

National Rail Trends

Chapter 2: Rail performance

**Public performance measure, complaints and
National Rail Enquiry Service up to and including Q3 2008-09**

Key results 2008-09 Q3

- In 2008–09 Q3 the overall moving annual average (MAA) public performance measure (PPM) for all operators was 90.7%, a 1.4 percentage point increase on 2007–08 Q3 and the seventh consecutive year that PPM MAA has risen Q3 on Q3.
- All operators' PPM increased by an average of 0.9% from 2007–08 Q3 to 2008–09 Q3. All sectors experienced an increase in PPM compared to 2007-08 Q3 except for the regional sector which remained about the same. London and South East (peak only) had the biggest quarter on quarter increase with a 3.1% increase, London and South East increased by 1.7% and Long distance operators increased by 0.4% when compared to 2007-08 Q3.
- Between 2007-08 Q3 and 2008-09 Q3, the number of complaints per 100,000 passenger journeys increased from 50 to 54, a 7.2% rise. This compared to a 29% decrease between 2006-07 Q3 and 2007-08 Q3.
- For this quarter, 35% of complaints related to train service performance, the biggest single contributing factor, a six percentage point decrease between 2007-08 Q3 and 2008-09 Q3. The second largest complaints category was fares, retailing and refunds and 19% of complaints in 2008-09 Q3 were on this topic.
- In 2008–09 Q3 the National Rail Enquiry Service took 3.6 million calls, 30.7% less than in 2007–08 Q3. Some 97% of calls made were answered, which represents an increase of 0.3%. When reviewing self-service channels between 2007-08 Q3 and 2008-09 Q3, the online journey planner web visits increased by 54.1% to 31.7 million visits and visits to live departure boards on the web increased by 50.2% to 6.9 million.

Key results: 2007-08 on 2006-07

- 89.9% of trains ran on time representing a 1.8 percentage point increase in the Public Performance Measure (PPM) for all operators between 2006-07 and 2007-08.
- All sectors showed increases in PPM between 2006–07 and 2007–08. London and south east (peak only) showed the largest increase (2.2 percentage points), while long-distance operators had the smallest increase (1.3 percentage points). London and south east (inc peak) had the best PPM score, with 90.6% of their trains arriving on time.
- Complaints per 100,000 journeys decreased by 17.8% between 2006–07 and 2007–08 and fell to 57 complaints per 100,000 passenger journeys. This compared to a fall of 7.0% between 2005–06 and 2006–07.
- Between 2006-07 and 2007-08, 15 operators showed a decrease in their complaints rate and five operators showed an increase.
- For the year 2007–08 the majority of complaints (42%) related to 'train service performance' compared to 47% for the previous year. The second most common category passengers were likely to complain about was 'fares, retailing and refunds', which generated 18% of all complaints in 2007–08 compared to 15% in 2006-07.
- In 2007-08 the National Rail Enquiry Service (NRES) took over 21 million calls, nearly a fifth fewer than in 2006–07. This continues the decline of recent years.
- Percentage of answered calls increased by 0.3 percentage points between 2006–07 and 2007–08 compared to an decrease of 0.6 percentage points between 2005–06 and 2006–07.
- The total national rail enquires through self service channels was almost 130 million in 2007–08, a 10.7% increase since 2006–07, compared to a 18.5% increase between 2005–06 and 2006–07

2.1 Public performance measure

Background

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

Methodology

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

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

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

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

As described above, the PPM compares the actual performance of the train service with the plans held in the computer systems. These plans, technically called 'plan of the day', are usually the same as the published timetable with amendments reflecting pre-published engineering amendments. However, after the Hatfield accident, there was a period when the plans were unstable - sometimes they reflected the normal timetable, sometimes a temporary timetable which was rendered inoperable by changes to the speed restrictions or flooding, and sometimes they reflected the actual service the operators were trying to run in response to unanticipated events.

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

Chart 2.1a Public performance measure MAA

Percentage of trains arriving on time 1999-00 to 2008-09 Q3

▲ Long distance sector ■ London and south east sector ◆ Regional sector ● All operators



Notes:

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

Rolling national rail trends 2008 - 2009

Notes for table 2.1a:

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

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

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

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

One was renamed National Express East Anglia on 27 February 2008.

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

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

For conventions on rounding and revisions please see the *Introduction* (<http://www.rail-reg.gov.uk/upload/pdf/nrt-intro.pdf>)

Table 2.1a Public performance measure

Percentage of trains arriving on time 2002–03 to 2008–09 Q3

	Long distance operators	London and SE operators total (inc peak)	London and SE operators peak only	Regional operators	All operators	PPM MAA	
2002-03	70.6	78.9	75.7	80.5	79.2		
2003-04	73.4	80.5	77.9	82.8	81.2		
2004-05	79.1	84.7	81.9	82.6	83.6		
2005-06	82.2	87.9	84.8	85.0	86.4		
2006-07	84.9	88.8	86.1	87.6	88.1		
2007-08	86.2	90.6	88.4	89.6	89.9		
2002-03	Q1	76.3	83.0	80.7	83.7	83.0	78.6
	Q2	72.7	82.2	82.4	80.3	80.9	79.0
	Q3	74.5	71.7	65.7	74.4	72.3	79.3
	Q4	73.0	79.3	73.9	83.0	80.5	79.2
2003-04	Q1	74.5	84.0	83.0	85.7	84.3	79.5
	Q2	66.9	79.7	79.3	83.7	80.8	79.5
	Q3	71.7	76.3	72.1	77.2	76.4	80.5
	Q4	80.7	82.1	77.3	84.6	83.1	81.2
2004-05	Q1	80.5	84.5	82.0	84.9	84.5	81.2
	Q2	79.0	84.4	83.9	82.2	83.2	81.8
	Q3	75.8	81.9	77.7	78.8	80.3	82.8
	Q4	81.3	88.0	83.9	84.6	86.2	83.6
2005-06	Q1	81.6	89.1	87.1	86.1	87.5	84.3
	Q2	82.6	88.5	86.5	85.6	87.0	85.2
	Q3	77.6	83.2	77.9	79.5	81.3	85.5
	Q4	87.0	90.8	87.7	89.0	89.8	86.4
2006-07	Q1	88.1	91.4	90.2	89.5	90.4	87.1
	Q2	83.4	89.6	88.7	87.8	88.5	87.5
	Q3	82.9	85.2	80.6	84.4	84.7	88.4
	Q4	85.2	89.0	84.9	88.8	88.7	88.1
2007-08	Q1	86.3	91.9	90.9	90.2	90.8	88.2
	Q2	86.1	91.5	90.5	90.7	90.8	88.8
	Q3	85.3	87.3	83.0	86.7	86.9	89.3
	Q4	87.1	91.7	89.1	90.7	91.0	89.9
2008-09	Q1	88.2	92.4	91.2	92.5	92.1	90.2
	Q2	87.8	93.0	92.1	91.6	92.0	90.5
	Q3	85.7	89.0	86.0	86.6	87.8	90.7
Percentage point change 2008-09 Q3 on 2007-08 Q3		0.4	1.7	3.1	0.0	0.9	1.4
Percentage point change 2007-08 on 2006-07		1.3	1.8	2.2	1.9	1.8	

Notes for table 2.1b:

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

1. Data includes new TOCs as at 11 November 2008. New TOCs include Cross Country (XC Trains), East Midlands Trains, London Midland, and London Overground. TOCs that ceased to exist from 11 November 2007 include Silverlink (Metro and Country), Central Trains, Virgin Cross Country, and Midland Main Line.
 2. GNER ceased to exist on 8 December 2007. Its replacement, National Express East Coast commenced on 9 December 2007.
 3. ONE was re-branded as National Express East Anglia from 27 February 2008
 4. From 2008-09 Q2 Gatwick express is now incorporated into Southern.
 5. London Overground was closed between 1st September to 16 November due to Network Rail carrying out engineering work.
 6. Engineering work throughout December on the West Coast Main line has affected Virgin trains PPM.
- Hull Trains is a non-franchised operator, and these values are not included in the sector or overall national PPM percentages.
- For conventions on rounding and revisions see the *Introduction*.

Table 2.1b Public performance measure by TOC

Percentage of trains arriving on time 2007-08 Q3 to 2008-09 Q3

	2008-09 Q3	2007-08 Q3	MAA to 31 Dec 2008	MAA to 31 Mar 2008
Arriva Trains Wales	92.3	91.1	92.6	92.4
c2c	95.1	94.8	94.9	94.5
Chiltern Railways	94.8	95.6	95.3	95.0
Cross Country ¹	88.1	-	89.5	-
East Midlands Trains ¹	85.6	86.2	88.4	87.9
First Capital Connect	89.5	88.2	91.9	90.6
First Great Western	89.3	79.7	89.0	83.1
First Scotrail	86.5	87.3	90.9	90.6
London Midland ^{1 R}	83.5	85.4	87.6	-
London Overground ^{1 R}	91.3	89.5	92.8	-
Merseyrail	92.8	93.8	94.7	94.7
National Express East Anglia ³	88.5	88.5	90.6	90.5
National Express East Coast ²	86.1	-	85.6	-
Northern	83.3	85.0	89.2	88.5
Southeastern	87.1	85.1	91.0	90.5
Southern	86.1	85.8	90.9	90.0
South West Trains	92.9	88.6	93.3	92.3
TransPennine Express	85.9	90.0	90.2	91.7
Virgin Trains	82.2	84.5	82.7	86.2
Non-franchised operator - Hull Trains	84.9	83.5	87.4	84.9
Peak services				
c2c	94.8	94.7	94.5	95.5
Chiltern Railways	93.4	93.7	94.1	93.4
First Capital Connect	86.7	84.8	90.5	88.6
First Great Western	86.0	65.3	84.6	70.8
London Midland ¹	75.7	88.4	84.2	89.3
London Overground ¹	-	93.6	95.0	94.8
National Express East Anglia ³	86.0	84.9	88.7	87.9
Southeastern	81.2	77.0	86.8	86.6
Southern	81.6	80.5	89.3	87.9
South West Trains	92.3	85.4	92.7	90.9

^R Figures have been slightly revised. For more information contact rail.stats@orr.gsi.gov.uk

Sources: Network Rail

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Chart 2.1b PPM by TOC

Percentage of trains arriving on time 2007–08 Q3 and 2008–09 Q3

■ PPM 2008–09 Q3 ■ PPM 2007–08 Q3

Arriva Trains Wales



c2c



Cross Country



Chiltern Railways



East Midlands Trains



First Capital Connect



First Great Western



First Scotrail



London Midland



London Overground



Merseyrail



National Express East Anglia



National Express East Coast



Northern



Southeastern Trains



Southern Railway



South West Trains



TransPennine Express



Virgin Trains



Non-franchised operator - Hull Trains



2.2 Rail complaints

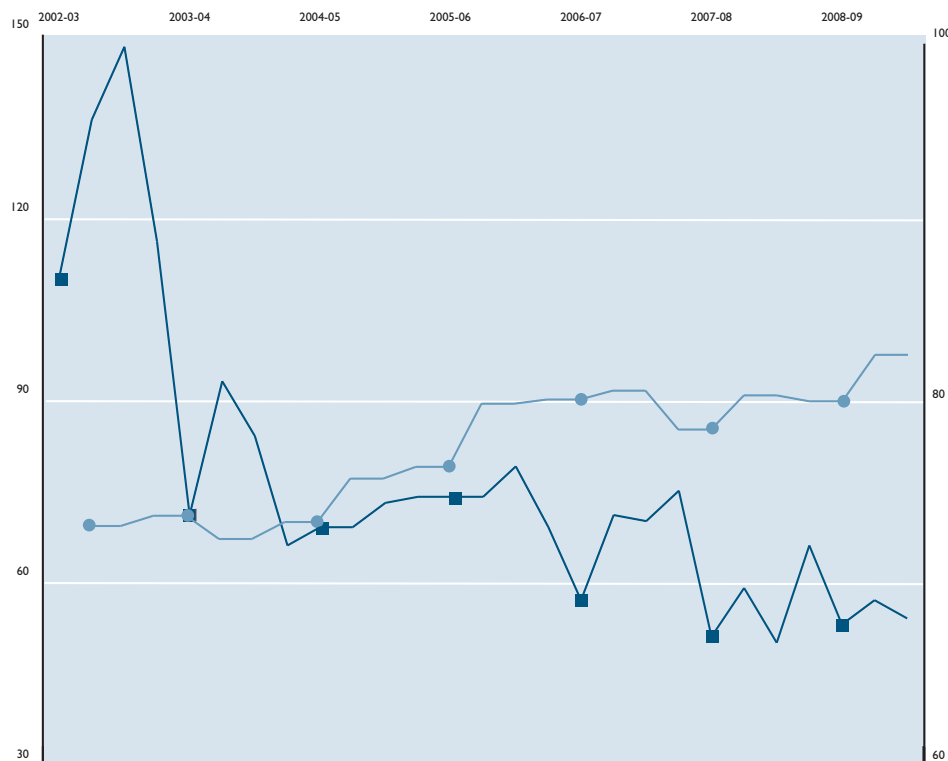
Background

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

Chart 2.2 Complaints rate MAA and National Passenger Survey Satisfaction

Rate per 100'000 passenger journeys (left-hand scale) and National Passenger Survey % satisfaction rate (right-hand scale) 2002-03 Q1 to 2008-09 Q3

■ Complaints rate ● NPS satisfaction



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.

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

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

Other comments

An increase in complaints per 100,000 passenger journeys does not necessarily indicate a worse performance by the industry (or sector). A number of other factors can affect the volume of complaints received. An operator that makes it easier to complain (e.g. by advertising, through the availability of pre-printed forms, by opening and extending complaint telephone lines) is likely to get a larger volume of complaints than it would otherwise. This TOC may, however, be able to work on this feedback and in the short and long-term improve its service to passengers.

In addition, the propensity to complain will vary across customer types. Customers who travel regularly on a particular route are less likely to complain about an individual journey than business or leisure travellers who make their rail journeys infrequently. This could help explain the far higher complaint rates for long distance operators where infrequent journeys are more common.

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.

Notes for tables 2.2a and 2.2b

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

The 2007-08 Q3 and Q4 data include the new TOCs as at 11 November 2008. New TOCs include Cross Country, East Midlands Trains, London Midland, and London Overground. TOCs that ceased to exist from 11 November 2007 include Silverlink (Metro and Country), Central Trains, Virgin CrossCountry and Midland Main Line.

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

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

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

Table 2.2a Complaints rate

Rate per 100,000 passenger journeys 2002-03 Q1 to 2008-09 Q3

		All operators	Complaints MAA
2002-03		128	
2003-04		79	
2004-05		71	
2005-06		74	
2006-07		69	
2007-08 ^r		57	
2002-03	Q1	110	
	Q2	136	
	Q3	148	
	Q4	116	
2003-04	Q1	71	118
	Q2	93	107
	Q3	84	91
	Q4	66	79
2004-05	Q1	69	78
	Q2	69	72
	Q3	73	69
	Q4	74	71
2005-06	Q1	74	72
	Q2	74	74
	Q3	79	75
	Q4	69	74
2006-07	Q1	57	70
	Q2	71	69
	Q3	70	67
	Q4	75	69
2007-08	Q1	51	67
	Q2	59	64
	Q3	50	59
	Q4	66	57
2008-09	Q1	53	57
	Q2	57	57
	Q3	54	57
Percentage change			
2008-09 Q3 on 2007-08 Q3		7.2	-2.5
2007-08 on 2006-07		-17.8	

Source: Department for Transport

Table 2.2b TOC complaints rate

Complaints per 100,000 passenger journeys, Great Britain 2007–08 Q3 and 2008–09 Q3

Operator	2007-08 Q3	2007-08 Q4	2008-09 Q1	2008-09 Q2	2008-09 Q3	Percentage change 2008-09 Q3 on 2007-08 Q3	Full year 2006-07	Full year 2007-08	Percentage change 2007-08 on 2006-07
Arriva Trains Wales	308	329	271	288	233	-24.3	325	336	3
c2c	12	23	19	17	16	34.8	28	21	-27
Central Trains	84	-	-	-	-	-	66	63	-4
Chiltern Railways	42	56	42	65	67	60.1	68	50	-26
Cross Country	151	173	171	220	204	35.5	-	166	-
East Midlands Trains	48	73	139	138	116	142.5	-	64	-
First Capital Connect	38	58	35	37	34	-12.2	63	54	-14
First Great Western	135	175	96	87	104	-22.5	181	151	-17
First ScotRail	35	35	24	28	37	3.5	43	34	-20
Gatwick Express	11	15	-	-	-	-	40	17	-57
GNER	235	-	-	-	-	-	379	309	-18
London Midland	49	63	75	83	90	84.7	-	58	-
London Overground	9	11	18	20	27	195.7	-	10	-
Merseyrail	31	36	29	24	38	21.2	30	36	22
Midland Mainline	122	-	-	-	-	-	121	128	6
National Express East Anglia	36	50	51	52	36	-0.6	44	39	-10
National Express East Coast	193	491	243	329	236	22.1	-	446	-
Northern	33	46	28	35	55	66.0	32	37	17
Silverlink	15	-	-	-	-	-	18	15	-16
Southeastern	20	19	13	8	13	-33.9	20	17	-17
Southern Railway	10	20	5	9	8	-20.7	21	12	-45
South West Trains	8	8	8	7	6	-24.7	10	8	-23
Transpennine Express	45	69	53	72	120	168.2	48	62	29
Virgin CrossCountry	208	-	-	-	-	-	331	232	-30
Virgin West Coast	347	454	598	581	455	31.1	519	360	-31

Source: Department for Transport

Table 2.2c Complaints response performance within complaints handling procedure target

Percentage of complaints answered within CHP* target, Great Britain 2007–08 Q3 and 2008–09 Q3

Operator	2007-08 Q3	2007-08 Q4	2008-09 Q1	2008-09 Q2	2008-09 Q3	Full year 2007-08	Full year 2006-07
Arriva Trains Wales	87%	97%	99%	98%	97%	80%	97%
c2c	100%	98%	100%	99%	95%	99%	100%
Central Trains	87%	-	-	-	-	92%	93%
Chiltern Railways	100%	100%	92%	100%	98%	100%	98%
Cross Country	100%	99%	100%	100%	100%	-	-
East Midlands Trains	100%	100%	100%	100%	100%	-	-
First Capital Connect	100%	99%	100%	100%	100%	100%	100%
First Great Western	100%	100%	100%	100%	100%	100%	95%
First ScotRail	99%	99%	99%	100%	100%	99%	99%
Gatwick Express	100%	100%	-	-	-	100%	100%
GNER	76%	-	-	-	-	75%	73%
London Midland	83%	80%	91%	89%	87%	-	-
London Overground	100%	99%	94%	96%	98%	-	-
Merseyrail	98%	99%	94%	99%	98%	97%	97%
Midland Mainline	100%	-	-	-	-	98%	99%
National Express East Anglia	99%	99%	97%	90%	93%	99%	96%
National Express East Coast	96%	96%	92%	53%	67%	-	-
Northern	100%	87%	98%	97%	90%	96%	100%
Silverlink	99%	-	-	-	-	100%	100%
Southeastern	100%	100%	100%	100%	100%	100%	100%
Southern Railway	98%	99%	99%	100%	100%	98%	99%
South West Trains	99%	99%	99%	99%	99%	99%	100%
Transpennine Express	100%	100%	100%	100%	100%	100%	99%
Virgin CrossCountry	97%	-	-	-	-	99%	98%
Virgin West Coast	91%	70%	64%	58%	70%	87%	98%

* Complaints Handling procedure. Train operating Companies provide the percentage of complaints answered within twenty working days - the recommended minimum standard of Service First (formerly The Citizen's Charter Unit).

Source: Department for Transport

Table 2.2d Complaints by category

Percentage of complaints made to TOCs, Great Britain 2007–08 Q3 to 2008–09 Q3

	2007-08 Q3	2007-08 Q4	2008-09 Q1 ^r	2008-09 Q2	2008-09 Q3	Full year 2007-08	Full year 2006-07
Train service performance	41%	41%	36%	35%	35%	42%	47%
Fares, retailing and refunds	15%	21%	22%	22%	19%	18%	15%
Quality on train	14%	12%	12%	14%	15%	12%	13%
Staff conduct and availability	7%	6%	7%	7%	7%	6%	6%
Complaints handling	4%	5%	6%	6%	7%	4%	4%
Information at stations and on trains	6%	5%	5%	5%	5%	5%	4%
Station quality	5%	4%	4%	3%	3%	4%	4%
Others*	9%	7%	8%	8%	9%	8%	7%
TOTAL	100%	100%	100%	100%	100%	100%	100%

Source: Department for Transport

^r 2008-09 Q1 figures have been revised following an update on NRES and praise comments data.

*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 3%.

2.3 National Rail Enquiry Service

Background

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

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

Methodology

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

Other comments

It should be noted that the automatic data collection is unable to distinguish between calls being answered by a human voice and those answered by an automatic message/ answering machine. The results can therefore be said to provide a good indication of volume of calls made and answered. They do not, however, measure the quality of service given by NRES which is monitored through mystery shopping surveys.

NRES is always susceptible to a volatile demand, since although some aspects affecting demand can be predicted (e.g. time, holiday periods, sporting events) some are very hard to predict (e.g. weather).

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

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

Notes for table 2.3a:

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

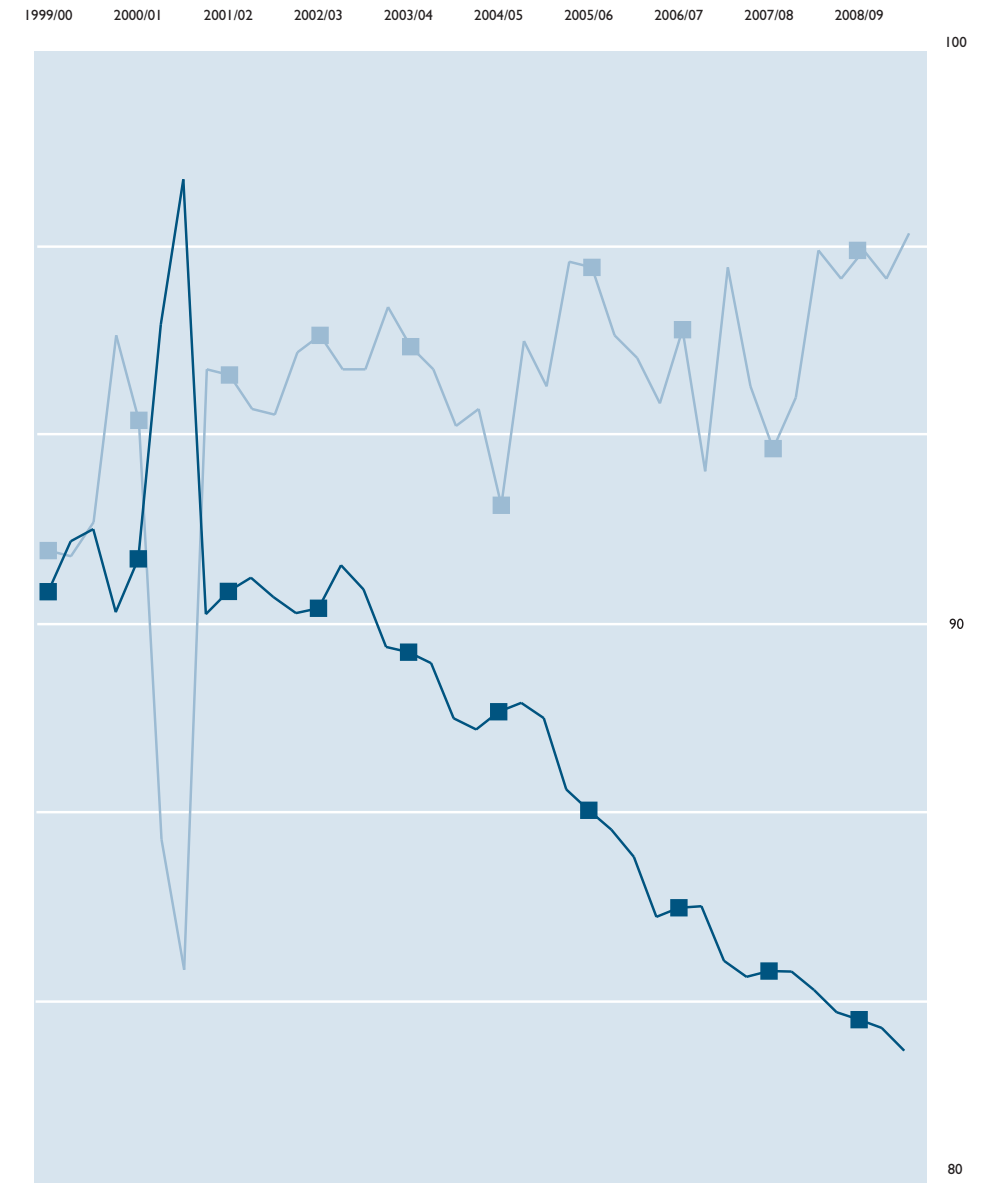
For conventions on rounding and revisions see the *Introduction*.

Chart 2.3 National Rail Enquiry Service

Calls made (left-hand scale) and percentage of calls answered (right hand scale)

1999-00 to 2008-09 Q3

■ Calls made MAA (millions) ■ Percentage of calls answered MAA



Mystery shopping is carried out by Taylor Nelson Sofres (TNS) and measures solely the accuracy of information provided by the 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 them depending on the volume of calls received on the scenario. Mystery shopping results are reported in 2 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%.

Notes for table 2.3b:

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

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

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

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

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

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

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

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

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

Table 2.3a National Rail Enquiry Service
 2002–03 to 2008–09 Q3 (million calls and percentage of calls)

		Total calls made	Percentage answered	Percentage engaged	Percentage abandoned	Mystery shopping data
2002-03		61.9	94.8	0.3	4.9	
2003-04		52.5	94.1	0.1	5.8	
2004-05		48.3	94.2	0.1	5.7	
2005-06		35.3	95.0	0.4	4.6	
2006-07		26.4	94.4	0.2	5.3	
2007-08		21.3	94.7	0.0	5.2	97.5%
2002-03	Q1	15.3	95.0	0.3	4.7	
	Q2	16.5	94.4	0.6	5.0	
	Q3	15.8	94.4	0.1	5.5	
	Q4	14.3	95.5	0.0	4.5	
2003-04	Q1	14.2	94.8	0.0	5.2	
	Q2	13.9	94.4	0.1	5.5	
	Q3	12.4	93.4	0.0	6.6	
	Q4	12.1	93.7	0.1	6.2	
2004-05	Q1	12.6	92.0	0.1	7.8	
	Q2	12.8	94.9	0.1	5.0	
	Q3	12.4	94.1	0.0	5.9	
	Q4	10.5	96.3	0.0	3.7	
2005-06	Q1	10.0	96.2	0.0	3.7	
	Q2	9.5	95.0	0.8	4.2	
	Q3	8.7	94.6	0.3	5.0	
	Q4	7.2	93.8	0.4	5.8	
2006-07	Q1	7.4	95.1	0.0	4.9	
	Q2	7.4	92.6	0.2	7.1	
	Q3	6.0	96.2	0.0	3.8	
	Q4	5.6	94.1	0.8	5.2	97.1%
2007-08	Q1	5.7	93.0	0.0	7.0	97.5%
	Q2	5.7	93.9	0.1	6.0	96.8%
	Q3	5.2	96.5	0.0	3.5	98.0%
	Q4	4.6	96.0	0.0	4.0	97.8%
2008-09	Q1	4.4	96.5	0.0	3.5	97.8%
	Q2	4.2	96.0	0.0	4.0	97.5%
	Q3	3.6	96.8	0.0	3.2	98.8%
Percentage change						
2008-09 Q3 on 2007-08 Q3		-30.7	0.3*	0.0*	-0.2*	0.8*
2007-08 on 2006-07		-19.4	0.3*	-0.2*	-0.1*	-

* percentage point change.

Source: Department for Transport

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Table 2.3b National Rail Enquiries

All channels 2003-04 Q1 to 2008-09 Q3 (thousands)

		NRES telephone enquiries (total calls made)	Online Journey Planner - web (visits) ¹	Live Departure Boards - web (visits) ¹	Train Tracker™ (telephone message) ¹	Train Tracker Text ¹	Text My Journey ¹	PDA Services ²	WAP Services ³	Online journey Planner WAP ¹	Live Departure Boards - WAP ¹	Total
2004-05		48,323	43,317	10,235	-	-	-	-	-	309	278	103,193
2005-06		35,321	46,945	12,411	3,035	185	344	-	-	308	302	98,851
2006-07		26,381	68,413	15,736	5,163	421	387	-	-	326	348	117,176
2007-08		21,269	83,028	19,096	4,424	718	418	-	-	389	336	129,679
2003-04	Q1	14,153	8,971	225	-	-	-	-	-	-	-	23,349
	Q2	13,863	8,459	999	-	-	-	-	-	-	-	23,320
	Q3	12,404	8,159	876	-	-	-	-	-	-	-	21,439
	Q4	12,109	8,772	1,095	-	-	-	-	-	-	56	22,032
2004-05	Q1	12,578	9,706	1,883	-	-	-	-	-	72	55	24,293
	Q2	12,813	10,805	2,045	-	-	84	-	-	76	68	25,890
	Q3	12,410	11,545	3,000	-	-	101	-	-	83	79	27,219
	Q4	10,522	11,261	3,307	461	-	86	-	-	78	77	25,791
2005-06	Q1	9,971	10,989	2,853	810	35	79	-	-	77	71	24,884
	Q2	9,459	10,490	3,142	770	41	83	-	-	75	69	24,130
	Q3	8,739	11,768	3,266	778	56	96	-	-	81	85	24,870
	Q4	7,151	13,698	3,150	676	53	86	-	-	75	77	24,966
2006-07	Q1	7,392	15,412	3,252	883	58	93	-	-	77	73	27,240
	Q2	7,433	17,052	3,667	1,226	85	95	-	-	77	77	29,711
	Q3	5,990	17,821	3,840	1,878	112	103	-	-	82	92	29,918
	Q4	5,566	18,129	4,977	1,176	167	95	-	-	91	106	30,306
2007-08	Q1	5,718	18,777	4,201	1,329	154	102	-	-	166	138	30,585
	Q2	5,705	20,014	4,445	1,281	177	102	-	-	142	118	31,984
	Q3	5,216	20,536	4,609	845	191	109	-	-	39	39	31,585
	Q4	4,629	23,700	5,842	969	197	104	-	-	41	41	35,525
2008-09	Q1	4,432	26,432	6,284	1,177	186	88	47	22	-	-	38,669
	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
Percentage Change												
2008-09 Q3 on 2007-08 Q3		-30.7	54.1	50.2	26.1	21.2	-21.5	-	-	-	-	38.5
2007-08 on 2006-07		-19.4	21.4	21.4	-14.3	70.4	7.9	-	-	19.3	-3.5	10.7

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

2. PDA (Personal Digital Assistant) Services is a new channel. It provides information on the number of visits to the National Rail website via PDA.

3. WAP Services is now reported as a single category incorporating Online Journey Planner (WAP) and Live Departure Boards (WAP)

Source: Department for Transport

2.4 Passengers in excess of capacity

Background

In the past the Department for Transport (DfT) has monitored crowding on London commuter services under a regime known as 'passengers in excess of capacity' (PiXC). DfT no longer uses the PiXC regime and is introducing new measures to monitor crowding. In future editions of NRT 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, updated for 2007 showing new and existing TOCs covering London & the South East.

Methodology

PiXC applies to weekday commuter trains arriving in London between 07:00 and 09:59, and those departing between 16:00 and 18:59. The measure is derived from the number of passengers travelling in excess of capacity on all services, is divided by the total number of people travelling, and expressed as a percentage. Capacity is deemed to be the number of standard class seats on the train for journeys of more than 20 minutes. For journeys of 20 minutes or less, an allowance for standing room is also made. The allowance for standing varies with the type of rolling stock but, for modern sliding door stock, it is typically approximately 35 per cent of the number of seats.

The data underlying the PiXC measure are collected each year in the autumn, and are aggregated to represent a typical weekday.

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.

Table 2.4 Passengers in excess of capacity

Percentage of passengers in excess of capacity 2006 and 2007 - London and SE operators

	Peak (AM) 2007	Peak (AM) 2006 [†]	Peak (PM) 2007	Peak (PM) 2006 [†]	Overall 2007	Overall 2006 [†]
c2c	1.7%	0.8%	0.0%	0.2%	0.9%	0.5%
Chiltern	1.1%	2.5%	0.3%	0.0%	0.7%	1.3%
First Capital Connect	6.3%	4.5%	3.3%	3.4%	4.9%	4.0%
First Great Western ¹	8.4%	10.9%	4.3%	4.5%	6.6%	8.2%
National Express East Anglia ²	5.2%	4.8%	2.1%	2.9%	3.7%	3.9%
Silverlink	1.9%	1.9%	2.6%	1.4%	2.3%	1.7%
Southeastern	3.3%	3.4%	1.2%	0.7%	2.4%	2.2%
Southern	3.8%	4.2%	0.4%	1.0%	2.3%	2.8%
South West Trains	3.9%	8.0%	1.4%	2.5%	2.7%	5.6%
Total	4.2%	4.7%	1.6%	1.9%	3.0%	3.4%

Source: Department for Transport

Notes:

1. From 2007 all "High Speed" services included to reflect the total amount of capacity being provided to/from London Paddington.
2. Formerly known as 'One'.

[†] 2006 figures have been revised