



NATIONAL RAIL TRENDS 2007-2008 QUARTER TWO



OFFICE OF RAIL REGULATION

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Introduction

This edition of *National Rail Trends* covers July to September – Quarter Two (Q2) – of the financial year 2007–08, and includes an update of rail usage and performance data. Data are quarterly and/or annual and should always be used in conjunction with the notes and definitions. Additional notes, such as a description of sector classifications, are included in the *Appendix*.

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

All data for One in *Chapter 1 Rail Usage*, are included in the London and South East sector, since they cannot be identified separately. Elsewhere, data for One (InterCity) services are included under long-distance operators with all other One services included in London and South East operators. For Public Performance Measure (PPM), the One (InterCity) services operate on a ten-minute PPM regime and are therefore given separately.

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

Changes to the publication

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

Non-franchised passenger trains

Non-franchised passenger train data are not included in the tables and charts in *Chapter 1 Rail usage*.

Contacts

Media enquiries:

Office of Rail Regulation (ORR) Communications team can be contacted via the ORR website:

<http://www.rail-reg.gov.uk/contact>

Content enquiries:

The Rail Statistics team can be contacted via the ORR Rail Statistics website:

http://www.rail-reg.gov.uk/nrt_team

Quarter dates

Q1 - April, May and June

Q2 - July, August and September

Q3 - October, November and December

Q4 - January, February and March

Revisions

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

Rounding

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

Historic data

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

Executive summary

Key Results: 2007–08 Q2

- In the second quarter of 2007–08 the total passenger kilometers moving annual average was 12.0 billion passenger kilometers.
- In 2007–08 Q2 the total passenger journeys moving annual average was 300 million passenger journeys.
- The total passenger revenue moving annual average was £1,333 million in the second quarter of 2007–08.
- The Public Performance Measure moving annual average at the end of the second quarter of 2007–08 was 88.8%, an increase of 1.3 percentage points from 2006–07 Q2. This is compared to a 2.3 percentage point increase between 2005–06 Q2 and 2006–07 Q2.
- For the second quarter of 2007–08 the complaints rate was 67 per 100,000 passenger journeys, a 7% decrease on 2006–07 Q2.
- Total freight moved in 2007–08 Q2 was 5.2 billion net tonne kilometres, a 9.4% decrease on 2006–07 Q2. This is compared to a 1.7% increase between 2005–06 Q2 and 2006–07 Q2.
- In the second quarter of 2007–08 the amount of freight lifted was 25.3 million tonnes, this included 10.2 million tonnes of coal lifted.
- The average age of rolling stock for all operators was 14.2 years in 2007–08 Q2.

1 Rail usage

Key results 2007–08 Q2

- In the second quarter of 2007–08 the total passenger kilometers moving annual average was 12.0 billion passenger kilometers.
- The number of passenger kilometres by ordinary fares and season tickets was 8.8 and 3.5 billion kilometers, respectively, in 2007–08 Q2.
- For passenger kilometres by sector the London and South-East operators increased by 7.9% from 5.4 billion kilometres in 2006–07 Q2 to 5.8 billion kilometres in 2007–08 Q2. This is compared to an increase of 9.0% between 2005–06 Q2 and 2006–07 Q2.
- For the long-distance operators passenger kilometers increased by 7.0% from 3.9 billion kilometers in 2006–07 Q2 to 4.2 billion kilometers in 2007–08 Q2. This is compared to an increase of 13.4% between 2005–06 Q2 and 2006–07 Q2.
- In the second quarter of 2007–08 the total passenger journeys moving annual average was 300 million passenger journeys.
- Ordinary fare paying passengers made 165 million journeys and season ticket holders made 135 million journeys in 2007–08 Q2.
- Between 2006–07 Q2 and 2007–08 Q2 London and South East operators saw an increase of 11.5% in passenger journeys, from 182 million to 202 million passenger journeys. This is compared to an increase of 5.9% between 2005–06 Q2 and 2006–07 Q2.
- Between 2006–07 Q2 and 2007–08 Q2 long-distance operators saw an increase of 7.1% in passenger journeys, from 24 million to 26 million passenger journeys. This is compared to an increase of 13.1% between 2005–06 Q2 and 2006–07 Q2.
- In the second quarter of 2007–08 the total passenger revenue moving annual average was £1,333 million.
- In 2007–08 Q2 passenger revenue by ordinary ticket holders was £1,034 million and by season ticket holders was £333 million.
- For the London and South East operators passenger revenue increased by 13.2% from £589 million in 2006–07 Q2 to £666 million in 2007–08 Q2. This is compared to a 13.9% increase between 2005–06 Q2 and 2006–07 Q2.
- Between 2006–07 Q2 and 2007–08 Q2 long-distance operators saw an increase of 12.1% in passenger revenue, from £445 million to £499 million. This is compared to an increase of 18.7% between 2005–06 Q2 and 2006–07 Q2.

- In the second quarter of 2007–08 the revenue per passenger kilometer was 11 pence per kilometer, an increase of 5.1% between 2006–07 Q2 and 2007–08 Q2. This is compared to an increase of 4.8% between 2005–06 Q2 and 2006–07 Q2.
- Revenue per journey was £4.56 in 2007–08 Q2, an increase of 4.8% from 2006–07 Q2 to 2007–08 Q2. This is compared to an increase of 6.5% between 2005–06 Q2 and 2006–07 Q2.
- In 2007–08 Q2 there were 117.8 million timetabled train kilometres taken by all operators.

Methodology for passenger journeys and kilometres data

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

Journeys datasets in LENNON

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

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

1.1 Passenger kilometres

Notes:

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

New methodology has been applied to the 2007–08 data, to improve the categorisation of ticket type. Therefore, direct comparisons between 2007–08 and earlier years should not be made.

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

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

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

Table 1.1a Passenger kilometres by ticket type

Great Britain 2002–03 to 2007–08 Q2 (billions)

		Ordinary fares	Season tickets	Total passenger kilometres	Total passenger kilometres (MAA)
2002-03		28.4	11.3	39.7	
2003-04		28.9	12.0	40.9	
2004-05		29.4	12.4	41.8	
2005-06		30.0	13.2	43.2	
2006-07		32.5	14.0	46.5	
2002-03	Q1	7.1	2.8	9.9	9.8
	Q2	7.6	2.6	10.1	9.8
	Q3	7.1	2.9	10.0	9.8
	Q4	6.7	3.0	9.7	9.9
2003-04	Q1	7.3	2.7	10.0	10.0
	Q2	7.4	3.1	10.4	10.0
	Q3	7.3	2.9	10.2	10.1
	Q4	6.9	3.3	10.2	10.2
2004-05	Q1	7.2	2.9	10.2	10.3
	Q2	7.4	3.1	10.6	10.3
	Q3	7.7	3.0	10.8	10.4
	Q4	7.0	3.2	10.3	10.4
2005-06	Q1	7.6	3.2	10.8	10.6
	Q2	7.2	3.4	10.6	10.6
	Q3	8.0	3.1	11.1	10.7
	Q4	7.2	3.5	10.7	10.8
2006-07	Q1	7.9	3.2	11.2	10.9
	Q2	8.1	3.5	11.5	11.1
	Q3	8.3	3.5	11.8	11.3
	Q4	8.2	3.7	11.9	11.6
2007-08	Q1	8.3	3.6	11.8	11.8
	Q2	8.8	3.5	12.3	12.0

Sources: LENNON database and ATOC

Notes:

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

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

Refer to *Appendix* for details of sector classification.

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

Table 1.1b Passenger kilometres by sector

Great Britain 2002–03 to 2007–08 Q2 (billions)

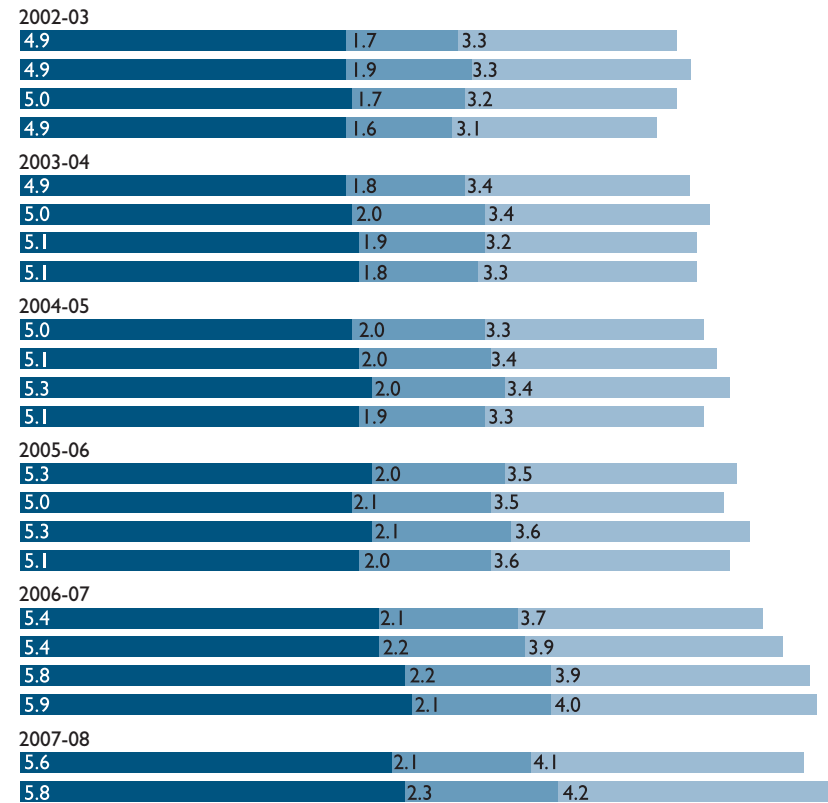
		Long-distance operators	London and SE operators	Regional operators	Total passenger kilometres
2002-03		12.9	19.8	6.9	39.7
2003-04		13.3	20.1	7.5	40.9
2004-05		13.4	20.5	7.9	41.8
2005-06		14.2	20.7	8.3	43.2
2006-07		15.5	22.4	8.6	46.5
2002-03	Q1	3.3	4.9	1.7	9.9
	Q2	3.3	4.9	1.9	10.1
	Q3	3.2	5.0	1.7	10.0
	Q4	3.1	4.9	1.6	9.7
2003-04	Q1	3.4	4.9	1.8	10.0
	Q2	3.4	5.0	2.0	10.4
	Q3	3.2	5.1	1.9	10.2
	Q4	3.3	5.1	1.8	10.2
2004-05	Q1	3.3	5.0	2.0	10.2
	Q2	3.4	5.1	2.0	10.6
	Q3	3.4	5.3	2.0	10.8
	Q4	3.3	5.1	1.9	10.3
2005-06	Q1	3.5	5.3	2.0	10.8
	Q2	3.5	5.0	2.1	10.6
	Q3	3.6	5.3	2.1	11.1
	Q4	3.6	5.1	2.0	10.7
2006-07	Q1	3.7	5.4	2.1	11.2
	Q2	3.9	5.4	2.2	11.5
	Q3	3.9	5.8	2.2	11.8
	Q4	4.0	5.9	2.1	11.9
2007-08	Q1	4.1	5.6	2.1	11.8
	Q2	4.2	5.8	2.3	12.3
Percentage change 2007-08 Q2 on 2006-07 Q2		7.0	7.9	2.7	6.6

Sources: LENNON database and ATOC

Chart 1.1a Passenger kilometres

Great Britain quarterly data 2002–2003 to 2007–08 Q2 (billions)

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



Sources: LENNON database and ATOC

1.2 Passenger journeys

Notes:

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

New methodology has been applied to the 2007–08 data, to improve the categorisation of ticket type. Therefore, direct comparisons between 2007–08 and earlier years should not be made.

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

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

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

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

Table 1.2a Passenger journeys by ticket type

Great Britain 2002–03 to 2007–08 Q2 (millions)

		Ordinary fares	Season tickets	Total passenger journeys	Total passenger journeys (MAA)
2002-03		564	412	976	
2003-04		561	451	1,012	
2004-05		579	466	1,045	
2005-06		585	498	1,082	
2006-07		620	543	1,164	
2002-03	Q1	138	101	239	240
	Q2	148	93	241	241
	Q3	143	107	251	241
	Q4	134	111	245	244
2003-04	Q1	141	102	243	245
	Q2	135	115	250	247
	Q3	150	110	260	249
	Q4	136	123	259	253
2004-05	Q1	143	110	253	255
	Q2	139	119	258	257
	Q3	156	116	272	261
	Q4	140	121	261	261
2005-06	Q1	151	119	270	265
	Q2	134	127	261	266
	Q3	163	120	283	269
	Q4	136	132	268	271
2006-07	Q1	151	125	276	272
	Q2	141	139	280	277
	Q3	164	137	301	281
	Q4	165	143	307	291
2007-08	Q1	152	139	291	295
	Q2	165	135	300	300

Sources: LENNON database and ATOC

Notes:

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

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

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

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

Table 1.2b Passenger journeys by sector

Great Britain 2002–03 to 2007–08 Q2 (millions)

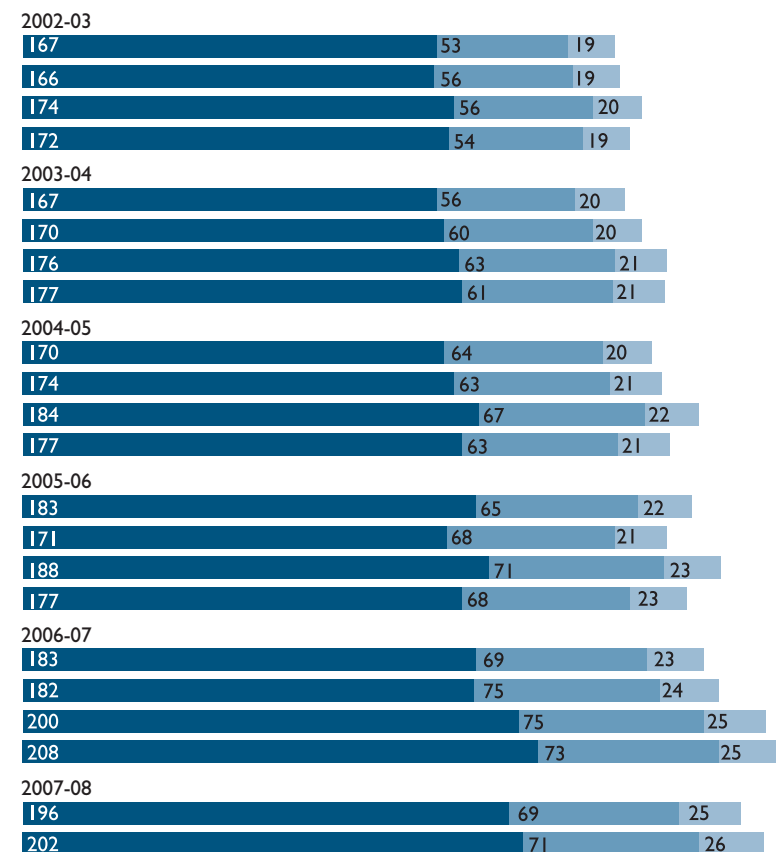
		Long-distance operators	London and SE operators	Regional operators	Total passenger journeys
2002-03		77	679	219	976
2003-04		81	690	240	1,012
2004-05		84	704	256	1,045
2005-06		89	720	273	1,082
2006-07		98	773	292	1,164
2002-03	Q1	19	167	53	239
	Q2	19	166	56	241
	Q3	20	174	56	251
	Q4	19	172	54	245
2003-04	Q1	20	167	56	243
	Q2	20	170	60	250
	Q3	21	176	63	260
	Q4	21	177	61	259
2004-05	Q1	20	170	64	253
	Q2	21	174	63	258
	Q3	22	184	67	272
	Q4	21	177	63	261
2005-06	Q1	22	183	65	270
	Q2	21	171	68	261
	Q3	23	188	71	283
	Q4	23	177	68	268
2006-07	Q1	23	183	69	276
	Q2	24	182	75	280
	Q3	25	200	75	301
	Q4	25	208	73	307
2007-08	Q1	25	196	69	291
	Q2	26	202	71	300
Percentage change 2007-08 Q2 on 2006-07 Q2		7.1	11.5	-4.3	6.9

Sources: LENNON database and ATOC

Chart 1.2a Passenger journeys

Great Britain quarterly data 2002-03 to 2007-08 Q2 (millions)

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



Sources: LENNON database and ATOC

Note: South West Trains includes the former Regional operator Island Line and First Great Western includes the former Regional operator Wessex.

1.3 Passenger revenue

Notes:

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

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

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

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

New methodology has been applied to the 2007–08 data, to improve the categorisation of ticket type. Therefore, direct comparisons between 2007–08 and earlier years should not be made.

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

Table 1.3a Passenger revenue by ticket type

Great Britain 2002–03 to 2007–08 Q2 (£ millions)

	Ordinary fares	Season tickets	Total passenger revenue	Total passenger revenue (MAA)
2002-03	2,693	970	3,663	
2003-04	2,890	1,011	3,901	
2004-05	3,088	1,071	4,158	
2005-06	3,323	1,170	4,493	
2006-07	3,744	1,294	5,038	
2002-03				
Q1	665	237	902	896
Q2	692	222	914	899
Q3	681	250	930	904
Q4	656	260	916	916
2003-04				
Q1	713	229	943	926
Q2	718	262	980	942
Q3	734	240	974	953
Q4	725	280	1,005	975
2004-05				
Q1	746	251	997	989
Q2	750	275	1,025	1,000
Q3	819	266	1,085	1,028
Q4	772	280	1,053	1,040
2005-06				
Q1	837	279	1,116	1,069
Q2	772	295	1,067	1,080
Q3	867	280	1,147	1,095
Q4	848	316	1,164	1,123
2006-07				
Q1	900	294	1,194	1,143
Q2	890	329	1,219	1,181
Q3	967	319	1,286	1,216
Q4	986	353	1,339	1,259
2007-08				
Q1	1,000	339	1,339	1,296
Q2	1,034	333	1,366	1,333

Sources: LENNON database and ATOC

Notes:

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

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

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

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

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

Table 1.3b Passenger revenue by sector

Great Britain 2002–03 to 2007–08 Q2 (£ millions)

		Long-distance operators	London and SE operators	Regional operators	Total passenger revenue
2002-03		1,279	1,848	535	3,663
2003-04		1,384	1,932	585	3,901
2004-05		1,465	2,059	634	4,158
2005-06		1,609	2,197	687	4,493
2006-07		1,793	2,509	735	5,038
2002-03	Q1	318	454	131	902
	Q2	318	456	141	914
	Q3	326	469	135	930
	Q4	318	470	129	916
2003-04	Q1	337	466	140	943
	Q2	349	478	152	980
	Q3	340	485	149	974
	Q4	357	503	144	1,005
2004-05	Q1	351	492	153	997
	Q2	357	507	161	1,025
	Q3	382	537	165	1,085
	Q4	375	523	155	1,053
2005-06	Q1	404	544	168	1,116
	Q2	375	517	175	1,067
	Q3	407	563	177	1,147
	Q4	424	573	167	1,164
2006-07	Q1	436	582	176	1,194
	Q2	445	589	185	1,219
	Q3	467	630	189	1,286
	Q4	444	709	185	1,339
2007-08	Q1	498	650	191	1,339
	Q2	499	666	201	1,366
Percentage change 2007-08 Q2 on 2006-07 Q2		12.1	13.2	8.5	12.1

Sources: LENNON database and ATOC

Notes:

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

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

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

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

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

Table 1.3c Revenue per passenger kilometre and per journey

Great Britain 2002–03 to 2007–08 Q2

	Total passenger kilometres (billions)	Total passenger journeys (millions)	Total passenger revenue (£millions)	Revenue per passenger kilometre (£/km)	Revenue per journey (£/journey)
2002-03	39.7	976	3,663	0.09	3.75
2003-04	40.9	1,012	3,901	0.10	3.86
2004-05	41.8	1,045	4,158	0.10	3.98
2005-06	43.2	1,082	4,493	0.10	4.15
2006-07	46.5	1,164	5,038	0.11	4.33
2002-03 Q1	9.9	239	902	0.09	3.78
Q2	10.1	241	914	0.09	3.79
Q3	10.0	251	930	0.09	3.71
Q4	9.7	245	916	0.09	3.74
2003-04 Q1	10.0	243	943	0.09	3.87
Q2	10.4	250	980	0.09	3.92
Q3	10.2	260	974	0.10	3.75
Q4	10.2	259	1,005	0.10	3.88
2004-05 Q1	10.2	253	997	0.10	3.93
Q2	10.6	258	1,025	0.10	3.97
Q3	10.8	272	1,085	0.10	3.99
Q4	10.3	261	1,053	0.10	4.03
2005-06 Q1	10.8	270	1,116	0.10	4.13
Q2	10.6	261	1,067	0.10	4.08
Q3	11.1	283	1,147	0.10	4.06
Q4	10.7	268	1,164	0.11	4.34
2006-07 Q1	11.2	276	1,194	0.11	4.33
Q2	11.5	280	1,219	0.11	4.35
Q3	11.8	301	1,286	0.11	4.28
Q4	11.9	307	1,339	0.11	4.36
2007-08 Q1	11.8	291	1,339	0.11	4.60
Q2	12.3	300	1,366	0.11	4.56
Percentage change 2007-08 Q2 on 2006-07 Q2	6.6	6.9	12.1	5.1	4.8

Sources: LENNON database and ATOC

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

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

Notes:

Due to the merger of the First Great Western, First Great Western Link and Wessex Trains franchises in April 2006 to form the First Greater Western franchise, care should be taken when comparing results for 2007–08 with earlier years.

South West Trains includes the former Regional operator Island Line.

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

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

Table 1.4 Timetabled train kilometres by sector

Great Britain 2002–2003 to 2007–08 Q2 (millions)

		Long-distance operators	London and SE operators total (inc peak)	London and SE operators peak only	Regional operators	All operators
2002-03		95.2	184.3	25.2	163.7	443.3
2003-04		96.5	184.8	25.3	165.0	446.2
2004-05		99.1	191.9	25.9	167.5	458.4
2005-06		97.5	194.8	26.3	170.9	463.2
2006-07		123.9	181.8	25.0	158.5	464.2
2002-03	Q1	22.1	46.2	6.2	40.9	109.2
	Q2	22.8	46.5	6.3	41.7	111.0
	Q3	25.4	46.3	6.4	41.1	112.9
	Q4	24.8	45.2	6.2	40.1	110.2
2003-04	Q1	24.8	46.0	6.3	40.8	111.6
	Q2	24.7	46.7	6.4	41.5	112.9
	Q3	23.3	46.3	6.4	41.5	111.1
	Q4	23.6	45.9	6.3	41.1	110.5
2004-05	Q1	24.4	45.9	6.3	41.9	112.2
	Q2	24.2	48.2	6.4	41.0	113.4
	Q3	25.7	48.9	6.6	42.4	117.1
	Q4	24.8	48.8	6.6	42.2	115.7
2005-06	Q1	24.4	49.0	6.7	42.7	116.1
	Q2	24.4	48.9	6.6	43.1	116.4
	Q3	24.4	48.9	6.5	43.1	116.4
	Q4	24.4	47.9	6.5	42.1	114.3
2006-07	Q1	30.9	45.2	6.2	39.5	115.7
	Q2	31.3	46.0	6.3	39.9	117.1
	Q3	31.2	45.7	6.3	39.7	116.6
	Q4	30.6	44.8	6.2	39.3	114.8
2007-08	Q1	33.3	44.0	5.6	39.9	117.1
	Q2	33.5	44.3	5.6	40.1	117.8

Source: Department for Transport

Notes:

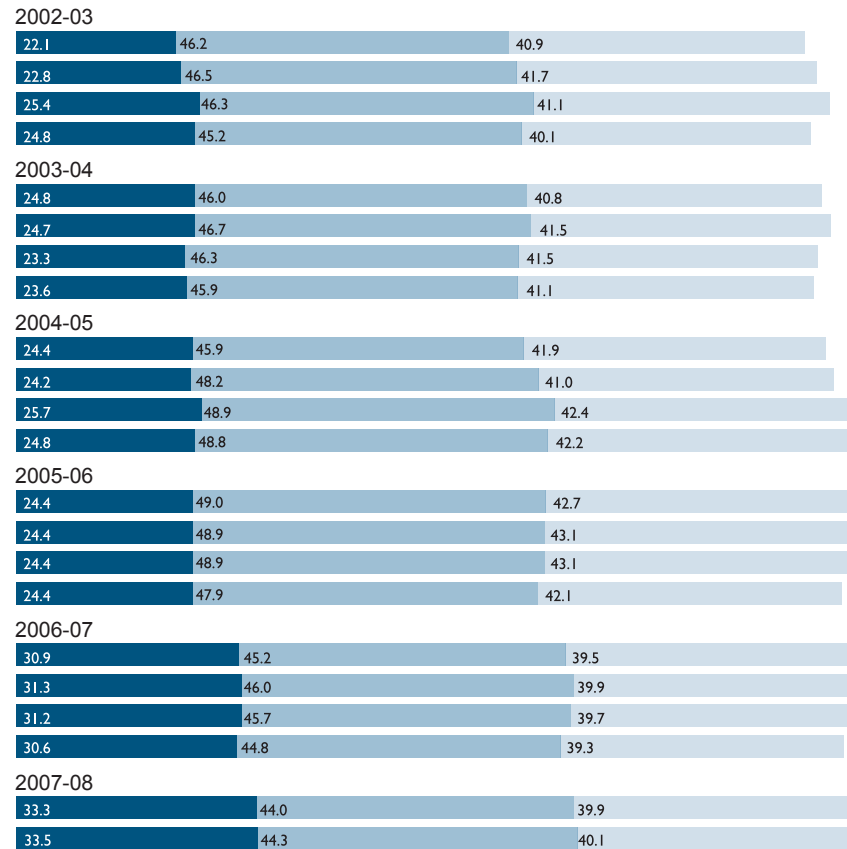
The new First Greater Western franchise cannot be disaggregated for the ‘timetabled train kilometres’ metric. Therefore all First Greater Western services appear in the long-distance sector, and this has resulted in a break in the long distance, regional and all operators series between 2005–06 Q4 and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

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

Chart 1.4 Timetabled train kilometres

Great Britain quarterly data 2002–03 to 2007–08 Q2 (millions)

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



Source: Department for Transport

2 Rail performance

Key results 2007-08 Q2

- The Public Performance Measure (PPM) moving annual average for the second quarter of 2007–08 was **88.8%**, an increase of **1.3 percentage points** from 2006–07 Q2. This is compared to a 2.3 percentage point increase between 2005–06 Q2 and 2006–07 Q2.
- Some 90.7% of regional operators' trains ran on time in the second quarter of 2007–08, a **2.9 percentage point increase** on the same quarter in 2006–07. Between 2005–06 Q2 and 2006–07 Q2 there was a **2.2 percentage point increase** in the PPM of regional operators.
- For the second quarter of 2007–08 the complaints rate was **67 per 100,000** passenger journeys, a **7% decrease** on 2006–07 Q2.
- Train service performance was responsible for **47%** of complaints in 2007–08 Q2 and fares, retailing and refunds accounted for **16%** of complaints.
- In 2007–08 Q2 NRES took **5.7 million** calls, a decrease of **23.3%** on 2006–07 Q2.

2.1 Public performance measure (PPM)

Background

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

Methodology

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

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

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

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

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

Notes:

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

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

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

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

Table 2.1a Public performance measure

Percentage of trains arriving on time Great Britain 2002–03 to 2007–08 Q2

	Long-distance operators	London & SE operators (inc peak)	London & SE operators Peak Only	Regional operators	All operators	PPM MAA
2002-03	70.6	78.9	75.7	80.5	79.2	
2003-04	73.4 ^f	80.5	77.9	82.8	81.2	
2004-05	79.1	84.7	81.9	82.6	83.6	
2005-06	82.2	87.9	84.8	85.0	86.4	
2006-07	84.9	88.8	86.1	87.6	88.1	
2002-03						
Q1	76.3	83.0	80.7	83.7	83.0	78.6
Q2	72.7	82.2	82.4	80.3	80.9	79.0
Q3	74.5	71.7	65.7	74.4	72.3	79.3
Q4	73.0	79.3	73.9	83.0	80.5	79.2
2003-04						
Q1	74.5	84.0	83.0	85.7	84.3	79.5
Q2	66.9	79.7	79.3	83.7	80.8	79.5
Q3	71.7	76.3	72.1	77.2	76.4	80.5
Q4	80.7	82.1	77.3	84.6	83.1	81.2
2004-05						
Q1	80.5	84.5	82.0	84.9	84.5	81.2
Q2	79.0	84.4	83.9	82.2	83.2	81.8
Q3	75.8	81.9	77.7	78.8	80.3	82.8
Q4	81.3	88.0	83.9	84.6	86.2	83.6
2005-06						
Q1	81.6	89.1	87.1	86.1	87.5	84.3
Q2	82.6	88.5	86.5	85.6	87.0	85.2
Q3	77.6	83.2	77.9	79.5	81.3	85.5
Q4	87.0	90.8	87.7	89.0	89.8	86.4
2006-07						
Q1	88.1	91.4	90.2	89.5	90.4	87.1
Q2	83.4	89.6	88.7	87.8	88.5	87.5
Q3	82.9	85.2	80.6	84.4	84.7	88.4
Q4	85.2	89.0	84.9	88.8	88.7	88.1
2007-08						
Q1	86.3	91.9	90.9	90.2	90.8	88.2
Q2	86.1	91.5	90.5	90.7	90.8	88.8
Percentage point change 2007-08 Q2 on 2006-07 Q2	2.7	1.9	1.8	2.9	2.3	1.3

Source: Network Rail

^f Figure has been updated.

Notes:

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

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

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

First Capital Connect was formerly Thameslink and WAGN.

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

Table 2.1b Public performance measure by TOC

Percentage of trains arriving on time Great Britain 2006–07 Q2 and 2007–08 Q2

	2007-08 Q2	2006-07 Q2	MAA to 30 Sep 2007	MAA to 30 Jun 2007
Arriva Trains Wales	92.3	85.7	90.7	89.0
c2c	94.8	94.5	94.2	94.1
Central Trains	86.7	82.8	85.9	84.9
Chiltern Railways	94.5	92.7	94.3	93.8
First Capital Connect	90.5	88.7	88.6	88.2
First Great Western	83.0	82.3	82.7	82.6
First ScotRail	93.0	91.0	89.6	89.0
Gatwick Express	92.2	92.7	90.0	90.1
GNER	82.5	81.9	80.9	80.7
Merseyrail	95.5	91.8	93.6	92.6
Midland Mainline	90.9	90.6	92.1	92.1
Northern	90.0	87.4	87.8	87.1
One	90.8	87.5	88.7	87.8
Silverlink	92.0	90.5	91.4	91.0
Southeastern	92.6	91.5	89.0	88.7
Southern	91.1	90.7	89.1	89.0
South West Trains	93.3	90.5	90.9	90.2
TransPennine Express	93.1	88.2	90.7	89.4
Virgin CrossCountry	86.4	80.9	84.3	82.9
Virgin West Coast	87.6	86.0	86.1	85.7
Non-franchised operator - Hull Trains	82.5	87.2	85.6	86.8 ^f
Peak services				
c2c	97.8	95.7	94.4	93.9
Chiltern Railways	93.0	89.7	92.2	91.4
First Capital Connect	89.0	87.1	86.2	85.7
First Great Western	71.0	74.6	70.4	71.4
One	89.9	85.2	86.0	84.8
Silverlink	93.6	92.8	92.0	91.8
Southeastern	91.1	90.6	84.9	84.7
Southern	90.8	90.6	87.4	87.4
South West Trains	92.3	89.7	88.3	87.6

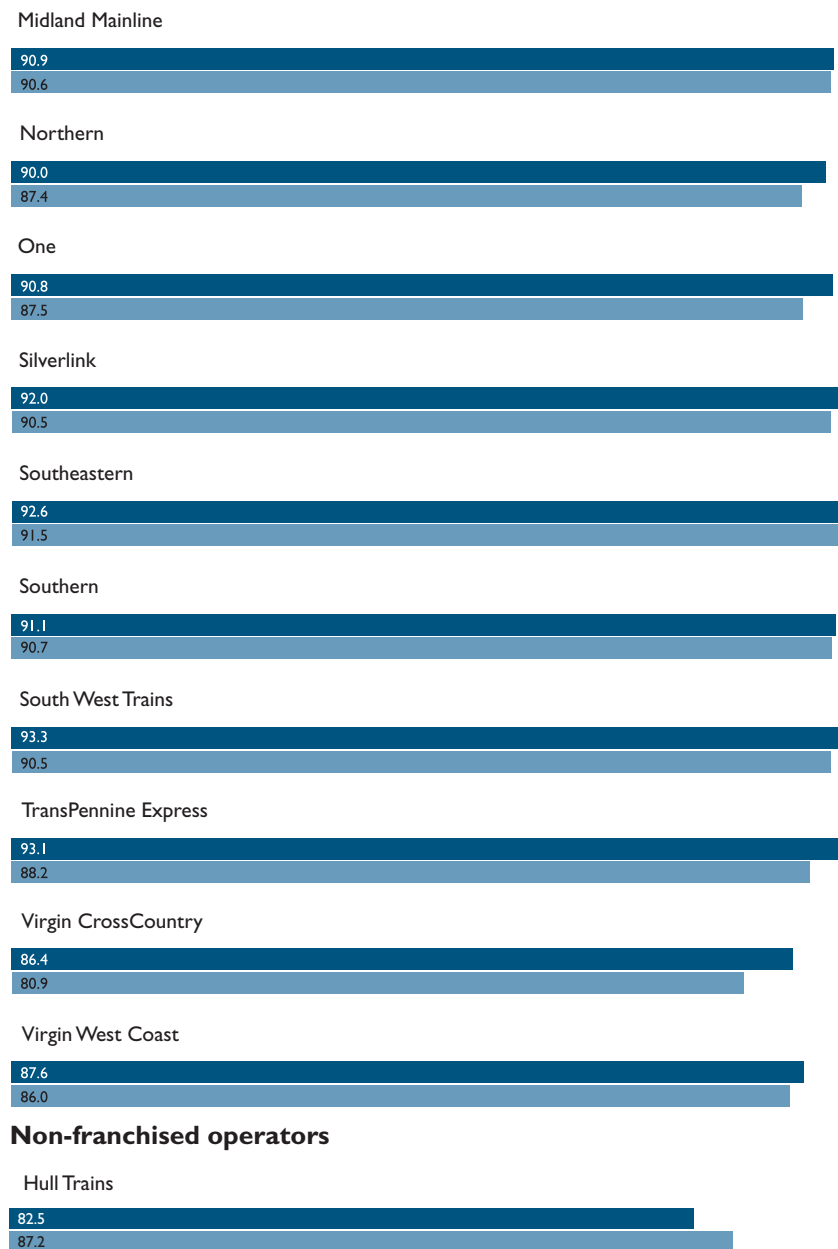
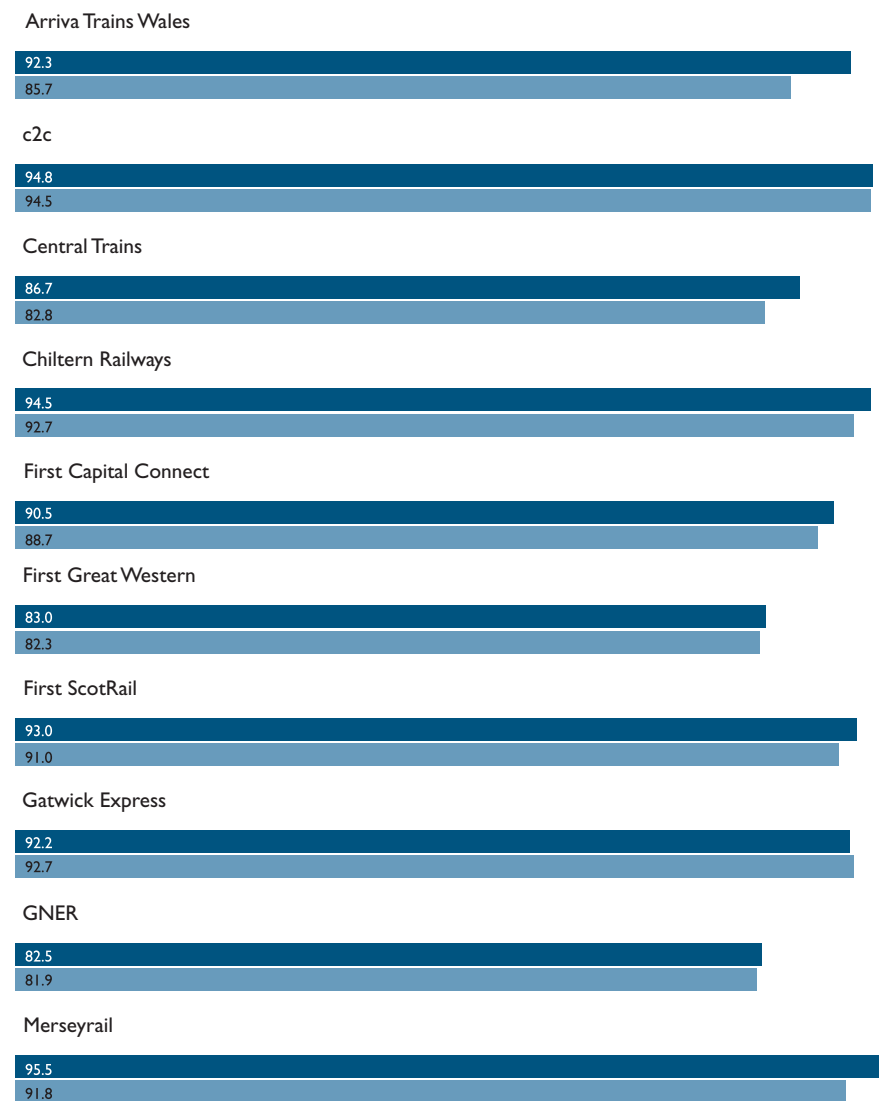
Source: Network Rail and Hull Trains

^f Figure has been updated.

Chart 2.1b Public performance measure by TOC

Percentage of trains arriving on time Great Britain 2006–07 Q2 and 2007–08 Q2

■ PPM 2007–08 Q2 ■ PPM 2006–07 Q2



2.2 Rail complaints

Background

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

Methodology

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

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

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

Other comments

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

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

Table 2.2a Complaints rate

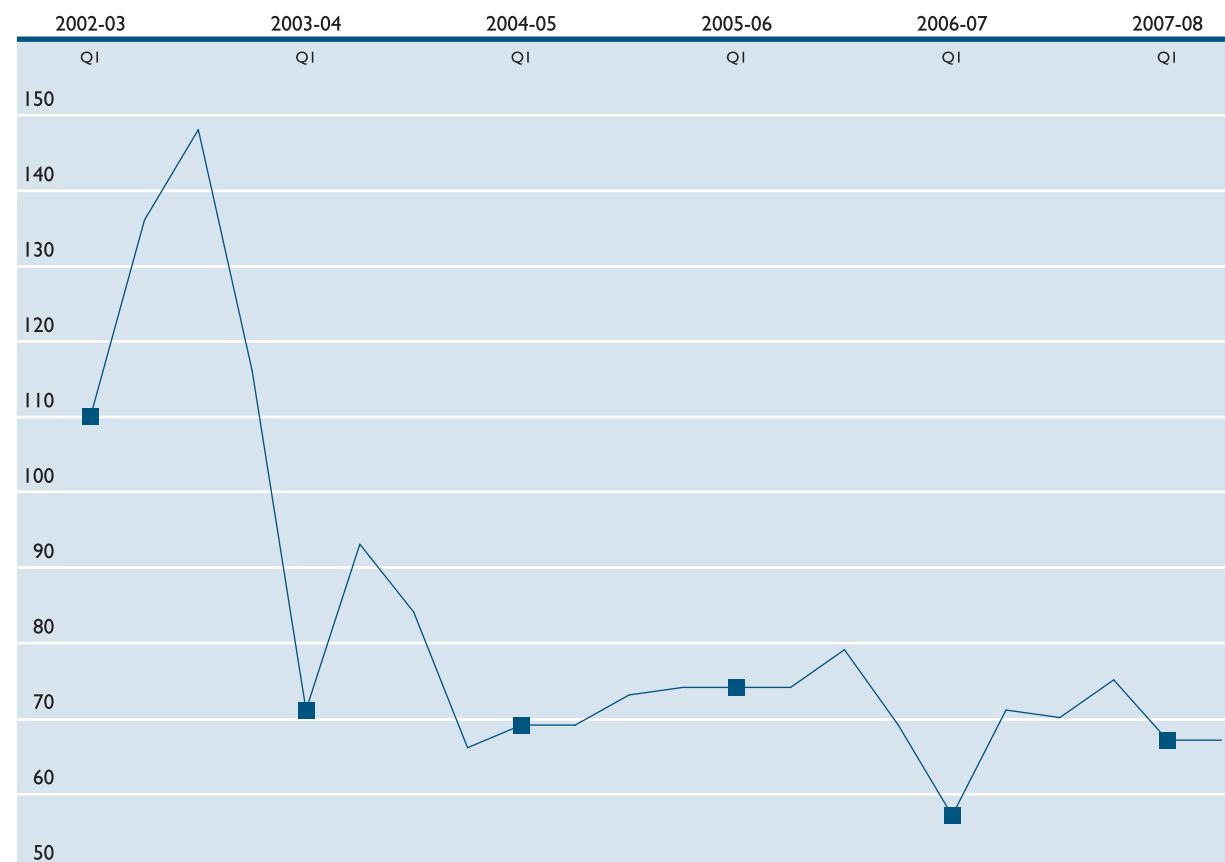
Rate per 100,000 passenger journeys Great Britain 2002-03 to 2007-08 Q2

All operators		
2002-03		128
2003-04		79
2004-05		71
2005-06		74
2006-07		69
2002-03	Q1	110
	Q2	136
	Q3	148
	Q4	116
2003-04	Q1	71
	Q2	93
	Q3	84
	Q4	66
2004-05	Q1	69
	Q2	69
	Q3	73
	Q4	74
2005-06	Q1	74
	Q2	74
	Q3	79
	Q4	69
2006-07	Q1	57
	Q2	71
	Q3	70
	Q4	75
2007-08	Q1 ^r	67
	Q2	67
Percentage change 2007-08 Q2 on 2006-07 Q2		-7

Source: Department for Transport

^r Figure has been updated.**Chart 2.2a Complaints rate**

Rate per 100,000 passenger journeys Great Britain 2002-03 Q1 to 2007-08 Q2

**Notes:**

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

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

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

Table 2.2b TOC complaints rate

Complaints per 100,000 passenger journeys Great Britain 2006–07 Q2 to 2007–08 Q2

Operator	2006-07 Q2	2006-07 Q3	2006-07 Q4	2007-08 Q1 [†]	2007-08 Q2	Percentage change 2007-08 Q2 on 2006-07 Q2
Arriva Trains Wales	341	291	369	335	372	9
c2c	16	54	21	36	13	-21
Central Trains	84	74	56	54	63	-25
Chiltern Railways	84	51	77	51	53	-37
First Capital Connect	70	76	63	40	87	23
First Great Western	204	176	224	125	166	-19
First ScotRail	35	40	59	36	29	-19
Gatwick Express	49	28	63	44	45	-9
GNER	466	333	370	283	392	-16
Merseyrail	27	40	41	37	41	49
Midland Mainline	130	124	125	117	140	8
Northern	27	37	34	32	38	40
One	59	35	41	37	33	-45
Silverlink	19	17	20	16	14	-27
Southeastern	15	25	22	14	13	-11
Southern	28	25	12	8	8	-71
South West Trains	9	12	11	8	7	-28
TransPennine Express	39	67	57	44	98	148
Virgin CrossCountry	307	300	347	231	245	-20
Virgin West Coast	386	522	745	339	288	-26

Source: Department for Transport

Note:[†] Figures have been updated.

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

Percentage of complaints answered within CHP target Great Britain 2006–07 Q2 to 2007–08 Q2

Operator	2006-07 Q2	2006-07 Q3	2006-07 Q4	2007-08 Q1 ^r	2007-08 Q2	Full year 2006-07	Complaints handling procedure response time
Arriva Trains Wales	96	29	82	54	46	76	10 working days
c2c	96	99	100	100	99	99	15 working days
Central Trains	91	91	95	97	93	93	15 working days
Chiltern Railways	99	99	98	100	100	98	10 working days
First Capital Connect	86	86	88	89	74	89	5 working days
First Great Western	85	85	75	87	76	81	5 working days
First ScotRail	91	91	91	97	89	93	10 working days
Gatwick Express	87	87	92	96	99	90	10 working days
GNER	40	40	81	96	59	69	20 working days
Merseyrail	99	99	97	99	94	97	20 working days
Midland Mainline	99	99	97	98	98	99	20 working days
Northern	100	100	100	100	100	100	20 working days
One	66	66	75	74	82	70	10 working days
Silverlink	93	93	97	92	97	95	10 working days
Southeastern	99	99	97	100	100	98	10 working days
Southern	96	96	94	96	94	96	10 working days
South West Trains	87	87	79	93	95	89	20 working days
TransPennine Express	94	91	95	97	82	91	90% - 10 working days, 95% - 20 working days
Virgin CrossCountry	93	93	88	89	65	85	75% - 10 working days, 95% - 20 working days
Virgin West Coast	69	69	52	77	69	64	75% - 10 working days, 95% - 20 working days

Source: Department for Transport

^r Figures have been updated.

Table 2.2d Complaints response performance

Percentage of complaints answered within 20 working days Great Britain 2006–07 Q2 to 2007–08 Q2

Operator	2006-07 Q2	2006-07 Q3	2006-07 Q4	2007-08 Q1	2007-08 Q2	Full year 2006-07
Arriva Trains Wales	100	93	96	81	55	97
c2c	99	100	100	100	99	100
Central Trains	92	92	95	97	93	93
Chiltern Railways	100	93	98	100	100	98
First Capital Connect	99	100	100	100	100	100
First Great Western	94	96	96	100	100	95
First ScotRail	99	100	99	99	98	99
Gatwick Express	100	100	100	100	100	100
GNER	40	83	96	96	59	73
Merseyrail	99	94	99	99	94	97
Midland Mainline	99	100	97	98	98	99
Northern	100	100	100	100	100	100
One	96	89	99	100	100	96
Silverlink	99	99	100	100	100	100
Southeastern	100	100	100	100	100	100
Southern	99	99	98	99	98	99
South West Trains	99	100	100	99	99	100
TransPennine Express	99	99	100	100	100	99
Virgin CrossCountry	100	96	98	100	98	98
Virgin West Coast	99	98	97	99	99	98

Source: Department for Transport

Table 2.2e Complaints by category

Percentage of complaints made to TOCs Great Britain 2006–07 Q2 to 2007–08 Q2

Operator	2006-07 Q2	2006-07 Q3	2006-07 Q4	2007-08 Q1	2007-08 Q2	Full year 2006-07
Train service performance	47	47	50	40	47	47
Fares, retailing and refunds	15	14	15	19	16	15
Quality on train	14	14	11	12	11	13
Staff conduct and availability	6	5	5	7	6	6
Information at stations and on trains	4	4	4	5	4	4
Complaints handling	3	4	5	4	4	4
Station quality	4	4	4	4	4	4
Praise comments	2	2	2	2	2	2
Safety and security	1	1	1	1	1	1
Timetable and connection issues	1	3	2	1	1	2
Special needs	1	1	0	1	1	1
NRES	0	0	0	1	1	0
Other complaints	1	1	1	1	1	1
TOTAL	100	100	100	100	100	100

Source: Department for Transport

2.3 National Rail Enquiries

Background

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

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

Methodology

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

Other comments

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

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

Notes:

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

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

Table 2.3 National Rail Enquiry Service

Great Britain 2002–03 to 2007–08 Q2 (million calls and percentage of calls)

		Total inbound calls	Percentage answered	Percentage engaged	Percentage abandoned
2002-03		61.9	94.8	0.3	4.9
2003-04		52.5	94.1	0.1	5.8
2004-05		48.3	94.2	0.1	5.7
2005-06		35.3	95.0	0.4	4.6
2006-07		26.4	94.4	0.2	5.3
2002-03	Q1	15.3	95.0	0.3	4.7
	Q2	16.5	94.4	0.6	5.0
	Q3	15.8	94.4	0.1	5.5
	Q4	14.3	95.5	0.0	4.5
2003-04	Q1	14.2	94.8	0.0	5.2
	Q2	13.9	94.4	0.1	5.5
	Q3	12.4	93.4	0.0	6.6
	Q4	12.1	93.7	0.1	6.2
2004-05	Q1	12.6	92.0	0.1	7.8
	Q2	12.8	94.9	0.1	5.0
	Q3	12.4	94.1	0.0	5.9
	Q4	10.5	96.3	0.0	3.7
2005-06	Q1	10.0	96.2	0.0	3.7
	Q2	9.5	95.0	0.8	4.2
	Q3	8.7	94.6	0.3	5.0
	Q4	7.2	93.8	0.4	5.8
2006-07	Q1	7.4	95.1	0.0	4.9
	Q2	7.4	92.6	0.2	7.1
	Q3	6.0	96.2	0.0	3.8
	Q4	5.6	94.1	0.8	5.2
2007-08	Q1	5.7	93.0	0.0	7.0
	Q2	5.7	93.9	0.1	6.0
Percentage change					
2007-08 Q2 on 2006-07 Q2		-23.3	1.2*		

Source: Department for Transport

* Percentage point change.

3 Freight

Key results 2007-08 Q2

- Total freight moved in 2007–08 Q2 was 5.2 billion net tonne kilometres, a 9.4% decrease on 2006–07 Q2. This is compared to a 1.7% increase between 2005–06 Q2 and 2006–07 Q2.
- Between 2006–07 Q2 and 2007–08 Q2 the amount of coal and metal moved decreased by 21.9% and 25.1% respectively. This is compared to an increase for coal of 13.9% and a decrease for metal of 8.8% between 2005–06 Q2 and 2006–07 Q2.
- Domestic intermodal freight moved increased by 17.0% between 2006–07 Q2 and 2007–08 Q2 compared to an increase of 0.7% between 2005–06 Q2 and 2006–07 Q2.
- In the second quarter of 2007–08 the amount of freight lifted was 25.3 million tonnes, this included 10.2 million tonnes of coal lifted.

3.1 Freight moved

Background

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

Methodology

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

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

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

Table 3.1 Freight moved

Great Britain 2002–03 to 2007–08 Q2 (billion net tonne kilometres)

		Coal	Metals	Construction	Oil & petroleum	International	Domestic intermodal	Other	Total ¹	Infrastructure ²
2002-03		5.7	2.6	2.5	1.2	0.5	3.4	2.7	18.5	1.2
2003-04		5.8	2.4	2.7	1.2	0.5	3.5	2.8	18.9	1.2
2004-05		6.7	2.6	2.9	1.2	0.5	4.0	2.5	20.3	1.3
2005-06		8.3	2.2	2.9	1.2	0.5	4.3	2.3	21.7	1.4
2006-07		8.8	2.1	2.7	1.5	0.5	4.6	2.0	22.2	1.3
2002-03	Q1	1.4	0.7	0.6	0.3	0.1	0.9	0.7	4.7	0.3
	Q2	1.4	0.6	0.6	0.3	0.1	0.9	0.7	4.7	0.3
	Q3	1.3	0.6	0.6	0.3	0.1	0.8	0.7	4.4	0.3
	Q4	1.5	0.7	0.7	0.3	0.1	0.8	0.7	4.8	0.3
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
2004-05	Q1	1.6	0.6	0.7	0.3	0.1	0.9	0.7	5.0	0.3
	Q2	1.6	0.7	0.7	0.3	0.2	1.0	0.7	5.2	0.3
	Q3	1.6	0.6	0.7	0.3	0.1	1.0	0.6	5.1	0.3
	Q4	1.8	0.6	0.7	0.3	0.1	1.0	0.6	5.1	0.3
2005-06	Q1	2.0	0.6	0.7	0.3	0.1	1.0	0.6	5.2	0.4
	Q2	2.1	0.6	0.8	0.3	0.1	1.1	0.6	5.7	0.4
	Q3	2.1	0.4	0.8	0.3	0.1	1.1	0.6	5.4	0.3
	Q4	2.1	0.5	0.7	0.3	0.1	1.1	0.5	5.4	0.3
2006-07	Q1	2.3	0.6	0.7	0.4	0.1	1.1	0.5	5.7	0.4
	Q2	2.4	0.6	0.7	0.4	0.1	1.1	0.5	5.8	0.4
	Q3 ^r	2.0	0.5	0.7	0.4	0.1	1.2	0.5	5.4	0.3
	Q4 ^r	2.1	0.4	0.6	0.4	0.1	1.2	0.4	5.3	0.2
2007-08	Q1	2.1	0.5	0.7	0.4	0.1	1.2	0.4	5.5	0.5
	Q2	1.9	0.4	0.7	0.4	0.1	1.3	0.4	5.2	0.3
Percentage change										
2007-08 Q2 on 2006-07 Q2		-21.9	-25.1	4.3	8.6	-31.3	17.0	-16.6	-9.4	-8.2

Source: Network Rail

Notes:For conventions on rounding and revisions see the *Introduction*.¹ Infrastructure not included in total.² This series excludes some possession trains used during engineering works.^r Revisions have been made since the 2007-08 Q1 *National Rail Trends* edition.

Chart 3.1a Freight moved

Great Britain quarterly data 2002–03 to 2007–08 Q2 (billion net tonne kilometres)



Source: Network Rail

3.2 Freight lifted

Notes:

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

Data pre and post-privatisation are not directly comparable.

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

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

The 2007-08 data is not comparable to previous years, as coal data was not supplied by GB Railfreight prior to 2007-08 Q1.

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

Table 3.2 Freight lifted

Great Britain 2002–03 to 2007–08 Q2 (million tonnes)

		Coal	Other	Total
2002-03		34.0	53.0	87.0
2003-04		35.2	53.7	88.9
2004-05		43.3	56.8	100.1
2005-06		47.6	57.7	105.3
2006-07		48.7	59.5	108.2
2002-03	Q1	8.3	13.5	21.8
	Q2	7.8	13.1	21.0
	Q3	8.4	12.7	21.2
	Q4	9.5	13.6	23.1
2003-04	Q1	8.7	13.2	21.9
	Q2	8.6	13.8	22.4
	Q3	8.9	13.0	21.9
	Q4	9.0	13.7	22.6
2004-05	Q1	10.6	14.4	25.0
	Q2	10.6	14.4	25.0
	Q3 ^f	11.3	14.3	25.6
	Q4 ^f	10.8	13.7	24.5
2005-06	Q1 ^f	11.2	14.5	25.7
	Q2 ^f	10.6	13.9	24.6
	Q3 ^f	13.0	15.0	27.9
	Q4 ^f	12.8	14.3	27.1
2006-07	Q1 ^f	13.0	15.1	28.1
	Q2 ^f	11.4	14.7	26.1
	Q3 ^f	12.5	14.7	27.2
	Q4 ^f	11.8	15.0	26.9
2007-08	Q1 ^f	10.8	14.6	25.4
	Q2	10.2	15.1	25.3

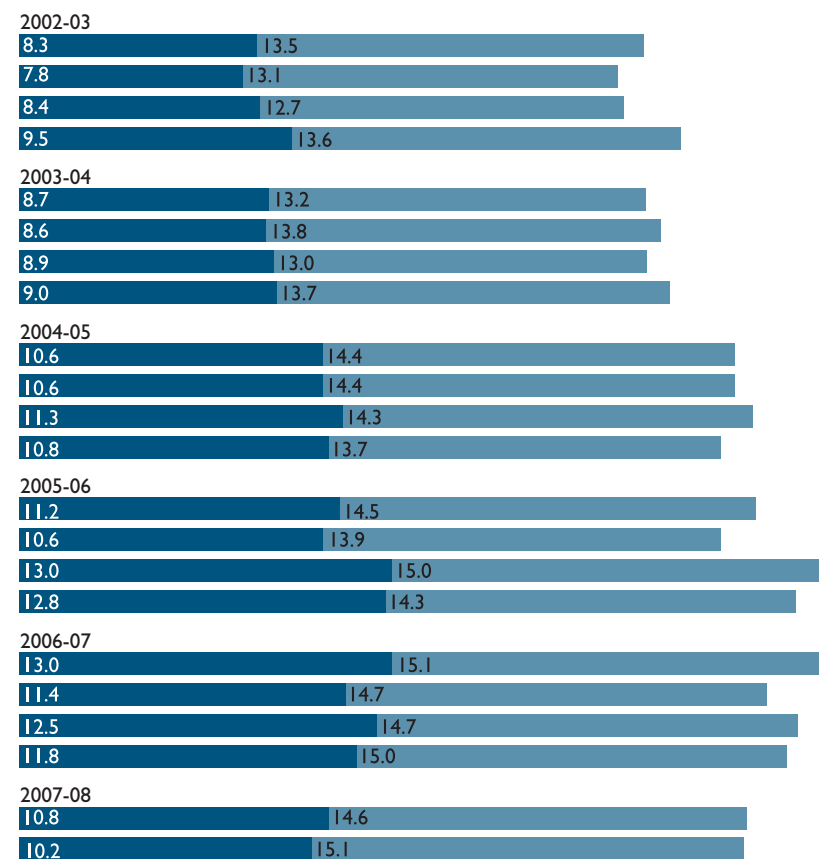
Sources: Before 2005-06: Direct Rail Services, English Welsh & Scottish Railway and Freightliner.
From 2005-06: Direct Rail Services, English Welsh & Scottish Railway, Freightliner and GB Railfreight.

^f Figures have been updated

Chart 3.2a Freight lifted by quarter

Great Britain quarterly data 2002-03 to 2007-08 Q2 (million tonnes)

■ Coal ■ Other



Sources: Before 2005-06: Direct Rail Services, English Welsh & Scottish Railway and Freightliner,
 From 2005-06: Direct Rail Services, English Welsh & Scottish Railway, Freightliner and GB Railfreight

4 Average age of rolling stock

4.1 Average age of rolling stock

Key results 2007–08 Q2

- The average age of rolling stock for all operators was 14.2 years in 2007–08 Q2. For the long-distance operators the average age was 16.7 years.

Methodology

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

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

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

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

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

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

Other comments

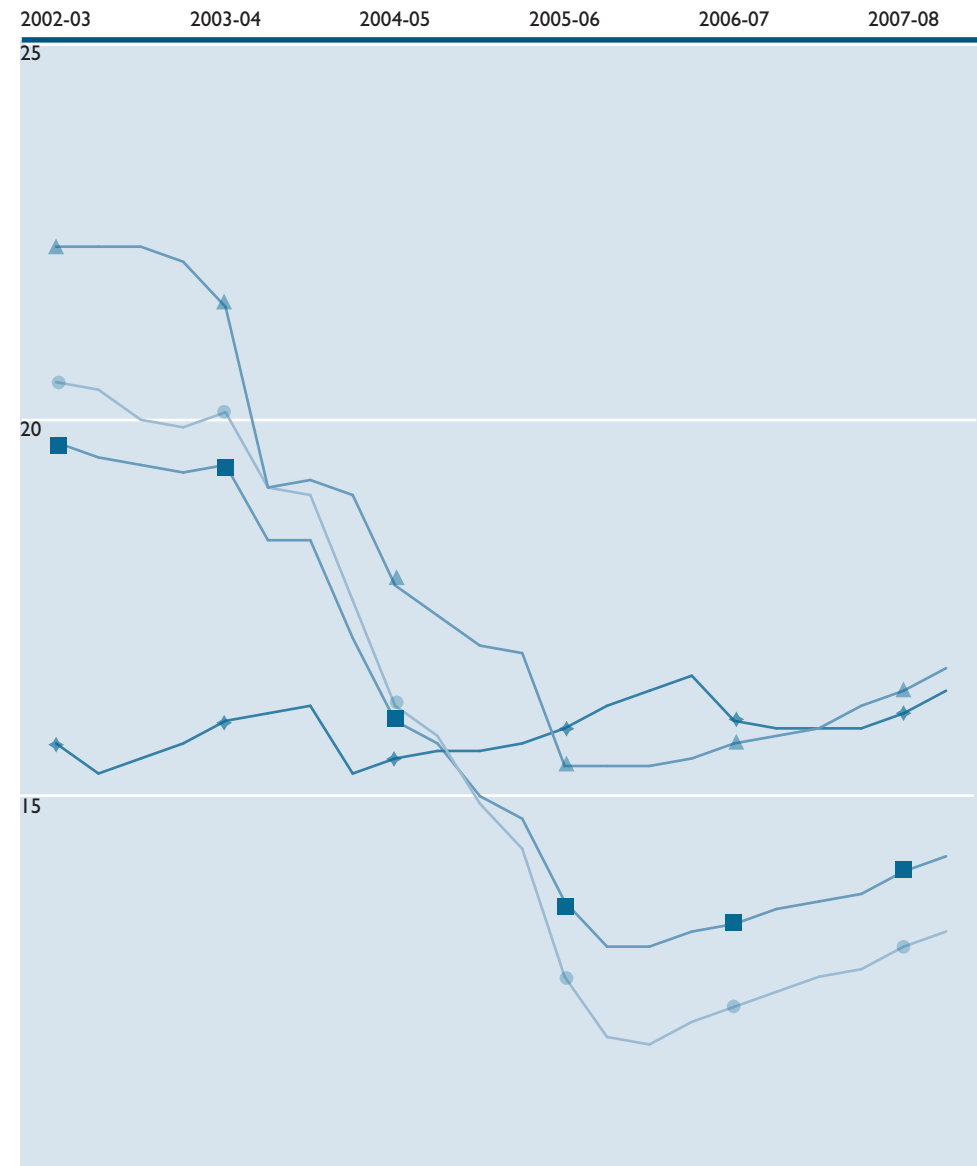
'Rail vehicles' excludes locomotives.

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

Chart 4.1 Average age of rolling stock

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

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



10
Source: Department for Transport

Notes:

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

Table 4.1 Average age of rolling stock

Great Britain quarterly data 2002–03 to 2007–08 Q2 (years)

Average age at the end of:		Long-distance operators	London and SE operators	Regional operators	All operators
2002-03	Q1	22.3	20.5	15.7	19.7
	Q2	22.3	20.4	15.3	19.5
	Q3	22.3	20.0	15.5	19.4
	Q4	22.1	19.9	15.7	19.3
2003-04	Q1	21.5	20.1	16.0	19.4
	Q2	19.1	19.1	16.1	18.4
	Q3	19.2	19.0	16.2	18.4
	Q4	19.0	17.6	15.3	17.1
2004-05	Q1	17.8	16.2	15.5	16.0
	Q2	17.4	15.8	15.6	15.7
	Q3	17.0	14.9	15.6	15.0
	Q4	16.9	14.3	15.7	14.7
2005-06	Q1	15.4	12.6	15.9	13.6
	Q2	15.4	11.8	16.2	13.0
	Q3	15.4	11.7	16.4	13.0
	Q4	15.5	12.0	16.6	13.2
2006-07	Q1	15.7	12.2	16.0	13.3
	Q2	15.8	12.4	15.9	13.5
	Q3	15.9	12.6	15.9	13.6
	Q4	16.2	12.7	15.9	13.7
2007-08	Q1	16.4	13.0	16.1	14.0
	Q2	16.7	13.2	16.4	14.2

Source: Department for Transport

Appendix

1. National Railways

Rail services are provided by privatised passenger and freight operators (see *Rail privatisation* below).

2. Rail privatisation

The main components of the restructured industry are:

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

3. Rail sectors

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

Long-distance operators

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

London and South East operators

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

Regional operators

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

4. Railway periods

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

5. Abbreviations and symbols used

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

