



NATIONAL RAIL TRENDS 2007-2008 **QUARTER ONE**



OFFICE OF **RAIL REGULATION**

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Introduction

This edition of *National Rail Trends* covers April to June – quarter one (Q1) – of the financial year 2007-08, and includes an update of rail usage and performance data. Data are quarterly and/or annual and should always be used in conjunction with the notes and definitions. Additional notes, such as a description of sector classifications, are included in the Appendix.

On 1 April 2006 two new franchises started operating passenger rail services in Great Britain. First Capital Connect is now operating the services that were previously run by Thameslink and WAGN, while the new First Greater Western franchise is responsible for former First Great Western, First Great Western Link and Wessex Trains services. For the purposes of sector reporting in *National Rail Trends*, First Capital Connect is categorised as a London and South East operator. First Great Western data are split across the three sectors (long-distance, regional and, London and South East) so that there is consistency in the sector time series. The only exception to this is the ‘timetabled train kilometres’ metric, where all First Great Western services appear in the long-distance sector. For more information on sector classifications please see the *Appendix*.

All data for One are included in the London and South East sector, since they cannot be identified separately. In other Chapters, data for One (InterCity) services are included under long-distance operators with all other One services included in London and South East operators. For Public Performance Measure (PPM), the One (InterCity) services operate on a ten-minute PPM regime and are therefore given separately.

None of the data provided in *National Rail Trends* could be presented without the close cooperation of other organisations in the rail industry. This cooperation, especially that received from Network Rail, the freight operators, the train operators and the Department for Transport (DfT), is gratefully received.

Changes to the publication

Following the May 2006 review of *National Rail Trends*, changes were made to the analysis and presentation of data in the recent editions of *National Rail Trends*. These changes are outlined in *National Rail Trends 2006-07 Quarter Two*, page 5.

Non-franchised passenger trains

Non-franchised passenger train data are not included in the tables and charts in the Rail usage section.

Contacts

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Quarter dates

Q1 - April, May and June

Q2 - July, August and September

Q3 - October, November and December

Q4 - January, February and March

Revisions

All data for the current financial year are provisional. At the end of each financial year a reconciliation exercise with the train operating companies (TOCs) takes place and data are finalised in the *Yearbook* (Q4) edition of the publication.

Rounding

All the tables in *National Rail Trends* show data rounded, normally to one decimal place or to the nearest whole number. In some cases this means that large percentage changes between quarters can occur with no visible change to the published results.

Historic data

Previous editions of *National Rail Trends* containing historic data can be obtained on the Office of Rail Regulation website under Rail Statistics: <http://www.rail-reg.gov.uk/>.

Executive summary

- In the first quarter of 2007–08 the moving annual average for total passenger kilometers was 11.8 billion kilometers, an increase of 8.3% on 2006–07 Q1. This is compared to an increase of 2.7% between 2005–06 Q1 and 2006–07 Q1.
- In 2007–08 Q1 the moving annual average for total passenger journeys was 295 million, an increase of 8.4% on 2006–07 Q1. This is compared to an increase of 2.5% between 2005–06 Q1 and 2006–07 Q1.
- For this quarter the moving annual average for total passenger revenue was £1,296 million, an increase of 13.4% on 2006–07 Q1. This is compared to an increase of 6.9% between 2005–06 Q1 and 2006–07 Q1.
- In 2007–08 Q1 the moving annual average public performance measure was 88.2%, a 1.1 percentage point increase on 2006–07 Q1.
- Between 2006–07 Q1 and 2007–08 Q1 the number of complaints per 100,000 passenger journeys decreased from 57 to 52, a 10.0% decrease. This is compared to a 22.4% decrease between 2005–06 Q1 and 2006–07 Q1.
- Total freight moved in 2007–08 Q1 was 5.48 billion net tonne kilometres, a decrease of 4.1% on 2006–07 Q1. This is compared to an increase of 9.0% between 2005–06 Q1 and 2006–07 Q1.
- In 2007–08 Q1 25.50 million tonnes of freight were lifted, an 8.3% decrease on 2006–07 Q1.
- The average age of rolling stock increased to an average 13.95 years in 2007–08 Q1 from 13.29 years in 2006–07 Q1.

1 Rail usage

Key results 2007–08 Q1

- In the first quarter of 2007–08 the moving annual average for total passenger kilometers was 11.8 billion kilometers, an increase of 8.3% on 2006–07 Q1. This is compared to an increase of 2.7% between 2005–06 Q1 and 2006–07 Q1.
- In 2007–08 Q1 passenger kilometers for season ticket holders increased by 10.4% on 2006–07 Q1 and 4.1% for ordinary fares. This is compared to the 2006–07 Q1 on 2005–06 Q1 increase of 1.5% and 3.9% for season ticket holders and ordinary fares respectively.
- In 2007–08 Q1 the moving annual average for total passenger journeys was 295 million, an increase of 8.4% on 2006–07 Q1. This is compared to an increase of 2.5% between 2005–06 Q1 and 2006–07 Q1.
- Passenger journeys of season ticket holders increased to 139 million in the first quarter of 2007–08, an increase of 11.1% on 2006–07 Q1. This is compared to an increase of 5.2% between 2005–06 Q1 and 2006–07 Q1.
- For this quarter the moving annual average for total passenger revenue was £1,296 million, an increase of 13.4% on 2006–07 Q1. This is compared to an increase of 6.9% between 2005–06 Q1 and 2006–07 Q1.
- For season ticket holders, passenger revenue increased by 15.4% from 2006–07 Q1 to 2007–08 Q1, compared to 5.3% between 2005–06 Q1 and 2006–07 Q1.
- The quarter on quarter increase for revenue per passenger kilometre was 5.9%. This is compared to an increase of 3.7% between 2005–06 Q1 and 2006–07 Q1.
- For revenue per passenger journey the 2007–08 Q1 on 2006–07 Q1 increase was 6.3% compared to the previous years' quarter on quarter increase of 4.8%.

Methodology for passenger journeys and kilometres data

The rail industry's central ticketing system, Latest Earnings Networked Nationally Over-Night (LENNON), is the basis for passenger kilometres and journeys data. LENNON, however, does not correctly record sales of certain products, in particular some operator-specific tickets and Passenger Transport Executive (PTE) multi-modal tickets. The journeys and kilometres from these tickets are added in at the end of each financial year when a reconciliation exercise with the TOCs takes place. Therefore all data for the current financial year are provisional but will be finalised in the *Yearbook* (Q4) edition.

Journeys datasets in LENNON

LENNON contains two datasets - pre-allocation (sales) and post-allocation (earnings). Passenger usage statistics in *National Rail Trends* are based on the post-allocation dataset. Allocations are created for each ticket group, dependant on sales levels, by Operational Research Computer Allocation of Ticket Sales (ORCATS). These allocations are principally used to apportion journeys between TOCs.

ORCATS is a mathematical model which uses a similar logic to journey planning systems and identifies passenger 'opportunities to travel' from an origin station to a destination station using timetable information. An opportunity to travel may include one or more changes of train, and one journey will be generated for each train used during an opportunity to travel. This will result in the number of journeys being inflated by around 5%, compared to the pre-allocation dataset that does not assign journeys between TOCs.

1.1 Passenger kilometres

Notes:

Revisions have been made to the Ordinary fares and Season tickets quarterly and annual data from 2003–04 to 2006–07. These revisions have been provided by ATOC.

Please note that South West Trains includes the former Regional operator Island Line and First Great Western includes the former Regional operator Wessex.

These data do not include the non-franchised train operating companies.

Quarter Four includes non-LENNON data which have been provided by the train operating companies.

For conventions on rounding and revisions please see the *Introduction*.

Table 1.1a Passenger kilometres by ticket type

Great Britain 1999–00 to 2007–08 Q1 (billions)

	Ordinary fares	Season tickets	Total passenger kilometres	Total passenger kilometres (MAA)
1999-00	28.0	10.4	38.5	
2000-01	27.2	10.9	38.2	
2001-02	28.1	11.0	39.1	
2002-03	28.4	11.3	39.7	
2003-04	28.9	12.0	40.9	
2004-05	29.4	12.4	41.8	
2005-06	30.0	13.2	43.2	
2006-07	32.5	14.0	46.5	
2002-03 Q1	7.1	2.8	9.9	9.8
Q2	7.6	2.6	10.1	9.8
Q3	7.1	2.9	10.0	9.8
Q4	6.7	3.0	9.7	9.9
2003-04 Q1	7.3	2.7	10.0	10.0
Q2	7.4	3.1	10.4	10.0
Q3	7.3	2.9	10.2	10.1
Q4	6.9	3.3	10.2	10.2
2004-05 Q1	7.2	2.9	10.2	10.3
Q2	7.4	3.1	10.6	10.3
Q3	7.7	3.0	10.8	10.4
Q4	7.0	3.2	10.3	10.4
2005-06 Q1	7.6	3.2	10.8	10.6
Q2	7.2	3.4	10.6	10.6
Q3	8.0	3.1	11.1	10.7
Q4	7.2	3.5	10.7	10.8
2006-07 Q1	7.9	3.2	11.2	10.9
Q2	8.1	3.5	11.5	11.1
Q3	8.3	3.5	11.8	11.3
Q4	8.2	3.7	11.9	11.6
2007-08 Q1	8.3	3.6	11.8	11.8
Percentage change				
2007-08 Q1 on 2006-07 Q1	4.1	10.4	6.0	8.3

Source: LENNON database and ATOC

Notes:

These data do not include the non-franchised train operating companies.

Quarter Four includes non-LENNON data which have been provided by the train operating companies.

Please note that South West Trains includes the former Regional operator Island Line and First Great Western includes the former Regional operator Wessex.

Refer to *Appendix* for details of sector classification.

For conventions on rounding and revisions please see the *Introduction*.

Table 1.1b Passenger kilometres by sector

Great Britain 1999–00 to 2007–08 Q1 (billions)

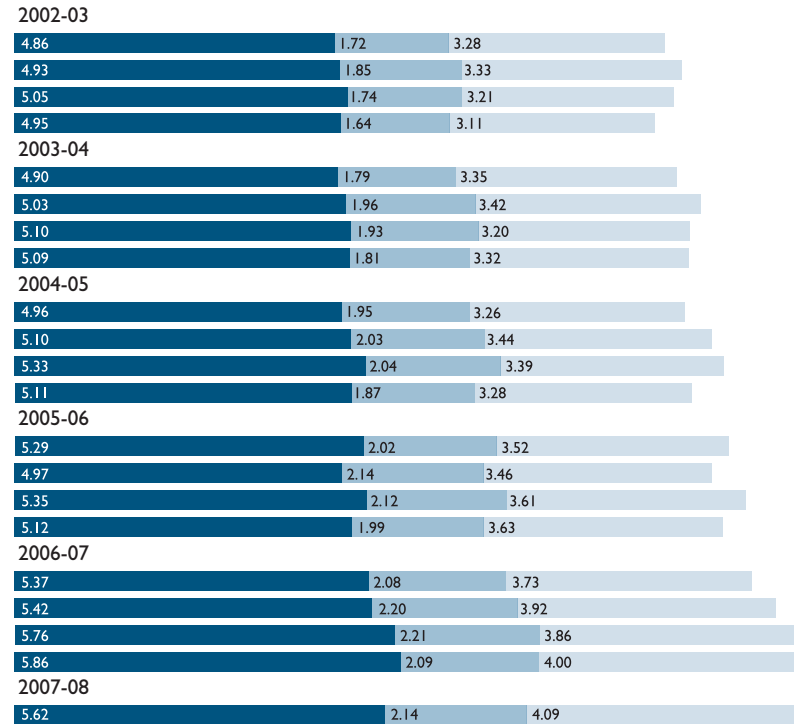
		Long-distance operators	London and SE operators	Regional operators	Total passenger kilometres
1999-00		13.2	18.4	6.9	38.5
2000-01		12.1	19.2	6.9	38.2
2001-02		12.9	19.3	7.0	39.1
2002-03		12.9	19.8	6.9	39.7
2003-04		13.3	20.1	7.5	40.9
2004-05		13.4	20.5	7.9	41.8
2005-06		14.2	20.7	8.3	43.2
2006-07		15.5	22.4	8.6	46.5
2002-03	Q1	3.3	4.9	1.7	9.9
	Q2	3.3	4.9	1.9	10.1
	Q3	3.2	5.0	1.7	10.0
	Q4	3.1	4.9	1.6	9.7
2003-04	Q1	3.4	4.9	1.8	10.0
	Q2	3.4	5.0	2.0	10.4
	Q3	3.2	5.1	1.9	10.2
	Q4	3.3	5.1	1.8	10.2
2004-05	Q1	3.3	5.0	2.0	10.2
	Q2	3.4	5.1	2.0	10.6
	Q3	3.4	5.3	2.0	10.8
	Q4	3.3	5.1	1.9	10.3
2005-06	Q1	3.5	5.3	2.0	10.8
	Q2	3.5	5.0	2.1	10.6
	Q3	3.6	5.3	2.1	11.1
	Q4	3.6	5.1	2.0	10.7
2006-07	Q1	3.7	5.4	2.1	11.2
	Q2	3.9	5.4	2.2	11.5
	Q3	3.9	5.8	2.2	11.8
	Q4	4.0	5.9	2.1	11.9
2007-08	Q1	4.1	5.6	2.1	11.8
Percentage change					
2007-08 Q1 on 2006-07 Q1		9.7	4.6	2.8	6.0

Source: LENNON database and ATOC

Chart 1.1a Passenger kilometres

Great Britain quarterly data 2002–2003 to 2007–08 Q1 (billions)

■ London and SE operators ■ Regional operators ■ Long-distance operators



Source: LENNON database and ATOC

Please note that South West Trains includes the former Regional operator Island Line and First Great Western includes the former Regional operator Wessex.

1.2 Passenger journeys

Notes:

Revisions have been made to the Ordinary fares and Season tickets quarterly and annual data from 2003–04 to 2006–07. These revisions have been provided by ATOC.

Please note that South West Trains includes the former Regional operator Island Line and First Great Western includes the former Regional operator Wessex.

These data do not include the non-franchised train operating companies.

Quarter Four includes non-LENNON data which have been provided by the train operating companies.

Passenger journeys figures include an element of inflation as the figures represent the numbers of different trains used in the course of journeys.

For conventions on rounding and revisions please see the *Introduction*.

Table 1.2a Passenger journeys by ticket type

Great Britain 1999–00 to 2007–08 Q1 (millions)

	Ordinary fares	Season tickets	Total passenger journeys	Total passenger journeys (MAA)
1999-00	540	391	931	
2000-01	549	407	957	
2001-02	551	408	960	
2002-03	564	412	976	
2003-04	561	451	1,012	
2004-05	579	466	1,045	
2005-06	585	498	1,082	
2006-07	620	543	1,164	
2002-03 Q1	138	101	239	240
Q2	148	93	241	241
Q3	143	107	251	241
Q4	134	111	245	244
2003-04 Q1	141	102	243	245
Q2	135	115	250	247
Q3	150	110	260	249
Q4	136	123	259	253
2004-05 Q1	143	110	253	255
Q2	139	119	258	257
Q3	156	116	272	261
Q4	140	121	261	261
2005-06 Q1	151	119	270	265
Q2	134	127	261	266
Q3	163	120	283	269
Q4	136	132	268	271
2006-07 Q1	151	125	276	272
Q2	141	139	280	277
Q3	164	137	301	281
Q4	165	143	307	291
2007-08 Q1	152	139	291	295
Percentage change				
2007-08 Q1 on 2006-07 Q1	1.0	11.1	5.6	8.4

Source: LENNON database and ATOC.

Notes:

Passenger journeys figures include an element of inflation as the figures represent the numbers of different trains used in the course of journeys. See page 7 for further details.

Please note that South West Trains includes the former Regional operator Island Line and First Great Western includes the former Regional operator Wessex.

Refer to *Appendix*, part 3, for details of sector classification.

For conventions on rounding and revisions please see the *Introduction*.

Non-LENNON data are added in at the end of each financial year in Q4. For further information see *Rail Usage*.

Table 1.2b Passenger journeys by sector

Great Britain 1999–00 to 2007–08 Q1 (millions)

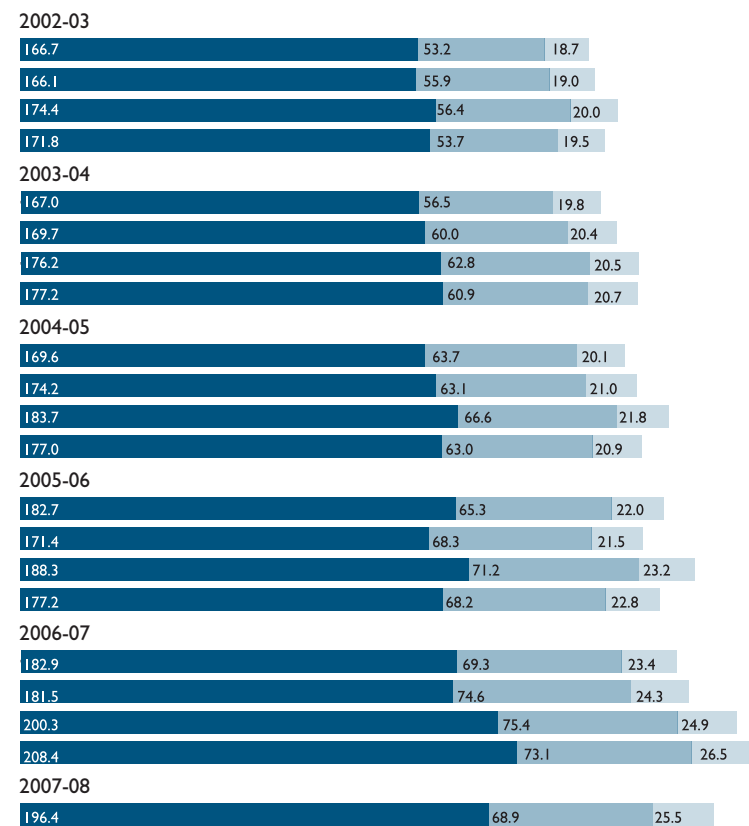
	Long-distance operators	London and SE operators	Regional operators	Total passenger journeys
1999-00	72	639	220	931
2000-01	70	664	223	957
2001-02	74	663	222	960
2002-03	77	679	219	976
2003-04	81	690	240	1,012
2004-05	84	704	256	1,045
2005-06	89	720	273	1,082
2006-07	98	773	292	1,164
2002-03 Q1	19	167	53	239
Q2	19	166	56	241
Q3	20	174	56	251
Q4	19	172	54	245
2003-04 Q1	20	167	56	243
Q2	20	170	60	250
Q3	21	176	63	260
Q4	21	177	61	259
2004-05 Q1	20	170	64	253
Q2	21	174	63	258
Q3	22	184	67	272
Q4	21	177	63	261
2005-06 Q1	22	183	65	270
Q2	21	171	68	261
Q3	23	188	71	283
Q4	23	177	68	268
2006-07 Q1	23	183	69	276
Q2	24	182	75	280
Q3	25	200	75	301
Q4	25	208	73	307
2007-08 Q1	25	196	69	291
Percentage change				
2007-08 Q1 on 2006-07 Q1	9.0	7.4	-0.5	5.6

Source: LENNON database and ATOC

Chart 1.2a Passenger journeys

Great Britain quarterly data 2002-03 to 2007-08 Q1 (millions)

■ London and SE operators ■ Regional operators ■ Long-distance operators



Source: LENNON database and ATOC

Please note that South West Trains includes the former Regional operator Island Line and First Great Western includes the former Regional operator Wessex.

1.3 Passenger revenue

Notes:

Revisions have been made to the Ordinary fares and Season tickets quarterly and annual data for 2005–06 and 2006–07. These revisions have been provided by ATOC.

These data do not include the non-franchised train operating companies.

Quarter Four includes non-LENNON data which have been provided by the train operating companies.

Passenger revenue includes all ticket revenue and miscellaneous charges associated with passenger travel on national railways, e.g. car parking charges. For tickets involving travel on London Transport, receipts have been apportioned. Passenger revenue does not include government support or grants.

Please note that South West Trains includes the former Regional operator Island Line and First Great Western includes the former Regional operator Wessex.

For conventions on rounding and revisions please see the *Introduction*.

Table 1.3a Passenger revenue by ticket type

Great Britain 1999–00 to 2007–08 Q1 (£ millions)

	Ordinary fares	Season tickets	Total passenger revenue	Total passenger revenue (MAA)
1999-00	2,463	905	3,368	
2000-01	2,463	950	3,413	
2001-02	2,585	964	3,548	
2002-03	2,693	970	3,663	
2003-04	2,890	1,011	3,901	
2004-05	3,088	1,071	4,158	
2005-06	3,323	1,170	4,493	
2006-07	3,744	1,294	5,038	
2002-03				
Q1	665	237	902	896
Q2	692	222	914	899
Q3	681	250	930	904
Q4	656	260	916	916
2003-04				
Q1	713	229	943	926
Q2	718	262	980	942
Q3	734	240	974	953
Q4	725	280	1,005	975
2004-05				
Q1	746	251	997	989
Q2	750	275	1,025	1,000
Q3	819	266	1,085	1,028
Q4	772	280	1,053	1,040
2005-06				
Q1	837	279	1,116	1,069
Q2	772	295	1,067	1,080
Q3	867	280	1,147	1,095
Q4	848	316	1,164	1,123
2006-07				
Q1	900	294	1,194	1,143
Q2	890	329	1,219	1,181
Q3	967	319	1,286	1,216
Q4	986	353	1,339	1,259
2007-08				
Q1	1,000	339	1,339	1,296
Percentage change				
2007-08 Q1 on 2006-07 Q1	11.2	15.4	12.2	13.4

Source: Office for National Statistics website, LENNON database and ATOC

Notes:

These data do not include the non-franchised train operating companies.

Quarter Four includes non-LENNON data which have been provided by the train operating companies.

Passenger revenue includes all ticket revenue and miscellaneous charges associated with passenger travel on national railways, e.g. car parking charges. For tickets involving travel on London Transport, receipts have been apportioned. Passenger revenue does not include government support or grants.

Please note that South West Trains includes the former Regional operator Island Line and First Great Western includes the former Regional operator Wessex.

Refer to *Appendix*, part 3, for details of sector classification.

For conventions on rounding and revisions please see the *Introduction*.

Table 1.3b Passenger revenue by sector

Great Britain 1999–00 to 2007–08 Q1 (£ millions)

	Long-distance operators	London and SE operators	Regional operators	Total passenger revenue
1999-00	1,160	1,647	560	3,368
2000-01	1,109	1,732	572	3,413
2001-02	1,221	1,803	524	3,548
2002-03	1,279	1,848	535	3,663
2003-04	1,384	1,932	585	3,901
2004-05	1,465	2,059	634	4,158
2005-06	1,609	2,197	687	4,493
2006-07	1,793	2,509	735	5,038
2002-03 Q1	318	454	131	902
Q2	318	456	141	914
Q3	326	469	135	930
Q4	318	470	129	916
2003-04 Q1	337	466	140	943
Q2	349	478	152	980
Q3	340	485	149	974
Q4	357	503	144	1,005
2004-05 Q1	351	492	153	997
Q2	357	507	161	1,025
Q3	382	537	165	1,085
Q4	375	523	155	1,053
2005-06 Q1	404	544	168	1,116
Q2	375	517	175	1,067
Q3	407	563	177	1,147
Q4	424	573	167	1,164
2006-07 Q1	436	582	176	1,194
Q2	445	589	185	1,219
Q3	467	630	189	1,286
Q4	444	709	185	1,339
2007-08 Q1	498	650	191	1,339
Percentage change				
2007-08 Q1 on 2006-07 Q1	14.4	11.7	8.4	12.2

Source: Office for National Statistics website, LENNON database and ATOC

Notes:

These data do not include the non-franchised train operating companies.

Quarter Four includes non-LENNON data which have been provided by the train operating companies.

Passenger revenue includes all ticket revenue and miscellaneous charges associated with passenger travel on national railways, e.g. car parking charges. For tickets involving travel on London Transport, receipts have been apportioned. Passenger revenue does not include government support or grants.

Please note that South West Trains includes the former Regional operator Island Line and First Great Western includes the former Regional operator Wessex.

Refer to *Appendix*, part 3, for details of sector classification.

For conventions on rounding and revisions please see the *Introduction*.

Table 1.3c Revenue per passenger kilometre and revenue per journey

Great Britain 1999–00 to 2007–08 Q1

	Total passenger kilometres (billions)	Total passenger journeys (millions)	Total passenger revenue (£millions)	Revenue per passenger kilometre (£/km)	Revenue per journey (£/journey)
1999-00	38.5	931	3,368	0.088	3.62
2000-01	38.2	957	3,413	0.089	3.57
2001-02	39.1	960	3,548	0.091	3.70
2002-03	39.7	976	3,663	0.092	3.75
2003-04	40.9	1,012	3,901	0.095	3.86
2004-05	41.8	1,045	4,158	0.100	3.98
2005-06	43.2	1,082	4,493	0.104	4.15
2006-07	46.5	1,164	5,038	0.108	4.33
2002-03 Q1	9.9	239	902	0.091	3.78
Q2	10.1	241	914	0.090	3.79
Q3	10.0	251	930	0.093	3.71
Q4	9.7	245	916	0.095	3.74
2003-04 Q1	10.0	243	943	0.094	3.87
Q2	10.4	250	980	0.094	3.92
Q3	10.2	260	974	0.095	3.75
Q4	10.2	259	1,005	0.098	3.88
2004-05 Q1	10.2	253	997	0.098	3.93
Q2	10.6	258	1,025	0.097	3.97
Q3	10.8	272	1,085	0.101	3.99
Q4	10.3	261	1,053	0.103	4.03
2005-06 Q1	10.8	270	1,116	0.103	4.13
Q2	10.6	261	1,067	0.101	4.08
Q3	11.1	283	1,147	0.104	4.06
Q4	10.7	268	1,164	0.108	4.34
2006-07 Q1	11.2	276	1,194	0.107	4.33
Q2	11.5	280	1,219	0.106	4.35
Q3	11.8	301	1,286	0.109	4.28
Q4	11.9	307	1,339	0.112	4.36
2007-08 Q1	11.8	291	1,339	0.113	4.60
Percentage change 2007-08 Q1 on 2006-07 Q1	6.0	5.6	12.2	5.9	6.3

Source: Office for National Statistics website, LENNON database and ATOC

1.4 Timetabled train kilometres

Methodology

Data are collected from the different timetables each year and then allocated into quarters and financial years. The allocation allows for the different weekday, Saturday and Sunday timetables. However, it does not allow for changes to the timetable for bank holidays. The data do not include mileage associated with bus links that are stated in the timetable, but do include mileage where buses replace trains due to engineering works etc. The data do not allow for emergency timetables.

Prior to 2006–07 Q1, the timetable date was chosen at random. However, from 2006–07 Q1 ORCATS sample dates have been used to compile the timetabled train kilometres data because these dates are agreed by the TOCs to be the most representative weeks of the summer/winter timetables. An explanation of ORCATS is given on page 7.

The new First Greater Western franchise cannot be disaggregated for the 'timetabled train kilometres' metric. Therefore all First Great Western services appear in the long-distance sector, and this has resulted in a break in the long-distance, regional and all operators' series between 2005–06 Q4 and 2006–07 Q1.

Long-distance operators includes the three franchises which now comprise First Greater Western.

Notes:

For conventions on rounding and revisions please see the *Introduction*.

Please note that South West Trains includes the former Regional operator Island Line and First Great Western includes the former Regional operator Wessex.

Table 1.4 Timetabled train kilometres by sector

Great Britain 1999–2000 to 2007–08 Q1 (millions)

		Long-distance operators	London and SE operators total (inc peak)	London and SE operators peak only	Regional operators	All operators
1999-00		78.7	179.8	24.6	159.9	418.4
2000-01		81.0	184.4	24.6	161.7	427.2
2001-02		85.6	186.9	25.1	163.4	435.9
2002-03		95.2	184.3	25.2	163.7	443.3
2003-04		96.5	184.8	25.3	165.0	446.2
2004-05		99.1	191.9	25.9	167.5	458.4
2005-06		97.5	194.8	26.3	170.9	463.2
2006-07		123.9	181.8	25.0	158.5	464.2
2002-03	Q1	22.1	46.2	6.2	40.9	109.2
	Q2	22.8	46.5	6.3	41.7	111.0
	Q3	25.4	46.3	6.4	41.1	112.9
	Q4	24.8	45.2	6.2	40.1	110.2
2003-04	Q1	24.8	46.0	6.3	40.8	111.6
	Q2	24.7	46.7	6.4	41.5	112.9
	Q3	23.3	46.3	6.4	41.5	111.1
	Q4	23.6	45.9	6.3	41.1	110.5
2004-05	Q1	24.4	45.9	6.3	41.9	112.2
	Q2	24.2	48.2	6.4	41.0	113.4
	Q3	25.7	48.9	6.6	42.4	117.1
	Q4	24.8	48.8	6.6	42.2	115.7
2005-06	Q1	24.4	49.0	6.7	42.7	116.1
	Q2	24.4	48.9	6.6	43.1	116.4
	Q3	24.4	48.9	6.5	43.1	116.4
	Q4	24.4	47.9	6.5	42.1	114.3
2006-07	Q1 ^r	30.9	45.2	6.2	39.5	115.7
	Q2 ^r	31.3	46.0	6.3	39.9	117.1
	Q3	31.2	45.9	6.3	39.9	117.0
	Q4	30.6	44.7	6.2	39.1	114.3
2007-08	Q1*					
Percentage change						
2007-08 Q1 on 2006-07 Q1						
		-	-	-	-	-

Source: Department for Transport

*The figures for 2007-08 Q1 will be included at a later date to enable calculations and checks to be completed.

^r The London and South East, and All Operators figures for 2006–07 Q1 and Q2 have been revised due to updated data becoming available for one of the TOCs.

Notes:

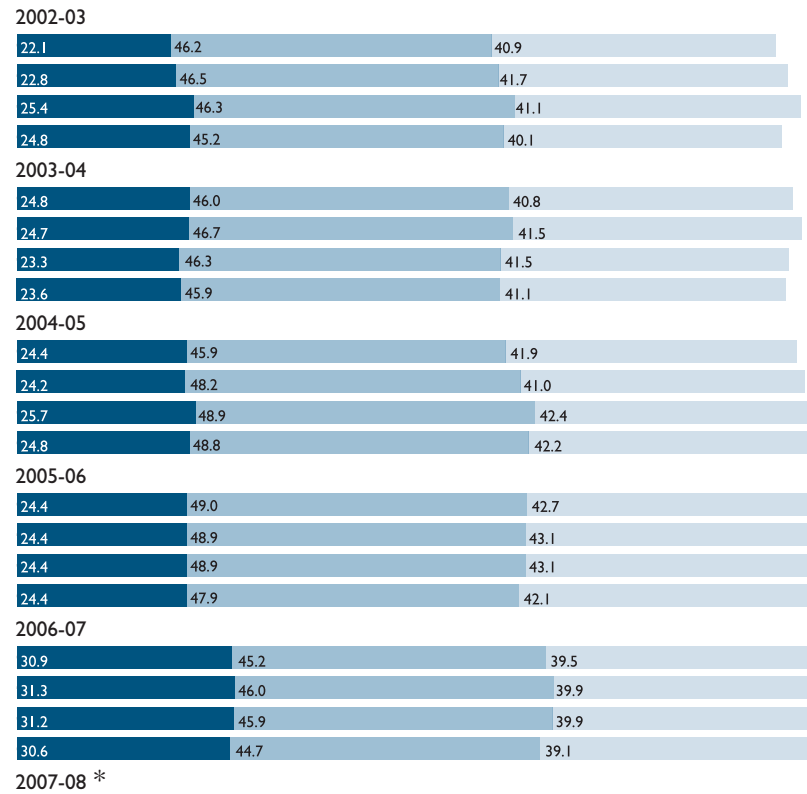
The new First Greater Western franchise cannot be disaggregated for the ‘timetabled train kilometres’ metric. Therefore all First Greater Western services appear in the long-distance sector, and this has resulted in a break in the long distance, regional and all operators series between 2005–06 Q4 and 2006–07 Q1.

Please note that South West Trains includes the former Regional operator Island Line and First Great Western includes the former Regional operator Wessex.

Chart 1.4 Timetabled train kilometres

Great Britain 2002–03 to 2007–08 Q1 (millions)

■ Long-distance operators ■ London and SE operators ■ Regional operators



Source: Department for Transport

*The figures for 2007-08 Q1 will be included at a later date to enable calculations and checks to be completed.

2 Rail performance

Key results 2007-08 Q1

- In 2007–08 Q1 the overall moving annual average public performance measure for all operators was 88.2%, a 1.1 percentage point increase on 2006–07 Q1.
- Regional operators saw the largest change in the public performance measure with an increase of 0.7 percentage points between 2006–07 Q1 and 2007–08 Q1. This is compared to a 3.4 percentage point increase for regional operators between 2006–07 Q1 and 2005–06 Q1.
- Between 2006-07 Q1 and 2007-08 Q1 the number of complaints per 100,000 passenger journeys decreased from 57 to 52, a 10.0% decrease. This is compared to a 22.4% decrease between 2005-06 Q1 and 2006-07 Q1.
- In 2007-08 Q1 40% of complaints related to train service performance, giving a 3 percentage point decrease between 2006-07 Q1 and 2007-08 Q1.
- For this quarter 19% of complaints related to fares, retailing and refunds, a 3 percentage point increase between 2006-07 Q1 and 2007-08 Q1.
- In 2007–08 Q1 the National Rail Enquiry Service took 5.7 million calls, 22.6% less than in 2006–07 Q1.

2.1 Public performance measure (PPM)

Background

PPM was introduced on 6 June 2000 to give a better indication of the actual performance of Britain's passenger railways. It replaced the Passenger's Charter as the main means of measuring passenger train performance. The Passenger's Charter is still used for season ticket refunds.

Methodology

PPM combines figures for punctuality and reliability into a single performance measure. Unlike the Charter, it covers all scheduled services, seven days a week, operated by franchised passenger operators. PPM measures the performance of individual trains against their planned timetable for the day. This may differ from the published timetable (see below). PPM is therefore the percentage of trains 'on time' compared to the total number of trains planned. PPM for the year is expressed as a moving annual average (MAA).

A train is defined as on time if it arrives within five minutes (i.e. four minutes 59 seconds or less) of the planned destination arrival time for London, South East and regional operators; or ten minutes (i.e. nine minutes 59 seconds or less) for long distance operators.

Where a train fails to run its entire planned route, calling at all timetabled stations, it will either be shown as cancelled (if it runs less than half its planned mileage) or will be added to the trains in the '20 minutes or more' lateness band.

Trains which complete their journey as planned are measured for punctuality at their final destination. A train's performance is generally recorded by the automated monitoring systems which log performance using the signalling equipment.

As described above, the PPM compares the actual performance of the train service with the plans held in the computer systems. These plans, technically called 'plan of the day', are usually the same as the published timetable with amendments reflecting pre-published engineering amendments. However, after the Hatfield accident, there was a period when the plans were unstable - sometimes they reflected the normal timetable, sometimes a temporary timetable which was rendered inoperable by changes to the speed restrictions or flooding, and sometimes they reflected the actual service the operators were trying to run in response to unanticipated events.

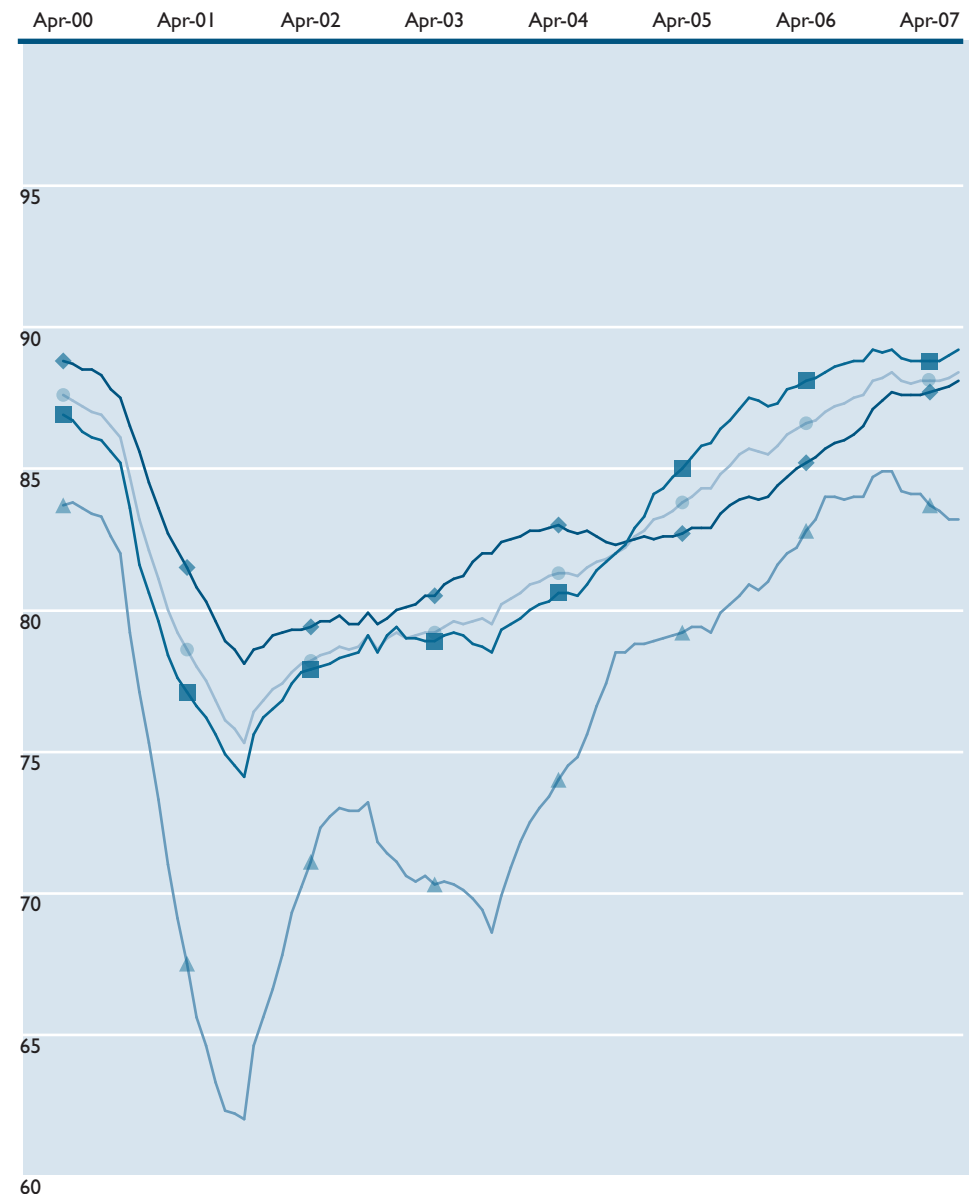
Notes:

Chart 2.1a plots the changes in PPM since April 2000. Each point represents the overall figure for the preceding four quarters.

Chart 2.1a Public performance measure MAA

Percentage of trains arriving on time Great Britain 2000 to 2007-08 Q1

▲ Long-distance sector ■ London and South East sector ◆ Regional sector ● All operators



Notes:

Long-distance operators show the percentage of trains arriving within ten minutes of timetabled arrival at final destination. London and South East, and regional operators show the percentage arriving within five minutes of the timetabled arrival.

From 2006–07 Q1, the rail industry has re-classified TransPennine Express (TPE) to the long distance sector for performance purposes, hence TPE services are now considered 'on time' if they arrive within ten minutes of the planned destination arrival time (not within five minutes as is the case up to 2005–06 Q4). There is a need to exercise caution when comparing the latest sector and national PPM figures to earlier data, since they are not directly comparable.

The national level MAA figures may differ slightly to the numbers published by ORR in the Network Rail Monitor as the two publications cover slightly different time periods.

For conventions on rounding and revisions please see the *Introduction*.

Table 2.1a Public performance measure

Percentage of trains arriving on time Great Britain 1999–00 to 2007–08 Q1

	Long-distance operators	London & SE operators (inc peak)	London & SE operators Peak Only	Regional operators	All operators	PPM MAA
1999-00	83.8	87.1	85.1	89.1	87.8	
2000-01	69.1	77.6	73.7	81.7	79.1	
2001-02	70.2	77.8	73.6	79.1	78.0	
2002-03	70.6	78.9	75.7	80.5	79.2	
2003-04	74.1	80.5	77.9	82.8	81.2	
2004-05	79.1	84.7	81.9	82.6	83.6	
2005-06	82.2	87.9	84.8	85.0	86.4	
2006-07	84.9	88.8	86.1	87.6	88.1	
2002-03 Q1	76.3	83.0	80.7	83.7	83.0	78.6
Q2	72.7	82.2	82.4	80.3	80.9	79.0
Q3	74.5	71.7	65.7	74.4	72.3	79.3
Q4	73.0	79.3	73.9	83.0	80.5	79.2
2003-04 Q1	74.5	84.0	83.0	85.7	84.3	79.5
Q2	66.9	79.7	79.3	83.7	80.8	79.5
Q3	71.7	76.3	72.1	77.2	76.4	80.5
Q4	80.7	82.1	77.3	84.6	83.1	81.2
2004-05 Q1	80.5	84.5	82.0	84.9	84.5	81.2
Q2	79.0	84.4	83.9	82.2	83.2	81.8
Q3	75.8	81.9	77.7	78.8	80.3	82.8
Q4	81.3	88.0	83.9	84.6	86.2	83.6
2005-06 Q1	81.6	89.1	87.1	86.1	87.5	84.3
Q2	82.6	88.5	86.5	85.6	87.0	85.2
Q3	77.6	83.2	77.9	79.5	81.3	85.5
Q4	87.0	90.8	87.7	89.0	89.8	86.4
2006-07 Q1	88.1	91.4	90.2	89.5	90.4	87.1
Q2	83.4	89.6	88.7	87.8	88.5	87.5
Q3	82.9	85.2	80.6	84.4	84.7	88.4
Q4	85.2	89.0	84.9	88.8	88.7	88.1
2007-08 Q1	86.3	91.9	90.9	90.2	90.8	88.2
Percentage point change						
2007-08 Q1 on 2006-07 Q1	-1.8	0.5	0.6	0.7	0.4	1.1

Source: Network Rail

Notes:

To be consistent for all train operating companies this table shows PPM by TOC rather than by region, as in previous NRT publications.

The national level MAA figures may differ slightly to the numbers published by ORR in the *Network Rail Monitor* as the two publications cover slightly different time periods.

Hull Trains is a non-franchised operator, and these values are not included in the sector or overall national PPM percentages.

First Capital Connect was formerly Thameslink and WAGN.

For conventions on rounding and revisions please see the *Introduction*.

Source: Network Rail and Hull Trains

Table 2.1b Public performance measure by TOC

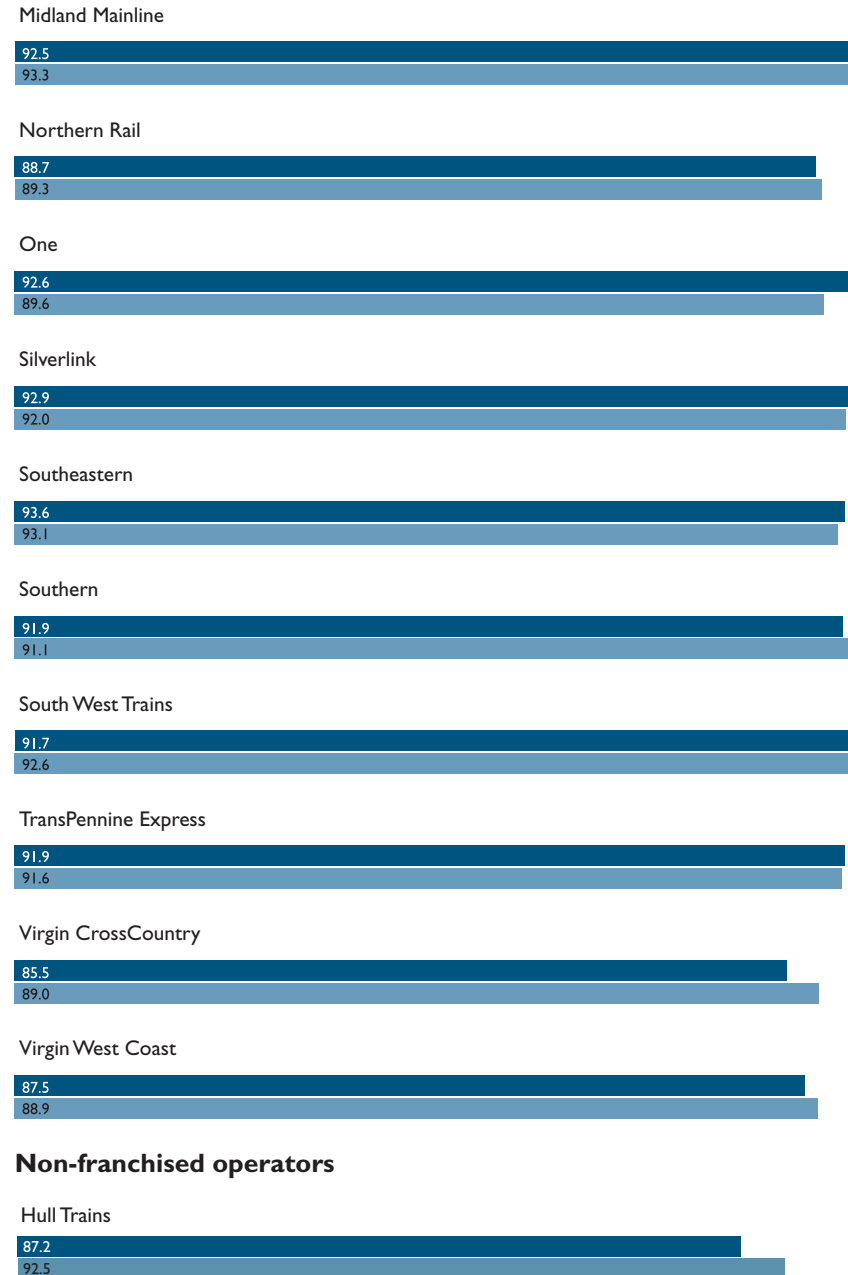
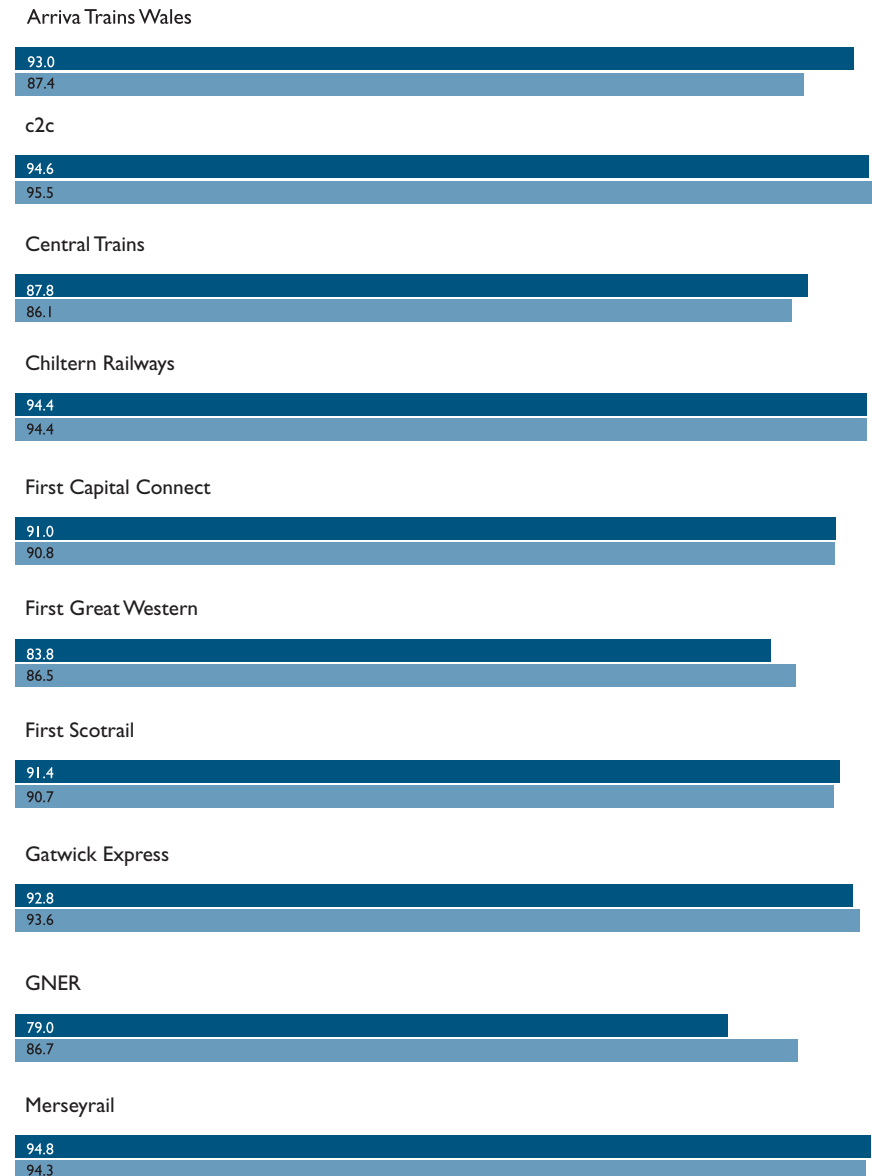
Percentage of trains arriving on time Great Britain 2006–07 Q1 and 2007–08 Q1

		2007-08 Q1	2006-07 Q1	MAA to 30 Jun 2007	MAA to 31 Mar 2007
	Arriva Trains Wales	93.0	87.4	89.0	87.6
	c2c	94.6	95.5	94.1	94.3
	Central Trains	87.8	86.1	84.9	84.5
	Chiltern Railways	94.4	94.4	93.8	93.8
	First Capital Connect	91.0	90.8	88.2	88.1
	First Great Western	83.8	86.5	82.6	83.2
	First Scotrail	91.4	90.7	89.0	88.8
	Gatwick Express	92.8	93.6	90.1	90.3
	GNER	79.0	86.7	80.7	82.7
	Merseyrail	94.8	94.3	92.6	92.5
	Midland Mainline	92.5	93.3	92.1	92.3
	Northern Rail	88.7	89.3	87.1	87.3
	One	92.6	89.6	87.8	87.1
	Silverlink	92.9	92.0	91.0	90.8
	Southeastern	91.9	91.1	88.7	88.5
	Southern	91.7	92.6	89.0	89.2
	South West Trains	93.6	93.1	90.2	90.0
	TransPennine Express	91.9	91.6	89.4	89.3
	Virgin CrossCountry	85.5	89.0	82.9	83.9
	Virgin West Coast	87.5	88.9	85.7	86.0
Peak Services	c2c	96.0	96.4	93.9	94.0
	Chiltern Railways	93.6	92.3	91.4	91.0
	First Capital Connect	90.0	89.4	85.7	85.6
	One Railway	91.4	86.9	84.8	83.8
	Silverlink	93.6	93.8	91.8	91.8
	Southeastern	90.3	89.6	84.7	84.5
	Southern	91.4	91.8	87.4	87.5
	South West Trains	93.4	92.4	87.6	87.4
Non-franchised operator	Hull Trains	87.2	92.5	88.1	86.8

Chart 2.1b Public performance measure by TOC

Percentage of trains arriving on time Great Britain 2006–07 Q1 to 2007–08 Q1

■ PPM 2007–08 Q1 ■ PPM 2006–07 Q1



2.2 Rail complaints

Background

The number of complaints is a useful addition to the range of performance indicators. Unlike other system-based measures, the number of complaints reflects direct feedback from passengers. Used in conjunction with other performance measures, such as PPM, a more comprehensive description of rail industry service and passenger satisfaction can be reported.

Methodology

A complaint is defined as 'any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy'. TOCs record and report complaints made by letter, fax, e-mail, pre-printed form or telephone.

As some TOCs carry more passengers than others, we have presented the data as a rate per 100,000 passenger journeys. This is a superior measure to a ratio against passenger kilometres as, no matter how long the trip, a dissatisfied customer will only complain once. Given the varying business nature of TOCs, direct comparisons of complaint rates between TOCs in different sectors should be made with caution. In April 2006 complaints about Wales & Borders and Wessex Trains were handled by the same department, and telephone complaints for both companies could not be separated so they were allocated half to Wales & Borders (now Arriva Trains Wales) and half to Wessex Trains (now First Great Western).

Pre-2004–05 data for regional operators and all operators are not directly comparable to more recent data, due to a new method of recording telephone enquiries being introduced by one of the regional operators.

Other comments

An increase in complaints per 100,000 passenger journeys does not necessarily indicate a worse performance by the industry (or sector). A number of other factors can affect the volume of complaints received. An operator that makes it easier to complain (e.g. by advertising, through the availability of pre-printed forms, by opening and extending complaint telephone lines) is likely to get a larger volume of complaints than it would otherwise. This TOC may, however, be able to work on this feedback and in the short and long-term improve its service to passengers.

In addition, the propensity to complain will vary across customer types. Customers who travel regularly on a particular route are less likely to complain about an individual journey than business or leisure travellers who make their rail journeys infrequently. This could help explain the far higher complaint rates for long distance operators where infrequent journeys are more common.

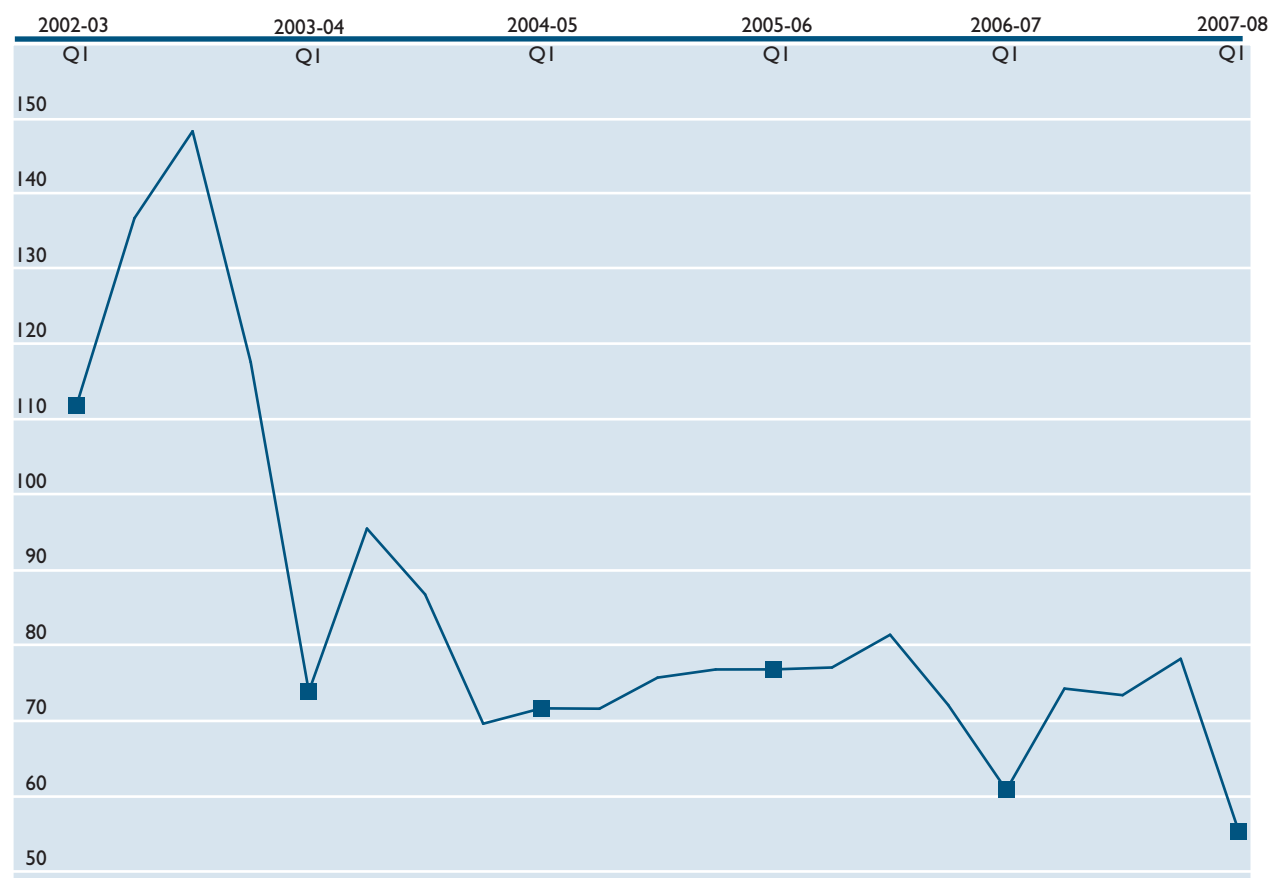
Table 2.2a Complaints rateRate per 100,000 passenger journeys Great Britain
1999–00 to 2007–08 Q1

All operators	
1999-00	108
2000-01	131
2001-02	110
2002-03	128
2003-04	79
2004-05	71
2005-06	74
2006-07	69
2002-03	
Q1	110
Q2	136
Q3	148
Q4	116
2003-04	
Q1	71
Q2	93
Q3	84
Q4	66
2004-05	
Q1	69
Q2	69
Q3	73
Q4	74
2005-06	
Q1	74
Q2	74
Q3	79
Q4	69
2006-07	
Q1	57
Q2 ^r	71
Q3 ^r	70
Q4	75
2007-08	
Q1	52
Percentage change	
2007-08 Q1 on 2006-07 Q1	-10%

Source: Department for Transport

Chart 2.2a Complaints rate MAA

Rate per 100,000 passenger journeys Great Britain 2002–03 Q1 to 2007–08 Q1

**Notes:**

Due to franchise changes that came into effect on 1 April 2006, it is no longer possible to display complaints data by sector. For individual TOC complaints per 100,000 journeys please see Table 2.2b.

For conventions on rounding and revisions please see the *Introduction*.

For more details on the breaks in the series please refer to section 2.2 *Methodology*.

^r As described in *Chapter 2.2 Methodology*, figures have been updated due to revisions since the 2006–07 Q3 *National Rail Trends*.

Table 2.2b TOC complaints rate^r

Complaints per 100,000 passenger journeys Great Britain 2006–07 Q1 to 2007–08 Q1

Operator	2006-07 Q1	2006-07 Q2	2006-07 Q3	2006-07 Q4	2007-08 Q1	Percentage change 2007-08 Q1 on 2006-07 Q1
Arriva Trains Wales	300	341	291	369	336	12%
c2c	21	16	54	21	37	77%
Central Trains	51	84	74	56	54	6%
Chiltern Railways	60	84	51	77	50	-15%
First Capital Connect	42	70	76	63	39	-6%
First Great Western	120	204	176	224	126	5%
First Scotrail	36	35	40	59	36	0%
Gatwick Express	22	49	28	63	44	97%
GNER	342	466	333	370	279	-19%
Merseyrail	32	27	40	41	37	17%
Midland Mainline	104	130	124	125	116	12%
Northern	30	27	37	34	31	6%
One	41	59	35	41	38	-9%
Silverlink	16	19	17	20	16	2%
Southeastern	18	15	25	22	15	-18%
Southern	21	28	25	12	8	-61%
South Western Trains	7	9	12	11	8	11%
TransPennine Express	31	39	67	57	44	40%
Virgin CrossCountry	374	307	300	347	231	-38%
Virgin West Coast	410	386	522	745	340	-17%

Source: Department for Transport

Note:^r Figures have been updated due to revisions.

Table 2.2c Complaint response performance within Complaints Handling Procedure (CHP) target

Percentage of complaints answered within CHP target Great Britain 2006–07 Q1 to 2007–08 Q1

Operator	2006-07 Q1	2006-07 Q2	2006-07 Q3	2006-07 Q4	2007-08 Q1	Full year 2006-07	Complaints handling procedure response time
Arriva Trains Wales	94%	96%	29%	82%	54%	76%	10 working days
c2c	99%	96%	99%	100%	100%	99%	15 working days
Central Trains	96%	91%	91%	95%	97%	93%	15 working days
Chiltern Railways	99%	99%	99%	98%	100%	98%	10 working days
First Capital Connect	85%	86%	86%	88%	92%	89%	5 working days
First Great Western	78%	85%	85%	75%	87%	81%	5 working days
First Scotrail	96%	91%	91%	91%	97%	93%	10 working days
Gatwick Express	88%	87%	87%	92%	96%	90%	10 working days
GNER	85%	40%	40%	81%	96%	69%	20 working days
Merseyrail	99%	99%	99%	97%	99%	97%	20 working days
Midland Mainline	99%	99%	99%	97%	100%	99%	20 working days
Northern	100%	100%	100%	100%	73%	100%	20 working days
One	64%	66%	66%	75%	92%	70%	10 working days
Silverlink	96%	93%	93%	97%	100%	95%	10 working days
Southeastern	97%	99%	99%	97%	93%	98%	10 working days
Southern	96%	96%	96%	94%	98%	96%	10 working days
South West Trains	98%	87%	87%	79%	96%	89%	20 working days
TransPennine Express	86%	94%	91%	95%	89%	91%	90% - 10 working days, 95% - 20 working days
Virgin CrossCountry	92%	93%	93%	88%	76%	85%	75% - 10 working days, 95% - 20 working days
Virgin West Coast	94%	69%	69%	52%	76%	64%	75% - 10 working days, 95% - 20 working days

Source: Department for Transport

Table 2.2d Complaints response performance

Percentage of complaints answered within 20 working days Great Britain 2006–07 Q1 to 2007–08 Q1

Operator	2006-07 Q1	2006-07 Q2	2006-07 Q3	2006-07 Q4	2007-08 Q1	Full year 2006-07
Arriva Trains Wales	100%	100%	93%	96%	81%	97%
c2c	100%	99%	100%	100%	100%	100%
Central Trains	96%	92%	92%	95%	97%	93%
Chiltern Railways	99%	100%	93%	98%	100%	98%
First Capital Connect	99%	99%	100%	100%	100%	100%
First Great Western	96%	94%	96%	96%	100%	95%
First Scotrail	99%	99%	100%	99%	99%	99%
Gatwick Express	100%	100%	100%	100%	100%	100%
GNER	85%	40%	83%	96%	96%	73%
Merseyrail	99%	99%	94%	99%	99%	97%
Midland Mainline	99%	99%	100%	97%	98%	99%
Northern	100%	100%	100%	100%	100%	100%
One	99%	96%	89%	99%	100%	96%
Silverlink	100%	99%	99%	100%	100%	100%
Southeastern	100%	100%	100%	100%	100%	100%
Southern	99%	99%	99%	98%	99%	99%
South West Trains	99%	99%	100%	100%	99%	100%
TransPennine Express	98%	99%	99%	100%	100%	99%
Virgin CrossCountry	100%	100%	96%	98%	100%	98%
Virgin West Coast	100%	99%	98%	97%	99%	98%

Source: Department for Transport

Table 2.2e Complaints by category

Percentage of complaints made to TOCs Great Britain 2006–07 Q1 to 2007–08 Q1

Operator	2006-07 Q1	2006-07 Q2	2006-07 Q3	2006-07 Q4	2007-08 Q1	Full year 2006-07
Train service performance	43%	47%	47%	50%	40%	47%
Quality of train	13%	14%	14%	11%	12%	13%
Fares, retailing and refunds	17%	15%	14%	15%	19%	15%
Information at stations and on trains	5%	4%	4%	4%	5%	4%
Staff conduct and availability	6%	6%	5%	5%	7%	6%
Complaints handling	3%	3%	4%	5%	4%	4%
Station quality	5%	4%	4%	4%	4%	4%
Praise comments	2%	2%	2%	2%	2%	2%
Safety and security	1%	1%	1%	1%	1%	1%
Timetable and connection issues	2%	1%	3%	2%	1%	2%
Special needs	1%	1%	1%	0%	1%	1%
NRES	1%	0%	0%	0%	1%	0%
Other complaints	2%	1%	1%	1%	1%	1%
TOTAL	100%	100%	100%	100%	100%	100%

Source: Department for Transport

2.3 National Rail Enquiries

Background

The National Rail Enquiry Service (NRES) is the telephone enquiry service that provides information primarily on train times and fares.

NRES is the first point of contact with the rail industry for many potential passengers, especially infrequent travellers. It is vital that it provides a timely and accurate response to the public. NRES is regulated by DfT and its minimum performance standards are set out in the NRES Agreement. The latest agreement is for 93% of all calls in a financial year to be answered, and for no less than 90% of all calls in any four-week railway period to be answered. It also introduces a formal quality regime, which includes monitoring through mystery shopping surveys.

Methodology

The relevant quantitative data are provided by British Telecom (BT) and include the number of calls answered, calls engaged and calls which get no reply to the tone (abandoned). Data up to and including 1998–99 are based on apportionment of period data to quarters. From 1999–00 Q1 quarterly figures are based on aggregated daily data.

Other comments

It should be noted that the automatic data collection is unable to distinguish between calls being answered by a human voice and those answered by an automatic message/answering machine. The results can therefore be said to provide a good indication of volume of calls made and answered. They do not, however, measure the quality of service given by NRES which is monitored through mystery shopping surveys.

NRES is always susceptible to a volatile demand. Although some aspects affecting demand can be predicted (e.g. time, holiday periods, sporting events) some are very hard to predict (e.g. weather).

Notes:

For conventions on rounding and revisions please see the *Introduction*.

The number of calls to NRES may have been affected by the introduction of an Internet enquiry service in March 2003.

Table 2.3 National Rail Enquiry Service

Great Britain 1999–00 to 2007–08 Q1 (million calls and percentage of calls)

		Total inbound calls	Percentage answered	Percentage engaged	Percentage abandoned
1999-00		65.5	92.2	1.3	6.5
2000-01		81.3	88.4	3.2	8.4
2001-02		62.7	94.1	0.3	5.6
2002-03		61.9	94.8	0.3	4.9
2003-04		52.5	94.1	0.1	5.8
2004-05		48.3	94.2	0.1	5.7
2005-06		35.3	95.0	0.4	4.6
2006-07		26.4	94.4	0.2	5.3
2002-03	Q1	15.3	95.0	0.3	4.7
	Q2	16.5	94.4	0.6	5.0
	Q3	15.8	94.4	0.1	5.5
	Q4	14.3	95.5	0.0	4.5
2003-04	Q1	14.2	94.8	0.0	5.2
	Q2	13.9	94.4	0.1	5.5
	Q3	12.4	93.4	0.0	6.6
	Q4	12.1	93.7	0.1	6.2
2004-05	Q1	12.6	92.0	0.1	7.8
	Q2	12.8	94.9	0.1	5.0
	Q3	12.4	94.1	0.0	5.9
	Q4	10.5	96.3	0.0	3.7
2005-06	Q1	10.0	96.2	0.0	3.7
	Q2	9.5	95.0	0.8	4.2
	Q3	8.7	94.6	0.3	5.0
	Q4	7.2	93.8	0.4	5.8
2006-07	Q1	7.4	95.1	0.0	4.9
	Q2	7.4	92.6	0.2	7.1
	Q3	6.0	96.2	0.0	3.8
	Q4 ¹	5.6	94.1	0.8	5.2
2007-08	Q1	5.7	93.0	0.0	7.0
Percentage change					
2007-08 Q1 on 2006-07 Q1		-22.6	-2.1*		

Source: Department for Transport

¹ the figures for Q4 are low as the Network was affected due to flooding in the summer.

* Percentage point change.

3 Freight

Key results 2007-08 Q1

- Total freight moved in 2007–08 Q1 was 5.48 billion net tonne kilometres, a decrease of 4.1% on 2006–07 Q1. This is compared to an increase of 9.0% between 2005–06 Q1 and 2006–07 Q1.
- Of all the freight commodities that were moved, domestic intermodal saw the largest percentage increase of 16.0% between 2006–07 Q1 and 2007–08 Q1.
- Between 2006–07 Q1 and 2007–08 Q1 metals (-17.1%) and coal (-10.1%) saw the largest decreases of all the freight commodities moved. This compares to a decrease of 5.4% for metals and an increase of 17.8% for coal between 2005–06 Q1 and 2006–07 Q1.
- In 2007–08 Q1 25.50 million tonnes of freight were lifted, an 8.3% decrease on 2006–07 Q1.
- The amount of coal lifted decreased by 13.3% between 2006–07 Q1 and 2007–08 Q1, compared to an increase of 13.9% between 2005–06 Q1 and 2006–07 Q1.

3.1 Freight moved

Background

In February 1996, British Rail's (BR) bulk freight operations were sold to North and South Railways - now English, Welsh and Scottish Railway (EWS). The other major companies in the rail freight sector are Freightliner Ltd (formerly the BR container business), Direct Rail Services (DRS) and GB Railfreight.

Methodology

Freight moved is measured in net tonne kilometres (NTKm). This takes into account the net weight (excluding the weight of the locomotive and wagons) of the goods carried (the freight lifted, measured in tonnes) and the distance carried. Although it is not included in the total NTKm, we have included a separate series on infrastructure traffic (goods used for railway engineering work).

'International traffic' comprises trains travelling through the Channel Tunnel; 'domestic intermodal' includes goods that have arrived by sea at ports.

Data produced prior to 1999–00 are not directly comparable to the new data due to a change in the source data.

Table 3.1 Freight moved

Great Britain 1999–00 to 2007–08 Q1 (billion net tonne kilometres)

		Coal	Metals	Construction	Oil & petroleum	International	Domestic intermodal	Other	Total ¹	Infrastructure ²
1999-00		4.85	2.19	2.04	1.50	1.01	3.92	2.73	18.23	0.78
2000-01		4.77	2.09	2.43	1.36	0.99	3.84	2.60	18.09	0.93
2001-02		6.17	2.43	2.81	1.22	0.60	3.54	2.62	19.39	1.18
2002-03		5.66	2.64	2.51	1.15	0.46	3.38	2.72	18.52	1.18
2003-04		5.82	2.41	2.68	1.19	0.48	3.53	2.77	18.87	1.23
2004-05		6.66	2.59	2.86	1.22	0.54	3.96	2.53	20.35	1.29
2005-06		8.26	2.22	2.91	1.22	0.46	4.33	2.29	21.70	1.38
2006-07		8.77	2.13	2.71	1.50	0.45	4.56	1.97	22.11	1.26
2002-03	Q1	1.45	0.72	0.64	0.27	0.10	0.89	0.66	4.73	0.29
	Q2	1.42	0.64	0.63	0.29	0.12	0.86	0.70	4.65	0.30
	Q3	1.33	0.61	0.57	0.29	0.11	0.81	0.66	4.38	0.28
	Q4	1.46	0.67	0.67	0.30	0.13	0.83	0.70	4.75	0.31
2003-04	Q1	1.42	0.58	0.67	0.27	0.11	0.86	0.70	4.62	0.34
	Q2	1.39	0.62	0.69	0.30	0.11	0.89	0.73	4.73	0.31
	Q3	1.42	0.58	0.63	0.31	0.13	0.89	0.69	4.64	0.25
	Q4	1.59	0.63	0.69	0.31	0.13	0.89	0.65	4.88	0.34
2004-05	Q1	1.62	0.64	0.71	0.31	0.14	0.91	0.66	4.99	0.35
	Q2	1.63	0.72	0.73	0.30	0.15	1.02	0.65	5.20	0.33
	Q3	1.65	0.63	0.74	0.30	0.13	1.01	0.61	5.07	0.33
	Q4	1.76	0.60	0.67	0.31	0.12	1.02	0.60	5.09	0.28
2005-06	Q1	1.97	0.61	0.69	0.30	0.12	0.98	0.57	5.24	0.35
	Q2	2.10	0.65	0.78	0.31	0.13	1.10	0.61	5.67	0.40
	Q3	2.08	0.45	0.78	0.30	0.10	1.13	0.57	5.42	0.31
	Q4	2.11	0.52	0.67	0.31	0.11	1.11	0.54	5.37	0.31
2006-07	Q1	2.32	0.58	0.74	0.37	0.12	1.07	0.53	5.72	0.40
	Q2	2.39	0.59	0.67	0.37	0.12	1.11	0.52	5.77	0.37
	Q3	1.97	0.50	0.67	0.38	0.10	1.15	0.47	5.25	0.25
	Q4	2.09	0.46	0.64	0.39	0.12	1.23	0.45	5.37	0.23
2007-08	Q1	2.09	0.48	0.73	0.40	0.10	1.24	0.44	5.48	0.53
Percentage change										
2007-08 Q1 on 2006-07 Q1		-10.1	-17.1	-0.7	8.3	-10.0	16.0	-16.2	-4.1	32.6

Source: Network Rail

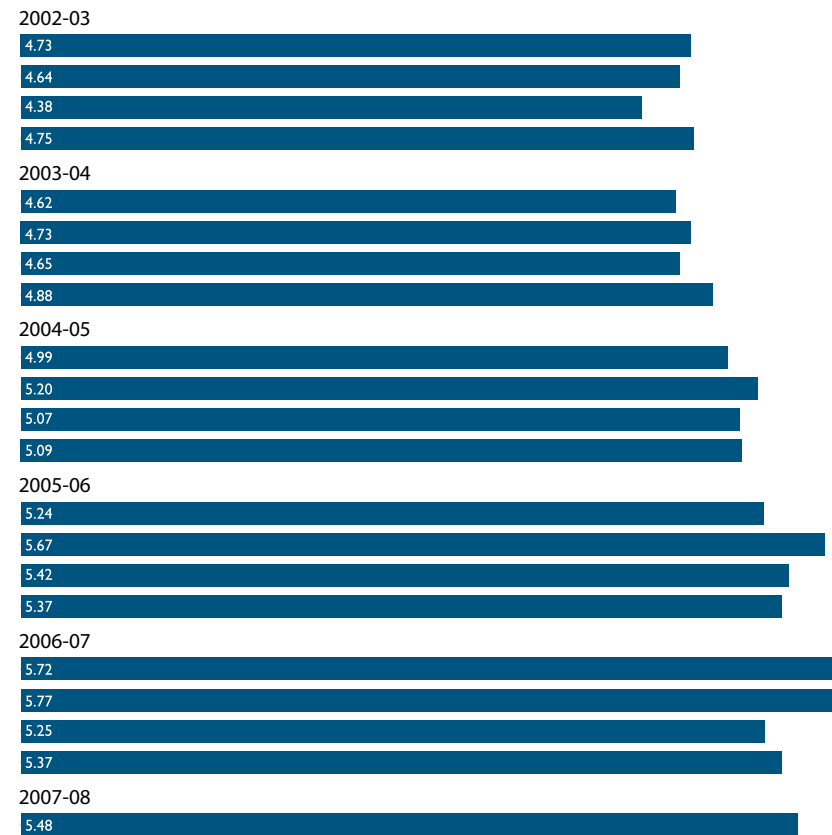
Notes:

For conventions on rounding and revisions please see the Introduction.

¹ Infrastructure not included in total.² This series excludes some possession trains used during engineering works.

Chart 3.1a Freight moved by quarter

Great Britain quarterly data 2002-03 to 2007-08 Q1 (billion net tonne kilometres)



Source: Network Rail

3.2 Freight lifted

Notes:

Freight lifted is the mass of goods carried on the network. It excludes the weight of the locomotives and wagons. Unlike freight moved it takes no account of the distance travelled.

Data pre and post-privatisation are not directly comparable. Data from 1999–00 are not directly comparable with previous data due to a change in methodology.

There is a break in the series between 2003–04 Q4 and 2004–05 Q1, due to a change in the method of data collection.

There is a further break in the series between 2004–05 Q4 and 2005–06 Q1, since the 2005–06 Q1 figures onwards include some of the tonnes lifted by GB Railfreight.

^r 2005–06 and 2006–07 data have been updated due to revisions.

For conventions on rounding and revisions, please see the *Introduction*.

Table 3.2 Freight lifted

Great Britain 1999–00 to 2007–08 Q1 (million tonnes)

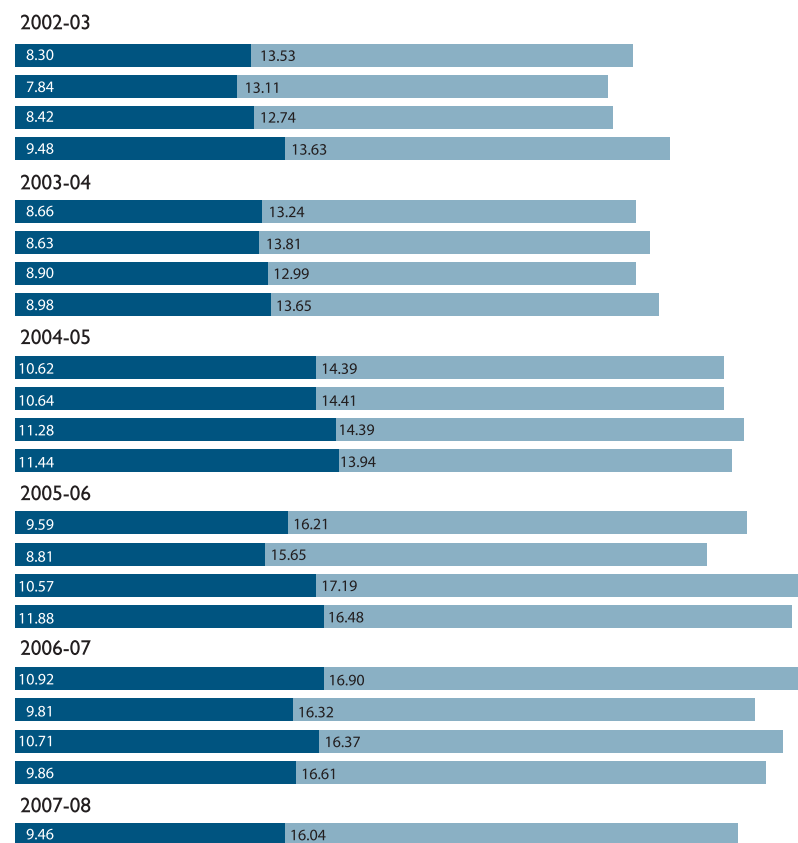
		Coal	Other	Total
1999-00		35.9	60.6	96.5
2000-01		35.3	60.3	95.6
2001-02		39.5	54.5	93.9
2002-03		34.0	53.0	87.0
2003-04		35.2	53.7	88.9
2004-05		44.0	57.1	101.1
2005-06		39.8	65.5	105.4
2006-07		41.3	66.2	107.5
2002-03	Q1	8.30	13.53	21.83
	Q2	7.84	13.11	20.95
	Q3	8.42	12.74	21.16
	Q4	9.48	13.63	23.10
2003-04	Q1	8.66	13.24	21.90
	Q2	8.63	13.81	22.44
	Q3	8.90	12.99	21.89
	Q4	8.98	13.65	22.63
2004-05	Q1	10.62	14.39	25.01
	Q2	10.64	14.41	25.04
	Q3	11.28	14.39	25.67
	Q4	11.44	13.94	25.38
2005-06 ^r	Q1	9.59	16.21	25.80
	Q2	8.81	15.65	24.45
	Q3	10.57	17.19	27.76
	Q4	10.88	16.48	27.36
2006-07 ^r	Q1	10.92	16.90	27.81
	Q2	9.81	16.32	26.13
	Q3	10.71	16.37	27.08
	Q4	9.86	16.61	26.48
2007-08	Q1	9.46	16.04	25.50
Percentage change				
2007-08 Q1 on 2006-07 Q1				
		-13.3	-5.1	-8.3

Sources for 2005-06, 2006-07 and 2007-08 Q1: English Welsh & Scottish Railway, Freightliner, Direct Rail Services, GB Railfreight

Chart 3.2a Freight lifted by quarter

Great Britain quarterly data 2002-03 to 2007-08 Q1 (million tonnes)

■ Coal ■ Other



Sources: English Welsh & Scottish Railway, Freightliner, Direct Rail Services, GB Railfreight

4 Average age of rolling stock

4.1 Average age of rolling stock

Key results 2007–08

- The average age of rolling stock increased to an average 13.95 years in 2007–08 Q1 from 13.29 years in 2006–07 Q1.
- For the first quarter of 2007–08 the average age for long-distance rolling stock was 16.40 years and for London and South East operators it was 12.98 years.

Methodology

All rail vehicles on lease from Rolling Stock Operating Companies (ROSCOs) by TOCs that run services pursuant to a franchise agreement with DfT are included in the calculations of average age.

The age of each rail vehicle is the time between the date of entering into service and the end of the relevant quarter, e.g. a vehicle that entered service in January 2000 would, at the end of 2001–02 Q1 (30 June 2001), be 1.5 years old. The date of entry into service is deemed to be the first day of the quarter in which the rail vehicle came into service, e.g. all rail vehicles which entered service between 1 April and 30 June 2001 are given a service entry date of 1 April 2001.

Where the date of entry into service is not available (essentially for rail vehicles introduced prior to privatisation) the date used is either:

- 1 January in the year of manufacture of the relevant class of rail vehicle; or
- The midpoint of the period over which the relevant class of rail vehicle was manufactured, e.g. if a class of rail vehicle was manufactured over the time frame March 1972 to March 1976 then the midpoint would be March 1974.

A vehicle drops out of the calculations when its lease either expires or is terminated.

The average age is calculated by adding up the individual ages and dividing by the number of rail vehicles in service.

Other comments

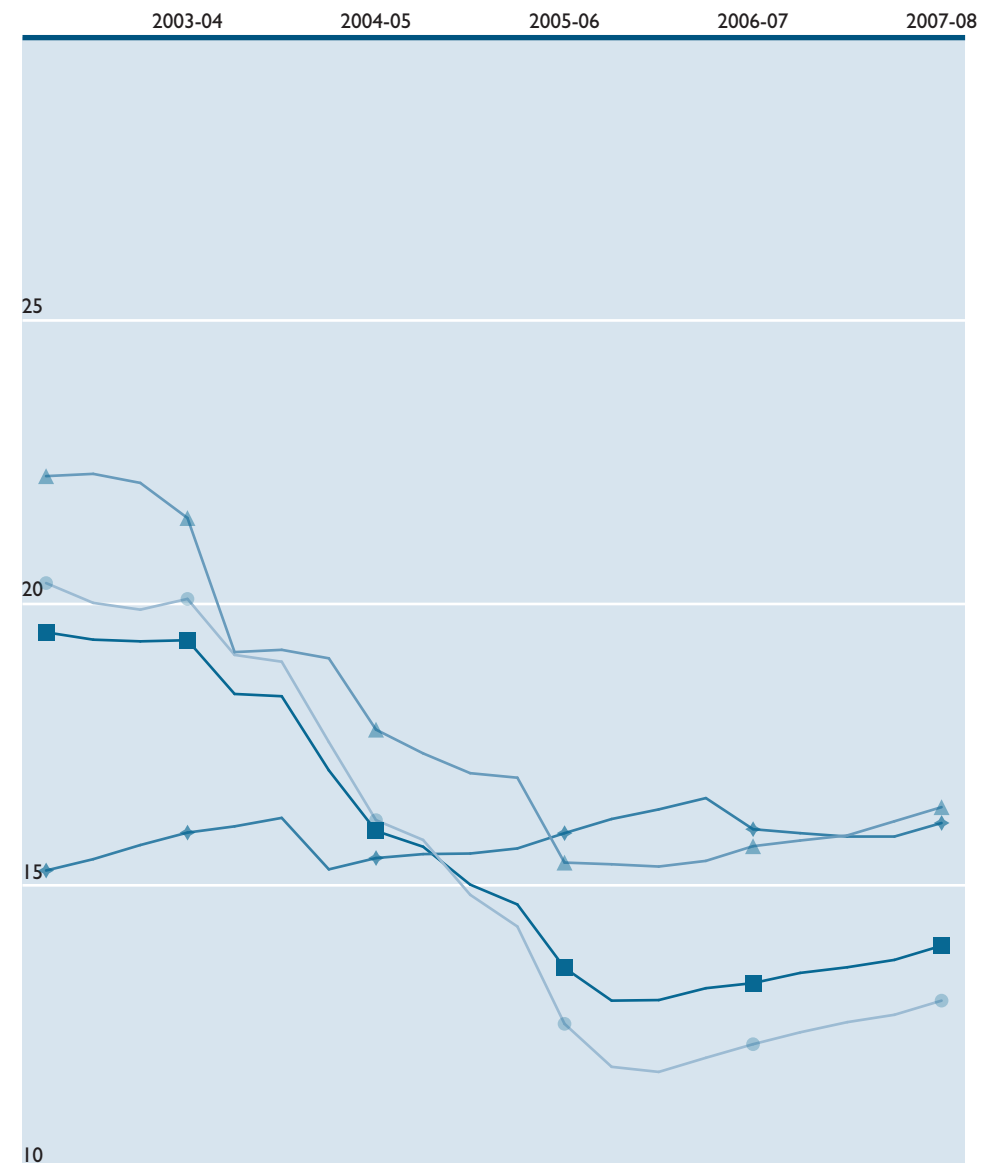
'Rail vehicles' excludes locomotives.

The refurbishment or other improvement of a rail vehicle is not taken into account in calculating average age.

Chart 4.1 Average age of rolling stock

Great Britain quarterly data 2002–03 Q2 to 2007–08 Q1

■ All operators ◆ Regional operators ● London and SE operators ▲ Long-distance operators



Source: Department for Transport

Notes:

For conventions on rounding and revisions, please see the *Introduction*.

Table 4.1 Average age of rolling stock

Great Britain quarterly data 2000–01 to 2007–08 Q1

Average age at the end of:		Long-distance operators	London and SE operators	Regional operators	All operators
2000-01	Q2	25.74	20.51	17.61	20.67
	Q3	25.99	20.70	16.91	20.64
	Q4	25.97	20.36	16.42	20.34
2001-02	Q1	25.26	20.43	15.89	20.13
	Q2	24.74	20.35	16.07	20.07
	Q3	24.89	20.40	16.11	20.14
	Q4	23.51	20.48	15.56	19.86
2002-03	Q1	22.33	20.50	15.69	19.67
	Q2	22.25	20.36	15.28	19.49
	Q3	22.29	20.01	15.48	19.36
	Q4	22.13	19.89	15.73	19.33
2003-04	Q1	21.51	20.08	15.95	19.35
	Q2	19.14	19.09	16.06	18.40
	Q3	19.18	18.97	16.21	18.36
	Q4	19.03	17.55	15.30	17.05
2004-05	Q1	17.77	16.17	15.50	15.98
	Q2	17.35	15.82	15.57	15.70
	Q3	17.00	14.85	15.58	15.03
	Q4	16.92	14.29	15.67	14.68
2005-06	Q1	15.42	12.57	15.94	13.56
	Q2	15.39	11.81	16.19	12.98
	Q3	15.35	11.72	16.36	12.99
	Q4	15.45	11.97	16.56	13.20
2006-07	Q1	15.71	12.21	16.01	13.29
	Q2	15.81	12.42	15.94	13.47
	Q3	15.90	12.60	15.88	13.57
	Q4	16.15	12.73	15.88	13.70
2007-08	Q1	16.40	12.98	16.12	13.95

Source: Department for Transport

Appendix

1. National Railways

Up to 1994-95 covers services by British Rail (BR). From 1995-96 covers both BR services and those provided by privatised passenger and freight operators (see *Rail privatisation* below).

2. Rail privatisation

The main components of the restructured industry are:

- Train operating companies (TOCs) providing passenger rail services;
- Network Rail, which operates the infrastructure core of the railway system. It owns and operates the track and associated infrastructure such as signalling. It also owns stations, but most of these are leased to and operated by TOCs;
- Rolling Stock Operating Companies (ROSCOs), which own and lease most domestic passenger rolling stock; and
- Freight operations. The main rail freight operators are EWS (English, Welsh and Scottish Railway), Freightliner, DRS (Direct Rail Services) and GB Railfreight.

3. Rail sectors

The sectors used in this publication contain the following TOCs (non-franchised operators are excluded):

Long-distance operators

- First Great Western (high-speed; includes former Regional operator Wessex);
- GNER (Great North Eastern Railway);
- Midland Mainline;
- One (InterCity);
- Virgin CrossCountry; and
- Virgin West Coast.

London and South East operators

- c2c;
- Chiltern Railways;
- First Capital Connect (formerly Thameslink and WAGN);
- First Great Western (commuter);
- One;
- Silverlink;
- Southeastern;
- South West Trains (includes former Regional operator Island Line); and
- Southern Railway.

Regional operators

- Arriva Trains Wales;
- Central Trains;
- First Great Western;
- First ScotRail;
- Gatwick Express;
- Merseyrail;
- Northern Rail; and
- TransPennine Express (TPE) (except Public performance measure (PPM) where TPE is long distance).

4. Railway periods

Train operators report figures in 'periods'. A 'period' is normally a 28-day, or four weekly, period for business reporting purposes (Sunday to Saturday). At the end of the year, March 31, and the beginning of the year, 1 April, the period length can change to ensure a break is made at 31 March. Some quarterly results require apportionment of these data. Quarters One, Two and Four consist of three periods whereas Quarter Three consists of four periods.

5. Abbreviations and symbols used

r	Data revised	NRES	National Rail Enquiry Service
–	Data not available	NTKm	Net tonne kilometres
-----	Break in series	ONS	Office for National Statistics
ACR	Access Charges Review	OPRAF	Office of Passenger Rail Franchising
ATOC	Association of Train Operating Companies	ORCATS	Operational Research Computer Allocation of Ticket Sales
BR	British Rail	ORR	Office of Rail Regulation
CHP	Complaint handling procedure	PiXC	Passengers in Excess of Capacity
CTRL	Channel Tunnel Rail Link	PPM	Public Performance Measure
DETR	Department of the Environment, Transport & the Regions	PSO	Public Service Obligation
DfT	Department for Transport	PTA	Passenger Transport Authority
GDP	Gross Domestic Product	PTE	Passenger Transport Executive
HRD	Historic Rail Database	ROSCOs	Rolling Stock Operating Companies
LSE	London and South East	RPI	Retail Price Index
LENNON	Latest Earnings Networked Nationally Over-Night	SE	Scottish Executive
MAA	Moving Annual Average	SRA	Strategic Rail Authority
NPS	National Passenger Survey	TTKm	Timetabled train kilometres
NRT	National Rail Trends	TOCs	Train Operating Companies

