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|  | **1970s** | **1980s** | **1990s** | **2000s** | **2010s** | **2020s** |
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| Passenger journeys | 1972 - 13 million journeys |  | 1999 - 19 million journeys |  | 2012 - 17 million journeys | 2019 - 21 million journeys |
| Example fare\*/average ticket price/ | 1972 - Birmingham to London |  |  |  | 2012 - £11.48 | 2021 - £10.38  |
| Miles travelled  |  |  | 1990 - 80 million miles/year |  | 2012 - 2 billion miles (cumulative) | 2021 - 3.8 billion miles (cumulative) |
| Network and destinations | Most popular destinations are London, Bournemouth and Blackpool |  |  |  | 2017 - ⅓ journeys are to airports. London, Birmingham, Bristol and Manchester are most popular |  |
| Average salary (UK) 1 | 1977 - £2,894 | 1987 - £8,140 | 1999 - £17,803 | 2006 - £21,164 | 2010 - £25,882 | 2021 - £25,971 |
| Average house price (UK) 2 | 1975 - £94,983 | 1985 - £113,606 | 1995 - £104,210 | 2005 - £249,549 | 2015 - £232,759 | 2020 - £239,753 |
| Vehicles & facilities | Limited onboard toilets | 1989 - the first purpose built coach, The Plaxton Paramount based Expressliner | 1992 - Smoking is banned on coaches | 2000 - Onboard catering services end2003 - First accessible coach is introduced 2006 - first Caetano Levante coach is launched | 2012 - Coachtracker allows passengers to view where their coach is before and during the journey in real time2012 - Wifi introduced on first coaches (London-Stansted)2010 - alcolock is introduced on all vehicles2016 - Drivecam is introduced on all vehicles | 2020 - National Express pledges for all coaches to be fully zero emission by 20352021 - Winner of RoSPA Gold Award for Fleet Safety100% wheelchair accessible fleet5% of drivers are female |
| Sales channels | Hand written tickets purchased at a station or via an agent |  |  | 2000 - 6% of sales via online channels2004 - First e-tickets are introduced2005 - First SMS tickets introduced | 2012 - 50% of bookings online2019 - over 75% of bookings online | Option to purchase ticket in 6 languages via website and ticket machines |
| Milestones | 1972 - Scheduled coach services run by the National Bus Company are united under one brand, initially known as ‘National’1974 - National Express brand first appears | 1980 - The 1980 Transport Act leads to deregulation and the breakup of The National Bus Company1988 - Management buyout of National Express  | 1992 - National Express floated on the London Stockmarket on 1st December for 165p per share.1999 - The Divine Comedy release their third single from their sixth album, ‘National Express’ | 2007 - National Express become the official Wembley Stadium Travel Partner | 2010 - National Express is announced as a principal sponsor of Commonwealth Games England and official Supporter of the team ahead of the Games in Glasgow in in 20142013 - National Express Coach is the first UK business to pledge to an Armed Forces Covenant2016 - National Express is the first UK private transport group to become an accredited Living Wage Foundation employer | 2020 - Launch of Dublin Express |
| Coach Stations |  |  | 1994 - New Liverpool coach station opened1996 - New Leeds coach station opened1998 - New Southampton coach station opened | 2002 - new Manchester Coach Station opens2007 - Digbeth coach station closes and moves to a temporary site in Oxford Street2009 - new Birmingham coach station is officially opened by Fabio Capello | 2010 - New Milton Keynes Coachway opens2016 - New Plymouth coach station opened2016 - Liverpool’s Norton Street coach station is closed for redevelopment with coaches operating from Liverpool One bus station | 2022 - Victoria Coach station celebrates 90 years |

1 ONS data

2 Nationwide data (adjusted for inflation)

\* Adjusted for 2021 RPI