

South West Trains

Key statistics

2008-2009

	Total	Percentage change on 2007-08
Passenger journeys (millions)	191.8	2.1
Passenger kilometres (million)	5,345.7	3.1
Timetabled train kilometres (million)	39.5	0.2
Route kilometres operated	870	0.0
Number of stations operated	185	0.0
Number of employees	4,835	-2.5

Source: Train operating company and timetabled train kilometres (table 1.4)

Public Performance Measure

2008-2009

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
Q1	92.9%	96.0%	97.4%	0.9%	148483
Q2	94.1%	96.7%	97.8%	0.7%	150598
Q3	92.9%	96.7%	98.1%	0.5%	146599
Q4	92.7%	95.4%	96.5%	2.2%	146271
2007-08	92.3%	96.3%	97.8%	0.7%	589,224
2008-09	93.1%	96.2%	97.5%	1.1%	591,951

Source: Network Rail

Complaints

2008-09 to 2009-10 Q2

	SWT	All operators	Passenger Focus	
	Complaints per 100,000 journeys	Complaints per 100,000 journeys	Total appeals opened	Number of appeals per 1 million passengers
2008-09				
Q1	8	52	57	-
Q2	7	56	36	-
Q3	6	53	63	-
Q4	8	61	31	-
2009-10				
Q1	7	47	50	-
Q2	9	48	39	-
2007-08	8	57	-	-
2008-09	7	55	187	0.97

Source: Department for Transport & Passenger Focus

Top level comments 2009-10 Q1 and Q2

	Fares, Retailing and Refunds	Information	Quality on Train	Special Needs	Staff Conduct and Availability	Station Quality	Timetable and connection Issues	Train Service Performance	Safety and Security	Complaint about Passenger Focus	Information Providers	Grand Total
Total	38	1	7	0	12	9	2	6	1	1	2	90

Please note there can be more than one comment raised in each individual case, so comment totals and case totals do not match.

Source: Passenger Focus