

Chiltern

Key statistics

2008-2009

	Total	Percentage change on 2007-08
Passenger journeys (millions)	17.3	2.7
Passenger kilometres (million)	967.9	7.9
Timetabled train kilometres (million)	9.4	0.4
Route kilometres operated	341	1.4
Number of stations operated	28	3.7
Number of employees	758	4.6

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	94.8%	96.8%	98.2%	0.8%	26,661
Q2	95.9%	97.7%	98.6%	0.5%	26,857
Q3	94.8%	96.8%	98.0%	0.8%	26,537
Q4	95.3%	97.3%	98.4%	0.6%	26,333
2007-08	95.0%	97.1%	98.1%	0.7%	103,629
2008-09	95.2%	97.2%	98.3%	0.7%	106,388

Source: Network Rail

Complaints

2008-09 to 2009-10 Q2

	Chiltern	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	44	52	5	-
Q2	65	56	7	-
Q3	66	53	10	-
Q4	67	61	2	-
2009-10				
Q1	64	47	1	-
Q2	48	48	2	-
2007-08	50	57	-	-
2008-09	60	55	24	1.39

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	5	0	0	0	1	0	0	3	0	0	0	7

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