

## About this factsheet

This factsheet describes the people who use national, surface rail services. The information is presented either for all rail passengers across Great Britain, or in England only.

Passengers using underground, light rail and tram systems are not included.

## Key Statistics

### Rail trips p1

In 2014, 2% of trips in England were by rail, accounting for 8% of all distance travelled.

### Rail user demographics p2

Males aged 30-39 made 51 rail trips each on average in 2014, the highest number of any group.

### Rail user satisfaction p3

In spring 2015, 80% of rail users in Great Britain were satisfied with their last journey.

### Rail users' priorities for improvement p4

In 2014, the top passenger priority for improvement in Great Britain was the price of rail tickets offering better value for money.

## Frequency and purpose of rail trips, England 2014



8% of people in England used national rail at least once a week.

41% used national rail less than once a year or never<sup>1</sup>.



54% of rail journeys were for **commuting**



9% of rail journeys were for **business**

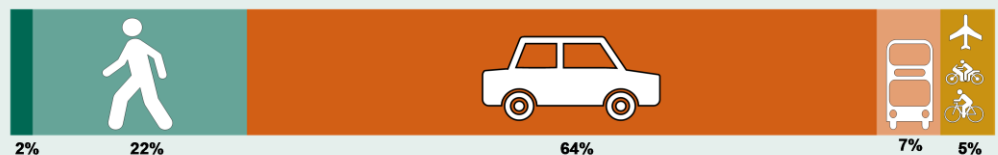


37% **other** which includes leisure activities<sup>1</sup>

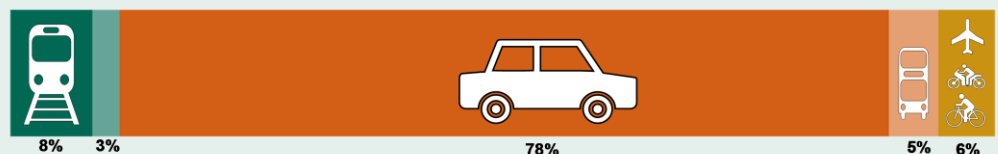
Source: National Travel Survey, 2014

## Number and distance of rail trips, England 2014

Average **number of trips** travelled per person by mode of travel



Average **distance** travelled per person by mode of travel

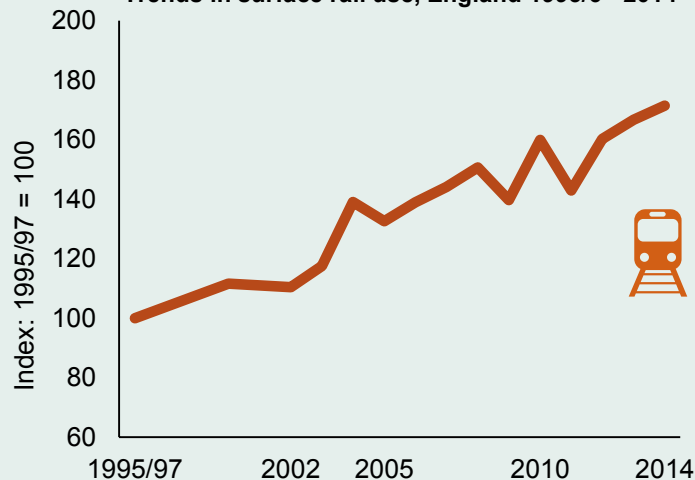


■ National Rail ■ Walk ■ Car / Van ■ Bus ■ Other

Source: National Travel Survey, 2014

2% of trips in 2014 were by national rail, accounting for 8% of distance travelled, equivalent to **21** rail trips and **540** miles per person.

### Trends in surface rail use, England 1995/6 - 2014



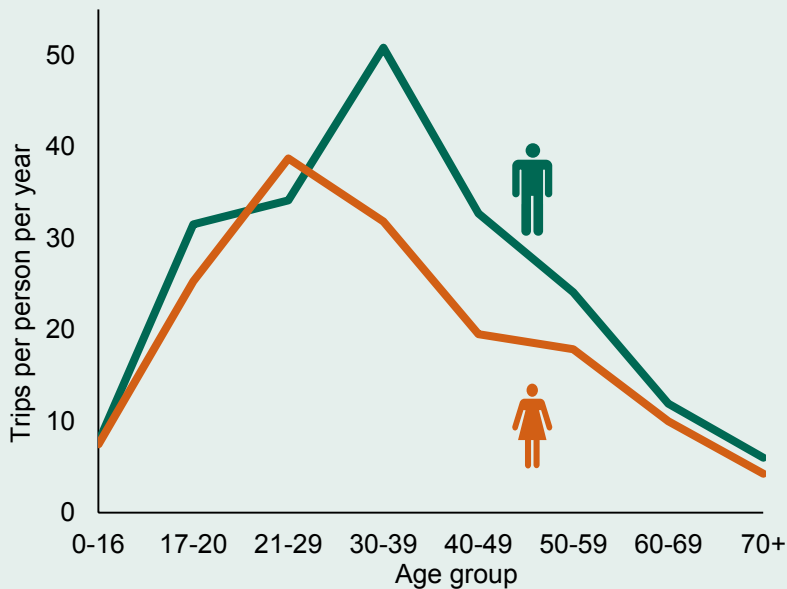
The number of rail trips per person in England in 2014 was 71% higher than in 1995/6.

Source: National Travel Survey, 2014

Last updated: January 2016

## Rail use by age and gender, England 2014

Average number of national rail trips per person per year, by age and sex



In England in 2014, males made an average of 24 trips by rail, compared to females who made 18 trips.

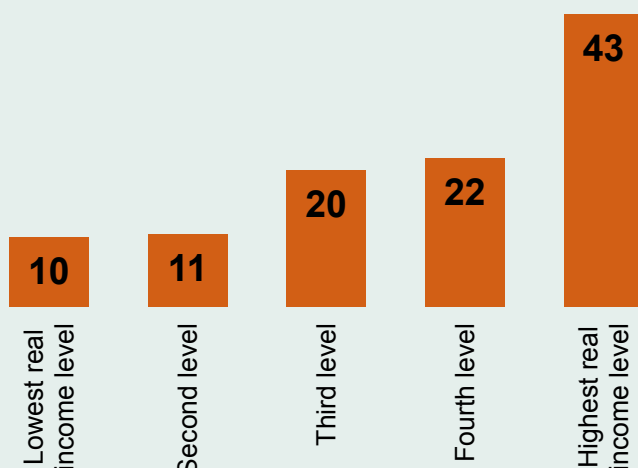
Use of rail varies by age, with those aged 30-39 making an average of 41 rail trips each per year, compared to 11 per year for those aged 60-69 and 5 per year for all users aged over 70.

**Males aged 30-39 made 51 rail trips each in 2014 on average, the highest of any group.** The group who made the least number of rail trips per year was females aged over 70, who made 4 trips each on average.

Source: National Travel Survey, 2014

## Rail use by household income, occupational group and region, 2014/15

Average number of national rail trips per person per year, by household income group



Source: National Travel Survey, 2014

In 2014, people in the highest real income level group in England made over four times as many national rail trips on average as those in the lowest real income level group<sup>1</sup>.

In 2014/15, amongst adults in Great Britain, the most frequent users of rail lived in the South East, where 66% had travelled by rail in the last 12 months. The lowest rate of use was in Wales, where 40% had made a train journey in the last 12 months.

**43%** of those in routine and manual occupations had travelled by train in the last 12 months

**65%** of those in intermediate occupations had used rail in the last 12 months

**70%** of those in managerial and professional occupations had made a rail journey in the last 12 months<sup>2</sup>

# Rail user satisfaction, England and Great Britain 2014/15

## Rail users satisfaction and complaints, Great Britain



In spring 2015, **80% of rail users in Great Britain were satisfied overall with their last rail journey**<sup>8</sup>.

Satisfaction levels varied by journey purpose:



In 2013, UK rail passengers' overall satisfaction ranked 2nd with a range of rail travel factors and 1<sup>st</sup> for station factors out of 26 EU member states<sup>3</sup>.

As proportions of complaints received in 2014/15, the five most frequent categories were:

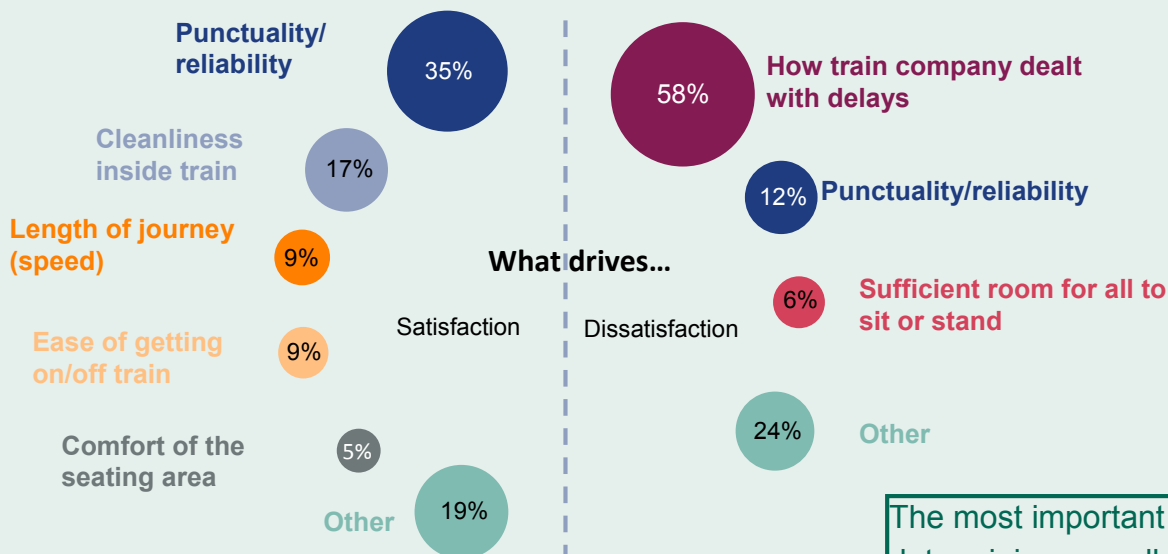
1. Punctuality/reliability (32%)
2. Ticketing and refunds policy (9%)
3. Facilities on board (7%)
4. Ticket buying facilities (7%)
5. Sufficient room for passengers to sit/stand (6%)<sup>5</sup>

Passenger complaints have declined, from 79 complaints per 100,000 passenger journeys in 2003/04 to 34 per 100,000 passenger journeys in 2012/13<sup>4</sup>.

**For every minute a train is late after the scheduled arrival time, passenger overall satisfaction declines 1.5 percentage points and satisfaction with punctuality declines 3 percentage points**<sup>7</sup>.



## Rail users drivers of satisfaction, Great Britain, spring 2015



The most important factors in determining overall passenger satisfaction are punctuality/reliability and how train companies dealt with delays.

Source: Transport Focus (2015) National Rail Passenger Survey Spring 2015 Main Report

## Rail users priorities for improvements, Great Britain 2014

### Rail passengers' top 10 priorities for improvements in Great Britain



Source: Transport Focus (2014) Rail Passenger Priorities for Improvement

The top priority for improvement identified by rail passengers in 2014 was the price of train tickets offering better value for money.

Commuters rated being able to get a seat and trains arriving on time as higher priorities than leisure or business travellers. Business travellers rated the availability of free Wi-Fi on trains as a higher priority for improvement than commuters or leisure travellers.

#### Sources:

1. Department for Transport, *National Travel Survey, 2014* <https://www.gov.uk/government/statistics/national-travel-survey-2014>
2. Department for Transport (2015) *Public attitudes towards train services: results from the February 2015 Opinions and Lifestyle survey* <https://www.gov.uk/government/statistics/public-attitudes-towards-train-services-2015>
3. European Commission (2013) *Europeans' satisfaction with rail services* [http://ec.europa.eu/public\\_opinion/flash/fl\\_382a\\_en.pdf](http://ec.europa.eu/public_opinion/flash/fl_382a_en.pdf)
4. Office for Rail and Road (2014) *Rail Passenger Experience Report* [http://orr.gov.uk/\\_data/assets/pdf\\_file/0003/11748/rail-passenger-experience-report.pdf](http://orr.gov.uk/_data/assets/pdf_file/0003/11748/rail-passenger-experience-report.pdf)
5. Office for Rail and Road, *Complaints by NRPS Category – Table 14.3* <http://dataportal.orr.gov.uk/>
6. Transport Focus (2014) *Rail Passengers Priorities for Improvement* <http://www.transportfocus.org.uk/research/publications/rail-passengers-priorities-for-improvements-october-2014>
7. Transport Focus (2015) *Train punctuality: the passenger perspective* <http://www.transportfocus.org.uk/research/publications/train-punctuality-the-passenger-perspective>
8. Transport Focus (2015) *National Rail Passenger Survey Spring 2015 Main Report* <http://www.transportfocus.org.uk/research/publications/national-rail-passenger-survey-nrps-spring-2015-main-report>