

2 Rail performance

Up to and including 2010-11 Q2

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Key results: 2009-10 on 2008-09

2.1 Public Performance Measure (PPM)

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

2.2 Complaints

- The number of complaints per 100,000 passenger journeys decreased by 19.3% from 2008-09 to 2009-10.
- Train service performance accounted for 36% of all complaints. Fares, retailing and refunds increased from 20% to 21%, whilst complaints about quality on train reduced from 14% to 12% of the total.

2.3 National Rail Enquiries (NRES)

- The number of telephone enquiries received by NRES fell by 23.7%, from 16.1 million calls in 2008-09 to 12.3 million in 2009-10. The percentage of calls answered increased to 94.8%, the highest percentage recorded since 2005-06.
- The total number of telephone and self-service enquiries increased by 22.8% to 199 million in 2009-10. The largest increases were in PDA and WAP services.
- The Mystery shopper results record the accuracy of information provided by NRES providers. At the end of 2009-10, 99.0% of calls were answered accurately, up from 98.3% in 2008-09.

2.4 PiXC

- The PiXC data shows that within the sample collected, 2.2% of passengers were travelling in excess of capacity in 2009, a decline from 3.0% in 2008.
- During peak morning and peak afternoon hours, First Great Western operated 8.2% above capacity during 2009, an increase from 6.5% in 2008. London Overground, London Midland and Southern services also increased their proportion of passenger in excess of capacity. Six TOCs had reduced levels of crowding in 2009 compared to 2008 (c2c, Chiltern, First Capital Connect, National Express East Anglia, Southeastern and South West Trains).

Key results: 2010-11 Q2 on 2009-10 Q2

2.1 Public Performance Measure (PPM)

- Franchised operators PPM was 93.4% in 2010-11 Q2, 0.2 percentage points down from 93.6% in 2009-10 Q2. Non-franchised operators had a PPM of 94.0% in 2010-11 Q2.
- Franchised services in the London and South East sector had a PPM of 93.4% in 2010-11 Q2, a fall of 0.4 percentage points on the same period last year.
- Franchised regional operators had a PPM of 93.9% in 2010-11 Q2, an increase of 0.2 percentage points on the same period last year.
- Franchised long-distance operators had a PPM of 90.6% in 2010-11 Q2, a fall of 1.0 percentage points on the same period last year.

2.2 Complaints

- The rate of complaints was 35 per 100,000 journeys in 2010-11 Q2, down from 45 per 100,000 journeys in 2009-10 Q2.
- Train service performance continued as the category with the highest number of complaints in 2010-11 Q2 with 31% of all complaints. Fares, retailing and refunds was second with 22% followed by complaints about the quality on train with 14%.
- There were 802 appeals opened by passenger watchdogs against all operators in 2010-11 Q2.
- In 2010-11 Q2, 2,356 people contacted Passenger Focus and London TravelWatch.

2.3 National Rail Enquiries (NRES)

- In 2010-11 Q2, National Rail Enquiries (NRES) received 2.2 million calls, down from 3.2 million in 2009-10 Q2. The percentage of calls answered increased from 96.1% in 2009-10 Q2 to 96.3% in 2010-11 Q2.
- The number of visits to the National Rail website has increased to 45.0 million in 2010-11 Q2 from 40.3 million in 2009-10 Q2.
- The Mystery shopper results show that in 2010-11 Q2 97.8% of calls were answered accurately, a decline from 99.3% in 2009-10 Q2.

2.1a Public performance measure

Background

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

Methodology

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

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

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

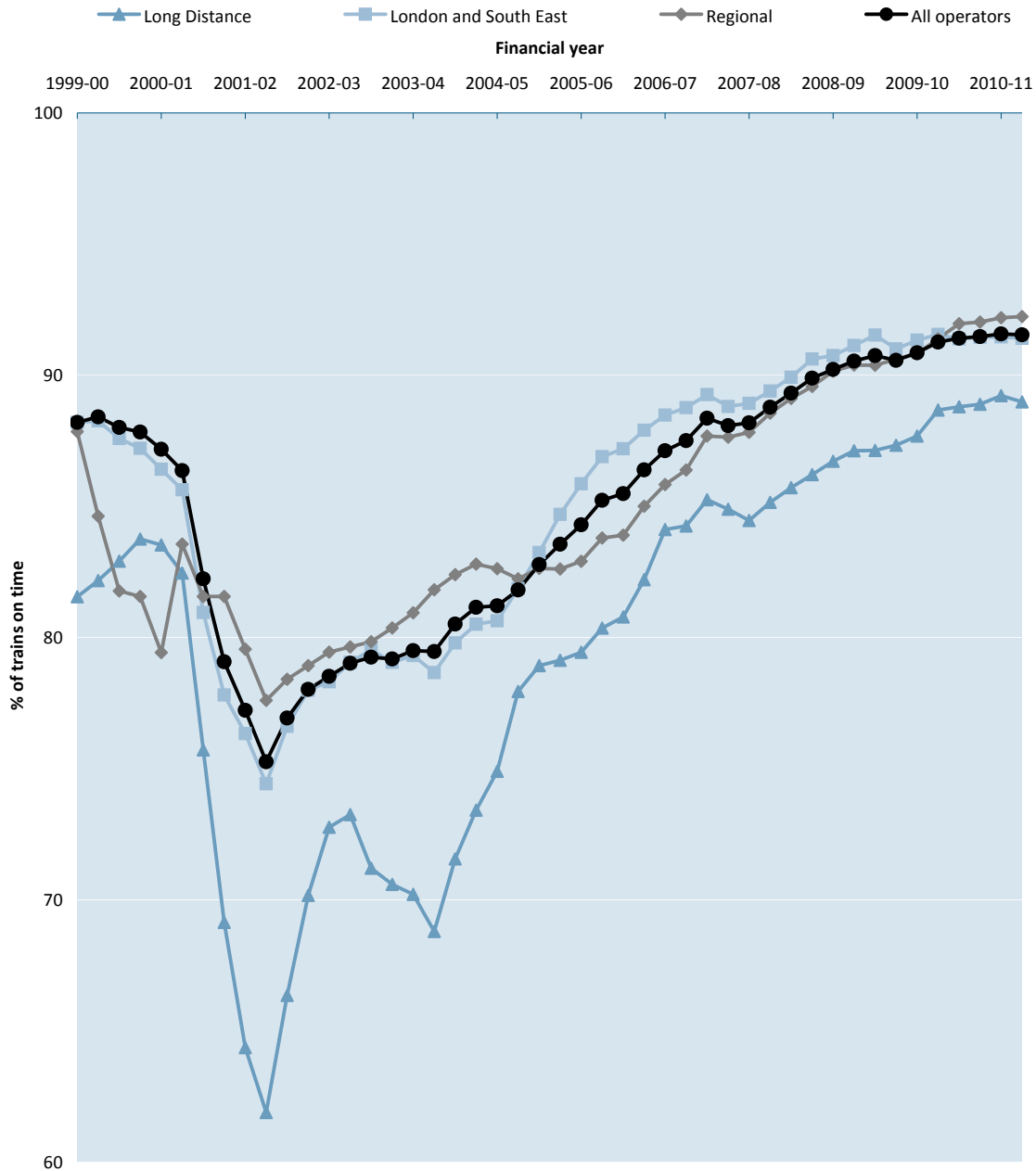
Trains which complete their journey as planned are measured for punctuality at their final destination. A train's performance is generally recorded by the automated monitoring systems which log performance using the signalling equipment.

Notes

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

Chart 2.1a Public performance measure MAA

Percentage of trains arriving on time 1999-00 Q1 to 2010-11 Q2



Source: Network Rail

Notes

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

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

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

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

The following sector changes have been made from 2009-10 Q1 to be consistent with Network Rail targets for 2009-2014.

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

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

Table 2.1a Public performance measure

Percentage of trains arriving on time Great Britain 2003-04 Q1 to 2010-11 Q2

		FRANCHISED OPERATORS							
		Long-distance operators	London and SE operators total (inc peak)	London and SE operators peak only	Regional operators	All franchised operators	All franchised operators PPM MAA	All non-franchised operators	All operators
2003-04		73.4	80.5	77.9	82.8	81.2			
2004-05		79.1	84.7	81.9	82.6	83.5			
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	88.7	90.6	90.6			
2009-10		88.9	91.4	88.8	92.0	91.5			
<i>Percentage point change 2009-10 on 2008-09</i>		<i>1.6</i>	<i>0.4</i>	<i>0.1</i>	<i>1.4</i>	<i>0.9</i>			
2003-04	Q1	74.5	84.0	83.0	85.7	84.3	79.5		
	Q2	66.9	79.7	79.3	83.7	80.8	79.5		
	Q3	71.7	76.3	72.1	77.2	76.4	80.5		
	Q4	80.7	82.1	77.3	84.6	83.1	81.2		
2004-05	Q1	80.5	84.5	82.0	84.9	84.5	81.2		
	Q2	79.0	84.4	83.9	82.2	83.2	81.8		
	Q3	75.8	81.9	77.7	78.8	80.3	82.8		
	Q4	81.3	88.0	83.9	84.6	86.2	83.6		
2005-06	Q1	81.6	89.1	87.1	86.1	87.5	84.3		
	Q2	82.6	88.5	86.5	85.6	87.0	85.2		
	Q3	77.6	83.2	77.9	79.5	81.3	85.5		
	Q4	87.0	90.8	87.7	89.0	89.8	86.4		
2006-07	Q1	88.1	91.4	90.2	89.5	90.4	87.1		
	Q2	83.4	89.6	88.7	87.8	88.5	87.5		
	Q3	82.9	85.2	80.6	84.4	84.7	88.4		
	Q4	85.2	89.0	84.9	88.8	88.7	88.1		
2007-08	Q1	86.3	91.9	90.9	90.2	90.8	88.2		
	Q2	86.1	91.5	90.5	90.7	90.8	88.8		
	Q3	85.3	87.3	83.0	86.7	86.9	89.3		
	Q4	87.1	91.7	89.1	90.7	91.0	89.9		
2008-09	Q1	88.2	92.4	91.2	92.5	92.1	90.2		
	Q2	87.8	93.0	92.1	91.6	92.0	90.5		
	Q3	85.5	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	93.6	92.2	93.4	93.2	90.9		
	Q2	91.6	93.7	92.5	93.8	93.6	91.3		
	Q3	86.2	88.4	84.7	89.1	88.5	91.4	93.5	
	Q4	88.2	89.9	85.7	91.8	90.5	91.5	94.0	
2010-11	Q1	90.8	93.6	91.0	94.0	93.5	91.6	92.6	93.5
	Q2	90.6	93.4	91.0	93.9	93.4	91.5	94.0	93.4
<i>Percentage point change 2010-11 Q2 on 2009-10 Q2</i>		<i>-1.0</i>	<i>-0.4</i>	<i>-1.5</i>	<i>0.2</i>	<i>-0.2</i>	<i>0.3</i>	<i>-</i>	<i>-</i>

Source: Network Rail

Table 2.1b Public performance measure by TOC

Percentage of trains arriving on time Great Britain 2009-10 Q2 to 2010-11 Q2

	2009-10 Q2	2009-10 Q3	2009-10 Q4	2010-11 Q1	2010-11 Q2	MAA to 30 September 2010	Percentage point change 2010-11 Q2 on 2009-10 Q2
Franchised operators							
Arriva Trains Wales	95.6	93.8	95.1	95.6	95.8	95.1	0.3
c2c	96.2	96.9	96.8	96.8	96.3	96.7	0.1
Chiltern Railways	96.1	95.3	94.3	95.1	95.8	95.1	-0.3
Cross Country	91.8	88.5	88.8	90.0	92.0	89.9	0.2
East Coast ¹	89.3	84.0	86.1	87.5	85.9	85.8	-3.4
East Midlands Trains	93.4	90.9	92.7	94.3	94.1	93.0	0.7
First Capital Connect	92.6	84.8	87.4	92.3	91.8	89.2	-0.8
First Great Western	93.2	90.0	92.7	92.6	91.2	91.6	-2.0
First Scotrail	93.5	86.7	89.5	94.5	94.5	91.4	0.9
First TransPennine Express	95.3	88.2	91.6	94.3	92.9	91.8	-2.3
London Midland	91.4	88.2	90.3	92.2	92.7	90.9	1.3
London Overground	93.7	92.3	92.7	95.0	95.1	94.2	1.4
Merseyrail	97.0	95.5	96.7	96.3	96.2	96.2	-0.8
National Express East Anglia	92.7	89.3	89.9	92.0	92.4	90.9	-0.3
Northern	93.7	87.5	91.6	93.6	93.3	91.5	-0.4
Southeastern	94.0	84.8	86.0	92.2	92.6	89.0	-1.4
Southern	92.9	87.1	89.3	93.5	92.6	90.6	-0.3
South West Trains	95.2	89.3	92.1	95.9	95.5	93.2	0.3
Virgin Trains	90.0	83.2	83.5	89.5	91.3	86.9	1.3
Peak services							
c2c	96.5	97.1	95.8	96.2	96.0	96.3	-0.5
Chiltern Railways	95.1	93.6	90.5	93.8	94.1	93.0	-1.0
First Capital Connect	91.4	82.2	85.2	90.0	89.6	86.9	-1.8
First Great Western	92.7	85.8	89.3	89.2	86.3	87.6	-6.4
London Midland	87.6	81.1	78.2	89.4	89.1	84.5	1.5
London Overground	97.2	95.8	93.8	97.5	93.4	95.1	-3.8
National Express East Anglia	92.8	88.4	87.4	91.0	92.2	89.8	-0.6
Southeastern	91.6	79.0	78.0	87.6	89.0	83.7	-2.6
Southern	91.0	82.9	86.0	90.2	89.3	87.1	-1.7
South West Trains	94.5	85.2	88.8	95.2	94.6	90.9	0.1
Non-franchised operator							
First Hull Trains	84.8	84.9	87.3	87.7	83.6	85.9	1.1
Grand Central	-	81.4	84.8	84.8	84.6	-	-
Heathrow Express	-	95.2	95.8	94.2	96.0	-	-
Wrexham and Shropshire	-	84.7	78.5	82.5	88.1	-	-

Source: Network Rail

Notes

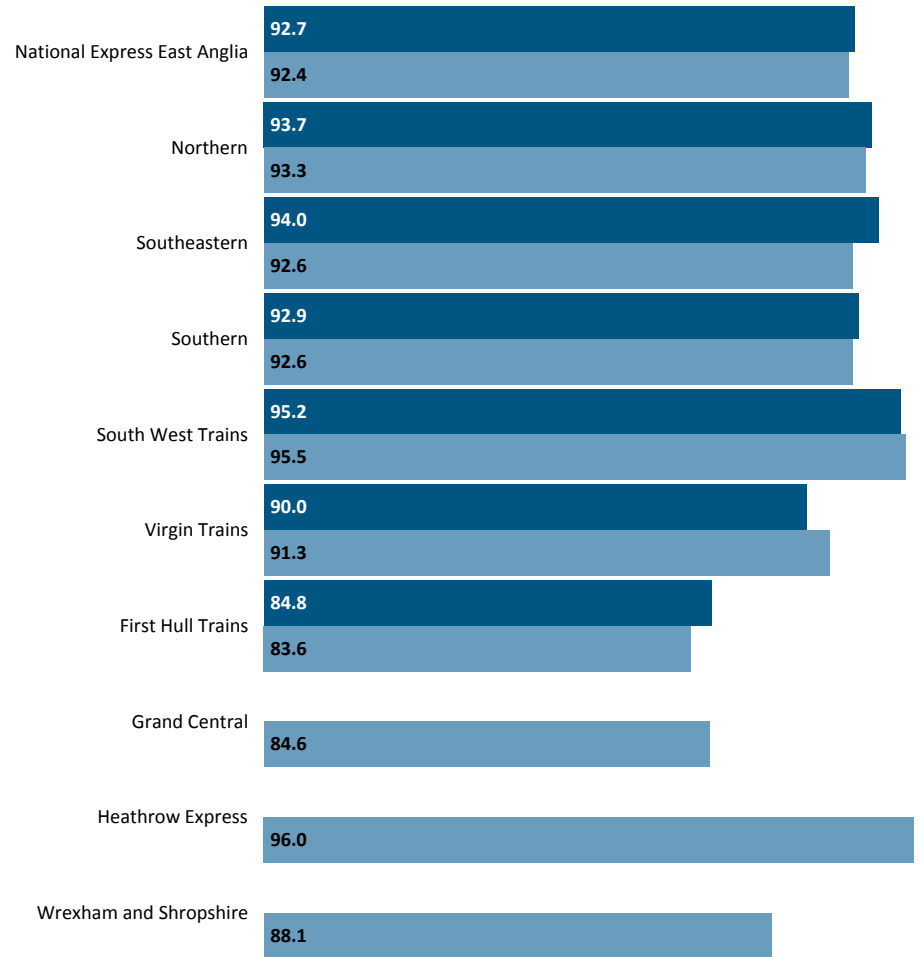
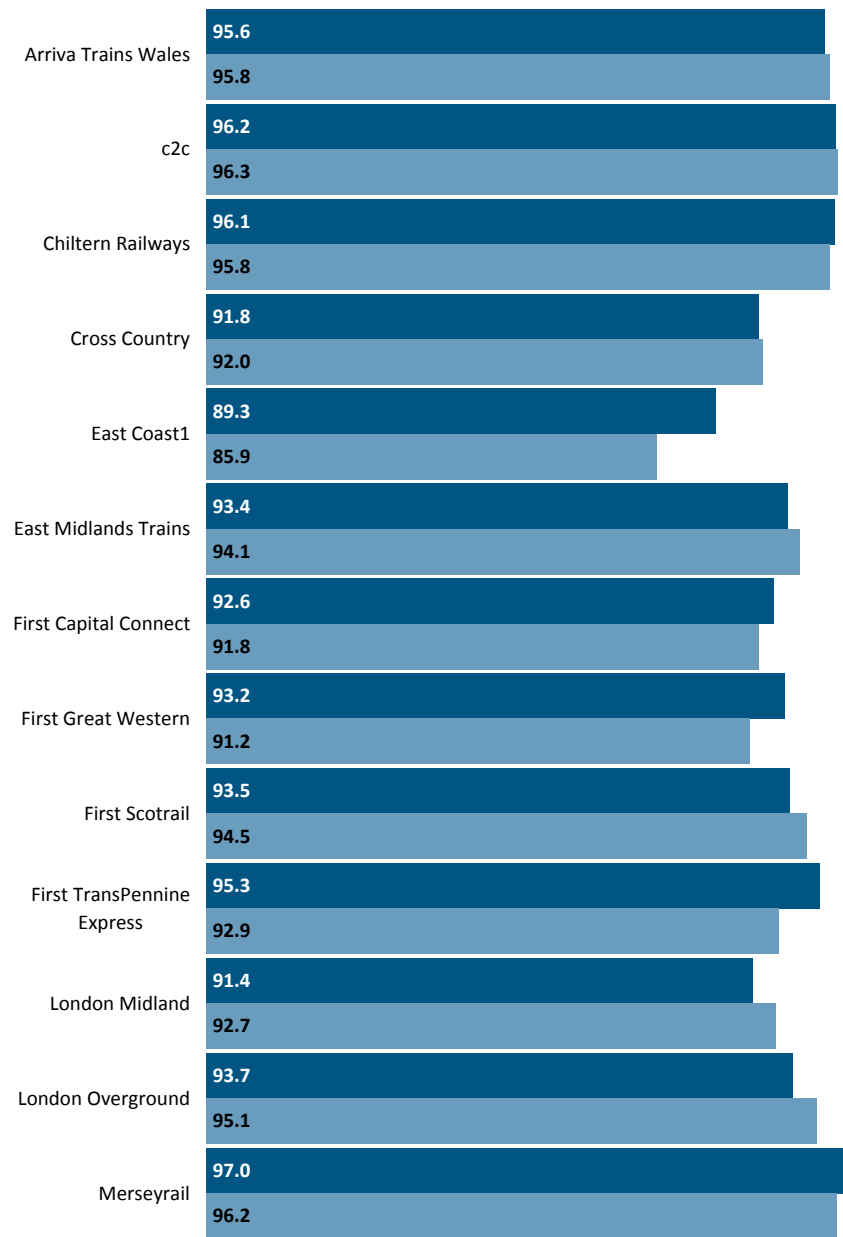
Long-distance operators show the percentage of trains arriving within ten minutes of timetabled arrival at final destination. London and South East and regional operators show the percentage of trains arriving within five minutes of the timetabled arrival.

¹ National Express East Coast services were transferred to East Coast on 13th November 2009.

Chart 2.1b Public performance measure by TOC

Percentage of trains arriving on time 2010-11 Q2 on 2009-10 Q2

■ 2009-10 Q2
■ 2010-11 Q2



2.2a Complaints rate

Change in data source

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

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

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

Background

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

Methodology

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

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

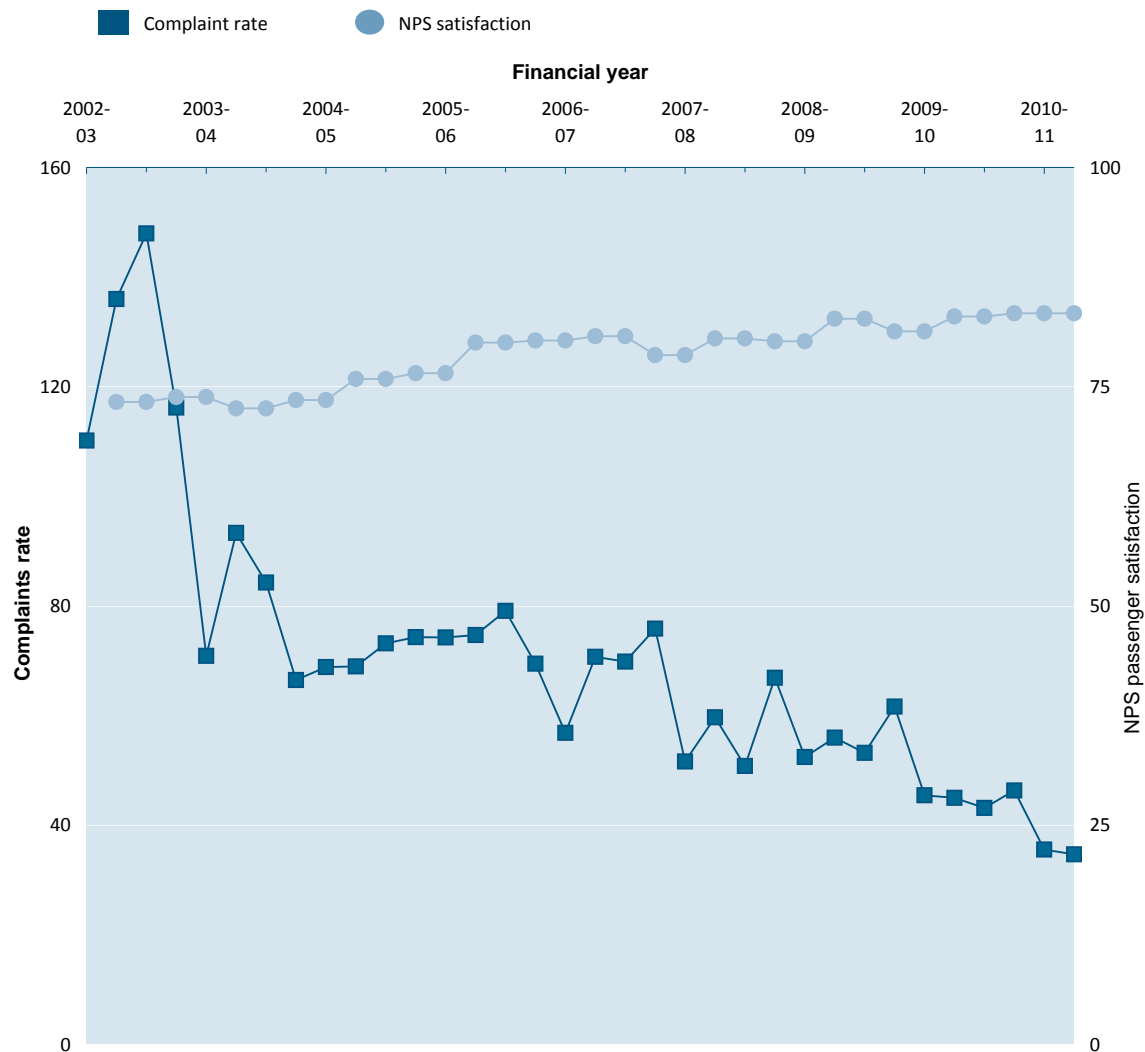
Other comments

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

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

Chart 2.2a Complaints rate

Rate per 100,000 passenger journeys (left-hand scale) and National Passenger Survey % satisfaction rate (right-hand scale) 2002-03 Q1 to 2010-11 Q2



Source: Train Operating Companies, Passenger Focus

Notes

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

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

Notes and revisions

Data prior to 2004-05 are not directly comparable to data from 2004-05 onwards due to a regional operator introducing a new method of recording telephone enquiries.

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

¹The time series for the 'All operators' complaints rate has been revised. This is due to the number of passenger journeys being revised in Chapter 1 of National rail trends up to 2008-09 Q4. The MAA has been updated to reflect these revisions.

^r2010-11 Q1 data have been revised. A number of TOCs submitted revised data to ORR and passenger journeys data for Merseyrail have been updated.

^pThe quarterly data within the present year is provisional since some TOCs revise their complaints figures and journey data may change slightly as more information becomes available.

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

Table 2.2a Complaints rate

Rate per 100,000 passenger journeys Great Britain 2003-04 Q1 to 2010-11 Q2

		All operators ¹	Complaints MAA ¹
2003-04		79	
2004-05		71	
2005-06		74	
2006-07		68	
2007-08		57	
2008-09		56	
2009-10		45	
<i>Percentage change</i>			
2009-10 on 2008-09		-19.3	
2003-04	Q1	71	118
	Q2	93	107
	Q3	84	91
	Q4	66	79
2004-05	Q1	69	78
	Q2	69	72
	Q3	73	69
	Q4	74	71
2005-06	Q1	74	73
	Q2	75	74
	Q3	79	76
	Q4	69	74
2006-07	Q1	57	70
	Q2	71	69
	Q3	70	67
	Q4	76	68
2007-08	Q1	52	67
	Q2	60	64
	Q3	51	59
	Q4	67	57
2008-09	Q1	52	57
	Q2	56	56
	Q3	53	57
	Q4	62	56
2009-10	Q1	45	54
	Q2	45	51
	Q3	43	49
	Q4	46	45
2010-11	Q1^{p,r}	36	43
	Q2^p	35	40

Source: Train Operating Companies

Table 2.2b TOC complaints rate

Complaints per 100,000 passenger journeys, Great Britain 2009-10 Q2 to 2010-11 Q2

Operator	2009-10 Q2	2009-10 Q3	2009-10 Q4	2010-11 Q1 ^p	2010-11 Q2 ^p	Full year 2008-09	Full year 2009-10	Percentage change 2009-10 on 2008-09
Arriva Trains Wales ¹	191	49	45	40	44	272	122	-55.3
c2c	15	11	11	9	9	18	13	-27.8
Chiltern Railways	48	47	65	46	41	60	56	-7.7
Cross Country	167	140	183	74	90	191	154	-19.4
East Coast ²	301	290	329	110	166	250	310	24.0
East Midlands Trains	95	87	102	74	74	127	98	-22.2
First Capital Connect	31	39	39	23	27	38	36	-4.0
First Great Western	80	95	90	67	86	97	87	-10.2
First Scotrail ^{r1}	30	32	45	24	22	36	34	-6.7
First TransPennine Express	64	71	95	49	55	80	72	-10.4
London Midland	44	38	36	49	39	102	39	-61.7
London Overground	10	8	7	9	7	19	9	-53.5
Merseyrail ^{r2}	23	19	17	12	12	21	21	-3.3
National Express East Anglia	25	21	22	24	31	41	23	-43.4
Northern ^{r2}	30	32	32	23	28	41	30	-26.5
Southeastern	18	24	34	20	17	16	23	45.3
Southern	7	10	18	42	22	11	13	14.0
South West Trains ^{r2}	9	10	9	6	7	7	8	15.2
Virgin Trains	365	358	343	282	231	548	370	-32.4

Source: Train Operating Companies

Notes and revisions

¹ There is a series break for Arriva Train Wales between 2009-10 Q2 and 2009-10 Q3. This is because Arriva Train Wales used to supply all telephone calls received, from 2009-10 Q3 the data includes telephone complaints only. This is consistent with data submitted by other TOCs.

² There is a series break for East Coast between 2009-10 Q4 and 2011-11 Q1. East Coast and ORR reviewed the data quality submitted to ORR, the data submitted is now consistent with data supplied by other TOCs.

^{r1} First Scotrail data for 2007-08 Q4 and 2008-09 Q1-Q4 have been revised.

^{r2} Merseyrail, South West Trains and Northern figures have been revised for 2010-11 Q1.

^p The quarterly data within the present year is provisional since some TOCs revise their complaints figures and journey data may change slightly as more information becomes available.

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

Table 2.2c Complaint response performance

Percentage of complaints answered within 20 working days Great Britain 2009-10 Q2 to 2010-11 Q2

Operator	2009-10 Q2	2009-10 Q3	2009-10 Q4	2010-11 Q1	2010-11 Q2	Full year 2008-09	Full year 2009-10
Arriva Trains Wales	98%	99%	98%	99%	99%	98%	99%
c2c	99%	99%	98%	99%	100%	98%	98%
Chiltern Railways	100%	96%	95%	99%	96%	98%	97%
Cross Country ^f	99%	98%	95%	100%	99%	100%	98%
East Coast	100%	91%	76%	100%	100%	73%	92%
East Midlands Trains	100%	98%	97%	99%	99%	100%	99%
First Capital Connect	100%	100%	90%	100%	100%	100%	97%
First Great Western	100%	100%	100%	100%	100%	100%	100%
First Scotrail	100%	100%	99%	100%	100%	100%	100%
First TransPennine Express	100%	100%	100%	100%	100%	100%	100%
London Midland	95%	90%	86%	78%	93%	84%	90%
London Overground	85%	90%	92%	82%	84%	96%	90%
Merseyrail	99%	98%	95%	96%	95%	97%	98%
National Express East Anglia	99%	95%	97%	100%	100%	90%	98%
Northern	100%	96%	96%	99%	97%	94%	98%
Southeastern	100%	100%	100%	100%	100%	100%	100%
Southern	100%	100%	100%	100%	100%	96%	94%
South West Trains	99%	98%	95%	99%	99%	99%	98%
Virgin Trains	57%	41%	53%	77%	91%	66%	53%

Source: Train Operating Companies

^f Response performance for Cross Country in 2009-10 Q4 has been revised from 98% to 95%. This was due to an error in the calculation spreadsheet.

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

Table 2.2d Complaints by category

Percentage of complaints made to TOCs - Great Britain 2009-10 Q2 to 2010-11 Q2

	2009-10 Q2	2009-10 Q3	2009-10 Q4	2010-11 Q1	2010-11 Q2	Full year 2008-09	Full year 2009-10
Train service performance	33%	35%	41%	32%	31%	36%	36%
Fares, retailing and refunds	22%	21%	18%	23%	22%	20%	21%
Quality on train	13%	12%	13%	12%	14%	14%	12%
Staff conduct and availability	7%	6%	5%	7%	8%	7%	6%
Complaints handling	7%	6%	6%	7%	6%	6%	6%
Information at stations and on trains	5%	6%	5%	5%	5%	5%	5%
Station quality	4%	4%	3%	4%	4%	3%	4%
Others*	9%	9%	8%	10%	10%	9%	9%
TOTAL	100%	100%	100%	100%	100%	100%	100%

Source: Train Operating Companies

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

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

Great Britain quarterly data 2009-10 Q4 to 2010-11 Q2

Background

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

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

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

Notes and revisions

^f 2010-11 Q1 data for East Coast have been revised.

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

TOC	2009-10 Q4	2010-11 Q1	2010-11 Q2
Franchised operators			
Arriva Trains Wales	10	6	9
c2c	11	4	5
Chiltern Railways	16	8	10
Cross Country	50	24	26
East Coast ^f	84	111	121
East Midlands Trains	45	32	60
First Capital Connect	99	41	58
First Great Western	69	54	77
First Scotrail	28	29	23
First TransPennine Express	27	19	18
London Midland	26	34	26
London Overground	8	7	5
Merseyrail	2	4	5
National Express East Anglia	47	51	43
Northern	26	18	23
Southeastern	98	78	63
Southern	42	66	64
South West Trains	158	84	77
Virgin Trains	67	65	56
Franchised operators total	913	735	769
Non-franchised operators			
First Hull Trains	1	0	0
Grand Central	6	5	4
Wrexham and Shropshire	0	0	0
Heathrow Express	0	0	2
Non-franchised operators total	7	5	6
Others			
Eurostar	9	20	11
Network Rail	8	12	16
Other total	17	32	27
All appeals opened	937	772	802

Source: London TravelWatch and Passenger Focus

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

Great Britain quarterly data 2009-10 Q4 to 2010-11 Q2

Background

Table 2.2f shows the number of people who contact both London TravelWatch and Passenger Focus. The table shows what the type of complaint the passenger is complaining about. Not all enquiries received will result in London TravelWatch or Passenger Focus opening an appeal on the passengers behalf. Therefore, the total in

table 2.2f will be higher than the table in 2.2e.

Notes and revisions

^f Station quality, Timetable and connection issues and Train service performance for 2010-11 Q1 have been revised.

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

Complaint Category	2009-10	2010-11	2010-11
	Q4	Q1	Q2
Accessibility	23	25	38
Complaints handling	613	466	425
Fares, retailing and refunds	892	866	812
Information and information providers	133	117	117
Quality on train	278	183	185
Safety and security	22	29	42
Staff conduct and availability	284	251	261
Station quality ^f	379	128	209
Timetable and connection Issues ^f	130	68	40
Train service performance ^f	525	275	216
Other	2	12	11
Total	3,281	2,420	2,356

Source: London TravelWatch and Passenger Focus

2.3a National Rail Enquiries

Background

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

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

Methodology

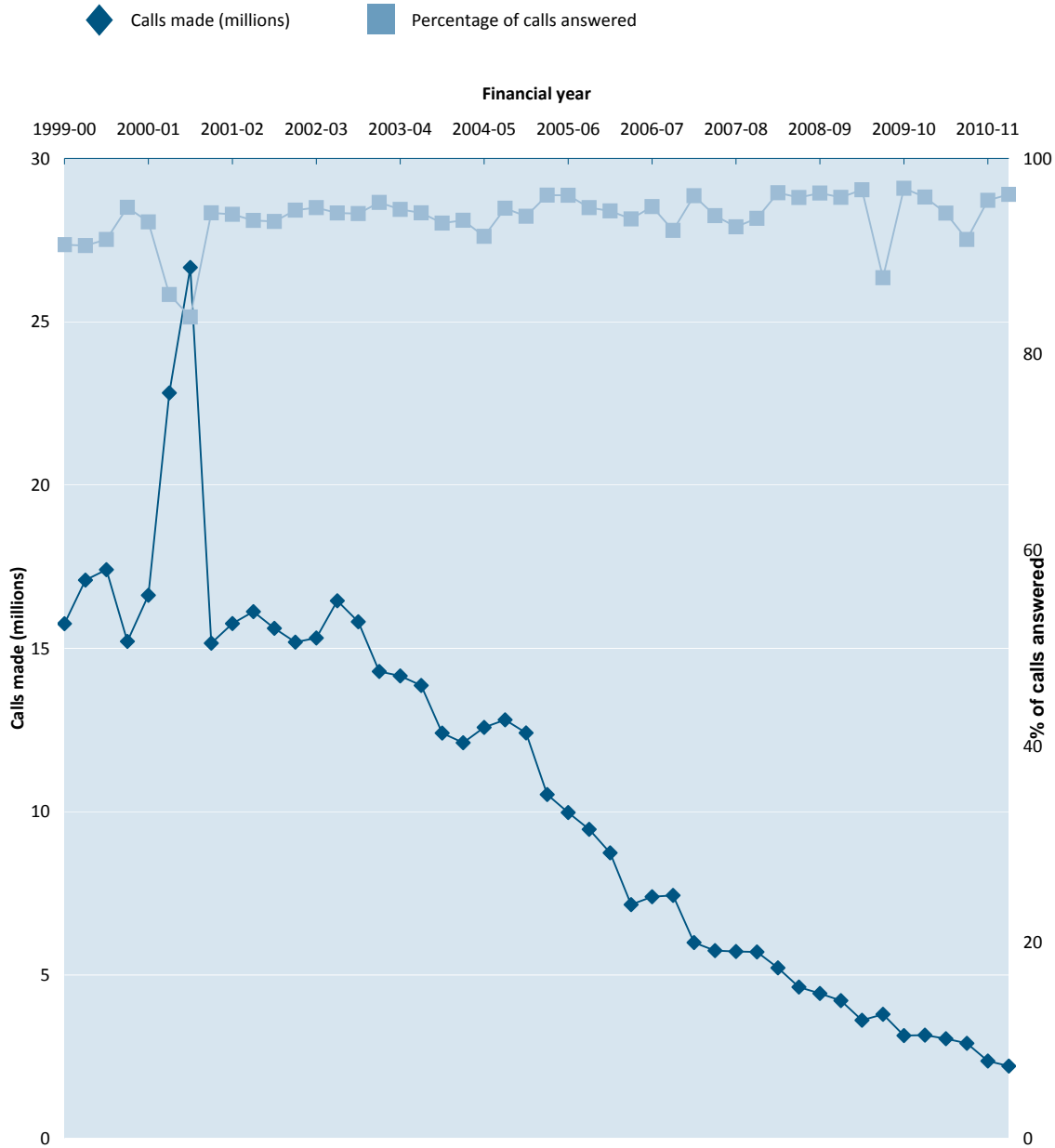
The data is compiled using network statistics provided by Cable & Wireless and include the number of calls answered, calls engaged and calls abandoned by the customer before they are answered in the contact centre.

Other comments

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

Chart 2.3a National Rail Enquiries

Calls made (millions) (left-hand scale) and percentage of calls answered (right hand scale) 1999-00 Q1 to 2010-11 Q2



Source: ATOC

Notes

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

* percentage point change

^f 2006-07 Q3, 2007-08 Q3 and 2008-09 Q3-Q4 data have been revised after ATOC supplied revised figures for period 10 data for each of these years.

For more information on revisions, please see the revisions log:

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

Table 2.3a National Rail Enquiries

Great Britain 2002-03 Q1 to 2010-11 Q2 (million calls and percentage of calls)

		Total inbound calls	Percentage answered	Percentage engaged	Percentage abandoned	Mystery shopping data (%)
2002-03		61.9	94.8	0.3	4.9	
2003-04		52.5	94.1	0.1	5.8	
2004-05		48.3	94.2	0.1	5.7	
2005-06		35.3	95.0	0.4	4.6	
2006-07 ^f		26.6	94.5	0.2	5.3	
2007-08 ^f		21.3	94.7	0.0	5.2	97.5
2008-09 ^f		16.1	94.4	1.2	4.4	98.3
2009-10		12.3	94.8	0.0	5.2	99.0
<i>Percentage change 2009-10 on</i>						
2008-09		-23.7	0.5*	-1.2*	0.8*	0.7*
2002-03	Q1	15.3	95.0	0.3	4.7	
	Q2	16.5	94.4	0.6	5.0	
	Q3	15.8	94.4	0.1	5.5	
	Q4	14.3	95.5	0.0	4.5	
2003-04	Q1	14.2	94.8	0.0	5.2	
	Q2	13.9	94.4	0.1	5.5	
	Q3	12.4	93.4	0.0	6.6	
	Q4	12.1	93.7	0.1	6.2	
2004-05	Q1	12.6	92.0	0.1	7.8	
	Q2	12.8	94.9	0.1	5.0	
	Q3	12.4	94.1	0.0	5.9	
	Q4	10.5	96.3	0.0	3.7	
2005-06	Q1	10.0	96.2	0.0	3.7	
	Q2	9.5	95.0	0.8	4.2	
	Q3	8.7	94.6	0.3	5.0	
	Q4	7.2	93.8	0.4	5.8	
2006-07	Q1	7.4	95.1	0.0	4.9	
	Q2	7.4	92.6	0.2	7.1	
	Q3^f	6.0	96.2	0.0	3.8	
	Q4	5.7	94.2	0.8	5.1	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^f	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^f	3.6	96.8	0.0	3.2	98.8
	Q4^f	3.8	87.8	5.2	7.0	99.3
2009-10	Q1	3.1	96.9	0.0	3.1	99.6
	Q2	3.2	96.1	0.0	3.9	99.3
	Q3	3.0	94.4	0.0	5.6	98.7
	Q4	2.9	91.7	0.0	8.3	98.5
2010-11	Q1	2.4	95.7	0.0	4.3	99.2
	Q2	2.2	96.3	0.0	3.7	97.8
<i>Percentage change</i>						
2010-11 Q2 on 2009-10 Q2		-30.0	0.3*	0.0*	-0.3*	-1.4*

Source: ATOC

2.3b National Rail Enquiries: Self-service channels

Background

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

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

Methodology

Data are collected by ATOC for a number of self-service enquiry channels:

Website visits - provides access to Online Journey Planner and Live Departure Boards via www.nationalrail.co.uk. Data are reported based on the number of visits to the National Rail website.

TrainTracker™ - an automated voice service providing departure and arrival information for trains. Data are reported based on the number of calls made to this service.

TrainTrackerText™ - provides arrival and departure board information via Short Message Service (SMS). Data are reported based on the number of text messages sent.

Text My Journey – a service which confirms Online Journey Planner details direct to a customer’s mobile phone. Data are reported based on the number of text messages sent.

PDA services - provides access to the National Rail website via Personal Digital Assistant (PDA). Data are reported based on the number of enquiries made via PDAs.

WAP services - provides access to Online Journey Planner & Live Departure Boards via Wireless Application Protocol (WAP). Data are reported based on the number of enquiries made via WAP.

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

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

Apps - visits through I-Phone, Android and smart phone devices.

Data changes

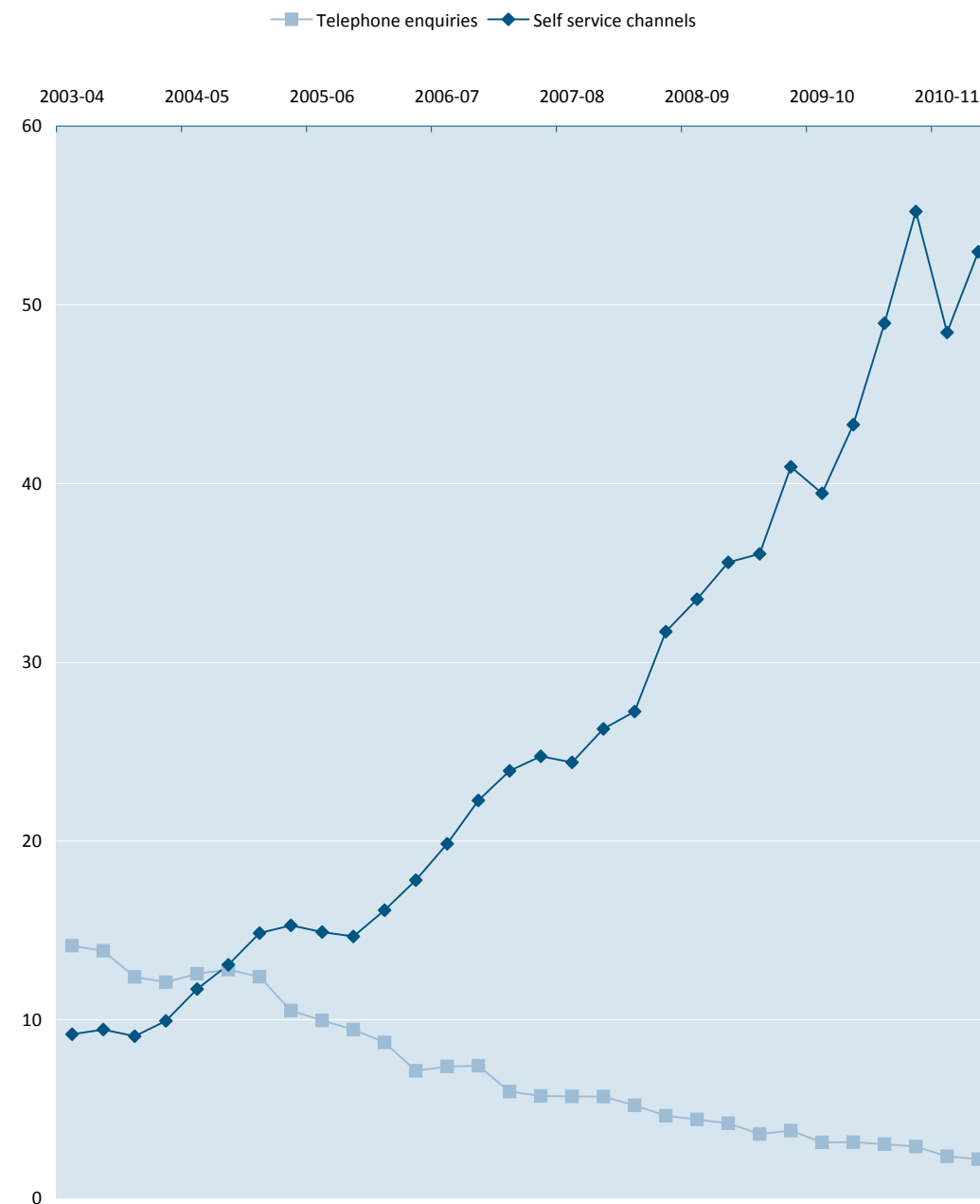
Prior to 2010-11 Q1, data for web visits to Online Journey Planner and Live Departure Boards were reported separately. These will now be reported as a total number of website visits.

This change has resulted in a series break after 2006-07 for website visits. Prior to 2006-07, website visits was calculated as the sum of visits to the Online Journey Planner and Live Departure Boards pages.

After 2006-07, website visits are calculated as the number of visits to the national rail homepage.

Chart 2.3b National Rail Enquiries

National Rail Enquiries - Volume of self service channels and telephone enquiries by quarter
2003-04 Q1 to 2010-11 Q2 (million calls/self-service visits)



Source: ATOC

Table 2.3b National Rail Enquiries

Telephone enquiries and self-service channels 2004-05 Q1 to 2010-11 Q2 (thousands)

	NRES telephone enquiries (total calls made)	Website visits ¹	Train Tracker TM (telephone message) ¹	Train Tracker Text ¹	Text My Journey ¹	PDA services ¹	WAP services ¹	Online Journey Planner - WAP (visits) ¹	Live Departure Boards - WAP (visits) ¹	Apps	Total
2003-04	52,529	37,556	-	-	-	-	-	23	109	-	90,216
2004-05	48,323	53,551	504	16	275	-	-	309	278	-	103,257
2005-06	35,321	59,356	3,035	185	344	-	-	308	302	-	98,851
2006-07 ²	26,561	84,149	5,163	421	387	-	-	326	348	-	117,355
2007-08 ²	21,269	103,359	4,424	718	418	-	-	389	336	-	130,914
2008-09 ²	16,057	139,722	4,669	863	330	411	138	-	-	-	162,192
2009-10	12,257	173,067	4,212	1,072	201	7,769	625	-	-	-	199,204
Percentage change 2009-10 on 2008-09											
	-23.7	23.9	-9.8	24.2	-39.0	1788.9	354.4	-	-	-	22.8
2004-05 Q1	12,578	11,588	-	-	4	-	-	72	55	-	24,297
Q2	12,813	12,849	-	-	84	-	-	76	68	-	25,890
Q3	12,410	14,546	44	-	101	-	-	83	79	-	27,263
Q4	10,522	14,568	461	16	86	-	-	78	77	-	25,807
2005-06 Q1	9,971	13,842	810	35	79	-	-	77	71	-	24,884
Q2	9,459	13,632	770	41	83	-	-	75	69	-	24,130
Q3	8,739	15,034	778	56	96	-	-	81	85	-	24,870
Q4	7,151	16,848	676	53	86	-	-	75	77	-	24,966
2006-07 Q1	7,392	18,664	883	58	93	-	-	77	73	-	27,240
Q2	7,433	20,718	1,226	85	95	-	-	77	77	-	29,711
Q3 ²	5,990	21,661	1,878	112	103	-	-	82	92	-	29,919
Q4	5,745	23,106	1,176	167	95	-	-	91	106	-	30,486
2007-08 Q1	5,718	22,516	1,329	154	102	-	-	166	138	-	30,123
Q2	5,705	24,462	1,281	177	102	-	-	142	118	-	31,987
Q3 ²	5,216	26,021	845	191	109	-	-	39	39	-	32,460
Q4	4,629	30,361	969	197	104	-	-	41	41	-	36,344
2008-09 Q1	4,432	32,010	1,177	186	88	46	21	-	-	-	37,962
Q2	4,215	33,972	1,256	171	81	76	37	-	-	-	39,807
Q3 ²	3,612	34,519	1,066	231	86	128	42	-	-	-	39,684
Q4 ²	3,797	39,220	1,171	274	75	162	38	-	-	-	44,737
2009-10 Q1	3,146	37,005	1,148	246	61	798	194	-	-	-	42,597
Q2	3,155	40,309	1,060	244	62	1,465	158	-	-	-	46,452
Q3	3,049	44,856	1,055	283	52	2,574	155	-	-	-	52,023
Q4	2,908	50,898	949	299	26	2,933	118	-	-	-	58,131
2010-11 Q1 ¹	2,365	41,586	695	218	20	3,554	105	-	-	2,279	50,823
Q2	2,208	45,005	694	194	18	4,317	91	-	-	2,647	55,175
Percentage Change 2010-11 Q2 on 2009-10 Q2											
	-30.0	11.7	-34.5	-20.6	-70.5	194.8	-42.4	-	-	-	18.8

Source: ATOC

¹ Figures in blue have been calculated based on periodic data rather than daily data.

^{r1} 2010-11 Q1 data have been revised due to refreshed data and the inclusion of Apps data.

^{r2} 2006-07 Q3, 2007-08 Q3 and 2008-09 Q3-Q4 data for number of NRES telephone enquiries have been revised after ATOC supplied revised figures for period 10 data for each of these years.

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

2.4 Passengers in excess of capacity

Background

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

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

Methodology

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

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

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

Other comments

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

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

Table 2.4 Passengers in excess of capacity

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

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

Source: Department for Transport and Transport for London

Notes

¹ Figures are based on only one manual count per service.

² First Capital Connect acquired extra rolling stock to increase capacity during 2009.

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

⁴ Counts for two AM peak services were carried out in February 2010.

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

⁶ The new Southern franchise commenced in September 2009.

⁷ Includes Gatwick Express.