

-----Original Message-----

From: Lezala Andrew [mailto:Andrew.Lezala@jarvis-uk.com]

Sent: 02 December 2004 14:39

To: 'Paula Angeriz'

Subject: RE: Stewardship of the national rail network - performance and monitoring

Paula

Thank you for your note. Regarding the balance scorecard measures I would like you to consider one more and that is "initial train delay event minutes as a percentage of the total consequent train delay" this will provide a measure of how well managed the recovery process is once an initial delay has occurred.

Andrew Lezala

Please accept our apologies for sending the press notice today. Our email system was out of order yesterday.

Regards,

Communications Team

Office of Rail Regulation

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