

Press Release

Merseyrail named a record breaking train operator

11 February 2010

Performance figures released by Network Rail prove that Merseyrail, our Serco-Abellio (formally Serco-Nedrailways) joint venture, is a record breaking train operator on three counts. It has just achieved:

- Its highest ever Public Performance Measure (PPM) percentage for a single four-week period – 97.85%
- The highest PPM moving annual average (MAA) ever achieved by Merseyrail - 96.33%
- The highest PPM MAA ever achieved by any train operator

The results break other records set in the two previous four-weekly periods.

Bart Schmeink, managing director of Merseyrail, said: “91% of our passengers gave Merseyrail the thumbs-up in the National Passenger Survey, the highest score in the country, so achieving these incredible punctuality scores will only enhance the overall passenger experience. It’s all about relentless attention to detail day in, day out together with our colleagues at Network Rail to make sure we consistently offer what passengers want.”

“To achieve this when many forms of transport were virtually at a standstill during the recent snow and ice, shows that Merseyrail is going from strength to strength and that we are dedicated to providing the best service we can.”

Mark Dowd, chair of Merseytravel, said: “This is an incredible performance, even more so with the conditions we have faced over winter. It is a credit to everyone who worked so hard to maintain such a brilliant service for the people of Merseyside.”

Jo Kaye, Network Rail’s route director, said: “This is a remarkable achievement because the high performance levels have been maintained through the worst winter in thirty years. The dedication shown by our people on the ground who turn out in all weathers and at all times of the day and

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night to keep the railway running, together with the efforts of our Merseyrail colleagues, is something that deserves the recognition that these results bring.”

Results like this do not come overnight and are the result of a great deal of cooperation between the two organisations:-

- Network Rail has a dedicated management team sharing offices with Merseyrail, making decision taking a far quicker process. It also has a maintenance depot that is dedicated solely to the Merseyrail network.
- The two companies devise joint performance improvement plans that focus on the parts of the network which need extra attention to improve performance further.
- There is a programme of renewals and enhancements to improve the reliability of the track and equipment, and ever improving maintenance of the trains to improve their reliability.
- Daily conference calls involving Network Rail, its maintenance team, Merseyrail and the British Transport Police review everything that happened in the previous 24 hours to evaluate the way particular incidents were handled.

Ends

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Notes to Editors

About Serco

Serco is a FTSE 100 international service company, which combines commercial know-how with a deep public service ethos.

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About Serco in Transport

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Serco is a FTSE 100 international service company. More information can be found at www.serco.com

About Merseyrail

Merseyrail carries approx 110.000 passengers per weekday. Merseyrail is one of the most intensively used networks in the UK with 780 trains per weekday. 91% of passengers rate Merseyrail "satisfied or good" in the National Passenger Survey of Autumn 2009 (National average: 81%).

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PPM

1) Arrived on time - the measure of train punctuality also known as PPM (public performance measure) means trains arriving at their destinations within five minutes for commuter services and within 10 for long distance services. This measure of punctuality is commonly used throughout Europe

2) National train punctuality is measured for all trains across every day, including cancelled services and delays caused by external factors (such as vandalism, extreme weather, suicides etc). Punctuality did not start to be recorded in this vigorous and thorough way until 1997. Before then Railtrack, and BR before it, did not measure all services and also excluded external factors and other items from their numbers

3) These figures represent provisional data for the period and individual operators performance data may vary slightly from the full period performance report that Network Rail publishes on its website around one month after period end

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