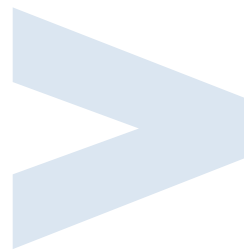


National Rail Trends

2004–2005 quarter two



january 2004

february 2004

march 2004

april 2004

may 2004

june 2004

july 2004

august 2004

september 2004

october 2004

november 2004

december 2004

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Introduction

This is the 17th edition of *National Rail Trends* and the fourth to be published since the rationalisation of SRA statistical publications. It contains the latest quarterly update of usage and performance data.

Since the 2004–05 Quarter One edition the split of operators into regional, long distance and London and South East has been different. Changes have occurred as a result of the creation of the ONE franchise, which effectively covers all three categories. This franchise includes the former First Great Eastern and Anglia franchises and the West Anglia part of the WAGN franchise.

In section 1, Rail usage, and section 2.2, Rail complaints, all data for ONE are included in the London and South East sector.

In section 2.1, PPM, and section 4.1, Average age of rolling stock, data for ONE InterCity services are included under long distance operators, with all other ONE services included in London and South East operators.

For PPM, the ONE InterCity services operate on a 10-minute PPM regime and are therefore given separately. PPM for peak services operated by ONE relates only to those formerly operated by WAGN and First Great Eastern. In addition, it should also be noted that although the WAGN franchise continues, it only covers the Great Northern part of the former franchise.

Updates have been made to all historic data to reflect these changes in sector allocation unless otherwise stated.

National Passenger Survey (NPS)

Due to extended fieldwork in autumn 2004 it has not been possible to include the results of the NPS autumn 2004 survey in this edition of *National Rail Trends*. Results will be included in the 2004–05 Quarter Three edition which will be published in March 2005.

December 2004

Quarter dates

Q1 – April, May and June

Q2 – July, August and September

Q3 – October, November and December

Q4 – January, February and March

Revisions

Data for the current financial year are provisional. At the end of each financial year a reconciliation exercise with the Train Operating Companies (TOCs) takes place and data will then be finalised in the Quarter Four edition of the publication. This may also affect the previous years' data, especially the seasonally adjusted series for which the seasonal factors are revised annually.

Rounding

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

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1 Rail usage

Key results

- Between 2003–04 Q2 and 2004–05 Q2 total passenger kilometres increased by more than one per cent.
- Between 2003–04 Q2 and 2004–05 Q2 total passenger journeys increased by one-and-a-half per cent.
- Between 2003–04 Q2 and 2004–05 Q2 total passenger revenue (seasonally adjusted) at 2003–04 prices increased by more than four per cent.
- Between 2003–04 Q2 and 2004–05 Q2 the regional sector showed the greatest percentage growth in passenger kilometres and revenue. However the long distance sector showed the greatest percentage growth in passenger journeys over this time.
- All sectors saw growth in total passenger kilometres, total passenger journeys and total passenger revenue.
- Timetabled train kilometres have fallen across all sectors – principally as a result of engineering blockades.

Methodology for passenger journeys and kilometres data

The rail industry's central ticketing system, formerly CAPRI but now replaced and renamed LENNON, is the basis for passenger kilometres and journeys data. LENNON, however, does not correctly record sales of certain products, including some operator-specific tickets and PTE multi-modal tickets. The SRA undertook a review of these, specifically the passenger journeys and kilometres associated with them. With the significant assistance of Train Operating Companies (TOCs) we are able to include a robust estimate of the use of these products in our passenger usage tables, backdated to the beginning of 1999–00. Passenger revenue data are unaffected by these adjustments.

These figures are significant for a small number of TOCs. At the level of aggregation published in *National Rail Trends* the differences are minor. For more information on these adjustments please refer to *National Rail Trends* 2001–02 Quarter One edition.

See the Introduction for information on the changes to the sector allocation of franchises.

1.1 Passenger kilometres

Table 1.1a **Passenger kilometres by ticket type (billions)**

Great Britain 1990–91 to 2004–05

	Ordinary fares	Season tickets	Total passenger kilometres	Total passenger kilometres seasonally adjusted	
1990–91	22.8	10.4	33.2	33.2	
1991–92	22.4	10.0	32.5	32.5	
1992–93	22.3	9.4	31.7	31.7	
1993–94	21.3	9.0	30.4	30.4	
1994–95	20.7	8.0	28.7	28.7	
1995–96	22.2	7.9	30.0	30.0	
1996–97	23.4	8.7	32.1	32.1	
1997–98	25.3	9.3	34.7	34.7	
1998–99	26.4	9.8	36.3	36.3	
1999–00	28.0	10.4	38.5	38.5	
2000–01	27.2	10.9	38.2	38.2	
2001–02	28.1	11.0	39.1	39.1	
2002–03	28.4	11.3	39.7	39.7	
2003–04	29.1	11.8	40.9	40.9	
2000–01	Q1	7.4	2.5	9.9	9.8
	Q2	8.1	2.5	10.6	10.2
	Q3	5.9	2.9	8.8	9.0
	Q4	5.9	3.0	8.8	9.1
2001–02	Q1	7.1	2.6	9.7	9.6
	Q2	7.5	2.6	10.1	9.8
	Q3	7.0	2.9	9.9	10.1
	Q4	6.5	2.9	9.4	9.6
2002–03	Q1	7.1	2.8	9.9	9.9
	Q2	7.6	2.6	10.1	9.9
	Q3	7.1	2.9	10.0	10.2
	Q4	6.7	3.0	9.7	9.7
2003–04	Q1	7.2	2.8	10.0	10.2
	Q2	7.7	2.8	10.4	10.4
	Q3	7.1	3.1	10.2	10.4
	Q4	7.1	3.2	10.3	10.1
2004–05	Q1	7.3	2.9	10.2	10.3
	Q2	7.8	2.7	10.5	10.6
Percentage change					
2004–05 Q2 on 2003–04 Q2					
		1.8	-0.5	1.2	2.2

Note:

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

For conventions on rounding and revisions please see the Introduction.

Table 1.1b Passenger kilometres by sector (billions)

Great Britain 1994–95 to 2004–05

	Long distance operators	London and SE operators	Regional operators	Total passenger kilometres
1994–95	10.1	13.4	5.2	28.7
1995–96	10.5	13.8	5.8	30.0
1996–97	11.0	15.1	6.0	32.1
1997–98	12.3	16.1	6.3	34.7
1998–99	12.6	17.1	6.5	36.3
1999–00	13.2	18.4	6.9	38.5
2000–01	12.1	19.2	6.9	38.2
2001–02	12.9	19.3	7.0	39.1
2002–03	12.9	19.8	6.9	39.7
2003–04	13.3	20.1	7.5	40.9
1999–00 Q1	3.2	4.4	1.7	9.3
Q2	3.4	4.5	1.8	9.8
Q3	3.3	4.7	1.7	9.8
Q4	3.3	4.7	1.7	9.7
2000–01 Q1	3.5	4.7	1.8	9.9
Q2	3.7	5.0	2.0	10.6
Q3	2.4	4.8	1.6	8.8
Q4	2.6	4.7	1.5	8.8
2001–02 Q1	3.3	4.8	1.7	9.7
Q2	3.4	4.8	1.9	10.1
Q3	3.2	5.0	1.8	9.9
Q4	3.1	4.7	1.6	9.4
2002–03 Q1	3.3	4.9	1.7	9.9
Q2	3.3	4.9	1.9	10.1
Q3	3.2	5.0	1.7	10.0
Q4	3.1	4.9	1.6	9.7
2003–04 Q1	3.3	4.9	1.8	10.0
Q2	3.4	5.0	2.0	10.4
Q3	3.2	5.1	1.9	10.2
Q4	3.3	5.1	1.8	10.3
2004–05 Q1	3.3	5.0	1.9	10.2
Q2	3.4	5.1	2.0	10.5
Percentage change				
2004–05 Q2 on 2003–04 Q2	0.2	1.4	2.2	1.2

Note:

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

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

For conventions on rounding and revisions please see the Introduction.

See the Introduction for notes on changes to the sector allocation of franchises.

Chart 1.1a **Passenger kilometres (billions)**

Great Britain quarterly data 1998–99 to 2004–05

■ London and SE operators ■ Regional operators ■ Long distance operators

1998–99

Q1	4.03	1.60	3.10
Q2	4.16	1.70	3.26
Q3	4.51	1.66	3.23
Q4	4.43	1.56	3.06

1999–00

Q1	4.38	1.66	3.24
Q2	4.53	1.80	3.44
Q3	4.73	1.74	3.29
Q4	4.74	1.66	3.26

2000–01

Q1	4.69	1.76	3.47
Q2	4.98	1.97	3.67
Q3	4.78	1.60	2.43
Q4	4.74	1.54	2.55

2001–02

Q1	4.75	1.71	3.27
Q2	4.84	1.88	3.38
Q3	4.95	1.80	3.20
Q4	4.71	1.57	3.08

2002–03

Q1	4.86	1.72	3.28
Q2	4.94	1.85	3.33
Q3	5.05	1.74	3.22
Q4	4.95	1.64	3.11

2003–04

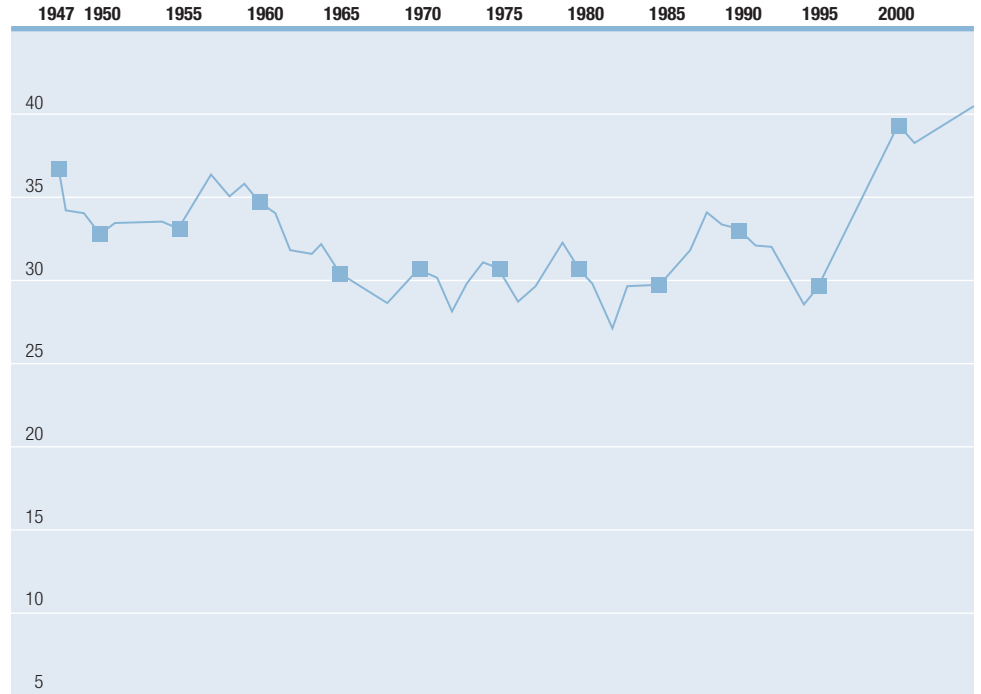
Q1	4.89	1.79	3.35
Q2	5.04	1.97	3.42
Q3	5.10	1.93	3.19
Q4	5.12	1.81	3.32

2004–05

Q1	4.99	1.93	3.26
Q2	5.11	2.01	3.43

Chart 1.1b **Passenger kilometres (billions)**

Great Britain annual data 1947 to 2003



1.2 Passenger journeys

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

Great Britain 1990–91 to 2004–05

	Ordinary fares	Season tickets	Total passenger journeys	Total passenger journeys seasonally adjusted
1990–91	411	399	810	810
1991–92	400	392	792	792
1992–93	398	372	770	770
1993–94	385	355	740	740
1994–95	407	328	735	735
1995–96	433	328	761	761
1996–97	459	342	801	801
1997–98	481	365	846	846
1998–99	508	384	892	892
1999–00	540	391	931	931
2000–01	549	407	957	957
2001–02	551	408	960	960
2002–03	561	414	976	976
2003–04	584	429	1,014	1,014
2000–01 Q1	140	95	235	237
2000–01 Q2	152	95	247	247
2000–01 Q3	131	108	240	236
2000–01 Q4	126	109	235	237
2001–02 Q1	138	98	236	241
2001–02 Q2	145	95	240	241
2001–02 Q3	141	110	252	246
2001–02 Q4	127	105	232	232
2002–03 Q1	137	101	239	244
2002–03 Q2	147	94	241	244
2002–03 Q3	143	108	251	248
2002–03 Q4	134	111	245	240
2003–04 Q1	141	103	244	251
2003–04 Q2	152	100	251	256
2003–04 Q3	148	112	261	257
2003–04 Q4	144	114	258	251
2004–05 Q1	147	102	249	256
2004–05 Q2	156	99	255	264
Percentage change				
2004–05 Q2 on 2003–04 Q2	3.3	-1.1	1.5	2.9

Note:

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

This contrasts with results previously published for British Rail, for which most through-ticketed journeys were counted only once.

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

For conventions on rounding and revisions please see the Introduction.

Table 1.2b Passenger journeys by sector (millions)

Great Britain 1994–95 to 2004–05

		Long distance operators	London and SE operators	Regional operators	Total passenger journeys
1994–95		54	507	174	735
1995–96		56	521	184	761
1996–97		59	548	194	801
1997–98		64	581	201	846
1998–99		67	616	208	892
1999–00		72	639	220	931
2000–01		70	664	223	957
2001–02		74	663	222	960
2002–03		77	679	219	976
2003–04		81	692	240	1,014
1999–00	Q1	17	152	53	222
	Q2	18	156	55	229
	Q3	18	166	57	242
	Q4	18	165	55	238
2000–01	Q1	19	161	55	235
	Q2	20	167	60	247
	Q3	15	169	55	240
	Q4	16	167	52	235
2001–02	Q1	18	164	54	236
	Q2	19	164	57	240
	Q3	19	173	59	252
	Q4	18	162	51	232
2002–03	Q1	19	167	53	239
	Q2	19	166	56	241
	Q3	20	174	56	251
	Q4	19	172	54	245
2003–04	Q1	20	168	56	244
	Q2	20	171	60	251
	Q3	21	177	63	261
	Q4	21	176	61	258
2004–05	Q1	20	169	60	249
	Q2	21	174	61	255
Percentage change 2004–05 Q2 on 2003–04 Q2		2.1	1.7	0.8	1.5

Note:

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

This contrasts with results previously published for British Rail, for which most through-ticketed journeys were counted only once.

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

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

For conventions on rounding and revisions please see the Introduction.

See the Introduction for notes on changes to the sector allocation of franchises.

Chart 1.2a Passenger journeys (millions)

Great Britain quarterly data 1998–99 to 2004–05

■ London and SE operators ■ Regional operators ■ Long distance operators

1998–99

Q1	144	51	16
Q2	147	51	17
Q3	165	55	18
Q4	160	52	17

1999–00

Q1	152	53	17
Q2	156	55	18
Q3	166	57	18
Q4	165	55	18

2000–01

Q1	161	56	19
Q2	167	60	20
Q3	169	55	15
Q4	167	52	16

2001–02

Q1	164	54	18
Q2	164	57	19
Q3	173	59	19
Q4	162	51	18

2002–03

Q1	167	53	19
Q2	166	56	19
Q3	174	56	20
Q4	172	54	19

2003–04

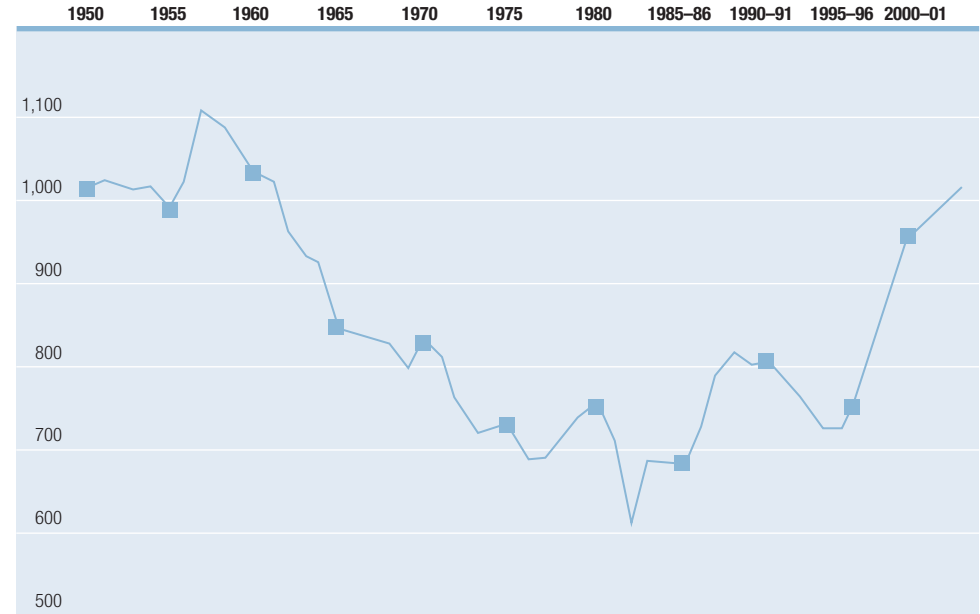
Q1	168	56	20
Q2	171	60	20
Q3	177	63	21
Q4	176	61	21

2004–05

Q1	169	60	20
Q2	174	61	21

Chart 1.2b Passenger journeys (millions)

Great Britain annual data 1950 to 2003–04



1.3 Passenger revenue

Table 1.3a **Passenger revenue by ticket type (£ millions)**

Great Britain 1986–87 to 2004–05

		Ordinary fares	Season tickets	Total passenger revenue	Total passenger revenue seasonally adjusted	Total revenue seasonally adjusted 2003–04 prices
1986–87		1,047	395	1,443	1,443	2,713
1987–88		1,168	454	1,622	1,622	2,888
1988–89		1,291	512	1,803	1,803	3,002
1989–90		1,357	550	1,907	1,907	2,965
1990–91		1,483	574	2,057	2,057	2,964
1991–92		1,514	603	2,117	2,117	2,877
1992–93		1,551	603	2,154	2,154	2,835
1993–94		1,577	616	2,193	2,193	2,811
1994–95		1,559	611	2,171	2,171	2,744
1995–96		1,720	660	2,379	2,379	2,922
1996–97		1,870	702	2,573	2,573	3,057
1997–98		2,048	773	2,821	2,821	3,268
1998–99		2,242	847	3,089	3,089	3,478
1999–00		2,463	905	3,368	3,368	3,712
2000–01		2,463	950	3,413	3,413	3,719
2001–02		2,591	957	3,548	3,548	3,770
2002–03		2,693	970	3,663	3,663	3,765
2003–04		2,893	1,009	3,901	3,901	3,901
2000–01	Q1	660	221	880	876	962
	Q2	717	222	939	913	998
	Q3	552	251	803	812	884
	Q4	535	257	792	812	876
2001–02	Q1	635	232	867	862	925
	Q2	680	224	903	888	950
	Q3	662	255	918	921	973
	Q4	614	246	860	878	923
2002–03	Q1	664	237	902	907	943
	Q2	692	222	915	906	933
	Q3	681	250	931	943	967
	Q4	656	260	916	907	922
2003–04	Q1	701	240	942	957	968
	Q2	746	235	981	978	978
	Q3	717	257	974	991	987
	Q4	728	276	1,005	975	968
2004–05	Q1	745	252	997	1,012	999
	Q2	775	247	1,022	1,041	1,024
Percentage change						
2004–05 Q2 on 2003–04 Q2		3.9	5.1	4.2	6.4	4.7

Note:

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

For conventions on rounding and revisions please see the Introduction.

Table 1.3b Passenger revenue by sector (£ millions)

Great Britain 1994–95 to 2004–05

	Long distance operators	London and SE operators	Regional operators	Total passenger revenue
1994–95	734	1,093	344	2,171
1995–96	795	1,198	387	2,379
1996–97	859	1,298	415	2,573
1997–98	956	1,419	442	2,817
1998–99	1,052	1,565	472	3,089
1999–00	1,160	1,702	506	3,368
2000–01	1,109	1,788	517	3,413
2001–02	1,220	1,796	532	3,548
2002–03	1,279	1,848	535	3,663
2003–04	1,384	1,932	585	3,901
1999–00 Q1	280	404	122	806
Q2	286	414	131	831
Q3	302	442	129	873
Q4	293	442	123	858
2000–01 Q1	313	437	131	880
Q2	332	459	148	939
Q3	238	444	121	803
Q4	227	448	117	792
2001–02 Q1	293	443	131	867
Q2	311	450	142	903
Q3	318	462	138	918
Q4	298	441	121	860
2002–03 Q1	317	453	131	902
Q2	318	456	141	915
Q3	327	469	135	931
Q4	317	470	129	916
2003–04 Q1	337	465	140	942
Q2	350	479	152	981
Q3	340	485	149	974
Q4	357	503	144	1,005
2004–05 Q1	351	492	153	997
Q2	356	506	161	1,022
Percentage change 2004–05 Q2 on 2003–04 Q2	1.8	5.6	5.7	4.2

Note:

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

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

For conventions on rounding and revisions please see the Introduction.

See the Introduction for notes on changes to the sector allocation of franchises.

1.4 Timetabled train kilometres

Background

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

Methodology

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

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

Other comments

Train kilometres data are a measure of volume of service provision rather than a measure of performance. Used together with other 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.

Further details

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

Chart 1.4 **Timetabled train kilometres (millions)**

Great Britain 1999–00 to 2004–05

■ London and SE operators ■ Regional operators ■ Long distance operators

1999–00

Q1	44.3	39.7	19.0
Q2	45.2	40.3	20.1
Q3	45.4	40.1	19.9
Q4	44.9	39.7	19.7

2000–01

Q1	45.3	40.0	19.9
Q2	46.6	41.0	20.6
Q3	46.5	40.5	20.4
Q4	45.9	40.1	20.1

2001–02

Q1	46.7	40.7	20.6
Q2	47.5	41.4	21.1
Q3	46.9	41.1	22.2
Q4	45.8	40.2	21.7

2002–03

Q1	46.2	40.9	22.1
Q2	46.5	41.7	22.8
Q3	46.3	41.1	25.4
Q4	45.2	40.1	24.8

2003–04

Q1	46.0	40.8	24.8
Q2	46.7	41.5	24.7
Q3	46.3	41.5	23.3
Q4	45.9	41.1	23.6

2004–05

Q1	45.4	37.9	21.5
Q2	44.3	39.7	19.0

Table 1.4 Timetabled train kilometres by sector (millions)

Great Britain 1997–98 to 2004–05

	Long distance operators	London and SE operators total (inc peak)	London and SE operators peak only	Regional operators	ALL OPERATORS
1997–98	66.0	160.8	22.1	149.5	376.3
1998–99	73.3	174.0	24.0	157.8	405.1
1999–00	78.7	179.8	24.6	159.9	418.4
2000–01	81.0	184.4	24.6	161.7	427.2
2001–02	85.6	186.9	25.1	163.4	435.9
2002–03	95.2	184.3	25.2	163.7	443.3
2003–04	96.5	184.8	25.3	165.0	446.2
1998–99 Q1	17.5	41.9	5.7	38.6	98.0
Q2	18.7	44.0	6.2	39.9	102.6
Q3	18.8	44.6	6.2	40.1	103.5
Q4	18.3	43.5	6.0	39.2	101.1
1999–00 Q1	19.0	44.3	6.1	39.7	103.0
Q2	20.1	45.2	6.2	40.3	105.7
Q3	19.9	45.4	6.2	40.1	105.5
Q4	19.7	44.9	6.1	39.7	104.2
2000–01 Q1	19.9	45.3	6.1	40.0	105.3
Q2	20.6	46.6	6.1	41.0	108.2
Q3	20.4	46.5	6.2	40.5	107.5
Q4	20.1	45.9	6.2	40.1	106.2
2001–02 Q1	20.6	46.7	6.2	40.7	108.0
Q2	21.1	47.5	6.2	41.4	110.0
Q3	22.2	46.9	6.3	41.1	110.3
Q4	21.7	45.8	6.3	40.2	107.7
2002–03 Q1	22.1	46.2	6.2	40.9	109.2
Q2	22.8	46.5	6.3	41.7	111.0
Q3	25.4	46.3	6.4	41.1	112.9
Q4	24.8	45.2	6.2	40.1	110.2
2003–04 Q1	24.8	46.0	6.3	40.8	111.6
Q2	24.7	46.7	6.4	41.5	112.9
Q3	23.3	46.3	6.4	41.5	111.1
Q4	23.6	45.9	6.3	41.1	110.5
2004–05 Q1	21.5	45.4	6.3	37.9	104.8
Q2	19.0	45.2	6.4	34.0	98.2
Percentage change					
2004–05 Q2 on 2003–04 Q2	-23.1	-3.2	-0.4	-18.2	-13.1

Note:

For conventions on rounding and revisions please see the Introduction.

See the Introduction for notes on changes to the sector allocation of franchises.

2 Rail performance

Key results

- Between 2003–04 Q2 and 2004–05 Q2 the Public Performance Measure (PPM) for all operators improved by three per cent.
- Eighty-three per cent of trains ran on time in 2004–05 Q2.
- Long distance operators showed the greatest increase in PPM between 2003–04 Q2 and 2004–05 Q2. The PPM increased by 18 per cent in this sector.
- Regional operators showed a decrease in PPM between 2003–04 Q2 and 2004–05 Q2. The PPM in this sector decreased by two per cent.
- London and South East operators showed an increase in PPM across the whole day (six per cent) and in the peak (six per cent) between 2003–04 Q2 and 2004–05 Q2.
- Between 2003–04 Q2 and 2004–05 Q2, 18 operators showed an increased PPM, four operators showed a decreased PPM and two showed a virtually unchanged PPM.
- Between 2003–04 Q2 and 2004–05 Q2 the number of complaints per 100,000 journeys decreased by approximately 24 per cent.
- Between 2003–04 Q2 and 2004–05 Q2 London and South East operators showed a decrease in complaints of 41 per cent.
- Between 2003–04 Q2 and 2004–05 Q2 long distance operators showed a decrease in complaints of 27 per cent. Regional operators complaints increased, but due to a change in the methodology of collecting complaints for one operator, it is not possible to say by how much accurately.
- In 2004–05 Q2 NRES took nearly 13 million calls, around eight per cent fewer than in 2003–04 Q2.

2.1 Public Performance Measure (PPM)

Background

The SSRA (now SRA) introduced the PPM on 6 June 2000 to give a better indication of actual performance of Britain's passenger railways. It 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 the Charter, it covers all scheduled services, seven days a week.

The PPM measures the performance of individual trains against their planned timetable. This may differ from the published timetable (see below).

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

A train is defined as 'on time' if it arrives within five minutes (i.e. 4 minutes 59 seconds or less) of the planned destination arrival time on London and South East or regional operators, or 10 minutes (i.e. 9 minutes 59 seconds or less) on long distance operators.

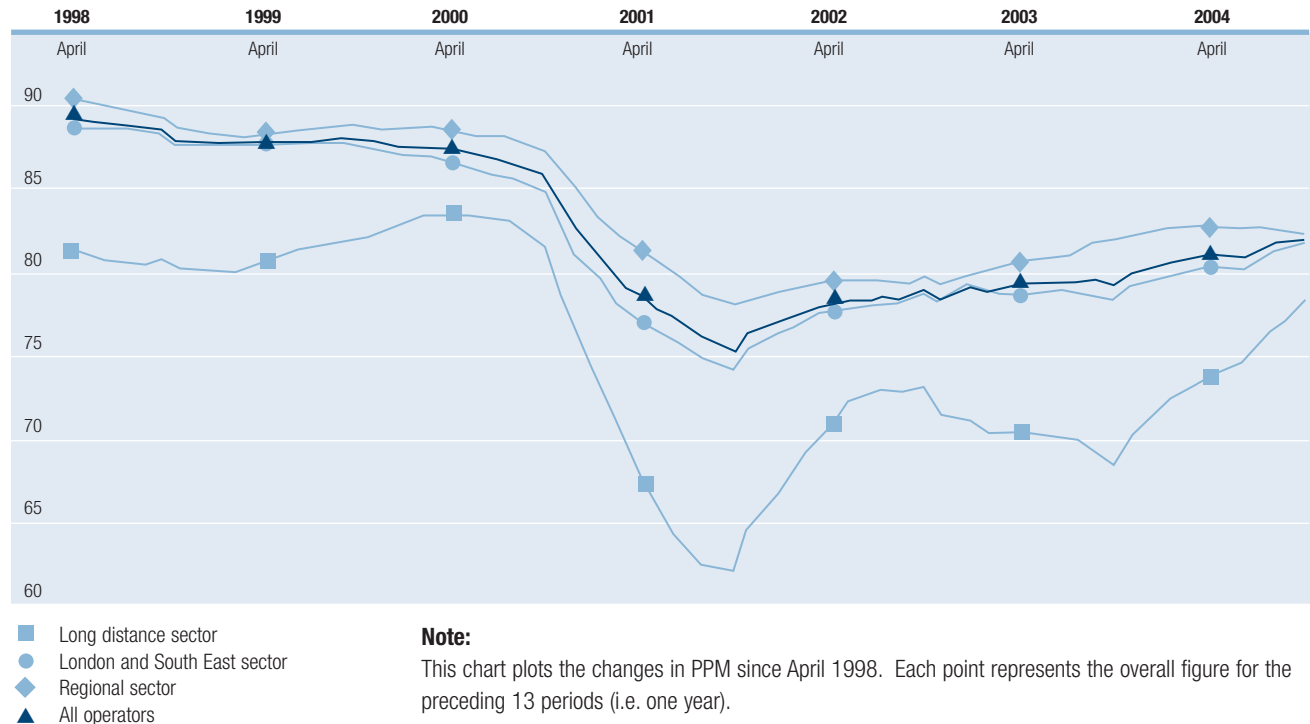
Where a train fails to run its entire planned route, calling at all timetabled stations, it will either be shown as Cancelled (if it runs less than half of its planned mileage) or will be added to the trains in the '20 minutes or more' lateness band.

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

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

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

Percentage of trains arriving on time 1998–99 to 2004–05



The exclusion of these figures is likely to have minimal effect on the All operators total and the moving annual average chart. Figures are subject to revision at the end of the year.

As described above, the PPM compares the actual performance of the train service with the plans held in the computer systems. These plans, technically called 'Plan of the Day', are usually the same as the published timetable with amendments reflecting pre-published engineering amendments. However, after the Hatfield accident, there

was a period when the plans were unstable – sometimes they reflected the normal timetable, sometimes a temporary timetable which was rendered inoperable by changes to the speed restrictions or flooding, and sometimes they reflected the actual service the operators were trying to run in response to unanticipated events.

Table 2.1a Public Performance Measure

Percentage of trains arriving on time 1997–98 to 2004–05

	Long distance operators	London and SE operators total (inc peak)	London and SE operators peak only	Regional operators	ALL OPERATORS
1997–98	81.7	89.6	86.9	90.6	89.7
1998–99	80.6	87.9	85.3	88.6	87.9
1999–00	83.8	87.1	85.1	89.1	87.8
2000–01	69.1	77.6	73.7	81.7	79.1
2001–02	70.2	77.8	73.6	79.1	78.0
2002–03	70.6	78.9	75.7	80.5	79.2
2003–04	73.4	80.5	77.9	82.8	81.2
1999–00 Q1	85.0	91.0	89.9	91.5	91.0
Q2	84.3	89.9	89.3	90.3	89.8
Q3	79.7	79.6	74.4	83.9	81.5
Q4	86.1	88.3	86.8	90.2	89.1
2000–01 Q1	84.0	87.8	87.0	89.3	88.3
Q2	80.1	86.8	86.4	87.1	86.6
Q3 ¹	47.9	60.3	50.0	70.5	64.3
Q4 ¹	59.9	75.7	70.8	78.8	76.3
2001–02 Q1	65.8	81.7	79.4	81.4	80.9
Q2	70.8	79.3	77.5	79.5	79.0
Q3	68.1	69.6	60.8	73.8	71.3
Q4	75.9	81.2	76.6	81.1	80.9
2002–03 Q1	76.3	83.0	80.7	83.7	83.0
Q2	72.7	82.2	82.4	80.3	80.9
Q3	60.8	71.7	65.7	74.4	72.3
Q4	73.0	79.3	73.9	83.0	80.5
2003–04 Q1	74.5	84.0	83.0	85.7	84.3
Q2	66.9	79.7	79.3	83.7	80.8
Q3	71.7	76.3	72.1	77.2	76.4
Q4	80.7	82.1	77.3	84.6	83.1
2004–05 Q1	80.5	84.4	81.8	85.0	84.5
Q2	79.0	84.4	83.9	82.2	83.3
Percentage change					
2004–05 Q2 on 2003–04 Q2	18.0	6.0	5.9	-1.7	3.0

Note:

Long distance operators show percentage arriving within 10 minutes of timetabled arrival at final destination. London and South East and regional operators show percentage arriving within five minutes of timetable time.

For conventions on rounding and revisions please see the Introduction.

¹ Data in this quarter have in some cases been calculated against temporary timetables; see notes on page 14 for further details.

See the Introduction for notes on changes to the sector allocation of franchises.

Table 2.1b Public Performance Measure by Train Operating Company

Percentage of trains arriving on time 2004–05 Q2

	2004–05 Q2	2003–04 Q2	Year to 30 September 2004	Year to 30 June 2004
Long distance operators				
First Great Western	81.2	65.8	79.4	75.6
Great North Eastern Railway	76.6	67.9	76.4	74.1
Midland Mainline	85.6	62.9	80.0	74.3
ONE* (InterCity)	88.0	76.6	81.1	77.5
Virgin CrossCountry	75.1	68.3	76.4	74.7
Virgin West Coast	71.9	65.3	76.1	74.4
Sector level	79.0	66.9	77.9	74.9
Regional operators				
Arriva Trains Northern	85.8	85.4	83.5	83.4
Arriva Trains Wales	81.1	81.1	81.4	81.4
Central Trains	73.0	72.9	74.3	74.3
First North Western	81.3	82.8	80.1	80.6
Gatwick Express	86.1	81.8	81.9	80.8
Island Line	96.0	96.7	97.3	97.4
Merseyrail	93.4	94.2	93.7	93.9
ScotRail	82.8	87.0	84.2	85.2
TPE	74.9	-	-	-
Wessex Trains	85.2	82.9	84.8	84.2
Sector level	82.2	83.7	82.3	82.6

Note:

Long distance operators show percentage arriving within 10 minutes of timetabled arrival at final destination. London and South East and regional operators show percentage arriving within five minutes of timetable time.

For conventions on rounding and revisions please see the Introduction.

* See the Introduction for notes on changes to these franchises.

Table 2.1b (cont'd) **Public Performance Measure by Train Operating Company**

Percentage of trains arriving on time 2004–05 Q2

	2004–05 Q2	2003–04 Q2	Year to 30 September 2004	Year to 30 June 2004
London and SE operators – all day				
c2c	93.3	85.7	89.5	87.6
Chiltern Railways	91.3	89.0	91.9	91.4
First Great Western Link†	82.4	74.7	82.3	80.4
ONE*	89.3	-	-	-
Silverlink	80.8	78.3	80.8	80.2
South Eastern Trains	85.1	79.6	82.2	80.8
South West Trains	80.3	75.8	75.7	74.5
Southern	82.2	81.0	79.8	79.5
Thameslink	81.6	68.6	77.6	74.4
WAGN*	90.7	82.8	84.9	83.4
Sector level	84.4	79.7	81.8	80.6
London and SE operators – peak				
c2c	92.3	86.7	88.4	87.0
Chiltern Railways	90.1	88.1	89.1	88.6
First Great Western Link†	76.0	70.5	76.8	75.4
ONE*	87.4	-	-	-
Silverlink	87.1	83.4	85.8	84.8
South Eastern Trains	83.4	78.3	77.0	75.7
South West Trains	79.7	76.7	73.1	72.3
Southern	82.4	80.9	76.2	75.8
Thameslink	79.2	68.3	70.6	67.8
WAGN*	88.6	79.5	80.7	79.2
Sector level	83.9	79.3	78.8	77.5
National level	83.3	80.8	81.8	81.2

Note:

Long distance operators show percentage arriving within 10 minutes of timetable arrival at final destination. London and South East and regional operators show percentage arriving within five minutes of timetable time.

For conventions on rounding and revisions please see the Introduction.

* See the Introduction for notes on changes to these franchises.

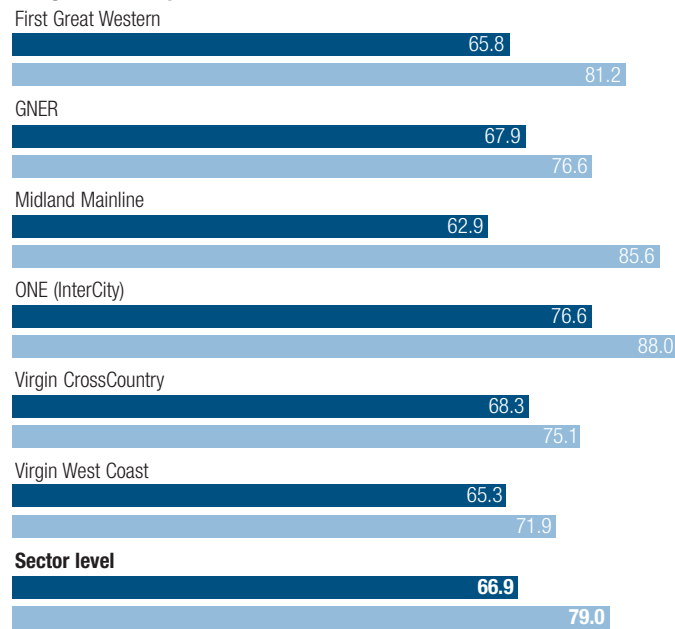
† Formerly Thames Trains

Chart 2.1b Public Performance Measure by Train Operating Company

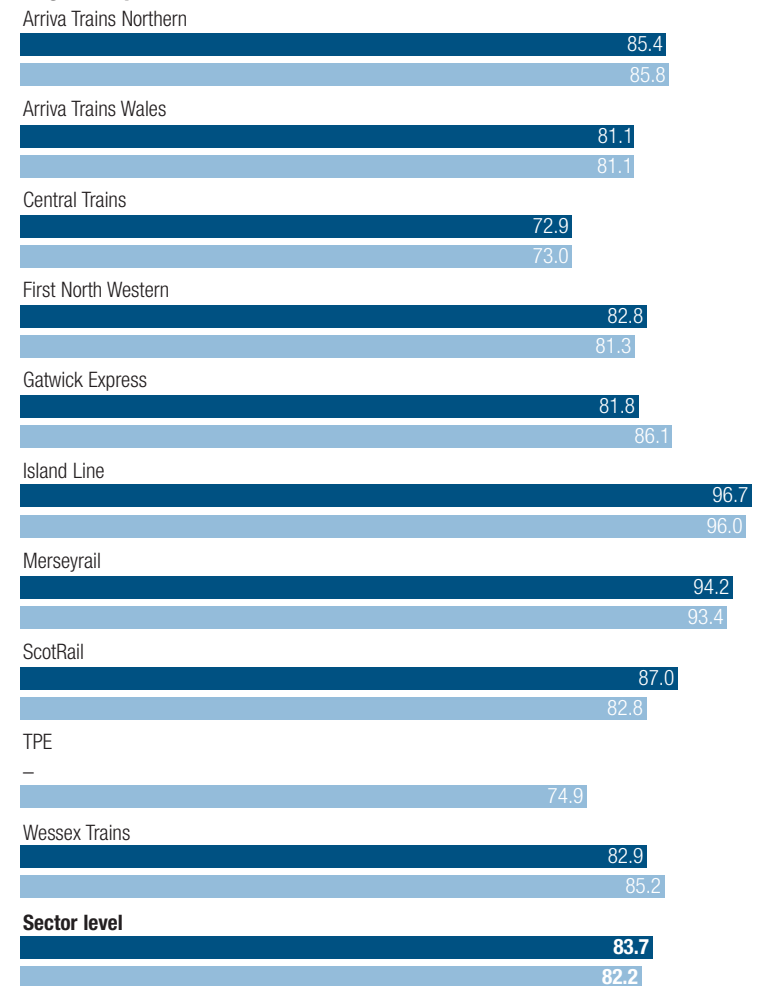
Percentage of trains arriving on time 2003–04 Q2 and 2004–05 Q2

■ PPM 2003–04 Q2 ■ PPM 2004–05 Q2

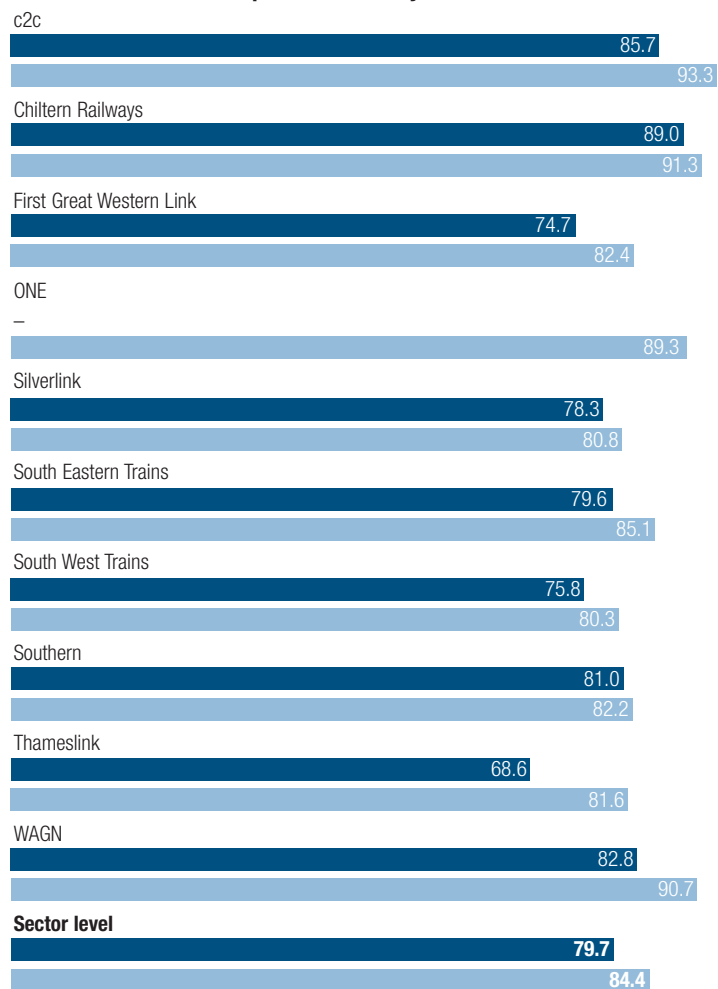
Long distance operators



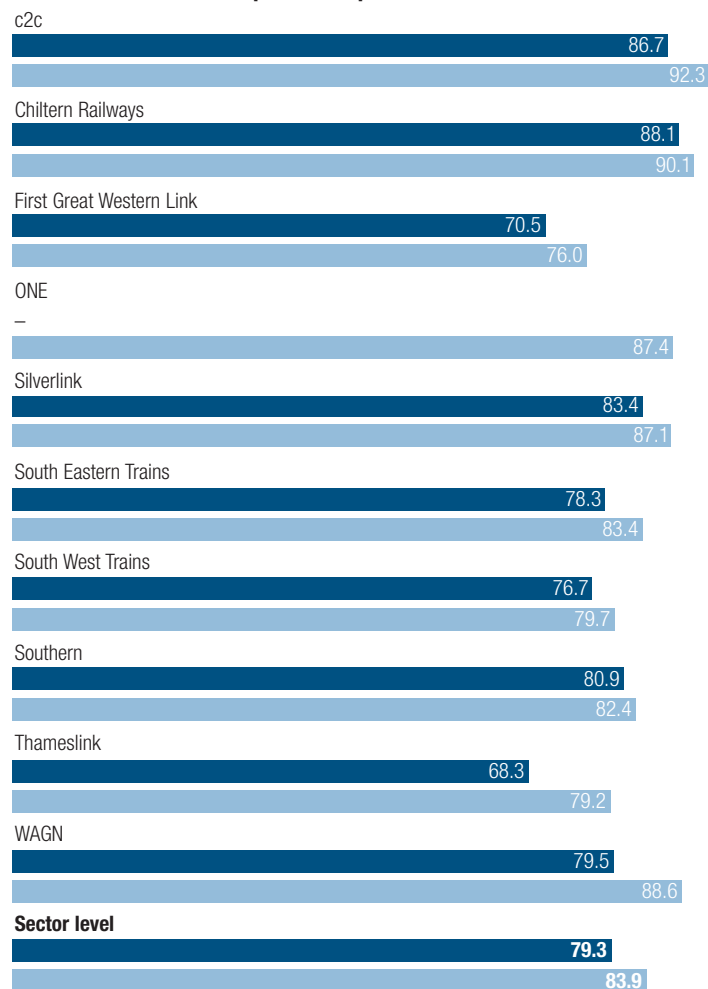
Regional operators



London and South East operators – all day



London and South East operators – peak



2.2 Rail complaints

Background

The number of complaints is a useful addition to the range of performance indicators. Unlike other 'system-based' measures, the number of complaints reflects direct feedback from passengers. Used in conjunction with other performance measures, such as the PPM, a more comprehensive description of rail industry service and passenger satisfaction can be reported.

All operators must produce and comply with a procedure for answering complaints made by their passengers; these procedures include a target time for responding in full to complaints. These target response times differ between operators and direct comparisons should be made with care. However, all operators also report the percentage of complaints answered within 20 working days for which measurement comparisons can more easily be made.

The SRA also requires operators to report separately on the numbers of complaints made in writing, made by pre-printed comment form and made by telephone. This allows us to measure the extent to which operators make it easy for passengers to contact them. A particular method of contact is the pre-printed comment or claim form, which operators should make available at stations and on trains.

Methodology

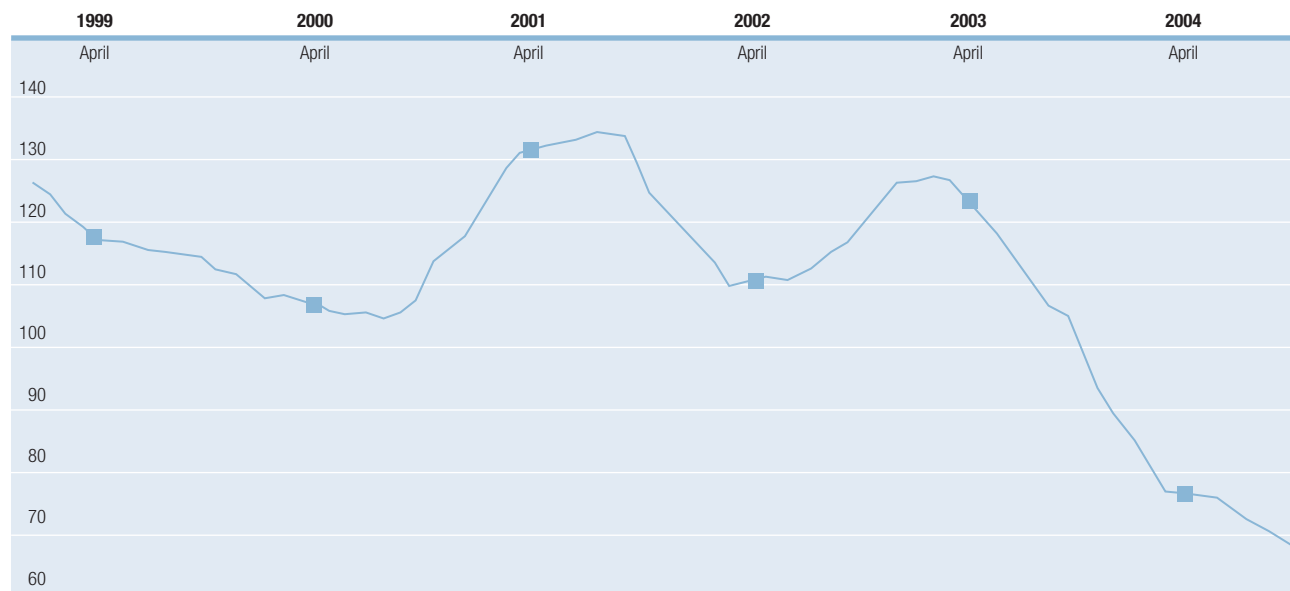
A 'complaint' is defined as 'any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy'. Train operators record and report complaints made by letter, fax, e-mail, pre-printed form or telephone.

As some TOCs carry more passengers than others, we have presented the data as a rate per 100,000 journeys. This is a superior measure to a ratio against passenger kilometres as no matter how long the trip a dissatisfied customer will only complain once. Given the varying business nature of TOCs, direct comparisons of complaint rates between TOCs in different sectors should be made with caution.

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

Chart 2.2 **Complaints rate moving annual average**

Rate per 100,000 passenger journeys 1998–99 to 2004–05



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).

It should also be noted that complaints about Wales & Borders and Wessex Trains were handled by the same department and that telephone complaints for both companies cannot be separated and were allocated half to Wales & Borders (now Arriva Trains Wales) and half to Wessex Trains.

Pre-2004–05 data for regional operators and all operators are not directly comparable to the new data. This is because a new method of recording telephone enquiries has been introduced by one of the regional operators.

Other comments

It should be noted that an increase in complaints per 100,000 journeys does not necessarily indicate a worse performance by the industry (or sector).

A number of other factors can affect the volume of complaints received. An operator that makes it easier to complain (e.g. by advertising, through the availability of pre-printed forms, by opening and extending complaint telephone lines) is likely to get a larger volume of complaints than it would otherwise. This TOC may, however, be able to work on this feedback and in the short and long term improve its service to passengers.

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

Table 2.2 Complaints rate

Rate per 100,000 passenger journeys 1998–99 to 2004–05

		Long distance operators	London and SE operators	Regional operators	ALL OPERATORS
1998–99		856	48	94	120
1999–00		730	40	102	109
2000–01		858	48	149	131
2001–02		784	36	107	111
2002–03		824	36	145	112
2003–04		512	31	49	74
1999–00	Q1	762	34	84	103
	Q2	797	39	102	115
	Q3	651	54	123	117
	Q4	712	32	97	99
2000–01	Q1	570	36	105	95
	Q2	757	39	126	119
	Q3	1,186	57	185	160
	Q4	1,005	59	186	152
2001–02	Q1	734	43	77	104
	Q2	848	39	83	113
	Q3	773	41	98	109
	Q4	780	40	103	112
2002–03	Q1	727	30	144	110
	Q2	851	38	184	136
	Q3	923	50	175	148
	Q4	833	47	79	116
2003–04	Q1	415	37	49	71
	Q2	623	45	47	93
	Q3	577	38	54	84
	Q4	428	32	44	67
2004–05	Q1	476	28	52	70
	Q2	456	27	62	70
Percentage change					
2004–05 Q2 on 2003–04 Q2		-26.9	-41.0		-24.0

Note:

For conventions on rounding and revisions please see the Introduction.

See the Introduction for notes on changes to the sector allocation of franchises.

Note that it is not possible to reallocate complaints data for Anglia from regional sector to London and South East operators prior to 2001–02.

For more details on the break in the series between 2000–01 and 2001–02 please refer to notes on page 20.

For more details on the break in the series between 2003–04 Q4 and 2004–05 Q1 please see notes on page 20.

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 08457 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 is for 93 per cent of all calls to be answered in a financial year and for no less than 90 per cent of all calls to be answered in any four-week railway period. It also introduces a formal quality regime, reflecting the SRA's emphasis on quality, which includes a 95 per cent threshold for Mystery Shopping surveys.

Methodology

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

Other comments

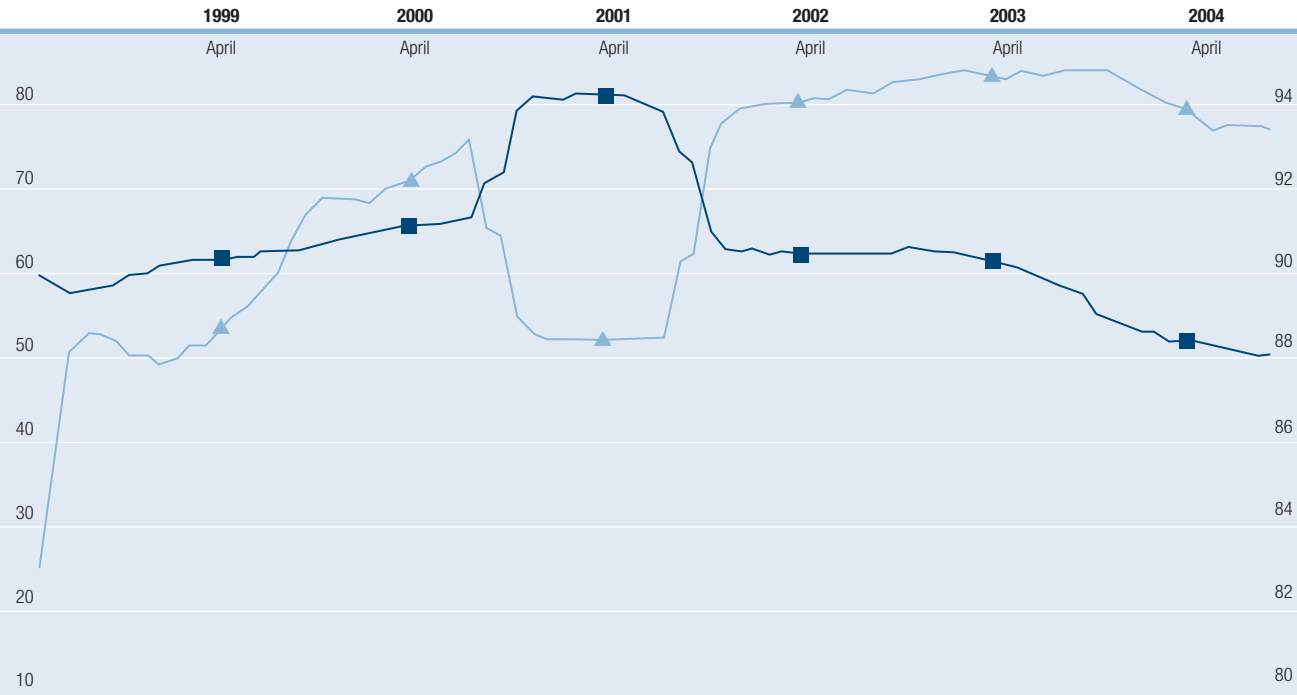
It should be noted that the automatic data collection is unable to distinguish between calls being answered by a human voice and those answered by an automatic message/answering machine. The results can therefore be said to provide a good indication of volume of calls made and answered. They do not,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

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

The data shown here are for telephone enquiries only and do not yet include details of use of the National Rail website for rail enquiries.

Chart 2.3 National Rail Enquiry Scheme moving annual averages

Calls made (left-hand scale) and percentage of calls answered (right-hand scale) 1998-99 to 2004-05



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

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

Table 2.3 National Rail Enquiry Scheme (million calls and percentage of calls)

1998–99 to 2004–05

		Total calls made	Percentage answered	Percentage engaged	Percentage RTNR ¹
1998–99		61.7	88.3	1.9	9.8
1999–00		65.5	92.2	1.3	6.5
2000–01		81.3	88.4	3.2	8.4
2001–02		62.7	94.1	0.3	5.6
2002–03		61.9	94.8	0.3	4.9
2003–04		52.5	94.1	0.1	5.8
1998–99	Q1	15.1	86.7	2.8	10.5
	Q2	16.4	84.8	0.7	14.5
	Q3	16.0	89.2	1.0	9.8
	Q4	14.3	93.1	3.3	3.6
1999–00	Q1	15.8	91.2	3.7	5.1
	Q2	17.1	91.1	0.7	8.2
	Q3	17.4	91.7	0.9	7.4
	Q4	15.2	95.0	0.1	4.9
2000–01	Q1	16.6	93.5	0.3	6.2
	Q2	22.8	86.1	6.6	7.3
	Q3	26.7	83.8	3.7	12.5
	Q4	15.2	94.4	0.3	5.2
2001–02	Q1	15.8	94.3	0.3	5.4
	Q2	16.1	93.7	0.4	5.9
	Q3	15.6	93.6	0.2	6.3
	Q4	15.2	94.7	0.3	5.0
2002–03	Q1	15.3	95.0	0.3	4.7
	Q2	16.5	94.4	0.6	5.0
	Q3	15.8	94.4	0.1	5.5
	Q4 ²	14.3	95.5	0.0	4.5
2003–04	Q1	14.2	94.8	0.0	5.2
	Q2	13.9	94.4	0.1	5.5
	Q3	12.4	93.4	0.0	6.6
	Q4	12.1	93.7	0.1	6.2
2004–05	Q1	12.6	92.0	0.1	7.8
	Q2	12.8	94.9	0.1	5.0
Percentage change					
2004–05 Q2 on 2003–04 Q2		-7.6	0.5		

Note:

For conventions on rounding and revisions please see the Introduction.

¹ Ring Tone No Reply.

² The number of calls to NRES may have been affected by the introduction of an Internet enquiry service in March 2003.

Source: ATOC

3 Freight

3.1 Freight moved

Key results

- Freight moved (measured in net tonne kilometres) increased by more than 11 per cent from 2003–04 Q2 to 2004–05 Q2.
- The greatest commodity percentage increases were for coal traffic and international traffic, both of which increased by almost 23 per cent from 2003–04 Q2 to 2004–05 Q2.
- The greatest commodity percentage decrease was for other goods traffic, which fell by over 12 per cent, reflecting the reduction in Royal Mail traffic.
- Total freight lifted fell by over two per cent from 2003–04 Q2 to 2004–05 Q2.
- Between 2003–04 Q2 and 2004–05 Q2 the mass of coal lifted fell by almost seven per cent whereas that for other goods lifted increased by one-and-a-half per cent.

Background

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

Freight moved is the major series used by the SRA to monitor freight activity.

Methodology

Freight moved is measured in net tonne kilometres (NTKMs). This takes into account the net weight (excluding the weight of the locomotive and wagons) of the goods carried (the freight lifted, measured in tonnes) and the distance carried. Although it is not included in the total NTKMs, we have included a separate series on infrastructure traffic (goods used for railway engineering work).

International traffic comprises trains travelling through the Channel Tunnel; domestic intermodal includes goods that have arrived by sea at ports.

Pre-1998–99 data are not directly comparable to the new data due to a change in the source data. Please refer to *National Rail Trends 2001–02 Quarter One* for more details.

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

Other comments

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

Table 3.1 Freight moved (billion net tonne kilometres)

Great Britain 1986–87 to 2004–05

	Coal	Metals	Construction	Oil and petroleum	International	Domestic intermodal	Other	TOTAL ¹	Infrastructure ²
1986–87	5.0	16.6	..
1987–88	4.6	17.5	..
1988–89	4.8	18.1	..
1989–90	4.6	16.7	..
1990–91	5.0	16.0	..
1991–92	5.0	15.3	..
1992–93	5.4	15.5	..
1993–94	3.9	13.8	..
1994–95	3.3	13.0	..
1995–96	3.6	13.3	..
1996–97	3.9	15.1	..
1997–98	4.4	16.9	..
1998–99	4.5	2.1	2.1	1.6	1.1	3.5	2.5	17.3	0.8
1999–00	4.8	2.2	2.0	1.5	1.0	3.9	2.7	18.2	0.8
2000–01	4.8	2.1	2.4	1.4	1.0	3.8	2.6	18.1	0.9
2001–02	6.2	2.4	2.8	1.2	0.6	3.5	2.6	19.4	1.2
2002–03	5.7	2.7	2.6	1.1	0.4	3.4	2.7	18.7	1.2
2003–04	5.8	2.4	2.7	1.2	0.5	3.5	2.8	18.9	1.2
2000–01 Q1	1.2	0.6	0.6	0.3	0.3	1.0	0.7	4.7	0.2
2000–01 Q2	1.1	0.5	0.6	0.3	0.3	1.0	0.7	4.6	0.2
2000–01 Q3	1.0	0.4	0.6	0.3	0.2	1.0	0.6	4.2	0.2
2000–01 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
2001–02 Q2	1.6	0.6	0.7	0.3	0.2	0.9	0.7	4.9	0.3
2001–02 Q3	1.6	0.6	0.7	0.3	0.1	0.9	0.7	4.8	0.3
2001–02 Q4	1.5	0.7	0.7	0.3	0.1	0.9	0.6	4.9	0.3
2002–03 Q1	1.4	0.7	0.6	0.3	0.1	0.9	0.7	4.7	0.3
2002–03 Q2	1.5	0.6	0.7	0.3	0.1	0.9	0.7	4.7	0.3
2002–03 Q3	1.4	0.6	0.6	0.3	0.1	0.8	0.7	4.6	0.3
2002–03 Q4	1.5	0.7	0.7	0.3	0.1	0.8	0.7	4.7	0.3
2003–04 Q1	1.4	0.6	0.7	0.3	0.1	0.9	0.7	4.6	0.3
2003–04 Q2	1.4	0.6	0.7	0.3	0.1	0.9	0.7	4.8	0.3
2003–04 Q3	1.4	0.6	0.6	0.3	0.1	0.9	0.7	4.6	0.3
2003–04 Q4	1.6	0.6	0.7	0.3	0.1	0.9	0.6	4.9	0.3
2004–05 Q1	1.6	0.7	0.7	0.3	0.1	1.0	0.6	5.0	0.3
2004–05 Q2	1.7	0.7	0.8	0.3	0.1	1.0	0.6	5.3	0.3
Percentage change									
2004–05 Q2 on 2003–04 Q2	22.9	6.4	11.0	2.2	22.8	17.1	-12.7	11.1	12.4

Note:

For more details on the breaks in the series please refer to note on page 24.

For conventions on rounding and revisions please see the Introduction.

¹ Infrastructure not included in total.

² This series excludes some possession trains.

Source: Network Rail

Chart 3.1a **Freight moved by quarter (billion net tonne kilometres)**

Great Britain quarterly data 2000–01 to 2004–05

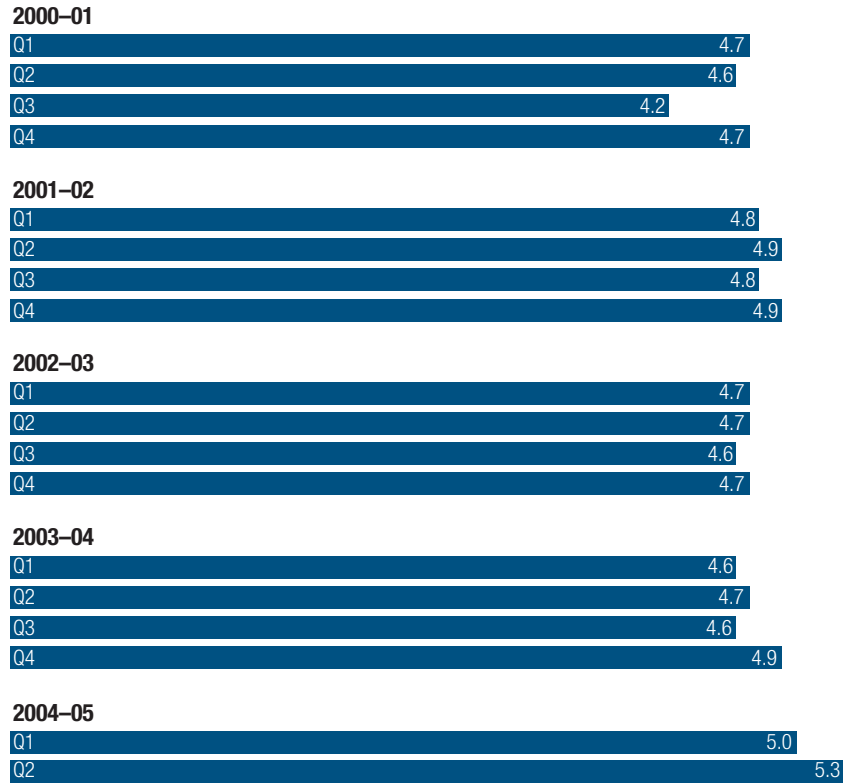
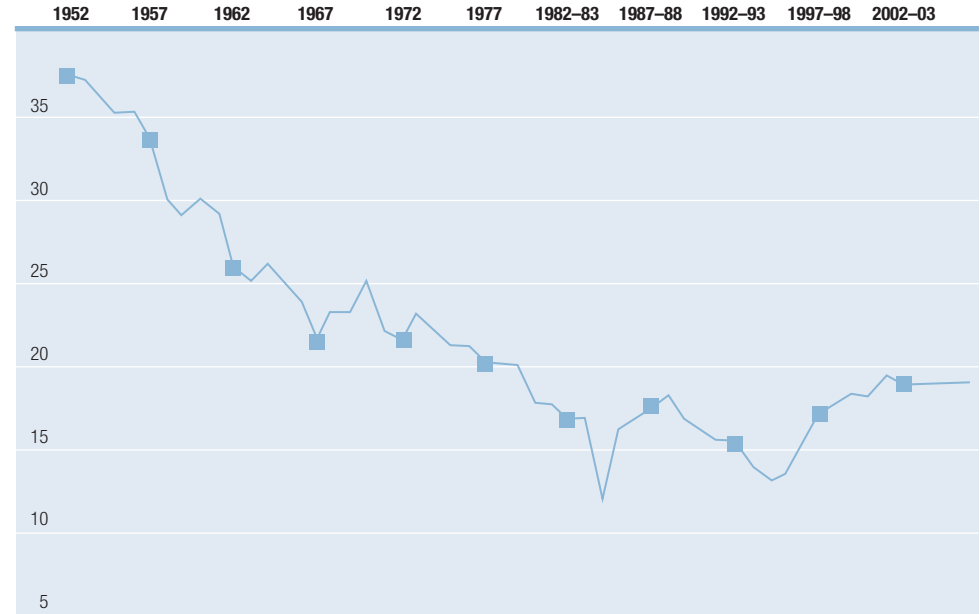


Chart 3.1b **Freight moved (billion net tonne kilometres)**

Great Britain annual data 1952 to 2003–04



Note:

Please refer to notes on page 24 for information on breaks in this series.

3.2 Freight lifted

Table 3.2 **Freight lifted (million tonnes)**

Great Britain 1986–87 to 2004–05

		Coal	Other	TOTAL
1986–87		77.2	61.2	138.4
1987–88		78.8	65.6	144.4
1988–89		79.2	70.3	149.5
1989–90		75.8	67.3	143.1
1990–91		74.7	63.4	138.2
1991–92		75.1	60.7	135.8
1992–93		67.9	54.4	122.4
1993–94		48.9	54.3	103.2
1994–95		42.5	54.8	97.3
1995–96		45.2	55.5	100.7
1996–97		52.2	49.6	101.8
1997–98		50.3	55.1	105.4
1998–99		45.3	56.8	102.1
1999–00		44.3	47.6	91.9
2000–01		45.7	49.7	95.4
2001–02		46.1	48.3	94.4
2002–03		40.7	46.4	87.0
2003–04		42.0	46.9	88.9
2000–01	Q1	11.7	13.2	24.9
	Q2	10.8	12.8	23.6
	Q3	10.9	11.4	22.4
	Q4	12.3	12.3	24.6
2001–02	Q1	11.9	12.5	24.4
	Q2	11.4	12.1	23.5
	Q3	11.3	11.7	23.0
	Q4	11.5	12.1	23.6
2002–03	Q1	10.0	11.8	21.8
	Q2	9.6	11.4	20.9
	Q3	10.0	11.2	21.2
	Q4	11.1	12.0	23.1
2003–04	Q1	10.5	11.4	21.9
	Q2	10.3	12.2	22.4
	Q3	10.5	11.4	21.9
	Q4	10.7	12.0	22.6
2004–05	Q1	9.8	12.3	22.1
	Q2	9.6	12.3	21.9
Percentage change				
2004–05 Q2 on 2003–04 Q2		-6.9	1.5	-2.3

Note:

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

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

For conventions on rounding and revisions please see the Introduction.

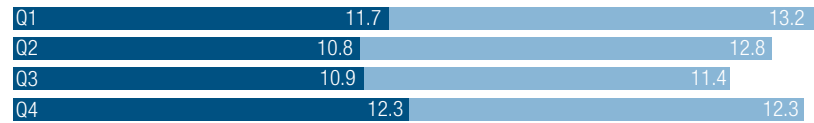
Source: Freight Operating Companies

Chart 3.2a **Freight lifted by quarter (million tonnes)**

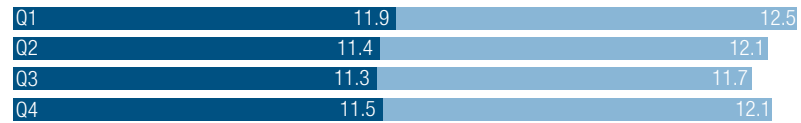
Great Britain quarterly data 2000–01 to 2004–05

■ Coal ■ Other

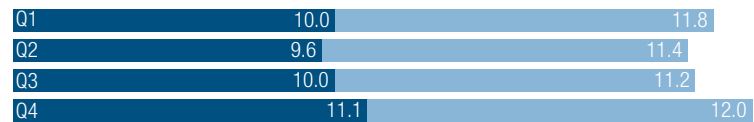
2000–01



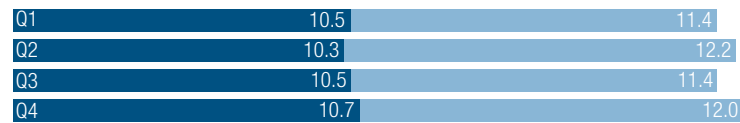
2001–02



2002–03



2003–04



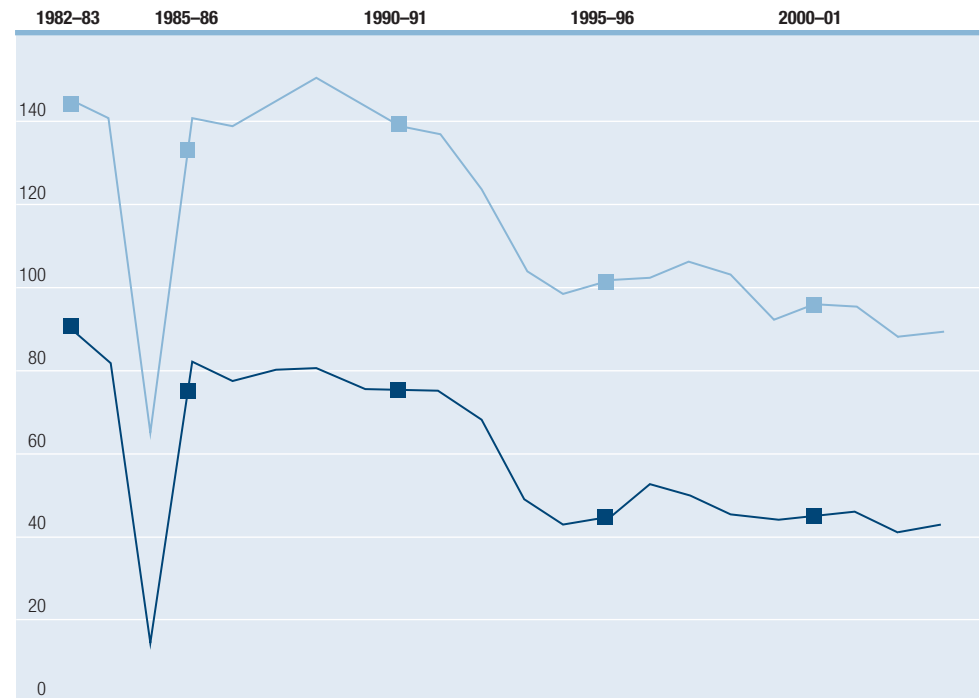
2004–05



Chart 3.2b **Freight lifted (million tonnes)**

Great Britain annual data 1982–83 to 2003–04

■ Coal ■ Total



4 Miscellaneous tables

4.1 Average age of rolling stock

Key results

- Between 30 June 2004 and 30 September 2004, the average age of rolling stock decreased by just over one year.
- For long distance operators and London and South East operators the average age of rolling stock decreased. For the regional sector there was a slight increase in the average age.

Background

The average age of rolling stock is seen as an indicator of comfort on the railways.

Methodology

All rail vehicles on lease by Train Operating Companies (TOCs), that run services pursuant to a Franchise Agreement with the SRA, from Rolling Stock Operating Companies (ROSCOs) are included in the calculations of average age.

The age of each rail vehicle is the time between the date of entering into service and the end of each quarter, e.g. a vehicle which entered service in January 2000 would, at the end of 2001–02 Q1 (30 June 2001), be 1.5 years old. The date of entry into service is deemed to be the first day of the quarter in which the rail vehicle came into service, e.g. all rail vehicles which entered service between 1 April 2001 and 30 June 2001 are given a service entry date of 1 April.

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

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

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

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

Other comments

'Rail vehicles' excludes locomotives.

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

Note:

Data have been revised to correct some discrepancies in the records of vehicles on lease. This affected older vehicles which came off lease sooner than was previously thought.

See the Introduction for notes on changes to the sector allocation of franchises.

Table 4.1 Average age of rolling stock

Average age in years 2000–01 to 2004–05

Positions at the end of:	Long distance operators	London and SE operators	Regional operators	ALL OPERATORS
2000–01 Q3	25.74	20.51	17.61	20.67
Q4	25.99	20.70	16.91	20.64
2001–02 Q1	25.97	20.36	16.42	20.34
Q2	25.26	20.43	15.89	20.13
Q3	24.74	20.35	16.07	20.07
Q4	24.89	20.40	16.11	20.14
2002–03 Q1	23.51	20.48	15.56	19.86
Q2	22.33	20.50	15.69	19.67
Q3	22.25	20.36	15.28	19.49
Q4	22.29	20.01	15.48	19.36
2003–04 Q1	22.13	19.89	15.73	19.33
Q2	21.51	20.08	15.95	19.35
Q3	19.14	19.09	16.06	18.40
Q4	19.18	18.97	16.21	18.36
<hr style="border-top: 1px dashed #000;"/>				
2004–05 Q1	19.03	17.55	15.30	17.05
Q2	17.77	16.17	15.50	15.98

Note:

For conventions on rounding and revisions please see the Introduction.

Appendix

1. National Railways

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

2. Rail privatisation

The main components of the restructured industry are:

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

3. Rail sectors

The sectors used in this publication contain the following TOCs:

Long distance operators

First Great Western
Great North Eastern Railway (GNER)
Midland Mainline
ONE*
Virgin CrossCountry
Virgin West Coast

London and South East operators

c2c
Chiltern Railways
First Great Western Link
ONE*
Silverlink
South Eastern Trains
South West Trains
Southern
Thameslink
WAGN

Regional operators

Arriva Trains Northern
Arriva Trains Wales
Central Trains
First North Western
Gatwick Express
Island Line
Merseyrail
ScotRail
TransPennine Express
Wessex Trains

*ONE services classified in London and South East operators where they cannot be identified as InterCity services.

4. Railway periods

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

5. Abbreviations and symbols used

p	Provisional
..	Not available
-	Not applicable
-----	Break in series
ATOC	Association of Train Operating Companies
MAA	Moving Annual Average
NTKMs	Net tonne kilometres
PTE	Passenger Transport Executive

