Rail transport, April 2017 to March 2018

17 April 2019
SB 15/2019

The number of rail passenger journeys in Wales increased in 2017-18, reaching the highest level on record.

There were 31.0 million rail passenger journeys which either started or ended in Wales in 2017-18, an increase of 1.9 per cent compared with the previous year. Over two-thirds (69 per cent) of these journeys were within Wales (Chart 1).

Rail passenger journeys within Wales increased to 21.5 million in 2017-18, a 1.3 per cent increase on 2016-17.

Cardiff was the most common destination for within-Wales journeys, accounting for 41 per cent of all journeys (Chart 3).

In 2017 there were 13 railway fatalities, 11 of which were suicides.

In recent years there have been between 8 and 12 suicides annually and between 1 and 4 other fatalities (Chart 4).

In 2017-18, offences on Welsh railways increased by 15.3 per cent.

There were 1,369 notifiable offences reported on Welsh railways in 2017-18, an increase of 182 from the previous year (Chart 5).

Overall passenger satisfaction levels have been relatively stable in recent years.

In autumn 2018 82 per cent of passengers were satisfied with their journey overall. Satisfaction levels and recent trends are similar in Wales and Great Britain as a whole (Table 5).

About this bulletin

This bulletin presents information about rail passenger journeys, punctuality, passenger satisfaction, accidents, fatalities and crime on the rail network.

The tables of underlying data are available on the StatsWales website.

In this bulletin

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Rail passenger journeys – Wales

Rail passenger journeys have increased year on year since 1995-96, reaching a high of 31.0 million in 2017-18. 69 per cent of those journeys were within Wales and 31 per cent were between Wales and other regions. Rail passenger journeys in Wales accounted for 2.1 per cent of all journeys in Great Britain in 2017-18.

Chart 1: Rail passenger journeys to/from or within Wales 1995-96 to 2017-18
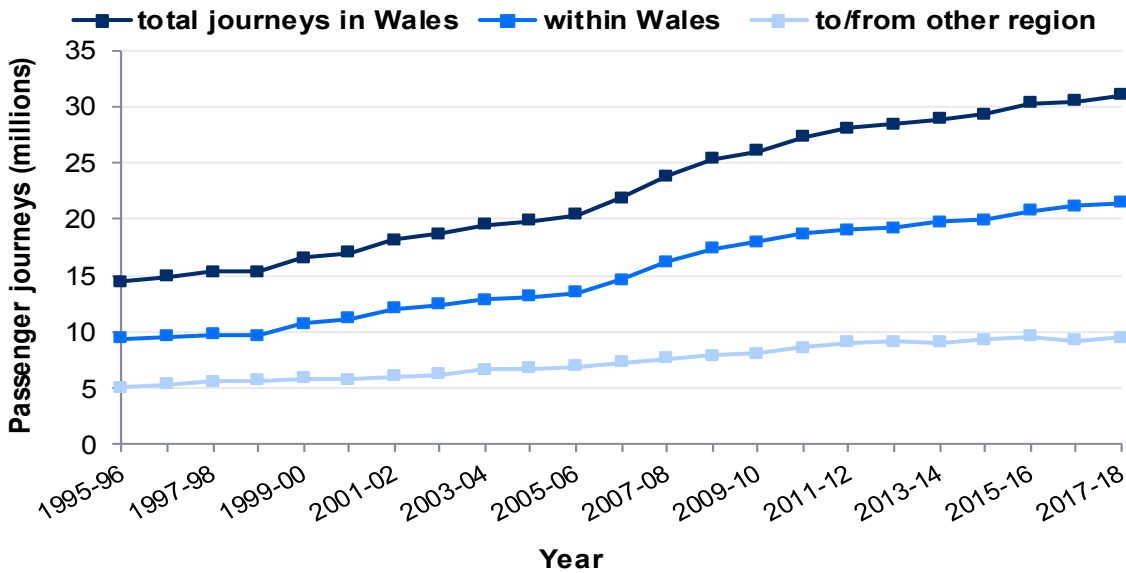
Source: WG analysis of ORR, National Rail Trends, Regional usage profiles

Journeys to and from other regions are dominated by those between Wales and the South West of England (3 million), Wales and London (2.2 million) and Wales and the North West of England (1.9 million) (Chart 2).

## Chart 2: Rail passenger journeys between Wales and other regions 2017-18
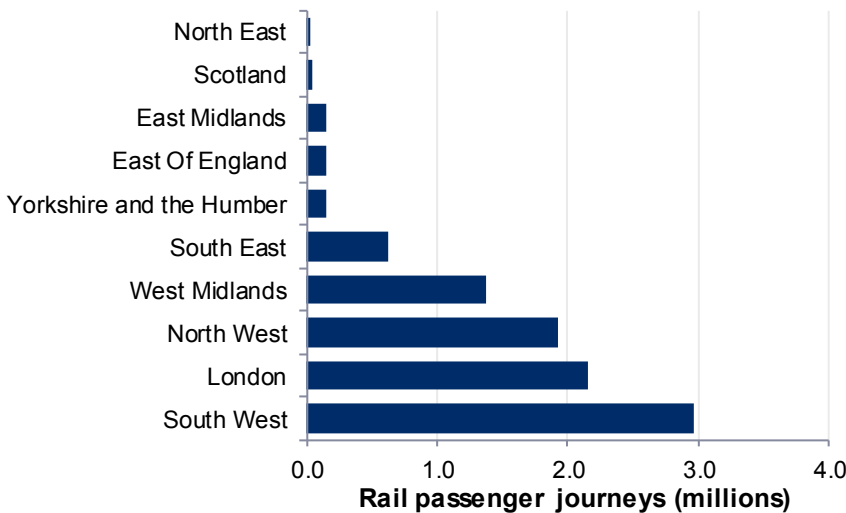
Source: WG analysis of ORR data, National Rail Trends, Regional usage profiles

Rail passenger journeys within Wales by local authority

Journeys within Wales have increased annually since 1998-99 to 21.5 million in 2017-18, a 1.3 per cent increase on the 2016-17 figures. Stations within the Cardiff local authority accounted for 42 per cent (9 million) of all within-Wales journey destinations (Chart 3). The next most common journey destinations were Rhondda Cynon Taf (11 per cent of all journeys) and the Vale of Glamorgan (8 per cent). The least common local authority destinations were the Isle of Anglesey, Ceredigion and Flintshire. The local authority distribution has changed very little over the past 15 years.

Chart 3: Within-Wales journeys by local authority destination, 2017-18
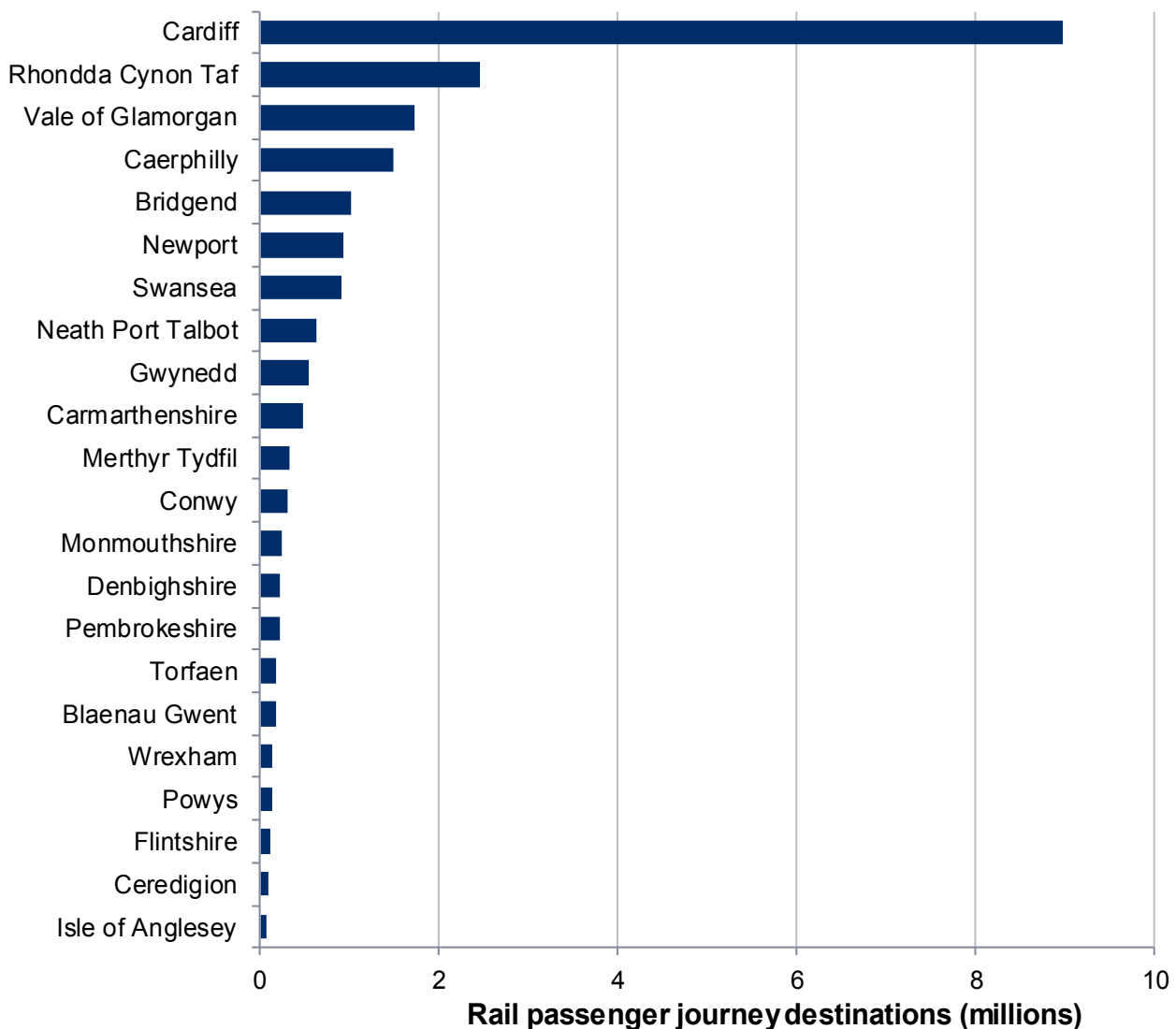
Source: WG analysis of ORR data, National Rail Trends, Regional usage profiles

3

Punctuality

Table 1 illustrates the punctuality of trains run by Arriva Trains Wales.

Trains in Wales were operated by Arriva Trains Wales from 2003 until October 2018. The performance target for punctuality was for 88.8 per cent of all trains to arrive within 5 minutes of the scheduled arrival time. In recent years this target was consistently met, with punctuality and cancellation rates broadly stable. Across Great Britain performance on punctuality is worse overall, with 87.8 per cent of trains arriving within 5 minutes of their scheduled arrival times.

Table 1: Punctuality of trains arrival times and planned train numbers, 2013-14 to 2017-18

per cent and number

Arrival within	2013-14	2014-15	2015-16	2016-17	2017-18
5 mins (%)	93.1	93.0	92.2	91.9	92.2
10 mins (%)	95.7	95.8	95.4	95.1	95.2
Late (%)[a]	1.7	1.6	1.9	2.0	1.8
Significantly late (%)[b]	0.2	0.2	0.2	0.2	0.2
Cancelled (%)	2.4	2.4	2.5	2.7	2.8
Trains planned (number)	320,929	321,971	326,158	328,168	329,878

Source: WG analysis of ORR data

Notes:
(a) late = 10 - 29 mins
(b) significantly late = more than 30 mins

Rail incidents

Information about safety on the mainline rail network comes from the Rail Safety and Standards Board (RSSB). Table 2 shows that there was a 33 per cent decrease in the number of incidents recorded in 2017 compared with 2016, though these numbers are relatively volatile and there is no discernible long term trend. There were 26 recorded incidents in 2017 comprising of 16 obstructions, 6 fires and 4 missile incidents.

Table 2: Train incidents, Wales, 2013 to 2017

Number

Train incidents	2013	2014	2015	2016	2017
Collisions	0	0	0	3	0
Derailments	2	1	2	0	0
Obstructions	11	17	4	27	16
Fires	3	4	4	4	6
Missiles	0	6	4	5	4
Total	**16**	**28**	**14**	**39**	**26**

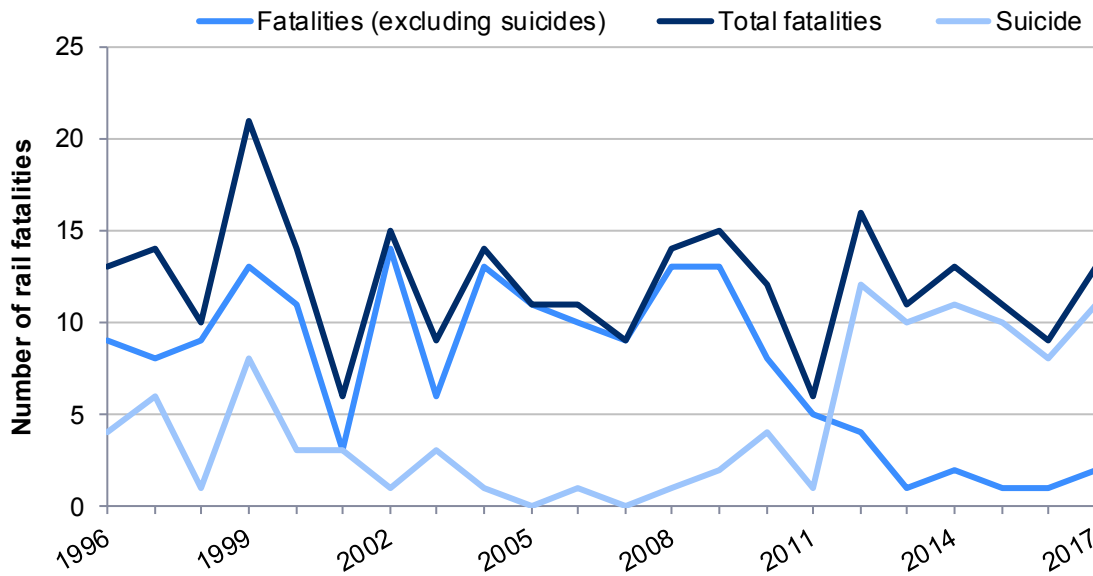Source: WG analysis of RSSB data provided by the Office of Rail Regulation (ORR)

Note:
From 2015 - there w ere changes in the w ay the ORR received the data from the RSSB, meaning that data are not directly comparable w ith data to 2014. Data from 2015 are regarded as of low er quality than pre-2015 data.

In 2017, there was 1 potential high-risk train accident (PHRTA) in Wales. These are accidents that have the most potential to result in harm. This accident was categorised as "running into road vehicles at level crossings" (data available on StatsWales). Figures for PHRTAs have been between 1 and 4 in each of the last 5 years.

Railway fatalities are where death occurs within one year of an incident on the rail network. In 2017 there were 13 fatalities on the rail network in Wales, 11 of which were suicides. There have been between 8 and 12 suicides annually for each of the past 5 years, and between 1 and 4 fatalities resulting from other causes. Suicides have accounted for the majority of rail fatalities in recent years and this represents a change from the period up to 2012, when there were fewer suicides and more non-suicide fatalities (Chart 4).

Chart 4: Railway fatalities, Wales 1996 to 2017

Source: WG analysis of RSSB data provided by the ORR

Notes:
(a) Fatalities include passengers, staff, trespassers and other persons

Rail crime

Information about crime on the rail network comes from the British Transport Police's computerised crime reporting system, CRIME.

There were 1,369 recorded notifiable offences in Wales in 2017-18, an increase of 182 (15.3 per cent) compared with the previous year (Chart 5). Prior to 2017-18, the number of offences in Wales had been relatively stable.

The largest categories of recorded offences were public order (308), violence against the person (294) and theft of passenger property (199), which accounted for 59 per cent of all offences.

Chart 5: Rail network notifiable crime/offences in Wales, 2012-13 to 2017-18
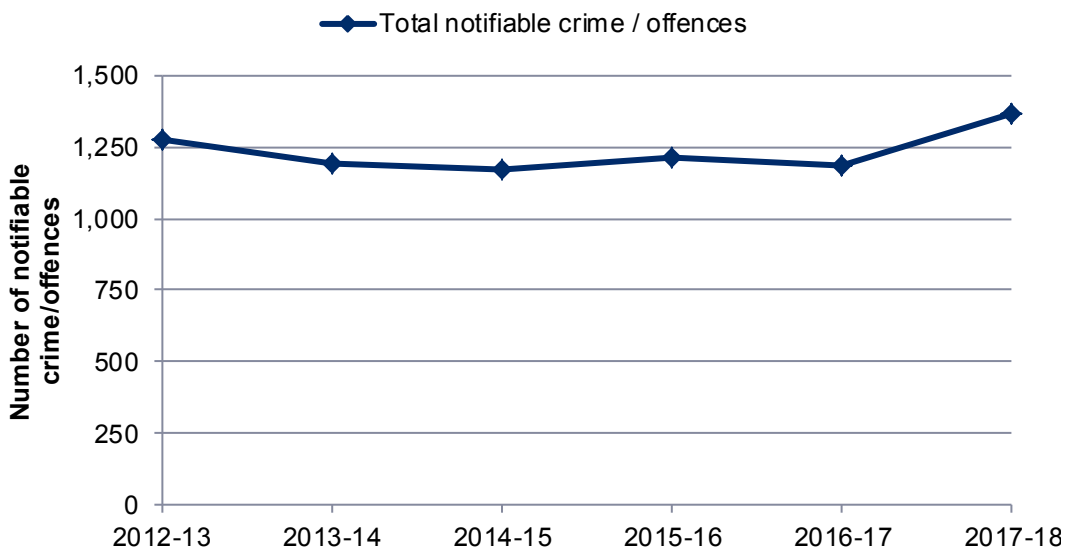
Source: WG analysis of the British Transport Police Statistical Bulletin

There were increases in 5 of the 12 notifiable offence categories in 2017-18 and decreases in 7. Proportionally, the largest increases were in public order offences (54 per cent), theft of railway/commercial property and burglary (41 per cent) and violence against the person (37 per cent). The largest fall was in line of route crime (for example trespassing and vandalism, down 29 per cent) (Chart 6).

Chart 6: Rail network notifiable crime/offences in Wales, 2016-17 and 2017-18
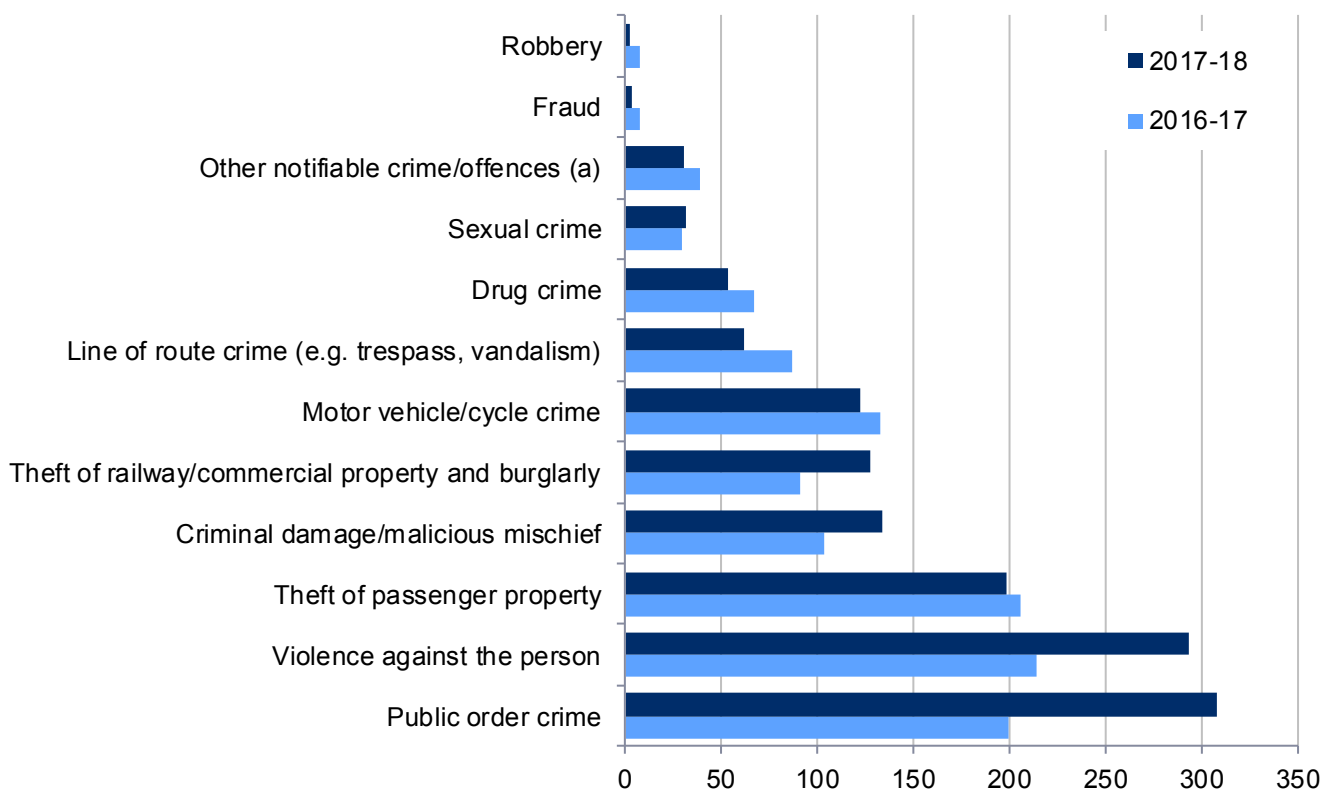
Note: Source: WG analysis of the British Transport Police Statistical Bulletin
(a) Includes: Handling/reset, Other firearms offences, Proceeds of crime (excl. drugs), Other theft and Other offences

As well as the notifiable offences described, some less serious, non-notifiable offences also occur but they are no longer recorded by British Transport Police in a way that supports reliable statistical reporting.

Passenger satisfaction

Information about passenger satisfaction with train services and station facilities comes from surveys of rail users carried out by Passenger Focus, an independent passenger watchdog. The survey asks the same set of questions about passengers' experience of the rail network in the spring and autumn of each year.

Overall passenger satisfaction levels have been relatively stable in recent years, usually with 80 – 83 per cent of passengers at least satisfied with their journey (Table 3). Satisfaction levels and recent trends are similar in Wales and Great Britain.

Table 3: Passenger satisfaction with their journey on Arriva Trains Wales trains, 2014 to 2018

Number / Percentage of respondents

		Arriva Trains Wales			All regional operators (GB)
		Dissatisfied or poor (%)	Neither satisified nor dissatisified (%)	Satisfied or good (%)	satisified or good (%)
2014	Spring	6	11	83	86
	Autumn	6	11	83	84
2015	Spring	2	9	89	85
	Autumn	6	12	82	88
2016	Spring	7	11	82	85
	Autumn	7	11	82	84
2017	Spring	6	11	83	87
	Autumn	9	12	79	83
2018	Spring	7	12	82	84
	Autumn	7	11	82	79

Source: WG analysis of the Passenger Focus National Rail Passenger Surveys

Satisfaction levels specifically with provision of information at stations in Wales are very similar to overall satisfaction levels (Table 4), with no discernible long term trend. Satisfaction levels across Great Britain as a whole have usually been slightly higher than in Wales.

Table 4: Passenger satisfaction with provision of information about train times/platforms at Arriva Trains Wales stations, 2014 to 2018

| | | | Arriva Trains Wales | | All regional operators (GB) |
		Dissatisfied or poor (%)	Neither satisfied nor dissatisified (%)	Satisfied or good (%)	satisified or good (%)
2014	Spring	6	12	82	86
	Autumn	8	11	81	84
2015	Spring	5	10	85	86
	Autumn	7	11	82	87
2016	Spring	6	11	83	87
	Autumn	7	15	78	84
2017	Spring	5	9	86	88
	Autumn	6	12	82	88
2018	Spring	5	10	85	88
	Autumn	7	10	83	84

Number / Percentage of respondents

Source: WG analysis of the Passenger Focus National Rail Passenger Surveys

Notably, satisfaction levels with provision of information *during* the journey on services in Wales are lower than overall satisfaction levels and for provisional of information at stations. In autumn 2018 61 per cent of passengers were at least satisfied with the information provided during their journey in Wales, and this appears to reflect a decline in recent years. Across Great Britain as a whole, satisfaction levels are typically 5 – 10 percentage points higher than in Wales (Table 5).

Table 5: Passenger satisfaction with provision of information during the journey on Arriva Trains Wales trains, 2014 to 2018

| | | | Arriva Trains Wales | | All regional operators (GB) |
		Dissatisfied or poor (%)	Neither satisfied nor dissatisified (%)	Satisfied or good (%)	satisified or good (%)
2014	Spring	11	23	66	71
	Autumn	13	21	66	69
2015	Spring	10	24	67	70
	Autumn	11	26	63	74
2016	Spring	14	23	64	72
	Autumn	14	23	63	71
2017	Spring	13	24	64	72
	Autumn	15	19	66	73
2018	Spring	12	27	61	71
	Autumn	16	24	61	68

Number / Percentage of respondents

Source: WG analysis of the Passenger Focus National Rail Passenger Surveys

Notes

Context

Related publications

The Department for Transport produces a series presenting [statistical information on the national rail system in Great Britain](#).

Transport Scotland produces an annual publication entitled [Scottish Transport Statistics](#) which includes a chapter on Rail Services.

Key Quality Information

Relevance

These statistics are used within and outside the Welsh Government to monitor trends in rail transport and as a baseline for further analysis.

Accuracy

The information in this bulletin is based on a range of surveys and administrative data.

Rail passenger numbers

These are compiled by the Office of Rail Regulation (ORR). ORR data are available via the National Rail Trends (NRT) [Data Portal](#), an online interface for ORR's database of rail statistics:

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 at 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](#).

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](#).

Passenger satisfaction

Figures are collected through 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. The survey covers the Arriva Trains Wales routes of Cardiff and Valleys, Mid wales and Borders, Interurban, North Wales and Borders, South Wales and Borders and West Wales.

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](#).

The survey itself can be found on the [Passenger Focus website](#).

Timeliness and punctuality

The statistics in this bulletin relate to passenger journeys and crime up to the 2017-18 financial year, accidents and fatalities up to 2017 and passenger satisfaction up to autumn 2018.

Accessibility and clarity

This statistical bulletin is pre-announced and then published on the Statistics & Research website and all the data in this bulletin as well as other years is available on the [StatsWales website](#).

Comparability and coherence

See section 1.1.

National Statistics status

The [United Kingdom Statistics Authority](#) has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the [Code of Practice for Statistics](#).

National Statistics status means that official statistics meet the highest standards of trustworthiness, quality and public value.

All official statistics should comply with all aspects of the Code of Practice for Statistics. They are awarded National Statistics status following an assessment by the UK Statistics Authority's regulatory arm. The Authority considers whether the statistics meet the highest standards of Code compliance, including the value they add to public decisions and debate.

The statistics underwent a [full assessment against the Code of Practice](#) in 2011.

It is Welsh Government's responsibility to maintain compliance with the standards expected of National Statistics. If we become concerned about whether these statistics are still meeting the appropriate standards, we will discuss any concerns with the Authority promptly. National Statistics status can be removed at any point when the highest standards are not maintained, and reinstated when standards are restored.

Since the assessment in 2011 we have continued to comply with the Code of Practice for Statistics, and have made the following improvements:

- Added to and refined information about dimensions of quality and described links to policy.

- Improved our understanding of the various data sources, their strengths and limitations.

- Made the statistics more accessible by making much of the underlying data available via our online data portal StatsWales.

- Improved presentation within the statistical bulletin by drawing out key features visually, and improved visuals by de-cluttering and standardising charts and tables.

Well-being of Future Generations Act (WFG)

The Well-being of Future Generations Act 2015 is about improving the social, economic, environmental and cultural well-being of Wales. The Act puts in place seven well-being goals for Wales. These are for a more equal, prosperous, resilient, healthier and globally responsible Wales, with cohesive communities and a vibrant culture and thriving Welsh language. Under section (10)(1) of the Act, the Welsh Ministers must (a) publish indicators ("national indicators") that must be applied for the purpose of measuring progress towards the achievement of the Well-being goals, and (b) lay a copy of the national indicators before the National Assembly. The 46 national indicators were laid in March 2016 and this release does not include any of these national indicators.

Information on the indicators, along with narratives for each of the well-being goals and associated technical information is available in the Well-being of Wales report.

Further information on the Well-being of Future Generations (Wales) Act 2015.

The statistics included in this release could also provide supporting narrative to the national indicators and be used by public services boards in relation to their local well-being assessments and local well-being plans.

Further details

The document is available at: https://gov.wales/rail-transport

Next update

April 2020 (provisional)

We want your feedback

We welcome any feedback on any aspect of these statistics which can be provided by email to: stats.transport@gov.wales

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