



NATIONAL RAIL TRENDS 2008-2009 QUARTER ONE



OFFICE OF RAIL REGULATION

Contents

Contents

Introduction	4
Executive summary	5
1 Rail usage	6
1.1 Passenger kilometres	8
1.2 Passenger journeys	11
1.3 Passenger revenue	14
1.4 Timetabled train kilometres	17
2 Rail performance	18
2.1 Public performance measure	20
2.2 Rail complaints	24
2.3 National Rail Enquiry Service	29
3 Freight	32
3.1 Freight moved	33
3.2 Freight lifted	36
4 Miscellaneous tables	38
4.1 Average age of passenger rolling stock	39
4.2 Investment in the rail industry	41
Appendix	42

Introduction

This edition of *National rail trends* covers April to June – Quarter One (Q1) – of the financial year 2008–09, and includes an update of rail usage and performance data. Data are quarterly and/or annual and **should always be used in conjunction with the notes and definitions**. Additional notes, such as a description of sector classifications, are included in the *Appendix*.

On 11 November 2007 there was a change to the operation of passenger rail services in Great Britain, with four new franchises.

- CrossCountry is now operating most of the Virgin CrossCountry franchise and some routes from the Central Trains franchise.
- East Midlands Trains is now operating Midland Main Line and regional services previously run by Central Trains.
- London Midland is now operating the services previously run by Silverlink County and the west midlands part of Central Trains.
- London Overground is now operating the services previously run by Silverlink Metro.

On 9 December 2007 National Express East Coast took over the franchise previously operated by GNER.

For the purposes of sector reporting in *National rail trends*, CrossCountry is categorised as a long-distance operator, except in Chapter 1 where they also operate some regional services previously run by Central Trains. East Midlands Trains is split across two sectors (regional and long-distance). London Midland is split across two sectors (regional and London and south east). London Overground is categorised as a London and south east operator.

Data for the new train operating companies (TOCs) have been categorised according to the sector of their predecessors. In *Chapter 2 Rail performance, Table 2.1 Public performance measure (PPM)*, new TOC data has been split across the sectors mentioned above.

On 1 April 2006 First Capital Connect took over the operating services previously run by Thameslink and WAGN, while the Greater Western franchise became responsible for former First Great Western, First Great Western Link and Wessex Trains services.

First Capital Connect is categorised as a London and south east operator. First Great Western data are split across the three sectors (long-distance, regional and London and south east) so that there is consistency in the sector time series. For more information on sector classifications see the *Appendix*.

In Chapter 1 all data for National Express East Anglia are included in the London and south east sector, since they cannot be identified separately. In other chapters, data for National Express East Anglia (InterCity) services are included under long-distance operators with all other National Express East Anglia services included in London and south east operators. For public performance measure (PPM), the National Express East Anglia (InterCity) services operate on a ten-minute PPM regime and are therefore given separately.

None of the data provided in *National rail trends* could be presented without the close cooperation of other organisations in the rail industry. This cooperation, especially that received from Network Rail, Association of Train Operating Companies (ATOC), the freight operators, the train operators and the Department for Transport (DfT), is gratefully received.

Note:

Due to data quality issues the table and chart in *Section 1.4 Timetabled train kilometres* will be published at a later date.

Changes to the publication

Following the May 2006 review of *National rail trends*, changes were made to the analysis and presentation of data in editions of *National rail trends*. These changes are outlined in *National rail trends 2006–07 Q2*, page 5.

Non-franchised passenger trains

Non-franchised passenger train data are not included in the tables and charts in *Chapter 1 Rail usage*.

Contacts

Media enquiries:

Office of Rail Regulation (ORR) communications team can be contacted via the ORR website:

<http://www.rail-reg.gov.uk/contact>

Content enquiries:

The Rail statistics team can be contacted via the ORR rail statistics website:

http://www.rail-reg.gov.uk/nrt_team

Quarter dates

Q1 - April, May and June

Q2 - July, August and September

Q3 - October, November and December

Q4 - January, February and March

Revisions

All data for the current financial year are provisional. At the end of each financial year a reconciliation exercise with the TOCs takes place and data are finalised in the Yearbook (Q4) edition of the publication.

Rounding

All the tables in *National rail trends* show data rounded, normally to one decimal place or to the nearest whole number. In some cases this means that large percentage changes between quarters can occur with no visible change to the published results.

Historic data

Previous editions of *National rail trends* containing historic data, including Strategic Rail Authority publications, can be obtained on the Office of Rail Regulation website under Rail Statistics: <http://www.rail-reg.gov.uk/>.

NRT Excel spreadsheets are also available on this website.

Executive summary

Key Results: 2008-09 Q1

- Total passenger kilometres were 12.8 billion in 2008-09 Q1, an increase of 7.3% on 2007-08 Q1, compared to an increase of 6.5% between 2006-07 Q1 and 2007-08 Q1. The total passenger kilometres moving annual average (MAA) increased by 6.3% over the same time period.
- In 2008-09 Q1, the MAA for total passenger journeys was 312 million, an increase of 6.8% on 2007-08 Q1. This compared to an MAA increase of 7.3% between 2006-07 Q1 and 2007-08 Q1.
- For this quarter, the MAA for total passenger revenue was £1.43 billion, an increase of 11.1% on 2007-08 Q1. This compared to an increase of 12.8% between 2006-07 Q1 and 2007-08 Q1.
- In 2008-09 Q1, the overall MAA PPM for all operators was 90.2%, a 2.0 percentage point increase on the MAA in 2007-08 Q1 and the seventh consecutive year that PPM has risen Q1 on Q1.
- Between 2007-08 Q1 and 2008-09 Q1, the number of complaints per 100,000 passenger journeys increased from 51 to 53, a 4.1% increase. This compared to a 11% decrease between 2006-07 Q1 and 2007-08 Q1.
- Total freight moved in 2008-09 Q1 was 5.40 billion net tonne kilometres, a decrease of 1.4% on 2007-08 Q1. This is the second consecutive year that total freight moved has fallen Q1 on Q1.
- In 2008-09 Q1, 26.3 million tonnes of freight were lifted, a 3.6% increase on 2007-08 Q1.
- The average age of rolling stock increased to 15.05 years in 2008-09 Q1 from 13.95 years in 2007-08 Q1.
- Total investment fell to £974 million in 2008-09 Q1 from £1,161 million 2007-08 Q1.

1 Rail usage

Key results 2008-09 Q1

- Total passenger kilometres were 12.8 billion in 2008–09 Q1, an increase of 7.3% on 2007–08 Q1, compared to an increase of 6.5% between 2006–07 Q1 and 2007–08 Q1. The total passenger kilometres MAA increased by 6.3% between 2007–08 Q1 and 2008–09 Q1.
- In 2008–09 Q1, passenger kilometres for ordinary fares increased by 7.8% on 2007–08 Q1 and by 6.2% for season tickets.
- In 2008-09 Q1, the MAA for total passenger journeys was 312 million, an increase of 6.8% on 2007–08 Q1. This compared to an MAA increase of 7.3% between 2006–07 Q1 and 2007–08 Q1.
- Ordinary fare passenger journeys increased to 164 million in the first quarter of 2008–09, an increase of 6.2% on 2007–08 Q1 compared to a 3.3% increase between 2006–07 Q1 and 2007–08 Q1. In contrast growth in season tickets had slowed to 5.5% between 2007-08 Q1 and 2008-09 Q1, compared to 9.7% between 2006-07 Q1 on 2007–08.
- For this quarter, the MAA for total passenger revenue was £1.43 billion, an increase of 11.1% on 2007–08 Q1. This compared to an MAA increase of 12.8% between 2006–07 Q1 and 2007–08 Q1.
- For season ticket holders, passenger revenue increased by 14.4% from 2007-08 Q1 to 2008–09 Q1, compared to 15.4% between 2006–07 Q1 and 2007–08 Q1.
- The quarter on quarter increase for revenue per passenger kilometre was 5.6%, compared to an increase of 5.4% between 2006–07 Q1 and 2007–08 Q1.
- For revenue per passenger journey the 2008–09 Q1 on 2007–08 Q1 increase was 7.0% compared to the previous year's Q1 on Q1 increase of 5.6%.

Methodology for passenger journeys and kilometres data

The rail industry's central ticketing system, LENNON, is the basis for passenger kilometres and journeys data. LENNON holds information on all national rail tickets purchased in Great Britain and is used to allocate the revenue from ticket sales between the TOCs. LENNON, however, does not correctly record sales of certain products, in particular some operator-specific tickets and passenger transport executive (PTE) multi-modal tickets. The journeys and kilometres from these tickets are added in at the end of each financial year when a reconciliation exercise with the TOCs takes place. Therefore all data for the current financial year are provisional but will be finalised in the Yearbook (Q4) edition.

Journeys datasets in LENNON

LENNON contains two datasets - pre-allocation (sales) and post-allocation (earnings). Passenger usage statistics in *National rail trends* are based on the post-allocation dataset. Allocations are created for each ticket group, dependent on sales levels, by ORCATS (operational research computer allocation of tickets to services). These allocations are principally used to apportion journeys between TOCs.

ORCATS is a mathematical model, introduced in the 1980s, which uses a similar logic to journey planning systems and identifies passenger 'opportunities to travel' from an origin station to a destination station using timetable information. An opportunity to travel may include one or more changes of train, and one journey will be generated for each train used during an opportunity to travel. This will result in the number of journeys being inflated by around 5%, compared to the pre-allocation dataset that does not assign journeys between TOCs.

1.1 Passenger kilometres

Notes:

For passenger kilometres, there is a break in series due to new methodology which has been applied to the 2003–04 and 2007–08 data to improve the categorisation of ticket type. Therefore, direct comparisons between 2007–08 and earlier years should not be made.

Data from 2007–08 Q3 includes new TOCs as at 11 November 2007. New TOCs include CrossCountry, East Midlands Trains, London Midland and London Overground.

TOCs that ceased to exist on 11 November 2007 include Silverlink (Metro and County), Central Trains, Virgin CrossCountry and Midland Main Line.

GNER, which ceased to exist on 8 December 2007, was replaced by National Express East Coast from 9 December 2007.

These data do not include the non-franchised TOCs.

For conventions on rounding and revisions please see the *Introduction*.

Table 1.1a Passenger kilometres by ticket type

Great Britain 2002–03 to 2008–09 Q1 (billions)

		Ordinary fares	Season tickets	Total passenger kilometres	Total passenger kilometres (MAA)
2002-03		28.4	11.3	39.7	
2003-04		28.9	12.0	40.9	
2004-05		29.4	12.4	41.8	
2005-06		30.0	13.2	43.2	
2006-07		32.9	13.3	46.2	
2007-08		33.9	15.1	49.0	
2002-03	Q1	7.1	2.8	9.9	9.8
	Q2	7.6	2.6	10.1	9.8
	Q3	7.1	2.9	10.0	9.8
	Q4	6.7	3.0	9.7	9.9
2003-04	Q1	7.3	2.7	10.0	10.0
	Q2	7.4	3.1	10.4	10.0
	Q3	7.3	2.9	10.2	10.1
	Q4	6.9	3.3	10.2	10.2
2004-05	Q1	7.2	2.9	10.2	10.3
	Q2	7.4	3.1	10.6	10.3
	Q3	7.7	3.0	10.8	10.4
	Q4	7.0	3.2	10.3	10.4
2005-06	Q1	7.6	3.2	10.8	10.6
	Q2	7.2	3.4	10.6	10.6
	Q3	8.0	3.1	11.1	10.7
	Q4	7.2	3.5	10.7	10.8
2006-07	Q1	8.0	3.1	11.2	10.9
	Q2	8.6	3.0	11.5	11.1
	Q3	8.4	3.4	11.8	11.3
	Q4	7.9	3.8	11.7	11.6
2007-08	Q1	8.3	3.6	11.9	11.7
	Q2	8.8	3.5	12.4	12.0
	Q3	8.5	4.0	12.4	12.1
	Q4	8.3	4.0	12.3	12.3
2008-09	Q1	8.9	3.8	12.8	12.5
Percentage change 2008-09 Q1 on 2007-08 Q1		7.8	6.2	7.3	6.3

Sources: LENNON database and ATOC

Notes:

Data from 2007–08 Q3 includes new TOCs as at 11 November 2007. New TOCs include CrossCountry, East Midlands Trains, London Midland and London Overground.

TOCs that ceased to exist on 11 November 2007 include Silverlink (Metro and County), Central Trains, Virgin CrossCountry and Midland Main Line.

GNER, which ceased to exist on 8 December 2007, was replaced by National Express East Coast from 9 December 2007.

First Great Western data are split across the long-distance, regional and London and south east sectors so that there is consistency in the sector time series. The FGW cases, which have not been assigned an appropriate sector in LENNON have been included in long-distance.

These data do not include the non-franchised TOCs.

Refer to *Appendix* for details of sector classification.

For conventions on rounding and revisions please see the *Introduction*.

Table 1.1b Passenger kilometres by sector

Great Britain 2002–03 to 2008–09 Q1 (billions)

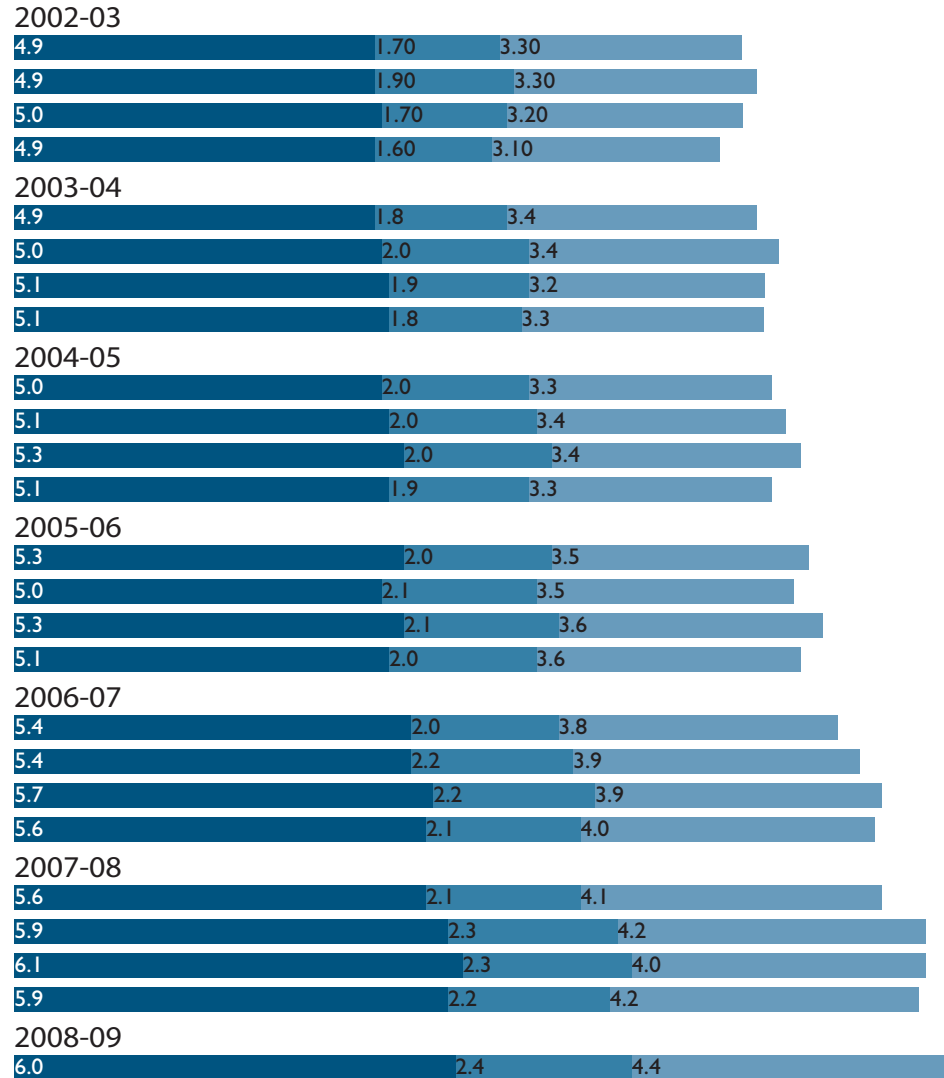
		Long-distance operators	London and SE operators	Regional operators	Total passenger kilometres
2002-03		12.9	19.8	6.9	39.7
2003-04		13.3	20.1	7.5	40.9
2004-05		13.4	20.5	7.9	41.8
2005-06		14.2	20.7	8.3	43.2
2006-07		15.6	22.2	8.5	46.2
2007-08		16.5	23.5	8.9	49.0
2002-03	Q1	3.3	4.9	1.7	9.9
	Q2	3.3	4.9	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	3.4	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	10.2
2004-05	Q1	3.3	5.0	2.0	10.2
	Q2	3.4	5.1	2.0	10.6
	Q3	3.4	5.3	2.0	10.8
	Q4	3.3	5.1	1.9	10.3
2005-06	Q1	3.5	5.3	2.0	10.8
	Q2	3.5	5.0	2.1	10.6
	Q3	3.6	5.3	2.1	11.1
	Q4	3.6	5.1	2.0	10.7
2006-07	Q1	3.8	5.4	2.0	11.2
	Q2	3.9	5.4	2.2	11.5
	Q3	3.9	5.7	2.2	11.8
	Q4	4.0	5.6	2.1	11.7
2007-08	Q1	4.1	5.6	2.1	11.9
	Q2	4.2	5.9	2.3	12.4
	Q3	4.0	6.1	2.3	12.4
	Q4	4.2	5.9	2.2	12.3
2008-09	Q1	4.4	6.0	2.4	12.8
Percentage change 2008-09 Q1 on 2007-06 Q1		6.0	6.9	11.0	7.3

Sources: LENNON database and ATOC

Chart 1.1a Passenger kilometres by sector

Great Britain quarterly data 2002–2003 to 2008–09 Q1 (billions)

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



Sources: LENNON database and ATOC

1.2 Passenger journeys

Notes:

Passenger journey figures include an element of inflation as the figures represent the numbers of different trains used in the course of journeys. See page 7 for further details.

For passenger journeys, there is a break in series due to new methodology which has been applied to the 2003-04 and 2007-08 data to improve the categorisation of ticket type. Therefore, direct comparisons between 2007-08 and earlier years should not be made.

Data from 2007-08 Q3 includes new TOCs as at 11 November 2007. New TOCs include CrossCountry, East Midlands Trains, London Midland and London Overground.

TOCs that ceased to exist on 11 November 2007 include Silverlink (Metro and County), Central Trains, Virgin CrossCountry and Midland Main Line.

GNER, which ceased to exist on 8 December 2007, was replaced by National Express East Coast from 9 December 2007.

These data do not include the non-franchised TOCs.

For conventions on rounding and revisions see the *Introduction*.

Table 1.2a Passenger journeys by ticket type

Great Britain 2002-03 to 2008-09 Q1 (millions)

		Ordinary fares	Season tickets	Total passenger journeys	Total passenger journeys (MAA)
2002-03		564	412	976	
2003-04		561	451	1,012	
2004-05		579	466	1,045	
2005-06		585	498	1,082	
2006-07		613	540	1,153	
2007-08		642	590	1,232	
2002-03	Q1	138	101	239	240
	Q2	148	93	241	241
	Q3	143	107	251	241
	Q4	134	111	245	244
2003-04	Q1	141	102	243	245
	Q2	135	115	250	247
	Q3	150	110	260	249
	Q4	136	123	259	253
2004-05	Q1	143	110	253	255
	Q2	139	119	258	257
	Q3	156	116	272	261
	Q4	140	121	261	261
2005-06	Q1	151	119	270	265
	Q2	134	127	261	266
	Q3	163	120	283	269
	Q4	136	132	268	271
2006-07	Q1	150	128	278	273
	Q2	161	122	282	278
	Q3	157	144	301	282
	Q4	146	146	292	288
2007-08	Q1	155	141	296	293
	Q2	167	137	305	298
	Q3	165	155	320	303
	Q4	155	157	312	308
2008-09	Q1	164	149	313	312
Percentage change 2008-09 Q1 on 2007-08 Q1		6.2	5.5	5.9	6.8

Sources: LENNON database and ATOC

Notes:

Passenger journeys figures include an element of inflation as the figures represent the numbers of different trains used in the course of journeys. See page 7 for further details.

Data from 2007–08 Q3 includes new TOCs as at 11 November 2007. New TOCs include CrossCountry, East Midlands Trains, London Midland and London Overground.

TOCs that ceased to exist on 11 November 2007 include Silverlink (Metro and County), Central Trains, Virgin CrossCountry and Midland Main Line.

GNER, which ceased to exist on 8 December 2007, was replaced by National Express East Coast from 9 December 2007.

First Great Western (FGW) data are split across the long-distance, regional and London and south east sectors so that there is consistency in the sector time series. The FGW journeys, which have not been assigned an appropriate sector in LENNON have been included in long-distance.

These data do not include the non-franchised TOCs.

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

For conventions on rounding and revisions see the *Introduction*.

Table 1.2b Passenger journeys by sector

Great Britain 2002–03 to 2008–09 Q1 (millions)

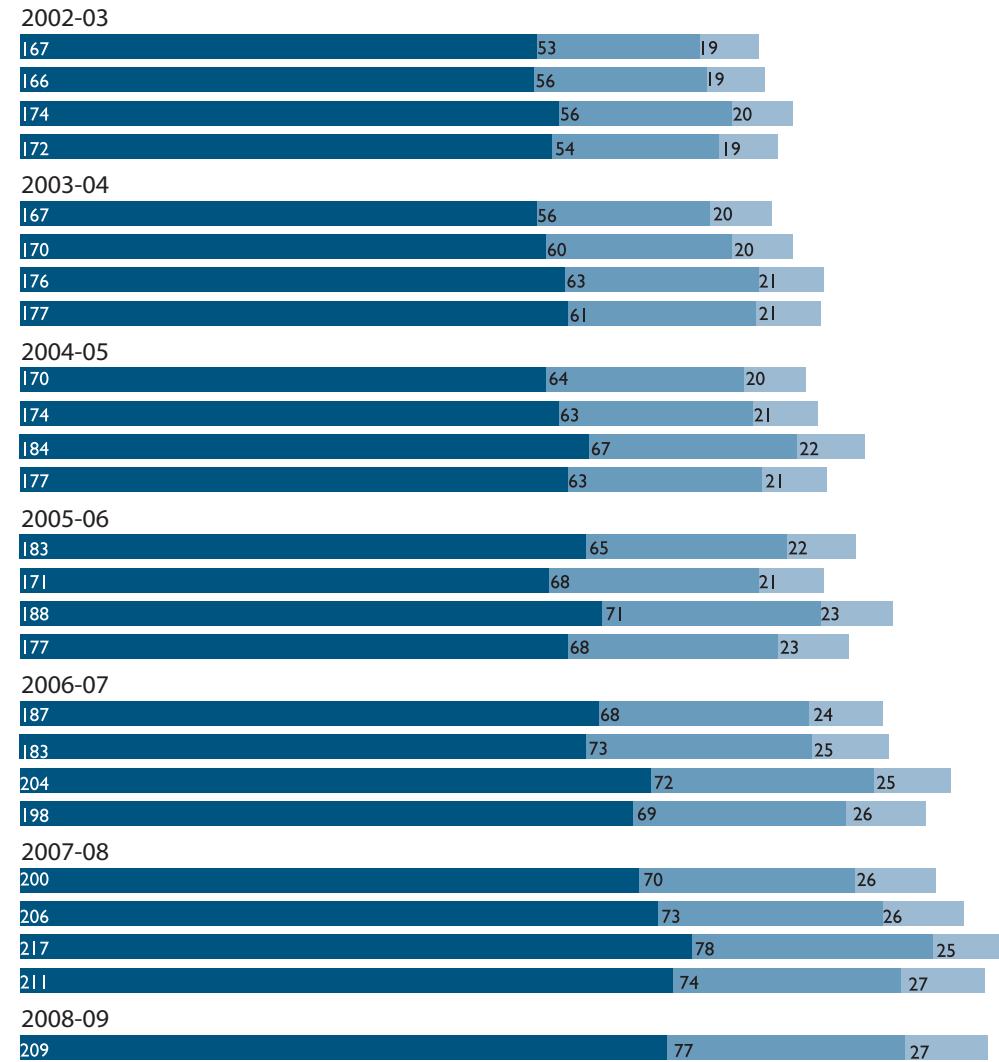
		Long-distance operators	London and SE operators	Regional operators	Total passenger journeys
2002-03		77	679	219	976
2003-04		81	690	240	1,012
2004-05		84	704	256	1,045
2005-06		89	720	273	1,082
2006-07		99	771	282	1,152
2007-08		104	833	294	1,232
2002-03	Q1	19	167	53	239
	Q2	19	166	56	241
	Q3	20	174	56	251
	Q4	19	172	54	245
2003-04	Q1	20	167	56	243
	Q2	20	170	60	250
	Q3	21	176	63	260
	Q4	21	177	61	259
2004-05	Q1	20	170	64	253
	Q2	21	174	63	258
	Q3	22	184	67	272
	Q4	21	177	63	261
2005-06	Q1	22	183	65	270
	Q2	21	171	68	261
	Q3	23	188	71	283
	Q4	23	177	68	268
2006-07	Q1	24	187	68	278
	Q2	25	183	73	281
	Q3	25	204	72	301
	Q4	26	198	69	292
2007-08	Q1	26	200	70	296
	Q2	26	206	73	305
	Q3	25	217	78	320
	Q4	27	211	74	312
2008-09	Q1	27	209	77	313
Percentage change 2008-09 Q1 on 2007-08 Q1		5.0	4.6	9.7	5.9

Sources: LENNON database and ATOC

Chart 1.2a Passenger journeys by sector

Great Britain quarterly data 2002-03 to 2008-09 Q1 (millions)

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



Sources: LENNON database and ATOC

1.3 Passenger revenue

Notes:

For passenger revenue, there is a break in series due to new methodology which has been applied to the 2003–04 and 2007–08 data to improve the categorisation of ticket type. Therefore, direct comparisons between 2007–08 and earlier years should not be made.

Data from 2007–08 Q3 includes new TOCs as at 11 November 2007. New TOCs include CrossCountry, East Midlands Trains, London Midland and London Overground.

TOCs that ceased to exist on 11 November 2007 include Silverlink (Metro and County), Central Trains, Virgin CrossCountry and Midland Main Line.

GNER, which ceased to exist on 8 December 2007, was replaced by National Express East Coast from 9 December 2007.

These data do not include the non-franchised TOCs.

For conventions on rounding and revisions see the *Introduction*.

Table 1.3a Passenger revenue by ticket type

Great Britain 2002–03 to 2008–09 Q1 (£ millions)

	Ordinary fares	Season tickets	Total passenger revenue	Total passenger revenue (MAA)	Total passenger revenue (MAA) 2007-08 prices
2002-03	2,693	970	3,663		
2003-04	2,890	1,011	3,901		
2004-05	3,088	1,071	4,158		
2005-06	3,323	1,170	4,493		
2006-07	3,714	1,298	5,012		
2007-08	4,120	1,434	5,555		
2002-03					
Q1	665	237	902	896	1,032
Q2	692	222	914	899	1,030
Q3	681	250	930	904	1,033
Q4	656	260	916	916	1,033
2003-04					
Q1	713	229	943	926	1,035
Q2	718	262	980	942	1,047
Q3	734	240	974	953	1,054
Q4	725	280	1,005	975	1,077
2004-05					
Q1	746	251	997	989	1,079
Q2	750	275	1,025	1,000	1,085
Q3	819	266	1,085	1,028	1,104
Q4	772	280	1,053	1,040	1,113
2005-06					
Q1	837	279	1,116	1,069	1,138
Q2	772	295	1,067	1,080	1,151
Q3	867	280	1,147	1,095	1,153
Q4	848	316	1,164	1,123	1,175
2006-07					
Q1	900	294	1,194	1,143	1,192
Q2	890	329	1,219	1,181	1,216
Q3	967	319	1,286	1,216	1,246
Q4	957	356	1,313	1,253	1,278
2007-08					
Q1	1,000	339	1,339	1,289	1,301
Q2	1,034	333	1,366	1,333	1,336
Q3	1,035	373	1,408	1,357	1,354
Q4	1,052	389	1,441	1,389	1,375
2008-09					
Q1	1,129	388	1,517	1,433	1,410
Percentage change 2008-09 Q1 on 2007-08 Q1	12.9	14.4	13.3	11.1	8.4

Sources: LENNON database and ATOC

Notes:

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.

Data from 2007–08 Q3 includes new TOCs as at 11 November 2007. New TOCs include CrossCountry, East Midlands Trains, London Midland and London Overground.

TOCs that ceased to exist on 11 November 2007 include Silverlink (Metro and County), Central Trains, Virgin CrossCountry and Midland Main Line.

GNER, which ceased to exist on 8 December 2007, was replaced by National Express East Coast from 9 December 2007.

First Great Western data are split across the long-distance, regional and London and south east sectors so that there is consistency in the sector time series. The FGW revenue, which has not been assigned an appropriate sector has been included in long-distance.

These data do not include the non-franchised TOCs.

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

For conventions on rounding and revisions see the *Introduction*.

Table 1.3b Passenger revenue by sector

Great Britain 2002–03 to 2008–09 Q1 (£ millions)

		Long-distance operators	London and SE operators	Regional operators	Total passenger revenue
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
2005-06		1,609	2,197	687	4,493
2006-07		1,842	2,437	733	5,012
2007-08		2,036	2,717	801	5,555
2002-03	Q1	318	454	131	902
	Q2	318	456	141	914
	Q3	326	469	135	930
	Q4	318	470	129	916
2003-04	Q1	337	466	140	943
	Q2	349	478	152	980
	Q3	340	485	149	974
	Q4	357	503	144	1,005
2004-05	Q1	351	492	153	997
	Q2	357	507	161	1,025
	Q3	382	537	165	1,085
	Q4	375	523	155	1,053
2005-06	Q1	404	544	168	1,116
	Q2	375	517	175	1,067
	Q3	407	563	177	1,147
	Q4	424	573	167	1,164
2006-07	Q1	436	582	176	1,194
	Q2	445	589	185	1,219
	Q3	467	630	189	1,286
	Q4	494	636	183	1,313
2007-08	Q1	498	650	191	1,339
	Q2	499	666	201	1,366
	Q3	501	701	206	1,408
	Q4	537	700	203	1,441
2008-09	Q1	559	737	221	1,517
Percentage change 2008-09 Q1 on 2007-08 Q1		12.2	13.4	15.6	13.3

Sources: LENNON database and ATOC

Notes:

For notes please refer to tables I.1b, I.2b and I.3b.

Table 1.3c Revenue per passenger kilometre and per journey

Great Britain 2002–03 to 2008–09 Q1

		Total passenger kilometres (billions)	Total passenger journeys (millions)	Total passenger revenue (£millions)	Revenue per passenger kilometre (£/km)	Revenue per journey (£/journey)
2002-03		39.7	976	3,663	9.23	3.75
2003-04		40.9	1,012	3,901	9.54	3.86
2004-05		41.8	1,045	4,158	9.96	3.98
2005-06		43.2	1,082	4,493	10.40	4.15
2006-07		46.2	1,152	5,012	10.84	4.35
2007-08		49.0	1,232	5,555	11.33	4.51
2002-03	Q1	9.9	239	902	9.15	3.78
	Q2	10.1	241	914	9.03	3.79
	Q3	10.0	251	930	9.30	3.71
	Q4	9.7	245	916	9.45	3.74
2003-04	Q1	10.0	243	943	9.39	3.87
	Q2	10.4	250	980	9.41	3.92
	Q3	10.2	260	974	9.53	3.75
	Q4	10.2	259	1,005	9.82	3.88
2004-05	Q1	10.2	253	997	9.79	3.93
	Q2	10.6	258	1,025	9.70	3.97
	Q3	10.8	272	1,085	10.08	3.99
	Q4	10.3	261	1,053	10.26	4.03
2005-06	Q1	10.8	270	1,116	10.30	4.13
	Q2	10.6	261	1,067	10.09	4.08
	Q3	11.1	283	1,147	10.35	4.06
	Q4	10.7	268	1,164	10.85	4.34
2006-07	Q1	11.2	278	1,194	10.68	4.29
	Q2	11.5	281	1,219	10.57	4.34
	Q3	11.8	301	1,286	10.86	4.28
	Q4	11.7	292	1,313	11.25	4.49
2007-08	Q1	11.9	296	1,339	11.25	4.53
	Q2	12.4	305	1,366	11.06	4.48
	Q3	12.4	320	1,408	11.34	4.40
	Q4	12.3	312	1,441	11.69	4.62
2008-09	Q1	12.8	313	1,517	11.88	4.85
Percentage change 2008-09 Q1 on 2007-08 Q1		7.3	5.9	13.3	5.6	7.0

Sources: LENNON database and ATOC

1.4 Timetabled train kilometres

Notes:

Due to data quality issues the tables and charts in this section will be published at a later date.

2 Rail performance

Key results 2007-08 Q3

- In 2008–09 Q1, the overall MAA PPM for all operators was 90.2%, a 2.0 percentage point increase on the MAA in 2007–08 Q1 and the seventh consecutive year that PPM MAA has risen Q1 on Q1.
- All sectors' PPM increased between 2007–08 Q1 and 2008–09 Q1, but regional operators saw the largest change in the PPM with an increase of 2.3 percentage points. This is compared to a 0.7 percentage point increase for regional operators between 2006–07 Q1 and 2007–08 Q1.
- Between 2007–08 Q1 and 2008–09 Q1 the number of complaints per 100,000 passenger journeys increased from 51 to 53, a 4.1% increase. This compared to an 11.0% decrease between 2006–07 Q1 and 2007–08 Q1.
- For this quarter, 36% of complaints related to train service performance, the biggest single contributing factor, a four percentage point decrease between 2007–08 Q1 and 2008–09 Q1.
- For this quarter, 22% of complaints related to fares, retailing and refunds, a two percentage point increase between 2007–08 Q1 and 2008–09 Q1.
- In 2008–09 Q1, the National Rail Enquiry Service took 4.4 million calls, 22.5% less than in 2007–08 Q1. When reviewing self-service channels, visits to live departure boards on the web increased by almost 50% between 2007–08 Q1 and 2008–09 Q1 to 6.3 million.

2.1 Public performance measure

Background

PPM was introduced on 6 June 2000 to give a better indication of the 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

PPM combines figures for punctuality and reliability into a single performance measure. Unlike the Charter, it covers all scheduled services, seven days a week, operated by franchised passenger operators. PPM measures the performance of individual trains against their planned timetable for the day. This may differ from the published timetable (see below). PPM is therefore the percentage of trains 'on time' compared to the total number of trains planned. PPM for the year is expressed as an MAA.

A train is defined as on time if it arrives within five minutes (i.e. four minutes 59 seconds or less) of the planned destination arrival time for London and south east and regional operators; or ten minutes (i.e. nine minutes 59 seconds or less) for 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 its planned mileage) or will be added to the trains in the '20 minutes or more' lateness band.

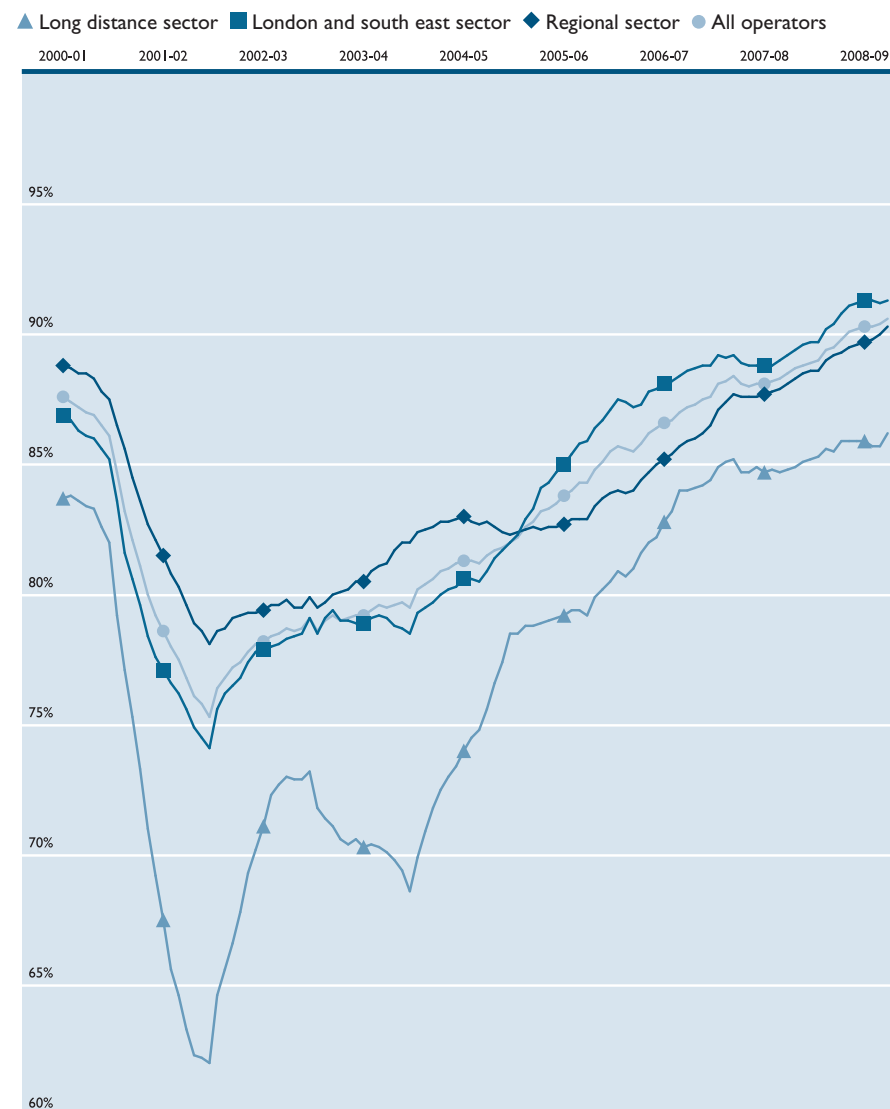
Trains which complete their journey as planned are measured for punctuality at their final destination. A train's performance is generally recorded by the automated monitoring systems which log performance using the signalling equipment.

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.

On 22 June 2008 Southern took over the Gatwick Express franchise. This change took place towards the end of the first financial quarter so for comparison purposes, Gatwick Express services have continued to be reported as a separate operator in this section.

Chart 2.1a Public performance measure MAA

Percentage of trains arriving on time 2000-01 to 2008-09



Note:

Chart 2.1a plots the changes in PPM since April 2000. Each point represents the overall figure for the preceding four quarters.

Notes:

Long-distance operators show the percentage of trains arriving within ten minutes of timetabled arrival at final destination. London and south east and regional operators show the percentage arriving within five minutes of the timetabled arrival.

Data from 2007–08 Q3 includes new TOCs as at 11 November 2007. New TOCs include CrossCountry, East Midlands Trains, London Midland and London Overground.

TOCs that ceased to exist on 11 November 2007 include Silverlink (Metro and County), Central Trains, Virgin CrossCountry and Midland Main Line.

GNER which ceased to exist on 8 December 2007 was replaced by National Express East Coast from 9 December 2007.

One was renamed National Express East Anglia on 27 February 2008

From 2006–07 Q1, the rail industry re-classified TransPennine Express to the long-distance sector for performance purposes, hence TransPennine Express services are now considered 'on time' if they arrive within ten minutes of the planned destination arrival time (not within five minutes as was the case up to 2005–06 Q4). There is a need to exercise caution when comparing the latest sector and national PPM figures to earlier data, since they are not directly comparable.

The national level MAA figures may differ slightly to the numbers published by ORR in the *Network rail monitor* as the two publications cover slightly different time periods.

For conventions on rounding and revisions see the *Introduction*.

Table 2.1a Public performance measure

Percentage of trains arriving on time Great Britain 2002–03 to 2008–09 Q1

		Long-distance operators	London & SE operators (inc peak)	London & SE operators peak only	Regional operators	All operators	PPM MAA
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	81.9	82.6	83.6	
2005-06		82.2	87.9	84.8	85.0	86.4	
2006-07		84.9	88.8	86.1	87.6	88.1	
2007-08		86.2	90.6	88.4	89.6	89.9	
2002-03	Q1	76.3	83.0	80.7	83.7	83.0	78.6
	Q2	72.7	82.2	82.4	80.3	80.9	79.0
	Q3	74.5	71.7	65.7	74.4	72.3	79.3
	Q4	73.0	79.3	73.9	83.0	80.5	79.2
2003-04	Q1	74.5	84.0	83.0	85.7	84.3	79.5
	Q2	66.9	79.7	79.3	83.7	80.8	79.5
	Q3	71.7	76.3	72.1	77.2	76.4	80.5
	Q4	80.7	82.1	77.3	84.6	83.1	81.2
2004-05	Q1	80.5	84.5	82.0	84.9	84.5	81.2
	Q2	79.0	84.4	83.9	82.2	83.2	81.8
	Q3	75.8	81.9	77.7	78.8	80.3	82.8
	Q4	81.3	88.0	83.9	84.6	86.2	83.6
2005-06	Q1	81.6	89.1	87.1	86.1	87.5	84.3
	Q2	82.6	88.5	86.5	85.6	87.0	85.2
	Q3	77.6	83.2	77.9	79.5	81.3	85.5
	Q4	87.0	90.8	87.7	89.0	89.8	86.4
2006-07	Q1	88.1	91.4	90.2	89.5	90.4	87.1
	Q2	83.4	89.6	88.7	87.8	88.5	87.5
	Q3	82.9	85.2	80.6	84.4	84.7	88.4
	Q4	85.2	89.0	84.9	88.8	88.7	88.1
2007-08	Q1	86.3	91.9	90.9	90.2	90.8	88.2
	Q2	86.1	91.5	90.5	90.7	90.8	88.8
	Q3	85.3	87.3	83.0	86.7	86.9	89.3
	Q4	87.1	91.7	89.1	90.7	91.0	89.9
2008-09	Q1	88.2	92.4	91.2	92.5	92.1	90.2
Percentage point change 2008-09 Q1 on 2007-08 Q1		1.9	0.5	0.3	2.3	1.3	2.0

Source: Network Rail

Notes:

The national level MAA figures may differ slightly to the numbers published by ORR in the *Network Rail Monitor* as the two publications cover slightly different time periods.

1. Data includes new TOCs as at 11 November 2008. New TOCs include CrossCountry, East Midlands Trains, London Midland, and London Overground. TOCs that ceased to exist from 11 November 2007 include Silverlink (Metro and County), Central Trains, Virgin CrossCountry, and Midland Main Line.
2. GNER ceased to exist on 8 December 2007. Its replacement, National Express East Coast commenced on 9 December 2007. Data from 2007–08 Q4 includes both TOCs.
3. One was renamed National Express East Anglia on 27 February 2008.

Hull Trains is a non-franchised operator, and these figures are shown separately.

For conventions on rounding and revisions see the *Introduction*.

Table 2.1b Public performance measure by TOC

Percentage of trains arriving on time Great Britain 2006–07 Q1 and 2008–09 Q1

	2008-09 Q1	2007-08 Q1	MAA to 30 Jun 2008	MAA to 31 Mar 2008
Arriva Trains Wales	93.1	93.0	92.4	92.4
c2c	94.8	94.7	94.5	94.5
Chiltern Railways	94.8	94.4	95.1	95.0
CrossCountry ¹	91.1	-	-	-
East Midlands Trains ¹	89.1	-	-	-
First Capital Connect	92.7	91.0	91.0	90.6
First Great Western	89.9	83.8	84.7	83.1
First Scotrail	93.6	91.4	91.1	90.6
Gatwick Express	95.8	92.8	93.0	92.2
London Midland ¹	89.2	-	-	-
London Overground ¹	93.5	-	-	-
Merseyrail	96.4	94.8	95.1	94.7
Northern	92.1	88.7	89.4	88.5
National Express East Anglia ³	91.4	92.5	90.2	90.5
National Express East Coast ²	86.1	-	-	-
Southeastern	92.3	91.9	90.6	90.5
Southern	92.6	91.7	90.1	89.9
South West Trains	92.9	93.6	92.1	92.3
TransPennine Express	92.4	91.9	91.8	91.7
Virgin West Coast	82.0	87.5	84.7	86.2
Non-franchised operator - Hull Trains	87.3	85.1	85.5	84.9
Peak services				
c2c	94.1	96.0	95.0	95.5
Chiltern Railways	93.4	93.6	93.3	93.4
First Capital Connect	91.6	90.0	89.1	88.6
First Great Western	87.3	70.3	75.1	70.8
London Midland ¹	87.6	-	-	-
London Overground ¹	95.0	-	-	-
National Express East Anglia ³	91.1	91.4	87.8	87.9
Southeastern	88.3	90.3	86.1	86.6
Southern	93.5	91.4	88.5	87.9
South West Trains	91.8	93.4	90.6	90.9

Sources: Network Rail and Hull Trains

Chart 2.1b Public performance measure by TOC

Percentage of trains arriving on time Great Britain 2007–08 Q1 and 2008–09 Q1

■ PPM 2008–09 Q1 ■ PPM 2007–08 Q1

Arriva Trains Wales



c2c



Chiltern Railways



Cross Country



East Midlands Trains



First Capital Connect



First Great Western



First Scotrail



Gatwick Express



London Midland



London Overground



Merseyrail



National Express East Anglia



National Express East Coast



Northern



Southeastern Trains



Southern Railway



South West Trains



TransPennine Express



Virgin West Coast



Non-franchised operators

Hull Trains



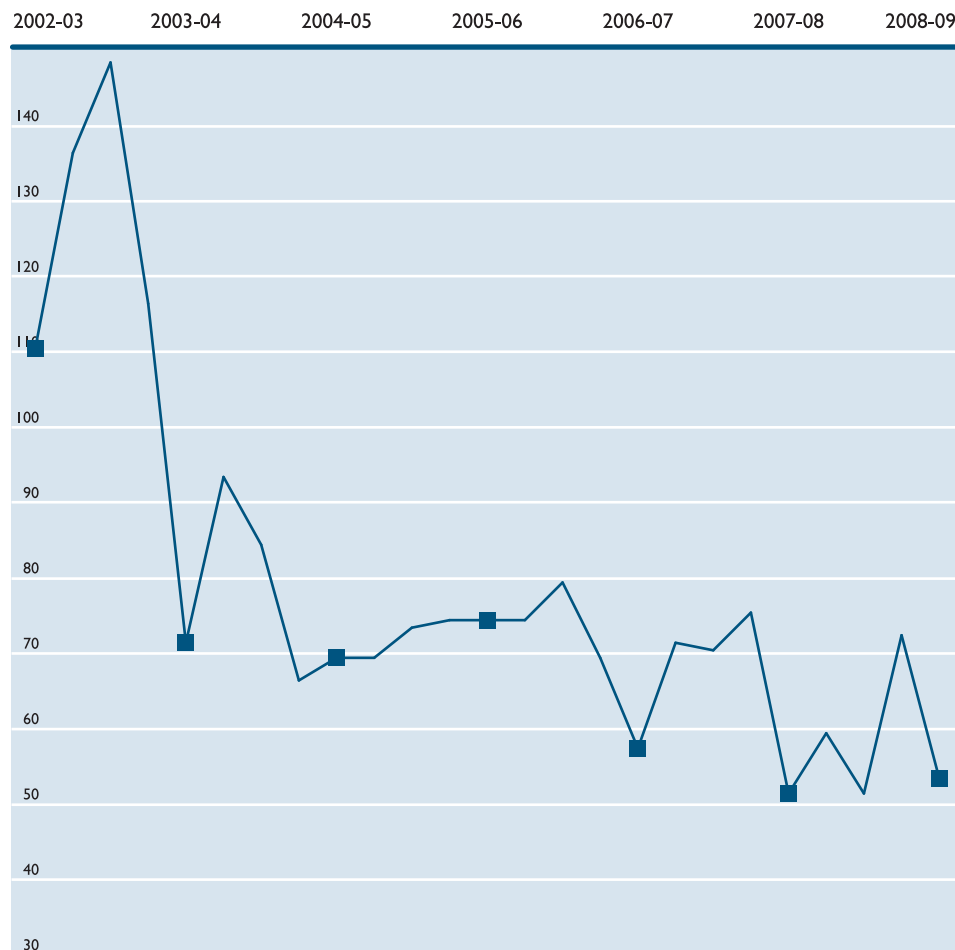
2.2 Rail complaints

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.

Chart 2.2a Complaints rate

Rate per 100,000 passenger journeys Great Britain 2002-03 Q1 to 2008-09 Q1



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'. TOCs 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 passenger 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.

Prior to April 2006, complaints about Wales & Borders and Wessex Trains were handled by the same department, and telephone complaints for both companies could not be separated. Therefore, they were allocated half to Wales & Borders (now Arriva Trains Wales) and half to Wessex Trains (now First Great Western).

Pre-2004-05 data for regional operators and all operators are not directly comparable to more recent data, due to a new method of recording telephone enquiries being introduced by one of the regional operators.

Other comments

An increase in complaints per 100,000 passenger 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 for long distance operators where infrequent journeys are more common.

Notes for Table 2.2a and 2.2b

Due to franchise changes that came into effect on 1 April 2006, it is no longer possible to display complaints data by sector. For individual TOC complaints per 100,000 journeys, please see table 2.2b.

Data from 2007-08 Q3 include the new TOCs as at 11 November 2007. New TOCs include CrossCountry, East Midlands Trains, London Midland, and London Overground.

TOCs that ceased to exist from 11 November 2007 include Silverlink (Metro and County), Central Trains, Virgin CrossCountry and Midland Main Line.

On 9 December 2007, National Express East Coast took over the franchise previously operated by GNER.

For conventions on rounding and revisions please see the *Introduction*.

For more details on the breaks in the series please refer to section 2.2 *Methodology*.

Table 2.2a Complaints rate

Rate per 100,000 passenger journeys 2002-03 Q1 to 2008-09 Q1

		All operators	Complaints MAA
2002-03		128	
2003-04		79	
2004-05		71	
2005-06		74	
2006-07		69	
2007-08		59	
2002-03	Q1	110	
	Q2	136	
	Q3	148	
	Q4	116	
2003-04	Q1	71	118
	Q2	93	107
	Q3	84	91
	Q4	66	79
2004-05	Q1	69	78
	Q2	69	72
	Q3	73	69
	Q4	74	71
2005-06	Q1	74	72
	Q2	74	74
	Q3	79	75
	Q4	69	74
2006-07	Q1	57	70
	Q2	71	69
	Q3	70	67
	Q4	75	69
2007-08	Q1	51	67
	Q2	59	64
	Q3	51	59
	Q4	72	58
2008-09	Q1	53	59
Percentage change 2008-09 Q1 on 2007-08 Q1		4.1	-12.5

Source: Department for Transport

Table 2.2b TOC complaints rate

Complaints per 100,000 passenger journeys, Great Britain 2007–08 Q1 and 2008–09 Q1

Operator	2007-08 Q1	2007-08 Q2	2007-08 Q3	2007-08 Q4	2008-09 Q1	Percentage change 2008-09 Q1 on 2007-08 Q1
Arriva Trains Wales	336	373	308	329	271	-19%
c2c	36	13	12	23	19	-49%
Central Trains	54	62	84	-	-	-
Chiltern Railways	51	53	42	56	42	-18%
CrossCountry	-	-	151	173	171	-
East Midlands Trains	-	-	36	72	139	-
First Capital Connect	37	78	37	55	35	-4%
First Great Western	126	168	135	175	96	-23%
First ScotRail	36	29	35	35	24	-32%
Gatwick Express	21	22	11	15	-	-
GNER	293	389	278	-	-	-
London Midland	-	-	42	58	75	-
London Overground	-	-	7	9	18	-
Merseyrail	37	40	31	36	29	-22%
Midland Mainline	117	141	122	-	-	-
National Express East Anglia	37	34	35	50	51	39%
National Express East Coast	-	-	193	491	243	-
Northern	32	37	33	46	28	-11%
Silverlink	16	14	15	-	-	-
Southeastern	15	13	20	19	13	-13%
Southern	8	8	10	20	5	-45%
South West Trains	8	7	8	8	8	7%
TransPennine Express	44	92	45	69	53	20%
Virgin CrossCountry	232	241	208	-	-	-
Virgin West Coast	340	287	347	454	598	76%

Source: Department for Transport

Table 2.2c Complaints response performance within complaints handling procedure target

Percentage of complaints answered within CHP target, Great Britain 2007–08 Q1 to 2008–09 Q1

Operator	2007-08 Q1	2007-08 Q2	2007-08 Q3	2007-08 Q4	2008-09 Q1	Year 2007-08
Arriva Trains Wales	81%	56%	87%	97%	99%	80%
c2c	100%	99%	100%	98%	100%	99%
Central Trains	97%	92%	87%	-	-	92%
Chiltern Railways	100%	100%	100%	100%	92%	100%
CrossCountry	-	-	100%	99%	100%	-
East Midlands Trains	-	-	100%	100%	100%	-
First Capital Connect	100%	100%	100%	99%	100%	100%
First Great Western	100%	100%	100%	100%	100%	100%
First ScotRail	99%	98%	99%	99%	99%	99%
Gatwick Express	100%	100%	100%	100%	-	100%
GNER	96%	59%	79%	-	-	75%
London Midland	-	-	83%	80%	91%	-
London Overground	-	-	100%	99%	94%	-
Merseyrail	99%	94%	98%	99%	94%	97%
Midland Mainline	98%	98%	100%	-	-	98%
National Express East Anglia	100%	100%	99%	99%	97%	99%
National Express East Coast	-	-	96%	96%	92%	-
Northern	100%	100%	100%	87%	98%	96%
Silverlink	100%	100%	99%	-	-	100%
Southeastern	100%	100%	100%	100%	100%	100%
Southern	99%	97%	98%	99%	99%	98%
South West Trains	99%	99%	99%	99%	99%	99%
TransPennine Express	100%	100%	100%	100%	100%	100%
Virgin CrossCountry	100%	98%	97%	-	-	99%
Virgin West Coast	99%	99%	91%	70%	64%	87%

Source: Department for Transport

Table 2.2d Complaints by category

Percentage of complaints made to TOCs, Great Britain 2007–08 Q1 to 2008–09 Q1

	2007-08 Q1	2007-08 Q2	2007-08 Q3	2007-08 Q4	2008-09 Q1	Full year 2007-08	Full year 2006-07
Train service performance	40%	47%	41%	41%	36%	42%	47%
Fares, retailing and refunds	19%	16%	15%	21%	22%	18%	15%
Quality on train	12%	11%	14%	12%	13%	12%	13%
Staff conduct and availability	7%	6%	7%	6%	7%	6%	6%
Information at stations and on trains	5%	4%	6%	5%	5%	5%	4%
Complaints handling	4%	4%	4%	5%	6%	4%	4%
Station quality	4%	4%	5%	4%	4%	4%	4%
Praise comments	2%	2%	2%	2%	3%	2%	2%
Timetable and connection issues	1%	1%	2%	1%	1%	1%	2%
Safety and security	1%	1%	2%	1%	1%	1%	1%
Special needs	1%	1%	1%	1%	1%	1%	1%
Other complaints	1%	1%	1%	1%	1%	1%	1%
NRES	1%	1%	1%	1%	0%	1%	0%
TOTAL	100%	100%	100%	100%	100%	100%	100%

Source: Department for Transport

2.3 National Rail Enquiry Service

Background

The National Rail Enquiry Service (NRES) is the telephone enquiry service that provides information primarily on train times and fares.

NRES is regulated by DfT and its minimum performance standards are set out in the NRES Agreement. The latest agreement is for 93% of all calls in a financial year to be answered, and for no less than 90% of all calls in any four-week railway period to be answered. It also introduces a formal quality regime, which includes monitoring through mystery shopping surveys.

Methodology

The relevant quantitative data are provided by British Telecom (BT) and include the number of calls answered, calls engaged and calls which are abandoned by the customer before they are answered.

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 which is monitored through mystery shopping surveys.

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).

Following the review of the *National rail trends* and the increase in use of other enquiry channels (such as the National Rail Enquiries website), data is provided for the additional channels of enquiry.

The success of the NRES website and other “Self Service” channels such as Train Tracker means that they now together account for over three-quarters of contacts in the financial year. More complex enquiries now constitute a growing percentage of the reduced overall volumes of telephone queries.

Notes for table 2.3a:

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

For conventions on rounding and revisions see the *Introduction*.

Notes for table 2.3b:

Personal Digital Assistant (PDA) services is a new channel, showing the number of visits made to the National Rail website through PDAs.

Online Journey Planner (WAP) and Live Departure Board (WAP) have been discontinued. They are incorporated into a new channel, WAP services.

'Online Journey Planner' – a service which provides timetable and fare information for all UK rail journeys.

'Live Departure Boards - web' - provides online arrival and departure board information for all UK rail stations.

'TrainTracker™' - an automated voice service providing up to the minute departure and arrival information for trains.

'TrainTrackerText™' - provides arrival and departure board information via SMS.

'Text My Journey' – a service which confirms Online Journey Planner details direct to a customer's mobile phone.

'PDA Services' - provides access to the National Rail website via PDA.

'WAP Services' - provides access to Online Journey Planner and Live Departure Boards via WAP.

Table 2.3a National Rail Enquiry Service

Great Britain 2002–03 to 2008–09 Q1 (million calls and percentage of calls)

		Total inbound calls	Percentage answered	Percentage engaged	Percentage abandoned
2002-03		61.9	94.8	0.3	4.9
2003-04		52.5	94.1	0.1	5.8
2004-05		48.3	94.2	0.1	5.7
2005-06		35.3	95.0	0.4	4.6
2006-07		26.4	94.4	0.2	5.3
2007-08		21.3	94.7	0.0	5.2
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	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	10.5	96.3	0.0	3.7
2005-06	Q1	10.0	96.2	0.0	3.7
	Q2	9.5	95.0	0.8	4.2
	Q3	8.7	94.6	0.3	5.0
	Q4	7.2	93.8	0.4	5.8
2006-07	Q1	7.4	95.1	0.0	4.9
	Q2	7.4	92.6	0.2	7.1
	Q3	6.0	96.2	0.0	3.8
	Q4	5.6	94.1	0.8	5.2
2007-08	Q1	5.7	93.0	0.0	7.0
	Q2	5.7	93.9	0.1	6.0
	Q3	5.2	96.5	0.0	3.5
	Q4	4.6	96.0	0.0	4.0
2008-09	Q1	4.4	96.5	0.0	3.5
Percentage change					
2008-09 Q1 on 2007-08 Q1		-22.5	3.5*	0.0*	-3.5*

Source: Department for Transport

* Percentage point change.

Table 2.3b National Rail Enquiries

All channels 2004-05 to 2008-09 (thousands)

		NRES telephone enquiries (total calls made)	Online Journey Planner - web (visits)	Live Departure Boards - web (visits)	Train Tracker TM (telephone message)	Train Tracker Text	Text My Journey	PDA Services	WAP Services	Online journey Planner WAP	Live Departure Boards - WAP	Total
2004-05		48,323	43,317	10,235	-	-	-	-	-	309	278	103,193
2005-06		35,321	46,945	12,411	3,035	185	344	-	-	308	302	98,851
2006-07		26,381	68,413	15,736	5,163	421	387	-	-	326	348	117,176
2007-08		21,269	83,028	19,096	4,424	718	418	-	-	389	336	129,679
2003-04	Q1	14,153	8,971	225	-	-	-	-	-	-	-	23,349
	Q2	13,863	8,459	999	-	-	-	-	-	-	-	23,320
	Q3	12,404	8,159	876	-	-	-	-	-	-	-	21,439
	Q4	12,109	8,772	1,095	-	-	-	-	-	-	56	22,032
2004-05	Q1	12,578	9,706	1,883	-	-	-	-	-	72	55	24,293
	Q2	12,813	10,805	2,045	-	-	84	-	-	76	68	25,890
	Q3	12,410	11,545	3,000	-	-	101	-	-	83	79	27,219
	Q4	10,522	11,261	3,307	461	-	86	-	-	78	77	25,791
2005-06	Q1	9,971	10,989	2,853	810	35	79	-	-	77	71	24,884
	Q2	9,459	10,490	3,142	770	41	83	-	-	75	69	24,130
	Q3	8,739	11,768	3,266	778	56	96	-	-	81	85	24,870
	Q4	7,151	13,698	3,150	676	53	86	-	-	75	77	24,966
2006-07	Q1	7,392	15,412	3,252	883	58	93	-	-	77	73	27,240
	Q2	7,433	17,052	3,667	1,226	85	95	-	-	77	77	29,711
	Q3	5,990	17,821	3,840	1,878	112	103	-	-	82	92	29,918
	Q4	5,566	18,129	4,977	1,176	167	95	-	-	91	106	30,306
2007-08	Q1	5,718	18,777	4,201	1,329	154	102	-	-	166	138	30,585
	Q2	5,705	20,014	4,445	1,281	177	102	-	-	142	118	31,984
	Q3	5,216	20,536	4,609	845	191	109	-	-	39	39	31,585
	Q4	4,629	23,700	5,842	969	197	104	-	-	41	41	35,525
2008-09	Q1	4,432	26,432	6,284	1,177	186	88	47	22	-	-	38,669
Percentage Change												
2008-09 Q1 on 2007-08 Q1		-22.5	40.8	49.6	-11.4	21.2	-13.3	-	-	-	-	26.4

*The figures in blue have been derived by converting periodic data into quarterly data.

Source: Department for Transport

3 Freight

Key results 2008-09 Q1

- Total freight moved in 2008–09 Q1 was 5.40 billion net tonne kilometres, a decrease of 1.4% on 2007–08 Q1. This is the second consecutive year that total freight moved has fallen Q1 on Q1.
- Of all the freight commodities that were moved, international saw the largest percentage increase of 15.5% between 2007–08 Q1 and 2008–09 Q1. This was in contrast to 2007–08 Q1 on 2006–07 Q1 when it fell by 9.2%.
- Between 2007–08 Q1 and 2008–09 Q1 infrastructure (-18.8%), coal (-8.9%) and other (-7.7%) saw the largest percentage decreases of all the freight commodities moved. This compared to an increase of 40.4% for infrastructure and a decrease of 11.4% and 12.9% for coal and other respectively between 2006–07 Q1 and 2007–08 Q1.
- In 2008–09 Q1 26.3 million tonnes of freight were lifted, a 3.6% increase on 2007–08 Q1.
- The amount of coal lifted increased by 1.0% between 2007–08 Q1 and 2008–09 Q1, compared to a decrease of 16.8% between 2006–07 Q1 and 2007–08 Q1.

3.1 Freight moved

Background

In February 1996, British Rail's (BR) 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.

Methodology

Freight moved is measured in net tonne kilometres (NTKm). 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 NTKm, 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.

Notes for Table 3.1:

¹ Infrastructure data are not included in total.

² This series excludes some possession trains used during engineering works.

For conventions on rounding and revisions see the *Introduction*.

Table 3.1 Freight moved

Great Britain 2002–03 Q1 to 2008–09 Q1 (billion net tonne kilometres)

		Coal	Metals	Construction	Oil & petroleum	International	Domestic intermodal	Other	Total ¹	Infrastructure ²
2002-03		5.66	2.64	2.51	1.15	0.46	3.38	2.72	18.52	1.18
2003-04		5.82	2.41	2.68	1.19	0.48	3.53	2.77	18.87	1.23
2004-05		6.66	2.59	2.86	1.22	0.54	3.96	2.53	20.35	1.29
2005-06		8.26	2.22	2.91	1.22	0.46	4.33	2.29	21.70	1.38
2006-07		8.56	2.04	2.70	1.53	0.44	4.72	1.89	21.88	1.36
2007-08		7.73	1.83	2.79	1.58	0.37	5.15	1.73	21.18	1.70
2008-09		1.90	0.50	0.72	0.39	0.12	1.36	0.41	5.40	0.43
2002-03	Q1	1.45	0.72	0.64	0.27	0.10	0.89	0.66	4.73	0.29
	Q2	1.42	0.64	0.63	0.29	0.12	0.86	0.70	4.65	0.30
	Q3	1.33	0.61	0.57	0.29	0.11	0.81	0.66	4.38	0.28
	Q4	1.46	0.67	0.67	0.30	0.13	0.83	0.70	4.75	0.31
2003-04	Q1	1.42	0.58	0.67	0.27	0.11	0.86	0.70	4.62	0.34
	Q2	1.39	0.62	0.69	0.30	0.11	0.89	0.73	4.73	0.31
	Q3	1.42	0.58	0.63	0.31	0.13	0.89	0.69	4.64	0.25
	Q4	1.59	0.63	0.69	0.31	0.13	0.89	0.65	4.88	0.34
2004-05	Q1	1.62	0.64	0.71	0.31	0.14	0.91	0.66	4.99	0.35
	Q2	1.63	0.72	0.73	0.30	0.15	1.02	0.65	5.20	0.33
	Q3	1.65	0.63	0.74	0.30	0.13	1.01	0.61	5.07	0.33
	Q4	1.76	0.60	0.67	0.31	0.12	1.02	0.60	5.09	0.28
2005-06	Q1	1.97	0.61	0.69	0.30	0.12	0.98	0.57	5.24	0.35
	Q2	2.10	0.65	0.78	0.31	0.13	1.10	0.61	5.67	0.40
	Q3	2.08	0.45	0.78	0.30	0.10	1.13	0.57	5.42	0.31
	Q4	2.11	0.52	0.67	0.31	0.11	1.11	0.54	5.37	0.31
2006-07	Q1	2.35	0.58	0.65	0.36	0.12	1.08	0.51	5.65	0.38
	Q2	2.03	0.53	0.69	0.38	0.11	1.17	0.48	5.40	0.26
	Q3	2.14	0.47	0.65	0.39	0.12	1.26	0.47	5.50	0.24
	Q4	2.04	0.47	0.70	0.39	0.10	1.21	0.43	5.33	0.48
2007-08	Q1	2.09	0.48	0.73	0.40	0.10	1.24	0.44	5.48	0.53
	Q2	1.87	0.44	0.70	0.40	0.08	1.30	0.43	5.23	0.34
	Q3	1.86	0.43	0.67	0.40	0.07	1.35	0.44	5.22	0.37
	Q4	1.92	0.48	0.69	0.38	0.11	1.26	0.41	5.25	0.45
2008-09	Q1	1.90	0.50	0.72	0.39	0.12	1.36	0.41	5.40	0.43
Percentage change										
2008-09 Q1 on 2007-08 Q1		-8.9	4.6	-1.5	-2.1	15.5	9.8	-7.7	-1.4	-18.8

Source: Network Rail

Chart 3.1a Freight moved

Great Britain quarterly data 2002–03 Q1 to 2008–09 Q1 (billion net tonne kilometres)

2002-03



2003-04



2004-05



2005-06



2006-07



2007-08



2008-09



Source: Network Rail

3.2 Freight lifted

Notes:

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.

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

There is another break in the series between 2004–05 Q4 and 2005–06 Q1, since the 2005–06 Q1 data onwards include some of the tonnes lifted by GB Railfreight.

There is a further break in the series prior to 2007–08, as coal data was not supplied by GB Railfreight until 2007–08 Q1.

For conventions on rounding and revisions, see the *Introduction*.

Table 3.2 Freight lifted

Great Britain 2002–03 Q1 to 2008–09 Q1 (million tonnes)

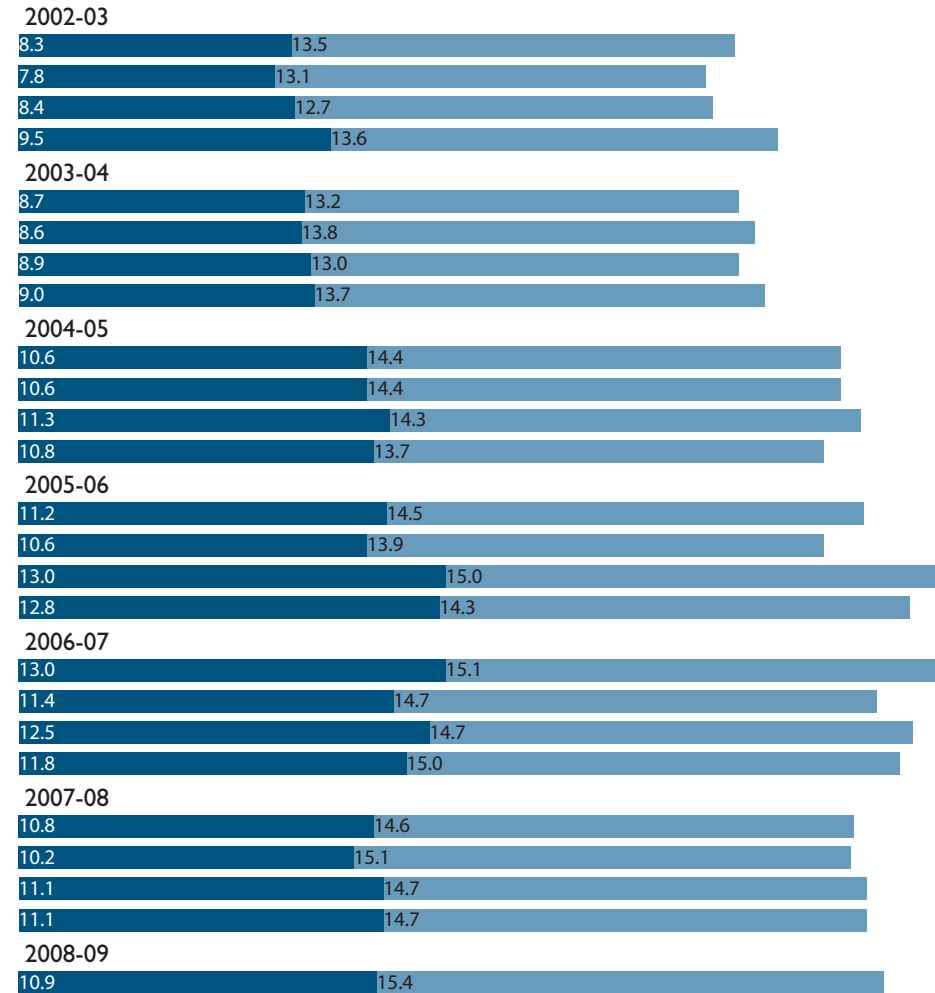
	Coal	Other	Total
2002-03	34.0	53.0	87.0
2003-04	35.2	53.7	88.9
2004-05	43.3	56.8	100.1
2005-06	47.6	57.7	105.3
2006-07	48.7	59.5	108.2
2007-08	43.3	59.1	102.4
2002-03			
Q1	8.3	13.5	21.8
Q2	7.8	13.1	21.0
Q3	8.4	12.7	21.2
Q4	9.5	13.6	23.1
2003-04			
Q1	8.7	13.2	21.9
Q2	8.6	13.8	22.4
Q3	8.9	13.0	21.9
Q4	9.0	13.7	22.6
2004-05			
Q1	10.6	14.4	25.0
Q2	10.6	14.4	25.0
Q3	11.3	14.3	25.6
Q4	10.8	13.7	24.5
2005-06			
Q1	11.2	14.5	25.7
Q2	10.6	13.9	24.6
Q3	13.0	15.0	27.9
Q4	12.8	14.3	27.1
2006-07			
Q1	13.0	15.1	28.1
Q2	11.4	14.7	26.1
Q3	12.5	14.7	27.2
Q4	11.8	15.0	26.9
2007-08			
Q1	10.8	14.6	25.4
Q2	10.2	15.1	25.3
Q3	11.1	14.7	25.8
Q4	11.1	14.7	25.8
2008-09			
Q1	10.9	15.4	26.3
Percentage change			
2008-09 Q1 on 2007-08 Q1	1.0	5.5	3.6

Sources: Before 2005-06: Direct Rail Services, English Welsh & Scottish Railway and Freightliner.
From 2005-06: Direct Rail Services, English Welsh & Scottish Railway, Freightliner and GB Railfreight.

Chart 3.2a Freight lifted by quarter

Great Britain quarterly data 2002–03 Q1 to 2008–09 Q1 (million tonnes)

■ Coal ■ Other



Sources: Before 2005-06: Direct Rail Services, English Welsh & Scottish Railway and Freightliner.
 From 2005-06: Direct Rail Services, English Welsh & Scottish Railway, Freightliner and GB Railfreight.

4 Miscellaneous tables

4.1 Average age of passenger rolling stock

Key result 2008-09 Q1

- The average age of rolling stock increased to 15.05 years in 2008-09 Q1 from 13.95 years in 2007-08 Q1.
- Total investment fell to £974 million in 2008-09 Q1 from £1,161 million in 2007-08 Q1.

Methodology

All rail vehicles on lease from Rolling Stock Operating Companies (ROSCOs) by TOCs that run services pursuant to a franchise agreement with DfT 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 that entered service in January 2000 would be, at the end of 2001-02 Q1 (30 June 2001), 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.

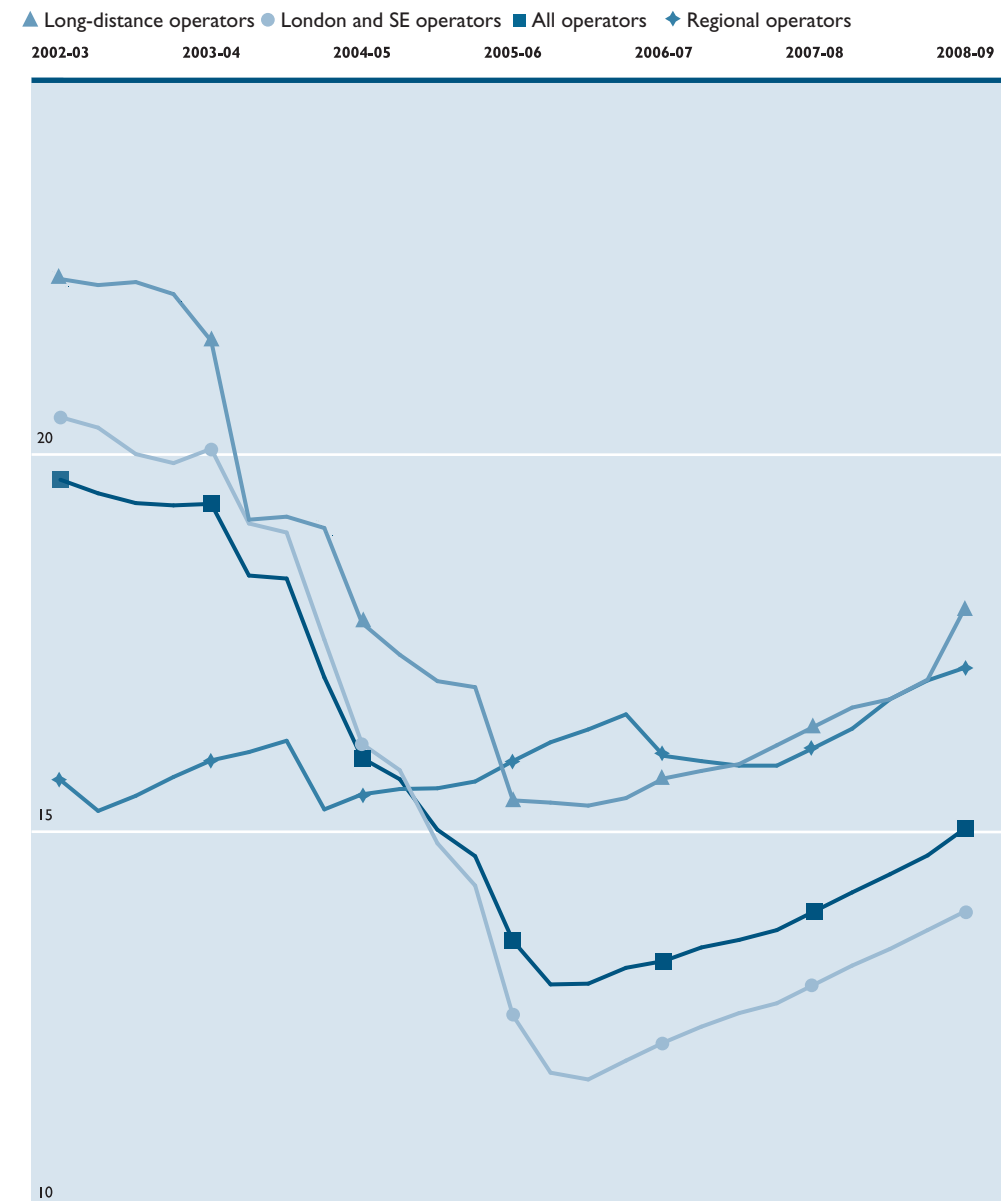
Other comments

'Rail vehicles' excludes locomotives.

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

Chart 4.1 Average age of passenger rolling stock

Great Britain quarterly data 2002-03 Q1 to 2008-09 Q1



Source: Department for Transport

Notes:

For conventions on rounding and revisions, see the *Introduction*.

Table 4.1 Average age of rolling stock

Great Britain quarterly data 2000–01 Q2 to 2008–09 Q1 (years)

Average age at the end of:		Long-distance operators	London and SE operators	Regional operators	All operators
2000-01	Q2	25.74	20.51	17.61	20.67
	Q3	25.99	20.70	16.91	20.64
	Q4	25.97	20.36	16.42	20.34
2001-02	Q1	25.26	20.43	15.89	20.13
	Q2	24.74	20.35	16.07	20.07
	Q3	24.89	20.40	16.11	20.14
	Q4	23.51	20.48	15.56	19.86
2002-03	Q1	22.33	20.50	15.69	19.67
	Q2	22.25	20.36	15.28	19.49
	Q3	22.29	20.01	15.48	19.36
	Q4	22.13	19.89	15.73	19.33
2003-04	Q1	21.51	20.08	15.95	19.35
	Q2	19.14	19.09	16.06	18.40
	Q3	19.18	18.97	16.21	18.36
	Q4	19.03	17.55	15.30	17.05
2004-05	Q1	17.77	16.17	15.50	15.98
	Q2	17.35	15.82	15.57	15.70
	Q3	17.00	14.85	15.58	15.03
	Q4	16.92	14.29	15.67	14.68
2005-06	Q1	15.42	12.57	15.94	13.56
	Q2	15.39	11.81	16.19	12.98
	Q3	15.35	11.72	16.36	12.99
	Q4	15.45	11.97	16.56	13.20
2006-07	Q1	15.71	12.21	16.01	13.29
	Q2	15.81	12.42	15.94	13.47
	Q3	15.90	12.60	15.88	13.57
	Q4	16.15	12.73	15.88	13.70
2007-08	Q1	16.40	12.98	16.12	13.95
	Q2	16.65	13.23	16.37	14.20
	Q3	16.76	13.45	16.76	14.44
	Q4	17.02	13.70	17.01	14.69
2008-09	Q1	17.98	13.95	17.18	15.05

Source: Department for Transport

4.2 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.

Since 1996–97 the Office for National Statistics has collected the data on investment by the private sector companies.

Notes on Table 4.2:

- 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 note 8 below).
- 2 The Government made direct grants of £792 million to Railtrack PLC/Network Rail and £374 to London and Continental Railways to finance part of the investment undertaken by those companies in 2002–03 (see also note 8 below).
- 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.
- 4 The Government made direct grants of £2,058 million to Network Rail and £312 million to London and Continental Railways to finance part of the investment undertaken by those companies in 2004–05.
- 5 The Government made direct grants of £1,984 million to Network Rail and £1,382 million to London and Continental Railways to finance part of the investment undertaken by those companies in 2005–06.
- 6 Thameslink Rail Ltd and Wales & West Passenger Trains Ltd have transferred to new franchises.
- 7 Prices adjusted to 2007–08 levels using the GDP market price deflator.
- 8 In 2001–02, this comprised £499 million of network grant paid to Railtrack and £185 million Channel Tunnel Rail Link (CTRL) capital grant. In 2002–03 this comprised £792 million of network grants paid to Railtrack/Network Rail and £374 million CTRL capital grant.

Table 4.2 Investment in the rail industry

Great Britain 1999-00 to 2008-09 Q1 (£ millions)

		Track and signalling	Rolling stock	Stations	Other investment	Total investment	Total investment at 2007-08 prices ⁷
1999-00		1,315	236	410	287	2,248	2,755
2000-01		2,126	554	253	25	2,958	3,574
2001-02 ¹		2,718	922	345	84	4,070	4,802
2002-03 ²		3,275	566	279	202	4,322	4,946
2003-04 ³		4,188	774	299	234	5,496	6,112
2004-05 ⁴		3,051	897	297	195	4,440	4,805
2005-06 ⁵		2,601	557	243	393	3,794	4,018
2006-07 ⁶		2,629	326	503	634	4,092	4,218
2007-08		2,713	401	316	1,105	4,535	4,535
2002-03	Q1	635	-60	84	16	676	
	Q2	868	140	101	133	1,243	
	Q3	1,033	254	58	48	1,394	
	Q4	738	232	35	4	1,010	
2003-04	Q1	941	151	55	71	1,218	
	Q2	828	306	59	35	1,229	
	Q3	1,267	167	93	74	1,600	
	Q4	1,153	150	92	53	1,448	
2004-05	Q1	700	118	50	44	912	
	Q2	758	274	64	42	1,138	
	Q3	852	314	87	53	1,306	
	Q4	742	191	96	56	1,085	
2005-06	Q1	568	261	53	62	945	
	Q2	537	99	28	107	771	
	Q3	710	69	72	121	972	
	Q4	786	128	90	102	1,106	
2006-07	Q1	535	55	104	33	727	
	Q2	635	102	126	113	975	
	Q3	792	86	99	242	1,219	
	Q4	666	83	174	246	1,170	
2007-08	Q1	522	150	117	190	978	
	Q2	599	170	47	198	1,014	
	Q3	857	132	91	302	1,382	
	Q4	735	-51	61	416	1,161	
2008-09	Q1	615	48	31	280	974	

Source: ONS survey of investors.

Appendix

1. National Railways

Rail services are provided by passenger and freight operating companies.

2. Rail privatisation

The main components of the restructured industry are:

- Train operating companies (TOCs) providing passenger rail services;
- Network Rail 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 Operating Companies (ROSCOs), which own and lease most domestic passenger rolling stock; and
- 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 (non-franchised operators are excluded):

Long-distance operators

- CrossCountry;
- East Midlands Trains;
- First Great Western (high-speed);
- National Express East Coast; and
- Virgin West Coast.

London and South East operators

- c2c;
- Chiltern Railways;
- First Capital Connect (formerly Thameslink and WAGN);
- First Great Western (commuter);
- London Midland;
- London Overground;
- National Express East Anglia;
- Southeastern;
- South West Trains; and
- Southern.

Regional operators

- Arriva Trains Wales;
- East Midlands Trains;
- First Great Western;
- First ScotRail;
- Gatwick Express;
- London Midland;
- Merseyrail;
- Northern Rail; and
- TransPennine Express (TPE) (except in *Chapter 2.1 PPM* where TPE is long-distance).

4. Railway periods

Train operators report figures in 'periods'. A 'period' is normally a 28-day, or four weekly, period for business reporting purposes (Sunday to Saturday). At the end of the year, March 31, and the beginning of the year, 1 April, the period length can change to ensure a break is made at 31 March. Period 1 always starts on 1 April but ends on a Saturday. Period 13 always ends on 31 March. Some quarterly results require apportionment of these data. Quarters One, Two and Four consist of three periods whereas Quarter Three consists of four periods.

5. Abbreviations and symbols used

r	Data revised	NRES	National Rail Enquiry Service
-	Data not available	NTKm	Net tonne kilometres
-----	Break in series	ONS	Office for National Statistics
ACR	Access charges review	ORCATS	Operational research computer allocation of tickets to services
ATOC	Association of Train Operating Companies	ORR	Office of Rail Regulation
BR	British Rail	PPM	Public performance measure
CHP	Complaint handling procedure	PSO	Public service obligation
CTRL	Channel Tunnel Rail Link	PTA	Passenger transport authority
DfT	Department for Transport	PTE	Passenger transport executive
GDP	Gross domestic product	ROSCOs	Rolling stock operating companies
LSE	London and South East	RPI	Retail Price Index
LENNON	Latest earnings networked nationally over-night	SE	Scottish Executive
MAA	Moving annual average	TTKm	Timetabled train kilometres
NPS	National Passenger Survey	TOCs	Train operating companies
NRT	National rail trends		

