

Virgin Trains Customer information

Virgin Trains' Performance

During period 8 2011/12 (16 October - 12 November 2011) 77.5% of services arrived at destination within 10 minutes of booked time. Reliability was 96.3%, meaning 3.7% of trains were cancelled. Our morning business trains ended the period at 78.3%, with our evening business train performance at 74.1%.

Performance throughout the period was mixed; there were 9 days of 90% or more and 1 of these above 95%. The PPM result was affected by 9 poor days of less than 80%, the worst of these caused by overhead line damage at North Wembley on 5 November (30.3%); a track circuit failure at Wolverhampton on 11 November (52.1%); and a cable theft at Nuneaton on 27 October (54.5%). Other issues during the period included a freight train fire at Berkhamsted, a cut cable at Winsford and a track circuit failure at Willesden.

Infrastructure performance continues to improve in some key areas but some aspects have fallen below expectations this period. We continue to work with Network Rail for further reliability improvements. Our fleet performance remains strong, with improvements for both fleets driven by the challenging reliability plans we have agreed with our suppliers, Alstom and Bombardier.

We continue to work closely with Network Rail to manage operational performance and introduce further reliability improvements, continually monitoring performance against our Joint Performance Improvement Plan and agreeing improvement actions so that we eliminate days of poor performance of our train service.

Customer Satisfaction

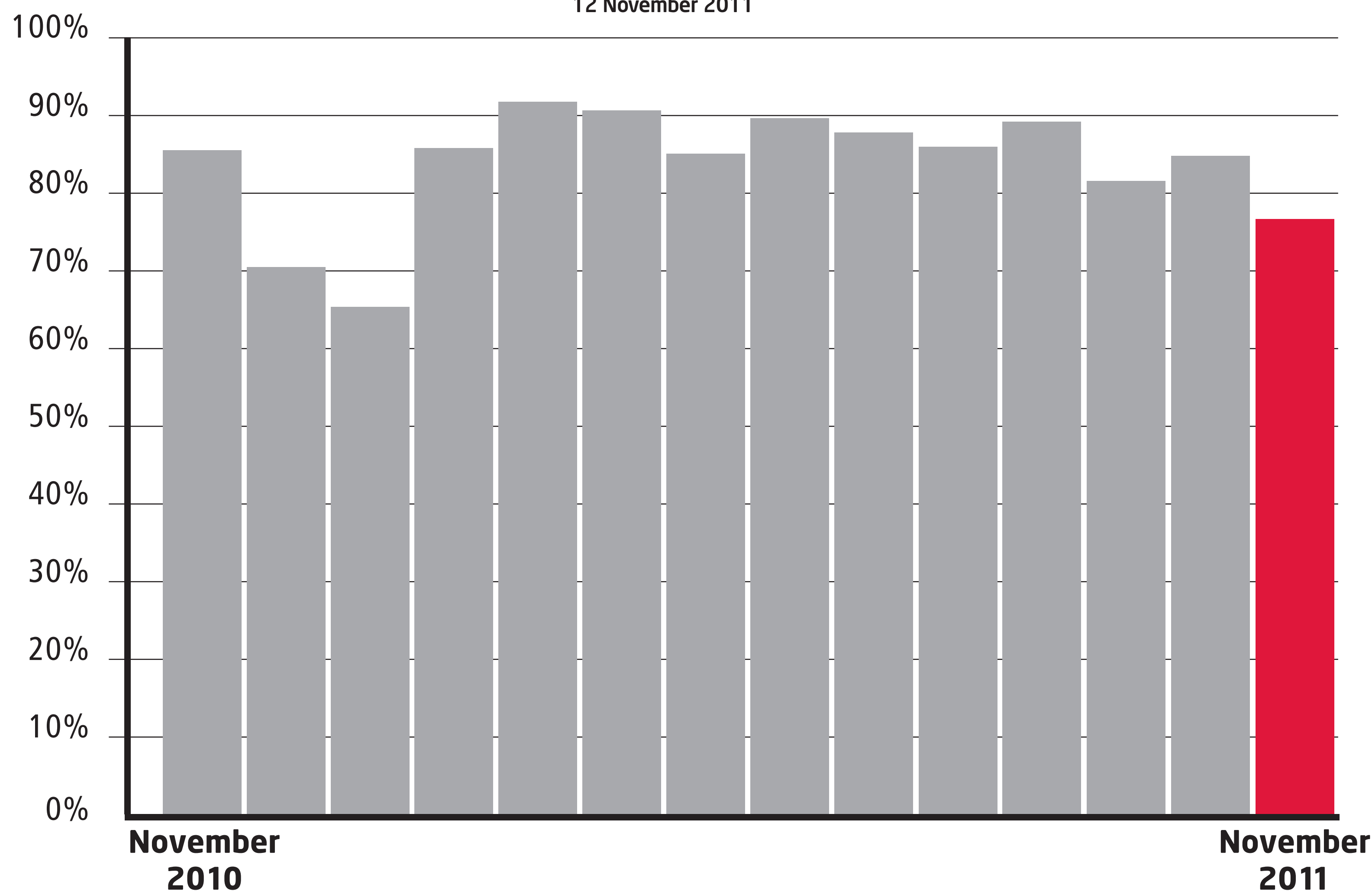
As part of Virgin Trains' Passenger's Charter commitments, we promise to provide independent market research results of customer satisfaction levels.

Punctual trains	82
Advance information provision/ journey planning	84
On train environment	77
Ease of ticket purchase	85
Response to customer needs	80
Appearance and attitude of on train staff	86
Catering availability on train	69
Response to customer comments	46
Station environment	80
Overall satisfaction	80

Satisfaction rating by customers of each criterion on a scale of 0-100 (Fieldwork period May 2011 - July 2011)

Public Performance Measure

Measured by the period ending
12 November 2011



This chart shows the Public Performance Measure, which measures the actual number of trains that arrived at destination within ten minutes of their scheduled time, compared to the number of services in the timetable. No services are excluded from this, for any reason.

Passenger's Charter Service Group	Punctuality				Reliability				Extension Days	
	Last 4 Weeks	Last 52 Weeks	Target	5% Discount	Last 4 Weeks	Last 52 Weeks	Target	5% Discount	Monthly	Annual
West Midlands	85.2%	91.0%	90.0%	No	99.5%	99.3%	99.0%	No	2	11
North West	82.9%	89.6%	90.0%	No	99.5%	99.4%	99.0%	No	1	9
Euston to Scotland	76.5%	81.7%	90.0%	Yes	99.6%	99.6%	99.0%	No	2	21
Birmingham to Scotland	85.5%	87.2%	90.0%	No	99.4%	99.7%	99.0%	No	2	21
All Routes	83.2%	89.1%	90.0%		99.5%	99.4%	99.0%			

Discounts are applied to renewal of appropriate season tickets where, on average for the previous 12 months, performance falls below Passenger's Charter thresholds. On Euston to Scotland a 5% discount currently applies.

