

6th November 2002

FRANCHISE POLICY STATEMENT

Accountable and viable operators who are passionate about delivering for their customers"

Getting train operating companies to focus on meeting passenger needs is at the centre of the Franchise Policy Statement published today by the Strategic Rail Authority (SRA).

The policy sets out the shape of key performance indicators to be included in future contracts specifying the quality of services to be delivered by train operating companies to their customers. These indicators may include train cleanliness, station cleanliness, passenger information systems, ticketing systems and personal passenger security.

The new system will be different because it is passenger focused. Under it the SRA will be much clearer about what it expects from each train operating company. In return for providing a consistent, high quality service, train operators can expect greater certainty of rewards and incentives.

Richard Bowker, Chairman of the SRA says:

"This policy provides greater certainty for passengers and for the companies that serve them. Passengers will know that there are clear and acceptable performance measures, while operators will know that their innovation and creativity will be encouraged and rewarded within a stable operating environment."

Notes to Editors:

1. The Franchise Policy Statement applies to franchises falling due from April 2004.
2. A listing showing the current status of all of the franchises can be viewed on our website under 'News'.
3. The SRA has today confirmed that it will be pursuing its objective of having a single franchised operator at major London stations following a positive response to its consultation.
4. The SRA has today announced the preferred bidders for the concluding stage of TransPennine Express franchise; a new approach for the South West Trains franchise; and unveiled plans for the creation of a new Greater Western franchise.

For further details contact the Department for Transport Rail Press desk: 020 7944 3248

