



Rail transport, 2016-17

28 March 2018
SB 18/2018

Key points

The number of rail passenger journeys in Wales increased in 2016-17, reaching its highest levels since 1995-96.

- There were 30.45 million rail passenger journeys which either started or ended in Wales in 2016-17, an increase of 0.5 per cent when compared to the previous year. Over two-thirds (70 per cent) of these journeys were within Wales ([Chart 1](#)).



Rail passenger journeys within Wales increased to 21.2 million journeys in 2016-17, a 2.5 per cent increase on 2015-16.

- These figures are driven by increases in South East Wales, South West Wales and Mid Wales over the period. In 2016-17, South East Wales accounted for 81.5 per cent, South West Wales for 10.7 per cent, North Wales for 6.7 per cent, and Mid Wales for 1.0 per cent of all journeys ([Table 3](#)).



In 2016 there was one railway fatality (excluding suicides).

- This has remained unchanged from 2015. There was 4 reported in 2012, 1 in 2013 and 2 in 2014. ([Table 7](#)).



In 2016-17, recorded notifiable offences decreased by 2.3 per cent.

- There were 1,187 notifiable offences reported on Welsh railways in 2016-17, down 28 from the previous year ([Table 8](#)).



Overall passenger satisfaction with their journey on Arriva Trains Wales for the most part has decreased from spring 2013 to autumn 2017.

- The average for all GB regional operators during the same period showed very little fluctuation ranging from 83 to 97 per cent ([Table 10](#)).



About this bulletin

This annual statistical bulletin reports on rail transport in Wales. The tables of underlying data are available on the [StatsWales website](#).

Presents information in 3 sections about the:

- Rail passenger journeys and train accidents up to the financial year 2016-17.
- Timetabled train kilometres and railway crimes up to the financial year 2016-17
- Passenger satisfaction from spring 2013 to autumn 2017.

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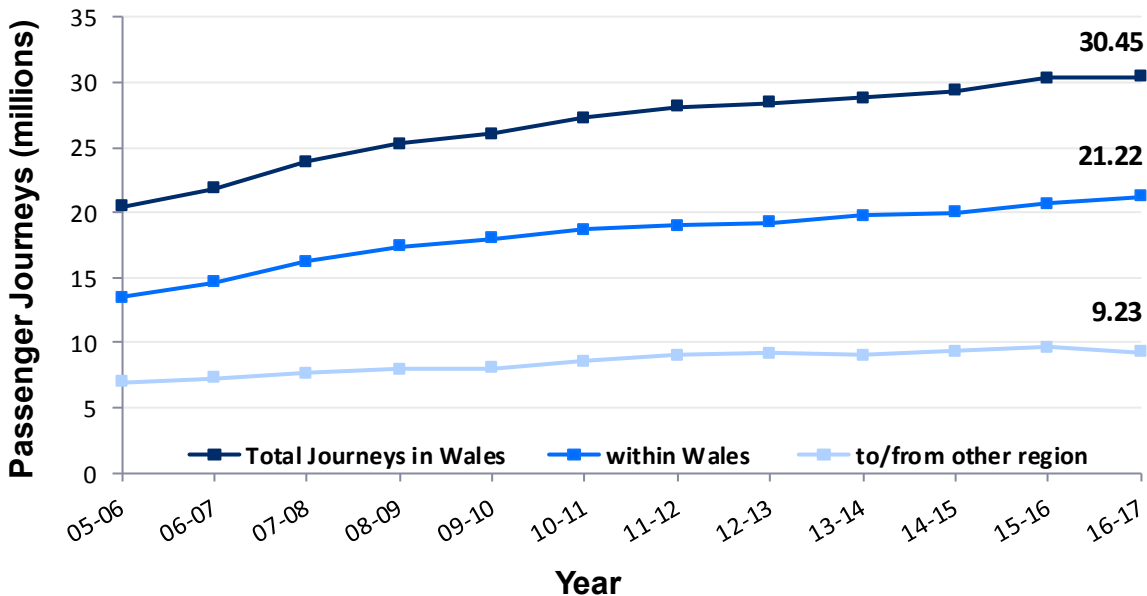
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1. Rail passenger journeys – Wales



[Chart 1](#) shows rail passenger numbers have increased year on year since 2005-06, reaching its present peak of 30.45 million passengers (2016-17). Rail passenger journeys in Wales accounted for 2.1 per cent of all rail passenger journeys in Great Britain in 2016-17. This section will describe these rail passenger journeys from 2012-13 to the present day in more detail, with other years available on Stats Wales.

Chart 1: Rail passenger journeys to/from or within Wales between 2005-06 and 2016-17



Source: WG analysis of ORR, National Rail Trends, Regional usage profiles

When compared to 2012-13, the 2016-17 figures for rail passengers show: a 10.3 per cent increase within Wales, a 0.6 per cent increase to/from another GB region, a 7.2 per cent increase for total journeys in Wales and a 15.8 per cent increase in GB journeys. This highlights that for the most part there has been larger changes when looking at the percentage change over 5 years when compared to the annual change between 2015-16 and 2016-17. The percentage changes between 2015-16 and 2016-17 are reported in [Table 1](#).

Table 1: Rail passenger journeys to/from or within Wales, 2012-13 to 2016-17

Millions and percentage

Year	Within Wales	To / from other Region	Total Journeys in Wales	Total GB journeys
2012-13	19.23	9.17	28.41	1,269
2013-14	19.79	9.05	28.85	1,333
2014-15	19.97	9.35	29.33	1,393
2015-16	20.71	9.61	30.31	1,464
2016-17	21.22	9.23	30.45	1,470
% change (a)	↑ 10.3	↑ 0.6	↑ 7.2	↑ 15.8
% change (b)	↑ 2.5	↓ 3.9	↑ 0.5	↑ 0.4

Source: WG analysis of office of rail regulation (ORR) data, National Rail Trends, Regional usage profiles

Note:

- (a) Refers to percentage change between 2012-13 and 2016-17
- (b) Refers to percentage change between 2015-16 and 2016-17

When looking at the number of rail passenger journeys by region, historically journeys between Wales and London and between Wales and the South West region of England account for the most rail passengers whereas journeys between Wales and Scotland and between Wales and the North East region of England account for the least amount of rail passengers. Although, rail passenger journeys for the most part since 2006-07 have been increasing year on year, 7 of the 10 regions have had decreases of between 3.9 and 9.2 per cent when compared to the previous year. The other 3 have had increases of between 0.2 and 2.3 per cent in rail passengers in 2016-17 (Table 2). The decrease in rail passenger numbers between Wales and London may be explained by the closure of the Severn Tunnel from 12 September 2016 to 21 October 2016. Over the last 5 years shown below, there has been very little fluctuation in the number of rail passenger journeys in Wales with numbers varying from 9,054 to 9,607.

Table 2: Rail passenger journeys between Wales and UK countries and English regions, 2012-13 to 2016-17

<i>Thousands</i>						
Between Wales and:	2012-13	2013-14	2014-15	2015-16	2016-17	% change (a)
East of England	163	158	158	145	139	↓ 3.9
East Midlands	140	133	137	137	137	↑ 0.2
London	2,266	2,225	2,239	2,244	2,110	↓ 6.0
North East	37	34	34	31	28	↓ 9.2
North West	1,847	1,825	1,887	1,915	1,923	↑ 0.4
Scotland	49	45	52	43	39	↓ 7.6
South East	699	664	662	646	611	↓ 5.5
South West	2,679	2,650	2,797	3,018	2,801	↓ 7.2
West Midlands	1,145	1,170	1,226	1,272	1,301	↑ 2.3
Yorkshire and the Humber	149	151	162	155	143	↓ 8.1
Wales - Total	9,173	9,054	9,354	9,607	9,233	↓ 3.9

Source: WG analysis of ORR data, National Rail Trends, Regional usage profiles

Note:

(a) Refers to percentage change between 2015-16 and 2016-17

2. Rail passenger journeys within Wales by local authority



Rail passenger numbers are calculated based on the origin and destination named on the ticket. This differs from figures published as part of the Passenger Rail Usage statistical release which is calculated based on the number of legs taken to complete a journey. Rail passenger journeys within Wales have continued to increase annually since 2012-13 with the 21,218,129 journeys reported in 2016-17 representing the highest numbers recorded within Wales and a 2.5 per cent increase on the 2015-16 figures. These figures are driven by increases in South East Wales, South West Wales and Mid Wales with passenger journeys in North Wales having fallen over the period. In 2016-17, South East Wales accounted for 81.5 per cent, South West Wales for 10.7 per cent, North Wales for 6.7 per cent, and Mid Wales for 1.0 per cent of all journeys ([Table 3](#)). In 2016-17, Cardiff and Rhondda Cynon Taf had the highest whereas the Isle of Anglesey and Ceredigion reported the lowest number of rail passengers, which is similar to previous years.

Table 3: Rail passenger journeys within Wales by local authority, 2012-13 to 2016-17

<i>Thousands and per cent</i>						
Local Authorities	2012-13	2013-14	2014-15	2015-16	2016-17	% change (a)
North Wales	1,612,459	1,539,889	1,490,969	1,492,273	1,429,470	↓ 4.2
Isle of Anglesey	71,167	69,523	67,820	66,592	64,568	↓ 3.0
Gwynedd	536,426	472,999	502,141	561,940	538,758	↓ 4.1
Conway	378,385	373,073	353,376	325,794	313,033	↓ 3.9
Denbighshire	282,817	282,980	247,587	237,023	230,469	↓ 2.8
Flintshire	158,174	157,661	149,721	145,009	135,282	↓ 6.7
Wrexham	185,490	183,653	170,324	155,915	147,360	↓ 5.5
Mid Wales	199,288	186,830	187,428	213,827	222,315	↑ 4.0
Powys	116,973	110,873	113,339	125,538	130,457	↑ 3.9
Ceredigion	82,315	75,957	74,089	88,289	91,858	↑ 4.0
South West Wales	2,143,603	2,157,229	2,234,037	2,259,015	2,269,716	↑ 0.5
Pembrokeshire	205,037	210,198	224,394	218,832	221,970	↑ 1.4
Carmarthenshire	487,428	480,928	500,910	498,411	510,780	↑ 2.5
Swansea	847,729	853,520	884,614	910,878	914,448	↑ 0.4
Neath Port Talbot	603,409	612,583	624,119	630,894	622,518	↓ 1.3
South East Wales	15,268,611	15,907,723	16,059,630	16,740,885	17,296,628	↑ 3.3
Bridgend	984,967	1,160,131	996,239	1,015,275	1,011,850	↓ 0.3
Vale of Glamorgan	1,541,760	1,613,460	1,591,876	1,667,483	1,710,500	↑ 2.6
Cardiff	7,499,123	7,733,550	7,995,890	8,470,596	8,758,014	↑ 3.4
Rhondda Cynon Taf	2,337,532	2,355,499	2,335,051	2,319,346	2,462,243	↑ 6.2
Merthyr Tydfil	318,348	372,443	385,521	392,297	357,006	↓ 9.0
Caerphilly	1,324,017	1,372,438	1,414,970	1,409,392	1,463,098	↑ 3.8
Blaenau Gwent	160,292	163,151	160,275	168,385	182,746	↑ 8.5
Torfaen	161,956	167,889	168,757	179,782	185,832	↑ 3.4
Monmouthshire	222,556	224,542	228,752	247,331	255,295	↑ 3.2
Newport	718,060	744,620	782,299	870,998	910,044	↑ 4.5
Wales	19,223,961	19,791,671	19,972,064	20,706,000	21,218,129	↑ 2.5

Source: WG analysis of ORR data, National Rail Trends, Regional usage profiles

Note:

(a) Refers to percentage change between 2015-16 and 2016-17.

3. Punctuality



[Table 4](#) illustrates the punctuality of trains run by Arriva Trains Wales.

Arriva Trains Wales' performance target for punctuality is for 88.8 per cent of all trains to arrive within 5 minutes of the scheduled arrival time. The figures show that over the 5 year period they have consistently exceeded this performance indicator. The figures for punctuality, late trains and cancellations rates have fallen slightly during this time. In 2016-17, the number of trains planned increased by 2,010, which represented a 0.6 per cent increase on the previous year.

Table 4: Punctuality of trains arriving within the estimated time of arrival and number of trains planned, 2012-13 to 2016-17

	<i>per cent and number</i>				
Arrival within	2012-13	2013-14	2014-15	2015-16	2016-17
5 mins (%)	93.3	93.1	93.0	92.2	91.9
10 mins (%)	95.8	95.7	95.8	95.4	95.1
Significantly late (% ^a)	0.2	0.2	0.2	0.2	0.2
Cancelled (%)	2.4	2.4	2.4	2.5	2.7
Trains planned (number)	321,222	320,929	321,971	326,158	328,168

Source: WG analysis of ORR data

Notes:

(a) Significantly late = more than 10 mins

4. Rail incidents



Information about safety on the mainline rail network comes from the Rail Safety and Standards Board (RSSB). [Table 5](#) shows that there was an increase in the number of incidents recorded in 2016 when compared to 2015, although in the context of the past 5 years, the 2014 and the 2016 figures were particularly high when compared to the 2012, 2013 and 2015 figures. More broadly the 2016 figure was 86.3 per cent higher when compared to the 2012-2015 average. There were 27 obstructions in 2016, the highest number over the period. Since 2015, there has been changes in the way in which ORR receive the data and as a result of this there may be inconsistencies with how the data has been put together in previous years. We are approaching the RSSB to further understand these changes.

Table 5: Train incidents, Wales, 2012 to 2016

Train incidents	Number					
	2012	2013	2014	2015	2016	
Collisions	0	0	0	0	0	3
Derailments	3	2	1	2	2	0
Obstructions	11	11	17	4	4	27
Fires	1	3	4	4	4	4
Missiles	0	0	6	4	4	0
Total	15	16	28	14	34	

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

Note:

From 2015 - there were changes in the way the ORR receive the data from the RSSB, therefore there may be inconsistencies with how the data has been put together in previous years and the data may be of lower quality.

In 2016, there were 2 potentially higher-risk train accidents (PHRTA), that is accidents that have the most potential to result in harm ([Table 6](#)). One of them involved a collision which was a buffer stop collision and the other one involved running into road vehicles which was at a level crossing.

Table 6: Potentially higher-risk train accidents (PHRTA), Wales, 2012 to 2016

PHRTA	Number					
	2012	2013	2014	2015	2016	
Collisions						
Passenger trains	0	0	0	0	0	0
Passenger and freight trains	0	0	0	0	0	0
Freight trains	0	0	0	0	0	0
Buffer stop collisions	0	0	0	0	0	1
Derailments						
Passenger train	2	1	0	0	0	0
Empty coaching stock	0	0	0	1	1	0
Freight train and vehicles	1	1	1	1	1	0
Running into road vehicles						
At level crossings	5	2	2	0	0	1
Elsewhere on the railway	0	0	0	0	0	0
Total	8	4	3	2	2	

Source: WG analysis of ORR data

Only one fatality was reported in 2016, ([Table 7](#)), that is where death occurs within one year of the incident on the Welsh rail network. Since 2015, suicides are no longer captured in the ORR data, which is why the numbers of railway fatalities have significantly reduced since 2015.

Table 7: Railway fatalities, Wales, 2012 to 2016

	<i>Number</i>				
	2012	2013	2014	2015	2016
Passengers	2	0	0	0	0
Staff	0	0	0	0	0
Other persons	1	1	0	0	1
Trespassers	1	0	2	1	0
Total (excluding suicides)	4	1	2	1	1
Suicide	12	10	11	*	*
Total	16	11	13	1	1

Source: WG analysis of RSSB data provided by the ORR

Note:

* From 2015 - there were changes in the way the data was collected and as a result of this suicides are no longer reportable to

5. Rail crime



Information about railway crimes comes from the British Transport Police's (BTP) computerised crime reporting system, CRIME. The total recorded notifiable offences decreased by 28 (2.3 per cent) in 2016-17. The largest categories of recorded offences were: violence against the person (225), theft of passenger property (206) and public disorder (189). When compared to 2015-16 there have been increases in recorded incidents of motor vehicle/cycle crime (15.7 per cent), sexual crime (15.4 per cent) and line of route crime (13.0 per cent), and decreases in recorded incidents of theft of passenger property (13.4 per cent), violence against a person (9.3 per cent), drug crime (8.2 per cent), theft of railway/commercial property and burglary (7.1 per cent) and public disorder (6.0 per cent) ([Table 8](#)).

Table 8: Recorded notifiable crime/offences on the rail network in Wales, 2012-13 to 2016-17 (Part 1 – continued overleaf)

Notifiable crime/offence (a)	Number of offences				
	2012-13	2013-14	2014-15	2015-16	2016-17
Theft of railway/commercial property and burglary					
Burglary/housebreaking booking office	0	2	0	0	1
Burglary/housebreaking	19	6	7	6	7
Theft from shop/kiosk	18	23	23	23	26
Goods in transit offences	0	1	0	0	1
Theft from vending machines	3	0	5	1	2
Theft undertaking stores	24	20	26	12	18
Live cable theft	40	35	24	15	12
Non - live cable theft	84	65	29	24	16
Other theft/burglary	9	7	10	17	8
Total	197	159	124	98	91
Public disorder					
Public fear, alarm or distress (b)	-	-	-	184	169
Bomb hoax offences	0	0	4	2	1
Other public order crime	177	165	170	15	19
Total	177	165	174	201	189
Fraud					
Ticket fraud	0	0	0	0	0
Forgery	0	3	0	1	0
Other fraud	9	5	2	5	8
Total	9	8	2	6	8
Drug crime					
Trafficking in controlled drug	4	0	5	7	3
Possession of controlled drug	151	116	75	66	64
Proceeds of crime (drugs)	0	0	0	0	0
Other drug crime	0	0	0	0	0
Total	155	116	80	73	67
Other notifiable crime/offences					
Handling/reset	3	3	2	3	2
Other firearms offences	4	0	0	0	0
Proceeds of crime (excl. drugs)	0	1	1	0	0
Other theft	10	8	7	9	10
Other offences	20	17	18	20	27
Total	37	29	28	32	39

Source: WG analysis of the British Transport Police Statistical Bulletin

Note:

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

(b) Public fear, alarm or distress was a new category added in 2015-16

Table 8 (continued): Recorded notifiable crime/offences on the rail network in Wales, 2012-13 to 2016-17

Notifiable crime/offence (a)	Number of offences				
	2012-13	2013-14	2014-15	2015-16	2016-17
Violence against the person					
Homicide/manslaughter	0	0	0	0	0
Attempted murder	0	0	0	0	0
Serious assault	79	62	68	60	53
Common assault	83	118	107	139	124
Police assault	12	10	17	13	17
Firearms/explosive	17	11	0	0	0
Racially or religiously aggravated public fear, alarm or distress	15	20	12	22	11
Other violence	11	15	34	14	20
Total	217	236	238	248	225
Sexual crime					
Sexual offences against females	11	7	14	10	23
Sexual offences against males	0	1	1	3	0
Exposure	3	2	3	6	2
Other sexual crime	4	8	4	7	5
Total	18	18	22	26	30
Criminal damage/malicious mischief					
Criminal damage/malicious mischief	59	48	58	85	85
Arson/fire-raising	4	8	3	5	1
Graffiti	8	18	17	8	18
Other criminal damage	0	0	0	1	0
Total	71	74	78	99	104
Line of route crime					
Destroy or damage/endanger safety	11	7	10	13	11
Obstruction	44	48	46	57	66
Throw missile at rail vehicle	17	14	15	7	10
Total	72	69	71	77	87
Theft of passenger property					
Theft luggage	59	51	57	76	48
Theft personal property	124	121	129	131	120
Theft from the person	32	34	35	31	38
Total	215	206	221	238	206
Motor vehicle/cycle crime					
Theft motor vehicle	5	1	2	3	2
Take vehicle without consent	1	2	1	0	0
Theft from vehicle	27	28	23	5	25
Damage to motor vehicle	19	15	20	22	27
Theft/damage pedal cycle	48	58	80	85	79
Interfere with motor vehicle	0	1	3	0	0
Total	100	105	129	115	133
Robbery					
Robbery	9	5	5	2	8
Assault with intent to rob	0	0	0	0	0
Total	9	5	5	2	8
All notifiable crime / offences	1,277	1,190	1,172	1,215	1,187

Source: WG analysis of the British Transport Police Statistical Bulletin

Note:

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

[Table 9](#) has not been updated in 2016-17. Since April 2016 non-notifiable offences are only recorded on British Transport Police's (BTP's) Crime system if a victim, witness or suspect is identified. Where none of these are known, this fact will be recorded on BTP's Incident recording system. If an offender is later identified, the non-notifiable offence will be recorded on the crime system. As a result of this decision, it was decided by the Chief Officer Group that BTP will only publish notifiable crimes in the statistical bulletin which is in line with statistics published by the Home Office and Office for National Statistics.

Table 9: Recorded non-notifiable offences on the rail network in Wales, 2012-13 to 2015-16 (a)

Non-notifiable offence (b)	Number of offences			
	2012-13	2013-14	2014-15	2015-16
Less serious line of route offences				
Railway trespass	579	505	541	590
Transport and works offences	0	0	0	0
Stonethrowing	52	34	33	26
Other less serious line of route offences	5	2	6	13
Total	636	541	580	629
Less serious public disorder offences				
Alcohol offences	81	73	75	109
Breach of the peace	0	0	0	0
Other less serious public order	331	311	355	226
Total	412	384	430	335
Less serious fraud				
Travel fraud	62	46	54	71
Travel related crime/greater distance	93	54	69	62
Failure to provide details/show ticket	0	1	1	1
Total	155	101	124	134
Other less serious offences				
Driving offences (R.T.A)	129	207	280	192
Vehicle related (byelaws)	5	12	6	4
Begging	16	35	22	8
Protection equipment	17	7	11	14
Other less serious offences	25	23	46	23
Total	192	284	365	241
All non-notifiable offences	1,395	1,310	1,499	1,339

Source: WG analysis of the British Transport Police Statistical Bulletin

Note:

(a) Since April 2016, there were changes in the way in which non-notifiable offences were recorded on the British Transport Police's Crime system. As a result of this, non-notifiable crimes were not published in the British Transport Police Statistical Bulletin.

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

6. Passenger satisfaction



Information about passenger satisfaction with train services and station facilities comes from surveys of rail users carried out by Passenger Focus.

The survey asks the same set of questions about passengers' experience of using railway facilities and rolling stock in the spring and autumn of each year. The Arriva Trains Wales stations include Cardiff and The Valleys, Interurban, Mid Wales and the borders, North Wales and the borders and South Wales and the borders/West Wales routes.

Overall passenger satisfaction with their journey on Arriva Trains Wales for the most part decreased from spring 2013 to autumn 2017. The average for all GB regional operators during the same period showed very little fluctuation ranging from 83 to 87 per cent. Passenger dissatisfaction during the same period increased ranging from 2 to 9 per cent.

Table 10: Overall passenger satisfaction with there journey on Arriva Trains Wales trains, spring 2013 to autumn 2017

	<i>Number / Percentage of respondents</i>				
	Sample size (number)	Satisfied or good (%)	Neither satisfied nor dissatisfied (%)	Dissatisfied or poor (%)	All regional operators satisfied or good (%)
Spring 2013	1,201	88	8	4	84
Autumn 2013	1,206	86	10	4	84
Spring 2014	1,045	83	11	6	86
Autumn 2014	1,033	83	11	6	84
Spring 2015	1,335	89	9	2	85
Autumn 2015	1,055	82	12	6	88
Spring 2016	970	82	11	7	85
Autumn 2016	1,040	82	11	7	84
Spring 2017	1,225	83	11	6	87
Autumn 2017	977	79	12	9	83

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

Rail passenger satisfaction with information provision at rail stations owned and operated by Arriva Trains Wales has reduced by 1 percentage point in autumn 2017 since the spring 2013 survey to 82 per cent. Passenger dissatisfaction has remained between 5 and 9 per cent during the same period. Furthermore when compared with all regional operators during the same period, passenger satisfaction with information provision has been lower at Arriva Trains Wales operated stations.

Table 11: Overall passenger satisfaction with the provision of information about train times/platforms at Arriva Trains Wales stations, spring 2013 to autumn 2017

	<i>Number / Percentage of respondents</i>				
	Sample size (number)	Satisfied or good (%)	Neither satisfied nor dissatisfied (%)	Dissatisfied or poor (%)	All regional operators satisfied or good (%)
Spring 2013	1,133	83	11	6	86
Autumn 2013	1,158	81	10	9	83
Spring 2014	1,000	82	12	6	86
Autumn 2014	974	81	11	8	84
Spring 2015	1,265	85	10	5	86
Autumn 2015	967	82	11	7	87
Spring 2016	915	83	11	6	87
Autumn 2016	976	78	15	7	84
Spring 2017	1,169	86	9	5	88
Autumn 2017	946	82	12	6	88

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

Rail passenger satisfaction with information provision on rail services operated by Arriva Trains Wales in autumn 2017 was 66 per cent. Passenger satisfaction has remained constant at 63 to 67 per cent from spring 2013 to autumn 2017. Between spring 2013 and autumn 2017, the proportion of satisfied passengers has remained between 63 and 67 per cent. The satisfaction level for all other GB regional operators was 73 per cent in autumn 2017. Over this period the benchmark of passenger satisfaction has remained constant between 69 and 74 per cent ([Table 12](#)).

Table 12: Overall passenger satisfaction with the provision of information during the journey on Arriva Trains Wales trains, spring 2013 to autumn 2017

	<i>Number / Percentage of respondents</i>				
	Sample size (number)	Satisfied or good (%)	Neither satisfied nor dissatisfied (%)	Dissatisfied or poor (%)	All regional operators satisfied or good (%)
Spring 2013	1,064	66	23	11	71
Autumn 2013	1,086	64	24	12	70
Spring 2014	958	66	23	11	71
Autumn 2014	940	66	21	13	69
Spring 2015	1,204	67	24	10	70
Autumn 2015	950	63	26	11	74
Spring 2016	864	64	23	14	72
Autumn 2016	927	63	23	14	71
Spring 2017	1,105	64	24	13	72
Autumn 2017	895	66	19	15	73

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

Notes

1 Context

1.1 Related publications

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

The Department for Regional Development in Northern Ireland used to produce a [quarterly statistical bulletin on road and rail transport](#), but following a user consultation, this is no longer updated.

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

2 Symbols

The following symbols have been used throughout the bulletin:

% Per cent, ↑ Increased, ↓ Decreased

3 Key Quality Information

3.1 Relevance

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

3.2 Accuracy

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

Timetabled train kilometres and rail passenger numbers

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

Rail safety

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

Rail crime

Information comes from the British Transport Police's (BTP) computerised crime reporting system, CRIME. The Home Office introduced a National Crime Reporting Standard (NCRS) that all police forces across England and Wales were required to adopt. BTP adopted this standard on 1 April 2002. The basic principles of NCRS are that if on the balance of probability a crime has been committed, it is recorded as a crime. The standard has made crime recording more victim focused.

Crime statistics are not always accurate indicators of risk. Police activity to target particular offences, changes in reporting patterns and other factors can affect reported crime figures. For more information see the [BTP's Statistical Bulletin](#).

Passenger satisfaction

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

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

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

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

[Details of the compliance of this survey with National Statistics standards.](#)

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

3.3 Timeliness and punctuality

The statistics in this bulletin relate to cases in Wales and Great Britain during either the 2016-17 financial year ending March 2017 (ORR data, tables 1-4 and British Transport Police data, tables 8-9) or the 2016 calendar year (ORR data, tables 5-7) or the bi-annual passenger satisfaction survey (tables 10-12) depending on the data source.

3.4 Accessibility and clarity

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

3.5 Comparability and coherence

See sections 1.1.

4 National Statistics status

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

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

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

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

5 Well-being of Future Generations Act (WFG)

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

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

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

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

6 Further details

The document is available at: <http://gov.wales/statistics-and-research/rail-transport/?lang=en>

7 Next update

March 2019 (provisional)

8 We want your feedback

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

9 Open Government Licence

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