



## NATIONAL RAIL TRENDS YEARBOOK



OFFICE OF RAIL REGULATION

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# Introduction

## 4th edition of National Rail Trends Yearbook

This edition of *National Rail Trends* covers the annual period April 2006 to March 2007; as well as the fourth quarter (Q4), January–March, of the financial year 2006–07. The 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 1 April 2006 two new franchises started operating passenger rail services in Great Britain. First Capital Connect is now operating the services that were previously run by Thameslink and WAGN, while the new First Greater Western franchise is responsible for former First Great Western, First Great Western Link and Wessex Trains services. For the purposes of sector reporting in *National Rail Trends*, 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. The only exception to this is the ‘timetabled train kilometres’ metric, where all First Great Western services appear in the long-distance sector. For more information on sector classifications please see the *Appendix*.

All data for One are included in the London and South East sector, since they cannot be identified separately. In other Chapters, data for One (InterCity) services are included under long-distance operators with all other One services included in London and South East operators. For Public Performance Measure (PPM), the One (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, the freight operators, the train operators and the Department for Transport (DfT), is gratefully received.

## Changes to the publication

Following the May 2006 review, changes were made to the analysis and presentation of data in the recent editions of *National Rail Trends*. These changes are outlined in *National Rail Trends* 2006–07 Quarter Two, 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:

To contact the Office of Rail Regulation (ORR) Communications team visit [www.rail-reg.gov.uk/contact](http://www.rail-reg.gov.uk/contact)

### Content enquiries:

To contact the Rail Statistics team go to the Statistics section of the ORR website at [www.rail-reg.gov.uk/nrt\\_team](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

Since there are 13 four-weekly periods in a financial year the quarters are split by the periods Q1 P1–3, Q2 P4–6, Q3 P7–10 and Q4 P11–13. This split is slightly different than the split used in *Network Rail Monitor*.

## Revisions

At the end of each financial year a reconciliation exercise with the train operating companies (TOCs) takes place and data are finalised in the *Yearbook* edition of *National Rail Trends*.

## Rounding

All the tables and charts in *National Rail Trends* show data rounded, normally to one, two or no decimal places. 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 can be obtained on the Office of Rail Regulation website under Rail Statistics: <http://www.rail-reg.gov.uk/>.

# Executive summary

## Key Results: 2006–07 on 2005–06

- Total passenger kilometres in 2006–07 were 46.5 billion, an increase of 7.6% on 2005–06. This is compared to an increase of 3.5% between 2004–05 and 2005–06.
- Around 1.2 billion passenger journeys were made in 2006–07. This was a 7.5% increase on 2005–06 compared to a 3.6% increase between 2004–05 and 2005–06.
- Total passenger revenue increased from £4.5 billion to £5.0 billion representing a 12.1% increase between 2005–06 and 2006–07. Between 2004–05 and 2005–06 this was an increase of 8.0%.
- 88.1% of trains ran on time representing a 1.7 percentage point increase in the Public Performance Measure (PPM) for all operators between 2005–06 and 2006–07. **Between 2004–05 and 2005–06 it increased by 2.8 percentage points.**
- Total freight moved in 2006–07 was 22.11 billion net tonne kilometres, a 1.9% increase since 2005–06. **Between 2004–05 and 2005–06 there was a 6.7% increase.**
- Over 108 million tonnes of freight were lifted in 2006–07, an increase of 0.7% between 2005–06 and 2006–07. **For 2005–06 on 2004–05 there was a percentage increase of 6.5%.**
- At a national level the percentage of passengers satisfied with their journey overall was down by 2% compared to spring 2006 to 79%. This was the lowest overall percentage of passengers satisfied nationally since spring 2005. This compares to 80% in spring 2006 and 81% in autumn 2006.
- Between January 2006 and January 2007 the overall average change in rail fares was 6.8%.

## 2006–07 Q4 on 2005–06 Q4

- Total passenger kilometres, moving annual average were 11.6 billion kilometers in 2006–07 Q4, an increase of 7.6% on 2005–06 Q4. This is compared to an increase of 3.5% between 2004–05 Q4 and 2005–06 Q4.
- Between 2005–06 Q4 and 2006–07 Q4 total passenger revenue, moving annual average increased by 12.1%. There was an increase of 8.0% between 2004–05 Q4 and 2005–06 Q4.
- London and South East (peak only) operators showed a decrease in PPM of 2.8 percentage points between 2005–06 Q4 and 2006–07 Q4. **Between 2004–05 Q4 and 2005–06 Q4 these operators showed a 3.8 percentage point increase.**
- The greatest commodity percentage increase between 2005–06 Q4 and 2006–07 Q4 for freight moved was oil and petroleum, which rose by 26.0%. The previous Q4 (2005–06) on Q4 (2004–05) saw a percentage decrease of oil and petroleum moved of 1.0%.
- Coal lifted decreased by 11.0% between 2005–06 Q4 and 2006–07 Q4. **Between 2004–05 Q4 and 2005–06 Q4 there was a 15.5% increase.**
- The average age of rolling stock increased slightly from 13.20 years in 2005–06 Q4 to 13.70 years in 2006–07 Q4. **The average age of rolling stock for long-distance and London and South East operators also increased slightly over this period while regional operators' rolling stock decreased slightly from 16.56 to 15.88 years.**

# 1 Rail usage

## Key results: 2006–07 on 2005–06

- Total passenger kilometres in 2006–07 were 46.5 billion, an increase of 7.6% on 2005–06. This is compared to an increase of 3.5% between 2004–05 and 2005–06.
- Passenger kilometres for the long-distance operators increased by 9.1% from 2005–06 to 2006–07 compared to an increase of 6.4% between 2004–05 and 2005–06
- Around 1.2 billion passenger journeys were made in 2006–07. This was a 7.5% increase on 2005–06 compared to a 3.6% increase between 2004–05 and 2005–06.
- Total passenger revenue increased from £4.5 billion to £5.0 billion representing a 12.1% increase between 2005–06 and 2006–07. Between 2004–05 and 2005–06 this was an increase of 8.0%.
- London and South East operators' passenger revenue increased by 14.2% from 2005–06 to 2006–07, compared to an increase of 6.7% between 2004–05 and 2005–06.

## Key results: 2006–07 Q4 on 2005–06 Q4

- Total passenger kilometres, moving annual average were 11.6 billion kilometers in 2006–07 Q4, an increase of 7.6% on 2005–06 Q4. This is compared to an increase of 3.5% between 2004–05 Q4 and 2005–06 Q4.
- London and South East operators' total passenger kilometres increased by 14.6% between 2005–06 Q4 and 2006–07 Q4, compared to a 0.1% increase between 2004–05 Q4 and 2005–06 Q4.
- Between 2005–06 Q4 and 2006–07 Q4 total passenger revenue, moving annual average increased by 12.1%. There was an increase of 8.0% between 2004–05 Q4 and 2005–06 Q4.
- Passenger revenue for London and South East operators increased by 23.7% between 2005–06 Q4 and 2006–07 Q4. This increased by 9.6% between 2004–05 Q4 and 2005–06 Q4.
- Revenue per journey increased by 0.4% between 2005–06 Q4 and 2006–07 Q4. This is compared to an increase of 7.6% between 2004–05 Q4 and 2005–06 Q4.
- Revenue per passenger increased by 3.3% between 2005–06 Q4 and 2006–07 Q4. This is compared to an increase of 5.7% between 2004–05 Q4 and 2005–06 Q4.
- Overall timetabled train kilometres for all operators remained the same whereas between 2004–05 Q4 and 2005–06 Q4 they decreased by 1.2%.

## 1.1 Passenger kilometres

### 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 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.

### 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, dependant on sales levels, by ORCATS. 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 which does not assign journeys between TOCs.

**Notes:**

Revisions have been made to the Ordinary fares and Season tickets quarterly and annual data from 2003–04 to 2006–07. These revisions have been provided by ATOC.

These data do not include the non-franchised train operating companies.

Quarter Four includes non-LENNON data which have been provided by the train operating companies.

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

**Table 1.1a Passenger kilometres by ticket type**

Great Britain 1999–00 to 2006–07 (billions)

	Ordinary fares	Season tickets	Total passenger kilometres	Total passenger kilometres (MAA)
1999-00	28.0	10.4	38.5	
2000-01	27.2	10.9	38.2	
2001-02	28.1	11.0	39.1	
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	32.5	14.0	46.5	
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	7.9	3.2	11.2	10.9
Q2	8.1	3.5	11.5	11.1
Q3	8.3	3.5	11.8	11.3
Q4	8.2	3.7	11.9	11.6
Percentage change				
2006-07 Q4 on 2005-06 Q4	13.9	6.1	11.3	7.6
2006-07 on 2005-06	8.4	5.8	7.6	

Source: LENNON database



**Notes:**

These data do not include the non-franchised train operating companies.

Quarter Four includes non-LENNON data which have been provided by the train operating companies.

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 1999–00 to 2006–07 (billions)

	Long-distance operators	London and SE operators	Regional operators	Total passenger kilometres
1999-00	13.2	18.4	6.9	38.5
2000-01	12.1	19.2	6.9	38.2
2001-02	12.9	19.3	7.0	39.1
2002-03	12.9	19.8	6.9	39.7
2003-04	13.3	20.1	7.5	40.9
2004-05	13.4	20.5	7.9	41.8
2005-06	14.2	20.7	8.3	43.2
2006-07	15.5	22.4	8.6	46.5
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	3.7	5.4	2.1	11.2
Q2	3.9	5.4	2.2	11.5
Q3	3.9	5.8	2.2	11.8
Q4	4.0	5.9	2.1	11.9
Percentage change				
2006-07 Q4 on 2005-06 Q4	10.2	14.6	5.1	11.3
2006-07 on 2005-06	9.1	8.1	3.6	7.6

Source: LENNON database

Chart 1.1a Passenger kilometres

Great Britain quarterly data 2002–03 to 2006–07 (billions)

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

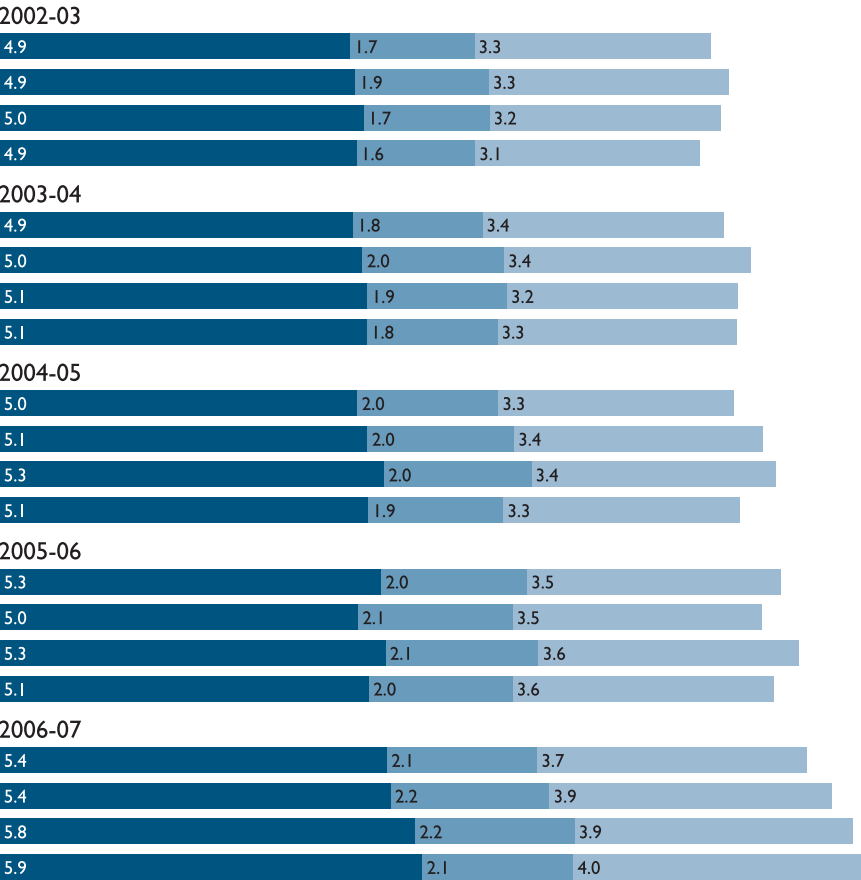
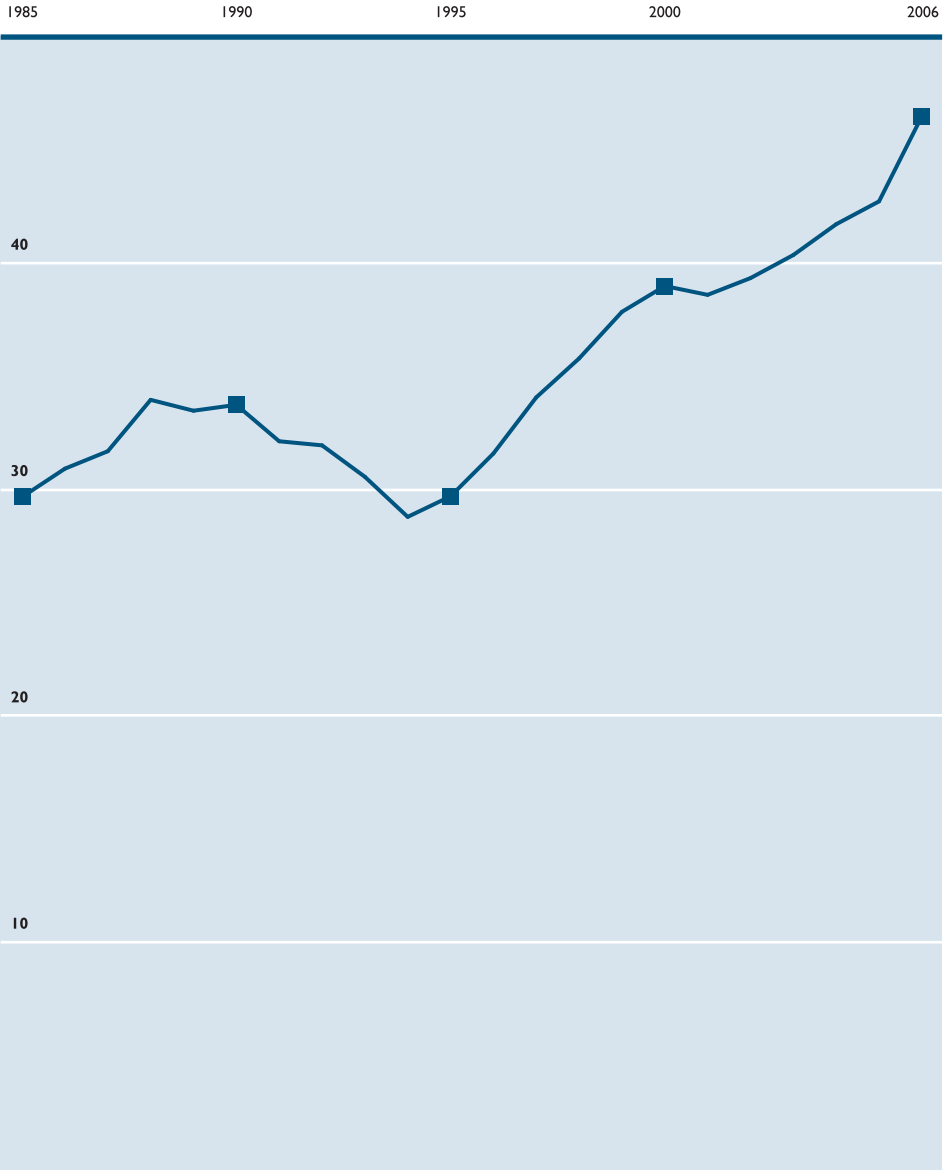


Chart 1.1b Passenger kilometres

Great Britain annual data 1985 to 2006–07 (billions)



## 1.2 Passenger journeys

### Notes:

Revisions have been made to the Ordinary fares and Season tickets quarterly and annual data from 2003–04 to 2006–07. These revisions have been provided by ATOC.

These data do not include the non-franchised train operating companies.

Quarter Four includes non-LENNON data which have been provided by the train operating companies.

Passenger journeys figures include an element of inflation as the figures represent the numbers of different trains used in the course of journeys.

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

**Table 1.2a Passenger journeys by ticket type**

Great Britain 1999–00 to 2006–07 (millions)

	Ordinary fares	Season tickets	Total passenger journeys	Total passenger journeys (MAA)
1999-00	540	391	<b>931</b>	
2000-01	549	407	<b>957</b>	
2001-02	551	408	<b>960</b>	
2002-03	564	412	<b>976</b>	
2003-04	561	451	<b>1,012</b>	
2004-05	579	466	<b>1,045</b>	
2005-06	579	498	<b>1,082</b>	
2006-07	620	543	<b>1,164</b>	
2002-03 Q1	138	101	<b>239</b>	240
Q2	148	93	<b>241</b>	241
Q3	143	107	<b>251</b>	241
Q4	134	111	<b>245</b>	244
2003-04 Q1	141	103	<b>243</b>	245
Q2	135	115	<b>250</b>	247
Q3	150	110	<b>260</b>	249
Q4	136	123	<b>259</b>	253
2004-05 Q1	143	110	<b>253</b>	255
Q2	139	119	<b>258</b>	257
Q3	156	116	<b>272</b>	261
Q4	140	121	<b>261</b>	261
2005-06 Q1	151	119	<b>270</b>	265
Q2	134	127	<b>261</b>	266
Q3	163	120	<b>283</b>	269
Q4	136	132	<b>268</b>	271
2006-07 Q1	151	125	<b>276</b>	272
Q2	141	139	<b>280</b>	277
Q3	164	137	<b>301</b>	281
Q4	165	143	<b>307</b>	291
Percentage change				
2006-07 Q4 on 2005-06 Q4	20.7	8.1	14.5	7.5
2006-07 on 2005-06	7.1	9.2	7.5	

Source: LENNON database

**Notes:**

These data do not include the non-franchised train operating companies.

Quarter Four includes non-LENNON data which have been provided by the train operating companies.

Passenger journeys figures include an element of inflation as the figures represent the numbers of different trains used in the course of journeys.

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

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

**Table 1.2b Passenger journeys by sector**

Great Britain 1999–00 to 2006–07 (millions)

	Long-distance operators	London and SE operators	Regional operators	Total passenger journeys
1999-00	72	639	220	931
2000-01	70	664	223	957
2001-02	74	663	222	960
2002-03	77	679	219	976
2003-04	81	690	240	1,012
2004-05	84	704	256	1,045
2005-06	89	720	273	1,082
2006-07	98	773	292	1,164
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	23	183	69	276
Q2	24	182	75	280
Q3	25	200	75	301
Q4	25	208	73	307
Percentage change				
2006-07 Q4 on 2005-06 Q4	11.8	17.6	7.1	14.5
2006-07 on 2005-06	9.6	7.4	7.1	7.5

Source: LENNON database

**Chart 1.2a Passenger journeys**

Great Britain quarterly data 2002–03 to 2006–07 (millions)

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

2002-03



2003-04



2004-05



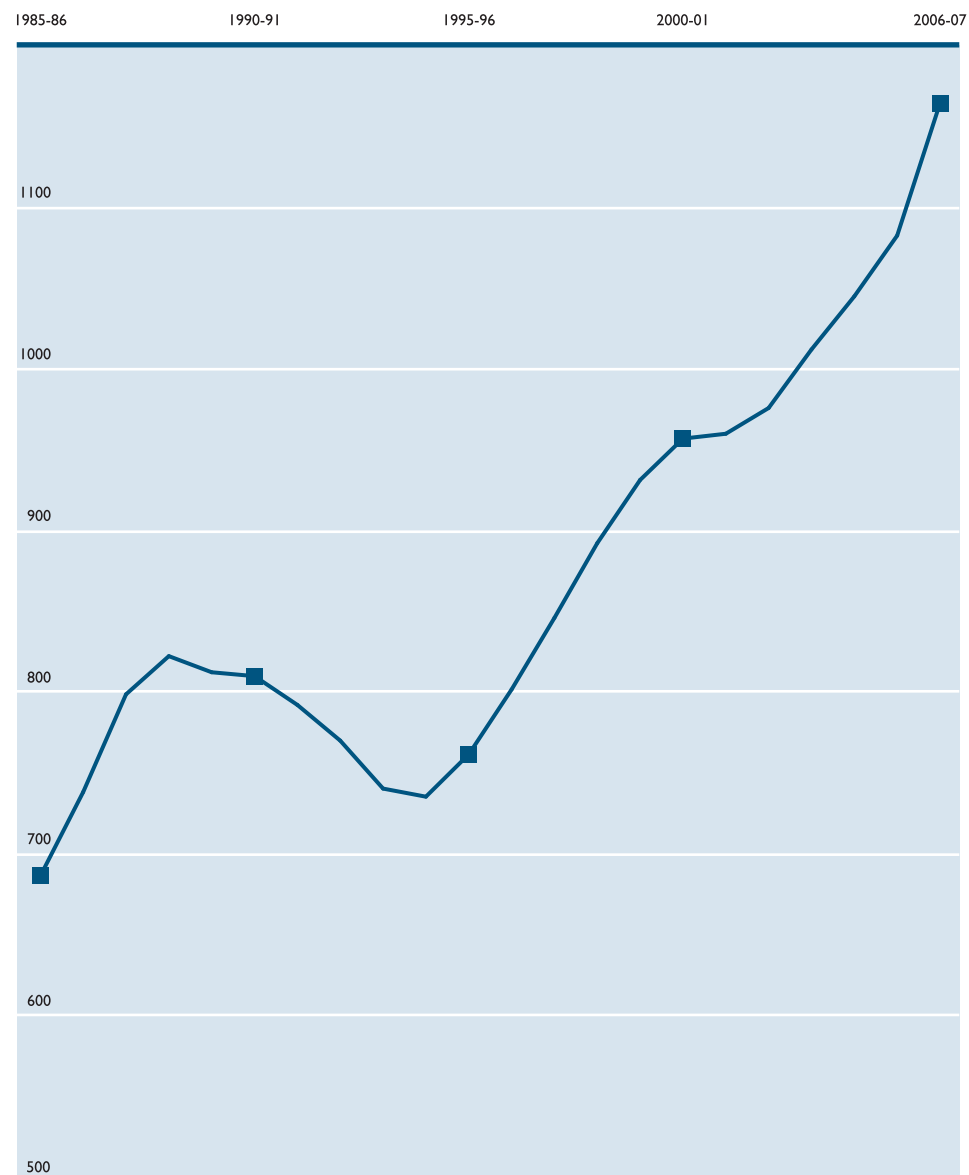
2005-06



2006-07

**Chart 1.2b Passenger journeys**

Great Britain annual data 1985–86 to 2006–07 (millions)



### 1.3 Passenger revenue

#### Notes:

Revisions have been made to the Ordinary fares and Season tickets quarterly and annual data for 2005–06 and 2006–07. These revisions have been provided by ATOC.

These data do not include the non-franchised train operating companies.

Quarter Four includes non-LENNON data which have been provided by the train operating companies.

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 1.3a Passenger revenue by ticket type**

Great Britain 1999–00 to 2006–07 (£ millions)

	Ordinary fares	Season tickets	Total passenger revenue	Total passenger revenue (MAA)	Total passenger revenue (MAA) 2006-07 prices <sup>r</sup>
1999-00	2,463	905	<b>3,368</b>		
2000-01	2,463	950	<b>3,413</b>		
2001-02	2,585	964	<b>3,548</b>		
2002-03	2,693	970	<b>3,663</b>		
2003-04	2,890	1,011	<b>3,901</b>		
2004-05	3,088	1,071	<b>4,158</b>		
2005-06	3,323	1,170	<b>4,493</b>		
2006-07	3,744	1,294	<b>5,038</b>		
2002-03 Q1	665	237	<b>902</b>	896	974
Q2	692	222	<b>914</b>	899	973
Q3	681	250	<b>930</b>	904	976
Q4	656	260	<b>916</b>	916	976
2003-04 Q1	713	223	<b>936</b>	926	977
Q2	718	262	<b>980</b>	942	987
Q3	734	240	<b>974</b>	953	995
Q4	725	280	<b>1,005</b>	975	1,016
2004-05 Q1	746	251	<b>997</b>	989	1,017
Q2	750	275	<b>1,025</b>	1,000	1,022
Q3	819	266	<b>1,085</b>	1,028	1,041
Q4	772	280	<b>1,053</b>	1,040	1,052
2005-06 Q1	837	279	<b>1,116</b>	1,069	1,077
Q2	772	295	<b>1,067</b>	1,080	1,086
Q3	867	280	<b>1,147</b>	1,095	1,088
Q4	848	316	<b>1,164</b>	1,123	1,117
2006-07 Q1	900	294	<b>1,194</b>	1,143	1,126
Q2	890	329	<b>1,219</b>	1,181	1,151
Q3	967	319	<b>1,286</b>	1,216	1,179
Q4	986	353	<b>1,339</b>	1,259	1,212
Percentage change					
2006-07 Q4 on 2005-06 Q4	16.3	11.6	15.0	12.1	8.5
2006-07 on 2005-06	12.7	10.6	12.1		

Source: Office for National Statistics website and LENNON database

<sup>r</sup> Total passenger revenue (MAA) figures at 2006-07 prices have been updated due to revisions in the ONS deflator series.

**Notes:**

These data do not include the non-franchised train operating companies.

Quarter Four includes non-LENNON data which have been provided by the train operating companies.

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*.

**Table 1.3b Passenger revenue by sector**

Great Britain 1999–00 to 2006–07 (£ millions)

	Long-distance operators	London and SE operators	Regional operators	Total passenger revenue
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
2005-06	1,609	2,197	687	4,493
2006-07	1,793	2,509	735	5,038
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	444	709	185	1,339
Percentage change				
2006-07 Q4 on 2005-06 Q4	4.8	23.7	11.0	15.0
2006-07 on 2005-06	11.4	14.2	7.0	12.1

Source: Office for National Statistics website and LENNON database

**Notes:**

These data do not include the non-franchised train operating companies.

Quarter Four includes non-LENNON data which have been provided by the train operating companies.

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*.

**Table 1.3c Revenue per passenger kilometre and revenue per journey**

Great Britain 1999–00 to 2006–07

		Total passenger kilometres (billions)	Total passenger journeys (millions)	Total passenger revenue (millions)	Revenue per passenger kilometre (£/km) <sup>f</sup>	Revenue per journey (£/journey) <sup>f</sup>
1999-00		38.5	931	3,368	0.088	3.62
2000-01		38.2	957	3,413	0.089	3.57
2001-02		39.1	960	3,548	0.091	3.70
2002-03		39.7	976	3,663	0.092	3.75
2003-04		40.9	1,012	3,901	0.095	3.86
2004-05		41.8	1,045	4,158	0.100	3.98
2005-06		43.2	1,082	4,493	0.104	4.15
2006-07		46.5	1,164	5,038	0.108	4.33
2002-03	Q1	9.9	239	902	0.091	3.78
	Q2	10.1	241	914	0.090	3.79
	Q3	10.0	251	930	0.093	3.71
	Q4	9.7	245	916	0.095	3.74
2003-04	Q1	10.0	243	943	0.094	3.87
	Q2	10.4	250	980	0.094	3.92
	Q3	10.2	260	974	0.095	3.75
	Q4	10.2	259	1,005	0.098	3.88
2004-05	Q1	10.2	253	997	0.098	3.93
	Q2	10.6	258	1,048	0.099	4.06
	Q3	10.8	272	1,085	0.101	3.99
	Q4	10.3	261	1,053	0.103	4.03
2005-06	Q1	10.8	270	1,116	0.103	4.13
	Q2	10.6	261	1,067	0.101	4.08
	Q3	11.1	283	1,147	0.104	4.06
	Q4	10.7	268	1,164	0.108	4.34
2006-07	Q1	11.2	276	1,194	0.107	4.33
	Q2	11.5	280	1,219	0.106	4.35
	Q3	11.8	301	1,286	0.109	4.28
	Q4	11.9	307	1,339	0.112	4.36
Percentage change						
2006-07 Q4 on 2005-06 Q4		11.3	14.5	15.0	3.3	0.4
2006-07 on 2005-06		7.6	7.6	12.1	4.2	4.2

Source: Office for National Statistics website and LENNON database

<sup>f</sup> Total passenger revenue (MAA) figures at 2006-07 prices have been updated due to revisions in the ONS deflator series.



## 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 different timetables each year 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. 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.

Prior to 2006–07 Q1, the timetable date was chosen at random. However, from 2006–07 Q1 ORCATS sample dates have been used to compile the timetabled train kilometres data because these dates are agreed by the TOCs to be the most representative weeks of the summer/winter timetables. An explanation of ORCATS is given on page 7.

The new First Greater Western franchise cannot be disaggregated for the ‘timetabled train kilometres’ metric. Therefore all First Great Western services appear in the long-distance sector, and this has resulted in a break in the long-distance, regional and all operators’ series between 2005–06 Q4 and 2006–07 Q1.

### Notes:

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

### Chart 1.4 Timetabled train kilometres

Great Britain 2002–03 to 2006–07 (millions)

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

2002-03



2003-04



2004-05



2005-06



2006-07



**Notes:**

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

**Table 1.4 Timetabled train kilometres by sector**

Great Britain 1999–00 to 2006–07 (millions)

	Long-distance operators	London and SE operators (inc peak)	London and SE operators peak only	Regional operators	All operators
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	25.9	167.5	458.4
2005-06	97.5	194.8	26.3	170.9	463.2
2006-07	123.9	181.1	24.3	158.5	463.5
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	41.9	112.2
Q2	24.2	48.2	6.4	41.0	113.4
Q3	25.7	48.9	6.6	42.4	117.1
Q4	24.8	48.8	6.6	42.2	115.7
2005-06 Q1	24.4	49.0	6.7	42.7	116.1
Q2	24.4	48.9	6.6	43.1	116.4
Q3	24.4	48.9	6.5	43.1	116.4
Q4	24.4	47.9	6.5	42.1	114.3
2006-07 Q1 <sup>r</sup>	30.9	45.1	6.1	39.5	115.5
Q2 <sup>r</sup>	31.3	45.4	5.7	39.9	116.6
Q3	31.2	45.9	6.3	39.9	117.0
Q4	30.6	44.7	6.2	39.1	114.3
Percentage change					
2006-07 Q4 on 2005-06 Q4	25.4	-6.8	-4.6	-7.0	0.0
2006-07 on 2005-06	27.1	-7.0	-7.6	-7.3	0.1

Source: Department for Transport

<sup>r</sup> The London and South East, and All operators figures for 2006-07 Q1 and Q2 have been revised due to updated data becoming available for one of the TOCs.



## **2 Rail performance**

## Key results: 2006–07 on 2005–06

- 88.1% of trains ran on time representing a 1.7 percentage point increase in the Public Performance Measure (PPM) for all operators between 2005–06 and 2006–07. Between 2004–05 and 2005–06 it increased by 2.8 percentage points.
- All sectors showed increases in PPM between 2005–06 and 2006–07. Both long-distance and regional operators showed a 2.6 percentage point increase from 2005–06 to 2006–07. London and South East (peak only) showed a 1.3 percentage point increase for the same period.
- Complaints per 100,000 journeys decreased by 7.0% between 2005–06 and 2006–07 compared to an increase of 4.3% between 2004–05 and 2005–06.
- For the year 2006–07 some 47% of complaints related to train service performance compared to 38% for the previous year. For complaints relating to fares, retailing and refunds the figures were 15% and 30% for 2006–07 and 2005–06 respectively.
- In 2006–07 the National Rail Enquiry Service (NRES) took 26.4 million calls, over 25% fewer than in 2005–06.
- Percentage of answered calls decreased by 0.6 percentage points between 2005–06 and 2006–07 compared to an increase of 0.8 percentage points between 2004–05 and 2005–06.
- Between 2005–06 Q4 and 2006–07 Q4 the number of complaints per 100,000 passenger journeys increased from 69 to 75, a 9.2 percentage increase. This is compared to a 6.6 percentage decrease between 2004–05 Q4 and 2005–06 Q4.
- Some 50% of complaints in 2006–07 Q4 related to train service performance, giving a 17 percentage point increase between 2005–06 Q4 and 2006–07 Q4. Some 15% of complaints related to fares, retailing and refunds, a 20 percentage point decrease between 2005–06 Q4 and 2006–07 Q4.
- In 2006–07 Q4 NRES took 5.6 million calls, 22.2% less than in 2005–06 Q4.
- In 2006–07 Q4 NRES answered 94.1% of calls, 0.2 percentage points higher compared to 2005–06 Q4.

## 2006–07 Q4 on 2005–06 Q4

- Between 2005–06 Q4 and 2006–07 Q4 the overall moving annual average (MAA) PMM for all operators increased by 1.7 percentage points. This is compared to a 2.8 percentage point increase between 2004–05 Q4 and 2005–06 Q4.
- London and South East (peak only) operators showed a decrease in PPM of 2.8 percentage points between 2005–06 Q4 and 2006–07 Q4. Between 2004–05 Q4 and 2005–06 Q4 these operators showed a 3.8 percentage point increase.
- Long-distance operators showed a 1.9 percentage point decrease in PPM between 2005–06 Q4 and 2006–07 Q4. Between 2004–05 Q4 and 2005–06 Q4 these operators showed a 5.7 percentage point increase.

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 on some TOCs.

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 a moving annual average (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, 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 is either shown as cancelled (if it runs less than half its planned mileage) or is 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, 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.

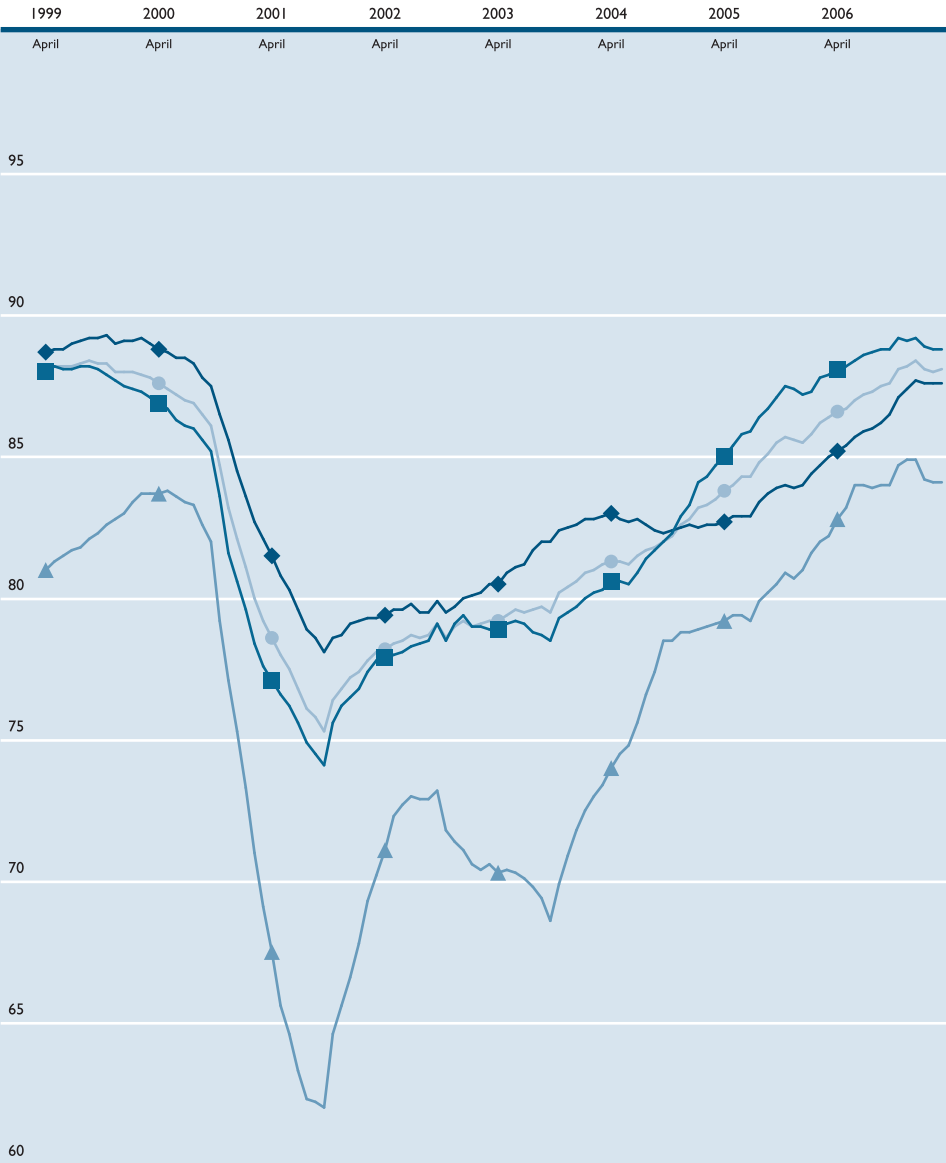
Notes:

Chart 2.1a plots the changes in PPM since April 1999. Each point represents a moving annual average for the preceding four quarters.

Chart 2.1a Public performance measure MAA

Percentage of trains arriving on time Great Britain 1999 to 2006–07

▲ Long-distance sector ■ London and South East sector ◆ Regional sector ● All operators



**Notes:**

For long-distance operators the table shows the percentage of trains arriving within ten minutes of timetabled arrival at final destination. For London and South East, and regional operators the table shows the percentage of trains arriving within five minutes of the timetabled arrival.

From 2006–07 Q1 onwards, TransPennine Express Services have been included in the long-distance sector for performance purposes, hence they 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 please see the *Introduction*.

**Table 2.1a Public performance measure**

Percentage of trains arriving on time Great Britain 1999–00 to 2006–07

	Long-distance operators	London and SE operators total (inc peak)	London and SE operators peak only	Regional operators	All operators	PPM MAA
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	74.1	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	84.8	88.8	86.1	87.6	88.1	
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	82.7	85.2	80.6	84.4	84.7	88.4
Q4	85.2	89.0	84.9	88.8	88.7	88.1
Percentage point change						
2006-07 Q4 on 2005-06 Q4	-1.9	-1.8	-2.8	-0.1	-1.2	1.7
2006-07 on 2005-06	2.6	0.9	1.3	2.6	1.7	

Source: Network Rail

**Notes:**

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

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.

Hull Trains is a non-franchised operator, and these values are not included in the sector or overall national PPM percentage.

First Capital Connect was formerly Thameslink and WAGN.

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

Source: Network Rail and Hull Trains

<sup>1</sup> HSS = High Speed Services.

**Table 2.1b Public performance measure by TOC**

Percentage of trains arriving on time Great Britain 2005–06 to 2006–07

		2006-07 Q4	2005-06 Q4	MAA to 31 March 2007	MAA to 31 December 2006
<b>Long-distance operators</b>	First Great Western (HSS <sup>1</sup> )	75.6	78.6	75.6	76.4
	GNER	81.9	88.4	82.7	84.3
	Midland Mainline	93.7	96.1	92.3	92.9
	One (InterCity)	84.5	85.5	82.7	83.0
	TransPennine Express	91.2	87.3	89.3	88.4
	Virgin CrossCountry	84.9	86.4	83.9	84.2
	Virgin West Coast	83.8	89.3	86.0	87.4
	<b>Sector level</b>	<b>85.2</b>	<b>87.0</b>	<b>84.9</b>	<b>85.3</b>
<b>Regional operators</b>	Arriva Trains Wales	90.9	88.4	87.6	87.0
	Central Trains	86.2	85.1	84.5	84.2
	First Great Western (West)	82.5	89.4	84.2	85.9
	First ScotRail	88.7	89.5	88.8	89.0
	Gatwick Express	88.3	92.6	90.3	91.4
	Island Line	97.3	97.8	96.9	97.0
	Merseyrail	93.2	93.3	92.5	92.5
	Northern Rail	89.5	89.4	87.3	87.3
	<b>Sector Level</b>	<b>88.8</b>	<b>89.0</b>	<b>87.6</b>	<b>87.7</b>
<b>London and SE operators - all day</b>	c2c	93.8	93.1	94.3	94.1
	Chiltern Railways	92.9	93.9	93.8	94.0
	First Capital Connect	88.2			
	First Great Western (London and Thames Valley)	85.6	86.6	84.6	84.9
	One	88.3	89.8	87.3	87.7
	Silverlink	90.8	92.4	90.8	91.2
	Southeastern	88.7	90.0	88.5	88.8
	South West Trains	90.0	92.2	89.8	90.3
	Southern	88.5	90.9	89.2	89.9
	Thameslink		90.5		
	WAGN		92.7		
	<b>Sector Level</b>	<b>89.0</b>	<b>90.8</b>	<b>88.8</b>	<b>89.3</b>
<b>London and SE operators - peak services</b>	c2c	93.5	93.3	94.0	93.9
	Chiltern Railways	89.3	92.6	91.0	91.9
	First Capital Connect	85.0			
	First Great Western (London and Thames Valley)	69.5	76.7	74.1	75.8
	One	84.3	85.4	83.8	84.0
	Silverlink	90.1	94.3	91.8	92.9
	Southeastern	83.0	85.8	84.5	85.3
	South West Trains	85.8	89.5	87.4	88.4
	Southern	85.7	88.5	87.5	88.2
	Thameslink		85.1		
	WAGN		90.8		
	<b>Sector Level</b>	<b>84.9</b>	<b>87.7</b>	<b>86.1</b>	<b>86.8</b>
<b>National level</b>		<b>88.7</b>	<b>89.8</b>	<b>88.1</b>	<b>88.4</b>
<b>Non-franchised operator</b>	Hull Trains	83.8	94.8	88.1	91.0



**Chart 2.1b PPM by TOC**

Percentage of trains arriving on time Great Britain 2005–06 Q4 and 2006–07 Q4

■ PPM 2006–07 Q4 ■ PPM 2005–06 Q4

**Long-distance operators**

First Great Western (high speed services)



GNER



Midland Mainline



One



TransPennine Express



Virgin CrossCountry



Virgin West Coast



Sector Level

**Non-franchised operators**

Hull Trains

**Regional operators**

Arriva Trains Wales



Central Trains



First Great Western (West)



First ScotRail



Gatwick Express



Island Line



Merseyrail



Northern Rail



Sector Level



**Chart 2.1b PPM by TOC**

Percentage of trains arriving on time Great Britain 2005–06 Q4 and 2006–07 Q4

■ PPM 2006–07 Q4 ■ PPM 2005–06 Q4

**London and South East operators - all day**

c2c



Chiltern Railways



First Capital Connect



First Great Western (London &amp; Thames Valley)



One



Silverlink



South West Trains



Southeastern



Southern



Thameslink



WAGN



Sector Level

**London and South East operators - peak services**

c2c



Chiltern Railways



First Capital Connect



First Great Western (London &amp; Thames Valley)



One



Silverlink



South West Trains



Southeastern



Southern



Thameslink



WAGN



Sector Level



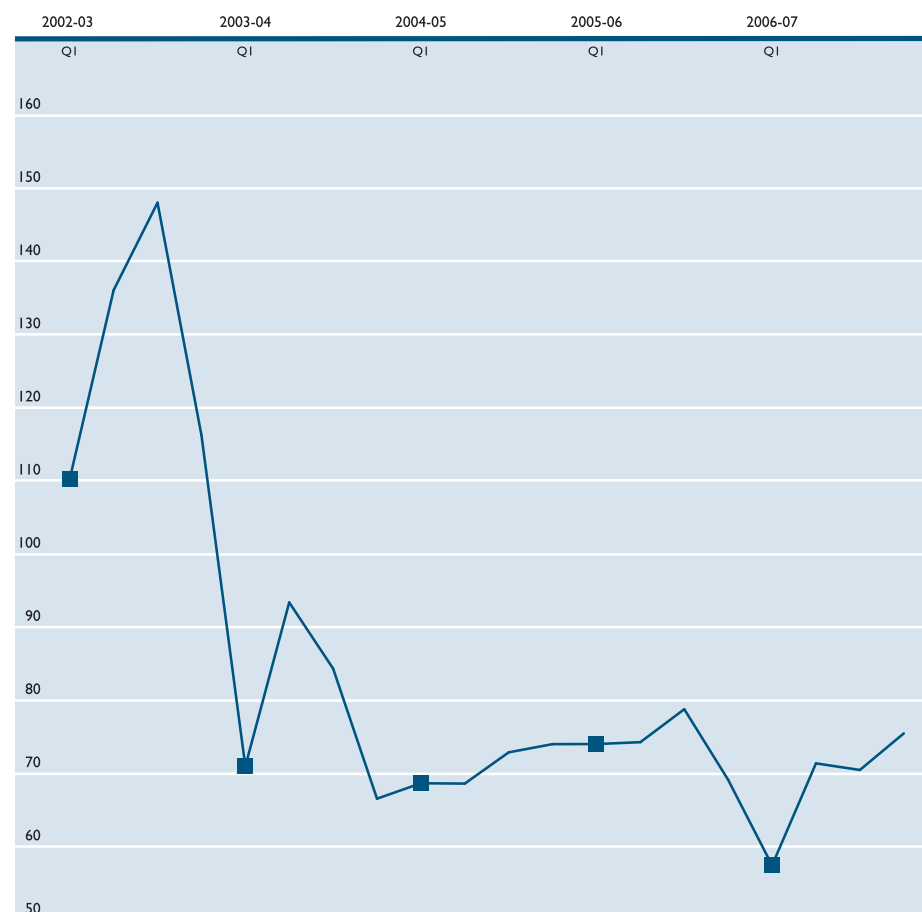
## 2.2 Rail complaints

### 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 PPM, a more comprehensive description of rail industry service and passenger satisfaction can be reported.

### Chart 2.2 Complaints rate MAA

Rate per 100,000 passenger journeys Great Britain 2002–03 to 2006–07



### 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. Complaints per 100,000 passengers equals rate per 100,000 journeys as some TOCs carry more passengers than others.

In 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 so 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 in the long-distance sector where infrequent journeys are more common.

**Table 2.2a Complaints rate**Rate per 100,000 passenger journeys Great Britain  
1999–00 to 2006–07

All operators	
1999-00	108
2000-01	131
2001-02	110
2002-03	128
2003-04	79
2004-05	71
2005-06	74
2006-07	69
2002-03	Q1
	Q2
	Q3
	Q4
2003-04	Q1
	Q2
	Q3
	Q4
2004-05	Q1
	Q2
	Q3
	Q4
2005-06	Q1
	Q2
	Q3
	Q4
2006-07	Q1
	Q2 <sup>r</sup>
	Q3 <sup>r</sup>
	Q4
Percentage change	
2006-07 Q4 on 2005-06 Q4	9.2
2006-07 on 2005-06	-7.0

Source: Department for Transport

**Notes:**

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 passenger journeys please see Table 2.2b.

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

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

<sup>r</sup> As described in Chapter 2.2 *Methodology*, figures have been updated due to revisions since the 2006–07 Q3 *National Rail Trends*.

**Table 2.2b TOC Complaints rate**

Complaints per 100,000 passenger journeys Great Britain 2005–06 and 2006–07

Operator	2005-06 Q4	2006-07 Q1	2006-07 Q2	2006-07 Q3	2006-07 Q4	Percentage change 2006-07 Q4 on 2005-06 Q4	Full year 2006-07	Full year 2005-06	Percentage change 2006-07 on 2005-06
Arriva Trains Wales	278	301	138	132	151	-46	137	279	-51
c2c	14	21	16	54	21	48	28	10	177
Central Trains	63	63	84	74	56	-12	66	79	-16
Chiltern Railways	73	59	84	51	77	5	68	96	-30
First Capital Connect <sup>r</sup>	–	42	70	76	63	–	63	–	–
First Great Western <sup>r</sup>	–	120	204	176	224	–	181	–	–
First ScotRail	36	36	35	40	59	62	43	38	13
Gatwick Express	24	22	49	28	63	161	40	22	85
GNER	400	351	466	333	370	-8	379	482	-21
Island Line	4	3	6	6	5	31	5	5	-4
Merseyrail	21	32	27	40	41	96	35	22	58
Midland Mainline	144	104	130	124	125	-13	121	152	-20
Northern	59	28	27	37	34	-43	25	58	-57
One	143	162	59	35	41	-71	44	163	-73
Silverlink	16	15	19	17	20	22	18	16	11
Southeastern	18	18	15	25	22	20	20	21	-4
Southern	36	22	28	25	12	-66	21	25	-13
South West Trains	8	7	9	12	11	38	10	9	9
TransPennine Express	51	31	39	67	57	11	48	71	-32
Virgin Cross Country	413	375	307	300	347	-16	331	461	-28
Virgin West Coast	378	413	386	522	745	97	519	503	3

Source: Department for Transport

<sup>r</sup> Figures have been updated due to revisions.

**Table 2.2c Complaints response performance within complaints handling procedure target**

Percentage of complaints answered within CHP target Great Britain 2005–06 and 2006–07

Operator	2005-06 Q4	2006-07 Q1	2006-07 Q2	2006-07 Q3	2006-07 Q4	Full year 2006-07	Full year 2005-06	Complaint handling procedure response time
Arriva Trains Wales	100%	94%	96%	29%	82%	76%	100%	10 working days
c2c	98%	99%	96%	99%	100%	99%	97%	15 working days
Central Trains	96%	96%	91%	91%	95%	93%	95%	3 weeks
Chiltern Railways	98%	99%	99%	99%	98%	98%	91%	10 working days
First Capital Connect	—	85%	86%	86%	88%	89%	—	5 working days
First Great Western	—	78%	85%	85%	75%	81%	—	5 working days
First ScotRail	96%	96%	91%	91%	91%	93%	87%	10 working days
Gatwick Express	99%	88%	87%	87%	92%	90%	100%	10 working days
GNER	98%	85%	40%	40%	81%	69%	78%	20 working days
Island Line	99%	100%	100%	100%	100%	100%	100%	5 working days
Merseyrail	99%	99%	99%	99%	97%	97%	100%	20 working days
Midland Mainline	99%	99%	99%	99%	97%	99%	99%	20 working days
Northern	100%	100%	100%	100%	100%	100%	100%	20 working days
One	74%	64%	66%	66%	75%	70%	76%	10 working days
Silverlink	92%	96%	93%	93%	97%	95%	90%	10 working days
Southeastern	99%	97%	99%	99%	97%	98%	94%	10 working days
Southern	96%	96%	96%	96%	94%	96%	96%	10 working days
South West Trains	99%	98%	87%	87%	79%	89%	95%	20 days
TransPennine Express	93%	86%	94%	91%	95%	91%	94%	90% - 10 working days, 95% - 20 working days
Virgin CrossCountry	93%	92%	93%	93%	88%	85%	94%	75% - 10 working days, 95% - 20 working days
Virgin West Coast	88%	94%	69%	69%	52%	64%	88%	75% - 10 working days, 95% - 20 working days

Source: Department for Transport

**Table 2.2d Complaints response performance**

Percentage of complaints answered within 20 working days Great Britain 2005–06 and 2006–07

Operator	2006-07 Q1	2006-07 Q2	2006-07 Q3	2006-07 Q4	2006-07	2005-06
Arriva Trains Wales	100%	100%	93%	96%	97%	100%
c2c	100%	99%	100%	100%	100%	100%
Central Trains	96%	92%	92%	95%	93%	95%
Chiltern Railways	99%	100%	93%	98%	98%	94%
First Capital Connect	99%	99%	100%	100%	100%	—
First Great Western	96%	94%	96%	96%	95%	—
First ScotRail	99%	99%	100%	99%	99%	99%
Gatwick Express	100%	100%	100%	100%	100%	100%
GNER	85%	40%	83%	96%	73%	78%
Island Line	100%	100%	100%	100%	100%	100%
Merseyrail	99%	99%	94%	99%	97%	100%
Midland Mainline	99%	99%	100%	97%	99%	99%
Northern	100%	100%	100%	100%	100%	100%
One	99%	96%	89%	99%	96%	94%
Silverlink	100%	99%	99%	100%	100%	100%
Southeastern	100%	100%	100%	100%	100%	98%
Southern	99%	99%	99%	98%	99%	99%
South West Trains	99%	99%	100%	100%	100%	99%
TransPennine Express	98%	99%	99%	100%	99%	99%
Virgin CrossCountry	100%	100%	96%	98%	98%	100%
Virgin West Coast	100%	99%	98%	97%	98%	100%

Source: Department for Transport

**Table 2.2e Complaints by category**

Percentage of complaints made to TOCs Great Britain 2005–06 and 2006–07

	2006-07 Q1	2006-07 Q2	2006-07 Q3	2006-07 Q4	Full year 2006-07	Full year 2005-06
Train service performance	43%	47%	47%	50%	47%	38%
Quality on train	13%	14%	14%	11%	13%	11%
Fares, retailing and refunds	17%	15%	14%	15%	15%	30%
Information at stations and on trains	5%	4%	4%	4%	4%	4%
Staff conduct and availability	6%	6%	5%	5%	6%	5%
Complaints handling	3%	3%	4%	5%	4%	3%
Station quality	5%	4%	4%	4%	4%	3%
Praise comments	2%	2%	2%	2%	2%	2%
Safety and security	1%	1%	1%	1%	1%	1%
Timetable and connection issues	2%	1%	3%	2%	2%	2%
Special needs	1%	1%	1%	0%	1%	1%
NRES	1%	0%	0%	0%	0%	0%
Other complaints	2%	1%	1%	1%	1%	1%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Source: Department for Transport



## 2.3 National Rail Enquiry Service

### Background

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 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 get no reply to the tone (abandoned). Data up to and including 1998–99 are based on apportionment of period data to quarters. From 1999–00 Q1 quarterly figures are based on aggregated daily data.

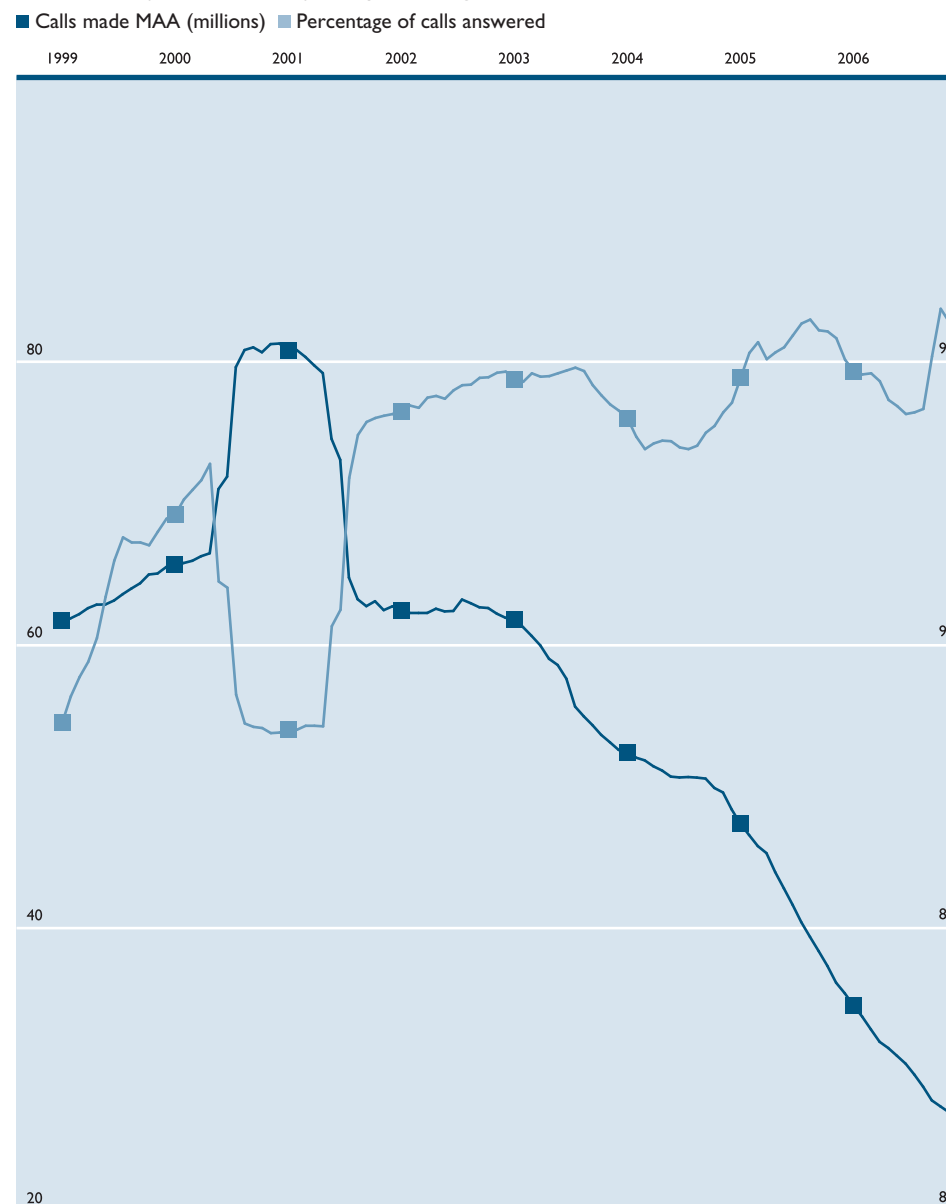
### Other comments

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 which is monitored through the mystery shopping surveys.

NRES is always susceptible to a volatile demand. Although some aspects affecting demand can be predicted (e.g. 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 include details regarding use of the National Rail website for rail enquiries.

### Chart 2.3 National Rail Enquiry Service MAA

Calls made (left-hand scale) and percentage of calls answered 1999 to 2006–07



**Notes:**

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

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

**Table 2.3 National Rail Enquiry Service**

Great Britain 1999–00 to 2006–07 (million calls and percentage of calls)

	Total inbound calls	Percentage answered	Percentage engaged	Percentage abandoned
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	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
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
Percentage change				
2006-07 Q4 on 2005-06 Q4	-22.2	0.2*		
2006-07 on 2005-06	-25.3	-0.6*		

Source: Department for Transport

\* Percentage point change.

## 2.4 Passengers in excess of capacity

### Background

DfT monitors overcrowding on London commuter services. 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, is divided by the total number of people travelling, and 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, it 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.

Results for Silverlink include all London orbital services.

### Other comments

DfT has set limits on the level of acceptable PiXC at 4.5% on one peak (morning or afternoon) and 3% across both peaks. Further operator-specific data are available in *Chapter 8*.

**Table 2.4 Passengers in excess of capacity**

Percentage of passengers in excess of capacity 2005 and 2006 – London and SE operators

	Peak (AM) 2006 PiXC %	Peak (AM) 2005 PiXC %	Peak (PM) 2006 PiXC %	Peak (PM) 2005 PiXC %	Overall 2006 PiXC %	Overall 2005 PiXC %
c2c	0.8%	0.8%	0.2%	0.1%	0.5%	0.5%
Chiltern	2.5%	1.9%	0.0%	0.0%	1.3%	1.0%
First Capital Connect	4.6%	–	3.0%	–	4.0%	–
First Great Western	10.9%	–	4.5%	–	8.2%	–
One	4.8%	4.6%	2.9%	0.9%	3.9%	2.9%
Silverlink	5.0%	5.0%	1.2%	5.8%	3.8%	5.4%
Southeastern	3.4%	2.4%	0.7%	0.8%	2.2%	1.7%
Southern	4.2%	4.0%	1.0%	2.0%	2.8%	3.1%
South West Trains	8.0%	6.2%	2.5%	1.4%	5.8%	4.1%
Thameslink	–	5.6%	–	2.2%	–	4.1%
WAGN	–	2.8%	–	3.0%	–	2.9%
<b>Total</b>	<b>4.8%</b>	<b>4.0%</b>	<b>1.9%</b>	<b>1.6%</b>	<b>3.5%</b>	<b>2.9%</b>

Source: Department for Transport

Notes:

Thameslink and WAGN franchises have been replaced by First Capital Connect.

The FGW 2006 figure is the sum of FGW (HSS), FWG (Link) and FGW (West, formerly Wessex).

# 3 Freight

## Key results: 2006–07 on 2005–06

- Total freight moved in 2006–07 was 22.11 billion net tonne kilometres, a 1.9% increase since 2005–06. Between 2004–05 and 2005–06 there was a 6.7% increase.
- Total coal moved in 2006–07 was 8.77 billion net tonne kilometres, an increase of 6.2% between 2006–07 and 2005–06. Between 2004–05 and 2005–06 there was a 24.2% increase.
- Oil and petroleum was the greatest commodity percentage increase between 2005–06 and 2006–07 for freight moved at 23.1%. The previous year on year change saw a percentage increase of oil and petroleum moved of 0.1%.
- Over 108 million tonnes of freight were lifted in 2006–07, an increase of 0.7% between 2005–06 and 2006–07. For 2005–06 on 2004–05 there was a percentage increase of 6.5%.
- There was a decrease of 0.2% in the coal lifted between 2005–06 and 2006–07. Between 2004–05 and 2005–06 there was an 11.1% increase.

## 2006–07 Q4 on 2005–06 Q4

- Total freight moved in 2006–07 Q4 was 5.37 billion net tonne kilometres, the same as 2005–06 Q4. Between 2004–05 Q4 and 2005–06 Q4 there was a 5.4% increase.
- Between 2006–07 Q4 and 2005–06 Q4 the total coal moved decreased by 1.0%. The previous Q4 (2005–06) on Q4 (2004–05) saw a percentage increase in coal moved of 20.1%.
- The greatest commodity percentage increase between 2005–06 Q4 and 2006–07 Q4 for freight moved was oil and petroleum, which rose by 26.0%. The previous Q4 (2005–06) on Q4 (2004–05) saw a percentage decrease of oil and petroleum moved of 1.0%.
- Around 27 million tonnes of freight were lifted in 2006–07 Q4, a decrease of 4.9% between 2005–06 Q4 and 2006–07 Q4. For 2005–06 Q4 on 2004–05 Q4 there was a percentage increase of 11.0%.
- Coal lifted decreased by 11.0% between 2005–06 Q4 and 2006–07 Q4. Between 2004–05 Q4 and 2005–06 Q4 there was a 15.5% increase.
- There was a 0.5% increase in other goods lifted between 2005–06 Q4 and 2006–07 Q4, and for the previous Q4 on Q4 there was a 7.3% increase.

## 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 (formed initially out of the British Rail container business), Direct Rail Services (DRS) and GB Railfreight.

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

### 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.

Data produced prior to 1999–00 are not directly comparable with the new data due to a change in the source data.

**Table 3.1 Freight moved**

Great Britain 1999–00 to 2006–07 (billion net tonne kilometres)

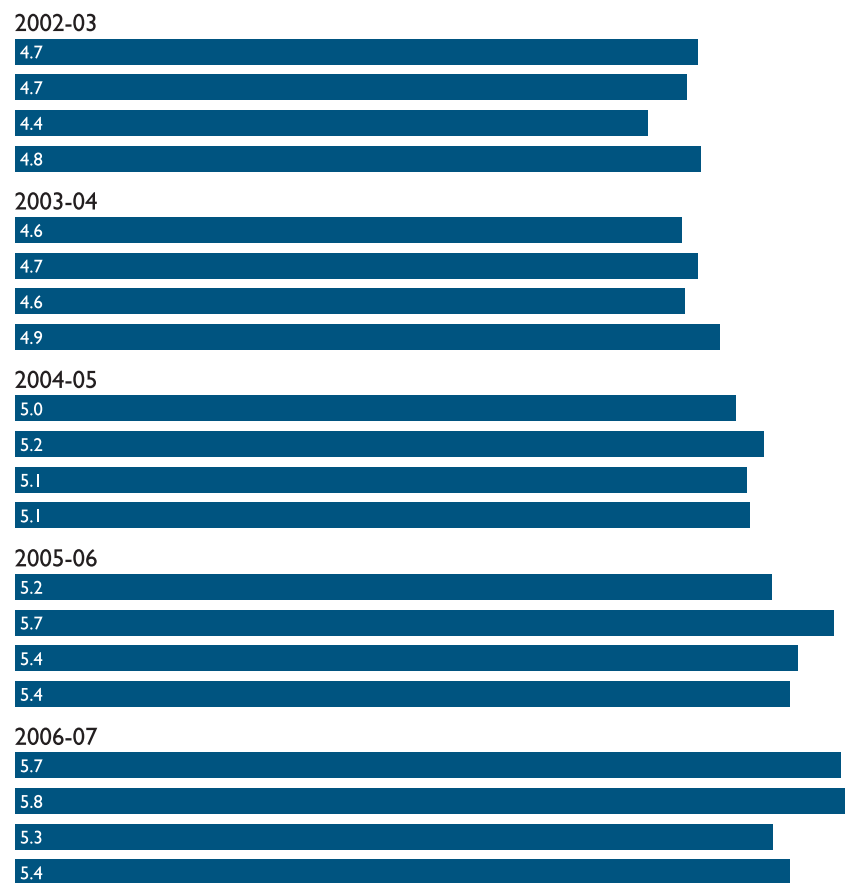
		Coal	Metals	Construction	Oil & petroleum	International	Domestic intermodal	Other	Total <sup>1</sup>	Infrastructure <sup>2</sup>
1999-00		4.85	2.19	2.04	1.50	1.01	3.92	2.73	18.23	0.78
2000-01		4.77	2.09	2.43	1.36	0.99	3.84	2.60	18.09	0.93
2001-02		6.17	2.43	2.81	1.22	0.60	3.54	2.62	19.39	1.18
2002-03		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		8.77	2.13	2.71	1.50	0.45	4.56	1.97	22.11	1.26
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	1.62	0.72	0.73	0.30	0.15	1.02	0.65	5.19	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 <sup>r</sup>	1.97	0.61	0.69	0.30	0.12	0.98	0.57	5.24	0.35
	Q2 <sup>r</sup>	2.10	0.65	0.78	0.31	0.13	1.10	0.61	5.67	0.40
	Q3 <sup>r</sup>	2.08	0.45	0.78	0.30	0.10	1.13	0.57	5.42	0.31
	Q4 <sup>r</sup>	2.11	0.52	0.67	0.31	0.11	1.11	0.54	5.37	0.31
2006-07	Q1 <sup>r</sup>	2.32	0.58	0.74	0.37	0.12	1.07	0.53	5.72	0.40
	Q2 <sup>r</sup>	2.39	0.59	0.67	0.37	0.12	1.11	0.52	5.77	0.37
	Q3 <sup>r</sup>	2.00	0.51	0.68	0.38	0.11	1.17	0.47	5.32	0.25
	Q4	2.09	0.46	0.64	0.39	0.12	1.23	0.45	5.37	0.23
Percentage change										
2006-07 Q4 on 2005-06 Q4		-1.0	-12.1	-4.6	26.0	9.0	10.3	-16.1	0.0	-26.2
2006-07 on 2005-06		6.2	-4.2	-6.8	23.1	-0.8	5.3	-14.1	1.9	-8.6

Source: Network Rail

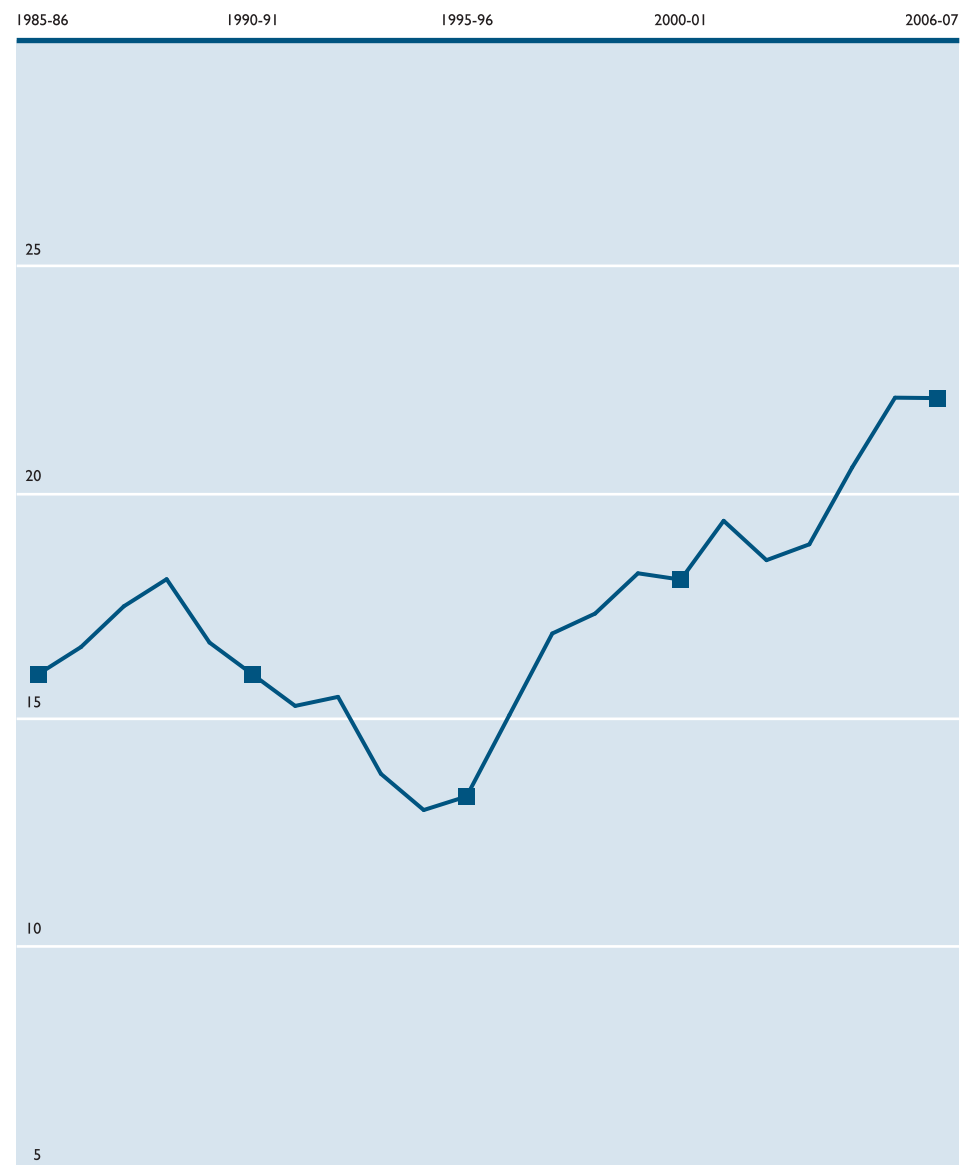
**Notes:**For conventions on rounding and revisions please see the *Introduction*.<sup>1</sup> Infrastructure not included in total.<sup>2</sup> This series excludes some possession trains used during engineering works.<sup>r</sup> There have been revisions to data since the 2006–07 Q3 *National Rail Trends* edition.

**Chart 3.1a Freight moved by quarter**

Great Britain quarterly data 2002–03 to 2006–07 (billion net tonne kilometres)

**Chart 3.1b Freight moved**

Great Britain 1985–86 to 2006–07 (billion net tonne kilometres)



## 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. Data from 1999–00 are not directly comparable with previous data due to a change in methodology.

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 a further break in the series between 2004–05 Q4 and 2005–06 Q1, since the 2005–06 Q1 figures onwards include some of the tonnes lifted by GB Railfreight.

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

### Table 3.2 Freight lifted

Great Britain 1999–00 to 2006–07 (million tonnes)

	Coal	Other	Total
1999-00	35.9	60.6	96.5
2000-01	35.3	60.3	95.6
2001-02	39.5	54.5	93.9
2002-03	34.0	53.0	87.0
2003-04	35.2	53.7	88.9
2004-05	44.0	57.1	101.1
2005-06	48.9	58.7	107.6
2006-07	48.8	59.6	108.4
2002-03 Q1	8.30	13.53	21.83
Q2	7.84	13.11	20.95
Q3	8.42	12.74	21.16
Q4	9.48	13.63	23.10
2003-04 Q1	8.66	13.24	21.90
Q2	8.63	13.81	22.44
Q3	8.90	12.99	21.89
Q4	8.98	13.65	22.63
2004-05 <sup>r</sup> Q1	10.62	14.39	25.01
Q2	10.64	14.41	25.04
Q3	11.28	14.39	25.67
Q4	11.44	13.94	25.38
2005-06 <sup>r</sup> Q1	11.67	14.47	26.14
Q2	11.15	14.03	25.19
Q3	12.83	15.29	28.13
Q4	13.22	14.96	28.17
2006-07 <sup>r</sup> Q1	12.87	15.34	28.21
Q2	11.65	14.61	26.26
Q3	12.46	14.66	27.13
Q4	11.77	15.03	26.79
Percentage change			
2006-07 Q4 on 2005-06 Q4	-11.0	0.5	-4.9
2006-07 on 2005-06	-0.2	1.5	0.7

Source for 2005-06 and 2006-07: English Welsh & Scottish Railway, Freightliner, Direct Rail Services, GB Railfreight

<sup>r</sup> Figures have been updated due to revisions.

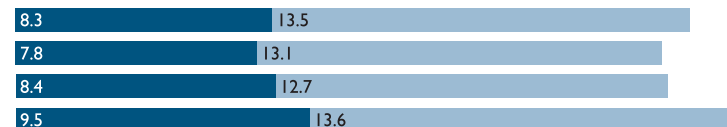


### Chart 3.2a Freight lifted by quarter

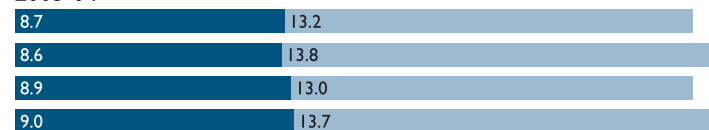
Great Britain quarterly data 2002–03 to 2006–07 (million tonnes)

■ Coal ■ Other

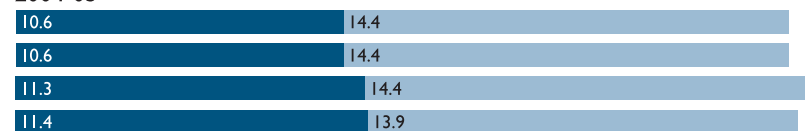
2002-03



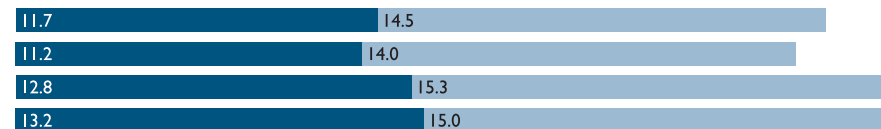
2003-04



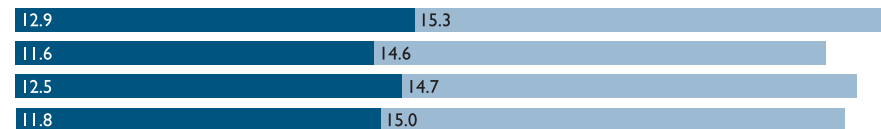
2004-05



2005-06



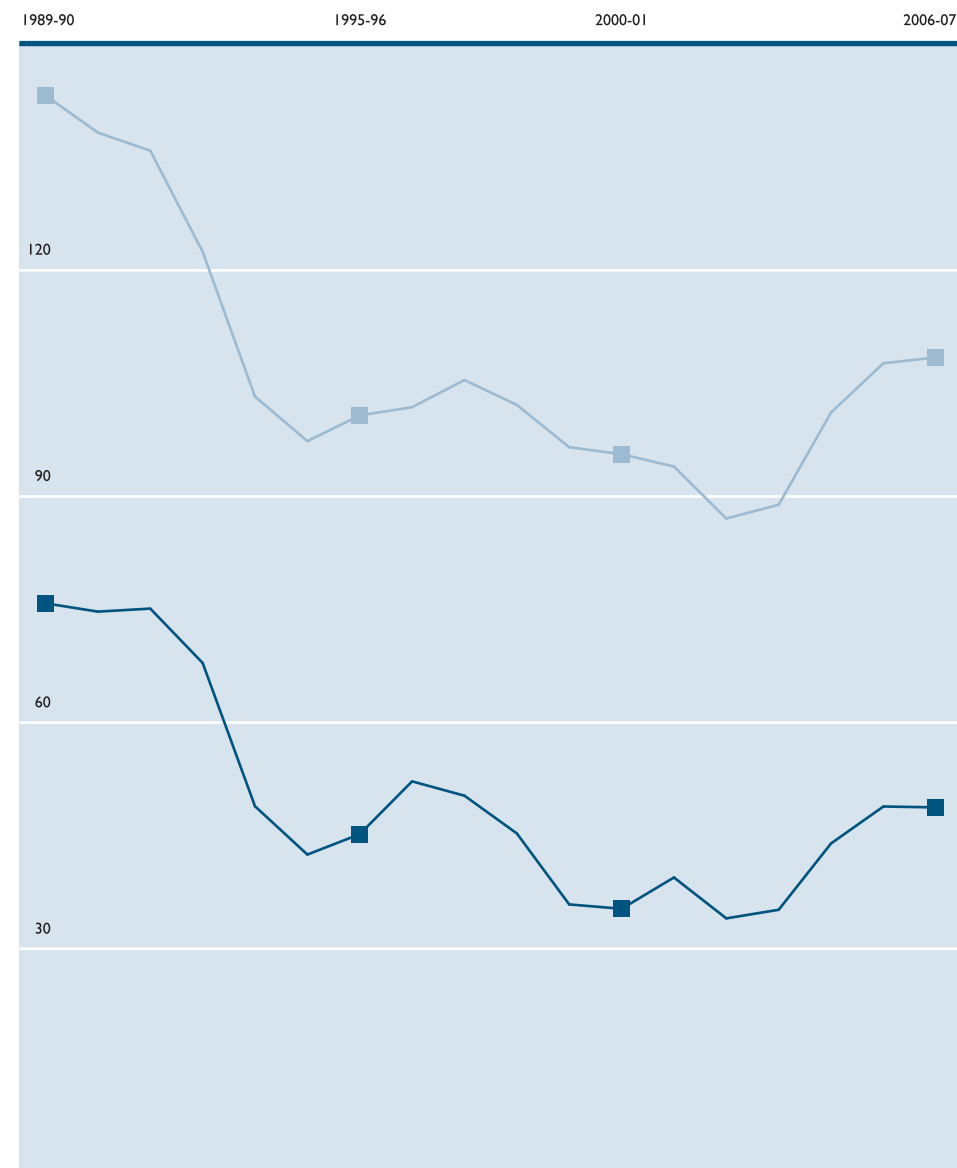
2006-07



### Chart 3.2b Freight lifted

Great Britain 1989–90 to 2006–07 (million tonnes)

■ Coal ■ Total



### 3.3 Freight market indicators

#### 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 Department for Transport's *Ten Year Plan* in 2000–01 is also included.

*Impacts on road haulage, Number of freight train movements and Rail market share* tables are not currently available. These tables will be published once they are available.

#### Table 3.3a Freight moved

Great Britain 2005–06 to 2006–07

	2006-07	2005-06
Annual (billion net tonne kilometres)	22.6	21.7
Cumulative growth (percentage change) since the start of the <i>Ten Year Plan</i> <sup>1</sup>	24.8	20.0
Percentage change 2006-07 on 2005-06	4.0	

Source: Network Rail

<sup>1</sup> Department for Transport's *Ten Year Plan* started in 2000-01.

#### Table 3.3b Freight lifted

Great Britain 2005–06 to 2006–07

	2006-07	2005-06
Annual (million tonnes)	108.4	107.6
Percentage change 2006-07 on 2005-06	0.7	

Source: English Welsh & Scottish Railway, Freightliner, Direct Rail Services and GB Railfreight



## **4 National Passenger Survey**

## Background

Since the tables and charts in this Chapter are provided to ORR by Passenger Focus, the train operating companies within each rail sector: long-distance, regional, and London and South East operators, may differ from those within the rest of the *Yearbook*.

The National Passenger Survey (NPS) provides a network-wide picture of customers' satisfaction with rail travel. Passenger opinions of train services are collected twice a year from a representative sample of passenger journeys. Passengers' overall satisfaction and satisfaction with 30 specific aspects of service can therefore be compared over time.

### Key results: Spring 2007 wave of the National Passenger survey

- At a national level the percentage of passengers satisfied with their journey overall was down by 2% compared to spring 2006 to 79%. This was the lowest overall percentage of passengers satisfied nationally since spring 2005. This compares to 80% in spring 2006 and 81% in autumn 2006.
- At a national level, the proportion of passengers satisfied with punctuality/reliability was 77%. This is 2% lower than spring 2006 (and autumn 2006).
- For London and the South East operators 77% of passengers were very or fairly satisfied, compared to 78% in spring 2006 (and 80% in autumn 2006). This was the lowest level of overall satisfaction since spring 2005. The percentage of passengers satisfied with most station factors did not change significantly compared to spring 2006. But the percentage of passengers satisfied with many of the train factors was slightly, but significantly down.
- For the long-distance operators the proportion of passengers who were very or fairly satisfied overall was 87%, this was unchanged compared to spring 2006 (though 2% higher than autumn 2006). For most service areas passenger satisfaction was largely unchanged or declined compared to spring 2006. Changes in passenger satisfaction with station factors varied (satisfaction with three factors improved and three declined), though the percentage satisfied with many train factors declined slightly.

- For regional operators 82% of passengers were very or fairly satisfied with their journey overall, compared to 85% in spring 2006 (and 84% in autumn 2006). For most service areas passenger satisfaction was unchanged compared to spring 2006.

The lowest ratings for overall satisfaction were given to:

- First Capital Connect (71%), First Great Western (72%), One (72%), Southeastern Trains (74%), and Silverlink (76%).

The highest ratings for overall satisfaction were achieved by:

- Gatwick Express (92%), Heathrow Express (94%), Chiltern Railways (90%), Midland Mainline (90%), c2c (89%) and TransPennine Express (89%).

Passengers' ratings are also summarised for across Great Britain. The fieldwork for the tables published in this edition of *National Rail Trends* took place between 22 January and 25 March 2007.

For further details on content and methodology of NPS go to the following links:

[www.passengerfocus.org.uk/your-experiences/content.asp](http://www.passengerfocus.org.uk/your-experiences/content.asp)

[www.passengerfocus.org.uk/your-experiences/content.asp?dsid=496](http://www.passengerfocus.org.uk/your-experiences/content.asp?dsid=496)

## 4.1 National and sector level results

The NPS contains satisfaction ratings for all rail operators operating under franchise. In addition, this Chapter includes ratings for Heathrow Express, which were included in the spring 2006 wave of NPS, using the same methodology as other TOCs at their own expense.

Data for Heathrow Express are provided in Table 4.1b. It should be noted that data for Heathrow Express have not been included in the summaries of London and South East or national data. Summary data cover franchised TOCs.

**Table 4.1a National Passenger Survey national level results**  
Spring 2007 (percentage)

	Spring 2007			Improvement/decline	
	% satisfied or good	% neither/nor	% dissatisfied or poor	% point change since autumn 2006	% point change since spring 2006
<b>Overall opinion of journey</b>	79	13	9	-2	-2
<b>Station facilities</b>					
Ticket buying facilities	67	16	17	2	2
Provision of information about train times/platforms	76	13	12	-2	-1
The upkeep/repair of the station buildings/platforms	60	23	17	-3	-1
Overall environment	60	26	14	-2	0
How request to station staff was handled	82	7	10	-2	-1
<b>Train facilities</b>					
The frequency of the trains on that route	75	10	15	-2	-1
Punctuality/reliability (the train arriving/departing on time)	77	8	15	-2	-2
The length of time the journey was scheduled to take (speed)	81	11	8	-1	-1
The value for money for the price of your ticket	40	21	39	-4	-1
Cleanliness of the train	72	15	13	0	0
Sufficient room for all the passengers to sit/stand	59	15	26	-1	-2
The comfort of the seating area	67	19	15	-1	-1
The ease of being able to get on and off	75	17	8	-1	-2
How well train company dealt with delays	32	36	32	-5	-3

Source: Passenger Focus

**Table 4.1b National Passenger Survey for Heathrow Express**

Spring 2007 (percentage)

	Spring 2007				Improvement/decline		
	Sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% point change since autumn 2006	% point change since spring 2006
<b>Overall opinion of journey</b>	520	94	5	1	77	-2	3
<b>Station facilities</b>							
Ticket buying facilities	407	85	11	4	64	-5	2
Provision of information about train times/platforms	486	80	13	6	75	-5	-2
The upkeep/repair of the station buildings/platforms	478	80	15	4	58	-1	0
Overall environment	492	79	17	5	58	1	3
How request to station staff was handled	78	91	4	3	81	6	7
<b>Train facilities</b>							
The frequency of the trains on that route	522	94	4	2	74	1	3
Punctuality/reliability (the train arriving/departing on time)	497	95	3	2	75	2	3
The length of time the journey was scheduled to take (speed)	504	97	3	1	79	1	4
The value for money for the price of your ticket	493	29	22	49	34	-4	0
Cleanliness of the train	528	88	11	2		-5	-5
Sufficient room for all the passengers to sit/stand	515	89	7	4	56	1	3
The comfort of the seating area	521	90	7	3	64	-1	0
The ease of being able to get on and off	514	95	4	1	73	1	3
How well train company dealt with delays	30	49	26	25	30	0	5

Source: Passenger Focus

Overall opinion of journey

Chart 4.1a National and sector level

Percentage of passengers satisfied 2002–2007

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

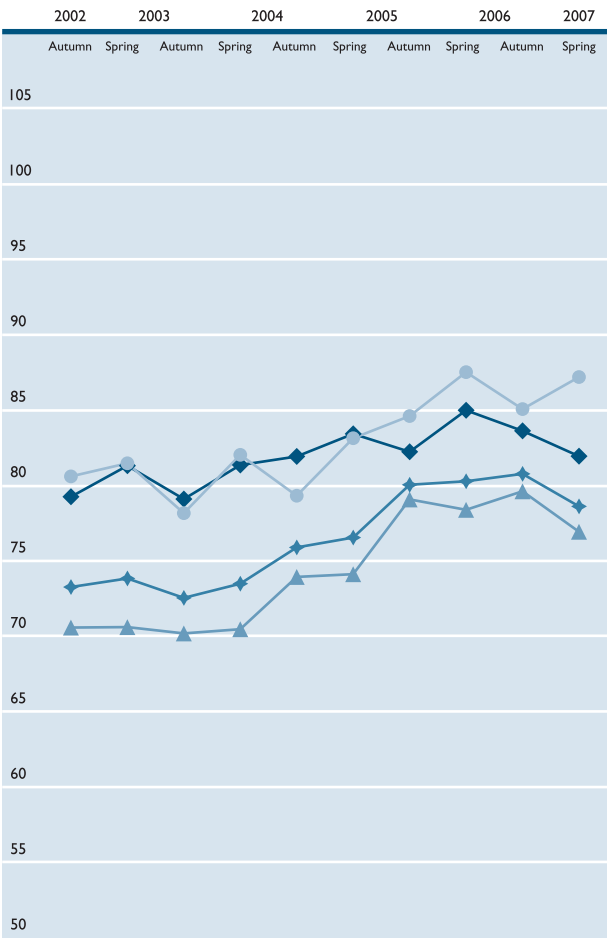


Chart 4.1b Long-distance operators

Percentage of passengers satisfied 2002–2007

- ◆ GNER
- ▲ Midland Mainline
- TransPennine Express
- ◆ Virgin CrossCountry
- Virgin West Coast

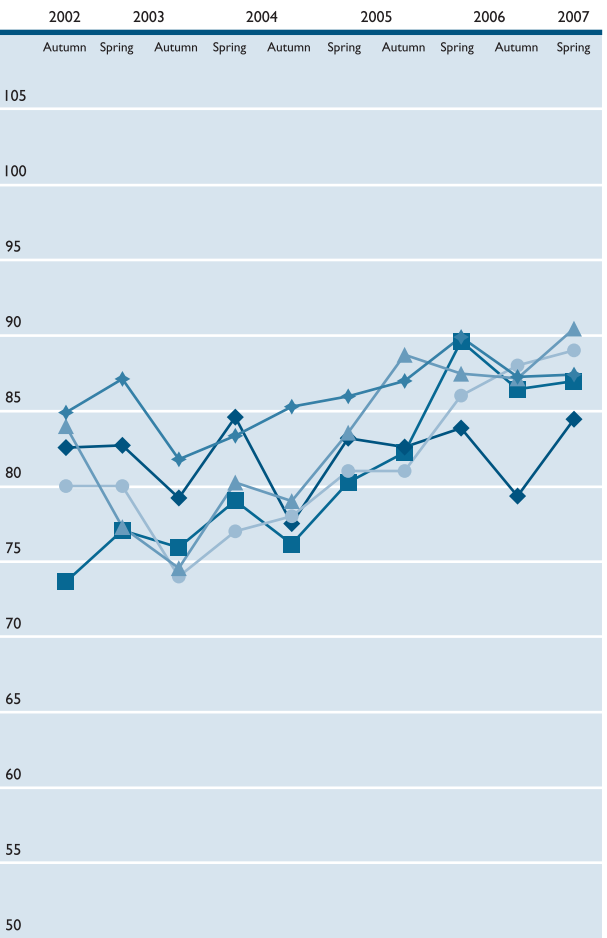
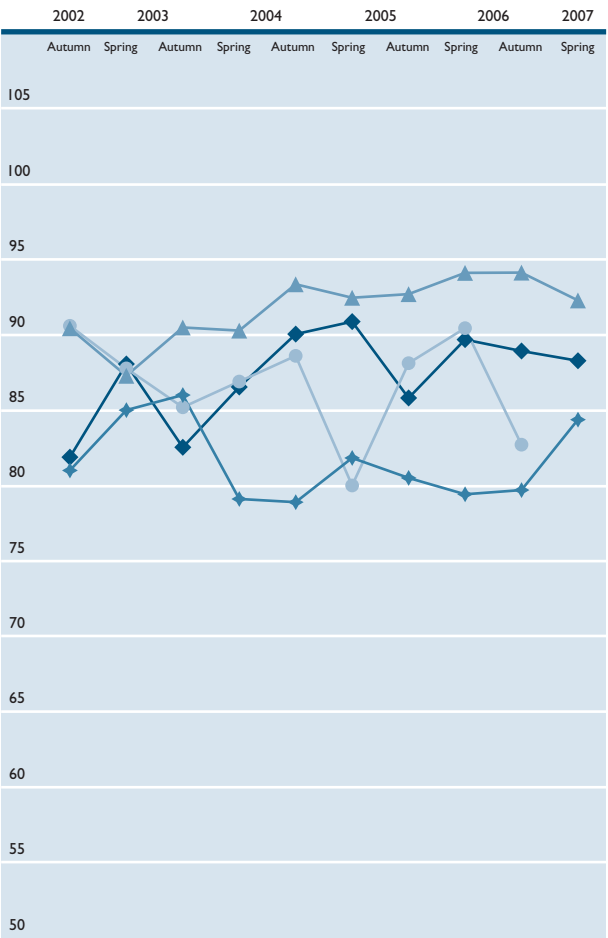


Chart 4.1c Regional operators (part 1)

Percentage of passengers satisfied 2002–2007

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

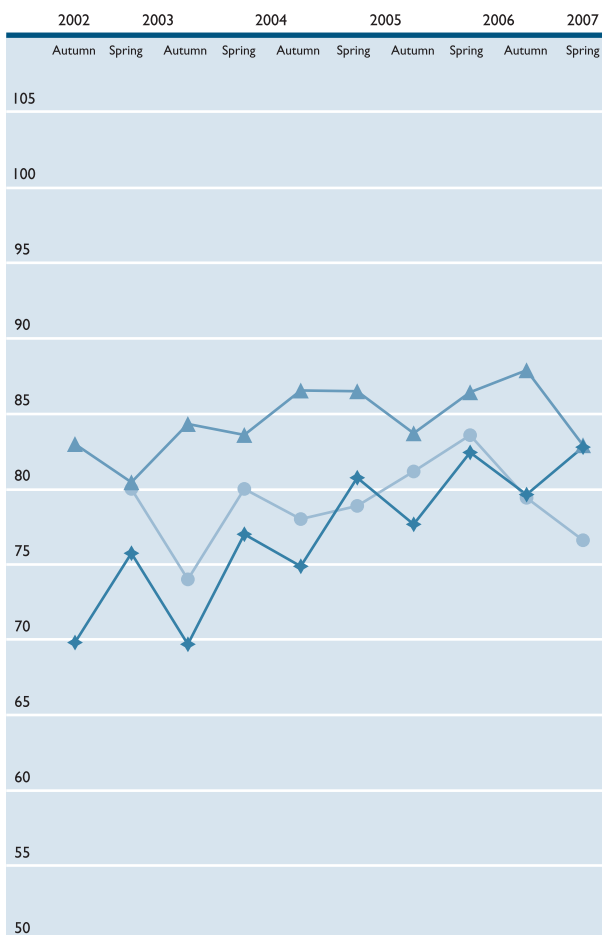




**Chart 4.1c Regional operators (part 2)**

Percentage of passengers satisfied 2002–2007

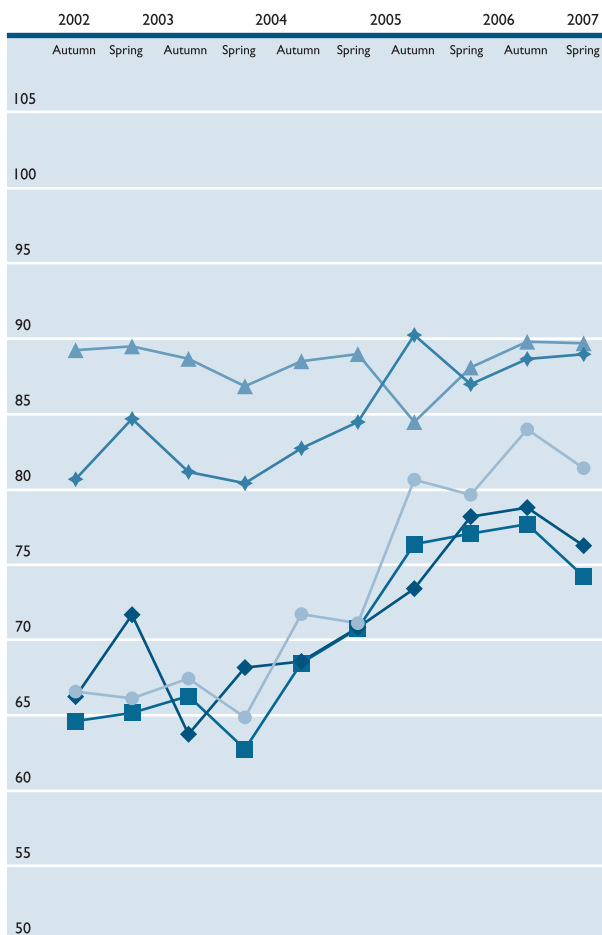
- ◆ Central Trains
- ▲ First ScotRail
- Northern Rail



**Chart 4.1d London and SE operators (part 1)**

Percentage of passengers satisfied 2002–2007

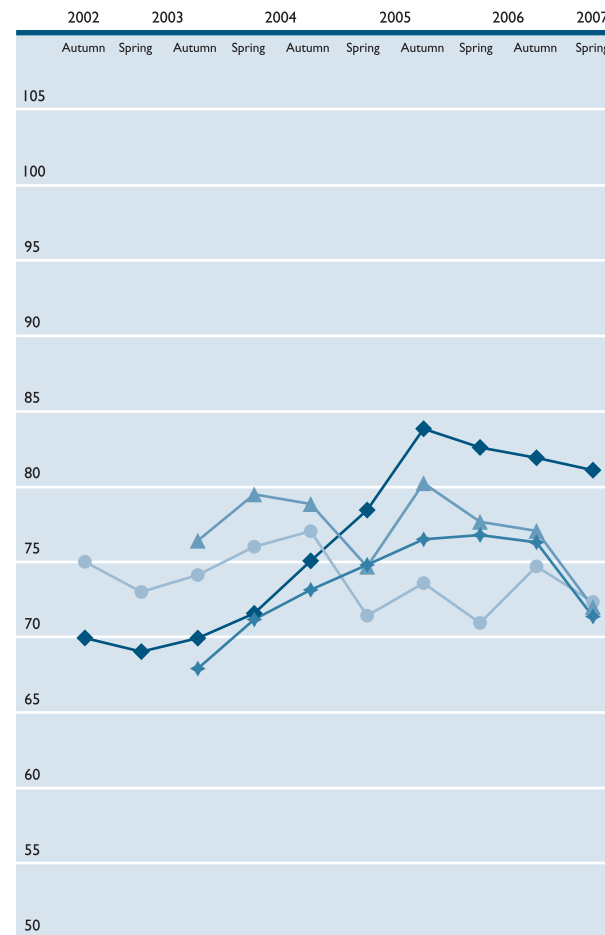
- ◆ c2c
- ▲ Chiltern Railways
- Southern
- ◆ Silverlink
- Southeastern



**Chart 4.1d London and SE operators (part 2)**

Percentage of passengers satisfied 2002–2007

- ◆ First Capital Connect
- ▲ First Great Western
- One
- ◆ South West Trains



Punctuality/reliability

Chart 4.1e National and sector level

Percentage of passengers satisfied 2002–2007

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

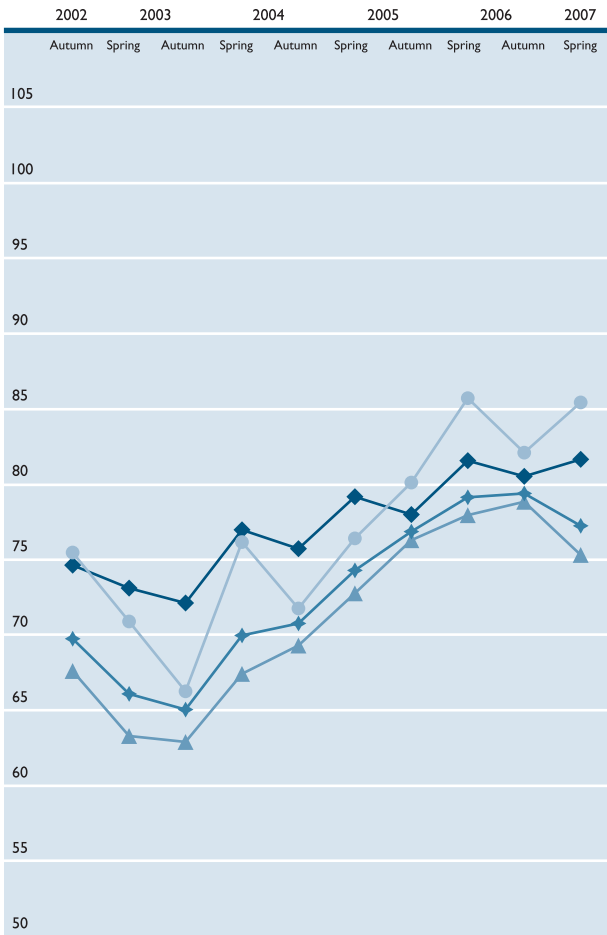


Chart 4.1f Long-distance operators

Percentage of passengers satisfied 2002–2007

- ◆ GNER
- ▲ Midland Mainline
- TransPennine Express
- ◆ Virgin CrossCountry
- Virgin West Coast

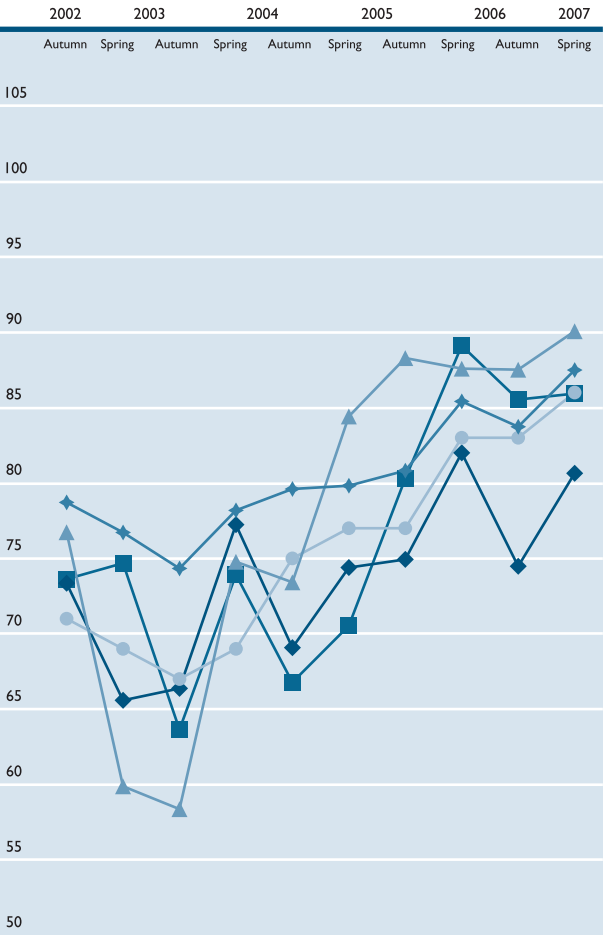
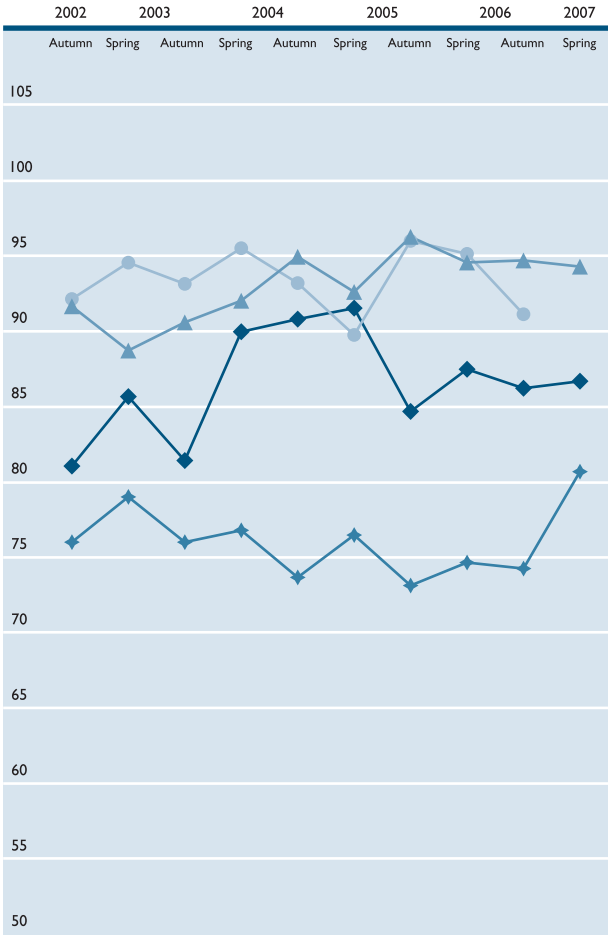


Chart 4.1g Regional operators (part 1)

Percentage of passengers satisfied 2002–2007

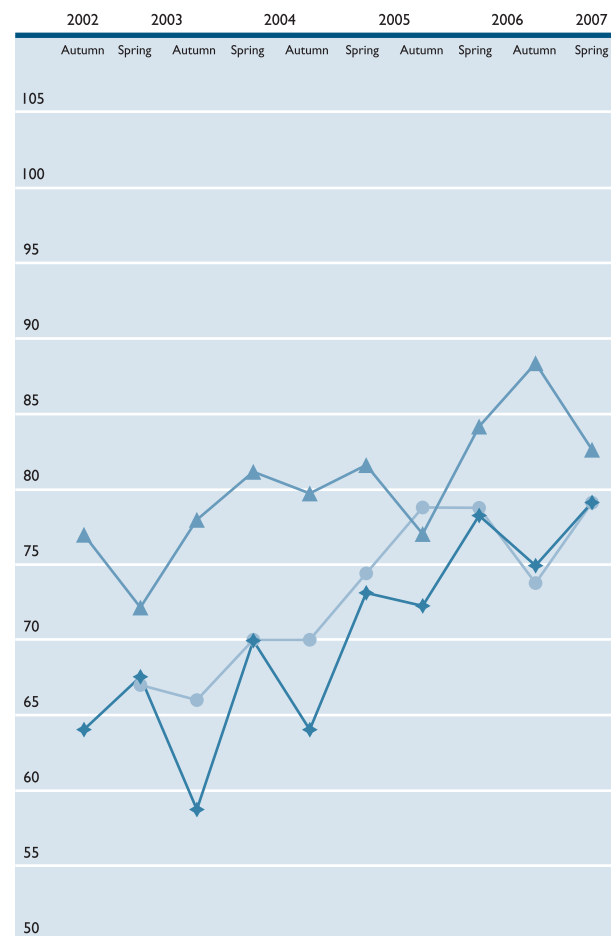
- ◆ Arriva Trains Wales
- ▲ Gatwick Express
- Island Line
- ◆ Merseyrail



**Chart 4.1g Regional operators (part 2)**

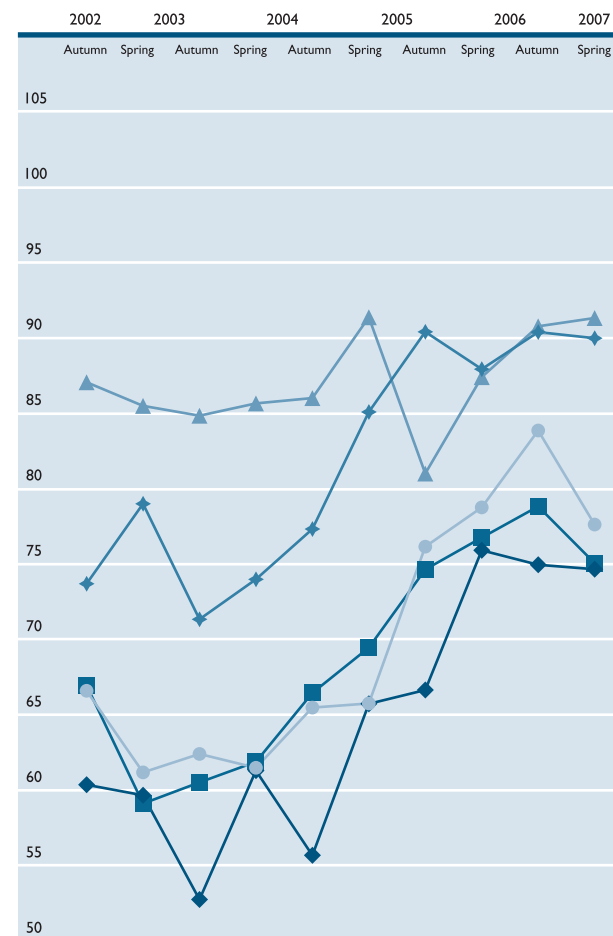
Percentage of passengers satisfied 2002–2007

- ◆ Central Trains
- ▲ First ScotRail
- Northern Rail


**Chart 4.1h London and SE operators (part 1)**

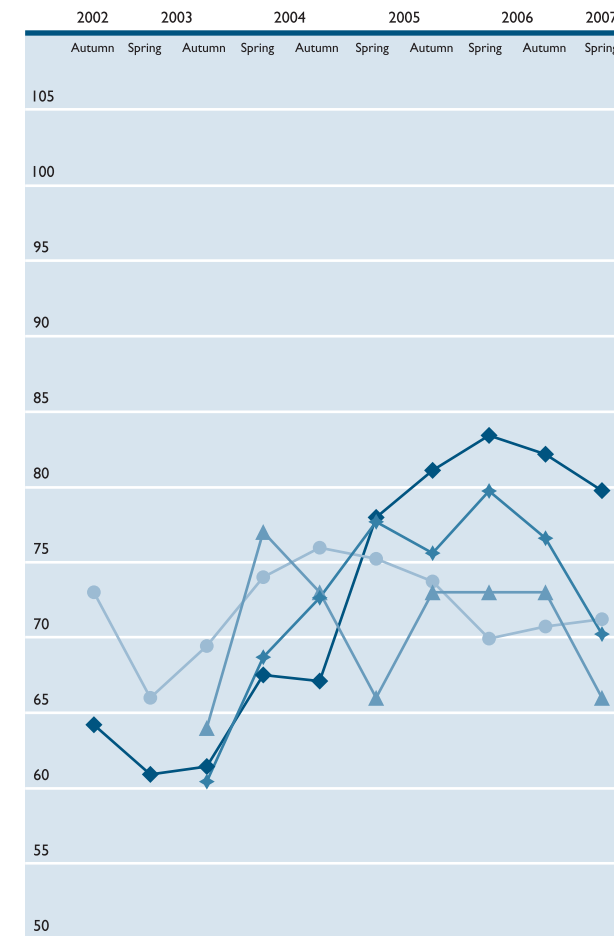
Percentage of passengers satisfied 2002–2007

- ◆ c2c
- ▲ Chiltern Railways
- Southern
- ◆ Silverlink
- Southeastern


**Chart 4.1h London and SE operators (part 2)**

Percentage of passengers satisfied 2002–2007

- ◆ First Capital Connect
- ▲ First Great Western
- One
- ◆ South West Trains



Dealing with delays

Chart 4.1i National and sector level

Percentage of passengers satisfied 2002–2007

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

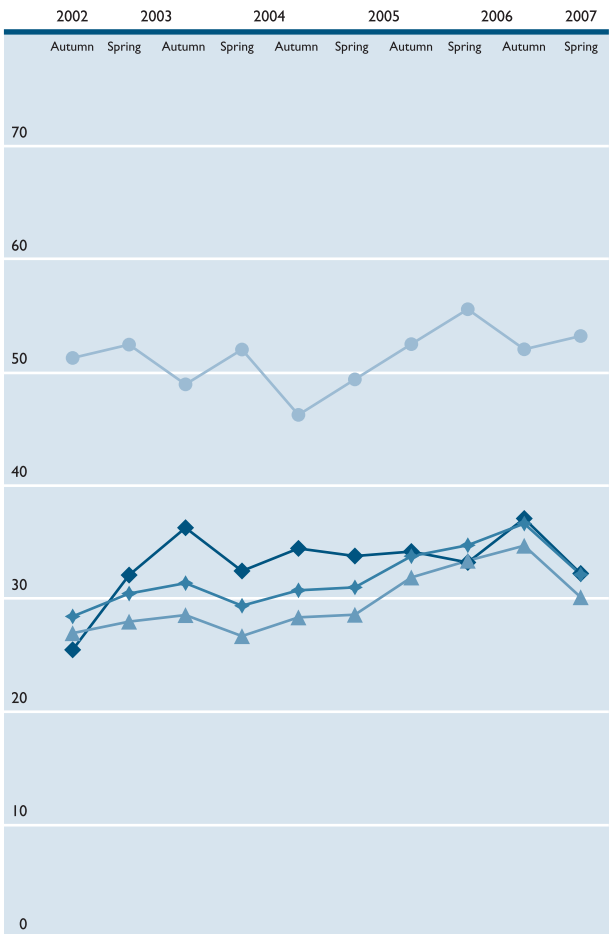


Chart 4.1j Long-distance operators

Percentage of passengers satisfied 2002–2007

- ◆ GNER
- ▲ Midland Mainline
- TransPennine Express
- ◆ Virgin CrossCountry
- Virgin West Coast

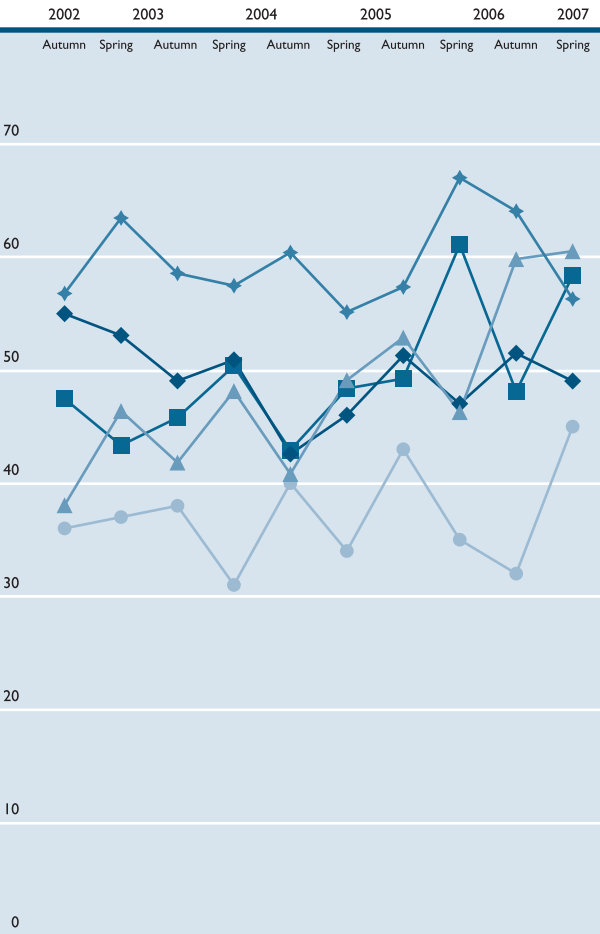
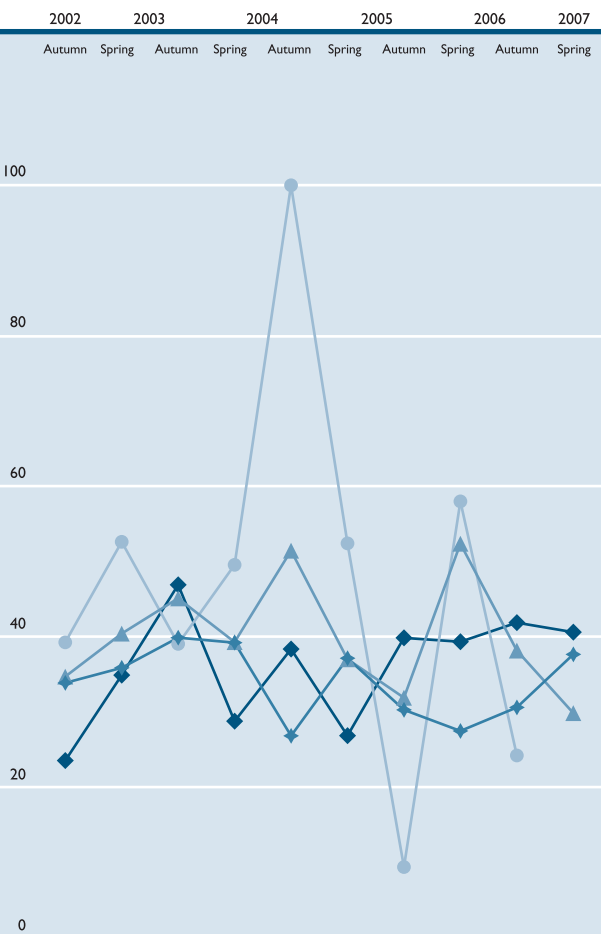


Chart 4.1k Regional operators (part 1)

Percentage of passengers satisfied 2002–2007

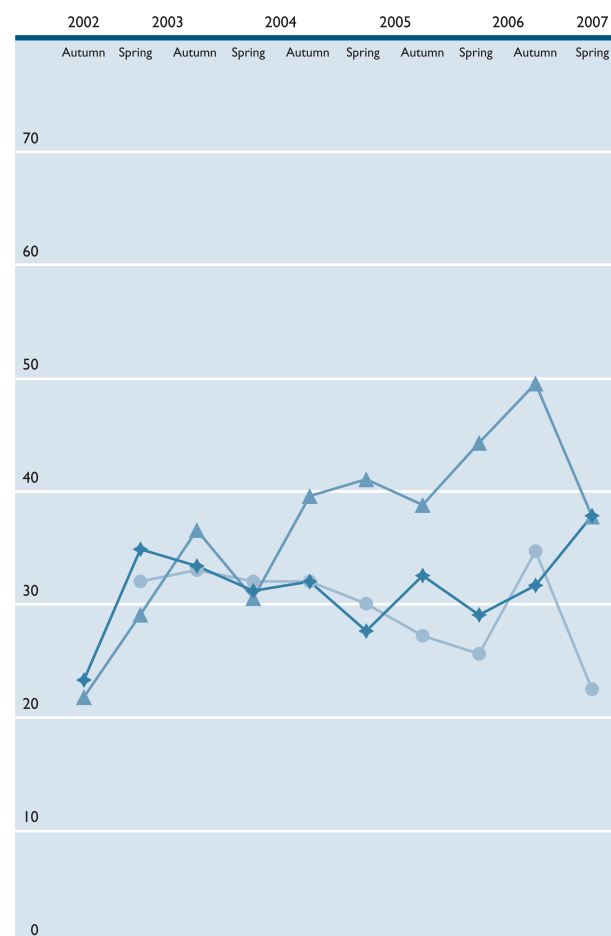
- ◆ Arriva Trains Wales
- ▲ Gatwick Express
- Island Line
- ◆ Merseyrail



**Chart 4.1k Regional operators (part 2)**

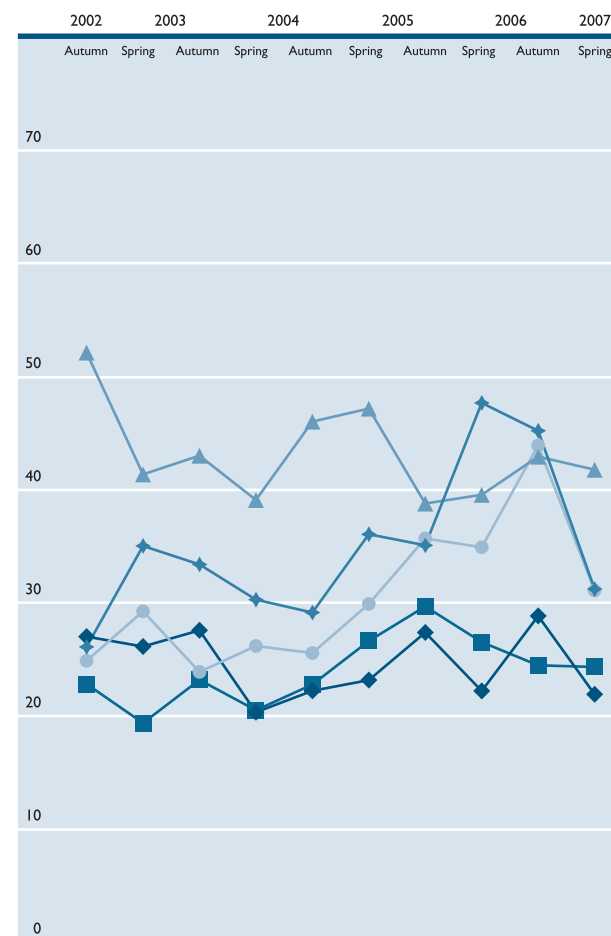
Percentage of passengers satisfied 2002–2007

- ◆ Central Trains
- ▲ First ScotRail
- Northern Rail


**Chart 4.1l London and SE operators (part 1)**

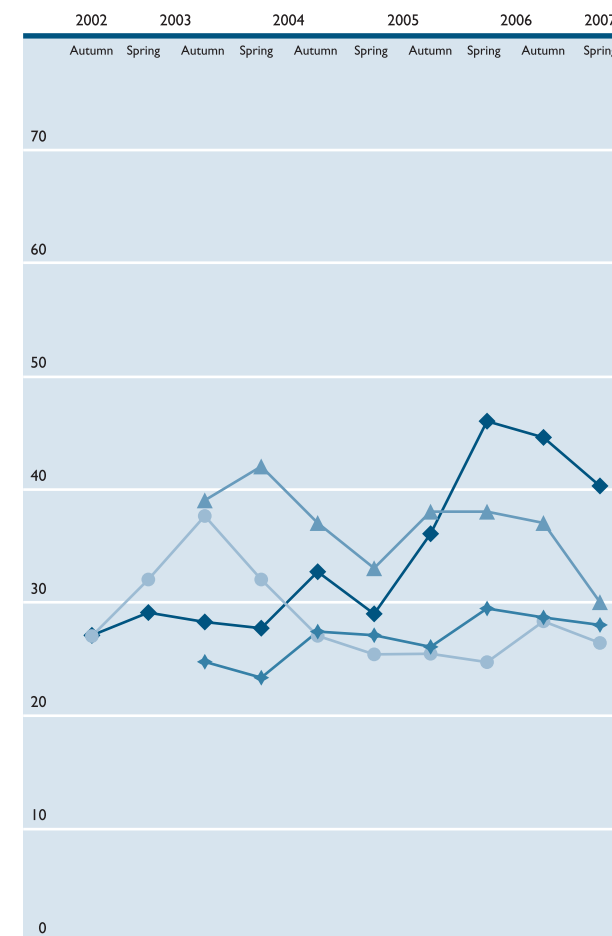
Percentage of passengers satisfied 2002–2007

- ◆ c2c
- ▲ Chiltern Railways
- Southern
- ◆ Silverlink
- Southeastern


**Chart 4.1l London and SE operators (part 2)**

Percentage of passengers satisfied 2002–2007

- ◆ First Capital Connect
- ▲ First Great Western
- One
- ◆ South West Trains



# 5 Fares

## Key results

- Between January 2006 and January 2007 the overall average change in rail fares was 6.8%.
- Between January 2006 and January 2007 for all operators the average change in the price of all standard class fares was 5.2% and the average change in first class fares was 8.3%.
- Fares on London and South East operators showed the smallest overall increase of 4.9% between January 2006 and January 2007.
- Fares on long-distance operators rose by 7.6% between January 2006 and January 2007. During this period fares on regional operators also rose by 6.4%.

## 5.1 Rail Fares Price Index

### Methodology

The Rail Fares Price Index provides a measure of the change in the prices charged by Train Operating Companies (TOCs) to rail passengers. This 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 fares changes than shown by the average changes calculated.

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 multi modal ticket 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 re-calculate the Index excluding Travelcards if required.

The Rail Fares Price 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 services were excluded. 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.

The other exclusions are listed below.

- 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 passenger '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 multi-modal tickets.
- Coverage is limited to transactions recorded in the ticketing system LENNON.
- 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.

### Other comments

Fare levels are compared against the previous January (the reference period) in order to ensure that the Rail Fares Price Index is in line with standard ONS practice for the construction of consumer price indices. 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 2007 Rail Fares Price Index, referenced on January 2006, are based on expenditure patterns for the calendar year 2006.

**Table 5.1 Rail Fares Price Index**

Great Britain January 1995 = 100

	Jan 2006–07											Real terms changes in average price			
	January 1997	January 1998	January 1999	January 2000	January 2001	January 2002	January 2003	January 2004	January 2005	January 2006	January 2007	Average change in price (%)	Expenditure weights (%) total	2007 on 2006	2007 on 1995
<b>London and SE operators</b>															
First Class	105.2	109.2	113.1	115.4	118.8	118.7	122.4	129.4	136.3	144.6	151.5	4.8	1.4	1.5	10.2
Standard Class Regulated	105.9	109.6	111.1	111.1	112.1	110.6	113.1	117.8	123.3	128.5	135.0	5.0	21.1	1.8	-1.7
Standard Class Unregulated	106.0	110.3	114.7	117.7	121.5	123.4	127.0	132.7	139.2	146.0	153.2	4.9	19.5	1.7	11.5
All Standard Class	105.9	109.9	112.4	113.6	115.7	115.6	118.5	123.6	129.5	135.4	142.1	5.0	40.6	1.7	3.4
All tickets	105.9	109.8	112.5	113.7	115.8	115.7	118.6	123.8	129.8	135.7	142.3	4.9	42.0	1.6	3.6
<b>Long-distance operators</b>															
First Class	104.7	109.5	121.8	136.7	145.8	156.8	166.2	173.7	183.0	199.1	217.4	9.2	7.4	5.8	58.3
Standard Class Regulated	103.7	107.2	111.1	111.2	109.0	113.0	115.3	120.0	124.8	129.8	135.8	4.6	11.6	1.4	-1.1
Standard Class Unregulated	104.9	109.2	115.6	123.7	128.3	134.3	140.1	145.8	152.9	168.5	180.1	6.9	17.8	3.6	31.1
All Standard Class	104.6	108.6	114.4	120.1	122.3	127.6	132.0	137.4	143.7	154.9	164.2	6.0	29.4	2.7	19.5
All tickets	104.6	108.8	115.6	123.5	127.3	133.8	139.2	145.0	151.8	164.0	176.5	7.6	36.7	4.3	28.5
<b>Regional operators</b>															
First Class	105.8	110.8	113.9	120.8	126.5	132.5	136.7	141.3	147.6	156.1	168.6	8.0	0.4	4.7	22.7
Standard Class Regulated	104.4	107.7	110.5	111.5	113.6	115.3	116.4	120.1	124.9	129.9	135.1	4.1	6.2	0.8	-1.6
Standard Class Unregulated	104.6	108.0	112.4	115.3	118.8	121.5	124.1	127.6	133.3	140.8	148.3	5.4	7.1	2.1	8.0
All Standard Class	104.5	107.9	111.6	113.7	116.6	118.8	120.8	124.3	129.6	135.9	142.4	4.8	13.3	1.5	3.6
All tickets	104.6	108.0	111.6	113.9	116.9	119.3	121.3	125.0	130.2	136.6	145.3	6.4	13.7	3.1	5.8
<b>All Operators</b>															
First Class	104.9	109.5	119.4	131.5	139.2	147.6	155.6	162.7	171.4	185.5	200.9	8.3	9.4	5.0	46.3
Standard Class Regulated	105.3	108.9	111.0	111.2	111.7	111.9	114.1	118.7	124.0	129.1	135.2	4.7	42.8	1.5	-1.6
Standard Class Unregulated	105.3	109.4	114.6	119.7	123.7	127.3	131.5	136.8	143.4	153.3	162.0	5.7	47.8	2.4	17.9
All Standard Class	105.3	109.2	112.9	115.6	117.8	119.6	122.8	127.8	133.7	141.1	148.5	5.2	90.6	2.0	8.1
All tickets	105.2	109.2	113.5	117.2	120.1	122.5	126.2	131.3	137.5	145.5	155.4	6.8	100.0	3.5	13.1
<b>RPI (all items)</b>	105.8	109.3	111.9	114.1	117.2	118.7	122.2	125.4	129.4	133.1	137.4	3.2			

Source: Atos Origin





## **6 Miscellaneous tables**

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## Key results

- The average age of rolling stock increased slightly from 13.20 years in 2005–06 Q4 to 13.70 years in 2006–07 Q4. The average age of rolling stock for long-distance and London and South East operators also increased slightly over this period while regional operators' rolling stock decreased slightly from 16.56 to 15.88 years.
- On average, rolling stock for London and South East operators was around 13 years old at the end of 2006–07 Q4, while the average age for long-distance rolling stock was just over 16 years.
- Government support (including PTE grants) to the rail industry increased from £4.6 billion in 2005–06 to £6.3 billion in 2006–07.
- Average subsidy to train operating companies was 7.0 pence per passenger kilometre in 2006–07, compared to 2.5 pence per passenger kilometre in 2005–06
- Investment in the rail industry rose from £3.8 billion in 2005–06 to £4.1 billion in 2006–07.

## 6.1 Average age of rolling stock

### Background

The average age of rolling stock is seen as one of the indicators of comfort on the railways.

### Methodology

In the calculation of average age, all rail vehicles leased from ROSCOs by the franchised passenger operators are included.

The age of each rail vehicle is the time between the date of entering into service and the end of the relevant quarter, e.g. a vehicle that 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 and 30 June 2001 are given a service entry date of 1 April 2001.

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.

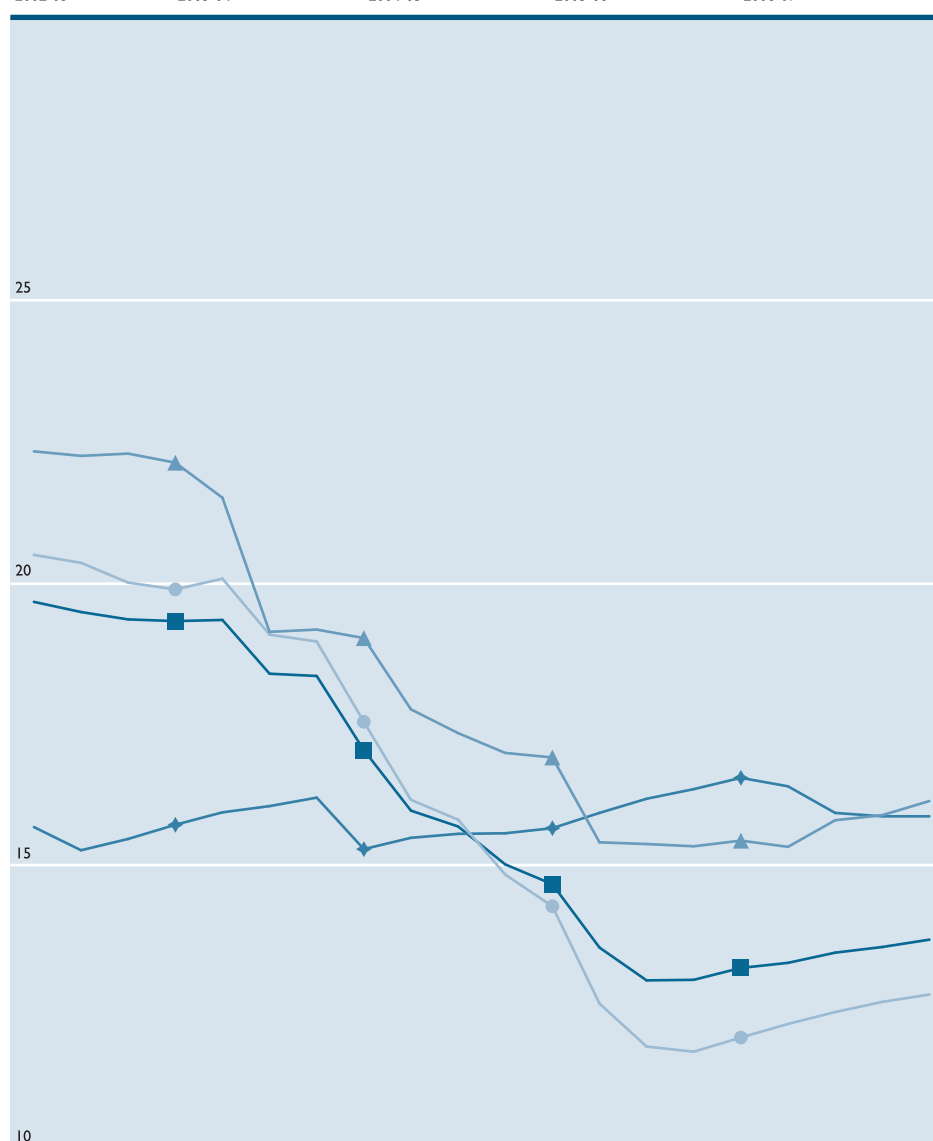
### Note:

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

## Chart 6.1 Average age of rolling stock

Great Britain quarterly data 2002–03 to 2006–07

■ All operators ◆ Regional operators ● London and SE operators ▲ Long-distance operators



**Table 6.1 Average age of rolling stock**

Average age in years Great Britain 2000–01 to 2006–07

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

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

Source: Department for Transport

## 6.2 Government support

### Background

Prior to 1994–95, Government support to the rail industry comprised grants to British Rail (BR) and the Passenger Transport Executives (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 sale of the rolling stock leasing companies and BR's non-passenger business.

Government support to the rail industry from 1997–98 chiefly consists of OPRAF/SRA (now DfT) 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, particularly where this will reduce the use of roads in environmentally sensitive areas.

Table 6.2a provides time series data on Government support. Table 6.2b provides more disaggregated data for the most recent four years.

See notes on page 64 for Tables 6.2a and 6.2b.

**Table 6.2a Government support to the rail industry**

Great Britain 1999–00 to 2006–07 (£ millions)

	Revenue support grants to domestic passenger services						
	Central Government grants <sup>1</sup>	PTE grants <sup>2</sup>	Direct network support <sup>3,7</sup>	Other elements of Government support <sup>4</sup>	Total Government support excluding PTE grants <sup>5</sup>	Total Government support including PTE grants <sup>6</sup>	Freight grants
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	1,670	179	3,208	3,622	32
2004-05	878	389	2,370	154	3,402	3,791	26
2005-06 <sup>r</sup>	879	332	3,367	24	4,270	4,602	23
2006-07 <sup>8</sup>	1,456	313	4,463	76	5,995	6,308	30

Source: Department for Transport and Transport Scotland

<sup>r</sup> Figures have been updated due to revisions to the provisional 2005-06 data.

**Table 6.2b Government support to the rail industry**

Great Britain 2003–04 to 2006–07 (£ millions)

	Revenue support grants to domestic passenger services						Direct rail support <sup>3</sup>	Other elements of Government support <sup>4</sup>			Freight grants		
	Cental Government grants <sup>1</sup>		PTE grants <sup>2</sup>					Project development	CrossRail	Ex-BR EFR	Track access grants	Freight facilities grant	
	Net franchise payment	Performance receipts	SRA/DfT grants to English PTAs	DoA Ltd payments to PTAs	*SE grants to local authorities	DfT grants to Merseytravel PTE	Network grant to Network Rail <sup>7</sup>	Capital grant to LCR					
2003-04	1,556	-197	214	77	72	51	1,448	222	109	18	52	17	15
2004-05	695	183	134	80	112	63	2,058	312	97	10	47	24	2
2005-06 <sup>f</sup>	1,038	-158	195	3	75	60	1,984	1,382	6	9	8	23	0
2006-07	1,403	54	234	0	0	79	3,398	1,066	9	67	0	30	0

Source: Department for Transport and Transport Scotland

\* In the Strathclyde PTA area.

<sup>r</sup> Figures have been updated due to revisions to the provisional 2005-06 data.

**Notes:**

For Tables 6.2a and 6.2b only.

1. On 1 April 1994, 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.
2. On 1 April 2001, the PTE Special Grants paid to English PTAs by DETR were replaced by SRA grants to English PTAs. On 20 July 2003, the SRA grant to Merseytravel PTA was replaced by DfT grant to Merseytravel PTA. Loan repayments under Deeds of Assumption (DoA), 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 Ltd's loan repayments.
3. 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 it comprised £792 million of network grants paid to Railtrack/Network Rail and £374 million CTRL capital grant.
4. Historically, comprised 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). From 1 February 2001, the expenditure formerly funded from BR's EFR was funded by the SRA. From 1 April 2001, the SRA also undertook expenditure on project development, taking a lead role in sponsoring the development of network enhancements.
5. Central Government support to the rail industry, plus the MRG payments by the Department and the Scottish Office in 1994–95 and 1995–96 (see PTE grant note above).
6. Total Government support to the rail industry.
7. In the access charges review 2003 (ACR2003) the ORR set network grants to Network Rail at £1,808m in 2004–05. Actual grant made was £2,058m because the SRA increased the grant by £250m during 2004–05. **Network Rail then rebated £250m of fixed track access income to train operating companies who then in turn passed the money through to Government.** This additional grant was made to ensure that capital expenditure by Network Rail is properly accounted for in Government accounting terms. When the grant level was set in the ACR2003 it was below the maximum amount allowed by the 'market body test' (see [www.rail-reg.gov.uk/upload/pdf/188.pdf](http://www.rail-reg.gov.uk/upload/pdf/188.pdf) - page 9 for an explanation of this test) as a prudent measure to ensure Government accounting standard tests would be met. It became clear during the course of the year that the grant level could be increased and the accounting standard tests still met. A similar adjustment was made in **2005–06 when grant was increased by £250m from the amount set in ACR2003, to £1,984m, with an equivalent reduction in fixed track access charges.**
8. DfT made an additional Network Grant payment of £600 million in 2006–07. This was rebated to the TOCs who in turn rebated it back to DfT.



**Notes:**

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 ORR's charges review.

Negative values show where the SRA/DfT was in receipt of payments.

Merseyrail is not included in this table, as it is not franchised by DfT.

Table 6.2a is prepared according to Government accounting principles, on an accruals basis, while Table 6.2c is on a cash basis.

These data represent subsidy paid directly to TOCs. They do not cover payments (network grant) made directly to Network Rail that would have otherwise been paid through the TOCs.

Network grant varies year by year; this makes year-on-year comparisons difficult. Changes to franchise boundaries also make year-on-year comparisons difficult.

**Table 6.2c Subsidy per passenger kilometre by TOC**

Great Britain 2006–07

	Passenger kilometres (millions)	Subsidy (£ millions)	Subsidy per passenger kilometre (pence) <sup>1</sup>
Arriva Trains Wales	846.1	145.3	17.2
c2c	843.6	18.5	2.2
Central Trains	1,567.0	211.9	13.5
Chiltern Railways	817.0	32.0	3.9
First Capital Connect	3,020.3	-14.4	-0.5
First Greater Western	4,736.3	97.4	2.1
First ScotRail	2,405.9	275.0	11.4
Gatwick Express	219.3	-15.0	-6.8
GNER	4,309.8	-13.3	-0.3
Island Line	6.5	2.7	41.8
Midland Mainline	1,379.7	29.6	2.1
Northern	1,765.8	168.5	9.5
ONE	3,666.8	2.9	0.1
Silverlink	1,156.9	94.7	8.2
Southeastern	3,556.7	144.9	4.1
South West Trains	4,897.7	123.0	2.5
Southern	3,161.4	162.0	5.1
TransPennine	942.2	102.2	10.8
Virgin Cross Country	2,925.2	230.7	7.9
Virgin West Coast	3,747.3	221.3	5.9
<b>Inactive TOCs<sup>2</sup></b>			
Wessex Trains		-0.2	
Thameslink		-0.8	
First Great Western Link		-1.3	
<b>All Operators</b>	<b>45,971.4</b>	<b>2,017.6</b>	
<b>Average subsidy to TOCs per passenger kilometre (pence)</b>			<b>7.0</b>

Source: Department for Transport and Transport Scotland

<sup>1</sup> The average subsidy figure, the year on year variations are a result of how much Network Grant Department for Transport pay directly to Network Rail in any given year combined with what access charges the TOCs pay. Year-on-year comparisons are difficult.

<sup>2</sup> These are payments made in 2006-07 to the inactive TOCs listed as part of the winding up of the franchise.

## 6.3 Payments and penalties to operators

### Notes:

Positive numbers in Table 6.3 indicate flows of money from Government to train operators, whereas negative values indicate money paid to the Government by train operators.

**Table 6.3 Payments/penalties to operators**

Under DfT and Transport Scotland incentive regimes Great Britain 2005–06 and 2006–07 (£ thousands)

	Punctuality incentive payments (PIP)		Short formations incentive payments (SFIP)		Timetable change incentive payments (TCIP)		Other		Total	
	2005-06 <sup>r</sup>	2006-07	2005-06 <sup>r</sup>	2006-07	2005-06 <sup>r</sup>	2006-07	2005-06 <sup>r</sup>	2006-07	2005-06 <sup>r</sup>	2006-07
Arriva Trains Wales	-2,128	29	0	0	-11	-2	0	0	-2,139	27
c2c	943	1,877	-73	-42	0	0	0	0	870	1,835
Central Trains	-7,617	6,665	0	0	-63	-247	0	0	-7,680	6,419
Chiltern Railways	-160	17	-177	-104	-2	-1	0	0	-338	-88
First Capital Connect	0	0	0	0	0	0	0	0	0	0
First Great Western	0	0	0	0	0	0	0	0	0	0
First ScotRail	803	11,175	-140	-650	-8	-1	0	-1,596	655	8,928
Gatwick Express	0	0	0	0	0	0	0	0	0	0
GNER	124	0	0	0	0	0	0	0	124	0
Island Line	-19	-23	0	0	0	0	0	0	-19	-23
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	54	2	54	2
Silverlink	1,348	1,960	-126	-109	-111	-3	0	0	1,111	1,849
Southeastern	0	0	0	0	0	0	0	0	0	0
South West Trains	21,480	12,997	-769	-521	-31	-19	0	0	20,679	12,458
Southern	-796	2,922	-421	-193	-9	-3	0	0	-1,227	2,727
TransPennine	2,902	4,349	0	0	-210	0	0	0	2,692	4,349
Virgin CrossCountry	0	0	0	0	0	0	0	0	0	0
Virgin West Coast	0	0	0	0	0	0	0	0	0	0
<b>Inactive TOCs</b>										
First Great Western (HSS)	-1,967	-60	-9	0	0	0	0	0	-1,977	-60
First Great Western Link	-4,301	44	-362	22	0	0	0	0	-4,664	66
First North Western	0	0	0	0	-116	0	0	0	-116	0
South East Trains	1,239	139	-412	-26	-7	0	0	0	821	113
Thameslink	-4,411	181	-627	90	0	0	0	0	-5,038	271
WAGN	-1,999	-16	-83	-12	0	0	0	0	-2,083	-28
Wessex Trains	-1,052	49	0	0	-3	0	0	0	-1,055	49
<b>TOTAL</b>	<b>4,388</b>	<b>42,306</b>	<b>-3,200</b>	<b>-1,543</b>	<b>-571</b>	<b>-275</b>	<b>54</b>	<b>-1,594</b>	<b>670</b>	<b>38,894</b>

Source: Department for Transport and Transport Scotland

<sup>r</sup> Figures have been updated due to revisions to the provisional 2005-06 data.

## 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.

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 (also see Note 3, Tables 6.2a and 6.2b).
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 3, Tables 6.2a and 6.2b).
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.

**Notes:**

1. Breaks in the series were due to changes in the accounting procedures when the industry was restructured in April 1994, so results before and after 1994–95 are not directly comparable.
2. Since 1996–97 the Office for National Statistics has collected data for DfT from the private rail companies. There is some residual British Rail investment in the 1996–97 total.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. Thameslink Rail Ltd and Wales and West Passenger Trains Ltd have transferred to new franchises.
9. Prices adjusted to 2006–07 levels using the GDP market price deflator.

**Table 6.4 Investment in the rail industry**

Great Britain 1989–90 to 2006–07 (£ millions)

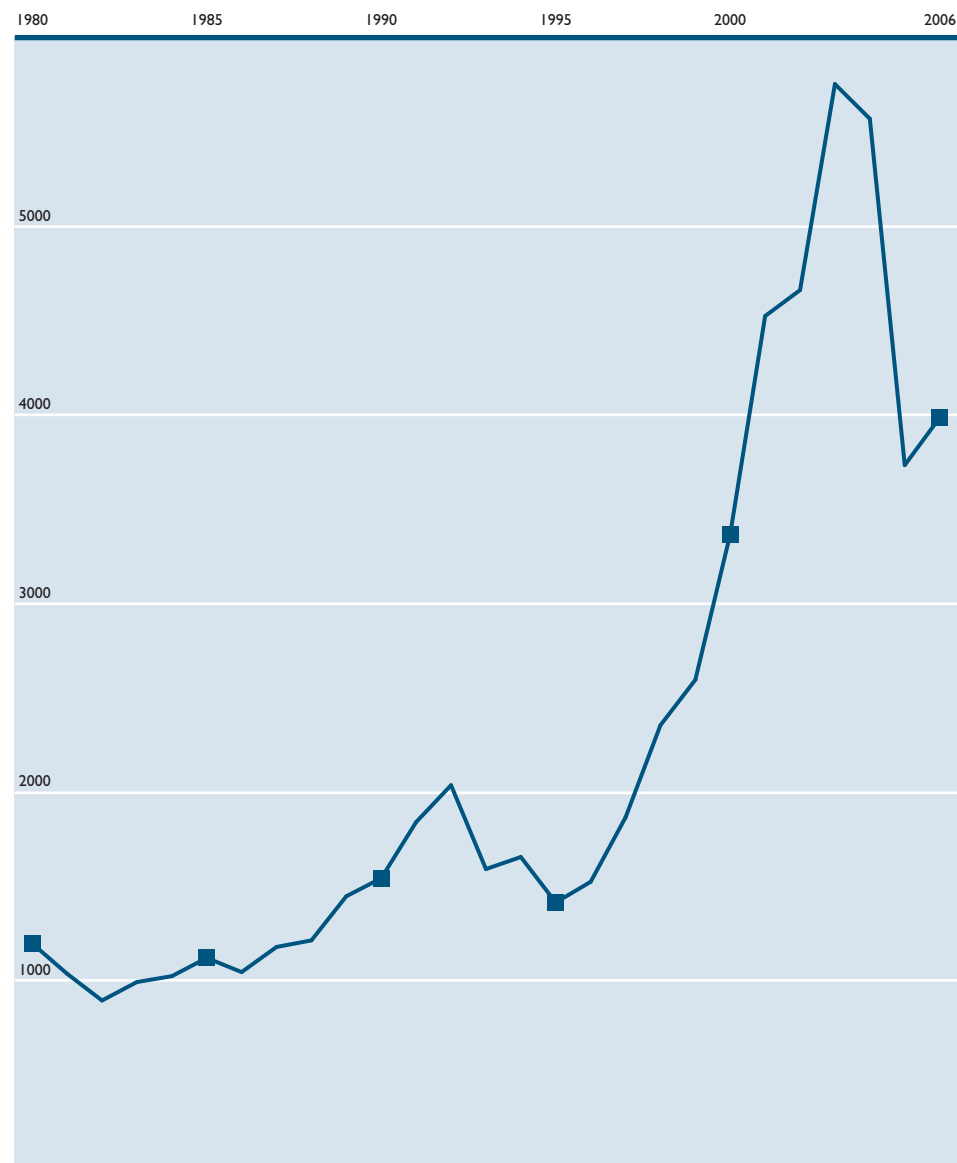
	Rolling stock	Other	Total investment	Total investment at 2006-07 prices <sup>9</sup>
1989-90	234	655	889	1,435
1990-91	329	693	1,022	1,530
1991-92	453	840	1,293	1,825
1992-93	537	939	1,476	2,020
1993-94 <sup>1</sup>	422	762	1,184	1,580
1994-95	360	890	1,250	1,642
1995-96	200	900	1,100	1,406
1996-97 <sup>2</sup>	47	1,178	1,225	1,513
1997-98	114	1,430	1,544	1,852
1998-99	176	1,823	1,999	2,337
1999-00	236	2,012	2,248	2,577
2000-01	554	2,404	2,958	3,348
2001-02 <sup>3</sup>	922	3,148	4,070	4,493
2002-03 <sup>4</sup>	566	3,756	4,322	4,626
2003-04 <sup>5</sup>	774	4,722	5,496	5,731
2004-05 <sup>6r</sup>	897	3,543	4,440	4,650
2005-06 <sup>7r</sup>	557	3,237	3,794	3,896
2006-07 <sup>8</sup>	326	3,766	4,092	4,092

Source: Office for National Statistics Survey of Investors

<sup>r</sup> Figures have been updated due to revisions.

**Chart 6.4 Investment**

Great Britain annual data 1980 to 2006 (£ millions at 2006–07 prices)



## 6.5 Infrastructure

### Methodology

The length of route open for rail traffic is 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

The drop in total route kilometres between 2005–06 and 2006–07 is principally due to: formal closure Stratford to North Woolwich 7km electrified passenger and freight; Data cleanse (part) Luton to Dunstable 7km non-electrified freight only. Some other data cleanse removals have also occurred plus additions e.g. 2 km electrified passenger and freight to Ebbsfleet. The variation of electrified track includes the aforementioned changes but is principally data cleanse.

### Notes:

The break in the series between 2003–04 and 2004–05 was due to a change in the methodology for collection of the route length data. Up until 2003–04 the data were collected on a semi-manual basis from various systems. Since 2004–05 the principal track engineers' database, GEOGIS, has been used. The apparent drop from 2004–05 to 2005–06 did not reflect an actual reduction in route kilometres open for traffic but was due to improvements in data collection and data quality that resulted in a restatement of the route length.

**Table 6.5 Infrastructure on the railways**

Great Britain 1999–00 to 2006–07 (route kilometres and number of stations)

	Route open for traffic	Of which electrified	Route open for passenger & freight traffic	Route open for freight traffic only	Passenger stations
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
2005-06	15,810	5,205	14,356	1,454	2,510
2006-07	15,795	5,250	14,353	1,442	2,520

Source: Network Rail



## **7 Regional usage profiles**



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## Key results

- In 2005–06 of the journeys made: in Scotland, 92.5% of them were within Scotland; in North West of England, 68.6% of them were within that region; and in East of England, 17.6% of them were within that region.
- Between 1995–96 and 2005–06 Yorkshire and the Humber showed the greatest percentage increase (72.5%) in passenger journeys to, from or within a region whereas London showed the least increase at 26.6%.
- Between 1995–96 and 2005–06 the East of England showed the greatest percentage increase (82.4%) in passenger journeys within a region whereas London showed the least increase at 15.3%.

## 7.1 Journey patterns

### Background

This Chapter 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 Chapter are sourced from the Historic Rail Database (HRD), an annual compendium of LENNON the railway's ticketing system. The information presented ignores the effect of the allocation process (ORCATS) and is therefore 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 *Chapter 1 Rail usage*, be treated as two journeys as it would involve two different services. In this Chapter it is treated as one journey reflecting the origin and destination shown on the ticket. In addition, this Chapter does not take into account whether journeys are the outward or return trips of a return ticket.

### Note:

All regional usage data in this Chapter should be treated with caution.

Data are only available in regional format for 2005–06.

Origin/destination journeys = total journeys with specified region as origin/destination.

All journeys = total journeys to/from/within specified region.

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

Percentage of journeys 2005–06

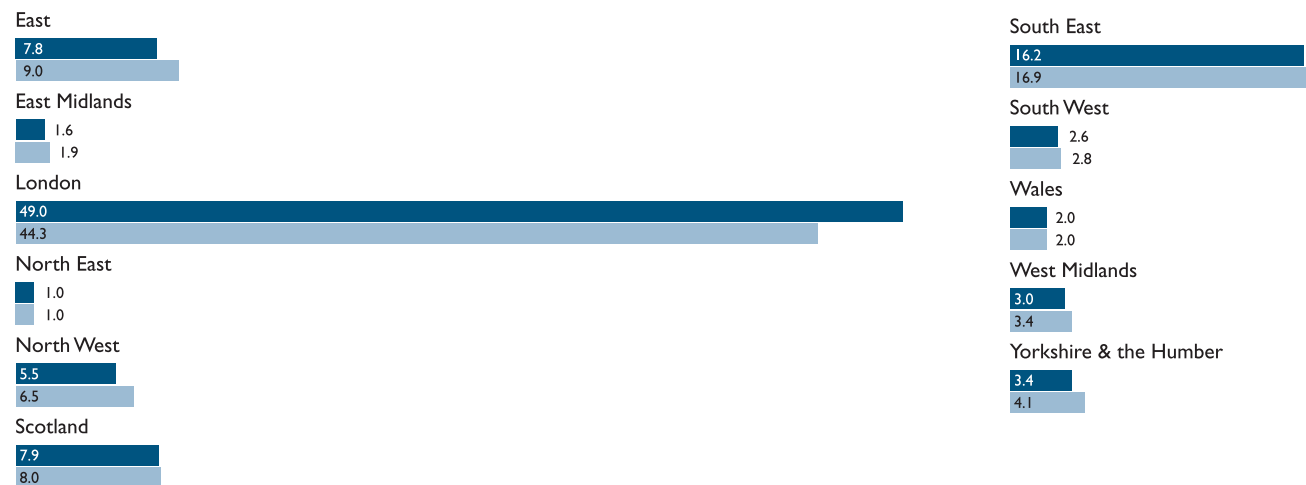
Destination	East	East Midlands	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire/Humber	Total
<b>Origin</b>												
East	2.7	0.1	5.8	0.0	0.0	0.0	0.2	0.0	0.0	0.0	0.0	8.9
East Midlands	0.1	0.9	0.4	0.0	0.1	0.0	0.0	0.0	0.0	0.2	0.1	1.9
London	5.9	0.4	28.0	0.1	0.3	0.1	8.3	0.5	0.1	0.4	0.3	44.5
North East	0.0	0.0	0.1	0.6	0.0	0.1	0.0	0.0	0.0	0.0	0.1	1.0
North West	0.0	0.1	0.3	0.0	5.3	0.1	0.1	0.0	0.1	0.1	0.3	6.5
Scotland	0.0	0.0	0.1	0.1	0.1	7.7	0.0	0.0	0.0	0.0	0.1	8.0
South East	0.2	0.0	8.2	0.0	0.1	0.0	7.8	0.3	0.0	0.1	0.0	16.8
South West	0.0	0.0	0.5	0.0	0.0	0.0	0.3	1.7	0.1	0.1	0.0	2.8
Wales	0.0	0.0	0.1	0.0	0.1	0.0	0.0	0.1	1.6	0.1	0.0	2.0
West Midlands	0.0	0.2	0.4	0.0	0.1	0.0	0.1	0.1	0.1	2.4	0.1	3.4
Yorkshire/Humber	0.0	0.1	0.3	0.1	0.3	0.1	0.0	0.0	0.0	0.1	3.1	4.1
Grand Total	9.0	1.9	44.3	1.0	6.5	8.0	16.9	2.8	2.0	3.4	4.1	100.0

Source: Historic Rail Database

**Chart 7.1 Journeys made on National Rail to each Government Office Region**

Percentage of journeys 1995–96 and 2005–06

■ 1995–96 ■ 2005–06



Source: Historic Rail Database

## 7.2 Scotland

**Table 7.2a Scotland passenger journeys 1995–96 to 2005–06**

1995–96 = 100

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06
Origin journeys	100.0	101.8	108.7	112.4	117.6	117.4	113.6	112.2	119.8	131.3	142.6
Destination journeys	100.0	101.8	108.7	112.4	117.6	117.4	113.6	112.2	119.8	131.2	142.6
All journeys	100.0	101.7	108.4	112.5	117.7	117.0	113.7	112.0	119.3	130.1	141.3

Source: Historic Rail Database

**Table 7.2b Scotland passenger journeys 2005–06**

Total number of journeys (thousands) and percentage

	No. journeys 2005-06	% of journeys	% change since 1995-96
To/from/within Scotland	69,148	100.0%	42.6%
Of which within Scotland	63,931	92.5%	44.1%
To/from North East	1,295	1.9%	78.3%
To/from North West	1,131	1.6%	35.3%
To/from Yorkshire & the Humber	840	1.2%	56.7%
To/from Wales	41	0.1%	-46.5%
To/from West Midlands	189	0.3%	-16.0%
To/from East Midlands	147	0.2%	0.0%
To/from East	222	0.3%	-21.4%
To/from London	1,105	1.6%	-10.3%
To/from South East	162	0.2%	-49.8%
To/from South West	85	0.1%	-54.0%

Source: Historic Rail Database

**Table 7.2c Journeys to/from/within each county/unitary authority 2005–06 in Scotland**

Total number of journeys (thousands) and percentage

	No. journeys 2005-06	% change since 1995-96
Dumfries And Galloway	686	127%
Aberdeenshire	716	92%
Fife	4,841	95%
City Of Edinburgh	17,831	83%
Angus	815	92%
West Lothian	3,032	63%
Dundee City	1,514	66%
Perth And Kinross	860	74%
Falkirk	2,633	66%
East Lothian	1,364	65%
Aberdeen City	2,421	64%
Stirling	2,508	78%
Highland	1,606	86%
Moray	417	65%
East Ayrshire	858	47%
South Lanarkshire	5,750	60%
North Lanarkshire	6,474	50%
Glasgow City	53,334	69%
Inverclyde	2,330	44%
North Ayrshire	3,412	31%
Argyll And Bute	1,455	19%
East Renfrewshire	2,689	24%
South Ayrshire	2,640	37%
East Dunbartonshire	3,228	30%
Renfrewshire	5,221	16%
West Dunbartonshire	3,846	13%

### 7.3 North East

**Table 7.3a North East passenger journeys 1995–96 to 2005–06**

1995–96 = 100

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06
Origin journey	100.0	106.6	114.3	119.7	125.4	116.2	117.4	107.4	121.7	128.9	137.1
Destination journey	100.0	106.6	114.6	120.2	126.0	116.9	118.5	109.5	124.1	131.6	140.0
All journey	100.0	106.2	114.4	120.4	126.3	116.4	120.5	113.5	127.1	133.9	142.1

Source: Historic Rail Database

**Table 7.3b North East passenger journeys 2005–06**

Total number of journeys (thousands) and percentage

	No. journeys 2005-06	% of journeys	% change since 1995-96
To/from/within North East	11,279	100.0%	38.6%
Of which within North East	4,580	40.6%	30.5%
To/from Scotland	1,295	11.5%	78.3%
To/from North West	696	6.2%	36.8%
To/from Yorkshire & the Humber	1,809	16.0%	100.3%
To/from Wales	39	0.3%	-10.9%
To/from West Midlands	260	2.3%	57.5%
To/from East Midlands	231	-2.1%	51.5%
To/from East	311	2.8%	26.8%
To/from London	1,738	15.4%	47.3%
To/from South East	208	1.8%	-7.0%
To/from South West	108	1.0%	-28.3%

**Table 7.3c Journeys to/from/within each county/unitary authority 2005–06 in the North East**

Total number of journeys (thousands) and percentage

	No. journeys 2005-06	% change since 1995-96
Stockton-On-Tees	711	170%
Hartlepool	363	95%
Durham County	2,159	71%
Redcar And Cleveland	887	86%
Middlesbrough	1,190	59%
Northumberland County	1,706	68%
Darlington	1,951	58%
Newcastle Upon Tyne District	6,047	46%
Gateshead District	403	-27%
Sunderland District	438	-63%
South Tyneside District	3	-98%

Source: Historic Rail Database

## 7.4 North West

**Table 7.4a North West passenger journeys 1995–96 to 2005–06**

1995–1996 = 100

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06
Origin journeys	100.0	112.1	125.5	126.9	134.8	133.3	131.7	130.2	142.5	152.4	165.9
Destination journeys	100.0	112.1	125.5	127.0	134.8	133.3	131.7	130.1	142.6	152.4	166.0
All journeys	100.0	110.7	123.5	125.5	132.7	130.3	129.8	128.0	139.3	147.2	160.7

Source: Historic Rail Database

**Table 7.4b North West passenger journeys 2005–06**

Total number of journeys (thousands) and percentage

	No. journeys 2005-06	% of journeys	% change since 1995-96
To/from/within North West	64,043	100.0%	66.0%
Of which within North West	43,959	68.6%	74.3%
To/from Scotland	1,131	1.8%	35.3%
To/from North East	696	21.9%	36.8%
To/from Yorkshire & the Humber	5,086	7.9%	66.2%
To/from Wales	1,358	2.1%	29.8%
To/from West Midlands	2,457	3.8%	45.3%
To/from East Midlands	1,832	2.9%	44.8%
To/from East	563	0.9%	12.1%
To/from London	5,467	8.5%	26.4%
To/from South East	971	1.5%	5.6%
To/from South West	523	0.8%	11.0%

**Table 7.4c Journeys to/from/within each county/unitary authority 2005–06 in the North West**

Total number of journeys (thousands) and percentage

	No. journeys 2005-06	% change since 1995-96
Oldham District	894	111%
Rochdale District	1,305	119%
Knowsley District	1,324	116%
Tameside District	1,809	97%
Bolton District	2,967	89%
St Helens District	1,740	96%
Manchester District	23,707	87%
Wigan District	2,335	74%
Liverpool District	19,633	95%
Salford District	1,170	71%
Wirral District	7,630	96%
Sefton District	6,355	121%
Trafford District	650	44%
Cheshire County	7,773	48%
Cumbria County	4,433	82%
Warrington	2,124	49%
Blackburn with Darwen	1,222	45%
Lancashire County	9,447	63%
Stockport District	4,376	24%
Halton	821	13%
Blackpool	1,800	7%

Source: Historic Rail Database

## 7.5 Yorkshire and the Humber

**Table 7.5a Yorkshire and the Humber passenger journeys 1995–96 to 2005–06**

1995–1996 = 100

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06
Origin journeys	100.0	109.5	120.1	127.5	136.4	129.5	126.2	130.4	149.8	162.7	172.4
Destination journeys	100.0	109.5	120.2	127.5	136.5	129.7	126.4	130.6	149.9	162.9	172.6
All journeys	100.0	108.8	119.1	126.3	135.1	128.7	127.5	131.9	150.2	161.9	171.3

Source: Historic Rail Database

**Table 7.5b Yorkshire/Humber passenger journeys 2005–06**

Total number of journeys (thousands) and percentage

	No. journeys 2005-06	% of journeys	% change since 1995-96
To/from/within Y&H	43,064	100.0%	72.5%
Of which within Y&H	25,520	59.3%	74.5%
To/from Scotland	747	1.8%	39.4%
To/from North East	1,672	4.1%	85.1%
To/from North West	4,731	11.6%	54.5%
To/from Wales	137	0.3%	12.2%
To/from West Midlands	805	2.0%	63.8%
To/from East Midlands	2,192	5.4%	53.3%
To/from East Midlands	747	1.8%	64.1%
To/from London	4,649	11.4%	71.8%
To/from South East	594	1.5%	26.3%
To/from South West	385	0.9%	15.8%

**Table 7.5c Journeys to/from/within each county/unitary authority 2005–06 in Yorkshire and the Humber**

Total number of journeys (thousands) and percentage

	No. journeys 2005-06	% change since 1995-96
Bradford District	8,634	150%
Leeds District	19,143	121%
Calderdale District	446	-59%
York	6,019	69%
Kirklees District	3,839	103%
Wakefield District	3,359	79%
Doncaster District	3,808	80%
Sheffield District	6,709	61%
Barnsley District	1,538	79%
North East Lincolnshire	652	42%
East Riding of Yorkshire	2,212	50%
North Yorkshire County	5,392	50%
Rotherham District	800	47%
North Lincolnshire	442	32%
City of Kingston upon Hull	1,965	19%

Source: Historic Rail Database

## 7.6 Wales

**Table 7.6a Wales passenger journeys 1995–96 to 2005–06**

1995–1996 = 100

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06
Origin journeys	100.0	102.3	105.1	104.9	114.7	118.2	126.7	130.4	135.8	138.5	139.7
Destination journeys	100.0	102.3	105.1	104.8	114.6	118.0	126.6	130.3	135.6	138.3	139.6
All journeys	100.0	102.7	105.9	106.0	114.7	117.3	125.2	129.0	134.9	137.3	139.0

Source: Historic Rail Database

**Table 7.6b Wales passenger journeys 2005–06**

Total number of journeys (thousands) and percentage

	No. journeys 2005-06	% of journeys	% change since 1995-96
To/from/within Wales	20,133	100.0%	39.6%
Of which within Wales	13,203	65.6%	40.6%
To/from Scotland	41	0.2%	-46.5%
To/from North East	39	0.2%	-10.9%
To/from North West	1,358	6.7%	29.8%
To/from Yorkshire & the Humber	141	0.7%	15.4%
To/from West Midlands	865	4.3%	54.1%
To/from East Midlands	136	0.7%	25.0%
To/from East	132	0.7%	10.6%
To/from London	1,838	9.1%	30.9%
To/from South East	564	2.8%	21.4%
To/from South West	1,815	9.0%	57.8%

Source: Historic Rail Database

**Table 7.6c Journeys to/from/within each county/unitary authority 2005–06 in Wales**

Total number of journeys (thousands) and percentage

	No. journeys 2005-06	% change since 1995-96
Powys - Powys	352	70%
Wrexham - Wrexham	512	63%
Sir Ceredigion - Ceredigion	291	76%
Caerdydd - Cardiff	12,773	73%
Sir Ynys Mon - Isle Of Anglesey	252	31%
Caerffili - Caerphilly	1,870	61%
Rhondda, Cynon, Taf - Rhondda, Cynon, Taff	3,793	80%
Casnewydd - Newport	1,867	52%
Pen-Y-Bont Ar Ogwr - Bridgend	1,371	75%
Bro Morgannwg - The Vale of Glamorgan	2,100	42%
Sir Gaerfyrddin - Carmarthenshire	817	54%
Merthyr Tudful - Merthyr Tydfil	401	49%
Sir Fynwy - Monmouthshire	577	38%
Sir Y Fflint - Flintshire	472	32%
Abertawe - Swansea	1,435	21%
Gwynedd - Gwynedd	1,290	49%
Sir Benfro - Pembrokeshire	350	26%
Tor-Faen - Torfaen	219	16%
Conwy - Conwy	864	16%
Sir Ddinbych - Denbighshire	724	13%
Castell-Nedd Port Talbot - Neath Port Talbot	812	14%



## 7.7 West Midlands

**Table 7.7a West Midlands passenger journeys 1995–96 to 2005–06**

1995–1996 = 100

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06
Origin journeys	100.0	109.4	117.7	124.9	128.4	126.0	130.4	134.9	143.6	149.4	160.8
Destination journeys	100.0	109.4	117.7	124.9	128.2	125.9	130.3	134.8	143.5	149.4	160.9
All journeys	100.0	108.6	117.4	125.2	129.3	127.2	132.3	136.6	144.6	149.8	160.9

Source: Historic Rail Database

**Table 7.7b West Midlands passenger journeys 2005–06**

Total number of journeys (thousands) and percentage

	No. journeys 2004-05	% of journeys	% change since 1995-96
To/from/within West Midlands	37,024	100.0%	60.9%
Of which within West Midlands	19,733	53.3%	60.8%
To/from Scotland	189	0.5%	-22.0%
To/from North East	260	0.7%	48.7%
To/from North West	2,457	0.7%	28.7%
To/from Yorkshire & the Humber	853	2.3%	63.8%
To/from Wales	865	2.3%	49.8%
To/from East Midlands	2,833	87.1%	81.4%
To/from East	537	47.9%	43.7%
To/from London	6,246	16.8%	60.7%
To/from South East	1,843	5.2%	63.8%
To/from South West	1,207	3.3%	68.1%

**Table 7.7c Journeys to/from/within each county/unitary authority 2005–06 in the West Midlands**

Total number of journeys (thousands) and percentage

	No. journeys 2004-05	% change since 1995-96
Walsall District	571	86%
Birmingham District	24,346	111%
Warwickshire County	4,260	78%
Sandwell District	1,568	86%
County of Herefordshire	1,107	96%
Staffordshire County	3,857	58%
Solihull District	3,765	47%
Wolverhampton District	2,143	46%
Telford And Wrekin	1,137	44%
Coventry District	2,711	40%
Dudley District	732	39%
Shropshire County	2,197	55%
Worcestershire County	4,994	77%
City of Stoke-on-Trent	1,304	14%

Source: Historic Rail Database

## 7.8 East Midlands

**Table 7.8a East Midlands passenger journeys 1995–96 to 2005–06**

1995–1996 = 100

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06
Origin journeys	100.0	107.1	117.1	127.6	137.3	138.9	144.8	151.6	159.3	159.6	163.3
Destination journeys	100.0	107.1	117.0	127.5	137.5	139.2	145.1	151.9	159.5	159.9	163.5
All journeys	100.0	107.0	117.1	126.5	136.3	136.9	143.5	150.2	159.0	160.1	164.1

Source: Historic Rail Database

**Table 7.8b East Midlands passenger journeys 2005–06**

Total number of journeys (thousands) and percentage

	No. journeys 2005-06	% of journeys	% change since 1995-96
To/from/within East Midlands	23,742	100.0%	63.4%
Of which within East Midlands	7,140	60.1%	61.2%
To/from Scotland	147	0.6%	0.0%
To/from North East	231	1.0%	51.5%
To/from North West	1,832	7.7%	44.8%
To/from Yorkshire & the Humber	2,289	9.6%	60.1%
To/from Wales	136	0.6%	25.0%
To/from West Midlands	2,833	11.9%	87.1%
To/from East	1,324	5.6%	79.7%
To/from London	6,681	28.1%	74.4%
To/from South East	822	3.5%	34.1%
To/from South West	307	1.3%	27.2%

**Table 7.8c Journeys to/from/within each county/unitary authority 2005–06 in the East Midlands**

Total number of journeys (thousands) and percentage

	No. journeys 2005-06	% change since 1995-96
Nottinghamshire County	3,263	118%
City of Nottingham	5,528	65%
Lincolnshire County	4,090	107%
Leicestershire County	2,653	70%
City of Leicester	4,472	58%
Northamptonshire County	3,838	66%
Rutland	188	53%
City of Derby	2,663	57%
Derbyshire County	3,666	43%

Source: Historic Rail Database

## 7.9 East of England

**Table 7.9a East of England passenger journeys 1995–96 to 2005–06**

1995–1996 = 100

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06
Origin journeys	100.0	109.8	118.7	126.6	136.5	140.3	144.8	149.3	154.5	157.5	161.2
Destination journeys	100.0	109.9	118.7	127.0	138.6	142.5	147.2	152.0	157.9	161.6	165.2
All journeys	100.0	110.7	119.6	127.1	137.7	141.0	144.6	149.1	154.3	157.3	160.2

Source: Historic Rail Database

**Table 7.9b East of England passenger journeys 2005–06**

Total number of journeys (thousands) and percentage

	No. journeys 2005-06	% of journeys	% change since 1995-96
To/from/within East	126,300	100.0%	63.2%
Of which within East	22,176	17.6%	82.4%
To/from Scotland	222	0.2%	-21.4%
To/from North East	311	0.2%	26.8%
To/from North West	563	0.4%	12.1%
To/from Yorkshire & the Humber	786	0.6%	72.7%
To/from Wales	132	0.1%	10.6%
To/from West Midlands	537	0.4%	47.9%
To/from East Midlands	1,324	1.0%	79.7%
To/from London	97,299	77.0%	57.4%
To/from South East	2,533	2.0%	39.3%
To/from South West	417	0.3%	23.0%

**Table 7.9c Journeys to/from/within each county/unitary authority 2005–06 in the East of England**

Total number of journeys (thousands) and percentage

	No. journeys 2005-06	% change since 1995-96
Thurrock	6,452	152%
Luton	6,505	143%
City of Peterborough	3,695	80%
Cambridgeshire County	10,816	100%
Bedfordshire County	7,056	72%
Southend-on-Sea	10,536	86%
Essex County	48,130	67%
Norfolk County	4,233	54%
Suffolk County	4,200	76%
Hertfordshire County	41,703	53%

Source: Historic Rail Database

## 7.10 London

**Table 7.10a London passenger journeys 1995–96 to 2005–06**

1995–1996 = 100

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06
Origin journeys	100.0	106.5	113.3	119.6	126.3	127.9	128.1	131.4	129.2	128.3	127.2
Destination journeys	100.0	106.5	113.3	119.5	125.4	127.1	127.2	130.4	128.2	127.1	126.0
All journeys	100.0	107.1	114.5	120.8	127.7	129.8	130.1	133.4	132.5	132.7	132.6

Source: Historic Rail Database

**Table 7.10b London passenger journeys 2005–06**

Total number of journeys (thousands) and percentage

	No. journeys 2005-06	% of journeys	% change since 1995-96
To/from/within London	502,589	100.0%	26.6%
Of which within London	231,708	46.1%	15.3%
To/from Scotland	1,105	0.2%	-10.3%
To/from North East	1,738	0.3%	47.3%
To/from North West	5,467	1.1%	26.4%
To/from Yorkshire & the Humber	4,773	0.9%	76.4%
To/from Wales	1,838	0.4%	30.9%
To/from West Midlands	6,246	1.2%	60.7%
To/from East Midlands	6,681	1.3%	74.4%
To/from East	97,299	19.4%	57.4%
To/from South East	136,983	27.3%	49.2%
To/from South West	8,751	1.7%	48.1%

Source: Historic Rail Database

## 7.11 South East

**Table 7.11a South East passenger journeys 1995–96 to 2005–06**

1995–1996 = 100

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06
Origin journeys	100.0	105.0	110.7	116.5	125.0	128.4	129.4	132.2	136.1	140.9	145.4
Destination journeys	100.0	105.1	110.9	116.7	126.7	130.0	131.1	133.9	138.0	143.0	147.6
All journeys	100.0	105.9	112.6	118.4	127.2	131.1	131.7	134.5	138.0	142.9	147.0

Source: Historic Rail Database

**Table 7.11b South East passenger journeys 2005–06**

Total number of journeys (thousands) and percentage

	No. journeys 2005-06	% of journeys	% change since 1995-96
To/from/within South East	214,087	100.0%	46.5%
Of which within South East	64,641	32.2%	44.8%
To/from Scotland	162	0.1%	-49.8%
To/from North East	208	0.1%	-7.0%
To/from North West	971	0.5%	5.6%
To/from Yorkshire & the Humber	591	0.3%	25.8%
To/from Wales	564	0.3%	21.4%
To/from West Midlands	1,843	0.9%	63.8%
To/from East Midlands	822	0.4%	34.1%
To/from East	2,533	1.2%	39.3%
To/from London	136,983	64.0%	49.2%
To/from South West	4,769	2.2%	50.0%

**Table 7.11c Journeys to/from/within each county/unitary authority 2005–06 in the South East**

Total number of journeys (thousands) and percentage

	No. journeys 2005-06	% change since 1995-96
Reading	14,196	70%
Buckinghamshire County	8,304	73%
Brighton and Hove	16,296	84%
West Berkshire	3,311	84%
City of Southampton	5,354	68%
Slough	5,755	61%
Oxfordshire County	9,939	81%
East Sussex County	14,451	109%
Hampshire County	28,086	77%
Windsor And Maidenhead	7,820	52%
Milton Keynes	5,160	49%
City of Portsmouth	6,049	61%
Surrey County	56,790	61%
West Sussex County	35,120	68%
Kent County	46,497	69%
Wokingham	4,004	43%
Bracknell Forest	2,649	40%
Isle of Wight	1,495	101%
Medway	8,173	44%

Source: Historic Rail Database

## 7.12 South West

**Table 7.12a South West passenger journeys 1995–96 to 2005–06**

1995–1996 = 100

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06
Origin journeys	100.0	104.6	111.7	113.7	119.2	118.9	122.8	130.9	137.4	142.1	148.6
Destination journeys	100.0	104.7	111.7	113.7	119.3	119.1	123.0	131.1	137.6	142.3	148.8
All journeys	100.0	104.5	112.0	115.1	120.5	120.9	124.5	132.1	137.9	141.7	147.5

Source: Historic Rail Database

**Table 7.12b South West passenger journeys 2005–06**

Total number of journeys (thousands) and percentage

	No. journeys 2005-06	% of journeys	% change since 1995-96
To/from/within South West	32,067	100.0%	48.7%
Of which within South West	13,709	42.8%	51.4%
To/from Scotland	85	0.3%	-54.0%
To/from North East	108	0.3%	-28.3%
To/from North West	523	1.6%	11.0%
To/from Yorkshire & the Humber	375	1.2%	12.8%
To/from Wales	1,815	5.7%	57.8%
To/from West Midlands	1,207	3.8%	68.1%
To/from East Midlands	307	1.0%	27.2%
To/from East	417	1.3%	23.0%
To/from London	8,751	27.3%	48.1%
To/from South East	4,769	14.9%	50.0%

**Table 7.12c Journeys to/from/within each country/unitary authority 2005–06 in the South West**

Total number of journeys (thousands) and percentage

	No. journeys 2005-06	% change since 1995-96
South Gloucestershire	2,265	132%
City of Bristol	6,651	96%
North Somerset	1,501	87%
Bath and North East Somerset	4,234	72%
Wiltshire County	4,857	72%
Bournemouth	2,391	42%
Gloucestershire County	2,999	76%
Somerset County	1,971	62%
Swindon	2,352	44%
Devon County	7,004	86%
Poole	1,417	29%
Cornwall County	3,329	81%
Torbay	783	23%
City of Plymouth	1,645	28%
Dorset County	2,395	19%

Source: Historic Rail Database



## **8 Train operating companies**



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## Background

This Chapter brings together information on each train operating company (TOC)

- Key statistics
- National passenger survey results
- Public performance measure
- Complaints

Refer to *Chapter 6 Miscellaneous tables* Table 6.2c for 2006–07 subsidy data for each TOC.

## 8.1 Arriva Trains Wales

## Key statistics

2006–07

	Total	Percentage change on 2005-06
Passenger journeys (million)	21.8	8.1%
Passenger kilometres (million)	846.1	0.0%
Timetabled train kilometres (million)	21.2	-3.7%
Route kilometres operated	1,624	0.0%
Number of stations operated	237	0.0%

Source: Train Operating Company

## National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/decline in % satisfied or good (% change)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006
<b>Overall opinion of journey</b>	<b>84</b>	<b>10</b>	<b>6</b>	<b>82</b>	<b>5</b>	<b>5</b>
<b>Station facilities</b>						
Ticket buying facilities	68	14	19	73	0	-1
Provision of information about train times/ platforms	73	13	14	76	3	8
The upkeep/ repair of the station buildings/ platforms	52	23	25	62	-3	7
Overall environment	50	26	24	61	-1	1
How request to station staff was handled	85	7	6	82	2	2
<b>Train facilities</b>						
The frequency of the trains on that route	72	11	17	77	1	6
Punctuality/ reliability (the train arriving/ departing on time)	81	6	13	82	6	6
The length of time the journey was scheduled to take (speed)	87	9	4	87	5	5
The value for money for the price of your ticket	55	20	25	57	-2	1
Cleanliness of the train	67	17	16	70	2	9
Sufficient room for all the passengers to sit/stand	71	13	16	68	5	4
The comfort of the seating area	74	15	11	72	8	12
The ease of being able to get on and off	80	14	7	80	5	5
How well train company dealt with delays	38	32	30	32	7	10

**Public performance measure**

2006–07

	Percentage of trains within				
	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
Q1	87.4%	92.2%	95.1%	0.8%	74,546
Q2	85.7%	91.0%	94.5%	0.8%	75,231
Q3	86.5%	91.1%	94.4%	0.6%	72,237
Q4	90.9%	94.1%	95.9%	0.8%	73,710
2005-06	81.4%	89.2%	93.6%	1.1%	268,165
2006-07	87.6%	92.1%	95.0%	0.7%	295,724
Percentage point change between 2005-06 and 2006-07					
	6.2%	2.9%	1.3%	-0.4%	-10.3%

Source: Network Rail

**Complaints**

2006–07

Complaints by source					Response performance to complaints	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	300	14.0%	14.1%	71.9%	93.7%	100.0%
Q2	341	18.9%	12.7%	68.4%	95.6%	100.1%
Q3	291	14.9%	13.1%	72.0%	29.3%	92.8%
Q4	369	8.9%	8.6%	82.5%	81.8%	96.1%
2005-06	278	6.6%	14.9%	78.4%	100.0%	100.0%
2006-07	325	14.1%	11.9%	74.0%	75.7%	97.2%
Percentage point change between 2005-06 and 2006-07						
		7.4%	-3.0%	-4.4%	-24.3%	-2.8%

Source: Department for Transport

## 8.2 c2c

## Key statistics

2006–07

	Total	Percentage change on 2005-06
Passenger journeys (million)	29.9	5.2%
Passenger kilometres (million)	843.6	2.6%
Timetabled train kilometres (million)	6.2	5.3%
Route kilometres operated	126	0.0%
Number of stations operated	24	0.0%

Source: Train Operating Company

## National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/decline in % satisfied or good (% change)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006
<b>Overall opinion of journey</b>	89	7	4	77	0	2
<b>Station facilities</b>						
Ticket buying facilities	67	18	15	64	-4	-4
Provision of information about train times/ platforms	77	13	9	75	-5	-3
The upkeep/ repair of the station buildings/ platforms	64	20	16	58	-7	-2
Overall environment	58	29	13	58	-7	-5
How request to station staff was handled	83	6	8	81	-3	3
<b>Train facilities</b>						
The frequency of the trains on that route	82	7	11	74	-1	0
Punctuality/ reliability (the train arriving/ departing on time)	90	5	5	75	0	2
The length of time the journey was scheduled to take (speed)	87	8	5	79	0	-1
The value for money for the price of your ticket	39	25	36	34	-4	1
Cleanliness of the train	87	9	4	71	1	2
Sufficient room for all the passengers to sit/stand	60	17	22	56	-1	-2
The comfort of the seating area	78	15	8	64	-2	-1
The ease of being able to get on and off	80	15	5	73	-5	-4
How well train company dealt with delays	31	29	40	30	-14	-16

**Public performance measure**

2006–07

	Percentage of trains within				
	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
Q1	95.5%	97.2%	97.7%	1.1%	27,273
Q2	94.5%	97.2%	98.1%	0.9%	27,761
Q3	93.5%	96.8%	97.9%	0.8%	27,170
Q4	93.8%	96.2%	97.3%	1.4%	27,288
2005-06	92.9%	96.0%	97.1%	1.2%	110,161
2006-07	94.3%	96.8%	97.8%	1.1%	109,492
Percentage point change between 2005-06 and 2006-07					
	1.5%	0.8%	0.6%	-0.1%	-0.6%

Source: Network Rail

**Complaints**

2006–07

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	21	75.1%	11.2%	13.7%	99.2%	99.6%
Q2	16	68.0%	14.0%	18.1%	95.7%	99.3%
Q3	54	78.2%	7.9%	13.9%	98.6%	99.9%
Q4	21	64.9%	17.8%	17.3%	100.0%	99.8%
2005-06	10	61.8%	29.4%	8.8%	97.1%	99.6%
2006-07	28	73.7%	11.2%	15.1%	98.6%	99.7%
Percentage point change between 2005-06 and 2006-07						
		11.9%	-18.2%	6.3%	1.5%	0.1%

Source: Department for Transport

## 8.3 Central Trains

### Key statistics

2006–07

	Total	Percentage change on 2005-06
Passenger journeys (million)	45.7	6.0%
Passenger kilometres (million)	1,567.0	5.0%
Timetabled train kilometres (million)	30.4	1.0%
Route kilometres operated	2,150	0.0%
Number of stations operated	199	0.0%

Source: Train Operating Company

### National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/decline in % satisfied or good (% change)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006
<b>Overall opinion of journey</b>	<b>83</b>	<b>10</b>	<b>7</b>	<b>82</b>	<b>3</b>	<b>0</b>
<b>Station facilities</b>						
Ticket buying facilities	74	15	11	73	-1	1
Provision of information about train times/ platforms	77	13	9	76	1	2
The upkeep/ repair of the station buildings/ platforms	57	25	19	62	-3	0
Overall environment	58	27	15	61	-3	4
How request to station staff was handled	86	7	6	82	-3	2
<b>Train facilities</b>						
The frequency of the trains on that route	77	10	13	77	4	3
Punctuality/ reliability (the train arriving/ departing on time)	79	7	14	82	4	1
The length of time the journey was scheduled to take (speed)	87	9	4	87	5	3
The value for money for the price of your ticket	54	19	27	57	-3	1
Cleanliness of the train	71	16	12	70	2	2
Sufficient room for all the passengers to sit/stand	64	14	22	68	3	0
The comfort of the seating area	68	20	12	72	0	-2
The ease of being able to get on and off	77	15	8	80	0	-3
How well train company dealt with delays	38	32	30	32	6	9

**Public performance measure**

2006–07

	Percentage of trains within				
	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
Q1	86.1%	93.4%	96.2%	1.2%	112,615
Q2	82.8%	90.4%	93.9%	2.3%	113,459
Q3	82.7%	90.9%	94.7%	1.9%	108,814
Q4	86.2%	92.1%	94.8%	1.9%	113,340
2005-06	79.1%	90.0%	94.4%	1.8%	438,124
2006-07	84.5%	91.7%	94.9%	1.8%	448,226
Percentage point change between 2005-06 and 2006-07					
	5.4%	1.7%	0.4%	0.0%	2.3%

Source: Network Rail

**Complaints**

2006–07

	Complaints by source				Response performance to complaints	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	51	28.4%	61.1%	10.5%	95.9%	95.9%
Q2	84	28.3%	63.9%	7.8%	90.6%	92.2%
Q3	74	33.6%	61.8%	4.6%	91.5%	91.7%
Q4	56	31.8%	64.3%	3.9%	95.2%	94.9%
2005-06	79	29.8%	57.8%	12.4%	95.3%	95.3%
2006-07	66	30.7%	62.8%	6.5%	92.9%	93.3%
Percentage point change between 2005-06 and 2006-07						
		0.9%	5.1%	-5.9%	-2.4%	-1.9%

Source: Department for Transport

## 8.4 Chiltern Railways

### Key statistics

2006–07

	Total	Percentage change on 2005-06
Passenger journeys (million)	16.1	11.7%
Passenger kilometres (million)	817.0	13.8%
Timetabled train kilometres (million)	9.1	0.5%
Route kilometres operated	336	0.0%
Number of stations operated	27	0.0%

Source: Train Operating Company

### National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/decline in % satisfied or good (% change)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006
<b>Overall opinion of journey</b>	<b>90</b>	<b>6</b>	<b>4</b>	<b>77</b>	<b>0</b>	<b>2</b>
<b>Station facilities</b>						
Ticket buying facilities	76	14	11	64	7	5
Provision of information about train times/ platforms	80	11	9	75	3	7
The upkeep/ repair of the station buildings/ platforms	73	14	13	58	-1	4
Overall environment	74	17	9	58	1	3
How request to station staff was handled	86	6	8	81	0	-3
<b>Train facilities</b>						
The frequency of the trains on that route	81	8	11	74	-1	-3
Punctuality/ reliability (the train arriving/ departing on time)	91	4	5	75	1	4
The length of time the journey was scheduled to take (speed)	89	6	5	79	2	4
The value for money for the price of your ticket	49	23	28	34	-1	2
Cleanliness of the train	85	9	6	71	-1	0
Sufficient room for all the passengers to sit/stand	68	15	16	56	-1	-2
The comfort of the seating area	76	17	7	64	-3	-1
The ease of being able to get on and off	86	12	2	73	-3	0
How well train company dealt with delays	42	35	23	30	-1	2



**Public performance measure**

2006–07

## Percentage of trains within

	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
Q1	94.4%	97.0%	98.1%	0.8%	25,795
Q2	92.7%	95.9%	97.6%	0.8%	26,160
Q3	95.2%	97.4%	98.5%	0.5%	24,849
Q4	92.9%	95.6%	96.8%	1.6%	25,865
2005-06	91.8%	95.5%	97.1%	1.4%	100,461
2006-07	93.8%	96.5%	97.8%	0.9%	102,669
Percentage point change between 2005-06 and 2006-07					
	2.0%	1.0%	0.7%	-0.4%	2.2%

Source: Network Rail

**Complaints**

2006–07

## Complaints by source

## Response performance to complaints

	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	60	49.5%	43.2%	7.3%	99.3%	99.3%
Q2	84	22.7%	70.4%	7.0%	99.3%	99.6%
Q3	51	17.9%	70.4%	11.7%	99.0%	92.6%
Q4	77	25.4%	69.8%	4.9%	98.5%	97.7%
2005-06	96	36.3%	50.9%	12.7%	91.1%	93.7%
2006-07	68	27.9%	64.8%	7.3%	97.6%	97.6%
Percentage point change between 2005-06 and 2006-07						
		-8.4%	13.9%	-5.4%	6.5%	3.9%

Source: Department for Transport

## 8.5 First Capital Connect

### Key statistics

2006–07

	Total	Percentage change on 2005-06
Passenger journeys (million)	84.7	-
Passenger kilometres (million)	3,020.3	-
Timetabled train kilometres (million)	23.2	-
Route kilometres operated	496	-
Number of stations operated	78	-

Source: Train Operating Company

### National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/decline in % satisfied or good (% change)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006
<b>Overall opinion of journey</b>	<b>71</b>	<b>17</b>	<b>12</b>	<b>77</b>	<b>-5</b>	<b>-5</b>
<b>Station facilities</b>						
Ticket buying facilities	64	17	19	64	1	2
Provision of information about train times/ platforms	69	14	17	75	-3	-2
The upkeep/ repair of the station buildings/ platforms	53	28	20	58	-5	-4
Overall environment	51	33	16	58	-4	-1
How request to station staff was handled	76	8	16	81	-2	-4
<b>Train facilities</b>						
The frequency of the trains on that route	75	11	14	74	-1	-3
Punctuality/ reliability (the train arriving/ departing on time)	70	11	19	75	-6	-9
The length of time the journey was scheduled to take (speed)	79	13	8	79	-2	-5
The value for money for the price of your ticket	32	21	47	34	-4	-5
Cleanliness of the train	54	24	23	71	-1	-2
Sufficient room for all the passengers to sit/stand	51	20	29	56	-5	-3
The comfort of the seating area	51	26	24	64	-4	-3
The ease of being able to get on and off	69	22	9	73	-1	-5
How well train company dealt with delays	28	36	36	30	-1	-1

**Public performance measure**

2006–07

	Percentage of trains within				
	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
Q1	90.8%	94.5%	95.7%	96.2%	81,306
Q2	88.7%	93.6%	95.4%	96.2%	84,830
Q3	84.7%	92.0%	94.5%	95.6%	81,193
Q4	88.2%	93.4%	95.1%	95.9%	83,046
2005-06	—	—	—	—	—
2006-07	88.1%	93.4%	96.0%	1.6%	330,375
Percentage point change between 2005-06 and 2006-07					
	—	—	—	—	—

Source: Network Rail

**Complaints**

2006–07

	Complaints by source				Response performance to complaints	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	42	58.3%	16.9%	24.8%	84.5%	99.1%
Q2	70	72.9%	10.8%	16.2%	86.5%	99.3%
Q3	76	65.3%	15.9%	18.8%	92.8%	99.6%
Q4	63	60.6%	18.1%	21.3%	87.8%	99.8%
2005-06	—	—	—	—	—	—
2006-07	63	65.0%	15.3%	19.7%	88.5%	99.5%
Percentage point change between 2005-06 and 2006-07						
	—	—	—	—	—	—

Source: Department for Transport

## 8.6 First Great Western

### Key statistics

2006–07

	Total	Percentage change on 2006-07
Passenger journeys (million)	76.3	-
Passenger kilometres (million)	4,736.4	-
Timetabled train kilometres (million)	44.8	-
Route kilometres operated	2,129	-
Number of stations operated	211	-

#### Note:

These data represent the sum of FGW (HSS), FWG (Link) and FGW (West, what was Wessex).

Source: Train Operating Company

### National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/decline in % satisfied or good (% change)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006
<b>Overall opinion of journey</b>	<b>72</b>	<b>14</b>	<b>14</b>	<b>77</b>	<b>-5</b>	<b>-6</b>
<b>Station facilities</b>						
Ticket buying facilities	67	15	19	64	3	-1
Provision of information about train times/ platforms	69	15	16	75	-6	-6
The upkeep/ repair of the station buildings/ platforms	59	23	18	58	-4	-4
Overall environment	59	27	15	58	-4	-5
How request to station staff was handled	79	9	11	81	-2	-3
<b>Train facilities</b>						
The frequency of the trains on that route	68	12	20	74	-6	-7
Punctuality/ reliability (the train arriving/ departing on time)	66	9	25	75	-7	-7
The length of time the journey was scheduled to take (speed)	76	12	12	79	-5	-6
The value for money for the price of your ticket	39	18	43	34	-7	-4
Cleanliness of the train	67	17	16	71	-4	-4
Sufficient room for all the passengers to sit/stand	60	14	26	56	-1	-7
The comfort of the seating area	65	21	14	64	-5	-5
The ease of being able to get on and off	70	21	9	73	-2	-6
How well train company dealt with delays	30	35	34	30	-7	-8

**Public performance measure**

2006–07

	Percentage of trains within				
	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
Q1	84.7%	92.3%	96.3%	0.8%	117,417
Q2	80.5%	89.6%	94.5%	1.5%	122,567
Q3	79.2%	88.7%	94.1%	1.7%	114,486
Q4	81.4%	89.4%	93.9%	1.9%	116,641
2005-06	—	—	—	—	—
2006-07	62.8%	75.6%	86.9%	1.8%	471,111
Percentage point change between 2005-06 and 2006-07					
	—	—	—	—	—

Source: Network Rail

**Complaints**

2006–07

	Complaints by source				Response performance to complaints	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	120	68.9%	19.5%	11.5%	78.3%	96.1%
Q2	204	90.6%	2.9%	6.5%	85.0%	93.6%
Q3	176	83.3%	7.5%	9.2%	85.5%	95.8%
Q4	224	83.5%	5.2%	11.2%	74.7%	95.7%
2005-06	—	—	—	—	—	—
2006-07	181	83.1%	7.4%	9.5%	80.8%	95.2%
Percentage point change between 2005-06 and 2006-07						
	—	—	—	—	—	—

Source: Department for Transport

## 8.7 First ScotRail

### Key statistics

2006–07

	Total	Percentage change on 2005-06
Passenger journeys (million)	77.3	2.8%
Passenger kilometres (million)	2,405.9	2.5%
Timetabled train kilometres (million)	38.6	2.4%
Route kilometres operated	3,032	0.0%
Number of stations operated	341	-0.9%

Source: Train Operating Company

### National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/decline in % satisfied or good (% change)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006
<b>Overall opinion of journey</b>	<b>83</b>	<b>11</b>	<b>6</b>	<b>82</b>	<b>-5</b>	<b>-4</b>
<b>Station facilities</b>						
Ticket buying facilities	75	12	13	73	2	-1
Provision of information about train times/ platforms	77	12	11	76	-1	-2
The upkeep/ repair of the station buildings/ platforms	66	22	12	62	-2	-2
Overall environment	69	21	10	61	2	1
How request to station staff was handled	85	5	9	82	3	0
<b>Train facilities</b>						
The frequency of the trains on that route	79	9	12	77	-3	-4
Punctuality/ reliability (the train arriving/ departing on time)	83	7	10	82	-6	-2
The length of time the journey was scheduled to take (speed)	88	7	5	87	-2	-1
The value for money for the price of your ticket	57	19	24	57	1	2
Cleanliness of the train	77	15	8	70	-2	-2
Sufficient room for all the passengers to sit/stand	71	12	16	68	1	1
The comfort of the seating area	78	16	6	72	-2	-2
The ease of being able to get on and off	82	13	5	80	-3	-1
How well train company dealt with delays	38	36	27	32	-12	-7

**Public performance measure**

2006–07

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
Q1	90.7%	96.1%	97.7%	1.2%	173,349
Q2	91.0%	96.4%	98.0%	0.9%	175,776
Q3	84.9%	93.6%	96.5%	1.5%	172,265
Q4	88.7%	94.7%	96.8%	1.4%	171,593
2005-06	85.8%	94.4%	97.4%	1.1%	691,377
2006-07	88.8%	95.2%	97.3%	1.2%	692,983
Percentage point change between 2005-06 and 2006-07					
	3.0%	0.8%	-0.1%	0.1%	0.2%

Source: Network Rail

**Complaints**

2006–07

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	36	76.7%	2.2%	21.1%	95.5%	99.3%
Q2	35	71.2%	7.8%	21.0%	91.4%	99.0%
Q3	40	69.7%	10.8%	19.5%	91.0%	99.7%
Q4	59	66.6%	19.2%	14.2%	91.0%	99.0%
2005-06	38	71.2%	16.0%	12.8%	86.8%	99.4%
2006-07	43	70.3%	11.4%	18.3%	92.9%	99.3%
Percentage point change between 2005-06 and 2006-07						
		-0.9%	-4.5%	5.4%	6.1%	-0.1%

Source: Department for Transport

## 8.8 Gatwick Express

### Key statistics

2006–07

	Total	Percentage change on 2005-06
Passenger journeys (million)	5.1	6.0%
Passenger kilometres (million)	221.9	6.9%
Timetabled train kilometres (million)	2.5	-0.1%
Route kilometres operated	43	0.0%
Number of stations operated	0	0.0%

Source: Train Operating Company

### National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/decline in % satisfied or good (% change)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006
<b>Overall opinion of journey</b>	<b>92</b>	<b>6</b>	<b>1</b>	<b>82</b>	<b>-2</b>	<b>-2</b>
<b>Station facilities</b>						
Ticket buying facilities	76	13	11	73	7	6
Provision of information about train times/ platforms	87	8	5	76	2	3
The upkeep/ repair of the station buildings/ platforms	70	24	6	62	0	-4
Overall environment	70	26	4	61	-2	-3
How request to station staff was handled	91	6	3	82	1	7
<b>Train facilities</b>						
The frequency of the trains on that route	95	3	2	77	-1	-2
Punctuality/ reliability (the train arriving/ departing on time)	94	4	2	82	0	0
The length of time the journey was scheduled to take (speed)	96	3	2	87	1	0
The value for money for the price of your ticket	38	27	35	57	-2	-8
Cleanliness of the train	90	7	3	70	1	-2
Sufficient room for all the passengers to sit/stand	88	9	3	68	0	0
The comfort of the seating area	88	11	1	72	0	-4
The ease of being able to get on and off	91	8	1	80	1	0
How well train company dealt with delays	30	42	28	32	-8	-22



**Public performance measure**

2006–07

	Percentage of trains within				
	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
Q1	93.6%	98.1%	99.0%	0.7%	14,230
Q2	92.7%	97.6%	99.0%	0.7%	14,492
Q3	86.3%	96.4%	98.5%	1.1%	13,027
Q4	88.3%	96.3%	98.0%	1.5%	13,366
2005-06	91.0%	97.0%	98.6%	1.0%	56,244
2006-07	90.3%	97.1%	98.7%	1.0%	55,115
Percentage point change between 2005-06 and 2006-07	-0.7%	0.1%	0.1%	0.0%	-2.0%

Source: Network Rail

**Complaints**

2006–07

Complaints by source					Response performance to complaints	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	22	77.7%	17.9%	4.4%	88.4%	100.0%
Q2	49	76.8%	20.9%	2.3%	87.1%	100.0%
Q3	28	68.4%	26.6%	4.9%	87.0%	100.0%
Q4	63	83.7%	15.0%	1.3%	92.0%	100.0%
2005-06	22	67.7%	29.5%	2.8%	99.7%	100.0%
2006-07	40	77.9%	19.3%	2.7%	89.9%	100.0%
Percentage point change between 2005-06 and 2006-07		10.2%	-10.2%	-0.1%	-9.7%	0.0%

Source: Department for Transport

## 8.9 GNER

## Key statistics

2006–07

	Total	Percentage change on 2005-06
Passenger journeys (million)	17.6	3.6%
Passenger kilometres (million)	4,301.9	4.1%
Timetabled train kilometres (million)	18.8	-0.1%
Route kilometres operated	1,473	0.0%
Number of stations operated	12	0.0%

Source: Train Operating Company

## National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/decline in % satisfied or good (% change)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006
<b>Overall opinion of journey</b>	<b>87</b>	<b>7</b>	<b>5</b>	<b>87</b>	<b>0</b>	<b>-2</b>
<b>Station facilities</b>						
Ticket buying facilities	82	14	4	80	4	-1
Provision of information about train times/ platforms	91	4	5	86	1	1
The upkeep/ repair of the station buildings/ platforms	74	17	9	70	1	7
Overall environment	70	22	8	70	0	2
How request to station staff was handled	83	8	9	87	-5	-6
<b>Train facilities</b>						
The frequency of the trains on that route	87	6	7	85	-1	-2
Punctuality/ reliability (the train arriving/ departing on time)	87	3	9	85	4	2
The length of time the journey was scheduled to take (speed)	91	6	3	87	2	0
The value for money for the price of your ticket	54	18	28	52	0	-8
Cleanliness of the train	83	10	7	88	1	-3
Sufficient room for all the passengers to sit/stand	71	14	15	70	-3	-5
The comfort of the seating area	77	14	9	80	-1	-4
The ease of being able to get on and off	81	14	5	83	0	-2
How well train company dealt with delays	56	27	16	53	-8	-11

**Public performance measure**

2006–07

	Percentage of trains within				
	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
Q1	80.4%	86.7%	92.1%	1.5%	10,350
Q2	74.2%	81.9%	89.1%	1.9%	10,510
Q3	70.7%	80.2%	88.5%	1.7%	10,119
Q4	72.9%	81.9%	89.3%	2.6%	10,430
2005-06	75.8%	83.5%	90.5%	1.3%	40,499
2006-07	74.6%	82.7%	89.8%	1.9%	41,409
Percentage point change between 2005-06 and 2006-07					
	-1.2%	-0.8%	-0.8%	0.6%	-2.2%

Source: Network Rail

**Complaints**

2006–07

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	342	55.3%	40.1%	4.6%	84.8%	84.8%
Q2	466	75.5%	20.5%	4.0%	40.1%	40.1%
Q3	333	58.4%	38.4%	3.1%	40.0%	82.8%
Q4	370	44.7%	50.2%	5.2%	80.6%	96.4%
2005-06	482	37.4%	57.4%	5.1%	78.4%	78.4%
2006-07	379	59.8%	36.0%	4.2%	69.2%	73.1%
Percentage point change between 2005-06 and 2006-07						
		22.3%	-21.4%	-0.9%	-9.3%	-5.4%

Source: Department for Transport

## 8.10 Island Line

### Key statistics

2006–07

	Total	Percentage change on 2005-06
Passenger journeys (million)	0.8	-5.3%
Passenger kilometres (million)	6.5	-3.7%
Timetabled train kilometres (million)	0.3	0.8%
Route kilometres operated	14	0.0%
Number of stations operated	8	0.0%

Source: Train Operating Companies

### National Passenger Survey results

Spring 2007

Spring 2007					Improvement/decline in % satisfied or good (% change)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006

The National Passenger Survey table for Island Line is incorporated into that for SW Trains of which franchise it is now a part.

**Public performance measure**

2006–07

	Percentage of trains within				
	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
Q1	98.6%	99.7%	99.9%	0.1%	6,032
Q2	95.0%	99.1%	99.7%	0.3%	6,125
Q3	96.5%	99.3%	99.8%	0.2%	5,776
Q4	97.3%	99.7%	99.8%	0.1%	5,806
2005-06	97.4%	99.4%	99.7%	0.3%	23,498
2006-07	96.9%	99.5%	99.8%	0.2%	23,739
Percentage point change between 2005-06 and 2006-07					
	-0.6%	0.1%	0.2%	-0.1%	1.0%

Source: Network Rail

**Complaints**

2006–07

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	3	100.0%	0.0%	0.0%	100.0%	100.0%
Q2	6	93.1%	6.9%	0.0%	100.1%	100.1%
Q3	6	100.0%	2.0%	0.0%	99.9%	100.0%
Q4	5	100.0%	0.0%	0.0%	100.0%	100.0%
2005-06	5	84.4%	13.5%	2.1%	100.0%	100.0%
2006-07	5	97.7%	2.3%	0.0%	100.0%	100.0%
Percentage point change between 2005-06 and 2006-07						
		13.3%	-11.1%	-2.1%	0.0%	0.0%

Source: Department for Transport

## 8.11 Merseyrail

### Key statistics

2006–07

	Total	Percentage change on 2005-06
Passenger journeys (million)	28.9	4.2%
Passenger kilometres (million)	334.4	12.8%
Timetabled train kilometres (million)	5.9	1.7%
Route kilometres operated	121	0.0%
Number of stations operated	66	-1.5%

Source: Train Operating Company

### National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/decline in % satisfied or good (% change)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006
<b>Overall opinion of journey</b>	<b>88</b>	<b>8</b>	<b>4</b>	<b>82</b>	<b>-1</b>	<b>-1</b>
<b>Station facilities</b>						
Ticket buying facilities	76	16	8	73	3	-2
Provision of information about train times/ platforms	76	11	13	76	2	-3
The upkeep/ repair of the station buildings/ platforms	58	23	18	62	-3	-1
Overall environment	59	27	15	61	0	2
How request to station staff was handled	75	9	12	82	0	-9
<b>Train facilities</b>						
The frequency of the trains on that route	91	4	5	77	0	2
Punctuality/ reliability (the train arriving/ departing on time)	87	7	6	82	0	-1
The length of time the journey was scheduled to take (speed)	93	5	2	87	1	2
The value for money for the price of your ticket	60	21	19	57	-8	-3
Cleanliness of the train	74	16	9	70	-1	-2
Sufficient room for all the passengers to sit/stand	73	13	14	68	1	-4
The comfort of the seating area	82	13	5	72	1	-3
The ease of being able to get on and off	88	9	3	80	1	3
How well train company dealt with delays	41	36	23	32	-1	1

**Public performance measure**

2006–07

	Percentage of trains within				
	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
Q1	94.3%	96.7%	97.4%	0.6%	52,067
Q2	91.8%	95.4%	96.4%	1.2%	52,101
Q3	90.7%	95.1%	96.3%	1.1%	49,449
Q4	93.2%	95.8%	96.5%	1.2%	50,879
2005-06	92.2%	95.5%	96.4%	1.5%	205,500
2006-07	92.5%	95.8%	96.6%	1.0%	204,496
Percentage point change between 2005-06 and 2006-07	0.3%	0.2%	0.2%	-0.5%	-0.5%

Source: Network Rail

**Complaints**

2006–07

Complaints by source					Response performance to complaints	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	32	27.8%	17.8%	54.4%	99.1%	99.1%
Q2	27	35.1%	14.5%	50.4%	99.4%	99.4%
Q3	40	24.6%	13.7%	61.7%	99.0%	93.9%
Q4	41	26.4%	12.7%	60.9%	97.4%	98.8%
2005-06	22	34.6%	19.3%	46.2%	99.7%	99.7%
2006-07	35	27.9%	14.4%	57.7%	97.1%	97.5%
Percentage point change between 2005-06 and 2006-07		-6.7%	-4.9%	11.6%	-2.7%	-2.3%

Source: Department for Transport

## 8.12 Midland Mainline

## Key statistics

2006–07

	Total	Percentage change on 2005-06
Passenger journeys (million)	11.6	7.7%
Passenger kilometres (million)	1,379.7	8.4%
Timetabled train kilometres (million)	11.5	0.5%
Route kilometres operated	784	0.0%
Number of stations operated	7	0.0%

Source: Train Operating Company

## National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/decline in % satisfied or good (% change)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006
<b>Overall opinion of journey</b>	90	7	3	87	3	3
<b>Station facilities</b>						
Ticket buying facilities	78	13	9	80	3	6
Provision of information about train times/ platforms	83	10	7	86	1	0
The upkeep/ repair of the station buildings/ platforms	69	18	13	70	2	6
Overall environment	71	18	11	70	2	7
How request to station staff was handled	89	6	4	87	0	3
<b>Train facilities</b>						
The frequency of the trains on that route	86	7	7	85	0	0
Punctuality/ reliability (the train arriving/ departing on time)	90	5	5	85	3	2
The length of time the journey was scheduled to take (speed)	89	6	5	87	6	6
The value for money for the price of your ticket	48	20	32	52	-1	3
Cleanliness of the train	87	8	5	88	1	1
Sufficient room for all the passengers to sit/stand	71	14	15	70	2	3
The comfort of the seating area	81	13	6	80	2	-1
The ease of being able to get on and off	80	15	5	83	-1	-1
How well train company dealt with delays	61	25	14	53	1	14



**Public performance measure**

2006–07

	Percentage of trains within				
	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
Q1	88.1%	93.3%	96.4%	1.2%	11,183
Q2	83.4%	90.6%	95.5%	0.8%	11,277
Q3	83.6%	91.4%	96.3%	0.7%	10,857
Q4	88.4%	93.7%	96.8%	0.8%	11,079
2005-06	86.1%	92.5%	95.8%	1.1%	44,365
2006-07	85.9%	92.3%	96.2%	0.9%	44,396
Percentage point change between 2005-06 and 2006-07					
	-0.2%	-0.3%	0.4%	-0.2%	0.1%

Source: Network Rail

**Complaints**

2006–07

	Complaints by source				Response performance to complaints	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	104	52.7%	29.3%	18.0%	99.3%	99.3%
Q2	130	55.0%	32.6%	12.4%	99.3%	99.2%
Q3	124	56.7%	32.5%	10.8%	99.5%	99.5%
Q4	125	62.2%	28.6%	9.2%	96.7%	96.7%
2005-06	152	49.4%	31.5%	19.2%	98.9%	98.9%
2006-07	121	56.9%	30.8%	12.3%	98.7%	98.6%
Percentage point change between 2005-06 and 2006-07						
		7.6%	-0.7%	-6.9%	-0.2%	-0.3%

Source: Department for Transport

## 8.13 Northern Rail

## Key statistics

2006–07

	Total	Percentage change on 2005-06
Passenger journeys (million)	76.3	4.6%
Passenger kilometres (million)	1,765.8	1.9%
Timetabled train kilometres (million)	47.0	2.8%
Route kilometres operated	2,696	0.0%
Number of stations operated	471	-0.2%

Source: Train Operating Company

## National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/decline in % satisfied or good (% change)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006
<b>Overall opinion of journey</b>	77	13	10	82	-3	-7
<b>Station facilities</b>						
Ticket buying facilities	69	12	18	73	-4	-3
Provision of information about train times/ platforms	74	12	14	76	-2	-3
The upkeep/ repair of the station buildings/ platforms	64	16	20	62	-2	-2
Overall environment	60	22	19	61	-4	-3
How request to station staff was handled	76	5	18	82	-14	-13
<b>Train facilities</b>						
The frequency of the trains on that route	70	10	20	77	-1	-4
Punctuality/ reliability (the train arriving/ departing on time)	79	7	14	82	5	0
The length of time the journey was scheduled to take (speed)	84	9	7	87	-1	-3
The value for money for the price of your ticket	58	17	26	57	-2	-3
Cleanliness of the train	60	22	19	70	-2	-2
Sufficient room for all the passengers to sit/stand	62	13	25	68	-2	-4
The comfort of the seating area	61	20	19	72	0	-2
The ease of being able to get on and off	74	17	9	80	-3	-4
How well train company dealt with delays	22	36	42	32	-12	-3

**Public performance measure**

2006–07

	Percentage of trains within				
	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
Q1	89.3%	94.9%	97.4%	0.8%	203,962
Q2	87.4%	93.8%	96.7%	0.9%	203,388
Q3	82.7%	92.2%	96.4%	1.0%	192,676
Q4	89.5%	94.8%	97.0%	1.1%	199,475
2005-06	86.6%	94.0%	97.2%	0.8%	819,428
2006-07	87.3%	94.0%	96.9%	1.0%	799,501
Percentage point change between 2005-06 and 2006-07					
	0.7%	-0.1%	-0.3%	0.2%	-2.4%

Source: Network Rail

**Complaints**

2006–07

Complaints by source					Response performance to complaints	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	30	28.1%	33.1%	38.8%	100.0%	100.0%
Q2	27	27.9%	35.4%	36.7%	100.0%	100.0%
Q3	37	34.9%	35.4%	29.7%	100.0%	100.0%
Q4	34	39.5%	30.4%	30.1%	100.0%	100.0%
2005-06	58	33.3%	23.9%	42.9%	100.0%	100.0%
2006-07	32	33.0%	33.6%	33.4%	100.0%	100.0%
Percentage point change between 2005-06 and 2006-07						
		-0.3%	9.7%	-9.4%	0.0%	0.0%

Source: Department for Transport

## 8.14 One

## Key statistics

2006–07

	Total	Percentage change on 2005-06
Passenger journeys (million)	106.0	6.1%
Passenger kilometres (million)	3,666.8	5.5%
Timetabled train kilometres (million)	31.7	2.6%
Route kilometres operated	1,001	8.2%
Number of stations operated	167	0.0%

Source: Train Operating Company

## National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/decline in % satisfied or good (% change)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006
<b>Overall opinion of journey</b>	<b>72</b>	<b>16</b>	<b>11</b>	<b>77</b>	<b>-2</b>	<b>1</b>
<b>Station facilities</b>						
Ticket buying facilities	62	19	19	64	2	3
Provision of information about train times/ platforms	71	14	14	75	4	1
The upkeep/ repair of the station buildings/ platforms	60	23	17	58	-3	-2
Overall environment	59	27	14	58	-3	-2
How request to station staff was handled	83	7	10	81	7	6
<b>Train facilities</b>						
The frequency of the trains on that route	76	9	15	74	1	7
Punctuality/ reliability (the train arriving/ departing on time)	71	11	18	75	0	1
The length of time the journey was scheduled to take (speed)	76	14	10	79	-2	2
The value for money for the price of your ticket	29	21	51	34	-2	1
Cleanliness of the train	60	20	20	71	-2	3
Sufficient room for all the passengers to sit/stand	50	16	34	56	-3	-5
The comfort of the seating area	53	25	22	64	-4	0
The ease of being able to get on and off	67	22	12	73	-3	-2
How well train company dealt with delays	26	36	37	30	-2	2

**Public performance measure**

2006–07

## Percentage of trains within

	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
Q1	89.3%	94.4%	96.7%	1.8%	142,555
Q2	87.0%	93.6%	96.7%	1.3%	146,613
Q3	82.5%	91.7%	96.1%	1.5%	145,225
Q4	87.7%	93.6%	96.4%	1.7%	148,300
2005-06	86.1%	93.2%	96.6%	1.3%	571,387
2006-07	86.6%	93.3%	96.5%	1.6%	582,693
Percentage point change between 2005-06 and 2006-07					
	0.5%	0.2%	-0.1%	0.3%	2.0%

Source: Network Rail

**Complaints**

2006–07

## Complaints by source

## Response performance to complaints

	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	41	68.4%	20.6%	10.9%	63.9%	98.6%
Q2	59	67.0%	24.3%	8.7%	65.9%	96.3%
Q3	35	72.0%	14.5%	13.5%	66.0%	89.2%
Q4	41	82.0%	5.7%	12.2%	74.9%	98.6%
2005-06	163	18.3%	78.5%	3.2%	75.9%	94.0%
2006-07	44	72.2%	16.7%	11.1%	70.0%	95.9%
Percentage point change between 2005-06 and 2006-07						
		53.9%	-61.8%	7.9%	-5.9%	1.9%

Source: Department for Transport

## 8.15 Silverlink

## Key statistics

2006–07

	Total	Percentage change on 2005-06
Passenger journeys (million)	43.8	14.3%
Passenger kilometres (million)	1,156.9	11.6%
Timetabled train kilometres (million)	9.1	-4.6%
Route kilometres operated	264	66.5%
Number of stations operated	74	-10.8%

Source: Train Operating Company

## National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/decline in % satisfied or good (% change)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006
<b>Overall opinion of journey</b>	<b>76</b>	<b>15</b>	<b>9</b>	<b>77</b>	<b>-3</b>	<b>-2</b>
<b>Station facilities</b>						
Ticket buying facilities	64	17	19	64	-1	3
Provision of information about train times/ platforms	71	13	16	75	-3	0
The upkeep/ repair of the station buildings/ platforms	57	24	20	58	-6	2
Overall environment	60	23	17	58	1	7
How request to station staff was handled	76	6	18	81	-5	0
<b>Train facilities</b>						
The frequency of the trains on that route	72	9	19	74	0	1
Punctuality/ reliability (the train arriving/ departing on time)	75	8	17	75	0	-1
The length of time the journey was scheduled to take (speed)	85	9	6	79	3	0
The value for money for the price of your ticket	36	20	43	34	-3	5
Cleanliness of the train	56	21	23	71	1	4
Sufficient room for all the passengers to sit/stand	50	16	34	56	-3	-4
The comfort of the seating area	52	23	25	64	2	0
The ease of being able to get on and off	67	19	14	73	1	-2
How well train company dealt with delays	22	33	45	30	-7	0

**Public performance measure**

2006–07

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
Q1	92.0%	95.7%	97.0%	1.0%	54,269
Q2	90.5%	94.5%	96.3%	1.6%	56,889
Q3	89.7%	95.2%	96.9%	1.2%	54,523
Q4	90.8%	94.6%	96.3%	1.8%	56,186
2005-06	90.0%	94.5%	96.3%	1.6%	215,226
2006-07	90.8%	95.0%	96.6%	1.4%	221,867
Percentage point change between 2005-06 and 2006-07					
	0.8%	0.5%	0.3%	-0.2%	3.1%

Source: Network Rail

**Complaints**

2006–07

	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	57.9%	25.2%	16.9%	96.3%	99.6%
Q2	19	66.3%	14.4%	19.3%	92.6%	99.2%
Q3	17	54.8%	20.5%	24.7%	93.0%	99.3%
Q4	20	54.0%	25.3%	20.8%	96.7%	100.0%
2005-06	16	45.3%	48.4%	6.3%	90.4%	99.8%
2006-07	18	58.0%	21.4%	20.6%	95.0%	99.5%
Percentage point change between 2005-06 and 2006-07						
		12.8%	-27.0%	14.3%	4.6%	-0.3%

Source: Department for Transport

## 8.16 Southeastern

## Key statistics

2006–07

	Total	Percentage change on 2005-06
Passenger journeys (million)	145.9	6.4%
Passenger kilometres (million)	3,356.7	6.1%
Timetabled train kilometres (million)	28.5	-4.9%
Route kilometres operated	779	0.6%
Number of stations operated	182	2.2%

Source: Train Operating Company

## National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/decline in % satisfied or good (% change)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006
<b>Overall opinion of journey</b>	74	16	10	77	-3	-3
<b>Station facilities</b>						
Ticket buying facilities	62	18	20	64	3	5
Provision of information about train times/ platforms	73	16	11	75	-3	0
The upkeep/ repair of the station buildings/ platforms	53	27	20	58	-5	-2
Overall environment	54	30	16	58	-1	1
How request to station staff was handled	77	10	11	81	-7	1
<b>Train facilities</b>						
The frequency of the trains on that route	71	11	18	74	-4	-2
Punctuality/ reliability (the train arriving/ departing on time)	75	9	16	75	-4	-2
The length of time the journey was scheduled to take (speed)	76	13	11	79	-2	-2
The value for money for the price of your ticket	30	23	46	34	-6	-2
Cleanliness of the train	68	16	15	71	2	1
Sufficient room for all the passengers to sit/stand	47	16	37	56	-4	-1
The comfort of the seating area	60	22	19	64	1	2
The ease of being able to get on and off	70	19	11	73	-4	-3
How well train company dealt with delays	24	38	38	30	0	-2



**Public performance measure**

2006–07

	Percentage of trains within				
	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
Q1	91.1%	96.2%	97.8%	0.9%	140,999
Q2	91.5%	96.6%	98.1%	0.6%	145,247
Q3	82.5%	92.7%	96.6%	0.9%	141,250
Q4	88.7%	94.8%	96.8%	1.3%	142,741
2005-06	86.7%	94.2%	97.0%	1.1%	578,052
2006-07	88.5%	95.1%	97.3%	0.9%	570,237
Percentage point change between 2005-06 and 2006-07					
	1.8%	0.8%	0.3%	-0.2%	-1.4%

Source: Network Rail

**Complaints**

2006–07

Complaints by source					Response performance to complaints	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	18	62.5%	11.1%	26.4%	97.2%	99.8%
Q2	15	57.0%	9.1%	33.9%	99.1%	99.7%
Q3	25	66.8%	8.4%	24.8%	98.5%	99.6%
Q4	22	64.9%	8.1%	27.0%	96.8%	100.0%
2005-06	21	59.1%	9.6%	31.3%	94.1%	97.7%
2006-07	20	63.7%	9.0%	27.4%	97.8%	99.8%
Percentage point change between 2005-06 and 2006-07						
		4.6%	-0.6%	-4.0%	3.7%	2.1%

Source: Department for Transport

## 8.17 Southern

## Key statistics

2006–07

	Total	Percentage change on 2004-05
Passenger journeys (million)	134.8	10.0%
Passenger kilometres (million)	3,161.4	11.9%
Timetabled train kilometres (million)	27.9	-2.3%
Route kilometres operated	666	0.0%
Number of stations operated	161	0.6%

Source: Train Operating Company

## National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/(decline) in % satisfied or good (percentage points)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2005	Since spring 2005
<b>Overall opinion of journey</b>	<b>81</b>	<b>11</b>	<b>7</b>	<b>77</b>	<b>-3</b>	<b>2</b>
<b>Station facilities</b>						
Ticket buying facilities	65	17	18	64	3	6
Provision of information about train times/ platforms	80	11	9	75	-3	3
The upkeep/ repair of the station buildings/ platforms	61	23	17	58	-1	2
Overall environment	60	25	15	58	1	4
How request to station staff was handled	82	6	12	81	-6	2
<b>Train facilities</b>						
The frequency of the trains on that route	72	10	18	74	-5	-2
Punctuality/ reliability (the train arriving/ departing on time)	78	8	15	75	-6	-1
The length of time the journey was scheduled to take (speed)	81	11	8	79	-4	0
The value for money for the price of your ticket	37	23	40	34	-5	2
Cleanliness of the train	80	13	8	71	1	0
Sufficient room for all the passengers to sit/stand	61	13	25	56	-1	-1
The comfort of the seating area	74	16	10	64	2	0
The ease of being able to get on and off	77	15	8	73	0	1
How well train company dealt with delays	31	40	29	30	-13	-4

**Public performance measure**

2006–07

	Percentage of trains within				
	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
Q1	92.6%	96.4%	97.8%	0.7%	157,626
Q2	90.7%	95.4%	97.0%	1.0%	162,204
Q3	85.1%	93.0%	96.1%	1.0%	157,112
Q4	88.5%	94.1%	96.2%	1.2%	159,383
2005-06	88.1%	94.2%	96.6%	1.1%	631,362
2006-07	89.2%	94.7%	96.8%	0.9%	636,325
Percentage point change between 2005-06 and 2006-07					
	1.2%	0.5%	0.1%	-0.2%	0.8%

Source: Network Rail

**Complaints**

2006–07

	Complaints per 100,000* journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	21	51.0%	17.9%	31.1%	96.3%	98.9%
Q2	28	52.1%	19.1%	28.8%	95.8%	99.3%
Q3	25	54.0%	18.1%	27.9%	95.6%	99.0%
Q4	12	48.2%	20.2%	31.6%	94.0%	97.6%
2005-06	25	52.4%	17.3%	30.3%	96.0%	99.2%
2006-07	21	51.8%	18.7%	29.5%	95.6%	98.8%
Percentage point change between 2005-06 and 2006-07						
		-0.6%	1.5%	-0.8%	-0.5%	-0.4%

Source: Department for Transport

## 8.18 South West Trains

## Key statistics

2006–07

	Total	Percentage change on 2005-06
Passenger journeys (million)	174.7	8.8%
Passenger kilometres (million)	4,897.8	7.0%
Timetabled train kilometres (million)	37.8	-2.8%
Route kilometres operated	977	0.0%
Number of stations operated	177	0.0%

Source: Train Operating Company

## National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/(decline) in % satisfied or good (percentage points)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006
<b>Overall opinion of journey</b>	<b>81</b>	<b>11</b>	<b>8</b>	<b>77</b>	<b>-1</b>	<b>-2</b>
<b>Station facilities</b>						
Ticket buying facilities	66	16	18	64	3	3
Provision of information about train times/ platforms	80	11	10	75	-4	-3
The upkeep/ repair of the station buildings/ platforms	62	22	16	58	-3	2
Overall environment	62	27	11	58	-4	-2
How request to station staff was handled	86	5	7	81	1	-2
<b>Train facilities</b>						
The frequency of the trains on that route	78	9	13	74	-1	-1
Punctuality/ reliability (the train arriving/ departing on time)	80	7	13	75	-2	-4
The length of time the journey was scheduled to take (speed)	80	11	9	79	0	-1
The value for money for the price of your ticket <sup>35</sup>	24	41	34	-3	-3	
Cleanliness of the train	85	10	5	71	-1	0
Sufficient room for all the passengers to sit/stand	63	14	23	56	0	-3
The comfort of the seating area	74	14	12	64	-1	-3
The ease of being able to get on and off	80	12	8	73	4	1
How well train company dealt with delays	40	38	22	30	-4	-6

**Public performance measure**

2006–07

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
Q1	92.9%	96.5%	97.9%	0.6%	143,549
Q2	90.3%	94.9%	96.7%	1.2%	143,331
Q3	85.7%	92.9%	96.0%	1.4%	139,040
Q4	90.0%	95.2%	97.0%	1.1%	141,578
2005-06	89.6%	94.8%	96.9%	1.0%	572,804
2006-07	89.8%	94.9%	96.9%	1.1%	567,498
Percentage point change between 2005-06 and 2006-07					
	0.1%	0.1%	0.0%	0.1%	-0.9%

Source: Network Rail

**Complaints**

2006–07

	Complaints by source				Response performance to complaints	
	Complaints per 100,000*	Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	7	26.8%	54.6%	18.7%	98.3%	99.4%
Q2	9	32.9%	51.5%	15.6%	86.6%	99.5%
Q3	12	26.1%	60.5%	13.4%	87.0%	99.7%
Q4	11	45.1%	41.4%	13.5%	79.2%	99.6%
2005-06	9	25.2%	56.1%	18.7%	95.2%	99.4%
2006-07	10	33.2%	52.0%	14.8%	88.7%	99.6%
Percentage point change between 2005-06 and 2006-07						
		8.0%	-4.1%	-3.9%	-6.5%	0.2%

Source: Department for Transport

## 8.19 TransPennine Express

### Key statistics

2006–07

	Total	Percentage change on 2005-06
Passenger journeys (million)	18.5	19.6%
Passenger kilometres (million)	942.2	13.9%
Timetabled train kilometres (million)	14.0	5.2%
Route kilometres operated	921	-5.8%
Number of stations operated	30	0.0%

Source: Train Operating Company

### National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/decline in % satisfied or good (% change)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006
<b>Overall opinion of journey</b>	89	6	5	87	1	3
<b>Station facilities</b>						
Ticket buying facilities	86	8	6	80	5	2
Provision of information about train times/ platforms	86	8	6	86	1	1
The upkeep/ repair of the station buildings/ platforms	77	15	8	70	-4	1
Overall environment	77	14	8	70	-3	-1
How request to station staff was handled	88	5	4	87	5	1
<b>Train facilities</b>						
The frequency of the trains on that route	87	6	7	85	4	6
Punctuality/ reliability (the train arriving/ departing on time)	86	5	9	85	3	3
The length of time the journey was scheduled to take (speed)	88	6	6	87	0	2
The value for money for the price of your ticket	52	23	26	52	-3	1
Cleanliness of the train	90	7	4	88	5	18
Sufficient room for all the passengers to sit/stand	74	11	15	70	1	7
The comfort of the seating area	85	11	4	80	3	13
The ease of being able to get on and off	86	10	4	83	3	8
How well train company dealt with delays	45	33	22	53	13	11

**Public performance measure**

2006–07

	Percentage of trains within				
	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
Q1	86.5%	91.6%	95.1%	0.8%	21,387
Q2	81.8%	88.2%	92.8%	1.0%	24,688
Q3	77.6%	85.9%	91.5%	1.3%	23,711
Q4	86.2%	91.2%	94.3%	1.1%	23,655
2005-06	79.3%	87.5%	93.1%	1.1%	82,689
2006-07	83.2%	89.3%	93.5%	1.1%	93,441
Percentage point change between 2005-06 and 2006-07	3.9%	1.8%	0.3%	0.0%	13.0%

Source: Network Rail

**Complaints**

2006–07

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	31	63.5%	17.9%	18.7%	86.3%	97.7%
Q2	39	64.0%	16.3%	19.7%	94.0%	99.4%
Q3	67	76.3%	9.3%	14.4%	91.0%	98.6%
Q4	57	81.8%	4.7%	13.5%	95.4%	99.8%
2005-06	71	61.8%	21.1%	17.1%	94.1%	99.1%
2006-07	48	73.1%	10.9%	16.0%	90.8%	99.0%
Percentage point change between 2005-06 and 2006-07		11.3%	-10.2%	-1.1%	-3.3%	-0.1%

Source: Department for Transport

## 8.20 Virgin CrossCountry

### Key statistics

2006–07

	Total	Percentage change on 2005-06
Passenger journeys (million)	23.4	13.7%
Passenger kilometres (million)	2,925.2	10.8%
Timetabled train kilometres (million)	30.0	-4.3%
Route kilometres operated	2,494	0.0%
Number of stations operated	0	0.0%

Source: Train Operating Company

### National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/decline in % satisfied or good (% change)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006
<b>Overall opinion of journey</b>	<b>84</b>	<b>8</b>	<b>7</b>	<b>87</b>	<b>5</b>	<b>1</b>
<b>Station facilities</b>						
Ticket buying facilities	79	12	9	80	-2	2
Provision of information about train times/ platforms	83	9	8	86	-2	1
The upkeep/ repair of the station buildings/ platforms	65	21	15	70	-6	-3
Overall environment	67	22	11	70	-4	-4
How request to station staff was handled	87	7	5	87	-2	-3
<b>Train facilities</b>						
The frequency of the trains on that route	79	11	10	85	2	-4
Punctuality/ reliability (the train arriving/ departing on time)	81	6	13	85	6	-1
The length of time the journey was scheduled to take (speed)	84	10	7	87	3	-2
The value for money for the price of your ticket	53	17	29	52	-4	-5
Cleanliness of the train	88	7	5	88	3	-2
Sufficient room for all the passengers to sit/stand	65	17	18	70	5	-4
The comfort of the seating area	78	12	10	80	-1	-3
The ease of being able to get on and off	84	11	5	83	7	3
How well train company dealt with delays	49	31	20	53	-2	2



**Public performance measure**

2006–07

	Percentage of trains within				
	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
Q1	83.9%	89.0%	93.3%	0.7%	15,867
Q2	74.3%	80.9%	87.2%	1.3%	15,277
Q3	72.6%	80.3%	88.0%	0.7%	14,550
Q4	78.9%	84.9%	90.5%	1.2%	15,122
2005-06	73.5%	80.9%	88.2%	1.1%	62,156
2006-07	77.6%	83.9%	89.8%	1.0%	60,816
Percentage point change between 2005-06 and 2006-07					
	4.1%	2.9%	1.6%	-0.1%	-2.2%

Source: Network Rail

**Complaints**

2006–07

	Complaints per 100,000 journeys	Complaints by source			Response performance to complaints	
		Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	374	22.3%	15.0%	62.8%	91.7%	99.5%
Q2	307	35.0%	29.6%	35.3%	93.2%	99.8%
Q3	300	35.2%	26.0%	38.9%	93.0%	95.7%
Q4	347	36.6%	18.4%	45.0%	88.0%	97.7%
2005-06	461	25.0%	21.1%	53.8%	94.2%	99.9%
2006-07	331	32.0%	21.9%	46.0%	85.2%	98.2%
Percentage point change between 2005-06 and 2006-07						
		7.0%	0.8%	-7.8%	-9.0%	-1.7%

Source: Department for Transport

## 8.21 Virgin West Coast

## Key statistics

2006–07

	Total	Percentage change on 2004-05
Passenger journeys (million)	19.8	7.1%
Passenger kilometres (million)	3,747.3	11.5%
Timetabled train kilometres (million)	22.4	-2.4%
Route kilometres operated	1,172	0.0%
Number of stations operated	17	0.0%

Source: Train Operating Company

## National Passenger Survey results

Spring 2007

	Spring 2007				Improvement/decline in % satisfied or good (% change)	
	% Satisfied or good	% Neither /nor	% Dissatisfied or poor	TOC type % Satisfied or good	Since autumn 2006	Since spring 2006
<b>Overall opinion of journey</b>	<b>87</b>	<b>8</b>	<b>5</b>	<b>87</b>	<b>1</b>	<b>-3</b>
<b>Station facilities</b>						
Ticket buying facilities	75	15	10	80	-2	0
Provision of information about train times/ platforms	87	9	5	86	3	0
The upkeep/ repair of the station buildings/ platforms	70	20	11	70	-5	-2
Overall environment	67	22	12	70	-5	-3
How request to station staff was handled	89	6	3	87	4	7
<b>Train facilities</b>						
The frequency of the trains on that route	87	7	7	85	4	2
Punctuality/ reliability (the train arriving/ departing on time)	86	5	9	85	0	-3
The length of time the journey was scheduled to take (speed)	87	8	5	87	3	0
The value for money for the price of your ticket	53	17	30	52	-5	-6
Cleanliness of the train	91	7	2	88	3	-2
Sufficient room for all the passengers to sit/stand	72	13	15	70	4	-4
The comfort of the seating area	79	12	9	80	-1	0
The ease of being able to get on and off	85	13	2	83	0	-2
How well train company dealt with delays	58	27	15	53	10	-3

**Public performance measure**

2006–07

	Percentage of trains within				
	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
Q1	82.4%	88.9%	94.4%	0.7%	17,684
Q2	78.5%	86.0%	92.5%	1.2%	17,810
Q3	77.3%	85.4%	92.3%	1.0%	16,876
Q4	76.2%	83.8%	90.8%	2.1%	17,799
2005-06	75.0%	83.5%	91.5%	1.0%	70,467
2006-07	78.6%	86.0%	92.5%	1.3%	70,169
Percentage point change between 2005-06 and 2006-07					
	3.7%	2.5%	1.0%	0.3%	-0.4%

Source: Network Rail

**Complaints**

2006–07

	Complaints by source				Response performance to complaints	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
Q1	410	22.5%	28.9%	48.6%	94.1%	99.5%
Q2	386	26.2%	33.7%	40.1%	68.5%	99.3%
Q3	522	21.1%	24.7%	54.2%	69.0%	98.2%
Q4	745	23.0%	21.9%	55.0%	51.8%	97.5%
2005-06	503	21.2%	30.1%	48.6%	88.3%	99.8%
2006-07	519	23.0%	26.1%	50.9%	63.7%	98.4%
Percentage point change between 2005-06 and 2006-07						
		1.8%	-4.1%	2.2%	-24.6%	-1.4%

Source: Department for Transport

# Appendix

## 1. National railway

Up to 1994-95 the national railway covered services by British Rail (BR). Since 1995–96 it has covered both BR services and those provided by private passenger and freight operators (see *Rail privatisation* below).

## 2. Rail privatisation

The main components of the restructured industry are:

- 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 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

- First Great Western;
- GNER (Great North Eastern Railway);
- Midland Mainline;
- One (InterCity);
- Virgin CrossCountry; and
- Virgin West Coast.

### London and South East operators

- c2c;
- Chiltern Railways;
- First Capital Connect (formerly Thameslink and WAGN);
- First Great Western;
- One;
- Silverlink;
- Southeastern;
- South West Trains; and
- Southern Railway.

### Regional operators

- Arriva Trains Wales;
- Central Trains;
- First Great Western;
- First ScotRail;
- Gatwick Express;
- Island Line;
- Merseyrail;
- Northern Rail; and
- TransPennine Express (TPE) (except 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. 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	OPRAF	Office of Passenger Rail Franchising
ATOC	Association of Train Operating Companies	ORCATS	Operational Research Computer Allocation of Ticket Sales
BR	British Rail	ORR	Office of Rail Regulation
CHP	Complaint handling procedure	PiXC	Passengers in Excess of Capacity
CTRL	Channel Tunnel Rail Link	PPM	Public Performance Measure
DETR	Department of the Environment, Transport & the Regions	PSO	Public Service Obligation
DfT	Department for Transport	PTA	Passenger Transport Authority
GDP	Gross Domestic Product	PTE	Passenger Transport Executive
HRD	Historic Rail Database	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	SRA	Strategic Rail Authority
NPS	National Passenger Survey	TTKm	Timetabled train kilometres
NRT	National Rail Trends	TOCs	Train Operating Companies



