

Introduction

National Rail Trends brings together a wide range of information on the rail industry into one publication.

It is organised into sections covering:-

- Rail 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.

From this edition a new section on Timetabled train kilometres has been added (section 1.4); this includes an explanatory article on the topic. Major changes have

also been made to the Freight section, including the Freight moved series.

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 Railtrack and the DTLR, is gratefully acknowledged.

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

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Contents

Introduction

1. Rail usage	2
1.1 Passenger kilometres	4
1.2 Passenger journeys	7
1.3 Passenger revenue	10
1.4 Timetabled train kilometres	12
2. Rail performance	14
2.1 Public performance measure	15
2.2 Rail complaints	17
2.3 National Rail Enquiry Scheme	19
3. Freight	21
3.1 Freight moved	22
3.2 Freight lifted	25
4. Miscellaneous tables	27
4.1 Government support	28
4.2 Investment	29
4.3 Infrastructure on National Railways	31
Appendix	inside back cover

1. Rail usage

Key Results

The latest results cover the period April to June 2001.

- Passenger Kilometres decreased by two per cent between 2000-01 Q1 and 2001-02 Q1. It showed an increase of three per cent on the previous quarter (seasonally adjusted).
- Passenger Journeys remained virtually unchanged between 2000-01 Q1 and 2001-02 Q1. It showed a one per cent increase on the previous quarter (seasonally adjusted).
- Passenger Revenue (at 1999-00 prices) decreased by three per cent between 2000-01 Q1 and 2001-02 Q1. It showed an increase of six per cent on the previous quarter.
- London and South East operators showed increases in all three measures of Passenger Usage between 2000-01 Q1 and 2001-02 Q1.
- Between 2000-01 Q1 and 2001-02 Q1 each of the three measures of Passenger Usage showed an increase in travel using Season tickets but a decrease for using Ordinary tickets.
- Timetabled Train Kilometres increased by almost two per cent between 2000-01 Q1 and 2001-02 Q1.

Changes in Methodology for Passenger Journeys and Kilometres data

Introduction

Up until this edition of National Rail Trends (and before that the Bulletin of Rail Statistics) estimates of passenger revenue, journeys and kilometres were based upon sales recorded through the ticketing system. Added to this was an independent assessment of passenger kilometres on Promotional Product Package tickets, which are not picked up by that system (although the journeys and revenue are).

Methodology

The central ticketing system (previously the basis for figures in this document) does not correctly record sales of some products, including operator-specific tickets and PTE multi-modal tickets. The SRA has been undertaking a review of these, and specifically the passenger journeys and kilometres associated with them. With the significant assistance of TOCs we have been able to include a robust estimate of these products in our passenger usage tables backdated to the beginning of 1999-00.

For a small number of TOCs these figures are significant, although at the level of aggregation published in National Rail Trends the differences are less significant (see below).

These data are always susceptible to slight revision, especially at the end of the financial year. This will be reflected in the Quarter Four edition of National Rail Trends.

Commentary

The changes to passenger kilometres and journeys data can be seen below. The slightly greater changes in passenger journeys figures have largely resulted from the omission of journeys on London Underground that had previously been included in the published figures.

Passenger Kilometres (former data in brackets)					
	Ordinary			Seasons	
1999-00	28.0	(27.9)		10.4	(10.5)
2000-01	28.3	(28.1)		10.9	(10.9)
1999-00	Q1	6.9	(6.8)	2.4	(2.4)
	Q2	7.4	(7.4)	2.4	(2.4)
	Q3	7.0	(7.0)	2.8	(2.8)
	Q4	6.8	(6.7)	2.9	(2.9)
2000-01	Q1	7.4	(7.3)	2.5	(2.5)
	Q2	8.3	(8.3)	2.5	(2.5)
	Q3	6.4	(6.4)	2.9	(2.9)
	Q4	6.1	(6.1)	3.0	(3.0)
Passenger Journeys (former data in brackets)					
	Ordinary			Seasons	
1999-00	540	(544)		391	(404)
2000-01	549	(552)		407	(421)
1999-00	Q1	131	(132)	91	(93)
	Q2	140	(141)	89	(91)
	Q3	137	(137)	104	(109)
	Q4	132	(132)	107	(110)
2000-01	Q1	140	(141)	95	(97)
	Q2	152	(153)	95	(98)
	Q3	132	(132)	108	(114)
	Q4	126	(126)	109	(113)

1. Rail usage continued

1.1 Passenger kilometres

Table 1.1a Passenger kilometres by ticket type (billions)

Great Britain 1986-87 to 2001-02

		Ordinary fares	Season tickets	Total passenger kilometres	Total passenger kilometres seasonally adjusted
1986-87		22.0	8.8	30.8	30.8
1987-88		23.0	9.4	32.4	32.4
1988-89		23.2	11.1	34.3	34.3
1989-90		22.4	10.9	33.3	33.3
1990-91		22.8	10.4	33.2	33.2
1991-92		22.4	10.0	32.5	32.5
1992-93		22.3	9.4	31.7	31.7
1993-94		21.3	9.0	30.4	30.4
1994-95		20.7	8.0	28.7	28.7
1995-96		22.2	7.9	30.0	30.0
1996-97		23.4	8.7	32.1	32.1
1997-98		25.3	9.3	34.7	34.7
1998-99		26.4	9.8	36.3	36.3
1999-00		28.0	10.4	38.5	38.5
2000-01		28.3	10.9	39.2	39.2
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	6.9	2.4	9.3	9.1
	Q2	7.4	2.4	9.8	9.4
	Q3	7.0	2.8	9.8	9.9
	Q4	6.8	2.9	9.7	10.0
2000-01	Q1	7.4	2.5	9.9	9.9
	Q2	8.3	2.5	10.9	10.3
	Q3	6.4	2.9	9.3	9.6
	Q4	6.1	3.0	9.1	9.4
2001-02	Q1	7.1	2.6	9.7	9.7
Percentage change 2001-02 Q1 on 2000-01 Q1		-4.0	4.3	-1.9	-1.9

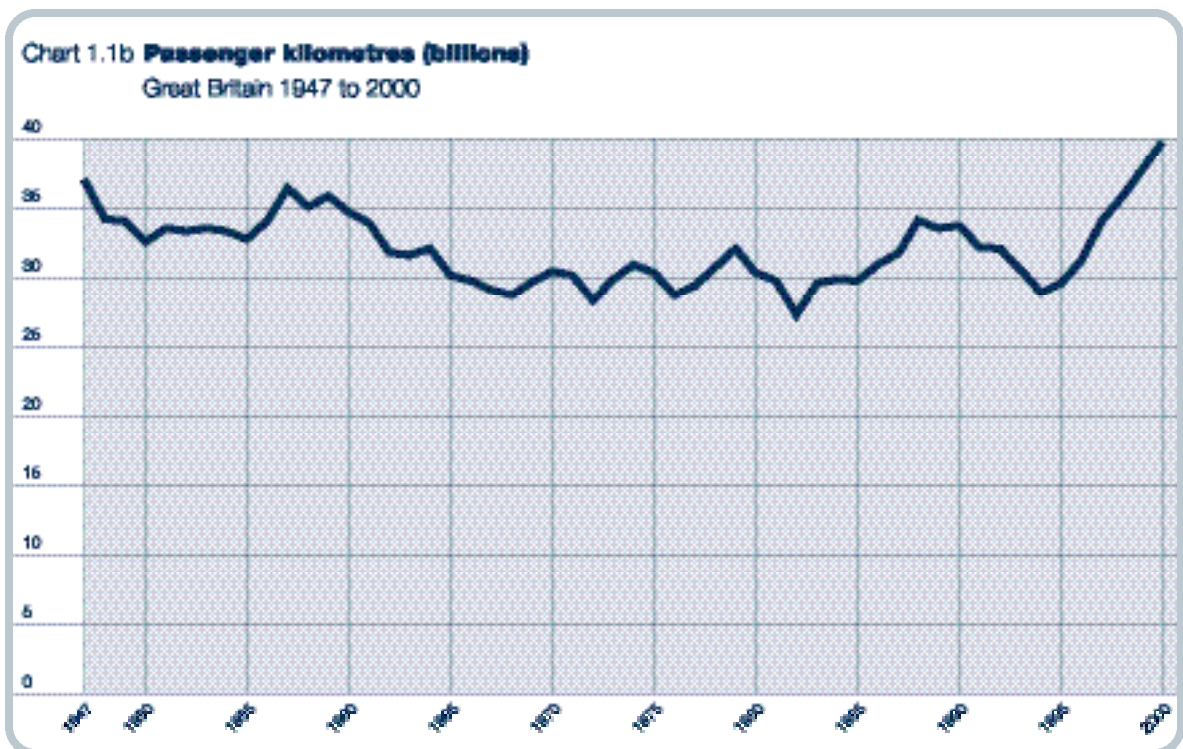
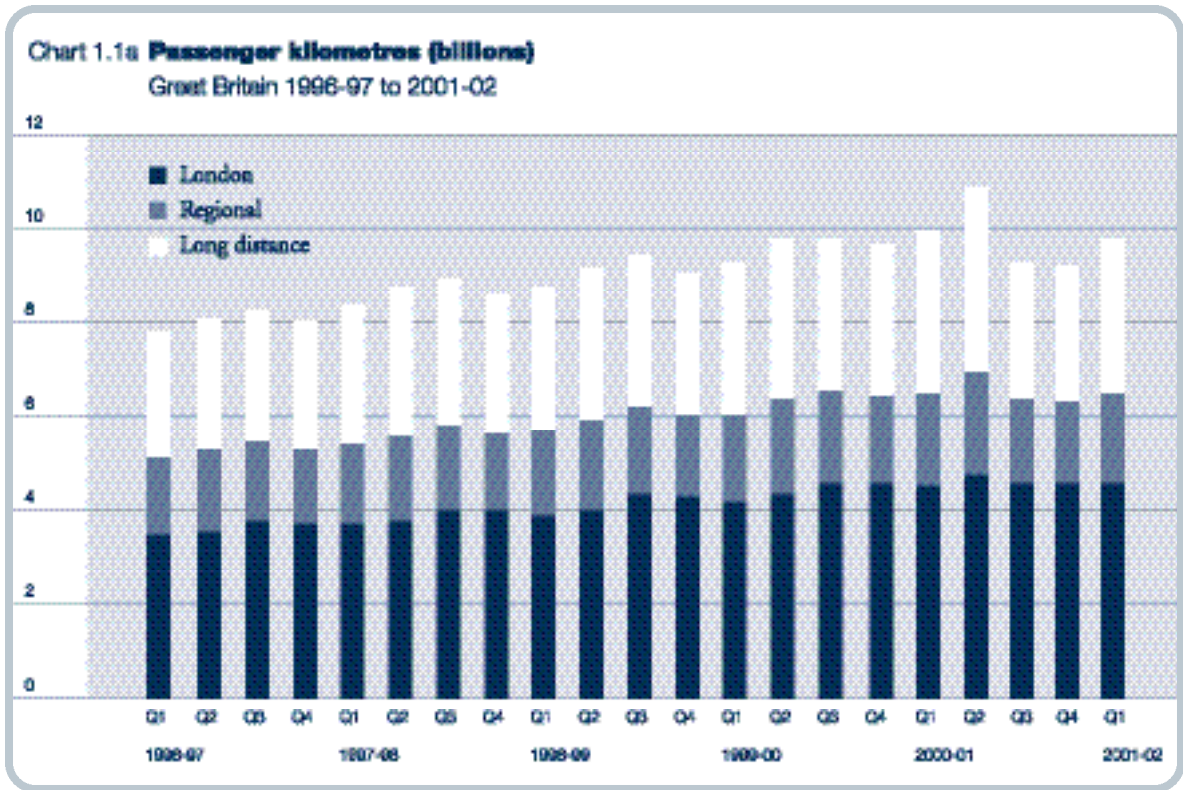
Note
For more details on the break in the series please refer to the article on page 3

Table 1.1b Passenger kilometres by sector (billions)
Great Britain 1994-95 to 2001-02

		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	17.7	7.6	38.5
2000-01		13.2	18.4	7.6	39.2
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	9.3
	Q2	3.4	4.3	2.0	9.8
	Q3	3.3	4.6	1.9	9.8
	Q4	3.3	4.6	1.8	9.7
2000-01	Q1	3.5	4.5	2.0	9.9
	Q2	3.9	4.8	2.2	10.9
	Q3	2.9	4.6	1.8	9.3
	Q4	2.8	4.6	1.7	9.1
2001-02	Q1	3.3	4.6	1.9	9.7
Percentage change 2001-02 Q1 on 2000-01 Q1		-5.4	1.3	-3.1	-1.9

Note
Refer to Appendix, part 3, for details of sector classification. For more details on the break in the series please refer to the article on page 3

1. Rail usage continued



1.2 Passenger journeys

Table 1.2a Passenger journeys by ticket type (millions)
Great Britain 1986-87 to 2001-02

		Ordinary fares	Season tickets	Total passenger journeys	Total passenger journeys seasonally adjusted
1986-87		415	323	738	738
1987-88		434	364	798	798
1988-89		418	404	822	822
1989-90		404	408	812	812
1990-91		411	399	810	810
1991-92		400	392	792	792
1992-93		398	372	770	770
1993-94		385	355	740	740
1994-95		407	328	735	735
1995-96		433	328	761	761
1996-97		459	342	801	801
1997-98		481	365	846	846
1998-99		508	384	892	892
1999-00		540	391	931	931
2000-01		549	407	957	957
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	131	91	222	222
	Q2	140	89	229	232
	Q3	137	104	242	237
	Q4	132	107	239	239
2000-01	Q1	140	95	235	237
	Q2	152	95	247	246
	Q3	132	108	240	239
	Q4	126	109	235	235
2001-02	Q1	138	98	236	238
Percentage change 2001-02 Q1 on 2000-01 Q1		-1.6	3.2	0.3	0.6

Note
For more details on the break in the series please refer to the article on page 3

1. Rail usage continued

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 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 2001-02

		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	631	228	931
2000-01		70	656	231	957
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	150	55	222
	Q2	18	154	57	229
	Q3	18	164	59	242
	Q4	18	163	57	239
2000-01	Q1	19	159	57	235
	Q2	20	165	62	247
	Q3	15	167	57	240
	Q4	16	165	54	235
2001-02	Q1	18	162	55	236
Percentage change 2001-02 Q1 on 2000-01 Q1		-2.8	2.2	-3.7	0.3

Note
Refer to Appendix, part 3, for details of sector classification. For more details on the break in the series please refer to the article on page 3

Chart 1.2a **Passenger Journeys (millions)**
Great Britain 1996-97 to 2001-02

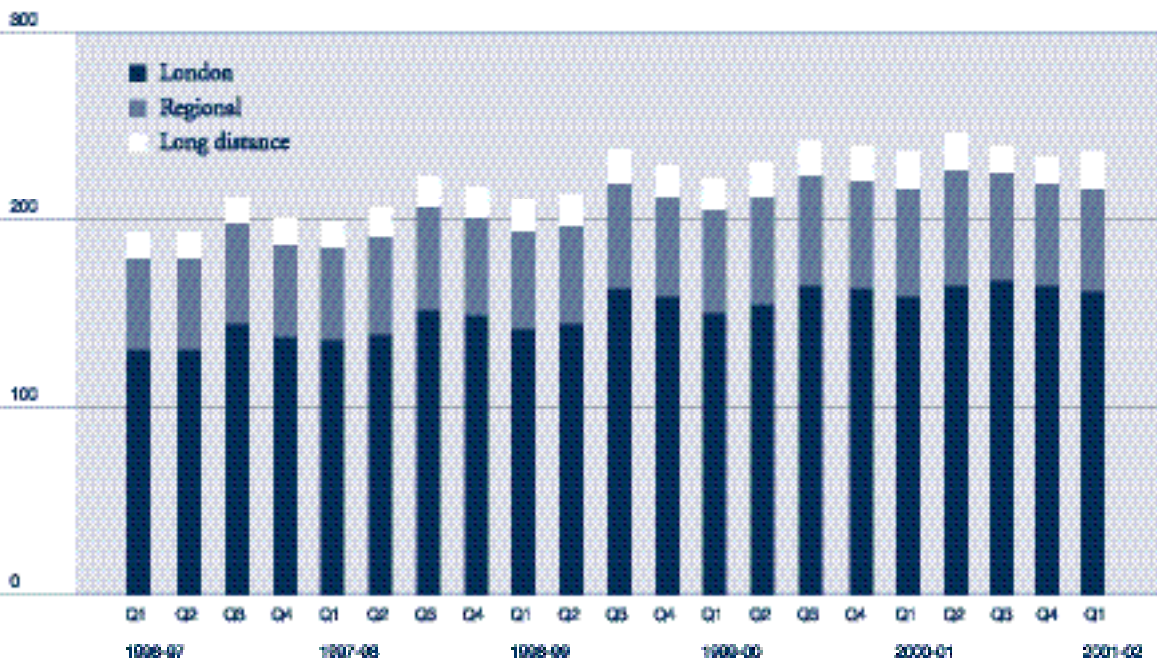
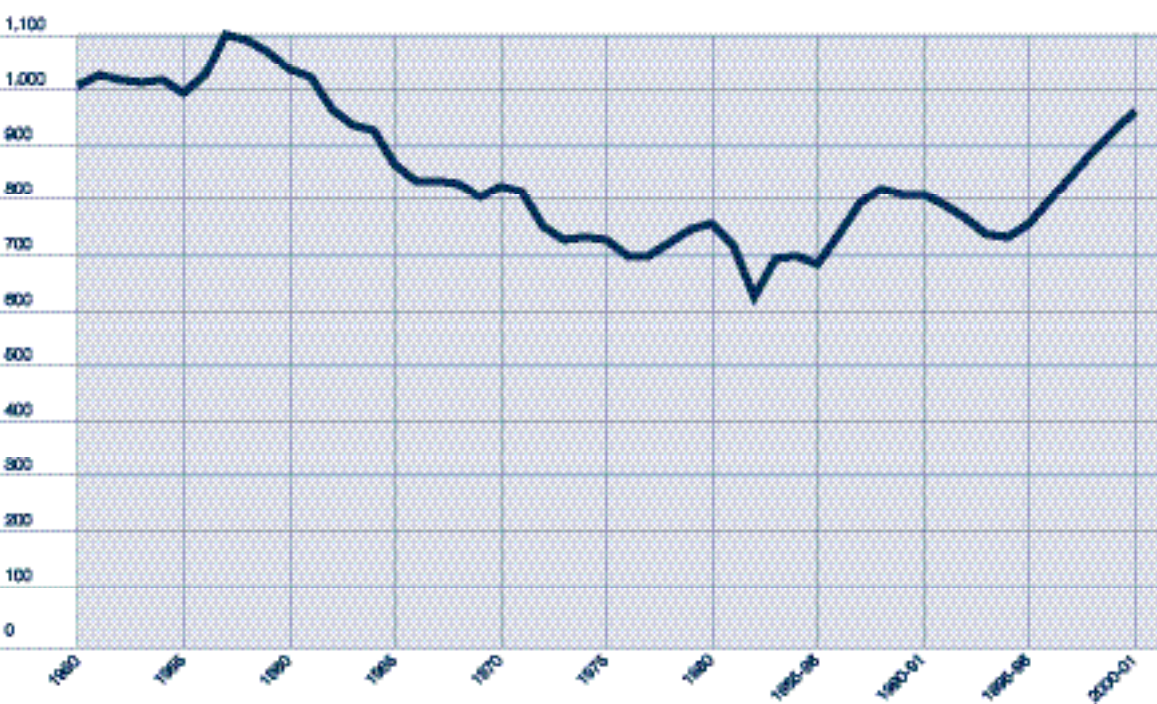


Chart 1.2b **Passenger Journeys (millions)**
Great Britain 1960 to 2000-01



1. Rail usage continued

1.3 Passenger revenue

Table 1.3a Passenger revenue by ticket type (£ millions)
Great Britain 1986-87 to 2001-02

		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		2,463	950	3,413	3,413	3,351
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	793	799
	Q2	624	207	831	819	821
	Q3	634	239	873	870	864
	Q4	610	249	858	886	884
2000-01	Q1	660	221	880	877	866
	Q2	717	222	939	899	885
	Q3	552	251	803	817	801
	Q4	535	257	792	821	799
2001-02	Q1	635	231	865	871	844
Percentage change 2001-02 Q1 on 2000-01 Q1		-3.8	4.6	-1.7	-0.6	-2.6

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 2001-02

		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	572	3,413
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	880
	Q2	332	444	163	939
	Q3	238	430	135	803
	Q4	227	435	130	792
2001-02	Q1	292	428	145	865
Percentage change 2001-02 Q1 on 2000-01 Q1		-6.4	1.3	-0.2	-1.7

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

1. Rail usage continued

1.4 Timetabled train kilometres

Background

From this edition, National Rail Trends includes summary statistics on timetabled train kilometres. Measures of train kilometres (or miles) have been used by the rail industry to show the volume of service provision. Data have previously been available through various sources on an ad hoc basis, such as the SRA Annual Report, however this is the first time a regular time series has been published.

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 kilometres 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 kilometre data are a measure of volume of service provision rather than a measure of performance. Used

together with performance 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 97-98 peak train kilometres as no data was available. This should have little effect on the accuracy of data in this series.

Commentary

Timetabled train kilometres have shown a steady increase since 1997-98 Q1. All three sectors have shown increases, with the All Operators figure being 21 per cent greater in 2001-02 Q1 than it was in 1997-98 Q1. The sector that has shown the largest increase is the Long Distance Sector with over 31 per cent more train kilometres timetabled in 2001-02 Q1. London and South East Peak Services have shown the smallest increases, with 14 per cent more timetabled train kilometres over this period. Recent data suggest a lower level of growth in the series.

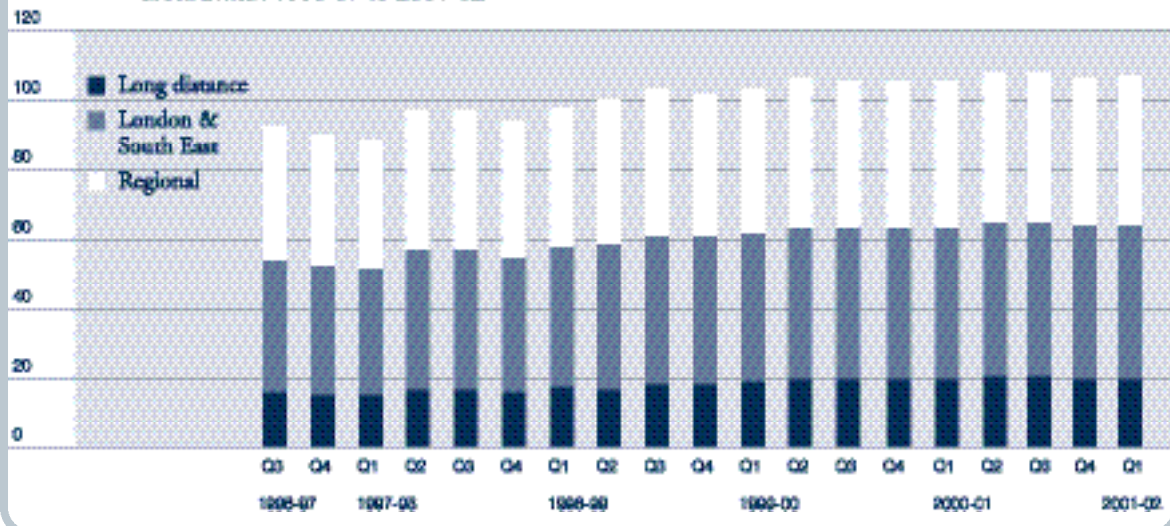
Further details

For more detail on train kilometres please refer to the SRA Annual Report which has annual data for each operator (in train miles).

Table 1.4 Timetabled train kilometres by sector (millions)
Great Britain 1996-97 to 2001-02

		Long distance operators	London and SE operators	Regional operators	All operators	London & SE peak services
1997-98		66.0	154.5	155.8	376.3	22.1
1998-99		73.3	167.4	164.6	405.1	24.0
1999-00		78.7	171.9	167.8	418.4	24.6
2000-01		81.0	175.8	170.4	427.2	24.6
1996-97	Q3	16.1	38.1	38.5	92.7	5.9
	Q4	15.7	37.2	37.6	90.5	5.7
1997-98	Q1	15.5	36.4	36.7	88.5	5.4
	Q2	17.0	39.9	39.8	96.7	5.9
	Q3	17.0	39.5	40.1	96.7	5.5
	Q4	16.6	38.6	39.2	94.4	5.3
1998-99	Q1	17.5	40.2	40.3	98.0	5.7
	Q2	18.7	42.3	41.6	102.6	6.2
	Q3	18.8	42.9	41.9	103.5	6.2
	Q4	18.3	41.8	40.9	101.1	6.0
1999-00	Q1	19.0	42.5	41.5	103.0	6.1
	Q2	20.1	43.3	42.2	105.7	6.2
	Q3	19.9	43.3	42.3	105.5	6.2
	Q4	19.7	42.8	41.8	104.2	6.1
2000-01	Q1	19.9	43.2	42.1	105.3	6.1
	Q2	20.6	44.4	43.2	108.2	6.1
	Q3	20.4	44.3	42.7	107.5	6.2
	Q4	20.1	43.8	42.3	106.2	6.2
2001-02	Q1	20.3	44.0	42.6	106.9	6.2
Percentage change 2001-02 Q1 on 2000-01 Q1		2.0	1.8	1.1	1.6	1.6

Chart 1.4 Timetabled Train Kilometres (millions)
Great Britain 1996-97 to 2001-02



2. Rail performance

Key results

- The Public Performance Measure (PPM) for All Operators decreased by nine per cent between 2000-01 Q1 and 2001-02 Q1.
- The greatest reduction in PPM was for Long Distance operators. The sector showed a decline of 22 per cent between 2000-01 Q1 and 2001-02 Q1.
- All sectors showed improved PPM figures between 2000-01 Q4 and 2001-02 Q1.
- The number of complaints per 100,000 journeys increased by 22 per cent between 2000-01 Q1 and 2001-02 Q1.
- The sector that showed the greatest increase was the Long Distance sector. Complaints per 100,000 journeys increased by 30 per cent in this sector between 2000-01 Q1 and 2001-02 Q1.
- All three sectors showed improved figures for complaints per 100,000 journeys between 2000-01 Q4 and 2001-02 Q1.
- The National Rail Enquiry Scheme (NRES) took almost 16 million calls in 2001-02 Q1, a reduction of five per cent on 2000-01 Q1.
- The percentage of calls answered by NRES increased by almost one per cent between 2000-01 Q1 and 2001-02 Q1.

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 six 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.

2. Rail performance continued

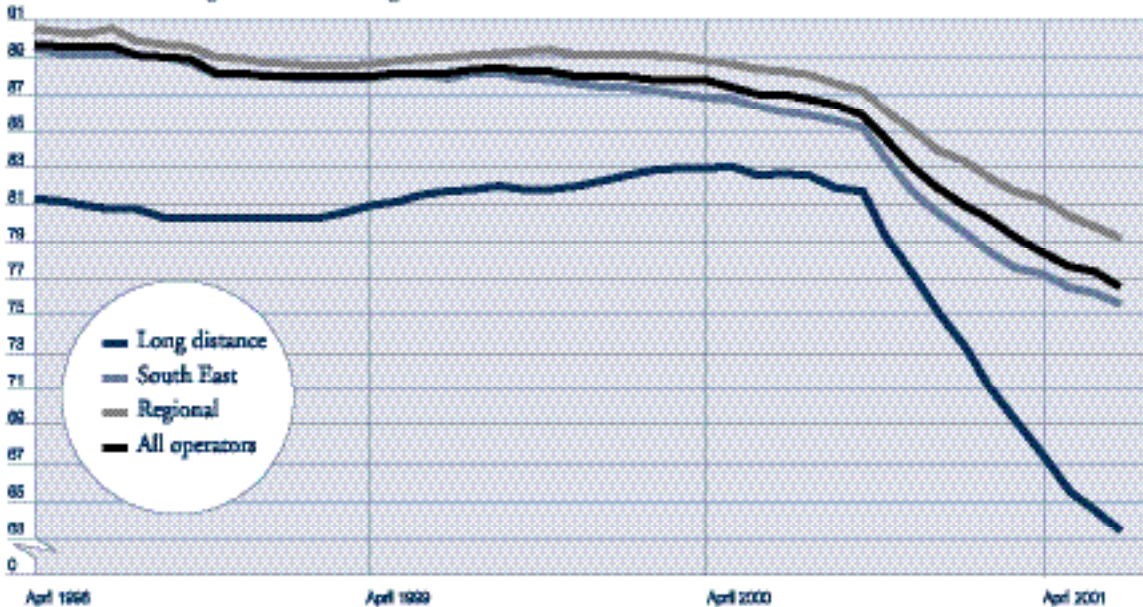
Table 2.1 Public performance measure
Percentage of trains arriving on time 1997-98 to 2001-02

	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
2001-02 Q1	65.9	81.6	81.6	80.9	79.5
Percentage change 2001-02 Q1 on 2000-01 Q1	-21.5	-7.9	-8.7	-8.8	-8.7

Note
Long Distance operators show % arriving within ten minutes of timetabled arrival at final destination. London & South East and Regional operators show % arriving within five 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 2001-02



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 six months by the SRA.

Table 2.2 Complaints rate
Rate per 100,000 passenger journeys 1997-98 to 2001-02

		Long distance operators	London and SE operators	Regional operators	All operators
1998-99		856	48	94	120
1999-00		730	40	102	109
2000-01		858	48	149	131
1997-98	Q3	1,044	50	105	139
	Q4	1,106	45	88	133
1998-99	Q1	856	44	83	115
	Q2	780	52	102	122
	Q3	918	56	96	130
	Q4	867	40	96	114
1999-00	Q1	762	34	84	103
	Q2	797	39	102	115
	Q3	651	54	123	117
	Q4	712	32	97	99
2000-01	Q1	570	36	104	95
	Q2	757	39	126	119
	Q3	1,186	57	185	160
	Q4	1,005	59	186	152
2001-02	Q1	739	41	131	116
Percentage change 2001-02 Q1 on 2000-01 Q1		29.6	16.0	25.6	22.3

Note
Revisions have been made to data from 1999-00 due to revisions in journey data – see page 2 for more details

Chart 2.2 Complaints rate moving annual average
Rate per 100,000 passenger journeys 1998-99 to 2001-02



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

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 7 48 49 50.

NRES is the first point of contact with the rail industry for many potential passengers, especially infrequent travellers. It is vital that it provides a timely and accurate response to the public. NRES is regulated by the SRA and its minimum performance standards are set out in the NRES Agreement. The latest Agreement, 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).

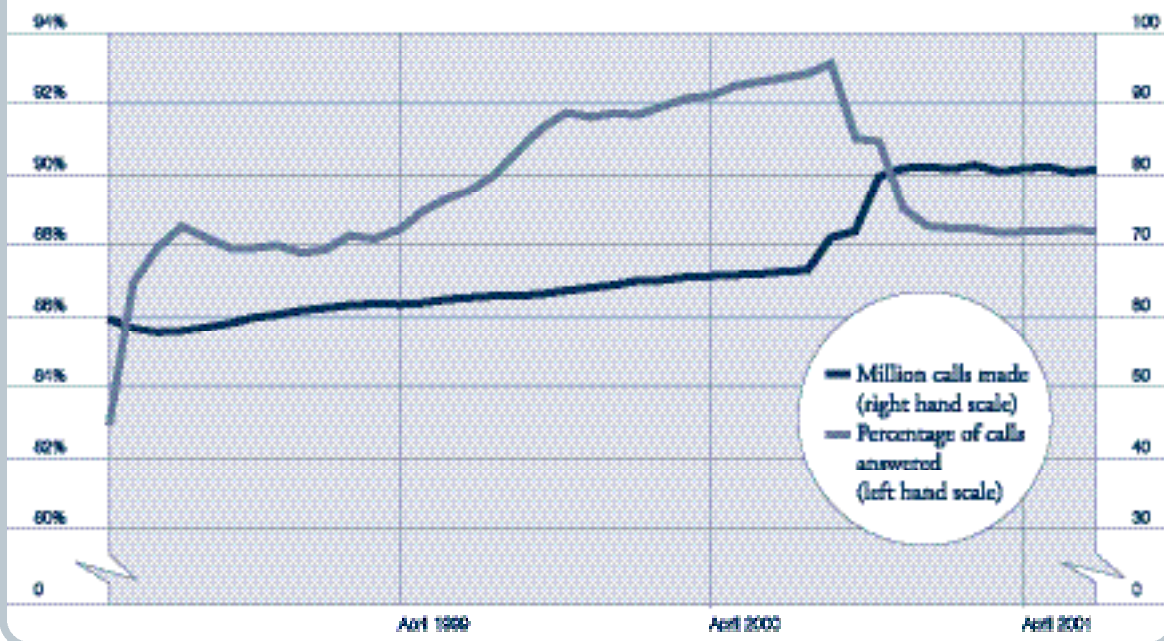
2. Rail performance continued

Table 2.3 National Rail Enquiry Scheme (million calls and percentage of calls) 1997-98 to 2001-02

		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	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
Percentage change 2001-02 Q1 on 2000-01 Q1		-5.2	0.8		

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

The effects of the accident at Hatfield and the following network problems have impacted on the growth of freight.

- Freight moved (measured in net tonne kilometres) increased by three per cent between 2000-01 Q1 and 2001-02 Q1. It had decreased by one per cent between the years 1999-00 and 2000-01.
- The greatest commodity increase between 2000-01 Q1 and 2001-02 Q1 was for coal moved, which increased by 21 per cent.
- The greatest commodity increase between 1999-00 and 2000-01 was for construction materials moved, which increased by 19 per cent.
- Infrastructure moved (which is not included in the freight moved total) increased by 37 per cent between 2000-01 Q1 and 2001-02 Q1. It had increased by 19 per cent between 1999-00 and 2000-01.
- International freight moved showed the largest decrease between 2000-01 Q1 and 2001-02 Q1, with a reduction of 32 per cent.
- In 2000-01, 26 per cent of all freight moved was coal. A further 21 per cent was domestic intermodal.
- Total freight lifted (measured in net tonnes) reduced by two per cent between 2000-01 Q1 and 2001-02 Q1.
- Coal Lifted increased by two per cent between 2000-01 Q1 and 2001-02 Q1, however other goods lifted decreased by five per cent.

3. Freight continued

3.1 Freight moved

Background

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

The SRA and other industry bodies have, over the last year, conducted a large-scale review of the Freight Moved series. This has resulted in the availability of a more detailed commodity breakdown in Table 3.1 and revisions to data from 1998-99 onwards. Freight moved is the major series used by the SRA to monitor freight, and this series provides the benchmark for the 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).

In the past, the freight moved series has been compiled by the SRA (and previously the former DETR) by contacting the freight operating companies themselves. This system was considered to be imprecise due to the potential differing definitions that may have existed between the different companies and difficulties in monitoring the necessary measures. The series is now obtained from Railtrack, who hold information on freight moved for billing purposes. This has resulted in small alterations to the published figures.

The newly sourced data, introduced in this edition, are backdated to 1998-99 and are available at a lower level of commodity classification than previously. The commodity classification is the same as that used in Railtrack's Network Management Statement (NMS), although the NMS contains figures in gross tonne

miles (gross weight includes the weight of the train).

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.

The changes to the data are shown below.

Freight moved (former data in brackets)					
		coal		total	
1998-99		4.5	(4.5)	17.3	(17.4)
1999-00		4.8	(4.9)	18.2	(18.4)
1998-99	Q1	0.9	(1.1)	4.0	(4.3)
	Q2	1.2	(1.2)	4.5	(4.4)
	Q3	1.1	(1.1)	4.3	(4.3)
	Q4	1.3	(1.1)	4.6	(4.3)
1999-00	Q1	1.2	(1.1)	4.5	(4.4)
	Q2	1.1	(1.2)	4.5	(4.6)
	Q3	1.2	(1.2)	4.6	(4.6)
	Q4	1.3	(1.4)	4.8	(4.8)
2000-01	Q1	1.2	(1.3)	4.7	(5.0)

Other Comments

Exact comparisons pre and post privatisation are not possible, causing a break in the series between 1995-96 and 1996-97.

Commentary

Between 1998-99 Q1 and 2000-01 Q2, total freight moved showed an upward trend with an increase of 15 per cent. Following the accident at Hatfield and the subsequent disruption to the network there was a reduction in freight moved in 2000-01 Q3 but since then the series has shown two quarter on quarter increases. Freight moved in 2001-02 Q1 was 21 per cent greater than in 1998-99 Q1.

Commodity groups showing the largest increases in 2001-02 Q1 since 1998-99 Q1 are Coal (70 per cent), infrastructure (46 per cent) and construction materials (40 per cent) while international freight moved has seen a fall of 35 per cent in this time.

Table 3.1 Freight moved (billion net tonne kilometres)
Great Britain 1986-87 to 2001-02

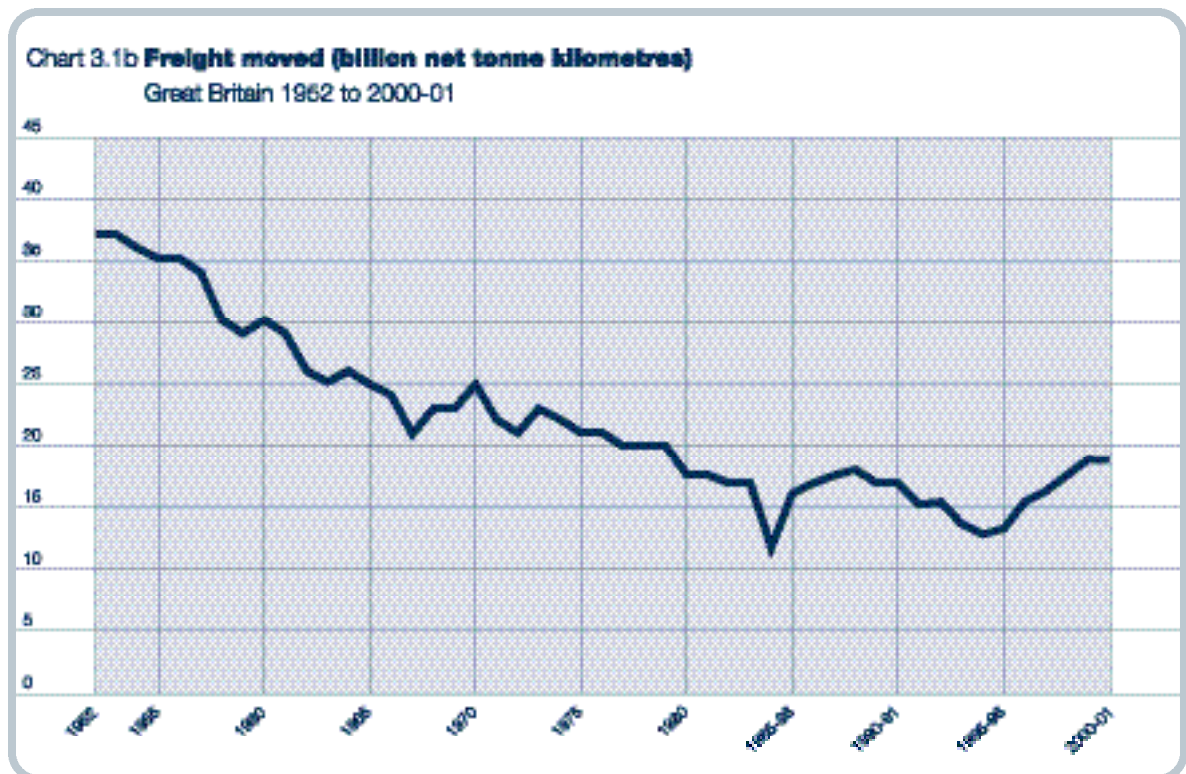
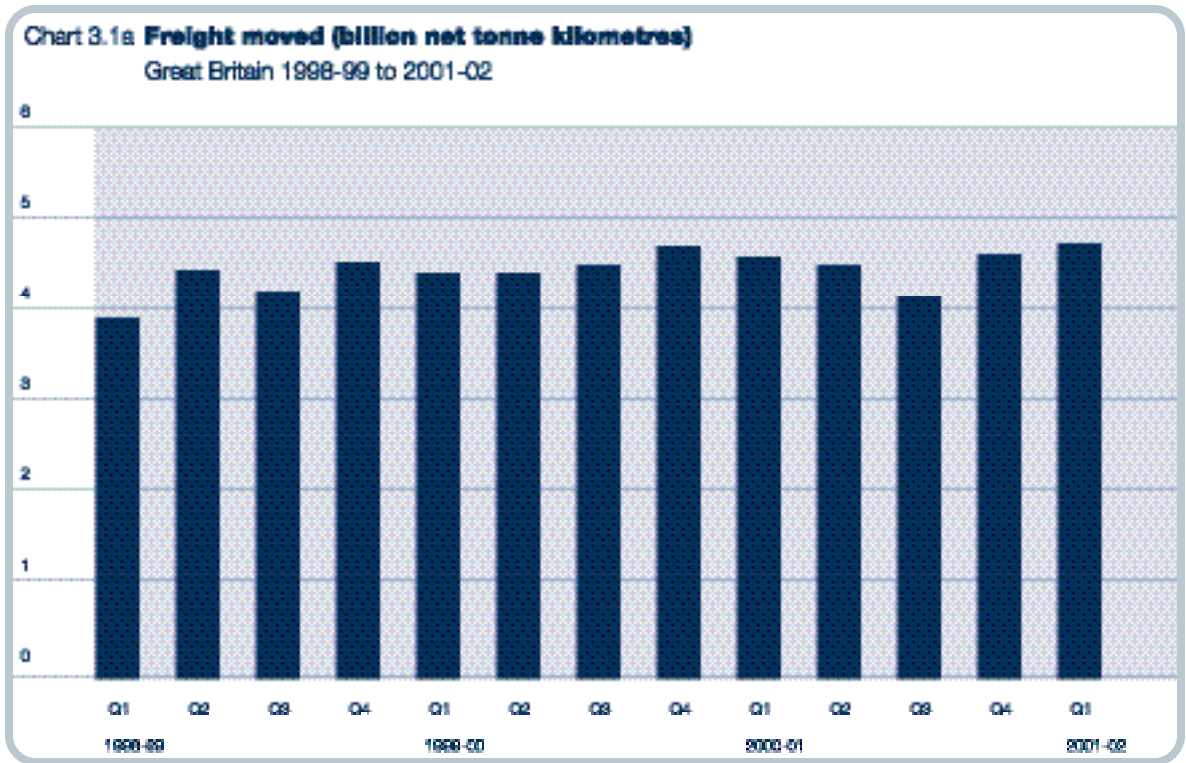
		Coal	Metals	Construction	Oil and petroleum	International	Domestic intermodal	Other	Total ¹	Infra-structure ²
1986-87		5.0	16.6	..
1987-88		4.6	17.5	..
1988-89		4.8	18.1	..
1989-90		4.6	16.7	..
1990-91		5.0	16.0	..
1991-92		5.0	15.3	..
1992-93		5.4	15.5	..
1993-94		3.9	13.8	..
1994-95		3.3	13.0	..
1995-96		3.6	13.3	..
1996-97		3.9	15.1	..
1997-98		4.4	16.9	..
1998-99		4.5	2.1	2.1	1.6	1.1	3.5	2.5	17.3	0.8
1999-00		4.8	2.2	2.0	1.5	1.0	3.9	2.7	18.2	0.8
2000-01		4.8	2.1	2.4	1.4	1.0	3.8	2.6	18.1	0.9
1998-99	Q1	0.9	0.6	0.5	0.4	0.3	0.8	0.6	4.0	0.2
	Q2	1.2	0.5	0.6	0.4	0.3	0.9	0.6	4.5	0.2
	Q3	1.1	0.5	0.5	0.4	0.3	0.9	0.6	4.3	0.2
	Q4	1.3	0.5	0.5	0.4	0.3	0.9	0.7	4.6	0.2
1999-00	Q1	1.2	0.6	0.5	0.4	0.3	0.9	0.6	4.5	0.2
	Q2	1.1	0.5	0.5	0.4	0.2	1.0	0.7	4.5	0.2
	Q3	1.2	0.5	0.5	0.4	0.3	1.0	0.7	4.6	0.2
	Q4	1.3	0.6	0.6	0.4	0.3	1.0	0.7	4.8	0.2
2000-01	Q1	1.2	0.6	0.6	0.3	0.3	1.0	0.6	4.7	0.2
	Q2	1.1	0.5	0.6	0.3	0.3	1.0	0.7	4.6	0.2
	Q3	1.0	0.4	0.6	0.3	0.2	1.0	0.6	4.2	0.2
	Q4	1.4	0.5	0.6	0.3	0.2	0.9	0.7	4.7	0.3
2001-02	Q1	1.5	0.6	0.7	0.3	0.2	0.9	0.7	4.8	0.3
Percentage change										
2001-02 Q1 on 2000-01 Q1										
		20.8	-0.3	15.7	1.8	-31.6	-11.8	-1.4	3.1	36.9
Percentage change 2000-01 on 1999-00										
		-1.6	-4.5	19.3	-9.1	-1.7	-2.1	-4.5	-0.8	18.6

¹Infrastructure not included in total
²This series excludes some possession trains

Note
For more details on the break in the series please refer to the article on page 22

Source: Railtrack

3. Freight continued



Note
Please refer to the article on page 22 for information on breaks in this series

3.2 Freight lifted

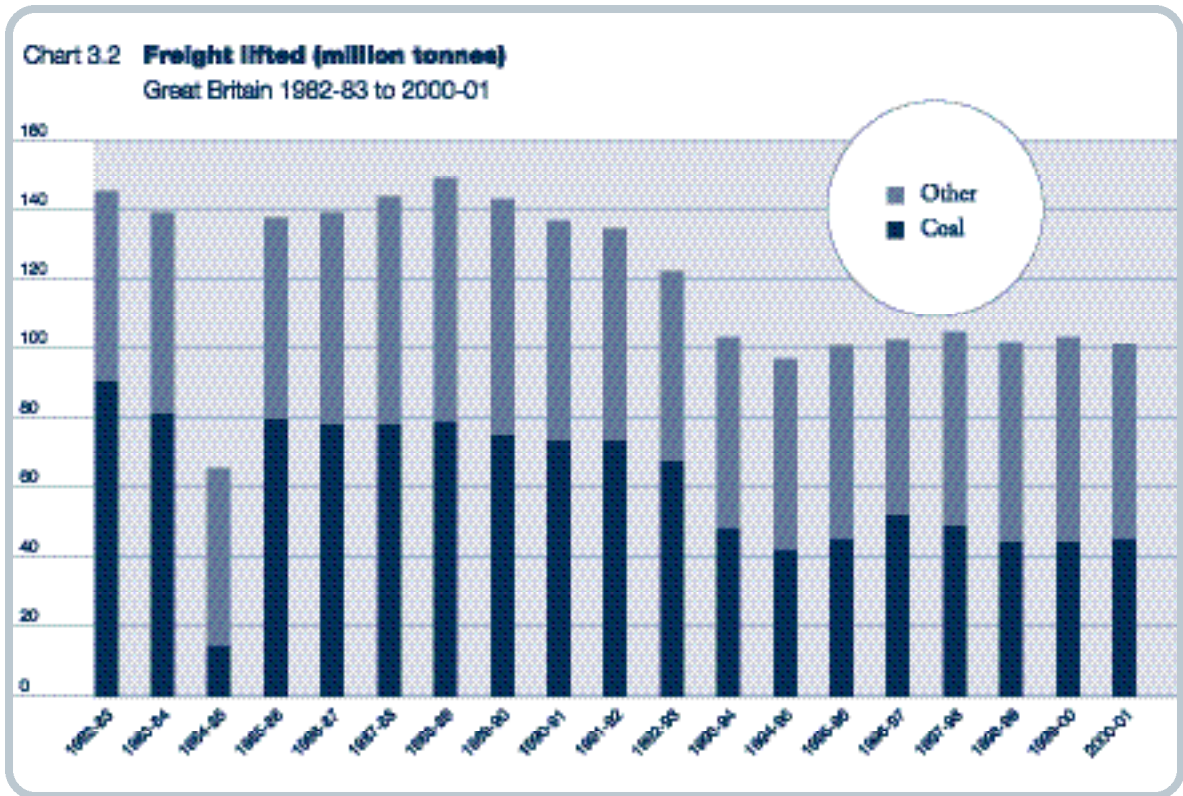
Table 3.2 Freight lifted (million tonnes)
Great Britain 1986-87 to 2001-02

		Coal	Other	Total
1986-87		77.2	61.2	138.4
1987-88		78.8	65.6	144.4
1988-89		79.2	70.3	149.5
1989-90		75.8	67.3	143.1
1990-91		74.7	64.4	138.2
1991-92		75.1	60.7	135.8
1992-93		67.9	54.4	122.4
1993-94		48.9	54.3	103.2
1994-95		42.5	54.8	97.3
1995-96		45.2	55.5	100.7
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1996-97		52.2	49.6	101.8
1997-98		50.3	55.1	105.4
1998-99		45.3	56.8	102.1
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1999-00		44.3	47.5	91.6
2000-01		45.7	49.6	95.3
1999-00	Q1	10.1	12.5	22.7
	Q2	10.6	13.0	23.6
	Q3	11.1	12.8	23.9
	Q4	12.5	9.2	21.7
2000-01	Q1	11.7	13.2	24.9
	Q2	10.8	12.8	23.6
	Q3	10.9	11.4	22.4
	Q4	12.3	12.3	24.5
2001-02	Q1	11.9	12.4	24.3
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Percentage change 2001-02 Q1 on 2000-01 Q1		1.7	-5.4	-2.1

Note
Data pre and post
privatisation are not
directly
comparable. Data
from 1999-00 are
revised due to
revisions from
Freight operators.

Source: Freight
Operators

3. Freight continued



4. Miscellaneous tables

Key Results

- Total government support, excluding PTE Grants decreased by 16 per cent between 1999-00 and 2000-01 while total government support including PTE Grants decreased by 14 per cent (not allowing for inflation).
- The value of Freight Grants increased by 57 per cent between 1999-00 and 2000-01 (not allowing for inflation).
- Total investment in National Railways increased by 29 per cent in 1999-00 prices between 1999-00 and 2000-01.
- Investment in rolling stock increased by 135 per cent between 1999-00 and 2000-01 (131 per cent in 1999-00 prices).
- Five new stations 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. Miscellaneous tables continued

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 2000-01

	Revenue support grants to domestic passenger services		Other elements of government support ³	Total government support excluding PTE grants ⁴	Total government support including PTE grants ⁵	Freight grants
	Central government grants ¹	PTE Grants ²				
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
2000-01	847	283	84	931	1,214	36

Source: DTLR

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 via DoA Ltd and BR.

³ Chiefly comprises 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, i.e. 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, i.e. columns 1, 2 and 3.

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 2000-01

	Rolling stock	Other	Total investment	Total investment at 1999-00 prices
1986-87	81	449	530	902
1987-88	103	527	631	1,020
1988-89	208	487	695	1,053
1989-90	234	655	889	1,256
1990-91	329	693	1,022	1,340
1991-92	453	840	1,293	1,597
1992-93	537	939	1,476	1,766
1993-94	422	762	1,184	1,380
1994-95	360	890	1,250	1,436
1995-96	200	900	1,100	1,228
1996-97	47	1,178	1,225	1,325
1997-98	114	1,430	1,544	1,625
1998-99	176	1,823	1,999	2,045
1999-00	236	2,012	2,248	2,248
2000-01	554	2,404	2,958	2,905

Break in series
(see notes)

Source:
Office for National
Statistics

4. Miscellaneous tables continued



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. 26 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.

4. Miscellaneous tables continued

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	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 Routes open for traffic (kilometres)
Great Britain 1947 to 2000-01

