

# National Rail Trends

2003–2004 quarter three



april 2003

may 2003

june 2003

july 2003

august 2003

september 2003

**october 2003**

**november 2003**

**december 2003**

january 2004

february 2004

march 2004

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# Introduction

This is the 14th edition of *National Rail Trends*. The SRA publishes *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 previous 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 (DfT), is gratefully received.

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

March 2004

## Quarter dates

Q1 – April, May and June

Q2 – July, August and September

Q3 – October, November and December

Q4 – January, February and March

## Revisions

Data 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.

## Rounding

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

## Contacts

Media enquiries, SRA Communications:  
020 7654 6862/6339/6234

Content/presentation enquiries, *National Rail Trends* Editorial Team:  
020 7654 6072/6110/6174

# 1 Rail usage

## Key results

- Between 2002–03 Q3 and 2003–04 Q3 total passenger kilometres increased by three per cent.
- In the calendar year 2003 there were over 40 billion passenger kilometres travelled on national rail.
- Between 2002–03 Q3 and 2003–04 Q3 total passenger journeys increased by four per cent.
- Between 2002–03 Q3 and 2003–04 Q3 passenger revenue at 1999–00 prices increased by one per cent.
- Between 2002–03 Q3 and 2003–04 Q3 the regional sector showed the greatest percentage growth in all three measures of passenger usage. The long distance sector showed the smallest percentage increase in two of the three measures over this time.
- Between 2002–03 Q3 and 2003–04 Q3 all three measures of passenger usage showed a greater increase in ordinary ticket usage than in season ticket usage.
- Between 2002–03 Q3 and 2003–04 Q3 timetabled train kilometres decreased by two per cent.
- The largest percentage decrease in timetabled train kilometres between 2002–03 Q3 and 2003–04 Q3 was in the long distance sector, which reduced 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. LENNON, however, does not correctly record sales of certain products, including some operator-specific tickets and PTE multi-modal tickets. The SRA undertook a review of these, specifically the passenger journeys and kilometres associated with them. With the significant assistance of Train Operating Companies (TOCs) we are able to include a robust estimate of the use of these products in our passenger usage tables, backdated to the beginning of 1999–00. Passenger revenue data are unaffected by these adjustments.

These 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	<b>30.8</b>	30.8
1987–88		23.0	9.4	<b>32.4</b>	32.4
1988–89		23.2	11.1	<b>34.3</b>	34.3
1989–90		22.4	10.9	<b>33.3</b>	33.3
1990–91		22.8	10.4	<b>33.2</b>	33.2
1991–92		22.4	10.0	<b>32.5</b>	32.5
1992–93		22.3	9.4	<b>31.7</b>	31.7
1993–94		21.3	9.0	<b>30.4</b>	30.4
1994–95		20.7	8.0	<b>28.7</b>	28.7
1995–96		22.2	7.9	<b>30.0</b>	30.0
1996–97		23.4	8.7	<b>32.1</b>	32.1
1997–98		25.3	9.3	<b>34.7</b>	34.7
1998–99		26.4	9.8	<b>36.3</b>	36.3
1999–00		28.0	10.4	<b>38.5</b>	38.5
2000–01		27.2	10.9	<b>38.2</b>	38.2
2001–02		28.1	11.0	<b>39.1</b>	39.1
2002–03		28.4	11.3	<b>39.7</b>	39.7
1999–00	Q1	6.9	2.4	<b>9.3</b>	9.1
	Q2	7.4	2.4	<b>9.8</b>	9.5
	Q3	7.0	2.8	<b>9.8</b>	9.8
	Q4	6.8	2.9	<b>9.7</b>	10.0
2000–01	Q1	7.4	2.5	<b>9.9</b>	9.8
	Q2	8.1	2.5	<b>10.6</b>	10.2
	Q3	5.9	2.9	<b>8.8</b>	9.1
	Q4	5.9	3.0	<b>8.8</b>	9.1
2001–02	Q1	7.1	2.6	<b>9.7</b>	9.6
	Q2	7.5	2.6	<b>10.1</b>	9.8
	Q3	7.0	2.9	<b>10.0</b>	10.2
	Q4	6.5	2.9	<b>9.4</b>	9.6
2002–03	Q1	7.1	2.8	<b>9.9</b>	9.8
	Q2	7.6	2.6	<b>10.1</b>	9.8
	Q3	7.1	2.9	<b>10.0</b>	10.2
	Q4	6.7	3.0	<b>9.7</b>	9.9
2003–04	Q1	7.3	2.7	<b>10.0</b>	10.1
	Q2	7.8	2.6	<b>10.4</b>	10.2
	Q3	7.3	3.0	<b>10.3</b>	10.3
<b>Percentage change</b>					
<b>2003–04 Q3 on 2002–03 Q3</b>		<b>2.8</b>	<b>2.8</b>	<b>2.8</b>	<b>1.3</b>

**Note:**

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

For conventions on rounding and revisions please see the introduction.

**Table 1.1b Passenger kilometres by sector (billions)**

Great Britain 1994–95 to 2003–04

	Long distance operators	London and SE operators	Regional operators	Total passenger kilometres
1994–95	10.1	12.9	5.7	<b>28.7</b>
1995–96	10.5	13.3	6.2	<b>30.0</b>
1996–97	11.0	14.6	6.6	<b>32.1</b>
1997–98	12.3	15.5	6.8	<b>34.7</b>
1998–99	12.6	16.5	7.2	<b>36.3</b>
1999–00	13.2	17.7	7.6	<b>38.5</b>
2000–01	12.1	18.4	7.6	<b>38.2</b>
2001–02	12.9	18.5	7.7	<b>39.1</b>
2002–03	12.9	19.0	7.8	<b>39.7</b>
1998–99 Q1	3.1	3.9	1.8	<b>8.7</b>
Q2	3.3	4.0	1.9	<b>9.1</b>
Q3	3.2	4.3	1.8	<b>9.4</b>
Q4	3.1	4.3	1.7	<b>9.0</b>
1999–00 Q1	3.2	4.2	1.8	<b>9.3</b>
Q2	3.4	4.3	2.0	<b>9.8</b>
Q3	3.3	4.6	1.9	<b>9.8</b>
Q4	3.3	4.6	1.8	<b>9.7</b>
2000–01 Q1	3.5	4.5	2.0	<b>9.9</b>
Q2	3.7	4.8	2.2	<b>10.6</b>
Q3	2.4	4.6	1.8	<b>8.8</b>
Q4	2.6	4.6	1.7	<b>8.8</b>
2001–02 Q1	3.3	4.6	1.9	<b>9.7</b>
Q2	3.4	4.6	2.1	<b>10.1</b>
Q3	3.2	4.8	2.0	<b>10.0</b>
Q4	3.1	4.5	1.8	<b>9.4</b>
2002–03 Q1	3.3	4.7	1.9	<b>9.9</b>
Q2	3.3	4.7	2.1	<b>10.1</b>
Q3	3.2	4.8	2.0	<b>10.0</b>
Q4	3.1	4.7	1.8	<b>9.7</b>
2003–04 Q1	3.3	4.7	2.0	<b>10.0</b>
Q2	3.5	4.8	2.2	<b>10.4</b>
Q3	3.2	4.9	2.1	<b>10.3</b>
<b>Percentage change</b>				
<b>2003–04 Q3 on 2002–03 Q3</b>	<b>0.0</b>	<b>2.0</b>	<b>9.6</b>	<b>2.8</b>

**Note:**

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

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

For conventions on rounding and revisions please see the introduction.

Chart 1.1a

**Passenger kilometres (billions)**

Great Britain 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

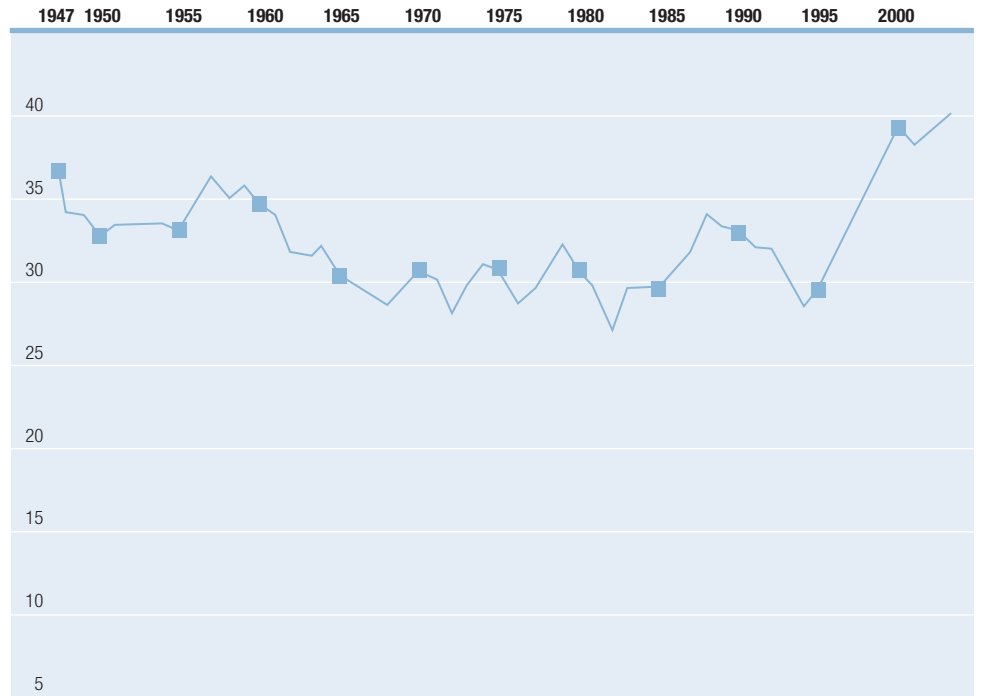
**2003–04**

Q1	4.68	2.01	3.35
Q2	4.77	2.16	3.46
Q3	4.93	2.14	3.21

Chart 1.1b

**Passenger kilometres (billions)**

Great Britain annual data 1947 to 2003



# 1.2 Passenger journeys

Table 1.2a **Passenger journeys by ticket type (millions)**

Great Britain 1986–87 to 2003–04

	Ordinary fares	Season tickets	Total passenger journeys	Total passenger journeys seasonally adjusted
1986–87	415	323	<b>738</b>	738
1987–88	434	364	<b>798</b>	798
1988–89	418	404	<b>822</b>	822
1989–90	404	408	<b>812</b>	812
1990–91	411	399	<b>810</b>	810
1991–92	400	392	<b>792</b>	792
1992–93	398	372	<b>770</b>	770
1993–94	385	355	<b>740</b>	740
1994–95	407	328	<b>735</b>	735
1995–96	433	328	<b>761</b>	761
1996–97	459	342	<b>801</b>	801
1997–98	481	365	<b>846</b>	846
1998–99	508	384	<b>892</b>	892
1999–00	540	391	<b>931</b>	931
2000–01	549	407	<b>957</b>	957
2001–02	551	408	<b>960</b>	960
2002–03	561	414	<b>976</b>	976
<hr/>				
1999–00				
Q1	131	91	<b>222</b>	222
Q2	140	89	<b>229</b>	232
Q3	137	104	<b>242</b>	235
Q4	132	107	<b>238</b>	241
2000–01				
Q1	140	95	<b>235</b>	238
Q2	152	95	<b>247</b>	247
Q3	131	108	<b>240</b>	236
Q4	126	109	<b>235</b>	235
2001–02				
Q1	138	98	<b>236</b>	239
Q2	145	95	<b>240</b>	242
Q3	141	110	<b>252</b>	246
Q4	127	105	<b>232</b>	233
2002–03				
Q1	137	101	<b>239</b>	242
Q2	147	94	<b>241</b>	243
Q3	143	108	<b>251</b>	248
Q4	134	111	<b>245</b>	243
2003–04				
Q1	142	100	<b>242</b>	249
Q2	151	95	<b>246</b>	248
Q3	149	111	<b>260</b>	253
<hr/>				
<b>Percentage change</b>				
2003–04 Q3 on 2002–03 Q3	4.7	2.1	3.6	2.4

**Note:**

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

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

For conventions on rounding and revisions please see the introduction.



**Table 1.2b Passenger journeys by sector (millions)**

Great Britain 1994–95 to 2003–04

		Long distance operators	London and SE operators	Regional operators	Total passenger journeys
1994–95		54	502	179	<b>735</b>
1995–96		56	516	189	<b>761</b>
1996–97		59	542	200	<b>801</b>
1997–98		64	576	206	<b>846</b>
1998–99		67	610	215	<b>892</b>
1999–00		72	631	228	<b>931</b>
2000–01		70	656	231	<b>957</b>
2001–02		74	655	231	<b>960</b>
2002–03		77	670	229	<b>976</b>
<hr/>					
1998–99	Q1	16	142	53	<b>211</b>
	Q2	17	145	52	<b>215</b>
	Q3	18	164	56	<b>238</b>
	Q4	17	159	54	<b>229</b>
<hr/>					
1999–00	Q1	17	150	54	<b>222</b>
	Q2	18	154	57	<b>229</b>
	Q3	18	164	59	<b>242</b>
	Q4	18	163	57	<b>238</b>
<hr/>					
2000–01	Q1	19	159	57	<b>235</b>
	Q2	20	165	62	<b>247</b>
	Q3	15	167	57	<b>240</b>
	Q4	16	165	54	<b>235</b>
<hr/>					
2001–02	Q1	18	162	56	<b>236</b>
	Q2	19	162	60	<b>240</b>
	Q3	19	171	62	<b>252</b>
	Q4	18	160	54	<b>232</b>
<hr/>					
2002–03	Q1	19	164	55	<b>239</b>
	Q2	19	164	58	<b>241</b>
	Q3	20	172	59	<b>251</b>
	Q4	19	169	56	<b>245</b>
<hr/>					
2003–04	Q1	20	165	57	<b>242</b>
	Q2	20	166	59	<b>246</b>
	Q3	21	175	65	<b>260</b>
<hr/>					
<b>Percentage change</b>					
<b>2003–04 Q3 on 2002–03 Q3</b>		<b>2.5</b>	<b>1.7</b>	<b>9.6</b>	<b>3.6</b>

**Note:**

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

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

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

For conventions on rounding and revisions please see the introduction.

### Chart 1.2a Passenger journeys (millions)

Great Britain 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

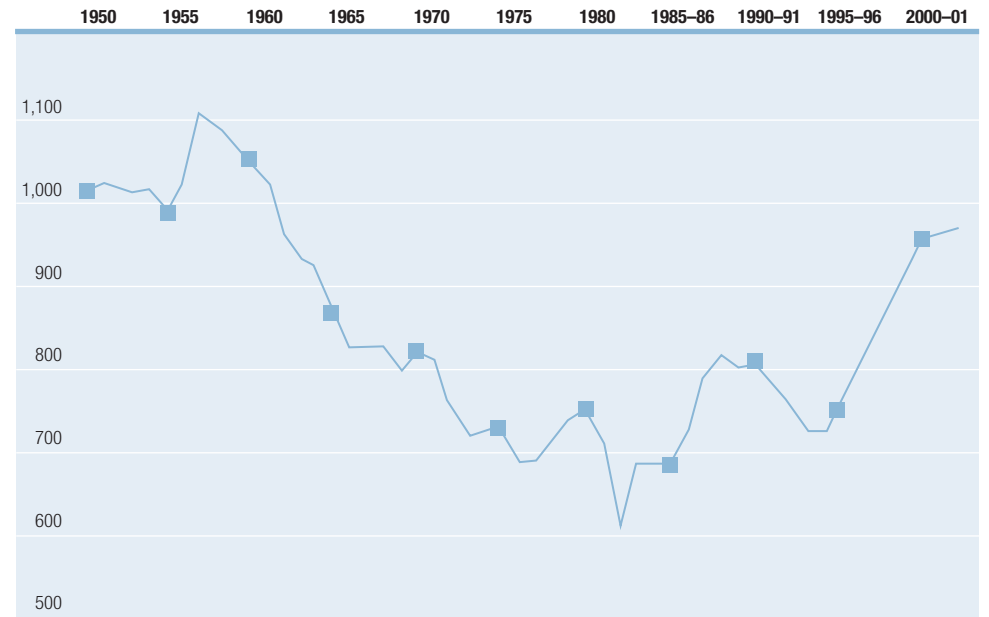
Q1	164	55	19
Q2	164	58	19
Q3	172	59	20
Q4	169	56	19

#### 2003–04

Q1	165	57	20
Q2	166	59	20
Q3	175	65	21

### Chart 1.2b Passenger journeys (millions)

Great Britain annual data 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	<b>1,443</b>	1,443	2,462
1987–88		1,168	454	<b>1,622</b>	1,622	2,628
1988–89		1,291	512	<b>1,803</b>	1,803	2,737
1989–90		1,357	550	<b>1,907</b>	1,907	2,699
1990–91		1,483	574	<b>2,057</b>	2,057	2,701
1991–92		1,514	603	<b>2,117</b>	2,117	2,618
1992–93		1,551	603	<b>2,154</b>	2,154	2,580
1993–94		1,577	616	<b>2,193</b>	2,193	2,559
1994–95		1,559	611	<b>2,171</b>	2,171	2,498
1995–96		1,720	660	<b>2,379</b>	2,379	2,661
1996–97		1,870	702	<b>2,573</b>	2,573	2,788
1997–98		2,048	773	<b>2,821</b>	2,821	2,973
1998–99		2,242	847	<b>3,089</b>	3,089	3,162
1999–00		2,463	905	<b>3,368</b>	3,368	3,368
2000–01		2,463	950	<b>3,413</b>	3,413	3,338
2001–02		2,591	957	<b>3,548</b>	3,548	3,385
2002–03		2,693	970	<b>3,663</b>	3,663	3,389
1999–00	Q1	595	210	<b>806</b>	793	799
	Q2	624	207	<b>831</b>	823	824
	Q3	634	239	<b>873</b>	863	861
	Q4	610	249	<b>858</b>	889	884
2000–01	Q1	660	221	<b>880</b>	878	864
	Q2	717	222	<b>939</b>	912	894
	Q3	552	251	<b>803</b>	817	798
	Q4	535	257	<b>792</b>	806	781
2001–02	Q1	635	232	<b>867</b>	854	823
	Q2	679	224	<b>903</b>	883	851
	Q3	662	256	<b>918</b>	924	877
	Q4	614	246	<b>860</b>	888	834
2002–03	Q1	664	237	<b>902</b>	900	842
	Q2	692	222	<b>915</b>	900	839
	Q3	681	250	<b>931</b>	940	867
	Q4	656	260	<b>916</b>	922	842
2003–04	Q1	708	233	<b>941</b>	947	862
	Q2	751	226	<b>977</b>	966	872
	Q3	724	250	<b>975</b>	977	876
<b>Percentage change</b>						
<b>2003–04 Q3 on 2002–03 Q3</b>		<b>6.4</b>	<b>0.1</b>	<b>4.7</b>	<b>3.9</b>	<b>1.1</b>

**Note:**

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

For conventions on rounding and revisions please see the introduction.

**Table 1.3b Passenger revenue by sector (£ millions)**

Great Britain 1994–95 to 2003–04

	Long distance operators	London and SE operators	Regional operators	Total passenger revenue
1994–95	734	1,059	378	<b>2,171</b>
1995–96	795	1,160	425	<b>2,379</b>
1996–97	859	1,257	456	<b>2,573</b>
1997–98	956	1,378	487	<b>2,821</b>
1998–99	1,052	1,513	523	<b>3,089</b>
1999–00	1,160	1,647	560	<b>3,368</b>
2000–01	1,109	1,732	572	<b>3,413</b>
2001–02	1,220	1,739	590	<b>3,548</b>
2002–03	1,279	1,787	596	<b>3,663</b>
1998–99 Q1	253	353	126	<b>732</b>
Q2	260	364	136	<b>760</b>
Q3	276	401	135	<b>812</b>
Q4	262	396	126	<b>784</b>
1999–00 Q1	280	390	136	<b>806</b>
Q2	286	400	145	<b>831</b>
Q3	302	428	143	<b>873</b>
Q4	293	429	137	<b>858</b>
2000–01 Q1	313	423	145	<b>880</b>
Q2	332	444	163	<b>939</b>
Q3	238	430	135	<b>803</b>
Q4	227	435	130	<b>792</b>
2001–02 Q1	293	429	145	<b>867</b>
Q2	310	436	157	<b>903</b>
Q3	318	447	153	<b>918</b>
Q4	298	427	135	<b>860</b>
2002–03 Q1	317	439	146	<b>902</b>
Q2	318	440	156	<b>915</b>
Q3	327	454	150	<b>931</b>
Q4	317	455	144	<b>916</b>
2003–04 Q1	337	449	155	<b>941</b>
Q2	350	461	166	<b>977</b>
Q3	336	475	164	<b>975</b>
<b>Percentage change</b>				
2003–04 Q3 on 2002–03 Q3	2.8	4.7	8.9	4.7

**Note:**

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

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

For conventions on rounding and revisions please see the introduction.

# 1.4 Timetabled train kilometres

## Background

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

## Methodology

Data are collected automatically from the two different timetables each year (summer and winter) and then allocated into quarters and financial years. The allocation allows for the different weekday, Saturday and Sunday timetables, however it does not allow for changes to the timetable for bank holidays, etc.

The data do not include mileage associated with bus links that are stated in the timetable, but do include mileage where buses replace trains due to engineering works, etc. The data do not allow for emergency timetables.

## Other comments

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

The table includes an estimate of 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](http://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
Q3	43.9	43.9	23.3

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

Great Britain 1997–98 to 2003–04

	Long distance operators	London and SE operators total (inc peak)	London and SE operators peak only	Regional operators	ALL OPERATORS
1997–98	66.0	154.5	22.1	155.8	<b>376.3</b>
1998–99	73.3	167.2	24.0	164.6	<b>405.1</b>
1999–00	78.7	171.9	24.6	167.8	<b>418.4</b>
2000–01	81.0	175.8	24.6	170.4	<b>427.2</b>
2001–02	85.6	178.1	25.1	172.2	<b>435.9</b>
2002–03	95.2	175.2	25.2	172.8	<b>443.3</b>
1997–98 Q1	15.5	36.4	5.4	36.7	<b>88.5</b>
Q2	17.0	39.9	5.9	39.8	<b>96.7</b>
Q3	17.0	39.5	5.5	40.1	<b>96.7</b>
Q4	16.6	38.6	5.3	39.2	<b>94.4</b>
1998–99 Q1	17.5	40.2	5.7	40.3	<b>98.0</b>
Q2	18.7	42.3	6.2	41.6	<b>102.6</b>
Q3	18.8	42.9	6.2	41.9	<b>103.5</b>
Q4	18.3	41.8	6.0	40.9	<b>101.1</b>
1999–00 Q1	19.0	42.5	6.1	41.5	<b>103.0</b>
Q2	20.1	43.3	6.2	42.2	<b>105.7</b>
Q3	19.9	43.3	6.2	42.3	<b>105.5</b>
Q4	19.7	42.8	6.1	41.8	<b>104.2</b>
2000–01 Q1	19.9	43.2	6.1	42.1	<b>105.3</b>
Q2	20.6	44.4	6.1	43.2	<b>108.2</b>
Q3	20.4	44.3	6.2	42.7	<b>107.5</b>
Q4	20.1	43.8	6.2	42.3	<b>106.2</b>
2001–02 Q1	20.6	44.5	6.2	42.9	<b>108.0</b>
Q2	21.1	45.3	6.2	43.6	<b>110.0</b>
Q3	22.2	44.7	6.3	43.3	<b>110.3</b>
Q4	21.7	43.6	6.3	42.3	<b>107.7</b>
2002–03 Q1	22.1	44.0	6.2	43.0	<b>109.2</b>
Q2	22.8	44.2	6.3	43.9	<b>111.0</b>
Q3	25.4	44.0	6.4	43.4	<b>112.9</b>
Q4	24.8	42.9	6.2	42.4	<b>110.2</b>
2003–04 Q1	24.8	43.6	6.3	43.2	<b>111.6</b>
Q2	24.7	44.3	6.4	43.9	<b>112.9</b>
Q3	23.3	43.9	6.4	43.9	<b>111.1</b>
<b>Percentage change</b>					
2003–04 Q3 on 2002–03 Q3	-8.3	-0.3	-0.4	1.2	-1.5

**Note:**

For conventions on rounding and revisions please see the introduction.

# 2 Rail performance

## Key results

- Between 2002–03 Q3 and 2003–04 Q3 the Public Performance Measure (PPM) for All Operators increased by six per cent.
- 77 per cent of trains ran 'on time' in 2003–04 Q3. Quarter Three results are habitually the lowest each year.
- All three sectors showed an increase in PPM between 2002–03 Q3 and 2003–04 Q3.
- Long distance operators showed the largest percentage increase in PPM between 2002–03 Q3 and 2003–04 Q3. The PPM increased by 19 per cent in this sector.
- Between 2002–03 Q3 and 2003–04 Q3 21 operators showed an increased PPM, two operators showed a decreased PPM and three operators showed virtually no change in PPM.
- Between 2002–03 Q3 and 2003–04 Q3 the number of complaints per 100,000 journeys decreased by 40 per cent.
- All three sectors showed a decrease in the number of complaints per 100,000 journeys between 2002–03 Q3 and 2003–04 Q3.
- Long distance operators showed the largest percentage decrease in the number of complaints per 100,000 journeys between 2002–03 Q3 and 2003–04 Q3. The number of complaints per 100,000 journeys decreased by 47 per cent in this sector.
- In 2003–04 Q3 NRES took 12.4 million calls, 22 per cent less than in 2002–03 Q3. The reduction may be due to the introduction of an Internet enquiry service in March 2003.
- In 2003–04 Q3 NRES answered 93 per cent of calls, a decrease of one per cent compared to 2002–03 Q3.

# 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).

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

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

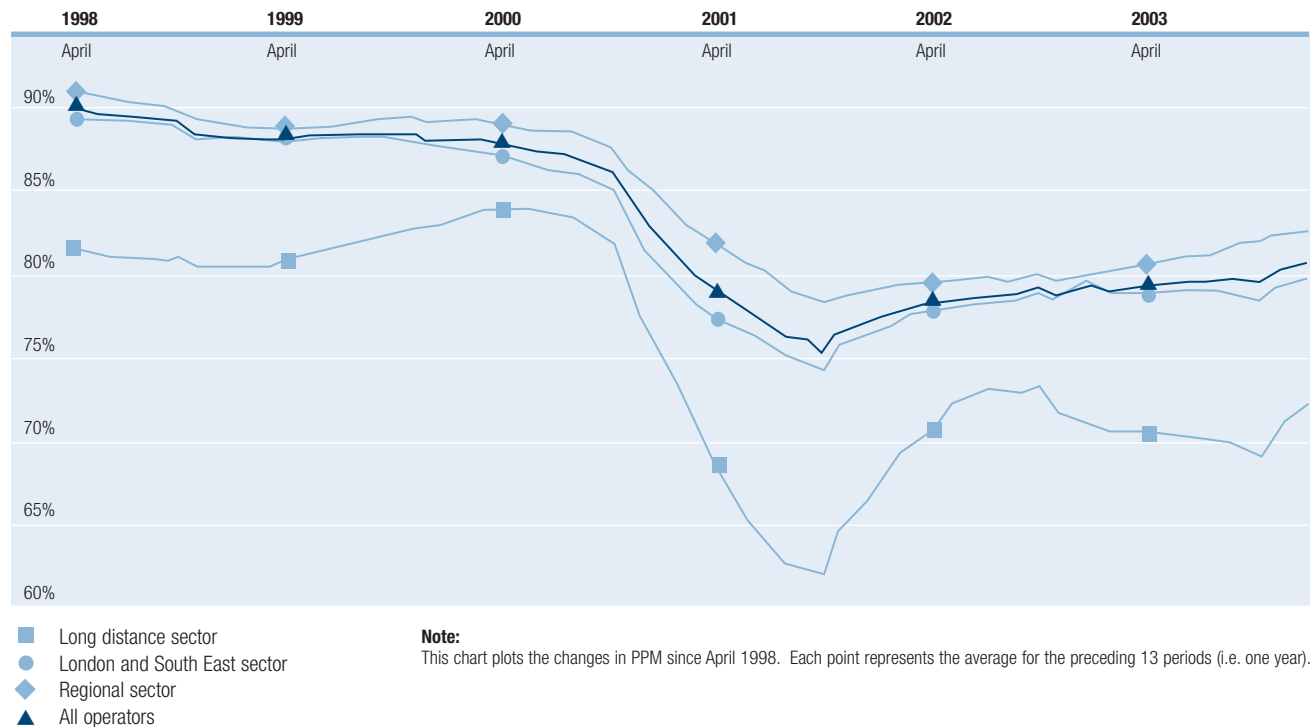
Trains which complete their journey as planned are measured for punctuality at their final destination. A train's performance is generally recorded by the automated monitoring systems, which log performance using the signalling equipment.

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

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

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



published timetable with amendments reflecting pre-published engineering amendments. However, after the Hatfield accident, there was a period when the plans were unstable – sometimes they reflected the normal timetable, sometimes a temporary timetable which was rendered inoperable by changes to the speed restrictions or flooding, and sometimes they reflected the actual service the operators were trying to run in response to unanticipated events.



**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	<b>89.7</b>
1998–99	80.6	87.9	85.3	88.6	<b>87.9</b>
1999–00	83.8	87.1	85.1	89.1	<b>87.8</b>
2000–01	69.1	77.6	73.7	81.7	<b>79.1</b>
2001–02	70.2	77.8	73.6	79.1	<b>78.0</b>
2002–03	70.6	78.9	75.7	80.5	<b>79.2</b>
1998–99 Q1	81.3	90.2	88.7	90.4	<b>89.9</b>
Q2	82.1	89.6	88.9	89.0	<b>89.0</b>
Q3	76.3	82.1	76.8	84.6	<b>83.0</b>
Q4	82.7	89.8	87.0	90.4	<b>89.8</b>
1999–00 Q1	85.0	91.0	89.9	91.5	<b>91.0</b>
Q2	84.3	89.8	89.3	90.4	<b>89.8</b>
Q3	79.7	79.4	74.4	84.0	<b>81.5</b>
Q4	86.1	88.2	86.8	90.3	<b>89.1</b>
2000–01 Q1	84.0	87.8	87.0	89.3	<b>88.3</b>
Q2	80.1	86.7	86.4	87.2	<b>86.6</b>
Q3 <sup>1</sup>	47.9	59.8	50.0	70.9	<b>64.3</b>
Q4 <sup>1</sup>	59.9	75.5	70.8	78.9	<b>76.3</b>
2001–02 Q1	65.8	81.6	79.4	81.6	<b>80.9</b>
Q2	70.8	79.2	77.5	79.7	<b>79.0</b>
Q3	68.1	69.3	60.8	74.1	<b>71.3</b>
Q4	75.9	81.1	76.6	81.2	<b>80.9</b>
2002–03 Q1	76.3	83.1	80.7	83.6	<b>83.0</b>
Q2	72.0	81.9	82.1	80.3	<b>80.8</b>
Q3	60.8	71.5	65.7	74.6	<b>72.3</b>
Q4	73.0	79.1	73.9	83.2	<b>80.5</b>
2003–04 Q1	74.4	83.9	83.0	85.8	<b>84.3</b>
Q2	66.9	79.4	79.3	83.8	<b>80.8</b>
Q3	72.3	76.2	72.1	77.3	<b>76.5</b>
<b>Percentage change</b>					
<b>2003–04 Q3 on 2002–03 Q3</b>	<b>19.0</b>	<b>6.6</b>	<b>9.6</b>	<b>3.7</b>	<b>5.9</b>

**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.

For conventions on rounding and revisions please see the introduction.

<sup>1</sup> 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 Q3

	2003–04 Q3	2002–03 Q3	Year to 31 December 2003	Year to 30 September 2003
<b>Long distance operators</b>				
Anglia (InterCity)	73.5	72.1	77.0	76.6
First Great Western	71.6	61.8	72.1	69.5
Great North Eastern Railway	73.5	64.0	73.6	71.3
Midland Mainline	68.5	61.2	67.2	65.4
Virgin CrossCountry	71.4	45.9	69.3	62.6
Virgin West Coast	75.8	71.0	74.1	73.0
<b>Sector level</b>	<b>72.3</b>	<b>60.8</b>	<b>71.7</b>	<b>68.8</b>
<b>London and South East operators all day</b>				
c2c	83.6	81.8	86.7	86.3
Chiltern Railways	91.7	84.3	90.7	88.9
First Great Eastern	84.7	85.2	87.3	87.5
Silverlink	77.7	81.0	82.1	82.9
South Central	74.2	71.4	79.4	78.7
South Eastern Trains	74.6	65.7	79.0	76.9
South West Trains	70.3	64.5	74.1	72.7
Thames Trains	76.7	73.5	77.5	76.7
Thameslink	71.3	63.1	72.5	70.5
West Anglia Great Northern	79.8	71.9	82.3	80.3
<b>Sector level</b>	<b>76.2</b>	<b>71.5</b>	<b>79.6</b>	<b>78.5</b>
<b>London and South East operators peak</b>				
c2c	83.7	81.7	86.4	85.9
Chiltern Railways	87.2	78.6	88.3	86.1
First Great Eastern	82.1	79.5	84.6	84.0
Silverlink	85.1	81.1	86.6	85.6
South Central	69.0	62.8	74.9	73.4
South Eastern Trains	68.7	59.4	76.6	74.4
South West Trains	67.6	61.7	72.6	71.2
Thames Trains	69.5	65.4	71.1	70.1
Thameslink	60.3	56.1	66.9	66.0
West Anglia Great Northern	72.6	62.6	77.1	74.6
<b>Sector level</b>	<b>72.1</b>	<b>65.7</b>	<b>77.0</b>	<b>75.5</b>
<b>Regional operators</b>				
Anglia Locals	82.5	79.2	87.2	86.4
Arriva Trains Northern	74.9	75.4	82.4	82.6
Arriva Trains Wales	77.4	72.4	81.5	80.7
Central Trains	67.8	60.5	72.5	70.6
First North Western	72.4	73.2	82.1	82.3
Gatwick Express	78.6	74.4	82.2	81.3
Island Line	96.8	97.0	97.3	97.3
Merseyrail	91.7	90.4	93.5	93.2
ScotRail	81.7	78.0	84.9	84.1
Wessex Trains	79.6	75.2	82.9	81.9
<b>Sector level</b>	<b>77.3</b>	<b>74.6</b>	<b>82.5</b>	<b>82.0</b>
<b>National level</b>	<b>76.5</b>	<b>72.3</b>	<b>80.5</b>	<b>79.5</b>

**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.

For conventions on rounding and revisions please see the introduction.

## 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.

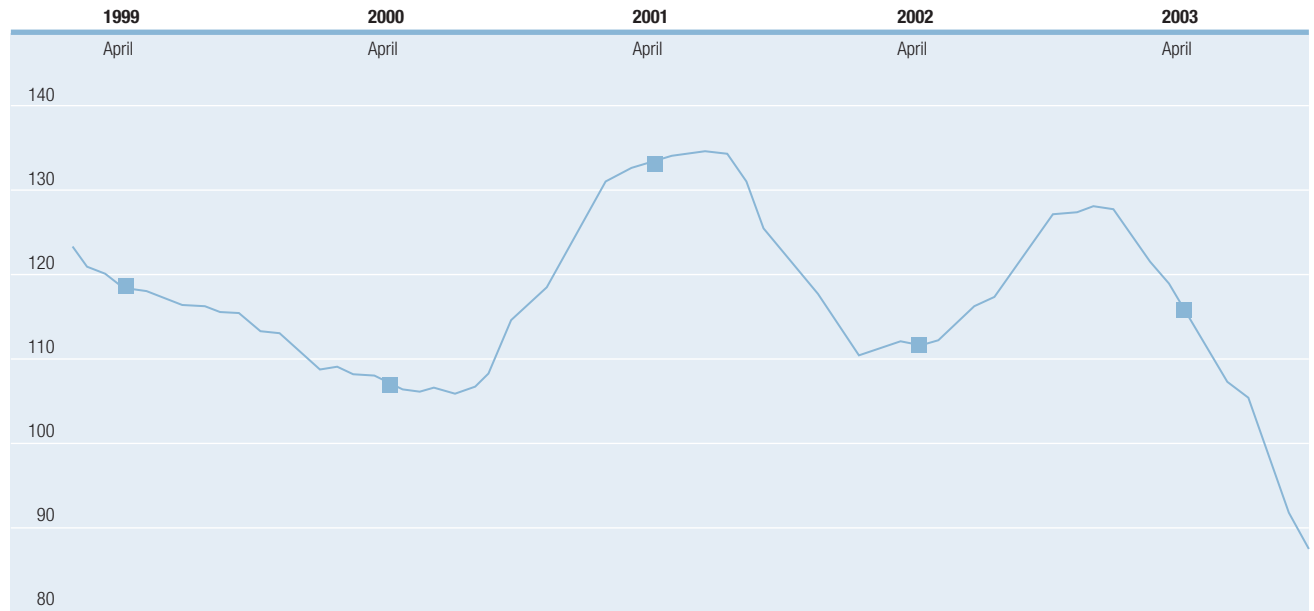
From railway period 10 in 2001–02 a change in methodology by three regional operators caused an increase in complaints in this sector.

### 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.

### 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).

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

**Table 2.2 Complaints rate**

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

	Long distance operators	London and SE operators	Regional operators	ALL OPERATORS
1998–99	856	48	94	<b>120</b>
1999–00	730	40	102	<b>109</b>
2000–01	858	48	149	<b>131</b>
2001–02	784	36	107	<b>111</b>
2002–03	824	36	94	<b>112</b>
1997–98 Q3	1,044	50	105	<b>139</b>
Q4	1,106	45	88	<b>133</b>
1998–99 Q1	856	44	83	<b>115</b>
Q2	780	52	102	<b>122</b>
Q3	918	56	96	<b>130</b>
Q4	867	40	96	<b>114</b>
1999–00 Q1	762	34	84	<b>103</b>
Q2	797	39	102	<b>115</b>
Q3	651	54	123	<b>117</b>
Q4	712	32	97	<b>99</b>
2000–01 Q1	570	36	105	<b>95</b>
Q2	757	39	126	<b>119</b>
Q3	1,186	57	185	<b>160</b>
Q4	1,005	59	186	<b>152</b>
2001–02 Q1	734	37	101	<b>106</b>
Q2	848	35	104	<b>115</b>
Q3	772	36	111	<b>109</b>
Q4	781	36	112	<b>112</b>
2002–03 Q1	711	27	77	<b>92</b>
Q2	828	32	102	<b>112</b>
Q3	915	44	104	<b>127</b>
Q4	833	41	91	<b>116</b>
2003–04 Q1	723	34	64	<b>98</b>
Q2	601	42	58	<b>92</b>
Q3	485	36	60	<b>77</b>
<b>Percentage change</b>				
<b>2003–04 Q3 on 2002–03 Q3</b>	<b>-47.0</b>	<b>-19.0</b>	<b>-42.1</b>	<b>-39.5</b>

**Note:**

For conventions on rounding and revisions please see the introduction.

## 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.

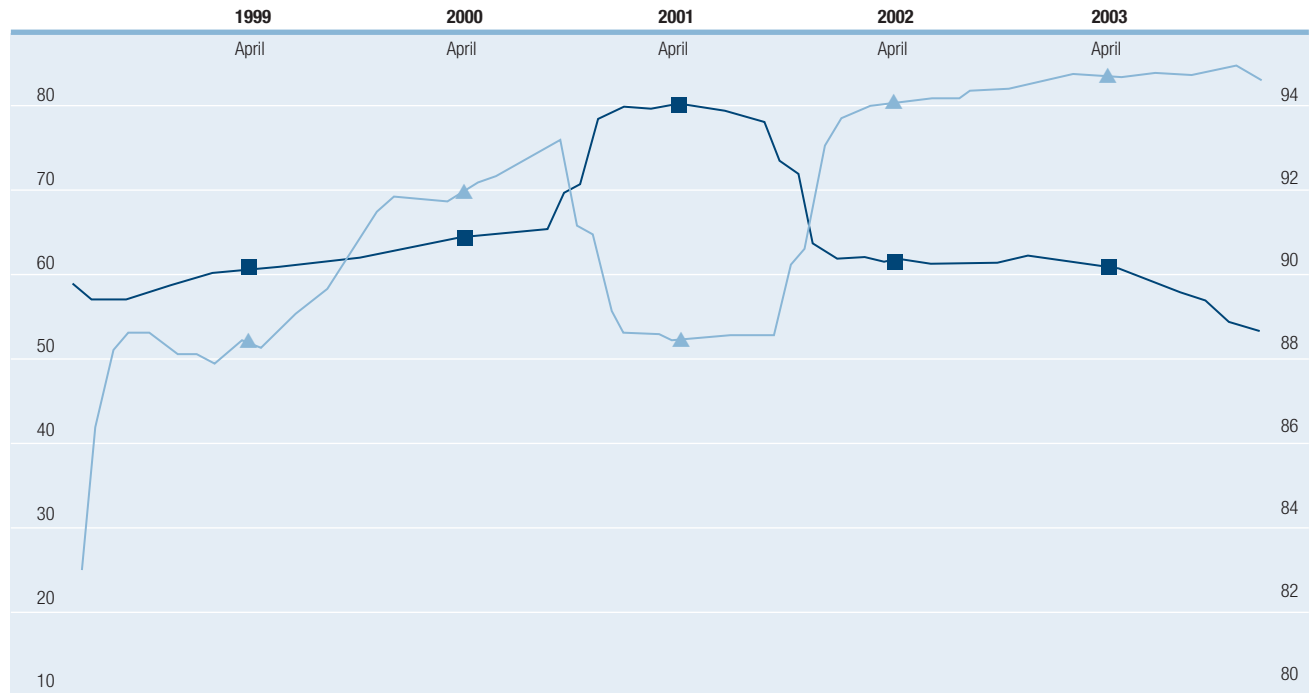
### Other comments

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 to their requests as well as efficient telephone answering.

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

**Chart 2.3 National Rail Enquiry Scheme moving annual averages**

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



■ 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 <sup>1</sup>
1998–99	61.7	88.3	1.9	9.8
1999–00	65.5	92.2	1.3	6.5
2000–01	81.3	88.4	3.2	8.4
2001–02	62.7	94.1	0.3	5.6
2002–03	61.9	94.8	0.3	4.9
1997–98 Q2	15.8	79.9	7.3	12.8
Q3	13.8	92.7	1.3	6.1
Q4	12.3	91.6	2.1	6.3
1998–99 Q1	15.1	86.7	2.8	10.5
Q2	16.4	84.8	0.7	14.5
Q3	16.0	89.2	1.0	9.8
Q4	14.3	93.1	3.3	3.6
1999–00 Q1	15.8	91.2	3.7	5.1
Q2	17.1	91.1	0.7	8.2
Q3	17.4	91.7	0.9	7.4
Q4	15.2	95.0	0.1	4.9
2000–01 Q1	16.6	93.5	0.3	6.2
Q2	22.8	86.1	6.6	7.3
Q3	26.7	83.8	3.7	12.5
Q4	15.2	94.4	0.3	5.2
2001–02 Q1	15.8	94.3	0.3	5.4
Q2	16.1	93.7	0.4	5.9
Q3	15.6	93.6	0.2	6.3
Q4	15.2	94.7	0.3	5.0
2002–03 Q1	15.3	95.0	0.3	4.7
Q2	16.5	94.4	0.6	5.0
Q3	15.8	94.4	0.1	5.5
Q4 <sup>2</sup>	14.3	95.5	0.0	4.5
2003–04 Q1	14.2	94.8	0.0	5.2
Q2	13.9	94.4	0.1	5.5
Q3	12.4	93.4	0.0	6.6
<b>Percentage change</b>				
<b>2003–04 Q3 on 2002–03 Q3</b>	<b>-21.6</b>	<b>-1.0</b>		

**Note:**

For conventions on rounding and revisions please see the introduction.

<sup>1</sup> Ring Tone No Reply.

<sup>2</sup> 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 Q3 and 2003–04 Q3.
- The greatest commodity percentage increase between 2002–03 Q3 and 2003–04 Q3 was domestic intermodal freight moved, which increased by six per cent.
- Infrastructure moved (which is not included in the freight moved total) decreased by 13 per cent between 2002–03 Q3 and 2003–04 Q3.
- The greatest commodity percentage decrease between 2002–03 Q3 and 2003–04 Q3 was for metals moved, which decreased by ten per cent.
- Total freight lifted increased by four per cent between 2002–03 Q3 and 2003–04 Q3.
- Between 2002–03 Q3 and 2003–04 Q3, coal lifted increased by five per cent while other goods lifted increased by two 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 Quarter One* for more details.

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

### 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

	Coal	Metals	Construction	Oil and petroleum	International	Domestic intermodal	Other	TOTAL <sup>1</sup>	Infrastructure <sup>2</sup>
1986–87	5.0	..	..	..	..	..	..	<b>16.6</b>	..
1987–88	4.6	..	..	..	..	..	..	<b>17.5</b>	..
1988–89	4.8	..	..	..	..	..	..	<b>18.1</b>	..
1989–90	4.6	..	..	..	..	..	..	<b>16.7</b>	..
1990–91	5.0	..	..	..	..	..	..	<b>16.0</b>	..
1991–92	5.0	..	..	..	..	..	..	<b>15.3</b>	..
1992–93	5.4	..	..	..	..	..	..	<b>15.5</b>	..
1993–94	3.9	..	..	..	..	..	..	<b>13.8</b>	..
1994–95	3.3	..	..	..	..	..	..	<b>13.0</b>	..
1995–96	3.6	..	..	..	..	..	..	<b>13.3</b>	..
1996–97	3.9	..	..	..	..	..	..	<b>15.1</b>	..
1997–98	4.4	..	..	..	..	..	..	<b>16.9</b>	..
1998–99	4.5	2.1	2.1	1.6	1.1	3.5	2.5	<b>17.3</b>	0.8
1999–00	4.8	2.2	2.0	1.5	1.0	3.9	2.7	<b>18.2</b>	0.8
2000–01	4.8	2.1	2.4	1.4	1.0	3.8	2.6	<b>18.1</b>	0.9
2001–02	6.2	2.4	2.8	1.2	0.6	3.5	2.6	<b>19.4</b>	1.2
2002–03	5.7	2.7	2.6	1.1	0.4	3.4	2.7	<b>18.7</b>	1.2
1999–00 Q1	1.2	0.6	0.5	0.4	0.3	0.9	0.6	<b>4.5</b>	0.2
1999–00 Q2	1.1	0.5	0.5	0.4	0.2	1.0	0.7	<b>4.5</b>	0.2
1999–00 Q3	1.2	0.5	0.5	0.4	0.3	1.0	0.7	<b>4.6</b>	0.2
1999–00 Q4	1.3	0.6	0.6	0.4	0.3	1.0	0.7	<b>4.8</b>	0.2
2000–01 Q1	1.2	0.6	0.6	0.3	0.3	1.0	0.7	<b>4.7</b>	0.2
2000–01 Q2	1.1	0.5	0.6	0.3	0.3	1.0	0.7	<b>4.6</b>	0.2
2000–01 Q3	1.0	0.4	0.6	0.3	0.2	1.0	0.6	<b>4.2</b>	0.2
2000–01 Q4	1.4	0.5	0.6	0.3	0.2	0.9	0.7	<b>4.7</b>	0.3
2001–02 Q1	1.5	0.6	0.7	0.3	0.2	0.9	0.7	<b>4.8</b>	0.3
2001–02 Q2	1.6	0.6	0.7	0.3	0.2	0.9	0.7	<b>4.9</b>	0.3
2001–02 Q3	1.6	0.6	0.7	0.3	0.1	0.9	0.6	<b>4.8</b>	0.3
2001–02 Q4	1.5	0.7	0.7	0.3	0.1	0.9	0.7	<b>4.9</b>	0.3
2002–03 Q1	1.4	0.7	0.6	0.3	0.1	0.9	0.7	<b>4.7</b>	0.3
2002–03 Q2	1.5	0.6	0.7	0.3	0.1	0.9	0.7	<b>4.7</b>	0.3
2002–03 Q3	1.4	0.6	0.6	0.3	0.1	0.8	0.7	<b>4.6</b>	0.3
2002–03 Q4	1.5	0.7	0.7	0.3	0.1	0.8	0.7	<b>4.7</b>	0.3
2003–04 Q1	1.4	0.6	0.7	0.3	0.1	0.9	0.7	<b>4.6</b>	0.3
2003–04 Q2	1.4	0.6	0.7	0.3	0.1	0.9	0.7	<b>4.7</b>	0.3
2003–04 Q3	1.4	0.6	0.6	0.3	0.1	0.9	0.7	<b>4.6</b>	0.3
<b>Percentage change</b>									
2003–04 Q3 on 2002–03 Q3	2.7	-9.7	3.1	5.5	5.8	6.0	-1.1	1.3	-12.8

**Note:**

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

For conventions on rounding and revisions please see the introduction.

<sup>1</sup> Infrastructure not included in total.

<sup>2</sup> This series excludes some possession trains.

Source: Network Rail



Chart 3.1a

**Freight moved by quarter (billion net tonne kilometres)**

Great Britain 1998–99 to 2003–04

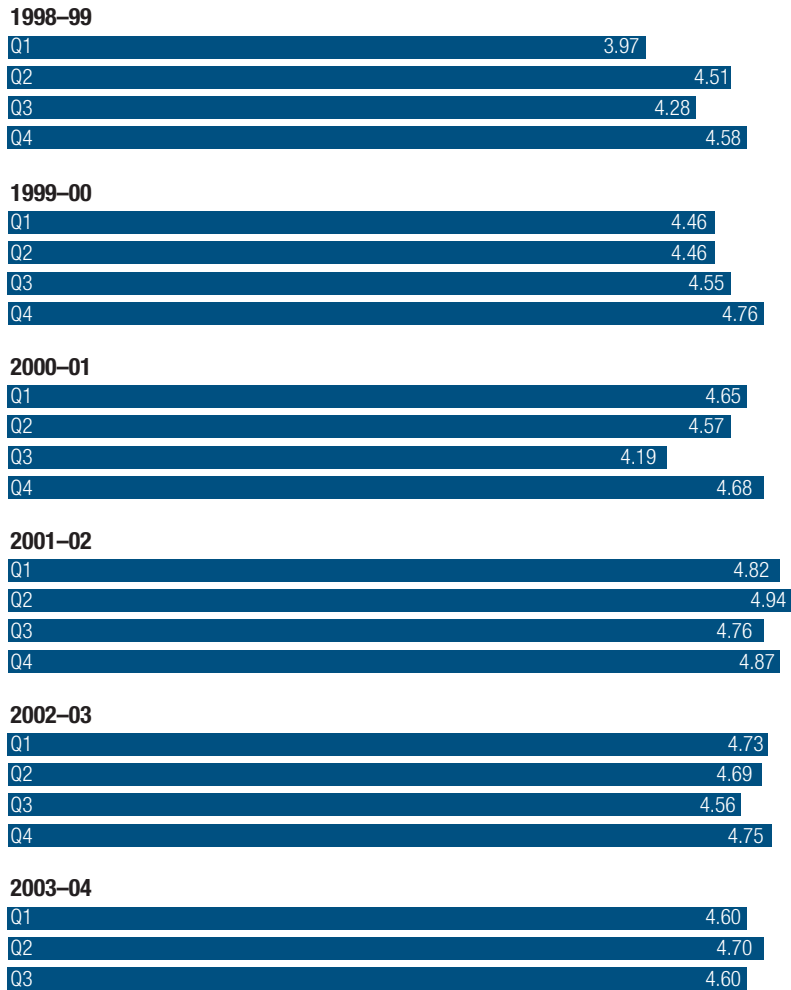
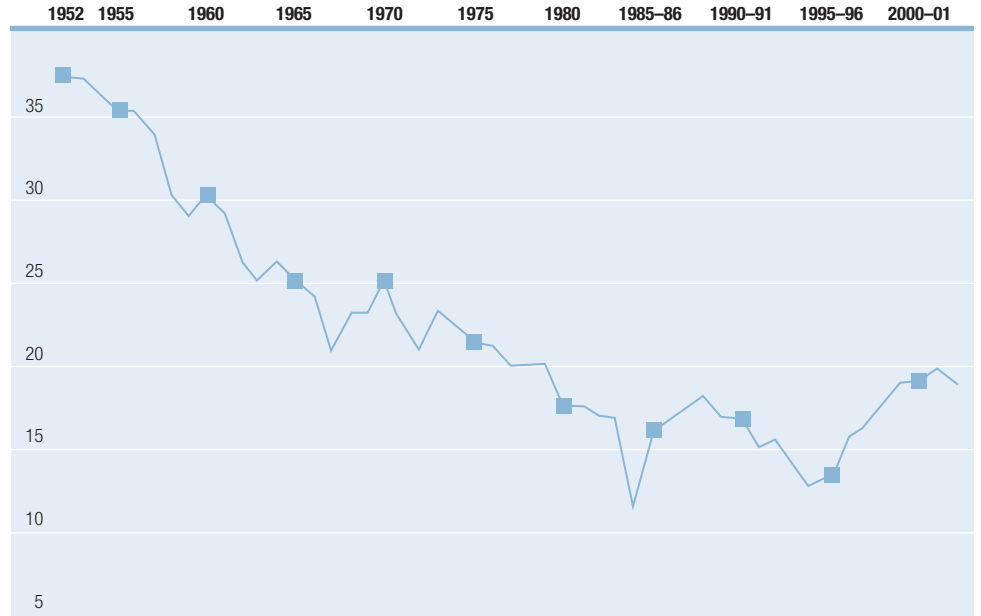


Chart 3.1b

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

Great Britain annual data 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	<b>138.4</b>	
1987–88	78.8	65.6	<b>144.4</b>	
1988–89	79.2	70.3	<b>149.5</b>	
1989–90	75.8	67.3	<b>143.1</b>	
1990–91	74.7	63.4	<b>138.2</b>	
1991–92	75.1	60.7	<b>135.8</b>	
1992–93	67.9	54.4	<b>122.4</b>	
1993–94	48.9	54.3	<b>103.2</b>	
1994–95	42.5	54.8	<b>97.3</b>	
1995–96	45.2	55.5	<b>100.7</b>	
1996–97	52.2	49.6	<b>101.8</b>	
1997–98	50.3	55.1	<b>105.4</b>	
1998–99	45.3	56.8	<b>102.1</b>	
1999–00	44.3	47.6	<b>91.9</b>	
2000–01	45.7	49.7	<b>95.4</b>	
2001–02	46.1	48.3	<b>94.4</b>	
2002–03	40.7	46.4	<b>87.0</b>	
<hr/>				
1999–00	Q1	10.1	12.6	<b>22.7</b>
	Q2	10.6	13.0	<b>23.6</b>
	Q3	11.1	12.8	<b>23.9</b>
	Q4	12.5	9.2	<b>21.7</b>
<hr/>				
2000–01	Q1	11.7	13.2	<b>24.9</b>
	Q2	10.8	12.8	<b>23.6</b>
	Q3	10.9	11.4	<b>22.4</b>
	Q4	12.3	12.3	<b>24.6</b>
<hr/>				
2001–02	Q1	11.9	12.5	<b>24.4</b>
	Q2	11.4	12.1	<b>23.5</b>
	Q3	11.3	11.7	<b>23.0</b>
	Q4	11.5	12.1	<b>23.6</b>
<hr/>				
2002–03	Q1	10.0	11.8	<b>21.8</b>
	Q2	9.6	11.4	<b>20.9</b>
	Q3	10.0	11.2	<b>21.2</b>
	Q4	11.1	12.0	<b>23.1</b>
<hr/>				
2003–04	Q1	10.5	11.4	<b>21.9</b>
	Q2	10.3	12.2	<b>22.5</b>
	Q3	10.5	11.4	<b>21.9</b>
<hr/>				
<b>Percentage change</b>				
<b>2003–04 Q3 on 2002–03 Q3</b>				
		<b>5.1</b>	<b>2.1</b>	<b>3.5</b>

**Note:**

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

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

For conventions on rounding and revisions please see the introduction.

Source: Freight Operating Companies

Chart 3.2a

**Freight lifted by quarter (million tonnes)**

Great Britain 1998–99 to 2003–04

■ Coal ■ Other

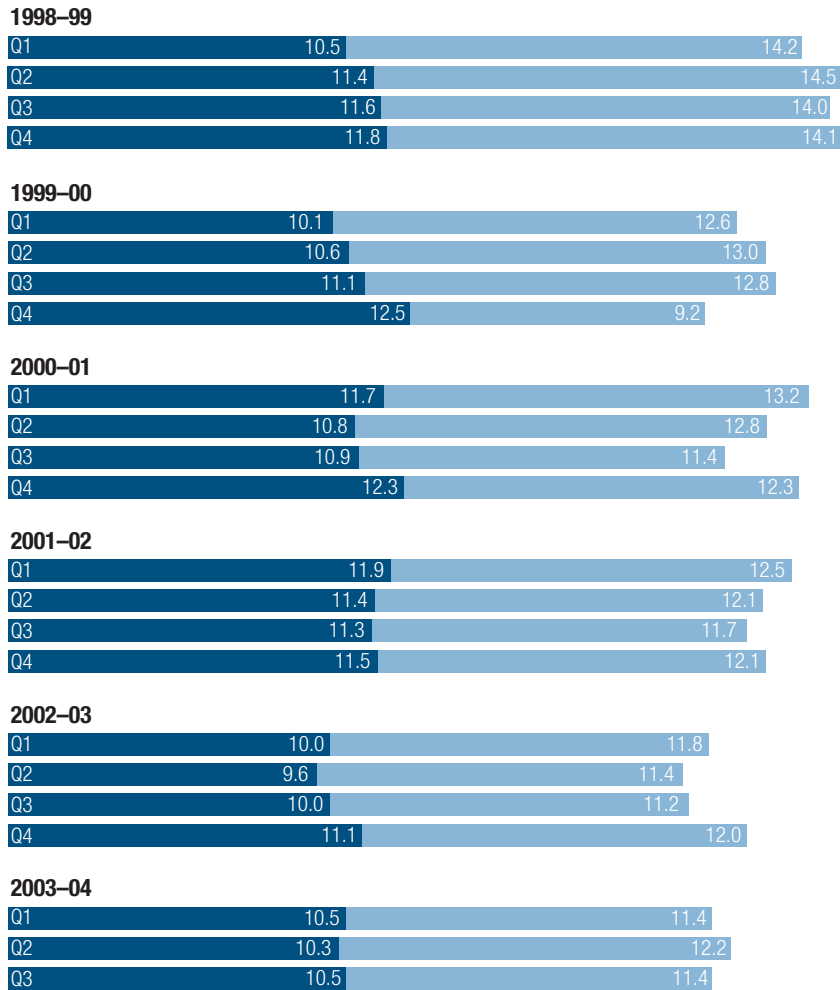
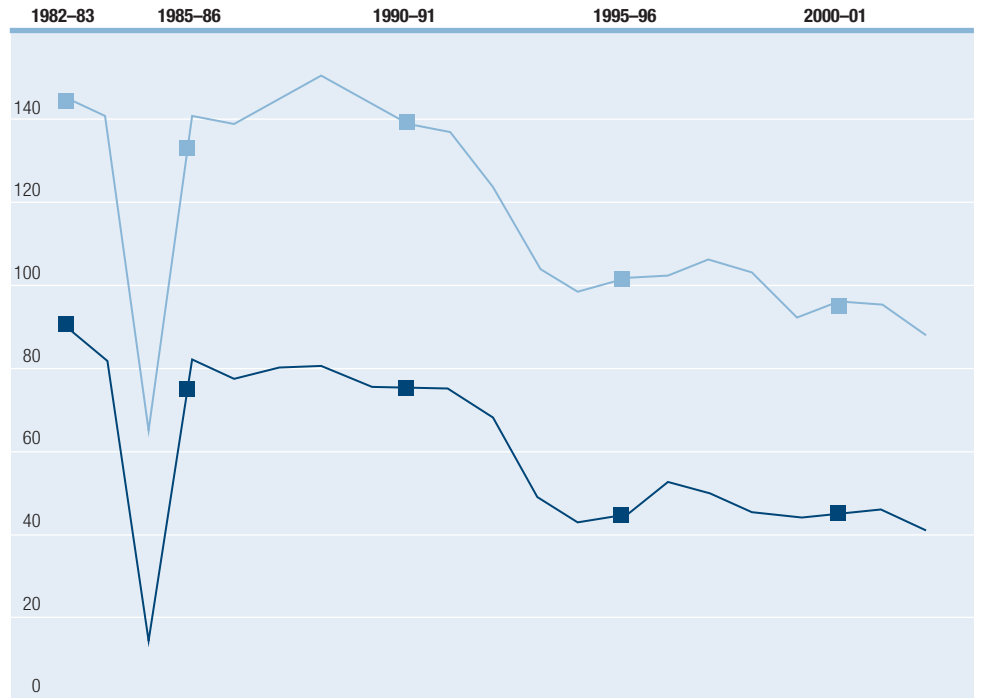


Chart 3.2b

**Freight lifted (million tonnes)**

Great Britain annual data 1982–83 to 2002–03

■ Coal ■ Total



# 4 Fares

## Key results

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

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

## Background

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

## Methodology

### What the Rail Fares Index measures

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

### Coverage of the Rail Fares Index

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

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

aggregate indices.

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

## Other comments

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

# 4.1 Rail Fares Index

Table 4.1 **Average change in price of rail fares, 1995–2004**

(January 1995 = 100)

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

**Note:**

For conventions on rounding and revisions please see the introduction.

# 5 Miscellaneous tables

## 5.1 Average age of rolling stock

### Key results

- The average age of rolling stock remained virtually unchanged between 30 September 2003 and 31 December 2003.
- The London and South East sector was the only sector to show a decrease in the average age of rolling stock between 30 September 2003 and 31 December 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.

Table 5.1 **Average age of rolling stock**

Average age in years 2000–01 to 2003–04

		Long distance operators	London and SE operators	Regional operators	ALL OPERATORS
Position at the end of:					
2000–01	Q3	25.74	20.51	17.61	<b>20.67</b>
2000–01	Q4	25.99	20.70	16.91	<b>20.64</b>
2001–02	Q1	25.97	20.36	16.42	<b>20.34</b>
2001–02	Q2	25.26	20.43	15.89	<b>20.13</b>
2001–02	Q3	24.74	20.35	16.07	<b>20.07</b>
2001–02	Q4	24.89	20.40	16.11	<b>20.14</b>
2002–03	Q1	23.51	20.48	15.56	<b>19.86</b>
2002–03	Q2	22.33	20.50	15.69	<b>19.67</b>
2002–03	Q3	22.25	20.36	15.28	<b>19.49</b>
2002–03	Q4	22.29	20.01	15.48	<b>19.36</b>
2003–04	Q1	22.13	19.89	15.73	<b>19.33</b>
2003–04	Q2	21.51	20.08	15.95	<b>19.35</b>
2003–04	Q3	21.66	19.90	16.20	<b>19.34</b>

### Note:

For conventions on rounding and revisions please see the introduction.

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

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

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

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

### Other comments

'Rail vehicles' excludes locomotives.

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

# 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  
First Great Eastern  
Silverlink  
South Central  
South Eastern Trains  
South West Trains  
Thames Trains  
Thameslink  
West Anglia Great Northern (WAGN)

### Regional operators

Anglia Locals\*  
Arriva Trains Northern  
Arriva Trains Wales  
Central Trains  
First North Western  
Gatwick Express  
Island Line  
Merseyrail  
ScotRail  
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. Some quarterly results require apportionment of these data.

## 5. Abbreviations and symbols used

p	Provisional
..	Not available
–	Not applicable
-----	Break in Series
DfT	Department for Transport
MAA	Moving Annual Average
ONS	Office for National Statistics
PTE	Passenger Transport Executive
RPI	Retail Price Index

