



## Introduction

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

Since privatisation in the mid-1990s, passenger and freight services on the rail network in Great Britain have been provided by a number of private sector companies. Most passenger rail travel is made with the nineteen franchised operators, but there are also a small number of non-franchised operators. Franchised operators are split into three sectors:

- long-distance operators, which primarily operate long-distance routes around the country
- London & South East operators, which primarily operate local routes in London and the South East
- regional operators, which primarily operate local routes in the rest of the country

### In this factsheet

- Rail usage and users
- Punctuality and reliability
- Passenger satisfaction
- Safety
- Passenger revenue & Government support
- Fares
- Freight



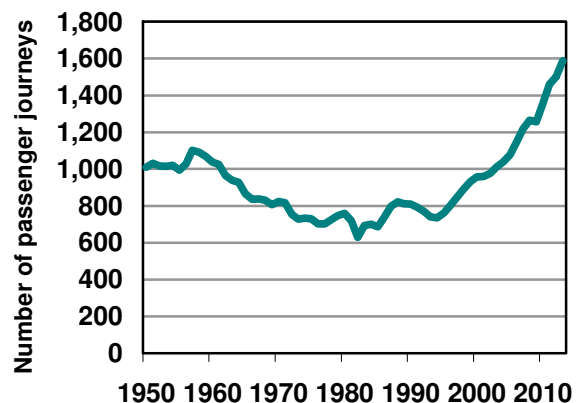
## Rail usage

In 2013/14, **rail passengers made 1.6 billion journeys with franchised operators**, travelling over 37 billion miles.

Following a period of decline over several decades, rail journeys in Great Britain have seen large increases since the mid-1990s. The **number of journeys has doubled since 1994/95**, increased by a quarter in the last 5 years and by half in the last 10 years.

In 2013/14, 70% of journeys were made with London & South East operators, 22% with regional operators and 8% with long-distance operators.

Figure 1: Rail passenger journeys: GB 1950-2013



Source: Office of Rail Regulation (ORR)



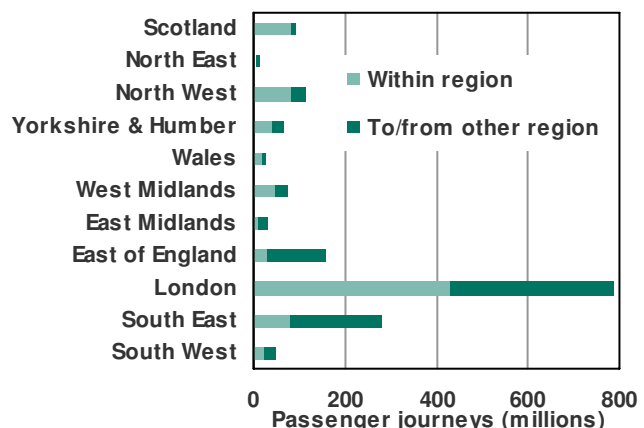
In 2012/13, **62% of all rail journeys in Great Britain started or finished in London.**

Sixty six per cent of journeys in the South East and 76% in the East of England started or finished in London.

In the north of England, the North West had the highest number of rail journeys, with 9% of all journeys in Great Britain starting or finishing in the region.

Seven per cent of all rail journeys started or finished in Scotland and 2% in Wales.

Figure 2: Rail journeys by region: GB 2012/13



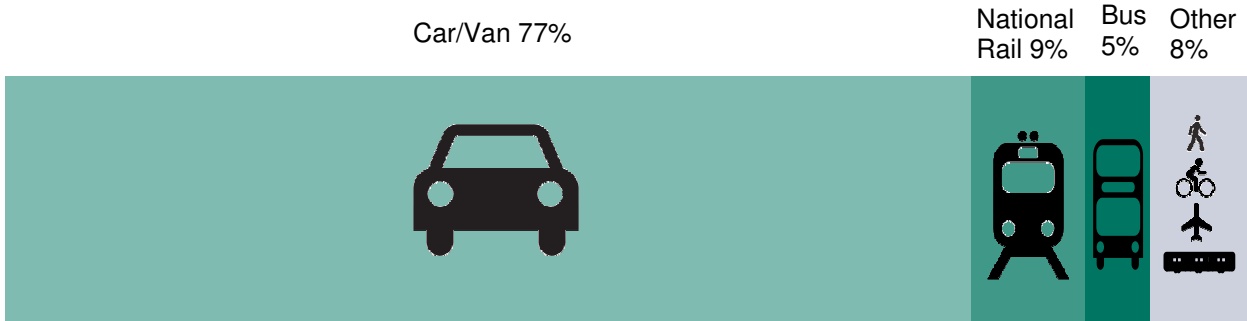
Source: Office of Rail Regulation (ORR)



## Rail users

The National Travel Survey (NTS) provides data on personal travel patterns. Previously NTS provided this information for Great Britain but following a public consultation the survey coverage changed to residents of England only, in 2013.

**Figure 3: Average distance travelled per person by main mode of travel: England 2013**

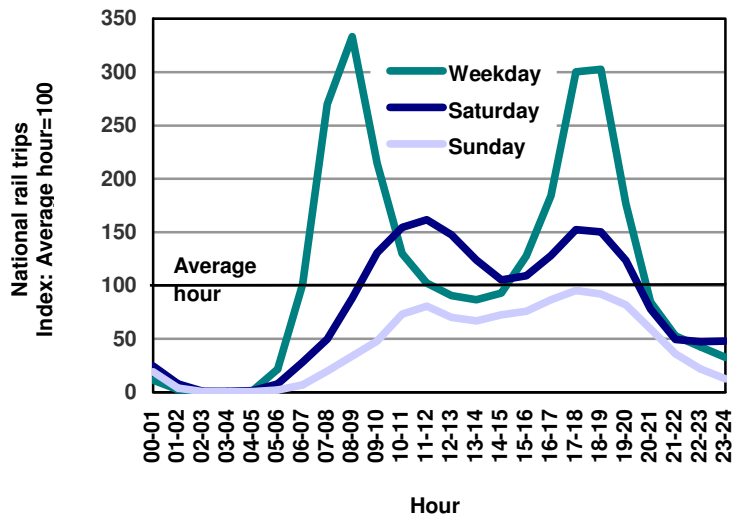


Source: National Travel Survey, DfT

Rail travel on weekdays mainly reflects commuting patterns, with **the majority of trips being made in two peaks, in the morning and early evening**. The volume of trips in each of these peaks is at least three times the average.

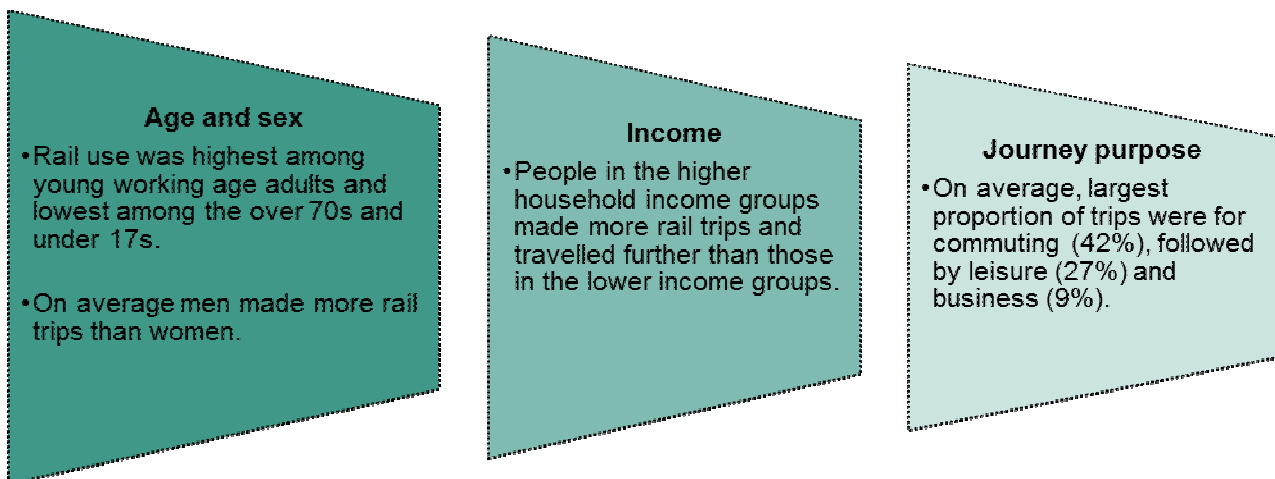
Weekend travel is more evenly spread during the day but still has two distinct peaks. Twice as many trips are made on Saturdays as on Sundays.

**Figure 4: Volume of national rail trips in progress by hour and day of week: England 2009-13**



Source: National Travel Survey, DfT

**Figure 5: National rail passenger profile<sup>1</sup> by age, sex, income and journey purpose: England 2013**



<sup>1</sup>Based on average trips per person per year, as estimated from National Travel Survey, DfT



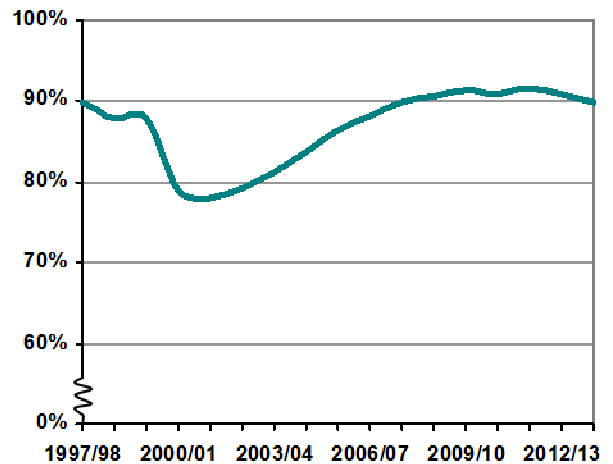
## Punctuality and reliability

The public performance measure (PPM) is an indicator of the performance and reliability of British railways. It is the proportion of passenger trains arriving at their final destination on time.

Sharp decline in PPM followed the Hatfield accident in October 2000 due to the safety checks made across the network, resulting in widespread emergency speed restrictions and a change in operating and maintenance practices. It increased steadily afterwards, following investment in track and signalling infrastructure maintenance.

In 2013/14, **90.0% of franchised operators' trains arrived on time at their destination**, a decrease from 90.9% in 2012/13. This was lower for long-distance operators, at 87.0%. Severe weather last winter caused disruption arising from flooding, landslides, damage to earthworks and coastal protection, affecting punctuality performance.

Figure 6: Percentage of franchised operators' trains arriving on time<sup>1</sup>: GB 1997/98 to 2013/14



<sup>1</sup>Within 5 minutes of the timetabled time for regional and London & South East and 10 minutes for long-distance services.

Source: Office of Rail Regulation (ORR)



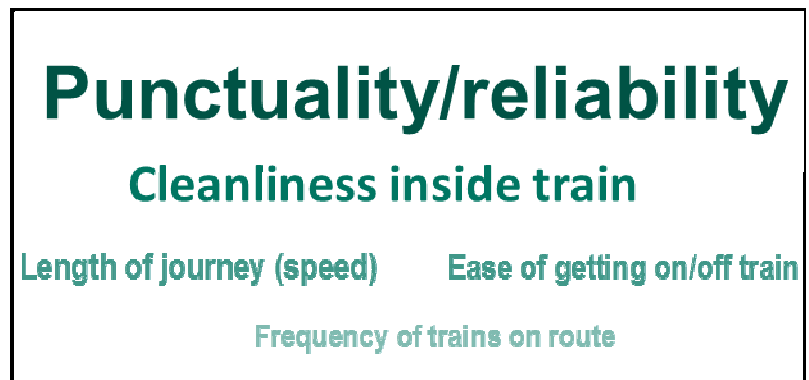
## Passenger satisfaction

The National Rail Passenger Survey (NRPS) shows that **82% of rail passengers in Great Britain were satisfied with their journey overall in spring 2014**, the same as spring 2013.

Overall satisfaction for long distance and regional operators was 86% and for London & South East operators overall satisfaction was 80%.

Punctuality/reliability of trains is the biggest driver of overall passenger satisfaction nationally, followed by cleanliness of the inside of the train.

Figure 7: Main drivers of overall passenger satisfaction

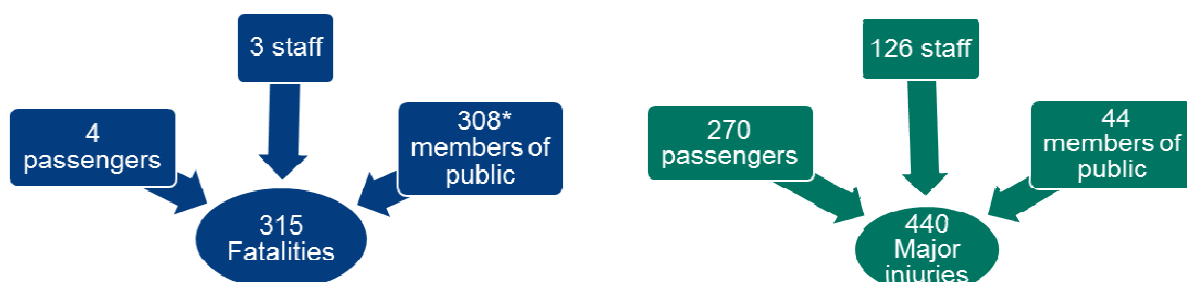


Source: Passenger Focus



## Safety

Rail has **one of the lowest passenger casualty rates of any mode of transport**. For the seventh consecutive year, in 2013/14 there were no passenger or staff casualties in train accidents.



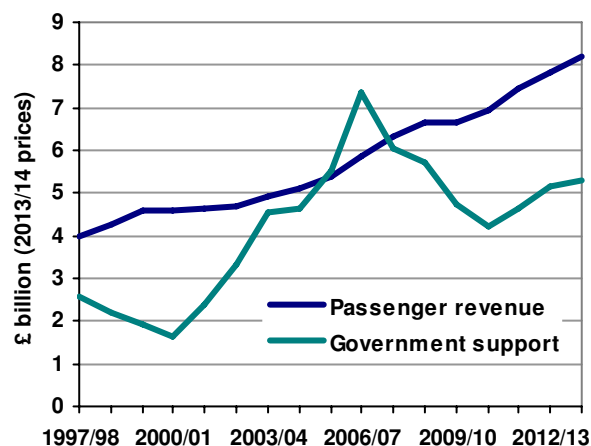
\*including 279 suicides

Source: Rail Safety and Standards Board

## £ Passenger revenue and Government support

In 2013/14, **franchised train operators received £8.2 billion in revenue from passengers**. Of this 32% came from off-peak tickets, 28% from anytime/peak tickets and 25% from season tickets. Increased rail use has seen a rise in revenue in recent years, doubling in real terms since 1997/98.

**Government support to the rail industry was £5.3 billion** in 2013/14, mostly comprising of the £3.5 billion grant paid to Network Rail. Government support increased through much of the 2000s, partly due to increased spending on infrastructure and renewals in the wake of the Hatfield and Potters Bar accidents. It also reflects investment in new infrastructure such as upgrading the West Coast Main Line, building the High Speed 1 route, and spending on Crossrail.



Source: Office of Rail Regulation (ORR)

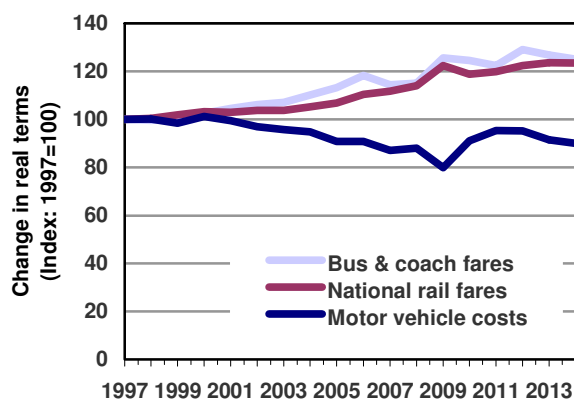
## 🚆 Fares

National rail fares increased on average by 102% between January 1997 and 2014, which corresponds to a **23% increase in real terms**.

This increase compares to a 10% real terms reduction in motoring costs over this period, and a 25% increase in bus and coach fares.

Regulated fares such as off-peak and season tickets increased on average by 5% in real terms over this period, compared to 32% for unregulated standard class fares.

Figure 8: National rail fares and transport components of Retail Price Index (RPI): Jan 1997-2014 (real terms)



Sources: Office of Rail Regulation (ORR); Retail Price Index, Office for National Statistics (ONS)

## 🚚 Freight

In recent years **8 to 9% of freight moved in Great Britain has been moved by rail**. Freight traffic is measured in net tonne kilometres (NTKm), taking into account the weight of the goods and the distance they travel. In 2013/14 the amount of freight moved by rail was 23 billion NTKm. **Thirty six per cent of freight moved was coal**, the highest proportion for any commodity, 27% was domestic intermodal freight and 2% was international freight.

### Further Information

Rail usage, performance, subsidy, revenue, national rail fares and freight, Office of Rail Regulation (ORR): <http://dataportal.orr.gov.uk/>

National Travel Survey (DfT): <https://www.gov.uk/government/collections/national-travel-survey-statistics>

National Rail Passenger Survey (Passenger Focus): <http://www.passengerfocus.org.uk/research/national-passenger-survey-introduction>

Annual Safety Performance Report (Rail Safety and Standards Board): <http://www.rssb.co.uk/risk-analysis-and-safety-reporting/safety-intelligence/safety-performance-reports>

Retail Price Index (Office for National Statistics): <http://www.ons.gov.uk/ons/rel/cpi/consumer-price-indices/index.html>

For further information contact the Rail Statistics branch of Rail Executive at the Department for Transport:  
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