



The Chartered
Institute of Logistics
and Transport



UNIVERSITY OF
PLYMOUTH

The Impact of Covid on English National Concessionary Travel Journeys

In partnership with

SAM 

Contents

Introduction	3	Key findings – All ENCTS data	9
Background	4	Key findings – ENCTS data – Rural authorities	21
Data parameters and qualifications	6	Key findings – ENCTS data – Urban authorities	33
Conclusion	7	Annex 1 – Transaction and active card data – All data	45
		Annex 2 – Transaction and active card data – Rural data	46
		Annex 3 – Transaction and active card data – Urban data	47

Introduction

In February 2023, the Bus & Coach Policy Group (BCWG) of the Chartered Institute of Logistics and Transport (CILT) commissioned a data report into the impact of Covid-19 on Concessionary Travel in England. The report has been prepared for the Policy Group by the University of Plymouth's Sustainable Earth Institute, in partnership with Smart Applications Management Ltd (SAM).

The report compares English National Concessionary Travel Journey and Active Card Data for the calendar years 2019, and 2022 for 10 urban authorities and eight rural authorities within England. The report compares a range of data across this timeline, based upon key ENCTS parameters including, age, sex, card type, time and location.

The data is based on the recorded transaction data of the local authorities AMS-HOPS data being associated through SAM's Data Visualisation Service (DVS) platform with the non-personal Customer Management System (CMS) data, to ensure GDPR compliance.

The report maps actual usage, and presents the data without seeking to make assumptions as to any individual influencing factor behind it. A range of general factors are considered within the conclusion. The intention of the report is to provide a genuine like-for-like comparison across a sample set of rural and urban areas of England, to identify trends and impact, which could be considered for more in-depth research.

Background

What is ENCTS

The English National Concessionary Travel Scheme (ENCTS) is a national scheme introduced by the Department for Transport in partnership with Local Authorities across England. ENCTS provides free local bus travel within individual English local authority areas for entitled residents who have attained the state pension age, as well as eligible disabled residents. The national ENCTS entitlement is for free off-peak bus travel on weekdays and all day at weekends and bank holidays.

Local Authorities have the ability to enhance the basic entitlement for their own residents or for all users within their area. Entitlement enhancements cover areas such as the provision of ENCTS Passes for companions of disabled travellers, or by extending the minimum scheme operational hours.

There are two types of concessionary pass: the Senior Person's pass with a blue panel at the right hand side of the pass, and a Disabled Person's pass with an orange panel. All ENCTS Passes are issued as ITSO Smartcards.

Both passes are valid between 09:30 and 23:00 on weekdays and at any time at weekends and public holidays. Both types of pass are valid throughout England only, although some cross-border journeys which start or end in England are permitted.

What is ITSO

The ITSO Specification is the national standard for interoperable smart ticketing on public transport within the UK. ITSO Smart ticketing allows a transport scheme to electronically store a travel ticket and permissions on a microchip, which is embedded within a smartcard.

ITSO smartcards can allow passengers of public transport to seamlessly hop on and off buses, trams or trains without having to use traditional payment systems like cash or a purchasing a paper ticket. The contactless smartcard is scanned by the transport operator either at a static or handheld ticket machine, or barrier/gate, to authorise travel.

The English National Concessionary Travel Scheme passes are all issued as ITSO Smartcards. This enables the data generated by the use of the ENCTS card to be passed back to the Local Authority where the card is used, to support operator reimbursement, as well as to the Local Authority that issued the ENCTS card.

Who are Smart Applications Management

Smart Applications Management (SAM) is a Membership owned not-for-profit Company. It was established to provide a range of Concessionary Travel and wider support services to its Members to enable them to deliver Smart Mobilities and Integrated Ticketing.

Formed in 2010, SAM is owned by its Members, which in May 2023 comprised: 71 Unitary, County and Combined Local Transport Authorities throughout the UK, 68 Public Transport Operators; as well as Transport Scotland, Transport for Wales and eight Associate Members including the Department for Transport. Membership of SAM is open to any local authority, public sector transport body, or bus operator, as defined within the Articles of Association. The Company has four Local Authority and three Bus Operator Directors and an independent Chairman. Full details about SAM are available at: www.talktosam.co.uk/about-us

A core element of SAM's ongoing business is the provision of a managed service to local authorities to issue ENCTS cards and manage their customers. This includes the provision of a managed ITSO AMS-HOPS, Customer Management System (CMS) and access to Card Production Bureau Services.

This report is based upon the ITSO transaction data generated by 18 Local Authorities' ENCTS Schemes, which are managed by SAM and its team.

Study Area

The data used in this report represents 18 ENCTS Local Authority areas in England, comprised of 10 Urban Authorities and eight Rural Authorities. The full list of these Local Authorities is shown:

Urban Authorities

- Bristol City Council
- Plymouth City Council
- Torbay Council
- South Gloucestershire Council
- Tyne & Wear Council
- Stockton on Tees Council
- Middlesbrough Council
- Darlington Council
- Hartlepool Council
- Bournemouth Christchurch Poole Council

Rural Authorities

- Cornwall Council
- Bath & NE Somerset Council
- Somerset Council
- North East Lincolnshire Council
- North Somerset Council
- Durham Council
- Northumberland Council
- Redcar & Cleveland Council

Covid-19 Timeline

To ensure a fair comparative approach, the Report compares data of two full 12-month periods: January 1st – December 31st 2019, as this was prior to the 1st Covid lockdown on March 16th 2020, and January 1st 2022 – 31st December 2022, as this was after the lifting of the majority of restrictions associated with the variant Omicron in December 2021.



Data parameters and qualifications

The core data used is based upon the ITSO transaction data generated for each of the 18 identified Local Authorities.

- The report only uses the transaction data associated with ENCTS journeys within each authority's own area – for example, a transaction from a Cornwall ENCTS card used in Suffolk is not included as a Cornwall journey within the report.
- The data is based upon the total number of 'Active Cards' used within each of the two annual periods. An 'Active Card' is defined as an ENCTS card which has been used at least once during either of the 2019 or 2022 time periods. Cards associated with Dormant Accounts or Hotlisted Cards were not included.
- Whilst similar, the number of 'Active Cards' recorded will not be 100% representative of the total number of ENCTS passholders, as some ENCTS customers may have had more than one 'Active Card' within a year.
- The data only uses successful ENCTS ITSO transactions, and so where an ENCTS journey is made on a bus without an ITSO Electronic Ticket Machine (ETM), or where the ETM or ENCTS card is faulty, these journeys will not have been included. Within the 18 Local Authority areas studied over 99% of all ETM's were ITSO enabled during the two study periods.
- The data does not seek to claim that the route mileage available to ENCTS customers within the Local Authority areas was the same in 2019 and 2022. It was not. Reductions in available route mileage has occurred during this period which will have impacted on an ENCTS customers' ability to use a service.
- Some Travel Concession Authorities choose not to record the Gender of ENCTS Applicants. As such, where data within this report represents all Active Cards this includes the total number of all Active Cards and related transactions. However, where figures are shown identifying e.g. Male Active Cards and transactions, this will represent only the data associated with those Cards.
- Where age related data is presented it is based on recorded ENCTS customer ages on January 1st 2019 and January 1st 2022.

Conclusion

All areas

- Overall there was a 36% reduction in total ENCTS Journeys across all areas. Journeys by Elderly Passholders reduced by 38% and Disabled Passholders by 28%. Total Journeys by Male Passholders reduced by 32% and Female Passholders by 36%.
- Across the 18 Local Authority areas, the average number of Journeys per Active Card reduced by 34% to an average of 48 single journeys per year.
- The age group with the largest reduction in average trips per Active Card are those over 80 years old, with the Male Passholders making 43% fewer journeys per Active Card, and Female Passholders making 46% fewer journeys.
- Between 2019 and 2022 the total number of Active Passholders reduced by 2.6%.

Rural areas

- Overall, the total reduction in ENCTS journeys in Rural Areas was 34%. Elderly Passholders reduced their travel by 37% and Disabled Passholders by 23%. Male Passholders in Rural Areas are making 31% fewer journeys, and Female Passholders 36%. The lowest % reduction of journeys in Rural Areas was for Men aged <70 years old where the reduction was 16%. The highest % reduction was for Men aged >80 which was 47%.
- The lowest % reduction of journeys by Female Passholders in Rural Areas was for Women aged <70 years old where the reduction was 19%. The highest % reduction was for Women aged >80 which was 50%.
- Between 2019 and 2022 the total number of Rural Active Passholders increased by 1.6%.

Urban areas

- Overall, the total reduction in ENCTS journeys in Urban Areas was 36%. Elderly Passholders reduced their travel by 39% and Disabled Passholders by 29%.
- Between 2019 and 2022 the total number of Urban Active Passholders reduced by 7.6%.

Observed trends

- Overall ENCTS usage has fallen by up to 1/3rd between 2019 and 2022, with Female Passholders making proportionately fewer journeys than Male Passholders.
- Elderly Passholders are making proportionately fewer journeys than Disabled Passholders, whose reduction in journey use was the least.
- Within both Age Groups, Male and Female Passholders <70 years old have reduced the number of journeys the least, whilst those over 80 have reduced the number of journeys the most, by over 40%.

Influences

- **Available Services**

The number of live registered services as monitored by the Traffic Commission reduced by 9.5% between January 2022 and 2023. This follows an ongoing trend of route and mileage reduction which has seen the number of miles driven by local buses in England fall by 27% in the 10 years ending 2021-22 according to the Department for Transport. During the core Covid Pandemic period of 2020-22 there was a 16% reduction in bus miles driven.

- **Overall Falling Patronage**

In line with the reduction of available bus mileage, the Department for Transport identifies that total patronage has been falling with a 39% reduction in overall patronage within Great Britain in the decade 2011-2022.

- **Change in Shopping Habits**

The Pandemic saw a significant knowledge uplift and shift to online service provision for goods and services, especially food. These levels have remained high since the lifting of travel restrictions and may continue to contribute to a reduction in ENCTS journey usage.

- **Ongoing Concerns over Using the Bus**

During the Pandemic the Government ran a marketing campaign advising people not to use the bus. It is not fully understood why the Government targeted the Bus Sector with the measures already taken to make journeys safe, compared to other sectors such as Supermarkets or other retail outlets. With Covid-19 still around, and many ENCTS Passholders more vulnerable than other residents, it is expected that some of the reduction in usage may be due to a reluctance to use the bus based on such legacy concerns.

The Influences above are included as examples of factors which may have influenced the change in ENCTS usage within England. No direct correlation between the data presented and these influences is made. It is suggested that additional research be considered, such as the Transport Focus Study to explore this data in more detail and complemented by qualitative research.

Transport Focus study

On 1st July 2023, Transport Focus published its own research, through its Transport User Panel to explore the reasons why Concessionary Travel passengers were not getting back on board.

The full report can be found at:

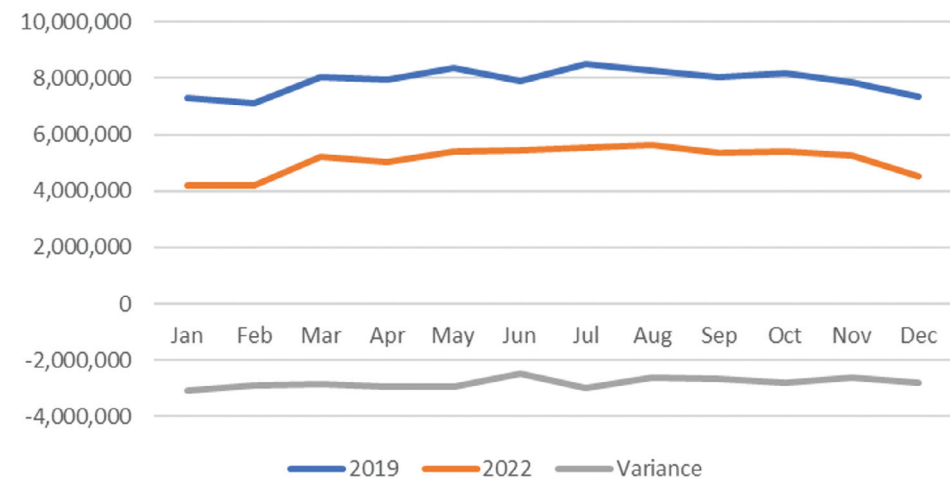
www.transportfocus.org.uk/publication/getting-free-bus-pass-holders-back-on-board

Key findings – All ENCTS data

1. Total ENCTS journeys – all areas

2019	94,960,419
2022	61,249,200
	-33,711,219

-36%

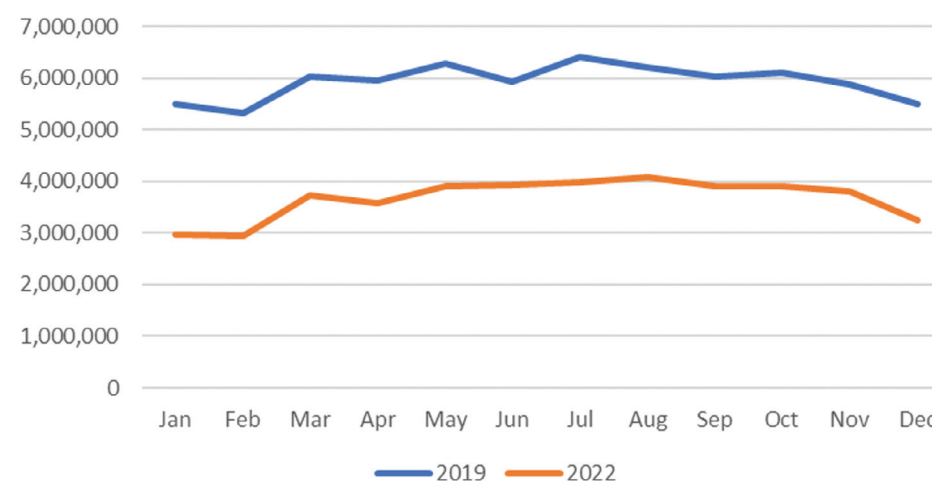


	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	7,297,822	7,107,779	8,062,986	7,953,366	8,381,196	7,914,441	8,514,434	8,269,497	8,044,255	8,199,270	7,876,897	7,338,476	94,960,419
2020	4,201,923	4,197,246	5,233,711	5,016,159	5,421,037	5,429,164	5,510,765	5,638,504	5,378,258	5,399,252	5,279,676	4,535,505	61,249,200
Variance	-3,095,899	-2,910,533	-2,829,275	-2,937,207	-2,960,159	-2,485,277	-2,995,669	-2,630,993	-2,665,997	-2,800,018	-2,597,221	-2,802,971	-33,711,219
Percentage	-42%	-41%	-35%	-37%	-35%	-31%	-35%	-32%	-33%	-34%	-33%	-38%	-36%

2. Total elderly pass ENCTS journeys – all areas

2019	71,209,094
2022	43,966,962
	-27,242,132

-38%

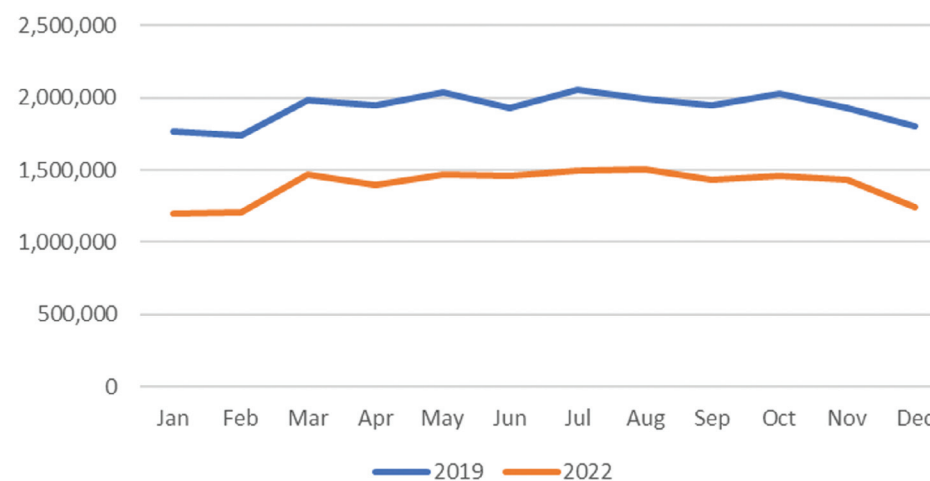


	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	5,495,202	5,330,343	6,035,328	5,957,017	6,292,135	5,933,251	6,401,399	6,219,728	6,043,026	6,117,694	5,893,800	5,490,171	71,209,094
2020	2,966,930	2,954,816	3,726,581	3,581,821	3,904,745	3,926,127	3,976,268	4,082,511	3,900,348	3,897,925	3,799,154	3,249,736	43,966,962
Variance	-2,528,272	-2,375,527	-2,308,747	-2,375,196	-2,387,390	-2,007,124	-2,425,131	-2,137,217	-2,142,678	-2,219,769	-2,094,646	-2,240,435	-27,242,132
Percentage	-46%	-45%	-38%	-40%	-38%	-34%	-38%	-34%	-35%	-36%	-36%	-41%	-38%

3. Total disabled pass ENCTS journeys – all areas

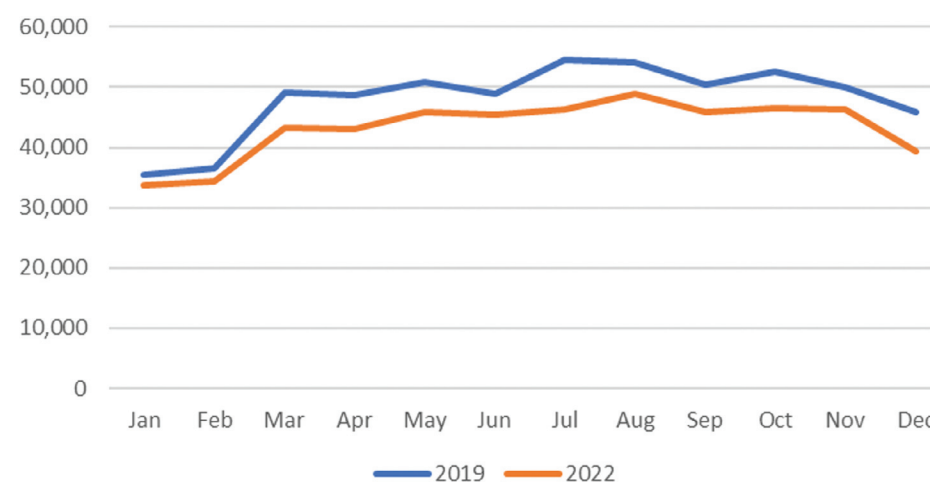
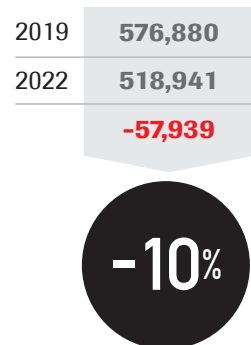
2019	23,174,445
2022	16,763,297
	-6,411,148

-28%



	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	1,767,210	1,740,976	1,978,594	1,947,765	2,038,153	1,932,288	2,058,527	1,995,603	1,950,840	2,028,981	1,933,108	1,802,400	23,174,445
2020	1,201,348	1,207,987	1,463,959	1,391,229	1,470,505	1,457,567	1,496,294	1,507,046	1,431,974	1,454,717	1,434,268	1,246,403	16,763,297
Variance	-565,862	-532,989	-514,635	-556,536	-567,648	-474,721	-562,233	-488,557	-518,866	-574,264	-498,840	-555,997	-6,411,148
Percentage	-32%	-31%	-26%	-29%	-28%	-25%	-27%	-24%	-27%	-28%	-26%	-31%	-28%

4. Total companion pass ENCTS journeys – all areas



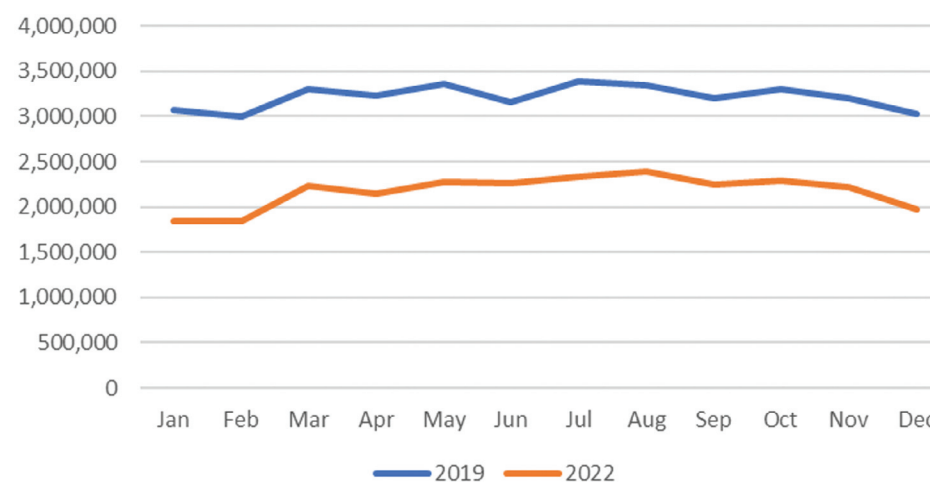
	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	1,767,210	1,740,976	1,978,594	1,947,765	2,038,153	1,932,288	2,058,527	1,995,603	1,950,840	2,028,981	1,933,108	1,802,400	23,174,445
2020	1,201,348	1,207,987	1,463,959	1,391,229	1,470,505	1,457,567	1,496,294	1,507,046	1,431,974	1,454,717	1,434,268	1,246,403	16,763,297
Variance	-565,862	-532,989	-514,635	-556,536	-567,648	-474,721	-562,233	-488,557	-518,866	-574,264	-498,840	-555,997	-6,411,148
Percentage	-32%	-31%	-26%	-29%	-28%	-25%	-27%	-24%	-27%	-28%	-26%	-31%	-28%

5. Total male ENCTS journeys – all areas

Male journeys are based on ENCTS cards from all areas which are recorded as male.
Please note, not all local authorities record the gender of the card recipients.

2019	38,591,964
2022	26,080,372
	-12,511,592

-32%



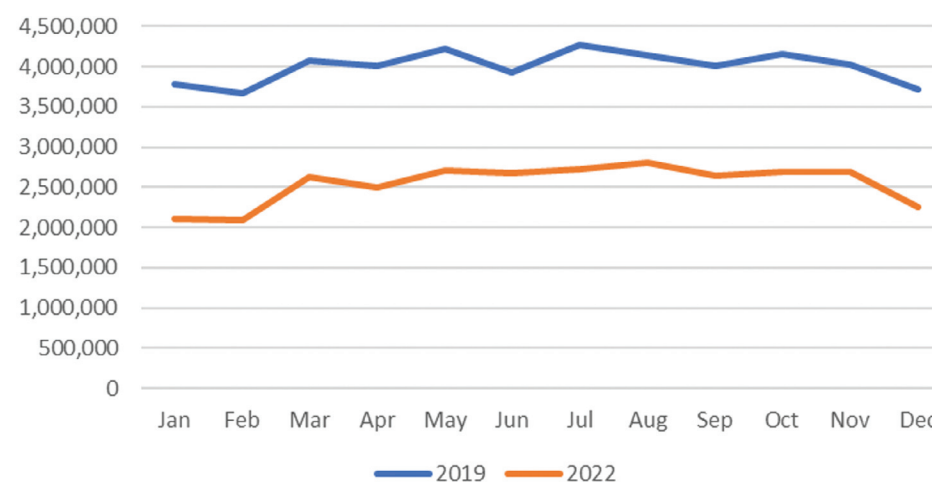
	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	3,069,533	2,992,939	3,297,199	3,230,352	3,362,574	3,161,662	3,391,190	3,340,496	3,200,613	3,306,350	3,206,563	3,032,493	38,591,964
2020	1,843,577	1,847,316	2,239,605	2,152,292	2,270,372	2,265,867	2,337,766	2,388,996	2,246,056	2,296,275	2,220,570	1,971,680	26,080,372
Variance	-1,225,956	-1,145,623	-1,057,594	-1,078,060	-1,092,202	-895,795	-1,053,424	-951,500	-954,557	-1,010,075	-985,993	-1,060,813	-12,511,592
Percentage	-40%	-38%	-32%	-33%	-32%	-28%	-31%	-28%	-30%	-31%	-31%	-35%	-32%

6. Total female ENCTS – all areas

Female journeys are based on ENCTS cards from all areas which are recorded as female.
Please note, not all local authorities record the gender of the card recipients.

2019	48,001,461
2022	30,488,189
	-17,513,272

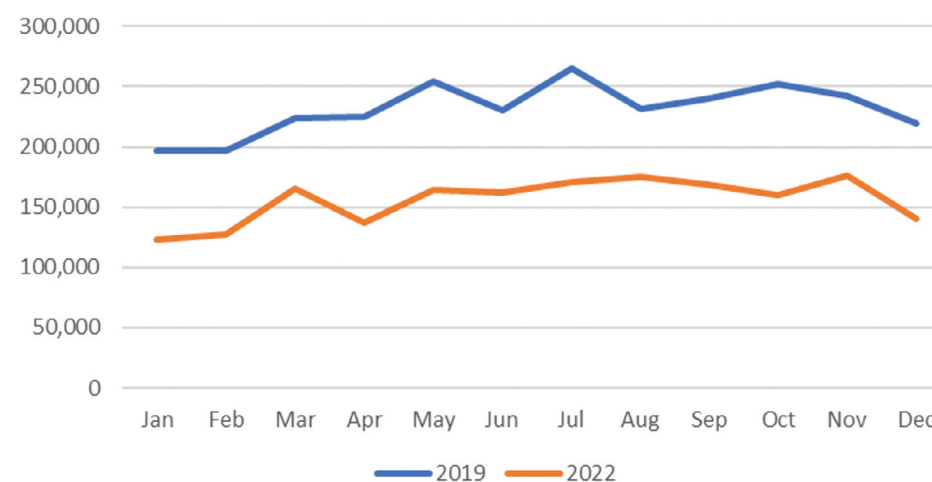
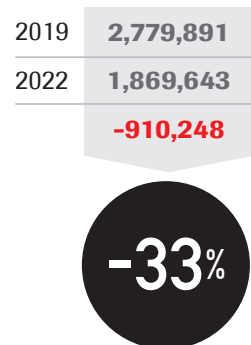
-36%



	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	3,777,076	3,665,630	4,066,993	4,014,381	4,222,855	3,933,173	4,270,971	4,134,707	4,005,518	4,160,214	4,026,051	3,723,892	48,001,461
2020	2,102,885	2,083,200	2,624,863	2,498,050	2,701,438	2,678,238	2,718,876	2,805,074	2,644,697	2,689,370	2,689,366	2,252,132	30,488,189
Variance	-1,674,191	-1,582,430	-1,442,130	-1,516,331	-1,521,417	-1,254,935	-1,552,095	-1,329,633	-1,360,821	-1,470,844	-1,336,685	-1,471,760	-17,513,272
Percentage	-44%	-43%	-35%	-38%	-36%	-32%	-36%	-32%	-34%	-35%	-33%	-40%	-36%

7. Total ENCTS journeys prior to 09.30am – all areas

Please note, the approval to travel before 09.30am for ENCTS customers is a discretionary permission and not a national entitlement.

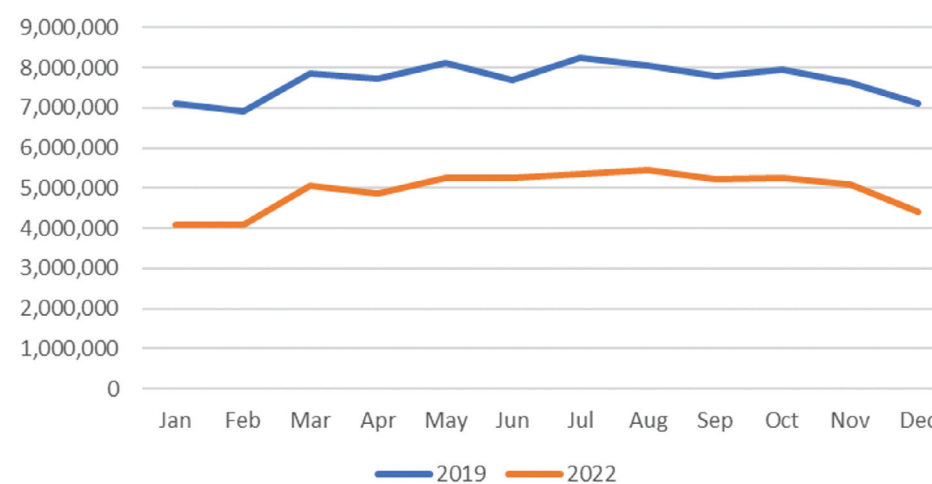


	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	197,150	197,030	224,351	224,904	254,681	230,798	265,574	231,759	239,674	251,777	242,650	219,543	2,779,891
2020	122,999	126,944	165,014	137,672	164,173	161,989	170,368	175,483	169,113	159,993	175,731	140,164	1,869,643
Variance	-74,151	-70,086	-59,337	-87,232	-90,508	-68,809	-95,206	-56,276	-70,561	-91,784	-66,919	-79,379	-910,248
Percentage	-38%	-36%	-26%	-39%	-36%	-30%	-36%	-24%	-29%	-36%	-28%	-36%	-33%

8. Total ENCTS journeys after 09.30 – all areas

2019	92,180,528
2022	59,379,557
	-32,800,971

-36%



	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	7,100,672	6,910,749	7,838,635	7,728,462	8,126,515	7,683,643	8,248,860	8,037,738	7,804,581	7,947,493	7,634,247	7,118,933	92,180,528
2020	4,078,924	4,070,302	5,068,697	4,878,487	5,256,864	5,267,175	5,348,397	5,463,021	5,209,145	5,239,259	5,103,945	4,395,341	59,379,557
Variance	-3,021,748	-2,840,447	-2,769,938	-2,849,975	-2,869,651	-2,416,468	-2,900,463	-2,574,717	-2,595,436	-2,708,234	-2,530,302	-2,723,592	-32,800,971
Percentage	-43%	-41%	-35%	-37%	-35%	-31%	-35%	-32%	-33%	-34%	-33%	-38%	-36%

9. Average number of ENCTS journeys per active card holder – all areas

	Total ENCTS journeys	Total active cards	Av. no. of trips per elderly active card	Difference
2019	94,960,419	1,301,806	73	
2022	61,249,200	1,269,263	48	-34%

10. Average number of ENCTS journeys per male active card holder – all areas

	Total male ENCTS journeys	Total male active cards	Av. no. of trips per male active card	Difference
2019	38,591,964	458,904	84	
2022	26,080,372	452,174	58	-31%

11. Average number of ENCTS journeys per male active card holder under 70 years old – all areas

	Total male <70 years ENCTS journeys	Total male <70 years active cards	Av. no. of trips per male <70 years active card	Difference
2019	17,783,356	172,827	103	
2022	11,917,285	158,271	75	-27%

12. Average number of ENCTS journeys per male active card holder aged 70-75 years old – all areas

	Total male 70-75 years ENCTS journeys	Total male 70-75 years active cards	Av. no. of trips per male 70-75 years active card	Difference
2019	6,400,270	122,103	52	
2022	5,734,860	118,392	48	-8%

13. Average number of ENCTS journeys per male active card holder aged 75-80 years old – all areas

	Total male 75-80 years ENCTS journeys	Total male 75-80 years activecards	Av. no. of trips per male active card	Difference
2019	5,601,162	82,546	68	
2022	4,299,015	99,199	43	-36%

14. Average number of ENCTS journeys per male active card holder aged >80 years old – all areas

	Total male >80 years ENCTS journeys	Total male >80 years active cards	Av. no. of trips per male >80 years active card	Difference
2019	6,615,852	109,263	61	
2022	4,129,212	118,801	35	-43%

15. Average number of ENCTS journeys per female active card holder – all areas

	Total female ENCTS journeys	Total female active cards	Av. no. of trips per female active card	Difference
2019	48,001,461	545,615	88	
2022	30,488,189	544,138	56	-36%

16. Average number of ENCTS journeys per female active card holder under 70 years old – all areas

	Total female <70 years ENCTS journeys	Total female <70 years active cards	Av. no. of trips per female <70 years active card	Difference
2019	18,065,050	191,889	94	
2022	11,371,592	177,735	64	-32%

17. Average number of ENCTS journeys per female active card holder aged 70-75 years old – all areas

	Total female 70-75 years ENCTS journeys	Total female 70-75 years active cards	Av. no. of trips per female 70-75 years active card	Difference
2019	11,384,194	137,548	83	
2022	7,081,542	136,096	52	-37%

18. Average number of ENCTS journeys per female active card holder aged 75-80 years old – all areas

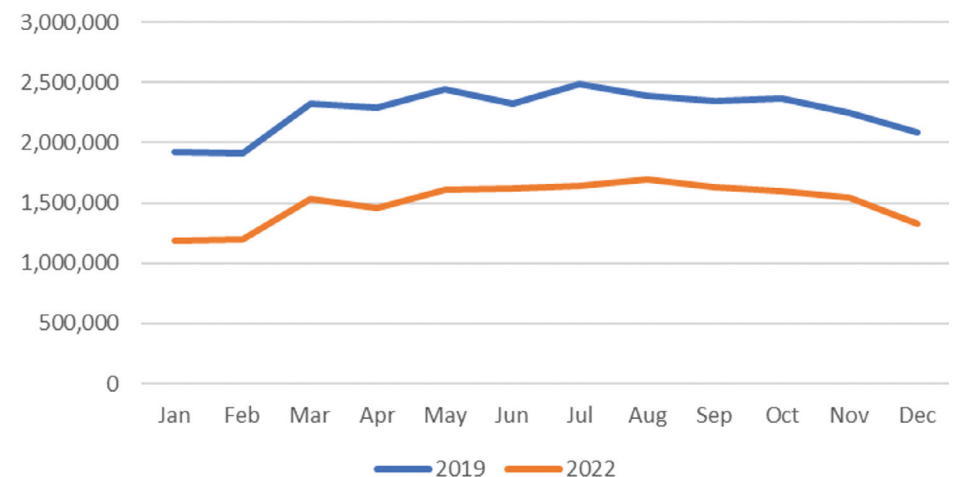
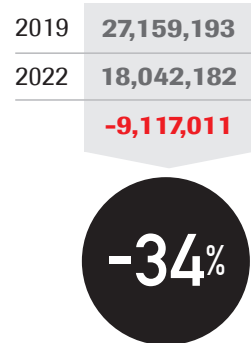
	Total female 75-80 years ENCTS journeys	Total female 75-80 years active cards	Av. no. of trips per female 75-80 years active card	Difference
2019	8,085,659	96,726	84	
2022	5,859,761	115,060	51	-39%

19. Average number of ENCTS journeys per female active card holder aged >80 years old – all areas

	Total female >80 years ENCTS journeys	Total female >80 years active cards	Av. no. of trips per female >80 years active card	Difference
2019	10,466,558	154,232	68	
2022	6,175,294	167,545	37	-46%

Key findings – ENCTS data – Rural authorities

20. Total ENCTS journeys – rural areas

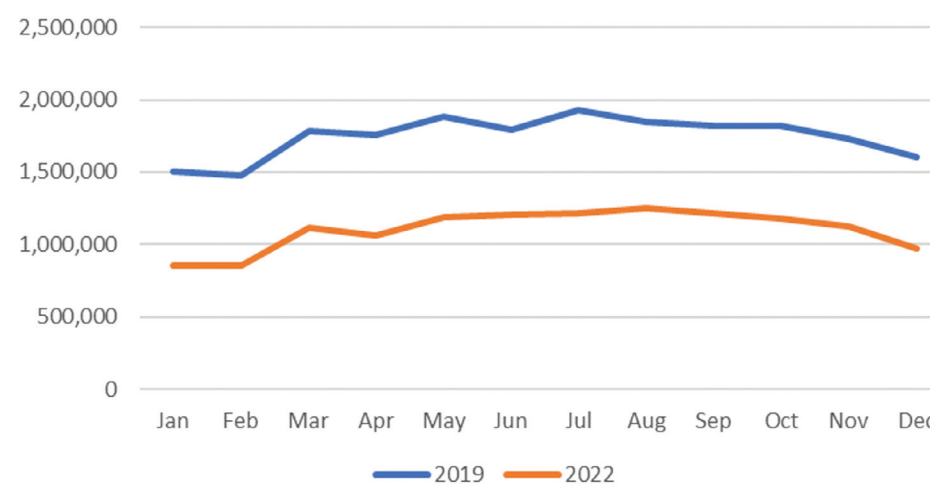


	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	1,928,872	1,910,930	2,327,286	2,288,860	2,442,422	2,330,030	2,486,850	2,389,921	2,346,449	2,369,258	2,249,829	2,088,486	27,159,193
2020	1,181,318	1,192,749	1,532,761	1,460,370	1,613,869	1,619,868	1,645,409	1,690,877	1,632,575	1,601,254	1,541,875	1,329,257	18,042,182
Variance	-747,554	-718,181	-794,525	-828,490	-828,553	-710,162	-841,441	-699,044	-713,874	-768,004	-707,954	-759,229	-9,117,011
Percentage	-39%	-38%	-34%	-36%	-34%	-30%	-34%	-29%	-30%	-32%	-31%	-36%	-34%

21. Total elderly pass ENCTS journeys – rural areas

2019	20,939,703
2022	13,233,004
	-7,706,699

-37%

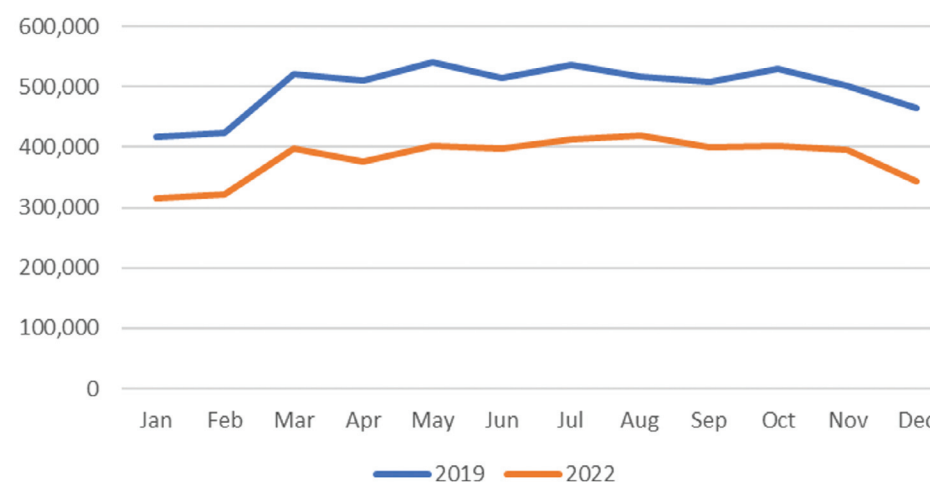


	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	1,499,913	1,475,031	1,784,220	1,757,845	1,881,236	1,794,567	1,926,910	1,851,178	1,816,632	1,818,265	1,728,462	1,605,444	20,939,703
2020	853,122	855,723	1,116,943	1,065,468	1,191,402	1,203,074	1,212,979	1,250,193	1,212,935	1,178,444	1,125,194	967,527	13,233,004
Variance	-646,791	-619,308	-667,277	-692,377	-689,834	-591,493	-713,931	-600,985	-603,697	-639,821	-603,268	-637,917	-7,706,699
Percentage	-43%	-42%	-37%	-39%	-37%	-33%	-37%	-32%	-33%	-35%	-35%	-40%	-37%

22. Total disabled pass ENCTS journeys – rural areas

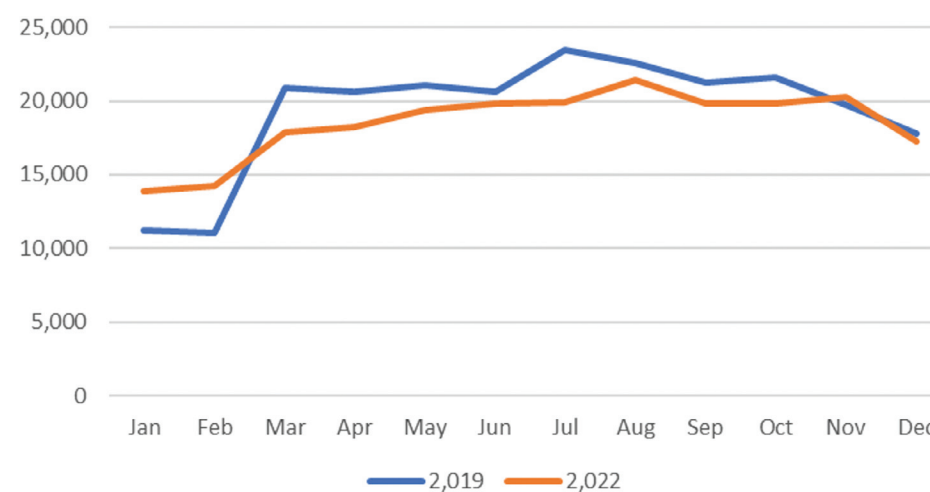
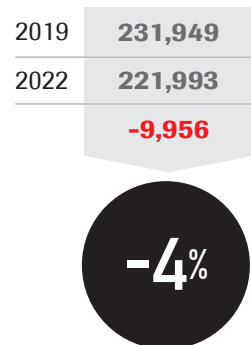
2019	5,987,541
2022	4,587,185
	-1,400,356

-23%



	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	417,721	424,880	522,211	510,422	540,079	514,823	536,492	516,142	508,549	529,354	501,591	465,277	5,987,541
2020	314,351	322,777	397,906	376,685	403,053	396,927	412,514	419,267	399,860	402,949	396,444	344,452	4,587,185
Variance	-103,370	-102,103	-124,305	-133,737	-137,026	-117,896	-123,978	-96,875	-108,689	-126,405	-105,147	-120,825	-1,400,356
Percentage	-25%	-24%	-24%	-26%	-25%	-23%	-23%	-19%	-21%	-24%	-21%	-26%	-23%

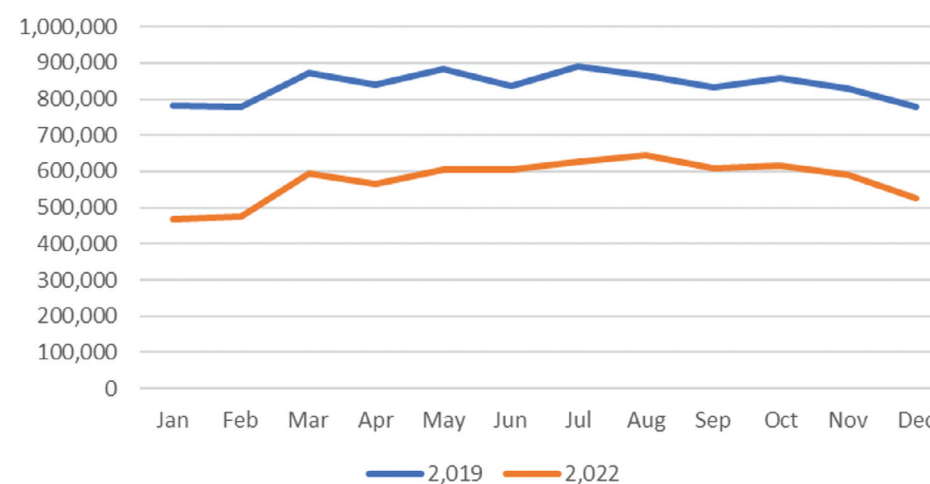
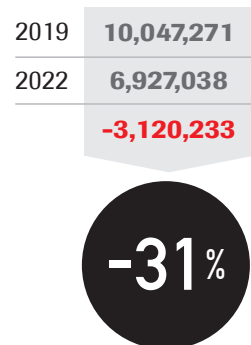
23. Total companion pass ENCTS journeys – rural areas



	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	11,238	11,019	20,855	20,593	21,107	20,640	23,448	22,601	21,268	21,639	19,776	17,765	231,949
2020	13,845	14,249	17,912	18,217	19,414	19,867	19,916	21,417	19,780	19,861	20,237	17,278	221,993
Variance	2,607	3,230	-2,943	-2,376	-1,693	-773	-3,532	-1,184	-1,488	-1,778	461	-487	-9,956
Percentage	23%	29%	-14%	-12%	-8%	-4%	-15%	-5%	-7%	-8%	2%	-3%	-4%

24. Total male ENCTS journeys – rural areas

Male journeys are based on ENCTS cards from rural areas which are recorded as male.
Please note, not all local authorities record the gender of the card recipients.



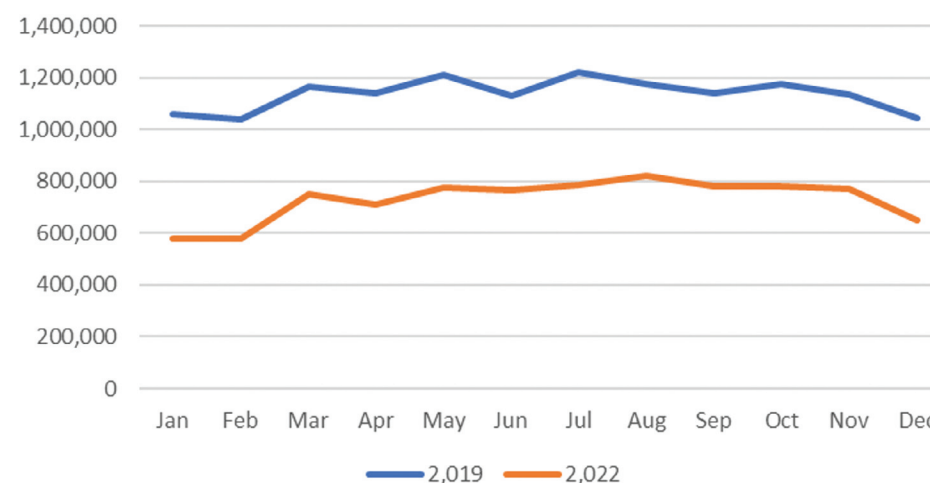
	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	780,803	778,148	872,617	841,120	885,151	837,433	889,090	866,135	831,680	857,011	829,550	778,533	10,047,271
2020	469,041	476,382	596,052	564,139	604,009	604,241	625,367	645,660	610,293	615,578	591,101	525,175	6,927,038
Variance	-311,762	-301,766	-276,565	-276,981	-281,142	-233,192	-263,723	-220,475	-221,387	-241,433	-238,449	-253,358	-3,120,233
Percentage	-40%	-39%	-32%	-33%	-32%	-28%	-30%	-25%	-27%	-28%	-29%	-33%	-31%

25. Total female ENCTS journeys – rural areas

Female journeys are based on ENCTS cards from rural areas which are recorded as female.
Please note, not all local authorities record the gender of the card recipients.

2019	13,643,889
2022	8,754,432
	-4,889,457

-36%



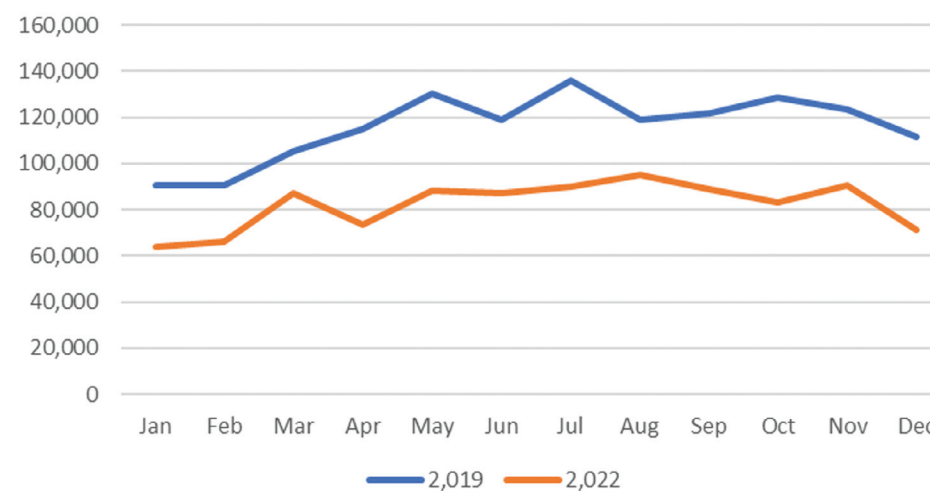
	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	1,057,579	1,037,665	1,164,086	1,142,353	1,212,502	1,132,528	1,222,453	1,177,535	1,140,391	1,177,324	1,133,058	1,046,415	13,643,889
2020	578,983	579,392	749,184	708,970	776,447	767,754	786,706	823,702	780,337	781,902	770,134	650,921	8,754,432
Variance	-478,596	-458,273	-414,902	-433,383	-436,055	-364,774	-435,747	-353,833	-360,054	-395,422	-362,924	-395,494	-4,889,457
Percentage	-45%	-44%	-36%	-38%	-36%	-32%	-36%	-30%	-32%	-34%	-32%	-38%	-36%

26. Total ENCTS journeys prior to 09.30am – rural areas

Please note, the approval to travel before 09.30am for ENCTS customers is a discretionary permission and not a national entitlement.

2019	13,643,889
2022	8,754,432
	-4,889,457

-36%

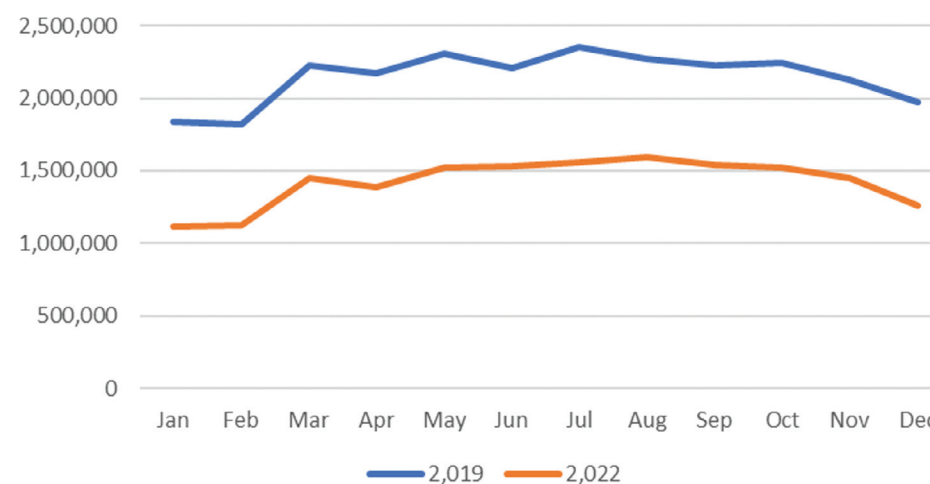


	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	90,339	90,817	105,052	114,705	130,123	118,759	136,179	119,179	122,029	128,474	123,422	111,367	1,390,445
2020	63,999	65,842	86,957	73,451	88,187	87,303	90,075	95,057	88,920	83,353	90,503	71,301	984,948
Variance	-26,340	-24,975	-18,095	-41,254	-41,936	-31,456	-46,104	-24,122	-33,109	-45,121	-32,919	-40,066	-405,497
Percentage	-29%	-28%	-17%	-36%	-32%	-26%	-34%	-20%	-27%	-35%	-27%	-36%	-29%

27. Total ENCTS journeys after 09.30 – rural areas

2019	25,768,748
2022	17,057,234
	-8,711,514

-34%



	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	1,838,533	1,820,113	2,222,234	2,174,155	2,312,299	2,211,271	2,350,671	2,270,742	2,224,420	2,240,784	2,126,407	1,977,119	25,768,748
2020	1,117,319	1,126,907	1,445,804	1,386,919	1,525,682	1,532,565	1,555,334	1,595,820	1,543,655	1,517,901	1,451,372	1,257,956	17,057,234
Variance	-721,214	-693,206	-776,430	-787,236	-786,617	-678,706	-795,337	-674,922	-680,765	-722,883	-675,035	-719,163	-8,711,514
Percentage	-39%	-38%	-35%	-36%	-34%	-31%	-34%	-30%	-31%	-32%	-32%	-36%	-34%

28. Average number of ENCTS journeys per active card holder – rural areas

	Total ENCTS journeys	Total active cards	Av. no. of trips per elderly active card	Difference
2019	27,159,153	682,805	40	
2022	18,042,182	693,990	26	-35%

29. Average number of ENCTS journeys per male active card holder – rural areas

	Total male ENCTS journeys	Total male active cards	Av. no. of trips per male active card	Difference
2019	10,047,271	186,009	54	
2022	6,927,038	194,657	36	-34%

30. Average number of ENCTS journeys per male active card holder under 70 years old – rural areas

	Total male <70 years ENCTS journeys	Total male <70 years active cards	Av. no. of trips per male <70 years active card	Difference
2019	4,556,502	58,112	78	
2022	3,117,097	48,000	66	-16%

31. Average number of ENCTS journeys per male active card holder aged 70-75 years old – rural areas

	Total male 70-75 years ENCTS journeys	Total male 70-75 years active cards	Av. no. of trips per male 70-75 years active card	Difference
2019	2,185,324	52,121	42	
2022	1,483,091	52,955	28	-33%

32. Average number of ENCTS journeys per male active card holder aged 75-80 years old – rural areas

	Total male 75-80 years ENCTS journeys	Total male 75-80 years activecards	Av. no. of trips per male active card	Difference
2019	1,386,216	35,468	39	
2022	1,102,460	44,405	25	-37%

33. Average number of ENCTS journeys per male active card holder aged >80 years old – rural areas

	Total male >80 years ENCTS journeys	Total male >80 years active cards	Av. no. of trips per male >80 years active card	Difference
2019	1,919,229	46,410	41	
2022	1,164,390	53,015	22	-47%

34. Average number of ENCTS journeys per female active card holder – rural areas

	Total female ENCTS journeys	Total female active cards	Av. no. of trips per female active card	Difference
2019	13,643,889	230,263	59	
2022	8,754,432	240,369	36	-39%

35. Average number of ENCTS journeys per female active card holder under 70 years old – rural areas

	Total female <70 years ENCTS journeys	Total female <70 years active cards	Av. no. of trips per female <70 years active card	Difference
2019	4,897,690	71,293	69	
2022	3,168,503	56,593	55	-19%

36. Average number of ENCTS journeys per female active card holder aged 70-75 years old – rural areas

	Total female 70-75 years ENCTS journeys	Total female 70-75 years active cards	Av. no. of trips per female 70-75 years active card	Difference
2019	3,110,639	61,050	51	
2022	2,001,844	63,294	32	-38%

37. Average number of ENCTS journeys per female active card holder aged 75-80 years old – rural areas

	Total female 75-80 years ENCTS journeys	Total female 75-80 years active cards	Av. no. of trips per female 75-80 years active card	Difference
2019	2,176,143	42,090	52	
2022	1,624,263	51,897	31	-40%

38. Average number of ENCTS journeys per female active card holder aged >80 years old – rural areas

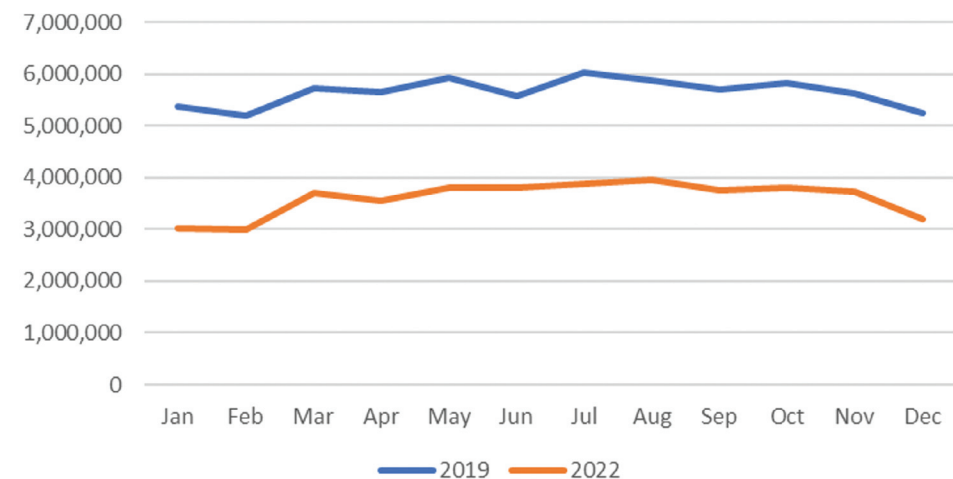
	Total female >80 years ENCTS journeys	Total female >80 years active cards	Av. no. of trips per female >80 years active card	Difference
2019	3,459,417	67,156	52	
2022	1,959,822	76,555	26	-50%

Key findings – ENCTS data – Urban authorities

39. Total ENCTS journeys – rural areas

2019	67,801,226
2022	43,207,018
	-24,594,208

-36%

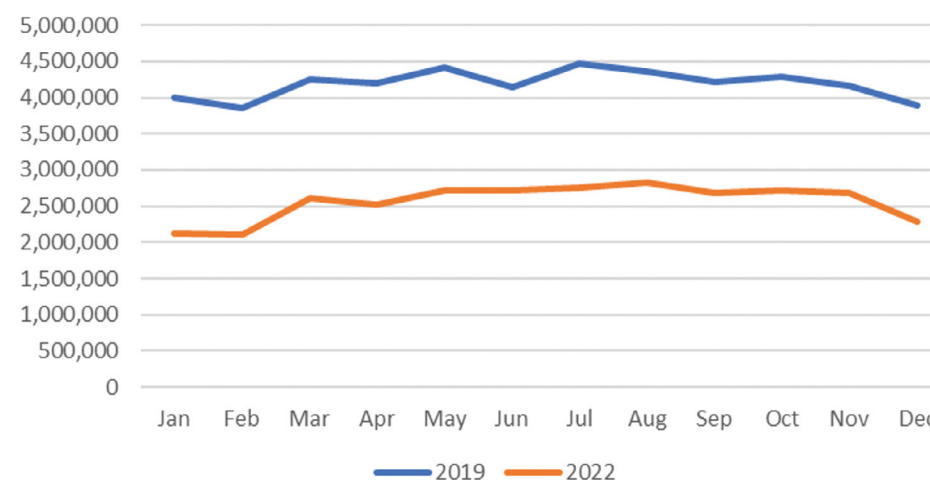


	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	5,368,950	5,196,849	5,735,700	5,664,506	5,938,774	5,584,411	6,027,584	5,879,576	5,697,806	5,830,012	5,627,068	5,249,990	67,801,226
2020	3,020,605	3,004,497	3,700,950	3,555,789	3,807,168	3,809,296	3,873,356	3,947,627	3,745,683	3,797,998	3,737,801	3,206,248	43,207,018
Variance	-2,348,345	-2,192,352	-2,034,750	-2,108,717	-2,131,606	-1,775,115	-2,154,228	-1,931,949	-1,952,123	-2,032,014	-1,889,267	-2,043,742	-24,594,208
Percentage	-44%	-42%	-35%	-37%	-36%	-32%	-36%	-33%	-34%	-35%	-34%	-39%	-36%

40. Total elderly pass ENCTS journeys – urban areas

2019	50,269,391
2022	30,733,958
	-19,535,433

-39%

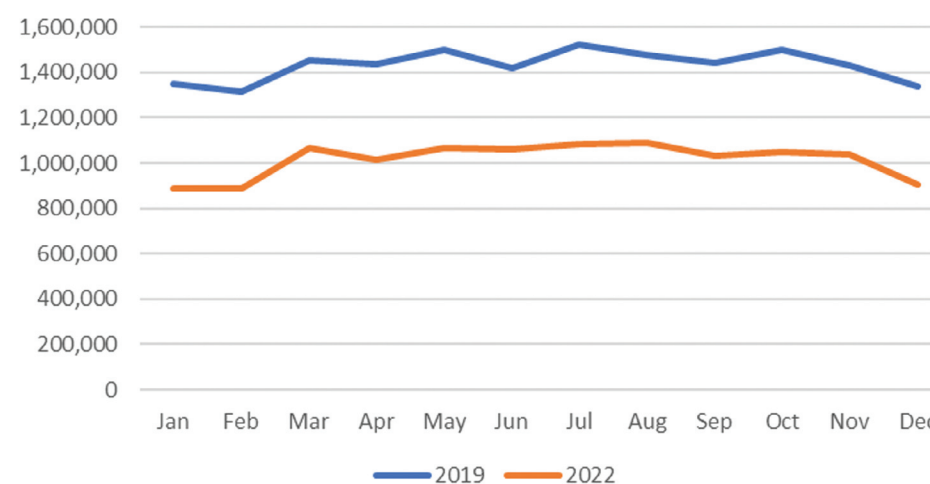


	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	3,995,289	3,855,312	4,251,108	4,199,172	4,410,899	4,138,684	4,474,489	4,368,550	4,226,394	4,299,429	4,165,338	3,884,727	50,269,391
2020	2,113,808	2,099,093	2,609,638	2,516,353	2,713,343	2,723,053	2,763,289	2,832,318	2,687,413	2,719,481	2,673,960	2,282,209	30,733,958
Variance	-1,881,481	-1,756,219	-1,641,470	-1,682,819	-1,697,556	-1,415,631	-1,711,200	-1,536,232	-1,538,981	-1,579,948	-1,491,378	-1,602,518	-19,535,433
Percentage	-47%	-46%	-39%	-40%	-38%	-34%	-38%	-35%	-36%	-37%	-36%	-41%	-39%

41. Total disabled pass ENCTS journeys – urban areas

2019	17,186,904
2022	12,176,112
	-5,010,792

-29%

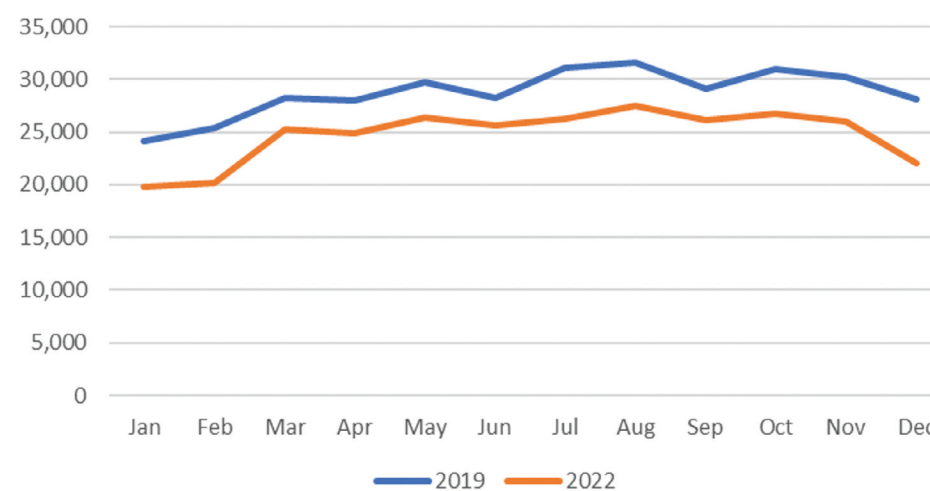


	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	1,349,489	1,316,096	1,456,383	1,437,343	1,498,074	1,417,465	1,522,035	1,479,461	1,442,291	1,499,627	1,431,517	1,337,123	17,186,904
2020	886,997	885,210	1,066,053	1,014,544	1,067,452	1,060,640	1,083,780	1,087,779	1,032,114	1,051,768	1,037,824	901,951	12,176,112
Variance	-462,492	-430,886	-390,330	-422,799	-430,622	-356,825	-438,255	-391,682	-410,177	-447,859	-393,693	-435,172	-5,010,792
Percentage	-34%	-33%	-27%	-29%	-29%	-25%	-29%	-26%	-28%	-30%	-28%	-33%	-29%

42. Total companion pass ENCTS journeys – urban areas

2019	344,931
2022	296,948
	-47,983

-14%



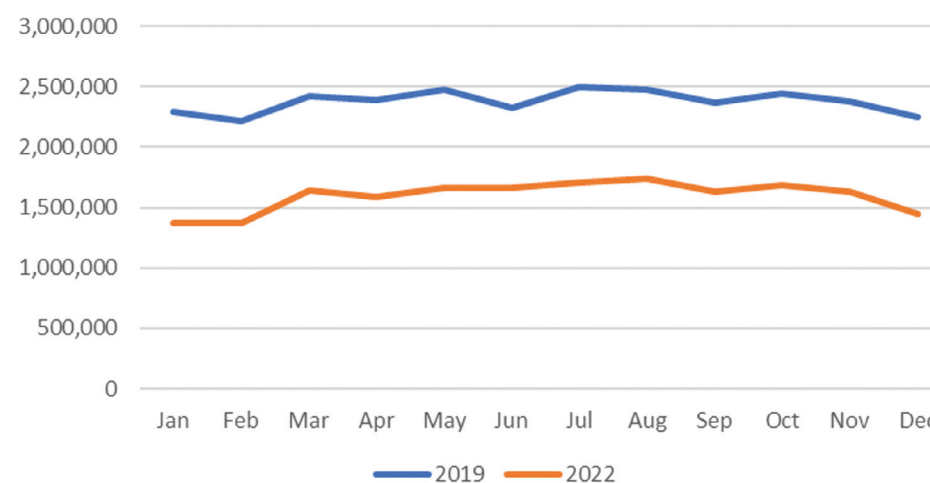
	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	24,172	25,441	28,209	27,991	29,801	28,262	31,060	31,565	29,121	30,956	30,213	28,140	344,931
2020	19,800	20,194	25,259	24,892	26,373	25,603	26,287	27,530	26,156	26,749	26,017	22,088	296,948
Variance	-4,372	-5,247	-2,950	-3,099	-3,428	-2,659	-4,773	-4,035	-2,965	-4,207	-4,196	-6,052	-47,983
Percentage	-18%	-21%	-10%	-11%	-12%	-9%	-15%	-13%	-10%	-14%	-14%	-22%	-14%

43. Total male ENCTS journeys – urban areas

Male journeys are based on ENCTS cards from urban areas which are recorded as male.
Please note, not all local authorities record the gender of the card recipients.

2019	28,544,693
2022	19,153,334
	-9,391,359

-33%



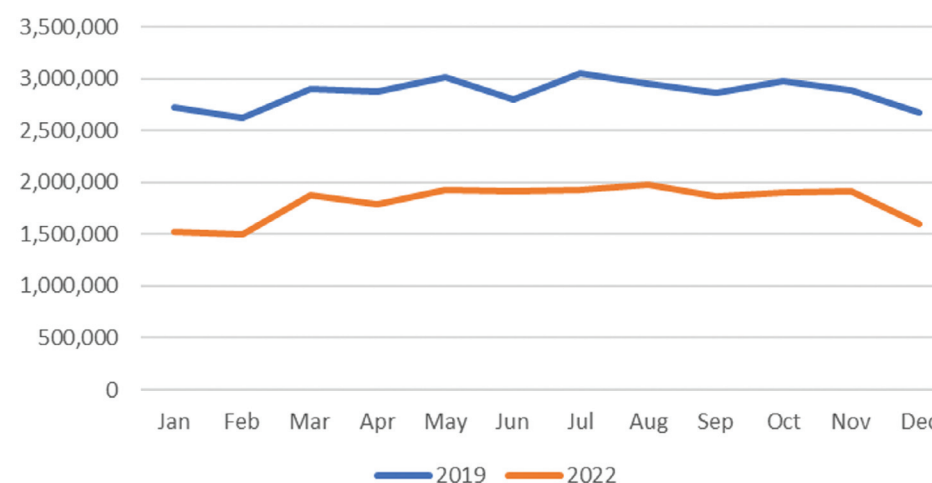
	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	2,288,730	2,214,791	2,424,582	2,389,232	2,477,423	2,324,229	2,502,100	2,474,361	2,368,933	2,449,339	2,377,013	2,253,960	28,544,693
2020	1,374,536	1,370,934	1,643,553	1,588,153	1,666,363	1,661,626	1,712,399	1,743,336	1,635,763	1,680,697	1,629,469	1,446,505	19,153,334
Variance	-914,194	-843,857	-781,029	-801,079	-811,060	-662,603	-789,701	-731,025	-733,170	-768,642	-747,544	-807,455	-9,391,359
Percentage	-40%	-38%	-32%	-34%	-33%	-29%	-32%	-30%	-31%	-31%	-31%	-36%	-33%

44. Total female ENCTS journeys – urban areas

Female journeys are based on ENCTS cards from urban areas which are recorded as female.
Please note, not all local authorities record the gender of the card recipients.

2019	34,357,572
2022	21,733,757
	-12,623,815

-37%



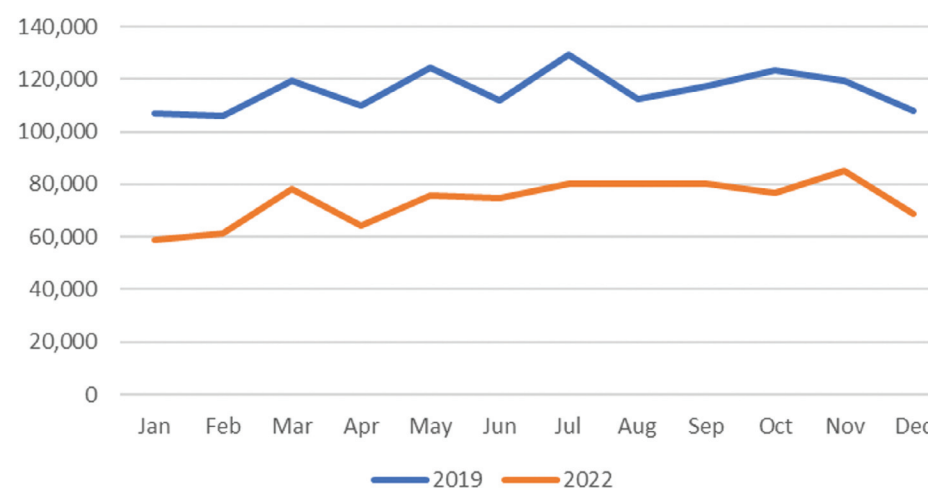
	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	2,719,497	2,627,965	2,902,907	2,872,028	3,010,353	2,800,645	3,048,518	2,957,172	2,865,127	2,982,890	2,892,993	2,677,477	34,357,572
2020	1,523,902	1,503,808	1,875,679	1,789,080	1,924,991	1,910,484	1,932,170	1,981,372	1,864,360	1,907,468	1,919,232	1,601,211	21,733,757
Variance	-1,195,595	-1,124,157	-1,027,228	-1,082,948	-1,085,362	-890,161	-1,116,348	-975,800	-1,000,767	-1,075,422	-973,761	-1,076,266	-12,623,815
Percentage	-44%	-43%	-35%	-38%	-36%	-32%	-37%	-33%	-35%	-36%	-34%	-40%	-37%

45. Total ENCTS journeys prior to 09.30am – urban areas

Please note, the approval to travel before 09.30am for ENCTS customers is a discretionary permission and not a national entitlement.

2019	1,389,446
2022	884,695
	-504,751

-36%

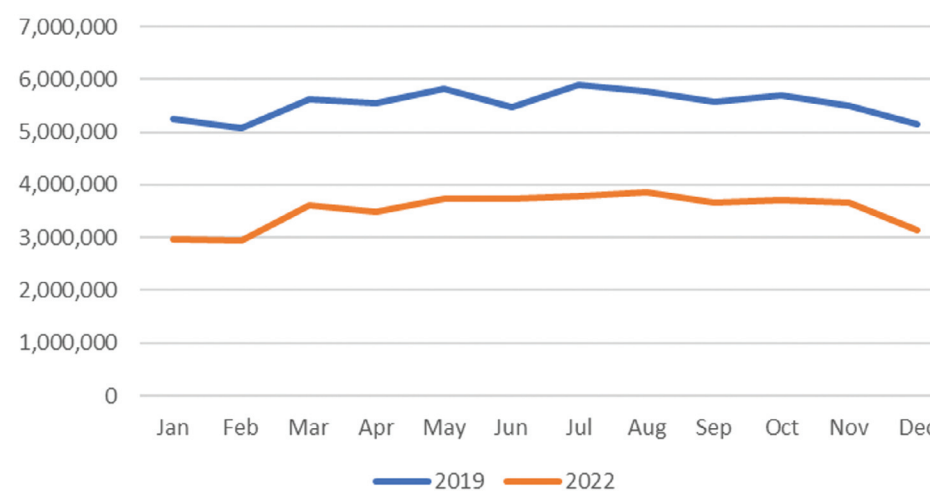


	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	106,811	106,213	119,299	110,199	124,558	112,039	129,395	112,580	117,645	123,303	119,228	108,176	1,389,446
2020	59,000	61,102	78,057	64,221	75,986	74,686	80,293	80,426	80,193	76,640	85,228	68,863	884,695
Variance	-47,811	-45,111	-41,242	-45,978	-48,572	-37,353	-49,102	-32,154	-37,452	-46,663	-34,000	-39,313	-504,751
Percentage	-45%	-42%	-35%	-42%	-39%	-33%	-38%	-29%	-32%	-38%	-29%	-36%	-36%

46. Total ENCTS journeys after 09.30am – urban areas

2019	66,411,780
2022	42,322,323
	-24,089,457

-36%



	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019	5,262,139	5,090,636	5,616,401	5,554,307	5,814,216	5,472,372	5,898,189	5,766,996	5,580,161	5,706,709	5,507,840	5,141,814	66,411,780
2020	2,961,605	2,943,395	3,622,893	3,491,568	3,731,182	3,734,610	3,793,063	3,867,201	3,665,490	3,721,358	3,652,573	3,137,385	42,322,323
Variance	-2,300,534	-2,147,241	-1,993,508	-2,062,739	-2,083,034	-1,737,762	-2,105,126	-1,899,795	-1,914,671	-1,985,351	-1,855,267	-2,004,429	-24,089,457
Percentage	-44%	-42%	-35%	-37%	-36%	-32%	-36%	-33%	-34%	-35%	-34%	-39%	-36%

47. Average number of ENCTS journeys per active card holder – urban areas

	Total ENCTS journeys	Total active cards	Av. no. of trips per elderly active card	Difference
2019	67,801,226	619,001	110	
2022	43,207,018	575,273	75	-31%

48. Average number of ENCTS journeys per male active card holder – urban areas

	Total male ENCTS journeys	Total male active cards	Av. no. of trips per male active card	Difference
2019	26,353,369	272,895	97	
2022	19,153,334	257,517	74	-23%

49. Average number of ENCTS journeys per male active card holder under 70 years old – urban areas

	Total male <70 years ENCTS journeys	Total male <70 years active cards	Av. no. of trips per male <70 years active card	Difference
2019	13,226,854	114,940	115	
2022	8,740,188	110,269	79	-31%

50. Average number of ENCTS journeys per male active card holder aged 70-75 years old – urban areas

	Total male 70-75 years ENCTS journeys	Total male 70-75 years active cards	Av. no. of trips per male 70-75 years active card	Difference
2019	4,214,946	69,982	60	
2022	4,251,769	65,437	65	7.9%

51. Average number of ENCTS journeys per male active card holder aged 75-80 years old – urban areas

	Total male 75-80 years ENCTS journeys	Total male 75-80 years activecards	Av. no. of trips per male active card	Difference
2019	4,214,946	47,078	90	
2022	3,196,555	54,794	58	-35%

52. Average number of ENCTS journeys per male active card holder aged >80 years old – urban areas

	Total male >80 years ENCTS journeys	Total male >80 years active cards	Av. no. of trips per male >80 years active card	Difference
2019	4,696,623	62,854	75	
2022	2,964,822	65,786	45	-40%

53. Average number of ENCTS journeys per female active card holder – urban areas

	Total female ENCTS journeys	Total female active cards	Av. no. of trips per female active card	Difference
2019	34,357,572	315,353	109	
2022	21,733,757	303,770	72	-34%

54. Average number of ENCTS journeys per female active card holder under 70 years old – urban areas

	Total female <70 years ENCTS journeys	Total female <70 years active cards	Av. no. of trips per female <70 years active card	Difference
2019	13,167,360	120,592	109	
2022	8,203,089	121,142	68	-38%

55. Average number of ENCTS journeys per female active card holder aged 70-75 years old – urban areas

	Total female 70-75 years ENCTS journeys	Total female 70-75 years active cards	Av. no. of trips per female 70-75 years active card	Difference
2019	8,273,555	76,498	108	
2022	5,079,698	72,802	70	-36%

56. Average number of ENCTS journeys per female active card holder aged 75–80 years old – urban areas

	Total female 75–80 years ENCTS journeys	Total female 75–80 years active cards	Av. no. of trips per female 75–80 years active card	Difference
2019	5,909,516	54,637	108	
2022	4,235,498	63,164	67	-38%

57. Average number of ENCTS journeys per female active card holder aged >80 years old – urban areas

	Total female >80 years ENCTS journeys	Total female >80 years active cards	Av. no. of trips per female >80 years active card	Difference
2019	7,007,141	87,076	80	
2022	4,215,472	90,990	46	-42%

Annex 1 – Transaction and active card data – All data

All Data		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total ENCTS Journeys	2019	7,297,822	7,107,779	8,062,986	7,953,366	8,381,196	7,914,441	8,514,434	8,269,497	8,044,255	8,199,270	7,876,897	7,338,476	94,960,419
	2022	4,201,923	4,197,246	5,233,711	5,016,159	5,421,037	5,429,164	5,518,765	5,638,504	5,378,258	5,399,252	5,279,676	4,535,505	61,249,200
	Variance	-3,095,899	-2,910,533	-2,829,275	-2,937,207	-2,960,159	-2,485,277	-2,995,669	-2,630,993	-2,665,997	-2,800,018	-2,597,221	-2,802,971	-33,711,219
	%	-42%	-41%	-35%	-37%	-35%	-31%	-35%	-32%	-33%	-34%	-33%	-38%	-36%
Total Elderly Journeys	2019	5,495,202	5,330,343	6,035,328	5,957,017	6,292,135	5,933,251	6,401,399	6,219,728	6,043,026	6,117,694	5,893,800	5,490,171	71,209,094
	2022	2,966,930	2,954,816	3,726,581	3,581,821	3,904,745	3,926,127	3,976,268	4,082,511	3,900,348	3,897,925	3,799,154	3,249,736	43,966,962
	Variance	-2,528,272	-2,375,527	-2,308,747	-2,375,196	-2,387,390	-2,007,124	-2,425,131	-2,137,217	-2,142,678	-2,219,769	-2,094,646	-2,240,435	-27,242,132
	%	-46%	-45%	-38%	-40%	-38%	-34%	-38%	-34%	-35%	-36%	-36%	-41%	-38%
Total Disabled Journeys	2019	1,767,210	1,740,976	1,978,594	1,947,765	2,038,153	1,932,288	2,058,527	1,995,603	1,950,840	2,028,981	1,933,108	1,802,400	23,174,445
	2022	1,201,348	1,207,987	1,463,959	1,391,229	1,470,505	1,457,567	1,496,294	1,507,046	1,431,974	1,454,717	1,434,268	1,246,403	16,763,297
	Variance	-565,862	-532,989	-514,635	-556,536	-567,648	-474,721	-562,233	-488,557	-518,866	-574,264	-498,840	-555,997	-6,411,148
	%	-32%	-31%	-26%	-29%	-28%	-25%	-27%	-24%	-27%	-28%	-26%	-31%	-28%
Total Companion Journeys	2019	35,410	36,460	49,064	48,584	50,908	48,902	54,508	54,166	50,389	52,595	49,989	45,905	576,880
	2022	33,645	34,443	43,171	43,109	45,787	45,470	46,203	48,947	45,936	46,610	46,254	39,366	518,941
	Variance	-1,765	-2,017	-5,893	-5,475	-5,121	-3,432	-8,305	-5,219	-4,453	-5,985	-3,735	-6,539	-57,939
	%	-5%	-6%	-12%	-11%	-10%	-7%	-15%	-10%	-9%	-11%	-7%	-14%	-10%
Total Male Journeys	2019	3,069,533	2,992,939	3,297,199	3,230,352	3,362,574	3,161,662	3,391,190	3,340,496	3,200,613	3,306,350	3,206,563	3,032,493	38,591,964
	2022	1,843,577	1,847,316	2,239,605	2,152,292	2,270,372	2,265,867	2,337,766	2,388,996	2,246,056	2,296,275	2,220,570	1,971,680	26,080,372
	Variance	-1,225,956	-1,145,623	-1,057,594	-1,078,060	-1,092,202	-895,795	-1,053,424	-951,500	-954,557	-1,010,075	-985,993	-1,060,813	-12,511,592
	%	-40%	-38%	-32%	-33%	-32%	-28%	-31%	-28%	-30%	-31%	-31%	-35%	-32%
Total Female Journeys	2019	3,777,076	3,665,630	4,066,993	4,014,381	4,222,855	3,933,173	4,270,971	4,134,707	4,005,518	4,160,214	4,026,051	3,723,892	48,001,461
	2022	2,102,885	2,083,200	2,624,863	2,498,050	2,701,438	2,678,238	2,718,876	2,805,074	2,644,697	2,689,370	2,689,366	2,252,132	30,488,189
	Variance	-1,674,191	-1,582,430	-1,442,130	-1,516,331	-1,521,417	-1,254,935	-1,552,095	-1,329,633	-1,360,821	-1,470,844	-1,336,685	-1,471,760	-17,513,272
	%	-44%	-43%	-35%	-38%	-36%	-32%	-36%	-32%	-34%	-35%	-33%	-40%	-36%
Total before 9:30	2019	197,150	197,030	224,351	224,904	254,681	230,798	265,574	231,759	239,674	251,777	242,650	219,543	2,779,891
	2022	122,999	126,944	165,014	137,672	164,173	161,989	170,368	175,483	169,113	159,993	175,731	140,164	1,869,643
	Variance	-74,151	-70,086	-59,337	-87,232	-90,508	-68,809	-95,206	-56,276	-70,561	-91,784	-66,919	-79,379	-910,248
	%	-38%	-36%	-26%	-39%	-36%	-30%	-36%	-24%	-29%	-36%	-28%	-36%	-33%
Total after 9:30	2019	7,100,672	6,910,749	7,838,635	7,728,462	8,126,515	7,683,643	8,248,860	8,037,738	7,804,581	7,947,493	7,634,247	7,118,933	92,180,528
	2022	4,078,924	4,070,302	5,068,697	4,878,487	5,256,864	5,267,175	5,348,397	5,463,021	5,209,145	5,239,259	5,103,945	4,395,341	59,379,557
	Variance	-3,021,748	-2,840,447	-2,769,938	-2,849,975	-2,869,651	-2,416,468	-2,900,463	-2,574,717	-2,595,436	-2,708,234	-2,530,302	-2,723,592	-32,800,971
	%	-43%	-41%	-35%	-37%	-35%	-31%	-35%	-32%	-33%	-34%	-33%	-38%	-36%

Annex 2 – Transaction and active card data – Rural data

Rural Data		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total ENCTS Journeys	2019	1,928,872	1,910,930	2,327,286	2,288,860	2,442,422	2,330,030	2,486,850	2,389,921	2,346,449	2,369,258	2,249,829	2,088,486	27,159,193
	2022	1,181,318	1,192,749	1,532,761	1,460,370	1,613,869	1,619,868	1,645,409	1,690,877	1,632,575	1,601,254	1,541,875	1,329,257	18,042,182
	Variance	-747,554	-718,181	-794,525	-828,490	-828,553	-710,162	-841,441	-699,044	-713,874	-768,004	-707,954	-759,229	-9,117,011
	%	-39%	-38%	-34%	-36%	-34%	-30%	-34%	-29%	-30%	-32%	-31%	-36%	-34%
Total Elderly Journeys	2019	1,499,913	1,475,031	1,784,220	1,757,845	1,881,236	1,794,567	1,926,910	1,851,178	1,816,632	1,818,265	1,728,462	1,605,444	20,939,703
	2022	853,122	855,723	1,116,943	1,065,468	1,191,402	1,203,074	1,212,979	1,250,193	1,212,935	1,178,444	1,125,194	967,527	13,233,004
	Variance	-646,791	-619,308	-667,277	-692,377	-689,834	-591,493	-713,931	-600,985	-603,697	-639,821	-603,268	-637,917	-7,706,699
	%	-43%	-42%	-37%	-39%	-37%	-33%	-37%	-32%	-33%	-35%	-35%	-40%	-37%
Total Disabled Journeys	2019	417,721	424,880	522,211	510,422	540,079	514,823	536,492	516,142	508,549	529,354	501,591	465,277	5,987,541
	2022	314,351	322,777	397,906	376,685	403,053	396,927	412,514	419,267	399,860	402,949	396,444	344,452	4,587,185
	Variance	-103,370	-102,103	-124,305	-133,737	-137,026	-117,896	-123,978	-96,875	-108,689	-126,405	-105,147	-120,825	-1,400,356
	%	-25%	-24%	-24%	-26%	-25%	-23%	-23%	-19%	-21%	-24%	-21%	-26%	-23%
Total Companion Journeys	2,019	11,238	11,019	20,855	20,593	21,107	20,640	23,448	22,601	21,268	21,639	19,776	17,765	231,949
	2,022	13,845	14,249	17,912	18,217	19,414	19,867	19,916	21,417	19,780	19,861	20,237	17,278	221,993
	Variance	2,607	3,230	-2,943	-2,376	-1,693	-773	-3,532	-1,184	-1,488	-1,778	461	-487	-9,956
	%	23%	29%	-14%	-12%	-8%	-4%	-15%	-5%	-7%	-8%	2%	-3%	-4%
Total Male Journeys	2,019	780,803	778,148	872,617	841,120	885,151	837,433	889,090	866,135	831,680	857,011	829,550	778,533	10,047,271
	2,022	469,041	476,382	596,052	564,139	604,009	604,241	625,367	645,660	610,293	615,578	591,101	525,175	6,927,038
	Variance	-311,762	-301,766	-276,565	-276,981	-281,142	-233,192	-263,723	-220,475	-221,387	-241,433	-238,449	-253,358	-3,120,233
	%	-40%	-39%	-32%	-33%	-32%	-28%	-30%	-25%	-27%	-28%	-29%	-33%	-31%
Total Female Journeys	2,019	1,057,579	1,037,665	1,164,086	1,142,353	1,212,502	1,132,528	1,222,453	1,177,535	1,140,391	1,177,324	1,133,058	1,046,415	13,643,889
	2,022	578,983	579,392	749,184	708,970	776,447	767,754	786,706	823,702	780,337	781,902	770,134	650,921	8,754,432
	Variance	-478,596	-458,273	-414,902	-433,383	-436,055	-364,774	-435,747	-353,833	-360,054	-395,422	-362,924	-395,494	-4,889,457
	%	-45%	-44%	-36%	-38%	-36%	-32%	-36%	-30%	-32%	-34%	-32%	-38%	-36%
Total before 9:30	2,019	90,339	90,817	105,052	114,705	130,123	118,759	136,179	119,179	122,029	128,474	123,422	111,367	1,390,445
	2,022	63,999	65,842	86,957	73,451	88,187	87,303	90,075	95,057	88,920	83,353	90,503	71,301	984,948
	Variance	-26,340	-24,975	-18,095	-41,254	-41,936	-31,456	-46,104	-24,122	-33,109	-45,121	-32,919	-40,066	-405,497
	%	-29%	-28%	-17%	-36%	-32%	-26%	-34%	-20%	-27%	-35%	-27%	-36%	-29%
Total after 9:30	2,019	1,838,533	1,820,113	2,222,234	2,174,155	2,312,299	2,211,271	2,350,671	2,270,742	2,224,420	2,240,784	2,126,407	1,977,119	25,768,748
	2,022	1,117,319	1,126,907	1,445,804	1,386,919	1,525,682	1,532,565	1,555,334	1,595,820	1,543,655	1,517,901	1,451,372	1,257,956	17,057,234
	Variance	-721,214	-693,206	-776,430	-787,236	-786,617	-678,706	-795,337	-674,922	-680,765	-722,883	-675,035	-719,163	-8,711,514
	%	-39%	-38%	-35%	-36%	-34%	-31%	-34%	-30%	-31%	-32%	-32%	-36%	-34%

Annex 3 – Transaction and active card data – Urban data

Urban Data		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total ENCTS Journeys	2019	5,368,950	5,196,849	5,735,700	5,664,506	5,938,774	5,584,411	6,027,584	5,879,576	5,697,806	5,830,012	5,627,068	5,249,990	67,801,226
	2022	3,020,605	3,004,497	3,700,950	3,555,789	3,807,168	3,809,296	3,873,356	3,947,627	3,745,683	3,797,998	3,737,801	3,206,248	43,207,018
	Variance	-2,348,345	-2,192,352	-2,034,750	-2,108,717	-2,131,606	-1,775,115	-2,154,228	-1,931,949	-1,952,123	-2,032,014	-1,889,267	-2,043,742	-24,594,208
	%	-44%	-42%	-35%	-37%	-36%	-32%	-36%	-33%	-34%	-35%	-34%	-39%	-36%
Total Elderly Journeys	2019	3,995,289	3,855,312	4,251,108	4,199,172	4,410,899	4,138,684	4,474,489	4,368,550	4,226,394	4,299,429	4,165,338	3,884,727	50,269,391
	2022	2,113,808	2,099,093	2,609,638	2,516,353	2,713,343	2,723,053	2,763,289	2,832,318	2,687,413	2,719,481	2,673,960	2,282,209	30,733,958
	Variance	-1,881,481	-1,756,219	-1,641,470	-1,682,819	-1,697,556	-1,415,631	-1,711,200	-1,536,232	-1,538,981	-1,579,948	-1,491,378	-1,602,518	-19,535,433
	%	-47%	-46%	-39%	-40%	-38%	-34%	-38%	-35%	-36%	-37%	-36%	-41%	-39%
Total Disabled Journeys	2019	1,349,489	1,316,096	1,456,383	1,437,343	1,498,074	1,417,465	1,522,035	1,479,461	1,442,291	1,499,627	1,431,517	1,337,123	17,186,904
	2022	886,997	885,210	1,066,053	1,014,544	1,067,452	1,060,640	1,083,780	1,087,779	1,032,114	1,051,768	1,037,824	901,951	12,176,112
	Variance	-462,492	-430,886	-390,330	-422,799	-430,622	-356,825	-438,255	-391,682	-410,177	-447,859	-393,693	-435,172	-5,010,792
	%	-34%	-33%	-27%	-29%	-29%	-25%	-29%	-26%	-28%	-30%	-28%	-33%	-29%
Total Companion Journeys	2019	24,172	25,441	28,209	27,991	29,801	28,262	31,060	31,565	29,121	30,956	30,213	28,140	344,931
	2022	19,800	20,194	25,259	24,892	26,373	25,603	26,287	27,530	26,156	26,749	26,017	22,088	296,948
	Variance	-4,372	-5,247	-2,950	-3,099	-3,428	-2,659	-4,773	-4,035	-2,965	-4,207	-4,196	-6,052	-47,983
	%	-18%	-21%	-10%	-11%	-12%	-9%	-15%	-13%	-10%	-14%	-14%	-22%	-14%
Total Male Journeys	2019	2,288,730	2,214,791	2,424,582	2,389,232	2,477,423	2,324,229	2,502,100	2,474,361	2,368,933	2,449,339	2,377,013	2,253,960	28,544,693
	2022	1,374,536	1,370,934	1,643,553	1,588,153	1,666,363	1,661,626	1,712,399	1,743,336	1,635,763	1,680,697	1,629,469	1,446,505	19,153,334
	Variance	-914,194	-843,857	-781,029	-801,079	-811,060	-662,603	-789,701	-731,025	-733,170	-768,642	-747,544	-807,455	-9,391,359
	%	-40%	-38%	-32%	-34%	-33%	-29%	-32%	-30%	-31%	-31%	-31%	-36%	-33%
Total Female Journeys	2019	2,719,497	2,627,965	2,902,907	2,872,028	3,010,353	2,800,645	3,048,518	2,957,172	2,865,127	2,982,890	2,892,993	2,677,477	34,357,572
	2022	1,523,902	1,503,808	1,875,679	1,789,080	1,924,991	1,910,484	1,932,170	1,981,372	1,864,360	1,907,468	1,919,232	1,601,211	21,733,757
	Variance	-1,195,595	-1,124,157	-1,027,228	-1,082,948	-1,085,362	-890,161	-1,116,348	-975,800	-1,000,767	-1,075,422	-973,761	-1,076,266	-12,623,815
	%	-44%	-43%	-35%	-38%	-36%	-32%	-37%	-33%	-35%	-36%	-34%	-40%	-37%
Total before 9:30	2019	106,811	106,213	119,299	110,199	124,558	112,039	129,395	112,580	117,645	123,303	119,228	108,176	1,389,446
	2022	59,000	61,102	78,057	64,221	75,986	74,686	80,293	80,426	80,193	76,640	85,228	68,863	884,695
	Variance	-47,811	-45,111	-41,242	-45,978	-48,572	-37,353	-49,102	-32,154	-37,452	-46,663	-34,000	-39,313	-504,751
	%	-45%	-42%	-35%	-42%	-39%	-33%	-38%	-29%	-32%	-38%	-29%	-36%	-36%
Total after 9:30	2019	5,262,139	5,090,636	5,616,401	5,554,307	5,814,216	5,472,372	5,898,189	5,766,996	5,580,161	5,706,709	5,507,840	5,141,814	66,411,780
	2022	2,961,605	2,943,395	3,622,893	3,491,568	3,731,182	3,734,610	3,793,063	3,867,201	3,665,490	3,721,358	3,652,573	3,137,385	42,322,323
	Variance	-2,300,534	-2,147,241	-1,993,508	-2,062,739	-2,083,034	-1,737,762	-2,105,126	-1,899,795	-1,914,671	-1,985,351	-1,855,267	-2,004,429	-24,089,457
	%	-44%	-42%	-35%	-37%	-36%	-32%	-36%	-33%	-34%	-35%	-34%	-39%	-36%

Contact

If you have any queries regarding this report or would like to request support files please contact us using the details below.

CILT Communications Team

E communications@ciltuk.org.uk

The Chartered Institute of
Logistics and Transport

Earlstrees Court, Earlstrees Road
Corby, Northants NN17 4AX
United Kingdom

W ciltuk.org.uk



**The Chartered
Institute of Logistics
and Transport**