

First Great Western

Key statistics

2008-09

	Total	Percentage change on 2007-08
Passenger journeys (millions)	83.8	3.5
Passenger kilometres (million)	5,228.9	4.9
Timetabled train kilometres (million)	42.1	0.1
Route kilometres operated	2,129	0.0
Number of stations operated	211	0.0
Number of employees	4,865	-

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

Public Performance Measure

2008-09

	Percentage of trains within				Total no. of trains planned
	5 mins	10 mins	20 mins	Cancelled	
Q1	88.4%	94.3%	97.1%	0.7%	120,263
Q2	89.5%	94.7%	97.2%	0.7%	124,905
Q3	87.8%	93.7%	96.8%	0.8%	120,397
Q4	90.8%	94.6%	96.5%	1.5%	123,430
2007-08	81.1%	89.6%	94.4%	1.8%	464,070
2008-09	89.1%	94.3%	96.9%	0.9%	488,995

Source: Network Rail

Complaints

2008-09 to 2009-10

	FGW	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	97	52	51	-
Q2	87	56	44	-
Q3	104	53	48	-
Q4	99	61	45	-
2009-10				
Q1	82	48	50	-
Q2	80	47	60	-
Q3	95	45	55	-
Q4	-	-	60	-
2007-08	151		-	-
2008-09	97		188	2.2
2009-10	-	-	225	-

Source: Department for Transport & Passenger Focus

Top level comments 2009-10

	Complaints Handling	Fares, Retailing and Refunds	Information	Quality on Train	Accessibility	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	115	192	16	66	3	73	45	17	85	10	2	3	627

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