

Symposium on travel time use, value and experience
15 June, 2011, University of the West of England, Bristol

Rail travel time use in 2010 and implications for transport strategy

Glenn Lyons, Juliet Jain, Yusak Susilo and Steve Atkins

Centre for Transport & Society
University of the West of England, Bristol, UK




Overview

- **National Passenger Survey** : Twice a year, 50,000+ passengers consulted each year in total
 - Travel time use questions designed by CTS (and CeMoRe) included in November 2004 and November 2010 surveys
- **2010 findings** and a comparison with 2004 findings
 - Activities, positive utility, technologies and advance planning
- **Transport strategy**
 - Economic appraisal implications – the case of HS2
- **Concluding remarks**


3 of 21

www.passengerfocus.org.uk/research/nps/content.asp


HOME search this site SEARCH >>


 Making a difference for passengers
 Contact our helpline
 0300 123
 9350

ABOUT US WHAT WE'RE DOING ADVICE & COMPLAINTS RESEARCH PRESS & PUBLICATIONS CONTACT US


National Passenger Survey
 HOW SATISFIED ARE YOU?

INTRODUCTION



We consult over 50,000 passengers a year to produce the National Passenger Survey (NPS) - a network-wide picture of passengers'

ANY QUESTIONS?

If you have any questions regarding the National Passenger Survey please contact David Greeno or Ian Wright on [0300 123 0860](tel:03001230860).

LATEST SURVEY RESULTS

You can download the latest report by following the link below:
[National Passenger Survey Autumn 2010 wave results](#)

NPS REPORTAL

You can access the NPS Reportal website by following the link below:
[NPS Reportal results](#)

2004
 N = 22,866
 (26,221)

2010
 N = 19,715
 (27,556)

Section 4: Travel time use

All answer

Q36 How did you spend your time on the train you got on at **Watford Junction** station?

	Tick all that apply	Tick one spent most time on
Sleeping/snoozing.....	<input type="checkbox"/>	<input type="checkbox"/>
Reading for leisure.....	<input type="checkbox"/>	<input type="checkbox"/>
Working/studying (reading/writing/thinking).....	<input type="checkbox"/>	<input type="checkbox"/>
Talking to other passengers.....	<input type="checkbox"/>	<input type="checkbox"/>
Window gazing/people watching.....	<input type="checkbox"/>	<input type="checkbox"/>
Listening to music/radio/Podcast.....	<input type="checkbox"/>	<input type="checkbox"/>
Watching a film/video.....	<input type="checkbox"/>	<input type="checkbox"/>
Text messages/ phone calls - work.....	<input type="checkbox"/>	<input type="checkbox"/>
Text messages/ phone calls - personal.....	<input type="checkbox"/>	<input type="checkbox"/>
Checking emails.....	<input type="checkbox"/>	<input type="checkbox"/>
Internet browsing.....	<input type="checkbox"/>	<input type="checkbox"/>
Accessing social networking sites.....	<input type="checkbox"/>	<input type="checkbox"/>
Eating/drinking.....	<input type="checkbox"/>	<input type="checkbox"/>
Caring for someone travelling with you (including children).....	<input type="checkbox"/>	<input type="checkbox"/>
Playing games (electronic or otherwise).....	<input type="checkbox"/>	<input type="checkbox"/>
Being bored.....	<input type="checkbox"/>	<input type="checkbox"/>
Being anxious about the journey (e.g. delays or where to get off).....	<input type="checkbox"/>	<input type="checkbox"/>
Planning onward or return journey.....	<input type="checkbox"/>	<input type="checkbox"/>
Other: Please write in		

Q37 Thinking about the time you spent on the train from **Watford Junction**, which **one** of the following statements do you **most** agree with?

- I made very worthwhile use of my time on this train today.....
- I made some use of my time on this train today.....
- My time spent on this train today is wasted time.....

5 of 21

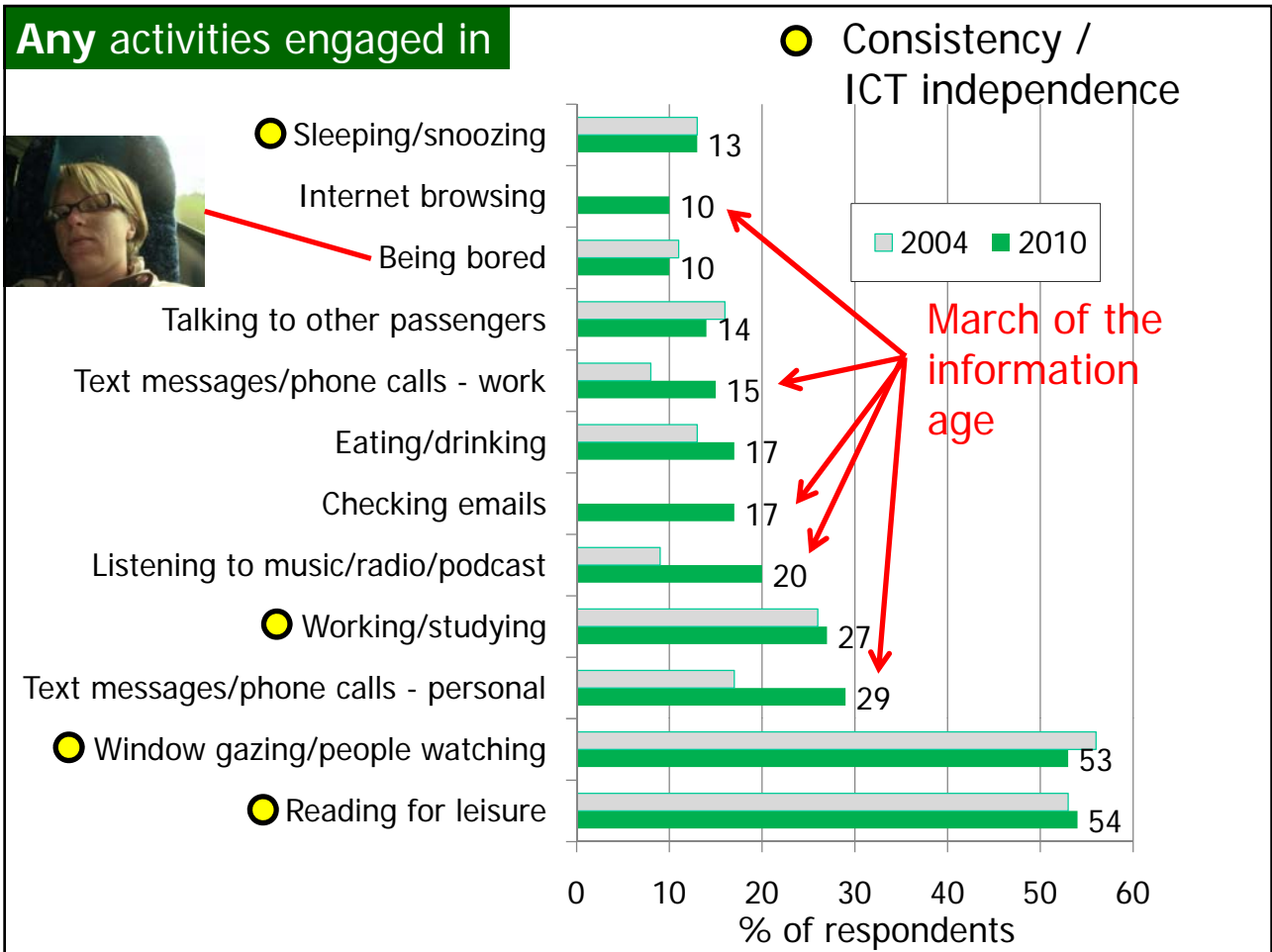
Q38 Which of the following did you **have at hand** on the train from **Watford Junction**, and which did you **use**?

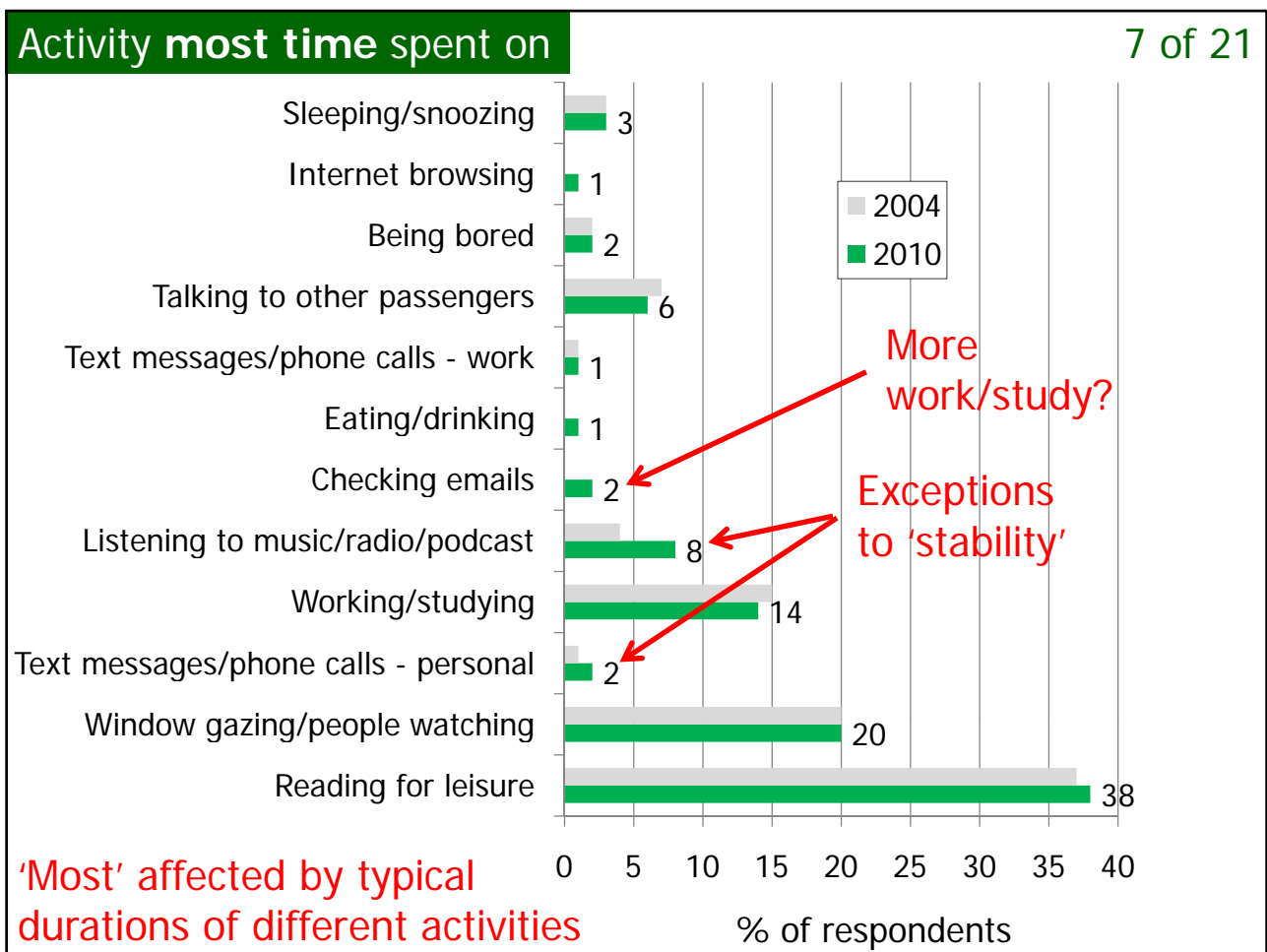
	Have at hand	Use		Have at hand	Use
Newspaper.....	<input type="checkbox"/>	<input type="checkbox"/>	Laptop computer.....	<input type="checkbox"/>	<input type="checkbox"/>
Reading book.....	<input type="checkbox"/>	<input type="checkbox"/>	Netbook	<input type="checkbox"/>	<input type="checkbox"/>
Text book.....	<input type="checkbox"/>	<input type="checkbox"/>	Mobile phone.....	<input type="checkbox"/>	<input type="checkbox"/>
Magazine.....	<input type="checkbox"/>	<input type="checkbox"/>	Portable DVD player	<input type="checkbox"/>	<input type="checkbox"/>
Paperwork.....	<input type="checkbox"/>	<input type="checkbox"/>	MP3 player/Personal stereo....	<input type="checkbox"/>	<input type="checkbox"/>
Games/puzzles.....	<input type="checkbox"/>	<input type="checkbox"/>	Games console.....	<input type="checkbox"/>	<input type="checkbox"/>
Food/drink.....	<input type="checkbox"/>	<input type="checkbox"/>	eBook/iPad	<input type="checkbox"/>	<input type="checkbox"/>

Q39 To what extent had you planned in advance how you would spend the time on this train?

- A lot.....
- A little.....
- Very little as I always use my journey time the same way**.....
- Not at all.....

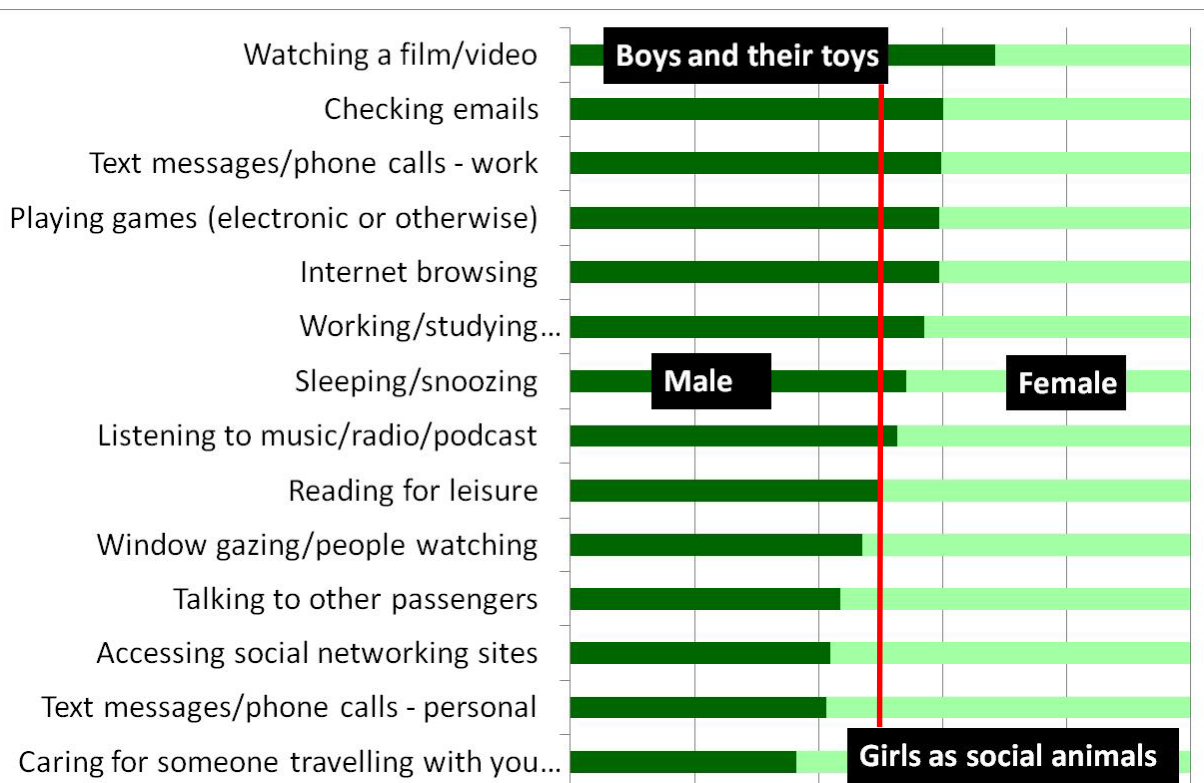






8 of 21

Relative proportions of male and female activity engagement



9 of 21

Positive Utility (2004 in brackets)

statement most agreed with	all	commute	business	leisure
I made very worthwhile use of my time on this train today	30 (24)	27 (23)	34 (28)	32 (23)
			up by a quarter	
I made some use of my time on this train today	55 (55)	55 (53)	57 (58)	53 (55)
my time spent on this train today is 'wasted time	13 (19)	16 (23)	8 (13)	12 (17)
			down by a third	
not answered	2 (3)	2 (2)	1 (2)	3 (5)

"Time spent travelling during the working day is a cost to the employer's business. **It is assumed that savings in travel time convert non-productive time to productive use** and that, in a free labour market, the value of an individual's working time to the economy is reflected in the wage rate paid."

DfT (2004). *Values of Time and Operating Costs*.
TAG Unit 3.5.6. Department for Transport.

10 of 21

Positive Utility – for the majority



One third of travellers who read for leisure as their main activity consider their time use very worthwhile (7% consider it wasted)

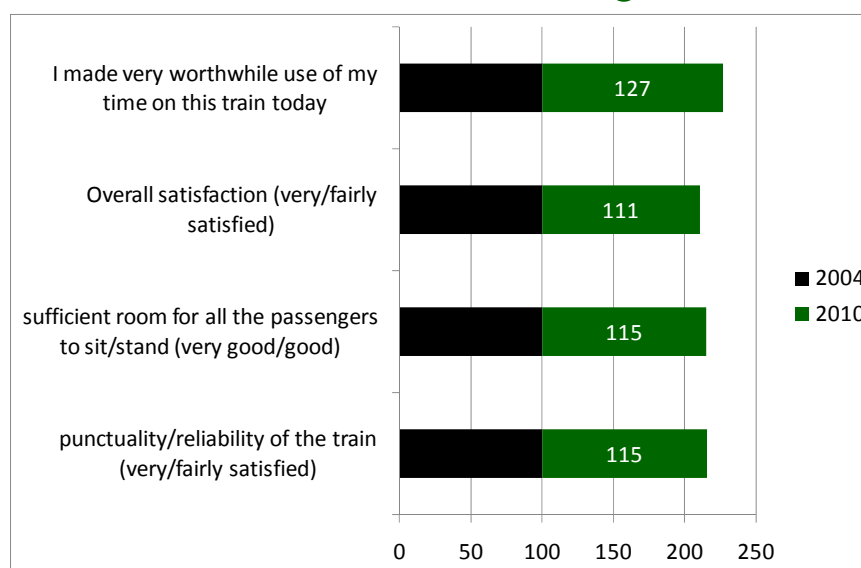


1 in 5 travellers who window gaze as their main activity consider their time use very worthwhile (22% consider it wasted)



Just under half of travellers who work/study as their main activity consider their time use very worthwhile (3% consider it wasted)

Positive utility



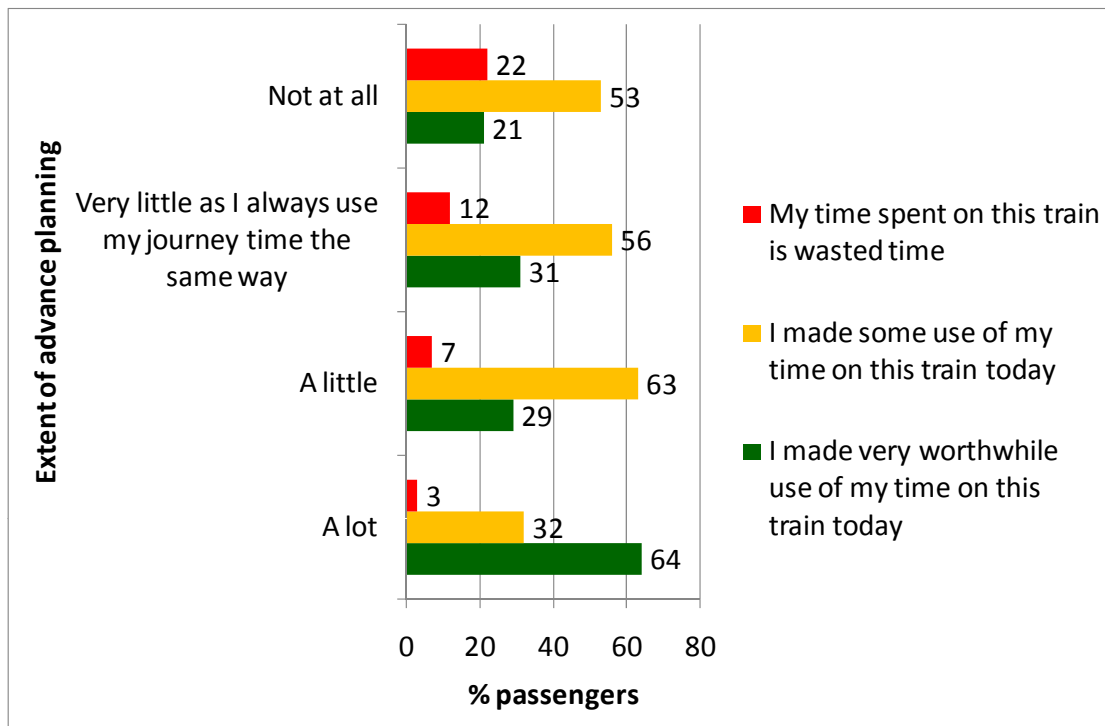
Perceived improved reliability and reduced crowding appears to correspond to increasing positive utility – with potential further ‘passenger improvement’ rather than service improvement

Advance Planning – not much of it!

- 38% of all passengers plan very little in advance because they always use their journey time in the same way (49% for commuters)
- 30% did not plan at all in advance (45% for commuters)
- 31% planned a little (23%) or a lot (8%) in advance (27% for commuters)

13 of 21

Advance Planning – big effect on positive utility



Equipped travel – a newspaper puzzle

- Newspaper to hand (used):
 - 2004 – 79% (29%)
 - 2010 – 45% (32%)
- Check the data?!
- Electronic substitutes?
 - not yet
- The 'Metro' effect?
 - Free paper at destination
 - Bin-it before the return journey?



?

?

Equipped for travel

- Little change in six years (2010 figures):
 - Reading book (36%), text book (7%), magazine (12%), paperwork (21%); also mobile phone (69%)
- Information age movers (2010 figures):
 - Laptop up 60% (11%), music player up 95% (22%)
 - New entrant – 2% have eBook/iPad
- **Survey item descriptions cannot capture changing nature of ICT devices**
- Men: newspaper, paperwork, laptop, games console, eBook/iPad
- Women: reading book, mobile phone
- Some variation by age – notably having and using mobile phones and music players decreases with age

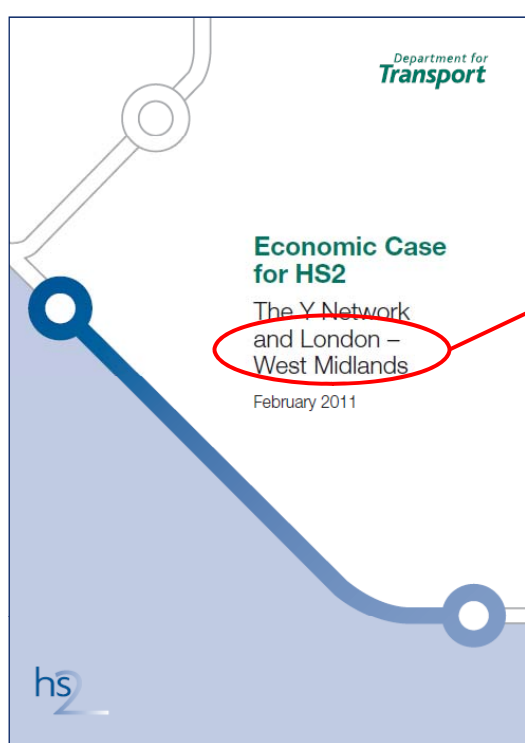


Recap on findings

- 'Traditional' activities endure; ICT-activity on the rise
- Positive utility has increased substantially – only 13% now consider their travel time to be wasted
- Positive utility improvement may relate *in part* to (perceived) improvement in reliability and reduced overcrowding
- Very little planning in advance (esp. commuters) yet doing so substantially increases prospects of positive utility
- The march of new technologies (under our survey radar?)



17 of 21



- Capital cost: £17.8bn
- Net cost to Government: £10.3bn
- Net benefits (excluding Wider Economic Impacts): £16.5bn
- **Rail** travel time savings (including reliability): £9.6bn (54% of savings)
- BCR = 1.6



FAQ

I've heard that that the business case is based on the idea that all the time passengers spend on trains is wasted. Isn't that stupid?

We agree that travelling by train gives people the opportunity to work – indeed one of the big advantages of high speed rail is that it can attract passengers from other forms of transport to the railways, where they can use their time more productively.

However, factoring in passenger productivity would be unlikely to produce any overall change in the business case for HS2: it might produce lower benefits from some business travellers who would otherwise still travel by train, but it would also be likely to produce increased benefits from **people switching from other transport to high speed rail** and from **reduced crowding**.

Furthermore, as our existing intercity railways reach capacity their trains are becoming more and more crowded and it is becoming more difficult to be productive on those services.

<http://www.dft.gov.uk/pgr/rail/pi/highspeedrail/faq>

Assessing value of time

- To what extent is in-car travel time unproductive for a business traveller?
- What is the true proportion of time that is judged by the individual to be productive and how is this changing?
- When should wage rate and when should willingness to pay apply?
- Do wider economic impacts account for ICT-related agglomeration and other benefits?
- 60 years is a long time....
- Conclusive empirical data remains elusive



Concluding remarks

- Rail travel experience is changing
- The experience is being changed by passengers and by the travel environment
- Train operating companies may consider the merits of further efforts to market *personal travel time use planning*
- This is possibly the first longitudinal dataset on travel time use of its kind – November 2016 NPS perhaps ...
- This dataset should make a valuable contribution to the 'case for rail' debate
- For such a crucial issue we sorely need more investigation



Acknowledgements

2010



David Greeno

2004



Steve Atkins

Research funded by

