

East Midlands Trains

Key statistics

2008-2009

	Total	Percentage change on 2007-08
Passenger journeys (millions)	21.3	-
Passenger kilometres (million)	1,972.1	-
Timetabled train kilometres (million)	20.3	-
Route kilometres operated	1,550	-
Number of stations operated	89	-
Number of employees	2,020	-

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	86.6%	92.4%	95.3%	1.4%	33,843
Q2	87.2%	93.3%	96.1%	0.9%	33,705
Q3	81.4%	90.1%	94.9%	1.0%	35,559
Q4	90.2%	94.9%	97.1%	0.6%	37,522
2007-08	85.2%	91.7%	95.0%	1.6%	51,696
2008-09	86.4%	92.7%	95.9%	1.0%	140,629

Source: Network Rail

Complaints

2008-09 to 2009-10 Q2

	EMT	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	136	52	74	-
Q2	137	56	40	-
Q3	115	53	64	-
Q4	118	61	50	-
2009-10				
Q1	111	47	54	-
Q2	95	48	32	-
2007-08	122	57	-	-
2008-09	127	55	228	10.7

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	24	3	14	1	13	3	2	17	2	0	2	96

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