

National Rail Trends

Yearbook 2004–2005

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

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Introduction

This is the 19th edition of *National Rail Trends* and it is the second to be published in the end of year compendium, or *yearbook*, format. This is the last edition to be published by the Strategic Rail Authority. Future editions will be the responsibility of the Office of Rail Regulation. Further details will be published at a later date.

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

Since the yearbook published in June 2004, changes have occurred in the split of operations between regional, long distance, and London and South East. Full details of these changes are given on page 1 of *National Rail Trends* 2004–2005 Quarter Two edition. In summary the ONE franchise was created on 1 April 2004 and this effectively covers all three categories. This franchise includes the former First Great Eastern and Anglia franchises and the West Anglia part of the WAGN franchise. In addition the new Northern Rail franchise 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.

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

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

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

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

None of the data provided in *National Rail Trends* could be presented without the close co-operation of the companies in the rail sector. This co-operation, especially that received from Network Rail, the freight operators, the train operators and the Department for Transport (DfT), is gratefully received.

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

June 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 in this edition show revisions from the previous editions of *National Rail Trends*. This is because improved data on some of the measures are now available.

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 in the published results.

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1 Rail usage

Key results

2004–05 on 2003–04

- Between 2003–04 and 2004–05 total passenger kilometres increased by approximately three-and-a-half per cent.
- Between 2003–04 and 2004–05 total passenger journeys increased by more than seven per cent.
- Between 2003–04 and 2004–05 passenger revenue (at 2004–05 prices) increased by nearly five per cent.
- Between 2003–04 and 2004–05 the regional sector showed the greatest percentage increase in passenger kilometres and revenue. However the London and South East sector showed the greatest increase in passenger journeys.
- Between 2003–04 and 2004–05 timetabled train kilometres increased by more than two per cent.
- Between 2003–04 and 2004–05, timetable train kilometres increased in the London and South East sector by nearly four per cent. TTKM for long distance operators increased by almost three per cent over the same period, while TTKM for regional operators was unchanged.

2004–05 Q4 on 2003–04 Q4

- Between 2003–04 Q4 and 2004–05 Q4 total passenger revenue (seasonally adjusted) at 2004–05 prices increased by more than eight per cent.
- All sectors saw growth in total passenger kilometres, total passenger journeys and total passenger revenue.
- Between 2003–04 Q4 and 2004–05 Q4 timetabled train kilometres increased by nearly four per cent.
- The largest percentage increase in timetabled train kilometres was in the London and South East sector, which increased by six-and-a-half per cent. The other sectors also showed an increase in timetabled train kilometres.

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 1991–92 to 2004–05

		Ordinary fares	Season tickets	Total passenger kilometres	Total passenger kilometres seasonally adjusted
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
2004–05		30.0	12.4	42.4	42.4
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	10.1
	Q2	7.7	2.8	10.4	10.3
	Q3	7.1	3.1	10.2	10.3
	Q4	7.1	3.2	10.3	10.1
2004–05	Q1	7.4	2.9	10.2	10.3
	Q2	7.8	2.7	10.6	10.5
	Q3	7.4	3.1	10.6	10.5
	Q4	7.4	3.6	11.0	11.0
Percentage change					
2004–05 Q4 on 2003–04 Q4		4.3			
2004–05 on 2003–04		3.0	4.6	3.5	3.5

Note:

For more details on the break in the series between 1998–99 and 1999–00 please refer to notes on page 2.

For conventions on rounding and revisions please see the introduction.

Due to changes in the method of calculating passenger kilometres from Q4 2004–05 onwards it is not possible to make percentage change comparisons between most Q4 2004–05 and Q4 2003–04 data. Annual comparisons between 2003–04 and 2004–05 should also only be made with caution.

Table 1.1b Passenger kilometres by sector (billions)

Great Britain 1998–99 to 2004–05

	Long distance operators	London and SE operators	Regional operators	Total passenger kilometres
1998–99	12.6	16.5	7.2	36.3
1999–00	13.2	17.7	7.6	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
2004–05	13.4	21.1	7.9	42.4
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	4.9	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	2.0	10.2
Q2	3.4	5.1	2.0	10.6
Q3	3.3	5.2	2.0	10.6
Q4	3.3	5.8	1.9	11.0
Percentage change				
2004–05 Q4 on 2003–04 Q4	0.3		5.4	
2004–05 on 2003–04	0.6	4.7	5.4	3.5

Note:

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

For more details on the break in the series between 1998–99 and 1999–00 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.

Due to changes in the method of calculating passenger kilometres from Q4 2004–05 onwards (which particularly affects data for London and South East operators), it is not possible to make an accurate percentage change comparison between Q4 2004–05 and Q4 2003–04 for 'London and the South East operators' or for 'Total passenger kilometres'. Annual comparisons between 2003–04 and 2004–05 should also only be made with caution.

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

Great Britain quarterly data 1998–99 to 2004–05

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

1998–99

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

1999–00

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

2000–01

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

2001–02

Q1	4.75	1.71	3.27
Q2	4.84	1.88	3.38
Q3	4.95	1.80	3.19
Q4	4.71	1.57	3.09

2002–03

Q1	4.87	1.72	3.28
Q2	4.93	1.85	3.33
Q3	5.05	1.74	3.22
Q4	4.95	1.64	3.11

2003–04

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

2004–05

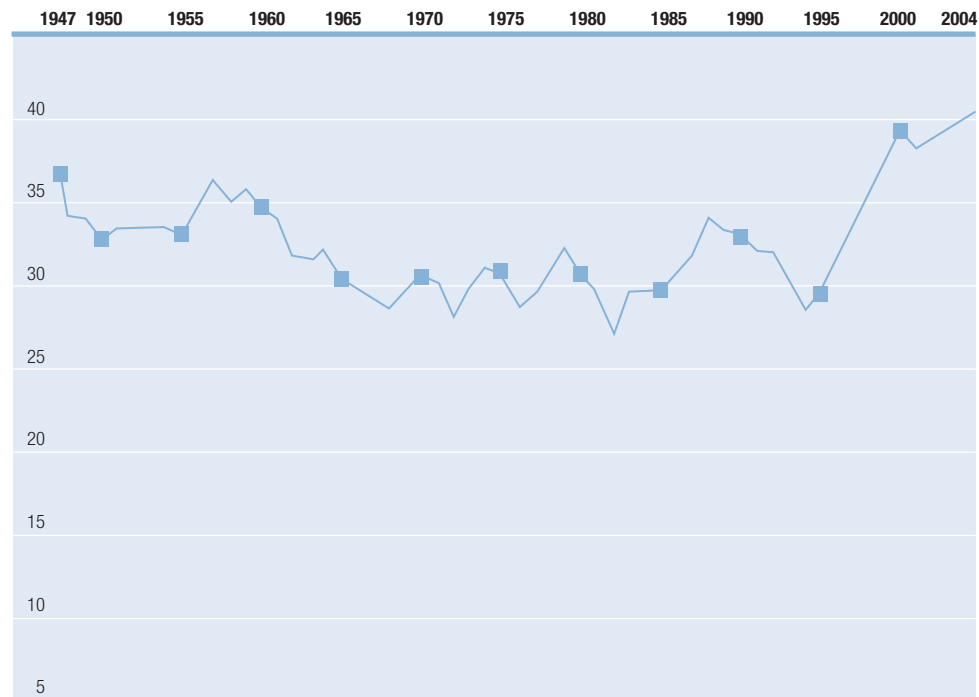
Q1	4.99	1.96	3.26
Q2	5.12	2.03	3.44
Q3	5.22	2.01	3.34
Q4*	5.77	1.91	3.33

Note:

*See final note on page 4.

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

Great Britain annual data 1947 to 2004



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	564	412	976	976	
2003–04	587	427	1,014	1,014	
2004–05	626	462	1,088	1,088	
<hr/>					
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	240
	Q4	127	105	232	232
2002–03	Q1	138	101	239	243
	Q2	148	93	241	245
	Q3	143	108	251	249
	Q4	134	111	245	239
2003–04	Q1	141	103	244	250
	Q2	152	99	251	256
	Q3	149	112	261	258
	Q4	144	113	258	249
2004–05	Q1	151	102	253	259
	Q2	160	98	258	266
	Q3	156	113	269	266
	Q4	159	149	308	296
<hr/>					
Percentage change					
2004–05 Q4 on 2003–04 Q4		9.8			
2004–05 on 2003–04		6.7	8.2	7.2	7.2

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 between 1998–99 and 1999–00 please refer to notes on page 2.

For conventions on rounding and revisions please see the introduction.

Due to changes in the method of calculating passenger journeys from Q4 2004–05 onwards, it is not possible to make an accurate percentage change comparison between most Q4 2004–05 and Q4 2003–04 data. Annual comparisons between 2003–04 and 2004–05 should also only be made with caution.

Table 1.2b Passenger journeys by sector (millions)

Great Britain 1998–99 to 2004–05

	Long distance operators	London and SE operators	Regional operators	Total passenger journeys
1998–99	67	610	215	892
1999–00	72	631	228	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
2004–05	84	747	257	1,088
1999–00 Q1	17	152	53	222
Q2	18	156	55	229
Q3	18	166	57	242
Q4	18	165	55	239
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	64	253
Q2	21	174	63	258
Q3	22	181	66	269
Q4	22	222	64	308
Percentage change				
2004–05 Q4 on 2003–04 Q4	4.8		5.3	
2004–05 on 2003–04	3.5	7.9	7.0	7.2

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 between 1998–99 and 1999–00 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.

Due to changes in the method of calculating passenger journeys from Q4 2004–05 onwards (which particularly affects data for London and South East operators), it is not possible to make an accurate percentage change comparison between Q4 2004–05 and Q4 2003–04 for 'London and the South East' or 'Total'. Annual comparisons between 2003–04 and 2004–05 should also only be made with caution.

Chart 1.2a Passenger journeys (millions)

Great Britain quarterly data 1998–99 to 2004–05

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

1998–99

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

1999–00

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

2000–01

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

2001–02

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

2002–03

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

2003–04

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

2004–05

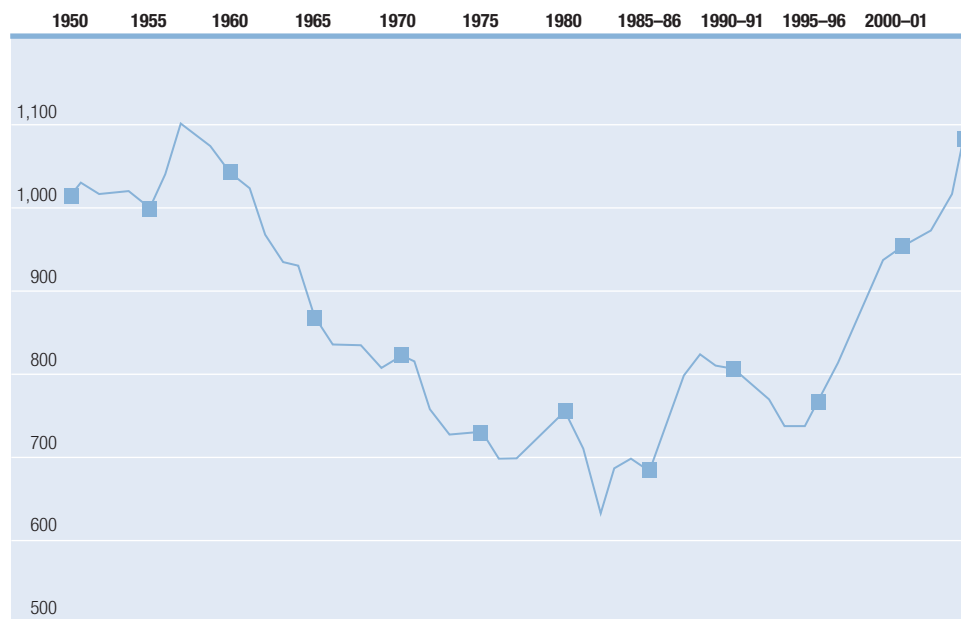
Q1	169	64	20
Q2	174	63	21
Q3	181	66	22
Q4*	222	64	22

Note:

*See final note on page 7.

Chart 1.2b Passenger journeys (millions)

Great Britain annual data 1950 to 2004–05



1.3 Passenger revenue

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

Great Britain 1991–92 to 2004–05

		Ordinary fares	Season tickets	Total passenger revenue	Total passenger revenue seasonally adjusted	Total revenue seasonally adjusted 2004–05 prices
1991–92		1,514	603	2,117	2,117	2,940
1992–93		1,551	603	2,154	2,154	2,896
1993–94		1,577	616	2,193	2,193	2,872
1994–95		1,559	611	2,171	2,171	2,803
1995–96		1,720	660	2,379	2,379	2,986
1996–97		1,870	702	2,573	2,573	3,123
1997–98		2,048	773	2,821	2,821	3,339
1998–99		2,242	847	3,089	3,089	3,554
1999–00		2,463	905	3,368	3,368	3,792
2000–01		2,463	950	3,413	3,413	3,800
2001–02		2,585	964	3,548	3,548	3,851
2002–03		2,693	970	3,663	3,663	3,843
2003–04		2,893	1,009	3,901	3,891	3,968
2004–05		3,078	1,081	4,158	4,158	4,158
2000–01	Q1	660	221	880	876	983
	Q2	717	222	939	913	1,019
	Q3	552	251	803	812	903
	Q4	535	257	792	812	895
2001–02	Q1	635	232	867	862	945
	Q2	680	224	903	888	970
	Q3	647	260	907	921	994
	Q4	623	248	871	877	942
2002–03	Q1	665	237	902	906	963
	Q2	692	222	914	908	955
	Q3	681	250	931	939	984
	Q4	656	260	916	909	941
2003–04	Q1	701	240	942	957	987
	Q2	746	235	981	978	997
	Q3	717	257	974	981	999
	Q4	728	276	1,005	975	986
2004–05	Q1	745	252	997	1,006	1,013
	Q2	777	248	1,024	1,032	1,033
	Q3	780	287	1,067	1,048	1,045
	Q4	777	294	1,071	1,073	1,066
Percentage change						
	2004–05 Q4 on 2003–04 Q4	6.7	6.2	6.6	10.0	8.1
	2004–05 on 2003–04	6.4	7.1	6.6	6.9	4.8

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 1998–99 to 2004–05

	Long distance operators	London and SE operators	Regional operators	Total passenger revenue
1998–99	1,052	1,513	523	3,089
1999–00	1,160	1,647	560	3,368
2000–01	1,109	1,732	572	3,413
2001–02	1,221	1,803	524	3,548
2002–03	1,279	1,848	535	3,663
2003–04	1,384	1,932	585	3,901
2004–05	1,465	2,059	634	4,158
1999–00 Q1	280	390	136	806
Q2	286	400	145	831
Q3	302	428	143	873
Q4	293	429	137	858
2000–01 Q1	313	423	145	880
Q2	332	444	163	939
Q3	238	430	135	803
Q4	227	435	130	792
2001–02 Q1	293	443	131	867
Q2	311	450	142	903
Q3	314	464	128	907
Q4	303	446	122	871
2002–03 Q1	318	454	131	902
Q2	318	456	141	914
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	377	528	162	1,067
Q4	380	533	158	1,071
Percentage change				
2004–05 Q4 on 2003–04 Q4	6.4	5.9	9.2	6.6
2004–05 on 2003–04	5.9	6.6	8.4	6.6

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 from the National Rail Timetable and then allocated into quarters and financial years. The allocation allows for the different weekday, Saturday and Sunday timetables; however it does not allow for changes to the timetable for bank holidays, etc.

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

Other comments

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

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

Great Britain 1999–00 to 2004–05

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

1999–00

Quarter	London and SE operators	Regional operators	Long distance operators
Q1	44.3	39.7	19.0
Q2	45.2	40.3	20.1
Q3	45.4	40.1	19.9
Q4	44.9	39.7	19.7

2000–01

Quarter	London and SE operators	Regional operators	Long distance operators
Q1	45.3	40.0	19.0
Q2	46.6	41.0	20.1
Q3	46.5	40.5	19.9
Q4	45.9	40.1	19.7

2001–02

Quarter	London and SE operators	Regional operators	Long distance operators
Q1	46.7	40.7	20.6
Q2	47.5	41.4	21.1
Q3	46.9	41.1	22.2
Q4	45.8	40.2	21.7

2002–03

Quarter	London and SE operators	Regional operators	Long distance operators
Q1	46.2	40.9	22.1
Q2	46.5	41.7	22.8
Q3	46.3	41.1	25.4
Q4	45.2	40.1	24.8

2003–04

Quarter	London and SE operators	Regional operators	Long distance operators
Q1	46.0	40.8	24.8
Q2	46.7	41.5	24.7
Q3	46.3	41.5	23.3
Q4	45.9	41.1	23.6

2004–05

Quarter	London and SE operators	Regional operators	Long distance operators
Q1	45.9	41.6	24.4
Q2	48.2	40.2	24.2
Q3	48.9	41.9	25.7
Q4	48.8	41.3	24.8

Table 1.4 Timetabled train kilometres by sector (millions)

Great Britain 1997–98 to 2004–05

	Long distance operators	London and SE operators total (inc peak)	London and SE operators peak only	Regional operators	ALL OPERATORS
1997–98	66.0	160.8	22.1	149.5	376.3
1998–99	73.3	174.0	24.0	157.8	405.1
1999–00	78.7	179.8	24.6	159.9	418.4
2000–01	81.0	184.4	24.6	161.7	427.2
2001–02	85.6	186.9	25.1	163.4	435.9
2002–03	95.2	184.3	25.2	163.7	443.3
2003–04	96.5	184.8	25.3	165.0	446.2
2004–05	99.1	191.9	26.0	165.0	456.0
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	24.4	45.9	6.3	41.6	111.9
Q2	24.2	48.2	6.4	40.2	112.6
Q3	25.7	48.9	6.6	41.9	116.6
Q4	24.8	48.8	6.7	41.3	114.8
Percentage change					
2004–05 Q4 on 2003–04 Q4	4.9	6.5	7.2	0.5	3.9
2004–05 on 2003–04	2.8	3.8	2.8	0.0	2.2

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

2004–05 on 2003–04

- Between 2003–04 and 2004–05 the Public Performance Measure (PPM) for all operators improved by three per cent.
- More than 83.5 per cent of trains ran on time in 2004–05.
- Long distance operators showed the greatest increase in PPM between 2003–04 and 2004–05. The PPM in this sector increased by almost eight per cent.
- The PPM for London and South East, all day and peak services, increased by over five per cent between 2003–04 and 2004–05.
- Between 2003–04 and 2004–05 the PPM for regional operators remained virtually unchanged.
- Between 2003–04 and 2004–05 17 operators showed an increased PPM, four operators showed a decreased PPM and one showed a virtually unchanged PPM.
- Between 2003–04 and 2004–05 the number of complaints per 100,000 journeys decreased by around eight per cent.
- Between 2003–04 and 2004–05 London and South East operators showed a decrease in complaints of five per cent.
- Between 2003–04 and 2004–05 long distance operators showed a decrease in complaints of 13.5 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 NRES took nearly 50 million calls, five-and-a-half per cent fewer than in 2003–04.
- In 2004–05 NRES answered 94 per cent of calls, almost unchanged compared to 2003–04.

2004–05 Q4 on 2003–04 Q4

- Between 2003–04 Q4 and 2004–05 Q4 the Public Performance Measure (PPM) for all operators improved by almost four per cent.
- Eighty-six per cent of trains ran on time in 2004–05 Q4.
- London and South East operators showed the greatest increase in PPM between 2003–04 Q4 and 2004–05 Q4. The PPM across the whole day increased by over seven per cent. The PPM in the peak increased by almost eight-and-a-half per cent.
- Long distance operators showed an increase in PPM between 2003–04 Q4 and 2004–05 Q4. The PPM in this sector increased almost one per cent.
- Between 2003–04 Q4 and 2004–05 Q4 the PPM for regional operators remained virtually unchanged.
- Between 2003–04 Q4 and 2004–05 Q4 13 operators showed an increased PPM, seven operators showed a decreased PPM and two showed a virtually unchanged PPM.
- Between 2003–04 Q4 and 2004–05 Q4 the number of complaints per 100,000 journeys decreased by around seven per cent.
- Between 2003–04 Q4 and 2004–05 Q4 London and South East operators showed a decrease in complaints of five per cent.
- Between 2003–04 Q4 and 2004–05 Q4 long distance operators showed a decrease in complaints of three 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 Q4 NRES took nearly 12 million calls, more than two per cent fewer than in 2003–04 Q4.
- In 2004–05 Q4 NRES answered almost 95 per cent of calls, an increase of just over one per cent compared to 2003–04 Q4.

2.1 Public Performance Measure (PPM)

Background

The SSRA (now the 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.

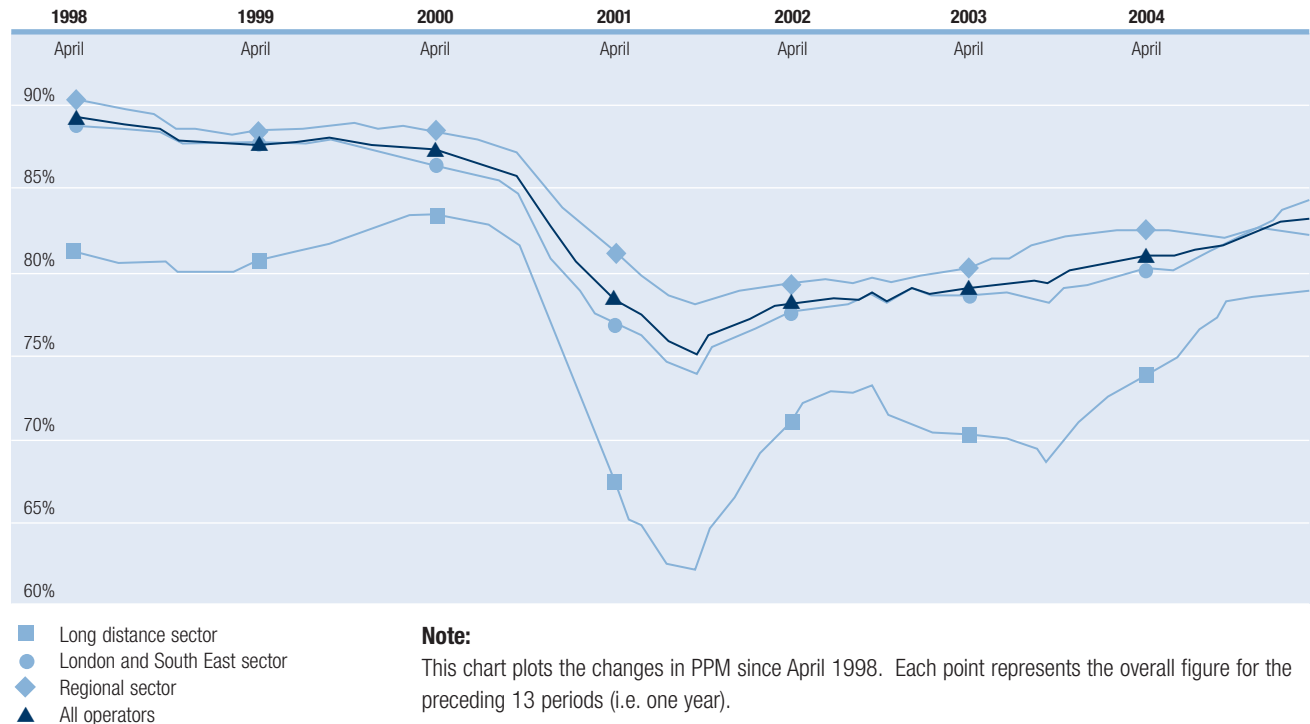
A train is defined as 'on time' if it arrives within five minutes (i.e. 4 minutes 59 seconds or less) of the planned destination arrival time on London and South East or regional operators, or 10 minutes (i.e. 9 minutes 59 seconds or less) on long distance operators.

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.

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

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



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.

Operator-specific data are available in section 8, page 67.

Table 2.1a Public Performance Measure

Percentage of trains arriving on time 1998–99 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	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
2004–05	79.1	84.7	81.8	82.7	83.6
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
Q4	81.3	88.0	83.9	84.6	86.2
Percentage change					
2004–05 Q4 on 2003–04 Q4	0.8	7.2	8.4	0.0	3.8
2004–05 on 2003–04	7.8	5.2	5.1	-0.1	3.0

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 the sector allocation of franchises.

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

Table 2.1b Public Performance Measure by Train Operating Company

Percentage of trains arriving on time 2004–05 Q4

	2004–05 Q4	2003–04 Q4	Year to 31 March 2005	Year to 31 December 2004
Long distance operators				
First Great Western	79.6	83.0	79.6	80.5
Great North Eastern Railway	79.2	76.9	77.5	76.9
Midland Mainline	92.9	80.4	88.3	85.3
ONE* (InterCity)	83.3	79.5	84.3	83.5
Virgin CrossCountry	82.7	80.7	77.8	77.2
Virgin West Coast	74.7	81.5	72.1	73.7
Sector level	81.3	80.7	79.1	78.9
London and SE operators – all day				
c2c	94.0	88.0	93.2	91.7
Chiltern Railways	93.9	91.5	92.5	91.9
First Great Western Link [†]	84.2	85.5	82.9	83.2
ONE*	90.8	-	89.0	-
Silverlink	89.7	81.8	84.2	82.2
South Eastern Trains	84.5	82.4	84.2	83.6
South West Trains	90.0	74.0	81.4	77.4
Southern	84.8	80.4	81.8	80.7
Thameslink	89.6	77.8	83.9	81.0
WAGN*	90.0	86.2	89.3	87.6
Sector level	88.0	82.1	84.7	83.2
London and SE operators – peak				
c2c	94.3	85.8	92.7	90.5
Chiltern Railways	91.3	86.6	90.3	89.1
First Great Western Link [†]	70.1	81.0	73.9	76.7
ONE*	88.9	-	86.7	-
Silverlink	90.2	85.8	86.1	85.0
South Eastern Trains	78.9	73.0	80.1	78.5
South West Trains	85.8	69.6	78.3	74.2
Southern	78.4	75.2	77.9	77.1
Thameslink	85.0	70.8	78.5	75.0
WAGN*	87.9	83.2	87.2	85.1
Sector level	83.9	77.3	81.8	80.2
Regional operators				
Arriva Trains Wales	83.0	84.6	80.8	81.2
Central Trains	74.6	78.2	73.1	74.1
First ScotRail	83.7	86.2	83.1	83.7
Gatwick Express	87.1	80.4	84.7	83.1
Island Line	98.3	98.7	97.3	97.4
Merseyrail	94.7	94.5	94.2	94.1
Northern Rail	87.3	-	-	-
TPE	78.5	-	74.6	-
Wessex Trains	86.6	87.1	85.4	85.6
Sector level	84.6	84.6	82.7	82.7
National level	86.2	83.1	83.6	82.8

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 and 2004–05

■ PPM 2003–04 ■ PPM 2004–05

Long distance operators

First Great Western



GNER



Midland Mainline



ONE* (InterCity)



Virgin CrossCountry



Virgin West Coast



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

Regional operators

Arriva Trains Wales



Central Trains



First ScotRail



Gatwick Express



Island Line



Merseyrail



TPE



Wessex Trains



Chart 2.1b Public Performance Measure by Train Operating Company (continued)

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

■ PPM 2003–04 ■ PPM 2004–05

London and South East operators – all day

c2c



Chiltern Railways



First Great Western Link



ONE*



Silverlink



South Eastern Trains



South West Trains



Southern



Thameslink



WAGN*



London and South East operators – peak

c2c



Chiltern Railways



First Great Western Link



ONE*



Silverlink



South Eastern Trains



South West Trains



Southern



Thameslink



WAGN*



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

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

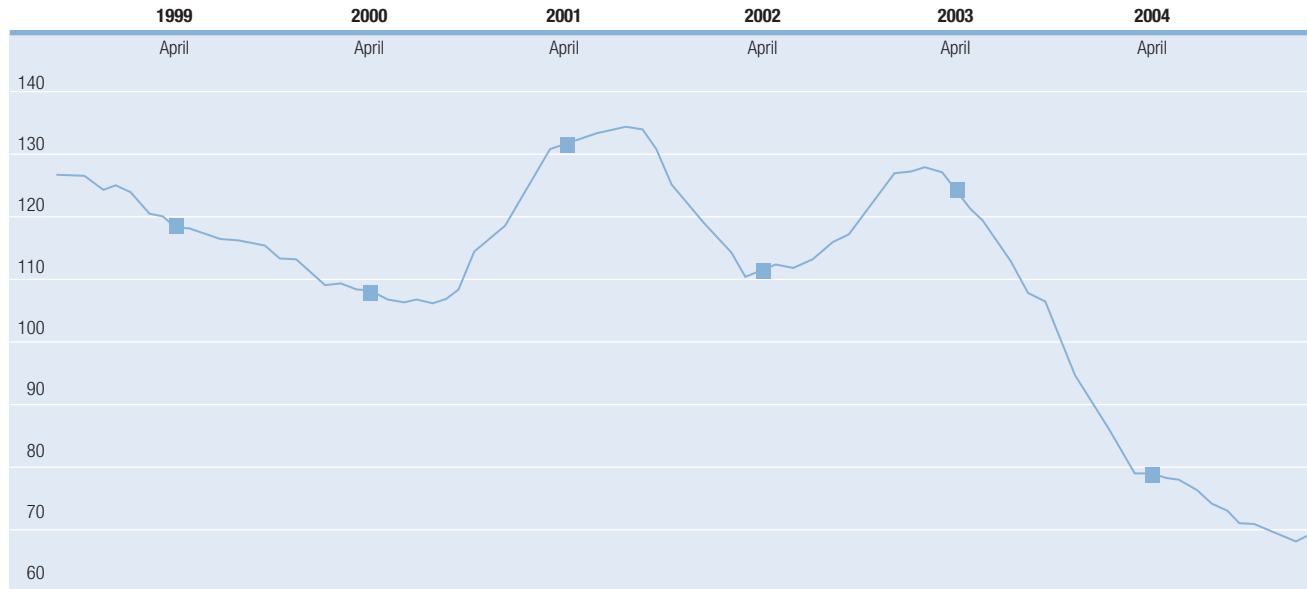
A 'complaint' is defined as 'any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy'. Train operators record and report complaints made by letter, fax, e-mail, pre-printed form or telephone.

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.

Operator-specific data are available in section 8, page 67.

Table 2.2a 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
2004–05	443	29	57	68
<hr/>				
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
<hr/>				
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	143	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
<hr/>				
2004–05 Q1	476	27	50	68
Q2	441	27	59	69
Q3	440	34	63	73
Q4	416	29	55	62
<hr/>				
Percentage change				
2004–05 Q4 on 2003–04 Q4	-2.8	-7.6		-6.9
2004–05 on 2003–04	-13.5	-5.4		-8.3

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 the 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 19.

For more details on the break in the series between 2003–04 Q4 and 2004–05 Q1 please see notes on page 19.

Table 2.2b **Complaint Response Performance within CHP target**

Percentage of complaints answered within CHP target 2004–05

Operator	2004–05 Q1	2004–05 Q2	2004–05 Q3	2004–05 Q4	2004–05 TOTAL	2003–04	Complaint Handling Procedure response time
Long distance operators							
First Great Western	86%	84%	81%	94%	86%	95%	5 working days
GNER	88%	61%	58%	69%	68%	74%	20 working days
Midland Mainline	83%	54%	71%	72%	69%	89%	20 working days
Virgin CrossCountry	100%	99%	72%	95%	92%	67%	75% – 10 working days 90% – 20 working days
Virgin West Coast	86%	79%	60%	92%	79%	68%	75% – 10 working days 90% – 20 working days
London and South East operators							
c2c	98%	99%	100%	100%	99%	83%	15 working days
Chiltern Railways	100%	99%	62%	67%	75%	98%	10 working days
First Great Western Link [†]	99%	99%	99%	87%	96%	65%	5 working days
ONE*	94%	92%	87%	96%	92%	-	10 working days
Silverlink	96%	99%	100%	100%	99%	87%	10 working days
South Eastern Trains	100%	100%	100%	100%	100%	100%	10 working days
South West Trains	96%	86%	100%	99%	95%	85%	21 working days
Southern	97%	96%	100%	99%	98%	96%	10 working days
Thameslink	92%	98%	99%	100%	97%	97%	10 working days
WAGN*	97%	100%	100%	100%	99%	78%	15 working days
Regional operators							
Arriva Trains Wales	99%	100%	100%	100%	100%	100%	10 working days
Central Trains	90%	96%	92%	96%	94%	93%	3 weeks
First ScotRail*	89%	91%	85%	91%	89%	86%	10 working days
Gatwick Express	76%	90%	75%	85%	82%	82%	10 working days
Island Line	100%	100%	100%	100%	100%	100%	5 working days
Merseyrail	100%	100%	100%	100%	100%	100%	20 working days
Northern Rail*	95%	93%	94%	100%	95%	-	20 working days
TPE	98%	92%	91%	95%	94%	92%	20 working days
Wessex Trains	100%	100%	100%	100%	100%	100%	10 working days

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

[†]Formerly Thames Trains.

Table 2.2c **Complaint Response Performance within 20 working days**

Percentage of complaints answered within 20 working days

Operator	2004-05 Q1	2004-05 Q2	2004-05 Q3	2004-05 Q4	2004-05 TOTAL	2003-04
Long distance operators						
First Great Western	100%	100%	89%	99%	96%	100%
GNER	88%	61%	58%	69%	68%	74%
Midland Mainline	83%	54%	71%	72%	69%	89%
Virgin CrossCountry	100%	99%	98%	100%	99%	95%
Virgin West Coast	100%	100%	100%	100%	100%	96%
London and South East operators						
c2c	98%	99%	100%	100%	99%	98%
Chiltern Railways	100%	99%	62%	67%	76%	99%
First Great Western Link [†]	99%	99%	99%	87%	96%	74%
ONE*	99%	100%	93%	96%	96%	-
Silverlink	96%	99%	100%	100%	99%	98%
South Eastern Trains	100%	100%	100%	100%	100%	100%
South West Trains	99%	100%	100%	99%	99%	98%
Southern	100%	100%	100%	99%	100%	99%
Thameslink	98%	99%	99%	100%	99%	98%
WAGN*	97%	100%	100%	100%	99%	94%
Regional operators						
Arriva Trains Wales	100%	100%	100%	100%	100%	100%
Central Trains	90%	98%	93%	96%	94%	93%
First ScotRail*	89%	91%	85%	91%	89%	86%
Gatwick Express	76%	90%	75%	85%	82%	82%
Island Line	100%	100%	100%	100%	100%	100%
Merseyrail	100%	100%	100%	100%	100%	100%
Northern Rail*	100%	99%	100%	100%	100%	-
TPE	99%	93%	97%	99%	97%	100%
Wessex Trains	100%	100%	100%	100%	100%	100%

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

[†]Formerly Thames Trains.

Table 2.2d **Complaints by category**

Percentage of complaints made to Train Operating Companies 2004–05

Complaint category	2004–05 Q1	2004–05 Q2	2004–05 Q3	2004–05 Q4	2004–05 TOTAL	2003–04
Train service performance	46%	47%	45%	36%	44%	50%
Quality on train	12%	17%	16%	14%	15%	14%
Fares, retailing and refunds	19%	15%	17%	25%	19%	14%
Information at stations and on trains	4%	5%	5%	5%	5%	4%
Staff conduct and availability	4%	4%	4%	4%	4%	4%
Complaints handling	4%	3%	3%	4%	3%	4%
Station quality	2%	2%	2%	2%	2%	2%
Praise comments	2%	2%	2%	2%	2%	2%
Safety and security	1%	1%	1%	1%	1%	1%
Timetable and connection issues	1%	1%	3%	3%	2%	1%
Special needs	1%	1%	1%	1%	1%	1%
NRES	1%	1%	0%	0%	1%	1%
Other complaints	2%	2%	1%	2%	2%	3%
TOTAL	100%	100%	100%	100%	100%	100%

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

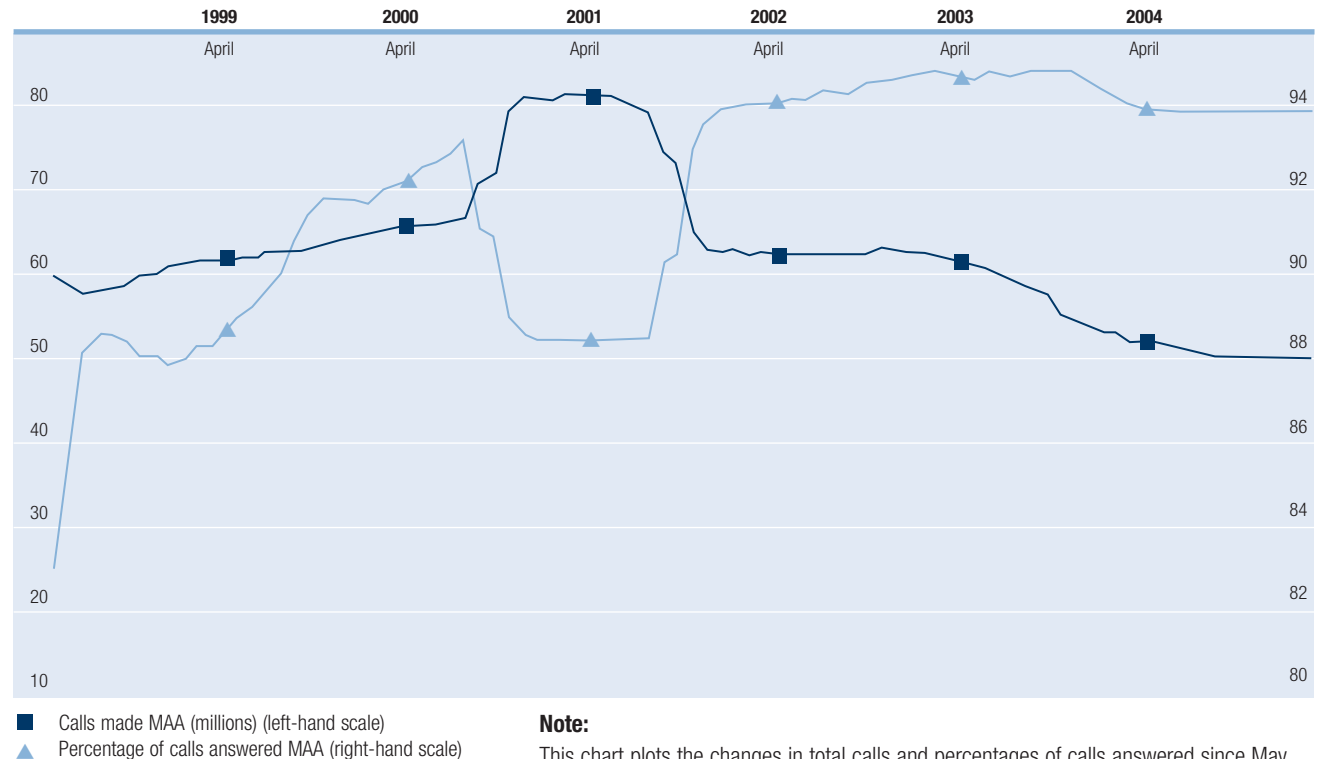
It should be noted that the automatic data collection is unable to distinguish between calls being answered by a human voice and those answered by an automatic message/answering machine. The results can therefore be said to provide a good indication of volume of calls made and answered. They do not, 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
2004–05	49.6	94.0	0.1	6.0
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
Q4	11.8	94.8	0.0	5.1
Percentage change				
2004–05 Q4 on 2003–04 Q4	-2.4	1.2		
2004–05 on 2003–04	-5.5	-0.2		

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

2.4 Passengers in Excess of Capacity (PiXC)

Background

The SRA monitors overcrowding on London commuter services.

The Passenger Transport Executives (PTEs) monitor capacity on services into Glasgow, Merseyside, Manchester, Birmingham, Sheffield and Leeds. The regime that monitors overcrowding is called 'Passengers in Excess of Capacity' (PiXC).

Methodology

PiXC applies to weekday commuter trains arriving in London between 07:00 and 09:59 and those departing between 16:00 and 18:59.

The measure is derived from the number of passengers travelling in excess of capacity on all services divided by the total number of people travelling, expressed as a percentage.

Capacity is deemed to be the number of standard class seats on the train for journeys of more than 20 minutes; for journeys of 20 minutes or less, an allowance for standing room is also made. The allowance for standing varies with the type of rolling stock but, for modern sliding door stock, is typically approximately 35 per cent of the number of seats.

PiXC counts are carried out once a year, on a typical weekday during the autumn.

Note that the results for WAGN and ONE have been realigned to reflect the current franchise split.

Since 2004 results for Silverlink include all London orbital services.

Other comments

The SRA has set limits on the level of acceptable PiXC at 4.5 per cent on one peak (morning or afternoon) and three per cent across both peaks.

Further operator-specific data are available in section 8, page 67.

Table 2.4 Passengers in Excess of Capacity

Percentage of Passengers in Excess of Capacity 2003 and 2004

Train Operating Company	Morning peak 2004	Morning peak 2003	Afternoon peak 2004	Afternoon peak 2003	OVERALL 2004	OVERALL 2003
c2c	2.2%	1.3%	1.1%	0.6%	1.7%	1.0%
Chiltern Railways	1.6%	3.3%	0.0%	0.8%	0.9%	2.1%
First Great Western Link	2.5%	2.0%	1.5%	0.9%	2.1%	1.5%
ONE	2.3%	1.6%	2.4%	1.5%	2.3%	1.6%
Silverlink	4.7%	6.0%	1.3%	2.1%	3.1%	4.2%
South Eastern Trains	2.4%	3.1%	0.4%	0.5%	1.5%	2.0%
South West Trains	6.8%	7.4%	1.1%	2.8%	4.4%	5.2%
Southern	7.8%	4.7%	1.8%	1.1%	5.2%	3.1%
Thameslink	2.4%	2.3%	2.7%	2.7%	2.6%	2.5%
WAGN	2.2%	1.5%	3.3%	1.3%	2.7%	1.4%
Total for London operators	4.1%	3.8%	1.5%	1.5%	2.9%	2.7%

3 Freight

Key results

2004–05 on 2003–04

- Freight moved (measured in net tonne kilometres) increased by around nine-and-a-half per cent between 2003–04 and 2004–05.
- The greatest commodity percentage increase between 2003–04 and 2004–05 was for coal traffic, which increased by more than 20 per cent.
- Infrastructure traffic (which is not included in the freight moved total) increased by about five-and-a-half per cent between 2003–04 and 2004–05.
- The only commodity percentage decrease between 2003–04 and 2004–05 was for other goods traffic, which fell by over 11 per cent, reflecting the reduction in Royal Mail traffic.
- The total freight lifted in 2004–05 was 101.9 million tonnes.
- During 2004–05, 51.7 million tonnes of coal were lifted and 50.2 million tonnes of other goods were lifted.

2004–05 Q4 on 2003–04 Q4

- Freight moved (measured in net tonne kilometres) increased by 10 per cent between 2003–04 Q4 and 2004–05 Q4.
- The greatest commodity percentage increase between 2003–04 Q4 and 2004–05 Q4 was coal moved, which increased by 27.5 per cent.
- Infrastructure traffic (which is not included in the freight moved total) increased by four per cent between 2003–04 Q4 and 2004–05 Q4.
- The greatest commodity percentage decrease between 2003–04 Q4 and 2004–05 Q4 was for international traffic, which fell by over 11 per cent.
- The total freight lifted in 2004–05 Q4 was 25.9 million tonnes.
- During 2004–05 Q4, 13.6 million tonnes of coal were lifted and 12.3 million tonnes of other goods were lifted.

3.1 Freight moved

Background

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

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

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-1999–00 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.

Table 3.1 Freight moved (billion net tonne kilometres)

Great Britain 1986–87 to 2004–05

	Coal	Metals	Construction	Oil and petroleum	International	Domestic intermodal	Other	TOTAL ¹	Infrastructure ²
1986–87	5.0	16.6	..
1987–88	4.6	17.5	..
1988–89	4.8	18.1	..
1989–90	4.6	16.7	..
1990–91	5.0	16.0	..
1991–92	5.0	15.3	..
1992–93	5.4	15.5	..
1993–94	3.9	13.8	..
1994–95	3.3	13.0	..
1995–96	3.6	13.3	..
1996–97	3.9	15.1	..
1997–98	4.4	16.9	..
1998–99	4.5	2.1	2.1	1.6	1.1	3.5	2.5	17.3	0.8
1999–00	4.8	2.2	2.0	1.5	1.0	3.9	2.7	18.2	0.8
2000–01	4.8	2.1	2.4	1.4	1.0	3.8	2.6	18.1	0.9
2001–02	6.2	2.4	2.8	1.2	0.6	3.5	2.6	19.4	1.2
2002–03	5.7	2.7	2.6	1.1	0.4	3.4	2.7	18.7	1.2
2003–04	5.8	2.4	2.7	1.2	0.5	3.5	2.8	18.9	1.2
2004–05	7.0	2.6	2.8	1.2	0.5	4.0	2.5	20.7	1.3
2001–02 Q1	1.5	0.6	0.7	0.3	0.2	0.9	0.7	4.8	0.3
2001–02 Q2	1.6	0.6	0.7	0.3	0.2	0.9	0.7	4.9	0.3
2001–02 Q3	1.6	0.6	0.7	0.3	0.1	0.9	0.7	4.8	0.3
2001–02 Q4	1.5	0.7	0.7	0.3	0.1	0.9	0.6	4.9	0.3
2002–03 Q1	1.4	0.7	0.6	0.3	0.1	0.9	0.7	4.7	0.3
2002–03 Q2	1.5	0.6	0.7	0.3	0.1	0.9	0.7	4.7	0.3
2002–03 Q3	1.4	0.6	0.6	0.3	0.1	0.8	0.7	4.6	0.3
2002–03 Q4	1.5	0.7	0.7	0.3	0.1	0.8	0.7	4.7	0.3
2003–04 Q1	1.4	0.6	0.7	0.3	0.1	0.9	0.7	4.6	0.3
2003–04 Q2	1.4	0.6	0.7	0.3	0.1	0.9	0.7	4.7	0.3
2003–04 Q3	1.4	0.6	0.6	0.3	0.1	0.9	0.7	4.6	0.3
2003–04 Q4	1.6	0.6	0.7	0.3	0.1	0.9	0.6	4.9	0.3
2004–05 Q1	1.6	0.7	0.7	0.3	0.1	1.0	0.6	5.0	0.3
2004–05 Q2	1.7	0.6	0.8	0.3	0.1	1.0	0.6	5.2	0.3
2004–05 Q3	1.8	0.6	0.7	0.3	0.1	1.0	0.6	5.1	0.3
2004–05 Q4	2.0	0.6	0.7	0.3	0.1	1.0	0.6	5.4	0.3
Percentage change									
2004–05 Q4 on 2003–04 Q4	27.5	0.0	-0.1	2.4	-11.1	12.8	-8.5	10.0	4.0
2004–05 on 2003–04	20.4	6.7	6.3	2.0	8.7	14.5	-11.2	9.5	5.6

Note:

For more details on the breaks in the series please refer to notes on page 27.

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

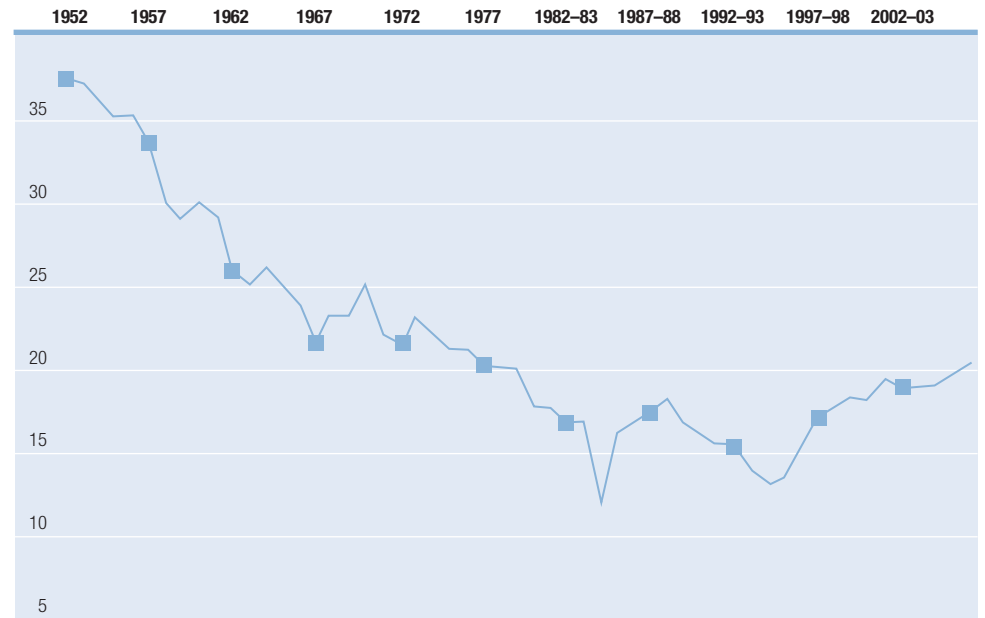
Chart 3.1a **Freight moved by quarter (billion net tonne kilometres)**

Great Britain quarterly data 1999–00 to 2004–05

1999–00	
Q1	4.46
Q2	4.46
Q3	4.55
Q4	4.76
2000–01	
Q1	4.65
Q2	4.57
Q3	4.19
Q4	4.68
2001–02	
Q1	4.82
Q2	4.94
Q3	4.76
Q4	4.87
2002–03	
Q1	4.73
Q2	4.69
Q3	4.56
Q4	4.75
2003–04	
Q1	4.61
Q2	4.74
Q3	4.64
Q4	4.88
2004–05	
Q1	4.99
Q2	5.15
Q3	5.15
Q4	5.37

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

Great Britain annual data 1952 to 2004–05



Note:

Please refer to notes on page 27 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	
2004–05	51.7	50.2	101.9	
<hr/>				
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
<hr/>				
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
<hr/>				
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
<hr/>				
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
<hr/>				
2004–05	Q1	12.4	12.7	25.0
	Q2	12.2	12.7	25.0
	Q3	13.5	12.5	26.0
	Q4	13.6	12.3	25.9

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 1999–00 to 2004–05

■ Coal ■ Other

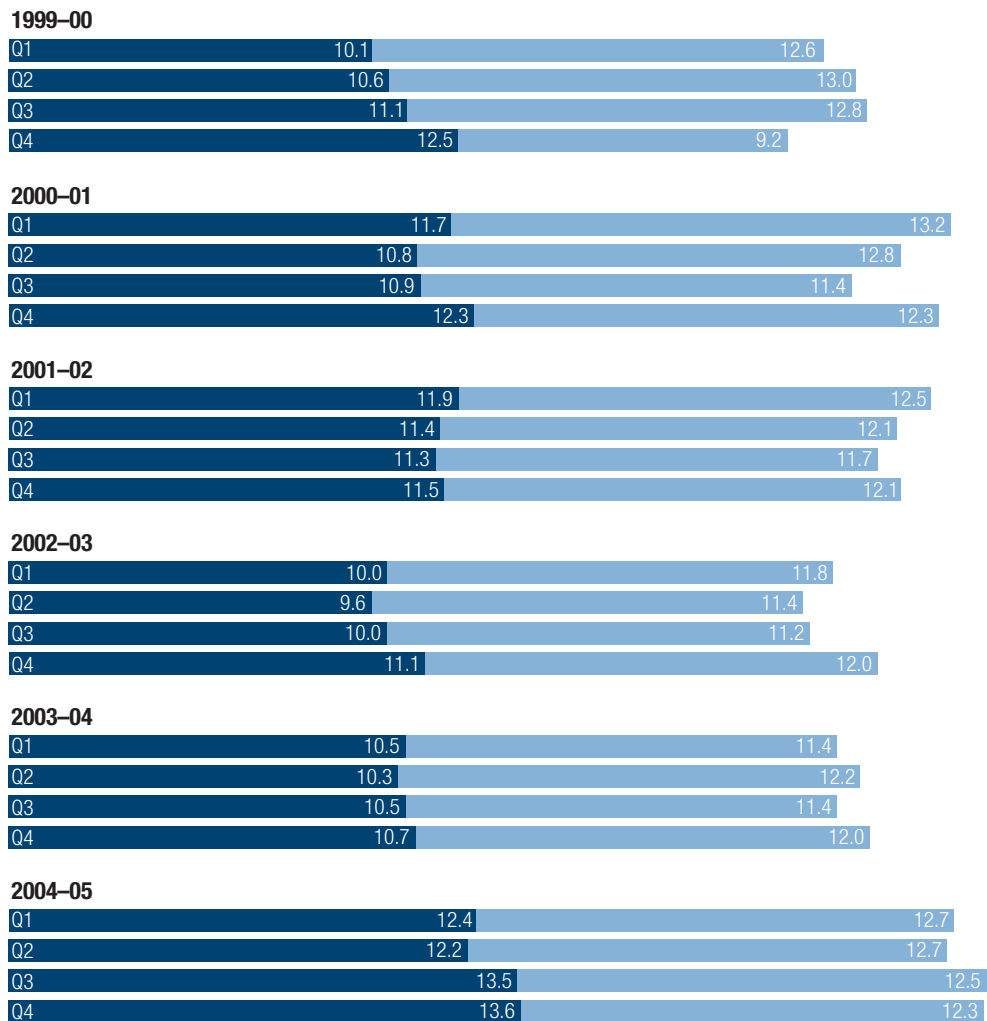
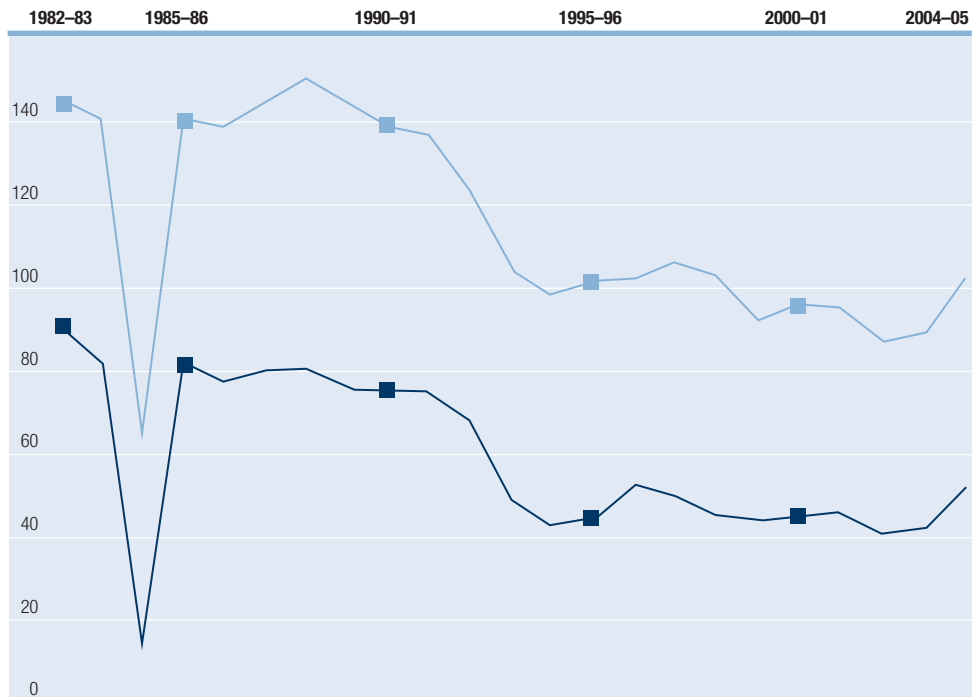


Chart 3.2b Freight lifted (million tonnes)

Great Britain annual data 1982–83 to 2004–05

■ Coal ■ Total



3.3 Freight Key Performance Indicators

The SRA published a set of Freight Key Performance Indicators for the first time in the September 2003 issue of *National Rail Trends*. This followed the commitment made in the Corporate Plan 2003–04, “to develop a wider range of key performance indicators and performance measures to better publicise the growth of rail freight”.

Freight moved and lifted

Freight moved and freight lifted are published quarterly in *National Rail Trends*. Cumulative growth in rail freight moved since the start of the 10 Year Plan is also included.

Freight moved and lifted both increased in 2004–05 from the previous financial year, although there was a change in the method of data collection for freight lifted.

Rail market share

This includes rail’s share of both surface-based heavy freight transport (i.e. rail plus HGVs), and the overall GB freight sector (i.e. including LGVs, pipelines and water transport). These figures illustrate the relative importance of rail. Rail’s market share in terms of freight moved is significantly higher than the freight lifted metric because the length of the average rail freight haul is comparatively high.

Table 3.3a **Freight moved**

Great Britain 2002–03 to 2004–05

	2004–05	2003–04	2002–03	Change 2004–05 on 2003–04
Annual (billion net tonne kilometres)	20.7	18.9	18.7	9.5
Cumulative growth since the start of the 10 Year Plan	14.2%	4.3%	3.6%	

Source: Network Rail

Table 3.3b **Freight lifted**

Great Britain 2002–03 to 2004–05

	2004–05	2003–04	2002–03
Annual (million tonnes)	101.9	88.9	87.0

Source: Freight Operating Companies

Note: Data from 2004–05 are not directly comparable with previous data due to a change in the method of data collection.

Table 3.3c **Rail market share**

Great Britain 2001 to 2003

Freight moved	2003	2003	2002	2002	2001	2001
	Total market size (billion net tonne kilometres)	Percentage of total market moved by rail	Total market size (billion net tonne kilometres)	Percentage of total market moved by rail	Total market size (billion net tonne kilometres)	Percentage of total market moved by rail
Surface transport (Rail and HGVs)	170.4	11.0	168.7	11.2	168.6	11.4
Overall market	249.4	7.5	254.3	7.4	246.4	7.8
Freight lifted	2003	2003	2002	2002	2001	2001
	Total market size (million tonnes)	Percentage of total market lifted by rail	Total market size (million tonnes)	Percentage of total market lifted by rail	Total market size (million tonnes)	Percentage of total market lifted by rail
Surface transport (Rail and HGVs)	1,732.1	5.2	1,714.5	5.1	1,676.4	5.7
Overall market	2,088.0	4.3	2,080.2	4.2	2,038.1	4.7

Source: SRA, DfT and DTI

Note: Data are only available in calendar years.

Impacts on road haulage

These measures provide an alternative to the traditional 'deadweight'-based approach. As they are driven more by volume than by weight they will better reflect changes in some of the less traditional markets, which may have been understated previously. 'Rail freight lorry kilometres equivalent' represents the equivalent distance that road vehicles would need to have travelled to move the amounts of freight carried on rail. 'Avoided lorry journeys' represents the equivalent number of road vehicle trips necessary to move this freight.

Number of freight trains

This measure provides a direct reflection on the level of rail freight activity. In combination with the other indicators, it provides a balanced picture of the industry.

Table 3.3d **Impacts on road haulage**

Great Britain 2002–03 to 2004–05

	2004–05	2003–04	2002–03	Change 2004–05 on 2003–04
Rail freight lorry kilometres equivalent (billions)	1.43	1.35	1.36	5.9
Avoided lorry journeys (millions)*	7.20	5.89	5.59	-

Source: SRA analysis derived from the DfT's Continuing Survey of Roads Goods Vehicles.

Note: *Data from 2004–05 are not directly comparable with previous data due to a change in the method of data collection for the underlying information (Freight Lifted data series). Some of the data used to calculate the 2004–05 lorry kilometres are based on 2003–04 data.

Table 3.3e **Number of freight trains**

Great Britain 2002–03 to 2004–05

	2004–05	2003–04	2002–03	Change 2004–05 on 2003–04
Total number of freight trains	381,965	416,053	374,387	-8.2

Source: Network Rail

4 National Passenger Survey

Key results

Spring 2005 wave

- The percentage of passengers satisfied with their journey overall is at the highest level ever recorded by the National Passenger Survey (NPS). Over three-quarters of passengers (77%) are very or fairly satisfied with their journey overall. This compares to 73% in spring 2004 and 76% in autumn 2004.
- At a national level the highest proportion of passengers ever recorded are satisfied with punctuality/reliability (74%). In addition, a wide variety of service areas recorded the highest-ever satisfaction ratings including those related to the train environment, such as cleanliness of train (66%), comfort of seats (63%) and upkeep and repair of the train (64%). Ratings of toilet facilities were also at an all-time high (34%), although with only one-third of passengers satisfied there is clearly still a great deal of room for improvement.
- Improvements in overall satisfaction ratings in London and the South East are linked to improvements in ratings of punctuality/reliability, over seven out of 10 passengers were satisfied in spring 2005 (73%) compared to 67% in spring 2004. Six out of 10 passengers were satisfied with the upkeep and repair of the train compared to only 46% in spring 2004, and 63% were satisfied with cleanliness of the train in spring 2005 compared to 51% in spring 2004.
- In the regional sector overall satisfaction ratings are at the highest ever recorded with 83% of passengers very or fairly satisfied compared to 81% in spring 2004.
- The proportion of passengers who were very or fairly satisfied overall with high speed long distance trains remains unchanged year on year (82%).
- The proportion of passengers satisfied or very satisfied with their overall journey increased for 18 operators, declined for five operators and remained virtually unchanged for one operator year on year.
- The lowest ratings for overall satisfaction were given to First Great Western Link (70%), Thameslink (71%), Silverlink (71%), South Eastern Trains (71%) and Southern (71%). It should be noted that this still represents a significant improvement for the majority of these operators year on year.
- The highest ratings for overall satisfaction were achieved by Gatwick Express (92%), Merseyrail (91%), Chiltern Railways (89%), GNER (86%) and First ScotRail (86%).

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 16 January and 13 March 2005. 'Top-up' shifts were carried out between 14 and 20 March 2005.

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 one 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 to ensure the trends are comparable.

4.1 National and sector level results

Table 4.1a **National Passenger Survey national level results (percentage) – Spring 2005**

	Percentage of respondents			Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	since autumn 2004	since spring 2004
Overall opinion of journey	77	14	10	1	3
Generic factors					
How TOC deals with delays	31	38	31	-	2
Value for money	41	23	36	(-2)	(-1)
Station factors					
How staff handle requests	82	7	11	-	-
Overall station environment	59	26	15	-	2
Ticket buying facilities	65	16	19	-	(-1)
Information about train times/platforms	75	13	11	2	1
Train factors					
Punctuality/reliability	74	9	17	4	4
Length of journey time	79	11	9	-	1
Ease of getting on/off	74	17	9	1	4
Amount of seats/standing space	61	16	23	1	3
Frequency	74	10	16	-	1
Cleanliness	66	16	17	4	9
Comfort of seats	63	21	16	3	6

Overall opinion of journey

Chart 4.1a
National and sector level

Percentage of passengers satisfied 2000 to 2005

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

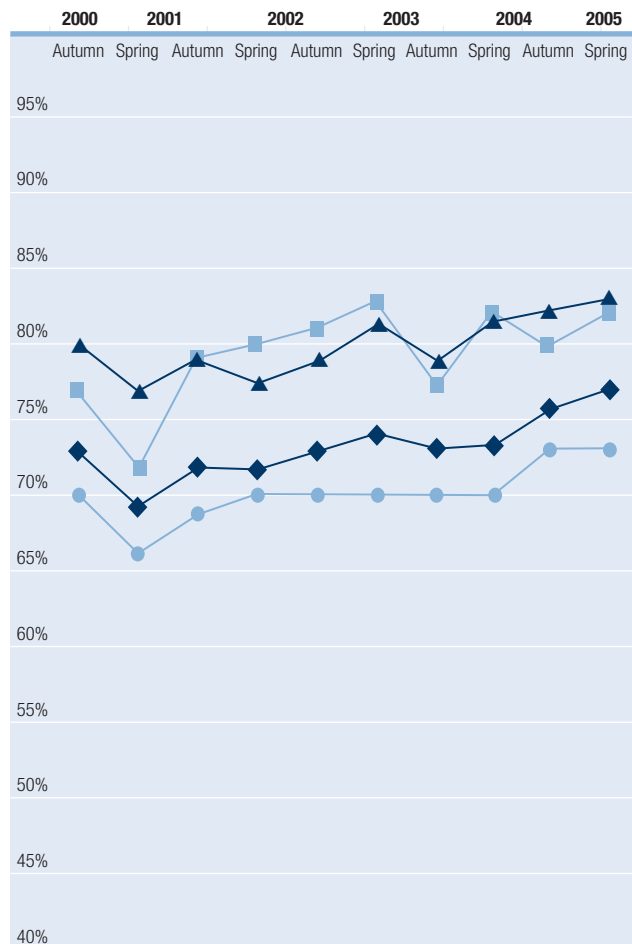


Chart 4.1b
Long distance operators

Percentage of passengers satisfied 2000 to 2005

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

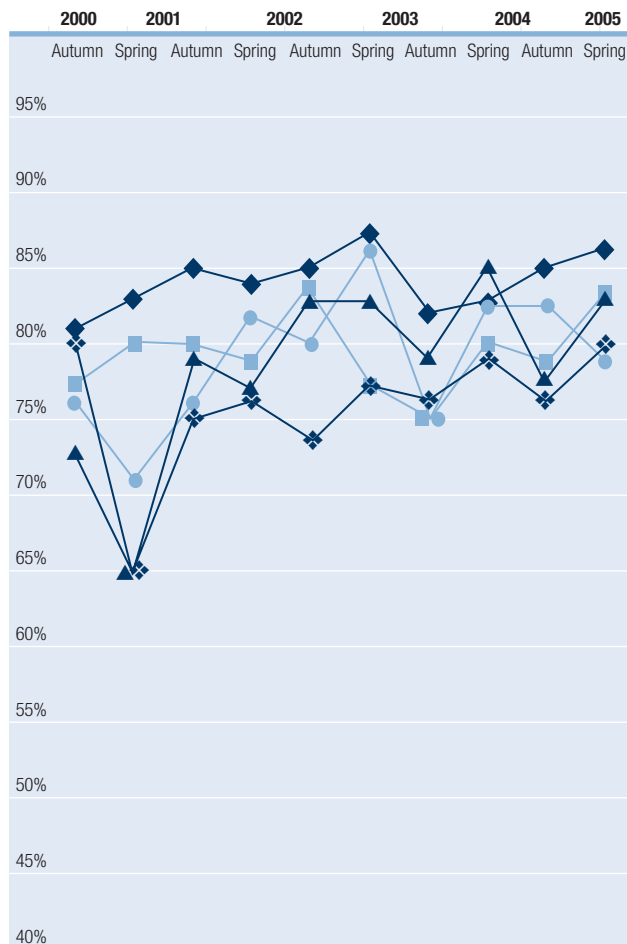


Chart 4.1c
Regional operators (part 1)

Percentage of passengers satisfied 2000 to 2005

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

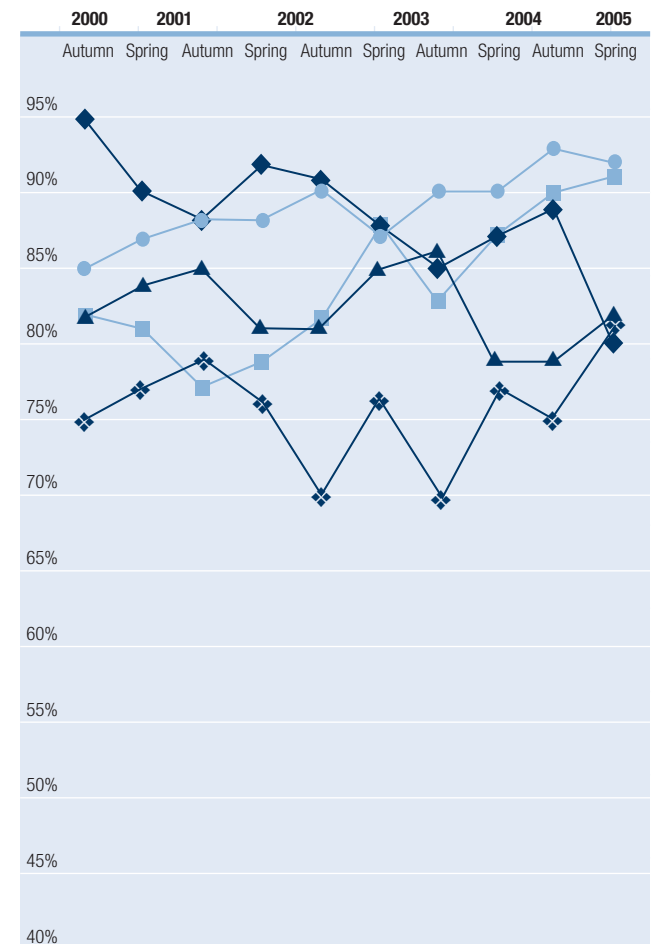


Chart 4.1c
Regional operators (part 2)

Percentage of passengers satisfied 2000 to 2005

- ▲ Northern Rail
- First ScotRail
- ◆ Wessex Trains
- TransPennine Express

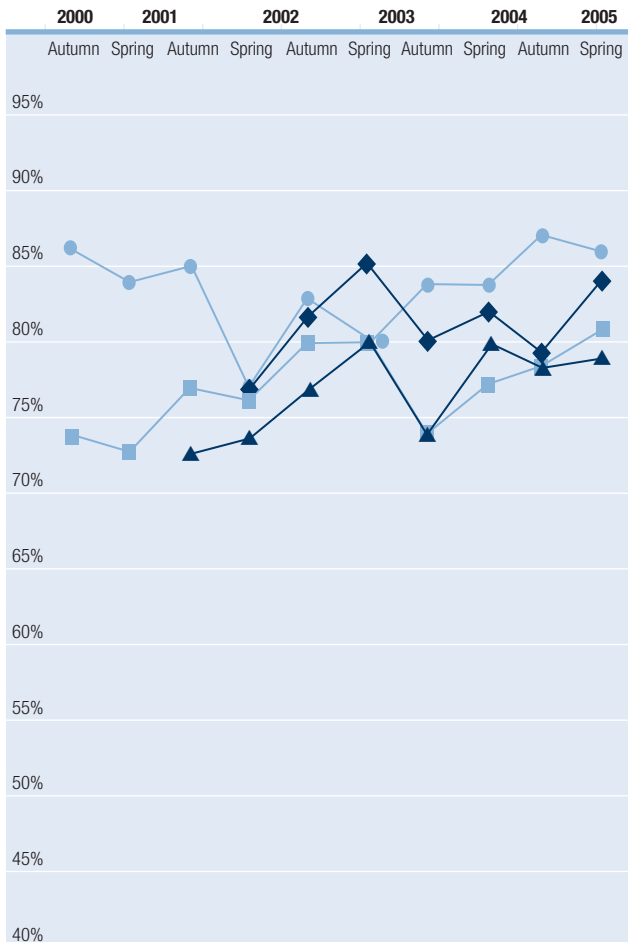


Chart 4.1d
London and South East operators (part 1)

Percentage of passengers satisfied 2000 to 2005

- ▲ Chiltern Railways
- c2c
- ◆ Southern
- Silverlink
- ◆ South Eastern Trains

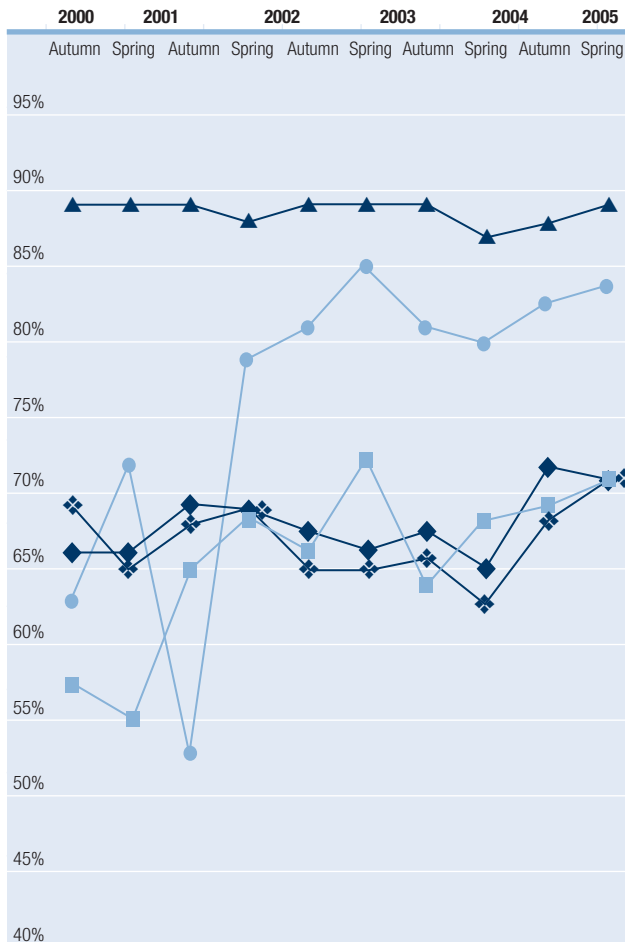
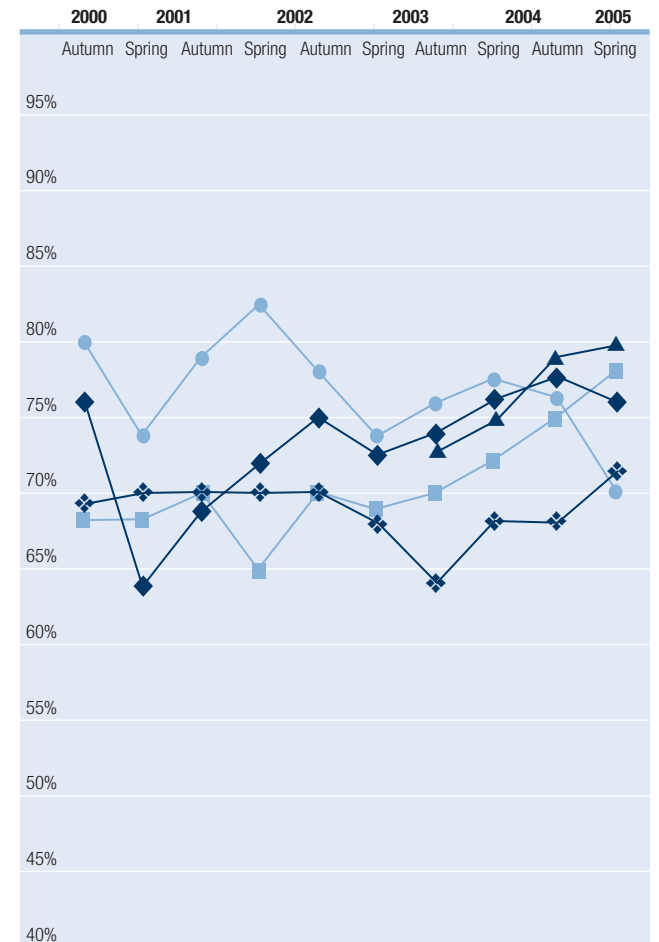


Chart 4.1d
London and South East operators (part 2)

Percentage of passengers satisfied 2000 to 2005

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



Punctuality/reliability

Chart 4.1e
National and sector level

Percentage of passengers satisfied 2000 to 2005

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

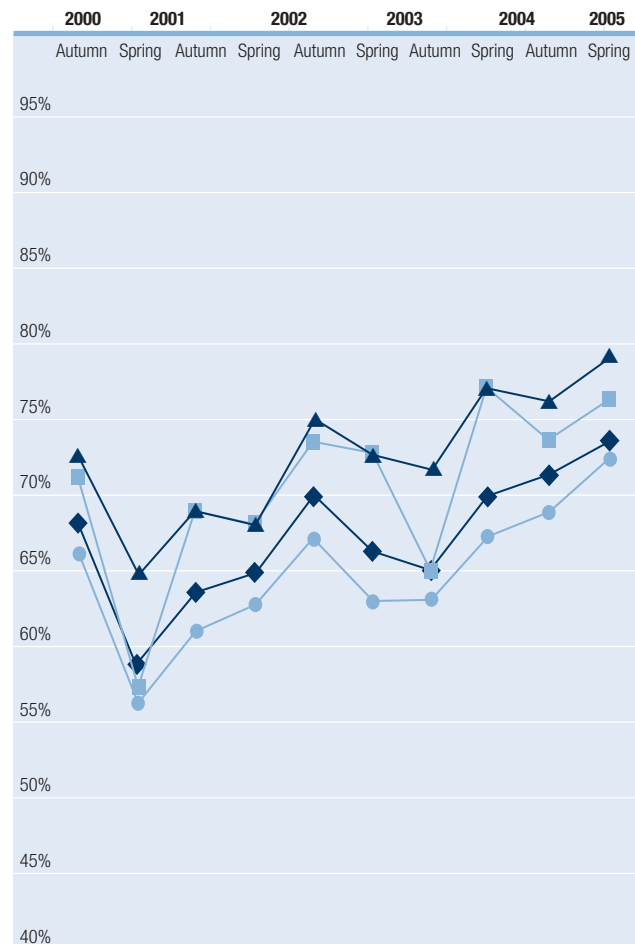


Chart 4.1f
Long distance operators

Percentage of passengers satisfied 2000 to 2005

- ▲ Virgin CrossCountry
- First Great Western
- ◆ GNER
- Midland Mainline
- ◇ Virgin West Coast

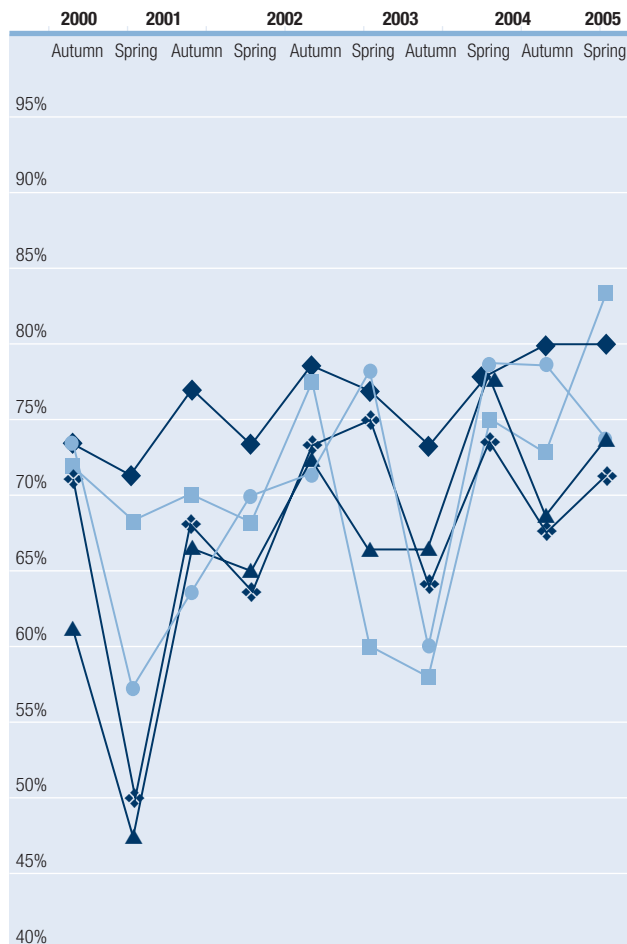


Chart 4.1g
Regional operators (part 1)

Percentage of passengers satisfied 2000 to 2005

- ▲ Arriva Trains Wales
- Gatwick Express
- ◆ Island Line
- Merseyrail
- ◇ Central Trains

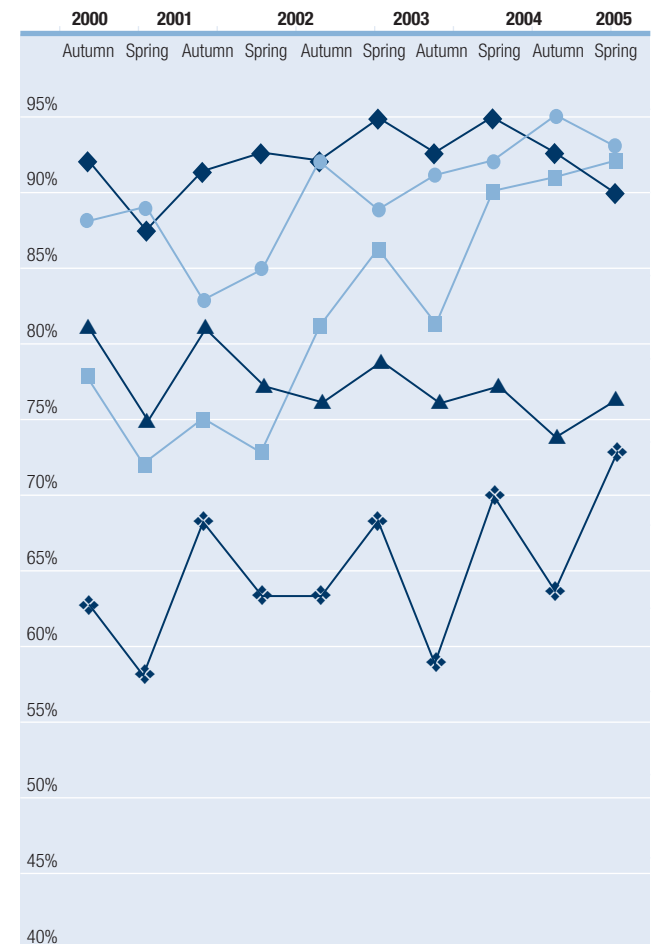


Chart 4.1g
Regional operators (part 2)

Percentage of passengers satisfied 2000 to 2005

- ▲ Northern Rail
- First ScotRail
- ◆ Wessex Trains
- TransPennine Express

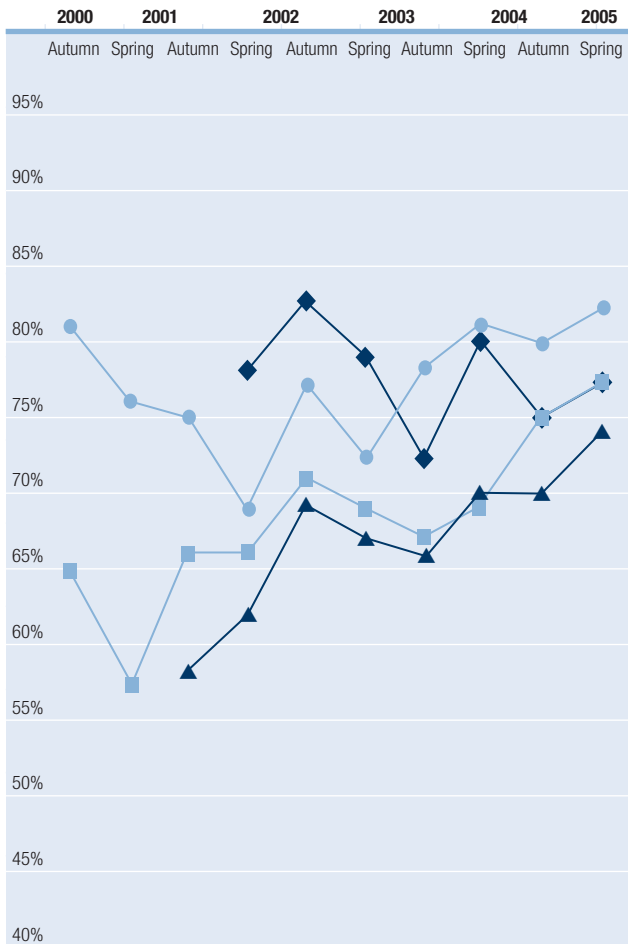


Chart 4.1h
London and South East operators (part 1)

Percentage of passengers satisfied 2000 to 2005

- ▲ Chiltern Railways
- c2c
- ◆ Southern
- Silverlink
- ◆ South Eastern Trains

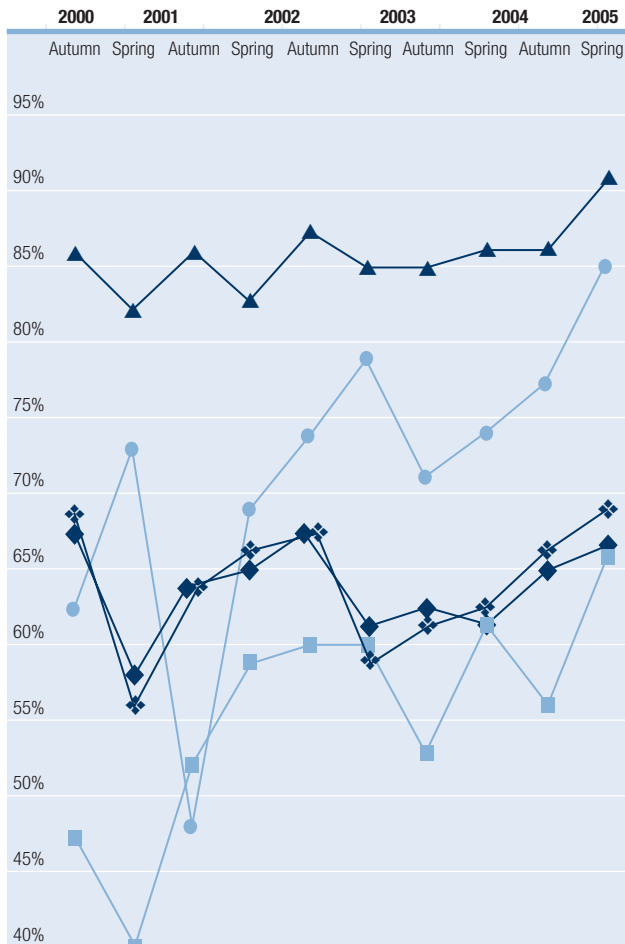
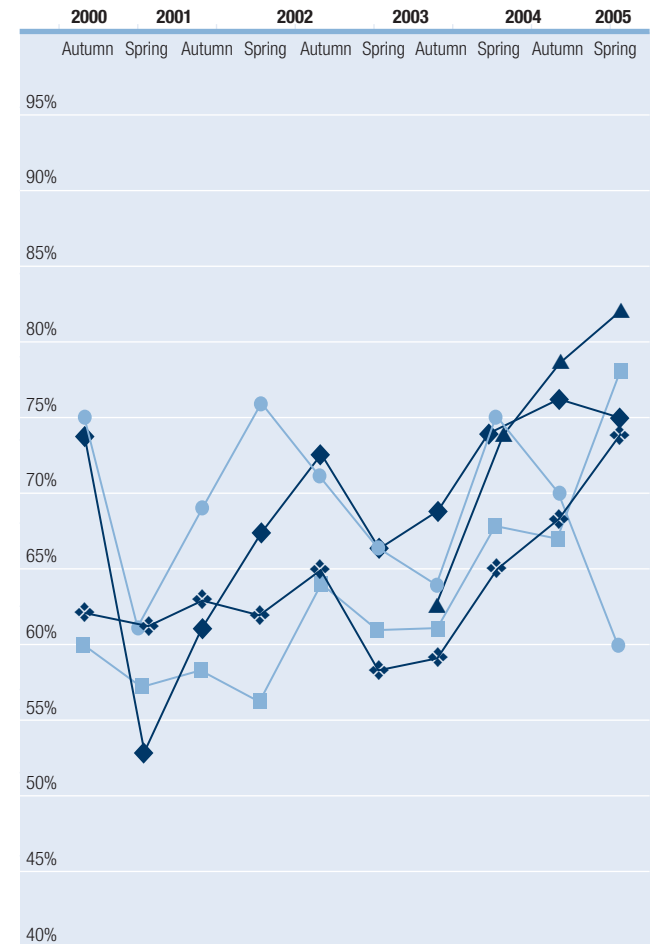


Chart 4.1h
London and South East operators (part 2)

Percentage of passengers satisfied 2000 to 2005

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



Dealing with delays

Chart 4.1i
National and sector level

Percentage of passengers satisfied 2000 to 2005

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

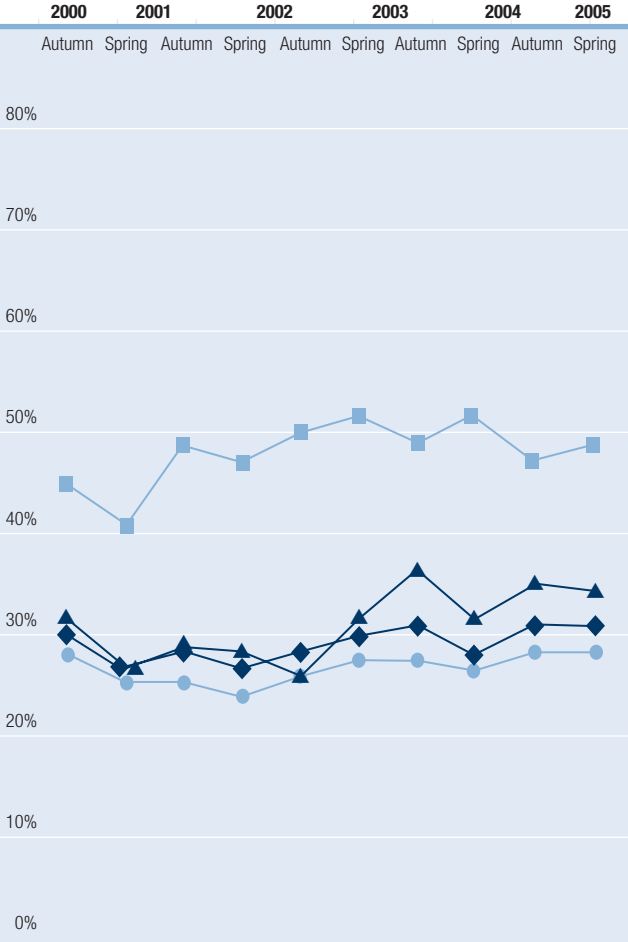


Chart 4.1j
Long distance operators

Percentage of passengers satisfied 2000 to 2005

- ▲ Virgin CrossCountry
- First Great Western
- ◆ GNER
- Midland Mainline
- ◇ Virgin West Coast

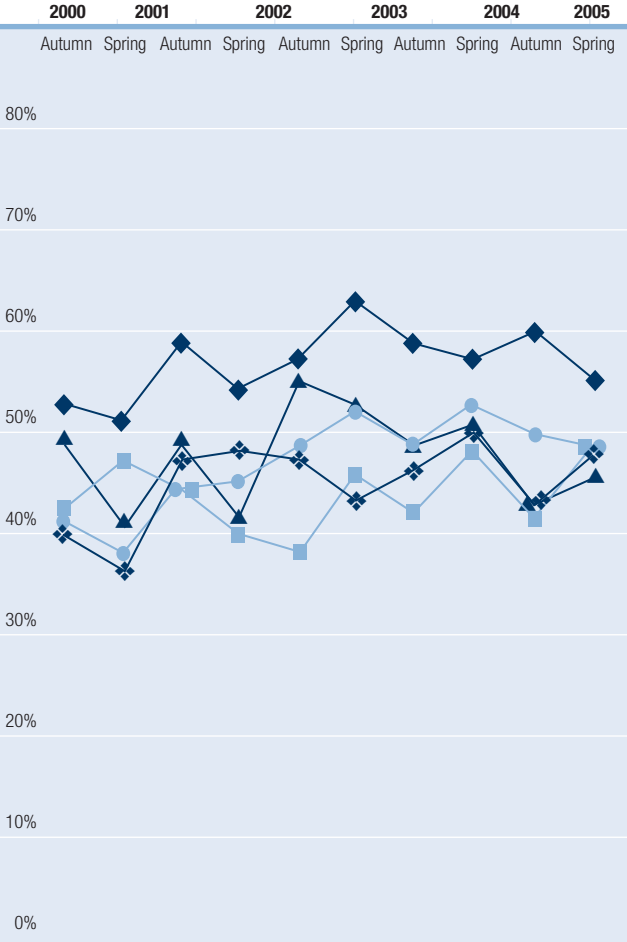


Chart 4.1k
Regional operators (part 1)

Percentage of passengers satisfied 2000 to 2005

- ▲ Arriva Trains Wales
- Gatwick Express
- ◆ Island Line
- Merseyrail
- ◇ Central Trains

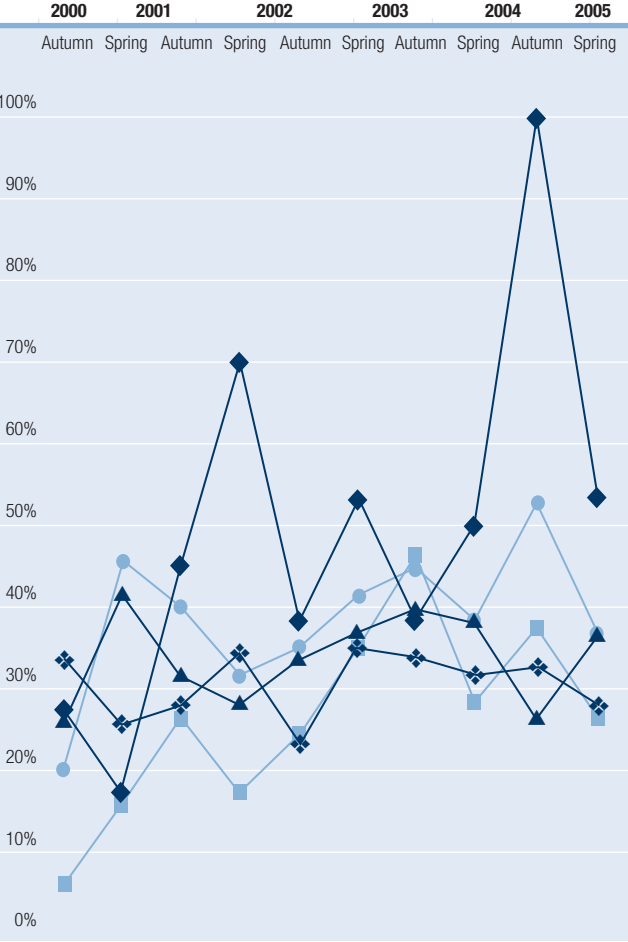


Chart 4.1k
Regional operators (part 2)

Percentage of passengers satisfied 2000 to 2005

- ▲ Northern Rail
- First ScotRail
- ◆ Wessex Trains
- TransPennine Express

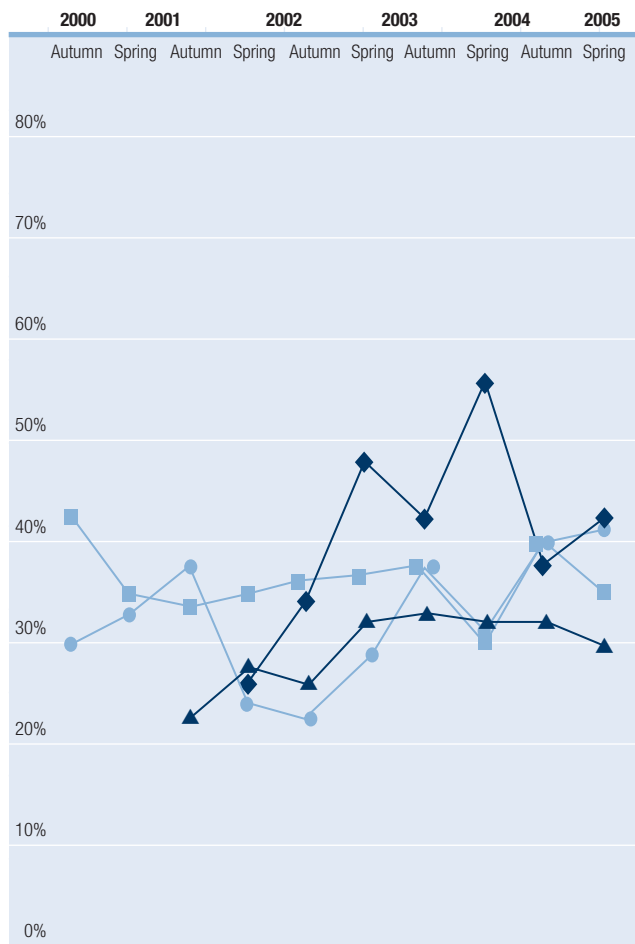


Chart 4.1l
London and South East operators (part 1)

Percentage of passengers satisfied 2000 to 2005

- ▲ Chiltern Railways
- c2c
- ◆ Southern
- Silverlink
- ◆ South Eastern Trains

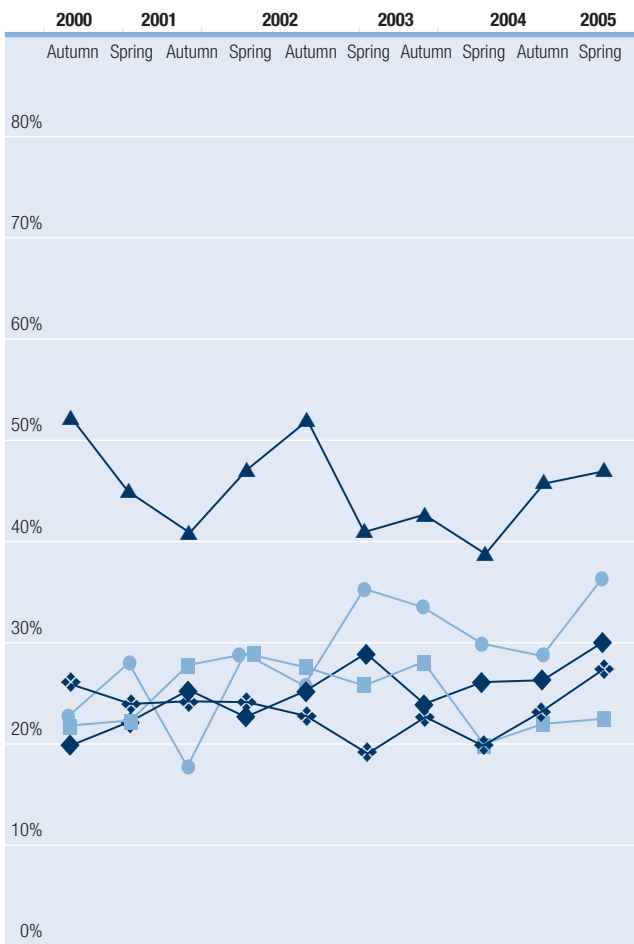
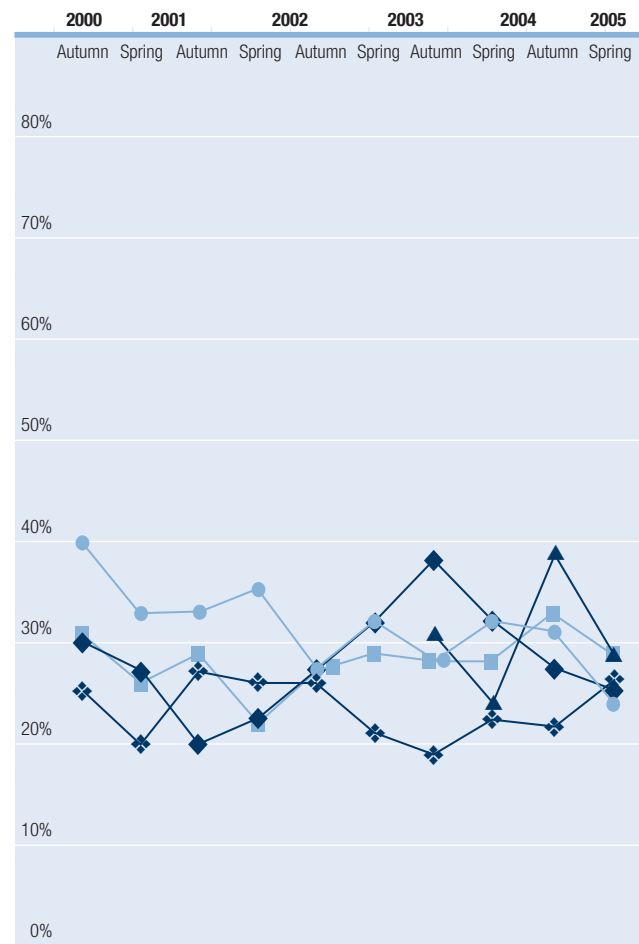


Chart 4.1m
London and South East operators (part 2)

Percentage of passengers satisfied 2000 to 2005

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



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

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

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

Other comments

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

5.1 Rail Fares Index

Table 5.1 **Average change in price of rail fares, 1995–2005**

(January 1995 = 100)

	January 1995	January 1996	January 1997	January 1998	January 1999	January 2000	January 2001	January 2002	January 2003	January 2004	January 2005	Jan 2004 – Jan 2005		Real terms changes in average price		
												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				

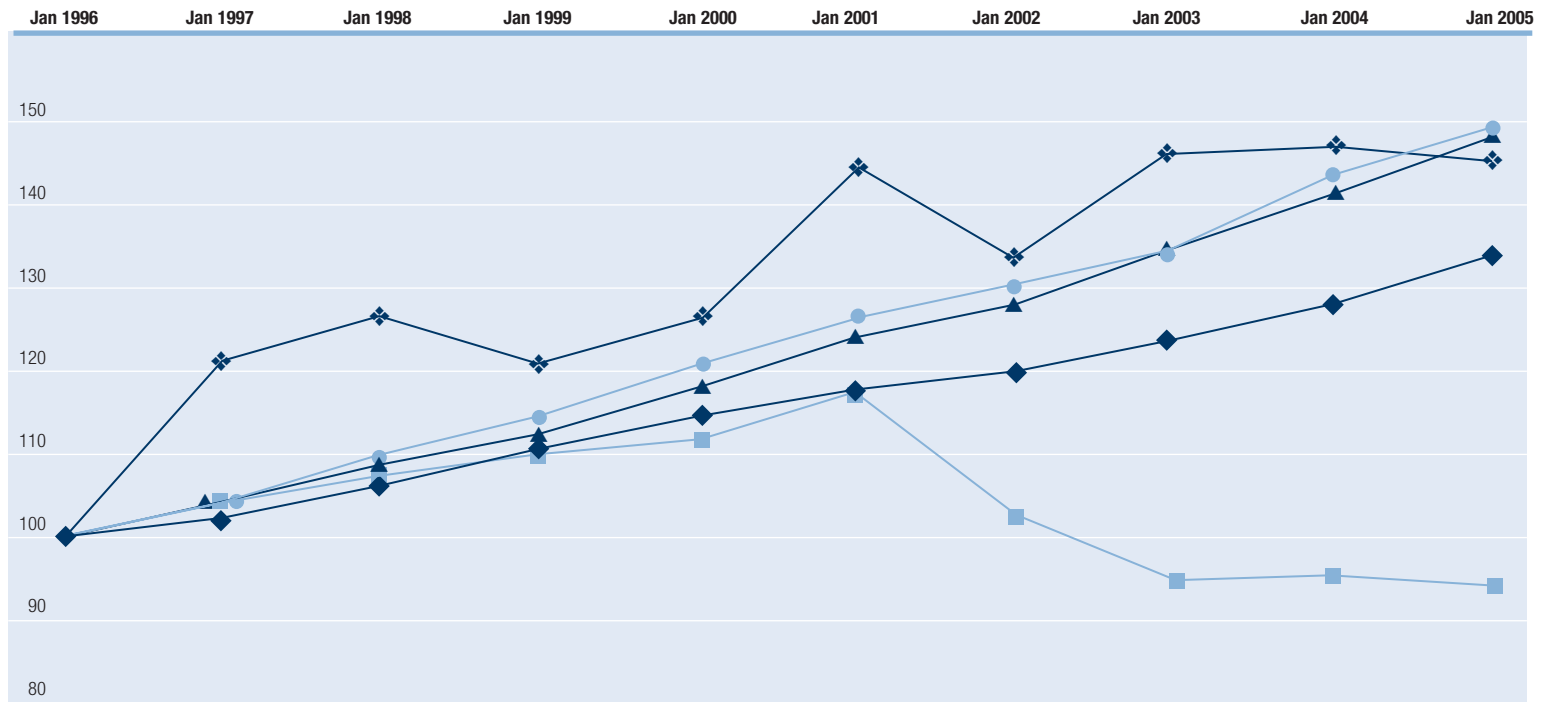
Note:

For conventions on rounding and revisions please see the introduction.

The chart opposite shows the relative costs of passenger transport in the UK. These data are taken from the Consumer Prices Index.

Chart 5.1 Cost of passenger transport by mode, 1996–2005

January 1996 = 100



- ◆ Rail Fares Index
- Average earnings
- ▲ Cost of passenger transport by road (coaches and buses)
- Cost of passenger transport by air
- ◆ Cost of passenger transport on water

Note:

CPI data are not available before January 1996 and thus this chart begins at that date.

6 Miscellaneous tables

6.1 Average age of rolling stock

Key results

- Between 31 December 2004 and 31 March 2005, the average age of rolling stock decreased by over four months.
- Long distance and London and South East operators showed a decrease in the average age of rolling stock. Regional operators showed a small increase.
- The average subsidy per passenger kilometre decreased from 5.0 pence in 2003–04 to 2.4 pence in 2004–05.
- Overall in 2004–05 the SRA collected £41.6 million in penalties compared to £59 million in 2003–04.
- Provisional figures suggest that £5 billion was invested in the rail industry in 2004–05, a decrease of over four per cent on the previous year.

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
2000–01 Q4	25.99	20.70	16.91	20.64
2001–02 Q1	25.97	20.36	16.42	20.34
2001–02 Q2	25.26	20.43	15.89	20.13
2001–02 Q3	24.74	20.35	16.07	20.07
2001–02 Q4	24.89	20.40	16.11	20.14
2002–03 Q1	23.51	20.48	15.56	19.86
2002–03 Q2	22.33	20.50	15.69	19.67
2002–03 Q3	22.25	20.36	15.28	19.49
2002–03 Q4	22.29	20.01	15.48	19.36
2003–04 Q1	22.13	19.89	15.73	19.33
2003–04 Q2	21.51	20.08	15.95	19.35
2003–04 Q3	21.66	19.90	16.20	19.34
2003–04 Q4	19.14	19.33	16.06	18.54
2004–05 Q1	19.03	17.55	15.30	17.05
2004–05 Q2	17.77	16.17	15.50	15.98
2004–05 Q3	17.00	14.85	15.58	15.03
2004–05 Q4	16.92	14.29	15.67	14.68

Note:

For conventions on rounding and revisions please see the introduction.

6.2 Government support

Background

Prior to 1994–95, government support to the rail industry comprised grants to British Rail (BR) and the PTEs, and borrowing by BR from the National Loans Fund. The restructuring of BR in April 1994 led to changes in the basis of government funding. Grants levels were set to allow the newly formed rail companies to earn commercial returns. Support for passenger services was channelled through the Office of Passenger Rail Franchising (OPRAF) and the PTEs, who were funded by the Revenue Support Grant and an additional Metropolitan Grant.

Any cash surpluses that were earned were returned to the Exchequer and used to reduce the net level of support to the industry while the rail companies were still in the public sector. In addition, in 1995–96 and 1996–97 the net funding requirement for the industry was further reduced by proceeds from the sales of the rolling stock leasing companies and BR non-passenger business.

Government support to the rail industry from 1997–98 chiefly consists of OPRAF (now SRA) support grants, PTE Special Grants and a grant to BR to finance its residual activities. Rail freight grants are paid by the Government to encourage the movement of freight by rail.

Other comments

The peak in government support in 1992–93 relates to the high level of investment on Channel Tunnel-related assets in that year.

Table 6.2a **Government support to the rail industry (£ millions)**

Great Britain 1985–86 to 2003–04

Source: DfT

	Revenue support grants to domestic passenger services						
	Central government grants ¹	PTE grants ²	Direct rail support ³	Other elements of government support ⁴	Total government support excluding PTE grants ⁵	Total government support including PTE grants ⁶	Freight grants
1985–86	849	78	0	61	910	988	7
1986–87	755	70	0	22	777	847	6
1987–88	796	68	0	(251)	545	613	2
1988–89	551	70	0	(175)	376	446	2
1989–90	479	84	0	232	711	795	1
1990–91	637	115	0	440	1,077	1,192	4
1991–92	902	120	0	562	1,464	1,584	1
1992–93	1,194	107	0	870	2,064	2,171	2
1993–94	926	166	0	535	1,461	1,627	4
1994–95	1,815	346	0	(464)	1,497	1,697	3
1995–96	1,712	362	0	(1,643)	231	431	4
1996–97	1,809	291	0	(1,044)	775	1,056	15
1997–98	1,429	375	0	25	1,454	1,829	29
1998–99	1,196	337	0	53	1,249	1,586	29
1999–00	1,031	312	0	75	1,106	1,418	23
2000–01	847	283	0	84	931	1,214	36
2001–02	731	306	684	105	1,520	1,826	57
2002–03	935	304	1,166	183	2,284	2,588	49
2003–04	1,359	414 ^P	1,670	179	3,208	3,622 ^P	32

Notes:

- 1 Until 1993–94 this consisted of Public Service Obligation (PSO) Grant and Level Crossing Grant to British Rail. From 1994–95, PSO grants were replaced by OPRAF support and grants to BR and, from the point of franchise, to private sector TOCs. On 1 February 2001, OPRAF support was replaced by SRA support. Level Crossing Grant was paid to Railtrack in 1994–95 and 1995–96 and discontinued at the start of 1996–97 with the transfer of Railtrack into private ownership.
- 2 Grants paid by the seven metropolitan PTEs under section 20 of the Transport Act 1968, to secure passenger rail services in their respective areas. Until 1993–94 this support was funded entirely through Rate Support Grant and PTEs' own resources. In 1994–95 and 1995–96 additional funding was paid, via DoT and the Scottish Office, under the Metropolitan Rail Grant (MRG). The PTE Special Grant was introduced in 1997–98, with DETR making Special Grant payments to English PTAs and the Scottish Office (since 1 July 1999, the Scottish Executive) making Special Grant payments to local authorities in the Strathclyde PTA area. On 1 April 2001, the PTE Special Grants paid to English PTAs by DETR were replaced by SRA grants to English PTAs. Loan repayments under Deeds of Assumption, by the public sector railway industry to the PTAs, were made in 1995–96. They continued to be made from 1996–97 to 2000–01 by BR and DoA Ltd. On 1 February 2001, the SRA took over responsibility for making BR's loan repayments; on 1 October 2001, the SRA took over responsibility for making DoA Limited's loan repayments.
- 3 In 2001–02, direct rail support comprises £499 million of network grant paid to Railtrack and £185 million CTRL capital grant. In 2002–03 it comprises £792 million of network grants paid to Railtrack/Network Rail and £374 million Channel Tunnel Rail Link Capital Grant.

- 4 Chiefly comprises the changes in indebtedness (borrowing minus lending) of the rail industry (i.e. BR until 1993–94; Railtrack, Rolling Stock Leasing Companies (ROSCOs), Union Railways and European Passenger Services from 1994–95 until the point the businesses were privatised). Also includes proceeds from the sale of ROSCOs and, from 1 April 1997 to 31 January 2001, BR's external finance requirement (EFR). Since 1 February 2001, the expenditure formerly funded from BR's EFR has been funded by the SRA. Since 1 April 2001, the SRA has also undertaken expenditure on project development, taking a lead role in sponsoring the development of network enhancements.
 - 5 Central government support to the rail industry, i.e. Columns 1, 3 and 4 plus the Department's and Scottish Office MRG payments in 1994–95 and 1995–96 (see PTE Grant note above).
 - 6 Total government support to the rail industry, i.e. Columns 1, 2, 3 and 4.
- p Provisional.

Table 6.2b **Subsidy per passenger kilometre by Train Operating Company**

2004–05

	Passenger kilometres (millions)	Subsidy (£ millions)	Subsidy per passenger kilometre (pence)	2003–04 Subsidy per passenger kilometre (pence)
Arriva Trains Northern*	696.5	112.0	16.1	16.9
Arriva Trains Wales	853.1	93.9	11.0	18.0
c2c	853.2	5.1	0.6	2.4
Central Trains*	1,428.2	155.6	10.9	10.8
Chiltern Railways	715.4	14.0	2.0	3.8
First Great Western	2,718.2	(34.6)	(1.3)	1.2
First Great Western Link [†]	1,062.2	(9.9)	(0.9)	(0.5)
First North Western*	467.7	99.5	21.3	23.9
First ScotRail*	992.6	57.2	5.8	-
Gatwick Express	227.2	(18.3)	(8.1)	(6.6)
GNER	4,063.8	(67.0)	(1.6)	(0.6)
Island Line	6.6	3.2	48.2	46.8
Midland Mainline	1,322.2	(9.0)	(0.7)	(0.3)
Northern Rail*	475.3	81.0	17.0	-
ONE	3,680.4	(45.0)	(1.2)	-
ScotRail*	1,231.1	106.4	8.6	12.9
Silverlink	1,054.3	30.1	2.9	4.9
South Eastern Trains	3,406.9	70.4	2.1	3.8
South West Trains	4,605.8	38.6	0.8	2.7
Southern	2,913.6	71.1	2.4	3.3
Thameslink	1,413.8	(49.7)	(3.5)	(3.0)
TPE	776.0	43.5	5.6	25.2
Virgin CrossCountry	2,541.7	111.0	4.4	9.2
Virgin West Coast	2,720.6	89.8	3.3	12.1
WAGN	1,388.9	0.5	0.0	0.5
Wessex Trains	462.4	56.0	12.1	17.9
All operators	42,077.8	1,005.4		

Average subsidy per passenger kilometre (pence)

2.4

5.0

Note:

Operators marked * are part funded by PTEs. Where a PTE retains revenue risk, it pays the gross operating costs less the actual revenue. The subsidy figures in the table are based on the assumed revenue levels, either set out in the Franchise Agreement or based on actuals provided by the PTEs. This, however, may overstate the actual subsidy paid where it has been based on the Franchise Agreement. Actual subsidy per kilometre figures may therefore be less than stated for these operators.

Subsidy figures are stated on a cash basis and exclude any payments under the incentive regimes but include adjustments made to reflect the consequences of the Regulator's charges review. Figures in brackets show where the SRA is in receipt of payments.

2004–05 represents the period 1 April 2004 to 31 March 2005, with the exception of Arriva Trains Northern, which is from 1 April 2004 to 11 December 2004; First North Western, which is from 1 April 2004 to 11 December 2004; Northern, which is from 12 December 2004 to 31 March 2005; ScotRail, which is from 1 April 2004 to 16 October 2004; and First ScotRail, which is from 17 October 2004 to 31 March 2005.

[†] In 2003–04 franchise was operated by Thames Trains.

2003–04 represents the period 1 April 2003 to 31 March 2004, with the exception of Arriva Trains Wales, which is from 8 December 2003 to 31 March 2004; South Eastern Trains, which is from 9 November 2003 to 31 March 2004; and TransPennine Express, which is from 2 February 2004 to 31 March 2004.

Merseyrail is not included in this table as it is no longer franchised by the SRA.

6.3 Payments and penalties to operators

Table 6.3 **Payments/penalties to operators under SRA incentive regimes (£ thousands)**

2004–05

Train Operating Company	Punctuality incentive payments (PIP)		Short formations incentive payments (SFIP)		Timetable change incentive payments (TCIP)		Other		Total	
	2003–04	2004–05	2003–04	2004–05	2003–04	2004–05	2003–04	2004–05	2003–04	2004–05
Arriva Trains Northern	(1,096)	(740)	0	0	(16)	(2)	0	0	(1,111)	(741)
Arriva Trains Wales	1,388	179	(2)	0	0	0	0	0	1,386	179
c2c	(456)	595	(61)	(74)	0	0	888	1,323	371	1,844
Central Trains	(6,738)	(11,320)	0	0	(101)	(28)	0	0	(6,838)	(11,348)
Chiltern Railways	(294)	(54)	(103)	(131)	0	0	0	(5)	(397)	(189)
First Great Western	(1,919)	(963)	(8)	(6)	(59)	(72)	(34)	(17)	(2,020)	(1,058)
First Great Western Link	0	(4,421)	0	(279)	0	0	0	0	0	(4,700)
First North Western	(1,465)	(591)	0	0	18	52	0	0	(1,448)	(540)
First ScotRail	0	(81)	0	(95)	0	(2)	0	0	0	(178)
Gatwick Express	0	0	0	0	0	0	0	0	0	0
GNER	(2,902)	(2,447)	0	0	0	0	0	0	(2,902)	(2,447)
Island Line	(17)	(25)	0	0	0	0	0	0	(17)	(25)
Midland Mainline	0	0	0	0	0	0	0	0	0	0
Northern	0	0	0	0	0	0	0	0	0	0
ONE	0	0	0	0	0	0	0	0	0	0
ScotRail	(2,228)	(1,933)	(586)	(326)	0	0	(5)	(9)	(2,820)	(2,268)
Silverlink	72	439	(103)	(145)	(58)	0	0	0	(90)	294
Southern	(11,710)	(11,427)	(1,065)	(688)	(53)	(2)	0	0	(12,828)	(12,118)
South Eastern Trains	(2,813)	(2,058)	(185)	(429)	(0)	(13)	0	0	(2,998)	(2,501)
South West Trains	(8,549)	8,421	(1,444)	(1,560)	(193)	(134)	0	0	(10,186)	6,726
Thames Trains	(3,767)	0	(173)	0	(50)	0	0	0	(3,990)	0
Thameslink	(2,606)	(5,896)	(231)	(576)	(7)	(0)	0	0	(2,844)	(6,473)
TPE	(7)	(521)	0	0	(43)	(2,296)	0	0	(50)	(2,817)
Virgin CrossCountry	0	0	0	0	0	0	(2)	0	(2)	0
Virgin West Coast	0	0	0	0	0	0	(476)	(80)	(476)	(80)
WAGN	(2,653)	(1,668)	(129)	(99)	0	(0)	0	0	(2,782)	(1,767)
Wessex Trains	(2,093)	(1,385)	0	0	(1)	(13)	0	0	(2,094)	(1,398)
Total	(54,340)	(35,895)	(4,612)	(4,409)	(571)	(2,511)	517	1,213	(59,006)	(41,602)

Notes:

2004–05 represents the period 1 April 2004 to 31 March 2005, with the exception of Arriva Trains Northern, which is from 1 April 2004 to 11 December 2004; First North Western, which is from 1 April 2004 to 11 December 2004; Northern, which is from 12 December 2004 to 31 March 2005; ScotRail, which is from 1 April 2004 to 16 October 2004; and First ScotRail, which is from 17 October 2004 to 31 March 2005. 2003–04 represents the period 1 April 2003 to 31 March 2004, with the exception of Arriva Trains Wales, which is from 8 December 2003 to 31 March 2004; South Eastern Trains, which is from 9 November 2003 to 31 March 2004; and TransPennine Express, which is from 2 February 2004 to 31 March 2004. Merseyrail is not included in this table as it is no longer franchised by the SRA.

Figures in brackets show where the SRA is in receipt of payments.

6.4 Investment in the rail industry

Methodology

These data record expenditure on fixed assets and exclude depreciation. They include expenditure on rolling stock, track, renewals, new routes and electrification, signalling, buildings, plant and equipment.

These data are based on the British Railways Board accounts until 1993–94. Investment funded by PTE grants is not included for any year.

The results for 1993–94, 1994–95 and 1995–96 include private sector investment on the Heathrow Express, Ashford International Station and new networker trains.

Since 1996–97 the Office for National Statistics has collected the data on investment by the private sector companies. The 1996–97 total in Table 6.4 includes both investment by Railtrack in that part of the year when it was a publicly owned company and also investment by the British Railways Board during the same year.

Other comments

There were changes in accounting procedures when the industry was restructured in April 1994 which mean that results pre- and post-1994–95 are not directly comparable. For example, Network Rail now includes expenditure in its capital account which would previously have been recorded as maintenance expenditure.

Table 6.4 Investment in the rail industry (£ millions)

Great Britain 1986–87 to 2004–05

	Rolling stock	Other	Total investment	Total investment at 2003–04 prices
1986–87	81	449	530	996
1987–88	103	527	631	1,123
1988–89	208	487	695	1,157
1989–90	234	655	889	1,382
1990–91	329	693	1,022	1,472
1991–92	453	840	1,293	1,758
1992–93	537	939	1,476	1,943
1993–94	422	762	1,184	1,518
1994–95	360	890	1,250	1,580
1995–96	200	900	1,100	1,351
1996–97	47	1,178	1,225	1,456
1997–98	114	1,430	1,544	1,789
1998–99	176	1,823	1,999	2,251
1999–00	236	2,012	2,248	2,478
2000–01	554	2,404	2,958	3,223
2001–02 ¹	922	3,148	4,070	4,324
2002–03 ²	566	3,756	4,322	4,443
2003–04 ³	774	4,722	5,496	5,496
2004–05 ^p	1,923	3,538	5,461	5,355

Note:

¹ The Government made direct grants of £499 million to Railtrack PLC and £185 million to London and Continental Railways to finance part of the investment undertaken by those companies in 2001–02 (see also footnote 3, Table 6.2a).

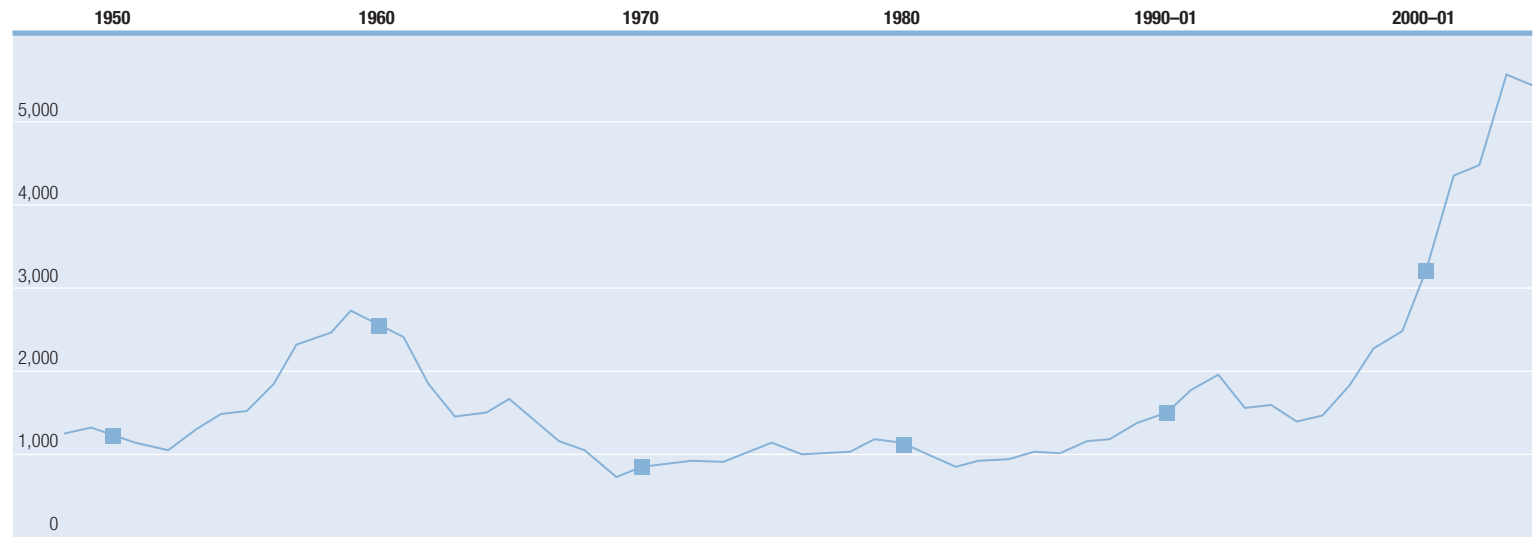
² The Government made direct grants of £792 million to Railtrack PLC/Network Rail and £374 million to London and Continental Railways to finance part of the investment undertaken by those companies in 2002–03 (see also footnote 3, Table 6.2a).

³ The Government made direct grants of £1,448 million to Network Rail and £222 million to London and Continental Railways to finance part of the investment undertaken by those companies in 2003–04 (see also footnote 3, Table 6.2a).

^p Provisional.

Chart 6.4 Investment (£ millions 2003–04 prices)

Great Britain 1948 to 2004–05



6.5 Infrastructure

Methodology

The length of route open for rail traffic is that managed by Network Rail. It does not include track managed by private companies or PTE services operating on separately managed tracks.

Please note route open differs from the measurement 'track open'. On a double track section of line 'track open' will be double 'route open'.

Other comments

26 kilometres of route were transferred to Greater Manchester Metro Ltd in 1991–92.

The number of stations recorded between 1985–86 and 1987–88 includes eight stations that were sold to Brecon Mountain Railway Ltd in May 1989.

The number of stations shown from 31 March 1994 are only those owned by Network Rail (or Railtrack). Eighteen other stations, mainly on the London Underground or not in regular use, are included in the figures for earlier years.

**Table 6.5 Infrastructure on the railways
(route kilometres and number of stations)**

Great Britain 1985–86 to 2004–05

Position at the end of:	Route open for traffic	Of which electrified	Route open for passenger traffic	Route open for freight traffic only	Passenger stations
1985–86	16,752	3,809	14,310	2,442	2,385
1986–87	16,670	4,156	14,304	2,366	2,405
1987–88	16,633	4,207	14,302	2,331	2,426
1988–89	16,599	4,376	14,309	2,290	2,470
1989–90	16,587	4,546	14,318	2,269	2,471
1990–91	16,584	4,912	14,317	2,267	2,488
1991–92	16,588	4,886	14,291	2,267	2,468
1992–93	16,528	4,910	14,317	2,211	2,468
1993–94	16,536	4,968	14,357	2,179	2,493
1994–95	16,542	4,970	14,359	2,183	2,489
1995–96	16,666	5,163	15,002	1,664	2,497
1996–97	16,666	5,176	15,034	1,632	2,498
1997–98	16,656	5,166	15,024	1,632	2,495
1998–99	16,659	5,166	15,038	1,621	2,499
1999–00	16,649	5,167	15,038	1,610	2,503
2000–01	16,652	5,167	15,042	1,610	2,508
2001–02	16,652	5,167	15,042	1,610	2,508
2002–03	16,670	5,167	15,042	1,610	2,508
2003–04	16,493	5,200	14,883	1,610	2,507
2004–05	16,116	5,200	14,328	1,788	2,508

Note:

The break in the series between 1993–94 and 1994–95 is for passenger stations only.

The break in the series between 2003–04 and 2004–05 is due to a change in the methodology used to calculate these statistics.

Source: Network Rail

7 Regional usage profiles

Key results

- In 2003–04 64 per cent of all journeys either started or ended in the London region.
- In 2003–04 73 per cent of all journeys either started or ended in the London or South East regions.
- Between 1995–96 and 2003–04 the East Midlands (59 per cent) and the East of England (54 per cent) showed the greatest percentage increase in passenger journeys travelling to, from or within the region or country.
- Scotland (91 per cent), the North West (67 per cent) and Wales (67 per cent) are the regions or countries that have the most passenger journeys entirely within that region or country.
- The East of England (17 per cent) and South East (30 per cent) are the regions or countries that have the least passenger journeys entirely within that region or country.

Background

Previously published passenger journey data have in general concentrated on train operator and sector information. This section is designed to provide an insight into passenger flows in each of the different Government Office Regions or countries within Great Britain. It also aims to highlight the variation in travel patterns across the country and how these have developed since privatisation.

Methodology

All data in this section are sourced from the railway's ticketing system, formerly CAPRI but now replaced and re-named LENNON. The comments made in the introduction to section 1 concerning missing information also apply here and no adjustment is made for these omissions. The information presented in this section ignores the effect of the allocation process (ORCATS) and therefore is based on the number of through tickets sold between destinations. For example, a journey from Cardiff to Oxford, which may involve two trains (one from Cardiff to Didcot and another from Didcot to Oxford) would, in section 1, be treated as two journeys as it would involve two different services. In this section it is treated as one journey reflecting the origin and destination shown on the ticket. In addition, this section does not take into account whether journeys are the outward or return trips of a return ticket.

Note:

Data are only available in regional format until 2003–04. 2004–05 data are not yet available.

7.1 National summary

Table 7.1 **Journey patterns between the English Regions, Scotland and Wales**

Percentage of journeys 2003–04

Origin	Destination											
	Scotland	North East	North West	Yorkshire & the Humber	Wales	West Midlands	East Midlands	East	London	South East	South West	TOTAL
Scotland	6.7	0.1	0.1	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.0	7.1
North East	0.1	0.5	0.0	0.1	0.0	0.0	0.0	0.0	0.1	0.0	0.0	0.9
North West	0.1	0.0	4.7	0.3	0.1	0.1	0.1	0.0	0.3	0.1	0.0	5.9
Yorkshire & the Humber	0.0	0.1	0.3	2.8	0.0	0.0	0.1	0.0	0.3	0.0	0.0	3.8
Wales	0.0	0.0	0.1	0.0	1.6	0.1	0.0	0.0	0.1	0.0	0.1	2.0
West Midlands	0.0	0.0	0.1	0.0	0.1	2.2	0.2	0.0	0.4	0.1	0.1	3.2
East Midlands	0.0	0.0	0.1	0.1	0.0	0.2	0.9	0.1	0.4	0.1	0.0	1.9
East	0.0	0.0	0.0	0.0	0.0	0.0	0.1	2.6	5.9	0.2	0.0	9.0
London	0.1	0.1	0.3	0.3	0.1	0.4	0.4	6.0	30.8	8.2	0.5	47.2
South East	0.0	0.0	0.1	0.0	0.0	0.1	0.1	0.2	8.1	7.6	0.3	16.4
South West	0.0	0.0	0.0	0.0	0.1	0.1	0.0	0.0	0.5	0.3	1.6	2.7
Total	7.1	0.9	5.9	3.8	2.0	3.2	1.9	9.0	47.1	16.5	2.7	100.0

Chart 7.1 **Journeys made on National Rail from each Government Office Region (GOR)**

Percentage of journeys 1995–96 and 2003–04

■ 1995–96 ■ 2003–04



7.2 Scotland

Table 7.2a

Scotland passenger journeys 1995–96 to 2003–04

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
Total journeys with Scotland as origin	100.0	101.8	108.7	112.4	117.6	117.4	113.6	112.2	119.8
Total journeys with Scotland as destination	100.0	101.8	108.7	112.4	117.6	117.4	113.6	112.2	119.8
Total journeys to/from/within Scotland	100.0	101.7	108.4	112.5	117.7	117.0	113.7	112.0	119.3

Table 7.2b

Scotland passenger journeys 2003–04

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage of journeys	Percentage change since 1995–96
To/from/within Scotland	58,395	100.0	19
Of which within Scotland	53,380	91.4	20
To/from North East	1,130	1.9	56
To/from North West	1,109	1.9	33
To/from Yorkshire & the Humber	748	1.3	39
To/from Wales	43	0.1	-44
To/from West Midlands	183	0.3	-19
To/from East Midlands	126	0.2	-14
To/from East	217	0.4	-23
To/from London	1,156	2.0	-6
To/from South East	190	0.3	-41
To/from South West	115	0.2	-38

Table 7.2c

Journeys to/from/within each county/unitary authority 2003–04 in Scotland

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage change since 1995–96
Dumfries and Galloway	548	81
Aberdeenshire	578	55
Fife	3,814	53
City of Edinburgh	14,774	51
Angus	627	48
West Lothian	2,698	45
Dundee City	1,323	45
Perth and Kinross	714	45
Falkirk	2,254	43
East Lothian	1,150	39
Aberdeen City	2,008	36
Stirling	1,911	35
Highland	1,172	35
Moray	341	35
East Ayrshire	733	26
South Lanarkshire	4,327	21
North Lanarkshire	5,179	20
Glasgow City*	36,441	16
Inverclyde	1,863	15
North Ayrshire	2,686	3
Argyll and Bute	1,242	2
East Renfrewshire	2,188	1
South Ayrshire	1,939	0
East Dumbartonshire	2,500	0
Renfrewshire	4,255	-6
West Dumbartonshire	3,127	-8

Note:

*Includes tickets bought to a Strathclyde Passenger Transport zone.

7.3 North East

Table 7.3a

North East GOR passenger journeys 1995–96 to 2003–04

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
Total journeys with North East as origin	100.0	106.6	114.3	119.7	125.3	116.2	117.4	107.4	121.6
Total journeys with North East as destination	100.0	106.5	114.3	119.7	125.4	116.3	117.5	107.4	121.5
Total journeys to/from/within the North East	100.0	106.2	114.4	120.4	126.3	116.4	120.5	113.5	127.1

Table 7.3b

North East GOR passenger journeys 2003–04

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage of journeys	Percentage change since 1995–96
To/from/within North East	10,080	100.0	27
Of which within North East	3,978	39.5	9
To/from Scotland	1,130	11.2	56
To/from North West	620	6.2	22
To/from Yorkshire & the Humber	1,522	15.1	69
To/from Wales	44	0.4	1
To/from West Midlands	249	2.5	51
To/from East Midlands	215	2.1	41
To/from East	278	2.8	13
To/from London	1,659	16.5	41
To/from South East	236	2.3	5
To/from South West	149	1.5	-1

Table 7.3c

Journeys to/from/within each county/unitary authority 2003–04 in the North East

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage change since 1995–96
Stockton-On-Tees	558	112
Hartlepool	315	68
Durham County	1,869	48
Redcar and Cleveland	692	45
Middlesbrough	1,043	39
Northumberland County	1,405	39
Darlington	1,704	38
Newcastle Upon Tyne	5,415	31
Gateshead	380	-31
Sunderland	505	-58
South Tyneside	2	-99

7.4 North West

Table 7.4a

North West GOR passenger journeys 1995–96 to 2003–04

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
Total journeys with North West as origin	100.0	112.1	125.5	126.9	134.8	133.3	131.7	130.2	142.5
Total journeys with North West as destination	100.0	112.1	125.5	127.0	134.8	133.3	131.7	130.1	142.6
Total journeys to/from/within the North West	100.0	110.7	123.5	125.5	132.7	130.3	129.8	128.0	139.3

Table 7.4b

North West GOR passenger journeys 2003–04

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage of journeys	Percentage change since 1995–96
To/from/within North West	55,504	100.0	39
Of which within North West	37,266	67.1	48
To/from Scotland	1,109	2.0	33
To/from North East	620	1.1	22
To/from Yorkshire & the Humber	4,419	8.0	44
To/from Wales	1,310	2.4	25
To/from West Midlands	2,129	3.8	26
To/from East Midlands	1,695	3.1	34
To/from East	532	1.0	6
To/from London	4,901	8.8	13
To/from South East	965	1.7	5
To/from South West	559	1.0	19

Table 7.4c

Journeys to/from/within each county/unitary authority 2003–04 in the North West

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage change since 1995–96
Oldham	830	96
Rochdale	1,119	88
Knowsley	1,035	69
Tameside	1,554	69
Bolton	2,562	63
St Helens	1,430	61
Manchester	20,314	60
Wigan	1,985	48
Liverpool	14,776	47
Salford	1,000	46
Wirral	5,471	40
Sefton	3,949	37
Trafford	588	30
Cheshire County	6,842	30
Cumbria County	3,135	29
Warrington	1,822	28
Blackburn with Darwen	1,072	27
Lancashire County	7,315	27
Stockport	4,331	23
Halton	789	8
Blackpool	1,800	7

7.5 Yorkshire & the Humber

Table 7.5a

Yorkshire & the Humber GOR passenger journeys 1995–96 to 2003–04

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
Total journeys with Yorkshire & the Humber as origin	100.0	109.5	120.1	127.5	136.4	129.5	126.2	130.4	149.8
Total journeys with Yorkshire & the Humber as destination	100.0	109.5	120.2	127.5	136.5	129.7	126.4	130.6	149.9
Total journeys to/from/within Yorkshire & the Humber	100.0	108.8	119.1	126.3	135.1	128.7	127.5	131.9	150.2

Table 7.5b

Yorkshire & the Humber GOR passenger journeys 2003–04

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage of journeys	Percentage change since 1995–96
To/from/within Yorkshire & the Humber	37,744	100.0	50
Of which within Yorkshire & the Humber	21,831	57.8	49
To/from Scotland	748	2.0	39
To/from North East	1,522	4.0	69
To/from North West	4,419	11.7	44
To/from Wales	143	0.4	17
To/from West Midlands	749	2.0	53
To/from East Midlands	2,089	5.5	46
To/from East Midlands	710	1.9	56
To/from London	4,565	12.1	69
To/from South East	567	1.5	21
To/from South West	400	1.1	20

Table 7.5c

Journeys to/from/within each county/unitary authority 2003–04 in Yorkshire & the Humber

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage change since 1995–96
Bradford	6,182	79
Leeds	14,081	63
Calderdale	1,692	57
York	5,448	53
Kirklees	2,862	52
Wakefield	2,709	44
Doncaster	3,031	43
Sheffield	5,889	41
Barnsley	1,212	41
North East Lincolnshire	615	34
East Riding of Yorkshire	1,883	27
North Yorkshire County	4,520	26
Rotherham	670	23
North Lincolnshire	407	22
City of Kingston Upon Hull	1,945	18

7.6 Wales

Table 7.6a

Wales passenger journeys 1995–96 to 2003–04

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
Total journeys with Wales as origin	100.0	102.3	105.1	104.9	114.7	118.2	126.7	130.4	135.8
Total journeys with Wales as destination	100.0	102.3	105.1	104.8	114.6	118.0	126.6	130.3	135.6
Total journeys to/from/within Wales	100.0	102.7	105.9	106.0	114.7	117.3	125.2	129.0	134.9

Table 7.6b

Wales passenger journeys 2003–04

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage of journeys	Percentage change since 1995–96
To/from/within Wales	19,538	100.0	35
Of which within Wales	12,863	65.8	37
To/from Scotland	43	0.2	-44
To/from North East	44	0.2	1
To/from North West	1,310	6.7	25
To/from Yorkshire & the Humber	143	0.7	17
To/from West Midlands	852	4.4	52
To/from East Midlands	139	0.7	27
To/from East	133	0.7	11
To/from London	1,811	9.3	29
To/from South East	557	2.9	20
To/from South West	1,643	8.4	43

Table 7.6c

Journeys to/from/within each county/unitary authority 2003–04 in Wales

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage change since 1995–96
Powys – Powys	316	53
Wrecsam – Wrexham	476	52
Sir Ceredigion – Ceredigion	250	51
Caerdydd – Cardiff	10,959	49
Sir Ynys Mon – Isle Of Anglesey	282	47
Caerffili – Caerphilly	1,697	46
Rhondda, Cynon, Taf – Rhondda, Cynon, Taff	3,065	46
Casnewydd – Newport	1,774	44
Pen-Y-Bont Ar Ogwr – Bridgend	1,071	37
Bro Morgannwg – The Vale Of Glamorgan	2,019	37
Sir Gaerfyrddin – Carmarthenshire	700	32
Merthyr Tudful – Merthyr Tydfil	353	32
Sir Fynwy – Monmouthshire	523	26
Sir Y Fflint – Flintshire	444	24
Abertawe – Swansea	1,420	20
Gwynedd – Gwynedd	1,015	18
Sir Benfro – Pembrokeshire	319	15
Tor-Faen – Torfaen	215	13
Conwy – Conwy	804	8
Sir Ddinbych – Denbighshire	683	7
Castell-Nedd Port Talbot – Neath Port Talbot	760	6

7.7 West Midlands

Table 7.7a

West Midlands GOR passenger journeys 1995–96 to 2003–04

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
Total journeys with West Midlands as origin	100.0	109.4	117.7	124.9	128.4	126.0	130.4	134.9	143.6
Total journeys with West Midlands as destination	100.0	109.4	117.7	124.9	128.2	125.9	130.3	134.8	143.5
Total journeys to/from/within the West Midlands	100.0	108.6	117.4	125.2	129.3	127.2	132.3	136.6	144.6

Table 7.7b

West Midlands GOR passenger journeys 2003–04

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage of journeys	Percentage change since 1995–96
To/from/within West Midlands	33,264	100.0	45
Of which within West Midlands	17,365	52.2	42
To/from Scotland	183	0.5	-19
To/from North East	249	0.7	51
To/from North West	2,129	6.4	26
To/from Yorkshire & the Humber	749	2.3	53
To/from Wales	852	2.6	52
To/from East Midlands	2,684	8.1	77
To/from East	549	1.6	51
To/from London	5,664	17.0	46
To/from South East	1,730	5.2	54
To/from South West	1,110	3.3	55

Table 7.7c

Journeys to/from/within each county/unitary authority 2003–04 in the West Midlands

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage change since 1995–96
Walsall	567	85
Birmingham	18,478	60
Warwickshire County	3,839	60
Sandwell	1,318	56
County of Herefordshire	849	51
Staffordshire County	3,480	43
Solihull	3,609	41
Wolverhampton	2,026	38
Telford and Wrekin	1,054	34
Coventry	2,554	32
Dudley	692	32
Shropshire County	1,823	29
Worcestershire County	3,610	28
City of Stoke-On-Trent	968	-16

7.8 East Midlands

Table 7.8a

East Midlands GOR passenger journeys 1995–96 to 2003–04

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
Total journeys with East Midlands as origin	100.0	107.1	117.1	127.6	137.3	138.9	144.8	151.6	159.3
Total journeys with East Midlands as destination	100.0	107.1	117.0	127.5	137.5	139.2	145.1	151.9	159.5
Total journeys to/from/within the East Midlands	100.0	107.0	117.1	126.5	136.3	136.9	143.5	150.2	159.0

Table 7.8b

East Midlands GOR passenger journeys 2003–04

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage of journeys	Percentage change since 1995–96
To/from/within East Midlands	23,004	100.0	59
Of which within East Midlands	7,132	31.0	61
To/from Scotland	126	0.5	-14
To/from North East	215	0.9	41
To/from North West	1,695	7.4	34
To/from Yorkshire & the Humber	2,089	9.1	46
To/from Wales	139	0.6	27
To/from West Midlands	2,684	11.7	77
To/from East	1,268	5.5	72
To/from London	6,536	28.4	71
To/from South East	809	3.5	32
To/from South West	313	1.4	29

Table 7.8c

Journeys to/from/within each county/unitary authority 2003–04 in the East Midlands

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage change since 1995–96
Nottinghamshire County	2,974	99
City of Nottingham	5,719	71
Lincolnshire County	3,285	66
Leicestershire County	2,525	61
City of Leicester	4,538	61
Northamptonshire County	3,645	58
Rutland	188	54
City of Derby	2,580	52
Derbyshire County	3,262	27

7.9 East of England

Table 7.9a

East of England GOR passenger journeys 1995–96 to 2003–04

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
Total journeys with East of England as origin	100.0	109.8	118.7	126.6	136.5	140.3	144.8	149.3	154.5
Total journeys with East of England as destination	100.0	109.9	118.7	127.0	138.6	142.5	147.2	152.0	157.9
Total journeys to/from/within the East of England	100.0	110.7	119.6	127.1	137.7	141.0	144.6	149.1	154.3

Table 7.9b

East of England GOR passenger journeys 2003–04

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage of journeys	Percentage change since 1995–96
To/from/within East	121,626	100.0	54
Of which within East	20,516	16.9	69
To/from Scotland	217	0.2	-23
To/from North East	278	0.2	13
To/from North West	532	0.4	6
To/from Yorkshire & the Humber	710	0.6	56
To/from Wales	133	0.1	11
To/from West Midlands	549	0.5	51
To/from East Midlands	1,268	1.0	72
To/from London	94,521	77.7	53
To/from South East	2,480	2.0	36
To/from South West	422	0.3	25

Table 7.9c

Journeys to/from/within each county/unitary authority 2003–04 in the East of England

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage change since 1995–96
Thurrock	5,674	122
Luton	5,724	113
City of Peterborough	3,632	77
Cambridgeshire County	9,208	71
Bedfordshire County	6,488	58
Southend-on-Sea	8,607	52
Essex County	43,807	52
Norfolk County	4,068	48
Suffolk County	3,507	47
Hertfordshire County	39,334	44

7.10 London

Table 7.10a

London GOR passenger journeys 1995–96 to 2003–04

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
Total journeys with London as origin	100.0	106.5	113.3	119.6	126.3	127.9	128.1	131.4	129.2
Total journeys with London as destination	100.0	106.5	113.3	119.5	125.4	127.1	127.2	130.4	128.2
Total journeys to/from/within London	100.0	107.1	114.5	120.8	127.7	129.8	130.1	133.4	132.5

Table 7.10b

London GOR passenger journeys 2003–04

Total number of journeys (thousands) and percentage

Note:

As a considerable amount of journeys in Greater London are made using Travelcards, it is not possible to use LENNON data to produce robust estimates of station usage.

	No. journeys 2003–04	Percentage of journeys	Percentage change since 1995–96
To/from/within London	502,174	100.0	32
Of which within London	244,142	48.6	22
To/from Scotland	1,156	0.2	-6
To/from North East	1,659	0.3	41
To/from North West	4,901	1.0	13
To/from Yorkshire & the Humber	4,565	0.9	69
To/from Wales	1,811	0.4	29
To/from West Midlands	5,664	1.1	46
To/from East Midlands	6,536	1.3	71
To/from East of England	94,521	18.8	53
To/from South East	128,922	25.7	40
To/from South West	8,296	1.7	40

7.11 South East

Table 7.11a

South East GOR passenger journeys 1995–96 to 2003–04

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
Total journeys with South East as origin	100.0	105.0	110.7	116.5	125.0	128.4	129.4	132.2	136.1
Total journeys with South East as destination	100.0	105.1	110.9	116.7	126.7	130.0	131.1	133.9	138.0
Total journeys to/from/within the South East	100.0	105.9	112.6	118.4	127.2	131.1	131.7	134.5	138.0

Table 7.11b

South East GOR passenger journeys 2003–04

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage of journeys	Percentage change since 1995–96
To/from/within South East	200,872	100.0	38
Of which within South East	59,808	29.8	34
To/from Scotland	190	0.1	-41
To/from North East	236	0.1	5
To/from North West	965	0.5	5
To/from Yorkshire & the Humber	567	0.3	21
To/from Wales	557	0.3	20
To/from West Midlands	1,730	0.9	54
To/from East Midlands	809	0.4	32
To/from East	2,480	1.2	36
To/from London	128,922	64.2	40
To/from South West	4,609	2.3	45

Table 7.11c

Journeys to/from/within each county/unitary authority 2003–04 in the South East

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage change since 1995–96
Reading	13,259	58.9
Buckinghamshire County	7,594	58.6
Brighton and Hove	13,865	56.5
West Berkshire	2,816	56.4
City of Southampton	4,955	55.7
Slough	5,480	52.9
Oxfordshire County	8,276	50.4
East Sussex County	10,039	45.3
Hampshire County	22,842	44.2
Windsor and Maidenhead	7,232	40.5
Milton Keynes	4,845	40.3
City of Portsmouth	5,113	36.0
Surrey County	47,087	33.5
West Sussex County	27,349	30.8
Kent County	35,531	29.2
Wokingham	3,626	29.2
Bracknell Forest	2,415	27.8
Isle of Wight	929	25.0
Medway	7,018	23.9

7.12 South West

Table 7.12a

South West GOR passenger journeys 1995–96 to 2003–04

1995–96 = 100

	1995–96	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
Total journeys with South West as origin	100.0	104.6	111.7	113.7	119.2	118.9	122.8	130.9	137.4
Total journeys with South West as destination	100.0	104.7	111.7	113.7	119.3	119.1	123.0	131.1	137.6
Total journeys to/from/within the South West	100.0	104.5	112.0	115.1	120.5	120.9	124.5	132.1	137.9

Table 7.12b

South West GOR passenger journeys 2003–04

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage of journeys	Percentage change since 1995–96
To/from/within South West	258,380	100.0	37
Of which within South West	2,309	0.9	45
To/from Scotland	190	0.1	-41
To/from North East	236	0.1	5
To/from North West	965	0.4	5
To/from Yorkshire & the Humber	567	0.2	21
To/from Wales	557	0.2	20
To/from West Midlands	1,730	0.7	54
To/from East Midlands	809	0.3	32
To/from East	2,480	1.0	36
To/from London	128,922	49.9	40
To/from South East	119,616	46.3	34

Table 7.12c

Journeys to/from/within each county/unitary authority 2003–04 in the South West

Total number of journeys (thousands) and percentage

	No. journeys 2003–04	Percentage change since 1995–96
South Gloucestershire	1,906	95
City of Bristol	5,640	66
North Somerset	1,267	58
Bath and North East Somerset	3,809	55
Wiltshire County	4,181	48
Bournemouth	2,467	46
Gloucestershire County	2,372	39
Somerset County	1,666	37
Swindon	2,165	33
Devon County	4,789	27
Poole	1,363	24
Cornwall County	2,250	22
Torbay	758	19
City of Plymouth	1,499	17
Dorset County	2,117	5

8 Train Operating Companies

This section brings together information on each operator. Each operator has a double-page spread in which information on PPM, Complaints, National Passenger Survey and PiXC (where applicable) can be found, as well as summary statistics for that operator.

Since 31 March 2004 some operators have changed their names/been reorganised or only become operational during the year. In a few instances data is not available for the full year or for the year '2003–04'. Further details are given on the following pages.

8.1 Arriva Trains Wales

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	853.1	8.6
Passenger journeys (million)	19.9	10.3
Timetabled train kilometres (million)	18.5	2.6
Route kilometres operated	2,089	-50.1
Number of stations operated	235	0
Subsidy per passenger kilometre (pence)	11.0	-38.9

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005			Sector level % satisfied or good	Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor		Since autumn 2004	Since spring 2004
Overall opinion of journey	82	10	8	83	3	3
Generic factors						
How TOC deals with delays	37	27	35	34	10	(-2)
Value for money	58	20	22	58	(-4)	1
Station factors						
How staff handle requests	86	4	10	88	2	2
Overall station environment	52	26	21	62	(-5)	(-2)
Ticket buying facilities	72	13	15	75	(-1)	1
Information about train times/platforms	69	13	17	78	(-3)	(-2)
Train factors						
Punctuality/reliability	76	8	15	79	3	0
Length of journey time	84	9	7	86	1	0
Ease of getting on/off	77	16	7	81	2	1
Amount of seats/standing space	67	14	18	70	2	(-2)
Frequency	69	11	20	79	(-1)	(-1)
Cleanliness	67	17	17	69	3	(-3)
Comfort of seats	64	22	14	71	(-2)	(-5)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	82.5	91.2	95.6	1.0	61,376
Q2	81.1	90.7	95.7	0.9	62,218
Q3	76.7	87.9	94.2	0.9	60,545
Q4	83.0	91.6	95.8	1.0	60,730
2003-04	81.8	90.9	95.5	0.7	217,317
2004-05	80.8	90.4	95.3	1.0	244,869
Percentage change between 2003-04 and 2004-05	-1.3	-0.6	-0.2	43.4	12.7

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source					Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days		
Q1	138	15%	24%	61%	99%	100%		
Q2	160	14%	28%	58%	100%	100%		
Q3	142	14%	24%	62%	100%	100%		
Q4	156	12%	24%	64%	100%	100%		
2003-04	55	31%	63%	6%	100%	100%		
2004-05	149	14%	25%	61%	100%	100%		
Percentage change between 2003-04 and 2004-05	171.5	-55.0	-60.1	859.8	-0.1	0.0		

8.2 c2c

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	853.2	2.0
Passenger journeys (million)	30.0	0.3
Timetabled train kilometres (million)	6.4	-23.2
Peak time timetabled train kilometres (million)	1.3	-1.9
Route kilometres operated	126	0
Number of stations operated	24	0
Subsidy per passenger kilometre (pence)	0.6	-75.1

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	84	11	5	74	2	4
Generic factors						
How TOC deals with delays	36	39	25	28	7	6
Value for money	33	28	40	36	(-5)	(-6)
Station factors						
How staff handle requests	83	10	7	80	3	6
Overall station environment	59	27	15	56	(-1)	2
Ticket buying facilities	69	18	13	61	3	(-1)
Information about train times/platforms	75	16	10	74	2	0
Train factors						
Punctuality/reliability	85	8	7	73	8	11
Length of journey time	85	11	5	77	5	3
Ease of getting on/off	78	16	6	72	(-1)	(-3)
Amount of seats/standing space	55	17	28	57	0	(-3)
Frequency	78	11	11	71	3	6
Cleanliness	83	12	6	63	(-1)	2
Comfort of seats	72	18	10	59	(-2)	(-1)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	93.1	95.8	97.0	1.4	27,416
Q2	93.3	95.8	96.9	1.6	27,887
Q3	92.4	96.3	97.7	1.0	26,987
Q4	94.0	97.0	97.8	0.8	26,955
2003-04	85.9	92.8	95.1	2.7	109,563
2004-05	93.2	96.2	97.4	1.2	109,245
Percentage change between 2003-04 and 2004-05	8.5	3.7	2.3	-55.4	-0.3

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	16.0	62%	36%	1%	98%	98%
Q2	13.9	66%	34%	1%	99%	99%
Q3	13.3	70%	29%	1%	100%	100%
Q4	10.8	73%	27%	1%	100%	100%
2003-04	22.3	51%	46%	3%	83%	98%
2004-05	13.4	67%	32%	1%	99%	99%
Percentage change between 2003-04 and 2004-05	-40.0	32.6	-31.0	-70.9	20.3	1.6

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2003	2004	Difference	2003	2004	Difference	2003	2004	Difference
Total	1.3%	2.2%	0.9%	0.6%	1.1%	0.5%	1.0%	1.7%	0.8%

8.3 Central Trains

2004–05 Key statistics

	Total	Percentage change on 2003-04
Passenger kilometres (million)	1428.2	1.5
Passenger journeys (million)	40.5	5.2
Timetabled train kilometres (million)	30.9	3.6
Route kilometres operated	2145	0
Number of stations operated	193	0
Subsidy per passenger kilometre (pence)	10.9	0.9

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	81	10	9	83	6	4
Generic factors						
How TOC deals with delays	28	38	34	34	(-4)	(-4)
Value for money	57	20	24	58	0	2
Station factors						
How staff handle requests	89	5	6	88	3	6
Overall station environment	60	24	16	62	4	1
Ticket buying facilities	75	13	13	75	3	1
Information about train times/platforms	73	12	15	78	2	(-1)
Train factors						
Punctuality/reliability	73	8	19	79	9	3
Length of journey time	83	10	6	86	6	2
Ease of getting on/off	78	14	8	81	4	0
Amount of seats/standing space	65	14	21	70	6	3
Frequency	70	10	20	79	2	(-1)
Cleanliness	66	18	16	69	3	9
Comfort of seats	67	20	13	71	7	5

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	78.0	88.5	93.9	1.7	103,829
Q2	73.0	85.6	92.3	2.1	103,207
Q3	67.2	82.9	91.7	1.7	105,492
Q4	74.6	87.4	93.6	1.8	87,291
2003-04	73.8	86.1	92.6	2.0	410,563
2004-05	73.1	86.0	92.8	1.8	399,819
Percentage change between 2003-04 and 2004-05	-1.0	-0.1	0.2	-7.5	-2.6

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	90	26%	59%	15%	90%	90%
Q2	98	27%	67%	6%	96%	98%
Q3	103	27%	67%	6%	92%	93%
Q4	85	29%	65%	6%	96%	96%
2003-04	100	31%	59%	10%	93%	93%
2004-05	94	27%	65%	8%	94%	94%
Percentage change between 2003-04 and 2004-05	-5.3	-12.6	9.7	-19.0	0.8	1.8

8.4 Chiltern Railways

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	715.4	12.5
Passenger journeys (million)	14.1	10.1
Timetabled train kilometres (million)	8.3	5.5
Peak time timetabled train kilometres (million)	1.6	4.5
Route kilometres operated	336	14.7
Number of stations operated	31	24.0
Subsidy per passenger kilometre (pence)	2.0	-49.0

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	89	7	4	74	0	2
Generic factors						
How TOC deals with delays	47	27	25	28	1	8
Value for money	53	22	25	36	(-1)	0
Station factors						
How staff handle requests	84	7	8	80	0	0
Overall station environment	79	16	5	56	(-2)	1
Ticket buying facilities	77	14	9	61	(-5)	(-4)
Information about train times/platforms	81	12	7	74	(-2)	0
Train factors						
Punctuality/reliability	91	4	4	73	5	6
Length of journey time	88	8	4	77	3	2
Ease of getting on/off	88	10	2	72	(-1)	0
Amount of seats/standing space	70	14	16	57	0	0
Frequency	83	7	10	71	(-1)	0
Cleanliness	81	11	7	63	1	2
Comfort of seats	74	17	9	59	1	3

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	93.4	96.7	98.4	0.6	23,234
Q2	91.3	95.4	97.3	0.9	23,254
Q3	91.3	95.5	97.6	0.7	24,109
Q4	93.9	96.7	97.8	1.2	26,186
2003-04	90.9	95.4	97.5	0.8	93,696
2004-05	92.5	96.1	97.8	0.9	96,783
Percentage change between 2003-04 and 2004-05	1.7	0.8	0.3	3.9	3.3

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source					Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days		
Q1	102	75%	0%	25%	100%	100%		
Q2	85	86%	0%	14%	99%	99%		
Q3	157	87%	0%	13%	62%	62%		
Q4	124	90%	0%	10%	67%	67%		
2003-04	107	82%	0%	18%	98%	99%		
2004-05	120	86%	0%	14%	75%	76%		
Percentage change between 2003-04 and 2004-05	12.7	4.4	-100.0	-20.6	-22.9	-23.8		

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2003	2004	Difference	2003	2004	Difference	2003	2004	Difference
Total	3.3%	1.6%	-1.7%	0.8%	0.0%	-0.8%	2.1%	0.9%	-1.2%

8.5 First Great Western

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	2,718.2	4.1
Passenger journeys (million)	22.3	5.7
Timetabled train kilometres (million)	16.7	1.3
Route kilometres operated	1,368	0
Number of stations operated	15	0
Subsidy per passenger kilometre (pence)	-1.3	-

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005			Sector level % satisfied or good	Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor		Since autumn 2004	Since spring 2004
Overall opinion of journey	79	12	9	82	(-4)	(-4)
Generic factors						
How TOC deals with delays	47	35	18	49	(-3)	(-6)
Value for money	42	20	38	49	(-2)	(-2)
Station factors						
How staff handle requests	83	8	10	84	0	0
Overall station environment	72	22	7	69	3	3
Ticket buying facilities	78	11	11	75	3	0
Information about train times/platforms	82	10	8	82	(-1)	1
Train factors						
Punctuality/reliability	74	8	18	76	(-5)	(-4)
Length of journey time	81	11	9	82	(-2)	(-2)
Ease of getting on/off	78	17	6	81	1	0
Amount of seats/standing space	72	16	12	71	2	(-2)
Frequency	79	10	11	81	(-1)	(-3)
Cleanliness	80	13	6	85	2	2
Comfort of seats	74	19	7	77	1	1

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	71.4	82.1	91.0	0.8	14,623
Q2	69.9	81.2	90.6	0.8	14,949
Q3	62.0	75.7	88.1	1.1	15,218
Q4	64.5	79.6	91.5	0.7	15,422
2003-04	61.0	73.9	86.7	1.2	60,137
2004-05	66.9	79.6	90.3	0.8	60,212
Percentage change between 2003-04 and 2004-05	9.6	7.8	4.2	-30.9	0.1

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	179	40%	39%	21%	86%	100%
Q2	189	54%	27%	19%	84%	100%
Q3	288	47%	35%	18%	81%	89%
Q4	230	37%	27%	36%	94%	99%
2003-04	254	37%	42%	21%	95%	100%
2004-05	222	45%	32%	24%	86%	96%
Percentage change between 2003-04 and 2004-05	-12.8	19.1	-24.1	14.8	-8.9	-3.8

8.6 First Great Western Link

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	1,062.2	5.8
Passenger journeys (million)	38.1	6.0
Timetabled train kilometres (million)	13.4	2.5
Peak time timetabled train kilometres (million)	1.4	-1.0
Route kilometres operated	581	-9.7
Number of stations operated	71	0
Subsidy per passenger kilometre (pence)	-0.9	-

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	70	16	15	74	(-7)	(-7)
Generic factors						
How TOC deals with delays	24	35	41	28	(-7)	(-8)
Value for money	38	23	39	36	(-4)	(-3)
Station factors						
How staff handle requests	74	13	13	80	(-9)	(-8)
Overall station environment	56	25	19	56	0	(-2)
Ticket buying facilities	53	16	31	61	(-3)	(-10)
Information about train times/platforms	67	15	19	74	(-6)	(-7)
Train factors						
Punctuality/reliability	60	11	29	73	(-10)	(-15)
Length of journey time	71	14	14	77	(-7)	(-11)
Ease of getting on/off	75	16	9	72	3	(-2)
Amount of seats/standing space	61	15	24	57	3	(-1)
Frequency	61	12	27	71	(-10)	(-12)
Cleanliness	67	17	16	63	15	12
Comfort of seats	63	22	15	59	9	4

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	84.6	93.2	97.0	1.1	65,062
Q2	82.4	92.2	96.4	1.2	66,457
Q3	80.3	91.6	96.8	0.8	64,460
Q4	84.2	92.7	96.5	1.3	65,920
2003-04	79.1	90.2	95.5	1.6	261,363
2004-05	82.9	92.4	96.7	1.1	261,899
Percentage change between 2003-04 and 2004-05	4.8	2.4	1.2	-31.3	0.2

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source				Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days	
Q1	41	52%	14%	34%	99%	99%	
Q2	45	56%	13%	32%	99%	99%	
Q3	49	60%	15%	24%	99%	99%	
Q4	46	61%	21%	19%	87%	87%	
2003-04	48	50%	18%	32%	65%	74%	
2004-05	45	58%	16%	26%	96%	96%	
Percentage change between 2003-04 and 2004-05	-4.9	14.2	-9.7	-17.1	46.1	28.7	

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2003	2004	Difference	2003	2004	Difference	2003	2004	Difference
Inner	2.8%	2.4%	-0.4%	2.0%	3.0%	1.0%	2.5%	2.7%	0.2%
Outer	1.4%	2.6%	1.2%	0.1%	0.5%	0.4%	0.8%	1.6%	0.8%
Total	2.0%	2.5%	0.5%	0.9%	1.5%	0.7%	1.5%	2.1%	0.6%

8.7 First ScotRail

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	2,223.7	6.8
Passenger journeys (million)	68.7	10.3
Timetabled train kilometres (million)	38.2	3.0
Route kilometres operated	3,043	0
Number of stations operated	336	0
Subsidy per passenger kilometre (pence)	5.8	-

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	86	9	5	83	0	3
Generic factors						
How TOC deals with delays	41	32	27	34	1	11
Value for money	59	21	21	58	0	0
Station factors						
How staff handle requests	87	7	7	88	1	(-2)
Overall station environment	64	23	13	62	(-4)	1
Ticket buying facilities	71	13	16	75	1	(-3)
Information about train times/platforms	80	10	10	78	1	6
Train factors						
Punctuality/reliability	82	5	13	79	2	0
Length of journey time	88	8	4	86	1	2
Ease of getting on/off	85	12	4	81	2	0
Amount of seats/standing space	73	13	14	70	2	1
Frequency	83	6	10	79	3	2
Cleanliness	78	14	8	69	3	6
Comfort of seats	81	13	6	71	5	6

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	86.1	94.3	97.3	0.9	165,112
Q2	82.8	93.0	96.9	1.0	168,450
Q3	79.8	92.4	97.1	0.8	166,873
Q4	83.7	92.5	96.0	1.8	166,508
2003-04	85.5	94.3	97.5	0.8	661,747
2004-05	83.1	93.0	96.8	1.1	666,943
Percentage change between 2003-04 and 2004-05	-2.9	-1.3	-0.7	42.2	0.8

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	27	28%	70%	2%	89%	89%
Q2	28	23%	75%	2%	91%	91%
Q3	33	40%	57%	3%	85%	85%
Q4	39	52%	42%	5%	91%	91%
2003-04	25	36%	61%	3%	86%	86%
2004-05	32	38%	59%	3%	89%	89%
Percentage change between 2003-04 and 2004-05	27.5	3.7	-3.5	31.4	3.1	3.1

8.8 Gatwick Express

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	227.2	14.8
Passenger journeys (million)	4.7	4.0
Timetabled train kilometres (million)	2.6	2.0
Route kilometres operated	43	0
Number of stations operated	0	0
Subsidy per passenger kilometre (pence)	-8.1	-

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	92	6	1	83	(-1)	2
Generic factors						
How TOC deals with delays	37	38	25	34	(-14)	(-2)
Value for money	44	29	27	58	(-2)	1
Station factors						
How staff handle requests	81	7	12	88	(-6)	0
Overall station environment	72	23	5	62	0	0
Ticket buying facilities	73	9	18	75	(-3)	(-5)
Information about train times/platforms	83	11	5	78	2	(-3)
Train factors						
Punctuality/reliability	93	4	3	79	(-2)	1
Length of journey time	93	5	2	86	(-2)	(-1)
Ease of getting on/off	91	7	2	81	(-2)	0
Amount of seats/standing space	90	8	2	70	2	(-1)
Frequency	94	3	2	79	(-1)	(-2)
Cleanliness	87	8	5	69	(-3)	(-2)
Comfort of seats	88	9	3	71	(-4)	(-2)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	82.2	94.7	97.9	1.6	13,654
Q2	86.1	96.1	98.5	1.1	14,457
Q3	83.4	96.1	98.9	0.7	13,549
Q4	87.1	95.9	98.4	1.2	13,382
2003-04	82.3	94.5	97.6	1.8	54,183
2004-05	84.7	95.7	98.4	1.1	55,042
Percentage change between 2003-04 and 2004-05	3.0	1.3	0.8	-35.9	1.6

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	12	39%	58%	3%	76%	76%
Q2	23	43%	50%	7%	90%	90%
Q3	24	24%	73%	3%	75%	75%
Q4	37	24%	74%	2%	85%	85%
2003-04	25	30%	66%	4%	82%	82%
2004-05	25	30%	66%	4%	82%	82%
Percentage change between 2003-04 and 2004-05	-3.5	0.4	-0.1	-0.2	0.0	0.0

8.9 GNER

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	4,063.8	3.2
Passenger journeys (million)	16.7	5.8
Timetabled train kilometres (million)	18.8	-0.5
Route kilometres operated	1,473	0
Number of stations operated	12	0
Subsidy per passenger kilometre (pence)	-1.6	-

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	86	8	6	82	1	3
Generic factors						
How TOC deals with delays	55	29	16	49	(-5)	(-2)
Value for money	55	18	27	49	0	1
Station factors						
How staff handle requests	83	8	9	84	(-6)	(-3)
Overall station environment	68	21	10	69	2	(-2)
Ticket buying facilities	76	15	9	75	(-5)	(-3)
Information about train times/platforms	88	7	5	82	0	(-1)
Train factors						
Punctuality/reliability	80	6	14	76	0	2
Length of journey time	88	7	5	82	1	1
Ease of getting on/off	80	15	5	81	(-3)	1
Amount of seats/standing space	73	16	11	71	2	3
Frequency	85	6	9	81	(-1)	1
Cleanliness	82	10	8	85	4	12
Comfort of seats	73	16	11	77	4	7

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	68.1	78.4	87.8	1.6	9,982
Q2	64.2	76.6	88.3	0.8	10,305
Q3	63.6	75.8	86.7	1.5	10,180
Q4	69.1	79.2	88.2	1.7	10,034
2003-04	62.1	74.1	86.0	1.6	40,732
2004-05	66.2	77.5	87.8	1.4	40,501
Percentage change between 2003-04 and 2004-05	6.7	4.6	2.0	-14.9	-0.6

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	488	30%	66%	4%	88%	88%
Q2	537	26%	70%	4%	61%	61%
Q3	590	35%	61%	4%	58%	58%
Q4	554	29%	66%	5%	69%	69%
2003-04	583	45%	51%	4%	74%	74%
2004-05	542	30%	66%	4%	68%	68%
Percentage change between 2003-04 and 2004-05	-6.9	-33.0	28.3	6.8	-8.1	-8.1

8.10 Island Line

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	6.6	0.4
Passenger journeys (million)	0.9	0.3
Timetabled train kilometres (million)	0.3	0.9
Route kilometres operated	14	0
Number of stations operated	8	0
Subsidy per passenger kilometre (pence)	48.2	2.8

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	80	15	5	83	(-9)	(-7)
Generic factors						
How TOC deals with delays	53	21	27	34	(-47)	3
Value for money	62	23	14	58	(-1)	(-1)
Station factors						
How staff handle requests	78	10	12	88	(-16)	(-22)
Overall station environment	43	31	26	62	(-22)	(-4)
Ticket buying facilities	56	16	28	75	(-21)	(-9)
Information about train times/platforms	73	16	11	78	1	8
Train factors						
Punctuality/reliability	90	7	3	79	(-3)	(-6)
Length of journey time	90	7	3	86	4	(-5)
Ease of getting on/off	81	13	6	81	0	2
Amount of seats/standing space	70	17	13	70	(-5)	4
Frequency	77	14	9	79	2	(-14)
Cleanliness	55	24	20	69	(-9)	9
Comfort of seats	53	23	24	71	(-11)	3

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	97.5	99.7	99.8	0.2	6,023
Q2	95.7	99.3	99.9	0.1	6,100
Q3	97.8	99.6	99.9	0.1	5,794
Q4	98.3	99.6	99.8	0.2	5,798
2003-04	97.5	99.4	99.7	0.3	23,726
2004-05	97.3	99.5	99.9	0.1	23,715
Percentage change between 2003-04 and 2004-05	-0.1	0.1	0.2	-54.8	0.0

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	11	100%	0%	0%	100%	100%
Q2	8	98%	2%	0%	100%	100%
Q3	14	79%	17%	4%	100%	100%
Q4	6	100%	0%	0%	100%	100%
2003-04	5	82%	13%	4%	100%	100%
2004-05	10	93%	6%	1%	100%	100%
Percentage change between 2003-04 and 2004-05	85.8	12.8	-55.2	-75.0	0.2	0.2

8.11 Merseyrail

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	291.6	3.2
Passenger journeys (million)	28.5	2.5
Timetabled train kilometres (million)	6.2	3.9
Route kilometres operated	121	0
Number of stations operated	66	0
Subsidy per passenger kilometre (pence)	-	-
	-	-

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	91	7	2	83	1	4
Generic factors						
How TOC deals with delays	27	39	34	34	(-11)	(-2)
Value for money	64	19	17	58	(-2)	3
Station factors						
How staff handle requests	91	4	5	88	(-2)	2
Overall station environment	62	23	15	62	9	11
Ticket buying facilities	79	12	9	75	(-1)	0
Information about train times/platforms	78	12	9	78	0	1
Train factors						
Punctuality/reliability	92	4	5	79	1	2
Length of journey time	94	4	2	86	1	0
Ease of getting on/off	86	8	6	81	0	6
Amount of seats/standing space	75	15	10	70	0	5
Frequency	94	4	2	79	1	2
Cleanliness	68	16	16	69	0	12
Comfort of seats	76	16	8	71	5	16

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	95.0	96.7	97.2	1.0	51,258
Q2	93.4	95.6	96.4	1.2	52,289
Q3	93.7	96.4	97.3	0.9	50,227
Q4	94.7	96.7	97.3	1.1	50,787
2003-04	93.8	96.3	97.1	0.8	204,062
2004-05	94.2	96.3	97.0	1.1	204,561
Percentage change between 2003-04 and 2004-05	0.4	0.0	-0.1	25.9	0.2

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source					Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days		
Q1	14	23%	22%	55%	100%	100%		
Q2	24	29%	18%	53%	100%	100%		
Q3	19	30%	20%	50%	100%	100%		
Q4	19	24%	14%	62%	100%	100%		
2003-04	17	29%	24%	47%	100%	100%		
2004-05	18	27%	18%	55%	100%	100%		
Percentage change between 2003-04 and 2004-05	7.9	-8.8	-23.6	17.7	-0.1	-0.1		

8.12 Midland Mainline

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	1,322.2	-0.6
Passenger journeys (million)	10.7	2.0
Timetabled train kilometres (million)	12.7	24.0
Route kilometres operated	784	0
Number of stations operated	7	0
Subsidy per passenger kilometre (pence)	-0.7	-

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	84	11	6	82	5	3
Generic factors						
How TOC deals with delays	49	32	19	49	8	1
Value for money	46	19	36	49	(-1)	0
Station factors						
How staff handle requests	84	5	11	84	3	(-2)
Overall station environment	61	25	14	69	0	3
Ticket buying facilities	70	16	14	75	0	0
Information about train times/platforms	78	12	9	82	1	0
Train factors						
Punctuality/reliability	84	7	9	76	11	10
Length of journey time	84	8	8	82	4	3
Ease of getting on/off	80	15	5	81	0	0
Amount of seats/standing space	74	15	12	71	3	1
Frequency	83	9	9	81	4	3
Cleanliness	82	11	7	85	(-1)	4
Comfort of seats	79	14	7	77	2	6

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	73.6	85.5	93.1	0.7	11,971
Q2	75.3	85.6	92.5	1.4	11,963
Q3	80.9	89.8	95.3	0.5	11,032
Q4	87.3	92.9	95.9	1.1	10,871
2003-04	52.5	70.1	85.2	1.8	47,462
2004-05	79.0	88.3	94.1	0.9	45,837
Percentage change between 2003-04 and 2004-05	50.5	26.0	10.6	-47.7	-3.4

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	314	56%	18%	26%	83%	83%
Q2	372	39%	31%	30%	54%	54%
Q3	217	43%	24%	33%	71%	71%
Q4	215	45%	28%	28%	72%	72%
2003-04	549	65%	32%	2%	89%	89%
2004-05	277	46%	25%	29%	69%	69%
Percentage change between 2003-04 and 2004-05	-49.5	-30.0	-21.7	1,241.8	-22.6	-22.5

8.13 Northern Rail

Note: Includes statistics, where possible, for First North Western and Arriva Trains Northern franchises that existed up to 11 December 2004. From 12 December 2004 Northern Rail took over services previously covered by these franchises.

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	1,639.6	-26.4
Passenger journeys (million)	67.7	-9.8
Timetabled train kilometres (million)	43.5	-27.8
Number of stations operated	470	0
Subsidy per passenger kilometre (pence)	17.0	-

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	79	13	9	83	1	0
Generic factors						
How TOC deals with delays	30	38	32	34	(-2)	(-2)
Value for money	58	18	23	58	(-1)	(-2)
Station factors						
How staff handle requests	89	4	6	88	5	5
Overall station environment	63	21	16	62	(-1)	1
Ticket buying facilities	78	12	10	75	6	3
Information about train times/platforms	78	10	12	78	6	5
Train factors						
Punctuality/reliability	74	9	17	79	4	4
Length of journey time	83	11	6	86	2	1
Ease of getting on/off	78	14	8	81	2	(-4)
Amount of seats/standing space	66	14	20	70	(-1)	(-3)
Frequency	75	8	17	79	4	1
Cleanliness	62	21	17	69	(-2)	(-2)
Comfort of seats	63	20	17	71	1	(-2)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	86.4	93.8	97.0	0.9	202,962
Q2	86.4	93.8	97.0	0.9	202,962
Q3	83.6	92.4	96.4	1.0	204,443
Q4	80.9	91.2	96.2	0.7	197,265
2003-04	82.3	91.1	95.7	1.1	916,396
2004-05	84.6	92.9	96.7	0.8	806,479
Percentage change between 2003-04 and 2004-05	2.8	2.0	1.0	-25.4	-

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	79	36%	28%	36%	95%	100%
Q2	97	34%	26%	40%	93%	99%
Q3	93	38%	28%	35%	94%	100%
Q4	63	32%	30%	38%	100%	100%
2004-05	83	35%	28%	37%	95%	100%

8.14 ONE

Note: This franchise came into existence on 1 April 2004. Comparisons are not possible with 2003–04 data.

2004–05 Key statistics

	Total
Passenger kilometres (million)	3,680.4
Passenger journeys (million)	108.6
Timetabled train kilometres (million)	30.4
Peak time timetabled train kilometres (million)	4.1
Route kilometres operated	1,053
Number of stations operated	167
Subsidy per passenger kilometre (pence)	-1.2

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	71	17	11	74	(-6)	(-5)
Generic factors						
How TOC deals with delays	25	41	34	28	(-2)	(-7)
Value for money	33	23	44	36	(-3)	(-2)
Station factors						
How staff handle requests	77	6	16	80	1	(-9)
Overall station environment	60	27	13	56	(-2)	(-3)
Ticket buying facilities	62	20	18	61	(-6)	(-8)
Information about train times/platforms	70	17	13	74	2	(-4)
Train factors						
Punctuality/reliability	75	11	14	73	(-1)	1
Length of journey time	78	13	10	77	(-6)	(-2)
Ease of getting on/off	67	22	11	72	(-4)	(-5)
Amount of seats/standing space	50	20	30	57	(-5)	(-3)
Frequency	73	10	18	71	(-6)	(-3)
Cleanliness	50	23	28	63	(-1)	(-5)
Comfort of seats	47	28	25	59	(-3)	(-4)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	87.7	93.9	97.0	1.0	141,892
Q2	88.2	94.1	96.9	1.3	148,924
Q3	85.8	93.5	97.2	1.0	143,534
Q4	89.1	94.6	97.3	0.9	143,794
2004-05	87.7	94.0	97.1	1.1	578,144

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	47	24%	74%	1%	94%	99%
Q2	47	42%	55%	2%	92%	100%
Q3	70	90%	7%	3%	87%	93%
Q4	90	94%	2%	3%	96%	96%
2004-05	65	73%	25%	3%	92%	96%

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2003	2004	Difference	2003	2004	Difference	2003	2004	Difference
Inner	1.7%	2.3%	0.6%	0.5%	2.2%	1.7%	1.1%	2.2%	1.1%
Outer	1.5%	2.2%	0.7%	2.5%	2.5%	0.0%	2.0%	2.4%	0.4%
Total	1.6%	2.3%	0.7%	1.5%	2.4%	0.8%	1.6%	2.3%	0.7%

8.15 Silverlink

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	1,054.3	-0.8
Passenger journeys (million)	41.1	7.7
Timetabled train kilometres (million)	10.0	-2.2
Peak time timetabled train kilometres (million)	1.2	-6.5
Route kilometres operated	239	-25.6
Number of stations operated	83	-3.5
Subsidy per passenger kilometre (pence)	2.9	-41.7

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	71	16	13	74	2	3
Generic factors						
How TOC deals with delays	23	48	29	28	1	3
Value for money	28	23	49	36	(-4)	(-7)
Station factors						
How staff handle requests	85	6	9	80	7	6
Overall station environment	52	29	19	56	(-2)	(-2)
Ticket buying facilities	52	18	30	61	(-9)	(-6)
Information about train times/platforms	67	20	13	74	(-2)	(-1)
Train factors						
Punctuality/reliability	66	8	26	73	10	4
Length of journey time	74	17	9	77	0	(-3)
Ease of getting on/off	61	23	16	72	(-4)	(-1)
Amount of seats/standing space	51	17	32	57	5	8
Frequency	60	16	23	71	(-2)	(-6)
Cleanliness	49	22	28	63	6	4
Comfort of seats	49	26	25	59	2	6

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	83.0	92.2	95.7	1.3	52,122
Q2	80.8	89.6	93.4	2.3	52,867
Q3	83.3	91.6	95.0	1.7	53,624
Q4	89.7	94.3	96.1	1.4	52,649
2003-04	81.5	90.5	94.7	1.8	212,762
2004-05	84.2	91.9	95.1	1.7	211,262
Percentage change between 2003-04 and 2004-05	3.3	1.5	0.4	-6.0	-0.7

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	29	37%	62%	1%	96%	96%
Q2	27	41%	58%	1%	99%	99%
Q3	27	33%	65%	2%	100%	100%
Q4	12	51%	48%	1%	100%	100%
2003-04	23	37%	60%	3%	87%	98%
2004-05	23	39%	59%	1%	99%	99%
Percentage change between 2003-04 and 2004-05	-1.5	7.5	-0.9	-64.7	13.9	1.0

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2003	2004	Difference	2003	2004	Difference	2003	2004	Difference
North London Lines	9.2%	7.9%	-1.3%	4.9%	1.8%	-3.0%	7.1%	5.0%	-2.1%
Watford Locals	2.8%	0.0%	-2.8%	0.0%	0.0%	0.0%	1.5%	0.0%	-1.5%
Northampton	4.4%	2.4%	-2.0%	0.2%	0.9%	0.8%	2.5%	1.7%	-0.8%
Total	6.0%	4.7%	-1.3%	2.1%	1.3%	-0.8%	4.2%	3.1%	-1.1%

8.16 South Eastern Trains

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	3,406.9	3.4
Passenger journeys (million)	140.9	6.1
Timetabled train kilometres (million)	31.3	8.9
Peak time timetabled train kilometres (million)	4.9	-0.8
Route kilometres operated	774	0
Number of stations operated	178	0
Subsidy per passenger kilometre (pence)	2.1	-45.3

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	71	17	13	74	2	8
Generic factors						
How TOC deals with delays	27	35	38	28	4	6
Value for money	35	23	43	36	(-4)	0
Station factors						
How staff handle requests	76	7	16	80	(-2)	(-1)
Overall station environment	50	30	20	56	1	7
Ticket buying facilities	57	17	27	61	5	4
Information about train times/platforms	72	15	13	74	6	6
Train factors						
Punctuality/reliability	69	11	20	73	3	8
Length of journey time	72	14	14	77	(-1)	4
Ease of getting on/off	72	18	10	72	4	7
Amount of seats/standing space	52	17	30	57	0	3
Frequency	70	11	18	71	3	7
Cleanliness	57	18	25	63	8	15
Comfort of seats	55	23	22	59	3	8

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	86.5	94.2	94.2	1.0	147,155
Q2	85.1	93.1	93.1	1.4	151,825
Q3	80.5	92.0	92.0	1.2	147,489
Q4	84.5	93.1	93.1	1.7	140,536
2003-04	80.1	91.2	95.8	1.4	562,200
2004-05	84.2	93.1	96.6	1.3	587,005
Percentage change between 2003-04 and 2004-05	5.1	2.1	0.8	-3.2	4.4

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source				Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days	
Q1	23	37%	22%	42%	100%	100%	
Q2	24	46%	25%	29%	100%	100%	
Q3	26	46%	22%	33%	100%	100%	
Q4	21	53%	19%	28%	100%	100%	
2003-04	45	44%	17%	39%	100%	100%	
2004-05	23	46%	22%	32%	100%	100%	
Percentage change between 2003-04 and 2004-05	-47.4	4.1	26.3	-16.4	0.3	0.1	

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2003	2004	Difference	2003	2004	Difference	2003	2004	Difference
Kent Link (Inner)	3.2%	2.4%	-0.8%	0.1%	0.0%	-0.1%	1.9%	1.4%	-0.5%
Kent Coast (Outer)	2.8%	2.4%	-0.3%	1.3%	1.4%	0.1%	2.1%	1.9%	-0.1%
Total	3.1%	2.4%	-0.7%	0.5%	0.4%	0.0%	2.0%	1.5%	-0.4%

8.17 South West Trains

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	4,605.8	7.4
Passenger journeys (million)	161.6	12.6
Timetabled train kilometres (million)	38.2	1.2
Peak time timetabled train kilometres (million)	5.0	0.7
Route kilometres operated	977	0
Number of stations operated	177	0
Subsidy per passenger kilometre (pence)	0.8	-69.1

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	78	12	9	74	3	7
Generic factors						
How TOC deals with delays	29	44	27	28	(-4)	1
Value for money	38	25	38	36	(-3)	0
Station factors						
How staff handle requests	84	7	8	80	5	3
Overall station environment	62	26	12	56	1	3
Ticket buying facilities	66	16	18	61	2	2
Information about train times/platforms	81	12	7	74	1	0
Train factors						
Punctuality/reliability	78	8	14	73	11	10
Length of journey time	77	11	12	77	2	3
Ease of getting on/off	76	14	9	72	5	12
Amount of seats/standing space	65	15	20	57	6	6
Frequency	74	10	16	71	1	2
Cleanliness	78	12	11	63	11	21
Comfort of seats	68	19	13	59	6	14

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	78.2	90.1	95.5	1.2	135,980
Q2	80.3	91.2	95.7	1.4	140,388
Q3	77.0	90.1	95.8	1.1	138,215
Q4	90.0	95.1	97.2	1.0	139,782
2003-04	74.5	87.9	94.2	1.5	552,306
2004-05	81.4	91.6	96.1	1.2	554,365
Percentage change between 2003-04 and 2004-05	9.3	4.2	2.0	-22.1	0.4

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source				Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days	
Q1	16	50%	38%	12%	96%	99%	
Q2	19	47%	47%	6%	86%	100%	
Q3	22	58%	34%	8%	100%	100%	
Q4	14	58%	32%	10%	99%	99%	
2003-04	21	43%	50%	7%	85%	98%	
2004-05	18	54%	38%	9%	95%	99%	
Percentage change between 2003-04 and 2004-05	-14.6	25.7	-24.4	16.9	11.7	1.0	

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2003	2004	Difference	2003	2004	Difference	2003	2004	Difference
Inner	7.3%	7.3%	-0.1%	1.7%	1.0%	-0.7%	4.8%	4.7%	-0.1%
Outer	7.4%	6.0%	-1.4%	4.5%	1.3%	-3.2%	5.9%	3.7%	-2.2%
Total	7.4%	6.8%	-0.5%	2.8%	1.1%	-1.6%	5.2%	4.4%	-0.9%

8.18 Southern

Note: South Central became Southern on 30 May 2004.

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	2,913.6	6.9
Passenger journeys (million)	127.9	9.5
Timetabled train kilometres (million)	28.2	5.2
Peak time timetabled train kilometres (million)	3.3	0.8
Route kilometres operated	666	0
Number of stations operated	163	0
Subsidy per passenger kilometre (pence)	2.4	-26.7

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	71	17	12	74	(-1)	6
Generic factors						
How TOC deals with delays	30	38	32	28	4	4
Value for money	38	23	39	36	(-1)	2
Station factors						
How staff handle requests	80	5	15	80	(-5)	3
Overall station environment	53	28	19	56	(-1)	5
Ticket buying facilities	56	19	25	61	(-2)	0
Information about train times/platforms	74	14	12	74	(-1)	2
Train factors						
Punctuality/reliability	66	11	23	73	0	4
Length of journey time	76	14	10	77	1	4
Ease of getting on/off	68	18	14	72	1	12
Amount of seats/standing space	59	16	25	57	1	9
Frequency	67	12	21	71	(-2)	2
Cleanliness	69	15	17	63	2	24
Comfort of seats	63	18	18	59	3	16

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	81.8	91.1	95.3	1.4	150,375
Q2	82.2	91.4	95.3	1.6	159,461
Q3	78.3	90.3	95.3	1.7	153,761
Q4	84.8	92.6	96.0	1.1	151,312
2003-04	80.1	91.0	95.6	1.3	607,025
2004-05	81.8	91.3	95.5	1.5	614,909
Percentage change between 2003-04 and 2004-05	2.1	0.4	-0.2	13.6	1.3

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source					Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days		
Q1	23	51%	24%	25%	97%	100%		
Q2	21	49%	26%	25%	96%	100%		
Q3	22	52%	22%	26%	100%	100%		
Q4	15	54%	19%	27%	99%	99%		
2003-04	27	53%	24%	23%	96%	99%		
2004-05	20	51%	23%	26%	98%	100%		
Percentage change between 2003-04 and 2004-05	-27.7	-2.5	-6.4	12.6	2.2	0.5		

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2003	2004	Difference	2003	2004	Difference	2003	2004	Difference
Inner	4.3%	8.5%	4.3%	1.5%	1.7%	0.2%	3.1%	5.6%	2.5%
Outer	5.5%	6.0%	0.4%	0.3%	2.0%	1.7%	3.2%	4.1%	0.9%
Total	4.7%	7.8%	3.1%	1.1%	1.8%	0.7%	3.1%	5.2%	2.0%

8.19 Thameslink

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	1,413.8	3.3
Passenger journeys (million)	46.5	9.3
Timetabled train kilometres (million)	11.8	4.9
Peak time timetabled train kilometres (million)	1.1	11.7
Route kilometres operated	203	0
Number of stations operated	27	0
Subsidy per passenger kilometre (pence)	-3.5	-

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	71	18	11	74	2	3
Generic factors						
How TOC deals with delays	26	35	39	28	4	3
Value for money	32	25	43	36	(-3)	(-5)
Station factors						
How staff handle requests	77	12	10	80	(-3)	(-2)
Overall station environment	54	30	16	56	0	4
Ticket buying facilities	64	18	18	61	0	1
Information about train times/platforms	70	16	13	74	1	2
Train factors						
Punctuality/reliability	74	10	16	73	6	9
Length of journey time	80	11	8	77	5	3
Ease of getting on/off	70	22	8	72	(-1)	3
Amount of seats/standing space	50	19	31	57	(-2)	5
Frequency	77	10	13	71	4	4
Cleanliness	43	24	33	63	(-1)	(-7)
Comfort of seats	45	26	29	59	(-3)	0

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	79.4	89.2	94.4	1.9	41,730
Q2	81.6	90.5	95.1	1.3	44,360
Q3	84.7	92.1	95.1	1.8	44,468
Q4	89.6	94.1	95.9	1.6	44,561
2003-04	74.0	85.7	92.8	2.3	160,317
2004-05	83.9	91.5	95.1	1.7	175,119
Percentage change between 2003-04 and 2004-05	13.4	6.8	2.5	-27.9	9.2

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	22	58%	25%	17%	92%	98%
Q2	22	67%	16%	17%	98%	99%
Q3	19	66%	17%	17%	99%	99%
Q4	11	68%	17%	15%	100%	100%
2003-04	23	62%	28%	11%	97%	98%
2004-05	18	64%	19%	16%	97%	99%
Percentage change between 2003-04 and 2004-05	-24.0	4.4	-31.0	55.8	0.7	1.3

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2003	2004	Difference	2003	2004	Difference	2003	2004	Difference
Inner	4.1%	5.3%	1.2%	0.8%	2.3%	1.5%	2.4%	3.8%	1.4%
Outer	1.9%	1.7%	-0.2%	3.2%	2.9%	-0.4%	2.5%	2.2%	-0.3%
Total	2.3%	2.4%	0.1%	2.7%	2.7%	0.0%	2.5%	2.6%	0.1%

8.20 TPE

Note: Comparisons are not possible with 2003–04 data. This franchise came into existence in early February 2004.

2004–05 Key statistics

	Total
Passenger kilometres (million)	776.0
Passenger journeys (million)	14.6
Timetabled train kilometres (million)	13.5
Route kilometres operated	977
Number of stations operated	30
Subsidy per passenger kilometre (pence)	5.6

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	81	11	8	83	2	4
Generic factors						
How TOC deals with delays	34	37	29	34	(-5)	3
Value for money	52	19	29	58	(-3)	1
Station factors						
How staff handle requests	88	3	9	88	4	2
Overall station environment	69	20	11	62	(-2)	1
Ticket buying facilities	78	12	9	75	5	(-2)
Information about train times/platforms	82	10	8	78	4	1
Train factors						
Punctuality/reliability	77	8	14	79	2	8
Length of journey time	87	8	5	86	3	6
Ease of getting on/off	76	17	7	81	0	(-3)
Amount of seats/standing space	64	16	20	70	4	(-3)
Frequency	78	9	13	79	3	3
Cleanliness	67	16	17	69	3	(-3)
Comfort of seats	67	19	14	71	5	(-2)

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	77.4	87.0	92.4	2.0	23,133
Q2	74.9	86.0	92.5	1.5	24,157
Q3	68.0	81.1	89.7	1.9	21,863
Q4	78.5	86.8	92.4	1.1	19,453
2004–05	74.6	85.2	91.8	1.7	88,606

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	86	39%	39%	22%	98%	99%
Q2	98	48%	34%	19%	92%	93%
Q3	165	54%	33%	13%	91%	97%
Q4	99	50%	30%	20%	95%	99%
2004–05	112	49%	34%	17%	94%	97%

8.21 Virgin CrossCountry

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	2,541.7	-4.7
Passenger journeys (million)	19.3	0.6
Timetabled train kilometres (million)	27.2	3.9
Route kilometres operated	2,503	0
Number of stations operated	0	0
Subsidy per passenger kilometre (pence)	4.4	-52.7

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005			Sector level % satisfied or good	Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor		Since autumn 2004	Since spring 2004
Overall opinion of journey	83	8	8	82	6	(-1)
Generic factors						
How TOC deals with delays	46	35	19	49	3	(-5)
Value for money	53	20	27	49	(-1)	(-4)
Station factors						
How staff handle requests	87	6	7	84	(-2)	(-1)
Overall station environment	69	21	11	69	(-2)	(-4)
Ticket buying facilities	76	13	11	75	(-3)	(-3)
Information about train times/platforms	79	11	10	82	2	(-4)
Train factors						
Punctuality/reliability	74	7	18	76	5	(-3)
Length of journey time	82	10	8	82	1	(-1)
Ease of getting on/off	82	11	7	81	1	(-2)
Amount of seats/standing space	67	13	19	71	2	(-1)
Frequency	79	9	13	81	5	1
Cleanliness	89	7	4	85	1	(-1)
Comfort of seats	80	12	8	77	2	1

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	73.4	80.2	87.9	0.8	14,871
Q2	65.9	75.1	84.5	0.9	14,767
Q3	64.0	73.1	82.7	0.6	15,834
Q4	75.8	82.7	89.4	0.8	15,744
2003-04	64.3	72.2	81.7	1.1	60,774
2004-05	69.8	77.8	86.1	0.8	61,216
Percentage change between 2003-04 and 2004-05	8.5	7.8	5.4	-26.7	0.7

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	547	48%	28%	24%	100%	100%
Q2	421	36%	43%	21%	99%	99%
Q3	432	40%	48%	12%	72%	98%
Q4	453	26%	22%	52%	95%	100%
2003-04	493	42%	39%	19%	67%	95%
2004-05	462	38%	35%	27%	92%	99%
Percentage change between 2003-04 and 2004-05	-6.3	-9.7	-11.0	44.5	36.8	5.0

8.22 Virgin West Coast

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	2,720.6	-0.9
Passenger journeys (million)	15.3	2.9
Timetabled train kilometres (million)	23.6	-3.9
Route kilometres operated	1,172	9.0
Number of stations operated	17	0
Subsidy per passenger kilometre (pence)	3.3	-72.7

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	80	11	9	82	4	1
Generic factors						
How TOC deals with delays	48	27	25	49	5	(-2)
Value for money	49	20	32	49	(-2)	(-4)
Station factors						
How staff handle requests	85	7	7	84	2	(-1)
Overall station environment	73	18	10	69	(-1)	1
Ticket buying facilities	73	15	12	75	1	(-6)
Information about train times/platforms	84	9	8	82	3	0
Train factors						
Punctuality/reliability	71	10	20	76	4	(-3)
Length of journey time	79	10	11	82	5	6
Ease of getting on/off	84	11	5	81	4	5
Amount of seats/standing space	72	13	15	71	2	3
Frequency	78	10	12	81	3	(-1)
Cleanliness	89	5	5	85	7	12
Comfort of seats	77	14	9	77	8	7

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	67.7	76.3	85.1	2.1	14,087
Q2	63.0	71.9	81.9	3.8	14,205
Q3	54.8	66.4	80.4	2.9	17,135
Q4	63.4	74.7	85.8	2.8	17,000
2003-04	66.6	74.8	84.0	1.6	57,431
2004-05	61.9	72.1	83.3	2.9	62,427
Percentage change between 2003-04 and 2004-05	-7.0	-3.5	-0.9	79.8	8.7

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	988	22%	51%	27%	86%	100%
Q2	793	26%	65%	10%	79%	100%
Q3	647	30%	59%	11%	60%	100%
Q4	620	23%	39%	38%	92%	100%
2003-04	797	27%	55%	18%	68%	96%
2004-05	746	25%	53%	22%	79%	100%
Percentage change between 2003-04 and 2004-05	-6.4	-6.5	-3.6	20.8	17.5	4.3

8.23 WAGN

Note: The area covered by this franchise changed on 1 April 2004 when the West Anglia part of WAGN became part of the ONE franchise. Comparisons with 2003–04 data have been made where possible.

2004–05 Key statistics

	Total
Passenger kilometres (million)	1,388.9
Passenger journeys (million)	37.8
Timetabled train kilometres (million)	13.4
Peak time timetabled train kilometres (million)	2.2
Route kilometres operated	380
Number of stations operated	50
Subsidy per passenger kilometre (pence)	0.0

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005			Sector level % satisfied or good	Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor		Since autumn 2004	Since spring 2004
Overall opinion of journey	80	13	7	74	1	5
Generic factors						
How TOC deals with delays	29	47	25	28	(-10)	4
Value for money	36	27	37	36	3	2
Station factors						
How staff handle requests	83	6	11	80	2	(-2)
Overall station environment	55	30	15	56	0	1
Ticket buying facilities	70	12	18	61	3	2
Information about train times/platforms	75	12	13	74	2	(-1)
Train factors						
Punctuality/reliability	82	8	10	73	3	8
Length of journey time	87	8	5	77	2	(-1)
Ease of getting on/off	79	17	5	72	1	4
Amount of seats/standing space	58	17	25	57	4	4
Frequency	78	10	12	71	3	4
Cleanliness	62	19	19	63	4	6
Comfort of seats	58	27	15	59	4	9

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	89.9	95.6	97.8	0.6	36,882
Q2	90.7	95.8	97.7	0.6	37,030
Q3	86.6	94.0	96.5	1.1	35,921
Q4	90.0	95.4	97.4	0.7	35,385
2003-04	83.8	92.0	95.9	1.2	329,286
2004-05	89.3	95.2	97.4	0.7	145,218
Percentage change between 2003-04 and 2004-05					
	6.6	3.4	1.5	-40.2	-

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	17	48%	51%	1%	97%	97%
Q2	17	55%	44%	1%	100%	100%
Q3	17	53%	45%	1%	100%	100%
Q4	13	57%	42%	1%	100%	100%
2004-05	16	53%	46%	1%	99%	99%

Passengers in Excess of Capacity

(please refer to notes on page 26)

Route group	Morning peak			Afternoon peak			TOTAL (both peaks)		
	2003	2004	Difference	2003	2004	Difference	2003	2004	Difference
Inner	1.6%	0.5%	-1.1%	0.6%	0.6%	0.0%	1.2%	0.6%	-0.6%
Outer	3.2%	3.7%	0.5%	3.8%	5.6%	1.9%	3.5%	4.6%	1.1%
Total	2.4%	2.2%	-0.2%	2.3%	3.3%	0.9%	2.3%	2.7%	0.3%

8.24 Wessex Trains

2004–05 Key statistics

	Total	Percentage change on 2003–04
Passenger kilometres (million)	435	6.2
Passenger journeys (million)	10.9	6.6
Timetabled train kilometres (million)	11.2	3.6
Route kilometres operated	1,394	9.4
Number of stations operated	125	0
Subsidy per passenger kilometre (pence)	12.1	-32.4

National Passenger Survey results – Spring 2005

(please refer to notes on page 34)

	Spring 2005				Improvement/(decline) in % satisfied or good	
	% satisfied or good	% neither/nor	% dissatisfied or poor	Sector level % satisfied or good	Since autumn 2004	Since spring 2004
Overall opinion of journey	84	11	4	83	5	3
Generic factors						
How TOC deals with delays	42	31	27	34	5	(-14)
Value for money	56	16	28	58	(-3)	(-3)
Station factors						
How staff handle requests	86	8	6	88	(-1)	(-2)
Overall station environment	67	20	14	62	6	4
Ticket buying facilities	73	13	13	75	2	(-7)
Information about train times/platforms	85	10	5	78	6	3
Train factors						
Punctuality/reliability	77	11	12	79	2	(-3)
Length of journey time	84	9	7	86	1	(-3)
Ease of getting on/off	78	15	6	81	6	2
Amount of seats/standing space	71	12	16	70	11	3
Frequency	71	9	20	79	(-2)	(-4)
Cleanliness	67	17	16	69	6	1
Comfort of seats	66	21	13	71	2	4

Public Performance Measure (PPM)

(please refer to notes on page 14)

	Percentage of trains				
	Within 5 mins	Within 10 mins	Within 20 mins	Cancelled	Total no. trains planned
Q1	89.9	95.6	97.8	0.6	36,882
Q2	90.7	95.8	97.7	0.6	37,030
Q3	86.6	94.0	96.5	1.1	35,921
Q4	90.0	95.4	97.4	0.7	35,385
2003-04	83.8	92.0	95.9	1.2	329,286
2004-05	89.3	95.2	97.4	0.7	145,218
Percentage change between 2003-04 and 2004-05	6.6	3.4	1.5	-40.2	-

Complaints

(please refer to notes on page 19)

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	78	44%	55%	1%	100%	100%
Q2	98	45%	54%	1%	100%	100%
Q3	107	46%	53%	1%	100%	100%
Q4	92	49%	50%	1%	100%	100%
2003-04	66	25%	66%	9%	100%	100%
2004-05	94	46%	53%	1%	100%	100%
Percentage change between 2003-04 and 2004-05	42.7	82.4	-19.7	-87.2	0.0	0.0

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 Wales
Central Trains
First ScotRail
Gatwick Express
Island Line
Merseyrail
Northern Rail
TransPennine Express (TPE)
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
CHP	Complaint Handling Procedure
DfT	Department for Transport
MAA	Moving Annual Average
NTKMs	Net tonne kilometres
ONS	Office for National Statistics
PTE	Passenger Transport Executive
RPI	Retail Price Index
TTKM	Timetabled train kilometres

