



NATIONAL RAIL TRENDS 2006-2007 QUARTER ONE



OFFICE OF RAIL REGULATION

Contents

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Introduction

In July 2005 the Office of Rail Regulation (ORR) took over the publication of rail statistics formerly carried out by the Strategic Rail Authority (SRA). This is the 24th edition of the quarterly *National Rail Trends*.

This edition of *National Rail Trends* covers April to June – quarter one (Q1) – of the financial year 2006-07, and includes an update of rail usage and performance data. The data are quarterly and/or annual and should always be used in conjunction with the notes and definitions. Additional notes, such as a description of sector classifications, are included in the Appendix.

On 1 April 2006 two new franchises started operating passenger rail services in Great Britain. First Capital Connect is now operating the services that were previously run by Thameslink and WAGN, while the new First Great Western franchise is responsible for former First Great Western, First Great Western Link and Wessex Trains services. For the purposes of sector reporting in *National Rail Trends*, First Capital Connect is displayed as a London and South East operator. First Great Western data are split across the three sectors (long distance, regional and London and South East) so that there is consistency in the sector time series. The only exception to this is the ‘timetabled train kilometres’ metric, where all First Great Western services appear in the long distance sector. For more information on sector classifications please see the *Appendix*.

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

A web-based data catalogue, which acts as a ‘signpost’ for rail industry datasets, is available, on the ORR website, at the following address: www.rail-reg.gov.uk/data/. We intend to expand the scope of the catalogue over time, in consultation with the industry and data users.

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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

All data for the current financial year are provisional. 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* (Q4) edition of the publication.

Rounding

All the tables in *National Rail Trends* show data rounded, normally to one or no decimal places. In some cases this means that large percentage changes between quarters can occur with no visible change to the published results.

Changes to the publication

Following the May 2006 review of *National Rail Trends*

The changes below were made to the analysis and presentation of data in the 2005-06 Q4 (*Yearbook*) edition of *National Rail Trends*:

Presentation

- Some of the data tables have been reviewed to provide an appropriate number of significant decimal places;
- The guidance notes in *National Rail Trends* have been reviewed and amended to provide further explanation of data series;
- *National Rail Trends* now includes a one page executive summary of key results;
- The relevant spreadsheets are now available on the ORR website at <http://www.rail-reg.gov.uk/excel/>; and
- A contact point has been provided for any comments or questions regarding this and previous editions of *National Rail Trends*.

Rail usage

- The passenger volume and revenue are no longer seasonally adjusted. Instead, a 'moving annual average' (MAA) statistic has been included;
- A new table has been added which provides data on revenue per kilometre and revenue per journey on a quarterly and annual basis; and
- Explanation of journeys datasets in LENNON has been provided.

Public performance measure

An MAA statistic has been added to Table 2.1a.

Average age of rolling stock

A graphical representation of average age of rolling stock has been added.

Infrastructure

The infrastructure table now provides more information on series breaks.

Employment data

TOC employment data has been included for the first time.

The following changes have been implemented for the first time in this edition of *National Rail Trends*:

Presentation

As a result of franchise re-mapping, new franchises (First Capital Connect and First Great Western) came into effect at the beginning of 2006-07, and data for these operators are displayed in this publication. Sectoral splits have been retained where possible.

Rail usage

- The Operational Research Computer Allocation of Tickets (ORCATS) sample dates have been used to extract the 'timetabled train kilometres' data for 2006-07 Q1. These dates are agreed by the TOCs to be the most representative weeks of the summer/winter timetables.
- The revenue per passenger kilometre and revenue per journey data series are now displayed at 2005-06 prices.

National Rail Enquiries

Data on self-service public enquiry channels (e.g. the National Rail website) are now presented, in addition to telephone enquiries.

Complaints

Quarterly complaints data are now presented at the train operator level, and additional quarterly tables are now included.

Freight lifted

All four major freight operating companies are now included in the freight lifted table.

Investment in the rail industry

Investment figures are now displayed for each quarter (back to 2000-01) as well as annual data. Investment figures for 'track and signalling' and 'stations' have also been provided.

Executive summary

April 2006 - June 2006

- All sectors saw growth in total passenger kilometres and total passenger revenue when compared to the same quarter last year. However, only long distance and regional operators showed an increase in passenger journeys between 2005-06 Q1 and 2006-07 Q1;
- Between 2005-06 Q1 and 2006-07 Q1 overall timetabled train kilometres decreased by 0.5%;
- 90.4% of trains ran on time in 2006-07 Q1, the highest percentage since 1999-00 Q1. Between 2005-06 Q1 and 2006-07 Q1 the 'public performance measure' (PPM) for all operators improved by 2.9 percentage points;
- Between 2005-06 Q1 and 2006-07 Q1 the number of complaints per 100,000 journeys decreased by 2%. The overall complaints figure is currently 72 complaints per 100,000 journeys;
- Freight moved increased by 2.6% compared to the same quarter last year, while freight lifted increased by almost 10% between 2005-06 Q1 and 2006-07 Q1; and
- The average age of rolling stock increased slightly over the period 31 March 2005 to 30 June 2006.

1 Rail usage

Key results

- All sectors saw growth in total passenger kilometres and total passenger revenue when compared to the same quarter last year. However only long distance and regional operators showed an increase in passenger journeys between 2005-06 Q1 and 2006-07 Q1;
- Long distance operators' total passenger kilometres and journeys increased by 5.7% and 6.2% respectively between 2005-06 Q1 and 2006-07 Q1. Passenger revenue for long distance operators increased by 7.9% (the largest increase of the three sectors) over the same period;
- Total passenger kilometres for regional operators increased by 1.6% between 2005-06 Q1 and 2006-07 Q1, while passenger journeys increased by 2.3%. Revenue in the regional sector increased by 4.8%;
- London and South East operators' total passenger kilometres increased by 0.6%, while passenger journeys decreased by 0.2%, between 2005-06 Q1 and 2006-07 Q1. Revenue for London and South East operators increased by 7.0% over the same period;
- Revenue at 2005-06 prices per passenger kilometre increased by 4.5% between 2005-06 Q1 and 2006-07 Q1, while the revenue at 2005-06 prices per journey increased by 6.0% over the same period; and
- Between 2005-06 Q1 and 2006-07 Q1 overall timetabled train kilometres decreased by 0.5%.

Methodology for passenger journeys and kilometres data

The rail industry's central ticketing system, LENNON, is the basis for passenger kilometres and journeys data. LENNON, however, does not correctly record sales of certain products, in particular some operator-specific tickets and Passenger Transport Executive (PTE) multi-modal tickets. The journeys and kilometres from these tickets are added in at the end of each financial year when a reconciliation exercise with the TOCs takes place. Therefore all data for the current financial year are provisional but will be finalised in the *Yearbook* (Q4) edition.

Journeys datasets in LENNON

LENNON contains two datasets - pre-allocation (sales) and post-allocation (earnings). Passenger usage statistics in *National Rail Trends* are based on the post-allocation dataset. Allocations are created for each ticket group, dependant on sales levels, by ORCATS. 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 will be generated for each train used during an opportunity to travel. This will result in the number of journeys being inflated by around 5%, compared to the pre-allocation dataset which does not assign journeys between TOCs.

1.1 Passenger kilometres

Note:

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

Table 1.1a Passenger kilometres by ticket type

Great Britain 1991-92 to 2006-07 (billions)

	Ordinary fares	Season tickets	Total passenger kilometres	Total passenger kilometres (MAA)
1991-92	22.4	10.0	32.5	
1992-93	22.3	9.4	31.7	
1993-94	21.3	9.0	30.4	
1994-95	20.7	8.0	28.7	
1995-96	22.2	7.9	30.0	
1996-97	23.4	8.7	32.1	
1997-98	25.3	9.3	34.7	
1998-99	26.4	9.8	36.3	
1999-00	28.0	10.4	38.5	
2000-01	27.2	10.9	38.2	
2001-02	28.1	11.0	39.1	
2002-03	28.4	11.3	39.7	
2003-04	29.0	11.9	40.9	
2004-05	29.5	12.3	41.8	
2005-06	30.4	12.8	43.2	
2001-02 Q1	7.1	2.6	9.7	9.5
Q2	7.5	2.6	10.1	9.4
Q3	7.0	2.9	9.9	9.7
Q4	6.5	2.9	9.4	9.8
2002-03 Q1	7.1	2.8	9.9	9.8
Q2	7.6	2.6	10.1	9.8
Q3	7.1	2.9	10.0	9.8
Q4	6.7	3.0	9.7	9.9
2003-04 Q1	7.2	2.8	10.0	10.0
Q2	7.7	2.8	10.4	10.0
Q3	7.1	3.1	10.2	10.1
Q4	7.0	3.2	10.2	10.2
2004-05 Q1	7.3	2.9	10.2	10.3
Q2	7.7	2.8	10.6	10.3
Q3	7.5	3.3	10.8	10.4
Q4	7.0	3.2	10.3	10.4
2005-06 Q1	7.7	3.1	10.8	10.6
Q2	7.6	2.9	10.6	10.6
Q3	7.7	3.4	11.1	10.7
Q4	7.3	3.4	10.7	10.8
2006-07 Q1	8.0	3.1	11.1	10.9
Percentage change				
2006-07 Q1 on 2005-06 Q1	3.7	-0.8	2.4	2.5

Notes:

Refer to *Appendix* for details of sector classification.

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

Table 1.1b Passenger kilometres by sector

Great Britain 1994-95 to 2006-07 (billions)

	Long distance operators	London and SE operators	Regional operators	Total passenger kilometres
1994-95	10.1	12.9	5.7	28.7
1995-96	10.5	13.3	6.2	30.0
1996-97	11.0	15.1	6.0	32.1
1997-98	12.3	16.1	6.3	34.7
1998-99	12.6	17.1	6.5	36.3
1999-00	13.2	18.4	6.9	38.5
2000-01	12.1	19.2	6.9	38.2
2001-02	12.9	19.3	7.0	39.1
2002-03	12.9	19.8	6.9	39.7
2003-04	13.3	20.1	7.5	40.9
2004-05	13.4	20.5	7.9	41.8
2005-06	14.2	20.7	8.3	43.2
2001-02 Q1	3.3	4.8	1.7	9.7
Q2	3.4	4.8	1.9	10.1
Q3	3.2	4.9	1.8	9.9
Q4	3.1	4.7	1.6	9.4
2002-03 Q1	3.3	4.9	1.7	9.9
Q2	3.3	4.9	1.9	10.1
Q3	3.2	5.0	1.7	10.0
Q4	3.1	4.9	1.6	9.7
2003-04 Q1	3.4	4.9	1.8	10.0
Q2	3.4	5.0	2.0	10.4
Q3	3.2	5.1	1.9	10.2
Q4	3.3	5.1	1.8	10.2
2004-05 Q1	3.3	5.0	2.0	10.2
Q2	3.4	5.1	2.0	10.6
Q3	3.4	5.3	2.0	10.8
Q4	3.3	5.1	1.9	10.3
2005-06 Q1	3.5	5.3	2.0	10.8
Q2	3.5	5.0	2.1	10.6
Q3	3.6	5.3	2.1	11.1
Q4	3.6	5.1	2.0	10.7
2006-07 Q1	3.7	5.3	2.1	11.1
Percentage change				
2006-07 Q1 on 2005-06 Q1	5.7	0.6	1.6	2.4

Chart 1.1a Passenger kilometres

Great Britain quarterly data 1998-99 to 2006-07 (billions)

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

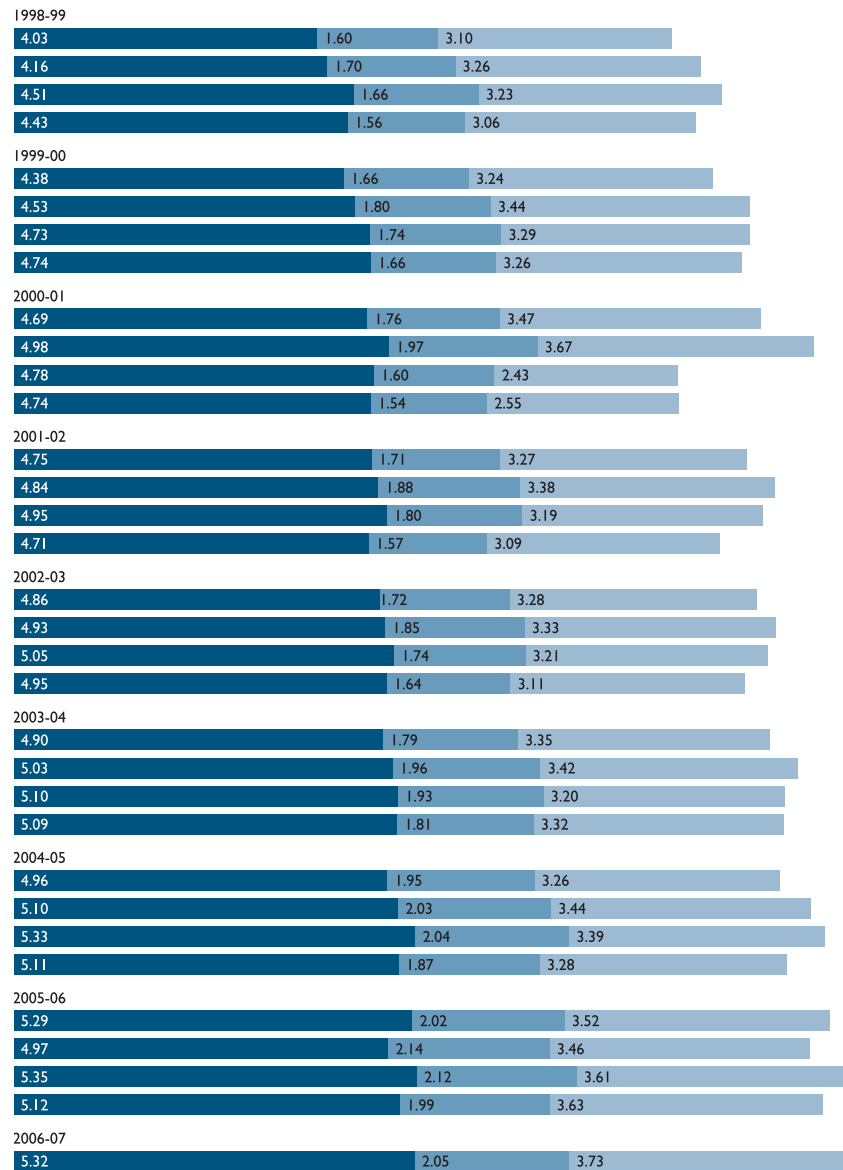
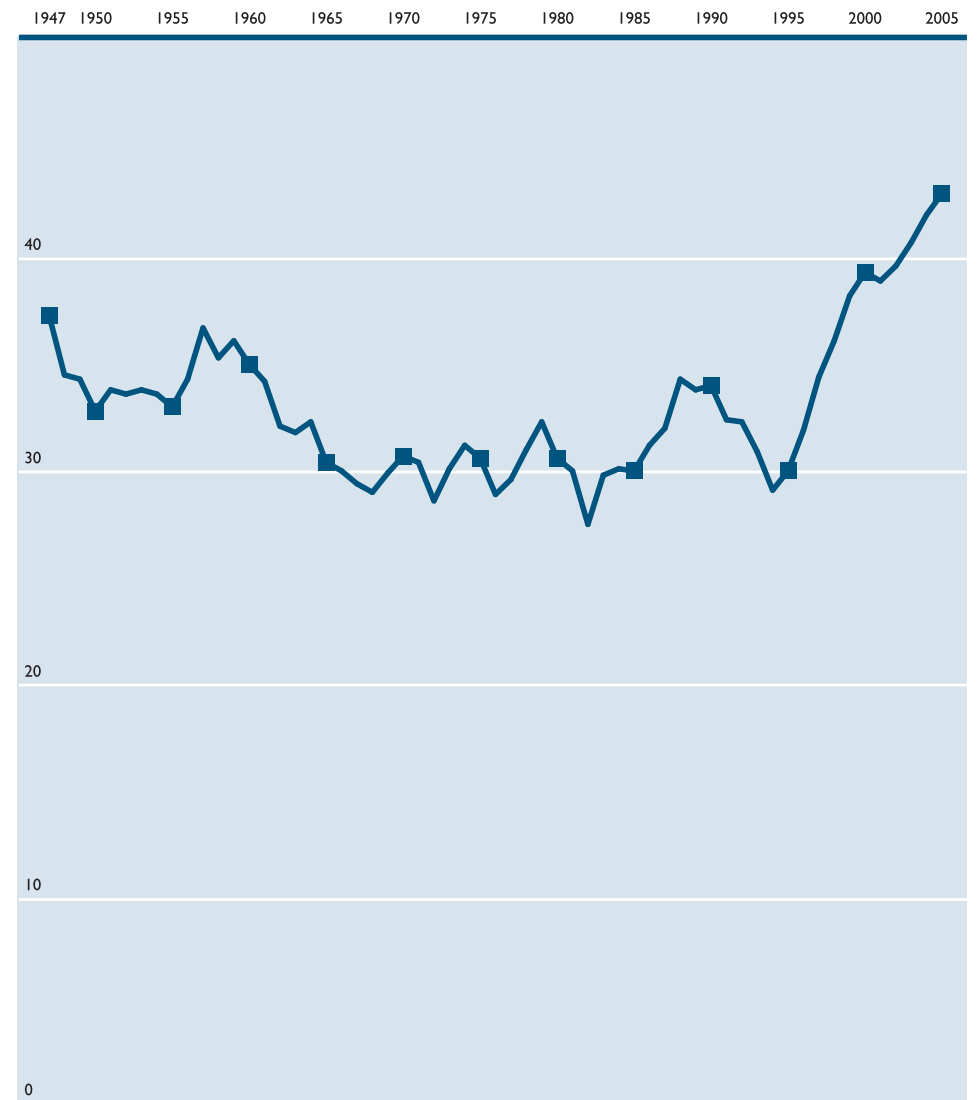


Chart 1.1b Passenger kilometres

Great Britain annual data 1947 to 2005 (billions)



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. See page 9 for more details.

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

Table 1.2a Passenger journeys by ticket type

Great Britain 1991-92 to 2006-07 (millions)

	Ordinary fares	Season tickets	Total passenger journeys	Total passenger journeys - MAA
1991-92	400	392	792	
1992-93	398	372	770	
1993-94	385	355	740	
1994-95	407	328	735	
1995-96	433	328	761	
1996-97	459	342	801	
1997-98	481	365	846	
1998-99	508	384	892	
1999-00	540	391	931	
2000-01	549	407	957	
2001-02	551	408	960	
2002-03	564	412	976	
2003-04	579	433	1,012	
2004-05	583	461	1,045	
2005-06	592	491	1,082	
2001-02 Q1	138	98	236	240
Q2	145	95	240	238
Q3	141	110	252	241
Q4	127	105	232	240
2002-03 Q1	138	101	239	240
Q2	148	93	241	241
Q3	143	107	251	241
Q4	134	111	245	244
2003-04 Q1	141	103	243	245
Q2	152	99	250	247
Q3	149	111	260	249
Q4	138	121	259	253
2004-05 Q1	144	109	253	255
Q2	152	106	258	257
Q3	149	123	272	261
Q4	138	123	261	261
2005-06 Q1	151	119	270	265
Q2	148	113	261	266
Q3	154	129	283	269
Q4	139	130	268	271
2006-07 Q1	149	123	272	271
Percentage change				
2006-07 Q1 on 2005-06 Q1	-1.6	4.1	0.9	2.2

Notes:

Passenger journeys figures include an element of inflation as the figures represent the numbers of different trains used in the course of journeys. See page 9 for more details.

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

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

Table 1.2b Passenger journeys by sector

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

		Long distance operators	London and SE operators	Regional operators	Total passenger journeys
1999-00		72	639	220	931
2000-01		70	664	223	957
2001-02		74	663	222	960
2002-03		77	679	219	976
2003-04		81	690	240	1,012
2004-05		84	704	256	1,045
2005-06		89	720	273	1,082
2001-02	Q1	18	164	54	236
	Q2	19	164	57	240
	Q3	19	173	59	252
	Q4	18	162	51	232
2002-03	Q1	19	167	53	239
	Q2	19	166	56	241
	Q3	20	174	56	251
	Q4	19	172	54	245
2003-04	Q1	20	167	56	243
	Q2	20	170	60	250
	Q3	21	176	63	260
	Q4	21	177	61	259
2004-05	Q1	20	170	64	253
	Q2	21	174	63	258
	Q3	22	184	67	272
	Q4	21	177	63	261
2005-06	Q1	22	183	65	270
	Q2	21	171	68	261
	Q3	23	188	71	283
	Q4	23	177	68	268
2006-07	Q1	23	182	67	272
Percentage change					
2006-07 Q1 on 2005-06 Q1		6.2	-0.2	2.3	0.9

Chart 1.2a Passenger journeys

Great Britain quarterly data 1998-99 to 2006-07 (millions)

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

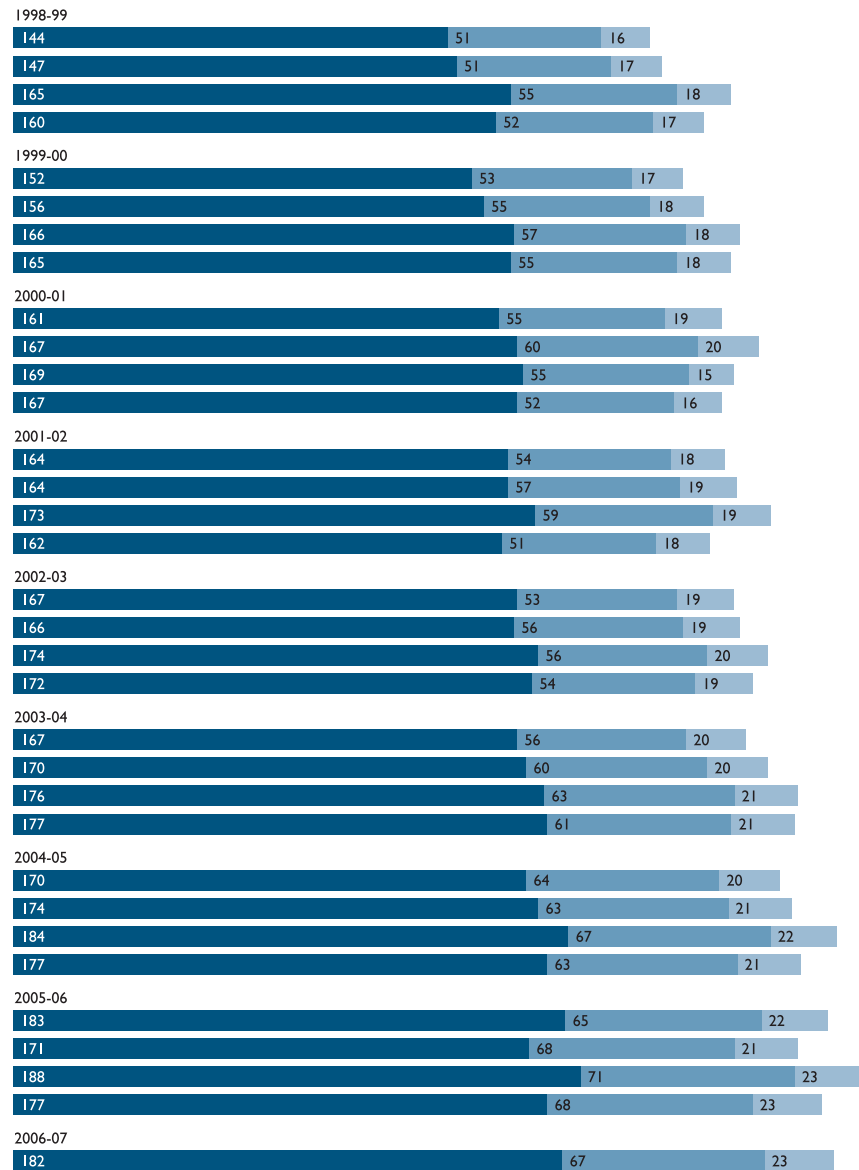


Chart 1.2b Passenger journeys

Great Britain annual data 1950 to 2005-06 (millions)



1.3 Passenger revenue

Notes:

Passenger revenue includes all ticket revenue and miscellaneous charges associated with passenger travel on national railways, e.g. car parking charges. For tickets involving travel on London Transport, receipts have been apportioned. Passenger revenue does not include government support or grants.

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

^r Total passenger revenue (MAA) figures at 2005-06 prices have been updated due to revisions in the Office for National Statistics (ONS) deflator series.

Table 1.3a Passenger revenue by ticket type

Great Britain 1991-92 to 2006-07 (£ millions)

	Ordinary fares	Season tickets	Total passenger revenue	Total passenger revenue (MAA)	Total passenger revenue (MAA) 2005-06 prices ^r
1991-92	1,514	603	2,117		
1992-93	1,551	603	2,154		
1993-94	1,577	616	2,193		
1994-95	1,559	611	2,171		
1995-96	1,720	660	2,379		
1996-97	1,870	702	2,573		
1997-98	2,048	773	2,821		
1998-99	2,242	847	3,089		
1999-00	2,463	905	3,368		
2000-01	2,463	950	3,413		
2001-02	2,585	964	3,548		
2002-03	2,693	970	3,663		
2003-04	2,893	1,009	3,901		
2004-05	3,078	1,081	4,158		
2005-06	3,317	1,176	4,493		
2001-02					
Q1	635	232	867	850	954
Q2	680	224	903	841	945
Q3	647	260	907	867	963
Q4	623	248	871	887	974
2002-03					
Q1	665	237	902	896	975
Q2	692	222	914	899	974
Q3	681	250	930	904	978
Q4	656	260	916	916	978
2003-04					
Q1	702	241	943	926	979
Q2	745	234	980	942	989
Q3	717	257	974	953	997
Q4	728	276	1,005	975	1,018
2004-05					
Q1	745	252	997	989	1,019
Q2	777	248	1,025	1,000	1,024
Q3	792	292	1,085	1,028	1,043
Q4	764	288	1,053	1,040	1,055
2005-06					
Q1	833	282	1,116	1,069	1,080
Q2	801	265	1,067	1,080	1,087
Q3	842	305	1,147	1,095	1,088
Q4	840	324	1,164	1,123	1,113
2006-07					
Q1	916	277	1,194	1,143	1,116
Percentage change					
2006-07 Q1 on 2005-06 Q1	10.0	-1.8	7.0	6.9	3.4

Notes:

Passenger revenue includes all ticket revenue and miscellaneous charges associated with passenger travel on national railways, e.g. car parking charges. For tickets involving travel on London Transport, receipts have been apportioned. Passenger revenue does not include government support or grants.

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

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

Table 1.3b Passenger revenue by sector

Great Britain 1997-98 to 2006-07 (£ millions)

		Long distance operators	London and SE operators	Regional operators	Total passenger revenue
1997-98		956	1,378	487	2,821
1998-99		1,052	1,513	523	3,089
1999-00		1,160	1,647	560	3,368
2000-01		1,109	1,732	572	3,413
2001-02		1,221	1,803	524	3,548
2002-03		1,279	1,848	535	3,663
2003-04		1,384	1,932	585	3,901
2004-05		1,465	2,059	634	4,158
2005-06		1,609	2,197	687	4,493
2000-01	Q1	313	437	131	880
	Q2	332	459	148	939
	Q3	238	444	121	803
	Q4	227	448	117	792
2001-02	Q1	293	443	131	867
	Q2	311	450	142	903
	Q3	314	464	128	907
	Q4	303	446	122	871
2002-03	Q1	318	454	131	902
	Q2	318	456	141	914
	Q3	326	469	135	930
	Q4	318	470	129	916
2003-04	Q1	337	466	140	943
	Q2	349	478	152	980
	Q3	340	485	149	974
	Q4	357	503	144	1,005
2004-05	Q1	351	492	153	997
	Q2	357	507	161	1,025
	Q3	382	537	165	1,085
	Q4	375	523	155	1,053
2005-06	Q1	404	544	168	1,116
	Q2	375	517	175	1,067
	Q3	407	563	177	1,147
	Q4	424	573	167	1,164
2006-07	Q1	436	582	176	1,194
Percentage change					
2006-07 Q1 on 2005-06 Q1		7.9	7.0	4.8	7.0

Note:

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

Table 1.3c Revenue per passenger kilometre and revenue per journey

Great Britain 1991-92 to 2006-07

	Total passenger kilometres (billions)	Total passenger journeys (millions)	Total passenger revenue at 2005-06 prices (millions)	Revenue at 2005-06 prices per passenger kilometre (£/km)	Revenue at 2005-06 prices per journey (£/journey)
1991-92	32.5	792	3,017	0.065	3.8
1992-93	31.7	770	2,974	0.068	3.9
1993-94	30.4	740	2,950	0.072	4.0
1994-95	28.7	735	2,878	0.076	3.9
1995-96	30.0	761	3,062	0.079	4.0
1996-97	32.1	801	3,200	0.080	4.0
1997-98	34.7	846	3,412	0.081	4.0
1998-99	36.3	892	3,643	0.085	4.1
1999-00	38.5	931	3,893	0.088	4.2
2000-01	38.2	957	3,892	0.089	4.1
2001-02	39.1	960	3,951	0.091	4.1
2002-03	39.7	976	3,957	0.092	4.1
2003-04	40.9	1,012	4,092	0.095	4.0
2004-05	41.8	1,045	4,246	0.100	4.1
2005-06	43.2	1,082	4,493	0.104	4.2
2002-03 Q1	9.9	239	982	0.091	3.8
Q2	10.1	241	991	0.090	3.8
Q3	10.0	251	1,005	0.093	3.7
Q4	9.7	245	979	0.095	3.7
2003-04 Q1	10.0	243	996	0.094	3.9
Q2	10.4	250	1,028	0.094	3.9
Q3	10.2	260	1,019	0.095	3.8
Q4	10.2	259	1,048	0.098	3.9
2004-05 Q1	10.2	253	1,027	0.098	3.9
Q2	10.6	258	1,049	0.097	4.0
Q3	10.8	272	1,101	0.101	4.0
Q4	10.3	261	1,068	0.103	4.0
2005-06 Q1	10.8	270	1,126	0.103	4.1
Q2	10.6	261	1,074	0.101	4.1
Q3	11.1	283	1,139	0.104	4.1
Q4	10.7	268	1,153	0.108	4.3
2006-07 Q1	11.1	272	1,166	0.108	4.4
Percentage change					
2006-07 Q1 on 2005-06 Q1	2.4	0.9	7.0	4.5	6.0

1.4 Timetabled train kilometres

Methodology

Data are collected from the different timetables each year and then allocated into quarters and financial years. The allocation allows for the different weekday, Saturday and Sunday timetables. However, it does not allow for changes to the timetable for bank holidays. The data do not include mileage associated with bus links that are stated in the timetable, but do include mileage where buses replace trains due to engineering works etc. The data do not allow for emergency timetables.

Prior to 2006-07 Q1, the timetable date was chosen at random. However, from 2006-07 Q1 ORCATS sample dates have been used to compile the timetabled train kilometres data because these dates are agreed by the TOCs to be the most representative weeks of the summer/winter timetables. Please see page 9 for an explanation of ORCATS.

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

Notes

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

Table 1.4 Timetabled train kilometres by sector

Great Britain 1997-98 to 2006-07 (millions)

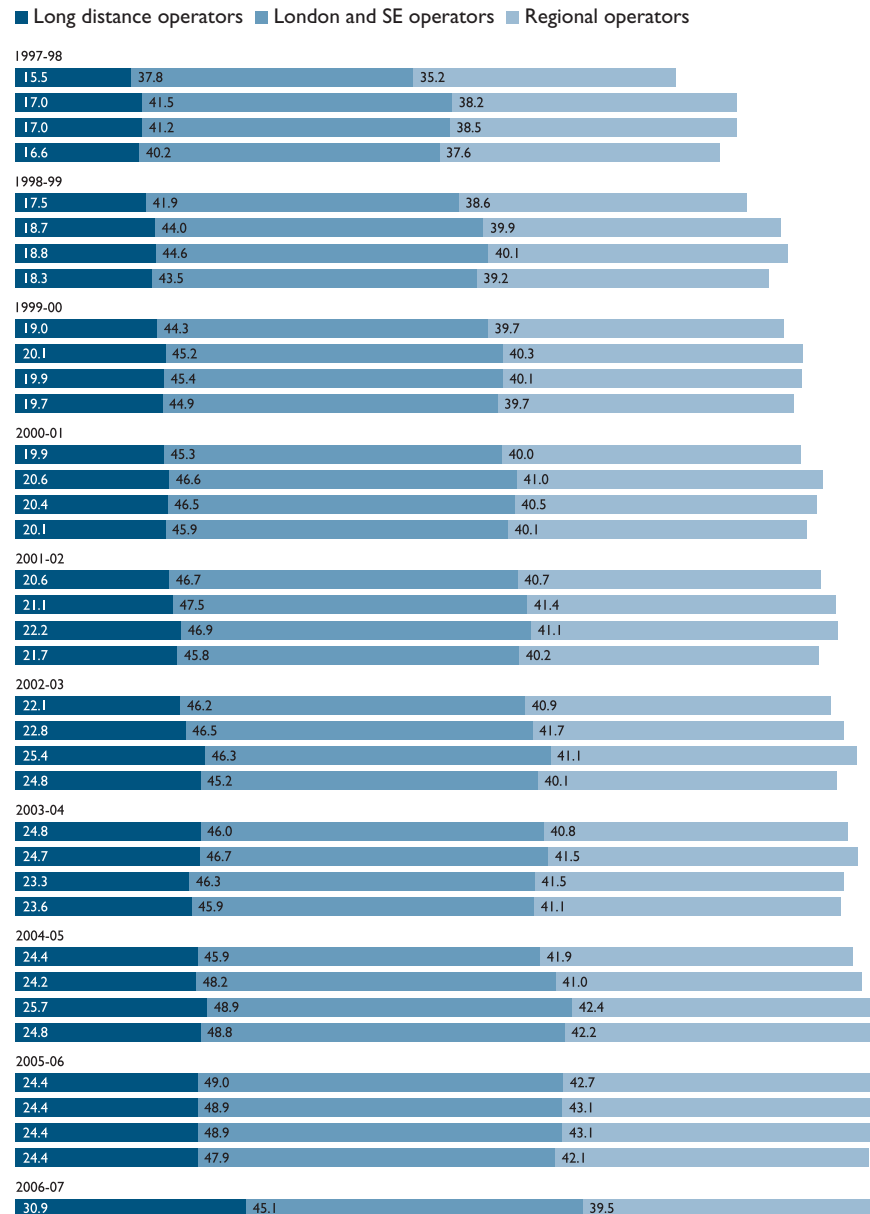
		Long distance operators	London and SE operators (inc peak)	London and SE operators peak only	Regional operators	All operators
1997-98		66.0	160.8	22.1	149.5	376.3
1998-99		73.3	174.0	24.0	157.8	405.1
1999-00		78.7	179.8	24.6	159.9	418.4
2000-01		81.0	184.4	24.6	161.7	427.2
2001-02		85.6	186.9	25.1	163.4	435.9
2002-03		95.2	184.3	25.2	163.7	443.3
2003-04		96.5	184.8	25.3	165.0	446.2
2004-05		99.1	191.9	25.9	167.5	458.4
2005-06		97.5	194.8	26.3	170.9	463.2
2000-01	Q1	19.9	45.3	6.1	40.0	105.3
	Q2	20.6	46.6	6.1	41.0	108.2
	Q3	20.4	46.5	6.2	40.5	107.5
	Q4	20.1	45.9	6.2	40.1	106.2
2001-02	Q1	20.6	46.7	6.2	40.7	108.0
	Q2	21.1	47.5	6.2	41.4	110.0
	Q3	22.2	46.9	6.3	41.1	110.3
	Q4	21.7	45.8	6.3	40.2	107.7
2002-03	Q1	22.1	46.2	6.2	40.9	109.2
	Q2	22.8	46.5	6.3	41.7	111.0
	Q3	25.4	46.3	6.4	41.1	112.9
	Q4	24.8	45.2	6.2	40.1	110.2
2003-04	Q1	24.8	46.0	6.3	40.8	111.6
	Q2	24.7	46.7	6.4	41.5	112.9
	Q3	23.3	46.3	6.4	41.5	111.1
	Q4	23.6	45.9	6.3	41.1	110.5
2004-05	Q1	24.4	45.9	6.3	41.9	112.2
	Q2	24.2	48.2	6.4	41.0	113.4
	Q3	25.7	48.9	6.6	42.4	117.1
	Q4	24.8	48.8	6.6	42.2	115.7
2005-06	Q1	24.4	49.0	6.7	42.7	116.1
	Q2	24.4	48.9	6.6	43.1	116.4
	Q3	24.4	48.9	6.5	43.1	116.4
	Q4	24.4	47.9	6.5	42.1	114.3
2006-07	Q1	30.9	45.1	6.1	39.5	115.5
Percentage change 2006-07 Q1 on 2005-06 Q1						-0.5

Note:

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

Chart 1.4 Timetabled train kilometres

Great Britain 1997-98 to 2006-07 (millions)



2 Rail performance

Key results

- Between 2005-06 Q1 and 2006-07 Q1 the PPM for all operators improved by 2.9 percentage points. Only one operator showed a decrease in PPM over this period;
- 90.4% of trains ran on time in 2006-07 Q1, the highest percentage since 1999-00 Q1;
- Long distance operators showed the greatest sector increase in PPM between 2005-06 Q1 and 2006-07 Q1, of 6.5 percentage points;
- Regional operators showed an increase in PPM of 3.4 percentage points between 2005-06 Q1 and 2006-07 Q1, and London and South East operators showed a PPM increase of 2.3 percentage points;
- Between 2005-06 Q1 and 2006-07 Q1 the number of complaints per 100,000 journeys decreased by 2.3%. The overall complaints figure is currently 72 complaints per 100,000 journeys;
- Between 2005-06 Q1 and 2006-07 Q1, complaints per journey increased for seven of the 19 operators for which a comparison is possible;
- 35% of complaints in 2006-07 Q1 related to fares, retailing and refunds, while 33% were due to train service performance;
- In 2006-07 Q1 the National Rail Enquiries Service (NRES) took 7.4 million calls, 26% less than in 2005-06 Q1;
- In 2006-07 Q1 NRES answered 95.1% of calls, 1.2 percentage points lower than the proportion of calls answered in 2005-06 Q1; and
- In addition to the 7.4 million calls made to NRES in 2006-07 Q1, there were also 15.4 million visits to the Online Journey Planner and 3.3 million visits to Live Departure Boards (online). Text My Journey and Train Tracker were used around one million times in total.

2.1 Public performance measure (PPM)

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

The PPM combines figures for punctuality and reliability into a single performance measure. Unlike the Charter, it covers all scheduled services, seven days a week. The PPM measures the performance of individual trains against their planned timetable. This may differ from the published timetable (see below). The 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.

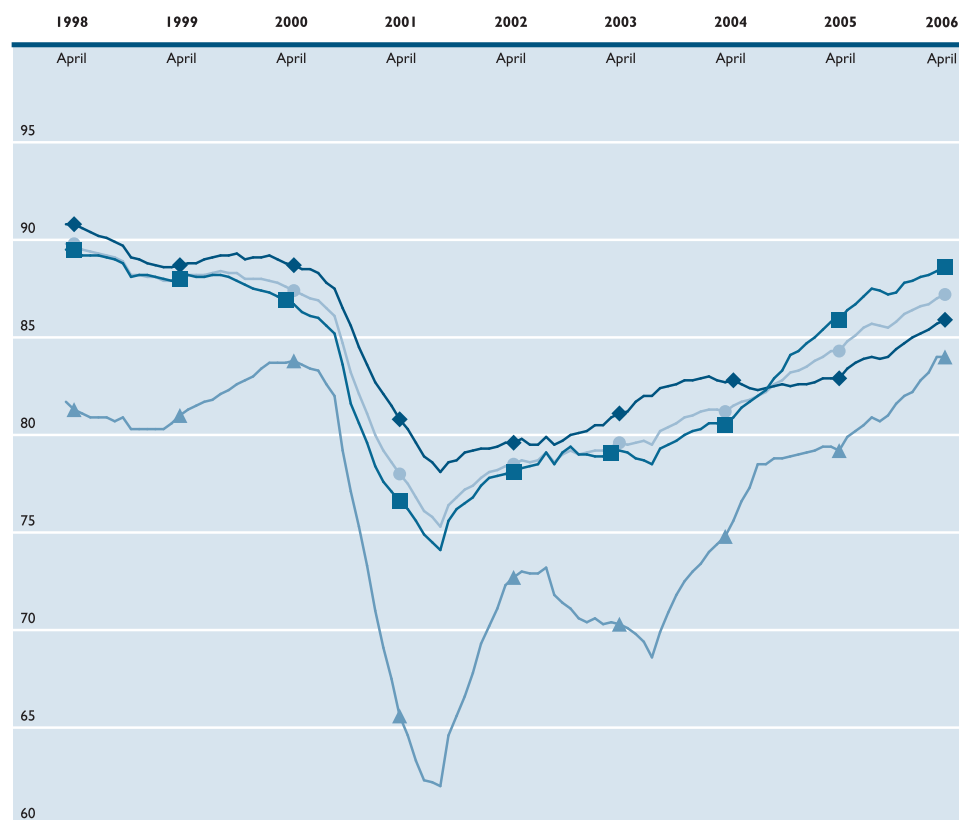
Notes:

Chart 2.1a plots the changes in PPM since April 1998. Each point represents the overall figure for the preceding four quarters.

Chart 2.1a Public performance measure MAA

Percentage of trains arriving on time 1998 to 2006

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



Notes:

Long distance operators shows 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 reclassified TransPennine Express (TPE) to the long distance sector for performance purposes, hence TPE 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). Please exercise caution when comparing the latest sector and national PPM figures to earlier data, since they are not directly comparable. The overall impact this has had on PPM is very small - the new TPE methodology increases the all operators PPM from 90.3% to 90.4% in 2006-07 Q1.

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*.

Data in these quarters have in some cases been calculated against temporary timetables - see notes in *Public performance measure* methodology for further details.

Table 2.1a Public performance measure

Percentage of trains arriving on time 1999-00 to 2006-07

	Long distance operators	London & SE operators (inc peak)	London & SE operators peak only	Regional operators	All operators	Moving annual average
1999-00	83.8	87.1	85.1	89.1	87.8	
2000-01	69.1	77.6	73.7	81.7	79.1	
2001-02	70.2	77.8	73.6	79.1	78.0	
2002-03	70.6	78.9	75.7	80.5	79.2	
2003-04	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	
2000-01						
Q1	84.0	87.8	87.0	89.3	88.3	87.2
Q2	80.1	86.8	86.4	87.1	86.6	86.4
Q3	47.9	60.3	50.0	70.5	64.3	82.1
Q4	59.9	75.7	70.8	78.8	76.3	78.9
2001-02						
Q1	65.8	81.7	79.4	81.4	80.9	77.0
Q2	70.8	79.3	77.5	79.5	79.0	75.1
Q3	68.1	69.6	60.8	73.8	71.3	76.9
Q4	75.9	81.2	76.6	81.1	80.9	78.0
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	60.8	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	89.4	90.4	87.1
Percentage point change						
2006-07 Q1 on 2005-06 Q1	6.5	2.3	3.1	3.4	2.9	2.8

Notes:

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

From 2006-07 Q1, the rail industry has reclassified TPE to the long distance sector for performance purposes, hence TPE 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). Please exercise caution when comparing the latest sector, national and TPE PPM figures to earlier data, since they are not directly comparable. The overall impact this has had on PPM is very small – the new TPE methodology increases the all operators PPM from 90.3% to 90.4% in 2006-07 Q1.

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.

Note that 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 please see the *Introduction*.

Table 2.1b Public performance measure by TOC

Percentage of trains arriving on time 2005-06 Q1 and 2006-07 Q1

		2006-07 Q1	2005-06 Q1	MAA to 30 June 2006	MAA to 31 March 2006
Long distance operators	First Great Western (high speed services)	78.3	74.6	75.4	74.5
	GNER	86.7	83.8	84.2	83.5
	Midland Mainline	93.3	93.5	92.5	92.5
	ONE (InterCity)	88.9	77.7	83.7	80.9
	TransPennine Express	91.6	80.3	82.3	79.3
	Virgin Cross Country	89.0	81.5	82.8	80.9
	Virgin West Coast	88.9	80.8	85.5	83.5
	Sector Level	88.1	81.6	84.1	82.2
London and SE operators - all day	c2c	95.5	94.7	93.1	92.9
	Chiltern Railways	94.4	92.8	92.2	91.8
	First Capital Connect	90.8	-	-	-
	First Great Western (London & Thames Valley)	87.2	83.2	84.4	83.5
	ONE (non-InterCity)	89.7	87.9	87.5	87.0
	Silverlink	92.0	90.6	90.3	90.0
	South Eastern Trains	91.1	89.3	87.1	86.7
	South West Trains	92.9	90.4	90.3	89.6
	Southern	92.6	88.7	89.1	88.1
	Thameslink	-	89.5	-	86.2
	WAGN	-	91.0	-	89.5
Sector Level	91.4	89.1	88.5	87.9	
London and SE operators - peak	c2c	96.4	96.2	93.7	93.7
	Chiltern Railways	92.3	90.2	89.6	89.1
	First Capital Connect	89.4	-	-	-
	First Great Western (London & Thames Valley)	80.8	73.1	74.0	72.1
	ONE (non-InterCity)	86.9	84.1	84.2	83.6
	Silverlink	93.8	92.7	92.5	92.2
	South Eastern Trains	89.6	87.6	83.1	82.6
	South West Trains	92.4	87.7	88.2	87.1
	Southern	91.8	86.2	86.1	84.7
	Thameslink	-	88.3	-	81.4
	WAGN	-	89.7	-	87.8
Sector Level	90.2	87.1	85.6	84.8	
Regional operators	Arriva Trains Wales	87.3	79.5	83.5	81.4
	Central Trains	86.1	80.1	80.6	79.1
	First Great Western (West)	88.6	84.7	86.2	85.2
	First ScotRail	90.7	87.4	86.6	85.8
	Gatwick Express	93.6	91.7	91.5	91.0
	Island Line	98.6	98.4	97.5	97.4
	Merseyrail	94.3	92.4	92.7	92.2
	Northern Rail	89.3	88.5	86.7	86.5
	Sector Level	89.4	86.1	85.8	85.0
	National Level	90.4	87.5	87.1	86.4
Non-franchised operator	Hull Trains	92.6	90.4	91.9	91.3

Chart 2.1b Public performance measure by TOC

Percentage of trains arriving on time 2005-06 Q1 to 2006-07 Q1

■ PPM 2006-07 Q1 ■ PPM 2005-06 Q1

Long distance operators

First Great Western (high speed services)



Great North Eastern Railway



Midland Mainline



ONE (InterCity)



TransPennine Express



Virgin Cross Country



Virgin West Coast



Sector Level



Non-franchised operator

Hull Trains



Regional operators

Arriva Trains Wales



Central Trains



First Great Western (West)



First Scotrail



Gatwick Express



Island Line



Merseyrail



Northern Rail



Sector Level

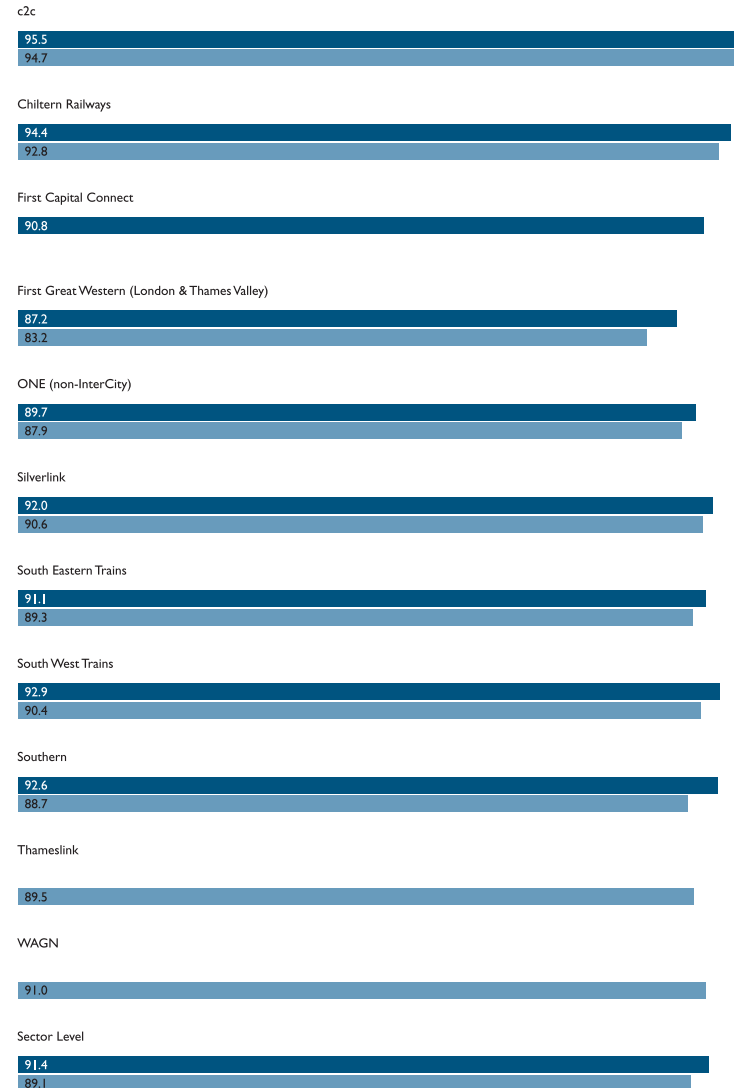


Chart 2.1b Public Performance Measure by Train Operating Company

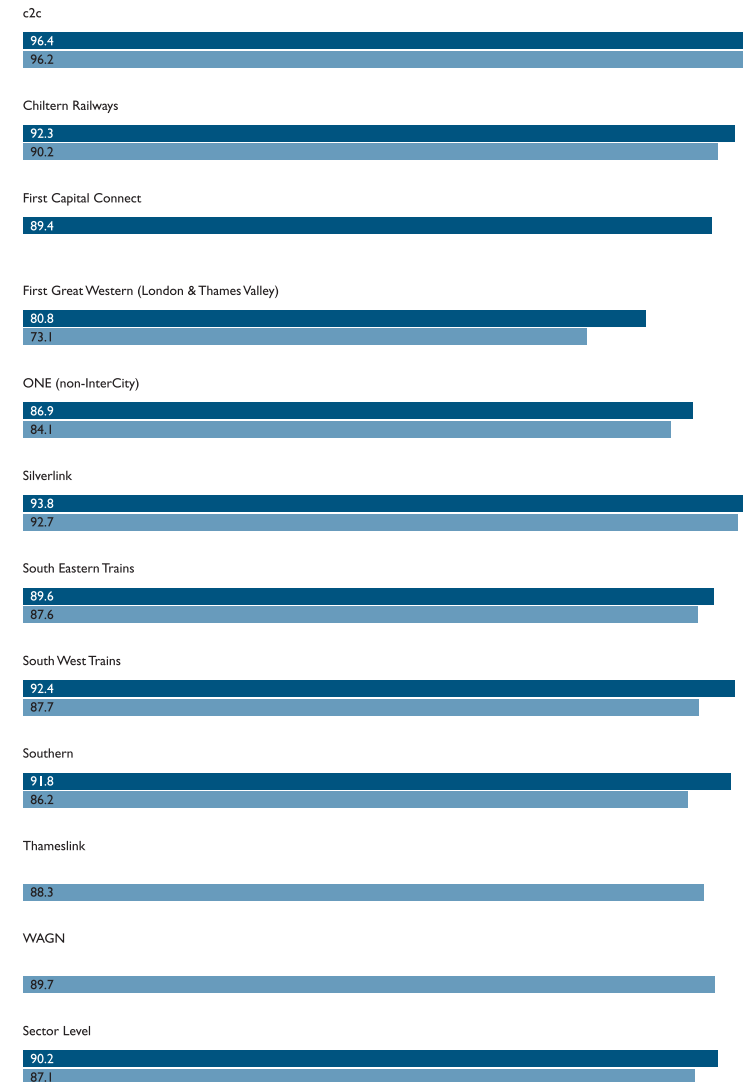
Percentage of trains arriving on time 2005-06 Q1 to 2006-07 Q1

■ PPM 2006-07 Q1 ■ PPM 2005-06 Q1

London and South East operators - all day



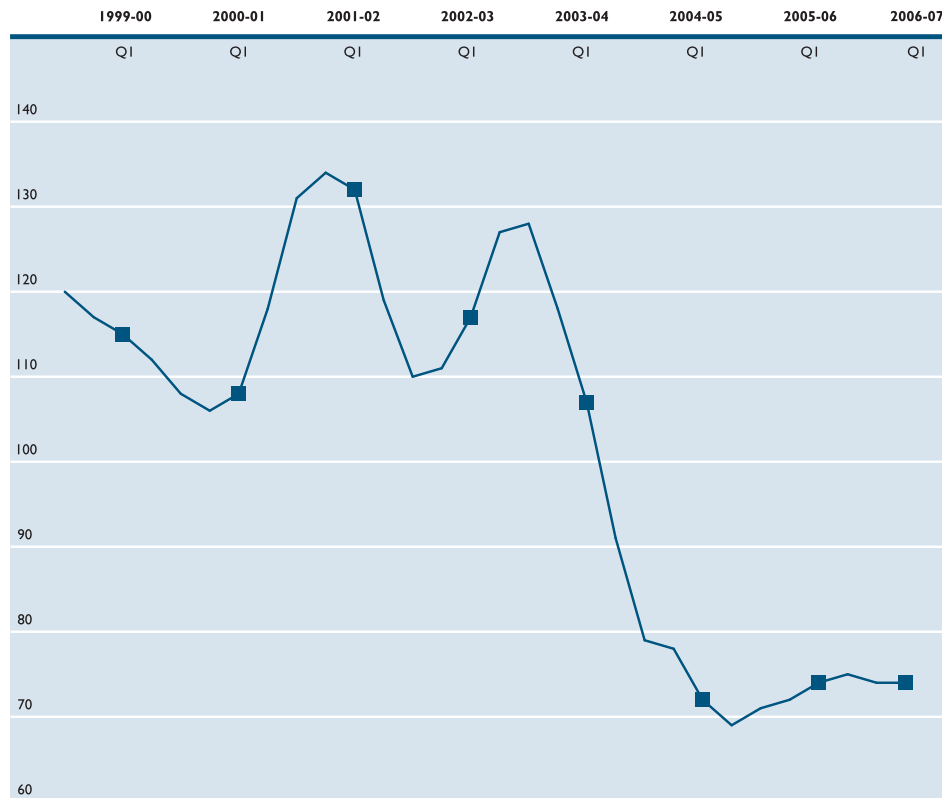
London and South East operators - peak services



2.2 Rail complaints

Chart 2.2a Complaints rate MAA

Rate per 100,000 passenger journeys 1998-99 to 2006-07



Methodology

A complaint is defined as 'any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy'. TOCs record and report complaints made by letter, fax, e-mail, pre-printed form or telephone.

As some TOCs carry more passengers than others, complaints data are presented as a rate per 100,000 journeys. This is more appropriate than 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.

During 2001-02 Q3, a change in methodology by three operators caused an increase in complaints in this sector.

It should also be noted that complaints about Wales & Borders and Wessex Trains were handled by the same department, and that telephone complaints for both companies could not be separated so were allocated half to Wales & Borders (now Arriva Trains Wales) and half to Wessex Trains.

Pre 2004-05 data are not directly comparable to the new data. This is because a new method of recording telephone enquiries was introduced by one of the operators.

Other comments

It should be noted that an increase in complaints per 100,000 journeys does not necessarily indicate a worse performance. 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.

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.

Table 2.2a Complaints rate

Rate per 100,000 passenger journeys 1999-00 to 2006-07

All operators		
1999-00		109
2000-01		131
2001-02		111
2002-03		112
2003-04		79
2004-05		71
2005-06		74
2000-01	Q1	95
	Q2	120
	Q3	159
	Q4	152
2001-02	Q1	104
	Q2	113
	Q3	109
	Q4	112
2002-03	Q1	110
	Q2	136
	Q3	148
	Q4	116
2003-04	Q1	71
	Q2	93
	Q3	84
	Q4	66
2004-05	Q1	69
	Q2	69
	Q3	73
	Q4	74
2005-06	Q1	74
	Q2	74
	Q3	79
	Q4'	69
2006-07	Q1	72
Percentage change		
2006-07 Q1		
on 2005-06 Q1		
		-2.3

Notes:

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

For conventions on rounding and revisions please see the Introduction.

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

^r The 2005-06 Q4 complaints rate has been revised as incorrect figures were initially provided by two train operators.

Table 2.2b TOC complaints rate

Complaints per 100,000 passenger journeys 2004-05 to 2006-07

Operator	2005-06 Q1	2005-06 Q2	2005-06 Q3	2005-06 Q4	2006-07 Q1	Percentage change 2006-07 Q1 on 2005-06 Q1	2004-05	2005-06
Arriva Trains Wales	261	284	290	278	301	15%	150	279
c2c	8	7	12	14	21	156%	14	10
Central Trains	84	81	87	63	63	-25%	95	79
Chiltern Railways	71	121	125	73	59	-17%	116	96
Gatwick Express	21	23	19	24	22	7%	24	22
GNER	359	578	593	400	351	-2%	560	482
Island Line	4	4	8	4	3	-42%	10	5
Merseyrail	24	21	22	21	32	31%	18	22
Midland Mainline	160	185	125	144	104	-35%	279	152
Northern	40	56	74	59	28	-31%	-	58
One	198	117	188	143	162	-18%	69	163
ScotRail	32	35	47	36	36	13%	32	38
Silverlink	11	16	20	16	15	36%	24	16
South Central	14	22	28	36	22	55%	21	25
South Eastern	18	23	24	18	18	-3%	26	21
South West Trains	10	9	10	8	7	-33%	19	9
TransPennine Express	83	80	69	51	31	-62%	112	71
Virgin Cross Country	508	501	428	413	375	-26%	464	461
Virgin West Coast	608	589	450	378	413	-32%	754	503
First Great Western	141	191	196	281	-	-	224	203
First Great Western Link	77	57	48	54	-	-	47	59
Wessex Trains	82	84	93	70	-	-	94	82
First Great Western	-	-	-	-	120	-	-	-
Thameslink	33	42	37	33	-	-	33	36
WAGN	20	28	23	20	-	-	17	23
First Capital Connect	-	-	-	-	88	-	-	-

Table 2.2c Complaint response performance within Complaint Handling Procedure (CHP) target

Percentage of complaints answered within CHP target 2004-05 and 2006-07

Operator	2005-06 Q1	2005-06 Q2	2005-06 Q3	2005-06 Q4	2006-07 Q1	2005-06	2004-05	CHP response time
Arriva Trains Wales	100%	100%	100%	100%	94%	100%	100%	10 working days
c2c	99%	97%	95%	98%	99%	97%	99%	15 working days
Central Trains	95%	96%	95%	96%	96%	95%	94%	3 weeks
Chiltern Railways	92%	86%	91%	98%	99%	91%	75%	10 working days
First ScotRail	100%	91%	69%	96%	96%	87%	89%	10 working days
Gatwick Express	100%	100%	100%	99%	90%	100%	82%	10 working days
GNER	94%	65%	69%	98%	84%	78%	69%	20 working days
Island Line	100%	100%	100%	99%	100%	100%	100%	5 working days
Merseyrail	100%	100%	100%	99%	99%	100%	100%	20 working days
Midland Mainline	99%	99%	98%	99%	99%	99%	69%	20 working days
Northern	100%	100%	100%	100%	100%	100%	100%	20 working days
One	79%	82%	71%	74%	64%	76%	81%	10 working days
Silverlink	99%	98%	79%	92%	96%	90%	99%	10 working days
South Eastern Trains	91%	93%	94%	99%	97%	94%	97%	10 working days
South West Trains	94%	98%	91%	99%	97%	95%	95%	20 days
Southern	97%	97%	95%	96%	96%	96%	98%	10 working days
TransPennine Express	96%	91%	97%	93%	86%	94%	94%	90% - 10 working days, 95% - 20 working days
Virgin CrossCountry	98%	98%	87%	93%	92%	94%	83%	75% - 10 working days, 95% - 20 working days
Virgin West Coast	97%	96%	70%	88%	94%	88%	79%	75% - 10 working days, 95% - 20 working days
First Great Western	94%	93%	89%	87%	-	90%	86%	5 working days
First Great Western Link	92%	93%	97%	88%	-	92%	93%	5 working days
Wessex Trains	100%	100%	100%	100%	-	100%	100%	10 working days
First Great Western	-	-	-	-	79%	-	-	5 working days
Thameslink	98%	98%	98%	96%	-	98%	97%	10 working days
WAGN	100%	96%	99%	99%	-	98%	99%	15 working days
First Capital Connect	-	-	-	-	82%	-	-	5 working days

Table 2.2d Complaint response performance within 20 working days

Percentage of complaints answered within 20 working days 2004-05 to 2006-07

Operator	2005-06 Q1	2005-06 Q2	2005-06 Q3	2005-06 Q4	2006-07 Q1	2005-06	2004-05
Arriva Trains Wales	100%	100%	100%	100%	100%	100%	100%
c2c	100%	100%	100%	99%	100%	100%	99%
Central Trains	95%	96%	95%	96%	96%	95%	94%
Chiltern Railways	96%	94%	89%	100%	99%	94%	76%
First ScotRail	100%	99%	99%	100%	99%	99%	89%
Gatwick Express	100%	100%	100%	100%	100%	100%	82%
GNER	94%	65%	69%	98%	84%	78%	69%
Island Line	100%	100%	100%	99%	100%	100%	100%
Merseyrail	100%	100%	100%	99%	99%	100%	100%
Midland Mainline	99%	99%	98%	99%	99%	99%	69%
Northern	100%	100%	100%	100%	100%	100%	100%
One	95%	97%	95%	89%	99%	94%	96%
Silverlink	99%	100%	100%	100%	100%	100%	99%
South Eastern Trains	96%	96%	99%	99%	100%	98%	97%
South West Trains	99%	99%	99%	100%	100%	99%	99%
Southern	99%	99%	99%	99%	99%	99%	100%
TransPennine Express	99%	99%	100%	99%	98%	99%	97%
Virgin CrossCountry	100%	100%	100%	100%	99%	100%	99%
Virgin West Coast	100%	100%	100%	100%	100%	100%	100%
First Great Western	99%	96%	92%	96%	-	95%	96%
First Great Western Link	100%	100%	100%	93%	-	98%	96%
Wessex Trains	100%	100%	100%	100%	-	100%	100%
First Great Western	-	-	-	-	96%	-	-
Thameslink	100%	99%	99%	99%	-	99%	99%
WAGN	100%	96%	100%	99%	-	99%	99%
First Capital Connect	-	-	-	-	99%	-	-

Table 2.2e Complaints by category

Percentage of complaints made to TOCs 2004-05 to 2006-07

	2005-06 Q1	2005-06 Q2	2005-06 Q3	2005-06 Q4	2006-07 Q1	2005-06	2004-05
Train service performance	32%	41%	44%	33%	33%	38%	44%
Quality on train	11%	12%	11%	11%	10%	11%	15%
Fares, retailing and refunds	36%	25%	24%	34%	35%	30%	19%
Information at stations and on trains	4%	4%	4%	4%	4%	4%	5%
Staff conduct and availability	4%	5%	4%	5%	5%	5%	4%
Complaints handling	2%	3%	3%	3%	3%	3%	3%
Station quality	3%	3%	3%	4%	4%	3%	2%
Praise comments	2%	2%	2%	2%	2%	2%	2%
Safety and security	1%	1%	1%	1%	1%	1%	1%
Timetable and connection issues	2%	1%	2%	2%	1%	2%	2%
Special needs	1%	1%	1%	0%	1%	1%	1%
NRES	1%	0%	0%	0%	0%	0%	0%
Other complaints	1%	1%	1%	1%	1%	1%	2%
Total	100%	100%	100%	100%	100%	100%	100%

2.3 National Rail Enquiries

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 the 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.

Methodology

The relevant quantitative data are provided by British Telecom (BT) and include the number of calls answered, calls engaged and calls which get no reply to the tone ('ring tone no reply'). Data up to and including 1998-99 are based on apportionment of period data to quarters. From 1999-00 Q1 quarterly figures are based on aggregated daily data.

Other comments

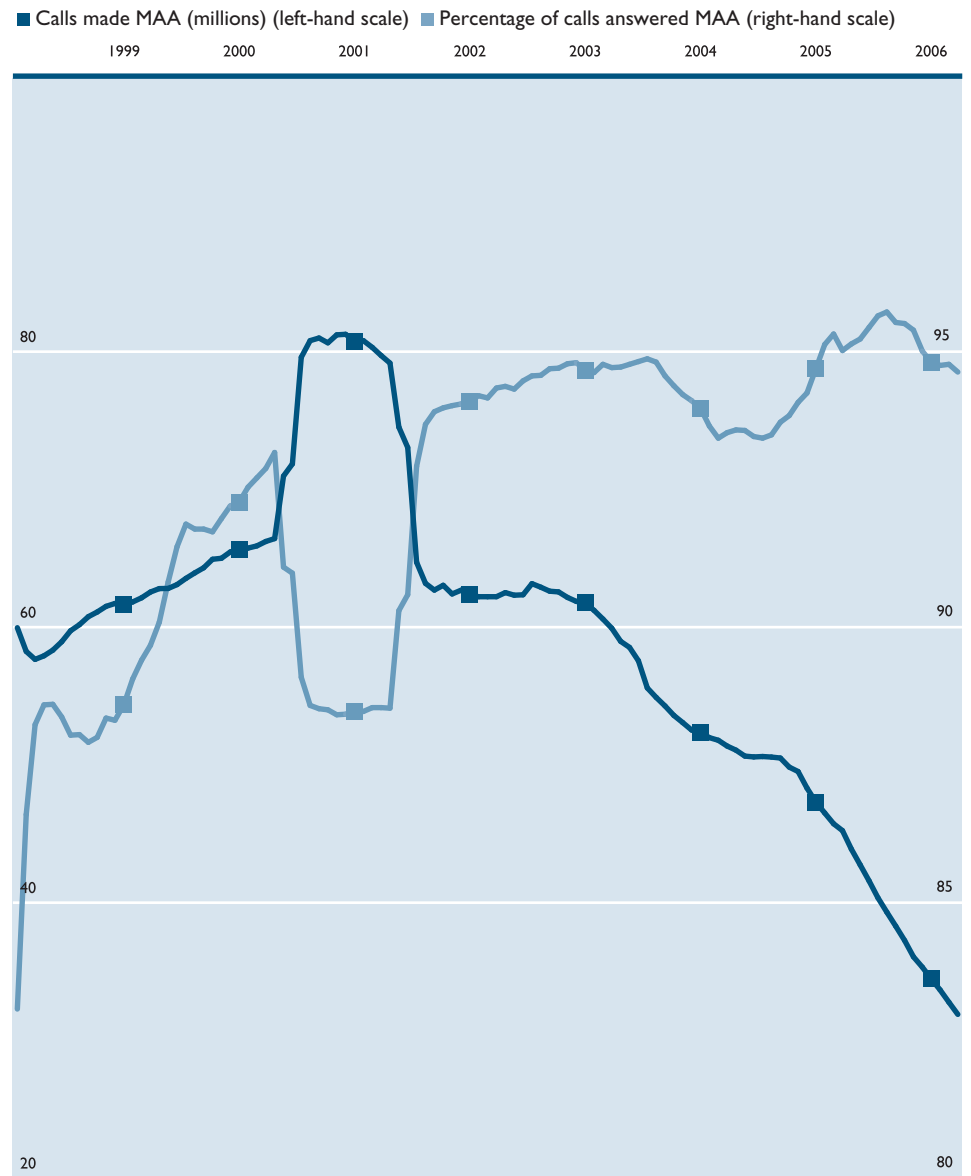
It should be noted that the automatic data collection is unable to distinguish between calls being answered by a human voice and those answered by an automatic message/answering machine. The results can therefore be said to provide a good indication of volume of calls made and answered. They do not,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

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

The data shown in previous editions of *National Rail Trends* were for telephone enquiries only. Following the review of *National Rail Trends* and the increase in use of other enquiry channels (such as the National Rail Enquiries website), data is now provided for the additional channels of enquiry.

Chart 2.3 National Rail Enquiry Service MAA

Calls made and percentage of calls answered 1999 to 2005-06



Notes for Table 2.3a

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

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

¹ Ring tone no reply

* Percentage point change

Source: ATOC

Notes for Table 2.3b

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

'Live Departure Boards' (web and wap) - 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.

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

Table 2.3a National Rail Enquiry Service

1998-99 to 2006-07 (million calls and percentage of calls)

	Total calls made	Percentage answered	Percentage engaged	Percentage RTNR ¹
1998-99	61.7	88.3	1.9	9.8
1999-00	65.5	92.2	1.3	6.5
2000-01	81.3	88.4	3.2	8.4
2001-02	62.7	94.1	0.3	5.6
2002-03	61.9	94.8	0.3	4.9
2003-04	52.5	94.1	0.1	5.8
2004-05	48.3	94.2	0.1	5.7
2005-06	35.3	95.0	0.4	4.6
2001-02 Q1	15.8	94.3	0.3	5.4
Q2	16.1	93.7	0.4	5.9
Q3	15.6	93.6	0.2	6.3
Q4	15.2	94.7	0.3	5.0
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
Percentage Change				
2006-07 Q1 on 2005-06 Q1 -25.9 -1.2 *				

Table 2.3b National Rail Enquiries

Self-service channels for 2006-07 Q1 (thousands)

	NRES telephone enquiries (total calls made)	Online Journey Planner (web visits)	Online Journey Planner (WAP visits) ²	Live Departure Boards (web visits)	Live Departure Boards (WAP visits) ²	TextMe Journey Planner ² (telephone message)	Train Tracker (telephone)	Train Tracker Text ²	Total
2006-07 Q1	7,392	15,412	77	3,252	73	92	883	58	27,239

² these figures are estimates.

3 Freight

Key results

- 'Freight moved' increased by 2.6% compared to the same quarter last year. 5.65 billion net tonne kilometres of freight were moved in 2006-07 Q1;
- The greatest commodity percentage increase between 2005-06 Q1 and 2006-07 Q1 for freight moved was oil and petroleum, which rose by over 20%;
- Infrastructure traffic (which is not included in the freight moved total) decreased by 4.4% between 2005-06 Q1 and 2006-07 Q1;
- 28.2 million tonnes of freight were lifted in 2006-07 Q1, an increase of almost 10% between 2005-06 Q1 and 2006-07 Q1; and
- 'Coal lifted' increased by 16% between 2005-06 Q1 and 2006-07 Q1. There was a 5% increase in 'other goods lifted' over this period.

3.1 Freight moved

Background

In February 1996, British Rail's (BR) bulk freight operations were sold to North and South Railways - now called English, Welsh and Scottish Railway (EWS). The other major companies in the rail freight sector are Freightliner Ltd (formerly the BR container business), Direct Rail Services (DRS) and GB Railfreight.

Methodology

Freight moved is measured in net tonne kilometres (NTKMs). This takes into account the net weight (excluding the weight of the locomotive and wagons) of the goods carried (the freight lifted, measured in tonnes) and the distance carried. Although it is not included in the total NTKMs, we have included a separate series on infrastructure traffic (goods used for railway engineering work).

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

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

Table 3.1 Freight moved

Great Britain 1998-99 to 2006-07 (billion net tonne kilometres)

	Coal	Metals	Construction	Oil & petroleum	International	Domestic intermodal	Other	Total ¹	Infrastructure ²
1998-99	4.47	2.10	2.06	1.57	1.10	3.53	2.51	17.34	0.79
1999-00	4.85	2.19	2.04	1.50	1.01	3.92	2.73	18.23	0.78
2000-01	4.77	2.09	2.43	1.36	0.99	3.84	2.60	18.09	0.93
2001-02	6.17	2.43	2.81	1.22	0.60	3.54	2.62	19.39	1.18
2002-03	5.66	2.64	2.51	1.15	0.46	3.38	2.72	18.52	1.18
2003-04	5.82	2.41	2.68	1.19	0.48	3.53	2.77	18.87	1.23
2004-05	6.98	2.56	2.84	1.20	0.52	4.03	2.45	20.57	1.30
2005-06	8.57	2.19	2.96	1.28	0.46	4.41	2.25	22.11	1.42
2001-02 Q1	1.50	0.57	0.68	0.33	0.19	0.87	0.67	4.82	0.29
Q2	1.56	0.57	0.73	0.31	0.18	0.93	0.66	4.94	0.27
Q3	1.56	0.60	0.65	0.29	0.12	0.89	0.65	4.76	0.29
Q4	1.55	0.68	0.74	0.29	0.10	0.85	0.64	4.87	0.33
2002-03 Q1	1.45	0.72	0.64	0.27	0.10	0.89	0.66	4.73	0.29
Q2	1.42	0.64	0.63	0.29	0.12	0.86	0.70	4.65	0.30
Q3	1.33	0.61	0.57	0.29	0.11	0.81	0.66	4.38	0.28
Q4	1.46	0.67	0.67	0.30	0.13	0.83	0.70	4.75	0.31
2003-04 Q1	1.42	0.58	0.67	0.27	0.11	0.86	0.70	4.62	0.34
Q2	1.39	0.62	0.69	0.30	0.11	0.89	0.73	4.73	0.30
Q3	1.42	0.58	0.63	0.31	0.13	0.89	0.69	4.65	0.25
Q4	1.59	0.62	0.69	0.31	0.13	0.89	0.65	4.88	0.34
2004-05 Q1	1.57	0.69	0.70	0.29	0.15	0.98	0.63	4.99	0.32
Q2	1.67	0.65	0.75	0.30	0.14	1.02	0.63	5.15	0.34
Q3	1.75	0.61	0.70	0.31	0.12	1.04	0.61	5.15	0.29
Q4	1.99	0.61	0.68	0.31	0.12	0.99	0.58	5.28	0.35
2005-06 Q1	2.03	0.64	0.75	0.30	0.13	1.06	0.59	5.50	0.40
Q2	2.06	0.45	0.78	0.30	0.11	1.12	0.57	5.39	0.31
Q3	2.16	0.53	0.71	0.31	0.11	1.15	0.56	5.52	0.32
Q4	2.31	0.58	0.72	0.37	0.12	1.07	0.53	5.70	0.39
2006-07 Q1	2.35	0.58	0.65	0.36	0.12	1.08	0.51	5.65	0.38
Percentage change									
2006-07 Q1 on 2005-06 Q1	15.7	-9.9	-13.1	20.7	-8.8	1.5	-13.6	2.6	-4.4

For conventions on rounding and revisions please see the *Introduction*.¹ Infrastructure not included in total.² This series excludes some possession trains used during engineering works.

Source: Network Rail

Chart 3.1a Freight moved by quarter

Great Britain quarterly data 2000-01 to 2006-07 (billion net tonne kilometres)

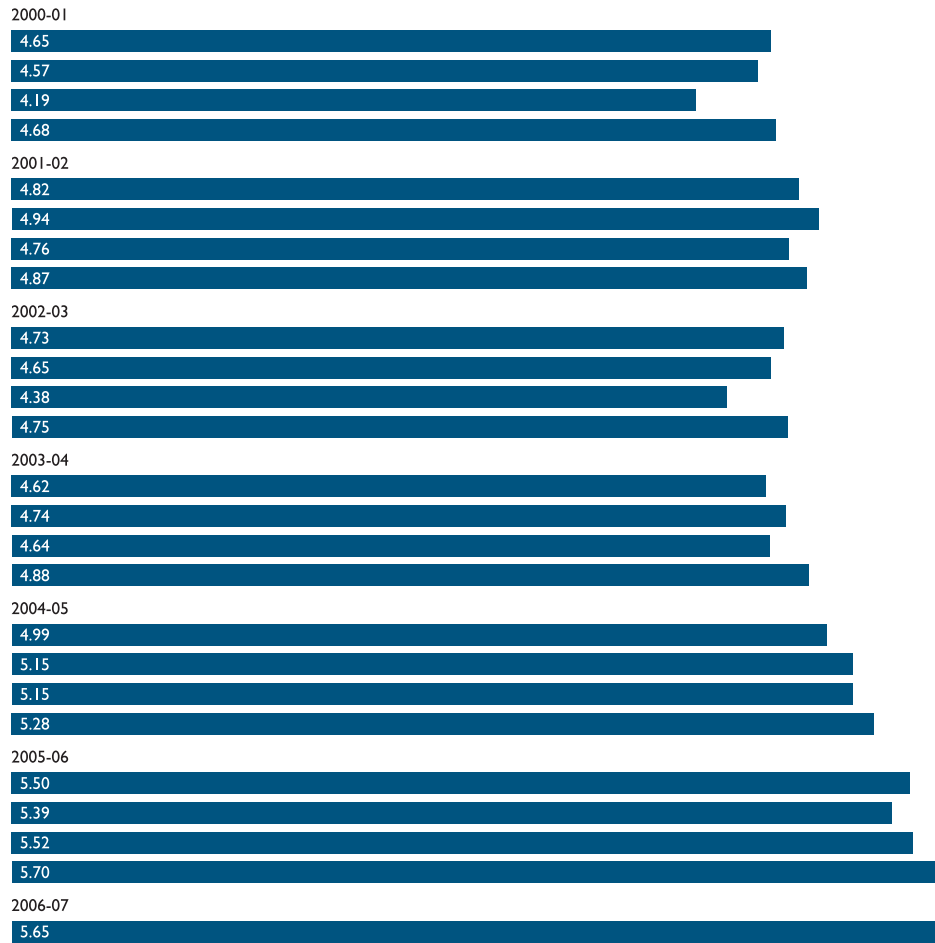
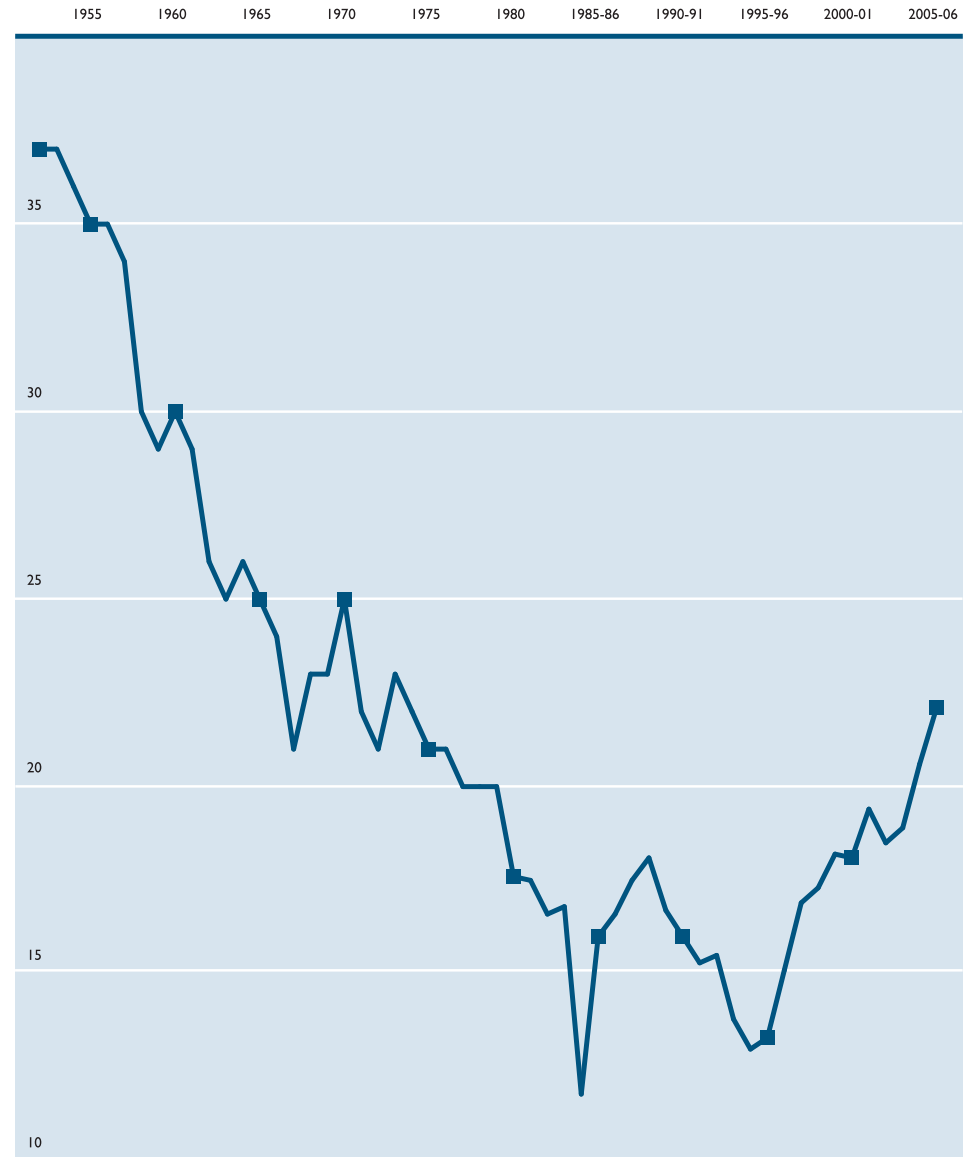


Chart 3.1b Freight moved

Great Britain annual data 1952 to 2005-06 (billion net tonne kilometres)

Please refer to section 3.1 methodology for breaks in series.



3.2 Freight lifted

Notes:

Freight lifted is the mass of goods carried on the network. It excludes the weight of the locomotives and wagons. Unlike freight moved it takes no account of the distance travelled.

Data pre and post-privatisation are not directly comparable. Data from 1999-00 are not directly comparable with previous data due to a change in methodology.

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

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

† The figures for 1999-00 to 2005-06 have been revised. Previously the coal figure for one of the freight operating companies included iron ore. Iron ore has now been correctly assigned to the 'other' category. This revision did not affect the total figures, but caused a reduction in the coal figures and an increase in the 'other' category.

† In addition, figures for the years 1999-00 to 2001-02 and their respective quarters have been revised and they now include all the commodities transported by the freight operating companies. Previously some commodities had been excluded. The coal figures are not affected, but this revision has affected the 'other' and total figures.

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

Source: EWS, Freightliner, DRS, GB Railfreight

Table 3.2 Freight lifted

Great Britain 1992-93 to 2006-07 (million tonnes)

	Coal	Other	Total
1992-93	67.9	54.4	122.4
1993-94	48.9	54.3	103.2
1994-95	42.5	54.8	97.3
1995-96	45.2	55.5	100.7
1996-97	52.2	49.6	101.8
1997-98	50.3	55.1	105.4
1998-99	45.3	56.8	102.1
1999-00†	35.9	60.6	96.5
2000-01†	35.3	60.3	95.6
2001-02†	39.5	54.5	93.9
2002-03†	34.0	53.0	87.0
2003-04†	35.2	53.7	88.9
2004-05†	45.0	56.9	101.9
2005-06†	47.6	57.7	105.3
2001-02 Q1†	10.32	13.82	24.13
Q2†	9.62	13.89	23.51
Q3†	9.83	13.06	22.88
Q4†	9.70	13.71	23.40
2002-03 Q1†	8.30	13.53	21.83
Q2†	7.84	13.11	20.95
Q3†	8.42	12.74	21.16
Q4†	9.48	13.63	23.10
2003-04 Q1†	8.66	13.24	21.90
Q2†	8.63	13.81	22.44
Q3†	8.90	12.99	21.89
Q4†	8.98	13.65	22.63
2004-05 Q1†	10.61	14.41	25.02
Q2†	10.66	14.31	24.97
Q3†	11.73	14.34	26.06
Q4†	11.99	13.81	25.80
2005-06 Q1†	11.20	14.48	25.68
Q2†	10.62	13.94	24.56
Q3†	12.97	14.98	27.94
Q4†	12.82	14.30	27.12
2006-07 Q1	12.99	15.20	28.19
Percentage change			
2006-07 Q1 on 2005-06 Q1	16.0	4.9	9.7

Chart 3.2a Freight lifted by quarter

Great Britain quarterly data 1998-99 to 2006-07 (million tonnes)

■ Coal ■ Other

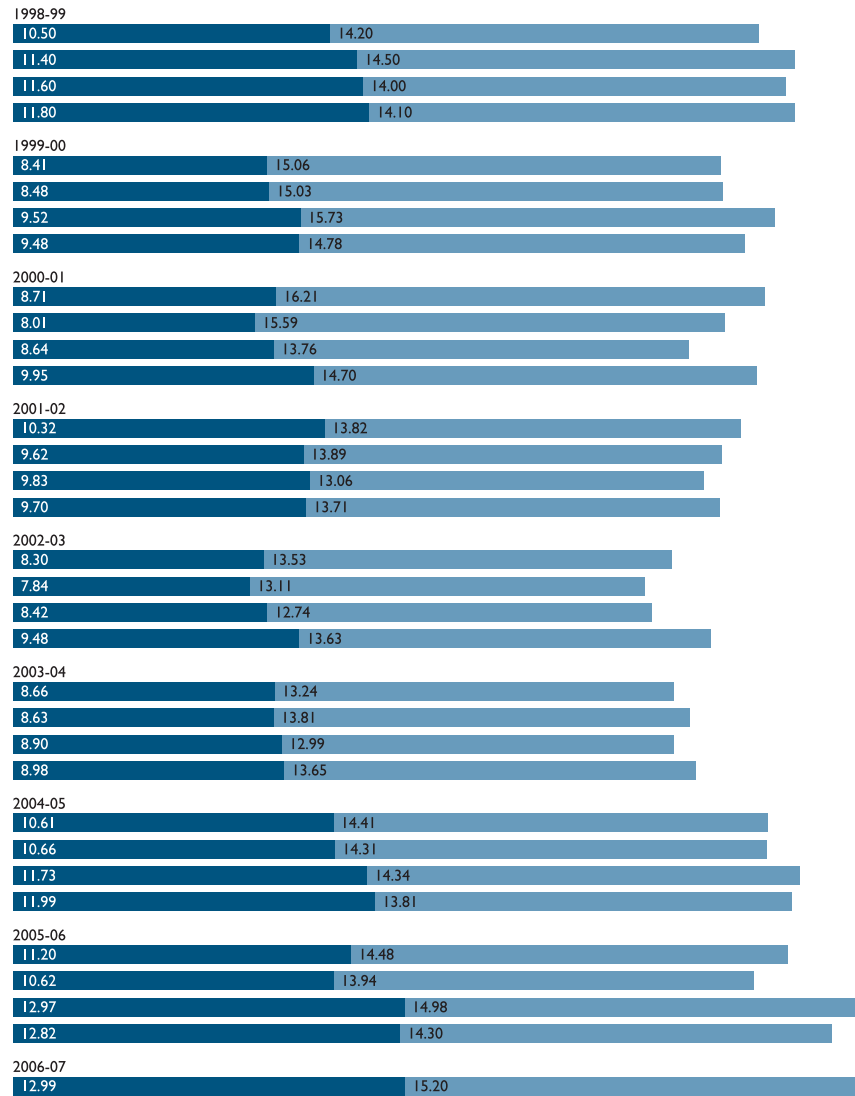
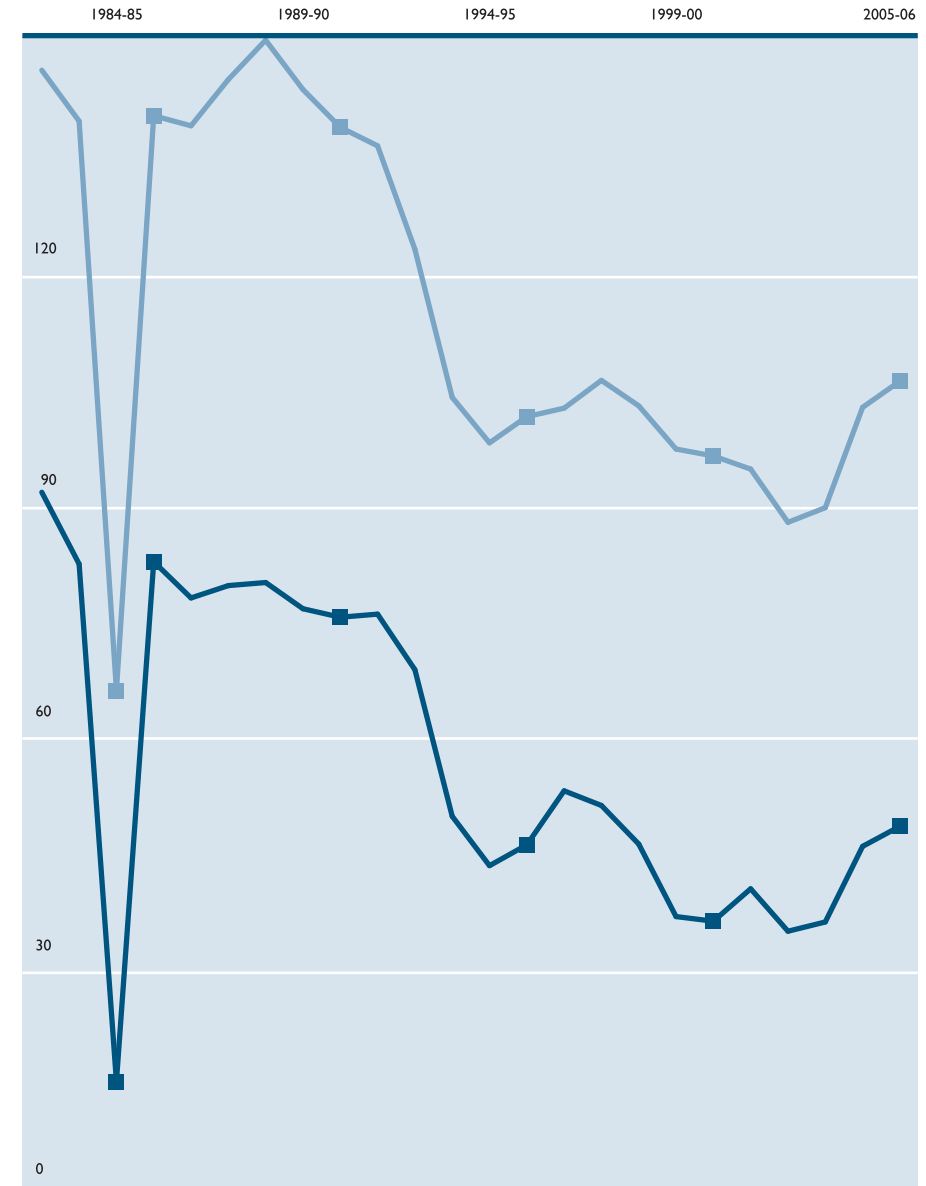


Chart 3.2b Freight lifted

Great Britain annual data 1982 to 2005-06 (million tonnes)

■ Coal ■ Total



4 Miscellaneous tables

4.1 Average age of rolling stock

Methodology

All rail vehicles on lease from Rolling Stock Leasing Companies (ROSCOs) by TOCs that run services pursuant to a franchise agreement with DfT are included in the calculations of average age.

The age of each rail vehicle is the time between the date of entering into service and the end of each quarter; e.g. a vehicle 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; or
- The midpoint of the period over which the relevant class of rail vehicle was manufactured, e.g. if a class of rail vehicle was manufactured over the time frame March 1972 to March 1976 then the midpoint would be March 1974.

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

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

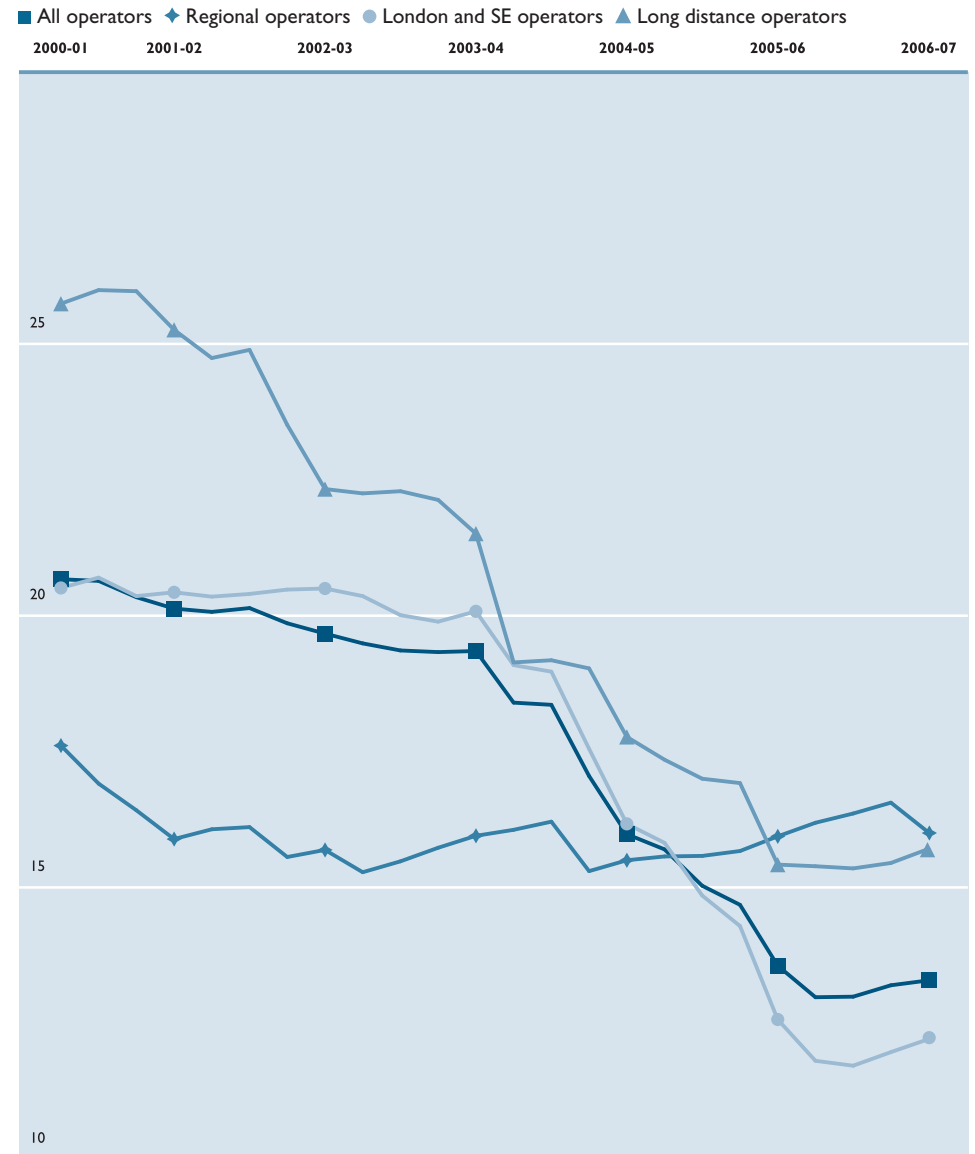
Other comments

'Rail vehicles' excludes locomotives.

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

Chart 4.1 Average age of rolling stock

Great Britain quarterly data 2000-01 to 2006-07



Notes:

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

There will be an update of the sector data shortly.

Table 4.1 Average age of rolling stock

Average age in years 2000-01 to 2006-07

Positions at the end of	Long distance operators	London and SE operators	Regional operators	All operators
2000-01 Q2	25.74	20.51	17.61	20.67
Q3	25.99	20.70	16.91	20.64
Q4	25.97	20.36	16.42	20.34
2001-02 Q1	25.26	20.43	15.89	20.13
Q2	24.74	20.35	16.07	20.07
Q3	24.89	20.40	16.11	20.14
Q4	23.51	20.48	15.56	19.86
2002-03 Q1	22.33	20.50	15.69	19.67
Q2	22.25	20.36	15.28	19.49
Q3	22.29	20.01	15.48	19.36
Q4	22.13	19.89	15.73	19.33
2003-04 Q1	21.51	20.08	15.95	19.35
Q2	19.14	19.09	16.06	18.40
Q3	19.18	18.97	16.21	18.36
Q4	19.03	17.55	15.30	17.05
2004-05 Q1	17.77	16.17	15.50	15.98
Q2	17.35	15.82	15.57	15.70
Q3	17.00	14.85	15.58	15.03
Q4	16.92	14.29	15.67	14.68
2005-06 Q1	15.42	12.57	15.94	13.56
Q2	15.39	11.81	16.19	12.98
Q3	15.35	11.72	16.36	12.99
Q4	15.45	11.97	16.56	13.20
2006-07 Q1	15.71	12.21	16.01	13.29

Source: DfT

4.2 Government support

Background

Prior to 1994-95, government support to the rail industry comprised grants to British Rail (BR) and the PTEs, and borrowing by BR from the National Loans Fund. The restructuring of BR in April 1994 led to changes in the basis of government funding. Grants levels were set to allow the newly formed rail companies to earn commercial returns. Support for passenger services was channelled through the Office of Passenger Rail Franchising (OPRAF) and the PTEs, 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.

Table 4.2a provides time series data on government support. Table 4.2b provides more disaggregated data for the most recent three years.

Table 4.2a Government support to the rail industry

Great Britain 1985-86 to 2005-06 (£ millions)

	Revenue support grants to domestic passenger services				Total government support excluding PTE grants ⁵	Total government support including PTE grants ⁶	Freight grants
	Central government grants ¹	PTE grants ²	Direct rail support ³	Other elements of government support ⁴			
1985-86	849	78	0	61	910	988	7
1986-87	755	70	0	22	777	847	6
1987-88	796	68	0	-251	545	613	2
1988-89	551	70	0	-175	376	446	2
1989-90	479	84	0	232	711	795	1
1990-91	637	115	0	440	1,077	1,192	4
1991-92	902	120	0	562	1,464	1,584	1
1992-93	1,194	107	0	870	2,064	2,171	2
1993-94	926	166	0	535	1,461	1,627	4
1994-95	1,815	346	0	-464	1,497	1,697	3
1995-96	1,712	362	0	-1,643	231	431	4
1996-97	1,809	291	0	-1,044	775	1,056	15
1997-98	1,429	375	0	25	1,454	1,829	29
1998-99	1,196	337	0	53	1,249	1,586	29
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 ^p	879	332	3,367	15	4,261	4,593	23

Source: DfT

^p 2005-06 data are provisional

Table 4.2b Government support to the rail industry

Great Britain 2003-04 to 2005-06 (£ millions)

	Revenue support grants to domestic passenger services						Direct rail support ³		Other elements of government support ⁴			Freight grants	
	Central government grants ¹		PTE grants ²				Network grant to Network Rail ⁷	Capital grant to LCR	Project development	CrossRail	Ex-BR EFR	Track access grants	Freight facilities grant
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								
2003-04	1,556	-197	214	77	72	51	1,448	222	109	18	52	17	15
2004-05	695	183	134	80	112	63	2,058	312	97	10	47	24	2
2005-06 ^p	1,038	-158	195	3	75	60	1,984	1,382	6	0	8	23	0

* in the Strathclyde PTA area

^p 2005-06 data are provisional

Source: DfT

Notes:

For Tables 4.2a and 4.2b only:

1. Until 1993-94, this consisted of Public Service Obligation (PSO) Grant and Level 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. Level Crossing Grant was paid to Railtrack in 1994-95 and 1995-96, and discontinued at the start of 1996-97 with the transfer of Railtrack into private ownership;
2. Grants were paid by the seven metropolitan PTEs under section 20 of the Transport Act 1968, to secure passenger rail services in their respective areas. Until 1993-94 this support was funded entirely through Rate Support Grant and PTEs' own resources. In 1994-95 and 1995-96, additional funding was paid, via the DoT and the Scottish Office, under the Metropolitan Rail Grant (MRG). The PTE Special Grant was introduced in 1997-98, with DETR (now DfT) making Special Grant payments to English PTAs and the Scottish Office (since 1 July 1999, the Scottish Executive), making Special Grant payments to local authorities in the Strathclyde PTA area. On 1 April 2001, the PTE Special Grants paid to English PTAs by DETR were replaced by SRA grants to English PTAs. On 20 July 2003, the SRA grant to Merseytravel PTA was replaced by DfT grant to Merseytravel PTA. Loan repayments under Deeds of Assumption (DoA), by the public sector railway industry to the PTAs, were made in 1995-96. They continued to be made from 1996-97 to 2000-01 by BR and DoA Ltd. On 1 February 2001, the SRA took over responsibility for making BR's loan repayments; on 1 October 2001, the SRA took over responsibility for making DoA Ltd's loan repayments. The balance of payments between PTE grants and DoA Ltd payments has shifted between 2004-05 and 2005-06 as all DOAs, except that in respect of Strathclyde, were repaid during 2004-05;
3. In 2001-02, this comprised £499 million of network grant paid to Railtrack and £185 million Channel Tunnel Rail Link (CTRL) capital grant. In 2002-03 this comprised £792 million of network grants paid to Railtrack/Network Rail and £374 million CTRL capital grant;
4. Historically, comprised the changes in indebtedness (borrowing minus lending) of the rail industry (i.e. BR until 1993-94; Railtrack, ROSCOs, Union Railways and European Passenger Services from 1994-95 until the point the businesses were privatised). Also includes proceeds from the sale of ROSCOs and, from 1 April 1997 to 31 January 2001, BR's external finance requirement (EFR). From 1 February 2001, the expenditure formerly funded from BR's EFR was funded by the SRA. From 1 April 2001, the SRA also undertook expenditure on project development, taking a lead role in sponsoring the development of network enhancements. The most recent composition is shown in Table 4.2b;
5. Central government support to the rail industry, i.e. columns 1, 3 and 4 plus the Department's and Scottish Office MRG payments in 1994-95 and 1995-96 (see PTE grant note above);
6. Total government support to the rail industry, i.e. columns 1, 2, 3 and 4; and
7. In the *Access Charges Review 2003 (ACR2003)* the ORR set network grants to Network Rail at £1808 million in 2004-05. Actual grant made was £2058 million because the SRA increased the grant by £250 million during 2004-05. Network Rail then rebated £250 million of fixed track access income to TOCs who then in turn passed the money through to government. This additional grant was made to ensure that capital expenditure by Network Rail is properly accounted for in government accounting terms. When the grant level was set in the *ACR2003* it was below the maximum amount allowed by the 'market body test' (see www.railreg.gov.uk/acr03 - page 9 for an explanation of this test) as a prudent measure to ensure government accounting standard tests would be met. It became clear during the course of the year that the grant level could be increased and the accounting standard tests still met. A similar adjustment was made in 2005-06 when grant was increased by £250 million from the amount set in *ACR2003*, to £1984 million, with an equivalent reduction in fixed track access charges.

Notes:

Payments of -£0.1 million for Arriva Trains Northern and -£1.7 million for First North Western are included in 'other' since they represent minor end of franchise adjustments. Operators marked * are part funded by PTEs.

Where a PTE retains revenue risk, it pays the gross operating costs less the actual revenue.

The subsidy figures in the table are based on the assumed revenue levels, either set out in the franchise agreement or based on actuals provided by the PTEs.

This, however, may overstate the actual subsidy paid where it has been based on the franchise agreement.

Actual subsidy per kilometre figures may therefore be less than stated for these operators.

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

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

There are a number of differences between Table 4.2c and Table 4.2a. For example, Table 4.2a shows revenue support grants of £1,211 million (£879 million + £332 million) including support to Merseytravel and performance receipts. The £1,082.5 million in Table 4.2c excludes support to Merseytravel and performance receipts.

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

Network grant varies year by year, so year on year comparisons should be treated with caution. Changes to franchise boundaries can also make year on year comparisons difficult.

Table 4.2c Subsidy per passenger kilometre by TOC

2004-05 and 2005-06

	Passenger kilometres (millions)	Subsidy (£ millions)	2005-06 subsidy per passenger kilometre (pence)	2004-05 subsidy per passenger kilometre (pence)
Arriva Trains Wales	846.1	99.7	11.8	11.0
c2c	822.5	-2.1	-0.2	0.6
Central Trains*	1,495.6	159.8	10.7	10.9
Chiltern Railways	717.9	12.1	1.7	2.0
First Great Western	2,806.9	-26.5	-0.9	-1.3
First Great Western Link	1,095.8	-4.7	-0.4	-0.9
First ScotRail*	2,347.4	118.9	5.1	5.8
Gatwick Express	207.7	-20.4	-9.8	-8.1
GNER	4,131.7	-68.8	-1.7	-1.6
Island Line	6.7	3.1	45.9	48.2
Midland Mainline	1,272.2	-6.3	-0.5	-0.7
Northern Rail*	1,732.4	278.2	16.1	17.0
ONE	3,474.9	-55.6	-1.6	-1.2
Silverlink	1,037.0	60.0	5.8	2.9
South Eastern Trains	3,351.7	60.5	1.8	2.1
South West Trains	4,576.6	50.7	1.1	0.8
Southern	2,826.3	106.0	3.7	2.4
Thameslink	1,432.4	-53.4	-3.7	-3.5
TransPennine Express	827.5	66.2	8.0	5.6
Virgin Cross Country	2,639.5	150.6	5.7	4.4
Virgin West Coast	3,361.2	92.5	2.8	3.3
WAGN	1,389.4	6.5	0.5	0.0
Wessex Trains	514.8	57.1	11.1	12.1
Other		-1.8		
All operators	42,914.4	1,082.5		
Average subsidy to TOCs per passenger kilometre (pence)			2.5	2.4

The 2005-06 figures are provisional.

Source: DfT

4.3 Investment in the rail industry

Methodology

These data record expenditure on fixed assets and exclude depreciation. They include expenditure on rolling stock, track, renewals, new routes and electrification, signalling, buildings, plant and equipment.

Since 1996-97 the Office for National Statistics (ONS) has collected the data on investment by the private sector companies. The 1996-97 total in Table 4.3 includes both investment by Railtrack in that part of the year when it was a publicly owned company and also investment by the British Railways Board during the same year.

We are currently working with ONS to review the investment survey. We particularly want to provide more guidance on how to interpret the data.

Other comments

For the first time, investment figures are now displayed for each quarter (back to 2000-01) in addition to financial year investment data.

Investment figures for 'track and signalling' and 'stations' have also been provided.

Notes:

¹ The Government made direct grants of £499 million to Railtrack PLC and £185 million to London and Continental Railways to finance part of the investment undertaken by those companies in 2001-02 (see also footnote 3, Tables 4.2a and 4.2b).

² The Government made direct grants of £792 million to Railtrack PLC/Network Rail and £374 million to London and Continental Railways to finance part of the investment undertaken by those companies in 2002-03 (see also footnote 3, Tables 4.2a and 4.2b).

³ The Government made direct grants of £1,448 million to Network Rail and £222 million to London and Continental Railways to finance part of the investment undertaken by those companies in 2003-04.

⁴ The Government made direct grants of £2,058 million to Network Rail and £312 million to London and Continental Railways to finance part of the investment undertaken by those companies in 2004-05.

⁵ The Government made direct grants of £1,984 million to Network Rail and £1,382 million to London and Continental Railways to finance part of the investment undertaken by those companies in 2005-06.

^r Total investment at 2005-06 prices has been updated due to revisions in the ONS deflator series.

Table 4.3 Investment in the rail industry

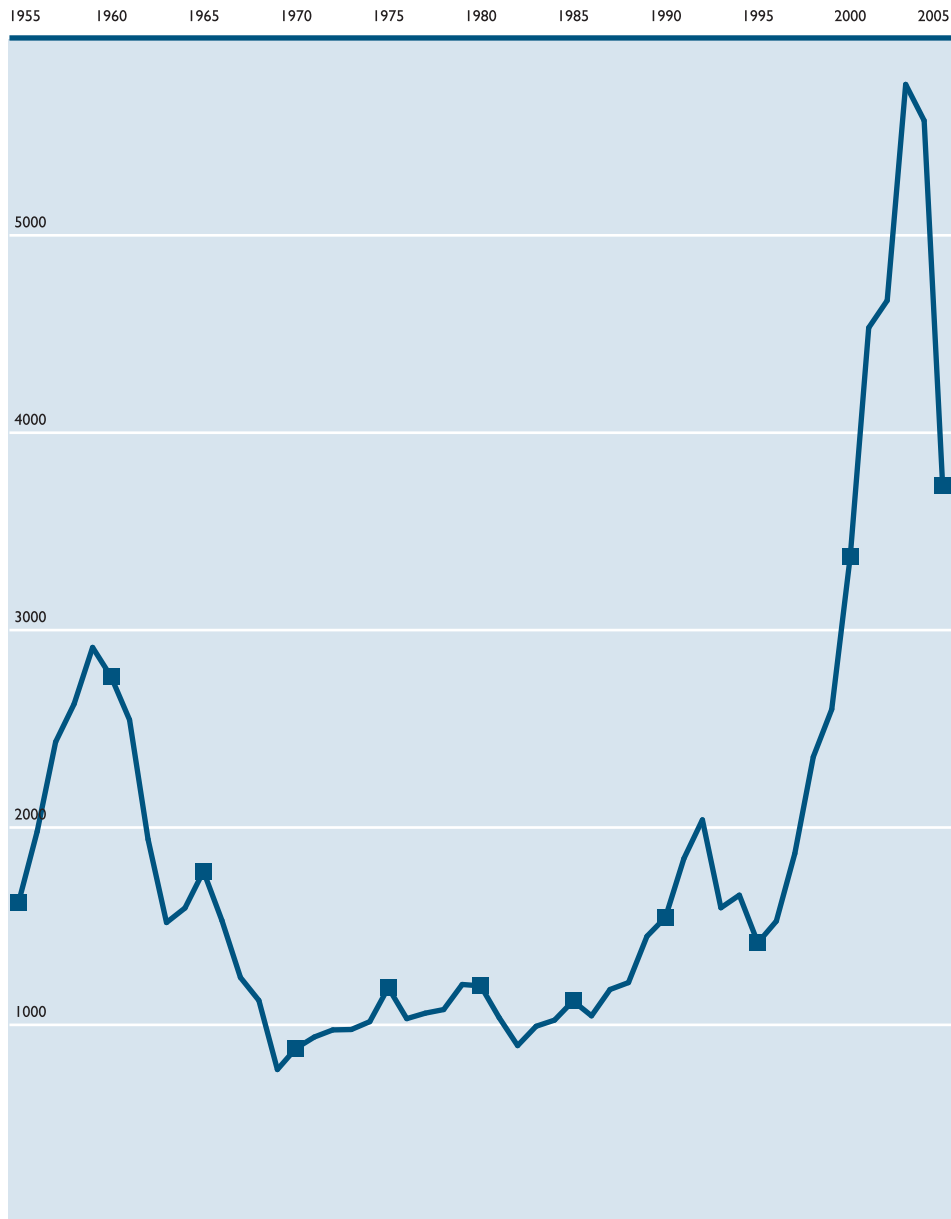
Great Britain 1996-97 to 2006-07 (£ millions)

		Track and signalling	Rolling stock	Stations	Other	Total investment	Total investment at 2005-06 prices ^r
1996-97		896	50	153	128	1,226	1,525
1997-98		764	114	262	404	1,544	1,868
1998-99		1,012	176	465	346	1,999	2,357
1999-00		1,315	236	410	287	2,248	2,599
2000-01		2,126	554	253	25	2,958	3,373
2001-02 ¹		2,718	922	345	84	4,070	4,532
2002-03 ²		3,275	566	279	202	4,322	4,670
2003-04 ³		4,188	774	299	234	5,496	5,765
2004-05 ⁴		3,051	1,923	297	195	5,466	5,581
2005-06 ⁵		2,601	496	243	393	3,733	3,733
2000-01	Q1	430	107	65	4	606	
	Q2	476	177	66	6	725	
	Q3	637	188	68	9	903	
	Q4	583	82	54	6	725	
2001-02	Q1	478	428	43	3	952	
	Q2	544	112	73	6	735	
	Q3	896	182	116	55	1,249	
	Q4	801	200	112	20	1,133	
2002-03	Q1	635	-60	84	16	676	
	Q2	868	140	101	133	1,243	
	Q3	1,033	254	58	48	1,394	
	Q4	738	232	35	4	1,010	
2003-04	Q1	941	151	55	71	1,218	
	Q2	828	306	59	35	1,229	
	Q3	1,267	167	93	74	1,600	
	Q4	1,153	150	92	53	1,448	
2004-05	Q1	700	118	50	44	912	
	Q2	758	295	64	42	1,158	
	Q3	852	1,379	87	53	2,371	
	Q4	742	132	96	56	1,026	
2005-06	Q1	568	251	53	62	934	
	Q2	537	72	28	107	744	
	Q3	710	60	72	121	963	
	Q4	786	113	90	102	1,092	
2006-07	Q1	535	55	104	33	727	

Source: ONS survey of investors

Chart 4.3 Investment in the rail industry

Great Britain annual data (£ millions at 2005-06 prices)



5 Fares

5.1 Rail fares index

Background

For more information on the methodology used to construct the Fares Index please refer to *National Rail Trends 2001-02 Quarter Four* edition.

Methodology

What the fares price index measures

The 'rail fares price index' provides a measure of the change in the prices charged by TOCs to rail passengers. The fares price index takes into account the range of prices changes and presents the average change in prices taken from the millions of transactions that take place each year. Essentially, the index gives an indication of what we would need to spend in order to purchase the same set of tickets we chose to buy in the previous year. Some passengers will have experienced greater or lesser fares changes than shown by the average changes calculated.

Coverage of the fares price index

The index represents all rail travel in England, Scotland and Wales. It covers the cost of travel only. This is done by excluding fares that include 'extras' in order not to distort the index. For example, as far as possible, 'rail' tickets that include additional services such as multi-modal tickets for urban areas, bus tickets, entrance fees to attractions etc. are excluded from the index. An exception to this is the London Travelcard, because of its importance.

The exclusions to the index are listed below:

- Newly introduced tickets are not properly accounted for in their first year as the index's price information is based on snapshots from January Year 1 and Year 2;
- The index does not include short-term temporary fares/promotions;
- The index does not take immediate account of passenger 'switching' ticket types following the introduction/deletion of certain tickets;
- Coverage is limited to transactions recorded in the ticketing system LENNON (although we believe there to be only a negligible amount of activity that escapes this system);
- The index excludes flows whose total annual earnings are below certain thresholds. This is to reduce the volume of data and excludes only those flows

that generate minimal earnings (typically a maximum of £50 per annum);

- The index excludes flows for which we were unable to find price information for either of the two reference years, for example a ticket type that is introduced after the first reference date;
- Results for 1995-99 exclude first class Travelcards (due to the way data for this category were held historically); and
- Results up to, and including, January 1998 are based on the profile of tickets purchased in 1995-96. Thereafter, results are based on the profile of tickets purchased in the 'base' year of comparison. For example, the comparison between prices in January 1998 and January 1999 is based on the profile of tickets purchased in 1998 etc.

However, as the index is based on millions of transactions covering over 90% of the total earnings from fares, the omissions are considered to have a negligible impact on the aggregate indices.

Other comments

In order to ensure that the fares index is in line with standard ONS practice for the construction of consumer price indices, fare levels are compared against the previous January (the reference period). Changes in fares are weighted together according to the pattern of expenditure in the calendar year preceding the reference period. This means that the weights used in the calculation of the January 2006 fares index, referenced on January 2005, are based on expenditure patterns for the calendar year 2005.

This differs from the method used by DfT to calculate the change in fare prices. DfT uses data weighted by revenue divided by initial price. The weights used are based on expenditure patterns in 2002-03.

Chart 5.1 Cost of passenger transport by mode

Great Britain 1995 to 2006 Index (Jan 1996 = 100). Source ONS website

Cost of passenger transport by ▲ Water ◆ Air ■ Road ● Average earnings ◆ Rail fares index

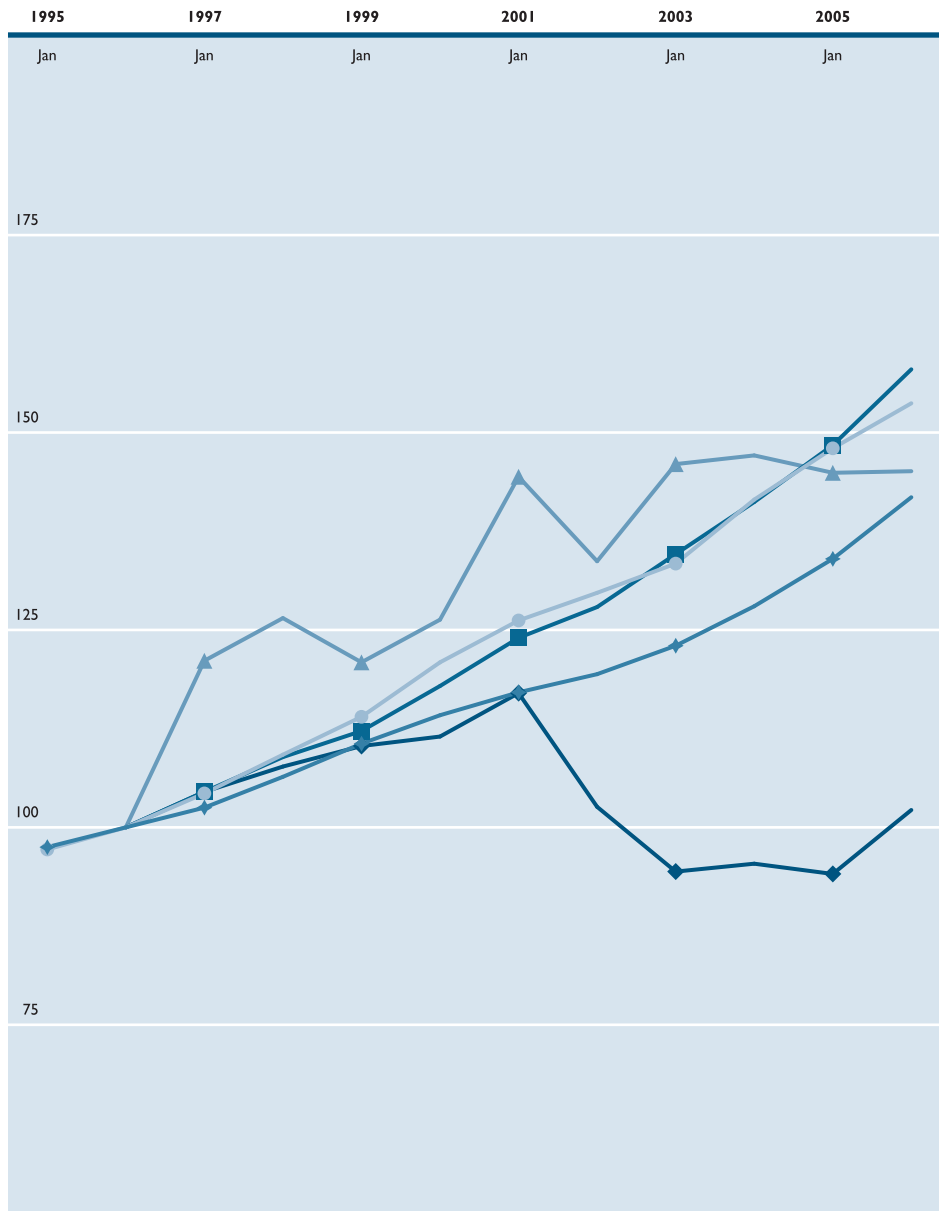


Table 5.1 Average change in price of rail fares 1995-2006

January 1995=100

	January 1995	January 1996	January 1997	January 1998	January 1999	January 2000	January 2001	January 2002	January 2003	January 2004	January 2005	January 2006	Jan 2005 - Jan 2006 Average change in price (%)	Expend. weights (%) total	Real terms changes in average price	
															2006 on 2005	2006 on 1995
London and SE operators																
First class	100.0	103.2	105.2	109.2	113.1	115.4	118.8	118.7	122.4	129.4	136.3	144.6	6.1	1.7	3.1	8.6
Standard class regulated	100.0	103.6	105.9	109.6	111.1	111.1	112.1	110.6	113.1	117.8	123.3	128.5	4.2	25.3	1.3	-3.4
Standard class unregulated	100.0	103.6	106.0	110.3	114.7	117.7	121.5	123.4	127.0	132.7	139.2	146.0	4.9	23.2	1.9	9.7
All standard class	100.0	103.6	105.9	109.9	112.4	113.6	115.7	115.6	118.5	123.6	129.5	135.4	4.5	48.5	1.6	1.7
All tickets	100.0	103.6	105.9	109.8	112.5	113.7	115.8	115.7	118.6	123.8	129.8	135.7	4.6	50.2	1.6	2.0
Long distance operators																
First class	100.0	101.9	104.7	109.5	121.8	136.7	145.8	156.8	166.2	173.7	183.0	199.1	8.8	8.0	5.7	49.5
Standard class regulated	100.0	101.2	103.7	107.2	111.1	111.2	109.0	113.0	115.3	120.0	124.8	129.8	4.0	10.4	1.1	-2.5
Standard class unregulated	100.0	101.9	104.9	109.2	115.6	123.7	128.3	134.3	140.1	145.8	152.9	168.5	10.2	16.7	7.0	26.6
All standard class	100.0	101.7	104.6	108.6	114.4	120.1	122.3	127.6	132.0	137.4	143.7	154.9	7.8	27.1	4.8	16.4
All tickets	100.0	101.7	104.6	108.8	115.6	123.5	127.3	133.8	139.2	145.0	151.8	164.0	8.0	35.1	5.0	23.2
Regional operators																
First class	100.0	104.0	105.8	110.8	113.9	120.8	126.5	132.5	136.7	141.3	147.6	156.1	5.8	0.4	2.8	17.3
Standard class regulated	100.0	101.2	104.4	107.7	110.5	111.5	113.6	115.3	116.4	120.1	124.9	129.9	4.0	6.6	1.1	-2.4
Standard class unregulated	100.0	101.4	104.6	108.0	112.4	115.3	118.8	121.5	124.1	127.6	133.3	140.8	5.6	7.7	2.6	5.7
All standard class	100.0	101.3	104.5	107.9	111.6	113.7	116.6	118.8	120.8	124.3	129.6	135.9	4.9	14.3	1.9	2.1
All tickets	100.0	101.4	104.6	108.0	111.6	113.9	116.9	119.3	121.3	125.0	130.2	136.6	4.9	14.7	1.9	2.6
All operators																
First class	100.0	102.3	104.9	109.5	119.4	131.5	139.2	147.6	155.6	162.7	171.4	185.5	8.2	10.1	5.1	39.3
Standard class regulated	100.0	102.9	105.3	108.9	111.0	111.2	111.7	111.9	114.1	118.7	124.0	129.1	4.1	42.3	1.2	-3.0
Standard class unregulated	100.0	102.5	105.3	109.4	114.6	119.7	123.7	127.3	131.5	136.8	143.4	153.3	6.9	47.6	3.8	15.1
All standard class	100.0	102.7	105.3	109.2	112.9	115.6	117.8	119.6	122.8	127.8	133.7	141.1	5.6	89.9	2.6	6.0
All tickets	100.0	102.6	105.2	109.2	113.5	117.2	120.1	122.5	126.2	131.3	137.5	145.5	5.8	100.0	2.9	9.3
RPI (all items)	100.0	102.9	105.8	109.2	111.9	114.1	117.2	118.7	122.2	125.4	129.4	132.5	2.4			

Appendix

1. National Railways

Up to 1994-95 covers services by British Rail (BR). From 1995-96 covers both BR services and those provided by privatised passenger and freight operators (see *Rail privatisation* below).

2. Rail privatisation

The main components of the restructured industry are:

- 21 train operating companies (TOCs) providing passenger rail services;
- Network Rail, which operates the infrastructure core of the railway system. It owns and operates the track and associated infrastructure such as signalling. It also owns stations, but most of these are leased to and operated by TOCs;
- Rolling Stock Leasing Companies (ROSCOs), which own and lease most domestic passenger rolling stock; and
- Freight operations. The main rail freight operators are EWS (English, Welsh and Scottish Railway), Freightliner, DRS (Direct Rail Services) and GB Railfreight.

3. Rail sectors

The sectors used in this publication contain the following TOCs (non-franchised operators are excluded):

Long distance operators

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

London and South East operators

- c2c;
- Chiltern Railways;
- First Capital Connect (formerly Thameslink and WAGN);
- First Great Western (London & Thames Valley);
- ONE;
- Silverlink;
- South Eastern;
- South West Trains; and
- Southern.

Regional operators

- Arriva Trains Wales;
- Central Trains;
- First Great Western (West);
- First ScotRail;
- Gatwick Express;
- Island Line;
- Merseyrail;
- Northern Rail; and
- TransPennine Express (TPE) (except Public performance measure (PPM) where TPE is long distance).

Note that First Great Western data cannot be disaggregated for the 'timetabled train kilometres' metric. Therefore in section 1.4 all Greater Western services appear in the long distance sector.

In Chapter 1, all data for ONE are included in the London and South East sector, since they cannot be separately identified. In other sections, data for ONE InterCity services are included under long distance operators with all other ONE services included in London and South East operators. For PPM, the ONE InterCity services operate on a ten minute PPM regime and are therefore given separately.

From 2006-07 Q1, TPE services are considered 'on time' if they arrive within ten minutes of the planned destination arrival time (not within five minutes as was the case up to 2005-06 Q4). TPE is therefore included in the regional sector for PPM up to and including 2005-06 Q4, but in the long distance sector from 2006-07 Q1 onwards.

4. Railway periods

Train operators report figures in 'periods'. Periods are four weeks long, with 13 periods making an annual figure. Some quarterly results require apportionment of these data.

5. Abbreviations and symbols used

r	Revised
-	Not available
-----	Break in series
ATOC	Association of Train Operating Companies
CHP	Complaint Handling Procedure
DfT	Department for Transport
MAA	Moving Annual Average
NRT	<i>National Rail Trends</i>
NPS	National Passenger Survey
NTKM	Net tonne kilometres
ONS	Office for National Statistics
ORR	Office of Rail Regulation
PiXC	Passengers in Excess of Capacity
PTE	Passenger Transport Executive
RPI	Retail Price Index
SRA	Strategic Rail Authority
TTKM	Timetabled train kilometres

