Statistical Bulletin
# Bwletin Ystadegol

NATIONAL STATISTICS · YSTADEGAU GWLADOL

Rail transport, 2014-15

This annual Statistical Bulletin reports on rail transport in Wales. Information covers rail passenger journeys and train accidents up to the financial year 2013-14. Information also covers timetabled train kilometres and railway crimes up to the financial year 2014-15 and passenger satisfaction from Spring 2006 to Spring 2015.

Key points

- Rail passenger journeys in Wales have been increasing over the last decade.

- There were nearly 29 million rail passenger journeys which either started or ended in Wales in 2013-14, an increase of over 1 per cent compared to the previous year. Over two-thirds (68 per cent) of these journeys were within Wales (Chart 1 and Table 2);

- During 2013-14, stations within Cardiff local authority were the destination of almost two-fifths (39 per cent) of rail passenger journeys within Wales (Table 3);

- In 2014 there were 13 railway fatalities in Wales. The majority of (11) were suicide (Table 7);

- There were almost 1,100 notifiable offences reported on Welsh railways in 2014-15, an 11(r) per cent decrease from the previous year (Table 8). (r) – Revised 29 January 2016

Chart 1: Rail passenger journeys to, from or within Wales, 2001-02 to 2013-14
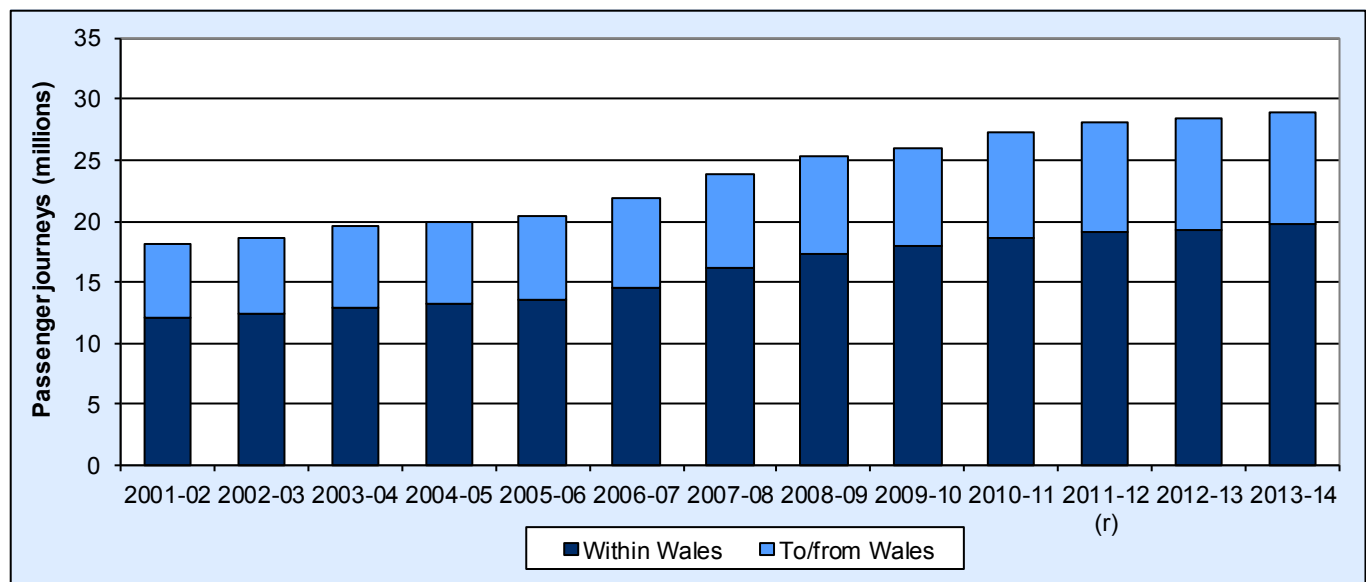
Source: Office of Rail Regulation (ORR), National Rail Trends, Regional usage profiles

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Scheduled train kilometres and rail passenger journeys

The use of the rail system has increased sharply, both in terms of numbers of scheduled services that are run, and in terms of passenger numbers. Table 1 below shows that the principal train operating company running services in Wales, Arriva Trains Wales, has increased the number of timetabled kilometres its services operate from 21 million to over 24 million between 2005-06 and 2014-15. This represents an increase of over 3 million timetabled train kilometres during this period.

Table 1: Number of timetabled train kilometres, 2004-05 to 2014-15

Million kms

Train Operating Company	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
Arriva Trains Wales	21.05	22.34	22.79	23.11	23.77	23.80	23.60	24.23	24.35	24.34

Source: Office of Rail Regulation (ORR)

Demand for rail travel is determined by a number of factors like population, economic growth and the cost of travel. Table 2 shows the increase in rail passenger numbers since the early 1990s in Wales. Passenger journeys within Wales fell in the mid to late 1990s before recovering. Since 1997-98, passenger journeys have increased year on year reaching its present peak of just under 29m passenger journeys. Total passenger journeys continued to grow during the 2008 recession whereas the volume of road traffic fell during this period[1].

Table 2: Rail passenger journeys to, from or within Wales, 1992-93 to 2013-14

Thousands

	Within Wales	To Wales from rest of GB	From Wales to rest of GB	Total journeys in Wales	Total GB journeys
1992-93	11,472	2,510	2,477	16,458	628,237
1993-94	10,758	2,558	2,541	15,856	618,137
1994-95	9,232	2,386	2,368	13,986	556,086
1995-96	9,390	2,556	2,541	14,487	589,499
1996-97	9,553	2,671	2,658	14,882	627,917
1997-98	9,747	2,805	2,795	15,347	671,119
1998-99	9,674	2,849	2,838	15,360	704,997
1999-00	10,766	2,922	2,922	16,609	747,560
2000-01	11,203	2,897	2,894	16,994	755,077
2001-02	12,104	3,020	3,017	18,141	758,628
2002-03	12,426	3,135	3,129	18,689	775,315
2003-04	12,863	3,339	3,336	19,538	791,395
2004-05	13,156	3,369	3,364	19,890	808,484
2005-06	13,491	3,475	3,463	20,428	827,395
2006-07	14,596	3,639	3,640	21,875	984,035
2007-08	16,236	3,818	3,827	23,882	1,018,053
2008-09	17,385	3,970	3,970	25,325	1,074,163
2009-10	18,000	4,022	4,022	26,045	1,065,392
2010-11	18,685	4,295	4,295	27,274	1,160,429
2011-12	19,038 (r)	4,530 (r)	4,530 (r)	28,098 (r)	1,228,018 (r)
2012-13	19,224	4,585	4,585	28,393	1,269,024
2013-14	19,792	4,527	4,527	28,846	1,332,634

Source: Office of Rail Regulation (ORR), National Rail Trends, Regional usage profiles

Cardiff was the destination of nearly 8 million (39 per cent) rail passenger journeys within Wales in 2013-14. This proportion has remained the same for the past ten years or so. For the rest of South Wales, 4 local authority areas had over one million passenger journeys, of these Rhondda Cynon Taf had over 2 million journeys. In West Wales, stations in Carmarthenshire had the largest number of passenger journeys, in Mid Wales Powys this was Powys and in North Wales, Gwynedd had the highest number.

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[1] http://gov.wales/statistics-and-research/road-traffic/?lang=en

There are a number of long term trends. Rail journeys in south and east Wales have continued to grow year on year. This can be partly attributable to increased use of trail for travel to work purposes.

For Mid and West Wales the number of passenger journeys have fluctuated year on year. Pembrokeshire and Carmarthenshire have all seen year on year increases since 2002-03, Powys saw a reduction in 2013-14 (5 per cent) whereas Ceredigion for the second consecutive year had a reduction in journeys (8 per cent).

Since 2002-03, all North Wales local authority areas have also seen year on year fluctuation in rail journeys. Denbighshire was the only local authority area that had a small increase on the previous year whilst the other four North Wales Authorities saw reductions in passenger journeys.

Table 3: Rail passenger journeys within Wales, by Local Authority of destination, 2002-03 to 2013-14

number

	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12 (r)	2012-13	2013-14
Isle of Anglesey	64,406	63,206	60,786	61,223	68,474	67,318	55,129	55,533	58,807	72,391	71,167	69,523
Gwynedd	495,434	505,109	474,340	464,462	458,505	567,561	505,055	529,867	547,620	568,371	536,426	472,999
Conwy	263,945	277,375	248,210	248,171	260,726	289,621	303,407	327,287	355,910	383,181	378,385	373,073
Denbighshire	171,358	175,311	169,004	169,683	204,783	211,475	254,310	259,822	262,847	284,120	282,817	282,980
Flintshire	120,881	129,588	125,396	119,476	118,241	128,142	134,081	143,581	146,612	158,823	158,174	157,661
Wrexham	107,503	115,375	114,205	111,604	117,100	130,581	148,348	167,147	171,086	181,352	185,490	183,653
Powys	66,541	73,830	75,957	77,122	82,854	94,277	96,663	102,039	107,612	119,283	116,973	110,873
Ceredigion	45,031	48,337	53,226	63,187	65,861	71,675	70,312	80,902	84,396	85,143	82,315	75,957
Pembrokeshire	119,633	126,247	128,648	129,405	147,677	163,597	169,355	175,996	189,902	205,584	205,037	210,198
Carmarthenshire	314,342	318,446	330,191	341,404	362,960	394,866	424,805	428,923	461,660	478,819	487,428	480,928
Swansea	483,213	486,588	482,638	492,178	559,709	675,332	772,144	799,167	852,797	837,559	847,729	853,520
Neath Port Talbot	331,151	334,917	332,312	332,575	398,316	465,120	527,379	554,101	595,305	588,700	603,409	612,583
Bridgend	484,027	543,400	581,726	655,981	732,386	823,323	920,505	941,870	996,008	999,193	984,967	1,160,131
Vale of Glamorgan	1,022,709	1,038,079	1,027,134	1,182,545	1,296,479	1,381,485	1,406,296	1,388,194	1,412,820	1,496,071	1,541,760	1,613,460
Cardiff	4,730,870	4,910,372	5,133,401	5,241,436	5,670,668	6,370,186	6,827,561	7,002,815	7,266,364	7,380,204	7,499,123	7,733,550
Rhondda Cynon Taf	1,759,765	1,850,393	1,883,603	1,861,409	2,002,682	2,138,356	2,230,708	2,333,462	2,334,792	2,327,654	2,337,532	2,355,499
Merthyr Tydfil	229,053	195,179	198,218	189,263	196,021	196,743	210,567	259,217	285,325	295,287	318,348	372,443
Caerphilly	907,687	911,400	936,903	922,563	961,872	1,061,672	1,177,443	1,229,200	1,285,820	1,314,843	1,324,017	1,372,438
Blaenau Gwent	0	0	0	0	0	25,913	144,156	147,574	158,046	157,860	160,292	326,302
Torfaen	90,428	90,453	96,042	90,564	104,824	117,869	123,677	145,965	148,379	154,704	161,956	167,889
Monmouthshire	140,525	149,782	163,523	167,587	181,328	193,341	199,665	211,241	216,383	222,306	222,556	224,542
Newport	477,381	514,986	537,090	565,370	604,128	667,952	683,327	715,965	746,381	726,214	718,060	744,620
Other (a)	9	4,615	3,536	3,781	0	0	0	0	0	0	0	0
Wales	12,425,887	12,862,984	13,156,083	13,490,983	14,595,590	16,236,399	17,384,885	17,999,862	18,684,870	19,037,662	19,223,961	19,791,671

Source: Office of Rail Regulation (ORR), National Rail Trends, Regional usage profiles

(a) Includes journeys to/from a non-specific station and group stations. Since 2006-07, it has been possible to map these journeys more accurately, resulting in a fall in the Other category totals.

Punctuality

Table 4 illustrates the punctuality of Arriva Trains Wales. Their performance measure for punctuality is for 88.8 per cent of all trains to arrive within 5 minutes of the scheduled arrival time.   The figures show that over the 5 year period they have exceeded this performance indicator and have done so every year since 2007. The actual figures for punctuality, late trains and cancellations rates have remained consistent during this time.

Table 4: Punctuality statistics for trains arriving within the estimated time of arrival

Arrival within	2010-11	2011-12	2012-13	2013-14	2014-15
5 mins	93.9%	94.2%	93.3%	93.1%	93.0%
10 mins	95.9%	96.4%	95.8%	95.7%	95.8%
Significantly late	0.3%	0.2%	0.2%	0.2%	0.2%
Cancelled	2.2%	1.9%	2.4%	2.4%	2.4%
Trains planned	315,959	323,428	321,222	320,929	321,971

Rail safety

Information about safety on the mainline rail network comes from the Rail Safety and Standards Board (RSSB). Table 5 shows that there was an increase in the number of incidents recorded in 2014. The main reason for this is the increase in the number of obstructions (17) on the rail line and the number of missiles thrown (6).

Table 5: Train incidents, Wales, 2007 to 2014

								Number
	2007	2008	2009	2010	2011	2012	2013	2014
Collisions	2	1	2	0	0	0	0	0
Derailments	4	3	1	1	0	3	2	1
Obstructions	25	32	13	19	16	11	11	17
Fires	4	3	1	0	0	1	3	4
Missiles	18	13	15	3	2	0	0	6
Total	53	52	32	23	18	15	16	28

Source: Office of Rail Regulation (ORR)

In 2014, there were 3 potentially higher-risk train accidents (PHRTA), that is accidents that have the most potential to result in harm (*table 6*). Two of them involved collisions with road vehicles and the other involved a derailment.

Table 6: Potentially higher-risk train accidents (PHRTA), Wales, 2007 to 2014

Number

	2007	2008	2009	2010	2011	2012	2013	2014
Collisions								
Passenger trains	0	0	0	0	0	0	0	0
Passenger and freight trains	0	0	0	0	0	0	0	0
Freight trains	0	0	0	0	0	0	0	0
Buffer stop collisions	0	0	0	0	0	0	0	0
Derailments								
Passenger train	1	2	0	1	0	2	1	0
Empty coaching stock	1	1	0	0	0	0	0	0
Freight train and vehicles	2	0	0	0	0	1	1	1
Running into road vehicles								
At level crossings	3	2	4	1	1	5	2	2
Elsewhere on the railway	0	0	0	0	0	0	0	0
Total	7	5	4	2	1	8	4	3

Source: Office of Rail Regulation (ORR)

There were 13 fatalities in 2014 (*table 7*), that is where death occurs within one year of the incident on the Welsh rail network. The majority of these were reported as suicides.

Table 7: Railway fatalities, Wales, 1996 to 2014

Number

	Passengers	Staff	Other persons	Trespassers	Suicide	Total
1996	1	1	1	6	4	13
1997	0	0	0	8	6	14
1998	1	3	0	5	1	10
1999	2	0	1	10	8	21
2000	0	0	2	9	3	14
2001	0	0	0	3	3	6
2002	0	0	3	11	1	15
2003	1	0	0	5	3	9
2004	0	0	1	12	1	14
2005	0	0	0	11	0	11
2006	2	1	0	7	1	11
2007	1	0	1	7	0	9
2008	0	0	0	13	1	14
2009	0	0	1	12	2	15
2010	0	0	1	7	4	12
2011	0	0	0	5	1	6
2012	2	0	1	1	12	16
2013	0	0	1	0	10	11
2014	0	0	0	2	11	13

Source: Office of Rail Regulation (ORR)

Rail crime

Information about railway crimes comes from the British Transport Police's (BTP) computerised crime reporting system, CRIME. The BTP data in Tables 8 and 9 shows that total notifiable recorded railway crime decreased slightly in 2014-15 compared with the previous year.

Table 8: Notifiable (a) crime/offences on the rail network in Wales, 2012-13 to 2014-15

Number of offences

	2012-13		2013-14		2014-15	
	Recorded (b)	Detected (c)	Recorded (b)	Detected (c)	Recorded (b)	Detected (c)
Violence against the person						
Homicide	0	0	0	0	0	0
Attempted murder	0	0	0	0	0	0
Serious assault	79	50	62	35	65	41
Common assault	83	40	118	57	101	44
Police assault	12	11	10	10	16	15
Firearms/explosive	17	19	11	10	0	0
Racially aggravated harassment	15	4	20	9	12	8
Other violence	11	5	15	5	31	22
Total violence against the person	217	129	236	126	225	130
Sexual crime						
Sexual crime against females	11	5	7	3	13	5
Sexual crime against males	0	0	1	0	1	0
Exposure	3	0	2	1	2	2
Other sexual crime	4	1	8	1	3	2
Total sexual crime	18	6	18	5	19	9
Criminal damage/malicious mischief						
Criminal damage/malicious mischief	59	12	48	7	52	13
Arson/fire-raising	4	0	8	1	3	1
Graffiti	8	1	18	2	15	3
Other criminal damage	0	0	0	0	0	0
Total criminal damage/malicious mischief	71	13	74	10	70	17
Line of route crime						
Destroy or damage/endanger safety	11	2	7	1	10	5
Obstruction	44	11	48	14	43	14
Throw missile at rail vehicle	17	0	14	0	10	1
Total line of route crime	72	13	69	15	63	20
Theft of passenger property						
Theft luggage	59	5	51	9	51	4
Theft personal property	124	10	121	11	111	10
Theft from the person	32	3	34	3	33	0
Total theft of passenger property	215	18	206	23	195	14
Motor vehicle/cycle crime						
Theft motor vehicle	5	1	1	0	2	1
Take vehicle without consent	1	0	2	0	1	0
Theft from vehicle	27	2	28	8	19	0
Damage to motor vehicle	19	2	15	5	15	5
Theft/damage pedal cycle	48	2	58	9	63	13
Interfere with motor vehicle	0	0	1	0	3	0
Total motor vehicle/cycle crime	100	7	105	22	103	19
Robbery						
Robbery	9	5	5	5	4	2
Assault with intent to rob	0	0	0	0	0	0
Total robbery	9	5	5	5	4	2

Source: British Transport Police Statistical Bulletins

Table 8 (continued): Notifiable (a) crime/offences on the rail network in Wales, 2011-12 to 2013-14

Number of offences

	2012-13		2013-14		2014-15	
	Recorded (b)	Detected (c)	Recorded (b)	Detected (c)	Recorded (b)	Detected (c)
Theft of railway/commercial property and burglary						
Burglary/housebreaking booking office	0	0	2	0	7	0
Burglary/housebreaking	19	1	6	2	23	16
Theft from shop/kiosk	18	11	23	13	0	0
Goods in transit offences	0	0	1	0	0	0
Theft from vending machines	3	1	0	0	4	0
Theft undertaking stores	24	2	20	3	26	2
Live cable theft	40	5	35	2	24	3
Non - live cable theft	84	16	65	17	29	6
Other theft/burglary	9	2	7	3	9	3
Total Theft of railway/commercial property and burglary	197	38	159	40	122	30
Public disorder						
Bomb hoax offences	0	0	0	0	3	2
Breach of the peace	0	0	0	0	0	0
Other public order crime	177	131	165	118	159	99
Total public order	177	131	165	118	162	101
Fraud						
Ticket fraud	0	0	0	0	0	0
Forgery	0	1	3	2	0	1
Other fraud	9	5	5	4	0	0
Total fraud	9	6	8	6	0	1
Drug crime						
Trafficking in controlled drug	4	4	0	0	4	4
Possession of controlled drug	151	147	116	106	67	63
Proceeds of crime (drugs)	0	0	0	0	0	0
Other drug crime	0	0	0	0	0	0
Total drug crime	155	151	116	106	71	67
Other notifiable crime/offences						
Handling/reset	3	3	3	2	1	2
Other firearms offences	4	4	0	0	0	0
Proceeds of crime (excl. drugs)	0	0	1	1	1	0
Other theft	10	0	8	1	6	1
Other offences	20	13	17	7	17	10
Total other notifiable crime/offences	37	20	29	11	25	13
Total notifiable crime/offences	1,277	537	1,190	487	1,059	423

Source: British Transport Police Statistical Bulletins

(a) Serious offences reported to the Home Office.

(b) Number of offences recorded by the British Transport Police during the year to 31 March.

(c) Number of offences cleared during the year to 31 March, person charged or summoned, offender cautioned, offence taken into consideration by the Court, sufficient evidence to charge an offender, but no further action taken.

The total recorded notifiable offences decreased by 131 (11 percent) in 2014-15. The largest categories of offences were: violence (225), theft (195) and public disorder (162). Of those detected, violence, drug crime and public disorder were cleared.

Over the 3 year period the trend of violent offences, sexual crime, theft, public disorder and motor vehicle crime has remained steady. The level of theft of railway property and drug crime has fallen.

Table 9: Non-notifiable (a) offences on the rail network in Wales, 2012-13 to 2014-15

Number of offences

	2012-13		2013-14		2014-15	
	Recorded (b)	Detected (c)	Recorded (b)	Detected (c)	Recorded (b)	Detected (c)
Less serious line of route offences						
Railway trespass	579	159	505	138	500	116
Transport and works offences	0	0	0	0	0	0
Stonethrowing	52	0	34	1	29	0
Other less serious line of route offences	5	0	2	0	5	0
Total less serious line of route offences	636	159	541	139	534	116
Less serious public disorder offences						
Alcohol offences	81	80	73	73	64	62
Breach of the peace	0	0	0	0	310	122
Other less serious public order	331	126	311	148	28	1
Total less serious public disorder offences	412	206	384	221	402	185
Less serious fraud						
Travel fraud	62	38	46	32	42	21
Travel related crime/greater distance	93	37	54	20	62	18
Failure to provide details/show ticket	0	0	1	0	1	0
Total less serious fraud	155	75	101	52	105	39
Other less serious offences						
Driving offences (R.T.A)	129	51	207	104	231	130
Vehicle related (byelaws)	5	3	12	10	6	4
Begging	16	14	35	32	22	19
Protection equipment	17	6	7	1	10	1
Other less serious offences	25	16	23	12	36	20
Total other less serious offences	192	90	284	159	305	174
Total non-notifiable offences	1,395	530	1,310	571	1,346	514

Source: British Transport Police Statistical Bulletins

(a) Offences not reported to the Home Office.
(b) Number of offences recorded by the British Transport Police during the year to 31 March.
(c) Number of offences cleared during the year to 31 March, person charged or summoned, offender cautioned, offence taken into consideration by the Court, sufficient evidence to charge an offender, but no further action taken.

There was a slight increase (36) in the total number of recorded non-notifiable offences (3 per cent) in 2014-15. The largest category was the less serious line route offences (534). All main categories saw a slight increase on the previous years figure.

Over the three year period, the overall level of non-notifiable offences has remained steady, nonetheless there have been increases in the individual categories. For example the number of driving offences recorded has increased from 129 to 231 (79 per cent) whereas the number stone throwing incidents has fallen from 52 to 29.

Passenger satisfaction

Information about passenger satisfaction with train services and station facilities comes from surveys of rail users carried out by Passenger Focus. The survey asks the same set of questions about passengers' experience of using railway facilities and rolling stock in the spring and autumn of each year. Tables 10 to 12, below, show increasing levels of passenger satisfaction with rail travel in Wales.

Overall satisfaction with both train stations and rolling stock facilities increased by 9 percentage points from 79 per cent in spring 2006 to 89 per cent in spring 2015. This can be compared with the average for all other regional operators in spring 2015 of 85 per cent. Passenger dissatisfaction has decreased on 4 percentage points since the Spring 2014 survey.

Table 10: Passenger satisfaction with Arriva Trains Wales stations and train facilities, Spring 2006 to Spring 2014

Number / Percentage of respondents

	Sample size	Satisfied or good	Neither satisfied nor dissatisfied	Dissatisfied or poor	All regional operators satisfied or good
Spring 2006	713	79	11	10	85
Autumn 2006	799	80	11	9	84
Spring 2007	781	84	10	6	82
Autumn 2007	775	85	9	6	83
Spring 2008	782	83	11	6	84
Autumn 2008	730	86	7	7	86
Spring 2009	791	87	9	3	86
Autumn 2009	775	86	9	5	89
Spring 2010	999	88	8	4	88
Autumn 2010	757	87	8	5	86
Spring 2011	912	87	8	5	86
Autumn 2011	1,509	84	11	5	87
Spring 2012	1,172	88	7	5	86
Autumn 2012	1,308	88	8	4	86
Spring 2013	1,201	88	8	4	84
Autumn 2013	1,206	86	10	4	84
Spring 2014	1,045	83	11	6	86
Autumn 2014	1,033	83	11	6	84
Spring 2015	1,335	89	9	2	85

Source: Passenger Focus National Rail Passenger Surveys

Rail passenger satisfaction with information provision at rail stations owned and operated by Arriva Trains Wales has increased by 20 percentage points since the Spring 2006 survey to 85 per cent. Passenger dissatisfaction has continually fallen over the same period. In comparison with all regional operators during this period passenger satisfaction with information provision at Arriva Trains Wales operated stations has increased significantly more than the benchmark.

Table 11: Passenger satisfaction with information provision at Arriva Trains Wales stations, Spring 2006 to Spring 2014

Number / Percentage of respondents

	Sample size	Satisfied or good	Neither satisfied nor dissatisfied	Dissatisfied or poor	All regional operators satisfied or good
Spring 2006	660	65	16	19	78
Autumn 2006	740	70	12	17	76
Spring 2007	743	73	13	14	76
Autumn 2007	754	74	14	12	77
Spring 2008	732	74	12	13	79
Autumn 2008	681	74	13	13	80
Spring 2009	722	80	8	11	81
Autumn 2009	716	80	11	9	84
Spring 2010	934	79	9	12	83
Autumn 2010	697	78	12	9	83
Spring 2011	846	79	13	8	81
Autumn 2011	1,424	80	11	10	83
Spring 2012	1,092	81	11	8	84
Autumn 2012	1,273	81	12	7	86
Spring 2013	1,133	83	11	6	86
Autumn 2013	1,158	81	10	9	83
Spring 2014	1,000	82	12	6	86
Autumn 2014	974	81	11	8	84
Spring 2015	1,265	85	10	5	86

Source: Passenger Focus National Rail Passenger Surveys

Rail passenger satisfaction with information provision on rail services operated by Arriva Trains Wales in the Spring of 2015 was 67 per cent. This is an increase of 16 per cent on the Spring 2006 survey. The satisfaction level for all other regional operators was 70 per cent in Spring 2015. Over this period the benchmark of passenger satisfaction has remained increased slightly. Since the Autumn 2007 survey, the proportion of satisfied passengers has remained between 61 and 67 per cent. (Table 12)

Table 12: Passenger satisfaction with information provision on Arriva Trains Wales services, Spring 2006 to Spring 2014

Number / Percentage of respondents

	Sample size	% Satisfied or good	% Neither satisfied nor dissatisfied	% Dissatisfied or poor	All regional operators % satisfied or good
Spring 2006	596	51	26	23	65
Autumn 2006	663	51	29	19	67
Spring 2007	653	55	30	15	67
Autumn 2007	679	61	26	13	66
Spring 2008	683	63	24	13	67
Autumn 2008	639	61	24	15	69
Spring 2009	691	65	25	10	69
Autumn 2009	695	63	22	15	71
Spring 2010	886	69	21	10	70
Autumn 2010	669	67	23	10	69
Spring 2011	787	67	20	13	69
Autumn 2011	1,350	65	23	12	69
Spring 2012	1,055	66	24	10	70
Autumn 2012	1,199	66	23	10	71
Spring 2013	1,064	66	23	11	71
Autumn 2013	1,086	64	24	12	70
Spring 2014	958	66	23	11	71
Autumn 2014	940	66	21	13	69
Spring 2015	1,204	67	24	10	70

Source: Passenger Focus National Rail Passenger Surveys

Notes

1 Context

1.1 Related Publications

The Department for Transport produce a series presenting statistical information on the national rail system in Great Britain:

https://www.gov.uk/government/collections/rail-statistics

The Department for Regional Development in Northern Ireland produce a quarterly statistics bulletin on road and rail transport:

https://www.drdni.gov.uk/articles/northern-ireland-road-and-rail-transport-statistics#toc-1

2 Symbols

The following symbols have been used throughout the bulletin:

(r) data revised from data published 5th November 2013

3 Key Quality Information

The information in this Bulletin is based on a range of household and individual surveys and on administrative data.

Timetabled train kilometres and rail passenger numbers are compiled by the Office of Rail Regulation (ORR). ORR data are available via their National Rail Trends (NRT) Data Portal, an online interface for ORR's database of rail statistics:

http://dataportal.orr.gov.uk/

Rail safety data are taken from the Rail Safety and Standards Board's (RSSB) Safety Management Information System (SMIS). Its scope is generally limited to incidents that occur in stations, on trains, or elsewhere on Network Rail managed infrastructure, such as the track and trackside. However, workforce fatalities that occur away from these locations, but occur during working time, are also included. For more information about the SMIS see the RSSB website:

http://www.rssb.co.uk/SPR/Pages/SMIS.aspx

Rail crime information comes from the British Transport Police's (BTP) computerised crime reporting system, CRIME. The Home Office introduced a National Crime Reporting Standard (NCRS) that all police forces across England and Wales were required to adopt. BTP adopted this standard on 1 April 2002. The basic principles of NCRS are that if on the balance of probability a crime has been committed, it is recorded as a crime. The standard has made crime recording more victim focused. Crime statistics are not always accurate indicators of risk. Police activity to target particular offences, changes in reporting patterns and other factors can affect reported crime figures. For more information see the BTP's Statistical Bulletin:

http://www.btp.police.uk/about_us/your_right_to_information/publications.aspx

Passenger satisfaction figures are collected by the National Passenger Survey (NPS) which provides a picture of customers' satisfaction with rail travel. Passenger opinions of train services are collected twice a year from a representative sample of passenger journeys. Passengers' overall satisfaction and satisfaction with 30 specific aspects of service can therefore be compared over time.

Questionnaires are handed out at stations to passengers about to board a train, with a reply paid envelope provided for returning questionnaires. Fieldwork is carried out each Spring (principally in February/March) and in the Autumn (principally in September/October) over an 11 week period.

Quotas for returned questionnaires, and weighting for the survey results, are set overall and by weekday/weekend, journey purpose and station size based on information from each Train Operating Company (TOC). This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC. National results are constructed by combining data for all TOCs together, weighting by number of journeys.

Approximately 33% of questionnaires that are given out are returned each survey. Returned questionnaires are checked to confirm that details provided are for a real journey and then the questionnaire response is assigned to the appropriate Train Operating Company (TOC).

Details of the compliance of this survey with National Statistics standards can be found at:
http://www.passengerfocus.org.uk/official-statistics

The survey itself can be found on the Passenger Focus website:
http://www.passengerfocus.org.uk/research/national-passenger-survey-introduction