

## Southeastern

### Key statistics

2008-09

	Total	Percentage change on 2007-08
Passenger journeys (millions)	156.6	1.3
Passenger kilometres (million)	3896.3	1.4
Timetabled train kilometres (million)	32.2	-13.2
Route kilometres operated	676	-2.7
Number of stations operated	177	-0.7
Number of employees	3780	-

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	92.3%	96.4%	97.8%	0.8%	147,904
Q2	92.3%	96.5%	97.8%	0.8%	151,018
Q3	87.1%	94.7%	97.3%	0.9%	147,807
Q4	88.2%	93.5%	95.4%	2.5%	143,706
2007-08	90.6%	96.1%	97.7%	0.9%	580,257
2008-09	90.0%	95.3%	97.1%	1.2%	590,435

Source: Network Rail

## Complaints

2008-09 to 2009-10

	Southeastern		All operators		Passenger Focus	
	Complaints per 100,000 journeys	Complaints per 100,000 journeys	Total appeals opened	Number of appeals per 1 million passengers		
<b>2008-09</b>						
Q1	12	52	27	-		
Q2	8	56	25	-		
Q3	13	53	34	-		
Q4	29	61	38	-		
<b>2009-10</b>						
Q1	14	48	32	-		
Q2	18	47	21	-		
Q3	24	45	19	-		
Q4	-	-	53	-		
<b>2007-08</b>	17		-	-		
<b>2008-09</b>	16		124	0.8		
<b>2009-10</b>	-	-	125	-		

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	35	66	17	22	6	23	9	37	39	21	19	16	310

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