National Rail Trends

2004–2005 quarter three

april2004
may2004
june2004
july2004
august2004
september2004
october2004
november2004
december2004
january2005
february2005
march2005

BRITAIN'S RAILWAY, PROPERLY DELIVERED

SRA STRATEGIC RAIL AUTHORITY

Introduction

This is the 18th edition of National Rail Trends and the fifth 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. Updates have been made to all historic data to reflect these changes unless otherwise stated. These changes are detailed on page 1 of *National Rail Trends* 2004–2005 Quarter Two edition.

This edition of *National Rail Trends* also gives results for the new Northern Rail franchise that came into existence on 12 December 2004. This franchise covers services that were previously operated by First North Western and Arriva Trains Northern. Also note that the ScotRail franchise was taken over by First Group on 17 October 2004.

March 2005

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 Q3 and 2004–05 Q3 total passenger kilometres increased by more than three per cent.
- Between 2003–04 Q3 and 2004–05 Q3 total passenger journeys increased by about two and a half per cent.
- Between 2003–04 Q3 and 2004–05 Q3 total passenger revenue (seasonally adjusted) at 2003–04 prices increased by nearly eight per cent.
- Between 2003–04 Q3 and 2004–05 Q3 the long distance sector showed the greatest percentage growth in passenger journeys, kilometres and revenue.
- All sectors saw growth in total passenger kilometres, total passenger journeys and total passenger revenue.
- Between 2003–04 Q3 and 2004–05 Q3 timetabled train kilometres (TTKM) across the whole of the network increased by almost four per cent. The largest percentage increase was in the long distance sector which increased by seven per cent.
- London and South East operators showed an increase in TTKM across the whole day (five per cent) and in the peak (four per cent) between 2003–04 Q3 and 2004–05 Q3.
- Between 2003–04 Q3 and 2004–05 Q3 TTKM increased for the regional sector by approximately half of one per cent.

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	**10.6**	10.6
	Q3	7.4	3.2	**10.6**	10.6
Percentage change 2004–05 Q3 on 2003–04 Q3		**3.7**	**2.7**	**3.4**	**2.0**

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	**10.6**
	Q3	3.3	5.2	2.0	**10.6**
Percentage change 2004–05 Q3 on 2003–04 Q3		**4.7**	**2.6**	**3.4**	**3.4**

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

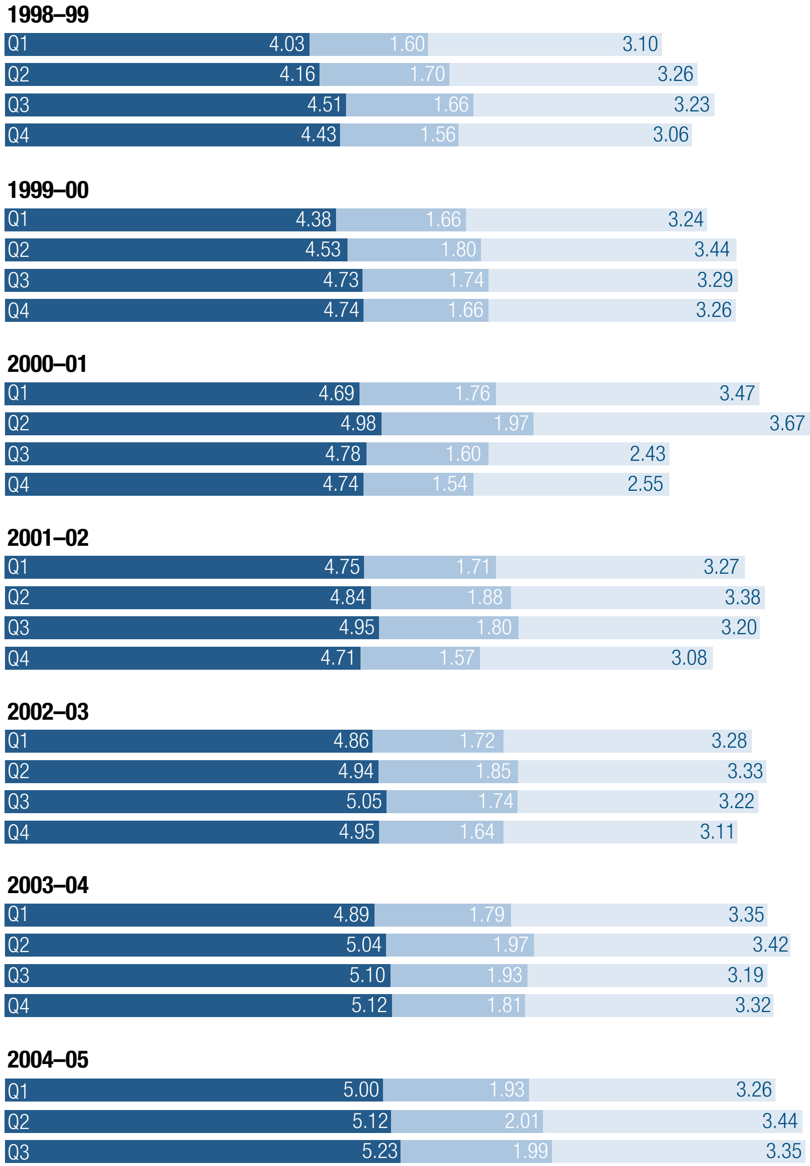
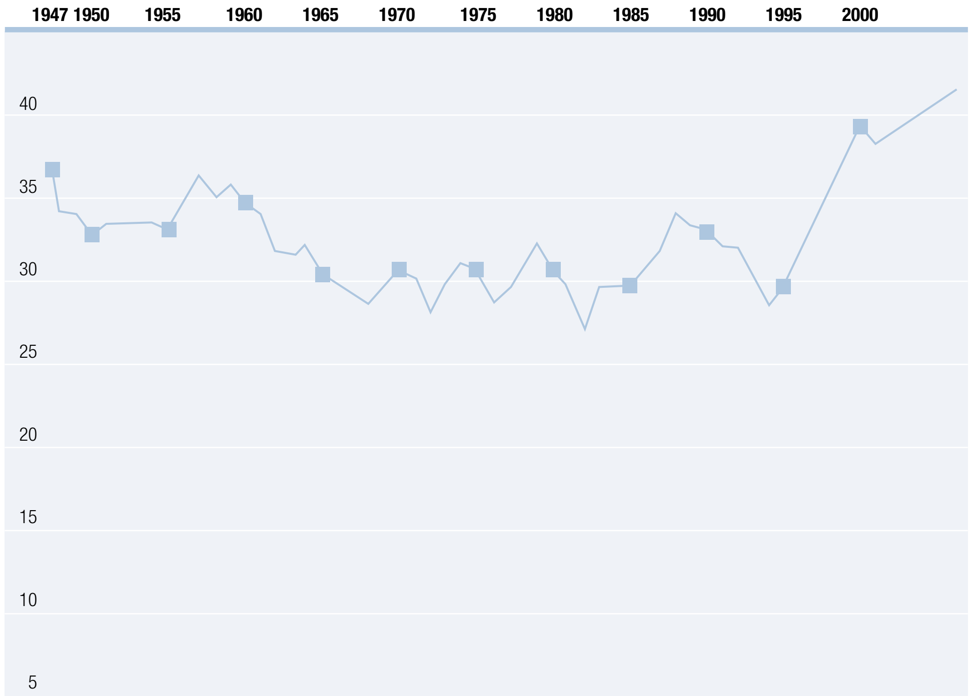


Chart 1.1b **Passenger kilometres (billions)**

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
	Q2	152	95	**247**	247
	Q3	131	108	**240**	236
	Q4	126	109	**235**	237
2001–02	Q1	138	98	**236**	241
	Q2	145	95	**240**	241
	Q3	141	110	**252**	246
	Q4	127	105	**232**	232
2002–03	Q1	137	101	**239**	244
	Q2	147	94	**241**	244
	Q3	143	108	**251**	248
	Q4	134	111	**245**	240
2003–04	Q1	141	103	**244**	251
	Q2	152	100	**251**	256
	Q3	148	112	**261**	257
	Q4	144	114	**258**	251
2004–05	Q1	147	102	**249**	256
	Q2	157	99	**256**	264
	Q3	153	114	**267**	263
Percentage change 2004–05 Q3 on 2003–04 Q3		**3.3**	**1.6**	**2.6**	**1.8**

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	**256**
	Q3	22	182	64	**267**
Percentage change 2004–05 Q3 on 2003–04 Q3		**6.1**	**2.4**	**1.9**	**2.6**

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

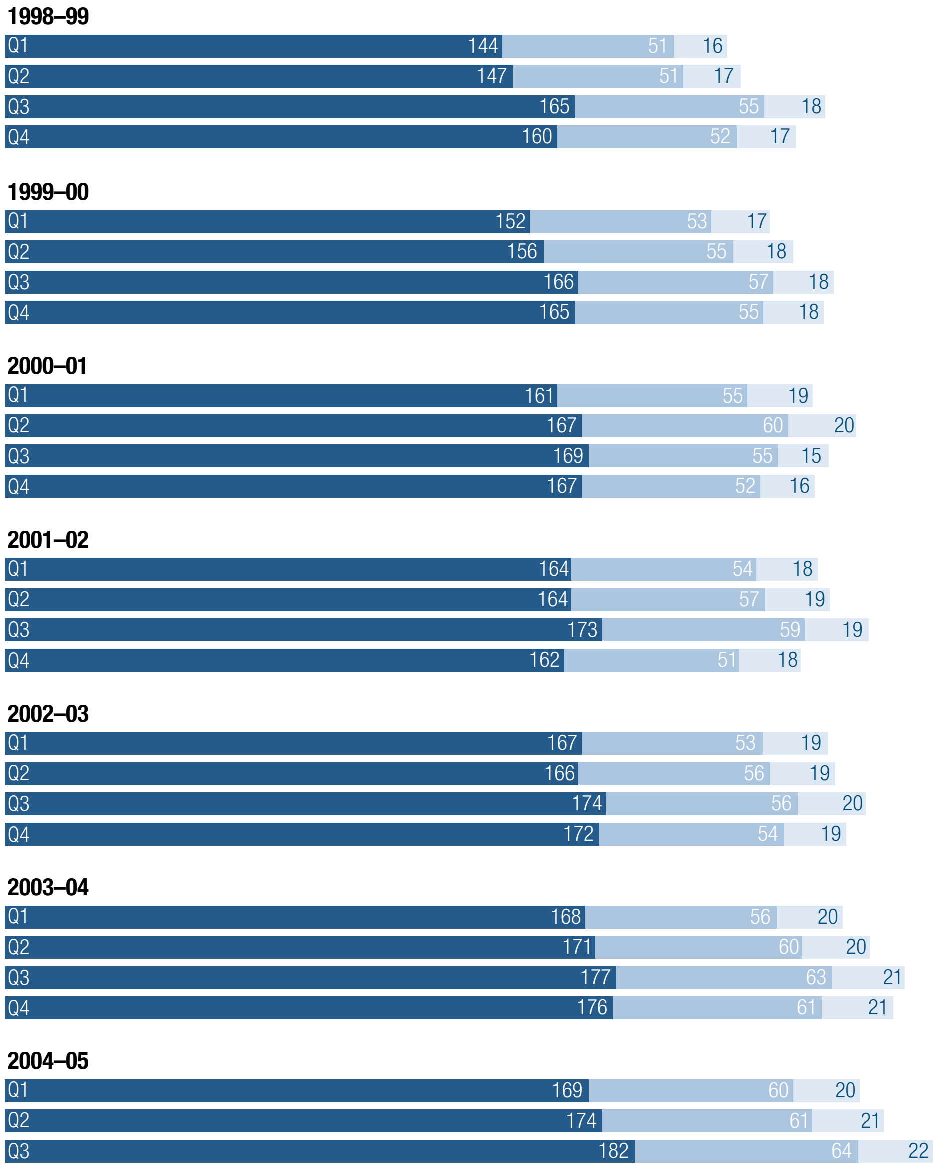
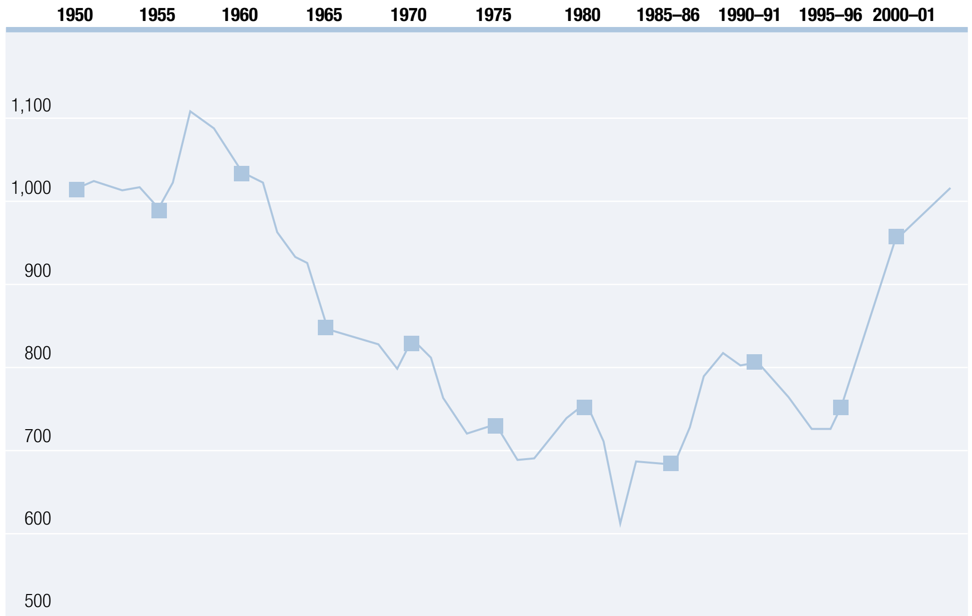


Chart 1.2b **Passenger journeys (millions)**

Great Britain annual data 1950 to 2003–04



1.3 Passenger revenue

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

Great Britain 1987–88 to 2004–05

		Ordinary fares	Season tickets	Total passenger revenue	Total passenger revenue seasonally adjusted	Total revenue seasonally adjusted 2003–04 prices
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**	988	987
	Q4	728	276	**1,005**	975	968
2004–05	Q1	745	252	**997**	1,012	999
	Q2	777	248	**1,024**	1,040	1,023
	Q3	784	288	**1,072**	1,065	1,041
Percentage change 2004–05 Q3 on 2003–04 Q3		**9.3**	**12.2**	**10.1**	**7.8**	**7.7**

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	357	506	161	**1,024**
	Q3	378	532	162	**1,072**
Percentage change 2004–05 Q3 on 2003–04 Q3		**11.2**	**9.6**	**9.2**	**10.1**

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

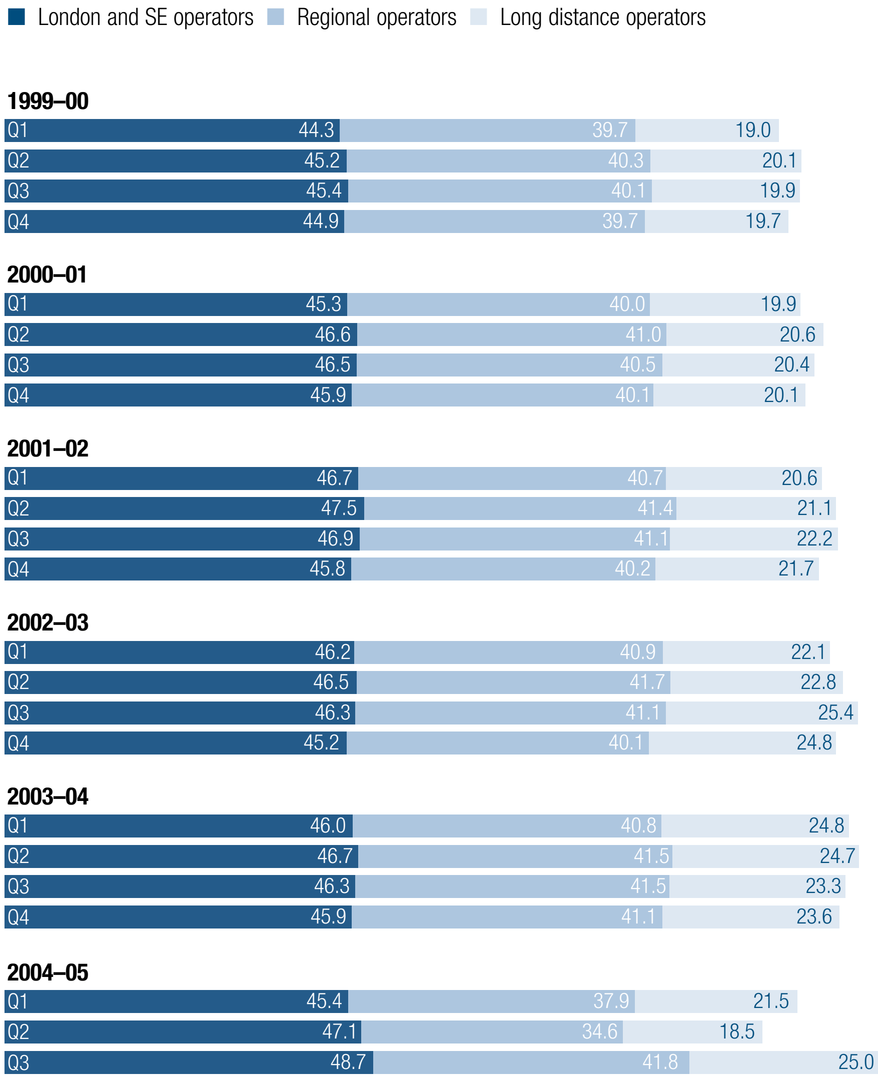


Table 1.4 **Timetabled train kilometres by sector (millions)**

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
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	18.5	47.1	6.3	34.6	**100.3**
	Q3	25.0	48.7	6.6	41.8	**115.5**
Percentage change 2004–05 Q3 on 2003–04 Q3		**7.2**	**5.3**	**4.1**	**0.6**	**3.9**

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 Q3 and 2004–05 Q3 the Public Performance Measure (PPM) for all operators improved by over five per cent.
- Eighty per cent of trains ran on time in 2004–05 Q3.
- London and South East operators showed the greatest increase in PPM between 2003–04 Q3 and 2004–05 Q3. The PPM across the whole day increased by almost seven-and-a-half per cent. The PPM in the peak increased by almost eight per cent.
- Long distance operators showed an increase in PPM between 2003–04 Q3 and 2004–05 Q3. The PPM in this sector increased by nearly six per cent.
- Regional operators showed an increase in PPM between 2003–04 Q3 and 2004–05 Q3. The PPM in this sector increased by over two per cent.
- Between 2003–04 Q3 and 2004–05 Q3, 19 operators showed an increased PPM and five operators showed a decreased PPM.
- Between 2003–04 Q3 and 2004–05 Q3 the number of complaints per 100,000 journeys decreased by around 12 per cent.
- Between 2003–04 Q3 and 2004–05 Q3 London and South East operators showed a decrease in complaints of nearly 12 per cent.
- Between 2003–04 Q3 and 2004–05 Q3 long distance operators showed a decrease in complaints of nearly 24 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 Q3 NRES took just over 12.4 million calls, around 0.1 per cent higher than in 2003–04 Q3.
- In 2004–05 Q3 NRES answered 94.1 per cent of calls, an increase of more than half of one per cent on 2003–04 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 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 First ScotRail for period 1 as these data are not

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

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

Note:

This chart plots the changes in PPM since April 1998. Each point represents the overall figure for the preceding 13 periods (i.e. one year).

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

As described above, the PPM compares the actual performance of the train service with the plans held in the computer systems. These plans, technically called 'Plan of the Day', are usually the same as the 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**
	Q3	75.8	81.9	77.7	78.9	**80.3**
Percentage change 2004–05 Q3 on 2003–04 Q3		**5.7**	**7.4**	**7.8**	**2.2**	**5.1**

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 Q3

	2004–05 Q3	2003–04 Q3	Year to 31 December 2004	Year to 30 September 2004
Long distance operators				
First Great Western	75.7	71.6	80.5	79.4
Great North Eastern Railway	75.8	73.5	76.9	76.4
Midland Mainline	89.8	68.5	85.3	80.0
ONE* (InterCity)	84.1	73.5	83.5	81.0
Virgin CrossCountry	73.1	69.6	77.2	76.4
Virgin West Coast	66.4	74.5	73.7	76.1
Sector level	**75.8**	**71.7**	**78.9**	**77.9**
Regional operators				
Arriva Trains Northern*	79.1	74.9	85.2	83.5
Arriva Trains Wales	76.7	77.4	81.2	81.4
Central Trains	67.2	67.8	74.1	74.3
First North Western*	82.0	72.4	82.5	80.1
First ScotRail*	79.8	81.7	83.7	84.2
Gatwick Express	83.4	78.6	83.1	81.9
Island Line	98.2	96.8	97.6	97.3
Merseyrail	93.7	91.7	94.1	93.7
Northern Rail*	82.3	-	-	-
TPE	68.0	-	-	-
Wessex Trains	83.1	79.6	85.6	84.8
Sector level	**78.9**	**77.2**	**82.7**	**82.3**

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 Q3

	2004–05 Q3	2003–04 Q3	Year to 31 December 2004	Year to 30 September 2004
London and SE operators – all day				
c2c	92.4	83.6	91.7	89.5
Chiltern Railways	91.3	91.6	91.9	91.9
First Great Western Link†	80.3	76.7	83.2	82.3
ONE*	86.9	-	-	-
Silverlink	83.3	77.7	82.2	80.8
South Eastern Trains	80.5	74.2	83.6	82.2
South West Trains	77.0	69.9	77.4	75.7
Southern	78.3	74.6	80.7	79.8
Thameslink	84.7	71.3	81.0	77.6
WAGN*	86.6	79.8	87.6	84.9
Sector level	**81.9**	**76.3**	**83.2**	**81.8**
London and SE operators – peak				
c2c	92.2	83.7	90.5	88.4
Chiltern Railways	87.3	87.2	89.1	89.1
First Great Western Link†	68.9	69.5	76.7	76.8
ONE*	83.9	-	-	-
Silverlink	82.0	85.1	85.0	85.8
South Eastern Trains	75.1	69.0	78.5	77.0
South West Trains	72.0	67.6	74.2	73.1
Southern	72.4	68.7	77.1	76.2
Thameslink	78.1	60.3	75.0	70.6
WAGN*	84.2	72.6	85.1	80.7
Sector level	**77.7**	**72.1**	**80.2**	**78.8**
National level	**80.3**	**76.4**	**82.8**	**81.8**

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.

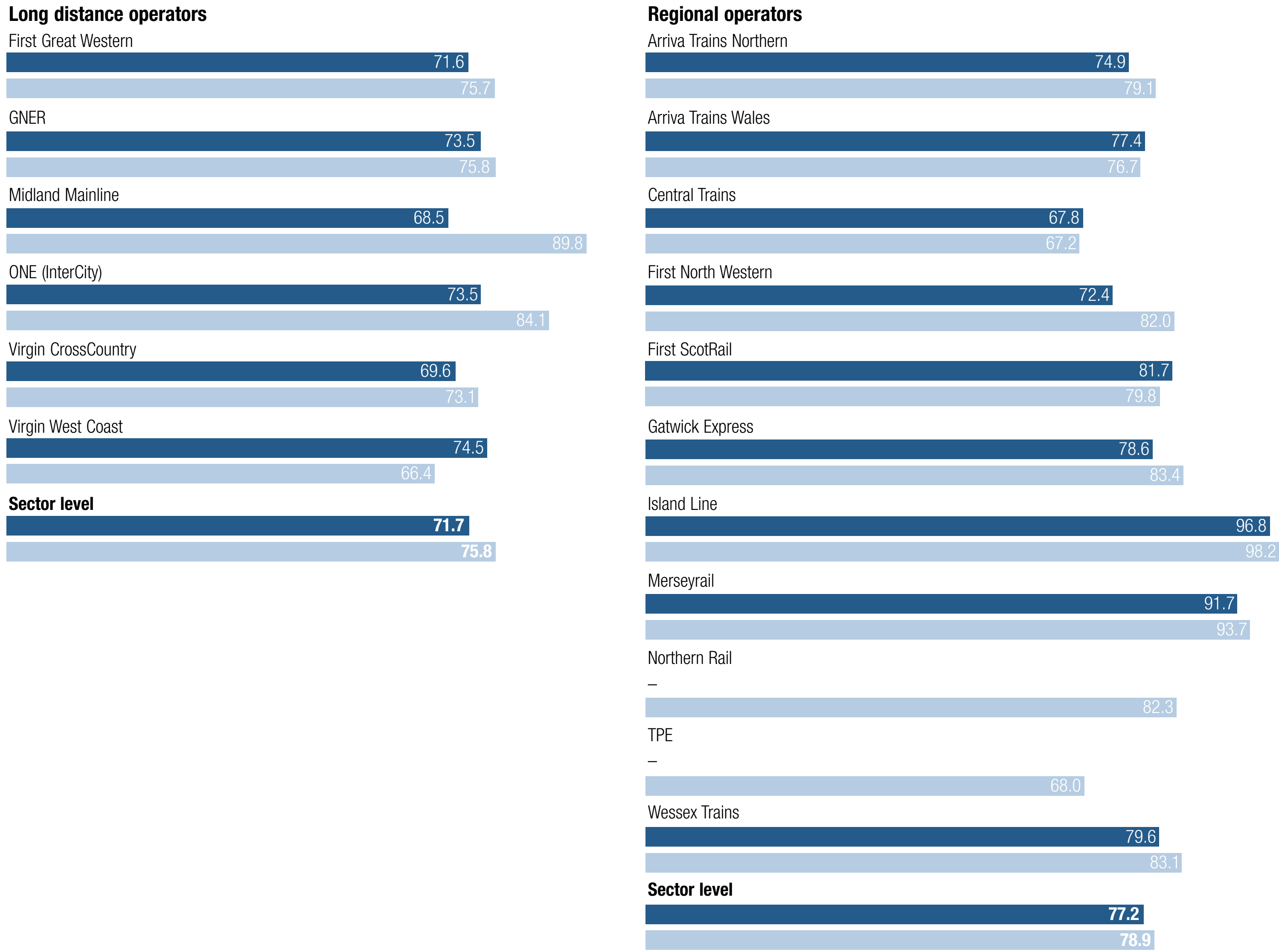
* See the Introduction for notes on changes to these franchises.

† Formerly Thames Trains

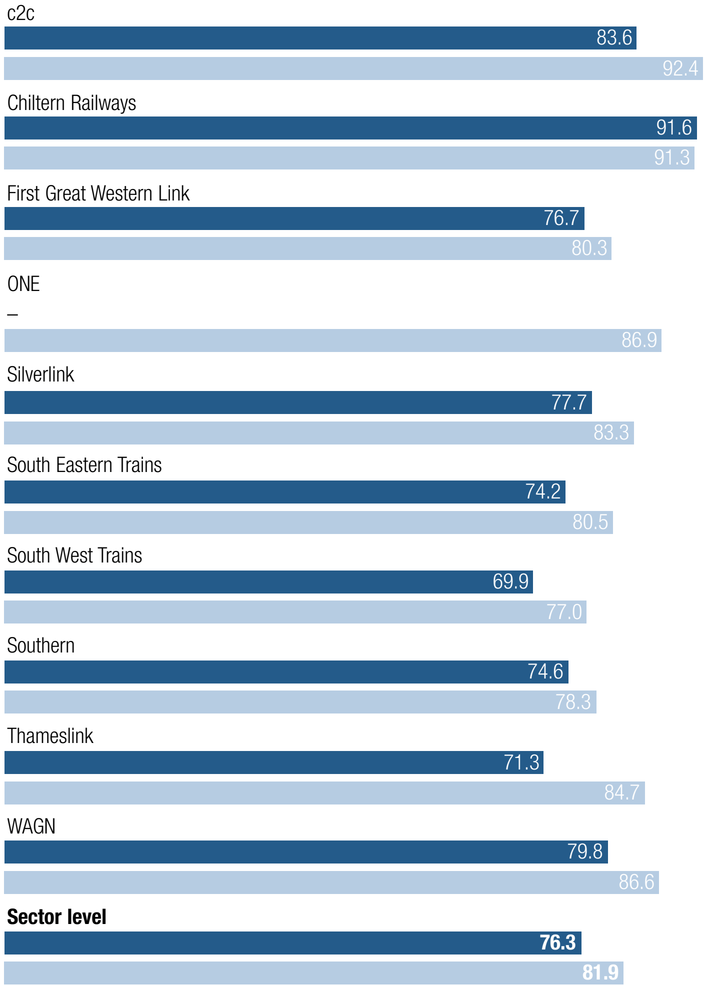
Chart 2.1b **Public Performance Measure by Train Operating Company**

Percentage of trains arriving on time 2003–04 Q3 and 2004–05 Q3

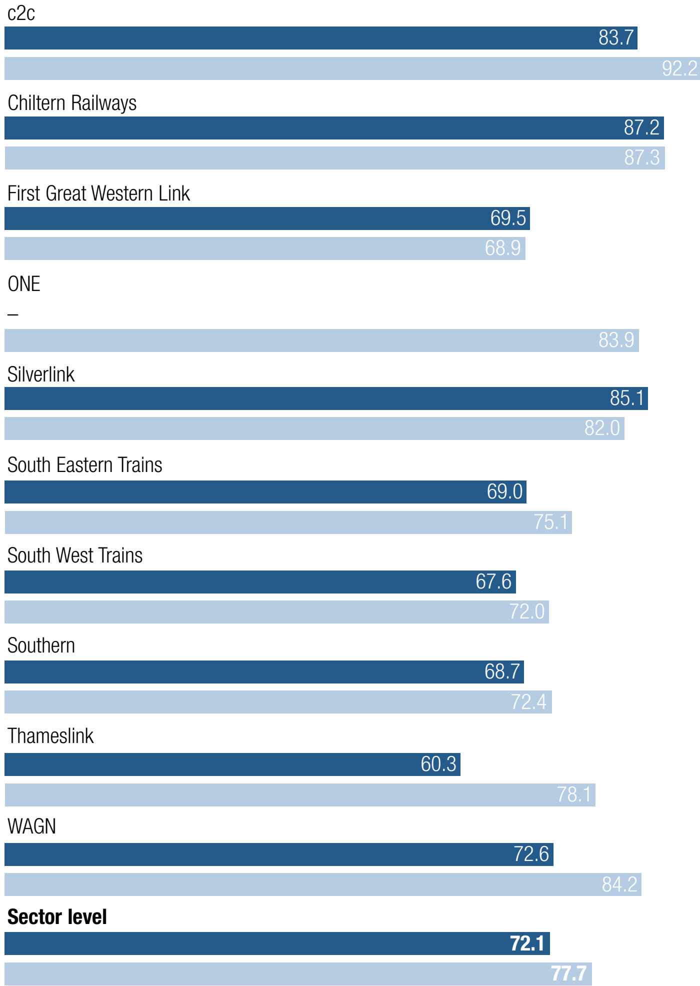
■ PPM 2003–04 Q3 ■ PPM 2004–05 Q3



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	27	52	**69**
	Q2	441	27	62	**69**
	Q3	440	33	64	**74**
Percentage change 2004–05 Q3 on 2003–04 Q3		**-23.8**	**-11.7**		**-12.1**

Note:

For conventions on rounding and revisions please see the Introduction.

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

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

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
	Q3	12.4	94.1	0.0	5.9
Percentage change 2004–05 Q3 on 2003–04 Q3		**0.1**	**0.8**		

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 13 per cent from 2003–04 Q3 to 2004–05 Q3.
- The greatest commodity percentage increase was for coal traffic, which increased by more than 25 per cent from 2003–04 Q3 to 2004–05 Q3.
- The only commodity percentage decrease was for other goods traffic, which fell by over nine per cent, reflecting the reduction in Royal Mail traffic.
- The total freight lifted in 2004–05 Q3 was 26 million tonnes.
- In 2004–05 Q3, 13.5 million tonnes of coal were lifted; the mass of other goods lifted was 12.5 million tonnes.

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 1987–88 to 2004–05

		Coal	Metals	Construction	Oil and petroleum	International	Domestic intermodal	Other	TOTAL[1]	Infrastructure[2]
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
	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
	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
	Q2	1.5	0.6	0.7	0.3	0.1	0.9	0.7	**4.7**	0.3
	Q3	1.4	0.6	0.6	0.3	0.1	0.8	0.7	**4.6**	0.3
	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
	Q2	1.4	0.6	0.7	0.3	0.1	0.9	0.7	**4.8**	0.3
	Q3	1.4	0.6	0.6	0.3	0.1	0.9	0.7	**4.6**	0.3
	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
	Q2	1.7	0.6	0.8	0.3	0.1	1.0	0.6	**5.2**	0.3
	Q3	1.8	0.6	0.7	0.3	0.1	1.1	0.6	**5.2**	0.3
Percentage change 2004–05 Q3 on 2003–04 Q3		25.3	9.1	15.6	2.7	2.4	19.4	-9.5	13.6	19.6

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

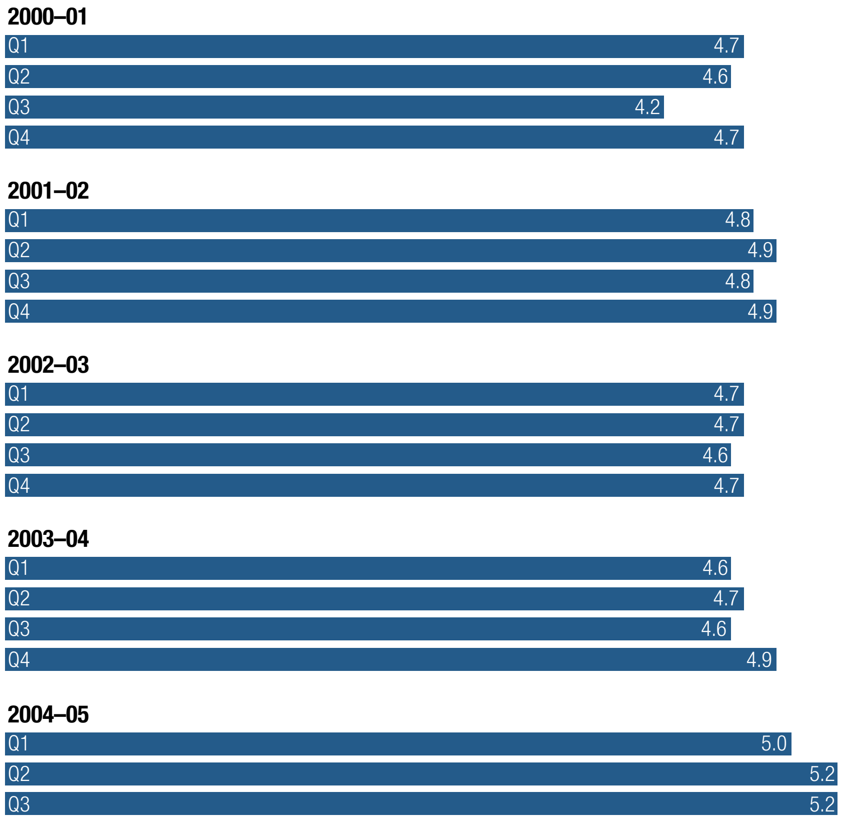
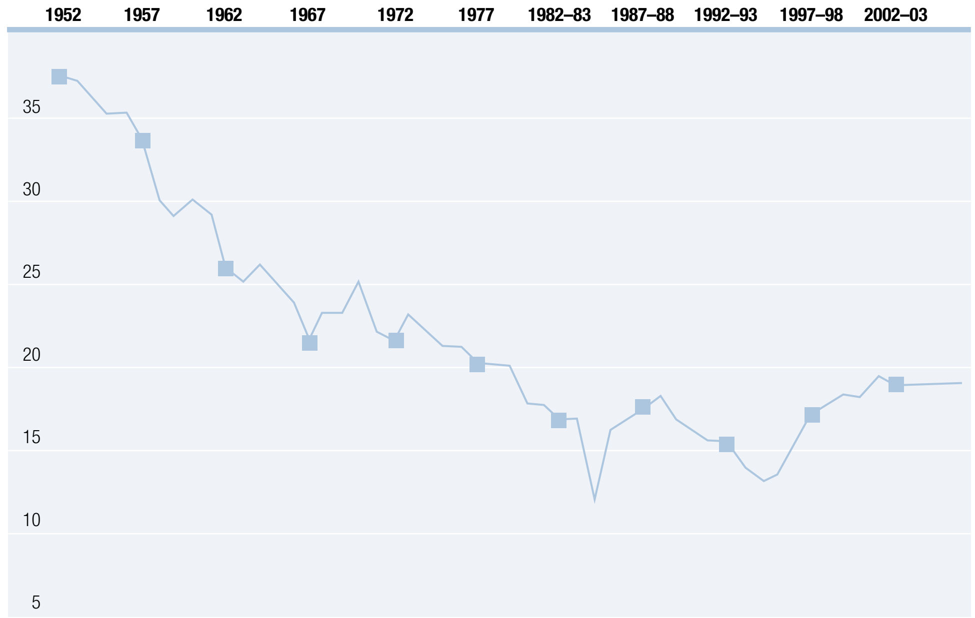


Chart 3.1b **Freight moved (billion net tonne kilometres)**

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 1987–88 to 2004–05

		Coal	Other	TOTAL
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	12.4	12.7	**25.0**
	Q2	12.2	12.7	**25.0**
	Q3	13.5	12.5	**26.0**

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.

There is a further break in the series between 2003–04 Q4 and 2004–05 Q1 due to a change in the method of data collection.

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

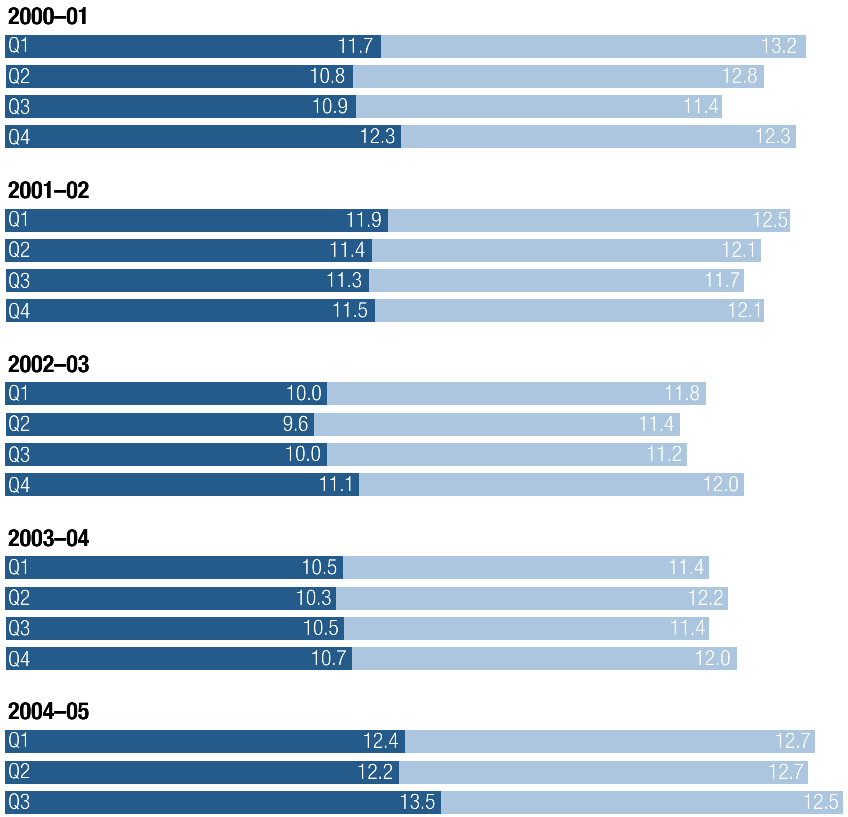
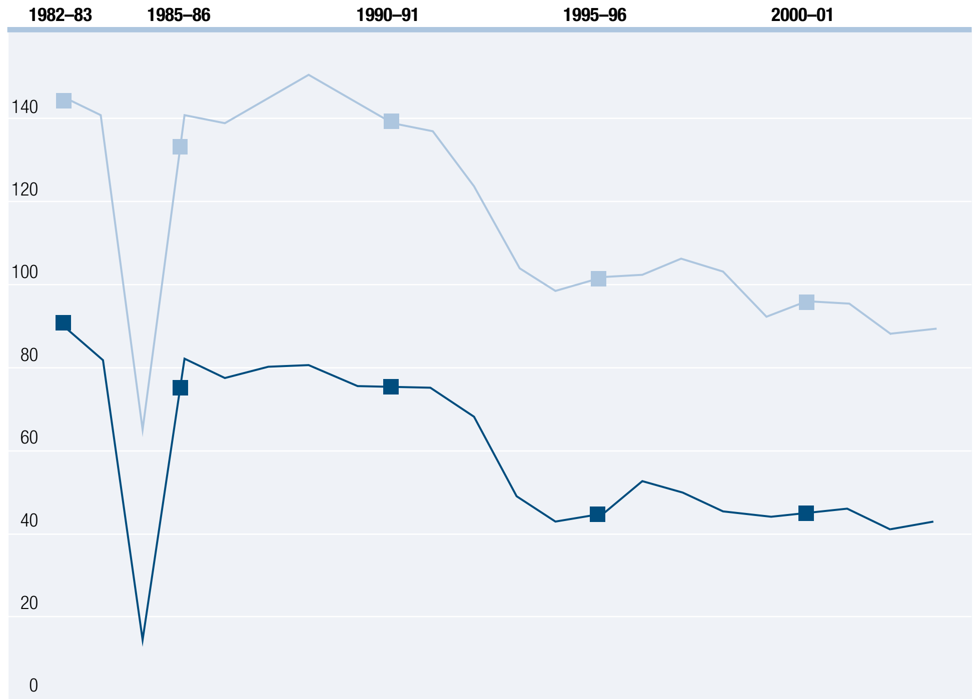


Chart 3.2b **Freight lifted (million tonnes)**

Great Britain annual data 1982–83 to 2003–04

■ Coal ■ Total



4 Fares

Key results

Please note: figures quoted on this page are in **real terms** i.e. allowing for inflation.

- Between January 2004 and January 2005 the overall average change in rail fares was +1.5 per cent.
- Between January 2004 and January 2005 the average change in the price of standard class tickets was +1.4 per cent, while the average change of first class tickets was 2.1 per cent.
- Between January 2004 and January 2005 the average change in the price of regulated fares was +1.2 per cent.
- Fares on regional operators showed the smallest increases between January 2004 and January 2005. Prices in this sector increased by 1.0 per cent.
- Fares on long distance operators rose by 1.5 per cent between January 2004 and January 2005. During this period, fares on London and South East Operators rose by 1.6 per cent.
- The overall change in the price of rail fares between January 1995 and January 2005 was +6.3 per cent. Over this period, regulated fares have decreased by 4.2 per cent.

Background

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

Methodology

What the Rail Fares Index measures

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

Coverage of the Rail Fares Index

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

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

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

Other comments

In order to ensure that the Rail Fares Index is in line with standard ONS practice for the construction of consumer price indices, fare levels are compared against the previous January (the reference period). Changes in fares are weighted together according to the pattern of expenditure in the calendar year preceding the reference period. This means that the weights used in the calculation of the January 2005 Index, reference on January 2004, are based on expenditure patterns for the calendar year 2003.

4.1 Rail Fares Index

Note:
For conventions on rounding and revisions please see the introduction.

Table 4.1 **Average change in price of rail fares, 1995–2005**
(January 1995 = 100)

												Jan 2004 – Jan 2005		Real terms changes in average price	
	January 1995	January 1996	January 1997	January 1998	January 1999	January 2000	January 2001	January 2002	January 2003	January 2004	January 2005	Average change in price (per cent)	Expenditure weights (per cent of total)	2005 on 2004	2005 on 1995
London and SE operators															
First class	100.0	103.2	105.2	109.2	113.0	115.4	118.8	119.6	123.2	129.8	136.7	5.3	2	2.1	5.7
Standard class regulated	100.0	103.5	105.9	109.5	111.1	111.1	112.1	110.7	113.2	117.8	123.4	4.7	27	1.4	-4.6
Standard class unregulated	100.0	103.6	105.9	110.3	114.6	117.5	121.3	123.2	126.8	132.4	138.9	4.9	22	1.7	7.4
All standard class	100.0	103.6	105.9	109.8	112.4	113.6	115.7	115.6	118.5	123.5	129.5	4.8	49	1.5	0.1
All tickets	100.0	103.5	105.9	109.8	112.4	113.7	115.8	115.8	118.7	123.8	129.8	4.8	51	1.6	0.3
Long distance operators															
First class	100.0	101.9	104.7	109.5	121.8	136.7	145.8	156.8	166.2	173.7	183.0	5.4	8	2.1	41.5
Standard class regulated	100.0	101.2	103.7	107.2	111.1	111.2	109.0	113.0	115.3	120.0	124.8	4.0	10	0.8	-3.5
Standard class unregulated	100.0	101.9	104.9	109.2	115.6	123.7	128.3	134.3	140.1	145.8	152.9	4.9	17	1.6	18.2
All standard class	100.0	101.7	104.6	108.6	114.4	120.1	122.3	127.6	132.0	137.4	143.7	4.6	27	1.3	11.1
All tickets	100.0	101.7	104.6	108.8	115.6	123.5	127.3	133.8	139.2	145.0	151.8	4.7	34	1.5	17.4
Regional operators															
First class	100.0	104.1	105.9	111.4	114.5	123.2	130.1	135.0	139.9	145.1	151.6	4.5	~	1.2	17.2
Standard class regulated	100.0	101.1	104.4	107.7	110.6	111.5	113.7	115.4	116.5	120.3	125.1	4.0	6	0.7	-3.3
Standard class unregulated	100.0	101.4	104.6	108.0	112.4	115.5	119.1	121.7	124.4	127.9	133.6	4.4	8	1.2	3.2
All standard class	100.0	101.3	104.5	107.9	111.7	113.8	116.8	119.0	121.0	124.6	129.9	4.2	14	1.0	0.4
All tickets	100.0	101.3	104.6	108.0	111.7	114.1	117.1	119.4	121.5	125.2	130.5	4.2	14	1.0	0.8
All operators															
First class	100.0	102.3	104.9	109.5	119.4	131.5	139.2	147.6	155.6	162.7	171.4	5.3	10	2.1	32.5
Standard class regulated	100.0	102.9	105.3	108.9	111.0	111.2	111.7	111.9	114.1	118.7	124.0	4.4	44	1.2	-4.2
Standard class unregulated	100.0	102.5	105.3	109.4	114.6	119.7	123.7	127.3	131.5	136.8	143.4	4.8	46	1.6	10.9
All standard class	100.0	102.7	105.3	109.2	112.9	115.6	117.8	119.6	122.8	127.8	133.7	4.6	90	1.4	3.3
All tickets	100.0	102.6	105.2	109.2	113.5	117.2	120.1	122.5	126.2	131.3	137.5	4.7	100	1.5	6.3
RPI (all items)	**100.0**	**102.9**	**105.8**	**109.3**	**111.9**	**114.1**	**117.2**	**118.7**	**122.2**	**125.4**	**129.4**	**3.2**			

5 National Passenger Survey

Autumn 2004 wave

- At a national level, overall satisfaction ratings are at their highest since spring 2000. Over three-quarters of passengers (76%) are very or fairly satisfied with their journey overall. This compares to 73% in autumn 2003 and spring 2004.
- Significant improvements at a national level are driven by the London and South East sector, which accounts for the majority of rail journeys made. Traditionally passengers in London and the South East are the least satisfied nationally. This remains the case; however the gap narrowed significantly in autumn 2004. The highest proportion of passengers ever recorded by the National Passenger Survey, set up in autumn 1999, were very or fairly satisfied overall in London and the South East (74%).
- Improvements in overall satisfaction ratings in London and the South East are linked to improvements in ratings of punctuality/reliability. Nearly seven out of ten passengers were satisfied in spring 2004 (69%) compared to 63% in autumn 2003. It appears to have taken a period of sustained improvements in punctuality/reliability for these to be reflected in the overall satisfaction scores.
- The London and South East sector has shown significant improvements in ratings in a number of areas where passengers rate the comfort and cleanliness of trains, albeit from relatively low starting points in many cases. For example the proportion of passengers satisfied with the cleanliness of the train increased by six percentage points compared with autumn 2003.
- In the regional sector, the overall satisfaction rating is at its highest level ever recorded with 82% of passengers very or fairly satisfied compared to 79% in autumn 2003.
- In the long distance sector, four out of five passengers were very or fairly satisfied overall. This is an improvement on autumn 2003 when 77% were satisfied.
- The proportion of passengers satisfied or very satisfied with their overall journey increased for 19 operators, declined for three operators and remained virtually unchanged for three operators.
- The lowest ratings for overall satisfaction were given to Thameslink (68 per cent), South Eastern Trains (68 per cent) and Silverlink (69 per cent).
- The highest ratings for overall satisfaction were achieved by Gatwick Express (93 per cent), Merseyrail (90 per cent), Island Line (89 per cent), Chiltern Railways (88 per cent) and ScotRail (87 per cent).

Background

The National Passenger Survey (NPS) provides a network-wide picture of customers' satisfaction with rail travel. Customer opinions of train services are collected twice a year from a representative sample of passenger journeys. Passengers' overall satisfaction, and satisfaction with 27 specific aspects of service, can therefore be compared over time.

The majority of fieldwork took place between 1 September and 2 November 2004. 'Top-up' shifts were carried out between 3 November and 19 November 2004. Fieldwork was suspended in the week commencing 8 November following the incident at Ufton Nervet.

Methodology

The survey is conducted across the entire franchised railway. In both the spring and autumn of the year self-completion questionnaires are distributed at approximately 680 stations across Great Britain, selected to be representative of the entire network. Questionnaires are distributed at different times of day and across all days of the week. Data are weighted to ensure that the sample accurately represents the passengers using each operator's services, in terms of the proportion of commuting, business and leisure journeys.

Overall, approximately 25,000 correctly completed questionnaires are returned each wave. For the majority of train operators the results are based on responses from 1,000 passengers per survey. Smaller operators' results are based on either 250 or 500 passengers whilst 1,500 passengers are surveyed for the three largest operators.

In this publication, individual train operator results are presented alongside an appropriate sector type thus enabling comparison of a TOC's results with those of operators that provide broadly similar services.

Other comments

Passengers' satisfaction can vary by season, therefore differences in scores for the proportion of passengers who are satisfied with services or rate them as good are provided for the same period in the previous year as well as for the previous wave carried out approximately six months ago.

Figures are provided for the percentage improvement of passengers' rating of a service attribute as satisfactory or good. Where fewer passengers than previously rate a service aspect as satisfactory or good (i.e. satisfaction has decreased for that factor) results appear in brackets.

For ease of use, NPS data are reported without decimal places; however changes from wave to wave are calculated using three decimal places. 'Rounding' of the data means that results may appear to differ by 1 per cent to the published results. For example 84.6 is reported as '85' and 83.2 is reported as '83'; the apparent reported difference is 2, however the actual difference is 1.4 and will therefore be published as '1'.

Trend data provided in line charts indicates the percentage of passengers satisfied with the service attribute over time. Where a change is made to the routes served by a particular TOC the historical data set is re-processed to reflect the new TOC structure with regards to routes served and ensure the trends are comparable. In a limited number of cases such as WAGN and Wessex this has not been possible to do reliably and therefore data for some historical periods for these operators are omitted.

5.1 National and sector-level results

Table 5.1a
National

	Autumn 2004			Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	since Spring 2004	since Autumn 2003
Overall opinion of journey	76	14	10	2	3
Generic factors					
How TOC deals with delays	31	38	31	1	(-1)
Value for money	44	24	33	1	1
Station factors					
How staff handle requests	82	6	11	0	1
Overall station environment	59	26	16	2	1
Ticket buying facilities	64	16	19	(-1)	(-2)
Information about train times/platforms	74	13	13	(-1)	1
Train factors					
Punctuality/reliability	71	10	19	1	6
Length of journey time	79	12	9	1	3
Ease of getting on/off	73	17	10	2	3
Amount of seats/standing space	59	17	24	1	2
Frequency	73	11	16	1	2
Cleanliness	62	18	20	5	5
Comfort of seats	60	22	17	3	3

Table 5.1b
London and South East

	Autumn 2004			Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	since Spring 2004	since Autumn 2003
Overall opinion of journey	74	16	10	4	4
Generic factors					
How TOC deals with delays	28	40	32	2	0
Value for money	38	26	36	2	2
Station factors					
How staff handle requests	80	6	12	0	1
Overall station environment	56	27	17	3	2
Ticket buying facilities	61	17	22	(-1)	(-1)
Information about train times/platforms	72	14	14	(-1)	1
Train factors					
Punctuality/reliability	69	11	20	2	6
Length of journey time	77	13	10	2	4
Ease of getting on/off	71	18	11	4	4
Amount of seats/standing space	55	18	27	3	3
Frequency	72	12	17	2	2
Cleanliness	58	19	23	7	6
Comfort of seats	56	24	20	5	4

Table 5.1c
Long distance

	Autumn 2004			Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	since Spring 2004	since Autumn 2003
Overall opinion of journey	80	10	10	(-2)	3
Generic factors					
How TOC deals with delays	47	30	23	(-5)	(-2)
Value for money	50	18	32	(-1)	1
Station factors					
How staff handle requests	85	5	9	0	1
Overall station environment	68	22	10	(-1)	1
Ticket buying facilities	76	14	10	(-2)	(-1)
Information about train times/platforms	81	10	9	(-2)	1
Train factors					
Punctuality/reliability	74	7	19	(-3)	9
Length of journey time	81	10	9	0	4
Ease of getting on/off	80	14	6	0	2
Amount of seats/standing space	69	15	16	(-2)	(-1)
Frequency	79	10	12	(-2)	1
Cleanliness	82	11	7	2	2
Comfort of seats	73	17	10	1	1

Table 5.1d
Regional

	Autumn 2004			Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	since Spring 2004	since Autumn 2003
Overall opinion of journey	82	11	8	0	3
Generic factors					
How TOC deals with delays	35	33	32	1	(-2)
Value for money	59	19	22	1	0
Station factors					
How staff handle requests	86	5	9	0	2
Overall station environment	63	23	15	2	0
Ticket buying facilities	72	13	15	(-3)	(-3)
Information about train times/platforms	75	13	12	0	1
Train factors					
Punctuality/reliability	76	8	16	(-1)	4
Length of journey time	84	9	6	(-1)	2
Ease of getting on/off	79	14	7	(-2)	(-1)
Amount of seats/standing space	68	14	18	(-2)	0
Frequency	77	10	14	(-1)	2
Cleanliness	68	17	15	2	2
Comfort of seats	68	20	13	0	1

Overall opinion of journey

Chart 5.1a
National and sector level
Percentage of passengers satisfied 2000 to 2004

- ◆ National total
- ● London and South East
- ▲ Regional
- ■ Long distance

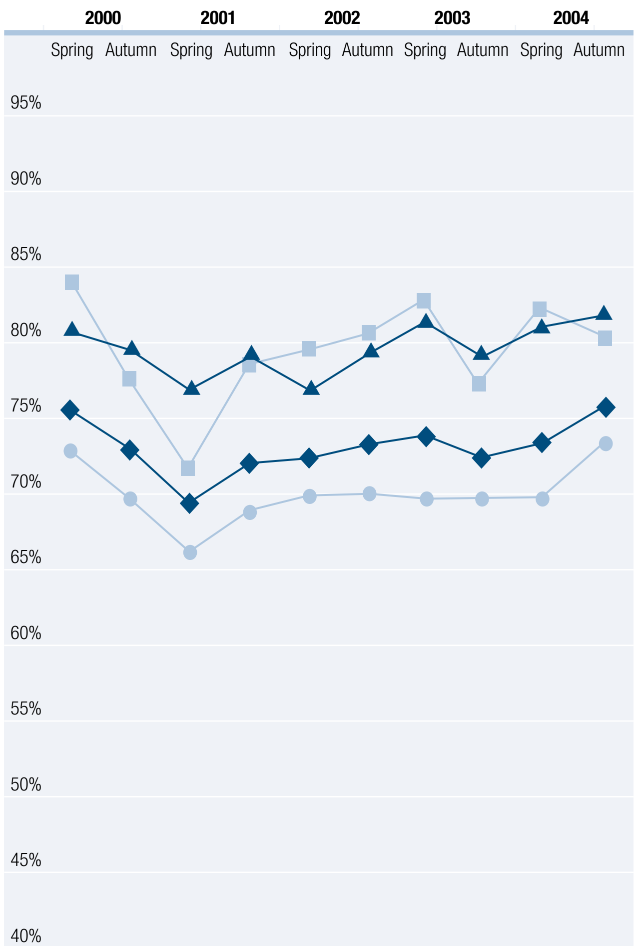


Chart 5.1b
Long distance operators
Percentage of passengers satisfied 2000 to 2004

- ▲ First Great Western
- ● Midland Mainline
- ◆ Virgin CrossCountry
- ■ GNER
- ❖ Virgin West Coast

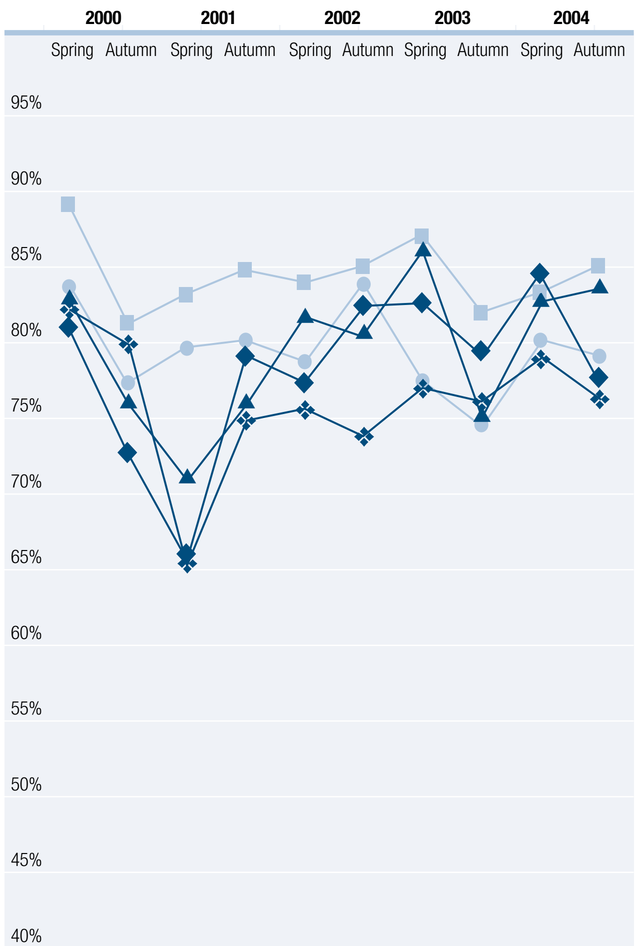


Chart 5.1c
Regional operators (part 1)
Percentage of passengers satisfied 2000 to 2004

- ▲ Central Trains
- ● Island Line
- ◆ Merseyrail
- ■ Arriva Trains Wales
- ❖ Gatwick Express

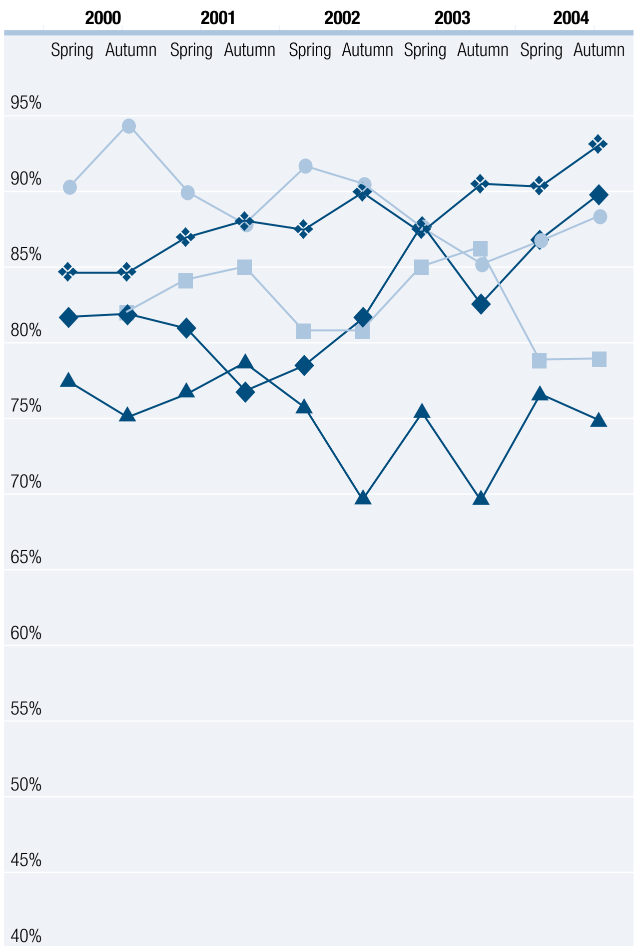


Chart 5.1c
Regional operators (part 2)
Percentage of passengers satisfied 2000 to 2004

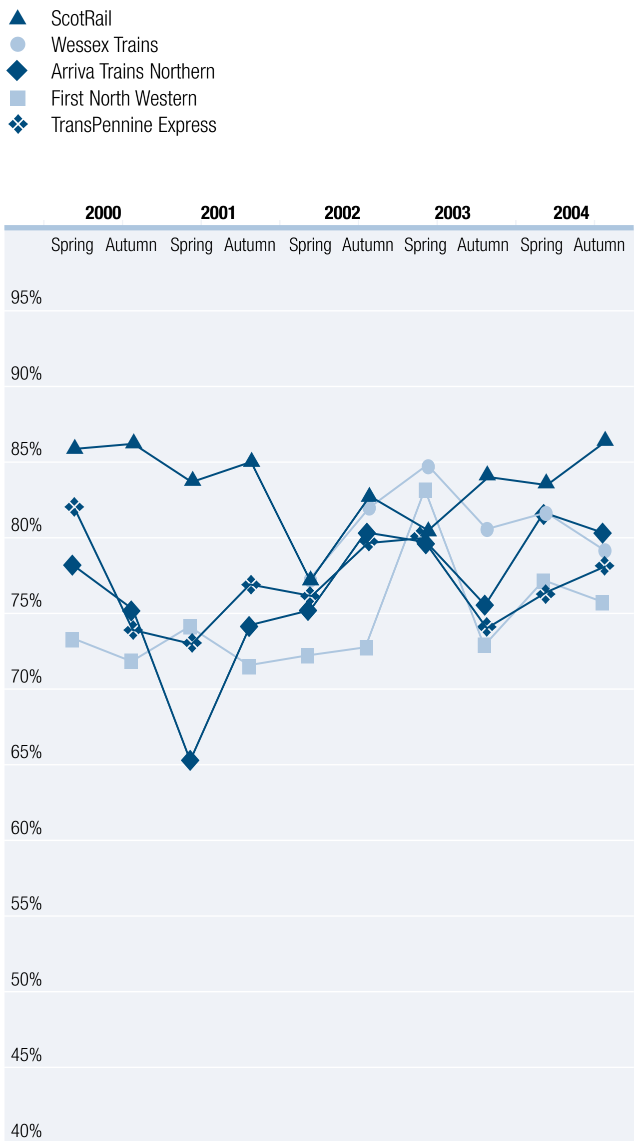


Chart 5.1d
London and South East operators (part 1)
Percentage of passengers satisfied 2000 to 2004

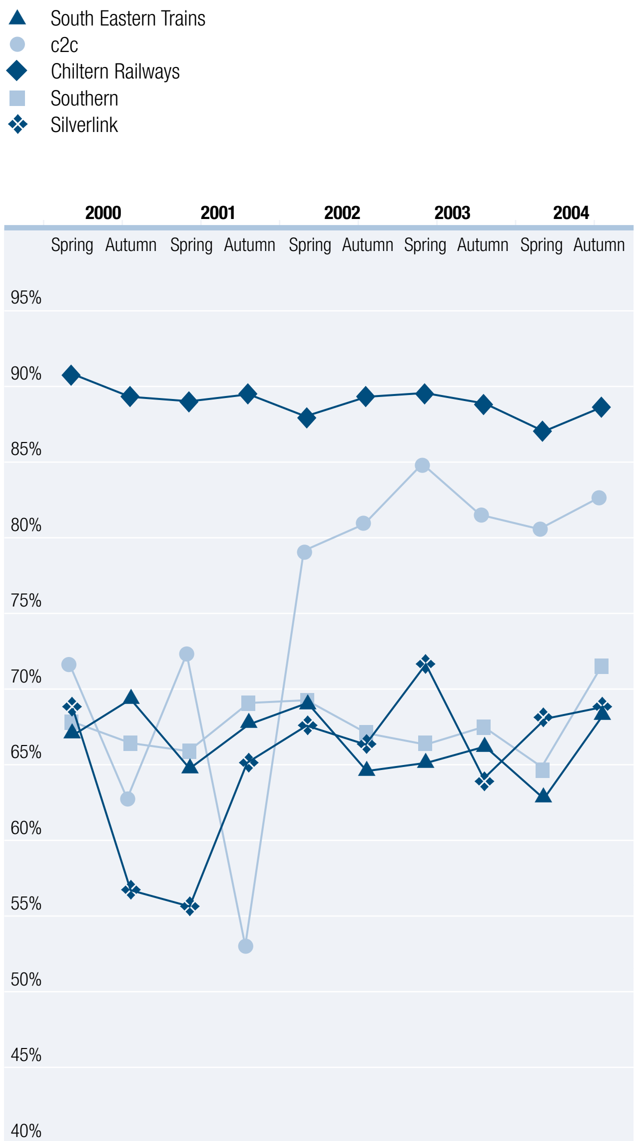
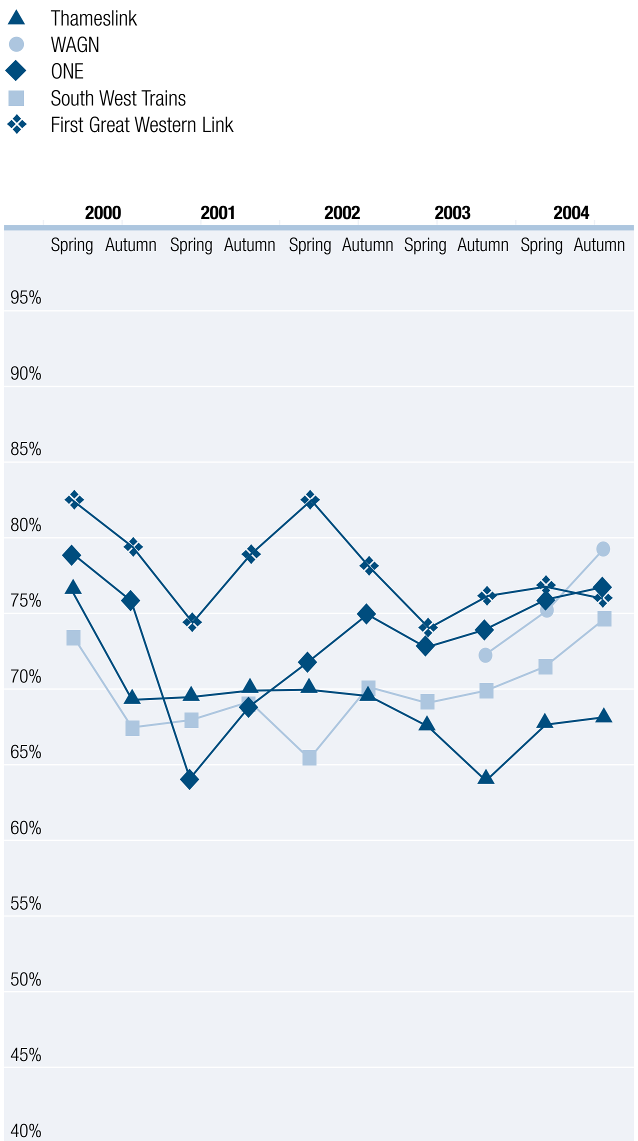


Chart 5.1d
London and South East operators (part 2)
Percentage of passengers satisfied 2000 to 2004



Punctuality/reliability

Chart 5.1e
National and sector level
Percentage of passengers satisfied 2000 to 2004

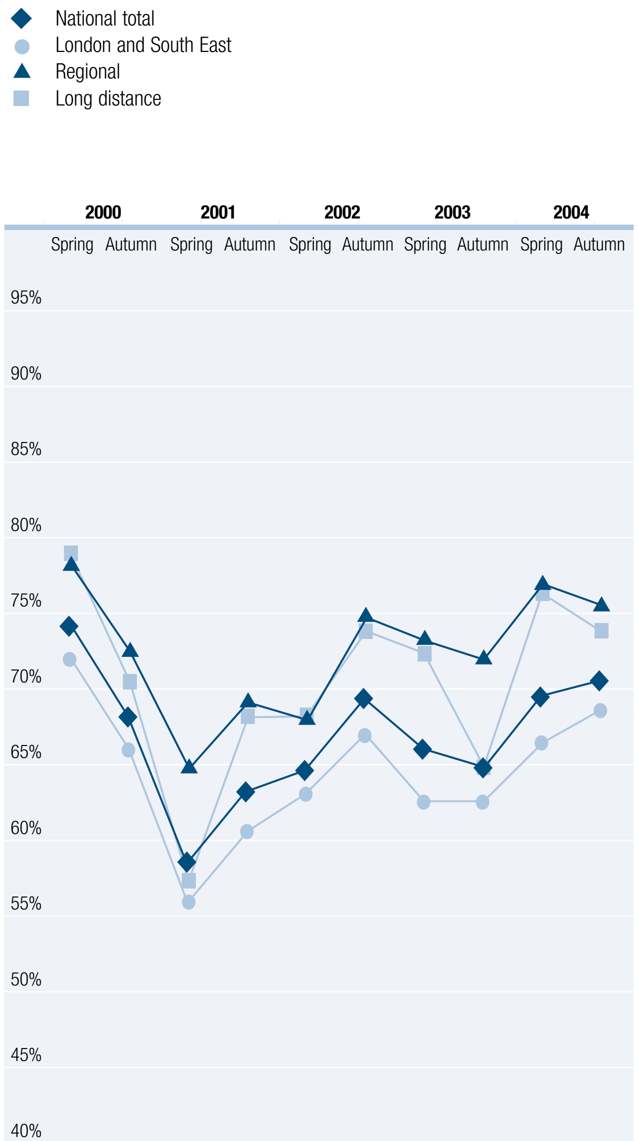


Chart 5.1f
Long distance operators
Percentage of passengers satisfied 2000 to 2004

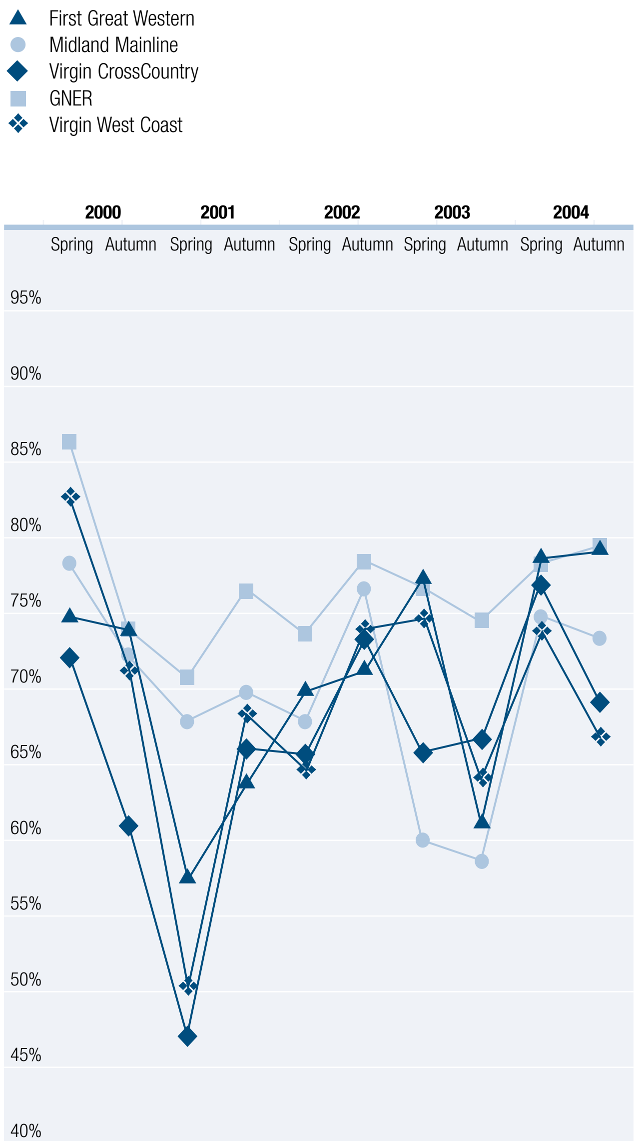


Chart 5.1g
Regional operators (part 1)
Percentage of passengers satisfied 2000 to 2004

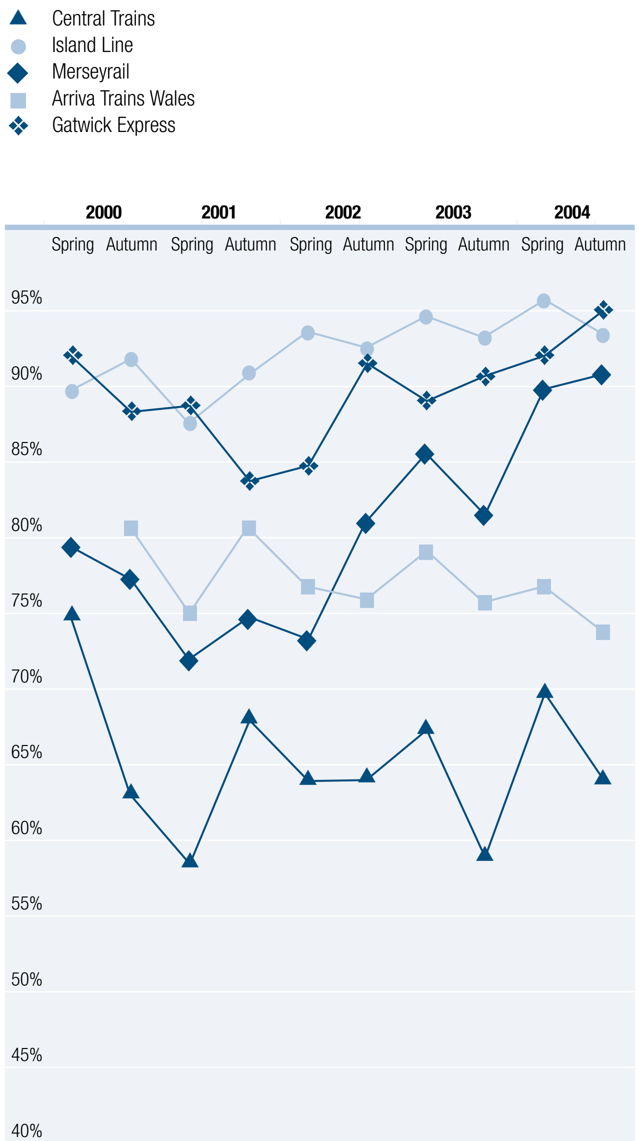


Chart 5.1g
Regional operators (part 2)
Percentage of passengers satisfied 2000 to 2004

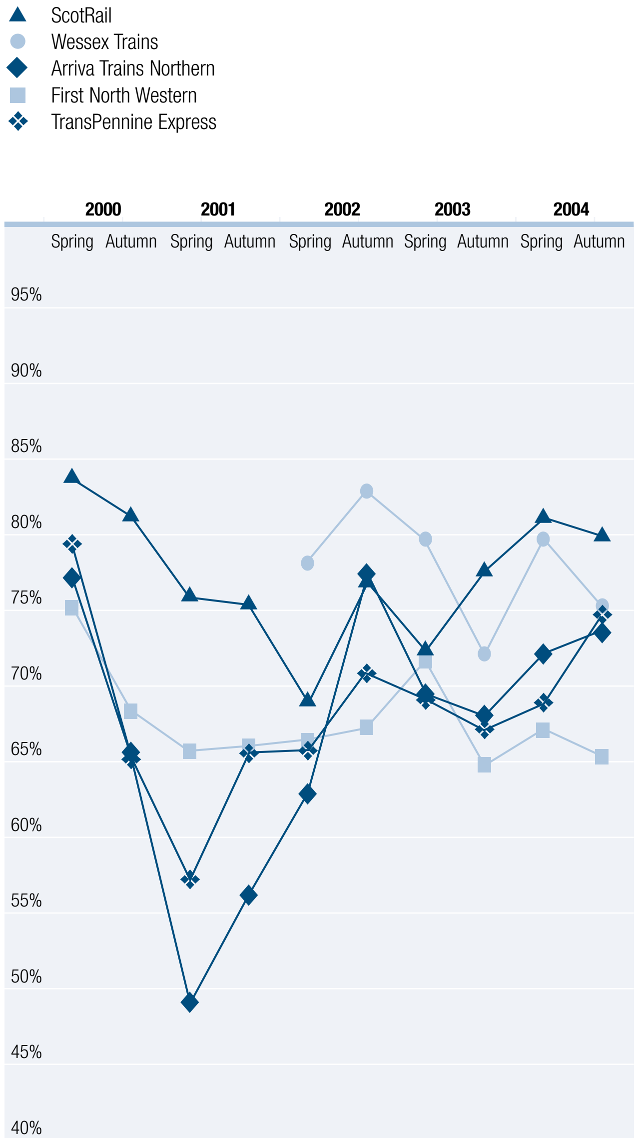


Chart 5.1h
London and South East operators (part 1)
Percentage of passengers satisfied 2000 to 2004

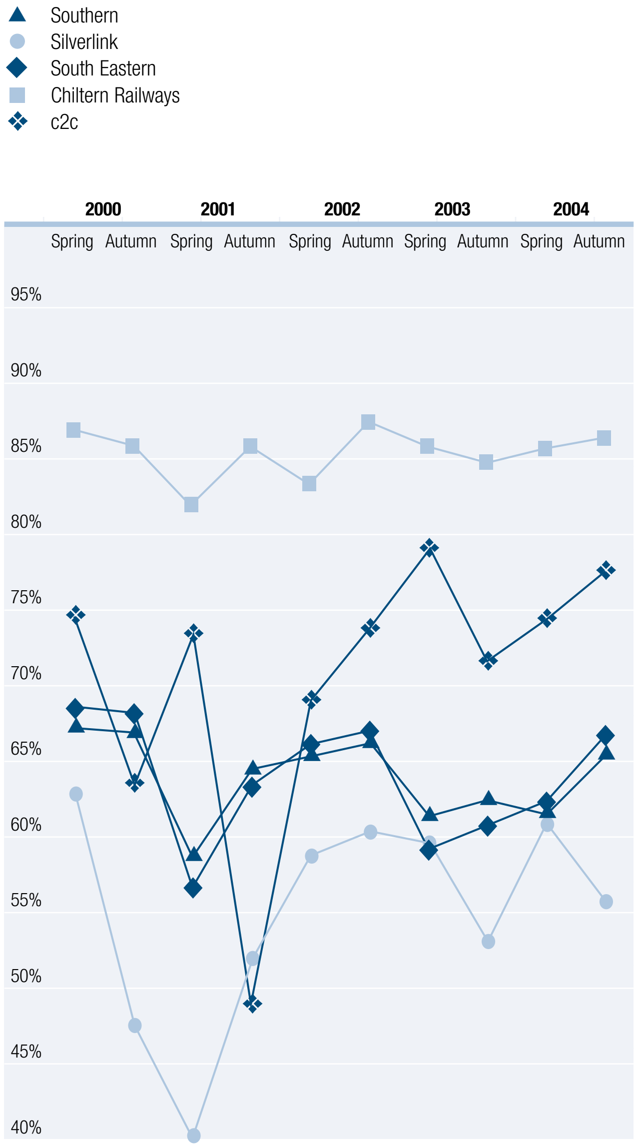
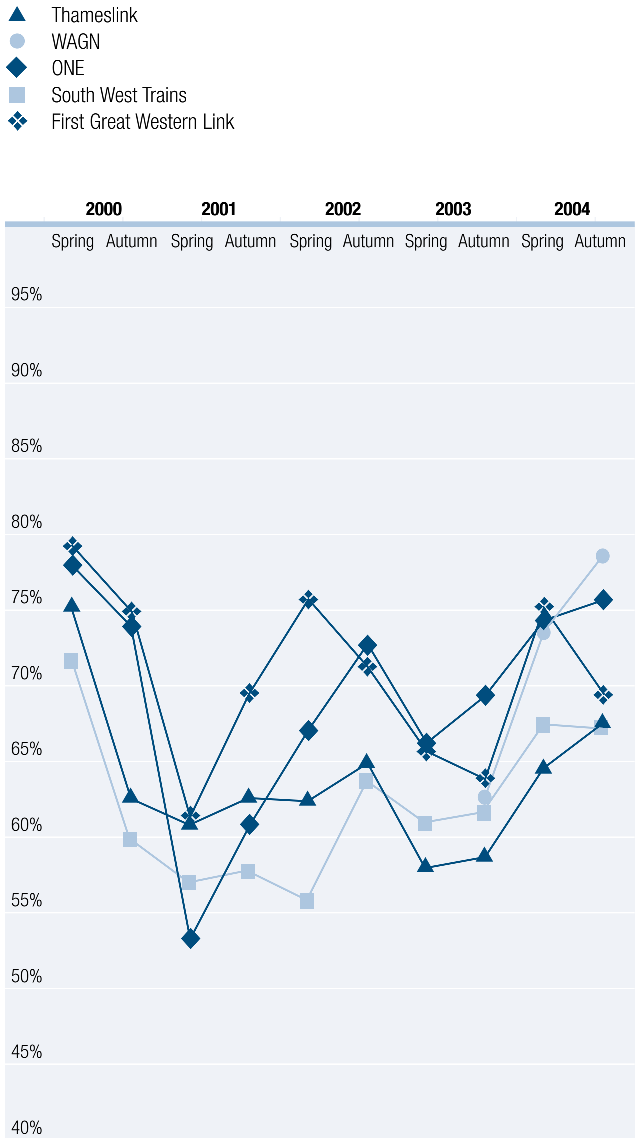


Chart 5.1h
London and South East operators (part 2)
Percentage of passengers satisfied 2000 to 2004



Dealing with delays

Chart 5.1i
National and sector level
Percentage of passengers satisfied 2000 to 2004

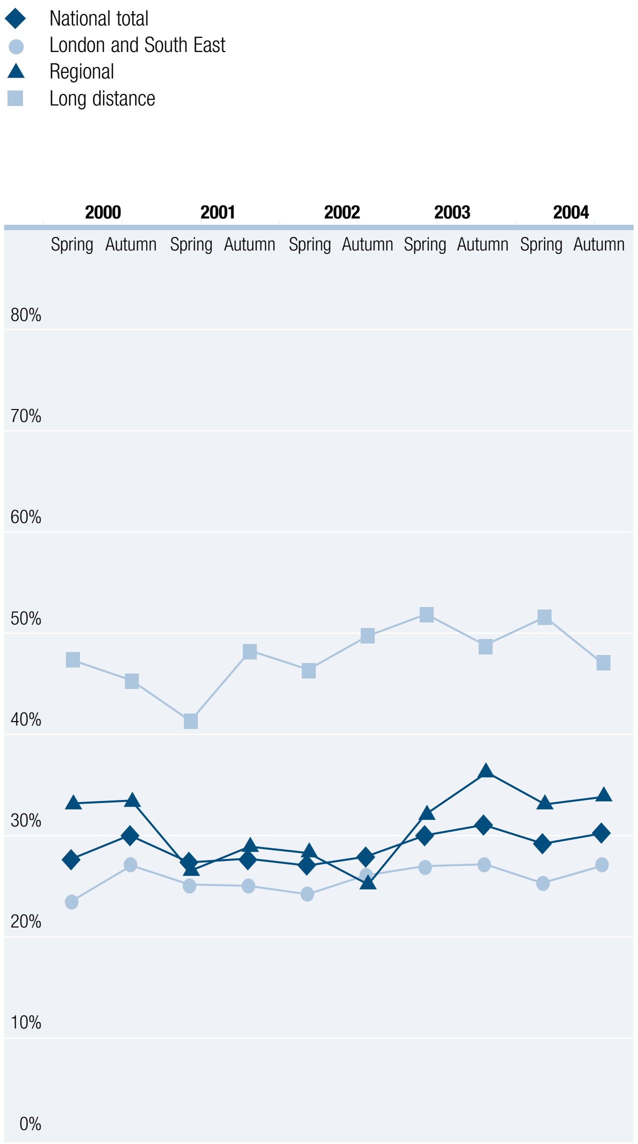


Chart 5.1j
Long distance operators
Percentage of passengers satisfied 2000 to 2004

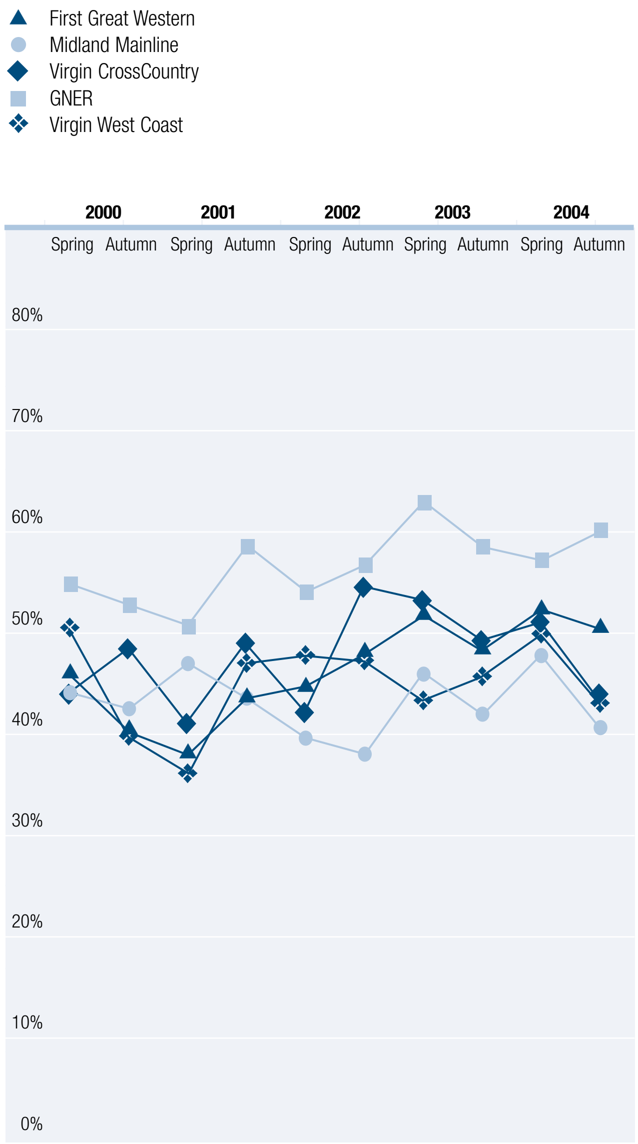


Chart 5.1k
Regional operators (part 1)
Percentage of passengers satisfied 2000 to 2004

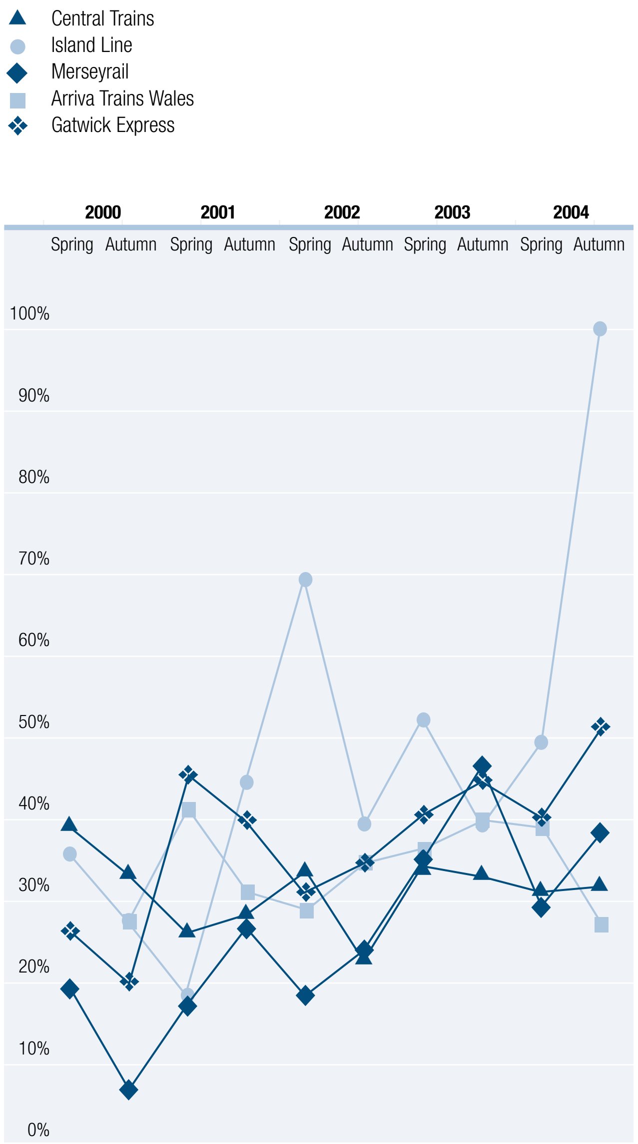


Chart 5.1k
Regional operators (part 2)
Percentage of passengers satisfied 2000 to 2004

- ▲ ScotRail
- ● Wessex Trains
- ◆ Arriva Trains Northern
- ■ First North Western
- ❖ TransPennine Express

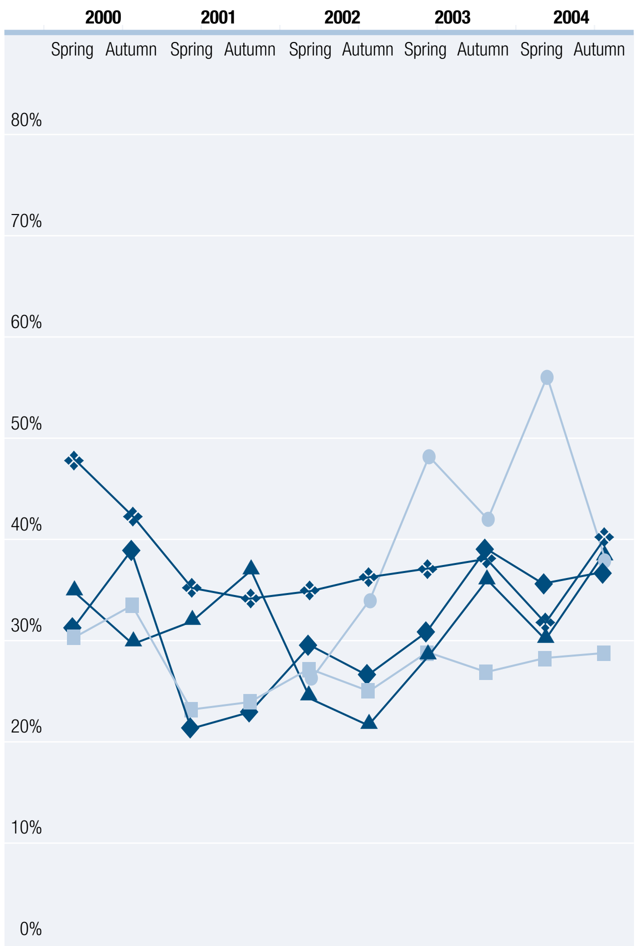


Chart 5.1l
London and South East operators (part 1)
Percentage of passengers satisfied 2000 to 2004

- ▲ South Eastern
- ● c2c
- ◆ Chiltern Railways
- ■ Southern
- ❖ Silverlink

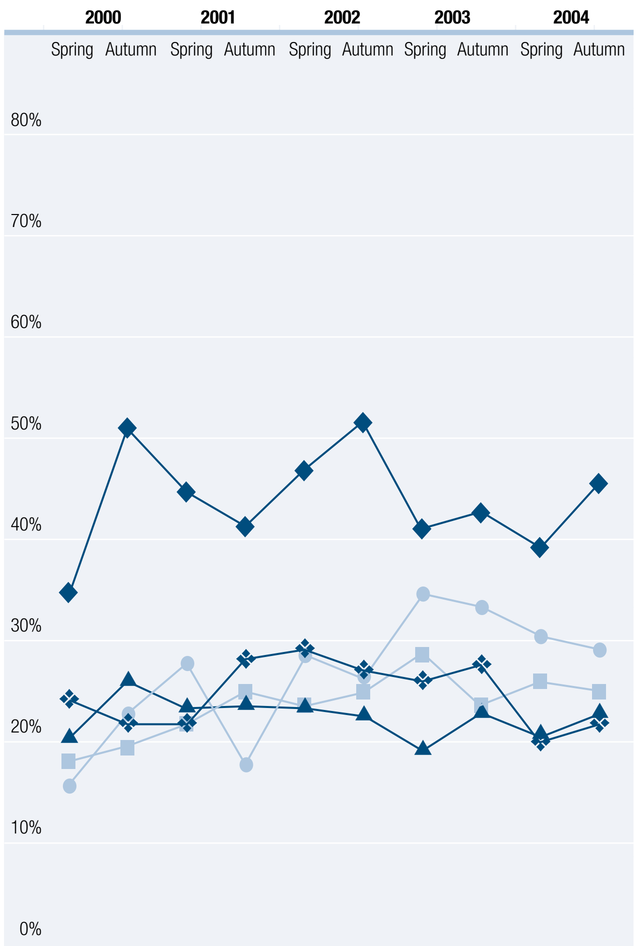
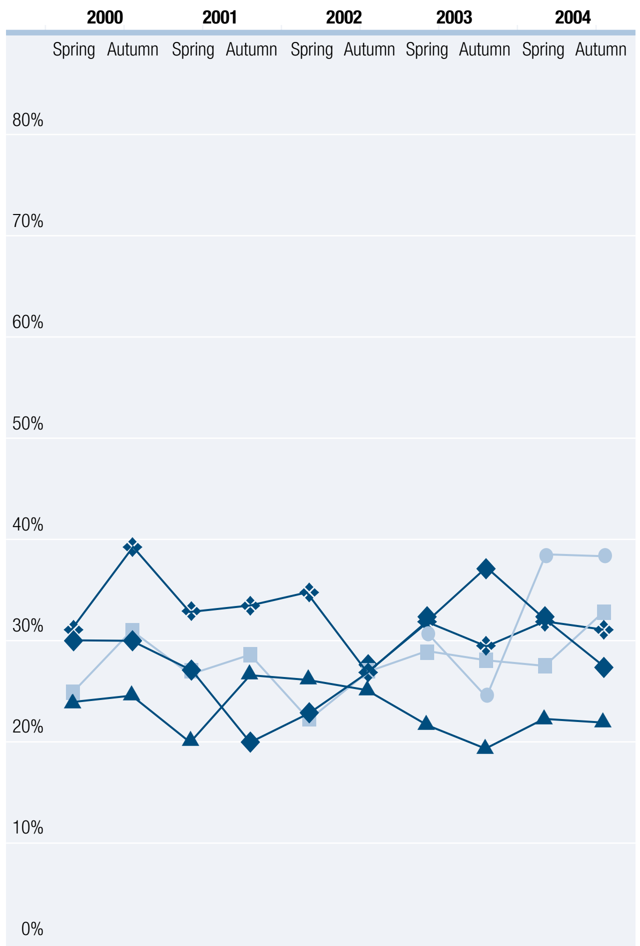


Chart 5.1l
London and South East operators (part 2)
Percentage of passengers satisfied 2000 to 2004

- ▲ Thameslink
- ● WAGN
- ◆ ONE
- ■ South West Trains
- ❖ First Great Western Link



5.2 London and South East – individual TOC results

c2c

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	83	11	6	74	2	2
Generic factors						
How TOC deals with delays	29	38	33	28	(-1)	(-4)
Value for money	38	23	39	38	(-1)	(-2)
Station factors						
How staff handle requests	80	8	10	80	3	(-7)
Overall station environment	59	26	14	56	3	2
Ticket buying facilities	67	16	17	61	(-3)	0
Information about train times/platforms	73	15	12	72	(-2)	(-3)
Train factors						
Punctuality/reliability	77	10	13	69	3	6
Length of journey time	80	12	8	77	(-1)	2
Ease of getting on/off	79	13	8	71	(-2)	(-5)
Amount of seats/standing space	55	17	28	55	(-3)	(-7)
Frequency	74	9	17	72	3	2
Cleanliness	84	10	6	58	3	0
Comfort of seats	74	16	10	56	1	(-4)

Chiltern Railways

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	88	7	4	74	2	0
Generic factors						
How TOC deals with delays	46	32	22	28	7	3
Value for money	54	24	22	38	1	3
Station factors						
How staff handle requests	85	8	7	80	1	(-1)
Overall station environment	81	14	5	56	3	1
Ticket buying facilities	82	11	7	61	1	(-1)
Information about train times/platforms	84	9	7	72	3	2
Train factors						
Punctuality/reliability	86	8	6	69	0	1
Length of journey time	85	10	5	77	(-1)	0
Ease of getting on/off	89	8	2	71	1	0
Amount of seats/standing space	70	15	16	55	0	(-2)
Frequency	84	8	8	72	1	2
Cleanliness	81	11	8	58	1	(-1)
Comfort of seats	73	17	10	56	2	(-1)

First Great Western Link (FGWL)

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	76	16	8	74	(-1)	0
Generic factors						
How TOC deals with delays	31	38	30	28	(-1)	2
Value for money	43	24	34	38	2	(-2)
Station factors						
How staff handle requests	83	4	12	80	1	5
Overall station environment	56	29	15	56	(-3)	(-4)
Ticket buying facilities	56	17	27	61	(-7)	(-10)
Information about train times/platforms	73	15	13	72	(-1)	4
Train factors						
Punctuality/reliability	70	11	20	69	(-6)	6
Length of journey time	79	14	8	77	(-4)	3
Ease of getting on/off	73	19	8	71	(-5)	(-3)
Amount of seats/standing space	58	20	22	55	(-4)	(-2)
Frequency	71	13	16	72	(-3)	1
Cleanliness	52	24	24	58	(-3)	(-2)
Comfort of seats	55	29	16	56	(-4)	(-4)

ONE

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	77	15	8	74	1	3
Generic factors						
How TOC deals with delays	27	43	30	28	(-5)	(-11)
Value for money	36	27	37	38	1	0
Station factors						
How staff handle requests	76	9	13	80	(-9)	(-6)
Overall station environment	62	26	12	56	(-2)	(-4)
Ticket buying facilities	68	16	16	61	(-3)	(-2)
Information about train times/platforms	68	16	16	72	(-6)	(-5)
Train factors						
Punctuality/reliability	76	9	15	69	2	7
Length of journey time	83	10	7	77	3	6
Ease of getting on/off	71	20	9	71	(-1)	0
Amount of seats/standing space	54	20	26	55	0	0
Frequency	78	10	11	72	2	0
Cleanliness	51	20	29	58	(-4)	(-3)
Comfort of seats	50	26	24	56	(-1)	(-1)

Historical NPS data for this operator has been reprocessed to ensure that results for autumn 2004 are comparable with previous periods with regards to routes served. This was necessary following changes to the routes served by this operator.

Silverlink

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	69	18	13	74	0	5
Generic factors						
How TOC deals with delays	22	40	37	28	2	(-5)
Value for money	31	28	41	38	(-4)	(-3)
Station factors						
How staff handle requests	78	9	12	80	0	2
Overall station environment	54	26	20	56	0	0
Ticket buying facilities	61	18	21	61	3	(-2)
Information about train times/platforms	68	14	17	72	0	3
Train factors						
Punctuality/reliability	56	13	31	69	(-6)	3
Length of journey time	74	15	12	77	(-2)	4
Ease of getting on/off	64	24	12	71	3	2
Amount of seats/standing space	45	21	34	55	3	2
Frequency	62	12	26	72	(-4)	(-2)
Cleanliness	44	28	29	58	(-2)	(-4)
Comfort of seats	47	30	23	56	4	5

South Eastern Trains

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	68	20	12	74	6	2
Generic factors						
How TOC deals with delays	23	39	38	28	2	0
Value for money	38	25	37	38	4	2
Station factors						
How staff handle requests	78	7	14	80	0	(-1)
Overall station environment	49	28	23	56	6	3
Ticket buying facilities	51	20	29	61	(-2)	(-4)
Information about train times/platforms	66	16	18	72	0	(-1)
Train factors						
Punctuality/reliability	66	12	22	69	5	6
Length of journey time	73	14	13	77	5	5
Ease of getting on/off	68	20	12	71	3	3
Amount of seats/standing space	52	19	29	55	3	2
Frequency	68	14	19	72	5	2
Cleanliness	49	19	32	58	8	5
Comfort of seats	52	26	22	56	4	2

South West Trains

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	75	14	11	74	3	5
Generic factors						
How TOC deals with delays	33	42	25	28	5	4
Value for money	40	26	34	38	3	3
Station factors						
How staff handle requests	79	7	13	80	(-1)	(-3)
Overall station environment	61	26	14	56	2	3
Ticket buying facilities	64	17	19	61	(-1)	0
Information about train times/platforms	80	11	9	72	(-1)	3
Train factors						
Punctuality/reliability	67	10	23	69	0	6
Length of journey time	75	14	11	77	1	3
Ease of getting on/off	71	16	12	71	7	9
Amount of seats/standing space	59	17	24	55	0	4
Frequency	73	10	17	72	1	1
Cleanliness	67	17	16	58	10	12
Comfort of seats	62	22	16	56	8	8

Southern

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	72	17	11	74	7	4
Generic factors						
How TOC deals with delays	26	40	34	28	(-1)	2
Value for money	39	25	35	38	3	4
Station factors						
How staff handle requests	84	6	9	80	8	11
Overall station environment	54	28	18	56	6	3
Ticket buying facilities	58	17	25	61	2	0
Information about train times/platforms	74	12	13	72	3	1
Train factors						
Punctuality/reliability	65	12	23	69	4	3
Length of journey time	75	15	10	77	3	5
Ease of getting on/off	67	18	15	71	11	11
Amount of seats/standing space	58	17	25	55	8	8
Frequency	69	13	18	72	4	3
Cleanliness	67	15	18	58	22	21
Comfort of seats	60	21	19	56	12	12

Thameslink

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	68	17	15	74	0	4
Generic factors						
How TOC deals with delays	22	40	38	28	(-1)	3
Value for money	35	24	41	38	(-2)	(-1)
Station factors						
How staff handle requests	80	4	15	80	1	6
Overall station environment	54	27	19	56	4	2
Ticket buying facilities	64	18	18	61	1	3
Information about train times/platforms	69	14	17	72	1	1
Train factors						
Punctuality/reliability	68	10	22	69	3	9
Length of journey time	75	14	11	77	(-2)	1
Ease of getting on/off	70	20	9	71	3	1
Amount of seats/standing space	52	17	31	55	7	4
Frequency	73	10	17	72	0	2
Cleanliness	44	25	30	58	(-6)	(-4)
Comfort of seats	48	24	28	56	2	2

West Anglia Great Northern (WAGN)

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	79	14	6	74	4	7
Generic factors						
How TOC deals with delays	39	37	24	28	14	7
Value for money	33	31	36	38	(-1)	(-6)
Station factors						
How staff handle requests	81	2	17	80	(-4)	1
Overall station environment	55	30	15	56	1	4
Ticket buying facilities	67	18	15	61	(-1)	(-4)
Information about train times/platforms	72	14	14	72	(-3)	11
Train factors						
Punctuality/reliability	79	10	11	69	5	16
Length of journey time	85	12	4	77	(-3)	4
Ease of getting on/off	77	17	6	71	2	1
Amount of seats/standing space	54	19	26	55	0	4
Frequency	75	10	15	72	0	1
Cleanliness	59	19	22	58	3	2
Comfort of seats	54	26	19	56	5	0

Historical NPS data for this operator has been reprocessed to ensure that results for autumn 2004 are comparable with previous periods with regards to routes served. This was necessary following changes to the routes served by this operator.

5.3 Regional – individual TOC results

Arriva Trains Northern

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	80	13	7	82	(-2)	5
Generic factors						
How TOC deals with delays	37	31	32	35	2	(-2)
Value for money	60	19	21	59	(-3)	(-1)
Station factors						
How staff handle requests	82	8	10	86	0	(-1)
Overall station environment	59	25	16	63	(-1)	(-3)
Ticket buying facilities	71	15	14	72	(-7)	(-2)
Information about train times/platforms	73	15	12	75	(-2)	(-2)
Train factors						
Punctuality/reliability	74	10	16	76	2	6
Length of journey time	83	12	6	84	(-1)	2
Ease of getting on/off	75	17	8	79	(-6)	(-6)
Amount of seats/standing space	67	15	19	68	(-3)	(-1)
Frequency	74	11	15	77	(-2)	3
Cleanliness	63	20	17	68	0	4
Comfort of seats	62	21	17	68	(-2)	(-2)

Arriva Trains Wales

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	79	12	9	82	0	(-7)
Generic factors						
How TOC deals with delays	27	45	28	35	(-12)	(-14)
Value for money	62	17	22	59	5	(-5)
Station factors						
How staff handle requests	84	5	11	86	1	0
Overall station environment	57	23	20	63	3	(-6)
Ticket buying facilities	73	14	13	72	2	(-7)
Information about train times/platforms	72	12	16	75	1	(-5)
Train factors						
Punctuality/reliability	74	7	19	76	(-3)	(-2)
Length of journey time	83	10	7	84	(-2)	0
Ease of getting on/off	75	16	9	79	(-1)	(-6)
Amount of seats/standing space	65	14	20	68	(-4)	(-4)
Frequency	70	13	17	77	0	(-3)
Cleanliness	63	19	18	68	(-7)	(-12)
Comfort of seats	66	20	14	68	(-3)	(-5)

Historical NPS data for this operator has been reprocessed to ensure that results for autumn 2004 are comparable with previous periods with regards to routes served. This was necessary following changes to the routes served by this operator.

Central Trains

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	75	13	12	82	(-2)	5
Generic factors						
How TOC deals with delays	32	30	38	35	1	(-1)
Value for money	57	20	23	59	2	3
Station factors						
How staff handle requests	86	5	9	86	3	5
Overall station environment	57	27	16	63	(-3)	(-4)
Ticket buying facilities	71	15	14	72	(-2)	(-6)
Information about train times/platforms	71	14	16	75	(-3)	(-4)
Train factors						
Punctuality/reliability	64	8	28	76	(-6)	5
Length of journey time	78	14	8	84	(-3)	3
Ease of getting on/off	74	18	8	79	(-4)	(-1)
Amount of seats/standing space	58	17	24	68	(-3)	(-2)
Frequency	68	11	21	77	(-3)	3
Cleanliness	63	18	19	68	6	1
Comfort of seats	60	24	16	68	(-1)	(-1)

First North Western

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	75	15	10	82	(-2)	2
Generic factors						
How TOC deals with delays	29	40	31	35	1	2
Value for money	59	17	24	59	1	1
Station factors						
How staff handle requests	87	7	7	86	2	1
Overall station environment	68	17	15	63	4	6
Ticket buying facilities	72	13	15	72	0	(-3)
Information about train times/platforms	73	13	14	75	0	3
Train factors						
Punctuality/reliability	65	10	24	76	(-2)	0
Length of journey time	79	12	9	84	(-1)	(-2)
Ease of getting on/off	78	15	8	79	(-5)	0
Amount of seats/standing space	68	14	18	68	(-1)	3
Frequency	68	11	21	77	(-5)	0
Cleanliness	64	19	17	68	(-1)	(-2)
Comfort of seats	61	22	17	68	(-5)	(-3)

Gatwick Express

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	93	5	2	82	3	3
Generic factors						
How TOC deals with delays	52	33	16	35	12	6
Value for money	46	25	29	59	3	0
Station factors						
How staff handle requests	86	5	7	86	6	(-6)
Overall station environment	71	24	5	63	0	(-1)
Ticket buying facilities	75	12	13	72	(-2)	2
Information about train times/platforms	82	13	5	75	(-5)	2
Train factors						
Punctuality/reliability	95	3	2	76	3	4
Length of journey time	95	3	2	84	1	4
Ease of getting on/off	93	7	1	79	2	2
Amount of seats/standing space	88	8	4	68	(-2)	1
Frequency	95	3	2	77	(-1)	1
Cleanliness	90	6	3	68	2	1
Comfort of seats	92	6	2	68	2	3

Island Line

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	89	9	3	82	2	3
Generic factors						
How TOC deals with delays	100	–	–	35	50	61
Value for money	63	29	9	59	(-1)	(-7)
Station factors						
How staff handle requests	94	1	–	86	(-6)	(-2)
Overall station environment	66	26	8	63	18	9
Ticket buying facilities	76	16	8	72	12	1
Information about train times/platforms	73	18	9	75	7	4
Train factors						
Punctuality/reliability	93	7	0	76	(-2)	0
Length of journey time	86	14	0	84	(-9)	(-7)
Ease of getting on/off	81	10	10	79	2	4
Amount of seats/standing space	75	12	13	68	9	13
Frequency	75	25	0	77	(-16)	(-8)
Cleanliness	64	20	16	68	18	3
Comfort of seats	64	23	13	68	13	21

Merseyrail

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	90	6	4	82	4	8
Generic factors						
How TOC deals with delays	38	34	28	35	10	(-9)
Value for money	66	18	17	59	5	1
Station factors						
How staff handle requests	93	1	5	86	4	14
Overall station environment	53	26	21	63	2	5
Ticket buying facilities	80	11	8	72	1	4
Information about train times/platforms	79	11	10	75	1	3
Train factors						
Punctuality/reliability	91	4	5	76	1	9
Length of journey time	93	6	1	84	(-1)	6
Ease of getting on/off	86	10	4	79	5	3
Amount of seats/standing space	75	13	12	68	5	7
Frequency	94	4	3	77	2	4
Cleanliness	68	14	18	68	12	18
Comfort of seats	71	18	11	68	11	16

ScotRail

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	87	8	5	82	3	2
Generic factors						
How TOC deals with delays	40	28	32	35	9	3
Value for money	58	20	22	59	0	3
Station factors						
How staff handle requests	86	4	10	86	(-3)	4
Overall station environment	68	21	11	63	5	2
Ticket buying facilities	70	12	18	72	(-4)	(-3)
Information about train times/platforms	78	12	10	75	5	6
Train factors						
Punctuality/reliability	80	8	12	76	(-1)	2
Length of journey time	88	6	6	84	1	2
Ease of getting on/off	83	12	5	79	(-1)	2
Amount of seats/standing space	71	13	16	68	(-1)	2
Frequency	81	9	10	77	0	3
Cleanliness	75	14	11	68	3	1
Comfort of seats	76	17	7	68	0	(-1)

TransPennine Express

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	78	11	10	82	2	4
Generic factors						
How TOC deals with delays	40	28	32	35	8	2
Value for money	55	20	25	59	4	(-1)
Station factors						
How staff handle requests	84	5	10	86	(-2)	(-2)
Overall station environment	71	19	10	63	3	2
Ticket buying facilities	73	12	15	72	(-7)	(-5)
Information about train times/platforms	78	12	10	75	(-3)	(-1)
Train factors						
Punctuality/reliability	75	8	17	76	6	8
Length of journey time	84	10	6	84	2	4
Ease of getting on/off	75	15	10	79	(-3)	(-1)
Amount of seats/standing space	60	16	24	68	(-6)	(-2)
Frequency	76	11	13	77	0	(-2)
Cleanliness	65	19	16	68	(-6)	6
Comfort of seats	62	24	13	68	(-8)	(-1)

Historical NPS data for this operator has been reprocessed to ensure that results for autumn 2004 are comparable with previous periods with regards to routes served. This was necessary following changes to the routes served by this operator.

Wessex Trains

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	79	11	10	82	(-3)	(-1)
Generic factors						
How TOC deals with delays	37	36	28	35	(-19)	(-5)
Value for money	60	20	20	59	0	(-3)
Station factors						
How staff handle requests	86	7	7	86	(-1)	(-3)
Overall station environment	60	26	14	63	(-2)	(-3)
Ticket buying facilities	72	15	14	72	(-9)	(-13)
Information about train times/platforms	79	9	12	75	(-3)	(-4)
Train factors						
Punctuality/reliability	75	6	19	76	(-5)	3
Length of journey time	83	11	6	84	(-4)	2
Ease of getting on/off	72	14	13	79	(-4)	(-5)
Amount of seats/standing space	60	16	24	68	(-8)	(-9)
Frequency	73	11	16	77	(-3)	(-1)
Cleanliness	61	23	16	68	(-5)	(-7)
Comfort of seats	64	19	17	68	2	(-5)

5.4 Long distance – individual TOC results

First Great Western

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	83	10	6	80	1	9
Generic factors						
How TOC deals with delays	50	31	18	47	(-2)	2
Value for money	44	21	35	50	0	2
Station factors						
How staff handle requests	83	7	10	85	0	1
Overall station environment	68	23	9	68	(-1)	1
Ticket buying facilities	75	15	10	76	(-3)	(-3)
Information about train times/platforms	83	9	8	81	1	7
Train factors						
Punctuality/reliability	79	7	13	74	0	19
Length of journey time	83	9	8	81	0	7
Ease of getting on/off	76	18	6	80	(-1)	(-1)
Amount of seats/standing space	70	16	14	69	(-4)	(-3)
Frequency	81	10	10	79	(-1)	3
Cleanliness	78	15	7	82	0	0
Comfort of seats	73	18	9	73	0	(-3)

Great North Eastern Railway (GNER)

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	85	8	7	80	2	3
Generic factors						
How TOC deals with delays	60	25	15	47	3	2
Value for money	55	17	27	50	1	5
Station factors						
How staff handle requests	89	4	6	85	3	8
Overall station environment	66	22	11	68	(-4)	1
Ticket buying facilities	81	9	10	76	3	1
Information about train times/platforms	88	7	5	81	(-1)	4
Train factors						
Punctuality/reliability	80	6	14	74	1	5
Length of journey time	87	8	4	81	1	1
Ease of getting on/off	83	11	6	80	4	5
Amount of seats/standing space	71	17	11	69	1	3
Frequency	86	7	7	79	2	0
Cleanliness	78	13	9	82	7	7
Comfort of seats	70	19	11	73	3	6

Midland Mainline

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	79	10	11	80	(-1)	4
Generic factors						
How TOC deals with delays	41	37	23	47	(-7)	(-1)
Value for money	47	21	32	50	1	3
Station factors						
How staff handle requests	82	7	11	85	(-5)	(-4)
Overall station environment	61	27	12	68	3	2
Ticket buying facilities	70	16	14	76	0	(-2)
Information about train times/platforms	77	11	11	81	(-1)	(-3)
Train factors						
Punctuality/reliability	73	8	19	74	(-1)	15
Length of journey time	80	10	10	81	(-1)	3
Ease of getting on/off	80	15	5	80	0	2
Amount of seats/standing space	71	15	15	69	(-2)	1
Frequency	78	9	13	79	(-1)	3
Cleanliness	84	10	6	82	6	6
Comfort of seats	77	16	7	73	4	5

Virgin CrossCountry

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	78	11	12	80	(-7)	(-2)
Generic factors						
How TOC deals with delays	43	34	24	47	(-8)	(-6)
Value for money	54	17	29	50	(-3)	(-4)
Station factors						
How staff handle requests	89	4	7	85	1	2
Overall station environment	70	20	10	68	(-2)	(-1)
Ticket buying facilities	79	13	8	76	0	(-1)
Information about train times/platforms	77	11	11	81	(-5)	(-4)
Train factors						
Punctuality/reliability	69	8	23	74	(-8)	3
Length of journey time	81	11	8	81	(-2)	3
Ease of getting on/off	82	11	7	80	(-3)	(-1)
Amount of seats/standing space	65	13	22	69	(-3)	(-3)
Frequency	74	11	16	79	(-4)	2
Cleanliness	88	6	6	82	(-2)	(-2)
Comfort of seats	78	13	9	73	(-1)	(-2)

Virgin West Coast

	Autumn 2004				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	since Spring 2004	since Autumn 2003
Overall opinion of journey	76	10	14	80	(-3)	0
Generic factors						
How TOC deals with delays	43	26	31	47	(-7)	(-3)
Value for money	51	14	35	50	(-2)	1
Station factors						
How staff handle requests	84	4	12	85	(-3)	(-4)
Overall station environment	73	18	8	68	2	2
Ticket buying facilities	72	17	11	76	(-7)	3
Information about train times/platforms	81	10	10	81	(-3)	0
Train factors						
Punctuality/reliability	67	8	25	74	(-7)	3
Length of journey time	75	10	15	81	1	6
Ease of getting on/off	81	13	6	80	1	4
Amount of seats/standing space	70	14	16	69	2	0
Frequency	75	12	13	79	(-4)	(-2)
Cleanliness	82	9	9	82	4	4
Comfort of seats	69	17	14	73	(-1)	0

6 Miscellaneous tables

6.1 Average age of rolling stock

Key results

- Between 30 September 2004 and 31 December 2004, the average age of rolling stock decreased by just under 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 6.1 **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**
2004–05	Q1	19.03	17.55	15.30	**17.05**
	Q2	17.77	16.17	15.50	**15.98**
	Q3	17.00	14.85	15.58	**15.03**

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:

- 24 Train Operating Companies (TOCs) providing passenger rail services.
- 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
First ScotRail
Gatwick Express
Island Line
Merseyrail
Northern Rail
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
~	Less than half of one per cent
ATOC	Association of Train Operating Companies
MAA	Moving Annual Average
NTKMs	Net tonne kilometres
PTE	Passenger Transport Executive
RPI	Retail Price Index
TTKM	Timetabled train kilometres

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