

# Virgin Trains Customer information

## Virgin Trains Performance

Period 1012 train service performance was 87.3% of services arriving at destination within 10 minutes of booked time. Reliability was 96.6%, meaning 3.4% of trains were cancelled. Our morning business train performance at 86.6% was much better than the last couple of months, as was evening business train performance, though still disappointing at 77.8%.

The most severe event was the failure of overhead line equipment at Berkhamsted on 8 February, which continued into the following day's morning peak after problems in completing repairs meant the work overran. This event caused over 8000 minutes of delay and 179 cancellations to Virgin Trains' services meaning PPM of below

40% on both days. Network Rail has completed preventive inspections at similar locations and has begun a programme to change overhead line components to improve their reliability. A Pendolino train struck an object at Berkhamsted and suffered damage on the afternoon of 9 February causing 2016 minutes of delay and 10 cancellations to evening peak services.

We continue to work closely with Network Rail to manage operational performance on a daily basis, whilst engaging with the Office of Rail Regulation and Network Rail to monitor performance of infrastructure and agree improvement actions so that we eliminate days of poor performance of our train service.

### Customer Satisfaction

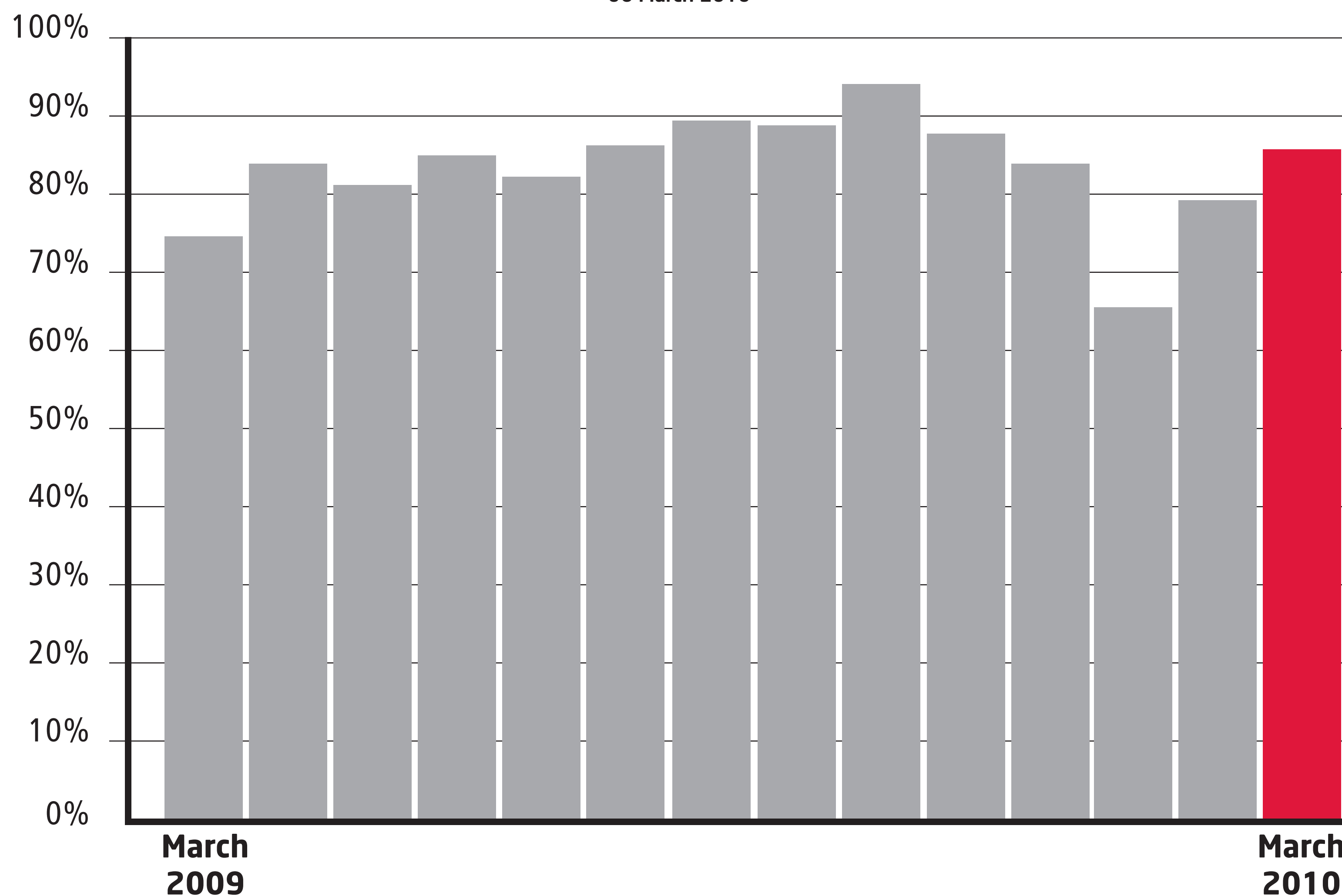
As part of Virgin Trains' Passenger's Charter commitments, we promise to provide independent market research results of customer satisfaction levels.

Punctual trains	80
Advance information provision/ journey planning	81
On train environment	78
Ease of ticket purchase	83
Response to customer needs	79
Appearance and attitude of on train staff	85
Catering availability on train	67
Response to customer comments	49
Station environment	78
Overall satisfaction	78

Satisfaction rating by customers of each criterion on a scale of 0-100 (Fieldwork period Nov 2009 - Jan 2010).

## Public Performance Measure

Measured by 4 week period ending  
06 March 2010



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.

Passengers 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	94.2%	91.3%	90.0%	No	99.6%	99.3%	99.0%	No	2	19
North West	93.1%	89.9%	90.0%	No	99.6%	99.3%	99.0%	No	2	12
Euston to Scotland	86.4%	83.3%	90.0%	Yes	100%	99.7%	99.0%	No	2	31
Birmingham to Scotland	90.6%	87.9%	90.0%	No	99.4%	99.5%	99.0%	No	0	17
All Routes	92.6%	89.6%	90.0%		99.6%	99.3%	99.0%			

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

