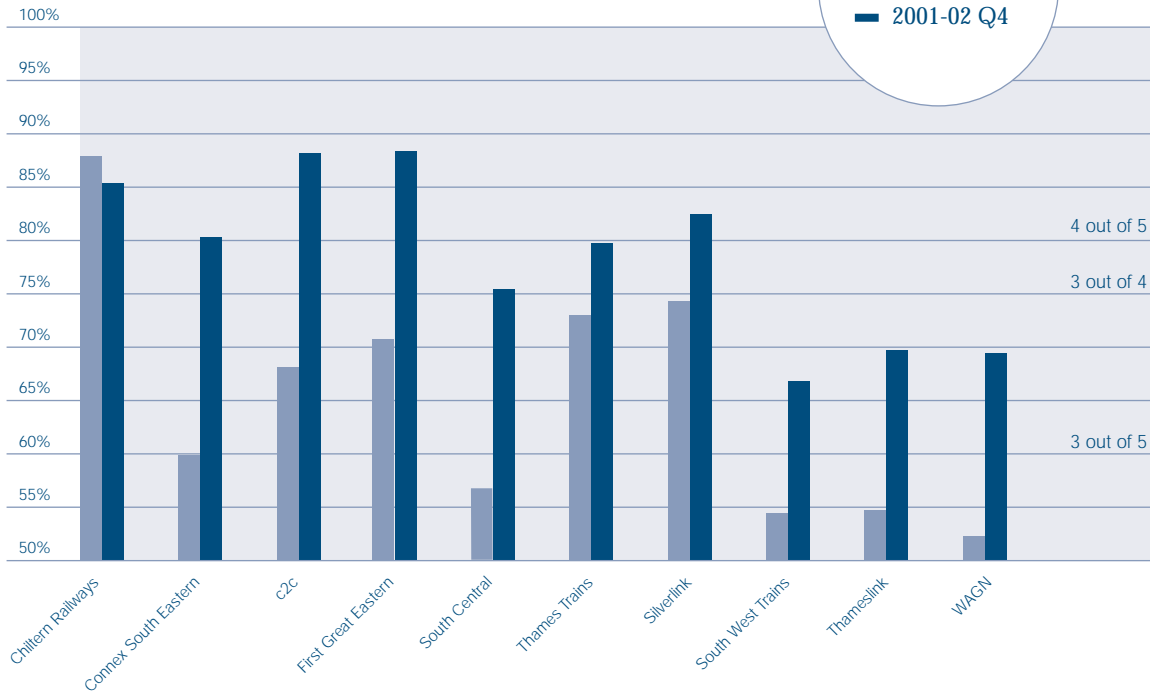
## Public Performance Measure by Train Operating Company Percentage of trains arriving on time 2000-01 Q4 to 2001-02 Q4

	2000-01 Q4	2001-02 Q1	2001-02 Q2	2001-02 Q3	2001-02 Q4	moving annual average 2001-02 Q4
<b>Long Distance operators</b>						
Anglia (InterCity)	70.6	75.4	77.8	73.9	82.3	77.3
First Great Western	73.3	67.3	69.1	72.8	76.8	71.6
Great North Eastern Railway	66.5	68.5	73.5	68.7	69.2	70.0
Midland Mainline	69.4	75.1	73.4	70.8	77.6	74.2
Virgin West Coast	51.7	59.2	71.7	65.8	78.1	68.7
Virgin CrossCountry	28.5	55.1	63.3	58.3	72.4	62.5
<b>Sector Level</b>	<b>59.9</b>	<b>65.8</b>	<b>70.8</b>	<b>68.1</b>	<b>75.9</b>	<b>70.2</b>
<b>London and SE operators all day</b>						
c2c	89.1	83.9	79.1	74.5	88.9	82.1
Chiltern Railways	78.2	86.8	90.6	90.6	89.6	89.4
Connex South Eastern	79.0	86.3	82.6	67.8	84.0	80.2
First Great Eastern	74.9	82.8	85.9	80.7	91.3	85.2
Silverlink	75.5	83.0	81.5	80.7	86.5	82.9
South Central	73.7	82.6	79.5	67.3	81.1	77.6
South West Trains	70.2	76.0	72.4	59.9	71.2	69.9
Thames Trains	83.1	81.9	77.5	76.9	84.5	80.2
Thameslink	67.9	76.6	74.1	60.4	75.7	71.8
WAGN	74.4	79.3	78.4	65.4	75.9	74.8
<b>Sector Level</b>	<b>75.5</b>	<b>81.6</b>	<b>79.2</b>	<b>69.3</b>	<b>81.1</b>	<b>77.8</b>
<b>London and SE operators peak</b>						
c2c	87.5	85.0	78.6	68.0	88.1	80.1
Chiltern Railways	82.9	88.7	89.4	87.8	85.3	87.8
Connex South Eastern	73.0	85.2	82.9	59.8	80.2	77.0
First Great Eastern	75.1	79.2	81.3	70.7	88.3	79.9
Silverlink	64.8	76.5	75.5	74.2	82.4	77.2
South Central	67.1	81.1	78.6	56.7	75.4	73.0
South West Trains	64.7	75.1	73.9	54.4	66.7	67.5
Thames Trains	84.1	81.0	75.0	72.9	79.7	77.1
Thameslink	69.7	74.8	73.8	54.6	69.6	68.3
WAGN	63.4	71.1	69.3	52.2	69.4	65.5
<b>Sector Level</b>	<b>70.8</b>	<b>79.4</b>	<b>77.5</b>	<b>60.8</b>	<b>76.6</b>	<b>73.6</b>
<b>Regional operators</b>						
Anglia Locals	84.6	88.4	85.5	83.6	85.4	85.7
Arriva Trains Merseyside	82.4	86.8	85.4	73.3	79.4	81.3
Arriva Trains Northern	70.8	76.6	74.3	71.1	81.2	75.7
Central Trains	76.7	77.1	75.1	67.3	77.2	74.2
First North Western	79.9	78.9	78.7	72.5	84.1	78.6
Gatwick Express	68.2	83.3	79.6	77.8	84.1	81.1
Island Line	97.7	97.6	94.8	98.3	96.0	96.7
ScotRail	83.3	86.5	83.3	78.4	79.4	82.2
Wales & Borders Trains	-	-	-	73.2	83.2	-
Wessex Trains	-	-	-	78.4	83.8	-
<b>Sector Level</b>	<b>78.9</b>	<b>81.6</b>	<b>79.7</b>	<b>74.1</b>	<b>81.2</b>	<b>79.1</b>
<b>National Level</b>	<b>76.3</b>	<b>80.9</b>	<b>79.0</b>	<b>71.3</b>	<b>80.9</b>	<b>78.0</b>

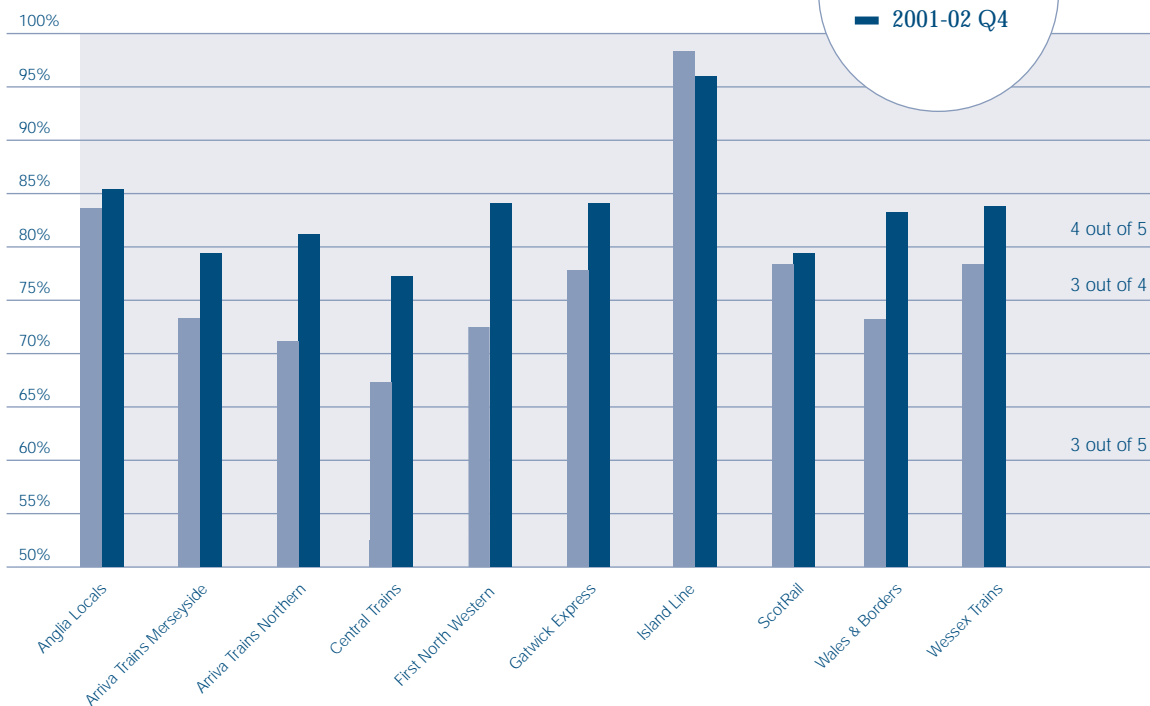
# Summary performance figures



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



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



National passenger survey – wave 6 Spring 2002

# National level results (all respondents)

## Top five factors of passenger importance



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

\*Statistically significant at 95% level



# TOC level results

## – overall opinion of journey

### High speed long distance TOCs

						Spring 2002 % satisfied	Spring 2001 % satisfied	
National total (22,222)	13	3	10	15	52	21	73*	69
Total long distance (5,038)	11	3	8	10	51	29	80*	71
Virgin CrossCountry (1,002)	14	4	10	9	47	31	78*	65
GNER (1,025)	6	1	5	9	51	33	84	84
First Great Western (1,014)	8	2	6	10	52	30	82*	70
Midland Mainline (1,015)	10	3	7	11	52	27	79	80
Virgin West Coast (982)	13	4	9	12	51	24	75*	65



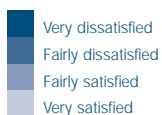
### Other TOCs

						Spring 2002 % satisfied	Spring 2001 % satisfied	
National total (22,222)	13	3	10	15	52	21	73*	69
Total other TOCs (5,625)	11	3	8	13	49	28	77	77
Anglia Railways (509)	3	1	2	8	54	36	90*	71
Wales & Borders (863)	10	4	6	11	51	28	79	n/a
Central Trains (520)	12	3	9	12	49	26	75	76
Gatwick Express (491)	3	1	2	9	46	41	87	87
Island Line (257)	2	1	1	6	44	48	92	91
Arriva Trains Merseyside (498)	9	3	6	12	50	29	79	82
Arriva Trains Northern (509)	11	2	9	14	47	28	75*	65
North Western Trains (525)	12	2	10	15	48	24	72	74
ScotRail (1,002)	10	3	7	13	50	27	77*	84
Wessex Trains (451)	10	1	9	12	49	28	77	n/a



### London and South East TOCs

						Spring 2002 % satisfied			Spring 2001 % satisfied			
						Total	Peak	Off peak	Total	Peak	Off peak	
National total (22,222)	13	3	10	15	52	21	73*	n/a	69	n/a	n/a	
Total London & South East (11,559)	13	3	10	16	53	17	70*	59*	76*	66	55	72
Chiltern Railways (1,000)	5	1	4	8	51	36	87	87	88	89	88	90
South Central (1,506)	14	4	10	17	53	16	69*	57	75	65	53	73
Connex South Eastern (1,519)	14	3	11	17	54	15	69*	56	78*	65	55	72
First Great Eastern (1,009)	9	3	6	14	52	25	77*	65*	86*	63	51	72
c2c (998)	9	2	7	12	56	23	79*	69*	85*	72	57	80
Silverlink Trains (994)	15	4	11	17	54	14	68*	60*	71*	55	34	64
South West Trains (1,508)	16	3	13	18	50	15	65	53	70	68	55	73
Thameslink (999)	13	3	10	17	53	17	70	62	76	70	63	73
Thames Trains (1,010)	6	1	5	11	52	30	82*	76*	84*	74	67	77
WAGN (1,016)	18	5	13	18	52	12	64	55	70	63	54	68



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

National passenger survey – wave 6 Spring 2002 continued

# TOC level results

## – punctuality/reliability

### High speed long distance TOCs

						Spring 2002 % satisfied	Spring 2001 % satisfied	
National total (21,074)	23	9	14	12	39	26	65*	59
Total long distance (4,818)	22	9	13	10	33	35	68*	58
Virgin CrossCountry (955)	26	13	13	9	30	35	65*	46
GNER (991)	18	6	12	9	34	39	73	71
First Great Western (953)	20	7	13	11	35	35	70*	57
Midland Mainline (977)	21	9	12	11	34	34	68	68
Virgin West Coast (942)	24	9	15	12	32	32	64*	50



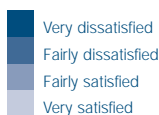
### Other TOCs

						Spring 2002 % satisfied	Spring 2001 % satisfied	
National total (21,074)	23	9	14	12	39	26	65*	59
Total other TOCs (5,226)	22	9	13	10	39	30	69*	65
Anglia Railways (484)	8	2	6	10	40	42	82*	53
Wales & Borders (809)	16	7	9	11	37	35	72	n/a
Central Trains (485)	25	10	15	11	38	26	64	58
Gatwick Express (440)	7	1	6	8	32	52	84*	89
Island Line (234)	3	3	6	4	30	63	93	88
Arriva Trains Merseyside (448)	17	7	10	10	44	29	73	72
Arriva Trains Northern (473)	27	12	15	10	34	28	62*	49
First North Western (498)	23	9	14	10	42	25	67	66
ScotRail (930)	22	9	13	9	40	29	69*	76
Wessex Trains (425)	13	5	8	9	41	37	78	n/a



### London and South East TOCs

						Spring 2002 % satisfied			Spring 2001 % satisfied			
						Total	Peak	Off peak	Total	Peak	Off peak	
National total (21,074)	23	9	14	12	39	26	65*	n/a	n/a	59	n/a	n/a
Total London & South East (11,030)	23	8	15	13	40	23	63*	57*	68*	56	49	61
Chiltern Railways (967)	9	2	7	8	44	39	83	80	85	82	82	81
South Central (1,436)	22	7	15	12	42	23	65*	56*	71*	59	48	64
Connex South Eastern (1,452)	21	7	14	14	45	21	66*	56*	73*	56	50	61
First Great Eastern (949)	14	5	9	11	43	32	75*	66*	81*	52	44	57
c2c (934)	17	6	11	14	42	27	69	61	75*	73	61	80
Silverlink Trains (940)	25	9	16	16	39	19	58*	52*	61*	40	25	46
South West Trains (1,464)	30	12	18	15	36	19	55	51	58	57	51	59
Thameslink (968)	25	10	15	13	38	25	63	62	63	61	59	63
Thames Trains (952)	14	3	11	11	42	34	76*	70*	78*	61	53	64
WAGN (968)	35	14	21	12	35	17	52	48	57*	49	42	54



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

# TOC level results – frequency of trains

## High speed long distance TOCs

						Spring 2002 % satisfied	Spring 2001 % satisfied	
National total (20,805)	17	5	12	13	48	22	70*	69
Total long distance (4,648)	10	2	8	12	48	30	78*	71
Virgin CrossCountry (875)	14	3	11	15	50	22	72*	58
GNER (950)	7	1	6	10	45	38	83	80
First Great Western (948)	8	2	6	12	50	30	80*	69
Midland Mainline (959)	8	2	6	10	48	34	82	83
Virgin West Coast (916)	11	2	9	16	45	29	74	73



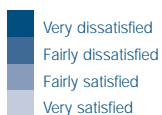
## Other TOCs

							Spring 2002 % satisfied	Spring 2001 % satisfied
National total (20,805)	17	5	12	13	48	22	70*	69
Total other TOCs (5,201)	17	5	12	12	46	25	71*	75
Anglia Railways (477)	7	2	5	7	47	40	87*	72
Wales & Borders (805)	23	9	14	11	41	25	66	n/a
Central Trains (486)	15	3	12	13	46	26	72	68
Gatwick Express (449)	2	1	1	4	30	64	94	93
Island Line (232)	4		4	5	47	43	90	84
Arriva Trains Merseyside (452)	6	2	4	7	46	40	86	85
Arriva Trains Northern (468)	18	5	13	12	48	22	70	69
First North Western (489)	17	6	11	15	48	20	68	69
ScotRail (927)	23	7	16	12	44	21	65*	84
Wessex Trains (416)	17	4	13	14	48	21	69	n/a



## London and South East TOCs

						Spring 2002 % satisfied			Spring 2001 % satisfied		
						Total	Peak	Off peak	Total	Peak	Off peak
National total (20,805)	17	5	12	13	48	22	70*	n/a	69	n/a	n/a
Total London & South East (10,956)	17	5	12	14	49	20	69*	63*	72	60	71
Chiltern Railways (961)	8	1	7	9	50	33	83	80	84	82	75
South Central (1,428)	20	6	14	13	47	20	67	61	70	68	59
Connex South Eastern (1,447)	20	5	15	15	51	15	66*	59	70	62	56
First Great Eastern (947)	12	5	7	10	48	30	78*	74*	81*	66	62
c2c (934)	13	4	9	13	54	20	74	67	79	75	66
Silverlink Trains (932)	17	4	13	16	50	17	67*	62*	70*	54	38
South West Trains (1,442)	19	6	13	14	49	18	67	61	70	70	64
Thameslink (953)	15	5	10	12	51	22	73	70	76	74	69
Thames Trains (950)	14	3	11	11	45	30	75	72	76*	73	79
WAGN (962)	19	6	13	15	49	16	65	59	69	64	56



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

National passenger survey – wave 6 Spring 2002 continued

# TOC level results – value for money

## High speed long distance TOCs

							Spring 2002 % satisfied	Spring 2001 % satisfied
National total (20,193)	34	14	20	23	28	14	42*	41
Total long distance (4,658)	34	14	20	19	27	20	47	46
Virgin CrossCountry (916)	24		9	15	16	29	30	59*
GNER (954)	33	12	21	23	27	17	44	47
First Great Western (926)	37	16	21	21	26	15	41	42
Midland Mainline (940)	38	16	22	18	23	21	44	44
Virgin West Coast (922)	36	16	20	16	27	21	48	44



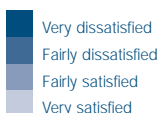
## Other TOCs

							Spring 2002 % satisfied	Spring 2001 % satisfied
National total (20,193)	34	14	20	23	28	14	42*	41
Total other TOCs (5,015)	25	10	15	20	35	21	56	55
Anglia Railways (469)	27	8	19	17	33	22	55*	48
Wales & Borders (793)	20		9	11	19	36	25	n/a
Central Trains (448)	24	10	14	19	37	21	58	56
Gatwick Express (435)	32	13	19	26	26	16	42	46
Island Line (229)	14		4	10	16	32	38	70
Arriva Trains Merseyside (387)	19		6	13	18	38	25	63
Arriva Trains Northern (464)	26	8	18	22	34	18	52	50
First North Western (476)	27	11	16	20	33	20	53	50
ScotRail (905)	27	12	15	19	34	20	54	58
Wessex Trains (409)	23	8	15	22	32	23	55	n/a



## London and South East TOCs

							Spring 2002 % satisfied			Spring 2001 % satisfied			
							Total	Peak	Off peak	Total	Peak	Off peak	
National total (20,193)	34	14	20	23	28	14	42*	n/a	n/a	41	n/a	n/a	
Total London & South East (10,520)	38	16	22	25	26	11	37	23*	45	36	21	44	
Chiltern Railways (930)	24		6	18	29	30	18	48	35	54	51	39	55
South Central (1,382)	37	15	22	22	28	13	41*	28	49	37	23	45	
Connex South Eastern (1,348)	39	17	22	25	27	10	37	22	48	34	22	45	
First Great Eastern (889)	35	15	20	28	25	11	36*	24*	44*	29	18	37	
c2c (891)	38	16	22	27	24	12	36	21	45	38	23	48	
Silverlink Trains (889)	37	15	22	28	25	10	35	16	43	34	13	42	
South West Trains (1,403)	41	16	25	24	25	10	35	21	40*	38	21	45	
Thameslink (934)	38	16	22	26	24	12	36	23	47	38	20	47	
Thames Trains (914)	27		11	16	28	29	15	44	28*	48	43	19	50
WAGN (940)	40	17	23	27	24	8	32	22*	40	30	14	40	



BASE (Excludes those saying don't know/no opinion)  
\*Difference between 2001 and 2002 is statistically significant at 95% level

# TOC level results – information about train times/platforms

## High speed long distance TOCs

						Spring 2002 % good	Spring 2001 % good	
National total (21,438)	16	6	10	17	45	22	67*	65
Total long distance (4,905)	9	3	6	13	47	31	78*	72
Virgin CrossCountry (972)	12	4	8	13	45	30	75*	69
GNER (1,001)	5	1	4	12	46	37	83	80
First Great Western (987)	9	3	6	13	48	30	78*	71
Midland Mainline (998)	10	3	7	15	48	28	76*	68
Virgin West Coast (947)	10	2	8	14	48	28	76*	71



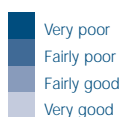
## Other TOCs

							Spring 2002 % good	Spring 2001 % good
National total (21,438)	16	6	10	17	45	22	67*	65
Total other TOCs (5,283)	14	6	8	17	43	26	69	70
Anglia Railways (487)	6	2	4	12	50	32	82*	76
Wales & Borders (798)	18	10	8	15	39	27	66	n/a
Central Trains (500)	9	3	6	18	44	29	73*	65
Gatwick Express (463)	15	5	10	16	38	31	69*	76
Island Line (214)	10	4	6	13	40	37	77	74
Arriva Trains Merseyside (453)	15	6	9	20	46	19	65*	71
Arriva Trains Northern (488)	17	8	9	18	38	26	64	64
First North Western (498)	14	4	10	16	48	22	70	72
ScotRail (951)	15	6	9	16	43	26	69*	75
Wessex Trains (431)	12	3	9	13	49	26	75	n/a



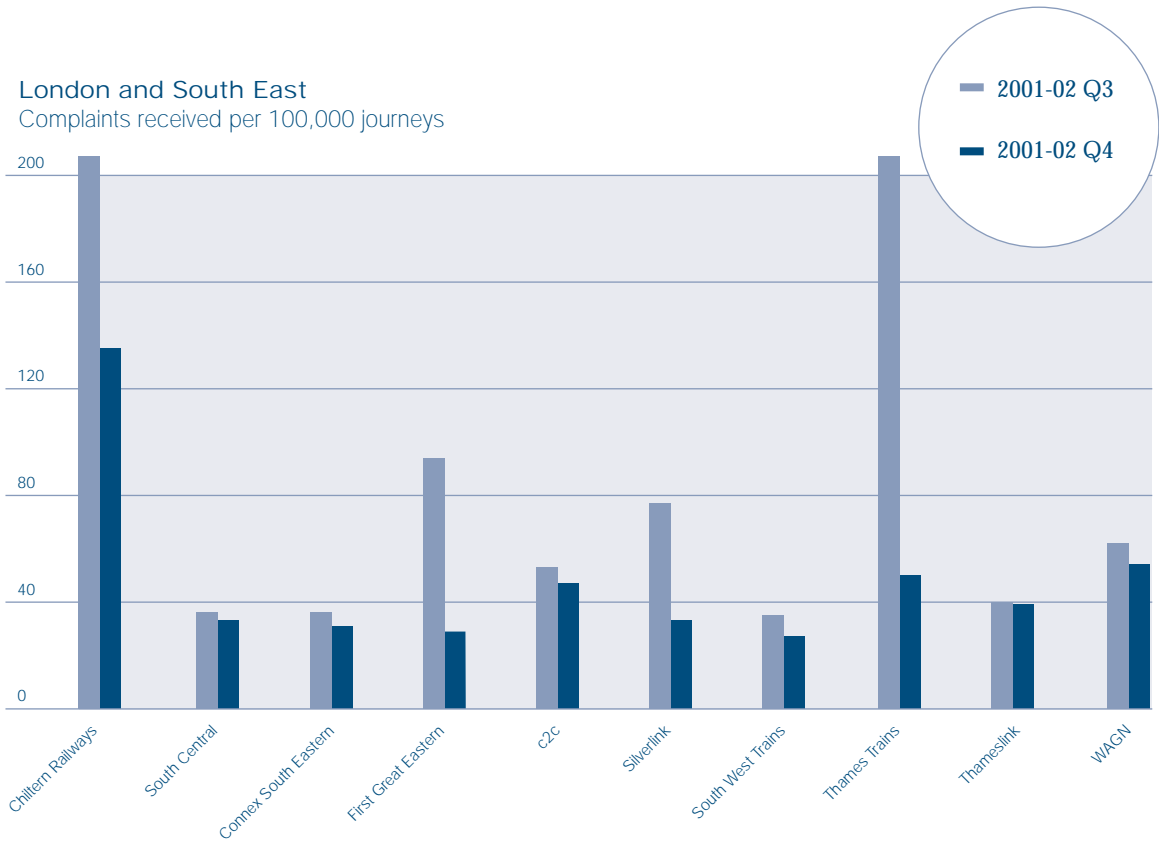
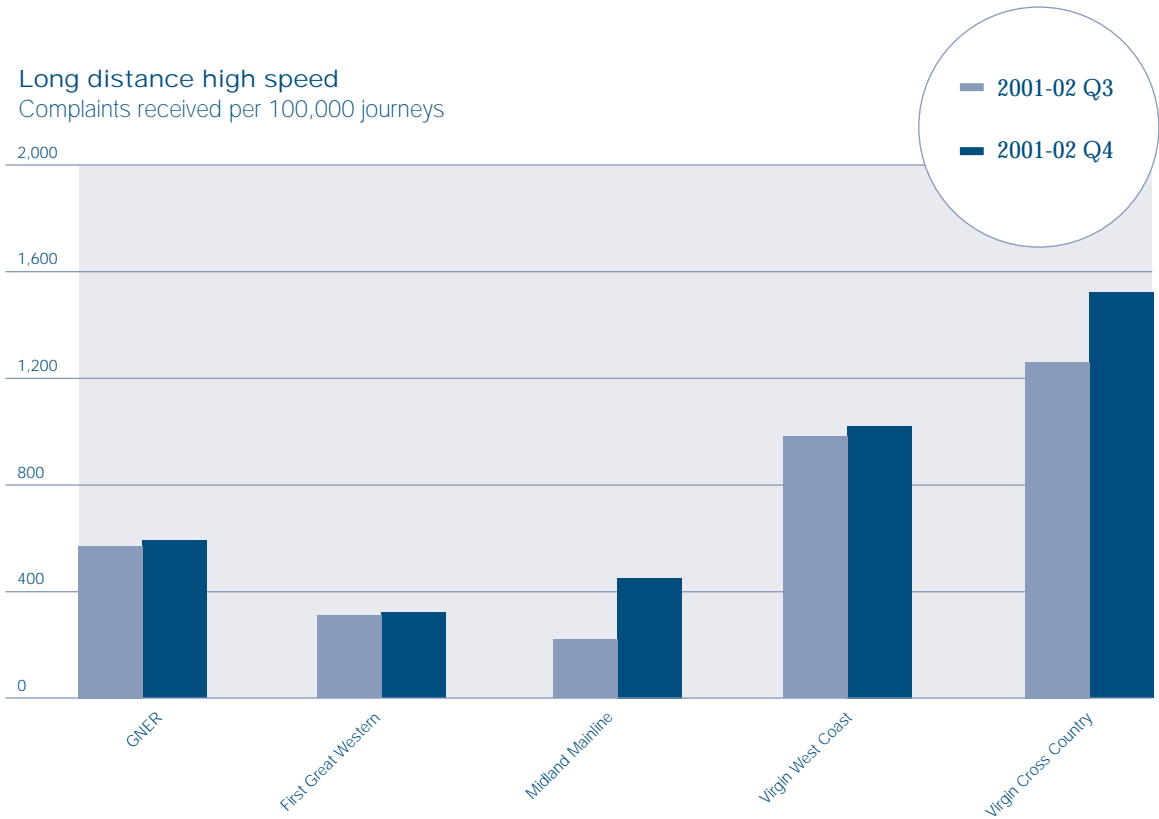
## London and South East TOCs

							Spring 2002 % good			Spring 2001 % good		
							Total	Peak	Off peak	Total	Peak	Off peak
National total (21,438)	16	6	10	17	45	22	67*	n/a	n/a	65	n/a	n/a
Total London & South East (11,250)	18	6	12	17	46	19	65*	59	70*	63	59	65
Chiltern Railways (989)	7	2	5	13	45	36	81	77	83	82	79	85
South Central (1,472)	13	3	10	15	52	19	71*	68*	72	65	59	68
Connex South Eastern (1,474)	18	6	12	16	48	19	67*	59	73*	61	59	62
First Great Eastern (971)	12	4	8	19	48	21	69*	59	76*	63	59	65
c2c (967)	13	4	9	16	51	19	70*	62	76	74	68	79
Silverlink Trains (966)	14	4	10	19	48	18	66*	65*	67*	56	47	59
South West Trains (1,477)	23	9	14	18	40	20	60	52*	62	62	60	63
Thameslink (978)	16	4	12	19	49	16	65	60	68	66	60	69
Thames Trains (967)	12	4	8	17	46	25	71	70	71	70	65	72
WAGN (989)	28	11	17	16	41	15	56	41*	66	57	51	61



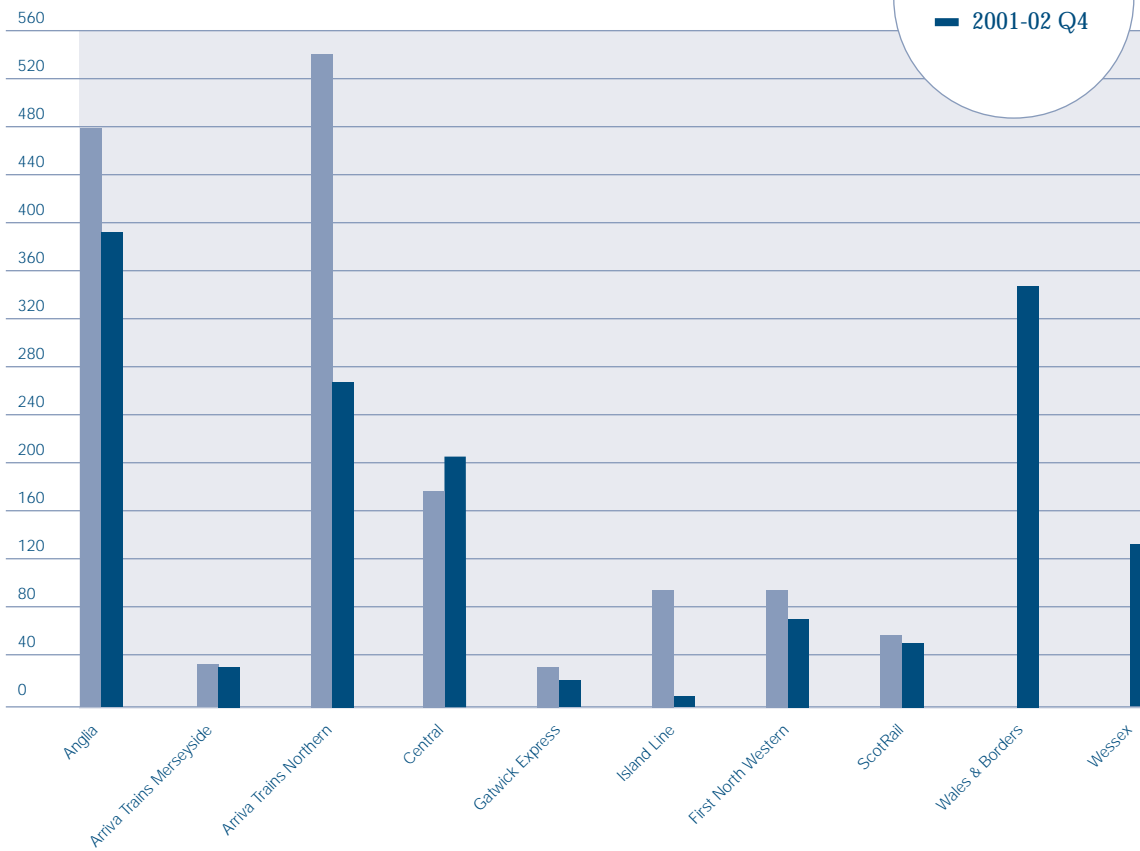
BASE (Excludes those saying don't know/no opinion)  
\*Difference between 2001 and 2002 is statistically significant at 95% level

# Passenger complaints data



### Other operators

Complaints received per 100,000 journeys



## Passenger complaints data continued

Complaint category	Percentage of complaints comments made to industry
Train service performance	54.3%
Quality on train	13.4%
Fares, retailing and refunds	11.6%
Information at stations and on trains	5.3%
Complaints handling	3.5%
Staff conduct and availability	3.1%
Station quality	2.2%
Other complaints	2.2%
Praise comments	1.6%
Safety and security	1.1%
Timetable and connection issues	0.8%
Special needs	0.6%
NRES	0.4%
Total	100%



## Complaint response performance

Operator	Percentage of complaints answered within CHP target (2001-2002)	Percentage of complaints answered within 20 working days (2001-2002)	CHP target response time	Percentage of complaints answered within CHP target (2000-2001)	Percentage of complaints answered within 20 working days (2000-2001)
Anglia Railways	53%	70%	10 days	46%	64%
Arriva Trains Merseyside	100%	100%	20 working days	100%	100%
Arriva Trains Northern	97%	100%	15 days	84%	95%
c2c	44%	54%	5 working days	16%	81%
Central Trains	80%	83%	3 weeks	99%	99%
Chiltern Railways	96%	100%	10 working days	36%	62%
Connex South Eastern	69%	86%	10 working days	49%	72%
First Great Eastern	94%	99%	10 days	70%	90%
First Great Western	54%	99%	5 working days	58%	86%
First North Western	82%	99%	5 working days	68%	99%
Gatwick Express	88%	100%	10 working days	69%	94%
GNER	87%	87%	20 working days	43%	43%
Island Line	100%	100%	10 working days	100%	100%
Midland Mainline	96%	96%	20 working days	84%	84%
ScotRail	91%	92%	10 working days	90%	82%
Silverlink	22%	45%	10 working days	31%	92%
South Central	71%	88%	10 working days	53%	76%
South West Trains	98%	99%	15 days	53%	58%
Thames Trains	60%	69%	10 working days	54%	55%
Thameslink	91%	97%	10 working days	92%	71%
Virgin CrossCountry	68%	90%	10 working days	27%	97%
Virgin West Coast	73%	91%	10 working days	27%	58%
WAGN	43%	53%	10 working days	97%	60%
Wales & Borders	100%	100%	10 working days	–	–
Wessex Trains	100%	100%	10 working days	–	–

# Payments/penalties to operators under SRA incentive regimes

(all figures in £000s)

## Regimes in place at franchising

Train operator	Punctuality incentive payments (PIP)			Short formations incentive payments (SFIP)		
	14 October – 31 March 2002	Year to March 2001	Year to March 2002	14 October – 31 March 2002	Year to March 2001	Year to March 2002
Anglia Railways	-137	42	-162	0	0	0
Arriva Trains Merseyside	-579	-837	-923	0	0	0
Arriva Trains Northern	-2,019	-7,434	-5,594	0	0	0
c2c	-869	-646	-1,232	-192	-733	-395
Central Trains	-3,983	-8,084	-8,430	0	0	0
Chiltern Railways	-203	-301	-534	-62	-56	-103
Connex South Eastern	-3,742	-8,663	-3,438	-549	-1,511	-947
First Great Eastern	-1,046	-4,453	-2,615	-44	-131	-106
First North Western	-1,366	-2,100	-3,024	0	0	0
Island Line	-7	-39	-12	0	0	0
ScotRail	-5,986	-3,429	-8,822	-311	-657	-901
Silverlink	-236	-1,843	-772	-62	-141	-125
South Central	-3,266	-7,664	-4,695	-206	-474	-611
South West Trains	-6,056	-10,563	-10,951	-626	-752	-1,147
Thames Trains	-1,552	-3,267	-3,248	-89	-174	-176
Thameslink	-1,458	-2,715	-2,470	-76	-166	-166
WAGN	-4,124	-5,788	-7,119	-78	-275	-143
Wales & Borders	-670	n/a	-670	-11	n/a	-11
Wessex Trains	-1,260	n/a	-1,620	n/a	n/a	n/a
<b>Total</b>	<b>-38,559</b>	<b>-71,287*</b>	<b>-67,064*</b>	<b>-2,306</b>	<b>-5,143*</b>	<b>-4,880*</b>

## Regimes negotiated since franchising

Train operator	Punctuality and cancellation payments			Short formations payments		
	14 October – 31 March 2002	Year to March 2001	Year to March 2002	14 October – 31 March 2002	Year to March 2001	Year to March 2002
First Great Western	-1,243	-248	-2,417	-2	0	-4
Midland Mainline	0	0	0	0	0	0
Virgin West Coast	0	0	0	0	-27	-1
<b>Total</b>	<b>-1,243</b>	<b>-248</b>	<b>-2,417</b>	<b>-2</b>	<b>-27</b>	<b>-5</b>

Timetable change incentive payment (TCIP)			Other			Total all regimes		
14 October 2001 – 31 March 2002	Year to March 2001	Year to March 2002	14 October 2001 – 31 March 2002	Year to March 2001	Year to March 2002	14 October 2001 – 31 March 2002	Year to March 2001	Year to March 2002
-28	-344	-122	0	0	0	-165	-302	-283
-86	-15	-88	81	251	233	-584	-601	-778
-599	-1,826	-1,701	0	0	0	-2,618	-9,260	-7,295
-122	0	-859	0	764	3	-1,183	-615	-2,482
-315	-1,645	-889	0	0	0	-4,299	-9,729	-9,320
-59	0	-97	0	-188	0	-324	-545	-734
-43	-2,454	-342	0	0	0	-4,333	-12,629	-4,727
-1	-5,603	-565	0	0	0	-1,091	-10,187	3,287
-377	-594	-680	0	0	0	-1,743	-2,693	-3,704
0	0	0	0	0	0	-7	-39	-12
-242	-2,128	-257	0	0	0	-6,540	-6,214	-9,981
-7	-1,944	-1,023	0	0	0	-304	-3,928	-1,921
-109	-1,122	-266	0	0	0	-3,581	-9,260	-5,572
-143	-124	-393	0	0	0	-6,825	-11,440	-12,491
-215	-1,426	-360	0	0	0	-1,855	-4,868	-3,783
-4	-1,984	-232	0	0	0	-1,538	-4,865	-2,868
-23	-4,019	-134	0	0	0	-4,225	10,082	-7,396
-129	n/a	-129	0	n/a	0	-810	n/a	-810
-421	n/a	-421	0	n/a	0	-1,682	n/a	-1,682
-2,924	-26,264*	-8,801*	81	827*	236*	-43,708	-101,867*	-80,510*

Timetable change incentive payment (TCIP)			Other			Total all regimes		
14 October 2001 – 31 March 2002	Year to March 2001	Year to March 2002	14 October 2001 – 31 March 2002	Year to March 2001	Year to March 2002	14 October 2001 – 31 March 2002	Year to March 2001	Year to March 2002
0	0	-54	803	0	730	-441	-248	-1,745
0	0	0	0	-15	0	0	-15	0
0	-4	0	-322	-143	-356	-322	-174	-357
0	-4	-54	481	-158	374	-763	-438	-2,102

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

# Subsidy per passenger kilometre

Train operator	2001/2002 Passenger KM (millions)	2001/2002 Subsidy (£ millions)	2000/2001 Subsidy per passenger KM (pence)	2001/2002 Subsidy per passenger KM (pence)
Island Line	6.2	2.3	33.7	36.9
Cardiff Railways (Up to 13 Oct 2001)	64.1	14.9	15.3	23.2
Arriva Trains Merseyside*	255.3	54.1	27.5	21.2
First North Western*	824.7	168.8	16.8	20.5
Arriva Trains Northern*	1,374.4	208.2	13.0	15.2
Wales & Borders (From 14 Oct 2001)	280.0	40.1		14.3
Wessex Trains (From 14 Oct 2001)	183.3	23.7		12.9
Wales & West (Upto 13 Oct 2001)	451.2	48.9	7.0	10.8
ScotRail*	1,968.7	171.5	11.9	8.7
Central Trains*	1,342.2	115.3	11.9	8.6
Virgin West Coast	3,177.0	190.9	1.9	6.0
Virgin CrossCountry	2,423.3	118.5	3.6	4.9
Silverlink	1,000.0	45.8	2.8	4.6
Chiltern Railways	535.9	14.1	1.8	2.6
c2c	799.3	16.9	3.1	2.1
Connex South Eastern	3,231.8	45.3	1.7	1.4
First Great Western	2,428.1	32.9	1.9	1.4
South West Trains	4,076.4	31.0	1.4	0.8
South Central (formerly CSC)	2,624.3	19.4	1.9	0.7
WAGN	2,053.8	23.4	0.8	1.1
Thames Trains	1,006.8	0.1	1.5	0.0
Anglia Railways	774.2	(2.0)	2.5	(0.3)
Midland Mainline	1,145.3	(6.3)	0.0	(0.6)
GNER	3,767.6	(28.9)	0.2	(0.8)
First Great Eastern	1,785.5	(19.6)	0.2	(1.1)
Thameslink	1,340.0	(34.3)	(1.8)	(2.6)
Gatwick Express	185.0	(6.5)	(6.0)	(3.5)
<b>Total</b>	<b>39,104.4</b>	<b>1,288.6</b>		
<b>Average subsidy per passenger kilometre (pence)</b>			<b>3.4</b>	<b>3.3</b>

## Notes:

- Operators marked \* are part-funded by PTEs. Where a PTE retains revenue risk, it pays the gross operating costs less the actual revenue. The subsidy figures in the table are based on the assumed revenue levels, either set out in the franchise agreement or based on actuals provided by the PTEs. This, however, may overstate the actual subsidy paid where it has been based on the franchise agreement. Actual subsidy per kilometre figures may therefore be less than stated for these operators.
- Subsidy figures exclude any payments under the incentive regimes. Figures in brackets show where the SRA is in receipt of payments.
- 2001/2002 represents the period 1 April 2001 to 31 March 2002, with the exception of Wales & Borders, Wessex Trains, Cardiff Railways and Wales & West. The figures include Clause 18.1 payments. However, the figures are based purely on actual subsidy paid, with the exception of PTEs' revenue risk, and will be subject to future adjustment.
- Clause 18.1 of the Franchise Agreement adjusts franchise payments to reflect the consequences of the Regulator's charges review. Full adjustments have not been made in all cases as discussions with TOCs are still in progress.

# Passengers in excess of capacity

Train Operating Company	% of passengers in excess of capacity		
	AM	PM	Overall
Threshold:	4.5%	4.5%	3%
c2c	0.3% (1.6%)	0.6% (1.0%)	0.5% (1.3%)
Chiltern	2.4% (2.5%)	0.6% (0.3%)	1.6% (1.6%)
Connex South Eastern	3.2% (3.7%)	1.3% (1.9%)	2.3% (2.9%)
First Great Eastern	3.7% (6.4%)	1.6% (1.4%)	2.7% (4.1%)
Silverlink	8.1% (9.8%)	3.4% (3.1%)	5.9% (6.6%)
South Central*	11.2% (6.2%)	1.0% (2.7%)	6.9% (4.7%)
South West Trains	6.3% (7.9%)	2.5% (1.1%)	4.6% (4.9%)
Thames Trains	3.3% (1.9%)	1.6% (1.9%)	2.5% (1.9%)
Thameslink	4.3% (4.4%)	3.9% (2.7%)	4.1% (3.6%)
WAGN	2.3% (2.8%)	1.6% (1.6%)	2.0% (2.3%)

Overcrowding levels on London commuter services as recorded in Autumn 2001.  
 Figures in brackets are those recorded in Autumn 2000/Spring 2001.  
 \* South Central was operating a revised timetable during the survey

Train Operating Company	% of passengers in excess of capacity		
	AM	PM	Overall
Threshold:	4.5%	4.5%	3%
ScotRail	1.31% (3.10%)	3.23% (2.86%)	2.24% (2.99%)

Overcrowding levels on Edinburgh services across the Forth Bridge.  
 Figures in brackets are those recorded in Autumn 2000/Spring 2001.

## South Central

Because of a temporary driver shortage South Central were operating a revised timetable during the survey, which resulted in reduced frequencies and higher than anticipated crowding levels.

The recent announcement from GOVIA that they have ordered new stock for the South Central franchise will help relieve overcrowding in the longer term.

## Silverlink

The high crowding levels recorded by Silverlink reflect the increasing usage of the North London Line that runs between North Woolwich and Richmond and the difficulties in providing an enhanced service on this route. Passenger numbers have risen by 52% in the last five years. The SRA is sponsoring an additional six AM peak services that should be operational on the most heavily used section of this route later this year.

## Thameslink

The Thameslink 2000 project will provide huge additional capacity. In the short term, proposals are being developed with the company to see whether more trains can be run reliably on the existing infrastructure.

## South West Trains

The SRA and SWT are working together as part of the refranchising process on plans to recast the timetable to increase frequencies and to extend platforms to allow longer trains to run.

## The Year 2000 Survey

The annual survey is normally undertaken in the Autumn of each year. However, because of the severe service disruption resulting in speed restrictions in Autumn 2000, some parts of the year '2000' survey were actually undertaken in early 2001. All of the 2001 survey was undertaken, as planned, in Autumn 2001.

Details of how the 'Passengers In Excess of Capacity' (PIXC) regime works appear in the Explanatory Notes.

# 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

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	70.5%	11.8%	82.3%	2.2%	5,654
Oct-Dec 2001	59.1%	14.9%	73.9%	1.9%	5,987

## PPM results: Anglia Local

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	85.4%	8.3%	93.6%	0.9%	17,432
Oct-Dec 2001	83.6%	8.5%	92.1%	0.8%	17,370

## National Passenger Survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	90	8	3	77	73	81	71
Punctuality/reliability	82	10	8	69	65	73	53
Frequency of trains	87	7	7	71	70	76	72
Value for money	55	17	27	56	42	49	48
Info about train times/platforms	82	12	6	69	67	80	76
Upkeep and repair of train	64	22	14	60	51	62	61
Length of journey time	86	10	5	81	74	82	64
Amount of seats/standing space	78	14	9	68	60	76	74
Connections	71	22	8	62	63	64	58
Comfort of seats	67	23	10	63	55	68	67
Station ticket buying facilities	78	7	14	71	65	78	75
Appropriate environment to catch train	75	18	7	54	53	73	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
Oct-Mar 02	391	28%	71%	1%	53%	70%
Oct-Mar 01	478	29%	69%	2%	46%	64%

## Franchise Plan commitments

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

## Benefits procured for passengers by SRA

March 2002: Following support through the SRA's Rail Passenger Partnership (RPP) scheme, cycle storage is now installed at several Anglia stations.

## Changes to contract

26 March 2002: Deed of Amendment entered into with GB Railways Group PLC to secure the provision of passenger services until the end of the franchise term on 31 March 2004. As part of this contract change, a six month termination clause has been added to Anglia's franchise in order to facilitate the introduction of the Greater Anglia franchise.

Press enquiries:  
Peter Meades  
Anglia Railways  
01473 693929

## Actions to improve services to passengers

- New car park opened at Ipswich station on 8 October 2001 providing 435 spaces and CCTV monitoring.
- Introduction of winter Sunday service between Ipswich and Felixstowe.
- Addition of real time train running information and a dedicated section for cyclists on the Anglia Railways website.

# Arriva Trains Merseyside

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	79.4%	11.4%	90.8%	1.6%	50,045
Oct-Dec 2001	73.3%	15.4%	88.7%	1.4%	50,099

## National Passenger Survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	79	12	9	77	73	77	82
Punctuality/reliability	73	10	17	69	65	75	72
Frequency of trains	86	7	6	71	70	85	85
Value for money	63	18	19	56	42	59	65
Info about train times/platforms	65	20	15	69	67	65	71
Upkeep and repair of train	38	28	33	60	51	35	41
Length of journey time	86	8	5	81	74	87	87
Amount of seats/standing space	68	19	13	68	60	69	74
Connections	70	23	7	62	63	70	73
Comfort of seats	50	28	22	63	55	50	55
Station ticket buying facilities	68	21	11	71	65	69	73
Appropriate environment to catch train	46	31	23	54	53	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
Oct-Mar 02	34	26%	28%	46%	100%	100%
Oct-Mar 01	35	24%	30%	46%	100%	100%

## Franchise Plan commitments

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

## Actions to improve services to passengers

- Refurbishment of toilets, re-lamp of the concourse area and installation of a new anti-slip safety flooring on the concourse of Southport station.
- Eighteen on-board cleaners recruited on the underground section of the rail network throughout the day.
- Appointment of a Customer Services Director.

Press enquiries:  
Julie Jobling  
ATM  
0191 520 4059

# Arriva Trains Northern

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	81.2%	9.3%	90.5%	1.3%	100,895
Oct-Dec 2001	71.1%	13.2%	84.3%	2.7%	110,178

## National Passenger Survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	75	14	11	77	73	75	65
Punctuality/reliability	62	10	27	69	65	56	49
Frequency of trains	70	12	18	71	70	70	69
Value for money	52	22	26	56	42	53	50
Info about train times/platforms	64	18	17	69	67	66	64
Upkeep and repair of train	63	21	16	60	51	61	54
Length of journey time	78	15	7	81	74	82	75
Amount of seats/standing space	69	19	12	68	60	67	69
Connections	56	28	16	62	63	58	56
Comfort of seats	63	23	13	63	55	63	55
Station ticket buying facilities	66	19	16	71	65	73	72
Appropriate environment to catch train	47	27	26	54	53	51	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
Oct-Mar 02	268	17%	12%	71%	97%	100%
Oct-Mar 01	541	22%	44%	34%	84%	95%

## Franchise Plan commitments

Clause	Item	Due Date	Status/comments
3.2	Expenditure on station improvements of not less than £1,033,000 (including deferred spend from previous year)	31 March 2002	Delivered. The deferred schemes at Guisley and New Pudsey were completed.

## Enforcement action

25 March 2002: SRA confirmed it was imposing a £2 million penalty and an order requiring additional drivers to be recruited on Arriva Trains Northern, following poor performance in Summer 2001.

## Benefits procured for passengers by SRA

2002: Completion of platform lengthening to accommodate 3 and 4 car Class 333 units at the following stations:- Menston, Shipley, Frizinghall, Skipton, Bradford Foster Square, Burley in Wharfedale. Ilkley to be completed.

2002: Eight new Class 333 units entered operation on the Leeds Metro services to provide increased train capacity for the above-mentioned routes funded by the SRA's Rail Passenger Partnership (RPP) scheme, supported by WYPTE.

Press enquiries:  
Julie Jobling  
ATN  
0191 520 4059

## Actions to improve services to passengers

- Extended integrated ticketing (Metro, bus and rail) in the Newcastle area.



# c2c

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	88.9%	5.6%	94.6%	2.0%	27,428
Oct-Dec 2001	74.5%	12.8%	87.4%	3.1%	21,651

## National passenger survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	79	12	9	70	73	53	72
Punctuality/reliability	69	14	17	63	65	49	73
Frequency of trains	74	13	13	69	70	35	75
Value for money	36	27	38	37	42	26	38
Info about train times/platforms	70	16	13	65	67	55	74
Upkeep and repair of train	78	11	11	44	51	55	30
Length of journey time	74	17	8	71	74	56	78
Amount of seats/standing space	60	19	21	55	60	55	57
Connections	64	28	8	63	63	47	70
Comfort of seats	70	17	12	50	55	53	43
Station ticket buying facilities	69	20	11	62	65	63	75
Appropriate environment to catch train	54	31	15	52	53	47	58

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Oct-Mar 02	47	41%	58%	1%	44%	54%
Oct-Mar 01	53	16%	53%	31%	16%	81%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total : Both Peaks		
	2000	2001	Difference	2000	2001	Difference	2000	2001	Difference
Total	1.6%	0.3%	-1.3%	1.0%	0.6%	-0.4%	1.3%	0.5%	-0.8%

## Franchise Plan commitments

Clause	Item	Due Date	Status/comments
8.4	Acoustic Loop at Pitsea station	31 October 2001	Delivered. Installed 23 February 2002

## Actions to improve services to passengers

- Operation of a totally new fleet of high-tech trains as part of £350 million investment programme.
- Three-month promotion of special offers for passengers.

Press enquiries:  
c2c Press Office  
020 7427 2809

# Central Trains

Central Trains operates an extensive network of rural, urban and inter-urban services right across the Midlands, 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

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	77.2%	10.4%	87.6%	1.4%	96,298
Oct-Dec 2001	67.3%	13.2%	80.5%	2.0%	98,834

## National passenger survey results – spring 2002

Factor	% % Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	75	12	12	77	73	79	76
Punctuality/reliability	64	11	25	69	65	68	58
Frequency of trains	72	13	15	71	70	71	68
Value for money	58	19	24	56	42	58	56
Info about train times/platforms	73	18	9	69	67	69	65
Upkeep and repair of train	51	20	28	60	51	55	56
Length of journey time	81	11	7	81	74	83	75
Amount of seats/standing space	68	18	15	68	60	67	71
Connections	67	21	12	62	63	68	54
Comfort of seats	56	27	17	63	55	56	61
Station ticket buying facilities	78	14	8	71	65	77	76
Appropriate environment to catch train	58	29	13	54	53	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
Oct-Mar 02	206	5%	60%	35%	80%	83%
Oct-Mar 01	178	11%	64%	25%	99%	99%

## Franchise Plan commitments

Clause	Item	Due date	Status/comments
3.3	Provision of real time train running information via a freephone facility at 70 stations	30 November 2001	Delivered

## Contract change

7 March 2002: Financial restructuring of Central Trains franchise agreed by SRA as part of an overall settlement with National Express Group.

## Actions to improve services to passengers

- New Shrewsbury – Birmingham timetable introduced in January 2002 resulting in a big improvement in rail performance.
- New “Pay and Display” machines installed at Nottingham car park accept credit cards.
- Tyseley Station completely refurbished and open to the public following a devastating fire.
- A new electronic departure board has been installed at Nottingham station.
- The Customer Relations Department is now open for longer on weekdays and on Saturdays, a new computer system has been installed to speed up correspondence.
- The following train services had additional rolling stock units added: The 15.52 Liverpool-Nottingham, the 07.48 Mansfield Nottingham, the 16.51 Nottingham-Mansfield, the 08.00 Worcester Shrub Hill- Birmingham New Street and the 17.42 Birmingham New Street-Nottingham services.
- New advance purchase ticket called “Central Value” introduced
- The new “Tribute” ticket issuing system has started trials at University station. It offers an improved ticket sales and reservations service.
- Customer information system and continuously monitored CCTV cameras installed at Newark Castle station.
- Public address systems have been fitted at 10 West Midlands stations and additional customer information screens have been installed at Nottingham and Newark Castle.

Press enquiries:  
Ged Burgess  
Central Trains  
0121 654 1278

# Chiltern Railways

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	89.6%	5.2%	94.7%	0.6%	22,908
Oct-Dec 2001	90.6%	4.4%	95.0%	0.4%	22,563

## National Passenger Survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	87	8	5	70	73	89	89
Punctuality/reliability	83	8	9	63	65	85	82
Frequency of trains	83	9	8	69	70	82	82
Value for money	48	29	24	37	42	47	51
Info about train times/platforms	81	13	7	65	67	80	82
Upkeep and repair of train	72	20	8	44	51	76	77
Length of journey time	82	12	6	71	74	83	83
Amount of seats/standing space	66	19	15	55	60	70	76
Connections	68	26	7	63	63	71	71
Comfort of seats	67	22	11	50	55	68	71
Station ticket buying facilities	78	16	6	62	65	80	81
Appropriate environment to catch train	77	17	6	52	53	75	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
Oct-Mar 02	135	11%	61%	28%	96%	100%
Oct-Mar 01	207	8%	74%	18%	36%	62%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total: Both Peaks		
	2000	2001	Difference	2000	2001	Difference	2000	2001	Difference
Total	2.5%	2.4%	-0.1%	0.3%	0.6%	0.3%	1.6%	1.6%	0.0%

## Franchise Plan commitments

Clause	Item	Due date	Status/comments
14.5(a)	Creation of Chiltern Business Model for the self-assessment of its performance and the provision and operation of passenger services.	31 March 2002	Delivered
3.4	Introduction of Blythe Valley to Solihull bus link	31 December 2001	Delivered
3.5	Completion of feasibility study relating to "Bicester or Banbury to Brackley Bus Links"	31 December 2001	Delivered
4.2.3(b)	Installation of electronic screens at Aylesbury Station showing bus departures from Aylesbury bus station	30 June 2002	Delivered by 31 March 2002
4.2.3(c)	Provision of electronic screens at Aylesbury bus station summarising train service departures from Aylesbury Station	30 June 2002	Delivered by 31 March 2002
4.2.3(d)	Enhanced pedestrian signage between Aylesbury Station and Aylesbury bus station	30 June 2002	Delivered by 31 March 2002

## Chiltern Railways continued

Clause	Item	Due date	Status/comments
4.2.5(i)	Completion of feasibility study relating to "Moor Street and Snow Hill"	31 December 2001	Delivered
4.2.12	Installation of six secure cycle storage facilities at each of Leamington Spa, Warwick, Hatton and Lapworth stations and three secure cycle storage facilities at each of Moor Street and Snow Hill stations	31 March 2002	Delivered
5.3	Incur expenditure of £150,000 to improve passenger security in stations and station car parks and reduce incidences of trespass and vandalism on rail network	30 June 2002	Delivered by 31 March 2002
11.6	Allocation of up to £50,000 to accredited voluntary user groups, which was used to fund platform WC's at Banbury station and steps at Haddenham & Thame Parkway station	31 March 2002	Delivered
12.7	Incorporation of real time train information on Chiltern website	31 March 2002	Delivered
13.2	Expended £300,000 on staff training and management development	31 March 2002	Delivered
16.1.1	Creation of an Integrated Control Centre at Banbury	31 December 2001	Delivered by November 2001
4.2.6	Completion of additional car parking spaces at Bicester North (40), Banbury (100), Great Missenden (80), Seer Green (40), and Stoke Mandeville (70)	31 December 2001	Minimum requirements exceeded at Bicester North (47), Great Missenden (163), Seer Green (57), Stoke Mandeville (84) stations

### Contract change

18 February 2002: SRA signed a new long term (up to 20 years) franchise agreement with Chiltern Railways. The agreement will lever in up to £371 million of investment, delivering increased capacity and major passenger benefits.

### Actions to improve services to passengers

- January 2002: In conjunction with Shareajourney.com, Chiltern launched a car sharing scheme at Bicester North station, whereby rail season ticket holders are entitled to free car parking when two or more passengers travel in one registered car.



# Connex South Eastern

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	84.0%	9.9%	93.9%	1.2%	137,142
Oct-Dec 2001	67.8%	16.9%	84.7%	2.0%	139,594

## National Passenger Survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	69	17	14	70	73	68	65
Punctuality/reliability	66	14	21	63	65	63	56
Frequency of trains	66	15	20	69	70	67	62
Value for money	37	25	39	37	42	35	34
Info about train times/platforms	67	16	18	65	67	67	61
Upkeep and repair of train	37	25	37	44	51	36	40
Length of journey time	67	18	15	71	74	66	65
Amount of seats/standing space	51	19	30	55	60	53	52
Connections	58	29	14	63	63	59	54
Comfort of seats	47	29	23	50	55	47	50
Station ticket buying facilities	52	23	24	62	65	56	57
Appropriate environment to catch train	48	30	22	52	53	49	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
Oct-Mar 02	31	48%	25%	27%	69%	86%
Oct-Mar 01	36	33%	51%	16%	49%	72%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total : Both Peaks		
	2000	2001	Difference	2000	2001	Difference	2000	2001	Difference
Kent Link (Inner)	3.6%	2.8%	-0.8%	0.7%	0.3%	-0.4%	2.3%	1.7%	-0.6%
Kent Coast (Outer)	4.0%	4.4%	0.4%	4.9%	3.6%	-1.3%	4.5%	4.0%	-0.5%
Total	3.7%	3.2%	-0.5%	1.9%	1.3%	-0.6%	2.9%	2.3%	-0.6%

## 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

- Ongoing programme to refurbish and improve Networker fleet at a cost of £40 million.
- Redevelopment of Gillingham Station to include a combined convenience store (Costcutter), post office franchise and sales point. The redevelopment also included new waiting rooms, toilets and lifts.
- Charing Cross Station gated 9 November 2001.
- London Bridge Station gated 27 December 2001.

Press enquiries:  
Sarah Boundy  
Connex South  
Eastern  
020 7620 5080

# First Great Eastern

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	91.3%	4.3%	95.6%	1.0%	63,599
Oct-Dec 2001	80.7%	9.9%	90.6%	0.9%	64,268

## National passenger survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	77	14	9	70	73	73	63
Punctuality/reliability	75	11	14	63	65	66	52
Frequency of trains	78	10	12	69	70	76	66
Value for money	36	28	35	37	42	36	29
Info about train times/platforms	69	19	12	65	67	67	63
Upkeep and repair of train	54	27	19	44	51	52	53
Length of journey time	78	12	9	71	74	74	60
Amount of seats/standing space	56	20	24	55	60	56	53
Connections	73	17	10	63	63	67	61
Comfort of seats	50	28	22	50	55	51	48
Station ticket buying facilities	65	20	15	62	65	66	65
Appropriate environment to catch train	63	27	11	52	53	64	58

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Oct-Mar 02	29	83%	11%	6%	94%	99%
Oct-Mar 01	94	14%	84%	3%	70%	90%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total: Both Peaks		
	2000	2001	Difference	2000	2001	Difference	2000	2001	Difference
Inner	5.5%	6.0%	0.5%	1.3%	2.4%	1.1%	3.5%	4.3%	0.8%
Outer	7.1%	1.5%	-5.6%	1.5%	0.8%	-0.7%	4.6%	1.2%	-3.4%
Total	6.4%	3.7%	-2.7%	1.4%	1.6%	0.2%	4.1%	2.7%	-1.4%

## Franchise Plan commitments

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

## Actions to improve services to passengers

- RPP funding has helped to secure an additional 300 cycle spaces at 13 stations throughout Essex.
- Extra Ticket Examiners employed for the Braintree branch.
- CCTV extensions at Billericay.
- New CCTV car park at Colchester.

Press enquiries:  
Peter Northfield  
First Great Eastern  
020 7904 3303

# First Great Western

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	64.9%	11.9%	76.8%	1.5%	16,231
Oct-Dec 2001	59.8%	13.0%	72.8%	1.5%	16,089

## National Passenger Survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	82	10	8	80	73	76	70
Punctuality/reliability	70	11	20	68	65	63	57
Frequency of trains	80	12	8	78	70	75	69
Value for money	41	21	37	47	42	40	42
Info about train times/platforms	78	13	9	78	67	74	71
Upkeep and repair of train	74	18	8	69	51	73	75
Length of journey time	80	11	9	78	74	75	67
Amount of seats/standing space	72	16	12	71	60	67	61
Connections	64	25	11	63	63	55	51
Comfort of seats	69	21	10	67	55	71	70
Station ticket buying facilities	75	18	8	73	65	76	69
Appropriate environment to catch train	66	24	11	62	53	67	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
Oct-Mar 02	251	40%	32%	28%	54%	99%
Oct-Mar 01	391	26%	29%	45%	58%	86%

## Franchise Plan commitments

Clause	Item	Due date	Status/comments
7.1	Provide First Class Lounge at Swindon	31 March 2002	Agreed with SRA to exchange this commitment and provide new toilets, waiting facilities and Help Desk at Reading (by 31/12/01) – delivered

## Actions to improve services to passengers

- Regular passenger runs of new Adelante trains.
- Launch of pilot Truro +BUS door to station integrated transport.

Press enquiries:  
Elaine Wilde  
First Great Western  
01793 499499

# First North Western

First 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

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	84.1%	8.5%	92.6%	1.0%	116,857
Oct-Dec 2001	72.5%	13.8%	86.3%	1.9%	117,494

## National passenger survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	72	15	12	77	73	71	74
Punctuality/reliability	67	10	23	69	65	66	66
Frequency of trains	68	15	17	71	70	66	69
Value for money	53	20	27	56	42	49	50
Info about train times/platforms	70	16	14	69	67	67	72
Upkeep and repair of train	61	23	16	60	51	61	66
Length of journey time	76	15	10	81	74	80	77
Amount of seats/standing space	63	17	20	68	60	55	69
Connections	57	30	13	62	63	58	62
Comfort of seats	58	23	20	63	55	59	65
Station ticket buying facilities	71	17	13	71	65	72	68
Appropriate environment to catch train	53	23	24	54	53	55	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
Oct-Mar 02	73	34%	39%	27%	82%	99%
Oct-Mar 01	97	22%	44%	34%	68%	99%

## Franchise Plan commitments

Clause	Item	Due date	Status/comments
15	Spend at least £5m on security over first five years of the franchise	31 March 2002	Delivered Security expenditure for 2001/2 was £1.1m. This brought the aggregate for the five years ended 31/3/02 to £5.2m
15.5	Central Monitoring of CCTV located at Merseytravel stations went live in early December 2001.		Delivered. December 2001

## Actions to improve services to passengers

- The installation of CCTV has been completed at Runcorn East, Warrington Central and Wigan Wallgate.
- The refurbishment of Blackburn station has been completed. Additional signage is being provided at the request of the North West RPC.
- A left luggage scanner has been purchased for use at Blackpool North station.
- FNW have fully supported a Lancashire County Council scheme, the "Carnforth Connect" project, which has resulted in the refurbishment and provision of improved passenger facilities at Carnforth station.

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



# Gatwick Express

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	84.1%	11.1%	95.2%	1.5%	11,833
Oct-Dec 2001	77.8%	14.8%	92.6%	2.2%	13,353

## National Passenger Survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	87	9	3	77	73	88	87
Punctuality/reliability	84	8	7	69	65	83	89
Frequency of trains	94	4	2	71	70	92	93
Value for money	42	26	32	56	42	41	46
Info about train times/platforms	69	16	15	69	67	77	76
Upkeep and repair of train	78	12	11	60	51	70	76
Length of journey time	86	9	5	81	74	87	88
Amount of seats/standing space	87	11	1	68	60	78	78
Connections	82	13	5	62	63	78	82
Comfort of seats	83	13	4	63	55	79	77
Station ticket buying facilities	72	17	11	71	65	72	69
Appropriate environment to catch train	70	24	5	54	53	72	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
Oct-Mar 02	22	40%	59%	2%	88%	100%
Oct-Mar 01	34	43%	54%	3%	69%	94%

## Franchise Plan commitments

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

Press enquiries:  
Claire Keane  
Gatwick Express  
020 7973 5036

# GNER

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	56.7%	12.5%	69.2%	1.7%	9,715
Oct-Dec 2001	55.1%	13.6%	68.7%	1.5%	9,724

## National Passenger Survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	84	9	6	80	73	85	84
Punctuality/reliability	73	9	18	68	65	76	71
Frequency of trains	83	10	7	78	70	87	80
Value for money	44	23	33	47	42	46	47
Info about train times/platforms	83	12	5	78	67	82	80
Upkeep and repair of train	68	18	13	69	51	70	69
Length of journey time	85	8	6	78	74	87	74
Amount of seats/standing space	72	17	10	71	60	71	76
Connections	69	19	14	63	63	70	63
Comfort of seats	69	20	11	67	55	65	67
Station ticket buying facilities	79	14	6	73	65	84	75
Appropriate environment to catch train	66	24	10	62	53	69	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
Oct-Mar 02	654	36%	61%	3%	87%	43%
Oct-Mar 01	930	29%	69%	2%	87%	43%

## Franchise Plan commitments

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

## Contract change

16 January 2002: A two year extension agreement, to April 2005 was signed.

In the new agreement GNER have committed to £100 million to improve services through the following initiatives:

- Improved performance, compensation and customer satisfaction regimes;
- 11 extra services between Leeds and London;
- Two new trains and additional recovery locomotives;
- Rebuilding of all locomotives to improve reliability;
- Lengthening of all nine High Speed Trains by one coach;
- Refurbishment of all passenger carriages;
- Better facilities for the disabled;
- New customer information systems;
- Enhanced security at stations and carparks;
- New passenger lounges and travel centres;
- Additional 450 car and 350 bicycle parking facilities;
- A minimum £16 million contribution to the upgrade of the East Coast Main Line.

## Actions to improve services to passengers

- GNER's train restaurant menus have been relaunched.
- Customer Information Points (CIPs) are being installed at major stations (Kings Cross, Peterborough, Doncaster, York, Wakefield, Leeds and Newcastle). These will be staffed and provide real-time information on train running.
- On board safety information is now being provided for passengers on what to do in an emergency.
- Major rebuild of Class 91 locomotives now 50% complete which incorporates the latest in safety and reliability equipment.

Press enquiries:  
GNER Press  
Office  
01904 523072

# Island Line

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	96.0%	3.5%	99.6%	0.1%	5,653
Oct-Dec 2001	98.3%	1.4%	99.7%	0.1%	5,977

## National Passenger Survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	92	6	2	77	73	88	91
Punctuality/reliability	93	4	3	69	65	91	88
Frequency of trains	90	5	4	71	70	81	84
Value for money	70	16	14	56	42	72	69
Info about train times/platforms	77	13	10	69	67	72	74
Upkeep and repair of train	45	22	33	60	51	53	54
Length of journey time	93	6	1	81	74	94	90
Amount of seats/standing space	75	18	7	68	60	74	79
Connections	85	9	6	62	63	85	78
Comfort of seats	55	29	16	63	55	55	56
Station ticket buying facilities	82	7	11	71	65	72	73
Appropriate environment to catch train	61	27	13	54	53	58	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
Oct-Mar 02	9	89%	0%	11%	100%	100%
Oct-Mar 01	20	86%	0%	14%	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 a significant number travelling between intermediate stations along the route. There is a mixture of leisure, business and commuter travel.

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No trains
Jan-Mar 2002	58.5%	19.1%	77.6%	0.9%	11,033
Oct-Dec 2001	51.0%	19.9%	70.8%	0.8%	11,085

## National Passenger Survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	79	11	10	80	73	80	80
Punctuality/reliability	68	11	21	68	65	70	68
Frequency of trains	82	10	8	78	70	82	83
Value for money	44	18	38	47	42	45	44
Info about train times/platforms	76	15	10	78	67	74	68
Upkeep and repair of train	74	15	11	69	51	77	73
Length of journey time	78	13	9	78	74	77	77
Amount of seats/standing space	68	16	16	71	60	75	71
Connections	63	25	12	63	63	61	59
Comfort of seats	66	19	13	67	55	72	67
Station ticket buying facilities	67	22	10	73	65	71	69
Appropriate environment to catch train	51	31	19	62	53	55	48

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Oct-Mar 02	486	32%	37%	32%	96%	96%
Oct-Mar 01	360	26%	72%	2%	84%	84%

## Franchise Plan commitments

Clause	Item	Due date	Status/comments
8.3	Introduction of a Customer Service Academy	31 January 2002	Delivered.
3.1	Rolling Stock-Place order for new trains (agree to purchase or lease)	May 2004	Order placed on 29 January 2002

## Actions to improve services to passengers

- Installation of new customer information systems at Leicester and St Pancras.
- The opening of a new First Class Lounge at Leicester.
- Installation of change machines at all MML stations.
- New shelters over the car park pay stations at Chesterfield, Leicester and Wellingborough.
- The introduction of a brand new on-train food menu.

Press enquiries:  
Emma Knight  
Midland Mainline  
01332 262 010

# 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 (SPTE).

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	79.4%	10.4%	89.9%	2.5%	109,065
Oct-Dec 2001	78.4%	11.7%	90.1%	1.8%	162,823

## National Passenger Survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	77	13	10	77	73	85	84
Punctuality/reliability	69	9	22	69	65	75	76
Frequency of trains	65	12	23	71	70	82	84
Value for money	54	19	27	56	42	60	58
Info about train times/platforms	69	16	15	69	67	75	75
Upkeep and repair of train	72	17	11	60	51	77	71
Length of journey time	82	11	7	81	74	87	85
Amount of seats/standing space	68	15	16	68	60	74	74
Connections	60	26	14	62	63	73	70
Comfort of seats	73	18	9	63	55	76	75
Station ticket buying facilities	75	15	10	71	65	80	80
Appropriate environment to catch train	57	26	17	54	53	69	68

## 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	
Oct-Mar 02	52	34%	60%	5%	91%	92%
Oct-Mar 01	60	32%	63%	5%	90%	92%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total : Both Peaks		
	2000	2001	Difference	2000	2001	Difference	2000	2001	Difference
Edinburgh (Forth Bridge)	3.10%	1.31%	1.79%	2.86%	3.23%	-0.37%	2.99%	2.24%	0.75%

## Franchise Plan commitments

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

## Contract change

7 March 2002: Financial restructuring of ScotRail franchise agreed by SRA as part of an overall settlement with National Express Group.

## Actions to improve services to passengers

- New station at Beaulieu opened experimentally.
- Last daytime slam-door trains on ScotRail eliminated with introduction of Class 322s on North Berwick route.
- Additional car-parking at Kilwinning and Kilmarnock.
- Improved car-parking at Dyce.
- Customer Information System at Stonehaven.
- New passenger lifts opened at Motherwell.
- Highland Railcard area extended to include the postcode for Killin.
- New APEX fares between Far North/Kyle/Dingwall and Glasgow/Edinburgh.
- Dunblane/Bridge of Allan/Stirling/Larbert-Glasgow offpeak returns reduced by up to one-third.
- Rail and sail fares to Belfast discounted by over one quarter.
- Executive waiting facilities for First Class customers at hotels in Glasgow, Aberdeen, Inverness.
- First Class Sleeper fare now includes refreshments and London Underground travel.
- Travelpass now includes bus travel in the Borders, Mull and Skye.
- Highland Rover now includes ferry and bus travel for Mull and Skye.
- Short Break holidays now include additional destinations and Highland circular tours.
- Ticketless travel with new bargain berth fare on Caledonian Sleepers.
- Cash machines at more stations.

Press enquiries:  
Eddie Toal  
ScotRail  
0141 335 4788

# Silverlink

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	86.5%	6.5%	93.0%	1.6%	50,922
Oct-Dec 2001	80.7%	9.7%	90.3%	1.4%	51,321

## National Passenger Survey results – spring 2002

Factor	%			TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
	% Satisfied or good	Neither/nor	% Dissatisfied or poor				
Overall opinion	68	17	15	70	73	65	55
Punctuality/reliability	58	16	25	63	65	52	40
Frequency of trains	67	16	17	69	70	66	54
Value for money	35	28	37	37	42	33	34
Info about train times/platforms	66	19	14	65	67	60	56
Upkeep and repair of train	45	28	27	44	51	50	47
Length of journey time	69	17	14	71	74	66	52
Amount of seats/standing space	52	21	27	55	60	58	50
Connections	58	25	17	63	63	57	55
Comfort of seats	45	32	24	50	55	47	44
Station ticket buying facilities	65	18	18	62	65	61	60
Appropriate environment to catch train	52	29	20	52	53	51	50

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Oct-Mar 02	33	25%	73%	1%	22%	45%
Oct-Mar 01	77	17%	55%	28%	31%	58%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total : Both Peaks		
	2000	2001	Difference	2000	2001	Difference	2000	2001	Difference
Rmnd/NWool (Inner)	12.7%	15.9%	3.2%	1.7%	8.9%	7.2%	8.0%	12.7%	4.7%
Watford Local (Inner)	0.0%	2.2%	2.2%	1.9%	0.0%	-1.9%	1.0%	1.1%	0.1%
Northampton (Outer)	9.6%	3.5%	-6.1%	4.3%	0.0%	-4.3%	7.0%	1.9%	-5.1%
Total	9.8%	8.1%	-1.7%	3.1%	3.4%	0.3%	6.6%	5.9%	-0.7%

## Franchise Plan commitments

Clause	Item	Due date	Status/comments
9.7	The franchise operator shall achieve and retain secure accreditation at each of the following stations: Bricket Wood, Bronsbury Park, How Wood, Park Street, Ridgmont and Silvertown	31 December 2001	Derogation granted to 31 January 2002.

Press enquiries:  
Silverlink Press  
Office  
020 7427 2810

# South Central

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	81.1%	12.2%	93.3%	0.7%	13,8427
Oct-Dec 2001	67.3%	17.9%	85.2%	1.5%	14,3046

## National Passenger Survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	69	17	14	70	73	69	65
Punctuality/reliability	65	12	22	63	65	64	59
Frequency of trains	67	13	20	69	70	69	68
Value for money	41	22	37	37	42	38	37
Info about train times/platforms	71	15	13	65	67	68	65
Upkeep and repair of train	34	26	40	44	51	33	36
Length of journey time	73	15	12	71	74	72	70
Amount of seats/standing space	52	22	26	55	60	57	55
Connections	62	25	13	63	63	62	61
Comfort of seats	47	28	25	50	55	47	48
Station ticket buying facilities	63	19	18	62	65	62	61
Appropriate environment to catch train	50	31	20	52	53	52	49

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Oct-Mar 02	33	52%	28%	20%	71%	88%
Oct-Mar 01	36	36%	51%	12%	53%	76%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total : Both Peaks		
	2000	2001	Difference	2000	2001	Difference	2000	2001	Difference
South London (Inner)	6.1%	10.5%	4.4%	2.3%	0.7%	-1.6%	4.5%	6.5%	2.0%
Sussex Coast (Outer)	6.3%	12.5%	6.2%	3.7%	1.7%	-2.0%	5.1%	8.0%	2.9%
Total	6.2%	11.2%	5.0%	2.7%	1.0%	-1.7%	4.7%	6.9%	2.2%

## Franchise Plan commitments

Clause	Item	Due date	Status/comments
11.1	Easy access facilities at Sutton station	31 May 2002	Delivered

## Action to improve services to passengers

- Order for 460 new Bombardier Electrostars placed in March 2002 bringing the number of new vehicles ordered for the franchise up to 700.

Press enquiries:  
Marsid Greenidge  
South Central  
020 7983 6140

# South West Trains

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	71.2%	15.5%	86.7%	1.2%	131,897
Oct-Dec 2001	59.9%	20.3%	80.2%	1.2%	135,656

## National Passenger Survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	65	18	16	70	73	69	68
Punctuality/reliability	55	15	30	63	65	58	57
Frequency of trains	67	14	19	69	70	70	70
Value for money	35	24	41	37	42	37	38
Info about train times/platforms	60	18	23	65	67	64	62
Upkeep and repair of train	41	24	34	44	51	48	48
Length of journey time	67	19	15	71	74	68	71
Amount of seats/standing space	56	20	23	55	60	59	58
Connections	62	26	12	63	63	61	61
Comfort of seats	48	29	23	50	55	53	53
Station ticket buying facilities	64	20	16	62	65	67	73
Appropriate environment to catch train	51	29	19	52	53	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		
Oct-Mar 02	27	38%	47%	15%	98%	99%	
Oct-Mar 01	35	31%	56%	13%	53%	55%	

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total : Both Peaks		
	2000	2001	Difference	2000	2001	Difference	2000	2001	Difference
Inner	8.5%	6.5%	-2.0%	0.9%	2.1%	1.2%	5.3%	4.6%	-0.8%
Outer	6.7%	5.9%	-0.7%	1.4%	3.4%	1.9%	4.3%	4.7%	0.5%
Total	7.9%	6.3%	-1.6%	1.1%	2.5%	1.5%	4.9%	4.6%	-0.3%

## Franchise Plan commitments

Clause	Item	Due date	Status/comments
8.5	Additional 150 Drivers in training	31 December 2001	Delivered
9.2	All Class 455 Units to be fitted with Sander Equipment	31 December 2001	Delivered
10.3	Customer Information Systems upgrade at all Stations	28 February 2002	Derogation until June 2002 due to technical problems
10.4.1	Additional £100,000 expenditure on CCTV at Stations	31 December 2001	Delivered
13	£75,000 package of improvements relating to disabled	31 December 2001	By agreement, £45,000 was contributed towards facilities for the Brentford RPP Scheme and £30,000 was expended on ramps for Class 159 units



### Actions to improve services to passengers

- 10 additional stations achieved Secure Station accreditation awards by December 2001.
- £150,000 spent on car park security.
- A staffed information point has been provided at Clapham Junction over-bridge.
- CCTV cameras installed at Addlestone, Alton, Ash, Bentley, Bookham, Brockenhurst, Claygate, Cosham, Farncombe, Hedge End, Hook, Horsley, London Road (Guildford), Martins Heron, Milford, New Milton, Witley.
- New taskforce set up to focus on initiatives to improve train performance.
- The first South West Trains Desiro UK train was unveiled on the Siemens test track in Germany exactly one year since the £1 billion train order was signed.

Press enquiries:  
Jane Lee  
South West Trains  
020 7620 5229

# Thames Trains

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	84.5%	9.1%	93.6%	1.1%	66,082
Oct-Dec 2001	76.9%	11.8%	88.7%	2.2%	66,179

## National Passenger Survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	82	11	6	70	73	79	74
Punctuality/reliability	76	11	14	63	65	69	61
Frequency of trains	75	11	14	69	70	73	73
Value for money	44	28	27	37	42	43	43
Info about train times/platforms	71	17	12	65	67	73	70
Upkeep and repair of train	60	24	16	44	51	57	61
Length of journey time	84	11	6	71	74	83	79
Amount of seats/standing space	65	20	16	55	60	67	65
Connections	69	23	8	63	63	70	60
Comfort of seats	62	25	13	50	55	62	61
Station ticket buying facilities	66	17	18	62	65	68	66
Appropriate environment to catch train	58	29	12	52	53	62	58

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Oct-Mar 02	50	47%	22%	32%	60%	69%
Oct-Mar 01	207	16%	7%	77%	54%	71%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total : Both Peaks		
	2000	2001	Difference	2000	2001	Difference	2000	2001	Difference
Inner	2.7%	2.8%	0.0%	1.8%	2.9%	1.1%	2.3%	2.9%	0.6%
Outer	1.3%	3.6%	2.3%	2.0%	0.5%	-1.4%	1.6%	2.2%	0.6%
Total	1.9%	3.3%	1.3%	1.9%	1.6%	-0.3%	1.9%	2.5%	0.6%

## Franchise Plan commitments

Clause	Item	Due date	Status/comments
12.1	Expend a cumulative total of £2m for the purposes of making improvements to passenger security, car parking for passengers and improved ticketing facilities as well as other station facilities.	31 Mar 2002	Delivered

## Actions to improve services to passengers

- 'TrainBus' integration campaign to promote 'RailLink' services and combined 'TrainBus' ticketing schemes – including promotional, publicity, customer information and advertising elements.
- Automatic ticket gates installed at Oxford, and working with LUL towards installation of gates at Ealing Broadway.
- Improved and expanded parking facility at Henley working with the local authority.
- Provision of secure cycle storage at Crowthorne.
- Rolling stock-refurbishment: 166 fleet completed and 165 fleet ongoing.

Press enquiries:  
Jonathan Radley  
Thames Trains  
0118 908 3637

# Thameslink

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	75.7%	12.2%	88.0%	2.4%	37,725
Oct-Dec 2001	60.4%	17.5%	77.9%	1.7%	38,188

## National Passenger Survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	70	17	13	70	73	70	70
Punctuality/reliability	63	13	25	63	65	62	61
Frequency of trains	73	12	15	69	70	74	74
Value for money	36	26	38	37	42	38	38
Info about train times/platforms	65	19	16	65	67	68	66
Upkeep and repair of train	53	25	22	44	51	54	54
Length of journey time	74	15	11	71	74	76	74
Amount of seats/standing space	51	20	28	55	60	55	51
Connections	65	25	10	63	63	64	67
Comfort of seats	50	28	22	50	55	53	54
Station ticket buying facilities	62	22	16	62	65	61	56
Appropriate environment to catch train	50	32	18	52	53	51	50

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Oct-Mar 02	39	62%	26%	12%	91%	97%
Oct-Mar 01	40	61%	31%	9%	92%	97%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total : Both Peaks		
	2000	2001	Difference	2000	2001	Difference	2000	2001	Difference
Inner (W'don/Sutton)	11.6%	9.7%	-1.9%	1.1%	6.6%	5.5%	6.9%	8.2%	1.3%
Outer (North/South)	2.8%	3.0%	0.2%	3.1%	3.2%	0.1%	2.9%	3.1%	0.2%
Total	4.4%	4.3%	-0.1%	2.7%	3.9%	1.2%	3.6%	4.1%	0.5%

## Franchise Plan commitments

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

## Actions to improve services to passengers

- Automatic Queuing system installed at St Albans station.
- New cycle racks installed at Bedford, Flitwick, and Harlington stations.
- "Daysave" ticket introduced – £10 anywhere on the Thameslink route offpeak tickets available via the web and selected outlets along the route at stations along the route.
- Project Beacon - a cultural change programme, empowering staff to implement change locally, expanded from St. Albans to Kings Cross and Bedford areas.

Press enquiries:  
Martin Walter  
Thameslink  
020 7620 5006

# Virgin CrossCountry

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	61.9%	10.5%	72.4%	2.0%	11,320
Oct-Dec 2001	46.4%	11.9%	58.3%	4.1%	11,445

## National Passenger Survey results – spring 2002

Factor	% % Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	78	9	14	80	73	80	65
Punctuality/reliability	65	9	26	68	65	66	46
Frequency of trains	72	15	14	78	70	68	58
Value for money	59	16	24	47	42	60	51
Info about train times/platforms	75	13	12	78	67	78	69
Upkeep and repair of train	70	16	13	69	51	67	72
Length of journey time	77	14	10	78	74	76	61
Amount of seats/standing space	70	16	14	71	60	73	75
Connections	61	24	15	63	63	64	46
Comfort of seats	68	18	14	67	55	70	71
Station ticket buying facilities	75	14	11	73	65	76	73
Appropriate environment to catch train	61	24	16	62	53	62	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
Oct-Mar 02	1,404	26%	31%	43%	68%	90%
Oct-Mar 01	2,172	28%	33%	39%	27%	58%

## Franchise Plan commitments

Clause	Item	Due date	Status/comments
7.1	The introduction of replacement rolling stock [new Voyager trains] into service with at least 40 of these vehicles in revenue earning service and comprising part of the Train Plan	30 June 2002	Delivered by January 2002
21	Hosting of Customer Consultation meeting	Every 3 months	Meetings held at Stockport and Birmingham New Street stations on 17th October 2001, and 9th January 2002

## Actions to improve services to passengers

- From 1 March 2002 (to run until 31 May 2002) Virgin Trains have an offer of 50% off all Virgin Value and Saver fares to holders of either an NUS card or Young Persons Railcard.

Press enquiries:  
Denize Quest  
Virgin Trains  
0870 789 1111

# Virgin West Coast

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	70.1%	8.0%	78.1%	1.5%	14,676
Oct-Dec 2001	53.0%	12.8%	65.8%	1.3%	14,535

## National Passenger Survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	75	12	13	80	73	75	65
Punctuality/reliability	64	12	24	68	65	68	50
Frequency of trains	74	16	11	78	70	81	73
Value for money	48	16	36	47	42	47	44
Info about train times/platforms	76	14	10	78	67	80	71
Upkeep and repair of train	62	22	17	69	51	67	67
Length of journey time	69	15	17	78	74	71	46
Amount of seats/standing space	69	19	12	71	60	68	68
Connections	57	28	15	63	63	63	42
Comfort of seats	63	24	14	67	55	63	65
Station ticket buying facilities	68	21	12	73	65	71	67
Appropriate environment to catch train	61	27	12	62	53	65	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
Oct-Mar 02	1177	22%	30%	48%	73%	91%
Oct-Mar 01	1693	31%	30%	39%	27%	60%

## Franchise Plan commitments

Clause	Item	Due date	Status/comments
2.5	A capital sum of £400,000 to be spent on improving new customer amenities at Preston station	31 March 2002	Commissioned. A major reconstruction of passenger facilities on Platforms 3 and 4 due for completion by May 2002.
36	Hosting of Customer Consultation meeting	Every three months	Meeting held at Stockport and Birmingham New Street stations on 17th October 01, and 9th January 02.

## Actions to improve services to passengers

- The new Pendolino train (due into passenger service from Summer 2002) has successfully completed 90 mph test runs between Carnforth and Carlisle.
- West Coast has this year received its first Secure Accreditation station awards (the first to be given in the North West) at Lancaster, Macclesfield, Warrington Bank Quay, Penrith and Oxenholme (the Lake District) stations.
- Secured car park accreditation has been achieved at Macclesfield, Runcorn (all 3 car parks), Penrith and Carlisle stations.
- From 1 March 2002 (to run until 31 May 2002) Virgin Trains have an offer of 50% off all Virgin Value and Saver fares to holders of either an NUS card or Young Persons Railcard.
- Introduction and pilot of new style colour coded timetable booklets and accompanying route maps.

Press enquiries:  
Denize Quest  
Virgin Trains  
0870 789 1111

# WAGN

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	75.9%	12.4%	88.3%	2.8%	80,636
Oct-Dec 2001	65.4%	16.1%	81.5%	3.7%	81,597

## National Passenger Survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	64	18	18	70	73	65	63
Punctuality/reliability	52	12	35	63	65	53	49
Frequency of trains	65	15	19	69	70	64	64
Value for money	32	27	40	37	42	32	30
Info about train times/platforms	56	16	28	65	67	57	57
Upkeep and repair of train	46	26	28	44	51	53	52
Length of journey time	67	18	14	71	74	65	63
Amount of seats/standing space	56	20	24	55	60	53	56
Connections	61	29	11	63	63	60	58
Comfort of seats	53	30	17	50	55	53	54
Station ticket buying facilities	61	20	18	62	65	61	64
Appropriate environment to catch train	46	28	26	52	53	48	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	
Oct-Mar 02	54	48%	50%	2%	43%	53%	
Oct-Mar 01	62	51%	43%	6%	97%	98%	

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total: Both Peaks		
	2000	2001	Difference	2000	2001	Difference	2000	2001	Difference
Inner	2.1%	1.8%	-0.3%	1.6%	1.7%	0.1%	1.9%	1.8%	-0.1%
Outer	3.6%	2.7%	-0.9%	1.6%	1.4%	-0.2%	2.7%	2.1%	-0.6%
<b>Total</b>	<b>2.8%</b>	<b>2.3%</b>	<b>-0.5%</b>	<b>1.6%</b>	<b>1.6%</b>	<b>0.0%</b>	<b>2.3%</b>	<b>2.0%</b>	<b>-0.3%</b>

## Franchise Plan commitments

Clause	Item	Due date	Status/comments
16A	£60K spend on improvements to Cambridge station waiting room.	31 January 2001	Signed off 28 February 2002
16B	£100K spend on repainting of Great Northern stations.	31 January 2001	Signed off 4 March 2002

## Actions to improve services to passengers

- Painting and re-signage of station on the Southbury loop commenced recently. Re-signage of Walthamstow Central has been completed.
- Installation of a coffee bar on the London-bound platforms at Welwyn Garden City has been completed and the creation of an art gallery in the platform building at Bowes Park is still ongoing.
- Re-lamping of Turkey Street, Clapton underbridge, Seven Sisters subway and Brimsdown subway all completed.

Press enquiries:  
WAGN Press  
Office  
020 7713 2168

# Wales & Borders Trains

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	83.2%	7.7%	90.9%	0.7%	44,909
Oct-Dec 2001	73.2%	11.4%	84.6%	1.2%	38,585

## National Passenger Survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	79	11	10	77	73	n/a	n/a
Punctuality/reliability	72	11	16	69	65	n/a	n/a
Frequency of trains	66	11	23	71	70	n/a	n/a
Value for money	61	19	20	56	42	n/a	n/a
Info about train times/platforms	66	15	18	69	67	n/a	n/a
Upkeep and repair of train	62	20	18	60	51	n/a	n/a
Length of journey time	81	10	8	81	74	n/a	n/a
Amount of seats/standing space	64	15	21	68	60	n/a	n/a
Connections	62	21	17	62	63	n/a	n/a
Comfort of seats	62	22	16	63	55	n/a	n/a
Station ticket buying facilities	66	13	21	71	65	n/a	n/a
Appropriate environment to catch train	50	26	24	54	53	n/a	n/a

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Oct-Mar 02	258	11%	18%	72%	100%	n/a
Oct-Mar 01	n/a	n/a	n/a	n/a	n/a	n/a

## Franchise Plan commitments

Clause	Item	Due date	Status/comments
13A	All Class 158 units to be fitted with sanding equipment.	31 December 2001	Delivered

## Benefits procured for passengers by SRA

30 Sept 2001: SRA funding for additional Sunday services on the Heart of Wales line (including Spring and Autumn services).  
January 2002: SRA funding for an additional train, strengthening service provision on the 'Taff Corridor' in Cardiff.

## Actions to improve services to passengers

- Carmarthen Station received Secure Station Accreditation.
- New environmentally friendly air conditioning on Class 158 fleet.
- Entire Valley Lines Class 143 fleet has new livery and internal refurbishment.
- Enhanced website, including trial of real time information and the addition of on line publications and information on engineering dates.
- A comprehensive Meet the Manager programme implemented across the Wales & Borders network to give customers an opportunity to meet the Managing Director and key station managers.
- Travelling cleaners introduced on Aberystwyth – Birmingham and Chester – Birmingham services.
- All vehicles have been fitted with new improved safety signage.

Press enquiries:  
Leigh Franks  
Wales & Borders  
07071 881278

# Wessex Trains

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
Jan-Mar 2002	83.8%	7.5%	91.3%	1.0%	29,715
Oct-Dec 2001	78.4%	10.1%	88.6%	1.3%	25,860

## National Passenger Survey results – spring 2002

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2001 % Satisfied or good
Overall opinion	77	12	10	77	73	n/a	n/a
Punctuality/reliability	78	9	13	69	65	n/a	n/a
Frequency of trains	69	14	17	71	70	n/a	n/a
Value for money	55	22	23	56	42	n/a	n/a
Info about train times/platforms	75	13	12	69	67	n/a	n/a
Upkeep and repair of train	49	22	29	60	51	n/a	n/a
Length of journey time	84	11	5	81	74	n/a	n/a
Amount of seats/standing space	64	19	18	68	60	n/a	n/a
Connections	58	24	18	62	63	n/a	n/a
Comfort of seats	56	22	23	63	55	n/a	n/a
Station ticket buying facilities	75	14	11	71	65	n/a	n/a
Appropriate environment to catch train	56	27	17	54	53	n/a	n/a

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Oct-Mar 02	61	39%	61%	0%	100	n/a
Oct-Mar 01	n/a	n/a	n/a	n/a	n/a	n/a

## Franchise Plan commitments

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

## Actions to improve services to passengers

- Remodelled entrance to station and car park, and new short stay bus/taxi facilities, at Cheltenham Spa.
- Station approach road at Crediton providing level access to station.
- New station forecourt and car park at Falmouth.
- PA system installed at Filton Abbey Wood.
- New cycle facilities at Weston-super-Mare.
- Introduction of Devon Railcard to provide discounted leisure travel for Devon residents.
- Five-day season ticket introduced on Exmouth - Exeter line.
  - In January 2002 Wessex Trains announced a fares freeze for 12 months.
  - Enhanced website, including trial of real time information.
  - Increased ticket office opening hours at a number of Wessex stations.

Press enquiries:  
Richard Gibson  
Wessex Trains  
07071 331 323



# The train operating companies and their franchisees

Franchise	Franchisee	Franchise length	Franchise termination date
Anglia Railways	GB Railways Group Plc	7 yrs 3 mth	April 2004
Arriva Trains Merseyside	Arriva PLC	3 yrs	February 2003
Arriva Trains Northern	Arriva PLC	3 yrs	February 2003
C2C	National Express Group PLC	15 yrs	May 2011
Central Trains	National Express Group PLC	7 yrs 1 mth	April 2004
Chiltern Railways	M40 Trains Limited (John Laing plc)	20 yrs	December 2021
Connex South Eastern	Connex Transport UK Limited	15 yrs	October 2011
First Great Eastern	FirstGroup PLC	7 yrs 3 mth	April 2004
First Great Western	Great Western Holdings Limited (subsidiary of FirstGroup PLC)	10 yrs	February 2006
First North Western	Great Western Holdings Limited (subsidiary of FirstGroup PLC)	7 yrs 1 mth	April 2004
Gatwick Express	National Express Group PLC	15 yrs	May 2011
Great North Eastern Railway	GNER Holdings Limited (subsidiary of Sea Containers Ltd)	9 yrs	April 2005
Island Line	Stagecoach Holdings PLC	7 yrs	September 2003
Midland Mainline	National Express Group PLC	12 yrs	April 2008
ScotRail	National Express Group PLC	7 yrs	April 2004
Silverlink	National Express Group PLC	7 yrs 6 mth	October 2004
South Central	GOVIA Limited		May 2003
South West Trains	Stagecoach Holdings PLC	7 yrs	February 2003
Thames Trains	The Go-Ahead Group Plc	7 yrs 6 mth	April 2004
Thameslink Rail	GOVIA Limited (Go-Ahead Group and Keolis SA)	7 yrs 1 mth	April 2004
Virgin CrossCountry	Virgin Rail Group Limited	15 yrs	April 2012
Virgin West Coast	Virgin Rail Group Limited	15 yrs	March 2012
West Anglia Great Northern	National Express Group PLC	7 yrs 3 mths	April 2004
Wales & Borders Trains	National Express Group PLC		April 2004
Wessex Trains	National Express Group PLC		April 2004

## Note

- Negotiations are ongoing with GOVIA Limited to replace the current South Central franchise with a new 20 year franchise, and with Stagecoach Holdings PLC to replace the current South West Trains franchise with a new 20 year franchise. New contracts are expected to be in place on those franchises by the end of the year.

# Explanatory notes

## Public Performance Measure

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

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

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

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

• P1	1.4.01	–	28.4.01
• P2	29.4.01	–	26.5.01
• P3	27.5.01	–	23.6.01
• P4	24.6.01	–	21.7.01
• P5	22.7.01	–	18.8.01
• P6	19.8.01	–	15.9.01
• P7	16.9.01	–	13.10.01
• P8	14.10.01	–	10.11.01
• P9	11.11.01	–	8.12.01
• P10	9.12.01	–	5.1.02
• P11	6.1.02	–	2.2.02
• P12	3.2.02	–	2.3.02
• P13	3.3.02	–	31.3.02

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

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

## National Passenger Survey

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

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

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

- 1 Overall satisfaction with the journey
- 2 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 900 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.

The SRA reports 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 and for Long Distance High Speed operators. There are a few exceptions to this – for Island Line we aim at 250 and for the three largest operators in terms of passenger journeys, we aim at 1,500 passengers.

## Complaints

Train operators report to the SRA the total number of complaints that they receive from passengers. This data is presented as the number of complaints received per 100,000 passenger journeys. Relating the number of complaints to the number of passenger journeys takes account of the differing size of each operator's business and the number of passengers that each operator carries.

However, caution should be used in making direct comparisons between operators as passengers' propensity to complain appears to differ according to the type of journey that they are making. Three operators, Arriva Trains Northern, Virgin CrossCountry and Virgin West Coast are unable to differentiate between telephone complaints and telephone enquiries. Therefore, the total telephone complaints figure for these companies includes both complaints and enquiries, which will inflate the total number of complaints received per 100,000 passenger journeys. It should also be noted that complaints for Wales & Borders Trains and Wessex Trains are handled by the same department and that telephone complaints for both companies cannot be separated and have been recorded solely against Wales & Borders Trains.

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

The SRA also requires operators to report on the numbers of complaints made in writing, made by pre-printed comment form and made by telephone. This allows us to measure the extent to which operators make it easy for passengers to contact them. A particular method of contact is the pre-printed comment or claim form, which operators should make available at stations and on trains.

#### SRA incentive payments/penalties

The figures in the table reflect the sums actually paid to date in respect of performance in the period 1 April 2001 to 31 March 2002. These are based on the arrangements described below for PIP, SFIP and TCIP. See 'Changes to incentive regimes since April 2001' below for details of adjustments to be retrospectively applied to these payments and changes to the scope of the services now covered by the incentive regimes.

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

\* Two operators' benchmarks were raised above annual average performance levels in the pre-franchising period. These were Arriva Trains Merseyside (all service groups) and Central Trains (Snow Hill peak, New Street peak, and New Street off peak service groups only). Chiltern Railways' benchmarks have, since 1 April 2001, been based on agreed performance targets that are tighter than historic average levels of performance.

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

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

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

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

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

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

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

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

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

Generally, the SRA performance regimes apply regardless of cause, but operators have separate arrangements with Railtrack that provide compensation where delays are caused by Railtrack. However, as the First Great Western regime is not reflected in arrangements with Railtrack, the penalties are capped or waived for certain causes outside First Great Western's control.

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

## Explanatory notes continued

### Changes to incentive regimes since April 2001

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

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

### Passengers in excess of capacity (PIXC)

The SRA monitors overcrowding on London commuter services, and also Edinburgh services across the Forth Bridge. The Passenger Transport Executives monitor capacity on services into Glasgow, Merseyside, Manchester, Birmingham, Sheffield and Leeds.

The regime that the SRA uses is called 'Passengers In Excess of Capacity' (PIXC). This applies to weekday commuter trains arriving in London or Edinburgh between 07:00 and 09:59 and those departing between 16:00 and 18:59.

PIXC is derived from the number of passengers travelling in excess of capacity on all of the services divided by the total number of passengers travelling, expressed as a percentage. The SRA has set limits on the level of acceptable PIXC at 4.5% on one peak and 3.0% across both peaks. Most of the PTEs use a similar method.

All the train operators have to make reasonable endeavours to alleviate overcrowding under their franchise agreement signed with the SRA. The train operating company must conduct an annual Autumn count and the SRA can order recounts if necessary. Results are compared with the contractual limit and the operator must agree with the SRA a timetable/train plan to comply with the limit over the next year, and subsequently throughout the franchise term.

Capacity is deemed to be the number of standard class seats on the train for journeys of more than 20 minutes; for journeys of 20 minutes or less, an allowance for standing room is also made. The allowance for standing varies with the type of rolling stock but, for modern sliding door stock, is typically of the order of 35% of the number of seats.

### Franchise Plan Commitments

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

### Benefits procured by SRA

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

### Changes to contract

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

### Actions to improve services to passengers

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

### Acronyms/abbreviations

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

Earlier editions of *On Track*, can be accessed on the SRA website at [www.sra.gov.uk](http://www.sra.gov.uk)