Rail Factsheet

December 2018

Department for Transport

Rail Statistics Overview

Latest year compared to the previous year of available data

Rail usage

+0.3%

Distance travelled grew, but journeys declined due to fall in season ticket usage[1]

Safety incidents

-4.1%

Safety incidents involving passengers fell, including a fall in total fatalities[2]

Peak crowding

-0.3pp

(Percentage points) Morning peak crowding levels fell in many major cities, including London[3]

Punctuality

+0.1pp

Operators in London and the South east drove a small increase in train punctuality[4]

Compensation

+4pp

Compensation claims for trains delayed by 30 minutes or more has increased since 2015[5]

Satisfaction

-3pp

Passenger satisfaction slightly decreased but has remained broadly stable over the last decade[6]

About this factsheet

This factsheet provides an overview of key statistics on rail in Great Britain and the context of how rail fits in the wider transport system. The national rail statistics are for surface rail only, and do not include underground, light rail and tram systems.

Contents

Recent decline in rail punctuality

This factsheet covers the latest statistics, generally covering the financial year 2017-18 up to March 2018. Following the introduction of a new timetable in May 2018, there has since been a period of network disruption which is not covered by this release[10].

Infrastructure on the railways

- Three new stations opened in 2017-18; Ilkeston, Low Moor in West Yorkshire and Cambridge North[7]
- A number of existing stations have been remodelled or rebuilt to cater for more passengers and services, including London Bridge, Liverpool Lime Street and Derby.

2,563 stations[7]

Around 20,000 daily services on the rail network[8]

23 Train operating companies (TOCs)

- In the last year electrification work was completed from Glasgow Queen Street to Edinburgh via Falkirk High; Preston to Blackpool North; Maidenhead to Reading and Didcot; Gospel Oak to Barking; and Barnt Green to Bromsgrove[7].

14,025 vehicles in the national fleet[9]

20 years Average age of rolling stock[7]

15,878 km of route[7]

5,766 km (36%) of route electrified[7]

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FURTHER INFORMATION: Media: 020 7944 3021; Public: 020 7944 2419

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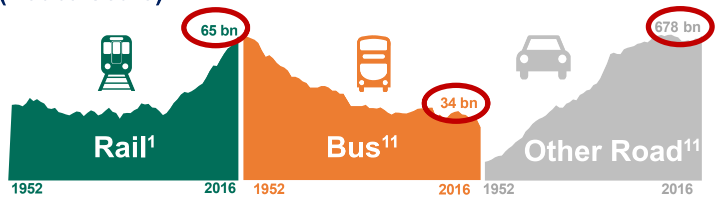
Rail Travel

Rail demand has more than doubled over 20 years

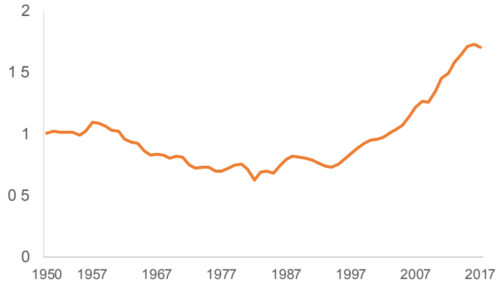
Demand for rail has increased faster than other transport modes over two decades

Across Great Britain the number of journeys (right) and distance travelled (below) have more than doubled in the last 20 years. Over the same period, use of other transport modes has declined. The number of rail journeys showed a small decline in 2017/18.

Distance travelled by mode 1952-2016, kilometres (not to scale)



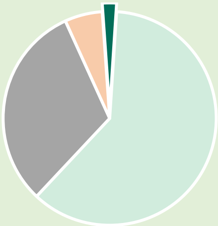
Rail passenger journeys in Great Britain, billions



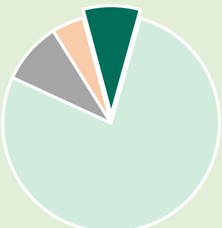
This data covers all of Great Britain and is sourced from the ORR[1] and TSGB[11].

In 2017, of all travel in England, rail accounted for:

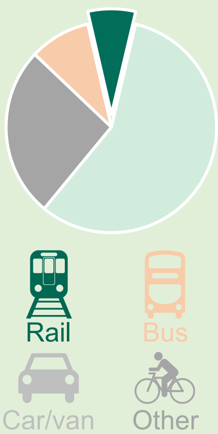
2% of trips



8% of distance



7% of travel time



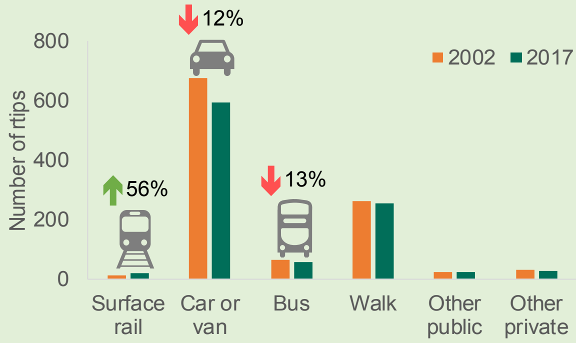
In comparison to other European countries, rail use across all of Great Britain is the second highest after Germany in 2017[12].

In England, rail trips accounted for 2% of total travel in 2017, the same as 2016. Fewer trips are now taken by car, van and local buses than 15 years ago. Car or van travel either as a passenger or driver remains the most common mode of travel in England, followed by walking and bus trips.

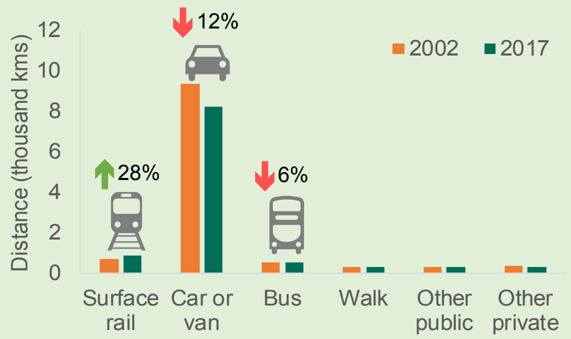
Rail travel tends to be used for longer journeys[1] and so makes up a larger proportion of travel when measured by distance and time. The only surface transport mode with a longer average trip length is non-local bus travel (including coaches). These average distances and times per trip have remained largely unchanged across all modes for the last 15 years.

This data covers England only and is sourced from the NTS[13]

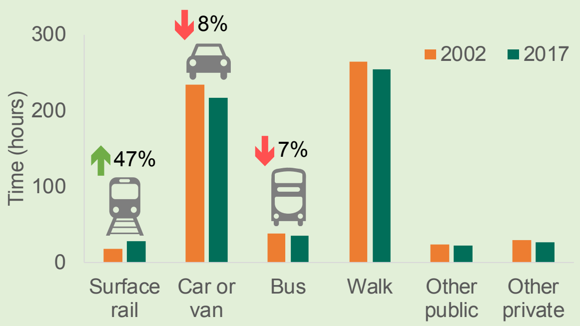
Trips per person per year



Miles per person per year



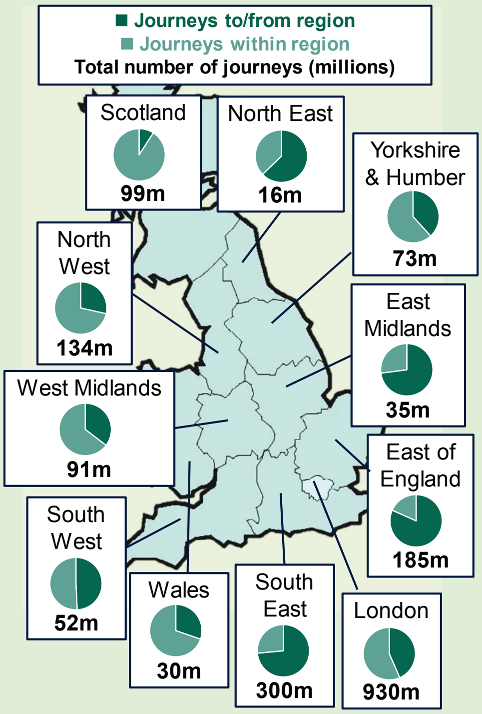
Hours per person per year



87% of long-distance train journeys were rated as satisfactory in Spring 2018[6]

Long distance rail journeys are rated consistently higher for passenger satisfaction than journeys made regionally and within London and the South East, rating 84% and 79% respectively for overall satisfaction in Spring 2018.

Rail travel is concentrated in London and the South East

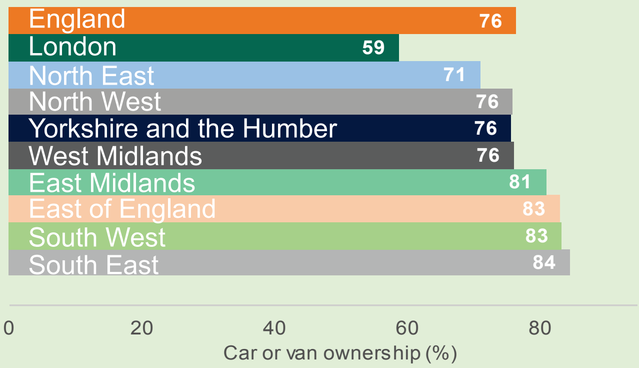


Almost two thirds of rail journeys started or ended in London

63%

London residents are less likely to own a car or van and are more likely to use rail in comparison to the rest of England; 59% of London households own a car or van, lower than the 76% national average. The South East has the highest car or van ownership and the second highest rail use.

Percentage of households which own a car or van[13]



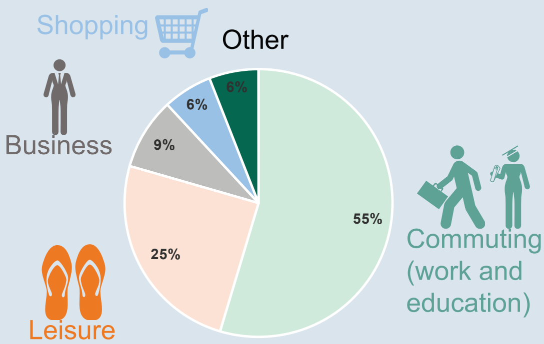
Compared to 2015-16, journeys between regions increased everywhere, except Wales. In England, most journeys between regions are to or from London. However, this is dominated by travel between London and the surrounding regions (South East and East of England)[14].

Rail Usage and Users

Most rail users are commuters

Over half of all rail journeys in England in 2017 were for commuting and a quarter were for leisure[13].

Rail journey purpose, England 2017



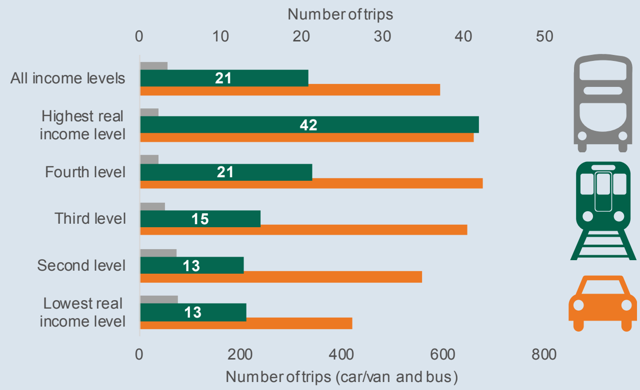
In 2017-18, there were over 222,000 Disabled Person's Railcards in circulation, up 7.4% from the previous year[15].

In 2017-18, there were almost 1.3 million booked Passenger Assists, up 5.7% from the previous year[16].

In England in 2017:

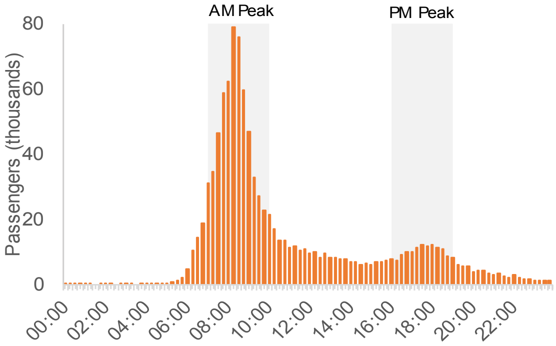
- Males made 24 trips on average each; males aged 30-39 made the most rail trips (41 rail trips).
- Females made 18 trips on average each; those aged 21-29 made the most trips (37 rail trips).
- People in the highest income quintile made over three times more rail trips each on average compared to those in the lowest. This contrasts with bus trips, where the most bus trips were made by those in the lowest income quintile[13].

Trips per person per year by income level



Rail travel in major cities is dominated by peak travel

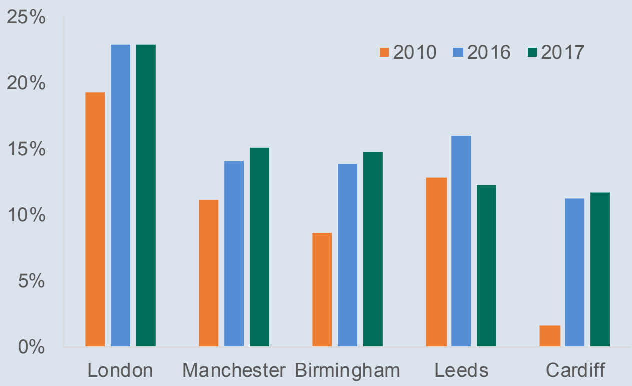
Passengers arriving into London, Autumn 2017



- 1 million passengers travel to London by train on a typical weekday; over half arrive in the AM peak (7-10am).
- In contrast, regional cities have a busier PM peak; around one-third of passengers depart in PM peak (4-7pm).
- The difference is likely influenced by the lower proportion of commuting traffic in regional cities than in London[3]. Road traffic also peaks 4-6pm weekdays[17].

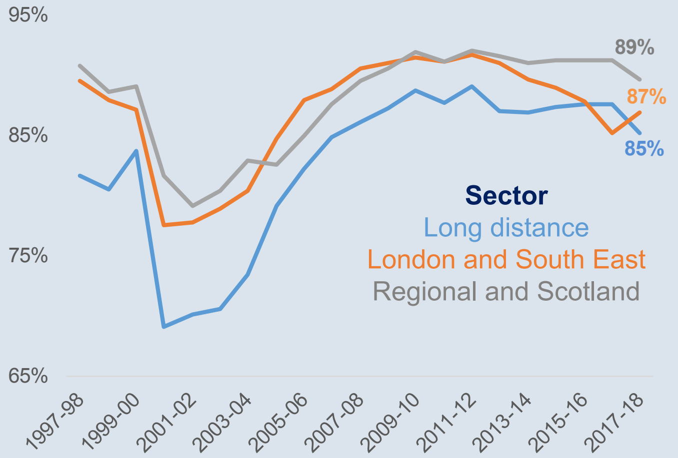
Crowding has been seen on London's commuter trains for many years, but more recently this has developed in other cities as more people use rail to commute to work.

Percentage of AM peak commuters standing



70% of all rail journeys were rated satisfactory for crowding levels in Spring 2018, whereas only 56% of commuter journeys were rated satisfactory for crowding levels[6].

Percentage of trains 'on time' by rail sector (PPM)



Public Performance Measure (PPM)

The chart uses PPM which measures the percentage of trains that are 'on time'. These are services that arrive at their destinations no more than 5 minutes late, or for long distance services, no more than 10 minutes late.

In 2017-18, 88% of trains were 'on time', a slight improvement on the previous year. However, performance on long distance and regional services has declined, while London and South east services have recovered slightly[4].

Passenger satisfaction has remained relatively stable

In Autumn 2017 and Spring 2018, 81% of passenger rail journeys were rated as satisfactory overall[6]. This is comparable to bus satisfaction which ranges between 78 to 94% for authority areas in Autumn 2017[18].

In Spring 2018, commuting journeys were rated less satisfactory overall than business or leisure journeys.

Proportion of rail journeys rated satisfactory:

Business 83% **Lesiure 89%** **Commuter 72%**

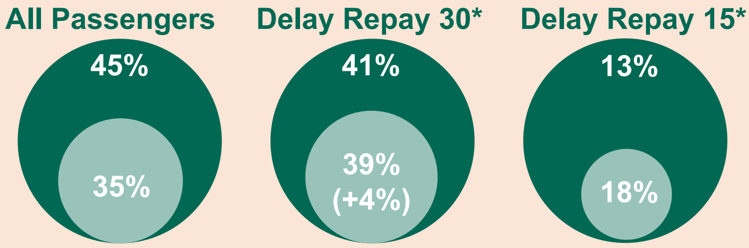
In 2017-18, the three most frequent categories of rail passenger complaints were[19]:

- Punctuality/reliability (25%)
- Facilities on board (8%)
- Sufficient room for all passengers to sit/stand (7%)

In 2017, tickets offering better value for money was passengers' top priority for improving the railways[20].

Finance

More passengers are receiving compensation



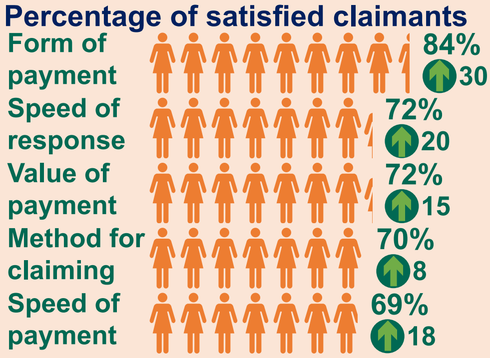
% of all passengers who experienced a delay eligible for compensation in past six months

% of eligible passengers who claimed for a delay in the past six months

Some passengers experienced an eligible DR30 and DR15 delay. DR15 was introduced after 2015 so comparisons are not possible.

Since 2015 the proportion of passengers claiming compensation for a 30 minute or longer delay has increased. Journey type and ticket cost has an impact on passengers' propensity to claim, with business passengers most likely to claim[5].

Percentage of satisfied claimants



More passengers are receiving a decision on their compensation claim within the 20 day ORR target, with 67% of claims now settled within 2 weeks. Passengers making a claim online has also increased from 31% to 53%.

There have been large increases in the overall satisfaction among claimants with all aspects of the claims process.

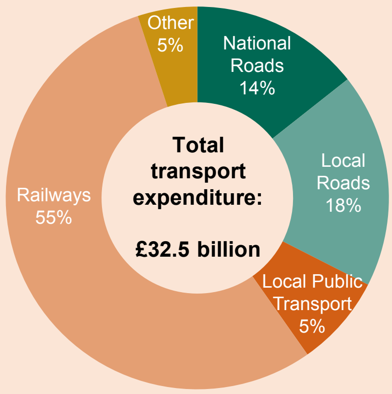
Railways are funded by government, passengers and TOCs

Income by source, real terms

	Government support	Private Investment	Passenger Revenue
2016/17	£4.3bn	£0.9bn	£9.7bn
2017/18	£6.4bn ↑ 48%	£1.3bn ↑ 36%	£9.7bn ↑ 0.4%

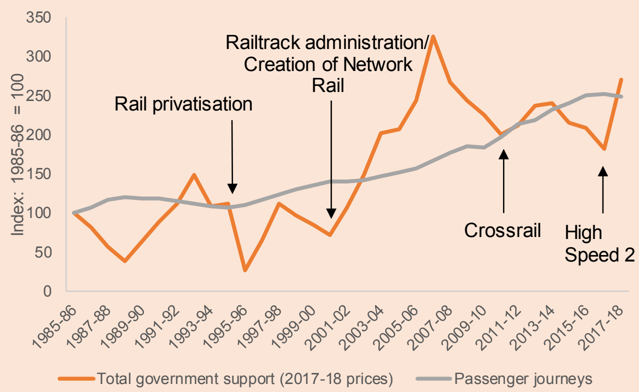
In the last year all forms of income have increased, with the largest increase from government support. This reflects investment in new projects, in particular High Speed 2. Private industry invested £1bn in rolling stock, the highest value recorded since the time series began[21]. In comparison, the income from passenger revenue has remained largely unchanged[1]

Government support to rail has increased in line with passenger journeys since the mid-1990's and the recent increases in government support have been driven by major rail projects. However, there is a background trend of increasing premium payments returned to the Government by train operators.



Across public sector, the railways account for over half of total transport expenditure

Government support and passenger journeys

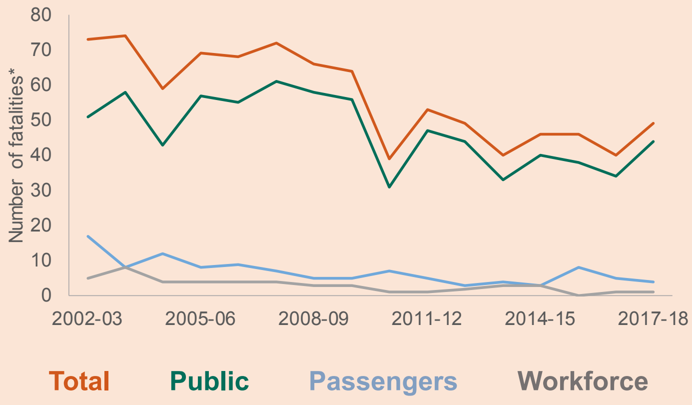


Projects: HS2

HS2 funding increased from £839 million in 2016-17 to £2.1 billion in 2017-18, and now makes up one-third of total government spend (£6.4 billion)[21].

Rail remains one of the safest forms of transport

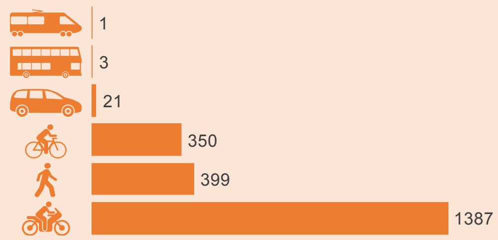
Fatalities on the railway



**This figure excludes suicides and suspected suicides*

No railway passengers or workers have died as a result of a mainline train accident for eleven consecutive years[22]. Most fatalities occur by trespass onto the railway by members of the public. Since 2002 passenger fatalities have decreased from 0.43 to 0.06 fatalities per billion kilometres travelled[22].

Risk of traveller fatality relative to rail



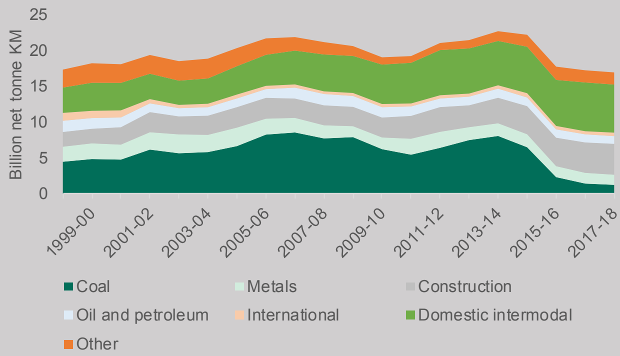
Rail freight transported is the lowest for 20 years

Freight moved within Great Britain (2015)[23]: **9% Rail** **15% Water** **76% Road**

Rail freight transported 17 billion net tonne kilometres in 2017-18, the lowest since the late 1990's. Since the introduction of policy to phase out coal-based energy production in the UK by 2025, overall freight moved has declined. However, over the last decade construction and domestic intermodal moved have seen increases of 55% and 30% respectively.

The latest statistics for water freight and road freight are 2015 and 2016 respectively[11]

Rail freight moved by commodity



Sources:

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