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Symbols and conventions:

(i) **Unless otherwise stated, all tables refer to Great Britain.**
(ii) **Metric units are generally used.**

Units: Figures are shown in italics when they represent percentages, indices or ratios.

Rounding of figures: In tables where figures have been rounded to the nearest final digit, there may be an apparent slight discrepancy between the sum of the constituent items and the total as shown.

Conversion factors:

1 kilometre = 0.6214 mile	1 tonne = 0.9842 ton
1 tonne-km = 0.6116 ton-mile	1 gallon = 4.546 litres
1 billion = 1,000 million	1 litre = 0.220 gallons

Symbols: The following symbols have been used throughout.

..	= not available	.	= not applicable
-	= Negligible (less than half the final digit shown)	0	= Nil
*	= Sample size too small for reliable estimates.	ow	= of which
{	= subsequent data is disaggregated	}	= subsequent data is aggregated
|	= break in the series	P	= provisional data
F	= forecast expenditure	e	= estimated outturn
n.e.s.	= not elsewhere specified	TSO	= The Stationary Office

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Symbols and conventions

Tables refer to Great Britain or parts of Great Britain as shown. Bus and coach survey data are for operators whose work is within Great Britain. Overseas tour work is excluded. Bus passenger satisfaction results are for England.

Conversion factors:

1 kilometre = 0.6214 mile   1 billion = 1 thousand million

Symbols appearing in tables:

..	=	not available
-	=	negligible (less than half a unit)
.	=	not applicable
0	=	nil
p	=	provisional data
e	=	estimate
o/w	=	of which
____	=	break in a series of data

In tables where figures have been rounded there may be a slight discrepancy between the sum of the constituents and the total. The following abbreviations are used in the bulletin:-

BAA	British Airports Authority
BSOG	Bus Service Operators Grant (replacement for FDR, Fuel Duty Rebate)
BTP	British Transport Police
CAA	Civil Aviation Authority
CPT (UK)	Confederation of Passenger Transport
DfT	Department for Transport
DLR	Docklands Light Railway
DVLA	Driver and Vehicle Licensing Agency
GDP	Gross Domestic Product
GLA	Greater London Authority
GOR	Government Office Region of England
LT / LU	London Transport / London Underground
LTPs	Local Transport Plans compiled by local authorities
NOP	National Opinion Polls survey contractor
NTS	National Travel Survey of a panel of households
ONS	Office for National Statistics
ODPM	Office of the Deputy Prime Minister
PHV	Private Hire Vehicle (minicab)
PSV	Public Service Vehicle (bus or coach in Tax Class 34 or 38)
PTA/PTE	Passenger Transport Authority / Executive
QPs	Quality Partnerships between local authorities and bus operators
RBC / UBC	Rural / Urban Bus Challenge funding for innovative services
RBSG	Rural Bus Subsidy Grant to local authorities to promote bus services
RPI	Retail Prices Index
SRA	Strategic Rail Authority
TC34	Tax Class for buses and coaches in public service, using conventional fuel
TC38	Tax Class for buses and coaches using low emission fuel (e.g. hydrogen)
TfL	Transport for London
TOC	Train Operating Company

Note on Proposed Revision to Bus Patronage Data

Bus patronage figures are collected from a sample of bus operators each year as part of the annual inquiry of PSV operators. Operators are asked to split the boardings data by local authority. However, the information collected for the Greater London area is not used, as superior data on passenger numbers are collected by on-board passenger surveys now funded by TfL.

It was noted that, in general, the survey estimates of passenger numbers in aggregate were higher in London than those obtained from the operators' survey. Enquiries confirmed that passengers under 5 were included in the TfL data and it was believed that operators did not include these passengers. In the 2003/04 survey, operators were told specifically to exclude under-5 passengers and to indicate whether they had excluded them in past surveys. This has revealed that, where known, about a quarter of operators had not included under-5 passengers in previous returns.

Thus past estimates of GB bus patronage have not included all under-5 passengers outside London, but all such passengers within London. Clearly, this is not acceptable. Since TfL publishes the London passenger figures in their own right, it is not possible to just exclude the estimated number of under-5 passengers from the London data. Thus, the next set of patronage estimates for areas outside London will include an adjustment for these young passengers. It will be based on data from the National Travel Survey which provides age details for all bus passengers. The likely uplift to passenger numbers will be about 2 to 3 % or so for each year. The National Travel Survey has been conducted continuously since 1989 and intermittently back to 1965. It is proposed to revise the data back to the earliest mid-1980s, with the assumption that before this time the data did include the under-5s.

Public Transport Statistics Bulletin: Great Britain 2004 edition

Introduction

This bulletin continues the annual series of Transport Statistics Bulletins with tables of data for land-based public transport in GB. Targets which apply to a particular mode of public transport, are highlighted in the tables in this section. This edition shows series for

- Local buses
- Non-local buses and coaches
- Concessionary fare schemes
- Light rail, trams and metro systems
- National Rail
- Taxis and Private Hire Vehicles
- Parking badges for disabled people

The bulletin includes data from the 2003/04 survey of Public Service Vehicle operators, bus and rail data from Transport for London, data from the Strategic Rail Authority and from other rail and tram operators. It also summarises data from users of public transport, from the National Travel Survey and the DfT quarterly Bus Passenger Satisfaction Survey.

Summary tables have been grouped in the introduction to illustrate the main trends. Longer time series data appear in annexes. Summary data also appear there from the SRA's quarterly *National Rail Trends.*

National Statistics

With the exception of National Rail in Table D and Annex B, all data in this Bulletin are National Statistics, including, for the first time, those on taxis and disabled parking badges.

Other information

It is not possible to publish all of the information that has been collected, to protect commercial confidentiality of transport operators and also because of constraints on the size and production cost of the bulletin. Some data can be found on the DfT Transport Statistics website (see below). Some unpublished material is available on request, subject to resources and confidentiality constraints. Details are available from

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Web sites and e-mail address

DfT Transport Statistics site for public transport statistics
http://www.dft.gov.uk/transtat/publictransport/

Statistics Transport, Room 3/09, Department for Transport, 76 Marsham Street, London SW1P 4DR.

Targets for public transport

In summer 2004, the Spending Review restated national targets for increasing public transport use over the decade to 2010/11, with 2000/01 as the baseline. These have been strengthened by the Department's Public Service Agreement (PSA) targets, set originally in 2000 and amended following the 2004 Spending Review, and targets agreed separately with bus operators.

PSA targets

- Improve accessibility, punctuality and reliability of local public transport (bus and light rail) with an increase in use of more than 12 per cent from 2000 levels by 2010, with growth in every Region. (This combines former targets for increasing bus patronage by 10 per cent and doubling light rail patronage).
- Improve rail punctuality and reliability with a 50 per cent increase in rail use in Great Britain from 2000 levels by 2010.

Targets agreed with the bus industry

- **Reliability:** the existing reliability indicator for services in England of mileage lost for reasons within the operator's control will be retained. This will entail CPT member operators working towards a target that requires them to run 99.5% of scheduled mileage, except where this is affected by factors beyond their control.
- **Fleet age:** the CPT has committed its members in Great Britain to a target which aims to achieve and maintain an average fleet age of 8 years or less for their vehicles which are mainly used for local bus services, to 2010/11.
- **Accessibility:** a new indicator will be introduced to track the proportion of full size bus fleet that is fully accessible by wheelchair users, the aim being to ensure that 50% of vehicles are fully accessible by 2010.
- **Passenger information:** a target for which operators in England will seek to achieve year-on-year improvement in information at bus stops, based on DfT national passenger satisfaction ratings.

Table A: Key indicators of public transport

	Bus and light rail	Bus				Rail	
		Service	Age	Access	Quality		
	Boardings measured as passenger journeys: England (million)	% of mileage run exc. losses outside operators' control: England	Average age of bus fleet at end-year (DVLA data): GB	% of full-size buses low floor wheelchair accessible: GB	Satisfaction rating out of 100 for bus stop information: England	National rail usage: GB (passenger kilometres)	Percentage of trains arriving on time: GB
1993/94	3,786	..	9.6	..	..	30,400	..
1994/95	3,838	..	9.9	..	..	28,700	..
1995/96	3,830	..	9.8	..	..	30,000	..
1996/97	3,826	..	9.6	..	..	32,100	..
1997/98	3,852	..	9.4	8.2	..	34,700	89.7
1998/99	3,804	..	9.0	10.9	..	36,300	87.9
1999/00	3,826	..	8.7	19.1	..	38,454	87.8
2000/01	3,880	98.2	8.5	22.0	61	38,218	79.1
2001/02	3,930	98.5	8.4	28.8	61	39,104	78.0
2002/03	4,028	98.5	8.2	29.3	63	39,700	79.2
2003/04	4,125	98.5	8.1	39.0	65	40,900	81.2
Change over 1 year (percentage)							
	2.4	*0*	*-1.2*	*33.1*	*3.2*	*3.0*	*2.5*
Target for 2010/11	4,345	99.5	8.0	50.0	To improve year on year	57,300	To improve performance
Further details	Table C	Bus Quality Indicators Apr-Jun published by DfT in Sept 2004	Bus Quality Indicators Apr-Jun published by DfT in Sept 2004	Annex A Table 8	Chapter 1	Annex B Table 3	National Rail Trends Yearbook published by SRA

Key results relating to targets

- Bus and light rail patronage combined in England increased by three per cent from 4,028 million passenger journeys in 2002/03 to 4,125 million passenger journeys in 2003/04 (Tables A and C). London's bus patronage increased by 10 per cent in the year, and now accounts for over 40 per cent of the England total (Tables B and C).
- Reliability In 2003/04 local bus operators ran 98.5 per cent of their scheduled mileage, compared with the target of 99.5 per cent (Table A).
- The average age of the bus fleet at 31 December 2003 was 8.1 years according to data from DVLA (Table A). CPT members reported progress on the target for the industry to reduce the fleet age. At the end of July 2003 it was 7.2 years.

- Accessibility 39 per cent of the full size local bus fleet was of low floor design (wheelchair accessible) in 2003/04. This increased from 29 per cent the year before (Table A).
- Passenger Information Bus passenger satisfaction with information at bus stops improved. It had an average rating of 65 out of 100 in 2003/04 , up from 63 out of 100 in 2002/03 (Table A).
- Rail Punctuality 81 per cent of trains arrived on time in 2003/04 compared with 79 per cent in 2002/03 (Table A).
- Rail Usage There were 41 billion passenger kilometres on the national rail system in 2003/04, an increase of 3 per cent on 2002/03 (Table A).
- Light rail, metro and tram patronage in England, increased by 4 per cent in 2003/04 to 147 million passenger journeys from 141 million the year before (Tables B, C and D).

The light rail, metro and tram systems are DLR, Croydon Tramlink, Tyne & Wear Metro, West Midland Metro, Manchester Metrolink, Stagecoach Supertram in Sheffield, Nottingham Express Transit and Blackpool Corporation Trams.

Further details are included in the following tables. A calendar of events highlighting the most important changes in the bus and rail industry and other significant transport developments is at Annex A.

Chart A Bus Patronage in Great Britain

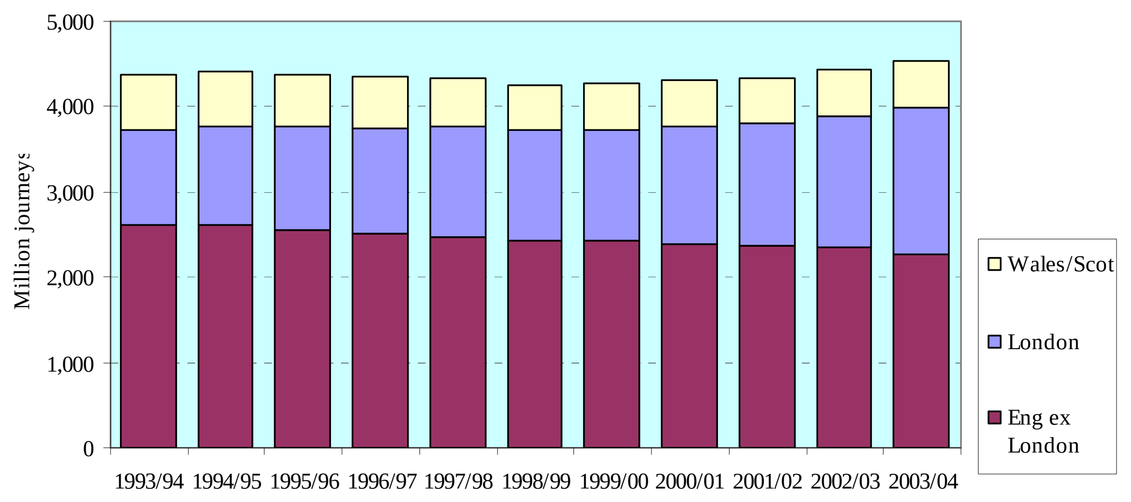


Table B: Passenger journeys on public transport in GB

millions

	Local bus				Rail			Air
	England	London	England outside London	Great Britain	Light rail and tram systems	National rail network	London Under-ground	Passengers on domestic flights
1993/94	3,722	1,117	2,605	4,381	64	740	735	12
1994/95	3,769	1,167	2,602	4,414	69	735	764	13
1995/96	3,757	1,205	2,552	4,378	73	761	784	14
1996/97	3,748	1,242	2,506	4,345	78	801	772	15
1997/98	3,768	1,294	2,475	4,326	84	846	832	16
1998/99	3,715	1,279	2,437	4,244	89	892	866	17
1999/00	3,728	1,307	2,420	4,276	98	931	927	17
2000/01	3,756	1,359	2,397	4,304	124	957	970	18
2001/02	3,798	1,434	2,364	4,342	132	960	953	19
2002/03	3,887	1,542	2,345	4,442	141	976	942	20
2003/04	3,978	1,702	2,276	4,535	147	1,014	948	21
Percentage change over 1 year								
	2.3	*10.4*	*-3.0*	*2.1*	*4.2*	*3.9*	*0.6*	*4.0*

Bus and rail services

Key results include the following:-

Bus travel trends

- In recent years, the long-term decline in bus patronage in Great Britain has been reversed. There was an increase of 2 per cent in local bus patronage in 2003/04.
- Patronage for England excluding London declined by 3 per cent, to 2,276 million boardings (Table B). There were falls in bus patronage in the other regions and in the other metropolitan areas outside London (Table C and Table E).
- Bus patronage in Scotland rose by one per cent in 2003/04 to 449 million boardings. Patronage in Wales fell by one per cent to 108 million boardings.
- Buses and coaches have a 6 per cent share of all passenger kilometres travelled, 47 billion passenger kilometres in 2003/04, compared with an 85 per cent share by private cars, vans and taxis. All rail modes of passenger transport have a 6 per cent share, at 49 billion passenger kilometres (Annex A, Table 2).

Bus reliability

- Survey results show that 98.5 per cent of mileage was operated in England in 2003/04 (excluding losses outside the control of operators). In London, 97.5 per cent was run in that year. The majority of mileage lost was owing to traffic congestion (Table A).

Bus operators' revenue and costs

- Bus fares in Great Britain increased by one per cent in real terms in 2003/04. They have increased by nearly a quarter in real terms over the last decade. In London, Transport for London changed its bus fare structure with different cash fares for prepayment cards and single tickets. There was a 1.8 per cent rise in cash terms, but a fall in real terms of one per cent (Table G).
- BSOG in GB increased from £377.6 million in 2002/03 to £407.6 million in 2003/04 (Table F). BSOG was made available to some community bus services and long distance coach services, in exchange for concessionary fare reimbursement to older coach passengers. The spend for England in 2003/04 was £342.5 million, in Scotland it was £52.7 million and in Wales it was £13.4 million. BSOG is paid by DfT directly to operators so it is not broken down by region or county, although the amount in London was £80.3 million.
- Revenue for local bus services in GB rose by 5 per cent in real terms in 2003/04, to £3.3 billion (Table C). Real receipts have increased by 28 per cent in London over the last decade, where there has been substantial growth in bus patronage (by around half as much again over the last decade). In England, receipts have increased by 14 per cent in real terms over the decade.
- Operating costs per bus kilometre in GB rose by 3 per cent in real terms in the year to 31 March 2004, to £1.14. Costs rose slightly per passenger journey, at 65 pence (Table C).

Rail travel trends

- 147 million passenger journeys were made in 2003/04 on the light rail and tramway systems in England, up 4 per cent on the previous year (Tables B and D).
- The upward trend continued on the National Rail network with 1,014 million journeys made in 2003/04 (up 4 per cent from 976 million in 2002/03). Rail commuting in London and the South East increased by 2 per cent in 2003/04, at 682 million passenger journeys (up from 670 million in 2002/03). Rail "inter-city" journeys increased to 81 million journeys, up 6 per cent on the previous year. Regional rail journeys showed the biggest rise, with 250 million made, up from 229 in the previous year, a rise of 10 per cent (Annex B, Table 4).
- Passenger kilometres travelled on national rail increased by 3 per cent to 41 billion in 2003/04 (Tables A and D).
- London Underground passenger kilometres fell very slightly to 7,340 million (Table D).

Rail revenue

- National rail passenger revenue increased to £3,893 million in 2003/04, up 4 per cent in real terms.

Air travel trends

- Domestic air travel has shown rapid growth since the mid 1950s, passenger kilometres increasing about twenty-fold. Data for the financial year to March 2004 show that 21 million passengers travelled by UK airlines on domestic flights in 2003/04, compared with 12.4 million a decade ago, an increase of 69 per cent (Annex A, Table 1).

Licensing, staff and vehicles

- There were 91,800 PSV operator licence discs on issue in 2003/04 in Great Britain.

- Of the 25 million people employed in Great Britain, nearly half a million people are employed in land transport industries comprising road and rail transport (Annex A, Table 7). In the bus and coach industry, 155,400 people were employed in GB in the year ending March 2003.
- Data from DVLA showed 96,071 vehicles in the bus and coach tax classes (TC34 and TC38) at the end of December 2003. This rose to 99,606 by the end of June 2004. Further details are in *Bus Quality Indicators: England* published in September 2004.
- Approximately 10,000 passenger carriages were in use on the national rail network in 2004. New rail vehicles have been delivered so this has reduced the average age of the passenger rolling stock to 18.5 years at 31 March 2004. Further details are in *National Rail Trends Yearbook* published by the SRA.
- London Underground's train fleet was 4,077 carriages at 31 March 2004. The various other modern light rail and tram systems in Great Britain had around 300 passenger vehicles.

<u>Sources of data</u>

Most of the data for buses and light rail are taken from the Department's annual surveys of bus, coach and light rail operators. Vehicle data are available from DVLA, CPT(UK) as well as information supplied by operators in response to the Department's annual survey. Bus passenger satisfaction data are collected by a survey of bus passengers sponsored by the Department and TfL, through the survey contractor NOP. Rail data are available from surveys conducted by the SRA. Longer time series and background information can be found in the Annexes at the end of this bulletin.

Table C

Local transport: summary

	Local bus services							Light rail and trams in England	**Bus, light rail and trams in England**
	London	English PTE areas	English non-PTE areas	England	Scotland	Wales	Great Britain		
Passenger journeys by mode and area (millions)									
1993/94	1,117	1,337	1,268	3,722	525	133	4,381	64	**3,786**
1994/95	1,167	1,331	1,271	3,769	513	132	4,414	69	**3,838**
1995/96	1,205	1,292	1,260	3,757	494	127	4,378	73	**3,830**
1996/97	1,242	1,246	1,260	3,748	467	130	4,345	78	**3,826**
1997/98	1,294	1,232	1,243	3,768	438	120	4,326	84	**3,852**
1998/99	1,279	1,195	1,242	3,715	413	116	4,244	89	**3,804**
1999/00	1,307	1,162	1,258	3,728	434	114	4,276	98	**3,826**
2000/01	1,359	1,165	1,232	3,756	435	113	4,304	124	**3,880**
2001/02	1,434	1,150	1,214	3,798	441	104	4,342	132	**3,930**
2002/03	1,542	1,146	1,200	3,887	445	109	4,442	141	**4,028**
2003/04	1,702	1,108	1,167	3,978	449	108	4,535	147	**4,125**
Percentage change over:									
1 year	*10*	*-3*	*-3*	*2*	*1*	*-1*	*2*	*4*	*2*
10 years	*52*	*-17*	*-8*	*7*	*-15*	*-18*	*4*	*131*	*9*
Passenger receipts by area (£million at 2003/04 prices)									
1993/94	599	826	1,028	2,453	359	98	2,909	48	**2,501**
1994/95	617	831	1,052	2,500	374	99	2,973	53	**2,552**
1995/96	632	809	1,032	2,474	361	100	2,935	60	**2,533**
1996/97	666	800	1,031	2,496	345	98	2,940	65	**2,561**
1997/98	688	835	1,051	2,574	344	95	3,013	71	**2,645**
1998/99	697	810	1,049	2,556	338	96	2,991	..	**..**
1999/00	715	777	1,073	2,566	347	98	3,010	..	**..**
2000/01	718	814	1,132	2,663	362	108	3,133	105	**2,767**
2001/02	729	811	1,141	2,681	341	104	3,126	113	**2,793**
2002/03	735	807	1,165	2,707	364	107	3,179	123	**2,831**
2003/04	767	815	1,281	2,863	358	105	3,326	124	**2,987**
Percentage change over:									
1 year	*4*	*1*	*10*	*6*	*-2*	*-2*	*5*	*1*	*6*
10 years	*28*	*-1*	*25*	*17*	*0*	*8*	*14*	*157*	*19*
Vehicle kilometres by area (millions)									
1993/94	343	693	1,058	2,095	361	130	2,585	10	**2,105**
1994/95	356	720	1,080	2,156	369	125	2,650	12	**2,167**
1995/96	353	695	1,102	2,150	350	123	2,623	13	**2,163**
1996/97	342	692	1,116	2,150	368	120	2,638	14	**2,164**
1997/98	362	697	1,083	2,142	368	117	2,628	14	**2,157**
1998/99	358	684	1,123	2,165	358	118	2,642	14	**2,180**
1999/00	366	659	1,105	2,129	365	118	2,613	17	**2,146**
2000/01	373	658	1,113	2,145	373	122	2,640	20	**2,164**
2001/02	380	644	1,113	2,137	373	125	2,635	20	**2,157**
2002/03	406	628	1,095	2,129	376	123	2,628	22	**2,151**
2003/04	437	636	1,007	2,080	390	110	2,580	21	**2,101**
Percentage change:									
1 year	*8*	*1*	*-8*	*-2*	*4*	*-10*	*-2*	*-6*	*-2*
10 years	*27*	*-8*	*-5*	*-1*	*8*	*-15*	*0*	*108*	*0*

Source: DfT survey of PSV and light rail operators

Table C continued

Local transport: summary

	London	English PTE areas	English non-PTE areas	England	Scotland	Wales	Great Britain	GB outside London
Local bus operating costs by vehicle kilometre by area: (Pence at 2003/04 prices)								
1993/94	206	116	96	121	99	81	116	102
1994/95	184	113	96	117	100	85	113	101
1995/96	171	113	94	113	99	87	110	100
1996/97	183	112	88	108	87	77	105	94
1997/98	175	104	88	107	86	82	103	94
1998/99	173	102	89	106	87	83	103	95
1999/00	172	102	89	106	81	82	102	91
2000/01	179	110	95	114	85	83	109	97
2001/02	187	112	100	118	89	82	112	101
2002/03	209	108	91	117	82	86	111	94
2003/04	189	114	99	123	80	83	114	99
Percentage change:								
1 year	*-9*	*6*	*8*	*5*	*-3*	*-4*	*3*	*5*
10 years	*-8*	*-1*	*3*	*2*	*-19*	*2*	*-1*	*-2*
Local bus operating costs by passenger journey by area: (Pence at 2003/04 prices)								
1993/94	61	60	81	68	68	80	68	66
1994/95	56	61	81	67	72	81	67	66
1995/96	50	60	81	64	70	85	65	67
1996/97	51	61	79	63	69	71	64	67
1997/98	49	58	77	62	72	80	63	66
1998/99	48	59	79	62	74	82	64	68
1999/00	47	57	76	61	67	83	62	67
2000/01	48	62	85	65	72	90	66	74
2001/02	47	63	89	66	74	88	68	78
2002/03	52	60	82	65	70	83	65	72
2003/04	49	65	86	64	69	84	65	75
Percentage change:								
1 year	*-7*	*10*	*4*	*-1*	*0*	*1*	*1*	*4*
10 years	*-20*	*8*	*6*	*-6*	*2*	*6*	*-4*	*15*

Source: DfT survey of PSV operators

Table D

Rail systems in GB: summary

	Rail	London metro networks			Metro and tram systems outside London						Light rail
	National rail network[1]	London Under-ground	DLR (Docklands Light Railway)	Croydon Tram-link	Nexus (Tyne & Wear Metro)[2]	Centro West Midland Metro[3]	Notting-ham Tram[4]	Altram Manchester Metrolink[5]	Stage-coach Supertram (Sheffield)	Black-pool trams	England totals
Passenger journeys (millions)											
1991/92	792	751	7.9	.	40.6	.	.	.	.	5.0	54
1992/93	770	728	6.9	.	38.9	.	.	8.1	.	5.2	59
1993/94	740	735	8.3	.	38.5	.	.	11.3	-	5.5	64
1994/95	735	764	11.5	.	37.2	.	.	12.3	2.2	5.4	69
1995/96	761	784	14.0	.	35.8	.	.	13.0	5.0	4.9	73
1996/97	801	772	16.7	.	35.4	.	.	13.4	7.8	4.9	78
1997/98	846	832	21.0	.	35.0	.	.	13.8	9.2	4.7	84
1998/99	892	866	27.6	.	33.8	.	.	13.2	10.4	4.4	89
1999/00	931	927	31.3	.	32.7	4.8	.	14.2	10.9	4.3	98
2000/01	957	970	38.4	15.0	32.5	5.4	.	17.2	11.1	4.1	124
2001/02	960	953	41.3	18.2	33.4	4.8	.	18.2	11.4	4.9	132
2002/03	976	942	45.7	18.7	36.6	4.9	.	18.8	11.5	4.5	141
2003/04	1,014	948	48.5	19.8	37.9	5.1	0.4	18.9	12.3	3.7	147
Percentage change over:											
1 year	*4*	*1*	*6*	*6*	*3*	*5*	.	*1*	*7*	*-18*	*4*
10 years	*37*	*29*	*484*	.	*-2*	.	.	*67*	.	*-33*	*130*
Passenger revenue (£ million at 2003-04 prices)											
1991/92	2,888	756	3.9	.	24.3	.	.	.	.	4.9	33
1992/93	2,844	773	4.5	.	24.6	.	.	9.2	.	4.9	43
1993/94	2,818	822	5.8	.	24.7	.	.	12.2	.	5.3	48
1994/95	2,750	901	8.0	.	24.5	.	.	12.5	2.0	5.5	53
1995/96	2,930	930	11.4	.	24.3	.	.	13.7	4.6	5.6	60
1996/97	3,061	946	14.2	.	24.6	.	.	15.7	5.6	5.3	65
1997/98	3,274	1,033	16.1	.	25.8	.	.	16.6	7.0	5.4	71
1998/99	3,484	1,088	22.3	.	25.5	.	.	..	6.9	4.8	..
1999/00	3,717	1,160	24.3	.	26.9	.	.	..	7.5	4.7	..
2000/01	3,720	1,202	30.6	13.0	26.3	3.4	.	19.8	7.7	4.7	105
2001/02	3,768	1,207	33.8	13.6	26.6	4.1	.	21.4	8.1	5.0	113
2002/03	3,762	1,169	36.6	15.4	29.5	5.1	.	21.5	10.5	4.7	123
2003/04	3,893	1,161	37.4	16.1	31.4	5.2	..	20.9	9.2	3.9	124
Percentage change over:											
1 year	*3*	*-1*	*2*	*5*	*6*	*2*	.	*-3*	*-12*	*-16*	*1*
10 years	*38*	*41*	*545*	.	*27*	.	.	*71*	.	*-26*	*159*
Passenger kilometres (millions)											
1991/92	32,500	5,895	32.3	.	277.4	.	.	.	.	..	..
1992/93	31,700	5,758	32.5	.	271.4	.	.	53.0	.	..	..
1993/94	30,400	5,814	39.4	.	272.6	.	.	72.6	-	..	..
1994/95	28,700	6,051	55.0	.	270.5	.	.	78.6	8.0	..	..
1995/96	30,000	6,337	70.3	.	261.2	.	.	80.8	19.7	..	..
1996/97	32,100	6,153	86.0	.	254.3	.	.	85.6	28.9	..	..
1997/98	34,700	6,479	102.9	.	248.8	.	.	88.2	34.0	..	..
1998/99	36,300	6,716	144.3	.	237.8	.	.	117.0	35.0	..	..
1999/00	38,454	7,171	172.1	.	230.0	49.9	.	126.0	37.0	13.1	628
2000/01	38,218	7,470	200.1	96.0	229.2	55.8	.	152.3	38.0	12.6	784
2001/02	39,104	7,451	206.9	99.0	238.4	50.1	.	161.3	39.0	14.9	810
2002/03	39,700	7,367	232.1	100.0	274.9	50.0	.	166.6	40.0	13.8	877
2003/04	40,900	7,340	235.5	105.0	283.9	53.5	2.0	169.0	42.0	11.3	902
Percentage change over:											
1 year	*3*	*0*	*1*	*5*	*3*	*7*	.	*1*	*5*	*-18*	*3*
10 years	*35*	*26*	*498*	.	*4*	.	.	*133*	.	.	.

See notes opposite

Source: former Railtrack, TfL, SRA, PTAs

Table D continued

Rail systems in GB: summary

	Rail	London metro networks			Metro and tram systems outside London						Total
	National rail network[1]	London Under-ground	DLR (Docklands Light Railway)	Croydon Tram-link	Nexus (Tyne & Wear Metro[2)]	Centro West Midland Metro[3]	Notting-ham Trams[4]	Altram Manchester Metrolink[5]	Stage-coach Supertram (Sheffield)	Black-pool trams	Light rail in England
Route kilometres open for passenger traffic											
1991/92	14,291	394	14	.	59.1	.	.	.	.	18.0	91
1992/93	14,317	394	14	.	59.1	.	.	31.0	.	18.0	122
1993/94	14,357	394	14	.	59.1	.	.	31.0	7.0	18.0	129
1994/95	14,359	392	22	.	59.1	.	.	31.0	22.0	18.0	152
1995/96	15,002	392	22	.	59.1	.	.	31.0	29.0	18.0	159
1996/97	15,034	392	22	.	59.1	.	.	31.0	29.0	18.0	159
1997/98	15,024	392	22	.	59.1	.	.	31.0	29.0	18.0	159
1998/99	15,038	392	22	.	59.0	.	.	31.0	29.0	18.0	159
1999/00	15,038	408	27	.	59.0	20.1	.	39.1	29.0	18.0	192
2000/01	15,042	408	27	28	59.0	20.1	.	39.1	29.0	18.0	220
2001/02	15,042	408	27	28	78.0	20.1	.	39.1	29.0	18.0	239
2002/03	15,042	408	27	28	78.0	20.1	.	39.1	29.0	18.0	239
2003/04	15,042	408	27	28	78.0	20.1	14.0	39.1	29.0	18.0	253
Percentage change over:											
1 year	*0*	*0*	*0*	*0*	*0*	*0*	.	*0*	*0*	*0*	*6*
10 years	*5*	*4*	*93*	.	*32*	.	.	*26*	.	*0*	*96*
Stations or stops served											
1991/92	2,468	246	15	.	46	.	.	.	.	124	185
1992/93	2,468	246	16	.	46	.	.	26	.	124	212
1993/94	2,493	245	27	.	46	.	.	26	9	124	232
1994/95	2,489	245	27	.	46	.	.	26	37	124	260
1995/96	2,497	245	28	.	46	.	.	26	45	124	269
1996/97	2,498	245	28	.	46	.	.	26	45	124	269
1997/98	2,495	245	29	.	46	.	.	26	46	124	271
1998/99	2,499	246	29	.	46	.	.	26	47	124	272
1999/00	2,503	253	34	.	46	23	.	36	47	124	310
2000/01	2,508	253	34	38	46	23	.	36	47	124	348
2001/02	2,508	253	34	38	58	23	.	36	48	124	361
2002/03	2,508	253	34	38	58	23	.	37	48	124	362
2003/04	2,508	253	34	38	58	23	23	37	48	124	385
Percentage change over:											
1 year	*0*	*0*	*0*	*0*	*0*	*0*	.	*0*	*0*	*0*	*6*
10 years	*1*	*3*	*26*	.	*26*	.	.	*42*	.	*0*	*66*

1 Franchised train operating companies from February 1996 following rail privatisation.
2 Tyne & Wear Metro Sunderland extension opened in March 2002.
3 West Midlands Metro (Centro) opened in 1999.
4 Nottingham Tram line 1 opened in March 2004 running 15 trams.
5 Transfer of 20 stations from the national rail network to Manchester Metrolink.

Source: former Railtrack, TfL, SRA, PTAs

Table E

Bus and light rail passenger journeys[1] by GO Region: 1993/94-2003/04

Millions

Region	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99	1999/00	2000/01	2001/02	2002/03	2003/04
North East	**329.5**	**321.2**	**313.8**	**300.4**	**296.9**	**286.5**	**285.2**	**275.61**	**274.4**	**273.7**	**269.0**
Tyne & Wear PTE light rail	38.5	37.2	35.8	35.4	35.0	33.8	32.7	32.5	33.4	36.6	37.9
Tyne & Wear PTE bus[2]	182.0	170.0	168.0	165.0	161.0	154.2	150.8	146.0	141.3	137.6	133.8
Other bus	109.0	114.0	110.0	100.0	100.9	98.5	101.7	97.1	99.7	99.5	97.3
North West	**574.3**	**569.3**	**562.0**	**552.4**	**520.6**	**522.1**	**507.7**	**506.4**	**497.2**	**500.7**	**493.0**
Gtr Manchester PTE light rail	11.3	12.3	13.0	13.4	13.8	13.2	14.2	17.2	18.2	18.8	18.9
Gtr Manchester PTE bus[2]	236.0	226.0	224.0	212.0	211.4	216.8	199.3	203.7	205.1	205.6	205.4
Merseyside PTE bus[2]	166.0	168.0	165.0	163.0	151.4	150.1	148.6	142.3	142.0	143.7	141.0
Blackpool Trams	5.5	5.4	4.9	4.9	4.7	4.4	4.3	4.1	4.9	4.5	3.7
Other bus	155.5	157.6	155.1	159.1	139.3	137.6	141.3	139.0	127.0	128.1	124.0
Yorkshire & the Humber	**468.0**	**456.2**	**451.0**	**430.8**	**419.8**	**396.2**	**391.6**	**385.5**	**380.9**	**388.6**	**370.0**
South Yorkshire PTE light rail	0	2.2	5.0	7.8	9.2	10.4	10.9	11.1	11.4	11.5	12.3
South Yorkshire PTE bus[2]	166.0	163.0	158.0	150.0	144.1	134.9	130.1	130.8	128.0	127.6	121.6
West Yorkshire PTE[2]	232.0	222.0	219.0	207.0	195.7	185.7	180.5	188.6	180.8	181.1	174.9
Other bus	70.0	69.0	69.0	66.0	70.8	65.2	70.1	55.0	60.7	68.5	61.2
East Midlands	**227.0**	**208.0**	**211.0**	**209.0**	**209.0**	**211.8**	**210.1**	**210.2**	**210.0**	**211.1**	**205.4**
Nottingham Tram	0	0	0	0	0	0	0	0	0	0	0.4
Bus	227.0	208.0	211.0	209.0	209.0	211.8	210.1	210.2	210.0	211.1	205.0
West Midlands	**460.0**	**480.0**	**463.0**	**455.0**	**464.3**	**446.8**	**455.3**	**459.3**	**451.2**	**443.7**	**419.6**
West Midlands PTE light rail	0	0	0	0	0	0	4.8	5.4	4.8	4.9	5.1
West Midlands PTE bus[2]	355.0	381.0	358.0	349.0	368.0	353.3	352.8	353.4	352.0	350.3	331.7
Other bus	105	99.0	105.0	106.0	96.3	93.5	97.7	100.5	94.4	88.5	82.8
East of England	**157.0**	**164.0**	**156.0**	**158.0**	**163.2**	**164.9**	**166.6**	**169.5**	**171.5**	**166.4**	**164.0**
London	**1,125.3**	**1,178.5**	**1,219.0**	**1,258.7**	**1,314.8**	**1,306.2**	**1,338.6**	**1,412.4**	**1,493.1**	**1,606.5**	**1,770.5**
Light rail	8.3	11.5	14.0	16.7	21	27.6	31.3	53.4	59.5	64.4	68.3
Bus	1,117.0	1,167.0	1,205.0	1,242.0	1,293.8	1,278.6	1,307.3	1,359.0	1,433.6	1,542.1	1,702.2
South East	**254.0**	**272.0**	**264.0**	**276.0**	**271.7**	**287.3**	**288.7**	**281.9**	**276.0**	**261.7**	**260.0**
South West	**190.0**	**189.0**	**190.0**	**186.0**	**191.4**	**182.7**	**182.3**	**178.9**	**175.1**	**175.7**	**173.0**
England (bus)	3,721.5	3,769.6	3,757.1	3,748.1	3,768.0	3,715.1	3,727.9	3,755.9	3,797.3	3,887.5	3,977.9
England (light rail)	63.6	68.6	72.7	78.2	83.7	89.4	98.2	123.7	132.2	140.7	146.6
England total	**3,785.1**	**3,838.2**	**3,829.8**	**3,826.3**	**3,851.7**	**3,804.5**	**3,826.1**	**3,879.6**	**3,929.4**	**4,028.2**	**4,124.5**
England exc. London	**2,659.8**	**2,659.7**	**2,610.8**	**2,567.6**	**2,536.9**	**2,498.3**	**2,487.5**	**2,467.2**	**2,436.3**	**2,421.7**	**2,354.0**
Wales[3]	132.9	132.0	127.0	130.0	119.6	115.8	114.4	113.0	104.0	109.5	108.4
Scotland (bus)	525.3	513.5	494.0	467.0	438.0	412.8	434.1	435.5	441.0	445.4	448.9
Great Britain (bus)	4,379.7	4,415.1	4,378.1	4,345.1	4,325.6	4,243.7	4,276.4	4,304.3	4,342.3	4,442.4	4,535.2
Great Britain total	**4,443.3**	**4,483.7**	**4,450.8**	**4,423.3**	**4,409.3**	**4,333.1**	**4,374.6**	**4,428.1**	**4,474.4**	**4,583.1**	**4,681.8**

ce: DfT survey of PSV and tram operators

1 Each boarding of the vehicle is counted as one journey.

2 PTE data are from DfT's survey of operators. They might differ from PTE's own survey data.

3 Wales includes Great Orme trams.

Table F

Support and grants for local bus services £ million

	Payments by or for passengers		Payments for services			
	Payments by passengers [1]	Concessionary fare reimbursement [2]	Public transport support [3]	Bus Service Operators Grant	Former Rural Bus Grant	**Total**
a) At current prices						
1985/86	1,360	276	495	131	.	**2,262**
1986/87	1,375	281	419	130	17	**2,222**
1987/88	1,426	305	337	135	17	**2,220**
1988/89	1,505	315	337	158	13	**2,327**
1989/90	1,577	357	296	150	4	**2,385**
1990/91	1,656	392	323	169	1	**2,540**
1991/92	1,720	392	396 [4]	188	.	**2,696**
1992/93	1,760	397	399	197	.	**2,753**
1993/94	1,856	406	277	220	.	**2,759**
1994/95	1,926	425	272	224	.	**2,847**
1995/96	1,958	431	251	229	.	**2,869**
1996/97	2,040	432	236	228	.	**2,936**
1997/98	2,164	437	218	227	.	**3,046**
1998/99	2,216	443	265	271	.	**3,195**
1999/00	2,286	445	284	333	.	**3,348**
2000/01	2,409	466	383	362	.	**3,620**
2001/02	2,457	487	498	364	.	**3,806**
2002/03	2,610	484	741	378	.	**4,213**
2003/04 (p)	2,826	500	940	408	.	**4,674**
b) At 2003/04 prices [5]						
1985/86	2,656	539	967	256	.	**4,418**
1986/87	2,597	531	791	245	33	**4,197**
1987/88	2,548	545	602	241	30	**3,966**
1988/89	2,516	527	563	263	21	**3,891**
1989/90	2,462	557	462	235	7	**3,723**
1990/91	2,395	567	467	244	1	**3,673**
1991/92	2,346	535	540	257	.	**3,678**
1992/93	2,325	524	527	260	.	**3,637**
1993/94	2,385	522	356	283	.	**3,545**
1994/95	2,440	538	345	284	.	**3,607**
1995/96	2,412	531	309	282	.	**3,535**
1996/97	2,428	514	281	271	.	**3,494**
1997/98	2,512	507	253	264	.	**3,536**
1998/99	2,500	500	299	306	.	**3,604**
1999/00	2,524	491	314	368	.	**3,696**
2000/01	2,626	508	417	394	.	**3,946**
2001/02	2,609	517	529	386	.	**4,042**
2002/03	2,680	497	761	388	.	**4,326**
2003/04 (p)	2,826	500	940	408	.	**4,674**

Source : Local authority returns, TfL, GLA and PTAs

1 Including payments for season tickets and travelcards.
2 Includes other modes such as rail and ferry.
Concessionary fare schemes for children are included from 1987/88.
3 Includes payments to operators, professional and technical services and Pension Increase Act costs.
Includes Rural Bus Subsidy Grant and Rural/Urban Bus Challenge from 1998/99.
4 The figure for 1991/92 was affected by the inclusion of accelerated depreciation for London Buses Ltd.
5 Adjusted for general inflation using the GDP market price deflator.

Table G

Rail and local bus fare indices

1995=100

	Rail fare index GB	Local bus fare index GB	Area breakdown of local bus fare index: London	English PTE areas	English non-met counties	England	Scotland	Wales [1]	bus: all outside London
Current prices									
1980	34.2	35.4	34.7	..	..	..	..	..	37.0
1981	39.0	39.8	37.0	..	..	..	..	..	42.0
1982	44.8	46.1	46.0	41.0	47.3	45.1	53.7	..	46.6
1983	47.5	48.7	46.8	41.8	50.8	47.5	57.0	..	49.2
1984	47.7	49.8	42.9	41.5	54.2	48.0	59.3	..	51.2
1985/86	51.6	52.4	47.6	42.2	57.9	51.0	60.5	..	53.5
1986/87	54.8	57.7	50.5	53.4	60.9	56.8	62.6	..	59.3
1987/88	58.0	60.9	52.9	58.0	64.0	60.2	65.1	..	62.7
1988/89	62.4	64.6	58.7	61.7	67.3	64.1	67.7	..	65.9
1989/90	67.5	69.8	64.7	66.8	72.9	69.5	71.2	..	70.9
1990/91	74.5	76.8	71.4	74.2	80.4	76.7	76.6	..	78.0
1991/92	81.3	83.6	78.2	82.9	86.6	83.6	82.5	..	84.8
1992/93	87.2	88.4	84.2	88.6	90.4	88.3	88.2	90.4	89.4
1993/94	92.6	92.4	90.9	92.9	93.1	92.5	91.3	93.8	92.8
1994/95	96.7	96.7	96.2	96.4	97.0	96.7	96.9	97.4	96.8
1995/96	101.1	101.2	101.1	101.5	101.1	101.2	100.8	100.7	101.2
1996/97	104.3	106.3	105.4	106.9	106.0	106.1	108.0	104.4	106.6
1997/98	107.2	112.0	109.3	113.3	111.5	111.4	116.5	110.1	112.8
1998/99	111.5	117.1	113.7	118.7	116.7	116.5	121.8	116.3	118.2
1999/00	115.2	122.0	117.2	124.6	122.0	121.5	125.3	122.2	123.4
2000/01	117.4	126.4	117.2	129.9	128.6	125.9	129.9	127.5	129.2
2001/02	121.8	130.6	115.5	137.4	135.2	130.3	131.8	133.5	135.3
2002/03	125.2	134.5	114.8	142.7	141.7	134.2	134.5	139.5	140.8
2003/04	129.8	139.1	116.9	148.0	148.5	139.1	136.8	145.5	146.3
Constant prices [2]									
1980	75.6	78.3	76.8	..	..	..	..	..	81.9
1981	77.5	79.0	73.4	..	..	..	..	..	83.3
1982	82.0	84.4	84.2	75.0	86.6	82.5	98.3	..	85.3
1983	83.4	85.4	82.1	73.3	89.1	83.3	100.0	..	86.3
1984	79.7	83.1	71.6	69.3	90.5	80.1	99.0	..	85.5
1985/86	80.0	81.2	73.8	65.4	89.8	79.1	93.8	..	82.9
1986/87	82.6	87.0	76.1	80.5	91.8	85.6	94.3	..	89.4
1987/88	84.1	88.4	76.8	84.2	92.9	87.4	94.5	..	91.0
1988/89	85.4	88.4	80.4	84.5	92.1	87.7	92.7	..	90.2
1989/90	85.7	88.6	82.2	84.8	92.6	88.3	90.4	..	90.0
1990/91	86.3	88.9	82.7	85.9	93.1	88.8	88.7	..	90.3
1991/92	89.9	92.4	86.4	91.6	95.7	92.4	91.2	..	93.7
1992/93	93.5	94.7	90.2	94.9	96.9	94.6	94.5	96.9	95.8
1993/94	97.6	97.3	95.8	97.9	98.1	97.5	96.2	98.8	97.8
1994/95	99.2	99.2	98.7	98.9	99.5	99.2	99.4	99.9	99.3
1995/96	100.4	100.5	100.4	100.8	100.4	100.5	100.1	100.0	100.5
1996/97	101.1	103.1	102.2	103.7	102.8	102.9	104.7	101.2	103.4
1997/98	100.6	105.1	102.6	106.3	104.7	104.6	109.3	103.3	105.9
1998/99	101.5	106.6	103.5	108.0	106.2	106.0	110.9	105.9	107.6
1999/00	103.2	109.3	105.0	111.6	109.3	108.9	112.3	109.5	110.6
2000/01	102.1	109.9	101.9	113.0	111.8	109.5	113.0	110.9	112.3
2001/02	104.5	112.0	99.1	117.8	116.0	111.7	113.0	114.5	116.0
2002/03	105.1	112.9	96.4	119.8	119.0	112.7	112.9	117.1	118.2
2003/04	106.0	113.6	95.5	120.9	121.3	113.6	111.8	118.9	119.5
Percentage change:									
1 year	*1*	*1*	*-1*	*1*	*2*	*1*	*-1*	*1*	*1*
10 years	*9*	*17*	*0*	*24*	*24*	*17*	*16*	*20*	*22*
since 1980	*40*	*45*	*24*	*..*	*..*	*..*	*..*	*..*	*46*

1 Bus fare indices for Wales prior to 1992/93 are omitted because insufficient data are available.

2 Adjusted for general inflation using the Retail Prices Index.

Sources: rail from ONS, SRA, bus from DfT surveys of operators.

1 Bus Passenger Satisfaction Survey: Annual Results

The bus passenger satisfaction survey collects information from interviews conducted with a sample of adult (aged 16 and over) passengers alighting from buses across England. Passengers are asked to rate their satisfaction on a scale of 0 (extremely dissatisfied) to 10 (extremely satisfied) with various aspects of the bus journey that they have just completed. This is subsequently converted to a 0-100 satisfaction score.

Key Results

Tables 1.1 to 1.6 show key annual results for 2003/04:

- The average satisfaction score for overall service was 80 out of 100 in England, 83 in Metropolitan areas, 82 in Non Metropolitan areas, and 78 in London. This shows a rise of one point in Metropolitan area and two points in London compared with the previous year (Table 1.1).
- The average satisfaction rating with value for money was 76 in England, up one point from the previous year. Metropolitan areas remained steady at 77 while Non Metropolitan areas were up one point to 73. However London dropped two points to 76 which probably reflects the rise of some cash fares from 70p to £1 in London during 2003/04 (Table 1.1).
- Satisfaction with bus stop information was 64 in England - up two points on the previous year. Levels of satisfaction remain significantly higher in London (72) than in Metropolitan and Non Metropolitan areas (59 and 60 respectively), although the gap narrowed in comparison with the previous year (Table 1.1).
- Ratings for reliability in England were up one point on last year, to 65 (Table 1.1). Levels of satisfaction with reliability were highest in London (69) and lowest in the West Midlands (59) (Table 1.2).
- The proportion of passengers paying for their journeys with cash was lowest in London (23%). This compares with 56% of passengers paying cash in the East Midlands. All regions have seen the proportion of passengers paying cash fares fall during the period 2000/01 to 2003/04 (Table 1.3).
- Overall satisfaction was highest amongst the 55 and over age group (85) and lowest for the 16-34 age group (77). Males in age groups 16-34 and 35-54 showed marginally lower levels of satisfaction than their female counterparts, although this distinction is not evident in the over 55 age group (Table 1.4).
- Satisfaction ratings were highest amongst passengers using the bus for shopping (83), personal business or leisure (both 82). The lowest ratings were obtained from those using the bus for going to or from education (76) or work (78). Passengers using the bus 5 days a week or more were least satisfied with overall service (79), compared with those using the bus less than once a month, who were most satisfied (83) (Table 1.4).
- Unsurprisingly, passengers were far more satisfied with levels of crowding on the bus if they had a seat for their journey. The rating for those with a seat was 85 in England, compared to 49 for passengers who had to stand (Table 1.5). 5% of passengers in London had to stand for their journey compared with 1% elsewhere in England (Table 1.6).
- The presence of a bus shelter resulted in higher levels of satisfaction with both bus stop information and personal safety at the bus stop (Table 1.5). Results for England show that 76% of those interviewed boarded at a bus stop with a shelter (Table 1.6).

Table 1.1:
Average Satisfaction Ratings

	England			Metropolitan areas			Non Metropolitan areas			London		
	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04
Overall service	79	80	80	82	82	83	81	82	82	74	76	78
Reliability	64	64	65	63	62	62	63	63	65	65	66	69
Value for Money [1]	..	75	76	..	77	77	..	72	73	..	78	76
Bus Stop information	60	62	64	54	58	59	55	58	60	72	72	72
Bus stop/shelter condition												
Safety and security	77	78	79	77	79	80	77	78	78	77	78	79
Freedom from litter	72	73	74	72	75	75	74	75	75	70	71	71
Cleanliness / freedom from graffiti	74	75	75	74	76	76	75	76	76	73	73	74
Condition	76	78	78	77	79	80	75	76	76	77	78	78
Bus stop/shelter condition*	74	75	76	75	77	77	74	76	76	73	74	75
Safety and security*	81	82	83	82	84	84	81	82	83	79	80	81
On bus safety and security	87	88	88	88	90	90	88	89	90	83	84	85
Driver / conductor behaviour	87	88	88	88	90	89	88	89	90	83	84	85
Information provided on bus												
Bus exterior	82	84	85	83	85	86	83	84	84	81	84	85
Bus interior	75	77	78	78	79	80	75	77	79	73	73	75
Cleanliness of vehicle												
Bus exterior	82	83	83	82	83	84	83	85	85	77	80	81
Bus interior	78	79	79	79	78	78	82	82	82	74	76	76
Condition of vehicle												
Bus exterior	83	84	84	84	85	85	85	86	86	79	82	82
Bus interior	82	82	82	83	83	83	84	84	84	78	80	80
Condition of bus*	80	81	82	81	82	83	82	83	83	77	79	80
Service quality												
Comfort on bus	79	80	80	80	82	82	81	81	81	76	77	77
Time waited to catch bus	77	79	79	80	82	82	79	80	80	72	74	76
Ease of boarding / alighting	85	87	87	87	89	89	86	87	88	82	84	84
Journey time	85	86	86	88	89	89	87	88	88	80	81	83
Smoothness / freedom from jolting	77	79	79	81	83	83	79	80	80	73	74	74
Level of crowding on bus	84	85	84	86	88	88	88	89	89	77	77	78
Journey Speed*	81	82	83	84	86	86	83	84	84	76	78	80
Staff service/comfort*	82	83	83	84	86	86	83	84	85	78	80	80

1 Question on Value for Money not introduced outside London until Oct-Dec 2000.

* Please see notes at the end of the chapter

Table 1.2
Average Satisfaction Ratings by Region

	North East			North West			East of England			Yorkshire & the Humber		
	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04
Overall service	82	83	84	83	84	84	82	81	82	83	82	83
Reliability	64	62	63	64	66	67	59	61	63	66	66	63
Value for Money [1]	..	74	74	..	78	80	..	72	73	..	74	76
Bus Stop information	50	54	55	56	64	65	57	57	62	62	66	64
Bus stop/shelter condition												
Safety and security	75	78	79	79	82	81	77	78	78	79	80	82
Freedom from litter	70	73	74	74	77	77	75	75	75	75	77	78
Cleanliness / freedom from graffiti	68	72	73	77	79	79	75	75	77	77	79	80
Condition	72	73	74	79	81	81	74	73	75	80	82	83
Bus stop/shelter condition*	70	73	74	77	79	79	75	75	76	77	79	80
Safety and security*	81	83	83	83	86	86	82	82	82	84	84	86
On bus safety & security	88	90	91	90	92	92	88	88	89	90	90	91
Driver / conductor behaviour	88	89	90	90	92	92	89	88	89	90	90	91
Information provided on bus												
Bus exterior	83	86	86	84	86	87	82	82	82	86	86	88
Bus interior	80	84	84	76	80	80	73	75	76	80	80	81
Cleanliness of vehicle												
Bus exterior	84	84	86	86	86	86	84	83	84	86	85	86
Bus interior	80	80	82	81	82	82	82	81	82	83	81	80
Condition of vehicle												
Bus exterior	85	86	86	87	88	88	85	83	84	87	87	87
Bus interior	84	85	85	84	86	86	84	83	83	86	84	85
Condition of bus*	83	84	85	83	85	85	82	81	82	85	84	85
Service quality												
Comfort on bus	82	83	84	82	84	84	81	81	81	81	81	82
Time waited to catch bus	80	80	82	81	84	84	78	79	80	81	82	82
Ease of boarding / alighting	86	89	90	87	90	90	85	85	87	88	89	89
Journey time	88	89	90	89	91	91	87	87	88	89	89	90
Smoothness / freedom from jolting	81	84	84	81	85	85	77	79	79	80	82	82
Level of crowding on bus	87	89	91	89	90	90	88	88	89	89	89	89
Journey Speed*	84	85	86	85	88	87	82	83	84	85	86	86
Staff service/comfort*	84	86	87	85	88	88	83	83	84	85	85	86

1 Question on Value for Money not introduced outside London until Oct-Dec 2000.

* Please see notes at the end of the chapter

Table 1.2 (Continued)
Average Satisfaction Ratings by Region

	East Midlands			West Midlands			South East			South West		
	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04
Overall service	82	80	81	81	80	80	81	82	81	81	82	81
Reliability	66	61	65	62	60	59	60	64	65	65	60	62
Value for Money [1]	..	71	73	..	76	75	..	73	73	..	70	73
Bus Stop information	56	57	58	43	44	46	60	63	63	60	59	65
Bus stop/shelter condition												
Safety and security	78	76	76	76	75	75	78	80	79	79	77	80
Freedom from litter	74	73	74	70	71	70	74	75	75	78	76	78
Cleanliness / freedom from graffiti	77	75	76	71	73	71	75	76	75	80	79	79
Condition	75	74	75	73	75	75	75	77	76	77	79	80
Bus stop/shelter condition*	75	74	75	71	73	72	75	76	75	78	78	79
Safety and security*	82	82	82	80	80	80	82	83	83	83	82	84
On bus safety & security	89	90	91	86	87	86	87	88	89	89	89	89
Driver / conductor behaviour	88	90	92	86	87	86	87	88	88	89	89	90
Information provided on bus												
Bus exterior	82	85	88	80	80	82	82	82	83	84	85	85
Bus interior	78	78	81	76	75	76	75	77	79	75	75	77
Cleanliness of vehicle												
Bus exterior	86	87	89	80	78	79	84	84	84	85	85	85
Bus interior	83	83	84	76	75	74	81	81	81	83	82	81
Condition of vehicle												
Bus exterior	87	88	91	83	81	81	84	84	84	86	86	85
Bus interior	86	86	87	81	80	79	83	83	83	84	83	83
Condition of bus*	83	85	87	79	78	79	81	82	82	83	83	82
Service quality												
Comfort on bus	83	83	84	78	79	78	79	79	80	79	78	79
Time waited to catch bus	79	79	79	78	78	77	78	80	80	81	81	80
Ease of boarding / alighting	87	88	90	84	87	87	85	87	88	89	88	88
Journey time	88	87	89	86	87	86	87	87	88	88	88	88
Smoothness / freedom from jolting	80	80	82	77	79	79	77	79	80	77	77	79
Level of crowding on bus	89	89	90	85	85	84	86	87	88	90	89	89
Journey Speed*	83	83	84	82	83	82	82	84	84	84	84	84
Staff service/comfort*	84	85	87	82	83	82	82	83	84	83	83	84

1 Question on Value for Money not introduced outside London until Oct-Dec 2000.

* Please see notes at the end of the chapter

Chart 1.1:
Selected satisfaction ratings: 2003/04

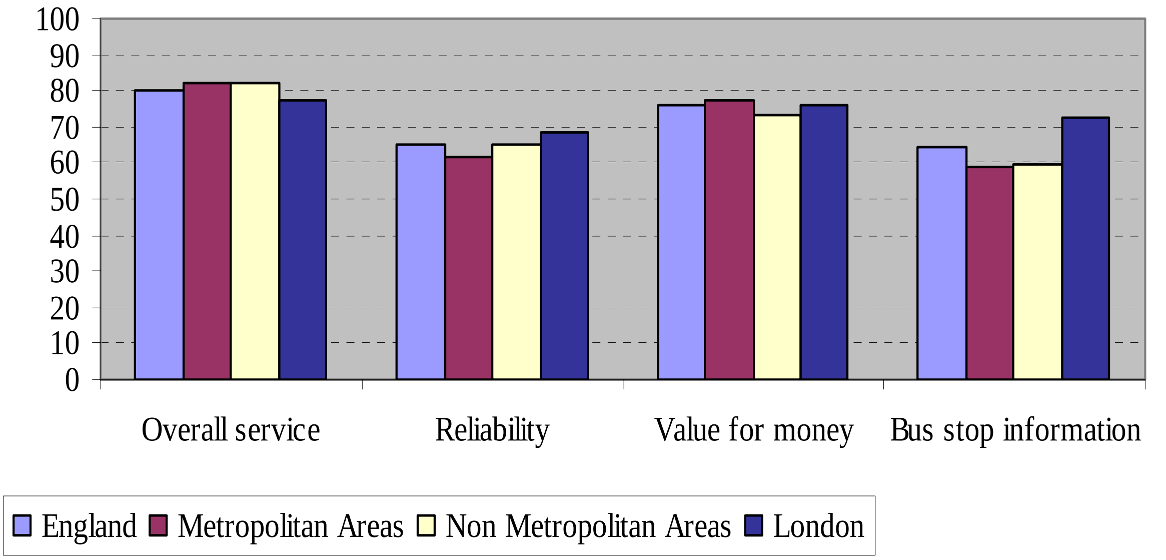


Chart 1.2:
Selected satisfaction ratings by region: 2003/04

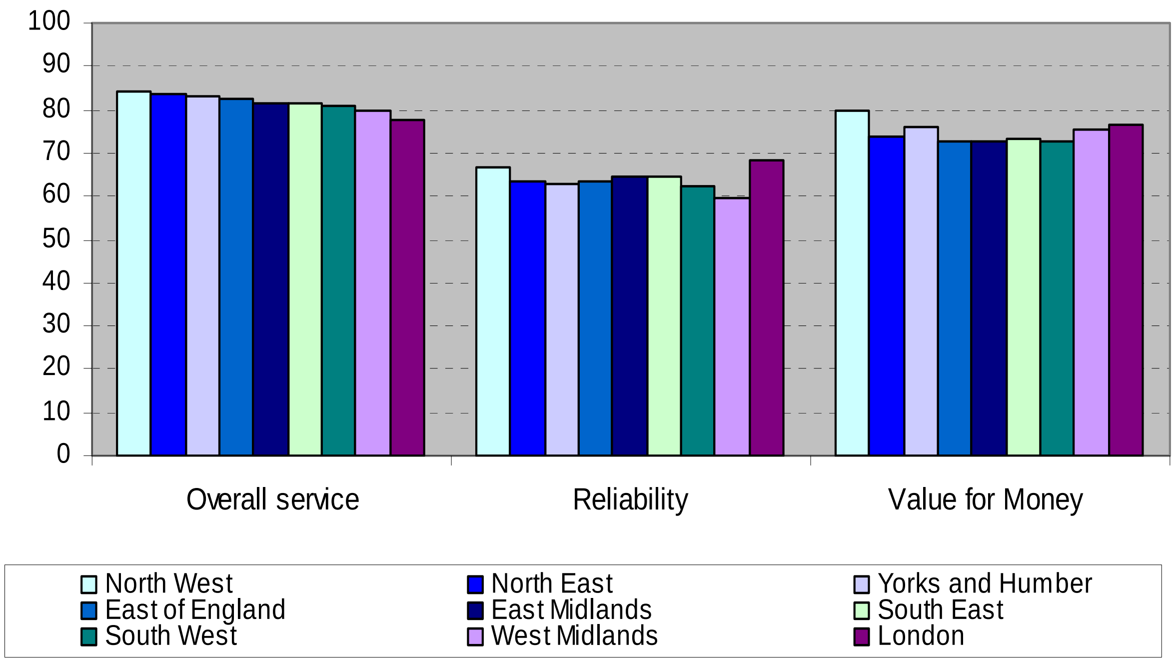


Table 1.3:
Type of bus ticket used by passengers

Percentage

	North East			North West			Yorkshire & the Humber		
	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04
Cash fare on bus	*49*	*47*	*44*	*48*	*41*	*41*	*45*	*43*	*39*
One day bus pass	*2*	*4*	*4*	*7*	*8*	*8*	*9*	*10*	*12*
Bus pass valid for more than one day	*10*	*12*	*11*	*13*	*19*	*20*	*12*	*11*	*12*
Student/Discount permit	*2*	*2*	*3*	*3*	*3*	*3*	*2*	*3*	*3*
Travel pass valid for more than one day (rail/metro and bus)	*10*	*10*	*10*	*5*	*3*	*3*	*4*	*7*	*6*
OAP/ Elderly/ Disabled concessionary permit	*26*	*25*	*27*	*25*	*26*	*26*	*26*	*25*	*27*
Other	*1*	*1*	*0*	*1*	*1*	*1*	*1*	*1*	*1*
Total	*100*	*100*	*100*	*100*	*100*	*100*	*100*	*100*	*100*

	East Midlands			West Midlands			South East		
	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04
Cash fare on bus	*62*	*58*	*56*	*37*	*34*	*35*	*58*	*55*	*54*
One day bus pass	*1*	*6*	*6*	*7*	*10*	*11*	*6*	*6*	*5*
Bus pass valid for more than one day	*10*	*9*	*8*	*20*	*23*	*22*	*9*	*15*	*14*
Student/Discount permit	*3*	*2*	*3*	*3*	*4*	*4*	*3*	*2*	*2*
Travel pass valid for more than one day (rail/metro and bus)	*2*	*3*	*3*	*4*	*3*	*2*	*4*	*1*	*3*
OAP/ Elderly/ Disabled concessionary permit	*20*	*22*	*21*	*29*	*25*	*26*	*19*	*19*	*19*
Other	*2*	*0*	*2*	*1*	*1*	*1*	*2*	*2*	*2*
Total	*100*	*100*	*100*	*100*	*100*	*100*	*100*	*100*	*100*

	South West			East of England			London		
	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04
Cash fare on bus	*61*	*54*	*52*	*54*	*51*	*46*	*28*	*25*	*23*
One day bus pass	*5*	*10*	*10*	*4*	*4*	*5*	*5*	*8*	*10*
Bus pass valid for more than one day	*10*	*12*	*12*	*11*	*12*	*12*	*27*	*26*	*25*
Student/Discount permit	*3*	*3*	*4*	*2*	*2*	*1*	*0*	*0*	*0*
Travel pass valid for more than one day (rail/metro and bus)	*4*	*2*	*4*	*2*	*2*	*4*	*19*	*17*	*16*
OAP/ Elderly/ Disabled concessionary permit	*16*	*17*	*17*	*28*	*29*	*29*	*14*	*14*	*15*
Other	*2*	*2*	*1*	*1*	*0*	*2*	*7*	*10*	*11*
Total	*100*	*100*	*100*	*100*	*100*	*100*	*100*	*100*	*100*

Chart 1.3:
Percentage of passengers paying cash fare on bus: 2000/01, 2002/03 and 2003/04

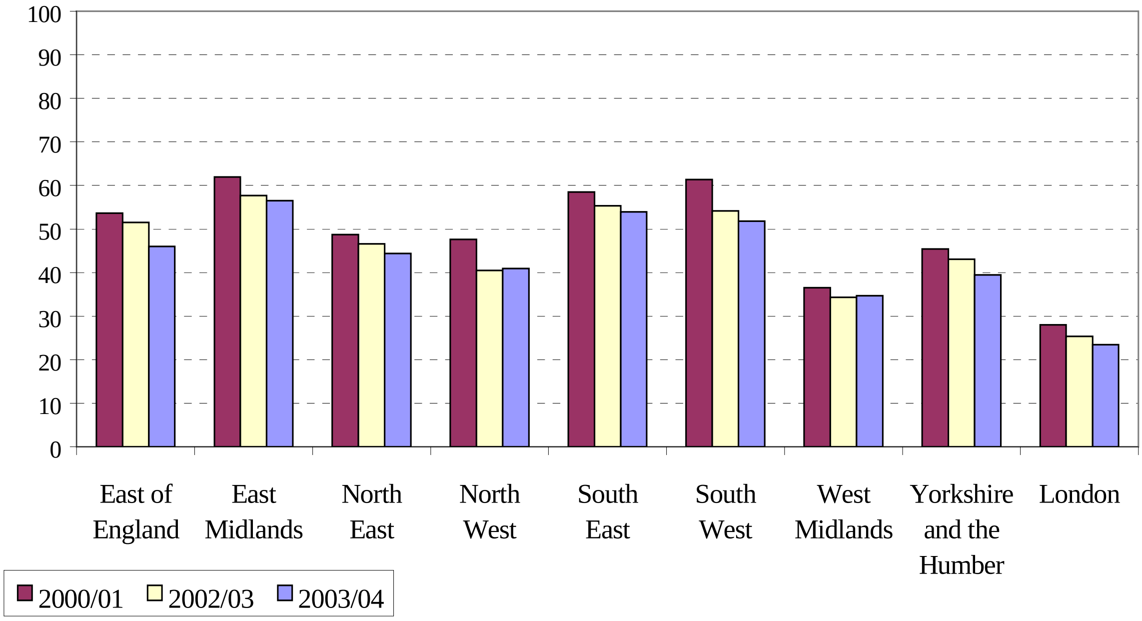


Chart 1.4:
Average satisfaction rating for overall service by age and sex: 2003/04

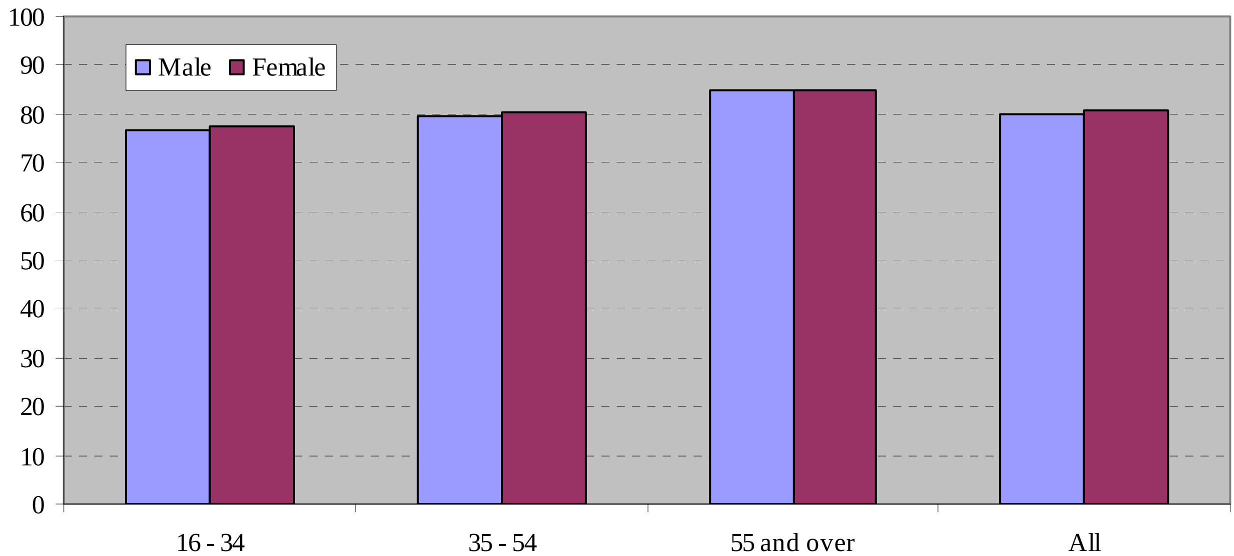


Table 1.4:
Average Satisfaction Ratings by age and sex, journey purpose and fequency of use

	Overall Service											
	England			Metropolitan Areas			Non Metropolitan Areas			London		
	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04
Age and sex of passenger												
16 - 34	76	77	77	78	78	79	77	78	78	72	74	76
Male	75	76	77	77	77	77	76	78	77	72	74	75
Female	76	77	78	79	79	79	78	79	78	72	75	76
35 - 54	78	80	80	81	82	82	81	81	81	74	77	78
Male	78	79	79	80	81	81	81	80	80	75	77	78
Female	78	80	80	81	83	82	81	82	82	74	77	78
55 and over	83	84	85	87	86	87	86	86	86	78	81	82
Male	84	84	85	87	86	86	86	85	86	79	81	82
Female	83	84	85	87	86	87	86	86	86	78	81	82
All	79	80	80	82	82	83	82	82	82	74	76	78
Male	79	79	80	82	81	82	81	81	81	74	76	77
Female	79	80	81	83	83	83	82	82	82	74	76	78
Journey purpose												
to or from work	76	78	78	79	79	80	78	80	79	72	74	76
to or from education	74	75	76	77	78	78	76	76	77	70	72	74
shopping	81	82	83	85	85	85	83	83	84	76	78	79
visiting friends or relatives	80	81	81	83	83	82	83	83	82	76	78	79
personal business	80	82	82	83	85	84	82	83	83	76	79	80
leisure	83	82	82	85	83	83	85	84	83	79	79	81
All	79	80	80	82	82	83	82	82	82	74	76	78
Frequency of use												
5 days a week or more	78	79	79	81	82	82	80	81	80	73	75	76
3 to 4 days	80	81	81	84	84	84	83	83	83	75	78	78
2 days	81	81	82	84	84	84	84	83	84	76	78	80
once a week	81	82	82	83	84	83	83	84	84	76	79	79
every 2 weeks	81	81	82	83	83	85	84	83	83	77	78	80
every month	81	81	80	82	82	78	82	82	85	78	80	78
less than once a month	82	82	83	81	83	85	84	84	84	79	79	80
All	79	80	80	82	82	83	82	82	82	74	76	78

Chart 1.5:
Average satisfaction rating for overall service by journey purpose: 2003/04

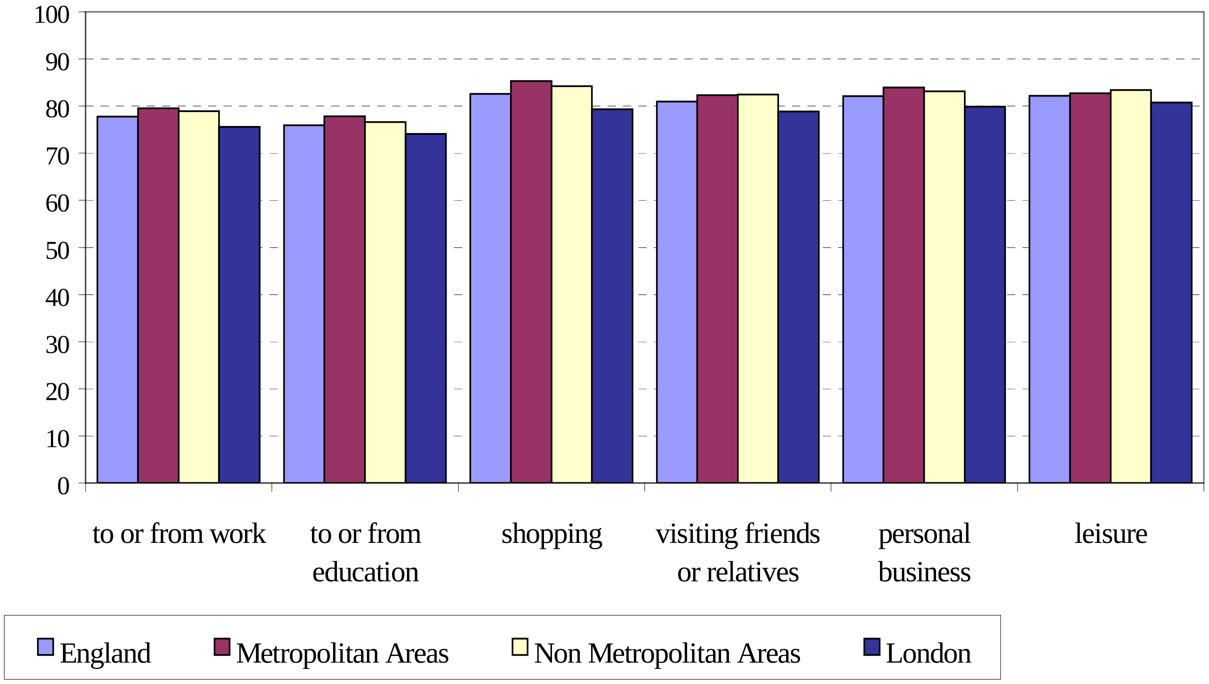


Chart 1.6:
Average satisfaction rating for level of crowding on the bus: 2003/04

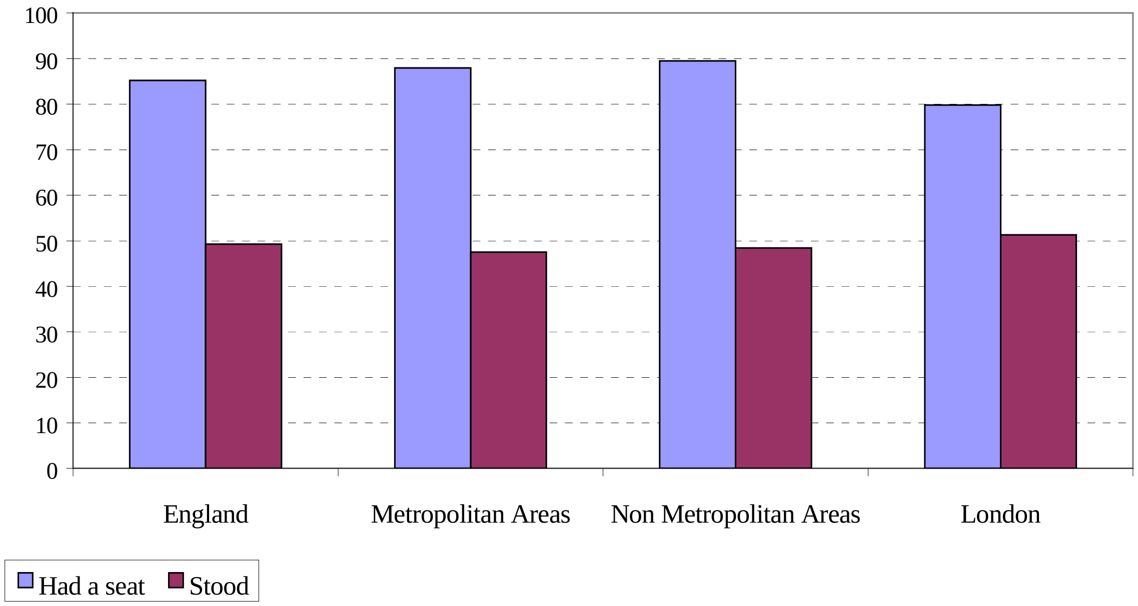


Table 1.5:
Selected Satisfaction Ratings of comfort and security

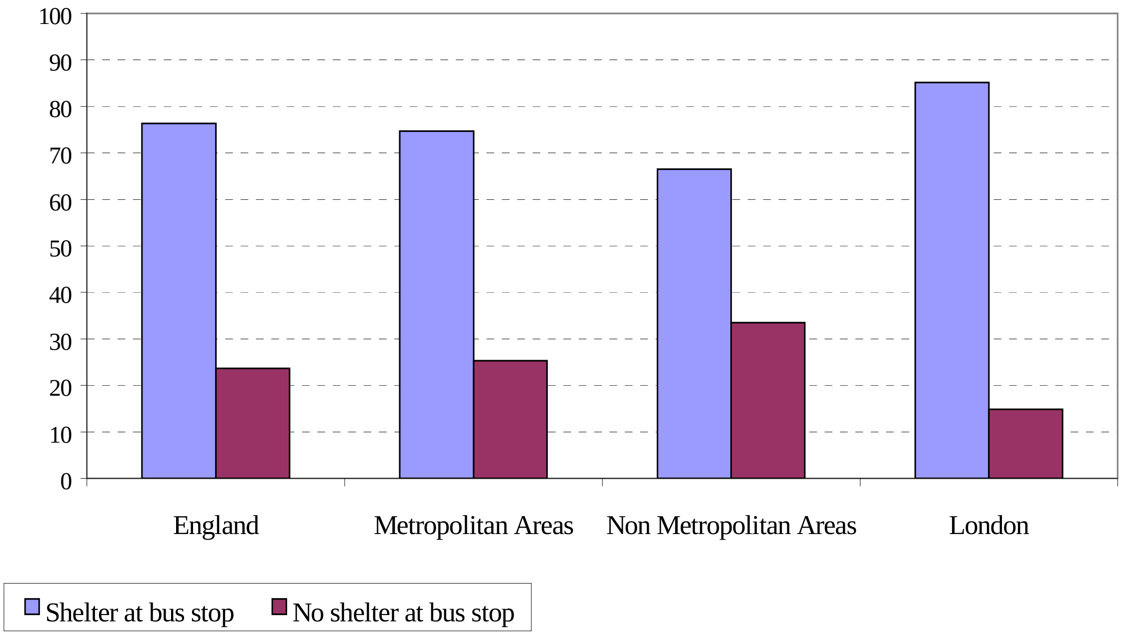
	England			Metropolitan Areas			Non Metropolitan Areas			London		
	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04
Average satisfaction rating: feelings of personal safety during the journey												
Had a seat	87	88	88	89	90	90	89	89	90	83	84	86
Stood	76	79	80	77	80	82	75	81	80	76	77	78
Average satisfaction rating: Level of crowding on the bus												
Had a seat	84	85	85	88	88	88	88	89	89	78	79	80
Stood	47	49	49	45	46	47	46	50	48	50	51	51
Average satisfaction rating:Smoothness and freedom of jolting during the journey												
Upstairs	72	74	74	73	77	75	71	73	74	71	72	73
Downstairs	76	78	78	78	81	81	77	79	80	74	74	75
Average satisfaction rating: Information provided at the bus stop												
Shelter at bus stop	65	67	68	59	63	64	61	64	66	73	73	73
No shelter at bus stop	51	53	53	40	42	42	45	46	46	67	67	67
Average satisfaction rating: Personal safety at the bus stop												
Shelter at bus stop	79	80	81	80	81	82	80	81	81	78	79	80
No shelter at bus stop	72	73	73	72	73	74	72	72	73	72	72	72
Average satisfaction rating:Smoothness and freedom of jolting during the journey												
Double deck / low floor	..	..	..	80	83	81	78	81	81	..	..	..
Double deck / not low floor	..	..	..	76	78	78	75	76	76	..	..	..
Double deck / don't know	74	76	78	75	80	82	75	74	80	73	73	74
Single deck / low floor	..	..	..	84	85	85	81	83	83	..	..	..
Single deck / not low floor	..	..	..	78	81	82	77	78	79	..	..	..
Single deck / don't know	77	78	80	81	80	84	76	79	81	74	75	75
Average satisfaction rating: Ease of getting on bus												
Double deck / low floor	..	..	..	87	90	90	87	90	89	..	..	..
Double deck / not low floor	..	..	..	83	86	85	84	84	86	..	..	..
Double deck / don't know	83	85	87	86	89	87	84	85	90	81	83	84
Single deck / low floor	..	..	..	90	92	92	90	90	91	..	..	..
Single deck / not low floor	..	..	..	84	87	87	84	85	86	..	..	..
Single deck / don't know	86	88	89	89	89	91	88	90	91	83	85	85

Table 1.6:
Attributes of passenger journeys

% of respondents

	England			Metropolitan Areas			Non Metropolitan Areas			London		
	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04	2000 /01	2002 /03	2003 /04
Had a seat	*99*	*97*	*98*	*99*	*99*	*99*	*99*	*99*	*99*	*97*	*95*	*95*
Stood	*1*	*3*	*2*	*1*	*1*	*1*	*1*	*1*	*1*	*3*	*5*	*5*
Upstairs	*22*	*25*	*27*	*16*	*21*	*20*	*21*	*21*	*22*	*28*	*31*	*35*
Downstairs	*78*	*75*	*73*	*84*	*79*	*80*	*79*	*79*	*78*	*72*	*69*	*65*
Shelter at bus stop	*74*	*76*	*76*	*73*	*75*	*75*	*63*	*65*	*67*	*85*	*86*	*85*
No shelter at bus stop	*26*	*24*	*24*	*27*	*25*	*25*	*37*	*35*	*33*	*15*	*14*	*15*
Double deck / low floor	..	..	..	*10*	*17*	*16*	*6*	*8*	*10*	..	..	..
Double deck / not low floor	..	..	..	*22*	*16*	*15*	*14*	*12*	*11*	..	..	..
Double deck / don't know	*24*	*28*	*29*	*3*	*2*	*3*	*1*	*2*	*2*	*63*	*67*	*69*
Single deck / low floor	..	..	..	*35*	*38*	*38*	*33*	*36*	*42*	..	..	..
Single deck / not low floor	..	..	..	*25*	*22*	*21*	*43*	*39*	*31*	..	..	..
Single deck / don't know	*16*	*16*	*16*	*5*	*5*	*7*	*2*	*4*	*5*	*37*	*33*	*31*

Chart 1.7:
Percentage of respondents that used a bus stop with or without a shelter: 2003/04



Notes on survey presentation

Tables and charts in this publication refer to the years 2000/01, 2002/03 and 2003/04. Data for 2001/02 was published in last year's annual bulletin and is available on the DfT Transport Statistics website.

Tables 1.1 and 1.2 include reference to five composite indicators (Bus stop condition, Safety/security, Condition of bus, Journey speed and Staff service/comfort). These indicators and the percentage share of their contributing measures are shown below.

Composite indicators	Contributing measures	% Share
Safety and Security:	Bus stop/shelter condition: Safety and security	59
	On bus safety and security	41
Bus stop / shelter condition:	Bus stop/shelter condition:Freedom from litter	33.3
	Bus stop/shelter condition: Cleanliness/freedom from graffiti	33.3
	Bus stop/shelter condition: Condition	33.3
Condition of bus:	Information provided on bus: Bus exterior	16.7
	Information provided on bus: Bus interior	16.7
	Cleanliness of vehicle: Bus exterior	16.7
	Cleanliness of vehicle: Bus interior	16.7
	Condition of vehicle: Bus exterior	16.7
	Condition of vehicle: Bus interior	16.7
Journey speed:	Journey time	50
	Time waited to catch bus	50
Staff service / comfort:	Comfort on bus	25
	Staff: Driver/conductor behaviour	25
	Ease of boarding/alighting	25
	Smoothness/freedom from jolting	25

2 Data from the National Travel Survey

The National Travel Survey (NTS) collects information from a survey of households in which each member keeps a travel diary for a week. The survey excludes travel by foreign tourists and people not living in households, such as students. This rolling survey produces a comparison over the years and gives an insight into those travelling and the reasons for their journeys.

Key results

Tables 2.1 to 2.5 show key annual results for the combined years 2002 and 2003. When used in the text, the term stage refers to a single part of a journey undertaken on one mode of transport.

- Public transport accounted for 10 per cent of trip stages and 15 per cent of the total distance travelled by residents of Great Britain, including private hire coach travel and air transport. The total mileage travelled per person per year has risen by 6 per cent since 1992/94 (Table 2.1).
- Following a decline in mileage per person per year on local bus services since 1985/86, 2002/03 saw a rise of 6 per cent on 1998/00 figures. The number of journey stages per person per year on local bus service also rose from the 1998/00 total (Table 2.1).
- People aged 17 to 20 made the most bus trip stages per person per year. In every age group, females made more bus trip stages than males (Chart 2.1). In total, females made an average of 75 trip stages in a year, compared to 53 for males.
- Bus trips were most commonly made for shopping (17 trips per person per year), followed by commuting (14 trips), leisure (13 trips) and education (10 trips). Distance travelled per person for leisure increased by 12 per cent since 1998/00 (Table 2.2).

Chart 2.1: Bus trip stages by age group and sex: 2002/03

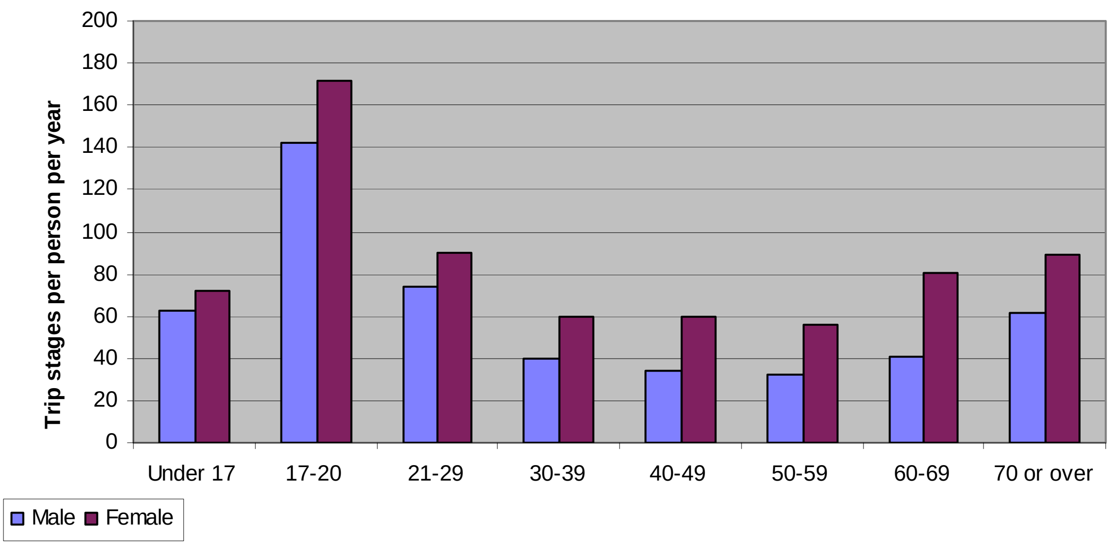


Table 2.1

Journey stages and distance travelled per person per year

Number of stages / mileage

	Journey stages per person per year 1998/00	Journey stages per person per year 2002/03	Mileage per person per year					
			1985/86	1989/91	1992/94	1995/97	1998/00	2002/2003
Bus and coach								
Local	63	65	297	274	259	252	245	260
Express	1	-	72	62	50	30	45	41
Other[1]	7	7	168	185	156	167	161	162
Car, van or lorry								
Driver	415	413	2,425	3,100	3,205	3,420	3,560	3,508
Passenger	232	231	1,600	2,007	2,030	2,028	2,011	2,054
Other transport								
Other Public	38	37	385	498	427	464	530	546
o/w Taxi & minicab	13	13	22	40	38	43	58	52
o/w Rail[2]	24	24	336	416	348	345	433	426
Other Private [3 & 4]	377	316	371	349	312	304	287	283
All modes	**1,133**	**1,070**	**5,317**	**6,475**	**6,439**	**6,666**	**6,840**	**6,855**

Source: National Travel Survey

1 Excursions, tours and private hire.
2 Surface rail, metros and London Underground.
3 Walking, bicycle, motorcycle, dormobile, motor caravan and invalid carriage.
4 Short walks believed to be under-recorded in 2002/03 compared with earlier years

Table 2.2

Local bus journey stages and distance travelled per person per year, by journey purpose

Number of stages / mileage

	Journey stages per person per year 2002/2003	Mileage per person per year					
		1985/86	1989/91	1992/94	1995/97	1998/00	2002/2003
Journey purpose							
Commuting and business	14	79	75	63	57	60	62
Education	10	35	30	39	45	45	45
Shopping	17	76	79	74	71	63	65
Other personal business[1]	9	30	28	25	26	25	30
Leisure	13	76	62	58	52	52	58
All purposes	**65**	**297**	**274**	**259**	**252**	**245**	**260**

1 Including all escorted journeys.

Source: National Travel Survey

Car Access

- The most important factor which influences bus usage is household access to a car. In 2002/03, 27 per cent of households in Great Britain did not have the use of a car. However this figure is steadily falling; in 1985/86, 38 per cent of households did not have the use of a car. The NTS survey shows that people without access to a car make far more use of local bus services than those with access to a car. In 2002/03 people in a household without a car travelled 632 miles per year on local bus services whereas those in a household with at least one car travelled 169 miles (Table 2.3).
- In 2002/03, people in a household with a car travelled 169 miles per year on local bus services, compared with 158 miles per year in 1998/00 (Table 2.3).

Table 2.3

Local bus travel by household car ownership[1]

Percentage / mileage

	Survey period					
	1985/86	1989/91	1992/94	1995/97	1998/00	2002/2003
a) Percentage of households						
In households with :						
no car	*38*	*33*	*33*	*31*	*28*	*27*
one car	*45*	*44*	*44*	*45*	*45*	*44*
two or more cars	*17*	*22*	*23*	*25*	*27*	*29*
All households with cars	*62*	*67*	*67*	*69*	*72*	*73*
All households	***100***	***100***	***100***	***100***	***100***	***100***
b) Percentage of people						
In households with :						
no car	*30*	*25*	*24*	*23*	*20*	*20*
one car	*48*	*46*	*46*	*44*	*44*	*42*
two or more cars	*23*	*29*	*30*	*32*	*36*	*38*
All households with cars	*70*	*75*	*76*	*77*	*80*	*80*
All households	***100***	***100***	***100***	***100***	***100***	***100***
c) Local bus travel : mileage per person per year						
In households with :						
no car	551	551	549	544	584	632
one car	210	218	200	193	192	206
two or more cars	146	129	117	123	116	127
All households with cars	189	184	168	164	158	169
All households	**297**	**274**	**259**	**252**	**245**	**260**

1 Cars defined as vehicles in the Private Light Goods tax class.

Source: National Travel Survey

Journey purpose

- People aged between 17 and 59 most commonly used buses for commuting and business. 17 to 29 year olds were more likely to use the bus for travelling to and from education or for leisure than 30 to 59 year olds (Table 2.4).
- Children below the age of 17 most commonly used the bus for travelling to and from education whereas the elderly were most likely to use the bus for shopping (Table 2.4).
- Overall, most local bus mileage was for the purpose of shopping (25 per cent), followed by commuting and business (24 per cent) (Chart 2.3).

Table 2.4

Local bus journey stages & distance travelled, by journey purpose, age and sex: 2002/03

Percentage

		Age 17 to 29		Age 30 to 59			
	Children	Men	Women	Men	Women	Elderly	**All people**
a) Percentage of stages							
Journey purpose							
Commuting and business	*2*	*38*	*32*	*49*	*39*	*6*	***22***
Education	*50*	*17*	*17*	*2*	*1*	-	***16***
Shopping	*13*	*12*	*20*	*18*	*28*	*52*	***27***
Other personal business[1]	*14*	*8*	*10*	*11*	*16*	*18*	***14***
Leisure	*21*	*25*	*21*	*20*	*16*	*23*	***21***
All purposes	*100*	*100*	*100*	*100*	*100*	*100*	***100***
b) Percentage of mileage							
Journey purpose							
Commuting and business	*4*	*36*	*33*	*53*	*42*	*6*	***24***
Education	*50*	*20*	*21*	*3*	*1*	-	***17***
Shopping	*13*	*11*	*18*	*15*	*26*	*52*	***25***
Other personal business[1]	*12*	*8*	*7*	*10*	*13*	*15*	***12***
Leisure	*22*	*25*	*21*	*19*	*18*	*28*	***22***
All purposes	*100*	*100*	*100*	*100*	*100*	*100*	***100***

1 Includes all escorted journeys.

Source: National Travel Survey

Note that the small sample sizes of bus users among elderly people should be treated with caution.

Chart 2.2: Local bus mileage per person per year by household car ownership 2002/03

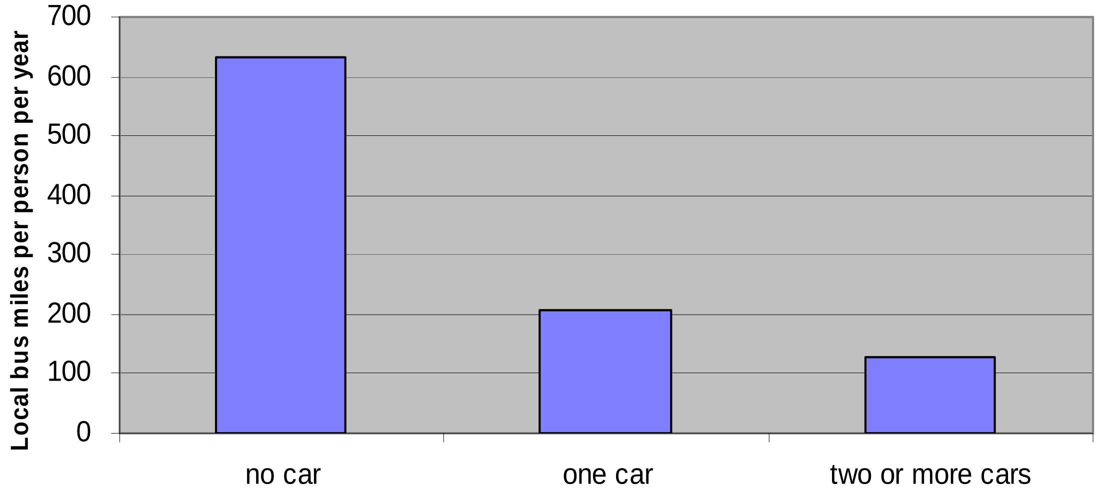
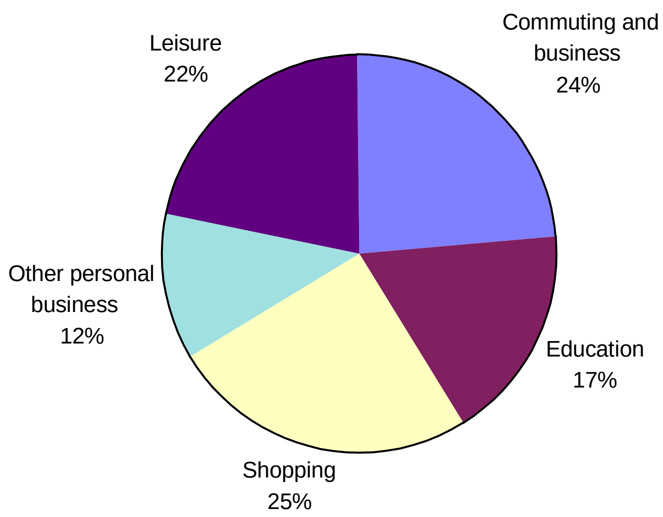


Chart 2.3: Percentage of bus mileage, by journey purpose:



Distance to nearest bus stop

- In 2002/03, 86 per cent of people lived within a 6 minute walk of a bus stop, down 1 percentage point from 1998/00. In metropolitan built up areas (excluding London) this figure was 90 per cent, whilst for rural areas it was 74 per cent (Table 2.5).
- In 2002/03, 4 per cent of people lived more than 13 minutes walk from their nearest bus stop. Not surprisingly, this figure was higher for rural areas (14 per cent) than for metropolitan areas (1 per cent) (Table 2.5).
- Most local bus stages per person per year were made in London (138). This figure decreases as the size of settlement decreases. In rural areas, only 29 local bus stages per person per year were made (Chart 2.4).

Table 2.5

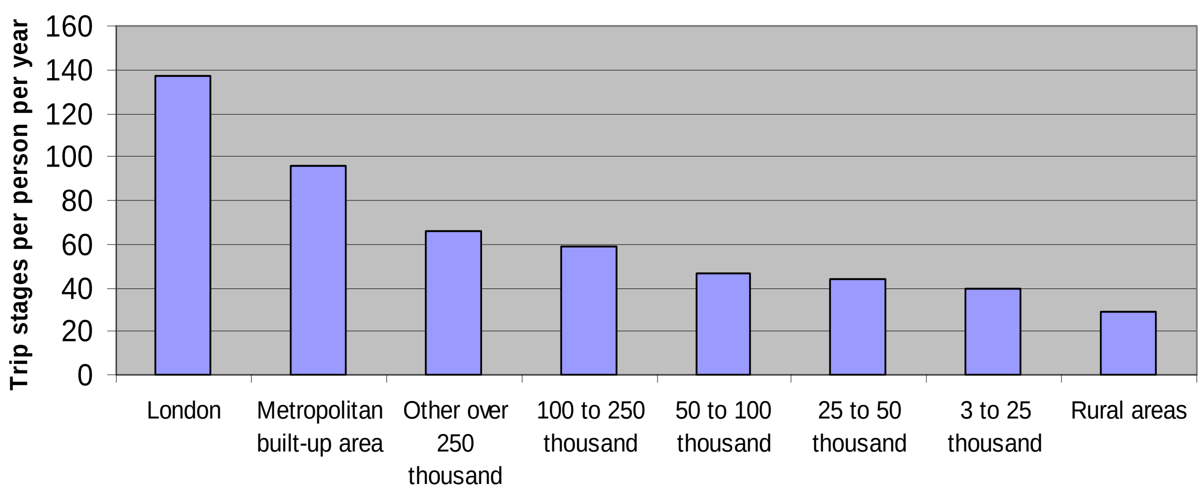
Time taken to walk to nearest bus stop and local bus journey stages per person per year by area type: 1998/00 and 2002/03

Percentage

	Time in minutes 1998/00			Time in minutes 2002/03			
	6 or less	7-13	14 or more	6 or less	7-13	14 or more	Bus stages 2002/03
London built-up area	*88*	*11*	*2*	*88*	*10*	*2*	138
Metropolitan built-up area	*92*	*7*	*1*	*90*	*9*	*1*	96
Other urban areas with poplation:-							
Over 250 thousand	*91*	*8*	*2*	*89*	*8*	*2*	66
100 to 250 thousand	*90*	*9*	*2*	*90*	*8*	*2*	59
50 to 100 thousand	*91*	*8*	*1*	*89*	*8*	*3*	46
25 to 50 thousand	*88*	*11*	*1*	*88*	*10*	*2*	44
3 to 25 thousand	*83*	*12*	*5*	*83*	*12*	*5*	39
Rural areas	*75*	*12*	*13*	*74*	*12*	*14*	29
All areas	*87*	*10*	*4*	*86*	*10*	*4*	65

Source: National Travel Survey

Chart 2.4: Local bus stages per person per year by area type: 2002/03



3 Attitudes towards travel

This chapter summarises people's attitudes to a variety of public transport issues, and is based on the data from the Office for National Statistics' Omnibus Surveys in March 2003 and November 2003. The survey involves conducting interviews with approximately 1800 adult individuals (aged 16 or over) in private households in Great Britain each month. It considers demographics such as age, sex, region and socio-economic group.

The survey of March 2003 included questions covering relative safety of cars and public transport, information relating to public transport, changes in public transport services, and personal security when using public transport.

The survey of November 2003 included a few questions on people's opinions of bank holiday railway line closures, asking about their thoughts on what was achieved by planned engineering works and under what circumstances it was acceptable to close railway lines.

Beliefs about the relative safety of different modes

Respondents were also asked about their views on the relative safety of travelling in a car or on public transport. 54% of respondents disagreed that they felt safer in the car than on the bus (Chart 3.1), and 50% disagreed that they felt safer in the car than on the train (Chart 3.2). There were some variations between different population groups, with more women feeling safer in the car than men, and more younger than older people feeling safer in the car.

Chart 3.1: I feel safer from accidents when I travel by car than bus

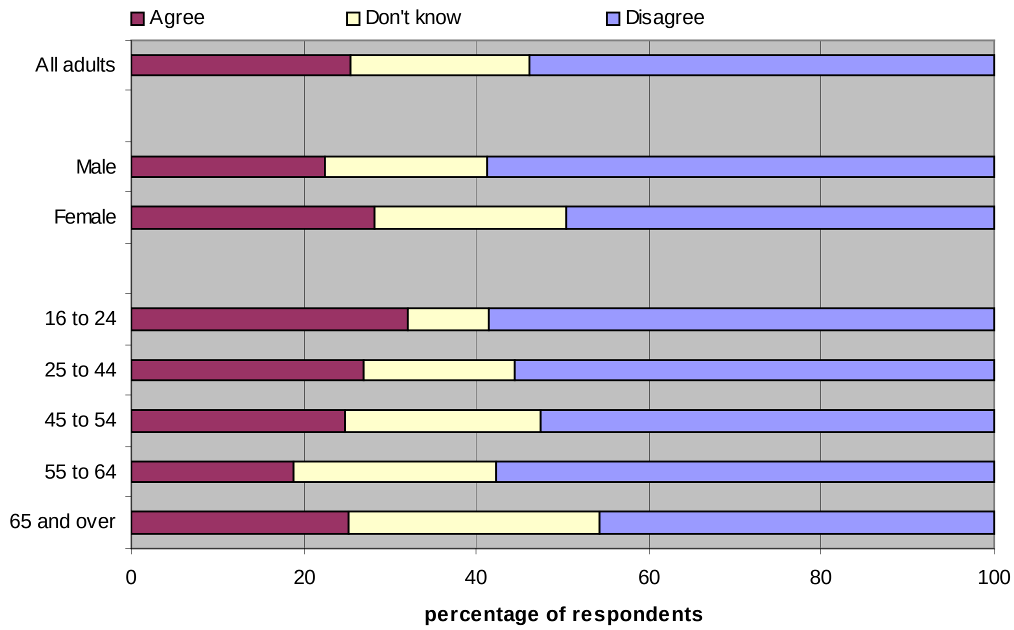
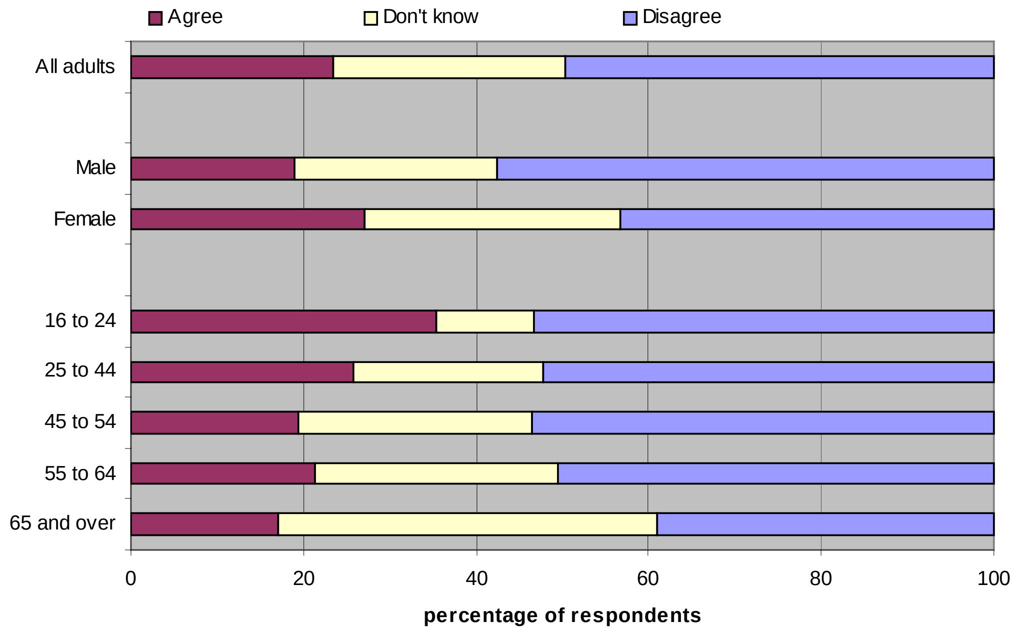


Chart 3.2: I feel safer from accidents when I travel by car than by train

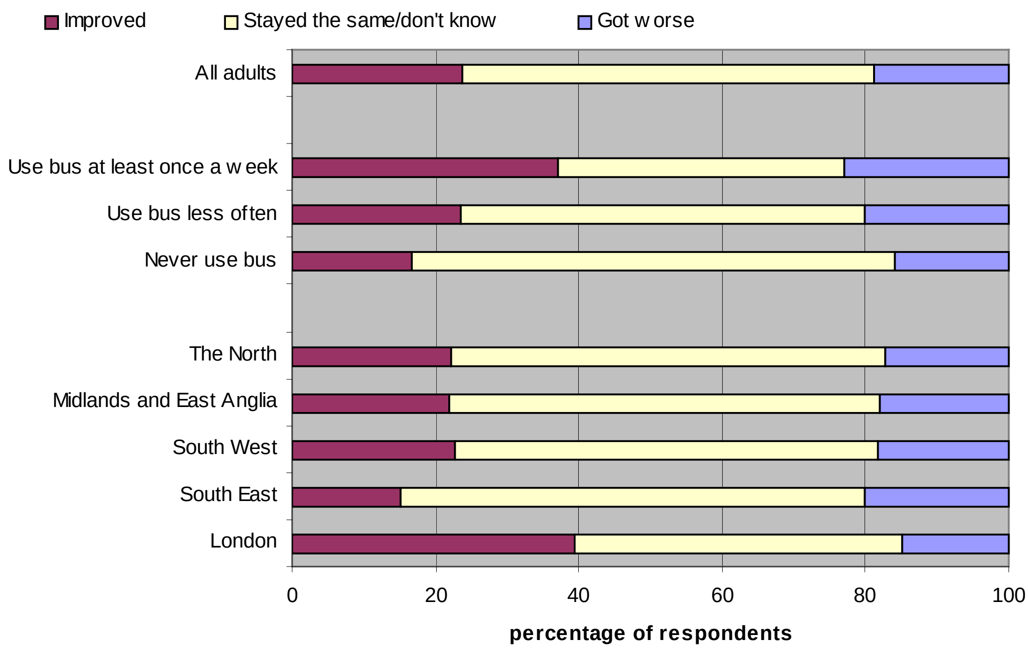


Perception of changes in performance

Respondents were asked for their views about the recent and future performance of rail services nationally and their local bus services. They were also asked about services that could be improved.

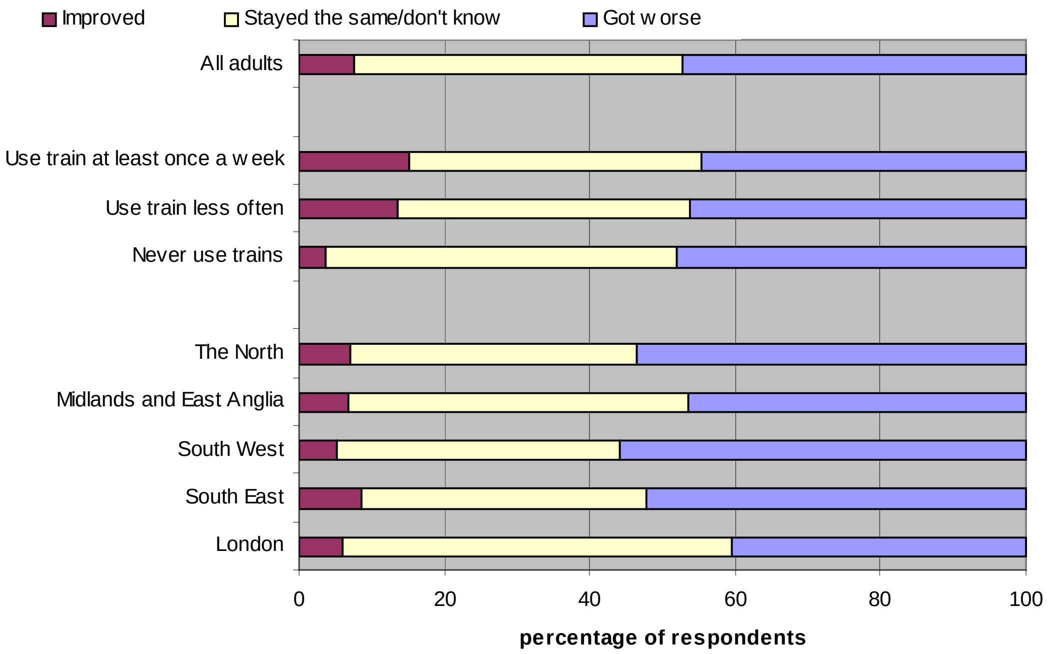
Overall, respondents' views on changes in bus services over the two years preceding March 2003 were fairly evenly split - 58% thought things had not changed or did not know. 24% believed the buses had improved, while 19% believed things had got worse (Chart 3.3). More of the frequent bus users (37%) thought things had improved as did those living in London (39%), while fewer of the non-users (17%) and those living in the South East (15%) thought things had improved. In all of the subgroups, those without a view formed the majority.

Chart 3.3: Over the last two years, bus services in my area have...



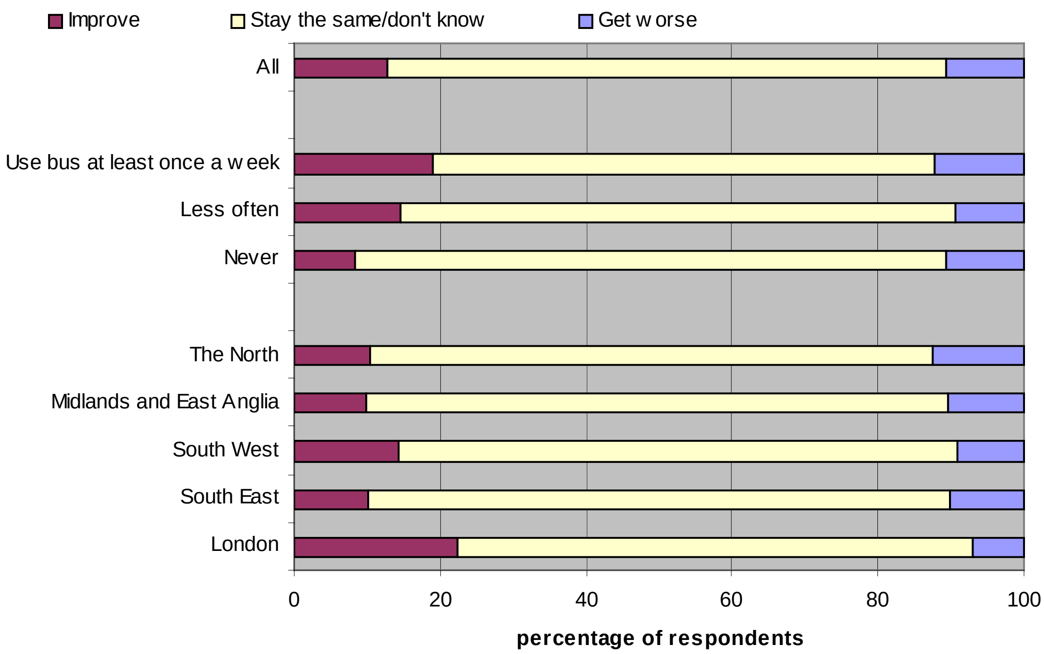
When asked for their views about the changing state of Britain's railways, 47% of respondents thought they had got worse, 45% thought things had stayed the same or did not know, with 8% believing things had improved (Chart 3.4). Train users took a slightly more positive view, with 14% of occasional users and 15% of frequent users believing things had improved. However, frequency of use seemed to have little effect on the proportion who believed things had got worse.

Chart 3.4: In the last two years, Britain's railways have...



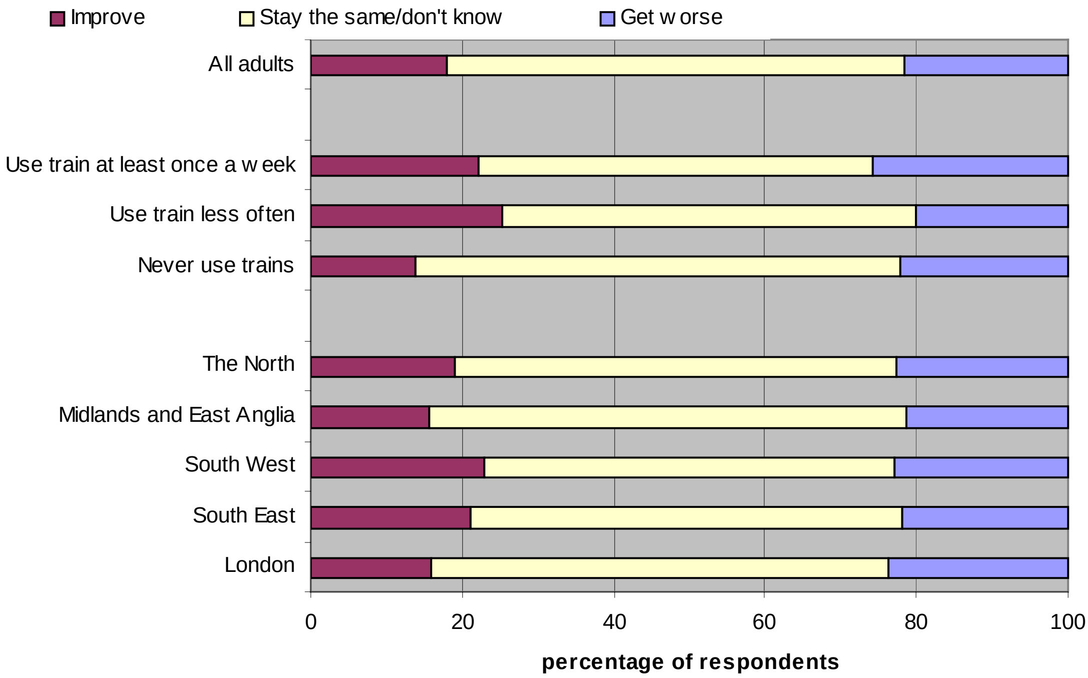
When asked about bus services in the future, most respondents (77%) thought things would not change or did not know what might happen (Chart 3.5). In most groups, as well as England as a whole, around one in ten thought the buses would get worse, and a similar proportion thought things would improve. Those in London and the regular bus users were more optimistic, with about one in five expecting things to improve.

Chart 3.5: Over the next two years, bus services in my area will...



Views on likely changes in the railways over the two years following March 2003 were more split, with 22% of all respondents believing things would get worse, and 18% believing things would improve (Chart 3.6). 60% either thought things would stay the same or did not know. The non-train users were more pessimistic than the users: 22% of frequent users thought things would improve, compared with 14% of non-users.

Chart 3.6: In the next two years, Britain's railways will...



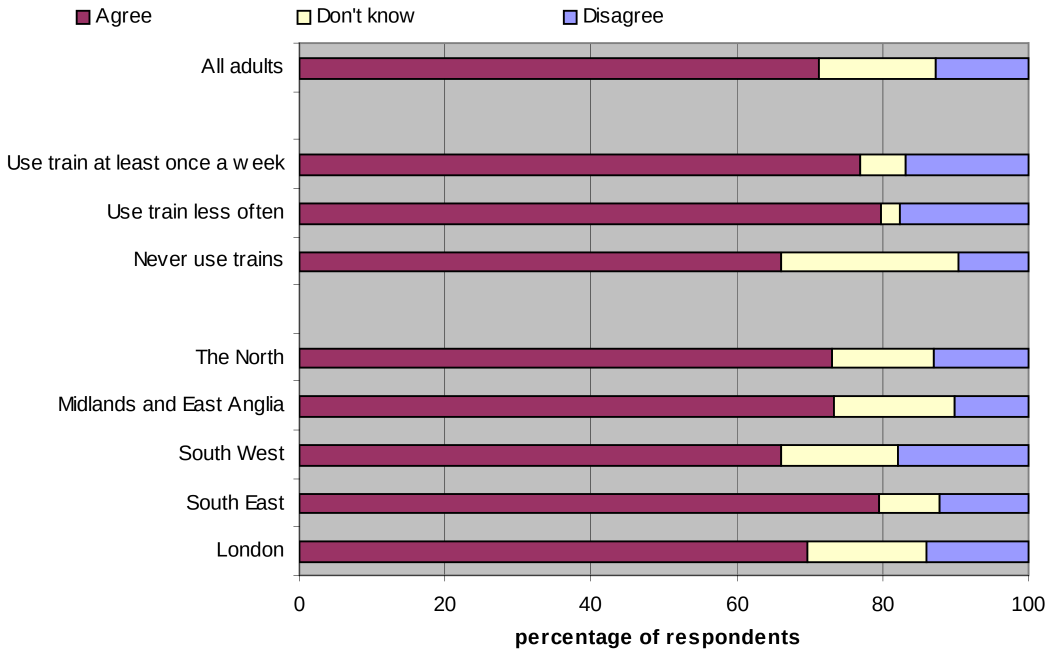
Desired improvements in services

Respondents were asked to name up to three improvements that they would like to see made to their local bus services. "Cheaper fares" and "buses on time" were each mentioned by 30% of respondents. The other frequently mentioned changes were "more buses during the day" (23%) and "more buses during the evening/at night" (24%). When asked which single improvement would be the most important, 17% of respondents said they needed to be cheaper, 16% said they needed to be on time, while more buses at night and during the day were selected by 13% and 12% respectively. The selections of 34% of respondents fell into the 'other' category, covering a variety of options that individually had limited support.

Respondents were asked how they thought the railways could be improved in the short term. When they were initially invited to select up to three responses from a showcard, 43% said "trains on time", 29% said "less crowded trains", and 28% said "cheaper fares". When they were subsequently asked to name the single most important improvement, "trains on time" was still the most mentioned option, by 22% of respondents. However, 20% said "do more to prevent accidents on the railways", and 12% opted for the next most mentioned option of "cheaper fares". The other options were all selected by less than 10% of respondents when they were asked to select a single improvement.

71% of respondents agreed that "Improving safety on the railways is more important than improving the reliability of the service", while 13% disagreed (Chart 3.7). Non-users of trains were less opinionated than users - 24% of users did not know, while 66% agreed and 10% disagreed. 77% of regular train users agreed and 17% disagreed, compared with the 80% of occasional users who agreed and 18% who disagreed.

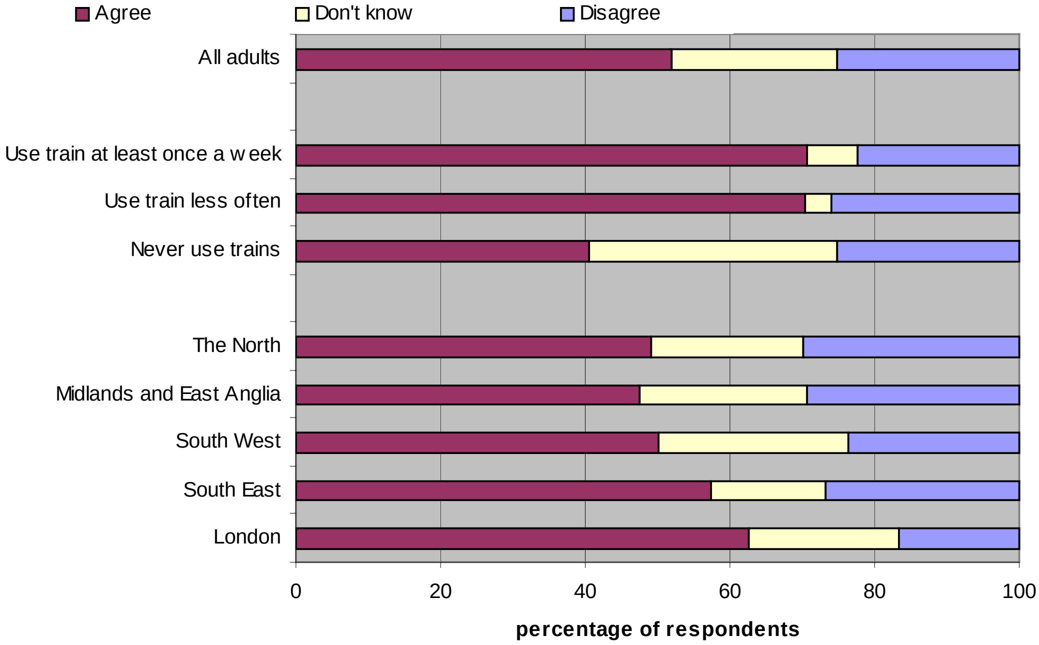
Chart 3.7: Improving safety on the railways is more important than improving the reliability of the service



Information about rail services and improvements

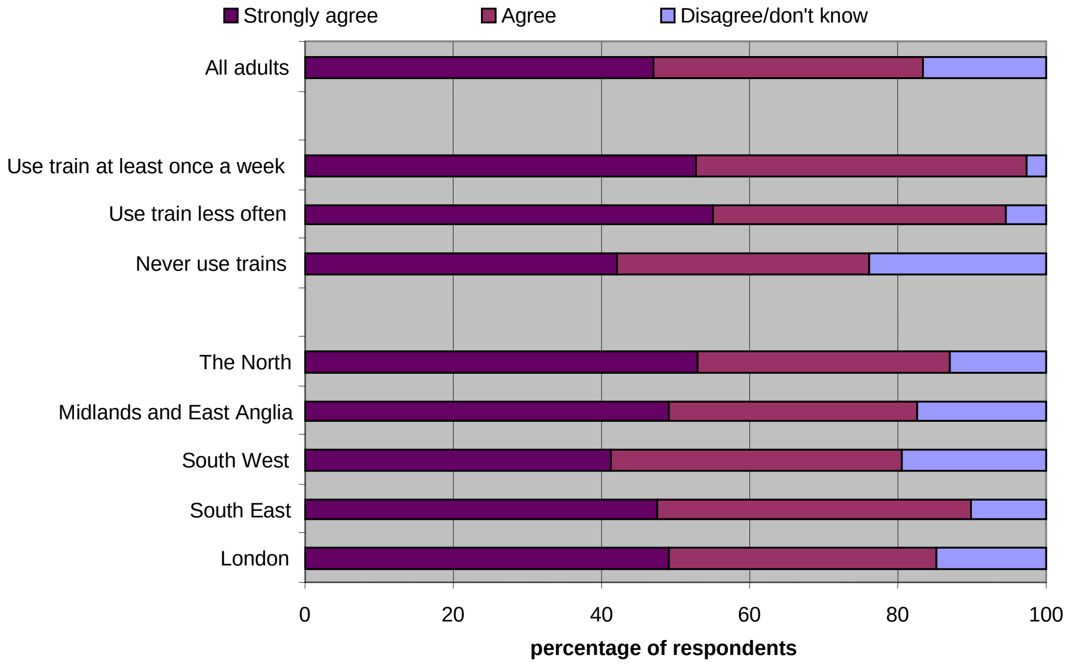
52% of respondents agreed that "it is easy to find out about train services in my area, while 25% disagreed (Chart 3.8). About 70% of train users agreed, while 40% of non-users agreed. There was little difference in the proportion disagreeing in these groups, with the main difference being the level of 'don't know' responses. Geographically, the highest proportion that agreed it was easy to find out about services were in London (63%), and the lowest in the Midlands and East Anglia (48%).

Chart 3.8: It is easy to find out about the train services in my area



83% of respondents agreed with the statement "I think those responsible should tell us what they are doing to improve the railways" (Chart 3.9). Perhaps not surprisingly, users were more keen than non-users - 97% of regular users and 95% of occasional users agreed, compared with 76% of non-users.

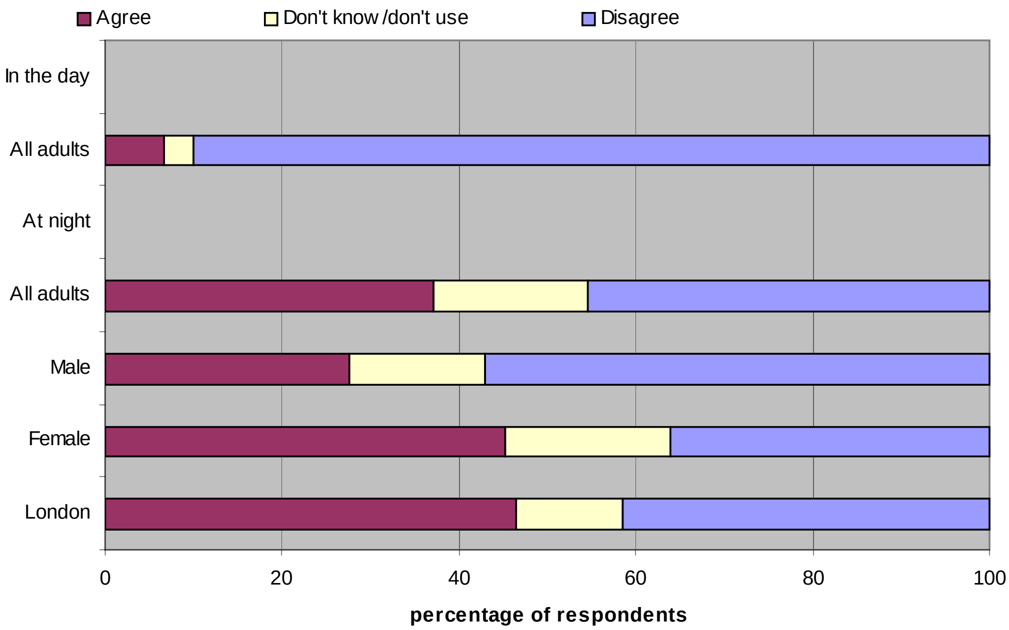
Chart 3.9: I think those responsible should tell us what they are doing improve the railways



Fear of crime on public transport

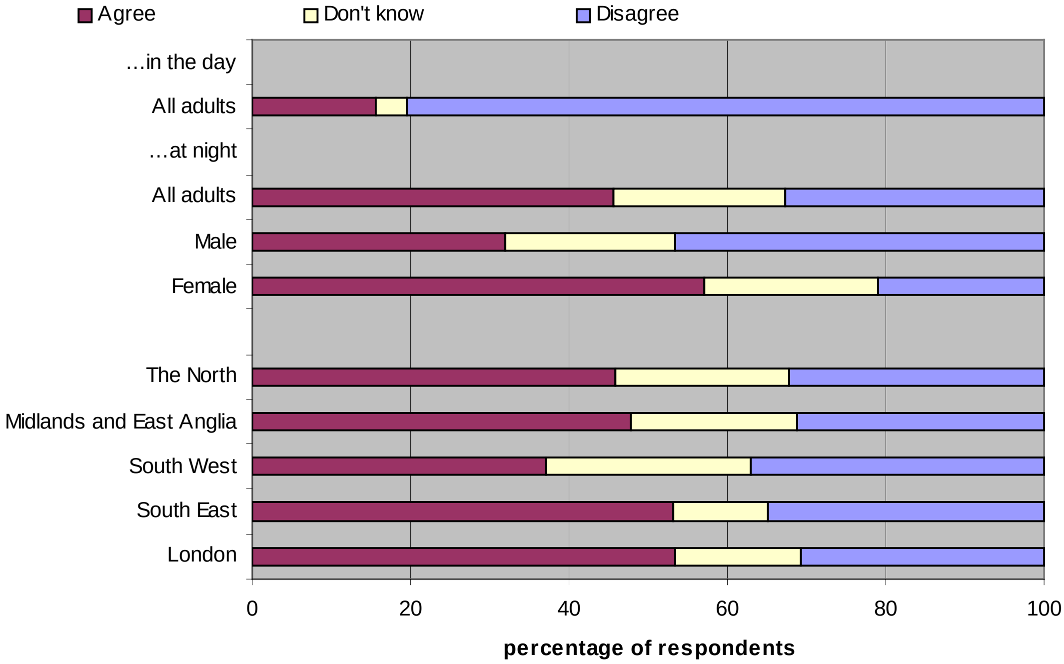
90% of respondents were not afraid of becoming a crime victim if they were to use the bus during the daytime, but 37% were afraid of this happening at night (Chart 3.10). 45% of female respondents and 47% of those in London agreed that they were afraid at night, while a lower proportion (28%) of men agreed with this statement.

Chart 3.10: I am afraid of becoming a crime victim if I use the bus...



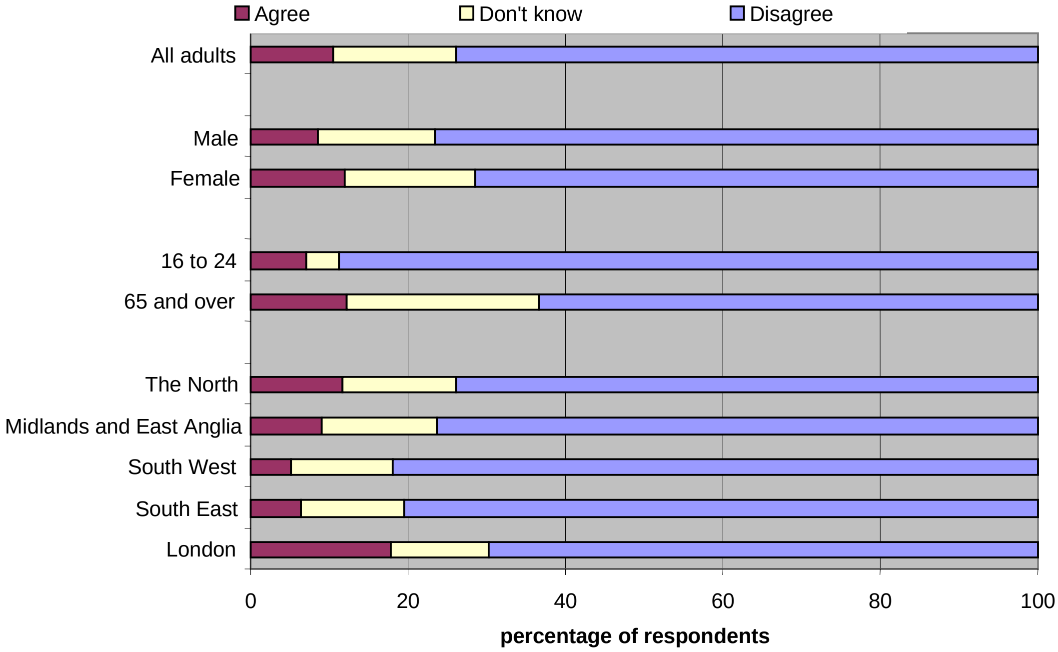
16% of respondents agreed that they were afraid of becoming victim to crime while using the train during the day, while 81% disagreed that this was the case (Chart 3.11). For night-time travel, concern was more evident, with 46% of respondents agreeing that they feared becoming victim to crime. 57% of women fear becoming a crime victim when using the train at night, compared with 32% at night. Regionally, fear of crime on night-time trains was highest in London (53%) and the South East (53%), and lowest in the South West (37%).

Chart 3.11: I am afraid of becoming a crime victim if I use the train...



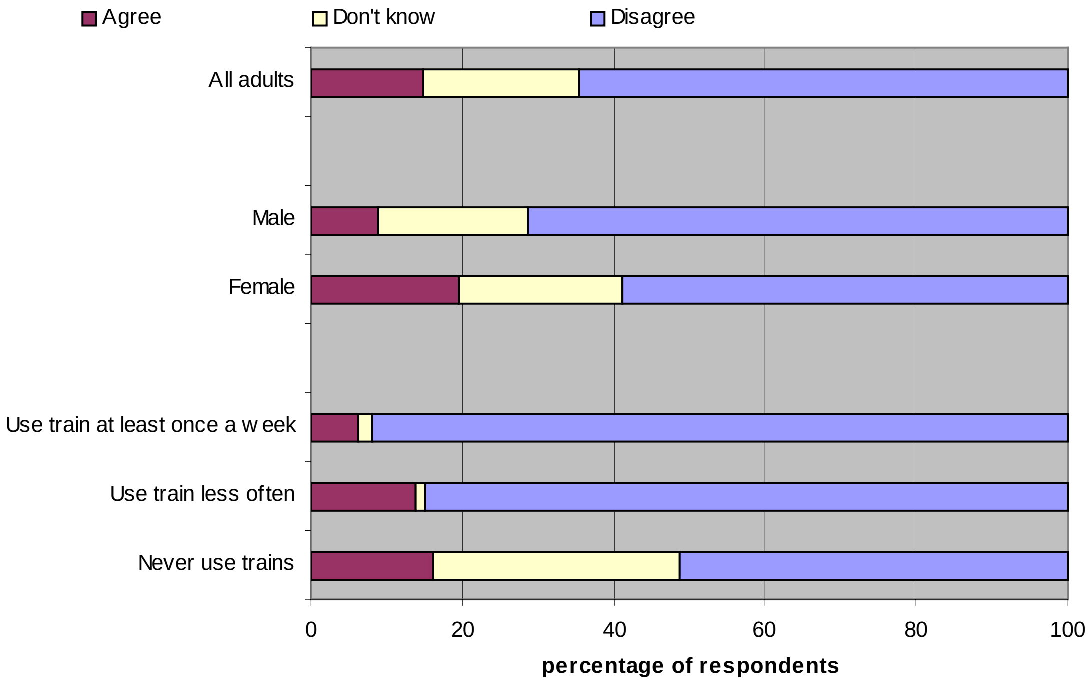
Although up to two fifths of adults agreed that they were afraid of becoming a crime victim when using the bus at night, in most groups only around one in ten respondents agreed that these fears prevented them using buses as much as they would like (Chart 3.12). The relatively high 'don't know' response in most groups related to those respondents not using buses, of whom around 30% did not have a clear opinion. 18% of respondents in London agreed that fear of crime prevented them using buses as much as they would like.

Chart 3.12: Fear of crime prevents me from using buses as much as I like



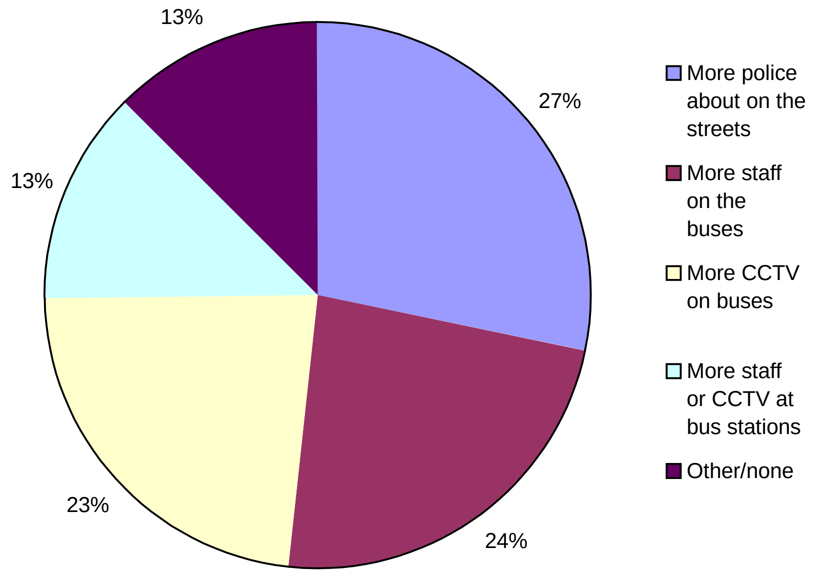
15% of respondents agreed that fear of crime prevents them from using trains as much as they would like (Chart 3.13). 6% of regular train users disagreed with this notion, compared with 16% of non-users.

Chart 3.13: Fear of crime prevents me from using trains as much as I would like



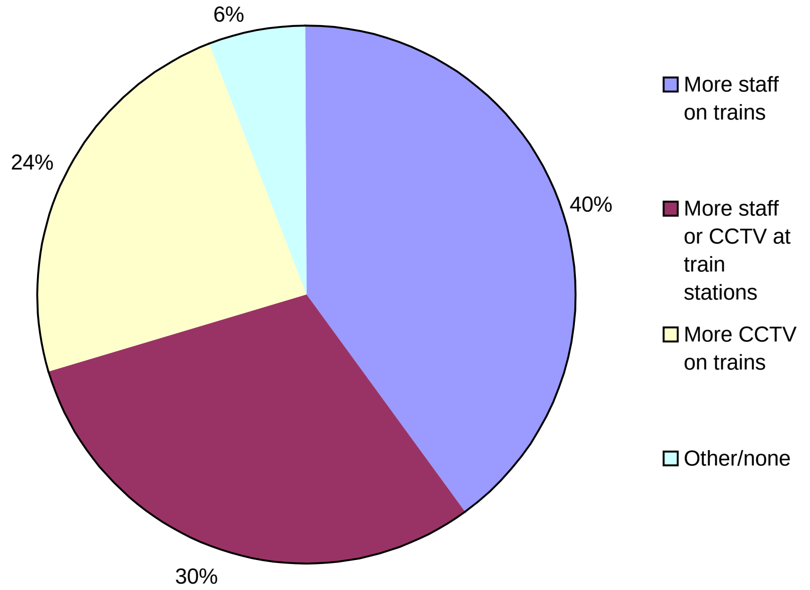
Those respondents who said they were afraid of becoming a victim of crime if they used the bus or said fear of crime prevented them from using buses as much as they would like were asked to select a single improvement that would make them feel safer. The main two solutions selected were to have more police on the streets (27%), and to have more CCTV on buses (23%) (Chart 3.14).

Chart 3.14: What would help to make you feel safer from crime when travelling by bus? (prompted)



Those respondents who said they were afraid of becoming a victim of crime if they used the train or said fear of crime prevented them from using trains as much as they would like were asked to select a single improvement that would make them feel safer. The main two solutions selected were to have more staff on trains (40%), and to have more CCTV on trains (24%) (Chart 3.15). 30% of respondents to this question wanted either more staff or more CCTV at stations.

Chart 3.15: What would help to make you feel safer from crime when travelling by train? (prompted)



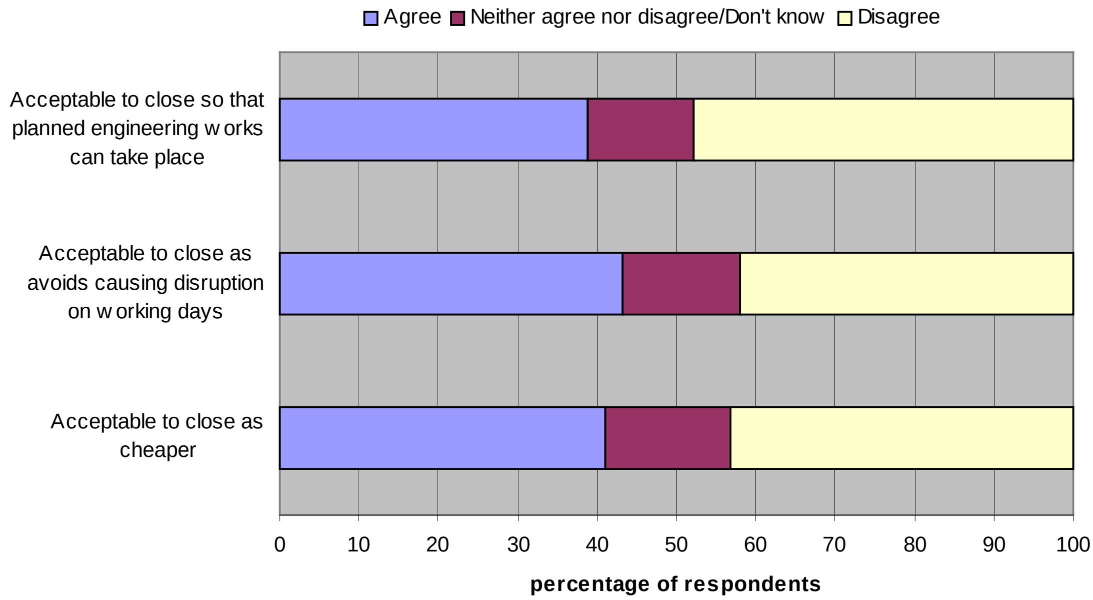
Acceptability of railway line closures during bank holiday weekends

Respondents were asked whether they agreed with the statement "It is acceptable to close large parts of the rail network for a whole bank holiday weekend so that planned engineering works can take place".
Further information was then given in explanation for the rail closures. The following explanations were given.

- Closing the lines during bank holiday weekends avoids causing disruption on working days
- It is cheaper to carry out planned engineering works during a bank holiday weekend.

After hearing each of these reasons, respondents were then asked again whether they thought that these rail closures were acceptable. There was little difference between the responses for each of these questions (Chart 3.16).

Chart 3.16: Is it acceptable to close for planned engineering works to take place? - All adults



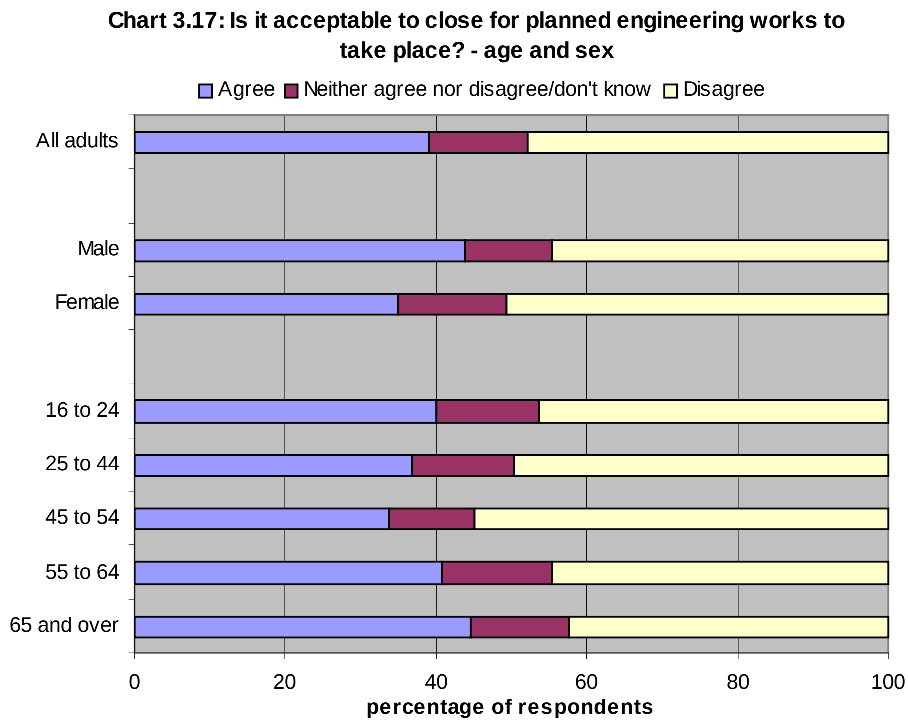
- Introducing further information before repeating the question made little difference to the number who agreed with the statement, "It is acceptable to….". However, it did make people more uncertain and less likely to disagree, 42% disagreed when presented with the idea that line closures at bank holidays avoided disruption on working days, compared with 48% disagreeing with the statement when it was asked without any caveats. There were also some further differences within the subgroups.

- The majority of women thought it was unacceptable to close railways over bank holiday weekends, with 51% taking this view, compared with 35% who thought it was acceptable.

- Men also thought that closures were not acceptable. 45% of men disagreed that it was acceptable to close, compared with 44% who agreed. A larger proportion of women than men chose "don't know".

- Middle aged people disagreed most strongly, with 55% of 45-54 year olds taking this view.

- Most older people (65 and over) thought that closing lines was acceptable: 45%



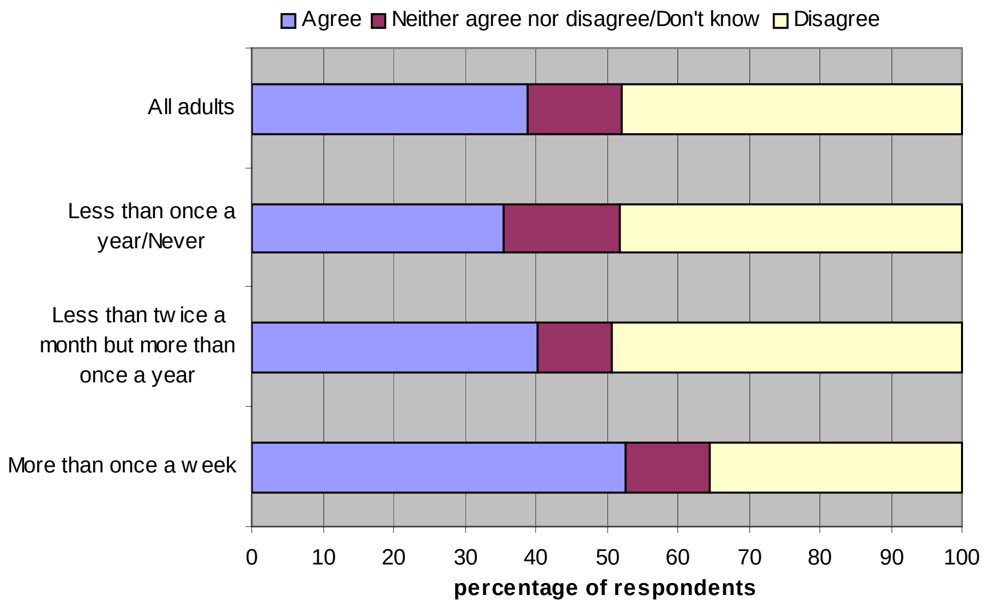
agreed whereas 42% did not.

- Fewer people under 55 were inclined to agree to rail closures than those over 55.

- Those who travelled by train more regularly agreed that it is acceptable to close over bank holiday weekends. 53% of people using trains more than once a week agreed closure was acceptable, compared with 36% of less than once a year users.

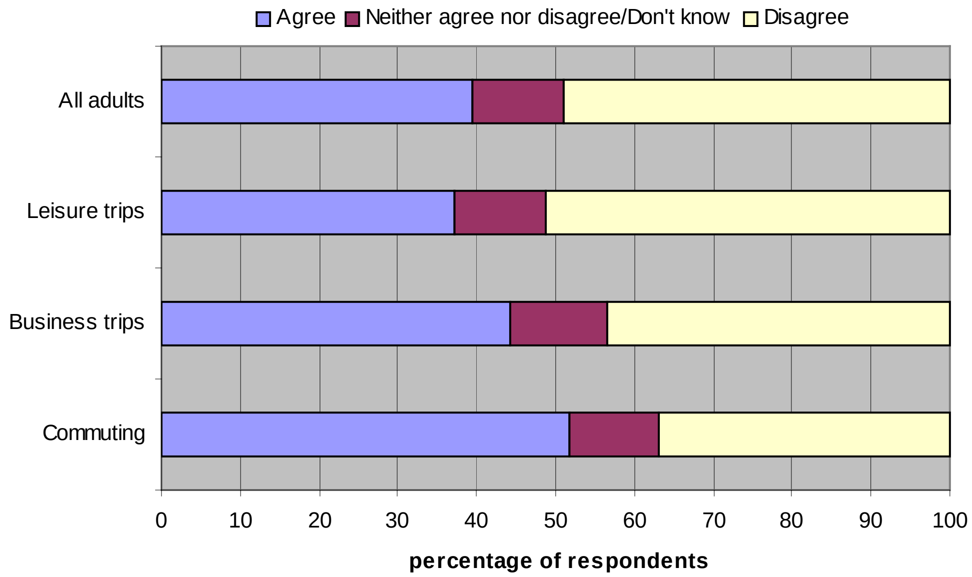
- As might be expected, more regular train users had stronger opinions than those who use trains rarely. About 5% more of the least regular travellers chose "Neither agree nor disagree" or "Don't know" than regular users.

Chart 3.18: Is it acceptable to close for planned engineering works to take place? - frequency of use



- A larger proportion of commuters or passengers using trains for business trips agreed that rail closures were acceptable than those on leisure trips. In fact, the only category of respondents who disagreed were people who travel by train for leisure purposes: 51% thought that closing railways for planned engineering works was unacceptable, compared with 37% of commuters and 43% of business travellers.

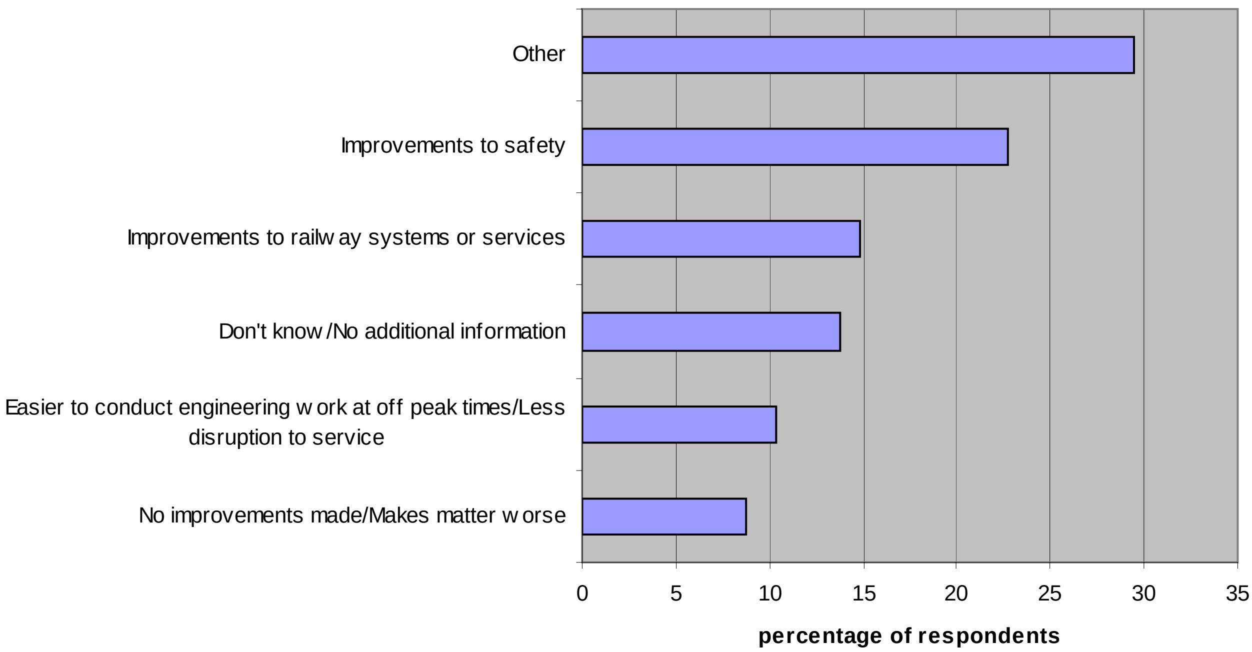
Chart 3.19: Is it acceptable to close for planned engineering works to take place? - purpose for use



- Perhaps understandably, respondents travelling for business trips were more happy with the weekend closures when the suggestion that they avoid disrupting working days was introduced: This suggestion prompted a 6% shift in opinion – 50% now agreed.

Respondents were asked "What do you think is achieved by planned engineering works?" This question prompted wide ranging responses (Chart 3.20). There were several answers that were selected by a very small percentage of respondents. These smaller groups were combined to form a fairly large ‘Other’ category. This made up the largest proportion of responses at 29%. The single response given most frequently to this question, was ’improved safety', from 23% of respondents. Few people thought that works made no improvements or made matters worse, less than 9% expressed this view. These views were mirrored across both sexes, all age groups and all frequencies and purposes of use.

Chart 3.20 : What is achieved by planned engineering works?



4 Concessionary bus fare schemes in England

Key trends

- Local authority spending on concessionary bus fare reimbursement for elderly people, children and disabled people rose by one per cent in England in real terms in 2003/04 (Table 4.1).
- There was a real increase of one per cent in London, 2 per cent in the English PTE areas but no change in the English non-PTE areas.
- In 2003, 267 (91 per cent) of the 292 local authorities in England provided the statutory minimum scheme of half fare travel for elderly people.
- Four local authorities gave free concessionary elderly bus travel. These were London, Merseyside PTE, Crawley and Redditch. Redditch was the only one of these which had no peak time travel restrictions.
- A further four local authorities gave flat fare concessionary travel to the elderly. These were Greater Manchester PTE, South Yorkshire PTE, Oxford and Nuneaton & Bedworth. Greater Manchester had no peak time travel restrictions.
- 17 authorities had hybrid schemes which combined elements of flat fare schemes with fares capped at a certain level, or variations based on age. For example, West Midlands PTE offered free travel to those aged 65 or over, but had a half fare scheme for those aged 60 to 64.
- 141 authorities provided an additional enhanced scheme with a bigger coverage area or relaxation of peak time travel restrictions, over and above their standard scheme. However, a permit fee was charged for the enhanced scheme.
- In cases where there was an enhanced scheme with a fee for the permit, the average annual permit fee was £33.
- DfT's National Travel Survey in 2003 showed take up rates by the elderly for bus concessionary fare permits. The overall rate in England was 57 per cent. Take-up was 89 per cent in London, 78 per cent in the PTE areas, but only 30 per cent in rural areas.
- The NTS also shows a fall in bus use by pensioners. (Chart 4.1). The decline in bus use by pensioners reflects the fall in the number of pensioners without a driving licence (Chart 4.1). More elderly people are likely to be drivers so they are less likely to be regular bus users. In the large urban areas the take-up of concessionary bus fare schemes is greater than other areas. Bus services are generally more frequent and schemes are usually more generous in the major urban areas.
- Women pensioners make more use of local buses than men, although both show long term declines in use (Chart 4.2).

Background

Data for local authority spending on concessionary fares are taken from returns made to ODPM. For 2003/04 the figures are provisional. Data for the schemes offered by local authorities are from DfT's occasional surveys of local authorities. The surveys ask for details of each scheme which allow elderly and disabled people to travel at a discount fare on buses, and, in the case of some urban areas, other public transport including light rail or ferries. Data on public take-up of schemes comes from the National Travel Survey.

Concessionary fare reimbursement should be seen as a subsidy to the passenger rather than the operator. Local authorities and Passenger Transport Authorities reimburse operators for revenue lost as a result of their participation in the schemes, taking into account income from the extra travel generated. There is a great deal of variation in the scope of concessions offered. A survey of local authorities and Passenger Transport Authorities was carried out in 1992, 1997 and 2003.

Table 4.1 Concessionary fare reimbursement by area[1, 2]

£ million

	For local buses			
	London	English PTE areas	English non-PTE counties	England
At 2003/04 prices[3]				
1993/94	121	217	123	462
1994/95	126	224	125	475
1995/96	125	218	126	469
1996/97	126	207	121	454
1997/98	126	204	120	451
1998/99	126	199	117	441
1999/00	128	193	113	434
2000/01	127	199	123	449
2001/02	136	194	130	460
2002/03	132	186	125	443
2003/04 (p)	132	189	125	446
Percentage change over:				
1 year	*1*	*2*	*0*	*1*
10 years	*9*	*-13*	*1*	*-3*

1 From administrative returns of local authorities and Passenger Transport Authorities. Includes local authority administration costs. London data from the London Committee on Accessible Transport/ London Mobility Unit from 1986/87.
2 Concessionary fare schemes for children became available in some areas from 26 October 1986. From 1997/98 they appear with other reimbursement.
3 Adjusted for general inflation using the RPI for London data or GDP market price deflator for other data.

Legal requirement

The Transport Act 2000 introduced a statutory minimum half fare scheme for local bus travel for elderly people. It was implemented in June 2001. The age of eligibility for concessionary travel was equalised for men and women from 1 April 2003, at age 60. This equality applies to any concessionary fare scheme which is available in the area where the permit holder is resident. However, local authorities may restrict the availability of concessionary fares to off-peak periods. In some areas local authorities also offer enhanced schemes which provide concessionary travel into an adjacent local authority area, for example county-wide schemes which cover all districts.

Schemes for children are not covered by the legislation. They are much more variable, so the recent surveys have concentrated on schemes for elderly people.

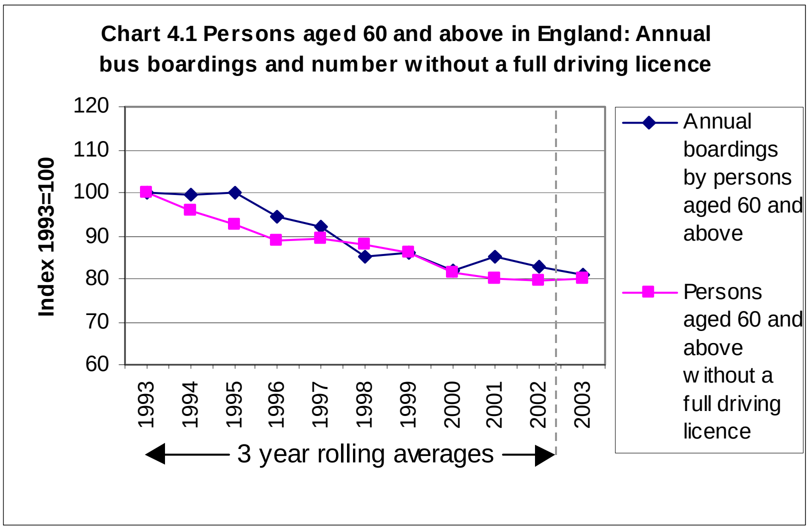
Table 4.2 Concessionary fare reimbursement by urban area[1, 2]

£ million

	London				English metropolitan areas		
	Local Bus	Under-ground	DLR, tram & other	All	Local Bus	Metros, other,ferries	All
b) At 2003/04 prices [2]							
1993/94	121	27	1	150	217	13	230
1994/95	126	25	1	152	224	19	243
1995/96	125	22	4	151	218	16	234
1996/97	126	21	4	151	207	21	228
1997/98	126	23	3	153	204	23	227
1998/99	126	26	3	155	199	23	221
1999/0(	128	27	3	159	193	21	214
2000/0:	127	28	4	159	199	21	220
2001/0:	136	29	5	170	194	21	216
2002/03	132	30	7	169	186	21	206
2003/0 (p)	132	30	7	169	189	20	209
Percentage change over:							
1 year	*1*	*1*	*-3*	*0*	*2*	*-3*	*1*
10 years	*9*	*11*	*443*	*13*	*-13*	*56*	*-9*

1 From administrative returns of local authorities and Passenger Transport Authorities. Includes local authority administration costs. London data from the London Committee on Accessible Transport/London Mobility Unit from 1986/87.

2 Adjusted for general inflation using the RPI for London data or GDP market price deflator for other data.



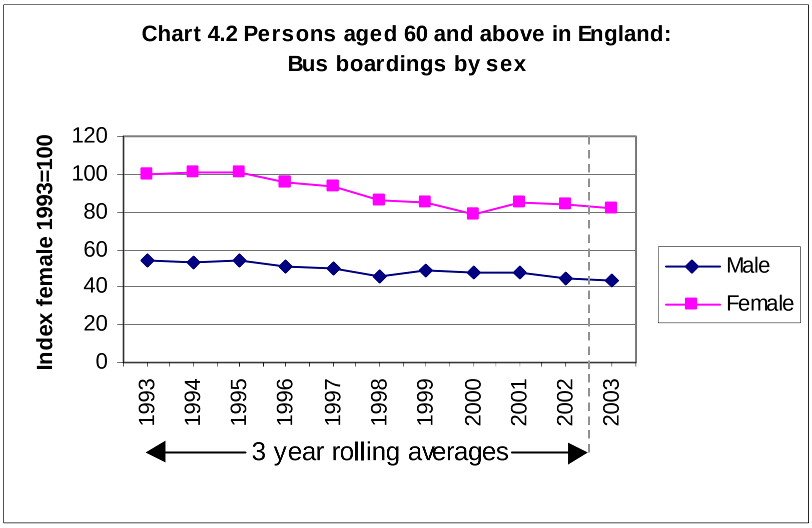


Chart 4.2 Persons aged 60 and above in England:
Bus boardings by sex
Index female 1993=100
120
100
80
60
40
20
0
1993
1994
1995
1996
1997
1998
1999
2000
2001
2002
2003
3 year rolling averages
Male
Female

5 Taxis and Private Hire Vehicles

Key results

- There were 20,816 licensed taxis in London and 24,846 taxi drivers licensed at the end of March 2004 (Table 5.1).
- 2,298 PHV operator licences had been granted in London. The Public Carriage Office is in the process of licensing PHV drivers, of which 4,548 had been completed by 31 March 2004.
- In the South East Region, outside London, there were 8,801 taxis and 14,046 PHVs. There were many more driver licences than vehicles, at 31,016. Drivers often work in shifts and nearly 9,000 drivers were dual licensed to drive a taxi and a PHV in the region.
- The North West Region had a fleet of 7,377 taxis and 16,894 PHVs. There were 37,196 drivers in all.
- Of the major urban Transport Authority areas, South Yorkshire PTE had fewer taxis and PHVs than the others, with 767 taxis and 2,312 PHVs.
- In Wales, 3,620 taxis and 4,044 PHVs were licensed. Dual licensing of drivers was carried out by about half of the Welsh local authorities, which had licensed 10,896 drivers.

Access for disabled people

- 32,815 taxis in England were purpose built taxis, which are designed to be wheelchair accessible with assistance from the driver. These were more than half of all taxis (Table 5.1).
- The North West Region had the largest wheelchair accessible taxi fleet outside London, of 4,418 vehicles. The West Midlands Region had the next largest wheelchair accessible taxi fleet, of 2,421 taxis. Many of the large urban licensing authorities in those regions specify purpose built taxi bodies.
- 27,313 taxis in England were saloon or estate cars not suitable for wheelchair access. A further 3,208 were of other body types such as van derived designs.

National Travel Survey

Taxis and PHVs are an important mode of local transport, particularly at times when local buses run infrequently or in areas poorly served by other public transport. The NTS provides data on the users of taxis and PHVs combined (Chart 5.1). The measure of use is "trips" as, in the context of the NTS, a journey reported can consist of a chain of trips to the destination.

- Taxis and PHVs together account for just over 1 per cent of all trips per person per year. This is about 650 million trips or over 3 billion miles per year.
- Taxis and PHVs are commonly used by younger people and by those on lower incomes who do not have access to a household car.
- Women aged 16 to 20 make the greatest number of trips in taxis and PHVs (Chart 5.1).
- The NTS indicates a slight reduction in the use of taxis and PHVs, comparing the 1999/2001 survey results with those in 2002/2003.

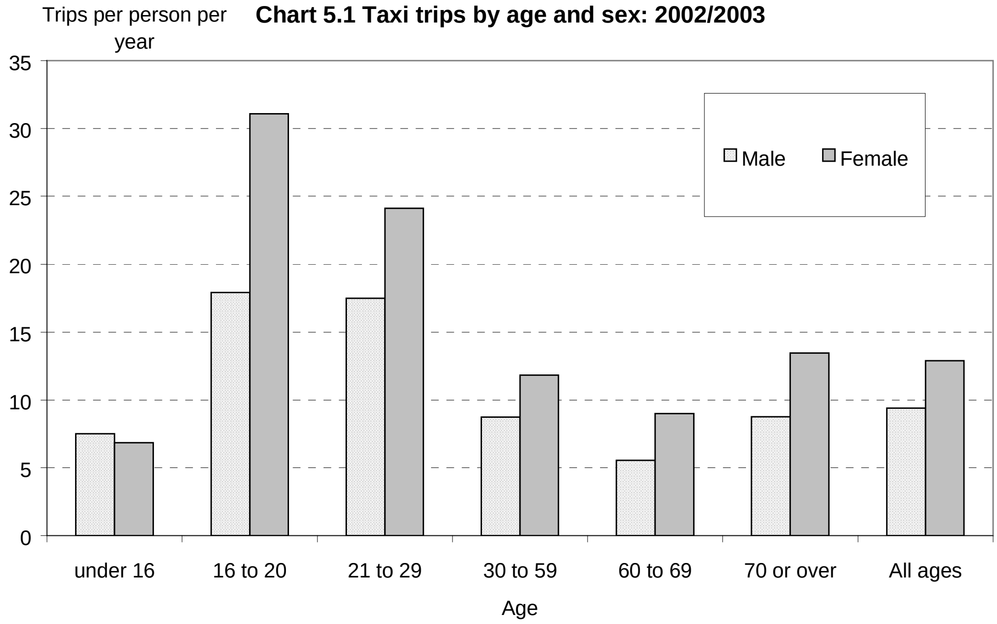


Table 5.1

Taxis, PHVs and their drivers in England & Wales: 2004

number

	Taxis					PHV				
	Total number of Taxis	Purpose built taxi body	Saloon or estate car	Other body type	Driver licences issued	Vehicle licences issued	Operator licences issued	Driver licences issued	Dual Taxi / PHV driver licences	Total driver licences issued
England	**63,336**	**32,815**	**27,313**	**3,208**	**67,311**	**76,366**	**13,421**	**82,863**	**49,836**	**177,462**
London	20,816	20,816	-	-	24,846	-	2,298	4,548	0	29,394
North East	3,833	211	2,753	869	3,067	4,663	511	4,517	4,527	12,111
of which										
Tyne & Wear PTE	1,648	145	807	696	733	3,080	168	1,973	2,560	5,266
North West	7,377	4,418	2,692	267	11,211	16,894	1,557	21,752	4,233	37,196
of which										
Greater Manchester PTE	1,793	1,512	244	37	3,072	7,357	427	10,388	1,134	14,594
Merseyside PTE	2,184	2,113	61	10	3,765	4,457	219	5,081	660	9,506
Yorkshire & the Humber	3,270	875	2,117	278	3,010	11,962	1,588	10,205	6,351	19,566
of which										
South Yorkshire PTE	767	625	99	43	436	2,312	337	1,185	2,743	4,364
West Yorkshire PTE	1,004	149	782	73	1,531	6,646	594	6,672	1,779	9,982
East Midlands	4,182	1,314	2,643	225	2,600	5,489	1,029	4,002	8,821	15,423
West Midlands	4,083	2,421	1,478	184	4,318	10,074	911	10,904	4,748	19,970
of which										
West Midlands PTE	2,054	2,036	-	18	2,697	7,093	280	8,435	915	12,047
East	5,600	823	4,399	378	4,837	8,026	1,500	7,977	7,245	20,059
South East	8,801	1,142	7,135	524	8,586	14,046	2,669	13,574	8,856	31,016
South West	5,374	795	4,096	483	4,836	5,212	1,358	5,384	5,055	15,275
Wales	**3,620**	**220**	**3,165**	**235**	**2,311**	**4,044**	**742**	**1,693**	**6,892**	**10,896**

Source: DfT survey of licensing authorities, Public Carriage Office of TfL.

Further detail, by individual licensing authority, will appear in 2005 on the DfT web site.

6 Parking Badges for disabled people

Key trends

- The number of parking badges (Blue Badges) for disabled people on issue in England rose by one per cent in the three year period to 31 March 2004 (Table 6.1).
- There has been a long upward trend in badges issued but it is beginning to level off.
- The number of badges on issue at the discretion of local authorities, measured from 1995, rose by 4 per cent in the year to 31 March 2004. However, taken over the last few years, the upward trend appears to be slowing.
- The number of badges on issue to institutions such as elderly care homes rose 2 per cent in the year to 31 March 2004, although these badges are only one per cent of all badges issued.
- The North West Region has more badges per head of population, at 51 per thousand, than any other region (Table 6.2).
- London has fewer badges per head of population, at 33 per thousand, than other regions. Parking restrictions apply to Blue Badge holders in central London. Public transport provision for disabled people includes widespread use of low floor buses and taxi-card schemes, in addition to local authority services and community transport schemes.

Background

DfT carries out an annual survey of local authorities in England. This asks them to record the number of disabled people's parking badges on issue to individuals and institutions. The badges may remain valid for a three year period so the survey is a rolling total of those on issue.

About half of all badges issued are at the discretion of each local authority, at county, unitary or borough level, which makes an assessment of the individual's application and need.

Chart 6.1 Parking Badges issued for disabled people and institutions

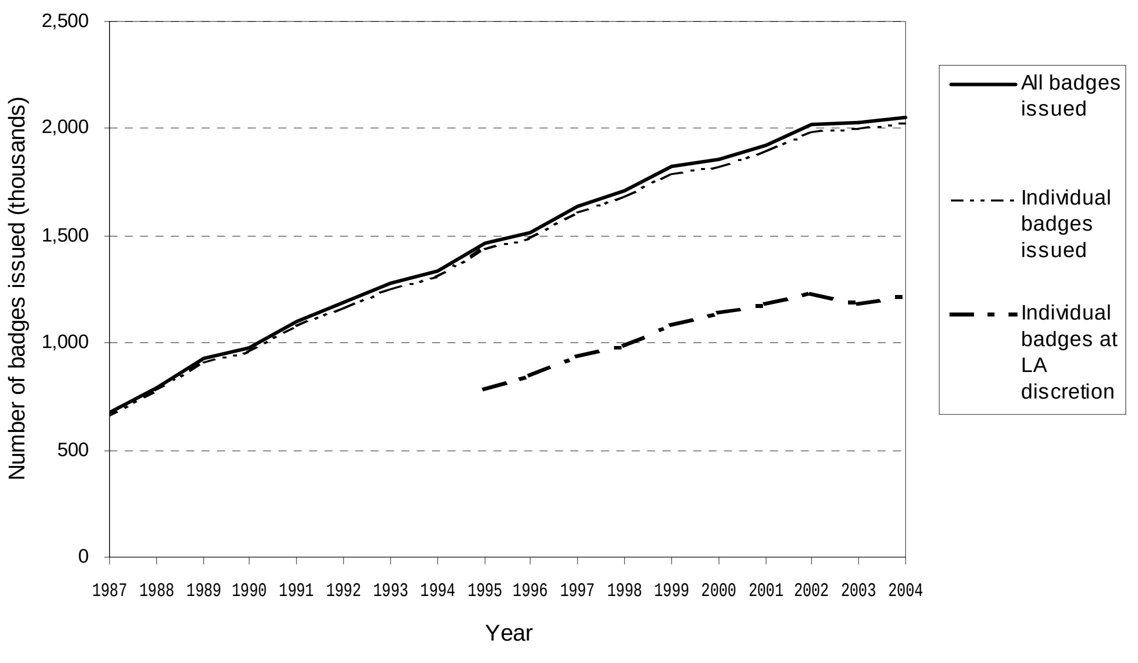


Table 6.1: Number of badges on issue to disabled people in England and rate per 1,000 of total population: 1987 - 2004

At 31 March	All Badges		Badges on issue to individuals				Badges on issue to institutions	
					of which issued at LA's discretion			
	Thousands	Number per 1,000 population	Thousands	Per Cent	Thousands	Per Cent	Thousands	Per Cent
1987	673	14	661	*98*	..	..	12	*2*
1988	792	17	778	*98*	..	..	14	*2*
1989	929	20	912	*98*	..	..	17	*2*
1990	979	21	961	*98*	..	..	18	*2*
1991	1,102	23	1,082	*98*	..	..	21	*2*
1992	1,187	25	1,164	*98*	..	..	23	*2*
1993	1,275	26	1,252	*98*	..	..	24	*2*
1994 r	1,336	28	1,313	*98*	..	..	23	*2*
1995 r	1,463	30	1,438	*98*	783	*54*	25	*2*
1996 r	1,517	31	1,493	*98*	843	*56*	24	*2*
1997 r	1,636	34	1,610	*98*	938	*57*	26	*2*
1998 r	1,713	35	1,687	*98*	985	*57*	26	*2*
1999 r	1,821	37	1,794	*98*	1,082	*59*	28	*2*
2000 r	1,854	38	1,826	*99*	1,141	*62*	27	*1*
2001 r	1,925	39	1,898	*99*	1,184	*62*	27	*1*
2002 r	2,019	41	1,989	*99*	1,229	*61*	30	*1*
2003 r	2,030	41	2,003	*99*	1,178	*58*	26	*1*
2004 p	2,054	41	2,026	*99*	1,220	*59*	27	*1*
Percentage change								
2003-2004	*1*		*1*		*4*		*2*	
1994-2004	*54*		*54*		..		*17*	
1987-2004	*205*		*207*		..		*125*	

Owing to rounding, components may not sum exactly to totals.
r = data subsequently revised by amendments to local authority returns.
p= provisional data owing to incomplete categories of some returns.

Table 6.2: Number of vehicle badges on issue by GO Region at 31 March 2004

Region	All Badges	Population (thousands)	Rate per 1,000 of the area population	Retired population Per Cent	Badges issued to institutions	Badges issued to individuals
All England	2,054,340	49,855.8	41	*18*	27,347	2,026,993
of which						
London	245,034	7,387.9	33	*14*	4,522	240,512
North East	122,270	2,539.4	48	*19*	1,068	121,202
North West	345,938	6,804.5	51	*19*	3,951	341,987
Yorkshire & the Humber	220,271	5,009.3	44	*19*	1,832	218,439
East Midlands	164,688	4,252.3	39	*19*	1,419	163,269
West Midlands	217,858	5,319.9	41	*19*	2,829	215,029
East of England	225,561	5,462.9	41	*19*	1,771	223,790
South East	274,567	8,080.3	34	*19*	6,438	268,129
South West	238,153	4,999.3	48	*22*	3,517	234,636

Annex A Key events and historic series tables

1985	October	The Transport Act 1985 received Royal Assent, providing for the deregulation of bus services outside London and the privatisation of the National Bus Company.
1986	April	Abolition of the GLC and Metropolitan County Councils. London Boroughs and Passenger Transport Authorities (PTAs - joint Boards of Metropolitan Districts) took over transport functions.
	October	Deregulation of bus services outside London, with on-the-road competition in the provision of local services. All Passenger Transport Executives and municipal bus undertakings transferred to independent public transport companies (PTCs) owned by local authorities (Regional Councils in Scotland, PTAs or District Councils elsewhere). Provision made for voluntary privatisation.
1987	January	Bus deregulation outside London became fully operational.
1988	April	Sell-off of National Bus Company subsidiaries completed.
	July	The Transport (Scotland) Act 1989 received Royal Assent, providing for the privatisation of the Scottish Bus Group.
	December	The Government set London Transport formal quality of service objectives to be achieved by April 1992.
1991	March	Consultation paper 'A Bus Strategy For London' issued by the Department of Transport, setting out proposals to deregulate London's bus services.
	April	Formal dissolution of the National Bus Company.
1992	May	Appointment of the first Minister for Transport in London.
1994	March	Proposals for the sale of London Buses Ltd subsidiaries announced.
	April	Bus and Coach Council became the Confederation of Passenger Transport (CPTUK) to include the fixed track sector.
1995	January	Croydon Tramlink approved by the Secretary of State for Transport. Government to contribute about half of the £154 million cost. Provisional approval given for West Midland Metro.
	February	The Traffic Commissioners gained increased powers to regulate the frequency and number of buses to be used on local bus routes in order to limit unfair competition.
	May	The Disability Discrimination Bill proposed greater access to buses, using low-floor designs, but the technical feasibility of adapting vehicles and the effect on the industry to be examined before the introduction of new regulations.
	June	A consortium led by FirstBus Transit Developments was shortlisted to tender for the design, construction and operation of the first route of the Leeds Supertram scheme.
	October	Altram, a consortium consisting of West Midland Travel, Laing and the Italian company Ansaldo Trasporti, was awarded the contract for the construction and operation for 23 years of Midland Metro Line 1 (Birmingham - Wolverhampton).
	November	The House of Commons Transport Committee published "The consequences of bus deregulation" (HMSO ISBN 0-10-204696-4).
1996	February	Stagecoach started running the first of the rail franchises, South West Trains, for 7 years.
		Great Western Holdings, comprising a management buyout with the support of FirstBus, the industrial company 3i, and a major bank, took up the rail franchise to run Great Western Trains.
	April	National Express took up the rail franchises for the Midland Main Line services and for the Gatwick Express.
	May	Government response to House of Commons Transport Committee Report published as "Government Observations on the First Report of the Committee, Session 1995-96" May 1996 (ISBN 0-10-231996-9).
		Prism Rail - a consortium of bus operators including EYMS, Lynton Travel, and Q Drive - took up the rail franchise to run LTS Rail (London - Tilbury - Southend).

	July	House of Commons Public Accounts Committee 32nd Report on the “Sale of London Transport’s Bus Operating Subsidiaries” published (ISBN 0-10-250796-1).
		Stagecoach Holdings purchased Porterbrook, a rail rolling stock leasing company, for £825m.
	October	Prism Rail took up the 7½ year rail franchises to run Cardiff Railways and the South Wales & West Railway.
		Go-Ahead (with management) took up 7½ year rail franchise to run Thames Trains.
		Stagecoach took up 5 year rail franchise to run the Island Line (Ryde-Shanklin, Isle of Wight).
	November	Tramtrack Croydon, a consortium consisting of London bus operator Centrewest, Bombardier (a European train manufacturer), two UK construction companies and the Royal Bank of Scotland was awarded the contract for the construction and operation for 99 years of the 28km Croydon Tramlink scheme, under the government’s Private Finance Initiative.
1997	January	FirstBus took up 7 years 3 months rail franchise to run the Great Eastern Railway.
		Prism Rail took up 7 years 3 months rail franchise to run West Anglia Great Northern Railway.
		MTL took up the 7 years 2 months rail franchise to run Merseyrail, with marketing strategy under the control of Mersey Travel.
		Go-Ahead (with the French company Via GTI) awarded 7 years 1 month rail franchise to run the Thameslink service.
		MTL awarded 7 years 1 month rail franchise to run Regional Railways North East.
		National Express awarded rail franchises for 7 years 1 month to run Central Trains, for 7½ years to run North London Railways and 7 years to run ScotRail.
	December	Stagecoach bought South Yorkshire Supertram Ltd for £1.15 million.
1998	March	FirstGroup purchased remaining 74.7 per cent share in Great Western Holdings Ltd, for £148 million to achieve total ownership of franchises for Great Western Trains and North Western Trains.
	April	The rail franchising director approved Go-Ahead’s purchase of the remaining 35 per cent of shares in Thames Trains, held by management and employees, for £6.1 million.
	June	The Secretary of State approved construction of an extension to the Docklands Light Railway to London City Airport, estimated to cost £35 million.
	July	Formal opening of the Heathrow Express rail service from Paddington.
		Publication of the Transport White Paper A New Deal for Transport. (The Stationery Office ISBN 0-10-139502-7.)
		The Private Hire Vehicles (London) Act received Royal Assent for the regulation of private hire vehicles and their drivers in London, from 2000.
	December	Nottingham’s proposed light rail system, Nottingham Express Transit (NET), with a 13 kilometre route, approved as a Private Finance Initiative scheme. It will be built and run as a concession by the Arrow consortium, which includes the city’s main bus operator, Nottingham City Transport.
1999	May	West Midland Metro opened from Wolverhampton - Birmingham Snow Hill.
	October	Tenders invited for the public-private partnership of London Underground’s deep level lines. Jubilee Line Extension partly open from Stratford to Waterloo.
	November	Targets set at the Bus summit. Bus operators given performance targets on scheduled mileage to be operated and on the age of vehicles. The London bus operators got additional funding to increase reliability.
		Opening of the the completed Jubilee Line Extension from Green Park to Stratford and the Docklands Light Railway extension to Lewisham.

2000	February	Arriva bought MTL, the employee-owned Liverpool based bus and train operator, for £84.7 million. The Merseyrail and Northern Spirit rail franchises end three years early (in February 2001). Arriva agreed to divest some bus operations.
	March	Stagecoach sold Porterbrook, rail rolling stock leasing company, to Abbey National for £1.4 bn.
		LTB re-activated London Buses Ltd to take over direct operation of the six tendered services formerly run by Harris Bus. The 64 leased buses trade as East Thames Buses.
	May	Croydon Tramlink light rail network in south London opened.
	July	Transport for London (TfL) established on 3 July under the control of the Greater London Authority and the Mayor of London, elected in May.
2001	March	Railtrack announced its Strategic Agenda. Participation from the private sector would be required to deliver the £60 billion of investment in the network.
	June	Statutory minimum bus concessionary fares introduced in England. Local authorities must offer a concession of at least half the single fare to women aged 60 and over, men aged 65 and over. The concession need not cover peak periods. The permit/photocard must be free of charge.
		Department for Transport, Local Government and the Regions (DTLR) was set up after the general election, with its own ministers and Secretary of State.
	August	Connex South Central rail franchise brought to an early end owing to poor performance. Govia (holder of the Thameslink franchise) was awarded the services and employed the former staff, trading as South Central but proposing a new name "New Southern Railway".
	October	Railtrack Plc put into Administration, its shares suspended. Railtrack Group remains to continue major infrastructure projects in progress, such as the high speed link to the Channel Tunnel.
		Licensing of Private Hire Vehicle (minicab) operators in London made mandatory by TfL through the Public Carriage Office. Licensing of vehicles and drivers to follow at a later date.
2002	May	Creation of the Department for Transport (DfT). Former DTLR non-transport functions moved to the Office of the Deputy Prime Minister (ODPM).
	June	Buses on the two Red Arrow routes in London replaced with 31 new articulated buses with cashless boarding at all entrances.
	October	Network Rail, a private not-for-profit company, took over as the national track authority.
2003	April	TfL modified taxi tariffs in London and introduced compulsory licensing for PHV drivers.
		Introduction of equal age for concessionary fares for men and women, at age 60.
	July	Mayor of London obtained control of London Underground on 15 July. Transport for London took responsibility for the strategic operations of LU, London's buses, DLR, Croydon Tramlink, taxis, private hire vehicles (minicabs) and riverbus services.
		The Merseyrail (Serco/Nedrail) franchise took over from Arriva on 20 July. Serco has an operating interest in Manchester Metrolink and Docklands Light Railway.
		Arriva won the Wales & Borders rail franchise for 15 years, to be from the end of 2003.
	October	All central London bus routes moved to off-bus prepayment for tickets, with roadside ticket machines for singles and returns.
	November	Connex South Eastern rail franchise terminated. South Eastern Trains, a wholly owned subsidiary of the SRA, took over the operation until a new Integrated Kent franchise is awarded in 2005.
2004	March	Nottingham Tram opened to the public. Operated by Nottingham City Transport, integrated with bus routes at points along its 14km length.
	April	National Express Group, parent of West Midlands Travel and Central Trains, took over the franchise for East Anglia, replacing WAGN, First Great Eastern and Anglia Railways. The franchise operates as One Railway.
	May	South Central rail franchise became Southern Railway.

Annex A Table 1

Passenger journeys on public transport vehicles in GB: 1950-2003/04 millions

	Local (stage) services by bus, trolleybus, or tram	Street running public transport				Rail systems [1]			Air [2]
		Local bus service	Non-local bus or coach	Trolley buses	Trams	National rail network	London Under-ground	Light rail, other rail & metros	Passengers uplifted on domestic flights
1950	16,445	12,734	260	1,961	1,750	1,010	695	..	..
1955	15,592	13,225	337	1,598	769	994	676	..	1.2
1956	15,169	13,059	341	1,503	607	1,029	678	..	1.4
1957	14,404	12,491	332	1,437	476	1,101	666	..	1.6
1958	13,513	11,879	337	1,257	377	1,090	692	..	1.5
1959	13,592	12,152	345	1,193	247	1,069	669	..	1.7
1960	13,313	12,166	367	990	157	1,037	674	..	2.2
1961	13,019	12,159	384	756	104	1,025	675	..	2.8
1962	12,648	12,045	382	557	46	965	668	..	3.3
1963	12,352	11,860	381	476	16	938	673	26	3.7
1964	11,881	11,497	386	368	16	928	674	27	4.2
1965	11,239	10,938	413	286	15	865	657	24	4.7
1966	10,609	10,407	419	188	14	835	667	24	5.1
1967	10,166	10,047	450	106	13	837	661	23	5.3
1968	9,779	9,699	455	68	12	831	655	21	5.0
1969	9,365	9,303	458	50	12	806	676	20	5.2
1970	8,687	8,643	467	34	10	824	672	18	5.4
1971	8,153	8,128	486	15	10	816	654	17	5.4
1972	7,912	7,901	512	1	10	754	655	16	5.9
1973	7,877	7,866	577	.	11	728	644	16	6.5
1974	7,716	7,706	597	.	10	733	636	15	6.1
1975	7,533	7,524	635	.	9	730	601	15	5.8
1976	7,149	7,141	648	.	8	702	546	11	6.1
1977	6,864	6,856	641	.	8	702	545	5	5.5
1978	6,625	6,617	680	.	8	724	568	3 [3]	6.4
1979	6,472	6,463	628	.	9	748	594	3	7.2
1980	6,224	6,216	559	.	8	760	559	13	7.2
1981	5,694	5,688	584	.	6	719	541	28	6.6
1982	5,518	5,512	579	.	6	e 630	498	51	7.0
1983	5,587	5,581	622	.	6	694	563	62	7.0
1984	5,650	5,644	587	.	6	702	672	70	8.0
1985/86	5,641	5,635	537	.	6	686	732	72	8.6
1986/87	5,341	5,335	572	.	6	e 738	769	60	9.3
1987/88	5,292	5,287	592	.	5	798	798	59	10.3
1988/89	5,215	5,210	563	.	5	822	815	66	11.6
1989/90	5,074	5,068	594	.	6	812	765	69	12.6
1990/91	4,851	4,845	619	.	6	810	775	66	13.1
1991/92	4,665	4,660	..	.	5	792	751	63	12.0
1992/93	4,480	4,475	..	.	5	770	728	68	12.0
1993/94	4,386	4,381	..	.	5	740	735	72	12.4
1994/95	4,419	4,414	..	.	5	735	764	78	13.3
1995/96	4,383	4,378	..	.	5	761	784	82	14.3
1996/97	4,350	4,345	..	.	5	801	772	87	15.3
1997/98	4,331	4,326	..	.	5	846	832	93	16.2
1998/99	4,248	4,244	..	.	4	892	866	100	16.9
1999/00	4,280	4,276	..	.	4	931	927	109	17.4
2000/01	4,308	4,304	..	.	4	957	970	134	18.2
2001/02	4,347	4,342	..	.	5	960	953	141	18.5
2002/03	4,447	4,443	..	.	4	976	942	150	20.2
2003/04	4,536	4,532	..	.	4	1,014	948	156	21.0

1 Light rail and metros comprise the Glasgow Underground, Tyne and Wear Metro (from 1980), DLR (1988/89) Manchester Metrolink (1992/93), Supertram (1993/94), West Midlands Metro (1999), Croydon Tramlink (2000), Nottingham Tram (2004).

2 UK airlines, domestic passengers uplifted on scheduled and non-scheduled flights at calendar year end.

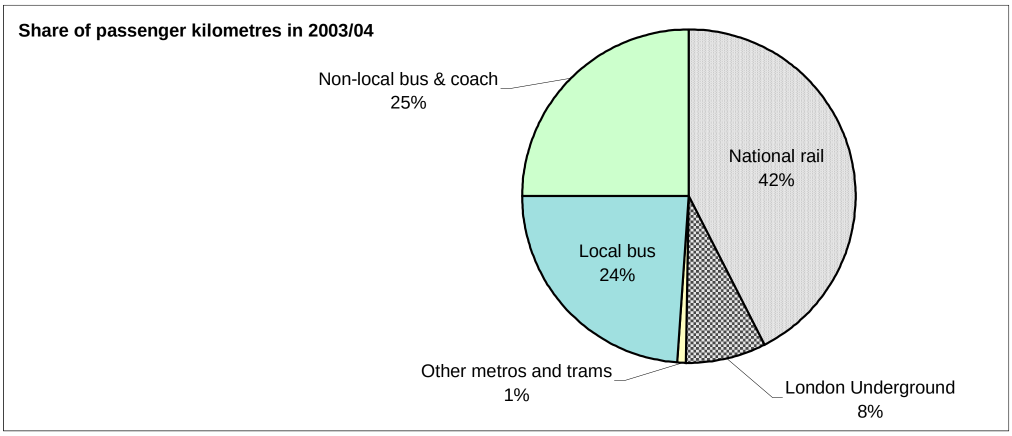
3 Glasgow Underground was closed for refurbishment during all of 1978 and 1979, reopening in 1980.

Annex A Table 2

Rail and bus passenger kilometres

millions

	Rail	London metros		Other metros		Tram	Bus & coach (PSV)				Total
	National rail network[1]	London Underground	DLR and Croydon Tramlink	Glasgow Underground	Metros outside London		London bus network of TfL	All local buses in GB	Non-local buses and coaches in GB	All PSV	
1970	30,400	5,100	.	..	..	..	..	47,600	12,500	..	..
1971	30,100	5,200	.	..	..	..	..	46,600	13,000	59,600	..
1972	29,100	5,300	.	..	..	..	..	46,200	13,400	59,600	..
1973	29,800	5,200	.	..	..	..	..	46,950	13,900	60,850	..
1974	30,900	5,200	.	..	..	..	..	45,950	15,400	61,350	..
1975	30,900	4,800	.	..	..	..	..	44,500	15,700	60,200	..
1976	28,400	4,400	.	..	..	..	..	42,450	16,000	58,450	..
1977	29,300	4,300	.	..	..	..	..	41,760	15,800	57,560	..
1978	30,000	4,500	.	..	..	..	..	40,000	16,100	56,100	..
1979	30,700	4,500	.	..	..	..	..	38,830	16,800	55,630	..
1980	30,300	4,200	.	..	..	..	..	35,850	15,600	51,450	..
1981	29,700	4,100	.	..	..	..	..	32,940	16,500	49,440	..
1982	27,200	3,700	.	..	..	..	..	30,980	17,000	47,980	..
1983	29,500	4,300	.	..	..	..	..	31,050	17,200	48,250	..
1984	29,500	5,400	.	..	..	..	..	31,230	17,000	48,230	..
1985/86	30,400	5,961	.	36.2	301.6	26.0	..	31,220	17,530	48,750	85,475
1986/87	30,800	6,200	.	38.0	296.3	..	..	28,700	17,950	46,650	..
1987/88	32,400	6,257	.	39.1	284.2	..	..	28,390	18,300	46,690	..
1988/89	34,300	6,293	32.0	39.4	308.0	..	3,770	28,200	18,170	46,370	..
1989/90	33,300	6,016	37.8	39.1	318.8	..	3,244	27,720	19,350	47,070	..
1990/91	33,200	6,164	33.0	39.6	290.0	..	2,970	26,620	18,970	45,590	..
1991/92	32,500	5,895	32.3	39.3	277.4	..	2,590	25,260	18,530	43,790	..
1992/93	31,700	5,758	32.5	39.1	324.4	..	3,996	24,380	18,160	42,540	..
1993/94	30,400	5,814	39.4	41.4	345.2	..	3,819	24,450	19,330	43,780	..
1994/95	28,700	6,051	55.0	42.6	357.1	..	3,912	24,280	19,420	43,700	..
1995/96	30,000	6,337	70.3	41.4	361.7	..	4,018	23,580	19,720	43,300	..
1996/97	32,100	6,153	86.0	39.8	368.8	..	4,159	23,200	20,000	43,200	..
1997/98	34,700	6,479	102.9	45.2	371.0	..	4,350	23,180	20,850	44,030	..
1998/99	36,280	6,716	144.3	46.7	389.8	..	4,315	22,670	22,200	44,870	..
1999/00	38,455	7,171	172.1	47.0	442.9	13.1	4,429	22,350	23,870	46,220	92,521
2000/01	38,179	7,470	296.1	46.1	475.2	12.6	4,709	22,500	24,000	46,500	92,979
2001/02	39,141	7,451	305.9	44.1	488.8	14.9	5,128	22,540	24,000	46,540	93,986
2002/03	39,677	7,367	332.1	42.8	531.5	13.8	5,734	22,900	24,000	46,900	94,864
2003/04	40,900	7,340	340.5	42.7	550.4	11.3	6,431	23,000	24,000	47,000	96,185
Percentage change over:											
1 year	*3*	*0*	*3*	*0*	*4*	*-18*	*12*	*0*	*0*	*0*	*1*
10 years	*35*	*26*	*764*	*3*	*59*	..	*68*	*-6*	*24*	*7*	..



Annex A Table 3

Local bus commercial and subsidised kilometres outside London

millions

		English metropolitan (PTE) areas	English non-PTE counties	Scotland	Wales	England outside London
1986/87	From deregulation, 157 days only					
	Commercial	196	340	115	33	536
	Subsidised	42	68	18	9	110
	All	239	408	133	42	646
1990/91	Commercial	555	859	292	98	1,413
	Subsidised	95	176	44	25	271
	All	650	1,035	336	123	1,684
1991/92	Commercial	569	849	304	94	1,418
	Subsidised	93	186	51	26	279
	All	662	1,035	355	120	1,697
1992/93	Commercial	584	857	301	91	1,441
	Subsidised	95	183	46	27	278
	All	679	1,040	347	119	1,719
1993/94	Commercial	606	870	307	98	1,477
	Subsidised	87	188	54	32	275
	All	693	1,058	361	130	1,752
1994/95	Commercial	631	889	317	98	1,521
	Subsidised	89	190	51	27	279
	All	720	1,080	368	125	1,800
1995/96	Commercial	601	908	295	99	1,510
	Subsidised	94	193	54	24	287
	All	695	1,102	350	123	1,797
1996/97	Commercial	602	929	311	95	1,531
	Subsidised	90	187	57	25	277
	All	692	1,116	368	120	1,808
1997/98	Commercial	604	897	310	92	1,501
	Subsidised	93	186	58	25	279
	All	697	1,083	368	117	1,780
1998/99	Commercial	601	918	298	88	1,518
	Subsidised	84	206	60	30	290
	All	684	1,123	358	118	1,808
1999/00	Commercial	578	904	308	90	1,481
	Subsidised	81	201	57	28	282
	All	659	1,105	365	118	1,763
2000/01	Commercial	576	906	318	93	1,481
	Subsidised	82	208	56	29	290
	All	658	1,113	373	122	1,772
2001/02	Commercial	560	874	310	95	1,434
	Subsidised	84	238	63	30	322
	All	644	1,113	373	125	1,756
2002/03	Commercial	548	850	313	88	1,397
	Subsidised	81	245	63	34	326
	All	628	1,095	376	123	1,723
2003/04	Commercial	546	734	318	68	1,280
	Subsidised	90	273	72	42	363
	All	636	1,007	390	110	1,643
Percentage change over one year:						
	Commercial	*0*	*-14*	*1*	*-23*	*-8*
	Subsidised	*12*	*11*	*15*	*22*	*11*
	All	*1*	*-8*	*4*	*-10*	*-5*

1 Following deregulation of local bus services.
In most of GB outside London this took place in October 1986.

Source: PSV operator annual returns

Annex A Table 4

Bus receipts and bus kilometres on local and non-local services

	Passenger receipts [1] (2003/04 prices) [2]					Vehicle kilometres				
	Local		Other		All	Local		Other		All
	£ million	%	£ million	%	£ million	millions	%	millions	%	millions
1960	3,887	*85*	667	*15*	4,554	3,179	*83*	632	*17*	3,811
1961	3,933	*85*	690	*15*	4,623	..	..	..	..	..
1962	3,925	*85*	690	*15*	4,615	..	..	..	..	..
1963	3,936	*85*	690	*15*	4,626	..	..	..	..	..
1964	3,958	*85*	701	*15*	4,659	..	..	..	..	..
1965	3,802	*84*	732	*16*	4,534	3,023	*81*	720	*19*	3,743
1966	3,799	*84*	745	*16*	4,544	..	..	..	..	..
1967	3,667	*83*	765	*17*	4,432	..	..	..	..	..
1968	3,608	*82*	780	*18*	4,388	2,825	*78*	800	*22*	3,625
1969	3,507	*82*	786	*18*	4,293	2,745	*77*	814	*23*	3,559
1970	3,530	*82*	768	*18*	4,298	2,623	*76*	840	*24*	3,463
1971	3,700	*82*	800	*18*	4,500	2,601	*75*	854	*25*	3,455
1972	3,618	*81*	823	*19*	4,441	2,511	*74*	905	*26*	3,416
1973	3,553	*81*	858	*19*	4,411	2,461	*72*	965	*28*	3,426
1974	3,407	*78*	943	*22*	4,350	2,413	*70*	1,049	*30*	3,462
1975	3,531	*78*	970	*22*	4,501	2,447	*69*	1,103	*31*	3,550
1976	3,745	*79*	994	*21*	4,739	2,430	*69*	1,080	*31*	3,510
1977	3,635	*79*	986	*21*	4,621	2,343	*68*	1,108	*32*	3,451
1978	3,593	*78*	1,012	*22*	4,605	2,301	*68*	1,103	*32*	3,404
1979	3,431	*76*	1,061	*24*	4,492	2,238	*67*	1,099	*33*	3,337
1980	3,422	*77*	995	*23*	4,417	2,263	*69*	1,017	*31*	3,280
1981	3,197	*75*	1,054	*25*	4,251	2,142	*66*	1,086	*34*	3,228
1982	3,244	*75*	1,094	*25*	4,338	2,111	*66*	1,095	*34*	3,206
1983	3,275	*75*	1,109	*25*	4,384	2,117	*65*	1,163	*35*	3,280
1984	3,227	*75*	1,101	*25*	4,328	2,125	*64*	1,189	*36*	3,314
1985/86	3,197	*74*	1,138	*26*	4,335	2,077	*62*	1,246	*38*	3,323
1986/87	3,127	*73*	1,160	*27*	4,287	2,160	*63*	1,253	*37*	3,413
1987/88	3,100	*72*	1,178	*28*	4,278	2,342	*64*	1,322	*36*	3,664
1988/89	3,052	*72*	1,167	*28*	4,219	2,390	*64*	1,349	*36*	3,738
1989/90	3,024	*71*	1,239	*29*	4,263	2,442	*64*	1,394	*36*	3,835
1990/91	2,945	*71*	1,196	*29*	4,141	2,448	*64*	1,390	*36*	3,838
1991/92	2,875	*71*	1,173	*29*	4,048	2,488	*64*	1,391	*36*	3,879
1992/93	2,847	*71*	1,160	*29*	4,007	2,515	*65*	1,349	*35*	3,864
1993/94	2,909	*70*	1,235	*30*	4,144	2,585	*64*	1,440	*36*	4,026
1994/95	2,973	*70*	1,245	*30*	4,218	2,650	*65*	1,428	*35*	4,078
1995/96	2,935	*70*	1,261	*30*	4,196	2,623	*64*	1,482	*36*	4,105
1996/97	2,940	*70*	1,269	*30*	4,209	2,638	*64*	1,503	*36*	4,141
1997/98	3,013	*69*	1,328	*31*	4,341	2,628	*63*	1,558	*37*	4,186
1998/99	2,991	*68*	1,421	*32*	4,412	2,642	*62*	1,590	*38*	4,232
1999/00	3,010	*66*	1,531	*34*	4,541	2,613	*64*	1,450	*36*	4,063
2000/01	3,133	*65*	1,671	*35*	4,804	2,640	*64*	1,506	*36*	4,146
2001/02	3,126	*64*	1,776	*36*	4,902	2,635	*64*	1,499	*36*	4,134
2002/03	3,179	*64*	1,752	*36*	4,931	2,628	*64*	1,450	*36*	4,078
2003/04	3,256	*70*	1,396	*30*	4,652	2,580	*65*	1,407	*35*	3,987
Percentage change over:										
1 year	*2*		*-20*		*-6*	*-2*		*-3*		*-2*
10 years	*12*		*13*		*12*	*0*		*-2*		*-1*
15 years	*7*		*20*		*10*	*8*		*4*		*7*

1 Local bus revenue includes concessionary fare reimbursement from local authorities.
2 Adjusted for general inflation using the GDP market price deflator.

Source: PSV operators

Annex A Table 5

Average weekly earnings and hours worked: all occupations and bus staff [1]

	All occupations				Bus and coach drivers [2,3]			
	Earnings per week (£ current prices)	Real earnings per week in £ at April 2004 prices[4]	Hours worked per week	Earnings per hour (£ current prices)	Earnings per week (£ current prices)	Real earnings per week in £ at April 2004 prices[4]	Hours worked per week	Earnings per hour (£ current prices)
1970	26.10	263.70	..	..	27.10	273.80	50.2	0.54
1971	28.70	264.76	..	..	31.00	285.98	49.4	0.63
1972	32.00	277.81	..	..	33.90	294.31	48.4	0.70
1973	36.40	287.64	42.1	0.86	39.90	315.29	51.0	0.78
1974	41.70	287.98	42.0	0.99	46.70	322.51	52.2	0.89
1975	54.00	306.47	41.3	1.31	63.70	361.52	51.5	1.24
1976	64.20	306.40	41.1	1.56	71.60	341.71	50.3	1.42
1977	70.20	285.25	41.3	1.70	77.30	314.11	51.5	1.50
1978	79.10	297.77	41.4	1.91	87.30	328.64	51.3	1.70
1979	89.60	306.31	41.5	2.16	93.10	318.27	52.1	1.79
1980	110.20	309.55	41.1	2.68	116.90	328.37	51.2	2.28
1981	124.90	313.14	40.3	3.10	128.60	322.41	50.3	2.56
1982	136.50	312.78	40.2	3.40	143.40	328.60	48.9	2.93
1983	147.40	324.78	40.1	3.68	151.80	334.47	47.0	3.23
1984	159.30	333.73	40.3	3.95	158.10	331.22	47.4	3.34
1985	171.00	335.04	40.4	4.23	170.90	334.84	47.8	3.58
1986	184.70	351.17	40.4	4.57	185.70	353.07	48.5	3.83
1987	198.90	362.83	40.4	4.92	179.90	328.17	48.4	3.72
1988	218.40	383.34	40.6	5.38	190.00	333.49	48.3	3.93
1989	239.70	389.43	40.7	5.89	198.50	322.50	48.1	4.13
1990	263.10	390.55	40.5	6.50	215.00	319.15	48.8	4.41
1991	284.70	397.21	40.0	7.12	221.50	309.03	47.2	4.69
1992	304.60	407.52	39.9	7.63	234.60	313.87	46.9	5.00
1993	316.90	418.55	39.8	7.96	238.60	315.14	48.2	4.95
1994	325.70	419.43	40.1	8.12	240.00	309.07	47.8	5.02
1995	336.30	419.13	40.3	8.34	243.20	303.10	47.9	5.08
1996	351.70	427.99	40.2	8.75	249.90	304.11	48.3	5.17
1997	367.60	436.75	40.3	9.12	266.40	316.51	48.7	5.47
1998	384.50	439.12	40.2	9.56	272.30	310.98	48.5	5.61
1999	401.56	451.39	39.9	10.04	285.37	320.78	48.5	5.89
2000	419.71	458.20	39.8	10.52	291.09	317.79	47.5	6.14
2001	444.34	476.68	39.8	11.15	310.73	333.35	47.4	6.57
2002	464.75	491.20	39.6	11.69	323.87	342.30	46.5	6.98
2003	475.80	487.62	39.6	12.00	340.34	348.79	46.8	7.27
Percentage change :								
1 year		*-1*	*0*			*2*	*1*	
10 years		*17*	*0*			*11*	*-3*	
since 1970		*85*	*..*			*27*	*-7*	

Source : *New Earnings Survey* by the ONS

1 Data refer to April of each year, include overtime and are for employees on adult rates whose pay was not affected by absence. Current price earnings are calculated to the nearest ten pence so this should be noted when using the adjusted earnings series.
2 Data for bus and coach drivers refer to men working full time.
3 Occupational classifications were changed in 1991 on introduction of the Standard Occupational Classification.
4 Adjusted for general inflation using the Retail Prices Index.

Annex A Table 6

Staff employed by bus and coach operators

thousands

	Platform staff			Maintenance and other staff			All PSV staff [2]
	Drivers	Conduct-ors	All	Mainten-ance	Other	All	
1965	98.3	79.4	177.7	..	..	89.5	267.2
1970	98.2	59.3	157.5	..	..	87.9	245.4
1975	102.7	34.0	136.7	..	..	87.7	224.4
1976	100.3	30.9	131.2	..	..	87.3	218.5
1977	98.5	27.4	125.9	..	..	86.2	212.1
1978	98.4	25.0	123.4	..	..	87.7	211.1
1979	99.1	21.5	120.6	..	..	88.3	208.9
1980	96.4	16.7	113.1	..	..	88.4	201.5
1981	92.8	12.8	105.6	..	..	85.3	190.9
1982	92.3	11.1	103.4	..	..	84.3	187.7
1983	93.3	9.9	103.2	..	..	84.2	187.4
1984	92.1	9.0	101.1	..	..	80.4	181.5
1985/86 [1]	..	..	105.4	37.3	31.6	68.9	174.2
1986/87 [1]	..	..	103.9	32.9	29.9	62.9	166.8
1987/88	..	..	104.0	29.9	25.9	55.8	159.8
1988/89	..	..	104.5	29.1	25.6	54.7	159.2
1989/90	..	..	105.5	27.9	24.7	52.6	158.1
1990/91	..	..	104.6	27.2	23.5	50.7	155.3
1991/92	..	..	103.6	25.8	22.0	47.8	151.4
1992/93	..	..	103.1	24.5	20.7	45.2	148.3
1993/94	..	..	105.0	23.9	19.1	43.0	148.0
1994/95	..	..	105.0	23.1	20.2	43.4	148.3
1995/96	..	..	106.1	22.0	17.8	39.8	145.9
1996/97	..	..	106.3	21.4	18.0	39.4	145.7
1997/98	..	..	108.7	19.9	17.3	37.2	145.9
1998/99	..	..	113.6	20.0	18.1	38.0	151.6
1999/00	..	..	117.2	19.9	17.9	37.8	155.0
2000/01	..	..	116.4	19.6	19.5	39.1	155.5
2001/02	..	..	118.2	20.8	21.6	42.4	160.6
2002/03	..	..	118.3	19.2	18.0	37.2	155.4
Percentage change :							
1 year	..	..	*0*	*-8*	*-17*	*-12*	*-3*
10 years	..	..	*15*	*-22*	*-13*	*-18*	*5*
since 1965	..	..	*-33*	..	..	*-58*	*-42*

1 Figures are annual averages for 1985/86 and 1986/87. For later years they refer to the financial year.
2 Up to 1984, the full-time equivalents of all part-time staff, and all working proprietors, were counted as 'other staff'. From 1985/86, they are classified according to their main occupation.

Source : DfT survey of PSV operators.

Annex A Table 7

Employee jobs in transport industries

thousands

	Road passenger transport			Railways		UK airlines (world-wide)	Employee jobs in all industries and services[1] in GB
	All GB	of which bus and coach [2]	Road per cent of total	All GB	Rail per cent of total		
1965	272	267	*1.2*	333	*1.5*	..	22,619
1970	250	245	*1.1*	237	*1.1*	..	21,993
1975	224	224	*1.0*	203	*0.9*	67	22,213
1976	219	219	*1.0*	194	*0.9*	68	22,048
1977	212	212	*1.0*	183	*0.8*	71	22,126
1978	396	211	*1.7*	194	*0.8*	74	23,589
1979	400	209	*1.7*	192	*0.8*	76	23,983
1980	394	202	*1.7*	191	*0.8*	76	23,683
1981	361	191	*1.6*	185	*0.8*	72	22,649
1982	355	188	*1.6*	177	*0.8*	61	22,156
1983	357	187	*1.6*	169	*0.8*	56	21,778
1984	362	182	*1.6*	163	*0.7*	56	21,960
1985	359	..	*1.6*	155	*0.7*	58	22,144
1986	340	174	*1.5*	150	*0.7*	60	22,100
1987	330	167	*1.5*	147	*0.7*	63	22,303
1988	333	160	*1.4*	144	*0.6*	65	22,995
1989	356	159	*1.5*	138	*0.6*	72	23,429
1990	379	158	*1.6*	138	*0.6*	76	23,724
1991	379	155	*1.6*	140	*0.6*	72	23,047
1992	373	151	*1.6*	142	*0.6*	70	22,657
1993	357	148	*1.6*	135	*0.6*	70	22,302
1994	345	148	*1.5*	128	*0.6*	72	22,380
1995	357	148	*1.6*	113	*0.5*	75	22,731
1996	490	146	*2.1*	80	*0.3*	80	23,047
1997	485	146	*2.1*	46	*0.2*	83	23,568
1998	455	146	*1.9*	50	*0.2*	88	23,957
1999	460	152	*1.9*	49	*0.2*	89	24,421
2000	453	155	*1.8*	49	*0.2*	94	24,932
2001	461	156	*1.9*	50	*0.2*	93	25,196
2002	474	161	*1.9*	51	*0.2*	88	25,134
2003	483	155	*1.9*	52	*0.2*	87	25,127
Percentage change :							
1 year	*2*	*-3*		*2*		*-1*	*0*
10 years	*35*	*5*		*-61*		*25*	*13*
since 1965	*78*	*-42*		*-84*		..	*11*

1 Total 'employee jobs' are from ONS data collected annually up to 30 June. Not seasonally adjusted.
2 Bus and coach data are at 31 March each year collected by DfT's survey of operators.

Sources: ONS survey of Employee jobs by Standard Industrial Classification (SIC), DfT surveys of PSV operators.

Annex A Table 8

Bus and coach (PSV) stock by type of vehicle [1] thousands

	Minibuses	Single deck buses				Double deck buses	All full size buses	of which low floor vehicles	Coaches
	9 to 16 seats	17 to 35 seats up to 7.49 tonnes	17 to 35 seats of 7.5 tonnes or over	36 or more seats	All				
1985/86[2]	6.5	..	..	..	..	25.0	..	..	..
1986/87[2]	6.9	..	..	..	..	24.5	..	..	..
1987/88	8.0	..	..	..	..	24.1	..	..	..
1988/89	7.7	..	..	..	..	23.5	..	..	..
1989/90	8.4	..	..	..	..	22.7	..	..	..
1990/91	8.1	..	..	..	..	22.2	..	..	..
1991/92	7.9	..	..	..	..	21.3	..	..	..
1992/93	8.7	..	..	..	..	20.9	..	..	..
1993/94	9.4	..	..	..	..	20.1	..	..	..
1994/95	9.3	..	..	..	..	19.7	..	..	..
1995/96	8.8	..	..	..	..	19.6	..	..	..
1996/97	10.0	..	..	..	..	18.6	..	..	..
1997/98	10.5	10.1	3.5	15.4	29.0	17.1	46.1	3.8	19.6
1998/99	10.9	10.1	4.3	15.6	30.0	17.0	47.0	5.1	20.8
1999/00	11.6	9.7	4.2	15.9	29.7	16.8	46.5	8.9	21.9
2000/01	10.9	9.3	4.7	16.2	30.2	16.0	46.2	10.1	21.1
2001/02	11.5	7.6	5.4	18.0	31.0	16.0	47.0	13.5	21.7
2002/03	11.7	8.3	5.0	18.2	31.6	16.4	48.0	14.1	19.7
2003/04	14.3	..	..	..	29.7	16.4	46.1	18.0	18.8
Percentage change :									
1 year	*22*	..	..	..	*-6*	*0*	*-4*	*28*	*-4*
10 years	*51*	..		..	..	*-19*	..	..	..
15 years	*86*	..		..	..	*-30*	..	..	..

1 Public Service Vehicles in the bus and coach taxation class having nine or more seats. Excludes community buses and PSVs operated under a special restricted licence as taxis.

2 Figures are annual averages for 1985/86 and 1986/87.

Source: DfT surveys of PSV operators

Annex B National Rail summary

This annex summarises data previously published by the SRA in the National Rail Trends Yearbook. That publication contains much more detail on individual train operators, performance and on rail use in the regions. A pdf version appears on the SRA web site at www.sra.gov.uk/sra/publications.

Central government grants

Until 1993/94, central government grants consisted of Public Service Obligation (PSO) Grant and Level Crossing Grant to British Rail. On 1 April 1994, PSO grants were replaced by OPRAF support and grants to BR and, from the point of franchise, to private sector TOCs. On 1 February 2001, OPRAF support was replaced by SRA support. Level Crossing Grant was paid to Railtrack in 1994/95 and 1995/96 and discontinued at the start of 1996/97 with the transfer of Railtrack into private ownership.

PTE Grants

These are grants paid by the seven metropolitan PTEs under section 20 of the Transport Act 1968 to secure passenger rail services in their respective areas. Until 1993/94 this support was funded entirely through Rate Support Grant and the PTEs' own resources. In 1994/95 and 1995/96 additional funding was paid through the Department of Transport and the Scottish Office, under Metropolitan Rail Grant (MRG). The PTE Special Grant was introduced in 1997/98, with the Scottish Office (and, since 1 July 1999, the Scottish Executive) making Special Grant payments to local authorities in the Strathclyde PTE area.

On 1 April 2001, the PTE Special Grants paid to English PTEs (from DETR at that time) were replaced by SRA grants to English PTEs. Loan repayments, under Deeds of Assumption, were made by the public sector railway industry, to the PTEs in 1995/96. They continued to be made from 1996/97 to 2000/01 via BR and DoA Ltd. On 1 February 2001, the SRA took responsibility for making BR's loan repayments then, on 1 October 2001, the SRA took responsibility for making DoA Ltd's loan repayments.

Direct network support

See Notes 3-5 to Table 1.

Other elements of Government support

Other elements of Government support mainly comprise the changes in indebtedness (borrowing minus lending) of the rail industry, that is BR until 1993/94, then Railtrack, rolling stock leasing companies (ROSCOs), Union Railways and European Passenger Services from 1994/95 until the point at which the businesses were privatised. The peak in 1992/93 reflects the high level of investment in Channel-Tunnel-related assets in that year. Also included are the proceeds from the sale of the ROSCOs and, from 1 April 1997 to 31 January 2001, the former BR's external finance requirement (EFR). Since 1 February 2001, the expenditure formerly funded from BR's EFR has been funded by the SRA. Since 1 April 2001 the SRA has also undertaken expenditure on project development, taking a leading role in sponsoring the development of network enhancements.

Freight grants

Rail freight grants are paid by the Government to encourage the movement of freight by rail.

Annex B Table 1

Investment in the rail industry

£ million

	Rolling stock	Other	All investment
a) At current prices			
1986/87	81	449	530
1987/88	103	527	631
1988/89	208	487	695
1989/90	234	655	889
1990/91	329	693	1,022
1991/92	453	840	1,293
1992/93	537	939	1,476
1993/94 [1]	422	762	1,184
1994/95	360	890	1,250
1995/96	200	900	1,100
1996/97 [2]	47	1,178	1,225
1997/98	114	1,430	1,544
1998/99	176	1,823	1,999
1999/00	236	2,012	2,248
2000/01	554	2,404	2,958
2001/02 [3]	922	3,148	4,070
2002/03 [4]	566	3,756	4,322
2003/04 [5]	774	4,722	5,496
b) At 2003/04 prices [6]			
1986/87	153	848	1,001
1987/88	185	942	1,127
1988/89	348	814	1,162
1989/90	365	1,022	1,388
1990/91	476	1,002	1,478
1991/92	618	1,146	1,764
1992/93	709	1,240	1,950
1993/94 [1]	542	979	1,521
1994/95	456	1,128	1,584
1995/96	246	1,109	1,355
1996/97 [2]	56	1,402	1,458
1997/98	132	1,660	1,793
1998/99	199	2,056	2,255
1999/00	261	2,221	2,482
2000/01	604	2,620	3,224
2001/02 [3]	979	3,343	4,322
2002/03 [4]	582	3,857	4,439
2003/04 [5]	774	4,722	5,496

1 Breaks in the series. There were changes in the accounting procedures when the industry was restructured in April 1994, so results before and after 1994/95 are not directly comparable.
2 From 1996/97 the Office for National Statistics has collected data from the private rail companies, for DfT. There was some residual British Rail investment in the 1996/97 total.
3 The government made direct grants of £499 million to Railtrack Plc and £185 million to London and Continental Railways to finance part of the investment undertaken by those companies in 2001/02.
4 The government made direct grants of £792 million to Railtrack Plc/Network Rail and £374 million to London and Continental Railways to finance part of the investment undertaken by those companies in 2002/03.
5 The government made direct grants of £1,448 million to Network Rail and £222 million to London and Continental Railways to finance part of the investment undertaken by those companies in 2003/04.
6 Prices adjusted to 2003/04 levels using the GDP market price deflator.

Source: ONS

Annex B Table 2

Support and grants to the rail industry £ million

	Revenue support grants to domestic passenger services of which: Central Government Grants	PTE Grants in metropolitan areas	Direct Network Support [1]	Other elements of Govt. support (Receipts)	All Govt. support excl. PTE Grants	All Govt. support incl. PTE Grants	Freight Grants
a) At current prices							
1986/87	755	70	.	22	777	847	6
1987/88	796	68	.	(251)	545	613	2
1988/89	551	70	.	(175)	376	446	2
1989/90	479	84	.	232	711	795	1
1990/91	637	115	.	440	1,077	1,192	4
1991/92	902	120	.	562	1,464	1,584	1
1992/93	1,194	107	.	870	2,064	2,171	2
1993/94	926	166	.	535	1,461	1,627	4
1994/95	1,815	346	.	(464)	1,497	1,697	3
1995/96	1,712	362	.	(1,643)	231	431	4
1996/97	1,809	291	.	(1,044)	775	1,056	15
1997/98	1,429	375	.	25	1,454	1,829	29
1998/99	1,196	337	.	53	1,249	1,586	29
1999/00	1,031	312	.	75	1,106	1,418	23
2000/01	847	283	.	84	931	1,214	36
2001/02	731	306	684	105	1,520	1,826	57
2002/03	935	304	1,166	183	2,284	2,588	49
2003/04	1,359	367	1,670	179	3,208	3,575	32
b) At 2003/04 prices[2]							
1986/87	1,426	132	.	42	1,468	1,600	11
1987/88	1,422	122	.	(449)	974	1,095	4
1988/89	921	117	.	(293)	629	746	3
1989/90	748	131	.	362	1,110	1,241	2
1990/91	921	166	.	636	1,557	1,724	6
1991/92	1,230	164	.	767	1,997	2,161	1
1992/93	1,577	141	.	1,149	2,727	2,868	3
1993/94	1,190	213	.	687	1,877	2,091	5
1994/95	2,300	438	.	(588)	1,897	2,150	4
1995/96	2,109	446	.	(2,024)	285	531	5
1996/97	2,153	346	.	(1,242)	922	1,257	18
1997/98	1,659	435	.	29	1,688	2,123	34
1998/99	1,349	380	.	60	1,409	1,789	33
1999/00	1,138	344	.	83	1,221	1,565	25
2000/01	923	308	.	92	1,015	1,323	39
2001/02	776	325	726	112	1,614	1,939	61
2002/03	960	312	1,197	188	2,346	2,658	50
2003/04	1,359	367	1,670	179	3,208	3,575	32

1 Direct Network Support in 2001/02 comprised £499 million of network grant paid to Railtrack and £185 million Channel Tunnel Rail Link capital grant. In 2002/03 it comprised £792 million of network grants paid to Railtrack/Network Rail and £374 million Channel Tunnel Rail Link capital grant. In 2003/04 it was £1,448 million of network grants paid to Network Rail and £222 million Channel Tunnel Rail Link capital grant.

2 Prices adjusted to 2003/04 levels using the GDP market price deflator.

Source : former BR, Railtrack, Network Rail, PTEs, SRA

Annex B Table 3

Rail franchise holders: Subsidy or receipts per passenger kilometre

Operator	Passenger kilometres 2003-2004 (millions)	Subsidy 2003-2004 (£ millions)	Subsidy (or receipts) per passenger kilometre at cash prices (pence)			
			2003/04	2002/03	2001/02	2000/01
Anglia Railways	860.2	4.4	0.5	0.2	(0.3)	2.5
Arriva Trains Merseyside [1]	99.8	20.5	20.5	23.1	21.2	27.5
Arriva Trains Northern	1,424.3	241.4	16.9	14.5	15.2	13.0
c2c (London-Tilbury-Southend)	836.2	20.1	2.4	2.6	2.1	3.1
Arriva Trains Wales	252.6	45.5	18.0	.	.	.
Cardiff Railways (to Oct 2001)	.	.	.	.	23.2	15.3
Wales & Borders (from Oct 2001)	533.1	78.1	14.7	13.5	14.3	.
Wales & West (to Oct 2001)	.	.	.	.	10.8	7.0
Wessex Trains (from Oct 2001)	435.4	78.0	17.9	13.6	12.9	.
Central Trains [1]	1,363.0	147.1	10.8	8.2	8.6	11.9
Chiltern Railways	635.7	24.4	3.8	3.2	2.6	1.8
Connex South Eastern	1,994.4	85.0	4.3	1.3	1.4	1.7
South Central	2,726.8	90.8	3.3	0.2	0.7	1.9
South Eastern Trains	1,302.0	49.2	3.8	.	.	.
Gatwick Express	197.9	(13.0)	(6.6)	(2.7)	(3.5)	(6.0)
GNER (Great North Eastern)	3,939.4	(22.4)	(0.6)	(0.7)	(0.8)	0.2
First Great Eastern	1,835.4	(31.9)	(1.7)	(2.1)	(1.1)	0.2
First Great Western	2,610.0	31.9	1.2	0.4	1.4	1.9
Island Line	6.6	3.1	47.0	39.3	36.9	33.7
Midland Main Line	1,330.0	(3.5)	(0.3)	(1.2)	(0.6)	0.0
First North Western [1]	803.7	191.7	23.9	22.6	20.5	16.8
ScotRail [1]	2,081.8	268.4	12.9	9.9	8.7	11.9
Silverlink	1,062.4	52.0	4.9	4.5	4.6	2.8
South West Trains	4,290.4	116.2	2.7	0.9	0.8	1.4
Thames Trains	1,004.3	(5.2)	(0.5)	(0.9)	0.0	1.5
Thameslink	1,368.9	(41.0)	(3.0)	(3.7)	(2.6)	(1.8)
Trans Pennine Express	120.0	30.3	25.3	.	.	.
WAGN (West Anglia Great Northern)	2,228.3	10.5	0.5	(0.1)	1.1	0.8
Virgin West Coast	2,744.9	332.0	12.1	6.5	6.0	1.9
Virgin Cross Country	2,666.3	246.1	9.2	8.0	4.9	3.6
Totals [2]	**40,753.8**	**2,050.0**				
Average subsidy in pence per passenger kilometre			**5.0**	**3.3**	**3.3**	**3.4**

Source: SRA "On Track"

1 These operators are partly funded by Passenger Transport Executives. Where a PTE retains a revenue risk it pays the gross operating costs less the actual revenue. The subsidy fugures shown are based on the assumed revenue levels set in the franchise agreement. This may overstate the acutal subsidy paid where there has been real revenue growth. Actual subsidy per km figures may therefore be less than stated for these operators.

2 Subsidy figures exclude any payments under incentive regimes. Figures in brackets show SRA receipts from operators.

Annex B Table 4

National Rail: passenger journeys by train operator [1] millions/percentage

	2000-01	2001-02	2002-03	2003-04	2003-04 on 2002-03
Long distance					
GNER	13.6	14.5	14.6	15.8	*8*
Virgin West Coast	15.3	16.5	15.2	14.9	*-2*
Virgin Cross Country	13.7	14.9	17.9	19.2	*8*
Midland Mainline	8.6	9.0	9.4	10.5	*12*
Great Western	18.6	19.2	20.2	21.1	*4*
London & South East					
Chiltern	11.4	11.8	12.2	12.8	*5*
South Central/Southern	110.4	111.8	114.9	116.8	*2*
South Eastern Trains	132.2	131.4	132.7	132.8	*0*
Great Eastern/One Railway	57.5	56.4	58.5	59.7	*2*
C2C	26.6	27.4	28.9	29.9	*4*
Silverlink	36.1	35.6	36.2	38.1	*5*
South West Trains	142.4	138.5	141.2	143.5	*2*
Thameslink	40.2	41.1	41.6	42.5	*2*
Thames Trains/First Great Western Link	36.4	36.4	37.3	36.0	*-3*
WAGN/One Railway	62.5	64.1	66.3	69.6	*5*
Regional					
Anglia/One Railway	8.3	8.8	9.5	10.1	*7*
Central Trains	36.1	37.0	36.5	38.5	*5*
Gatwick Express	4.5	4.3	4.2	4.5	*7*
Island Line	0.8	0.8	0.8	0.9	*7*
Merseyrail	21.3	23.8	25.0	27.8	*11*
Northern (Arriva Trains)	45.9	42.1	41.8	45.3	*8*
North Western	29.4	30.2	28.1	29.8	*6*
Wessex Trains	.	.	.	10.9	.
Scotrail	63.2	60.7	57.4	62.3	*9*
Wales (aggregate of operators)	21.5	23.3	25.4	18.0	.

Source: SRA

1 There have been franchise and service changes during this series:
Discontinuity in the Wales series. Cardiff Railways and Wales & West had the franchise until 13 Oct 2001. Wales & Borders and Wessex Trains took over from 14 Oct 2001.
Merseyrail was Arriva Trains Merseyside until 19 July 2003.
Connex South Eastern was replaced by South Eastern Trains on 18 November 2003.
Arriva Trains Wales was Wales & Borders until 6 December 2003. Current Wales & Borders comprises services transferred from First North Western in September 2003.
Some services transferred to Arriva Trains Wales in September 2003, others transferred from First North Western to TransPennine Express in February 2004.
Some services transferred from Arriva Trains Northern to TransPennine Express on 1 February 2004.
One Railway replaced Anglia Railways, First Great Eastern and WAGN on 1 April 2004
Thames Trains became First Great Western Link on 1 April 2004.
South Central became Southern on 30 May 2004.

Annex C Support for bus and light rail services

Public Transport Support

Public transport support (PTS) covers all forms of local authority current expenditure on public transport, other than concessionary fare reimbursement. Outside London, this is provided by PTEs, county councils or unitary authorities. It has been called 'public transport support' outside London since bus deregulation in 1986. Previously it was known as 'revenue support'. For public expenditure purposes PTS includes the following categories of expenditure:

a) **Payments to operators** for the operation of subsidised services.
b) **Professional and technical services** associated with present bus operations, such as the tendering process itself and publicity.
c) **Other expenditure** such as index-linking pensions of former employees of the old public sector bus companies. Nearly all bus operations have been in the private sector for many years so this is no longer a significant element of support.

Before bus deregulation in 1986, PTS was not necessarily targeted to the support of particular routes, nor was there a requirement to invite tenders for any services. In particular, in the PTE areas, revenue support covered both planning and operations, now separate functions.

Nearly all local bus services in London are operated by private sector companies under contract to TfL. Most of the support to London Buses Ltd prior to the sale of the operations was general in nature, including publicity.

Commercial bus services obtain some support in the form of central government subsidy paid directly to operators, as BSOG (formerly Fuel Duty Rebate), and concessionary fare reimbursement from local transport authorities. But these services are run without direct financial support from a transport authority, county council or unitary authority.

Subsidised bus services are those considered socially necessary and run under contract to local transport authorities with some direct subsidy. They include a few services subsidised without competitive tendering, under Section 91 of the Transport Act 1985 ('de minimis' arrangements). Services include those tendered under Rural Bus Subsidy Grant and Rural/Urban Challenge funding.

Support is summarised in Table F on page 13.

Light rail funding

There is no subsidy payment from central government direct to the operators but the local promoters pay subsidy (availability payments) and these are funded largely through additional Revenue Support Grant payments resulting from the previous issuing of Private Finance Initiative Credits. Light rail passengers who are elderly receive concessionary fare reimbursement on a similar basis to those who use local buses.

Tyne & Wear Metro is regarded as part of the national rail system, so support is by Section 20 payments under PTE grants. There is more information on rail grants in Annex B.

Annex D Annual Inquiry of PSV Operators : PSV Survey sampling frame and questionnaire design

Sample design

In 2003/04 financial year a sample of 1,600 bus and coach operators was selected from a register maintained by DfT from information held by Traffic Area Offices, of about 7,900 active bus and coach operators. The sample was stratified by size of operator, based on the number of vehicles they were licensed to run (the number of "discs"). All operators with 21 or more discs were selected, unless they had been given a three-year exemption when they responded to an survey in an earlier year. Operators holding 20 or less discs were sampled within each main postcode area with a probability proportional to the number of discs held, again after excluding operators that had responded in recent years.

The sample design and sampling fractions have to be a compromise between the optimal designs for local and other (non-local) services. As the table below shows, large operators are responsible for nearly all local work, so a smaller sample of small and medium sized operators would be acceptable for local services *alone*. However, the small and medium sized operators provide the majority of non-local services. The compromise solution spreads the burden among small operators by making the probability of selection proportional to their number of discs. Grossing factors are applied based on the number of discs and the response, derived from the operator population in each area and the level of response in each.

Sampling fractions and 2003/04 distributions by disc size group

No. of discs (approx. vehicles)	Percentage of local service passenger journeys	Percentage of local service bus kilometres operated	Percentage of other (non-local) vehicle kilometres operated	Gross up results by an average factor of	No. of operators active on 1 April 2004
1	}	}	*5*	26	2,131
2	}	}	*5*	26	1,904
3	} *0.4 in*	} *2.3 in*	*3*	26	573
4	} *total*	} *total*	*3*	13	525
5	}	}	*4*	11	364
6	}	}	*4*	9	309
7 to 13	*2.0*	*3.1*	*16*	6	991
14 to 20	*1*	*2*	*14*	5	410
21 or more	*96*	*92*	*46*	1	526
GB totals	4532 m	2580	1,410		7,733

Sampling errors

Sampling errors arise owing to the nature of the survey. Larger operators of 21 discs or more do not contribute to sampling errors as the survey is effectively a census, so there is no need to gross up their results, but there may be an element of estimation error for larger operators who were unable to complete all of the survey form or allocate their work to local authority areas. Smaller operators are more prone to sampling errors. There is much greater turnover of smaller operator licences.

Questionnaire design

In order to streamline and improve data quality, it was decided to invite operators to complete their 2003/04 returns using the online website operated by ODPM called InterForm. As in the past, there were two returns: a standard one for the smaller operators and a more detailed one for larger operators undertaking local bus operations. Of those who responded to the invitation to complete the form online, about 61% of those due to be complete the larger form agreed to do this online. The percentage for the other operators was about 37%. In practice, there were some teething problems with the website and a number of operators changed their minds and completed paper or spreadsheet versions of the forms.

Scottish Executive

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The Transport Statistics Users Group (TSUG) was set up in 1985 as a result of an initiative by the Statistics Users Council and the Chartered Institute of Transport (now known as The Institute of Logistics and Transport). From its inception it has had strong links with the Department for Transport. The aims of the Group are:

- to identify problems in the collection, provision, use and understanding of transport statistics, and to discuss solutions with the responsible authorities;
- to provide a forum for the exchange of views and information between users and providers of transport statistics;
- to encourage the proper use of statistics through publicity and education.

The Group holds regular seminars on topical subjects connected with the provision and/or use of transport statistics. Recent seminars have included:

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A newsletter is sent to all members about four times a year. Corporate membership of the Group is £50, personal membership £22.50, and student membership £10. For further details please contact:

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The TSUG has contributed to the production of the *Transport Yearbook 2004*. This contains information on sources from governmental and non-governmental organisations, including some European sources. One copy is supplied free to TSUG members. Non-members can purchase a copy from Local Transport Today for £40.

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