



Department for Transport

Light Rail and Tram Statistics, England: 2018/19

About this release

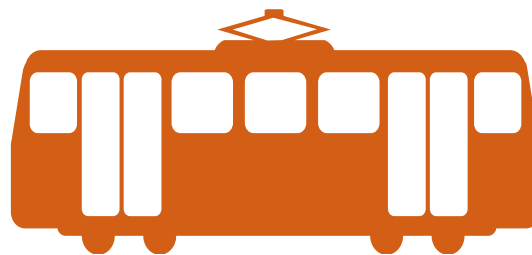
This statistical release presents the latest annual information on light rail and tram systems in England during the 2018/19 financial year. The release covers light rail and tram use, infrastructure, revenue and passenger experience.

This publication covers eight urban systems that are predominantly surface-running (see table 1 for a list of systems covered). Smaller systems, e.g. heritage railway and airport transit systems, are not included. London and Glasgow undergrounds and Edinburgh Trams are also excluded but statistics for these systems are available online.

In this publication

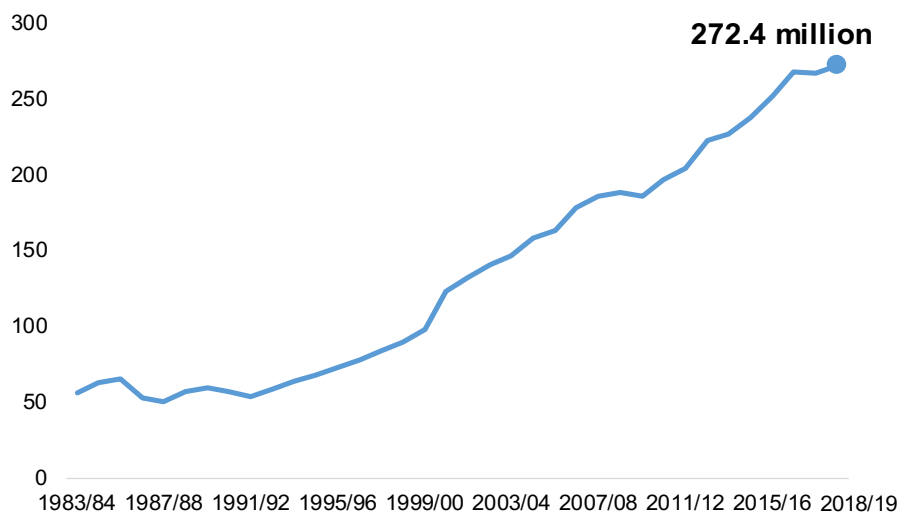
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Light rail and tram use in England increased by 1.9% in 2018/19, with record numbers of passenger journeys and vehicle miles since comparable records began in 1983.



There were 272.4 million passenger journeys made on the eight light rail and tram systems in England, a 1.9% increase (5.2m passenger journeys) compared with the previous year. Outside London passenger journeys increased by 2.8% to 121.9 million and in London by 1.2% to 150.5 million in the year ending March 2019.

Chart 1: Light rail and tram passenger journeys (millions): England, annually 1985/86 to 2018/19 (table LRT0101)



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Light Rail and Tram factsheet 2018/19

Passenger journeys



272.4 million
passenger journeys



15.6
passenger journeys per head

Passenger journeys increased by 1.9% in 2018/19.

Concessionary journeys



34.4 million
passenger journeys

13% of all light rail passenger journeys were concessionary

Revenue



£384.1 million

revenue from passenger journeys

of which

£32.1 million

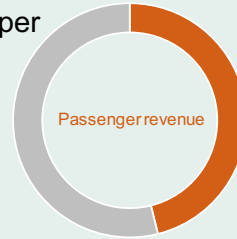
concessionary revenue



£1.41 average revenue per passenger journey

£0.93

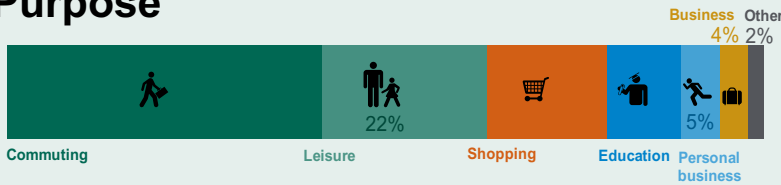
average revenue per concessionary journey



46% of passenger revenue came from Docklands Light Railway

Revenue increased by 3.4% in 2018/19.

Purpose



Commuting, leisure and shopping are the most common purposes for journeys.

Source: National Travel Survey

Infrastructure

216 route miles \uparrow 1.9%

402 stations \uparrow 0.5%

512 carriages \rightarrow 0.0%



Users



stages per year **10**

9

distance (miles) **43**

41

Stages carried out by people in areas with light rail systems

Source: National Travel Survey

Passenger satisfaction



91% of passengers are satisfied with their overall journey



68% of fare paying passengers are satisfied with the value for money for their journey



89% of passengers are satisfied with the punctuality of the tram



73% of passengers are satisfied with the availability of seating or space to stand

Blackpool Tramway, Manchester Metrolink, Midland Metro, Sheffield Supertram

Source: Transport Focus

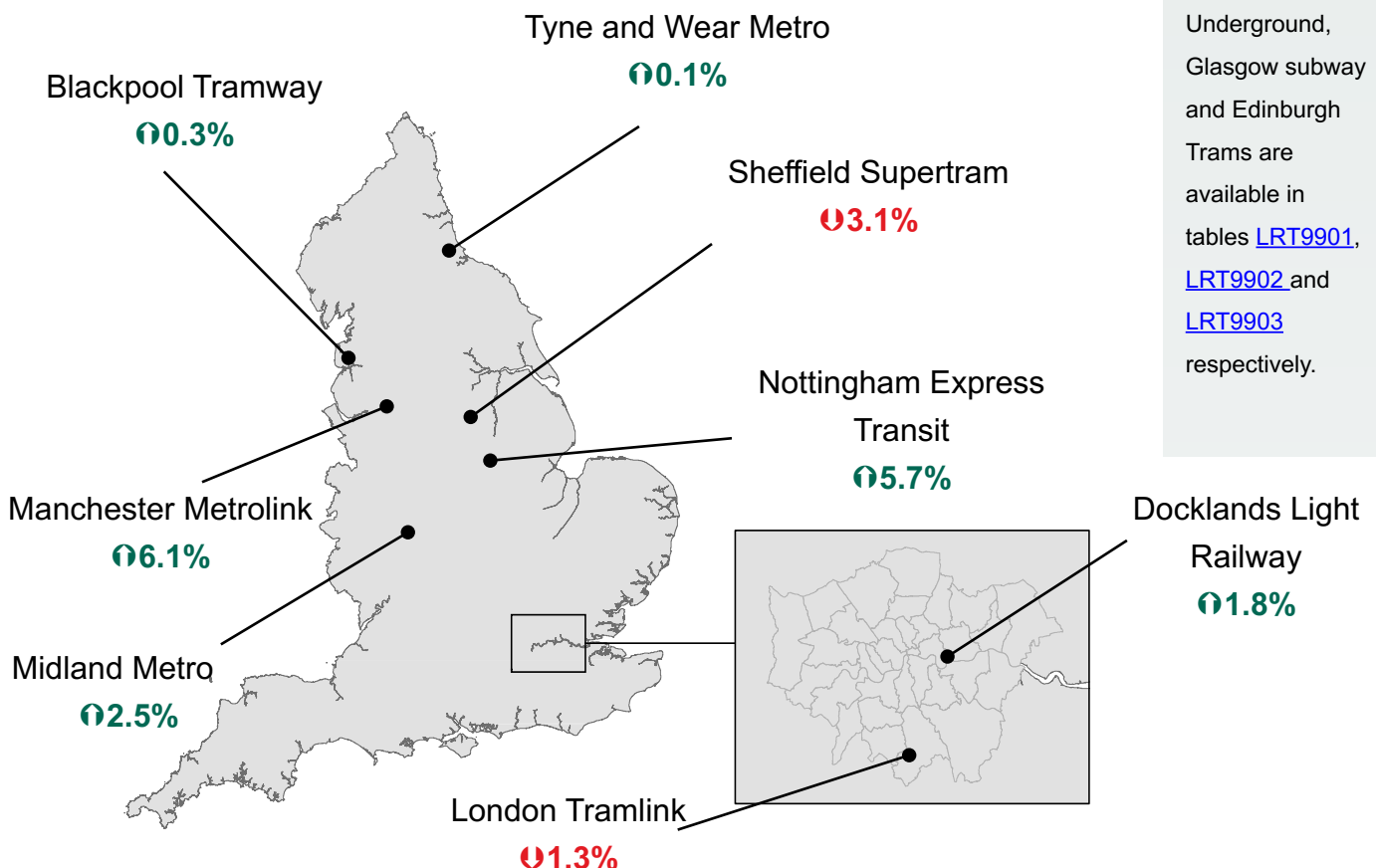
Summary figures

Passenger journeys increased on all but two of the eight light rail systems, London Tramlink and Sheffield Supertram. Similarly vehicle miles increased for all systems except London Tramlink. Details of factors impacting on annual figures such as planned closures or other incidents can be found in the background information.

Table 1: Summary of the latest annual light rail and tram figures (2018/19) compared with the previous year (2017/18)

	Passenger journeys 2018/19 figure (m=millions) and change compared with the previous year	Vehicle miles 2018/19 figure (m=millions) and change compared with the previous year	Passenger revenue £m Revenue % change in 2018/19 prices
England	272.4 ↑ 1.9%	22.5 ↑ 4.1%	386.0 ↑ 2.1%
London systems	150.5 ↑ 1.2%	5.8 ↑ -1.2%	200.0 ↑ 0.1%
Docklands Light Railway	121.8 ↑ 1.8%	3.8 ↑ 0.4%	176.5 ↑ 0.7%
London Tramlink	28.7 ↓ -1.3%	2.0 ↑ -4.0%	23.5 ↓ -4.2%
England outside London systems	121.9 ↑ 2.8%	16.7 ↑ 2.6%	186.1 ↑ 4.4%
Nottingham Express Transit	18.8 ↑ 5.7%	1.9 ↑ 1.4%	20.6 ↑ 5.8%
Midland Metro	5.9 ↑ 2.5%	1.1 ↑ 2.0%	10.7 ↑ 7.3%
Sheffield Supertram	11.9 ↓ -3.1%	1.6 ↑ 8.0%	14.0 ↓ -1.3%
Tyne and Wear Metro	36.4 ↑ 0.1%	3.4 ↑ 0.8%	51.9 ↑ 0.1%
Manchester Metrolink	43.7 ↑ 6.1%	8.0 ↑ 10.5%	82.1 ↑ 8.0%
Blackpool Tramway	5.2 ↑ 0.3%	0.6 ↑ 0.1%	6.8 ↓ -0.7%

Map 1: Location, passenger journeys (PJs), vehicle miles (VMs) (millions) and latest annual change of each light rail and tram system in England, 2018/19



Passenger journeys

In England, in 2018/19, passenger journeys on light rail and tram systems increased to 272.4 million, an increase of 1.9% (around 5.2 million passenger journeys) when compared with the previous year (chart 1). However, since 2008/09, light rail and tram passenger journeys have increased by 44% .

The average number of light rail and tram journey per head was 15.6 in 2018/19 compared with 12.0 journeys per head in 2008/09, a 30% increase.

Chart 2: Light rail and tram passenger journeys by system: England, 2017/18 and 2018/19 (table [LRT0101](#))

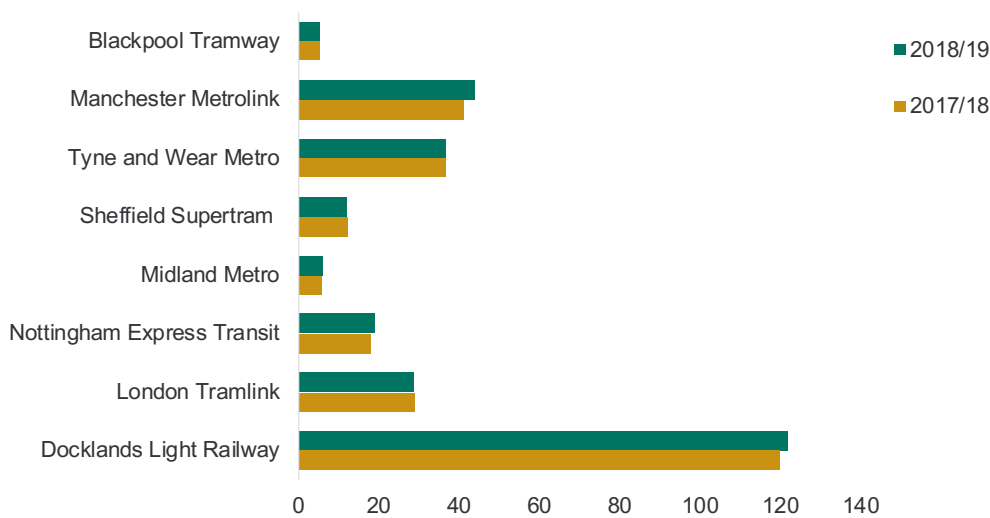
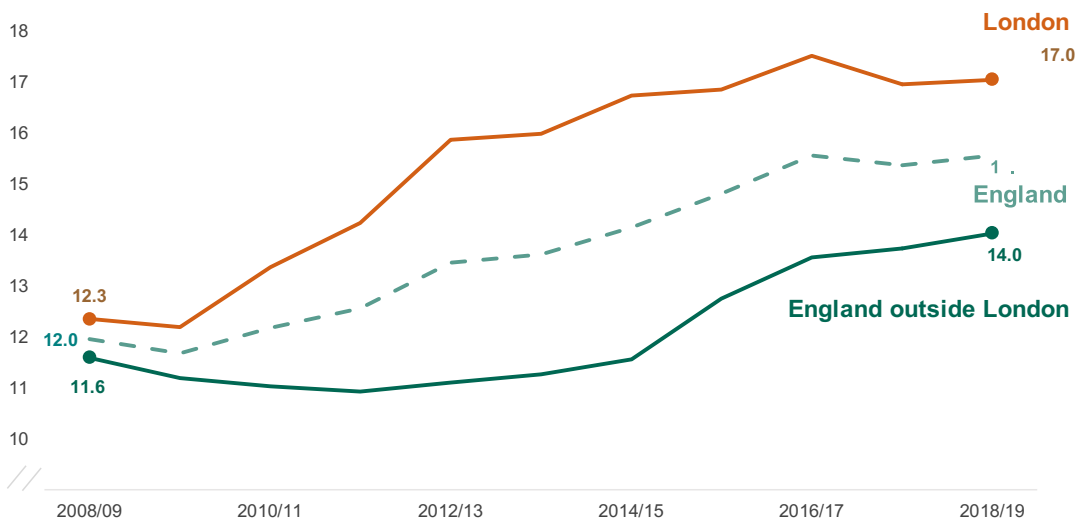


Chart 3: Light rail and tram passenger journeys per head: London and England outside London, annually from 2008/09 (table [LRT0109](#))



Detailed statistics

on passenger journeys from 1983/84 can be found in table [LRT0101](#).

Journey lengths

The average light rail and tram journey in 2018/19 was 4.3 miles in England. In London average journey length was shorter (3.3 miles) than England outside London (5.5 miles). Table LRT0107

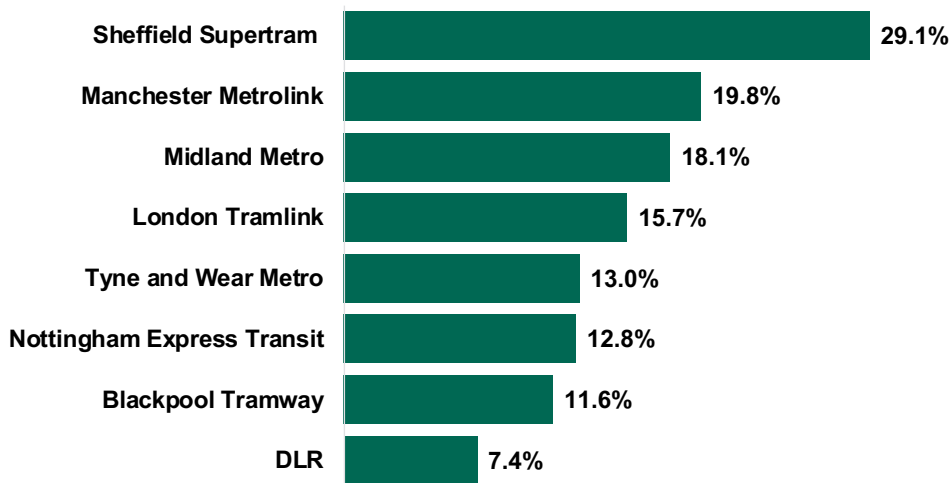
How are passenger journeys per head calculated?

Passenger journeys per head were calculated as passenger journeys divided by the number of people in the respective Passenger Transport Executives/ higher tier authority. Population figures were based on the ONS mid-year population estimates.

Concessionary journeys

In England 12.6% of all light rail and tram passenger journeys were concessionary, similar to last year (12.5%). In 2018/19, concessionary journeys on the DLR have increased to 7.4% (from 6.2% in 2017/18) and Blackpool Tramway have increased to 11.6% (from 10.9% in 2017/18), whilst other areas were similar to last year or have decreased. Nearly 30% of journeys on the Sheffield Supertram were concessionary journeys (chart 4) although this has fallen from 32.5% in 2017/18.

Chart 4: Proportion of concessionary journeys on each light rail and tram system: England 2018/19 (table [LRT0102](#))



Concessionary travel on light rail and trams represents a relatively small proportion of passenger journeys when compared with local bus passenger journeys in England (33%).

Light rail and tram schemes in England currently offer free off-peak travel to older and disabled residents in their local authority area on a statutory basis in London and a discretionary basis elsewhere.

What is a concessionary journey?

Concessionary journeys are those carried out by holders of a concessionary travel pass. These are issued by local authorities for use on buses as part of the English National Concessionary Travel Scheme. Local authorities outside of London can offer free travel on light rail systems as a discretionary extra to this scheme. In London, this is a statutory requirement.

Detailed statistics

on concessionary light rail journeys can be found in table [LRT0102](#). Further information on concessionary revenue can be found in table [LRT0302](#).

on concessionary bus journeys can be found in table [BUS0105](#).

Infrastructure

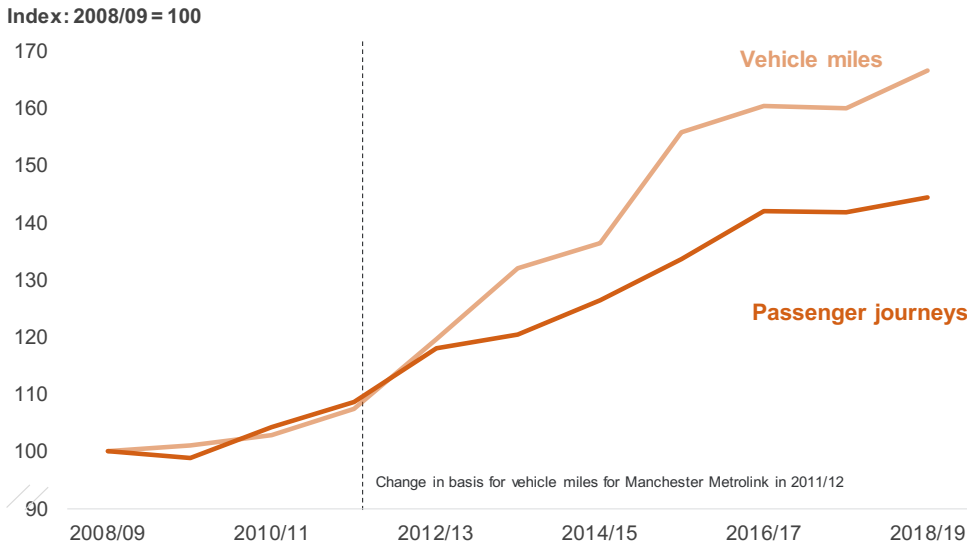
Between 2017/18 and 2018/19 there were an additional two stations and three route miles for Sheffield Supertram. The number of carriages stayed the same on all light rail and tram systems.

216 route miles	📍	1.5%
402 stations	🚶	0.5%
512 carriages	🚋	0.0%

Vehicle mileage

In England, vehicle mileage increased by 4.1% to 22.5 million miles in 2018/19 compared to 2017/18 (21.6 million miles). Vehicle mileage on light rail and tram systems and passenger journeys have increased since 2008/09 by 66% and 44% respectively (chart 5).

Chart 5: Light rail and tram passenger journeys and vehicle miles index: England, annually from 2008/09 (tables [LRT0101](#) and [LRT0106](#))



Detailed statistics

on vehicle miles can be found in table [LRT0106](#). In kilometres, this can be found in table [LRT0105](#).

Detailed statistics

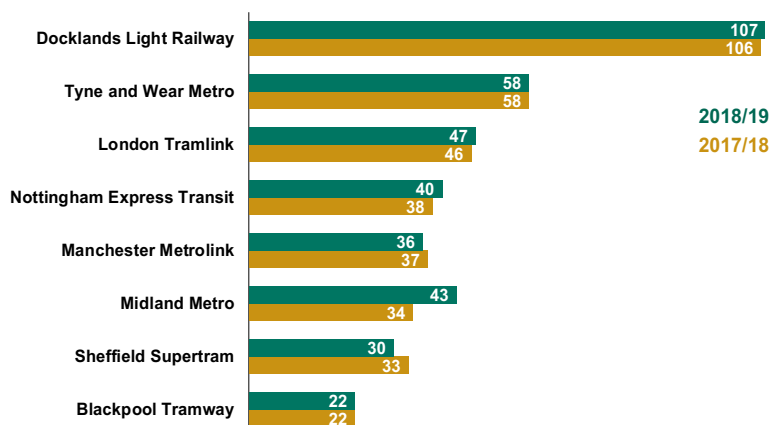
on route length open for passenger traffic by system can be found in miles in table [LRT0204](#) and in kilometres in table [LRT0203](#).

In London, vehicle mileage was 5.8 million miles in 2018/19, unchanged from the previous year. In England outside London, vehicle mileage increased by 6.1% from 15.7 million miles in 2017/18 to 16.7 million miles in 2018/19. Since 2008/09, vehicle mileage in London has increased by 50% and in England outside London by 73%.

Average vehicle occupancy

In 2018/19, tram occupancy increased or remained unchanged for all systems except Manchester Metrolink, and Sheffield Supertram. See Chart 6 for tram occupancy on each light rail and tram system.

Chart 6: Light rail and tram estimated vehicle occupancy: England, 2018/19 (table [LRT0108](#))



Detailed statistics

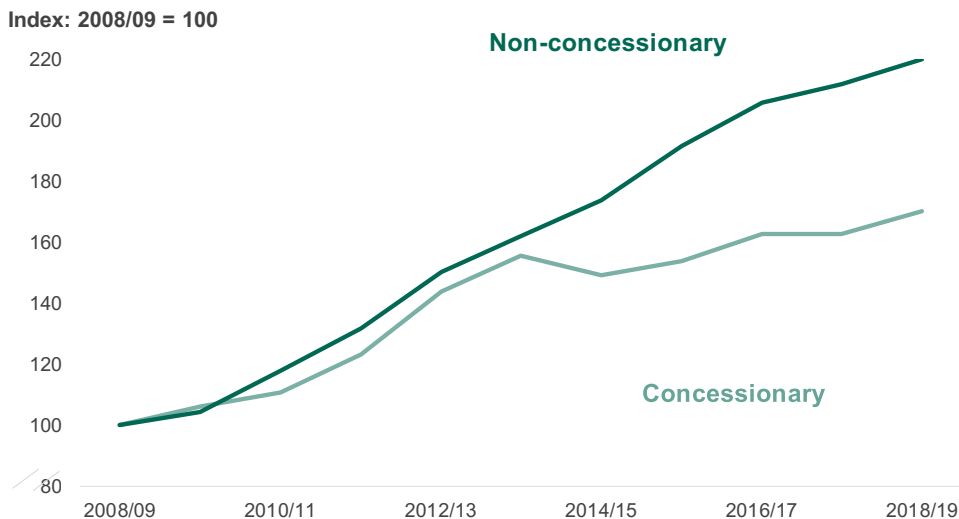
on average vehicle occupancy can be found in table [LRT0108](#).

Vehicle occupancy is calculated as passenger miles divide by vehicle miles to estimate persons per vehicle.

Average vehicle revenue

Light rail and tram revenue has continued to increase, up by 3.9% from the previous year to £386.0 million in 2018/19. Concessionary revenue increased by 4.5% from the previous year to £32.1m (chart 7). Average concessionary revenue per journey increased from £0.92 to £0.93 between 2017/2018 and 2018/19.

Chart 7: Light rail and tram passenger and concessionary revenue index: England, annually from 2008/09, at actual prices (tables [LRT0301a](#) and [LRT0302a](#))



Detailed statistics

on passenger and concessionary revenue at 2018/19 prices by system can be found in tables [LRT0301](#) and [LRT0302](#) respectively.

User profiles (National Travel Survey data) Statistics

The National Travel Survey (NTS) gathers data on personal travel behaviour across England and can be used to analyse users of light rail and tram systems in areas where such systems exist. Around 1% of total travel per person per year in relevant areas is on light rail and tram systems. Commuting, leisure and shopping are the most common purposes for journeys using light rail systems. In England, 17.4 miles are travelled per person per year for commuting purposes, 9.5 miles for leisure and 7.1 miles for shopping. More time is spent travelling on light rail systems in England outside London (222 minutes per person per year) than in London (178 minutes per person per year). Light rail systems are used more for commuting in London than systems in England outside London (55% of stages compared with 28%).

National Travel Survey

The National Travel Survey is a household survey carried out on over 16,000 individuals in England every year. For more information, please click [here](#).

Detailed Statistics can be found in table [LRT0401](#).

Accident Statistics (The Office of Rail and Road data)

The Office of Rail and Road publish information on passenger injuries on trams, metros and other non-Network Rail networks in Great Britain. In 2017/18 there were 49 injuries compared to 109 in 2016/17, a return to the level prior to the London Tramlink derailment in 2016 (44 in 2015/16).

Office of Rail and Road

For more information on passenger injuries please see the latest ORR release for 2017/18 [here](#).

Passenger satisfaction

Passenger experience on four light rail and tram systems in England outside of London were surveyed by Transport Focus in 2018. The four surveyed were: Blackpool Tramway, Manchester Metrolink, Midland Metro, and Sheffield Supertram. In 2018, overall satisfaction remained at 91%. Satisfaction remained high across all systems (Table 2). Only the increase in satisfaction for punctuality on Sheffield Supertram and the decrease for Midland Metro are statistically significant.

Passenger satisfaction



91%
overall satisfaction



68%
value for money



89%
punctuality



73%
availability of seating
or space to stand

Transport for London

Transport for London (TfL) publish London Underground performance data. For more information see [here](#).

Transport for London also publish data on DLR performance. For more information see [here](#).

Detailed statistics

Transport Focus Tram Passenger Survey can be found [here](#).

Table 2: Summary of passenger satisfaction on light rail and tram systems in 2018 and the change compared with the previous year.

	Overall journey satisfaction			Value for money			Punctuality		
Blackpool Tramway	97%	↔	0%	91%	↑	3%	93%	↑	2%
Midland Metro	87%	↓	-3%	71%	↑	3%	87%	↓	-5%
Sheffield Supertram	97%	↑	1%	77%	↑	3%	87%	↑	5%
Manchester Metrolink	89%	↔	0%	60%	↑	1%	89%	↑	1%

Source: Transport Focus

The key factors that make journeys satisfactory or great is the onboard environment, comfort of the tram and timeliness. Factors that contribute to the onboard environment and comfort of the tram remained relatively consistent with the previous year but there was a decrease in the satisfaction ratings for availability of seating or space to stand which decreased from 75% to 73%. Factors relating to timeliness (length of time waiting for the tram and punctuality) remained high at 88% and 89% respectively.

Other findings include the satisfaction with the value for money for their journey. Amongst fare-paying passengers, 68% were satisfied with the value for money.

Background information

These statistics were [designated as National Statistics in February 2013](#).

Factors impacting annual light rail figures:

- Tyne and Wear Metro was affected by ongoing modernisation due to be completed in 2021. A new Railway Traffic Management system was installed in 2018/19 as part of the current 11-year Asset Renewal Programme.
- London Tramlink, operated kilometres was down on the last year due to a warehouse fire which partially closed the network for six days. A new time table was introduced in February 2018 which changed the service pattern giving a direct service from Beckenham Junction and Elmer End to Wimbledon and the New Addington service reduced to West Croydon. This has improved the headway and reduced the average waiting time over a wider section of the network.
- Docklands Light Railway, the result of better weather this year than the previous year, also two day industrial actions on the network in the previous financial year, and eligibility of 60+ continuing to rise contributed to increased passenger journeys.
- Midland Metro Ltd commenced operation on 24th June 2018 (previously operated by National Express). Single Line tram operation running from Wolverhampton St Georges to Birmingham Grand Central
- Nottingham Express Transit has seen sustained growth since the launch of the phase 2 extension on 23 August 2015, which added 10.9 miles and 27 new stops to the network. There has been continued increased usage at the new Park & Ride sites as well as travel to the Queen's Medical Centre and through student commuting. Fleet mileage increased due to less disruption and fewer track works.
- Sheffield Supertram is undergoing a five year rail replacement project which began in 2013 and is due to be completed in 2020. The Tram Train service to Rotherham started on 25th October 2018, this has increased our route and passenger KM's. Route KM's now include 5km of Network Rail track. Rail Replacement works recommenced throughout the summer after

National statistics

National Statistics are produced to high professional standards set out in the National Statistics [Code of Practice](#). They undergo regular quality assurance reviews to ensure they meet customer needs.

For details of ministers and officials who receive pre-release access to these statistics up to 24 hours before release, please click [here](#).

Next update

The next Light Rail and Tram Statistics release is due to be published in summer 2020.

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a year without works. A fall in concessionary boardings is mainly related to the re-starting of Rail Replacement works (and also a trend towards less concessionary journeys in South Yorkshire).

- Manchester Metrolink extended the Media City - Velopark service on to Ashton Town Centre in January 2019 to provide a six minute frequency service between Anchorage and Ashton.
- Manchester Metrolink mileage figures represent total mileage of each tram 'set' and when one train is formed of two sets, the kilometres travelled will be counted twice. Therefore, figures for the years after 2011/12 are not directly comparable with earlier ones (or with other systems) as the proportion of double sets has increased in recent years.

Further information on the methods used to compile these statistics and background information about the systems covered can be found here: <https://www.gov.uk/government/publications/light-rail-and-tram-statistics-guidance>.

Users and uses of these statistics

These statistics are collected to provide information on light rail and tram systems within England to monitor trends in passenger journeys, service provision and revenue. They help to provide a comprehensive picture of public transport use in Great Britain.

Within DfT, they are used as background information in the development of light rail and tram policy, for ministerial briefing and to answer public enquiries. Outside DfT, known users include researchers, academics and Parliamentary groups with the main known use as context for reports related to light rail.

Strengths and weaknesses of the data

Returns are validated by comparison with previous years and seeking explanation where differences are large or unexpected. This means that figures for each system should be broadly comparable over time, and therefore we consider them appropriate for the uses outlined above.

As the figures are provided by eight operators, there are some differences in the methods used to count journeys or to estimate passenger or vehicle kilometres, which may affect comparisons between different systems although the effect of this is difficult to assess.