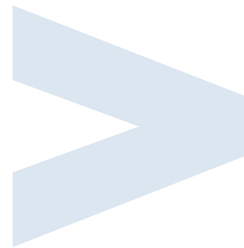


National Rail Trends

2003–2004 quarter two



january 2003

february 2003

march 2003

april 2003

may 2003

june 2003

july 2003

august 2003

september 2003

october 2003

november 2003

december 2003

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Introduction

This is the 13th edition of *National Rail Trends*. However, this is the first the SRA has published since a rationalisation of the SRA's statistical publications. From this edition onwards, the SRA will publish *National Rail Trends* as the single SRA statistical document every quarter. *On Track* will no longer be published and train operating company data will no longer appear in the SRA Annual Report. This is to avoid the current duplication of data and to reduce the potential confusion caused by having statistics published in three different SRA documents.

In Quarters One (published in September), Two (December) and Three (March) only updated data will be published. In the Quarter Four edition (June/July) all data released over the year will be published in a 'compendium' format.

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

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, as well as that received from Network Rail and the Department for Transport, is gratefully received.

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

December 2003

Quarter dates

Q1 – April, May and June

Q2 – July, August and September

Q3 – October, November and December

Q4 – January, February and March

Revisions

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 will then be finalised in the Quarter Four edition of the publication. This may also affect the previous years' data, especially the seasonally adjusted series for which the seasonal factors are revised annually.

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1 Rail usage

Key results

- Between 2003–04 Q2 and 2002–03 Q2 passenger kilometres increased by three per cent.
- Between 2003–04 Q2 and 2002–03 Q2 passenger journeys increased by two per cent.
- Between 2003–04 Q2 and 2002–03 Q2 passenger revenue at 1999–00 prices increased by four per cent.
- Between 2003–04 Q2 and 2002–03 Q2 the London and South East sector showed the smallest percentage growth in all three measures of passenger usage. Regional operators showed the greatest increase in passenger kilometres.
- Between 2003–04 Q2 and 2002–03 Q2 all three measures of passenger usage showed a greater increase in ordinary tickets usage than in season tickets usage.
- Between 2003–04 Q2 and 2002–03 Q2 timetabled train kilometres increased by two per cent.
- The largest percentage increase in timetabled train kilometres between 2003–04 Q2 and 2002–03 Q2 was in the long distance sector, which increased by eight per cent.

Methodology for passenger journeys and kilometres data

The rail industry's central ticketing system, formerly CAPRI but now replaced and re-named LENNON, is the basis for passenger kilometres and journeys data. However, LENNON does not record correctly 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 figures are significant for a small number of TOCs. 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
1999–00 Q1	6.9	2.4	9.3	9.1
Q2	7.4	2.4	9.8	9.5
Q3	7.0	2.8	9.8	9.8
Q4	6.8	2.9	9.7	10.0
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	9.1
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	10.0	10.2
Q4	6.5	2.9	9.4	9.6
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	10.2
Q4	6.7	3.0	9.7	9.9
2003–04 Q1	7.3	2.7	10.0	10.1
Q2	7.8	2.6	10.4	10.2
Percentage change				
2003–04 Q2 on 2002–03 Q2	3.2	1.0	2.6	3.4

Note:

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

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
1997–98	Q1	3.0	3.7	1.6	8.3
	Q2	3.2	3.8	1.8	8.8
	Q3	3.1	4.0	1.8	9.0
	Q4	3.0	4.0	1.6	8.6
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
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
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
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	10.0
	Q4	3.1	4.5	1.8	9.4
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
2003–04	Q1	3.3	4.7	2.0	10.0
	Q2	3.5	4.8	2.2	10.4
Percentage change					
2003–04 Q2 on 2002–03 Q2		3.8	1.0	4.5	2.6

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.

Chart 1.1a

Passenger kilometres (billions)

Great Britain 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	1.83	3.24
Q2	4.35	1.98	3.44
Q3	4.55	1.92	3.29
Q4	4.55	1.83	3.26

2000–01

Q1	4.50	1.95	3.47
Q2	4.77	2.18	3.67
Q3	4.60	1.78	2.43
Q4	4.57	1.72	2.55

2001–02

Q1	4.57	1.90	3.27
Q2	4.64	2.08	3.38
Q3	4.75	2.00	3.20
Q4	4.52	1.75	3.08

2002–03

Q1	4.67	1.91	3.28
Q2	4.72	2.07	3.33
Q3	4.83	1.96	3.22
Q4	4.74	1.84	3.11

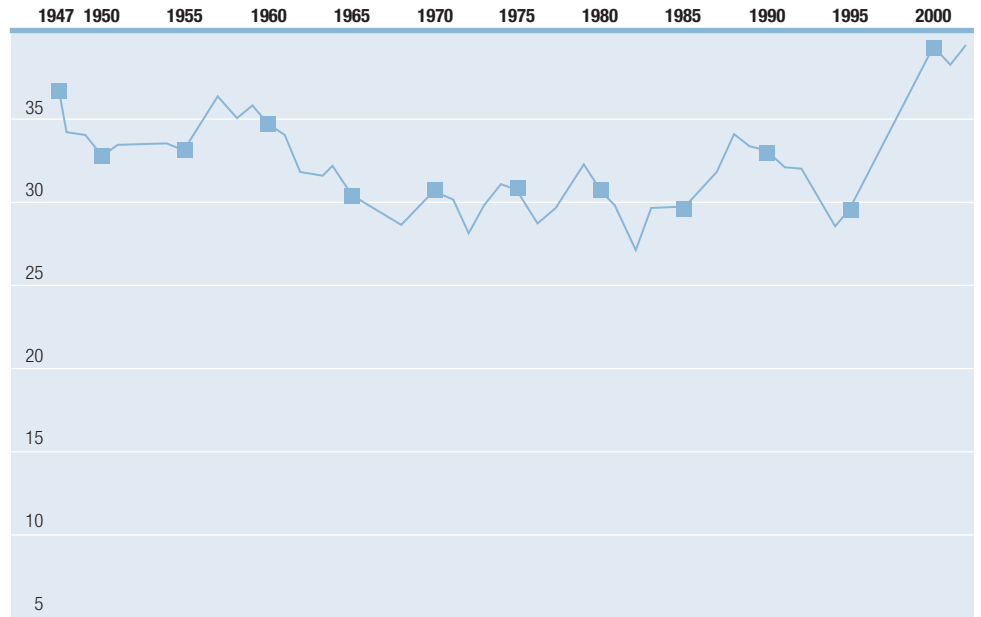
2003–04

Q1	4.68	2.01	3.35
Q2	4.77	2.16	3.46

Chart 1.1b

Passenger kilometres (billions)

Great Britain 1947 to 2002



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	960
2002–03	561	414	976	976
1999–00 Q1	131	91	222	222
Q2	140	89	229	232
Q3	137	104	242	235
Q4	132	107	238	241
2000–01 Q1	140	95	235	238
Q2	152	95	247	247
Q3	131	108	240	236
Q4	126	109	235	235
2001–02 Q1	138	98	236	239
Q2	145	95	240	242
Q3	141	110	252	246
Q4	127	105	232	233
2002–03 Q1	137	101	239	242
Q2	147	94	241	243
Q3	143	108	251	248
Q4	134	111	245	243
2003–04 Q1	142	100	242	249
Q2	151	95	246	248
Percentage change				
2003–04 Q2 on 2002–03 Q2				
	2.3	1.4	1.9	2.3

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.

Note:

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

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
<hr/>					
1997–98	Q1	15	136	49	200
	Q2	16	138	52	206
	Q3	17	152	55	224
	Q4	16	149	51	216
1998–99	Q1	16	142	53	211
	Q2	17	145	52	215
	Q3	18	164	56	238
	Q4	17	159	54	229
<hr/>					
1999–00	Q1	17	150	54	222
	Q2	18	154	57	229
	Q3	18	164	59	242
	Q4	18	163	57	238
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	57	242
	Q2	20	166	59	246
<hr/>					
Percentage change					
2003–04 Q2 on 2002–03 Q2		7.4	1.3	1.8	1.9

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.

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.

Chart 1.2a
Passenger journeys (millions)

Great Britain 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	164	56	18
Q4	159	54	17

1999–00

Q1	150	54	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

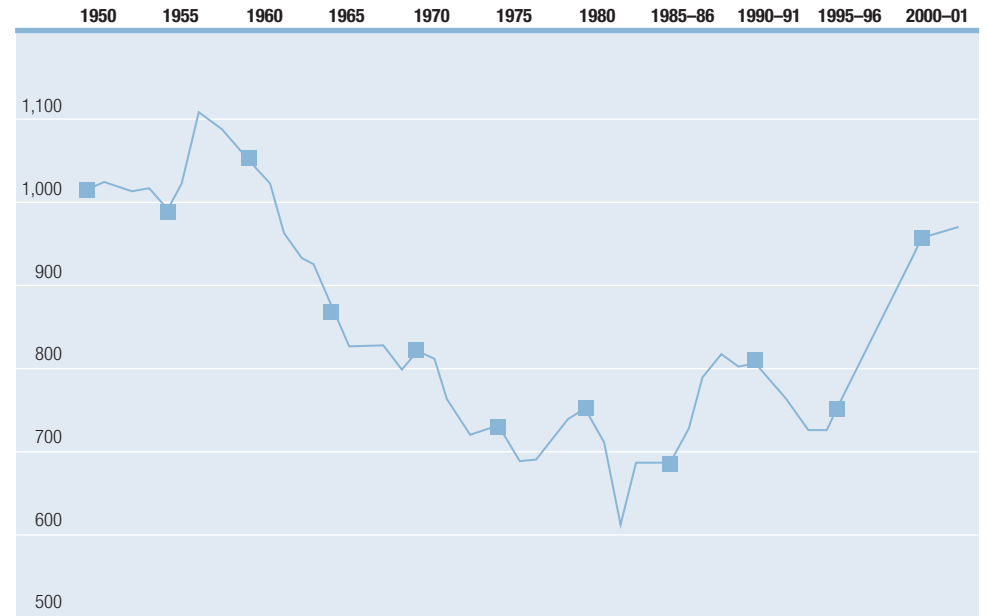
Q1	164	55	19
Q2	164	58	19
Q3	172	59	20
Q4	169	56	19

2003–04

Q1	165	57	20
Q2	166	59	20

Chart 1.2b
Passenger journeys (millions)

Great Britain 1950 to 2002–03



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 1999–00 prices
1986–87		1,047	395	1,443	1,443	2,462
1987–88		1,168	454	1,622	1,622	2,628
1988–89		1,291	512	1,803	1,803	2,737
1989–90		1,357	550	1,907	1,907	2,699
1990–91		1,483	574	2,057	2,057	2,701
1991–92		1,514	603	2,117	2,117	2,618
1992–93		1,551	603	2,154	2,154	2,580
1993–94		1,577	616	2,193	2,193	2,559
1994–95		1,559	611	2,171	2,171	2,498
1995–96		1,720	660	2,379	2,379	2,661
1996–97		1,870	702	2,573	2,573	2,788
1997–98		2,048	773	2,821	2,821	2,973
1998–99		2,242	847	3,089	3,089	3,162
1999–00		2,463	905	3,368	3,368	3,368
2000–01		2,463	950	3,413	3,413	3,338
2001–02		2,591	957	3,548	3,548	3,385
2002–03		2,693	970	3,663	3,663	3,389
1999–00	Q1	595	210	806	793	799
	Q2	624	207	831	823	824
	Q3	634	239	873	863	861
	Q4	610	249	858	889	884
2000–01	Q1	660	221	880	878	864
	Q2	717	222	939	912	894
	Q3	552	251	803	817	798
	Q4	535	257	792	806	781
2001–02	Q1	635	232	867	854	823
	Q2	679	224	903	883	851
	Q3	662	256	918	924	877
	Q4	614	246	860	888	834
2002–03	Q1	664	237	902	900	842
	Q2	692	222	915	900	839
	Q3	681	250	931	940	867
	Q4	656	260	916	922	842
2003–04	Q1	708	233	941	947	862
	Q2	751	226	977	966	872
Percentage change						
2003–04 Q2 on 2002–03 Q2		8.5	1.6	6.8	7.3	4.0

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.

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
1997–98				
Q1	227	326	116	669
Q2	241	332	127	700
Q3	253	359	126	738
Q4	235	362	117	715
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	903
Q3	318	447	153	918
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	941
Q2	350	461	166	977
Percentage change				
2003–04 Q2 on 2002–03 Q2	10.0	4.8	6.1	6.8

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.

Note:

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

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 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.

Further details

For more detail on train kilometres please refer to the *SRA Annual Report 2002–03* which has annual data for each operator. This is available on the SRA website, www.sra.gov.uk.

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

Table 1.4
**Timetabled train kilometres
 by sector (millions)**

Great Britain 1996–97 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
1996–97 Q3	16.1	38.1	5.9	38.5	92.7
Q4	15.7	37.2	5.7	37.6	90.5
1997–98 Q1	15.5	36.4	5.4	36.7	88.5
Q2	17.0	39.9	5.9	39.8	96.7
Q3	17.0	39.5	5.5	40.1	96.7
Q4	16.6	38.6	5.3	39.2	94.4
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
Percentage change					
2003–04 Q2 on 2002–03 Q2	8.3	0.1	0.9	0.0	1.7

2 Rail performance

Key results

- Between 2002–03 Q2 and 2003–04 Q2 the Public Performance Measure (PPM) for All Operators was virtually unchanged.
- 81 per cent of trains ran 'on time' in 2003–04 Q2.
- Regional operators showed the only increase in PPM between 2002–03 Q2 and 2003–04 Q2. The PPM increased by four per cent in this sector.
- Long distance operators showed the largest percentage decrease in PPM between 2002–03 Q2 and 2003–04 Q2. The PPM decreased by seven per cent in this sector.
- Between 2002–03 Q2 and 2003–04 Q2 ten operators showed an increased PPM, 13 operators showed a decreased PPM and three operators showed virtually no change in PPM.
- The number of complaints per 100,000 journeys decreased by 17 per cent between 2002–03 Q2 and 2003–04 Q2.
- The sector that showed the greatest percentage decrease in complaints per 100,000 journeys between 2002–03 Q2 and 2003–04 Q2 was the regional sector. The complaint rate decreased by 44 per cent in this sector.
- The sector that showed the only increase in complaints per 100,000 journeys between 2002–03 Q2 and 2003–04 Q2 was the London and South East sector. The complaint rate increased by 31 per cent in this sector.
- In 2003–04 Q2 NRES took 13.9 million calls, 16 per cent less than in 2002–03 Q2. This reduction may be due to the introduction of an internet enquiry service in March 2003.
- In 2003–04 Q2 NRES answered 94 per cent of calls, virtually unchanged on 2002–03 Q2.

2.1 Public Performance Measure (PPM)

Background

The SSRA (now SRA) introduced the PPM on 6 June 2000 to give a better indication of actual performance of Britain's passenger railways. It has now 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).

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.

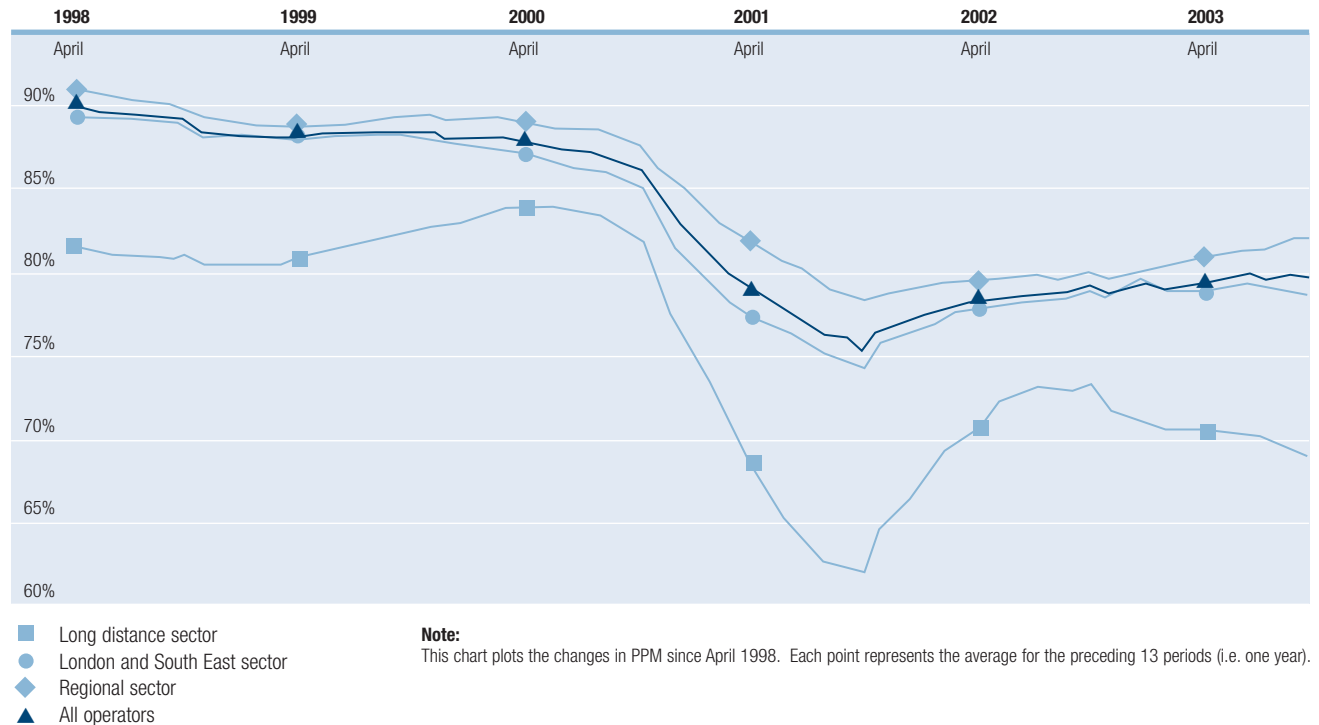
Trains which complete their journey as planned are measured for punctuality at their final destination. A train's performance is generally recorded by the automated monitoring systems, which log performance using the signalling equipment.

The 1997–98 data shown in Table 2.2 exclude First North Western for periods 1 and 2 and ScotRail for period 1 as these data are not 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

Chart 2.1 **Public Performance Measure moving annual average**

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



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 it reflected the actual service the operators were trying to run in response to unanticipated events.

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	89.6	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
1997–98	Q1	84.6	91.9	90.8	92.3	91.8
	Q2	82.3	90.5	89.0	91.0	90.4
	Q3	78.1	84.8	79.9	88.0	86.0
	Q4	81.9	91.2	87.8	91.5	91.0
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	83.1	80.7	83.6	83.0
	Q2	72.0	81.9	82.1	80.3	80.8
	Q3	61.2	71.9	66.2	74.7	72.6
	Q4	73.0	79.1	73.9	83.2	80.5
2003–04	Q1	74.4	83.9	83.0	85.8	84.3
	Q2	66.9	79.4	79.3	83.8	80.8
Percentage change						
2003–04 Q2 on 2002–03 Q2		-7.0	-3.0	-3.4	4.4	0.0

Note:

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

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 Q2

	2003–04 Q2	2002–03 Q2	Year to 30 September 2003	Year to 30 June 2003
Long distance operators				
Anglia (InterCity)	76.6	79.1	76.6	77.2
First Great Western	65.8	73.7	69.5	71.5
Great North Eastern Railway	67.9	72.1	71.3	72.4
Midland Mainline	62.9	80.1	65.4	69.8
Virgin CrossCountry	68.3	68.1	62.6	62.5
Virgin West Coast	65.3	68.0	73.0	73.6
Sector level	66.9	72.0	68.8	70.2
London and South East operators all day				
c2c	85.7	84.3	86.3	85.9
Chiltern Railways	89.0	88.7	88.9	88.8
Connex South Eastern	79.6	84.5	78.7	80.0
First Great Eastern	85.2	89.8	87.5	88.7
Silverlink	78.3	84.7	82.9	84.5
South Central	81.0	82.2	76.9	77.1
South West Trains	75.8	76.1	72.7	72.7
Thames Trains	74.7	80.0	76.7	78.0
Thameslink	68.6	76.0	70.5	72.4
West Anglia Great Northern	82.5	83.0	80.3	80.5
Sector level	79.4	81.9	78.5	79.2
London and South East operators peak				
c2c	86.7	83.7	85.9	85.2
Chiltern Railways	88.1	88.8	86.1	86.3
Connex South Eastern	78.3	84.8	73.4	75.1
First Great Eastern	83.7	89.6	84.0	85.5
Silverlink	83.4	81.9	85.6	85.2
South Central	80.9	83.5	74.4	75.0
South West Trains	76.7	79.7	71.2	71.9
Thames Trains	70.5	76.5	70.1	71.6
Thameslink	68.3	74.9	66.0	67.7
West Anglia Great Northern	79.5	79.1	74.6	74.5
Sector level	79.3	82.1	75.5	76.3
Regional operators				
Anglia locals	88.1	84.5	86.4	85.5
Arriva Trains Northern	85.4	80.2	82.6	81.3
Central Trains	72.9	71.3	70.6	70.2
First North Western	82.8	79.2	82.3	81.4
Gatwick Express	81.8	86.5	81.3	82.5
Island Line	96.7	95.6	97.3	97.1
Merseyrail	94.2	93.7	93.2	93.0
ScotRail	87.0	81.2	84.1	82.6
Wales & Borders Trains	81.1	80.3	80.7	80.5
Wessex Trains	82.9	81.4	81.9	81.5
Sector level	83.8	80.3	82.0	81.1
National level	80.8	80.8	79.5	79.5

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.

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.

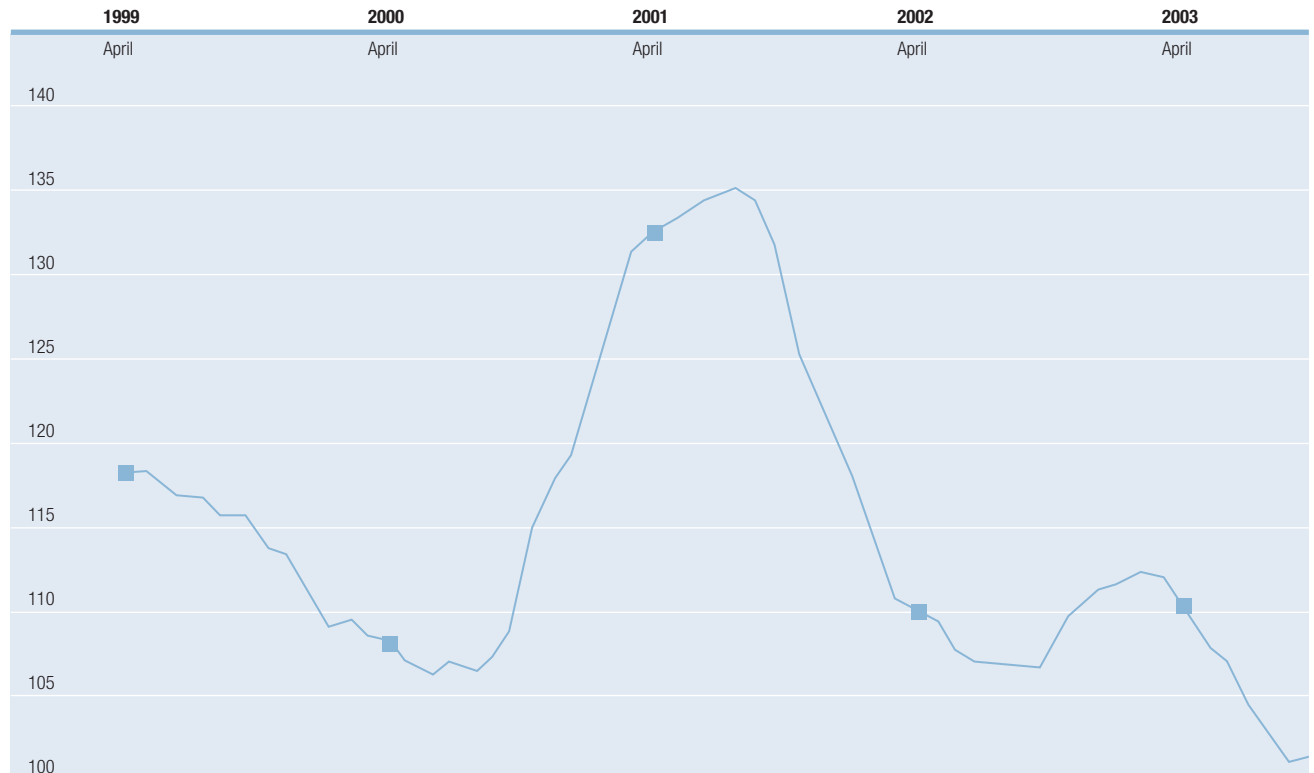
Other comments

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

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 (ie one year).

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.

Table 2.2

Complaints rateRate 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
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	723	34	64	98
Q2	601	42	58	92
Percentage change				
2003–04 Q2 on 2002–03 Q2	-27.5	31.3	-43.6	-17.5

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 0845 748 4950.

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, which includes a 95 per cent threshold for Mystery Shopping surveys.

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 on 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 and percentage of calls answered 1998–99 to 2003–04



■ Calls made MAA (millions) (left hand scale)
▲ Percentage of calls answered MAA (right hand scale)

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 ^r	94.8 ^r	0.3 ^r	4.9
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 ^r	94.4	0.1 ^r	5.5 ^r
Q4 ²	14.3 ^r	95.5	0.0 ^r	4.5 ^r
2003–04 Q1	14.2	94.8 ^r	0.0 ^r	5.2
Q2	13.9	94.4	0.1	5.5
Percentage change				
2003–04 Q2 on 2002–03 Q2	-15.7	0.0		

Note:

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

3 Freight

3.1 Freight moved

Key results

- Freight moved (measured in net tonne kilometres) increased by one per cent between 2002–03 Q2 and 2003–04 Q2.
- The greatest commodity percentage increase between 2002–03 Q2 and 2003–04 Q2 was for oil and petroleum moved, which increased by ten per cent.
- Infrastructure moved (which is not included in the freight moved total) increased by seven per cent between 2002–03 Q2 and 2003–04 Q2.
- The greatest commodity percentage decrease between 2002–03 Q2 and 2003–04 Q2 was for coal moved, which decreased by four per cent.
- Total freight lifted increased by seven per cent between 2002–03 Q2 and 2003–04 Q2.
- Between 2002–03 Q2 and 2003–04 Q2, both coal lifted and other goods lifted increased by seven per cent.

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 Q1 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.

Other comments

Further measures of freight are available in the April to June 2003–04 edition of *National Rail Trends* in the *Freight Key Performance Indicators* section. This will be updated annually.

Table 3.1
**Freight moved (billion net
tonne kilometres)**

Great Britain 1986–87 to 2003–04

Note:

For more details on the breaks in the series
please refer to note on page 21.

Source: Network Rail

¹ Infrastructure not included in total.

² This series excludes some possession trains.

	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
1999–00 Q1	1.2	0.6	0.5	0.4	0.3	0.9	0.6	4.5	0.2
Q2	1.1	0.5	0.5	0.4	0.2	1.0	0.7	4.5	0.2
Q3	1.2	0.5	0.5	0.4	0.3	1.0	0.7	4.6	0.2
Q4	1.3	0.6	0.6	0.4	0.3	1.0	0.7	4.8	0.2
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
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	0.6	4.8	0.3
Q4	1.5	0.7	0.7	0.3	0.1	0.9	0.7	4.9	0.3
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
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
Percentage change									
2003–04 Q2 on 2002–03 Q2	-3.7	-3.5	0.8	9.8	9.4	1.9	8.1	0.8	7.0

Chart 3.1a

Freight moved by quarter (billion net tonne kilometres)

Great Britain 1998–99 to 2003–04

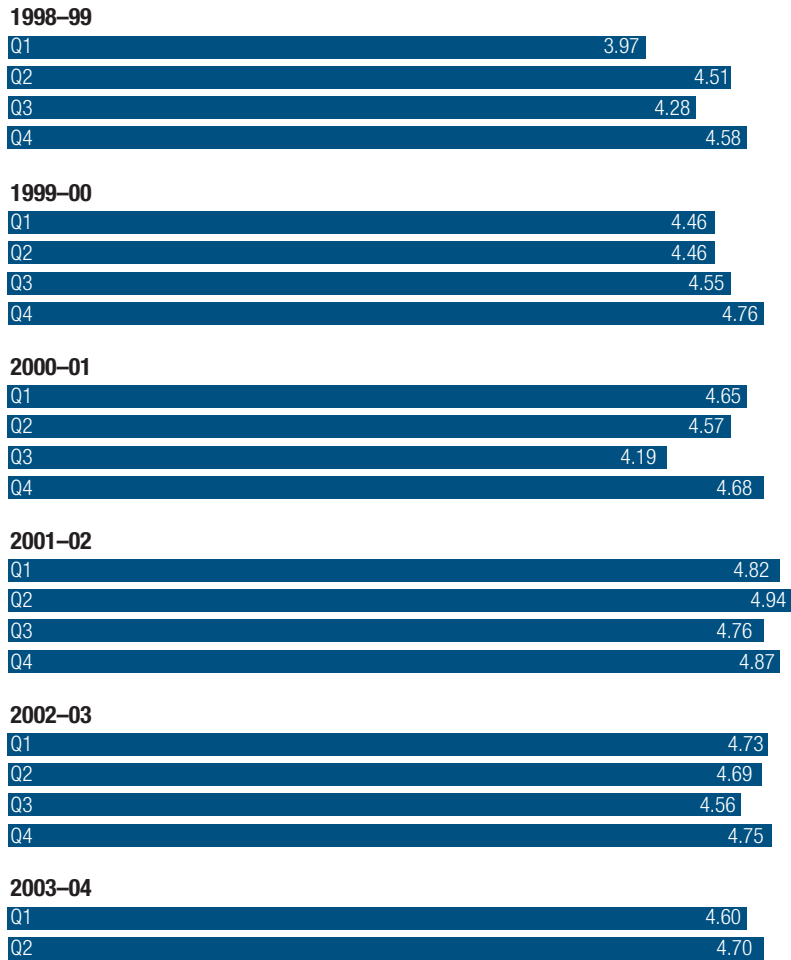
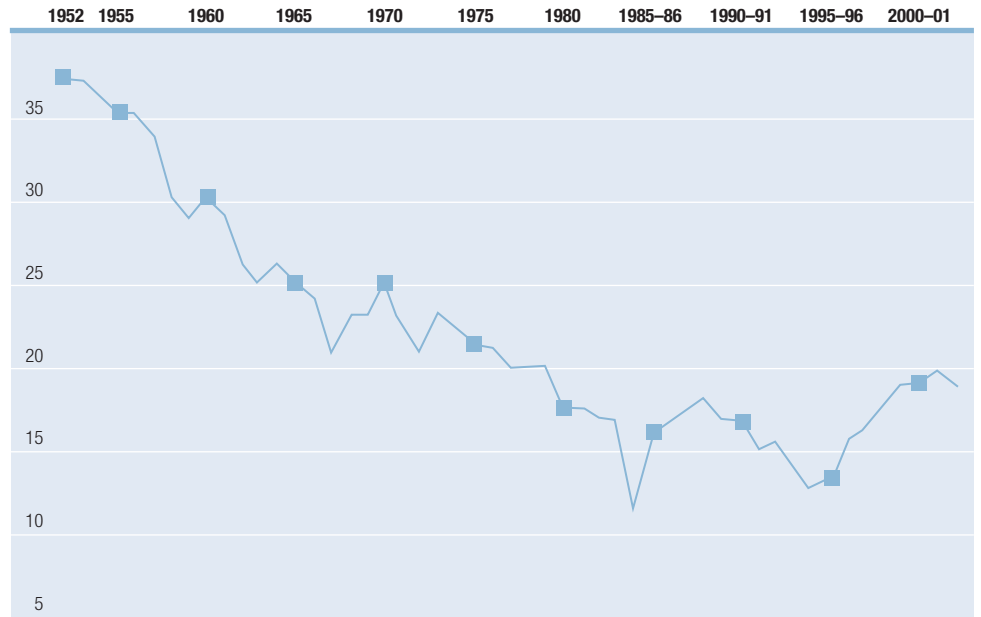


Chart 3.1b

Freight moved (billion net tonne kilometres)

Great Britain 1952 to 2002–03



Note:
Please refer to notes on page 21 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
1999–00 Q1	10.1	12.6	22.7
Q2	10.6	13.0	23.6
Q3	11.1	12.8	23.9
Q4	12.5	9.2	21.7
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	22.5
Percentage change			
2003–04 Q2 on 2002–03 Q2	7.2	7.2	7.2

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.

Note:

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.

Source: Freight Operators

Chart 3.2a

Freight lifted by quarter (million tonnes)

Great Britain 1998–99 to 2003–04

■ Coal ■ Other

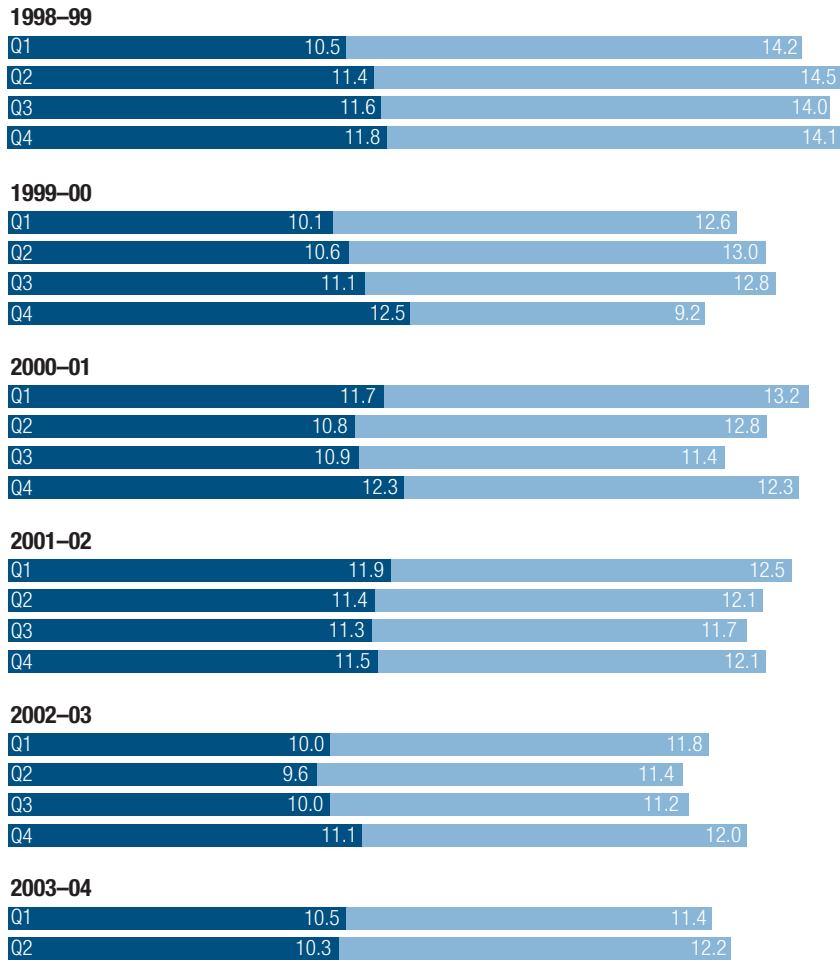
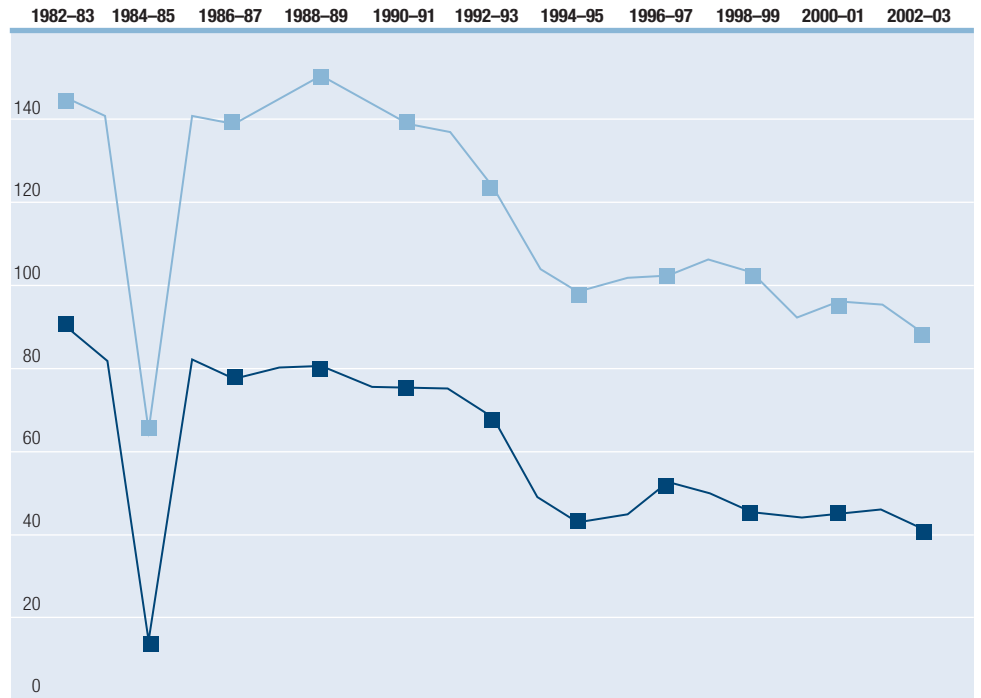


Chart 3.2b

Freight lifted (million tonnes)

Great Britain 1982–83 to 2002–03

■ Coal ■ Total



4 National Passenger Survey

Key results

- At a national level 73 per cent of passengers were satisfied or very satisfied with their overall journey. This was one percentage point less than in both autumn 2002 and spring 2003.
- Ratings of five key service areas including punctuality/reliability decreased compared to autumn 2002 whilst seven key service areas improved. Both 'how TOC deals with delays' and 'overall station environment' increased by three percentage points in the same period.
- Following four periods of consistent increases, the proportion of long distance passengers satisfied or very satisfied with their overall journey dropped to 77 per cent, three percentage points lower than in autumn 2002. This is the lowest percentage recorded for this group since spring 2001.
- The proportion of passengers satisfied or very satisfied with their overall journey declined for 13 operators, increased for six operators and remained virtually unchanged for six operators compared with autumn 2002.
- The lowest ratings of overall satisfaction in autumn 2003 were given to Silverlink Trains (64 per cent), Thameslink (64 per cent), Connex South Eastern (66 per cent) and South Central (67 per cent). However it should be noted that the overall satisfaction for the London and South East sector was also relatively low at 70 per cent.
- The largest declines in overall satisfaction with journey compared with autumn 2002 were for Midland Mainline (decreased by nine percentage points), Anglia Railways (decreased by seven percentage points), First Great Western (decreased by six percentage points) and Thameslink (decreased by six percentage points).
- The highest levels of overall satisfaction were achieved by Island Line (85 per cent), Wales & Borders Trains (87 per cent), Chiltern Railways (89 per cent) and Gatwick Express (90 per cent). Chiltern's score is considerably above the 70 per cent average for operators in that sector. Wales & Borders Trains achieved the largest increase in overall satisfaction in this period with five percentage points more passengers satisfied or very satisfied.

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 950 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 1 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'.

4.1 National and sector level results

Table 4.1a **National Passenger Survey national level results (percentage) – Autumn 2003**

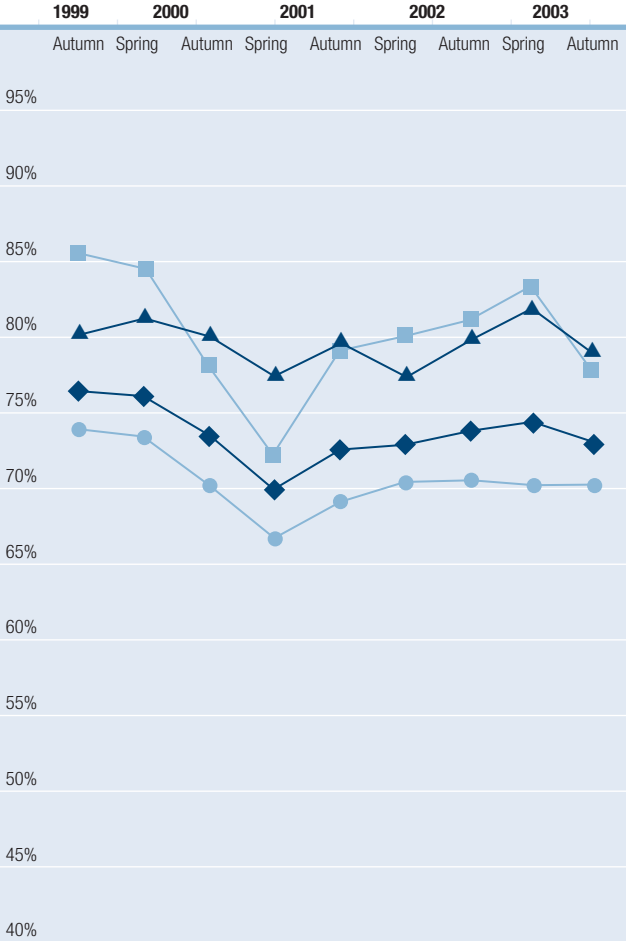
	Autumn 2003			Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	since Spring 2003	since Autumn 2002
Overall opinion of journey	73	16	11	(-1)	(-1)
Generic factors					
How TOC deals with delays	31	41	28	1	3
Value for money	43	23	35	0	(-1)
Station factors					
How staff handle requests	81	7	11	0	1
Overall station environment	58	27	15	2	3
Ticket buying facilities	66	17	17	(-1)	1
Information about train times/platforms	73	14	13	1	1
Train factors					
Punctuality/reliability	65	11	24	(-1)	(-5)
Length of journey time	76	14	10	(-2)	(-2)
Ease of getting on/off	70	18	11	(-1)	0
Amount of seats/standing space	57	18	25	(-1)	(-3)
Frequency	72	12	16	0	(-1)
Cleanliness	57	19	24	1	2
Comfort of seats	57	24	19	(-1)	1

Overall opinion of journey

National and sector level

Percentage of passengers satisfied 1999 to 2003

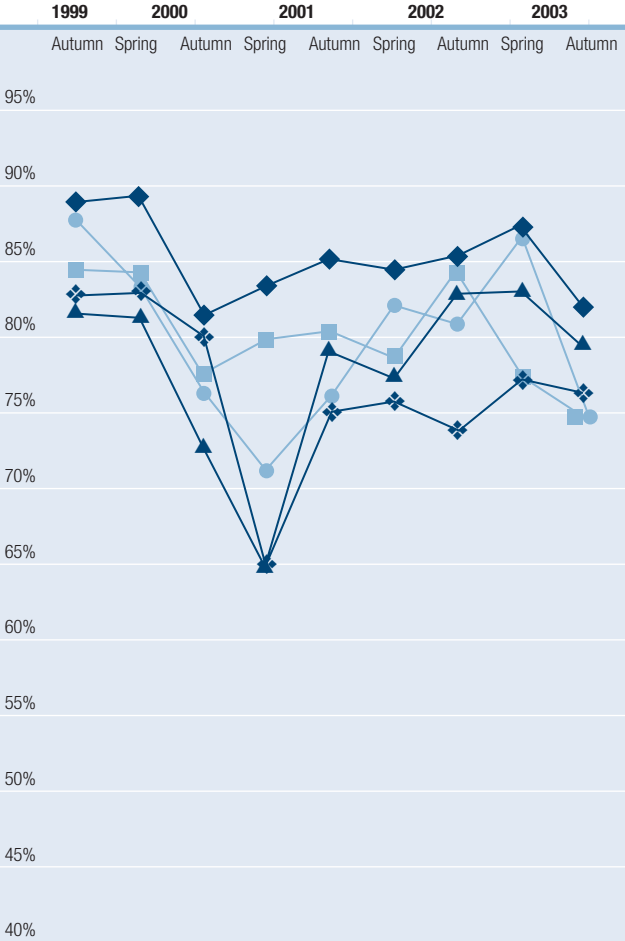
- ◆ National total
- London and South East
- ▲ Regional
- Long distance



Long distance operators

Percentage of passengers satisfied 1999 to 2003

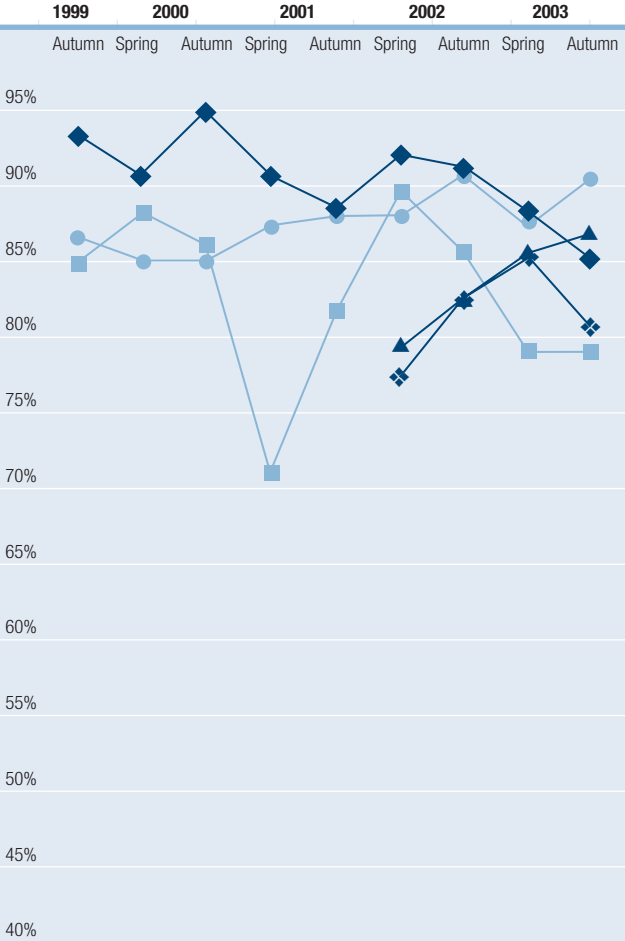
- ▲ Virgin CrossCountry
- First Great Western
- ◆ GNER
- Midland Mainline
- ◇ Virgin West Coast



Regional operators (1)

Percentage of passengers satisfied 1999 to 2003

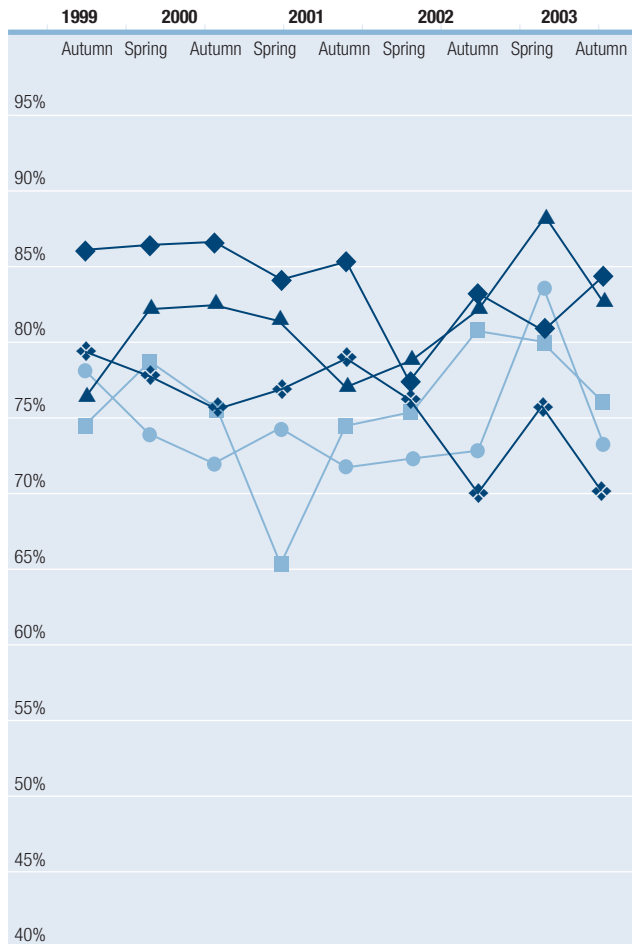
- ▲ Wales & Borders
- Gatwick Express
- ◆ Island Line
- Anglia
- ◇ Wessex



Regional operators (2)

Percentage of passengers satisfied 1999 to 2003

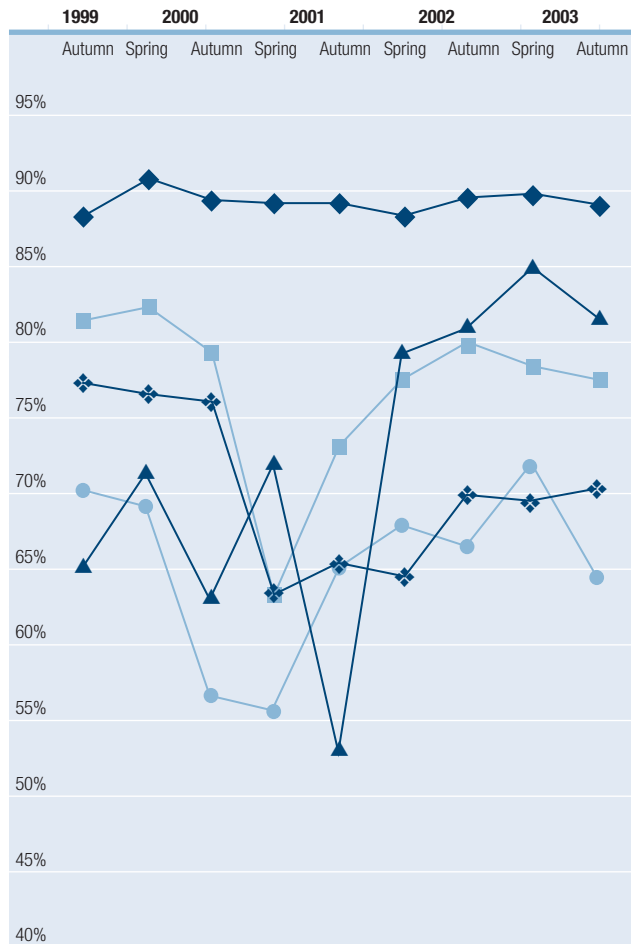
- ▲ Merseyrail
- First North Western
- ◆ ScotRail
- Arriva Trains Northern
- ❖ Central Trains



London and South East operators (1)

Percentage of passengers satisfied 1999 to 2003

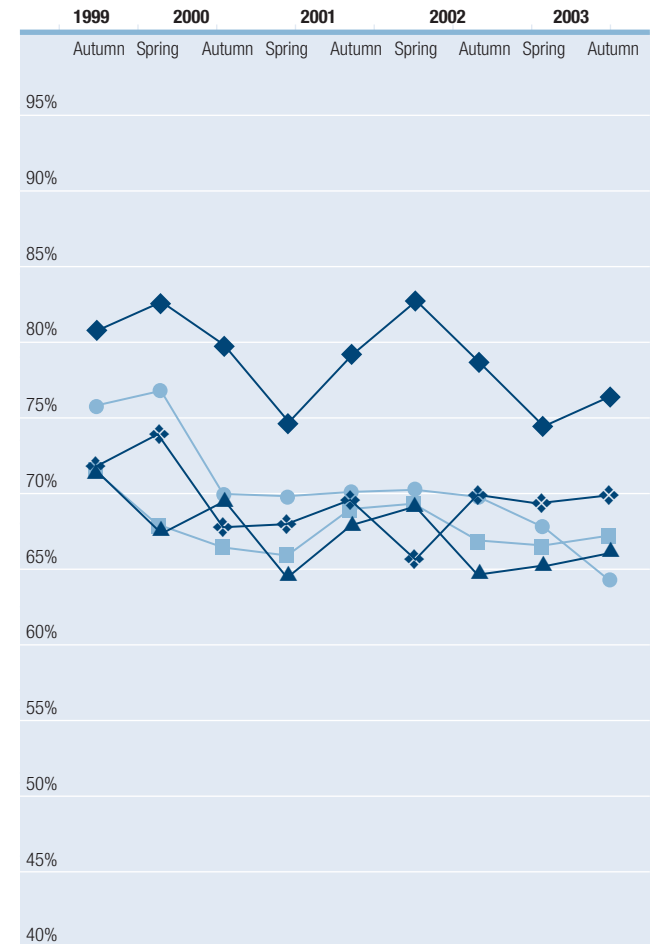
- ▲ c2c
- Silverlink
- ◆ Chiltern Railways
- First Great Eastern
- ❖ WAGN



London and South East operators (2)

Percentage of passengers satisfied 1999 to 2003

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

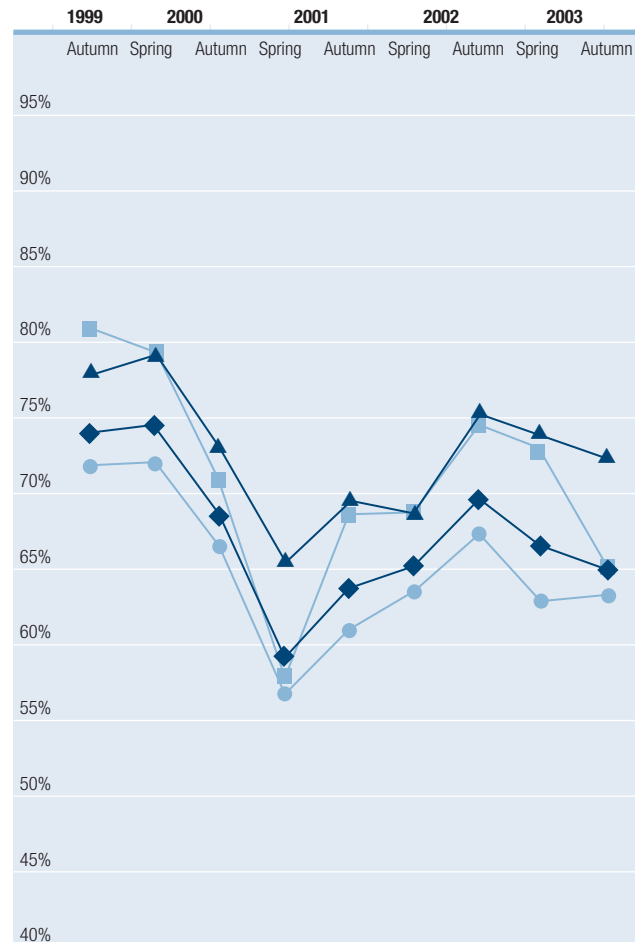


Punctuality/reliability

National and sector level

Percentage of passengers satisfied 1999 to 2003

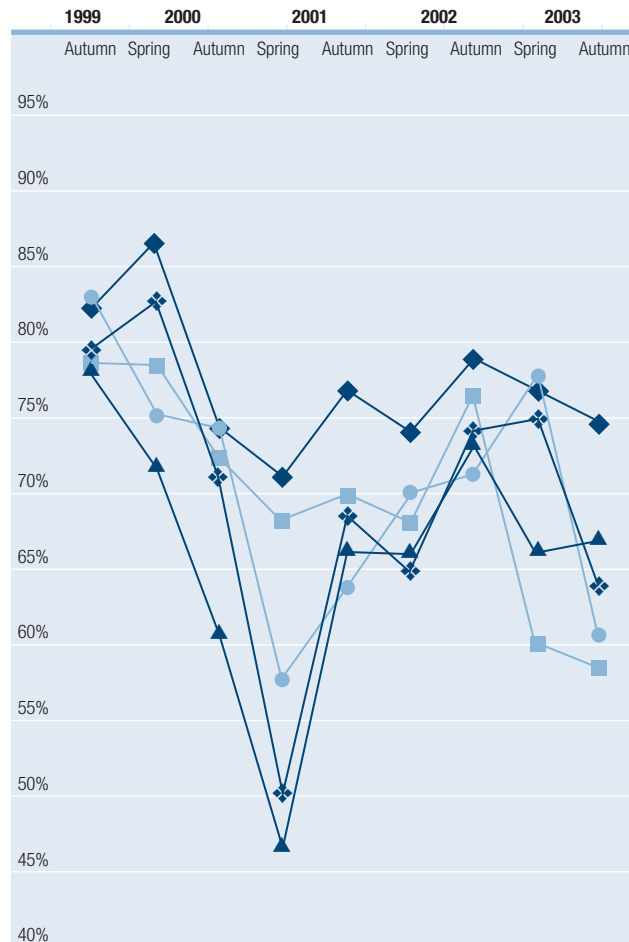
- ◆ National total
- London and South East
- ▲ Regional
- Long distance



Long distance operators

Percentage of passengers satisfied 1999 to 2003

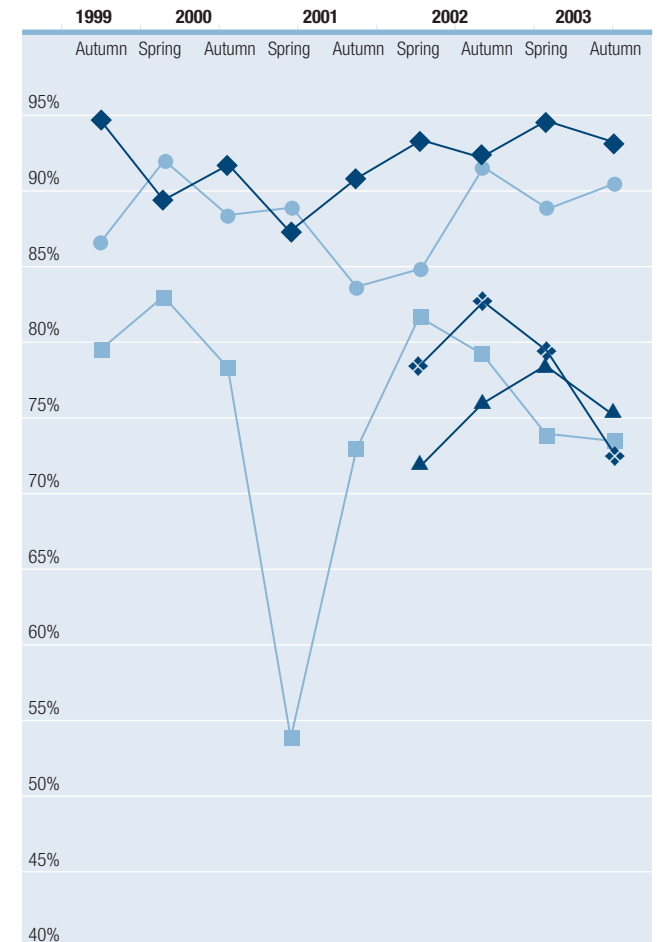
- ▲ Virgin CrossCountry
- First Great Western
- ◆ GNER
- Midland Mainline
- ◇ Virgin West Coast



Regional operators (1)

Percentage of passengers satisfied 1999 to 2003

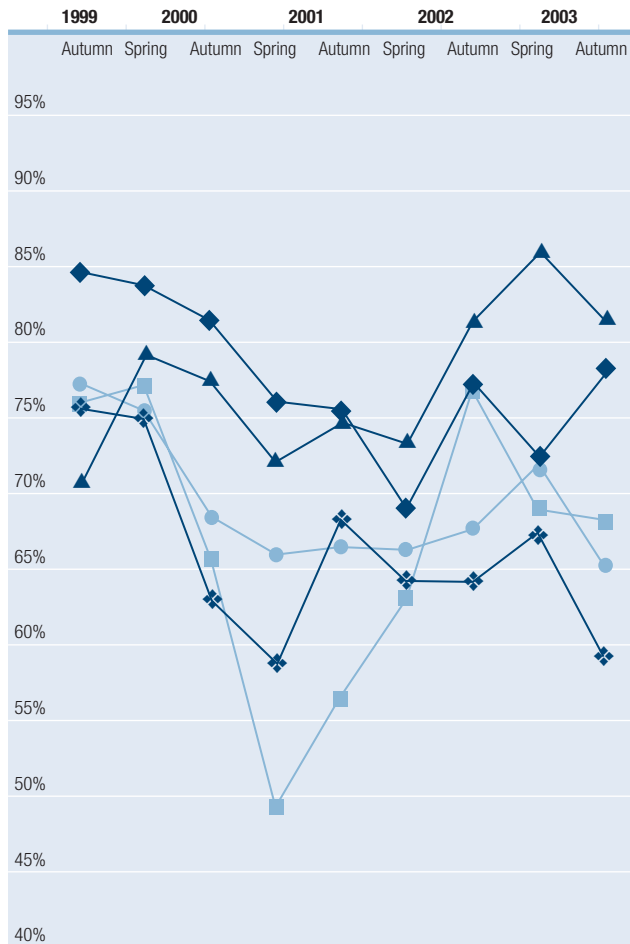
- ▲ Wales & Borders
- Gatwick Express
- ◆ Island Line
- Anglia
- ◇ Wessex



Regional operators (2)

Percentage of passengers satisfied 1999 to 2003

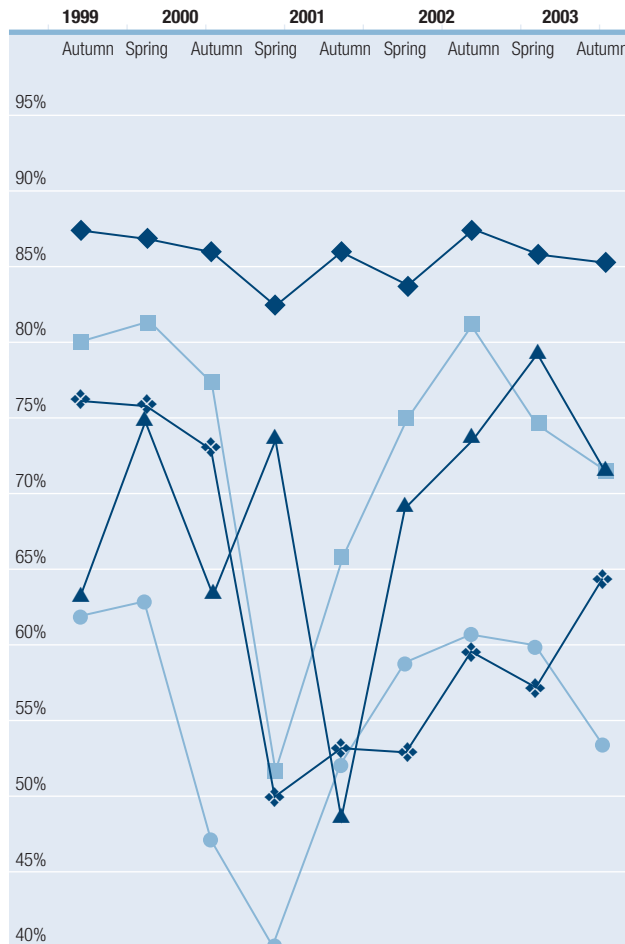
- ▲ Merseyrail
- First North Western
- ◆ ScotRail
- Arriva Trains Northern
- ❖ Central Trains



London and South East operators (1)

Percentage of passengers satisfied 1999 to 2003

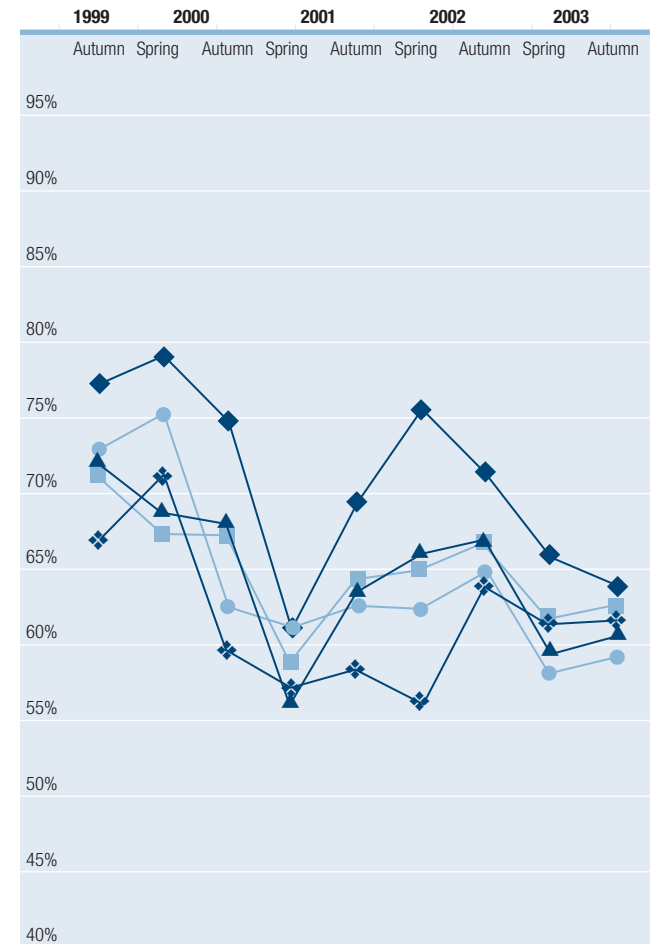
- ▲ c2c
- Silverlink
- ◆ Chiltern Railways
- First Great Eastern
- ❖ WAGN



London and South East operators (2)

Percentage of passengers satisfied 1999 to 2003

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

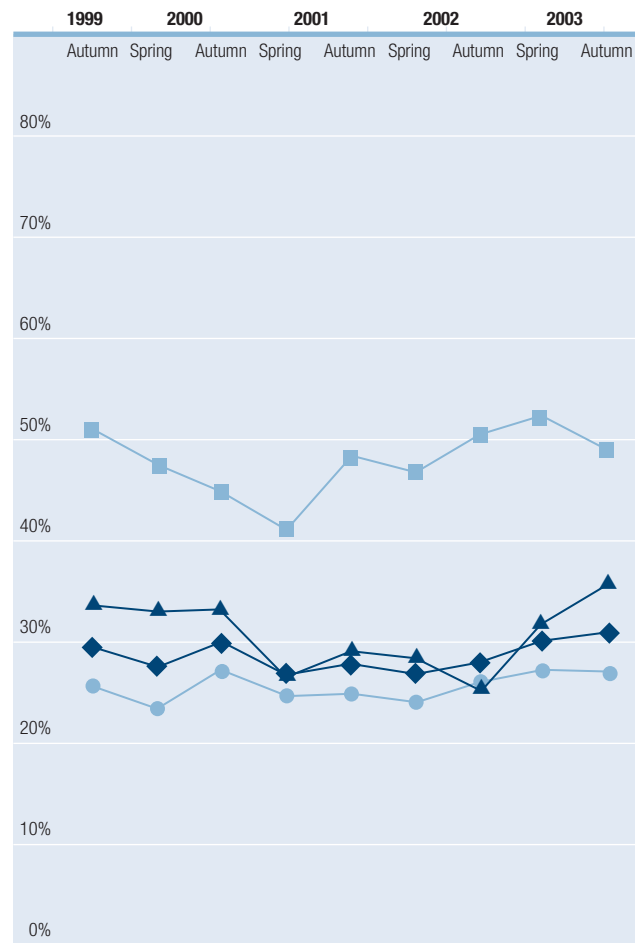


Dealing with delays

National and sector level

Percentage of passengers satisfied 1999 to 2003

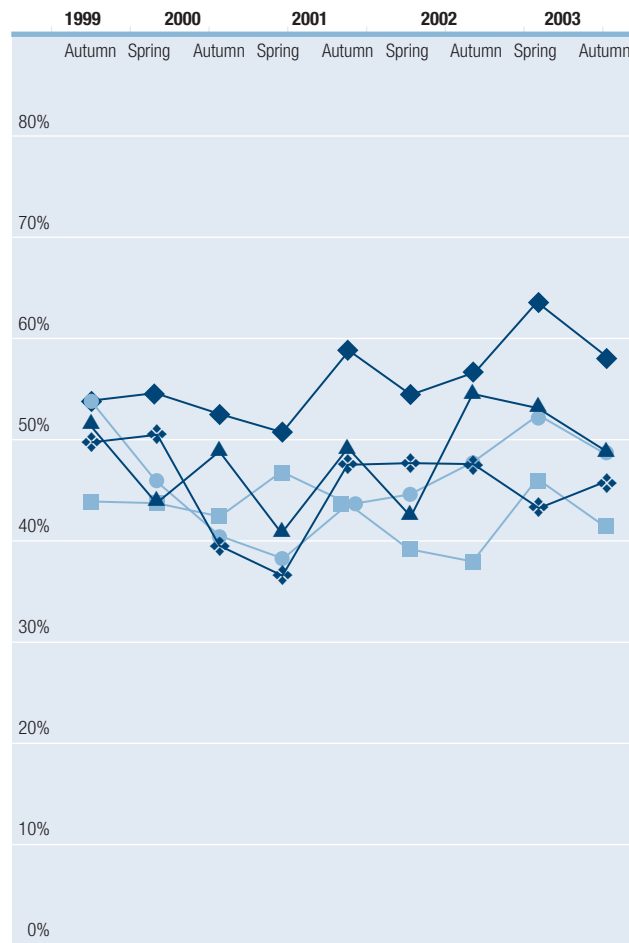
- ◆ National total
- London and South East
- ▲ Regional
- Long distance



Long distance operators

Percentage of passengers satisfied 1999 to 2003

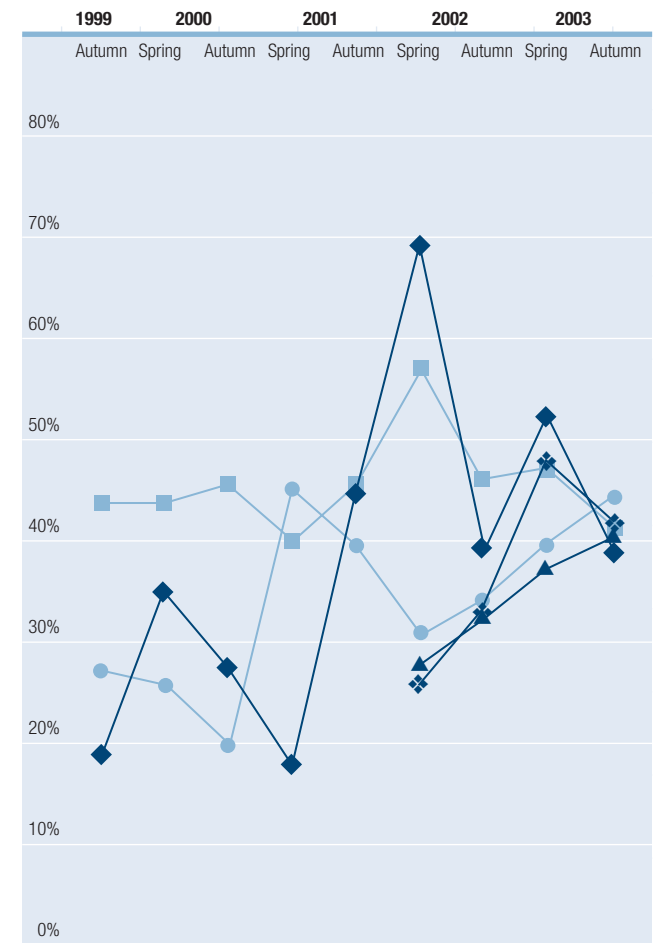
- ▲ Virgin CrossCountry
- First Great Western
- ◆ GNER
- Midland Mainline
- ◇ Virgin West Coast



Regional operators (1)

Percentage of passengers satisfied 1999 to 2003

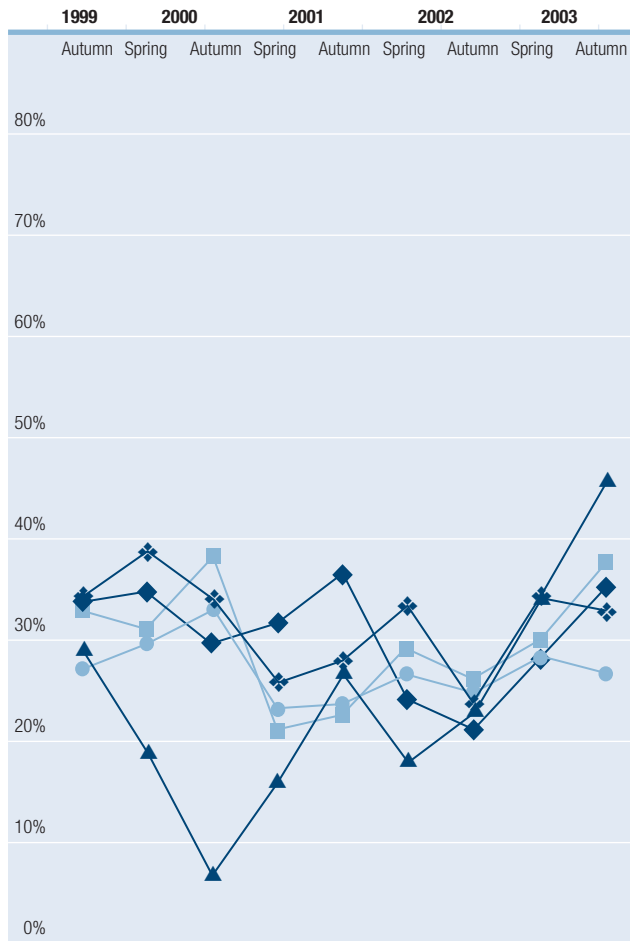
- ▲ Wales & Borders
- Gatwick Express
- ◆ Island Line
- Anglia
- ◇ Wessex



Regional operators (2)

Percentage of passengers satisfied 1999 to 2003

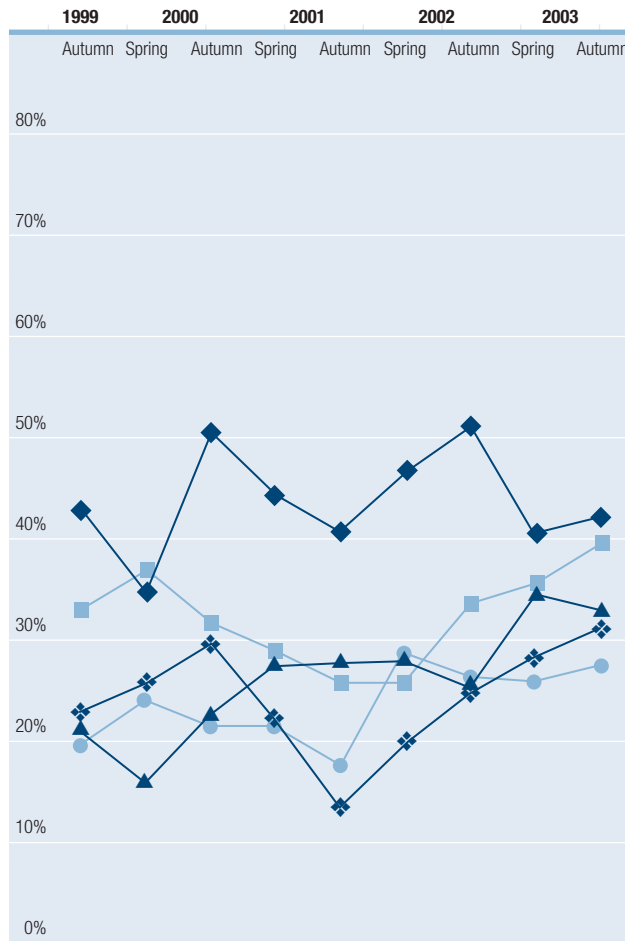
- ▲ Merseyrail
- First North Western
- ◆ ScotRail
- Arriva Trains Northern
- ❖ Central Trains



London and South East operators (1)

Percentage of passengers satisfied 1999 to 2003

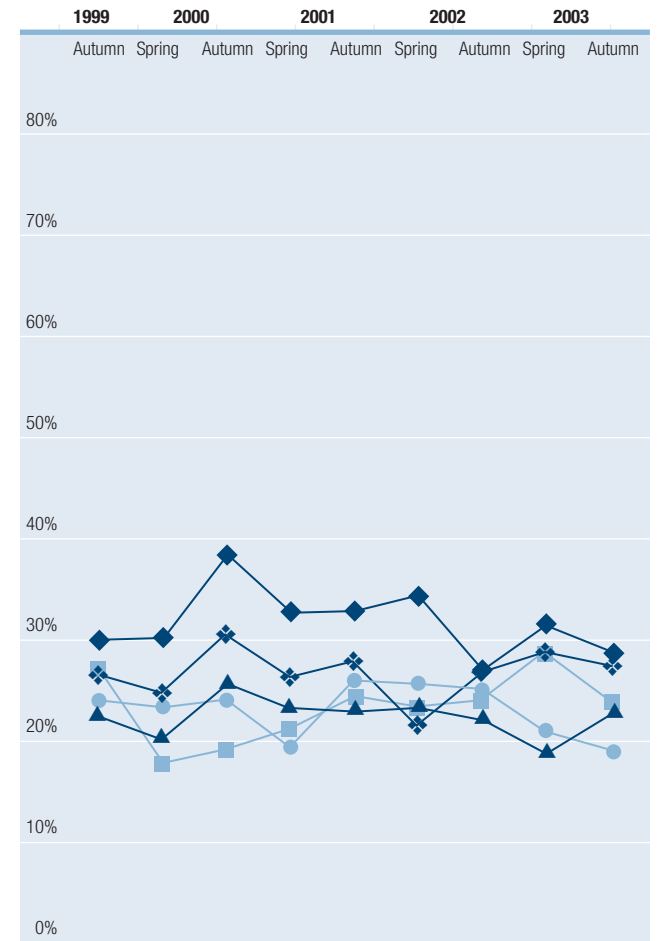
- ▲ c2c
- Silverlink
- ◆ Chiltern Railways
- First Great Eastern
- ❖ WAGN



London and South East operators (2)

Percentage of passengers satisfied 1999 to 2003

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



4.2 Operator level results

Anglia Railways

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	79	14	7	79	0	(-7)
Generic factors						
How TOC deals with delays	42	33	25	37	(-6)	(-5)
Value for money	55	17	28	59	0	3
Station factors						
How staff handle requests	89	4	7	84	9	3
Overall station environment	74	17	8	63	5	6
Ticket buying facilities	81	11	8	75	3	1
Information about train times/platforms	81	13	6	74	5	(-1)
Train factors						
Punctuality/reliability	74	9	18	72	0	(-6)
Length of journey time	80	12	8	82	1	(-4)
Ease of getting on/off	76	18	6	80	0	(-3)
Amount of seats/standing space	69	18	14	67	(-2)	(-1)
Frequency	79	8	12	75	3	1
Cleanliness	64	18	18	66	(-4)	1
Comfort of seats	65	20	15	67	(-1)	(-1)

Arriva Trains Northern

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	75	13	12	79	(-4)	(-5)
Generic factors						
How TOC deals with delays	39	33	29	37	8	13
Value for money	61	17	21	59	8	7
Station factors						
How staff handle requests	83	5	10	84	2	(-1)
Overall station environment	62	23	15	63	4	2
Ticket buying facilities	73	16	12	75	(-5)	3
Information about train times/platforms	75	15	10	74	(-1)	3
Train factors						
Punctuality/reliability	68	9	23	72	(-1)	(-9)
Length of journey time	80	11	9	82	(-6)	(-6)
Ease of getting on/off	81	13	6	80	2	1
Amount of seats/standing space	68	13	19	67	0	(-3)
Frequency	71	11	18	75	(-2)	(-6)
Cleanliness	59	20	20	66	1	(-3)
Comfort of seats	64	19	17	67	(-1)	(-4)

c2c

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	81	13	6	70	(-4)	0
Generic factors						
How TOC deals with delays	33	44	22	27	(-2)	7
Value for money	40	28	32	37	(-1)	0
Station factors						
How staff handle requests	87	8	5	79	6	12
Overall station environment	57	31	12	55	2	3
Ticket buying facilities	67	18	16	62	(-1)	(-6)
Information about train times/platforms	76	13	11	71	2	4
Train factors						
Punctuality/reliability	71	12	17	63	(-8)	(-2)
Length of journey time	78	13	9	73	(-3)	(-1)
Ease of getting on/off	84	11	5	66	2	(-2)
Amount of seats/standing space	63	17	20	52	(-1)	(-7)
Frequency	72	11	17	70	(-2)	(-4)
Cleanliness	84	10	6	52	4	3
Comfort of seats	78	15	8	52	4	0

Central Trains

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	70	17	14	79	(-6)	0
Generic factors						
How TOC deals with delays	33	37	30	37	(-1)	10
Value for money	54	21	25	59	(-1)	3
Station factors						
How staff handle requests	81	9	10	84	(-1)	0
Overall station environment	60	27	13	63	6	6
Ticket buying facilities	77	12	11	75	1	2
Information about train times/platforms	75	12	14	74	3	7
Train factors						
Punctuality/reliability	59	10	31	72	(-9)	(-5)
Length of journey time	75	16	10	82	(-4)	(-5)
Ease of getting on/off	75	16	9	80	0	(-3)
Amount of seats/standing space	61	16	24	67	1	(-1)
Frequency	64	11	25	75	(-4)	(-8)
Cleanliness	63	15	22	66	3	11
Comfort of seats	61	25	14	67	1	6

Chiltern Railways

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	89	7	4	70	(-1)	(-1)
Generic factors						
How TOC deals with delays	43	38	19	27	2	(-9)
Value for money	51	24	26	37	0	1
Station factors						
How staff handle requests	86	7	7	79	0	0
Overall station environment	80	15	6	55	0	4
Ticket buying facilities	83	11	6	62	0	3
Information about train times/platforms	82	11	7	71	(-2)	(-2)
Train factors						
Punctuality/reliability	85	6	9	63	(-1)	(-2)
Length of journey time	85	10	6	73	0	1
Ease of getting on/off	89	9	2	66	(-1)	1
Amount of seats/standing space	71	14	15	52	1	1
Frequency	82	8	10	70	1	(-1)
Cleanliness	82	11	7	52	5	4
Comfort of seats	74	17	10	52	0	4

Connex South Eastern

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	66	21	13	70	1	2
Generic factors						
How TOC deals with delays	23	44	33	27	4	0
Value for money	36	23	42	37	(-1)	(-1)
Station factors						
How staff handle requests	79	6	14	79	8	7
Overall station environment	46	31	22	55	1	1
Ticket buying facilities	56	18	26	62	5	3
Information about train times/platforms	67	18	15	71	0	(-2)
Train factors						
Punctuality/reliability	61	13	26	63	1	(-6)
Length of journey time	69	18	14	73	0	(-4)
Ease of getting on/off	65	21	14	66	3	1
Amount of seats/standing space	50	19	31	52	5	(-2)
Frequency	66	16	19	70	(-1)	(-2)
Cleanliness	44	21	36	52	3	2
Comfort of seats	50	26	24	52	3	3

Connex South Eastern transferred to South East Trains on Sunday 9 November 2003. Journeys on these services have been allocated to Connex South Eastern throughout the Autumn 2003 survey period.

First Great Eastern

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	77	14	8	70	(-1)	(-2)
Generic factors						
How TOC deals with delays	40	37	23	27	4	6
Value for money	34	25	41	37	(-1)	0
Station factors						
How staff handle requests	83	8	9	79	0	0
Overall station environment	66	24	10	55	2	4
Ticket buying facilities	70	18	12	62	3	5
Information about train times/platforms	76	13	10	71	4	4
Train factors						
Punctuality/reliability	71	11	18	63	(-3)	(-10)
Length of journey time	79	12	9	73	0	(-3)
Ease of getting on/off	71	19	9	66	2	0
Amount of seats/standing space	54	20	26	52	0	(-2)
Frequency	82	8	10	70	6	2
Cleanliness	58	21	21	52	(-1)	2
Comfort of seats	53	25	22	52	1	0

First Great Western

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	75	13	12	77	(-12)	(-6)
Generic factors						
How TOC deals with delays	49	33	19	49	(-4)	1
Value for money	42	21	37	49	(-1)	(-2)
Station factors						
How staff handle requests	82	7	10	85	(-10)	2
Overall station environment	67	24	9	68	(-5)	2
Ticket buying facilities	78	13	9	76	(-4)	0
Information about train times/platforms	76	15	10	80	(-6)	(-6)
Train factors						
Punctuality/reliability	60	10	29	65	(-17)	(-10)
Length of journey time	76	13	11	77	(-8)	(-3)
Ease of getting on/off	77	16	7	78	0	1
Amount of seats/standing space	73	13	14	70	5	3
Frequency	78	11	11	78	(-4)	(-1)
Cleanliness	78	14	8	80	0	2
Comfort of seats	76	16	8	73	4	2

First North Western

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	73	13	14	79	(-10)	0
Generic factors						
How TOC deals with delays	27	34	39	37	(-2)	2
Value for money	58	18	24	59	3	6
Station factors						
How staff handle requests	85	6	8	84	4	9
Overall station environment	62	22	16	63	3	10
Ticket buying facilities	75	12	13	75	3	9
Information about train times/platforms	69	11	20	74	(-5)	3
Train factors						
Punctuality/reliability	65	8	27	72	(-7)	(-3)
Length of journey time	81	11	8	82	(-2)	6
Ease of getting on/off	78	13	9	80	(-4)	(-3)
Amount of seats/standing space	64	16	19	67	(-9)	(-2)
Frequency	68	12	21	75	(-7)	(-2)
Cleanliness	66	17	17	66	(-3)	(-1)
Comfort of seats	65	20	16	67	(-5)	2

Some North Wales services were transferred from FNW to Wales & Borders on Sunday 28 September 2003.

Journeys on these services have been allocated to FNW throughout the Autumn 2003 survey period.

Gatwick Express

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	90	7	2	79	3	0
Generic factors						
How TOC deals with delays	45	35	20	37	5	10
Value for money	46	25	29	59	1	4
Station factors						
How staff handle requests	92	3	4	84	0	10
Overall station environment	72	23	4	63	(-2)	(-2)
Ticket buying facilities	73	13	14	75	(-3)	0
Information about train times/platforms	80	11	9	74	(-3)	(-1)
Train factors						
Punctuality/reliability	91	5	5	72	2	(-1)
Length of journey time	90	7	3	82	2	(-1)
Ease of getting on/off	91	5	4	80	2	1
Amount of seats/standing space	87	8	5	67	1	(-1)
Frequency	94	3	3	75	(-1)	(-2)
Cleanliness	90	6	4	66	2	4
Comfort of seats	90	8	3	67	3	2

GNER

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	82	10	8	77	(-5)	(-3)
Generic factors						
How TOC deals with delays	59	26	16	49	(-5)	2
Value for money	51	21	29	49	(-1)	3
Station factors						
How staff handle requests	81	5	14	85	(-9)	(-2)
Overall station environment	65	24	11	68	(-2)	(-3)
Ticket buying facilities	80	13	7	76	(-3)	1
Information about train times/platforms	84	9	7	80	(-3)	(-1)
Train factors						
Punctuality/reliability	74	9	17	65	(-2)	(-4)
Length of journey time	86	9	5	77	0	0
Ease of getting on/off	79	16	6	78	(-4)	1
Amount of seats/standing space	69	18	13	70	(-5)	(-2)
Frequency	86	7	7	78	(-2)	0
Cleanliness	71	15	14	80	(-2)	(-2)
Comfort of seats	64	21	15	73	(-5)	(-2)

Island Line

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	85	11	4	79	(-3)	(-5)
Generic factors						
How TOC deals with delays	39	21	40	37	(-14)	0
Value for money	70	14	16	59	(-1)	(-4)
Station factors						
How staff handle requests	97	N/A	3	84	3	15
Overall station environment	57	26	17	63	(-1)	(-4)
Ticket buying facilities	75	9	16	75	7	(-1)
Information about train times/platforms	68	17	15	74	(-5)	(-18)
Train factors						
Punctuality/reliability	93	4	3	72	(-1)	1
Length of journey time	93	6	2	82	(-3)	(-3)
Ease of getting on/off	76	20	4	80	(-11)	(-6)
Amount of seats/standing space	63	20	18	67	(-10)	(-3)
Frequency	83	14	3	75	(-3)	(-4)
Cleanliness	61	18	21	66	1	(-3)
Comfort of seats	43	27	30	67	(-11)	(-4)

Merseyrail

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	83	12	6	79	(-6)	1
Generic factors						
How TOC deals with delays	47	19	34	37	12	23
Value for money	65	21	14	59	(-3)	(-1)
Station factors						
How staff handle requests	80	15	6	84	(-3)	4
Overall station environment	48	32	20	63	(-10)	(-3)
Ticket buying facilities	76	15	8	75	(-1)	6
Information about train times/platforms	76	13	11	74	2	8
Train factors						
Punctuality/reliability	81	8	10	72	(-4)	0
Length of journey time	87	7	6	82	(-7)	(-3)
Ease of getting on/off	83	12	5	80	(-1)	6
Amount of seats/standing space	68	18	14	67	(-6)	2
Frequency	89	5	6	75	(-1)	(-1)
Cleanliness	51	24	25	66	3	6
Comfort of seats	55	23	22	67	(-5)	2

Midland Mainline

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	75	13	12	77	(-3)	(-9)
Generic factors						
How TOC deals with delays	42	35	23	49	(-5)	4
Value for money	44	20	36	49	(-2)	(-6)
Station factors						
How staff handle requests	85	7	6	85	2	(-3)
Overall station environment	58	26	16	68	4	5
Ticket buying facilities	73	17	10	76	(-1)	0
Information about train times/platforms	80	9	10	80	0	(-1)
Train factors						
Punctuality/reliability	58	10	31	65	(-2)	(-18)
Length of journey time	76	14	10	77	1	(-6)
Ease of getting on/off	78	15	8	78	(-1)	(-1)
Amount of seats/standing space	69	14	16	70	(-1)	(-3)
Frequency	75	12	12	78	(-3)	(-9)
Cleanliness	77	13	9	80	0	(-1)
Comfort of seats	72	18	10	73	0	3

ScotRail

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	84	11	4	79	4	1
Generic factors						
How TOC deals with delays	37	34	29	37	7	15
Value for money	55	25	20	59	1	(-2)
Station factors						
How staff handle requests	82	7	10	84	(-5)	2
Overall station environment	66	24	10	63	7	6
Ticket buying facilities	73	14	13	75	(-2)	(-6)
Information about train times/platforms	72	15	13	74	0	1
Train factors						
Punctuality/reliability	78	9	13	72	6	1
Length of journey time	85	9	6	82	1	0
Ease of getting on/off	81	15	4	80	(-1)	(-4)
Amount of seats/standing space	69	16	14	67	(-1)	(-2)
Frequency	78	11	11	75	0	4
Cleanliness	74	15	10	66	(-1)	1
Comfort of seats	77	15	8	67	0	0

Silverlink

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	64	20	16	70	(-8)	(-2)
Generic factors						
How TOC deals with delays	28	37	35	27	1	1
Value for money	34	25	41	37	(-1)	(-3)
Station factors						
How staff handle requests	77	5	17	79	(-6)	(-5)
Overall station environment	53	26	20	55	1	3
Ticket buying facilities	63	17	20	62	0	0
Information about train times/platforms	65	15	20	71	(-2)	(-2)
Train factors						
Punctuality/reliability	53	12	35	63	(-7)	(-8)
Length of journey time	70	20	10	73	(-6)	(-4)
Ease of getting on/off	63	21	16	66	(-5)	(-3)
Amount of seats/standing space	44	22	35	52	(-6)	(-9)
Frequency	64	14	22	70	(-1)	(-4)
Cleanliness	47	25	28	52	(-4)	1
Comfort of seats	42	30	27	52	(-5)	(-4)

South Central

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	67	18	14	70	1	1
Generic factors						
How TOC deals with delays	24	47	30	27	(-5)	(-1)
Value for money	35	24	41	37	(-4)	(-5)
Station factors						
How staff handle requests	74	9	15	79	(-5)	(-2)
Overall station environment	51	31	18	55	1	2
Ticket buying facilities	58	20	22	62	(-3)	(-1)
Information about train times/platforms	74	14	12	71	(-1)	3
Train factors						
Punctuality/reliability	62	11	26	63	1	(-4)
Length of journey time	71	16	13	73	(-4)	(-3)
Ease of getting on/off	56	21	23	66	(-2)	2
Amount of seats/standing space	50	20	29	52	(-2)	(-2)
Frequency	67	14	19	70	(-1)	(-4)
Cleanliness	46	21	32	52	5	5
Comfort of seats	49	28	23	52	(-1)	3

South West Trains

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	70	18	12	70	1	0
Generic factors						
How TOC deals with delays	28	47	25	27	(-1)	1
Value for money	37	24	38	37	(-1)	0
Station factors						
How staff handle requests	82	8	9	79	0	(-4)
Overall station environment	58	29	13	55	0	3
Ticket buying facilities	64	17	19	62	(-6)	(-2)
Information about train times/platforms	77	13	10	71	2	4
Train factors						
Punctuality/reliability	61	12	27	63	1	(-3)
Length of journey time	73	17	10	73	0	1
Ease of getting on/off	62	23	15	66	(-2)	0
Amount of seats/standing space	55	20	25	52	(-3)	(-3)
Frequency	71	12	17	70	0	1
Cleanliness	55	20	25	52	1	4
Comfort of seats	54	26	21	52	(-1)	2

Thameslink

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	64	21	15	70	(-3)	(-6)
Generic factors						
How TOC deals with delays	19	47	34	27	(-2)	(-6)
Value for money	36	22	42	37	0	(-1)
Station factors						
How staff handle requests	74	6	19	79	(-4)	(-3)
Overall station environment	52	31	17	55	1	1
Ticket buying facilities	61	18	21	62	(-1)	(-1)
Information about train times/platforms	68	16	16	71	0	(-3)
Train factors						
Punctuality/reliability	59	12	29	63	1	(-6)
Length of journey time	74	14	12	73	0	(-3)
Ease of getting on/off	69	20	11	66	1	(-1)
Amount of seats/standing space	48	18	34	52	0	(-3)
Frequency	71	11	18	70	1	(-5)
Cleanliness	48	23	29	52	(-1)	(-1)
Comfort of seats	46	26	27	52	(-1)	(-3)

Thames Trains

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	76	14	10	70	2	(-2)
Generic factors						
How TOC deals with delays	29	41	29	27	(-3)	3
Value for money	44	23	33	37	3	0
Station factors						
How staff handle requests	78	12	10	79	(-1)	4
Overall station environment	60	27	14	55	2	0
Ticket buying facilities	66	16	19	62	(-1)	0
Information about train times/platforms	68	16	16	71	(-4)	(-6)
Train factors						
Punctuality/reliability	64	12	24	63	(-2)	(-8)
Length of journey time	75	15	10	73	(-5)	(-9)
Ease of getting on/off	76	16	8	66	(-2)	(-2)
Amount of seats/standing space	60	19	21	52	(-4)	(-7)
Frequency	70	14	16	70	1	(-4)
Cleanliness	54	22	24	52	0	(-2)
Comfort of seats	59	26	15	52	(-1)	(-4)

Virgin CrossCountry

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	79	9	12	77	(-3)	(-3)
Generic factors						
How TOC deals with delays	49	33	18	49	(-4)	(-6)
Value for money	58	18	24	49	3	(-5)
Station factors						
How staff handle requests	86	6	7	85	(-3)	0
Overall station environment	72	21	7	68	5	6
Ticket buying facilities	80	13	7	76	3	4
Information about train times/platforms	81	9	10	80	2	2
Train factors						
Punctuality/reliability	66	9	25	65	1	(-7)
Length of journey time	78	14	8	77	1	2
Ease of getting on/off	82	12	5	78	(-3)	3
Amount of seats/standing space	68	12	20	70	(-4)	(-4)
Frequency	72	14	14	78	(-2)	(-1)
Cleanliness	90	6	4	80	2	5
Comfort of seats	80	12	8	73	0	3

Virgin West Coast

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	76	9	15	77	(-1)	2
Generic factors						
How TOC deals with delays	46	31	23	49	2	(-2)
Value for money	50	18	32	49	2	5
Station factors						
How staff handle requests	88	5	7	85	7	5
Overall station environment	72	19	9	68	3	9
Ticket buying facilities	69	17	14	76	(-7)	(-3)
Information about train times/platforms	81	9	10	80	0	7
Train factors						
Punctuality/reliability	64	9	28	65	(-11)	(-10)
Length of journey time	69	14	17	77	(-8)	1
Ease of getting on/off	76	16	8	78	0	5
Amount of seats/standing space	70	15	15	70	(-2)	1
Frequency	77	11	12	78	(-1)	3
Cleanliness	79	14	8	80	6	6
Comfort of seats	69	19	12	73	4	8

WAGN

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	70	18	12	70	1	0
Generic factors						
How TOC deals with delays	31	37	31	27	3	6
Value for money	36	25	38	37	5	4
Station factors						
How staff handle requests	80	7	12	79	3	(-1)
Overall station environment	57	28	15	55	8	9
Ticket buying facilities	68	18	14	62	5	4
Information about train times/platforms	64	16	20	71	5	0
Train factors						
Punctuality/reliability	64	10	26	63	7	4
Length of journey time	78	14	8	73	4	4
Ease of getting on/off	73	21	7	66	1	0
Amount of seats/standing space	50	21	29	52	(-2)	(-4)
Frequency	73	11	17	70	6	5
Cleanliness	50	20	30	52	0	1
Comfort of seats	49	26	25	52	(-2)	3

Wales & Borders Trains

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	87	7	6	79	1	5
Generic factors						
How TOC deals with delays	41	39	20	37	4	8
Value for money	68	14	18	59	4	9
Station factors						
How staff handle requests	86	2	12	84	(-4)	2
Overall station environment	65	21	14	63	8	13
Ticket buying facilities	81	11	8	75	3	10
Information about train times/platforms	78	10	12	74	8	7
Train factors						
Punctuality/reliability	75	9	16	72	(-3)	(-1)
Length of journey time	83	12	4	82	(-2)	(-2)
Ease of getting on/off	80	12	7	80	(-3)	2
Amount of seats/standing space	67	13	20	67	(-5)	(-2)
Frequency	72	12	16	75	0	4
Cleanliness	74	15	10	66	(-2)	1
Comfort of seats	69	20	11	67	(-5)	0

Some North Wales services were transferred from FNW to Wales & Borders on Sunday 28 September 2003. Journeys on these services have been allocated to FNW throughout the Autumn 2003 survey period.

Wessex Trains

National Passenger Survey results – Autumn 2003

	Autumn 2003				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	sector level % satisfied or good	since Spring 2003	since Autumn 2002
Overall opinion of journey	80	13	7	79	(-4)	(-2)
Generic factors						
How TOC deals with delays	42	41	17	37	(-6)	8
Value for money	63	20	18	59	(-1)	2
Station factors						
How staff handle requests	89	4	5	84	(-1)	3
Overall station environment	63	25	12	63	0	3
Ticket buying facilities	85	7	8	75	9	14
Information about train times/platforms	82	11	7	74	5	3
Train factors						
Punctuality/reliability	72	11	17	72	(-7)	(-11)
Length of journey time	82	11	7	82	(-6)	(-10)
Ease of getting on/off	77	15	8	80	(-3)	(-1)
Amount of seats/standing space	69	14	17	67	(-1)	4
Frequency	74	12	14	75	(-1)	(-1)
Cleanliness	68	18	15	66	5	10
Comfort of seats	69	21	10	67	6	8

5 Miscellaneous tables

5.1 Average age of rolling stock

Key results

- The average age of rolling stock remained virtually unchanged between 30 June 2003 and 30 September 2003.

Note: Other data previously included in section five will be reported as updates become available, and in the annual compendium edition of *National Rail Trends* in June/July.

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.

		Long distance operators	London and SE operators	Regional operators	ALL OPERATORS
2000–01	Q3	25.74	20.51	17.61	20.67
2000–01	Q4	25.99	20.70	16.91	20.64
2001–02	Q1	25.97	20.36	16.42	20.34
2001–02	Q2	25.26	20.43	15.89	20.13
2001–02	Q3	24.74	20.35	16.07	20.07
2001–02	Q4	24.89	20.40	16.11	20.14
2002–03	Q1	23.51	20.48	15.56	19.86
2002–03	Q2	22.33	20.50	15.69	19.67
2002–03	Q3	22.25	20.36	15.28	19.49
2002–03	Q4	22.29	20.01	15.48	19.36
2003–04	Q1	22.13	19.89	15.73	19.33
2003–04	Q2	21.51	20.08	15.95	19.35

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.

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), who 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
Connex South Eastern
First Great Eastern
Silverlink
South Central
South West Trains
Thames Trains
Thameslink
West Anglia Great Northern (WAGN)

Regional operators

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

*Anglia Railway services classified in 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. Quarterly results require apportionment of these data.

5. Abbreviations and symbols used

p	Provisional
..	Not available
-----	Break in Series
PTE	Passenger Transport Executive
–	Not applicable
r	revised data

