

Annual Statistical Monitor



Merseytravel



1 April 2009 to 31 March 2010



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INTRODUCTION

The Annual Statistical Monitor aims to provide relevant, accurate and timely information to assist the continued refinement of transport services to meet the identified needs of the community of Merseyside.

This report covers the period 1 April 2009 to 31 March 2010, and details public transport patronage and provision (including infrastructure and vehicle standards), and tunnels traffic. It also shows trends in fare levels and prepaid ticket prices. Where practicable, data has been included for all years since deregulation for comparison purposes.

The periods compared in this issue measure the successful Capital of Culture Year, 2008, against the onset of the recession in 2009.

For the first time visitor numbers for the Merseytravel attractions, Beatles Story, Spaceport and U-boat Story, are included.

SUMMARY AND OVERVIEW

ABOUT THIS DOCUMENT

The summary below lists significant points from each section of the document. These points are illustrated in the main text. Data tables are included in the Additional Data section following page 55.

PASSENGER MOVEMENTS

- Total bus passenger journeys, at 142.9 million, showed a decrease of 3.9% from 2008/2009 figures. Within this, there has been a drop of 8.8% in cash fare journeys. There has been a decrease of 0.9% in prepaid travel, journeys made using bus operators' own ranges of prepaid tickets increased very slightly (less than 0.5%), while Merseytravel's prepaid ranges saw a drop of 2.7%.
- An average bus journey length remains the same at 2.8 miles. Average busloads also remained constant with 9.2 passengers per mile operated.
- Merseyrail passenger journeys increased by 1.3% to 39.6 million. The largest percentage passenger increase, of 7.5%, was on the City line.
- There was a 2% decrease in the number of embarkations on Mersey Ferries, 684 thousand passengers used the service. However, this follows the exceptional Capital of Culture Year and reflects the onset of recession thereafter.
- Traffic through the tunnels decreased to 25.3 million vehicles, down by 1.7%.

BUS SERVICE PROVISION

- Scheduled bus mileage on commercial services dropped by 3.7% to 35.6 million miles, and mileage on supported services increased by 1.5%, to 7.5 million miles. Overall, scheduled mileage dropped by 2.8% to 43.2 million miles.
- The number of bus operators participating in the concessionary and prepaid travel schemes decreased to 21.
- The market share of supported services rose to from 16.4% to 17.4%. However it had remained around 20% for the six years prior to 2007/08.

FARES AND TICKETING

- On peak time commercial bus services average fares fell by 1.5%, mainly due to the adoption by most major operators of flat fares for journeys within Liverpool. The flat fare across Merseyside on supported bus services remained the same. Peak time rail single fares rose by 3.5%.
- Solo ticket sales decreased by 10.0%, with 208 thousand tickets sold and Trio ticket sales decreased by 3.9% since last year, with 147 thousand tickets sold.
- Saveaway ticket sales have increased by 13.7%, to 2.1 million, after the removal of the restriction on use of these tickets during the evening peak hours.

- Railpass rail only season tickets were introduced in November 2005. 81 thousand of these tickets were sold in 2009/2010, a 15.7% increase on the previous year.

□

PASSENGER PERCEPTIONS

- Rail 'Passenger Charter' complaints were down 81.9%, to 32, over the year.
- Bus service complaints regarding all services fell by 32.4%, to 2,758, over the year.
- Regarding the tunnels, there were 92 complaints over the year, 14.8% less than the previous year.
- The ferry service received 168 complaints, a 10.7% decrease, and 163 compliments or suggestions, a 27.9% decrease, over the year.
- Calls to the Merseytravel Information Line increased by 10.8% to 355 thousand. Merseytravel's website has been operating successfully for 7 years. There were 1.2 million individual visits to Merseytravel's website over the year. Recent additions to the means of providing information are reported on for the first time this year.

INFRASTRUCTURE AND VEHICLE STANDARDS

- The average age of a bus on Merseyside is 8.1 years, compared to 8.7 years last year. A total of 230 supported services are operated using vehicles that at minimum meet the DPTAC accessibility criteria, which set out accessibility standards that are less stringent than full low floor step free accessibility. 156 of these services do use fully accessible vehicles.
- Merseytravel is responsible for the 6,126 bus stops on Merseyside, of which 4,260 have shelters. 621 have advertising space. There are 13 bus stations on Merseyside, of which 6 are staffed.
- There are 87 supported rail stations on Merseyside, and two train-operating companies, Merseyrail Electrics (2002) Ltd carrying 81.7% of passengers, and Northern carrying 18.3% of passengers.

ATTRACTIONS

- This year for the first time details of visitors to Merseytravel's popular attractions: the Beatles Story, Spaceport, and the U-boat story feature in this document.
- The Beatles Story saw visitor numbers increase by 6.1% to 200 thousand over the year.
- Spaceport attendance figures fell by 60% compared to 2008/09, 39 thousand people visited the attraction in 2009/10. However, special exhibitions at Spaceport appear to have significant influence on visitor numbers.
- The U-boat story welcomed 43 thousand visitors in 2009/10, its first full year of operation.

OVERVIEW

- Data produced by the Department for Transport indicates that all the changes outlined above are against a background of increasing levels of car ownership, up to 390 cars per thousand population. The figure remains well below the national average (459 cars per thousand) but it is growing at a much faster rate, 1.0% in the past year, compared to the national rate which fell by 9.7%. This growth has an impact on public transport use, which is likely to remain a challenge in future years as economic activity levels change. This highlights the need to address quality, consistency and reliability in public transport provision.

- The most recent mid-year population estimates, for 2009, show that a higher proportion of Merseyside's population, 20.1%, is over retirement age, compared with the national average of 19.5%. This places further demands on the public transport system. It will become even more important to ensure accessibility across all transport modes in the region.

1. MOVEMENTS

1.1. BUS

1.1.1. Standard Services

Compared with last year, passenger journeys have decreased by 3.9% to 142.9 million and passenger mileage has decreased by 3.3%. Scheduled bus mileage has also decreased, by 2.8%.

Figure 1

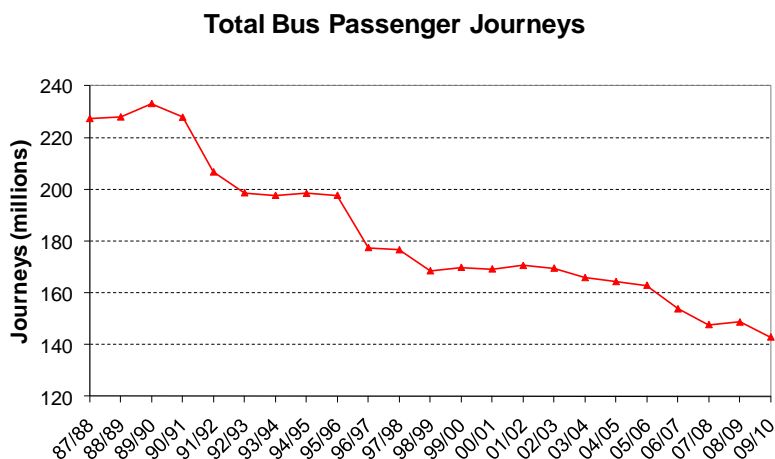


Figure 2

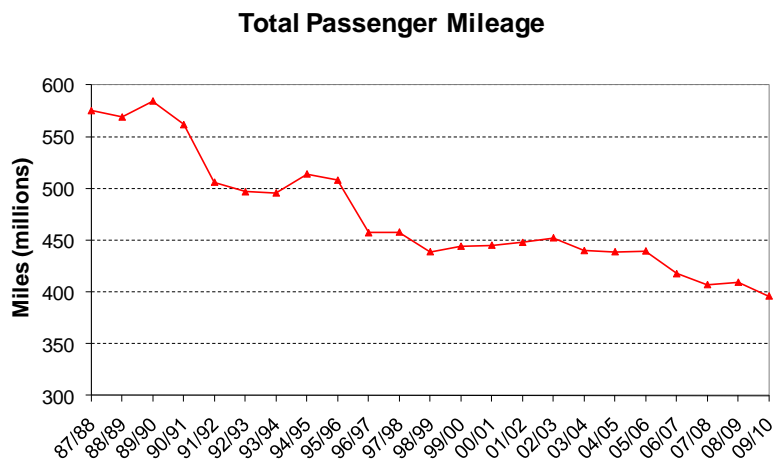
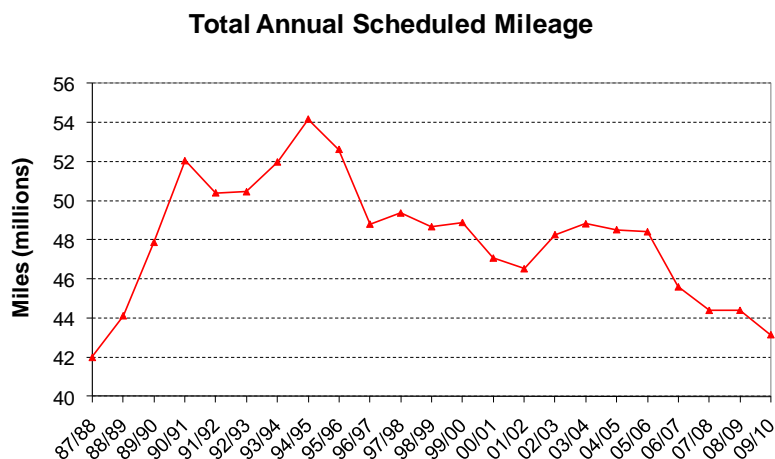


Figure 3



Source: Operator print, survey data. Integrated Transport

Figure 4

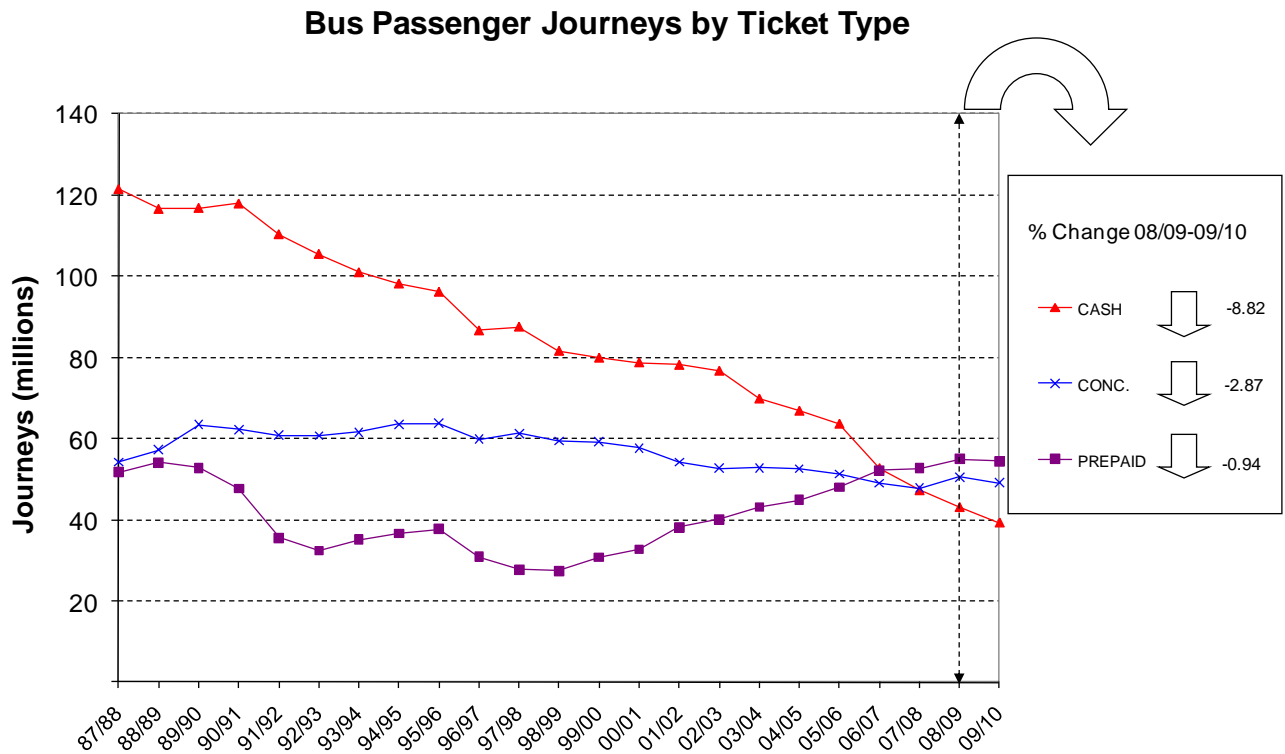
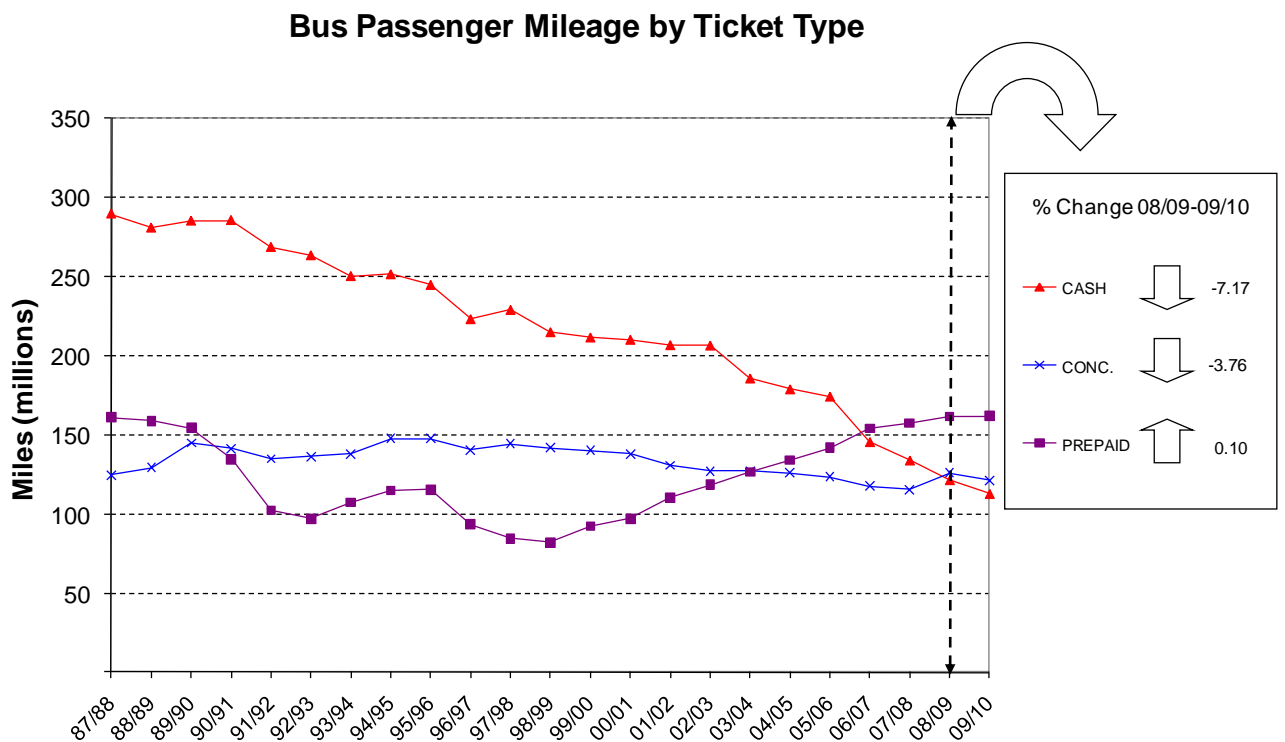


Figure 5



Source: Operator print, survey data. Integrated Transport

Figure 6

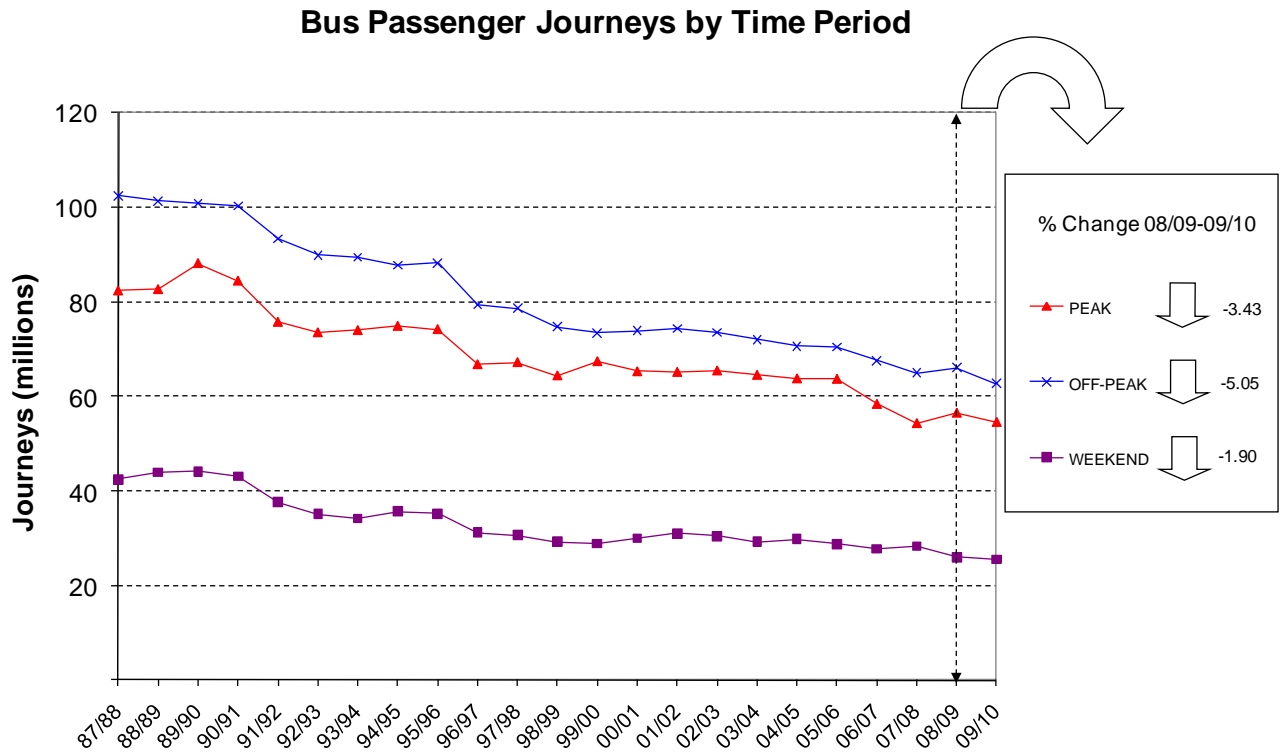
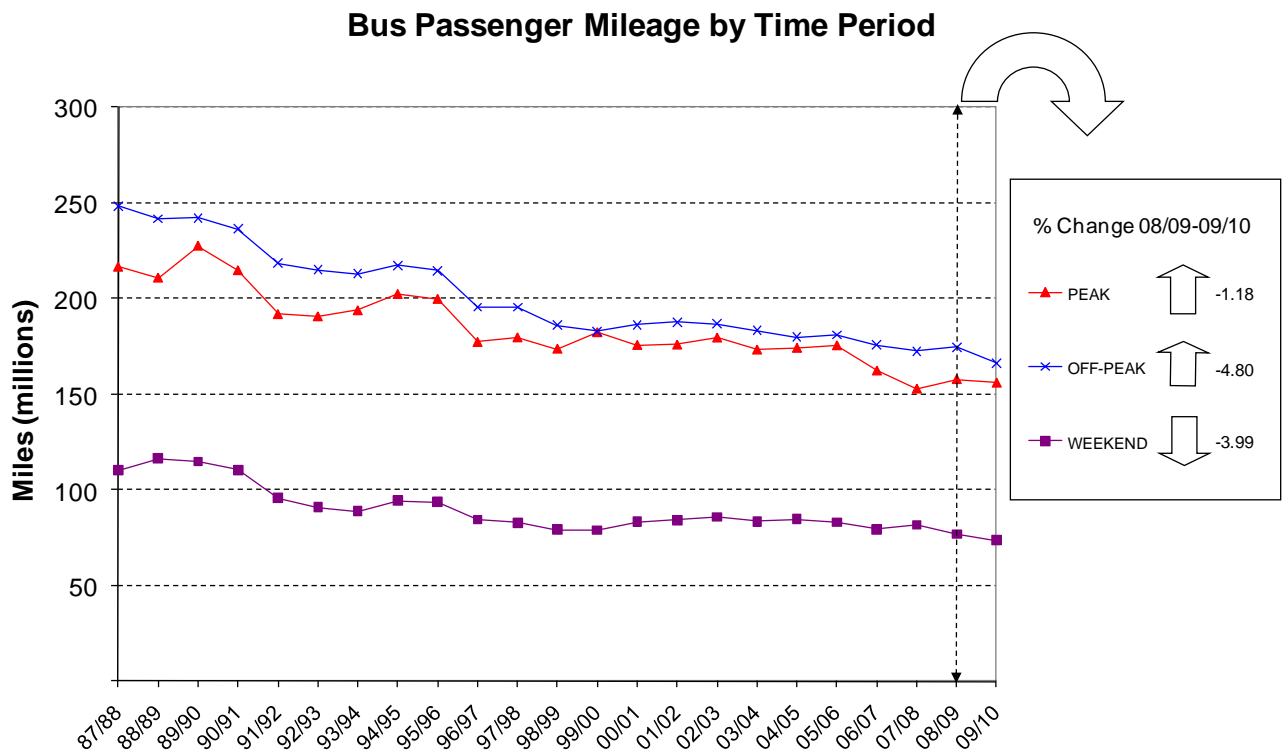


Figure 7



Source: Operator print, survey data. Integrated Transport

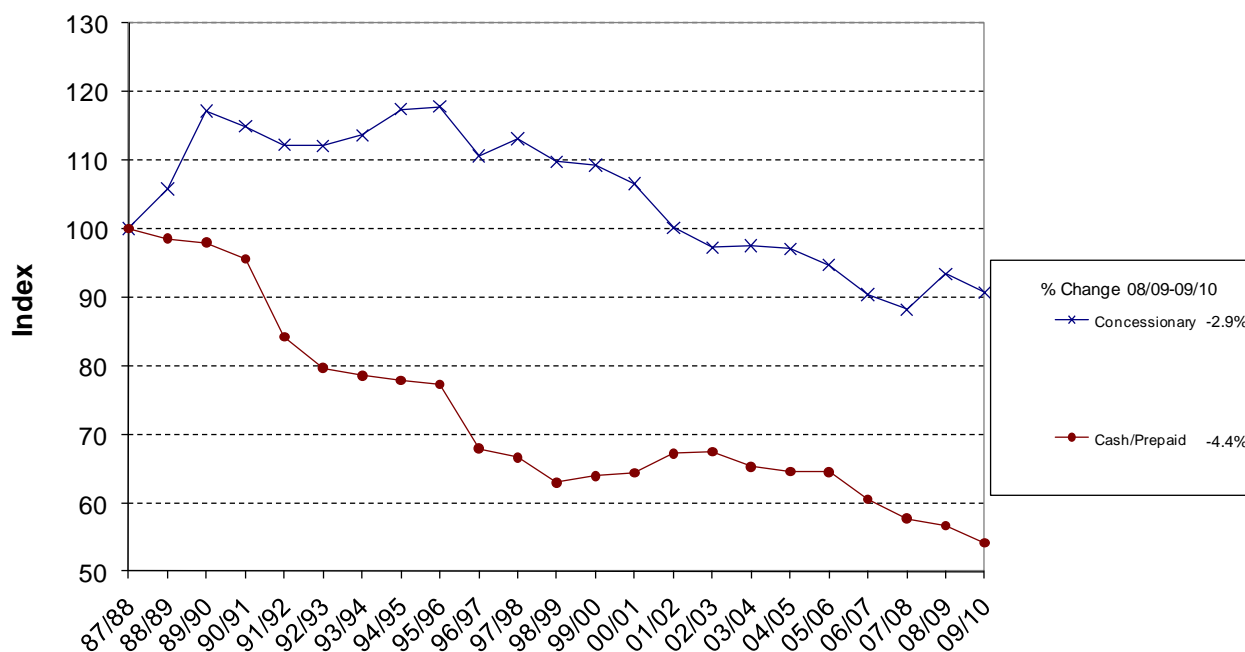
Concessionary bus travel has decreased by 2.9% in the last year, and is now 19.9% lower than in 1987/88. All other travel had been showing some resurgence from 1998/99 to 2002/03, but started to decline thereafter and dropped by 4.4% in the last year.

The Concessionary Bus Travel Act 2007 came into force on 1 April 2008. It implemented the 2006 Budget announcement of free off-peak travel on all local buses anywhere in England (rather than just within their local authority area of residence) for residents of England aged 60 and over or who are eligible disabled people.

1.6 million cross-boundary journeys, which the new legislation enabled, were made by concessionary pass holders in 2009/10; this was a rise of 8.1% on last year and represents 3.3% of all concessionary journeys.

Figure 8

Trends in Concessionary Bus Travel



Source: Operator print, survey data. Integrated Transport

Average busloads are calculated as total passenger mileage divided by scheduled bus mileage.

Average bus journey lengths are calculated as total passenger mileage divided by total passenger journeys.

Figure 9

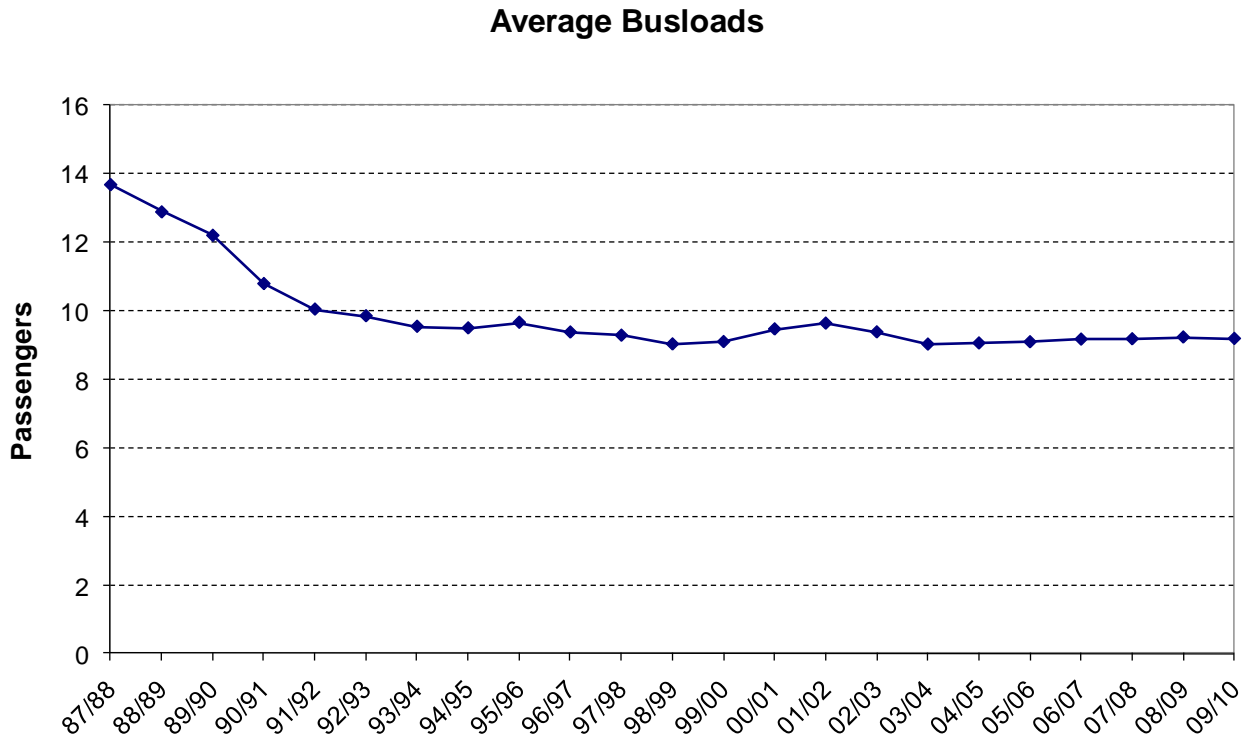
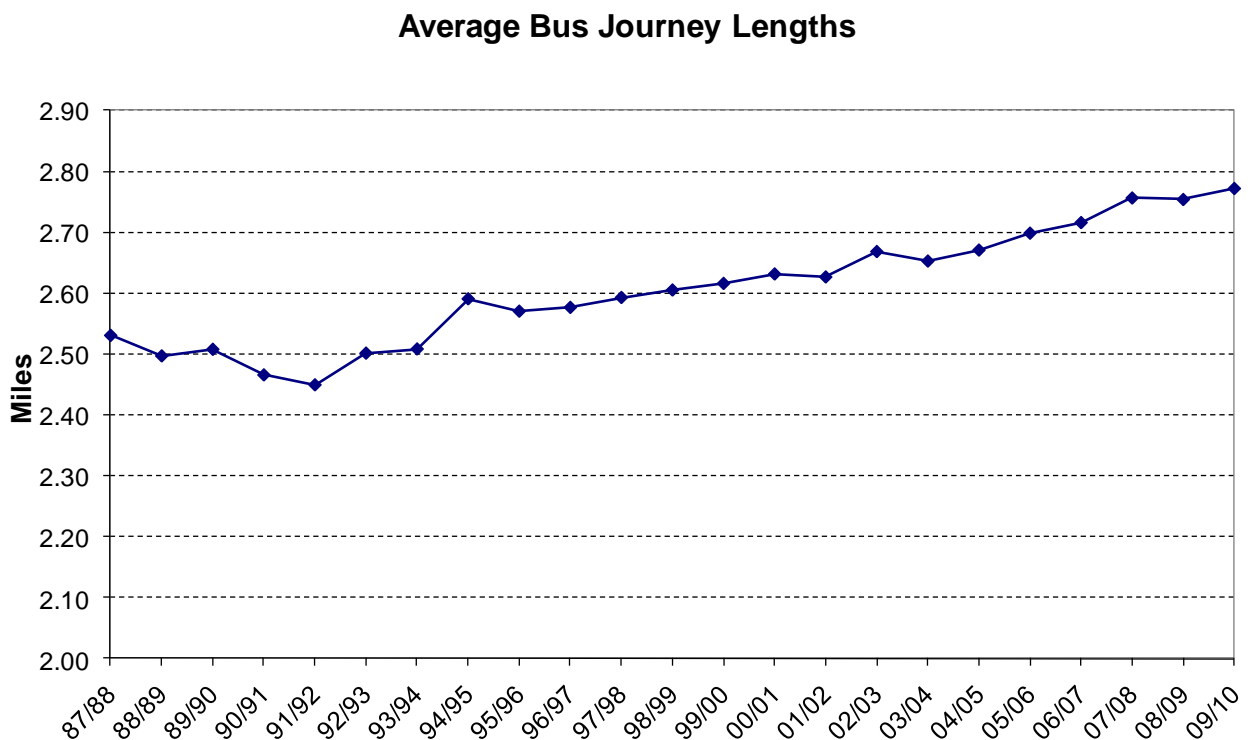


Figure 10

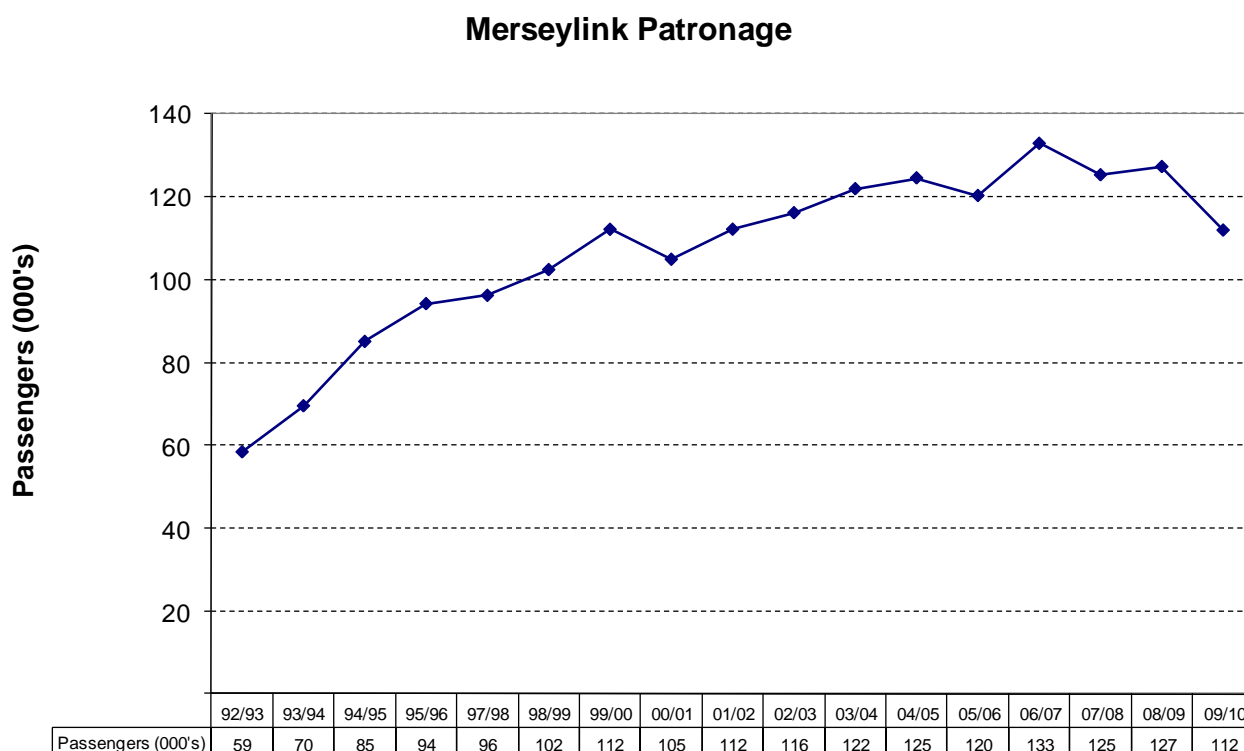


Source: Operator print, survey data. Integrated Transport

1.1.2. Merseylink

Merseylink is Merseytravel's Dial-a-Ride bus service for people with mobility impairments who cannot use conventional public transport. Merseylink patronage has fallen by 12.0% to 112 thousand passengers since the previous year. This may in part be due to the withdrawal of the Job Link and Dial a Link projects in December 2008, some journeys under these schemes were recorded under Merseylink.

Figure 11



Source: Hubs – Operations Managers

1.2. RAIL

The Statistical Monitor provides information on rail journeys within Merseyside on the Northern, Wirral (Merseyrail Electrics) and City Lines (Northern).

The Northern Franchise started operation on 12 December 2004. The majority of City Line services are operated by this franchise.

All historical data has been revised to follow the same methodology used to calculate the figures relating to years since 2003/2004.

A summary of the routes covered is as follows:

Line	Services to / from
Northern Line:	Southport, Ormskirk, Kirkby, Hunts Cross
Wirral Line:	West Kirby, New Brighton, Ellesmere Port, Chester
City Line:	Liverpool Lime Street, Garswood, Earlestown, Newton-le-Willows, Hough Green and intermediate stops.

The Northern services, Southport - Meols Cop and Kirkby - Rainford are not included in the figures, along with all services other than Northern services on the City Line.

The encouraging growth in rail patronage has continued. Passenger journeys have increased by 1.3%, to 39.6 million journeys, and mileage by 2.4%, to 274.8 million miles, since last year.

Liverpool South Parkway station opened on 11th June 2006 and has proved incredibly successful. Over 1.35 million people used the station over the year to 31 March 2010, approximately the same number as in the previous year. More than 450 thousand bus passengers travelled via the interchange in the same period.

Again passenger journeys recorded as cash fares have increased, by 0.4%, this year to 28.1 million. This is largely due to the impact of the Railpass season ticket, which is sold only by the train operating companies, and is recorded as a cash fare. Journeys made using other prepaid tickets have risen by 4.5% over the same period, this may be in part due to the lifting of restrictions on using Saveaway tickets during the evening peak hours. Ticket sales are analysed further in Fares & Ticketing starting on page 29 of this document.

An analysis of rail passenger journeys by time period is shown in Figure 17 on page 11.

Merseyrail continues to be one of the best performing Train Operating Companies in mainland Britain with 96.3% of trains arriving at their destinations within five minutes of their timetabled time, the national average is 91.5% for the year to end March 2010 (source: Train Operating Companies).

Table 1

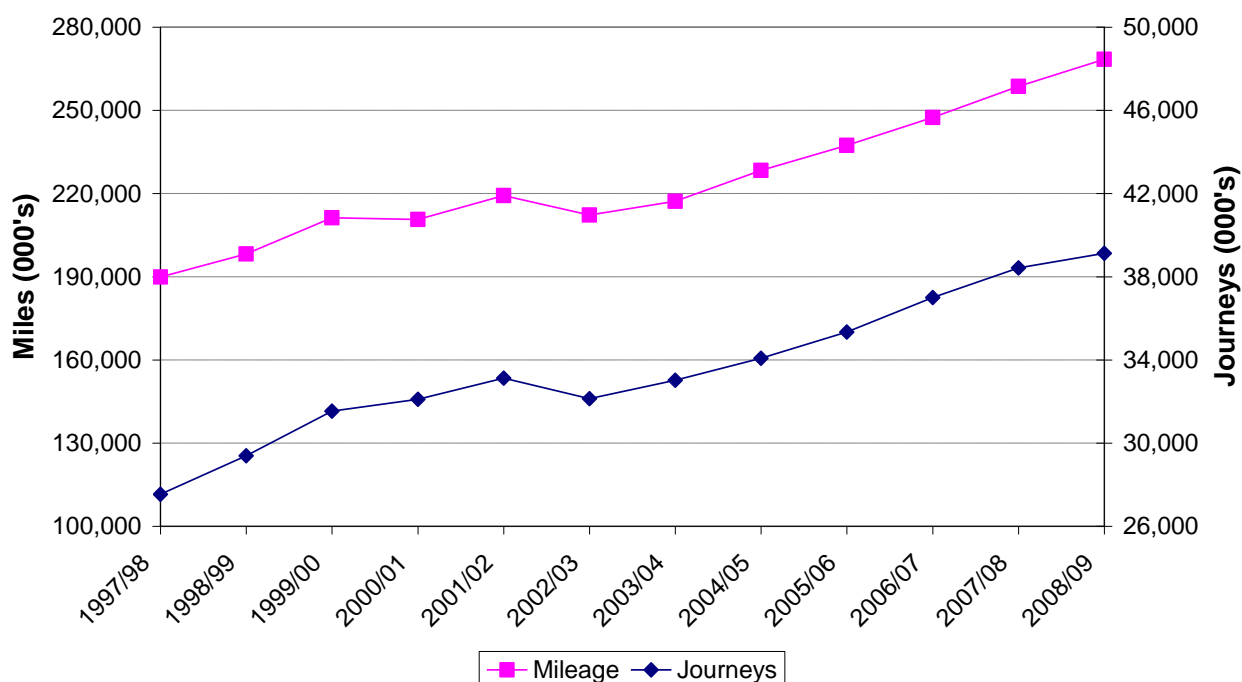
Summary of Annual Figures

	97/98	98/99	99/00	00/01	01/02	02/03	03/04	04/05	05/06	06/07
Passenger journeys (millions)	27.5	29.4	31.5	32.1	33.1	32.1	33.0	34.1	35.3	37.0
Passenger mileage (miles, millions)	189.9	198.2	211.2	210.6	219.2	212.2	217.2	228.3	237.3	247.4
Average journey length (miles)	6.90	6.75	6.70	6.56	6.62	6.60	6.58	6.70	6.72	6.69

	%Change			
	07/08	08/09	09/10	08/09-09/10
Passenger journeys (millions)	38.4	39.1	39.6	1.33
Passenger mileage (miles, millions)	258.7	268.4	274.8	2.40
Average journey length (miles)	6.73	6.86	6.93	1.06

Figure 12

Annual Rail Passenger Journeys & Mileage



Source: Second half year Rail Module. Integrated Transport

Figure 13

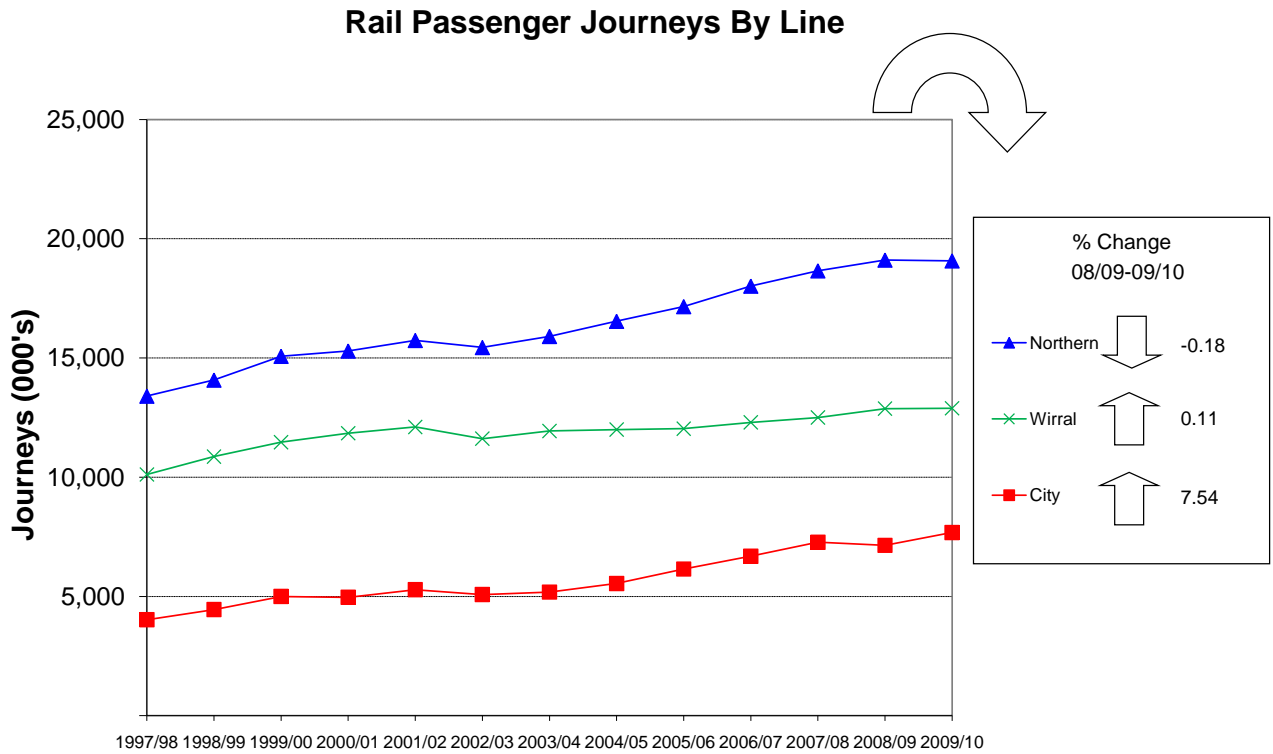
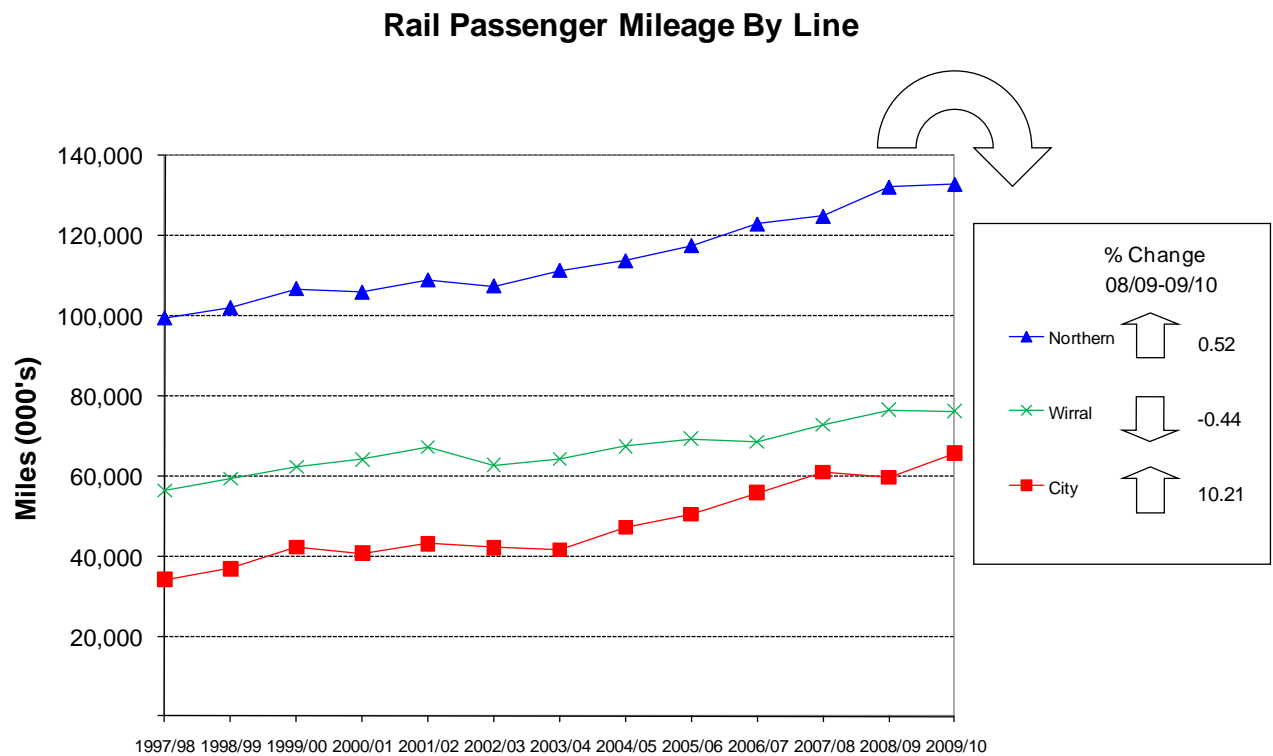
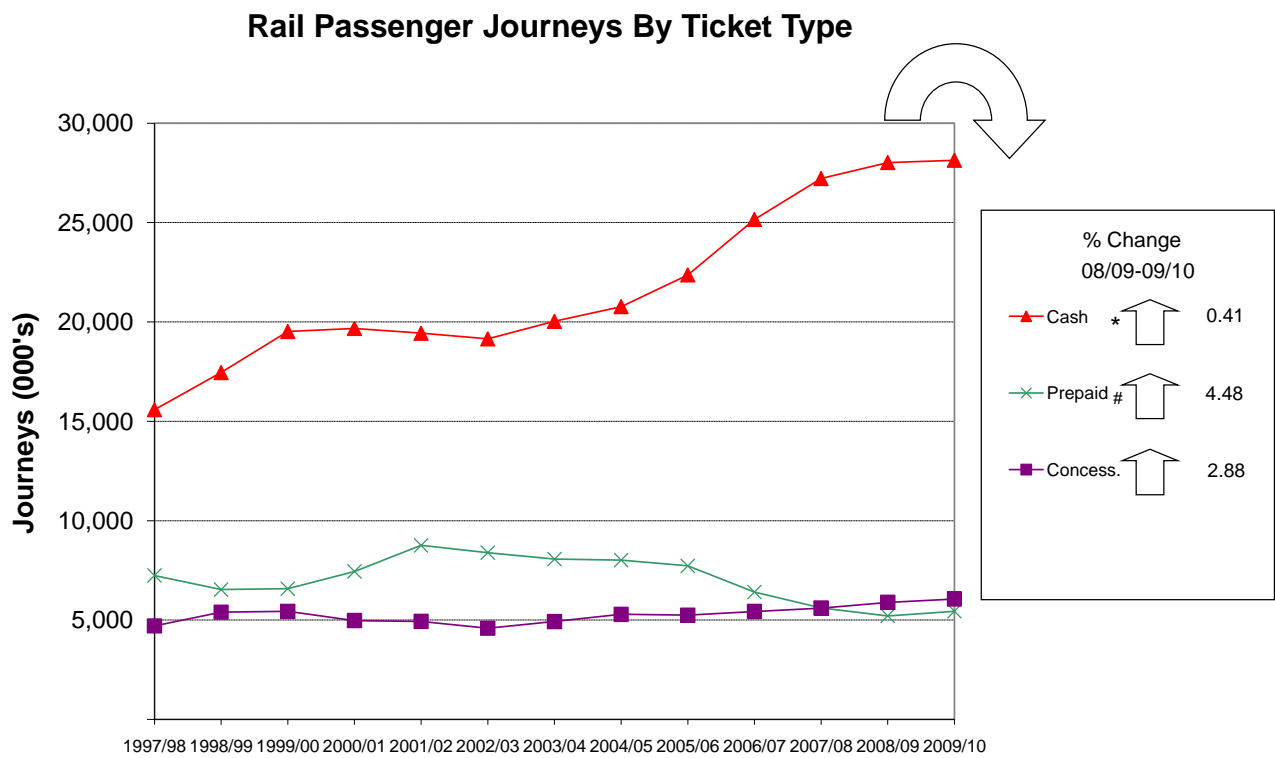


Figure 14



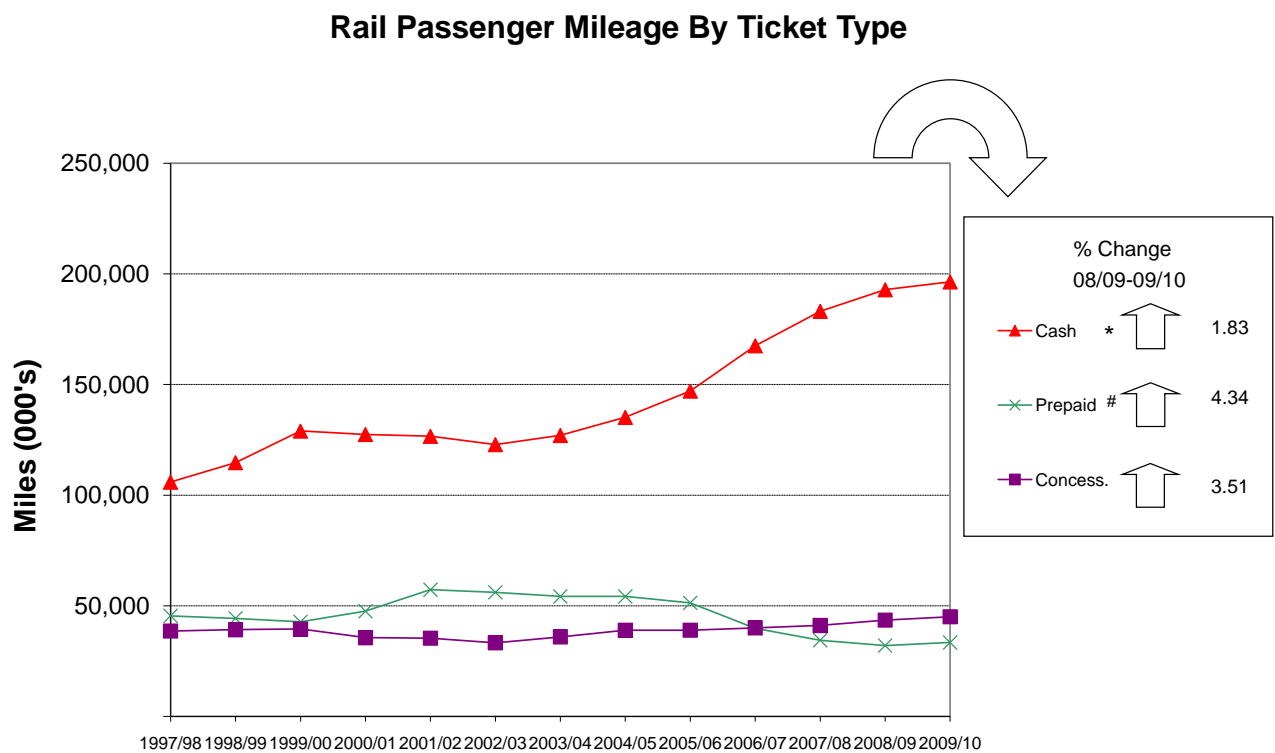
Source: Second half year Rail Module. Integrated Transport

Figure 15



Notes: * Cash fares include Railpass journeys
 # Prepaid journeys are Trio and Saveaway journeys only

Figure 16



Notes: * Cash mileage includes Railpass journeys
 # Prepaid mileage is Trio and Saveaway journeys only
 Source: Second half year Rail Module. Integrated Transport

Figure 17

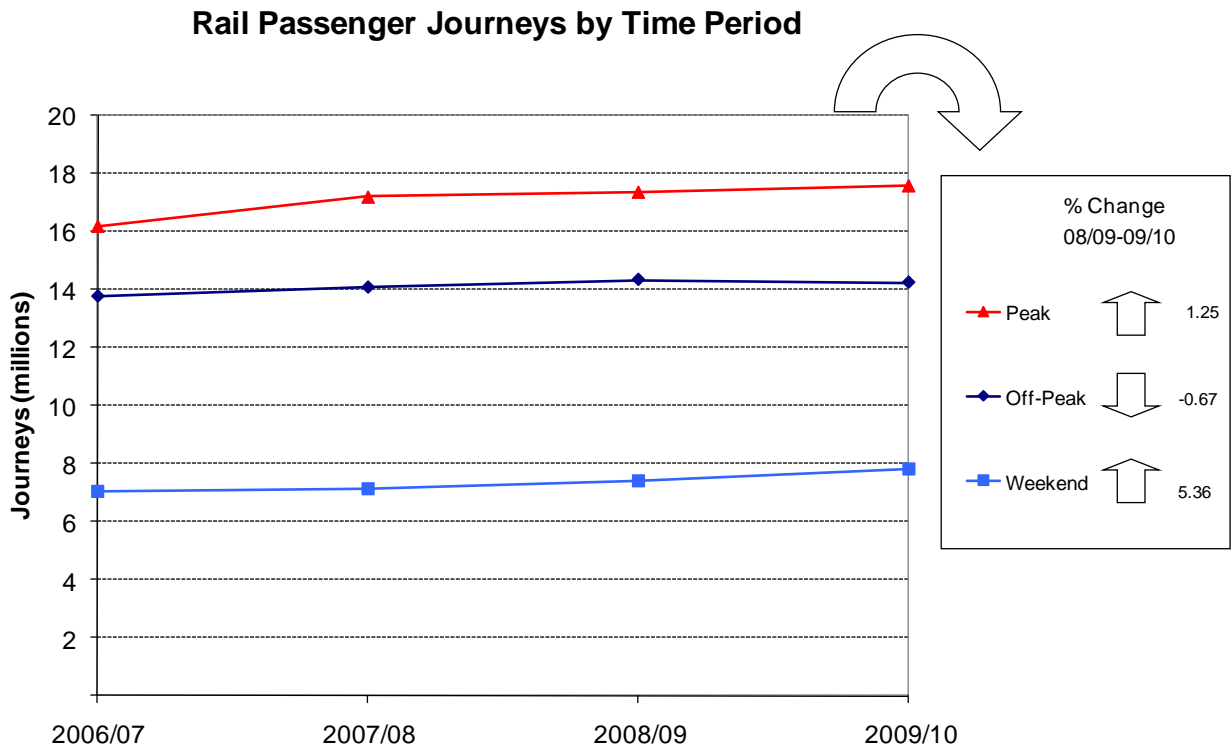
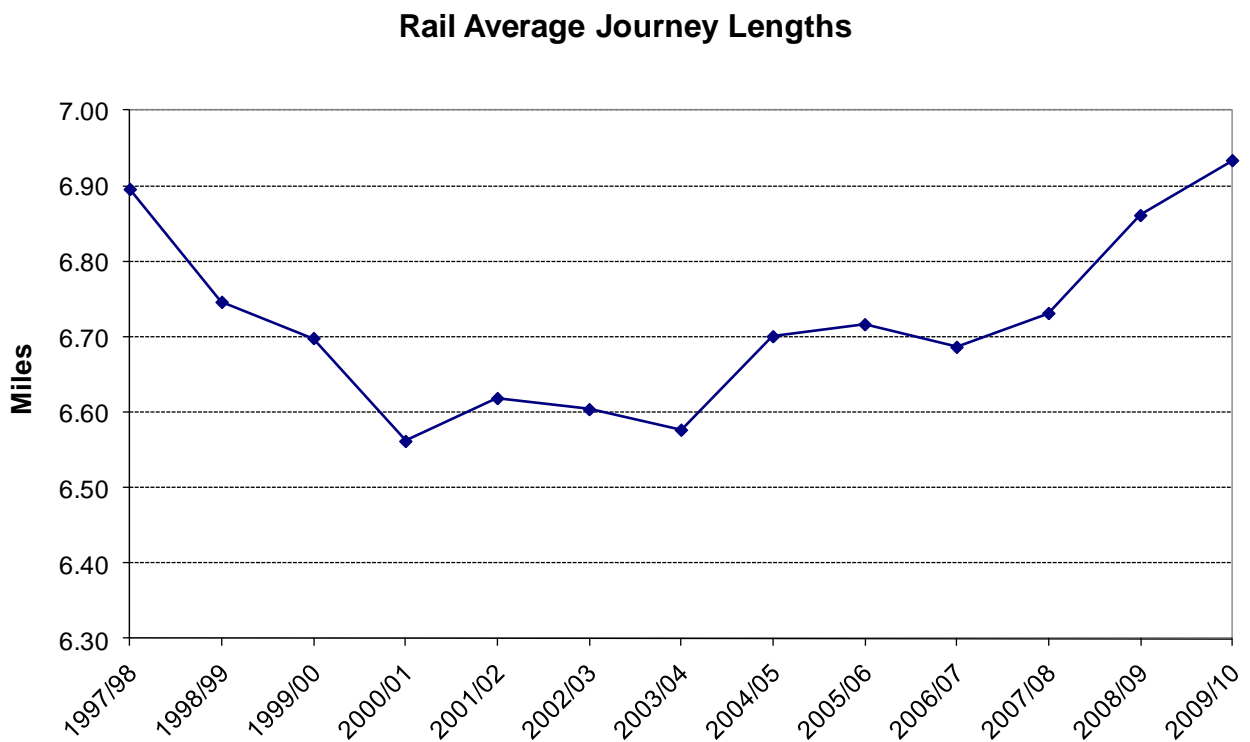


Figure 18



Source: Second half year Rail Module. Integrated Transport

Figure 19

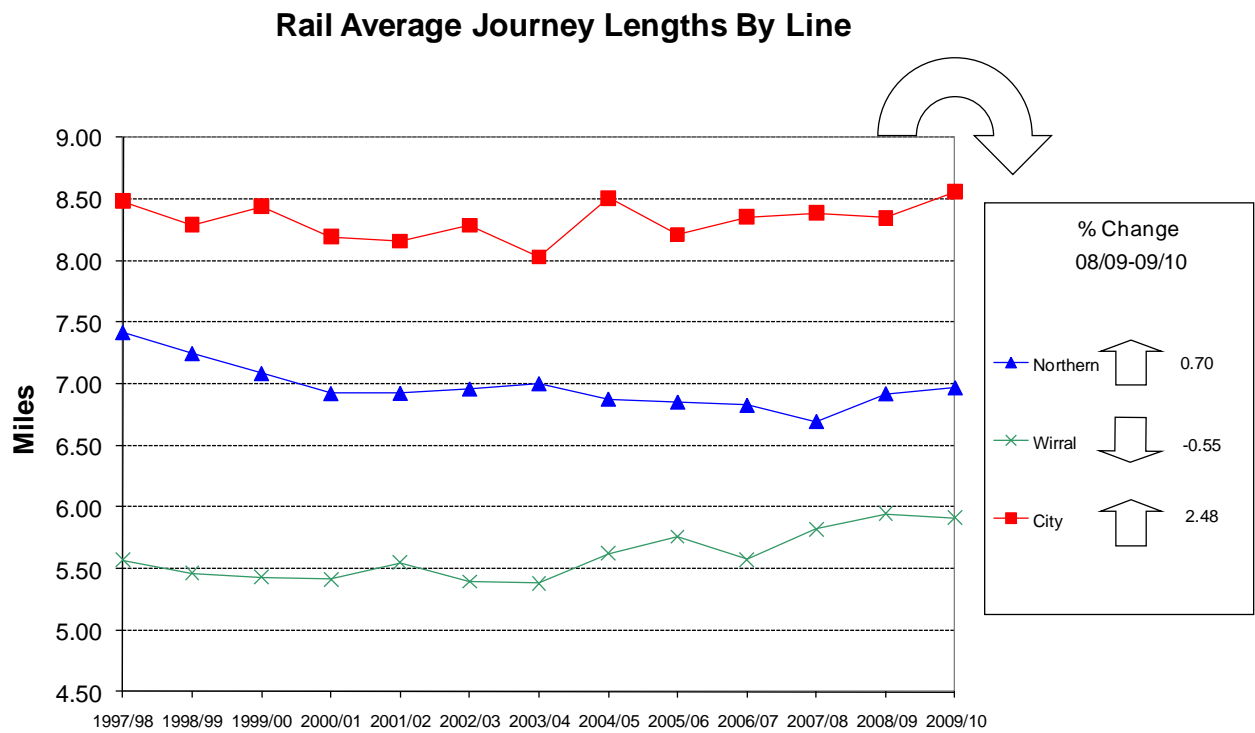
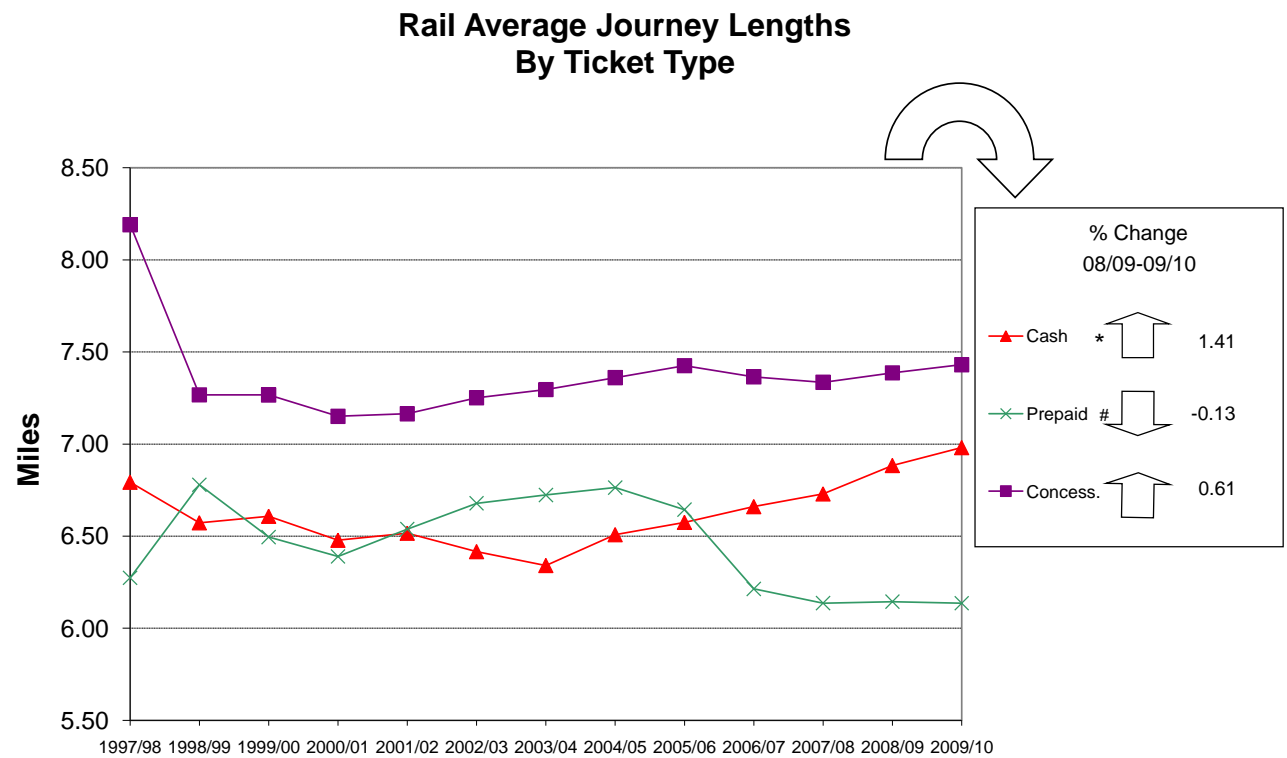


Figure 20



Notes: * Cash fares include Railpass journeys
 # Prepaid journeys are Trio and Saveaway journeys only

Source: Second half year Rail Module. Integrated Transport

1.3. FERRIES

1.3.1. Standard Services

Embarkations decreased by 2.0% on last year, to 684 thousand. However, the figure should be viewed in the context of the increase in patronage in 2008/09 during Capital of Culture year, and the onset of the recession in 2009/10.

The proportion of leisure passengers to commuters increased slightly by 1%, the increase being balanced by a decrease of 1% for morning commuters.

The proportions of passengers using each the Pier Head terminal remained almost exactly the same as last year, while Woodside increased its share at the expense of Seacombe. The figures are illustrated below.

Figure 21

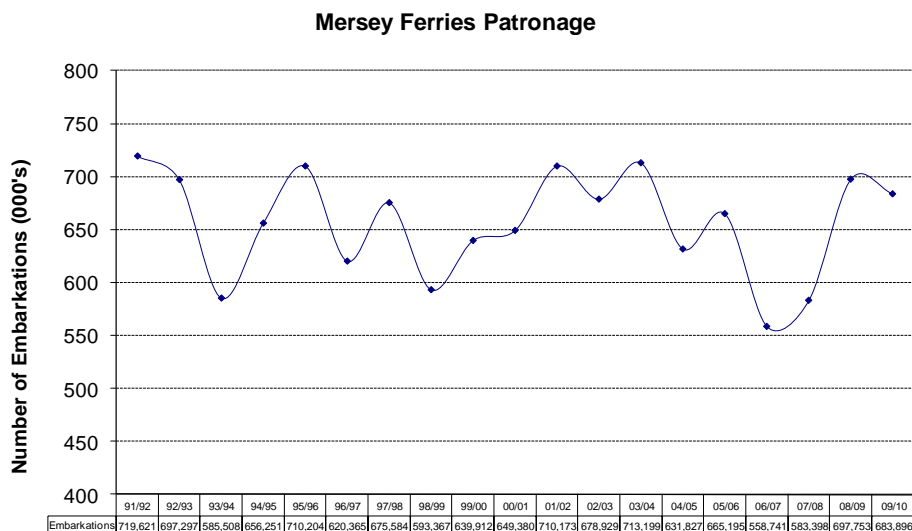
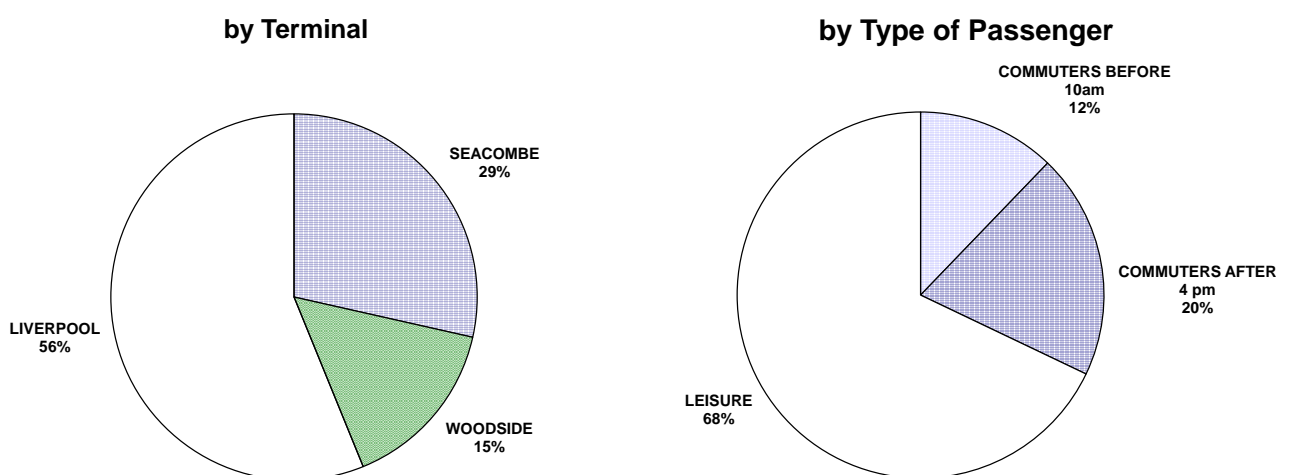


Figure 22

Number of Embarkations 2009/2010



Source: Mersey Ferries

1.3.2. Special Cruises, Charters and Shore Based Events

A total of 27,038 passengers bought tickets for the 84 special cruises (Manchester Ship Canal, Special Themed Cruises, and Christmas Cruises) held throughout the season.

Despite fewer Manchester Ship Canal cruises taking place, the overall number of passengers increased by 6.2% to 21,350.

Figure 23

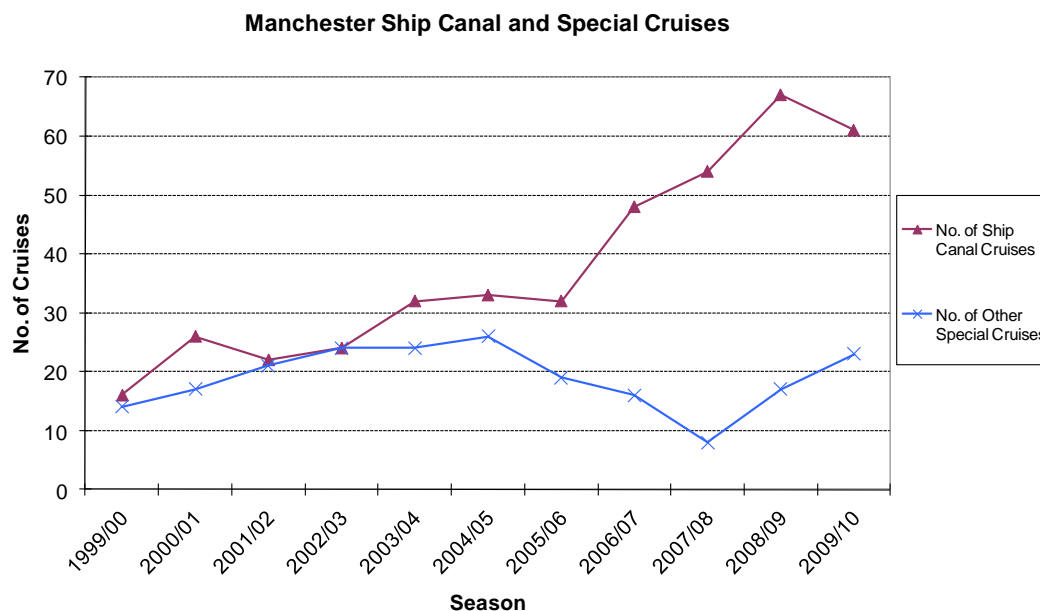
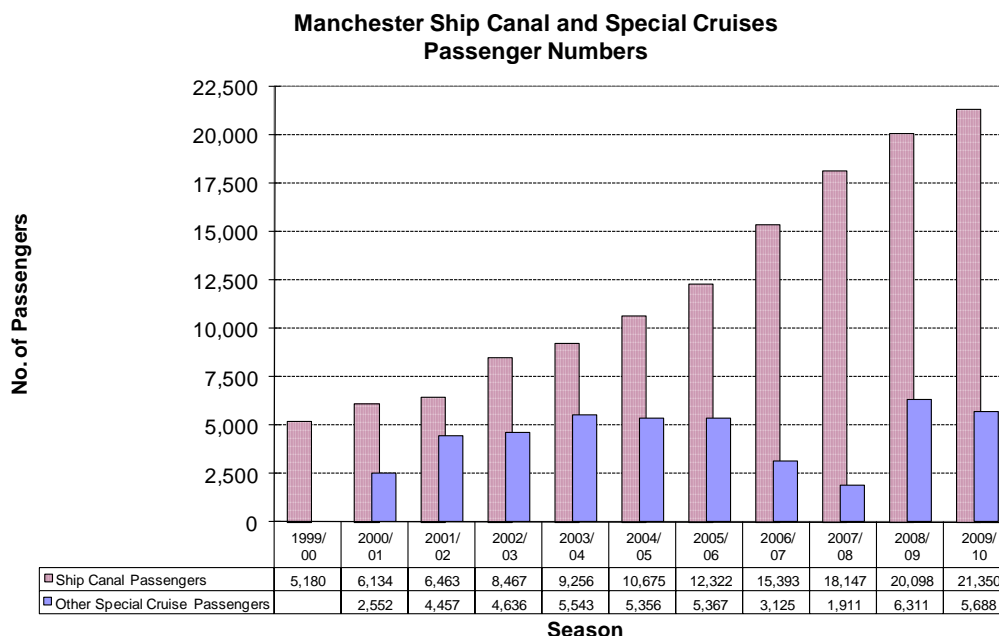
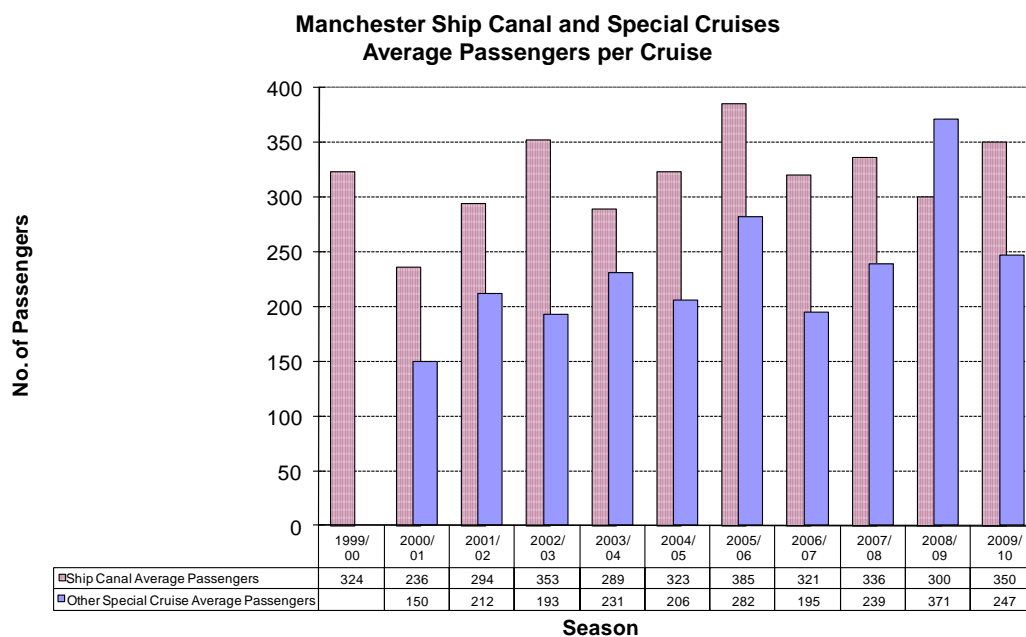


Figure 24



Source: Mersey Ferries

Figure 25



Source: Mersey Ferries

As well as these cruises, there were 44 private vessel charters, 28% down from the previous year, with vessels in use for a total of 146 hours – a decrease of 35%.

There were 31,351 visitors to the Play Planet, a 5.4% drop. There were 426 children's parties, 3.1% up on the previous year.

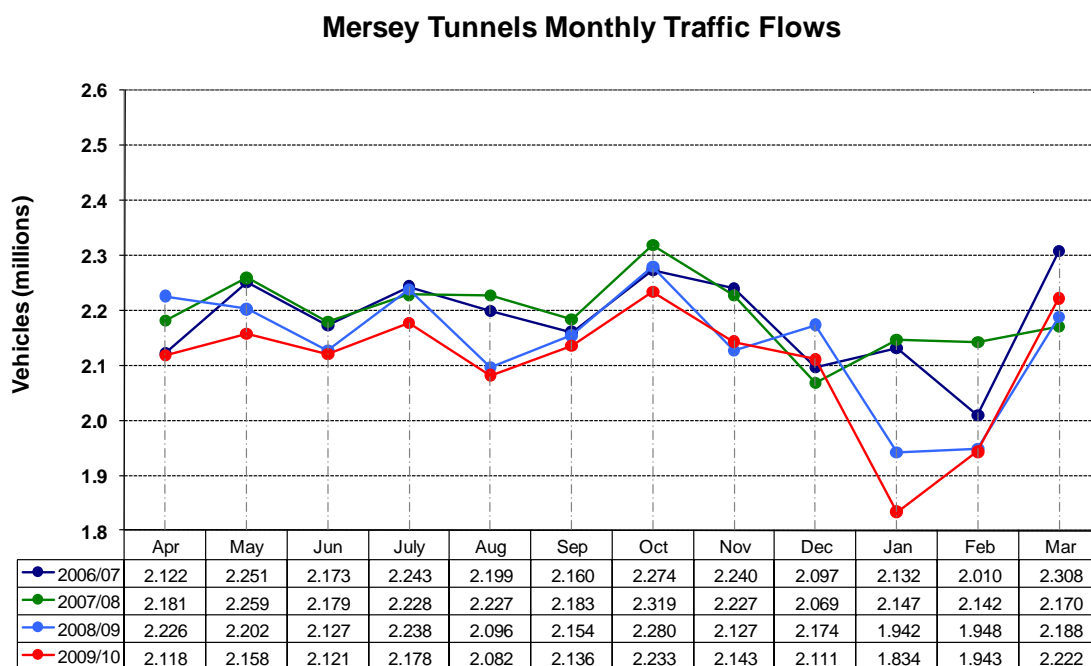
The 'Spaceport' attraction at Seacombe is now reported separately, see page 52.

1.4. TUNNELS

The total traffic flow for 2009/10 dropped by 1.7% on last year, to 25.3 million vehicles.

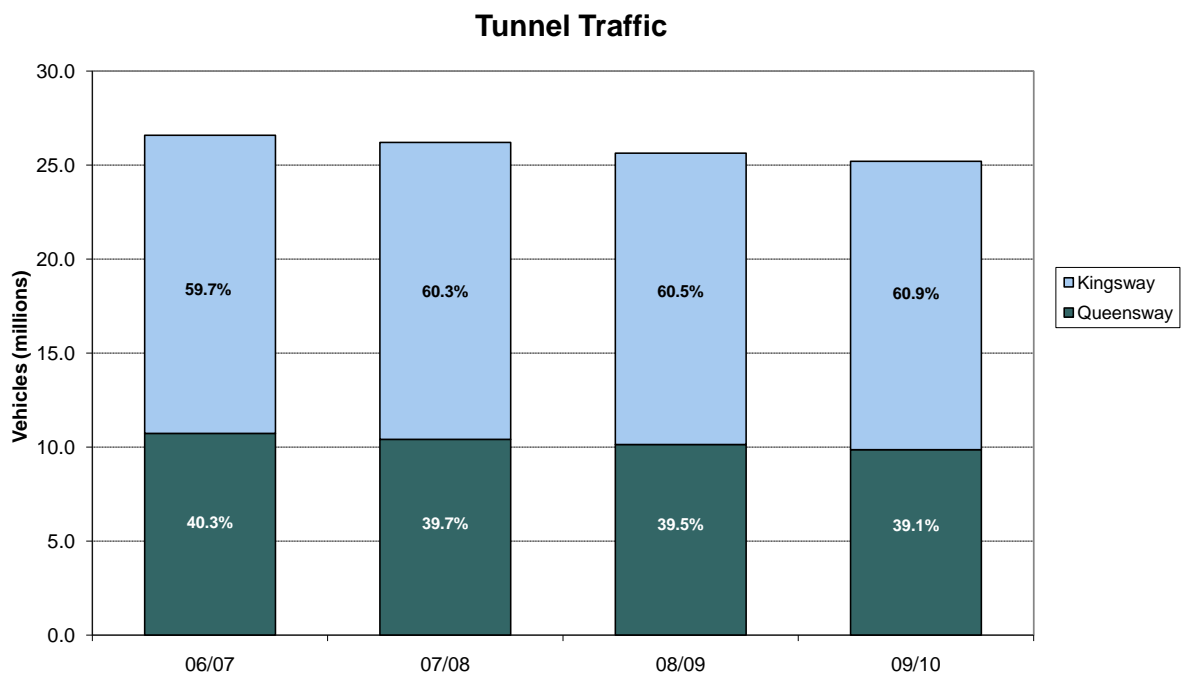
Note: There was a barrier fault on 25-26/12/2009, which generated 29,800 spurious violations. These have been excluded from the figures illustrated below.

Figure 26



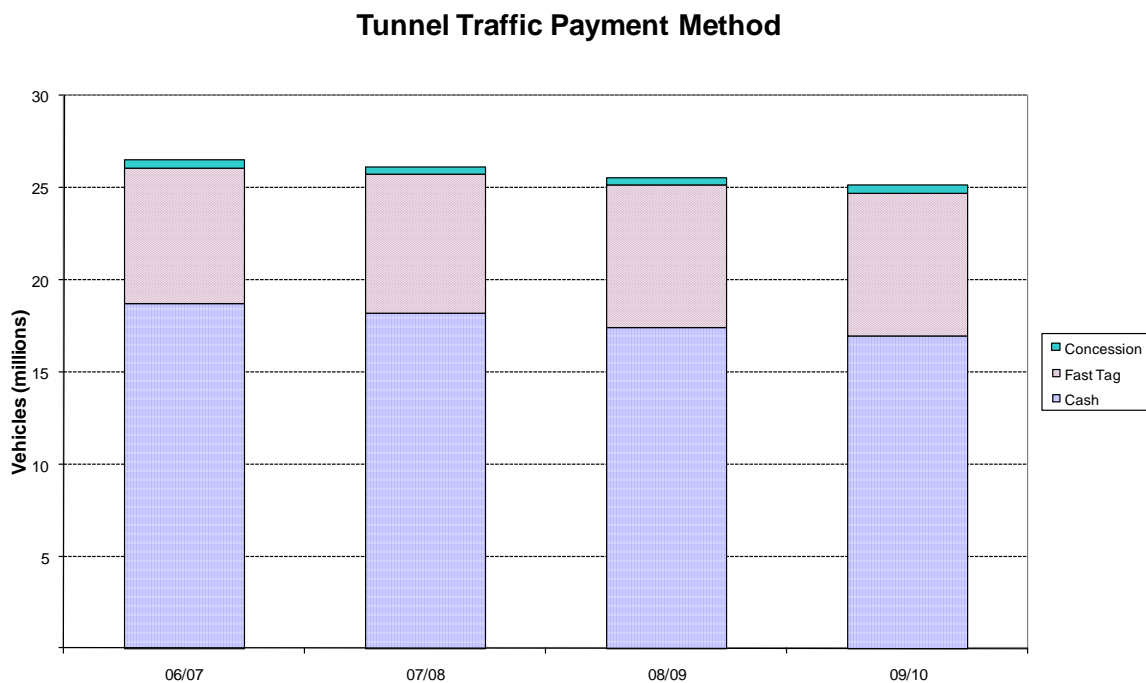
Source: CSSI Database. Business Support Services

Figure 27



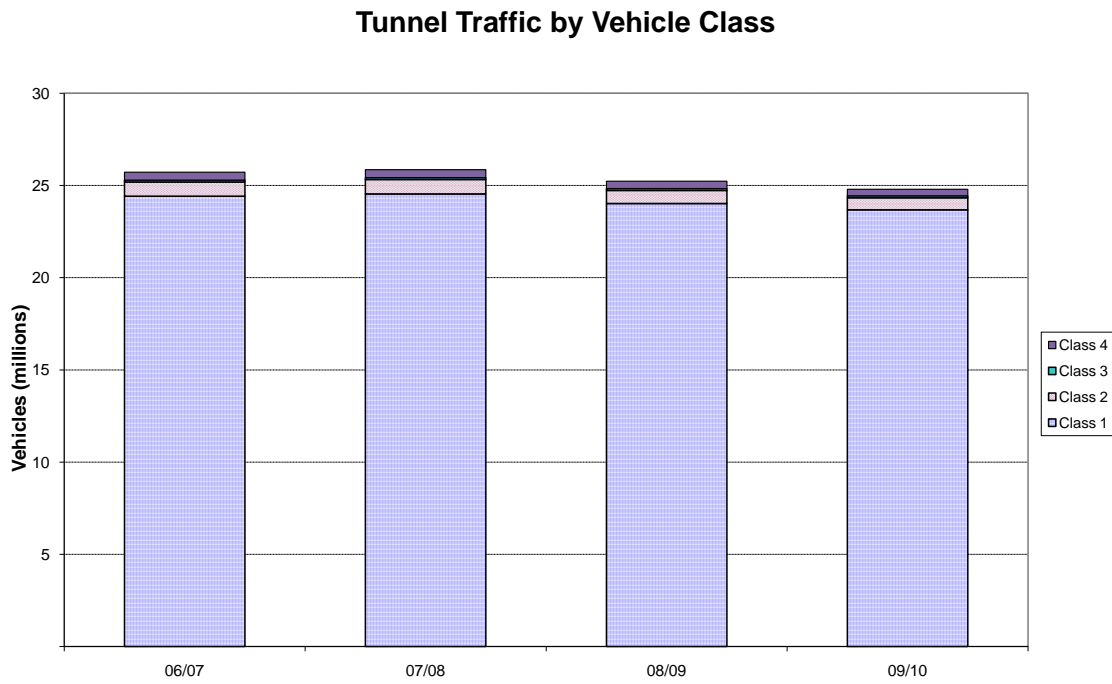
Source: CSSI Database. Business Support Services

Figure 28



Source: CSSI Database. Business Support Services

Figure 29



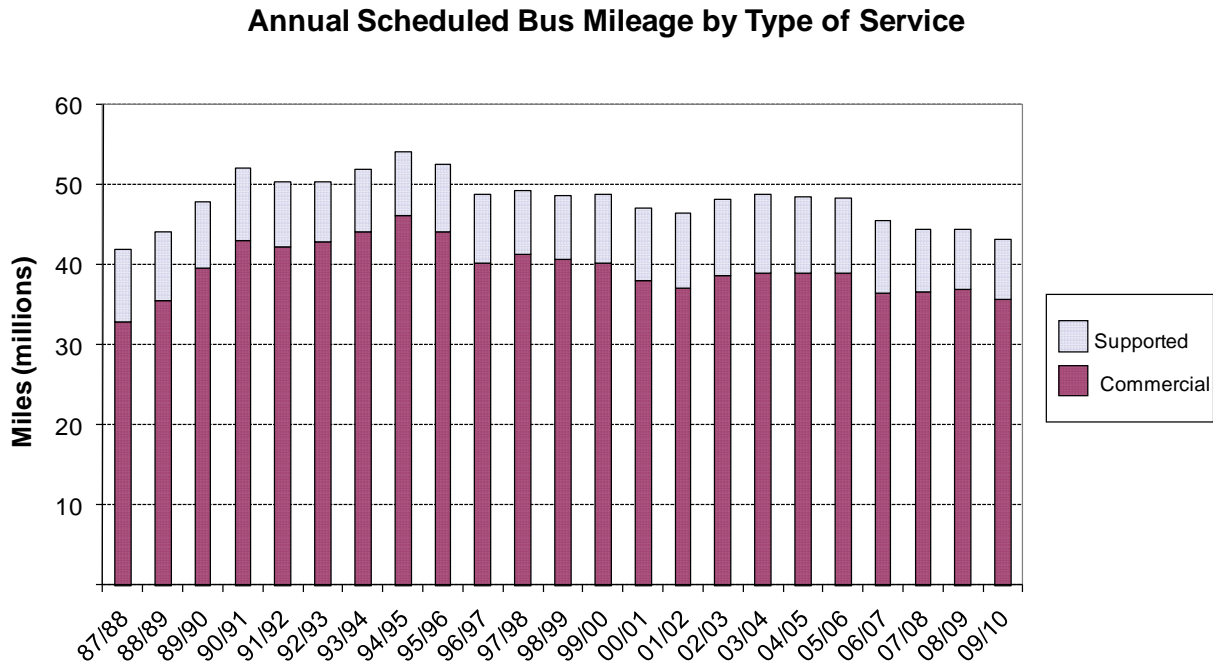
Source: CSSI Database. Business Support Services

2. BUS SERVICE PROVISION

2.1. OVERVIEW

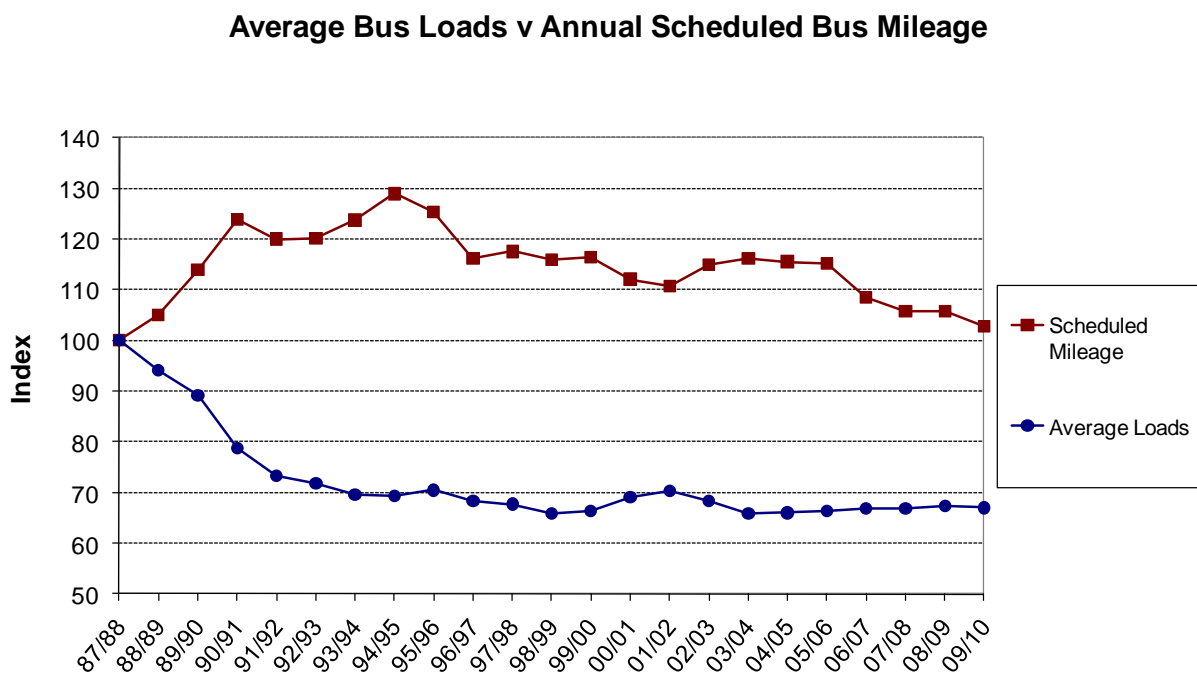
Supported scheduled mileage is up 1.5%, to 7.5 million miles, compared to last year. Commercial scheduled mileage has fallen by 3.7% to 35.6 million miles. Overall, the total mileage has decreased by 2.8% to 43.2 million miles.

Figure 30



Source: Operator print, survey data. Integrated Transport

Figure 31

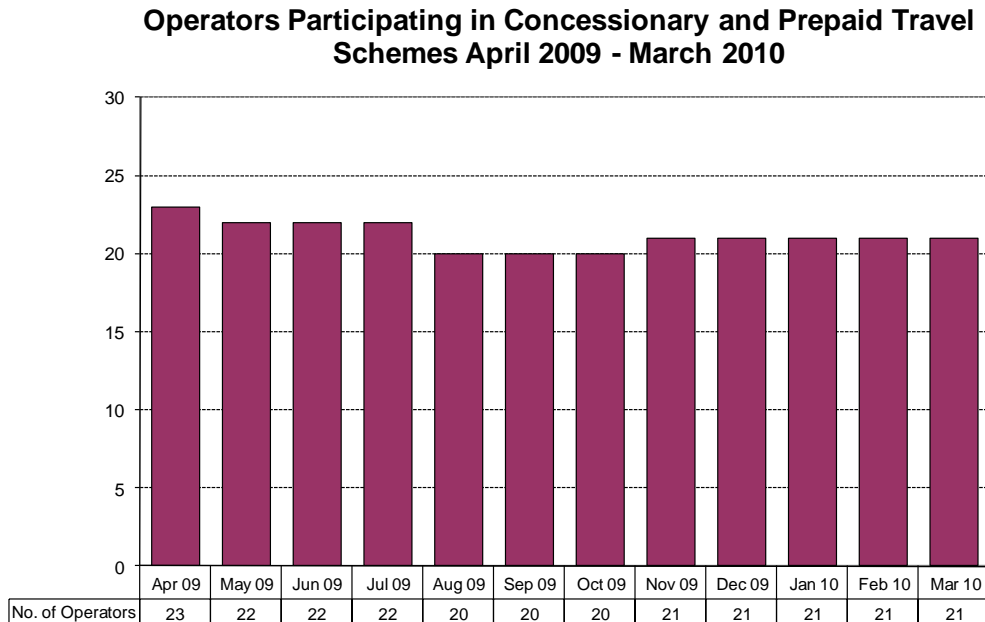


Source: Operator print, survey data. Integrated Transport

2.2. MARKET STABILITY

The stability of the market is measured in terms of the number of bus operators and the degree of change in the commercial market (the number of registrations received).

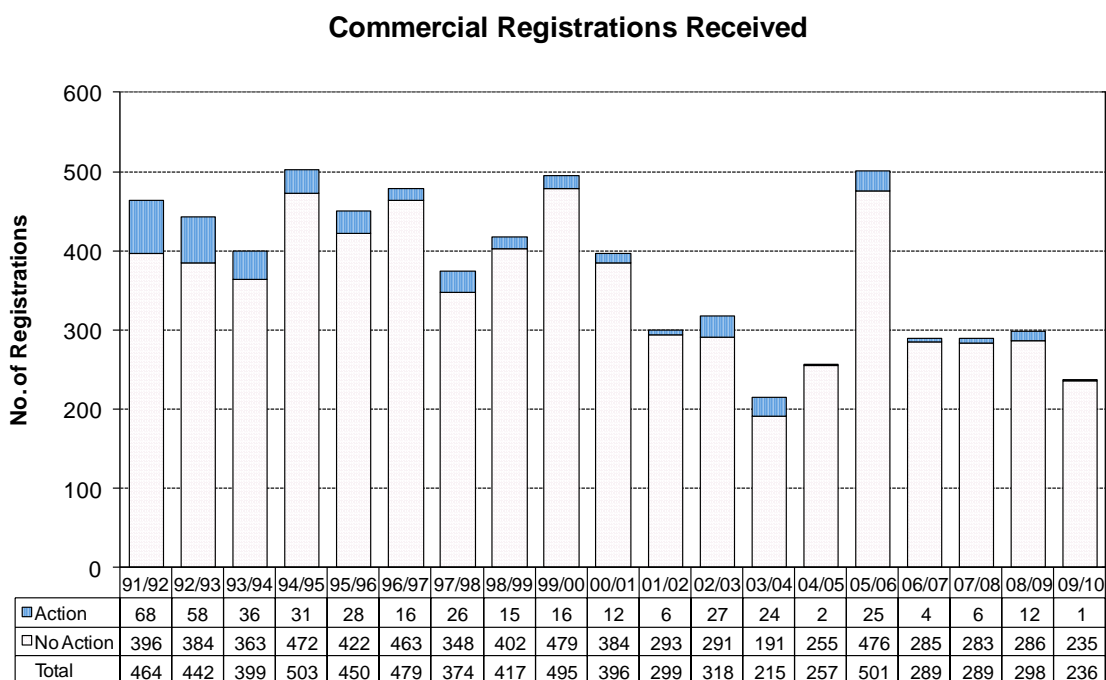
Figure 32



Source: Integrated Transport

A total of 236 registrations were received during 2009/10, 20.1% down on 2008/09. All registrations received are assessed in detail, and action is taken where necessary, in terms of supported service provision, to maintain the stability of the bus network. In proportion to the number of registrations, the number requiring Merseytravel action this year remained very low, only one necessitated action.

Figure 33

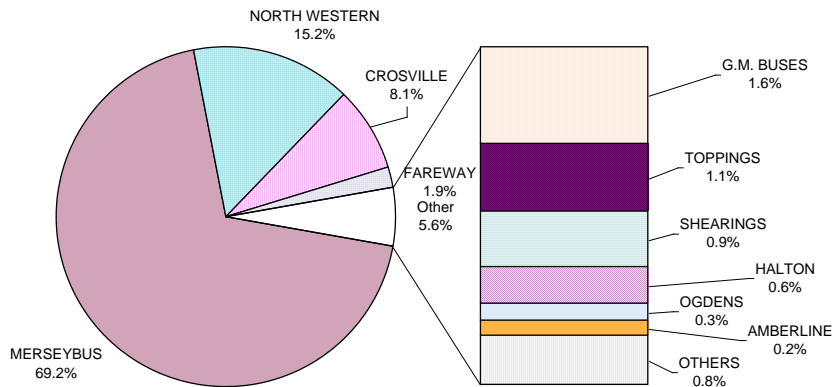


Source: Corporate Analysis

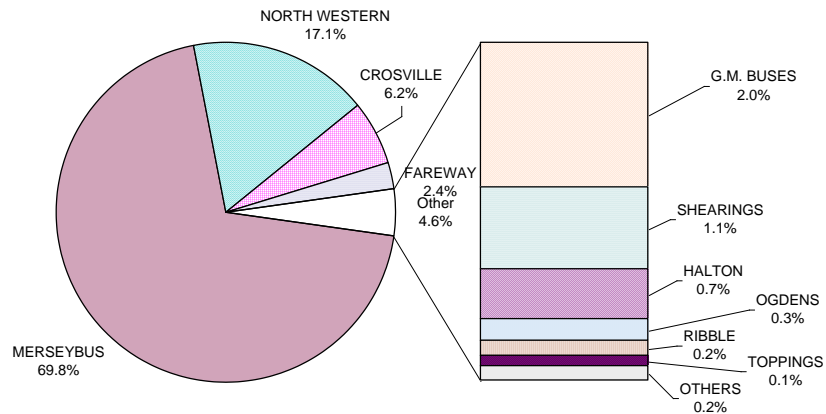
2.3. OPERATOR SHARE

Figure 34

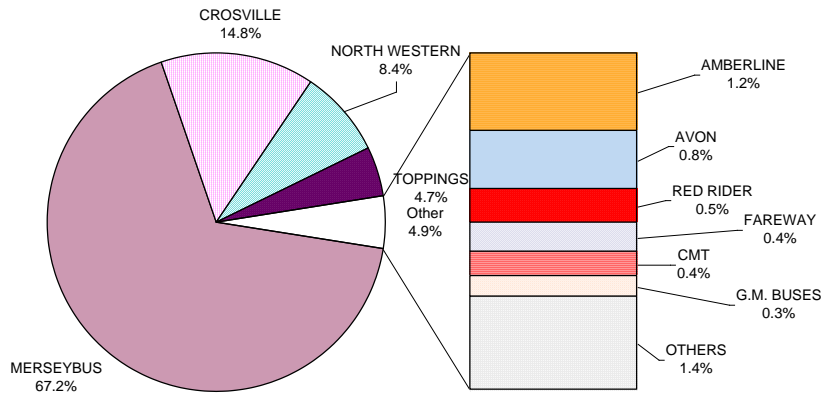
Operator Share of Total Mileage 1987/88



Operator Share of Commercial Mileage 1987/88



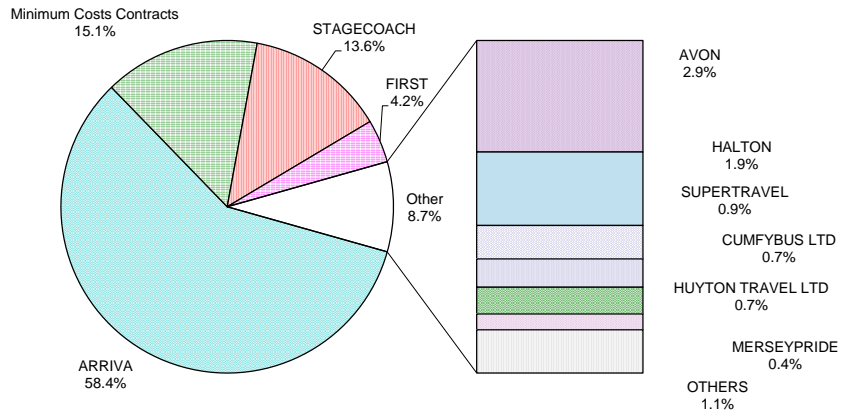
Operator Share of Supported Mileage 1987/88



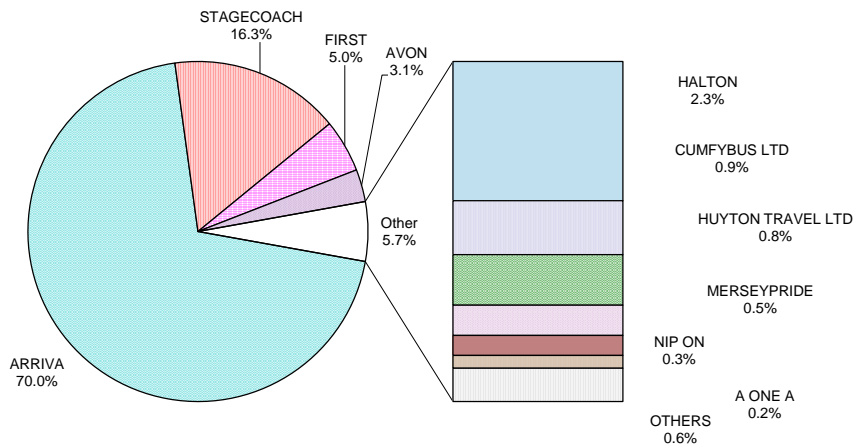
Source: Operator print, survey data. Integrated Transport

Figure 35

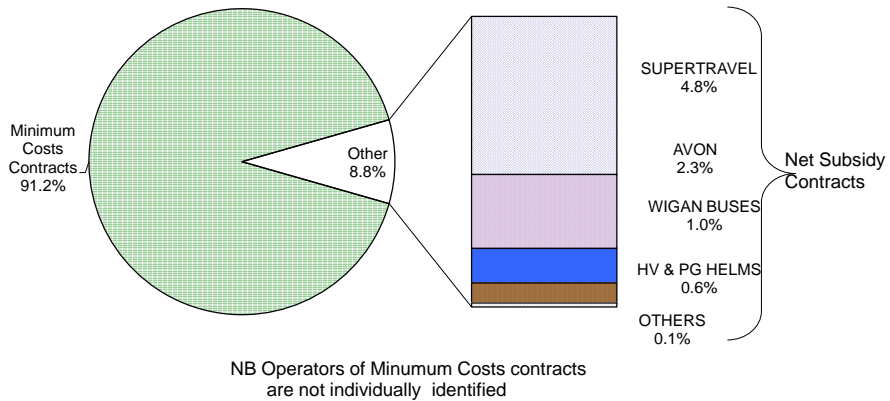
Operator Share of Total Mileage 2008/09



Operator Share of Commercial Mileage 2008/09



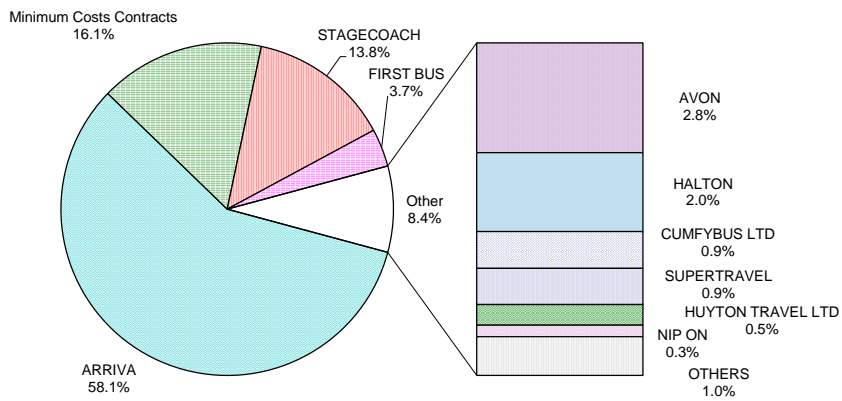
Operator Share of Supported Mileage 2008/09



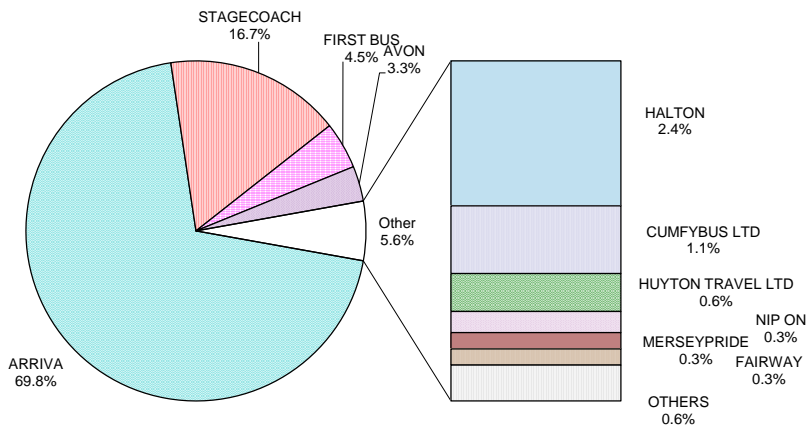
Source: Operator print, survey data. Integrated Transport

Figure 36

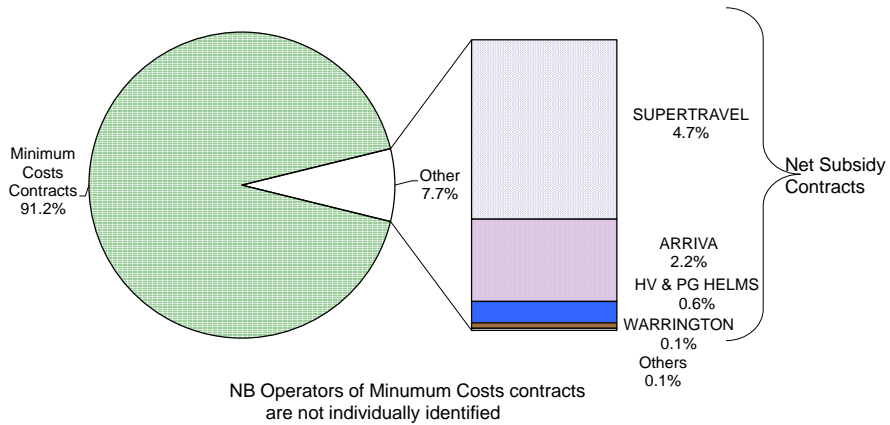
Operator Share of Total Mileage 2009/10



Operator Share of Commercial Mileage 2009/10



Operator Share of Supported Mileage 2009/10



Source: Operator print, survey data. Integrated Transport

2.4. THE SUPPORTED BUS NETWORK

The figures for 2009/10 contained in this section are as at April and do not include Christmas/New Year provision or take into account inflation.

- **Net Subsidy** This is the net cost to Merseytravel after all on and off bus revenue is deducted from the gross contract price.
- **Annual Mileage** The mileage that would be operated if the contract ran for a full year. Mileages on contracts put in place prior to 2008 are contract mileages as determined by operators. Since 2008 tenders have been supplied with mileages from the Passenger Transport Information System. Therefore once the new tendering process is fully implemented, all mileages will be based on the Passenger Transport Information System.
- **Cost per mile** Net subsidy divided by annual mileage.

Table 2

Year	Net Subsidy	Annual Mileage	Cost per Mile
1997/98	£7,855,229	8,295,732	£0.95
1998/99	£9,331,836	9,170,544	£1.02
1999/00	£12,259,893	9,522,129	£1.29
2000/01	£11,202,279	9,465,537	£1.18
2001/02	£12,682,048	11,256,973	£1.13
2002/03	£12,903,478	11,053,051	£1.17
2003/04	£14,458,222	11,890,550	£1.22
2004/05	£16,382,815	11,632,061	£1.41
2005/06	£19,230,866	11,974,439	£1.61
2006/07	£19,426,418	12,684,025	£1.53
2007/08	£17,500,383	12,425,359	£1.41
2008/09	£15,884,146	11,406,717	£1.39
2009/10	£15,065,000	10,893,353	£1.38

Source: Accounts/Integrated Transport

Figure 37

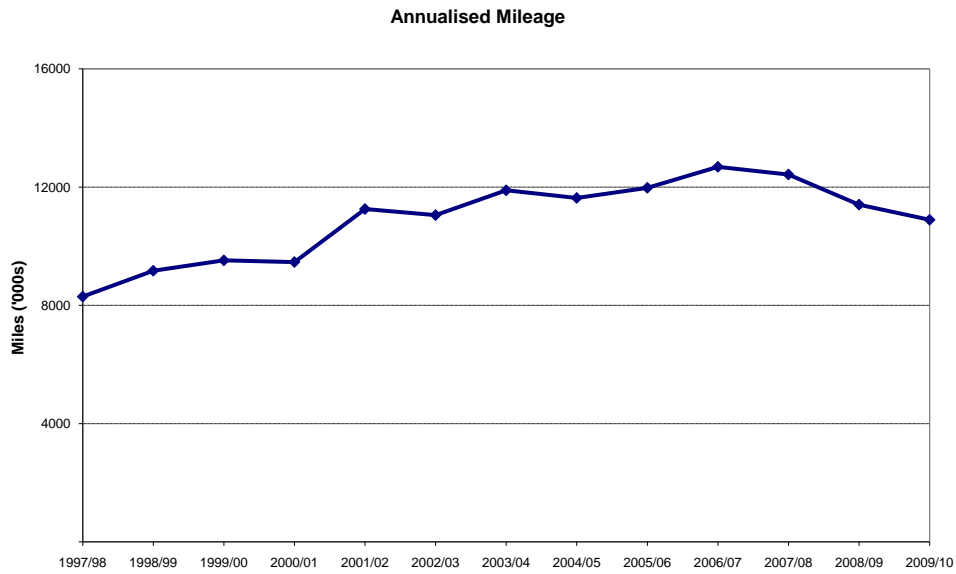


Figure 38

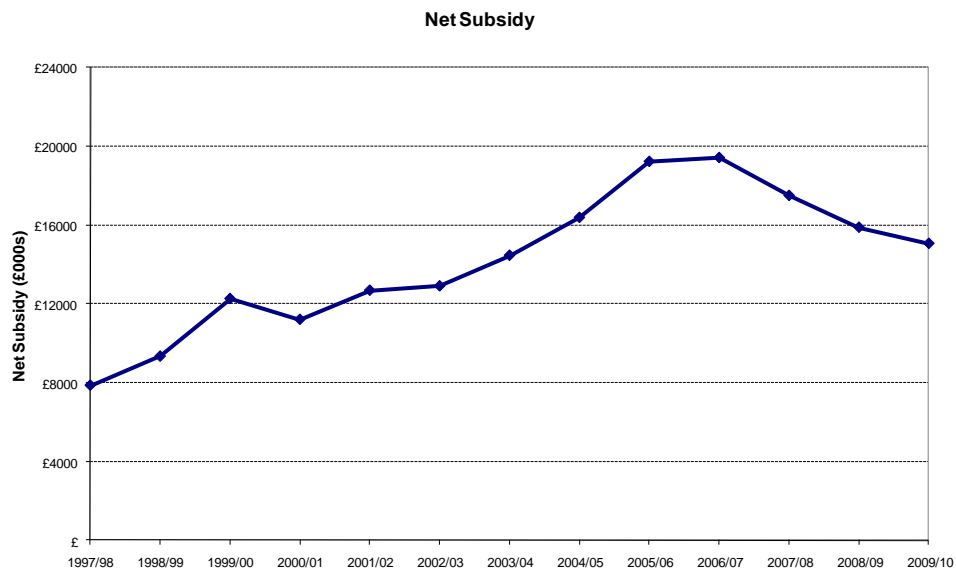
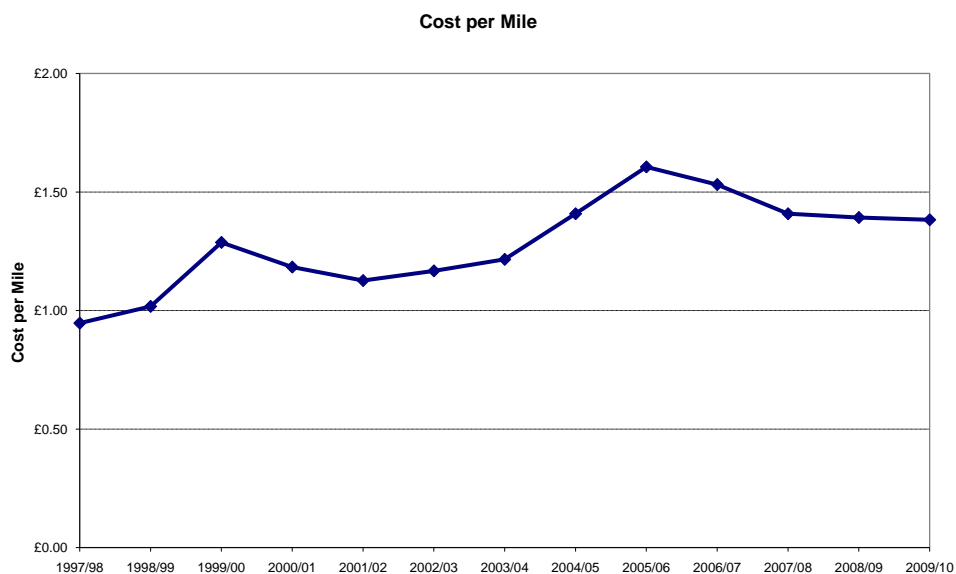


Figure 39



Source: Accounts/Integrated Transport

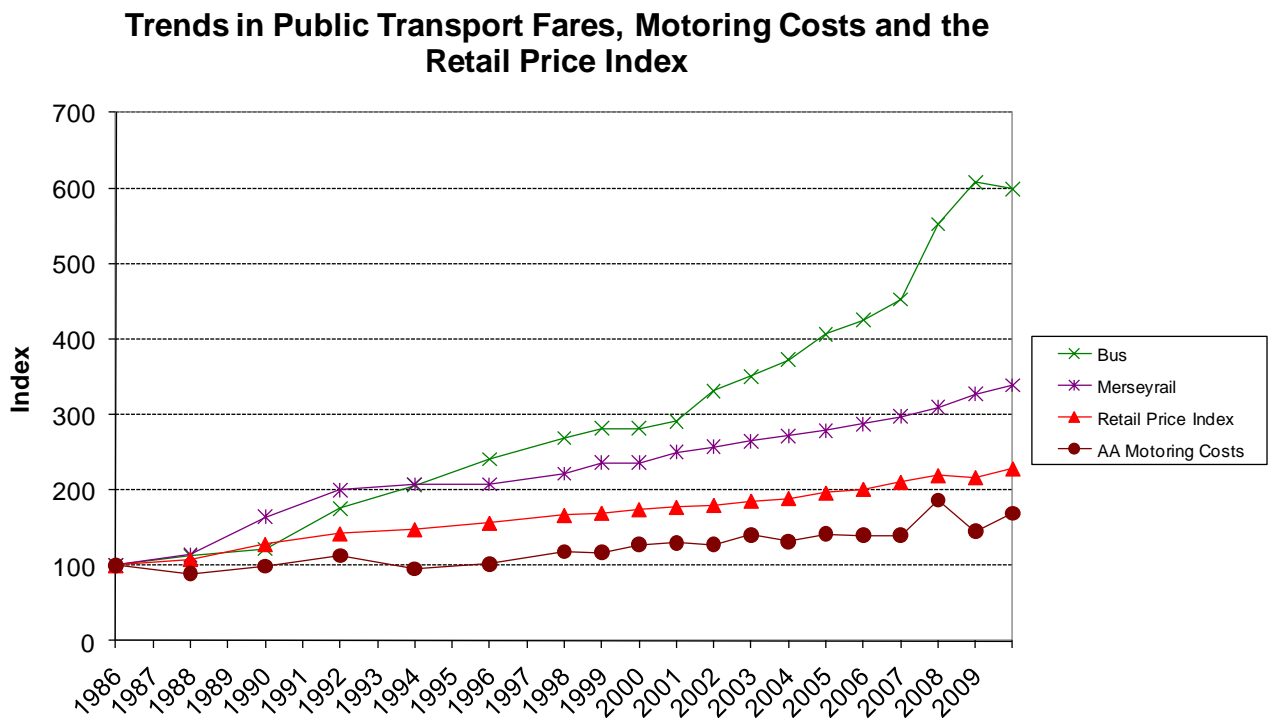
3. FARES AND TICKETING

3.1. FARES

Figure 40 illustrates the trends in fares for all commercial bus and Merseyrail fares compared with the retail price index. Also included is an index of AA motoring costs, for comparison with the cost of private transport. Recent rises in fuel costs have had an obvious impact on both motoring costs.

It should be noted that in the autumn of 2006 fares on bus services supported by Merseytravel were set at a £1.00 flat fare across the county, this has not been altered in the years to 2009/10. Most major commercial operators charge flat fares of £1.60-£1.70 within Liverpool, this has led to a slight fall in the average fare paid.

Figure 40



Sources: Statistical Monitor, Accounts & AA web site (www.theaa.com)

NB: AA Motoring costs figures refer to total running cost per mile for a petrol fuelled car costing between £12,000 and £16,000 new*, running on unleaded fuel, travelling 10,000 miles in a year, and are calculated for April each year. The price of unleaded petrol has been estimated to be 121.1 pence per litre as at April 2010.

* The AA no longer classifies vehicles by engine size for cost purposes. This price range has been selected as most closely matching the engine size 1101-1549cc used in previous years.

The calculation of the average fare is based on an average fare scale of major bus operators with a mileage weighting. For all the average journey length calculations, it was assumed that the percentage of passengers making particular lengths of journeys were as contained in Table 3, which is derived from our passenger surveys database.

Table 3

Miles	1	2	3	4	5	6	7	8	9	10	11	12
% of passengers	7	22	22	17	11	7	5	3	2	4		

Figure 41

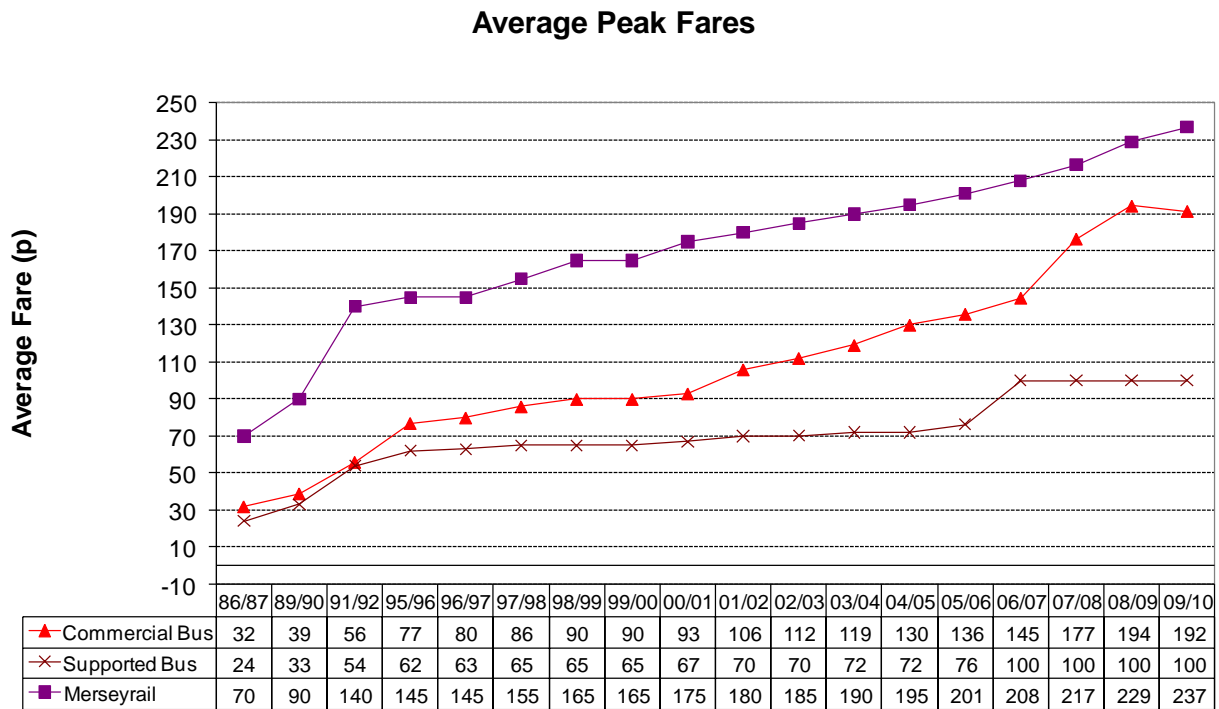
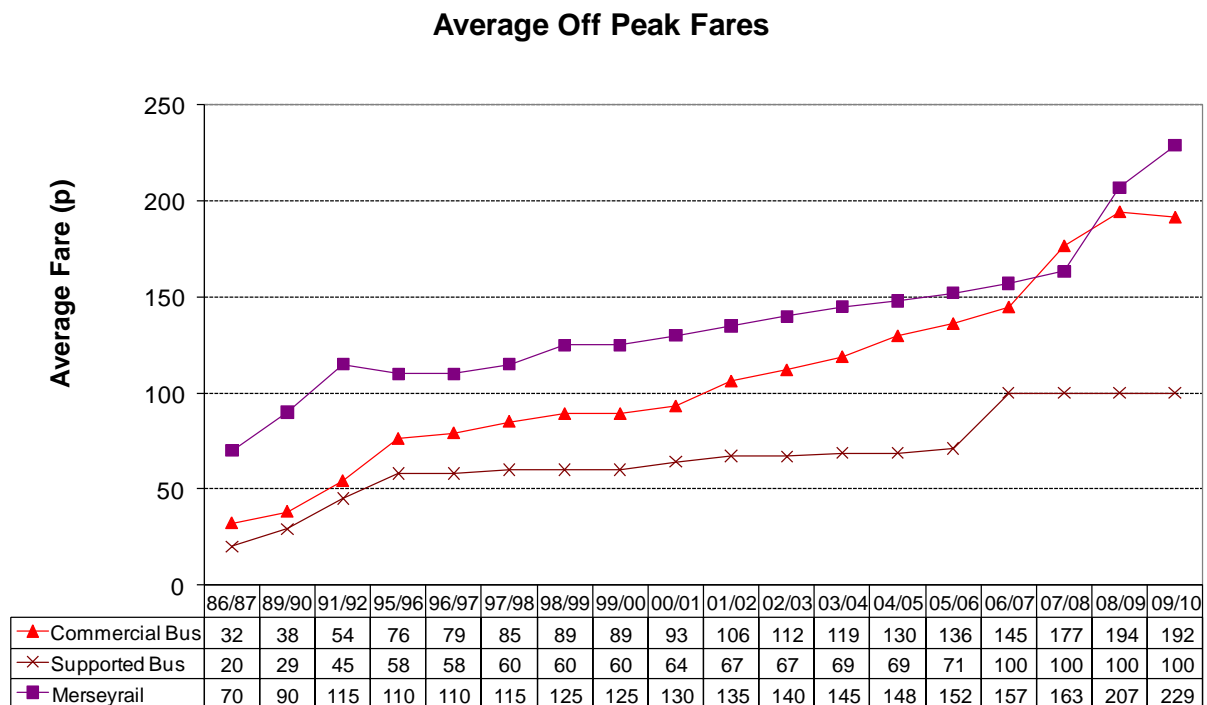


Figure 42



Source: Corporate Analysis/Integrated Transport

Figure 43

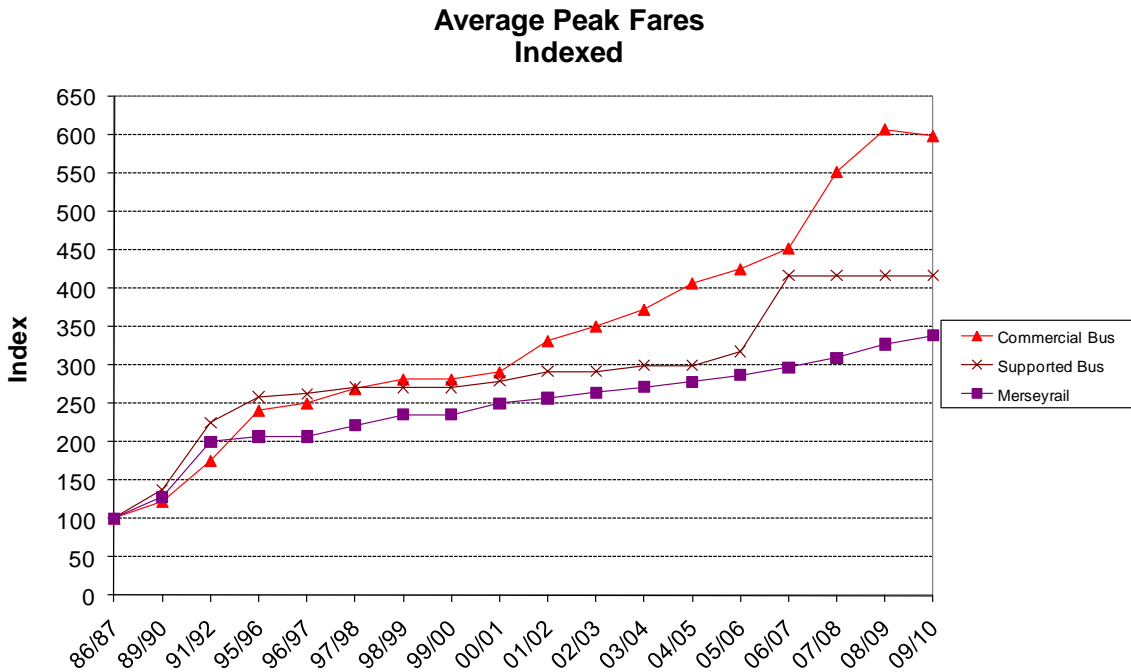
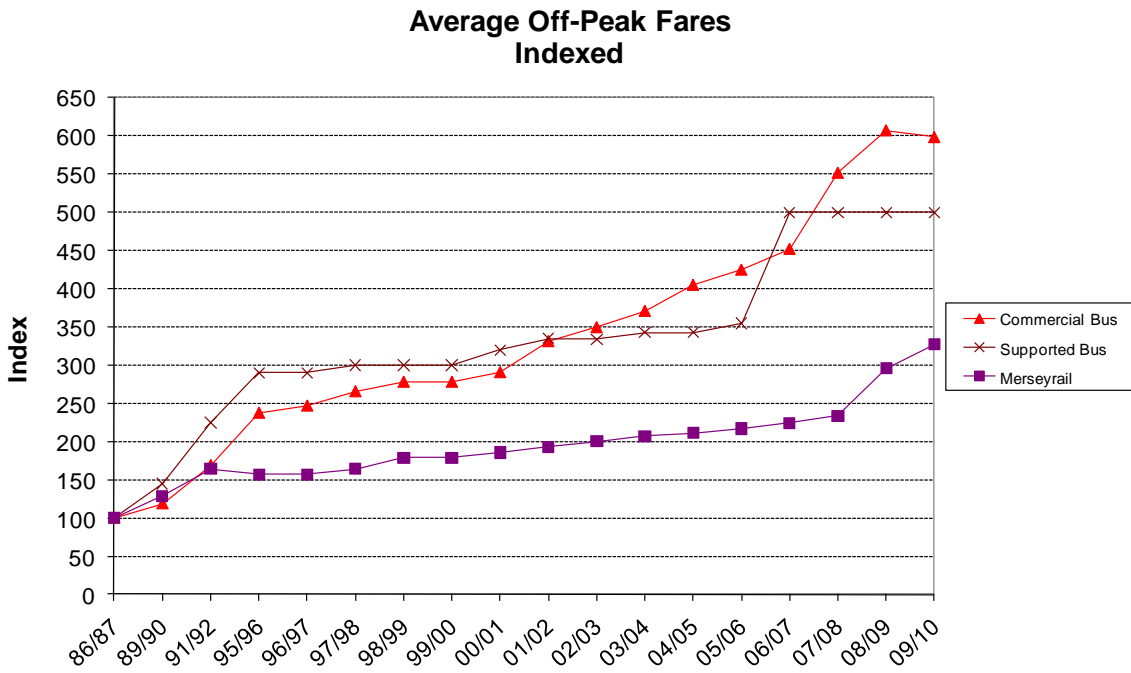


Figure 44



Source: Corporate Analysis/Integrated Transport

3.2. PREPAID TICKETS

Sales of Merseytravel's own range of prepaid tickets continue to be affected by the success of the Railpass season ticket, which was introduced in November 2005. Railpass tickets are valid for rail travel only to all stations within Merseyside, and to all stations to Chester, Ellesmere Port and Ormskirk.

The only outlets for Railpass ticket sales are the train operating companies.

Table 4

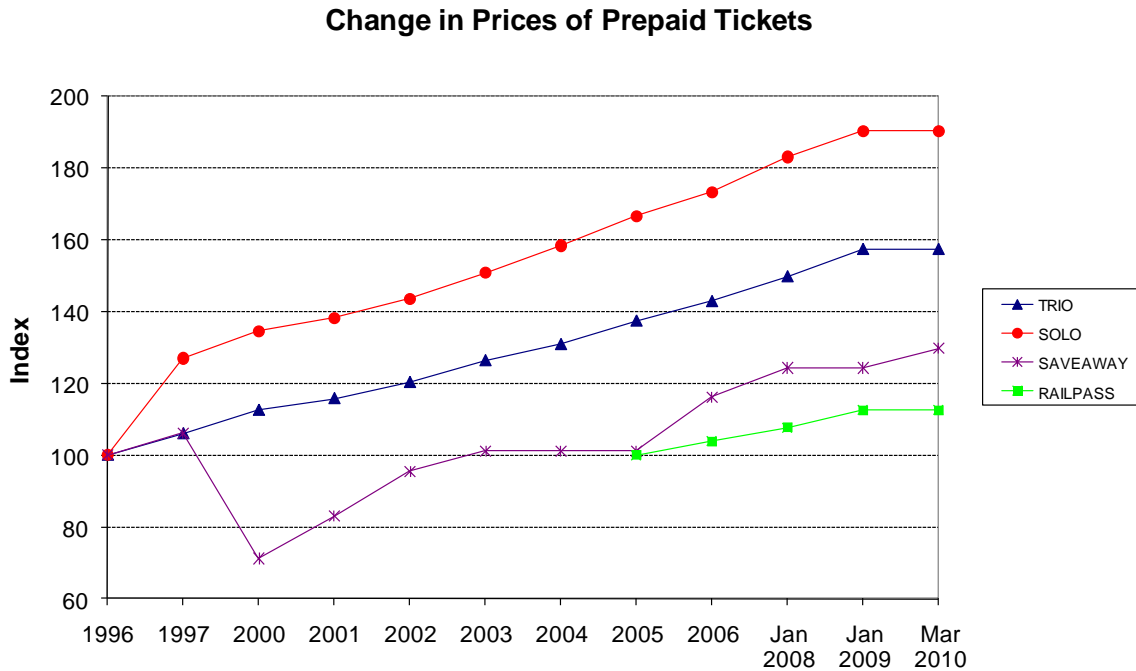
Prepaid Ticket Sales and Revenue

	1992/93	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99	1999/00	2000/01	2001/02	2002/03	2003/04
SOLO												
Sales ('000s)	48	217	271	237	175	168	183	200	256	299	328	339
Revenue (£'000s)	589	2,660	3,611	3,545	3,081	3,006	3,260	3,510	4,392	5,250	6,130	6,840
TRIO												
Sales ('000s)	200	142	104	102	156	204	231	278	267	227	214	212
Revenue (£'000s)	7,553	6,025	4,583	4,135	4,979	5,777	6,386	7,066	7,421	7,258	7,479	7,843
SAVEAWAY												
Sales ('000s)	3,620	3,479	3,188	3,520	2,621	1,672	1,398	1,312	2,933	4,640	3,755	3,312
Revenue (£'000s)	5,678	5,646	5,067	5,502	4,927	3,570	3,049	2,876	4,758	7,598	7,288	7,000
TOTAL												
Sales ('000s)	3,868	3,838	3,563	3,859	2,952	2,044	1,812	1,790	3,456	5,166	4,297	3,863
Revenue (£'000s)	13,820	14,331	13,261	13,182	12,987	12,353	12,695	13,452	16,571	20,106	20,897	21,683
	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	% Change					
SOLO												
Sales ('000s)	340	318	265	259	231	208	-9.96					
Revenue (£'000s)	7,260	7,085	6,362	6,376	6,006	5,764	-4.03					
TRIO												
Sales ('000s)	217	211	174	163	153	147	-3.92					
Revenue (£'000s)	8,376	8,196	6,798	6,710	6,523	6,593	1.07					
SAVEAWAY												
Sales ('000s)	3,046	3,007	2,848	2,296	1,846	2,098	13.65					
Revenue (£'000s)	6,574	6,546	6,619	5,930	5,758	6,558	13.89					
RAILPASS												
Sales ('000s)	N/A	14	51	58	70	81	15.71					
Revenue (£'000s)	0	799	2,627	3,184	4,050	4,518	11.56					
TOTAL												
Sales ('000s)	3,603	3,550	3,338	2,776	2,300	2,534	10.17					
Revenue (£'000s)	22,210	22,626	22,406	22,200	22,337	23,433	4.91					

Source: Ticket Income Management System

The prices of Trio and Solo tickets have risen steadily over the last 8 years. Saveaway prices were subject to a promotional discount in 2000, and were held steady from 2003 to 2005 but rose in the following two years to bring the increase nearer to being in line with inflation. The restriction on the use of Saveaways during the evening peak hours was lifted in January 2008 and in March 2010 Saveaway prices were revised to take account of this change. The chart below illustrates this.

Figure 45



Source: Ticket Unit

Ticket prices may have had an impact on sales volumes, which are depicted on the following pages, as the effect of the Saveaway discount can be seen in Figure 48, which also shows their increased popularity since the restriction change. However it is also likely that sales of Railpass tickets, introduced in November 2005, (illustrated in Figure 52) have eroded some Trio sales (Figure 50).

Figure 46

Solo Ticket Sales

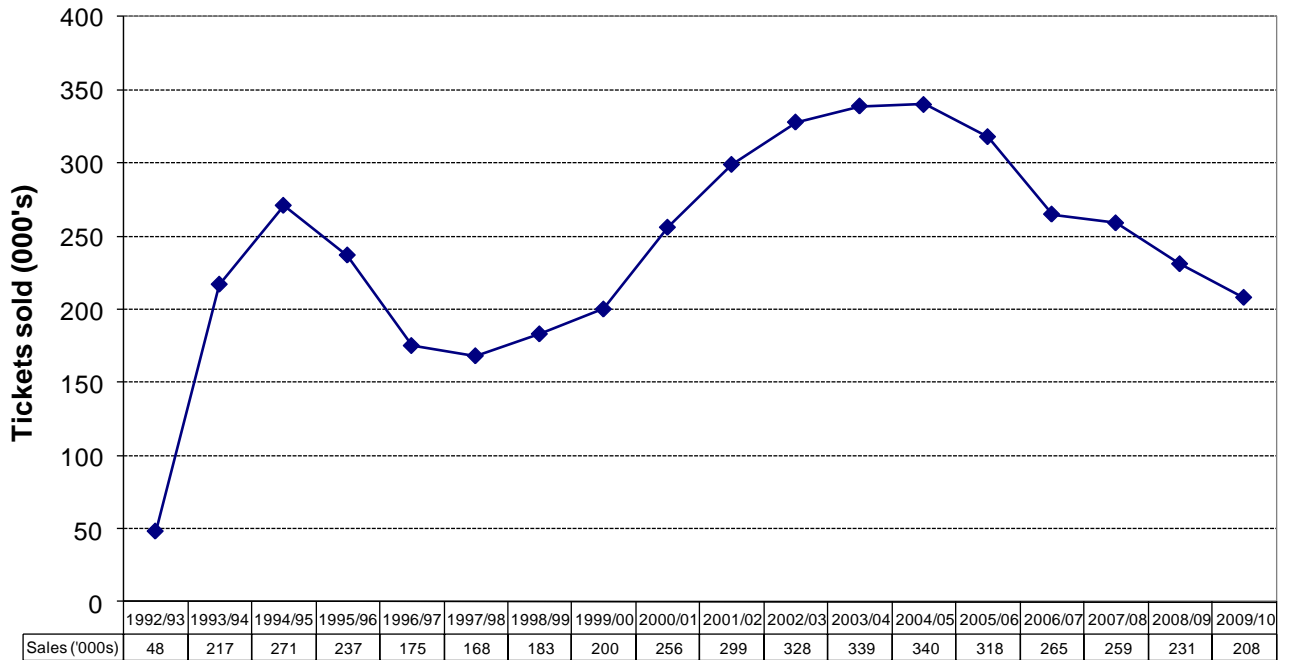
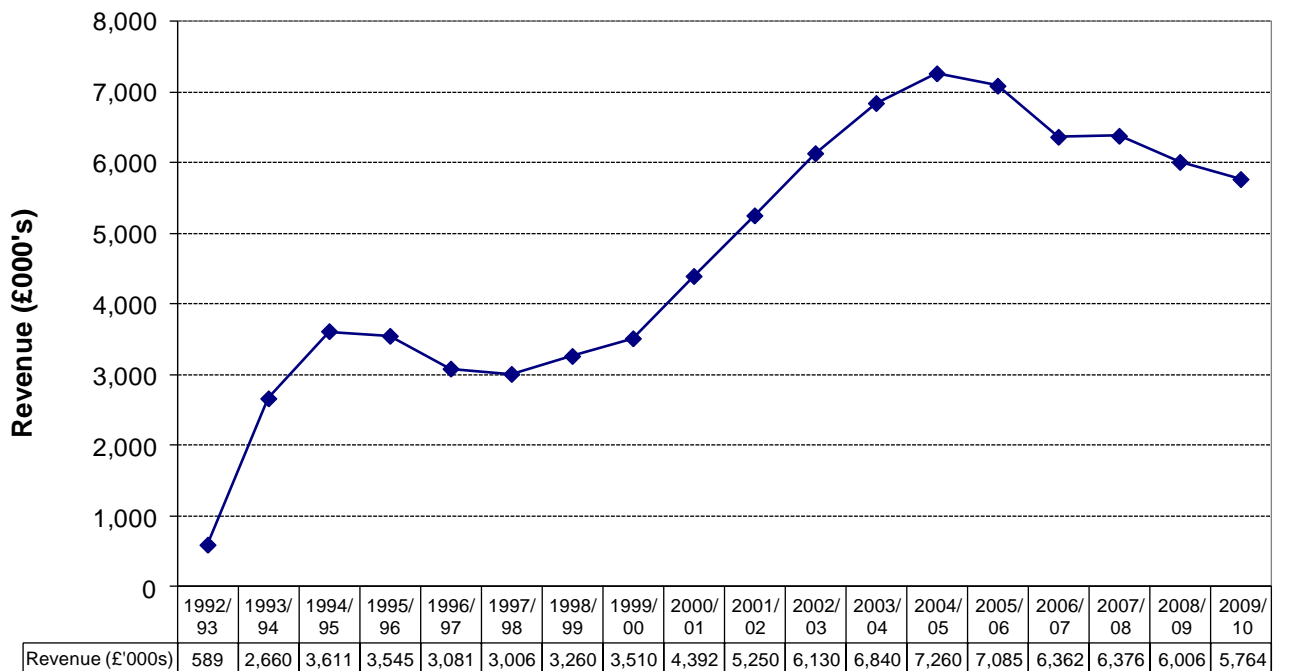


Figure 47

Solo Ticket Revenue



Source: Ticket Income Management System

Figure 48

Saveaway Ticket Sales

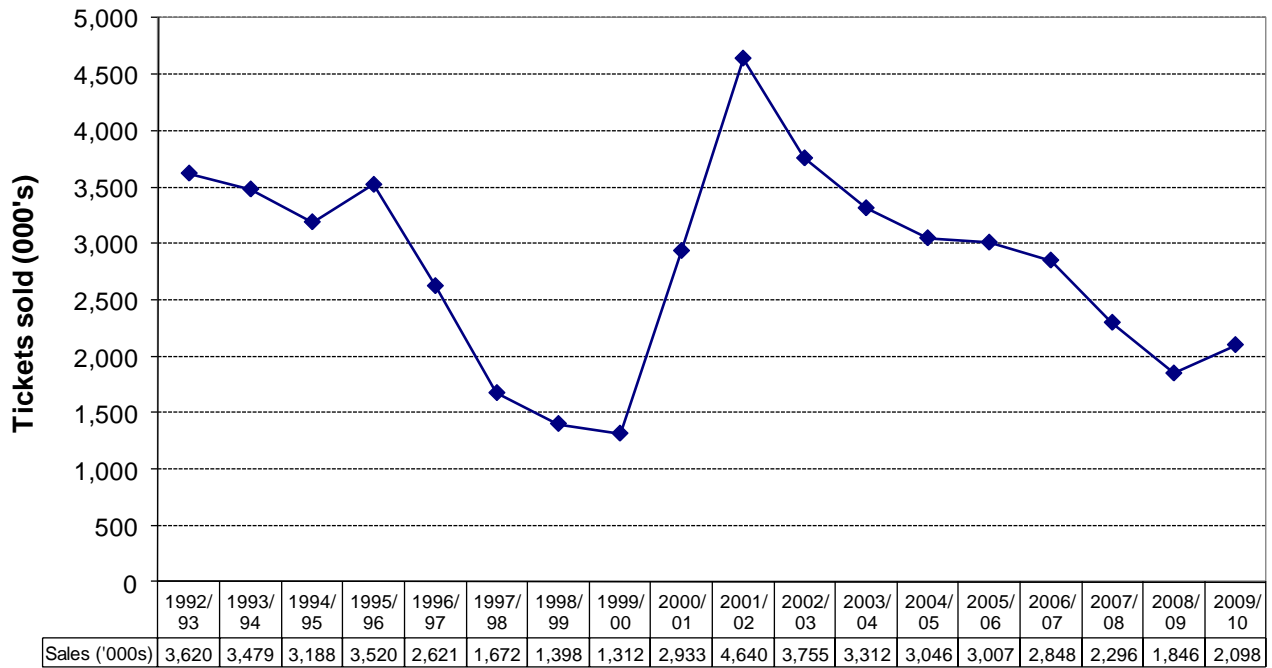
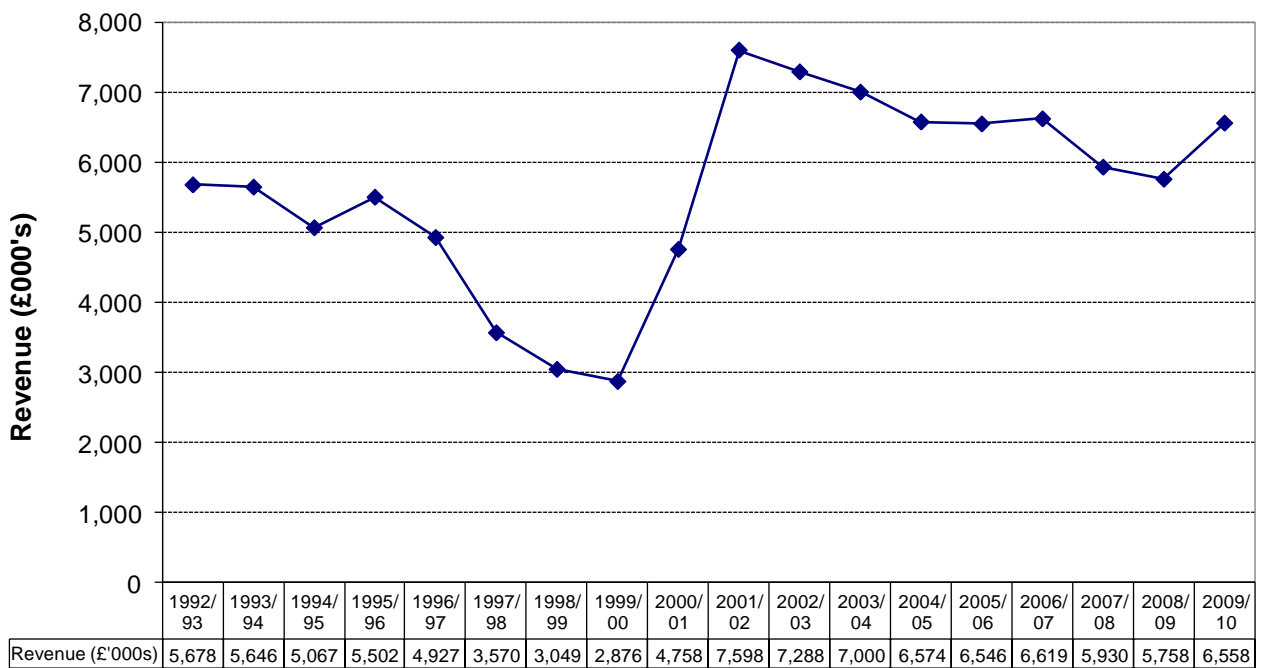


Figure 49

Saveaway Ticket Revenue



Source: Ticket Income Management System

Figure 50

Trio Ticket Sales

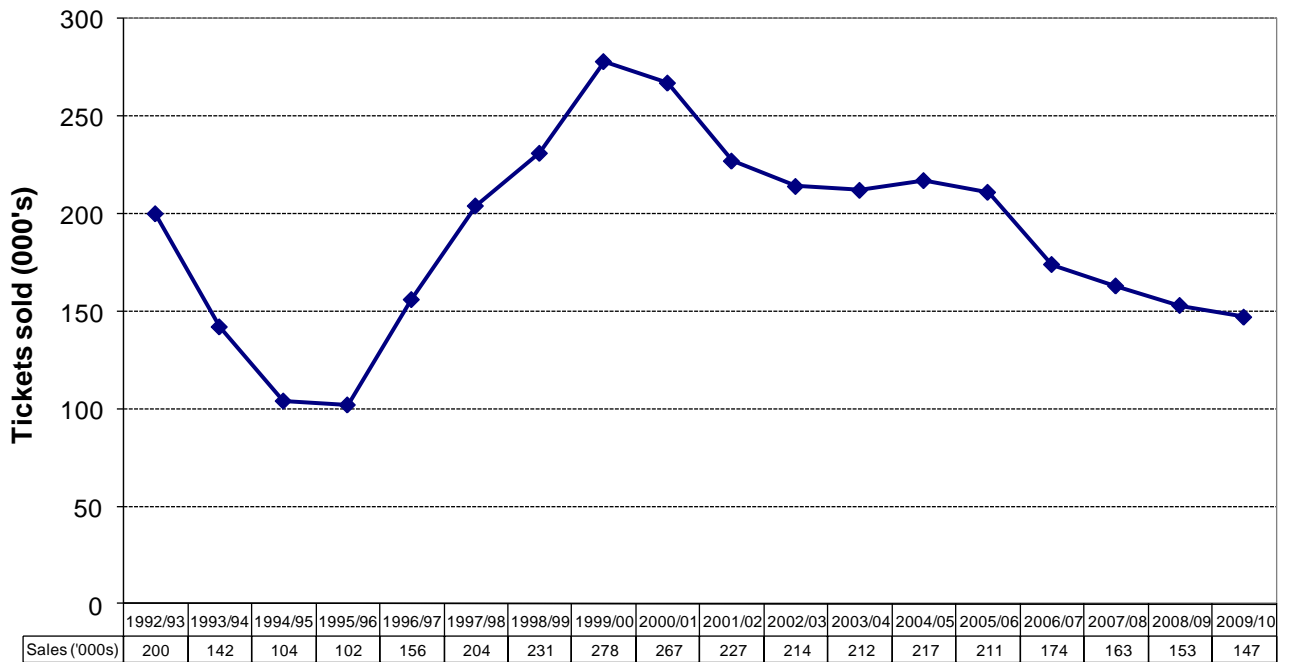
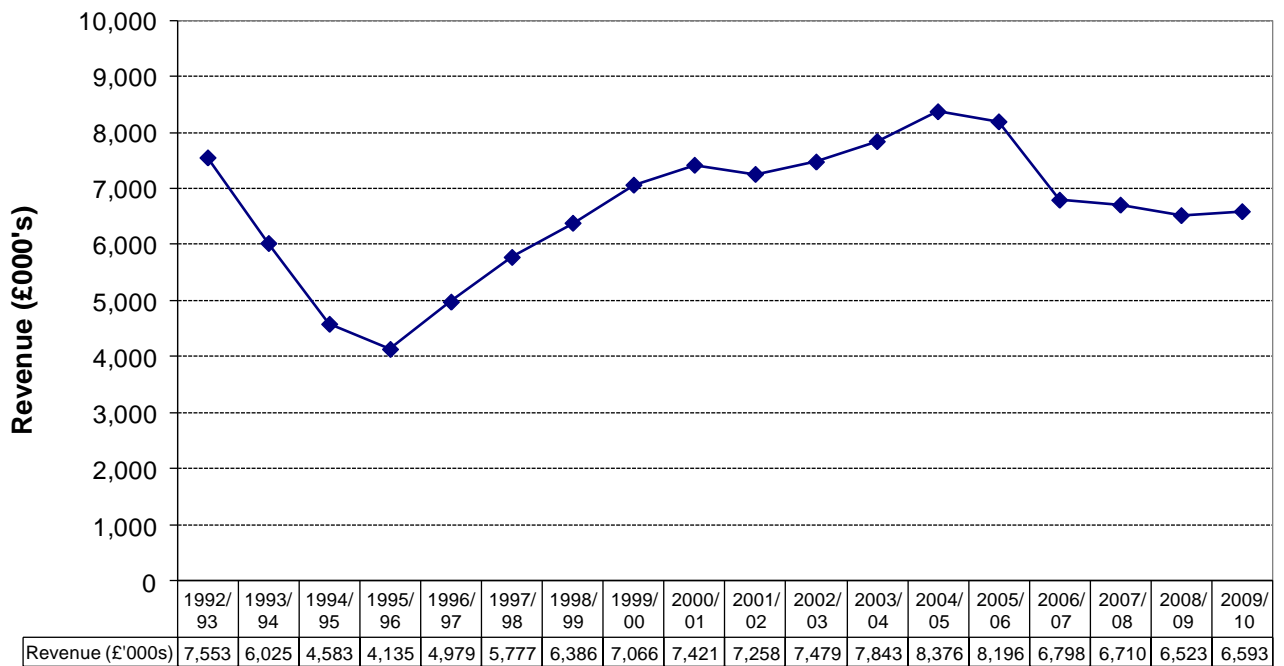


Figure 51

Trio Ticket Revenue



Source: Ticket Income Management System

Figure 52

Railpass Ticket Sales

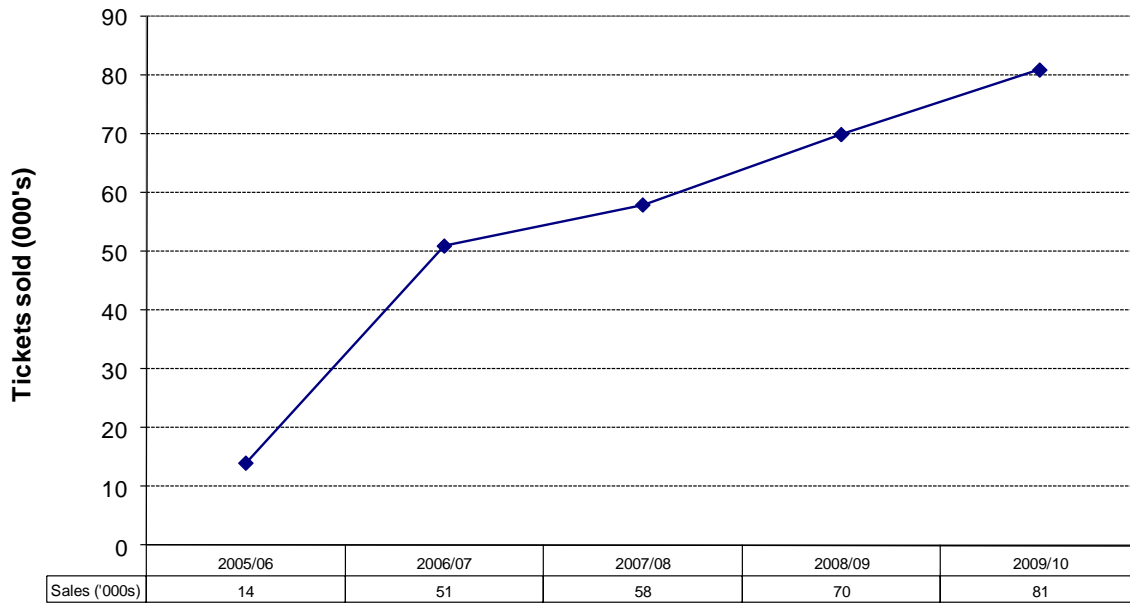
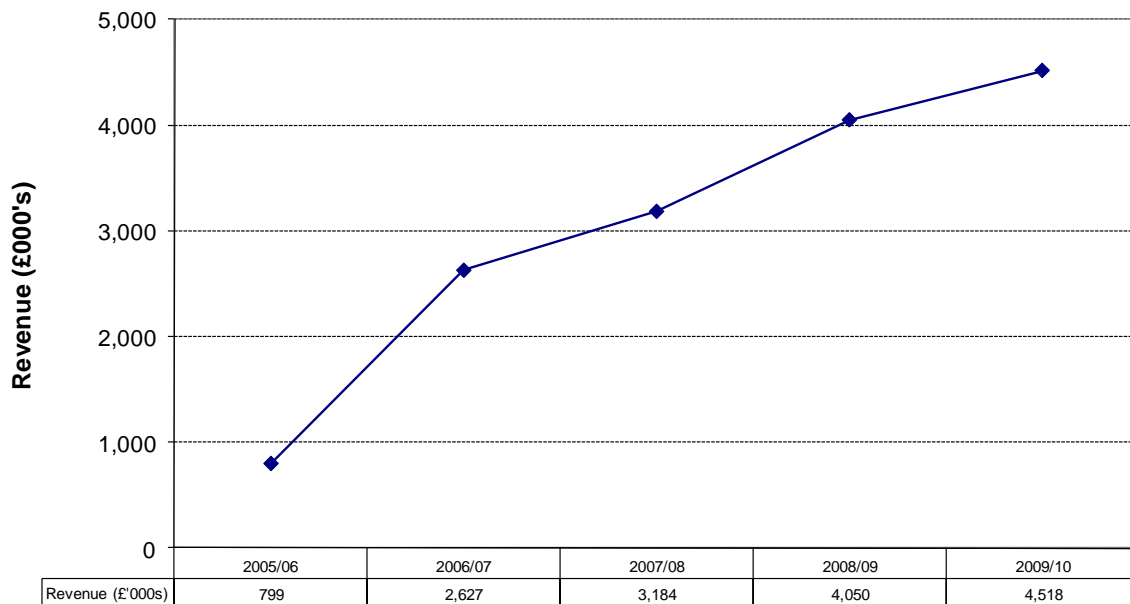


Figure 53

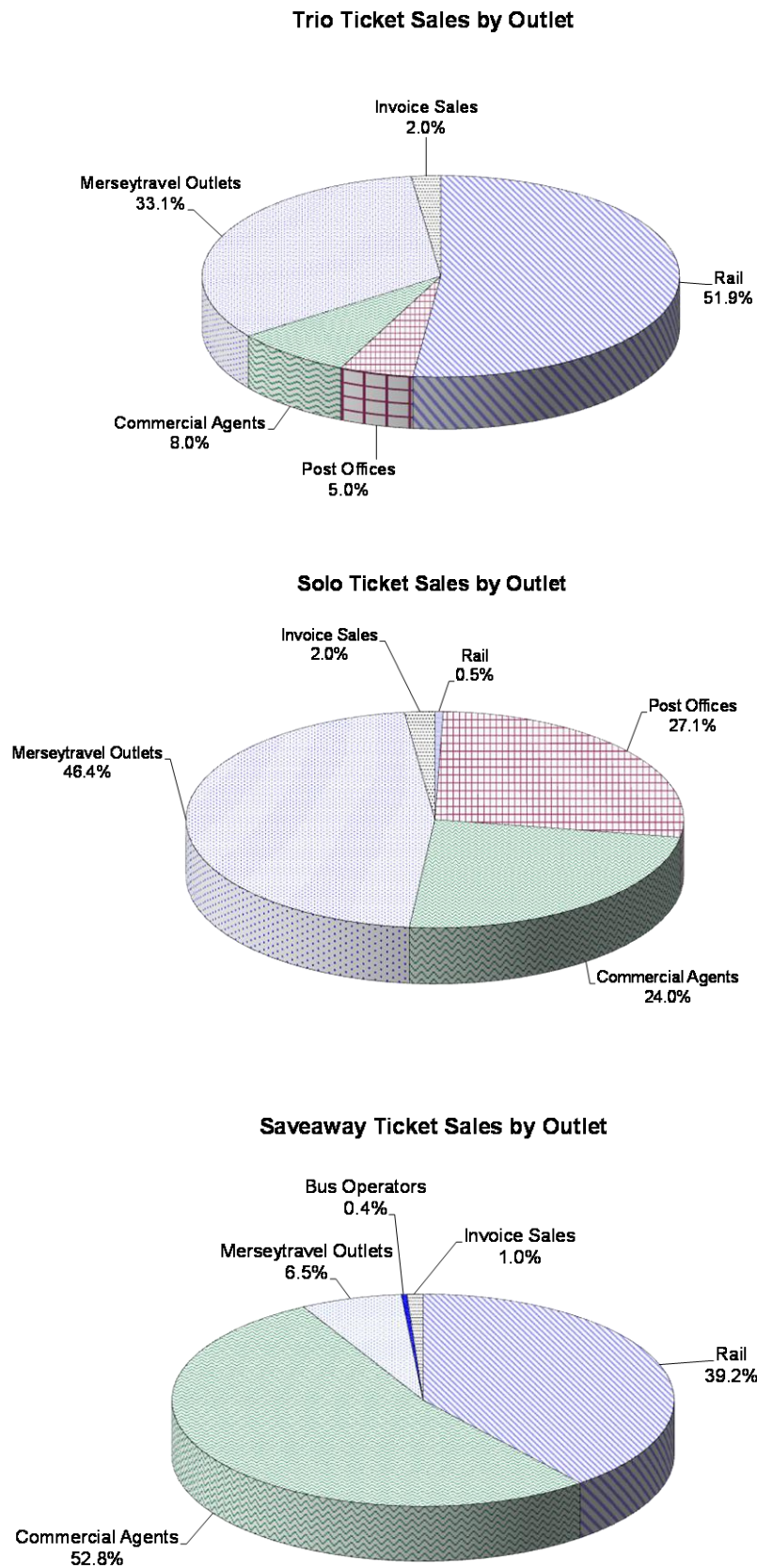
Railpass Ticket Revenue



Source: Chief Executive's Office

Figure 54

Prepaid Ticket Sales Income by Outlet



Source: Ticket Income Management System

3.3. CONCESSIONARY TRAVEL

The table below shows the number of concessionary travel passes in issue to elderly people and people with disabilities.

Table 5

Number of Passes Issued

	Apr 1999	Apr 2000	Oct 2000	Apr 2001	Apr 2002	2003	Jan 2005	Jan 2006	Oct 2006	Apr 2008	Apr 2009	Mar 2010
Disabled Pass	48,920	49,182	48,757	48,710	49,669	48,770 †	48,196	47,076	46,273	#	52,000	52,061
Elderly Pass	192,308	195,554	194,497	191,644	192,260 *	183,088 ‡	203,457	205,444	203,403	#	241,000	251,346
Total	241,228	244,736	243,254	240,354	241,929	231,858	251,653	252,520	249,676	269,743	293,000	303,407

* Figure derived from data as at 01/07/02

† As at 01/04/04

‡ As at 01/01/03

Source: Hubs Support

The significant rise in the number of passes is due to the introduction of the national concessionary travel scheme. This scheme extends free travel on local bus services across the whole of England to all elderly and disabled people.

Due to the introduction of the new national scheme it was not possible to determine the split between elderly and disabled passes in April 2008.

Merseyside was the first area of the country to extend concessionary travel to some rail journeys to destinations beyond the county boundary. Rail extensions apply to the same areas as Railpass tickets (Ormskirk, Chester and Ellesmere Port).

4. PASSENGER PERCEPTIONS

4.1. COMPLAINTS, REQUESTS AND SUGGESTIONS

4.1.1. Rail Service Complaints

There has been a 17.3% decrease in general letters, 435 were received, and an 81.9% decrease, to 32, complaints under the Rail Passengers' Charter. The overall decrease in total correspondence is 33.6%.

'Rail Passengers' Charter' complaints are those for which Merseytravel have given a refund due to the service arriving late or failing to operate within the terms of the Charter standards. As stated on page 7, Merseyrail remains one of the best performing Train Operating Companies in mainland Britain.

Table 6

Rail Complaints 2008/09

PERIOD	RAIL PASSENGERS' CHARTER	GENERAL LETTERS	TOTAL
1	19	47	66
2	8	38	46
3	21	39	60
4	22	41	63
5	6	49	55
6	15	37	52
7	7	27	34
8	15	34	49
9	17	37	54
10	13	48	61
11	25	37	62
12	5	43	48
13	4	49	53
TOTAL	177	526	703

2009/10

PERIOD	RAIL PASSENGERS' CHARTER	GENERAL LETTERS	TOTAL
1	4	37	41
2	1	26	27
3	0	34	34
4	4	27	31
5	2	24	26
6	2	37	39
7	7	41	48
8	6	28	34
9	3	45	48
10	1	35	36
11	0	36	36
12	2	29	31
13	0	36	36
TOTAL	32	435	467
% Change	-81.9	-17.3	-33.6

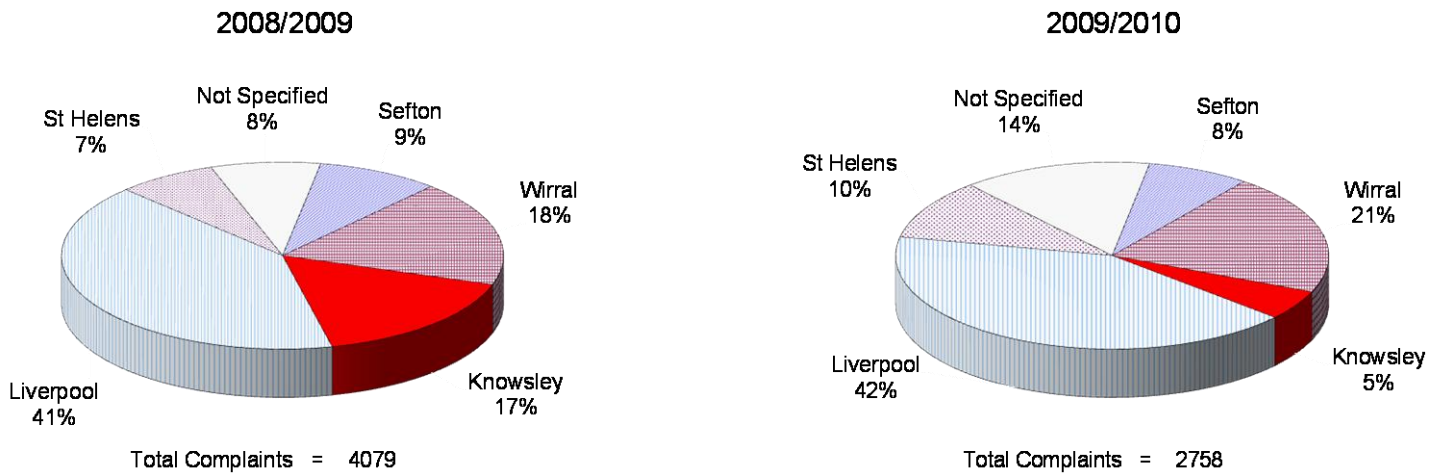
Source: Integrated Transport

4.1.2. Bus Service Complaints

Complaints and comments about bus services have decreased by 32.3%, to 2,758, since last year.

Figure 55

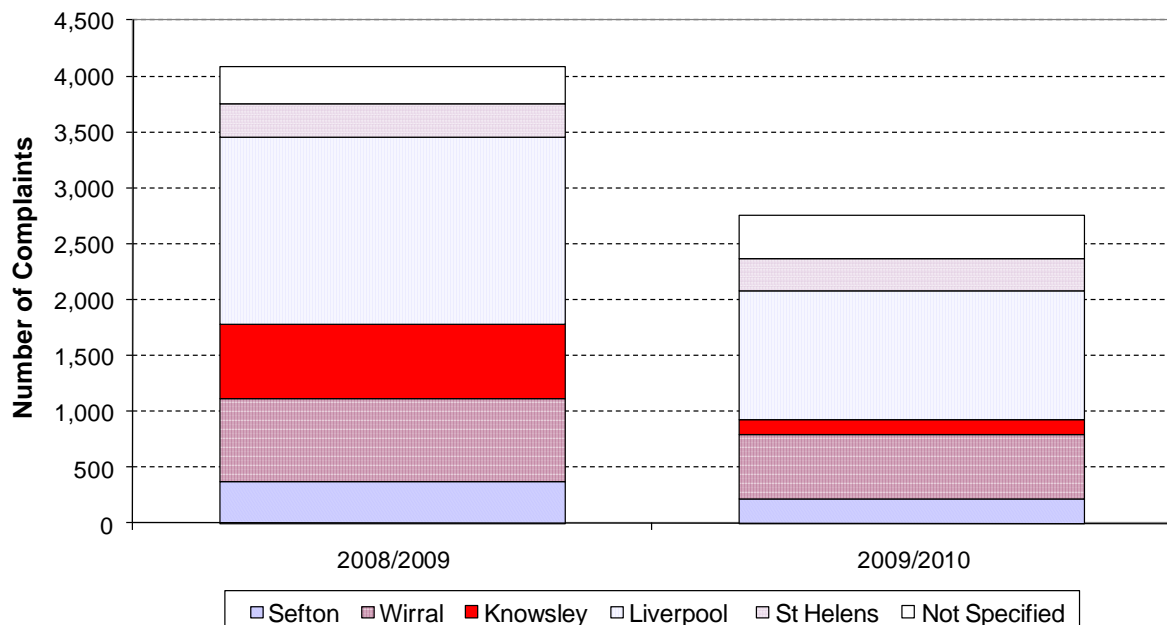
Complaints by District



Source: Business Support Services

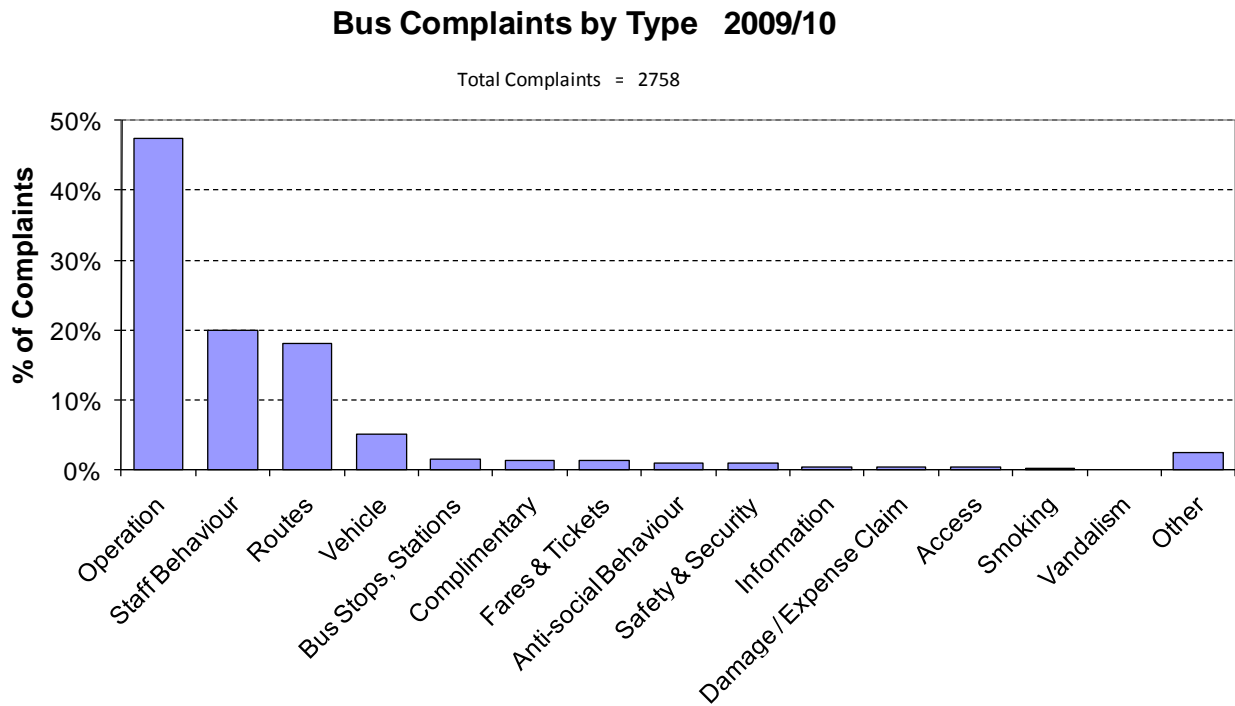
Figure 56

Complaints by District



Source: Business Support Services

Figure 57

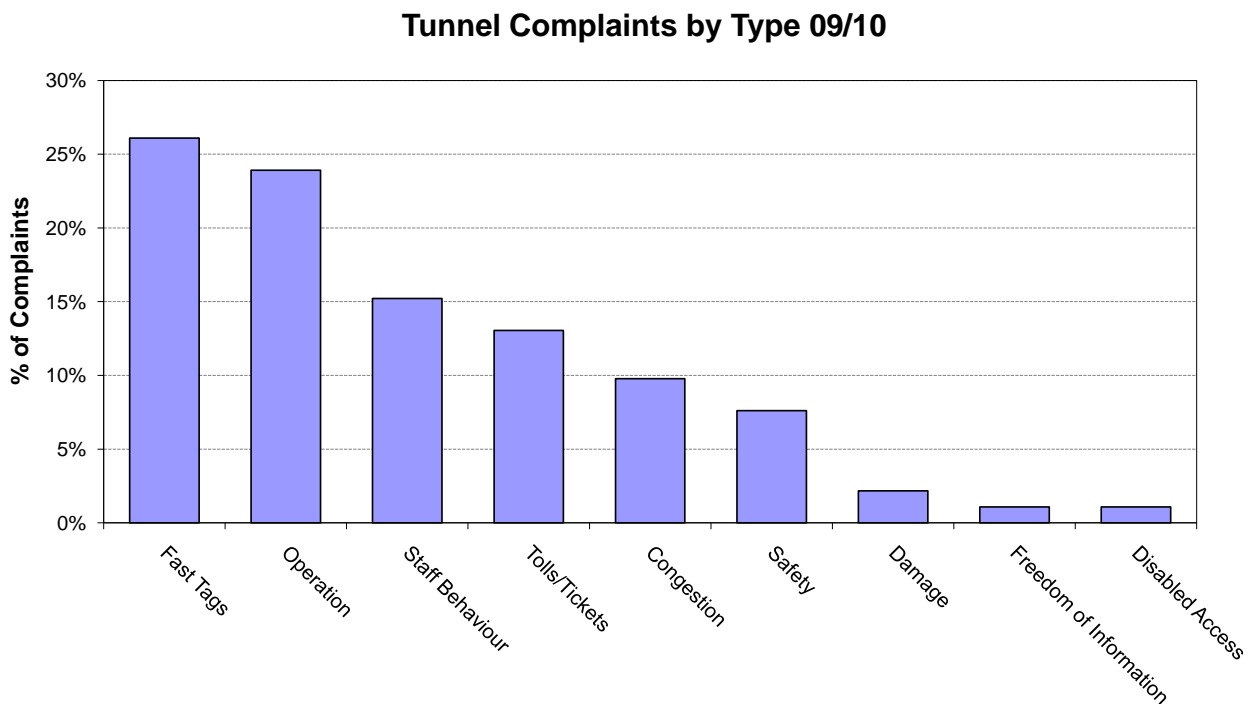


Source: Business Support Services

4.1.3. Tunnel Complaints

Complaints about tunnels totalled 92, 15% less than last year. Operational issues accounted for 22 of the complaints. There were 41 compliments during the year.

Figure 58

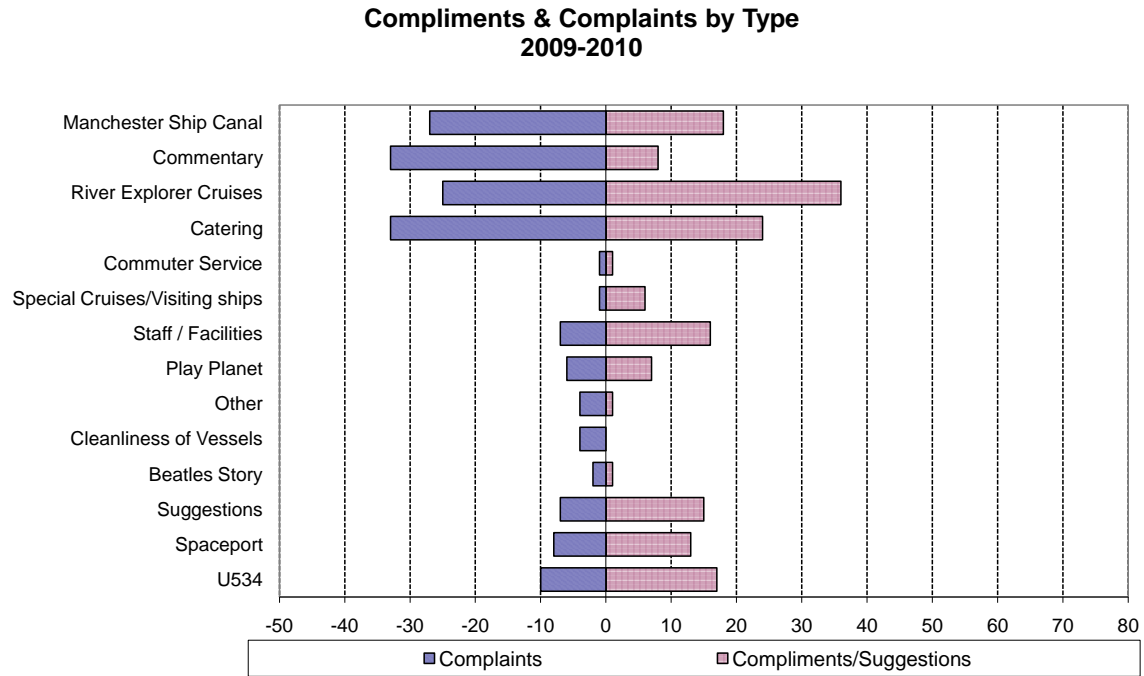


Source: Mersey Tunnels/Respond

4.1.4. Ferry Service Complaints and Compliments

There were 168 complaints, a decrease of 42.7% from the previous year. There were 163 compliments/suggestions, a decrease of 16.8% from last year

Figure 59



Source: Mersey Ferries

4.2. MERSEYTRAVEL INFORMATION LINE

The Traveline Board is a prime example of public/private partnership, between Merseytravel and the bus operators of Merseyside. The bus operators make a financial contribution to the cost of operating Traveline on a pro rata basis relating to their operating mileage. The Board includes 4 members nominated by bus operators and 5 members of Merseytravel. The information line is now the premier Traveline in the UK, as determined by the Department of Transport.

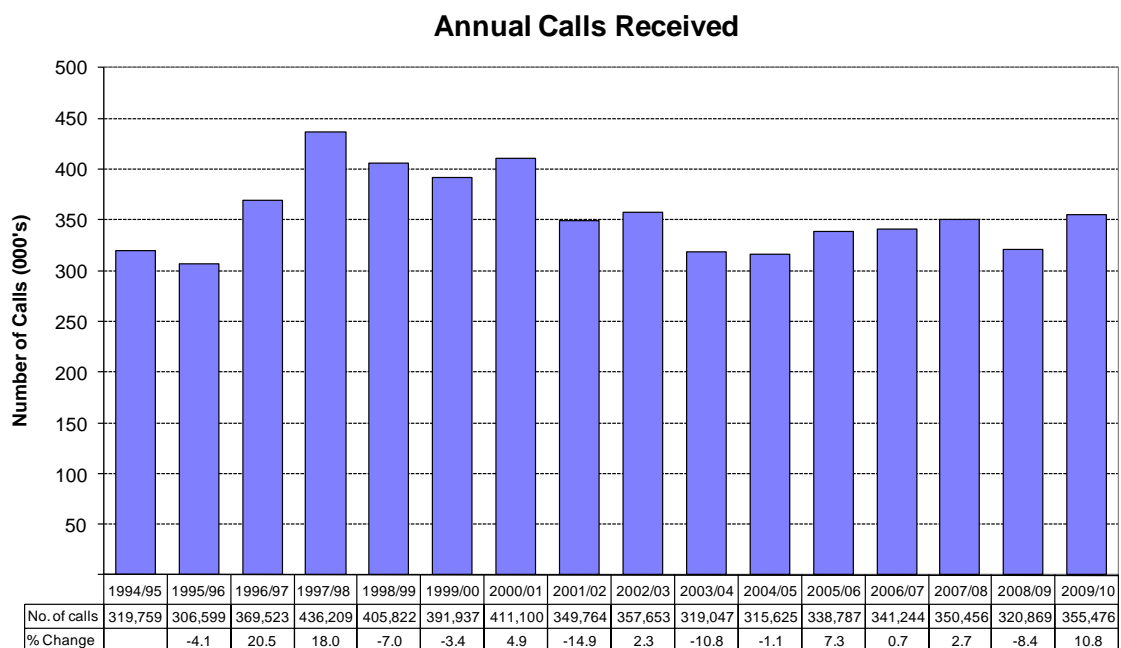
There was a 10.8% increase, to 355 thousand calls, in the number of calls to the Merseytravel line over the year, although data for the 13th 4-weekly period was not captured due to installation of a new computer system. During this time calls were dealt with by Traveline centres elsewhere in the UK. Calls answered within 30 seconds total for the year is 79%. This is below target, there was extreme weather in January, resulting in an unprecedented number of calls and target time was impossible to meet. These points are illustrated in Figure 60 below, and Figure 61 overleaf.

Merseytravel's website (www.merseytravel.gov.uk), which gives access to the whole range of local transport information as well as background details about Merseytravel, has been operating successfully for 7 years. New monitoring software was introduced in spring 2009 to give a more accurate measure of website usage, avoiding the inclusion of Merseytravel staff visits to the website during the course of their work. Therefore it is not possible to compare the usage with previous years. 1.2 million visits were made to the site in the year to 31 March 2010, the website also experienced a peak in the January bad weather. This is shown in Figure 62 on the next page.

Information is also available by SMS text message to mobile phone users. The number of enquiries answered by this service is illustrated in Figure 64 on page 43.

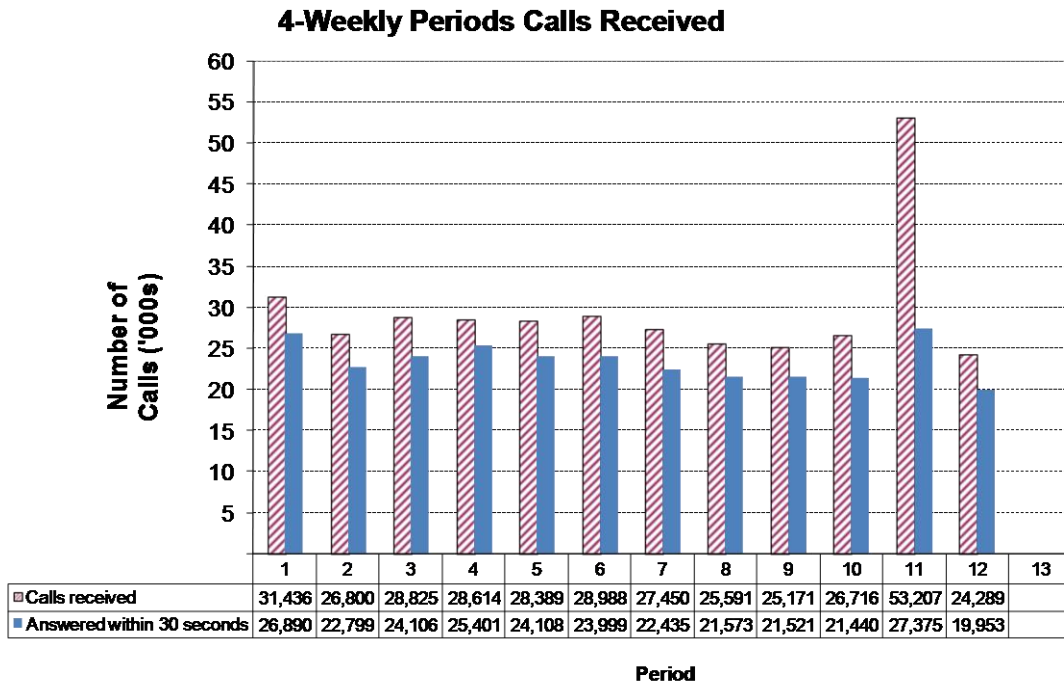
A new service for users of mobile data devices, NextBus, was introduced in spring 2010, 1,265 enquiries to this service were answered in the first 2 months of operation.

Figure 60



Source: Hubs

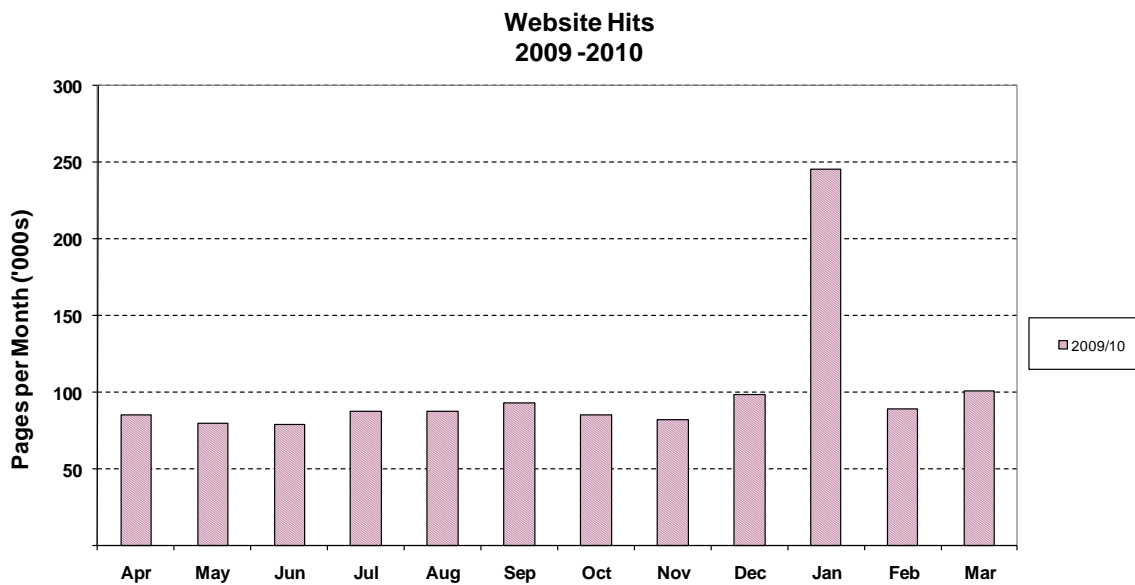
Figure 61



NB: Period 13 data is not available due to installation of a new computer system

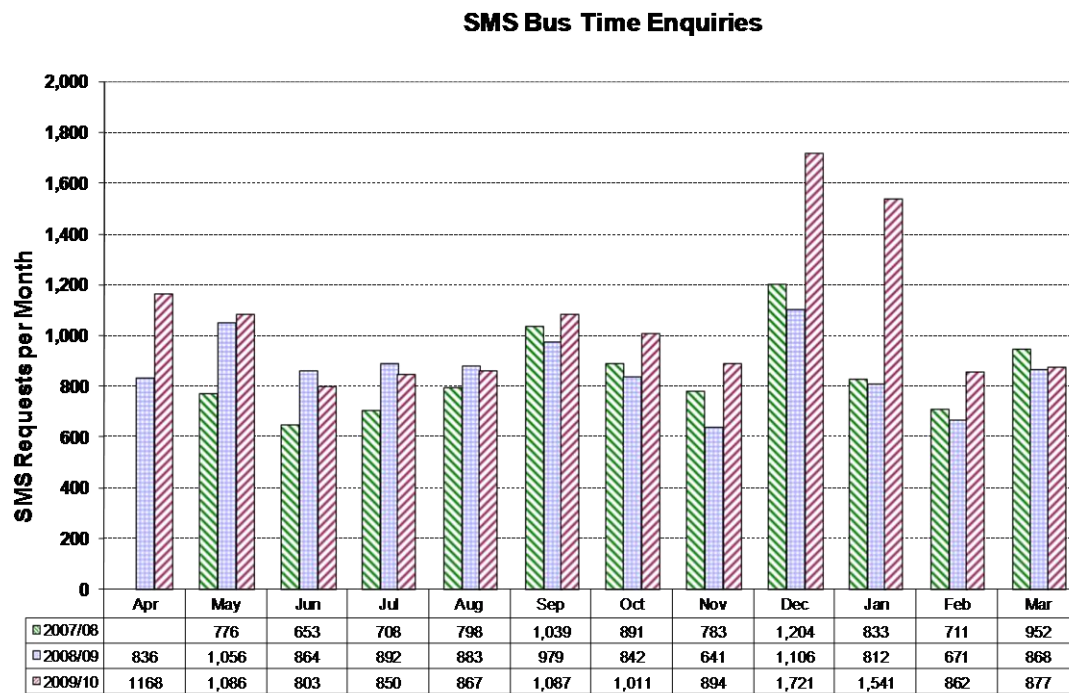
Source: Hubs

Figure 62



Source: www.google.com/analytics, Information Services

Figure 63



5. INFRASTRUCTURE AND VEHICLE STANDARDS

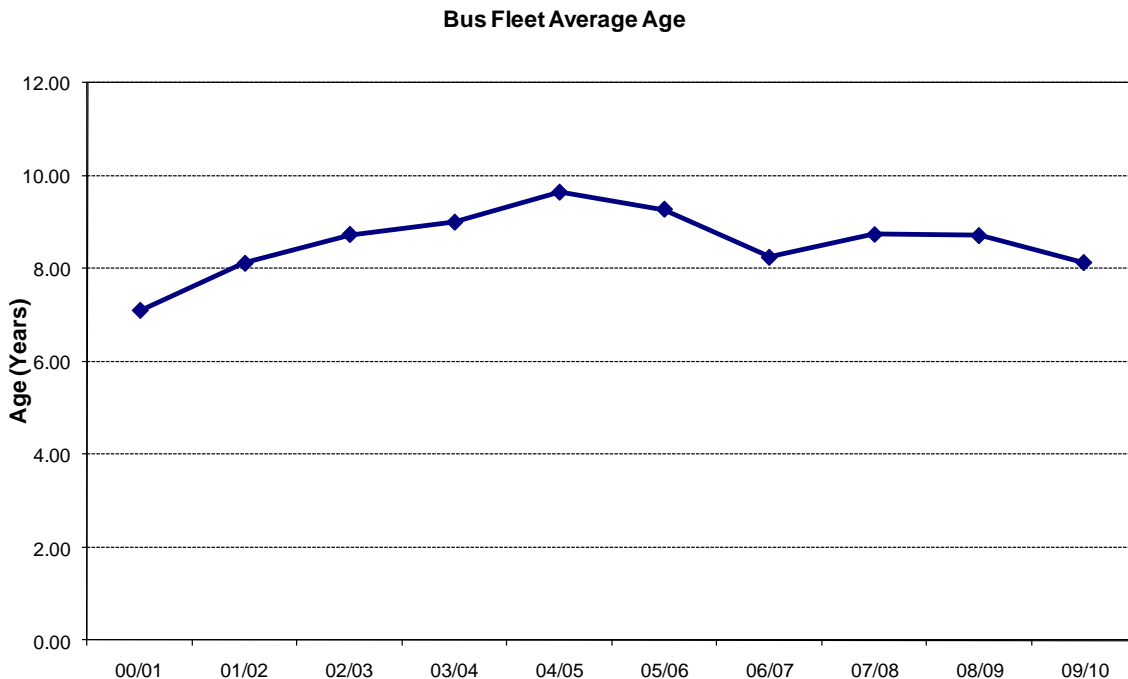
5.1. MERSEYSIDE BUS FLEET

The average age of the Merseyside bus fleet fell to 8.1 years as at April 2010, compared to an average age of 9.3 years at the start of LTP2 in 2005/06, and 7.1 years at the start of LTP1 in 2000/01. Figure 65 and Figure 66 overleaf illustrate this.

The numbers of vehicles satisfying the old DPTAC accessibility standards remained almost constant this year, and the number of vehicles meeting full accessibility standards rose. There are now 74 supported services using vehicles that at minimum satisfy DPTAC criteria. If operators used dedicated vehicles for each service this would amount to 130 vehicles, however operators may use the same vehicle on more than one service, for instance when two services operate at different times of day. 156 supported services use full low floor specification vehicles, which would amount to 280 vehicles if each vehicle were used on only one service. Table 7 and Table 8 on pages 46 and 47 list these services.

N.B. Operators are not all able to provide snapshot details of their fleet age as at the same date, therefore it is not possible to establish the exact size of the Merseyside bus fleet, the best estimate is approximately 1,200 vehicles.

Figure 64



Source: Bus Operators

Figure 65

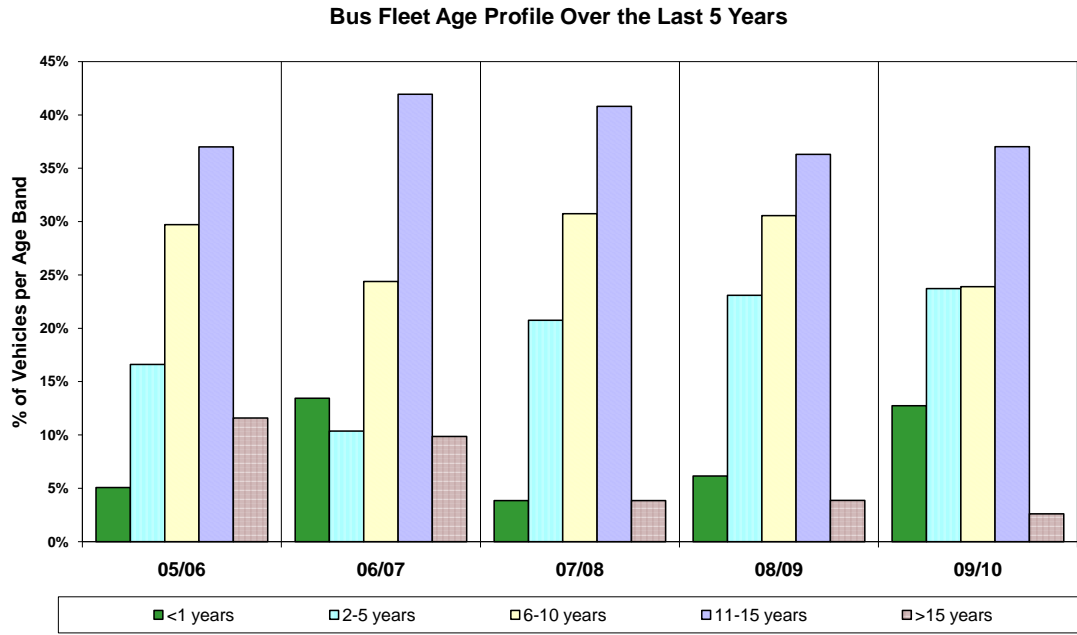
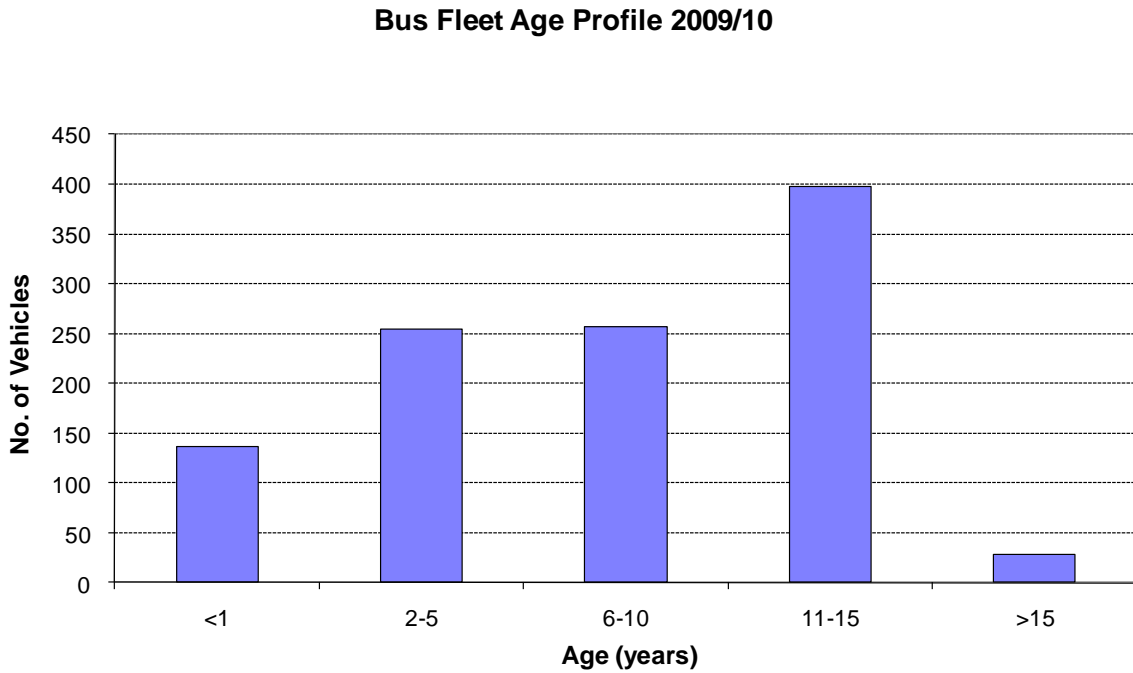


Figure 66



Source: Bus Operators

Table 7

DPTAC SERVICES
CONTRACTS IN OPERATION AS AT APRIL 2010

OPERATOR	SERVICE	VEHICLES	OPERATOR	SERVICE	VEHICLES
ARRIVA	107/207	3	CUMFY	746/701	1
	110(L'pool)	4	HALTON	17B	1
	110(Wirral)	4		161	2
	114	4		693	1
	117/118	3		706	1
	118/119	6		750	1
	143	2	PEOPLE'S	600	1
	153	3		681	1
	155	3		682	1
	156	3		692	1
	160	2		693	1
	161	4		696/690	1
	168	2		710	1
	180	3		727	1
	181	4		737	1
	192	2	RED KITE	196	2
	203/423	5		652	1
	216/217	4		705/760	1
	218	1		710	1
	218(Wirral)	6		712/713/718	1
	221	3		720	1
	241	3		724	1
	250	3		742	1
	653/658	1		743	1
	662/719	1		754	1
	711	1		773	1
	711/716	1		774	1
	721	1		786	1
	740	1		786/712	1
	760	1		789	1
	781	1	STAGECOACH	786	1
	783	1		800	1
	784	1		839	1
	787/706	1		892	1
	790/706	1	SUPERTRAVEL	169	1
	793	1		74	130
	794/752	1	TOTALS	ROUTES	VEHICLES
	795	1			
	852	1			

Source: Integrated Transport

Table 8

LOW FLOOR SERVICES
CONTRACTS IN OPERATION AS AT APRIL 2010

OPERATOR	SERVICE	VEHICLES	OPERATOR	SERVICE	VEHICLES	OPERATOR	SERVICE	VEHICLES	OPERATOR	SERVICE	VEHICLES
A1A	106	2	ARRIVA	112/113	1	FIRST	141/142	4	NAPIER	600	1
	138/139	1		117	2	HALTON	116	2		615	2
	154/155	1		121/122	3		666	1		646/681	1
	181	1		147/196	2		667/660	1		677/667	1
	193/293	3		156/602	2		689	1		685/735	1
	197	2		156	3		696	1	NIP-ON	128 ETC	1
	203	4		182	2		700/757	1		199	1
	608	1		186	1		703/757	1		240	1
	634/643	1		194/195	3		710 ETC	1		719	1
	635	1		210/241	3		716/788/9	2	PEOPLES	168	2
	639	1		248	1		741/748	1		206	1
	650	1	AVON	110	4		751	1	SELWYNS	E10/11/12	6
	652	1		164/165	2		787/743	1	STAGECOACH	119	4
	654	1		172	2		788	1		130	4
	656	1		186	2		791 ETC	1		133	2
	698	1	CUMFY	121/215	5		792 ETC	1		162	5
	854	1		135/235	3		793	1		214/216	2
A2B	101	1		136	1		794	1		220/120	3
	145 Etc	3		152/714	1		795/753	1		242	3
	171/172	3		157/158	2		870	1		244	4
	174/175	1		160 ETC	2		801	1		356	2
	618	1		167	1	HUYTON	101	4		892	1
	697	1		645	1		102	3		947	1
	901	2		692	1		111	1	SUPERTRAVEL	163	2
ACE	103	3		838	1		123	1		166 ETC	4
	122	1		C1 ETC	3		128 ETC	3		169	1
	129	1		C2	2		135	2		173/174	4
	146 Etc	1		C4/C5	4		141/36	2		194	1
	150	1		MLK	8		156/157	2		236	1
	162	2	EAZIBUS	124/125	4		159	4		248	2
	197	1		165	2		166/188	2		265	1
	216/217	2		166 ETC	3		209/259	2		289/290	2
	231 ETC	4		174/175	1		256/156	1		290	1
	663	1		201	1		661	1		877	1
	685/686	1		202/204	3		662	1		881	1
	687	1		213	1		686	1		156	280
	835	1		272/273	1		883	2	TOTALS	ROUTES	VEHICLES
	870	1		613	1		897 DRT	1			
	897	1		649	1		898 DRT	1			
	990/1/2	2		699	1		899 DRT	1			
							MLK	1			

Source: Bus Services

5.2. STOPS AND SHELTERS

Merseytravel currently owns 6,126 bus stops on Merseyside, 4,260 of which have shelters (70%), of these 621 have advertising space. All stops and shelters are maintained by CCUK.

The table below shows how many stops and shelters are currently located within each of the five metropolitan districts

Table 9

Stops and Shelters Table 2009-10

District	Shelters		Stops No Shelters	All Types
	Advertising	Other types		
Knowsley	14	447	248	709
Liverpool	321	852	480	1,653
Sefton	180	758	306	1,244
St Helens	14	665	337	1,016
Wirral	92	917	495	1,504
Shelters Sub Total	621	3639		
Totals	4,260		1,866	6,126

Source: Hubs-Asset Management

5.3. STATIONS

Table 10

Bus Stations

Bus Stations		Facilities/Features					Comments
Location	Use (millions)	Staff	Digital CCTV	Help Point	Public Address Voice Announcement System	Customer Feedback Forms Available	
Liverpool							
Liverpool One	4.26	Yes	Yes	Yes	Yes	Yes	Opened as part of the Liverpool One shopping centre development in November 2005 and includes Travel Centre facilities and bus layover area.
Queen Square	14.38	Yes	Yes	Yes	Yes	Yes	Bus Station operational since 1996 and Passenger Facilities Building since 1999. Major refurbishment completed 2004/05. Public Address Voice Announcement System installed early 2006/7. Pedestrian crossings upgraded 2007 with additional visual displays.
Sefton							
Bootle	2.58	Yes	Yes	Yes	Yes	Yes	Operational since 1999. Associated kerb and drainage works completed in bus station and layover area 2005/6. Public Address Voice Announcement System installed 2006/7. Customer help points installed 2010.
Knowsley							
Halewood	.22	MS *					Operational since 1998. Scheduled for redevelopment as part of the new Ravenscourt Shopping Precinct.
Huyton, Derby Road	2.04	Yes	Yes	Yes	Yes	Yes	Operational since 1996. Refurbished in 2003/04: offices and Travel Centre plus installation of CCTV. Drainage improvements 2004/05. Resurfacing of bus stands 05/06. Public Address Voice Announcement System installed 2006/7.
Kirkby, Cherryfield Drive	2.28	MS *					Scheduled for redevelopment as part of town centre improvements as a new staffed bus station incorporating layover and a Travel Information Centre.
Prescot	.29	MS *					Operational since 1999.
St Helens							
Bickerstaffe St (St Helens)	5.31	Yes	Yes	Yes	Yes	Yes	Operational since 1996. Refurbished in 2003/04: shelters, signage and carriageway markings plus installation of CCTV. Public Address Voice Announcement System installed 2006/7. Customer Help Points installed 2010.
Earlestown	.67	MS *		Yes			Operational since 1998. Customer Help Point installed 2010.
Wirral							
Birkenhead, Claughton Road	4.03	Yes	Yes	Yes	Yes	Yes	Operational since 1996. Won 5 design awards during its first couple of years of operation. Public Address Voice Announcement System installed 2006/7. Enclosure of stands 1 and 2 in 2004. Work completed 19 August 2007 on the construction of additional roadway, departure bays and concourse extension. 4 new automatic doors were installed at the main entrances in early 2008. Customer Help Points installed 2010.
Heswall, Telegraph Road	.61	MS *	Yes	Yes			Jointly owned with Wirral BC. Refurbished in 2003/04: painting, carriageway markings and lighting plus installation of CCTV. During 2006/7 additional signage and barriers systems installed to improve safety. Customer Help Points installed 2010
Woodside, Birkenhead	.08	MS *					Infrastructure and highway jointly maintained by Merseytravel and Wirral BC.
Arrowe Park	.61	MS *					Infrastructure and highway maintained by Merseytravel.

* Mobile Supervision provided
Signage at all sites has been enhanced

Source: Hubs – Operational Managers

Table 11

Train Stations

Number of Supported Stations	87
Supported stations with car parks	54
Number of parking spaces	4095
Merseyrail network length	109

Source: Rail Services

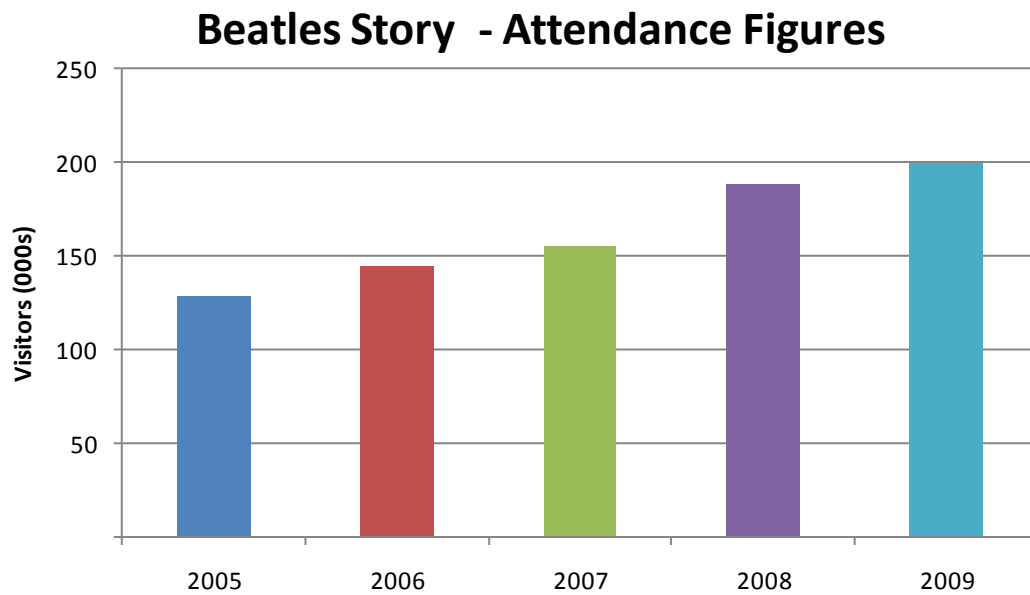
6. ATTRACTIONS

6.1. BEATLES STORY

The Beatles Story has been a Merseytravel attraction since 2008. A new Beatles Story exhibition area opened in the summer of 2009 in the recently completed Pier Head ferry terminal, creating a link between the two complementary attractions.

Beatles Story attendances continue to grow, as illustrated below.

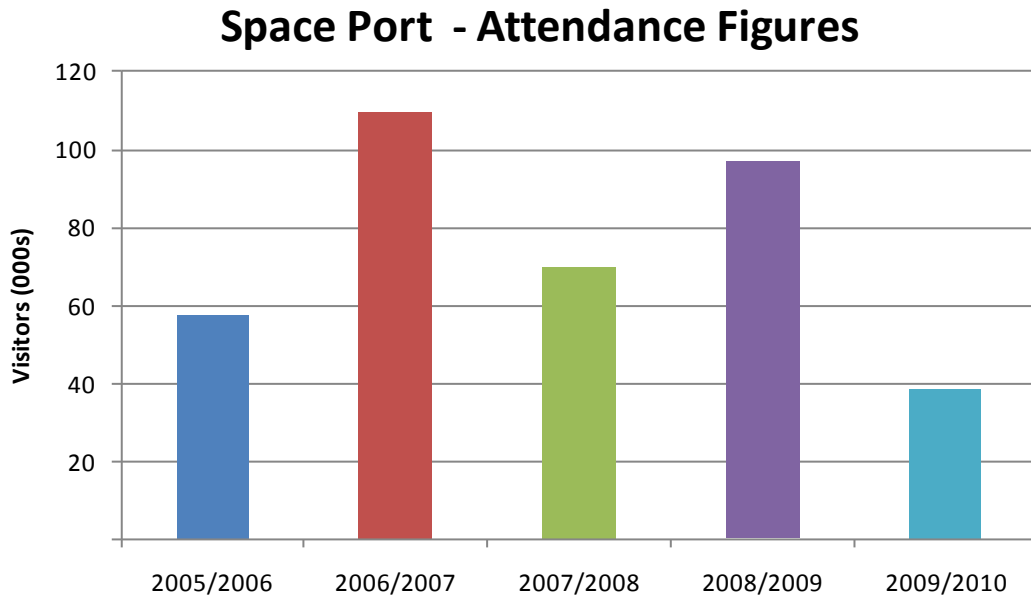
Figure 67



6.2. SPACEPORT

Spaceport opened in the redeveloped Seacombe ferry terminal buildings in August 2005. Several major events have drawn large crowds, most notably Dr Who themed exhibitions in 2006/07 and 2008/09. More recently the Wallace and Gromit in Space exhibition, which opened just a few days before the end of the reporting period, was attracting growing numbers of visitors.

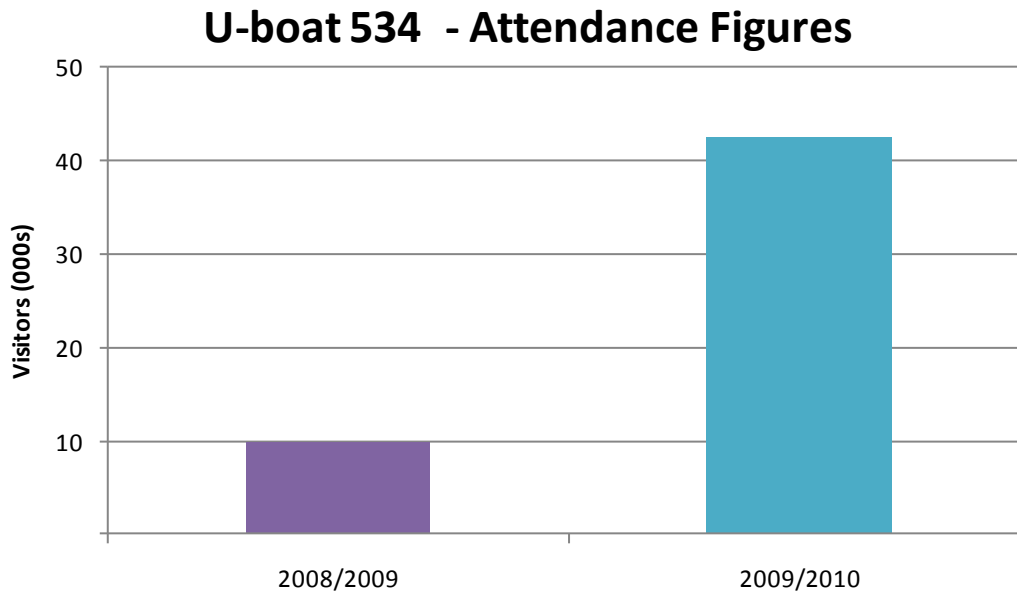
Figure 68



6.3. U-BOAT STORY

The U-boat Story welcomed its first visitors in February 2009 adjacent to Woodside ferry terminal. It immediately became a popular destination, attracting nearly 10 thousand visitors in its first few weeks of operation.

Figure 69



CHRONOLOGY OF MAJOR COMMERCIAL BUS SERVICE CHANGES

1 APRIL 2009 – 31 MARCH 2010

April – June 2009

Cumfybus withdrew service EL1 (2 journeys per day).

Fairway Travel introduced the 120 service serving St Helens and Haydock.

Arriva introduced a new commercial direct shuttle service 501 Liverpool South Parkway to John Lennon Airport. This service operates Monday to Saturday with a 20 minute frequency, stopping only at the start and end points of the route.

Arriva withdrew commercial night services 82N and N86 which served the south east of Merseyside towards Speke.

July – September 2009

Fairway Travel introduced the new commercial service 319 operating Monday to Sundays with a 2 hourly frequency from/to St Helens. Serves Rainford and Ormskirk (including bus station and hospital) en route.

Cumfybus introduced service 16, hourly, linking Southport with the retail area at Kew.

A number of services which would not normally operate on a Bank Holiday were additionally run on 31 August to serve the Matthew Street Festival.

Halton Transport introduced commercial services 44 and 45 on schooldays only serving schools and colleges in the south east of Merseyside.

First withdrew the 38A variant operating between West Kirby and Bebington.

October –December

Arriva withdrew service 471 west Wirral cross river to Liverpool, service 472 continued covering most of the route.

January – March

Fairway Travel introduced the new commercial service 39 operating between St Helens and Ormskirk.

Merseypride withdrew route 914 serving Riverside College.

Stagecoach withdrew service 319 from St Helens to Southport, Fairway travel subsequently registered a replacement 319 service.

The withdrawal of the 700 service (Liverpool Airport - Manchester) was replaced by the introduction of the X2 service (Liverpool - Manchester via Liverpool John Lennon Airport), operated by Flight Delay Services.

Helms of Eastham introduced a new service (23) operating an hourly service between Heswall Bus Station and Chester Bus Exchange.

Source: Corporate Analysis

ADDITIONAL DATA

BUS SERVICES

SUMMARY OF TRENDS IN BUS SERVICE PROVISION & PATRONAGE

	85/86	87/88	88/89	89/90	90/91	91/92	92/93	93/94	94/95	95/96	96/97	97/98	98/99	99/00	00/01	01/02	02/03	03/04
Scheduled mileage: (million miles)																		
Commercial		32.9	35.6	39.6	43.1	42.3	42.8	44.1	46.2	44.2	40.3	41.3	40.6	40.3	38.0	37.1	38.6	39.1
Supported		9.1	8.6	8.3	9.0	8.1	7.6	7.9	8.0	8.4	8.5	8.1	8.0	8.6	9.1	9.4	9.6	9.8
Total	43.0	42.0	44.1	47.9	52.0	50.4	50.5	52.0	54.2	52.6	48.8	49.4	48.7	48.9	47.1	46.5	48.3	48.8
Passenger mileage: (million miles)																		
Commercial		496.3	503.1	530.4	508.3	464.3	460.4	458.9	474.5	466.9	418.4	421.1	403.6	403.4	402.1	403.9	402.4	388.8
Supported		79.0	65.9	54.1	53.3	41.8	36.4	36.8	39.5	41.1	38.8	36.8	35.3	40.8	43.1	44.1	49.9	51.1
Total	758.8	575.2	569.0	584.5	561.7	506.1	496.8	495.7	514.0	508.1	457.2	457.9	438.9	444.2	445.2	448.0	452.3	440.0
Passenger journeys: (millions)																		
Commercial		196.7	201.9	211.6	206.2	189.4	183.7	182.4	181.8	180.6	161.1	161.1	154.0	153.0	151.1	152.4	150.0	145.6
Supported		30.7	26.0	21.5	21.6	17.3	14.9	15.2	16.6	17.1	16.3	15.5	14.5	16.8	18.1	18.2	19.5	20.3
Total	320.3	227.3	227.9	233.1	227.8	206.7	198.6	197.6	198.4	197.7	177.4	176.6	168.5	169.8	169.2	170.6	169.5	165.9
Average bus loads:																		
Commercial		15.1	14.2	13.4	11.8	11.0	10.7	10.4	10.3	10.6	10.4	10.2	9.9	10.0	10.6	10.9	10.4	10.0
Supported		8.7	7.7	6.5	6.0	5.2	4.8	4.7	5.0	4.9	4.6	4.6	4.4	4.8	4.7	4.7	5.2	5.2
Total	17.7	13.7	12.9	12.2	10.8	10.0	9.8	9.5	9.5	9.7	9.4	9.3	9.0	9.1	9.5	9.6	9.4	9.0
Average journey lengths: (miles)																		
Commercial		2.52	2.49	2.51	2.46	2.45	2.51	2.52	2.61	2.59	2.60	2.61	2.62	2.64	2.66	2.65	2.68	2.67
Supported		2.58	2.53	2.51	2.47	2.42	2.44	2.41	2.38	2.41	2.38	2.38	2.44	2.43	2.38	2.42	2.56	2.53
Total	2.37	2.53	2.50	2.51	2.47	2.45	2.50	2.51	2.59	2.57	2.58	2.59	2.61	2.62	2.63	2.63	2.67	2.65

Notes:

Average bus loads = passenger mileage/scheduled bus mileage

Average journey lengths = passenger mileage/passenger journeys

SUMMARY OF TRENDS IN BUS SERVICE PROVISION & PATRONAGE

	04/05	05/06	06/07	07/08	08/09	09/10
Scheduled mileage: (million miles)						
Commercial	38.9	38.9	36.5	36.6	37.0	35.6
Supported	9.6	9.5	9.1	7.8	7.4	7.5
Total	48.5	48.4	45.6	44.4	44.4	43.2
Passenger mileage: (million miles)						
Commercial	383.0	391.0	373.0	371.6	374.2	355.1
Supported	55.8	48.6	44.6	35.5	35.2	41.0
Total	438.9	439.6	417.6	407.1	409.4	396.1
Passenger journeys: (millions)						
Commercial	143.3	143.4	136.3	133.9	135.1	127.9
Supported	21.0	19.5	17.5	13.8	13.6	15.0
Total	164.3	162.9	153.8	147.7	148.7	142.9
Average bus loads:						
Commercial	9.8	10.0	10.2	10.2	10.1	10.0
Supported	5.8	5.1	4.9	4.6	4.8	5.5
Total	9.0	9.1	9.2	9.2	9.2	9.2
Average journey lengths: (miles)						
Commercial	2.67	2.73	2.74	2.78	2.77	2.78
Supported	2.66	2.50	2.56	2.57	2.59	2.73
Total	2.67	2.70	2.72	2.76	2.75	2.77

Notes:

Average bus loads = passenger mileage/scheduled bus mileage

Average journey lengths = passenger mileage/passenger journeys

BUS PASSENGER JOURNEYS

Ticket Type		87/88	88/89	89/90	90/91	91/92	92/93	93/94	94/95	95/96	96/97	97/98	98/99
COMMERCIAL	Cash - Adults	85,725,966	84,806,607	86,936,646	87,602,988	83,356,459	79,647,016	74,970,032	71,107,732	68,946,447	62,245,714	63,419,817	58,636,987
	- Children	17,813,646	16,924,159	17,851,823	18,060,079	17,075,523	17,656,783	18,103,003	18,760,087	18,608,471	16,293,165	16,452,275	15,641,237
	Saveaways - Adults	13,705,970	12,585,106	10,856,276	9,549,471	7,407,340	7,057,592	6,491,835	6,539,637	7,524,866	6,112,478	4,290,886	3,581,243
	- Children	3,544,340	2,816,714	2,337,143	1,804,466	1,287,670	1,514,136	1,414,136	1,690,283	1,830,090	1,182,825	781,228	650,260
	Trios - Adults	23,302,855	27,410,150	27,819,248	24,499,301	13,421,927	7,444,265	4,642,856	3,796,198	3,231,102	3,421,281	3,882,636	3,914,024
	- Children	3,992,657	4,693,159	5,329,401	4,957,373	1,735,404	451,245	382,180	338,046	318,340	452,055	691,592	944,487
	- Scholars	518,523	835,432	1,513,139	1,454,261	1,889,733	1,945,966	1,632,989	2,407,704	2,057,067	1,833,312	1,511,577	1,349,816
	Solos						1,621,170	7,452,328	8,977,359	8,490,076	6,345,879	5,857,719	5,939,790
	Operator Prepaid Tickets				928,278	6,835,489	9,879,514	10,347,845	9,952,873	11,266,697	9,122,006	8,589,210	9,022,162
	Concessionary - Pensioners	46,174,786	48,798,305	54,657,731	52,882,144	50,442,724	49,199,557	49,151,909	49,471,643	48,761,039	44,264,559	44,559,382	42,544,505
	- Disabled	1,895,003	3,017,453	4,279,361	4,503,969	5,932,166	7,257,738	7,821,080	8,757,341	9,534,293	9,873,891	11,107,268	11,772,584
	TOTAL	196,673,746	201,887,085	211,580,768	206,242,330	189,384,435	183,674,982	182,410,193	181,798,903	180,568,488	161,147,165	161,143,590	153,997,095
	SUPPORTED	Cash - Adults	13,462,312	11,217,111	8,581,131	8,457,963	6,267,008	5,065,228	4,962,758	5,216,980	5,324,295	5,465,397	5,157,827
- Children		4,444,644	3,615,634	3,447,719	3,766,005	3,633,200	3,108,360	2,926,072	3,102,042	3,276,714	2,635,153	2,538,272	2,764,719
Saveaways - Adults		1,753,627	1,439,493	923,025	809,551	520,863	430,423	480,081	486,356	606,402	519,230	344,323	276,699
- Children		585,695	458,716	308,945	215,311	112,508	150,472	151,771	167,267	181,172	134,031	81,795	69,636
Trios - Adults		3,403,437	2,786,129	2,615,462	2,230,546	1,161,042	673,141	468,969	404,168	371,322	415,137	452,514	384,812
- Children		865,028	947,543	974,852	1,048,086	464,426	71,683	49,049	33,368	41,878	114,936	84,566	104,251
- Scholars		57,173	105,742	154,677	183,750	541,891	661,981	730,538	703,177	592,841	346,997	354,497	413,975
Solos							119,855	532,725	739,958	767,167	611,653	553,457	537,042
Operator Prepaid Tickets					14,904	164,446	392,129	345,785	414,649	435,893	297,897	274,164	223,594
Concessionary - Pensioners		5,896,253	5,191,409	4,171,252	4,420,196	3,971,407	3,768,858	4,004,513	4,623,129	4,649,375	4,766,828	4,568,489	4,059,222
- Disabled		189,695	286,833	363,001	442,198	447,930	502,075	582,008	732,277	857,154	993,211	1,048,769	1,069,270
TOTAL		30,657,864	26,048,610	21,540,064	21,588,510	17,284,721	14,944,205	15,234,269	16,623,371	17,104,213	16,300,470	15,458,673	14,475,644
TOTAL		Cash - Adults	99,188,278	96,023,718	95,517,777	96,060,951	89,623,467	84,712,244	79,932,790	76,324,712	74,270,742	67,711,111	68,577,644
	- Children	22,258,290	20,539,793	21,299,542	21,826,084	20,708,723	20,765,143	21,029,075	21,862,129	21,885,185	18,928,318	18,990,547	18,405,956
	Saveaways - Adults	15,459,597	14,024,599	11,779,301	10,359,022	7,928,203	7,488,015	6,971,916	7,025,993	8,131,268	6,631,708	4,635,209	3,857,942
	- Children	4,130,035	3,275,430	2,646,088	2,019,777	1,400,178	1,664,608	1,565,907	1,857,550	2,011,262	1,316,856	863,023	719,896
	Trios - Adults	26,706,292	30,196,279	30,434,710	26,729,847	14,582,969	8,117,406	5,111,825	4,200,366	3,602,424	3,836,418	4,335,150	4,298,836
	- Children	4,857,685	5,640,702	6,304,253	6,005,459	2,199,830	522,928	431,229	371,414	360,218	566,991	776,158	1,048,738
	- Scholars	575,696	941,174	1,667,816	1,638,011	2,431,624	2,607,947	2,363,527	3,110,881	2,649,908	2,180,309	1,866,074	1,763,791
	Solos						1,741,025	7,985,053	9,717,317	9,257,243	6,957,532	6,411,176	6,476,832
	Operator Prepaid Tickets				943,182	6,999,935	10,271,643	10,693,630	10,367,522	11,702,590	9,419,903	8,863,374	9,245,756
	Concessionary - Pensioners	52,071,039	53,989,714	58,828,983	57,302,340	54,414,131	52,968,415	53,156,422	54,094,772	53,410,414	49,031,387	49,127,871	46,603,727
	- Disabled	2,084,698	3,304,286	4,642,362	4,946,167	6,380,096	7,759,813	8,403,088	9,489,618	10,391,447	10,867,102	12,156,037	12,841,854
	TOTAL	227,331,610	227,935,695	233,120,832	227,830,840	206,669,156	198,619,187	197,644,462	198,422,274	197,672,701	177,447,635	176,602,263	168,472,739

BUS PASSENGER JOURNEYS

Ticket Type		99/00	00/01	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	09/10
COMMERCIAL	Cash - Adults	55,384,271	53,335,092	53,548,311	52,113,194	45,351,709	43,643,167	42,172,814	34,170,728	32,603,467	29,508,046	25,660,354
	- Children	15,800,168	16,416,567	15,695,767	14,778,477	14,299,864	12,520,124	11,873,701	10,304,815	8,548,296	7,525,331	6,416,675
	Saveaways - Adults	3,611,033	6,307,499	10,125,285	8,739,199	8,071,843	7,573,095	7,602,416	7,335,809	5,793,700	4,588,435	4,990,736
	- Children	553,160	1,163,746	2,046,691	1,507,147	1,263,456	1,224,148	1,021,549	1,054,012	861,888	806,437	978,984
	Trios - Adults	4,661,598	4,640,651	4,230,881	4,431,159	4,468,438	4,797,515	4,992,940	4,806,419	4,342,314	4,019,233	3,734,906
	- Children	1,172,631	1,016,462	735,438	626,935	572,975	568,708	533,342	449,482	466,891	426,277	411,590
	- Scholars	1,578,672	784,663	356,754	297,981	360,310	247,458	319,323	338,826	354,344	495,937	467,565
	Solos - Adults	6,576,759	7,398,492	8,612,097	9,558,978	9,784,973	10,333,089	9,949,488	7,809,635	7,225,726	6,705,448	5,873,534
	- Children	717,025	1,700,971	1,941,782	1,741,204	1,981,672	1,919,928	1,701,301	1,547,044	1,682,707	1,682,707	1,630,462
	- Scholars		394,826	1,455,803	1,941,690	2,114,870	1,892,353	2,325,785	1,947,732	2,062,760	2,270,765	1,834,593
	Operator Prepaid Tickets	10,121,195	7,480,246	5,606,026	7,428,668	10,865,781	12,117,359	15,686,593	23,248,706	27,440,507	31,505,632	31,807,997
	Concessionary - Pensioners	41,081,986	38,888,883	35,616,248	34,360,117	34,887,224	34,261,059	33,122,629	31,451,804	31,326,509	34,086,924	33,376,157
	- Disabled	12,468,496	12,509,003	12,629,552	12,264,760	11,825,368	12,153,010	11,915,915	11,670,066	11,311,088	11,445,576	10,700,555
	TOTAL	153,009,969	151,053,155	152,359,824	149,990,087	145,608,015	143,312,757	143,436,423	136,289,335	133,884,534	135,066,748	127,884,108
	SUPPORTED	Cash - Adults	5,005,820	5,495,546	5,325,229	5,777,541	5,760,451	5,275,793	4,921,723	4,656,850	3,728,087	3,264,186
- Children		3,725,772	3,527,429	3,587,909	4,041,539	4,441,592	5,414,661	4,689,041	3,572,052	2,378,293	2,822,635	3,785,590
Saveaways - Adults		291,455	605,331	856,996	702,718	667,433	567,248	543,989	561,073	454,017	329,598	334,089
- Children		69,521	148,713	259,881	179,273	124,640	119,436	110,907	98,578	72,530	76,672	81,925
Trios - Adults		500,372	543,830	513,921	530,308	548,172	455,862	485,431	470,214	374,471	329,559	290,544
- Children		161,420	141,094	111,228	121,441	95,062	142,651	60,547	57,041	43,149	47,025	55,372
- Scholars		536,733	153,980	60,719	31,684	58,199	138,468	88,276	29,746	37,602	67,523	74,122
Solos - Adults		652,444	788,934	804,775	888,971	999,844	875,885	808,590	671,062	552,227	457,901	428,573
- Children		101,690	151,690	157,213	240,821	254,497	213,515	177,505	207,806	142,825	212,550	357,906
- Scholars			97,730	380,563	671,912	325,509	444,859	273,161	181,305	212,428	290,098	652,960
Operator Prepaid Tickets		236,619	215,735	131,530	277,238	869,315	1,201,584	1,081,029	1,124,775	665,948	660,570	447,091
Concessionary - Pensioners		4,332,229	4,711,226	4,537,727	4,631,519	4,654,294	4,715,609	4,748,105	4,448,407	3,897,953	3,940,243	3,977,373
- Disabled		1,295,392	1,612,112	1,464,240	1,421,342	1,451,915	1,439,542	1,477,185	1,384,985	1,232,774	1,096,093	1,062,278
TOTAL		16,807,777	18,143,350	18,191,931	19,516,307	20,250,923	21,005,113	19,465,489	17,463,894	13,792,304	13,594,653	15,000,830
TOTAL		Cash - Adults	60,390,091	58,830,638	58,873,540	57,890,735	51,112,160	48,918,960	47,094,537	38,827,578	36,331,554	32,772,232
	- Children	19,525,940	19,943,996	19,283,676	18,820,016	18,741,456	17,934,785	16,562,742	13,876,867	10,926,589	10,347,966	10,202,265
	Saveaways - Adults	3,902,488	6,912,830	10,982,281	9,441,917	8,739,276	8,140,343	8,146,405	7,896,882	6,247,717	4,918,033	5,324,825
	- Children	622,681	1,312,459	2,306,572	1,686,420	1,388,096	1,343,584	1,132,456	1,152,590	934,418	883,109	1,060,909
	Trios - Adults	5,161,970	5,184,481	4,744,802	4,961,467	5,016,610	5,253,377	5,478,371	5,276,633	4,716,785	4,348,792	4,025,450
	- Children	1,334,051	1,157,556	846,666	748,376	668,037	711,359	593,889	506,523	510,040	473,302	466,962
	- Scholars	2,115,405	938,643	417,473	329,665	418,509	385,926	407,599	368,572	391,946	563,460	541,687
	Solos - Adults	7,229,203	8,187,426	9,416,872	10,447,949	10,784,817	11,208,974	10,758,078	8,480,697	7,777,953	7,163,349	6,302,107
	- Children	818,715	1,858,184	2,182,603	2,182,603	2,195,187	2,097,433	1,909,107	1,689,869	1,895,257	1,988,368	
	- Scholars		492,556	1,836,366	2,613,602	2,440,379	2,337,212	2,598,946	2,129,037	2,275,188	2,560,863	2,487,553
	Operator Prepaid Tickets	10,357,814	7,695,981	5,737,556	7,705,906	11,735,096	13,318,943	16,767,622	24,373,481	28,106,455	32,166,202	32,255,088
	Concessionary - Pensioners	45,414,215	43,600,109	40,153,975	38,991,636	39,541,518	38,976,668	37,870,734	35,900,211	35,224,462	38,027,167	37,353,530
	- Disabled	13,763,888	14,121,115	14,093,792	13,686,102	13,277,283	13,592,552	13,393,100	13,055,051	12,543,862	12,541,669	11,762,833
	TOTAL	169,817,746	169,196,505	170,551,755	169,506,394	165,858,938	164,317,870	162,901,912	153,753,229	147,676,838	148,661,401	142,884,938

BUS PASSENGER JOURNEYS 2009/10

Ticket Type		Early am	Peaks	Inter Peaks	Evenings	Saturdays	Sundays	TOTAL	% Change 08/09-09/10
COMMERCIAL	Cash - Adults	706,431	10,373,153	7,663,159	2,134,706	3,265,505	1,517,400	25,660,354	-13.04
	- Children	30,747	2,879,303	1,452,404	481,959	1,077,867	494,395	6,416,675	-14.73
	Saveaways - Adults	11,444	1,247,704	2,104,274	534,373	805,657	287,284	4,990,736	8.77
	- Children	0	239,999	275,705	117,246	256,034	90,000	978,984	21.40
	Trios - Adults	199,245	1,889,222	711,064	385,722	342,673	206,980	3,734,906	-7.07
	- Children	1,874	230,071	105,335	36,033	25,724	12,553	411,590	-3.45
	- Scholars	2,465	283,401	162,116	12,768	4,585	2,230	467,565	-5.72
	Solos - Adults	287,803	2,908,226	1,337,840	514,828	568,463	256,374	5,873,534	-12.41
	- Children	14,128	1,072,893	355,927	91,697	64,534	31,283	1,630,462	-3.10
	- Scholars	32,126	1,282,061	425,181	56,124	25,212	13,889	1,834,593	-19.21
	Operator Prepaid Tickets	1,034,008	13,335,320	9,072,598	3,187,172	3,410,559	1,768,340	31,807,997	0.96
	Concessionary - Pensioners	49,210	8,575,262	17,271,627	1,135,713	4,795,297	1,549,048	33,376,157	-2.09
	- Disabled	83,360	3,523,015	4,769,924	481,386	1,296,649	546,221	10,700,555	-6.51
	TOTAL		2,452,841	47,839,630	45,707,154	9,169,727	15,938,759	6,775,997	127,884,108
% Change 08/09-09/10		-1.45	-6.00	-5.81	-6.08	-2.99	-2.75	-5.32	
SUPPORTED	Cash - Adults	178,434	1,072,719	892,574	498,914	375,141	435,225	3,453,007	5.78
	- Children	2,146	3,247,917	177,999	143,781	104,055	109,692	3,785,590	34.12
	Saveaways - Adults	4,709	54,744	79,379	95,673	53,853	45,731	334,089	1.36
	- Children	0	8,245	9,570	28,674	20,415	15,021	81,925	6.85
	Trios - Adults	25,740	109,857	31,826	59,626	28,211	35,284	290,544	-11.84
	- Children	0	43,903	4,527	4,362	1,313	1,267	55,372	17.75
	- Scholars	0	66,301	5,640	2,181	0	0	74,122	9.77
	Solos - Adults	35,649	128,358	55,257	100,471	43,997	64,841	428,573	-6.40
	- Children	1,281	324,999	7,437	12,535	6,566	5,088	357,906	68.39
	- Scholars	1,854	627,197	14,927	7,495	981	506	652,960	125.08
	Operator Prepaid Tickets	51,245	69,109	25,956	153,778	36,319	110,684	447,091	-32.32
	Concessionary - Pensioners	19,538	769,455	1,911,820	282,252	608,128	386,180	3,977,373	0.94
	- Disabled	9,625	273,885	371,512	116,482	147,645	143,129	1,062,278	-3.09
	TOTAL		330,221	6,796,689	3,588,424	1,506,224	1,426,624	1,352,648	15,000,830
% Change 08/09-09/10		-0.52	19.52	3.77	-1.43	6.91	7.74	10.34	
TOTAL	Cash - Adults	884,865	11,445,872	8,555,733	2,633,620	3,640,646	1,952,625	29,113,361	-11.16
	- Children	32,893	6,127,220	1,630,403	625,740	1,181,922	604,087	10,202,265	-1.41
	Saveaways - Adults	16,153	1,302,448	2,183,653	630,046	859,510	333,015	5,324,825	8.27
	- Children	0	248,244	285,275	145,920	276,449	105,021	1,060,909	20.13
	Trios - Adults	224,985	1,999,079	742,890	445,348	370,884	242,264	4,025,450	-7.44
	- Children	1,874	273,974	109,862	40,395	27,037	13,820	466,962	-1.34
	- Scholars	2,465	349,702	167,756	14,949	4,585	2,230	541,687	-3.86
	Solos - Adults	323,452	3,036,584	1,393,097	615,299	612,460	321,215	6,302,107	-12.02
	- Children	15,409	1,397,892	363,364	104,232	71,100	36,371	1,988,368	4.91
	- Scholars	33,980	1,909,258	440,108	63,619	26,193	14,395	2,487,553	-2.86
	Operator Prepaid Tickets	1,085,253	13,404,429	9,098,554	3,340,950	3,446,878	1,879,024	32,255,088	0.28
	Concessionary - Pensioners	68,748	9,344,717	19,183,447	1,417,965	5,403,425	1,935,228	37,353,530	-1.77
	- Disabled	92,985	3,796,900	5,141,436	597,868	1,444,294	689,350	11,762,833	-6.21
	TOTAL		2,783,062	54,636,319	49,295,578	10,675,951	17,365,383	8,128,645	142,884,938
% Change 08/09-09/10		-1.34	-3.43	-5.17	-5.45	-2.25	-1.15	-3.89	

BUS PASSENGER MILEAGE

Ticket Type		87/88	88/89	89/90	90/91	91/92	92/93	93/94	94/95	95/96	96/97	97/98	98/99	
COMMERCIAL	Cash - Adults	208,919,575	209,053,036	219,205,728	218,295,832	209,095,131	205,700,268	192,794,514	190,236,070	182,770,728	166,310,626	171,108,960	159,338,041	
	- Children	35,322,517	34,557,069	36,407,665	37,250,622	35,458,291	37,726,732	38,503,029	41,305,477	40,744,512	36,812,907	38,618,960	37,016,071	
	Saveaways - Adults	43,008,220	38,647,718	32,882,976	29,195,956	22,188,886	21,355,747	19,645,447	20,415,143	23,054,930	18,447,110	13,127,840	10,922,730	
	- Children	10,727,366	8,795,388	7,533,611	5,832,580	3,907,075	4,636,508	4,325,485	5,511,695	5,905,918	3,766,299	2,480,941	1,968,227	
	Trios - Adults	74,770,550	80,411,272	81,685,162	70,354,493	37,948,444	21,182,705	13,313,215	12,062,167	9,996,583	10,573,762	12,442,538	12,127,261	
	- Children	10,917,869	11,985,434	13,409,480	12,531,188	4,277,315	1,148,537	1,148,884	953,066	824,372	1,248,902	1,881,812	2,436,569	
	- Scholars	1,504,982	2,172,495	4,308,166	3,558,101	5,375,405	5,467,498	4,890,592	7,075,707	6,111,309	5,510,586	4,801,754	4,105,500	
	Solos						5,409,385	23,937,275	29,126,789	27,118,733	19,887,065	18,087,980	18,087,813	
	Operator Prepaid Tickets				40,316	20,248,186	29,996,785	31,224,634	30,511,944	33,354,202	26,712,870	25,360,297	26,144,931	
	Concessionary - Pensioners	106,911,205	110,912,846	125,188,186	120,715,979	112,447,280	110,930,354	111,096,258	116,808,109	114,655,600	105,863,945	106,855,520	103,274,182	
	- Disabled	4,178,560	6,601,010	9,814,732	10,553,716	13,403,844	16,812,432	18,005,967	20,526,499	22,370,650	23,242,878	26,284,154	28,189,838	
	TOTAL		496,260,844	503,136,268	530,435,706	508,328,783	464,349,857	460,366,951	458,885,300	474,532,666	466,907,537	418,376,950	421,050,756	403,611,163
	SUPPORTED	Cash - Adults	35,503,988	29,269,707	22,192,942	21,969,821	16,113,257	12,844,269	12,339,822	13,012,114	13,415,165	13,997,646	13,264,566	12,035,806
		- Children	9,964,417	7,975,008	7,446,521	8,096,264	7,996,103	7,162,368	6,677,852	6,882,623	7,827,648	6,045,288	5,990,618	6,576,096
Saveaways - Adults		5,520,180	4,356,414	2,791,065	2,433,479	1,580,947	1,339,786	1,453,305	1,470,491	1,754,053	1,526,979	1,040,219	834,133	
- Children		1,731,143	1,232,968	926,932	616,989	307,600	438,323	442,045	503,385	513,945	355,760	224,188	216,272	
Trios - Adults		10,185,822	7,898,156	7,217,441	6,168,523	3,191,456	1,668,625	1,136,399	1,001,963	903,273	1,052,060	1,116,328	997,195	
- Children		2,503,758	3,090,188	3,065,307	3,297,552	1,047,622	197,701	134,080	97,842	108,758	425,211	239,330	291,565	
- Scholars		181,128	347,881	543,684	573,476	1,851,223	2,521,944	2,854,139	2,653,263	2,233,278	1,268,599	1,353,777	1,604,049	
Solos							390,698	1,610,363	2,299,871	2,328,906	1,854,717	1,658,053	1,593,716	
Operator Prepaid Tickets					507	507,835	1,313,752	1,173,686	1,209,740	1,344,454	836,899	773,354	638,045	
Concessionary - Pensioners		12,981,092	11,124,454	9,092,286	9,140,004	8,139,043	7,436,686	7,731,594	8,806,833	8,954,978	9,340,002	8,953,246	8,118,916	
- Disabled		394,916	618,818	817,012	1,026,544	1,017,486	1,084,144	1,237,013	1,552,374	1,760,960	2,096,609	2,214,951	2,357,332	
TOTAL			78,966,444	65,913,594	54,093,190	53,323,159	41,752,572	36,398,296	36,790,298	39,490,499	41,145,418	38,799,770	36,828,630	35,263,125
TOTAL		Cash - Adults	244,423,563	238,322,743	241,398,670	240,265,653	225,208,388	218,544,537	205,134,336	203,248,184	196,185,893	180,308,272	184,373,526	171,373,847
		- Children	45,286,934	42,532,077	43,854,186	45,346,886	43,454,394	44,889,100	45,180,881	48,188,100	48,572,160	42,858,195	44,609,578	43,592,167
	Saveaways - Adults	48,528,400	43,004,132	35,674,041	31,629,435	23,769,833	22,695,533	21,098,752	21,885,634	24,808,983	19,974,089	14,168,059	11,756,863	
	- Children	12,458,509	10,028,356	8,460,543	6,449,569	4,214,675	5,074,831	4,767,530	6,015,080	6,419,863	4,122,059	2,705,129	2,184,499	
	Trios - Adults	84,956,372	88,309,428	88,902,603	76,523,016	41,139,900	22,851,330	14,449,614	13,064,130	10,899,856	11,625,822	13,558,866	13,124,456	
	- Children	13,421,627	15,075,622	16,474,787	15,828,740	5,324,937	1,346,238	1,282,964	1,050,908	933,130	1,674,113	2,121,142	2,728,134	
	- Scholars	1,686,110	2,520,376	4,851,850	4,131,577	7,226,628	7,989,442	7,744,731	9,728,970	8,344,587	6,779,185	6,155,531	5,709,549	
	Solos						5,800,083	25,547,638	31,426,660	29,447,639	21,741,782	19,746,033	19,681,529	
	Operator Prepaid Tickets				40,823	20,756,021	31,310,537	32,398,320	31,721,684	34,698,656	27,549,769	26,133,651	26,782,976	
	Concessionary - Pensioners	119,892,297	122,037,300	134,280,472	129,855,983	120,586,323	118,367,040	118,827,852	125,614,942	123,610,578	115,203,947	115,808,766	111,393,098	
	- Disabled	4,573,476	7,219,828	10,631,744	11,580,260	14,421,330	17,896,576	19,242,980	22,078,873	24,131,610	25,339,487	28,499,105	30,547,170	
	TOTAL		575,227,288	569,049,862	584,528,896	561,651,942	506,102,429	496,765,247	495,675,598	514,023,165	508,052,955	457,176,720	457,879,386	438,874,288

BUS PASSENGER MILEAGE

Ticket Type		99/00	00/01	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	09/10
COMMERCIAL	Cash - Adults	152,463,654	147,099,574	145,755,658	143,472,559	122,223,408	116,813,492	118,177,809	96,305,685	94,617,616	84,706,012	73,985,515
	- Children	37,282,529	40,563,744	38,466,609	36,819,597	36,451,477	32,335,297	30,835,531	27,190,872	22,315,454	19,566,761	17,504,664
	Saveaways - Adults	11,040,549	18,526,324	28,734,688	25,213,823	23,468,822	21,744,477	21,785,402	20,522,812	16,045,793	12,384,084	13,858,411
	- Children	1,617,008	3,557,024	6,080,028	4,705,273	3,914,597	3,763,574	3,136,786	3,204,312	2,596,151	2,503,568	2,994,214
	Trios - Adults	14,901,926	14,237,026	12,581,762	12,972,038	12,676,583	13,875,593	14,175,961	13,685,888	12,816,324	11,581,702	11,005,886
	- Children	2,904,166	2,603,620	1,841,397	1,571,275	1,498,089	1,527,288	1,502,707	1,246,088	1,253,338	1,008,269	1,128,987
	- Scholars	5,029,298	2,505,116	1,166,489	892,271	1,154,337	768,561	1,020,240	1,092,205	1,142,423	1,543,661	1,401,824
	Solos - Adults	19,850,449	22,217,920	24,980,819	27,927,670	28,273,242	29,789,624	28,447,657	21,979,819	20,684,554	18,873,603	16,620,428
	- Children	29,605,822	1,924,751	4,432,213	5,010,574	4,481,792	5,089,407	4,989,876	4,421,947	4,131,965	4,459,648	4,255,250
	- Scholars		1,279,614	4,200,736	5,815,711	6,035,594	5,436,681	6,768,953	5,500,346	5,977,010	6,462,093	5,105,968
	Operator Prepaid Tickets	29,305,580	22,061,247	16,814,036	23,314,944	33,446,787	38,827,580	48,748,565	72,108,737	84,961,093	95,357,240	96,311,455
	Concessionary - Pensioners	99,398,434	95,623,970	88,572,287	85,310,420	87,164,655	84,554,991	82,855,327	78,271,684	78,191,783	88,230,448	85,391,190
	- Disabled	29,605,822	29,934,146	30,253,175	29,346,950	28,041,413	28,520,549	28,538,109	27,446,985	26,860,751	27,536,407	25,582,456
	TOTAL	403,399,415	402,134,076	403,879,897	402,373,105	388,830,796	383,047,114	390,982,923	372,977,380	371,594,255	374,213,496	355,146,248
SUPPORTED	Cash - Adults	13,201,518	14,401,237	14,363,907	16,476,212	16,494,714	16,008,900	13,108,683	12,662,901	10,616,181	9,155,803	9,851,833
	- Children	8,695,505	8,141,159	8,211,136	9,777,578	10,643,862	13,830,258	12,282,933	9,598,644	6,615,624	8,352,559	11,701,472
	Saveaways - Adults	857,074	1,728,135	2,434,606	2,035,655	1,808,774	1,677,526	1,419,744	1,555,774	1,276,465	858,866	920,115
	- Children	196,061	377,179	665,588	475,036	326,164	307,585	309,776	299,808	220,236	247,564	213,945
	Trios - Adults	1,298,917	1,382,659	1,289,988	1,498,660	1,536,552	1,289,951	1,305,058	1,247,435	965,191	751,664	724,561
	- Children	460,873	414,296	301,732	383,623	265,633	455,751	168,496	167,986	116,690	126,763	188,393
	- Scholars	2,122,997	470,692	221,247	84,119	204,135	461,936	306,179	85,613	110,863	279,089	276,782
	Solos - Adults	1,925,047	2,337,303	2,385,333	2,686,115	2,987,757	2,825,867	2,452,710	2,052,237	1,640,855	1,331,318	1,225,993
	- Children	315,977	315,977	472,251	811,884	804,641	690,587	578,636	624,846	459,537	739,034	1,447,117
	- Scholars		362,631	1,294,493	2,354,408	1,011,356	1,423,700	956,944	599,049	754,893	1,050,254	2,723,895
	Operator Prepaid Tickets	750,303	717,132	410,117	847,928	2,744,257	4,023,477	3,737,922	3,770,780	2,221,291	2,100,921	1,418,466
	Concessionary - Pensioners	8,610,985	9,153,044	8,999,165	9,438,548	9,282,334	9,835,196	9,100,404	9,079,500	7,904,449	7,907,633	8,026,503
	- Disabled	2,703,111	3,292,340	3,023,877	3,057,189	3,035,903	2,982,726	2,896,474	2,876,752	2,578,884	2,301,248	2,236,043
	TOTAL	40,822,391	43,093,784	44,073,440	49,926,955	51,146,082	55,813,460	48,623,959	44,621,325	35,481,159	35,202,716	40,955,118
TOTAL	Cash - Adults	165,665,172	161,500,811	160,119,565	159,948,771	138,718,122	132,822,392	131,286,492	108,968,586	105,233,797	93,861,815	83,837,348
	- Children	45,978,034	48,704,903	46,677,745	46,597,175	47,095,339	46,165,555	43,118,464	36,789,516	28,931,078	27,919,320	29,206,136
	Saveaways - Adults	11,897,623	20,254,459	31,169,294	27,249,478	25,277,596	23,422,003	23,205,146	22,078,586	17,322,258	13,242,950	14,778,526
	- Children	1,813,069	3,934,203	6,745,616	5,180,309	4,240,761	4,071,159	3,446,562	3,504,120	2,816,387	2,751,132	3,208,159
	Trios - Adults	16,200,843	15,619,685	13,871,750	14,470,698	14,213,135	15,165,544	15,481,019	14,933,323	13,781,515	12,333,366	11,730,447
	- Children	3,365,039	3,017,916	2,143,129	1,954,898	1,763,722	1,983,039	1,671,203	1,414,074	1,370,028	1,135,032	1,317,380
	- Scholars	7,152,295	2,975,808	1,387,736	976,390	1,358,472	1,230,497	1,326,419	1,177,818	1,253,286	1,822,750	1,678,606
	Solos - Adults	21,775,496	24,555,223	27,366,152	30,613,785	31,260,999	32,615,491	30,900,367	24,032,056	22,325,409	20,204,921	17,846,421
	- Children	2,240,728	4,904,464	5,822,458	5,286,433	5,779,994	5,568,512	5,046,793	4,591,502	5,198,682	5,198,682	5,702,367
	- Scholars		1,642,245	5,495,229	8,170,119	7,046,950	6,860,381	7,725,897	6,099,395	6,731,903	7,512,347	7,829,863
	Operator Prepaid Tickets	30,055,883	22,778,379	17,224,153	24,162,872	36,191,044	42,851,057	52,486,487	75,879,517	87,182,384	97,458,161	97,729,921
	Concessionary - Pensioners	108,009,419	104,777,014	97,571,452	94,748,968	96,446,989	94,390,187	91,955,731	87,351,184	86,096,232	96,138,081	93,417,693
	- Disabled	32,308,933	33,226,486	33,277,052	32,404,139	31,077,319	31,503,275	31,434,583	30,323,737	29,439,635	29,837,655	27,818,499
	TOTAL	444,221,806	445,227,860	447,953,337	452,300,060	439,976,878	438,860,574	439,606,882	417,598,705	407,075,414	409,416,212	396,101,366

BUS PASSENGER MILEAGE 2009/10

Ticket Type		Early am	Peaks	Inter Peaks	Evenings	Saturdays	Sundays	TOTAL	% Change 08/09-09/10
COMMERCIAL	Cash - Adults	2,447,611	29,936,055	20,532,404	6,768,551	9,446,941	4,853,953	73,985,515	-12.66
	- Children	76,905	7,371,486	3,907,570	1,377,284	3,228,796	1,542,623	17,504,664	-10.54
	Saveaways - Adults	47,496	3,349,700	5,617,835	1,633,207	2,281,914	928,259	13,858,411	11.91
	- Children	0	746,053	804,735	366,773	762,956	313,697	2,994,214	19.60
	Trios - Adults	714,130	5,665,166	1,821,925	1,236,843	971,328	596,494	11,005,886	-4.97
	- Children	3,916	642,419	284,277	94,759	72,631	30,985	1,128,987	11.97
	- Scholars	5,233	878,394	460,709	40,547	9,984	6,957	1,401,824	-9.19
	Solos - Adults	979,949	8,435,532	3,403,759	1,545,974	1,540,781	714,433	16,620,428	-11.94
	- Children	45,215	2,843,941	862,780	249,083	162,431	91,800	4,255,250	-4.58
	- Scholars	75,373	3,642,383	1,076,106	180,929	65,107	66,070	5,105,968	-20.99
	Operator Prepaid Tickets	3,499,928	40,590,747	25,167,092	10,227,482	10,845,627	5,980,579	96,311,455	1.00
	Concessionary - Pensioners	201,559	22,912,285	42,171,548	3,020,607	12,649,812	4,435,379	85,391,190	-3.22
	- Disabled	251,783	8,268,648	10,905,081	1,299,420	3,308,442	1,549,082	25,582,456	-7.10
	TOTAL	8,349,098	135,282,809	117,015,821	28,041,459	45,346,750	21,110,311	355,146,248	-5.10
	% Change 08/09-09/10	-6.07	-4.67	-5.80	-3.66	-5.52	-4.42	-5.10	
SUPPORTED	Cash - Adults	641,575	3,034,409	2,194,682	1,566,260	1,051,975	1,362,932	9,851,833	7.60
	- Children	8,665	10,204,214	447,874	402,477	292,279	345,963	11,701,472	40.09
	Saveaways - Adults	28,618	134,937	156,603	289,655	156,802	153,500	920,115	7.13
	- Children	0	13,196	23,243	72,620	57,407	47,479	213,945	-13.58
	Trios - Adults	98,848	240,242	63,078	147,472	69,758	105,163	724,561	-3.61
	- Children	0	150,416	17,595	16,321	2,255	1,806	188,393	48.62
	- Scholars	0	246,885	22,306	7,591	0	0	276,782	-0.83
	Solos - Adults	117,275	328,621	135,315	306,490	116,475	221,817	1,225,993	-7.91
	- Children	4,674	1,353,693	21,655	35,604	16,179	15,312	1,447,117	95.81
	- Scholars	4,956	2,642,776	45,910	27,249	3,004	0	2,723,895	159.36
	Operator Prepaid Tickets	193,055	199,480	54,593	489,767	119,557	362,014	1,418,466	-32.48
	Concessionary - Pensioners	61,141	1,603,835	3,610,085	581,693	1,234,662	935,087	8,026,503	1.50
	- Disabled	24,882	565,961	722,398	262,041	307,775	352,986	2,236,043	-2.83
	TOTAL	1,183,689	20,718,665	7,515,337	4,205,240	3,428,128	3,904,059	40,955,118	16.34
	% Change 08/09-09/10	-5.69	29.89	6.30	1.24	8.74	7.85	16.34	
TOTAL	Cash - Adults	3,089,186	32,970,464	22,727,086	8,334,811	10,498,916	6,216,885	83,837,348	-10.68
	- Children	85,570	17,575,700	4,355,444	1,779,761	3,521,075	1,888,586	29,206,136	4.61
	Saveaways - Adults	76,114	3,484,637	5,774,438	1,922,862	2,438,716	1,081,759	14,778,526	11.60
	- Children	0	759,249	827,978	439,393	820,363	361,176	3,208,159	16.61
	Trios - Adults	812,978	5,905,408	1,885,003	1,384,315	1,041,086	701,657	11,730,447	-4.89
	- Children	3,916	792,835	301,872	111,080	74,886	32,791	1,317,380	16.07
	- Scholars	5,233	1,125,279	483,015	48,138	9,984	6,957	1,678,606	-7.91
	Solos - Adults	1,097,224	8,764,153	3,539,074	1,852,464	1,657,256	936,250	17,846,421	-11.67
	- Children	49,889	4,197,634	884,435	284,687	178,610	107,112	5,702,367	9.69
	- Scholars	80,329	6,285,159	1,122,016	208,178	68,111	66,070	7,829,863	4.23
	Operator Prepaid Tickets	3,692,983	40,790,227	25,221,685	10,717,249	10,965,184	6,342,593	97,729,921	0.28
	Concessionary - Pensioners	262,700	24,516,120	45,781,633	3,602,300	13,884,474	5,370,466	93,417,693	-2.83
	- Disabled	276,665	8,834,609	11,627,479	1,561,461	3,616,217	1,902,068	27,818,499	-6.77
	TOTAL	9,532,787	156,001,474	124,531,158	32,246,699	48,774,878	25,014,370	396,101,366	-3.25
	% Change 08/09-09/10	-6.03	-1.18	-5.15	-3.05	-4.64	-2.69	-3.25	

ANNUAL SCHEDULED BUS MILEAGE (000'S)

	Time Period	87/88	88/89	89/90	90/91	91/92	92/93	93/94	94/95	95/96	96/97	97/98	98/99	99/00	00/01	01/02
COMMERCIAL	Early am	1,269	1,387	1,444	1,476	1,511	1,580	1,476	1,247	1,067	1,000	1,021	994	995	902	924
	Peaks	11,874	13,103	14,768	16,101	15,438	15,662	16,564	17,497	16,806	15,456	15,980	15,718	15,617	14,429	14,005
	Inter Peaks	9,521	10,469	11,928	13,129	12,718	12,909	14,001	14,954	14,374	13,109	13,630	13,302	13,214	12,391	12,071
	Evenings	3,731	3,730	3,878	4,068	4,305	4,245	3,878	3,853	3,575	3,232	3,187	3,121	3,135	3,007	3,003
	Saturdays	4,891	5,293	5,944	6,425	6,238	6,296	6,216	6,790	6,602	5,837	5,837	5,671	5,494	5,565	5,258
	Sundays	1,638	1,575	1,630	1,893	2,083	2,149	1,993	1,876	1,779	1,656	1,638	1,825	1,856	1,690	1,840
	TOTAL	32,924	35,557	39,592	43,092	42,293	42,841	44,128	46,217	44,203	40,290	41,292	40,632	40,311	37,984	37,101
SUPPORTED	Early am	752	709	720	730	749	604	595	556	551	529	506	503	513	523	526
	Peaks	1,946	1,568	1,451	1,672	1,952	1,566	1,511	1,597	1,676	1,731	1,646	1,526	1,705	1,878	2,025
	Inter Peaks	1,291	979	811	963	1,082	1,011	957	1,038	1,099	1,203	1,125	1,045	1,205	1,366	1,486
	Evenings	2,119	2,222	2,337	2,396	2,075	1,854	2,056	2,071	2,209	2,178	2,118	2,174	2,241	2,301	2,294
	Saturdays	1,169	1,106	1,084	1,174	1,042	1,030	991	1,027	1,161	1,147	1,090	1,063	1,105	1,243	1,259
	Sundays	1,789	1,977	1,875	2,015	1,207	1,549	1,740	1,664	1,725	1,724	1,592	1,726	1,807	1,773	1,830
	TOTAL	9,066	8,561	8,278	8,950	8,107	7,614	7,850	7,953	8,421	8,512	8,077	8,037	8,576	9,084	9,420
TOTAL	Early am	2,021	2,096	2,164	2,206	2,260	2,184	2,071	1,803	1,618	1,529	1,527	1,497	1,508	1,426	1,450
	Peaks	13,820	14,671	16,219	17,773	17,390	17,228	18,075	19,094	18,482	17,187	17,625	17,244	17,322	16,307	16,030
	Inter Peaks	10,812	11,448	12,739	14,092	13,800	13,920	14,958	15,992	15,473	14,312	14,755	14,347	14,419	13,757	13,556
	Evenings	5,850	5,952	6,215	6,464	6,380	6,099	5,934	5,924	5,784	5,410	5,306	5,295	5,376	5,308	5,297
	Saturdays	6,060	6,399	7,028	7,599	7,280	7,326	7,207	7,817	7,763	6,984	6,927	6,734	6,599	6,808	6,517
	Sundays	3,427	3,552	3,505	3,908	3,290	3,698	3,733	3,540	3,504	3,380	3,229	3,551	3,663	3,462	3,670
	TOTAL	41,990	44,118	47,870	52,042	50,400	50,455	51,978	54,170	52,624	48,802	49,369	48,669	48,887	47,068	46,521

ANNUAL SCHEDULED BUS MILEAGE (000'S)

	Time Period	02/03	03/04	04/05	05/06	06/07	07/08	08/09	09/10	% Change
COMMERCIAL	Early am	993	1,025	1,065	1,097	1,005	1,108	1,127	1,134	0.6
	Peaks	14,600	14,618	14,455	14,414	13,230	12,958	13,182	12,750	-3.3
	Inter Peaks	12,583	12,528	12,437	12,365	11,580	11,356	11,497	11,042	-4.0
	Evenings	3,153	3,415	3,440	3,432	3,402	3,535	3,782	3,572	-5.6
	Saturdays	5,313	5,375	5,210	5,463	5,274	5,215	5,181	4,912	-5.2
	Sundays	1,985	2,101	2,307	2,169	2,041	2,427	2,240	2,238	-0.1
	TOTAL	38,628	39,062	38,914	38,939	36,533	36,599	37,009	35,647	-3.7
SUPPORTED	Early am	553	592	580	567	545	360	328	335	2.1
	Peaks	2,195	2,326	2,222	2,295	2,236	2,033	2,006	2,009	0.1
	Inter Peaks	1,602	1,626	1,569	1,624	1,598	1,422	1,393	1,421	2.0
	Evenings	2,288	2,284	2,269	2,219	2,110	1,678	1,580	1,584	0.3
	Saturdays	1,283	1,267	1,202	1,226	1,186	1,007	972	997	2.5
	Sundays	1,715	1,661	1,760	1,540	1,387	1,296	1,110	1,157	4.3
	TOTAL	9,635	9,755	9,601	9,470	9,062	7,797	7,390	7,503	1.5
TOTAL	Early am	1,546	1,618	1,645	1,664	1,550	1,468	1,456	1,469	0.9
	Peaks	16,795	16,944	16,677	16,708	15,466	14,991	15,188	14,759	-2.8
	Inter Peaks	14,185	14,153	14,006	13,989	13,178	12,778	12,890	12,463	-3.3
	Evenings	5,441	5,699	5,710	5,650	5,512	5,213	5,362	5,156	-3.8
	Saturdays	6,597	6,641	6,412	6,689	6,460	6,222	6,154	5,908	-4.0
	Sundays	3,700	3,762	4,067	3,709	3,428	3,723	3,349	3,396	1.4
	TOTAL	48,263	48,818	48,516	48,410	45,594	44,396	44,399	43,150	-2.8

OPERATOR SHARE

1987/88

TOTAL MILEAGE SHARE

OPERATOR	SCHEDULED MILEAGE	MARKET SHARE
MERSEYBUS	29,063,033	69.2%
NORTH WESTERN	6,384,393	15.2%
CROSVILLE	3,384,101	8.1%
FAREWAY	817,213	1.9%
G.M. BUSES	674,720	1.6%
TOPPINGS	471,251	1.1%
SHEARINGS	384,517	0.9%
HALTON	251,798	0.6%
OGDENS	118,122	0.3%
AMBERLINE	104,973	0.2%
OTHERS	335,762	0.8%
TOTAL	41,989,883	100%

COMMERCIAL MILEAGE SHARE

OPERATOR	SCHEDULED MILEAGE	MARKET SHARE
MERSEYBUS	22,968,947	69.8%
NORTH WESTERN	5,627,322	17.1%
CROSVILLE	2,042,479	6.2%
FAREWAY	779,159	2.4%
G.M. BUSES	648,417	2.0%
SHEARINGS	361,829	1.1%
HALTON	225,495	0.7%
OGDENS	92,995	0.3%
RIBBLE	70,051	0.2%
TOPPINGS	45,613	0.1%
OTHERS	61,442	0.2%
TOTAL	32,923,749	100%

SUPPORTED MILEAGE SHARE

OPERATOR	SCHEDULED MILEAGE	MARKET SHARE
MERSEYBUS	6,094,086	67.2%
CROSVILLE	1,341,622	14.8%
NORTH WESTERN	757,071	8.4%
TOPPINGS	425,638	4.7%
AMBERLINE	104,973	1.2%
AVON	76,860	0.8%
RED RIDER	44,526	0.5%
FAREWAY	38,054	0.4%
CMT	33,324	0.4%
G.M. BUSES	26,303	0.3%
OTHERS	123,677	1.4%
TOTAL	9,066,134	100%

2008/09

TOTAL MILEAGE SHARE

OPERATOR	SCHEDULED MILEAGE	MARKET SHARE
ARRIVA	25,964,644	58.4%
Minimum Costs Contracts	6,736,218	15.1%
STAGECOACH	6,027,192	13.6%
FIRST	1,862,288	4.2%
AVON	1,305,303	2.9%
HALTON	858,441	1.9%
SUPERTRAVEL	389,965	0.9%
CUMFYBUS LTD	332,639	0.7%
HUYTON TRAVEL LTD	311,396	0.7%
MERSEYPRIDE	186,102	0.4%
OTHERS	504,653	1.1%
TOTAL	44,478,840	100.0%

COMMERCIAL MILEAGE SHARE

OPERATOR	SCHEDULED MILEAGE	MARKET SHARE
ARRIVA	25,964,644	70.0%
STAGECOACH	6,027,192	16.3%
FIRST	1,862,288	5.0%
AVON	1,138,989	3.1%
HALTON	858,441	2.3%
CUMFYBUS LTD	332,639	0.9%
HUYTON TRAVEL LTD	311,396	0.8%
MERSEYPRIDE	186,102	0.5%
NIP ON	123,708	0.3%
A ONE A	78,558	0.2%
OTHERS	205,369	0.6%
TOTAL	37,089,327	100.0%

SUPPORTED MILEAGE SHARE

OPERATOR	SCHEDULED MILEAGE	MARKET SHARE
Minimum Costs Contracts	6,736,218	91.2%
SUPERTRAVEL	355,270	4.8%
AVON	166,314	2.3%
WIGAN BUSES	77,450	1.0%
HV & PG HELMS	45,194	0.6%
OTHERS	9,068	0.1%
TOTAL	7,389,513	100.0%

2009/10

TOTAL MILEAGE SHARE

OPERATOR	SCHEDULED MILEAGE	MARKET SHARE
ARRIVA	25,050,910	58.1%
Minimum Costs Contracts	6,929,143	16.1%
STAGECOACH	5,970,630	13.8%
FIRST BUS	1,588,336	3.7%
AVON	1,192,262	2.8%
HALTON	856,310	2.0%
CUMFYBUS LTD	399,647	0.9%
SUPERTRAVEL	393,554	0.9%
HUYTON TRAVEL LTD	224,043	0.5%
NIP ON	124,469	0.3%
OTHERS	421,132	1.0%
TOTAL	43,150,436	100.0%

COMMERCIAL MILEAGE SHARE

OPERATOR	SCHEDULED MILEAGE	MARKET SHARE
ARRIVA	24,888,268	69.8%
STAGECOACH	5,970,630	16.7%
FIRST BUS	1,588,336	4.5%
AVON	1,192,262	3.3%
HALTON	856,310	2.4%
CUMFYBUS LTD	399,647	1.1%
HUYTON TRAVEL LTD	224,043	0.6%
NIP ON	124,469	0.3%
MERSEYPRIDE	96,487	0.3%
FAIRWAY	95,325	0.3%
OTHERS	211,527	0.6%
TOTAL	35,647,303	100.0%

SUPPORTED MILEAGE SHARE

OPERATOR	SCHEDULED MILEAGE	MARKET SHARE
Minimum Costs Contracts	6,929,143	92.4%
SUPERTRAVEL	355,010	4.7%
ARRIVA	162,642	2.2%
HV & PG HELMS	42,462	0.6%
WARRINGTON	10,745	0.1%
Others	4,170	0.1%
TOTAL	7,504,173	100.0%

RAIL

RAIL PASSENGER JOURNEYS

1997/98

		Northern	Wirral	City	Total
Cash	- Adults	5,715,000	5,765,000	2,456,933	13,936,933
	- Children	871,000	600,000	180,937	1,651,937
Saveaways	- Adults	1,272,000	289,000	423,725	1,984,725
	- Children	350,000	116,000	4,665	470,665
Trios	- Adults	1,847,000	1,479,000	511,750	3,837,750
	- Children	188,000	25,000	115,437	328,437
	- Scholars	229,000	143,000	248,372	620,372
Concessionary	- Pensioners	2,544,000	1,468,000	77,706	4,089,706
	- Disabled	386,000	229,000	3,008	618,008
Total		13,402,000	10,114,000	4,022,533	27,538,533

1998/99

		Northern	Wirral	City	Total
Cash	- Adults	6,261,000	6,426,000	2,841,223	15,528,223
	- Children	1,068,000	635,000	222,753	1,925,753
Saveaways	- Adults	994,000	254,000	178,447	1,426,447
	- Children	303,000	85,000	47,308	435,308
Trios	- Adults	2,107,000	1,550,000	449,084	4,106,084
	- Children	183,000	34,000	13,576	230,576
	- Scholars	209,000	119,000	8,086	336,086
Concessionary	- Pensioners	2,513,000	1,459,000	546,535	4,518,535
	- Disabled	437,000	301,000	140,974	878,974
Total		14,075,000	10,863,000	4,447,986	29,385,986

1999/00

		Northern	Wirral	City	Total
Cash	- Adults	7,096,000	6,807,000	3,229,843	17,132,843
	- Children	1,297,000	847,000	242,943	2,386,943
Saveaways	- Adults	855,000	224,000	172,792	1,251,792
	- Children	163,000	74,000	32,581	269,581
Trios	- Adults	2,278,000	1,602,000	545,631	4,425,631
	- Children	156,000	52,000	7,461	215,461
	- Scholars	291,000	120,000	7,475	418,475
Concessionary	- Pensioners	2,407,000	1,415,000	588,187	4,410,187
	- Disabled	529,000	326,000	171,422	1,026,422
Total		15,072,000	11,467,000	4,998,335	31,537,335

2000/01

		Northern	Wirral	City	Total
Cash	- Adults	6,853,000	7,164,000	3,102,956	17,119,956
	- Children	1,312,000	928,000	315,677	2,555,677
Saveaways	- Adults	1,434,000	349,000	239,091	2,022,091
	- Children	205,000	79,000	66,735	350,735
Trios	- Adults	2,295,000	1,606,000	532,442	4,433,442
	- Children	140,000	70,000	13,186	223,186
	- Scholars	326,000	82,000	9,378	417,378
Concessionary	- Pensioners	2,197,000	1,292,000	533,941	4,022,941
	- Disabled	531,000	273,000	150,759	954,759
Total		15,293,000	11,843,000	4,964,165	32,100,165

RAIL PASSENGER JOURNEYS

2001/02

		Northern	Wirral	City	Total
Cash	- Adults	6,472,000	7,140,000	3,254,724	16,866,724
	- Children	1,245,000	1,041,000	280,736	2,566,736
Saveaways	- Adults	2,221,000	573,000	410,691	3,204,691
	- Children	385,000	123,000	80,831	588,831
Trios	- Adults	2,305,000	1,444,000	533,123	4,282,123
	- Children	157,000	75,000	12,467	244,467
	- Scholars	348,000	67,000	22,157	437,157
Concessionary	- Pensioners	2,120,000	1,346,000	543,582	4,009,582
	- Disabled	483,000	297,000	143,832	923,832
Total		15,736,000	12,106,000	5,282,143	33,124,143

2002/03

		Northern	Wirral	City	Total
Cash	- Adults	6,495,000	6,972,000	3,235,944	16,702,944
	- Children	1,157,000	1,037,000	252,805	2,446,805
Saveaways	- Adults	2,077,000	511,000	319,461	2,907,461
	- Children	416,000	159,000	85,897	660,897
Trios	- Adults	2,298,000	1,386,000	508,628	4,192,628
	- Children	160,000	63,000	9,919	232,919
	- Scholars	327,000	56,000	17,244	400,244
Concessionary	- Pensioners	2,036,000	1,182,000	493,855	3,711,855
	- Disabled	474,000	250,000	154,279	878,279
Total		15,440,000	11,616,000	5,078,032	32,134,032

2003/04

		Northern	Wirral	City	Total
Cash	- Adults	6,866,000	7,372,000	3,306,696	17,544,696
	- Children	1,209,000	989,000	285,104	2,483,104
Saveaways	- Adults	1,842,000	444,000	300,639	2,586,639
	- Children	412,000	138,000	66,411	616,411
Trios	- Adults	2,398,000	1,352,000	495,158	4,245,158
	- Children	141,000	57,000	5,239	203,239
	- Scholars	352,000	41,000	22,008	415,008
Concessionary	- Pensioners	2,199,000	1,299,000	566,255	4,064,255
	- Disabled	485,000	244,000	134,299	863,299
Total		15,904,000	11,936,000	5,181,809	33,021,809

2004/05

		Northern	Wirral	City	Total
Cash	- Adults	7,178,371	7,368,714	3,648,800	18,195,885
	- Children	1,315,863	993,113	266,860	2,575,836
Saveaways	- Adults	1,804,420	393,656	275,220	2,473,296
	- Children	435,684	144,368	54,572	634,624
Trios	- Adults	2,542,675	1,309,423	530,446	4,382,544
	- Children	134,853	56,969	6,338	198,160
	- Scholars	270,570	37,802	20,121	328,493
Concessionary	- Pensioners	2,347,531	1,418,301	601,319	4,367,151
	- Disabled	509,307	273,865	138,955	922,127
Total		16,539,274	11,996,211	5,542,631	34,078,116

RAIL PASSENGER JOURNEYS

2005/06

		Northern	Wirral	City	Total
Cash	- Adults	8,127,547	7,595,388	4,243,001	19,965,936
	- Children	1,169,587	925,350	305,849	2,400,786
Saveaways	- Adults	1,724,436	427,369	254,114	2,405,919
	- Children	372,570	143,058	61,373	577,001
Trios	- Adults	2,438,987	1,224,119	554,513	4,217,619
	- Children	140,128	46,441	11,281	197,850
	- Scholars	266,308	45,781	14,087	326,176
Concessionary	- Pensioners	2,434,234	1,372,196	572,353	4,378,783
	- Disabled	480,285	255,892	132,518	868,695
Total		17,154,082	12,035,594	6,149,089	35,338,765

2006/07

		Northern	Wirral	City	Total
Cash	- Adults	9,573,632	8,149,349	4,912,693	22,635,674
	- Children	1,249,607	956,695	313,561	2,519,863
Saveaways	- Adults	1,544,681	420,898	258,633	2,224,212
	- Children	352,220	133,838	47,280	533,338
Trios	- Adults	1,786,793	905,912	435,050	3,127,755
	- Children	85,874	47,282	5,498	138,654
	- Scholars	327,079	47,111	10,748	384,938
Concessionary	- Pensioners	2,609,432	1,361,730	592,683	4,563,845
	- Disabled	484,676	274,456	110,970	870,102
Total		18,013,994	12,297,271	6,687,116	36,998,381

2007/08

		Northern	Wirral	City	Total
Cash	- Adults	10,499,126	8,739,286	5,422,305	24,660,717
	- Children	1,321,130	857,626	372,538	2,551,294
Saveaways	- Adults	1,307,953	323,164	195,611	1,826,728
	- Children	304,023	93,635	43,145	440,803
Trios	- Adults	1,668,154	775,263	397,954	2,841,371
	- Children	77,448	43,898	6,292	127,638
	- Scholars	329,409	30,502	13,331	373,242
Concessionary	- Pensioners	2,625,260	1,375,690	685,771	4,686,721
	- Disabled	521,275	262,374	135,096	918,745
Total		18,653,778	12,501,438	7,272,043	38,427,259

2008/09

		Northern	Wirral	City	Total
Cash	- Adults	11,117,131	8,926,852	5,343,423	25,387,406
	- Children	1,343,024	903,913	384,579	2,631,516
Saveaways	- Adults	1,204,417	375,472	180,939	1,760,828
	- Children	284,030	97,096	44,014	425,140
Trios	- Adults	1,471,465	714,448	357,952	2,543,865
	- Children	75,647	35,820	19,303	130,770
	- Scholars	305,503	29,604	14,567	349,674
Concessionary	- Pensioners	2,788,747	1,515,417	675,708	4,979,872
	- Disabled	515,955	275,222	121,125	912,302
Total		19,105,919	12,873,844	7,141,610	39,121,373

NB: Railpass rail only season tickets were introduced in November 2005. Due to limitations in data collection facilities, journeys made using Railpass are currently recorded as cash fares.

RAIL PASSENGER JOURNEYS

2009/10

		Northern	Wirral	City	Total
Cash	- Adults	11,048,706	8,969,378	5,739,212	25,757,296
	- Children	1,129,773	878,051	369,075	2,376,899
Saveaways	- Adults	1,417,480	435,876	211,964	2,065,320
	- Children	291,455	136,599	49,516	477,570
Trios	- Adults	1,387,226	651,856	350,628	2,389,710
	- Children	72,970	29,779	15,565	118,314
	- Scholars	342,808	32,644	17,438	392,890
Concessionary	- Pensioners	2,858,600	1,504,258	799,255	5,162,113
	- Disabled	522,223	250,203	127,573	899,999
Total		19,071,241	12,888,644	7,680,226	39,640,111
% Change		-0.18	0.11	7.54	1.33

NB: Railpass rail only season tickets were introduced in November 2005. Due to limitations in data collection facilities, journeys made using Railpass are currently recorded as cash fares.

RAIL PASSENGER MILEAGE

1997/98

		Northern	Wirral	City	Total
Cash	- Adults	40,010,000	34,947,000	21,939,279	96,896,279
	- Children	4,761,000	3,010,000	1,227,508	8,998,508
Saveaways	- Adults	9,230,000	1,403,000	1,832,121	12,465,121
	- Children	2,844,000	606,000	642,984	4,092,984
Trios	- Adults	14,335,000	7,192,000	3,581,464	25,108,464
	- Children	1,258,000	96,000	25,360	1,379,360
	- Scholars	1,915,000	455,000	16,933	2,386,933
Concessionary	- Pensioners	22,177,000	7,609,000	4,008,689	33,794,689
	- Disabled	2,883,000	1,027,000	856,390	4,766,390
Total		99,413,000	56,345,000	34,130,728	189,888,728

1998/99

		Northern	Wirral	City	Total
Cash	- Adults	42,751,000	37,318,000	24,173,311	104,242,311
	- Children	6,064,000	2,799,000	1,611,234	10,474,234
Saveaways	- Adults	7,293,000	1,212,000	1,341,396	9,846,396
	- Children	2,580,000	426,000	406,771	3,412,771
Trios	- Adults	16,093,000	7,755,000	3,880,244	27,728,244
	- Children	1,064,000	123,000	91,025	1,278,025
	- Scholars	1,594,000	390,000	47,224	2,031,224
Concessionary	- Pensioners	21,260,000	8,001,000	4,225,757	33,486,757
	- Disabled	3,303,000	1,332,000	1,101,797	5,736,797
Total		102,002,000	59,356,000	36,878,759	198,236,759

1999/00

		Northern	Wirral	City	Total
Cash	- Adults	48,081,000	39,472,000	28,306,107	115,859,107
	- Children	7,478,000	3,954,000	1,694,684	13,126,684
Saveaways	- Adults	5,832,000	1,077,000	1,279,139	8,188,139
	- Children	1,389,000	341,000	240,157	1,970,157
Trios	- Adults	16,766,000	7,584,000	4,672,857	29,022,857
	- Children	881,000	189,000	51,960	1,121,960
	- Scholars	1,999,000	397,000	44,471	2,440,471
Concessionary	- Pensioners	20,260,000	7,754,000	4,638,003	32,652,003
	- Disabled	4,095,000	1,492,000	1,267,673	6,854,673
Total		106,781,000	62,260,000	42,195,051	211,236,051

2000/01

		Northern	Wirral	City	Total
Cash	- Adults	46,458,000	41,121,000	26,221,194	113,800,194
	- Children	7,600,000	4,046,000	2,008,470	13,654,470
Saveaways	- Adults	9,204,000	1,836,000	1,759,926	12,799,926
	- Children	1,428,000	389,000	410,226	2,227,226
Trios	- Adults	16,676,000	7,732,000	4,590,506	28,998,506
	- Children	1,410,000	276,000	96,571	1,782,571
	- Scholars	1,404,000	297,000	74,420	1,775,420
Concessionary	- Pensioners	17,739,000	7,098,000	4,370,520	29,207,520
	- Disabled	3,936,000	1,293,000	1,156,587	6,385,587
Total		105,855,000	64,088,000	40,688,420	210,631,420

RAIL PASSENGER MILEAGE

2001/02

		Northern	Wirral	City	Total
Cash	- Adults	43,544,000	42,558,000	27,115,586	113,217,586
	- Children	6,984,000	4,477,000	1,951,435	13,412,435
Saveaways	- Adults	14,848,000	3,127,000	3,005,492	20,980,492
	- Children	2,729,000	616,000	581,320	3,926,320
Trios	- Adults	16,924,000	6,843,000	4,628,854	28,395,854
	- Children	1,778,000	377,000	76,843	2,231,843
	- Scholars	1,297,000	231,000	194,711	1,722,711
Concessionary	- Pensioners	17,453,000	7,559,000	4,356,864	29,368,864
	- Disabled	3,402,000	1,388,000	1,185,240	5,975,240
Total		108,959,000	67,176,000	43,096,345	219,231,345

2002/03

		Northern	Wirral	City	Total
Cash	- Adults	42,742,000	40,203,000	27,582,842	110,527,842
	- Children	6,417,000	4,212,000	1,707,027	12,336,027
Saveaways	- Adults	14,785,000	2,638,000	2,296,024	19,719,024
	- Children	3,063,000	750,000	685,066	4,498,066
Trios	- Adults	17,012,000	6,765,000	4,420,454	28,197,454
	- Children	1,648,000	286,000	68,281	2,002,281
	- Scholars	1,389,000	128,000	125,511	1,642,511
Concessionary	- Pensioners	16,846,000	6,560,000	3,901,329	27,307,329
	- Disabled	3,554,000	1,129,000	1,293,833	5,976,833
Total		107,456,000	62,671,000	42,080,367	212,207,367

2003/04

		Northern	Wirral	City	Total
Cash	- Adults	44,384,000	42,380,000	27,237,051	114,001,051
	- Children	7,010,000	4,042,000	1,935,388	12,987,388
Saveaways	- Adults	13,428,000	2,157,000	2,210,173	17,795,173
	- Children	3,337,000	611,000	482,286	4,430,286
Trios	- Adults	17,720,000	6,495,000	4,089,820	28,304,820
	- Children	759,000	227,000	33,006	1,019,006
	- Scholars	2,322,000	171,000	190,754	2,683,754
Concessionary	- Pensioners	18,794,000	6,957,000	4,396,929	30,147,929
	- Disabled	3,609,000	1,161,000	1,032,023	5,802,023
Total		111,363,000	64,201,000	41,607,430	217,171,430

2004/05

		Northern	Wirral	City	Total
Cash	- Adults	46,353,452	42,336,076	32,579,813	121,269,341
	- Children	7,779,209	4,345,472	1,786,652	13,911,333
Saveaways	- Adults	12,776,290	1,979,279	1,948,548	16,704,117
	- Children	3,572,468	685,115	384,503	4,642,086
Trios	- Adults	18,307,030	7,093,963	4,372,536	29,773,529
	- Children	729,069	231,640	32,837	993,546
	- Scholars	1,797,651	177,264	136,620	2,111,535
Concessionary	- Pensioners	18,615,339	9,094,541	4,789,401	32,499,281
	- Disabled	3,814,056	1,495,334	1,122,978	6,432,368
Total		113,744,564	67,438,684	47,153,888	228,337,136

RAIL PASSENGER MILEAGE

2005/06

		Northern	Wirral	City	Total
Cash	- Adults	52,883,114	45,267,798	35,924,617	134,075,529
	- Children	6,838,113	4,163,472	1,984,053	12,985,638
Saveaways	- Adults	11,681,516	1,935,036	1,854,398	15,470,950
	- Children	2,996,719	676,387	476,679	4,149,785
Trios	- Adults	17,182,727	6,680,340	4,521,867	28,384,934
	- Children	689,845	198,767	67,998	956,610
	- Scholars	2,049,800	202,498	105,925	2,358,223
Concessionary	- Pensioners	19,447,421	8,825,607	4,508,728	32,781,756
	- Disabled	3,791,219	1,345,175	1,046,522	6,182,916
Total		117,560,474	69,295,080	50,490,787	237,346,341

2006/07

		Northern	Wirral	City	Total
Cash	- Adults	63,876,973	46,724,469	42,951,606	153,553,048
	- Children	7,395,338	4,387,808	2,205,359	13,988,505
Saveaways	- Adults	10,278,780	1,825,902	1,554,831	13,659,513
	- Children	2,646,894	633,994	350,884	3,631,772
Trios	- Adults	11,688,422	4,276,920	3,316,640	19,281,982
	- Children	454,743	192,155	35,083	681,981
	- Scholars	2,299,753	181,685	85,814	2,567,252
Concessionary	- Pensioners	20,647,022	8,852,365	4,530,722	34,030,109
	- Disabled	3,687,137	1,471,613	831,639	5,990,389
Total		122,975,062	68,546,911	55,862,578	247,384,551

2007/08

		Northern	Wirral	City	Total
Cash	- Adults	69,486,814	52,625,485	46,764,005	168,876,304
	- Children	7,728,630	3,788,418	2,727,240	14,244,288
Saveaways	- Adults	8,332,293	1,461,546	1,425,104	11,218,943
	- Children	2,074,858	438,608	331,444	2,844,910
Trios	- Adults	10,493,150	3,635,871	3,047,661	17,176,682
	- Children	404,740	196,452	35,642	636,834
	- Scholars	2,299,872	148,828	97,978	2,546,678
Concessionary	- Pensioners	20,281,963	9,080,878	5,460,692	34,823,533
	- Disabled	3,789,799	1,397,689	1,105,209	6,292,697
Total		124,892,119	72,773,775	60,994,975	258,660,869

2008/09

		Northern	Wirral	City	Total
Cash	- Adults	76,845,853	54,949,623	45,785,836	177,581,312
	- Children	8,055,372	4,508,228	2,728,017	15,291,617
Saveaways	- Adults	7,971,782	1,932,748	1,405,866	11,310,396
	- Children	1,914,373	494,142	388,753	2,797,268
Trios	- Adults	9,206,683	3,156,995	2,597,250	14,960,928
	- Children	339,061	157,172	125,426	621,659
	- Scholars	2,105,538	120,733	96,619	2,322,890
Concessionary	- Pensioners	22,015,652	9,749,015	5,468,981	37,233,648
	- Disabled	3,770,416	1,481,845	1,035,000	6,287,261
Total		132,224,730	76,550,501	59,631,748	268,406,979

NB: Railpass rail only season tickets were introduced in November 2005. Due to limitations in data collection facilities, miles travelled using Railpass are currently recorded as cash fares.

RAIL PASSENGER MILEAGE

2009/10

		Northern	Wirral	City	Total
Cash	- Adults	76,708,595	54,991,523	50,322,986	182,023,104
	- Children	6,851,631	4,640,076	2,884,546	14,376,253
Saveaways	- Adults	9,662,287	2,035,905	1,608,815	13,307,007
	- Children	2,150,810	699,457	403,976	3,254,243
Trios	- Adults	8,438,079	2,805,025	2,483,301	13,726,405
	- Children	369,486	140,285	102,692	612,463
	- Scholars	2,249,296	125,491	128,045	2,502,832
Concessionary	- Pensioners	22,671,770	9,461,259	6,806,104	38,939,133
	- Disabled	3,807,857	1,318,248	981,782	6,107,887
	Total	132,909,811	76,217,269	65,722,247	274,849,327
% Change		0.52	-0.44	10.21	2.40

NB: Railpass rail only season tickets were introduced in November 2005. Due to limitations in data collection facilities, miles travelled using Railpass are currently recorded as cash fares.

RAIL PASSENGER JOURNEYS BY TIME PERIOD

2006/07

		Early am	Peak	Inter-Peak	Evenings	Saturdays	Sundays	Total
Cash	- Adults	600,000	11,014,000	5,091,000	2,081,000	2,860,000	990,000	22,636,000
	- Children	3,000	906,000	580,000	198,000	597,000	236,000	2,520,000
Saveaways	- Adults	33,000	315,000	817,000	262,000	590,000	207,000	2,224,000
	- Children	0	98,000	136,000	51,000	174,000	74,000	533,000
Trios	- Adults	148,000	2,167,000	281,000	251,000	199,000	82,000	3,128,000
	- Children	1,000	84,000	27,000	8,000	12,000	7,000	139,000
	- Scholars	2,000	288,000	76,000	16,000	2,000	1,000	385,000
Concessionary	- Pensioners	25,000	1,074,000	2,452,000	176,000	655,000	182,000	4,564,000
	- Disabled	14,000	255,000	374,000	62,000	114,000	51,000	870,000
	Total	826,000	16,201,000	9,834,000	3,105,000	5,203,000	1,830,000	36,999,000

2007/08

		Early am	Peak	Inter-Peak	Evenings	Saturdays	Sundays	Total
Cash	- Adults	853,000	12,302,000	5,316,000	2,144,000	3,014,000	1,031,000	24,660,000
	- Children	3,000	912,000	603,000	202,000	627,000	204,000	2,551,000
Saveaways	- Adults	28,000	274,000	617,000	215,000	512,000	182,000	1,828,000
	- Children	4,000	73,000	112,000	43,000	159,000	51,000	442,000
Trios	- Adults	142,000	1,931,000	279,000	225,000	183,000	81,000	2,841,000
	- Children	1,000	71,000	26,000	13,000	10,000	6,000	127,000
	- Scholars	4,000	276,000	80,000	10,000	1,000	1,000	372,000
Concessionary	- Pensioners	30,000	1,072,000	2,468,000	206,000	713,000	198,000	4,687,000
	- Disabled	15,000	295,000	379,000	55,000	119,000	56,000	919,000
	Total	1,080,000	17,206,000	9,880,000	3,113,000	5,338,000	1,810,000	38,427,000

2008/09

		Early am	Peak	Inter-Peak	Evenings	Saturdays	Sundays	Total
Cash	- Adults	854,000	12,418,000	5,510,000	2,239,000	3,252,000	1,114,000	25,387,000
	- Children	4,000	958,000	677,000	132,000	661,000	199,000	2,631,000
Saveaways	- Adults	26,000	337,000	602,000	182,000	464,000	150,000	1,761,000
	- Children	1,000	91,000	120,000	27,000	150,000	37,000	426,000
Trios	- Adults	124,000	1,734,000	245,000	203,000	171,000	66,000	2,543,000
	- Children	3,000	90,000	19,000	6,000	8,000	5,000	131,000
	- Scholars	3,000	264,000	71,000	10,000	1,000	0	349,000
Concessionary	- Pensioners	32,000	1,182,000	2,580,000	228,000	749,000	209,000	4,980,000
	- Disabled	14,000	301,000	368,000	58,000	119,000	53,000	913,000
	Total	1,061,000	17,375,000	10,192,000	3,085,000	5,575,000	1,833,000	39,121,000

2009/10

		Early am	Peak	Inter-Peak	Evenings	Saturdays	Sundays	Total
Cash	- Adults	843,000	12,624,000	5,429,000	2,099,000	3,393,000	1,369,000	25,757,000
	- Children	4,000	884,000	531,000	123,000	624,000	211,000	2,377,000
Saveaways	- Adults	31,000	465,000	741,000	238,000	432,000	158,000	2,065,000
	- Children	1,000	112,000	121,000	50,000	155,000	39,000	478,000
Trios	- Adults	140,000	1,615,000	229,000	190,000	153,000	63,000	2,390,000
	- Children	3,000	71,000	26,000	8,000	7,000	3,000	118,000
	- Scholars	2,000	303,000	76,000	12,000	0	0	393,000
Concessionary	- Pensioners	36,000	1,216,000	2,649,000	243,000	775,000	243,000	5,162,000
	- Disabled	16,000	303,000	347,000	54,000	125,000	55,000	900,000
	Total	1,076,000	17,593,000	10,149,000	3,017,000	5,664,000	2,141,000	39,640,000

NB: Railpass rail only season tickets were introduced in November 2005. Due to limitations in data collection facilities, journeys made using Railpass are currently recorded as cash fares.

FERRIES

MERSEY FERRIES WEEKLY PATRONAGE

Week	91/92	92/93	93/94	94/95	95/96	96/97	97/98	98/99	99/00
1	13,450	5,907	7,734	4,534	8,518	20,433	11,653	5,862	14,269
2	14,001	12,375	11,949	10,266	4,480	16,716	11,929	13,449	17,623
3	10,313	15,073	20,175	10,211	9,474	9,382	8,871	14,839	8,913
4	12,200	19,697	7,674	6,600	19,648	9,691	7,732	9,089	9,735
5	10,361	11,181	11,465	13,572	12,636	11,332	13,189	13,121	14,070
6	15,994	12,119	14,384	13,426	10,554	12,402	7,169	12,319	14,763
7	10,597	15,614	8,278	9,298	15,650	9,920	10,583	13,617	9,860
8	14,708	18,613	9,855	7,578	9,438	10,213	13,837	14,263	10,734
9	25,764	25,551	61,608	10,991	8,349	18,931	28,480	20,960	12,279
10	11,815	14,198	38,507	19,884	10,892	13,250	14,416	12,502	18,893
11	10,538	18,559	14,090	10,244	15,498	17,087	10,522	12,796	13,409
12	12,316	16,452	11,913	13,472	10,099	13,424	12,241	13,572	17,210
13	21,826	18,900	12,628	15,573	11,201	13,074	10,987	11,900	14,303
14	23,663	13,780	15,958	19,659	17,678	19,870	14,776	13,242	12,706
15	20,794	15,163	11,444	18,309	21,812	14,828	24,147	14,791	22,009
16	19,567	19,953	13,078	38,461	16,938	24,586	21,491	13,209	16,825
17	29,529	20,178	13,823	24,332	20,922	22,001	23,874	18,067	17,490
18	33,092	27,394	18,944	32,253	22,115	27,302	25,572	20,306	34,094
19	26,123	23,395	18,526	31,904	34,786	22,749	34,453	27,735	22,296
20	30,683	117,260	17,913	27,115	46,444	30,980	33,139	25,895	20,492
21	31,199	26,223	21,853	28,992	54,376	23,187	26,809	23,066	25,611
22	41,574	19,741	22,175	25,016	48,659	18,848	23,472	24,950	25,289
23	25,915	14,199	22,919	36,591	29,337	14,774	10,207	18,175	31,261
24	15,245	10,208	9,442	13,657	28,460	12,727	10,119	8,995	14,170
25	12,058	9,950	7,952	14,487	12,057	11,257	10,273	11,211	8,304
26	9,830	9,148	9,501	12,756	12,653	8,972	11,354	12,287	9,126
27	8,928	9,169	8,254	8,147	11,205	8,442	9,858	8,852	7,155
28	10,969	7,477	8,218	9,475	10,532	8,814	8,511	8,379	9,075
29	7,322	6,973	7,061	9,133	10,869	8,911	10,205	7,753	11,071
30	12,592	7,131	7,819	8,273	10,695	12,901	11,119	6,819	8,127
31	11,158	14,455	13,168	15,805	16,462	10,722	16,750	9,979	16,346
32	5,440	7,008	5,969	7,968	8,861	6,357	7,108	6,831	6,174
33	6,284	5,297	4,819	6,149	6,825	6,699	6,761	6,590	7,504
34	7,512	4,958	4,644	6,580	6,944	4,643	8,175	7,384	6,618
35	6,520	5,114	3,157	7,847	5,998	5,619	7,546	6,319	6,513
36	7,566	4,151	3,745	5,119	5,586	5,132	8,384	6,322	4,199
37	4,364	3,997	3,049	4,868	4,510	5,149	8,197	6,384	5,111
38	3,692	3,630	3,446	4,531	4,303	4,110	7,607	5,660	5,128
39	5,003	2,230	1,940	3,856	4,073	4,070	3,399	3,784	3,450
40	7,290	3,424	5,538	3,960	2,743	3,970	4,757	5,028	4,914
41	6,673	4,293	3,814	3,931	4,671	3,486	8,043	6,212	6,159
42	6,047	3,759	4,298	5,079	5,765	5,534	8,329	5,244	5,543
43	6,215	3,988	4,925	4,149	5,331	6,135	9,372	6,487	6,526
44	6,031	5,371	4,516	4,527	4,355	5,830	9,159	7,089	5,473
45	8,169	6,310	6,008	6,556	5,993	7,379	10,820	6,738	6,799
46	6,961	5,781	5,935	5,781	4,963	9,104	13,230	6,855	6,743
47	10,913	10,518	7,702	8,156	7,288	7,639	21,838	12,337	7,957
48	26,528	7,456	4,427	14,278	9,547	5,898	7,724	6,997	17,228
49	10,090	5,845	5,047	5,758	8,685	9,021	6,864	5,589	8,290
50	6,651	9,164	5,642	7,914	8,389	8,909	7,642	8,947	7,963
51	8,130	7,759	5,411	6,931	6,060	8,858	10,190	9,527	9,429
52	7,466	8,475	7,313	8,071	8,593	14,296	9,733	9,599	8,927
53	1,952	2,733	5,855	4,228	8,284	4,801	2,968	5,444	5,756
TOTAL	719,621	697,297	585,508	656,251	710,204	620,365	675,584	593,367	639,912

Week	00/01	01/02	02/03	03/04	04/05	05/06	06/07	07/08
1	2,570	2,495	24,923	8,706	1,523	7,675	2,031	2,151
2	8,406	9,136	12,880	11,520	11,904	11,033	7,293	15,154
3	9,492	20,554	10,924	26,772	19,385	8,714	14,262	14,414
4	15,128	20,350	9,926	18,188	12,616	12,027	13,890	8,702
5	18,044	10,035	12,971	23,855	11,966	12,366	8,693	9,060
6	17,610	13,598	13,747	17,028	9,670	11,576	8,380	12,127
7	14,863	19,819	10,688	8,814	12,536	12,126	6,708	8,673
8	8,075	13,861	9,293	11,322	13,991	10,480	5,499	8,635
9	10,090	18,098	12,832	27,555	12,979	14,053	9,970	10,764
10	17,146	23,445	18,803	14,614	24,489	21,732	17,705	16,856
11	12,836	18,176	16,446	26,751	15,773	27,187	15,948	15,769
12	18,786	12,885	15,274	17,230	18,802	13,042	11,385	11,635
13	22,636	16,879	12,627	16,782	12,204	16,368	9,832	11,636
14	18,089	18,561	14,171	13,709	11,975	15,170	13,856	10,017
15	14,171	22,100	18,329	21,065	13,511	16,914	14,734	10,280
16	21,785	14,464	18,827	21,310	14,027	22,073	16,905	11,751
17	22,952	16,112	24,807	19,240	19,590	14,972	20,389	12,710
18	25,300	30,822	22,634	23,944	27,178	21,484	24,814	17,113
19	24,637	30,134	25,059	33,377	28,519	27,562	18,758	23,004
20	23,283	20,222	29,820	27,588	22,187	30,264	20,832	22,911
21	24,540	25,577	32,089	25,570	21,376	35,293	18,248	15,347
22	30,837	31,454	29,861	25,145	21,826	25,077	22,663	24,764
23	23,486	27,173	16,794	15,603	24,460	30,146	16,279	18,650
24	12,881	11,894	14,719	12,950	13,585	12,826	11,823	12,808
25	11,366	8,936	12,698	13,057	10,029	12,664	10,255	11,383
26	10,630	10,869	12,580	14,140	8,569	12,136	9,767	14,370
27	9,822	11,014	13,254	9,775	8,876	9,437	10,880	10,410
28	7,597	9,644	10,091	8,672	8,840	9,805	8,323	11,254
29	8,189	10,279	9,313	11,078	8,907	10,423	10,204	8,944
30	10,358	9,870	11,727	10,098	8,567	10,925	11,834	11,879
31	13,884	20,795	9,999	15,452	16,365	19,041	21,775	16,776
32	6,675	10,622	7,366	7,365	6,975	8,709	9,586	8,427
33	6,487	7,262	7,271	7,901	7,256	8,856	7,291	6,356
34	5,992	7,507	7,207	6,978	5,801	7,608	7,078	6,565
35	5,701	7,246	5,773	6,243	6,279	6,113	6,382	5,962
36	6,159	6,473	6,243	6,318	5,992	5,757	5,946	5,735
37	5,156	5,863	5,626	5,316	5,504	5,852	5,413	4,507
38	5,072	5,688	5,212	5,065	4,627	5,175	5,417	4,962
39	4,750	5,481	4,265	3,273	3,361	4,824	4,320	4,391
40	3,052	4,383	6,387	5,796	5,437	3,848	5,642	3,514
41	5,995	4,634	6,082	6,020	4,719	7,026	6,173	5,816
42	6,523	6,583	6,851	6,508	5,722	7,026	5,212	6,538
43	6,122	7,304	7,555	5,724	5,611	7,726	4,187	6,237
44	7,348	6,473	5,891	6,124	7,405	8,003	6,823	7,939
45	5,961	7,536	7,861	6,428	7,351	7,271	4,274	6,018
46	7,097	7,559	8,700	10,051	6,815	8,237	5,194	8,709
47	10,246	13,320	17,190	23,161	16,936	12,232	12,548	24,733
48	17,306	10,150	11,652	7,920	6,770	16,177	10,162	10,451
49	8,878	7,444	7,816	8,664	6,882	3,468	6,337	8,203
50	9,516	6,685	10,402	8,232	7,559	2,389	7,655	7,805
51	9,363	9,666	12,544	6,440	9,542	4,824	6,443	7,751
52	8,926	9,373	11,421	8,485	17,014	5,581	5,921	10,856
53	7,566	23,670	1,508	4,277	12,044	3,902	6,802	11,976
TOTAL	649,380	710,173	678,929	713,199	631,827	665,195	558,741	583,398

Week	08/09	09/10	Week ending
1	12,014	7,331	05/04/2009
2	9,389	22,401	12/04/2009
3	9,910	22,406	19/04/2009
4	10,471	13,891	26/04/2009
5	11,033	12,050	03/05/2009
6	14,889	9,697	10/05/2009
7	12,405	10,165	17/05/2009
8	13,836	15,339	24/05/2009
9	21,307	26,397	31/05/2009
10	27,601	18,515	07/06/2009
11	16,022	14,982	14/06/2009
12	12,030	11,950	21/06/2009
13	12,818	16,677	28/06/2009
14	16,165	17,986	05/07/2009
15	16,688	15,224	12/07/2009
16	32,181	26,512	19/07/2009
17	24,935	18,834	26/07/2009
18	27,554	20,055	02/08/2009
19	25,981	28,692	09/08/2009
20	27,907	25,386	16/08/2009
21	30,092	25,366	23/08/2009
22	26,491	22,965	30/08/2009
23	14,694	13,884	06/09/2009
24	12,172	16,059	13/09/2009
25	13,349	12,358	20/09/2009
26	13,217	11,044	27/09/2009
27	11,102	9,748	04/10/2009
28	10,874	10,290	11/10/2009
29	13,358	11,364	18/10/2009
30	9,891	23,564	25/10/2009
31	15,702	23,970	01/11/2009
32	8,627	7,408	08/11/2009
33	7,512	6,548	15/11/2009
34	5,689	6,148	22/11/2009
35	5,876	6,219	29/11/2009
36	5,280	6,560	06/12/2009
37	4,851	5,846	13/12/2009
38	4,465	4,565	20/12/2009
39	4,194	3,064	27/12/2009
40	5,371	3,892	03/01/2010
41	5,489	4,038	10/01/2010
42	10,821	4,431	17/01/2010
43	7,403	4,726	24/01/2010
44	6,447	6,844	31/01/2010
45	6,314	5,735	07/02/2010
46	8,461	7,897	14/02/2010
47	25,527	16,651	21/02/2010
48	9,666	6,983	28/02/2010
49	8,695	9,640	07/03/2010
50	8,869	8,662	14/03/2010
51	10,696	9,452	21/03/2010
52	8,841	10,037	28/03/2010
53	2,581	3,448	31/03/2010
TOTAL	697,753	683,896	

FARES & TICKETS

COMMERCIAL BUS FARES CHARGED

Average Peak Fares (in pence)

Miles	1986	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
1	20	38	42	46	49	54	57	61	61	64	73	77	83	102	117	137	160	171	172
2	30	48	52	56	59	64	69	77	77	79	89	95	102	120	122	140	166	176	181
3	40	58	63	69	73	75	84	87	88	91	104	110	120	135	141	145	177	189	187
4	50	75	81	86	96	98	103	108	109	113	129	136	141	145	151	147	186	200	193
5	60	85	92	97	106	108	117	112	113	116	149	155	160	152	151	152	194	207	196
6	70	95	104	108	117	118	127	125	126	132	149	155	161	154	151	152	196	214	201
7	70	103	112	119	126	127	129	136	137	142	149	155	161	155	151	153	197	215	204
8	80	103	112	120	126	127	130	137	138	142	150	155	162	159	165	153	207	218	209
9	80	104	113	120	126	127	131	137	138	142	150	155	163	162	172	164	207	221	224
10	100	105	114	122	126	127	132	137	138	142	150	155	163	165	186	189	215	223	230
11	100	105	114	125	126	127	132	137	138	143	150	155	164	165	186	189	229	225	224
12	100	105	114	126	126	127	132	137	138	143	150	155	165	165	186	171	229	227	233

Average Off Peak Fares (in pence)

Miles	1986	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
1	20	38	42	46	49	54	57	61	61	64	73	77	83	102	117	137	160	171	172
2	30	48	52	56	59	64	69	76	76	79	89	95	102	120	122	140	166	176	181
3	40	58	63	69	73	75	84	87	87	91	104	110	120	135	141	145	177	189	187
4	50	72	78	83	96	98	102	109	110	113	129	135	141	145	151	147	186	200	193
5	60	75	81	88	106	108	117	111	111	116	149	154	159	151	151	152	194	207	196
6	60	77	83	90	117	117	125	124	125	132	149	154	159	153	151	152	196	214	201
7	60	77	83	92	118	118	127	128	128	141	149	154	160	153	151	153	197	215	204
8	60	78	84	92	118	118	127	128	128	141	149	154	160	156	165	153	207	218	209
9	60	78	84	94	118	118	127	128	128	141	149	154	160	160	172	164	207	221	224
10	60	78	84	94	118	118	127	128	128	141	149	154	160	160	186	189	215	223	230
11	60	78	84	95	118	118	127	128	128	141	149	154	160	160	186	189	229	225	224
12	60	78	84	95	118	118	127	128	128	141	149	154	160	160	186	171	229	227	233

Prepaid Ticket Prices

TRIO (Multi Modal Season) Tickets

			Jun 1996	Sep 1997	Sep 2000	Sep 2001	Sep 2002	Sep 2003	Sep 2004	Sep 2005	Sep 2006	Jan 2008	Jan 2009
Adult (18+)	Weekly	1 Zone	£9.50	£10.00	£10.60	£10.90	£11.30	£11.90	£12.30	£12.90	£13.40	£14.00	£14.70
		2 Zones/1 Area	£11.90	£12.60	£13.40	£13.80	£14.30	£15.00	£15.50	£16.30	£16.90	£17.50	£18.40
		3 Zones	£14.80	£15.70	£16.70	£17.20	£17.90	£18.80	£19.40	£20.40	£21.20	£22.50	£23.60
		All Zones	£19.30	£20.50	£21.70	£22.30	£23.20	£24.40	£25.10	£26.40	£27.40	£29.00	£30.50
	Monthly	1 Zone	£32.20	£35.20	£37.30	£38.40	£39.90	£41.90	£43.20	£45.40	£47.20	£49.50	£52.00
		2 Zones/1 Area	£41.50	£44.00	£46.60	£47.90	£49.80	£52.30	£53.90	£56.60	£58.90	£62.00	£65.10
		3 Zones	£51.80	£54.90	£58.20	£59.70	£62.00	£65.10	£67.10	£70.50	£73.30	£77.00	£80.90
		All Zones	£67.40	£71.50	£75.80	£77.70	£80.90	£84.90	£87.40	£91.80	£95.50	£100.50	£105.50
	Annual	1 Zone	£332.00	£352.00	£373.00	£384.00	£399.00	£419.00	£432.00	£454.00	£472.00	£495.00	£520.00
		2 Zones/1 Area	£415.00	£440.00	£466.00	£479.00	£498.00	£523.00	£539.00	£566.00	£589.00	£620.00	£651.00
		3 Zones	£518.00	£549.00	£582.00	£597.00	£620.00	£651.00	£671.00	£705.00	£733.00	£770.00	£809.00
		All Zones	£674.00	£715.00	£758.00	£777.00	£809.00	£849.00	£874.00	£918.00	£955.00	£1,005.00	£1,055.00
Annual Off-Pk	All Zones	£228.00	£242.00	£257.00	£264.00	£275.00	£289.00	£298.00	£313.00	£326.00	£343.00	£360.00	
School Term			(Aug '02)										
	1 Zone	-	-	£75.00	£78.70	£81.70	£85.80	£88.40	£93.00	£96.40	£101.00	£106.10	
	2 Zones/1 Area	-	-	£94.70	£99.40	£103.30	£105.50	£111.80	£118.00	£122.40	£128.50	£135.00	
	3 Zones	-	-	£118.00	£124.00	£129.00	£135.40	£139.50	£146.00	£152.20	£160.00	£168.00	
School Year*			(Aug '02)										
	1 Zone	-	-	£225.00	£236.00	£245.00	£257.00	£265.00	£278.00	£289.10	£289.10	£320.00	
	2 Zones/1 Area	-	-	£284.00	£298.00	£310.00	£326.00	£336.00	£353.00	£367.10	£367.10	£405.00	
	3 Zones	-	-	£354.00	£372.00	£387.00	£406.00	£418.00	£439.00	£456.60	£456.60	£499.00	
Young Person (5-17)	Weekly	1 Zone	£4.80	£5.00	£5.40	£5.60	£5.80	£6.10	£6.30	£6.60	£6.90	£7.00	£7.40
		2 Zones/1 Area	£6.00	£6.30	£6.70	£6.90	£7.20	£7.60	£8.40	£8.80	£9.10	£9.50	£10.00
		3 Zones	£7.40	£7.80	£8.30	£8.60	£8.90	£9.30	£9.60	£10.10	£10.50	£11.00	£11.60
		All Zones	£9.70	£10.30	£10.90	£11.20	£11.60	£12.20	£12.60	£13.20	£13.70	£14.50	£15.20
School Term			(Aug '02)										
	1 Zone	-	-	£50.00	£52.70	£54.70	£57.40	£59.10	£62.00	£64.50	£67.50	£70.90	
	2 Zones/1 Area	-	-	£63.00	£66.00	£68.70	£72.10	£74.30	£78.00	£80.80	£85.00	£89.30	
	3 Zones	-	-	£78.70	£82.70	£86.00	£90.30	£93.00	£98.00	£101.70	£107.00	£112.40	
School Year*			(Aug '02)										
	1 Zone	-	-	£150.00	£158.00	£164.00	£172.00	£177.00	£186.00	£193.40	£193.40	£215.00	
	2 Zones/1 Area	-	-	£189.00	£198.00	£206.00	£216.00	£222.00	£233.00	£242.30	£242.30	£268.00	
	3 Zones	-	-	£236.00	£248.00	£258.00	£271.00	£279.00	£293.00	£305.00	£305.00	£336.00	
	All Zones	-	-	£308.00	£323.00	£336.00	£353.00	£364.00	£382.00	£397.30	£397.30	£441.00	

Notes: School Term Tickets were introduced on 30/08/00.

* School Year Tickets are only available to Local Education Authorities.

Source: Ticket Unit

TRIOPLUS (Multi Modal + Out of County Rail Extension Season) Tickets

			Sep 2003	Sep 2004	Sep 2005	Sep 2006	
Adult (18+)	Weekly	To Add Trioplus Zone:					
		+ 1 Trioplus Zone	£4.00	£4.10	£4.30	£4.50	
		+ 2 Trioplus Zones	£6.00	£6.20	£6.50	£6.80	
		+ 3 Trioplus Zones	£8.00	£8.20	£8.60	£8.90	
	Monthly	+ 1 Trioplus Zone	£14.10	£14.50	£15.20	£15.80	
		+ 2 Trioplus Zones	£21.10	£21.70	£22.80	£23.70	
		+ 3 Trioplus Zones	£28.20	£29.00	£30.40	£31.60	
	Annual	+ 1 Trioplus Zone	£140.80	£145.00	£152.00	£158.00	
		+ 2 Trioplus Zones	£209.20	£215.00	£225.80	£237.00	
		+ 3 Trioplus Zones	£277.00	£285.00	£299.30	£316.00	
	Annual Off-Pk	+ 1 Trioplus Zone	£47.40	£48.80	£51.20	£53.20	
		+ 2 Trioplus Zones	£71.10	£73.20	£76.90	£80.00	
		+ 3 Trioplus Zones	£94.80	£97.60	£102.50	£106.60	
	School Term	+ 1 Trioplus Zone	£28.80	£29.70	£31.20	£32.40	
		+ 2 Trioplus Zones	£43.30	£44.60	£46.80	£48.70	
		+ 3 Trioplus Zones	£57.70	£59.40	£62.40	£64.90	
	Young Person (5-17)	Weekly	+ 1 Trioplus Zone	£2.00	£2.10	£2.20	£2.30
			+ 2 Trioplus Zones	£3.00	£3.10	£3.30	£3.40
+ 3 Trioplus Zones			£4.00	£4.10	£4.30	£4.50	
School Term		+ 1 Trioplus Zone	£19.10	£19.70	£20.70	£21.50	
		+ 2 Trioplus Zones	£28.80	£29.70	£31.20	£32.40	
		+ 3 Trioplus Zones	£38.30	£39.40	£41.40	£43.00	

NB: 3 Trioplus Zones can only be added to a 4 Zone/Countywide TRIO

Notes: Trioplus tickets were introduced in September 2003, and withdrawn in January 2008.

Source: Ticket Unit

RAILPASS (Rail Only Season) Tickets

			Nov 2005	Sep 2006	Jan 2008	Jan 2009
Adult (18+)	Weekly	1 Zone	£11.00	£11.40	£12.00	£12.60
		2 Zones/ 1 Area	£13.90	£14.40	£15.00	£15.80
		3 Zones	£17.30	£18.00	£19.00	£20.00
		All Zones	£22.40	£23.30	£24.50	£25.70
	Monthly	1 Zone	£38.60	£40.10	£42.00	£44.10
		2 Zones/ 1 Area	£48.10	£50.00	£52.50	£55.10
		3 Zones	£59.90	£62.30	£65.50	£68.80
		All Zones	£78.00	£81.10	£85.00	£89.30
	Annual	1 Zone	£386.00	£401.00	£420.00	£441.00
		2 Zones/ 1 Area	£481.00	£500.00	£525.00	£551.00
		3 Zones	£599.00	£623.00	£655.00	£688.00
		All Zones	£780.00	£811.00	£850.00	£893.00
	School Term	1 Zone	£79.00	£81.80	£86.00	£90.30
		2 Zones/ 1 Area	£100.00	£104.00	£109.00	£114.50
		3 Zones	£124.00	£129.00	£135.50	£142.30
		All Zones	£162.00	£168.50	£177.00	£185.90
School Year*	1 Zone	£236.00	£245.40	£245.40	£258.00	
	2 Zones/ 1 Area	£300.00	£312.00	£312.00	£328.00	
	3 Zones	£373.00	£387.90	£387.90	£406.00	
	All Zones	£486.00	£505.40	£505.40	£531.00	
Young Person (5-17)	Weekly	1 Zone	£5.60	£5.80	£6.00	£6.30
		2 Zones/ 1 Area	£7.50	£7.80	£8.00	£8.40
		3 Zones	£8.60	£8.90	£9.50	£10.00
		All Zones	£11.20	£11.60	£12.00	£12.60
	School Term	1 Zone	£53.00	£54.80	£57.50	£60.40
		2 Zones/ 1 Area	£66.00	£68.60	£72.00	£75.60

Source: Ticket Unit

ADDITIONAL DATA

SOLO (Bus Only Season) Tickets			Mar 1992	May 1994	Jan 1995	Sep 1997	Sep 2000	Sep 2001	Sep 2002	Sep 2003	Sep 2004	Sep 2005	Sep 2006	Jan 2008	Jan 2009
Adult (18+)	Weekly	2 Zones/ 1 Area	£6.70	£7.30	£7.90	£10.00	£10.60	£10.90	£11.30	£11.90	£12.50	£13.10	£13.60	£14.50	£15.10
		All Zones	£9.70	£10.60	£11.50	£14.60	£15.50	£15.90	£16.50	£17.30	£18.20	£19.10	£19.90	£21.00	£21.80
	Monthly	2 Zones/ 1 Area	£23.50	£25.60	£27.70	£35.20	£37.30	£38.40	£39.90	£41.90	£44.00	£46.60	£48.50	£51.00	£53.00
		All Zones	£34.00	£37.10	£40.10	£51.00	£54.00	£55.40	£57.60	£60.50	£63.50	£66.70	£69.40	£73.00	£75.90
	Annual	2 Zones/ 1 Area	-	-	-	-	£373.00	£384.00	£399.00	£419.00	£440.00	£466.00	£485.00	£510.00	£530.00
		All Zones	-	-	-	-	£540.00	£554.00	£576.00	£605.00	£635.00	£667.00	£694.00	£730.00	£759.00
	School Term	2 Zones/ 1 Area	-	-	-	-	£75.00	£78.70	£81.70	£85.80	£88.40	£93.00	£96.40	£101.00	£105.00
		All Zones	-	-	-	-	£110.00	£116.00	£120.70	£126.70	£130.50	£137.00	£142.50	£149.50	£155.50
	School Year*	2 Zones/ 1 Area	-	-	-	-	£225.00	£236.00	£245.00	£257.00	£265.00	£278.00	£289.10	£289.10	£320.00
		All Zones	-	-	-	-	£331.00	£348.00	£362.00	£380.00	£391.00	£411.00	£427.40	£427.40	£467.00
Young Person (5-17)	Weekly	2 Zones/ 1 Area	-	-	-	-	£5.40	£5.60	£5.80	£6.10	£6.40	£6.70	£7.00	£7.50	£7.80
		All Zones	-	-	-	-	£7.80	£8.00	£8.30	£8.70	£9.10	£9.60	£10.00	£10.50	£10.90
	School Term	2 Zones/ 1 Area	-	-	-	-	£50.00	£52.70	£54.70	£57.40	£59.10	£62.00	£64.50	£67.50	£70.20
		All Zones	-	-	-	-	£75.00	£78.70	£81.70	£85.80	£88.40	£93.00	£96.40	£101.00	£105.00
	School Year*	2 Zones/ 1 Area	-	-	-	-	£150.00	£158.00	£164.00	£172.00	£177.00	£186.00	£193.40	£193.40	£215.00
		All Zones	-	-	-	-	£225.00	£236.00	£245.00	£257.00	£265.00	£278.00	£289.10	£289.10	£320.00

SAVEAWAY (Daily Off Peak) Tickets			Sep 1991	Apr 1993	Jul 1996	Sep 1997	Jul 2000	Sep 2001	Sep 2002	Sep 2003	Sep 2004	Sep 2005	Sep 2006	Jan 2008	Jan 2009	Mar 2010
Adult (16+)	2 Zones/ 1 Area		£1.45	£1.50	£2.00	£2.10	£1.40	£1.80	£2.00	£2.10	£2.10	£2.10	£2.40	£3.20	£3.20	£3.30
	Cross River		£2.30	£2.40	£3.00	£3.20	£2.10	£2.70	£3.00	£3.20	£3.20	£3.20	£3.70	-	-	-
	All Zones		£3.00	£3.10	£4.00	£4.30	£2.90	£3.20	£3.50	£3.70	£3.70	£3.70	£4.30	£4.30	£4.30	£4.50
Young Person (5-15)	2 Zones/ 1 Area		-	-	£1.50	£1.60	£1.10	£1.20	£1.50	£1.60	£1.60	£1.60	£1.80	£1.80	£1.80	£1.90
	All Zones		£1.00	£1.05	£2.00	£2.10	£1.40	£1.50	£1.80	£1.90	£1.90	£1.90	£2.20	£2.20	£2.20	£2.30

Notes: School Term Tickets were introduced on 30/08/00.

* School Year Tickets are only available to Local Education Authorities.

Source: Ticket Unit