

# On Track

Rail performance trends





# Contents

Commentary	2
Public Performance Measure (PPM)	
– Performance table	4
– Summary data (charts)	5
National Passenger Survey (NPS)	7
Passenger complaints data	14
Payments/penalties to operators under SRA incentive regimes	18
Subsidy per passenger kilometre	20
Passengers In Excess of Capacity (PIXC)	21
Individual operator data (PPM data, NPS results, complaints data, PIXC, franchise plan commitments, changes to contract, benefits procured by SRA, actions to improve services to passengers)	
<i>Anglia Railways</i>	22
<i>Arriva Trains Merseyside</i>	23
<i>Arriva Trains Northern</i>	24
<i>c2c</i>	25
<i>Central Trains</i>	26
<i>Chiltern Railways</i>	28
<i>Connex South Eastern</i>	29
<i>First Great Eastern</i>	30
<i>First Great Western</i>	31
<i>First North Western</i>	32
<i>Gatwick Express</i>	33
<i>GNER</i>	34
<i>Island Line</i>	36
<i>Midland Mainline</i>	37
<i>ScotRail</i>	38
<i>Silverlink</i>	40
<i>South Central</i>	41
<i>South West Trains</i>	43
<i>Thames Trains</i>	45
<i>Thameslink</i>	46
<i>Virgin CrossCountry</i>	47
<i>Virgin West Coast</i>	48
<i>WAGN</i>	49
<i>Wales &amp; Borders Trains</i>	50
<i>Wessex Trains</i>	51
Train operating companies and their franchisees	52
Explanatory notes	53

# Commentary

This is the seventh edition of *On Track*, and the first since the publication of the SRA's second Strategic Plan in January 2003. The document provides a comprehensive overview of passenger train performance, passengers' views on services, passenger complaints to train operators and financial penalties and payments made, by and to, train operators.

## Public Performance Measure

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

Comparing Quarter 4 this year against the same period last year, 12 train operating companies show a decrease in performance compared to the last quarter; 2 operators show little change; 12 operators show an improvement, notably: Arriva Trains Merseyside (up 14 points), GNER (up 6 percentage points) and WAGN (up 5 points).

Compared with last year two sectors show a decline and one an improvement:

- Long distance operators decreased by 3 points
- Regional operators increased by 2 points
- London and South East operators decreased by 2 percentage points

The SRA leads industry forums which aim to drive up performance, such as the National Task Force, and to develop initiatives to deal with the core issues. When published, the Capacity Utilisation Policy has resulted in a review of the timetable to make better use of the network and reduce the pressure on pinch points on the railways. The results of this should be seen in the coming 18 months, and improve resilience and reliability for train operators. The SRA has also been at the forefront of the Service Recovery pilot, which has been introduced to encourage operators and Network Rail to manage delays and disruption better, and return to good punctuality more quickly. Following a successful pilot, the scheme is being

extended in the year ahead. For the replacement franchises, the SRA is developing new performance regimes to encourage franchise operators to improve their performance year-on-year.

## National Passenger Survey

The National Passenger Survey (NPS) provides a network-wide picture of customer satisfaction with rail travel. The NPS has been conducted twice yearly since 1999. The results of the Spring 2003 survey (February/March) are reported in this issue of *On Track*.

We have adopted a new graphical format for presenting the key results on pages 8 to 13. There, we highlight the trends in passengers' overall opinion of their journey and satisfaction with two key aspects of the service: the punctuality/reliability of the trains and the way in which the train operating company is dealing with delays.

The individual train operator pages 22 to 51 have been revised following an updated assessment of the key drivers of overall opinion. They now contain the results for the 'top ten' most important aspects of the service, along with other selected key aspects.

## Highlights of the Spring 2003 survey:

- Nationally, overall opinion of the journey has increased to 74% of passengers being satisfied, from 72% a year ago, a slow but steady recovery from the low point of Spring 2001. Amongst all key aspects of service rated, passenger satisfaction is higher this Spring than in Spring 2002 for most aspects and none has shown a decline.
- Satisfaction with punctuality/reliability has declined by 4% from the Autumn 2002 survey and is now 1% above this time last year.
- Over the last year, a significant number of TOCs have seen improvement in the rating of their ability to deal with delays, which is an encouraging result and counterbalances the dissatisfaction with punctuality/reliability according to the National Passenger Survey.
- Satisfaction with the provision of information about train times/platforms and the provision of information during the journey has increased

markedly, continuing a long-term trend in improvement in these areas. Also showing significant increases were passengers' ratings of the attitudes and helpfulness of station staff (particularly on Arriva Trains Merseyside, Gatwick Express and WAGN)

Amongst the train operators, the highest levels of overall satisfaction were recorded for Arriva Trains Merseyside (88%), Chiltern Railways (89%), Island Line (88%). Significant increases in overall satisfaction were achieved by First North Western, Wessex and a further nine TOCs.

There were three TOCs which saw declining passenger satisfaction: Anglia Railways were rated 11% lower than last Spring, Thames Trains were rated 9% lower and Connex South Eastern remained as the lowest rated TOC, down by 4% to 65% passenger satisfaction.

#### Complaints

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

For the industry as a whole in 2002-03 Q4 the level of complaints per 100,000 journeys increased by 8 per cent on the same quarter in the previous year. Over this period 10 operators recorded an increase in complaints while 15 recorded a decrease. Train service performance accounted for much of the increase in complaints and accounts for more than half of all complaints.

While the number of complaints increased between 2001-02 Q4 and 2002-03 Q4, some operators were able to handle the increase without a deterioration in response times. 17 operators recorded either an improvement or no change in the percentage of complaints handled within the target set up the SRA, while 8 showed a reduction. For the number of complaints handled within 20 days, 17 operators recorded either an improvement or no change in the percentage of complaints handled within 20 days, while 8 showed a reduction.

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

Since 2001 train operators have introduced nearly 14,000 additional spaces every day into the AM and PM peaks, this has helped to reduce the number of passengers in excess of capacity by 16%.

In 2002, 2.9% of all AM and PM peak passengers were in excess of capacity, compared to the 2001 figure of 3.6%. With 2.4% fewer passengers in the AM peak, countered by 2.4% more passengers in the PM peak, the overall number of passengers travelling in the AM and PM peaks is very similar to the figures recorded in 2001.

#### Incentive Regimes

During the period covered by *On Track* a net payment of £53.5m was received by the SRA from operators.

The SRA received net incentive payments from operators of £80.2m in the year ending 31 March 2003. This compares with a net figure of £82.5m in the previous year ending 31 March 2002.

Quarterly figures are based on the following periods:

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

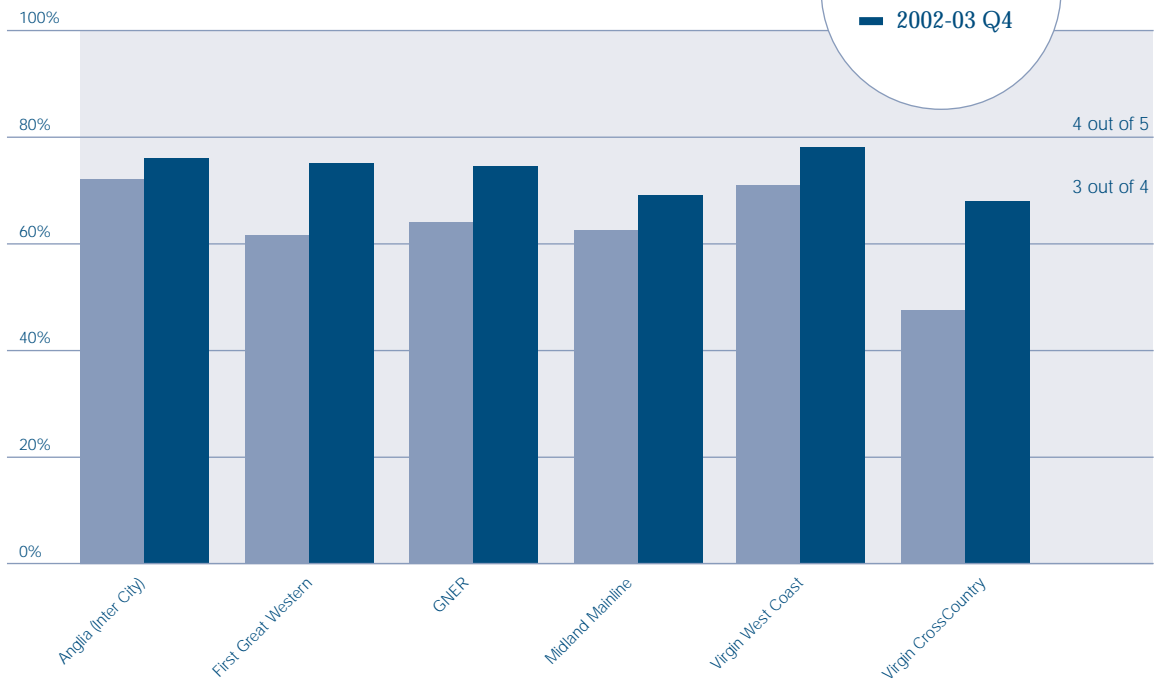
# Performance table

## Public Performance Measure by train operating company Percentage of trains arriving on time 2001-02 Q4 to 2002-03 Q4

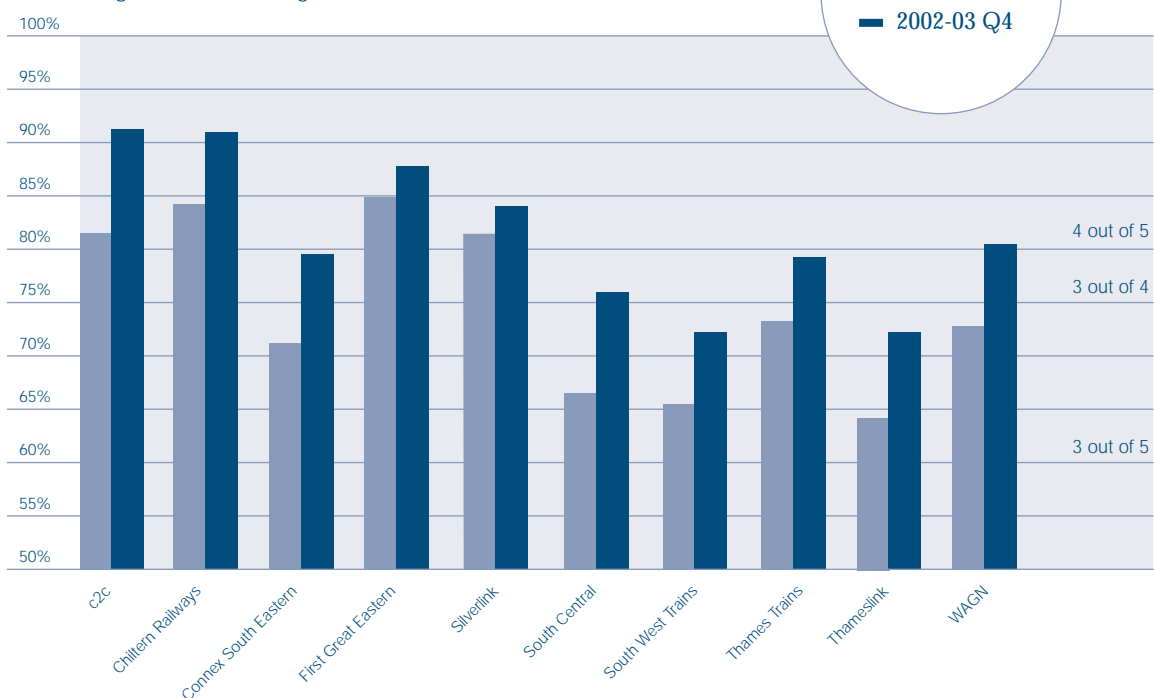
	2001-02 Q4	2002-03 Q1	2002-03 Q2	2002-03 Q3	2002-03 Q4	Year to 31 March 2003
<b>Long Distance operators</b>						
Anglia (InterCity)	82.3	82.0	78.6	71.8	75.9	77.3
First Great Western	76.8	76.6	73.2	61.4	75.2	71.9
Great North Eastern Railway	69.2	72.0	71.4	64.0	74.8	70.8
Midland Mainline	77.6	83.5	79.7	62.4	69.1	73.6
Virgin West Coast	78.1	77.4	67.5	70.9	77.8	73.5
Virgin CrossCountry	72.4	68.5	66.8	47.6	67.8	61.7
Sector Level	75.9	76.3	72.0	61.2	73.0	70.6
<b>London and SE operators All day</b>						
c2c	88.9	88.1	84.4	81.7	91.2	86.3
Chiltern Railways	89.6	89.8	88.0	84.2	90.7	88.4
Connex South Eastern	84.0	84.7	84.1	71.2	79.7	80.1
First Great Eastern	91.3	90.6	89.6	84.9	87.8	88.4
Silverlink	86.5	86.0	85.5	81.5	84.1	83.9
South Central	81.1	84.8	81.7	66.5	75.9	77.2
South West Trains	71.2	75.1	75.9	65.4	72.2	72.0
Thames Trains	84.5	84.1	79.9	73.3	79.2	79.2
Thameslink	75.7	80.8	75.8	64.3	72.1	73.1
West Anglia Great Northern	75.9	79.8	82.7	72.7	80.5	78.7
Sector Level	81.1	83.1	81.9	71.9	79.1	79.0
<b>London and SE operators Peak</b>						
c2c	88.1	87.2	83.9	81.7	89.5	85.5
Chiltern Railways	85.3	89.3	88.1	79.8	87.7	86.0
Connex South Eastern	80.2	81.9	84.4	62.5	71.4	75.3
First Great Eastern	88.3	87.0	89.4	79.3	82.5	84.7
Silverlink	82.4	81.4	81.9	81.1	85.5	82.4
South Central	75.4	83.2	83.1	60.2	72.4	74.6
South West Trains	66.7	75.5	79.5	62.9	67.5	71.1
Thames Trains	79.7	79.7	76.4	65.0	69.3	72.7
Thameslink	69.6	79.4	74.4	57.7	65.0	69.3
West Anglia Great Northern	69.4	73.6	78.8	63.6	72.6	72.1
Sector Level	76.6	80.7	82.1	66.2	73.9	75.7
<b>Regional operators</b>						
Anglia Locals	85.4	84.7	84.1	79.1	87.6	84.0
Arriva Trains Merseyside	79.4	88.4	93.6	90.5	93.3	91.5
Arriva Trains Northern	81.2	83.8	80.5	75.2	82.3	80.4
Central Trains	77.2	77.7	70.8	61.5	72.9	70.6
First North Western	84.1	83.0	79.2	73.1	86.0	80.6
Gatwick Express	84.1	87.0	86.0	74.1	80.1	82.1
Island Line	96.0	96.7	95.6	97.0	98.0	96.8
ScotRail	79.4	85.9	81.1	78.1	83.8	82.1
Wales & Borders Trains	83.2	82.8	80.0	72.3	83.8	79.9
Wessex Trains	83.8	83.7	81.2	75.2	84.2	81.1
Sector Level	81.2	83.6	80.3	74.7	83.2	80.5
<b>National Level</b>	<b>80.9</b>	<b>83.0</b>	<b>80.8</b>	<b>72.6</b>	<b>80.5</b>	<b>79.2</b>

# Summary performance figures

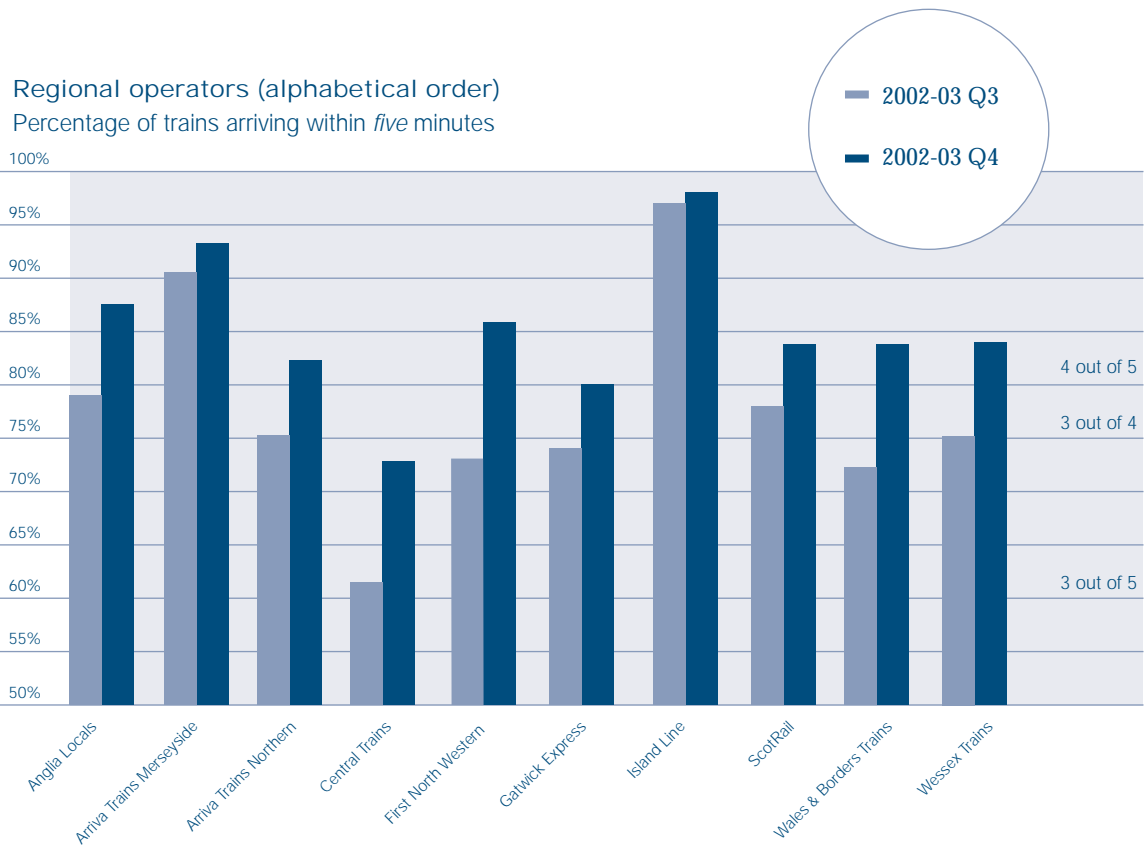
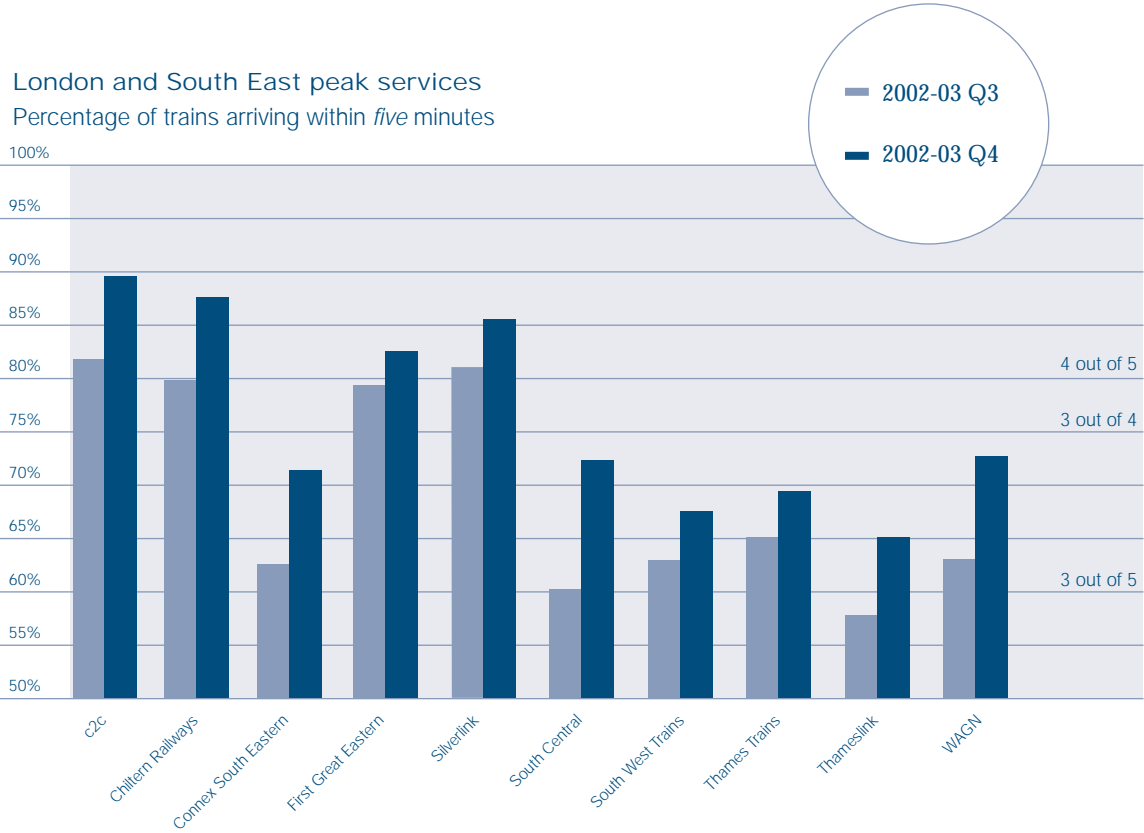
Long distance high speed  
Percentage of trains arriving within *ten* minutes



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



Summary performance figures continued





National passenger survey – wave 8 Spring 2003

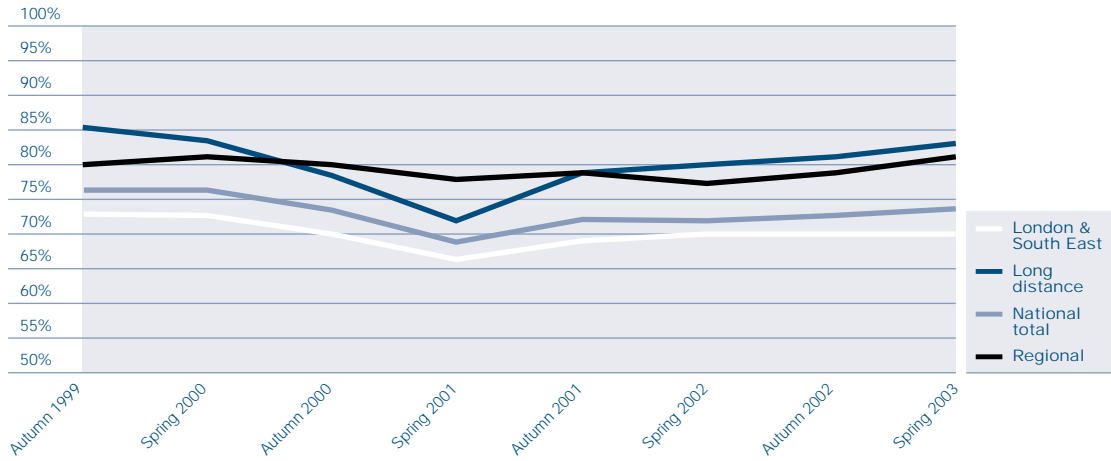
# National level results (all respondents) overall opinion and key service factors

	% satisfied or good	Spring 2003 % neither/nor	% dissatisfied or poor	Autumn 2002 % satisfied or good	Spring 2002 % satisfied or good
Overall opinion of journey	74	15	11	73	72
How TOC deals with delays	30	41	29	28	27
Value for money	43	23	34	43	42
<b>Station factors</b>					
How staff handle requests	81	6	12	80	79
Appropriate environment to catch the train	56	28	17	54	53
Ticket Buying facilities	67	17	16	65	65
Information about train times/platforms	72	14	14	71	67
<b>Train factors</b>					
Punctuality/reliability	66	10	23	70	65
Length of journey time	77	14	9	78	74
Ease of getting on/off	71	18	11	70	69
Amount of seats/standing space	59	18	23	60	59
Frequency	72	12	16	73	70
Cleanliness	56	20	24	55	54
Comfort of seats	58	23	19	56	55

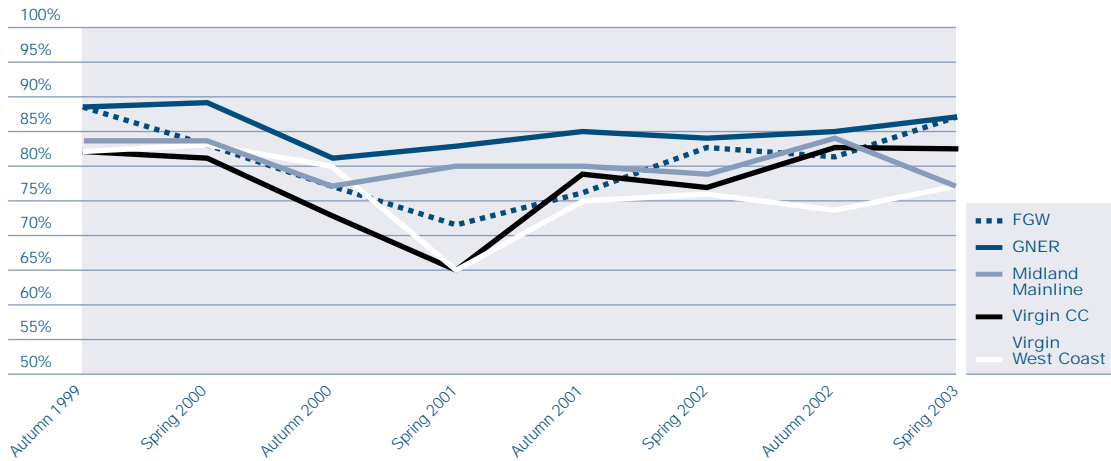
National passenger survey – wave 8 Spring 2003

# Overall opinion of journey

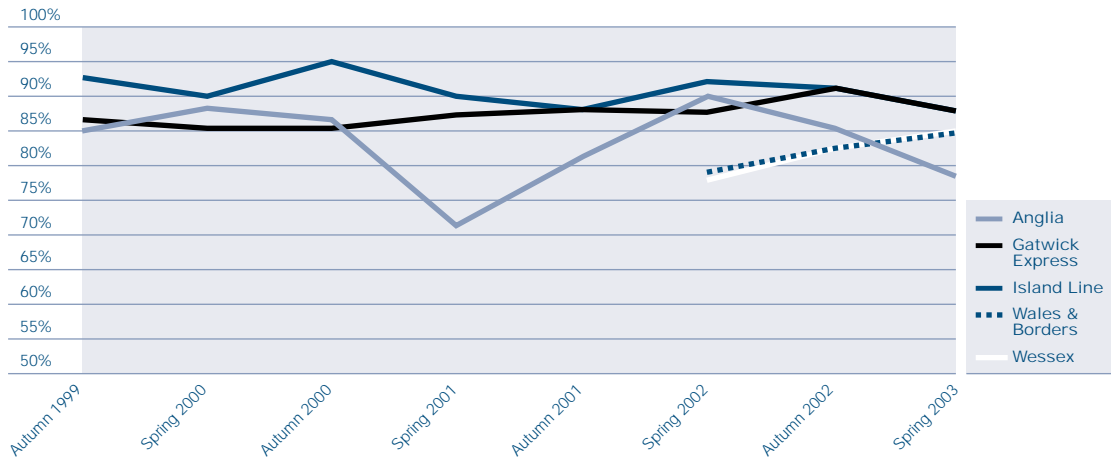
National and TOC types  
Percentage of passengers satisfied



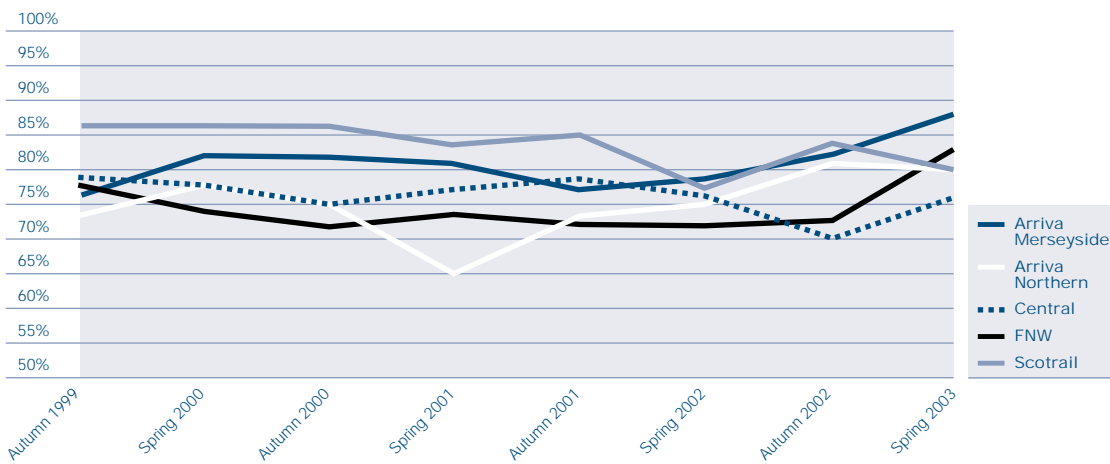
High speed long distance  
Percentage of passengers satisfied



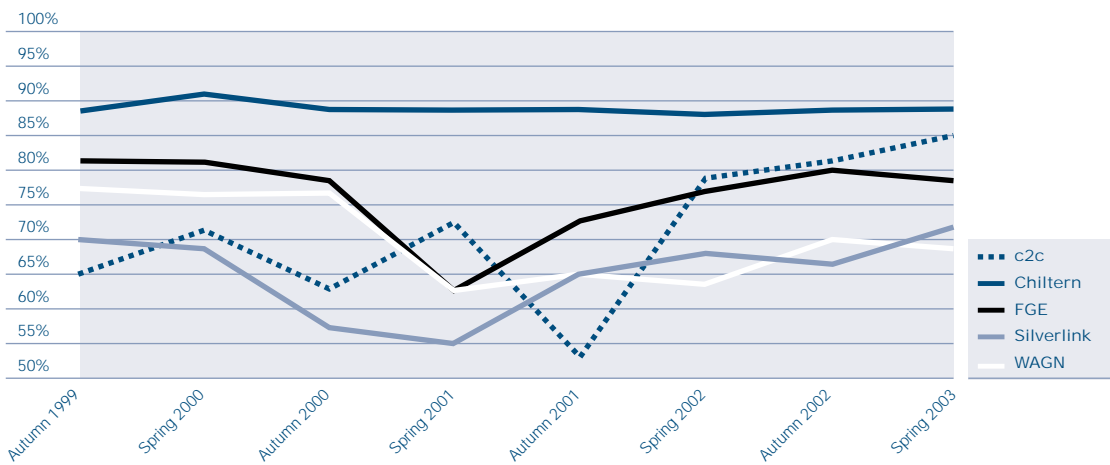
Regional operators (1)  
Percentage of passengers satisfied



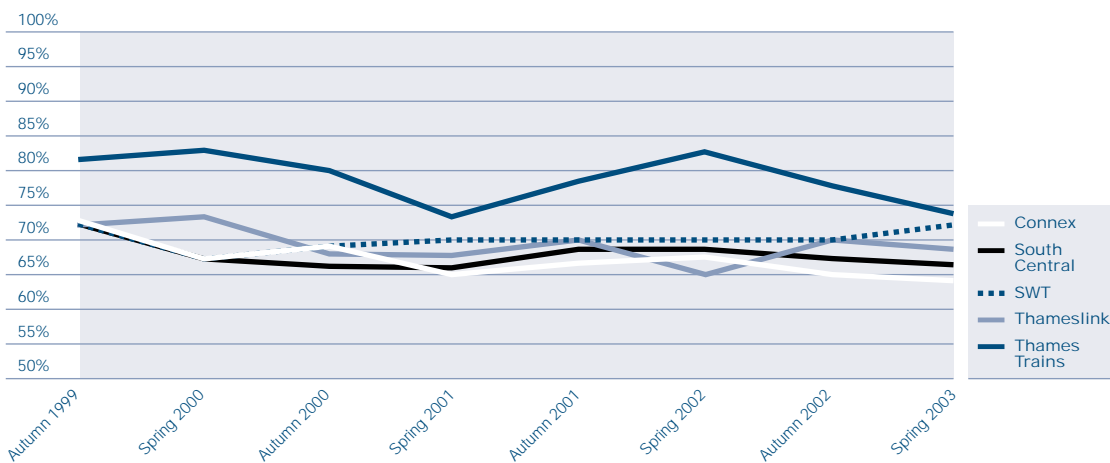
Regional operators (2)  
Percentage of passengers satisfied



London & South East (1)  
Percentage of passengers satisfied



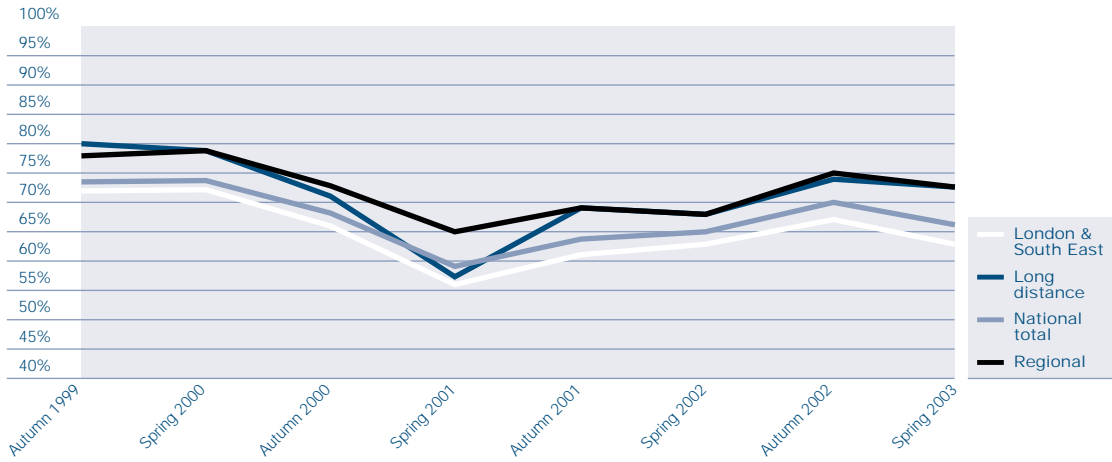
London & South East (2)  
Percentage of passengers satisfied



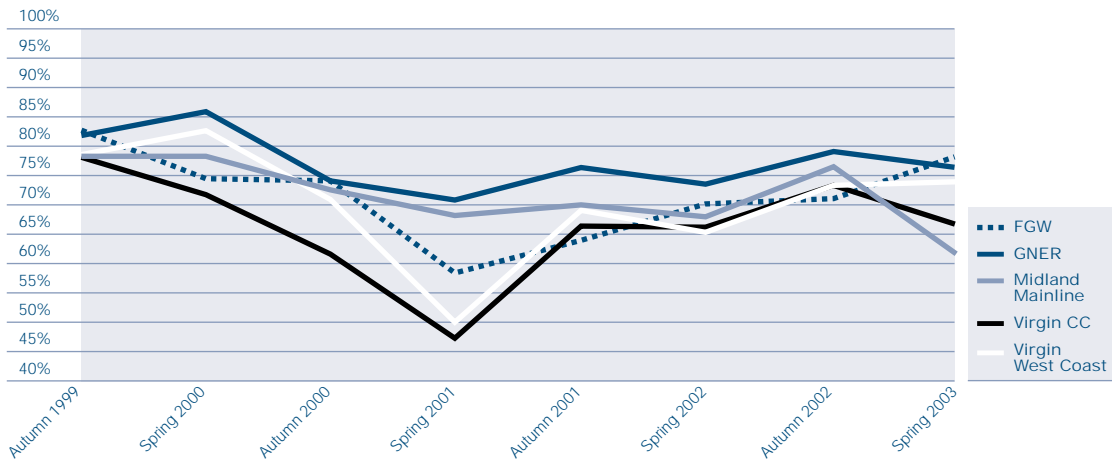
National passenger survey – wave 8 Spring 2003 continued

# Punctuality/reliability

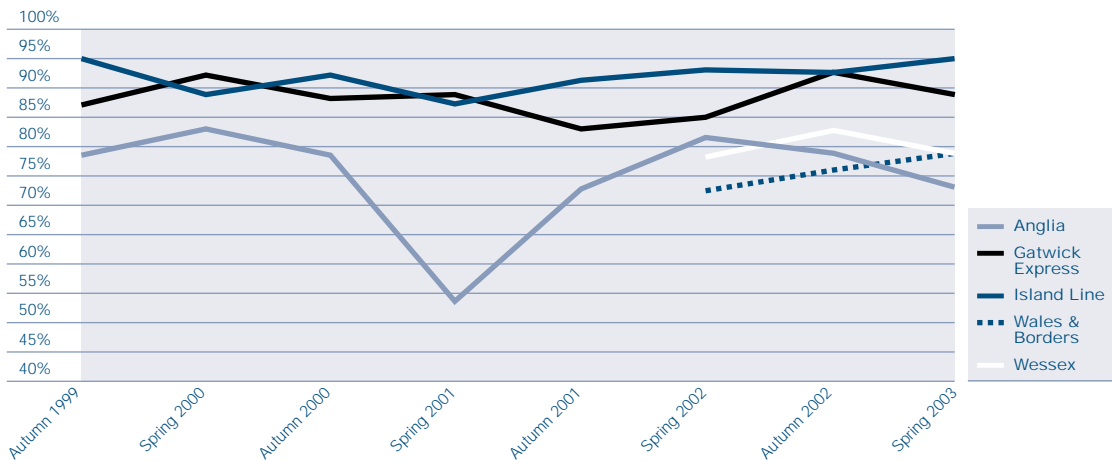
National and TOC types  
Percentage of passengers satisfied



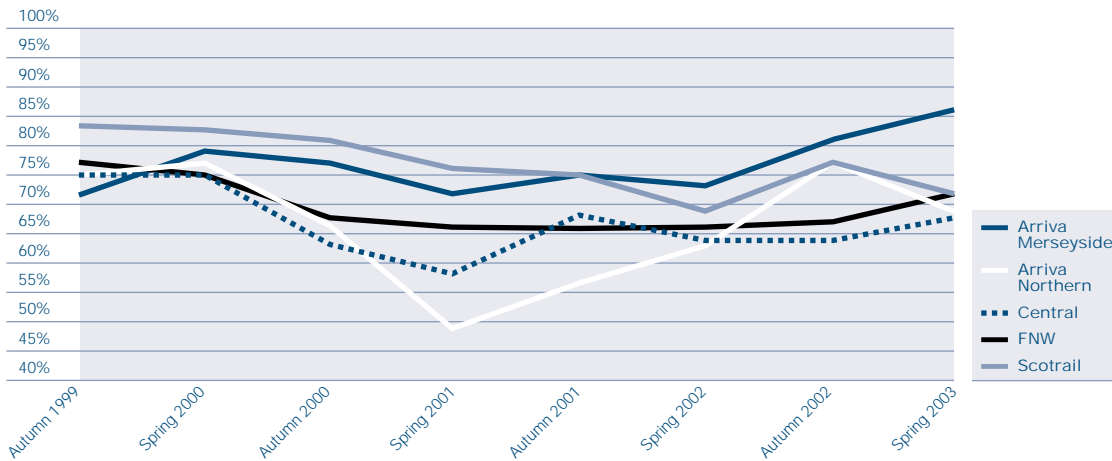
High speed long distance  
Percentage of passengers satisfied



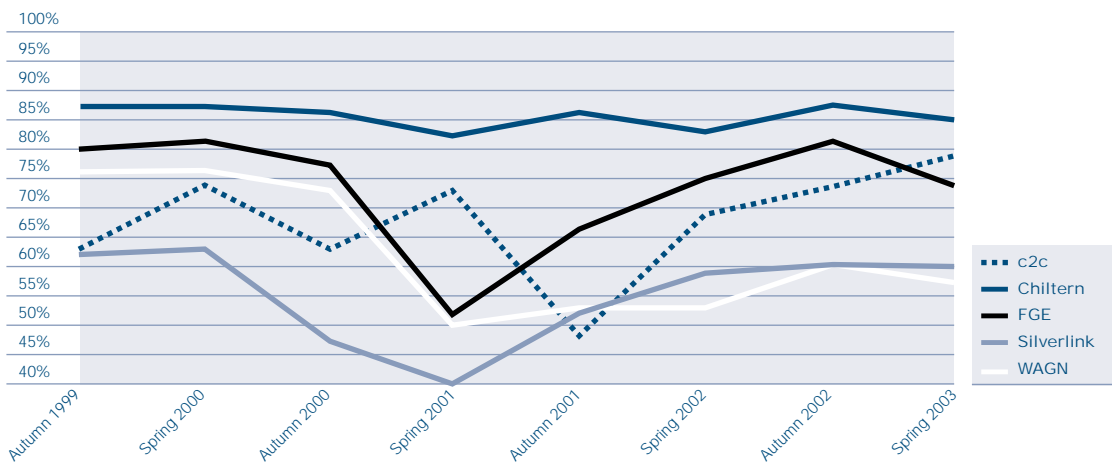
Regional operators (1)  
Percentage of passengers satisfied



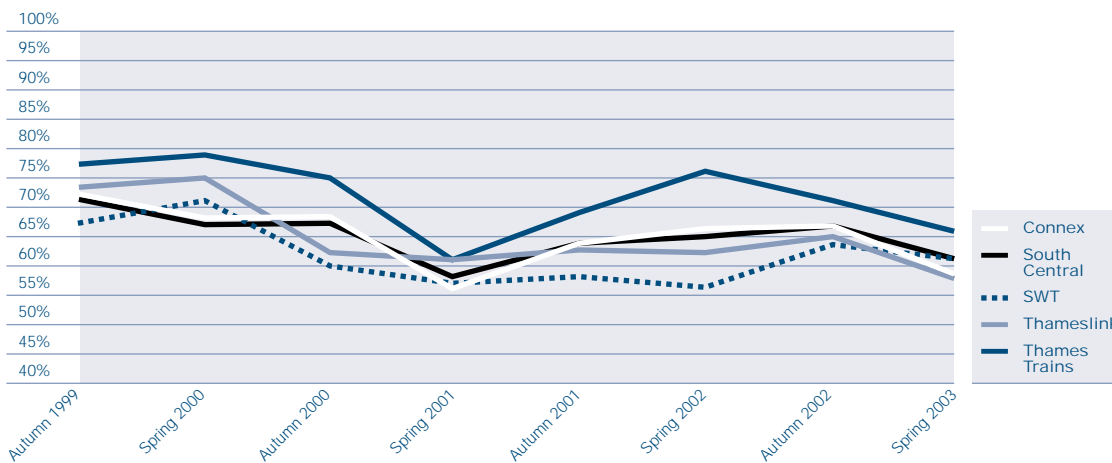
### Regional operators (2) Percentage of passengers satisfied



### London & South East (1) Percentage of passengers satisfied



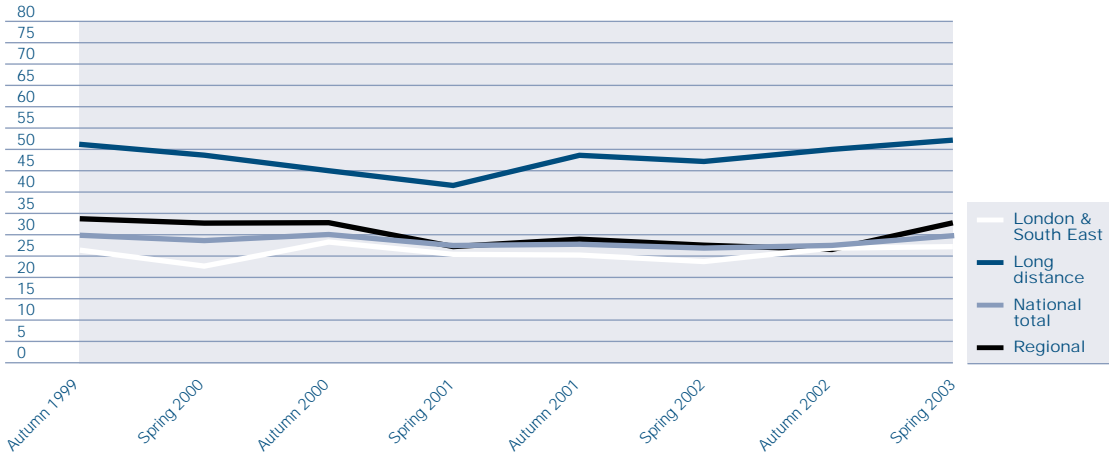
### London & South East (2) Percentage of passengers satisfied



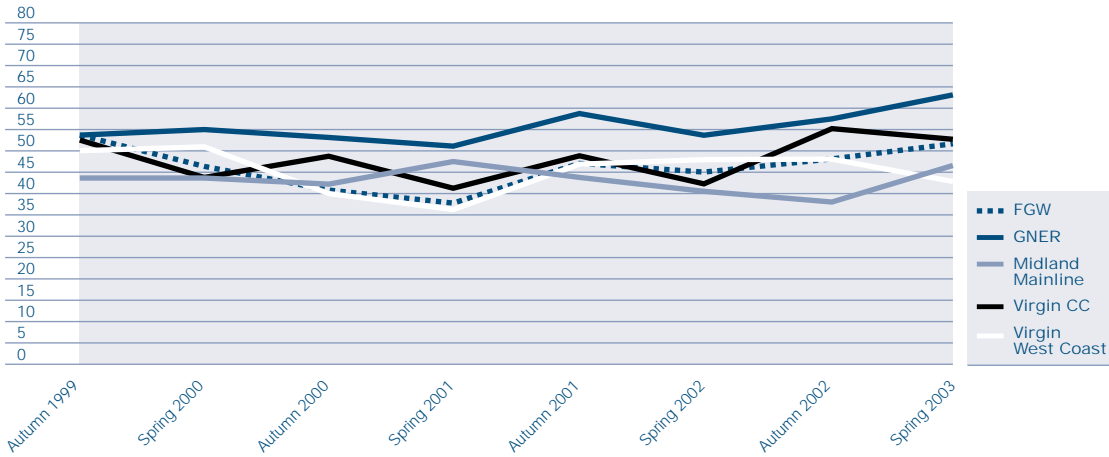
National passenger survey – wave 8 Spring 2003 continued

# Dealing with delays

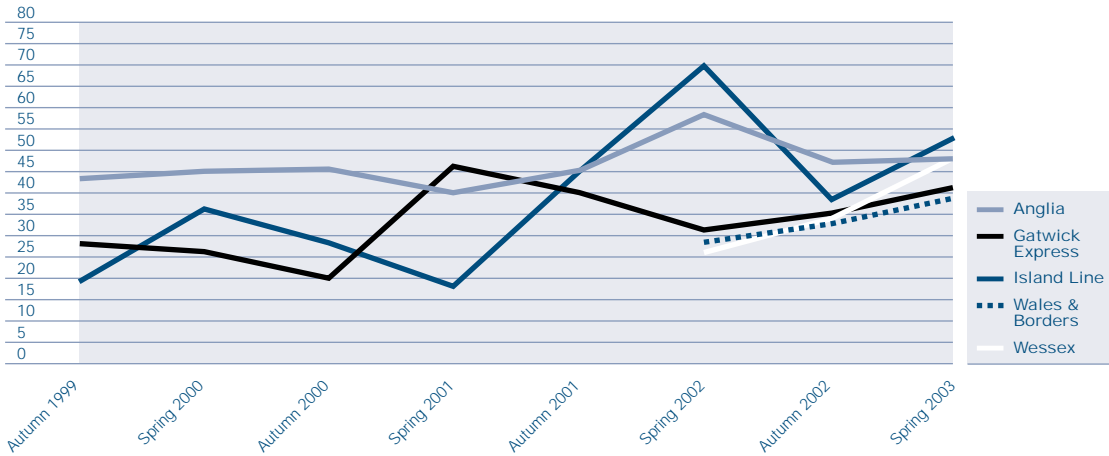
National and TOC types  
Percentage of passengers satisfied



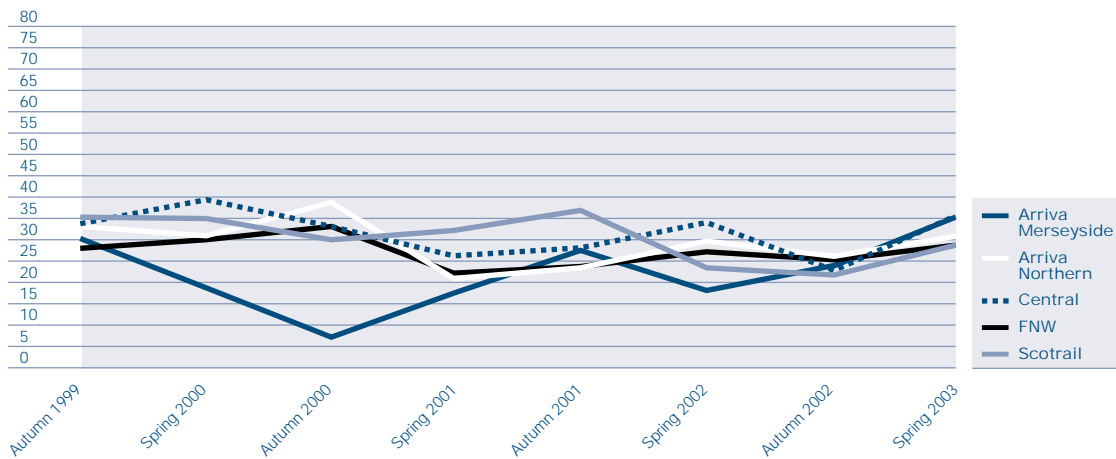
High speed long distance  
Percentage of passengers satisfied



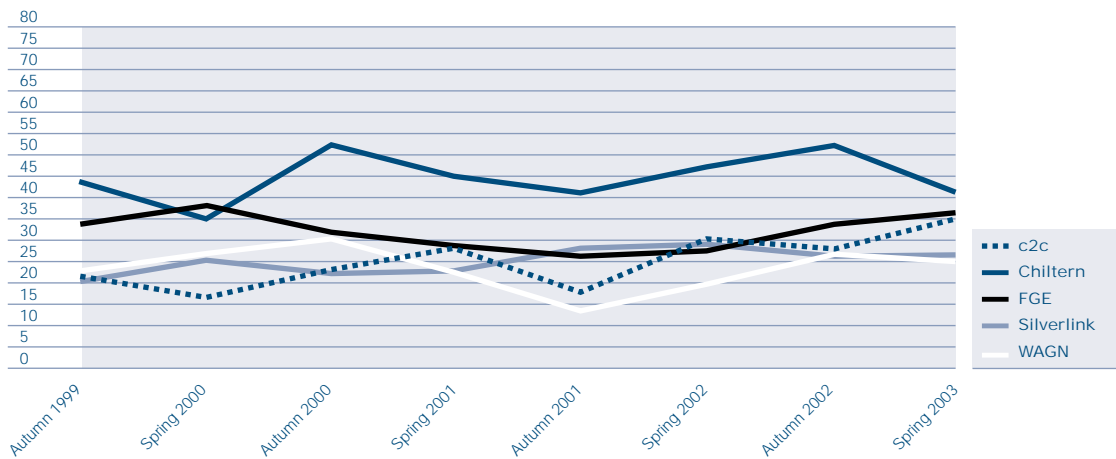
Regional operators (1)  
Percentage of passengers satisfied



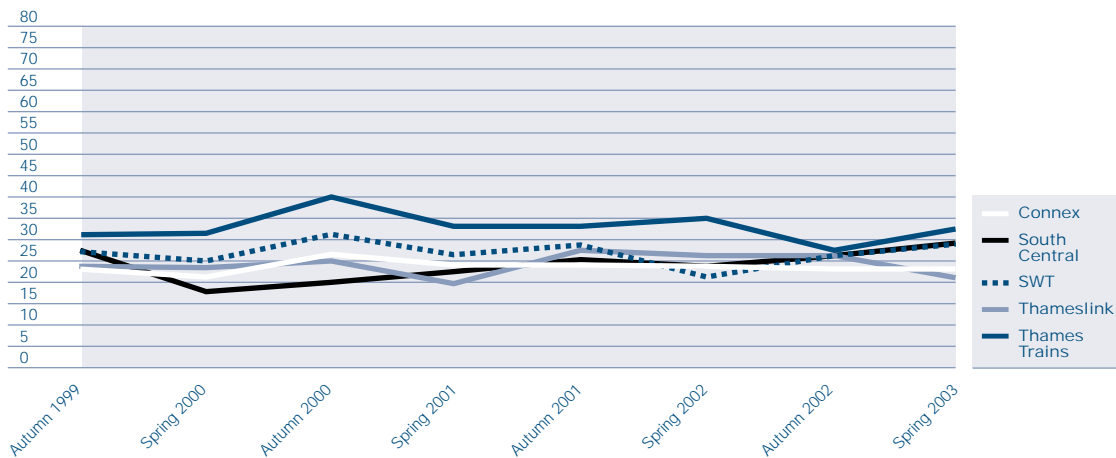
Regional operators (2)  
Percentage of passengers satisfied



London & South East (1)  
Percentage of passengers satisfied

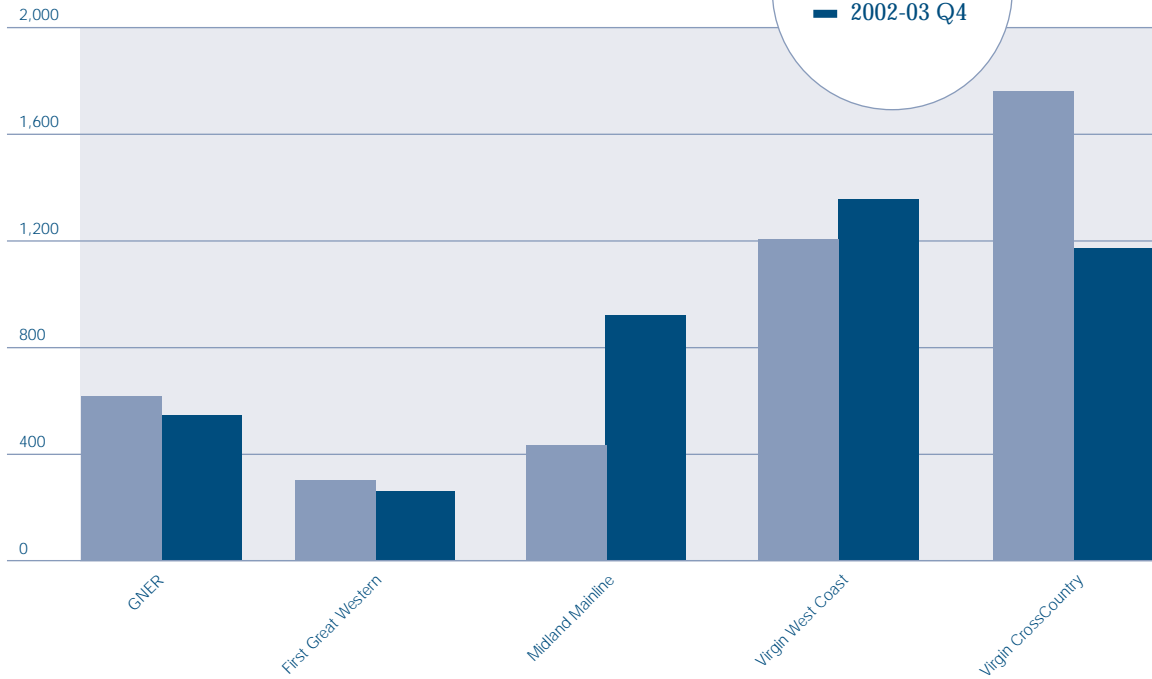


London & South East (2)  
Percentage of passengers satisfied

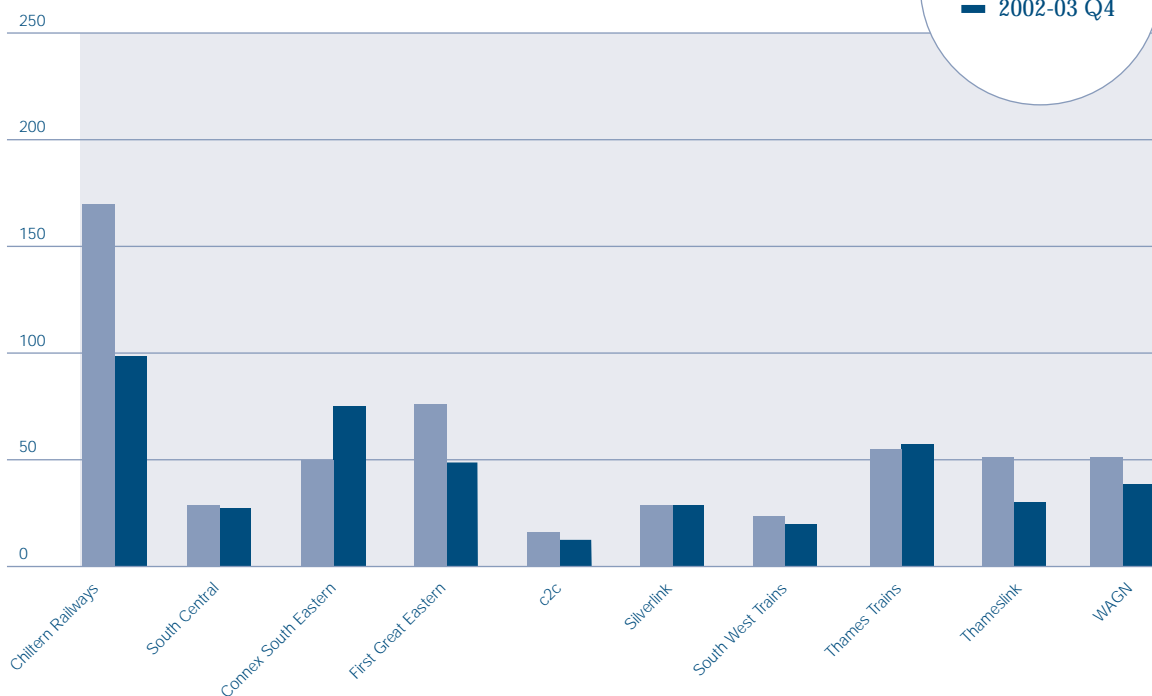


# Passenger complaints data

**Long distance high speed**  
Complaints received per 100,000 journeys



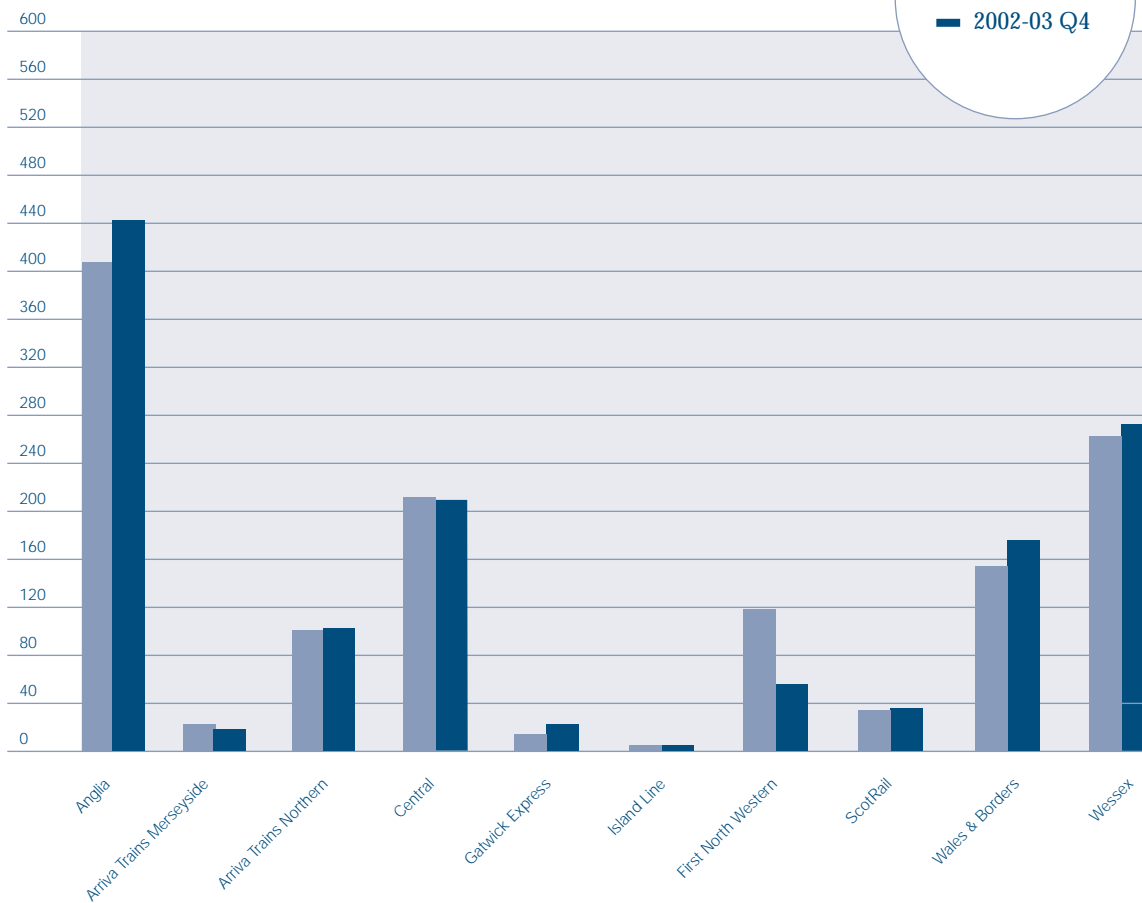
**London and South East**  
Complaints received per 100,000 journeys





### Regional operators

Complaints received per 100,000 journeys



A review of the source data for the complaints series has revealed that, for a small number of operators, the previously reported numbers have included telephone calls that were general enquiries rather than complaints. For the periods from 2001-02 Quarter 1 the number of such calls have been deducted from the total number of complaints for the operators concerned. This has resulted in a revised series over this time period and comparisons with earlier periods are therefore invalid. Revised figures for earlier periods are available on request.

## Passenger complaints data continued

### Complaint response performance

Percentage of complaints answered within CHP target 2001-02 Q4 to 2002-03 Q4

Operator	2001-2002 Q4	2002-2003 Q1	2002-2003 Q2	2002-2003 Q3	2002-2003 Q4	CHP Response time
Anglia Railways	68%	97%	57%	90%	98%	10 days
Arriva Trains Merseyside	99%	100%	100%	100%	100%	20 working days
Arriva Trains Northern	98%	98%	98%	99%	99%	15 days
c2c	78%	99%	84%	96%	100%	5 working days
Central Trains	66%	90%	88%	94%	97%	3 weeks
Chiltern Railways	97%	82%	91%	73%	95%	10 working days
Connex South Eastern	56%	93%	94%	94%	97%	10 working days
First Great Eastern	98%	98%	97%	71%	95%	10 days
First Great Western	78%	90%	66%	76%	78%	5 working days
First North Western	94%	90%	49%	58%	95%	5 working days
Gatwick Express	90%	99%	91%	74%	92%	10 working days
GNER	86%	94%	99%	91%	87%	20 working days
Island Line	100%	100%	100%	100%	100%	10 working days
Midland Mainline	96%	97%	70%	68%	32%	20 working days
ScotRail	92%	93%	52%	51%	69%	10 working days
Silverlink	41%	89%	90%	95%	91%	10 working days
South Central	65%	93%	93%	94%	96%	10 working days
South West Trains	64%	99%	100%	100%	99%	15 days
Thames Trains	55%	93%	81%	81%	60%	10 working days
Thameslink	91%	98%	95%	95%	74%	10 working days
Virgin CrossCountry	79%	88%	58%	25%	48%	10 working days
Virgin West Coast	84%	89%	56%	29%	61%	10 working days
WAGN	74%	96%	97%	91%	98%	10 working days
Wales & Borders	100%	100%	100%	100%	100%	10 working days
Wessex Trains	100%	100%	100%	100%	100%	10 working days

### Complaint response performance

Percentage of complaints comments made to industry 2001-02 Q4 to 2002-03 Q4

Complaint category	2001-2002 Q4	2002-2003 Q1	2002-2003 Q2	2002-2003 Q3	2002-2003 Q4
Train service performance	53%	52%	53%	55%	55%
Quality on train	13%	12%	16%	13%	14%
Fares, retailing and refunds	12%	12%	10%	10%	11%
Information at stations and on trains	5%	5%	5%	4%	4%
Staff conduct and availability	3%	4%	3%	3%	3%
Other complaints	3%	3%	3%	6%	4%
Complaints handling	4%	3%	3%	3%	4%
Station quality	2%	3%	2%	2%	2%
Praise comments	2%	2%	2%	1%	1%
Safety and security	1%	1%	1%	1%	1%
Timetable and connection issues	1%	1%	1%	1%	1%
Special needs	1%	1%	1%	1%	1%
NRES	0%	0%	0%	0%	0%
Total	100%	100%	100%	100%	100%



# 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)		
	13 October 2002 – 31 March 2003	Year to March 2002	Year to March 2003	13 October 2002 – 31 March 2003	Year to March 2002	Year to March 2003
Anglia Railways	-2,916	-162	-3,022	0	0	0
Arriva Trains Merseyside	-3	-922	-63	0	0	0
Arriva Trains Northern	-2,119	-5,594	-3,408	0	0	0
c2c	-248	-1,232	-574	-18	-395	-71
Central Trains	-6,240	-8,430	-10,435	0	0	0
Chiltern Railways	-528	-534	-671	-80	-103	-146
Connex South Eastern	-5,987	-3,438	-5,582	-726	-947	-1,291
First Great Eastern	-1,536	-2,615	-1,417	-91	-106	-136
First North Western	-1,093	-3,024	-2,293	0	0	0
Island Line	-9	-12	-12	0	0	0
ScotRail	-4,718	-8,822	-7,956	-237	-901	-445
Silverlink	-132	-772	-263	-97	-125	-170
South Central	-5,260	-4,695	-5,866	-336	-611	-469
South West Trains	-6,705	-10,951	-10,144	-528	-1,147	-1,224
Thames Trains	-2,351	-3,246	-3,815	-83	-175	-154
Thameslink	-1,966	-2,470	-2,704	-105	-166	-198
WAGN	-3,470	-7,119	-5,932	-94	-143	-166
Wales & Borders	-1,515	-966	-2,339	-6	-11	-19
Wessex Trains	-1,852	-1,037	-3,206	0	0	0
<b>Total</b>	<b>-48,648</b>	<b>-67,133*</b>	<b>-69,705</b>	<b>-2,400</b>	<b>-4,880*</b>	<b>-4,489</b>

## Regimes negotiated since franchising

Train operator	Punctuality and cancellation payments			Short formations payments		
	13 October 2002 – 31 March 2003	Year to March 2002	Year to March 2003	13 October 2002 – 31 March 2003	Year to March 2002	Year to March 2003
First Great Western	-1,625	-2,417	-2,526	-5	-4	-6
Midland Mainline	0	0	0	0	0	0
Virgin West Coast	0	0	0	0	-1	0
<b>Total</b>	<b>-1,625</b>	<b>-2,417</b>	<b>-2,526</b>	<b>-5</b>	<b>-5</b>	<b>-6</b>

Timetable change incentive payment (TCIP)			Other			Total all regimes		
13 October 2002 – 31 March 2003	Year to March 2002	Year to March 2003	13 October 2002 – 31 March 2003	Year to March 2002	Year to March 2003	13 October 2002 – 31 March 2003	Year to March 2002	Year to March 2003
-4	-122	-9	-1,002	0	-1,002	-3,921	-283	-4,032
0	-43	-8	185	241	346	182	-725	275
-8	-1,701	-344	0	0	0	2,128	-7,295	-3,751
0	-859	0	216	3	216	-50	-2,482	-430
-37	-889	-475	0	0	0	-6,277	-9,320	-10,910
0	-97	-39	0	0	0	-608	-734	-856
0	-342	-42	0	0	0	-6,713	-4,727	-6,915
0	-565	-1	0	0	0	-1,627	-3,287	-1,554
-64	-680	-243	0	0	0	-1,158	-3,704	-2,536
0	0	0	0	0	0	-9	-12	-12
-2	-257	-867	0	0	0	-4,957	-9,981	-9,268
0	-1,023	-13	0	0	0	-229	-1,921	-447
-2	-266	-8	0	0	0	-5,598	-5,572	-6,344
-12	-292	-107	0	0	0	-7,245	-12,390	-11,475
0	-356	-204	0	0	0	-2,434	-3,777	-4,173
-9	-232	-13	0	0	0	-2,081	-2,868	-2,915
-2	-134	-281	0	0	0	-3,566	-7,396	-6,379
-5	-353	-67	0	0	0	-1,525	-1,330	-2,425
-1	-186	-148	0	0	0	-1,852	-1,224	-3,354
-146	-8,642*	-2,868	-601	243*	-440	-51,795	-80,412*	-77,502

Timetable change incentive payment (TCIP)			Other			Total all regimes		
13 October 2002 – 31 March 2003	Year to March 2002	Year to March 2003	13 October 2002 – 31 March 2003	Year to March 2002	Year to March 2003	13 October 2002 – 31 March 2003	Year to March 2002	Year to March 2003
0	-54	0	0	730	-78	-1,631	-1,745	-2,610
0	0	0	0	0	0	0	0	0
0	0	0	-34	-356	-88	-34	-357	-88
0	-54	0	-34	374	-166	-1,664	-2,102	-2,698

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

# Subsidy per passenger kilometre

Train operating company	2002-2003 Passenger KM (millions)	2002-2003 Subsidy (£ millions)	2001-2002 Subsidy per passenger KM (pence)	2002-2003 Subsidy per passenger KM (pence)
Island Line	6.3	2.5	36.9	39.3
Arriva Trains Merseyside*	274.9	63.5	21.2	23.1
First North Western*	789.4	178.2	20.5	22.6
Arriva Trains Northern*	1,374.1	199.7	15.2	14.5
Wales & Borders	683.9	92.4	14.3	13.5
Wessex Trains	398.5	54.1	12.9	13.6
ScotRail*	1,944.0	192.6	8.7	9.9
Central Trains*	1,293.0	105.9	8.6	8.2
Virgin CrossCountry	2,577.3	206.3	4.9	8.0
Virgin West Coast	2,897.0	188.9	6.0	6.5
Silverlink	1,035.1	46.3	4.6	4.5
Chiltern Railways	584.8	18.9	2.6	3.2
c2c	826.4	21.4	2.1	2.6
Connex South Eastern	3,300.4	43.8	1.4	1.3
South West Trains	4,184.4	36.0	0.8	0.9
First Great Western	2,556.1	11.4	1.4	0.4
South Central	2,665.7	4.7	0.7	0.2
Anglia Railways	827.6	1.8	(0.3)	0.2
WAGN	2,122.5	(1.9)	1.1	(0.1)
GNER	3,721.7	(26.9)	(0.8)	(0.7)
Thames Trains	1,020.1	(9.2)	0.0	(0.9)
Midland Mainline	1,183.9	(14.7)	(0.6)	(1.2)
First Great Eastern	1,838.4	(38.7)	(1.1)	(2.1)
Gatwick Express	184.2	(4.9)	(3.5)	(2.7)
Thameslink	1,387.1	(51.2)	(2.6)	(3.7)
Cardiff Railways	–	–	23.2	–
Wales & West	–	–	10.8	–
<b>Total</b>	<b>39,676.9</b>	<b>1,320.8</b>		
<b>Average subsidy per passenger kilometre (pence)</b>			<b>3.3</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.
- 2002/2003 represents the period 1 April 2002 to 31 March 2003. The figures include Clause 18.1 payments. However, the figures are based purely on actual subsidy paid, with the exception of PTE's revenue risk, and will be subject to future adjustment.
- 2001/2002 represents 1 April 2001 to 31 March 2002, with the exception of Wales & Borders and Wessex Trains, which are from 14 October 2001 to 31 March 2002, and Cardiff Railways and Wales & West, which are from 1 April 2001 to 13 October 2001.
- 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 (PIXC)

Train operating company	% of Passengers In Excess of Capacity		
	AM 4.5%	PM 4.5%	Overall 3%
Threshold:			
c2c	0.9% (0.3%)	0.2% (0.6%)	0.6% (0.5%)
Chiltern	2.7% (2.4%)	1.1% (0.6%)	1.8% (1.6%)
Connex South Eastern	3.3% (3.2%)	1.2% (1.3%)	2.3% (2.3%)
First Great Eastern	3.5% (3.7%)	1.9% (1.6%)	2.8% (2.7%)
Silverlink	8.3% (8.1%)	5.6% (3.4%)	7.0% (5.9%)
South Central*	5.9% (11.2%)	3.5% (1.0%)	4.8% (6.9%)
South West Trains	3.2% (6.3%)	2.4% (2.5%)	2.7% (4.6%)
Thames Trains	2.6% (3.3%)	1.6% (1.6%)	2.1% (2.5%)
Thameslink	3.7% (4.3%)	3.6% (3.9%)	3.6% (4.1%)
WAGN	2.7% (2.3%)	1.3% (1.6%)	2.0% (2.0%)

Overcrowding levels on London commuter services as recorded in Autumn 2002. Figures in brackets are those recorded in Autumn 2001. South Central was operating a revised timetable during the Autumn 2001 survey.

Train operating company	% of passengers in excess of capacity		
	AM 4.5%	PM 4.5%	Overall 3%
Threshold:			
ScotRail	2.7% (1.3%)	2.5% (3.2%)	2.6% (2.2%)

Overcrowding levels on Edinburgh commuter services across the Forth Bridge. Figures in brackets are those recorded in Autumn 2001/Spring 2002.

Since 2001 train operators have introduced nearly 14,000 additional spaces every day into the AM and PM peaks, this has helped to reduce the number of passengers in excess of capacity by 16%. In 2002, 2.9% of all AM and PM peak passengers were in excess of capacity, compared to the 2001 figure of 3.6%. With 2.4% fewer passengers in the AM peak, countered by 2.4% more passengers in the PM peak, the overall numbers of passengers travelling in the AM and PM peaks is very similar to the figures recorded in 2001.

## Silverlink

The high crowding levels recorded by Silverlink reflect the increasing usage of the North London Line between North Woolwich and Richmond, and the difficulties in providing an enhanced service on this route. Passenger numbers have grown by over 50% in the last six years. Since these figures were recorded additional peak services, funded by the SRA, have commenced.

## South Central

The agreement signed between GoVia and the SRA will see a new fleet of vehicles introduced onto South Central services, this will increase the capacity on these routes.

## Thameslink

The Thameslink 2000 project will provide additional capacity on these services in the longer term.

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, 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
January – March 2003	61.8%	14.1%	75.9%	2.5%	5,614
October – December 2002	56.6%	15.2%	71.8%	3.6%	5,878

## PPM results: Anglia Local

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
January – March 2003	87.6%	7.0%	94.6%	0.6%	19,555
October – December 2002	79.1%	9.8%	88.9%	1.9%	19,390

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	79	12	9	81	74	86	90
How TOC deals with delays	48	28	24	33	30	47	58
Value for money	55	17	28	56	43	52	56
<b>Stations</b>							
How staff handle requests	81	7	12	84	81	87	88
Appropriate environment to catch the train	69	22	9	59	56	68	75
Ticket buying facilities	78	14	8	76	67	80	79
Information about train times/platforms	76	13	10	74	72	82	82
<b>Trains</b>							
Punctuality/reliability	74	9	18	73	66	79	82
Length of journey time	79	12	9	85	77	84	86
Ease of getting on/off	76	17	8	81	71	78	81
Amount of seats/standing space	70	15	15	69	59	70	78
Frequency	76	9	15	76	72	79	87
Cleanliness	68	16	16	65	56	63	71
Comfort of seats	66	19	15	68	58	66	67

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target*	Within 20 working days*
January – March 2003	443	23%	76%	1%	98%	99%
October – December 2002	406	24%	75%	1%	90%	94%

## Franchise plan commitments

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

## Actions to improve services to passengers

- Trial of Class 90 trains on mainline services.
- Completed refurbishment of Class 150 trains.
- Launched "Guide to Public Transport from Anglia Railways Stations".
- Published new Passengers Charter.
- Launched "Adopt a Station Scheme" for unstaffed local stations.
- Completed fitment of TPWS safety equipment to entire Anglia fleet 11 months ahead of schedule.
- Introduced plus-bus scheme at key Anglia stations.
- Awarded fourth consecutive Charter Mark.
- Awarded fifth CycleMark award.

Press enquiries:  
Peter Meades  
Anglia Railways  
01473 693929

\* Figures have been adjusted to correct errors in the previous method of reporting. These errors led to performance being artificially depressed.



# 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
January – March 2003	93.3%	3.1%	96.3%	0.8%	50,419
October – December 2002	90.5%	4.2%	94.7%	1.0%	50,492

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	88	8	4	81	74	82	79
How TOC deals with delays	35	39	26	33	30	24	18
Value for money	68	17	15	56	43	67	63
<b>Stations</b>							
How staff handle requests	83	11	5	84	81	76	85
Appropriate environment to catch the train	58	27	15	59	56	51	47
Ticket buying facilities	77	13	10	76	67	70	68
Information about train times/platforms	74	17	9	74	72	68	65
<b>Trains</b>							
Punctuality/reliability	86	8	7	73	66	81	73
Length of journey time	94	5	1	85	77	90	86
Ease of getting on/off	84	12	4	81	71	77	77
Amount of seats/standing space	74	18	7	69	59	66	69
Frequency	90	6	3	76	72	90	86
Cleanliness	48	23	29	65	56	44	49
Comfort of seats	60	27	14	68	58	53	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
January – March 2003	18	31%	20%	49%	100%	100%
October – December 2002	22	22%	25%	53%	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

- Introduction of modern facilities (pilot scheme) at Seaforth & Litherland station, including new heated waiting room, new Customer Information System, new toilet – fully accessible for disabled passengers.
- Refurbishment of Bebington station booking office and car park in partnership with Merseytravel close to completion, including wheelchair customer friendly “raise and lower” booking office counter.
- In partnership with West Lancashire County Council, installation of additional CCTV cameras at Ormskirk station.
- Improvements to waiting room areas and installation of new fencing at Ainsdale station.
- New waiting shelters installed at Bache station.

Press enquiries:  
Rebecca Miller  
0191 520 4109

## Franchise developments

On 31 January 2003 the ATM interim franchise was signed. The agreement is due to expire on 20 July 2003 and was put in place to ensure continuity of train services during the period that the new concession with Merseyside PTE is being formalised.

# 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
January – March 2003	82.3%	8.7%	91.0%	1.1%	117,178
October – December 2002	75.2%	12.1%	87.3%	1.3%	113,546

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	80	12	9	81	74	81	75
How TOC deals with delays	31	40	29	33	30	26	30
Value for money	53	23	24	56	43	55	52
<b>Stations</b>							
How staff handle requests	81	5	10	84	81	84	76
Appropriate environment to catch the train	59	26	15	59	56	60	47
Ticket buying facilities	77	10	13	76	67	70	65
Information about train times/platforms	76	12	11	74	72	72	65
<b>Trains</b>							
Punctuality/reliability	69	10	21	73	66	77	63
Length of journey time	86	9	5	85	77	86	78
Ease of getting on/off	79	15	6	81	71	80	78
Amount of seats/standing space	68	17	15	69	59	71	69
Frequency	73	10	17	76	72	77	70
Cleanliness	58	20	22	65	56	63	64
Comfort of seats	65	21	14	68	58	68	64

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
January – March 2003	103	21%	26%	53%	99%	100%
October – December 2002	100	27%	34%	39%	99%	100%

## Franchise plan commitments

Clause	Commitment	Expenditure	Due date	Status
3.2	Station Expenditure	£350k	Mar 2003	Complete
3.7	CCTV at Middlesbrough Station	£2.5k	Dec 2002	Complete
16.3	Mitigation Plan Expenditure	£1.0m	Feb 2003	Complete
9.4	Long Line PA in West Yorkshire	£96k	Feb 2003	Complete

## Actions to improve services to passengers

- WYPTE and SYPTTE SQUIRE and TIRE reinvestment programme. The total sum of money made available for reinvestment is £700,000 and £2.04m respectively. The money will be spent on various improvements to train service as well as station enhancement schemes in the PTE areas. All schemes will be required to be completed by May 2004.
- Thornaby Station redevelopment, partly funded by RPP, completed in August 2002. The new facilities include waiting room, booking office, upgraded car parking facilities, CCTV and customer information system.
- The Tees Valley Cycle parking scheme secured £35,978 of RPP funding. The scheme created 335 additional parking spaces at 21 stations throughout the Tees Valley area.

## Franchise developments

On the 31 January 2003 the ATN Interim Franchise Agreement was signed. The agreement is due to expire on 30 September 2004 and was put in place to ensure continuity of train services during the period that the new Northern and Transpennine franchises are being formalised.

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

# c2c

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
January – March 2003	91.2%	5.1%	96.3%	1.4%	27,021
October – December 2002	81.7%	9.8%	91.5%	2.3%	26,793

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	85	12	4	70	74	81	79
How TOC deals with delays	35	36	29	27	30	26	29
Value for money	40	25	34	37	43	39	35
<b>Stations</b>							
How staff handle requests	81	9	9	79	81	75	73
Appropriate environment to catch the train	55	30	16	53	56	54	54
Ticket buying facilities	67	18	14	63	67	73	69
Information about train times/platforms	75	14	11	71	72	72	70
<b>Trains</b>							
Punctuality/reliability	79	10	11	63	66	74	69
Length of journey time	81	12	7	74	77	79	74
Ease of getting on/off	82	13	5	66	71	86	78
Amount of seats/standing space	63	17	19	53	59	69	60
Frequency	74	12	14	70	72	76	74
Cleanliness	80	11	9	50	56	81	74
Comfort of seats	74	16	10	52	58	78	70

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
January – March 2003	13	54%	34%	13%	100%	100%
October – December 2002	16	52%	46%	2%	96%	100%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total: Both Peaks		
	2001	2002	Difference	2001	2002	Difference	2001	2002	Difference
Total	0.3%	0.9%	0.6%	0.6%	0.2%	-0.4%	0.5%	0.6%	0.1%

## Franchise plan commitments

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

## Actions to improve services to passengers

- Commenced 'touch screen' ticketing programme (one third of stations completed).
- Basildon station refurbished as part of £200,000 per annum programme of station improvements.
- 'commitment2customers' customer service programme introduced.
- Reliability improvements made to Class 357 units.

Press enquiries:  
c2c Press Office  
020 7427 2810

# Central Trains

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
January – March 2003	72.9%	12.4%	85.3%	1.8%	98,801
October – December 2002	61.5%	14.3%	75.8%	4.3%	101,172

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	76	12	12	81	74	70	76
How TOC deals with delays	35	37	28	33	30	23	34
Value for money	54	21	24	56	43	51	58
<b>Stations</b>							
How staff handle requests	82	5	13	84	81	80	92
Appropriate environment to catch the train	54	28	18	59	56	55	58
Ticket buying facilities	76	16	9	76	67	75	78
Information about train times/platforms	71	13	15	74	72	68	73
<b>Trains</b>							
Punctuality/reliability	68	8	24	73	66	64	64
Length of journey time	78	14	8	85	77	80	81
Ease of getting on/off	74	18	7	81	71	77	79
Amount of seats/standing space	60	20	21	69	59	62	67
Frequency	69	14	17	76	72	72	72
Cleanliness	60	19	22	65	56	51	50
Comfort of seats	60	22	18	68	58	55	55

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
January – March 2003	209	17%	32%	51%	97%	97%
October – December 2002	211	20%	57%	23%	94%	94%

## Franchise plan commitments

Clause	Item	Due date	Status/comments
20	Modifications to the fleet of 40 Class 156 units to install sanding equipment	31 December 2002	39 units delivered
21	To provide a minimum of 500 seats between Tamworth and Birmingham to arrive at Birmingham New Street between 0800 and 0900	11 January 2003	Delivered & on-going
21	To provide a minimum of 565 seats from Birmingham-Tamworth departing Birmingham between 1700 and 1800 hours.	11 January 2003	Delivered & on-going
22	Repainting of fencing, lighting columns, canopy supports and girders, window frames and shelters at Selly Oak, Five Ways, Duddeston, Aston, Erdington, Four Oaks, Blake Street, Butlers Lane and Sutton Coldfield	31 March 2003	Delivered
23	Repainting of fencing, lighting columns, canopy supports and girders, window frames and shelters at Whittlesea	30 April 2003	Delivered
25	To provide a fully-crewed diesel standby train in the vicinity of Birmingham New Street between 0650 and 2310 hours Monday-Saturday	29 September 2002	Delivered & on-going
26	Cross City Line RPP scheme to provide 6 trains per hour on the line between Four Oaks and Longbirdge	29 September 2002	Delivered & on-going
27	The provision of enhanced car parking and security facilities for passengers using Bromsgrove railway station.	31 March 2003	Delivered

### Actions to improve services to passengers

- In addition to standard daily cleaning of trains, heavy internal cleans and hand-washing of the exterior of units now regularly conducted.
- All loaned Central Trains rolling stock to other operators returned to Central to ensure the maximum number of available seats for Central's passengers.
- Spare trains and traincrew kept on standby at Nottingham and Birmingham to replace late running services.
- Rolling stock modification programme complete with new air conditioning installed on the class 158 units and new engine rafts fitted to the class 170 Turbostars giving much improved mechanical reliability.
- Electronic passenger information board updated in real time installed at Nottingham Station (funded by partnership of local authorities, Network Rail and Central Trains).



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
January – March 2003	90.7%	4.7%	95.4%	0.7%	25,179
October – December 2002	84.2%	6.0%	90.2%	3.0%	24,789

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	89	8	3	70	74	89	88
How TOC deals with delays	41	37	21	27	30	52	47
Value for money	51	25	25	37	43	50	48
<b>Stations</b>							
How staff handle requests	87	6	6	79	81	87	79
Appropriate environment to catch the train	79	16	5	53	56	76	77
Ticket buying facilities	83	12	5	63	67	79	78
Information about train times/platforms	83	10	7	71	72	84	81
<b>Trains</b>							
Punctuality/reliability	85	6	8	63	66	87	83
Length of journey time	85	9	6	74	77	84	82
Ease of getting on/off	90	8	2	66	71	88	88
Amount of seats/standing space	71	15	14	53	59	70	66
Frequency	81	9	10	70	72	83	83
Cleanliness	77	14	8	50	56	77	77
Comfort of seats	74	16	10	52	58	70	67

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
January – March 2003	100	23%	73%	4%	95%	100%
October – December 2002	171	38%	60%	2%	73%	99%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total: Both Peaks		
	2001	2002	Difference	2001	2002	Difference	2001	2002	Difference
Total	2.5%	2.7%	0.2%	0.6%	1.1%	0.6%	1.6%	1.8%	0.2%

## Franchise agreement commitments

Output plan	Item	Due date	Status/comments
4.2.6	Beaconsfield Car Park Decking – Procure 167 additional car parking spaces	31/8/02 or no later than 28/2/05	Delivered
1.1.7.1/ 1.3.3.6	Platform extensions at Solihull, Warwick, Dorridge, Bicester and Haddenham and Thame – Deliver platform extensions (including all necessary associated work including signalling & communications) to enable trains comprised of 8 x 23 metre length vehicles to call in the up and down direction	W2003 PCD	Delivered
<b>Franchise plan</b>			
3.14	Bus Controller – Introduce a Bus Controller, equipped with global positioning satellite equipment, to assist in the effective provision of the Dedicated Bus Feeder Services	30/12/02 or no later than 30/6/03	Delivered
20	Wheel Profile Monitoring – Co-operate with Railtrack to deliver an automated wheel profile monitoring device (at an appropriate location on Chiltern route) to detect sub-standard conditions and minimise risk of infrastructure damage	01/09/02 or no later than 01/3/03	Delivered

# 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
January – March 2003	79.7%	10.8%	90.5%	1.6%	135,555
October – December 2002	71.2%	15.1%	86.3%	1.8%	135,210

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	65	20	15	70	74	65	69
How TOC deals with delays	19	47	34	27	30	23	24
Value for money	37	25	39	37	43	37	37
<b>Stations</b>							
How staff handle requests	71	10	17	79	81	73	77
Appropriate environment to catch the train	46	34	20	53	56	45	48
Ticket buying facilities	51	20	29	63	67	52	52
Information about train times/platforms	67	16	16	71	72	69	67
<b>Trains</b>							
Punctuality/reliability	59	12	29	63	66	67	66
Length of journey time	68	17	14	74	77	73	67
Ease of getting on/off	61	22	17	66	71	64	62
Amount of seats/standing space	45	20	36	53	59	52	52
Frequency	67	13	19	70	72	68	66
Cleanliness	41	22	37	50	56	41	43
Comfort of seats	47	27	25	52	58	47	47

## Complaints data

Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints		
	Written	Pre-printed form	Telephone	Within target	Within 20 working days	
January – March 2003	75	41%	14%	45%	97%	99%
October – December 2002	50	45%	14%	41%	94%	98%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total : Both Peaks		
	2001	2002	Difference	2001	2002	Difference	2001	2002	Difference
Kent Link (Inner)	2.8%	1.9%	-0.8%	0.3%	0.7%	0.4%	1.7%	1.3%	-0.4%
Kent Coast (Outer)	4.4%	7.4%	2.9%	3.6%	2.6%	-1.0%	4.0%	5.2%	1.2%
<b>Total</b>	<b>3.2%</b>	<b>3.3%</b>	<b>0.1%</b>	<b>1.3%</b>	<b>1.2%</b>	<b>-0.1%</b>	<b>2.3%</b>	<b>2.3%</b>	<b>0.0%</b>

## Franchise plan commitments

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

## Actions to improve services to passengers

- 49 new Class 375 units in passenger service from Summer 2003.
- Provision of 339 cycle lockers and 264 cycle stands at 64 stations in Kent, funded by RPP and Kent County Council.

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
January – March 2003	87.8%	6.0%	93.8%	1.0%	64,658
October – December 2002	84.9%	7.2%	92.1%	1.4%	64,595

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	78	13	9	70	74	80	77
How TOC deals with delays	36	39	25	27	30	34	27
Value for money	35	27	39	37	43	34	36
<b>Stations</b>							
How staff handle requests	83	5	11	79	81	83	80
Appropriate environment to catch the train	64	23	12	53	56	62	63
Ticket buying facilities	67	19	14	63	67	65	66
Information about train times/platforms	72	16	12	71	72	72	69
<b>Trains</b>							
Punctuality/reliability	74	11	15	63	66	81	75
Length of journey time	79	14	7	74	77	83	79
Ease of getting on/off	69	17	14	66	71	71	70
Amount of seats/standing space	54	18	28	53	59	56	56
Frequency	75	10	15	70	72	79	78
Cleanliness	59	24	17	50	56	56	56
Comfort of seats	52	26	22	52	58	53	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
January – March 2003	49	11%	85%	5%	95%	99%
October – December 2002	76	6%	92%	2%	71%	100%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total: Both Peaks		
	2001	2002	Difference	2001	2002	Difference	2001	2002	Difference
Inner	6.0%	5.4%	-0.6%	2.4%	2.6%	0.2%	4.3%	4.2%	-0.1%
Outer	1.5%	1.8%	0.3%	0.8%	1.1%	0.3%	1.2%	1.5%	0.3%
Total	3.7%	3.5%	-0.1%	1.6%	1.9%	0.3%	2.7%	2.8%	0.1%

## Franchise plan commitments

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

## Actions to improve services to passengers

- Extra train cleaners recruited to improve litter collection during turn-round cleaning and enhanced cleaning overnight.
- Training of drivers at Colchester and Clacton depots in preparation for introduction of new trains into service later this year.

Press enquiries:  
Gill Casswell  
First Great Eastern  
020 7904 3304



# First Great Western

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
January – March 2003	60.9%	14.3%	75.2%	1.3%	15,764
October – December 2002	47.4%	14.0%	61.4%	3.2%	15,830

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	86	9	4	83	74	80	82
How TOC deals with delays	52	32	16	52	30	48	45
Value for money	43	20	36	49	43	44	42
<b>Stations</b>							
How staff handle requests	92	3	5	88	81	80	82
Appropriate environment to catch the train	72	21	7	67	56	65	65
Ticket buying facilities	83	11	6	79	67	78	74
Information about train times/platforms	82	11	7	82	72	82	78
<b>Trains</b>							
Punctuality/reliability	78	9	14	73	66	71	70
Length of journey time	84	10	6	80	77	79	80
Ease of getting on/off	77	17	6	80	71	76	73
Amount of seats/standing space	69	18	13	71	59	70	72
Frequency	82	10	8	81	72	79	80
Cleanliness	78	15	7	78	56	76	76
Comfort of seats	72	19	9	71	58	73	69

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
January – March 2003	261	39%	39%	22%	78%	90%
October – December 2002	300	40%	35%	26%	76%	92%

## Franchise plan commitments

Clause	Item	Due date	Status
17	£4m expenditure to improve performance, promote service recovery and provide passenger benefits	31 March 2003	Complete

## Actions to improve services to passengers

- Additional £7m investment in re-organisation of commercial services division, including new local focus on station management and on-train services.
- Introduction of National Vocational Qualifications for Train Managers and Customers Hosts to ensure consistent, quality customer service.
- Additional through tickets offered to tourist destinations in the Thames Valley and South West of England.
- Implementation of a bi-lateral recovery plan with Network Rail, to restore service levels rapidly and enhance customer information in times of disruption.
- Extension of lightsticks (emergency lighting) initiative to sleeper and Adelante services.



# First North Western

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
January – March 2003	86.0%	7.2%	93.1%	0.9%	112,395
October – December 2002	73.1%	12.5%	85.6%	1.9%	99,449

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	83	12	5	81	74	73	72
How TOC deals with delays	29	48	23	33	30	25	27
Value for money	55	19	25	56	43	52	52
<b>Stations</b>							
How staff handle requests	82	5	11	84	81	76	84
Appropriate environment to catch the train	60	22	18	59	56	52	53
Ticket buying facilities	73	13	14	76	67	67	71
Information about train times/platforms	74	11	14	74	72	66	70
<b>Trains</b>							
Punctuality/reliability	72	6	22	73	66	67	66
Length of journey time	83	12	5	85	77	75	75
Ease of getting on/off	82	13	5	81	71	80	74
Amount of seats/standing space	73	13	14	69	59	66	63
Frequency	74	11	15	76	72	70	68
Cleanliness	70	16	14	65	56	67	62
Comfort of seats	69	18	13	68	58	63	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
January – March 2003	56	34%	42%	24%	95%	100%
October – December 2002	118	30%	30%	40%	58%	99%

## Franchise plan commitments

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

## Actions to improve services to passengers

- CCTV installed at Runcorn East and Warrington Central stations.
- Launch of 'friends of' scheme at Handforth, Blackrod and Levenshulme stations, in association with Rail User Group.
- Introduction of 'Meet the Manager' scheme – a monthly meeting between Directors, Senior Managers and customers.
  - Launch of initiative to improve the level of information on station information posters, allied to a staff education programme.
  - Use of additional off peak vehicles to improve performance to three key service groups.

Press enquiries:  
Katherine Miller  
First North Western  
Press Office  
0161 228 4501

# Gatwick Express

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
January – March 2003	80.1%	12.5%	92.6%	2.1%	13,148
October – December 2002	74.1%	14.6%	88.7%	4.7%	11,955

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	87	10	3	81	74	90	88
How TOC deals with delays	41	35	25	33	30	35	31
Value for money	45	25	31	56	43	41	42
<b>Stations</b>							
How staff handle requests	92	4	3	84	81	82	87
Appropriate environment to catch the train	74	22	4	59	56	74	70
Ticket buying facilities	77	15	9	76	67	73	72
Information about train times/platforms	83	12	5	74	72	81	69
<b>Trains</b>							
Punctuality/reliability	89	4	7	73	66	92	85
Length of journey time	88	7	5	85	77	91	86
Ease of getting on/off	89	8	3	81	71	90	86
Amount of seats/standing space	86	11	3	69	59	89	87
Frequency	95	2	3	76	72	96	94
Cleanliness	88	8	4	65	56	86	80
Comfort of seats	87	9	4	68	58	87	83

## 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
January – March 2003	22	39%	56%	5%	92%	92%
October – December 2002	13	44%	52%	4%	74%	80%

## Franchise plan commitments

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

Press enquiries:  
Mark Mann  
Gatwick Express  
020 8750 6622

# GNER

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
January – March 2003	63.4%	11.4%	74.8%	1.3%	10,573
October – December 2002	51.6%	12.4%	64.0%	3.9%	10,066

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	87	9	4	83	74	85	84
How TOC deals with delays	63	27	10	52	30	57	54
Value for money	52	19	29	49	43	48	44
<b>Stations</b>							
How staff handle requests	90	3	7	88	81	82	84
Appropriate environment to catch the train	67	23	10	67	56	68	66
Ticket buying facilities	84	12	4	79	67	80	79
Information about train times/platforms	86	7	6	82	72	85	83
<b>Trains</b>							
Punctuality/reliability	77	9	14	73	66	79	74
Length of journey time	86	8	6	80	77	86	85
Ease of getting on/off	82	14	4	80	71	78	79
Amount of seats/standing space	73	17	10	71	59	71	72
Frequency	89	6	6	81	72	86	83
Cleanliness	73	15	12	78	56	74	76
Comfort of seats	68	20	11	71	58	66	69

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
January – March 2003	545	46%	48%	6%	87%	87%
October – December 2002	617	36%	60%	4%	91%	91%

## Franchise plan commitments

Clause	Item	Due date	Status/comments
17	Refurbishment of Class 91 locomotives – The Franchise Operator shall procure the implementation of the current HGR programme for Class 91 locomotives by not later than 31 December 2002. Such programme shall result in a 50% reduction in delay minutes on completion of the HGR programme caused by Class 91 locomotives as compared with the number of delay minutes in 1998. For the avoidance of doubt, this target shall not include any Endemic Fault which subsequently becomes apparent.	17 April 2003	Delivered
27.1	Fleet Reliability Improvements – The Franchise Operator shall expend not less than the sum of £490,000 per annum, commencing on 1 January 2001 and continuing until 31 March 2003 (adjusted on a pro rata basis) on: (a) employment of 16 additional permanent maintenance staff at Bounds Green Depot; or (b) temporary secondment of third party staff as cover until the staff in (a) above are employed; or (c) both of the above	31 March 2003	Delivered
27.4	Fleet Reliability Improvements – The Franchise Operator shall, for the period commencing 1 April 2001 and continuing until 31 March 2003, secure the provision of a second production for wheelsets, thereby enabling the supply of 16 sets per week during this period.	31 March 2003	Delivered

## Contract change

Implementation of the new Schedule 7 regime deferred due to affordability constraints.

## Actions to improve services to passengers

### *Rail Service Developments*


- GNER awarded the Institute of Logistics and Transport's Award for Excellence in Passenger Transport, 2002.
- GNER's new on train catering service, GO EAT, won top award for marketing innovation at the sixth annual Railway Forum/Modern Railways Innovation Awards.

### *Station Developments*

- York Station awarded CycleMark 2002 award for Best Railway Station in UK for Cyclists.
- Dunbar Station awarded Station of the Year at the National Rail Awards 2002.

### *General*

ROSPA (Royal Society for Prevention of Accidents) gold award for the second year running for GNER's Health and Safety policy.



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
January – March 2003	98.0%	1.3%	99.3%	0.4%	5,761
October – December 2002	97.0%	2.1%	99.1%	0.6%	5,728

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	88	10	3	81	74	91	92
How TOC deals with delays	53	41	7	33	30	39	70
Value for money	71	18	11	56	43	74	71
<b>Stations</b>							
How staff handle requests	93	3	4	84	81	81	85
Appropriate environment to catch the train	58	28	14	59	56	61	61
Ticket buying facilities	69	12	19	76	67	76	82
Information about train times/platforms	73	16	10	74	72	86	77
<b>Trains</b>							
Punctuality/reliability	95	5	1	73	66	92	93
Length of journey time	95	5	0	85	77	95	93
Ease of getting on/off	88	9	3	81	71	82	87
Amount of seats/standing space	72	21	7	69	59	65	75
Frequency	86	9	5	76	72	86	90
Cleanliness	60	19	20	65	56	64	65
Comfort of seats	54	23	23	68	58	46	54

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
January – March 2003	5	88%	11%	2%	100%	100%
October – December 2002	5	65%	13%	21%	100%	100%

## Franchise plan commitments

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

## Franchise developments

Approval was granted to enter into negotiations with Stagecoach to agree a new three year franchise on Island Line. This will ensure continuation of services until February 2007.

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
January – March 2003	49.4%	19.7%	<b>69.1%</b>	1.3%	11,110
October – December 2002	42.8%	19.6%	<b>62.4%</b>	5.0%	11,159

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	77	10	12	83	74	84	79
How TOC deals with delays	46	32	22	52	30	38	40
Value for money	46	19	35	49	43	50	44
<b>Stations</b>							
How staff handle requests	84	8	9	88	81	88	83
Appropriate environment to catch the train	54	28	18	67	56	53	51
Ticket buying facilities	74	15	11	79	67	73	67
Information about train times/platforms	80	11	9	82	72	81	76
<b>Trains</b>							
Punctuality/reliability	60	11	29	73	66	77	68
Length of journey time	75	14	11	80	77	82	78
Ease of getting on/off	79	16	5	80	71	78	77
Amount of seats/standing space	71	17	12	71	59	73	68
Frequency	79	10	11	81	72	84	82
Cleanliness	77	14	9	78	56	78	77
Comfort of seats	71	17	11	71	58	69	67

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
January – March 2003	924	52%	37%	11%	32%	32%
October – December 2002	434	54%	26%	20%	68%	68%

## Franchise plan commitments

Clause	Item	Due date	Status/comments
3.3/4.1	Two additional HST power cars leased and trailer vehicles	28 February 2003	Delivered
12a	Introduced leisure carnet for multiple journeys on MML routes	31 January 2003	Delivered
8.5	MML to provide customer information systems on key walking routes at Derby and Leicester stations	31 December 2002	Delivered

Press enquiries:  
Emma Knight  
Midland Mainline  
01332 262010

# ScotRail

ScotRail operates the vast majority of the passenger rail services in Scotland, and its services extend across the border to Newcastle via Carlisle and Hexham. It also provides the Caledonian Sleeper services between London Euston and Glasgow, Edinburgh, Inverness, Aberdeen and Fort William. In West Central Scotland, ScotRail operates passenger rail services on behalf of Strathclyde PTE (SPT) on the largest suburban network in Britain outside London.

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
January – March 2003	83.8%	9.4%	93.2%	1.2%	160,327
October – December 2002	78.1%	12.0%	90.1%	1.7%	157,687

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	80	12	7	81	74	83	77
How TOC deals with delays	29	38	32	33	30	22	24
Value for money	54	21	25	56	43	57	54
<b>Stations</b>							
How staff handle requests	87	5	8	84	81	80	78
Appropriate environment to catch the train	59	25	16	59	56	60	57
Ticket buying facilities	75	14	11	76	67	79	76
Information about train times/platforms	72	15	14	74	72	71	69
<b>Trains</b>							
Punctuality/reliability	72	9	19	73	66	77	69
Length of journey time	84	10	6	85	77	85	82
Ease of getting on/off	82	12	6	81	71	86	80
Amount of seats/standing space	70	14	16	69	59	71	69
Frequency	78	9	13	76	72	74	65
Cleanliness	75	13	11	65	56	73	69
Comfort of seats	76	15	9	68	58	77	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
January – March 2003	35	34%	60%	6%	69%	89%
October – December 2002	33	35%	60%	5%	51%	78%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total: Both Peaks		
	2001	2002	Difference	2001	2002	Difference	2001	2002	Difference
Edinburgh (Forth Bridge)	1.3%	2.7%	1.4%	3.2%	2.5%	-0.7%	2.2%	2.6%	0.4%

## Contract changes

- 28 November 2002: Amendment to Table B, Route 4 of Schedule 3 regarding the number of services required to call at Blair Atholl, Newtonmore, Dalwhinnie, and Carrbridge.
- 7 February 2003: Amendment Agreement relating to the provision of additional services between Newcraighall and Edinburgh Waverley.
- 18 March 2003: Amendment Agreement relating to the provision of a new railway station at Edinburgh Park.



## ScotRail continued

### Enforcement Action

- Section 55(6) Notice issued following the contravention of Clause 6-16 of the Ticketing and Settlement Agreement by failing to adequately display ticket office opening hours at Glasgow Central station.
- Section 55(6) Notice issued due to the following contraventions of the Franchise Agreement:

#### *Nature of breach*

- Clause 15.2(c) Failure to include details of all trading with affiliates in unaudited accounts.
- Clause 15.1(c) Failure to maintain up to date records in accordance with the requirements set out in Part 2 of Schedule 8.
- Clause 7.1(a) Failure to provide the draft Timetable and Train Plan for the Summer 2002 Timetable within the timescales specified in the Franchise Agreement.
- Clause 25.2(c) Failure to provide an audit report of the Handover Package.
- Clause 5.7(a) Failure to use reasonable endeavours to ensure that PTE rolling stock is solely used on PTE services.
- Clause 5.2(a) Failure to provide certification of PSR compliance in advance of making a bid to Railtrack.
- Clause 5.2(b) Failure to provide SRA/SPT with details of Material flexing changes to the proposed Timetable.
- Clause 7.4(a) Failure to copy to SRA and SPT notifications of proposed changes to Timetable to RPC, Local Authorities and SPTA.
- Clause 15.5 Failure to notify SRA and SPT of any contravention of the Franchise Agreement. ScotRail had failed to notify SRA and SPT of the results of the Sheffield Audit Report, which had uncovered two non-compliances.

### Actions to improve services to passengers

- Last Mark 1 rolling stock (Class 303) withdrawn and full class 334 fleet introduced.
- New peak-hour SPT services at Ayr, Barrhead, Busby and East Kilbride.
- New route via Holytown for twice-hourly service to Lanark for SPT.
- Cumbernauld-Motherwell SPT service extended to late evenings.
- Extended season for additional summer Saturday and Sunday trains in West Highlands. Part funding from SPT and the Highland Rail Partnership.
- New car-park at East Kilbride Station, funded by Public Transport Fund (PTF) award from the Scottish Executive to South Lanarkshire Council.
- CCTV and Help Points installed at a further 37 SPT stations, fully funded by SPT.
- Customer Information System at Haymarket Station renewed.
- New waiting shelters at Markinch Station funded by Fife Council.
- New wheelchair access at Dalmeny Station.
- New hand-rails and other access improvement at Helensburgh Central Station.
- New Avantix portable ticket machines introduced, providing better customer information and a wider range of tickets on train.
- Bargain berths now include wheelchair-accessible berth, and accompanying carer goes free.
- Free travel for puppy walkers training Guide Dogs for the blind and visually impaired.
- New Apex fares between Wick, Thurso, Kyle of Lochalsh, Dingwall and Aberdeen.
- New Friends Fare for group travel between Inverness and Aberdeen.
- The Edinburgh Dungeon becomes a rail and entry-inclusive destination.
- New Shortbreak destinations – Carnoustie, Skye, Lewis, circular tour Mallaig/Kyle.
- Family Funday Sunday becomes a “kids go free all weekend” offer.
- Interchange improvement at Barrhill, Girvan, Prestwick Town, Troon, Newton on Ayr. Funded by PTF award to East Ayrshire Council.
- Refurbishment to Class 320s continues. Funded by PTF award to SPT, SPT Authority, ScotRail and HSBC.
- 68 cycle lockers installed. Seventy-three cycle racks installed during Autumn 2002.
- Glasgow Central Low Level booking office relocated at street level with accessible counter for disabled passengers.
- All SPT fares frozen at May 2002 prices.
- Croy Interlink – Bus feeder services to Kilsyth and Cumbernauld. Funded by Scottish Executive.
- Two lifts at Glasgow Central station renewed by Network Rail.
- First TOC to introduce saliva recovery kits and DNA testing, in partnership with BTP, to help identify perpetrators of assaults.



Press enquiries:  
Eddie Toal  
ScotRail  
0141 335 4788

# Silverlink

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
January – March 2003	84.1%	7.2%	91.4%	1.8%	51,555
October – December 2002	81.5%	9.0%	90.5%	1.7%	51,977

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	72	18	10	70	74	66	68
How TOC deals with delays	26	37	37	27	30	27	29
Value for money	36	24	40	37	43	37	35
<b>Stations</b>							
How staff handle requests	83	4	13	79	81	82	76
Appropriate environment to catch the train	53	28	19	53	56	51	52
Ticket buying facilities	63	19	19	63	67	63	65
Information about train times/platforms	67	15	18	71	72	67	67
<b>Trains</b>							
Punctuality/reliability	60	14	27	63	66	60	59
Length of journey time	76	16	8	74	77	74	69
Ease of getting on/off	68	20	12	66	71	66	67
Amount of seats/standing space	50	22	28	53	59	52	52
Frequency	65	14	21	70	72	68	67
Cleanliness	52	25	23	50	56	47	49
Comfort of seats	47	30	22	52	58	46	44

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
January – March 2003	29	33%	61%	6%	91%	100%
October – December 2002	28	33%	65%	2%	95%	98%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total: Both Peaks		
	2001	2002	Difference	2001	2002	Difference	2001	2002	Difference
North London (Inner)	15.9%	20.3%	4.4%	8.9%	13.4%	4.5%	12.7%	16.8%	4.1%
Watford (via Harro Wld)	2.2%	0.0%	-2.2%	0.0%	0.0%	0.0%	1.1%	0.0%	-1.1%
Northampton	3.5%	1.0%	-2.5%	0.0%	0.0%	0.0%	1.9%	0.5%	-1.4%
Total	8.1%	8.3%	0.2%	3.4%	5.6%	2.2%	5.9%	7.0%	1.1%

## Franchise plan commitments

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

## Actions to improve services to passengers

- RPP funded Sunday service on the West London Line commenced at the start of the Winter 02/03 timetable.
- Northampton station toilet refurbishment completed and Police Office officially opened.
- Additional SRA funded peak period trains on the North London Line commenced January 2003.

Press enquiries:  
Silverlink Press  
Office  
020 7427 2810

# South Central

The South Central franchise operates primarily commuter services in the south London area and in Surrey and Sussex, as well as services to Gatwick and Brighton and South Coast services between Southampton, Brighton, Hastings and Ashford.

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
January – March 2003	75.9%	13.5%	89.5%	1.2%	145,019
October – December 2002	66.5%	18.1%	84.6%	1.3%	145,511

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	66	19	15	70	74	67	69
How TOC deals with delays	29	41	30	27	30	25	23
Value for money	39	21	40	37	43	40	41
<b>Stations</b>							
How staff handle requests	78	9	13	79	81	76	75
Appropriate environment to catch the train	50	29	21	53	56	49	50
Ticket buying facilities	61	17	21	63	67	59	63
Information about train times/platforms	74	14	11	71	72	70	71
<b>Trains</b>							
Punctuality/reliability	61	10	29	63	66	67	65
Length of journey time	74	15	11	74	77	74	73
Ease of getting on/off	58	24	19	66	71	54	54
Amount of seats/standing space	52	19	29	53	59	52	52
Frequency	67	12	20	70	72	71	67
Cleanliness	41	25	33	50	56	41	41
Comfort of seats	49	26	24	52	58	46	47

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
January – March 2003	29	54%	27%	19%	96%	99%
October – December 2002	29	51%	28%	22%	94%	100%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total: Both Peaks		
	2001	2002	Difference	2001	2002	Difference	2001	2002	Difference
Inner	10.5%	6.4%	-4.1%	0.7%	3.5%	2.9%	6.5%	5.2%	-1.3%
Outer	12.5%	4.7%	-7.8%	1.7%	3.5%	1.8%	8.0%	3.8%	-4.2%
Total	11.2%	5.9%	-5.2%	1.0%	3.5%	2.5%	6.9%	4.8%	-2.2%

## Franchise plan commitments

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

## South Central continued

### Action to improve services to passengers

- New Electrostar trains introduced on Seaford – Portsmouth and Brighton – London Victoria 'Brighton Express' routes.
- Customer Information System (CIS) – an A to Z directory showing 200 of the most popular destinations served from East Croydon including the next three services to Victoria installed on the concourse at East Croydon.
- Integrated travel centre officially opened by Secretary of State for Transport, Rt Hon Alistair Darling MP, at Brighton. The new facility offers an enhanced service for both train and bus travel.
- 'Sandite' sanding equipment fitted to Class 455 fleet to improve performance through leaf fall period.
- A Stakeholders Advisory Board comprising of seven passengers and three South Central employees set up to provide a clear customer focus for the development of South Central in the future. One of the Board's main remit is to monitor South Central performance and make recommendations for improvements.
- Balcombe Tunnel to Brighton upgrade of infrastructure assets completed by Network Rail, funded through SRA Rail Performance Fund.
- '2 for 1-Plus' promotional campaign with other London TOCs offering discount entry to London leisure attractions, runs from 27 January to 30 April 2003.
- Provision of complimentary drinks and a morning paper to passengers holding First Class tickets on the Brighton Express.

Press enquiries:  
Marsid Greenidge  
South Central  
020 8929 8673

# 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
January – March 2003	72.2%	14.6%	86.8%	1.5%	140,007
October – December 2002	65.4%	17.8%	83.2%	1.8%	140,068

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	69	18	12	70	74	70	65
How TOC deals with delays	29	40	31	27	30	27	22
Value for money	38	22	40	37	43	38	34
<b>Stations</b>							
How staff handle requests	82	6	12	79	81	86	79
Appropriate environment to catch the train	58	26	16	53	56	54	52
Ticket buying facilities	70	17	13	63	67	66	64
Information about train times/platforms	76	13	12	71	72	73	59
<b>Trains</b>							
Punctuality/reliability	61	11	28	63	66	64	56
Length of journey time	73	15	11	74	77	72	67
Ease of getting on/off	65	22	13	66	71	62	60
Amount of seats/standing space	59	19	22	53	59	58	57
Frequency	72	12	16	70	72	70	67
Cleanliness	54	19	27	50	56	51	47
Comfort of seats	55	24	21	52	58	51	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
January – March 2003	20	37%	53%	10%	99%	100%
October – December 2002	24	37%	56%	7%	100%	100%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total: Both Peaks		
	2001	2002	Difference	2001	2002	Difference	2001	2002	Difference
Inner	6.5%	3.4%	-3.1%	2.1%	0.3%	-1.7%	4.6%	2.0%	-2.6%
Outer	5.9%	2.8%	-3.2%	3.4%	5.4%	2.1%	4.7%	4.0%	-0.8%
Total	6.3%	3.2%	-3.1%	2.5%	2.4%	-0.2%	4.6%	2.7%	-1.9%

## Contract change

- During this period, the SRA and Stagecoach agreed and contractualised a one year extension to the existing franchise until February 2004. Negotiations are nearing completion on the terms for a three year single-term deal with Stagecoach.

## South West Trains continued

### Benefits procured for passengers by SRA

- A £6m Passenger Dividend primarily concentrating on rolling stock improvements negotiated resulting from poor operational performance last year.
- From the commencement of the Winter 2002 Timetable, additional capacity provided on a number of Peak trains operating into Waterloo, including services on the Alton Line and Portsmouth Line.
- Negotiations to re-open Chandler's Ford station near Eastleigh progressing. The scheme is partially funded through the RPP scheme.
- A revised service introduced on the Portsmouth Line to aid operating performance on the line.

### Actions to improve services to passengers

- Manufacture of the Desiro fleet of trains to replace old slam-door trains has progressed. Testing of trains on the SWT Network is ongoing and trains are expected to enter service later in the year.
- Under the terms of this Extension, development and feasibility studies ongoing to facilitate the removal of Mark 1 trains and introduction of the new Desiro Trains built by Siemens. Associated schemes to upgrade depots, provide necessary toilet emptying facilities and the necessary platform and power supply works are also being progressed.
- State-of-the-art driver training simulator facility to train over a 1,000 drivers to operate Desiros opened at Basingstoke.
- Major refurbishment programme of the entire Class 455 fleet of trains under development to improve reliability of the trains and to re-configure the internal layout of the trains to improve passenger comfort.
- Refurbishments to Brentford station now complete.
- Completion of £15m customer information system across the SWT network. Officially launched by Rt Hon John Spellar MP, Minister for Transport, December 2002.



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
January – March 2003	79.2%	11.6%	90.8%	1.4%	65,742
October – December 2002	73.3%	12.6%	85.9%	2.9%	65,747

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/hor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	74	16	10	70	74	78	83
How TOC deals with delays	32	45	23	27	30	27	35
Value for money	41	23	36	37	43	44	44
<b>Stations</b>							
How staff handle requests	79	6	15	79	81	74	80
Appropriate environment to catch the train	57	30	13	53	56	59	59
Ticket buying facilities	67	19	14	63	67	66	66
Information about train times/platforms	72	15	13	71	72	75	71
<b>Trains</b>							
Punctuality/reliability	66	11	23	63	66	71	76
Length of journey time	80	14	6	74	77	84	84
Ease of getting on/off	78	15	7	66	71	78	79
Amount of seats/standing space	64	16	20	53	59	66	65
Frequency	69	14	17	70	72	75	75
Cleanliness	53	23	23	50	56	55	58
Comfort of seats	59	26	15	52	58	63	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
January – March 2003	57	43%	21%	36%	60%	84%
October – December 2002	55	44%	14%	42%	81%	94%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total: Both Peaks		
	2001	2002	Difference	2001	2002	Difference	2001	2002	Difference
Inner	2.8%	3.8%	1.1%	2.9%	3.4%	0.5%	2.9%	3.5%	0.6%
Outer	3.6%	1.7%	-2.0%	0.5%	0.2%	-0.3%	2.2%	1.0%	-1.2%
Total	3.3%	2.6%	-0.7%	1.6%	1.6%	0.0%	2.5%	2.1%	-0.4%

## Franchise plan commitments

Thames Trains had no franchise plan commitments due to be delivered in the period covered by *On Track*. Whilst a minority of Thames Trains franchise plan commitments are on-going, the majority have now been delivered and within the time scales originally agreed.

## Actions to improve services to passengers

- The company structure has been reorganised to provide a greater emphasis upon delivering passenger services.
- Additional 15 on-train staff employed to reinforce revenue protection measures and improve passenger security.
- Works completed to improve and expand Theale car park and introduce a company bus shuttle service between office and station for local employer "Vodafone".
- Works currently underway to extend Kingham car park by approx 40% additional spaces and provide lighting to support CCTV system.
- Works now commissioned to completely refurbish toilet facilities at Slough and Maidenhead stations.
- New disabled toilet facility to be built at Maidenhead station.
- Major initiatives to recruit and train new drivers and to maintain and improve reliability for turbo diesel fleets.

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
January – March 2003	72.1%	11.8%	83.9%	2.8%	36,323
October – December 2002	64.3%	14.0%	78.3%	5.8%	37,974

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	68	18	14	70	74	70	70
How TOC deals with delays	21	46	32	27	30	26	26
Value for money	36	22	43	37	43	37	37
<b>Stations</b>							
How staff handle requests	78	6	15	79	81	77	75
Appropriate environment to catch the train	51	31	18	53	56	51	50
Ticket buying facilities	62	21	17	63	67	62	62
Information about train times/platforms	68	16	15	71	72	71	65
<b>Trains</b>							
Punctuality/reliability	58	12	30	63	66	65	62
Length of journey time	74	15	11	74	77	77	74
Ease of getting on/off	69	18	13	66	71	70	69
Amount of seats/standing space	48	19	33	53	59	51	51
Frequency	70	13	18	70	72	76	73
Cleanliness	49	26	25	50	56	48	56
Comfort of seats	47	25	27	52	58	50	50

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
January – March 2003	30	71%	19%	10%	74%	82%
October – December 2002	51	59%	29%	12%	95%	98%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total: Both Peaks		
	2001	2002	Difference	2001	2002	Difference	2001	2002	Difference
Inner (W'don/Sutton)	9.7%	6.6%	-3.1%	6.6%	0.3%	-6.3%	8.2%	3.4%	-4.8%
Outer (North/South)	3.0%	3.0%	0.0%	3.2%	4.4%	1.2%	3.1%	3.7%	0.6%
Total	4.3%	3.7%	-0.6%	3.9%	3.6%	-0.4%	4.1%	3.6%	-0.5%

## Franchise plan commitments

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

## Actions to improve services to passengers

- LED and brand new screens at Blackfriars, Elephant and Castle, Tooting and Loughborough Junction.
- New CIS display departure monitor on St Albans Platform 4, barrier gate house.
- Pigeon netting fitted at Kings Cross station on platforms.
- Upgraded cycle racks fitted at Harpenden station.
- New car park at Flitwick station 94 spaces.
- Anti slip fitted at Blackfriars, Luton and Elephant and Castle stations
- Refurbished waiting room at Kentish Town Platforms 2 & 3.
- Auto announcing system at Kings Cross Thameslink.

Press enquiries:  
Martin Walter  
Thameslink  
020 8929 8651



# 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
January – March 2003	58.9%	9.0%	67.8%	2.1%	18,104
October – December 2002	38.9%	8.7%	47.6%	7.8%	18,064

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	83	9	8	83	74	83	77
How TOC deals with delays	53	31	16	52	30	55	42
Value for money	55	21	24	49	43	63	59
<b>Stations</b>							
How staff handle requests	89	4	7	88	81	87	82
Appropriate environment to catch the train	67	23	10	67	56	66	60
Ticket buying facilities	77	15	8	79	67	76	75
Information about train times/platforms	79	11	10	82	72	80	74
<b>Trains</b>							
Punctuality/reliability	66	9	25	73	66	73	65
Length of journey time	78	13	9	80	77	76	77
Ease of getting on/off	85	10	5	80	71	79	69
Amount of seats/standing space	72	13	16	71	59	72	70
Frequency	74	14	12	81	72	73	72
Cleanliness	89	7	4	78	56	86	72
Comfort of seats	80	11	9	71	58	77	69

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
January – March 2003	1,171	27%	18%	55%	48%	67%
October – December 2002	1,763	28%	33%	40%	25%	69%

## Franchise plan commitments

Clause	Item	Due date	Status/comments
21	Hosting of Customer Consultation meeting	every 3 months	Meeting held on 16 October 2002 at Macclesfield, and on 15 January 2003 at Birmingham International stations

## Actions to improve services to passengers

- CrossCountry achieved its full complement of 78 new trains (consisting of both Voyager and SuperVoyager trains) when the final SuperVoyager was accepted for passenger service on 7 March 2003.
- A small number of revisions to the CrossCountry timetable from 12 January 2003 has led to improvements in punctuality and reliability of services.

Press enquiries:  
Virgin Trains  
Press Office  
0870 789 1111

# Virgin West Coast

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
January – March 2003	70.5%	7.3%	77.8%	1.2%	14,243
October – December 2002	61.2%	9.7%	70.9%	2.2%	14,294

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	77	12	11	83	74	74	76
How TOC deals with delays	43	34	22	52	30	47	48
Value for money	48	19	34	49	43	45	48
<b>Stations</b>							
How staff handle requests	81	8	10	88	81	83	79
Appropriate environment to catch the train	68	24	8	67	56	63	61
Ticket buying facilities	76	16	8	79	67	72	67
Information about train times/platforms	81	11	8	82	72	74	76
<b>Trains</b>							
Punctuality/reliability	75	8	17	73	66	74	64
Length of journey time	76	12	12	80	77	68	68
Ease of getting on/off	76	18	6	80	71	71	73
Amount of seats/standing space	72	18	9	71	59	69	69
Frequency	78	11	11	81	72	74	74
Cleanliness	73	17	11	78	56	72	72
Comfort of seats	65	23	12	71	58	60	63

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
January – March 2003	1,355	17%	25%	58%	61%	74%
October – December 2002	1,208	19%	38%	43%	29%	57%

## Franchise plan commitments

Clause	Item	Due date	Status/comments
36	Hosting of Customer Consultation meeting	Every 3 months	Meeting held on 16 October 2002 at Macclesfield, and on 15 January 2003 at Birmingham International stations.

## Actions to improve services to passengers

- The first new Pendolino service to carry passengers from London Euston successfully completed a return journey to Manchester on 16 December 2002, taking two hours four minutes on the southbound leg of the journey.
- From 27 January 2003 a weekly Pendolino service was introduced into passenger service between Manchester Piccadilly and London Euston in each direction. This was a replacement not an additional service.
- Wolverhampton station received a Secure Station Accreditation Award.
- An additional Customer Information Point was opened at Wolverhampton station.
- The Birmingham International multi-modal interchange was completed on schedule and was officially opened on 7 March 2003. The £6m scheme was led by Birmingham International Airport and connects the rejuvenated airport people mover link, SkyRail, with the station concourse, as well as incorporating a new bus interchange.

Press enquiries:  
Virgin Trains  
Press Office  
0870 789 1111

# WAGN

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
January – March 2003	80.5%	9.7%	90.2%	2.1%	81,598
October – December 2002	72.7%	13.3%	86.0%	2.5%	81,067

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	69	19	12	70	74	70	64
How TOC deals with delays	29	43	28	27	30	26	20
Value for money	31	28	41	37	43	32	32
<b>Stations</b>							
How staff handle requests	77	6	17	79	81	81	72
Appropriate environment to catch the train	49	31	20	53	56	48	47
Ticket buying facilities	63	19	18	63	67	65	62
Information about train times/platforms	59	15	26	71	72	63	57
<b>Trains</b>							
Punctuality/reliability	57	14	29	63	66	60	53
Length of journey time	74	15	11	74	77	74	67
Ease of getting on/off	71	19	10	66	71	73	70
Amount of seats/standing space	52	20	28	53	59	54	56
Frequency	67	13	20	70	72	67	65
Cleanliness	51	22	27	50	56	50	52
Comfort of seats	51	26	23	52	58	46	53

## Complaints data

	Complaints per 100,000 passenger journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
January – March 2003	39	55%	39%	6%	98%	100%
October – December 2002	52	57%	41%	2%	91%	95%

## Passengers In Excess of Capacity

Route Group	AM Peak			PM Peak			Total: Both Peaks		
	2001	2002	Difference	2001	2002	Difference	2001	2002	Difference
Inner	1.8%	2.1%	0.3%	1.7%	0.1%	-1.6%	1.8%	1.2%	-0.6%
Outer	2.7%	3.3%	0.6%	1.4%	2.3%	0.9%	2.1%	2.8%	0.7%
Total	2.3%	2.7%	0.4%	1.6%	1.3%	-0.3%	2.0%	2.0%	0.1%

## Franchise plan commitments

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

## Actions to improve services to passengers

- Integrated bus/rail tickets in Hertfordshire.
- Mobile Avantix ticket machines introduced for Revenue Protection Inspectors (RPIs).
- Cafe facility opened at Enfield Chase station.
- New waiting facilities opened at Enfield Lock.
- Completed re-signing of stations on the West Anglia route.
- Increased level of RPI's and security personnel.
- New customer information desk introduced at Liverpool Street station.

Press enquiries:  
WAGN Press Office  
020 7713 2163

# Wales & Borders Trains

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
January – March 2003	83.8%	8.0%	91.9%	0.5%	46,211
October – December 2002	72.3%	12.8%	85.1%	1.5%	43,512

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	85	10	5	81	74	82	79
How TOC deals with delays	38	36	26	33	30	33	28
Value for money	64	18	18	56	43	59	61
<b>Stations</b>							
How staff handle requests	90	3	7	84	81	84	85
Appropriate environment to catch the train	57	26	17	59	56	51	50
Ticket buying facilities	78	12	10	76	67	71	65
Information about train times/platforms	71	14	15	74	72	71	66
<b>Trains</b>							
Punctuality/reliability	79	8	13	73	66	76	72
Length of journey time	85	11	4	85	77	85	81
Ease of getting on/off	83	12	4	81	71	78	73
Amount of seats/standing space	72	13	15	69	59	68	63
Frequency	71	13	15	76	72	67	66
Cleanliness	76	13	11	65	56	74	66
Comfort of seats	74	18	8	68	58	69	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
January – March 2003	177	9%	20%	71%	100%	100%
October – December 2002	154	9%	26%	64%	100%	100%

## Franchise plan commitments

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

## Benefits procured for passengers by SRA

- 'Project Inform Cymru' information system including announcements in English and Welsh, funded by RPP and Welsh Assembly Government.
- Major facilities improvement pilot at Treforrest Station, funded by MFAS.
- Performance improvements through RPF with replacement of windscreen wipers to the entire DMU fleet.

Press enquiries:  
Leigh Franks  
Wales & Borders  
07071 881 278

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

# Wessex Trains

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

## PPM results

	Within 5 mins	5-10 mins	Within 10 mins	Cancelled	No. trains
January – March 2003	84.2%	7.5%	91.7%	0.9%	30,467
October – December 2002	75.2%	9.5%	84.8%	2.0%	30,660

## National Passenger Survey results – Spring 2003

Factor	% Satisfied or good	% Neither/nor	% Dissatisfied or poor	TOC Type % Satisfied or good	National % Satisfied or good	Previous Wave % Satisfied or good	Spring 2002 % Satisfied or good
Overall opinion of journey	85	9	6	81	74	82	77
How TOC deals with delays	48	32	20	33	30	34	26
Value for money	63	18	19	56	43	61	55
<b>Stations</b>							
How staff handle requests	90	5	5	84	81	86	80
Appropriate environment to catch the train	63	25	12	59	56	61	57
Ticket buying facilities	76	13	11	76	67	71	75
Information about train times/platforms	77	13	10	74	72	80	74
<b>Trains</b>							
Punctuality/reliability	79	9	11	73	66	83	78
Length of journey time	88	8	4	85	77	92	83
Ease of getting on/off	80	14	6	81	71	78	73
Amount of seats/standing space	70	16	14	69	59	65	64
Frequency	75	12	12	76	72	75	69
Cleanliness	63	20	18	65	56	57	49
Comfort of seats	63	20	16	68	58	61	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
January – March 2003	272	5%	20%	75%	100%	100%
October – December 2002	262	9%	28%	63%	100%	100%

## Franchise plan commitments

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

## Benefits procured for passengers by SRA

- Opening of Bodmin Parkway interchange, funded by RPP scheme.
- Filton Abbey Wood train strengthening continuing, funded by RPP scheme.
- Renewal of RPP funded Filton Abbey Wood strengthened services for a further three Years.
- Installation of Train Monitoring Information System at Bristol Temple Meads, funded through Rail Performance Fund.
- Strengthening of Bristol local services, funded by RPP scheme.
- Strengthening of Exmouth morning peak service, funded by RPP scheme.
- Additional evening peak Plymouth-Penzance service, funded by RPP scheme.

Press enquiries:  
Richard Gibson  
Wessex Trains  
07071 331 323

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

# The train operating companies and their franchisees

Franchise	Franchisee	Franchise length	Franchise termination date
Anglia Railways	GB Railways Group Plc	7 years 3 months	April 2004
Merseyrail Electrics*	Merseyrail Services Holding Company Ltd (Serco/Nedrailways)	25 years	July 2028
Arriva Trains Northern	Arriva Trains Ltd	4 years 7 months	September 2004
c2c	National Express Group PLC	15 years	May 2011
Central Trains	National Express Group PLC	7 years 1 months	April 2004
Chiltern Railways	M40 Trains Limited (John Laing plc)	20 years	December 2021
Connex South Eastern	Connex Transport UK Limited	10 years	December 2006
First Great Eastern	FirstGroup PLC	7 years 3 months	April 2004
First Great Western	Great Western Holdings Limited (subsidiary of FirstGroup PLC)	10 years	February 2006
First North Western	Great Western Holdings Limited (subsidiary of FirstGroup PLC)	7 years 1 months	April 2004
Gatwick Express	National Express Group PLC	15 years	May 2011
Great North Eastern Railway	GNER Holdings Limited (subsidiary of Sea Containers Ltd)	9 years	April 2005
Island Line	Stagecoach Holdings PLC	7 years	September 2003
Midland Mainline	National Express Group PLC	12 years	April 2008
ScotRail	National Express Group PLC	7 years	April 2004
Silverlink	National Express Group PLC	7 years 6 months	October 2004
South Central	GOVIA Limited (Go-Ahead Group and Keolis SA)	6 years 7 months	December 2009
South West Trains	Stagecoach Holdings PLC	8 years	February 2004
Thames Trains	The Go-Ahead Group Plc	7 years 6 months	April 2004
Thameslink Rail	GOVIA Limited (Go-Ahead Group and Keolis SA)	7 years 1 months	April 2004
Virgin CrossCountry	Virgin Rail Group Limited	15 years 3 months	April 2012
Virgin West Coast	Virgin Rail Group Limited	15 years	March 2012
West Anglia Great Northern	National Express Group PLC	7 years 3 months	April 2004
Wales & Borders Trains	National Express Group PLC	7 years 6 months	April 2004
Wessex Trains	National Express Group PLC	7 years 6 months	April 2004

\*PTE Concession from 20 July 2003

# Explanatory notes

## Public Performance Measure

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

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

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

The performance of each train operating company is monitored over 13 periods of four weeks each during the financial year (1 April to 31 March). The periods for 2002/03 are:

• P1	1.4.02	–	27.4.02
• P2	28.4.02	–	25.5.02
• P3	26.5.02	–	22.6.02
• P4	23.6.02	–	20.7.02
• P5	21.7.02	–	17.8.02
• P6	18.8.02	–	14.9.02
• P7	15.9.02	–	12.10.02
• P8	13.10.02	–	9.11.02
• P9	10.11.02	–	7.12.02
• P10	8.12.02	–	4.1.03
• P11	5.1.03	–	1.2.03
• P12	2.2.03	–	1.3.03
• P13	2.3.03	–	31.3.03

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

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

## National Passenger Survey

In 1999 the SRA launched its National Passenger Survey in order to assess levels of rail passenger satisfaction. The survey is carried out twice a year on a representative sample of passenger journeys to assess satisfaction with key factors which are of importance to passengers.

There are currently 28 key factors measured: Overall opinion of the journey plus 27 factors relating to the service at the Station or on the Train. Analysis of the Autumn 1999- Autumn 2002 surveys has revealed that the top ten factors which drive Overall opinion are:

- 1 Punctuality/reliability of the train
- 2 How the train operating company deals with delays
- 3 Length of scheduled journey time
- 4 How station staff handle a request (for help or information)
- 5 Ease of getting on and off the train
- 6 The amount of seats/standing space on the train
- 7 The station providing an appropriate environment to catch the train
- 8 Frequency of trains
- 9 Train cleanliness
- 10 Comfort of seating area on the train

In this publication, individual train operator results for these factors (and a small number of other selected factors) are presented alongside the National and TOC Type results thus enabling comparison of a TOC's results with those of operators which provide similar services. The three 'TOC Types' are High Speed Long Distance, London and South East, and Regional operators.

The survey is conducted across the entire franchised railway. Twice a year self-completion questionnaires are distributed at approximately 950 stations around the country, selected to be representative of the entire network. Questionnaires are distributed at different times of the day and across all days of the week. Operators have advised us on the profile of their passengers, in terms of the proportion of commuters, business and leisure travellers, and the data is weighted to



## Explanatory notes continued

ensure that the sample accurately represents the passengers using their services.

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

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

### Complaints

Train operators report to the SRA the total number of complaints that they receive from passengers. These data are 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. It should also be noted that complaints for Wales & Borders Trains and Wessex Trains are handled by the same department and that telephone complaints for both companies cannot be separated and have been allocated half to Wales & Borders Trains and half to Wessex Trains. All operators must produce and comply with a procedure for answering complaints made by their passengers. These procedures include a target time for responding in full to complaints. These target response times differ between operators and direct comparisons should be made with care. However, all operators also report the percentage of complaints answered within twenty working days for which measurement comparisons can more easily be made.

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

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

### SRA incentive payments/penalties

The figures in the table reflect the sums actually paid to date in respect of performance in the period 1 April 2002 to 31 March 2003. These are based on the arrangements described below for PIP, SFIP and TCIP. See 'Changes to incentive regimes since April 2001' below for details of adjustments to be retrospectively applied to these payments and changes to the scope of the services now covered by the incentive regimes.

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

## Explanatory notes continued

### 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
PCD	Passenger Change Date
PIP	Punctuality Incentive Payment
PSR	Passenger Service Requirement
PTE	Passenger Transport Executive
SFIP	Short Formations Incentive Payment
SPT	Strathclyde Passenger Transport
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)

Published by the Strategic Rail Authority in June 2003.  
Media Enquiries: SRA Press Office: 020 7654 6387/6234/6339.  
*On Track*, along with other news and publications from us, is available on our website: [www.sra.gov.uk](http://www.sra.gov.uk)

Designed and produced by Benjamin Rowntree Design  
Telephone: 020 7437 9567 [www.benrown.co.uk](http://www.benrown.co.uk)



