

Rail Passengers Factsheet



Department
for Transport

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About this factsheet

This factsheet provides an overview of key statistics on rail in Great Britain. These statistics relate to the national rail network, so do not include underground, light rail or tram systems.

Key Statistics

Frequency & purpose of rail trips

p1



In England in 2015, 8% of people used rail at least once a week.



Over half of rail trips in England in 2015 were for commuting.



In England in 2015, 2% of trips were made by rail, which accounts for 9% of distance travelled.

Rail user demographics

p2



In England in 2015, males made an average of 22 rail trips; females made 18.

Rail passengers' satisfaction

p3



In spring 2016, 80% of passengers in Great Britain were satisfied with their last rail trip.

Complaints & compensation

p4



In 2015/16, 35% of eligible passengers in Great Britain claimed compensation for a delay.

Frequency & purpose of trips



In 2015, **8%** of people in England used national rail at least once a week.

40% used national rail less than once a year or never¹.

In England in 2015:

53% of rail journeys were for **commuting***



*Includes education

38% of rail journeys were for **leisure**

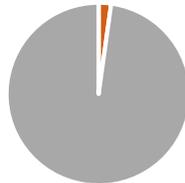


9% of rail journeys were for **business**¹

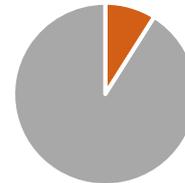


Number & distance of trips

In England in 2015:



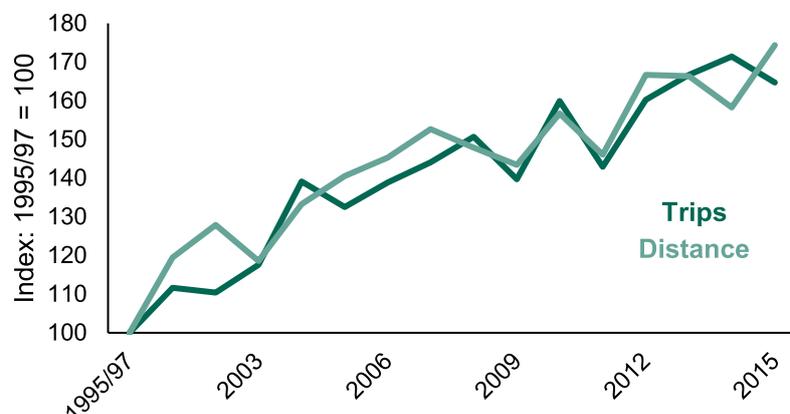
2% of all trips were made by national rail...



...which accounts for **9%** of distance travelled¹.

This is equivalent to an average of **20 rail trips** and **595 miles** per person¹.

In 2015, the number of rail trips per person in England was **65% higher** than in 1995-7; distance travelled was **74% higher**¹.



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FURTHER INFORMATION: Public: 020 7944 2419; Media: 020 7944 4459

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Rail user demographics

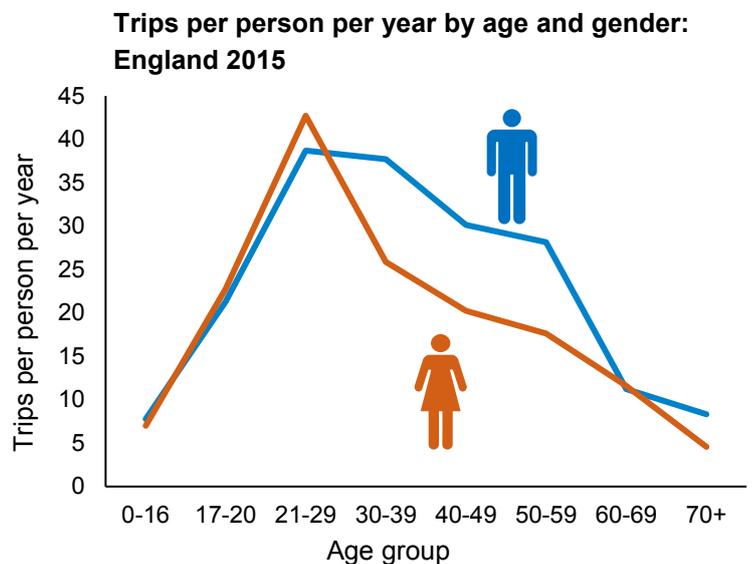


Age & gender

In England in 2015, males made an average of 22 trips by rail, compared to females who made 18 trips.

Use of rail varies by age, with those aged 21-29 making an average of 41 rail trips each per year, compared to 6 for those aged over 70.

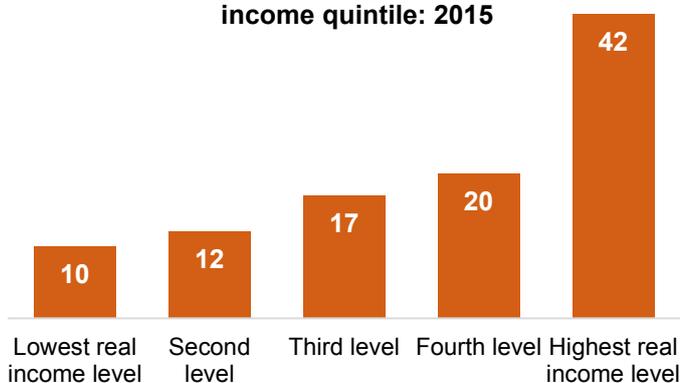
Females aged 21-29 made 43 rail trips per year on average, the highest number for any group. The group that made the least number of rail trips per year was females aged 70 or older, who made 5 trips each on average¹.



Income & occupation

In England in 2015, people in the highest real income level group made on average over four times as many trips by rail as those in the lowest real income group¹.

Trips per person per year, by household income quintile: 2015



In Great Britain in 2015:

- 43%** in routine and manual occupations had travelled by train in the last 12 months.
- 65%** in intermediate occupations had used rail in the last 12 months.
- 70%** in managerial and professional occupations had travelled by train in the last 12 months².

Region

In 2015, 66% of those who lived in the South East had travelled by rail in the last 12 months, the most frequent amongst adults in Great Britain.

In London, 61% had used rail in the last 12 months, in Scotland, 56% had used rail in the last 12 months. In the Midlands and East of England, 53% had travelled by rail and in the North, 50% had used rail in the last 12 months.

The lowest rates of use were in the South West and Wales, where 48% and 40% respectively had used rail in the last 12 months².



Passengers' satisfaction



Passengers' satisfaction

In autumn 2016, 81% of rail passengers in Great Britain were satisfied overall with their last rail journey³

Satisfaction levels varied by journey purpose:

88% leisure



83% business



74% commuters³



A pilot study of using passenger social media posts to measure satisfaction with Train Operating Companies found punctuality/reliability was the key topic of conversation recording high levels of dissatisfaction⁴.

The most important factors in determining overall passenger satisfaction in autumn 2016 were:³

1. Punctuality/reliability: 37%
2. Cleanliness inside train: 16%
3. Journey length: 11%



The most important factors in determining dissatisfaction were:

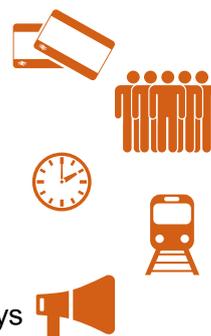
1. How train companies dealt with delays: 55%
2. Punctuality/reliability: 12%
3. Journey length: 7%

In 2013, UK rail passengers' overall satisfaction ranked 2nd with a range of rail travel factors and 1st for station factors out of 26 EU member states⁵.

Priorities for passengers

The top five passenger priorities for improvement to rail services in 2014 were⁶:

1. Price of train tickets offering better value for money
2. Passengers always able to get a seat on the train
3. Trains sufficiently frequent at times they wish to travel
4. More trains arrive on time than happens now
5. Train company keeps passengers informed about delays



Compared to other travellers:



Commuters ranked train frequency higher



Business travellers ranked availability of free wi-fi on trains higher



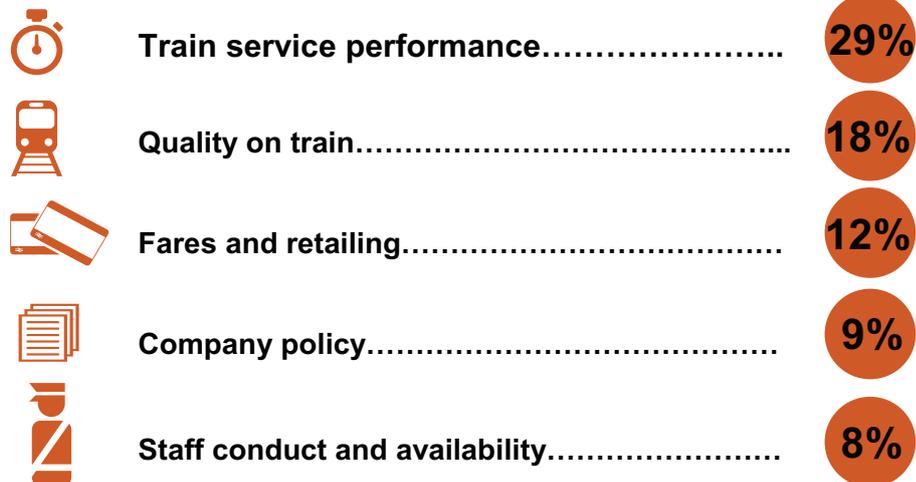
Leisure travellers ranked the availability of accurate and timely information at stations higher⁶

Complaints and compensation



Complaints

The five most frequent categories of passenger complaints received by Train Operating Companies in 2015-16 were⁷:



Compensation

In 2015, 37% of passengers in Great Britain had experienced at least one rail delay of 30 minutes or more in the past six months⁸.

35% of eligible passengers had claimed or received compensation for their last rail delay of 30 minutes or more.

57% of claimants were satisfied with the value of the compensation they received⁸.

In 2015-16, £45 million in compensation was paid by Train Operating Companies to passengers for rail delays⁹.



List of sources:

1. Department for Transport (2016) [National Travel Survey: England 2015](#)
2. Department for Transport (2015) [Public attitudes towards train services: results from the February 2015 Opinions and Lifestyle survey](#)
3. Transport Focus (2016) [National Rail Passenger Survey Spring 2016: Main Report](#)
4. Transport Focus (2015) [Social media monitoring – pilot research report](#)
5. European Commission (2013) [Europeans' satisfaction with rail services](#)
6. Passenger Focus (2014) [Rail Passengers Priorities for Improvement](#)
7. Office for Rail and Road (2016) [Passenger Rail Service Complaints 2015-16 Q4 Statistical Release](#)
8. Transport Focus, Office for Rail and Road and Department for Transport (2016) [Rail delays and compensation – what passengers want](#)
9. Department for Transport (2016) [Train operating companies: passenger's charter compensation](#)