

# 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, infrastructure and rolling stock

The data are quarterly or annual. The data should always be used in conjunction with the notes and definitions.

This edition publishes one new series. Quarterly train operator PPM data are now published in section 2.1.

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.

March 2002

## Contacts

Media enquiries  
SRA Press Office:  
020 7654 6234 / 6387 / 6294 / 6339

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

Previous editions and further SRA releases are available on the SRA website:  
[www.sra.gov.uk](http://www.sra.gov.uk)

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# 1. Rail usage

## Key Results

The latest results cover the period October to December 2001. It should be noted that comparisons with 2000-01 Q3 (the corresponding quarter last year) are affected by the major disruption to the railways following the accident near Hatfield in that quarter.

- Passenger Kilometres increased by 11 per cent between 2000-01 Q3 and 2001-02 Q3. They increased by five per cent on the previous quarter (seasonally adjusted).
- Passenger Journeys increased by four per cent between 2000-01 Q3 and 2001-02 Q3. They increased by three per cent on the previous quarter (seasonally adjusted)
- Passenger Revenue at 1999-00 prices increased by 11 per cent between 2000-01 Q3 and 2001-02 Q3. It increased by five per cent on the previous quarter.
- Long Distance operators showed the greatest percentage increases in all three measures of passenger usage between 2000-01 Q3 and 2001-02 Q3.
- London and South East operators showed the smallest percentage increases in all three passenger usage measures between 2000-01 Q3 and 2001-02 Q3, with Passenger Journeys increasing by two per cent.
- Between 2000-01 Q3 and 2001-02 Q3 each of the three measures of Passenger Usage showed a greater percentage increase in travel using Ordinary tickets than Season tickets.
- Timetabled Train Kilometres increased by almost three per cent between 2000-01 Q3 and 2001-02 Q3.

## Methodology for Passenger Journeys and Kilometres data

CAPRI (the rail industry's central ticketing system) is the basis for passenger kilometres and journeys data, however, CAPRI is unable to 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 these products in our passenger usage tables backdated to the beginning of 1999-00.

Passenger Revenue data are unaffected.

These figures are significant for a small number of TOCs, although at the level of aggregation published in National Rail Trends the differences are minor. For more information on these changes please refer to National Rail Trends 2001-02 Quarter One edition.

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.

## 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	38.7	38.7
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	10.8	10.3
	Q3	6.0 <sup>1</sup>	2.9	8.9	9.3
	Q4	6.1	3.0	9.0	9.2
2001-02	Q1	7.1	2.6	9.7	9.7
	Q2	7.5	2.6	10.1	9.7
	Q3	7.0	2.9	9.9	10.1
Percentage change 2001-02 Q3 on 2000-01 Q3		16.0	1.8	11.4	8.0

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

<sup>1</sup> Revised figure.  
All rail usage data are subject to further revision at the end of the financial year – to be reflected in the Q4 edition of National Rail Trends

## 1. Rail usage continued

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		12.7	18.4	7.6	38.7
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	10.8
	Q3	2.5 <sup>1</sup>	4.6	1.8	8.9
	Q4	2.7	4.6	1.7	9.0
2001-02	Q1	3.3	4.6	1.9	9.7
	Q2	3.4	4.6	2.1	10.1
	Q3	3.2	4.7	2.0	9.9
<b>Percentage change 2001-02 Q3 on 2000-01 Q3</b>		<b>25.9</b>	<b>3.2</b>	<b>11.6</b>	<b>11.4</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

<sup>1</sup>Revised figure.  
All rail usage data are subject to further revision at the end of the financial year – to be reflected in the Q4 edition of National Rail Trends

Chart 1.1a Passenger kilometres (billions)  
Great Britain 1996-97 to 2001-02

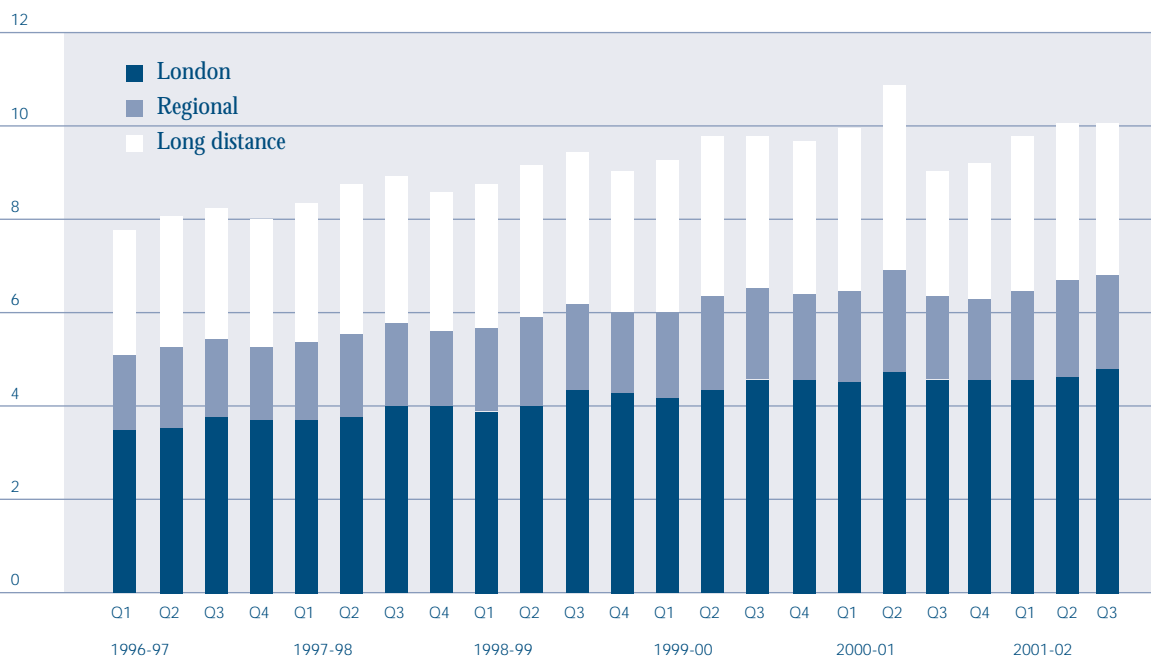
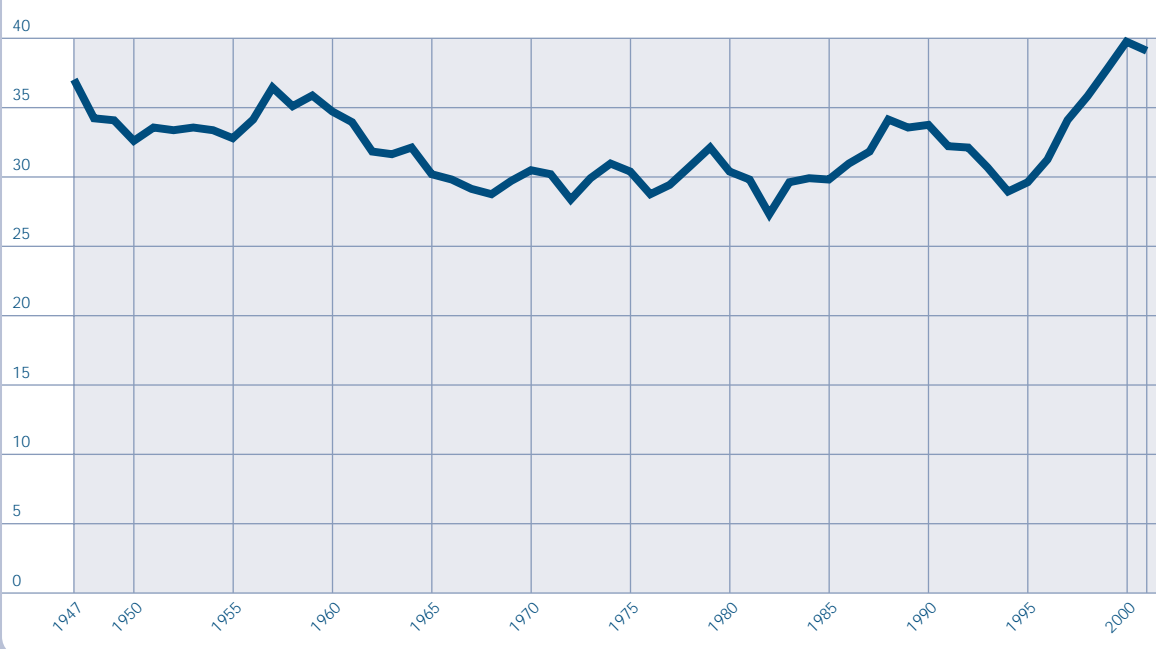


Chart 1.1b Passenger kilometres (billions)  
Great Britain 1947 to 2001



## 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	233
	Q3	137	104	242	237
	Q4	132	107	239	239
2000-01	Q1	140	95	235	237
	Q2	152	95	247	247
	Q3	132	108	240	239
	Q4	126	109	235	235
2001-02	Q1	138	98	236	238
	Q2	144	95	240	241
	Q3	140	110	250	247
Percentage change 2001-02 Q3 on 2000-01 Q3		6.5	1.7	4.3	4.3

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

Passenger journeys figures include an element of double counting, as a journey involving more than one operator is scored against each operator. This

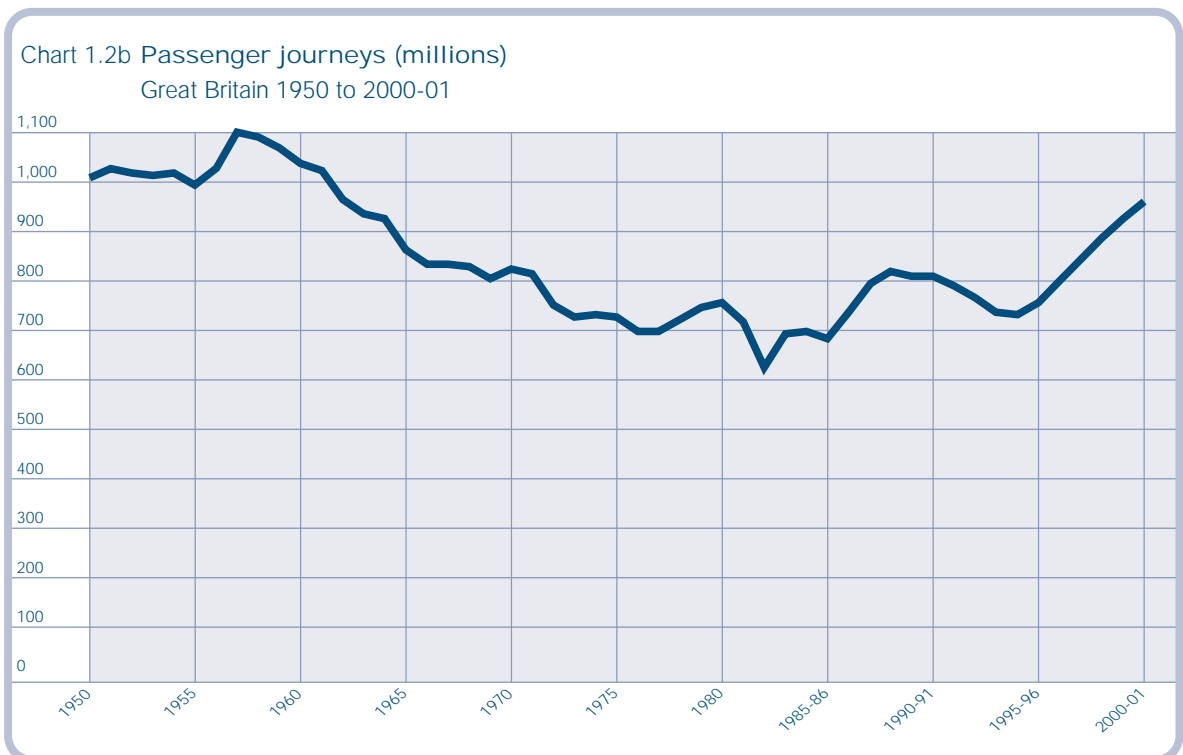
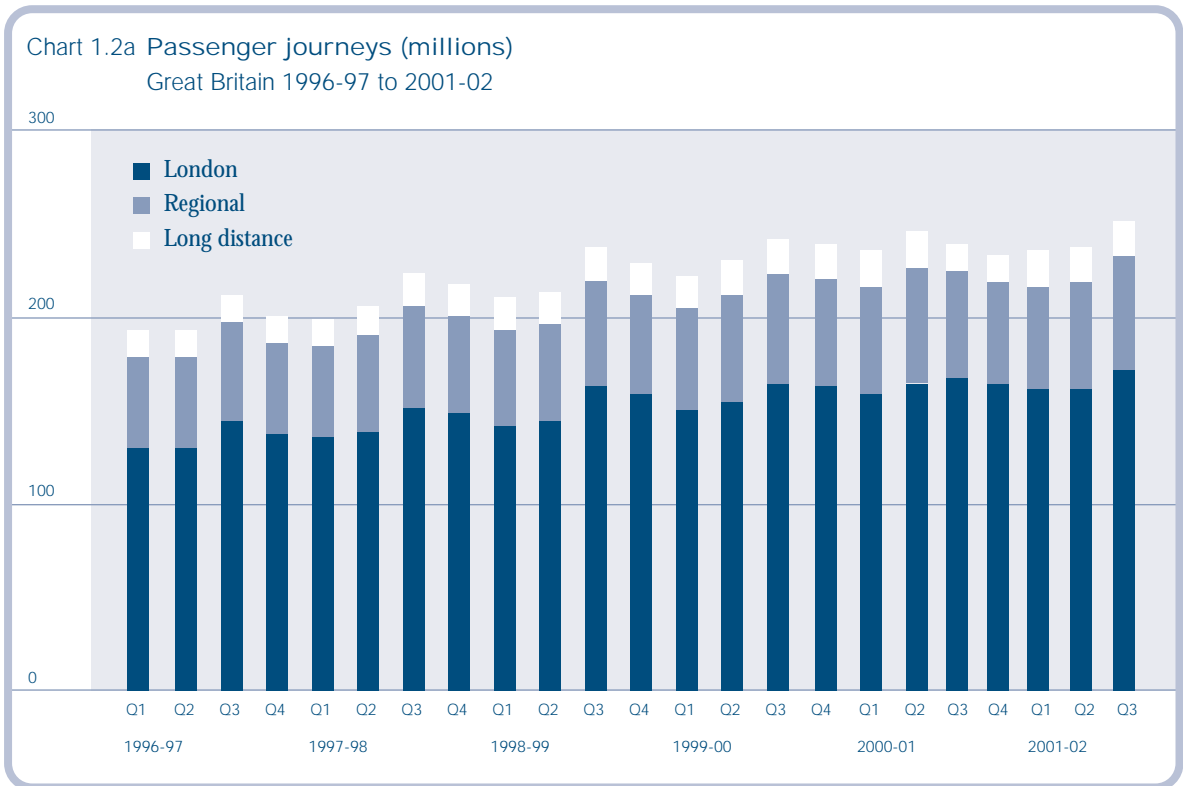
contrasts with results previously published for British Rail, for which a through-ticketed journey was counted only once, irrespective of any changes made.

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	163	55	236
	Q2	19	162	59	240
	Q3	19	170	61	250
Percentage change 2001-02 Q3 on 2000-01 Q3		23.4	1.9	6.4	4.3

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

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	2,463
1987-88		1,168	454	1,622	1,622	2,625
1988-89		1,291	512	1,803	1,803	2,738
1989-90		1,357	550	1,907	1,907	2,700
1990-91		1,483	574	2,057	2,057	2,701
1991-92		1,514	603	2,117	2,117	2,619
1992-93		1,551	603	2,154	2,154	2,580
1993-94		1,577	616	2,193	2,193	2,560
1994-95		1,559	611	2,171	2,171	2,499
1995-96		1,720	660	2,379	2,379	2,662
1996-97		1,870	702	2,573	2,573	2,788
1997-98		2,048	773	2,821	2,821	2,974
1998-99		2,242	847	3,089	3,089	3,162
1999-00		2,463	905	3,368	3,368	3,368
2000-01		2,463	950	3,413	3,413	3,354
1996-97	Q1	454	166	620	624	684
	Q2	479	159	638	651	707
	Q3	484	184	668	649	703
	Q4	453	193	646	649	695
1997-98	Q1	487	182	669	678	724
	Q2	528	172	700	703	746
	Q3	535	203	738	721	755
	Q4	498	216	715	718	748
1998-99	Q1	541	191	732	730	755
	Q2	570	190	760	760	780
	Q3	582	230	812	793	808
	Q4	548	236	784	805	818
1999-00	Q1	595	210	806	791	796
	Q2	624	207	831	825	827
	Q3	634	239	873	869	865
	Q4	610	249	858	883	880
2000-01	Q1	660	221	880	871	861
	Q2	717	222	939	914	900
	Q3	552	251	803	815	800
	Q4	535	257	792	813	794
2001-02	Q1	635	232	867	856	827
	Q2	679	224	903	877	844
	Q3	662	256	918	928	886
Percentage change 2001-02 Q3 on 2000-01 Q3		20.0	2.1	14.4	13.8	10.7

## 1. Rail usage continued

Passenger revenue includes all ticket revenue and miscellaneous charges associated with passenger travel on national railways e.g. car park charges. For tickets

involving travel on London Transport receipts have been apportioned appropriately. Passenger 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	293	429	145	867
	Q2	311	436	157	903
	Q3	318	447	153	918
Percentage change 2001-02 Q3 on 2000-01 Q3		34.0	4.0	13.5	14.4

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

## 1.4 Timetabled train kilometres

### Background

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

### Methodology

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

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

### Other Comments

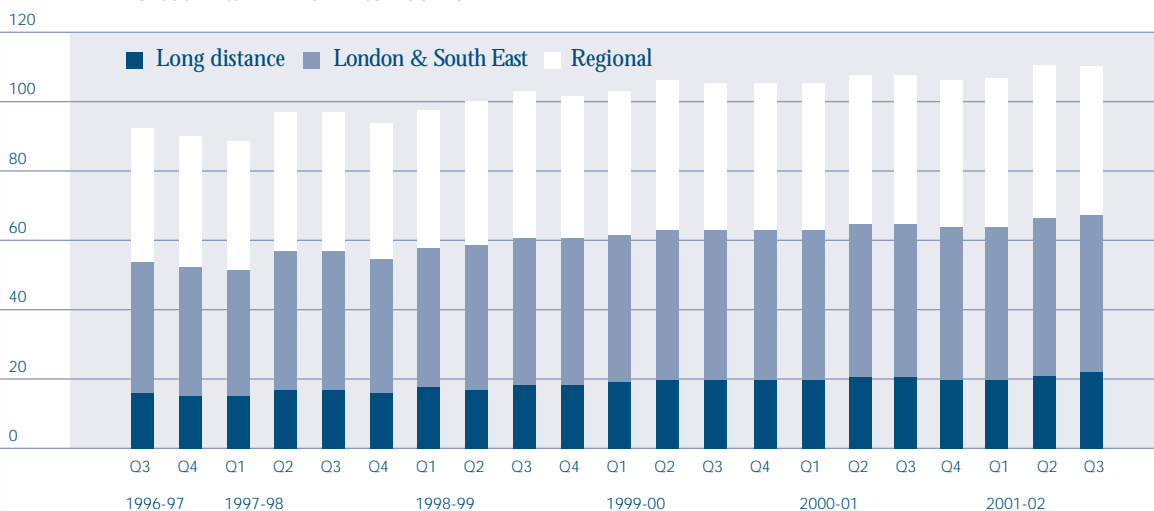
Train kilometre data are a measure of volume of service provision rather than a measure of performance. Used together with performance measures of the rail industry (such as PPM and Complaints), train kilometres data can help provide a more comprehensive picture of the service being provided to rail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

The table includes an estimate of Great Eastern's Winter 97-98 peak train kilometres as no data 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 which has annual data for each operator (in train miles). 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 1996-97 to 2001-02



## 1. Rail usage continued

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	167.2	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	20.6	44.5	42.9	108.0	6.2
	Q2	21.1	45.3	43.6	110.0	6.2
	Q3	22.2	44.7	43.3	110.3	6.3
Percentage change 2001-02 Q3 on 2000-01 Q3		8.8	0.9	1.4	2.6	2.1

## 2. Rail performance

### Key results

The latest results cover the period October to December 2001. It should be noted that comparisons with 2000-01 Q3 (the corresponding quarter last year) are affected by the major disruption to the railways following the accident near Hatfield in that quarter. In that quarter PPM was lower, the complaint rate higher, calls made to NRES higher and NRES percentage of calls answered lower than would otherwise have been expected.

- The Public Performance Measure (PPM) for All Operators increased by 12 per cent between 2000-01 Q3 and 2001-02 Q3.
- PPM decreased in all sectors between 2001-02 Q2 and 2001-02 Q3. It should be noted that, due to adverse seasonal effects, Q3 results are habitually the lowest each year .
- The Long Distance sector showed the greatest increase in PPM, with an increase of 42 per cent between 2000-01 Q3 and 2001-02 Q3.
- The number of complaints per 100,000 journeys decreased by 29 per cent between 2000-01 Q3 and 2001-02 Q3.
- The sector that showed the greatest decrease was the London and South East sector. Complaints per 100,000 journeys decreased by 44 per cent between 2000-01 Q3 and 2001-02 Q3.
- The National Rail Enquiry Scheme (NRES) took almost 16 million calls in 2001-02 Q3, a reduction of 41 per cent on 2000-01 Q3.
- The percentage of calls answered by NRES increased by 12 per cent between 2000-01 Q3 and 2001-02 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). 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.

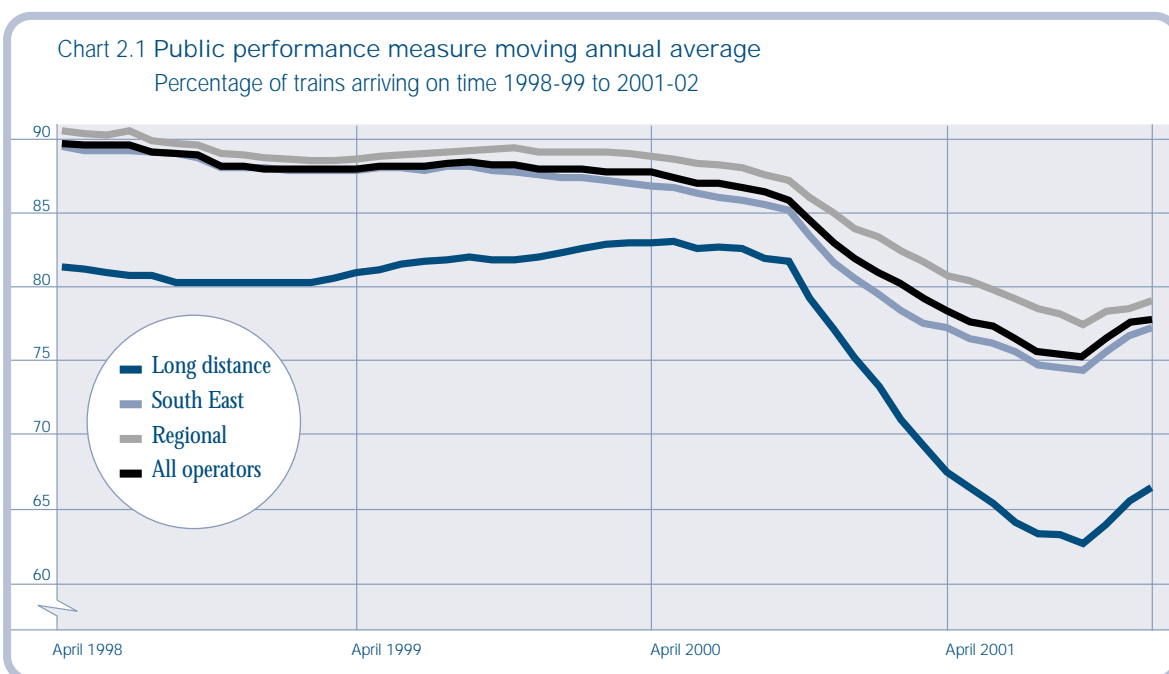
The 1997-98 data shown in Table 2.1a exclude First North Western for periods 1 and 2 and ScotRail for Period 1 as these data are not available. The exclusion of these figures is likely to have minimal effect on the All Operators total and the moving annual average chart.

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 works. 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.

### Further details

For more detail on PPM data please refer to 'On Track', published every six months by the SRA.

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)

Table 2.1a 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	91.0	91.5	91.0	89.9
Q2	84.3	89.8	90.4	89.8	89.3
Q3	79.7	79.4	84.0	81.5	74.4
Q4	86.1	88.2	90.3	89.1	86.8
2000-01 Q1	84.0	87.8	89.3	88.3	87.0
Q2	80.1	86.7	87.2	86.6	86.4
Q3 <sup>1</sup>	47.9	59.8	70.9	64.3	50.0
Q4 <sup>1</sup>	59.9	75.5	78.9	76.3	70.8
2001-02 Q1	65.8	81.6	81.6	80.9	79.4
Q2	70.8	79.2	79.7	79.0	77.5
Q3	68.1	69.1	74.1	71.2	60.8
Percentage change 2001-02 Q3 on 2000-01 Q3	42.0	17.5	4.5	11.7	21.4

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

<sup>1</sup> Data in this quarter have in some cases been calculated against temporary timetables, see notes on page 14 for further details

## 2. Rail performance continued

Table 2.1b Public performance measure by Train Operating Company  
Percentage of trains arriving on time 2000-01 Q3 to 2001-02 Q3

	2000-01 Q3	2000-01 Q4	2001-02 Q1	2001-02 Q2	2001-02 Q3	moving annual average 2001-02 Q3
<b>Long Distance operators</b>						
Anglia (InterCity)	66.5	70.6	75.4	77.9	73.7	74.6
First Great Western	57.5	73.3	67.3	68.9	72.5	70.4
Great North Eastern Railway	51.2	66.5	68.4	73.5	69.0	69.5
Midland Mainline	60.3	69.4	75.2	73.5	70.4	72.1
Virgin West Coast	31.5	51.7	59.2	71.6	66.1	62.5
Virgin Cross Country	30.6	28.5	55.1	63.2	58.4	52.5
<b>Sector Level</b>	<b>47.9</b>	<b>59.9</b>	<b>65.8</b>	<b>70.8</b>	<b>68.1</b>	<b>66.4</b>
<b>London and SE operators All day</b>						
c2c	78.5	89.1	83.9	79.0	74.3	82.1
Chiltern Railways	59.0	78.2	86.8	90.7	90.5	86.6
Connex South Eastern	57.3	79.0	86.3	82.7	67.7	79.0
First Great Eastern	61.2	74.9	82.8	85.9	80.5	81.1
Silverlink	67.2	75.5	83.0	81.4	80.8	80.2
South Central	59.3	73.7	82.6	79.5	67.0	75.8
South West Trains	54.2	70.2	76.0	72.4	59.7	69.6
Thames Trains	69.6	83.1	81.9	77.4	76.8	79.8
Thameslink	51.7	67.9	76.6	74.1	59.9	69.8
West Anglia Great Northern	58.2	74.4	79.3	78.4	65.3	74.4
<b>Sector Level</b>	<b>59.8</b>	<b>75.5</b>	<b>81.6</b>	<b>79.2</b>	<b>69.1</b>	<b>76.2</b>
<b>London and SE operators Peak</b>						
c2c	73.1	87.5	85.0	78.5	67.7	79.9
Chiltern Railways	60.2	82.9	88.7	89.4	87.6	87.2
Connex South Eastern	46.7	73.0	85.3	82.9	59.9	75.2
First Great Eastern	51.2	75.1	79.2	81.3	70.4	76.5
Silverlink	45.5	64.8	76.5	75.3	74.7	73.3
South Central	50.6	67.1	81.1	78.6	56.5	70.9
South West Trains	46.4	64.7	75.1	73.8	54.4	67.0
Thames Trains	60.5	84.1	81.0	74.9	72.8	78.1
Thameslink	46.5	69.7	74.8	73.7	53.9	68.2
West Anglia Great Northern	44.3	63.4	71.1	69.4	52.3	64.1
<b>Sector Level</b>	<b>50.0</b>	<b>70.8</b>	<b>79.4</b>	<b>77.5</b>	<b>60.8</b>	<b>72.1</b>
<b>Regional operators</b>						
Anglia Locals	83.8	84.6	88.4	85.5	83.6	85.5
Arriva Trains Merseyside	75.3	82.4	86.8	85.4	73.1	82.0
Arriva Trains Northern	64.5	70.8	76.6	74.4	71.0	73.3
Central Trains	62.1	76.7	77.1	75.2	67.3	74.1
First North Western	70.5	79.9	78.9	78.7	72.6	77.5
Gatwick Express	52.8	68.2	83.3	79.6	77.6	77.3
Island Line	95.0	97.7	97.6	94.9	98.3	97.1
Scotrail	79.0	83.3	86.5	83.4	78.5	82.9
Wessex Trains	-	-	-	-	73.4	-
Wales and Borders Trains	-	-	-	-	78.5	-
<b>Sector Level</b>	<b>70.9</b>	<b>78.9</b>	<b>81.6</b>	<b>79.7</b>	<b>74.1</b>	<b>78.6</b>
<b>National Level</b>	<b>64.3</b>	<b>76.3</b>	<b>80.9</b>	<b>79.0</b>	<b>71.2</b>	<b>76.8</b>



## 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 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.

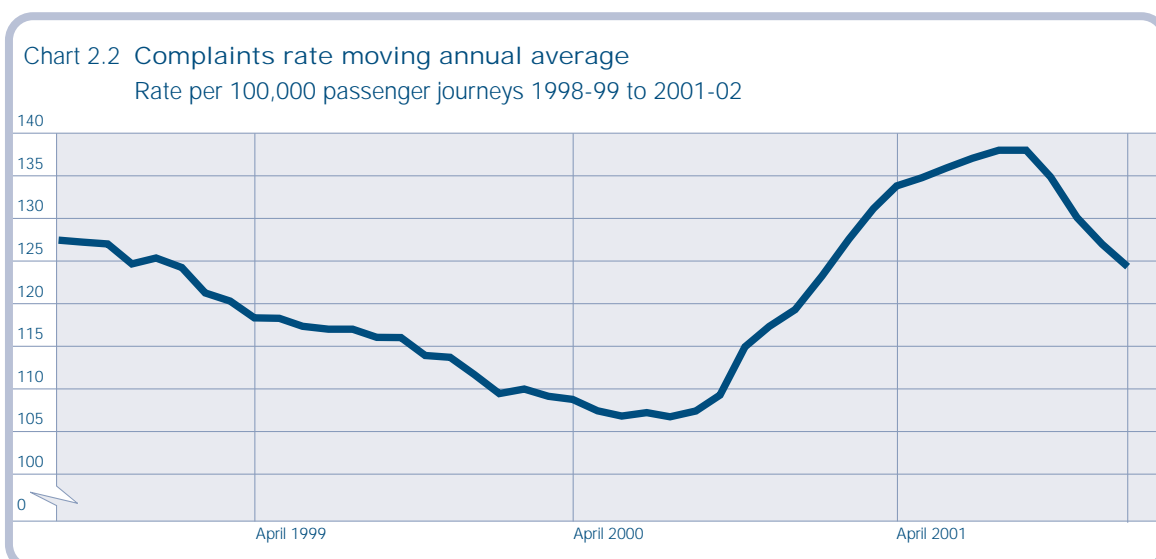
### Other comments

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 etc) is likely to get a larger volume of complaints than it would otherwise. This TOC may however, be able to work on this feedback and in the short and long term improve its service to passengers.

In addition, the propensity to complain will vary across customer types. Customers who travel regularly on a particular route are less likely to complain about an individual journey than business or leisure travellers who make their rail journeys infrequently. This could help 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.



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

## 2. Rail performance continued

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	40	131	115
	Q2	855	35	128	122
	Q3	781	32	131	113
Percentage change 2001-02 Q3 on 2000-01 Q3		-34.2	-43.8	-29.3	-29.4

## 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

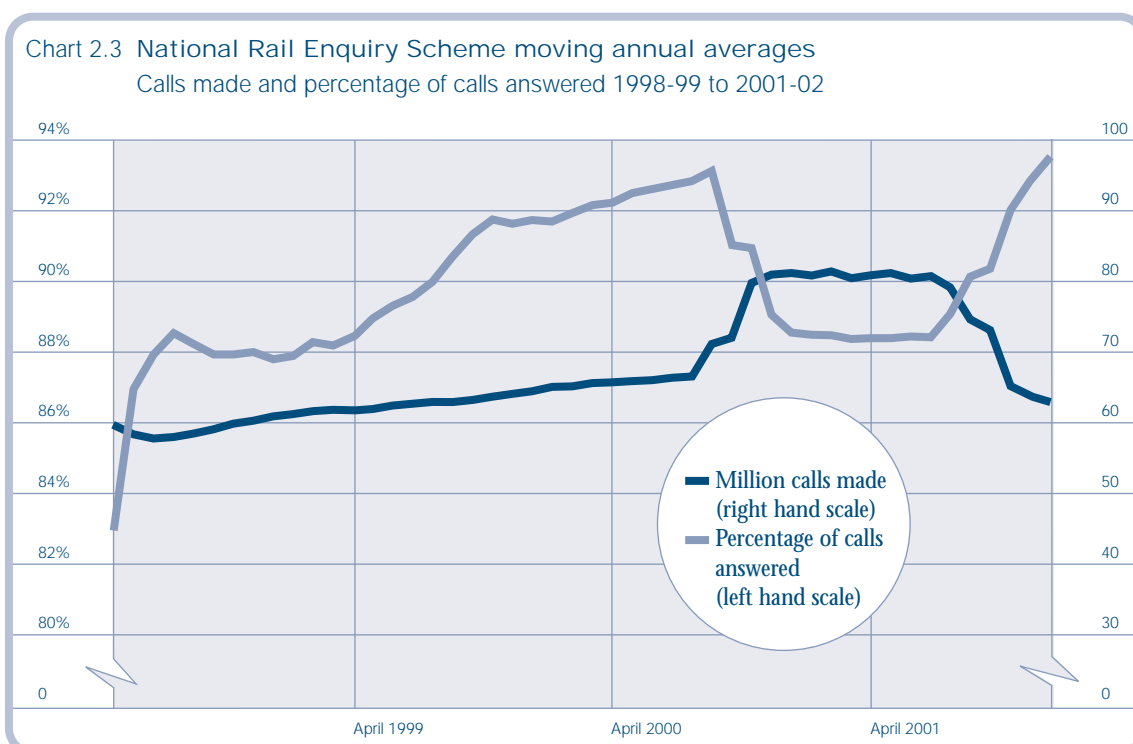
The relevant quantitative data are provided by British

Telecom and include the number of calls answered, calls engaged and calls where there is 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 <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
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
Percentage change 2001-02 Q3 on 2000-01 Q3		-41.5	11.6		

<sup>1</sup> Ring tone no reply

## 3. Freight

### Key Results

The latest results cover the period October to December 2001. It should be noted that comparisons with 2000-01 Q3 (the corresponding quarter last year) are affected by the major disruption to the railways following the accident at Hatfield in that quarter.

- Freight moved (measured in net tonne kilometres) increased by 15 per cent between 2000-01 Q3 and 2001-02 Q3.
- The greatest commodity increase between 2000-01 Q3 and 2001-02 Q3 was for coal moved, which increased by 53 per cent.
- Infrastructure moved (which is not included in the freight moved total) increased by 31 per cent between 2000-01 Q3 and 2001-02 Q3.
- International freight moved showed the largest decrease between 2000-01 Q3 and 2001-02 Q3, with a reduction of 49 per cent.
- In 2001-02 Q3, 33 per cent of all freight moved was coal, compared to 25 per cent in 2000-01 Q3.
- Total freight lifted increased by three per cent between 2000-01 Q3 and 2001-02 Q3.
- Between 2000-01 Q3 and 2001-02 Q3, coal lifted increased by three per cent while other goods lifted increased by two 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.

Freight moved is the major series used by the SRA to monitor freight activity, and this series provides the benchmark for the DTLR 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 change in the source of the data. Please refer to National Rail Trends 2001-02 Q1 for more details.

#### Other Comments

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

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 <sup>1</sup>	Infra-structure <sup>2</sup>
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	0.7	4.7	0.2
	Q2	1.1	0.5	0.6	0.3	0.3	1.0	0.7	4.6	0.2
	Q3	1.0	0.4	0.6	0.3	0.2	1.0	0.6	4.2	0.2
	Q4	1.4	0.5	0.6	0.3	0.2	0.9	0.7	4.7	0.3
2001-02	Q1	1.5	0.6	0.7	0.3	0.2	0.9	0.7	4.8	0.3
	Q2	1.6	0.6	0.7	0.3	0.2	0.9	0.7	4.9	0.3
	Q3	1.6	0.6	0.7	0.3	0.1	0.9	0.7	4.8	0.3
<b>Percentage change</b>										
<b>2001-02 Q3</b>										
<b>on 2000-01 Q3</b>										
		52.8	35.9	18.3	-16.2	-48.6	-5.6	7.7	15.0	30.8

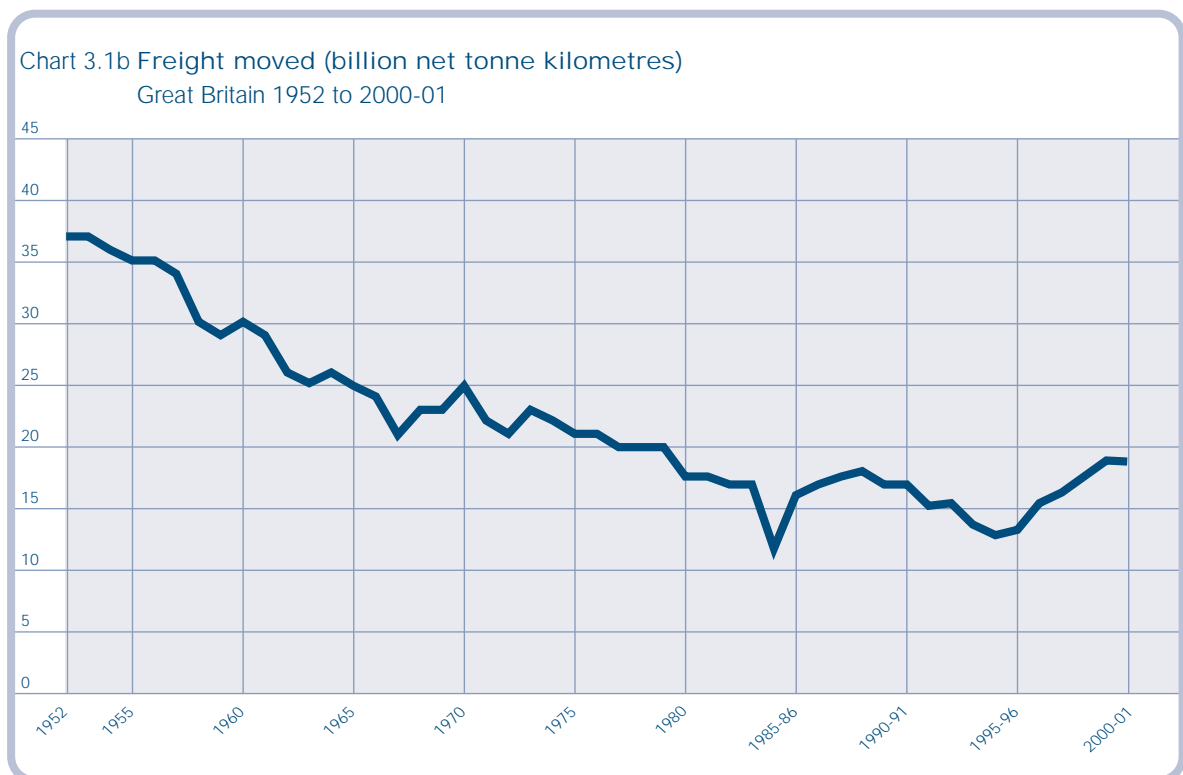
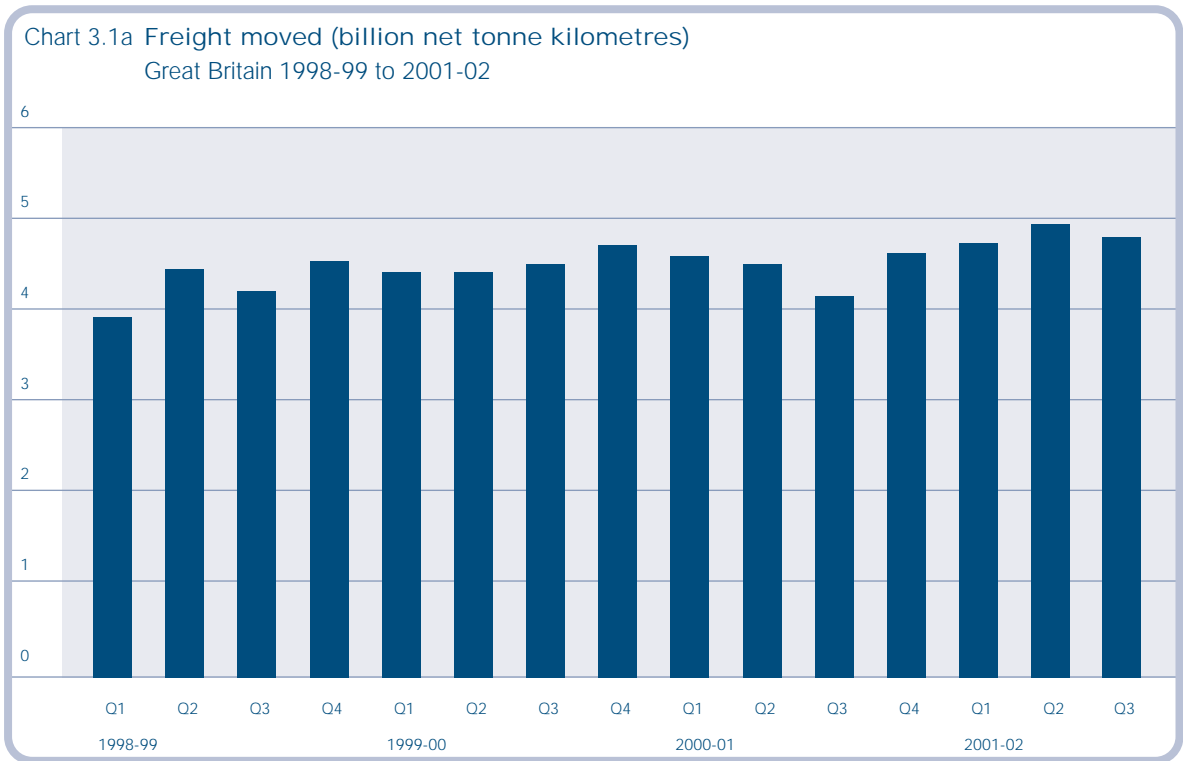
<sup>1</sup>Infrastructure not included in total

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

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

Source: Railtrack

3. Freight continued



Note  
Please refer to notes  
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	63.4	138.2
1991-92		75.1	60.7	135.8
1992-93		67.9	54.4	122.4
1993-94		48.9	54.3	103.2
1994-95		42.5	54.8	97.3
1995-96		45.2	55.5	100.7
<hr/>				
1996-97		52.2	49.6	101.8
1997-98		50.3	55.1	105.4
1998-99		45.3	56.8	102.1
<hr/>				
1999-00		44.3	47.6	91.9
2000-01		45.7	49.7	95.4
1999-00	Q1	10.1	12.6	22.7
	Q2	10.6	13.0	23.6
	Q3	11.1	12.8	23.9
	Q4	12.5	9.2	21.7
2000-01	Q1	11.7	13.2	24.9
	Q2	10.8	12.8	23.6
	Q3	10.9	11.4	22.4
	Q4	12.3	12.3	24.6
2001-02	Q1	11.9	12.5	24.4
	Q2	11.4	12.1	23.5
	Q3	11.3	11.7	23.0
Percentage change 2001-02 Q3 on 2000-01 Q3		3.4	2.0	2.7

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

Source: Freight  
Operators

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 distance travelled.

### 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 (in current prices).
- The value of Freight Grants increased by 57 per cent between 1999-00 and 2000-01 (in current prices).
- 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 <sup>3</sup>	Total government support excluding PTE grants <sup>4</sup>	Total government support including PTE grants <sup>5</sup>	Freight grants
	Central government grants <sup>1</sup>	PTE Grants <sup>2</sup>				
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

<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> 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.

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

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

#### 4. Miscellaneous tables continued

### 4.2 Investment

These data record expenditure on fixed assets and exclude depreciation. They are based on the British Rail Board accounts until 1993-94. They include expenditure on rolling stock, track renewals, new routes and electrification, signalling, buildings, plant and equipment. Investment funded by PTE grants is not included for any year. There were changes in accounting procedures when the industry was restructured in April 1994 which mean that results pre and post 1994-95 are not directly comparable. For example, Railtrack now include expenditure in

their capital account which would previously have been recorded as maintenance expenditure. The results for 1993-94, 1994-95 and also 1995-96 include private sector investment on the Heathrow Express, Ashford International Station and new Networker trains.

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

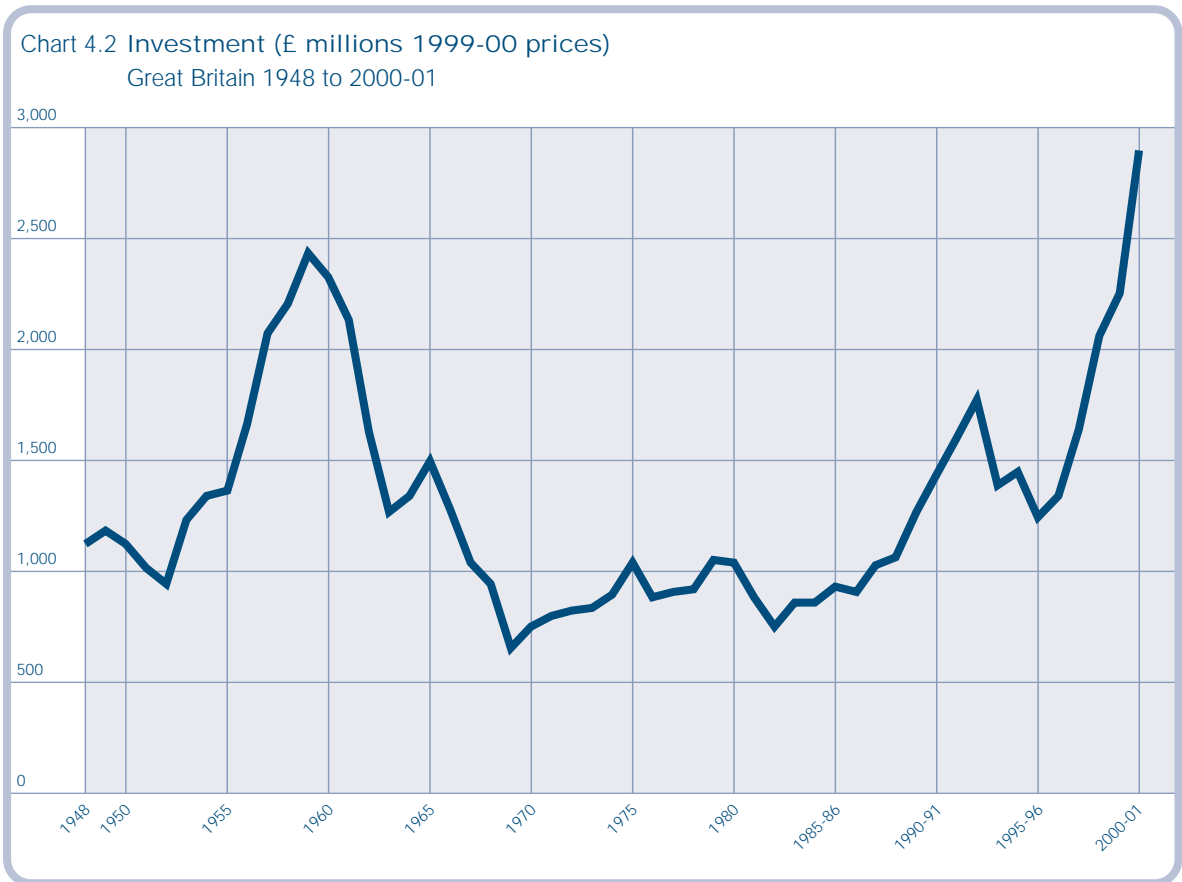
Table 4.2 Investment in the rail industry (£ millions)  
Great Britain 1986-87 to 2000-01

	Rolling stock	Other	Total investment	Total investment at 1999-00 prices
1986-87	81	449	530	904
1987-88	103	527	631	1,023
1988-89	208	487	695	1,055
1989-90	234	655	889	1,258
1990-91	329	693	1,022	1,342
1991-92	453	840	1,293	1,600
1992-93	537	939	1,476	1,769
1993-94	422	762	1,184	1,383
1994-95	360	890	1,250	1,439
1995-96	200	900	1,100	1,231
1996-97	47	1,178	1,225	1,328
1997-98	114	1,430	1,544	1,628
1998-99	176	1,823	1,999	2,047
1999-00	236	2,012	2,248	2,248
2000-01	554	2,404	2,958	2,905

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Break in series  
(see notes)

Source:  
Office for National  
Statistics

4. Miscellaneous tables continued



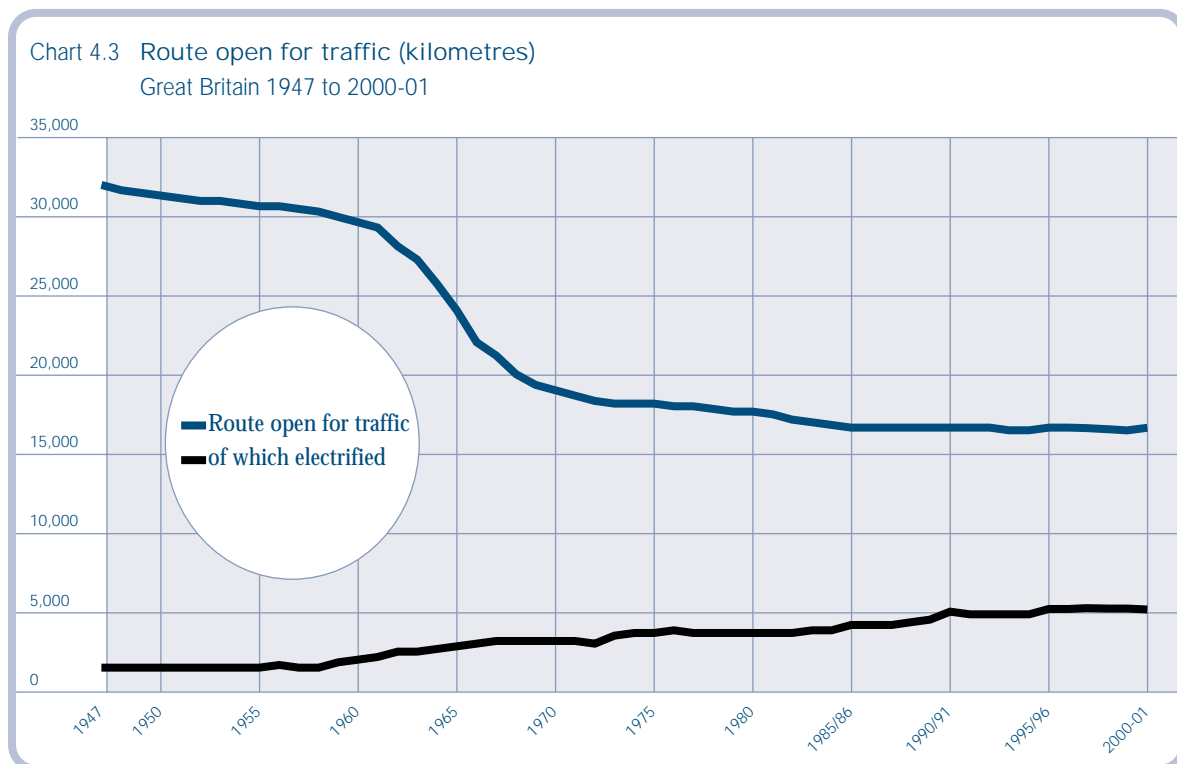


## 4.3 Infrastructure on National Railways

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

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

Source: Railtrack

# Appendix

## 1 National Railways

Up to 1994-95 covers services by British Rail. From 1995-96 covers both BR services and those provided by privatised passenger and freight operators (see Rail Privatisation below).

## 2 Rail Privatisation

The main components of the restructured industry are:

- 25 Train Operating Companies (TOCs) providing passenger rail services. These were set up in April 1994 as wholly owned subsidiaries of British Rail. The transfer of these TOCS to the private sector was completed in April 1997.
- Railtrack, which operates the infrastructure core of the railway system. It owns and operates the track and associated infrastructure such as signalling. It also owns stations, but most of these are leased to and operated by TOCs.
- Rolling Stock Leasing Companies (ROSCOs), who own and lease the domestic passenger rolling stock.
- Freight operations. The main rail freight operators are EWS (English, Welsh and Scottish Railway), Freightliner, who own the ex-BR domestic container business, DRS (Direct Rail Services) and GB Rail Freight.

## 3 Rail Sectors

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

### Long Distance Operators

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

## London and South East Operators

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

## Regional Operators

Anglia Locals\*  
 Arriva Trains Merseyside  
 Arriva Trains Northern  
 Cardiff Railways†  
 Central Trains  
 First North Western  
 Gatwick Express  
 Island Line  
 ScotRail  
 Wales and West†  
 Wales and Borders Trains†  
 Wessex Trains†

\* *Anglia Railway services are classified in Regional Operators where they cannot be identified as Inter City services*

† *Due to a change in the franchise map on 14 October Wales and West and Cardiff Railways ceased to exist. Two new operations Wales and Borders Trains and Wessex Trains started from that date*

## 4 Railway Periods

Train operators report figures in 'periods'. Periods are four weeks long, with 13 periods making an annual figure. Quarterly results require apportionment of these data.

## 5 Abbreviations and Symbols Used

P	Provisional
..	not available
----	break in series
PTE	Passenger Transport Executive