Introduction

'National Rail Trends' is a publication from the Strategic Rail Authority (SRA) which replaces the Bulletin of Rail Statistics published by the Department of Environment, Transport and the Regions (DETR). It is published quarterly. This is the third edition.

National Rail Trends brings together a wide range of information on the rail industry into one publication. It is organised into sections covering-
- Passenger Usage
- Rail Performance
- Freight
- Government Support, Investment and Infrastructure

The data are quarterly except for section four, which contains annual figures. The data should always be used in conjunction with the notes and definitions.

For this edition a new section on the National Rail Enquiry Scheme (NRES) has been added (section 2.3); this includes an explanatory article on the topic.

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 the DETR, is gratefully acknowledged.

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

June 2001

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1. Passenger usage

Key Results

The latest results cover the period January to March 2001 and include financial year data for 1 April 2000 to 31 March 2001. 2000-01 Quarter 4 saw the rail industry continuing to recover from the disruption to the network in the previous quarter. Some operators offered cheap fares in this quarter to encourage passengers to use the railways.

The three main Passenger Usage measures (Passenger Kilometres, Journeys and Revenue) all showed an increase between 2000-01 and 1999-00 but a decline for 2000-01 Q4 against 1999-00 Q4.

- Passenger Kilometres showed a decrease of six per cent between 1999-00 Q4 and 2000-01 Q4 and a reduction of two per cent on the previous quarter (seasonally adjusted). Over the year as a whole Passenger Kilometres increased by two per cent on 1999-00.
- Passenger Journeys showed a decrease of one per cent between 2000-01 Q4 and 1999-00 Q4 and a reduction of one per cent on the previous quarter (seasonally adjusted). Over the year as a whole Passenger Journeys increased by three per cent on 1999-00, sending them to levels last experienced in the early 1960s.
- Passenger Revenue showed a decrease of 11 per cent between 1999-00 Q4 and 2000-01 Q4 in real terms and a reduction of two per cent on the previous quarter in real terms (seasonally adjusted). Over the year as a whole Passenger Revenue remained virtually unchanged in real terms compared to 1999-00.
- Between 1999-00 Q4 and 2000-01 Q4 each of the three Passenger Usage measures showed a decrease in travel using Ordinary fares but an increase for using Season Tickets. Between 1999-00 and 2000-01 Season Tickets showed greater growth in each of the Passenger Usage measures.
- The sector that saw the largest percentage increases in Passenger Usage, both quarter on quarter and financial year on financial year, was the London and South East sector.
- The sector that saw the largest percentage decreases in Passenger Usage, both quarter on quarter and financial year on financial year, was the Long Distance sector.
- Regional Operators showed reductions in all three measures between 1999-00 Q4 and 2000-01 Q4 but increases between 1999-00 and 2000-01.

1.1 Passenger kilometres

Table 1.1a **Passenger kilometres by ticket type (billions)**
Great Britain 1986-87 to 2000-01

		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		27.9	10.5	38.3	38.3
2000-01		28.1	10.9	39.1	39.1
1996-97	Q1	5.7	2.1	7.8	7.7
	Q2	6.1	2.0	8.1	8.2
	Q3	5.9	2.3	8.3	8.3
	Q4	5.6	2.4	8.0	7.9
1997-98	Q1	6.1	2.2	8.3	8.4
	Q2	6.7	2.1	8.8	8.7
	Q3	6.5	2.5	9.0	8.9
	Q4	6.0	2.6	8.6	8.7
1998-99	Q1	6.5	2.2	8.7	8.7
	Q2	6.9	2.2	9.1	9.0
	Q3	6.7	2.7	9.4	9.3
	Q4	6.3	2.8	9.0	9.3
1999-00	Q1	6.8	2.4	9.2	9.1
	Q2	7.4	2.4	9.7	9.5
	Q3	7.0	2.8	9.7	9.8
	Q4	6.7	2.9	9.6	9.9
2000-01	Q1	7.3	2.5	9.9	9.8
	Q2	8.3	2.5	10.9	10.5
	Q3	6.4	2.9	9.3	9.5
	Q4	6.1	3.0	9.0	9.3
Percentage change 2000-01 Q4 on 1999-00 Q4		-9.6	2.3	-6.0	-6.1
Percentage change 2000-01 on 1999-00		0.9	4.7	1.9	1.9

1. Passenger usage continued

Estimates of passenger kilometres are made from ticket sales. Travel on season tickets assumes appropriate factors for number of journeys per ticket.

The current passenger kilometres data received through the ticketing system are known to be an underestimate. This is because, for technical reasons, the passenger kilometres represented by certain new ticket types are not captured by the operators' ticket system. An independent assessment has been made of the likely level of underestimation and this is incorporated in Tables 1.1a and 1.1b. Information about journeys and revenue are unaffected.

Table 1.1b **Passenger kilometres by sector (billions)**
Great Britain 1994-95 to 2000-01

		Long distance operators	London and SE operators	Regional operators	All operators
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	17.6	7.5	38.3
2000-01		13.2	18.4	7.5	39.1
1996-97	Q1	2.7	3.5	1.6	7.8
	Q2	2.8	3.6	1.7	8.1
	Q3	2.8	3.8	1.7	8.3
	Q4	2.7	3.7	1.6	8.0
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	9.2
	Q2	3.4	4.3	2.0	9.7
	Q3	3.3	4.6	1.9	9.7
	Q4	3.3	4.5	1.8	9.6
2000-01	Q1	3.5	4.5	1.9	9.9
	Q2	3.9	4.8	2.2	10.9
	Q3	2.9	4.6	1.8	9.3
	Q4	2.8	4.6	1.7	9.0
Percentage change 2000-01 Q4 on 1999-00 Q4		-14.3	0.3	-7.0	-6.0
Percentage change 2000-01 on 1999-00		-0.6	4.4	0.6	1.9

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

Chart 1.1a **Passenger kilometres (billions)**
Great Britain 1995-96 to 2000-01

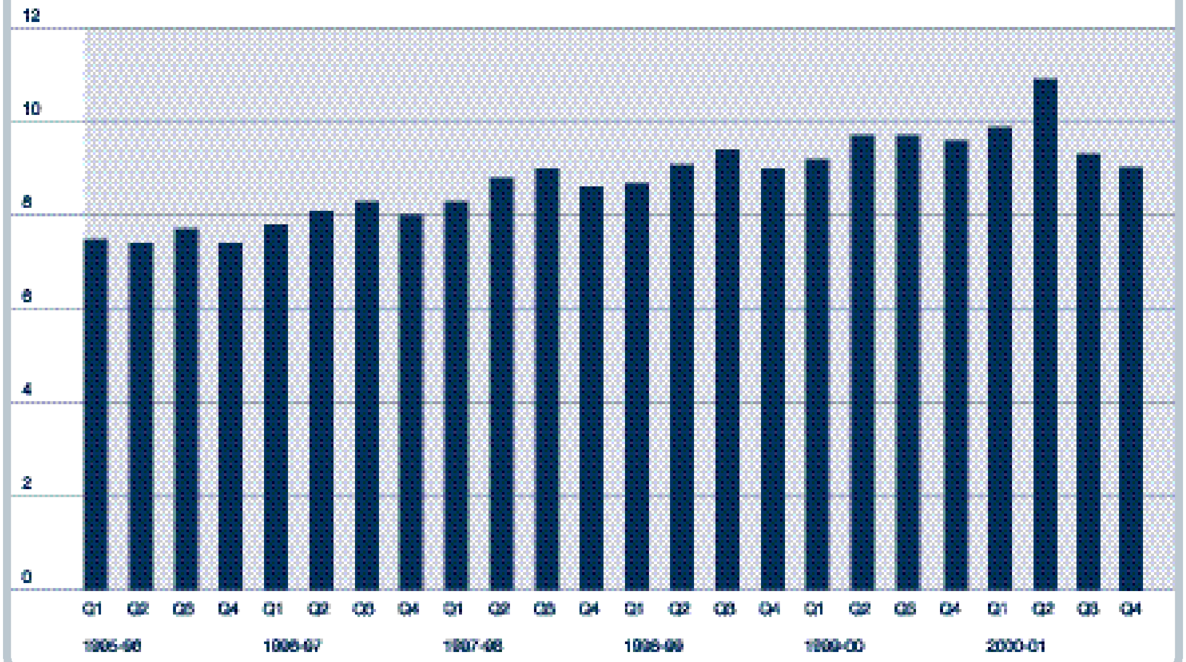
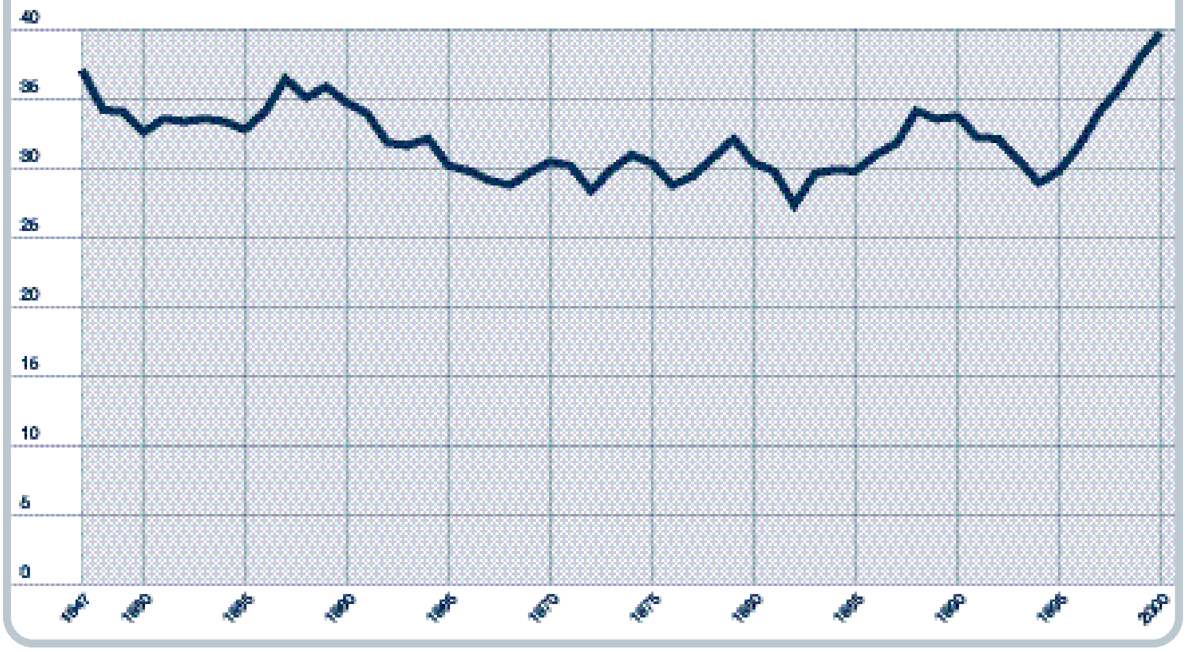


Chart 1.1b **Passenger kilometres (billions)**
Great Britain 1947 to 2000



1. Passenger usage continued

1.2 Passenger journeys

Table 1.2a **Passenger journeys by ticket type (millions)**
Great Britain 1986-87 to 2000-01

		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		544	404	947	947
2000-01		552	421	973	973
1996-97	Q1	111	81	192	197
	Q2	119	76	194	202
	Q3	118	94	212	202
	Q4	111	91	202	200
1997-98	Q1	114	87	200	206
	Q2	126	80	206	212
	Q3	126	98	224	215
	Q4	116	100	216	213
1998-99	Q1	123	88	211	213
	Q2	131	84	215	221
	Q3	131	107	238	228
	Q4	124	106	229	230
1999-00	Q1	132	93	225	225
	Q2	141	91	232	238
	Q3	138	109	248	242
	Q4	132	110	242	242
2000-01	Q1	141	97	238	240
	Q2	153	98	250	252
	Q3	132	114	246	241
	Q4	126	113	239	240
Percentage change 2000-01 Q4 on 1999-00 Q4		-4.7	2.7	-1.3	-1.1
Percentage change 2000-01 on 1999-00		1.5	4.3	2.7	2.4

Estimates of passenger journeys are made from ticket sales. Travel on season tickets assumes appropriate factors for number of journeys per ticket.

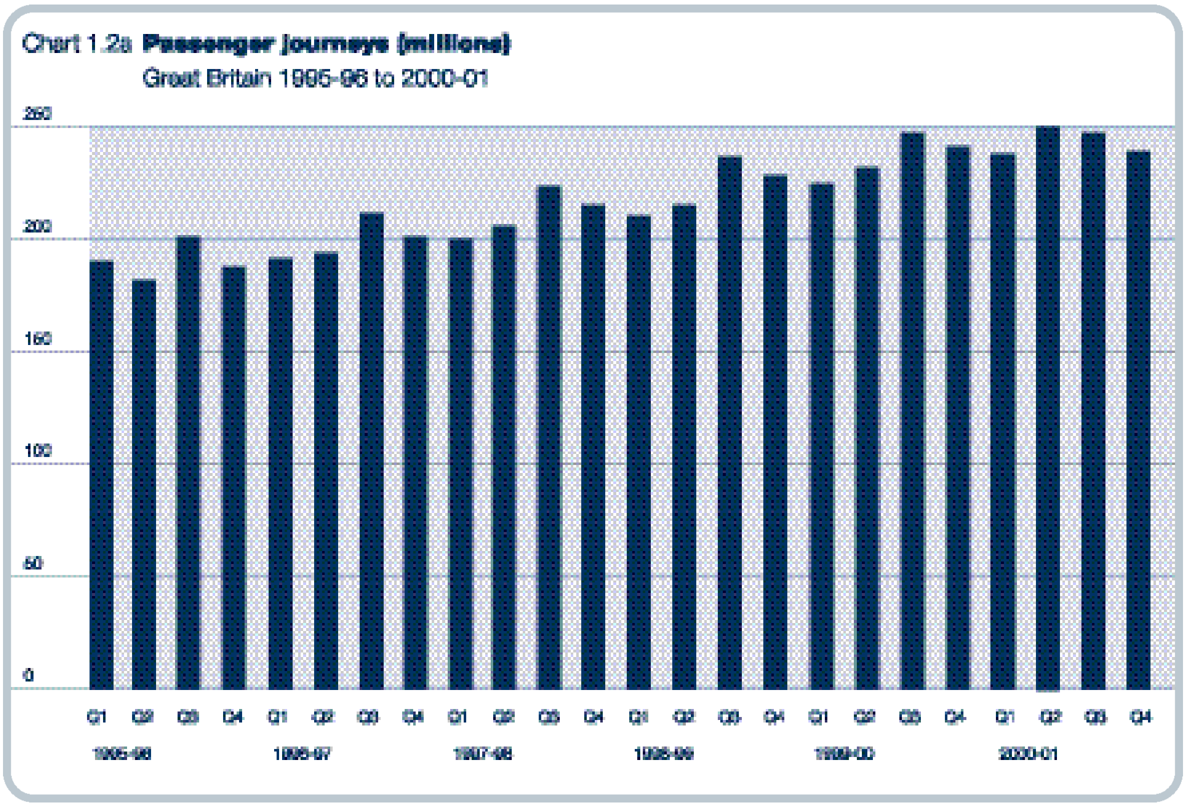
Passenger journeys figures include an element of double counting, as a journey involving more then one operator is scored against each operator. This contrasts with results previously published for British Rail, for which a through-ticketed journey was counted only once, irrespective of any changes made.

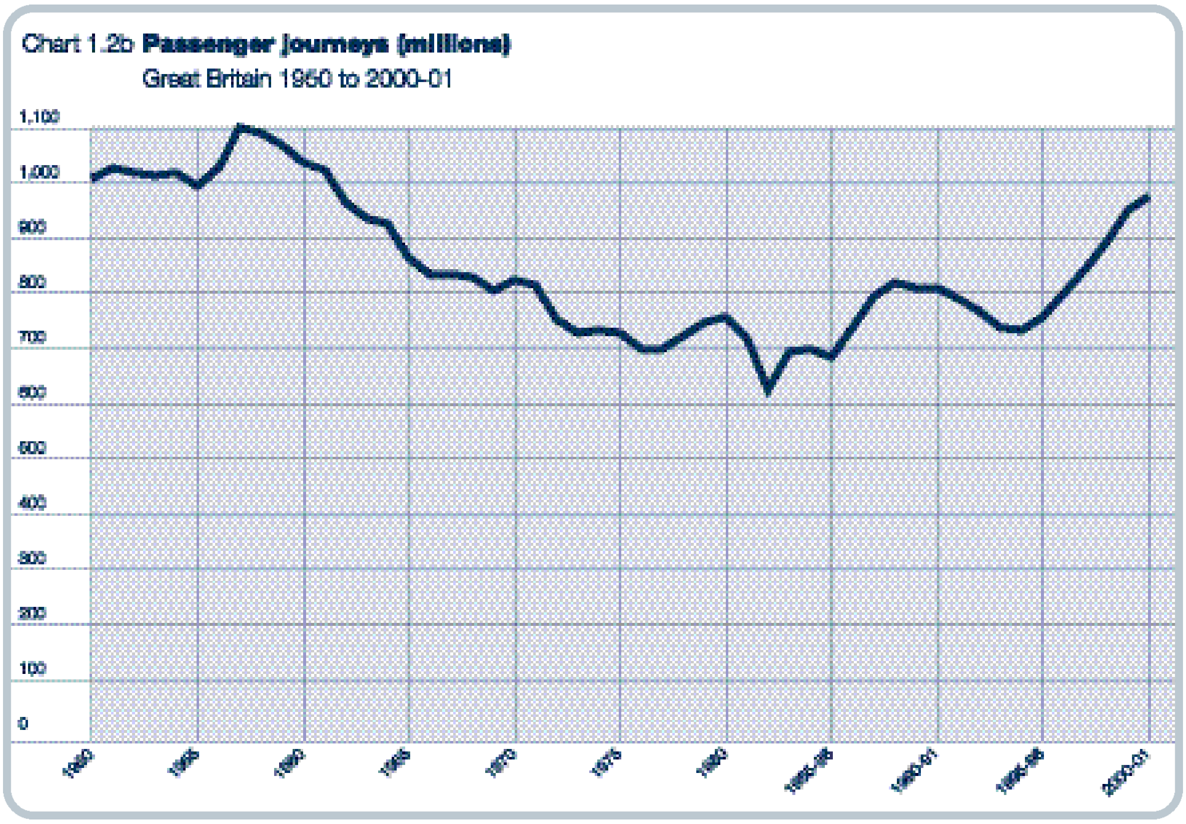
Table 1.2b **Passenger journeys by sector (millions)**
Great Britain 1994-95 to 2000-01

		Long distance operators	London and SE operators	Regional operators	All operators
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	649	226	947
2000-01		70	675	229	973
1995-96	Q1	14	128	48	190
	Q2	13	122	46	182
	Q3	14	137	50	201
	Q4	14	129	45	188
1996-97	Q1	14	130	48	192
	Q2	14	130	50	194
	Q3	15	144	53	212
	Q4	15	138	49	202
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
1999-00	Q1	17	154	54	225
	Q2	18	158	56	232
	Q3	18	171	59	248
	Q4	18	167	57	242
2000-01	Q1	19	163	57	238
	Q2	20	169	62	250
	Q3	15	174	57	246
	Q4	16	169	54	239
Percentage change 2000-01 Q4 on 1999-00 Q4		-12.7	1.4	-5.8	-1.3
Percentage change 2000-01 on 1999-00		-3.2	4.0	1.1	2.7

Note
refer to Appendix, part 3, for details of sector classification

1. Passenger usage continued





1.3 Passenger revenue

Table 1.3a **Passenger revenue by ticket type (£ millions)**
Great Britain 1986-87 to 2000-01

		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	2,458
1987-88		1,168	454	1,622	1,622	2,624
1988-89		1,291	512	1,803	1,803	2,733
1989-90		1,357	550	1,907	1,907	2,695
1990-91		1,483	574	2,057	2,057	2,697
1991-92		1,514	603	2,117	2,117	2,614
1992-93		1,551	603	2,154	2,154	2,576
1993-94		1,577	616	2,193	2,193	2,555
1994-95		1,559	611	2,171	2,171	2,494
1995-96		1,720	660	2,379	2,379	2,657
1996-97		1,870	702	2,573	2,573	2,783
1997-98		2,048	773	2,821	2,821	2,968
1998-99		2,242	847	3,089	3,089	3,160
1999-00		2,463	905	3,368	3,368	3,368
2000-01		2,464	950	3,414	3,414	3,354
1996-97	Q1	454	166	620	624	683
	Q2	479	159	638	651	706
	Q3	484	184	668	649	701
	Q4	453	193	646	649	693
1997-98	Q1	487	182	669	678	723
	Q2	528	172	700	703	745
	Q3	535	203	738	721	753
	Q4	498	216	715	718	747
1998-99	Q1	541	191	732	730	754
	Q2	570	190	760	760	779
	Q3	582	230	812	793	807
	Q4	548	236	784	805	820
1999-00	Q1	595	210	806	795	801
	Q2	624	207	831	832	834
	Q3	634	239	873	860	854
	Q4	610	249	858	881	878
2000-01	Q1	660	221	881	874	865
	Q2	717	222	938	919	905
	Q3	552	251	803	816	801
	Q4	535	257	792	804	785
Percentage change 2000-01 Q4 on 1999-00 Q4		-12.1	3.3	-7.8	-8.7	-10.7
Percentage change 2000-01 on 1999-00		0.0	4.9	1.4	1.4	-0.4

1. Passenger usage continued

Estimates of passenger revenue are made from ticket sales. Travel on season tickets assumes appropriate factors for number of journeys per ticket.

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

Table 1.3b **Passenger revenue by sector (£ millions)**
Great Britain 1994-95 to 2000-01

		Long distance operators	London and SE operators	Regional operators	All operators
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	573	3,414
1995-96	Q1	198	284	107	590
	Q2	195	276	109	580
	Q3	205	304	109	617
	Q4	197	296	100	593
1996-97	Q1	210	300	110	620
	Q2	214	305	119	638
	Q3	223	328	118	668
	Q4	213	324	109	646
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	881
	Q2	332	443	163	938
	Q3	238	430	135	803
	Q4	227	435	130	792
Percentage change 2000-01 Q4 on 1999-00 Q4		-22.7	1.5	-4.8	-7.8
Percentage change 2000-01 on 1999-00		-4.4	5.1	2.3	1.4

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

2. Rail performance

Key Results

In 2000-01Q4 the performance of operators was still affected by the problems on the network that began in the previous quarter following the accident at Hatfield.

Data for the financial year as a whole show reductions in Public Performance Measure (PPM), increases in complaints and an increase in the number of calls to the National Rail Enquiry Scheme (NRES). Between Q3 and Q4 PPM increased and complaints per 100,000 journeys declined.

- The PPM for All Operators decreased by 13 per cent between 1999-00 Q4 and 2000-01 Q4. It showed a decrease of 10 per cent between 1999-00 and 2000-01.
- The greatest reduction in the PPM came in the Long Distance sector. The sector showed a decline of 30 per cent between 1999-00 Q4 and 2000-01 Q4 and 17 per cent between 1999-00 and 2000-01.
- All sectors showed improved PPM figures in 2000-01 Q4 over 2000-01 Q3. The All Operators PPM showed an increase of 22 per cent in this quarter.
- The number of complaints per 100,000 journeys increased by 53 per cent between 1999-00 Q4 and 2000-01 Q4. The number of complaints per 100,000 journeys rose by over 20 per cent between the financial year 1999-00 and 2000-01.
- Both the London and South East sector and the Regional sector recorded their highest ever quarterly complaints per 100,000 journeys.
- The sector that saw the largest increases in complaints per 100,000 journeys, both quarter on quarter and financial year on financial year, was the Regional Sector.
- The number of complaints per 100,000 journeys for All Operators declined between 2000-01 Q3 and 2000-01 Q4 by four per cent. The Long Distance sector showed a decrease of 15 per cent in the number of complaints per 100,000 journeys between 2000-01 Q3 and 2000-01 Q4.
- NRES took over 81 million calls in 2000-01 (an average of 155 calls every minute), a rise of 24 per cent on the previous year. This included very high totals in quarters 2 and 3 due to the 'Fuel Crisis' and the problems on the network since the Hatfield accident.
- In 2000-01 Q4 the number of calls to NRES remained virtually unchanged on 1999-00 Q4 at 15.2 million calls.
- In 2000-01 the percentage of calls answered declined by four per cent on 1999-00. The percentage of calls answered in 2000-01 Q4 declined by almost one per cent on 1999-00 Q4, however this quarter saw the second highest rate of calls answered since NRES began (94.4 per cent).

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 that 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 2.1 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.

PPM in 2000-01

The period that followed the accident at Hatfield in October 2000 saw major disruption to train services. This largely resulted from the imposition of emergency speed restrictions around the entire rail network as a safety precaution – the prime cause of the derailment was a broken rail and the speed restrictions were aimed at avoiding a repetition. In addition to the problems caused by speed restrictions, there were further problems arising from flooding and severe weather which impacted on all forms of transport in the Quarter.

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 it reflected the service the operators were trying to run in response to unanticipated events. Within a few weeks of the accident, the situation had settled with the system generally measuring against either the original winter timetable or the well publicised temporary timetable. The PPM numbers as presented are, therefore, a reasonable but less than perfect representation of the way the service actually ran. Where emergency timetables were introduced, they generally had fewer (slower) trains than the normal timetable. Overall, we estimate that around 3 per cent of trains were removed from the timetable – though this impacted on some operators far more severely – especially, but not exclusively, Long Distance High Speed operators some of whom had to remove between a quarter and a third of their services.

Further details

For more detail on PPM data, including individual Train Operator PPM figures please refer to 'On Track', published every 6 months by the SRA, or the 'news section' of the SRA Internet site (www.sra.gov.uk) which updates performance figures approximately every four weeks.

Table 2.1 **Public performance measure**

Percentage of trains arriving on time 1997-98 to 2000-01

		Long distance operators	London and SE operators	Regional operators	All operators	London & SE peak services
1997-98		81.7	89.6	90.6	89.7	86.9
1998-99		80.6	87.9	88.6	87.9	85.3
1999-00		83.7	87.1	89.1	87.8	85.1
2000-01		69.1	77.6	81.7	79.1	73.7
1997-98	Q1	84.6	91.9	92.3	91.8	90.8
	Q2	82.3	90.5	91.0	90.4	89.0
	Q3	78.1	84.8	88.0	86.0	79.9
	Q4	81.9	91.2	91.5	91.0	87.8
1998-99	Q1	81.3	90.2	90.4	89.9	88.7
	Q2	82.1	89.6	89.0	89.0	88.9
	Q3	76.3	82.1	84.6	83.0	76.8
	Q4	82.7	89.8	90.4	89.8	87.0
1999-00	Q1	85.0	93.1	91.5	92.0	89.9
	Q2	84.3	90.6	90.4	90.2	89.3
	Q3	79.7	78.1	84.0	80.8	74.4
	Q4	86.1	86.9	90.3	88.4	86.8
2000-01	Q1	84.0	88.6	89.3	88.7	87.0
	Q2	80.1	87.9	87.2	87.2	86.4
	Q3[1]	47.9	57.7	70.9	63.1	50.0
	Q4[1]	59.9	76.4	78.9	76.8	70.8
Percentage change 2000-01 Q4 on 1999-00 Q4		-30.4	-12.1	-12.6	-13.1	-18.4
Percentage change 2000-01 on 1999-00		-17.4	-10.9	-8.3	-10.0	-13.4

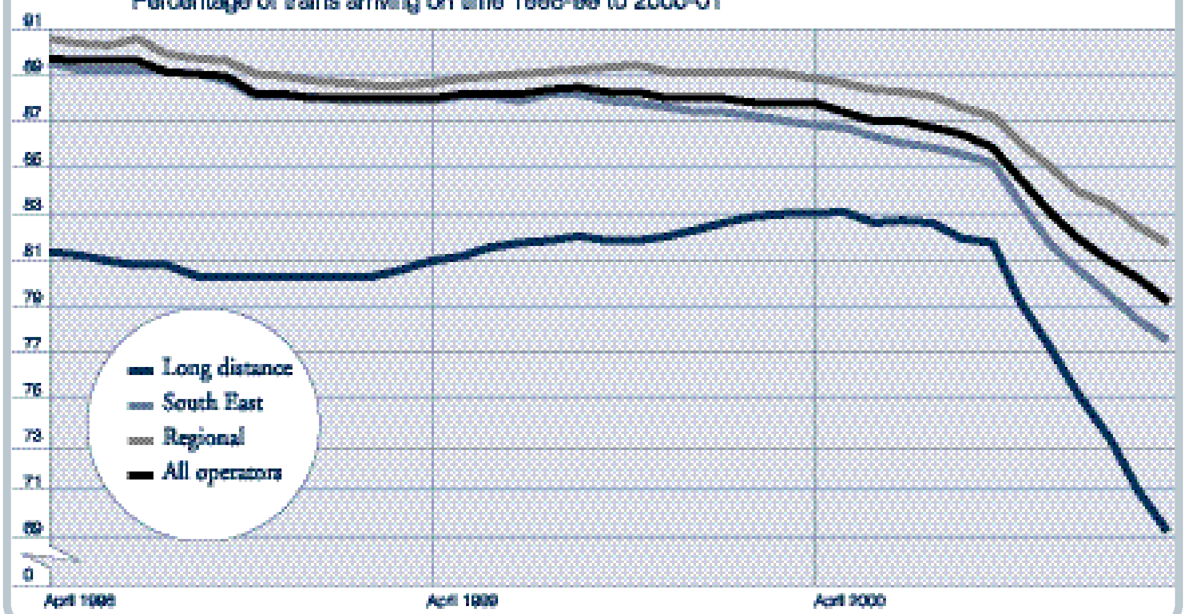
Note
Due to a new method of apportioning railway period data to quarters, the figures in this table include minor revisions (see Appendix, part 4)

Long Distance operators show % arriving within 10 minutes of timetabled arrival at final destination. London & South East and Regional operators show % arriving within 5 minutes of timetabled time

1 Data in this quarter have in some cases been calculated against temporary timetables, see notes for further details

Chart 2.1 **Public performance measure moving annual average**

Percentage of trains arriving on time 1998-99 to 2000-01



Note
This chart plots the changes in PPM since April 1998. Each point represents the average for the preceding 13 periods (ie. one year)

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 reflect direct feedback from passengers. Used in conjunction with other performance measures such as the Public Performance Measure 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.

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, by the availability of pre-printed forms, by the opening and extension of complaint telephone lines etc) is likely to get a larger volume of complaints than it would otherwise. This TOC however will 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 are leisure travellers who make their rail journeys infrequently. This could help to explain the far higher complaint rates in the Long Distance sector where infrequent journeys are more common.

Further details

For more detail on complaints data, including individual Train Operator complaints figures, please refer to 'On Track', published every 6 months by the SRA.

Table 2.2 **Complaints rate**

Rate per 100,000 passenger journeys 1997-98 to 2000-01

		Long distance operators	London and SE operators	Regional operators	All operators
1998-99		856	48	94	120
1999-00		730	39	103	107
2000-01		858	45	151	128
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	33	85	101
	Q2	797	38	103	113
	Q3	651	52	124	114
	Q4	712	31	98	98
2000-01	Q1	570	35	106	94
	Q2	757	38	127	117
	Q3	1,186	55	187	156
	Q4	1,005	57	189	150
Percentage change 2000-01 Q4 on 1999-00 Q4		41.1	85.5	92.5	53.1
Percentage change 2000-01 on 1999-00		17.5	20.0	46.9	21.2

Chart 2.2 **Complaints rate moving annual average**

Rate per 100,000 passenger journeys 1998-99 to 2000-01

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)

2.3 National Rail Enquiry Scheme (NRES)

Background

From this edition, ‘National Rail Trends’ includes summary statistics on the National Rail Enquiry Scheme (NRES). NRES is the telephone enquiry service, which provides information primarily on train times and fares. NRES is available 24 hours a day and can be contacted on 0845 7 48 49 50.

The information is presented here in financial years and calendar quarters and starts from 1997-98 Q2, when all British Rail Telephone Enquiry Bureaux finally came under NRES. The Office of the Rail Regulator (ORR) has previously published Railway Period data on NRES performance in press releases and its Annual Report. This is the first time NRES data have been published as a trend series.

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, which came into force on 1 April 2001, is for 92.5 per cent of calls to be answered in the 12 month period to 31 March 2002 and for no less than 90 per cent of calls to be answered in any 4 week Railway Period. It also introduces a formal quality regime, reflecting the SRA’s emphasis on quality.

Methodology

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

Other comments

It should be noted that the automatic data collection is unable to distinguish between calls being answered by a human voice and those answered by an automatic message/answering machine. The results can therefore be said to provide a good indication of volume of calls made and answered. They do not however measure the quality of service given by NRES. Potential passengers require prompt, accurate information as well as efficient telephone answering.

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

Commentary

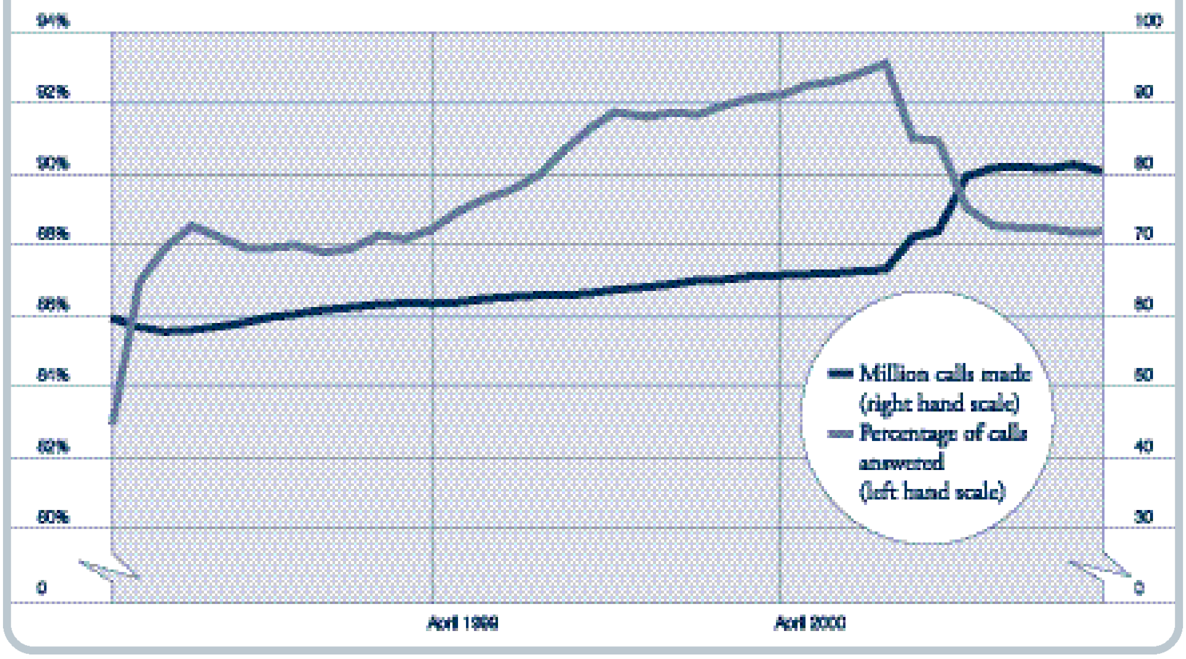
Since it began, in June 1997, there have been over 258 million calls to NRES. From 1997-98 the trend for NRES total calls has been one of gradual growth with over 16.5 million calls in 2000-01 Q1. The demand for NRES increased greatly during the recent “Fuel Crisis” (2000-01 Q2) and this level continued due to the ensuing problems on the network following the accident near Hatfield. In Q2 and Q3 demand increased by 51 and 36 per cent respectively on the same quarters a year previously; this coincided with a decline in the percentage of calls answered. The recent stabilisation of demand has seen the level of call answering returning to previous levels, with 2000-01 Q4 showing the second best quarterly level of call answering ever (94 per cent).

Table 2.3 **National Rail Enquiry Scheme (million calls and percentage of calls)**
1997-98 to 2000-01

		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
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	15.9	89.0	1.0	9.8
	Q4	14.2	93.0	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
Percentage change 2000-01 Q4 on 1999-00 Q4		-0.4	-0.6		
Percentage change 2000-01 on 1999-00		24.1	-4.1		

1 Ring tone no reply

Chart 2.3 **National Rail Enquiry Scheme moving annual averages**
Calls made and percentage of calls answered 1998-99 to 2000-01



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

3. Freight

Key Results

During the year 2000-01 the Rail Freight industry was affected by the problems on the network following the accident at Hatfield. Figures available show lower Freight Lifted than previously would have been expected in quarters 3 and 4. Freight Lifted did show increases between 2000-01 Q3 and 2000-01 Q4.

- Total Freight Lifted showed a reduction of six per cent between 1999-00 Q4 and 2000-01 Q4. Over the year as a whole Freight Lifted decreased by two per cent.
- Total Freight Lifted increased by 10 per cent between 2000-01 Q3 and Q4.
- Between 1999-00 Q4 and 2000-01 Q4 Coal Lifted reduced by two per cent while Other Goods Lifted decreased by 10 per cent. Over the year as a whole Coal Lifted increased by three per cent while Other Goods Lifted reduced by five per cent.
- Between 2000-01 Q3 and Q4 Coal Lifted showed an increase of 12 per cent while Other Goods Lifted increased by seven per cent.

3.1 Freight moved and lifted

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 British Rail container business Direct Rail Services Ltd (DRS) and GB Rail Freight. Following this move to the private sector there have been some changes in the way estimates of freight traffic have been compiled. Exact comparisons between the pre and post privatisation periods are not possible because of this.

Results show 'Freight Lifted' (measured in tonnes) and 'Freight Moved' (measured in tonne-kilometres, i.e. taking account of the distance goods are carried as well as their mass). The results do not include parcels traffic or movement of goods for infrastructure.

The SRA and other industry bodies are reviewing the Freight Moved Data. It is hoped that this series will be resumed in 2001-02 Q1 edition of National Rail Trends, to be released in September.

3. Freight continued

Table 3.1 **Freight lifted and moved**
Great Britain 1982-83 to 2000-01

		Freight lifted (million tonnes)			Freight moved (billion tonne kms)		
		Coal	Other	Total	Coal	Other	Total
1982-83		90.9	54.7	145.7	5.9	10.6	16.6
1983-84		81.6	57.4	139.0	5.5	11.3	16.8
1984-85		14.5	50.7	65.2	0.8	11.0	11.8
1985-86		81.9	57.8	139.7	5.0	11.0	16.0
1986-87		77.2	61.2	138.4	5.0	11.6	16.6
1987-88		78.8	65.6	144.4	4.6	12.8	17.5
1988-89		79.2	70.3	149.5	4.8	13.3	18.1
1989-90		75.8	67.3	143.1	4.6	12.1	16.7
1990-91		74.7	63.4	138.2	5.0	11.0	16.0
1991-92		75.1	60.7	135.8	5.0	10.3	15.3
1992-93		67.9	54.4	122.4	5.4	10.1	15.5
1993-94		48.9	54.3	103.2	3.9	9.8	13.8
1994-95		42.5	54.8	97.3	3.3	9.7	13.0
1995-96		45.2	55.5	100.7	3.6	9.7	13.3
1996-97		52.2	49.6	101.8	3.9	11.2	15.1
1997-98		50.3	55.1	105.4	4.4	12.5	16.9
1998-99		45.3	56.8	102.1	4.5	12.9	17.4
1999-00		44.3	58.6	102.9	4.9	13.5	18.4
2000-01		45.7	55.6	101.3	1.3	3.7	5.0
1996-97	Q1	12.6	12.4	25.0	..	..	..
	Q2	12.2	12.1	24.3	..	..	..
	Q3	13.4	12.3	25.7	..	..	..
	Q4	14.0	12.8	26.8	..	..	..
1997-98	Q1	12.6	13.3	25.9	1.1	3.0	4.1
	Q2	12.2	13.5	25.7	1.1	3.1	4.2
	Q3	12.5	13.9	26.4	1.2	3.3	4.5
	Q4	13.0	14.4	27.4	1.1	3.1	4.2
1998-99	Q1	10.5	14.2	24.7	1.1	3.2	4.3
	Q2	11.4	14.5	25.9	1.2	3.2	4.4
	Q3	11.6	14.0	25.6	1.1	3.2	4.3
	Q4	11.8	14.1	25.9	1.1	3.2	4.3
1999-00	Q1	10.1	14.2	24.3	1.1	3.3	4.4
	Q2	10.6	14.7	25.3	1.2	3.4	4.6
	Q3	11.1	14.4	25.5	1.2	3.4	4.6
	Q4	12.5	15.3	27.8	1.4	3.4	4.8
2000-01	Q1	11.7	14.6	26.3	1.3	3.7	5.0
	Q2	10.8	14.4	25.1	..	..	..
	Q3	10.9	12.8	23.8	..	..	..
	Q4	12.3	13.8	26.1	..	..	..
Percentage change 2000-01 Q4 on 1999-00 Q4		-1.8	-9.9	-6.3	..	..	..
Percentage change 2000-01 on 1999-00		3.1	-5.1	-1.6	..	..	..

Break in series: Figures above the line pre-privatisation. Figures below the line post privatisation

Chart 3.1a **Freight lifted (million tonnes)**
Great Britain 1982-83 to 2000-01

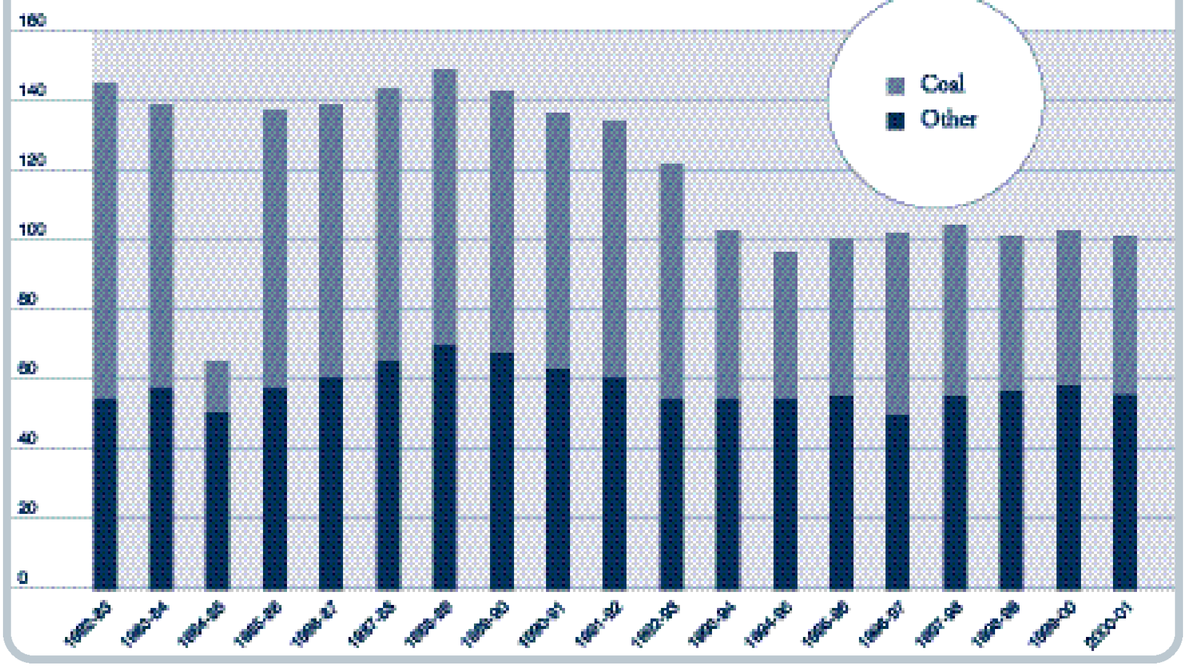
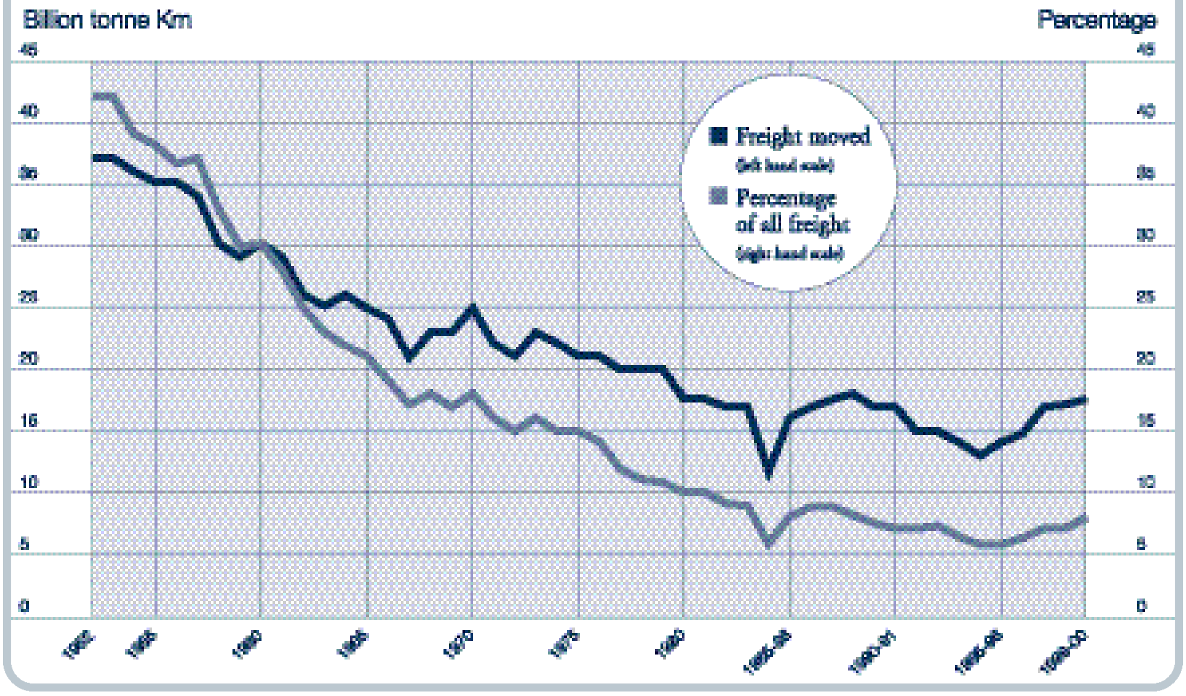


Chart 3.1b **Freight moved and rail as a percentage of all modes of freight**
Great Britain 1952 to 1999-00



4. Miscellaneous tables

Key Results

- Provisional results show that five new stations were opened on the network in 2000-01, bringing the total to 2,508 stations.
- The five new stations were Brighouse, Lea Green, Warwick Parkway, Howwood (Renfrewshire) and Wavertree Technology Park.

4.1 Government support

Prior to 1994-95, Government support to the rail industry comprised of grants to British Rail and the PTEs, and borrowing by BR from the National Loans Fund. The peak in 1992-93 relates to the high level of investment on Channel Tunnel related assets in that year.

The restructuring of BR in April 1994 led to changes in the basis of Government funding. Grant levels were set to allow the newly formed rail companies to earn commercial returns. Support for passenger services was channelled through the Office of Passenger Rail Franchising (OPRAF) and the PTEs, who were funded by the Revenue Support Grant and an additional Metropolitan Rail Grant.

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

Government support to the rail industry from 1997-98 chiefly consists of OPRAF (now SRA) support grants, PTE Special grants and a grant to BR to finance its residual activities.

Rail freight grants are paid by the Government to encourage the movement of freight by rail.

Table 4.1 **Government support to the rail industry (£ millions)**
Great Britain 1985-86 to 1999-00

	Revenue support grants to domestic passenger services					
	Central government grants[1]	PTE Grants[2]	Other elements of government support[3]	Total government support excluding PTE grants[4]	Total government support including PTE grants[5]	Freight grants
1985-86	849	78	61	910	988	7
1986-97	755	70	22	777	847	6
1987-88	796	68	-251	545	613	2
1988-89	551	70	-175	376	446	2
1989-90	479	84	232	711	795	1
1990-91	637	115	440	1,077	1,192	4
1991-92	902	120	562	1,464	1,584	1
1992-93	1,194	107	870	2,064	2,171	2
1993-94	926	166	535	1,461	1,627	4
1994-95	1,815	346	-464	1,497	1,697	3
1995-96	1,712	362	-1,643	231	431	4
1996-97	1,809	291	-1,044	775	1,056	15
1997-98	1,429	375	25	1,454	1,829	29
1998-99	1,196	337	53	1,249	1,586	29
1999-00	1,031	312	75	1,106	1,418	23

Source: DETR

1 Until 1993-94 this consisted of Public Service Obligation (PSO) grant and level crossing grant to British Rail. From 1994-95 onwards PSO grants were replaced by OPRAF support and grants to BR and, from the point of franchise, to the private sector TOCs. Level Crossing grant was paid to Railtrack in 1994-95 and 1995-96 and discontinued at the start of 1996-97 with the transfer of Railtrack into private ownership.

2 Grants paid by the seven metropolitan PTEs under section 20 of the Transport Act 1968, to secure passenger rail services in their respective areas. Until 1993-94 this support was funded entirely through Rate Support Grant and PTEs' own resources. In 1994-95 and 1995-96 additional funding was paid, via DoT and the Scottish Office, under the Metropolitan Rail Grant. The PTE Special grant was introduced from 1997-98 onwards, with the Scottish Office making Special Grant payments to Strathclyde PTE. Loan repayments, under Deeds of Assumption, by the public sector railway industry to the PTEs were made in 1995-96 and continued to be made from 1996-97 onwards voa DoA Ltd and BR.

3 Chiefly compromises the changes in indebtedness (borrowing minus lending) of the rail industry (i.e. BR until 1993-94; Railtrack, Rolling Stock Companies (ROSCOs), Union Railways and European Passenger Services from 1994-95 until the point the businesses were privatised). Also includes proceeds from the sale of ROSCOs, and the external finance requirement of the British Railways Board from 1997-98.

4 Central Government support to the industry, ie columns 1 and 3 plus the Department's and Scottish Office MRG payments in 1994-95 and 1995-96 (see PTE Grant note above).

5 Total Government support to the rail industry, ie columns 1, 2 and 3.

4. Miscellaneous tables continued

4.2 Investment

These data record expenditure on fixed assets and exclude depreciation. They are based on the British Rail Board accounts until 1993-94. They include expenditure on rolling stock, track renewals, new routes and electrification, signalling, buildings, plant and equipment. Investment funded by PTE grants is not included for any year. There were changes in accounting procedures when the industry was restructured in April 1994 which mean that results pre and post 1994-95 are not directly comparable. For example, Railtrack now include expenditure in their capital account which would previously have been recorded as maintenance expenditure. The results for 1993-94, 1994-95 and also 1995-96 include private sector investment on the Heathrow Express, Ashford International Station and new Networker trains.

Since 1996-97, the Office for National Statistics has collected the data on investment by the private sector companies. The 1996-97 total in Table 4.2 includes both investment by Railtrack in that part of the year when it was a publicly owned company and also investment by the British Rail Board during the same year.

Table 4.2 **Investment in the rail industry (£ millions)**
Great Britain 1986-87 to 1999-00

	Rolling stock	Other	Total investment	Total investment at 1999-00 prices
1986-87	81	449	530	903
1987-88	103	527	631	1,021
1988-89	208	487	695	1,054
1989-90	234	655	889	1,257
1990-91	329	693	1,022	1,341
1991-92	453	840	1,293	1,598
1992-93	537	939	1,476	1,767
1993-94	422	762	1,184	1,381
1994-95	360	890	1,250	1,438
1995-96	200	900	1,100	1,230
1996-97	47	1,178	1,225	1,327
1997-98	114	1,430	1,544	1,626
1998-99	176	1,823	1,999	2,047
1999-00	236	2,012	2,248	2,248

- - - -
Break in series (see notes)

Source:
Office for National Statistics

Chart 4.2 **Investment (£ millions 1999-00 prices)**
Great Britain 1948 to 1999-00

4.3 Infrastructure on National Railways

The length of route open for rail traffic is that managed by Railtrack. It does not include track managed by private railways or PTEs services operating on separately managed tracks. Twenty six kilometres of route were transferred to the Greater Manchester Metro Ltd in 1991-92.

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

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

Table 4.3 **Infrastructure (route kilometres and station numbers)**

Great Britain 1985-86 to 2000-01

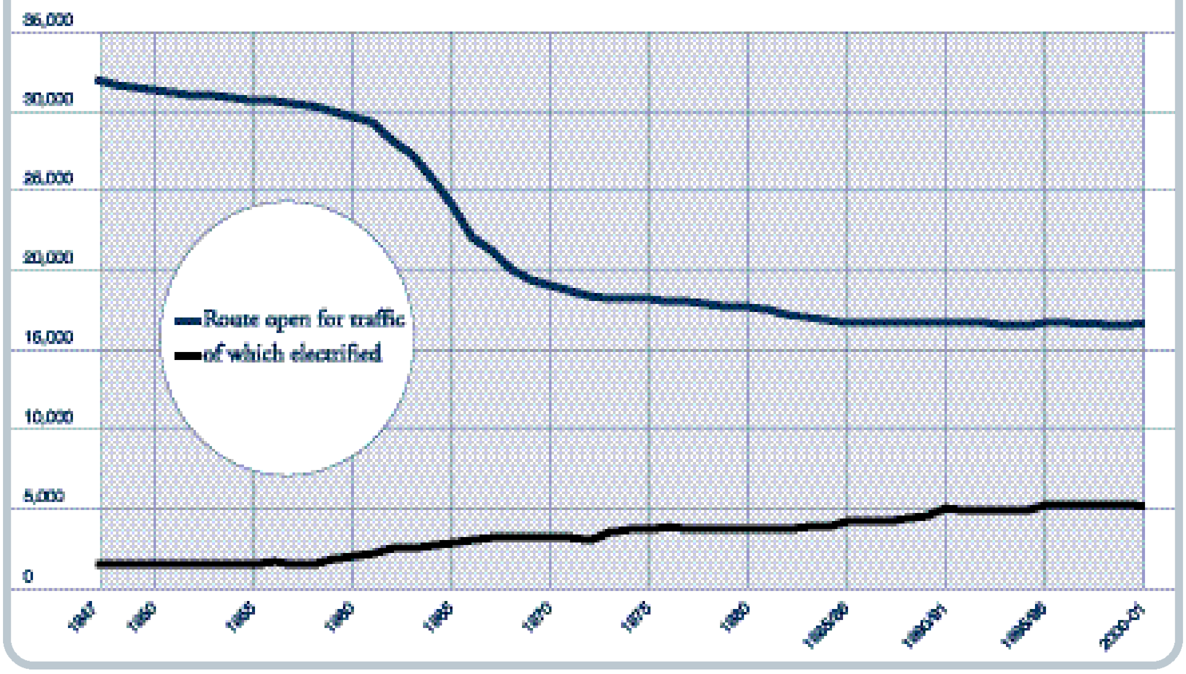
	Route Open for Traffic	Of which electrified	Open for passenger traffic	Open for Freight traffic only	Passenger stations
1985-86	16,752	3,809	14,310	2,442	2,385
1986-87	16,670	4,156	14,304	2,366	2,405
1987-88	16,633	4,207	14,302	2,331	2,426
1988-89	16,599	4,376	14,309	2,290	2,470
1989-90	16,587	4,546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

- - - - Break in series for number of passenger stations only (see notes)

Source: Railtrack

Chart 4.3 **Route open for traffic (kilometres)**

Great Britain 1947 to 2000-01



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.
- Railtrack, 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, who own the ex-BR domestic container business, DRS (Direct Rail Services) and GB Rail Freight.

3 Rail Sectors

The sectors used in sections 1 and 2 contain the following TOCs:

Long Distance Operators

Anglia Inter City*
Great North Eastern Railway (GNER)
Great Western
Midland Mainline
Virgin West Coast
Virgin Cross Country

London and South East Operators

Chiltern Railways
Connex South Central
Connex South Eastern
Great Eastern Railway
c2c (formally LTS)
Silverlink
South West Trains
Thames Trains
Thameslink
West Anglia Great Northern (WAGN)

Regional Operators

Anglia Locals*
Cardiff Railways
Central Trains
Gatwick Express
Island Line
Arriva Merseyrail (formerly Merseyrail Electrics)
North Western Trains
Arriva Trains Northern (formerly Northern Spirit)
Scotrail
Wales and West

**when Anglia cannot be spilt between Locals and Inter City it is defined as a Regional Operator.*

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