

National Rail Trends

Chapter 2: Rail performance

Public performance measure and
National Rail Enquiry Service up to and including Q1 2009-10

Complaints data is not available for Q1 2009-10

Key results: 2009-10 Q1 on 2008-09 Q1

2.1 Public Performance Measure (PPM)

- In 2009–10 Q1 the overall moving annual average (MAA) PPM for all operators was 90.9%, a 0.6 percentage point increase on 2008–09 Q1.
- Long-distance (89.5%) and Regional services (93.4%) saw an increase in PPM of 1.3 and 0.9 percentage points respectively on 2008-09 Q1. London and South East had a PPM of 93.7 in 2009-10 Q1, a 1.3 percentage point increase on 2008-09 Q1, their peak only service had a PPM of 92.2 in 2009-10 Q1, a 1.1 percentage point increase on 2008-09 Q1.

2.2 Complaints

- Between 2007-08 Q4 and 2008-09 Q4, the number of complaints per 100,000 passenger journeys decreased from 66 to 61, a 7.3% fall. This compared to a 12.4% decrease between 2006-07 Q4 and 2007-08 Q4.
- The MAA for complaints fell 2.0% on 2007-08 Q4 to fall for the third consecutive year.
- For this quarter, 38% of complaints related to train service performance, the biggest single contributing factor. The second largest complaints category was fares, retailing and refunds with 19% of complaints.

2.3 NRES

- In 2009–10 Q1 the National Rail Enquiry Service took 3.1 million calls, 29.0% less than in 2008–09 Q1.
- The percentage of calls answered was 96.9% in 2009-10 Q1, a 0.5% increase on 2008-09 Q1. There were 5.2% calls engaged in 2008-09 Q4 due to increased demand after the bad weather. This has dropped to 0.0% in 2009-10 Q1.
- Online journey planner had 32.9 million visits in 2009-10 Q1, a 24.4% increase compared to 26.4 million visits in 2008-09 Q1 last year.

Key results: 2008-09 on 2007-08

2.1 Public Performance Measure (PPM)

- 90.6% of all trains ran on time in 2008-09 in the Public Performance Measure (PPM), 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 operators who saw a 1.1 percentage point increase from 86.2% to 87.3%. London and South East operators had the best PPM with 91.0% of trains arriving on time.

2.2 Complaints

- Between 2007-08 and 2008-09, the number of complaints per 100,000 passenger journeys decreased from 57 to 55, a fall of 2.1%. This compared to a 17.8% decrease between 2006-07 and 2007-08.
- 10 Train operating companies saw a reduction in their complaints rate between 2007-08 and 2008-09 whilst nine saw an increase.
- 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 National Rail Enquiries, both telephone and self-service channels, has increased by 10.7% from 129.7 million in 2007-08 to just over 171 million in 2008-09.
- In 2008–09, National Rail Enquiry Service 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%.
- Self-service channels have continued to become increasingly popular; at the expense of the telephone service. Online journey planner continued to be the most popular self-service channel with 122.6 million visits in 2008-09, an increase of 47.7% on 2007-08. There were also large increases in usage of Live departure boards and Train tracker text with rises of 36.5% and 20.1% respectively.

2.1 Public performance measure

Background

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

Methodology

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

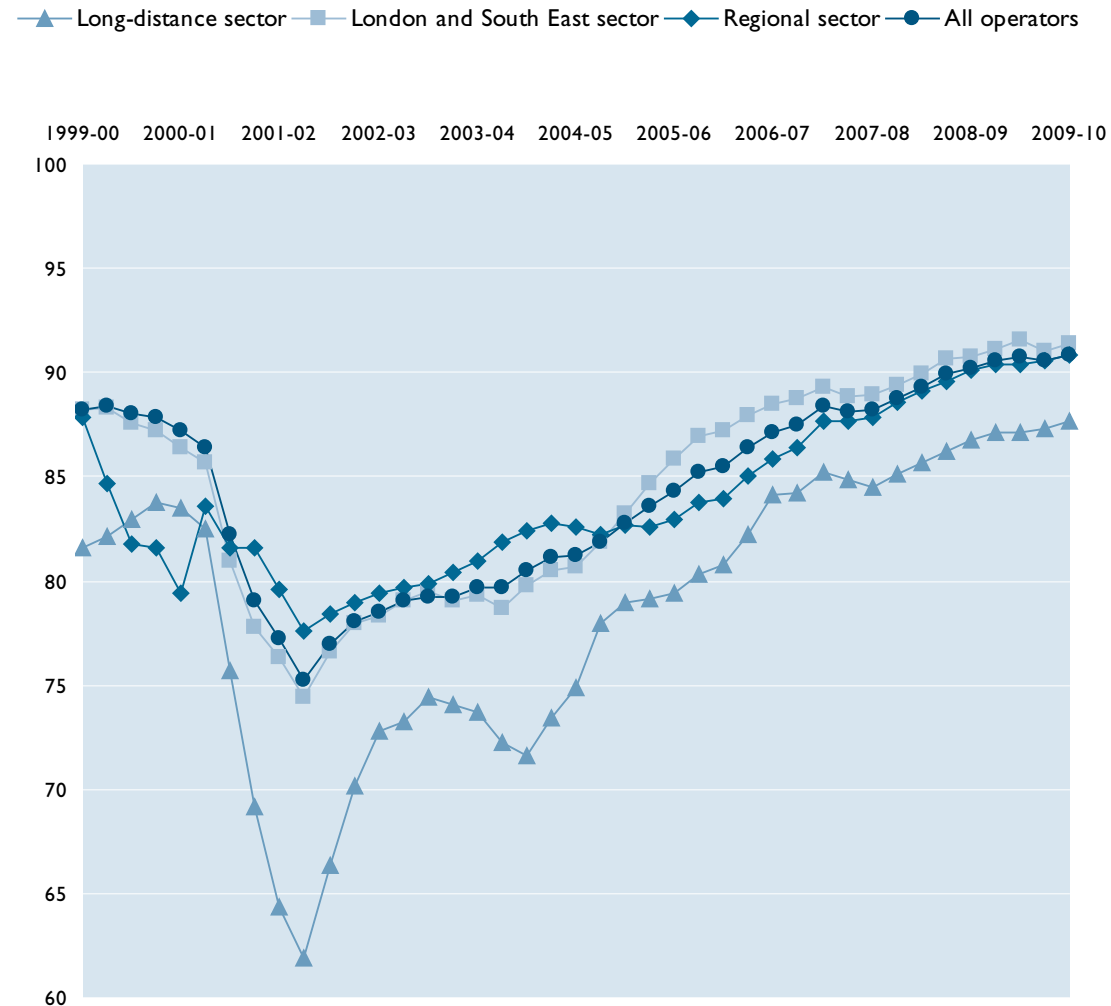
A train is defined as on time if it arrives within five minutes (i.e. four minutes 59 seconds or less) of the planned destination arrival time for London, South East and regional operators; or ten minutes (i.e. nine minutes 59 seconds or less) for long distance operators.

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

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

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

Chart 2.1a Public performance measure MAA
 Percentage of trains arriving on time 1999-00 to 2009-10 Q1



Notes:

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

Notes for table 2.1a:

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

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

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

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

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 2002-03 to 2009-10 Q1

	Long distance operators	London and SE operators total (inc peak)	London and SE operators peak only	Regional operators	All operators	PPM MAA
2002-03	70.6	78.9	75.7	80.5	79.2	
2003-04	73.4	80.5	77.9	82.8	81.2	
2004-05	79.1	84.7	81.9	82.6	83.6	
2005-06	82.2	87.9	84.8	85.0	86.4	
2006-07	84.9	88.8	86.1	87.6	88.1	
2007-08	86.2	90.6	88.4	89.6	89.9	
2008-09	87.3	91.0	88.9	90.6	90.6	
2003-04						
Q1	74.5	84.0	83.0	85.7	84.3	79.5
Q2	66.9	79.7	79.3	83.7	80.8	79.5
Q3	71.7	76.3	72.1	77.2	76.4	80.5
Q4	80.7	82.1	77.3	84.6	83.1	81.2
2004-05						
Q1	80.5	84.5	82.0	84.9	84.5	81.2
Q2	79.0	84.4	83.9	82.2	83.2	81.8
Q3	75.8	81.9	77.7	78.8	80.3	82.8
Q4	81.3	88.0	83.9	84.6	86.2	83.6
2005-06						
Q1	81.6	89.1	87.1	86.1	87.5	84.3
Q2	82.6	88.5	86.5	85.6	87.0	85.2
Q3	77.6	83.2	77.9	79.5	81.3	85.5
Q4	87.0	90.8	87.7	89.0	89.8	86.4
2006-07						
Q1	88.1	91.4	90.2	89.5	90.4	87.1
Q2	83.4	89.6	88.7	87.8	88.5	87.5
Q3	82.9	85.2	80.6	84.4	84.7	88.4
Q4	85.2	89.0	84.9	88.8	88.7	88.1
2007-08						
Q1	86.3	91.9	90.9	90.2	90.8	88.2
Q2	86.1	91.5	90.5	90.7	90.8	88.8
Q3	85.3	87.3	83.0	86.7	86.9	89.3
Q4	87.1	91.7	89.1	90.7	91.0	89.9
2008-09						
Q1	88.2	92.4	91.2	92.5	92.1	90.2
Q2	87.8	93.0	92.1	91.6	92.0	90.5
Q3 ^r	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
2009-10						
Q1	89.5	93.7	92.2	93.4	93.2	90.9
Percentage point change 2009-10 Q1 on 2008-09 Q1	1.3	1.3	1.1	0.9	1.1	0.6
Percentage point change 2008-09 on 2007-08	1.1	0.4	0.5	1.0	0.7	

^r Figures have been revised for 2008-09 Q3 due to updated figures from Network Rail. For more information contact rstats@orr.gsi.gov.uk

Source: Network Rail

Notes for table 2.1b:

For conventions on rounding and revisions see the Introduction.

¹ First Capital Connect MAA to 31st March 2009 has been revised from 91.1 to 91.0. For more information contact rstats@orr.gsi.gov.uk

² ORR has not received Hull Trains data for 2009-10 Q1.

Table 2.1b Public performance measure by TOC
 Percentage of trains arriving on time 2008-09 Q1 to 2009-10 Q1

	2008-09 Q1	2009-10 Q1	MAA to 31 March 2009	MAA to 30 June 2009
Arriva Trains Wales	93.1	95.0	93.1	93.5
c2c	94.8	96.7	95.3	95.7
Chiltern Railways	94.8	95.1	95.2	95.3
Cross Country	91.1	91.3	90.1	90.2
East Midlands Trains	89.1	93.0	89.3	90.3
First Capital Connect ¹	92.7	92.5	91.0	91.0
First Great Western	89.9	94.0	90.5	91.6
First Scotrail	93.6	93.0	90.6	90.5
London Midland	89.2	89.4	86.5	86.5
London Overground	93.5	93.7	92.3	92.3
Merseyrail	96.4	96.4	95.0	95.1
National Express East Anglia	91.4	92.5	90.5	90.8
National Express East Coast	86.1	90.4	86.9	88.0
Northern	92.1	93.6	89.8	90.2
Southeastern	92.3	93.5	90.0	90.3
Southern	92.8	93.8	89.6	89.9
South West Trains	92.9	94.6	93.1	93.6
TransPennine Express	92.4	93.6	90.3	90.6
Virgin Trains	82.0	81.5	80.0	80.0
Peak services				
c2c	94.1	97.6	94.6	95.5
Chiltern Railways	93.4	94.0	94.0	94.2
First Capital Connect	91.6	91.4	89.3	89.3
First Great Western	87.3	91.8	87.5	88.6
London Midland	87.6	82.2	78.9	77.5
London Overground	95.1	94.6	92.8	92.6
National Express East Anglia	91.1	92.5	88.8	89.1
Southeastern	88.3	90.6	85.0	85.5
Southern	93.5	93.3	87.7	87.8
South West Trains	91.8	92.8	91.8	92.1

Non-franchised operator - Hull Trains²

Source: Network Rail and Hull Trains

Chart 2.1b PPM by TOC

Percentage of trains arriving on time 2008–09 Q1 and 2009-10 Q1

■ PPM 2009–10 Q1 ■ PPM 2008–09 Q1

Arriva Trains Wales



c2c



Chiltern Railways



Cross Country



East Midlands Trains



First Capital Connect



First Great Western



First Scotrail



London Midland



London Overground



Merseyrail



National Express East Anglia



National Express East Coast



Northern



Southeastern



Southern



South West Trains



TransPennine Express



Virgin Trains



Non-franchised operator - Hull Trains

2.2 Rail complaints

Background

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

Chart 2.2 Complaints rate MAA and National Passenger Survey Satisfaction

ORR is unable to publish complaints data for Q1 2009-10 on 1st October 2009. This is due to ORR not receiving the source data in sufficient time to carry out the necessary quality assurance. Complaints data will be published as soon as it is available and the publication schedule will be updated accordingly. ORR apologises for any inconvenience this may cause.

The most recent data for complaints is available in the 2008-09 year book.

Methodology

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

As some TOCs carry more passengers than others, we have presented the data as a rate per 100,000 passenger journeys. This is a superior measure to a ratio against passenger kilometres as, no matter how long the trip, a dissatisfied customer will only complain once. Given the varying business nature of TOCs, direct comparisons of complaint rates between TOCs in different sectors should be made with caution.

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

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

Other comments

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

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

The National Passenger Survey (NPS) is carried out by Passenger Focus. It is a network-wide picture of passengers satisfaction with rail travel. Passenger opinions of train services are collected twice a year from a representative sample of journeys.

Notes for tables 2.2a and 2.2b

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

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

Table 2.2a Complaints rate

ORR is unable to publish complaints data for Q1 2009-10 on 1st October 2009. This is due to ORR not receiving the source data in sufficient time to carry out the necessary quality assurance. Complaints data will be published as soon as it is available and the publication schedule will be updated accordingly. ORR apologies for any inconvenience this may cause. The most recent data for complaints is available in the 2008-09 year book.

Table 2.2b TOC complaints rate

ORR is unable to publish complaints data for Q1 2009-10 on 1st October 2009. This is due to ORR not receiving the source data in sufficient time to carry out the necessary quality assurance. Complaints data will be published as soon as it is available and the publication schedule will be updated accordingly. ORR apologies for any inconvenience this may cause.

The most recent data for complaints is available in the 2008-09 year book.

Table 2.2c Complaints response performance within complaints handling procedure target

ORR is unable to publish complaints data for Q1 2009-10 on 1st October 2009. This is due to ORR not receiving the source data in sufficient time to carry out the necessary quality assurance. Complaints data will be published as soon as it is available and the publication schedule will be updated accordingly. ORR apologises for any inconvenience this may cause.

The most recent data for complaints is available in the 2008-09 year book.

Table 2.2d Complaints by category

ORR is unable to publish complaints data for Q1 2009-10 on 1st October 2009. This is due to ORR not receiving the source data in sufficient time to carry out the necessary quality assurance. Complaints data will be published as soon as it is available and the publication schedule will be updated accordingly. ORR apologises for any inconvenience this may cause.

The most recent data for complaints is available in the 2008-09 year book.

2.3 National Rail Enquiry Service

Background

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

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

Methodology

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

Other comments

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

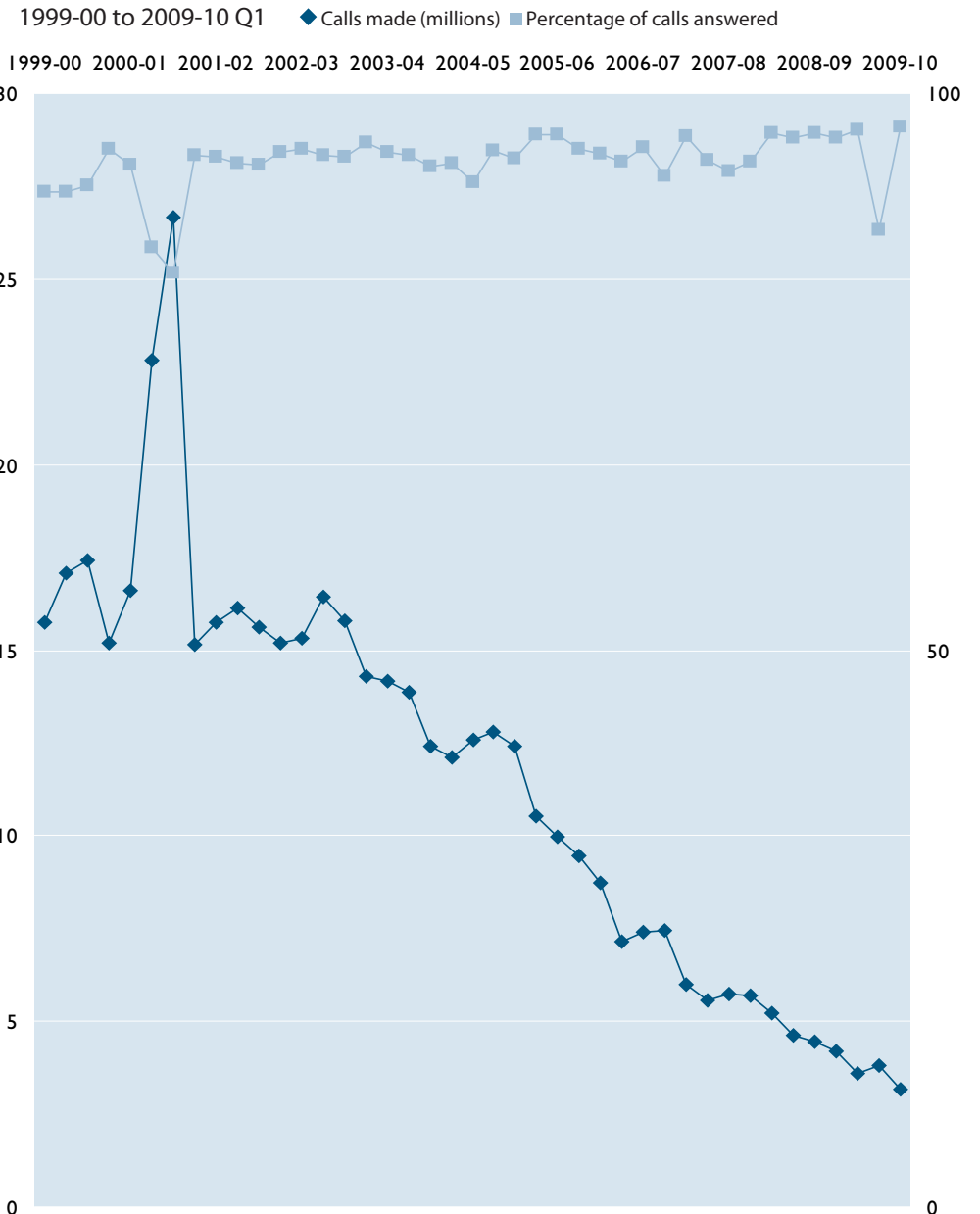
NRES is always susceptible to a volatile demand, since although some aspects affecting demand can be predicted (e.g. time, holiday periods, sporting events) some are very hard to predict (e.g. weather).

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

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

Chart 2.3 National Rail Enquiry Service

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



Notes for table 2.3a:

NRES received a huge increase in calls in the first week of February due to snow affecting rail travel, this has therefore affected its Q4 data. The number of calls to NRES may have been affected by the introduction of an Internet enquiry service in March 2003.

For conventions on rounding and revisions see the Introduction.

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%.

Table 2.3a National Rail Enquiry Service
 2002-03 to 2009-10 Q1 (million calls and percentage of calls)

		Total calls made	Percentage answered	Percentage engaged	Percentage abandoned	Mystery shopping data %
2002-03		61.9	94.8	0.3	4.9	
2003-04		52.5	94.1	0.1	5.8	
2004-05		48.3	94.2	0.1	5.7	
2005-06		35.3	95.0	0.4	4.6	
2006-07		26.4	94.4	0.2	5.3	
2007-08		21.3	94.7	0.0	5.2	97.5
2008-09		16.1	94.4	1.2	4.4	98.3
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
Percentage change						
	2009-10 Q1 on 2008-09 Q1	-29.0	0.5*	0.0*	-0.5*	1.8*
	2008-09 on 2007-08	-24.5	-0.4*	1.2*	-0.8*	0.8*

* percentage point change.

Source: Department for Transport

Rolling national rail trends 2009 - 2010

Table 2.3b National Rail Enquiries

All channels 2003-04 Q1 to 2009-10 Q1 (thousands)

		NRES telephone enquiries (total calls made)	Online Journey Planner - web (visits) ^{1,2}	Live Departure Boards - web (visits) ^{1,3}	Train Tracker™ (telephone message) ^{1,4}	Train Tracker Text ^{1,5}	Text My Journey ^{1,6}	PDA Services ^{P1,7}	WAP Services ^{P1,8}	Online journey Planner WAP ¹	Live Departure Boards - WAP ¹	Total
2004-05		48,323	43,317	10,235	-	-	-			309	278	103,193
2005-06		35,321	46,945	12,411	3,035	185	344			308	302	98,851
2006-07		26,381	68,413	15,736	5,163	421	387			326	348	117,176
2007-08		21,269	83,028	19,096	4,424	718	418			389	336	129,679
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
Percentage Change												
	2009-10 Q1 on 2008-09 Q1	-29.0	24.4	-20.3	-2.4	31.8	-30.6	329.9	122.8	-	-	10.5
	2008-09 on 2007-08	-24.5	47.7	36.5	5.5	20.1	-21.0	-	-	-	-	10.7

Source: Department for Transport

P data for PDA service and WAP services is provisional for 2009-10 Q1

- The figures (in blue) have been derived by converting periodic data into quarterly data
- 'Online Journey Planner' – a service which provides timetable and fare information for all UK rail journeys.
- 'Live Departure Boards - web' - provides online arrival and departure board information for all UK rail stations.
- 'TrainTracker™' - an automated voice service providing up to the minute departure and arrival information for trains.
- 'TrainTrackerText™' - provides arrival and departure board information via SMS.
- 'Text My Journey' – a service which confirms Online Journey Planner details direct to a customer's mobile phone.
- PDA Services' - provides access to Online Journey Planner website via PDA.
- 'WAP Services' - provides access to Online Journey Planner and Live Departure Boards via WAP.

Notes for table 2.3b:

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

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

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

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

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

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

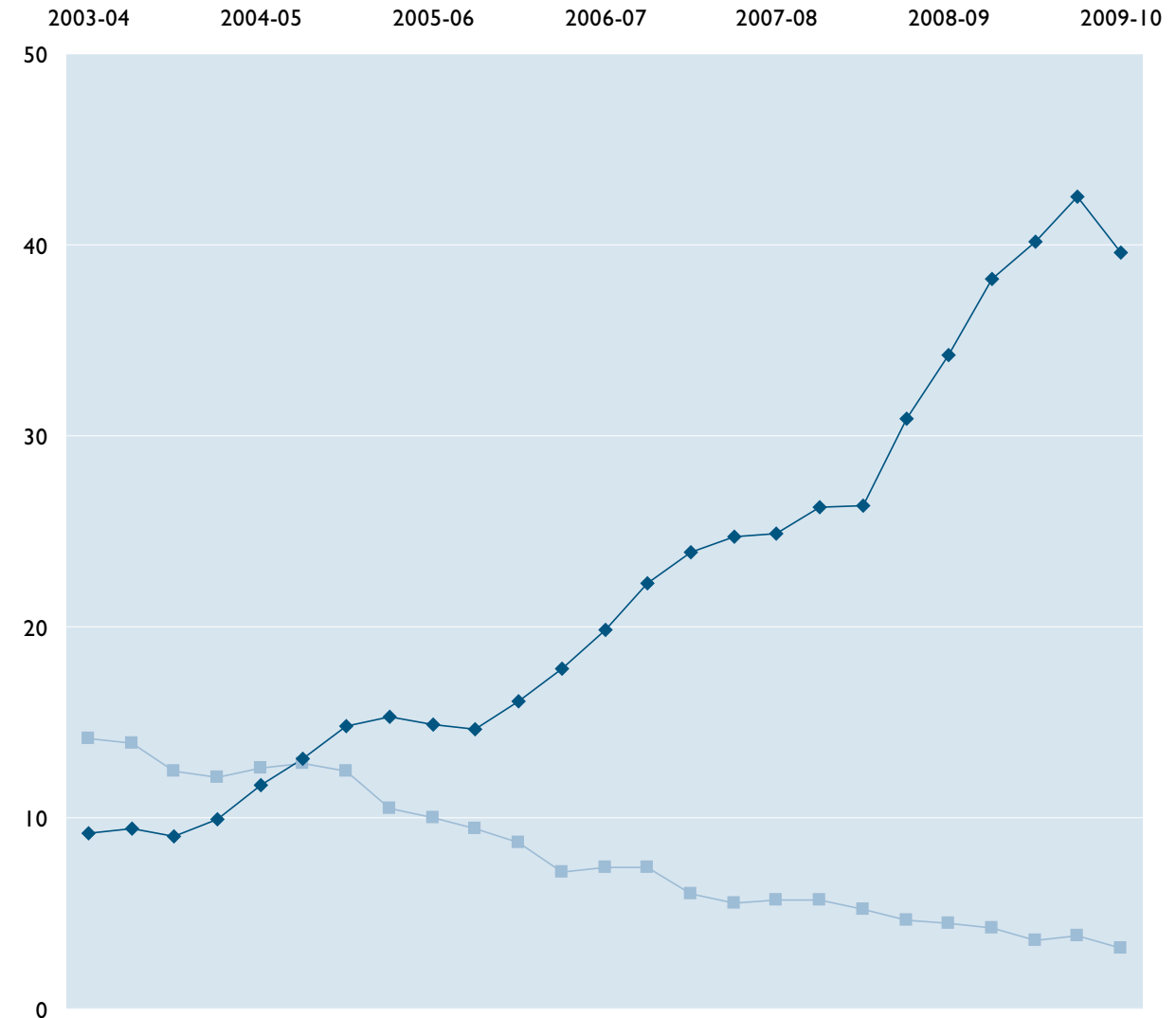
'Text My Journey' – a service which confirms Online Journey Planner details direct to a customer's mobile phone.

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

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

Chart 2.3b National Rail Enquiry Service

National Rail Enquiries - Volumes of self service channel and telephone enquiries 2003-04 to 2009-10 Q1 (million calls/self service visits) ◆ Self-service channels ■ NRES



2.4 Passengers in excess of capacity

Background

In the past the Department for Transport (DfT) has monitored crowding on London commuter services under a regime known as 'passengers in excess of capacity' (PiXC). DfT no longer uses the PiXC regime and is introducing new measures to monitor crowding. In future editions of NRT it is planned that new and improved statistics on crowding will be made available covering more of the country. As these new statistics are not yet available, an interim PiXC table has been prepared, updated for 2007 showing new and existing TOCs covering London & the South East.

Methodology

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

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

Other comments

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

Table 2.4 Passengers in excess of capacity

Percentage of passengers in excess of capacity 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 ^{1,2}	8.9%	8.4%	3.6%	3.5%	6.5%	6.2%
London Midland ⁴	6.9%	-	2.3%	-	4.8%	-
London Overground ⁵	1.4%	-	0.0%	-	0.8%	-
National Express East Anglia ³	4.8%	5.2%	2.4%	2.1%	3.7%	3.7%
Silverlink County ⁴	-	1.9%	-	2.6%	-	2.3%
Silverlink Metro ⁵	-	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%
Total	4.0%	4.2%	1.8%	1.5%	3.0%	3.0%

Source: Department for Transport

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