

Section 3: Public Transport

Introduction

This section covers trends in the use of public transport, quality of service and levels of investment.

The number of bus journeys has declined from the mid 1980s to the mid 1990s, but has shown some increase over the past 8 years, mainly because of increased bus use in London, and the introduction of free concessionary travel for elderly and disabled passengers. Bus operators are now investing in newer vehicles, and passenger satisfaction is generally high, although buses tend to have a poorer image among non-users and infrequent users. Rail travel has increased by nearly 70 per cent since 1980 despite the effects of the Hatfield crash in October 2000. Investment in national rail infrastructure has increased significantly since privatisation. The reliability of train services has been improving gradually since 2000, as has passenger satisfaction with journeys undertaken.

Section contents

Local bus and light rail passenger journeys

Trend 3.1a - Local bus and light rail passenger journeys: 1985/86 to 2008/09

Trend 3.1b - Local bus journeys by area: 1985/86 to 2008/09

Local bus reliability

Trend 3.2 - Bus reliability: scheduled mileage run: 2000/01 to 2008/09

Bus passenger satisfaction

Trend 3.3a - Bus passengers' satisfaction with overall service: 2000/01 to 2008/09

Trend 3.3b - Satisfaction with local bus service by frequency of use: 2008

Trend 3.3c - Ways in which bus services could be improved: 2004, 2006 and 2008

Rail journeys

Trend 3.4a - Passenger journeys by national rail and London Underground: 1980 to 2008/09

Trend 3.4b - Distance travelled by national rail passengers: 1980 to 2008/09

Investment in rail

Trend 3.5a - Investment in rail infrastructure: 1985/86 to 2008/09

Trend 3.5b - Investment in rail rolling stock: 1985/86 to 2008/09

Age of rail rolling stock

Trend 3.6 - Average age of national rail rolling stock: 2000/01 to 2008/09

Rail punctuality and reliability

Trend 3.7a - National rail trains arriving on time: 1997/98 to 2008/09

Trend 3.7b - London commuter rail services: passengers in excess of capacity: 1990 to 2008

Trend 3.7c - London Underground train kilometres scheduled and operated: 1990/91 to 2008/09

Trend 3.7d - London Underground excess journey time: 1998/99 to 2008/09

Rail passenger satisfaction

Trend 3.8a - Satisfaction with national rail travel: Spring 2001 to Spring 2009

Trend 3.8b – Satisfaction with short distance rail services: February 2006 and March 2009 Great Britain

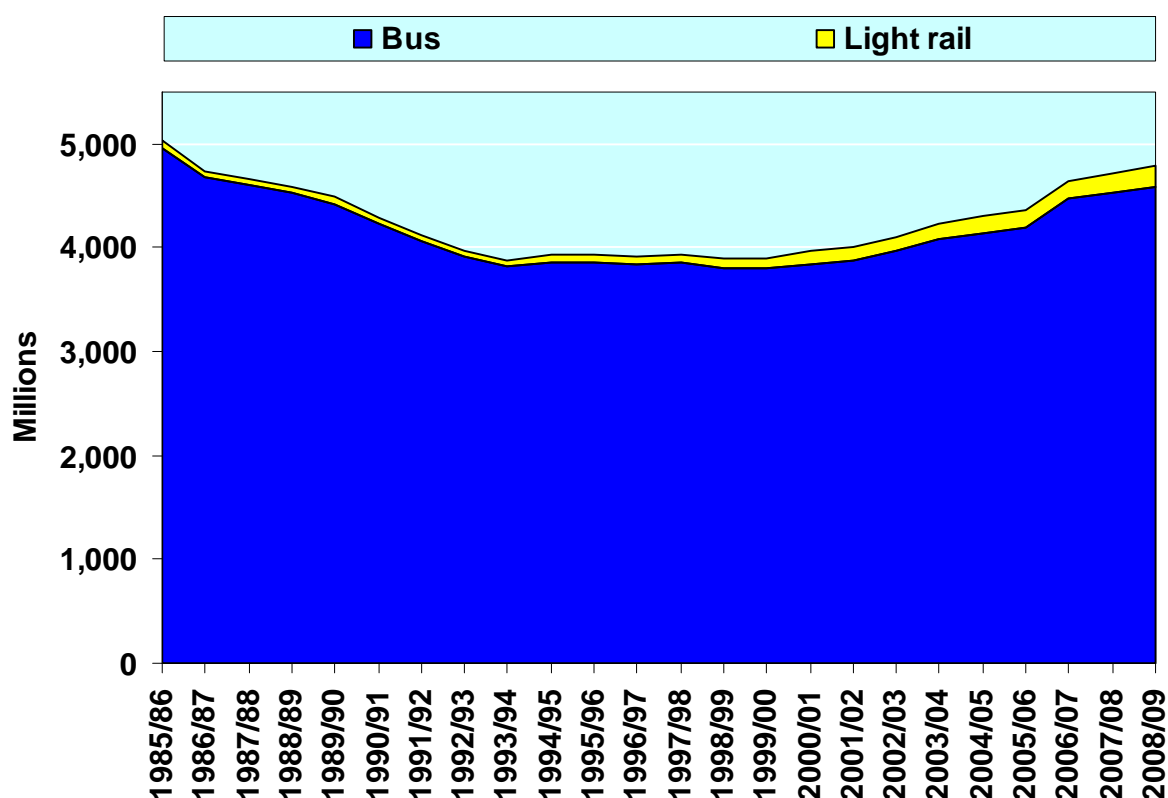
Trend 3.8c - Satisfaction with short distance rail services, by users and non-users of short distance rail services: 2009

Trend 3.8d - Ways in which short distance rail services could be improved: 2006 and 2009

Bus and Light rail services

3.1 Local bus and light rail passenger journeys

Trend 3.1a – Local bus and light rail passenger journeys: 1985/86 to 2008/09, England

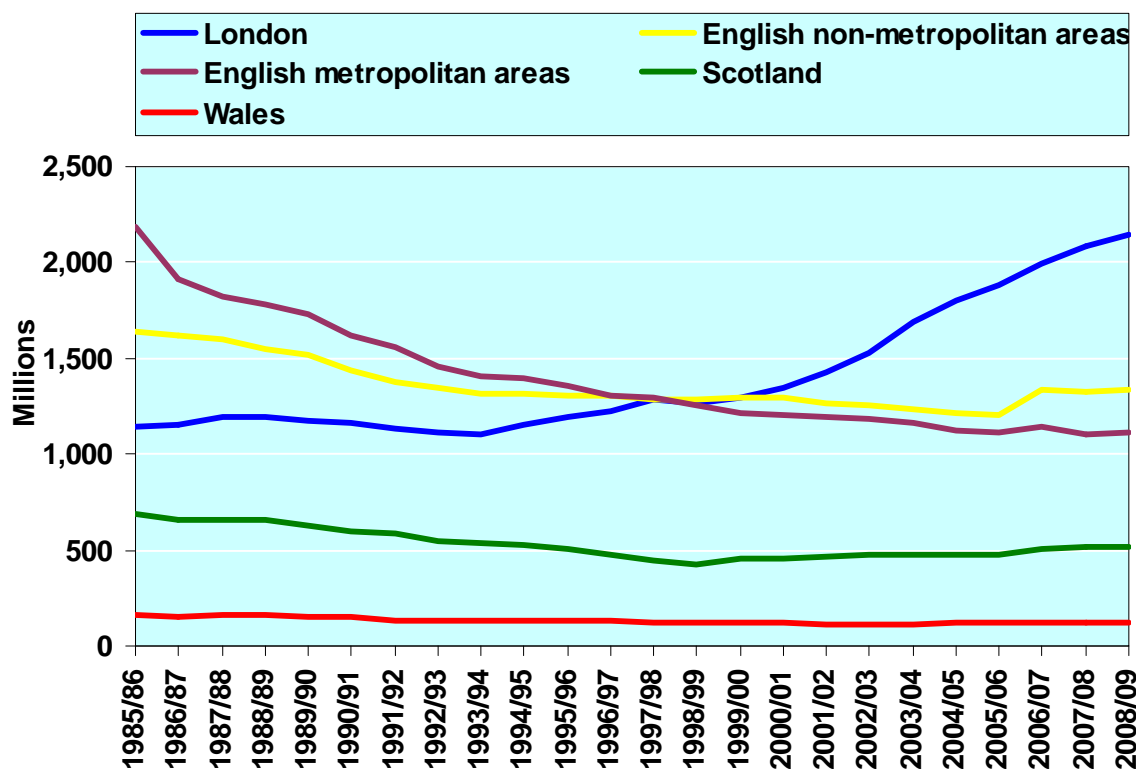


Source: Department for Transport

- Bus journeys in England declined from 5 billion passenger journeys in 1985/86 to 3.8 billion in 1993/94. After a period of little change to the end of the 1990s, the annual number of journeys made rose to 4.6 billion journeys in 2008/09. This is an overall reduction of 7 per cent since 1985/86.
- The eight light rail systems in England (Docklands Light Railway, Croydon Tramlink, Sheffield Supertram, Manchester Metrolink, Nexus Tyne and Wear, Centro West Midlands, Nottingham NET and Blackpool Tram) between them account for around 4 per cent (188 million passenger journeys) of local public transport journeys in 2008/09. This is nearly three times as many journeys as were made in 1985/86. Usage has increased as new lines are developed and existing lines extended.
- The Government has a Public Service Agreement (PSA) target to increase the use of public transport (bus and light rail) in England by more than 12 per cent by 2010 compared with 2000 levels, with growth in every region. The baseline figure

against which the PSA target will be measured is the 2000/01 financial year figure of 3,966 million passenger journeys a year in England. In 2008/09, bus and light rail patronage was 4,783 million passenger journeys, an increase of 21 per cent.

Trend 3.1b – Local bus journeys by area: 1985/86 to 2008/09, Great Britain

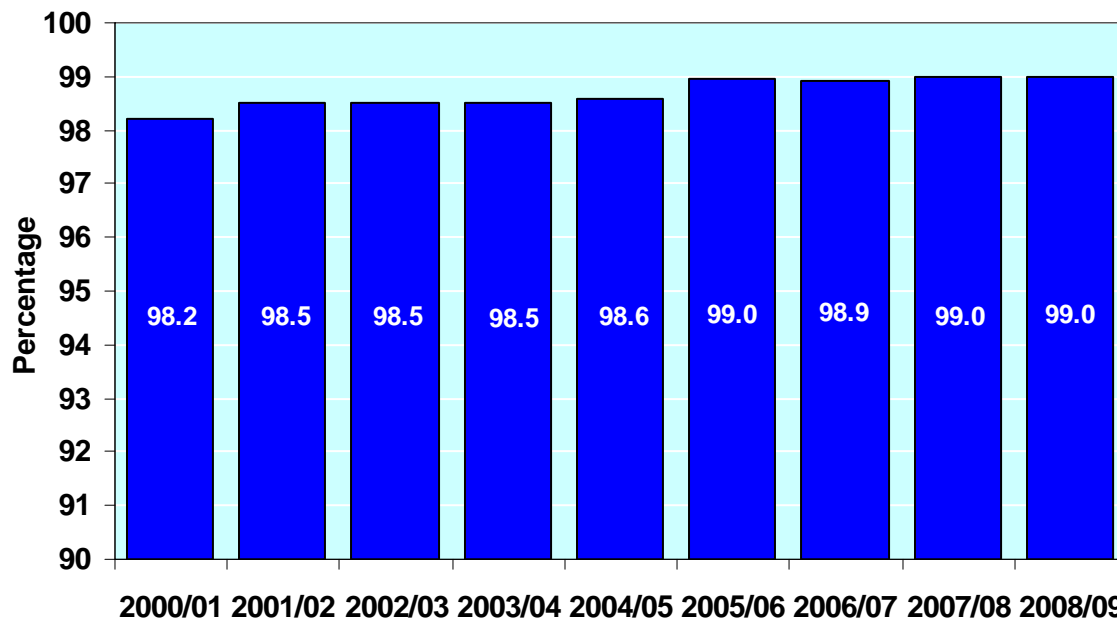


Source: Department for Transport

- In London, bus patronage has increased by 88 per cent since 1985/86, up from 1,141 million journeys to 2,149 million in 2008/09, with most of the increase occurring after 1993/94.
- The most substantial fall has been in English metropolitan areas, where the number of journeys almost halved from 2,184 million in 1985/86 to 1,111 million in 2008/09.
- Between 1985/86 and 2008/09, the number of bus journeys fell by 25 per cent in Scotland and Wales and by 18 per cent in English non-metropolitan areas.
- From 1 April 2000, there has been guaranteed half fare travel within local authority areas for passengers aged over 60 or disabled. This scheme was extended on 1 April 2006 to a guaranteed minimum of free off peak bus travel for these passengers in their local areas and in England on 1 April 2008 to guaranteed minimum of free off peak local bus travel for these passengers over all local areas in England. Scotland and Wales have similar schemes.

3.2 Local bus reliability

Trend 3.2 – Bus reliability: scheduled mileage run: 2000/01 to 2008/09, England

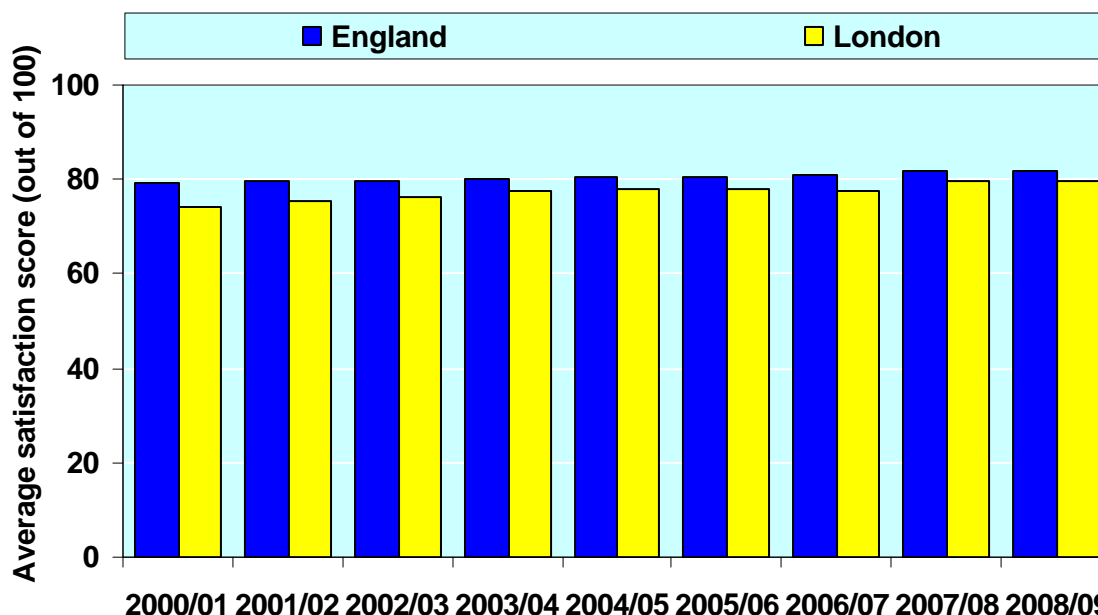


Source: Department for Transport

- The percentage of scheduled mileage actually run by operators in 2000/01, excluding factors beyond the operator's control, was 98.2 per cent. Reliability in 2008/09 was 99.0 per cent.
- The Government's legacy PSA target for public transport (bus and light rail) in England includes a commitment to improve the reliability of services, which is measured in terms of the proportion of scheduled mileage run. The Confederation of Passenger Transport (CPT) has agreed on behalf of its members that they will work towards a target that requires them to run 99.5 per cent of scheduled mileage, except where this is affected by factors beyond their control.

3.3 Bus passenger satisfaction

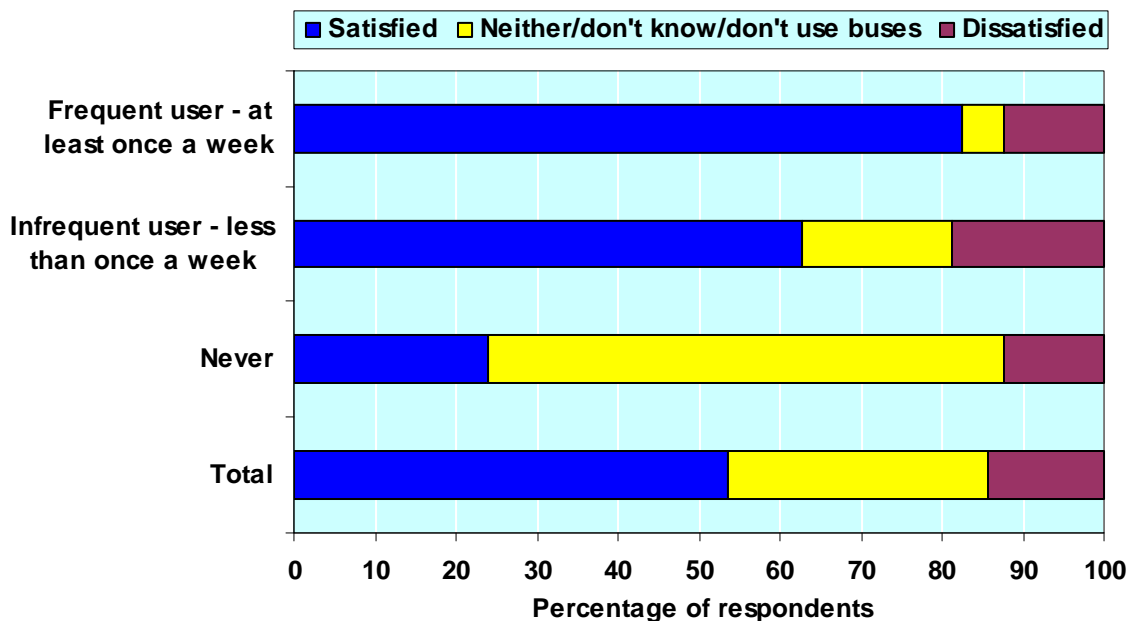
Trend 3.3a – Bus passengers satisfaction with overall service: 2000/01 to 2008/09, England



Source: Department for Transport

- Satisfaction among bus users is generally high, with an overall rating of 80 out of 100 between 2000/01 and 2003/04, and is currently running at 82 in 2008/09. Levels are slightly lower in London than elsewhere in England but have increased from 74 out of 100 in 2000/01 to 80 out of 100 in 2008/09.

Trend 3.3b – Satisfaction with local bus service by frequency of use: 2008, Great Britain

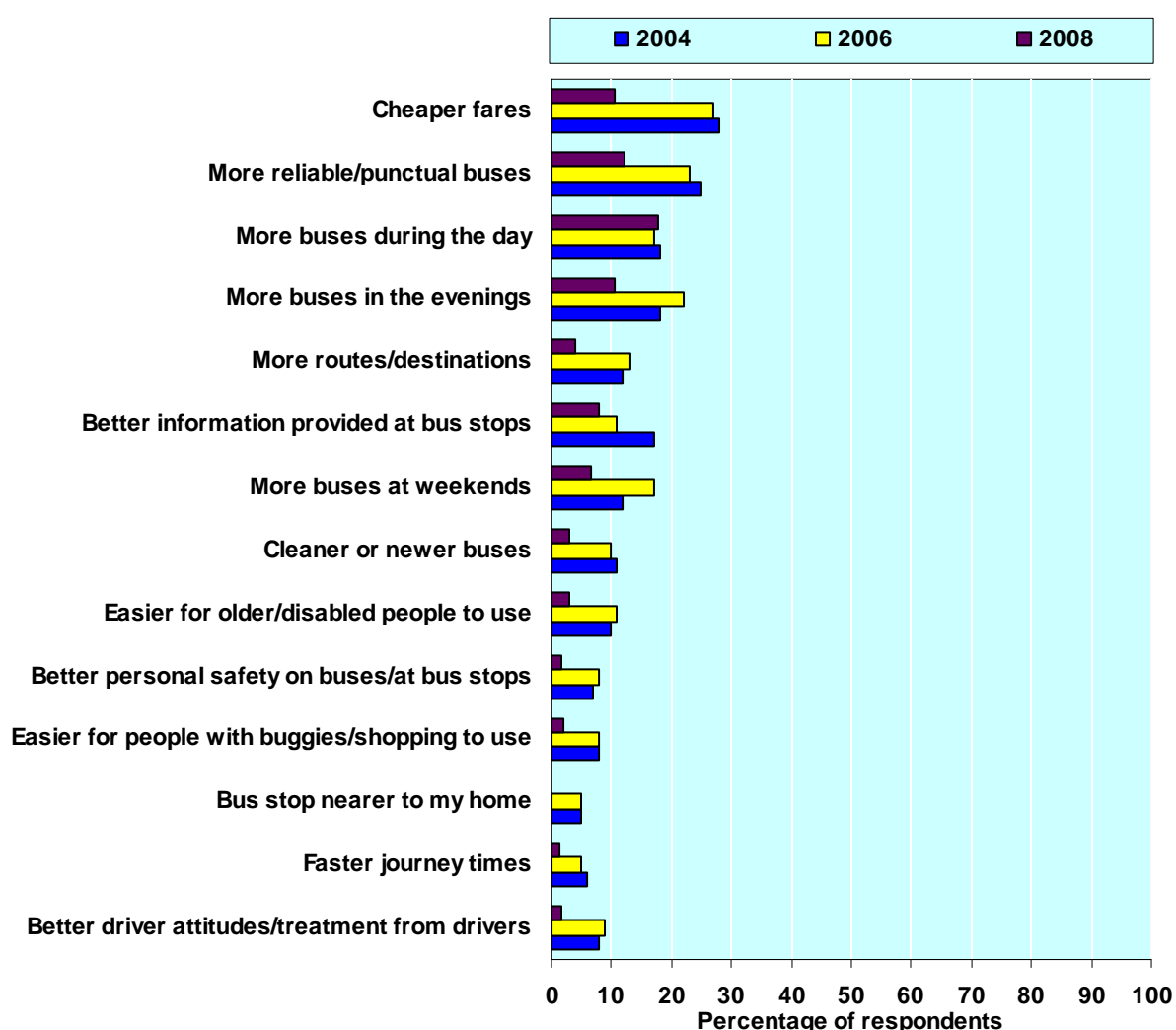


Source: Department for Transport

The data in this chart are outside the scope of National Statistics

- The 2008 Office for National Statistics (ONS) Opinions (Omnibus) Survey collected the views of both users and non-users of buses. Overall, 53 per cent of adults in Great Britain are satisfied with local bus services, with over four fifths (83 per cent) of those frequently using local bus services (at least once a week) being satisfied with the service.
- Satisfaction levels are lower among people who use the bus infrequently (less than once a week) at 63 per cent. The majority of those who did not use buses in the last 12 months were unable to rate local services (64 per cent).

Trend 3.3c – Ways in which bus services could be improved: 2004, 2006 and 2008, Great Britain



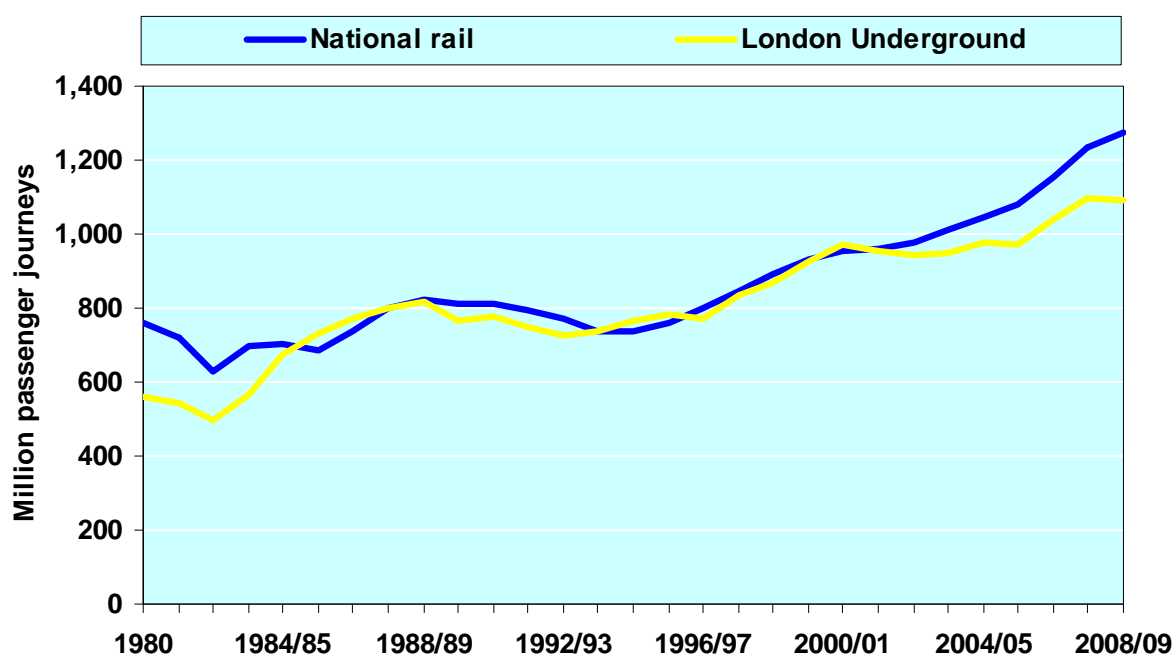
Source: Office for National Statistics and Department for Transport
 The data in this chart are outside the scope of National Statistics

- In the Opinions (Omnibus) survey, respondents could make up to three suggestions about how bus services could be improved. In the 2008 survey, the three most common suggestions of how to improve the bus service were cheaper fares (31 per cent), more reliable/punctual buses (27 per cent) and more services in the day (25 per cent). The next most common suggestions were about more bus services during the evening, more routes/destinations and better information provided at bus stops followed by more bus services at weekends.
- The results from the 2008 survey are similar to those from the 2007, 2006, 2005 and 2004 surveys.

Rail services

3.4 Rail journeys

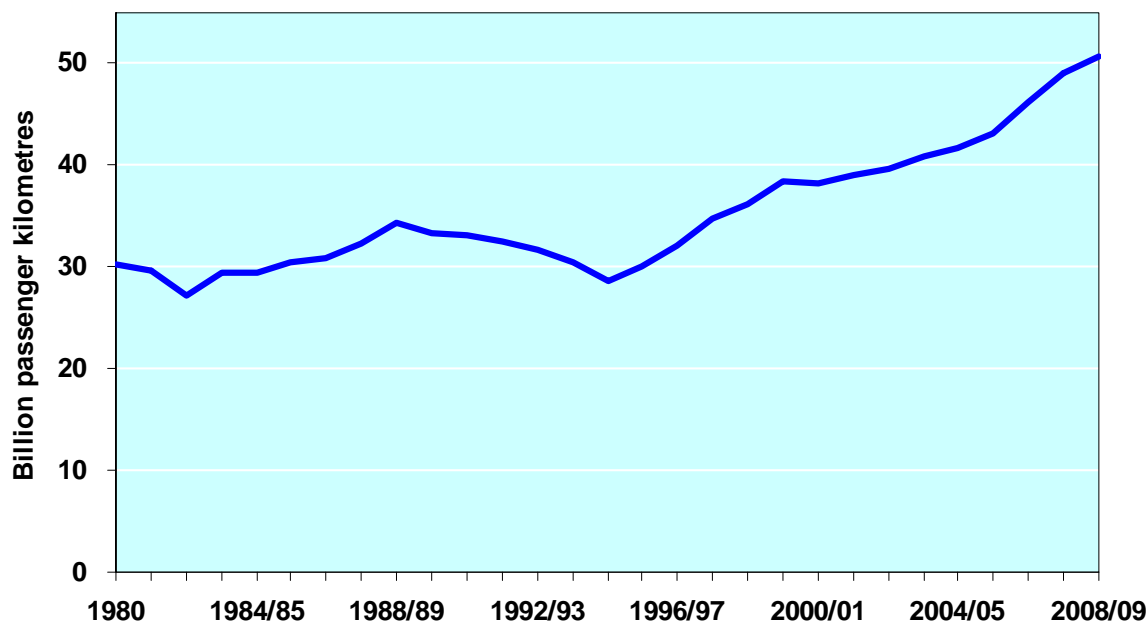
Trend 3.4a – Passenger journeys by national rail and London Underground: 1980 to 2008/09, Great Britain



Data from 1984/85 are in financial years, prior to that calendar year data is shown.

*Source: Office of Rail Regulation and Transport for London
The data in this chart are outside the scope of National Statistics*

Trend 3.4b – Distance travelled by national rail passengers: 1980 to 2008/09, Great Britain



Data from 1984/85 are in financial years, prior to that calendar year data is shown.

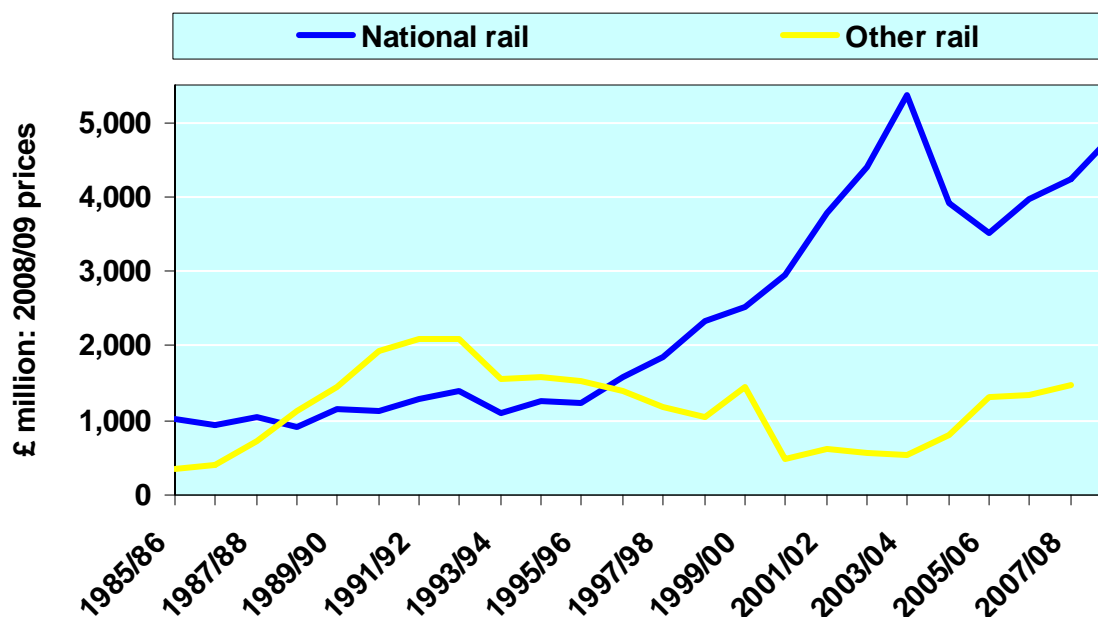
Source: Office of Rail Regulation

The data in this chart are outside the scope of National Statistics

- Since 1980, the number of journeys made by national rail has gone up by 68 per cent, from 760 million to 1,274 million. It fluctuated in line with the economic cycle during the 1980s and early 1990s, but has risen sharply since 1995/96. The number of journeys increased by 3.4 per cent between 2007/08 and 2008/09.
- Passenger kilometres travelled by national rail reflect passenger journeys and have increased by 67 per cent since 1980, from 30 billion to 51 billion passenger kilometres in 2008/09. The effects of the Hatfield crash in October 2000 briefly caused an interruption in this trend, but usage has increased again since then.
- The number of journeys undertaken on London Underground increased by 95 per cent between 1980 and 2008/09, from 559 million to over one billion. After increasing during the 1980s, passenger numbers declined slightly in the early 1990s before rising sharply over the rest of the decade. Since 2000/01, passenger numbers remained fairly constant, before rising by 13 per cent between 2005/06 and 2007/08, although they have fallen by 1 per cent between 2007/08 and 2008/09.
- In 2008/09, 14.1 million passenger journeys were made on the Glasgow Subway (Underground). Over the past ten years the number of passenger journeys has fluctuated between about 13.2 million and 14.7 million. Journeys on light rail systems are covered in section 3.1.

3.5 Investment in rail

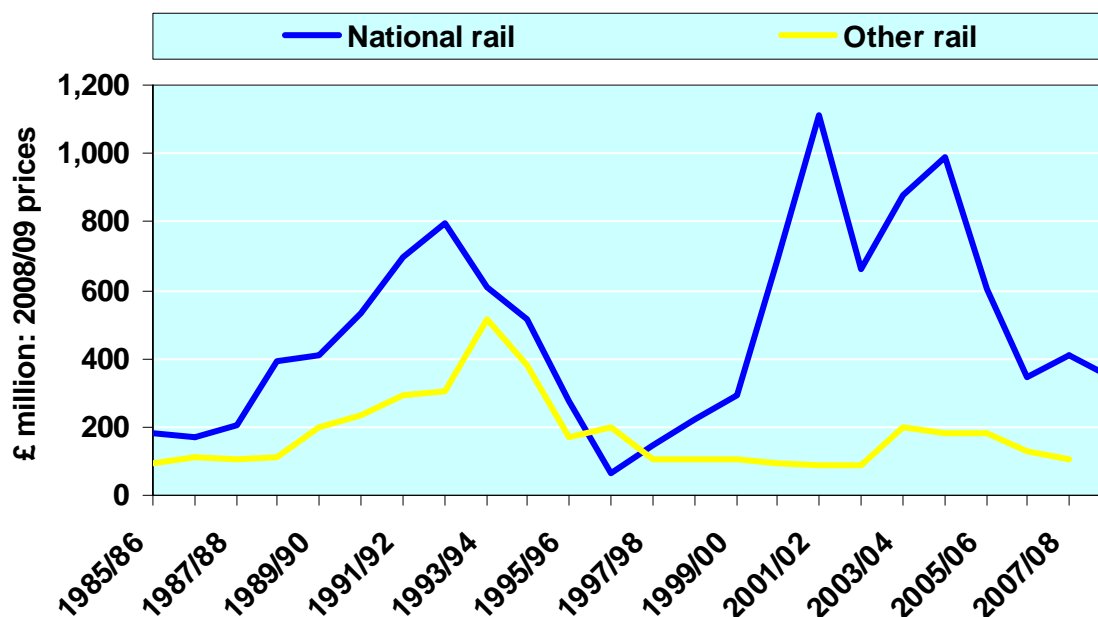
Trend 3.5a – Investment in rail infrastructure: 1985/86 to 2008/09, Great Britain



Source: Office for National Statistics and Office of Rail Regulation
 The data in this chart are outside the scope of National Statistics

- Investment in the national rail infrastructure increased by 22 per cent in real terms between 1985/86 and 1995/96 then increased sharply until 2003/04. Investment then decreased for a few years but has more recently increased again. The increase in investment since the turn of the century has been at least partly due to increases in direct grants paid by the Government especially to Network Rail. Privatisation of British Rail was completed in 1997.
- Investment in other rail infrastructure has varied according to the progress of major projects. In the late 1980s and early 1990s, investment levels were particularly affected by the construction of the Channel Tunnel Railway and the Docklands Light Railway. More recent major projects include the Jubilee Line Extension, the Croydon Tramlink, extensions to Manchester Metrolink and the new West Midlands Metro.

Trend 3.5b – Investment in rail rolling stock: 1985/86 to 2008/09, Great Britain

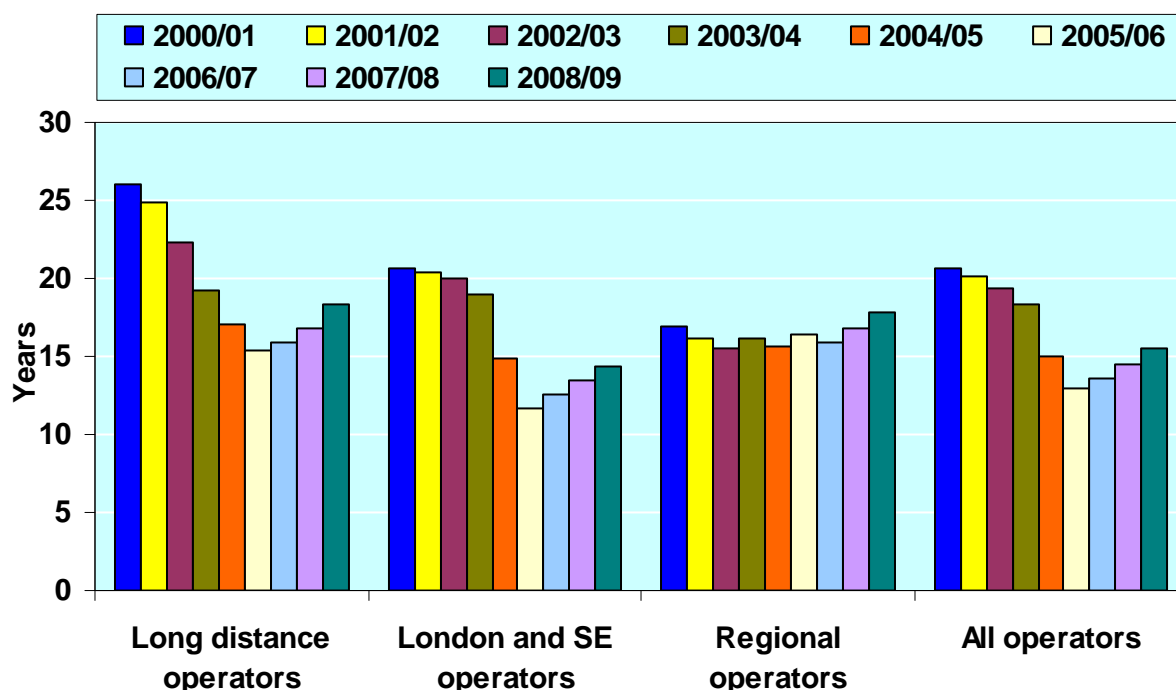


Source: Office for National Statistics, Office of Rail Regulation
 The data in this chart are outside the scope of National Statistics

- Investment in national rail rolling stock fell sharply between 1992/93 and 1996/97. As with the national rail infrastructure, it then rose sharply but fell after about 2005/06.
- The trend in investment in other rail rolling stock has also broadly followed the trend in investment in other rail infrastructure, but generally it has been below £200 million at 2008/09 prices, apart from a period in the early 1990s reaching a peak of £517 million in 1993/94. Investment year on year in other rolling stock will vary as rolling stock has a long life expectancy and operators such as the London Underground tend to replace the entire stock on a tube line over short period of time.

3.6 Age of rail rolling stock

Trend 3.6 – Average age of national rail rolling stock: 2000/01 to 2008/09, Great Britain

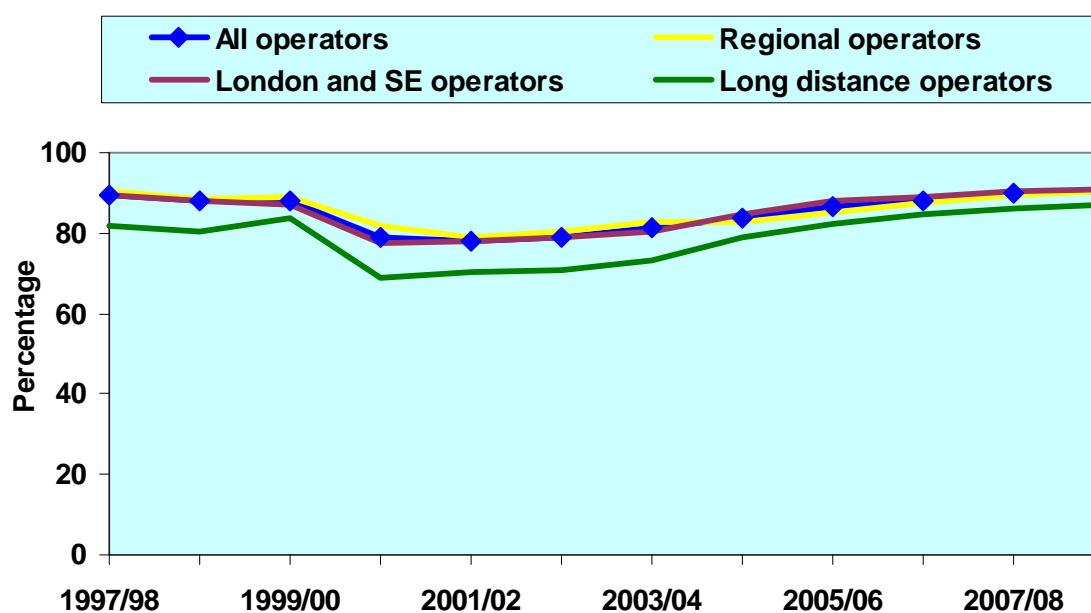


Source: Office of Rail Regulation
 The data in this chart are outside the scope of National Statistics

- The average age of rail rolling stock is seen as an indicator of safety, reliability and comfort. From 2000/01 to 2005/06, the average age of national rail rolling stock fell steadily for long distance operators, rising slightly for the three years to 2008/09. For operators in London and the South East, there was a gradual fall between 2000/01 and 2003/04, followed by a fall of about 20 per cent in each of 2004/05 and 2005/06, again increasing slightly to 2008/09. The sharp falls here were at least partly attributable to the replacement of the slam-door rolling stock. The average age for regional operators has shown little change.
- The average age overall for rolling stock in 2007/08 is 16 years compared with 13 years in 2005/06 and 21 years in 2000/01. This increase is partly due to the completion of the replacement of the slam door rolling stock.

3.7 Rail punctuality and reliability

Trend 3.7a – National rail trains arriving on time: 1997/98 to 2008/09, Great Britain

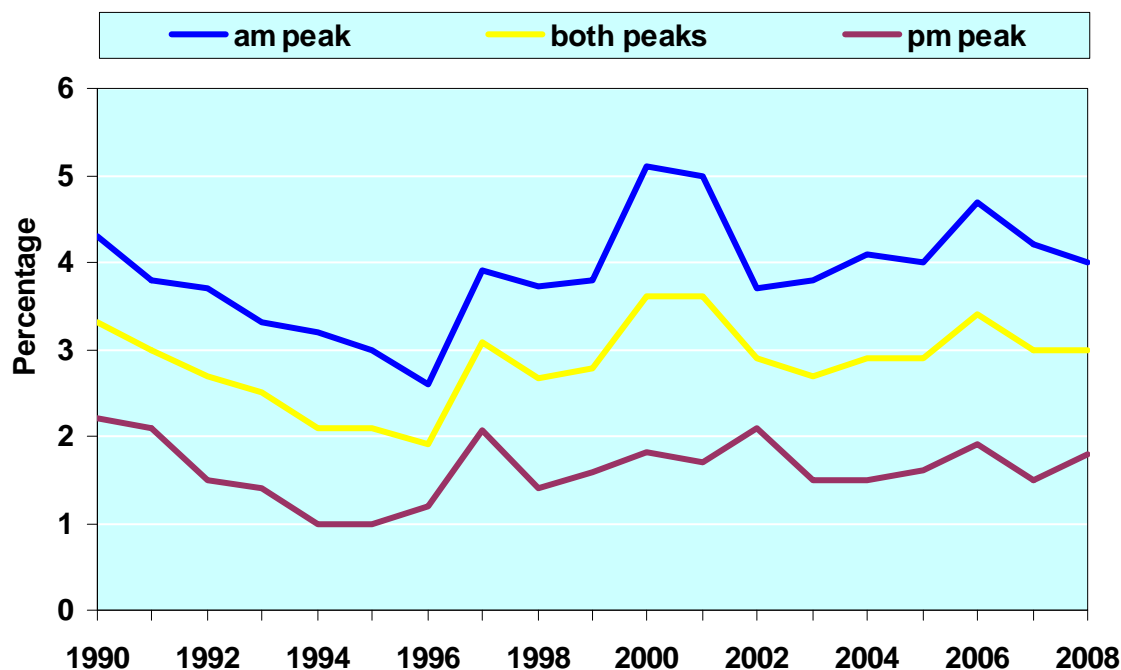


Source: Office of Rail Regulation

The data in this chart are outside the scope of National Statistics

- Punctuality and reliability are measured through the Public Performance Measure (PPM) developed by the Strategic Rail Authority (SRA), which combines figures for punctuality and reliability into a single performance measure. This performance measure covers all scheduled services, seven days a week, and reports the percentage of trains running and arriving on time against the planned timetable. For a service to be classified as on time, long distance services must arrive at their final destination within 10 minutes of the scheduled time, and other services within 5 minutes. The Office of Rail Regulation has taken over responsibility for measuring PPM from the SRA.
- The all operators PPM was 89.7 per cent in 1997/98, the first year for which it was calculated, and fell slightly over the next couple of years, before being severely affected by the Hatfield crash in October 2000. Long distance services, whose performance had previously been improving, were particularly affected. Since the Hatfield crash, Public Performance Measures of all the services have been improving gradually; the PPM for all operators was 90.6 per cent in 2008/09, which is the highest recorded since records began in 1997/98.
- The Government had a legacy PSA target to “improve punctuality and reliability of rail services to at least 85 per cent by 2006, with further improvements to 89.4 per cent by 2008”.

Trend 3.7b – London commuter rail services: passengers in excess of capacity: 1990 to 2008, London

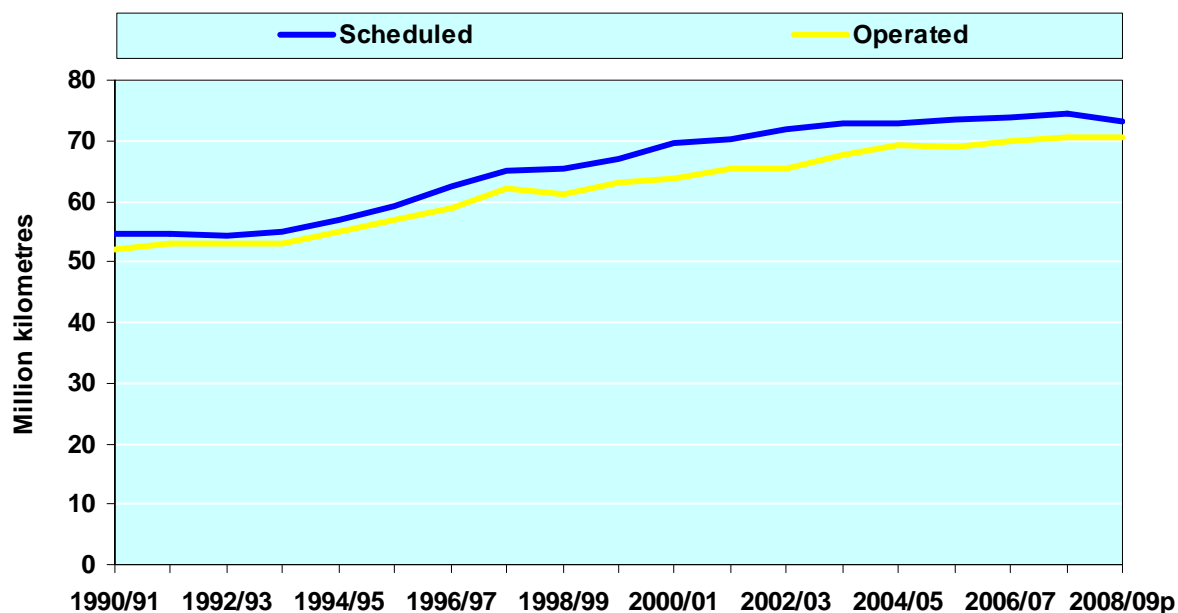


Source: Office of Rail Regulation and Transport for London
 The data in this chart are outside the scope of National Statistics

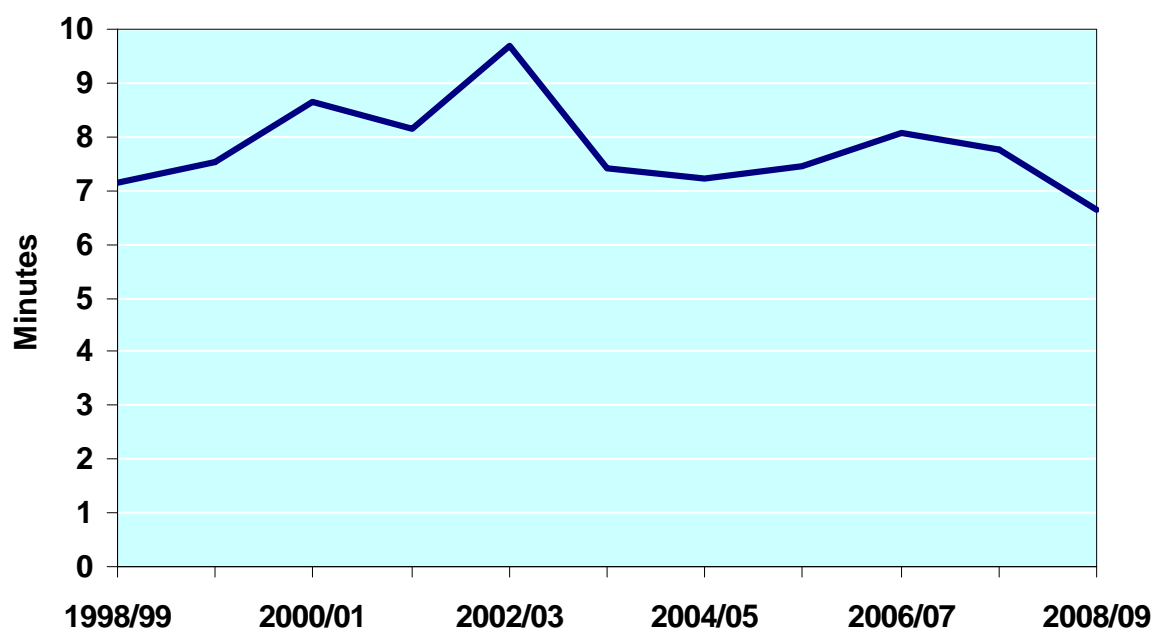
- Overcrowding on commuter services during the morning and evening peaks was previously monitored, in terms of Passengers in Excess of Capacity (PiXC) on London and South East train operators. This is the proportion of passengers on trains in excess of the seat capacity for longer distance services, with an allowance for standing passengers on shorter journeys of less than 20 minutes. Under the historic PiXC regime the acceptable PiXC level was 4.5 per cent on one peak (morning or afternoon) and 3.0 per cent across both peaks. New measures to improve the measurement of overcrowding covering more of the country are being developed but are not yet available. The train operating companies conduct an annual autumn count.
- In 2008, the excess for London and South East train operators was 4.0 per cent in the morning peak and 1.8 per cent in the evening peak with an average of 3.0 per cent across both peaks. The average PiXC level across both peaks has remained the same as in 2007. The PiXC level for the morning peak has fallen from 4.2 per cent, but the PiXC level for the evening peak has risen from 1.5 per cent.
- The PiXC measure fell in the early 1990s but increased with some fluctuations from 1996 until 2006, particularly in the morning peak. In 2000 and 2001, the am peak figure exceeded 5.0 per cent and was 4.6 per cent in 2006 and 4.2 per cent in 2007 and 2008.

- The greatest overcrowding occurs in the morning peaks, and the highest levels of overcrowding in 2008 were in trains by First Great Western at 8.9 per cent and London Midland at 6.9 per cent. First Great Western trains in the evening peak were at a level of 3.6 per cent with First Capital Connect at 3.2 per cent.
- In 2008, First Great Western had the highest level of over overcrowding across both peaks at 6.2 per cent. Changes in franchises operated by Train Operating Companies make some comparisons over time difficult.

Trend 3.7c – London Underground train kilometres scheduled and operated: 1990/91 to 2008/09



Source: Transport for London
 The data in this chart are outside the scope of National Statistics

Trend 3.7d – London Underground excess journey time: 1998/99 to 2008/09

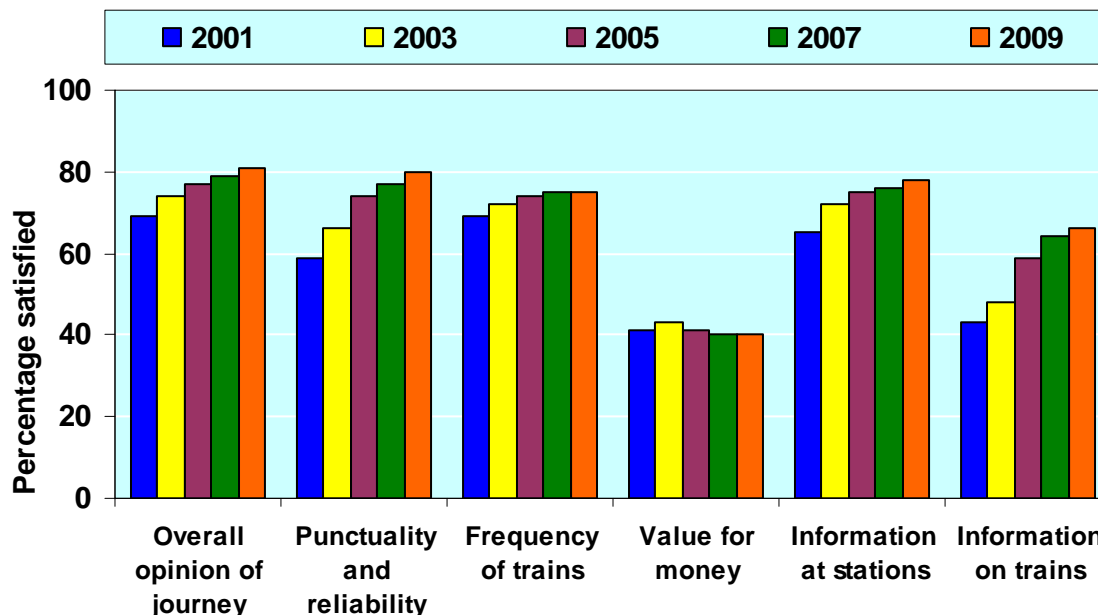
Source: Transport for London

The data in this chart are outside the scope of National Statistics

- London Underground scheduled train kilometres rose by 35 per cent from 55 million kilometres in 1990/91 to 74 million kilometres in 2007/08 but dropped by around 1 million kilometres in 2008/09 largely due to engineering work.
- Capacity is measured in terms of train kilometres actually operated. Since 1990/91, London Underground capacity has increased by 36 per cent, from 52 million kilometres to 71 million kilometres in 2008/09. The increase in London Underground capacity has broadly followed the increase in the London Underground train kilometres scheduled, although the 2005 London terrorist attacks account for a large proportion of the scheduled train kilometres not operated in 2005/06.
- The percentage of scheduled service operated fell from a peak of 97.4 per cent in 1992/93 to 91.1 per cent in 2002/03, before rising to 95.2 per cent in 2004/05. The effects of the terrorist attacks contributed to the lower percentage of scheduled service operated in 2005/06, at 93.5 per cent. However, the percentage of scheduled service operated has risen since, with 96.4 per cent operated in 2008/09.
- London Underground reliability is measured by the excess journey time: the difference between actual and scheduled average journey times. These excess journey times are calculated on a weighted basis, using Transport for London's Journey Time Metric (JTM). The JTM applies weighting factors to time spent on the Tube system, to better reflect the overall experience of passengers. Weighted excess journey times have varied between 6.6 and 9.7 minutes in the period from 1998/99 to 2008/09. The 2002/03 figure was the highest over the period at 9.7 minutes. However, reliability in that year was affected by industrial action and the closure of the Central Line after a derailment. In 2008/09, the excess time was 6.6 minutes down from 7.8 minutes in 2007/08.

3.8 Rail passenger satisfaction

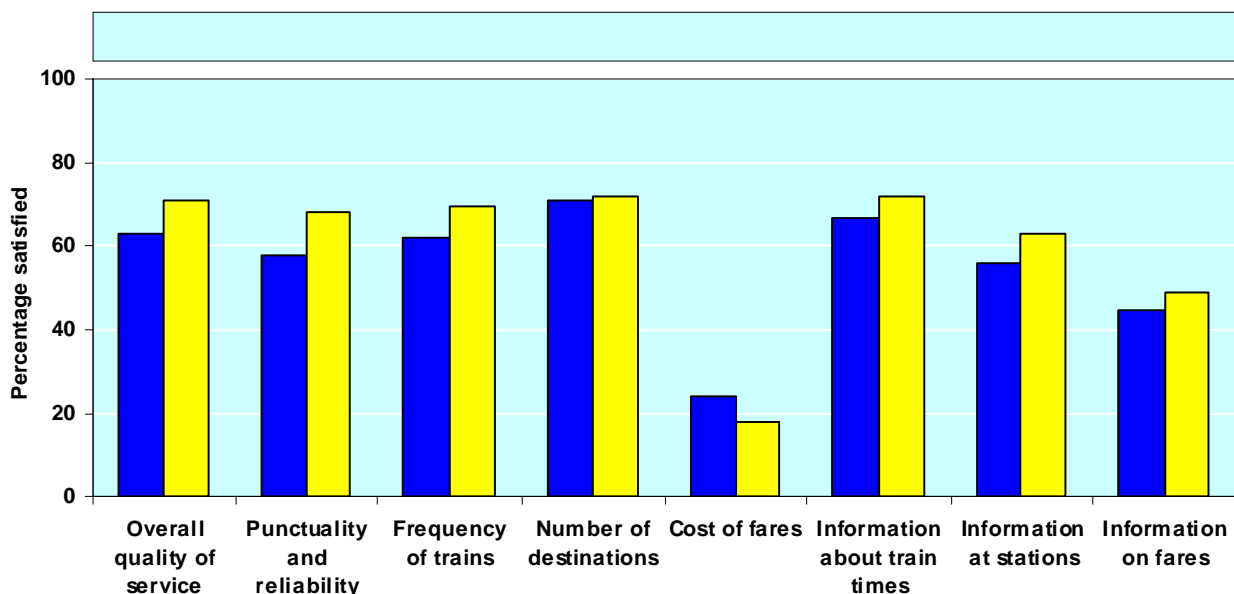
Trend 3.8a – Satisfaction with national rail travel: Spring 2001 to Spring 2009, Great Britain



*Source: Passenger Focus (Rail Passengers Council)
The data in this chart are outside the scope of National Statistics*

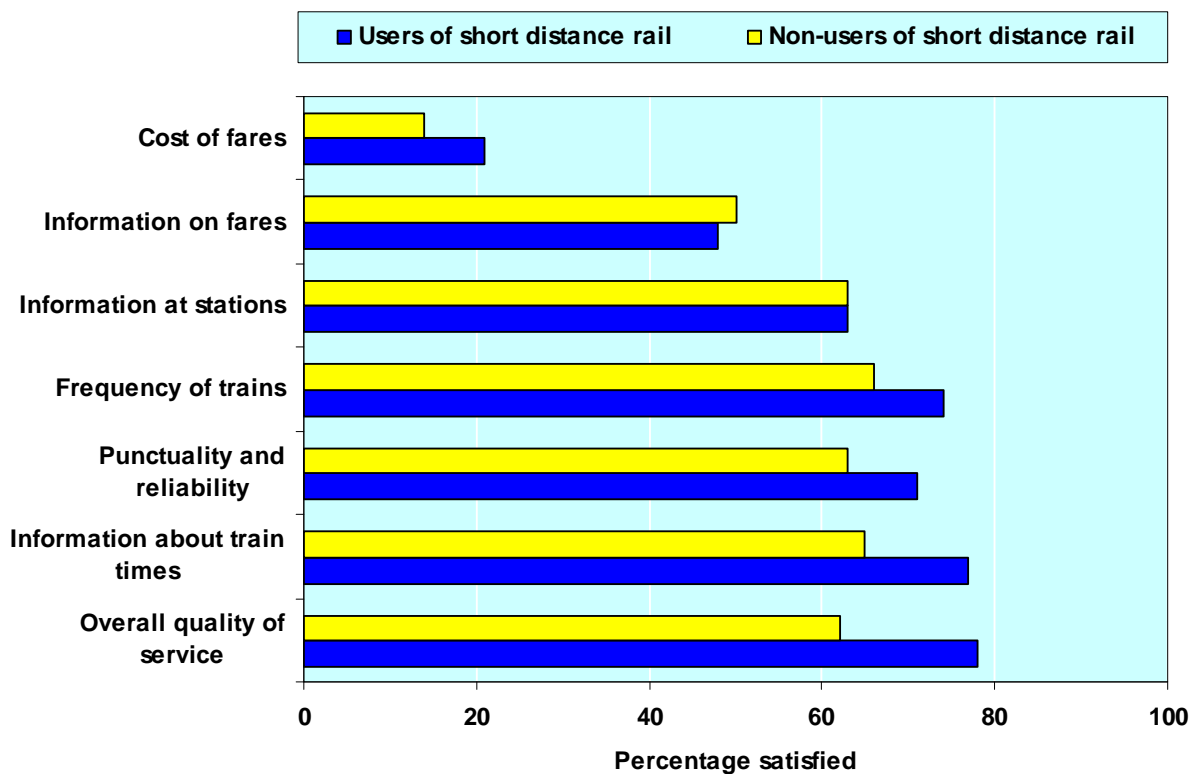
- According to the National Passenger Survey, in Spring 2009, 81 per cent of passengers were satisfied with their journey that day, compared with 80 per cent in Spring 2008 and 69 per cent in Spring 2001. Passenger satisfaction with the levels of punctuality, provision of information and train frequency have all increased since 2001 and are currently running at around 75 per cent to 80 per cent. However, the level of passenger satisfaction with the value for money of their journey remains at a significantly lower level and was 40 per cent in Spring 2009. The survey is carried out in the spring and autumn each year.

Trend 3.8b – Satisfaction with short distance rail services: February 2006 and March 2009 Great Britain



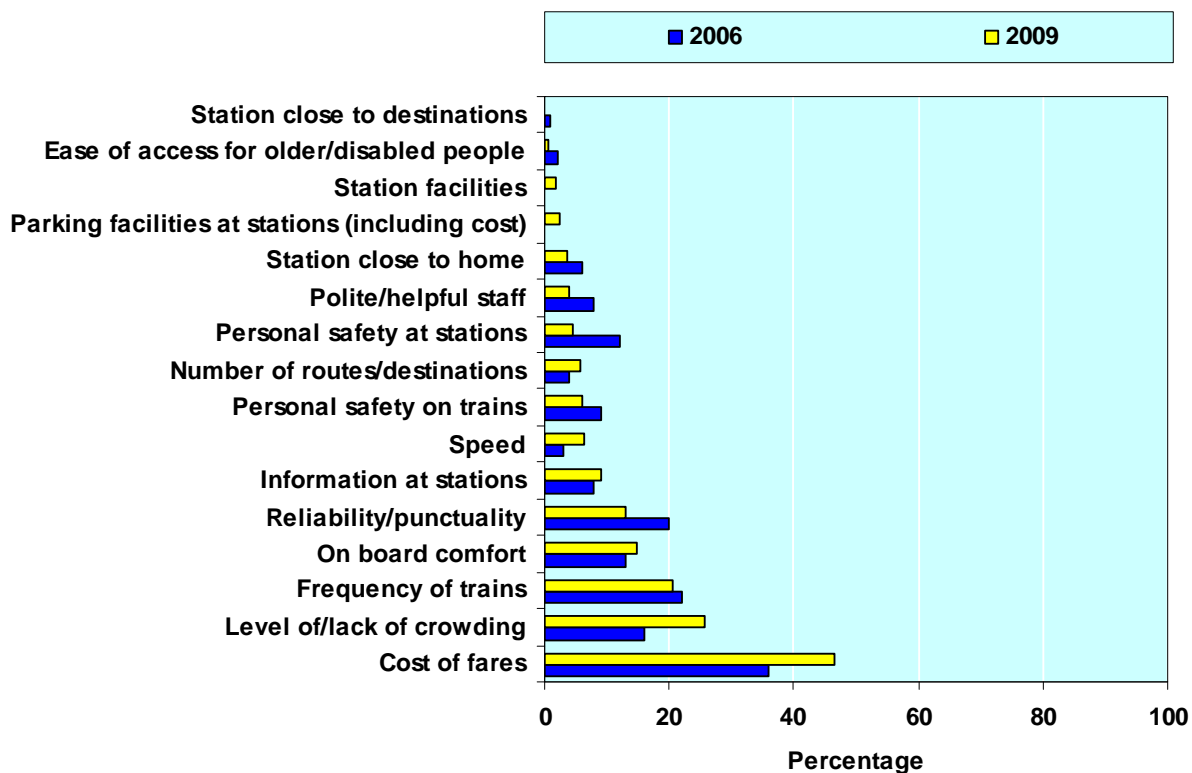
Source: DfT: ONS Opinions Survey
The data in this chart are outside the scope of National Statistics

Trend 3.8c - Satisfaction with short distance rail services, by users and non-users of short distance rail services: 2009



Source: DfT: ONS Opinions Survey
The data in this chart are outside the scope of National Statistics

Trend 3.8d - Ways in which short distance rail services could be improved: 2006 and 2009



Source: DfT: ONS Opinions Survey
 The data in this chart are outside the scope of National Statistics

- According to the ONS Opinions Survey (formerly the ONS Omnibus Survey) the percentage of passengers satisfied with a number of measures of short distance rail journeys (those less than 50 miles) improved between 2006 and 2009 except the percentage satisfied with the cost of fares.
- In general in 2009 non-users tended to be less satisfied than users.
- Looking at the ways in which short distance rail travel could be improved, the cost of fares was the most frequently quoted in 2009 followed by level of crowding and frequency of trains.