

# National Rail Trends

## Chapter 2: Rail performance

### Public performance measure, Complaints and National Rail Enquiry Service up to and including Q3 2009-10

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## Key results 2009-10 Q3 on 2008-09 Q3

### 2.1 Public Performance Measure (PPM)

- In 2009–10 Q3 the overall moving annual average (MAA) PPM for all franchised operators was 91.4%, a 0.7 percentage point increase on 2008–09 Q3. Non-franchised PPM in 2009-10 Q3 was 93.5%, this is the first time ORR has published aggregated non-franchised data in NRT.
- Long-distance PPM was 86.2% in 2009-10 Q3, an increase of 0.7 percentage points on 2008-09 Q3. Regional had a PPM of 89.1% in 2009-10 Q3, a increase of 2.4 percentage points on 2008-09 Q3. London and South East (including peak) had a PPM of 88.4% in 2009-10 Q3, a 0.6 percentage point decrease on 2008-09 Q3. London and South east peak only services had a PPM of 84.7% in 2009-10 Q3, this represents a 1.3 percentage point decrease on 2008-09 Q3.

### 2.2 Complaints

- The rate of complaints has fallen to 45 per 100'000 passenger journeys in 2009-10 Q3, with the moving annual average falling to 50.
- In 2009-10 Q3, 35% of complaints were on train service performance.

### 2.3 NRES

- In 2009–10 Q3 the National Rail Enquiry Service took 3.0 million calls, 15.6% fewer than in 2008–09 Q3.
- The percentage of calls answered was 94.4% in 2009-10 Q3, a 2.3 percentage point decrease on 2008-09 Q3.
- Online journey planner had 36.6 million visits in 2009-10 Q3, a 15.7% increase compared to 2008-09 Q3. PDA services had usage of 2.6 million in 2009-10 Q3, a 1,911% increase on 2008-09 Q3.

## Key results: 2008-09 on 2007-08

### 2.1 Public Performance Measure (PPM)

- 90.6% of all trains ran on time in 2008-09, representing an increase of 0.7 percentage points on 2007-08.
- All sectors showed increases in PPM between 2007-08 and 2008-09. The largest increase was for long-distance, with a 1.1 percentage point increase from 86.2% to 87.3%. London and South East had the highest PPM with 91.0% of trains arriving on time.

### 2.2 Complaints

- The number of complaints per 100,000 passenger journeys decreased by 2.6% from 2007-08 to 2008-09. This compared to a 17.3% decrease from 2006-07 to 2007-08.
- During 2008-09, train service performance accounted for 36% of all complaints, down from 42% in 2007-08. The proportion of complaints on fares, retailing and funds (20%) and quality on train (14%) increased by 2.3 and 1.4 percentage points respectively.

### 2.3 NRES

- The number of enquiries received by NRES, both telephone and self-service channels, increased by 32.0% from 129.7 million in 2007-08 to 171.2 million in 2008-09.
- In 2008–09, NRES took 16.1 million calls, a fall of 24.5% on 2007-08. The percentage of answered calls fell from 94.7% in 2007-08 to 94.4% in 2008-09. However, mystery shopper data which is used to measure quality of service, improved from 97.5% to 98.3%.
- Online journey planner continued to be the most used self-service channel with 122.6million visits in 2008-09, an increase of 47.7% on 2007-08.

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## 2.1a Public performance measure MAA

### 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.

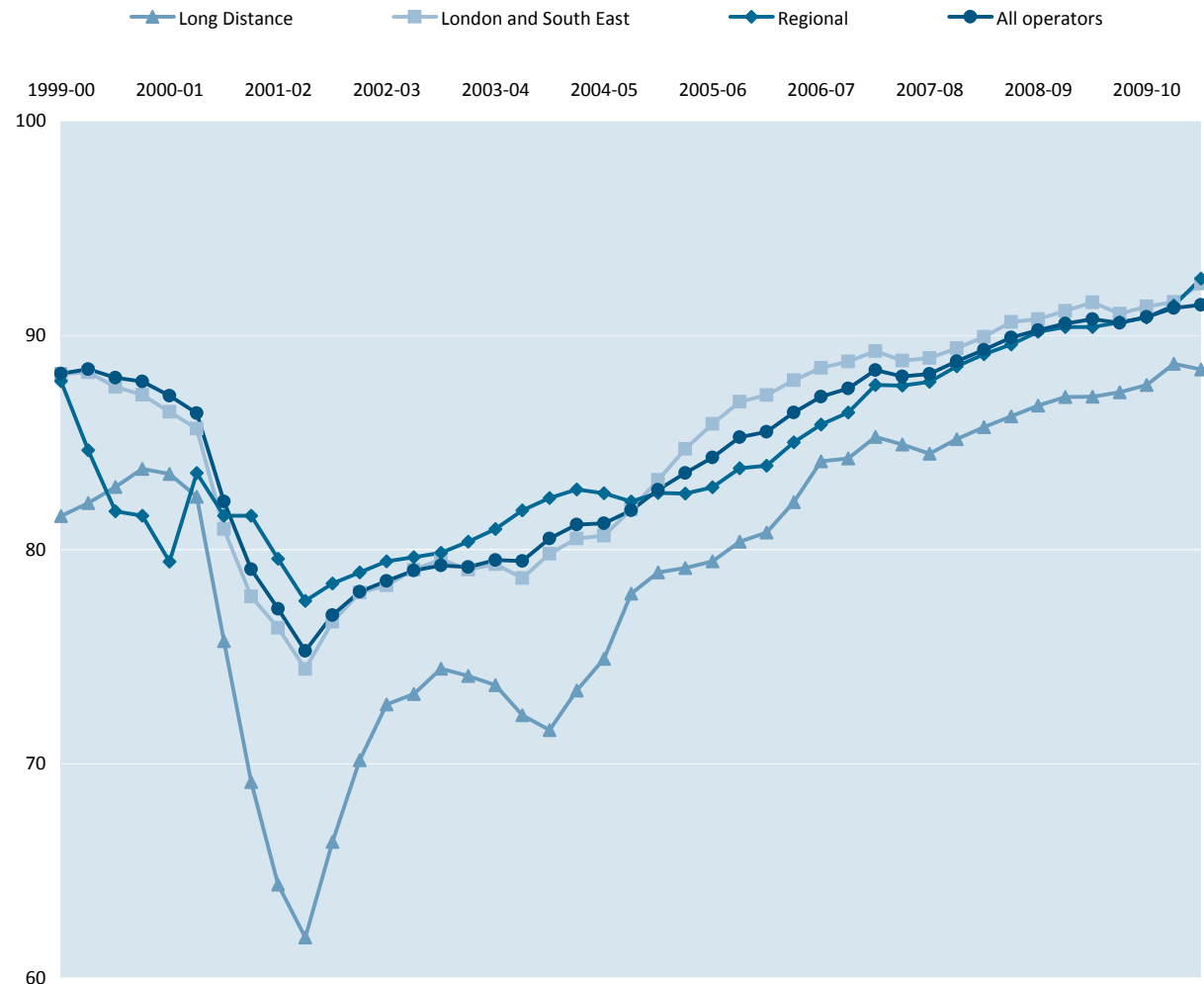
As described above, the PPM compares the actual performance of the train service with the plans held in the computer systems. These plans, technically called 'plan of the day', are usually the same as the published timetable with amendments reflecting pre-published engineering amendments.

### 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 to 2009-10 Q3



Source: Network Rail

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## 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, 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.

ORR have published an aggregated figure for non-franchised data for the first time in 2009-10 Q3.

1. From 2009-10 Q1 Southern regional services (formerly Gatwick Express) are included in the London and South East sector.

2. Island Line Trains have also moved to the London and South East sector as it is operated by South West Trains.

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

## Table 2.1a Public performance measure

Percentage of trains arriving on time Great Britain 2002-03 to 2009-10 Q3

	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	78.9	75.7	80.5	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	83.6		
<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	88.9	90.6	90.6		
<b>2002-03</b>							
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	
<b>2003-04</b>							
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	
<b>2004-05</b>							
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	
<b>2005-06</b>							
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	
<b>2006-07</b>							
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	
<b>2007-08</b>							
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	
<b>2008-09</b>							
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	85.5	89.0	86.0	86.6	87.8	90.7	
Q4	87.8	89.6	85.4	91.6	90.3	90.6	
<b>2009-10</b>							
Q1	89.5	93.6	92.2	93.4	93.2	90.9	
Q2	91.6	93.7	92.5	93.8	93.6	91.3	
Q3	86.2	88.4	84.7	89.1	88.5	91.4	93.5
<i>Percentage point change</i>							
<i>2009 10 Q3 on 2008 09 Q3</i>	<i>0.7</i>	<i>0.6</i>	<i>1.3</i>	<i>2.4</i>	<i>0.7</i>	<i>0.7</i>	
<i>Percentage point change</i>							
<i>2008 09 on 2007 08</i>	<i>1.1</i>	<i>0.4</i>	<i>0.5</i>	<i>1.0</i>	<i>0.7</i>		

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Source: Network Rail

## Notes:

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

Percentage of trains arriving on time Great Britain 2008-09 Q3 and 2009-10 Q3

	2008 09 Q3	2009 10 Q3	MAA to 30 September 2009	MAA to 30 31 December 2009
Arriva Trains Wales	92.3	93.8	94.5	94.9
c2c	95.1	96.9	95.8	96.3
Chiltern Railways	94.8	95.3	95.4	95.5
Cross Country	88.1	88.5	90.7	90.8
East Coast	86.1	84.0	88.6	88.1
East Midlands Trains	85.6	90.9	91.2	92.4
First Capital Connect	89.5	84.8	91.0	89.9
First Great Western	89.3	90.0	92.2	92.3
First Scotrail	86.5	86.7	90.7	90.7
London Midland	83.5	88.2	87.4	88.5
London Overground	91.3	92.3	92.3	92.6
Merseyrail	92.8	95.5	95.6	96.3
National Express East Anglia	88.5	89.3	90.9	91.1
Northern	83.3	87.5	90.9	91.9
Southeastern	87.1	84.8	90.7	90.1
Southern	86.1	87.1	89.9	90.1
South West Trains	92.9	89.3	93.8	93.0
TransPennine Express	85.9	88.2	91.9	92.4
Virgin Trains	81.3	83.2	82.4	82.8
<b>Peak services</b>				
c2c	94.8	97.1	95.7	96.3
Chiltern Railways	93.4	93.6	93.9	93.9
First Capital Connect	86.7	82.2	89.0	87.9
First Great Western	86.0	85.8	89.6	89.5
London Midland	75.7	81.1	78.5	79.9
London Overground	90.5	95.8	93.6	94.6
National Express East Anglia	86.0	88.4	89.2	89.9
Southeastern	81.2	79.0	86.0	85.5
Southern	81.6	82.9	87.4	87.6
South West Trains	92.3	85.2	92.2	90.5
<b>Non-franchised operators</b>				
Grand Central	-	81.4	-	-
Heathrow Express	-	95.2	-	-
Hull Trains	84.9	84.8	80.3	80.3
Wrexham and Shropshire	-	84.7	-	-

Source: Network Rail

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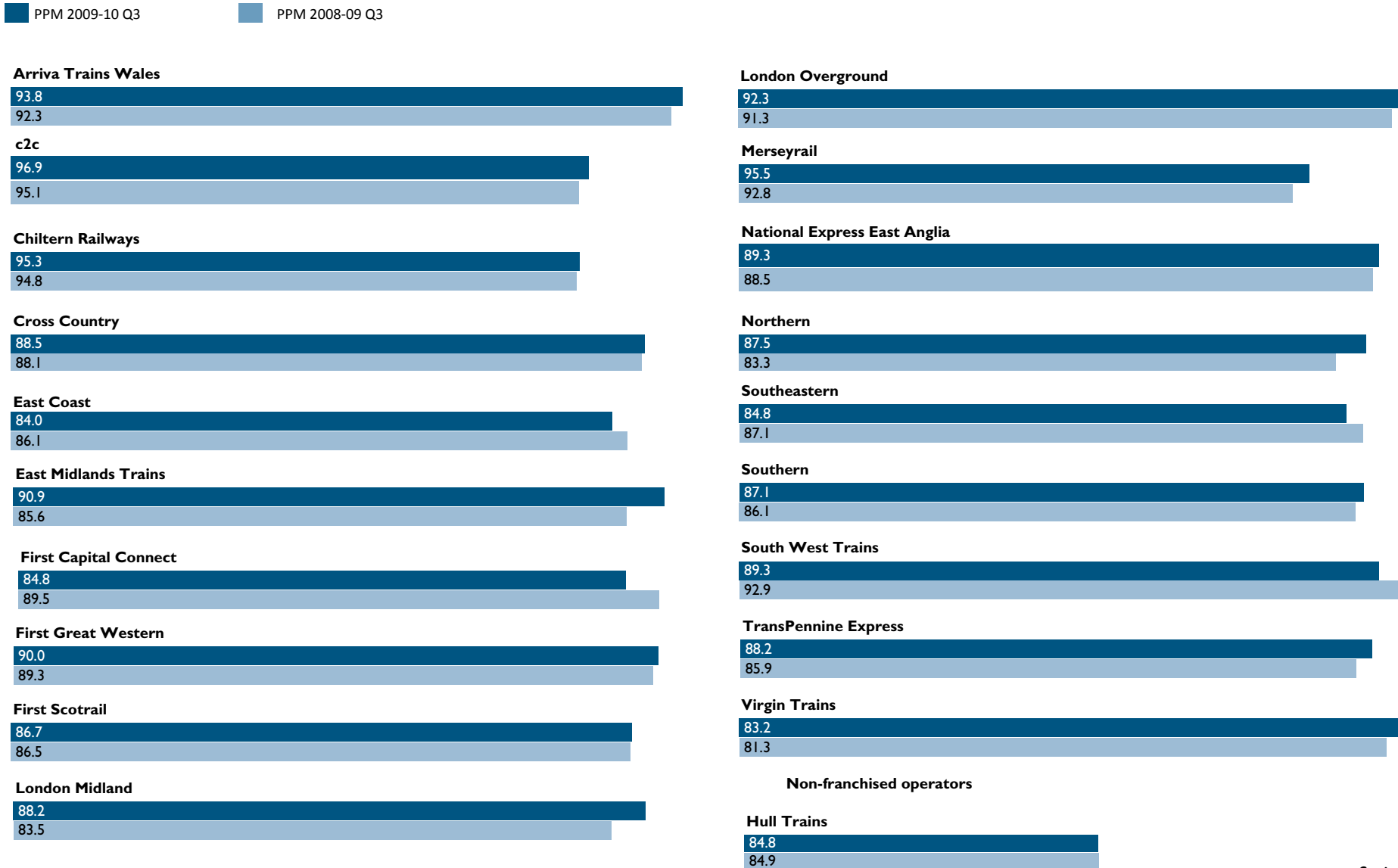
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## Chart 2.1b Public performance measure by TOC

Percentage of trains arriving on time 2008-09 Q3 and 2009-10 Q3



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## 2.2a Complaints rate

### Change in data source

From 2009-10 Q2, the collection of complaints data has been changed. Train operating companies now supply complaints data directly to both ORR and Department for Transport.

This has given ORR the opportunity to investigate the raw data supplied by the TOCs and this has resulted in ORR making improvements to the quality of data and revisions to previous quarterly figures being made. For detailed notes on each revision, please see the revisions log: <http://www.rail-reg.gov.uk/upload/xls/stats-revisions-policy.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.

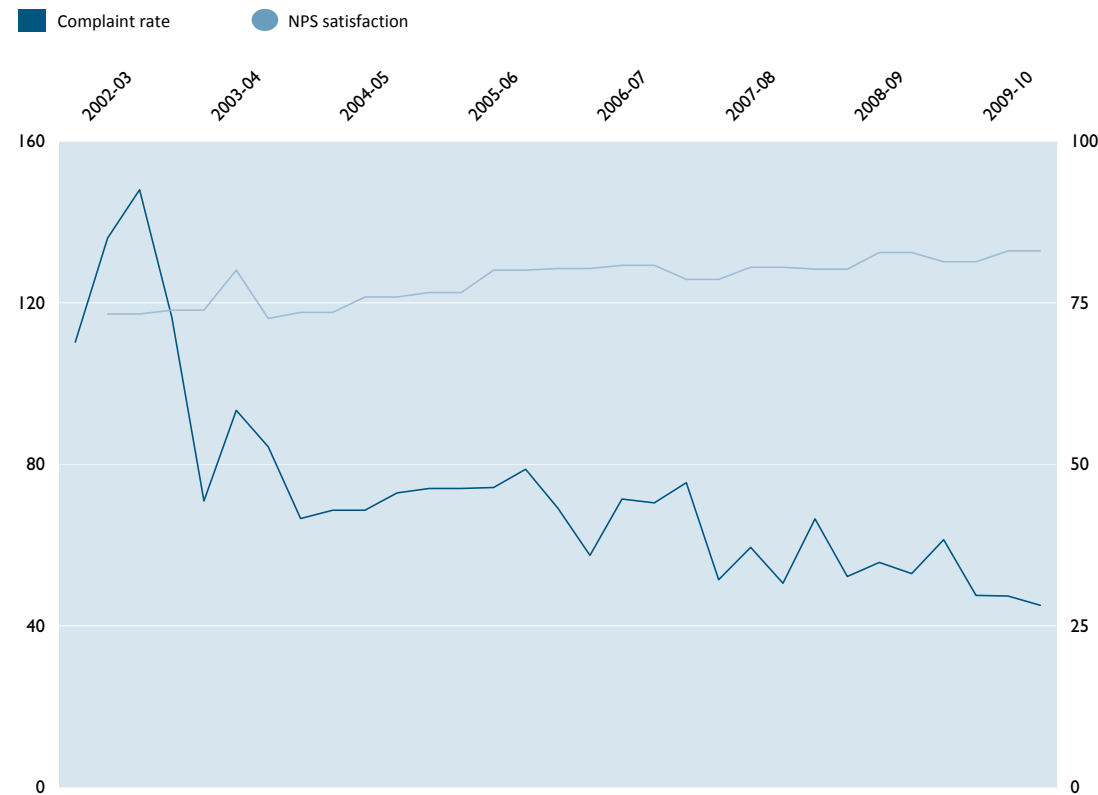
### Other comments

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 Q3



Source: Department for Transport, 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

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## Notes:

Due to franchise changes that came into effect on 1 April 2006, it is no longer possible to display complaints data by sector.

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

<sup>p</sup> Data for complaints rate is provisional as number of passenger journeys does not include non-LENNON data. ORR is working with train operating companies to collect non-LENNON data on a quarterly basis to allow fair quarter on quarter comparisons to be made. For further information, please contact [rstats@orr.gsi.gov.uk](mailto:rstats@orr.gsi.gov.uk)

<sup>r</sup> Data for 2009 10 Q1 and 2009-10 Q2 have been revised after train operating companies supplied updated data.

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

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## Table 2.2a Complaints rate

Rate per 100,000 passenger journeys Great Britain 2002-03 to 2009-10 Q3

		All operators	Complaints MAA
2002-03		128	
2003-04		79	
2004-05		71	
2005-06		74	
2006-07		69	
2007-08		57	
2008-09		55	
<b>Percentage change</b>			
<b>2008 09 on 2007 08</b>		<b>2.6</b>	
2002-03	Q1	110	
	Q2	136	
	Q3	148	
	Q4	116	
2003-04	Q1	71	118
	Q2	93	107
	Q3	84	91
	Q4	66	79
2004-05	Q1	69	78
	Q2	69	72
	Q3	73	69
	Q4	74	71
2005-06	Q1	74	72
	Q2	74	74
	Q3	79	75
	Q4	69	74
2006-07	Q1	57	70
	Q2	71	69
	Q3	70	67
	Q4	75	69
2007-08	Q1	51	67
	Q2	59	64
	Q3	51	59
	Q4	66	57
2008-09	Q1	52	57
	Q2	56	56
	Q3	53	57
	Q4	61	55
2009-10	Q1 <sup>p,r</sup>	48	54
	Q2 <sup>p,r</sup>	47	52
	Q3 <sup>p</sup>	45	50

Source: Department for Transport, Train Operating Companies



## Table 2.2b TOC complaints rate

Complaints per 100,000 passenger journeys, Great Britain 2008-09 Q3 to 2009-10 Q3

Operator	2008 09 Q3	2008 09 Q4	2009 10 Q1 <sup>P,r</sup>	2009 10 Q2 <sup>P,r</sup>	2009 10 Q3 <sup>P</sup>	Full year 2007 08	Full year 2008 09	Percentage change 2008 09 on 2007 08
Arriva Trains Wales	233	300	210	191	49	336	272	-19.1
c2c	16	20	15	15	11	21	18	-13.4
Chiltern Railways	66	67	64	48	47	50	60	20.5
Cross Country	204	169	171	224	175	166	191	-
East Coast	236	190	321	301	290	446	250	-
East Midlands Trains	115	118	111	95	88	122	127	-
First Capital Connect	34	45	34	30	39	54	38	-30.3
First Great Western	104	99	82	80	95	151	97	-36.0
First ScotRail	37	43	27	29	32	34	33	-2.9
London Midland	88	162	40	46	41	58	102	-
London Overground	19	32	19	14	12	10	19	-
Merseyrail	26	25	37	33	28	36	21	-40.4
National Express East Anglia	35	26	25	25	21	39	41	3.0
Northern	55	45	26	30	32	37	41	10.8
Southeastern	13	29	14	18	24	17	16	-5.0
Southern	8	23	16	7	10	12	11	-5.0
South West Trains	6	8	7	9	9	8	7	-4.0
Transpennine Express	120	76	58	65	72	62	80	28.9
Virgin Trains	454	559	431	376	369	360	548	52.1

Source: Department for Transport, Train Operating Companies

Cross Country, East Midlands Trains, London Midland, London Overground and National Express East Coast started operating services during 2007-08. Full year percentage changes have not been provided for these TOCs.

<sup>P</sup> Data for complaints rate is provisional as number of passenger journeys does not include non-LENNON data. ORR is working with train operating companies to collect non-LENNON data on a quarterly basis to allow fair quarter on quarter comparisons to be made.

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## Table 2.2c Complaint response performance

Percentage of complaints answered within 20 working days Great Britain 2008-09 Q3 to 2009-10 Q3

Operator	2008 09 Q3	2008 09 Q4	2009 10 Q1 <sup>†</sup>	2009 10 Q2 <sup>†</sup>	2009 10 Q3	Full year 2007 08	Full year 2008 09
Arriva Trains Wales	97%	98%	99%	98%	99%	80%	98%
c2c	95%	97%	96%	99%	99%	99%	98%
Chiltern Railways	98%	99%	100%	100%	96%	100%	98%
Cross Country	100%	100%	100%	99%	98%	-	100%
East Coast	67%	94%	100%	100%	91%	-	73%
East Midlands Trains	100%	99%	100%	100%	98%	-	100%
First Capital Connect	100%	100%	100%	100%	100%	100%	100%
First Great Western	100%	100%	100%	100%	100%	100%	100%
First ScotRail	100%	100%	100%	100%	100%	99%	100%
London Midland	87%	78%	90%	95%	89%	-	84%
London Overground	98%	96%	93%	85%	90%	-	96%
Merseyrail	98%	98%	99%	99%	98%	97%	97%
National Express East Anglia	93%	69%	99%	99%	95%	99%	90%
Northern	90%	93%	100%	100%	96%	96%	94%
Southeastern	100%	100%	100%	100%	100%	100%	100%
Southern	100%	93%	82%	100%	100%	98%	96%
South West Trains	99%	100%	99%	99%	98%	99%	99%
Transpennine Express	100%	100%	100%	100%	100%	100%	100%
Virgin Trains	70%	72%	63%	57%	41%	87%	66%

Source: Department for Transport, Train Operating Companies

Cross Country, East Midlands Trains, London Midland, London Overground and National Express East Coast started operating services during 2007-08. Full year percentage changes have not been provided for these TOCs.

<sup>†</sup> Data for 2009-10 Q1 and 2009-10 Q2 have been revised after train operating companies supplied updated data.

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## Table 2.2d Complaints by category

Percentage of complaints made to TOCs Great Britain 2008-09 Q1 to 2009-10 Q3

	2008 09 Q3	2008 09 Q4	2009 10 Q1 <sup>†</sup>	2009 10 Q2 <sup>†</sup>	2009 10 Q3	Full year 2007 08	Full year 2008 09
Train service performance	35%	38%	33%	33%	35%	42%	36%
Fares, retailing and refunds	19%	19%	22%	22%	21%	18%	20%
Quality on train	15%	13%	12%	13%	12%	12%	14%
Staff conduct and availability	7%	6%	7%	7%	7%	6%	7%
Complaints handling	7%	6%	6%	7%	6%	4%	6%
Information at stations and on trains	5%	6%	6%	5%	6%	5%	5%
Station quality	3%	3%	4%	4%	4%	4%	3%
Others*	9%	10%	11%	9%	9%	8%	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: Department for Transport, 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%.

<sup>†</sup> Data for 2009-10 Q1 and 2009-10 Q2 have been revised after train operating companies supplied updated data.

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

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## 2.3a National Rail Enquiry Service

### 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 relevant quantitative data are provided by BT and include the number of calls answered, calls engaged and calls 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.

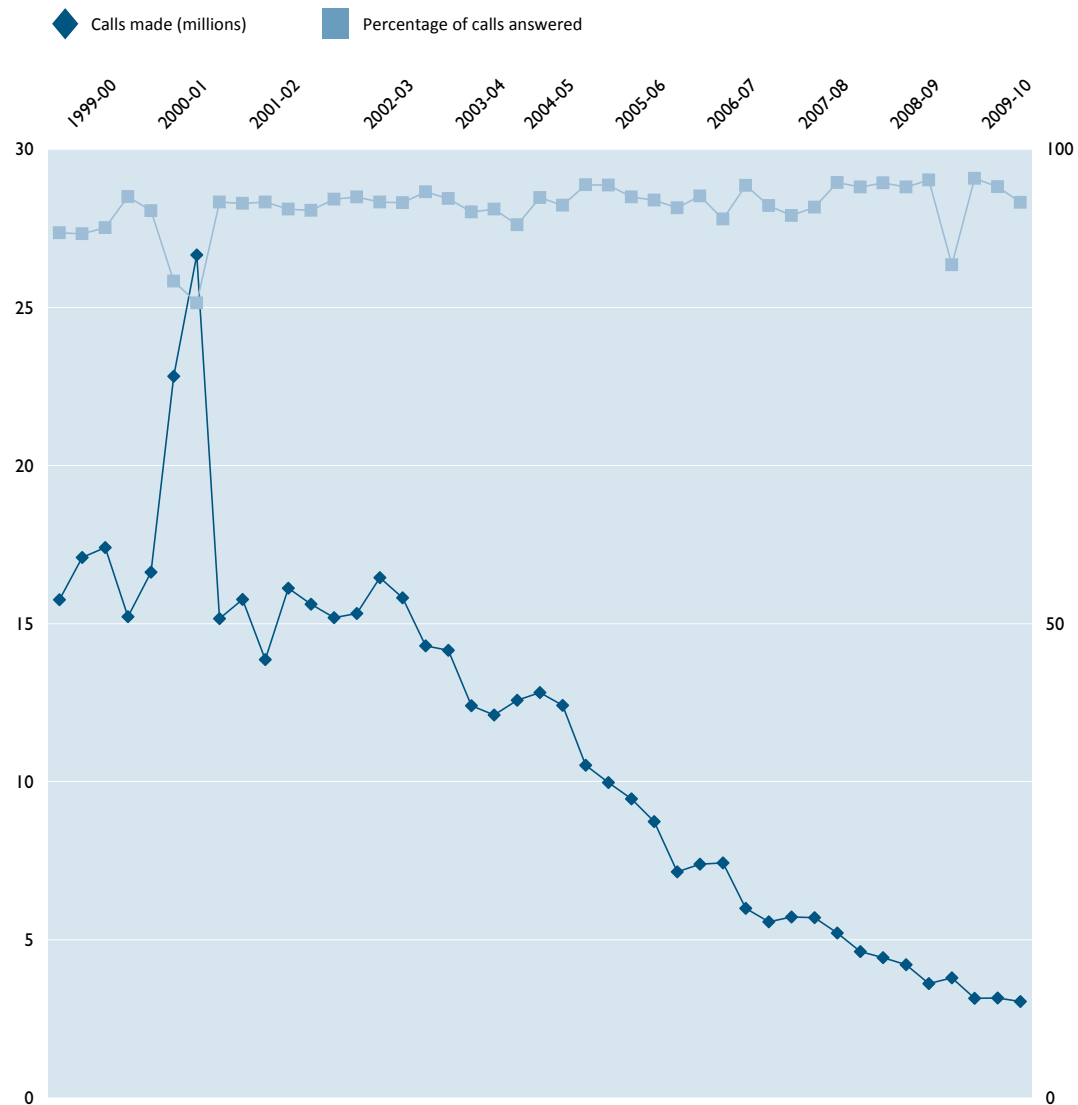
NRES is always susceptible to a volatile demand, since although some aspects affecting demand can be predicted (e.g. time of day, holiday periods, sporting events) some are very hard to predict (e.g. weather).

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 are 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.

## Chart 2.3a National Rail Enquiries

Calls made (millions) (left-hand scale) and percentage of calls answered (right hand scale) 1999-00 to 2009-10 Q3



## Notes:

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

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%.

\* percentage point change

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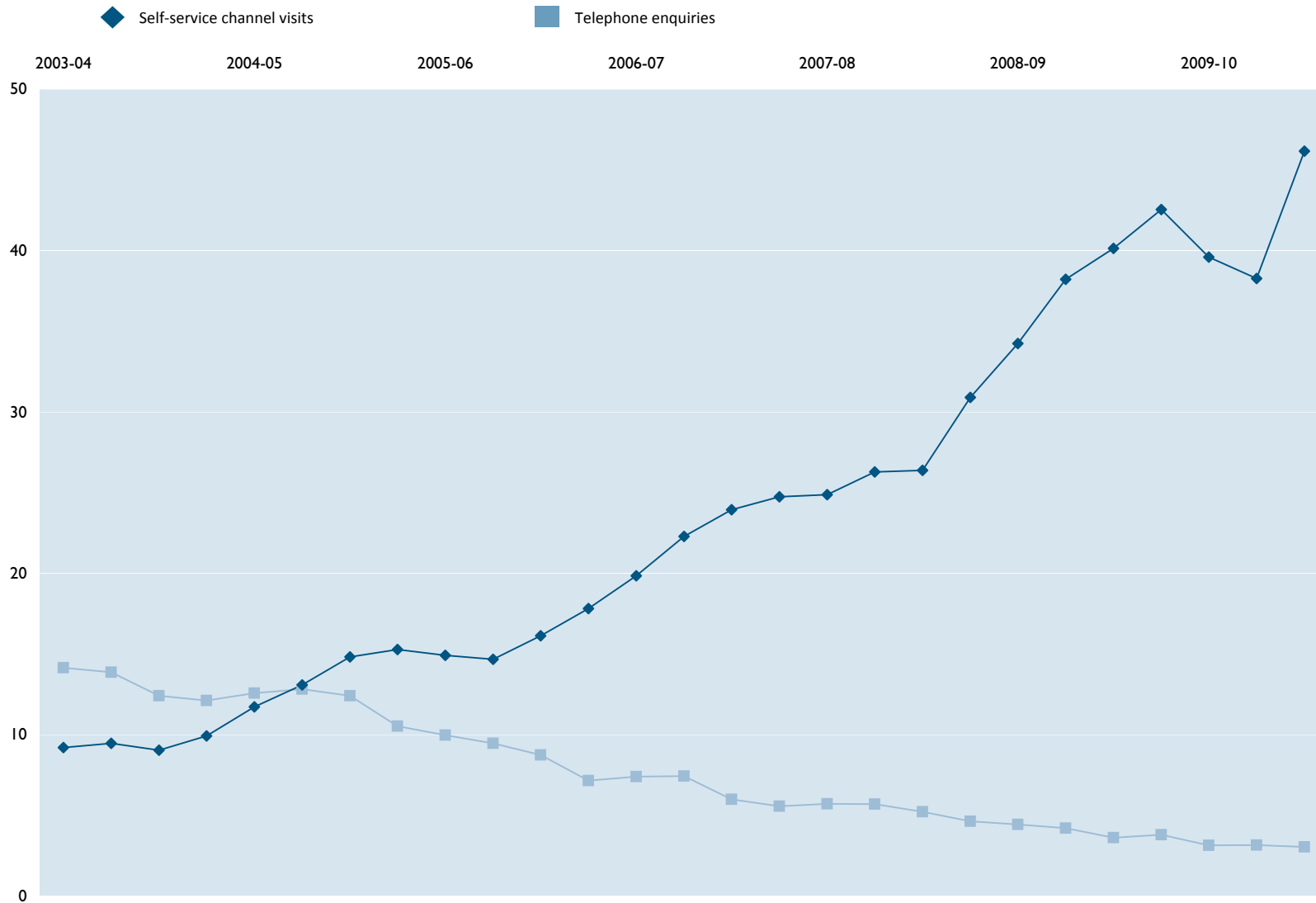
## Table 2.3a National Rail Enquiry Service

Great Britain 2002-03 to 2009-10 Q3 (million calls and percentage of calls)

		Total inbound calls	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
2008-09		16.1	94.4	1.2	4.4	98.3
2002-03	Q1	15.3	95.0	0.3	4.7	
	Q2	16.5	94.4	0.6	5.0	
	Q3	15.8	94.4	0.1	5.5	
	Q4	14.3	95.5	0.0	4.5	
2003-04	Q1	14.2	94.8	0.0	5.2	
	Q2	13.9	94.4	0.1	5.5	
	Q3	12.4	93.4	0.0	6.6	
	Q4	12.1	93.7	0.1	6.2	
2004-05	Q1	12.6	92.0	0.1	7.8	
	Q2	12.8	94.9	0.1	5.0	
	Q3	12.4	94.1	0.0	5.9	
	Q4	10.5	96.3	0.0	3.7	
2005-06	Q1	10.0	96.2	0.0	3.7	
	Q2	9.5	95.0	0.8	4.2	
	Q3	8.7	94.6	0.3	5.0	
	Q4	7.2	93.8	0.4	5.8	
2006-07	Q1	7.4	95.1	0.0	4.9	
	Q2	7.4	92.6	0.2	7.1	
	Q3	6.0	96.2	0.0	3.8	
	Q4	5.6	94.1	0.8	5.2	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
	Q4	3.8	87.8	5.2	7.0	99.3
2009-10	Q1	3.1	96.9	0.0	3.1	99.6
	Q2	3.2	96.1	0.0	3.9	99.3
	Q3	3.0	94.4	0.0	5.6	98.7
Percentage change						
2009 10 Q3 on 2008 09 Q3		15.6	2.3*	0.0*	2.3*	0.1*
2008 09 on 2007 08		24.5	0.4*	1.2*	0.8*	0.8*

### Chart 2.3b National Rail Enquiry Service

National Rail Enquiries - Volume of self service channels and telephone enquiries  
 2003-04 Q1 to 2009-10 Q3 (million calls/self service visits)



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**Table 2.3b National Rail Enquiries**

Self-service channels 2003-04 Q1 to 2009-10 Q3 (thousands)

	NRES telephone enquiries (total calls made)	Online Journey Planner web (visits) <sup>1,2</sup>	Live Departure Boards web (visits) <sup>1,3</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,P</sup>	WAP Services <sup>1,8,P</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
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
Q4	3,798	34,408	6,406	1,171	274	75	162	38		-	46,331
2009-10 Q1	3,146	32,870	5,010	1,148	246	61	201	48		-	42,731
Q2	3,155	32,521	4,183	1,060	244	62	175	23		-	41,424
Q3	3,049	36,619	5,421	1,055	283	52	2,569	153		-	49,201
<b>Percentage Change</b>											
2009 10 Q3 on 2008 09 Q3	15.6	15.7	21.7	1.0	22.5	39.2	1911.4	264.0			12.5
2008 09 on 2007 08	24.5	47.7	36.5	5.5	20.1	21.0					32.0

Source: Department of Transport

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<sup>P</sup> From 2009-10 Q1 data previously supplied in periodic data is now supplied as daily data except for PDA services and WAP services. These will be updated with daily data when it 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 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 PDA.

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

## 2.4 National Rail Enquiry Service

### 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 2008 showing old 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 2007 and 2008 (Autumn) - London and SE operators

	Peak (AM) 2008 PiXC (%)	Peak (AM) 2007 PiXC (%)	Peak (PM) 2008 PiXC (%)	Peak (PM) 2007 PiXC (%)	Overall 2008 PiXC (%)	Overall 2007 PiXC (%)
c2c	2.7%	1.7%	0.4%	0.0%	1.6%	0.9%
Chiltern	3.9%	1.1%	0.3%	0.3%	2.3%	0.7%
First Capital Connect	4.9%	6.3%	3.2%	3.3%	4.2%	4.9%
First Great Western <sup>1,2</sup>	8.9%	8.4%	3.6%	3.5%	6.5%	6.2%
London Midland <sup>4</sup>	6.9%	-	2.3%	-	4.8%	-
London Overground <sup>5</sup>	1.4%	-	0.0%	-	0.8%	-
National Express East Anglia <sup>3</sup>	4.8%	5.2%	2.4%	2.1%	3.7%	3.7%
Silverlink County <sup>4</sup>	-	1.9%	-	2.6%	-	2.3%
Silverlink Metro <sup>5</sup>	-	2.4%	-	0.0%	-	1.3%
Southeastern	3.0%	3.3%	1.6%	1.2%	2.3%	2.4%
Southern	4.2%	3.8%	0.8%	0.4%	2.7%	2.3%
South West Trains	2.8%	3.9%	1.7%	1.4%	2.3%	2.7%
<b>Total</b>	<b>4.0%</b>	<b>4.2%</b>	<b>1.8%</b>	<b>1.5%</b>	<b>3.0%</b>	<b>3.0%</b>

Source: Department for Transport (DfT) and Transport for London (TfL)

### Notes:

1. Includes Inter-City services that call at Reading
2. 2007 figures derived from data collected in February 2008
3. Formerly branded as 'one'.
4. Silverlink County services transferred to London Midland in 2007
5. Silverlink Metro services transferred to London Overground Rail Operations Limited (LOROL) in 2007

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