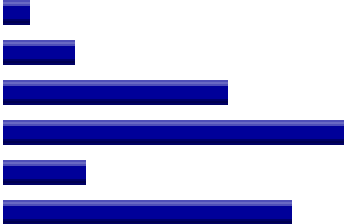


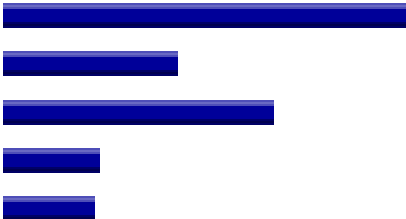
Results for: 2007 National Rail Trends Stakeholder Questionnaire

1)

How often do you read or refer to either the quarterly National Rail Trends (NRT) or the annual NRT Yearbook publication?

| | | Percentage | Responses |
|------------------|--|------------|-----------|
| Daily |  | 2.5 | 7 |
| Weekly | | 6.9 | 19 |
| Monthly | | 21.7 | 60 |
| Every Quarter | | 33.2 | 92 |
| Every Year | | 7.9 | 22 |
| Never | | 27.8 | 77 |
| Total responses: | | | 277 |

2) What do you use the information in NRT to do?

| | | Percentage | Responses |
|--|---|------------|-----------|
| To gain an overview of the rail industry |  | 38.9 | 88 |
| To obtain quotes to use in other documents | | 16.8 | 38 |
| To see what has changed in the rail industry | | 26.1 | 59 |
| To predict changes in the rail industry | | 9.3 | 21 |
| Other | | 8.8 | 20 |

3)

How useful do you find the summary sections of the publication?

| | 1 Very useful | 2 Quite useful | 3 Not very useful | 4 Of no use whatsoever | 5 N/A - Not read | Responses | Average Score |
|-------------------|--------------------------|---------------------------|------------------------------|-----------------------------------|-----------------------------|------------------|------------------------------|
| Introduction | 18 (14.75%) | 81 (66.39%) | 17 (13.93%) | 1 (0.82%) | 5 (4.10%) | 122 | 2.13 / 5 (42.60%) |
| Executive Summary | 40 (32.79%) | 72 (59.02%) | 7 (5.74%) | 0 (0.00%) | 3 (2.46%) | 122 | 1.80 / 5 (36.00%) |
| Chapter Summaries | 30 (24.59%) | 81 (66.39%) | 6 (4.92%) | 0 (0.00%) | 5 (4.10%) | 122 | 1.93 / 5 (38.60%) |
| Appendix | 23 (18.85%) | 71 (58.20%) | 20 (16.39%) | 1 (0.82%) | 7 (5.74%) | 122 | 2.16 / 5 (43.20%) |
| | | | | | | | 2.01 / 5 (40.20%) |

4)

To what extent do you agree with the following statements?

| | 1 Strongly agree | 2 Agree | 3 Disagree | 4 Strongly disagree | 5 N/A - Not read | Responses | Average Score |
|---|-----------------------------|--------------------|-----------------------|--------------------------------|-----------------------------|------------------|------------------------------|
| The publication is useful | 67 (54.92%) | 55 (45.08%) | 0 (0.00%) | 0 (0.00%) | 0 (0.00%) | 122 | 1.45 / 5 (29.00%) |
| The overall presentation is good | 28 (22.95%) | 92 (75.41%) | 2 (1.64%) | 0 (0.00%) | 0 (0.00%) | 122 | 1.79 / 5 (35.80%) |
| The overall commentary is good | 18 (14.75%) | 93 (76.23%) | 9 (7.38%) | 0 (0.00%) | 2 (1.64%) | 122 | 1.98 / 5 (39.60%) |
| The statistical data/tables are helpful | 56 (45.90%) | 62 (50.82%) | 4 (3.28%) | 0 (0.00%) | 0 (0.00%) | 122 | 1.57 / 5 (31.40%) |
| The Charts/Illustrations/Graphs are helpful | 39 (31.97%) | 75 (61.48%) | 5 (4.10%) | 1 (0.82%) | 2 (1.64%) | 122 | 1.79 / 5 (35.80%) |
| | | | | | | | 1.71 / 5 (34.20%) |

5)

How useful do you find the [Rail Usage](#) chapter of the publication?

| | 1 Very useful | 2 Quite useful | 3 Not very useful | 4 Of no use whatsoever | 5 N/A - Not read | Responses | Average Score |
|-----------------------------|--------------------|--------------------|----------------------|---------------------------|---------------------|-----------|------------------------------|
| Passenger kilometres | 58 (47.54%) | 49 (40.16%) | 10 (8.20%) | 3 (2.46%) | 2 (1.64%) | 122 | 1.70 / 5 (34.00%) |
| Passenger journeys | 64 (52.46%) | 44 (36.07%) | 9 (7.38%) | 3 (2.46%) | 2 (1.64%) | 122 | 1.65 / 5 (33.00%) |
| Passenger revenue | 52 (42.62%) | 48 (39.34%) | 15 (12.30%) | 4 (3.28%) | 3 (2.46%) | 122 | 1.84 / 5 (36.80%) |
| Timetabled train kilometres | 38 (31.15%) | 56 (45.90%) | 21 (17.21%) | 3 (2.46%) | 4 (3.28%) | 122 | 2.01 / 5 (40.20%) |
| | | | | | | | 1.80 / 5 (36.00%) |

6) Please add anything else that you want to say about the [Rail Usage](#) chapter here. (Optional)

(The last five responses are given)

- * would like much more of this type of data/ analysis - the basics of what's happening in rail
- * calendar quarters would be in line with most other stats publications
- * would like more commentary & explanation of change
- The split of ordinary vs season tickets is a bit odd. It would be very useful to have this split between first and standard and regulated and unregulated fares.
- There still seems to be an unwelcome degree of doubt over journey (and presumably kilometres) data because of travelcard-type issues.
- Given recent White Paper re capacity and additonal demand growth targets the industry should achieve 2009-2014, and which ORR are req to police, it would be useful if additional data relating to these taregts was produced, so that the industry can see how close to meeting these targets it is over the coming years
- something needs to be added about fares info.

7) How useful do you find the [Rail Performance](#) chapter of the publication?

| | 1 Very useful | 2 Quite useful | 3 Not very useful | 4 Of no use whatsoever | 5 N/A - Not read | Responses | Average Score |
|----------------------------|------------------|--------------------|----------------------|---------------------------|---------------------|-----------|----------------------|
| Public Performance Measure | 44 (36.07%) | 66 (54.10%) | 8 (6.56%) | 1 (0.82%) | 3 (2.46%) | 122 | 1.80 / 5 (36.00%) |
| Rail Complaints | 18 (14.75%) | 63 (51.64%) | 33 (27.05%) | 3 (2.46%) | 5 (4.10%) | 122 | 2.30 / 5 (46.00%) |

| | | | | | | | |
|---|-------------|--------------------|-------------|-----------|-----------|-----|------------------------------|
| National Rail Enquiry Service | 12 (9.84%) | 56 (45.90%) | 38 (31.15%) | 9 (7.38%) | 7 (5.74%) | 122 | 2.53 / 5 (50.60%) |
| Passengers in excess of capacity (PiXC) | 40 (32.79%) | 58 (47.54%) | 16 (13.11%) | 4 (3.28%) | 4 (3.28%) | 122 | 1.97 / 5 (39.40%) |
| | | | | | | | 2.15 / 5 (43.00%) |

8) Please add anything else that you want to say about the [Rail Performance](#) chapter here. (Optional)

(The last five responses are given)

- * would like more on crowding (much more important now than punctuality) - this is one of DfT's key policy areas & we urgently need more stats on this
- Getting online NRES data included would be a positive step as NRES telephone data is increasingly a small part of the picture on people obtaining the information they need
- The NRES stuff is of declining use, given the rise of Internet-based info systems
- As above - good to have additional pages which depict how well the industry is delivering the the White Paper PPM targets
- more about performance of offer fares that never seem to be available? maybe a case for orr to look into

9) How useful do you find the [Freight](#) chapter of the publication?

| | 1 Very useful | 2 Quite useful | 3 Not very useful | 4 Of no use whatsoever | 5 N/A - Not read | Responses | Average Score |
|---------------------------|------------------|--------------------|----------------------|---------------------------|---------------------|-----------|------------------------------|
| Freight Moved | 37 (30.33%) | 52 (42.62%) | 21 (17.21%) | 3 (2.46%) | 9 (7.38%) | 122 | 2.14 / 5 (42.80%) |
| Freight Lifted | 35 (28.69%) | 49 (40.16%) | 25 (20.49%) | 2 (1.64%) | 11 (9.02%) | 122 | 2.22 / 5 (44.40%) |
| Freight Market Indicators | 27 (22.13%) | 56 (45.90%) | 20 (16.39%) | 4 (3.28%) | 15 (12.30%) | 122 | 2.38 / 5 (47.60%) |
| | | | | | | | 2.25 / 5 (45.00%) |

10) Please add anything else that you want to say about the [Freight](#) chapter here. (Optional)

(The last five responses are given)

- might benefit from harmonising with TSGB & other stats publications (need to check)
- I'm a bit wary of this data given the problems with its veracity. I have trouble remembering which set is more robust and this casts doubt on all of it.
- no
- The commodity breakdown used for freight moved should also be used for freight lifted.
- The freight market indicators appear simply to repeat data in other tables

11)

How useful do you find the [Miscellaneous tables](#) section in the publication?

| | 1 Very useful | 2 Quite useful | 3 Not very useful | 4 Of no use whatsoever | 5 N/A - Not read | Responses | Average Score |
|---------------------------------|------------------|--------------------|----------------------|---------------------------|---------------------|-----------|------------------------------|
| Average age of rolling stock | 30 (24.59%) | 64 (52.46%) | 24 (19.67%) | 1 (0.82%) | 3 (2.46%) | 122 | 2.04 / 5 (40.80%) |
| Government support | 47 (38.52%) | 53 (43.44%) | 15 (12.30%) | 2 (1.64%) | 5 (4.10%) | 122 | 1.89 / 5 (37.80%) |
| Investment in the rail industry | 48 (39.34%) | 58 (47.54%) | 13 (10.66%) | 0 (0.00%) | 3 (2.46%) | 122 | 1.79 / 5 (35.80%) |
| | | | | | | | 1.91 / 5 (38.20%) |

12) Please add anything else that you want to say about the [Miscellaneous](#) chapter here. (Optional)

(The last five responses are given)

- This is an interesting area and the more data is in the public domain the better. However, the investment data is open to a wide range of interpretations.
- The finance figures still seem like all smoke and mirrors
- Good to have something on accessibility, environmental and safety measures - best practice etc
- its v good-again mention fares structures?
- Employment in the rail industry would be useful, especially as it is the divisor in the new target for staff casualties per employee

13) How useful do you find the [Rail fares index](#) chapter?

| | 1 Very useful | 2 Quite useful | 3 Not very useful | 4 Of no use whatsoever | 5 N/A - Not read | Responses | Average Score |
|------------------|------------------|--------------------|----------------------|---------------------------|---------------------|-----------|--|
| Rail fares index | 32 (26.23%) | 58 (47.54%) | 21 (17.21%) | 4 (3.28%) | 7 (5.74%) | 122 | 2.15 / 5 (43.00%) 2.15 / 5 (43.00%) |

14) Please add anything else that you want to say about the [Rail fares index](#) chapter here. (Optional)

(The last five responses are given)

- One page of stats on fares is quite thin considering how much potential information there is & how much interest in this topic.
- This is helpful data, particularly when presented against RPI to show real terms increases. However, it is sometimes difficult to align with other measures because it is not 100 per cent clear how the index is constructed.

The split between first class, standard class, regulated/unregulated and sectors is very helpful.

- more detail needed maybe an analysis of offer fares that never seem to be available.
 - Revenue per passenger km is a much more meaningful measure.
 - The major trend in current fares (i.e. the development of Apex-type products) is not picked up at all in these statistics. A split of unregulated fares into advance purchase and others would help.
- The introduction to this section should spell out more clearly which ticket types are in which categories.

15)

How important are the chapters of the NRT to your work in the railway industry?

| | 1 Essential | 2 Quite important | 3 Not very important | 4 Of no importance | 5 N/A - Not read | Responses | Average Score |
|----------------------|--------------------|----------------------|-------------------------|-----------------------|---------------------|-----------|----------------------|
| Passenger kilometers | 41 (33.61%) | 51 (41.80%) | 24 (19.67%) | 6 (4.92%) | 0 (0.00%) | 122 | 1.96 / 5 (39.20%) |
| Passenger journeys | 54 (44.26%) | 45 (36.89%) | 17 (13.93%) | 6 (4.92%) | 0 (0.00%) | 122 | 1.80 / 5 (36.00%) |
| Passenger revenue | 43 (35.25%) | 37 (30.33%) | 31 (25.41%) | 10 (8.20%) | 1 (0.82%) | 122 | 2.09 / 5 |



| | | | | | | | |
|---------------------------------|-------------|--------------------|--------------------|-------------|-----------|-----|------------------------------|
| | | | | | | | (41.80%) |
| Timetabled train kilometres | 24 (19.67%) | 59 (48.36%) | 32 (26.23%) | 6 (4.92%) | 1 (0.82%) | 122 | 2.19 / 5 (43.80%) |
| Public performance measure | 44 (36.07%) | 48 (39.34%) | 24 (19.67%) | 5 (4.10%) | 1 (0.82%) | 122 | 1.94 / 5 (38.80%) |
| Rail complaints | 14 (11.48%) | 51 (41.80%) | 41 (33.61%) | 13 (10.66%) | 3 (2.46%) | 122 | 2.51 / 5 (50.20%) |
| National Rail Enquiries | 10 (8.20%) | 39 (31.97%) | 43 (35.25%) | 27 (22.13%) | 3 (2.46%) | 122 | 2.79 / 5 (55.80%) |
| Freight moved | 26 (21.31%) | 42 (34.43%) | 31 (25.41%) | 20 (16.39%) | 3 (2.46%) | 122 | 2.44 / 5 (48.80%) |
| Freight lifted | 23 (18.85%) | 43 (35.25%) | 32 (26.23%) | 20 (16.39%) | 4 (3.28%) | 122 | 2.50 / 5 (50.00%) |
| Average age of rolling stock | 14 (11.48%) | 51 (41.80%) | 43 (35.25%) | 12 (9.84%) | 2 (1.64%) | 122 | 2.48 / 5 (49.60%) |
| Government support | 45 (36.89%) | 48 (39.34%) | 19 (15.57%) | 9 (7.38%) | 1 (0.82%) | 122 | 1.96 / 5 (39.20%) |
| Investment in the rail industry | 45 (36.89%) | 55 (45.08%) | 17 (13.93%) | 4 (3.28%) | 1 (0.82%) | 122 | 1.86 / 5 (37.20%) |
| Rail fares index | 33 (27.05%) | 44 (36.07%) | 28 (22.95%) | 15 (12.30%) | 2 (1.64%) | 122 | 2.25 / 5 (45.00%) |
| Rail complaints | 15 (12.30%) | 43 (35.25%) | 39 (31.97%) | 22 (18.03%) | 3 (2.46%) | 122 | 2.63 / 5 (52.60%) |
| National Rail Enquiries | 9 (7.38%) | 41 (33.61%) | 40 (32.79%) | 29 (23.77%) | 3 (2.46%) | 122 | 2.80 / 5 (56.00%) |
| | | | | | | | 2.28 / 5 (45.60%) |

16) The NRT Yearbook includes additional information that is not included in the quarterly NRT publications. How useful do you find the additional chapters in the NRT Yearbook?

| | 1 Very useful | 2 Quite useful | 3 Not very useful | 4 Of no use whatsoever | 5 N/A - Not read | Responses | Average Score |
|---|------------------|--------------------|----------------------|---------------------------|---------------------|-----------|----------------------|
| Passengers in excess of capacity (PiXC) | 42 (34.43%) | 53 (43.44%) | 14 (11.48%) | 5 (4.10%) | 8 (6.56%) | 122 | 2.05 / 5 (41.00%) |
| Freight market indicators | 17 (13.93%) | 54 (44.26%) | 28 (22.95%) | 11 (9.02%) | 12 (9.84%) | 122 | 2.57 / 5 (51.40%) |

| | | | | | | | |
|-------------------------------------|--------------------|--------------------|-------------|-----------|-----------|-----|------------------------------|
| National and sector level results | 34 (27.87%) | 60 (49.18%) | 21 (17.21%) | 1 (0.82%) | 6 (4.92%) | 122 | 2.06 / 5 (41.20%) |
| Average age of rolling stock | 20 (16.39%) | 62 (50.82%) | 32 (26.23%) | 2 (1.64%) | 6 (4.92%) | 122 | 2.28 / 5 (45.60%) |
| Government support | 47 (38.52%) | 46 (37.70%) | 20 (16.39%) | 3 (2.46%) | 6 (4.92%) | 122 | 1.98 / 5 (39.60%) |
| Payments and penalties to operators | 26 (21.31%) | 58 (47.54%) | 23 (18.85%) | 7 (5.74%) | 8 (6.56%) | 122 | 2.29 / 5 (45.80%) |
| Investment in the rail industry | 45 (36.89%) | 57 (46.72%) | 14 (11.48%) | 0 (0.00%) | 6 (4.92%) | 122 | 1.89 / 5 (37.80%) |
| Infrastructure | 39 (31.97%) | 65 (53.28%) | 10 (8.20%) | 2 (1.64%) | 6 (4.92%) | 122 | 1.94 / 5 (38.80%) |
| Regional usage profiles | 43 (35.25%) | 47 (38.52%) | 25 (20.49%) | 2 (1.64%) | 5 (4.10%) | 122 | 2.01 / 5 (40.20%) |
| Train operating companies | 56 (45.90%) | 48 (39.34%) | 12 (9.84%) | 1 (0.82%) | 5 (4.10%) | 122 | 1.78 / 5 (35.60%) |
| | | | | | | | 2.08 / 5 (41.60%) |

17) What additional information do you feel is currently missing from NRT that should be included in further publications?
(Please select all options that apply).



| | | Percentage | Responses |
|---|---|------------|-----------|
| More regional statistics |  | 22.8 | 59 |
| Information on passenger crowding |  | 21.2 | 55 |
| More information on individual train operating companies (TOCs) |  | 25.5 | 66 |
| More information about passenger concerns or priorities |  | 16.2 | 42 |
| Nothing appears to be missing from the NRT publications |  | 4.6 | 12 |
| Other |  | 9.7 | 25 |

18) What parts of the NRT publication do you think are not necessary and can be omitted from further publications? (Please

select all options that apply).

| | | Percentage | Responses |
|---|--|------------|-----------|
| National Passenger Survey |  | 11.4 | 16 |
| Government Support |  | 5.7 | 8 |
| Infrastructure |  | 2.9 | 4 |
| Rail fares index |  | 8.6 | 12 |
| Nothing should be omitted from further NRT publications |  | 67.9 | 95 |
| Other |  | 3.6 | 5 |

19) Do you read every publication of NRT?

| | | Percentage | Responses |
|-----|--|-------------------------|------------|
| Yes |  | 68.9 | 84 |
| No |  | 31.1 | 38 |
| | | Total responses: | 122 |

20)

When considering your reasons for not reading any NRT publications, to what extent are the following statements true?

| | 1 Very true | 2 Partly true | 3 Not true | 4 N/A - No opinion | Responses | Average Score |
|-------------------------------------|--------------------|------------------|---------------|-----------------------|-----------|-------------------|
| I know little about the publication | 38 (45.24%) | 16 (19.05%) | 22 (26.19%) | 8 (9.52%) | 84 | 2.00 / 4 (50.00%) |
| The publications are repetitive | 2 (2.38%) | 21 (25.00%) | 8 (9.52%) | 53 (63.10%) | 84 | 3.33 / 4 (83.25%) |
| It's too long | 3 (3.57%) | 15 (17.86%) | 18 (21.43%) | 48 (57.14%) | 84 | 3.32 / 4 (83.00%) |
| It's too detailed | 2 (2.38%) | 13 (15.48%) | 21 (25.00%) | 48 (57.14%) | 84 | 3.37 / 4 (84.25%) |

| | | | | | | |
|--|-------------|-------------|-------------|--------------------|----|--------------------------|
| There isn't enough detail | 2 (2.38%) | 7 (8.33%) | 26 (30.95%) | 49 (58.33%) | 84 | 3.45 / 4 (86.25%) |
| It's too out of date | 3 (3.57%) | 10 (11.90%) | 19 (22.62%) | 52 (61.90%) | 84 | 3.43 / 4 (85.75%) |
| I just don't have the time to read it | 15 (17.86%) | 29 (34.52%) | 4 (4.76%) | 36 (42.86%) | 84 | 2.73 / 4 (68.25%) |
| I do not find it of any use to my role | 9 (10.71%) | 22 (26.19%) | 21 (25.00%) | 32 (38.10%) | 84 | 2.90 / 4 (72.50%) |
| It needs improving | 4 (4.76%) | 10 (11.90%) | 16 (19.05%) | 54 (64.29%) | 84 | 3.43 / 4 (85.75%) |
| The data is not very useful | 3 (3.57%) | 6 (7.14%) | 28 (33.33%) | 47 (55.95%) | 84 | 3.42 / 4 (85.50%) |
| I find parts of it difficult to interpret | 2 (2.38%) | 13 (15.48%) | 21 (25.00%) | 48 (57.14%) | 84 | 3.37 / 4 (84.25%) |
| Someone else reads it and briefs me about it | 3 (3.57%) | 4 (4.76%) | 38 (45.24%) | 39 (46.43%) | 84 | 3.35 / 4 (83.75%) |
| | | | | | | 3.17 / 4 (79.25%) |

21) Please add any other reasons why you do not read or refer to NRT publications? (Please select all options that apply).

| | | Percentage | Responses |
|--|--|------------|-----------|
| I need documents in more accessible formats |  | 22.8 | 21 |
| I read the Network Rail Monitor (NRM) publications instead |  | 8.7 | 8 |
| I read the Network Rail Review (NRR) publications instead |  | 10.9 | 10 |
| Other |  | 57.6 | 53 |



22) Please give any further comments that you feel may help us to improve either the quarterly NRT or the annual NRT Yearbook publications. (Optional)

(The last five responses are given)

- more on monitoring White Paper & HLOS

- It was a shame that the last publication included sections that were yet to be updated. I would rather the document was published later but whole as I could not use the earlier version.
 - More charts would be nice. Some of the TOC stuff could be more interesting with time series figures (where remapping has not taken place)
 - N/a
 - please put a hard copy survey and prepaid envelope in book.
 - set up feedback group on been consulted about fares and services.
 - please try to create a chapter on disability and the railway-how many ppl in this group use rail etc.
 - can you do a disabled feedback group
-

23) **Would you be interested in accessing realtime NRT data online?** Realtime means having the most upto date data available online at all times, rather than only having access to the quarterly figures published in NRT.

| | | Percentage | Responses |
|------------------|--|------------|-----------|
| Yes |  | 57.9 | 92 |
| No |  | 42.1 | 67 |
| Total responses: | | | 159 |

24) **Please provide your name and organisation.**

Your views are important to us and you are assured that all responses are treated in absolute confidence. Contact details are **only** used, where necessary, to clarify something that you have raised in your survey response.