

# NATIONAL RAIL TRENDS 2009-10 YEARBOOK



OFFICE OF RAIL REGULATION

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## Introduction

### Seventh edition of the National rail trends yearbook

*National rail trends* (NRT) is a key publication from the Office of Rail Regulation that provides an independent, comprehensive and accurate picture of the rail industry in Great Britain. Data are published by chapter on a rolling basis throughout the year to ensure that users have access to relevant and timely statistics. All individual tables that make up *National rail trends* are available on the ORR web-site in both PDF and excel format, enabling users to manipulate the information to produce further tables or charts.

This edition of NRT yearbook generally covers the financial year 2009-10 (April 2009 to March 2010). Chapter 5 and chapter 10 data cover the calendar year January 2008 to January 2009, whilst Chapter 7 uses data from April 2008 to March 2009. Data is 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*.

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

## Contacts

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## Quarter dates

Q1 - April, May and June

Q2 - July, August and September

Q3 - October, November and December

Q4 - January, February and March

## 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 the NRT. For more information please read the methodology notes for passenger journeys and kilometres data in chapter 1.

## Rounding

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

## Historic data

Previous editions of NRT containing historic data can be obtained via the ORR website:

[http://www.rail-reg.gov.uk/national\\_rail\\_trends](http://www.rail-reg.gov.uk/national_rail_trends)

# Executive Summary

Key results: 2009-10 on 2008-09

## Chapter 1 – Rail usage

- 51.1 billion passenger kilometres were travelled in 2009-10, an increase of 0.8% from 2008-09.
- 1,258 million journeys were made in 2009-10, a 1.3% decrease from 2008-09.
- Revenue was £6,179 million in 2009-10, a 2.9% increase from 2008-09.

## Chapter 2 – Rail performance

- 91.5% of franchised operators ran on time in 2009-10, an increase of 0.9 percentage points on 2008-09.
- The number of complaints per 100,000 passenger journeys decreased by 16.5% from 2008-09 to 2009-10.
- The number of telephone enquiries received by NRES fell by 23.7%, from 16.1 million calls in 2008-09 to 12.3 million in 2009-10. The percentage of calls answered increased to 94.8%, the highest percentage recorded since 2005-06.
- The PiXC data shows that overall there were 2.2% of passengers in excess of capacity in 2009, a decline from 3.0% in 2008.

## Chapter 3 – Freight

- The amount of freight moved in 2009-10 was 19.06 billion net tonne kilometres, a 7.6% decrease from 2008-09.
- The amount of freight lifted was 87.2 million tonnes in 2009-10, a 15.1% decrease from 2008-09.

## Chapter 4 – Other sources

- The Spring 2010 wave of the National Passenger Survey reported that nationally 83% of passengers were satisfied with their journey overall. This is significantly up (+2%) compared to Spring 2009 (81%).

## Chapter 5 – Fares

- The average change in rail fares between January 2009 and January 2010 was 0.7% compared with 7.6% the previous year.

## Chapter 6 – Miscellaneous tables

- Total investment from private companies in 2009-10 (excluding Network Rail) into the railway industry was £461 million, up from £455 million in 2008-09. £423 million of the total was spent on rolling stock.

## Chapter 7 – Regional usage profiles

- All Government Office Regions (GOR) saw an increase in the number of journeys within the GOR, with the exception of London. The inclusion of PTE estimates saw Scotland and North West overtake South East with the 2nd and 3rd largest number of within journeys. London figures have fallen from 2007-08; however Oyster PAYG are not included in the figures which will have impacted on the data.

## Chapter 10 – Rail safety

- There were 15 fatalities (excluding trespassers and suicides) in 2009 compared with 27 in 2008. The number of fatalities in train incidents remained at 4, whilst fatalities in movement and non-movement incidents fell by 9 and 2 respectively.
- There were 4,216 casualties reported in 2009, an increase of 8.4% from 2008. The largest contributing factor was an increase of 14.3% in the number of over 3-day injuries reported by railway employees in non-movement incidents.
- 10 fatalities were recorded at level crossings in 2009, down from 13 in 2008. Of the 10 fatalities, 3 were pedestrians and 7 were occupants of road vehicles (including pedal cyclists).
- There were 292 trespasser and suicide fatalities in 2009, an increase of 0.3% from 2008. The number of trespassers and attempted suicides hospitalised fell by 17.9% in 2009.
- The number of potentially higher risk train accidents (PHRTAs) fell to 49 in 2009 from 87 last year. The largest contributing factor to this was the reduction in the number of derailments from 47 to 23.
- There were 262 SPADs in 2009 compared to 325 in 2008. The highest risk SPADs fell from 20 in 2008 to 17 this year.

# 1 Rail usage

## Key results: 2009-10 on 2008-09

### 1.1 Passenger kilometres

- 51.1 billion passenger kilometres were travelled in 2009-10, an increase of 0.8% from 2008-09.
- Ordinary fares kilometres increased by 3.2% to 36.4 billion kilometres and season tickets kilometres decreased by 4.6% to 14.7 billion kilometres in 2009-10 compared to 2008-09.
- London and South East passenger kilometres decreased by 1.8% to 23.8 billion kilometres; long distance increased by 3.7% to 17.6 billion kilometres; and regional operators increased by 2.2% to 9.7 billion kilometres in 2009-10 compared to 2008-09.

### 1.2 Passenger journeys

- 1,258 million journeys were made in 2009-10, a 1.3% decrease from 2008-09. Ordinary fare journeys increased by 3% to 685 million journeys and season ticket journeys decreased by 5.9% to 573 million journeys in 2009-10 compared to 2008-09.
- The long-distance sector had 112 million journeys, a 2.1% increase; London and South East decreased by 1.5% to 841 million journeys and regional operators decreased by 1.8% to 305 million journeys in 2009-10 compared to 2008-09.

### 1.3 Passenger revenue

- Revenue was £6,179 million in 2009-10, a 2.9% increase from 2008-09.

### 1.4 Timetabled train kilometres

- There were 500 million timetabled train kilometres in 2009-10, a 4.3% increase from 2008-09. Franchised operators had just over 495 million timetabled train kilometres in 2009-10, a 4.4% increase when compared to the previous year. Non-franchised operators had 4.87 million timetabled train kilometres in 2009-10, a 0.7% increase from the previous year.

## Key results: 2009-10 Q4 on 2008-09 Q4

### 1.1 Passenger kilometres

- There were 13 billion passenger kilometres travelled in 2009-10 Q4, a 5.2% increase from 2008-09 Q4.

### 1.2 Passenger journeys

- 332 million journeys were made in 2009-10 Q4, a 6.1% increase from 2008-09 Q4. Journeys using ordinary fares increased by 11.7% to 172 million and season ticket journeys increased by 0.6% to 159 million in 2009-10 Q4 compared to 2008-09 Q4.

### 1.3 Passenger revenue

- Passenger revenue was £1,594 million in 2009-10 Q4, a 6.2% increase from 2008-09 Q4.

### 1.4 Timetabled train kilometres

- Timetabled train kilometres for all operators increased by 2.4% to 124.26 million km for 2009 10 Q4. Both franchised and non-franchised operators showed a 2.4% increase for 2009-10 Q4 on 2008-09 Q4.

## Methodology for passenger journeys and kilometres data

The rail industry's central ticketing system, LENNON, is the basis for passenger kilometres, journeys and revenue data. LENNON holds information on all national rail tickets purchased in Great Britain and is used to allocate the revenue from ticket sales between train operating companies (TOCs).

Quarterly published data for passenger kilometres and journeys is provisional until Q4 data is published, as LENNON does not correctly record sales of certain products, in particular some operator-specific tickets and Passenger Transport Executive (PTE) multi-modal tickets. The data are finalised when kilometres and journeys from these tickets are added in at the end of each financial year following a reconciliation exercise with the TOCs.

The non-Lennon data is split proportionately across the four quarters according to volume, ticket type and sector.

### Journey datasets in LENNON

Lennon contains two datasets; pre-allocation (sales) and post-allocation (earnings). Passenger usage statistics in NRT are based on the post-allocation dataset. Allocations are created for each ticket group by ORCATS, dependant on sales levels. These allocations are principally used to apportion journeys between TOCs.

ORCATS is a mathematical model 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 is generated for each train used during an opportunity to travel. This results in the number of journeys being inflated by around 5% compared to the pre-allocation dataset that does not assign journeys between TOCs.



## 1.1 Passenger kilometres

### Notes

New methodology has been applied from 2007-08 to improve the categorisation of ticket type. Therefore direct comparisons between data from 2007-08 and earlier years should not be made. New methodology was also applied after 2002-03 causing another break in series.

LENNON data for non-franchised operators includes First Hull Trains, Grand Central and Wrexham & Shropshire.

<sup>f</sup> - Data for 2009-10 Q1 to 2009-10 Q3 have been revised following the TOC reconciliation exercise that takes place at the end of the financial year.

For more details on this process, see the Methodology notes at the beginning of this chapter.

For more information on revisions, please see the revisions log:  
<http://www.rail-reg.gov.uk/upload/xls/stats-revisions-log.xls>.

### Table 1.1a Passenger kilometres by ticket type

Great Britain 2002-03 Q1 to 2009-10 Q4 (billions)

	Franchised ordinary fares	Franchised season tickets	Total franchised passenger kilometres	Total franchised passenger kilometres (MAA)	Non-franchised
<b>2002-03</b>	28.4	11.3	39.7		
<b>2003-04</b>	28.9	12.0	40.9		
<b>2004-05</b>	29.4	12.4	41.8		
<b>2005-06</b>	30.0	13.2	43.2		
<b>2006-07</b>	32.9	13.3	46.2		
<b>2007-08</b>	33.9	15.1	49.0		
<b>2008-09</b>	35.2	15.5	50.7		
<b>2009-10</b>	36.4	14.7	51.1		0.3
<i>Percentage change</i>					
<i>2009-10 on 2008-09</i>					
	3.2	-4.6	0.8		-
<b>2002-03</b>					
<b>Q1</b>	7.1	2.8	9.9	9.8	
<b>Q2</b>	7.6	2.6	10.1	9.8	
<b>Q3</b>	7.1	2.9	10.0	9.8	
<b>Q4</b>	6.7	3.0	9.7	9.9	
<b>2003-04</b>					
<b>Q1</b>	7.3	2.7	10.0	10.0	
<b>Q2</b>	7.3	3.1	10.4	10.0	
<b>Q3</b>	7.3	2.9	10.2	10.1	
<b>Q4</b>	6.9	3.3	10.2	10.2	
<b>2004-05</b>					
<b>Q1</b>	7.2	2.9	10.2	10.3	
<b>Q2</b>	7.4	3.1	10.6	10.3	
<b>Q3</b>	7.7	3.0	10.8	10.4	
<b>Q4</b>	7.0	3.2	10.3	10.4	
<b>2005-06</b>					
<b>Q1</b>	7.6	3.2	10.8	10.6	
<b>Q2</b>	7.2	3.4	10.6	10.6	
<b>Q3</b>	8.0	3.1	11.1	10.7	
<b>Q4</b>	7.2	3.5	10.7	10.8	
<b>2006-07</b>					
<b>Q1</b>	8.0	3.1	11.2	10.9	
<b>Q2</b>	8.6	3.0	11.5	11.1	
<b>Q3</b>	8.4	3.4	11.8	11.3	
<b>Q4</b>	7.9	3.8	11.7	11.6	
<b>2007-08</b>					
<b>Q1</b>	8.3	3.6	11.9	11.7	
<b>Q2</b>	8.8	3.5	12.4	12.0	
<b>Q3</b>	8.5	4.0	12.4	12.1	
<b>Q4</b>	8.3	4.0	12.3	12.3	
<b>2008-09</b>					
<b>Q1</b>	9.0	3.9	12.9	12.5	
<b>Q2</b>	9.3	3.6	12.9	12.6	
<b>Q3</b>	8.7	4.0	12.6	12.7	0.1
<b>Q4</b>	8.3	4.0	12.3	12.7	0.1
<b>2009-10</b>					
<b>Q1<sup>f</sup></b>	8.9	3.6	12.5	12.6	0.1
<b>Q2<sup>f</sup></b>	9.4	3.4	12.7	12.5	0.1
<b>Q3<sup>f</sup></b>	9.2	3.8	12.9	12.6	0.1
<b>Q4</b>	8.9	4.0	13.0	12.8	0.1
<i>Percentage change</i>					
<i>2009-10 Q4 on 2008-09 Q4</i>					
	7.6	0.2	5.2	0.8	28.0

Source: LENNON database and ATOC

## Notes

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

Following re-franchising in November 2007, some TOCs operate services in more than one NRT sector.

CrossCountry: Long-distance and regional

East Midlands Trains: Long-distance and regional

London Midland: London and South East and regional

Virgin Trains: Long-distance and regional

LENNON sector data does not match NRT sector data in some cases. Within LENNON, each TOC is assigned to one particular sector. In NRT, sectors are assigned based on the route code. This ensures a consistent time series with data prior to re-franchising.

LENNON data for non-franchised operators includes First Hull Trains, Grand Central and Wrexham & Shropshire.

<sup>r</sup> - Data for 2009-10 Q1 to 2009-10 Q3 have been revised following the TOC reconciliation exercise that takes place at the end of the financial year.

For more details on this process, see the Methodology notes at the beginning of this chapter.

For more information on revisions, please see the revisions log:  
<http://www.rail-reg.gov.uk/upload/xls/stats-revisions-log.xls>.

## Table 1.1b Passenger kilometres by sector

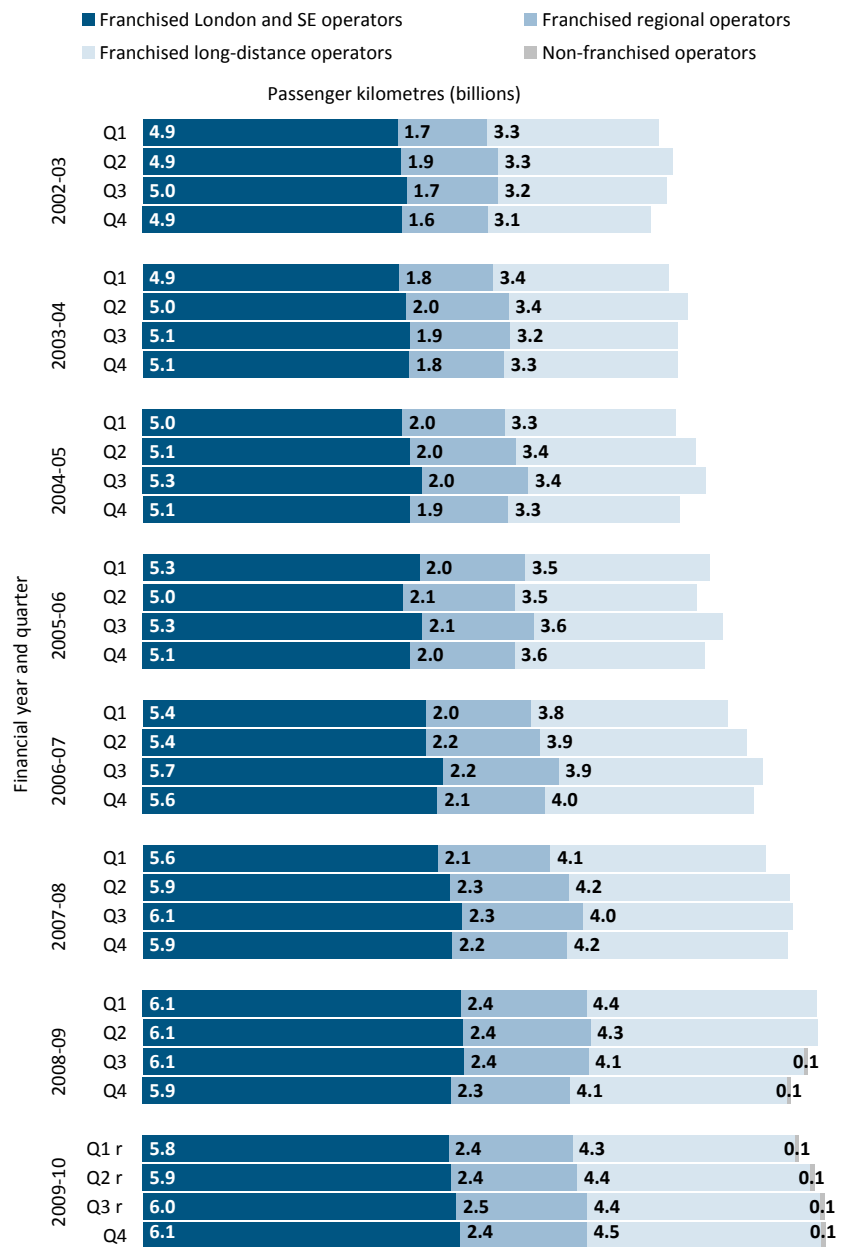
Great Britain 2002-03 Q1 to 2009-10 Q4 (billions)

	Franchised long-distance operators	Franchised London and SE operators	Franchised regional operators	Total franchised passenger kilometres	Non-franchised
<b>2002-03</b>	12.9	19.8	6.9	39.7	
<b>2003-04</b>	13.3	20.1	7.5	40.9	
<b>2004-05</b>	13.4	20.5	7.9	41.8	
<b>2005-06</b>	14.2	20.7	8.3	43.2	
<b>2006-07</b>	15.6	22.2	8.5	46.2	
<b>2007-08</b>	16.5	23.5	8.9	49.0	
<b>2008-09</b>	17.0	24.2	9.5	50.7	
<b>2009-10</b>	17.6	23.8	9.7	51.1	0.3
<i>Percentage change</i>					
<b>2009-10 on 2008-09</b>	<b>3.7</b>	<b>-1.8</b>	<b>2.2</b>	<b>0.8</b>	<b>-</b>
<b>2002-03 Q1</b>	3.3	4.9	1.7	9.9	
<b>Q2</b>	3.3	4.9	1.9	10.1	
<b>Q3</b>	3.2	5.0	1.7	10.0	
<b>Q4</b>	3.1	4.9	1.6	9.7	
<b>2003-04 Q1</b>	3.4	4.9	1.8	10.0	
<b>Q2</b>	3.4	5.0	2.0	10.4	
<b>Q3</b>	3.2	5.1	1.9	10.2	
<b>Q4</b>	3.3	5.1	1.8	10.2	
<b>2004-05 Q1</b>	3.3	5.0	2.0	10.2	
<b>Q2</b>	3.4	5.1	2.0	10.6	
<b>Q3</b>	3.4	5.3	2.0	10.8	
<b>Q4</b>	3.3	5.1	1.9	10.3	
<b>2005-06 Q1</b>	3.5	5.3	2.0	10.8	
<b>Q2</b>	3.5	5.0	2.1	10.6	
<b>Q3</b>	3.6	5.3	2.1	11.1	
<b>Q4</b>	3.6	5.1	2.0	10.7	
<b>2006-07 Q1</b>	3.8	5.4	2.0	11.2	
<b>Q2</b>	3.9	5.4	2.2	11.5	
<b>Q3</b>	3.9	5.7	2.2	11.8	
<b>Q4</b>	4.0	5.6	2.1	11.7	
<b>2007-08 Q1</b>	4.1	5.6	2.1	11.9	
<b>Q2</b>	4.2	5.9	2.3	12.4	
<b>Q3</b>	4.0	6.1	2.3	12.4	
<b>Q4</b>	4.2	5.9	2.2	12.3	
<b>2008-09 Q1</b>	4.4	6.1	2.4	12.9	
<b>Q2</b>	4.3	6.1	2.4	12.9	
<b>Q3</b>	4.1	6.1	2.4	12.6	0.1
<b>Q4</b>	4.1	5.9	2.3	12.3	0.1
<b>2009-10 Q1<sup>r</sup></b>	4.3	5.8	2.4	12.5	0.1
<b>Q2<sup>r</sup></b>	4.4	5.9	2.4	12.7	0.1
<b>Q3<sup>r</sup></b>	4.4	6.0	2.5	12.9	0.1
<b>Q4</b>	4.5	6.1	2.4	13.0	0.1
<i>Percentage change</i>					
<b>2009-10 Q4 on 2008-09 Q4</b>	<b>7.7</b>	<b>3.1</b>	<b>6.0</b>	<b>5.2</b>	<b>28.0</b>

Source: LENNON database and ATOC

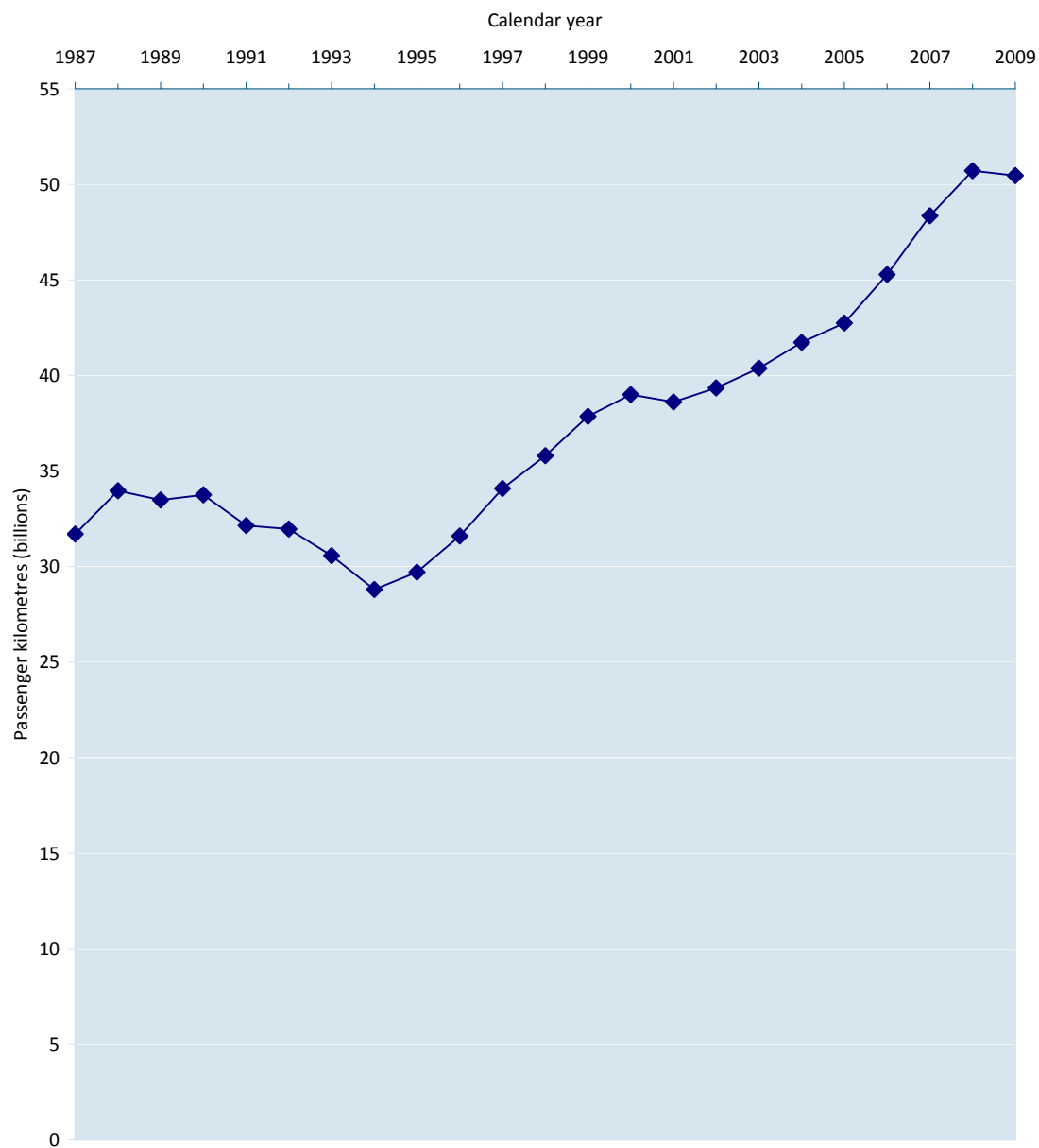
# Chart 1.1a Passenger kilometres

Great Britain quarterly data 2002-03 Q1 to 2009-10 Q4 (billions)



# Chart 1.1b Passenger kilometres

Great Britain annual data 1987 to 2009 (billions)



Source: LENNON database and ATOC

For details on revisions and provisional data, see notes on table 1.1b.

## 1.2 Passenger journeys

### Notes

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

New methodology has been applied from 2007-08 to improve the categorisation of ticket type. Therefore, direct comparisons between data from 2007-08 and earlier years should not be made. New methodology was also applied after 2002-03 causing another break in series.

LENNON data for non-franchised operators includes First Hull Trains, Grand Central and Wrexham & Shropshire.

<sup>r</sup> - Data for 2009-10 Q1 to 2009-10 Q3 have been revised following the TOC reconciliation exercise that takes place at the end of the financial year.

For more details on this process, see the Methodology notes at the beginning of this chapter.

For more information on revisions, please see the revisions log:  
<http://www.rail-reg.gov.uk/upload/xls/stats-revisions-log.xls>.

### Table 1.2a Passenger journeys by ticket type

Great Britain 2002-03 Q1 to 2009-10 Q4 (millions)

	Franchised ordinary fares	Franchised season tickets	Total franchised passenger journeys	Total franchised passenger journeys (MAA)	Non-franchised
<b>2002-03</b>	564	412	976		
<b>2003-04</b>	561	451	1,012		
<b>2004-05</b>	579	466	1,045		
<b>2005-06</b>	585	498	1,082		
<b>2006-07</b>	618	533	1,151		
<b>2007-08</b>	639	586	1,225		
<b>2008-09</b>	665	609	1,274		
<b>2009-10</b>	685	573	1,258		1.4
<i>Percentage change</i>					
<i>2009-10 on 2008-09</i>					
	3.0	-5.9	-1.3		-
<b>2002-03</b>					
<b>Q1</b>	138	101	239	240	
<b>Q2</b>	148	93	241	241	
<b>Q3</b>	143	107	251	241	
<b>Q4</b>	134	111	245	244	
<b>2003-04</b>					
<b>Q1</b>	141	102	243	245	
<b>Q2</b>	135	115	250	247	
<b>Q3</b>	149	110	260	249	
<b>Q4</b>	135	123	259	253	
<b>2004-05</b>					
<b>Q1</b>	143	110	253	255	
<b>Q2</b>	139	119	258	257	
<b>Q3</b>	156	116	272	261	
<b>Q4</b>	140	121	261	261	
<b>2005-06</b>					
<b>Q1</b>	151	119	270	265	
<b>Q2</b>	134	127	261	266	
<b>Q3</b>	163	120	283	269	
<b>Q4</b>	136	132	268	271	
<b>2006-07</b>					
<b>Q1</b>	151	125	276	272	
<b>Q2</b>	158	123	281	277	
<b>Q3</b>	163	138	301	282	
<b>Q4</b>	146	146	292	288	
<b>2007-08</b>					
<b>Q1</b>	154	140	294	292	
<b>Q2</b>	166	136	303	298	
<b>Q3</b>	164	154	318	302	
<b>Q4</b>	154	156	310	306	
<b>2008-09</b>					
<b>Q1</b>	167	151	319	312	
<b>Q2</b>	175	143	318	316	
<b>Q3</b>	169	157	325	318	0.3
<b>Q4</b>	154	158	313	319	0.3
<b>2009-10</b>					
<b>Q1<sup>r</sup></b>	165	138	304	315	0.3
<b>Q2<sup>r</sup></b>	173	130	303	311	0.3
<b>Q3<sup>r</sup></b>	174	145	319	310	0.4
<b>Q4</b>	172	159	332	314	0.4
<i>Percentage change</i>					
<i>2009-10 Q4 on 2008-09 Q4</i>					
	11.7	0.6	6.1		27.8

Source: LENNON database and ATOC

## Notes

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

After re-franchising in November 2007, some TOCs operate services in more than one NRT sector.

CrossCountry: Long-distance and regional

East Midlands: Trains Long-distance and regional

London Midland: London and South East and regional

Virgin Trains: Long-distance and regional

LENNON sector data do not match NRT sector data in some cases. Within LENNON, each TOC is assigned to one particular sector. In NRT, sectors are assigned based on the route code. This ensures a consistent time series with data prior to re-franchising.

LENNON data for non-franchised operators includes First Hull Trains, Grand Central and Wrexham & Shropshire.

<sup>r</sup> - Data for 2009-10 Q1 to 2009-10 Q3 have been revised following the TOC reconciliation exercise that takes place at the end of the financial year.

For more details on this process, see the Methodology notes at the beginning of this chapter.

For more information on revisions, please see the revisions log:  
<http://www.rail-reg.gov.uk/upload/xls/stats-revisions-log.xls>.

## Table 1.2b Passenger journeys by sector

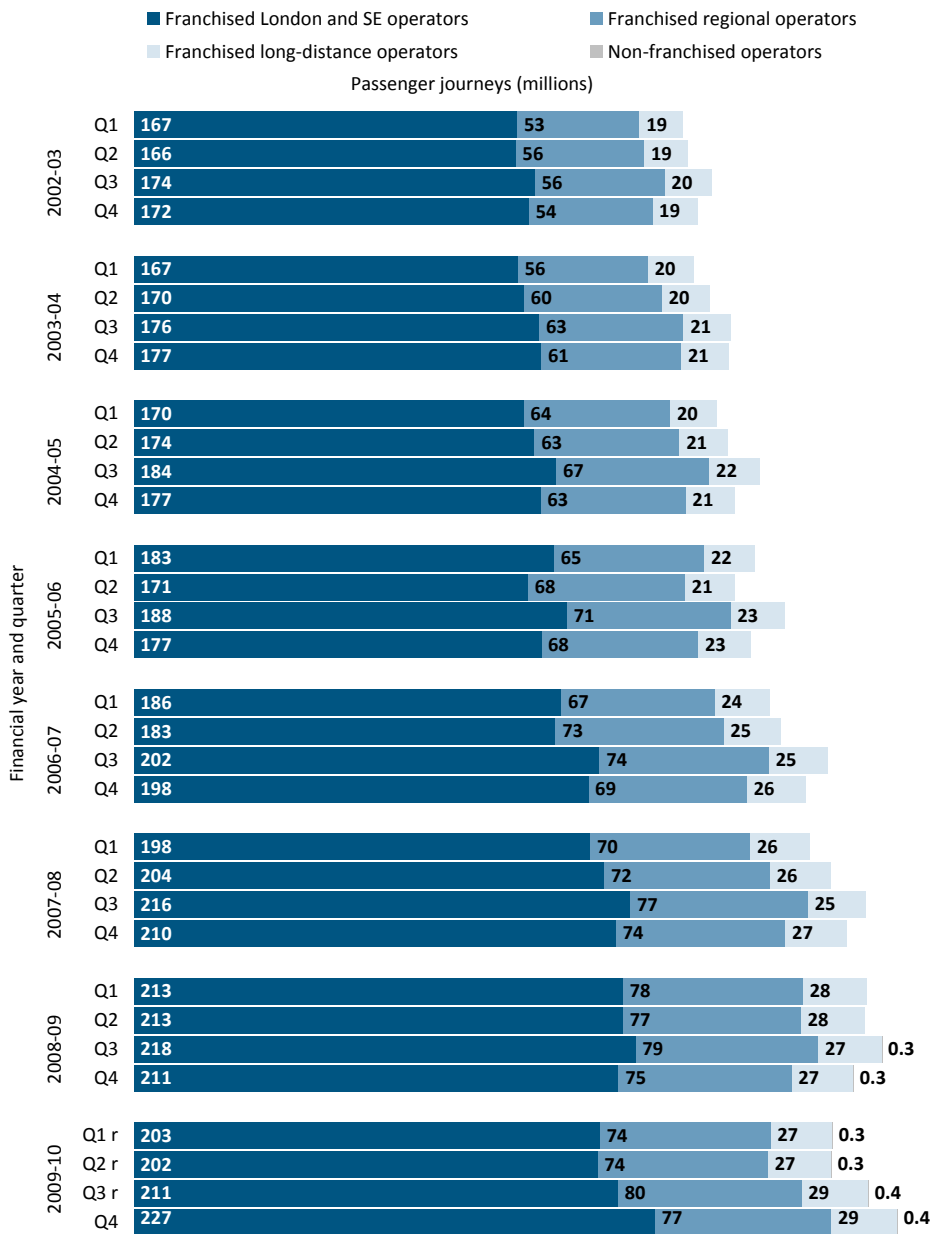
Great Britain 2002-03 Q1 to 2009-10 Q4 (millions)

	Franchised long-distance operators	Franchised London and SE operators	Franchised regional operators	Total franchised passenger journeys	Non-franchised
<b>2002-03</b>	77	679	219	976	
<b>2003-04</b>	81	690	240	1,012	
<b>2004-05</b>	84	704	256	1,045	
<b>2005-06</b>	89	720	273	1,082	
<b>2006-07</b>	99	769	282	1,151	
<b>2007-08</b>	104	828	293	1,225	
<b>2008-09</b>	109	854	310	1,274	
<b>2009-10</b>	112	841	305	1,258	1.4
<i>Percentage change</i>					
<b>2009-10 on 2008-09</b>	<b>2.1</b>	<b>-1.5</b>	<b>-1.8</b>	<b>-1.3</b>	<b>-</b>
<b>2002-03</b>	<b>Q1</b>	19	167	53	239
	<b>Q2</b>	19	166	56	241
	<b>Q3</b>	20	174	56	251
	<b>Q4</b>	19	172	54	245
<b>2003-04</b>	<b>Q1</b>	20	167	56	243
	<b>Q2</b>	20	170	60	250
	<b>Q3</b>	21	176	63	260
	<b>Q4</b>	21	177	61	259
<b>2004-05</b>	<b>Q1</b>	20	170	64	253
	<b>Q2</b>	21	174	63	258
	<b>Q3</b>	22	184	67	272
	<b>Q4</b>	21	177	63	261
<b>2005-06</b>	<b>Q1</b>	22	183	65	270
	<b>Q2</b>	21	171	68	261
	<b>Q3</b>	23	188	71	283
	<b>Q4</b>	23	177	68	268
<b>2006-07</b>	<b>Q1</b>	24	186	67	276
	<b>Q2</b>	25	183	73	281
	<b>Q3</b>	25	202	74	301
	<b>Q4</b>	26	198	69	292
<b>2007-08</b>	<b>Q1</b>	26	198	70	294
	<b>Q2</b>	26	204	72	303
	<b>Q3</b>	25	216	77	318
	<b>Q4</b>	27	210	74	310
<b>2008-09</b>	<b>Q1</b>	28	213	78	319
	<b>Q2</b>	28	213	77	318
	<b>Q3</b>	27	218	79	325
	<b>Q4</b>	27	211	75	313
<b>2009-10</b>	<b>Q1<sup>r</sup></b>	27	203	74	304
	<b>Q2<sup>r</sup></b>	27	202	74	303
	<b>Q3<sup>r</sup></b>	29	211	80	319
	<b>Q4</b>	29	227	77	332
<i>Percentage change</i>					
<b>2009-10 Q4 on 2008-09 Q4</b>	<b>6.9</b>	<b>7.5</b>	<b>1.8</b>	<b>6.1</b>	<b>27.8</b>

Source: LENNON database and ATOC

# Chart 1.2a Passenger journeys

Great Britain quarterly data 2002-03 Q1 to 2009-10 Q4 (millions)

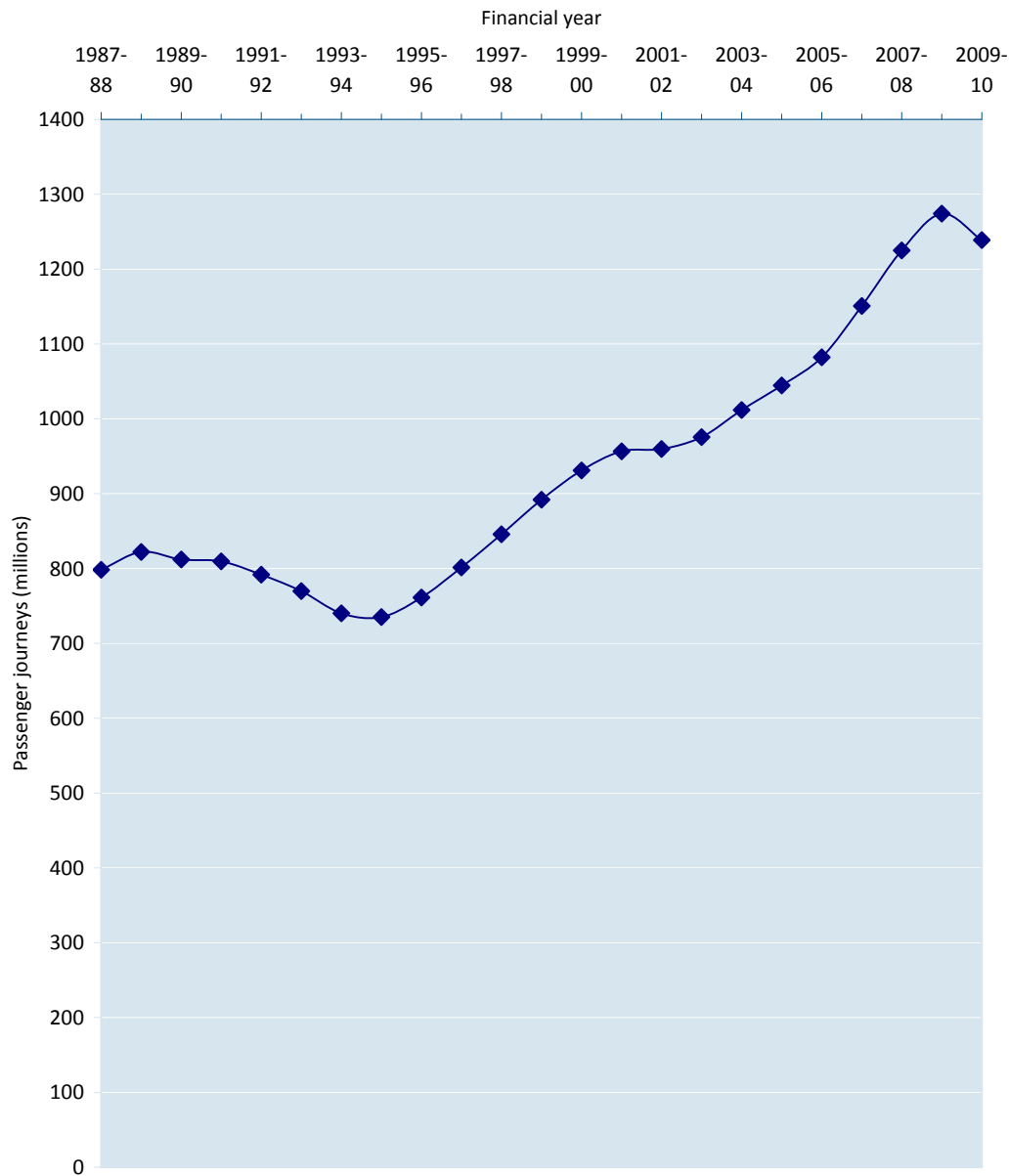


Source: LENNON database and ATOC

For details on revisions and provisional data, see notes on table 1.2a and table 1.2b

# Chart 1.2b Passenger journeys

Great Britain annual data 1985-86 to 2009-10 (millions)



## 1.3 Passenger revenue

### Methodology

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.

The column 'Total franchised passenger revenue (MAA) 2008-09 prices' was previously calculated using the Gross Domestic Product (GDP) implied deflator, however the GDP deflator has been replaced by the July 'All Items' Retail Prices Index (RPI). The 'All items' RPI series is used by DfT in regulating fares and it was felt consistency with fares policy would be beneficial to NRT. All previous data have been re-calculated to reflect the change in methodology.

### Notes

New methodology has been applied from 2007-08 to improve the categorisation of ticket type. Therefore, direct comparisons between data from 2007-08 and earlier years should not be made. New methodology was also applied after 2002-03 causing another break in series.

LENNON data for non-franchised operators includes First Hull Trains, Grand Central and Wrexham & Shropshire.

<sup>1</sup>Total franchised passenger revenue (MAA) column will be updated with the 2009-10 prices as soon as this is available.

## Table 1.3a Passenger revenue by ticket type

Great Britain 2002-03 Q1 to 2009-10 Q4 (£m)

	Franchised ordinary fares	Franchised season tickets	Total franchised passenger revenue	Total franchised passenger revenue (MAA)	Total franchised passenger revenue (MAA) 2008-09 prices <sup>1</sup>	Non-franchised
<b>2002-03</b>	2,693	970	3,663			
<b>2003-04</b>	2,890	1,011	3,901			
<b>2004-05</b>	3,088	1,071	4,158			
<b>2005-06</b>	3,323	1,170	4,493			
<b>2006-07</b>	3,714	1,298	5,012			
<b>2007-08</b>	4,120	1,434	5,555			
<b>2008-09</b>	4,443	1,561	6,004			
<b>2009-10</b>	4,608	1,571	6,179			36.7
<b>Percentage change</b>						
<b>2009-10 on 2008-09</b>						
	3.7	0.6	2.9			-
<b>2002-03</b>						
<b>Q1</b>	665	237	902	896	1,086	
<b>Q2</b>	692	222	914	899	1,086	
<b>Q3</b>	680	250	930	904	1,083	
<b>Q4</b>	656	261	916	916	1,090	
<b>2003-04</b>						
<b>Q1</b>	713	229	943	926	1,090	
<b>Q2</b>	718	262	980	942	1,106	
<b>Q3</b>	734	240	974	953	1,112	
<b>Q4</b>	725	280	1,005	975	1,132	
<b>2004-05</b>						
<b>Q1</b>	746	251	997	989	1,133	
<b>Q2</b>	750	275	1,025	1,000	1,139	
<b>Q3</b>	819	266	1,085	1,028	1,159	
<b>Q4</b>	772	280	1,053	1,040	1,169	
<b>2005-06</b>						
<b>Q1</b>	837	279	1,116	1,069	1,189	
<b>Q2</b>	772	295	1,067	1,080	1,196	
<b>Q3</b>	867	280	1,147	1,095	1,207	
<b>Q4</b>	848	316	1,164	1,123	1,234	
<b>2006-07</b>						
<b>Q1</b>	900	294	1,194	1,143	1,234	
<b>Q2</b>	890	329	1,219	1,181	1,264	
<b>Q3</b>	967	319	1,286	1,216	1,288	
<b>Q4</b>	957	356	1,313	1,253	1,317	
<b>2007-08</b>						
<b>Q1</b>	1,000	339	1,339	1,289	1,334	
<b>Q2</b>	1,034	333	1,366	1,326	1,367	
<b>Q3</b>	1,035	373	1,408	1,357	1,380	
<b>Q4</b>	1,052	389	1,441	1,389	1,404	
<b>2008-09</b>						
<b>Q1</b>	1,129	388	1,517	1,433	1,420	
<b>Q2</b>	1,134	362	1,496	1,466	1,439	
<b>Q3</b>	1,095	394	1,489	1,486	1,471	8.4
<b>Q4</b>	1,085	417	1,501	1,501	1,519	8.5
<b>2009-10</b>						
<b>Q1</b>	1,131	375	1,505	1,498	1,504	8.5
<b>Q2</b>	1,150	356	1,506	1,501	1,494	8.4
<b>Q3</b>	1,170	403	1,573	1,522	1,497	9.6
<b>Q4</b>	1,157	437	1,594	1,545	1,503	10.2
<b>Percentage change</b>						
<b>2009-10 Q4 on 2008-09 Q4</b>						
	6.7	4.9	6.2	2.9	-1.0	19.3

Source: LENNON database and ATOC

## Notes

For details on passenger revenue, see methodology in chapter 1.3

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

After re-franchising in November 2007, some TOCs operate services in more than one NRT sector.

CrossCountry: Long-distance and regional

East Midlands Trains: Long-distance and regional

London Midland: London and South East and regional

Virgin Trains: Long-distance and regional

LENNON sector data does not match NRT sector data in some cases. Within LENNON, each TOC is assigned to one particular sector. In NRT, sectors are assigned based on the route code. This ensures a consistent time series with data prior to re-franchising.

LENNON data for non-franchised operators includes Hull Trains, Grand Central and Wrexham & Shropshire.

## Table 1.3b Passenger revenue by sector

Great Britain 2002-03 Q1 to 2009-10 Q4 (£m)

	Franchised long-distance operators	Franchised London and SE operators	Franchised regional operators	Total franchised passenger revenue	Non-franchised
<b>2002-03</b>	1,279	1,848	535	3,663	
<b>2003-04</b>	1,384	1,932	585	3,901	
<b>2004-05</b>	1,465	2,059	634	4,158	
<b>2005-06</b>	1,609	2,197	687	4,493	
<b>2006-07</b>	1,842	2,437	733	5,012	
<b>2007-08</b>	2,036	2,717	801	5,555	
<b>2008-09</b>	2,168	2,963	872	6,004	
<b>2009-10</b>	2,216	3,045	917	6,179	36.7
<i>Percentage change</i>					
<i>2009-10 on 2008-09</i>					
	<b>2.2</b>	<b>2.8</b>	<b>5.1</b>	<b>2.9</b>	<b>-</b>
<b>2002-03</b>	<b>Q1</b>	318	454	131	902
	<b>Q2</b>	318	456	141	914
	<b>Q3</b>	326	469	135	930
	<b>Q4</b>	318	470	129	916
<b>2003-04</b>	<b>Q1</b>	337	466	140	943
	<b>Q2</b>	349	478	152	980
	<b>Q3</b>	340	485	149	974
	<b>Q4</b>	357	503	144	1,005
<b>2004-05</b>	<b>Q1</b>	351	492	153	997
	<b>Q2</b>	357	507	161	1,025
	<b>Q3</b>	382	537	165	1,085
	<b>Q4</b>	375	523	155	1,053
<b>2005-06</b>	<b>Q1</b>	404	544	168	1,116
	<b>Q2</b>	375	517	175	1,067
	<b>Q3</b>	407	563	177	1,147
	<b>Q4</b>	424	573	167	1,164
<b>2006-07</b>	<b>Q1</b>	436	582	176	1,194
	<b>Q2</b>	445	589	185	1,219
	<b>Q3</b>	467	630	189	1,286
	<b>Q4</b>	494	636	183	1,313
<b>2007-08</b>	<b>Q1</b>	498	650	191	1,339
	<b>Q2</b>	499	666	201	1,366
	<b>Q3</b>	501	701	206	1,408
	<b>Q4</b>	537	700	203	1,441
<b>2008-09</b>	<b>Q1</b>	559	737	221	1,517
	<b>Q2</b>	540	737	219	1,496
	<b>Q3</b>	527	745	217	1,489
	<b>Q4</b>	542	744	215	1,501
<b>2009-10</b>	<b>Q1</b>	542	740	223	1,505
	<b>Q2</b>	537	741	228	1,506
	<b>Q3</b>	560	776	237	1,573
	<b>Q4</b>	578	788	229	1,594
<i>Percentage change</i>					
<i>2009-10 Q4 on 2008-09 Q4</i>					
	<b>6.5</b>	<b>5.9</b>	<b>6.3</b>	<b>6.2</b>	<b>19.3</b>

Source: LENNON database and ATOC



## Notes

For notes please refer to tables 1.1b, 1.2b and 1.3b

<sup>f</sup> - Data for 2009-10 Q1 to 2009-10 Q3 for journey and kilometres have been revised following the TOC reconciliation exercise that takes place at the end of the financial year.

For more details on this process, see the Methodology notes at the beginning of this chapter.

For more information on revisions, please see the revisions log:  
<http://www.rail-reg.gov.uk/upload/xls/stats-revisions-log.xls>.

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

Great Britain 2002-03 Q1 to 2009-10 Q4

		Total franchised passenger kilometres (billions)	Total franchised passenger journeys (millions)	Total franchised passenger revenue (£m)	Revenue per franchised passenger km (pence/km)	Revenue per franchised passenger journey (£/journey)
<b>2002-03</b>		39.7	976	3,663	9.23	3.75
<b>2003-04</b>		40.9	1,012	3,901	9.54	3.86
<b>2004-05</b>		41.8	1,045	4,158	9.96	3.98
<b>2005-06</b>		43.2	1,082	4,493	10.40	4.15
<b>2006-07</b>		46.2	1,151	5,012	10.84	4.36
<b>2007-08</b>		49.0	1,225	5,555	11.33	4.53
<b>2008-09</b>		50.7	1,274	6,004	11.84	4.71
<b>2009-10</b>		51.1	1,258	6,179	12.09	4.91
<i>Percentage change</i>						
<i>2009-10 on 2008-09</i>		<i>0.8</i>	<i>-1.3</i>	<i>2.9</i>	<i>2.1</i>	<i>4.2</i>
<b>2002-03</b>	<b>Q1</b>	9.9	239	902	9.15	3.78
	<b>Q2</b>	10.1	241	914	9.03	3.79
	<b>Q3</b>	10.0	251	930	9.30	3.71
	<b>Q4</b>	9.7	245	916	9.45	3.74
<b>2003-04</b>	<b>Q1</b>	10.0	243	943	9.39	3.87
	<b>Q2</b>	10.4	250	980	9.41	3.92
	<b>Q3</b>	10.2	260	974	9.53	3.75
	<b>Q4</b>	10.2	259	1,005	9.82	3.88
<b>2004-05</b>	<b>Q1</b>	10.2	253	997	9.79	3.93
	<b>Q2</b>	10.6	258	1,025	9.70	3.97
	<b>Q3</b>	10.8	272	1,085	10.08	3.99
	<b>Q4</b>	10.3	261	1,053	10.26	4.03
<b>2005-06</b>	<b>Q1</b>	10.8	270	1,116	10.30	4.13
	<b>Q2</b>	10.6	261	1,067	10.09	4.08
	<b>Q3</b>	11.1	283	1,147	10.35	4.06
	<b>Q4</b>	10.7	268	1,164	10.85	4.34
<b>2006-07</b>	<b>Q1</b>	11.2	276	1,194	10.68	4.32
	<b>Q2</b>	11.5	281	1,219	10.57	4.34
	<b>Q3</b>	11.8	301	1,286	10.86	4.27
	<b>Q4</b>	11.7	292	1,313	11.25	4.49
<b>2007-08</b>	<b>Q1</b>	11.9	294	1,339	11.25	4.56
	<b>Q2</b>	12.4	303	1,366	11.06	4.51
	<b>Q3</b>	12.4	318	1,408	11.34	4.42
	<b>Q4</b>	12.3	310	1,441	11.69	4.65
<b>2008-09</b>	<b>Q1</b>	12.9	319	1,517	11.79	4.76
	<b>Q2</b>	12.9	318	1,496	11.61	4.71
	<b>Q3</b>	12.6	325	1,489	11.78	4.58
	<b>Q4</b>	12.3	313	1,501	12.20	4.80
<b>2009-10</b>	<b>Q1<sup>f</sup></b>	12.5	304	1,505	12.07	4.96
	<b>Q2<sup>f</sup></b>	12.7	303	1,506	11.82	4.97
	<b>Q3<sup>f</sup></b>	12.9	319	1,573	12.16	4.93
	<b>Q4</b>	13.0	332	1,594	12.31	4.80
<i>Percentage change</i>						
<i>2009-10 Q4 on 2008-09 Q4</i>		<i>5.2</i>	<i>6.1</i>	<i>6.2</i>	<i>0.9</i>	<i>0.1</i>

Source: LENNON database and ATOC

## Background

Timetabled train kilometres (TTKM) shows the number of kilometres each train operating company would achieve according to the winter and summer train timetable if they are operating at full capacity.

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

## Methodology

Timetabled train kilometres (TTKM) data are sourced from ATOC and the data managed by DeltaRail. Train miles are received for both winter and summer timetables for each TOC. Each timetable has train miles for a typical Wednesday, a typical Saturday and typical Sunday.

The days chosen as a typical Wednesday, Saturday or Sunday relate to the timetable planned to run on the sample ORCATS dates. All trains that are due to run on these days are included regardless of whether they actually do (for more details on ORCATS, please see page 3).

## Notes

Trains that split en route, or change TOC, are counted as two trains. The data do not include bus links which are included within the timetable and do not include emergency bus links due to engineering work. In addition, the data do not allow for emergency timetables. Bank holidays are counted as a normal day.

Please be aware that these figures differ from actual train kilometres which may be published elsewhere. ORR are planning to introduce an actual train kilometres table during 2010-11.

## Change in data source

Previously TTKM was published using data sourced from the Department for Transport. However, data commissioned by ATOC from DeltaRail are more comprehensive and fit for purpose. The data has been re-calculated back to 2002-03 Q2 and ATOC data will be used for future updates. In addition, ORR has converted timetable mileage received from ATOC to quarter year kilometres.

## Table 1.4 Timetabled train kilometres

Great Britain 2008-09 Q4 to 2009-10 Q4 (millions)

All franchised operators	2008-09 Q4	2009-10 Q1	2009-10 Q2	2009-10 Q3	2009-10 Q4	Percentage change 2009-10			Percentage change 2009-10 on 2008-09	
						Q4 on 2008-09 Q4	Year 2008-09	Year 2009-10		
<b>Arriva Trains Wales</b>	5.76	5.91	6.01	6.01	5.85	<b>1.4</b>	23.09	23.77	<b>2.9</b>	
<b>c2c</b>	1.59	1.61	1.62	1.62	1.58	<b>-0.1</b>	6.43	6.44	<b>0.2</b>	
<b>Chiltern Railways</b>	2.34	2.39	2.43	2.42	2.35	<b>0.3</b>	9.44	9.58	<b>1.6</b>	
<b>CrossCountry</b>	7.74	7.98	8.15	8.11	7.86	<b>1.6</b>	30.64	32.10	<b>4.7</b>	
<b>East Coast<sup>2</sup></b>	4.93	4.98	5.03	5.03	4.91	<b>-0.4</b>	19.97	19.96	<b>-0.1</b>	
<b>East Midlands Trains</b>	5.23	5.34	5.43	5.46	5.39	<b>2.9</b>	20.33	21.61	<b>6.3</b>	
<b>First Capital Connect</b>	5.77	5.98	6.13	6.11	5.94	<b>3.1</b>	23.28	24.16	<b>3.8</b>	
<b>First Great Western<sup>1</sup></b>	10.33	10.57	10.75	10.76	10.50	<b>1.6</b>	42.05	42.58	<b>1.3</b>	
<b>First ScotRail</b>	9.81	10.02	10.18	10.28	10.23	<b>4.3</b>	39.17	40.70	<b>3.9</b>	
<b>London Midland</b>	6.02	6.14	6.23	6.21	6.03	<b>0.2</b>	21.51	24.62	<b>14.5</b>	
<b>London Overground</b>	0.83	0.81	0.81	0.81	0.80	<b>-3.1</b>	3.34	3.23	<b>-3.3</b>	
<b>Merseyrail</b>	1.47	1.50	1.53	1.52	1.47	<b>0.0</b>	6.01	6.03	<b>0.4</b>	
<b>National Express East Anglia</b>	8.01	8.12	8.22	8.21	8.02	<b>0.1</b>	32.51	32.56	<b>0.1</b>	
<b>Northern</b>	11.07	11.26	11.42	11.33	10.89	<b>-1.6</b>	43.11	44.89	<b>4.1</b>	
<b>SouthEastern</b>	7.77	7.85	7.93	8.48	9.31	<b>19.9</b>	32.22	33.57	<b>4.2</b>	
<b>Southern</b>	9.15	9.31	9.45	9.42	9.14	<b>-0.1</b>	35.82	37.32	<b>4.2</b>	
<b>South West Trains</b>	9.72	9.85	9.97	9.96	9.72	<b>0.0</b>	39.48	39.50	<b>0.0</b>	
<b>TransPennine Express</b>	4.01	4.17	4.27	4.29	4.24	<b>5.6</b>	16.32	16.96	<b>3.9</b>	
<b>Virgin Trains</b>	8.56	8.81	8.97	8.98	8.79	<b>2.7</b>	29.75	35.55	<b>19.5</b>	
<b>Franchised total</b>	<b>120.11</b>	<b>122.58</b>	<b>124.52</b>	<b>125.02</b>	<b>123.02</b>	<b>2.4</b>	<b>474.48</b>	<b>495.14</b>	<b>4.4</b>	
<b>Non franchised operators</b>										
<b>Grand Central</b>	0.23	0.23	0.24	0.26	0.30	<b>31.8</b>	0.91	1.02	<b>12.0</b>	
<b>Heathrow Express</b>	0.36	0.36	0.36	0.36	0.36	<b>0.1</b>	1.45	1.45	<b>0.0</b>	
<b>First Hull Trains</b>	0.38	0.39	0.39	0.39	0.38	<b>0.0</b>	1.55	1.55	<b>0.2</b>	
<b>Wrexham &amp; Shropshire</b>	0.25	0.22	0.21	0.21	0.21	<b>-17.1</b>	0.93	0.85	<b>-8.7</b>	
<b>Non-franchised total</b>	<b>1.21</b>	<b>1.20</b>	<b>1.20</b>	<b>1.23</b>	<b>1.24</b>	<b>2.4</b>	<b>4.84</b>	<b>4.87</b>	<b>0.7</b>	
<b>Total (franchised &amp; non-franchised)</b>	<b>121.32</b>	<b>123.79</b>	<b>125.72</b>	<b>126.25</b>	<b>124.26</b>	<b>2.4</b>	<b>479.32</b>	<b>500.01</b>	<b>4.3</b>	

Source: ATOC

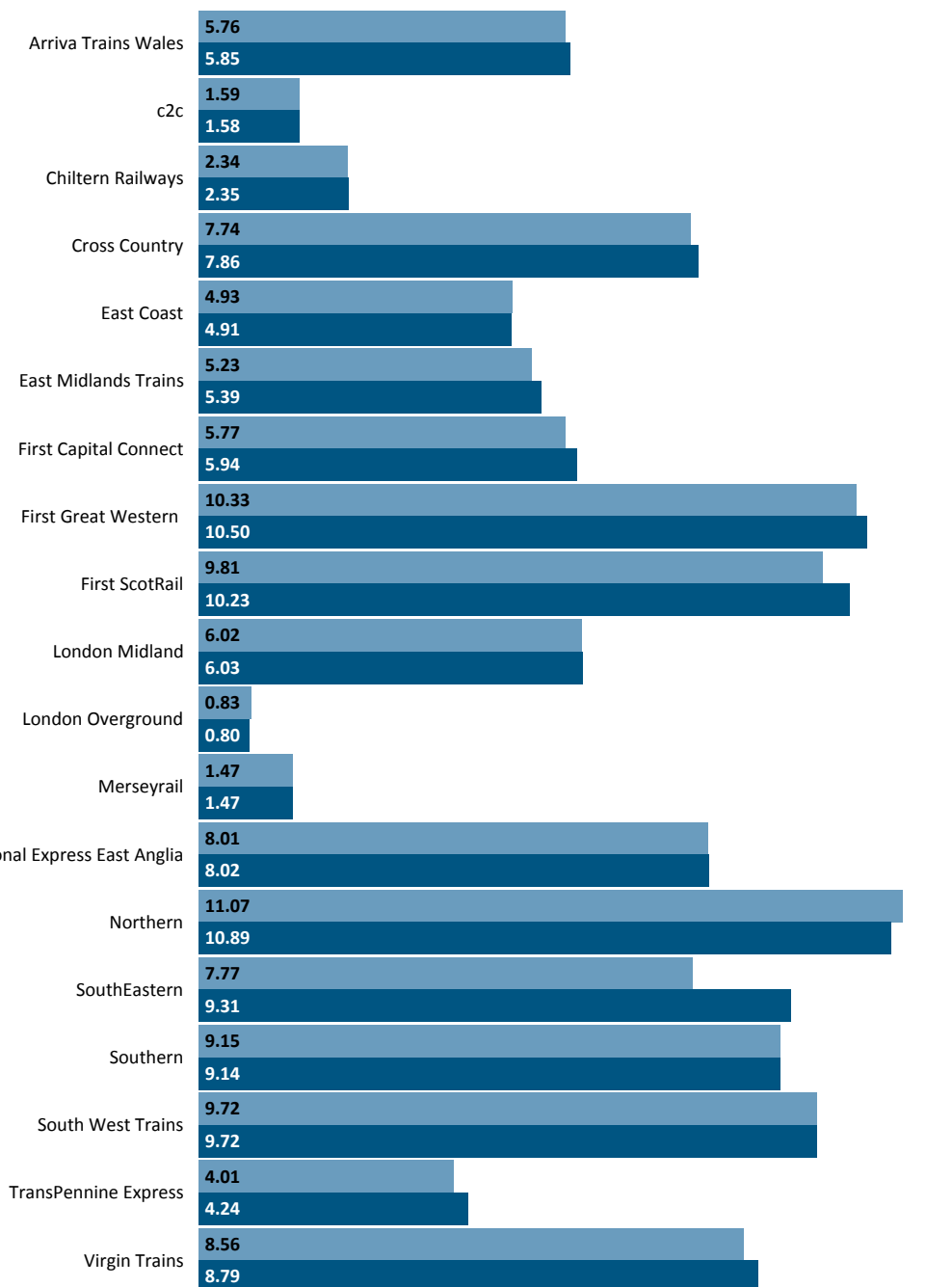
1. Heathrow Connect figures are included within First Great Western.
2. National Express East Coast services were transferred to East Coast on 13th November 2009.

# Chart 1.4a Timetabled train kilometres

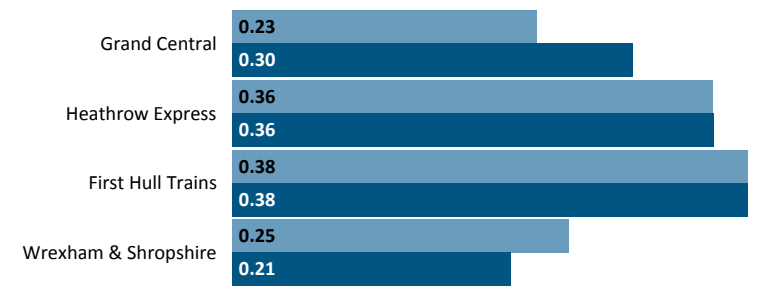
Great Britain 2009-10 Q4 on 2008-09 Q4 (millions)

## Franchised operators

2008-09 Q4 2009-10 Q4

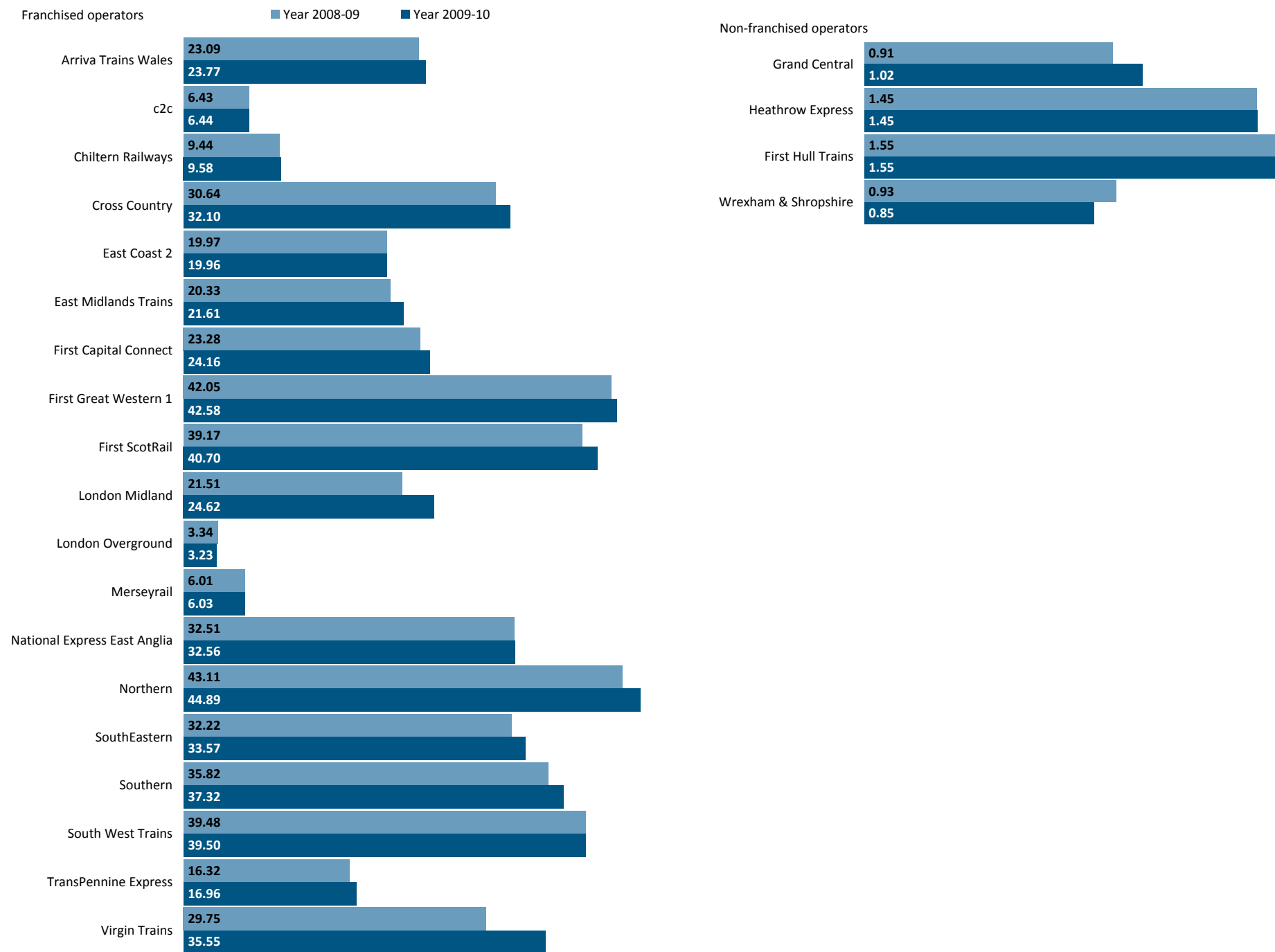


## Non-franchised operators



# Chart 1.4b Timetabled train km

Great Britain 2009-10 on 2008-09 (millions)



# 2 Rail performance

## Key results: 2009-10 on 2008-09

### 2.1 Public Performance Measure (PPM)

- All sectors showed increases in PPM from 2008-09 to 2009-10. Regional sector services rose from 90.6% to 92.0% to record the highest sector PPM. This is the first year since 2003-04 that London and South East services did not record the highest sector PPM.

### 2.2 Complaints

- The number of complaints per 100,000 passenger journeys decreased by 16.5% from 2008-09 to 2009-10.
- Train service performance accounted for 36% of all complaints. Fares, retailing and refunds increased from 20% to 21%, whilst complaints about quality on train reduced from 14% to 12% of the total.

### 2.3 National Rail Enquiries (NRES)

- The number of telephone enquiries received by NRES fell by 23.7%, from 16.1 million calls in 2008-09 to 12.3 million in 2009-10. The percentage of calls answered increased to 94.8%, the highest percentage recorded since 2005-06.
- The total number of telephone and self-service enquiries increased by 32% to 191 million in 2009-10. The largest increases were in PDA and WAP services.

### 2.4 PiXC

- The PiXC data shows that overall there were 2.2% of passengers in excess of capacity in 2009, a decline from 3.0% in 2008.
- First Great Western operated 8.2% above capacity during 2009, an increase from 6.5% in 2008. London Midland had crowding of 5.9% above capacity for 2009, up from 4.8% in 2008. Crowding on London Overground and Southern services also increased. Six TOCs had reduced levels of crowding in 2009 compared to 2008 (c2c, Chiltern, First Capital Connect, National Express East Anglia, Southeastern and South West Trains).

## Key results: 2009-10 Q4 on 2008-09 Q4

### 2.1 Public Performance Measure (PPM)

- In 2009–10 Q4 the overall PPM increased to 90.5%, up from 90.3% at the end of 2008-09 Q4.
- All sectors have increased their PPM by between 0.2 and 0.4 percentage points on 2008-09 Q4.

### 2.2 Complaints

- The rate of complaints in 2009-10 Q4 was 48 per 100,000 passenger journeys, down from 61 in 2008-09 Q4. The moving annual average fell to 46 in 2009-10 Q4 from 55 at the same time last year.
- Train service performance continued as the category with the highest number of complaints in 2009-10 Q4, increasing to 41% of all complaints from 36% in 2008-09 Q4.
- The number of appeals opened by passenger watchdogs against all operators was 937 in 2009-10 Q4.
- Of 3,281 complaint comments received by Passenger Focus and London TravelWatch in 2009-10 Q4, the largest area of comment was on fares, retailing and refunds with 892.

### 2.3 National Rail Enquiries (NRES)

- In 2009–10 Q4, National Rail Enquiries (NRES) received 2.9 million calls, the first time it has fallen below 3 million. The percentage of calls abandoned was 8.3%, representing the largest percentage recorded since the series began in 2002-03.
- Online journey planner had 42.8 million visits in 2009-10 Q4, 24.4% up on 2008-09 Q4. PDA services increased in usage by over 1000% on 2008-09 Q4.

# 2.1a Public performance measure

## Background

Public performance measure (PPM) was introduced on 6 June 2000 to give a better indication of the actual performance of Britain's passenger railways. It replaced the Passenger's Charter as the main means of measuring passenger train performance. The Passenger's Charter is still used for season ticket refunds.

## Methodology

PPM combines figures for punctuality and reliability into a single performance measure. Unlike the Charter, it covers all scheduled services, seven days a week. PPM measures the performance of individual trains against their planned timetable. These plans, technically called 'plan of the day', are usually the same as the published timetable with amendments reflecting pre-published engineering amendments; however, they may differ from their published timetable. PPM is therefore the percentage of trains 'on time' compared to the total number of trains planned.

A train is defined as on time if it arrives within five minutes (i.e. four minutes 59 seconds or less) of the planned destination arrival time for London and South East and regional operators; or ten minutes (i.e. nine minutes 59 seconds or less) for long-distance operators.

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

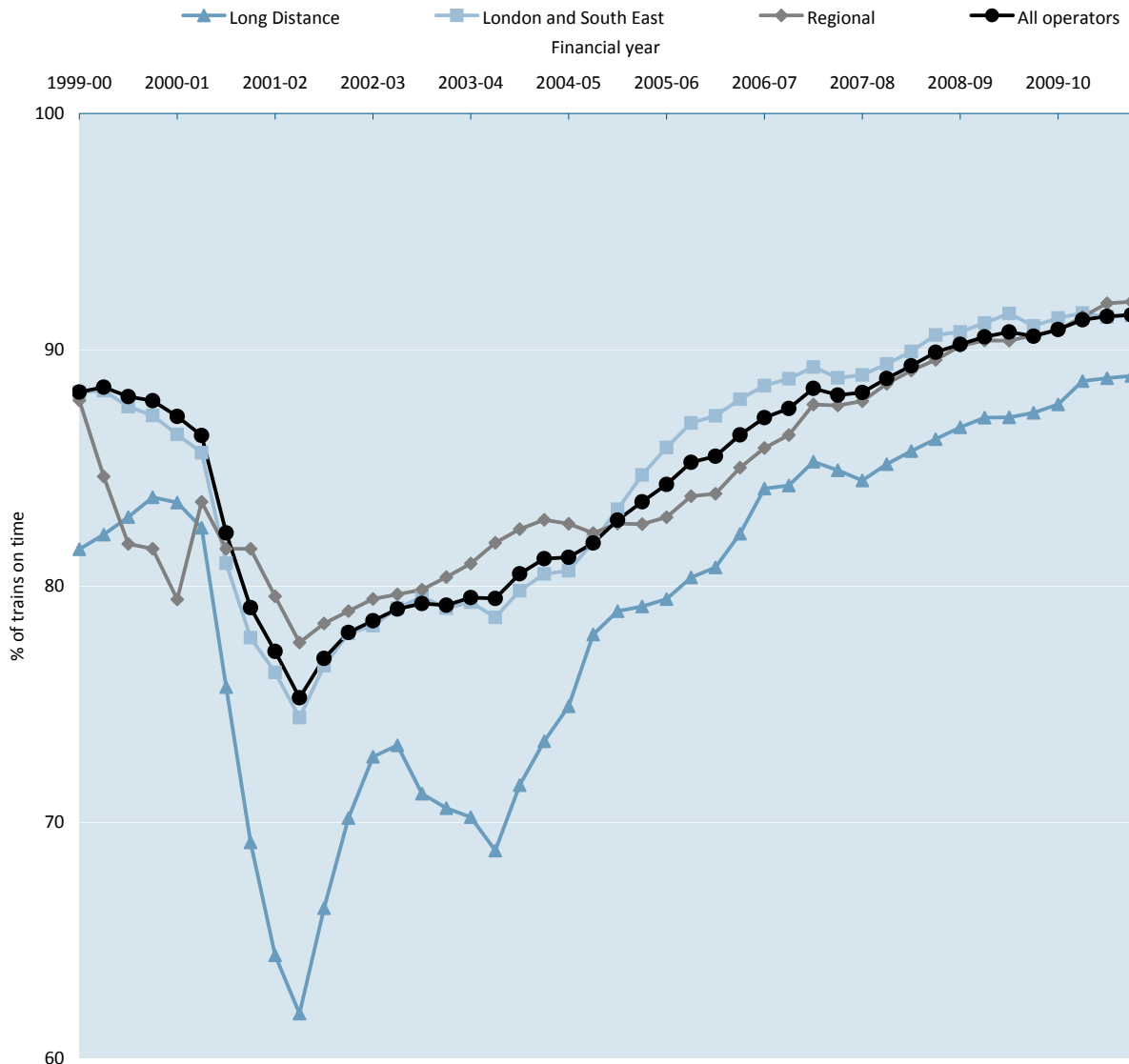
Trains which complete their journey as planned are measured for punctuality at their final destination. A train's performance is generally recorded by the automated monitoring systems which log performance using the signalling equipment.

## Notes

Chart 2.1a plots the changes in PPM since 1999. Each point represents the overall figure for the preceding four quarters.

# Chart 2.1a Public performance measure MAA

Percentage of trains arriving on time 1999-00 Q1 to 2009-10 Q4



Source: Network Rail

## Notes

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

From 2006–07 Q1, the rail industry has re-classified TransPennine Express to the long-distance sector for performance purposes. There is a need to exercise caution when comparing their public performance measure (PPM) figures to earlier data, since they are not directly comparable.

The national level MAA figures may differ slightly from the numbers published by ORR in the Network Rail Monitor as the two publications cover slightly different time periods. National rail trends publishes quarterly data using calendar months whilst the Network Rail Monitor uses periodic data to aggregate its quarterly data.

ORR published an aggregated figure for non-franchised data for the first time in 2009-10 Q3. The non-franchised data includes Grand Central, Hull Trains, Wrexham & Shropshire Railway and Heathrow Express.

Sector changes have been made from 2009-10 Q1 to be brought into line with Network Rail targets for 2009-2014.

- Southern regional services (formerly Gatwick Express) are included in the London and South East sector.

- Island Line is included in the London and South East sector as it is operated by South West Trains.

## Table 2.1a Public performance measure

Percentage of trains arriving on time Great Britain 2002-03 Q1 to 2009-10 Q4

		Long-distance operators	London and SE operators total (inc peak)	London and SE operators peak only	Regional operators	All franchised operators	PPM MAA	Non-franchised
<b>2002-03</b>		70.6	79.1	75.7	80.4	79.2		
<b>2003-04</b>		73.4	80.5	77.9	82.8	81.2		
<b>2004-05</b>		79.1	84.7	81.9	82.6	83.5		
<b>2005-06</b>		82.2	87.9	84.8	85.0	86.4		
<b>2006-07</b>		84.9	88.8	86.1	87.6	88.1		
<b>2007-08</b>		86.2	90.6	88.4	89.6	89.9		
<b>2008-09</b>		87.3	91.0	88.7	90.6	90.6		
<b>2009-10</b>		88.9	91.4	88.8	92.0	91.5		
<i>Percentage point change</i>								
<b>2009-10 on 2008-09</b>		<b>1.6</b>	<b>0.4</b>	<b>0.1</b>	<b>1.4</b>	<b>0.9</b>		
<b>2002-03</b>	<b>Q1</b>	76.3	83.0	80.7	83.7	83.0	78.6	
	<b>Q2</b>	72.7	82.2	82.4	80.3	80.9	79.0	
	<b>Q3</b>	60.8	71.7	65.7	74.4	72.3	79.3	
	<b>Q4</b>	73.0	79.3	73.9	83.0	80.5	79.2	
<b>2003-04</b>	<b>Q1</b>	74.5	84.0	83.0	85.7	84.3	79.5	
	<b>Q2</b>	66.9	79.7	79.3	83.7	80.8	79.5	
	<b>Q3</b>	71.7	76.3	72.1	77.2	76.4	80.5	
	<b>Q4</b>	80.7	82.1	77.3	84.6	83.1	81.2	
<b>2004-05</b>	<b>Q1</b>	80.5	84.5	82.0	84.9	84.5	81.2	
	<b>Q2</b>	79.0	84.4	83.9	82.2	83.2	81.8	
	<b>Q3</b>	75.8	81.9	77.7	78.8	80.3	82.8	
	<b>Q4</b>	81.3	88.0	83.9	84.6	86.2	83.6	
<b>2005-06</b>	<b>Q1</b>	81.6	89.1	87.1	86.1	87.5	84.3	
	<b>Q2</b>	82.6	88.5	86.5	85.6	87.0	85.2	
	<b>Q3</b>	77.6	83.2	77.9	79.5	81.3	85.5	
	<b>Q4</b>	87.0	90.8	87.7	89.0	89.8	86.4	
<b>2006-07</b>	<b>Q1</b>	88.1	91.4	90.2	89.5	90.4	87.1	
	<b>Q2</b>	83.4	89.6	88.7	87.8	88.5	87.5	
	<b>Q3</b>	82.9	85.2	80.6	84.4	84.7	88.4	
	<b>Q4</b>	85.2	89.0	84.9	88.8	88.7	88.1	
<b>2007-08</b>	<b>Q1</b>	86.3	91.9	90.9	90.2	90.8	88.2	
	<b>Q2</b>	86.1	91.5	90.5	90.7	90.8	88.8	
	<b>Q3</b>	85.3	87.3	83.0	86.7	86.9	89.3	
	<b>Q4</b>	87.1	91.7	89.1	90.7	91.0	89.9	
<b>2008-09</b>	<b>Q1</b>	88.2	92.4	91.2	92.5	92.1	90.2	
	<b>Q2</b>	87.8	93.0	92.1	91.6	92.0	90.5	
	<b>Q3</b>	85.5	89.0	86.0	86.6	87.8	90.7	
	<b>Q4</b>	87.8	89.6	85.4	91.6	90.3	90.6	
<b>2009-10</b>	<b>Q1</b>	89.5	93.6	92.2	93.4	93.2	90.9	
	<b>Q2</b>	91.6	93.7	92.5	93.8	93.6	91.3	
	<b>Q3</b>	86.2	88.4	84.7	89.1	88.5	91.4	93.5
	<b>Q4</b>	88.2	89.9	85.7	91.8	90.5	91.5	94.0
<i>Percentage point change</i>								
<b>2009-10 Q4 on 2008-09 Q4</b>		<b>0.4</b>	<b>0.3</b>	<b>0.2</b>	<b>0.3</b>	<b>0.3</b>	<b>0.9</b>	<b>-</b>

Source: Network Rail



## Notes

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

## Table 2.1b Public performance measure by TOC

Percentage of trains arriving on time Great Britain 2008-09 Q4 and 2009-10 Q4

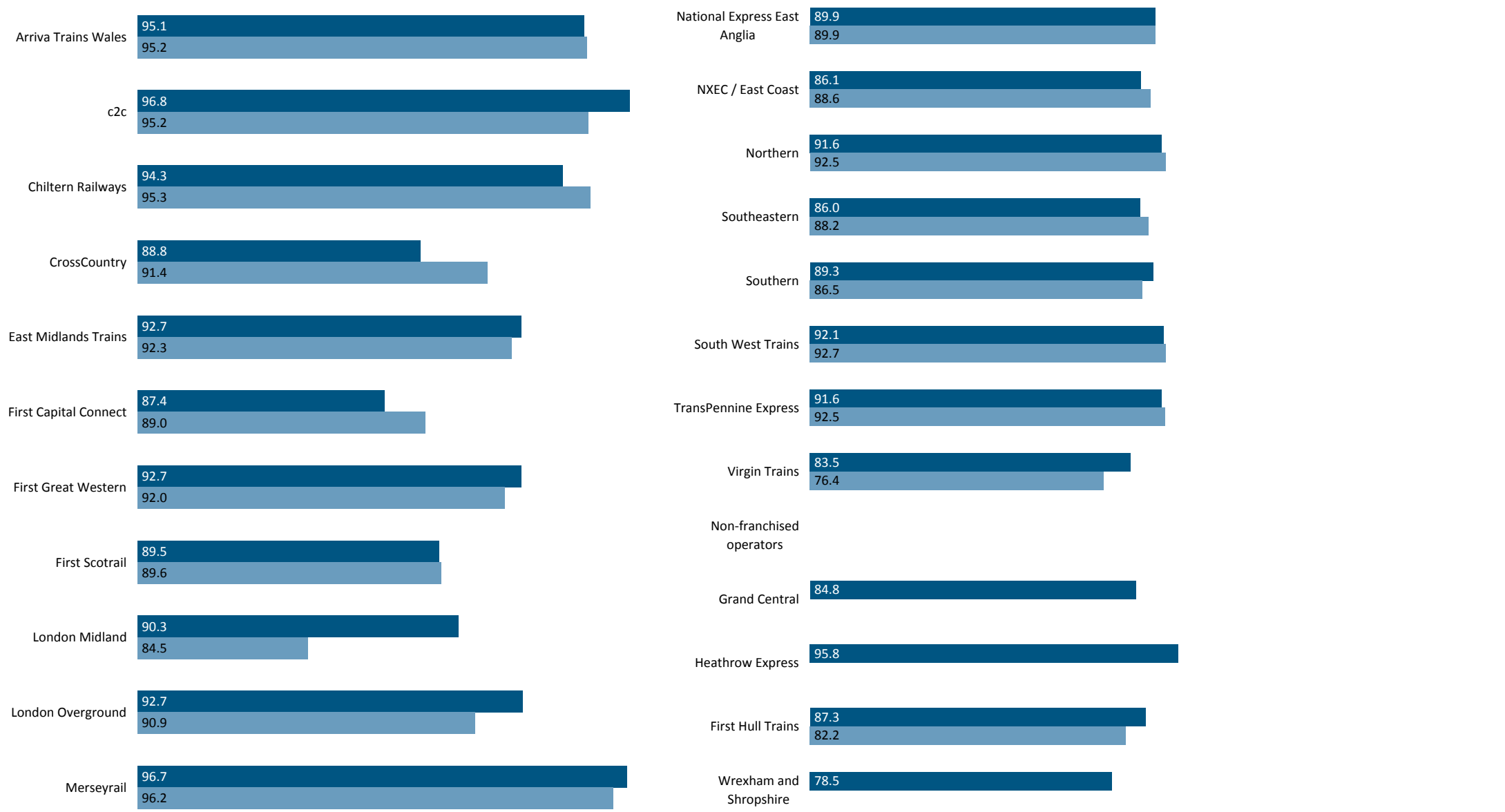
	2008-09 Q4	2009-10 Q4	MAA to 31 December 2009	MAA to 31 March 2010
Arriva Trains Wales	95.2	95.1	94.9	94.9
c2c	95.2	96.8	96.3	96.6
Chiltern Railways	95.3	94.3	95.5	95.2
CrossCountry	91.4	88.8	90.8	90.1
East Midlands Trains	92.3	92.7	92.4	92.5
First Capital Connect	89.0	87.4	89.9	89.5
First Great Western	92.0	92.7	92.3	92.5
First Scotrail	89.6	89.5	90.7	90.7
London Midland	84.5	90.3	88.5	89.8
London Overground	90.9	92.7	92.6	93.1
Merseyrail	96.2	96.7	96.3	96.4
National Express East Anglia	89.9	89.9	91.1	91.1
NXEC / East Coast	88.6	86.1	88.1	87.4
Northern	92.5	91.6	91.9	91.6
Southeastern	88.2	86.0	90.1	89.5
Southern	86.5	89.3	90.1	90.8
South West Trains	92.7	92.1	93.0	92.8
TransPennine Express	92.5	91.6	92.4	92.2
Virgin Trains	76.4	83.5	82.8	84.6
<b>Peak services</b>				
c2c	94.1	95.8	96.3	96.7
Chiltern Railways	92.9	90.5	93.9	93.3
First Capital Connect	86.1	85.2	87.9	87.7
First Great Western	87.8	89.3	89.5	89.9
London Midland	67.7	78.2	79.9	82.2
London Overground	90.6	93.8	94.6	95.4
National Express East Anglia	85.8	87.4	89.9	90.3
Southeastern	80.7	78.0	85.5	84.7
Southern	82.8	86.0	87.6	88.3
South West Trains	89.3	88.8	90.5	90.3
<b>Non-franchised operators</b>				
Grand Central		84.8	-	-
Heathrow Express		95.8	-	-
First Hull Trains	82.2	87.3	80.3	81.5
Wrexham and Shropshire		78.5	-	-

Source: Network Rail

# Chart 2.1b Public performance measure by TOC

Percentage of trains arriving on time 2008-09 Q4 and 2009-10 Q4

PPM 2009-10 Q4      PPM 2008-09 Q4



## 2.2a Complaints rate

### Change in data source

Since 2009-10 Q2, the train operating companies (TOCs) have supplied complaints data directly to both ORR and the Department for Transport.

This has given ORR the opportunity to investigate the raw data supplied by the TOCs and has resulted in ORR making improvements to the quality of the data and revisions to previous quarterly figures. For detailed notes on each revision, please see the revisions log:

<http://www.rail-reg.gov.uk/upload/xls/stats-revisions-log.xls>

### Background

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

### 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.

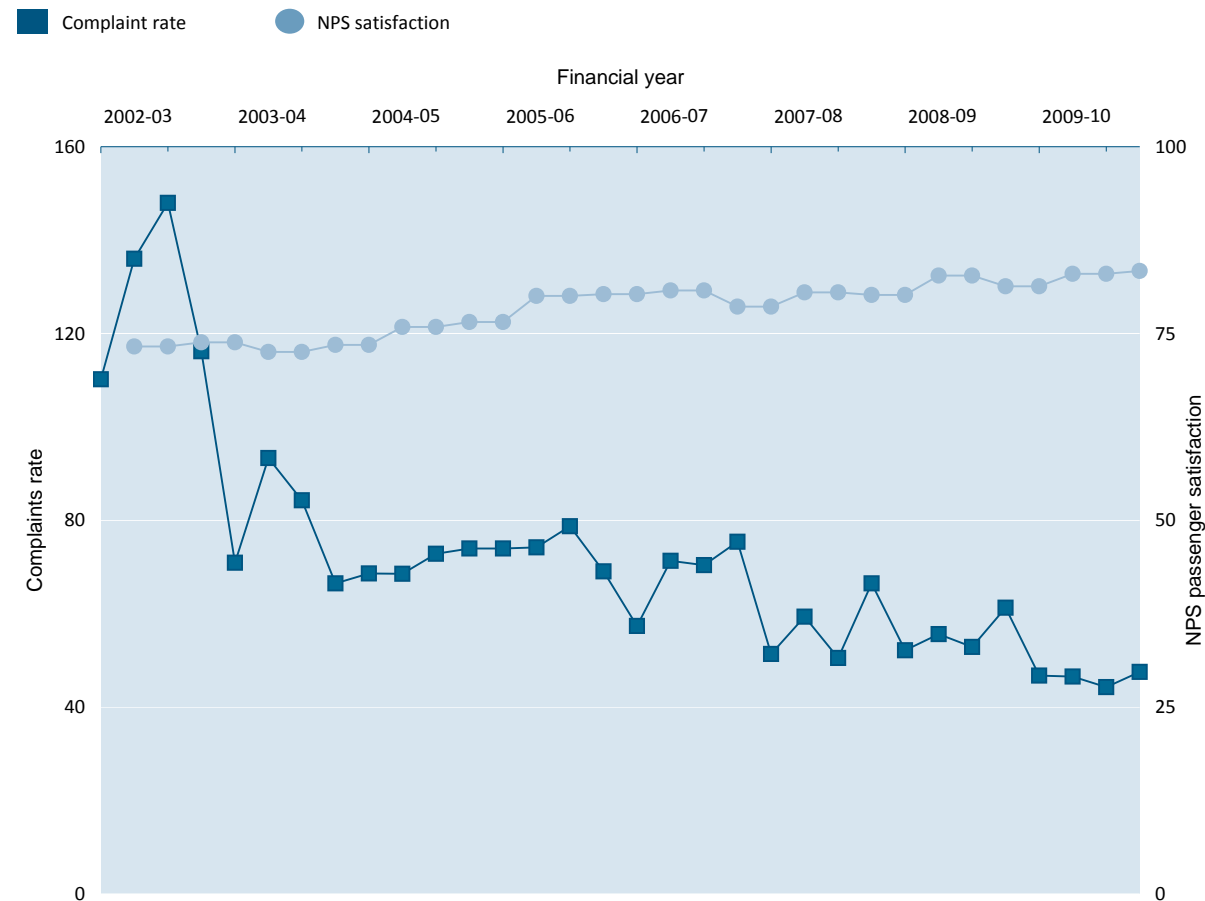
### Other comments

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 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 rate for long-distance operators where infrequent journeys are more common.

## Chart 2.2a Complaints rate

Rate per 100,000 passenger journeys (left-hand scale) and National Passenger Survey % satisfaction rate (right-hand scale) 2002-03 Q1 to 2009-10 Q4



Source: Train Operating Companies, Passenger Focus

### Notes

The National Passenger Survey (NPS) is carried out by Passenger Focus. It is a network-wide picture of passengers satisfaction with rail travel.

Passenger opinions of train services are collected twice a year from a representative sample of journeys.

For revision notes, please see Table 2.2a

## Notes

Data prior to 2004-05 is not directly comparable with more recent data due to a regional operator introducing a new method of recording telephone enquiries.

For complaints per 100,000 journeys by TOC please see Table 2.2b.

<sup>f</sup> Data for 2009-10 Q1 to 2009-10 Q3 have been revised after train operating companies supplied non-LENNON passenger journeys data.

For more information, please see the revisions log:

<http://www.rail-reg.gov.uk/upload/xls/stats-revisions-log.xls>

## Table 2.2a Complaints rate

Rate per 100,000 passenger journeys Great Britain 2002-03 Q1 to 2009-10 Q4

		All operators	Complaints MAA
<b>2002-03</b>		128	
<b>2003-04</b>		79	
<b>2004-05</b>		71	
<b>2005-06</b>		74	
<b>2006-07</b>		69	
<b>2007-08</b>		57	
<b>2008-09</b>		55	
<b>2009-10</b>		46	
<b>Percentage change</b>			
<b>2009-10 on 2008-09</b>		<b>-16.5</b>	
<b>2002-03</b>	<b>Q1</b>	110	
	<b>Q2</b>	136	
	<b>Q3</b>	148	
	<b>Q4</b>	116	
<b>2003-04</b>	<b>Q1</b>	71	118
	<b>Q2</b>	93	107
	<b>Q3</b>	84	91
	<b>Q4</b>	66	79
<b>2004-05</b>	<b>Q1</b>	69	78
	<b>Q2</b>	69	72
	<b>Q3</b>	73	69
	<b>Q4</b>	74	71
<b>2005-06</b>	<b>Q1</b>	74	72
	<b>Q2</b>	74	74
	<b>Q3</b>	79	75
	<b>Q4</b>	69	74
<b>2006-07</b>	<b>Q1</b>	57	70
	<b>Q2</b>	71	69
	<b>Q3</b>	70	67
	<b>Q4</b>	75	69
<b>2007-08</b>	<b>Q1</b>	51	67
	<b>Q2</b>	59	64
	<b>Q3</b>	51	59
	<b>Q4</b>	66	57
<b>2008-09</b>	<b>Q1</b>	52	57
	<b>Q2</b>	56	56
	<b>Q3</b>	53	57
	<b>Q4</b>	61	55
<b>2009-10</b>	<b>Q1<sup>f</sup></b>	47	54
	<b>Q2<sup>f</sup></b>	47	52
	<b>Q3<sup>f</sup></b>	44	50
	<b>Q4</b>	48	46
<b>Percentage change</b>			
<b>2009-10 Q4 on 2008-09 Q4</b>		<b>-22.4</b>	

Source: Train Operating Companies

## Table 2.2b TOC complaints rate

Complaints per 100,000 passenger journeys, Great Britain 2008-09 Q4 to 2009-10 Q4

Operator	2008-09 Q4	2009-10 Q1 <sup>†</sup>	2009-10 Q2 <sup>†</sup>	2009-10 Q3 <sup>†</sup>	2009-10 Q4	Full year 2008-09	Full year 2009-10	Percentage change 2009-10 on 2008-09
Arriva Trains Wales	300	210	191	49	45	272	122	-55.3
c2c	20	15	15	11	11	18	13	-27.8
Chiltern Railways <sup>1</sup>	67	63	48	47	65	60	56	-7.7
CrossCountry <sup>1</sup>	169	171	224	175	212	191	195	2.4
East Coast	190	321	301	290	329	250	310	24.0
East Midlands Trains	118	110	95	87	102	127	98	-22.2
First Capital Connect	45	34	31	39	39	38	36	-4.0
First Great Western	99	82	80	95	90	97	87	-10.2
First Scotrail	43	28	30	32	45	33	34	2.6
London Midland	162	39	44	38	36	102	39	-61.7
London Overground	32	12	10	8	7	19	9	-53.5
Merseyrail	25	25	23	19	17	21	21	-3.3
National Express East Anglia	26	24	25	21	22	41	23	-43.4
Northern	45	26	30	32	32	41	30	-26.5
Southeastern	29	14	18	24	34	16	23	45.3
Southern	23	16	7	10	18	11	13	14.0
South West Trains	8	7	9	10	9	7	8	15.2
Transpennine Express	76	57	64	71	95	80	72	-10.4
Virgin Trains	559	431	376	369	367	548	384	-29.8

Source: Train Operating Companies

<sup>†</sup> Data for 2009-10 Q1 to 2009-10 Q3 have been revised after train operating companies supplied non-LENNON passenger journeys data for 2009-10.

<sup>1</sup> 2009-10 Q1 to Q4 data for Chiltern Railways and CrossCountry have been revised.

For more information on the revisions, please see the revisions log: <http://www.rail-reg.gov.uk/upload/xls/stats-revisions-log.xls>.

## Table 2.2c Complaint response performance

Percentage of complaints answered within 20 working days Great Britain 2008-09 Q4 to 2009-10 Q4

Operator	2008-09 Q4	2009-10 Q1	2009-10 Q2	2009-10 Q3	2009-10 Q4	Full year 2008-09	Full year 2009-10
Arriva Trains Wales	98%	99%	98%	99%	98%	98%	99%
c2c	97%	96%	99%	99%	98%	98%	98%
Chiltern Railways	99%	100%	100%	96%	95%	98%	97%
CrossCountry	100%	100%	99%	98%	95%	100%	98%
East Coast	94%	100%	100%	91%	76%	73%	92%
East Midlands Trains	99%	100%	100%	98%	97%	100%	99%
First Capital Connect	100%	100%	100%	100%	90%	100%	97%
First Great Western	100%	100%	100%	100%	100%	100%	100%
First Scotrail	100%	100%	100%	100%	99%	100%	100%
London Midland	78%	90%	95%	90%	86%	84%	90%
London Overground	96%	93%	85%	90%	92%	96%	90%
Merseyrail	98%	99%	99%	98%	95%	97%	98%
National Express East Anglia	69%	99%	99%	95%	97%	90%	98%
Northern	93%	100%	100%	96%	96%	94%	98%
Southeastern	100%	100%	100%	100%	100%	100%	100%
Southern	93%	82%	100%	100%	100%	96%	94%
South West Trains	100%	99%	99%	98%	95%	99%	98%
Transpennine Express	100%	100%	100%	100%	100%	100%	100%
Virgin Trains	72%	63%	57%	41%	53%	66%	53%

Source: Train Operating Companies

## Table 2.2d Complaints by category

Percentage of complaints made to TOCs - Great Britain 2008-09 Q4 to 2009-10 Q4

	2008-09 Q4	2009-10 Q1	2009-10 Q2	2009-10 Q3	2009-10 Q4	Full year 2008-09	Full year 2009-10
Train service performance	38%	33%	33%	35%	41%	36%	36%
Fares, retailing and refunds	19%	22%	22%	21%	18%	20%	21%
Quality on train	13%	12%	13%	12%	13%	14%	12%
Staff conduct and availability	6%	7%	7%	6%	5%	7%	6%
Complaints handling	6%	6%	7%	6%	6%	6%	6%
Information at stations and on trains	6%	6%	5%	6%	5%	5%	5%
Station quality	3%	4%	4%	4%	3%	3%	4%
Others*	10%	11%	9%	9%	8%	9%	9%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Source: Train Operating Companies**

\* The category 'Others' includes praise comments, safety and security, timetable and connection issues, special needs, NRES and other complaints. Each of the sub-categories that make up 'Others' has a value of less than 4%.

## Table 2.2e Number of complaint appeals opened by Passenger Focus and London TravelWatch

Great Britain quarterly data 2009-10 Q4

### Background

ORR has introduced Table 2.2e - Number of complaint appeals opened by Passenger Focus and London TravelWatch (LTW) for the 2009-10 Q4 publication.

Passenger Focus are the independent public body which protects the interests of rail passengers in Great Britain excluding the London area.

LTW is the official watchdog organisation representing the interests of transport users; focussing on the London area.

Table 2.2e shows the combined number of appeals that have been opened by either Passenger Focus or LTW on behalf of passengers, broken down by train operating company.

TOC	2009-10 Q4
<b>Franchised operators</b>	
Arriva Trains Wales	10
c2c	11
Chiltern	16
CrossCountry	50
East Coast	84
East Midlands Trains	45
First Capital Connect	99
First Great Western	69
First Scotrail	28
London Midland	26
London Overground	8
Merseyrail	2
National Express East Anglia	47
Northern	26
Southeastern	98
Southern	42
South West Trains	158
TransPennine Express	27
Virgin Trains	67
<b>Total</b>	<b>913</b>
<b>Non-franchised operators</b>	
Grand Central	6
First Hull Trains	1
Wrexham and Shropshire	0
<b>Total</b>	<b>7</b>
<b>Others</b>	
Eurostar	9
Network Rail	8
<b>Total</b>	<b>17</b>

Source: London TravelWatch and Passenger Focus



## Table 2.2f Number of complaint comments received by Passenger Focus and London TravelWatch

Great Britain quarterly data 2009-10 Q4

### Notes

Table 2.2f shows the number of complaints about train operating companies London Travel Watch and Passenger Focus received from rail passengers by complaint type.

Each complaint correspondence may contain more than one complaint and each complaint type will be recorded within this table. For example, a letter may contain a complaint about two issues such as train service performance and accessibility; this will be counted as two complaint types within table 2.2f.

Please note, this differs from table 2.2e which shows the number of appeals Passenger Focus and LTW taken up on behalf of rail passengers. Table 2.2e shows only the number of appeals opened, so if a complaint contained more than one issue, this will only be counted as one appeal within table 2.2e.

Complaint Category	2009-10 Q4
Accessibility	23
Complaints handling	613
Fares, retailing and refunds	892
Information	106
Information providers	27
Quality on train	278
Safety and security	22
Staff conduct and availability	284
Station quality	379
Timetable and connection Issues	130
Train service performance	525
Other	2
<b>Total</b>	<b>3281</b>

Source: London TravelWatch and Passenger Focus

# 2.3a National Rail Enquiries

## Background

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

NRES is regulated by DfT and its minimum performance standards are set out in the NRES Agreement. The 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 data is compiled using network statistics provided by Cable & Wireless and include the number of calls answered, calls engaged and calls abandoned by the customer before they are answered in the contact centre.

## Other comments

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

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

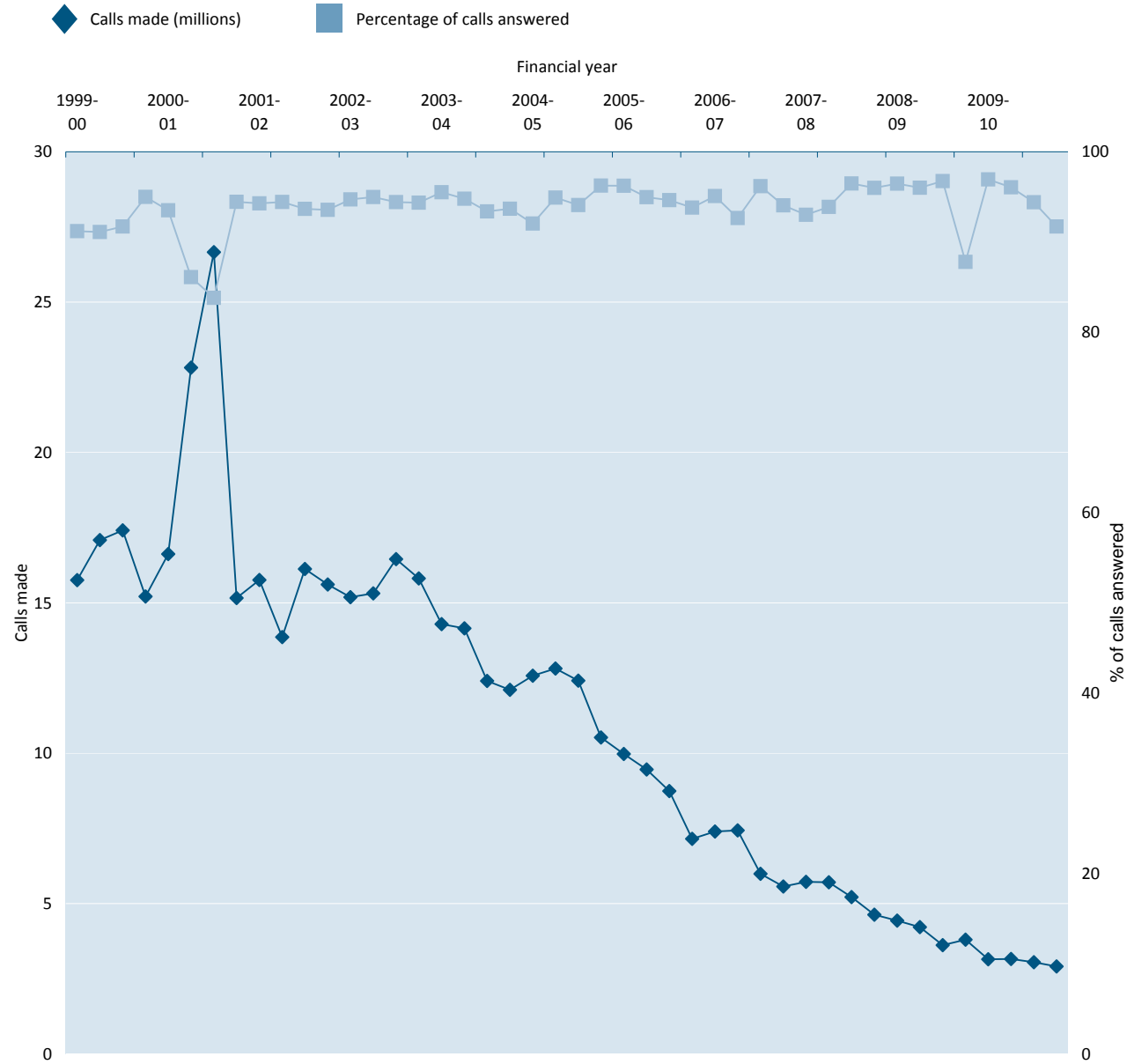
The success of the NRES website and other self-service channels such as Train Tracker means that they now together account for over 90% of contacts in the financial year.

## Data changes

In 2010-11 Q1, ORR and ATOC will be reviewing the methodology used to report NRES data. This is to ensure that ORR and ATOC are reporting consistent data.

# Chart 2.3a National Rail Enquiries

Calls made (millions) (left-hand scale) and percentage of calls answered (right hand scale) 1999-00 Q1 to 2009-10 Q4



## Notes

Mystery shopping is carried out by Taylor Nelson Sofres (TNS) and measures solely the accuracy of information provided by the NRES advisors. There are 10 scenarios that cover the most common call types such as timetable, walk on and advance fares and also less common but sensitive call types like mobility impaired and complaints. Each of the 10 call type scenarios have a percentage weighting attached to it, depending on the volume of calls received on the scenario. Mystery shopping results are reported in two waves over a year, Periods 1-7 and Periods 8 – 13. TNS deliver a sample size of 2000 calls per wave, split evenly across both contact centres. Results are provided on a cumulative period basis and the regulated target is 95%.

\* percentage point change

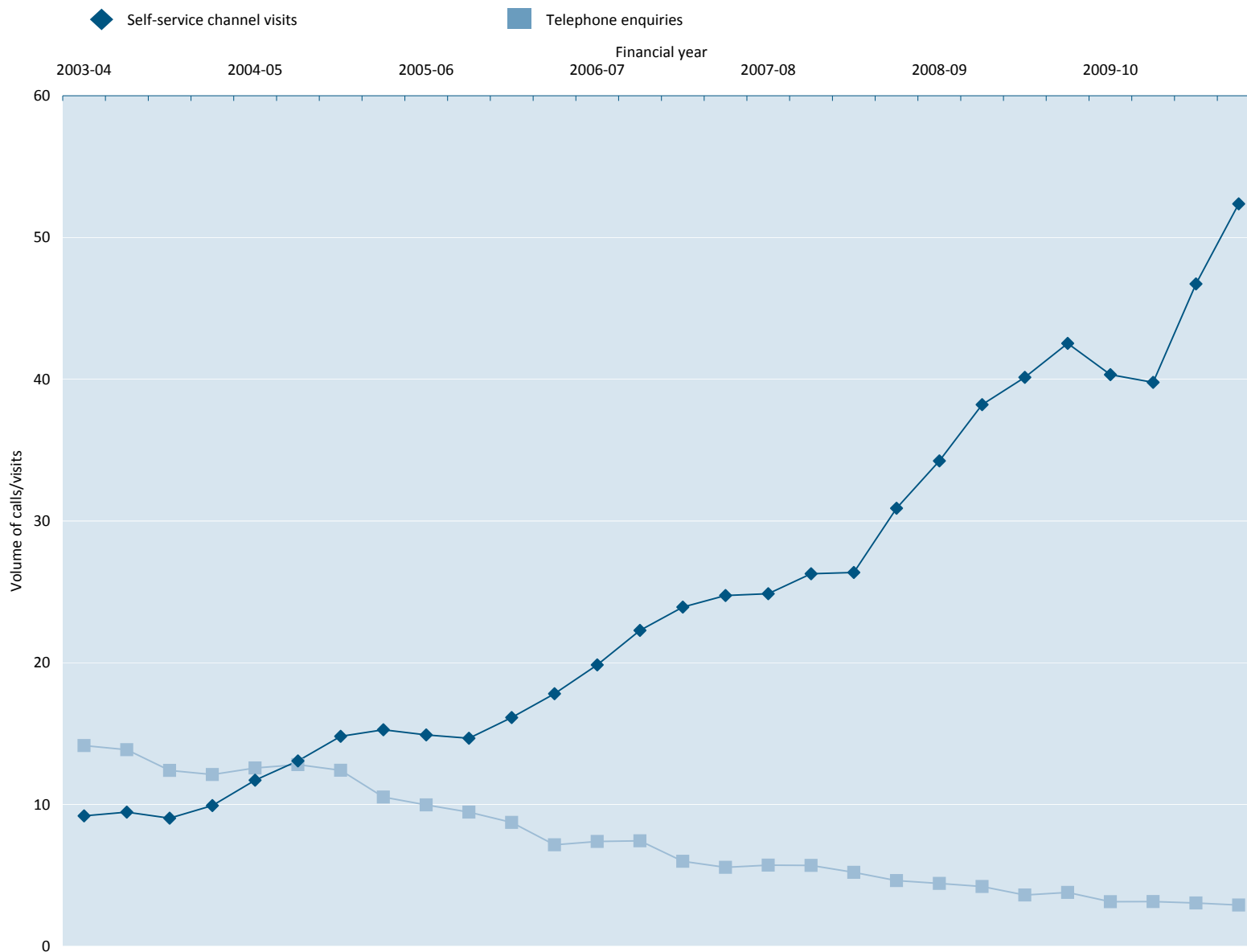
## Table 2.3a National Rail Enquiries

Great Britain 2002-03 Q1 to 2009-10 Q4 (million calls and percentage of calls)

		Total inbound calls	Percentage answered	Percentage engaged	Percentage abandoned	Mystery shopping data (%)
<b>2002-03</b>		61.9	94.8	0.3	4.9	
<b>2003-04</b>		52.5	94.1	0.1	5.8	
<b>2004-05</b>		48.3	94.2	0.1	5.7	
<b>2005-06</b>		35.3	95.0	0.4	4.6	
<b>2006-07</b>		26.4	94.4	0.2	5.3	
<b>2007-08</b>		21.3	94.7	0.0	5.2	97.5
<b>2008-09</b>		16.1	94.4	1.2	4.4	98.3
<b>2009-10</b>		12.3	94.8	0.0	5.2	99.0
<i>Percentage change 2009-10 on</i>						
<b>2008-09</b>		-23.7	0.5*	-1.2*	0.7*	0.7*
<b>2002-03</b>	<b>Q1</b>	15.3	95.0	0.3	4.7	
	<b>Q2</b>	16.5	94.4	0.6	5.0	
	<b>Q3</b>	15.8	94.4	0.1	5.5	
	<b>Q4</b>	14.3	95.5	0.0	4.5	
<b>2003-04</b>	<b>Q1</b>	14.2	94.8	0.0	5.2	
	<b>Q2</b>	13.9	94.4	0.1	5.5	
	<b>Q3</b>	12.4	93.4	0.0	6.6	
	<b>Q4</b>	12.1	93.7	0.1	6.2	
<b>2004-05</b>	<b>Q1</b>	12.6	92.0	0.1	7.8	
	<b>Q2</b>	12.8	94.9	0.1	5.0	
	<b>Q3</b>	12.4	94.1	0.0	5.9	
	<b>Q4</b>	10.5	96.3	0.0	3.7	
<b>2005-06</b>	<b>Q1</b>	10.0	96.2	0.0	3.7	
	<b>Q2</b>	9.5	95.0	0.8	4.2	
	<b>Q3</b>	8.7	94.6	0.3	5.0	
	<b>Q4</b>	7.2	93.8	0.4	5.8	
<b>2006-07</b>	<b>Q1</b>	7.4	95.1	0.0	4.9	
	<b>Q2</b>	7.4	92.6	0.2	7.1	
	<b>Q3</b>	6.0	96.2	0.0	3.8	
	<b>Q4</b>	5.6	94.1	0.8	5.2	97.1
<b>2007-08</b>	<b>Q1</b>	5.7	93.0	0.0	7.0	97.5
	<b>Q2</b>	5.7	93.9	0.1	6.0	96.8
	<b>Q3</b>	5.2	96.5	0.0	3.5	98.0
	<b>Q4</b>	4.6	96.0	0.0	4.0	97.8
<b>2008-09</b>	<b>Q1</b>	4.4	96.5	0.0	3.5	97.8
	<b>Q2</b>	4.2	96.0	0.0	4.0	97.5
	<b>Q3</b>	3.6	96.8	0.0	3.2	98.8
	<b>Q4</b>	3.8	87.8	5.2	7.0	99.3
<b>2009-10</b>	<b>Q1</b>	3.1	96.9	0.0	3.1	99.6
	<b>Q2</b>	3.2	96.1	0.0	3.9	99.3
	<b>Q3</b>	3.0	94.4	0.0	5.6	98.7
	<b>Q4</b>	2.9	91.7	0.0	8.3	98.5
<i>Percentage change</i>						
<i>2009-10 Q4 on 2008-09 Q4</i>						
		-23.4	3.9*	-5.2*	1.3*	-0.8*

# Chart 2.3b National Rail Enquiries

National Rail Enquiries - Volume of self service channels and telephone enquiries by quarter  
2003-04 Q1 to 2009-10 Q4 (million calls/self-service visits)



## Table 2.3b National Rail Enquiries

Telephone enquiries and self-service channels 2004-05 Q1 to 2009-10 Q4 (thousands)

	NRES telephone enquiries (total calls made)	Online Journey Planner - web (visits) <sup>1,2</sup>	Live Departure Boards - web (visits) <sup>1,3,r</sup>	Train Tracker TM (telephone message) <sup>1,4</sup>	Train Tracker Text <sup>1,5</sup>	Text My Journey <sup>1,6</sup>	PDA Services <sup>1,7,r</sup>	WAP Services <sup>1,8,r</sup>	Online Journey Planner - WAP (visits) <sup>1</sup>	Live Departure Boards - WAP (visits) <sup>1</sup>	Total
2003-04	52,529	34,360	3,195						-	56	90,141
2004-05	48,323	43,317	10,235	461	-	270			309	278	103,193
2005-06	35,321	46,945	12,411	3,035	185	344			308	302	98,851
2006-07	26,381	68,413	15,736	5,163	421	387			326	348	117,176
2007-08	21,269	83,028	19,096	4,424	718	418			389	336	129,679
2008-09	16,059	122,632	26,064	4,669	863	330	412	138	-	-	171,167
2009-10 <sup>p</sup>	12,257	144,804	20,615	4,131	1,052	201	7,769	625	-	-	191,455
<i>Percentage change 2009-10 on 2008-09</i>											
	-23.7	18.1	-20.9	-11.5	21.9	-39.0	1785.6	353.2	-	-	32.0
2004-05											
Q1	12,578	9,706	1,883	-	-	-			72	55	24,293
Q2	12,813	10,805	2,045	-	-	84			76	68	25,890
Q3	12,410	11,545	3,000	-	-	101			83	79	27,219
Q4	10,522	11,261	3,307	461	-	86			78	77	25,791
2005-06											
Q1	9,971	10,989	2,853	810	35	79			77	71	24,884
Q2	9,459	10,490	3,142	770	41	83			75	69	24,130
Q3	8,739	11,768	3,266	778	56	96			81	85	24,870
Q4	7,151	13,698	3,150	676	53	86			75	77	24,966
2006-07											
Q1	7,392	15,412	3,252	883	58	93			77	73	27,240
Q2	7,433	17,052	3,667	1,226	85	95			77	77	29,711
Q3	5,990	17,821	3,840	1,878	112	103			82	92	29,918
Q4	5,566	18,129	4,977	1,176	167	95			91	106	30,306
2007-08											
Q1	5,718	18,777	4,201	1,329	154	102			166	138	30,585
Q2	5,705	20,014	4,445	1,281	177	102			142	118	31,984
Q3	5,216	20,536	4,609	845	191	109			39	39	31,585
Q4	4,629	23,700	5,842	969	197	104			41	41	35,525
2008-09											
Q1	4,432	26,432	6,284	1,177	186	88	47	22	-	-	38,669
Q2	4,215	30,139	6,450	1,256	171	81	76	37	-	-	42,423
Q3	3,614	31,653	6,924	1,066	231	86	128	42	-	-	43,743
Q4	3,798	34,408	6,406	1,171	274	75	162	38	-	-	46,331
2009-10											
Q1	3,146	32,870	5,004	1,148	246	61	802	192	-	-	43,469
Q2	3,155	32,521	4,263	1,060	244	62	1,471	160	-	-	42,936
Q3	3,049	36,619	5,994	1,055	283	52	2,569	153	-	-	49,773
Q4 <sup>p</sup>	2,908	42,795	5,354	867	280	26	2,927	120	-	-	55,277
<i>Percentage Change 2009-10 Q4 on 2008-09 Q4</i>											
	-23.4	24.4	-16.4	-25.9	2.0	-65.6	1707.8	218.2	-	-	13.8

Source: Department for Transport

## Notes

<sup>p</sup> Data are provisional. The figures for 2009-10 Q4 have been estimated from periodic data due to daily data not yet being available. These figures will be updated when daily data becomes available.

<sup>1</sup> The figures (in blue) have been derived by converting periodic data into quarterly data.

<sup>2</sup> 'Online Journey Planner' – a service which provides timetable and fare information for all UK rail journeys.

<sup>3</sup> 'Live Departure Boards' - provides online arrival and departure board information for all UK rail stations.

<sup>4</sup> 'TrainTracker™' - an automated voice service providing up to the minute departure and arrival information for trains.

<sup>5</sup> 'TrainTrackerText™' - provides arrival and departure board information via Short Message Service (SMS)

<sup>6</sup> 'Text My Journey' – a service which confirms Online Journey Planner details direct to a customer's mobile phone.

<sup>7</sup> 'PDA Services' - provides access to the National Rail website via Personal Digital Assistant (PDA).

<sup>8</sup> 'WAP Services' - provides access to Online Journey Planner and Live Departure Boards via Wireless Application Protocol (WAP).

## 2.4 Passengers in excess of capacity

### Background

Train operators provide data on passenger numbers to the Department for Transport (DfT) to allow for the monitoring of train crowding levels. In the past DfT monitored crowding for London commuter services under a regime known as 'passengers in excess of capacity' (PiXC) and this formed the basis of the crowding statistics published in National rail trends. Though DfT no longer uses the PiXC regime, the PiXC measure has been reproduced in table 2.4 for 2009. The PiXC measure considers the planned capacity of each service arriving in London, and the actual number of passengers (excluding first class) on the service at its most crowded point on the journey. PiXC is the difference between the two.

More passenger count data are now being collected by train operators, and in future it is planned that new and improved statistics on crowding will be made available covering more of the country. As these new statistics are not yet available, an interim PiXC table has been prepared for 2009.

### Methodology

PiXC applies to weekday commuter trains arriving in London between 07:00 and 09:59, and those departing between 16:00 and 18:59. The measure is derived from the number of passengers travelling in excess of capacity on all services, divided by the total number of people travelling, 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.

The data underlying the PiXC measure shown were collected each year during the autumn (mid-September to mid-December), and have been aggregated to represent a typical weekday (i.e. excluding school half-terms and days when services were disrupted by engineering or bad weather, etc.).

The frequency of counts varies by train operator. Where a train operator has a proportion of its fleet fitted with automatic passenger counting (APC) equipment, the number of passengers on each service will be counted several times during the autumn period. This allows for an average to be calculated for each service. However, some train operators have nil or limited APC fitment and so passenger numbers are obtained by manual counting. This can mean that there is only one record for each service so caution should be used when referring to these results.

### Other comments

Under the historic PiXC regime, DfT set limits on the level of acceptable PiXC at 4.5% on one peak (morning or afternoon) and 3% across both peaks.

DfT now sets a variety of performance targets for its individual franchise holders.

## Table 2.4 Passengers in excess of capacity

Percentage of passengers in excess of capacity 2008 and 2009 (Autumn) - London and SE operators

	Peak (AM) 2009 PiXC (%)	Peak (AM) 2008 PiXC (%)	Peak (PM) 2009 PiXC (%)	Peak (PM) 2008 PiXC (%)	Overall 2009 PiXC (%)	Overall 2008 PiXC (%)
c2c	1.5%	2.7%	0.3%	0.4%	1.0%	1.6%
Chiltern <sup>1</sup>	2.6%	3.9%	0.7%	0.3%	1.8%	2.3%
First Capital Connect <sup>2</sup>	0.9%	4.9%	1.2%	3.2%	1.0%	4.2%
First Great Western <sup>1</sup>	11.4%	8.9%	4.4%	3.6%	8.2%	6.5%
London Midland <sup>3</sup>	3.6%	6.9%	8.1%	2.3%	5.9%	4.8%
London Overground <sup>1,4</sup>	2.7%	1.4%	0.0%	0.0%	1.6%	0.8%
National Express East Anglia <sup>1</sup>	2.6%	4.8%	0.9%	2.4%	1.8%	3.7%
Southeastern <sup>5,r</sup>	1.6%	3.0%	0.5%	1.6%	1.1%	2.3%
Southern <sup>6,7</sup>	4.2%	4.2%	1.3%	0.8%	3.0%	2.7%
South West Trains	2.8%	2.8%	1.8%	1.7%	2.3%	2.3%
<b>Total<sup>f</sup></b>	<b>2.9%</b>	<b>4.0%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>2.2%</b>	<b>3.0%</b>

Source: Department for Transport and Transport for London

### Notes

<sup>1</sup> Figures are based on only one manual count per service.

<sup>2</sup> First Capital Connect acquired extra rolling stock to increase capacity during 2009.

<sup>3</sup> Counts were carried out during Autumn 2009 and so do not take into account the additional capacity gained as a result of the December 2009 timetable change.

<sup>4</sup> Counts for two AM peak services were carried out in February 2010.

<sup>5</sup> Counts were carried out before the major timetable change in December 2009 and so the high speed services are not included.

<sup>6</sup> The new Southern franchise commenced in September 2009.

<sup>7</sup> Includes Gatwick Express.

<sup>r</sup> Southeastern have revised their 2009 data, this has also resulted in a change to the 2009 total values. For more information, please view the revisions log or contact rail.stats@orr.gsi.gov.uk

# 3 Freight



## Key results: 2009-10 on 2008-09

### 3.1 Freight moved

- The amount of freight moved in 2009-10 was 19.06 billion net tonne kilometres, a 7.6% decrease from 2008-09.
- The total coal freight moved in 2009-10 was 6.23 billion net tonne kilometres, a 21.2% decrease from 2008-09.
- Oil and petroleum freight moved fell by 4.5% in 2009-10 compared to 2008-09. The following commodities increased in 2009-10 compared to 2008-09: metals by 6.8%, construction by 3.0%, international by 5.7% and domestic intermodal by 6.5%.

### 3.2 Freight lifted

- The amount of freight lifted was 87.2 million tonnes in 2009-10, a 15.1% decrease from 2008-09.
- There were 37.9 million tonnes of coal lifted in 2009-10, an 18.7% decrease compared to the previous year. The amount of 'other' freight lifted was 49.3 million tonnes in 2009-10, a fall of 12.1% compared to 2008-09.

### 3.3 Number of freight train movements

- The number of freight trains movements 2009-10 was 278,496, a 12.1% decrease from the previous year.

## Key results: 2009-10 Q4 on 2008-09 Q4

### 3.1 Freight moved

- The total amount of freight moved decreased by 2.4% in 2009-10 Q4 compared to 2008-09 Q4. There were 4.69 billion net tonne kilometres of freight moved in 2009-10 Q4 against 4.80 in 2008-09 Q4.
- The amount of coal freight moved has continued to decline. 31.9% less coal was moved in 2009-10 Q4 compared to 2008-09 Q4.
- Oil and petroleum and commodities grouped within the 'other' category declined by 2.8% and 6.6% respectively.
- All other commodities increased in 2009-10 Q4 compared to 2008-09 Q4. Metals increased by 73.7%, construction increased by 30.7%, international by 13.6% and domestic intermodal by 18.0%.

### 3.2 Freight lifted

- The total amount of freight lifted declined by 10.2% in 2009-10 Q4 compared to the equivalent quarter last year.
- The amount of coal lifted reflects the coal freight moved trend with a 21.3% decline between 2009-10 Q4 and 2008-09 Q4. 9.5 million tonnes of coal was lifted in 2009-10 Q4 compared to 12 million tonnes in 2008-09 Q4.
- The amount of freight lifted classified within the 'other' category increased by 0.9% in 2009-10 Q4 this year compared to the same quarter in 2008-09. 12.2 million tonnes was lifted in this category in 2009-10 Q4 compared to 12.1 million tonnes in 2008-09 Q4.

## 3.1 Freight moved

### Background

In February 1996, British Rail's (BR) bulk freight operations were sold to North and South Railways - subsequently called English, Welsh and Scottish Railway (EWS). In 2007, EWS was bought by Deutsche Bahn and in January 2009 was re-named DB Schenker. The other major companies in the rail freight sector are Freightliner Ltd (formerly the BR container business), Direct Rail Services (DRS) and First GB Railfreight.

### Methodology

Freight moved is measured in net tonne kilometres (NTKm). This takes into account the net weight (excluding the weight of the locomotive and wagons) of the goods carried (the freight lifted, measured in tonnes) and the distance carried.

Infrastructure is not included in the total NTKm; we have included a separate series on infrastructure traffic (goods used for railway engineering work).

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

# Table 3.1 Freight moved

Great Britain 2002-03 Q1 to 2009-10 Q4 (billion net tonne kilometres)

	Coal	Metals	Construction	Oil and Petroleum	International	Domestic Intermodal	Other	Total <sup>1</sup>	Infrastructure <sup>2</sup>	
<b>2002-03</b>	5.66	2.64	2.51	1.15	0.46	3.38	2.72	18.52	1.18	
<b>2003-04</b>	5.82	2.41	2.68	1.19	0.48	3.53	2.77	18.87	1.23	
<b>2004-05</b>	6.66	2.59	2.86	1.22	0.54	3.96	2.53	20.35	1.29	
<b>2005-06</b>	8.26	2.22	2.91	1.22	0.46	4.33	2.29	21.70	1.38	
<b>2006-07</b>	8.56	2.04	2.70	1.53	0.44	4.72	1.89	21.88	1.36	
<b>2007-08</b>	7.73	1.83	2.79	1.58	0.37	5.15	1.73	21.18	1.70	
<b>2008-09</b>	7.91	1.53	2.70	1.52	0.42	5.17	1.38	20.63	1.55	
<b>2009-10</b>	6.23	1.64	2.78	1.45	0.44	5.51	1.01	19.06	1.43	
<i>Percentage change 2009-10 on 2008-09</i>										
	-21.2	6.8	3.0	-4.5	5.7	6.5	-26.6	-7.6	-8.2	
<b>2002-03</b>	<b>Q1</b>	1.45	0.72	0.64	0.27	0.10	0.89	0.66	4.73	0.29
	<b>Q2</b>	1.42	0.64	0.63	0.29	0.12	0.86	0.70	4.65	0.30
	<b>Q3</b>	1.33	0.61	0.57	0.29	0.11	0.81	0.66	4.38	0.28
	<b>Q4</b>	1.46	0.67	0.67	0.30	0.13	0.83	0.70	4.75	0.31
<b>2003-04</b>	<b>Q1</b>	1.42	0.58	0.67	0.27	0.11	0.86	0.70	4.62	0.34
	<b>Q2</b>	1.39	0.62	0.69	0.30	0.11	0.89	0.73	4.73	0.31
	<b>Q3</b>	1.42	0.58	0.63	0.31	0.13	0.89	0.69	4.64	0.25
	<b>Q4</b>	1.59	0.63	0.69	0.31	0.13	0.89	0.65	4.88	0.34
<b>2004-05</b>	<b>Q1</b>	1.62	0.64	0.71	0.31	0.14	0.91	0.66	4.99	0.35
	<b>Q2</b>	1.63	0.72	0.73	0.30	0.15	1.02	0.65	5.20	0.33
	<b>Q3</b>	1.65	0.63	0.74	0.30	0.13	1.01	0.61	5.07	0.33
	<b>Q4</b>	1.76	0.60	0.67	0.31	0.12	1.02	0.60	5.09	0.28
<b>2005-06</b>	<b>Q1</b>	1.97	0.61	0.69	0.30	0.12	0.98	0.57	5.24	0.35
	<b>Q2</b>	2.10	0.65	0.78	0.31	0.13	1.10	0.61	5.67	0.40
	<b>Q3</b>	2.08	0.45	0.78	0.30	0.10	1.13	0.57	5.42	0.31
	<b>Q4</b>	2.11	0.52	0.67	0.31	0.11	1.11	0.54	5.37	0.31
<b>2006-07</b>	<b>Q1</b>	2.35	0.58	0.65	0.36	0.12	1.08	0.51	5.65	0.38
	<b>Q2</b>	2.03	0.53	0.69	0.38	0.11	1.17	0.48	5.40	0.26
	<b>Q3</b>	2.14	0.47	0.65	0.39	0.12	1.26	0.47	5.50	0.24
	<b>Q4</b>	2.04	0.47	0.70	0.39	0.10	1.21	0.43	5.33	0.48
<b>2007-08</b>	<b>Q1</b>	2.09	0.48	0.73	0.40	0.10	1.24	0.44	5.48	0.53
	<b>Q2</b>	1.87	0.44	0.70	0.40	0.08	1.30	0.43	5.23	0.34
	<b>Q3</b>	1.86	0.43	0.67	0.40	0.07	1.35	0.44	5.22	0.37
	<b>Q4</b>	1.92	0.48	0.69	0.38	0.11	1.26	0.41	5.25	0.45
<b>2008-09</b>	<b>Q1</b>	1.90	0.51	0.72	0.39	0.12	1.36	0.41	5.41	0.43
	<b>Q2</b>	1.91	0.49	0.74	0.37	0.10	1.40	0.40	5.42	0.40
	<b>Q3</b>	2.01	0.30	0.65	0.38	0.10	1.26	0.30	5.00	0.36
	<b>Q4</b>	2.08	0.24	0.60	0.38	0.09	1.14	0.26	4.80	0.35
<b>2009-10</b>	<b>Q1</b>	1.85	0.34	0.60	0.36	0.13	1.33	0.26	4.86	0.34
	<b>Q2</b>	1.59	0.48	0.69	0.35	0.10	1.42	0.26	4.89	0.31
	<b>Q3</b>	1.38	0.40	0.71	0.37	0.11	1.41	0.25	4.63	0.41
	<b>Q4</b>	1.42	0.42	0.78	0.37	0.11	1.35	0.25	4.69	0.36
<i>Percentage change 2009-10 Q4 on 2008-09 Q4</i>										
		-31.9	73.7	30.7	-2.8	13.6	18.0	-6.6	-2.4	2.2

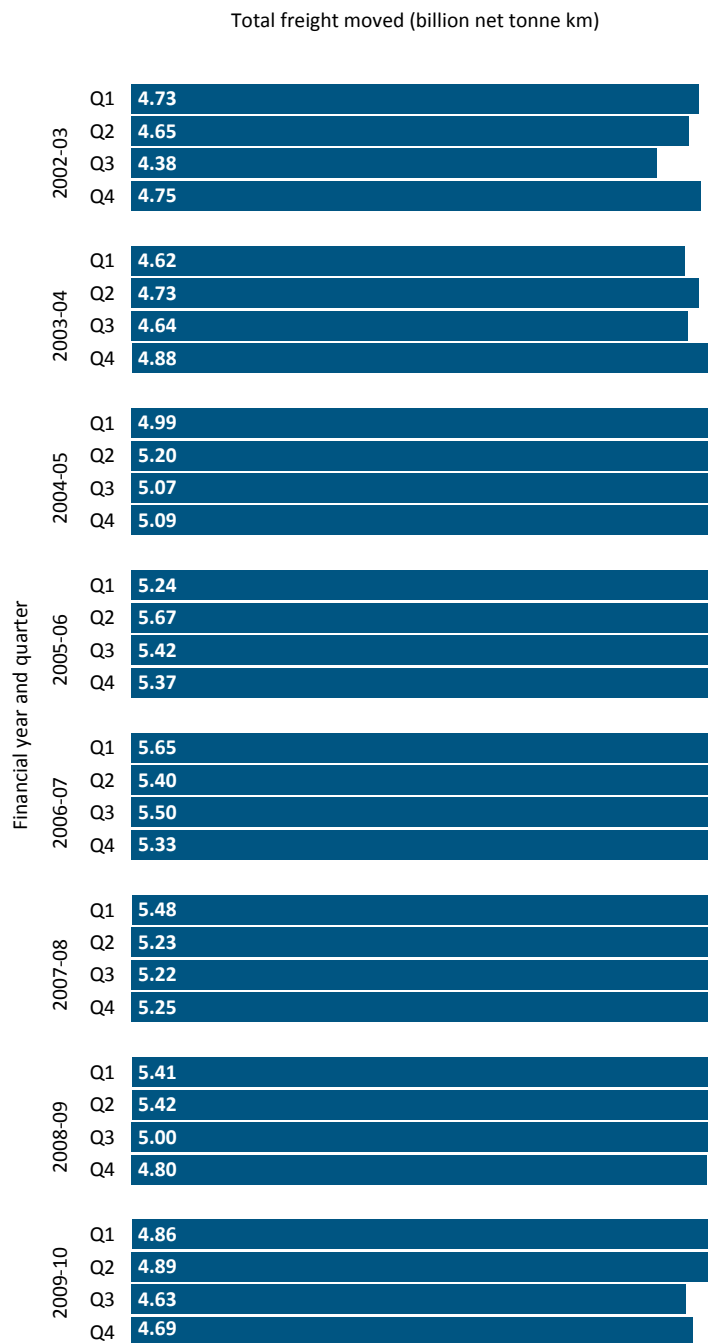
Source: Network Rail

<sup>1</sup> Infrastructure not included in total.

<sup>2</sup> This series excludes some possession trains used during engineering works.

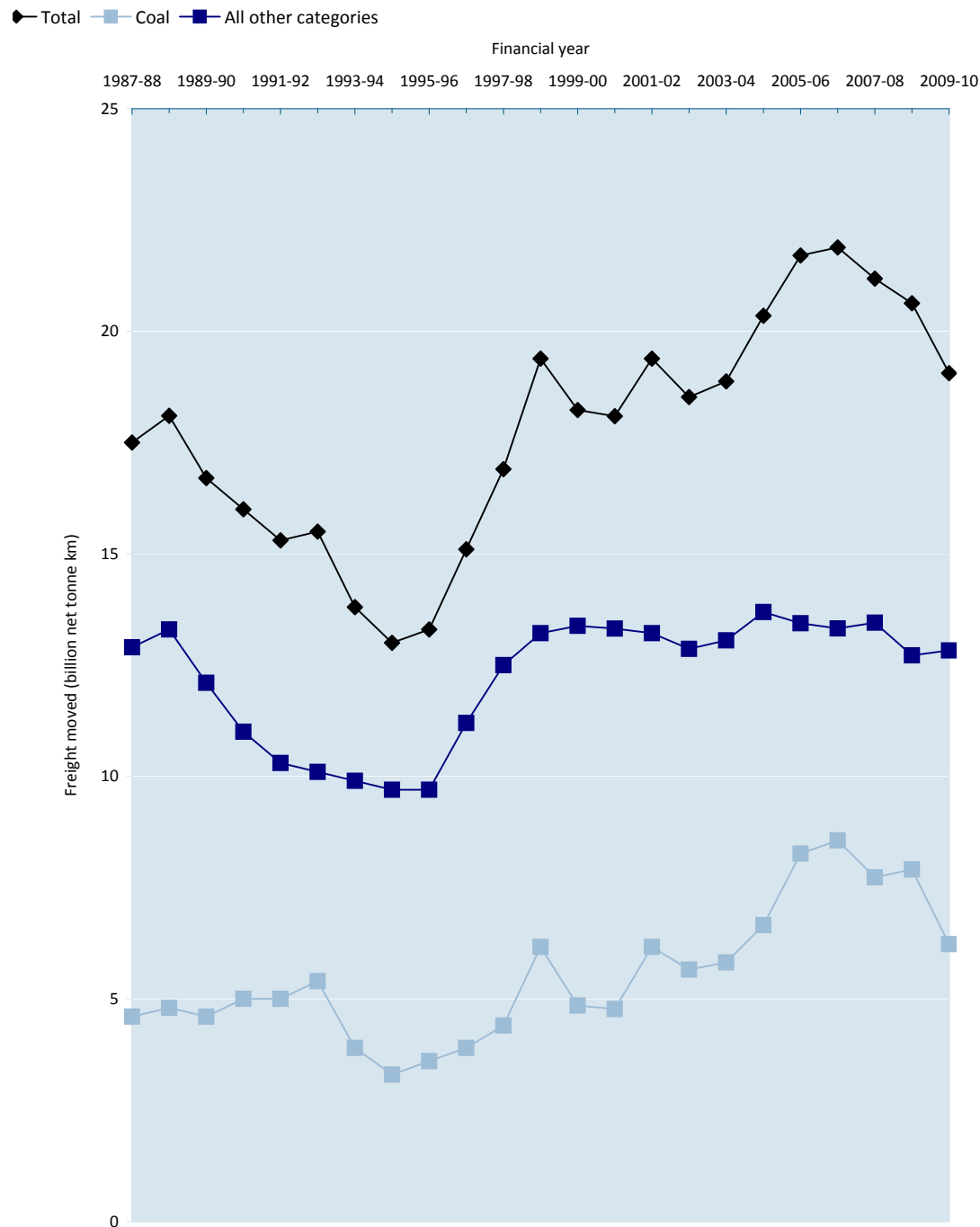
# Chart 3.1a Freight moved by quarter

Great Britain quarterly data 2002-03 Q1 to 2009-10 Q4 (billion net tonne km)



# Chart 3.1b Freight moved

Great Britain annual data 1987-88 to 2009-10 (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.

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

There is another break in the series after 2004-05 Q4 as GB Railfreight supplied some tonnes lifted data from 2005-06 Q1.

There is a further break in the series after 2006-07 Q4, as GB Railfreight supplied ORR with details on coal lifted from 2007-08 Q1.

## Table 3.2 Freight lifted

Great Britain 2002-03 Q1 to 2009-10 Q4 (million tonnes)

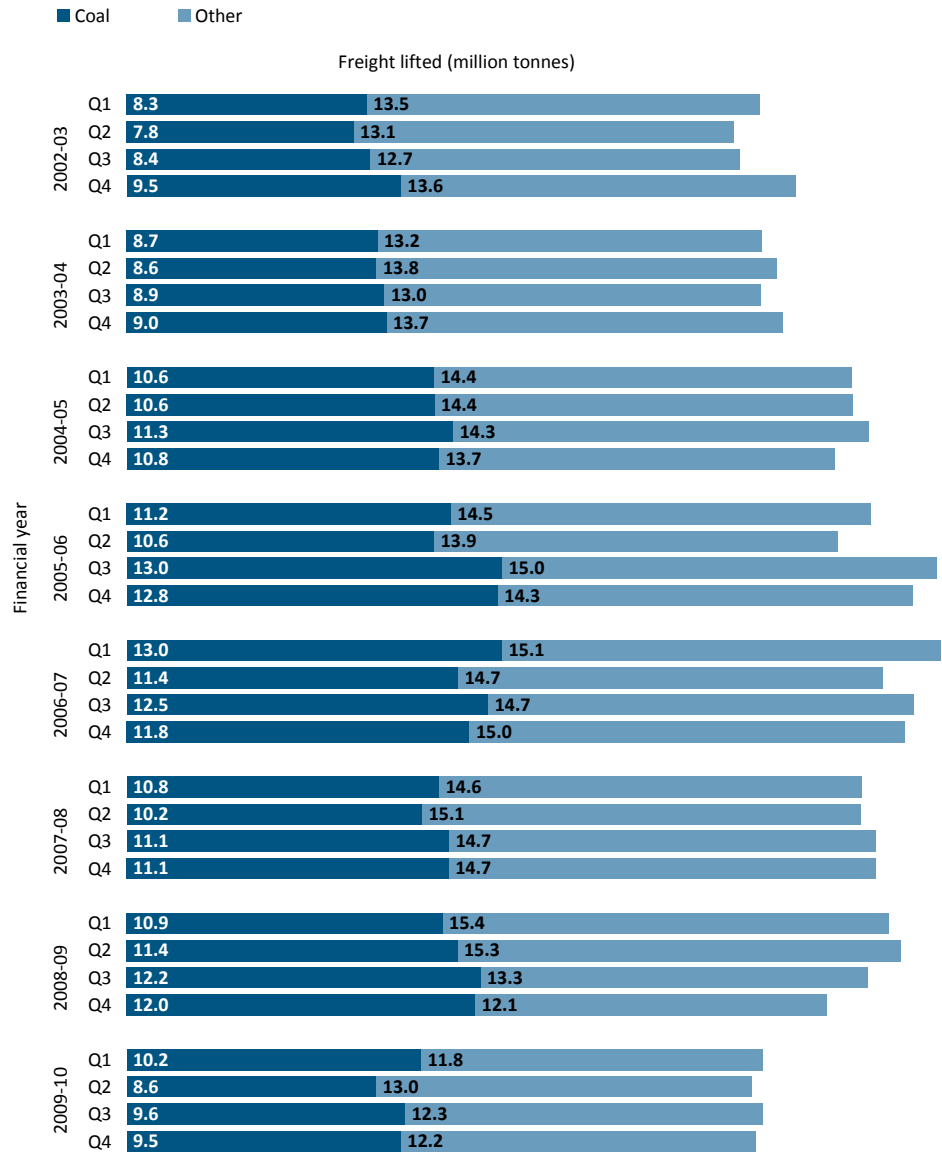
		Coal	Other	Total
<b>2002-03</b>		34.0	53.0	87.0
<b>2003-04</b>		35.2	53.7	88.9
<b>2004-05</b>		43.3	56.8	100.1
<b>2005-06</b>		47.6	57.7	105.3
<b>2006-07</b>		48.7	59.5	108.2
<b>2007-08</b>		43.3	59.1	102.4
<b>2008-09</b>		46.6	56.1	102.7
<b>2009-10</b>		37.9	49.3	87.2
<i>Percentage change 2009-10 on</i>				
<b>2008-09</b>		-18.7	-12.1	-15.1
<b>2002-03</b>	<b>Q1</b>	8.3	13.5	21.8
	<b>Q2</b>	7.8	13.1	21.0
	<b>Q3</b>	8.4	12.7	21.2
	<b>Q4</b>	9.5	13.6	23.1
<b>2003-04</b>	<b>Q1</b>	8.7	13.2	21.9
	<b>Q2</b>	8.6	13.8	22.4
	<b>Q3</b>	8.9	13.0	21.9
	<b>Q4</b>	9.0	13.7	22.6
<b>2004-05</b>	<b>Q1</b>	10.6	14.4	25.0
	<b>Q2</b>	10.6	14.4	25.0
	<b>Q3</b>	11.3	14.3	25.6
	<b>Q4</b>	10.8	13.7	24.5
<b>2005-06</b>	<b>Q1</b>	11.2	14.5	25.7
	<b>Q2</b>	10.6	13.9	24.6
	<b>Q3</b>	13.0	15.0	27.9
	<b>Q4</b>	12.8	14.3	27.1
<b>2006-07</b>	<b>Q1</b>	13.0	15.1	28.1
	<b>Q2</b>	11.4	14.7	26.1
	<b>Q3</b>	12.5	14.7	27.2
	<b>Q4</b>	11.8	15.0	26.9
<b>2007-08</b>	<b>Q1</b>	10.8	14.6	25.4
	<b>Q2</b>	10.2	15.1	25.3
	<b>Q3</b>	11.1	14.7	25.8
	<b>Q4</b>	11.1	14.7	25.8
<b>2008-09</b>	<b>Q1</b>	10.9	15.4	26.3
	<b>Q2</b>	11.4	15.3	26.7
	<b>Q3</b>	12.2	13.3	25.6
	<b>Q4</b>	12.0	12.1	24.2
<b>2009-10</b>	<b>Q1</b>	10.2	11.8	21.9
	<b>Q2</b>	8.6	13.0	21.6
	<b>Q3</b>	9.6	12.3	22.0
	<b>Q4</b>	9.5	12.2	21.7
<i>Percentage change</i>				
<i>2009-10 Q4 on 2008-09 Q4</i>				
		-21.3	0.9	-10.2

Source: Before 2005-06: Direct Rail Services, DB Schenker and Freightliner.

From 2005-06: Direct Rail Services, DB Schenker, Freightliner and GB Railfreight.

### Chart 3.2a Freight lifted by quarter

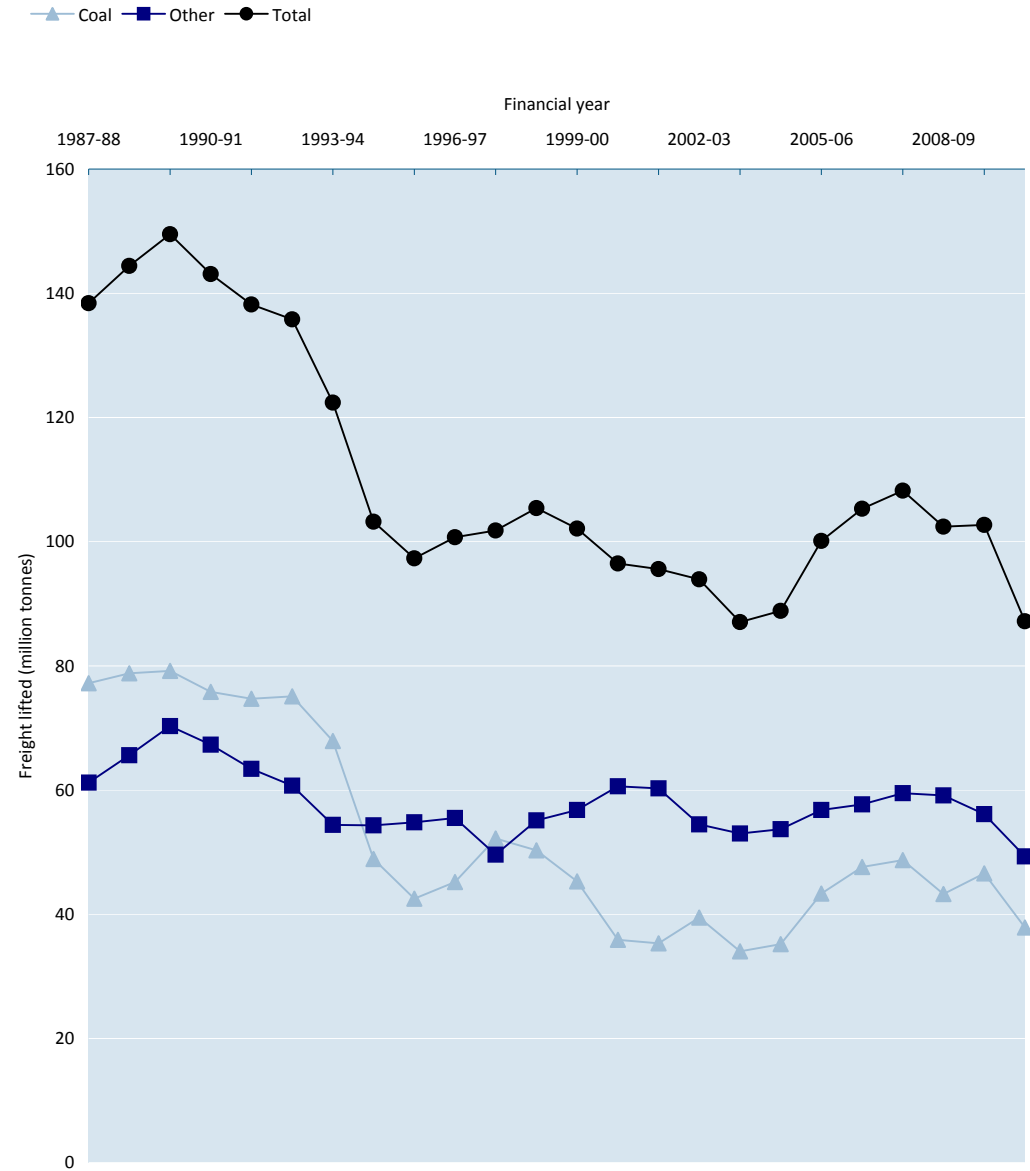
Great Britain quarterly data 2002-03 Q1 to 2009-10 Q4 (million tonnes)



Source: Before 2005-06: Direct Rail Services, DB Schenker and Freightliner.  
From 2005-06: Direct Rail Services, DB Schenker, Freightliner and GB Railfreight.

### Chart 3.2b Freight lifted

Great Britain annual data 1987-88 to 2009-10 (million tonnes)



## 3.3 Rail freight market indicators

### Number of freight train movements

This measure shows the total number of freight train movements (including infrastructure trains) on the network.

### Impact on road haulage

Rail freight lorry kilometres equivalent<sup>1</sup> represents the equivalent distance that road vehicles would need to have travelled to move the amounts of freight carried on rail, which is affected more by volume than by weight.

'Avoided lorry journeys' represents the equivalent number of road vehicle trips necessary to move this freight. These measures provide an alternative to the traditional deadweight-based approach.

These data are only available up to the 2008-09 financial year due to the unavailability of more up-to-date road freight data.

### Rail market share

This includes rail's share of both surface-based heavy freight transport (i.e. rail plus HGVs), and the overall GB freight sector (i.e. including LGVs), pipelines and water transport). These figures illustrate the relative importance of rail.

These data are only available up to 2008, due to the unavailability of more up-to-date freight data from other industries.

Data for table 3.3c are only available in calendar years.

### Table 3.3a Number of freight train movements

Great Britain 2003-04 to 2009-10

	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	Percentage change 2009-10 on 2008-09
Total number of freight train movements	416,053	381,965	455,561	364,949	332,218	316,684	278,496	-12.1

Source: Network Rail

### Table 3.3b Impact on road haulage

Great Britain 2003-04 to 2008-09

	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	Percentage change 2008-09 on 2007-08
Rail freight lorry kilometres equivalent (billions)	1.35	1.20	1.22	1.36	1.38	1.36	-1.0
Avoided lorry journeys (millions)	5.89	6.95	6.74	6.58	6.69	6.99	4.4

Source: Derived from DfT's Continuing survey of roads goods vehicles

## Table 3.3c Rail market share

Great Britain 1998 to 2008

### Freight lifted (million tonnes)

Calendar year		1998	1999	2000	2001	2002	2003	2004	2005	2006 <sup>f</sup>	2007	2008
Road	HGVs	1,630	1,567	1,593	1,581	1,627	1,643	1,744	1,746	1,813	1,869	1,734
	All	1,727	1,664	1,693	1,682	1,734	1,753	1,863	1,868	1,940	2,001	1,868
Rail		102.1	96.1	92.6	95.4	87.5	89.3	98.3	102.6	108.5	103.5	104.4
Pipeline		153	155	151	151	145.6	141.3	158.2	168.4	159.1	146.0	147.0
Water		149.4	144.5	137.4	131.7	139.1	132.5	127.2	132.8	126.3	125.9	123.0
<b>Total</b>		<b>2131.5</b>	<b>2059.6</b>	<b>2074</b>	<b>2060.1</b>	<b>2106.2</b>	<b>2116.1</b>	<b>2246.7</b>	<b>2271.8</b>	<b>2333.8</b>	<b>2376.4</b>	<b>2242.4</b>

### Percentage of goods lifted by rail

		4.8	4.7	4.5	4.6	4.2	4.2	4.4	4.5	4.6	4.4	4.7
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### Freight moved (billion net tonne kms)

Calendar year		1998	1999	2000	2001	2002	2003	2004	2005	2006 <sup>f</sup>	2007	2008
Road	HGVs	151.9	149.2	150.5	149.4	149.8	151.7	152.2	152.7	155.6	161.5	151.7
	All	160.3	157.7	159.4	158.5	159.4	161.7	162.5	163.4	166.7	173.1	163.5
Rail		17.3	18.1	18.2	19.2	18.9	18.7	20.1	21.4	21.9	21.3	21.1
Pipeline		11.7	11.6	11.4	11.5	10.9	10.5	10.7	10.8	10.8	10.2	10.2
Water		56.9	58.7	67.4	58.8	67.2	60.9	59.4	60.9	51.8	50.8	49.7
<b>Total</b>		<b>246.2</b>	<b>246.1</b>	<b>256.4</b>	<b>248.0</b>	<b>256.4</b>	<b>251.8</b>	<b>252.7</b>	<b>256.5</b>	<b>251.2</b>	<b>255.4</b>	<b>244.4</b>

### Percentage of goods moved by rail

		7.0	7.4	7.1	7.7	7.4	7.4	8.0	8.4	8.7	8.3	8.6
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#### Sources:

Rail data: ORR

Road and water data: DfT

Pipeline data: UK Department for Business, Innovation and Skills

<sup>f</sup> The percentage of goods lifted and moved in 2006 has changed by 0.1 percentage for both tables. This is due to road data being updated for freight lifted and rail data being updated for freight moved. For more information, please see the revisions log <http://www.rail-reg.gov.uk/upload/xls/stats-revisions-log.xls>



# 4 Other sources

## 4.1 National Passenger Survey key results

Spring 2010 results

The National Passenger Survey (NPS) is a twice yearly survey carried out by Passenger Focus. The survey provides a network wide picture of customers' satisfaction with rail travel. Passengers' opinions of train services are collected twice a year from a representative sample of passenger journeys. Passengers' overall satisfaction and satisfaction with 20 aspects of service can therefore be compared over time.

- Nationally 83% of passengers were satisfied with their journey overall. This is significantly up (+2%) compared to Spring 2009 (81%).
- At a national level, 82% of passengers were satisfied with punctuality/reliability. This is significantly up compared to Spring 2009 (80%).
- 48% of passengers were satisfied with value for money for the price of their ticket nationally. This was significantly up compared to Spring 2009 when 40% of passengers were satisfied. Satisfaction with sufficient room for all the passengers to sit/stand significantly improved (up 2%) to 68% satisfied (66% in Spring 2009).
- For London and the South East operators 82% of passengers were very or fairly satisfied overall, significantly up compared to Spring 2009 (when it was 80%). The percentage of passengers satisfied with most train and station factors was generally up or not significantly different compared to Spring 2009. Satisfaction improved for 14 factors (with one decline).
- For the long distance operators 87% of passengers were very or fairly satisfied overall. (2% up compared to Spring 2009 when it was 85%). Passenger satisfaction for the various train and station factors was mostly unchanged compared to Spring 2009, but satisfaction improved for eight factors. Satisfaction did not decline for any factors.
- For regional operators 88% of passengers were very or fairly satisfied with their journey overall, not significantly differently compared to Spring 2009. 86% were satisfied overall in Spring 2009. 88% is the highest percentage ever recorded for journey overall for regional operators. For most service areas passenger satisfaction was unchanged compared to Spring 2009, but satisfaction improved for five factors and declined for one.

<http://www.passengerfocus.org.uk/>

## Other sources of rail data

### 4.2 National Rail Travel Survey (published 29 May 2008)

The National Rail Travel Survey is a survey of passenger trips on the national rail system in Great Britain. It was initiated by the Strategic Rail Authority and carried out by DfT to fill a gap in our knowledge about who uses the rail network, where, when and for what purposes.

<http://www.dft.gov.uk/pgr/statistics/datatablespublications/railways/>

### 4.3 National Travel Survey (2009 results published 29 July 2010)

The National Travel Survey (NTS) is a continuous survey designed to monitor long-term trends in personal travel in Great Britain. The survey collects information on where, how and why people travel, as well as factors which affect personal travel such as car availability, driving licence holding and access to key services.

<http://www.dft.gov.uk/pgr/statistics/datatablespublications/personal/>

### 4.4 Transport Statistics Great Britain (2009 edition published 26 November 2009. The 2010 edition is due to be published online in November 2010)

Transport Statistics Great Britain (TSGB) provides a comprehensive picture of transport patronage in Great Britain.

<http://www.dft.gov.uk/pgr/statistics/datatablespublications/tsgb/>

### 4.5 Transport Trends (2009 edition published 25 February 2010)

Transport Trends presents an overview and analysis of trends in transport and travel in Great Britain over the past 25 years, and highlights some of the key issues. It is intended as a companion volume to TSGB, which contains reference tables of more detailed figures and some longer time trends.

<http://www.dft.gov.uk/pgr/statistics/datatablespublications/trends/>

#### 4.6 Regional Transport Statistics (Rail tables updated June 2010)

DfT publishes a wide range of GB transport statistics which are available at Government Office Region and county level.

<http://www.dft.gov.uk/pgr/statistics/datatablespublications/regionaldata/>

#### 4.7 UK Transport and Climate Change data – Factsheets (published 8 June 2010)

DfT have produced a set of factsheets to provide a useful guide to the sources of UK climate change data available on transport (including rail).

<http://www.dft.gov.uk/pgr/statistics/datatablespublications/energyenvironment/>

#### 4.8 Public experiences of and attitudes towards rail travel (published online on 24 September 2009)

This article summarises people's experiences of and attitudes towards rail travel. It is based on a module of questions included in the Office for National Statistics' Omnibus Survey in February 2006 and the Opinions Survey in March 2009. The questions were commissioned and designed by the Department for Transport.

<http://www.dft.gov.uk/pgr/statistics/datatablespublications/trsnstatsatt/attitudesrailtravelsep09>

##### Key findings from the survey were as follows:

- More than half (55%) of people surveyed had travelled by rail in the past year, up from 49% in 2006. Of those, 22% had made both short and long distance journeys (up from 18% in 2006); 22% had only made short distance journeys (the same as 2006) while 8% only made longer distance rail journeys (similar to 2006).
- Respondents were positive overall about rail services. 71% of respondents rated short distance services as good (up from 63% in 2006) and 12% as poor (down from 17% in 2006). For long distance services, 67% of respondents ranked services as good (up from 62% in 2006) and 12% as poor (down from 14% in 2006).

- Rail users were generally more positive about the railways than non-users. 78% of users rated short distance services as good (up from 70% in 2006) compared with 62% of non-users (up from 56% in 2006). For long distance services, 76% of users thought services were good (up from 68% in 2006) compared with 60% for non-users (up from 56% in 2006).

- People rated short distance services most highly for: number of destinations (72% of respondents rated this aspect as 'good'); politeness and helpfulness of staff (72%); information about train times (72%); frequency of trains (70%) and reliability/punctuality of services (68%). The aspects of the services least likely to be rated as good were cost of fares (18%) and ease of parking at stations (38%).

- People said that the main factors stopping them using trains or using them infrequently were: the perceived convenience of travelling by car, the cost of rail fares and the location of stations. The most common factor mentioned as likely to increase use of short distance train services by non/infrequent users was a reduction in the cost of fares. Other factors mentioned were the better location of stations and improved frequency, reliability and speed of services.

- On ticket types, 41% of all respondents thought there were either too few (9%) or too many (32%) train ticket types. 42% of respondents believed the number was about right, but only 12% of all respondents said they were aware that the train fare structure was simplified in 2008.

# 5 Fares

## Key results: January 2010 on January 2009

- The average change in rail fares between January 2009 and January 2010 was 0.7% compared with 7.6% the previous year.
- The average change in regulated fares was -0.4% whilst unregulated fares increased by 1.3%.
- The long-distance sector had the largest average fare increase. Regulated fares in this sector fell by 0.7% but an increase in first class and unregulated fares of 1.2% and 1.4% respectively led to an overall increase of 0.9%.
- In January 2010, the index showed that the average price of rail tickets has increased by 19.1% in real terms since 1995.

## 5.1 Rail fares 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.

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 tickets for urban areas, bus tickets, entrance fees to attractions etc. they have been excluded. 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 the Travelcard 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 overall.

Other exclusions from the index are listed below:

- newly introduced tickets are not properly accounted for in their first year as price information is based on snapshots in January year 1 and year 2;
- short-term temporary fares/promotions;
- passengers 'switching' ticket types following the introduction/deletion of certain tickets are not taken into account immediately;
- 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 LENNON system;

- 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.

The rail fares index includes all franchised operators and open access operators, with the exception of Heathrow Express and Heathrow Connect which are not included in LENNON.

Fares regulation for franchised operators is based on the July 'all items' RPI+1% (except for Southeastern and services in the West Yorkshire PTE area which allow for rises of RPI+3%). Open access operators are not bound by fares regulation. The regulatory regime is fixed by the Department for Transport.

## 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. For example, the weights used in the calculation of the January 2009 index, referenced on January 2008, are based on expenditure patterns for the calendar year 2008.

**Table 5.1 Index showing average change in price of rail fares 1998-2010**

January 1995=100

	January 1998	January 1999	January 2000	January 2001	January 2002	January 2003	January 2004	January 2005	January 2006	January 2007	January 2008	January 2009	January 2010	Average change in price (%)	Expenditure weights (%) total	Real terms change in average price 2010 on 1995
<b>London and SE operators</b>																
First class	109.2	113.1	115.4	118.8	118.7	122.4	129.4	136.3	144.6	151.5	171.9	177.4	176.0	-0.8	1.3	18.0
Standard class regulated	109.6	111.1	111.1	112.1	110.6	113.1	117.8	123.3	128.5	135.0	142.0	150.9	150.4	-0.3	20.1	0.8
Standard class unregulated	110.3	114.7	117.7	121.5	123.4	127.0	132.7	139.2	146.0	153.2	162.4	173.9	176.0	1.2	22.0	17.9
All standard class	109.9	112.4	113.6	115.7	115.6	118.5	123.6	129.5	135.4	142.1	150.1	160.4	161.2	0.5	42.1	8.0
All tickets	109.8	112.5	113.7	115.8	115.7	118.6	123.8	129.8	135.7	142.5	150.8	161.0	161.7	0.4	43.3	8.4
<b>Long-distance operators</b>																
First class	109.5	121.8	136.7	145.8	156.8	166.2	173.7	183.0	199.1	217.4	237.7	256.8	259.9	1.2	8.2	74.1
Standard class regulated	107.2	111.1	111.2	109.0	113.0	115.3	120.0	124.8	129.8	135.8	142.5	150.5	149.6	-0.7	9.7	0.2
Standard class unregulated	109.2	115.6	123.7	128.3	134.3	140.1	145.8	152.9	168.5	180.1	198.1	217.5	220.5	1.4	26.1	47.7
All standard class	108.6	114.4	120.1	122.3	127.6	132.0	137.4	143.7	154.9	164.2	177.2	192.3	193.9	0.8	35.8	29.9
All tickets	108.8	115.6	123.5	127.3	133.8	139.2	145.0	151.8	164.0	174.9	189.3	205.2	207.1	0.9	44.0	38.7
<b>Regional operators</b>																
First class	110.8	113.9	120.8	126.5	132.5	136.7	141.3	147.6	156.1	168.6	179.8	195.7	200.3	2.3	0.4	34.2
Standard class regulated	107.7	110.5	111.5	113.6	115.3	116.4	120.1	124.9	129.9	135.1	141.9	150.7	150.0	-0.4	4.8	0.5
Standard class unregulated	108.0	112.4	115.3	118.8	121.5	124.1	127.6	133.3	140.8	148.3	157.0	169.4	172.1	1.6	7.4	15.3
All standard class	107.9	111.6	113.7	116.6	118.8	120.8	124.3	129.6	135.9	142.4	150.2	161.0	162.3	0.8	12.2	8.7
All tickets	108.0	111.6	113.9	116.9	119.3	121.3	125.0	130.2	136.6	143.3	151.2	162.1	163.6	0.9	12.7	9.6
<b>All operators</b>																
First Class	109.5	119.4	131.5	139.2	147.6	155.6	162.7	171.4	185.5	200.9	220.7	237.2	239.6	1.0	10.0	60.5
Standard class regulated	108.9	111.0	111.2	111.7	111.9	114.1	118.7	124.0	129.1	135.2	142.0	150.6	150.0	-0.4	34.6	0.5
Standard class unregulated	109.4	114.6	119.7	123.7	127.3	131.5	136.8	143.4	153.3	162.0	174.3	188.9	191.5	1.3	55.4	28.3
All standard class	109.2	112.9	115.6	117.8	119.6	122.8	127.8	133.7	141.1	148.5	158.2	170.1	171.3	0.7	90.0	14.7
All tickets	109.2	113.5	117.2	120.1	122.5	126.2	131.3	137.5	145.5	153.6	164.1	176.5	177.7	0.7	100.0	19.1
RPI (all items)	109.2	111.9	114.1	117.2	118.7	122.2	125.4	129.4	132.5	138.1	143.7	143.9	149.2			

Source: LENNON

1. ORR rail fares index includes franchised and open access operators.

2. Fares regulation is based on the July 'all items Retail Prices Index'. In 2009, this was -1.4%. This is available in Table 2 of the CPI bulletin: <http://www.statistics.gov.uk/statbase/Product.asp?vlnk=868>

3. Franchised operators are permitted to increase fares by RPI+1%, with the exception of Southeastern and services in the West Yorkshire PTE area who are permitted increases of up to RPI+3%. Open access operators are not restricted.

4. 2010 on 1995 shows the difference between the increase in retail prices index (49.2%) and the increase in rail fares e.g. London and SE first class fares have risen by 17.9% more than the retail prices index.

# 6 Miscellaneous tables



## Key results: 2009-10 on 2008-09

### 6.3 Investment in the rail industry

- Total investment from private companies in 2009-10 (excluding Network Rail) into the railway industry was £461 million, up from £455 million in 2008-09. £423 million of the total was spent on rolling stock.

### 6.4 Infrastructure

- The total route open for traffic on Network Rail infrastructure reduced from 15,814 kilometres in 2008-09 to 15,754 kilometres in 2009-10.

## Key results 2009-10 Q4 on 2008-09 Q4

### 6.3 Investment in the rail industry

- Investment in the rail industry (excluding Network Rail) reduced to £40 million in 2009-10 Q4 from £99 million in 2008-09 Q4.

## 6.1 Average age of rolling stock

### Methodology

All rail vehicles leased from rolling stock leasing companies (ROSCOs) by TOCs that have a franchise agreement with DfT are included in the calculations of average age.

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

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

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

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

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

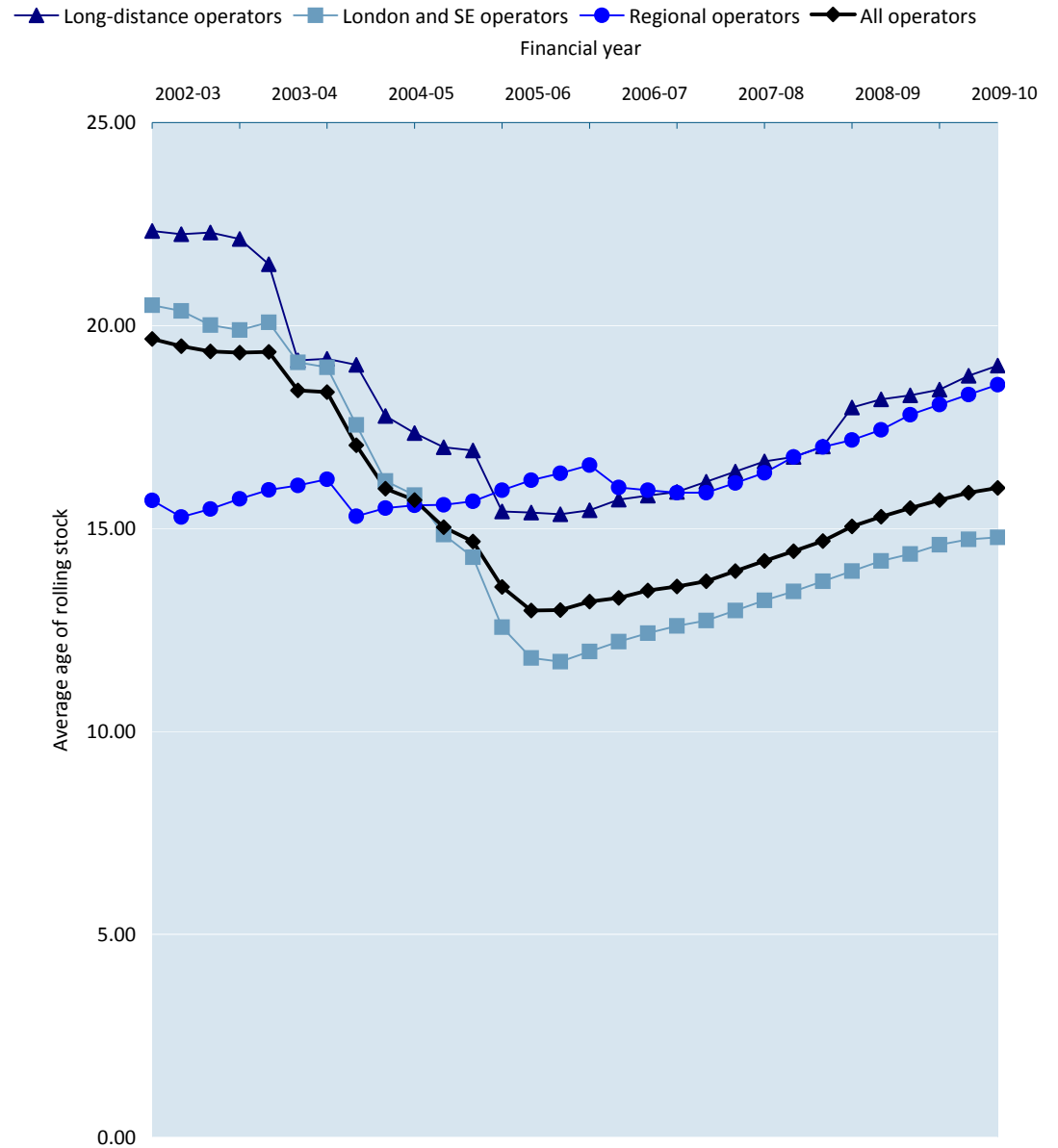
### Other comments

Rail vehicles excludes locomotives.

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

## Chart 6.1 Average age of rolling stock

Great Britain quarterly data 2002-03 Q1 to 2009-10 Q2



Source: Department for Transport

## Notes

2009-10 Q3 and Q4 data have been omitted from table 6.1a due to the Department for Transport reviewing the methodology they employ to calculate average age of rolling stock. Table 6.1a will be updated when ORR receives the new dataset.

## Table 6.1a Average age of rolling stock by sector

Great Britain quarterly data 2002-03 Q1 to 2009-10 Q2 (years)

Average age at the end of:		Long-distance operators	London and SE operators	Regional operators	All operators
<b>2002-03</b>	<b>Q1</b>	22.33	20.50	15.69	<b>19.67</b>
	<b>Q2</b>	22.25	20.36	15.28	<b>19.49</b>
	<b>Q3</b>	22.29	20.01	15.48	<b>19.36</b>
	<b>Q4</b>	22.13	19.89	15.73	<b>19.33</b>
<b>2003-04</b>	<b>Q1</b>	21.51	20.08	15.95	<b>19.35</b>
	<b>Q2</b>	19.14	19.09	16.06	<b>18.40</b>
	<b>Q3</b>	19.18	18.97	16.21	<b>18.36</b>
	<b>Q4</b>	19.03	17.55	15.30	<b>17.05</b>
<b>2004-05</b>	<b>Q1</b>	17.77	16.17	15.50	<b>15.98</b>
	<b>Q2</b>	17.35	15.82	15.57	<b>15.70</b>
	<b>Q3</b>	17.00	14.85	15.58	<b>15.03</b>
	<b>Q4</b>	16.92	14.29	15.67	<b>14.68</b>
<b>2005-06</b>	<b>Q1</b>	15.42	12.57	15.94	<b>13.56</b>
	<b>Q2</b>	15.39	11.81	16.19	<b>12.98</b>
	<b>Q3</b>	15.35	11.72	16.36	<b>12.99</b>
	<b>Q4</b>	15.45	11.97	16.56	<b>13.20</b>
<b>2006-07</b>	<b>Q1</b>	15.71	12.21	16.01	<b>13.29</b>
	<b>Q2</b>	15.81	12.42	15.94	<b>13.47</b>
	<b>Q3</b>	15.90	12.60	15.88	<b>13.57</b>
	<b>Q4</b>	16.15	12.73	15.88	<b>13.70</b>
<b>2007-08</b>	<b>Q1</b>	16.40	12.98	16.12	<b>13.95</b>
	<b>Q2</b>	16.65	13.23	16.37	<b>14.20</b>
	<b>Q3</b>	16.76	13.45	16.76	<b>14.44</b>
	<b>Q4</b>	17.02	13.70	17.01	<b>14.69</b>
<b>2008-09</b>	<b>Q1</b>	17.98	13.95	17.18	<b>15.05</b>
	<b>Q2</b>	18.18	14.20	17.43	<b>15.29</b>
	<b>Q3</b>	18.28	14.37	17.80	<b>15.50</b>
	<b>Q4</b>	18.42	14.60	18.05	<b>15.70</b>
<b>2009-10</b>	<b>Q1</b>	18.76	14.73	18.30	<b>15.88</b>
	<b>Q2</b>	19.01	14.78	18.54	<b>16.00</b>

Source: Department for Transport

# 6.1b Average age of rolling stock by TOC

## Methodology

ORR has introduced the average age of rolling stock by train operating company.

The average age is recorded at the start of Q4 (Q4 being January to March).

## Notes

2009-10 Q4 data have been omitted from table 6.1b due to the Department for Transport reviewing the methodology they employ to calculate average age of rolling stock. Table 6.1b will be updated when ORR receives the new dataset.

1. Was National Express East Coast and GNER

2. Includes Gatwick Express from June 2008

# Table 6.1b Average age of rolling stock by TOC

2007-08 Q4 to 2008-09 Q4

Train operating company	2007-08 Q4	2008-09 Q4
Arriva Trains Wales	17.07	18.43
c2c	7.03	8.03
Chiltern Railways	12.88	13.88
CrossCountry Trains	9.35	10.60
East Coast <sup>1</sup>	21.97	22.60
East Midlands Trains	16.92	17.22
First Capital Connect	21.96	22.78
First Great Western	24.24	26.70
First Scotrail	16.00	17.00
Gatwick Express	7.34	-
Island Line	70.25	71.25
London Midland	13.69	12.45
London Overground	30.26	31.26
Merseyside	29.25	30.25
National Express East Anglia	23.12	24.12
Northern	19.05	20.03
Southeastern Trains	10.48	11.48
South West Trains	11.31	12.31
Southern <sup>2</sup>	9.70	10.63
Trans Pennine Express	2.25	3.25
Virgin Trains	4.79	5.84
<b>All</b>	<b>14.69</b>	<b>15.70</b>

Source: Department for Transport

## 6.2 Government support

Government support comprises:

- Central government grants - this involves payment to TOCs and performance receipts;
- grants made to Passenger Transport Executives (PTEs);
- direct network support includes grants to Network Rail and London and Continental Railways (LCR); and
- freight grants.

### Background

Prior to 1994-95, Government support to the rail industry comprised grants to British Rail (BR) and the PTEs, and borrowing from BR from the National Loans Fund.

The privatisation of the rail industry in April 1994 led to changes in the basis of government funding. Grant 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, which were funded by the Revenue Support Grant and an additional Metropolitan Grant. Any cash surpluses that were earned were returned to the Exchequer and used to reduce the net level of support to the industry while the rail companies were still in the public sector. In addition, in 1995-96 and 1996-97 the net funding requirement for the industry was further reduced by proceeds from the sales of ROSCOs and BR non-passenger business.

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

ORR have not received data on Government support from Department for Transport in time for the yearbook publication. This table will be updated as soon as ORR receives the required data.

## Table 6.2a Government support to the rail industry

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

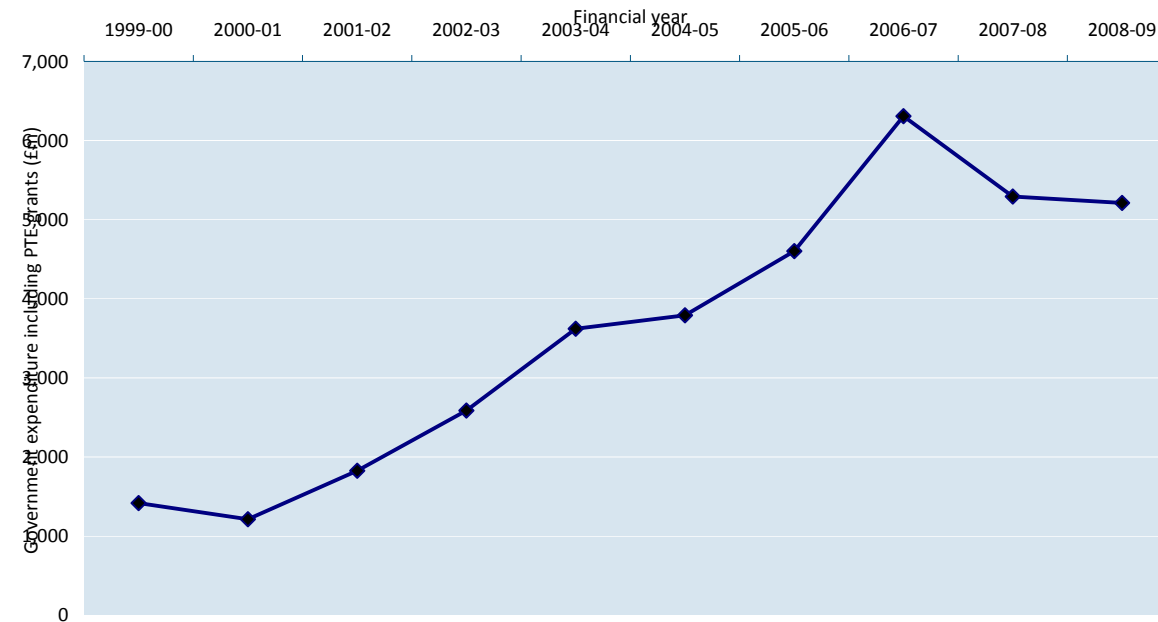
Revenue support grants to domestic passenger services

	Central government grants	PTE grants	Direct rail support	Other elements of government support	Total government support excluding PTE grants	Total government support including PTE grants	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	879	332	3,367	24	4,270	4,602	23
2006-07	1,456	313	4,463	76	5,995	6,308	30
2007-08	1,123	310	3,673	187	4,983	5,293	18
2008-09	273	317	4,266	356	4,896	5,213	21

Source: Department for Transport, Transport Scotland, Welsh Assembly.

### Chart 6.2a Government support including PTE grants to the rail industry

Great Britain annual data 1999-00 to 2008-09



# Table 6.2b Government support to the rail industry

Great Britain 2003-04 to 2007-08 (£ millions)

## Revenue support grants to domestic passenger services

	Central Government grants			PTE grants		Direct rail support			Other elements of Government support			Freight grants		
	Net franchise payment	Performance receipts	SRA grants to English PTAs	DoA Ltd payments to PTAs	*SE grants to local authorities	DfT grants to Merseytravel PTE	Network grant to Network Rail	Capital grant to LCR	Project development	CrossRail	Ex-BR EFR	Misc	REPS	Freight facilities grants
<b>2003-04</b>	1,556	-197	214	77	72	51	1,448	222	109	18	52		17	15
<b>2004-05</b>	695	183	134	80	112	63	2,058	312	97	10	47		24	2
<b>2005-06</b>	1,038	-158	195	3	75	60	1,984	1,382	6	9	8		23	0
<b>2006-07</b>	1,403	54	234	0	0	79	3,398	1,066	9	67	0		30	0
<b>2007-08</b>	1,087	37	232	0	0	78	3,519	154	10	105	0	72	17	1

Source: Department for Transport

Department for Transport have not produced table 6.2b since 2007-08 as many of the individual entries and spending programmes are no longer in place. Data on individual elements of Government support for the railway are available up to 2008-09 in table 6.2a.

LCR	London and Continental Railways
EFR	External Finance Requirement
REPS	Rail Environmental Procurement Scheme. It is the replacement for TAG (Track Access Grants)
PTA	Passenger Transport Authority
SE	Scottish Executive
DoA	Deed of Assumption
SRA	Strategic Rail Authority

## Notes

For Tables 6.2a and 6.2b only.

- Central Government grants involve franchise payments to TOCs and performance receipts. From 1993-94 this consisted of Public Service Obligation (PSO) Grant and Level 1 Crossing Grant to BR. 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.
- PTE grants are paid to the six PTEs in Britain. 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, 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. The balance of payments between PTE grants and DoA Ltd payments has shifted between 2004-05 and 2005-06 as all DoA's, except that in respect of Strathclyde, were repaid during 2004-05. 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.
- Direct network grant includes grants to Network Rail and LCR. Table 6.2b was not published prior to 2003-04 and therefore the breakdown of the direct network grant for the previous two years is shown below for information. In 2001-02, this comprised £499 million of network grant paid to Railtrack and £185 m Channel Tunnel Rail Link (CTRL) capital grant. In 2002-03 this comprised £792 m of network grants paid to Railtrack/Network Rail and £374 m CTRL capital grant.
- Misc: Miscellaneous elements include DfT support to the British Transport Police, Rail Pensions, Passenger Focus and Rail Heritage Committee together with the costs associated with specifying and procuring rail franchises.

## Notes

The subsidy figures in the table are based on assumed revenue levels, either set out in the franchise agreement or based on actuals provided by the PTEs. However, this may overstate the actual subsidy paid where it has been based on the franchise agreement. Actual subsidy per kilometre figures may therefore be less than stated for these operators.

Subsidy figures are stated on a cash basis and exclude any payments under the incentive regimes but include adjustments made to reflect the consequences of the Regulator's charges review.

Negative values show where the 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. Payments (network grant) made directly to Network Rail, that would have otherwise been paid through the TOCs are not included.

Network grant varies year by year, making year-on-year comparisons difficult. Changes to franchise boundaries also make year-on-year comparisons difficult.

ORR have not received data on TOC subsidies from Department for Transport in time for the yearbook publication. This table will be updated as soon as ORR receives the required data.

## Table 6.2c Subsidy per passenger kilometre by TOC

2008-09 and 2007-08

	2008-09 Passenger Kilometres (millions)	2008-09 subsidy (£ millions)	2008-09 subsidy per passenger kilometre (pence)	2007-08 subsidy per passenger kilometre (pence)
<b>ACTIVE TOCS</b>				
Arriva Trains Wales/Trenau Arriva Cymru Ltd <sup>3</sup>	1,013.6	114.6	11.3	13.4
c2c Rail Ltd	918.7	0.9	0.1	1.2
The Chiltern Railway Company Ltd	967.9	11.1	1.1	1.4
CrossCountry Trains Ltd <sup>1</sup>	1,840.9	119.0	6.5	3.9
East Midlands Trains Ltd	1,972.1	46.3	2.3	1.4
First Capital Connect	3,261.2	-111.7	-3.4	-2.3
First Greater Western Ltd	5,228.9	-71.2	-1.4	-0.1
First/Keolis Transpennine Limited <sup>R</sup>	1,278.1	82.9	6.5	9.8
First ScotRail Ltd	2,600.8	222.4	8.6	10.1
Gatwick Express Ltd <sup>2</sup>	-	-4.2	-	-9.7
National Express East Coast	4,695.1	-184.9	-3.9	-2.4
London & Birmingham Railway Ltd	1,574.7	114.2	7.3	7.6
London & South Eastern Railway Ltd (Southeastern)	3,896.3	35.6	0.9	2.1
London Eastern Railway Company Ltd (National Express East Anglia)	3,968.8	-98.0	-2.5	-1.5
New Southern Railway Ltd	3,793.0	12.4	0.3	1.9
Northern Rail Ltd	1,970.3	78.6	4.0	6.5
Stagecoach South Western Trains Ltd	5,345.7	-41.7	-0.8	0.2
West Coast Trains Ltd	4,451.9	-71.6	-1.6	3.8
<b>Inactive TOCs at 31 March 2009</b>				
First North Western			-8.6	
GNER			-9.6	
<b>All operators</b>	<b>48,778.0</b>	<b>254.7</b>		

Source: Department for Transport, Transport Scotland, Welsh Assembly

<sup>1</sup> Includes Virgin and Arriva

<sup>2</sup> 2008-09 data for Gatwick Express has been omitted as New Southern Railway Ltd began operating the service in June 2008.

<sup>3</sup> 2007-08 subsidy data for Arriva Trains Wales and First Scotrail has been updated to 127.4 and 252.5 respectively following updated figures from the Welsh Assembly and Transport Scotland.

<sup>R</sup> First/Keolis Transpennine Limited have been revised. For more information, please contact [rstats@orr.gsi.gov.uk](mailto:rstats@orr.gsi.gov.uk) or view the revisions log at <http://www.rail-reg.gov.uk/server/show/nav.2257>



## 6.3 Investment in the rail industry

### Methodology

The investment in the rail industry table shows expenditure and disposal of fixed assets on the railway industry.

The data is collected by the Office for National Statistics (ONS) every quarter on behalf of ORR. ORR select up to 40 companies to take part in the survey every quarter, however company level information cannot be divulged due to confidentiality agreements.

The survey asks for investment in the following categories:

- Track and signalling including new routes and new electrification;
- rolling stock including eligible refurbishment work;
- stations including retail outlet buildings; and
- all other expenditure associated with the rail business, such as non-rail vehicles and business related costs such as IT and web related costs.

Please note that negative numbers can occur due to a company's disposal of rail assets.

### Data changes

For the 2009-10 Q4 release ORR has amended the tables and removed Network Rail investment. For more information, please contact [rstats@orr.gsi.gov.uk](mailto:rstats@orr.gsi.gov.uk)

Network Rail investment can be viewed in its annual return from its website - <http://www.networkrail.co.uk/>.

## Table 6.3a - Private investment in the railway industry - (excludes Network Rail investment)

(£ m) Great Britain 2006-07 to 2009-10

		Track and Signalling	Rolling Stock	Stations	Other investment	Total investment	Total investment at 2008-09 prices <sup>P</sup>
<b>2006-07</b>		106	326	155	156	743	769
<b>2007-08</b>		8	400	78	79	566	561
<b>2008-09</b>		2	345	28	79	455	456
<b>2009-10</b>		-4	423	12	30	461	449
<b>2006-07</b>	<b>Q1</b>	1	55	0	4	60	
	<b>Q2</b>	71	102	40	71	284	
	<b>Q3</b>	21	86	42	37	186	
	<b>Q4</b>	12	83	73	44	213	
<b>2007-08</b>	<b>Q1</b>	8	150	65	44	267	
	<b>Q2</b>	0	170	7	12	190	
	<b>Q3</b>	0	132	8	6	146	
	<b>Q4</b>	0	-52	-2	16	-37	
<b>2008-09</b>	<b>Q1</b>	2	48	-8	19	62	
	<b>Q2</b>	0	117	14	32	164	
	<b>Q3</b>	1	99	9	22	131	
	<b>Q4</b>	0	81	12	6	99	
<b>2009-10</b>	<b>Q1</b>	-2	130	8	23	160	
	<b>Q2</b>	-2	117	6	5	125	
	<b>Q3</b>	0	142	-19	12	135	
	<b>Q4</b>	0	33	17	-11	40	

Source: ONS survey of investors

<sup>P</sup> - Data are provisional and will be updated to 2009-10 prices when the July all items Retail Prices Index (RPI) is published.

## 6.4 Infrastructure

### Methodology

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

Please note that route open is not the same as track open. For example, a double track section of line, the figure for track will be double the figure for route open.

### Notes

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

The break in the series between 2003-04 and 2004-05 is due to a change in the methodology for collection of the route length. Up until 2003-04 data were collected on a semi-annual basis from various systems. From 2004-05 the principal track engineers' database, GEOGIS, has been used. The drop from 2004-05 to 2005-06 was caused by data cleansing of GEOGIS.

Two sets of figures are provided for the year 2007-08: (1) is based on the previous year's methodology (for consistency purposes); and (2) on a new methodology where the route classification reference data has been revamped.

The drop in total route kilometres between 2005-06 and 2006-07 is due to the formal closure between Stratford to North Woolwich plus data cleansing by Network Rail, e.g. 2 km electrified passenger and freight route to Ebbsfleet. The variation of electrified track includes the aforementioned changes but is principally data cleanse.

## Table 6.4 Infrastructure on the railways

Great Britain 1985-86 to 2009-10 (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
1985-86	16,752	3,809	14,310	2,442	2,385
1986-87	16,670	4,156	14,304	2,366	2,405
1987-88	16,633	4,207	14,302	2,331	2,426
1988-89	16,599	4,376	14,309	2,290	2,470
1989-90	16,587	4,546	14,318	2,269	2,471
1990-91	16,584	4,912	14,317	2,267	2,488
1991-92	16,588	4,886	14,291	2,267	2,468
1992-93	16,528	4,910	14,317	2,211	2,468
1993-94	16,536	4,968	14,357	2,179	2,493
1994-95	16,542	4,970	14,359	2,183	2,489
1995-96	16,666	5,163	15,002	1,664	2,497
1996-97	16,666	5,176	15,034	1,632	2,498
1997-98	16,656	5,166	15,024	1,632	2,495
1998-99	16,659	5,166	15,038	1,621	2,499
1999-00	16,649	5,167	15,038	1,610	2,503
2000-01	16,652	5,167	15,042	1,610	2,508
2001-02	16,652	5,167	15,042	1,610	2,508
2002-03	16,670	5,167	15,042	1,610	2,508
2003-04	16,493	5,200	14,883	1,610	2,507
2004-05	16,116	5,200	14,328	1,788	2,508
2005-06	15,810	5,205	14,356	1,454	2,510
2006-07	15,795	5,250	14,353	1,442	2,520
2007-08(1)	15,814	5,250	14,347	1,467	2,516
2007-08(2)	15,814	5,250	14,484	1,330	2,516
2008-09	15,814	5,250	14,494	1,320	2,516
2009-10	15,754	5,249	14,484	1,270	2,516

Source: Network Rail

# 7 Regional usage profiles

## Key results: 2008-09

From 2008-09 there have been methodological improvements to regional usage profiles with the inclusion of estimates of rail usage on PTEs. In addition, Oyster PAYG data are not included. Therefore any comparisons with earlier years should be treated with caution.

- All Government Office Regions (GOR) saw an increase in the number of journeys within the GOR, with the exception of London. The inclusion of PTE estimates saw Scotland and North West overtake South East with the 2nd and 3rd largest number of within journeys. London figures have seen a reduction on 2007-08; however Oyster PAYG are not included in the figures which will have impacted on the data.
- Journeys between England and Scotland broke the 6m barrier for the first time since privatisation in 2008-09, increasing 5.6% on 2007-08, helped by the greater frequency of journeys on the West Coast main line, introduced in December 2008.
- Journeys between Scotland and Wales fell by 5.5% in 2008-09. This is the largest year on year fall since 2003-04; the general trend is downward with the number of journeys falling 49.9% since 1995-96.
- East Midlands journeys to/from other GOR increased by 6.2% on 2007-08. The largest increases were to/from North West, West Midlands and Yorkshire & Humber. These PTE areas do contain some East Midlands stations so an increase to/from these regions was expected.
- East of England journeys to/from other GOR have fallen for the first time since privatisation, with a reduction of 1.2% on 2007-08. Hertfordshire saw a decrease of 3.1% on 2007-08 although the switch of some services to London Overground, potentially using Oyster PAYG, in November 2007 will have contributed towards the decline.
- London journeys to/from each GOR have shown an increase on 2008-09 with the exception of East of England. The largest increases were journeys to/from Scotland and the South West, with increases of 8.2% and 4.3% respectively.
- North East journeys to/from other GOR have increased by 4.3% to 7.6m in 2008-09. There was an increase for all district/unitary authorities but the largest increases were for journeys to/from Hartlepool and Stockton-on-Tees, assisted by the Grand Central direct service to London, which began operating a full timetable in March 2008.

- Journeys within North West increased to 162.7m in 2008-09, an increase of 67.3% on 2007-08 as a result of PTE travel estimates being introduced. Merseyside and Greater Manchester increased by 143.5% and 29.0% respectively.
- Scotland journeys to/from other GOR increased by 5.5%, helped by the increased number of services on the West Coast Mainline. This has seen journeys to/from London, West Midlands and North West increase by between 8% and 10%.
- Journeys within the South East region increased to 153.2m journeys in 2008-09, an increase of 2.4% on 2007-08. Brighton and Hove, Portsmouth, Southampton and Hampshire all saw increases of more than 4.5%.
- Journeys to/from South West increased to 21.8m in 2008-09. The largest contributor was the 10.4m journeys to/from London, which increased by 4.3% on 2007-08.
- Journeys to/from Wales increased by 3.9% on 2007-08. Services to/from the South West and the West Midlands showed the largest increases; 8.3% and 3.7% respectively.
- There were 21.1m journeys to/from West Midlands in 2008-09, an increase of 5.0% on 2007-08. Journeys to/from every other GOR increased with the exception of the North East, which fell by 5.5%.
- Journeys to/from Yorkshire & Humber exceeded 20m in 2008-09. Journeys to all other GORs grew compared to 2007-08; the largest increases were over 8% for journeys to/from the North East and North West.

## 7 Regional usage profiles 2008-09

### Background

This section is designed to provide an insight into passenger flows within Great Britain. It also aims to highlight the variation in travel patterns across the country and how these have developed since privatisation. In this chapter, data are shown between 1995-96 and 2008-09. Data back to 1990 is available on request

### Methodology

All data in this section are sourced from the Historic rail database, an annual compendium of LENNON; the railway's ticketing and revenue system. The information presented in this section ignores the effect of the allocation process (ORCATS) and is based on the number of tickets sold between destinations. The data is therefore different to the data displayed in chapter 1 of NRT and should not be compared. 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 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.

### Data sources

For 2008-09, ORR regional usage profiles have been created from the MOIRA Replacement Demand Matrix, the rail industry's principal planning tool. In previous years, the regional usage profiles have been created directly from LENNON ticket sales. LENNON remains the main source of the underlying data in the MOIRA replacement; however it also includes an estimate of journeys made on zonal products sold by PTEs, Transport for London (TfL) sold travelcards and Airport tickets. This ensures a more complete representation of travel on the national rail network.

**TfL travelcard infill** – LENNON does not include estimates of journeys made on TfL sold travelcards as a substantial proportion of journeys use multimodal tickets. Estimates of rail usage on TfL sold travelcards were included in regional usage from 2006-07, resulting in a series break for London journeys. The travelcard infill is based on the process used in MOIRA (see notes for 7.4 London) and accounts for 113.4m journeys in 2008-09.

**PTE infill** – LENNON excludes virtually all rail trips made on PTE sponsored tickets, which are usually zonal and multimodal. An estimate for rail usage has been included in regional usage for the first time in 2008-09 based on the methodology used in DfT's Network Modelling Framework. This has resulted in an extra 67.5m journeys being recorded and affects a number of areas, most noticeably Yorkshire & Humber, North West, Scotland and West Midlands.

**Airport tickets infill** – airport tickets are included in LENNON; however, Heathrow Express tickets are excluded and a number of Gatwick Express/Stansted Express tickets are sold outside of National Rail outlets so estimates are included for those journeys. These account for 1.6m journeys in 2008-09.

### Notes for 7.4 London

Oyster PAYG data are not included in Chapter 7 results. This will have impacted on the figures for 2008-09 for journeys in London and the surrounding areas as services operated by the following TOCs accepted Oyster pay as you go (PAYG) in 2008-09 on some or all of their services.

- London Overground
- c2c
- First Great Western
- National Express East Anglia
- Chiltern

### Other comments

There is a series break after 2005-06 due to a change in methodology as estimates of TfL travelcard usage were introduced in 2006-07.

In 2008-09, the methodology for estimating journeys made on TfL sold travelcards was updated. The number of journeys made on TfL sold travelcards is now estimated from MOIRA. This process assumes that earnings per journey are the same for a TOC sold travelcard as they are for a TfL sold travelcard.

In 2006-07 and 2007-08, the estimates were based on the Travelcard Diary Survey, which calculated earnings per journey from the average number of rail trips made on TfL sold travelcards and TfL earnings for those travelcards. TfL earnings on travelcards are apportioned out by the Rail Settlement Plan (RSP). The RSP provides a process to share out revenue to companies in cases where more than one company can operate along the route.

ORR has revised 2007-08 within London journey figures. The previous London Travelcard infill using the old methodology was 157m journeys. In order to provide a consistent time series based on the 2008-09 methodology, this figure has been replaced by the TfL estimate of 111m journeys. These figures are provisional and will be clarified as soon as possible.

## 7.1 Great Britain journey patterns

### Table 7.1a

Table 7.1a shows the total annual number of journeys from 1995-96 to 2008-09, broken down into journeys between other Government Office Regions (GOR) and those journeys that take place wholly within a GOR. For example, a journey from Newcastle (North East) to Leeds (Yorkshire & Humber) would be classed as one journey in between two GORs. A journey from Newcastle (North East) to Darlington (North East) will be classed as one journey within a GOR.

### Table 7.1b

Table 7.1b shows the 2008-09 between GOR journeys broken down into each of the 11 GORs in Great Britain. For example, of the 374.5m journeys between GORs in 2008-09, 1.1m were between South East and North West.

### Chart 7.1c

Table 7.1c compares the total number of journeys within GOR for the last two years, broken down into each of the 11 GORs.

### Table 7.1d

Table 7.1d shows the number of journeys from one country to another between 1995-96 and 2008-09. For example, a return journey between Cardiff and London would be treated as two journeys between England and Wales.

### Table 7.1e

Table 7.1e shows the number of journeys within each country. The data for Scotland and Wales will be the same as those shown in Chart 7.1c as they are also classed as GORs. Journeys within England will include all journeys within each GOR as well as those journeys between English GORs.

The sum of journey totals for table 7.1d and table 7.1e ought to equal the total journeys figure in table 7.1a.

## 7.2 to 7.12 GOR regional usage profiles

### Table a

This table shows the number of journeys to/from each individual GOR and the number of journeys within that particular GOR back to 1995-96.

### Table b

Table b provides a time series on the total number of journeys to/from each of the other GORs.

### Table c

Table c provides a time series on the total number of journeys to/from other GORs, disaggregated by District/Unitary Authority.

### Table d

Table d provides a time series on the total number of start and end points of journeys within the GOR, disaggregated by District/Unitary Authority.

The total number of journeys in table d will be twice the number of journeys provided in table a. For example, a journey between Darlington and Durham would be classed as one within North East journey in table a. In table d this would show as two journeys; a start point assigned to Darlington and an end point assigned to Durham.

### Notes

Within table c and table d, there is an Other category listed. These figures include:

- journeys to/from group stations;
- journeys to/from PTE/TfL stations;
- journeys to/from a non-specific station; and
- refunds for journeys to/from any of the above categories.

Since 2006-07, it has been possible to map these journeys more accurately, resulting in a fall in the Other category totals. In some cases, the Other category for within GOR journeys can be a negative value due to the number of refunds being issued.

## Table 7.1a Great Britain passenger journeys

All journeys (thousands) 1995-96 to 2008-09

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
To/from other GOR	209,231	227,015	245,518	259,154	276,827	281,659	285,549	292,284	300,884	308,648	316,713	347,320	370,876	374,475
Within GOR	380,268	400,902	425,601	445,843	470,734	473,418	473,079	483,031	490,511	499,837	510,681	636,715	647,177	707,627
<b>Total journeys</b>	<b>589,499</b>	<b>627,917</b>	<b>671,119</b>	<b>704,997</b>	<b>747,560</b>	<b>755,077</b>	<b>758,628</b>	<b>775,315</b>	<b>791,395</b>	<b>808,484</b>	<b>827,395</b>	<b>984,035</b>	<b>1,018,053</b>	<b>1,082,102</b>

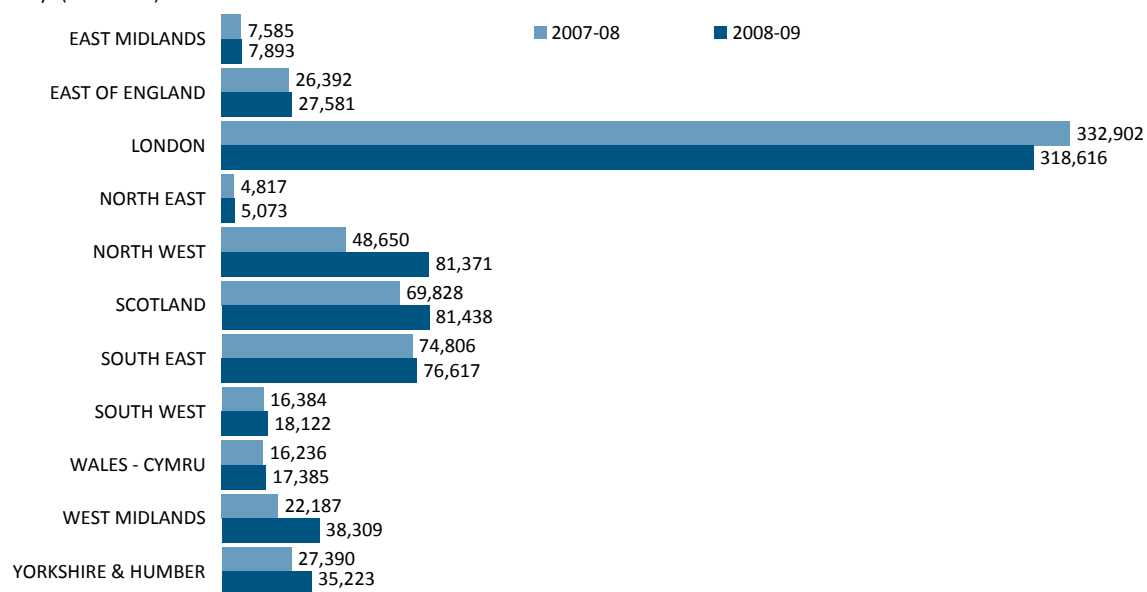
## Table 7.1b Great Britain passenger journeys

Journeys (thousands) to/from other GOR 2008-09

Region	2008-09
EAST MIDLANDS	1,457
EAST OF ENGLAND	7,914
LONDON	110,461
NORTH EAST	239
NORTH WEST	2,429
SCOTLAND	154
SOUTH EAST	900
SOUTH WEST	333
WALES-CYMRU	135
WEST MIDLANDS	3,356
YORKSHIRE & HUMBER	2,654

## Chart 7.1c Great Britain passenger journeys

Journeys (thousands) within GOR 2007-08 and 2008-09



## Table 7.1d Journey patterns for England, Scotland and Wales

Journeys (thousands) between England, Scotland and Wales 1995-96 to 2008-09

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
ENGLAND AND WALES	5,021	5,255	5,529	5,613	5,768	5,720	5,979	6,214	6,633	6,693	6,897	7,238	7,605	7,902
ENGLAND AND SCOTLAND	4,491	4,462	4,631	5,114	5,401	4,902	5,221	4,813	4,972	4,847	5,176	5,517	5,767	6,091
SCOTLAND AND WALES	76	74	72	74	75	70	58	50	43	41	41	41	40	38

## Table 7.1e Journey patterns for England, Scotland and Wales

Journeys (thousands) within country 1995-96 to 2008-09

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
ENGLAND	526,145	563,358	602,786	634,658	673,413	680,885	684,894	701,875	713,505	724,945	737,676	889,646	918,576	969,248
SCOTLAND	44,376	45,216	48,355	49,865	52,137	52,297	50,372	49,938	53,380	58,802	64,115	66,998	69,828	81,438
WALES	9,390	9,553	9,747	9,674	10,766	11,203	12,104	12,426	12,863	13,156	13,491	14,596	16,236	17,385

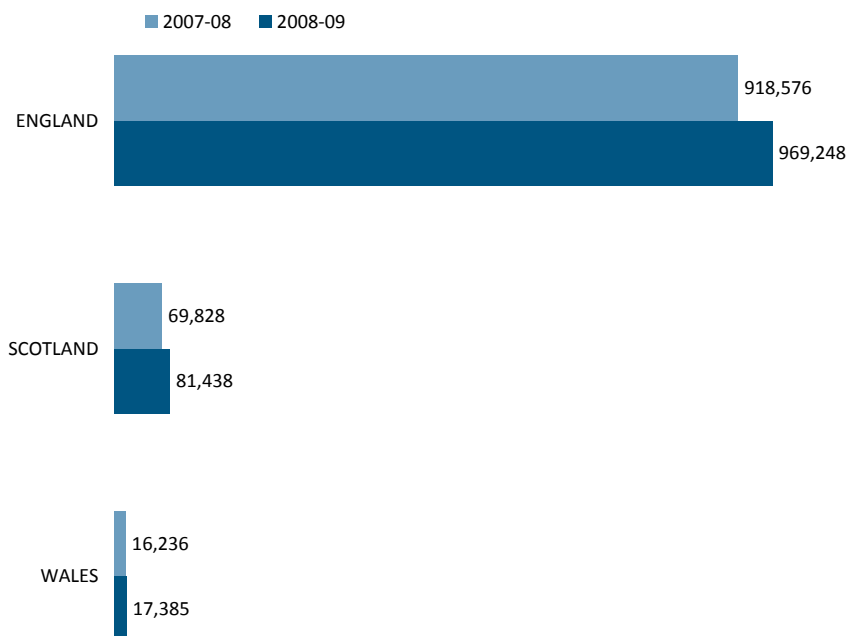
## Chart 7.1d England, Scotland, Wales journeys

Journeys (thousands) between England, Scotland and Wales 2007-08 and 2008-09



## Chart 7.1e England, Scotland, Wales journeys

Journeys (thousands) within country 2007-08 and 2008-09





## 7.2 East Midlands

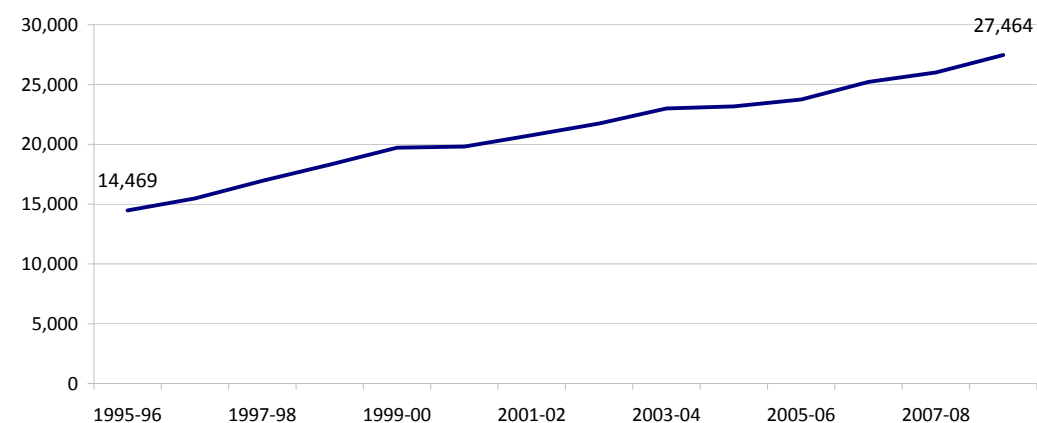
### Table 7.2a East Midlands passenger journeys

All journeys (thousands) 1995-96 to 2008-09

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
To/from other GOR	10,038	10,717	11,774	12,497	13,465	13,353	14,131	14,789	15,871	16,146	16,603	17,748	18,428	19,571
Within GOR	4,430	4,763	5,173	5,802	6,254	6,461	6,633	6,946	7,132	7,021	7,140	7,470	7,585	7,893
<b>Total journeys</b>	<b>14,469</b>	<b>15,479</b>	<b>16,948</b>	<b>18,299</b>	<b>19,720</b>	<b>19,814</b>	<b>20,764</b>	<b>21,734</b>	<b>23,003</b>	<b>23,167</b>	<b>23,743</b>	<b>25,218</b>	<b>26,013</b>	<b>27,464</b>

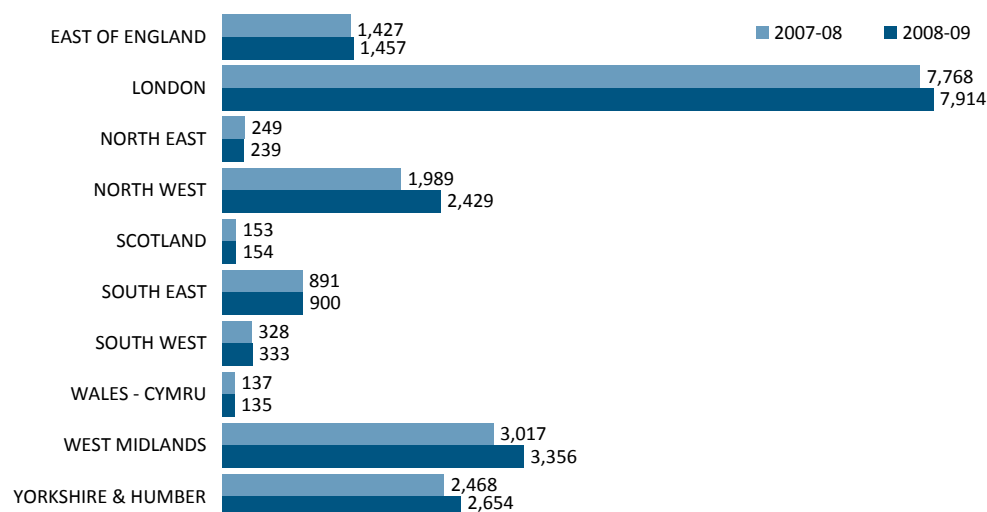
### Chart 7.2a East Midlands passenger journeys

Journeys (thousands) to/from/within GOR 1995-96 to 2008-09



### Chart 7.2b East Midlands passenger journeys

Journeys (thousands) to/from other GOR 2007-08 and 2008-09



### Table 7.2b East Midlands passenger journeys

Journeys (thousands) to/from other GOR 1995-96 to 2008-09

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
EAST OF ENGLAND	736	791	878	949	1,049	1,053	1,145	1,193	1,268	1,278	1,324	1,401	1,427	1,457	2.1
LONDON	3,831	4,130	4,642	5,036	5,519	5,571	5,915	6,204	6,535	6,629	6,681	7,352	7,768	7,914	1.9
NORTH EAST	153	161	167	179	183	163	179	191	215	217	231	239	249	239	-4.0
NORTH WEST	1,265	1,337	1,469	1,481	1,537	1,483	1,476	1,526	1,695	1,714	1,832	1,891	1,989	2,429	22.1
SCOTLAND	147	148	152	158	164	151	162	129	126	127	147	151	153	154	0.7
SOUTH EAST	614	619	673	717	779	745	777	792	809	809	823	867	891	900	1.0
SOUTH WEST	241	250	266	278	289	273	293	301	313	301	307	317	328	333	1.5
WALES - CYMRU	109	112	113	117	123	122	126	128	139	134	136	135	137	135	-1.5
WEST MIDLANDS	1,513	1,633	1,800	1,947	2,058	2,075	2,225	2,418	2,683	2,746	2,833	2,962	3,017	3,356	11.2
YORKSHIRE & HUMBER	1,430	1,535	1,614	1,635	1,764	1,716	1,831	1,908	2,089	2,192	2,289	2,433	2,468	2,654	7.5
<b>East Midlands Total</b>	<b>10,038</b>	<b>10,717</b>	<b>11,774</b>	<b>12,497</b>	<b>13,465</b>	<b>13,353</b>	<b>14,131</b>	<b>14,789</b>	<b>15,871</b>	<b>16,146</b>	<b>16,603</b>	<b>17,748</b>	<b>18,428</b>	<b>19,571</b>	<b>6.2</b>

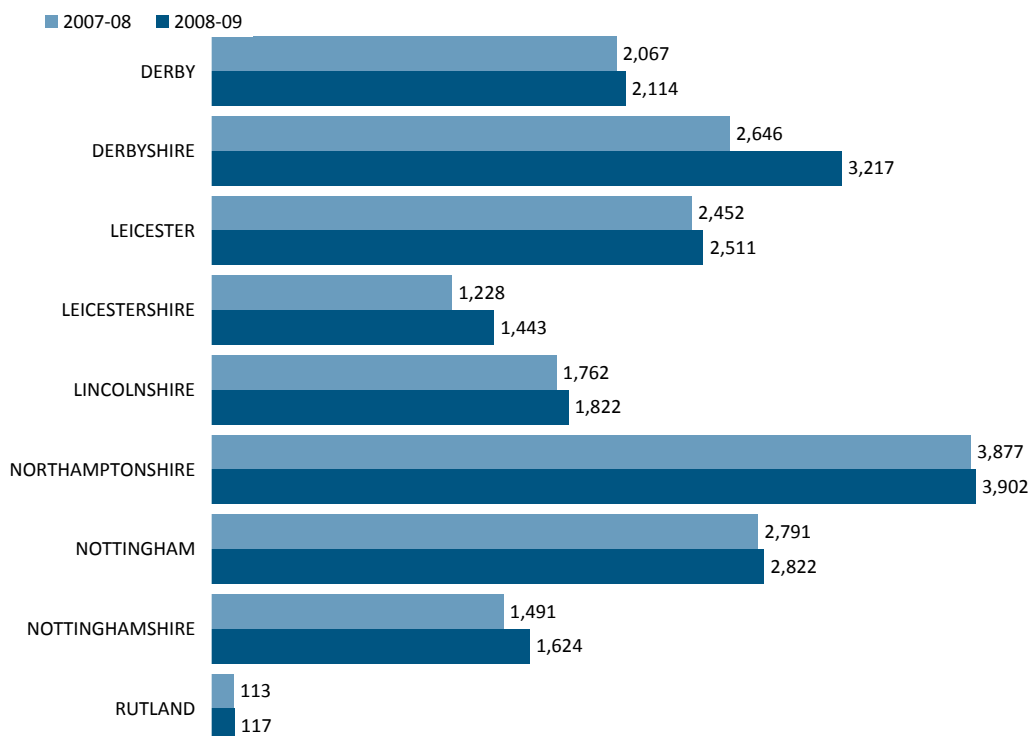
### Table 7.2c East Midlands passenger journeys to/from other GOR

Journeys (thousands) 1995-96 to 2008-09 by District/Unitary Authority

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
DERBY	1,020	1,143	1,261	1,383	1,480	1,431	1,501	1,572	1,721	1,789	1,843	1,973	2,067	2,114	2.2
DERBYSHIRE	1,693	1,784	1,945	1,934	2,004	1,919	1,953	1,964	2,147	2,207	2,356	2,500	2,646	3,217	21.6
LEICESTER	1,434	1,523	1,655	1,773	1,921	1,926	2,069	2,197	2,377	2,317	2,309	2,445	2,452	2,511	2.4
LEICESTERSHIRE	596	646	699	737	813	825	883	943	991	1,017	1,084	1,166	1,228	1,443	17.5
LINCOLNSHIRE	976	1,077	1,174	1,239	1,363	1,341	1,426	1,513	1,609	1,616	1,604	1,722	1,762	1,822	3.4
NORTHAMPTONSHIRE	2,028	2,089	2,317	2,519	2,732	2,757	2,902	3,026	3,232	3,310	3,386	3,690	3,877	3,902	0.6
NOTTINGHAM	1,530	1,634	1,830	1,972	2,136	2,148	2,305	2,420	2,545	2,537	2,591	2,724	2,791	2,822	1.1
NOTTINGHAMSHIRE	560	598	637	661	709	528	707	808	870	912	958	1,422	1,491	1,624	8.9
RUTLAND	60	65	74	80	85	81	90	91	96	99	99	106	113	117	2.8
EAST MIDLANDS OTHER	141	156	183	200	223	397	294	253	284	341	373	0	0	0	-
<b>East Midlands Total</b>	<b>10,038</b>	<b>10,717</b>	<b>11,774</b>	<b>12,497</b>	<b>13,465</b>	<b>13,353</b>	<b>14,131</b>	<b>14,789</b>	<b>15,871</b>	<b>16,146</b>	<b>16,603</b>	<b>17,748</b>	<b>18,428</b>	<b>19,571</b>	<b>6.2</b>

### Chart 7.2c East Midlands passenger journeys to/from other GOR

Journeys (thousands) 2007-08 and 2008-09 by District/Unitary Authority



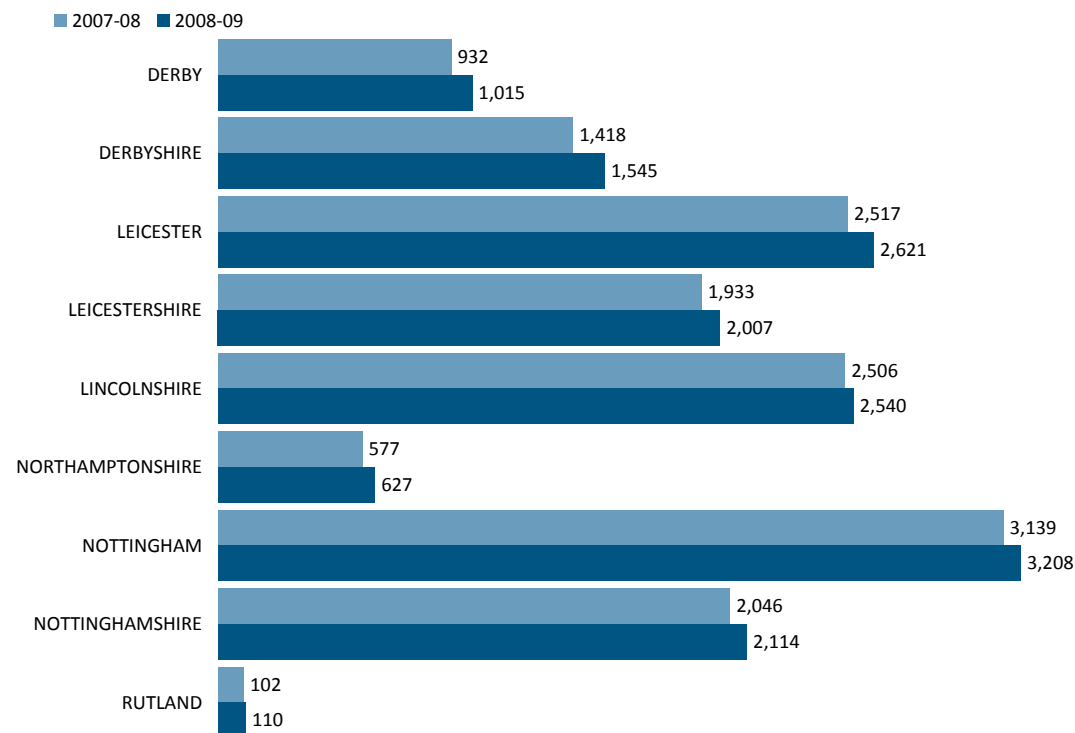
## Table 7.2d East Midlands passenger journeys within GOR

Start/End points (thousands) on journeys within GOR 1995-96 to 2008-09

To/From/Within	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09 on	
														2008-09	2007-08
DERBY	680	685	750	794	799	801	827	837	859	842	855	898	932	1,015	8.9
DERBYSHIRE	1,142	1,187	1,265	1,431	1,481	1,438	1,409	1,330	1,371	1,379	1,400	1,410	1,418	1,545	8.9
LEICESTER	1,390	1,455	1,528	1,554	1,714	1,782	1,894	2,069	2,161	2,138	2,179	2,333	2,517	2,621	4.1
LEICESTERSHIRE	1,028	1,079	1,167	1,206	1,343	1,373	1,432	1,564	1,619	1,620	1,638	1,779	1,933	2,007	3.8
LINCOLNSHIRE	1,372	1,464	1,600	2,193	2,327	2,350	2,302	2,333	2,316	2,416	2,483	2,699	2,506	2,540	1.4
NORTHAMPTONSHIRE	337	334	354	362	418	419	457	477	489	493	494	533	577	627	8.6
NOTTINGHAM	1,909	2,073	2,224	2,381	2,585	2,762	2,890	3,126	3,225	3,001	2,997	3,096	3,139	3,208	2.2
NOTTINGHAMSHIRE	724	949	1,129	1,317	1,416	1,511	1,571	1,669	1,722	1,631	1,679	2,089	2,046	2,114	3.3
RUTLAND	62	70	86	92	92	90	94	92	92	94	90	102	102	110	7.3
EAST MIDLANDS OTHER	217	228	245	273	333	395	389	394	410	428	465	0	0	0	-
<b>East Midlands Total</b>	<b>8,861</b>	<b>9,525</b>	<b>10,347</b>	<b>11,604</b>	<b>12,508</b>	<b>12,922</b>	<b>13,266</b>	<b>13,892</b>	<b>14,263</b>	<b>14,043</b>	<b>14,280</b>	<b>14,940</b>	<b>15,170</b>	<b>15,786</b>	<b>4.1</b>

## Chart 7.2d East Midlands passenger journeys within GOR

Start/End points (thousands) 2007-08 and 2008-09 by District/Unitary Authority



## 7.3 East of England

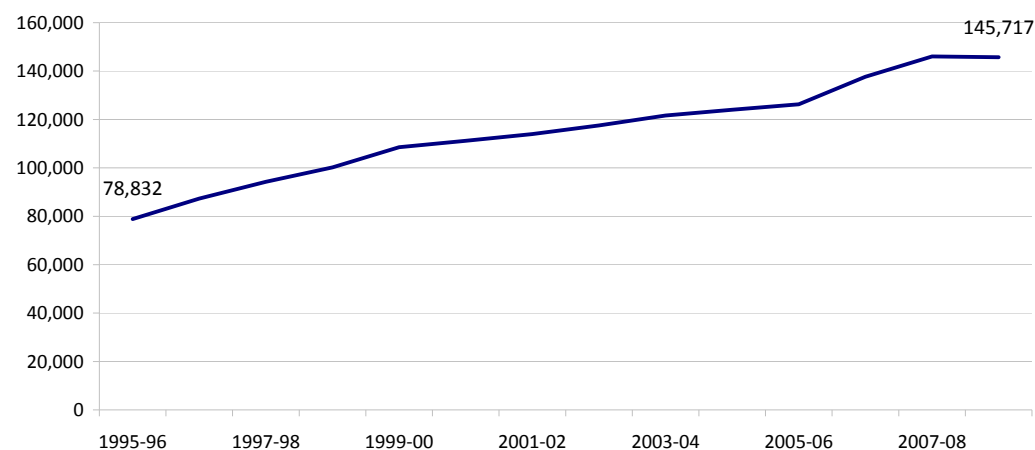
### Table 7.3a East of England passenger journeys

All journeys (thousands) 1995-96 to 2008-09

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
To/from other GOR	66,669	74,639	80,461	85,090	91,979	93,658	95,130	97,991	101,109	102,837	104,123	113,636	119,628	118,135
Within GOR	12,163	12,662	13,788	15,131	16,579	17,496	18,844	19,544	20,516	21,172	22,176	24,038	26,392	27,581
<b>Total journeys</b>	<b>78,832</b>	<b>87,301</b>	<b>94,249</b>	<b>100,221</b>	<b>108,558</b>	<b>111,155</b>	<b>113,973</b>	<b>117,535</b>	<b>121,625</b>	<b>124,009</b>	<b>126,299</b>	<b>137,674</b>	<b>146,020</b>	<b>145,717</b>

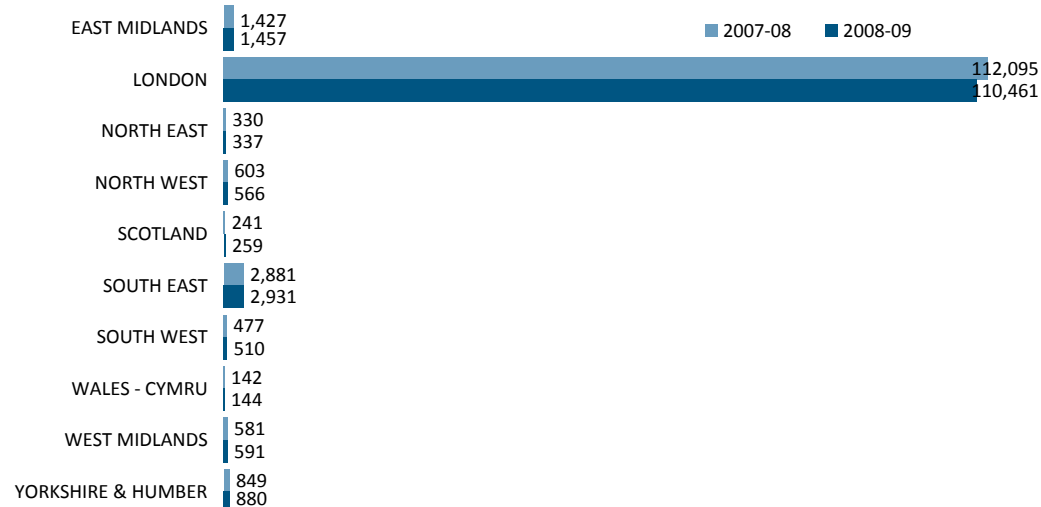
### Chart 7.3a East of England passenger journeys

Journeys (thousands) to/from/within GOR 1995-96 to 2008-09



### Chart 7.3b East of England passenger journeys

Journeys (thousands) to/from other GOR 2007-08 and 2008-09



### Table 7.3b East of England passenger journeys

Journeys (thousands) to/from other GOR 1995-96 to 2008-09

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
EAST MIDLANDS	736	791	878	949	1,049	1,053	1,145	1,193	1,268	1,278	1,324	1,401	1,427	1,457	2.1
LONDON	61,807	69,547	74,983	79,294	85,803	87,631	88,844	91,651	94,519	96,294	97,296	106,255	112,095	110,461	-1.5
NORTH EAST	245	248	266	282	288	249	267	259	278	290	311	328	330	337	2.3
NORTH WEST	502	536	562	594	595	529	530	509	532	503	563	590	603	566	-6.2
SCOTLAND	282	260	266	270	266	227	230	209	217	216	222	234	241	259	7.4
SOUTH EAST	1,819	1,910	2,074	2,151	2,340	2,364	2,443	2,439	2,482	2,439	2,534	2,822	2,881	2,931	1.7
SOUTH WEST	339	353	375	399	413	404	404	418	422	418	417	457	477	510	6.8
WALES - CYMRU	120	120	121	126	127	125	129	131	133	129	133	140	142	144	1.3
WEST MIDLANDS	363	389	422	476	513	518	532	535	549	522	537	576	581	591	1.6
YORKSHIRE & HUMBER	455	484	516	548	586	557	605	647	710	747	786	833	849	880	3.7
<b>East of England Total</b>	<b>66,669</b>	<b>74,639</b>	<b>80,461</b>	<b>85,090</b>	<b>91,979</b>	<b>93,658</b>	<b>95,130</b>	<b>97,991</b>	<b>101,109</b>	<b>102,837</b>	<b>104,123</b>	<b>113,636</b>	<b>119,628</b>	<b>118,135</b>	<b>-1.2</b>

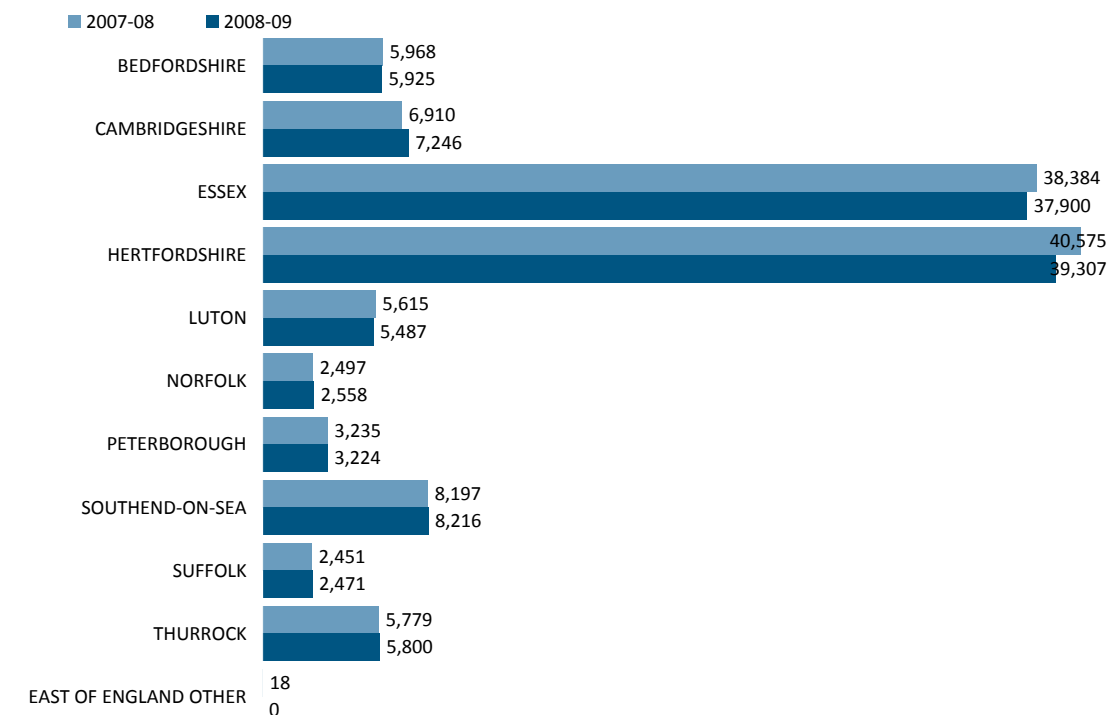
### Table 7.3c East of England passenger journeys to/from other GOR

Journeys (thousands) 1995-96 to 2008-09 by District/Unitary Authority

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
BEDFORDSHIRE	3,080	3,301	3,632	3,868	4,129	4,222	4,372	4,488	4,645	4,018	4,799	5,663	5,968	5,925	-0.7
CAMBRIDGESHIRE	3,721	3,998	4,315	4,670	5,058	5,191	5,401	5,657	5,956	6,134	6,106	6,540	6,910	7,246	4.9
ESSEX	23,664	27,506	29,244	29,901	32,437	32,745	33,156	34,062	34,861	34,883	34,338	36,486	38,384	37,900	-1.3
HERTFORDSHIRE	22,870	24,847	26,778	28,793	31,112	31,167	31,411	31,822	32,743	33,520	34,417	38,561	40,575	39,307	-3.1
LUTON	2,042	2,376	2,620	2,886	3,404	3,941	4,102	4,291	4,381	4,630	4,821	5,197	5,615	5,487	-2.3
NORFOLK	1,477	1,544	1,673	1,838	1,916	1,957	1,984	2,090	2,185	2,163	2,186	2,420	2,497	2,558	2.4
PETERBOROUGH	1,656	1,809	2,058	2,312	2,456	2,437	2,615	2,750	2,925	2,956	2,954	3,132	3,235	3,224	-0.3
SOUTHEND-ON-SEA	3,639	3,891	4,126	4,275	4,451	4,738	4,790	4,985	5,145	5,512	5,964	8,007	8,197	8,216	0.2
SUFFOLK	1,433	1,594	1,733	1,891	1,921	1,881	1,819	1,872	1,947	1,909	2,015	2,263	2,451	2,471	0.8
THURROCK	2,274	2,634	3,139	3,357	3,682	3,999	4,025	4,458	4,719	4,782	4,873	5,356	5,779	5,800	0.4
EAST OF ENGLAND OTHER	814	1,141	1,143	1,300	1,412	1,382	1,455	1,514	1,602	2,330	1,651	12	18	0	-
<b>East of England Total</b>	<b>66,669</b>	<b>74,639</b>	<b>80,461</b>	<b>85,090</b>	<b>91,979</b>	<b>93,658</b>	<b>95,130</b>	<b>97,991</b>	<b>101,109</b>	<b>102,837</b>	<b>104,123</b>	<b>113,636</b>	<b>119,628</b>	<b>118,135</b>	<b>-1.2</b>

### Chart 7.3c East of England passenger journeys to/from other GOR

Journeys (thousands) 2007-08 and 2008-09 by District/Unitary Authority



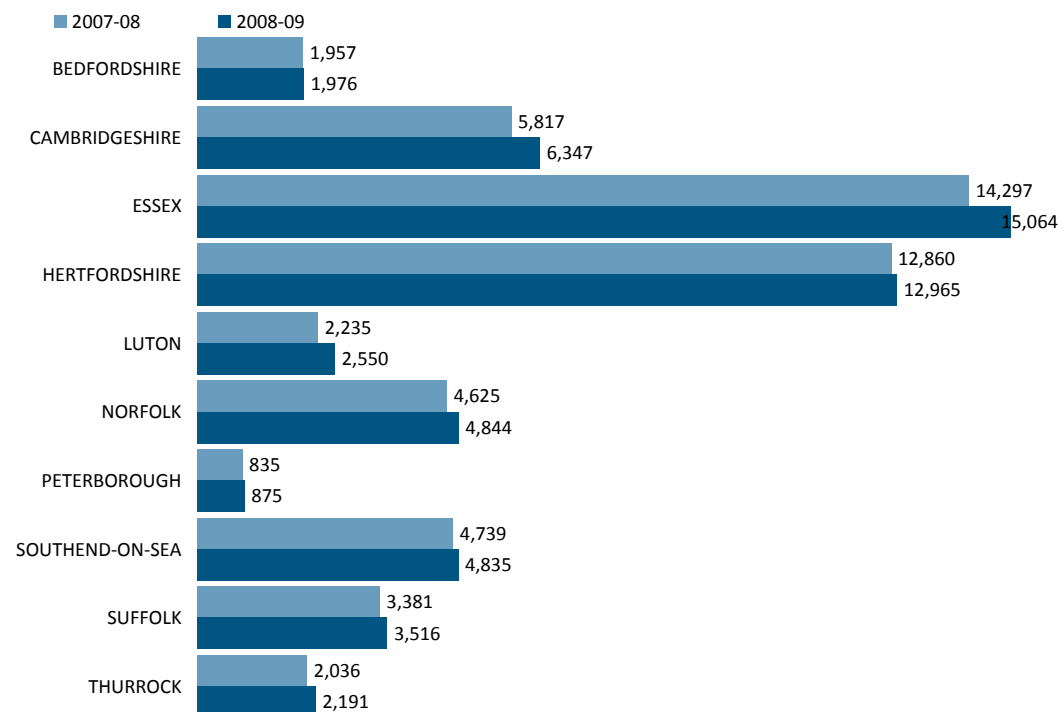
## Table 7.3d East of England passenger journeys within GOR

Start/End points (thousands) on journeys within GOR 1995-96 to 2008-09

To/From/Within	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
BEDFORDSHIRE	755	808	863	1,033	1,104	1,151	1,181	1,190	1,243	1,184	1,377	1,852	1,957	1,976	0.9
CAMBRIDGESHIRE	2,114	2,282	2,546	2,797	3,149	3,370	3,661	4,046	4,389	4,688	4,932	5,322	5,817	6,347	9.1
ESSEX	6,798	7,159	7,921	8,399	9,150	9,759	10,449	11,095	11,372	11,690	12,078	13,729	14,297	15,064	5.4
HERTFORDSHIRE	6,931	6,838	7,238	8,077	8,668	8,461	9,123	9,409	9,839	10,029	10,299	12,100	12,860	12,965	0.8
LUTON	706	765	819	1,116	1,290	1,420	1,473	1,509	1,509	1,651	1,891	2,047	2,235	2,550	14.1
NORFOLK	1,980	2,006	2,121	2,347	2,644	2,999	3,369	2,730	2,839	3,011	3,097	3,281	4,625	4,844	4.7
PETERBOROUGH	395	421	492	522	545	567	593	635	707	732	765	829	835	875	4.8
SOUTHEND-ON-SEA	837	1,045	1,218	1,299	1,472	1,646	1,629	1,944	2,113	2,141	2,253	4,412	4,739	4,835	2.0
SUFFOLK	1,270	1,284	1,392	1,535	1,808	1,969	2,202	2,070	2,066	2,012	2,161	2,440	3,381	3,516	4.0
THURROCK	442	614	781	795	874	985	1,062	1,295	1,511	1,531	1,605	2,064	2,036	2,191	7.7
EAST OTHER	2,098	2,101	2,183	2,340	2,452	2,666	2,944	3,165	3,445	3,675	3,895	1	0	0	-
<b>East of England Total</b>	<b>24,326</b>	<b>25,323</b>	<b>27,576</b>	<b>30,261</b>	<b>33,157</b>	<b>34,993</b>	<b>37,687</b>	<b>39,088</b>	<b>41,032</b>	<b>42,343</b>	<b>44,353</b>	<b>48,077</b>	<b>52,784</b>	<b>55,163</b>	<b>4.5</b>

## Chart 7.3d East of England passenger journeys within GOR

Start/End points (thousands) 2007-08 and 2008-09 by District/Unitary Authority



## 7.4 London

### Table 7.4a London passenger journeys

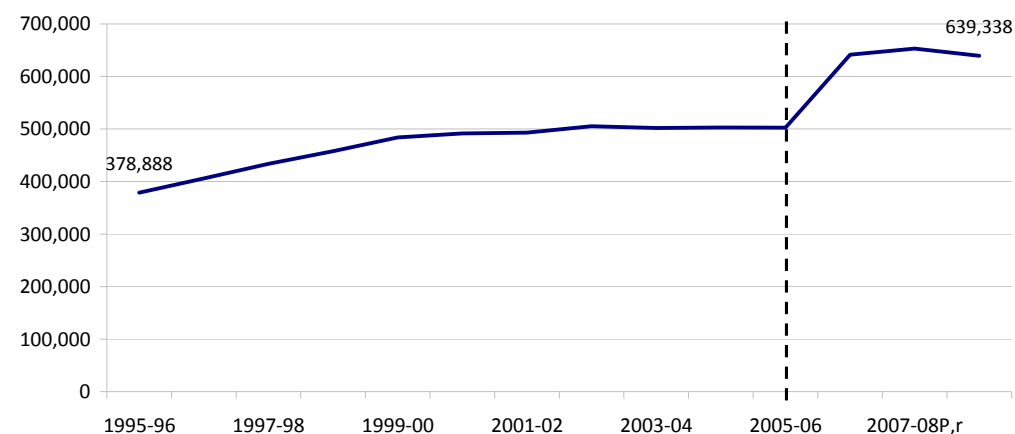
All journeys (thousands) 1995-96 to 2008-09

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08 <sup>P,r</sup>	2008-09
To/from other GOR	178,194	194,506	210,757	222,765	238,524	244,159	246,343	252,086	258,147	265,217	270,998	298,739	320,197	320,722
Within GOR	200,694	211,300	222,936	235,086	245,428	247,527	246,725	253,261	243,866	237,558	231,427	342,753	332,902	318,616
<b>Total journeys</b>	<b>378,888</b>	<b>405,806</b>	<b>433,694</b>	<b>457,851</b>	<b>483,953</b>	<b>491,685</b>	<b>493,068</b>	<b>505,346</b>	<b>502,014</b>	<b>502,775</b>	<b>502,425</b>	<b>641,493</b>	<b>653,100</b>	<b>639,338</b>

<sup>P,r</sup> 2007-08 figures for within London journeys have been revised. ORR has replaced the London Travelcard infill used in 2007-08 with MOIRA estimates. For more information, please see methodology notes.

### Chart 7.4a London passenger journeys

Journeys (thousands) to/from/within GOR 1995-96 to 2008-09



There is a series break after 2005-06 due to a methodological change. For details, please see Chapter 7 Methodology notes.

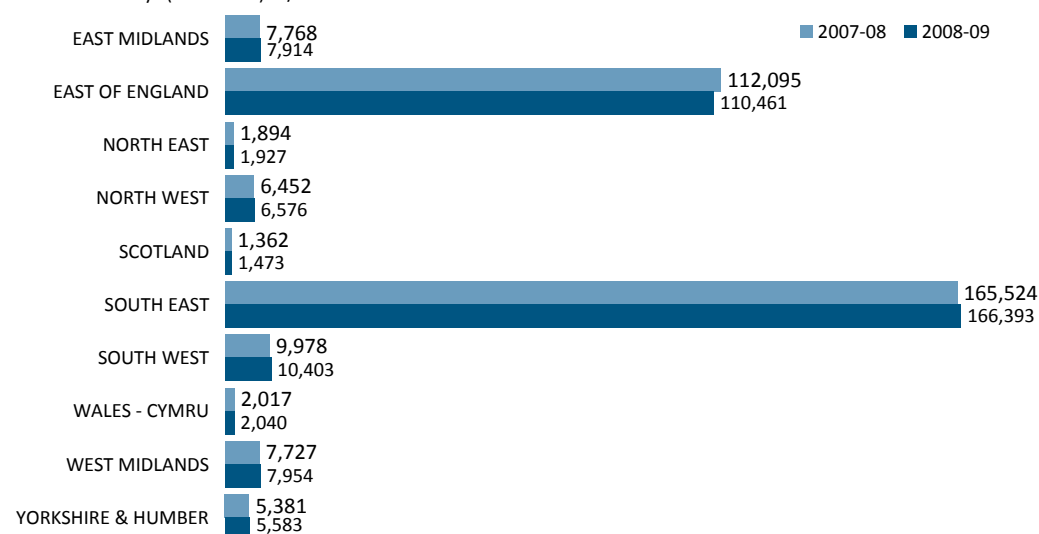
### Table 7.4b London passenger journeys

Journeys (thousands) to/from other GOR 1995-96 to 2008-09

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
EAST MIDLANDS	3,831	4,130	4,642	5,036	5,519	5,571	5,915	6,204	6,535	6,629	6,681	7,352	7,768	7,914	1.9
EAST OF ENGLAND	61,807	69,547	74,983	79,294	85,803	87,631	88,844	91,651	94,519	96,294	97,296	106,255	112,095	110,461	-1.5
NORTH EAST	1,179	1,289	1,442	1,556	1,649	1,396	1,575	1,558	1,659	1,730	1,738	1,777	1,894	1,927	1.7
NORTH WEST	4,326	4,545	5,257	5,454	5,537	4,934	5,345	4,835	4,900	4,618	5,467	6,029	6,452	6,576	1.9
SCOTLAND	1,232	1,190	1,180	1,468	1,514	1,301	1,348	1,147	1,156	1,069	1,105	1,241	1,362	1,473	8.2
SOUTH EAST	91,914	99,163	106,974	112,401	120,066	124,979	124,422	127,084	129,043	134,112	137,104	152,750	165,524	166,393	0.5
SOUTH WEST	5,910	6,090	6,703	7,222	7,520	7,671	7,616	8,071	8,295	8,523	8,751	9,313	9,978	10,403	4.3
WALES - CYMRU	1,404	1,454	1,555	1,611	1,625	1,618	1,679	1,744	1,811	1,801	1,840	1,919	2,017	2,040	1.1
WEST MIDLANDS	3,886	4,167	4,687	5,091	5,385	5,369	5,573	5,572	5,664	5,794	6,245	7,042	7,727	7,954	2.9
YORKSHIRE & HUMBER	2,705	2,932	3,334	3,632	3,906	3,688	4,026	4,219	4,565	4,648	4,772	5,060	5,381	5,583	3.8
<b>London Total</b>	<b>178,194</b>	<b>194,506</b>	<b>210,757</b>	<b>222,765</b>	<b>238,524</b>	<b>244,159</b>	<b>246,343</b>	<b>252,086</b>	<b>258,147</b>	<b>265,217</b>	<b>270,998</b>	<b>298,739</b>	<b>320,197</b>	<b>320,722</b>	<b>0.2</b>

### Chart 7.4b London passenger journeys

Journeys (thousands) to/from other GOR 2007-08 and 2008-09



## Table 7.4c London passenger journeys to/from other GOR

Journeys (thousands) 1995-96 to 2008-09 by sub-region

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2008-09 on			
												2006-07	2007-08	2008-09	2007-08
CENTRAL LONDON	22,885	25,581	28,275	30,196	30,719	31,497	33,710	32,233	30,506	28,520	29,864	251,066	268,781	274,446	2.1
EAST LONDON	4,143	4,252	4,543	4,653	4,942	4,742	5,231	5,677	6,200	6,559	7,251	11,962	12,916	13,574	5.1
NORTH LONDON	940	1,022	1,084	1,189	1,294	1,528	1,713	1,991	2,362	2,637	2,791	5,101	5,599	5,953	6.3
SOUTH LONDON	8,445	9,121	9,825	10,785	11,554	11,500	11,641	12,124	12,543	12,820	13,577	20,007	21,487	22,192	3.3
WEST LONDON	2,710	2,853	3,054	3,196	3,571	3,562	3,408	3,425	3,615	3,826	4,062	4,816	5,307	4,557	-14.1
LONDON OTHER	139,071	151,677	163,977	172,746	186,444	191,331	190,639	196,636	202,921	210,855	213,452	5,787	6,107	0	-
<b>London Total</b>	<b>178,194</b>	<b>194,506</b>	<b>210,757</b>	<b>222,765</b>	<b>238,524</b>	<b>244,159</b>	<b>246,343</b>	<b>252,086</b>	<b>258,147</b>	<b>265,217</b>	<b>270,998</b>	<b>298,739</b>	<b>320,197</b>	<b>320,722</b>	<b>0.2</b>

## Chart 7.4c London passenger journeys to/from other GOR

Journeys (thousands) 2007-08 and 2008-09 by sub-region

■ 2007-08 ■ 2008-09

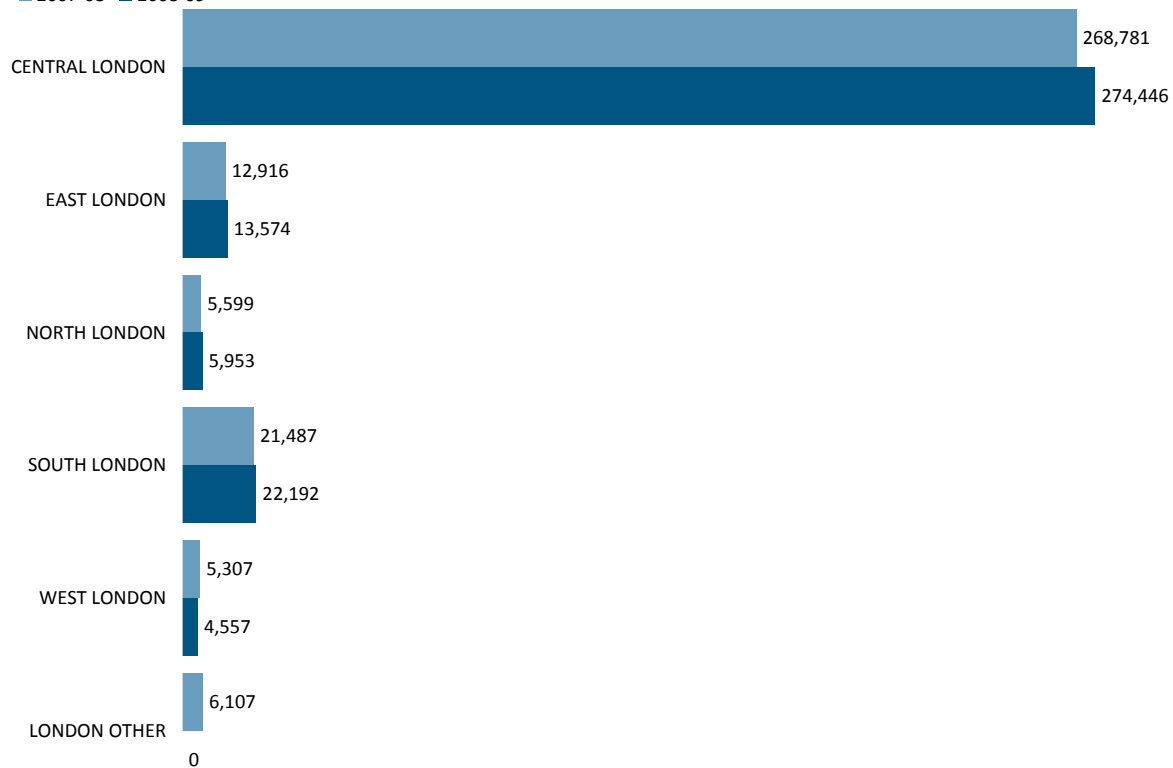


Table and Chart 7.4d are not available as 2007-08 data have been revised and ORR are unable to accurately map to the relevant sub-regions.



# 7.5 North East

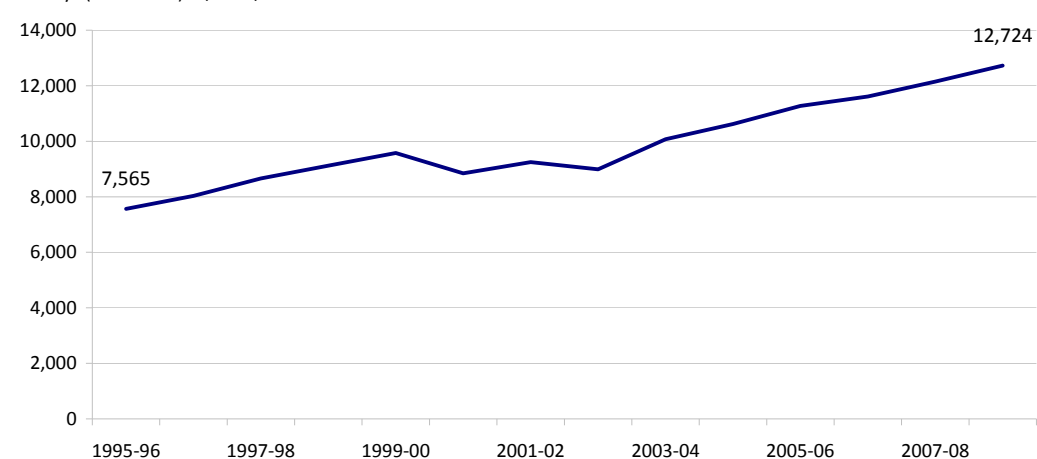
## Table 7.5a North East passenger journeys

All journeys (thousands) 1995-96 to 2008-09

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
To/from other GOR	4,296	4,528	4,921	5,258	5,528	5,012	5,525	5,582	6,100	6,342	6,694	6,977	7,335	7,651
Within GOR	3,268	3,504	3,741	3,865	4,049	3,831	3,721	3,406	3,974	4,277	4,577	4,634	4,817	5,073
<b>Total journeys</b>	<b>7,565</b>	<b>8,032</b>	<b>8,662</b>	<b>9,122</b>	<b>9,577</b>	<b>8,843</b>	<b>9,246</b>	<b>8,988</b>	<b>10,074</b>	<b>10,619</b>	<b>11,271</b>	<b>11,611</b>	<b>12,152</b>	<b>12,724</b>

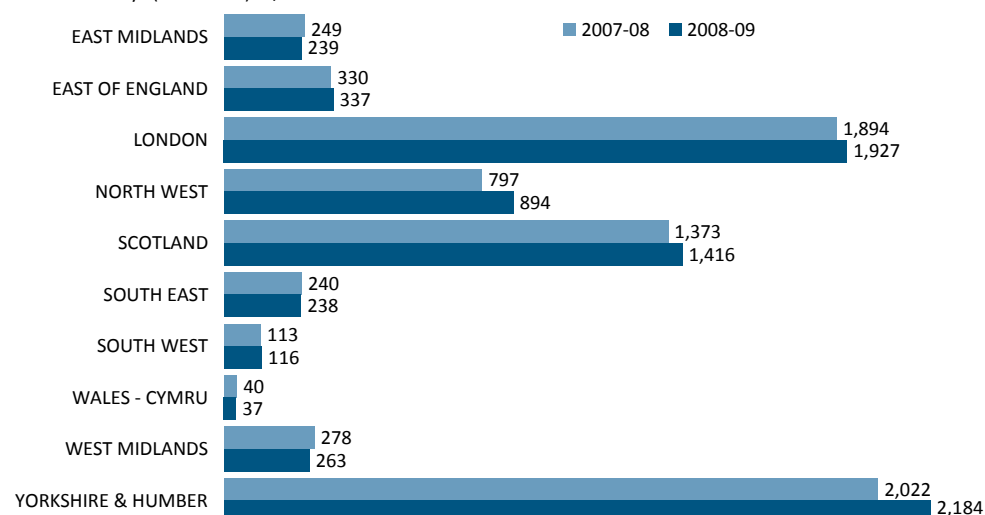
## Chart 7.5a North East passenger journeys

Journeys (thousands) to/from/within GOR 1995-96 to 2008-09



## Chart 7.5b North East passenger journeys

Journeys (thousands) to/from other GOR 2007-08 and 2008-09



## Table 7.5b North East passenger journeys

Journeys (thousands) to/from other GOR 1995-96 to 2008-09

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
EAST MIDLANDS	153	161	167	179	183	163	179	191	215	217	231	239	249	239	-4.0
EAST OF ENGLAND	245	248	266	282	288	249	267	259	278	290	311	328	330	337	2.3
LONDON	1,179	1,289	1,442	1,556	1,649	1,396	1,575	1,558	1,659	1,730	1,738	1,777	1,894	1,927	1.7
NORTH WEST	508	517	535	557	568	541	563	572	620	626	696	751	797	894	12.2
SCOTLAND	726	752	830	877	913	876	969	1,013	1,130	1,180	1,295	1,347	1,373	1,416	3.2
SOUTH EAST	224	232	245	253	251	219	221	219	236	230	209	220	240	238	-0.9
SOUTH WEST	150	156	161	171	182	166	184	172	149	115	108	105	113	116	2.8
WALES - CYMRU	44	45	47	47	48	44	43	45	44	37	39	38	40	37	-7.0
WEST MIDLANDS	165	166	178	201	213	195	227	231	249	246	260	270	278	263	-5.5
YORKSHIRE & HUMBER	902	964	1,050	1,135	1,233	1,161	1,297	1,321	1,521	1,671	1,808	1,901	2,022	2,184	8.0
<b>North East Total</b>	<b>4,296</b>	<b>4,528</b>	<b>4,921</b>	<b>5,258</b>	<b>5,528</b>	<b>5,012</b>	<b>5,525</b>	<b>5,582</b>	<b>6,100</b>	<b>6,342</b>	<b>6,694</b>	<b>6,977</b>	<b>7,335</b>	<b>7,651</b>	<b>4.3</b>

## Table 7.5c North East passenger journeys to/from other GOR

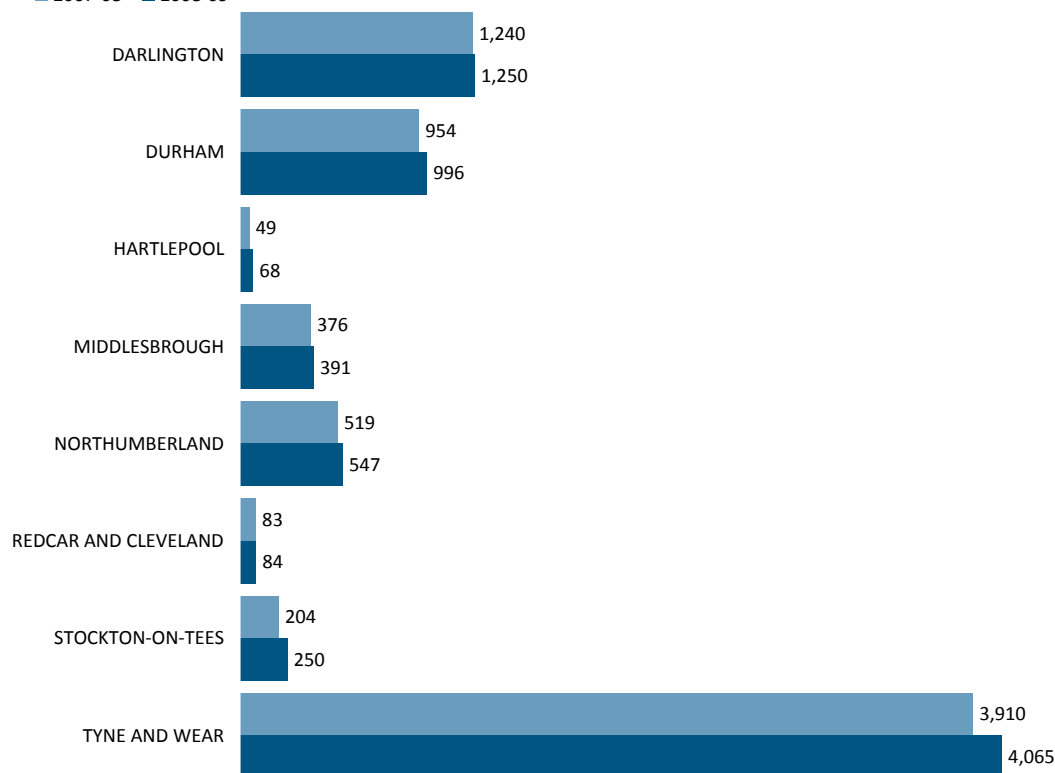
Journeys (thousands) 1995-96 to 2008-09 by District/Unitary Authority

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
DARLINGTON	758	799	875	929	950	863	947	973	1,064	1,103	1,139	1,190	1,240	1,250	0.8
DURHAM	537	561	612	661	714	650	717	720	779	814	864	894	954	996	4.4
HARTLEPOOL	28	30	31	37	37	37	35	36	42	41	39	41	49	68	39.8
MIDDLESBROUGH	255	263	279	276	287	264	273	269	305	317	336	351	376	391	4.0
NORTHUMBERLAND	294	309	331	354	380	350	362	364	411	432	463	484	519	547	5.3
REDCAR AND CLEVELAND	52	50	57	54	56	55	56	57	68	71	75	78	83	84	1.4
STOCKTON-ON-TEES	48	76	85	93	98	93	94	100	136	152	163	179	204	250	22.2
TYNE AND WEAR	2,324	2,439	2,651	2,850	3,005	2,699	3,041	3,062	3,296	3,411	3,616	3,759	3,910	4,065	4.0
NORTH EAST COUNTY	0	0	0	3	2	0	0	0	0	0	0	0	0	0	-
<b>North East Total</b>	<b>4,296</b>	<b>4,528</b>	<b>4,921</b>	<b>5,258</b>	<b>5,528</b>	<b>5,012</b>	<b>5,525</b>	<b>5,582</b>	<b>6,100</b>	<b>6,342</b>	<b>6,694</b>	<b>6,977</b>	<b>7,335</b>	<b>7,651</b>	<b>4.3</b>

## Chart 7.5c North East passenger journeys to/from other GOR

Journeys (thousands) 2007-08 and 2008-09 by District/Unitary Authority

■ 2007-08 ■ 2008-09



## Table 7.5d North East passenger journeys within GOR

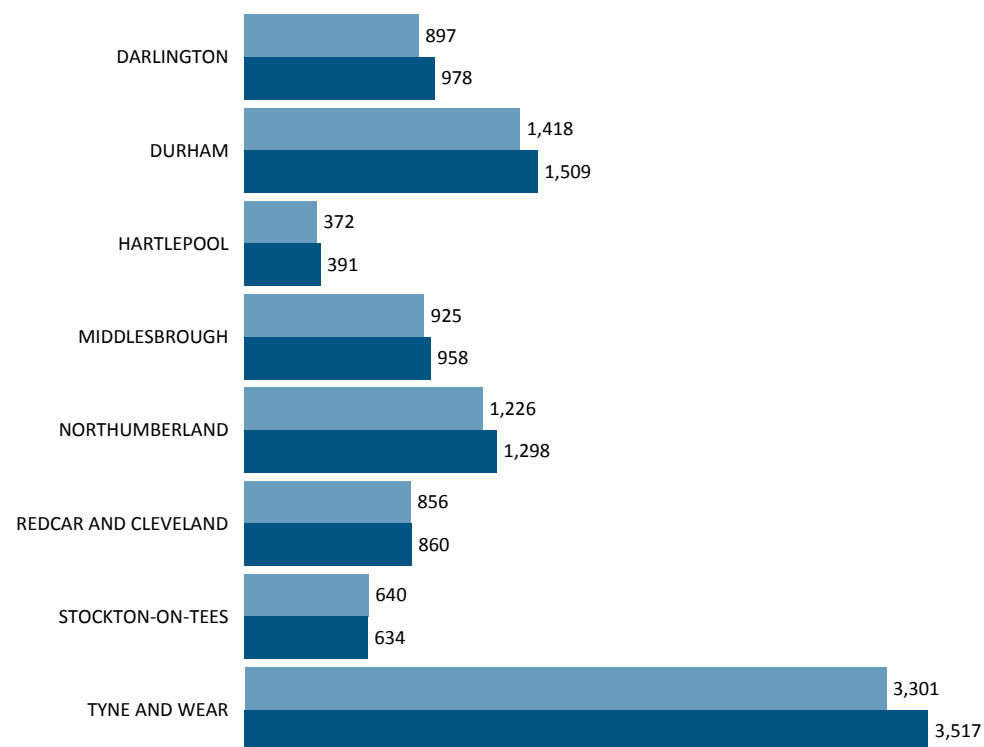
Start/End points (thousands) on journeys within GOR 1995-96 to 2008-09

To/from/within	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
DARLINGTON	474	498	545	548	548	535	559	558	641	721	802	859	897	978	9.1
DURHAM	747	806	845	867	942	853	864	917	1,113	1,194	1,290	1,333	1,418	1,509	6.4
HARTLEPOOL	158	180	206	225	244	204	199	220	273	286	321	352	372	391	5.0
MIDDLESBROUGH	495	537	634	668	682	649	648	633	738	804	864	891	925	958	3.6
NORTHUMBERLAND	841	836	790	837	875	911	899	918	1,053	1,131	1,211	1,188	1,226	1,298	5.9
REDCAR AND CLEVELAND	479	506	561	602	639	620	624	595	695	773	808	842	856	860	0.4
STOCKTON-ON-TEES	218	256	293	314	361	353	348	352	437	474	535	585	640	634	-0.8
TYNE AND WEAR	3,125	3,389	3,608	3,668	3,808	3,537	3,301	2,619	2,998	3,172	3,322	3,218	3,301	3,517	6.5
NORTH EAST OTHER	0	0	0	0	-1	0	0	0	0	0	0	0	0	0	-
<b>North East Total</b>	<b>6,537</b>	<b>7,008</b>	<b>7,481</b>	<b>7,729</b>	<b>8,098</b>	<b>7,662</b>	<b>7,442</b>	<b>6,812</b>	<b>7,948</b>	<b>8,554</b>	<b>9,154</b>	<b>9,268</b>	<b>9,634</b>	<b>10,146</b>	<b>5.3</b>

## Chart 7.5d North East passenger journeys within GOR

Start/End points (thousands) 2007-08 and 2008-09 by District/Unitary Authority

■ 2007-08 ■ 2008-09



## 7.6 North West

Increases in passenger journeys in 2008-09 should be treated with caution due to the introduction of estimates for PTE travel. For further details, see the methodology notes at the beginning of chapter 7.

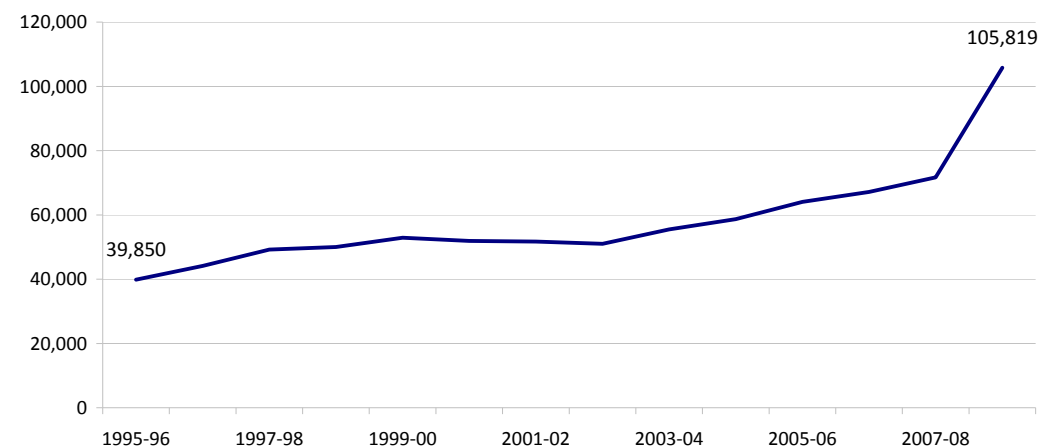
### Table 7.6a North West passenger journeys

All journeys (thousands) 1995-96 to 2008-09

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
To/from other GOR	14,624	15,294	16,723	17,397	18,013	17,099	17,747	17,353	18,237	18,196	20,085	21,673	23,013	24,447
Within GOR	25,226	28,828	32,477	32,613	34,869	34,825	33,983	33,669	37,266	40,482	43,959	45,494	48,650	81,371
<b>Total journeys</b>	<b>39,850</b>	<b>44,122</b>	<b>49,199</b>	<b>50,009</b>	<b>52,882</b>	<b>51,924</b>	<b>51,730</b>	<b>51,022</b>	<b>55,503</b>	<b>58,678</b>	<b>64,044</b>	<b>67,167</b>	<b>71,663</b>	<b>105,819</b>

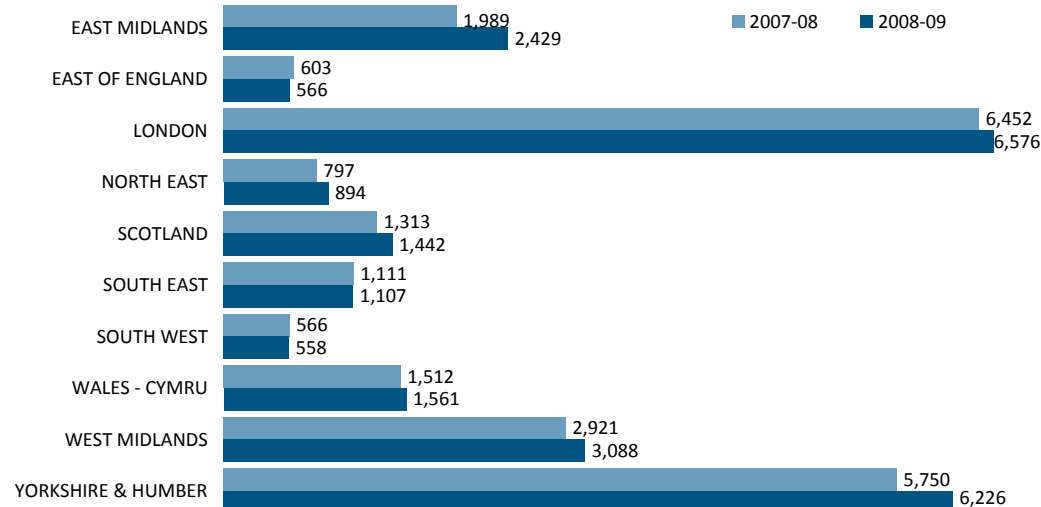
### Chart 7.6a North West passenger journeys

Journeys (thousands) to/from/within GOR 1995-96 to 2008-09



### Chart 7.6b North West passenger journeys

Journeys (thousands) to/from other GOR 2007-08 and 2008-09



### Table 7.6b North West passenger journeys

Journeys (thousands) to/from other GOR 1995-96 to 2008-09

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
EAST MIDLANDS	1,265	1,337	1,469	1,481	1,537	1,483	1,476	1,526	1,695	1,714	1,832	1,891	1,989	2,429	22.1
EAST OF ENGLAND	502	536	562	594	595	529	530	509	532	503	563	590	603	566	-6.2
LONDON	4,326	4,545	5,257	5,454	5,537	4,934	5,345	4,835	4,900	4,618	5,467	6,029	6,452	6,576	1.9
NORTH EAST	508	517	535	557	568	541	563	572	620	626	696	751	797	894	12.2
SCOTLAND	836	852	905	1,000	1,109	1,079	1,160	1,106	1,109	1,074	1,131	1,236	1,313	1,442	9.9
SOUTH EAST	920	946	986	1,038	1,054	951	977	972	965	895	971	1,057	1,111	1,107	-0.4
SOUTH WEST	471	474	515	544	585	553	594	573	559	519	523	539	566	558	-1.3
WALES - CYMRU	1,046	1,126	1,186	1,188	1,212	1,192	1,209	1,159	1,310	1,341	1,359	1,424	1,512	1,561	3.2
WEST MIDLANDS	1,689	1,750	1,859	1,966	2,050	1,992	2,098	2,170	2,128	2,176	2,457	2,726	2,921	3,088	5.7
YORKSHIRE & HUMBER	3,061	3,209	3,447	3,576	3,765	3,844	3,796	3,931	4,419	4,731	5,087	5,429	5,750	6,226	8.3
<b>North West Total</b>	<b>14,624</b>	<b>15,294</b>	<b>16,723</b>	<b>17,397</b>	<b>18,013</b>	<b>17,099</b>	<b>17,747</b>	<b>17,353</b>	<b>18,237</b>	<b>18,196</b>	<b>20,085</b>	<b>21,673</b>	<b>23,013</b>	<b>24,447</b>	<b>6.2</b>

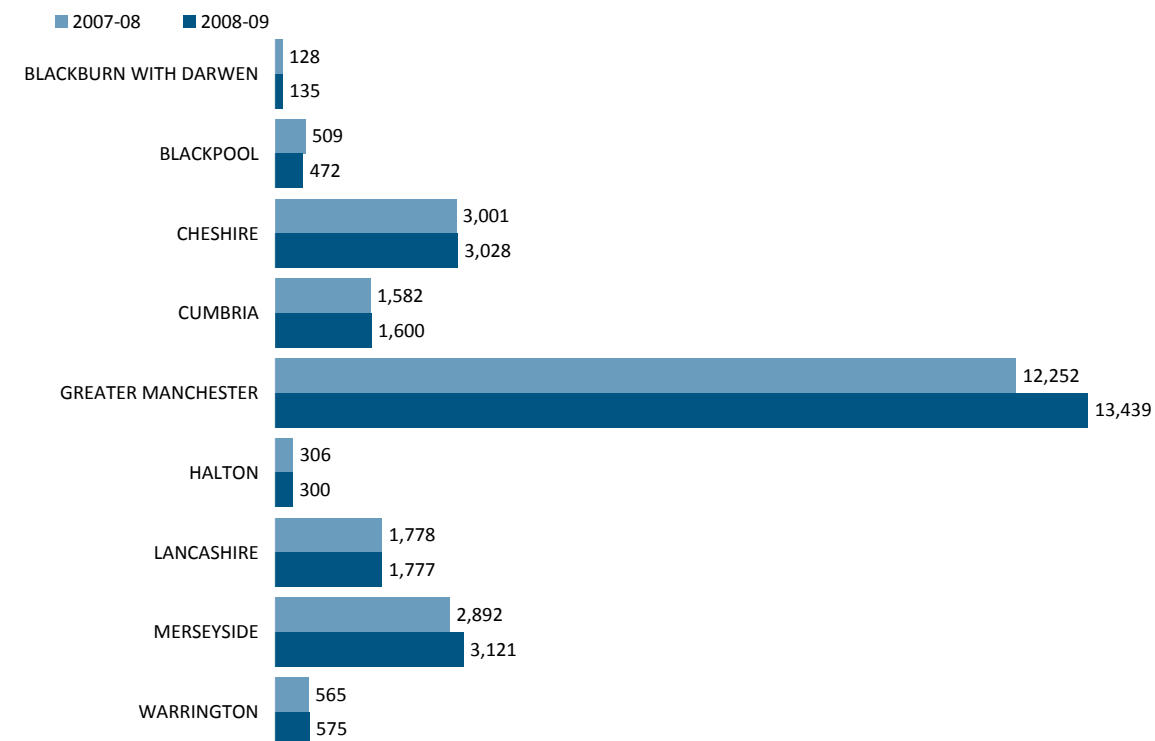
## Table 7.6c North West passenger journeys to/from other GOR

Journeys (thousands) 1995-96 to 2008-09 by District/Unitary Authority

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
BLACKBURN WITH DARWEN	110	113	108	109	107	103	101	106	112	119	123	126	128	135	5.5
BLACKPOOL	555	587	591	607	623	626	639	598	578	531	512	512	509	472	-7.3
CESHIRE	2,017	2,166	2,390	2,468	2,546	2,371	2,443	2,309	2,357	2,375	2,596	2,809	3,001	3,028	0.9
CUMBRIA	1,054	1,071	1,131	1,259	1,298	1,247	1,272	1,249	1,297	1,264	1,358	1,461	1,582	1,600	1.1
GREATER MANCHESTER	3,667	3,834	4,057	4,008	3,907	3,652	3,534	2,808	2,736	2,710	3,030	11,455	12,252	13,439	9.7
HALTON	239	248	272	288	294	243	255	245	231	209	247	285	306	300	-2.2
LANCASHIRE	1,319	1,374	1,501	1,550	1,584	1,451	1,536	1,464	1,506	1,461	1,568	1,693	1,778	1,777	0.0
MERSEYSIDE	1,130	1,141	1,144	1,124	1,022	931	915	882	909	929	940	2,793	2,892	3,121	7.9
WARRINGTON	156	162	172	174	169	142	139	120	125	107	59	540	565	575	1.9
NORTH WEST OTHER	4,376	4,598	5,357	5,810	6,464	6,333	6,912	7,571	8,385	8,492	9,651	0	0	0	-
<b>North West Total</b>	<b>14,624</b>	<b>15,294</b>	<b>16,723</b>	<b>17,397</b>	<b>18,013</b>	<b>17,099</b>	<b>17,747</b>	<b>17,353</b>	<b>18,237</b>	<b>18,196</b>	<b>20,085</b>	<b>21,673</b>	<b>23,013</b>	<b>24,447</b>	<b>6.2</b>

## Chart 7.6c North West passenger journeys to/from other GOR

Journeys (thousands) 2007-08 and 2008-09 by District/Unitary Authority



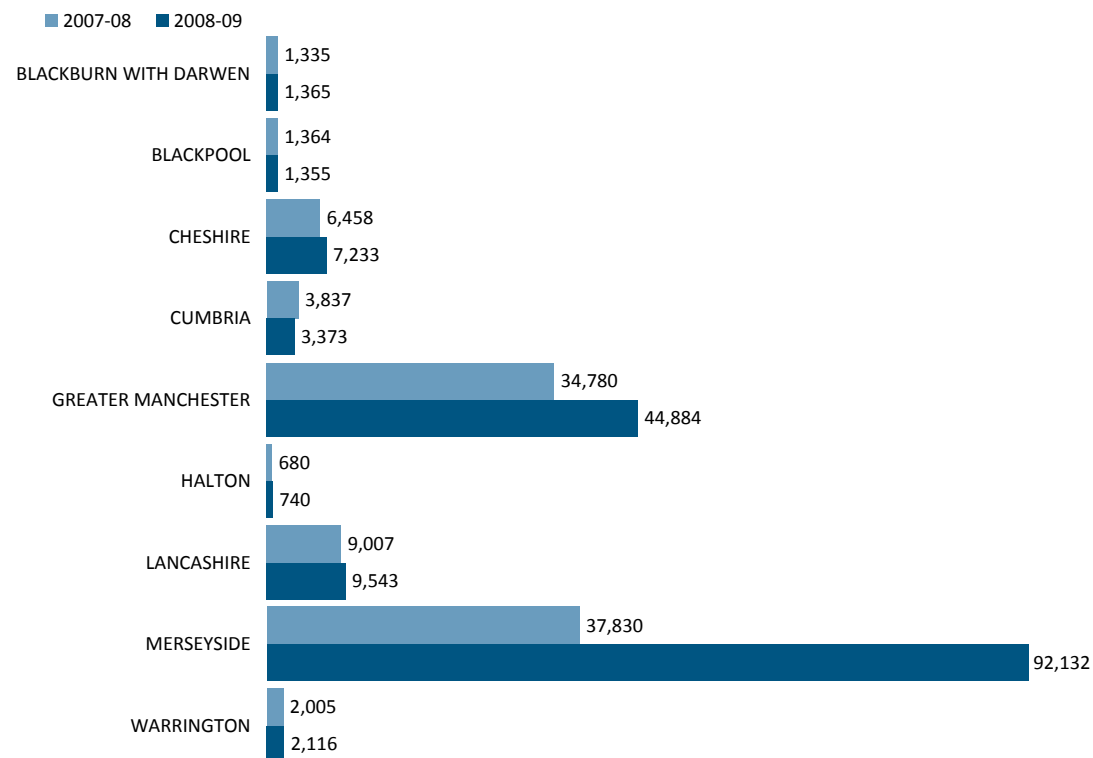
## Table 7.6d North West passenger journeys within GOR

Start/End points (thousands) on journeys within GOR 1995-96 to 2008-09

To/From/Within	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
BLACKBURN WITH DARWEN	775	801	928	871	931	938	924	871	1,008	1,062	1,142	1,240	1,335	1,365	2.2
BLACKPOOL	1,135	1,114	1,182	1,124	1,164	1,195	1,204	1,102	1,224	1,301	1,253	1,326	1,364	1,355	-0.7
CHESHIRE	3,814	4,181	4,770	5,043	5,033	4,939	4,914	5,048	5,248	5,120	5,452	5,509	6,458	7,233	12.0
CUMBRIA	2,194	2,718	2,844	2,804	2,864	2,943	2,705	2,676	2,943	3,028	3,213	3,311	3,837	3,373	-12.1
GREATER MANCHESTER	10,261	11,723	13,136	12,309	13,308	13,742	13,616	12,793	14,414	14,757	16,126	32,181	34,780	44,884	29.0
HALTON	507	561	603	613	632	594	584	548	568	572	626	662	680	740	8.8
LANCASHIRE	5,759	6,152	6,666	6,688	7,112	7,253	7,183	6,680	7,397	7,767	8,104	8,433	9,007	9,543	6.0
MERSEYSIDE	13,288	15,889	18,574	18,872	20,138	19,075	17,584	17,526	19,199	22,473	24,409	36,432	37,830	92,132	143.5
WARRINGTON	740	773	840	822	868	915	909	876	918	953	938	1,894	2,005	2,116	5.5
NORTH WEST COUNTY	11,980	13,743	15,412	16,081	17,687	18,057	18,342	19,218	21,613	23,930	26,654	0	0	0	-
<b>North West Total</b>	<b>50,452</b>	<b>57,656</b>	<b>64,953</b>	<b>65,225</b>	<b>69,737</b>	<b>69,651</b>	<b>67,966</b>	<b>67,338</b>	<b>74,533</b>	<b>80,964</b>	<b>87,917</b>	<b>90,988</b>	<b>97,299</b>	<b>162,743</b>	<b>67.3</b>

## Chart 7.6d North West passenger journeys within GOR

Start/End points (thousands) 2007-08 and 2008-09 by District/Unitary Authority



## 7.7 Scotland

Increases in passenger journeys in 2008-09 should be treated with caution due to the introduction of estimates for PTE travel. For further details, see the methodology notes at the beginning of chapter 7.

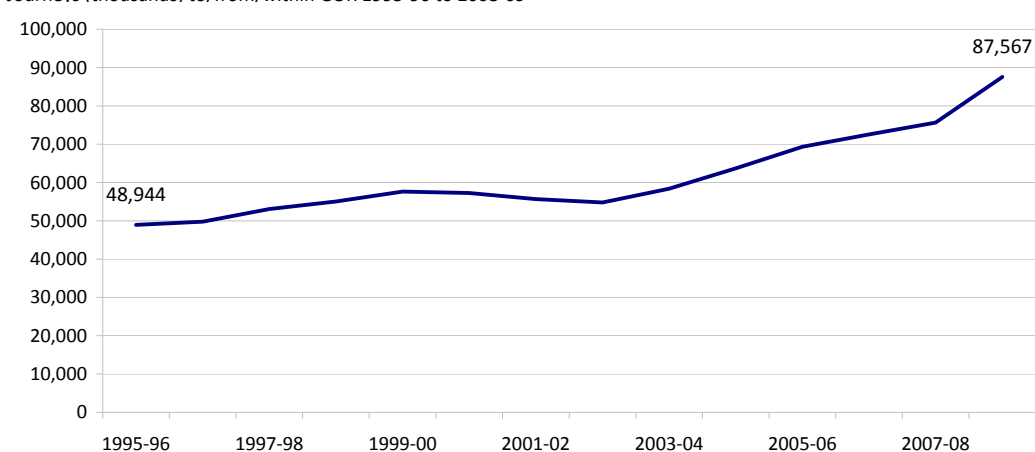
### Table 7.7a Scotland passenger journeys

All journeys (thousands) 1995-96 to 2008-09

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
To/from other GOR	4,567	4,536	4,702	5,189	5,477	4,973	5,280	4,862	5,015	4,887	5,216	5,558	5,807	6,129
Within GOR	44,376	45,216	48,355	49,865	52,137	52,297	50,372	49,938	53,380	58,802	64,115	66,998	69,828	81,438
<b>Total journeys</b>	<b>48,944</b>	<b>49,752</b>	<b>53,057</b>	<b>55,054</b>	<b>57,614</b>	<b>57,269</b>	<b>55,651</b>	<b>54,800</b>	<b>58,395</b>	<b>63,690</b>	<b>69,331</b>	<b>72,556</b>	<b>75,636</b>	<b>87,567</b>

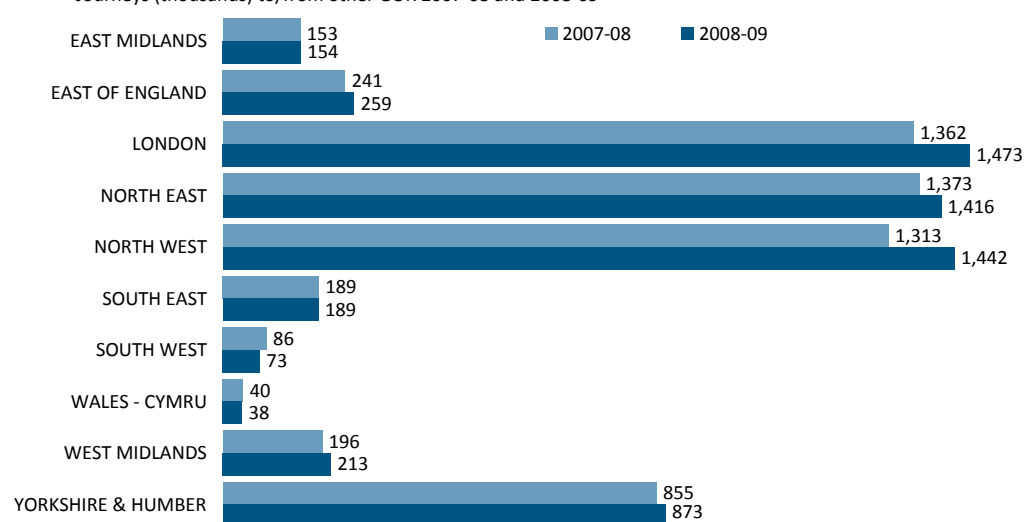
### Chart 7.7a Scotland passenger journeys

Journeys (thousands) to/from/within GOR 1995-96 to 2008-09



### Chart 7.7b Scotland passenger journeys

Journeys (thousands) to/from other GOR 2007-08 and 2008-09



### Table 7.7b Scotland passenger journeys

Journeys (thousands) to/from other GOR 1995-96 to 2008-09

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
EAST MIDLANDS	147	148	152	158	164	151	162	129	126	127	147	151	153	154	0.7
EAST OF ENGLAND	282	260	266	270	266	227	230	209	217	216	222	234	241	259	7.4
LONDON	1,232	1,190	1,180	1,468	1,514	1,301	1,348	1,147	1,156	1,069	1,105	1,241	1,362	1,473	8.2
NORTH EAST	726	752	830	877	913	876	969	1,013	1,130	1,180	1,295	1,347	1,373	1,416	3.2
NORTH WEST	836	852	905	1,000	1,109	1,079	1,160	1,106	1,109	1,074	1,131	1,236	1,313	1,442	9.9
SOUTH EAST	322	293	287	285	281	247	234	196	190	165	162	181	189	189	-0.3
SOUTH WEST	185	179	181	174	189	171	170	128	115	92	85	84	86	73	-15.4
WALES - CYMRU	76	74	72	74	75	70	58	50	43	41	41	41	40	38	-5.5
WEST MIDLANDS	225	226	228	242	276	244	273	208	183	175	189	201	196	213	8.5
YORKSHIRE & HUMBER	536	562	603	639	689	606	674	676	748	747	840	843	855	873	2.0
<b>Scotland Total</b>	<b>4,567</b>	<b>4,536</b>	<b>4,702</b>	<b>5,189</b>	<b>5,477</b>	<b>4,973</b>	<b>5,280</b>	<b>4,862</b>	<b>5,015</b>	<b>4,887</b>	<b>5,216</b>	<b>5,558</b>	<b>5,807</b>	<b>6,129</b>	<b>5.5</b>

## Table 7.7c Scotland passenger journeys to/from other GOR

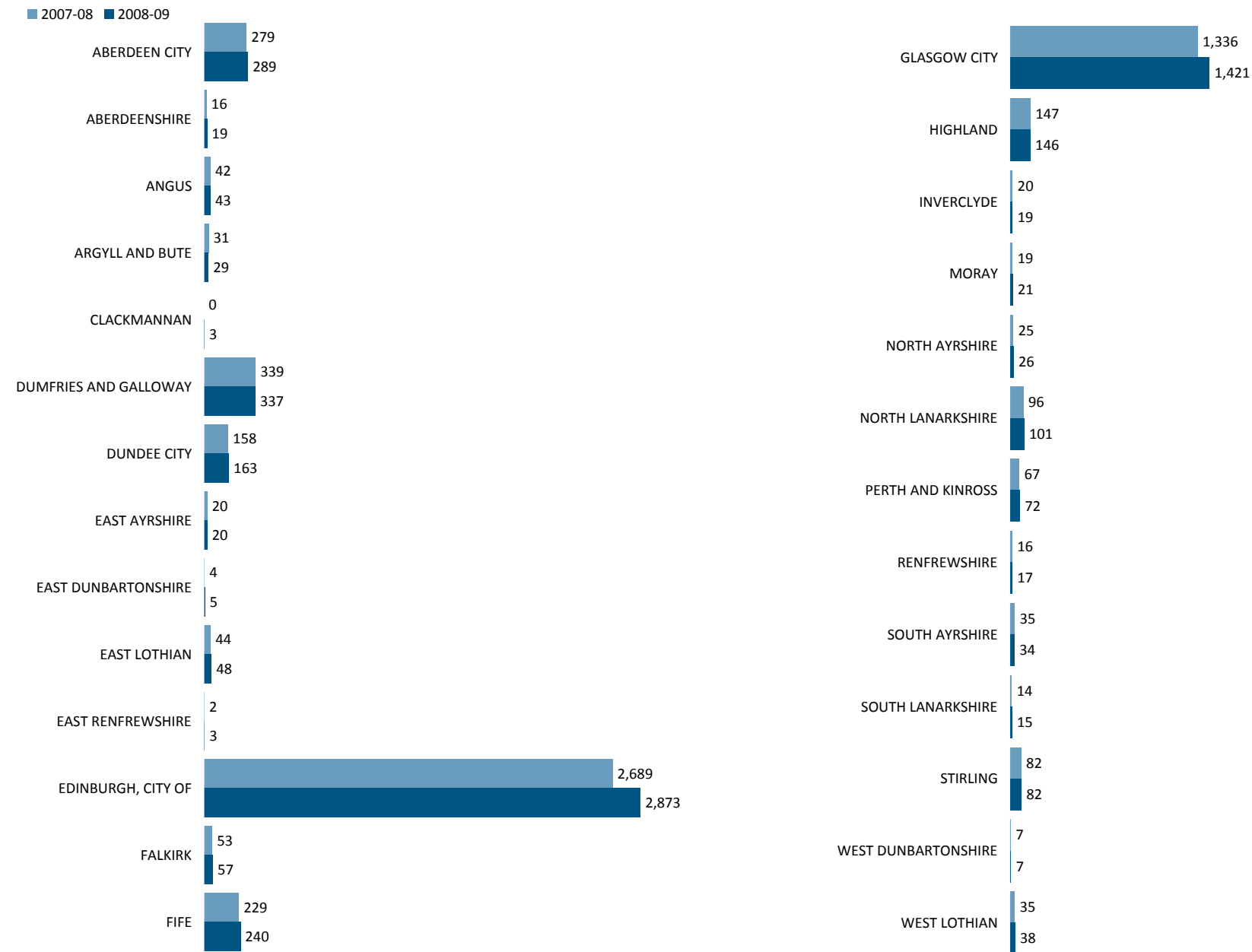
Journeys (thousands) 1995-96 to 2008-09 by District/Unitary Authority

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
ABERDEEN CITY	278	258	269	257	246	234	261	245	252	239	256	280	279	289	3.3
ABERDEENSHIRE	15	15	15	15	15	14	15	14	15	14	15	15	16	19	17.2
ANGUS	52	53	55	56	57	47	48	41	39	39	38	38	42	43	1.5
ARGYLL AND BUTE	30	30	30	29	28	24	22	19	22	22	22	29	31	29	-5.4
CLACKMANNAN	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-
DUMFRIES AND GALLOWAY	143	131	144	207	237	267	276	280	296	321	341	330	339	337	-0.7
DUNDEE CITY	169	163	169	176	173	149	155	151	150	146	145	148	158	163	2.9
EAST AYRSHIRE	27	24	24	24	25	24	22	22	22	22	22	21	20	20	-0.9
EAST DUNBARTONSHIRE	3	4	-80	3	2	2	2	2	2	3	3	4	4	5	31.9
EAST LoTHIAN	23	25	25	29	31	28	30	31	33	33	33	37	44	48	10.0
EAST RENFREWSHIRE	3	3	3	2	3	2	2	2	2	2	2	2	2	3	19.8
EDINBURGH, CITY OF	1,776	1,825	1,974	2,203	2,372	2,149	2,348	2,152	2,252	2,193	2,394	2,555	2,689	2,873	6.8
FALKIRK	30	30	31	32	31	28	24	23	25	25	25	50	53	57	7.4
FIFE	235	222	228	234	230	203	202	196	199	208	208	217	229	240	4.4
GLASGOW CITY	386	360	353	358	339	243	62	61	65	59	52	1,288	1,336	1,421	6.4
HIGHLAND	175	164	157	176	177	154	161	145	143	136	143	139	147	146	-0.5
INVERCLYDE	32	31	31	30	27	23	18	19	21	21	21	21	20	19	-1.0
MORAY	31	29	28	30	30	27	26	25	25	23	22	21	19	21	8.7
NORTH AYRSHIRE	43	41	40	39	36	31	25	24	25	26	25	26	25	26	3.5
NORTH LANARKSHIRE	84	87	96	102	110	98	100	93	93	87	89	95	96	101	5.1
PERTH AND KINROSS	70	68	70	73	72	61	63	57	60	59	59	63	67	72	6.3
RENFREWSHIRE	29	26	25	24	23	19	14	14	16	16	16	16	16	17	6.0
SOUTH AYRSHIRE	66	70	58	53	43	38	35	33	32	35	35	36	35	34	-2.0
SOUTH LANARKSHIRE	17	17	17	17	15	13	11	10	11	12	11	12	14	15	12.7
STIRLING	78	74	77	80	80	70	64	62	66	67	72	75	82	82	0.9
WEST DUNBARTONSHIRE	10	11	10	9	9	7	5	5	6	6	6	7	7	7	6.1
WEST LoTHIAN	28	31	32	34	35	30	26	25	26	27	30	32	35	38	6.9
SCOTLAND OTHER	733	743	822	897	1,031	987	1,265	1,110	1,115	1,044	1,129	0	0	0	-
<b>Scotland Total</b>	<b>4,567</b>	<b>4,536</b>	<b>4,702</b>	<b>5,189</b>	<b>5,477</b>	<b>4,973</b>	<b>5,280</b>	<b>4,862</b>	<b>5,015</b>	<b>4,887</b>	<b>5,216</b>	<b>5,558</b>	<b>5,807</b>	<b>6,129</b>	<b>5.5</b>



# Chart 7.7c Scotland passenger journeys to/from other GOR

Journeys (thousands) 2007-08 and 2008-09 by District/Unitary Authority



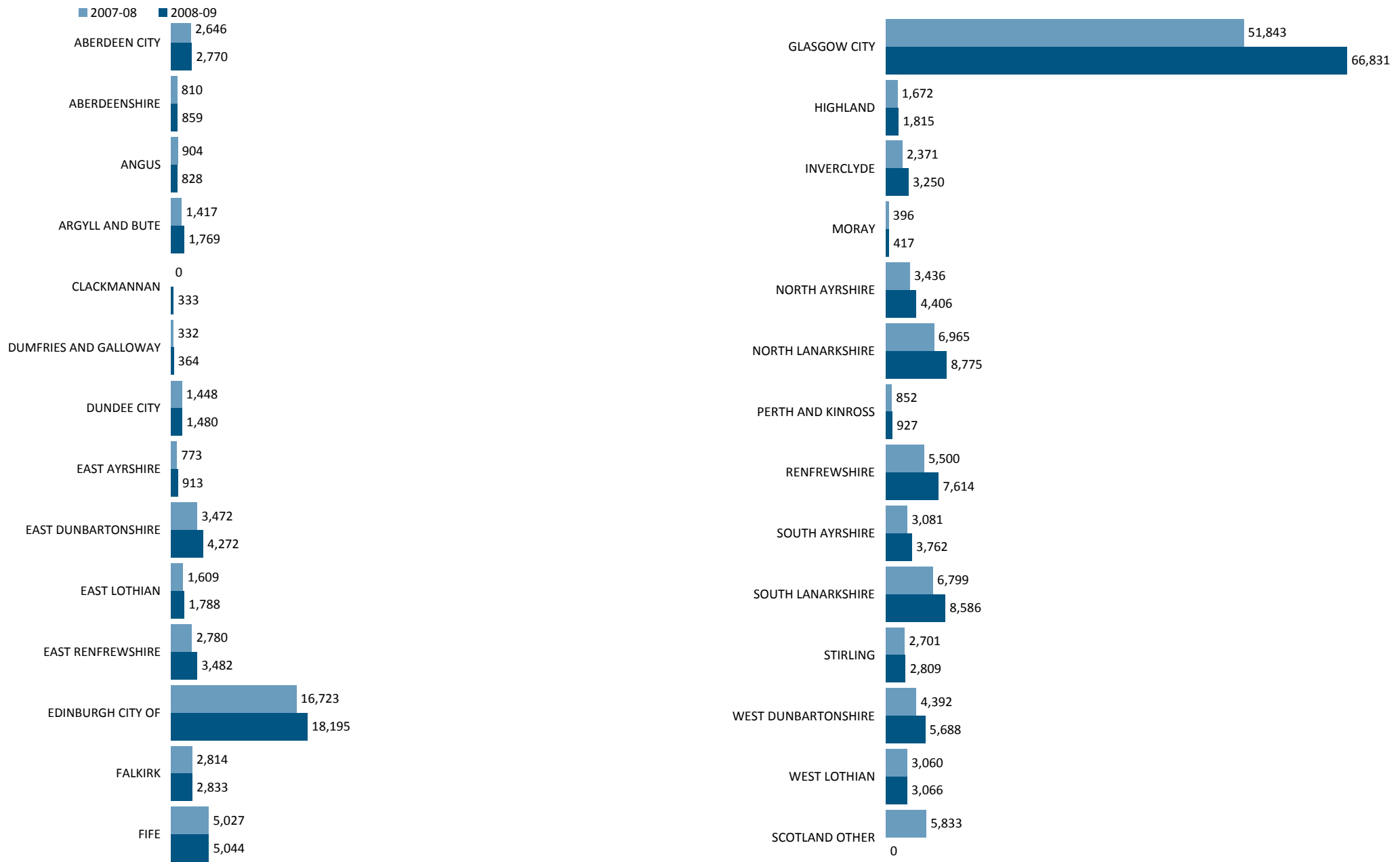
# Table 7.7d Scotland passenger journeys within GOR

Start/End points (thousands) on journeys within GOR 1995-96 to 2008-09

To/From/Within															2008-09 on
	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2007-08
ABERDEEN CITY	1,315	1,352	1,500	1,593	1,618	1,652	1,788	1,755	1,870	1,963	2,187	2,401	2,646	2,770	4.7
ABERDEENSHIRE	370	371	416	438	462	478	515	520	574	620	688	740	810	859	6.0
ANGUS	388	402	448	448	525	500	535	563	614	710	774	778	904	828	-8.3
ARGYLL AND BUTE	908	886	892	882	911	938	859	841	953	991	1,070	1,405	1,417	1,769	24.8
CLACKMANNAN	-	-	-	-	-	-	-	-	-	-	-	-	-	333	-
DUMFRIES AND GALLOWAY	177	159	160	194	223	219	236	264	296	320	342	330	332	364	9.6
DUNDEE CITY	746	735	794	818	853	903	973	1,058	1,173	1,296	1,375	1,348	1,448	1,480	2.2
EAST AYRSHIRE	586	562	585	632	702	741	755	746	750	824	820	803	773	913	18.2
EAST DUNBARTONSHIRE	2,542	2,634	2,980	2,965	2,998	2,832	2,583	2,335	2,533	2,902	3,223	3,354	3,472	4,272	23.0
EAST Lothian	815	812	877	936	1,000	1,045	1,025	1,061	1,130	1,185	1,300	1,367	1,609	1,788	11.1
EAST RENFREWSHIRE	2,447	2,543	2,571	2,618	2,662	2,630	2,457	2,334	2,410	2,461	2,637	2,762	2,780	3,482	25.2
EDINBURGH CITY OF	8,349	8,210	9,080	10,036	11,128	11,627	11,584	12,259	13,204	14,945	15,426	15,899	16,723	18,195	8.8
FALKIRK	1,197	1,200	1,297	1,342	1,421	1,430	1,431	1,437	1,591	1,902	2,022	2,694	2,814	2,833	0.7
FIFE	2,362	2,253	2,513	2,861	3,202	3,541	3,511	3,578	3,820	4,494	4,639	4,862	5,027	5,044	0.3
GLASGOW CITY	16,075	16,628	18,132	18,349	19,088	18,927	17,111	16,054	19,154	21,021	23,574	49,819	51,843	66,831	28.9
HIGHLAND	927	945	953	1,013	1,072	1,074	1,112	1,219	1,371	1,391	1,468	1,558	1,672	1,815	8.6
INVERCLYDE	1,738	1,752	1,821	1,781	1,976	1,886	1,845	1,871	1,992	2,141	2,308	2,322	2,371	3,250	37.1
MORAY	229	227	232	243	257	268	297	301	332	364	393	384	396	417	5.3
NORTH AYRSHIRE	2,814	2,807	2,823	2,769	2,868	2,821	2,773	2,902	2,910	3,106	3,353	3,462	3,436	4,406	28.2
NORTH LANARKSHIRE	4,307	4,395	4,590	4,746	4,928	5,099	4,935	4,794	5,210	5,759	6,423	6,833	6,965	8,775	26.0
PERTH AND KINROSS	441	456	491	504	553	557	589	617	686	732	793	788	852	927	8.8
RENFREWSHIRE	4,732	4,715	4,825	4,738	4,738	4,576	4,236	4,215	4,432	4,726	5,190	5,405	5,500	7,614	38.4
SOUTH AYRSHIRE	2,123	2,169	2,266	2,255	2,300	2,175	2,079	2,144	2,149	2,364	2,554	2,651	3,081	3,762	22.1
SOUTH LANARKSHIRE	3,692	4,085	4,479	4,598	4,591	4,473	4,186	4,084	4,444	5,025	5,835	6,419	6,799	8,586	26.3
STIRLING	1,496	1,432	1,539	1,641	1,770	1,822	1,827	1,833	1,974	2,185	2,469	2,521	2,701	2,809	4.0
WEST DUNBARTONSHIRE	4,115	4,154	4,385	4,501	4,506	4,209	3,870	3,592	3,692	3,838	4,367	4,309	4,392	5,688	29.5
WEST Lothian	1,863	1,776	1,977	2,212	2,474	2,509	2,488	2,555	2,700	2,916	2,999	3,029	3,060	3,066	0.2
SCOTLAND OTHER	22,000	22,771	24,085	24,615	25,447	25,662	25,145	24,946	24,796	27,423	29,999	5,755	5,833	0	-
<b>Scotland Total</b>	<b>88,753</b>	<b>90,432</b>	<b>96,710</b>	<b>99,730</b>	<b>104,274</b>	<b>104,593</b>	<b>100,744</b>	<b>99,876</b>	<b>106,759</b>	<b>117,605</b>	<b>128,229</b>	<b>133,996</b>	<b>139,656</b>	<b>162,876</b>	<b>16.6</b>

# Chart 7.7d Scotland passenger journeys within GOR

Start/End points (thousands) 2007-08 and 2008-09 by District/Unitary Authority



## 7.8 South East

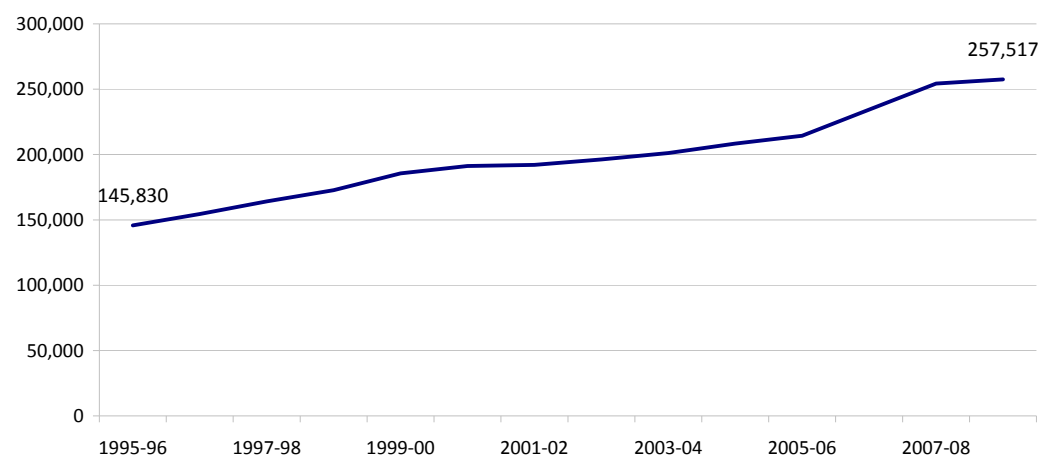
### Table 7.8a South East passenger journeys

All journeys (thousands) 1995-96 to 2008-09

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
To/from other GOR	101,054	108,729	117,197	123,068	131,253	136,117	135,865	138,828	141,189	146,200	149,573	166,137	179,467	180,900
Within GOR	44,776	45,786	47,009	49,619	54,327	55,062	56,205	57,357	59,963	62,136	64,801	68,200	74,806	76,617
<b>Total journeys</b>	<b>145,830</b>	<b>154,515</b>	<b>164,206</b>	<b>172,687</b>	<b>185,580</b>	<b>191,180</b>	<b>192,069</b>	<b>196,185</b>	<b>201,153</b>	<b>208,336</b>	<b>214,374</b>	<b>234,337</b>	<b>254,274</b>	<b>257,517</b>

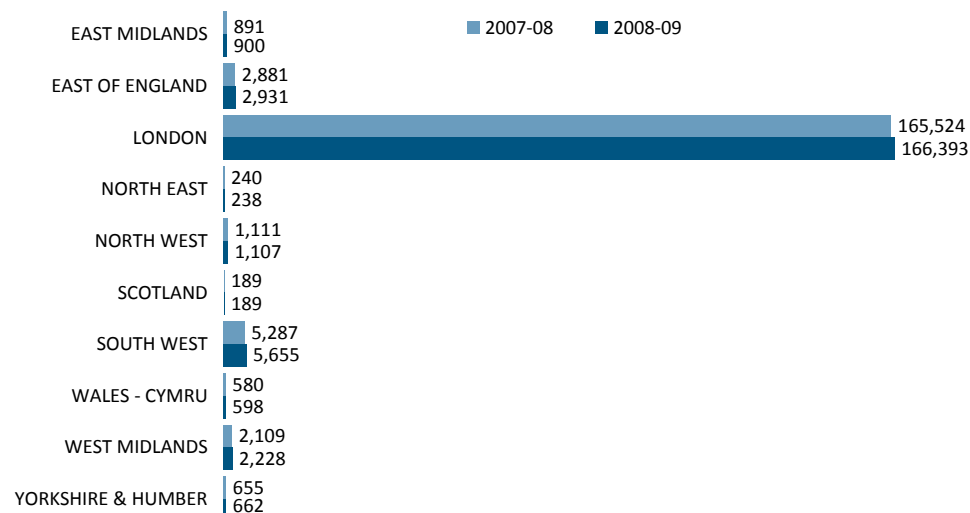
### Chart 7.8a South East passenger journeys

Journeys (thousands) to/from/within GOR 1995-96 to 2008-09



### Chart 7.8b South East passenger journeys

Journeys (thousands) to/from other GOR 2007-08 and 2008-09



### Table 7.8b South East passenger journeys

Journeys (thousands) to/from other GOR 1995-96 to 2008-09

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
EAST MIDLANDS	614	619	673	717	779	745	777	792	809	809	823	867	891	900	1.0
EAST OF ENGLAND	1,819	1,910	2,074	2,151	2,340	2,364	2,443	2,439	2,482	2,439	2,534	2,822	2,881	2,931	1.7
LONDON	91,914	99,163	106,974	112,401	120,066	124,979	124,422	127,084	129,043	134,112	137,104	152,750	165,524	166,393	0.5
NORTH EAST	224	232	245	253	251	219	221	219	236	230	209	220	240	238	-0.9
NORTH WEST	920	946	986	1,038	1,054	951	977	972	965	895	971	1,057	1,111	1,107	-0.4
SCOTLAND	322	293	287	285	281	247	234	196	190	165	162	181	189	189	-0.3
SOUTH WEST	3,180	3,402	3,652	3,738	3,932	4,124	4,225	4,453	4,610	4,618	4,770	5,042	5,287	5,655	7.0
WALES - CYMRU	465	477	492	506	514	505	518	534	557	549	565	576	580	598	3.1
WEST MIDLANDS	1,126	1,197	1,299	1,434	1,477	1,477	1,546	1,619	1,730	1,789	1,843	1,998	2,109	2,228	5.6
YORKSHIRE & HUMBER	471	490	514	544	559	507	502	519	567	594	592	624	655	662	1.1
<b>South East Total</b>	<b>101,054</b>	<b>108,729</b>	<b>117,197</b>	<b>123,068</b>	<b>131,253</b>	<b>136,117</b>	<b>135,865</b>	<b>138,828</b>	<b>141,189</b>	<b>146,200</b>	<b>149,573</b>	<b>166,137</b>	<b>179,467</b>	<b>180,900</b>	<b>0.8</b>

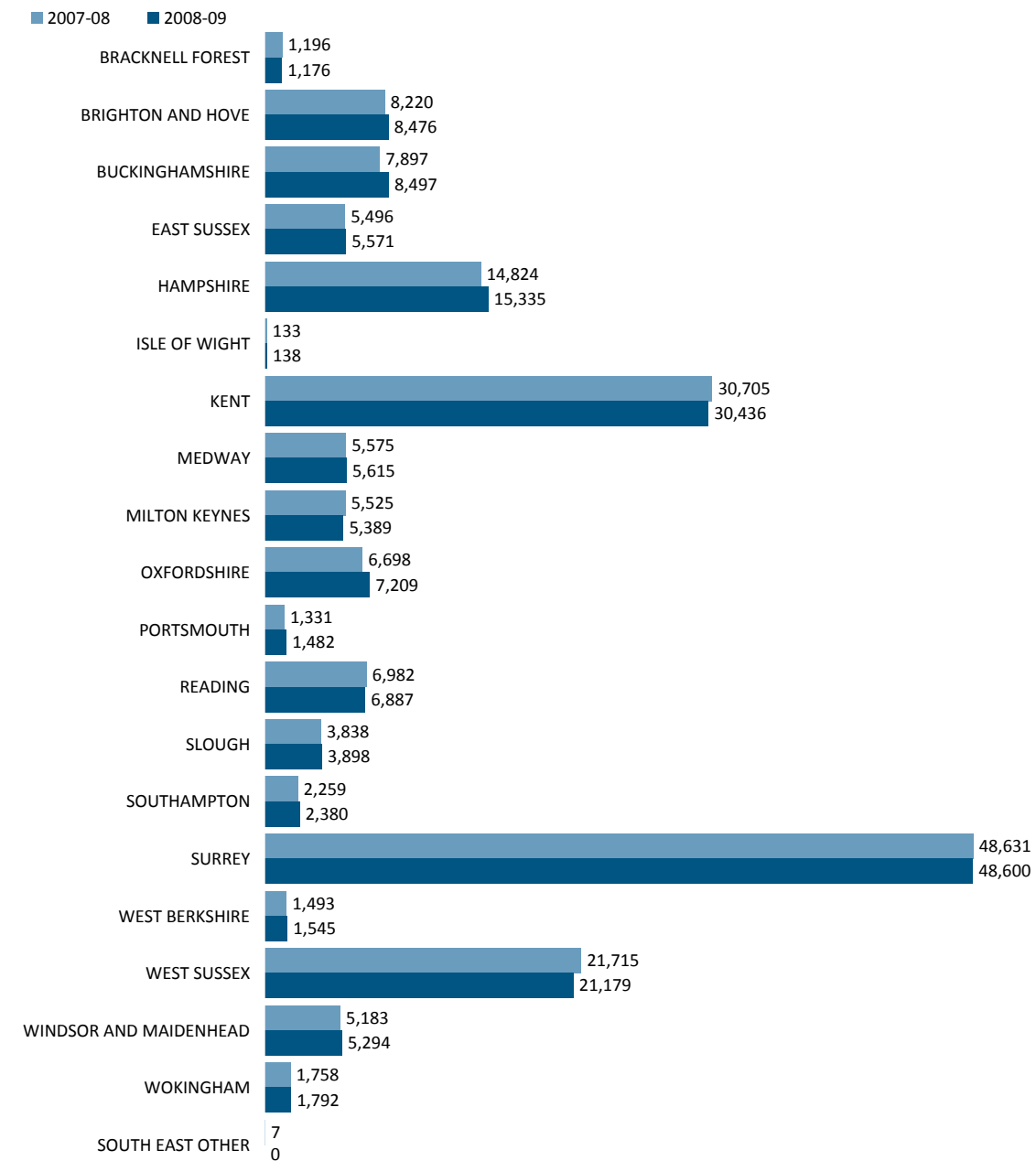
## Table 7.8c South East passenger journeys to/from other GOR

Journeys (thousands) 1995-96 to 2008-09 by District/Unitary Authority

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on
															2007-08
BRACKNELL FOREST	712	765	839	900	985	1,036	936	934	976	1,041	1,083	1,142	1,196	1,176	-1.6
BRIGHTON AND HOVE	4,087	4,396	4,858	5,168	5,766	5,963	6,423	6,626	6,866	6,962	7,385	8,134	8,220	8,476	3.1
BUCKINGHAMSHIRE	3,811	4,192	4,803	5,175	5,596	6,093	5,974	6,042	6,217	6,483	6,127	6,797	7,897	8,497	7.6
EAST SUSSEX	3,280	3,536	3,763	3,410	4,112	4,087	4,165	4,289	4,319	4,477	4,676	5,168	5,496	5,571	1.4
HAMPSHIRE	8,377	8,986	9,509	10,137	10,740	11,302	11,078	11,369	11,875	11,684	11,684	13,961	14,824	15,335	3.4
ISLE OF WIGHT	138	132	131	138	147	142	143	143	148	150	137	132	133	138	3.7
KENT	17,629	19,002	20,342	21,026	22,200	22,672	23,163	23,984	24,567	25,338	25,719	28,566	30,705	30,436	-0.9
MEDWAY	3,367	3,782	4,056	4,227	4,469	4,546	4,685	4,862	4,713	4,649	4,801	5,168	5,575	5,615	0.7
MILTON KEYNES	3,309	3,438	3,828	4,131	4,495	4,384	4,526	4,562	4,653	4,503	4,853	5,314	5,525	5,389	-2.5
OXFORDSHIRE	3,441	3,662	4,087	4,396	4,667	4,839	4,912	5,105	5,274	5,589	5,599	6,289	6,698	7,209	7.6
PORTSMOUTH	603	639	658	681	704	735	715	746	796	789	583	1,265	1,331	1,482	11.4
READING	2,196	2,331	2,701	2,787	3,028	3,470	3,256	2,910	2,868	2,920	3,696	6,721	6,982	6,887	-1.4
SLOUGH	2,054	2,186	2,360	2,595	2,927	3,222	3,172	3,078	3,120	3,277	3,356	3,622	3,838	3,898	1.6
SOUTHAMPTON	1,419	1,460	1,530	1,612	1,711	1,790	1,837	1,932	1,961	1,950	1,983	2,079	2,259	2,380	5.3
SURREY	26,656	28,373	30,172	32,102	34,004	35,266	34,349	34,884	36,377	37,829	38,580	43,950	48,631	48,600	-0.1
WEST BERKSHIRE	778	856	926	956	1,041	1,096	1,098	1,149	1,156	1,232	1,315	1,430	1,493	1,545	3.5
WEST SUSSEX	12,203	13,340	14,520	15,124	15,684	16,035	15,858	16,051	14,982	15,748	16,174	19,871	21,715	21,179	-2.5
WINDSOR AND MAIDENHEAD	2,914	3,188	3,470	3,697	3,891	4,145	4,018	4,082	4,139	4,373	4,388	4,878	5,183	5,294	2.1
WOKINGHAM	1,001	1,106	1,174	1,202	1,296	1,395	1,311	1,328	1,378	1,471	1,518	1,644	1,758	1,792	1.9
SOUTH EAST OTHER	3,077	3,358	3,470	3,604	3,792	3,899	4,244	4,751	4,805	5,735	5,915	7	7	0	-
<b>South East Total</b>	<b>101,054</b>	<b>108,729</b>	<b>117,197</b>	<b>123,068</b>	<b>131,253</b>	<b>136,117</b>	<b>135,865</b>	<b>138,828</b>	<b>141,189</b>	<b>146,200</b>	<b>149,573</b>	<b>166,137</b>	<b>179,467</b>	<b>180,900</b>	<b>0.8</b>

# Chart 7.8c South East passenger journeys to/from other GOR

Journeys (thousands) 2007-08 and 2008-09 by District/Unitary Authority



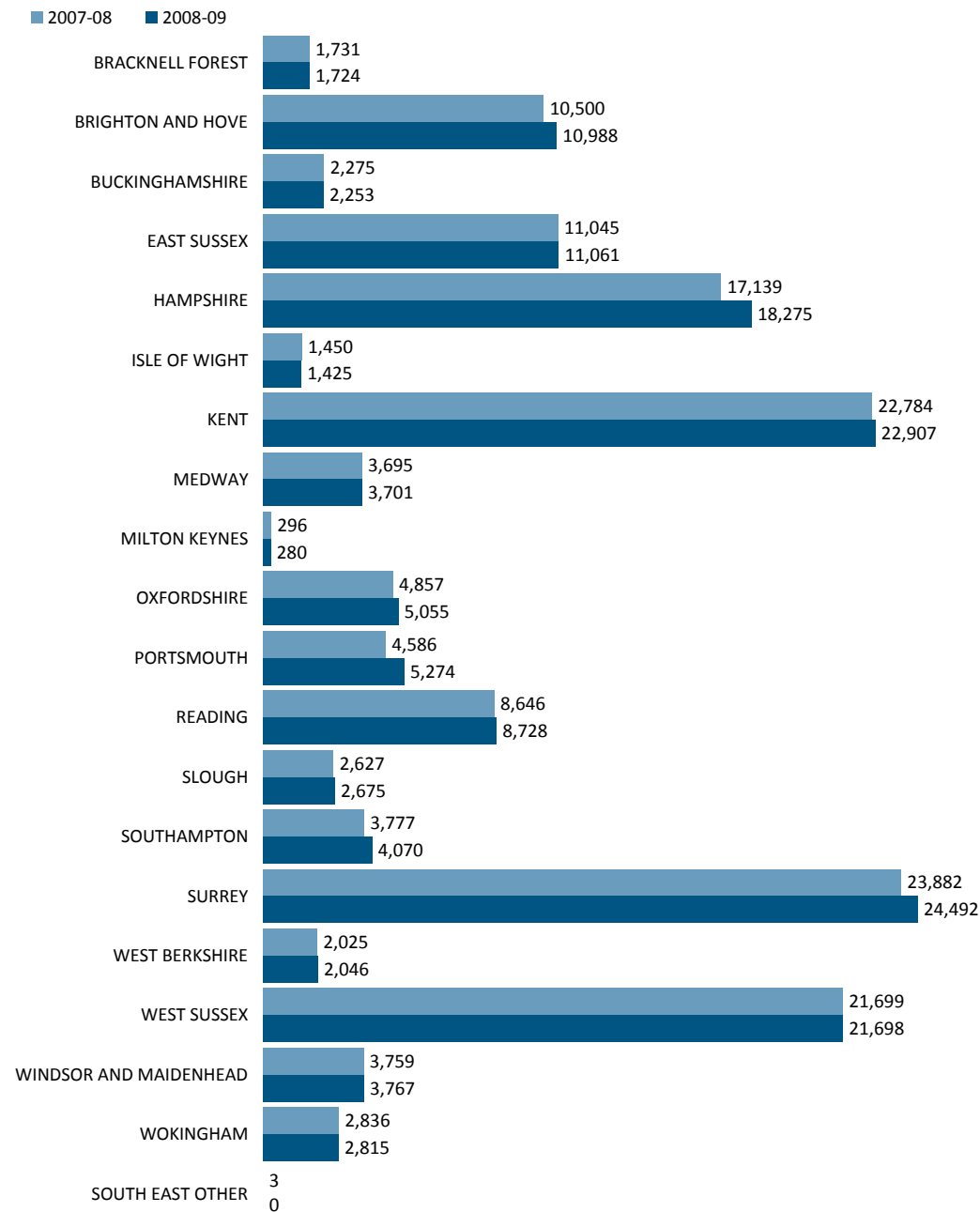
## Table 7.8d South East passenger journeys within GOR

Start/End points (thousands) on journeys within GOR 1995-96 to 2008-09

To/From/Within	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
BRACKNELL FOREST	1,213	1,248	1,230	1,265	1,497	1,575	1,461	1,449	1,489	1,539	1,551	1,650	1,731	1,724	-0.4
BRIGHTON AND HOVE	5,600	5,807	5,906	6,639	6,788	6,773	7,436	7,519	7,823	8,399	8,878	9,560	10,500	10,988	4.6
BUCKINGHAMSHIRE	1,578	1,689	1,733	1,816	1,965	2,073	2,070	2,037	2,197	2,318	2,159	2,238	2,275	2,253	-1.0
EAST SUSSEX	5,343	5,709	5,774	6,565	6,899	7,040	7,851	8,075	8,555	9,282	9,756	10,201	11,045	11,061	0.1
HAMPSHIRE	8,855	9,067	9,481	9,906	10,616	11,319	11,352	11,855	12,811	13,487	14,212	15,794	17,139	18,275	6.6
ISLE OF WIGHT	1,013	1,073	1,085	1,085	1,166	1,195	1,240	1,275	1,297	1,318	1,358	1,477	1,450	1,425	-1.7
KENT	13,851	13,633	13,598	14,198	15,090	15,127	15,080	14,847	15,683	15,968	17,256	21,177	22,784	22,907	0.5
MEDWAY	2,951	2,869	2,748	3,319	3,644	3,353	3,144	3,153	3,090	3,163	3,343	3,519	3,695	3,701	0.2
MILTON KEYNES	224	233	266	279	329	298	331	299	294	276	297	303	296	280	-5.4
OXFORDSHIRE	2,859	3,084	3,260	3,401	3,707	3,790	3,816	3,971	4,075	4,252	4,307	4,476	4,857	5,055	4.1
PORTSMOUTH	1,600	1,655	1,827	1,834	1,991	2,146	2,265	2,360	2,510	2,636	2,431	4,405	4,586	5,274	15.0
READING	935	1,231	1,645	1,705	1,901	2,391	2,477	2,575	2,609	2,731	3,047	8,196	8,646	8,728	0.9
SLOUGH	1,693	1,702	1,783	2,081	2,485	2,648	2,667	2,690	2,585	2,476	2,358	2,456	2,627	2,675	1.8
SOUTHAMPTON	1,797	1,895	2,064	2,169	2,351	2,670	2,729	2,844	3,052	3,175	3,341	3,514	3,777	4,070	7.8
SURREY	13,496	13,413	13,957	14,155	16,621	15,302	14,856	15,030	16,231	16,435	16,921	18,644	23,882	24,492	2.6
WEST BERKSHIRE	1,187	1,325	1,404	1,443	1,666	1,824	1,843	1,842	1,882	1,910	1,962	1,971	2,025	2,046	1.0
WEST SUSSEX	12,696	13,157	13,527	13,996	15,358	14,871	15,825	16,808	17,633	18,175	19,086	20,573	21,699	21,698	0.0
WINDSOR AND MAIDENHEAD	2,423	2,503	2,586	2,740	3,111	3,332	3,294	3,364	3,279	3,343	3,382	3,587	3,759	3,767	0.2
WOKINGHAM	1,953	1,989	1,998	1,958	2,195	2,504	2,385	2,313	2,350	2,414	2,503	2,657	2,836	2,815	-0.8
SOUTH EAST OTHER	8,286	8,288	8,146	8,686	9,275	9,892	10,286	10,406	10,484	10,977	11,454	4	3	0	-
<b>South East Total</b>	<b>89,552</b>	<b>91,571</b>	<b>94,018</b>	<b>99,238</b>	<b>108,653</b>	<b>110,125</b>	<b>112,409</b>	<b>114,713</b>	<b>119,926</b>	<b>124,272</b>	<b>129,603</b>	<b>136,400</b>	<b>149,613</b>	<b>153,233</b>	<b>2.4</b>

# Chart 7.8d South East passenger journeys within GOR

Start/End points (thousands) 2007-08 and 2008-09 by District/Unitary Authority





# 7.9 South West

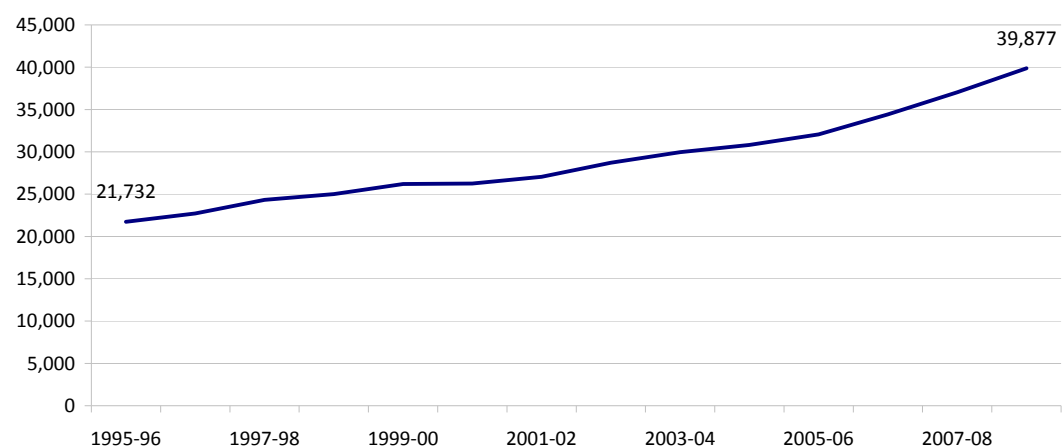
## Table 7.9a South West passenger journeys

All journeys (thousands) 1995-96 to 2008-09

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
To/from other GOR	12,677	13,214	14,289	15,014	15,672	15,893	16,270	17,093	17,614	17,840	18,361	19,486	20,645	21,756
Within GOR	9,054	9,503	10,045	9,992	10,518	10,367	10,782	11,620	12,355	12,965	13,709	14,949	16,384	18,122
<b>Total journeys</b>	<b>21,732</b>	<b>22,717</b>	<b>24,335</b>	<b>25,005</b>	<b>26,189</b>	<b>26,260</b>	<b>27,052</b>	<b>28,712</b>	<b>29,969</b>	<b>30,804</b>	<b>32,070</b>	<b>34,435</b>	<b>37,029</b>	<b>39,877</b>

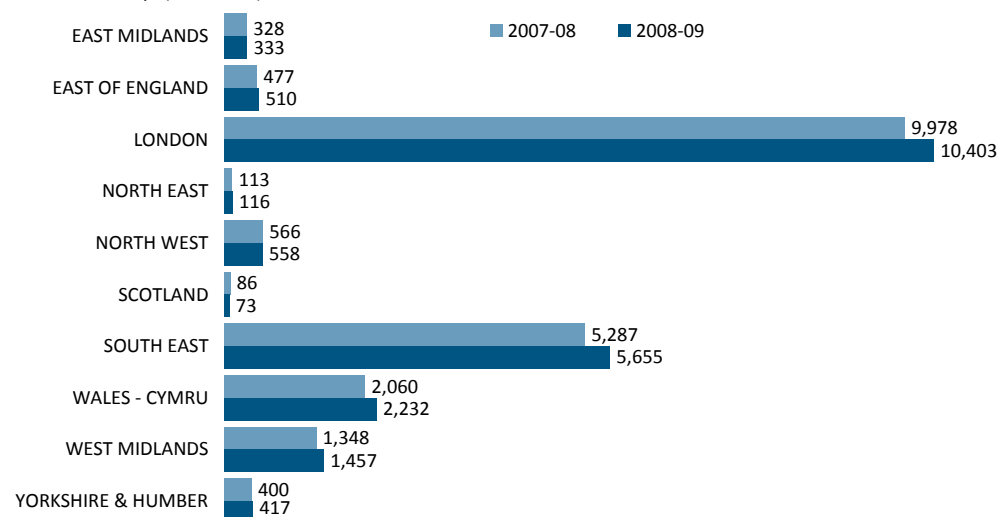
## Chart 7.9a South West passenger journeys

Journeys (thousands) to/from/within GOR 1995-96 to 2008-09



## Chart 7.9b South West passenger journeys

Journeys (thousands) to/from other GOR 2007-08 and 2008-09



## Table 7.9b South West passenger journeys

Journeys (thousands) to/from other GOR 1995-96 to 2008-09

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
EAST MIDLANDS	241	250	266	278	289	273	293	301	313	301	307	317	328	333	1.5
EAST OF ENGLAND	339	353	375	399	413	404	404	418	422	418	417	457	477	510	6.8
LONDON	5,910	6,090	6,703	7,222	7,520	7,671	7,616	8,071	8,295	8,523	8,751	9,313	9,978	10,403	4.3
NORTH EAST	150	156	161	171	182	166	184	172	149	115	108	105	113	116	2.8
NORTH WEST	471	474	515	544	585	553	594	573	559	519	523	539	566	558	-1.3
SCOTLAND	185	179	181	174	189	171	170	128	115	92	85	84	86	73	-15.4
SOUTH EAST	3,180	3,402	3,652	3,738	3,932	4,124	4,225	4,453	4,610	4,618	4,770	5,042	5,287	5,655	7.0
WALES - CYMRU	1,150	1,204	1,236	1,203	1,250	1,261	1,389	1,533	1,643	1,724	1,818	1,975	2,060	2,232	8.3
WEST MIDLANDS	718	766	839	903	915	908	1,012	1,061	1,110	1,144	1,207	1,277	1,348	1,457	8.1
YORKSHIRE & HUMBER	333	340	362	381	398	362	383	382	400	385	375	376	400	417	4.3
<b>South West Total</b>	<b>12,677</b>	<b>13,214</b>	<b>14,289</b>	<b>15,014</b>	<b>15,672</b>	<b>15,893</b>	<b>16,270</b>	<b>17,093</b>	<b>17,614</b>	<b>17,840</b>	<b>18,361</b>	<b>19,486</b>	<b>20,645</b>	<b>21,756</b>	<b>5.4</b>

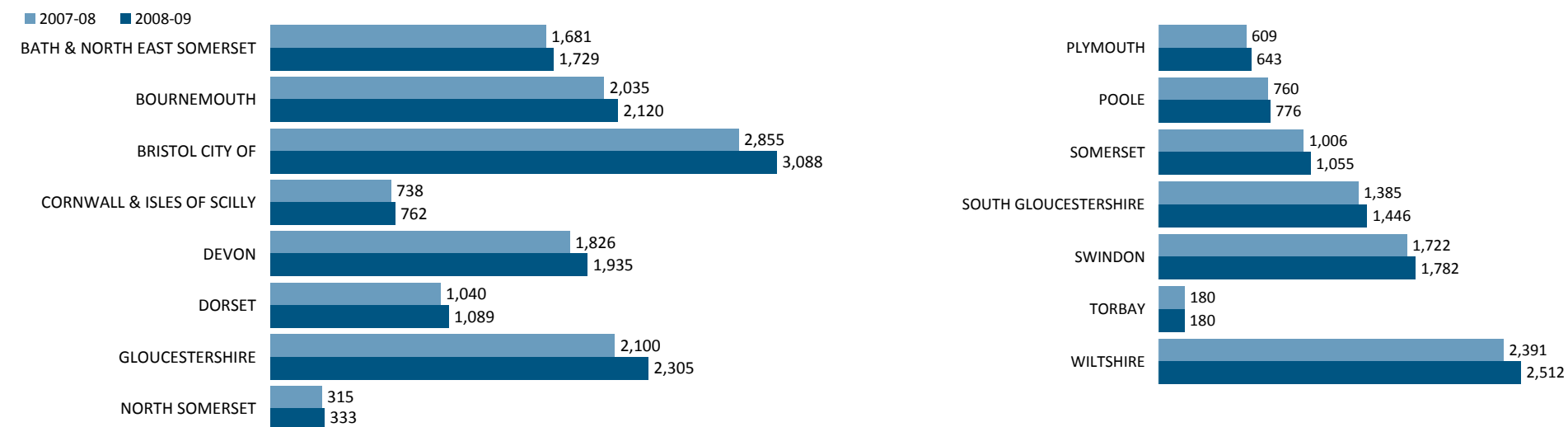
## Table 7.9c South West passenger journeys to/from other GOR

Journeys (thousands) 1995-96 to 2008-09 by District/Unitary Authority

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
BATH & NORTH EAST SOMERSET	990	1,029	1,119	1,176	1,234	1,289	1,302	1,364	1,396	1,421	1,468	1,585	1,681	1,729	2.8
BOURNEMOUTH	1,196	1,283	1,373	1,445	1,572	1,635	1,695	1,762	1,839	1,748	1,745	1,937	2,035	2,120	4.2
BRISTOL CITY OF	1,590	1,684	1,820	1,950	2,006	2,117	2,261	2,404	2,450	2,473	2,613	2,723	2,855	3,088	8.2
CORNWALL & ISLES OF SCILLY	593	618	653	699	726	661	694	696	684	661	654	700	738	762	3.3
DEVON	1,193	1,251	1,348	1,442	1,499	1,438	1,503	1,570	1,610	1,600	1,630	1,721	1,826	1,935	6.0
DORSET	792	811	855	846	833	846	818	838	903	890	881	1,013	1,040	1,089	4.8
GLOUCESTERSHIRE	1,196	1,273	1,388	1,446	1,502	1,471	1,528	1,635	1,695	1,794	1,880	2,014	2,100	2,305	9.8
NORTH SOMERSET	180	185	197	208	218	222	227	239	254	260	277	298	315	333	5.8
PLYMOUTH	513	516	541	577	594	533	562	570	573	560	562	582	609	643	5.5
POOLE	463	357	505	514	553	592	579	593	639	637	644	693	760	776	2.1
SOMERSET	638	645	697	744	778	775	743	802	829	857	888	900	1,006	1,055	4.9
SOUTH GLOUCESTERSHIRE	712	791	811	834	873	900	953	1,027	1,079	1,117	1,207	1,296	1,385	1,446	4.4
SWINDON	1,019	1,070	1,154	1,211	1,242	1,313	1,258	1,320	1,348	1,412	1,454	1,561	1,722	1,782	3.5
TORBAY	197	196	212	210	214	196	203	197	189	175	168	173	180	180	-0.2
WILTSHIRE	1,364	1,458	1,571	1,662	1,773	1,850	1,889	2,019	2,068	2,173	2,224	2,291	2,391	2,512	5.0
SOUTH WEST OTHER	42	46	46	50	53	55	56	55	59	62	65	0	0	0	-
<b>South West Total</b>	<b>12,677</b>	<b>13,214</b>	<b>14,289</b>	<b>15,014</b>	<b>15,672</b>	<b>15,893</b>	<b>16,270</b>	<b>17,093</b>	<b>17,614</b>	<b>17,840</b>	<b>18,361</b>	<b>19,486</b>	<b>20,645</b>	<b>21,756</b>	<b>5.4</b>

## Chart 7.9c South West passenger journeys to/from other GOR

Journeys (thousands) 2007-08 and 2008-09 by District/Unitary Authority



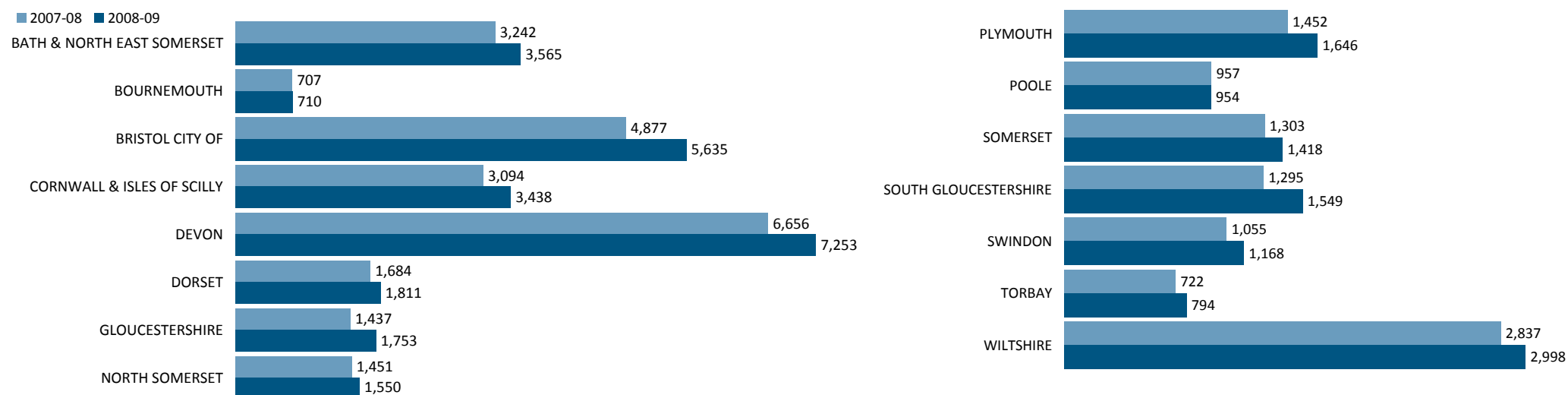
## Table 7.9d South West passenger journeys within GOR

Start/End points (thousands) on journeys within GOR 1995-96 to 2008-09

To/From/Within	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
BATH & NORTH EAST SOMERSET	1,488	1,666	1,778	1,809	1,931	1,964	2,074	2,250	2,459	2,625	2,781	3,047	3,242	3,565	10.0
BOURNEMOUTH	499	525	557	565	540	532	504	522	641	684	639	641	707	710	0.4
BRISTOL CITY OF	1,949	2,080	2,275	2,349	2,420	2,505	2,922	3,348	3,452	3,686	4,052	4,513	4,877	5,635	15.5
CORNWALL & ISLES OF SCILLY	1,943	1,902	1,968	2,015	2,222	2,017	2,169	2,295	2,471	2,628	2,678	2,855	3,094	3,438	11.1
DEVON	4,208	4,255	4,460	4,361	4,740	4,610	4,501	4,885	5,065	5,128	5,366	6,041	6,656	7,253	9.0
DORSET	1,245	1,263	1,270	1,179	1,175	1,168	1,181	1,145	1,244	1,256	1,293	1,499	1,684	1,811	7.5
GLOUCESTERSHIRE	698	726	831	810	843	811	765	814	850	976	1,104	1,232	1,437	1,753	22.1
NORTH SOMERSET	681	745	809	804	864	846	936	1,002	1,099	1,144	1,221	1,291	1,451	1,550	6.9
PLYMOUTH	791	770	812	817	837	804	876	900	931	993	1,103	1,303	1,452	1,646	13.4
POOLE	674	714	776	762	742	720	654	649	782	816	773	820	957	954	-0.2
SOMERSET	622	649	690	710	756	744	796	843	902	992	1,078	1,139	1,303	1,418	8.8
SOUTH GLOUCESTERSHIRE	276	606	694	682	684	668	715	828	871	896	1,066	1,184	1,295	1,549	19.6
SWINDON	609	642	702	694	707	749	753	797	817	845	886	955	1,055	1,168	10.7
TORBAY	469	466	465	460	504	473	492	561	605	623	611	647	722	794	9.9
WILTSHIRE	1,666	1,723	1,779	1,799	1,920	1,977	2,071	2,244	2,377	2,492	2,612	2,732	2,837	2,998	5.7
SOUTH WEST OTHER	291	276	225	167	148	146	156	156	144	146	156	0	0	0	-
<b>South West Total</b>	<b>18,109</b>	<b>19,007</b>	<b>20,091</b>	<b>19,983</b>	<b>21,035</b>	<b>20,735</b>	<b>21,563</b>	<b>23,240</b>	<b>24,710</b>	<b>25,929</b>	<b>27,417</b>	<b>29,898</b>	<b>32,768</b>	<b>36,243</b>	<b>10.6</b>

## Chart 7.9d South West passenger journeys within GOR

Start/End points (thousands) 2007-08 and 2008-09 by District/Unitary Authority



# 7.10 Wales - Cymru

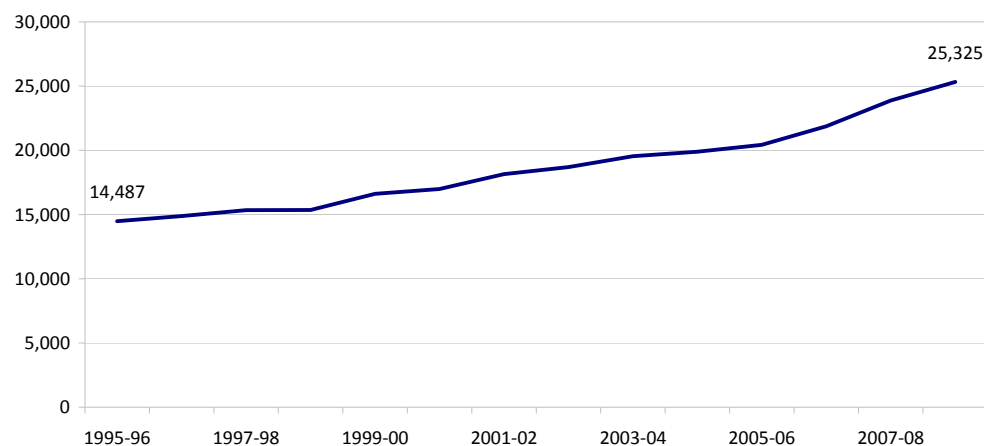
## Table 7.10 Wales - Cymru passenger journeys

All journeys (thousands) 1995-96 to 2008-09

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
To/from other GOR	5,097	5,329	5,600	5,687	5,843	5,790	6,037	6,263	6,675	6,734	6,937	7,279	7,645	7,940
Within GOR	9,390	9,553	9,747	9,674	10,766	11,203	12,104	12,426	12,863	13,156	13,491	14,596	16,236	17,385
<b>Total journeys</b>	<b>14,487</b>	<b>14,882</b>	<b>15,347</b>	<b>15,360</b>	<b>16,609</b>	<b>16,994</b>	<b>18,141</b>	<b>18,689</b>	<b>19,538</b>	<b>19,890</b>	<b>20,428</b>	<b>21,875</b>	<b>23,882</b>	<b>25,325</b>

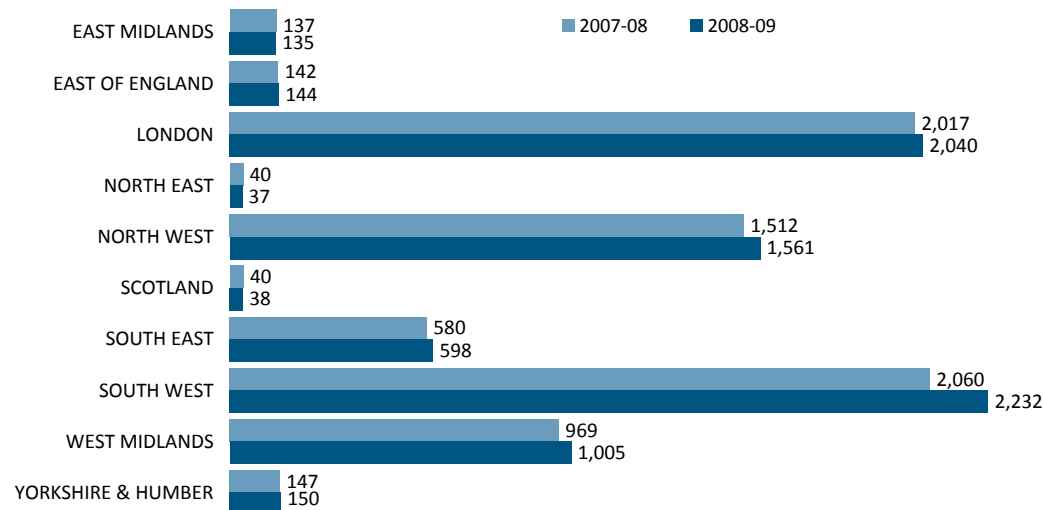
## Chart 7.10a Wales - Cymru passenger journeys

Journeys (thousands) to/from/within GOR 1995-96 to 2008-09



## Chart 7.10b Wales - Cymru passenger journeys

Journeys (thousands) to/from other GOR 2007-08 and 2008-09



## Table 7.10b Wales - Cymru passenger journeys

Journeys (thousands) to/from other GOR 1995-96 to 2008-09

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
EAST MIDLANDS	109	112	113	117	123	122	126	128	139	134	136	135	137	135	-1.5
EAST OF ENGLAND	120	120	121	126	127	125	129	131	133	129	133	140	142	144	1.3
LONDON	1,404	1,454	1,555	1,611	1,625	1,618	1,679	1,744	1,811	1,801	1,840	1,919	2,017	2,040	1.1
NORTH EAST	44	45	47	47	48	44	43	45	44	37	39	38	40	37	-7.0
NORTH WEST	1,046	1,126	1,186	1,188	1,212	1,192	1,209	1,159	1,310	1,341	1,359	1,424	1,512	1,561	3.2
SCOTLAND	76	74	72	74	75	70	58	50	43	41	41	41	40	38	-5.5
SOUTH EAST	465	477	492	506	514	505	518	534	557	549	565	576	580	598	3.1
SOUTH WEST	1,150	1,204	1,236	1,203	1,250	1,261	1,389	1,533	1,643	1,724	1,818	1,975	2,060	2,232	8.3
WEST MIDLANDS	561	593	650	684	736	726	765	809	852	841	865	889	969	1,005	3.7
YORKSHIRE & HUMBER	123	125	129	130	133	127	122	130	143	137	142	142	147	150	2.2
<b>Wales - Cymru Total</b>	<b>5,097</b>	<b>5,329</b>	<b>5,600</b>	<b>5,687</b>	<b>5,843</b>	<b>5,790</b>	<b>6,037</b>	<b>6,263</b>	<b>6,675</b>	<b>6,734</b>	<b>6,937</b>	<b>7,279</b>	<b>7,645</b>	<b>7,940</b>	<b>3.9</b>

## Table 7.10c Wales - Cymru passenger journeys to/from other GOR

Journeys (thousands) 1995-96 to 2008-09 by District/Unitary Authority

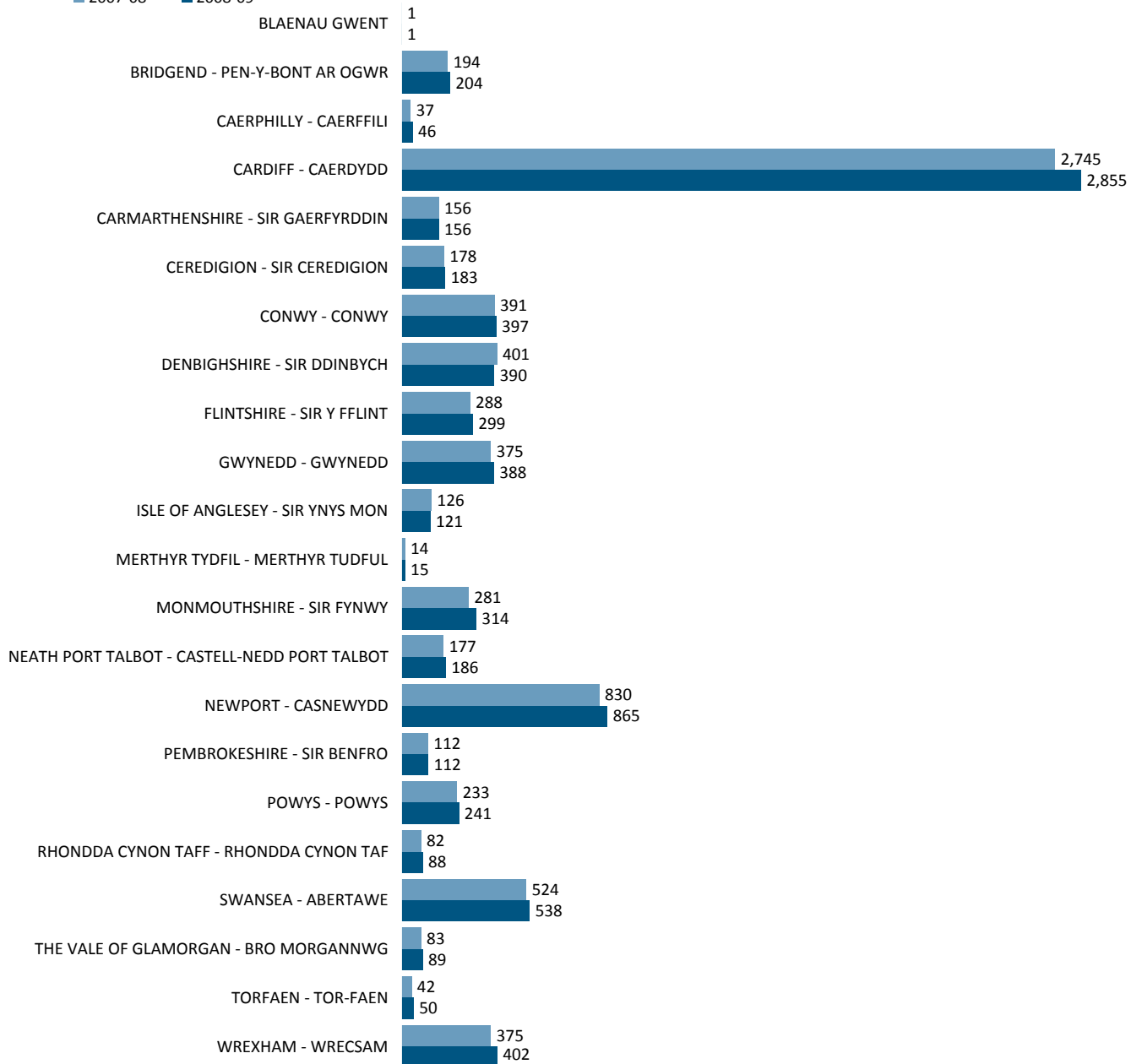
To/From															2008-09 on
	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2007-08
BLAENAU GWENT	0	0	0	0	0	0	0	0	0	0	0	0	1	1	-8.7
BRIDGEND - PEN-Y-BONT AR OGWR	143	140	149	152	155	153	154	165	171	175	177	179	194	204	5.1
CAERPHILLY - CAERFFILI	24	24	24	25	27	25	25	27	28	30	30	32	37	46	23.8
CARDIFF - CAERDYDD	1,547	1,658	1,728	1,751	1,868	1,858	2,060	2,245	2,351	2,396	2,534	2,665	2,745	2,855	4.0
CARMARTHENSHIRE - SIR GAERFYRDDIN	128	129	135	140	136	133	134	139	139	136	133	139	156	156	-0.2
CEREDIGION - SIR CEREDIGION	121	122	147	157	164	152	160	165	176	174	176	173	178	183	2.7
CONWY - CONWY	327	345	364	359	359	352	358	338	365	363	373	390	391	397	1.6
DENBIGHSHIRE - SIR DDINBYCH	323	340	362	360	370	364	377	353	394	394	384	396	401	390	-2.8
FLINTSHIRE - SIR Y FFLINT	192	208	223	228	233	228	215	192	214	223	231	262	288	299	4.1
GWYNEDD - GWYNEDD	350	371	372	373	375	350	356	332	354	350	352	362	375	388	3.3
ISLE OF ANGLESEY - SIR YNYS MON	79	79	83	82	86	87	84	80	83	79	74	123	126	121	-3.9
MERTHYR TYDFIL - MERTHYR TUDFUL	14	14	13	13	13	12	13	14	15	14	14	13	14	15	1.4
MONMOUTHSHIRE - SIR FYNWY	179	189	197	201	214	224	215	226	227	243	249	263	281	314	11.6
NEATH PORT TALBOT - CASTELL-NEDD PORT TALBOT	113	113	122	129	128	130	127	136	140	145	151	162	177	186	5.1
NEWPORT - CASNEWYDD	563	581	606	616	613	630	653	702	744	754	776	803	830	865	4.2
PEMBROKESHIRE - SIR BENFRO	104	100	106	108	106	104	103	104	113	110	101	105	112	112	0.6
POWYS - POWYS	136	146	159	167	168	169	179	184	196	201	200	207	233	241	3.5
RHONDDA CYNON TAFF - RHONDDA CYNON TAF	70	72	73	70	68	69	70	72	75	74	72	75	82	88	8.1
SWANSEA - ABERTAWE	397	401	430	440	433	430	427	451	461	454	469	488	524	538	2.6
THE VALE OF GLAMORGAN - BRO MORGANNWG	51	52	52	47	51	51	53	57	59	60	67	72	83	89	8.0
TORFAEN - TOR-FAEN	33	31	32	31	32	31	31	35	35	32	33	34	42	50	20.5
WREXHAM - WRECSAM	184	210	227	238	245	240	243	244	271	276	297	335	375	402	7.1
WALES OTHER	17	2	0	0	0	0	0	0	67	51	42	0	0	0	-
<b>Wales - Cymru Total</b>	<b>5,097</b>	<b>5,329</b>	<b>5,600</b>	<b>5,687</b>	<b>5,843</b>	<b>5,790</b>	<b>6,037</b>	<b>6,263</b>	<b>6,675</b>	<b>6,734</b>	<b>6,937</b>	<b>7,279</b>	<b>7,645</b>	<b>7,940</b>	<b>3.9</b>

# Chart 7.10c Wales - Cymru passenger journeys to/from other GOR

Journeys (thousands) 2007-08 and 2008-09 by District/Unitary Authority

■ 2007-08

■ 2008-09



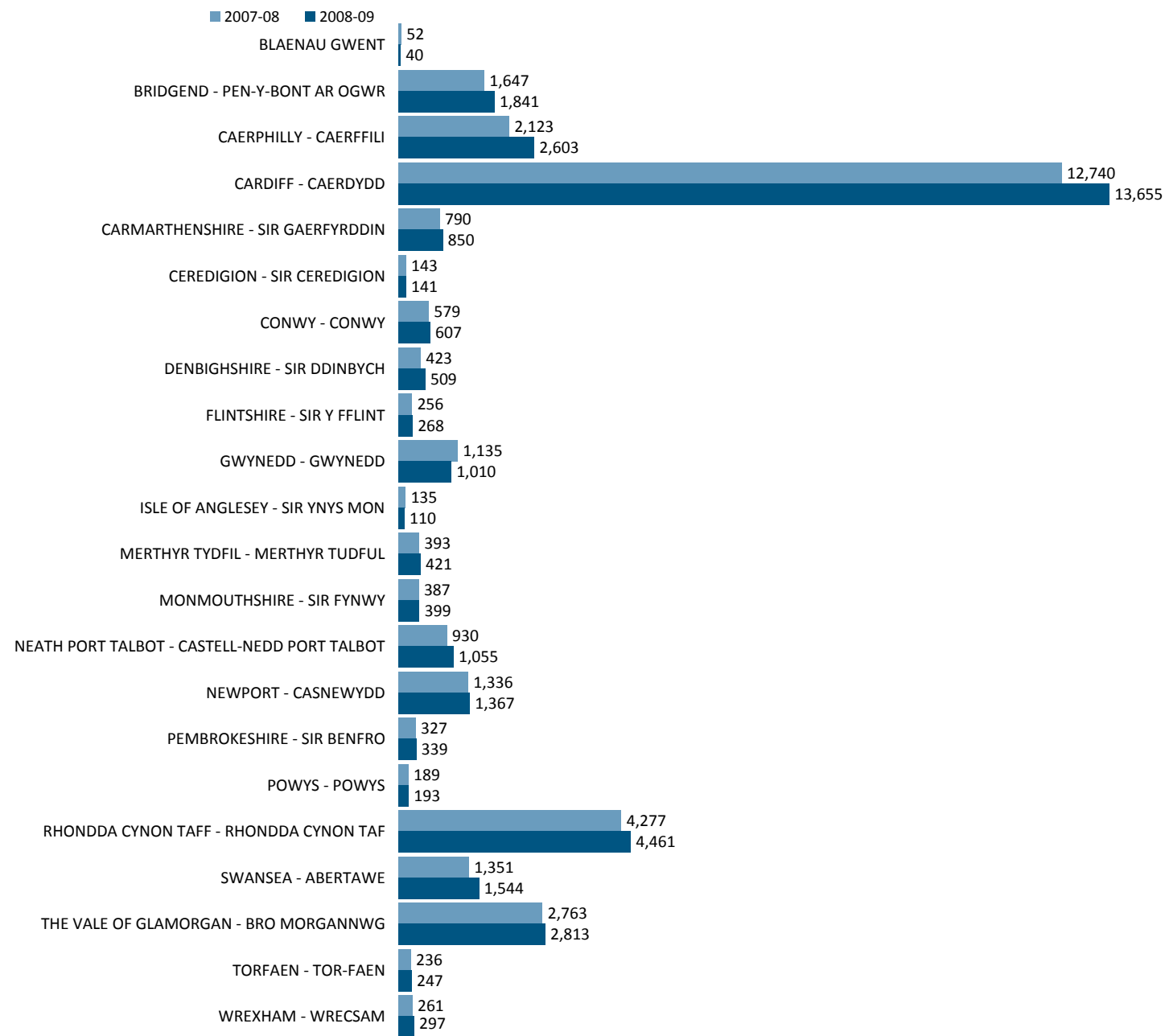
## Table 7.10d Wales - Cymru passenger journeys within GOR

Start/End points (thousands) on journeys within GOR 1995-96 to 2008-09

To/From/Within															2008-09 on
	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2007-08
BLAENAU GWENT	0	0	0	0	0	0	0	0	0	0	0	0	52	40	-22.1
BRIDGEND - PEN-Y-BONT AR OGWR	791	816	836	840	866	882	967	968	1,087	1,163	1,312	1,465	1,647	1,841	11.8
CAERPHILLY - CAERFFILI	1,256	1,264	1,312	1,350	1,546	1,620	1,741	1,815	1,823	1,874	1,845	1,924	2,123	2,603	22.6
CARDIFF - CAERDYDD	6,703	6,745	6,844	6,748	7,740	8,101	8,918	9,462	9,821	10,267	10,483	11,341	12,740	13,655	7.2
CARMARTHENSHIRE - SIR GAERFYRDDIN	459	464	486	494	540	577	598	629	637	660	683	726	790	850	7.6
CEREDIGION - SIR CEREDIGION	63	69	72	75	84	86	86	90	97	106	126	132	143	141	-1.9
CONWY - CONWY	560	593	651	661	666	612	616	528	555	496	496	521	579	607	4.8
DENBIGHSHIRE - SIR DDINBYCH	428	453	469	452	481	441	428	343	351	338	339	410	423	509	20.3
FLINTSHIRE - SIR Y FFLINT	185	214	230	246	271	274	265	242	259	251	239	236	256	268	4.6
GWYNEDD - GWYNEDD	781	840	898	886	938	978	1,004	991	1,010	949	929	917	1,135	1,010	-11.0
ISLE OF ANGLESEY - SIR YNYS MON	120	116	118	120	122	129	130	129	126	122	122	137	135	110	-18.1
MERTHYR TYDFIL - MERTHYR TUDFUL	313	313	309	305	350	396	467	458	390	396	379	392	393	421	7.0
MONMOUTHSHIRE - SIR FYNWY	239	242	241	229	261	260	277	281	300	327	335	363	387	399	3.3
NEATH PORT TALBOT - CASTELL-NEDD PORT TALBOT	683	700	691	658	655	591	611	662	670	665	665	797	930	1,055	13.4
NEWPORT - CASNEWYDD	665	688	678	673	810	836	962	955	1,030	1,074	1,131	1,208	1,336	1,367	2.3
PEMBROKESHIRE - SIR BENFRO	203	196	197	201	210	215	230	239	252	257	259	295	327	339	3.5
POWYS - POWYS	89	91	105	107	121	121	121	133	148	152	154	166	189	193	2.5
RHONDDA CYNON TAFF - RHONDDA CYNON TAF	2,586	2,588	2,630	2,598	2,878	3,145	3,397	3,520	3,701	3,767	3,723	4,005	4,277	4,461	4.3
SWANSEA - ABERTAW	810	807	822	819	861	846	887	966	973	965	984	1,119	1,351	1,544	14.3
THE VALE OF GLAMORGAN - BRO MORGANNWG	1,549	1,597	1,578	1,562	1,752	1,897	2,088	2,045	2,076	2,054	2,365	2,593	2,763	2,813	1.8
TORFAEN - TOR-FAEN	158	149	143	127	154	160	179	181	181	192	181	210	236	247	4.9
WREXHAM - WRECSAM	141	162	185	197	226	239	235	215	231	228	223	234	261	297	13.6
WALES OTHER	-3	0	0	0	0	0	0	0	9	7	8	0	0	0	-
<b>Wales - Cymru Total</b>	<b>18,780</b>	<b>19,106</b>	<b>19,494</b>	<b>19,347</b>	<b>21,532</b>	<b>22,407</b>	<b>24,208</b>	<b>24,852</b>	<b>25,726</b>	<b>26,312</b>	<b>26,982</b>	<b>29,191</b>	<b>32,473</b>	<b>34,770</b>	<b>7.1</b>

# Chart 7.10d Wales - Cymru passenger journeys within GOR

Start/End points (thousands) 2007-08 and 2008-09 by District/Unitary Authority





## 7.11 West Midlands

Increases in passenger journeys in 2008-09 should be treated with caution due to the introduction of estimates for PTE travel. For further details, see the methodology notes at the beginning of chapter 7.

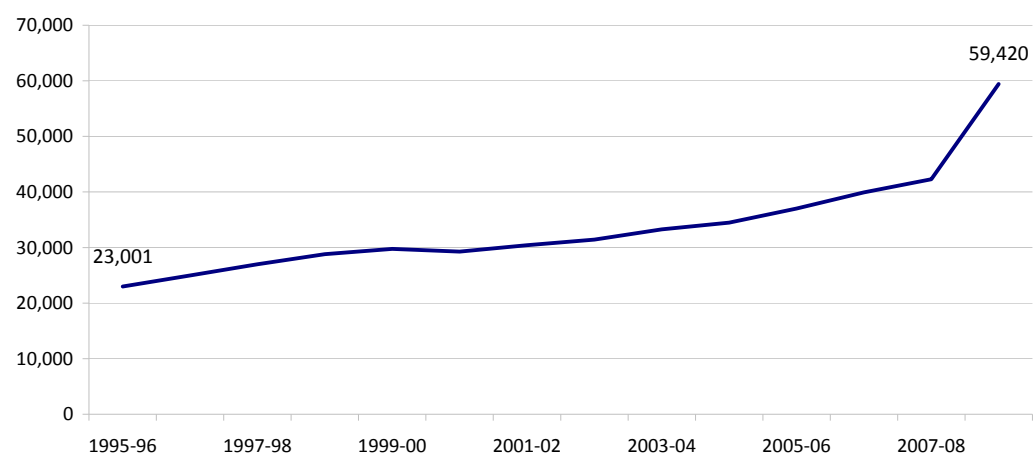
### Table 7.11 West Midlands passenger journeys

All journeys (thousands) 1995-96 to 2008-09

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
To/from other GOR	10,738	11,392	12,501	13,534	14,244	14,099	14,893	15,305	15,897	16,238	17,291	18,853	20,103	21,111
Within GOR	12,263	13,594	14,499	15,260	15,513	15,165	15,541	16,131	17,365	18,231	19,733	21,083	22,187	38,309
<b>Total journeys</b>	<b>23,001</b>	<b>24,986</b>	<b>27,000</b>	<b>28,794</b>	<b>29,757</b>	<b>29,264</b>	<b>30,434</b>	<b>31,436</b>	<b>33,262</b>	<b>34,469</b>	<b>37,024</b>	<b>39,936</b>	<b>42,290</b>	<b>59,420</b>

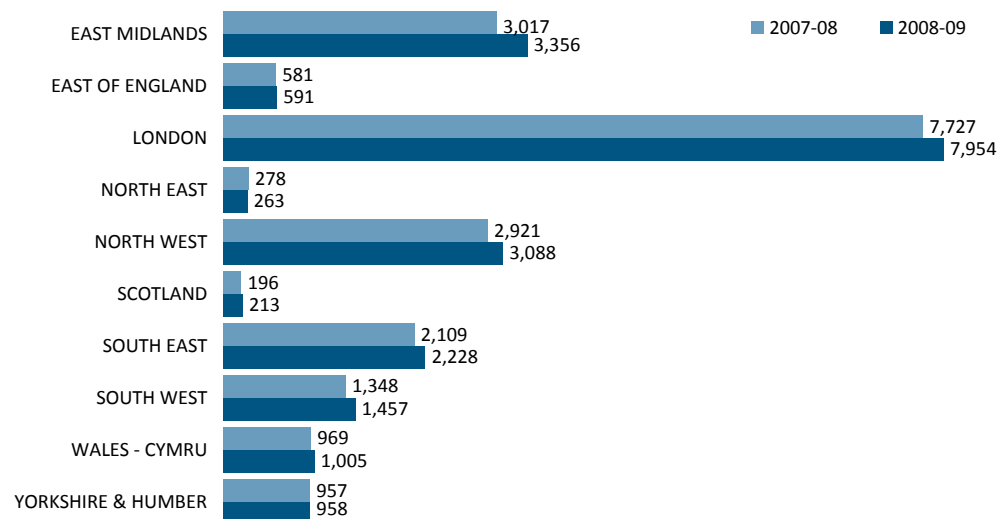
### Chart 7.11a West Midlands passenger journeys

Journeys (thousands) to/from/within GOR 1995-96 to 2008-09



### Chart 7.11b West Midlands passenger journeys

Journeys (thousands) to/from other GOR 2007-08 and 2008-09



### Table 7.11b West Midlands passenger journeys

Journeys (thousands) to/from other GOR 1995-96 to 2008-09

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
EAST MIDLANDS	1,513	1,633	1,800	1,947	2,058	2,075	2,225	2,418	2,683	2,746	2,833	2,962	3,017	3,356	11.2
EAST OF ENGLAND	363	389	422	476	513	518	532	535	549	522	537	576	581	591	1.6
LONDON	3,886	4,167	4,687	5,091	5,385	5,369	5,573	5,572	5,664	5,794	6,245	7,042	7,727	7,954	2.9
NORTH EAST	165	166	178	201	213	195	227	231	249	246	260	270	278	263	-5.5
NORTH WEST	1,689	1,750	1,859	1,966	2,050	1,992	2,098	2,170	2,128	2,176	2,457	2,726	2,921	3,088	5.7
SCOTLAND	225	226	228	242	276	244	273	208	183	175	189	201	196	213	8.5
SOUTH EAST	1,126	1,197	1,299	1,434	1,477	1,477	1,546	1,619	1,730	1,789	1,843	1,998	2,109	2,228	5.6
SOUTH WEST	718	766	839	903	915	908	1,012	1,061	1,110	1,144	1,207	1,277	1,348	1,457	8.1
WALES - CYMRU	561	593	650	684	736	726	765	809	852	841	865	889	969	1,005	3.7
YORKSHIRE & HUMBER	491	504	540	590	621	595	641	682	749	804	853	913	957	958	0.1
<b>West Midlands Total</b>	<b>10,738</b>	<b>11,392</b>	<b>12,501</b>	<b>13,534</b>	<b>14,244</b>	<b>14,099</b>	<b>14,893</b>	<b>15,305</b>	<b>15,897</b>	<b>16,238</b>	<b>17,291</b>	<b>18,853</b>	<b>20,103</b>	<b>21,111</b>	<b>5.0</b>

## Table 7.11c West Midlands passenger journeys to/from other GOR

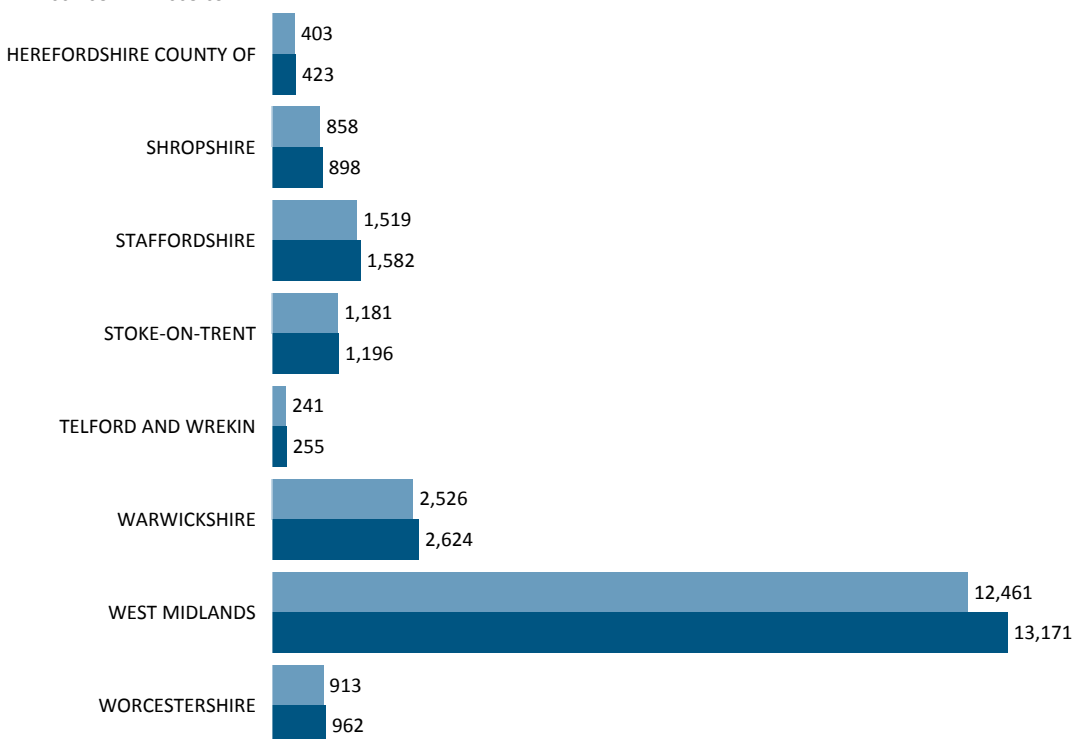
Journeys (thousands) 1995-96 to 2008-09 by District/Unitary Authority

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
HEREFORDSHIRE COUNTY OF	260	270	294	308	327	326	329	349	360	373	373	389	403	423	5.2
SHROPSHIRE	533	559	614	646	679	657	674	697	706	706	723	756	858	898	4.6
STAFFORDSHIRE	852	886	951	1,028	1,099	1,045	1,111	1,112	1,198	1,190	1,288	1,413	1,519	1,582	4.1
STOKE-ON-TRENT	766	784	862	879	905	822	808	797	665	785	971	1,097	1,181	1,196	1.3
TELFORD AND WREKIN	138	149	167	184	193	190	188	192	218	220	234	243	241	255	5.5
WARWICKSHIRE	1,061	1,161	1,269	1,367	1,513	1,594	1,725	1,780	1,903	2,015	2,095	2,359	2,526	2,624	3.9
WEST MIDLANDS	4,493	4,742	5,091	5,385	5,341	5,224	5,324	5,235	5,290	4,845	4,792	11,689	12,461	13,171	5.7
WORCESTERSHIRE	444	464	514	544	563	577	580	606	622	650	667	906	913	962	5.3
WEST MIDLANDS OTHER	2,190	2,377	2,738	3,193	3,624	3,664	4,155	4,538	4,935	5,455	6,147	0	0	0	-
<b>West Midlands Total</b>	<b>10,738</b>	<b>11,392</b>	<b>12,501</b>	<b>13,534</b>	<b>14,244</b>	<b>14,099</b>	<b>14,893</b>	<b>15,305</b>	<b>15,897</b>	<b>16,238</b>	<b>17,291</b>	<b>18,853</b>	<b>20,103</b>	<b>21,111</b>	<b>5.0</b>

## Chart 7.11c West Midlands passenger journeys to/from other GOR

Journeys (thousands) 2007-08 and 2008-09 by District/Unitary Authority

■ 2007-08 ■ 2008-09



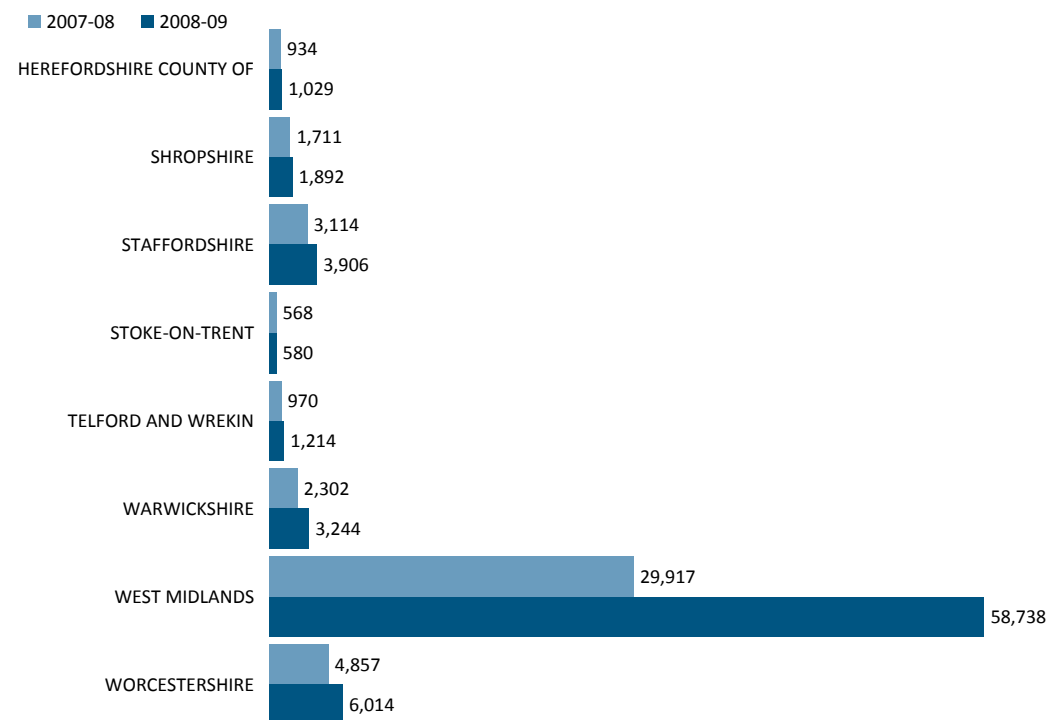
## Table 7.11d West Midlands passenger journeys within GOR

Start/End points (thousands) on journeys within GOR 1995-96 to 2008-09

To/From/Within	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
HEREFORDSHIRE COUNTY OF	340	368	401	442	477	516	525	534	571	673	798	881	934	1,029	10.2
SHROPSHIRE	1,162	1,199	1,227	1,228	1,251	1,309	1,365	1,386	1,454	1,457	1,506	1,569	1,711	1,892	10.6
STAFFORDSHIRE	1,828	1,845	2,060	2,174	2,276	2,170	2,314	2,336	2,472	2,563	2,730	2,928	3,114	3,906	25.4
STOKE-ON-TRENT	377	387	402	404	392	352	351	347	303	394	460	521	568	580	2.2
TELFORD AND WREKIN	708	788	829	833	815	840	865	861	886	898	925	919	970	1,214	25.2
WARWICKSHIRE	1,516	1,640	1,683	1,765	1,828	1,765	1,892	1,926	2,117	2,169	2,248	2,320	2,302	3,244	40.9
WEST MIDLANDS	10,092	11,844	12,707	13,518	13,592	13,099	13,213	13,702	14,680	15,089	16,066	28,394	29,917	58,738	96.3
WORCESTERSHIRE	2,503	2,569	2,775	2,905	3,023	3,026	3,016	2,878	2,950	2,997	3,365	4,632	4,857	6,014	23.8
WEST MIDLANDS OTHER	5,998	6,547	6,915	7,253	7,373	7,253	7,540	8,292	9,297	10,221	11,367	0	0	0	-
<b>West Midlands Total</b>	<b>24,525</b>	<b>27,188</b>	<b>28,998</b>	<b>30,521</b>	<b>31,026</b>	<b>30,330</b>	<b>31,081</b>	<b>32,262</b>	<b>34,730</b>	<b>36,461</b>	<b>39,466</b>	<b>42,165</b>	<b>44,374</b>	<b>76,617</b>	<b>72.7</b>

## Chart 7.11d West Midlands passenger journeys within GOR

Start/End points (thousands) 2007-08 and 2008-09 by District/Unitary Authority



## 7.12 Yorkshire & Humber

Increases in passenger journeys in 2008-09 should be treated with caution due to the introduction of estimates for PTE travel. For further details, see the methodology notes at the beginning of chapter 7.

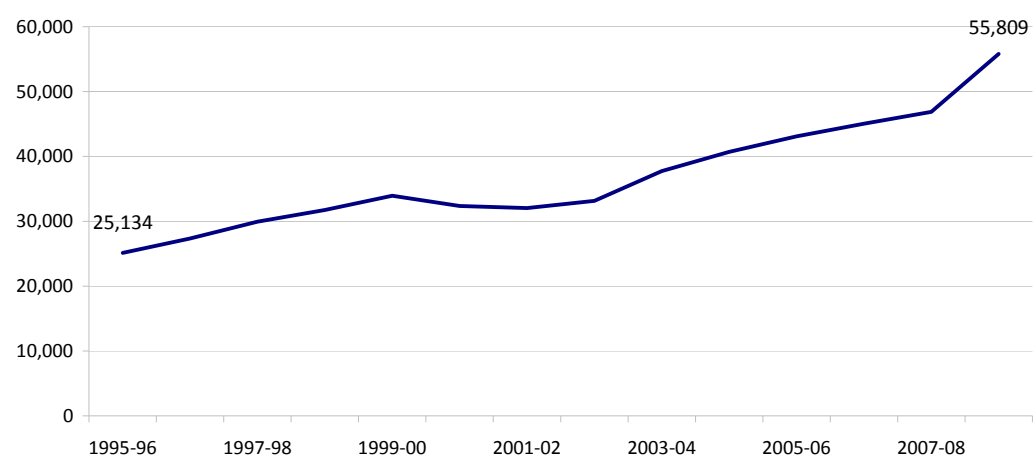
### Table 7.12a Yorkshire & Humber passenger journeys

All journeys (thousands) 1995-96 to 2008-09

	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
To/from other GOR	10,507	11,145	12,109	12,811	13,654	13,164	13,878	14,417	15,913	16,658	17,545	18,554	19,483	20,586
Within GOR	14,627	16,194	17,830	18,938	20,295	19,184	18,170	18,734	21,831	24,037	25,554	26,500	27,390	35,223
<b>Total journeys</b>	<b>25,134</b>	<b>27,339</b>	<b>29,939</b>	<b>31,750</b>	<b>33,948</b>	<b>32,347</b>	<b>32,048</b>	<b>33,151</b>	<b>37,744</b>	<b>40,695</b>	<b>43,099</b>	<b>45,054</b>	<b>46,873</b>	<b>55,809</b>

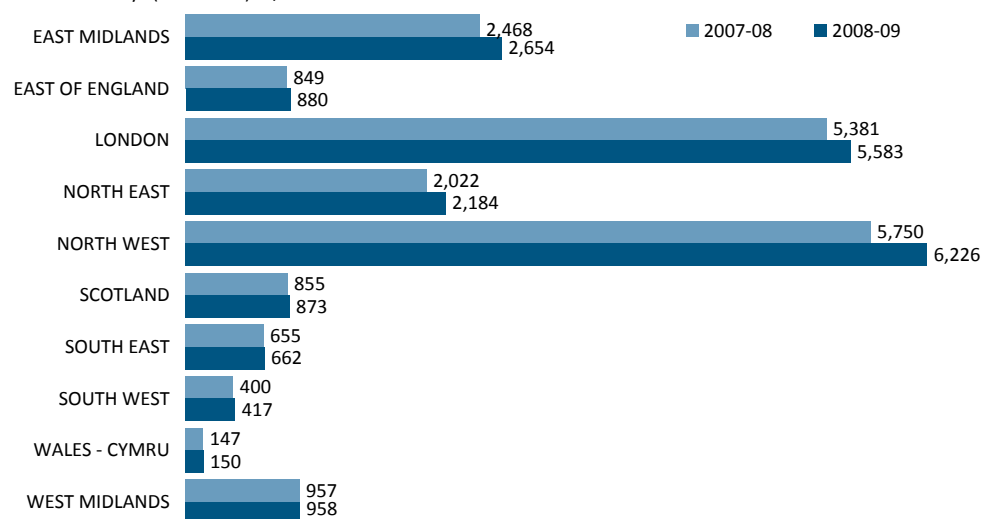
### Chart 7.12a Yorkshire & Humber passenger journeys

Journeys (thousands) to/from/within GOR 1995-96 to 2008-09



### Chart 7.12b Yorkshire & Humber passenger journeys

Journeys (thousands) to/from other GOR 2007-08 and 2008-09



### Table 7.12b Yorkshire & Humber passenger journeys

Journeys (thousands) to/from other GOR 1995-96 to 2008-09

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
EAST MIDLANDS	1,430	1,535	1,614	1,635	1,764	1,716	1,831	1,908	2,089	2,192	2,289	2,433	2,468	2,654	7.5
EAST OF ENGLAND	455	484	516	548	586	557	605	647	710	747	786	833	849	880	3.7
LONDON	2,705	2,932	3,334	3,632	3,906	3,688	4,026	4,219	4,565	4,648	4,772	5,060	5,381	5,583	3.8
NORTH EAST	902	964	1,050	1,135	1,233	1,161	1,297	1,321	1,521	1,671	1,808	1,901	2,022	2,184	8.0
NORTH WEST	3,061	3,209	3,447	3,576	3,765	3,844	3,796	3,931	4,419	4,731	5,087	5,429	5,750	6,226	8.3
SCOTLAND	536	562	603	639	689	606	674	676	748	747	840	843	855	873	2.0
SOUTH EAST	471	490	514	544	559	507	502	519	567	594	592	624	655	662	1.1
SOUTH WEST	333	340	362	381	398	362	383	382	400	385	375	376	400	417	4.3
WALES - CYMRU	123	125	129	130	133	127	122	130	143	137	142	142	147	150	2.2
WEST MIDLANDS	491	504	540	590	621	595	641	682	749	804	853	913	957	958	0.1
<b>Yorkshire &amp; Humber Total</b>	<b>10,507</b>	<b>11,145</b>	<b>12,109</b>	<b>12,811</b>	<b>13,654</b>	<b>13,164</b>	<b>13,878</b>	<b>14,417</b>	<b>15,913</b>	<b>16,658</b>	<b>17,545</b>	<b>18,554</b>	<b>19,483</b>	<b>20,586</b>	<b>5.7</b>

## Table 7.12c Yorkshire & Humber passenger journeys to/from other GOR

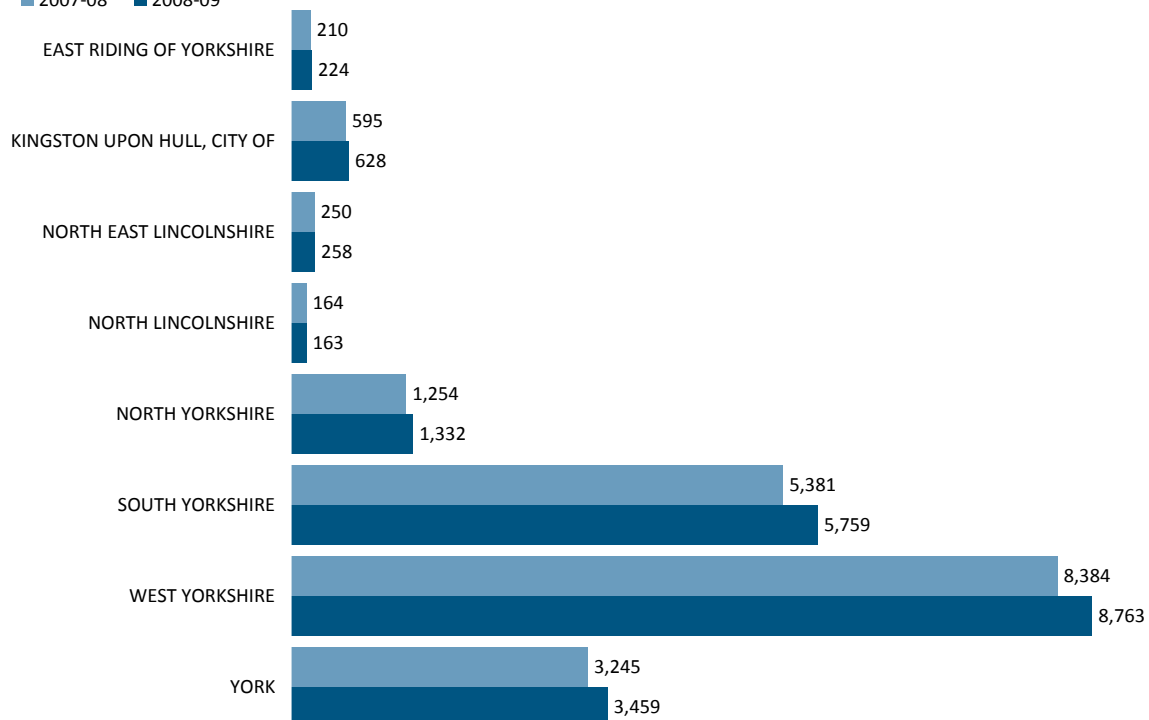
Journeys (thousands) 1995-96 to 2008-09 by District/Unitary Authority

To/From	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
DONCASTER DISTRICT	6	5	4	4	4	4	5	5	5	5	4	0	0	0	-
EAST RIDING OF YORKSHIRE	94	98	104	110	114	110	119	126	144	168	168	200	210	224	6.3
KINGSTON UPON HULL, CITY OF	421	416	428	421	421	409	456	479	513	529	505	578	595	628	5.6
NORTH EAST LINCOLNSHIRE	192	216	230	237	261	251	260	258	272	237	235	244	250	258	3.3
NORTH LINCOLNSHIRE	97	99	104	109	114	109	110	109	120	128	141	152	164	163	-0.4
NORTH YORKSHIRE	829	875	917	947	989	903	871	878	1,008	1,063	1,112	1,173	1,254	1,332	6.2
SOUTH YORKSHIRE	3,076	3,252	3,509	3,673	3,915	3,853	4,082	4,194	4,557	4,634	4,824	5,191	5,381	5,759	7.0
WEST YORKSHIRE	3,680	3,915	4,313	4,595	4,924	4,739	4,874	5,237	5,854	6,191	6,662	7,882	8,384	8,763	4.5
YORK	1,725	1,857	2,041	2,216	2,375	2,263	2,566	2,579	2,773	2,921	3,077	3,134	3,245	3,459	6.6
YORKSHIRE & HUMBER OTHER	386	413	459	499	538	521	534	552	667	781	816	0	0	0	-
<b>Yorkshire &amp; Humber Total</b>	<b>10,507</b>	<b>11,145</b>	<b>12,109</b>	<b>12,811</b>	<b>13,654</b>	<b>13,164</b>	<b>13,878</b>	<b>14,417</b>	<b>15,913</b>	<b>16,658</b>	<b>17,545</b>	<b>18,554</b>	<b>19,483</b>	<b>20,586</b>	<b>5.7</b>

## Chart 7.12c Yorkshire & Humber passenger journeys to/from other GOR

Journeys (thousands) 2007-08 and 2008-09 by District/Unitary Authority

■ 2007-08 ■ 2008-09



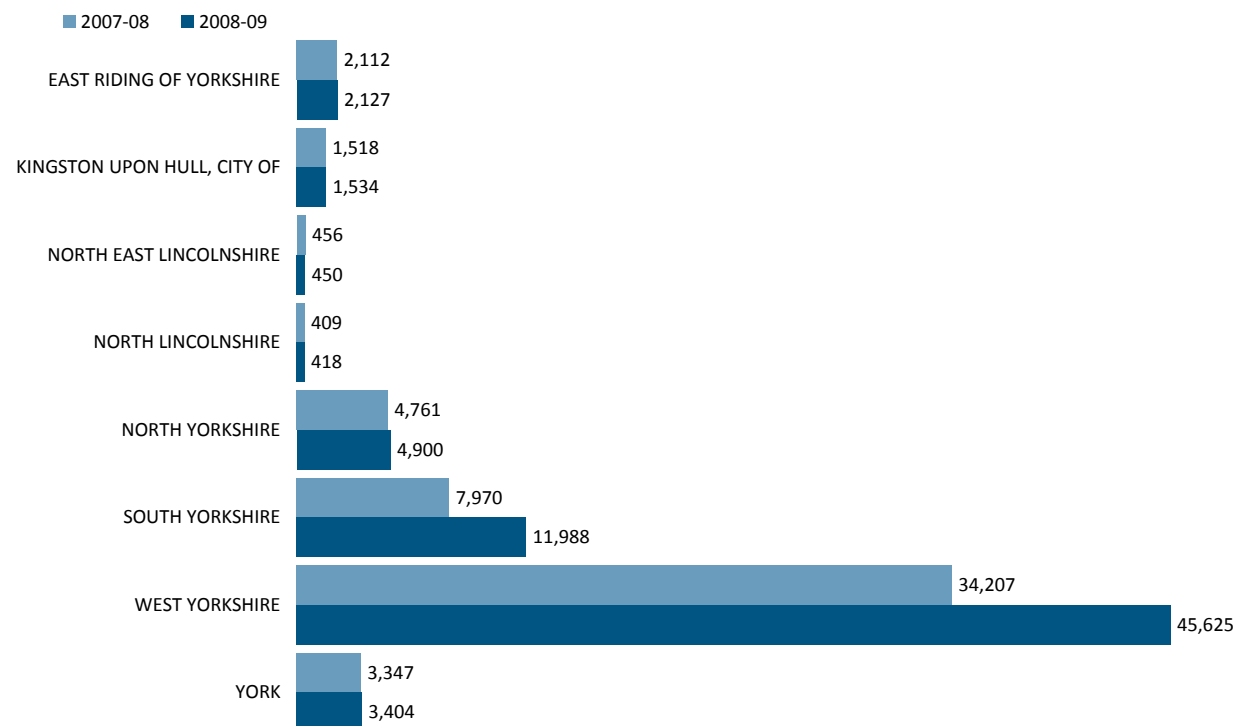
## Table 7.12d Yorkshire & Humber passenger journeys within GOR

Start/End points (thousands) on journeys within GOR 1995-96 to 2008-09

To/From/Within	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 on 2007-08
DONCASTER DISTRICT	99	150	120	136	160	174	173	154	186	207	204	0	0	0	-
EAST RIDING OF YORKSHIRE	1,631	1,698	1,814	1,800	1,914	1,905	1,884	1,868	2,029	2,005	2,088	2,096	2,112	2,127	0.7
KINGSTON UPON HULL, CITY OF	1,232	1,238	1,266	1,236	1,279	1,288	1,280	1,310	1,432	1,432	1,465	1,472	1,518	1,534	1.1
NORTH EAST LINCOLNSHIRE	330	317	327	332	370	365	392	363	413	414	417	448	456	450	-1.5
NORTH LINCOLNSHIRE	279	264	265	262	286	290	304	293	327	339	347	383	409	418	2.3
NORTH YORKSHIRE	3,445	3,699	3,925	4,050	4,158	3,919	3,768	3,718	4,100	4,332	4,474	4,621	4,761	4,900	2.9
SOUTH YORKSHIRE	4,933	5,291	5,704	5,967	6,489	6,076	5,934	5,863	6,951	7,777	8,055	7,817	7,970	11,988	50.4
WEST YORKSHIRE	14,046	16,213	18,385	20,007	21,485	20,060	18,438	19,606	23,218	25,873	28,020	32,882	34,207	45,625	33.4
YORK	1,846	2,003	2,152	2,202	2,341	2,261	2,397	2,439	2,693	2,916	3,119	3,281	3,347	3,404	1.7
YORKSHIRE & HUMBER OTHER	1,415	1,515	1,702	1,885	2,106	2,030	1,770	1,855	2,311	2,778	2,918	0	0	0	-
<b>Yorkshire &amp; Humber Total</b>	<b>29,254</b>	<b>32,388</b>	<b>35,660</b>	<b>37,876</b>	<b>40,589</b>	<b>38,367</b>	<b>36,340</b>	<b>37,469</b>	<b>43,662</b>	<b>48,074</b>	<b>51,108</b>	<b>53,001</b>	<b>54,779</b>	<b>70,445</b>	<b>28.6</b>

## Chart 7.12d Yorkshire & Humber passenger journeys within GOR

Start/End points (thousands) 2007-08 and 2008-09 by District/Unitary Authority



# 8 Train operating companies

## 8 Train operating companies

### Background

This section brings together the following information on each train operating company:

- Key statistics
- National Passenger Survey results
- Public performance measure
- Complaints data

### Notes

The sum of passenger journeys and passenger kilometres in chapter 8 for each TOC will not equal the total for chapter 1. This is because in some cases there are small variances between the end of year total received from the TOC and the quarterly data ORR extract from Lennon due to small adjustments made in Lennon.

PPM data in chapter 2 for each TOC may differ from chapter 8 results which record the percentage of trains arriving at their destination within a certain time. This is because some train companies operate across more than one sector. In the long-distance sector operators are on time if they arrive within ten minutes of their timetabled arrival at final destination, whilst London and South East and regional operators are on time if they arrive within five minutes.

Timetabled train kilometres (million) is taken from National rail trends table 1.4.

Full National Passenger Survey results can be downloaded from the Passenger Focus website at <http://www.passengerfocus.org.uk/>



## Key statistics

2009-10

	2009-10	Percentage change on 2008-09
Passenger journeys (millions)	26.4	3.1
Passenger kilometres (millions)	1,034.1	2.0
Timetabled train kilometres (millions)	23.8	2.9
Route kilometres operated	1,840.8	8.8
Number of stations operated	243	0.0
Number of employees	2,014	-3.3

Source: Train operating companies and timetabled train kilometres (table 1.4)

## National Passenger Survey results

Spring 2010

	Spring 2010					Improvement/decline in % satisfied or good (percentage points)				
	sample size	% satisfied or good	% neither/nor	% TOC type % dissatisfied or poor	% satisfied or good	Since Autumn 2009	significant change	Since Spring 2009	significant change	
<b>Overall satisfaction</b>	<b>999</b>	<b>88.11</b>	<b>8.27</b>	<b>3.62</b>	<b>87.61</b>	<b>1.81</b>		<b>0.83</b>		
<b>STATION FACILITIES</b>										
Ticket buying facilities	533	70.41	9.21	20.39	79.23	-5.59		-0.93		
Provision of information about train times/platforms	934	78.61	9.21	12.18	83.10	-1.83		-1.68		
The upkeep/repair of the station buildings/platforms	936	56.95	23.55	19.50	70.92	-2.58		-1.29		
Cleanliness	950	61.92	18.78	19.30	74.13	-2.96		-0.22		
The facilities and services	801	39.17	18.65	42.18	51.69	-4.51		0.56		
The attitudes and helpfulness of the staff	728	72.72	17.16	10.13	74.08	-1.23		1.57		
Connections with other forms of public transport	575	64.46	18.04	17.49	69.00	1.15		2.32		
Facilities for car parking	472	61.13	14.71	24.16	50.49	-1.40		8.40	+	
Overall environment	974	58.49	22.62	18.89	68.70	-3.03		0.23		
Your personal security whilst using	846	63.17	24.64	12.20	67.45	-0.18		4.27		
The availability of staff	840	54.12	18.94	26.93	62.48	-2.90		0.13		
How request to station staff was handled	176	83.67	4.43	11.91	84.46	-4.09		-5.65		
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	972	80.99	6.40	12.61	82.23	2.32		3.56		
Punctuality/reliability (i.e. the train arriving/departing on time)	984	88.73	6.02	5.25	87.26	1.93		3.45		
The length of time the journey was scheduled to take (speed)	968	88.72	7.77	3.51	89.69	0.54		2.05		
Connections with other train services	558	77.15	15.86	6.99	76.66	3.36		-0.02		
The value for money for the price of your ticket	959	65.89	17.72	16.39	61.85	3.81		6.04	+	
Upkeep and repair of the train	984	73.33	14.65	12.02	68.92	3.81		-2.02		
The provision of information during the journey	886	68.65	20.94	10.41	70.10	5.62		3.94		
The helpfulness and attitude of staff on train	827	82.38	14.13	3.49	74.65	7.42	+	2.93		
The space for luggage	774	61.47	18.00	20.53	60.87	5.74		-1.66		
The toilet facilities	449	49.37	23.09	27.54	41.19	7.28		5.06		
Sufficient room for all passengers to sit/stand	974	73.41	12.11	14.49	74.65	2.73		-2.55		
The comfort of the seating area	970	76.04	15.95	8.01	72.34	3.69		-1.21		
The ease of being able to get on and off	988	80.95	13.04	6.01	84.45	-0.77		-2.54		
Your personal security whilst on board	921	78.51	16.52	4.97	79.09	-0.60		-0.43		
The cleanliness of the inside	995	75.19	15.40	9.41	70.84	0.81		-2.85		
The cleanliness of the outside	874	65.70	22.01	12.28	59.78	-4.65		-8.68	-	
The availability of staff	889	71.89	19.20	8.91	63.39	7.52	+	2.31		
How well train company deals with delays	111	39.54	25.34	35.11	38.29	7.08		-4.12		

Source: Passenger Focus

Note: The '+' or '-' signs within the significant change column show whether there has been a significant change at the 95% confidence level. This means there is a 5% chance that the change is 'not real'.

## Public performance measure

2009-10

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
<b>Q1</b>	95.0	97.0	98.0	0.3	79,779
<b>Q2</b>	95.6	97.4	98.2	0.3	81,680
<b>Q3</b>	93.8	93.8	97.3	0.3	79,353
<b>Q4</b>	95.1	96.7	97.6	0.3	77,863
<b>2008-09</b>	93.1	95.7	97.2	0.4	311,516
<b>2009-10</b>	94.9	96.8	97.8	0.0	318,675
<i>Percentage point change between 2009-10 on 2008-09</i>					
	1.8	1.1	0.6	-0.4	

Source: Network Rail

Notes:

Arriva Train Wales is classified within the regional sector

## Complaints

2009-10

	Percentage of complaints by source				Response performance to complaints (%)	
	Complaints per 100,000 journeys	Written form	Pre-printed form	Telephone	Within target	Within 20 working days
<b>Q1</b>	210	17.3	9.1	73.5	99	99
<b>Q2</b>	191	22.9	10.4	66.7	98	98
<b>Q3</b>	49	57.7	41.6	0.6	99	99
<b>Q4</b>	45	60.3	39.2	0.5	98	98
<b>2008-09</b>	272	10.7	9.6	79.6	61	98
<b>2009-10</b>	122	27.8	15.9	56.4	99	99
<i>Percentage change 2009-10 on 2008-09</i>						
	-55.3	17.0*	6.2*	-23.2*	37.4*	0.9*

Source: Department for Transport

Notes:

\* Percentage point change

## Key statistics

2009-10

	2009-10	Percentage change on 2008-09
Passenger journeys (millions)	32.2	1.4
Passenger kilometres (millions)	904.8	-1.5
Timetabled train kilometres (millions)	6.4	0.2
Route kilometres operated	129.6	0.6
Number of stations operated	24	0.0
Number of employees	598	-5.1

Source: Train operating companies and timetabled train kilometres (table 1.4)

## National Passenger Survey results

Spring 2010

	Spring 2010					Improvement/decline in % satisfied or good (percentage points)				
	sample size	% satisfied or good	% neither/nor	% TOC type % dissatisfied or poor	% satisfied or good	Since Autumn 2009	significant change	Since Spring 2009	significant change	
<b>Overall satisfaction</b>	<b>1044</b>	<b>91.15</b>	<b>6.66</b>	<b>2.19</b>	<b>81.89</b>	<b>1.33</b>		<b>0.48</b>		
<b>STATION FACILITIES</b>										
Ticket buying facilities	681	75.21	14.26	10.53	69.59	1.69		-1.40		
Provision of information about train times/platforms	992	84.91	10.58	4.51	76.71	2.23		0.07		
The upkeep/repair of the station buildings/platforms	988	69.20	19.64	11.16	60.83	1.90		-1.28		
Cleanliness	990	75.55	17.02	7.43	67.20	0.04		-1.71		
The facilities and services	881	50.83	21.11	28.06	48.52	1.04		6.37	+	
The attitudes and helpfulness of the staff	857	74.60	18.37	7.03	68.18	1.81		-0.39		
Connections with other forms of public transport	813	69.60	19.24	11.17	74.76	-0.06		0.15		
Facilities for car parking	435	49.04	15.12	35.84	45.74	4.37		7.28	+	
Overall environment	1022	66.86	25.37	7.77	61.69	-1.40		-2.06		
Your personal security whilst using	941	62.39	30.41	7.20	63.46	3.38		1.85		
The availability of staff	938	64.34	24.49	11.17	56.10	-0.25		1.38		
How request to station staff was handled	93	89.12	1.65	8.07	82.24	14.55	+	1.23		
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1046	84.58	6.75	8.67	74.98	-0.31		-1.19		
Punctuality/reliability (i.e. the train arriving/departing on time)	1033	93.76	3.08	3.16	80.16	0.18		3.33	+	
The length of time the journey was scheduled to take (speed)	1023	91.36	5.41	3.24	82.99	2.29		1.16		
Connections with other train services	577	82.80	13.78	3.42	74.00	7.87	+	5.00	+	
The value for money for the price of your ticket	982	46.03	25.82	28.15	42.89	3.32		6.34	+	
Upkeep and repair of the train	1046	90.43	7.17	2.40	71.08	1.44		2.46		
The provision of information during the journey	972	80.26	13.34	6.41	66.45	4.40	+	6.83	+	
The helpfulness and attitude of staff on train	364	31.46	47.94	20.61	56.01	-5.80		2.30		
The space for luggage	761	49.58	25.73	24.69	50.62	2.59		2.56		
The toilet facilities	460	52.09	24.60	23.32	34.28	0.51		5.20		
Sufficient room for all passengers to sit/stand	1025	65.14	15.31	19.55	65.56	2.77		3.64		
The comfort of the seating area	1021	80.42	13.96	5.62	68.07	1.27		2.33		
The ease of being able to get on and off	1039	83.76	11.90	4.34	77.95	-0.06		1.98		
Your personal security whilst on board	968	72.17	22.99	4.84	72.20	3.14		5.28	+	
The cleanliness of the inside	1046	90.80	6.47	2.73	69.93	1.43		1.77		
The cleanliness of the outside	972	87.30	10.47	2.22	66.50	1.31		2.08		
The availability of staff	575	18.84	33.39	47.77	36.75	-0.63		3.26		
How well train company deals with delays	79	50.62	34.70	14.68	32.06	8.28		-2.77		

Source: Passenger Focus

Note: The '+' or '-' signs within the significant change column show whether there has been a significant change at the 95% confidence level. This means there is a 5% chance that the change is 'not real'.

## Public performance measure

2009-10

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
<b>Q1</b>	96.8	98.2	98.7	0.5	27,854
<b>Q2</b>	96.2	97.6	98.2	0.5	28,523
<b>Q3</b>	96.9	98.6	99.0	0.5	28,243
<b>Q4</b>	96.8	98.3	98.8	0.6	28,336
<b>2008-09</b>	95.3	97.3	98.1	0.8	113,178
<b>2009-10</b>	96.6	98.2	98.7	0.5	112,956
<i>Percentage point change between 2009-10 on 2008-09</i>					
	1.4	0.9	0.6	-0.3	

Source: Network Rail

Notes

c2c is classified within the London and South East sector

## Complaints

2009-10

	Percentage of complaints by source			Response performance to complaints (%)		
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
<b>Q1</b>	15	65.5	16.7	17.8	95	96
<b>Q2</b>	15	59.3	22.9	17.7	97	99
<b>Q3</b>	11	65.5	14.5	19.9	97	99
<b>Q4</b>	11	71.4	13.3	15.4	97	98
<b>2008-09</b>	18	68.2	17.3	14.5	90	98
<b>2009-10</b>	13	65.3	17.0	17.6	96	98
<i>Percentage change 2009-10 on 2008-09</i>						
	-27.8	-2.9*	-0.3*	3.2*	6.5*	0.1*

Source: Department for Transport

Notes:

\* Percentage point change

## Key statistics

2009-10

	2009-10	Percentage change on 2008-09
Passenger journeys (millions)	17.8	3.2
Passenger kilometres (millions)	945.2	-2.3
Timetabled train kilometres (millions)	9.6	1.6
Route kilometres operated	341.2	0.0
Number of stations operated	28	0.0
Number of employees	751	-0.9

Source: Train operating companies and timetabled train kilometres (table 1.4)

## National Passenger Survey results

Spring 2010

	Spring 2010				Improvement/decline in % satisfied or good (percentage points)					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Since Autumn 2009	significant change	Since Spring 2009	significant change	
<b>Overall satisfaction</b>	<b>1043</b>	<b>90.90</b>	<b>6.14</b>	<b>2.96</b>	<b>81.89</b>	<b>-0.59</b>		<b>0.49</b>		
<b>STATION FACILITIES</b>										
Ticket buying facilities	652	82.06	11.82	6.12	69.59	1.34		1.62		
Provision of information about train times/platforms	994	86.22	8.70	5.08	76.71	2.39		-0.20		
The upkeep/repair of the station buildings/platforms	993	75.97	16.16	7.86	60.83	-4.98	-	-5.60	-	
Cleanliness	1011	80.07	15.00	4.93	67.20	-2.57		-3.76	-	
The facilities and services	914	59.81	19.45	20.74	48.52	-3.94		-7.74	-	
The attitudes and helpfulness of the staff	789	78.61	15.59	5.80	68.18	-0.01		0.96		
Connections with other forms of public transport	745	72.12	15.53	12.35	74.76	-2.35		0.69		
Facilities for car parking	481	71.58	15.09	13.34	45.74	2.23		4.05		
Overall environment	1031	78.55	16.82	4.62	61.69	-4.45	-	-3.16		
Your personal security whilst using	928	74.54	22.24	3.22	63.46	-1.78		0.97		
The availability of staff	887	60.74	26.14	13.12	56.10	-2.08		-2.63		
How request to station staff was handled	168	86.99	6.34	6.67	82.24	-0.49		4.04		
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1024	85.08	7.35	7.57	74.98	1.86		0.76		
Punctuality/reliability (i.e. the train arriving/departing on time)	1019	93.02	2.27	4.71	80.16	0.83		1.08		
The length of time the journey was scheduled to take (speed)	1016	88.09	6.74	5.17	82.99	-1.00		-1.50		
Connections with other train services	483	76.69	18.59	4.72	74.00	4.78		1.17		
The value for money for the price of your ticket	1001	54.18	21.94	23.88	42.89	3.75		7.69	+	
Upkeep and repair of the train	1039	81.48	11.69	6.82	71.08	-2.25		1.74		
The provision of information during the journey	898	73.52	19.18	7.30	66.45	-0.01		-0.51		
The helpfulness and attitude of staff on train	392	55.07	37.90	7.03	56.01	3.14		2.60		
The space for luggage	771	55.00	24.89	20.10	50.62	-1.83		3.02		
The toilet facilities	377	48.28	28.56	23.16	34.28	-2.75		1.32		
Sufficient room for all passengers to sit/stand	1018	73.35	12.57	14.08	65.56	-4.08	-	0.97		
The comfort of the seating area	1016	78.04	15.44	6.52	68.07	-2.04		3.04		
The ease of being able to get on and off	1026	90.21	7.19	2.60	77.95	-1.56		2.15		
Your personal security whilst on board	952	82.80	15.45	1.75	72.20	-3.25		2.15		
The cleanliness of the inside	1038	80.55	12.89	6.56	69.93	-4.47	-	-0.32		
The cleanliness of the outside	897	76.25	19.47	4.28	66.50	-7.99	-	-3.83		
The availability of staff	568	33.25	35.89	30.86	36.75	3.30		5.75	+	
How well train company deals with delays	113	35.39	46.07	18.54	32.06	-16.90	-	-1.15		

Source: Passenger Focus

Note: The '+' or '-' signs within the significant change column show whether there has been a significant change at the 95% confidence level. This means there is a 5% chance that the change is 'not real'.

## Public performance measure

2009-10

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
<b>Q1</b>	95.1	97.3	98.0	0.9	26,252
<b>Q2</b>	96.1	97.8	98.5	0.6	27,998
<b>Q3</b>	95.3	97.3	98.2	0.7	27,512
<b>Q4</b>	94.3	96.7	97.9	0.9	26,896
<b>2008-09</b>	95.2	97.2	98.3	0.7	106,388
<b>2009-10</b>	95.2	97.3	98.2	0.7	108,658
<i>Percentage point change between 2009-10 on 2008-09</i>					
	0.0	0.1	-0.1	0.1	

Source: Network Rail

Notes:

Chiltern is classified within the London and South East sector

## Complaints

2009-10

	Percentage of complaints by source			Response performance to complaints (%)		
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
<b>Q1</b>	63	61.9	37.3	0.8	100	100
<b>Q2</b>	48	57.9	41.0	1.1	99	100
<b>Q3</b>	47	39.7	59.4	1.0	96	96
<b>Q4</b>	65	34.4	64.7	0.9	93	95
<b>2008-09</b>	60	36.3	40.2	23.5	98	98
<b>2009-10</b>	56	47.8	51.2	0.9	97	97
<i>Percentage change 2009-10 on 2008-09</i>						
	-7.7	11.5*	11.0*	-22.5*	-0.9*	-0.6*

Source: Department for Transport

Notes:

\* Percentage point change

## Key statistics

2009-10

	2009-10	Percentage change on 2008-09
Passenger journeys (millions)	29.7	-0.5
Passenger kilometres (millions)	2,964.6	0.1
Timetabled train kilometres (millions)	32.1	4.7
Route kilometres operated	2,397.9	0.0
Number of stations operated	119	-3.3
Number of employees	1,617	-0.9

Source: Train operating companies and timetabled train kilometres (table 1.4)

## National Passenger Survey results

Spring 2010

	Spring 2010					Improvement/decline in % satisfied or good (percentage points)			
	sample size	% satisfied or good	% neither/nor	% TOC type % dissatisfied or poor	% satisfied or good	Since Autumn 2009	significant change	Since Spring 2009	significant change
<b>Overall satisfaction</b>	<b>1565</b>	<b>85.04</b>	<b>10.24</b>	<b>4.72</b>	<b>86.88</b>	<b>-0.13</b>		<b>0.10</b>	
<b>STATION FACILITIES</b>									
Ticket buying facilities	674	79.54	13.43	7.03	79.52	-2.77		-4.62	
Provision of information about train times/platforms	1497	83.98	8.85	7.17	86.14	-1.19		-2.21	
The upkeep/repair of the station buildings/platforms	1455	70.48	17.64	11.88	71.79	-1.76		2.14	
Cleanliness	1485	74.44	17.69	7.86	76.30	-2.22		-0.90	
The facilities and services	1329	65.36	18.59	16.05	64.05	-2.32		1.54	
The attitudes and helpfulness of the staff	1142	76.55	18.00	5.45	75.73	-0.03		-2.57	
Connections with other forms of public transport	921	75.46	16.45	8.09	76.09	-0.05		2.02	
Facilities for car parking	580	56.75	17.57	25.68	55.37	2.66		-2.29	
Overall environment	1536	70.39	19.07	10.54	72.72	-3.94		-3.63	
Your personal security whilst using	1321	71.74	25.15	3.11	72.37	-1.66		-1.29	
The availability of staff	1308	68.42	20.92	10.66	65.41	0.82		1.56	
How request to station staff was handled	377	91.31	2.82	5.87	89.46	2.53		4.21	
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1481	84.31	7.95	7.74	84.87	3.47		4.50	+
Punctuality/reliability (i.e. the train arriving/departing on time)	1526	87.57	4.53	7.90	86.86	2.50		0.75	
The length of time the journey was scheduled to take (speed)	1515	87.63	7.94	4.43	89.46	1.79		1.25	
Connections with other train services	903	81.58	11.70	6.72	78.71	5.98	+	4.55	
The value for money for the price of your ticket	1489	56.93	19.24	23.83	58.01	1.17		5.54	+
Upkeep and repair of the train	1555	82.56	13.01	4.43	83.54	-1.04		-0.86	
The provision of information during the journey	1402	75.53	16.50	7.97	76.62	-0.71		-3.00	
The helpfulness and attitude of staff on train	1174	77.98	16.72	5.31	77.78	0.54		-2.37	
The space for luggage	1301	50.62	19.91	29.47	51.67	2.47		-0.26	
The toilet facilities	768	47.75	24.64	27.61	50.54	-5.74		-7.21	-
Sufficient room for all passengers to sit/stand	1520	68.08	13.30	18.62	70.42	-1.82		-3.49	
The comfort of the seating area	1517	74.28	15.09	10.63	77.18	-3.76		-4.29	-
The ease of being able to get on and off	1537	81.49	11.91	6.60	82.74	1.80		0.93	
Your personal security whilst on board	1427	83.57	14.94	1.48	84.51	-0.46		3.25	
The cleanliness of the inside	1558	79.09	13.49	7.43	82.35	-0.59		-3.28	
The cleanliness of the outside	1328	77.88	18.81	3.31	76.32	-1.75		-0.62	
The availability of staff	1288	63.92	25.74	10.34	65.63	0.33		-3.22	
How well train company deals with delays	271	52.81	31.56	15.64	52.16	11.42	+	1.12	

Source: Passenger Focus

Note: The '+' or '-' signs within the significant change column show whether there has been a significant change at the 95% confidence level. This means there is a 5% chance that the change is 'not real'.

## Public performance measure

2009-10

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
<b>Q1</b>	86.8	91.3	94.5	1.1	25,186
<b>Q2</b>	87.1	91.8	94.7	1.3	25,408
<b>Q3</b>	82.4	88.5	92.5	1.6	24,557
<b>Q4</b>	81.5	88.8	93.1	1.3	24,653
<b>2008-09</b>	84.5	90.1	93.8	1.2	97,766
<b>2009-10</b>	84.4	90.1	93.7	1.3	99,804
<i>Percentage point change between 2009-10 on 2008-09</i>					
	-0.1	0.0	-0.1	0.1	

Source: Network Rail

Notes:

Cross Country is classified within the long-distance sector

## Complaints

2009-10

	Percentage of complaints by source				Response performance to complaints (%)	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
<b>Q1</b>	171	67.3	15.9	16.9	89	100
<b>Q2</b>	224	62.7	15.7	21.6	67	99
<b>Q3</b>	175	52.9	22.2	24.9	86	98
<b>Q4</b>	212	69.7	13.6	16.7	79	95
<b>2008-09</b>	191	50.1	28.0	21.9	91	100
<b>2009-10</b>	195	63.3	16.7	20.0	80	98
<i>Percentage change 2009-10 on 2008-09</i>						
	2.4	13.2*	-11.3*	-1.9*	-11.5*	-1.9*

Source: Department for Transport

Notes:

\* Percentage point change



## Key statistics

2009-10

	2009-10	Percentage change on 2008-09
Passenger journeys (millions)	18.1	-3.9
Passenger kilometres (millions)	4,562.1	-2.8
Timetabled train kilometres (millions)	20.0	-0.1
Route kilometres operated	1,429.1	-3.0
Number of stations operated	12	0.0
Number of employees	2,965	-2.2

Source: Train operating companies and timetabled train kilometres (table 1.4)

Notes:  
Data includes both National Express East Coast and East Coast.  
National Express East Coast services were transferred to East Coast on the 13 November 2009

## National Passenger Survey results

Spring 2010

	Spring 2010					Improvement/decline in % satisfied or good (percentage points)				
	sample size	% satisfied or good	% neither/nor	% TOC type % dissatisfied or poor	% satisfied or good	Since Autumn 2009	significant change	Since Spring 2009	significant change	
<b>Overall satisfaction</b>	<b>1134</b>	<b>87.53</b>	<b>6.50</b>	<b>5.98</b>	<b>86.88</b>	<b>-1.58</b>		<b>0.31</b>		
<b>STATION FACILITIES</b>										
Ticket buying facilities	309	79.67	14.03	6.31	79.52	-3.94		0.75		
Provision of information about train times/platforms	1089	89.37	7.10	3.53	86.14	0.91		-0.29		
The upkeep/repair of the station buildings/platforms	1057	71.82	17.36	10.82	71.79	-0.71		4.52		
Cleanliness	1081	76.24	16.76	7.00	76.30	-1.18		4.01		
The facilities and services	983	64.22	18.08	17.71	64.05	3.37		4.94		
The attitudes and helpfulness of the staff	738	78.03	16.62	5.35	75.73	-1.43		3.85		
Connections with other forms of public transport	794	79.86	11.06	9.08	76.09	6.42	+	5.06	+	
Facilities for car parking	299	57.51	15.97	26.51	55.37	7.95		2.56		
Overall environment	1110	71.58	18.85	9.57	72.72	-0.21		2.67		
Your personal security whilst using	959	70.59	27.25	2.15	72.37	-1.38		-0.35		
The availability of staff	886	67.74	20.75	11.51	65.41	0.18		2.97		
How request to station staff was handled	214	89.39	3.26	7.35	89.46	0.12		2.84		
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1094	88.85	5.90	5.25	84.87	-0.35		-0.78		
Punctuality/reliability (i.e. the train arriving/departing on time)	1106	89.37	5.61	5.03	86.86	-0.66		-0.07		
The length of time the journey was scheduled to take (speed)	1094	91.45	5.54	3.01	89.46	0.65		1.25		
Connections with other train services	582	82.34	11.04	6.62	78.71	1.56		4.22		
The value for money for the price of your ticket	1085	58.76	16.38	24.86	58.01	3.95		4.56		
Upkeep and repair of the train	1133	82.74	11.19	6.07	83.54	-1.11		3.42		
The provision of information during the journey	1040	79.27	15.17	5.55	76.62	3.43		1.92		
The helpfulness and attitude of staff on train	860	79.60	14.44	5.96	77.78	1.49		3.01		
The space for luggage	1016	55.67	17.29	27.04	51.67	0.34		-0.80		
The toilet facilities	741	48.32	24.33	27.35	50.54	1.21		3.56		
Sufficient room for all passengers to sit/stand	1099	71.53	13.03	15.43	70.42	-2.52		-3.37		
The comfort of the seating area	1111	76.47	14.28	9.25	77.18	-0.11		0.77		
The ease of being able to get on and off	1121	78.43	14.78	6.79	82.74	-2.29		0.83		
Your personal security whilst on board	1049	85.03	13.26	1.71	84.51	-0.29		2.77		
The cleanliness of the inside	1135	84.28	10.41	5.31	82.35	1.17		2.01		
The cleanliness of the outside	940	77.77	18.67	3.55	76.32	0.00		1.15		
The availability of staff	937	68.39	20.20	11.41	65.63	1.54		5.37	+	
How well train company deals with delays	191	60.63	28.12	11.26	52.16	4.72		-1.21		

Source: Passenger Focus

Note: The '+' or '-' signs within the significant change column show whether there has been a significant change at the 95% confidence level. This means there is a 5% chance that the change is 'not real'.

## Public performance measure

2009-10

Percentage of trains within

	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
<b>Q1</b>	84.6	90.4	94.8	0.9	10,944
<b>Q2</b>	84.6	89.3	93.5	1.4	11,229
<b>Q3</b>	76.9	84.0	90.3	1.2	10,997
<b>Q4</b>	78.3	86.1	92.2	0.9	10,553
<b>2008-09</b>	79.8	86.9	92.6	1.4	44,423
<b>2009-10</b>	81.1	87.4	92.7	1.1	43,723

*Percentage point change between 2009-10 on 2008-09*

*1.3      0.5      0.1      -0.3*

Source: Network Rail

Notes:

East Coast is classified within the long-distance sector

## Complaints

2009-10

Percentage of complaints by source      Response performance to complaints (%)

	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
<b>Q1</b>	321	93.5	4.1	2.4	100	100
<b>Q2</b>	301	92.8	5.4	1.8	100	100
<b>Q3</b>	290	93.7	4.4	1.9	91	91
<b>Q4</b>	329	98.1	0.2	1.6	76	76
<b>2008-09</b>	250	57.5	24.6	17.9	73	73
<b>2009-10</b>	310	94.6	2.0	3.4	92	92

*Percentage change 2009-10 on 2008-09*

*24.0      37.1\*      -22.7\*      -14.5\*      18.2\*      18.2\**

Source: Department for Transport

Notes:

\* Percentage point change

## Key statistics

2009-10

	2009-10	Percentage change on 2008-09
Passenger journeys (millions)	21.3	0.0
Passenger kilometres (millions)	1,945.5	-1.3
Timetabled train kilometres (millions)	21.6	6.3
Route kilometres operated	1,549.8	0.0
Number of stations operated	89	0.0
Number of employees	1,995	-1.2

Source: Train operating companies and timetabled train kilometres (table 1.4)

## National Passenger Survey results

Spring 2010

	Spring 2010					Improvement/decline in % satisfied or good (percentage points)				
	sample size	% satisfied or good	% neither/nor	% TOC type % dissatisfied or poor	% satisfied or good	Since Autumn 2009	significant change	Since Spring 2009	significant change	
<b>Overall satisfaction</b>	<b>1107</b>	<b>85.83</b>	<b>8.80</b>	<b>5.36</b>	<b>86.88</b>	<b>2.16</b>		<b>5.46</b>	<b>+</b>	
<b>STATION FACILITIES</b>										
Ticket buying facilities	544	77.65	11.32	11.03	79.52	0.60		3.78		
Provision of information about train times/platforms	1059	85.50	8.53	5.97	86.14	1.61		3.10		
The upkeep/repair of the station buildings/platforms	1045	74.27	15.93	9.79	71.79	-0.37		-0.46		
Cleanliness	1072	78.08	12.52	9.40	76.30	-1.39		0.99		
The facilities and services	1000	60.53	18.61	20.86	64.05	-0.88		-0.96		
The attitudes and helpfulness of the staff	869	75.86	18.25	5.89	75.73	-0.97		-0.18		
Connections with other forms of public transport	808	74.36	14.28	11.37	76.09	4.31		-1.61		
Facilities for car parking	420	56.95	20.54	22.50	55.37	-0.61		3.05		
Overall environment	1095	75.75	16.37	7.89	72.72	1.61		1.16		
Your personal security whilst using	987	74.91	22.12	2.97	72.37	3.79		4.56		
The availability of staff	958	65.53	22.79	11.68	65.41	-0.25		-0.09		
How request to station staff was handled	208	85.45	6.15	7.85	89.46	0.96		-1.32		
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1093	79.33	9.25	11.42	84.87	3.19		3.73		
Punctuality/reliability (i.e. the train arriving/departing on time)	1083	84.10	5.64	10.25	86.86	-0.64		-0.10		
The length of time the journey was scheduled to take (speed)	1072	85.86	8.81	5.33	89.46	3.06		2.84		
Connections with other train services	549	71.42	20.19	8.39	78.71	5.25		1.38		
The value for money for the price of your ticket	1063	51.95	17.28	30.77	58.01	4.37		7.31	+	
Upkeep and repair of the train	1092	74.71	14.52	10.76	83.54	6.68	+	7.48	+	
The provision of information during the journey	978	68.50	20.47	11.03	76.62	2.56		6.60	+	
The helpfulness and attitude of staff on train	848	75.97	18.30	5.73	77.78	3.21		7.59	+	
The space for luggage	861	50.17	23.21	26.62	51.67	2.55		3.02		
The toilet facilities	524	46.24	26.53	27.23	50.54	0.20		1.43		
Sufficient room for all passengers to sit/stand	1070	72.00	12.68	15.32	70.42	4.05		4.56		
The comfort of the seating area	1068	76.42	15.52	8.06	77.18	5.18	+	4.94	+	
The ease of being able to get on and off	1095	82.45	13.45	4.10	82.74	5.69	+	6.78	+	
Your personal security whilst on board	1033	84.13	14.56	1.31	84.51	5.08	+	5.50	+	
The cleanliness of the inside	1106	77.72	11.95	10.33	82.35	5.84	+	7.63	+	
The cleanliness of the outside	976	67.11	19.16	13.73	76.32	-2.37		3.42		
The availability of staff	921	62.34	25.94	11.72	65.63	6.79	+	8.00	+	
How well train company deals with delays	173	50.71	31.07	18.22	52.16	9.85		13.94	+	

Source: Passenger Focus

Note: The '+' or '-' signs within the significant change column show whether there has been a significant change at the 95% confidence level. This means there is a 5% chance that the change is 'not real'.

## Public performance measure

2009-10

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
<b>Q1</b>	90.7	95.1	97.3	0.7	37,897
<b>Q2</b>	91.3	95.3	97.3	0.7	39,491
<b>Q3</b>	88.1	93.6	96.4	0.9	38,659
<b>Q4</b>	90.6	94.8	96.9	0.8	38,116
<b>2008-09</b>	86.4	92.7	95.9	1.0	140,629
<b>2009-10</b>	90.2	94.7	97.0	0.8	154,163
<i>Percentage point change between 2009-10 on 2008-09</i>					
	3.8	2.0	1.1	-0.2	

Source: Network Rail

Notes:  
East Midlands Trains is classified within the long-distance and regional sectors

## Complaints

2009-10

	Percentage of complaints by source				Response performance to complaints (%)	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
<b>Q1</b>	110	68.3	28.2	3.5	68	100
<b>Q2</b>	95	71.6	23.9	4.5	46	100
<b>Q3</b>	87	74.2	22.4	3.4	40	98
<b>Q4</b>	102	61.8	33.8	4.4	36	97
<b>2008-09</b>	127	54.0	41.6	4.4	96	100
<b>2009-10</b>	98	68.7	27.4	3.9	48	99
<i>Percentage change 2009-10 on 2008-09</i>						
	-22.2	14.7*	-14.3*	-0.5*	-48.1*	-0.9*

Source: Department for Transport

Notes:  
\* Percentage point change

# 8.7 First Capital Connect

## Key statistics

2009-10

	2009-10	Percentage change on 2008-09
Passenger journeys (millions)	90.0	-3.7
Passenger kilometres (millions)	3,114.4	-4.5
Timetabled train kilometres (millions)	24.2	3.8
Route kilometres operated	502.1	-1.0
Number of stations operated	78	0.0
Number of employees	2,200	-0.1

Source: Train operating companies and timetabled train kilometres (table 1.4)

## National Passenger Survey results

Spring 2010

	Spring 2010				Improvement/decline in % satisfied or good (percentage points)					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Since Autumn 2009	significant change	Since Spring 2009	significant change	
<b>Overall satisfaction</b>	<b>1602</b>	<b>76.11</b>	<b>16.07</b>	<b>7.82</b>	<b>81.89</b>	<b>1.29</b>		<b>0.03</b>		
<b>STATION FACILITIES</b>										
Ticket buying facilities	930	65.66	17.74	16.60	69.59	-2.84		-2.29		
Provision of information about train times/platforms	1548	70.21	14.34	15.44	76.71	-4.36	-	-1.05		
The upkeep/repair of the station buildings/platforms	1483	57.86	24.74	17.40	60.83	-3.40		-2.39		
Cleanliness	1527	66.33	20.40	13.27	67.20	-2.51		-0.19		
The facilities and services	1315	41.00	24.14	34.86	48.52	-4.86	-	-3.16		
The attitudes and helpfulness of the staff	1224	65.86	21.73	12.41	68.18	-0.16		1.33		
Connections with other forms of public transport	1243	72.13	15.04	12.84	74.76	1.48		2.52		
Facilities for car parking	599	43.14	13.90	42.96	45.74	1.60		2.78		
Overall environment	1570	56.85	26.55	16.60	61.69	-3.94		-1.31		
Your personal security whilst using	1417	60.79	32.34	6.87	63.46	-0.48		0.19		
The availability of staff	1393	52.69	25.67	21.65	56.10	-3.54		-1.98		
How request to station staff was handled	256	75.77	8.19	16.03	82.24	-5.63		-10.01	-	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1576	70.33	11.13	18.55	74.98	-3.11		-3.38		
Punctuality/reliability (i.e. the train arriving/departing on time)	1563	72.96	8.84	18.21	80.16	-1.94		0.48		
The length of time the journey was scheduled to take (speed)	1541	82.37	10.74	6.90	82.99	-0.49		0.10		
Connections with other train services	951	71.98	18.84	9.18	74.00	-4.29		-1.77		
The value for money for the price of your ticket	1473	37.60	23.21	39.19	42.89	2.13		6.54	+	
Upkeep and repair of the train	1586	62.18	19.27	18.54	71.08	1.45		-0.51		
The provision of information during the journey	1367	50.69	27.64	21.68	66.45	0.72		0.48		
The helpfulness and attitude of staff on train	521	35.70	38.64	25.66	56.01	6.78		6.79		
The space for luggage	1191	43.07	27.92	29.01	50.62	2.31		-1.75		
The toilet facilities	537	25.75	24.47	49.79	34.28	2.13		1.26		
Sufficient room for all passengers to sit/stand	1550	59.93	17.65	22.42	65.56	-1.17		0.15		
The comfort of the seating area	1554	57.92	24.15	17.94	68.07	-3.27		-4.80	-	
The ease of being able to get on and off	1579	74.09	17.02	8.89	77.95	-3.04		-0.02		
Your personal security whilst on board	1455	65.38	28.30	6.32	72.20	-2.91		0.56		
The cleanliness of the inside	1596	61.45	21.51	17.05	69.93	-2.98		-5.12	-	
The cleanliness of the outside	1373	56.07	27.23	16.70	66.50	-5.29	-	-5.75	-	
The availability of staff	946	12.17	29.45	58.37	36.75	-2.47		1.47		
How well train company deals with delays	338	24.39	41.47	34.15	32.06	-7.49		-10.34	-	

Source: Passenger Focus

Note: The '+' or '-' signs within the significant change column show whether there has been a significant change at the 95% confidence level. This means there is a 5% chance that the change is 'not real'.

## Public performance measure

2009-10

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
<b>Q1</b>	92.5	95.5	96.9	1.2	88,545
<b>Q2</b>	92.6	95.5	97.0	1.2	91,480
<b>Q3</b>	84.8	90.3	93.4	3.8	81,304
<b>Q4</b>	87.4	91.8	94.0	3.1	86,777
<b>2008-09</b>	91.1	94.8	96.5	1.7	335,161
<b>2009-10</b>	89.5	93.4	95.4	2.3	348,106
<i>Percentage point change between 2009-10 on 2008-09</i>					
	-1.6	-1.4	-1.1	0.6	

Source: Network Rail

First Capital Connect is classified within the London and South East sector

## Complaints

2009-10

	Percentage of complaints by source				Response performance to complaints (%)	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
<b>Q1</b>	34	74.0	8.0	18.0	93	100
<b>Q2</b>	31	72.4	8.7	18.9	93	100
<b>Q3</b>	39	82.1	5.7	12.2	88	100
<b>Q4</b>	39	85.8	6.2	8.0	72	90
<b>2008-09</b>	38	75.7	6.3	17.9	82	100
<b>2009-10</b>	36	79.4	7.0	13.7	85	97
<i>Percentage change 2009-10 on 2008-09</i>						
	-4.0	3.6*	0.6*	-4.3*	2.9*	-3.0*

Source: Department for Transport

Notes:

\* Percentage point change

## Key statistics

2009-10

	2009-10	Percentage change on 2008-09
Passenger journeys (millions)	83.9	0.2
Passenger kilometres (millions)	5,236.7	0.5
Timetabled train kilometres (millions)	42.6	1.3
Route kilometres operated	2,090.5	-1.8
Number of stations operated	211	0.0
Number of employees	4,713	-3.1

Source: Train operating companies and timetabled train kilometres (table 1.4)

## National Passenger Survey results

Spring 2010

	Spring 2010				Improvement/decline in % satisfied or good (percentage points)					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Since Autumn 2009	significant change	Since Spring 2009	significant change	
<b>Overall satisfaction</b>	<b>2866</b>	<b>83.10</b>	<b>10.99</b>	<b>5.91</b>	<b>81.89</b>	<b>0.81</b>		<b>1.68</b>		
<b>STATION FACILITIES</b>										
Ticket buying facilities	1519	74.90	14.08	11.02	69.59	1.10		-2.48		
Provision of information about train times/platforms	2766	78.68	12.14	9.18	76.71	-0.72		1.09		
The upkeep/repair of the station buildings/platforms	2714	63.81	22.46	13.73	60.83	-1.30		-0.72		
Cleanliness	2789	68.52	20.88	10.60	67.20	-2.60		-1.52		
The facilities and services	2429	56.31	21.45	22.24	48.52	-1.56		-3.05	-	
The attitudes and helpfulness of the staff	2077	73.89	18.74	7.37	68.18	1.09		3.48	+	
Connections with other forms of public transport	1972	73.69	14.96	11.35	74.76	-0.22		1.21		
Facilities for car parking	1083	53.17	19.22	27.61	45.74	0.11		-1.06		
Overall environment	2846	65.76	22.96	11.28	61.69	-3.28	-	-1.17		
Your personal security whilst using	2466	66.60	26.94	6.47	63.46	-0.49		-0.60		
The availability of staff	2408	60.24	23.21	16.55	56.10	0.82		1.64		
How request to station staff was handled	559	87.65	4.81	7.18	82.24	4.19		2.92		
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	2844	78.42	9.69	11.90	74.98	1.90		3.48	+	
Punctuality/reliability (i.e. the train arriving/departing on time)	2847	83.21	6.89	9.90	80.16	3.43	+	3.36	+	
The length of time the journey was scheduled to take (speed)	2797	86.08	7.89	6.03	82.99	2.97	+	2.68	+	
Connections with other train services	1502	74.53	16.42	9.05	74.00	2.63		3.83	+	
The value for money for the price of your ticket	2786	52.85	19.68	27.48	42.89	2.41		7.07	+	
Upkeep and repair of the train	2871	70.38	15.78	13.84	71.08	-1.85		-3.94	-	
The provision of information during the journey	2542	65.40	22.79	11.81	66.45	2.34		1.81		
The helpfulness and attitude of staff on train	1717	68.95	24.29	6.77	56.01	2.69		3.16		
The space for luggage	2289	53.83	21.52	24.66	50.62	0.49		0.43		
The toilet facilities	1307	43.05	24.74	32.21	34.28	-1.49		-2.32		
Sufficient room for all passengers to sit/stand	2828	67.40	14.05	18.55	65.56	-0.36		0.51		
The comfort of the seating area	2811	67.25	18.51	14.24	68.07	-2.28		-2.97	-	
The ease of being able to get on and off	2849	77.58	15.23	7.19	77.95	2.05		1.09		
Your personal security whilst on board	2618	77.41	19.08	3.50	72.20	0.49		0.60		
The cleanliness of the inside	2891	69.30	17.88	12.83	69.93	-2.57		-3.44	-	
The cleanliness of the outside	2404	64.38	25.03	10.60	66.50	-5.19	-	-5.44	-	
The availability of staff	2156	47.82	30.38	21.80	36.75	0.65		2.90		
How well train company deals with delays	519	47.93	33.77	18.30	32.06	6.95	+	9.29	+	

Source: Passenger Focus

Note: The '+' or '-' signs within the significant change column show whether there has been a significant change at the 95% confidence level. This means there is a 5% chance that the change is 'not real'.

## Public performance measure

2009-10

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
<b>Q1</b>	92.9	96.3	98.0	0.5	126,853
<b>Q2</b>	92.0	95.8	97.7	0.7	131,591
<b>Q3</b>	88.5	93.5	96.2	1.2	127,119
<b>Q4</b>	91.3	95.3	97.3	0.9	125,753
<b>2008-09</b>	89.1	94.3	96.9	0.9	488,995
<b>2009-10</b>	91.2	95.2	97.3	0.8	511,316
<i>Percentage point change between 2009-10 on 2008-09</i>					
	2.0	0.9	0.4	-0.1	

Source: Network Rail

Notes:  
First Great Western is classified within the London and South East, regional and long-distance sectors

## Complaints

2009-10

	Percentage of complaints by source				Response performance to complaints (%)	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
<b>Q1</b>	82	54.7	29.2	16.1	92	100
<b>Q2</b>	80	56.2	29.6	14.2	94	100
<b>Q3</b>	95	58.1	31.6	10.3	82	100
<b>Q4</b>	90	60.7	28.2	11.1	73	100
<b>2008-09</b>	97	62.4	23.0	14.6	93	100
<b>2009-10</b>	87	57.6	29.7	12.7	85	100
<i>Percentage change 2009-10 on 2008-09</i>						
	-10.2	-4.8*	6.7*	-1.9*	-7.7*	-0.0*

Source: Department for Transport

Notes:  
\* Percentage point change



## Key statistics

2009-10

	2009-10	Percentage change on 2008-09
Passenger journeys (millions)	76.9	0.7
Passenger kilometres (millions)	2,532.6	0.7
Timetabled train kilometres (millions)	40.7	3.9
Route kilometres operated	3,043.3	0.1
Number of stations operated	343	0.3
Number of employees	4,278	-1.7

Source: Train operating companies and timetabled train kilometres (table 1.4)

## Notes:

In 2009-10, First Scotrail introduced a new methodology to improve estimation of Strathclyde Zonocard journeys. The impact of the new methodology on previous data have been calculated in order to provide a more meaningful year on year comparison. Consequently, the 2008-09 estimated figures for First Scotrail have been re-estimated to 76.4m journeys and 2,515.6m kilometres.

## National Passenger Survey results

Spring 2010

	Spring 2010				Improvement/decline in % satisfied or good (percentage points)				
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Since Autumn 2009	significant change	Since Spring 2009	significant change
<b>Overall satisfaction</b>	<b>1070</b>	<b>90.36</b>	<b>6.26</b>	<b>3.39</b>	<b>87.61</b>	<b>0.27</b>		<b>1.86</b>	
<b>STATION FACILITIES</b>									
Ticket buying facilities	651	83.70	9.20	7.10	79.23	0.77		0.69	
Provision of information about train times/platforms	1022	84.32	8.53	7.15	83.10	-1.66		0.08	
The upkeep/repair of the station buildings/platforms	1002	77.71	16.34	5.94	70.92	-2.50		-2.68	
Cleanliness	1021	82.41	13.42	4.16	74.13	-1.31		-0.86	
The facilities and services	881	58.47	17.10	24.43	51.69	4.71		0.14	
The attitudes and helpfulness of the staff	821	74.30	17.88	7.82	74.08	-1.40		-4.64	
Connections with other forms of public transport	751	70.98	15.42	13.60	69.00	0.02		3.40	
Facilities for car parking	492	46.82	13.34	39.83	50.49	3.07		-0.34	
Overall environment	1053	74.60	19.35	6.05	68.70	-2.25		-4.59	
Your personal security whilst using	917	72.34	23.01	4.65	67.45	-0.75		-2.31	
The availability of staff	900	64.78	23.34	11.89	62.48	-3.72		-4.17	
How request to station staff was handled	148	83.77	6.48	9.75	84.46	0.91		-4.98	
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1052	84.57	5.52	9.91	82.23	0.98		0.93	
Punctuality/reliability (i.e. the train arriving/departing on time)	1054	88.06	5.15	6.78	87.26	-1.44		1.70	
The length of time the journey was scheduled to take (speed)	1046	89.64	6.28	4.08	89.69	-0.78		0.95	
Connections with other train services	510	77.58	15.77	6.64	76.66	2.30		-0.71	
The value for money for the price of your ticket	1048	60.95	16.92	22.13	61.85	2.51		6.09	+
Upkeep and repair of the train	1057	76.18	14.78	9.04	68.92	-4.06		-2.91	
The provision of information during the journey	978	75.09	17.43	7.48	70.10	-2.50		-1.42	
The helpfulness and attitude of staff on train	854	77.09	18.53	4.38	74.65	-5.54	-	-2.17	
The space for luggage	843	65.14	17.09	17.77	60.87	2.62		0.69	
The toilet facilities	450	49.87	21.71	28.42	41.19	4.13		1.52	
Sufficient room for all passengers to sit/stand	1044	77.97	10.16	11.87	74.65	0.56		1.71	
The comfort of the seating area	1049	77.40	13.97	8.64	72.34	-3.11		-0.74	
The ease of being able to get on and off	1062	87.73	9.46	2.81	84.45	-1.02		0.22	
Your personal security whilst on board	1007	83.56	14.02	2.42	79.09	1.09		-2.36	
The cleanliness of the inside	1076	78.25	13.07	8.68	70.84	-4.77	-	-1.62	
The cleanliness of the outside	897	67.51	20.13	12.36	59.78	-8.96	-	-5.06	
The availability of staff	943	70.06	20.59	9.36	63.39	0.82		1.49	
How well train company deals with delays	125	39.79	36.21	24.00	38.29	-6.99		4.73	

Source: Passenger Focus

Note: The '+' or '-' signs within the significant change column show whether there has been a significant change at the 95% confidence level. This means there is a 5% chance that the change is 'not real'.

## Public performance measure

2009-10

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
<b>Q1</b>	93.0	97.1	98.1	0.8	178,896
<b>Q2</b>	93.5	97.5	98.4	0.7	181,088
<b>Q3</b>	86.7	93.6	95.9	1.4	178,393
<b>Q4</b>	89.5	94.8	96.6	1.3	176,482
<b>2008-09</b>	90.6	96.1	97.7	0.9	697,474
<b>2009-10</b>	90.7	95.8	97.3	1.0	714,859
<i>Percentage point change between 2009-10 on 2008-09</i>					
	0.1	-0.4	-0.4	0.1	

Source: Network Rail

Notes:

First ScotRail is classified within the regional sector

## Complaints

2009-10

	Percentage of complaints by source				Response performance to complaints (%)	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
<b>Q1</b>	28	72.1	7.5	20.4	98	100
<b>Q2</b>	30	68.5	8.3	23.2	98	100
<b>Q3</b>	32	74.9	3.6	21.5	89	100
<b>Q4</b>	45	83.3	1.5	15.2	51	99
<b>2008-09</b>	33	75.1	6.3	18.6	84	100
<b>2009-10</b>	34	75.7	4.7	19.6	80	100
<i>Percentage change 2009-10 on 2008-09</i>						
	2.6	0.6*	-1.6*	1.0*	-4.2*	-0.3*

Source: Department for Transport

Notes:

\* Percentage point change

## Key statistics

2009-10

	2009-10	Percentage change on 2008-09
Passenger journeys (millions)	53.4	3.7
Passenger kilometres (millions)	1,709.1	8.5
Timetabled train kilometres (millions)	24.6	14.5
Route kilometres operated	861.0	0.0
Number of stations operated	149	0.0
Number of employees	2,437	-3.1

Source: Train operating companies and timetabled train kilometres (table 1.4)

## Notes:

TTKM has increased in 2009-10 due to greater frequency of service on the West Coast Mainline

## National Passenger Survey results

Spring 2010

	Spring 2010				Improvement/decline in % satisfied or good (percentage points)				
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Since Autumn 2009	significant change	Since Spring 2009	significant change
<b>Overall satisfaction</b>	<b>1050</b>	<b>85.62</b>	<b>10.15</b>	<b>4.23</b>	<b>81.89</b>	<b>-0.90</b>		<b>7.63</b>	<b>+</b>
<b>STATION FACILITIES</b>									
Ticket buying facilities	609	72.24	13.48	14.29	69.59	0.74		-0.06	
Provision of information about train times/platforms	1001	80.43	11.34	8.22	76.71	0.20		7.57	+
The upkeep/repair of the station buildings/platforms	986	62.83	22.03	15.15	60.83	-0.18		6.71	+
Cleanliness	996	70.90	17.58	11.53	67.20	1.08		5.64	+
The facilities and services	851	49.64	23.97	26.40	48.52	3.77		2.89	
The attitudes and helpfulness of the staff	771	68.80	20.68	10.51	68.18	2.62		0.77	
Connections with other forms of public transport	768	71.20	16.87	11.93	74.76	4.46		5.37	+
Facilities for car parking	474	49.00	16.72	34.28	45.74	0.80		5.98	
Overall environment	1031	63.52	22.64	13.84	61.69	2.06		5.52	+
Your personal security whilst using	919	63.39	30.89	5.72	63.46	-0.85		1.86	
The availability of staff	878	54.82	23.43	21.75	56.10	0.11		0.66	
How request to station staff was handled	134	87.28	3.13	8.70	82.24	6.88		6.70	
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1040	80.23	7.00	12.77	74.98	1.07		10.97	+
Punctuality/reliability (i.e. the train arriving/departing on time)	1034	81.36	7.34	11.30	80.16	2.08		10.89	+
The length of time the journey was scheduled to take (speed)	1022	88.36	7.07	4.57	82.99	1.97		7.06	+
Connections with other train services	602	77.31	15.63	7.06	74.00	4.68		6.66	+
The value for money for the price of your ticket	951	54.72	18.74	26.54	42.89	5.40	+	11.10	+
Upkeep and repair of the train	1043	79.27	11.76	8.97	71.08	-2.45		8.07	+
The provision of information during the journey	927	64.19	22.65	13.16	66.45	1.30		9.28	+
The helpfulness and attitude of staff on train	490	56.66	30.24	13.10	56.01	-2.21		2.85	
The space for luggage	767	50.11	24.64	25.25	50.62	-1.11		2.39	
The toilet facilities	374	47.52	24.07	28.41	34.28	-4.92		3.08	
Sufficient room for all passengers to sit/stand	1025	66.75	14.64	18.61	65.56	-5.26	-	3.88	
The comfort of the seating area	1022	70.79	16.63	12.58	68.07	-1.95		4.01	
The ease of being able to get on and off	1040	82.43	11.98	5.59	77.95	1.47		6.72	+
Your personal security whilst on board	950	76.08	19.51	4.41	72.20	0.35		5.84	+
The cleanliness of the inside	1054	75.64	15.46	8.90	69.93	-7.00	-	4.11	+
The cleanliness of the outside	938	74.22	19.81	5.97	66.50	-6.97	-	3.54	
The availability of staff	700	38.74	29.26	31.99	36.75	2.28		4.38	
How well train company deals with delays	168	35.87	35.63	28.50	32.06	-1.10		10.61	+

Source: Passenger Focus

Note: The '+' or '-' signs within the significant change column show whether there has been a significant change at the 95% confidence level. This means there is a 5% chance that the change is 'not real'.

## Public performance measure

2009-10

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
<b>Q1</b>	89.4	94.7	96.7	1.2	103,279
<b>Q2</b>	91.4	95.6	97.2	1.2	108,154
<b>Q3</b>	88.2	94.0	96.1	1.6	105,393
<b>Q4</b>	90.3	95.1	96.9	1.1	105,488
<b>2008-09</b>	86.5	92.7	95.2	1.9	391,805
<b>2009-10</b>	89.8	94.8	96.8	1.3	422,314
<i>Percentage point change between 2009-10 on 2008-09</i>					
	3.4	2.2	1.5	-0.6	

Source: Network Rail

London Midland is classified within the London and South East and regional sector

## Complaints

2009-10

	Percentage of complaints by source				Response performance to complaints (%)	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
<b>Q1</b>	39	61.0	21.1	17.9	85	90
<b>Q2</b>	44	55.0	20.8	24.3	92	95
<b>Q3</b>	38	65.9	16.6	17.6	90	90
<b>Q4</b>	36	72.6	9.7	17.7	85	86
<b>2008-09</b>	102	85.6	9.4	5.0	75	84
<b>2009-10</b>	39	63.4	17.1	19.5	88	90
<i>Percentage change 2009-10 on 2008-09</i>						
	-61.7	-22.2*	7.7*	14.5*	13.3*	5.8*

Source: Department for Transport

Notes:

\* Percentage point change

## Key statistics

2009-10

	2009-10	Percentage change on 2008-09
Passenger journeys (millions)	34.6	4.3
Passenger kilometres (millions)	436.7	2.2
Timetabled train kilometres (millions)	3.2	-3.3
Route kilometres operated	91.7	5.6
Number of stations operated	47	30.6
Number of employees	1,094	32.3

Source: Train operating companies and timetabled train kilometres (table 1.4)

## National Passenger Survey results

Spring 2010

	Spring 2010				Improvement/decline in % satisfied or good (percentage points)					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Since Autumn 2009	significant change	Since Spring 2009	significant change	
<b>Overall satisfaction</b>	<b>985</b>	<b>72.18</b>	<b>14.82</b>	<b>13.00</b>	<b>81.89</b>	<b>-9.67</b>	-	<b>-2.52</b>		
<b>STATION FACILITIES</b>										
Ticket buying facilities	549	56.37	21.68	21.95	69.59	-1.03		-7.69		
Provision of information about train times/platforms	908	62.80	14.83	22.38	76.71	-5.96		-3.57		
The upkeep/repair of the station buildings/platforms	892	54.77	23.11	22.12	60.83	-6.85		-7.30	-	
Cleanliness	919	61.23	23.09	15.68	67.20	-3.71		-4.10		
The facilities and services	733	29.41	22.83	47.76	48.52	-0.44		-2.47		
The attitudes and helpfulness of the staff	733	64.77	18.66	16.57	68.18	-3.01		1.53		
Connections with other forms of public transport	808	76.04	11.57	12.39	74.76	2.70		2.93		
Facilities for car parking	323	29.77	22.06	48.17	45.74	5.93		6.12		
Overall environment	955	50.36	30.09	19.55	61.69	-9.43	-	-8.70	-	
Your personal security whilst using	858	57.85	30.36	11.79	63.46	-1.36		1.48		
The availability of staff	843	54.83	23.90	21.27	56.10	-8.12	-	-5.22		
How request to station staff was handled	160	72.30	10.87	14.68	82.24	0.84		1.16		
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	982	51.44	12.90	35.66	74.98	-8.95	-	-7.15	-	
Punctuality/reliability (i.e. the train arriving/departing on time)	962	62.84	11.12	26.04	80.16	-5.24		0.19		
The length of time the journey was scheduled to take (speed)	954	78.62	11.28	10.11	82.99	-1.37		-1.67		
Connections with other train services	726	65.53	17.82	16.65	74.00	-3.95		-4.33		
The value for money for the price of your ticket	826	48.52	23.05	28.43	42.89	-6.99		-1.85		
Upkeep and repair of the train	968	72.18	14.11	13.71	71.08	10.69	+	19.53	+	
The provision of information during the journey	862	62.56	21.45	15.99	66.45	-2.62		10.91	+	
The helpfulness and attitude of staff on train	435	46.74	30.74	22.52	56.01	11.70		12.97	+	
The space for luggage	744	51.07	20.81	28.12	50.62	8.47		9.91	+	
The toilet facilities	330	9.52	12.52	77.96	34.28	-1.83		0.80		
Sufficient room for all passengers to sit/stand	951	58.45	15.56	25.99	65.56	2.18		10.92	+	
The comfort of the seating area	935	66.57	16.70	16.73	68.07	12.63	+	14.87	+	
The ease of being able to get on and off	974	66.69	18.63	14.68	77.95	-1.77		10.84	+	
Your personal security whilst on board	910	64.34	28.22	7.43	72.20	2.72		10.07	+	
The cleanliness of the inside	979	72.08	15.48	12.44	69.93	2.71		12.41	+	
The cleanliness of the outside	885	69.96	22.33	7.71	66.50	0.37		11.47	+	
The availability of staff	662	31.31	29.37	39.33	36.75	8.94		12.38	+	
How well train company deals with delays	212	18.28	31.00	50.72	32.06	2.46		-4.66		

Source: Passenger Focus

Note: The '+' or '-' signs within the significant change column show whether there has been a significant change at the 95% confidence level. This means there is a 5% chance that the change is 'not real'.

## Public performance measure

2009-10

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
<b>Q1</b>	93.7	96.6	97.7	0.9	32,840
<b>Q2</b>	93.7	96.6	97.6	0.9	33,105
<b>Q3</b>	92.3	95.7	96.8	1.0	32,810
<b>Q4</b>	92.7	96.0	96.9	1.6	33,590
<b>2008-09</b>	92.3	96.3	97.7	0.9	143,044
<b>2009-10</b>	93.1	96.2	97.3	1.1	132,345
<i>Percentage point change between 2009-10 on 2008-09</i>					
	0.9	-0.1	-0.4	0.2	

Source: Network Rail

Notes:

London Overground is classified within the London and South East sector

## Complaints

2009-10

	Percentage of complaints by source				Response performance to complaints (%)	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
<b>Q1</b>	12	48.6	39.7	11.8	87	93
<b>Q2</b>	10	29.7	62.3	8.0	77	85
<b>Q3</b>	8	27.3	60.4	12.3	89	90
<b>Q4</b>	7	43.8	45.4	10.8	85	92
<b>2008-09</b>	19	75.9	17.4	6.7	91	96
<b>2009-10</b>	9	38.6	50.7	10.7	85	90
<i>Percentage change 2009-10 on 2008-09</i>						
	-53.5	-37.3*	33.3*	4.0*	-6.7*	-5.8*

Source: Department for Transport

Notes:

\* Percentage point change

## Key statistics

2009-10

	2009-10	Percentage change on 2008-09
Passenger journeys (millions)	29.3	-7.0
Passenger kilometres (millions)	343.2	-9.2
Timetabled train kilometres (millions)	6.0	0.4
Route kilometres operated	120.7	0.0
Number of stations operated	66	0.0
Number of employees	1,155	0.4

Source: Train operating companies and timetabled train kilometres (table 1.4)

## National Passenger Survey results

Spring 2010

	Spring 2010				Improvement/decline in % satisfied or good (percentage points)				
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Since Autumn 2009	significant change	Since Spring 2009	significant change
<b>Overall satisfaction</b>	<b>640</b>	<b>93.20</b>	<b>4.94</b>	<b>1.86</b>	<b>87.61</b>	<b>1.84</b>		<b>2.54</b>	
<b>STATION FACILITIES</b>									
Ticket buying facilities	370	84.00	11.28	4.72	79.23	5.81		2.16	
Provision of information about train times/platforms	579	87.28	8.96	3.76	83.10	1.38		3.60	
The upkeep/repair of the station buildings/platforms	579	71.27	16.86	11.87	70.92	-1.92		2.84	
Cleanliness	599	76.52	12.68	10.80	74.13	4.77		7.19	+
The facilities and services	488	54.85	19.56	25.59	51.69	12.12	+	16.10	+
The attitudes and helpfulness of the staff	510	81.70	13.73	4.57	74.08	-3.16		5.37	
Connections with other forms of public transport	449	74.97	12.24	12.80	69.00	2.16		8.42	+
Facilities for car parking	288	56.76	12.04	31.20	50.49	0.80		2.82	
Overall environment	615	70.44	18.71	10.85	68.70	-1.78		4.10	
Your personal security whilst using	562	71.76	22.35	5.89	67.45	4.17		1.40	
The availability of staff	559	74.96	17.29	7.75	62.48	1.12		8.19	+
How request to station staff was handled	50	81.17	13.24	5.59	84.46	-0.46		0.45	
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	644	94.31	2.88	2.81	82.23	0.54		2.32	
Punctuality/reliability (i.e. the train arriving/departing on time)	633	94.90	2.28	2.82	87.26	2.95		1.26	
The length of time the journey was scheduled to take (speed)	618	95.88	1.71	2.41	89.69	1.47		2.24	
Connections with other train services	342	85.49	10.30	4.22	76.66	-1.49		7.91	
The value for money for the price of your ticket	505	65.82	17.10	17.08	61.85	5.40		10.40	+
Upkeep and repair of the train	627	78.06	15.73	6.22	68.92	-2.06		-2.25	
The provision of information during the journey	588	86.76	9.98	3.26	70.10	0.49		5.58	+
The helpfulness and attitude of staff on train	317	67.11	25.70	7.19	74.65	11.59	+	18.48	+
The space for luggage	434	64.03	19.84	16.13	60.87	7.01		14.93	+
The toilet facilities	158	19.43	10.95	69.63	41.19	-0.60		7.89	
Sufficient room for all passengers to sit/stand	617	77.95	11.59	10.46	74.65	1.60		5.56	
The comfort of the seating area	622	80.23	12.95	6.82	72.34	0.78		1.49	
The ease of being able to get on and off	632	89.95	7.66	2.39	84.45	2.00		3.62	
Your personal security whilst on board	593	76.80	18.77	4.44	79.09	2.29		2.31	
The cleanliness of the inside	635	76.31	16.56	7.13	70.84	-0.49		0.99	
The cleanliness of the outside	576	65.28	23.79	10.92	59.78	-5.33		-0.74	
The availability of staff	462	47.65	32.05	20.29	63.39	10.29	+	15.13	+
How well train company deals with delays	38	41.78	27.44	30.78	38.29	-10.34		7.06	

Source: Passenger Focus

Note: The '+' or '-' signs within the significant change column show whether there has been a significant change at the 95% confidence level. This means there is a 5% chance that the change is 'not real'.

## Public performance measure

2009-10

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
<b>Q1</b>	96.4	97.5	97.7	0.7	51,990
<b>Q2</b>	97.0	98.2	98.5	0.5	51,959
<b>Q3</b>	95.5	97.4	97.9	0.7	50,398
<b>Q4</b>	96.7	98.0	98.4	0.8	49,305
<b>2008-09</b>	95.0	97.1	97.6	0.8	203,195
<b>2009-10</b>	96.4	97.8	98.1	0.7	203,652
<i>Percentage point change between 2009-10 on 2008-09</i>					
	1.4	0.7	0.5	-0.1	

Source: Network Rail

Notes:

Merseyrail is classified within the regional sector

## Complaints

2009-10

	Percentage of complaints by source				Response performance to complaints (%)	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
<b>Q1</b>	25	27.9	11.3	60.8	99	99
<b>Q2</b>	23	31.0	11.9	57.2	99	99
<b>Q3</b>	19	35.6	10.6	53.8	98	98
<b>Q4</b>	17	37.0	13.0	50.0	95	95
<b>2008-09</b>	21	34.4	12.4	53.2	97	97
<b>2009-10</b>	21	32.5	11.6	55.8	98	98
<i>Percentage change 2009-10 on 2008-09</i>						
	-3.3	-1.9*	-0.8*	2.6*	0.7*	0.9*

Source: Department for Transport

Notes:

\* Percentage point change



## Key statistics

2009-10

	2009-10	Percentage change on 2008-09
Passenger journeys (millions)	107.0	-5.1
Passenger kilometres (millions)	3,752.0	-5.5
Timetabled train kilometres (millions)	32.6	0.1
Route kilometres operated	1,001.0	0.0
Number of stations operated	167	0.0
Number of employees	2,908	-4.6

Source: Train operating companies and timetabled train kilometres (table 1.4)

## National Passenger Survey results

Spring 2010

	Spring 2010				Improvement/decline in % satisfied or good (percentage points)					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Since Autumn 2009	significant change	Since Spring 2009	significant change	
<b>Overall satisfaction</b>	<b>2121</b>	<b>77.01</b>	<b>14.14</b>	<b>8.84</b>	<b>81.89</b>	<b>-1.51</b>		<b>1.29</b>		
<b>STATION FACILITIES</b>										
Ticket buying facilities	1206	68.03	15.34	16.63	69.59	0.58		0.49		
Provision of information about train times/platforms	2043	76.16	12.83	11.01	76.71	0.99		3.73	+	
The upkeep/repair of the station buildings/platforms	1999	63.53	21.21	15.26	60.83	-4.05	-	0.16		
Cleanliness	2056	68.14	19.71	12.15	67.20	-5.18	-	-0.41		
The facilities and services	1805	54.25	19.83	25.92	48.52	0.86		3.25		
The attitudes and helpfulness of the staff	1614	63.96	24.14	11.89	68.18	0.40		-1.85		
Connections with other forms of public transport	1668	77.46	11.96	10.58	74.76	-1.27		-1.50		
Facilities for car parking	760	41.74	17.86	40.39	45.74	-4.55		5.39		
Overall environment	2097	63.37	24.06	12.57	61.69	-5.43	-	0.87		
Your personal security whilst using	1865	61.95	28.96	9.09	63.46	-1.89		3.60		
The availability of staff	1808	53.55	24.32	22.12	56.10	-2.07		-1.22		
How request to station staff was handled	310	79.63	9.78	9.73	82.24	-1.63		-0.60		
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	2102	74.40	7.59	18.01	74.98	2.05		3.89	+	
Punctuality/reliability (i.e. the train arriving/departing on time)	2077	76.22	9.55	14.23	80.16	-2.75		1.89		
The length of time the journey was scheduled to take (speed)	2062	79.54	10.98	9.48	82.99	0.11		1.83		
Connections with other train services	1223	72.75	18.23	9.02	74.00	0.52		1.69		
The value for money for the price of your ticket	1978	36.01	19.59	44.41	42.89	2.48		7.80	+	
Upkeep and repair of the train	2112	52.33	25.15	22.52	71.08	-3.60		-3.60		
The provision of information during the journey	1906	55.64	27.11	17.26	66.45	-2.12		-3.43		
The helpfulness and attitude of staff on train	986	43.75	34.50	21.75	56.01	-0.15		-3.63		
The space for luggage	1655	48.46	25.58	25.96	50.62	1.41		2.36		
The toilet facilities	889	25.46	27.26	47.29	34.28	-3.84		0.12		
Sufficient room for all passengers to sit/stand	2074	59.47	17.10	23.43	65.56	-1.59		1.06		
The comfort of the seating area	2060	55.41	24.66	19.93	68.07	-1.62		-0.27		
The ease of being able to get on and off	2097	75.55	17.29	7.16	77.95	1.78		0.95		
Your personal security whilst on board	1939	65.21	27.71	7.08	72.20	-1.04		0.51		
The cleanliness of the inside	2122	56.88	22.21	20.91	69.93	-2.02		-3.33		
The cleanliness of the outside	1886	47.56	31.57	20.88	66.50	-10.24	-	-6.19	-	
The availability of staff	1421	21.86	27.74	50.41	36.75	-0.21		-1.13		
How well train company deals with delays	358	27.15	37.90	34.94	32.06	-5.52		-1.44		

Source: Passenger Focus

Note: The '+' or '-' signs within the significant change column show whether there has been a significant change at the 95% confidence level. This means there is a 5% chance that the change is 'not real'.

# Public performance measure

2009-10

Percentage of trains within

	5 mins	10 mins	20 mins	Cancelled	Total no. of trains planned
<b>Q1</b>	92.2	95.8	97.7	0.9	147,376
<b>Q2</b>	92.2	96.0	97.9	0.9	142,498
<b>Q3</b>	88.7	93.8	96.9	1.4	148,233
<b>Q4</b>	89.3	94.6	97.4	1.1	146,803
<b>2008-09</b>	90.0	95.0	97.3	1.1	596,749
<b>2009-10</b>	90.6	95.0	99.1	1.1	584,910

Percentage point change between 2009-10 on 2008-09	0.6	0.1	1.8	0.0
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Source: Network Rail

Notes:  
NXEA is classified within the London and South East and long-distance sector

# Complaints

2009-10

Percentage of complaints by source Response performance to complaints (%)

	Complaints per 100,000 journeys	Written Pre-printed form	Telephone	Within target	Within 20 working days
<b>Q1</b>	24	75.9	6.8	17.2	83
<b>Q2</b>	25	72.7	9.3	18.0	83
<b>Q3</b>	21	76.6	8.1	15.3	69
<b>Q4</b>	22	73.1	10.2	16.7	38
<b>2008-09</b>	41	78.1	7.3	14.6	55
<b>2009-10</b>	23	74.6	8.6	16.8	69

Percentage change 2009-10 on 2008-09	-43.4	-3.5*	1.3*	2.2*	13.8*	8.2*
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Source: Department for Transport

Notes:  
\* Percentage point change

## Key statistics

2009-10

	2009-10	Percentage change on 2008-09
Passenger journeys (millions)	83.7	-1.9
Passenger kilometres (millions)	1,946.3	-1.2
Timetabled train kilometres (millions)	44.9	4.1
Route kilometres operated	2,745.5	-0.6
Number of stations operated	462	-1.9
Number of employees	4,782	0.3

Source: Train operating companies and timetabled train kilometres (table 1.4)

## Notes:

Northern have supplied the following notes to accompany the slight decrease in passenger journeys and kilometres. This is due to:

- The closure of the 'Oldham Loop' route between Manchester and Rochdale.
- Adjustments to LENNON data relating to PTE products.

## National Passenger Survey results

Spring 2010

	Spring 2010				Improvement/decline in % satisfied or good (percentage points)					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Since Autumn 2009	significant change	Since Spring 2009	significant change	
<b>Overall satisfaction</b>	<b>1606</b>	<b>82.26</b>	<b>11.50</b>	<b>6.24</b>	<b>87.61</b>	<b>0.58</b>		<b>1.88</b>		
<b>STATION FACILITIES</b>										
Ticket buying facilities	923	74.28	10.81	14.91	79.23	-0.94		-2.52		
Provision of information about train times/platforms	1498	81.26	10.36	8.38	83.10	-1.97		3.74	+	
The upkeep/repair of the station buildings/platforms	1492	67.63	17.96	14.42	70.92	-2.61		-0.35		
Cleanliness	1531	67.98	16.60	15.43	74.13	-5.60	-	-3.02		
The facilities and services	1329	46.41	14.53	39.07	51.69	-6.74	-	-2.70		
The attitudes and helpfulness of the staff	1200	70.58	19.98	9.44	74.08	0.19		0.47		
Connections with other forms of public transport	1110	65.33	17.24	17.43	69.00	-4.70		-5.98	-	
Facilities for car parking	798	48.68	18.56	32.76	50.49	-4.22		-0.83		
Overall environment	1566	64.67	20.57	14.75	68.70	-5.36	-	-2.12		
Your personal security whilst using	1418	61.85	27.83	10.32	67.45	-3.81		-1.90		
The availability of staff	1377	56.76	21.34	21.90	62.48	-4.03		-1.66		
How request to station staff was handled	224	86.15	5.20	8.65	84.46	1.21		3.00		
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1574	74.78	8.67	16.55	82.23	0.39		4.76	+	
Punctuality/reliability (i.e. the train arriving/departing on time)	1583	82.71	6.79	10.50	87.26	2.14		3.31		
The length of time the journey was scheduled to take (speed)	1556	87.30	6.77	5.92	89.69	0.26		2.38		
Connections with other train services	918	72.24	19.69	8.06	76.66	-2.00		3.55		
The value for money for the price of your ticket	1481	60.29	19.69	20.03	61.85	1.55		6.31	+	
Upkeep and repair of the train	1582	56.44	19.21	24.36	68.92	-1.39		3.82		
The provision of information during the journey	1392	57.55	23.51	18.94	70.10	-1.64		0.85		
The helpfulness and attitude of staff on train	1239	71.91	21.54	6.55	74.65	-0.58		2.09		
The space for luggage	1221	55.00	22.09	22.91	60.87	0.66		-0.28		
The toilet facilities	623	35.18	21.69	43.13	41.19	-6.04		3.11		
Sufficient room for all passengers to sit/stand	1571	70.25	12.19	17.56	74.65	3.05		1.34		
The comfort of the seating area	1564	62.86	18.64	18.50	72.34	-1.49		3.22		
The ease of being able to get on and off	1579	79.65	13.62	6.72	84.45	0.77		2.21		
Your personal security whilst on board	1505	75.71	20.88	3.41	79.09	1.04		2.06		
The cleanliness of the inside	1594	59.74	20.16	20.10	70.84	-0.86		3.18		
The cleanliness of the outside	1436	48.51	27.97	23.52	59.78	-13.28	-	-2.98		
The availability of staff	1438	60.07	24.95	14.98	63.39	1.34		2.64		
How well train company deals with delays	211	36.18	33.03	30.80	38.29	-0.17		1.06		

Source: Passenger Focus

Note: The '+' or '-' signs within the significant change column show whether there has been a significant change at the 95% confidence level. This means there is a 5% chance that the change is 'not real'.

## Public performance measure

2009-10

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
<b>Q1</b>	93.6	96.7	98.1	0.6	215,075
<b>Q2</b>	93.7	96.7	98.0	0.7	217,304
<b>Q3</b>	87.5	93.5	96.3	1.4	204,220
<b>Q4</b>	91.6	95.6	97.4	0.9	200,797
<b>2008-09</b>	89.8	94.8	97.0	0.8	821,807
<b>2009-10</b>	91.6	95.6	97.5	0.9	837,396
<i>Percentage point change between 2009-10 on 2008-09</i>					
	1.9	0.8	0.5	0.1	

Source: Network Rail

Notes:

Northern is classified within the regional sector

## Complaints

2009-10

	Percentage of complaints by source				Response performance to complaints (%)	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
<b>Q1</b>	26	38.6	36.2	25.3	100	100
<b>Q2</b>	30	33.9	41.7	24.3	100	100
<b>Q3</b>	32	38.3	37.5	24.2	96	96
<b>Q4</b>	32	38.9	40.7	20.4	96	96
<b>2008-09</b>	41	44.0	33.0	23.1	94	94
<b>2009-10</b>	30	37.5	39.0	23.4	98	98
<i>Percentage change 2009-10 on 2008-09</i>						
	-26.5	-6.4*	6.1*	0.3*	3.8*	3.8*

Source: Department for Transport

Notes:

\* Percentage point change

## 8.15 Southeastern

### Key statistics

2009-10

	2009-10	Percentage change on 2008-09
Passenger journeys (millions)	154.4	-1.4
Passenger kilometres (millions)	3,808.3	-2.3
Timetabled train kilometres (millions)	33.6	4.2
Route kilometres operated	741.9	9.8
Number of stations operated	173	-2.3
Number of employees	3,743	-1.0

**Source: Train operating companies and timetabled train kilometres (table 1.4)**

#### Notes:

Southeastern route kilometres increased from 2008-09 with the introduction of new high speed services between Kent and London St. Pancras in December 2009.

### National Passenger Survey results

Spring 2010

	Spring 2010				Improvement/decline in % satisfied or good					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Since Autumn 2009	significant change	Since Spring 2009	significant change	
<b>Overall satisfaction</b>	<b>1967</b>	<b>81.21</b>	<b>12.29</b>	<b>6.50</b>	<b>81.89</b>	<b>0.91</b>		<b>4.73</b>	<b>+</b>	
<b>STATION FACILITIES</b>										
Ticket buying facilities	1198	69.76	15.51	14.73	69.59	3.39		4.53	+	
Provision of information about train times/platforms	1865	75.56	13.25	11.20	76.71	-0.45		3.26		
The upkeep/repair of the station buildings/platforms	1833	64.69	21.09	14.22	60.83	3.69	+	8.33	+	
Cleanliness	1875	69.78	19.22	11.01	67.20	2.78		6.74	+	
The facilities and services	1650	49.84	21.92	28.24	48.52	3.10		4.26	+	
The attitudes and helpfulness of the staff	1544	67.57	21.62	10.81	68.18	2.51		1.32		
Connections with other forms of public transport	1531	73.95	15.20	10.85	74.76	-0.49		0.36		
Facilities for car parking	728	45.26	18.66	36.07	45.74	9.50	+	13.62	+	
Overall environment	1912	63.00	23.29	13.71	61.69	2.56		6.86	+	
Your personal security whilst using	1740	63.52	30.43	6.06	63.46	6.82	+	8.17	+	
The availability of staff	1730	56.99	24.37	18.64	56.10	4.20	+	3.25		
How request to station staff was handled	321	83.74	5.50	9.79	82.24	0.13		6.93		
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1939	72.71	10.45	16.85	74.98	0.06		0.16		
Punctuality/reliability (i.e. the train arriving/departing on time)	1920	76.70	10.74	12.56	80.16	-4.64	-	-0.62		
The length of time the journey was scheduled to take (speed)	1898	77.55	11.97	10.48	82.99	-3.55	-	-0.99		
Connections with other train services	1074	71.65	19.19	9.16	74.00	3.40		1.60		
The value for money for the price of your ticket	1760	38.88	23.53	37.58	42.89	5.14	+	10.33	+	
Upkeep and repair of the train	1942	68.43	16.83	14.74	71.08	3.29		2.52		
The provision of information during the journey	1755	63.41	24.07	12.52	66.45	-2.27		6.59	+	
The helpfulness and attitude of staff on train	924	56.90	29.24	13.86	56.01	9.47	+	17.51	+	
The space for luggage	1436	47.57	23.77	28.65	50.62	4.91	+	9.76	+	
The toilet facilities	725	32.21	21.75	46.03	34.28	11.30	+	9.77	+	
Sufficient room for all passengers to sit/stand	1899	63.54	15.41	21.05	65.56	4.62	+	9.55	+	
The comfort of the seating area	1913	65.98	19.73	14.30	68.07	5.20	+	6.07	+	
The ease of being able to get on and off	1936	78.90	14.44	6.65	77.95	2.14		7.31	+	
Your personal security whilst on board	1800	69.38	23.98	6.63	72.20	5.68	+	9.40	+	
The cleanliness of the inside	1958	68.77	18.15	13.09	69.93	2.99		5.02	+	
The cleanliness of the outside	1738	63.22	26.00	10.78	66.50	-0.53		1.36		
The availability of staff	1312	34.93	28.44	36.63	36.75	8.80	+	14.32	+	
How well train company deals with delays	317	29.08	40.16	30.75	32.06	4.07		2.61		

**Source: Passenger Focus**

Note: The '+' or '-' signs within the significant change column show whether there has been a significant change at the 95% confidence level. This means there is a 5% chance that the change is 'not real'.

## Public performance measure

2009-10

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
<b>Q1</b>	93.5	97.1	98.1	0.6	144,200
<b>Q2</b>	94.0	97.3	98.2	0.6	151,112
<b>Q3</b>	84.8	91.7	94.5	2.6	147,093
<b>Q4</b>	86.0	92.1	94.8	2.5	162,740
<b>2008-09</b>	90.0	95.3	97.1	1.2	590,435
<b>2009-10</b>	89.5	94.5	96.4	1.6	605,145

*Percentage point change between 2009-10 on 2008-09*

-0.5   -0.8   -0.7   0.4

Source: Network Rail

Notes:

Southeastern is classified within the London and South East sector

## Complaints

2009-10

	Percentage of complaints by source			Response performance	
	Complaints per 100,000 journeys	Written Pre-printed form	Telephone	Within target	Within 20 working days
<b>Q1</b>	14	55.1	24.8	20.1	100
<b>Q2</b>	18	64.5	18.4	17.0	100
<b>Q3</b>	24	72.9	17.0	10.1	100
<b>Q4</b>	34	73.0	20.2	6.8	100
<b>2008-09</b>	16	44.9	33.2	21.9	100
<b>2009-10</b>	23	68.6	19.7	11.7	100

*Percentage change 2009-10 on 2008-09*

45.3   23.7   -13.5\*   -10.2\*   -0.0\*   -0.0\*

Source: Department for Transport

Notes:

\* Percentage point change

## Key statistics

2009-10

	2009-10	Percentage change on 2008-09
Passenger journeys (millions)	162.0	3.0
Passenger kilometres (millions)	3,970.7	4.7
Timetabled train kilometres (millions)	37.3	4.2
Route kilometres operated	666.3	-7.2
Number of stations operated	157	-6.0
Number of employees	4,040	-2.7

Source: Train operating companies and timetabled train kilometres (table 1.4)

## National Passenger Survey results

Spring 2010

	Spring 2010					Improvement/decline in % satisfied or good (percentage points)				
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Since Autumn 2009	significant change	Since Spring 2009	significant change	
<b>Overall satisfaction</b>	<b>2571</b>	<b>84.03</b>	<b>10.14</b>	<b>5.82</b>	<b>81.89</b>	<b>1.63</b>		<b>4.00</b>	<b>+</b>	
<b>STATION FACILITIES</b>										
Ticket buying facilities	1429	72.16	15.25	12.59	69.59	5.15	+	5.41	+	
Provision of information about train times/platforms	2438	78.39	12.55	9.06	76.71	-0.97		0.66		
The upkeep/repair of the station buildings/platforms	2368	59.66	24.04	16.30	60.83	-3.15		0.62		
Cleanliness	2430	69.29	19.62	11.09	67.20	-1.53		3.13		
The facilities and services	2094	50.16	21.29	28.55	48.52	-0.05		1.81		
The attitudes and helpfulness of the staff	1902	69.46	21.40	9.14	68.18	-0.96		6.39	+	
Connections with other forms of public transport	1919	77.79	11.96	10.24	74.76	1.35		3.14		
Facilities for car parking	775	42.65	17.70	39.65	45.74	7.85	+	2.68		
Overall environment	2498	62.23	24.71	13.06	61.69	-1.64		1.67		
Your personal security whilst using	2214	62.80	30.84	6.36	63.46	-1.12		3.57	+	
The availability of staff	2162	60.66	23.84	15.50	56.10	2.24		5.78	+	
How request to station staff was handled	401	81.38	6.52	11.11	82.24	-1.25		3.52		
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	2550	74.34	9.72	15.94	74.98	-0.44		6.22	+	
Punctuality/reliability (i.e. the train arriving/departing on time)	2507	79.48	8.85	11.68	80.16	0.66		5.98	+	
The length of time the journey was scheduled to take (speed)	2491	83.74	9.69	6.57	82.99	0.70		4.29	+	
Connections with other train services	1509	75.61	15.79	8.60	74.00	3.50		9.37	+	
The value for money for the price of your ticket	2372	44.76	24.14	31.10	42.89	3.23		9.55	+	
Upkeep and repair of the train	2553	72.35	16.80	10.84	71.08	-3.49	-	-1.31		
The provision of information during the journey	2306	74.97	18.07	6.96	66.45	-0.86		1.91		
The helpfulness and attitude of staff on train	1331	57.01	32.67	10.31	56.01	0.76		3.06		
The space for luggage	1990	49.03	24.17	26.80	50.62	-0.57		-0.17		
The toilet facilities	929	36.10	24.46	39.44	34.28	-4.84		-1.42		
Sufficient room for all passengers to sit/stand	2498	67.96	13.78	18.27	65.56	-0.15		1.22		
The comfort of the seating area	2484	72.06	18.05	9.88	68.07	-0.98		0.57		
The ease of being able to get on and off	2531	78.46	12.89	8.65	77.95	-0.18		0.99		
Your personal security whilst on board	2353	72.32	23.32	4.36	72.20	-0.16		3.12		
The cleanliness of the inside	2566	73.77	16.12	10.11	69.93	-2.58		0.56		
The cleanliness of the outside	2239	72.68	21.20	6.13	66.50	-4.47	-	1.14		
The availability of staff	1717	41.15	33.55	25.30	36.75	3.46		6.44	+	
How well train company deals with delays	403	28.68	45.57	25.75	32.06	-4.47		-3.08		

Source: Passenger Focus

Note: The '+' or '-' signs within the significant change column show whether there has been a significant change at the 95% confidence level. This means there is a 5% chance that the change is 'not real'.

## Public performance measure

2009-10

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
<b>Q1</b>	93.8	97.1	98.0	0.7	188,541
<b>Q2</b>	92.9	96.4	97.6	0.8	190,772
<b>Q3</b>	87.1	93.7	95.9	1.6	190,417
<b>Q4</b>	89.3	94.3	96.1	1.6	186,497
<b>2008-09</b>	89.6	94.9	96.7	1.3	741,345
<b>2009-10</b>	90.8	95.3	96.9	1.2	756,227
<i>Percentage point change between 2009-10 on 2008-09</i>					
	1.1	0.4	0.2	-0.1	

Source: Network Rail

Notes:

Southern is classified within the London and South East sector

## Complaints

2009-10

	Percentage of complaints by source				Response performance to complaints (%)	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
<b>Q1</b>	16	76.4	17.0	6.5	76	82
<b>Q2</b>	7	57.5	27.8	14.8	100	100
<b>Q3</b>	10	58.6	22.2	19.2	98	100
<b>Q4</b>	18	63.1	21.8	15.1	92	100
<b>2008-09</b>	11	54.4	21.1	24.5	89	96
<b>2009-10</b>	13	65.6	21.2	13.3	90	94
<i>Percentage change 2009-10 on 2008-09</i>						
	14.0	11.2	0.1*	-11.3*	0.9*	-2.2*

Source: Department for Transport

Notes:

\* Percentage point change



# 8.17 South West Trains

## Key statistics

2009-10

	2009-10	Percentage change on 2008-09
Passenger journeys (millions)	189.9	-1.0
Passenger kilometres (millions)	5,280.9	-1.2
Timetabled train kilometres (millions)	39.5	0.0
Route kilometres operated	944.7	8.6
Number of stations operated	185	0.0
Number of employees	4,477	-7.4

Source: Train operating companies and timetabled train kilometres (table 1.4)

## National Passenger Survey results

Spring 2010

	Spring 2010				Improvement/decline in % satisfied or good (percentage points)					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Since Autumn 2009	significant change	Since Spring 2009	significant change	
<b>Overall satisfaction</b>	<b>1854</b>	<b>84.56</b>	<b>11.15</b>	<b>4.29</b>	<b>81.89</b>	<b>-0.96</b>		<b>0.46</b>		
<b>STATION FACILITIES</b>										
Ticket buying facilities	1027	67.39	19.06	13.54	69.59	0.78		-2.88		
Provision of information about train times/platforms	1736	78.49	12.08	9.44	76.71	-3.08		-2.72		
The upkeep/repair of the station buildings/platforms	1724	54.93	24.69	20.37	60.83	-2.60		-3.25		
Cleanliness	1763	60.35	23.88	15.77	67.20	-2.57		-3.71		
The facilities and services	1535	44.53	25.69	29.78	48.52	-2.58		-3.08		
The attitudes and helpfulness of the staff	1382	67.48	21.52	11.00	68.18	-0.03		-1.00		
Connections with other forms of public transport	1346	75.10	14.61	10.29	74.76	-1.04		-1.83		
Facilities for car parking	703	46.84	18.71	34.46	45.74	1.26		2.80		
Overall environment	1808	59.12	25.78	15.10	61.69	-4.26	-	-4.82	-	
Your personal security whilst using	1603	64.98	29.58	5.44	63.46	3.08		1.86		
The availability of staff	1609	52.34	27.57	20.09	56.10	-2.38		-4.41	-	
How request to station staff was handled	288	84.02	3.40	12.36	82.24	0.09		2.01		
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1845	78.91	9.60	11.49	74.98	0.52		-1.88		
Punctuality/reliability (i.e. the train arriving/departing on time)	1831	87.51	6.98	5.52	80.16	-1.75		-2.08		
The length of time the journey was scheduled to take (speed)	1816	85.38	8.28	6.33	82.99	2.71		-0.50		
Connections with other train services	1093	75.61	16.52	7.87	74.00	-1.70		-2.10		
The value for money for the price of your ticket	1705	41.65	22.78	35.57	42.89	2.90		6.89	+	
Upkeep and repair of the train	1837	81.63	13.17	5.19	71.08	-0.23		-3.57	-	
The provision of information during the journey	1701	75.18	18.66	6.16	66.45	1.50		-1.67		
The helpfulness and attitude of staff on train	1063	64.86	29.22	5.92	56.01	-0.79		0.95		
The space for luggage	1377	58.03	20.57	21.39	50.62	1.44		2.43		
The toilet facilities	706	35.65	22.22	42.13	34.28	-2.17		-1.22		
Sufficient room for all passengers to sit/stand	1802	71.46	13.41	15.13	65.56	1.49		-0.10		
The comfort of the seating area	1795	76.41	15.14	8.45	68.07	-1.70		-2.08		
The ease of being able to get on and off	1825	79.07	14.28	6.65	77.95	-0.64		-1.84		
Your personal security whilst on board	1712	79.10	18.57	2.34	72.20	3.25		2.44		
The cleanliness of the inside	1844	74.00	14.96	11.03	69.93	-0.27		-3.76	-	
The cleanliness of the outside	1604	74.78	19.95	5.26	66.50	-2.34		-3.51		
The availability of staff	1402	51.71	33.40	14.89	36.75	1.36		2.73		
How well train company deals with delays	222	42.44	38.91	18.65	32.06	1.84		2.37		

Source: Passenger Focus

Note: The '+' or '-' signs within the significant change column show whether there has been a significant change at the 95% confidence level. This means there is a 5% chance that the change is 'not real'.

## Public performance measure

2009-10

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
<b>Q1</b>	94.6	97.1	98.3	0.4	146,916
<b>Q2</b>	95.2	97.6	98.5	0.4	150,258
<b>Q3</b>	89.3	94.2	96.2	1.7	147,023
<b>Q4</b>	92.1	95.6	97.1	1.2	143,073
<b>2008-09</b>	93.1	96.2	97.5	1.1	591,951
<b>2009-10</b>	92.8	96.2	97.6	0.9	587,270
<i>Percentage point change between 2009-10 on 2008-09</i>					
	-0.3	0.0	0.1	-0.2	

Source: Network Rail

Notes:

South West Trains is classified within the London and South East sector

## Complaints

2009-10

	Percentage of complaints by source				Response performance to complaints (%)	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
<b>Q1</b>	7	42.6	43.8	13.6	94	99
<b>Q2</b>	9	49.8	38.5	11.7	85	99
<b>Q3</b>	10	51.8	37.4	10.8	70	98
<b>Q4</b>	9	31.5	56.0	12.5	58	95
<b>2008-09</b>	7	32.4	53.9	13.8	77	99
<b>2009-10</b>	8	44.0	44.0	12.0	75	98
<i>Percentage change 2009-10 on 2008-09</i>						
	15.2	11.6	-9.9*	-1.8*	-2.4*	-1.7*

Source: Department for Transport

Notes:

\* Percentage point change

## Key statistics

2009-10

	2009-10	Percentage change on 2008-09
Passenger journeys (millions)	22.6	0.6
Passenger kilometres (millions)	1,353.0	5.9
Timetabled train kilometres (millions)	17.0	3.9
Route kilometres operated	1,250.5	0.0
Number of stations operated	30	0.0
Number of employees	1,005	-0.8

Source: Train operating companies and timetabled train kilometres (table 1.4)

## National Passenger Survey results

Spring 2010

	Spring 2010					Improvement/decline in % satisfied or good (percentage points)				
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Since Autumn 2009	significant change	Since Spring 2009	significant change	
<b>Overall satisfaction</b>	<b>1517</b>	<b>86.51</b>	<b>7.78</b>	<b>5.71</b>	<b>86.88</b>	<b>-2.21</b>		<b>-0.70</b>		
<b>STATION FACILITIES</b>										
Ticket buying facilities	689	80.78	10.81	8.41	79.52	-0.23		0.01		
Provision of information about train times/platforms	1448	86.13	8.33	5.54	86.14	1.38		0.75		
The upkeep/repair of the station buildings/platforms	1427	76.75	15.46	7.79	71.79	-3.12		1.29		
Cleanliness	1467	79.92	13.65	6.43	76.30	-0.99		0.21		
The facilities and services	1306	65.97	16.20	17.83	64.05	-1.88		1.71		
The attitudes and helpfulness of the staff	1076	74.71	17.68	7.61	75.73	0.28		2.30		
Connections with other forms of public transport	975	74.95	14.08	10.98	76.09	2.25		2.20		
Facilities for car parking	542	50.28	20.68	29.05	55.37	5.66		7.04		
Overall environment	1491	77.03	16.61	6.36	72.72	-2.16		0.59		
Your personal security whilst using	1325	74.66	21.71	3.63	72.37	3.39		1.33		
The availability of staff	1243	63.05	22.55	14.40	65.41	-1.94		-0.79		
How request to station staff was handled	278	89.77	2.97	6.15	89.46	1.95		3.40		
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1474	83.47	7.37	9.16	84.87	0.96		2.42		
Punctuality/reliability (i.e. the train arriving/departing on time)	1500	84.40	6.34	9.26	86.86	-3.26	-	0.40		
The length of time the journey was scheduled to take (speed)	1484	88.96	7.19	3.85	89.46	-0.55		1.58		
Connections with other train services	875	76.51	15.51	7.99	78.71	-4.52		4.11		
The value for money for the price of your ticket	1448	60.19	16.87	22.95	58.01	-2.32		8.50	+	
Upkeep and repair of the train	1506	90.60	6.40	2.99	83.54	0.09		-0.10		
The provision of information during the journey	1388	79.41	15.29	5.30	76.62	-1.49		-1.13		
The helpfulness and attitude of staff on train	1144	78.02	18.33	3.65	77.78	0.84		2.25		
The space for luggage	1228	52.18	18.74	29.07	51.67	-2.13		-1.19		
The toilet facilities	615	56.20	24.71	19.09	50.54	-2.91		-2.40		
Sufficient room for all passengers to sit/stand	1490	65.95	10.27	23.78	70.42	0.01		-2.47		
The comfort of the seating area	1451	82.05	12.29	5.66	77.18	-2.16		-1.10		
The ease of being able to get on and off	1505	83.03	10.08	6.89	82.74	-2.99		-2.70		
Your personal security whilst on board	1421	83.65	13.88	2.47	84.51	-1.11		-0.50		
The cleanliness of the inside	1515	86.13	8.15	5.71	82.35	-0.78		-0.29		
The cleanliness of the outside	1314	79.46	15.16	5.37	76.32	-6.17	-	-3.59		
The availability of staff	1292	65.86	22.78	11.36	65.63	-2.26		-0.66		
How well train company deals with delays	243	45.89	29.88	24.23	52.16	3.82		8.29		

Source: Passenger Focus

Note: The '+' or '-' signs within the significant change column show whether there has been a significant change at the 95% confidence level. This means there is a 5% chance that the change is 'not real'.

## Public performance measure

2009-10

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
<b>Q1</b>	88.9	93.6	96.3	0.6	25,239
<b>Q2</b>	91.1	95.3	97.5	0.4	25,453
<b>Q3</b>	80.9	88.2	92.8	1.4	24,837
<b>Q4</b>	86.2	91.6	94.9	0.9	24,795
<b>2008-09</b>	83.9	90.3	94.4	1.0	99,170
<b>2009-10</b>	86.8	92.2	95.4	0.8	100,324
<i>Percentage point change between 2009-10 on 2008-09</i>					
	2.9	1.9	1.0	-0.2	

Source: Network Rail

Notes:

TransPennine Express is classified within the long-distance sector for PPM

## Complaints

2009-10

	Percentage of complaints by source				Response performance to complaints (%)	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
<b>Q1</b>	57	61.0	25.1	13.9	98	100
<b>Q2</b>	64	61.5	22.8	15.7	96	100
<b>Q3</b>	71	59.1	28.2	12.7	93	100
<b>Q4</b>	95	61.2	27.6	11.2	65	100
<b>2008-09</b>	80	60.5	25.1	14.4	65	100
<b>2009-10</b>	72	60.7	26.2	13.1	85	100
<i>Percentage change 2009-10 on 2008-09</i>						
	-10.4	0.2	1.1*	-1.3*	20.6*	0.1*

Source: Department for Transport

Notes:

\* Percentage point change

# 8.19 Virgin Trains

## Key statistics

2009-10

	2009-10	Percentage change on 2008-09
Passenger journeys (millions)	26.6	15.8
Passenger kilometres (millions)	5,255.0	18.0
Timetabled train kilometres (millions)	35.5	19.5
Route kilometres operated	1,190.9	6.5
Number of stations operated	17	0.0
Number of employees	2,906	-11.5

Source: Train operating companies and timetabled train kilometres (table 1.4)

### Notes:

TTKM has increased in 2009-10 due to greater frequency of service on the West Coast Mainline

## National Passenger Survey results

Spring 2010

	Spring 2010					Improvement/decline in % satisfied or good (percentage points)				
	sample size	% satisfied or good	% neither/nor	% TOC type % dissatisfied or poor	% satisfied or good	Since Autumn 2009	significant change	Since Spring 2009	significant change	
<b>Overall satisfaction</b>	<b>1725</b>	<b>90.03</b>	<b>5.38</b>	<b>4.59</b>	<b>86.88</b>	<b>0.79</b>		<b>3.70</b>	<b>+</b>	
<b>STATION FACILITIES</b>										
Ticket buying facilities	630	80.73	13.53	5.74	79.52	1.70		-0.02		
Provision of information about train times/platforms	1663	87.00	8.99	4.01	86.14	1.53		0.29		
The upkeep/repair of the station buildings/platforms	1623	66.82	20.32	12.86	71.79	-2.42		-2.92		
Cleanliness	1673	73.84	17.91	8.25	76.30	-0.65		-0.09		
The facilities and services	1509	64.71	19.77	15.52	64.05	-1.36		0.43		
The attitudes and helpfulness of the staff	1123	73.53	21.73	4.74	75.73	-0.01		-0.75		
Connections with other forms of public transport	1192	76.61	14.38	9.01	76.09	-2.86		-2.14		
Facilities for car parking	608	54.62	20.30	25.07	55.37	-1.16		8.96	+	
Overall environment	1711	69.81	20.38	9.80	72.72	0.21		-0.57		
Your personal security whilst using	1493	69.81	27.68	2.52	72.37	-2.70		-0.73		
The availability of staff	1333	61.42	24.57	14.01	65.41	-1.79		0.32		
How request to station staff was handled	285	90.88	4.00	5.12	89.46	3.99		4.95		
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1670	89.61	5.26	5.13	84.87	4.01	+	4.46	+	
Punctuality/reliability (i.e. the train arriving/departing on time)	1691	88.94	3.79	7.27	86.86	-0.94		10.36	+	
The length of time the journey was scheduled to take (speed)	1680	94.34	3.92	1.74	89.46	0.85		2.21		
Connections with other train services	879	81.88	12.05	6.08	78.71	-2.51		4.81		
The value for money for the price of your ticket	1653	63.48	15.99	20.54	58.01	-0.64		6.64	+	
Upkeep and repair of the train	1723	89.13	7.61	3.26	83.54	1.14		-0.45		
The provision of information during the journey	1613	81.92	13.42	4.66	76.62	2.23		2.28		
The helpfulness and attitude of staff on train	1240	77.92	17.67	4.41	77.78	-3.59		2.33		
The space for luggage	1506	50.79	19.07	30.14	51.67	1.23		0.20		
The toilet facilities	1075	55.54	22.37	22.09	50.54	-2.65		-0.09		
Sufficient room for all passengers to sit/stand	1682	74.30	13.96	11.74	70.42	-2.84		-2.38		
The comfort of the seating area	1687	78.32	13.64	8.03	77.18	-1.19		-1.55		
The ease of being able to get on and off	1720	87.59	9.73	2.68	82.74	0.91		3.41	+	
Your personal security whilst on board	1620	86.30	12.69	1.01	84.51	1.23		1.22		
The cleanliness of the inside	1737	86.81	8.55	4.64	82.35	-0.77		-0.78		
The cleanliness of the outside	1457	81.07	15.03	3.90	76.32	-3.08		-0.84		
The availability of staff	1392	69.04	23.72	7.24	65.63	-0.65		2.83		
How well train company deals with delays	339	51.27	28.34	20.39	52.16	-2.25		-3.02		

Source: Passenger Focus

Note: The '+' or '-' signs within the significant change column show whether there has been a significant change at the 95% confidence level. This means there is a 5% chance that the change is 'not real'.

## Public performance measure

2009-10

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
<b>Q1</b>	72.5	81.5	90.0	1.9	27,776
<b>Q2</b>	84.4	90.0	94.8	0.8	28,250
<b>Q3</b>	75.9	83.2	89.9	2.3	28,221
<b>Q4</b>	75.5	83.5	90.2	2.4	27,985
<b>2008-09</b>	70.9	80.0	88.6	2.5	89,307
<b>2009-10</b>	77.1	84.6	91.2	1.8	112,232
<b>Percentage point change between 2009-10 on 2008-09</b>					
	6.2	4.5	2.7	-0.6	

Source: Network Rail

Notes:

Virgin Trains is classified within the long-distance sector

## Complaints

2009-10

	Percentage of complaints by source				Response performance to complaints (%)	
	Complaints per 100,000 journeys	Written	Pre-printed form	Telephone	Within target	Within 20 working days
<b>Q1</b>	431	45.0	26.6	28.4	35	63
<b>Q2</b>	376	41.4	23.8	34.8	34	57
<b>Q3</b>	369	48.1	14.6	37.3	21	41
<b>Q4</b>	367	45.7	26.0	28.2	23	53
<b>2008-09</b>	548	48.3	26.9	24.8	38	66
<b>2009-10</b>	384	45.1	22.8	32.1	28	53
<b>Percentage change 2009-10 on 2008-09</b>						
	-29.8	-3.2	-4.1*	7.3*	-9.8*	-12.3*

Source: Department for Transport

Notes:

\* Percentage point change

# 9 Sustainable development

## 9.1 Environmental indicators

### Methodology

The 2007-08 traction energy data for passenger TOCs (franchised and open access operators) has been provided by ATOC. Traction energy data for freight operators has been taken from two sources: Network Rail for electricity consumption and individual FOCs for diesel. Traction energy data for Eurostar services has been provided by Network Rail.

Estimations of freight diesel consumption have been made for some operators where data is currently incomplete or has not been provided. Carbon dioxide emissions have been calculated using the appropriate emissions conversion factors from the Defra Greenhouse Gas (GHG) Company Reporting Guidelines.

(Note: These are consistent with data published in the Digest of UK Energy Statistics and the National Atmospheric Emissions Inventory (NAEI)).

In converting electricity consumption into carbon dioxide emissions the values have been adjusted for losses in the high voltage national grid. Passenger kilometre data for franchised operators has been taken from National rail trends, with open access operators and Eurostar providing data separately. Net freight tonne kilometre data has been provided by National rail trends and Network Rail. Charter services and engineering trains (yellow plant) have not been included within the KPI as data on these is currently either unreliable or unavailable.

### Notes

Data since 2008-09 are not available due to source data being incomplete. ORR are working with industry stakeholders to improve the robustness and accuracy of environmental data. Updates to NRT environmental data will be announced on ORR's publication schedule when the required data becomes available - <http://www.rail-reg.gov.uk/server/show/nav.1862>.

Totals may not equal the sum of component parts due to rounding.

This KPI includes traction energy data in respect of franchised and non franchised passenger TOCs, freight operators and Eurostar.

The carbon intensity of electricity generation (gCO<sub>2</sub>/kWh) for 2007-08 has been assumed to be the same as for 2006-07. This may need to be updated once final 2007 power station emissions data become available from NAEI.

While total traction electricity usage has decreased over the three years where data are available, the corresponding increase in CO<sub>2</sub> emissions is primarily due to a change in the electricity generating mix – principally a switch from gas to coal during 2006 – which resulted in a higher carbon intensity of electricity generation.



## Table 9.1 Environmental indicators

Great Britain passenger and freight train operator traction energy consumption and related CO<sub>2</sub> emissions

	Energy consumption						CO <sub>2</sub> emissions from traction energy						Combined traction electricity and diesel (ktonnes)
	Traction electricity usage (million kwh)			Traction diesel usage (million litres)			Traction electricity (ktonnes)			Traction diesel (ktonnes)			
	Passenger	Freight	Total traction electricity	Passenger	Freight	Total traction diesel	Passenger	Freight	Total	Passenger	Freight	Total	
<b>2005-06</b>	3,020.7	118.2	3,138.9	459.3	224.2	683.6	1,495.2	58.5	1,553.8	1,228.3	599.6	1,827.9	3,381.7
<b>2006-07</b>	2,947.8	109.6	3,057.5	463.7	218.4	682.1	1,532.9	57.0	1,589.9	1,239.8	584.0	1,823.8	3,413.7
<b>2007-08</b>	2,922.3	101.2	3,023.5	473.4	219.2	692.6	1,519.6	52.6	1,572.2	1,265.9	576.5	1,842.4	3,414.6
<i>Percentage change</i>													
<i>2007-08 on 2006-07</i>	-0.9	-7.6	-1.1	2.1	0.4	1.5	-0.9	-7.6	-1.1	2.1	-1.3	1.0	0.0

Source: Freight operating companies, ATOC, Network Rail, Eurostar

### Notes:

Normalised data - CO <sub>2</sub> emissions from traction energy		
	g/CO <sub>2</sub> per passenger km	g/CO <sub>2</sub> per net freight tonne km
<b>2005-06</b>	61.4	28.0
<b>2006-07</b>	58.1	27.6
<b>2007-08</b>	55.2	28.1
<i>Percentage change</i>		
<i>2007-08 on 2006-07</i>	-5.0	1.7

# 10 Safety

## Key results: 2009 on 2008

### 10.1 Incidents involving passengers, staff and members of the public

- There were 15 fatalities in 2009 (excluding trespassers and suicides) compared with 27 in 2008. The number of fatalities in train incidents remained at 4, whilst fatalities in movement and non-movement incidents fell by 9 and 2 respectively.
- There were 4,216 incidents reported in 2009 compared to 2008, an increase of 8.4%. The largest contributing factor was an increase of 14.3% in the number of over 3-day injuries reported by railway employees in non-movement incidents.
- Train incidents showed improvements with a reduction in the number of railway employees and passengers suffering minor injuries. Fatalities and major injuries remained at the same level as 2008.
- The number of slips, trips and falls rose 16.5% to 1088 in 2009.
- Assaults on railway employees increased from 113 in 2008 to 132 in 2009.

### 10.2 Level crossings

- 10 fatalities were recorded at level crossings in 2009, down from 13 in 2008. Of the 10 fatalities, 3 were pedestrians and 7 were occupants of road vehicles (including pedal cyclists).
- The number of failures at level crossings increased by 16.1% in 2009. Failure of level crossing equipment and level crossing signalling failures increased by 25.0% and 90.9% respectively.

### 10.3 Trespassers and vandalism

- There were 292 trespasser and suicide fatalities in 2009; an increase of 0.3% from 2008. The number of trespassers and attempted suicides hospitalised fell by 17.9% in 2009.
- The number of train incidents due to malicious action fell by 31.1% from 2008 to 2009. Running into obstructions, fires on train and missile damage all fell by over 20%.

### 10.4 Rolling stock, infrastructure failures and train incidents

- Railway bridges struck by road vehicles decreased from 1,982 in 2008 to 1,543 in 2009. However, the number of serious and potentially serious strikes increased to 32 and 10 respectively.
- Network Rail, LUL and other railways all recorded a fall in the number of broken rails in 2009. The overall total fell 20.6% to 162.
- Track buckles on all railways increased by 25.9% from 2008 to 2009.
- The number of potentially higher risk train accidents (PHRTAs) fell to 49 in 2009 from 87 last year. The largest contributing factor to this was the reduction in the number of derailments from 47 to 23.
- There was an improvement in the number of tramway incidents in 2009. Collisions with road vehicles and Other incidents both fell by 26% and 52% respectively.

### 10.5 Signal passed at danger (SPADs)

- There were 262 SPADs in 2009 compared to 325 in 2008. The highest risk SPADs fell from 20 in 2008 to 17 this year.

# 10 Rail safety

## Introduction

This chapter was formerly published as the Railway safety statistical report (RSSR). The most recent data cover the 2009 calendar year.

Q1 = January to March  
Q2 = April to June  
Q3 = July to September  
Q4 = October to December

The tables in this chapter deal with the following:

10.1 Incidents involving passengers, staff and members of the public;  
10.2 Level crossings;  
10.3 Trespassers and vandalism;  
10.4 Rolling stock, infrastructure failures and train incidents; and  
10.5 Signals passed at danger (SPADs).

This chapter does not include all of the tables that were previously published within the RSSR. If you require any further safety tables they are available on request from [rstats@orr.gsi.gov.uk](mailto:rstats@orr.gsi.gov.uk).

The statistics presented in this chapter cover all railways, London Underground, trams other rail guided systems and trolley vehicle systems. Train stations and premises associated with the above are also included. Railway premises include all railway vehicles, track, stations, land and property.

## Background

The collection of data within this chapter is compulsory under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) which came into effect from 1 April 1996. Employers are required to report work related deaths, certain injuries resulting from accidents and work related diseases to ORR. ORR is the enforcing authority for health and safety legislation (including RIDDOR) for the railways and its role includes receipt of the reports and publishing the data.

## Methodology

ORR records RIDDOR reports within a database called SIGNAL. Incident reports are collected and the data assigned to appropriate SIGNAL categories.

From 2008, safety data has been collated directly from the SIGNAL database. In previous editions of RSSR, data was exported from SIGNAL and manually manipulated to produce tabular information.

This revised approach allows data collation to be more up-to-date as the data can be refreshed in real-time, rather than a one-off manual export of data. Furthermore, this approach reduces the potential for human error by automating the process.

The approach has been extended to update 2008 data. Previously this year would have been copied directly from the previous year's reports.

### Changes to data:

**2009 figures are accurate at the time of publication. However they should be treated as provisional since they will be subject to change next year as more information becomes available.**

Some of the reasons for potential changes are listed below:

- incident reports may be received after publication; these reports will be entered into SIGNAL and updated in the publication the following year;
- all non-natural cause fatalities which occur within the railway network are reportable under RIDDOR. However, possible suicides in England and Wales cannot be confirmed until the receipt of a coroner's verdict, which can take up to 12 months. This can result in fatalities changing category; and
- changes to existing reports following updated information will result in SIGNAL and the data being updated. For example if an incident previously recorded as an injury subsequently becomes a death within three months of the original accident, this will be updated within the tables.

2008 data have been updated to ensure that safety reporting is accurate and contain the most up-to-date data.

ORR recommends that when users refer to the source of the data, they quote the yearbook in which the data was sourced and, if the data are for the current year, add additional notes that data are subject to change when the next yearbook is published.

## Definitions

**Fatal:** Death from natural causes is not reportable unless it can be shown that there is a good reason to link the death with work.

**Hospital treatment:** Injuries to those who are not railway staff or contractors will only be recorded if the person is taken directly from the site of the accident to a hospital. Injuries to members of the public will only be recorded if the accident occurs on railway premises, is connected with the operation of the railway and if it is known that the person has been taken to hospital. A report will not be made if the person did not go immediately to hospital but visited hospital after leaving railway property.

**Major injuries:** Applied only to railway staff and contractors. This can include unconsciousness and most fractures (excluding fingers and toes), plus any injury that required admittance to hospital for over 24 hours or resuscitation. A full list is available in schedule A of RIDDOR 1995 guidance (for more information please visit <http://www.hse.gov.uk/riddor/guidance.htm>).

**Minor injuries/Over three day injuries:** Applied only to railway staff and contractors. This category applies if an injury is reportable under the major injury category. Over three day injuries are where a person is absent from work for more than three days or unable to do their full range of normal duties for more than three days. This excludes the day of the accident but includes the weekends.

**Movement:** An incident which involves a train in motion (e.g. injury on a moving train, or being struck by a train)

**Non-movement:** An incident which does not involve a train in motion (e.g. falling downstairs, or tripping over luggage)

**ORV:** Occupant of a road vehicle.

**Other persons:** This is a member of the public but not a passenger. This includes people not travelling on the railway, such as level crossing users or bridge users who become affected by incidents on the railway. Other persons also include persons on business on the rail network. These people have no intention of travelling but have legitimate reasons for being on railway property (e.g. retail staff in stations or those undertaking inspection of railway-related facilities.)

**Other (transport mode):** This includes rail guided systems and trolley vehicle systems.

**Passenger:** Passenger is classified as a person travelling or intending to travel on a train, or who has just travelled but is still on the premises. If they deliberately avoid payment of a fare or are in unauthorised areas they will be treated as a trespasser.

**Railway employee:** This includes both permanent and temporary employees, apprentices and trainees, agency staff and contractors on either full time or part time working hours.

**SIGNAL:** System for incident generation, notification and listings.

**Trespasser:** A person is classified as a trespasser if they have no right or authority to be on railway premises. This can include deliberately avoiding a fare or a person not travelling in an unauthorised area.

**Young person:** People aged 15 and under.

## Differences between Rail Safety and Standards Board (RSSB) and ORR criteria

- ORR is guided by the RIDDOR 1995 regulations for reporting on safety related incidents, whereas RSSB draws from a wider range of incidents. Accordingly, RSSB and ORR statistics may vary due to a subtle difference in the criteria for classification. For example, when judging if an incident is a suicide RSSB use the Ovenstone criteria whereas ORR refer to a Coroner's verdict. For more information on the Ovenstone criteria please refer to the RSSB safety performance report, at <http://www.rssb.co.uk/SPR/REPORTS/Pages/default.aspx>

- RSSB tends to have fewer categories of individuals, whereas ORR has the additional person classification of "Other", (comprising "level crossing user" and "person on business.") This has the generalised effect of increasing the number of persons reported by RSSB in each of their categories when compared directly with ORR categories.

- ORR classifies injury types by: fatal (all persons); serious and minor injury (staff injury); and hospitalised (non-staff injuries). RSSB classifies injuries by: fatal; major; minor; shock/trauma (all persons); and lost time injuries for staff.

- ORR does not collect data on shock/trauma casualties as they are not reportable under RIDDOR. RSSB considers verbal abuse as a potential shock/trauma incident.

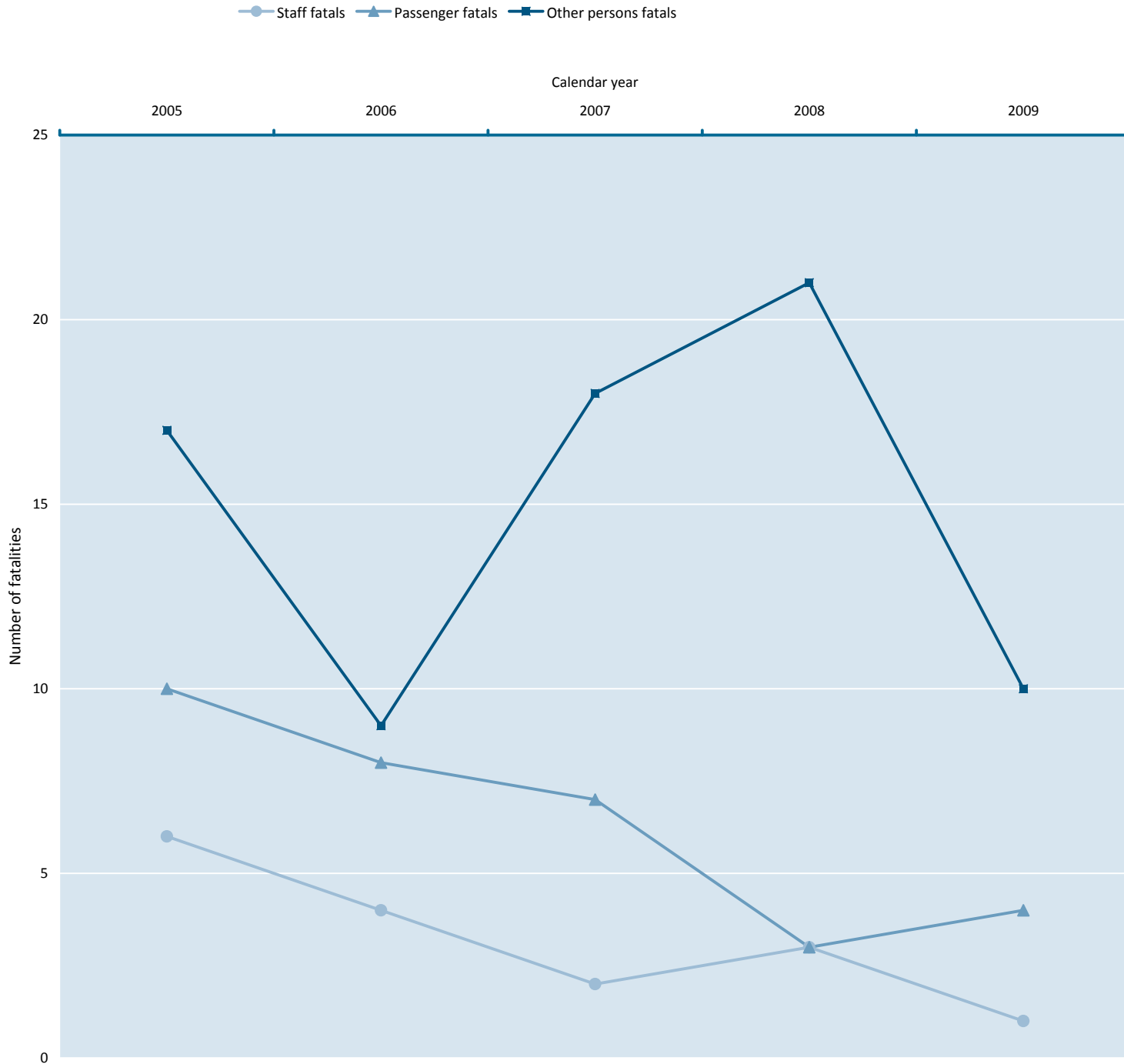
- ORR does not collect incident data relating to members of the civil police or the British Transport Police, whereas RSSB would include them as members of staff.

**Table 10.1a Casualties in all incidents 2006-2009 (excludes trespassers and confirmed suicides)**

	2006					2007					2008					2009					Percentage change 2009 on 2008
	Fatal	Major Injury	Over 3-day injury	Hospital treatment	Total	Fatal	Major Injury	Over 3-day injury	Hospital treatment	Total	Fatal	Major Injury	Over 3-day injury	Hospital treatment	Total	Fatal	Major Injury	Over 3-day injury	Hospital treatment	Total	
<b>Train incidents</b>																					
Passenger	0	-	-	20	20	1	-	-	95	96	0	-	-	10	10	0	-	-	6	6	-40.0
Railway employee	0	2	17	-	19	0	3	9	-	12	0	2	8	-	10	0	2	3	-	5	-50.0
Other persons	1	-	-	4	5	4	-	-	3	7	4	-	-	7	11	4	-	-	3	7	-36.4
<b>Total</b>	<b>1</b>	<b>2</b>	<b>17</b>	<b>24</b>	<b>44</b>	<b>5</b>	<b>3</b>	<b>9</b>	<b>98</b>	<b>115</b>	<b>4</b>	<b>2</b>	<b>8</b>	<b>17</b>	<b>31</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>9</b>	<b>18</b>	<b>-41.9</b>
<b>Movement incidents</b>																					
Passenger	4	-	-	525	529	6	-	-	546	552	2	-	-	486	488	2	-	-	535	537	10.0
Railway employee	2	25	333	-	360	2	36	274	-	312	1	43	313	-	357	1	25	300	-	326	-8.7
Other persons	6	-	-	12	18	14	-	-	5	19	15	-	-	8	23	6	-	-	11	17	-26.1
<b>Total</b>	<b>12</b>	<b>25</b>	<b>333</b>	<b>537</b>	<b>907</b>	<b>22</b>	<b>36</b>	<b>274</b>	<b>551</b>	<b>883</b>	<b>18</b>	<b>43</b>	<b>313</b>	<b>494</b>	<b>868</b>	<b>9</b>	<b>25</b>	<b>300</b>	<b>546</b>	<b>880</b>	<b>1.4</b>
<b>Non-movement incidents</b>																					
Passenger	4	-	-	1,994	1,998	0	-	-	2,254	2,254	1	-	-	1,996	1,997	2	-	-	2,199	2,201	10.2
Railway employee	2	182	1,188	-	1,372	0	196	975	-	1,171	2	180	768	-	950	0	179	907	-	1,086	14.3
Other persons	2	-	-	57	59	0	-	-	34	34	2	-	-	43	45	0	-	-	31	31	-31.1
<b>Total</b>	<b>8</b>	<b>182</b>	<b>1,188</b>	<b>2,051</b>	<b>3,429</b>	<b>0</b>	<b>196</b>	<b>975</b>	<b>2,288</b>	<b>3,459</b>	<b>5</b>	<b>180</b>	<b>768</b>	<b>2,039</b>	<b>2,992</b>	<b>2</b>	<b>179</b>	<b>907</b>	<b>2,230</b>	<b>3,318</b>	<b>10.9</b>
<b>All incidents</b>																					
Passenger	8	-	-	2,539	2,547	7	-	-	2,895	2,902	3	-	-	2,492	2,495	4	-	-	2,740	2,744	10.0
Railway employee	4	209	1,538	-	1,751	2	235	1,258	-	1,495	3	225	1,089	-	1,317	1	206	1,210	-	1,417	7.6
Other persons	9	-	-	73	82	18	-	-	42	60	21	-	-	58	79	10	-	-	45	55	-30.4
<b>All incidents total</b>	<b>21</b>	<b>209</b>	<b>1,538</b>	<b>2,612</b>	<b>4,380</b>	<b>27</b>	<b>235</b>	<b>1,258</b>	<b>2,937</b>	<b>4,457</b>	<b>27</b>	<b>225</b>	<b>1,089</b>	<b>2,550</b>	<b>3,891</b>	<b>15</b>	<b>206</b>	<b>1,210</b>	<b>2,785</b>	<b>4,216</b>	<b>8.4</b>

Source: SIGNAL

Chart 10.1a Fatalities 2005-2009 (excluding trespassers and confirmed suicides)



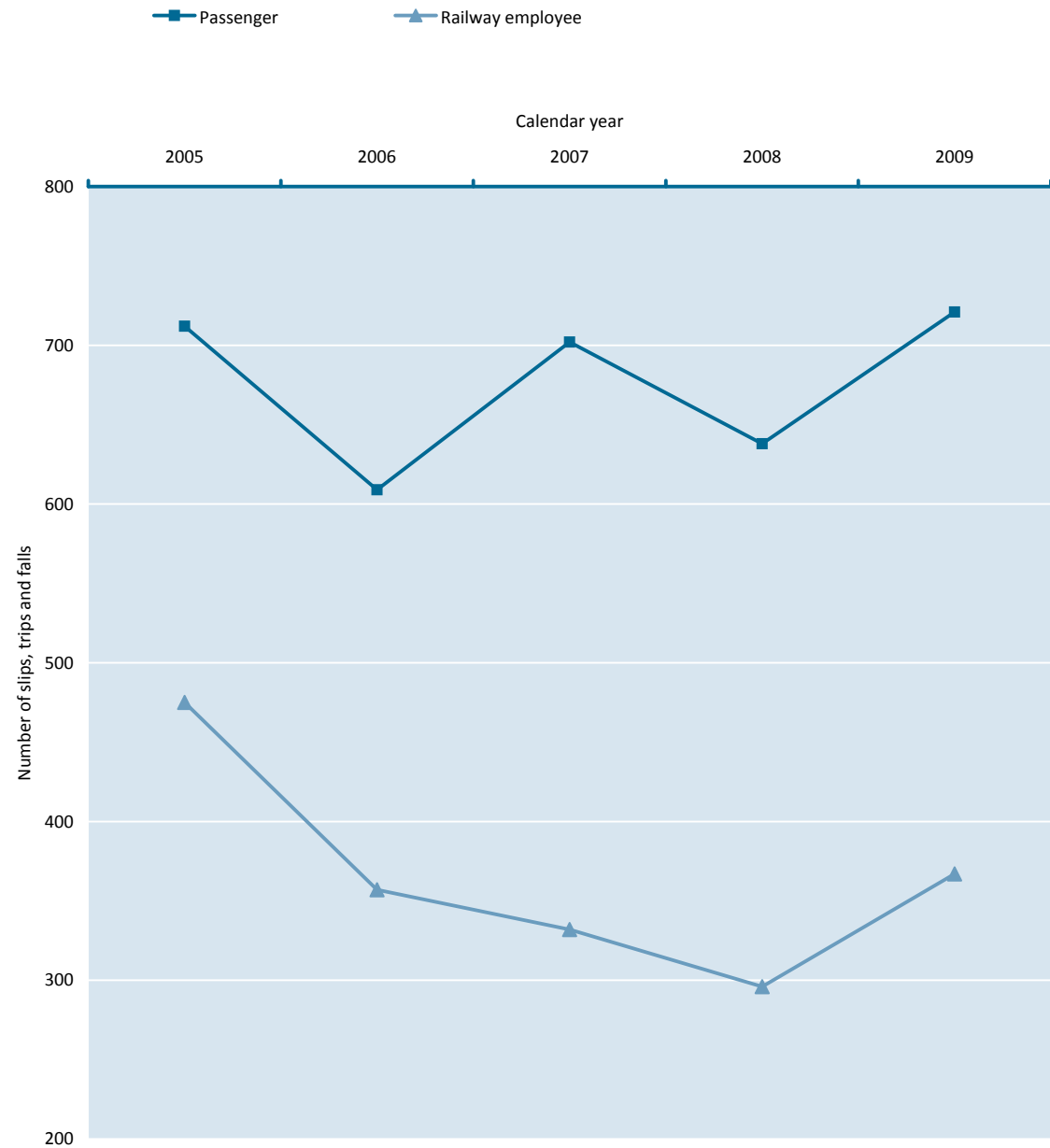
**Table 10.1b - Non-movement slips, trips and falls 2005-2009 (excluding trespassers and confirmed suicides)**

	Passenger	Railway employee	Total
2005	712	475	1,187
2006	609	357	966
2007	702	332	1,034
2008	638	296	934
2009	721	367	1,088
<i>Percentage change 2009 on</i>	<i>13.0</i>	<i>24.0</i>	<i>16.5</i>

Source: SIGNAL

Notes:  
1. Slips, trips and falls are only reported for the passenger and railway staff categories.

**Chart 10.1b - Non-movement slips, trips and falls 2005-2009 (excluding trespassers and confirmed suicides)**





**Table 10.1c - Fatal incidents - All railways 2008-2009 by country**

	Passenger		Railway employee		Other persons		Trespasser		Suicide		Total		Total percentage change 2009 on
	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008
<b>England</b>	3	4	3	1	20	4	199	203	58	57	284	269	-5.3
<b>Scotland</b>	0	0	0	0	1	4	17	19	3	4	21	27	28.6
<b>Wales</b>	0	0	0	0	0	2	13	7	1	2	14	11	-21.4
<b>Great Britain Total</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>21</b>	<b>10</b>	<b>229</b>	<b>229</b>	<b>62</b>	<b>63</b>	<b>319</b>	<b>307</b>	<b>-3.8</b>

Source: SIGNAL

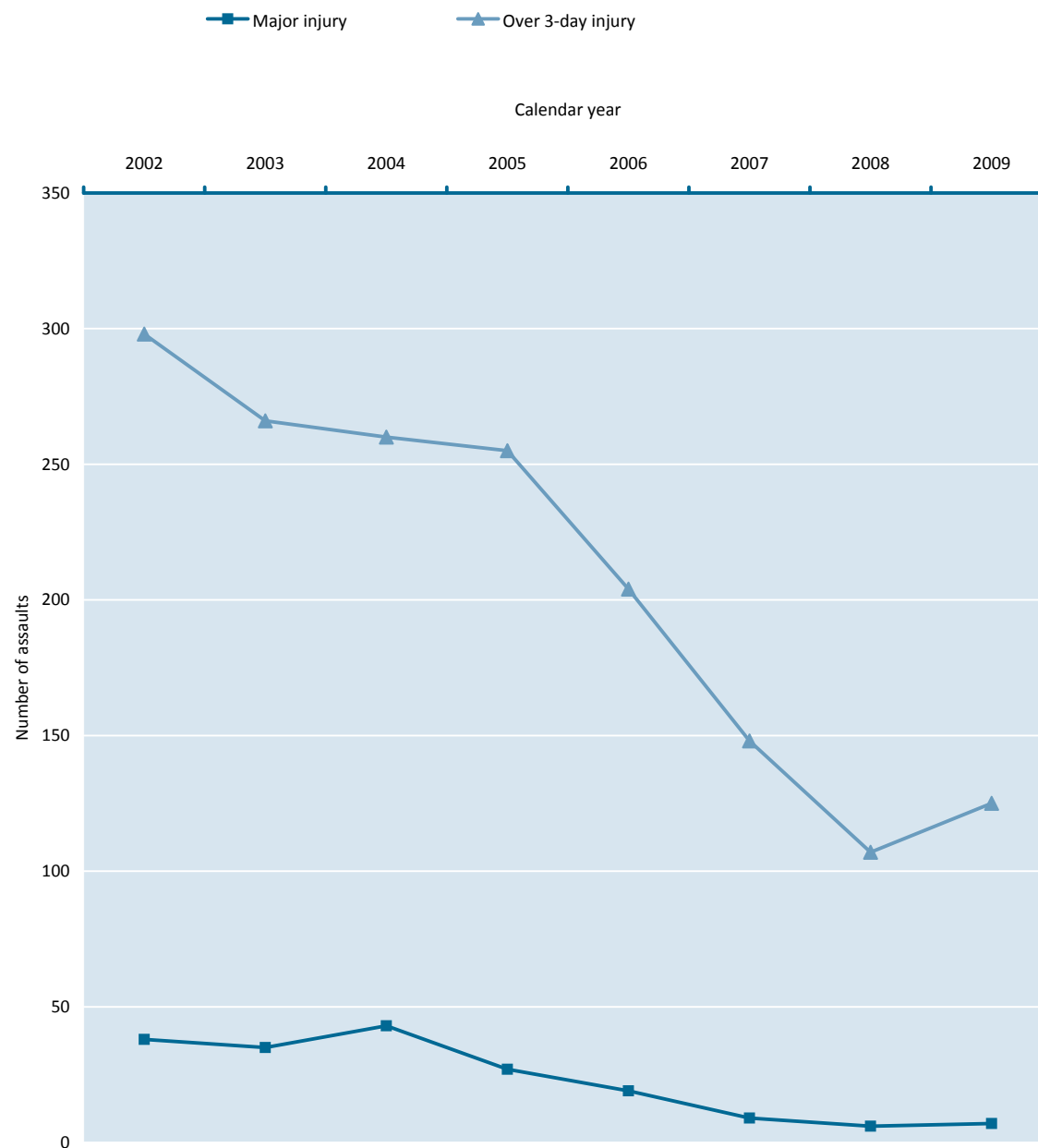
**Table 10.1d - Assaults on railway employees by members of the public 2002-2009**

All railways

	Major injury	Over 3-day injury	Total
<b>2002</b>	38	298	336
<b>2003</b>	35	266	301
<b>2004</b>	43	260	303
<b>2005</b>	27	255	282
<b>2006</b>	19	204	223
<b>2007</b>	9	148	157
<b>2008</b>	6	107	113
<b>2009</b>	7	125	132
<i>Percentage change 2009 on</i>	<i>16.7</i>	<i>16.8</i>	<i>16.8</i>

Source: SIGNAL

**Chart 10.1d - Assaults on railway employees by members of the public 2002-2009**



## 10.2 Level crossings

## Table 10.2 Casualties at level crossings - 2008 and 2009

### Notes

**Protected:** Where warning is given of the approach of a train through closure of gates or barriers, or by warning lights and/or sound.

**Unprotected:** Where warning is not given of the approach of a train.

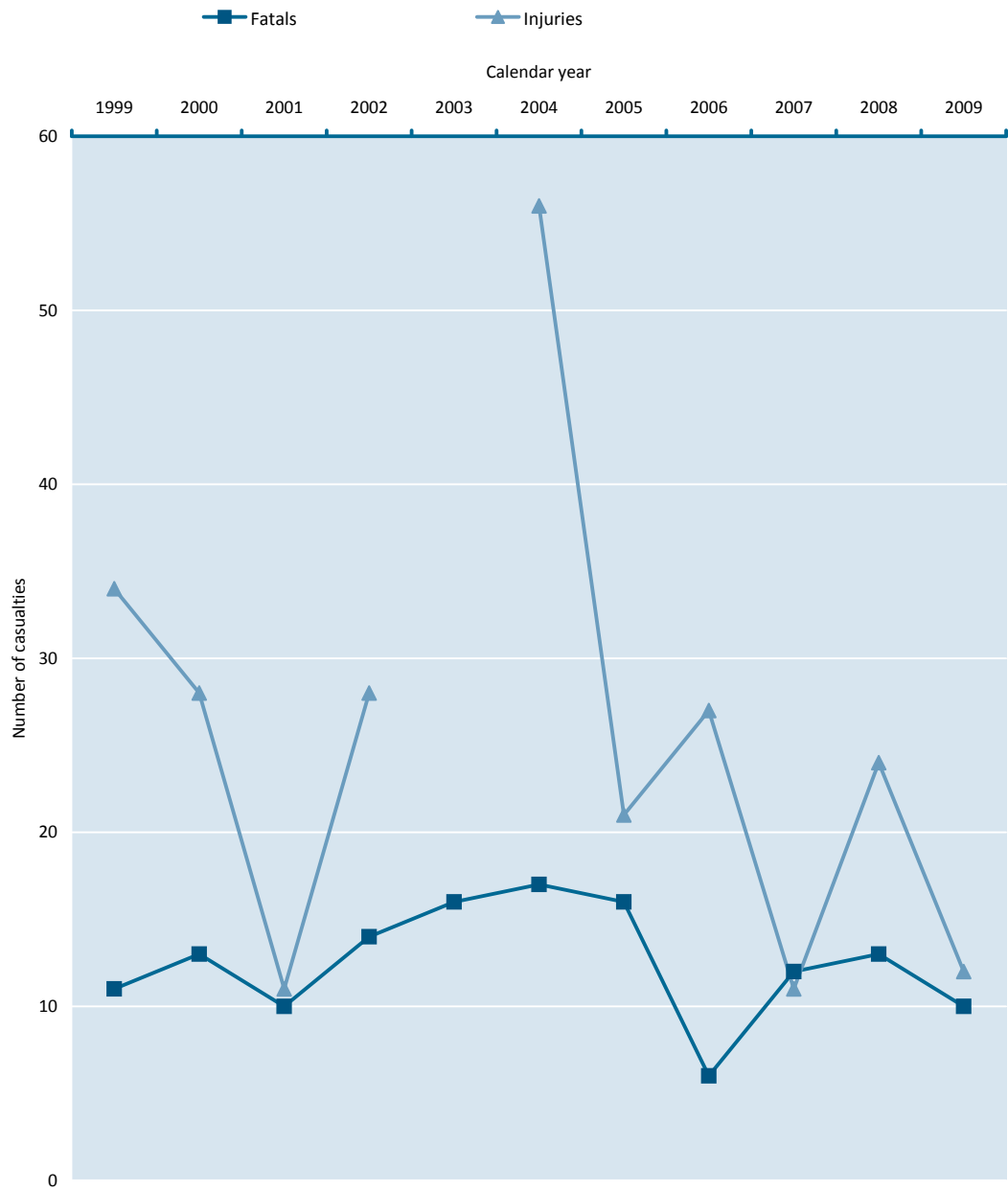
**Manual:** Manually controlled such as a barrier or gate (operated by a railway employee including those operated by trainmen).

**Automatic:** Automatically controlled barrier or open crossing locally monitored.

	Manual		Protected		Unprotected		Total		Percentage change 2009 on 2008
	2008	2009	Automatic 2008	Automatic 2009	Manual 2008	Manual 2009	2008	2009	
<b>Fatalities</b>									
Passenger	0	0	0	0	0	0	0	0	-
Railway employee	0	0	0	0	0	0	0	0	-
Occupants of road vehicles (including pedal cyclists)	0	0	3	5	0	2	3	7	133.3
Pedestrians	1	0	4	3	5	0	10	3	-70.0
<b>Total fatalities</b>	<b>1</b>	<b>0</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>2</b>	<b>13</b>	<b>10</b>	<b>-23.1</b>
<b>Injuries</b>									
Passenger	0	0	0	0	0	0	0	0	-
Railway employee	2	2	2	0	2	0	6	2	-66.7
Occupants of road vehicles (including pedal cyclists)	4	0	7	2	1	0	12	2	-83.3
Pedestrians	5	4	0	0	1	4	6	8	33.3
<b>Total injuries</b>	<b>11</b>	<b>6</b>	<b>9</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>24</b>	<b>12</b>	<b>-50.0</b>
<b>Failures</b>									
Level Crossing Equipment stuck by road vehicle	118	91	47	36	10	6	175	133	-24.0
Level Crossing obstructed by road vehicle	2	6	6	6	3	0	11	12	9.1
Train running onto Level Crossing - no collision	0	1	5	2	0	0	5	3	-40.0
General Failure of Level Crossing equipment (includes failure of telephones)	81	112	116	143	167	200	364	455	25.0
Signalling failures at Level Crossings	38	57	15	40	2	8	55	105	90.9
<b>Total Failures</b>	<b>239</b>	<b>267</b>	<b>189</b>	<b>227</b>	<b>182</b>	<b>214</b>	<b>610</b>	<b>708</b>	<b>16.1</b>
<b>Train incidents</b>									
<b>Total Train incidents</b>	<b>4</b>	<b>3</b>	<b>12</b>	<b>11</b>	<b>15</b>	<b>7</b>	<b>31</b>	<b>21</b>	<b>-32.3</b>

Source: SIGNAL

# Chart 10.2 Casualties at level crossings 1999 to 2009



Notes: Data for 2003 injuries was not available.  
Data prior to 2005 is on a financial year basis (April - March) and is therefore not directly comparable

Source: SIGNAL

## 10.3 Trespassers and vandalism

### Table 10.3a - Casualties to trespassers, suicides and attempted suicides 2005-2009

	Movement incidents			Non-movement incidents			Totals		
	Trespass	Suicide (inc. attempted)	Trespass and suicides	Trespass	Suicide (inc. attempted)	Trespass and suicides	Trespass	Suicide (inc. attempted)	Trespass and suicides
<b>2005</b>									
Fatals	199	63	262	16	2	18	215	65	280
Hospitals	34	31	65	46	16	62	80	47	127
<b>Totals</b>	<b>233</b>	<b>94</b>	<b>327</b>	<b>62</b>	<b>18</b>	<b>80</b>	<b>295</b>	<b>112</b>	<b>407</b>
<b>2006</b>									
Fatals	226	62	288	26	6	32	252	68	320
Hospitals	43	27	70	58	12	70	101	39	140
<b>Totals</b>	<b>269</b>	<b>89</b>	<b>358</b>	<b>84</b>	<b>18</b>	<b>102</b>	<b>353</b>	<b>107</b>	<b>460</b>
<b>2007</b>									
Fatals	186	69	255	18	2	20	204	71	275
Hospitals	65	22	87	57	10	67	122	32	154
<b>Totals</b>	<b>251</b>	<b>91</b>	<b>342</b>	<b>75</b>	<b>12</b>	<b>87</b>	<b>326</b>	<b>103</b>	<b>429</b>
<b>2008</b>									
Fatals	212	62	274	17	0	17	229	62	291
Hospitals	54	29	83	61	7	68	115	36	151
<b>Totals</b>	<b>266</b>	<b>91</b>	<b>357</b>	<b>78</b>	<b>7</b>	<b>85</b>	<b>344</b>	<b>98</b>	<b>442</b>
<b>2009</b>									
Fatals	216	63	279	13	0	13	229	63	292
Hospitals	37	18	55	61	8	69	98	26	124
<b>Totals</b>	<b>253</b>	<b>81</b>	<b>334</b>	<b>74</b>	<b>8</b>	<b>82</b>	<b>327</b>	<b>89</b>	<b>416</b>
<i>Percentage change 2009 on 2008</i>									
Fatals	1.9	1.6	1.8	-23.5	-	-23.5	0.0	1.6	0.3
Hospitals	-31.5	-37.9	-33.7	0.0	14.3	1.5	-14.8	-27.8	-17.9
<b>Totals</b>	<b>-4.9</b>	<b>-11.0</b>	<b>-6.4</b>	<b>-5.1</b>	<b>14.3</b>	<b>-3.5</b>	<b>-4.9</b>	<b>-9.2</b>	<b>-5.9</b>

Source: SIGNAL

**Table 10.3b - Train incidents due to malicious action - all railways by country 2007-2009**

	Collisions		Derailments		Running into obstructions		Fires in train		Missile damage		Total		Total percentage change 2009 on 2008
	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	
England	1	1	0	0	64	36	25	9	189	142	279	188	-32.6
Scotland	0	0	0	0	4	1	0	0	4	2	8	3	-62.5
Wales	0	0	0	0	11	2	0	1	11	19	22	22	0.0
<b>Great Britain Total</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>79</b>	<b>39</b>	<b>25</b>	<b>10</b>	<b>204</b>	<b>163</b>	<b>309</b>	<b>213</b>	<b>-31.1</b>

Source: SIGNAL

## 10.4 Rolling stock, infrastructure failures and train incidents

### Notes for table 10.4a

A bridge strike shall be classified as 'serious' if any of the following result from it:

- the horizontal or vertical alignment of the track is affected;
- a load-carrying element is damaged distorted or displaced to the extent that its load-carrying capacity is in doubt;
- there is a physical obstruction to the passage of trains, to the extent that its load-carrying capacity is in doubt;
- there is a physical obstruction to the passage of trains, such as fallen debris from the parapet of an overline bridge lying within the loading gauge;
- an arch or spandrel wall is damaged to the extent that its stability is affected and an operational railway track has to remain closed, or subject to temporary speed restriction, until repairs have been carried out; or
- a pre-stressed concrete element carrying live load is damaged to the extent that the reinforcement is broken or displaced.

A bridge strike shall be classified as 'potentially serious' if any of the following result from it:

- a load-carrying element suffers structural damage to the extent that it is necessary to carry out extensive repairs, but it is not necessary to impose a temporary speed restriction on rail traffic pending such repairs;

**Table 10.4a Railway bridges struck by road vehicles 2005-2009**

	Unspecified	Not serious	Potentially serious	Serious	Total
2005	47	1,929	44	14	2,034
2006	45	2,096	35	20	2,196
2007	144	2,093	29	19	2,285
2008	30	1,928	16	8	1,982
2009	27	1,474	32	10	1,543
<i>Percentage change 2009 on 2008</i>	<i>-10.0</i>	<i>-23.5</i>	<i>100.0</i>	<i>25.0</i>	<i>-22.1</i>

Source: Network Rail

- an arch or spandrel wall is damaged to the extent that its stability is not immediately affected but any further significant damages would require part of the arch or spandrel wall to be replaced;
- fallen debris, such as from the parapet of an overline bridge, is lying on a cutting slope on the track, but it does not infringe the loading gauge; or
- a reinforced concrete element carrying live load is damaged to the extent that the reinforcement is exposed but not broken or displaced.

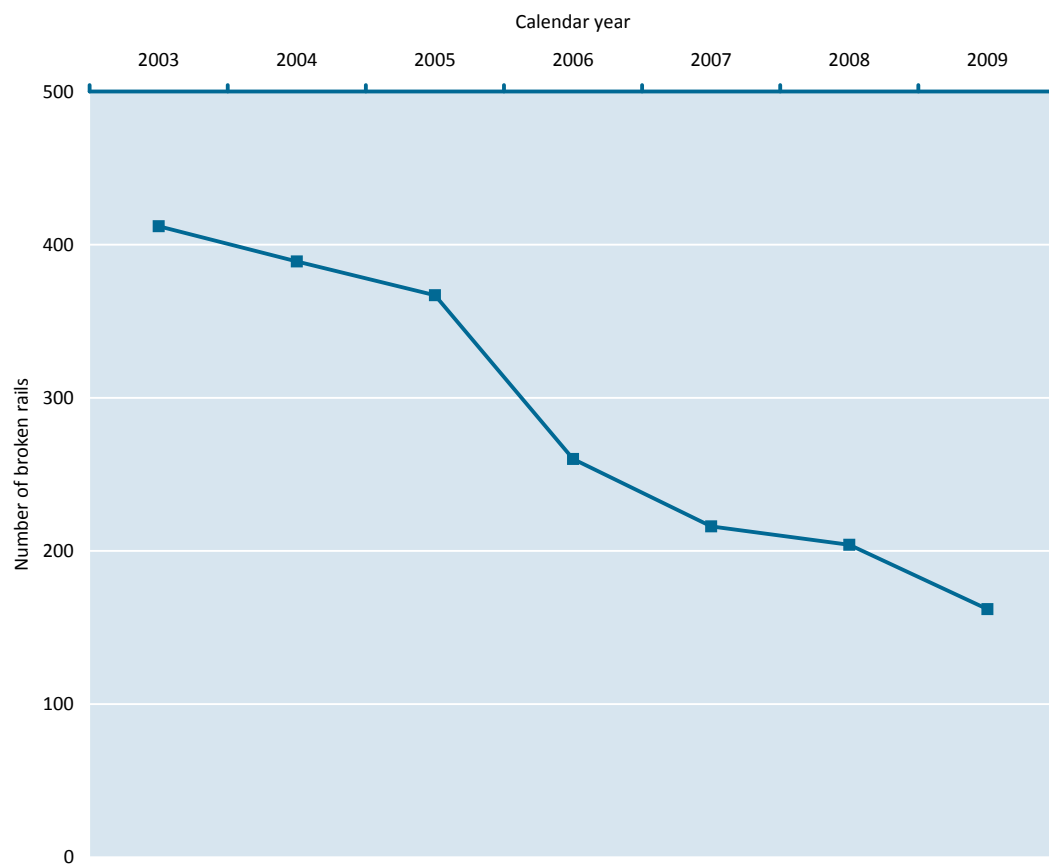
A bridge strike shall be classified as 'not serious' if none of the above.

### Table 10.4b Broken rails - 2003 to 2009

	Network Rail	LUL	Other railways	Total
2003	380	32	0	412
2004	333	51	5	389
2005	318	45	4	367
2006	227	29	4	260
2007	191	19	6	216
2008	170	32	2	204
2009	138	24	0	162
<i>Percentage change 2009 on 2008</i>				
	-18.8	-25.0	-100.0	-20.6

Source: London Underground, RSSB, SIGNAL

### Chart 10.4b Total broken rails - 2003 to 2009

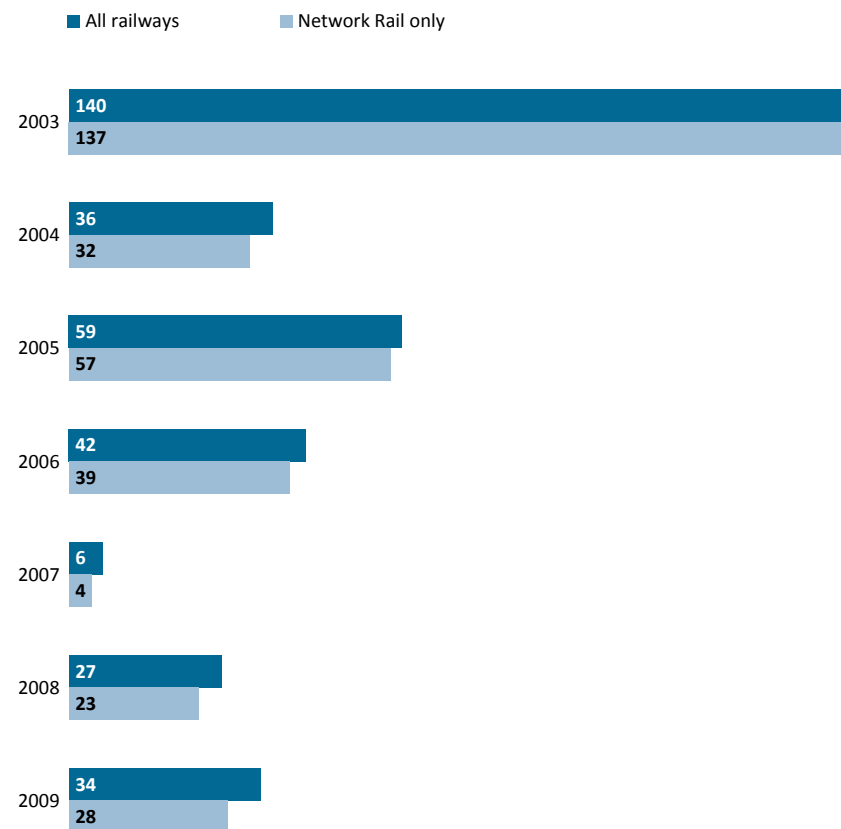


### Table 10.4c Track buckles - 2003 to 2009

	All railways	Network Rail only
2003	140	137
2004	36	32
2005	59	57
2006	42	39
2007	6	4
2008	27	23
2009	34	28
<i>Percentage change 2009 on 2008</i>		
	25.9	21.7

Source: RSSB, SIGNAL

### Chart 10.4c Track buckles - 2003 to 2009



## Table 10.4d - Potentially higher risk train accidents (PHRTAs)

All railways 2003-2009

	Collisions between trains (excluding roll-backs, open door collisions and out of gauge collisions)	Derailments (excluding those at LC)	Buffer-stop Collisions	Trains striking road vehicles at LC (including derailments at LC)	Trains running into road vehicles not at LC and with no derailment (excluding those on a tramway)	Total
2003	6	60	0	30	1	97
2004	10	59	7	20	5	101
2005	9	63	5	21	6	104
2006	6	47	3	14	4	74
2007	9	47	7	16	7	86
2008	8	47	6	22	4	87
2009	7	23	3	11	5	49
<i>Percentage change 2009 on 2008</i>	<i>-12.5</i>	<i>-51.1</i>	<i>-50.0</i>	<i>-50.0</i>	<i>25.0</i>	<i>-43.7</i>

Source: RSSB, SIGNAL

## Table 10.4e - Train incidents

Great Britain - All railways 2005-2009

	Collisions	Derailments	Running into obstructions	Fire in trains	Missile damage	Total
2005	27	64	480	187	299	1,057
2006	20	47	503	163	328	1,061
2007	26	48	383	141	322	920
2008	37	49	297	74	276	733
2009	24	24	289	60	194	591
<i>Percentage change 2009 on 2008</i>	<i>-35.1</i>	<i>-51.0</i>	<i>-2.7</i>	<i>-18.9</i>	<i>-29.7</i>	<i>-19.4</i>

Source: SIGNAL

## Table 10.4f - Train incidents

England - All railways 2005-2009

	Collisions	Derailments	Running into obstructions	Fire in trains	Missile damage	Total
2005	26	51	433	174	285	969
2006	20	40	444	153	311	968
2007	22	37	325	126	303	813
2008	32	43	237	67	255	634
2009	21	21	232	54	176	504
<i>Percentage change 2009 on 2008</i>	<i>-34.4</i>	<i>-51.2</i>	<i>-2.1</i>	<i>-19.4</i>	<i>-31.0</i>	<i>-20.5</i>

Source: SIGNAL



## Table 10.4g - Train incidents

Scotland - All railways 2005-2009

	Collisions	Derailments	Running into obstructions	Fire in trains	Missile damage	Total
2005	0	6	27	12	1	46
2006	0	5	30	8	3	46
2007	2	7	33	11	1	54
2008	4	3	28	4	8	47
2009	1	2	44	5	3	55
<i>Percentage change 2009 on 2008</i>	<i>-75.0</i>	<i>-33.3</i>	<i>57.1</i>	<i>25.0</i>	<i>-62.5</i>	<i>17.0</i>

Source: SIGNAL

## Table 10.4h - Train incidents

Wales - All railways 2005-2009

	Collisions	Derailments	Running into obstructions	Fire in trains	Missile damage	Total
2005	1	7	20	1	13	42
2006	0	2	29	2	14	47
2007	2	4	25	4	18	53
2008	1	3	32	3	13	52
2009	2	1	13	1	15	32
<i>Percentage change 2009 on 2008</i>	<i>100.0</i>	<i>-66.7</i>	<i>-59.4</i>	<i>-66.7</i>	<i>15.4</i>	<i>-38.5</i>

Source: SIGNAL

## Table 10.4i - Tramway incidents 2003 to 2009

	Blackpool Transport Services	Croydon Tramlink	Midland Metro	Nottingham Tram Consortium	Serco Manchester Tramlink	South Yorkshire Supertram	Total
2003	Collisions with road vehicles	11	22	5	0	17	106
	Other incidents	1	0	12	2	10	30
2004	Collisions with road vehicles	8	23	12	34	26	162
	Other incidents	2	2	8	3	10	28
2005	Collisions with road vehicles	19	25	5	36	21	154
	Other incidents	4	3	6	1	17	39
2006	Collisions with road vehicles	11	28	6	35	16	136
	Other incidents	4	5	2	0	29	47
2007	Collisions with road vehicles	3	21	8	27	19	116
	Other incidents	3	1	0	0	21	27
2008	Collisions with road vehicles	13	14	1	21	23	96
	Other incidents	3	1	3	0	19	27
2009	Collisions with road vehicles	10	12	3	13	12	71
	Other incidents	3	0	1	0	8	13
<i>Percentage change 2009 on 2008</i>		<i>-18.8</i>	<i>-20.0</i>	<i>0.0</i>	<i>-38.1</i>	<i>-52.4</i>	<i>-31.7</i>

Source: Tram operators, SIGNAL

# 10.5 Signals passed at danger (SPADs)

## Table 10.5 SPADs on Network Rail controlled infrastructure

		>=20	16-19	<16	Total	Moving annual average (MAA)
2007	Q2	6	16	56	78	
	Q3	6	16	60	82	
	Q4	4	23	72	99	
2008	Q1	5	17	68	90	87.3
	Q2	3	20	56	79	89.8
	Q3	8	18	48	74	87.3
2009	Q4	4	20	58	82	81.3
	Q1	2	14	41	57	73.0
	Q2	4	16	40	60	68.3
2010	Q3	4	18	63	85	71.0
	Q4	7	11	42	60	65.5
	Q1	4	19	49	72	69.3
Q2		3	20	52	75	73.0
<b>Percentage change 2010</b>						
<b>Q2 on 2009 Q2</b>		-25.0	25.0	30.0	25.0	6.9

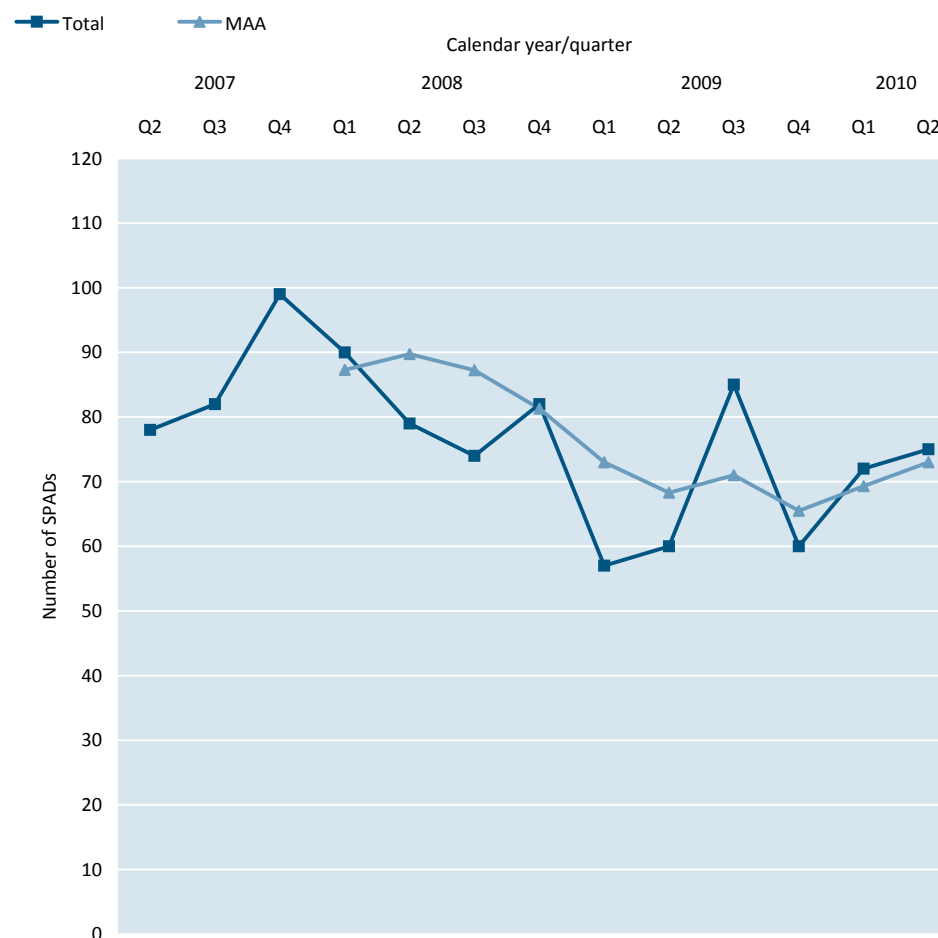
Source: RSSB

### Notes

Rail Safety and Standards Board (RSSB) uses a model to determine whether each SPAD had the potential to cause an incident, analyses subjectively what actually happened and then allocates a weighted numeric score to each incident. SPADs are allocated a score between zero (no risk) and 28 (high risk). To assist with reporting, SPADs are grouped into severity bands:

- 0 to 15 are classified as not a significant risk;
- 16 to 19 are classified as potentially significant; and
- 20 and above are classified as potentially severe.

## Chart 10.5 SPADs on Network Rail controlled infrastructure



### Change in data source:

Previously SPAD data was sourced from the ORR. SPAD data is now sourced from RSSB and all historic data has been revised. ORR have decided to change to RSSB data since RSSB use an automated system which produces more consistent data.

# Appendix

# Appendix

## National railways

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).

## 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 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 DB Schenker Rail (formerly EWS), Freightliner, DRS (Direct Rail Services) and GB Railfreight.

## Rail sectors

The sectors used in this publication contain the following TOCs. Some TOCs can be in more than one sector.

### Long distance:

- Cross Country;
- East Midland Trains;
- First Great Western (high speed; includes former regional operator Wessex);
- East Coast;
- Virgin Trains.
- National Express East Anglia (PPM only, for some services)

### London and South East operators

- C2C;
- Chiltern Railway;
- First Capital Connect;
- First Great Western (commuter);
- London Midland;
- London Overground;
- National Express East Anglia;
- Southeastern;
- Southern; and
- South West Trains

## Regional operators

- Arriva Train Wales;
- East Midland Trains;
- First Great Western;
- First ScotRail;
- London Midland;
- Merseyrail;
- Northern;
- Southern (formerly Gatwick Express service); and
- Transpennine Express (except PPM where it is classified as long-distance)

## Non-franchised operators

- Grand Central
- First Hull Trains
- Wrexham and Shropshire
- Heathrow Connect
- Heathrow Express

## 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.

Quarter 1 – periods 1, 2, 3 and a portion of period 4

Quarter 2 – periods 5, 6 and portions of periods 4 and 7.

Quarter 3 – periods 8, 9 and portions of periods 7 and 10.

Quarter 4 – periods 11, 12, 13 and a portion of period 10.

# Abbreviations and symbols used

r	Data revised	NRES	National Rail Enquiry Service
p	Provisional data	NTKm	Net tonne kilometres
-	Not applicable	ONS	Office for National Statistics
-----	Break in series	ORCATS	Operational research computer allocation of ticket sales
ATOC	Association of Train Operating Companies	ORR	Office of Rail Regulation
BR	British Rail	PPM	Public performance measure
CHP	Complaint handling procedure	PTA	Passenger Transport Authority
CTRL	Channel Tunnel Rail Link	PTE	Passenger Transport Executive
DfT	Department for Transport	ROSCO	Rolling stock operating companies
FOCs	Freight operating companies	RPI	Retail prices Index
LUL	London Underground Limited	RSSB	Rail Safety and Standards Board
LSE	London and South East	RSSR	Rail safety statistical report
LENNON	Latest earnings networked nationally overnight	SE	Scottish Executive
MAA	Moving annual average	SRA	Strategic Rail Authority
NPS	National Passenger Survey	TTKm	Timetabled train kilometres
NR	Network Rail	TOCs	Train operating companies
NRT	National rail trends		
NRTS	National rail travel survey		