

National Rail Trends

Yearbook 2003–2004

april 2003
may 2003
june 2003
july 2003
august 2003
september 2003
october 2003
november 2003
december 2003
january 2004
february 2004
march 2004

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Introduction

This is the 15th edition of *National Rail Trends*. It is the first, however, to be published in the end of year compendium, or *yearbook*, format. The yearbook includes updates to series previously published in *On Track*, the Strategic Rail Authority (SRA) Annual Report, and also includes new analysis on usage in Government Office Regions.

The data are quarterly and/or annual. The data should always be used in conjunction with the notes and definitions.

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

Additional data and analyses will be included as they become available.

June 2004

Quarter dates

Q1 – April, May and June

Q2 – July, August and September

Q3 – October, November and December

Q4 – January, February and March

Revisions

Data in this edition show revisions from the previous editions of *National Rail Trends*. This is because improved data on some of the measures are now available.

Rounding

All the tables in *National Rail Trends* show data rounded (normally to one or no decimal place). In some cases (e.g. Table 3.1) this means that large percentage changes between quarters can occur with no visible change in the published results.

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1 Rail usage

Key results

2003–04 on 2002–03

- Between 2002–03 and 2003–04 total passenger kilometres increased by three per cent.
- Between 2002–03 and 2003–04 total passenger journeys increased by four per cent.
- Between 2002–03 and 2003–04 passenger revenue (at 2003–04 prices) increased by three per cent.
- Between 2002–03 and 2003–04 the regional sector showed the greatest percentage growth in passenger kilometres and journeys. However the long distance sector showed the greatest percentage increase in passenger revenue over this time.
- Between 2002–03 and 2003–04 timetabled train kilometres increased by one per cent.
- All three sectors showed an increase in timetabled train kilometres; the largest percentage increase between 2002–03 and 2003–04 was in the long distance sector, which increased by one per cent.

2003–04 Q4 on 2002–03 Q4

- Between 2002–03 Q4 and 2003–04 Q4 total passenger kilometres increased by six per cent.
- Between 2002–03 Q4 and 2003–04 Q4 total passenger journeys increased by five per cent.
- Between 2002–03 Q4 and 2003–04 Q4 passenger revenue at 2003–04 prices increased by four per cent.
- Between 2002–03 Q4 and 2003–04 Q4 the regional sector showed the greatest percentage growth in passenger kilometres and journeys. However the long distance sector showed the greatest percentage increase in passenger revenue over this time.
- Between 2002–03 Q4 and 2003–04 Q4 timetabled train kilometres increased by two per cent.
- The largest percentage increase in timetabled train kilometres between 2002–03 Q4 and 2003–04 Q4 was in the regional sector, which increased by two per cent. The only decrease was in the long distance sector, which decreased by five per cent.

Methodology for passenger journeys and kilometres data

The rail industry's central ticketing system, formerly CAPRI but now replaced and renamed LENNON, is the basis for passenger kilometres and journeys data.

Lennon, however, does not correctly record sales of certain products, including some operator-specific tickets and PTE multi-modal tickets. The SRA undertook a review of these, specifically the passenger journeys and kilometres associated with them. With the significant assistance of Train Operating Companies (TOCs) we are able to include a robust estimate of the use of these products in our passenger usage tables, backdated to the beginning of 1999–00. Passenger revenue data are unaffected by these adjustments. These changes are significant for a small number of TOCs; however, at the level of aggregation published in *National Rail Trends*, the differences are minor. For more information on these adjustments please refer to *National Rail Trends* 2001–02 Quarter One edition.

1.1 Passenger kilometres

Table 1.1a Passenger kilometres by ticket type (billions)

Great Britain 1986–87 to 2003–04

	Ordinary fares	Season tickets	Total passenger kilometres	Total passenger kilometres seasonally adjusted	
1986–87	22.0	8.8	30.8	30.8	
1987–88	23.0	9.4	32.4	32.4	
1988–89	23.2	11.1	34.3	34.3	
1989–90	22.4	10.9	33.3	33.3	
1990–91	22.8	10.4	33.2	33.2	
1991–92	22.4	10.0	32.5	32.5	
1992–93	22.3	9.4	31.7	31.7	
1993–94	21.3	9.0	30.4	30.4	
1994–95	20.7	8.0	28.7	28.7	
1995–96	22.2	7.9	30.0	30.0	
1996–97	23.4	8.7	32.1	32.1	
1997–98	25.3	9.3	34.7	34.7	
1998–99	26.4	9.8	36.3	36.3	
1999–00	28.0	10.4	38.5	38.5	
2000–01	27.2	10.9	38.2	38.2	
2001–02	28.1	11.0	39.1	39.1	
2002–03	28.4	11.3	39.7	39.7	
2003–04	29.1	11.8	40.9	40.9	
<hr style="border-top: 1px dashed black;"/>					
2000–01	Q1	7.4	2.5	9.9	9.8
	Q2	8.1	2.5	10.6	10.2
	Q3	5.9	2.9	8.8	9.0
	Q4	5.9	3.0	8.8	9.1
2001–02	Q1	7.1	2.6	9.7	9.6
	Q2	7.5	2.6	10.1	9.8
	Q3	7.0	2.9	9.9	10.1
	Q4	6.5	2.9	9.4	9.6
2002–03	Q1	7.1	2.8	9.9	9.9
	Q2	7.6	2.6	10.1	9.9
	Q3	7.1	2.9	10.0	10.2
	Q4	6.7	3.0	9.7	9.7
2003–04	Q1	7.2	2.8	10.0	10.2
	Q2	7.7	2.8	10.4	10.3
	Q3	7.1	3.1	10.2	10.4
	Q4	7.1	3.2	10.3	10.1
Percentage change					
2003–04 Q4 on 2002–03 Q4		6.2	5.0	5.8	4.0
2003–04 on 2002–03		2.5	5.0	3.2	3.2

Note:

For more details on the break in the series please refer to notes on page 2.

For conventions on rounding and revisions please see the introduction.

Table 1.1b Passenger kilometres by sector (billions)

Great Britain 1994–95 to 2003–04

	Long distance operators	London and SE operators	Regional operators	Total passenger kilometres
1994–95	10.1	12.9	5.7	28.7
1995–96	10.5	13.3	6.2	30.0
1996–97	11.0	14.6	6.6	32.1
1997–98	12.3	15.5	6.8	34.7
1998–99	12.6	16.5	7.2	36.3
1999–00	13.2	17.7	7.6	38.5
2000–01	12.1	18.4	7.6	38.2
2001–02	12.9	18.5	7.7	39.1
2002–03	12.9	19.0	7.8	39.7
2003–04	13.3	19.3	8.4	40.9
<hr/>				
1998–99 Q1	3.1	3.9	1.8	8.7
Q2	3.3	4.0	1.9	9.1
Q3	3.2	4.3	1.8	9.4
Q4	3.1	4.3	1.7	9.0
<hr/>				
1999–00 Q1	3.2	4.2	1.8	9.3
Q2	3.4	4.3	2.0	9.8
Q3	3.3	4.6	1.9	9.8
Q4	3.3	4.6	1.8	9.7
<hr/>				
2000–01 Q1	3.5	4.5	2.0	9.9
Q2	3.7	4.8	2.2	10.6
Q3	2.4	4.6	1.8	8.8
Q4	2.6	4.6	1.7	8.8
<hr/>				
2001–02 Q1	3.3	4.6	1.9	9.7
Q2	3.4	4.6	2.1	10.1
Q3	3.2	4.8	2.0	9.9
Q4	3.1	4.5	1.8	9.4
<hr/>				
2002–03 Q1	3.3	4.7	1.9	9.9
Q2	3.3	4.7	2.1	10.1
Q3	3.2	4.8	2.0	10.0
Q4	3.1	4.7	1.8	9.7
<hr/>				
2003–04 Q1	3.3	4.7	2.0	10.0
Q2	3.4	4.8	2.2	10.4
Q3	3.2	4.9	2.1	10.2
Q4	3.3	4.9	2.0	10.3
<hr/>				
Percentage change				
2003–04 Q4 on 2002–03 Q4	7.0	3.4	10.1	5.8
2003–04 on 2002–03	2.7	1.7	7.5	3.2

Note:

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

For more details on the break in the series please refer to notes on page 2.

For conventions on rounding and revisions please see the introduction.

Chart 1.1a Passenger kilometres (billions)

Great Britain quarterly data 1998–99 to 2003–04

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

1998–99

Q1	3.88	1.75	3.10
Q2	3.99	1.86	3.26
Q3	4.34	1.83	3.23
Q4	4.27	1.71	3.06

1999–00

Q1	4.20	1.84	3.24
Q2	4.35	1.98	3.44
Q3	4.55	1.92	3.29
Q4	4.55	1.84	3.26

2000–01

Q1	4.50	1.96	3.47
Q2	4.77	2.18	3.67
Q3	4.60	1.78	2.43
Q4	4.57	1.71	2.55

2001–02

Q1	4.57	1.90	3.27
Q2	4.64	2.08	3.38
Q3	4.75	1.99	3.20
Q4	4.52	1.75	3.08

2002–03

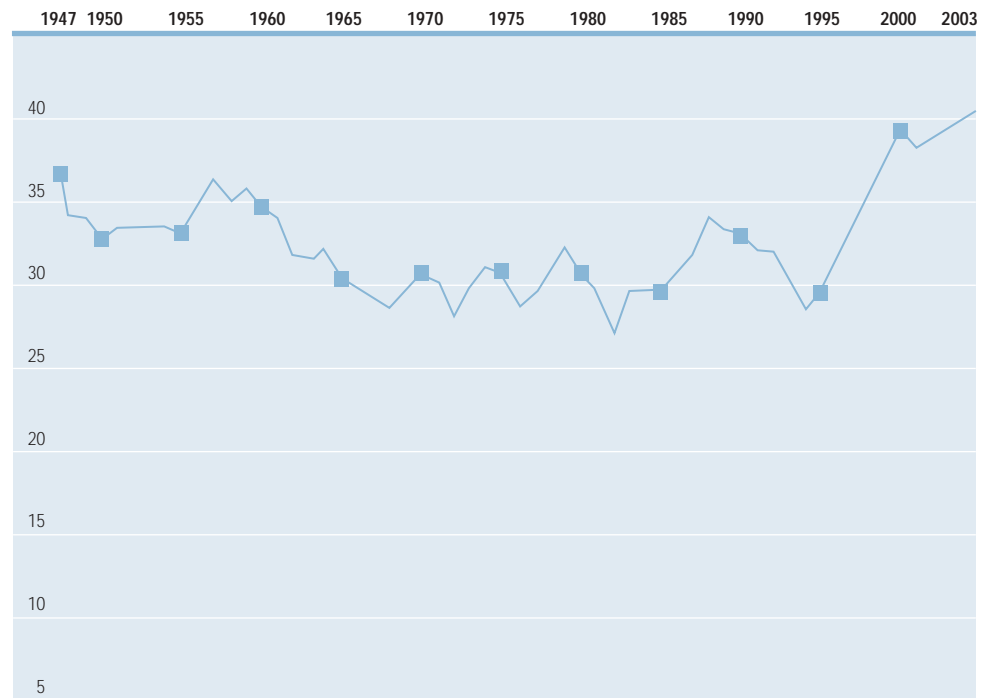
Q1	4.66	1.91	3.28
Q2	4.72	2.07	3.33
Q3	4.83	1.96	3.22
Q4	4.75	1.84	3.11

2003–04

Q1	4.68	2.00	3.35
Q2	4.81	2.19	3.42
Q3	4.88	2.14	3.19
Q4	4.91	2.02	3.32

Chart 1.1b Passenger kilometres (billions)

Great Britain annual data 1947 to 2003



1.2 Passenger journeys

Table 1.2a Passenger journeys by ticket type (millions)

Great Britain 1986–87 to 2003–04

	Ordinary fares	Season tickets	Total passenger journeys	Total passenger journeys seasonally adjusted
1986–87	415	323	738	738
1987–88	434	364	798	798
1988–89	418	404	822	822
1989–90	404	408	812	812
1990–91	411	399	810	810
1991–92	400	392	792	792
1992–93	398	372	770	770
1993–94	385	355	740	740
1994–95	407	328	735	735
1995–96	433	328	761	761
1996–97	459	342	801	801
1997–98	481	365	846	846
1998–99	508	384	892	892
1999–00	540	391	931	931
2000–01	549	407	957	957
2001–02	551	408	960	976
2002–03	561	414	976	976
2003–04	584	429	1,014	1,014
<hr/>				
2000–01				
Q1	140	95	235	237
Q2	152	95	247	247
Q3	131	108	240	236
Q4	126	109	235	237
2001–02				
Q1	138	98	236	241
Q2	145	95	240	239
Q3	141	110	252	232
Q4	127	105	232	264
2002–03				
Q1	137	101	239	244
Q2	147	94	241	244
Q3	143	108	251	248
Q4	134	111	245	240
2003–04				
Q1	141	103	244	251
Q2	152	100	251	255
Q3	148	112	261	257
Q4	144	114	258	251
Percentage change				
2003–04 Q4 on 2002–03 Q4	7.5	2.7	5.3	4.3
2003–04 on 2002–03	4.1	3.7	3.9	3.9

Note:

Passenger journeys figures include an element of double counting, as a journey involving more than one operator is scored against each operator.

This contrasts with results previously published for British Rail, for which most through-ticketed journeys were counted only once.

For more details on the break in the series please refer to notes on page 2.

For conventions on rounding and revisions please see the introduction.

Table 1.2b Passenger journeys by sector (millions)

Great Britain 1994–95 to 2003–04

		Long distance operators	London and SE operators	Regional operators	Total passenger journeys
1994–95		54	502	179	735
1995–96		56	516	189	761
1996–97		59	542	200	801
1997–98		64	576	206	846
1998–99		67	610	215	892
1999–00		72	631	228	931
2000–01		70	656	231	957
2001–02		74	655	231	960
2002–03		77	670	229	976
2003–04		81	682	250	1,014
1998–99	Q1	16	142	53	211
	Q2	17	145	52	215
	Q3	18	163	56	237
	Q4	17	159	54	229
1999–00	Q1	17	150	55	222
	Q2	18	154	57	229
	Q3	18	164	59	242
	Q4	18	163	57	239
2000–01	Q1	19	159	57	235
	Q2	20	165	62	247
	Q3	15	167	57	240
	Q4	16	165	54	235
2001–02	Q1	18	162	56	236
	Q2	19	162	60	240
	Q3	19	171	62	252
	Q4	18	160	54	232
2002–03	Q1	19	164	55	239
	Q2	19	164	58	241
	Q3	20	172	59	251
	Q4	19	169	56	245
2003–04	Q1	20	165	59	244
	Q2	20	168	63	251
	Q3	21	175	65	261
	Q4	21	174	63	258
Percentage change					
	2003–04 Q4 on 2002–03 Q4	6.3	2.6	13.2	5.3
	2003–04 on 2002–03	5.5	1.8	9.5	3.9

Note:

Passenger journeys figures include an element of double counting, as a journey involving more than one operator is scored against each operator.

This contrasts with results previously published for British Rail, for which most through-ticketed journeys were counted only once.

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

For more details on the break in the series please refer to notes on page 2.

For conventions on rounding and revisions please see the introduction.

Chart 1.2a Passenger journeys (millions)

Great Britain quarterly data 1998–99 to 2003–04

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

1998–99

Q1	142	53	16
Q2	145	52	17
Q3	163	56	18
Q4	159	54	17

1999–00

Q1	150	55	17
Q2	154	57	18
Q3	164	59	18
Q4	163	57	18

2000–01

Q1	159	57	19
Q2	165	62	20
Q3	167	57	15
Q4	165	54	16

2001–02

Q1	162	56	18
Q2	162	60	19
Q3	171	62	19
Q4	160	54	18

2002–03

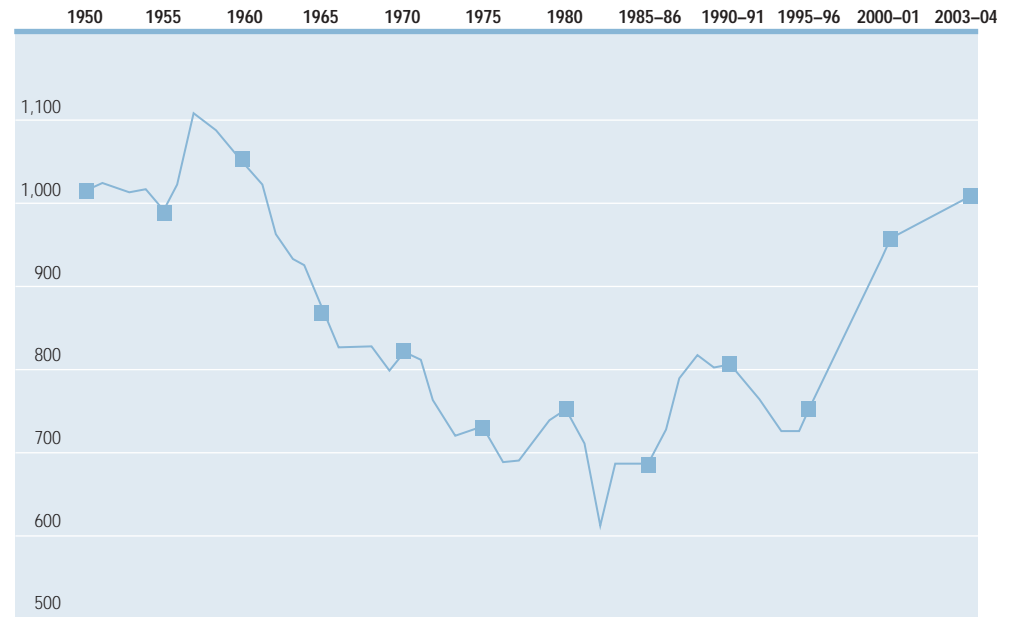
Q1	164	55	19
Q2	164	58	19
Q3	172	59	20
Q4	169	56	19

2003–04

Q1	165	59	20
Q2	168	63	20
Q3	175	65	21
Q4	174	63	21

Chart 1.2b Passenger journeys (millions)

Great Britain annual data 1950 to 2003–04



1.3 Passenger revenue

Table 1.3a Passenger revenue by ticket type (£ millions)

Great Britain 1986–87 to 2003–04

		Ordinary fares	Season tickets	Total passenger revenue	Total passenger revenue seasonally adjusted	Total revenue seasonally adjusted 2003–04 prices
1986–87		1,047	395	1,443	1,443	2,725
1987–88		1,168	454	1,622	1,622	2,899
1988–89		1,291	512	1,803	1,803	3,014
1989–90		1,357	550	1,907	1,907	2,977
1990–91		1,483	574	2,057	2,057	2,975
1991–92		1,514	603	2,117	2,117	2,888
1992–93		1,551	603	2,154	2,154	2,844
1993–94		1,577	616	2,193	2,193	2,818
1994–95		1,559	611	2,171	2,171	2,750
1995–96		1,720	660	2,379	2,379	2,930
1996–97		1,870	702	2,573	2,573	3,061
1997–98		2,048	773	2,821	2,821	3,274
1998–99		2,242	847	3,089	3,089	3,484
1999–00		2,463	905	3,368	3,368	3,717
2000–01		2,463	950	3,413	3,413	3,720
2001–02		2,591	957	3,548	3,548	3,768
2002–03		2,693	970	3,663	3,663	3,762
2003–04		2,885	1,008	3,893	3,893	3,893
2000–01	Q1	660	221	880	876	962
	Q2	717	222	939	913	998
	Q3	552	251	803	812	885
	Q4	535	257	792	812	875
2001–02	Q1	635	232	867	862	923
	Q2	680	224	904	888	951
	Q3	662	256	917	921	975
	Q4	614	246	860	878	919
2002–03	Q1	664	237	902	907	943
	Q2	692	222	915	905	935
	Q3	681	250	931	941	964
	Q4	656	260	916	909	920
2003–04	Q1	701	240	942	959	968
	Q2	746	235	981	980	982
	Q3	717	257	974	988	985
	Q4	720	276	997	967	959
Percentage change						
2003–04 Q4 on 2002–03 Q4		9.9	6.1	8.8	6.3	4.2
2003–04 on 2002–03		7.1	4.0	6.3	6.3	3.5

Note:

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.

For conventions on rounding and revisions please see the introduction.

Table 1.3b Passenger revenue by sector (£ millions)

Great Britain 1994–95 to 2003–04

	Long distance operators	London and SE operators	Regional operators	Total passenger revenue
1994–95	734	1,059	378	2,171
1995–96	795	1,160	425	2,379
1996–97	859	1,257	456	2,573
1997–98	956	1,378	487	2,821
1998–99	1,052	1,513	523	3,089
1999–00	1,160	1,647	560	3,368
2000–01	1,109	1,732	572	3,413
2001–02	1,220	1,739	590	3,548
2002–03	1,279	1,787	596	3,663
2003–04	1,384	1,868	642	3,893
1998–99				
Q1	253	353	126	732
Q2	260	364	136	760
Q3	276	401	135	812
Q4	262	396	126	784
1999–00				
Q1	280	390	136	806
Q2	286	400	145	831
Q3	302	428	143	873
Q4	293	429	137	858
2000–01				
Q1	313	423	145	880
Q2	332	444	163	939
Q3	238	430	135	803
Q4	227	435	130	792
2001–02				
Q1	293	429	145	867
Q2	310	436	157	904
Q3	318	447	152	917
Q4	298	427	135	860
2002–03				
Q1	317	439	146	902
Q2	318	440	156	915
Q3	327	454	150	931
Q4	317	455	144	916
2003–04				
Q1	337	449	155	942
Q2	350	462	169	981
Q3	340	469	165	974
Q4	357	487	152	997
Percentage change				
2003–04 Q4 on 2002–03 Q4	12.5	7.1	6.2	8.8
2003–04 on 2002–03	8.2	4.5	7.6	6.3

Note:

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.

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

For conventions on rounding and revisions please see the introduction.

1.4 Timetabled train kilometres

Background

Measures of train kilometres are used by the rail industry to show the volume of service provision.

Methodology

Data are collected automatically from the two different timetables each year (summer and winter) 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, etc.

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.

Other comments

Train kilometres data are a measure of volume of service provision rather than a measure of performance. Used together with qualitative measures of the rail industry (such as PPM and complaints), train kilometres data can help provide a more comprehensive picture of the service being provided to rail passengers.

The table includes an estimate of First Great Eastern's winter 1997–98 peak train mileage as no data were available. This should have little effect on the accuracy of data in this series.

Chart 1.4 Timetabled train kilometres (millions)

Great Britain 1998–99 to 2003–04

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

1998–99

Quarter	London and SE operators	Regional operators	Long distance operators
Q1	40.2	40.3	17.5
Q2	42.3	41.6	18.7
Q3	42.9	41.9	18.8
Q4	41.8	40.9	18.3

1999–00

Quarter	London and SE operators	Regional operators	Long distance operators
Q1	42.5	41.5	19.0
Q2	43.3	42.2	20.1
Q3	43.3	42.3	19.9
Q4	42.8	41.8	19.7

2000–01

Quarter	London and SE operators	Regional operators	Long distance operators
Q1	43.2	42.1	19.9
Q2	44.4	43.2	20.6
Q3	44.3	42.7	20.4
Q4	43.8	42.3	20.1

2001–02

Quarter	London and SE operators	Regional operators	Long distance operators
Q1	44.5	42.9	20.6
Q2	45.3	43.6	21.1
Q3	44.7	43.3	22.2
Q4	43.6	42.3	21.7

2002–03

Quarter	London and SE operators	Regional operators	Long distance operators
Q1	44.0	43.0	22.1
Q2	44.2	43.9	22.8
Q3	44.0	43.4	25.4
Q4	42.9	42.4	24.8

2003–04

Quarter	London and SE operators	Regional operators	Long distance operators
Q1	43.6	43.2	24.8
Q2	44.3	43.9	24.7
Q3	43.9	43.9	23.3
Q4	43.5	43.4	23.6

Table 1.4 Timetabled train kilometres by sector (millions)

Great Britain 1997–98 to 2003–04

	Long distance operators	London and SE operators total (inc peak)	London and SE operators peak only	Regional operators	ALL OPERATORS
1997–98	66.0	154.5	22.1	155.8	376.3
1998–99	73.3	167.2	24.0	164.6	405.1
1999–00	78.7	171.9	24.6	167.8	418.4
2000–01	81.0	175.8	24.6	170.4	427.2
2001–02	85.6	178.1	25.1	172.2	435.9
2002–03	95.2	175.2	25.2	172.8	443.3
2003–04	96.5	175.2	25.3	174.5	446.2
1998–99 Q1	17.5	40.2	5.7	40.3	98.0
Q2	18.7	42.3	6.2	41.6	102.6
Q3	18.8	42.9	6.2	41.9	103.5
Q4	18.3	41.8	6.0	40.9	101.1
1999–00 Q1	19.0	42.5	6.1	41.5	103.0
Q2	20.1	43.3	6.2	42.2	105.7
Q3	19.9	43.3	6.2	42.3	105.5
Q4	19.7	42.8	6.1	41.8	104.2
2000–01 Q1	19.9	43.2	6.1	42.1	105.3
Q2	20.6	44.4	6.1	43.2	108.2
Q3	20.4	44.3	6.2	42.7	107.5
Q4	20.1	43.8	6.2	42.3	106.2
2001–02 Q1	20.6	44.5	6.2	42.9	108.0
Q2	21.1	45.3	6.2	43.6	110.0
Q3	22.2	44.7	6.3	43.3	110.3
Q4	21.7	43.6	6.3	42.3	107.7
2002–03 Q1	22.1	44.0	6.2	43.0	109.2
Q2	22.8	44.2	6.3	43.9	111.0
Q3	25.4	44.0	6.4	43.4	112.9
Q4	24.8	42.9	6.2	42.4	110.2
2003–04 Q1	24.8	43.6	6.3	43.2	111.6
Q2	24.7	44.3	6.4	43.9	112.9
Q3	23.3	43.9	6.4	43.9	111.1
Q4	23.6	43.5	6.3	43.4	110.5
Percentage change					
2003–04 Q4 on 2002–03 Q4	-5.0	1.3	1.1	2.4	0.3
2003–04 on 2002–03	1.3	0.0	0.7	1.0	0.7

Note:

For conventions on rounding and revisions please see the introduction.

2 Rail performance

Key results

2002–03 on 2003–04

- Between 2002–03 and 2003–04 the Public Performance Measure (PPM) for All Operators increased by two per cent.
- Eighty-one per cent of trains ran 'on time' in 2003–04.
- All three sectors showed an increase in PPM between 2002–03 and 2003–04. Long distance operators showed the greatest increase (four per cent) in this time.
- Between 2002–03 and 2003–04 18 operators showed an increase in PPM, three showed a decrease in PPM and five showed a virtually unchanged PPM.
- Between 2002–03 and 2003–04 the number of complaints per 100,000 journeys decreased by 30 per cent.
- All three sectors showed a decrease in the number of complaints per 100,000 journeys between 2002–03 and 2003–04.
- Regional operators showed the largest percentage decrease in the number of complaints per 100,000 journeys between 2002–03 and 2003–04. The number of complaints per 100,000 journeys decreased by 43 per cent in this sector.
- In 2003–04 NRES took 53 million calls, 15 per cent fewer than in 2002–03. The reduction may be due to the introduction of an Internet enquiry service in March 2003.
- In 2003–04 NRES answered 94 per cent of calls, a decrease of one per cent compared to 2002–03.

2002–03 Q4 on 2003–04 Q4

- Between 2002–03 Q4 and 2003–04 Q4 the Public Performance Measure (PPM) for All Operators increased by three per cent.
- Eighty-three per cent of trains ran 'on time' in 2003–04 Q4.
- All three sectors showed an increase in PPM between 2002–03 Q4 and 2003–04 Q4. Long distance operators showed the greatest increase (10 per cent) in this time.
- Between 2002–03 Q4 and 2003–04 Q4 the number of complaints per 100,000 journeys decreased by 43 per cent.
- All three sectors showed a decrease in the number of complaints per 100,000 journeys between 2002–03 Q4 and 2003–04 Q4.
- Regional operators showed the largest percentage decrease in the number of complaints per 100,000 journeys between 2002–03 Q4 and 2003–04 Q4. The number of complaints per 100,000 journeys decreased by 49 per cent in this sector.
- In 2003–04 Q4 NRES took 12 million calls, 15 per cent fewer than in 2002–03 Q4. The reduction may be due to the introduction of an Internet enquiry service in March 2003.
- In 2003–04 Q4 NRES answered 94 per cent of calls, a decrease of two per cent compared to 2002–03 Q4.

2.1 Public Performance Measure (PPM)

Background

The Shadow Strategic Rail Authority (SSRA) – now the SRA – introduced the PPM on 6 June 2000 to give a better indication of 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

The PPM combines figures for punctuality and reliability into a single performance measure. Unlike Charter, it covers all scheduled services, seven days a week.

The PPM measures the performance of individual trains against their planned timetable. This may differ from the published timetable (see below).

The PPM is therefore the percentage of trains ‘on time’ compared to the total number of trains planned.

A train is defined as ‘on time’ if it arrives within five minutes (i.e. 4 minutes 59 seconds or less) of the planned destination arrival time on London and South East or regional operators, or 10 minutes (i.e. 9 minutes 59 seconds or less) on long distance operators.

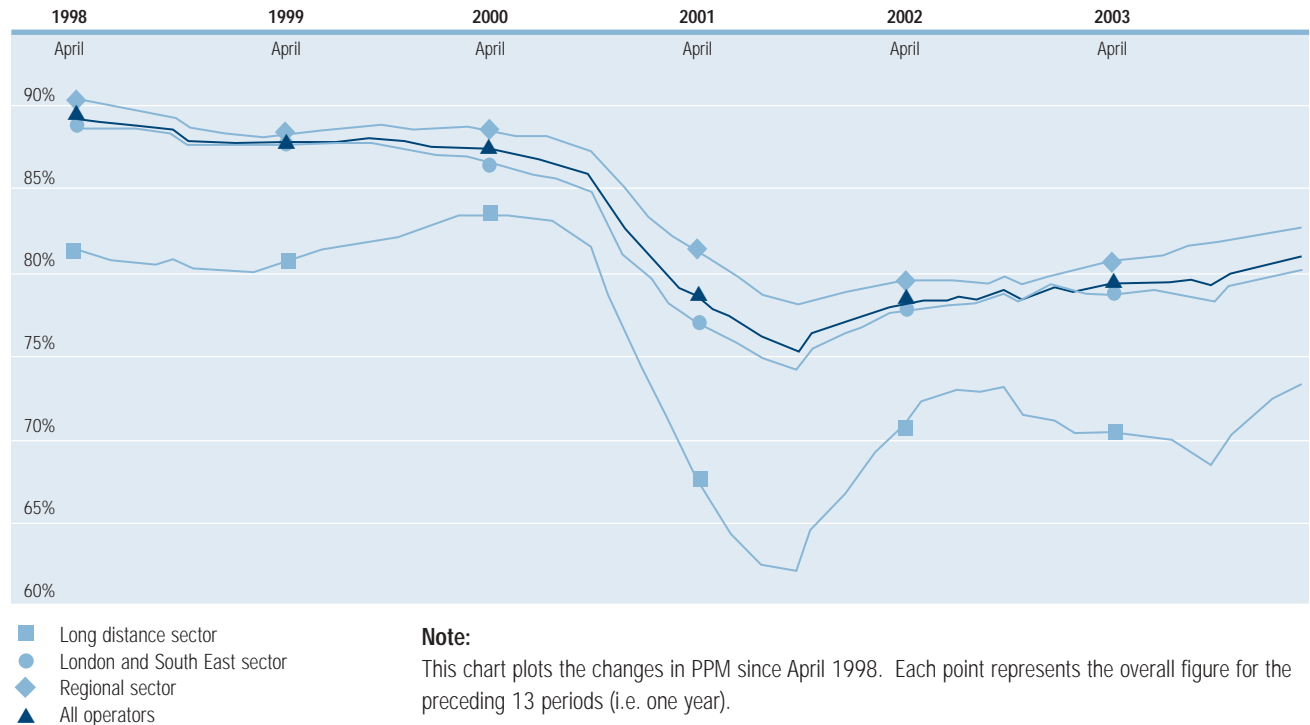
Where a train fails to run its entire planned route calling at all timetabled stations it will either be shown as Cancelled (if it runs less than half of its planned mileage) or will be added to the trains in the ‘20 minutes or more’ lateness band.

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.

The 1997–98 data shown in Table 2.1a exclude First North Western for periods 1 and 2 and ScotRail for period 1 as these data are not

Chart 2.1a Public Performance Measure moving annual average

Percentage of trains arriving on time 1998–99 to 2003–04



available. The exclusion of these figures is likely to have minimal effect on the All Operators total and the moving annual average chart. Figures are subject to revision at the end of the year.

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.

Operator-specific data are available in section 8, page 67.

Table 2.1a Public Performance Measure

Percentage of trains arriving on time 1997–98 to 2003–04

	Long distance operators	London and SE operators total (inc peak)	London and SE operators peak only	Regional operators	ALL OPERATORS
1997–98	81.7	89.5	86.9	90.6	89.7
1998–99	80.6	87.9	85.3	88.6	87.9
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	73.4	80.3	77.9	82.9	81.2
1998–99 Q1	81.3	90.2	88.7	90.4	89.9
Q2	82.1	89.6	88.9	89.0	89.0
Q3	76.3	82.1	76.8	84.6	83.0
Q4	82.7	89.8	87.0	90.4	89.8
1999–00 Q1	85.0	91.0	89.9	91.5	91.0
Q2	84.3	89.8	89.3	90.4	89.8
Q3	79.7	79.4	74.4	84.0	81.5
Q4	86.1	88.2	86.8	90.3	89.1
2000–01 Q1	84.0	87.8	87.0	89.3	88.3
Q2	80.1	86.7	86.4	87.2	86.6
Q3 ¹	47.9	59.8	50.0	70.9	64.3
Q4 ¹	59.9	75.5	70.8	78.9	76.3
2001–02 Q1	65.8	81.6	79.4	81.6	80.9
Q2	70.8	79.2	77.5	79.7	79.0
Q3	68.1	69.3	60.8	74.1	71.3
Q4	75.9	81.1	76.6	81.2	80.9
2002–03 Q1	76.3	83.0	80.7	83.7	83.0
Q2	72.7	82.2	82.4	80.4	80.9
Q3	60.8	71.5	65.7	74.6	72.3
Q4	73.0	79.1	73.9	83.2	80.5
2003–04 Q1	74.5	83.9	83.0	85.8	84.3
Q2	66.9	79.4	79.3	83.8	80.8
Q3	71.7	76.1	72.1	77.3	76.4
Q4	80.7	82.0	77.3	84.7	83.1
Percentage change					
2003–04 Q4 on 2002–03 Q4	10.4	3.7	4.7	1.8	3.2
2003–04 on 2002–03	4.0	1.8	2.8	3.0	2.5

Note:

Long distance operators show percentage arriving within 10 minutes of timetable arrival at final destination. London and South East and regional operators show percentage arriving within five minutes of timetable time.

For conventions on rounding and revisions please see the introduction.

¹ Data in this quarter have in some cases been calculated against temporary timetables; see notes on page 14 for further details.

Table 2.1b Public Performance Measure by Train Operating Company

Percentage of trains arriving on time 2003–04 Q4

	2003–04 Q4	2002–03 Q4	Year to 31 March 2004	Year to 31 December 2003
Long distance operators				
Anglia (InterCity)	79.5	76.0	77.8	77.0
First Great Western	83.0	75.2	73.9	72.1
GNER	76.9	74.8	74.1	73.6
Midland Mainline	80.4	69.1	70.1	67.3
Virgin CrossCountry	80.7	67.8	72.2	68.9
Virgin West Coast	81.5	77.8	74.8	73.8
Sector level	80.7	73.0	73.4	71.6
London and South East operators all day				
c2c	88.0	91.2	85.9	86.7
Chiltern Railways	91.5	90.7	90.9	90.7
First Great Eastern	88.6	87.8	87.5	87.3
Silverlink	81.8	84.1	81.5	82.1
South Central	80.4	75.9	80.1	79.0
South Eastern Trains	82.4	79.7	80.1	79.4
South West Trains	74.0	72.2	74.5	74.0
Thames Trains	85.5	79.2	79.1	77.5
Thameslink	77.8	72.1	74.0	72.5
WAGN	86.2	80.5	83.8	82.3
Sector level	82.0	79.1	80.3	79.6
London and South East operators peak				
c2c	85.8	89.5	85.5	86.4
Chiltern Railways	86.6	87.7	88.1	88.3
First Great Eastern	85.6	82.5	85.4	84.6
Silverlink	85.8	85.5	86.7	86.6
South Central	75.2	72.4	77.3	76.6
South Eastern Trains	73.0	71.4	75.3	74.9
South West Trains	69.6	67.5	73.1	72.6
Thames Trains	81.0	69.3	74.1	71.1
Thameslink	70.8	65.0	68.4	66.9
WAGN	83.2	72.6	79.8	77.1
Sector level	77.3	73.9	77.9	77.0
Regional operators				
Anglia Locals	86.7	87.6	86.9	87.2
Arriva Trains Northern	85.9	82.2	83.3	82.4
Arriva Trains Wales	84.6	83.8	81.8	81.5
Central Trains	78.2	72.9	73.8	72.5
First North Western	82.6	86.0	81.2	82.1
Gatwick Express	80.4	80.1	82.3	82.2
Island Line	98.7	98.0	97.5	97.3
Merseyrail	94.5	93.3	93.8	93.5
ScotRail	86.2	83.8	85.5	84.9
TransPennine Express	76.2	-	-	-
Wessex Trains	87.1	84.2	83.7	82.9
Sector level	84.7	83.2	82.9	82.5
National level	83.1	80.5	81.2	80.5

Note:

Long distance operators show percentage arriving within 10 minutes of timetable arrival at final destination. London and South East and regional operators show percentage arriving within five minutes of timetable time.

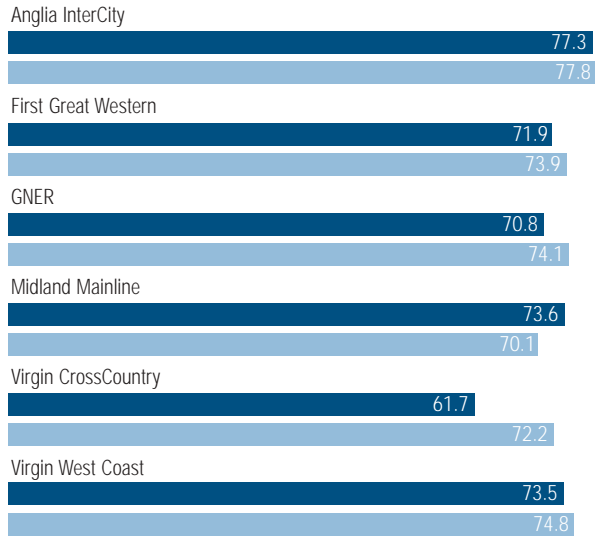
For conventions on rounding and revisions please see the introduction.

Chart 2.1b Public Performance Measure by Train Operating Company

Percentage of trains arriving on time 2002–03 and 2003–04

■ PPM 2002–03 ■ PPM 2003–04

Long distance operators



London and South East operators – all day

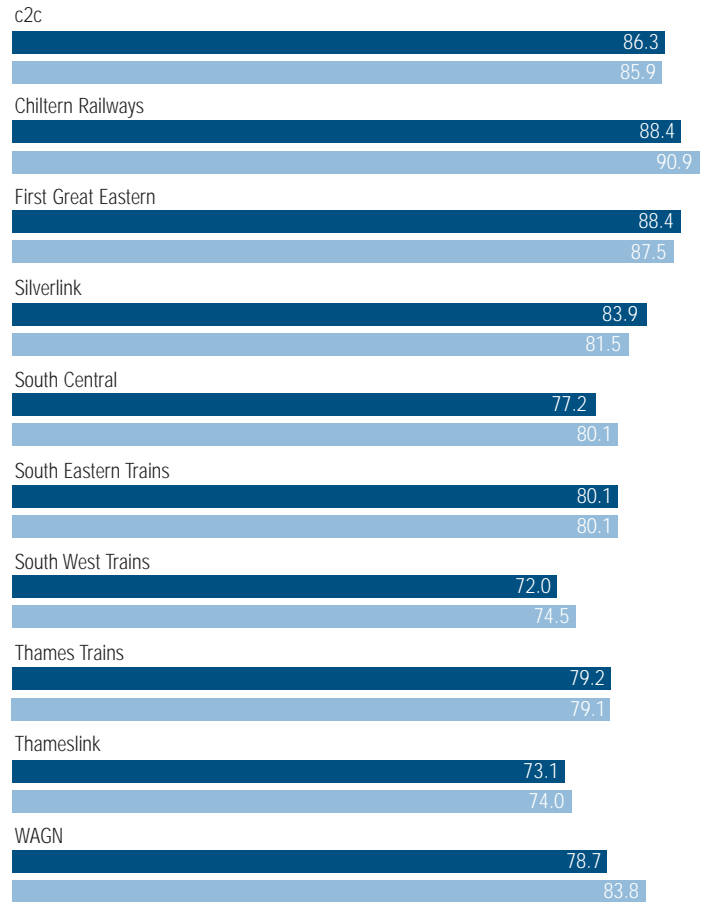


Chart 2.1b Public Performance Measure by Train Operating Company (continued)

Percentage of trains arriving on time 2002–03 and 2003–04

■ PPM 2002–03 ■ PPM 2003–04

London and South East operators – peak services

c2c



Chiltern Railways



First Great Eastern



Silverlink



South Central



South Eastern Trains



South West Trains



Thames Trains



Thameslink



WAGN



Regional operators

Anglia Locals



Arriva Trains Northern



Arriva Trains Wales



Central Trains



First North Western



Gatwick Express



Island Line



Merseyrail



ScotRail



Wessex Trains



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 the PPM, a more comprehensive description of rail industry service and passenger satisfaction can be reported.

All operators must produce and comply with a procedure for answering complaints made by their passengers; these procedures include a target time for responding in full to complaints. These target response times differ between operators and direct comparisons should be made with care. However, all operators also report the percentage of complaints answered within 20 working days for which measurement comparisons can more easily be made.

The SRA also requires operators to report separately on the numbers of complaints made in writing, made by pre-printed comment form and made by telephone. This allows us to measure the extent to which operators make it easy for passengers to contact them. A particular method of contact is the pre-printed comment or claim form, which operators should make available at stations and on trains.

Methodology

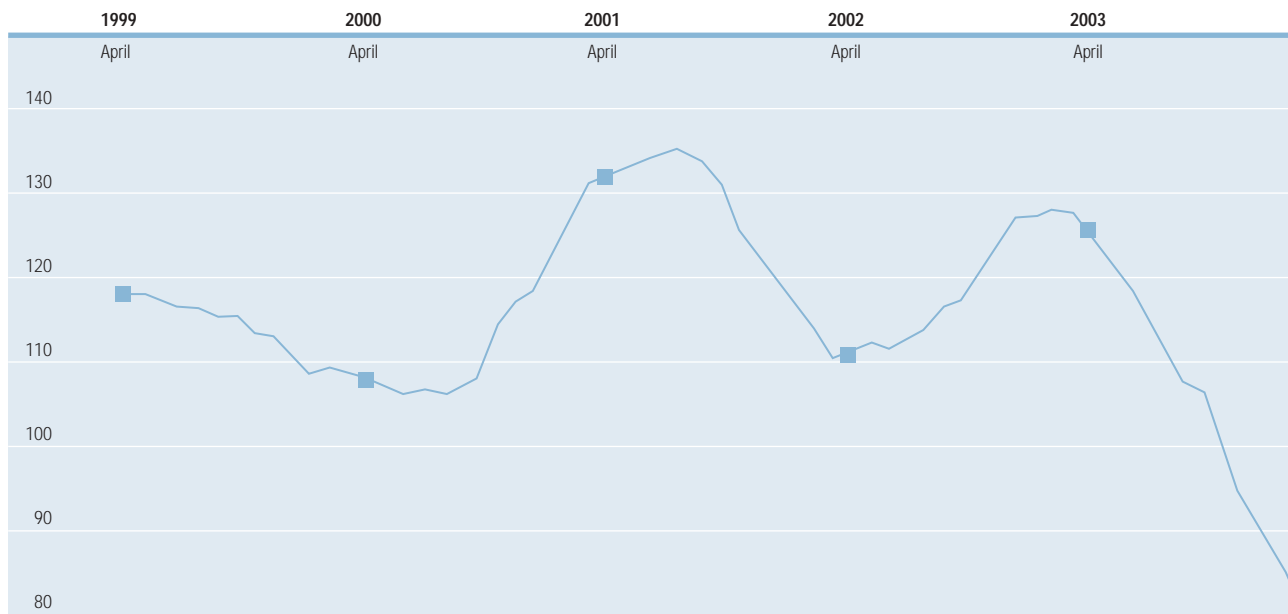
A 'complaint' is defined as 'any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy'. Train operators record and report complaints made by letter, fax, e-mail, pre-printed form or telephone.

As some TOCs carry more passengers than others, we have presented the data as a rate per 100,000 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.

From railway period 10 in 2001–02 a change in methodology by three regional operators caused an increase in complaints in this sector.

Chart 2.2 Complaints rate moving annual average

Rate per 100,000 passenger journeys 1998–99 to 2003–04



Note:

This chart plots the changes in complaint rate since September 1998. Each point represents the average for the preceding 13 periods (i.e. one year).

It should also be noted that complaints about Wales & Borders and Wessex Trains were handled by the same department and that telephone complaints for both companies cannot be separated and were allocated half to Wales & Borders (now Arriva Trains Wales) and half to Wessex Trains.

Other comments

It should be noted that an increase in complaints per 100,000 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 in the long distance sector where infrequent journeys are more common.

Operator-specific data are available in section 8, page 67.

Table 2.2a Complaints rate

Rate per 100,000 passenger journeys 1997–98 to 2003–04

	Long distance operators	London and SE operators	Regional operators	ALL OPERATORS
1998–99	856	48	94	120
1999–00	730	40	102	109
2000–01	858	48	149	131
2001–02	784	36	107	111
2002–03	824	36	94	112
2003–04	512	36	54	78
1997–98 Q3	1,044	50	105	139
Q4	1,106	45	88	133
1998–99 Q1	856	44	83	115
Q2	780	52	102	122
Q3	918	56	96	130
Q4	867	40	96	114
1999–00 Q1	762	34	84	103
Q2	797	39	102	115
Q3	651	54	123	117
Q4	712	32	97	99
2000–01 Q1	570	36	105	95
Q2	757	39	126	119
Q3	1,186	57	185	160
Q4	1,005	59	186	152
2001–02 Q1	734	37	101	106
Q2	848	35	104	115
Q3	772	36	111	109
Q4	781	36	112	112
2002–03 Q1	711	27	77	92
Q2	828	32	102	112
Q3	915	44	104	127
Q4	833	41	91	116
2003–04 Q1	415	35	55	71
Q2	623	43	54	93
Q3	577	36	59	84
Q4	428	30	46	66
Percentage change				
2003–04 Q4 on 2002–03 Q4	-48.6	-27.2	-49.0	-42.9
2003–04 on 2002–03	-37.9	-1.1	-42.6	-29.9

Note:

For conventions on rounding and revisions please see the introduction.

Table 2.2b **Complaint Response Performance within CHP target**

Percentage of complaints answered within CHP target 2003–04

Operator	2003–04 Q1	2003–04 Q2	2003–04 Q3	2003–04 Q4	2003–04 TOTAL	2002–03	Complaint Handling Procedure response time
Long distance operators							
First Great Western	100%	93%	91%	98%	95%	77%	5 working days
GNER	99%	81%	43%	77%	74%	93%	20 working days
Midland Mainline	99%	77%	89%	100%	89%	62%	20 working days
Virgin CrossCountry	81%	57%	50%	87%	67%	50%	10 working days
Virgin West Coast	87%	59%	50%	90%	68%	58%	10 working days
London and South East operators							
c2c	86%	99%	98%	51%	83%	93%	5 working days
Chiltern Railways	93%	100%	98%	99%	98%	82%	10 working days
First Great Eastern	95%	51%	77%	99%	72%	88%	10 days
Silverlink	94%	96%	99%	43%	87%	91%	10 working days
South Central	95%	97%	97%	94%	96%	94%	10 working days
South Eastern Trains	99%	99%	100%	100%	100%	95%	10 working days
South West Trains	100%	86%	99%	65%	85%	100%	15 days
Thames Trains	77%	61%	47%	80%	65%	77%	10 working days
Thameslink	98%	95%	98%	96%	97%	91%	10 working days
WAGN	81%	85%	79%	56%	78%	95%	10 working days
Regional operators							
Anglia Railways	99%	100%	100%	100%	100%	84%	10 days
Arriva Trains Northern	99%	100%	100%	99%	99%	99%	15 days
Arriva Trains Wales	100%	100%	100%	100%	100%	100%	10 working days
Central Trains	92%	96%	91%	93%	93%	91%	3 weeks
First North Western	99%	96%	98%	99%	98%	67%	5 working days
Gatwick Express	76%	89%	75%	85%	82%	89%	10 working days
Island Line	100%	100%	100%	100%	100%	100%	10 working days
Merseyrail	100%	100%	100%	100%	100%	100%	20 working days
ScotRail	88%	83%	88%	86%	86%	65%	10 working days
Wessex Trains	100%	100%	100%	100%	100%	100%	10 working days

Table 2.2c **Complaint Response Performance within 20 working days**

Percentage of complaints answered within 20 working days

Operator	2003-04 Q1	2003-04 Q2	2003-04 Q3	2003-04 Q4	2003-04 TOTAL	2002-03
Long distance operators						
First Great Western	100%	100%	100%	100%	100%	95%
GNER	99%	81%	43%	77%	93%	74%
Midland Mainline	99%	77%	89%	100%	89%	62%
Virgin CrossCountry	93%	98%	89%	99%	95%	78%
Virgin West Coast	96%	99%	89%	99%	96%	80%
London and South East operators						
c2c	97%	98%	100%	97%	98%	99%
Chiltern Railways	100%	100%	98%	99%	99%	99%
First Great Eastern	99%	95%	99%	100%	97%	100%
Silverlink	98%	98%	100%	93%	98%	98%
South Central	99%	99%	99%	99%	99%	99%
South Eastern Trains	100%	100%	100%	100%	100%	98%
South West Trains	100%	100%	100%	95%	98%	100%
Thames Trains	90%	72%	53%	84%	74%	92%
Thameslink	98%	97%	99%	98%	98%	94%
WAGN	95%	93%	96%	93%	94%	98%
Regional operators						
Anglia Railways	100%	100%	100%	100%	100%	97%
Arriva Trains Northern	100%	100%	100%	99%	100%	100%
Arriva Trains Wales	100%	100%	100%	100%	100%	100%
Central Trains	91%	96%	91%	93%	93%	91%
First North Western	100%	100%	100%	100%	100%	100%
Gatwick Express	76%	89%	75%	85%	82%	93%
Island Line	100%	100%	100%	100%	100%	100%
Merseyrail	100%	100%	100%	100%	100%	100%
ScotRail	88%	83%	88%	86%	86%	86%
Wessex Trains	100%	100%	100%	100%	100%	100%

Table 2.2d **Complaints by category**

Percentage of complaints made to Train Operating Companies 2003–04

Complaint category	2003–04 Q1	2003–04 Q2	2003–04 Q3	2003–04 Q4	2003–04 TOTAL	2002–03
Train service performance	48%	53%	52%	46%	50%	54%
Quality on train	11%	15%	14%	13%	14%	14%
Fares, retailing and refunds	14%	11%	14%	17%	14%	10%
Information at stations and on trains	5%	4%	4%	4%	4%	5%
Staff conduct and availability	4%	4%	3%	4%	4%	3%
Complaints handling	3%	3%	4%	4%	4%	3%
Station quality	2%	2%	2%	3%	2%	2%
Praise comments	2%	2%	2%	2%	2%	2%
Safety and security	1%	1%	1%	1%	1%	1%
Timetable and connection issues	2%	1%	1%	1%	1%	1%
Special needs	1%	1%	1%	1%	1%	1%
NRES	2%	0%	0%	1%	1%	0%
Other complaints	5%	2%	2%	2%	3%	4%
TOTAL	100%	100%	100%	100%	100%	100%

2.3 National Rail Enquiry Scheme (NRES)

Background

The National Rail Enquiry Scheme (NRES) is the telephone enquiry service that provides information primarily on train times and fares. NRES is available 24 hours a day and can be contacted on 08457 48 49 50.

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 the SRA and its minimum performance standards are set out in the NRES Agreement. The latest Agreement is for 93 per cent of all calls to be answered in a financial year and for no less than 90 per cent of all calls to be answered in any four-week railway period. It also introduces a formal quality regime, reflecting the SRA's emphasis on quality.

Methodology

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

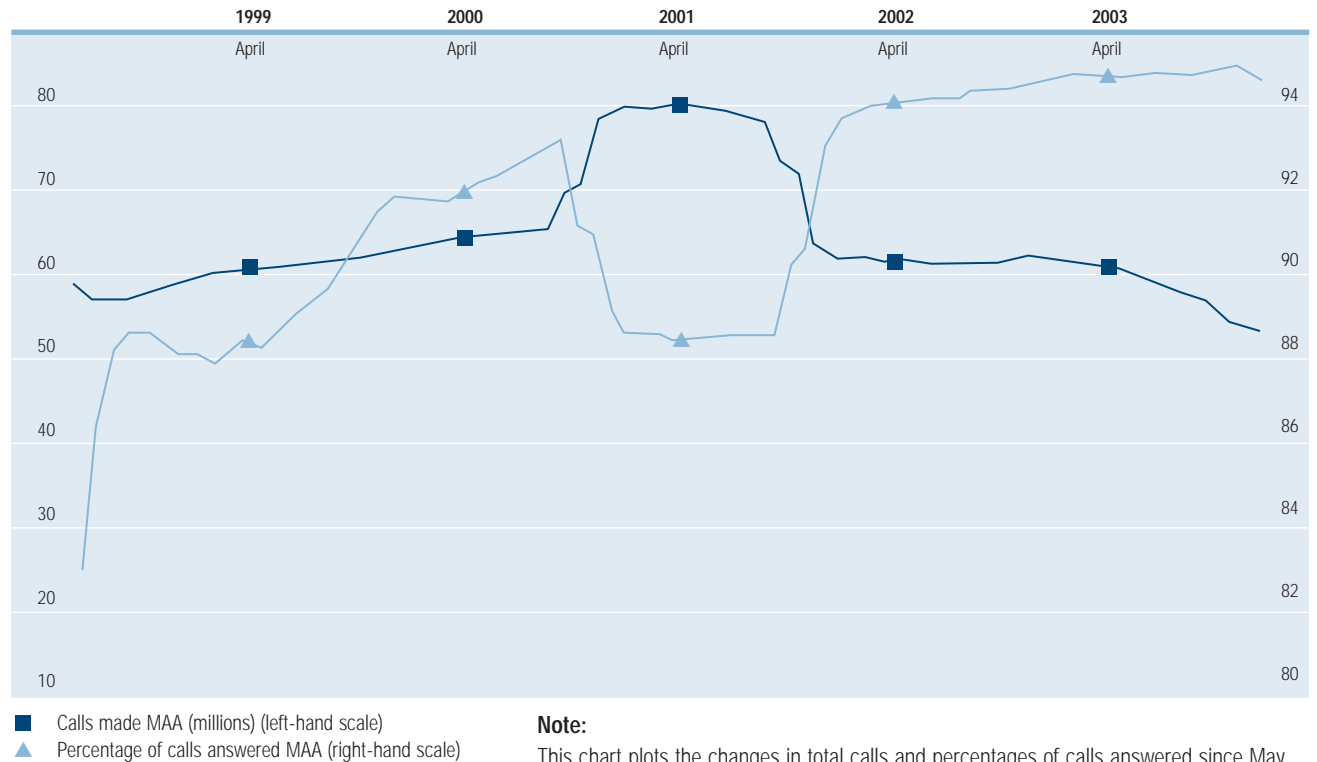
Other comments

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. Potential passengers require a prompt, accurate reply to their requests as well as efficient telephone answering.

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).

Chart 2.3 National Rail Enquiry Scheme moving annual averages

Calls made (left-hand scale) and percentage of calls answered (right-hand scale) 1998–99 to 2003–04



Note:

This chart plots the changes in total calls and percentages of calls answered since May 1998. Each point represents the average for the preceding 13 periods (i.e. one year).

Table 2.3 National Rail Enquiry Scheme (million calls and percentage of calls)

1997–98 to 2003–04

	Total calls made	Percentage answered	Percentage engaged	Percentage RTNR ¹
1998–99	61.7	88.3	1.9	9.8
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
1997–98 Q2	15.8	79.9	7.3	12.8
Q3	13.8	92.7	1.3	6.1
Q4	12.3	91.6	2.1	6.3
1998–99 Q1	15.1	86.7	2.8	10.5
Q2	16.4	84.8	0.7	14.5
Q3	16.0	89.2	1.0	9.8
Q4	14.3	93.1	3.3	3.6
1999–00 Q1	15.8	91.2	3.7	5.1
Q2	17.1	91.1	0.7	8.2
Q3	17.4	91.7	0.9	7.4
Q4	15.2	95.0	0.1	4.9
2000–01 Q1	16.6	93.5	0.3	6.2
Q2	22.8	86.1	6.6	7.3
Q3	26.7	83.8	3.7	12.5
Q4	15.2	94.4	0.3	5.2
2001–02 Q1	15.8	94.3	0.3	5.4
Q2	16.1	93.7	0.4	5.9
Q3	15.6	93.6	0.2	6.3
Q4	15.2	94.7	0.3	5.0
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 ²	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
Percentage change				
2003–04 Q4 on 2002–03 Q4	-15.3	-1.9		
2003–04 on 2002–03	-15.1	-0.7		

Note:

For conventions on rounding and revisions please see the introduction.

¹ Ring Tone No Reply.

² The number of calls to NRES may have been affected by the introduction of an Internet enquiry service in March 2003.

Source: ATOC

2.4 Passengers in Excess of Capacity (PiXC)

Background

The SRA monitors overcrowding on London commuter services and Edinburgh services across the Forth Bridge. The Passenger Transport Executives (PTEs) monitor capacity on services into Glasgow, Merseyside, Manchester, Birmingham, Sheffield and Leeds. The regime that monitors overcrowding is called 'Passengers in Excess of Capacity' (PiXC).

Methodology

PiXC applies to weekday commuter trains arriving in London or Edinburgh between 07:00 and 09:59 and those departing between 16:00 and 18:59. The measure is derived from the number of passengers travelling in excess of capacity on all services divided by the total number of people travelling, expressed as a percentage.

Capacity is deemed to be the number of standard class seats on the train for journeys of more than 20 minutes; for journeys of 20 minutes or less, an allowance for standing room is also made. The allowance for standing varies with the type of rolling stock but, for modern sliding door stock is typically approximately 35 per cent of the number of seats.

PiXC counts are carried out once a year, on a typical weekday during the autumn.

Other comments

The SRA has set limits on the level of acceptable PiXC at 4.5 per cent on one peak (morning or afternoon) and three per cent across both peaks.

Further operator-specific data are available in section 8, page 67.

Table 2.4 Passengers in Excess of Capacity

Percentage of Passengers in Excess of Capacity 2002 and 2003

Train Operating Company	Morning peak 2003	Morning peak 2002	Afternoon peak 2003	Afternoon peak 2002	OVERALL 2003	OVERALL 2002
c2c	1.3%	0.9%	0.6%	0.2%	1.0%	0.6%
Chiltern Railways	3.3%	2.7%	0.8%	1.1%	2.1%	1.8%
First Great Eastern	2.1%	3.9%	2.1%	1.9%	2.1%	2.8%
Silverlink	6.0%	8.3%	2.1%	5.6%	4.2%	7.0%
South Central	4.7%	6.9%	1.1%	3.5%	3.1%	4.8%
South Eastern Trains	3.1%	3.3%	0.5%	1.2%	2.0%	2.3%
South West Trains	7.4%	3.2%	2.8%	2.4%	5.2%	2.7%
Thames Trains	2.0%	2.9%	0.9%	1.6%	1.5%	2.1%
Thameslink	2.3%	3.7%	2.7%	3.6%	2.5%	3.6%
WAGN	1.5%	2.7%	1.3%	1.3%	1.4%	2.0%
Total for London operators	3.8%	3.7%	1.5%	2.1%	2.7%	2.9%
ScotRail	2.4%	2.7%	1.7%	2.5%	2.0%	2.6%

3 Freight

Key results

2003–04 on 2002–03

- Freight moved (measured in net tonne kilometres) increased by one per cent between 2002–03 and 2003–04.
- The greatest commodity percentage increase between 2002–03 and 2003–04 was international freight moved, which increased by eight per cent.
- Infrastructure traffic (which is not included in the freight moved total) increased by five per cent between 2002–03 and 2003–04.
- The greatest commodity percentage decrease between 2002–03 and 2003–04 was for metals moved, which decreased by nine per cent.
- Total freight lifted increased by two per cent between 2002–03 and 2003–04.
- Between 2002–03 and 2003–04, coal lifted increased by three per cent while other goods lifted increased by one per cent.

2003–04 Q4 on 2002–03 Q4

- Freight moved (measured in net tonne kilometres) increased by three per cent between 2002–03 Q4 and 2003–04 Q4.
- The greatest commodity percentage increase between 2002–03 Q4 and 2003–04 Q4 was coal moved, which increased by eight per cent.
- Infrastructure traffic (which is not included in the freight moved total) increased by nine per cent between 2002–03 Q4 and 2003–04 Q4.
- The greatest commodity percentage decrease between 2002–03 Q4 and 2003–04 Q4 was for metals moved, which decreased by six per cent.
- Total freight lifted decreased by two per cent between 2002–03 Q4 and 2003–04 Q4.
- Between 2002–03 Q4 and 2003–04 Q4, coal lifted decreased by four per cent while other goods lifted remained virtually unchanged.

3.1 Freight moved

Background

In February 1996, British Rail's bulk freight operations were sold to North and South Railways – now called 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.

Freight moved is the major series used by the SRA to monitor freight activity, and this series provides the benchmark for the DfT 10 Year Plan target of 80 per cent growth in rail freight from 2000–01.

Methodology

Freight moved is measured in net tonne kilometres (NTKMs). 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 NTKMs, 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.

Pre-1998–99 data are not directly comparable to the new data due to a change in the source data. Please refer to *National Rail Trends* 2001–02 Quarter One for more details.

There is a further break in the series between 1995–96 and 1996–97 due to a change in the method of data collection.

Table 3.1 Freight moved (billion net tonne kilometres)

Great Britain 1986–87 to 2003–04

	Coal	Metals	Construction	Oil and petroleum	International	Domestic intermodal	Other	TOTAL ¹	Infrastructure ²	
1986–87	5.0	16.6	..	
1987–88	4.6	17.5	..	
1988–89	4.8	18.1	..	
1989–90	4.6	16.7	..	
1990–91	5.0	16.0	..	
1991–92	5.0	15.3	..	
1992–93	5.4	15.5	..	
1993–94	3.9	13.8	..	
1994–95	3.3	13.0	..	
1995–96	3.6	13.3	..	
1996–97	3.9	15.1	..	
1997–98	4.4	16.9	..	
1998–99	4.5	2.1	2.1	1.6	1.1	3.5	2.5	17.3	0.8	
1999–00	4.8	2.2	2.0	1.5	1.0	3.9	2.7	18.2	0.8	
2000–01	4.8	2.1	2.4	1.4	1.0	3.8	2.6	18.1	0.9	
2001–02	6.2	2.4	2.8	1.2	0.6	3.5	2.6	19.4	1.2	
2002–03	5.7	2.7	2.6	1.1	0.4	3.4	2.7	18.7	1.2	
2003–04	5.8	2.4	2.7	1.2	0.5	3.5	2.8	18.9	1.2	
<hr/>										
2000–01	Q1	1.2	0.6	0.6	0.3	0.3	1.0	0.7	4.7	0.2
	Q2	1.1	0.5	0.6	0.3	0.3	1.0	0.7	4.6	0.2
	Q3	1.0	0.4	0.6	0.3	0.2	1.0	0.6	4.2	0.2
	Q4	1.4	0.5	0.6	0.3	0.2	0.9	0.7	4.7	0.3
<hr/>										
2001–02	Q1	1.5	0.6	0.7	0.3	0.2	0.9	0.7	4.8	0.3
	Q2	1.6	0.6	0.7	0.3	0.2	0.9	0.7	4.9	0.3
	Q3	1.6	0.6	0.7	0.3	0.1	0.9	0.7	4.8	0.3
	Q4	1.5	0.7	0.7	0.3	0.1	0.9	0.6	4.9	0.3
<hr/>										
2002–03	Q1	1.4	0.7	0.6	0.3	0.1	0.9	0.7	4.7	0.3
	Q2	1.5	0.6	0.7	0.3	0.1	0.9	0.7	4.7	0.3
	Q3	1.4	0.6	0.6	0.3	0.1	0.8	0.7	4.6	0.3
	Q4	1.5	0.7	0.7	0.3	0.1	0.8	0.7	4.7	0.3
<hr/>										
2003–04	Q1	1.4	0.6	0.7	0.3	0.1	0.9	0.7	4.6	0.3
	Q2	1.4	0.6	0.7	0.3	0.1	0.9	0.7	4.7	0.3
	Q3	1.4	0.6	0.6	0.3	0.1	0.9	0.7	4.6	0.3
	Q4	1.6	0.6	0.7	0.3	0.1	0.9	0.6	4.9	0.3
<hr/>										
Percentage change										
2003–04 Q4 on 2002–03 Q4										
		8.5	-6.0	3.4	0.3	7.3	7.9	-7.5	2.7	9.2
2003–04 on 2002–03										
		1.4	-9.3	2.8	4.2	8.3	3.1	1.6	0.7	5.1

Note:

For more details on the breaks in the series please refer to note on page 27.

For conventions on rounding and revisions please see the introduction.

¹ Infrastructure not included in total.

² This series excludes some possession trains.

Source: Network Rail

Chart 3.1a Freight moved by quarter (billion net tonne kilometres)

Great Britain quarterly data 1998–99 to 2003–04

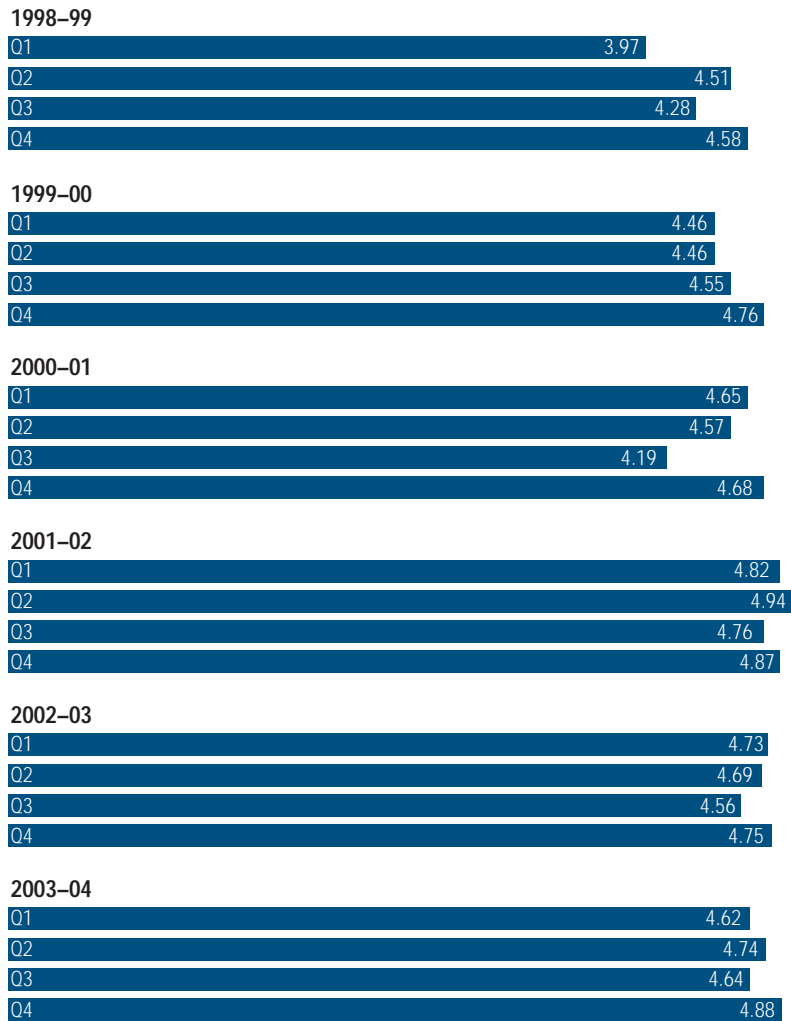
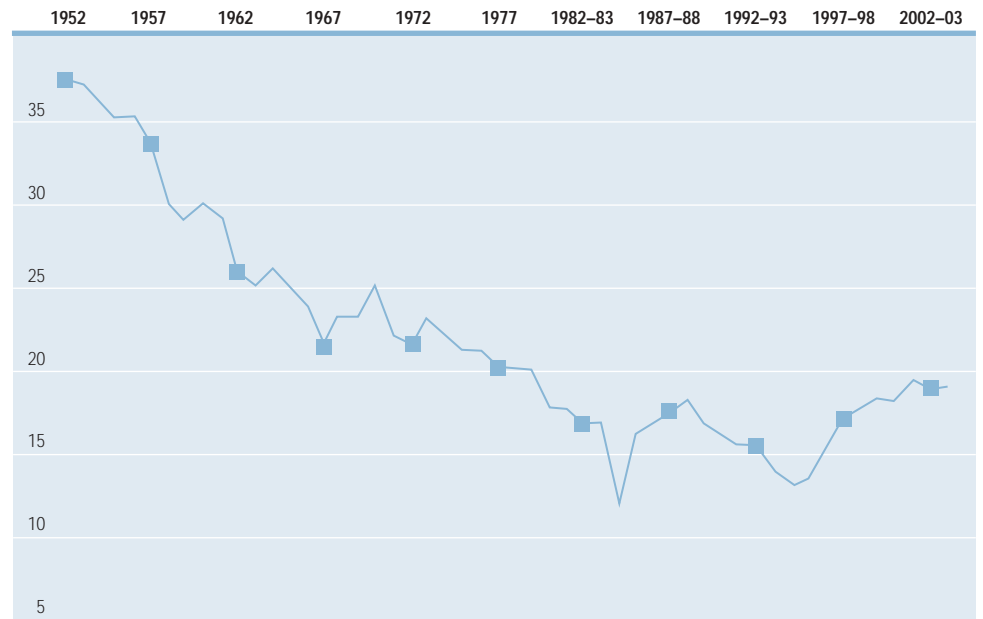


Chart 3.1b Freight moved (billion net tonne kilometres)

Great Britain annual data 1952 to 2003–04



Note:

Please refer to notes on page 27 for information on breaks in this series.

3.2 Freight lifted

Table 3.2 **Freight lifted (million tonnes)**

Great Britain 1986–87 to 2003–04

	Coal	Other	TOTAL	
1986–87	77.2	61.2	138.4	
1987–88	78.8	65.6	144.4	
1988–89	79.2	70.3	149.5	
1989–90	75.8	67.3	143.1	
1990–91	74.7	63.4	138.2	
1991–92	75.1	60.7	135.8	
1992–93	67.9	54.4	122.4	
1993–94	48.9	54.3	103.2	
1994–95	42.5	54.8	97.3	
1995–96	45.2	55.5	100.7	
1996–97	52.2	49.6	101.8	
1997–98	50.3	55.1	105.4	
1998–99	45.3	56.8	102.1	
1999–00	44.3	47.6	91.9	
2000–01	45.7	49.7	95.4	
2001–02	46.1	48.3	94.4	
2002–03	40.7	46.4	87.0	
2003–04	42.0	46.9	88.9	
<hr/>				
2000–01	Q1	11.7	13.2	24.9
	Q2	10.8	12.8	23.6
	Q3	10.9	11.4	22.4
	Q4	12.3	12.3	24.6
2001–02	Q1	11.9	12.5	24.4
	Q2	11.4	12.1	23.5
	Q3	11.3	11.7	23.0
	Q4	11.5	12.1	23.6
2002–03	Q1	10.0	11.8	21.8
	Q2	9.6	11.4	20.9
	Q3	10.0	11.2	21.2
	Q4	11.1	12.0	23.1
2003–04	Q1	10.5	11.4	21.9
	Q2	10.3	12.2	22.4
	Q3	10.5	11.4	21.9
	Q4	10.7	12.0	22.6
<hr/>				
Percentage change				
2003–04 Q4 on 2002–03 Q4				
		-4.3	0.0	-2.0
2003–04 on 2002–03				
		3.1	1.2	2.1

Note:

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 with previous data. Data from 1999–00 are not directly comparable with previous data due to a change in methodology.

For conventions on rounding and revisions please see the introduction.

Source: Freight Operating Companies

Chart 3.2a Freight lifted by quarter (million tonnes)

Great Britain quarterly data 1998–99 to 2003–04

■ Coal ■ Other

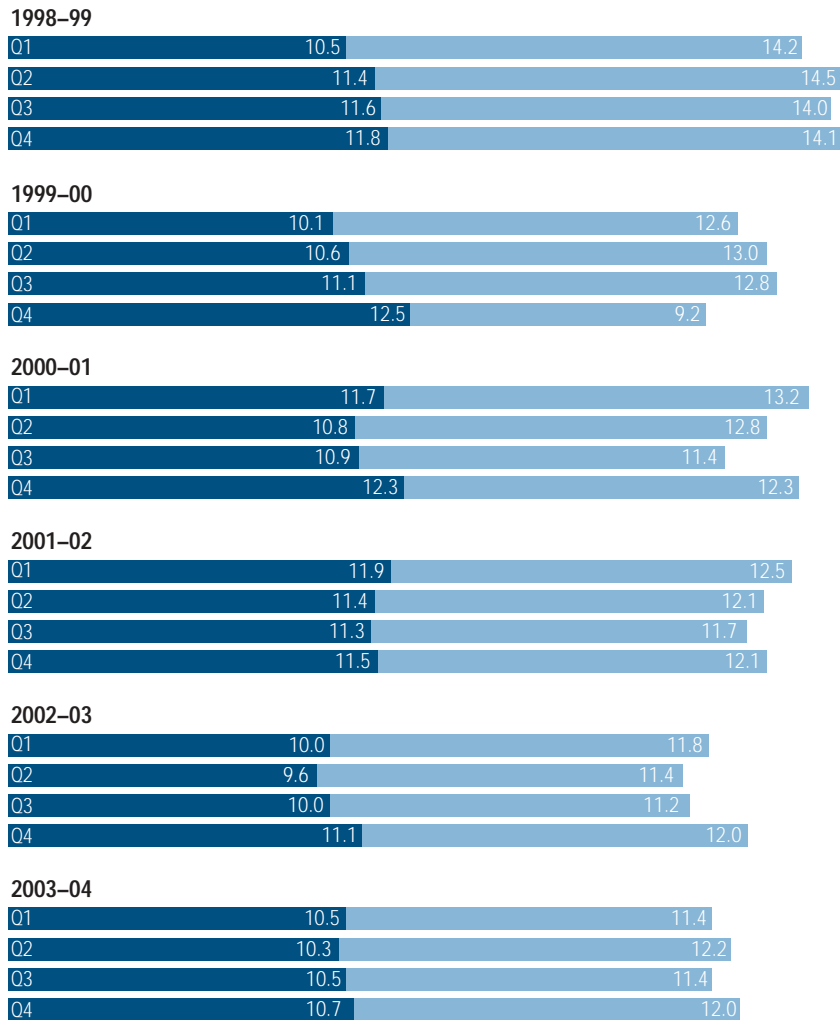
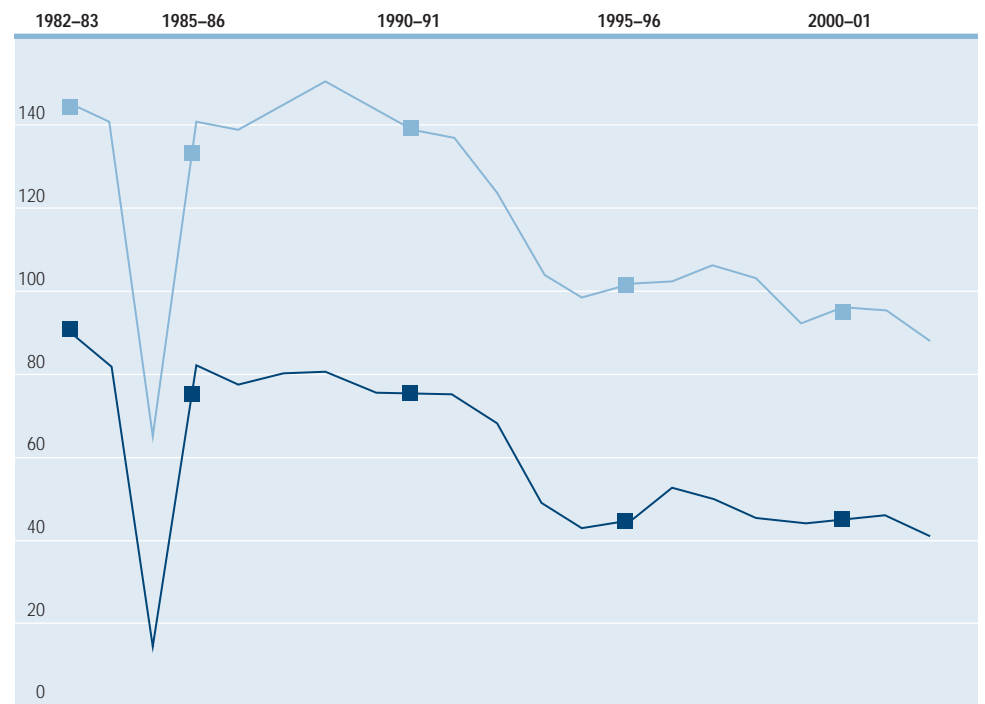


Chart 3.2b Freight lifted (million tonnes)

Great Britain annual data 1982–83 to 2003–04

■ Coal ■ Total



3.3 Freight Key Performance Indicators

The SRA published a set of Freight Key Performance Indicators for the first time in the September 2003 issue of *National Rail Trends*. This followed the commitment made in the Corporate Plan 2003–04, “to develop a wider range of key performance indicators and performance measures to better publicise the growth of rail freight”.

Freight moved and lifted

Freight moved and freight lifted are published quarterly in *National Rail Trends*. These measures have value as the 80 per cent growth target is measured in net tonne kilometres. Cumulative growth in rail freight moved since the start of the 10 Year Plan is also included.

Freight moved and lifted both increased in 2003–04 from the previous financial year. A greater percentage increase in freight lifted suggests more freight is moved by rail but at a shorter average distance.

Rail market share

This includes rail’s share of both surface-based heavy freight transport (i.e. rail plus HGVs), and the overall GB freight sector (i.e. including LGVs, pipelines and water transport). These figures illustrate the relative importance of rail. Rail’s market share in terms of freight moved is significantly higher than the freight lifted metric because the length of the average rail freight haul is comparatively high.

Table 3.3a Freight moved

Great Britain 2002–03 to 2003–04

	2003–04	2002–03	Change 2003–04 on 2002–03
Annual (billion net tonne kilometres)	18.9	18.7	0.7%
Cumulative growth since the start of the 10 Year Plan	4.3	3.6	

Table 3.3b Freight lifted

Great Britain 2002–03 to 2003–04

	2003–04	2002–03	Change 2003–04 on 2002–03
Annual (million tonnes)	88.9	87.0	2.1%

Table 3.3c Rail market share

Great Britain 2001 to 2003

Freight moved	2003	2003	2002	2002	2001	2001
	Rail’s share of total market	Total market size (billion net tonne kilometres)	Rail’s share of total market	Total market size (billion net tonne kilometres)	Rail’s share of total market	Total market size (billion net tonne kilometres)
Surface transport (rail and HGVs)	11.0%	170.4	11.2%	168.7	11.4%	168.6
Overall market	-	-	7.4%	254.3	7.8%	246.4
Freight lifted	2003	2003	2002	2002	2001	2001
	Rail’s share of total market	Total market size (million tonnes)	Rail’s share of total market	Total market size (million tonnes)	Rail’s share of total market	Total market size (million tonnes)
Surface transport (rail and HGVs)	5.2%	1,732.1	5.1%	1,714.5	5.7%	1,676.4
Overall market	-	-	4.2%	2,080.2	4.7%	2,038.1

Source: SRA, DfT and DTI

Note:

Data are only available in calendar years.

Impacts on road haulage

These measures provide an alternative to the traditional 'deadweight'-based approach. As they are driven more by volume than by weight they will better reflect changes in some of the new, currently understated markets. 'Rail freight lorry kilometres equivalent' represents the equivalent distance that road vehicles would need to travel to move the amounts of freight currently on rail. 'Avoided lorry journeys' represents the equivalent number of road vehicle trips necessary to move this freight.

Direct measures of freight activity

These measures provide direct reflections of the level of rail freight activity. In combination with the other indicators, the measures provide a balanced picture of the industry. The amounts shown for investment in rolling stock and related facilities include both the cumulative amount since privatisation and the subtotal for the 2003/04 financial year.

Table 3.3d Impacts on road haulage

Great Britain 2002–03 to 2003–04

	2003–04	2002–03	Change 2003–04 on 2002–03
Rail freight lorry kilometres equivalent (billions)	1.35	1.36	-0.5%
Avoided lorry journeys (millions)	5.89	5.59	5.3%

Source: SRA analysis, DfT's Continuing Survey of Roads Goods Vehicles

Table 3.3e Number of freight trains

Great Britain 2002–03 to 2003–04

	2003–04	2002–03	Change 2003–04 on 2002–03
Total number of freight trains	416,053	374,387	11.1%

Source: Network Rail

Table 3.3f Investment in rolling stock (£ millions)

Great Britain 1994–95 to 2003–04

	2003–04	Total 1994–95 to 2003–04
Investment in freight rolling stock	43	845

Source: SRA and Freight Operating Companies

Note:

Investments refer to capital investments on locomotives, wagons and related facilities.

4 National Passenger Survey

Key results

Spring 2004 Wave

- At a national level 73 per cent of passengers were satisfied or very satisfied with their overall journey. This was the same as in spring 2003, but one percentage point higher than in autumn 2003.
- Ratings of punctuality/reliability are at their joint highest level for four years with seven out of 10 passengers satisfied or very satisfied with the punctuality/reliability of trains on their journey. This reflects a four percentage point increase compared to spring 2003.
- Ratings of six key service areas increased over the year, five went down and three remained virtually unchanged. Changes in satisfaction ratings tended to be by just one percentage point.
- Overall satisfaction ratings by sector were all similar to spring 2003, London and the South East (70 per cent) and regional (81 per cent) were identical to a year ago whilst long distance was down by one percentage point to 82 per cent. However, passengers' ratings of the long distance sector appear to have recovered from autumn 2003 when 77 per cent of passengers were satisfied.
- The proportion of passengers satisfied or very satisfied with their overall journey declined for 13 operators, increased for 12 operators and remained virtually unchanged for Thameslink compared with spring 2003.
- The lowest ratings of overall satisfaction were given to South Eastern Trains (63 per cent), South Central (65 per cent), Thameslink (68 per cent) and Silverlink (68 per cent). However it should be noted that overall satisfaction ratings for the London and South East sector were also relatively low at 70 per cent.
- The highest levels of overall satisfaction were achieved by Gatwick Express (90 per cent), Island Line (87 per cent), Chiltern Railways (87 per cent) and by Merseyrail (87 per cent).

Background

The National Passenger Survey (NPS) provides a network-wide picture of customers' satisfaction with rail travel. Customer opinions of train services are collected twice a year from a representative sample of passenger journeys. Passengers' overall satisfaction and satisfaction with 27 specific aspects of service can therefore be compared over time.

Methodology

The survey is conducted across the entire franchised railway. In both the spring and autumn of the year self-completion questionnaires are distributed at approximately 680 stations across Great Britain, selected to be representative of the entire network. Questionnaires are distributed at different times of day and across all days of the week. Data are weighted to ensure that the sample accurately represents the passengers using each operator's services, in terms of the proportion of commuting, business and leisure journeys.

Overall, approximately 25,000 correctly completed questionnaires are returned each wave. For the majority of train operators the results are based on responses from 1,000 passengers per survey. Smaller operators' results are based on either 250 or 500 passengers whilst 1,500 passengers are surveyed for the three largest operators.

To provide a meaningful benchmark, three different types of train operator have been identified; these are high speed long distance, London and South East, and regional operators.

In this publication, individual train operator results are presented alongside an appropriate sector type thus enabling comparison of a TOC's results with those of operators that provide similar services.

Other comments

Passengers' satisfaction can vary by season, therefore differences in scores for the proportion of passengers who are satisfied with services or rate them as good are provided for the same period in the previous year as well as for the previous wave carried out approximately six months ago.

Figures are provided for the percentage improvement of passengers' rating of a service attribute as satisfactory or good. Where fewer passengers than previously rate a service aspect as satisfactory or good (i.e. satisfaction has decreased for that factor) results appear in brackets.

For ease of use, NPS data are reported without decimal places; however changes from wave to wave are calculated using three decimal places. 'Rounding' of the data means that results may appear to differ by one per cent to the published results. For example 84.6 is reported as '85' and 83.2 is reported as '83'; the apparent reported difference is 2, however the actual difference is 1.4 and will therefore be published as '1'.

Page 35 contains national level results for key service areas including passengers' overall opinion of their journey. Pages 36–41 chart trends with passengers' overall opinion of their journey, the punctuality/reliability of trains used and satisfaction with how delays to the journey are dealt with. Section 8, pages 68–117, includes results of key service areas by Train Operating Company.

4.1 National and sector level results

Table 4.1a National Passenger Survey national level results (percentage) – Spring 2004

	Percentage of respondents			Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	since Autumn 2003	since Spring 2003
Overall opinion of journey	73	16	11	1	0
Generic factors					
How TOC deals with delays	29	37	34	(-2)	(-1)
Value for money	42	23	35	0	(-1)
Station factors					
How staff handle requests	82	7	10	1	1
Overall station environment	57	27	16	(-1)	1
Ticket buying facilities	66	17	17	0	(-1)
Information about train times/platforms	74	13	13	1	2
Train factors					
Punctuality/reliability	70	10	20	5	4
Length of journey time	78	12	10	2	1
Ease of getting on/off	71	18	12	1	0
Amount of seats/standing space	58	17	25	1	(-1)
Frequency	72	11	17	1	0
Cleanliness	57	19	24	0	1
Comfort of seats	57	24	20	(-1)	(-1)

Overall opinion of journey

Chart 4.1a
National and sector level

Percentage of passengers satisfied 1999 to 2004

- ◆ National total
- London and South East
- ▲ Regional
- Long distance

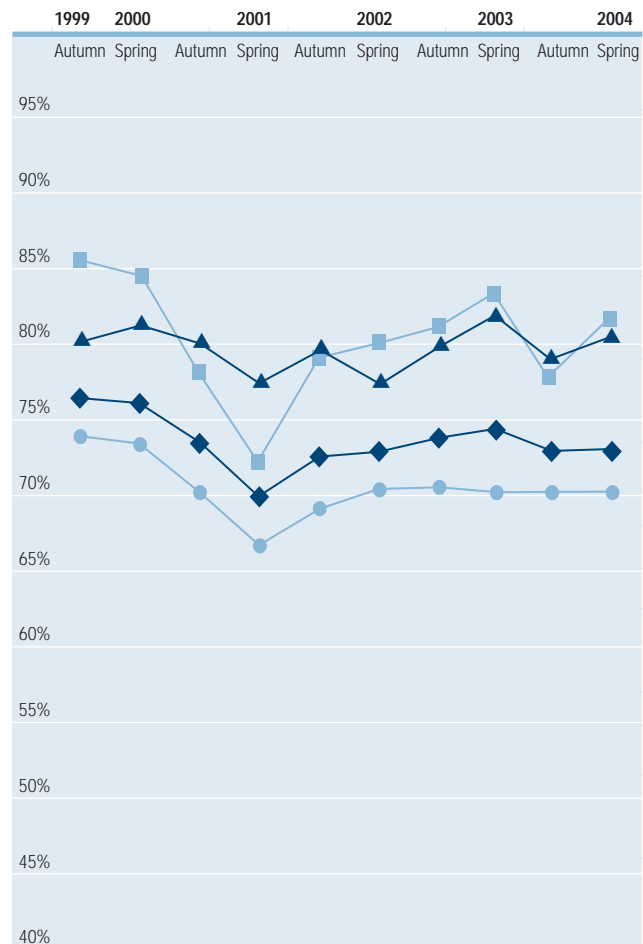


Chart 4.1b
Long distance operators

Percentage of passengers satisfied 1999 to 2004

- ▲ Virgin CrossCountry
- First Great Western
- ◆ GNER
- Midland Mainline
- ◆ Virgin West Coast

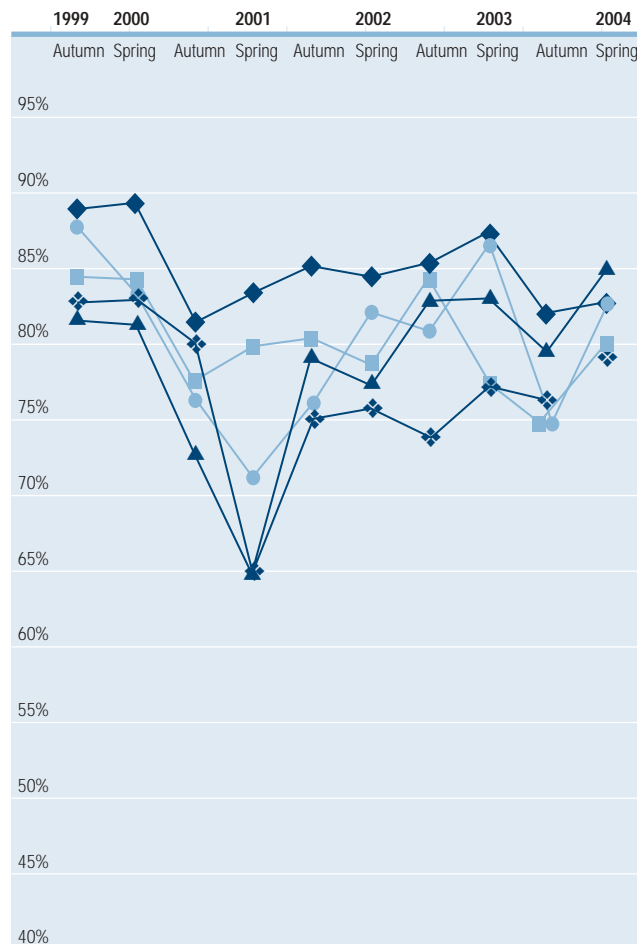


Chart 4.1c
Regional operators (part 1)

Percentage of passengers satisfied 1999 to 2004

- ▲ Arriva Trains Wales
- Gatwick Express
- ◆ Island Line
- Anglia Railways
- ◆ Wessex Trains

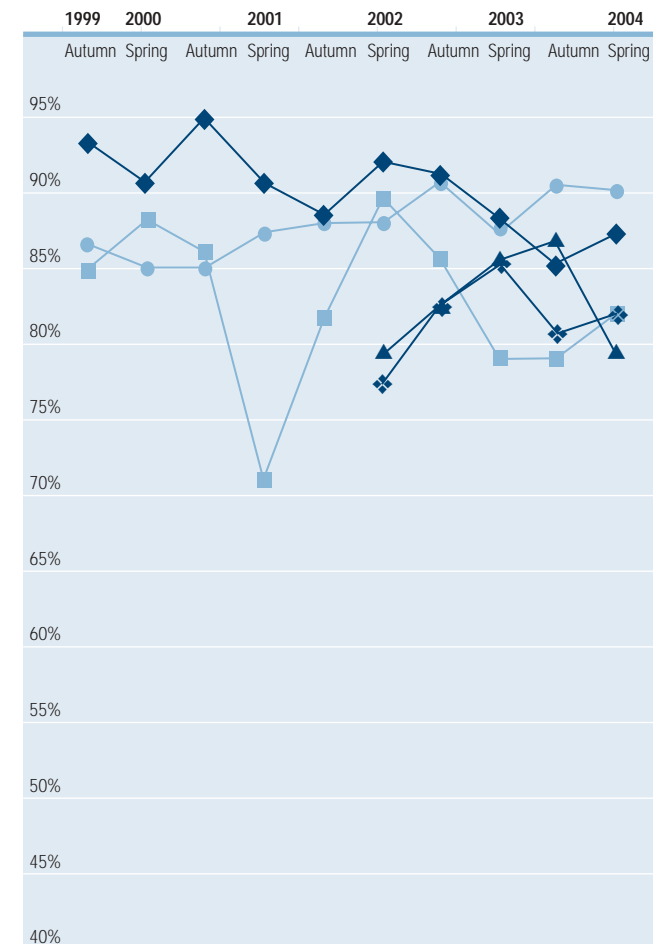


Chart 4.1c
Regional operators (part 2)

Percentage of passengers satisfied 1999 to 2004

- ▲ Merseyrail
- First North Western
- ◆ ScotRail
- Arriva Trains Northern
- ❖ Central Trains
- TransPennine Express

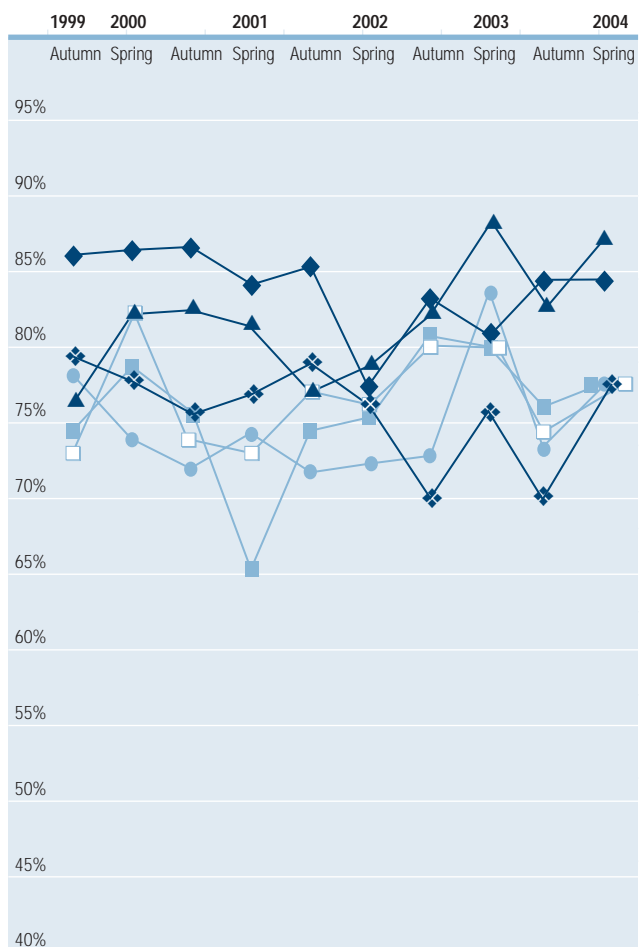


Chart 4.1d
London and South East operators (part 1)

Percentage of passengers satisfied 1999 to 2004

- ▲ c2c
- Silverlink
- ◆ Chiltern Railways
- First Great Eastern
- ❖ WAGN

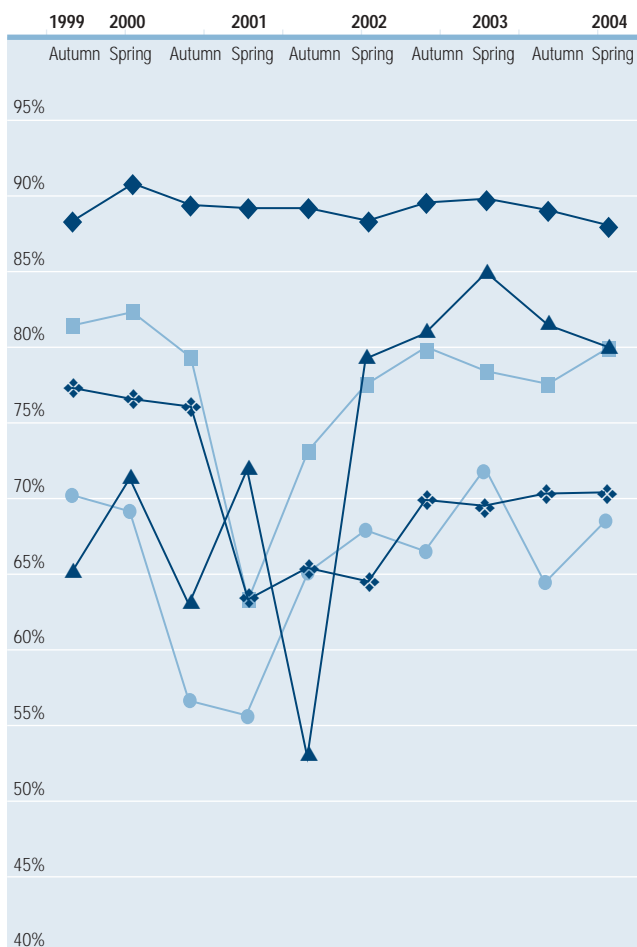
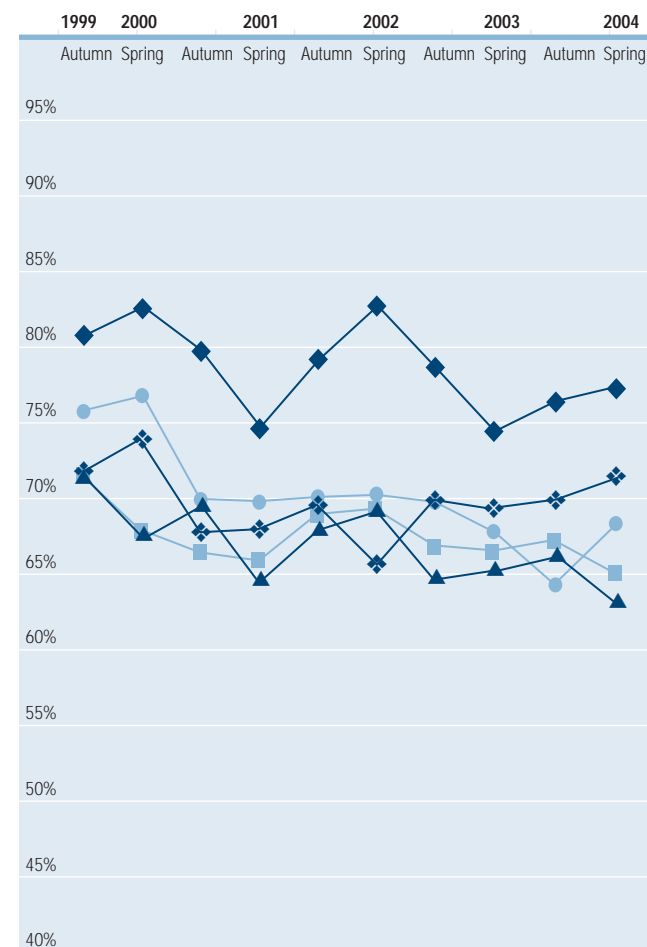


Chart 4.1d
London and South East operators (part 2)

Percentage of passengers satisfied 1999 to 2004

- ▲ South Eastern Trains
- Thameslink
- ◆ Thames Trains
- South Central
- ❖ South West Trains



Punctuality/reliability

Chart 4.1e
National and sector level

Percentage of passengers satisfied 1999 to 2004

- ◆ National total
- London and South East
- ▲ Regional
- Long distance

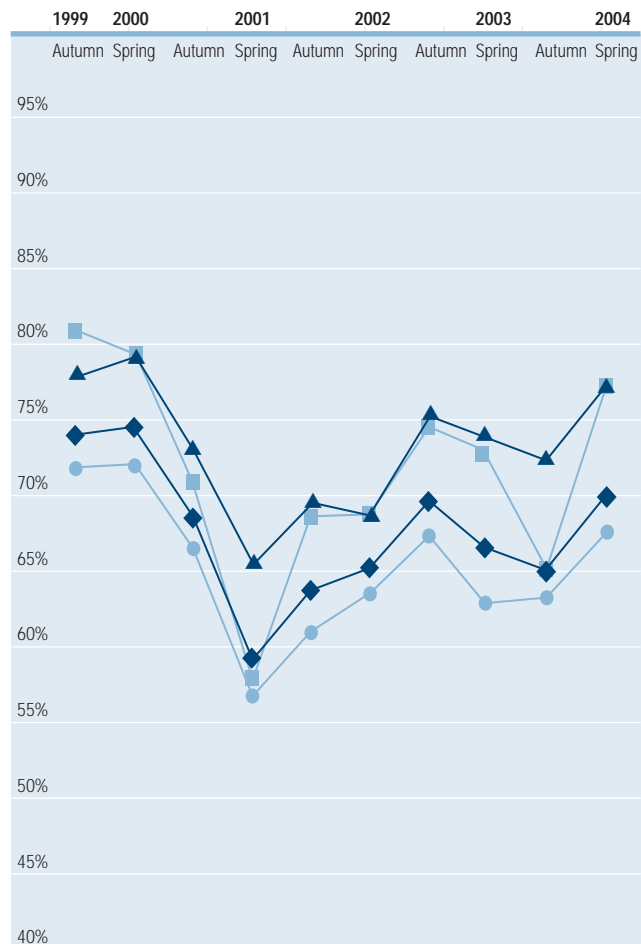


Chart 4.1f
Long distance operators

Percentage of passengers satisfied 1999 to 2004

- ▲ Virgin CrossCountry
- First Great Western
- ◆ GNER
- Midland Mainline
- ◆ Virgin West Coast

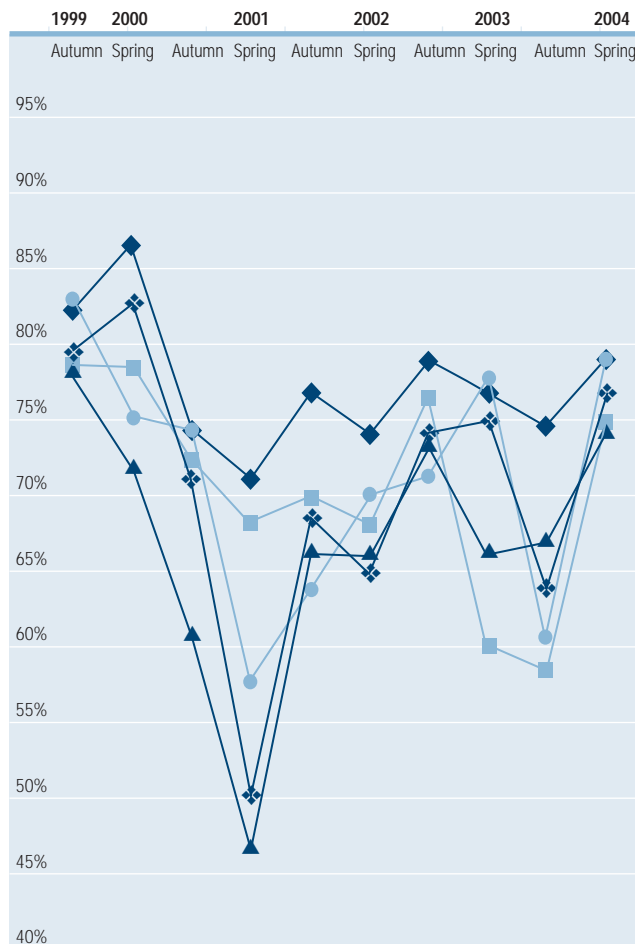


Chart 4.1g
Regional operators (part 1)

Percentage of passengers satisfied 1999 to 2004

- ▲ Arriva Trains Wales
- Gatwick Express
- ◆ Island Line
- Anglia Railways
- ◆ Wessex Trains

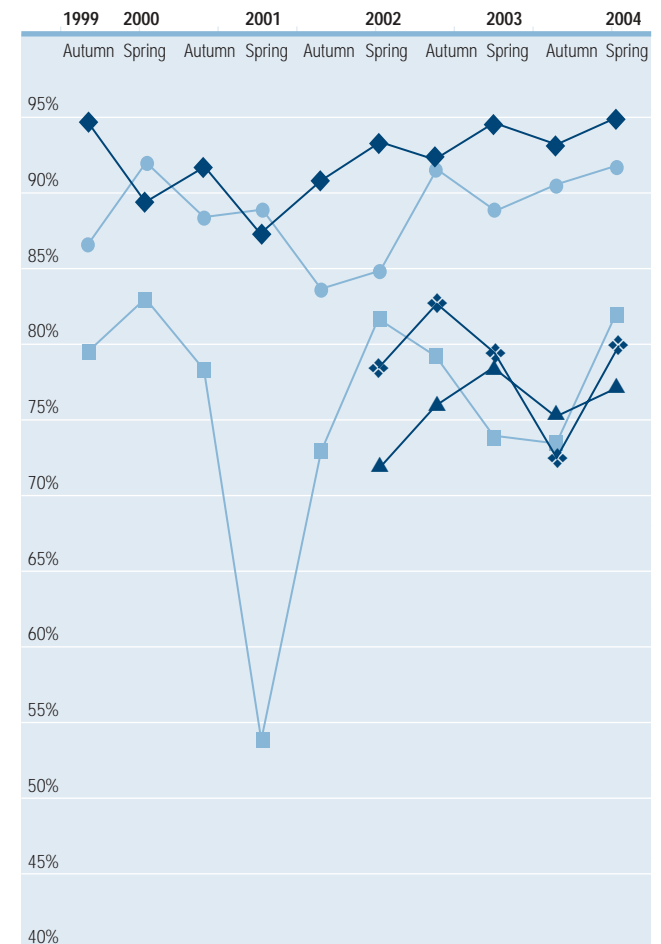


Chart 4.1g
Regional operators (part 2)

Percentage of passengers satisfied 1999 to 2004

- ▲ Merseyrail
- First North Western
- ◆ ScotRail
- Arriva Trains Northern
- ❖ Central Trains
- TransPennine Express

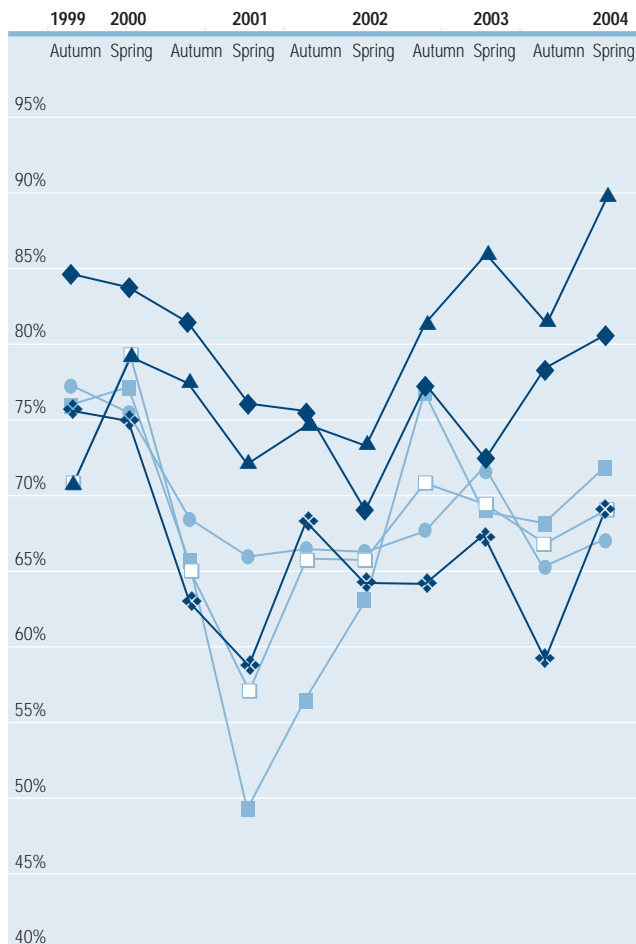


Chart 4.1h
London and South East operators (part 1)

Percentage of passengers satisfied 1999 to 2004

- ▲ c2c
- Silverlink
- ◆ Chiltern Railways
- First Great Eastern
- ❖ WAGN

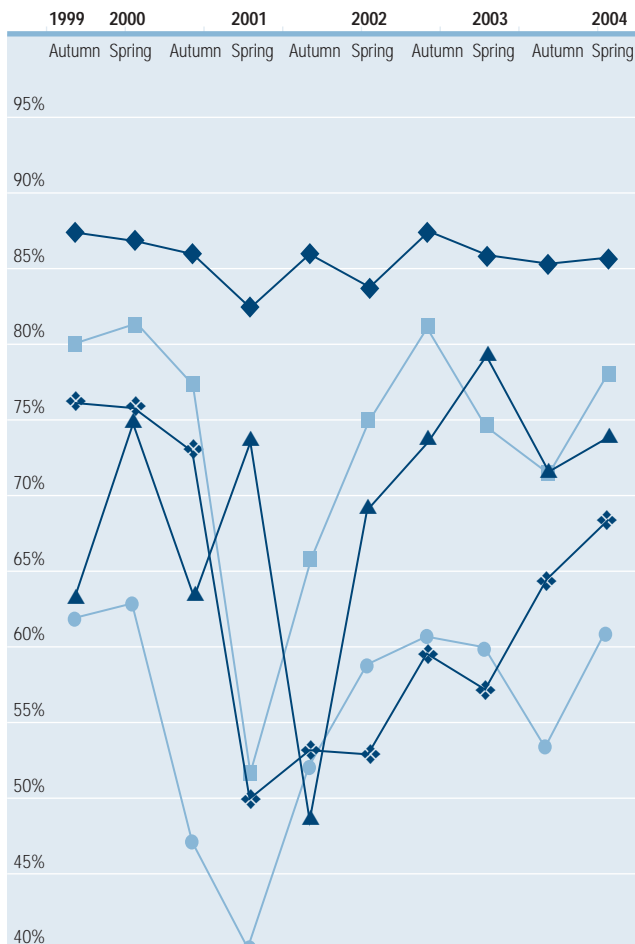
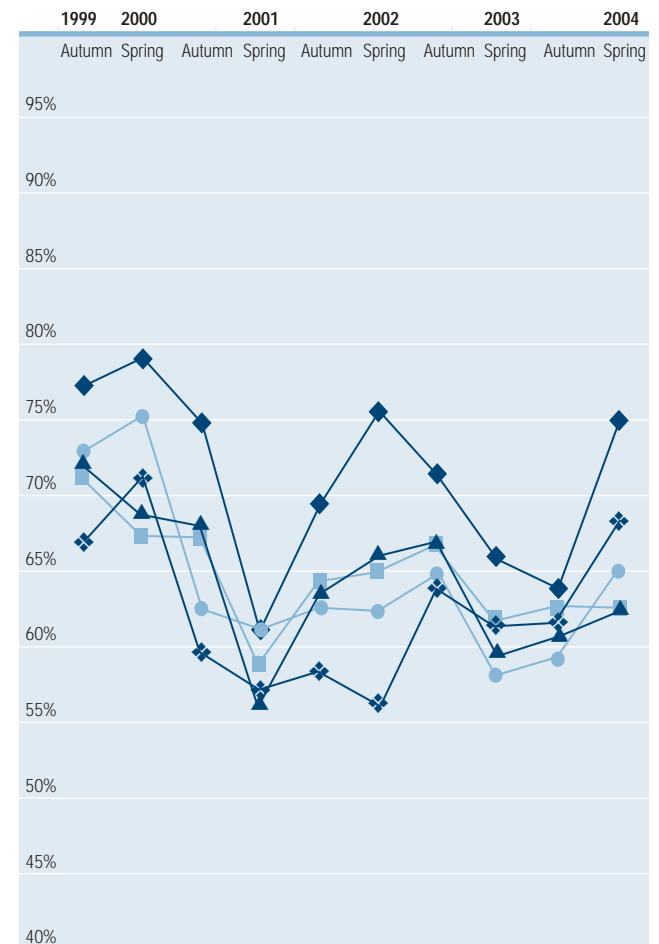


Chart 4.1i
London and South East operators (part 2)

Percentage of passengers satisfied 1999 to 2004

- ▲ South Eastern Trains
- Thameslink
- ◆ Thames Trains
- South Central
- ❖ South West Trains



Dealing with delays

Chart 4.1i
National and sector level

Percentage of passengers satisfied 1999 to 2004

- ◆ National total
- London and South East
- ▲ Regional
- Long distance

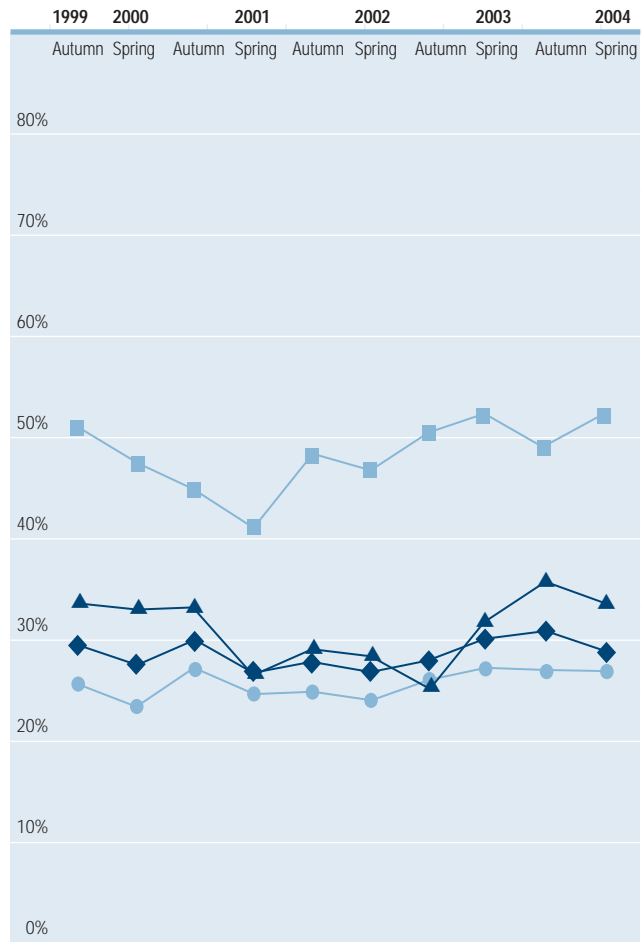


Chart 4.1j
Long distance operators

Percentage of passengers satisfied 1999 to 2004

- ▲ Virgin CrossCountry
- First Great Western
- ◆ GNER
- Midland Mainline
- ◇ Virgin West Coast

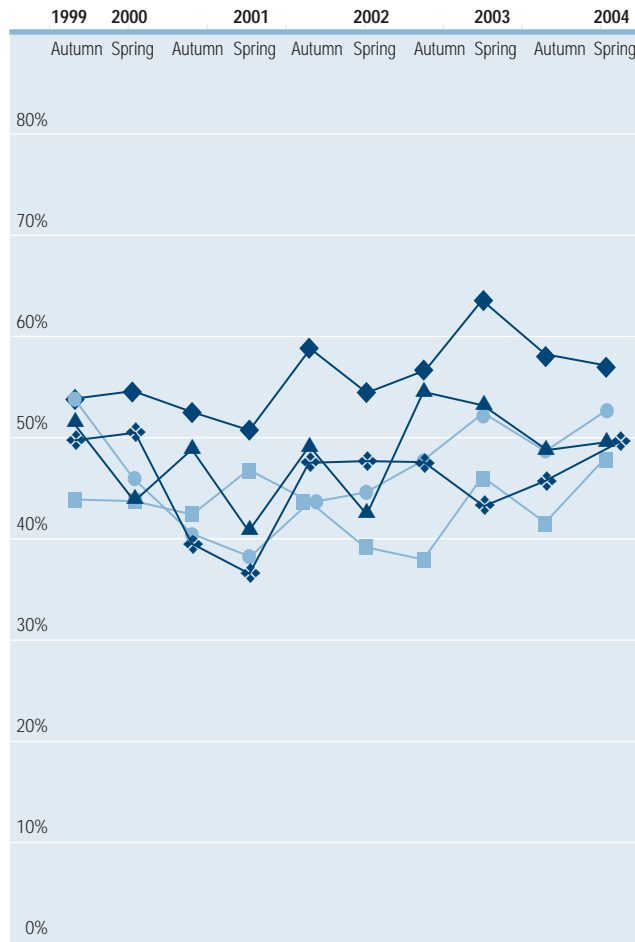


Chart 4.1k
Regional operators (part 1)

Percentage of passengers satisfied 1999 to 2004

- ▲ Arriva Trains Wales
- Gatwick Express
- ◆ Island Line
- Anglia Railways
- ◇ Wessex Trains

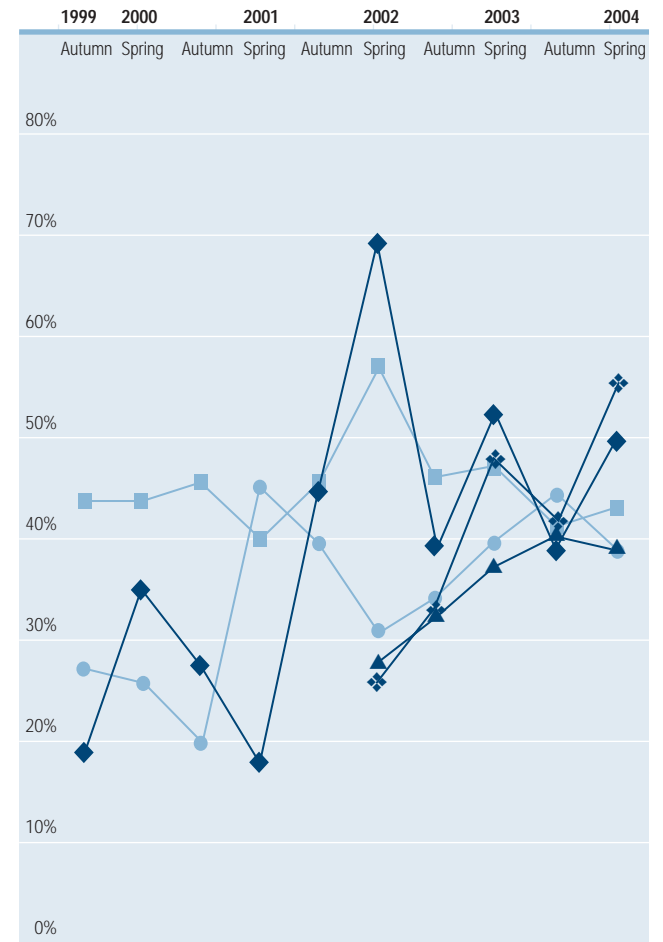


Chart 4.1k
Regional operators (part 2)

Percentage of passengers satisfied 1999 to 2004

- ▲ Merseyrail
- First North Western
- ◆ ScotRail
- Arriva Trains Northern
- ❖ Central Trains
- TransPennine Express

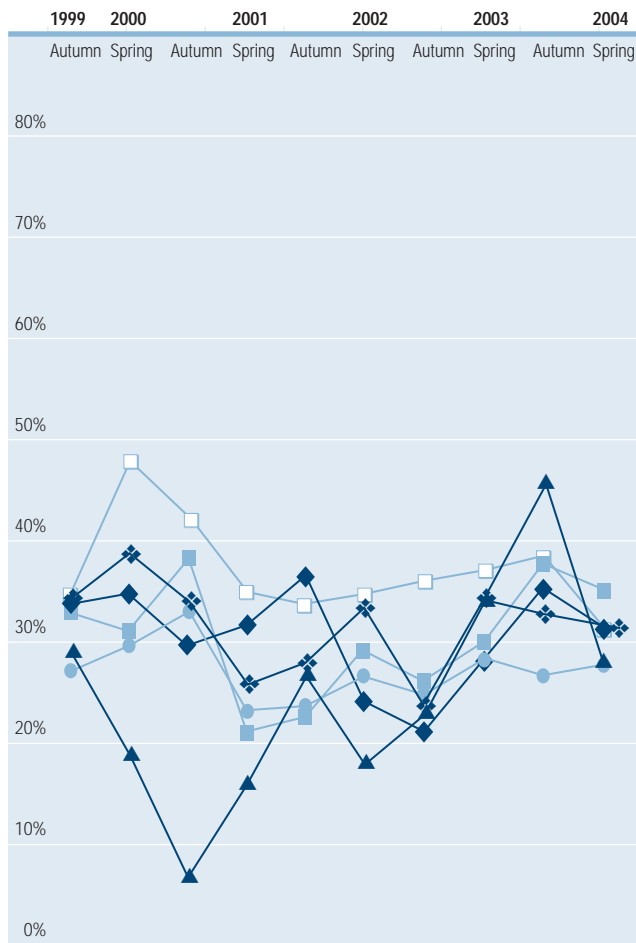


Chart 4.1l
London and South East operators (part 1)

Percentage of passengers satisfied 1999 to 2004

- ▲ c2c
- Silverlink
- ◆ Chiltern Railways
- First Great Eastern
- ❖ WAGN

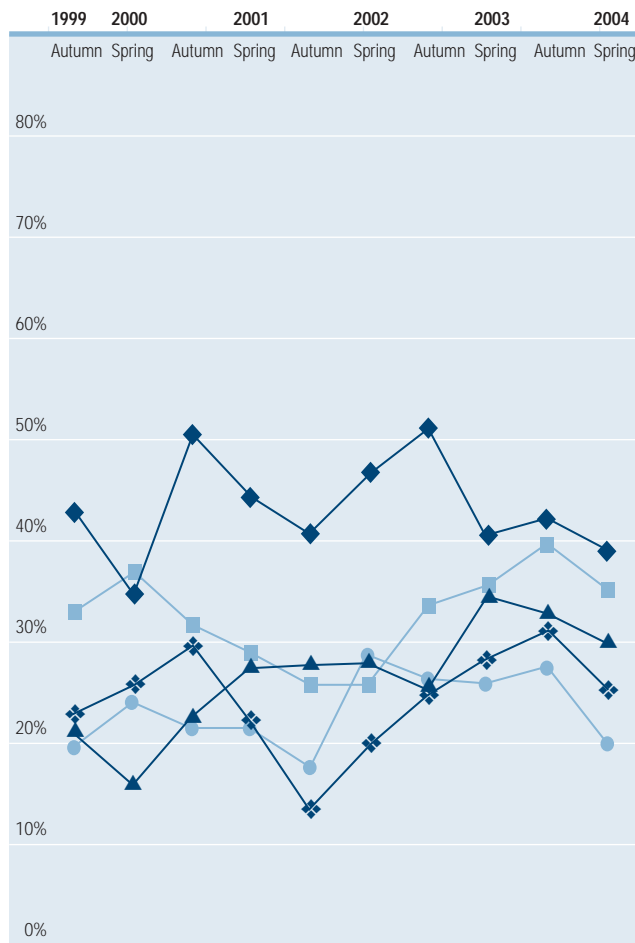
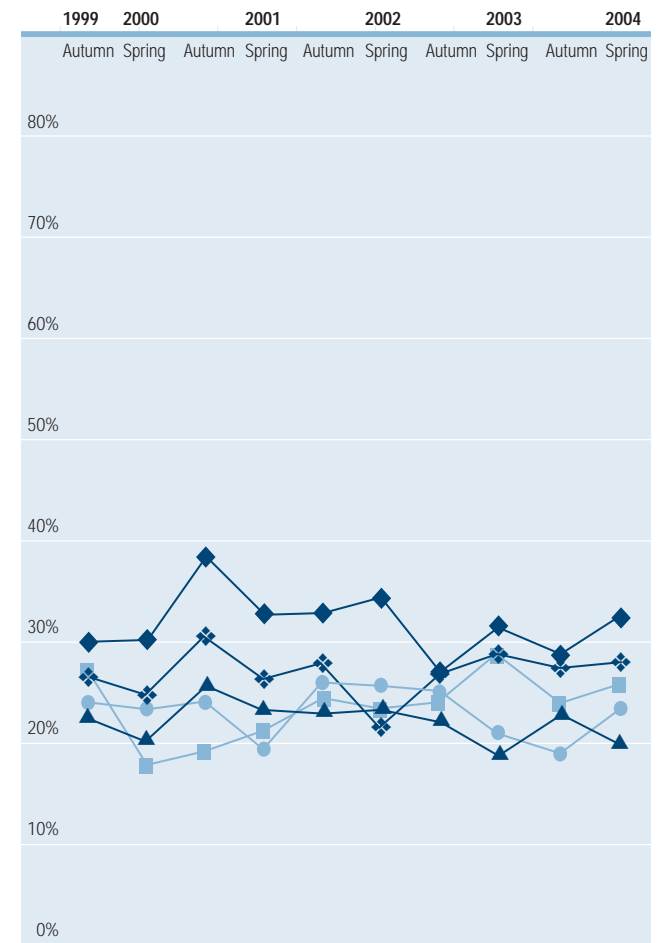


Chart 4.1m
London and South East operators (part 2)

Percentage of passengers satisfied 1999 to 2004

- ▲ South Eastern Trains
- Thameslink
- ◆ Thames Trains
- South Central
- ❖ South West Trains



5 Fares

Key results

Please note: figures quoted on this page are real term changes, i.e. allowing for inflation.

- Between January 2003 and January 2004 the overall average change in rail fares was +1.4 per cent.
- Between January 2003 and January 2004 the average change in price of standard class tickets was +1.4 per cent, while the average change of first class tickets was +2.0 per cent.
- Between January 2003 and January 2004 the average change in price of regulated fares was +1.4 per cent.
- Fares on regional operators showed the smallest increases between January 2003 and January 2004. Prices in this sector only increased by 0.4 per cent, whereas those on London and South East operators increased by 1.7 per cent.
- Between January 2003 and January 2004 long distance operators showed an increase in fares of 1.5 per cent.
- The overall change in price of rail fares between January 1995 and January 2004 was +4.7 per cent. Over this period, regulated fares have decreased by 5.3 per cent.

Background

For more information on the methodology used to construct the Rail Fares Index please refer to *National Rail Trends 2001–02 Quarter Four* edition.

Methodology

What the Rail Fares Index measures

The Rail Fares Index provides a measure of the change in the prices charged by Train Operating Companies (TOCs) to rail passengers. The Index takes into account the range of price changes and presents the average change in prices taken from the millions of transactions that take place each year. Essentially, the Index gives an indication of what we would need to spend in order to purchase the same set of tickets we chose to buy in the previous year. Some passengers will have experienced greater or lesser fare changes than shown by the average changes calculated.

Coverage of the Rail Fares Index

It has been our aim to represent all rail travel in England, Scotland and Wales in the Index. We have therefore sought, as far as is practically possible, to construct the Index so that it covers the cost of travel only. This is done by excluding fares that include 'extras' in order not to distort the Index. Where the purchase of a 'rail' ticket includes additional services such as multimodal tickets for urban areas, bus tickets, entrance fees to attractions, etc. they have been excluded from the Index. An exception to this is the London 'Travelcard'. We have included this in the Index because such tickets are so important in the earnings of train operators and purchases by rail passengers. In addition, TOCs influence price changes associated with these tickets. We are, however, able to recalculate the Index excluding Travelcards if required. Other exclusions are set out later in this note.

The Rail Fares Index is, for practical reasons, unable to cover every single transaction in a given year. Earlier, we explained that rail tickets sold as an element of a package of service were excluded. The other exclusions are listed below. However, as the Index is based on millions of transactions covering over 90 per cent of the total earnings from fares, the omissions are considered to have a negligible impact on the aggregate indices.

- Newly introduced tickets are not properly accounted for in their first year as the Index's price information is based on snapshots from January Year 1 and Year 2.
- The Index does not include short-term temporary fares/promotions.
- The Index does not take immediate account of passengers 'switching' ticket types following the introduction/deletion of certain tickets.
- The Index includes rail tickets with a London Transport 'Travelcard' add-on but excludes all other multimodal tickets.
- Coverage is limited to transactions recorded in the ticketing system (although we believe there to be only a negligible amount of activity that escapes this system).
- The Index excludes flows whose total annual earnings are below certain thresholds. This is to reduce the volume of data and excludes only those flows that generate minimal earnings (typically a maximum of £50 per annum).
- The Index excludes flows for which we were unable to find price information for either of the two reference years, for example a ticket type that is introduced after the first reference date.
- Results for 1995–99 exclude First Class Travelcards (due to the way data for this category were held historically).
- Results up to, and including, January 1998 are based on the profile of tickets purchased in 1995–96. Thereafter, results are based on the profile of tickets purchased in the 'base' year of comparison. For example, the comparison between prices in January 1998 and January 1999 is based on the profile of tickets purchased in 1998, etc.

Other comments

In order to ensure that the Rail Fares Index is in line with standard ONS practice for the construction of consumer price indices, fare levels are compared against the previous January (the reference period). Changes in fares are weighted together according to the pattern of expenditure in the calendar year preceding the reference period. This means that the weights used in the calculation of the January 2004 Index, reference on January 2003, are based on expenditure patterns for the calendar year 2002.

5.1 Rail Fares Index

Table 5.1 Average change in price of rail fares, 1995–2004

January 1995 = 100

	January 1995	January 1996	January 1997	January 1998	January 1999	January 2000	January 2001	January 2002	January 2003	January 2004	Jan 2003 – Jan 2004		Real terms changes in average price	
											Average change in price (per cent)	Expenditure weights (per cent of total)	2004 on 2003	2004 on 1995
London and SE operators														
First class	100.0	103.2	105.2	109.2	113.1	115.4	118.8	118.7	122.4	129.4	5.7	2	3.0	3.3
Standard class regulated	100.0	103.6	105.9	109.6	111.1	111.1	112.1	110.6	113.1	117.8	4.2	28	1.5	-6.0
Standard class unregulated	100.0	103.6	106.0	110.3	114.7	117.7	121.5	123.4	127.0	132.7	4.5	20	1.8	5.8
All standard class	100.0	103.6	105.9	109.9	112.4	113.6	115.7	115.6	118.5	123.6	4.3	48	1.7	-1.4
All tickets	100.0	103.6	105.9	109.8	112.5	113.7	115.8	115.7	118.6	123.8	4.4	50	1.7	-1.2
Long distance operators														
First class	100.0	101.9	104.7	109.5	121.8	136.7	145.8	156.8	166.2	173.7	4.5	8	1.8	38.5
Standard class regulated	100.0	101.2	103.7	107.2	111.1	111.2	109.0	113.0	115.3	120.0	4.1	10	1.4	-4.3
Standard class unregulated	100.0	101.9	104.9	109.2	115.6	123.7	128.3	134.3	140.1	145.8	4.1	17	1.5	16.3
All standard class	100.0	101.7	104.6	108.6	114.4	120.1	122.3	127.6	132.0	137.4	4.1	27	1.5	9.6
All tickets	100.0	101.7	104.6	108.8	115.6	123.5	127.3	133.8	139.2	145.0	4.2	35	1.5	15.6
Regional operators														
First class	100.0	104.0	105.8	110.8	113.9	120.8	126.5	132.5	136.7	141.3	3.3	1	0.7	12.7
Standard class regulated	100.0	101.2	104.4	107.7	110.5	111.5	113.6	115.3	116.4	120.1	3.2	7	0.5	-4.2
Standard class unregulated	100.0	101.4	104.6	108.0	112.4	115.3	118.8	121.5	124.2	127.6	2.8	8	0.2	1.8
All standard class	100.0	101.3	104.5	107.9	111.6	113.7	116.6	118.8	120.8	124.3	3.0	14	0.3	-0.8
All tickets	100.0	101.4	104.6	108.0	111.6	113.9	116.9	119.3	121.3	125.0	3.0	15	0.4	-0.3
All operators														
First class	100.0	102.3	104.9	109.5	119.4	131.5	139.2	147.6	155.6	162.7	4.6	11	2.0	29.8
Standard class regulated	100.0	102.9	105.3	108.9	111.0	111.2	111.7	111.9	114.1	118.7	4.0	44	1.4	-5.3
Standard class unregulated	100.0	102.5	105.3	109.4	114.6	119.7	123.7	127.3	131.5	136.8	4.0	45	1.4	9.1
All standard class	100.0	102.7	105.3	109.2	112.9	115.6	117.8	119.6	122.8	127.8	4.0	89	1.4	1.9
All tickets	100.0	102.6	105.2	109.2	113.5	117.2	120.1	122.5	126.2	131.3	4.1	100	1.4	4.7
RPI (all items)	100.0	102.9	105.8	109.3	111.9	114.1	117.2	118.7	122.2	125.4	2.6			

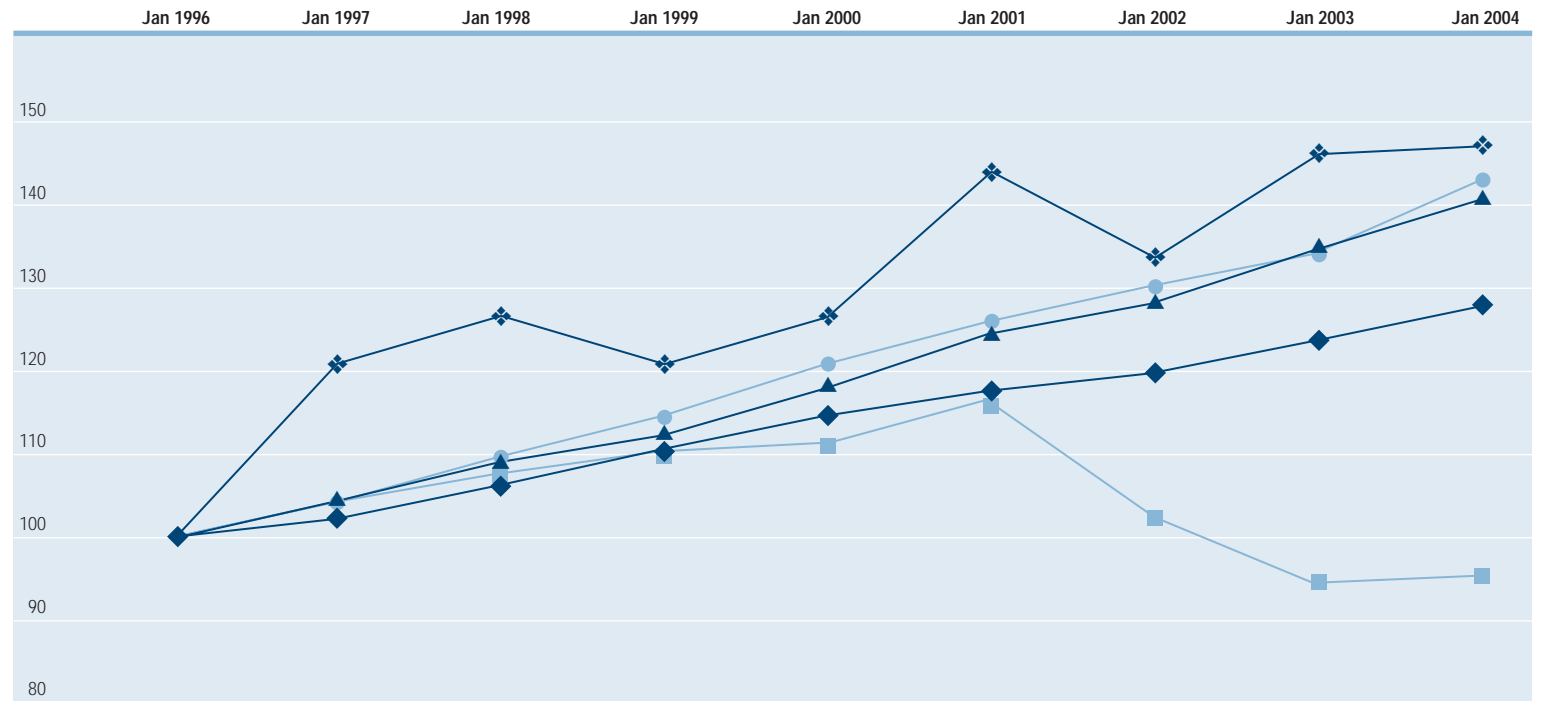
Note:

For conventions on rounding and revisions please see the introduction.

The chart opposite shows the relative costs of *passenger* transport in the UK. These data are taken from the Consumer Prices Index.

Chart 5.1 Cost of passenger transport by mode, 1996–2004

January 1996 = 100



- ◆ Rail Fares Index
- Average earnings
- ▲ Cost of passenger transport by road (coaches and buses)
- Cost of passenger transport by air
- ◆ Cost of passenger transport on water

Note:

CPI data are not available before January 1996 and thus this chart begins at that date.

6 Miscellaneous tables

6.1 Average age of rolling stock

Key results

- Between 31 December 2003 and 31 March 2004 the average age of rolling stock decreased by approximately 10 months.
- All three sectors showed a decrease in the average age of rolling stock. The sector that showed the greatest decrease was the long distance sector.
- The average subsidy per passenger kilometre increased from 3.3 pence in 2002–03 to 5.0 pence in 2003–04.
- Overall, in 2003–04 the SRA collected £59 million in penalties compared to £79 million in 2002–03.
- Provisional figures suggest that over five billion pounds were invested in the rail industry in 2003–04, an increase of 24 per cent on the previous year.

Background

The average age of rolling stock is seen as an indicator of comfort on the railways.

Methodology

All rail vehicles on lease by Train Operating Companies (TOCs), that run services pursuant to a Franchise Agreement with the SRA, from Rolling Stock Operating Companies (ROSCOs), 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 each quarter, e.g. a vehicle which 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 2001 and 30 June 2001 are given a service entry date of 1 April.

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.

Table 6.1 Average age of rolling stock

Average age in years 2000–01 to 2003–04

Positions at the end of:	Long distance operators	London and SE operators	Regional operators	ALL OPERATORS
2000–01 03	25.74	20.51	17.61	20.67
2000–01 04	25.99	20.70	16.91	20.64
2001–02 01	25.97	20.36	16.42	20.34
2001–02 02	25.26	20.43	15.89	20.13
2001–02 03	24.74	20.35	16.07	20.07
2001–02 04	24.89	20.40	16.11	20.14
2002–03 01	23.51	20.48	15.56	19.86
2002–03 02	22.33	20.50	15.69	19.67
2002–03 03	22.25	20.36	15.28	19.49
2002–03 04	22.29	20.01	15.48	19.36
2003–04 01	22.13	19.89	15.73	19.33
2003–04 02	21.51	20.08	15.95	19.35
2003–04 03	21.66	19.90	16.20	19.34
2003–04 04	19.14	19.33	16.06	18.54

Note:

For conventions on rounding and revisions please see the introduction.

6.2 Government support

Background

Prior to 1994–95, government support to the rail industry comprised grants to British Rail (BR) and the PTEs, and borrowing by BR from the National Loans Fund. The restructuring of BR in April 1994 led to changes in the basis of government funding. Grants levels were set to allow the newly formed rail companies to earn commercial returns. Support for passenger services was channelled through the Office of Passenger Rail Franchising (OPRAF) and the PTEs, who were funded by the Revenue Support Grant and an additional Metropolitan Grant.

Any cash surpluses that were earned were returned to the Exchequer and used to reduce the net level of support to the industry while the rail companies were still in the public sector. In addition, in 1995–96 and 1996–97 the net funding requirement for the industry was further reduced by proceeds from the sales of the rolling stock leasing companies and BR non-passenger business.

Government support to the rail industry from 1997–98 chiefly consists of OPRAF (now SRA) support grants, PTE Special grants and a grant to BR to finance its residual activities. Rail freight grants are paid by the Government to encourage the movement of freight by rail.

Other comments

The peak in government support in 1992–93 relates to the high level of investment on Channel Tunnel-related assets in that year.

Table 6.2a Government support to the rail industry (£ millions)

Source: DfT

Great Britain 1985–86 to 2002–03

	Revenue support grants to domestic passenger services				Total government support excluding PTE grants ⁵	Total government support including PTE grants ⁶	Freight grants
	Central government grants ¹	PTE grants ²	Direct rail support ³	Other elements of government support ⁴			
1985–86	849	78	0	61	910	988	7
1986–87	755	70	0	22	777	847	6
1987–88	796	68	0	(251)	545	613	2
1988–89	551	70	0	(175)	376	446	2
1989–90	479	84	0	232	711	795	1
1990–91	637	115	0	440	1,077	1,192	4
1991–92	902	120	0	562	1,464	1,584	1
1992–93	1,194	107	0	870	2,064	2,171	2
1993–94	926	166	0	535	1,461	1,627	4
1994–95	1,815	346	0	(464)	1,497	1,697	3
1995–96	1,712	362	0	(1,643)	231	431	4
1996–97	1,809	291	0	(1,044)	775	1,056	15
1997–98	1,429	375	0	25	1,454	1,829	29
1998–99	1,196	337	0	53	1,249	1,586	29
1999–00	1,031	312	0	75	1,106	1,418	23
2000–01	847	283	0	84	931	1,214	36
2001–02	731	306	684	105	1,520	1,826	57
2002–03	935	304	1,166	183	2,284	2,588	49

Notes:

- 1 Until 1993–94 this consisted of Public Service Obligation (PSO) Grant and Level Crossing Grant to British Rail. From 1994–95, PSO grants were replaced by OPRAF support and grants to BR and, from the point of franchise, to private sector TOCs. On 1 February 2001, OPRAF support was replaced by SRA support. Level Crossing Grant was paid to Railtrack in 1994–95 and 1995–96 and discontinued at the start of 1996–97 with the transfer of Railtrack into private ownership.
- 2 Grants paid by the seven metropolitan PTEs under section 20 of the Transport Act 1968, to secure passenger rail services in their respective areas. Until 1993–94 this support was funded entirely through Rate Support Grant and PTEs' own resources. In 1994–95 and 1995–96 additional funding was paid, via DoT and the Scottish Office, under the Metropolitan Rail Grant (MRG). The PTE Special Grant was introduced in 1997–98, with DETR making Special Grant payments to English PTAs and the Scottish Office (since 1 July 1999, the Scottish Executive) making Special Grant payments to local authorities in the Strathclyde PTA area. On 1 April 2001, the PTE Special Grants paid to English PTAs by DETR were replaced by SRA grants to English PTAs. Loan repayments under Deeds of Assumption, by the public sector railway industry to the PTAs, were made in 1995–96. They continued to be made from 1996–97 to 2000–01 by BR and DoA Ltd. On 1 February 2001, the SRA took over responsibility for making BR's loan repayments; on 1 October 2001, the SRA took over responsibility for making DoA Limited's loan repayments.
- 3 In 2001–02, direct rail support comprises £499 million of network grant paid to Railtrack and £185 million CTRL capital grant. In 2002–03 it comprises £792 million of network grants paid to Railtrack/Network Rail and £374 million Channel Tunnel Rail Link Capital Grant.
- 4 Chiefly comprises the changes in indebtedness (borrowing minus lending) of the rail industry (i.e. BR until 1993–94: Railtrack, Rolling Stock Leasing Companies (ROSCOs), Union Railways and European Passenger Services from 1994–95 until the point the businesses were privatised). Also includes proceeds from the sale of ROSCOs and, from 1 April 1997 to 31 January 2001, BR's external finance requirement (EFR). Since 1 February 2001, the expenditure formerly funded from BR's EFR has been funded by the SRA. Since 1 April 2001, the SRA has also undertaken expenditure on project development, taking a lead role in sponsoring the development of network enhancements.
- 5 Central government support to the rail industry, i.e. Columns 1, 3 and 4 plus the Department's and Scottish Office MRG payments in 1994–95 and 1995–96 (see PTE Grant note above).
- 6 Total government support to the rail industry, i.e. Columns 1, 2, 3 and 4.

Table 6.2b Subsidy per passenger kilometre by Train Operating Company
2003–04

	Passenger kilometres (millions)	Subsidy (£ millions)	Subsidy per passenger kilometre (pence)	2002–03 Subsidy per passenger kilometre (pence)
Anglia Railways	860.2	4.4	0.5	0.2
Arriva Trains Merseyside*	99.8	20.5	20.5	23.1
Arriva Trains Northern*	1,424.3	241.4	16.9	14.5
Arriva Trains Wales	252.6	45.5	18.0	-
c2c	836.2	20.1	2.4	2.6
Central Trains*	1,363.0	147.1	10.8	8.2
Chiltern Railways	635.7	24.4	3.8	3.2
Connex South Eastern	1,994.4	85.0	4.3	1.3
First Great Eastern	1,835.4	(31.9)	(1.7)	(2.1)
First Great Western	2,610.0	31.9	1.2	0.4
First North Western*	803.7	191.7	23.9	22.6
Gatwick Express	197.9	(13.0)	(6.6)	(2.7)
GNER	3,939.4	(22.4)	(0.6)	(0.7)
Island Line	6.6	3.1	47.3	39.3
Midland Mainline	1,330.0	(3.5)	(0.3)	(1.2)
ScotRail*	2,081.8	268.4	12.9	9.9
Silverlink	1,062.4	52.0	4.9	4.5
South Central	2,726.8	90.8	3.3	0.2
South Eastern Trains	1,302.0	49.2	3.8	-
South West Trains	4,290.4	116.2	2.7	0.9
Thames Trains	1,004.3	(5.2)	(0.5)	(0.9)
Thameslink	1,368.9	(41.0)	(3.0)	(3.7)
TransPennine Express	120.0	30.3	25.3	-
Virgin CrossCountry	2,666.3	246.1	9.2	8.0
Virgin West Coast	2,744.9	332.0	12.1	6.5
WAGN	2,228.3	10.5	0.5	(0.1)
Wales & Borders	533.1	78.1	14.7	13.5
Wessex Trains	435.4	78.0	17.9	13.6
All Operators	40,753.8	2,050.0		
Average subsidy per passenger kilometre (pence)			5.0	3.3

Note:

Operators marked * are part funded by PTEs. Where a PTE retains revenue risk, it pays the gross operating costs less the actual revenue. The subsidy figures in the table are based on the assumed revenue levels, either set out in the Franchise Agreement or based on actuals provided by the PTEs. This, however, may overstate the actual subsidy paid where it has been based on the Franchise Agreement. Actual subsidy per kilometre figures may therefore be less than stated for these operators.

Subsidy figures are stated on a cash basis and exclude any payments under the incentive regimes but includes adjustments made to reflect the consequences of the Regulator's charges review. Figures in brackets show where the SRA is in receipt of payments.

2003–2004 represents the period 1 April 2003 to 31 March 2004, with the exception of Wales & Borders, which is from 1 April 2003 to 7 December 2003; Arriva Trains Wales, which is from 8 December 2003 to 31 March 2004; Connex South Eastern, which is from 1 April 2003 to 8 November 2003; South Eastern Trains, which is from 9 November 2003 to 31 March 2004; Arriva Trains Merseyside, which is from 1 April 2003 to 19 July 2003; and TransPennine Express, which is from 2 February 2004 to 31 March 2004.

2002–2003 represents the period 1 April 2002 to 31 March 2003.

Merseyrail is not included in this table as it is no longer franchised by the SRA.

6.3 Payments and penalties to operators

Table 6.3 Payments/penalties to operators under SRA incentive regimes (£ thousands)

2003–04

Train Operating Company	Punctuality incentive payments (PIP)		Short formations incentive payments (SFIP)		Timetable change incentive payments (TCIP)		Other		Total	
	2002–03	2003–04	2002–03	2003–04	2002–03	2003–04	2002–03	2003–04	2002–03	2003–04
Anglia Railways	(3,151)	95	0	0	(9)	(6)	(0)	0	(3,160)	89
Arriva Trains Merseyside	(63)	67	0	0	(8)	(1)	347	147	276	213
Arriva Trains Northern	(3,390)	(1,096)	0	0	(339)	(16)	0	0	(3,729)	(1,111)
Arriva Trains Wales	-	1,388	-	(2)	-	0	-	0	-	1,386
c2c	(574)	(455)	(71)	(60)	0	0	216	888	(430)	373
Central Trains	(10,435)	(6,738)	0	0	(475)	(101)	0	0	(10,910)	(6,838)
Chiltern Railways	(671)	(294)	(136)	(103)	(39)	0	0	0	(846)	(397)
Connex South Eastern	(5,582)	(2,506)	(1,273)	(389)	(42)	0	0	0	(6,897)	(2,895)
First Great Eastern	(1,417)	(635)	(107)	(129)	(1)	0	0	0	(1,525)	(764)
First Great Western	(2,526)	(1,919)	(6)	(8)	0	(59)	(78)	(34)	(2,610)	(2,019)
First North Western	(2,293)	(1,470)	0	0	(243)	(468)	0	0	(2,536)	(1,937)
Gatwick Express	0	0	0	0	0	0	0	0	0	0
GNER	0	(2,902)	0	0	0	0	0	0	0	(2,902)
Island Line	(12)	(17)	0	0	0	0	0	0	(12)	(17)
Midland Mainline	0	0	0	0	0	0	0	0	0	0
ScotRail	(7,342)	(1,968)	(445)	(586)	(867)	0	0	(5)	(8,654)	(2,560)
Silverlink	(263)	72	(170)	(103)	(13)	(58)	0	0	(447)	(89)
South Central	(5,866)	(11,741)	(467)	(1,089)	(8)	(53)	0	0	(6,342)	(12,884)
South Eastern Trains	-	(2,813)	-	(196)	-	(0)	-	0	-	(3,009)
South West Trains	(10,144)	(8,600)	(1,220)	(1,518)	(107)	(248)	0	0	(11,471)	(10,365)
Thames Trains	(3,815)	(3,767)	(154)	(173)	(204)	(126)	0	0	(4,173)	(4,066)
Thameslink	(2,704)	(2,518)	(187)	(276)	(13)	(7)	0	0	(2,904)	(2,801)
TransPennine Express	-	(7)	-	0	-	(411)	-	0	-	(418)
Virgin CrossCountry	0	0	0	0	0	0	0	(2)	0	(2)
Virgin West Coast	0	0	0	0	0	0	(88)	(32)	(88)	(32)
Wales & Borders	(2,340)	(1,509)	(19)	(5)	(67)	(1)	0	0	(2,425)	(1,514)
WAGN	(5,933)	(2,638)	(166)	(129)	(281)	0	0	0	(6,380)	(2,768)
Wessex Trains	(3,206)	(2,093)	0	0	(148)	(1)	0	0	(3,354)	(2,094)
Total	(71,731)	(54,063)	(4,421)	(4,766)	(2,864)	(1,555)	397	962	(78,619)	(59,422)

Note:

2003–2004 represents the period 1 April 2003 to 31 March 2004, with the exception of Wales & Borders, which is from 1 April 2003 to 7 December 2003; Arriva Trains Wales, which is from 8 December 2003 to 31 March 2004; Connex South Eastern, which is from 1 April 2003 to 8 November 2003; South Eastern Trains, which is from 9 November 2003 to 31 March 2004; Arriva Trains Merseyside, which is from 1 April 2003 to 19 July 2003; and TransPennine Express, which is from 2 February 2004 to 31 March 2004. Merseyrail is not included in this table as it is no longer franchised by the SRA.

6.4 Investment in the rail industry

Methodology

These data record expenditure on fixed assets and exclude depreciation. They include expenditure on rolling stock, track, renewals, new routes and electrification, signalling, buildings, plant and equipment.

These data are based on the British Railways Board accounts until 1993–94. Investment funded by PTE grants is not included for any year.

The results for 1993–94, 1994–95 and 1995–96 include private sector investment on the Heathrow Express, Ashford International Station and new networker trains.

Since 1996–97 the Office for National Statistics has collected the data on investment by the private sector companies. The 1996–97 total in Table 6.4 includes both investment by Railtrack in that part of the year when it was a publicly owned company and also investment by the British Railways Board during the same year.

Other comments

There were changes in accounting procedures when the industry was restructured in April 1994 which mean that results pre- and post-1994–95 are not directly comparable. For example, Network Rail now includes expenditure in its capital account which would previously have been recorded as maintenance expenditure.

Table 6.4 Investment in the rail industry (£ millions)

Great Britain 1986–87 to 2003–04

	Rolling stock	Other	Total investment	Total investment at 2003–04 prices
1986–87	81	449	530	1,000
1987–88	103	527	631	1,128
1988–89	208	487	695	1,162
1989–90	234	655	889	1,387
1990–91	329	693	1,022	1,478
1991–92	453	840	1,293	1,764
1992–93	537	939	1,476	1,949
1993–94	422	762	1,184	1,522
1994–95	360	890	1,250	1,584
1995–96	200	900	1,100	1,354
1996–97	47	1,178	1,225	1,458
1997–98	114	1,430	1,544	1,792
1998–99	176	1,823	1,999	2,255
1999–00	236	2,012	2,248	2,481
2000–01	554	2,404	2,958	3,223
2001–02 ¹	922	3,148	4,070	4,322
2002–03 ²	566	3,756	4,322	4,439
2003–04 ^p	774	4,722	5,496	5,496

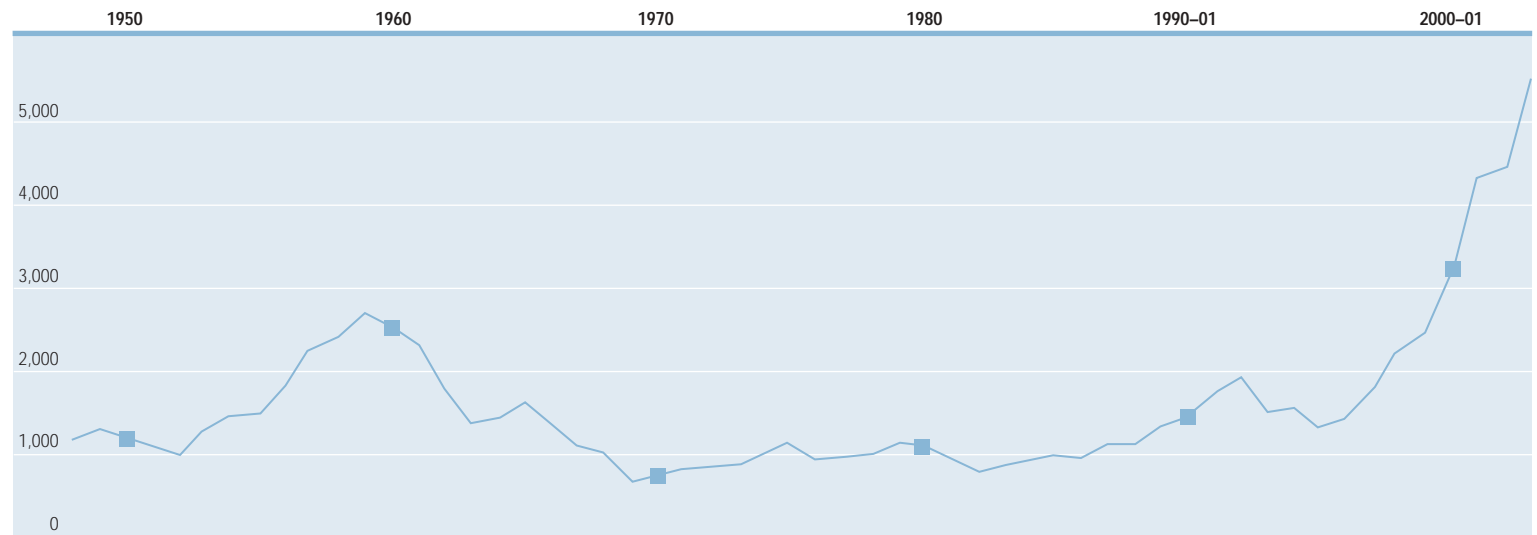
Note:

¹ The Government made direct grants of £499 million to Railtrack PLC and £185 million to London and Continental Railways to finance part of the investment undertaken by those companies in 2001–02 (see also footnote 3, Table 6.2a).

² The Government made direct grants of £792 million to Railtrack PLC/Network Rail and £374 million to London and Continental Railways to finance part of the investment undertaken by those companies in 2002–03 (see also footnote 3, Table 6.2a).

Chart 6.4 Investment (£ millions 2003–04 prices)

Great Britain 1948 to 2003–04



6.5 Infrastructure

Methodology

The length of route open for rail traffic is that managed by Network Rail. It does not include track managed by private companies or PTE services operating on separately managed tracks.

Please note route open differs from the measurement 'track open'. On a double track section of line 'track open' will be double 'route open'.

Other comments

26 kilometres of route were transferred to Greater Manchester Metro Ltd in 1991–92.

The number of stations recorded between 1985–86 and 1987–88 includes eight stations that were sold to Brecon Mountain Railway Ltd in May 1989.

The number of stations shown from 31 March 1994 are only those owned by Network Rail (or Railtrack). Eighteen other stations, mainly on the London Underground or not in regular use, are included in the figures for earlier years.

**Table 6.5 Infrastructure on the railways
(route kilometres and number of stations)**

Great Britain 1985–86 to 2001–02

Position at the end of:	Route open for traffic	Of which electrified	Route open for passenger traffic	Route open for freight traffic only	Passenger stations
1985–86	16,752	3,809	14,310	2,442	2,385
1986–87	16,670	4,156	14,304	2,366	2,405
1987–88	16,633	4,207	14,302	2,331	2,426
1988–89	16,599	4,376	14,309	2,290	2,470
1989–90	16,587	4,546	14,318	2,269	2,471
1990–91	16,584	4,912	14,317	2,267	2,488
1991–92	16,588	4,886	14,291	2,267	2,468
1992–93	16,528	4,910	14,317	2,211	2,468
1993–94	16,536	4,968	14,357	2,179	2,493
1994–95	16,542	4,970	14,359	2,183	2,489
1995–96	16,666	5,163	15,002	1,664	2,497
1996–97	16,666	5,176	15,034	1,632	2,498
1997–98	16,656	5,166	15,024	1,632	2,495
1998–99	16,659	5,166	15,038	1,621	2,499
1999–00	16,649	5,167	15,038	1,610	2,503
2000–01	16,652	5,167	15,042	1,610	2,508
2001–02	16,652	5,167	15,042	1,610	2,508

Note:

The break in the series is for passenger stations only.

Source: Network Rail

7 Regional usage profiles

Key results

- In 2002–03 65 per cent of all journeys either started or ended in the London region.
- In 2002–03 74 per cent of all journeys either started or ended in the London or South East regions.
- Between 1995–96 and 2002–03 the East Midlands (50 per cent) and the East of England (49 per cent) showed the greatest percentage increase in passenger journeys travelling to, from or within the region or country.
- Scotland (91 per cent) and Wales (66 per cent) are the regions or countries that have the most passenger journeys entirely within in that region or country.
- The East of England (17 per cent) and South East (29 per cent) are the regions or countries that have least passenger journeys entirely within that region or country.
- The busiest station (in terms of passengers beginning or ending their journey) in each of the countries/regions outside London are:
 - Scotland – Glasgow Central
 - North East – Newcastle
 - North West – Manchester Piccadilly
 - Yorkshire & the Humber – Leeds
 - Wales – Cardiff Central
 - West Midlands – Birmingham New Street
 - East Midlands – Nottingham
 - East of England – Chelmsford
 - South East – Reading
 - South West – Bristol Temple Meads.

Background

Previously published passenger journey data have in general concentrated on train operator and sector information. This section is designed to provide an insight into passenger flows in each of the different Government Office Regions or countries within Great Britain. It also aims to highlight the variation in travel patterns across the country and how these have developed since privatisation.

Methodology

All data in this section are sourced from the railway's ticketing system, formerly CAPRI but now replaced and re-named LENNON. The comments made in the introduction to section 1 concerning missing information also apply here and no adjustment is made for these omissions. The information presented in this section ignores the effect of the allocation process (ORCATS) and therefore is based on the number of through tickets sold between destinations. For example, a journey from Cardiff to Oxford, which may involve two trains (one from Cardiff to Didcot and another from Didcot to Oxford) would, in section 1, be treated as two journeys as it would involve two different services. In this section it is treated as one journey reflecting the origin and destination shown on the ticket. In addition, this section does not take into account whether journeys are the outward or return trips of a return ticket.

Note:

Data are only available in regional format until 2002–03. 2003–04 data are not yet available.

7.1 National summary

Table 7.1 Journey patterns between the English Regions, Scotland and Wales

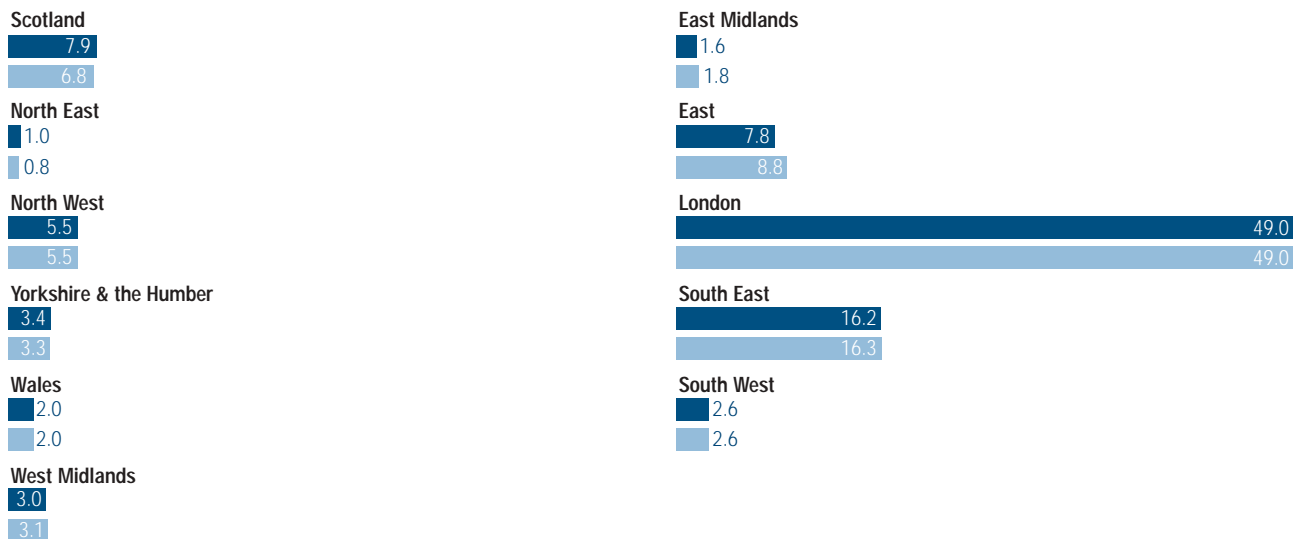
Percentage of journeys 2002–03

Origin	Destination											
	Scotland	North East	North West	Yorkshire & the Humber	Wales	West Midlands	East Midlands	East	London	South East	South West	TOTAL
Scotland	6.4	0.1	0.1	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.0	6.8
North East	0.1	0.4	0.0	0.1	0.0	0.0	0.0	0.0	0.1	0.0	0.0	0.8
North West	0.1	0.0	4.3	0.3	0.1	0.1	0.1	0.0	0.3	0.1	0.0	5.5
Yorkshire & the Humber	0.0	0.1	0.3	2.4	0.0	0.0	0.1	0.0	0.3	0.0	0.0	3.3
Wales	0.0	0.0	0.1	0.0	1.6	0.1	0.0	0.0	0.1	0.0	0.1	2.0
West Midlands	0.0	0.0	0.1	0.0	0.1	2.1	0.2	0.0	0.4	0.1	0.1	3.1
East Midlands	0.0	0.0	0.1	0.1	0.0	0.2	0.9	0.1	0.4	0.1	0.0	1.8
East	0.0	0.0	0.0	0.0	0.0	0.0	0.1	2.5	5.9	0.2	0.0	8.8
London	0.1	0.1	0.3	0.3	0.1	0.4	0.4	5.9	32.7	8.2	0.5	49.0
South East	0.0	0.0	0.1	0.0	0.0	0.1	0.1	0.2	8.2	7.4	0.3	16.3
South West	0.0	0.0	0.0	0.0	0.1	0.1	0.0	0.0	0.5	0.3	1.5	2.6
Total	6.8	0.8	5.5	3.3	2.0	3.1	1.9	8.8	48.9	16.4	2.6	100.0

Chart 7.1 Journeys made on National Rail from each Government Office region

Percentage of journeys 1995–96 and 2002–03

■ 1995–96 ■ 2002–03



7.2 Scotland

Table 7.2a

Scotland passenger journeys 1995–96 to 2002–03

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03
Total journeys with Scotland as origin	100.0	101.8	108.7	112.4	117.6	117.4	113.6	112.2
Total journeys with Scotland as destination	100.0	101.8	108.7	112.4	117.6	117.4	113.6	112.2
Total journeys to/from/within Scotland	100.0	101.7	108.4	112.5	117.7	117.0	113.7	112.0

Table 7.2b

Scotland passenger journeys 2002–03

Total number of journeys (thousands) and percentage

	No. journeys 2002–03	Percentage of journeys	Percentage change since 1995–96
To/from/within Scotland	54,801	100.0	12.0
Of which within Scotland	49,938	91.1	12.5
To/from North East	1,013	1.8	39.5
To/from North West	1,106	2.0	32.2
To/from Yorkshire & the Humber	676	1.2	26.1
To/from Wales	50	0.1	-34.5
To/from West Midlands	208	0.4	-7.4
To/from East Midlands	129	0.2	-11.9
To/from East	209	0.4	-26.0
To/from London	1,147	2.1	-6.9
To/from South East	196	0.4	-39.0
To/from South West	128	0.2	-30.6

Table 7.2c

Ten busiest National Rail stations in Scotland

Total number of journeys (thousands) to or from 2002–03

	Total journeys
Glasgow Central	22,958
Edinburgh Waverley	12,471
Paisley Gilmour St	2,560
Glasgow Queen St	2,029
Charing Cross Glasgow	1,802
Aberdeen	1,761
Stirling	1,415
Dundee	1,204
Ayr	1,154
Partick	1,105

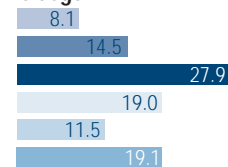
Chart 7.2

Distance travelled to major towns and cities in Scotland

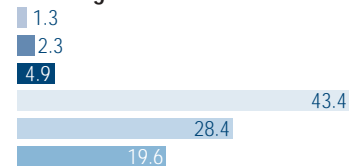
Percentage of journeys 2002–03

0–5kms 5–10kms 10–20kms 20–50kms 50–100kms 100+ kms

Glasgow



Edinburgh



Aberdeen



These data use the Unitary Authority as a proxy for the town or city where a Unitary Authority exists, otherwise all stations deemed to be in the town or city are included.

7.3 North East

Table 7.3a
North East GOR passenger journeys 1995–96 to 2002–03

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03
Total journeys with North East as origin	100.0	106.6	114.3	119.7	125.3	116.2	117.4	107.4
Total journeys with North East as destination	100.0	106.5	114.3	119.7	125.4	116.3	117.5	107.4
Total journeys to/from/within the North East	100.0	106.2	114.4	120.4	126.3	116.4	120.5	113.5

Table 7.3b
North East GOR passenger journeys 2002–03

Total number of journeys (thousands) and percentage

	No. journeys 2002–03	Percentage of journeys	Percentage change since 1995–96
To/from/within North East	9,003	100.0	13.5
Of which within North East	3,420	38.0	-5.9
To/from Scotland	1,013	11.3	39.5
To/from North West	572	6.4	12.4
To/from Yorkshire & the Humber	1,322	14.7	46.4
To/from Wales	45	0.5	3.9
To/from West Midlands	231	2.6	39.9
To/from East Midlands	191	2.1	24.8
To/from East	259	2.9	5.5
To/from London	1,559	17.3	32.1
To/from South East	220	2.4	-2.1
To/from South West	172	1.9	14.5

Table 7.3c
Ten busiest National Rail stations in the North East

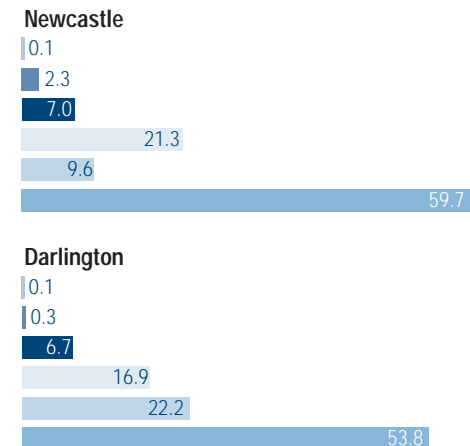
Total number of journeys (thousands) to or from 2002–03

	Total journeys
Newcastle	4,870
Darlington	1,509
Durham	1,359
Middlesbrough	903
Sunderland	464
Metrocentre	343
Berwick On Tweed	331
Hexham	306
Redcar Central	275
Hartlepool	246

Chart 7.3
Distance travelled to major towns and cities in the North East

Percentage of journeys 2002–03

0–5kms 5–10kms 10–20kms 20–50kms 50–100kms 100+ kms



These data use the Unitary Authority as a proxy for the town or city where a Unitary Authority exists, otherwise all stations deemed to be in the town or city are included.

7.4 North West

Table 7.4a
North West GOR passenger journeys 1995–96 to 2002–03

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03
Total journeys with North West as origin	100.0	112.1	125.5	126.9	134.8	133.3	131.7	130.2
Total journeys with North West as destination	100.0	112.1	125.5	127.0	134.8	133.3	131.7	130.1
Total journeys to/from/within the North West	100.0	110.7	123.5	125.5	132.7	130.3	129.8	128.0

Table 7.4b
North West GOR passenger journeys 2002–03

Total number of journeys (thousands) and percentage

	No. journeys 2002–03	Percentage of journeys	Percentage change since 1995–96
To/from/within North West	51,025	100.0	28.0
Of which within North West	33,669	66.0	33.5
To/from Scotland	1,106	2.2	32.2
To/from North East	572	1.1	12.4
To/from Yorkshire & the Humber	3,931	7.7	28.4
To/from Wales	1,159	2.3	10.7
To/from West Midlands	2,173	4.3	28.4
To/from East Midlands	1,526	3.0	20.6
To/from East	509	1.0	1.4
To/from London	4,836	9.5	11.8
To/from South East	971	1.9	5.6
To/from South West	573	1.1	21.7

Table 7.4c
Ten busiest National Rail stations in the North West

Total number of journeys (thousands) to or from 2002–03

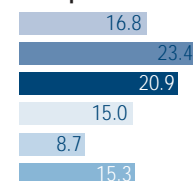
	Total journeys
Manchester Piccadilly	16,250
Liverpool Lime St	11,141
Preston	2,780
Chester	2,163
Stockport	1,795
Bolton	1,613
Blackpool North	1,572
Crewe	1,538
Manchester Airport	1,220
Lancaster	1,115

Chart 7.4
Distance travelled to major towns and cities in the North West

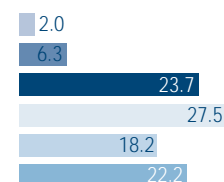
Percentage of journeys 2002–03

0–5kms 5–10kms 10–20kms 20–50kms 50–100kms 100+ kms

Liverpool



Manchester



These data use the Unitary Authority as a proxy for the town or city where a Unitary Authority exists, otherwise all stations deemed to be in the town or city are included.

7.5 Yorkshire & the Humber

Table 7.5a
Yorkshire & the Humber GOR passenger journeys 1995–96 to 2002–03

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03
Total journeys with Yorkshire & the Humber as origin	100.0	109.5	120.1	127.5	136.4	129.5	126.2	130.4
Total journeys with Yorkshire & the Humber as destination	100.0	109.5	120.2	127.5	136.5	129.7	126.4	130.6
Total journeys to/from/within Yorkshire & the Humber	100.0	108.8	119.1	126.3	135.1	128.7	127.5	131.9

Table 7.5b
Yorkshire & the Humber GOR passenger journeys 2002–03

Total number of journeys (thousands) and percentage

	No. journeys 2002–03	Percentage of journeys	Percentage change since 1995–96
To/from/within Yorkshire & the Humber	33,152	100.0	28.0
Of which within Yorkshire & the Humber	18,734	56.5	33.5
To/from Scotland	676	2.0	32.2
To/from North East	1,322	4.0	12.4
To/from North West	3,931	11.9	28.4
To/from Wales	130	0.4	10.7
To/from West Midlands	682	2.1	28.4
To/from East Midlands	1,908	5.8	20.6
To/from East	647	2.0	1.4
To/from London	4,220	12.7	11.8
To/from South East	519	1.6	5.6
To/from South West	382	1.2	21.7

Table 7.5c
Ten busiest National Rail stations in Yorkshire & the Humber

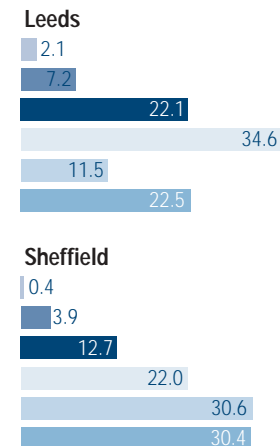
Total number of journeys (thousands) to or from 2002–03

	Total journeys
Leeds	11,286
York	4,985
Sheffield	4,248
Doncaster	2,348
Bradford Interchange	1,848
Huddersfield	1,826
Hull	1,790
Wakefield Westgate	1,452
Sheffield Meadowhall	985
Harrogate	887

Chart 7.5
Distance travelled to major towns and cities in Yorkshire & the Humber

Percentage of journeys 2002–03

0–5kms 5–10kms 10–20kms 20–50kms 50–100kms 100+ kms



These data use the Unitary Authority as a proxy for the town or city where a Unitary Authority exists, otherwise all stations deemed to be in the town or city are included.

7.6 Wales

Table 7.6a
Wales passenger journeys 1995–96 to 2002–03

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03
Total journeys with Wales as origin	100.0	102.3	105.1	104.9	114.7	118.2	126.7	130.4
Total journeys with Wales as destination	100.0	102.3	105.1	104.8	114.6	118.0	126.6	130.3
Total journeys to/from/within Wales	100.0	102.7	105.9	106.0	114.7	117.3	125.2	129.0

Table 7.6b
Wales passenger journeys 2002–03

Total number of journeys (thousands) and percentage

	No. journeys 2002–03	Percentage of journeys	Percentage change since 1995–96
To/from/within Wales	18,689	100.0	29.0
Of which within Wales	12,426	66.5	32.3
To/from Scotland	50	0.3	-34.5
To/from North East	45	0.2	3.9
To/from North West	1,159	6.2	10.7
To/from Yorkshire & the Humber	130	0.7	6.1
To/from West Midlands	809	4.3	44.2
To/from East Midlands	128	0.7	17.4
To/from East	131	0.7	9.5
To/from London	1,744	9.3	24.2
To/from South East	534	2.9	15.0
To/from South West	1,533	8.2	33.3

Table 7.6c
Ten busiest National Rail stations in Wales

Total number of journeys (thousands) to or from 2002–03

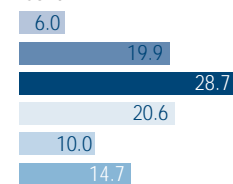
	Total journeys
Cardiff Central	7,949
Cardiff Queen Street	1,841
Newport	1,657
Swansea	1,384
Bridgend	743
Pontypridd	697
Trefforest	676
Caerphilly	653
Bangor	513
Neath	477

Chart 7.6
Distance travelled to major towns and cities in Wales

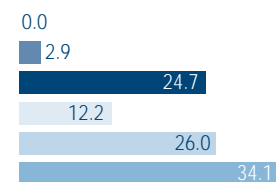
Percentage of journeys 2002–03

0–5kms 5–10kms 10–20kms 20–50kms 50–100kms 100+ kms

Cardiff



Swansea



These data use the Unitary Authority as a proxy for the town or city where a Unitary Authority exists, otherwise all stations deemed to be in the town or city are included.

7.7 West Midlands

Table 7.7a
West Midlands GOR passenger journeys 1995–96 to 2002–03

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03
Total journeys with West Midlands as origin	100.0	109.4	117.7	124.9	128.4	126.0	130.4	134.9
Total journeys with West Midlands as destination	100.0	109.4	117.7	124.9	128.2	125.9	130.3	134.8
Total journeys to/from/within the West Midlands	100.0	108.6	117.4	125.2	129.3	127.2	132.3	136.6

Table 7.7b
West Midlands GOR passenger journeys 2002–03

Total number of journeys (thousands) and percentage

	No. journeys 2002–03	Percentage of journeys	Percentage change since 1995–96
To/from/within West Midlands	31,442	100.0	36.6
Of which within West Midlands	16,133	51.3	31.5
To/from Scotland	208	0.7	-7.4
To/from North East	231	0.7	39.9
To/from North West	2,173	6.9	28.4
To/from Yorkshire & the Humber	682	2.2	38.9
To/from Wales	809	2.6	44.2
To/from East Midlands	2,419	7.7	59.7
To/from East	535	1.7	47.2
To/from London	5,572	17.7	43.4
To/from South East	1,619	5.1	43.9
To/from South West	1,061	3.4	47.7

Table 7.7c
Ten busiest National Rail stations in the West Midlands

Total number of journeys (thousands) to or from 2002–03

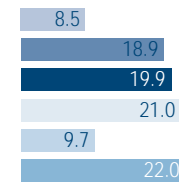
	Total journeys
Birmingham New Street	14,221
Coventry	2,350
Wolverhampton	1,961
Birmingham International	1,958
Shrewsbury	1,258
Worcester Shrub Hill	1,226
Stoke On Trent	1,118
Leamington Spa	991
Stafford	970
Rugby	931

Chart 7.7
Distance travelled to major towns and cities in the West Midlands

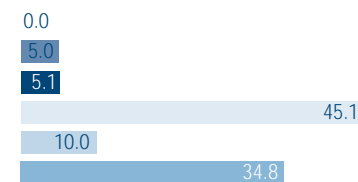
Percentage of journeys 2002–03

0–5kms 5–10kms 10–20kms 20–50kms 50–100kms 100+ kms

Birmingham



Wolverhampton



These data use the Unitary Authority as a proxy for the town or city where a Unitary Authority exists, otherwise all stations deemed to be in the town or city are included.

7.8 East Midlands

Table 7.8a
East Midlands GOR passenger journeys 1995–96 to 2002–03

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03
Total journeys with East Midlands as origin	100.0	107.1	117.1	127.6	137.3	138.9	144.8	151.6
Total journeys with East Midlands as destination	100.0	107.1	117.0	127.5	137.5	139.2	145.1	151.9
Total journeys to/from/within the East Midlands	100.0	107.0	117.1	126.5	136.3	136.9	143.5	150.2

Table 7.8b
East Midlands GOR passenger journeys 2002–03

Total number of journeys (thousands) and percentage

	No. journeys 2002–03	Percentage of journeys	Percentage change since 1995–96
To/from/within East Midlands	21,736	100.0	50.2
Of which within East Midlands	6,946	32.0	56.8
To/from Scotland	129	1.0	-11.9
To/from North East	191	1.0	24.8
To/from North West	1,526	7.0	20.6
To/from Yorkshire & the Humber	1,908	9.0	33.4
To/from Wales	128	1.0	17.4
To/from West Midlands	2,419	11.0	59.7
To/from East	1,193	5.0	62.0
To/from London	6,205	29.0	61.9
To/from South East	792	4.0	29.1
To/from South West	301	1.0	24.6

Table 7.8c
Ten busiest National Rail stations in the East Midlands

Total number of journeys (thousands) to or from 2002–03

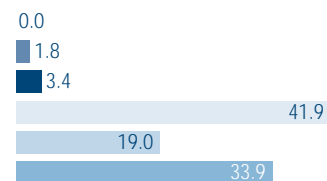
	Total journeys
Nottingham	5,444
Leicester	4,267
Derby	2,398
Northampton	1,724
Lincoln Central	1,215
Loughborough	1,146
Chesterfield	904
Kettering	854
Grantham	806
Wellingborough	746

Chart 7.8
Distance travelled to major towns and cities in the East Midlands

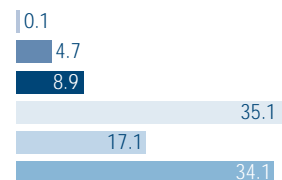
Percentage of journeys 2002–03

0–5kms 5–10kms 10–20kms 20–50kms 50–100kms 100+ kms

Leicester



Nottingham



These data use the Unitary Authority as a proxy for the town or city where a Unitary Authority exists, otherwise all stations deemed to be in the town or city are included.

7.9 East of England

Table 7.9a
East of England GOR passenger journeys 1995–96 to 2002–03

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03
Total journeys with East of England as origin	100.0	109.8	118.7	126.6	136.5	140.3	144.8	149.3
Total journeys with East of England as destination	100.0	109.9	118.7	127.0	138.6	142.5	147.2	152.0
Total journeys to/from/within the East of England	100.0	110.7	119.6	127.1	137.7	141.0	144.6	149.1

Table 7.9b
East of England GOR passenger journeys 2002–03

Total number of journeys (thousands) and percentage

	No. journeys 2002–03	Percentage of journeys	Percentage change since 1995–96
To/from/within East of England	117,535	100.0	49.1
Of which within East of England	19,544	16.6	60.7
To/from Scotland	209	0.2	-26.0
To/from North East	259	0.2	5.5
To/from North West	509	0.4	1.4
To/from Yorkshire & the Humber	647	0.6	42.2
To/from Wales	131	0.1	9.5
To/from West Midlands	535	0.5	47.2
To/from East Midlands	1,193	1.0	62.0
To/from London	91,653	78.0	48.3
To/from South East	2,437	2.1	34.1
To/from South West	418	0.4	23.3

Table 7.9c
Ten busiest National Rail stations in the East of England

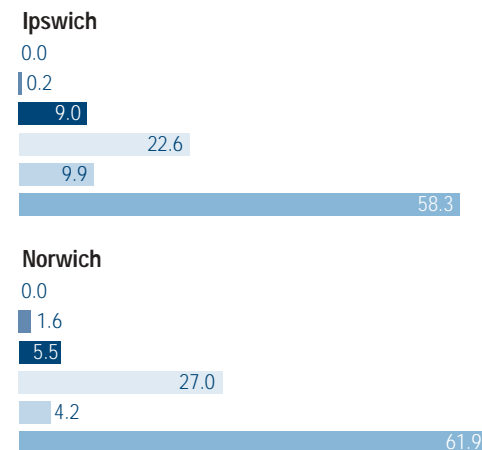
Total number of journeys (thousands) to or from 2002–03

	Total journeys
Chelmsford	6,445
Cambridge	5,478
St Albans	5,384
Colchester	4,006
Watford Junction	3,875
Peterborough	3,387
Stevenage	3,267
Luton	2,980
Stansted Airport	2,979
Billericay	2,719

Chart 7.9
Distance travelled to major towns and cities in the East of England

Percentage of journeys 2002–03

0–5kms 5–10kms 10–20kms 20–50kms 50–100kms 100+ kms



These data use the Unitary Authority as a proxy for the town or city where a Unitary Authority exists, otherwise all stations deemed to be in the town or city are included.

7.10 London

Table 7.10a

London GOR passenger journeys 1995–96 to 2002–03

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03
Total journeys with London as origin	100.0	106.5	113.3	119.6	126.3	127.9	128.1	131.4
Total journeys with London as destination	100.0	106.5	113.3	119.5	125.4	127.1	127.2	130.4
Total journeys to/from/within London	100.0	107.1	114.5	120.8	127.7	129.8	130.1	133.4

Table 7.10b

London GOR passenger journeys 2002–03

Total number of journeys (thousands) and percentage

	No. journeys 2002–03	Percentage of journeys	Percentage change since 1995–96
To/from/within London	505,492	100.0	33.4
Of which within London	253,540	50.2	26.2
To/from Scotland	1,147	0.2	-6.9
To/from North East	1,559	0.3	32.1
To/from North West	4,836	1.0	11.8
To/from Yorkshire & the Humber	4,220	0.8	55.9
To/from Wales	1,744	0.3	24.2
To/from West Midlands	5,572	1.1	43.4
To/from East Midlands	6,205	1.2	61.9
To/from East of England	91,653	18.1	48.3
To/from South East	126,945	25.1	38.2
To/from South West	8,072	1.6	36.6

Note:

As a considerable amount of journeys in Greater London are made using Travelcards, it is not possible to use LENNON data to produce robust estimates of station usage.

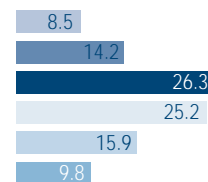
Chart 7.10

Distance travelled to London

Percentage of journeys 2002–03

0–5kms 5–10kms 10–20kms 20–50kms 50–100kms 100+ kms

London



These data use the Greater London Authority as a proxy for London.

7.11 South East

Table 7.11a
South East GOR passenger journeys 1995–96 to 2002–03

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03
Total journeys with South East as origin	100.0	105.0	110.7	116.5	125.0	128.4	129.4	132.2
Total journeys with South East as destination	100.0	105.1	110.9	116.7	126.7	130.0	131.1	133.9
Total journeys to/from/within the South East	100.0	105.9	112.6	118.4	127.2	131.1	131.7	134.5

Table 7.11b
South East GOR passenger journeys 2002–03

Total number of journeys (thousands) and percentage

	No. journeys 2002–03	Percentage of journeys	Percentage change since 1995–96
To/from/within South East	195,901	100.0	33.4
Of which within South East	57,217	29.2	26.2
To/from Scotland	196	0.1	-6.9
To/from North East	220	0.1	32.1
To/from North West	971	0.5	11.8
To/from Yorkshire & the Humber	519	0.3	55.9
To/from Wales	534	0.3	24.2
To/from West Midlands	1,619	0.8	43.4
To/from East Midlands	792	0.4	61.9
To/from East	2,437	1.2	48.3
To/from London	126,945	64.8	38.2
To/from South West	4,452	2.3	36.6

Table 7.11c
Ten busiest National Rail stations in the South East

Total number of journeys (thousands) to or from 2002–03

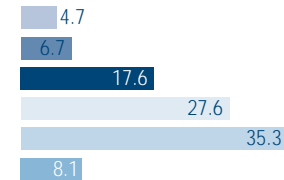
	Total journeys
Reading	12,946
Brighton	10,368
Gatwick Airport	8,641
Guildford	6,054
Woking	5,876
Slough	4,426
Southampton Central	4,378
Milton Keynes Central	3,925
Basingstoke	3,669
Oxford	3,649

Chart 7.11
Distance travelled to major towns and cities in the South East

Percentage of journeys 2002–03

0–5kms 5–10kms 10–20kms 20–50kms 50–100kms 100+ kms

Reading



Guildford



These data use the Unitary Authority as a proxy for the town or city where a Unitary Authority exists, otherwise all stations deemed to be in the town or city are included.

7.12 South West

Table 7.12a
South West GOR passenger journeys 1995–96 to 2002–03

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03
Total journeys with South West as origin	100.0	104.6	111.7	113.7	119.2	118.9	122.8	130.9
Total journeys with South West as destination	100.0	104.7	111.7	113.7	119.3	119.1	123.0	131.1
Total journeys to/from/within the South West	100.0	104.5	112.0	115.1	120.5	120.9	124.5	132.1

Table 7.12b
South West GOR passenger journeys 2002–03

Total number of journeys (thousands) and percentage

	No. journeys 2002–03	Percentage of journeys	Percentage change since 1995–96
To/from/within South West	28,712	100.0	32.1
Of which within South West	11,620	50.2	28.3
To/from Scotland	128	0.2	-30.6
To/from North East	172	0.3	14.5
To/from North West	573	1.0	21.7
To/from Yorkshire & the Humber	382	0.8	14.8
To/from Wales	1,533	0.3	33.3
To/from West Midlands	1,061	1.1	47.7
To/from East Midlands	301	1.2	24.6
To/from East	418	18.1	23.3
To/from London	8,072	25.1	36.6
To/from South East	4,452	1.6	40.1

Table 7.12c
Ten busiest National Rail stations in the South West

Total number of journeys (thousands) to or from 2002–03

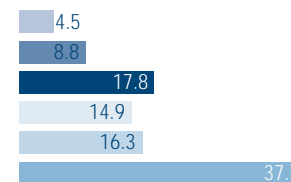
	Total journeys
Bristol Temple Meads	5,177
Bath Spa	3,333
Swindon	2,117
Bournemouth	2,108
Exeter St Davids	1,530
Salisbury	1,437
Plymouth	1,432
Bristol Parkway	1,293
Chippenham	1,151
Exeter Central	1,078

Chart 7.12
Distance travelled to major towns and cities in the South West

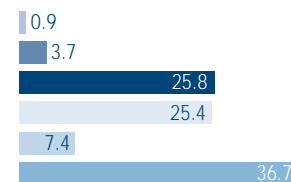
Percentage of journeys 2002–03

0–5kms 5–10kms 10–20kms 20–50kms 50–100kms 100+ kms

Bristol



Exeter



These data use the Unitary Authority as a proxy for the town or city where a Unitary Authority exists, otherwise all stations deemed to be in the town or city are included.

8 Train Operating Companies

This section brings together information on each operator. Each operator has a double-page spread in which information on PPM, Complaints, National Passenger Survey and PiXC (where applicable) can be found, as well as summary statistics for that operator.

As TransPennine Express was only operational from 1 February 2004 data on this operator have not been published. Since 31 March 2004 some operators have changed their names; they are listed by their names on this date.

8.1 Anglia Railways

Note: Anglia Railways became part of the One franchise on 1 April 2004.

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	860.2	3.9
Passenger journeys (million)	10.1	7.0
Timetabled train kilometres (million)	9.5	5.0
Route kilometres operated	669	0
Number of stations operated	47	0
Subsidy per passenger kilometre (pence)	0.5	139.4
Payments/penalties under SRA incentive regimes (£000s)	88.7	-102.8

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	82	13	6	81	3	3
Generic factors						
How TOC deals with delays	42	37	21	33	1	(-5)
Value for money	52	18	30	58	(-3)	(-3)
Station factors						
How staff handle requests	89	6	4	85	0	8
Overall station environment	73	19	8	61	(-1)	4
Ticket buying facilities	81	13	7	75	0	3
Information about train times/platforms	81	13	6	75	0	5
Train factors						
Punctuality/reliability	82	6	13	77	8	8
Length of journey time	83	10	7	85	3	4
Ease of getting on/off	79	15	6	81	3	4
Amount of seats/standing space	71	15	15	70	2	0
Frequency	81	8	11	78	2	5
Cleanliness	66	17	17	66	3	(-2)
Comfort of seats	63	24	13	68	(-2)	(-3)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				Total no. trains planned
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	
Anglia InterCity					
Q1	70.2	81.7	91.2	2.1	5,873
Q2	63.6	76.6	88.6	1.6	6,056
Q3	56.8	73.5	88.6	1.4	5,608
Q4	65.8	79.5	90.7	1.7	5,518
2002-03	62.6	77.3	88.4	2.4	23,055
2003-04	64.2	77.8	89.7	1.7	23,536
Percentage change between 2002-03 and 2003-04	2.5	0.6	1.5	-30.4	-2.0
Anglia Local					
Q1	90.6	95.7	98.2	0.5	19,648
Q2	88.1	95.1	98.0	0.5	20,464
Q3	82.5	92.2	97.0	0.8	19,922
Q4	86.7	93.5	96.8	1.3	20,208
2002-03	84.0	92.4	96.5	1.2	74,909
2003-04	86.9	94.1	97.5	0.8	80,242
Percentage change between 2002-03 and 2003-04	3.5	1.9	1.1	-33.5	7.1

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	200	33%	66%	1%	99%	100%
Q2	222	31%	68%	1%	100%	100%
Q3	177	38%	60%	2%	100%	100%
Q4	156	41%	57%	2%	100%	100%
2002-03	378	26%	73%	1%	84%	97%
2003-04	189	35%	64%	1%	100%	100%
Percentage change between 2002-03 and 2003-04	-50.0	35.8	-13.2	49.9	18.0	3.0

8.2 Arriva Trains Northern

Note: Some services were transferred from Arriva Trains Northern to TransPennine Express on 1 February 2004. These services are included up to this date.

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	1,424.3	3.7
Passenger journeys (million)	45.3	8.3
Timetabled train kilometres (million)	36.3	0.8
Route kilometres operated	1,552	-24.5
Number of stations operated	224	-9.7
Subsidy per passenger kilometre (pence)	16.9	16.6
Payments/penalties under SRA incentive regimes (£000s)	(1,111.3)	-70.2

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	82	11	8	81	7	2
Generic factors						
How TOC deals with delays	35	36	28	33	(-4)	5
Value for money	63	18	19	58	2	10
Station factors						
How staff handle requests	82	8	10	85	(-1)	1
Overall station environment	60	22	18	61	(-2)	1
Ticket buying facilities	78	11	11	75	5	0
Information about train times/platforms	75	14	11	75	0	(-1)
Train factors						
Punctuality/reliability	72	9	19	77	4	4
Length of journey time	84	10	6	85	3	(-2)
Ease of getting on/off	82	13	5	81	0	2
Amount of seats/standing space	70	15	15	70	2	2
Frequency	75	9	16	78	4	2
Cleanliness	63	19	18	66	4	5
Comfort of seats	65	20	15	68	1	(-1)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	87.0	93.8	97.1	0.7	120,844
Q2	85.4	92.7	96.5	0.8	122,784
Q3	74.9	86.5	93.3	1.8	119,146
Q4	85.9	93.5	97.1	0.7	108,913
2002-03	80.4	89.8	94.8	1.5	460,049
2003-04	83.3	91.6	96.0	1.0	471,687
Percentage change between 2002-03 and 2003-04	3.5	2.0	1.2	-34.6	2.5

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	56	18%	20%	62%	99%	100%
Q2	47	22%	25%	53%	100%	100%
Q3	50	22%	24%	53%	100%	100%
Q4	40	23%	25%	53%	99%	99%
2002-03	297	10%	11%	79%	99%	100%
2003-04	48	21%	23%	56%	99%	100%
Percentage change between 2002-03 and 2003-04	-83.7	116.5	107.9	-29.6	0.6	-0.3

8.3 Arriva Trains Wales

Note: Was Wales & Borders Trains until 6 December 2003. Some North Wales services were transferred from First North Western to Wales & Borders on Sunday 28 September 2003.

2003–04 Key statistics

	Total	Percentage change on 2002-03
Passenger kilometres (million)	785.7	14.9
Passenger journeys (million)	18.0	15.7
Timetabled train kilometres (million)	18.0	-
Route kilometres operated	4,184	88.1
Number of stations operated	235	24.3
Subsidy per passenger kilometre (pence)	18.0	-
Payments/penalties under SRA incentive regimes (£000s)	1,386.5	-

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	79	13	8	81	(-7)	(-6)
Generic factors						
How TOC deals with delays	39	31	30	33	(-1)	3
Value for money	57	18	25	58	(-10)	(-6)
Station factors						
How staff handle requests	84	7	8	85	(-1)	(-5)
Overall station environment	54	13	21	61	(-9)	(-1)
Ticket buying facilities	71	15	13	75	(-9)	(-5)
Information about train times/platforms	72	13	15	75	(-5)	2
Train factors						
Punctuality/reliability	77	8	16	77	1	(-2)
Length of journey time	84	10	6	85	1	(-2)
Ease of getting on/off	76	17	7	81	(-4)	(-6)
Amount of seats/standing space	69	15	16	70	0	(-3)
Frequency	70	11	20	78	(-2)	(-4)
Cleanliness	70	16	14	66	(-4)	(-7)
Comfort of seats	69	18	13	68	(-11)	(-13)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	84.8	92.3	95.8	0.6	46,832
Q2	81.1	90.2	95.1	0.6	48,300
Q3	77.4	88.7	94.7	0.7	61,018
Q4	84.6	92.5	96.4	0.7	61,167
2002-03	80.3	89.8	94.6	0.9	196,665
2003-04	81.8	90.9	95.5	0.7	217,317
Percentage change between 2002-03 and 2003-04	1.9	1.2	0.9	-21.3	10.5

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	57	39%	61%	0%	100%	100%
Q2	55	18%	71%	11%	100%	100%
Q3	54	33%	61%	5%	100%	100%
Q4	54	33%	59%	8%	100%	100%
2002-03	243	7%	15%	78%	100%	100%
2003-04	55	31%	63%	6%	100%	100%
Percentage change between 2002-03 and 2003-04	-77.4	334.8	321.1	-91.8	0.0	0.0

Note:

Telephone calls for Arriva Trains Wales and Wessex Trains cannot be separately identified. They have been allocated half to each operator.

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	836.2	1.2
Passenger journeys (million)	29.9	3.6
Timetabled train kilometres (million)	6.3	0.6
Peak time timetabled train kilometres (million)	1.3	-0.6
Route kilometres operated	126	-2.7
Number of stations operated	24	-4.0
Subsidy per passenger kilometre (pence)	2.4	-7.1
Payments/penalties under SRA incentive regimes (£000s)	372.9	-186.7

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	80	12	7	70	(-1)	(-4)
Generic factors						
How TOC deals with delays	30	37	33	26	(-3)	(-5)
Value for money	38	25	36	36	(-1)	(-2)
Station factors						
How staff handle requests	77	9	12	80	(-10)	(-4)
Overall station environment	57	29	14	54	0	2
Ticket buying facilities	70	15	15	62	3	2
Information about train times/platforms	75	14	11	73	(-1)	0
Train factors						
Punctuality/reliability	74	10	16	67	3	(-5)
Length of journey time	81	12	7	75	3	0
Ease of getting on/off	81	13	6	66	(-3)	(-1)
Amount of seats/standing space	58	19	23	53	(-5)	(-5)
Frequency	71	11	18	70	(-1)	(-3)
Cleanliness	81	12	7	51	(-3)	1
Comfort of seats	73	18	9	51	(-5)	(-1)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	86.4	91.6	93.7	3.6	27,427
Q2	85.7	93.4	96.1	2.3	27,375
Q3	83.6	92.6	95.5	2.5	26,988
Q4	88.0	93.5	95.2	2.3	27,773
2002-03	86.3	92.8	95.0	2.9	109,719
2003-04	85.9	92.8	95.1	2.7	109,563
Percentage change between 2002-03 and 2003-04					
	-0.5	0.0	0.1	-8.9	-0.1

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	35	42%	53%	5%	86%	97%
Q2	15	62%	35%	3%	99%	98%
Q3	19	53%	44%	2%	98%	100%
Q4	21	55%	43%	2%	51%	97%
2002-03	17	51%	45%	5%	93%	99%
2003-04	22	51%	46%	3%	83%	98%
Percentage change between 2002-03 and 2003-04						
	29.9	0.4	2.1	-25.7	-11.4	-1.1

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2002	2003	Difference	2002	2003	Difference	2002	2003	Difference
Total	0.9%	1.3%	-0.4%	0.2%	0.6%	-0.4%	0.6%	1.0%	-0.4%

8.5 Central Trains

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	1,363.0	5.4
Passenger journeys (million)	38.5	5.4
Timetabled train kilometres (million)	29.8	-0.3
Route kilometres operated	2,145	0
Number of stations operated	193	-2.0
Subsidy per passenger kilometre (pence)	10.8	31.8
Payments/penalties under SRA incentive regimes (£000s)	(6,838.4)	-37.3

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	77	14	9	81	7	1
Generic factors						
How TOC deals with delays	31	37	32	33	(-2)	(-4)
Value for money	55	20	25	58	1	0
Station factors						
How staff handle requests	83	5	12	85	2	1
Overall station environment	60	25	15	61	(-1)	6
Ticket buying facilities	73	15	12	75	(-4)	(-2)
Information about train times/platforms	74	11	15	75	0	3
Train factors						
Punctuality/reliability	70	8	22	77	11	2
Length of journey time	81	10	9	85	7	3
Ease of getting on/off	78	16	6	81	3	4
Amount of seats/standing space	62	18	20	70	1	2
Frequency	71	11	18	78	7	2
Cleanliness	57	21	22	66	(-6)	(-2)
Comfort of seats	62	22	16	68	1	2

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	76.2	87.6	93.5	1.7	101,354
Q2	72.9	85.5	92.2	1.9	102,969
Q3	67.8	82.2	90.6	2.6	100,431
Q4	78.2	89.0	94.1	1.7	105,809
2002-03	70.6	83.0	90.5	2.4	402,584
2003-04	73.8	86.1	92.6	2.0	410,563
Percentage change					
between 2002-03 and 2003-04	4.6	3.8	2.3	-18.7	2.0

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	105	27%	58%	15%	92%	91%
Q2	96	28%	62%	10%	96%	96%
Q3	117	38%	55%	7%	91%	91%
Q4	79	28%	64%	8%	93%	93%
2002-03	191	14%	47%	39%	91%	91%
2003-04	100	31%	59%	10%	93%	93%
Percentage change						
between 2002-03 and 2003-04	-47.8	123.4	27.0	-75.3	1.7	1.3

8.6 Chiltern Railways

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	635.7	8.7
Passenger journeys (million)	12.8	5.1
Timetabled train kilometres (million)	7.9	0.2
Peak time timetabled train kilometres (million)	1.5	2.2
Route kilometres operated	293	6.1
Number of stations operated	25	-3.8
Subsidy per passenger kilometre (pence)	3.8	19.2
Payments/penalties under SRA incentive regimes (£000s)	(397.2)	-53.1

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	87	9	4	70	(-2)	(-3)
Generic factors						
How TOC deals with delays	39	35	26	26	(-4)	(-2)
Value for money	53	23	24	36	2	2
Station factors						
How staff handle requests	84	8	7	80	(-2)	(-2)
Overall station environment	78	16	5	54	(-1)	(-1)
Ticket buying facilities	81	12	7	62	(-2)	(-2)
Information about train times/platforms	81	12	8	73	(-1)	(-3)
Train factors						
Punctuality/reliability	86	6	8	67	1	0
Length of journey time	85	8	6	75	0	0
Ease of getting on/off	88	9	2	66	(-1)	(-1)
Amount of seats/standing space	69	15	16	53	(-2)	(-1)
Frequency	83	8	9	70	1	2
Cleanliness	79	11	9	51	(-2)	2
Comfort of seats	72	17	11	51	(-2)	(-2)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	91.4	95.8	97.6	0.7	24,205
Q2	89.0	94.6	97.2	0.8	23,535
Q3	91.6	95.6	97.7	0.9	22,747
Q4	91.5	95.5	97.5	1.0	23,209
2002-03	88.4	93.8	96.5	1.2	96,618
2003-04	90.9	95.4	97.5	0.8	93,696
Percentage change between 2002-03 and 2003-04	2.8	1.7	1.0	-29.7	-3.0

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	94	83%	0%	17%	93%	100%
Q2	94	79%	0%	21%	100%	100%
Q3	74	70%	0%	30%	98%	98%
Q4	173	91%	0%	9%	99%	99%
2002-03	152	21%	57%	22%	82%	99%
2003-04	107	82%	0%	18%	98%	99%
Percentage change between 2002-03 and 2003-04	-30.0	287.0	-100.0	-18.0	19.4	0.4

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2002	2003	Difference	2002	2003	Difference	2002	2003	Difference
Total	2.7%	3.3%	0.6%	1.1%	0.8%	-0.3%	1.8%	2.1%	0.3%

8.7 First Great Eastern

Note: First Great Eastern became part of the One franchise on 1 April 2004.

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	1,835.4	-0.2
Passenger journeys (million)	59.7	2.1
Timetabled train kilometres (million)	13.1	0.7
Peak time timetabled train kilometres (million)	2.3	0.7
Route kilometres operated	235	-11.0
Number of stations operated	57	0
Subsidy per passenger kilometre (pence)	(1.7)	-17.3
Payments/penalties under SRA incentive regimes (£000s)	(763.8)	-49.9

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	80	14	6	70	3	2
Generic factors						
How TOC deals with delays	35	36	29	26	(-5)	(-1)
Value for money	35	23	42	36	1	1
Station factors						
How staff handle requests	86	4	10	80	3	2
Overall station environment	67	22	10	54	1	3
Ticket buying facilities	71	18	12	62	1	3
Information about train times/platforms	76	14	10	73	(-1)	3
Train factors						
Punctuality/reliability	78	10	12	67	7	4
Length of journey time	83	11	6	75	4	3
Ease of getting on/off	74	16	10	66	3	5
Amount of seats/standing space	53	19	28	53	(-1)	(-1)
Frequency	81	9	10	70	(-1)	5
Cleanliness	62	21	17	51	4	3
Comfort of seats	53	28	19	51	0	1

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	91.8	96.2	98.0	0.8	64,318
Q2	85.2	92.7	96.0	1.3	66,477
Q3	84.7	93.2	97.1	0.9	65,805
Q4	88.6	94.7	97.5	0.8	65,526
2002-03	88.4	94.2	96.9	0.9	259,891
2003-04	87.5	94.2	97.1	1.0	262,126
Percentage change between 2002-03 and 2003-04	-0.9	0.0	0.2	1.6	0.9

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	45	93%	5%	2%	95%	99%
Q2	140	96%	2%	1%	51%	95%
Q3	75	94%	4%	2%	77%	99%
Q4	47	92%	5%	3%	99%	100%
2002-03	57	8%	89%	3%	88%	100%
2003-04	76	95%	3%	2%	72%	97%
Percentage change between 2002-03 and 2003-04	32.6	1,050.3	-96.3	-32.6	-18.4	-2.2

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2002	2003	Difference	2002	2003	Difference	2002	2003	Difference
Inner	5.4%	2.4%	-3.0%	2.6%	0.8%	-1.8%	4.2%	1.6%	-2.6%
Outer	1.0%	1.7%	0.7%	1.1%	3.4%	2.3%	1.5%	2.5%	1.0%
Total	3.9%	2.1%	-1.8%	1.9%	2.1%	0.2%	2.8%	2.1%	-0.7%

8.8 First Great Western

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	2,610.0	2.1
Passenger journeys (million)	21.1	4.3
Timetabled train kilometres (million)	16.5	-0.2
Route kilometres operated	1,368	0
Number of stations operated	15	0
Subsidy per passenger kilometre (pence)	1.2	173.6
Payments/penalties under SRA incentive regimes (£000s)	(2,019.0)	-22.7

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	83	10	7	82	8	(-3)
Generic factors						
How TOC deals with delays	53	28	19	52	4	0
Value for money	44	20	37	51	1	0
Station factors						
How staff handle requests	83	11	6	86	1	(-9)
Overall station environment	69	23	8	69	2	(-3)
Ticket buying facilities	78	14	8	77	0	(-5)
Information about train times/platforms	82	11	7	83	6	0
Train factors						
Punctuality/reliability	79	8	14	77	18	1
Length of journey time	83	10	7	81	7	(-1)
Ease of getting on/off	77	15	7	80	1	1
Amount of seats/standing space	74	13	13	71	1	5
Frequency	82	10	8	81	4	0
Cleanliness	79	14	8	80	1	1
Comfort of seats	73	18	9	73	(-2)	2

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	63.0	75.2	86.7	1.5	15,419
Q2	51.5	65.8	82.1	1.6	14,893
Q3	57.1	71.6	86.1	1.2	15,137
Q4	72.6	83.0	91.8	0.5	14,688
2002-03	58.2	71.9	85.5	1.6	64,356
2003-04	61.0	73.9	86.7	1.2	60,137
Percentage change					
between 2002-03 and 2003-04	4.8	2.8	1.4	-27.0	-6.6

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	234	35%	39%	27%	100%	100%
Q2	322	43%	39%	18%	93%	100%
Q3	295	35%	47%	19%	91%	100%
Q4	167	35%	44%	21%	98%	100%
2002-03	265	39%	34%	27%	77%	95%
2003-04	254	37%	42%	21%	95%	100%
Percentage change						
between 2002-03 and 2003-04	-4.0	-4.4	25.3	-24.8	23.3	5.2

8.9 First North Western

Note: Some services were transferred from First North Western to Arriva Trains Wales on 28 September 2003. These services are included up to this date. Some services were transferred from First North Western to TransPennine Express on 1 February 2004. These services are included up to this date.

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	803.7	1.8
Passenger journeys (million)	29.8	6.2
Timetabled train kilometres (million)	24.0	-11.0
Route kilometres operated		
Number of stations operated	246	-19.9
Subsidy per passenger kilometre (pence)	23.9	5.7
Payments/penalties under SRA incentive regimes (£000s)	(1,937.4)	-23.6

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	77	12	11	81	4	(-6)
Generic factors						
How TOC deals with delays	28	42	30	33	2	(-1)
Value for money	57	19	24	58	(-1)	2
Station factors						
How staff handle requests	85	5	10	85	(-1)	3
Overall station environment	64	21	15	61	2	4
Ticket buying facilities	72	15	13	75	(-3)	(-1)
Information about train times/platforms	72	11	17	75	3	(-2)
Train factors						
Punctuality/reliability	67	10	23	77	3	(-4)
Length of journey time	80	12	7	85	(-1)	(-3)
Ease of getting on/off	82	12	6	81	5	1
Amount of seats/standing space	68	17	15	70	4	(-5)
Frequency	73	10	17	78	6	(-1)
Cleanliness	65	17	18	66	(-2)	(-5)
Comfort of seats	66	20	14	68	2	(-3)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	85.9	92.9	96.3	1.1	118,975
Q2	82.8	91.6	96.1	1.0	121,152
Q3	72.4	85.7	93.5	1.6	103,360
Q4	82.6	91.8	95.9	1.1	101,222
2002-03	80.6	90.3	95.3	1.2	439,083
2003-04	81.2	90.6	95.5	1.2	444,709
Percentage change					
between 2002-03 and 2003-04	0.7	0.4	0.2	-2.6	1.3

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	49	33%	43%	24%	99%	100%
Q2	50	39%	35%	26%	96%	100%
Q3	68	39%	35%	27%	98%	100%
Q4	55	36%	38%	26%	99%	100%
2002-03	91	34%	28%	38%	67%	100%
2003-04	56	37%	37%	26%	98%	100%
Percentage change						
between 2002-03 and 2003-04	-38.8	10.3	31.6	-32.2	45.2	0.3

8.10 Gatwick Express

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	197.9	7.4
Passenger journeys (million)	4.5	7.6
Timetabled train kilometres (million)	2.6	14.8
Route kilometres operated	43	0
Number of stations operated	0	0
Subsidy per passenger kilometre (pence)	(6.6)	146.6
Payments/penalties under SRA incentive regimes (£000s)	0.0	-

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	90	6	4	81	0	3
Generic factors						
How TOC deals with delays	39	35	26	33	(-6)	(-1)
Value for money	43	26	32	58	(-3)	(-2)
Station factors						
How staff handle requests	81	11	7	85	(-11)	(-11)
Overall station environment	72	23	6	61	(-1)	(-3)
Ticket buying facilities	78	10	13	75	5	1
Information about train times/platforms	87	10	3	75	7	4
Train factors						
Punctuality/reliability	92	3	5	77	1	3
Length of journey time	94	3	3	85	3	6
Ease of getting on/off	91	7	2	81	(-1)	2
Amount of seats/standing space	90	7	3	70	3	4
Frequency	96	2	2	78	2	1
Cleanliness	88	7	5	66	(-1)	1
Comfort of seats	90	7	3	68	0	3

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	87.9	96.3	97.9	1.7	13,973
Q2	81.8	93.2	96.8	2.4	13,379
Q3	78.6	94.1	97.9	1.6	13,343
Q4	80.4	94.2	97.8	1.5	13,488
2002-03	82.1	93.3	96.6	2.7	50,115
2003-04	82.3	94.5	97.6	1.8	54,183
Percentage change between 2002-03 and 2003-04	0.2	1.2	1.0	-33.5	8.1

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	13	40%	57%	3%	76%	76%
Q2	23	42%	51%	7%	89%	89%
Q3	24	23%	73%	3%	75%	75%
Q4	45	24%	74%	2%	85%	85%
2002-03	15	45%	51%	4%	89%	93%
2003-04	25	30%	66%	4%	82%	82%
Percentage change between 2002-03 and 2003-04	68.2	-33.5	30.3	-4.9	-7.8	-11.6

8.11 GNER

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	3,939.4	5.8
Passenger journeys (million)	15.8	8.1
Timetabled train kilometres (million)	18.9	-0.6
Route kilometres operated	1,473	1.8
Number of stations operated	12	0
Subsidy per passenger kilometre (pence)	(0.6)	-21.3
Payments/penalties under SRA incentive regimes (£000s)	(2,901.9)	-

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	83	10	7	82	2	(-4)
Generic factors						
How TOC deals with delays	57	28	15	52	(-1)	(-6)
Value for money	55	18	27	51	4	3
Station factors						
How staff handle requests	86	5	9	86	5	(-4)
Overall station environment	70	21	9	69	5	3
Ticket buying facilities	78	10	11	77	(-2)	(-5)
Information about train times/platforms	89	7	4	83	5	2
Train factors						
Punctuality/reliability	78	8	14	77	4	1
Length of journey time	87	9	4	81	0	1
Ease of getting on/off	79	15	6	80	1	(-3)
Amount of seats/standing space	71	15	15	71	2	(-3)
Frequency	85	8	7	81	(-1)	(-4)
Cleanliness	71	15	14	80	0	(-2)
Comfort of seats	67	21	13	73	3	(-2)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	66.5	78.1	88.5	1.6	10,488
Q2	55.3	67.9	81.8	2.5	10,348
Q3	60.6	73.5	86.7	1.1	9,889
Q4	65.8	76.9	87.2	1.1	10,007
2002-03	58.4	70.8	83.4	1.8	40,993
2003-04	62.1	74.1	86.0	1.6	40,732
Percentage change between 2002-03 and 2003-04	6.3	4.6	3.1	-9.6	-0.6

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	506	48%	48%	4%	99%	99%
Q2	762	37%	59%	4%	81%	81%
Q3	581	46%	50%	4%	43%	43%
Q4	478	53%	42%	5%	77%	77%
2002-03	546	41%	55%	5%	93%	93%
2003-04	583	45%	51%	4%	74%	74%
Percentage change between 2002-03 and 2003-04	6.7	10.5	-7.0	-9.4	-19.8	-19.8

8.12 Island Line

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	6.6	4.4
Passenger journeys (million)	0.9	2.9
Timetabled train kilometres (million)	0.3	0.2
Route kilometres operated	14	0
Number of stations operated	8	0
Subsidy per passenger kilometre (pence)	47.3	20.2
Payments/penalties under SRA incentive regimes (£000s)	(16.7)	34.3

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	87	10	3	81	2	(-1)
Generic factors						
How TOC deals with delays	50	4	46	33	10	(-3)
Value for money	63	20	17	58	(-7)	(-8)
Station factors						
How staff handle requests	100	N/A	N/A	85	3	7
Overall station environment	47	33	19	61	(-9)	(-10)
Ticket buying facilities	65	28	7	75	(-11)	(-4)
Information about train times/platforms	65	20	15	75	(-3)	(-8)
Train factors						
Punctuality/reliability	95	4	1	77	2	1
Length of journey time	94	5	1	85	2	(-1)
Ease of getting on/off	78	19	3	81	2	(-9)
Amount of seats/standing space	66	21	13	70	4	(-6)
Frequency	91	7	2	78	8	5
Cleanliness	46	28	26	66	(-15)	(-14)
Comfort of seats	51	19	31	68	8	(-3)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	97.6	99.8	100.0	0.0	6,032
Q2	96.7	99.6	100.0	0.0	6,100
Q3	96.8	98.5	98.9	1.1	5,768
Q4	98.7	99.7	99.9	0.1	5,826
2002-03	96.8	99.3	99.7	0.3	23,622
2003-04	97.5	99.4	99.7	0.3	23,726
Percentage change					
between 2002-03 and 2003-04	0.6	0.1	0.0	-10.3	0.4

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	5	82%	8%	10%	100%	100%
Q2	4	84%	9%	7%	100%	100%
Q3	8	75%	25%	0%	100%	100%
Q4	4	99%	1%	0%	100%	100%
2002-03	9	85%	10%	6%	100%	100%
2003-04	5	83%	13%	4%	100%	100%
Percentage change						
between 2002-03 and 2003-04	-37.9	-2.4	33.4	-21.3	0.0	0.0

8.13 Merseyrail

Note: Was Arriva Trains Merseyside until 19 July 2003.

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	282.5	2.8
Passenger journeys (million)	27.8	11.5
Timetabled train kilometres (million)	5.9	0.2
Route kilometres operated	121	-0.2
Number of stations operated	66	0
Subsidy per passenger kilometre (pence)	-	-
Payments/penalties under SRA incentive regimes (£000s)	-	-

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	87	8	6	81	4	(-2)
Generic factors						
How TOC deals with delays	29	38	33	33	(-18)	(-6)
Value for money	61	21	17	58	(-4)	(-7)
Station factors						
How staff handle requests	89	2	7	85	9	6
Overall station environment	51	28	21	61	3	(-7)
Ticket buying facilities	79	15	6	75	2	1
Information about train times/platforms	78	12	10	75	2	4
Train factors						
Punctuality/reliability	90	5	5	77	9	4
Length of journey time	94	4	2	85	7	0
Ease of getting on/off	81	13	6	81	(-3)	(-4)
Amount of seats/standing space	70	15	15	70	2	(-4)
Frequency	92	5	4	78	2	1
Cleanliness	56	16	28	66	6	9
Comfort of seats	60	21	19	68	5	1

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	94.8	96.9	97.6	0.7	51,117
Q2	94.2	96.6	97.4	0.9	52,012
Q3	91.7	95.1	96.2	1.0	50,047
Q4	94.5	96.6	97.3	0.7	50,886
2002-03	91.5	95.5	96.9	0.9	204,805
2003-04	93.8	96.3	97.1	0.8	204,062
Percentage change between 2002-03 and 2003-04	2.6	0.9	0.2	-11.0	-0.4

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	16	27%	22%	51%	100%	100%
Q2	16	31%	23%	46%	100%	100%
Q3	19	26%	28%	45%	100%	100%
Q4	17	33%	22%	45%	100%	100%
2002-03	22	26%	22%	52%	100%	100%
2003-04	17	29%	24%	47%	100%	100%
Percentage change between 2002-03 and 2003-04	-21.6	11.1	8.9	-9.5	0.0	0.0

8.14 Midland Mainline

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	1,330.0	12.3
Passenger journeys (million)	10.5	11.8
Timetabled train kilometres (million)	10.3	0.2
Route kilometres operated	784	10.7
Number of stations operated	7	0
Subsidy per passenger kilometre (pence)	(0.3)	-78.9
Payments/penalties under SRA incentive regimes (£000s)	0.0	-

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	80	11	8	82	6	3
Generic factors						
How TOC deals with delays	48	31	21	52	6	2
Value for money	46	20	34	51	2	0
Station factors						
How staff handle requests	86	5	8	86	1	2
Overall station environment	58	28	15	69	(-1)	3
Ticket buying facilities	70	17	13	77	(-3)	(-4)
Information about train times/platforms	79	11	10	83	(-1)	(-1)
Train factors						
Punctuality/reliability	75	8	17	77	16	15
Length of journey time	81	10	9	81	4	5
Ease of getting on/off	79	15	6	80	2	1
Amount of seats/standing space	72	14	14	71	3	2
Frequency	79	8	13	81	4	1
Cleanliness	78	14	8	80	1	1
Comfort of seats	73	18	9	73	1	1

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	49.8	68.8	84.5	2.0	11,630
Q2	45.4	62.9	80.0	2.5	12,172
Q3	49.8	68.5	85.5	1.4	11,903
Q4	65.3	80.4	90.8	1.2	11,757
2002-03	56.3	73.6	86.4	1.9	45,080
2003-04	52.5	70.1	85.2	1.8	47,462
Percentage change					
between 2002-03 and 2003-04	-6.8	-4.8	-1.4	-5.6	5.3

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	429	65%	33%	2%	99%	99%
Q2	668	63%	35%	2%	77%	77%
Q3	609	66%	32%	2%	89%	89%
Q4	481	68%	29%	3%	100%	100%
2002-03	676	42%	25%	32%	62%	62%
2003-04	549	65%	32%	2%	89%	89%
Percentage change						
between 2002-03 and 2003-04	-18.8	54.9	27.7	-93.4	43.8	43.8

8.15 ScotRail

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	2,081.8	7.1
Passenger journeys (million)	62.3	8.6
Timetabled train kilometres (million)	37.1	0.0
Route kilometres operated	3,043	0
Number of stations operated	337	0.3
Subsidy per passenger kilometre (pence)	12.9	30.1
Payments/penalties under SRA incentive regimes (£000s)	(2,559.9)	-70.4

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	84	10	7	81	(-1)	3
Generic factors						
How TOC deals with delays	31	34	35	33	(-6)	1
Value for money	59	20	21	58	4	5
Station factors						
How staff handle requests	89	3	7	85	7	2
Overall station environment	63	23	15	61	(-3)	3
Ticket buying facilities	74	13	13	75	1	(-1)
Information about train times/platforms	74	14	12	75	2	2
Train factors						
Punctuality/reliability	81	7	12	77	3	9
Length of journey time	87	9	5	85	2	3
Ease of getting on/off	84	11	5	81	3	2
Amount of seats/standing space	72	14	13	70	3	2
Frequency	81	8	11	78	3	3
Cleanliness	72	16	12	66	(-2)	(-3)
Comfort of seats	75	17	7	68	(-1)	(-1)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains					Total no. trains planned
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled		
Q1	87.2	94.9	97.5	0.9		164,097
Q2	87.0	94.8	97.6	0.8		168,627
Q3	81.7	92.9	97.2	0.7		165,479
Q4	86.2	94.6	97.7	0.7		163,544
2002-03	82.1	91.8	95.7	1.7		599,450
2003-04	85.5	94.3	97.5	0.8		661,747
Percentage change						
between 2002-03 and 2003-04	4.1	2.8	2.0	-52.8		10.4

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	24	40%	57%	3%	88%	88%
Q2	24	43%	53%	4%	83%	83%
Q3	27	36%	62%	1%	88%	88%
Q4	25	28%	70%	2%	86%	86%
2002-03	34	32%	63%	5%	65%	86%
2003-04	25	36%	61%	3%	86%	86%
Percentage change						
between 2002-03 and 2003-04	-27.1	13.7	-3.2	-48.2	33.2	0.3

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2002	2003	Difference	2002	2003	Difference	2002	2003	Difference
Total	2.7%	2.4%	-0.3%	2.5%	1.7%	-0.8%	2.6%	2.0%	0.6%

8.16 Silverlink

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	1,062.4	2.6
Passenger journeys (million)	38.1	5.4
Timetabled train kilometres (million)	10.2	0.9
Peak time timetabled train kilometres (million)	1.2	0.4
Route kilometres operated	321	0
Number of stations operated	86	0
Subsidy per passenger kilometre (pence)	4.9	9.5
Payments/penalties under SRA incentive regimes (£000s)	(89.4)	-80.0

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	68	18	14	70	4	(-4)
Generic factors						
How TOC deals with delays	20	38	42	26	(-7)	(-6)
Value for money	35	23	41	36	1	(-1)
Station factors						
How staff handle requests	79	7	13	80	2	(-4)
Overall station environment	54	25	21	54	1	2
Ticket buying facilities	59	24	17	62	(-4)	(-4)
Information about train times/platforms	68	14	18	73	3	1
Train factors						
Punctuality/reliability	61	11	28	67	9	2
Length of journey time	76	15	9	75	6	1
Ease of getting on/off	62	24	15	66	(-1)	(-6)
Amount of seats/standing space	43	22	36	53	(-1)	(-7)
Frequency	66	12	21	70	3	2
Cleanliness	46	23	31	51	(-2)	(-6)
Comfort of seats	43	27	30	51	1	(-4)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	88.1	93.7	96.3	1.1	52,867
Q2	78.3	87.9	92.8	2.4	53,689
Q3	77.7	89.4	94.6	1.8	51,745
Q4	81.8	91.0	94.9	1.9	54,484
2002-03	83.9	91.3	94.8	1.9	208,929
2003-04	81.5	90.5	94.7	1.8	212,785
Percentage change between 2002-03 and 2003-04					
	-2.9	-0.9	-0.1	-3.7	1.8

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	23	38%	55%	7%	94%	98%
Q2	28	35%	62%	3%	96%	98%
Q3	24	34%	64%	2%	99%	100%
Q4	17	40%	59%	2%	43%	93%
2002-03	30	31%	66%	3%	91%	98%
2003-04	23	37%	60%	3%	87%	98%
Percentage change between 2002-03 and 2003-04						
	-23.5	16.7	-8.9	21.1	-5.0	-0.9

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2002	2003	Difference	2002	2003	Difference	2002	2003	Difference
North London Lines	16.2%	9.2%	-7.0%	13.4%	4.9%	-8.5%	16.8%	7.1%	-9.7%
Watford Locals	0.0%	2.0%	2.0%	0.0%	0.0%	0.0%	0.0%	1.5%	1.5%
Northampton	1.0%	4.4%	3.4%	0.0%	0.2%	0.2%	0.5%	2.5%	2.0%
Total	8.3%	6.0%	-2.3%	5.6%	2.1%	-3.5%	7.0%	4.2%	-2.8%

8.17 South Central

Note: South Central became Southern on 30 May 2004.

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	2,726.8	2.3
Passenger journeys (million)	116.8	1.7
Timetabled train kilometres (million)	26.8	-0.9
Peak time timetabled train kilometres (million)	3.3	1.5
Route kilometres operated	666	-6.8
Number of stations operated	163	1.2
Subsidy per passenger kilometre (pence)	3.3	1,799.6
Payments/penalties under SRA incentive regimes (£000s)	(12,883.6)	103.2

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	65	20	15	70	(-3)	(-1)
Generic factors						
How TOC deals with delays	26	38	36	26	2	(-3)
Value for money	36	24	40	36	1	(-3)
Station factors						
How staff handle requests	77	8	14	80	3	(-1)
Overall station environment	48	30	21	54	(-2)	(-2)
Ticket buying facilities	56	21	23	62	(-2)	(-5)
Information about train times/platforms	72	15	13	73	(-2)	(-3)
Train factors						
Punctuality/reliability	61	11	28	67	(-1)	0
Length of journey time	72	15	13	75	1	(-2)
Ease of getting on/off	56	22	22	66	0	(-1)
Amount of seats/standing space	50	18	32	53	(-1)	(-2)
Frequency	65	13	22	70	(-2)	(-2)
Cleanliness	45	22	33	51	(-1)	4
Comfort of seats	48	26	26	51	(-1)	(-1)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	84.6	93.8	97.0	0.9	146,736
Q2	81.0	90.9	95.3	1.4	155,770
Q3	74.6	88.6	95.0	1.4	151,790
Q4	80.4	90.7	95.1	1.4	152,729
2002-03	77.2	90.3	95.7	1.0	583,970
2003-04	80.1	91.0	95.6	1.3	607,025
Percentage change between 2002-03 and 2003-04					
	3.8	0.8	-0.1	31.3	3.9

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	33	53%	24%	23%	95%	99%
Q2	29	52%	25%	22%	97%	99%
Q3	26	56%	21%	23%	97%	99%
Q4	22	50%	27%	23%	94%	99%
2002-03	26	52%	26%	21%	94%	99%
2003-04	27	53%	24%	23%	96%	99%
Percentage change between 2002-03 and 2003-04						
	5.2	1.2	-7.4	6.1	1.9	0.4

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2002	2003	Difference	2002	2003	Difference	2002	2003	Difference
Inner	6.4%	4.3%	-2.1%	3.5%	1.5%	-2.0%	5.2%	3.1%	-2.1%
Outer	4.7%	5.5%	0.8%	3.5%	0.3%	-3.2%	3.8%	3.2%	-0.6%
Total	6.9%	4.7%	-2.2%	3.5%	1.1%	-2.4%	4.8%	3.1%	-1.7%

8.18 South Eastern Trains

Note: Was Connex South Eastern until 18 November 2003.

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	3,296.4	-0.1
Passenger journeys (million)	132.8	0.1
Timetabled train kilometres (million)	28.7	1.1
Peak time timetabled train kilometres (million)	5.0	-0.6
Route kilometres operated	774	0
Number of stations operated	178	0
Subsidy per passenger kilometre (pence)	3.8	-
Payments/penalties under SRA incentive regimes (£000s)	(3,009.1)	-

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	63	21	16	70	(-4)	(-2)
Generic factors						
How TOC deals with delays	20	36	44	26	(-3)	1
Value for money	34	25	41	36	(-2)	(-3)
Station factors						
How staff handle requests	78	10	11	80	(-1)	7
Overall station environment	43	31	25	54	(-3)	(-2)
Ticket buying facilities	53	19	28	62	(-3)	2
Information about train times/platforms	66	16	18	73	(-1)	(-1)
Train factors						
Punctuality/reliability	62	12	26	67	1	3
Length of journey time	68	16	16	75	(-1)	0
Ease of getting on/off	65	20	15	66	0	3
Amount of seats/standing space	49	19	32	53	(-1)	4
Frequency	63	14	23	70	(-3)	(-4)
Cleanliness	41	21	37	51	(-2)	0
Comfort of seats	48	27	26	51	(-2)	1

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	84.2	93.2	93.2	1.3	134,213
Q2	79.6	91.1	91.1	1.3	139,000
Q3	74.2	88.7	88.7	1.4	140,703
Q4	82.4	92.0	92.0	1.5	148,284
2002-03	80.1	91.2	95.8	1.4	548,042
2003-04	80.1	91.2	95.8	1.4	562,200
Percentage change					
between 2002-03 and 2003-04	-0.1	0.0	0.0	-4.2	2.6

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	50	42%	17%	41%	99%	100%
Q2	46	40%	16%	44%	99%	100%
Q3	51	44%	15%	40%	100%	100%
Q4	33	51%	22%	26%	100%	100%
2002-03	42	43%	16%	40%	95%	98%
2003-04	45	44%	17%	39%	100%	100%
Percentage change						
between 2002-03 and 2003-04	5.4	1.1	6.4	-3.7	4.3	1.7

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2002	2003	Difference	2002	2003	Difference	2002	2003	Difference
Kent Link (Inner)	1.9%	3.2%	1.3%	0.7%	0.1%	-0.6%	1.3%	1.9%	0.6%
Kent Coast (Outer)	7.4%	2.8%	-4.6%	2.6%	1.3%	-1.3%	5.2%	2.1%	-3.1%
Total	3.3%	3.1%	-0.2%	1.2%	0.5%	-0.7%	2.3%	2.0%	-0.3%

8.19 South West Trains

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	4,290.4	2.5
Passenger journeys (million)	143.5	1.7
Timetabled train kilometres (million)	37.6	0.2
Peak time timetabled train kilometres (million)	5.0	0.7
Route kilometres operated	977	0.2
Number of stations operated	177	0.6
Subsidy per passenger kilometre (pence)	2.7	214.7
Payments/penalties under SRA incentive regimes (£000s)	(10,365.4)	-9.6

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	72	18	11	70	2	3
Generic factors						
How TOC deals with delays	28	41	32	26	(-1)	(-1)
Value for money	37	24	39	36	0	(-1)
Station factors						
How staff handle requests	81	7	10	80	(-2)	(-1)
Overall station environment	59	29	12	54	1	1
Ticket buying facilities	65	18	17	62	1	(-5)
Information about train times/platforms	80	11	9	73	3	5
Train factors						
Punctuality/reliability	68	10	22	67	6	7
Length of journey time	74	14	12	75	1	1
Ease of getting on/off	64	20	16	66	2	0
Amount of seats/standing space	59	17	25	53	4	0
Frequency	72	11	18	70	0	0
Cleanliness	57	20	23	51	2	2
Comfort of seats	54	24	22	51	0	(-1)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	78.0	89.9	95.1	1.2	142,032
Q2	75.8	88.5	94.3	1.3	144,621
Q3	69.9	86.1	93.9	1.8	135,553
Q4	74.0	87.1	93.4	1.7	130,100
2002-03	72.0	86.5	93.8	1.4	566,409
2003-04	74.5	87.9	94.2	1.5	552,306
Percentage change between 2002-03 and 2003-04	3.5	1.6	0.4	7.5	-2.5

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	18	36%	55%	9%	100%	100%
Q2	19	38%	54%	8%	86%	100%
Q3	20	40%	51%	9%	99%	100%
Q4	25	52%	43%	5%	65%	95%
2002-03	22	38%	52%	10%	100%	100%
2003-04	21	43%	50%	7%	85%	98%
Percentage change between 2002-03 and 2003-04	-8.7	11.4	-4.1	-23.3	-14.2	-1.5

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2002	2003	Difference	2002	2003	Difference	2002	2003	Difference
Inner	3.4%	7.3%	3.9%	0.3%	1.7%	1.4%	2.0%	4.8%	2.8%
Outer	2.8%	7.4%	4.6%	5.4%	4.5%	-0.9%	4.0%	5.9%	1.9%
Total	3.2%	7.4%	4.2%	2.4%	2.8%	0.4%	2.7%	5.2%	2.5%

8.20 Thames Trains

Note: Thames Trains became First Great Western Link on 1 April 2004.

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	1,004.3	-1.5
Passenger journeys (million)	36.0	-3.5
Timetabled train kilometres (million)	13.4	-2.0
Peak time timetabled train kilometres (million)	1.4	2.0
Route kilometres operated	581	0
Number of stations operated	71	0
Subsidy per passenger kilometre (pence)	(0.5)	-42.9
Payments/penalties under SRA incentive regimes (£000s)	(4,065.7)	-2.6

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	77	15	8	70	1	3
Generic factors						
How TOC deals with delays	32	35	34	26	3	0
Value for money	41	24	35	36	(-4)	0
Station factors						
How staff handle requests	82	6	11	80	4	2
Overall station environment	58	26	15	54	(-1)	1
Ticket buying facilities	63	18	19	62	(-3)	(-4)
Information about train times/platforms	74	14	12	73	5	1
Train factors						
Punctuality/reliability	75	11	14	67	12	9
Length of journey time	83	11	6	75	7	3
Ease of getting on/off	78	16	7	66	2	0
Amount of seats/standing space	62	18	21	53	2	(-2)
Frequency	74	11	15	70	4	4
Cleanliness	55	20	25	51	2	2
Comfort of seats	59	26	16	51	0	(-1)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	79.3	89.9	94.8	2.2	65,811
Q2	74.7	88.1	94.9	1.5	65,495
Q3	76.7	89.2	95.1	1.7	64,123
Q4	85.5	93.8	97.2	0.9	65,934
2002-03	79.2	90.2	95.5	1.7	266,475
2003-04	79.1	90.2	95.5	1.6	261,363
Percentage change between 2002-03 and 2003-04	-0.2	0.1	0.0	-8.9	-1.9

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source					Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days		
Q1	48	50%	18%	32%	77%	90%		
Q2	58	49%	19%	32%	61%	72%		
Q3	46	51%	18%	30%	47%	53%		
Q4	39	52%	16%	33%	80%	84%		
2002-03	50	44%	16%	40%	77%	92%		
2003-04	48	50%	18%	32%	65%	74%		
Percentage change between 2002-03 and 2003-04	-4.4	15.4	9.3	-20.5	-15.5	-19.3		

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2002	2003	Difference	2002	2003	Difference	2002	2003	Difference
Inner	3.8%	2.8%	-1.0%	3.4%	2.0%	-1.4%	3.5%	2.5%	-1.0%
Outer	1.7%	1.4%	-0.3%	0.2%	0.1%	-0.1%	1.0%	0.8%	-0.2%
Total	2.9%	2.0%	-0.9%	1.6%	0.9%	-0.7%	2.1%	1.5%	-0.6%

8.21 Thameslink

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	1,368.9	-1.3
Passenger journeys (million)	42.5	2.1
Timetabled train kilometres (million)	11.3	-1.4
Peak time timetabled train kilometres (million)	0.9	7.7
Route kilometres operated	203	0
Number of stations operated	27	0
Subsidy per passenger kilometre (pence)	(3.0)	-18.9
Payments/penalties under SRA incentive regimes (£000s)	(2,801.3)	-3.5

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	68	18	14	70	4	0
Generic factors						
How TOC deals with delays	23	39	38	26	3	1
Value for money	37	23	40	36	1	2
Station factors						
How staff handle requests	79	9	12	80	5	1
Overall station environment	50	30	20	54	(-2)	(-1)
Ticket buying facilities	64	19	17	62	3	2
Information about train times/platforms	68	15	17	73	0	0
Train factors						
Punctuality/reliability	65	10	25	67	6	7
Length of journey time	78	13	10	75	4	4
Ease of getting on/off	67	20	12	66	(-2)	(-1)
Amount of seats/standing space	45	20	36	53	(-3)	(-3)
Frequency	73	11	16	70	2	3
Cleanliness	50	24	27	51	2	1
Comfort of seats	45	29	25	51	(-1)	(-2)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	78.2	87.6	92.6	2.8	37,732
Q2	68.6	82.5	91.4	2.4	38,475
Q3	71.3	84.6	93.0	1.8	41,555
Q4	77.8	88.1	93.9	2.3	42,555
2002-03	73.1	85.0	92.0	3.0	151,457
2003-04	74.0	85.7	92.8	2.3	160,317
Percentage change					
between 2002-03 and 2003-04	1.2	0.8	0.8	-23.7	5.8

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	19	64%	25%	11%	98%	98%
Q2	31	56%	36%	8%	95%	97%
Q3	22	71%	16%	13%	98%	99%
Q4	21	58%	31%	10%	96%	98%
2002-03	32	66%	24%	10%	91%	94%
2003-04	23	62%	28%	11%	97%	98%
Percentage change						
between 2002-03 and 2003-04	-27.0	-6.6	15.9	5.3	6.6	4.0

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2002	2003	Difference	2002	2003	Difference	2002	2003	Difference
Inner	6.6%	4.1%	-2.5%	0.3%	0.8%	0.5%	3.4%	2.4%	-1.0%
Outer	3.0%	1.9%	-1.1%	4.4%	3.2%	-1.2%	3.7%	2.5%	-1.2%
Total	3.7%	2.3%	-1.4%	3.6%	2.7%	-0.9%	3.6%	2.5%	-1.1%

8.22 Virgin CrossCountry

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	2,666.3	3.5
Passenger journeys (million)	19.2	7.6
Timetabled train kilometres (million)	26.2	1.0
Route kilometres operated	2,503	-7.6
Number of stations operated	0	0
Subsidy per passenger kilometre (pence)	9.2	15.3
Payments/penalties under SRA incentive regimes (£000s)	(1.7)	-

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	85	9	7	82	5	2
Generic factors						
How TOC deals with delays	51	31	18	52	2	(-2)
Value for money	57	18	25	51	0	3
Station factors						
How staff handle requests	88	5	7	86	1	(-1)
Overall station environment	72	19	9	69	0	5
Ticket buying facilities	79	13	8	77	(-1)	2
Information about train times/platforms	83	10	7	83	2	4
Train factors						
Punctuality/reliability	77	8	15	77	11	12
Length of journey time	83	10	7	81	4	5
Ease of getting on/off	85	10	5	80	2	0
Amount of seats/standing space	68	14	18	71	0	(-4)
Frequency	78	11	11	81	6	3
Cleanliness	90	6	3	80	0	2
Comfort of seats	79	11	10	73	(-1)	(-1)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	61.7	70.1	80.8	0.9	16,323
Q2	60.9	68.3	78.6	1.5	14,622
Q3	61.1	69.6	79.1	1.3	14,853
Q4	73.7	80.7	88.5	0.8	14,976
2002-03	52.2	61.7	72.5	3.7	62,647
2003-04	64.3	72.2	81.7	1.1	60,774
Percentage change					
between 2002-03 and 2003-04	23.4	17.0	12.7	-70.4	-3.0

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	470	48%	47%	5%	81%	93%
Q2	541	43%	44%	13%	57%	98%
Q3	548	38%	34%	27%	50%	89%
Q4	414	39%	30%	31%	87%	99%
2002-03	1,424	25%	28%	47%	50%	78%
2003-04	493	42%	39%	19%	67%	95%
Percentage change						
between 2002-03 and 2003-04	-65.4	66.8	40.6	-60.0	35.7	20.9

8.23 Virgin West Coast

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	2,744.9	-5.3
Passenger journeys (million)	14.9	-1.8
Timetabled train kilometres (million)	24.6	4.6
Route kilometres operated	1,075	-3.6
Number of stations operated	17	0
Subsidy per passenger kilometre (pence)	12.1	85.4
Payments/penalties under SRA incentive regimes (£000s)	(32.2)	-63.4

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	79	11	10	82	3	2
Generic factors						
How TOC deals with delays	50	28	21	52	5	7
Value for money	52	18	29	51	3	5
Station factors						
How staff handle requests	86	4	9	86	(-1)	5
Overall station environment	72	21	8	69	0	3
Ticket buying facilities	79	13	9	77	10	3
Information about train times/platforms	84	9	7	83	3	3
Train factors						
Punctuality/reliability	74	8	18	77	10	(-1)
Length of journey time	74	12	15	81	5	(-3)
Ease of getting on/off	79	15	6	80	3	3
Amount of seats/standing space	69	18	14	71	(-1)	(-4)
Frequency	80	10	10	81	2	1
Cleanliness	78	12	10	80	(-1)	5
Comfort of seats	70	18	13	73	1	5

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	69.6	77.6	86.5	1.2	14,492
Q2	55.8	65.3	76.4	2.7	14,202
Q3	66.1	74.5	84.1	1.1	14,481
Q4	74.6	81.5	89.0	1.5	14,256
2002-03	63.6	73.5	84.6	1.4	58,506
2003-04	66.6	74.8	84.0	1.6	57,431
Percentage change between 2002-03 and 2003-04	4.7	1.7	-0.7	12.0	-1.8

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	486	35%	61%	4%	87%	96%
Q2	974	24%	67%	9%	59%	99%
Q3	997	24%	51%	25%	50%	89%
Q4	736	27%	43%	30%	90%	99%
2002-03	1,278	18%	32%	50%	58%	80%
2003-04	797	27%	55%	18%	68%	96%
Percentage change between 2002-03 and 2003-04	-37.7	45.9	74.4	-64.0	15.7	18.9

8.24 WAGN

Note: The West Anglia part of WAGN became part of the One franchise on 1 April 2004.

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	2,228.3	4.9
Passenger journeys (million)	69.6	4.8
Timetabled train kilometres (million)	19.9	0.6
Peak time timetabled train kilometres (million)	3.5	-0.8
Route kilometres operated	414	0
Number of stations operated	98	0
Subsidy per passenger kilometre (pence)	0.5	-628.8
Payments/penalties under SRA incentive regimes (£000s)	(1,514.5)	-37.6

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	71	18	11	70	1	2
Generic factors						
How TOC deals with delays	25	40	35	26	(-6)	(-4)
Value for money	32	27	41	36	(-4)	1
Station factors						
How staff handle requests	84	7	6	80	4	7
Overall station environment	54	31	15	54	(-2)	6
Ticket buying facilities	68	18	15	62	(-1)	4
Information about train times/platforms	72	14	14	73	9	14
Train factors						
Punctuality/reliability	68	11	21	67	5	11
Length of journey time	81	12	7	75	3	7
Ease of getting on/off	71	19	9	66	(-1)	0
Amount of seats/standing space	53	19	28	53	3	1
Frequency	70	12	17	70	(-2)	4
Cleanliness	47	21	32	51	(-3)	(-4)
Comfort of seats	47	28	25	51	(-2)	(-4)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	86.3	93.5	96.5	1.2	81,732
Q2	82.8	91.2	95.4	1.4	82,642
Q3	79.8	90.3	95.5	1.2	82,302
Q4	86.2	93.2	96.3	1.2	82,610
2002-03	78.7	89.4	94.4	2.2	326,646
2003-04	83.8	92.0	95.9	1.2	329,286
Percentage change					
between 2002-03 and 2003-04	6.4	3.0	1.6	-44.0	0.8

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	36	49%	45%	6%	81%	95%
Q2	37	53%	45%	2%	85%	93%
Q3	32	54%	43%	2%	79%	96%
Q4	22	52%	45%	2%	56%	93%
2002-03	43	54%	43%	3%	95%	98%
2003-04	32	52%	44%	3%	78%	94%
Percentage change						
between 2002-03 and 2003-04	-25.8	-2.9	2.8	11.4	-18.4	-3.4

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2002	2003	Difference	2002	2003	Difference	2002	2003	Difference
Inner	2.1%	1.0%	-1.1%	0.1%	0.3%	0.2%	1.2%	0.7%	-0.5%
Outer	3.3%	2.1%	-1.2%	2.3%	2.3%	0.0%	2.8%	2.2%	-0.6%
Total	2.7%	1.5%	-1.2%	1.3%	1.3%	0.0%	2.0%	1.4%	-0.6%

8.25 Wessex Trains

2003–04 Key statistics

	Total	Percentage change on 2002–03
Passenger kilometres (million)	435.4	9.3
Passenger journeys (million)	10.9	10.5
Timetabled train kilometres (million)	11	-
Route kilometres operated	792	0
Number of stations operated	125	0.8
Subsidy per passenger kilometre (pence)	17.9	32.0
Payments/penalties under SRA incentive regimes (£000s)	(2,767.8)	-56.6

National Passenger Survey results – Spring 2004

(please refer to notes on page 34)

	Spring 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Autumn 2003	since Spring 2003
Overall opinion of journey	82	12	6	81	1	(-3)
Generic factors						
How TOC deals with delays	56	16	28	33	14	8
Value for money	59	19	22	58	(-4)	(-4)
Station factors						
How staff handle requests	87	7	5	85	(-2)	(-3)
Overall station environment	63	25	13	61	0	(-1)
Ticket buying facilities	81	9	10	75	(-4)	5
Information about train times/platforms	82	10	8	75	(-1)	5
Train factors						
Punctuality/reliability	80	10	11	77	8	1
Length of journey time	87	6	6	85	6	(-1)
Ease of getting on/off	77	15	9	81	0	(-4)
Amount of seats/standing space	68	14	18	70	(-1)	(-2)
Frequency	75	11	14	78	1	0
Cleanliness	66	19	15	66	(-2)	3
Comfort of seats	62	24	14	68	(-7)	(-2)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	85.1	92.2	96.4	0.7	32,213
Q2	82.9	90.8	95.3	1.0	34,343
Q3	79.6	89.0	94.5	1.1	32,840
Q4	87.1	93.1	96.5	0.8	33,306
2002-03	81.1	89.5	94.4	1.3	125,876
2003-04	83.7	91.3	95.7	0.9	132,702
Percentage change between 2002-03 and 2003-04	3.2	2.0	1.4	-29.4	5.4

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	64	34%	65%	1%	100%	100%
Q2	72	27%	62%	12%	100%	100%
Q3	64	26%	65%	9%	100%	100%
Q4	63	13%	73%	13%	100%	100%
2002-03	380	7%	15%	79%	100%	100%
2003-04	66	43%	87%	9%	100%	100%
Percentage change between 2002-03 and 2003-04	-82.7	494.0	475.3	-88.9	0.0	0.0

Note:

Telephone calls for Arriva Trains Wales and Wessex Trains cannot be separately identified. They have been allocated half to each operator.

Appendix

1. National Railways

Up to 1994–95 covers services by British Rail. 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:

- 25 Train Operating Companies (TOCs) providing passenger rail services. These were set up in April 1994 as wholly owned subsidiaries of British Rail. The transfer of these TOCs to the private sector was completed in April 1997.
- 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 Leasing Companies (ROSCOs), which own and lease the domestic passenger rolling stock.
- 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:

Long distance operators

Anglia InterCity*
First Great Western
Great North Eastern Railway (GNER)
Midland Mainline
Virgin CrossCountry
Virgin West Coast

London and South East operators

c2c
Chiltern Railways
First Great Eastern
Silverlink
South Central
South Eastern Trains
South West Trains
Thames Trains
Thameslink
West Anglia Great Northern (WAGN)

Regional operators

Anglia Locals*
Arriva Trains Northern
Arriva Trains Wales
Central Trains
First North Western
Gatwick Express
Island Line
Merseyrail
ScotRail
TransPennine Express
Wessex Trains

*Anglia Railway services are classified under regional operators where they cannot be identified as InterCity services.

4. Railway periods

Train operators report figures in 'periods'. Periods are four weeks long, with 13 periods making an annual figure. Some quarterly results require apportionment of these data.

5. Abbreviations and symbols used

p	Provisional
..	Not available
-	Not applicable
-----	Break in series
CHP	Complaint Handling Procedure
DfT	Department for Transport
MAA	Moving Annual Average
NTKMs	Net tonne kilometres
ONS	Office for National Statistics
PTE	Passenger Transport Executive
RPI	Retail Price Index

Notes

Notes

