



Rail Statistics Compendium (Great Britain)

2018-19 Annual

Publication Date: 10 December 2019

Next publication date: December 2020



Passenger journeys = 1.769 billion



Trains cancelled = 2.9%



Passenger kilometres = 67.7 billion



On time trains (early or less than 1 minute late) = 62.4%



Freight moved = 17.4 billion net tonne kilometres



Government support (net) = £7.1 billion



Number of stations = 2,566



Fares increase = 2.8%



Busiest station = Waterloo (94.4m entries and exits)



Train accidents = 517



Complaints = 30.1 per 100,000 journeys



Route = 15,847km (38% electrified)

Background

This annual compendium publication contains a summary of the statistical releases published by ORR for 2018-19. Full copies of the individual releases and accompanying data tables can be found on [ORR's data portal](#).

Sources: A range of industry bodies including Network Rail, Train/Freight Operating Companies, Department for Transport.

All statistics are correct at the time of the annual or quarter four publication, but may change due to subsequent revisions.

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Website: [ORR data portal](#)



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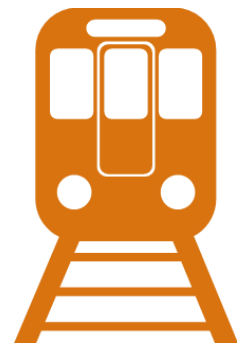
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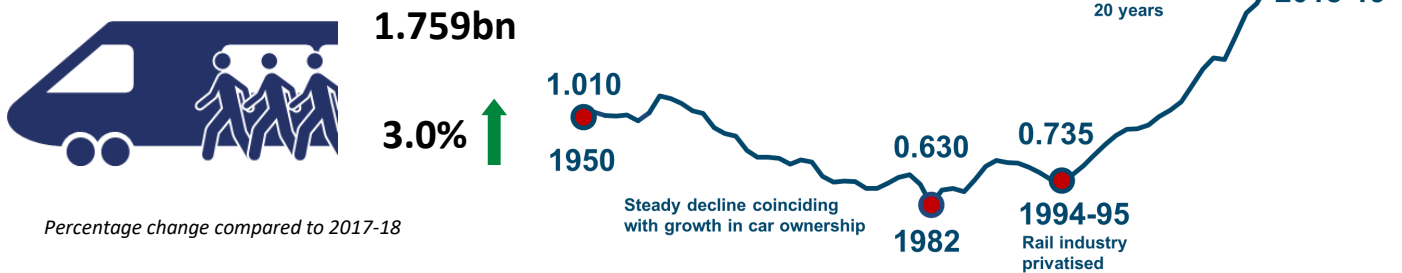


Passenger rail usage: 2018-19

Passenger journeys in Great Britain hit a record high of **1.759** billion in 2018-19.

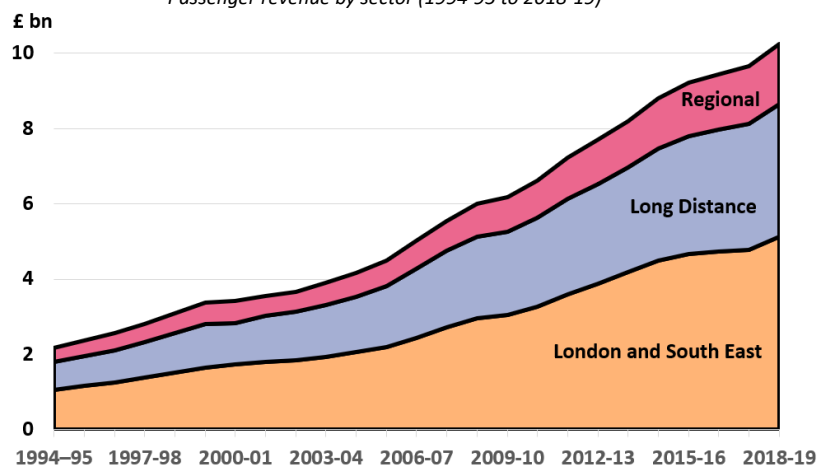
Journeys have **doubled** over the last 20 years.

Passenger journeys (1950 to 2018-19)



Annual **passenger revenue** exceeded **£10** billion for the first time in 2018-19.

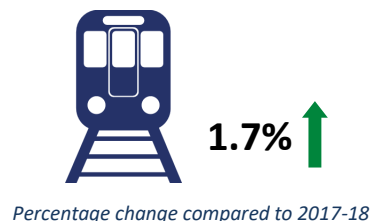
Passenger revenue by sector (1994-95 to 2018-19)



67.7 billion **passenger kilometres** travelled on Great Britain's rail network in 2018-19, with annual growth at its highest rate since 2015-16.



529.3 million **passenger train kilometres** in 2018-19, up by 9.1 million compared to 2017-18.



Statistical releases, data tables, interactive charts, methodology and quality information is available on the [data portal's Passenger Rail Usage page](#)

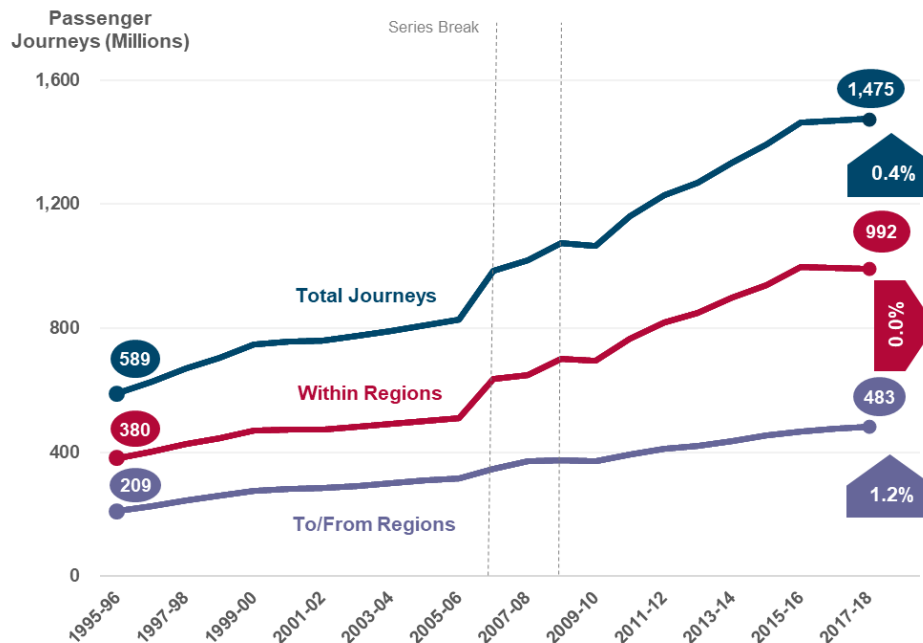


Regional rail usage: 2017-18

1,475 million regional passenger journeys on Great Britain's rail network in 2017-18, with the smallest year on year increase seen in eight years.

Passenger journeys (millions) to/from and within regions, Great Britain, 1995-96 to 2017-18

Percentage change from 2016-17 to 2017-18



Notes:

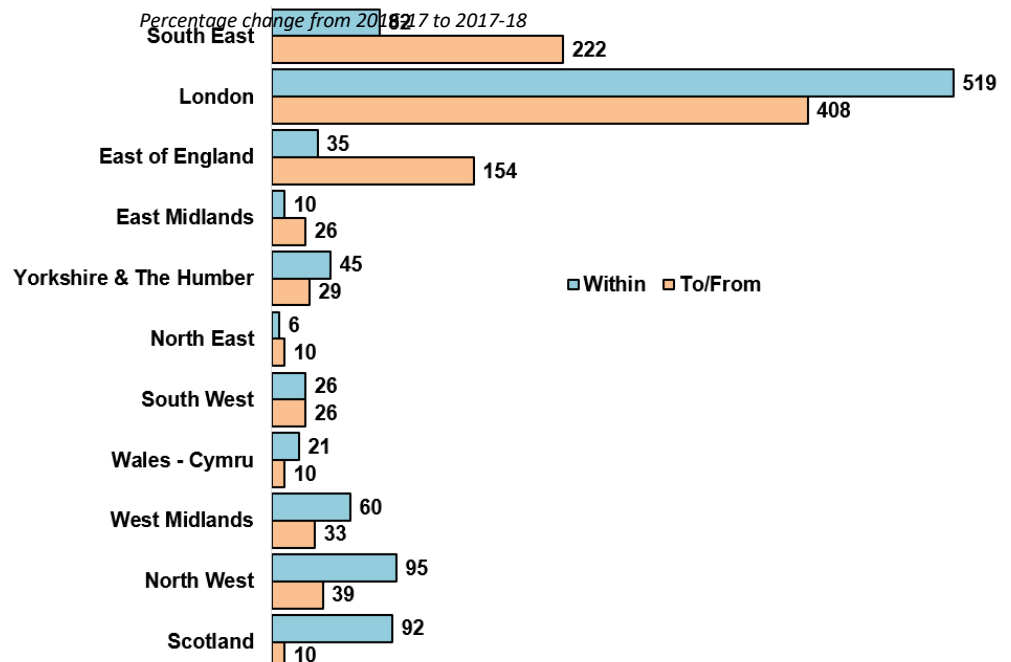
Regional passenger journeys are based on the origin and destination named on a ticket and do not take into account any changes of train. It therefore produces slightly lower estimates than the total journeys published in the passenger rail usage statistical release.

2018-19 Regional rail usage data will be published in January 2020.

Total **journeys** increased for all regions except South West and London in 2017-18 compared with 2016-17.

Passenger journeys (millions) to/from and within regions, 2017-18

Percentage change from 2016-17 to 2017-18



Statistical releases, data tables, interactive charts, methodology and quality information is available on the [data portal's Regional Rail Usage page](#)



Freight rail usage and performance: 2018-19

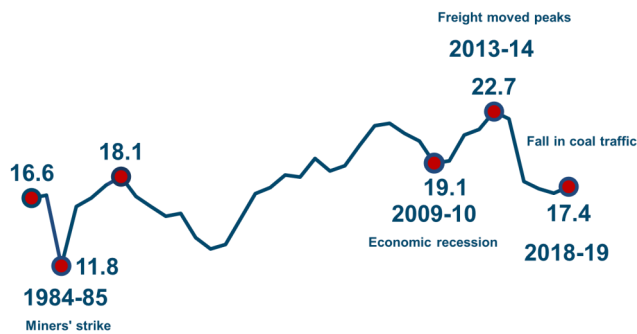
17.4 billion net tonne kilometres of **freight moved** in 2018-19.



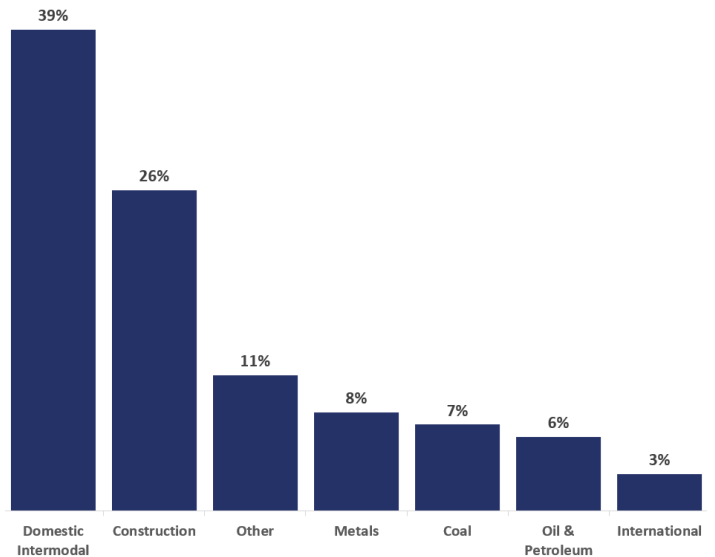
3.0% ↑

Percentage change compared to 2017-18

Freight moved (billion net tonne kilometres) 1982-83 to 2018-19



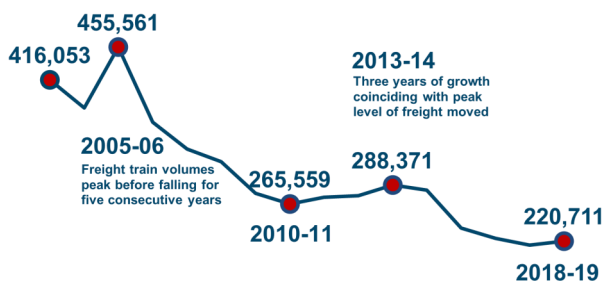
Market share of freight moved commodities (2018-19)



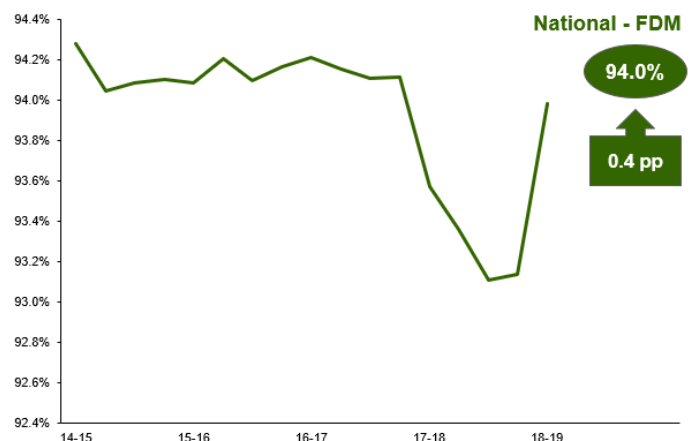
There were **220,711** freight train movements in 2018-19; an increase after four successive years of decline.

94.0% of freight trains arrived within 15 minutes of their scheduled arrival time in 2018-19.

Number of freight train movements (2003-04 to 2018-19)



Freight Delivery Metric (FDM) moving annual average 2014-15 Q1 to 2018-19 Q4 (change shown is MAA for 2018-19 Q4 on 2017-18 Q4)



Statistical releases, data tables, interactive charts, methodology and quality information is available on the [data portal's Freight Rail Usage and Performance page](#)



Estimates of station usage: 2017-18

Top 10 stations in Great Britain	Total entries & exits 17-18	Ranking last year
Waterloo	94,355,000	1
Victoria	74,955,332	2
Liverpool Street	66,966,512	3
London Bridge	48,453,496	4
Euston	44,745,816	5
Birmingham New St.	43,741,712	6
Stratford	40,077,086	7
Paddington	36,578,292	8
St. Pancras	34,622,178	10
King's Cross	33,904,758	9

Stations with fewer than 100 entries and exits

- British Steel Redcar 40
- Barry Links 52
- Denton 70
- Teesside Airport 74
- Stanlow & Thornton 92



Note:

2018-19 statistics will be published on 14 January 2020.

New stations in 2017-18 – entries & exits

Entries & exits
Cambridge North 488,878
Opened May 2017

Entries & exits
Ilkeston 252,772
Opened April 2017

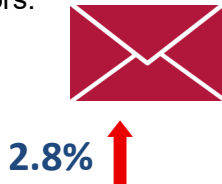
Entries & exits
Low Moor 133,060
Opened April 2017

The key facts leaflet, dataset and technical report can be found on [data portal's Estimates of Station Usage page](#)

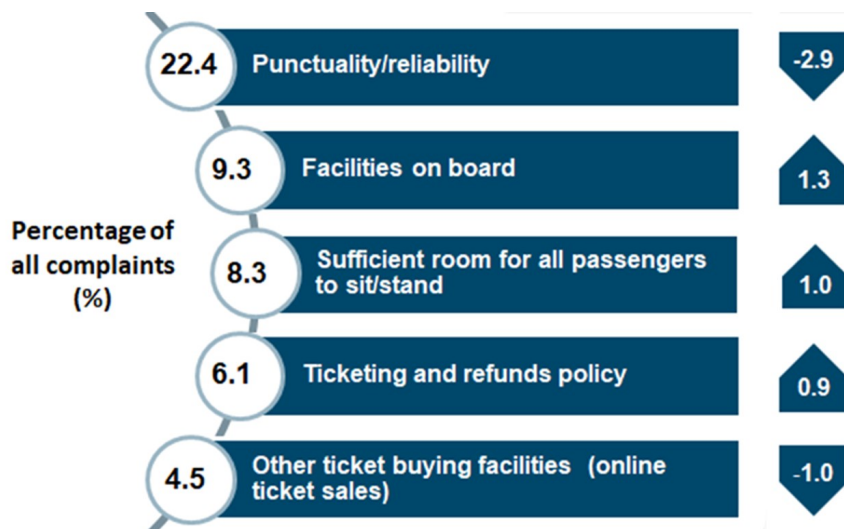
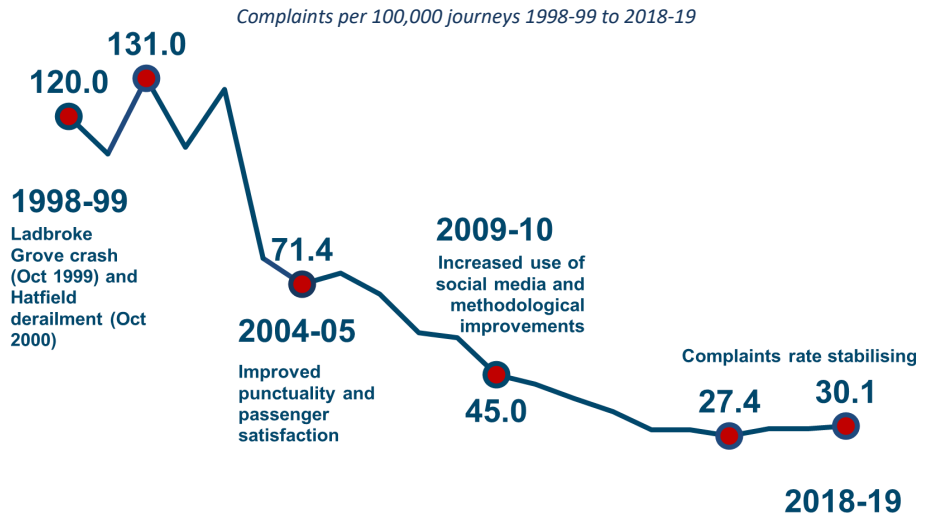


Passenger rail service complaints: 2018-19

There were **30.1 complaints** per 100,000 journeys in 2018-19 for franchised operators.



Percentage change compared to 2017-18



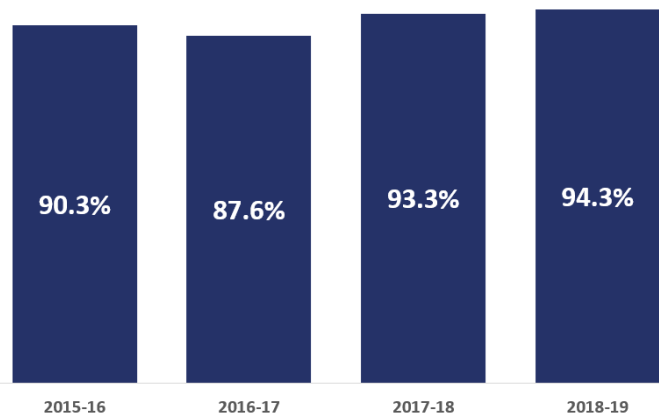
More than **1 in every 5 complaints** made to train operators in 2018-19 was about punctuality or reliability of trains.

Percentage point change compared to 2017-18

94.3% of complaints were responded to within 20 working days in 2018-19.

15 out of 23 train operators achieved the industry standard of 95%.

Percentage of complaints responded to within 20 working days, 2015-16 to 2018-19



Statistical releases, data tables, interactive charts, methodology and quality information is available on the [data portal's Passenger Rail Service Complaints page](#)



Disabled Persons Railcards and Passenger assistance: 2018-19

There were **239,037**

Disabled Persons Railcards (DPRCs) in circulation at the end of 2018-19.

Disabled Persons Railcards in circulation at end of year 2012-13 to 2018-19)

7.4% ↑

Percentage change compared to 2017-18

144,829
2012-13

Annual increases each year since 2012-13

239,037
2018-19

Booked passenger assists 2012-13 to 2018-19

Annual increases each year since 2012-13

948,019
2012-13

1,289,270
2018-19

Lowest annual increase since the beginning of the time series

1.3 million booked **passenger assists** in 2018-19.

2.0% ↑

Percentage change compared to 2017-18

Delay compensation claims: 2018-19



5.3 million delay compensation claims in 2018-19.



95.4% of claims closed within 20 working days.



Of those claims closed, **83.6%** were approved by train operators.

Factsheets, data tables, interactive charts, methodology and quality information is available on ORR's data portal:

[Disabled Persons Railcards](#)

[Passenger Assistance](#)

[Delay Compensation Claims](#)



Passenger rail performance: 2018-19

63.4% of recorded station stops in Great Britain arrived at 'On time' (early or less than one minute after the scheduled time) in 2018-19.

0.7pp ↑



Percentage point change compared to 2017-18

On Time, Great Britain 2014-15 to 2018-19



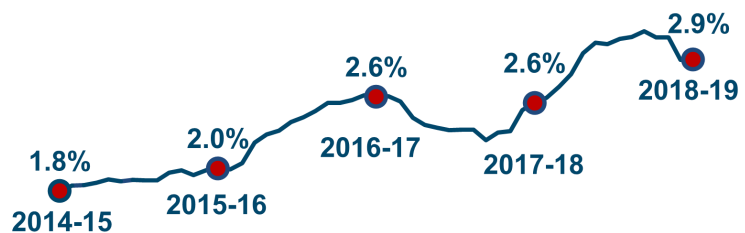
2.9% of trains classified as **cancellations** in Great Britain in 2018-19.

0.4pp ↓



Percentage point change compared to 2017-18

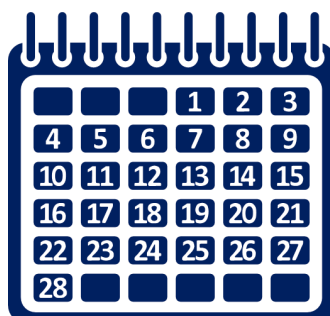
Cancellations, Great Britain, 2014-15 to 2018-19



This measure is a weighted score which counts full cancellations as one and part cancellations as half, presented as a percentage of all planned trains.

22 severely disrupted days in Great Britain in 2018-19.

8 days ↓



Number of days compared to 2017-18

For a day to be counted as severely disrupted at the **national** level, **5%** or more of the planned services must be cancelled.

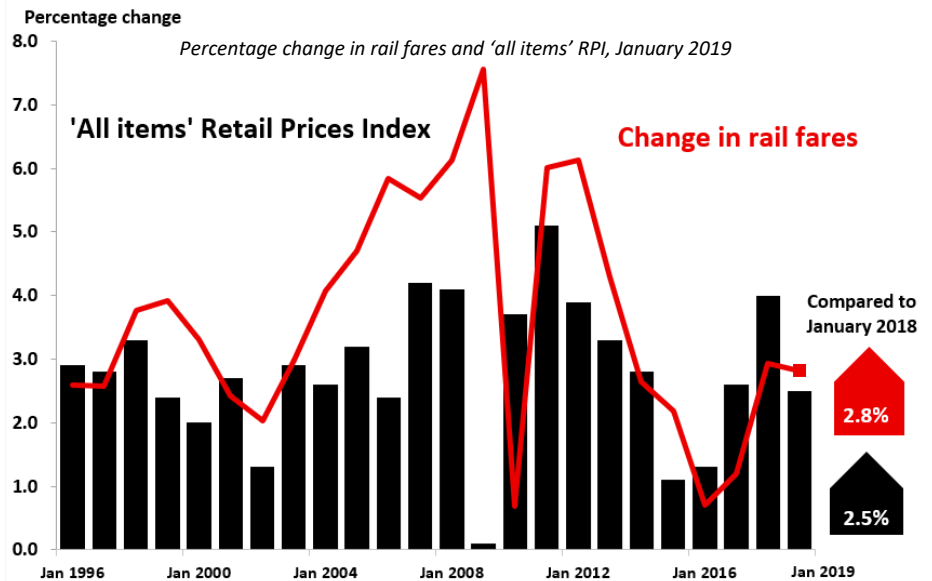
Statistical releases, data tables, interactive charts, methodology and quality information is available on the [data portal's Passenger Rail Performance page](#)



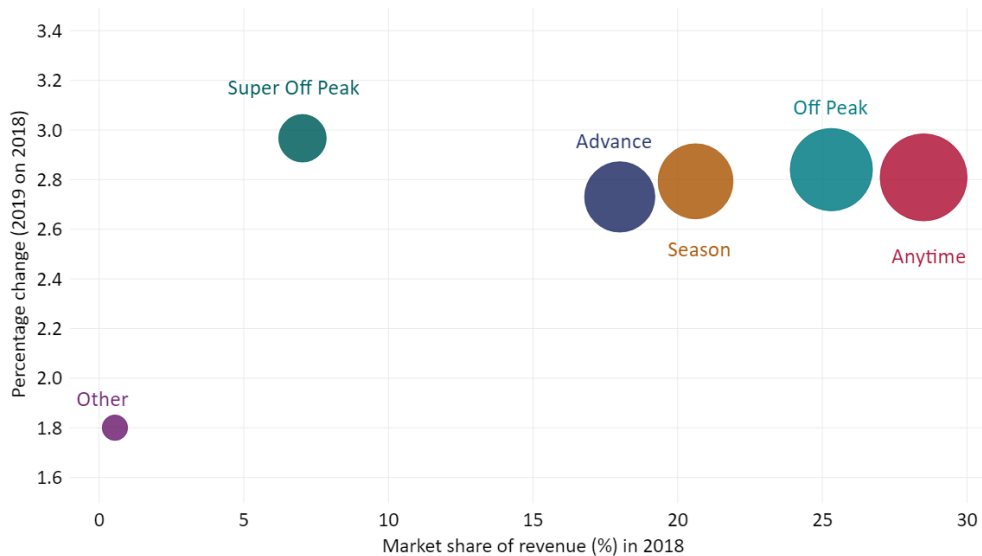
Rail fares index: January 2019

2.8% annual increase in rail fares in Great Britain in January 2019 compared with a 2.5% rise in the Retail Prices Index (RPI).

First year since 2015 that fares have risen by more than the January RPI inflation rate.

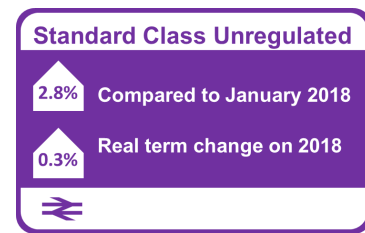
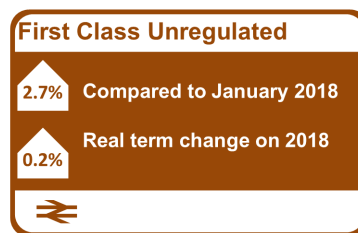
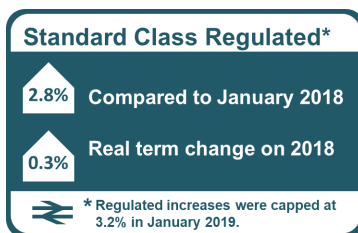


Market share of revenue for each ticket type and percentage change in fares since January 2018



20.6% market share of revenue for season tickets in 2018-19; the third successive annual fall in revenue share.

Nominal and real terms change in regulated and unregulated fares, all operators, January 2019



Statistical releases, data tables, interactive charts, methodology and quality information is available on the [data portal's Rail Fares page](#)

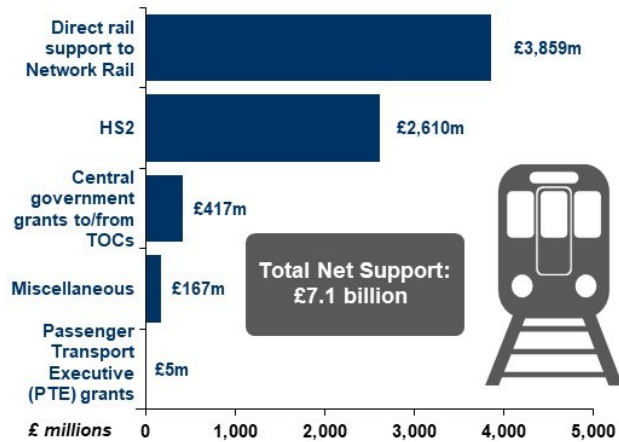


Rail investment and subsidies: 2018-19

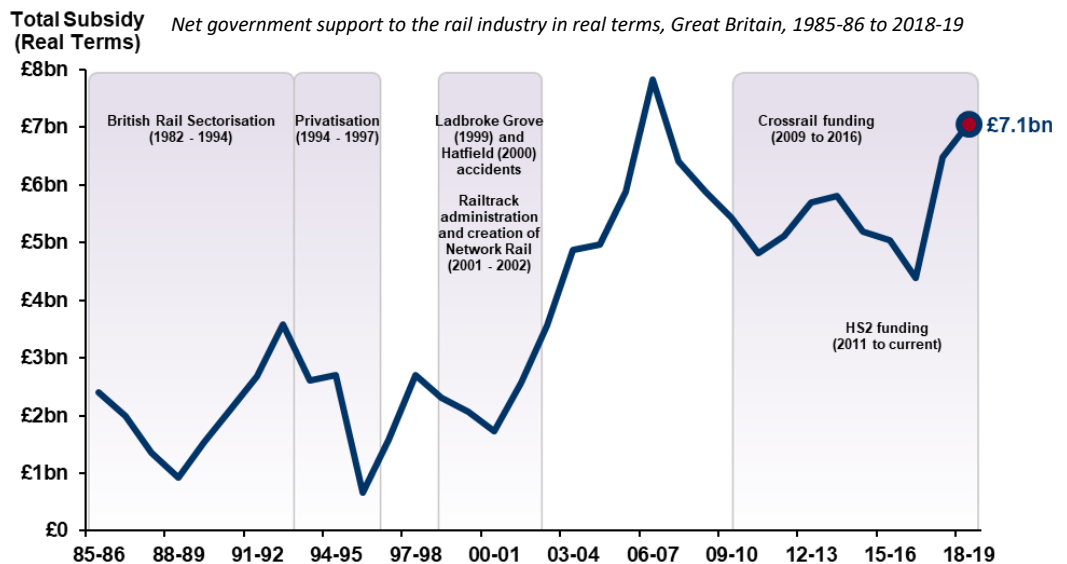
£7.1 billion net government support to the rail industry in Great Britain in 2018-19

£ **8.9%** **↑**

Percentage change compared to 2017-18 when adjusted for inflation.



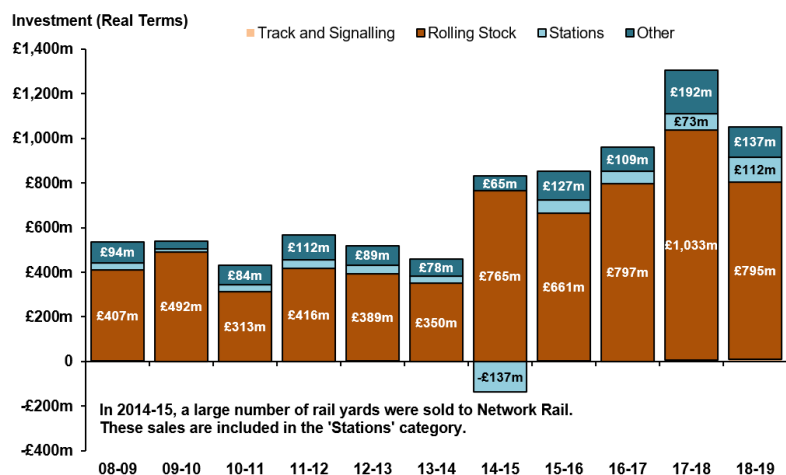
Total government support increased in 2018-19, driven by an increase in HS2 funding.



£1.1 billion invested by **Private companies** in the rail industry in 2018-19.

£112 million investment in **stations** is the highest since 2006-07.

Breakdown of net government support to the rail industry in real terms, Great Britain, 2008-09 to 2018-19



Statistical releases, data tables, interactive charts, methodology and quality information is available on the [data portal's Rail Finance page](#)



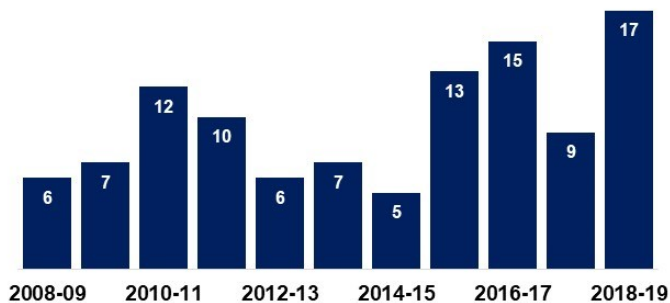
Rail safety: 2018-19

Passenger fatalities on Great Britain's railways increased to **17** in 2018-19.

13 passenger fatalities on mainline network.

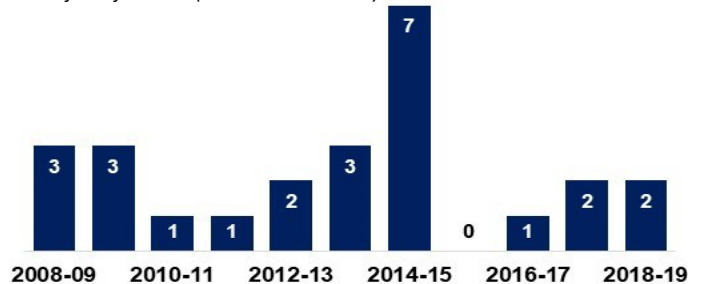
4 passenger fatalities on London Underground.

Passenger fatalities (2008-09 to 2018-19)



There were **2 workforce fatalities** in 2018-19.

Workforce fatalities (2008-09 to 2018-19)



There were **329 Public fatalities** in 2018-19.

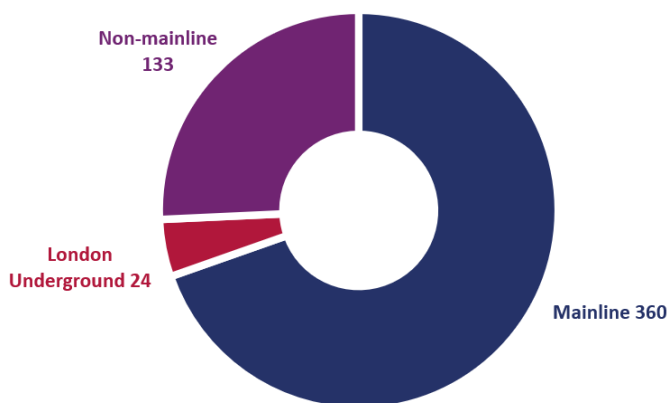
- **296** public fatalities on mainline network.
- **31** public fatalities on London Underground.
- **2** public fatalities on non-mainline networks.

517 train accidents in 2018-19.



17.5% ↑

Percentage change compared to 2017-18



Non-mainline includes trams, metros and other non-Network Rail networks.

Figures do not equal 100% due to rounding.

Occupational Health: 2018-19



98 cases of Occupational Health diseases reported in 2018-19.

57% increase in reported cases of **HAVS** (*hand arm vibration syndrome*) compared to 2017-18.

NOTE: Occupational Health statistics are not designated as National Statistics as they have not been assessed by the Office for Statistics Regulation.

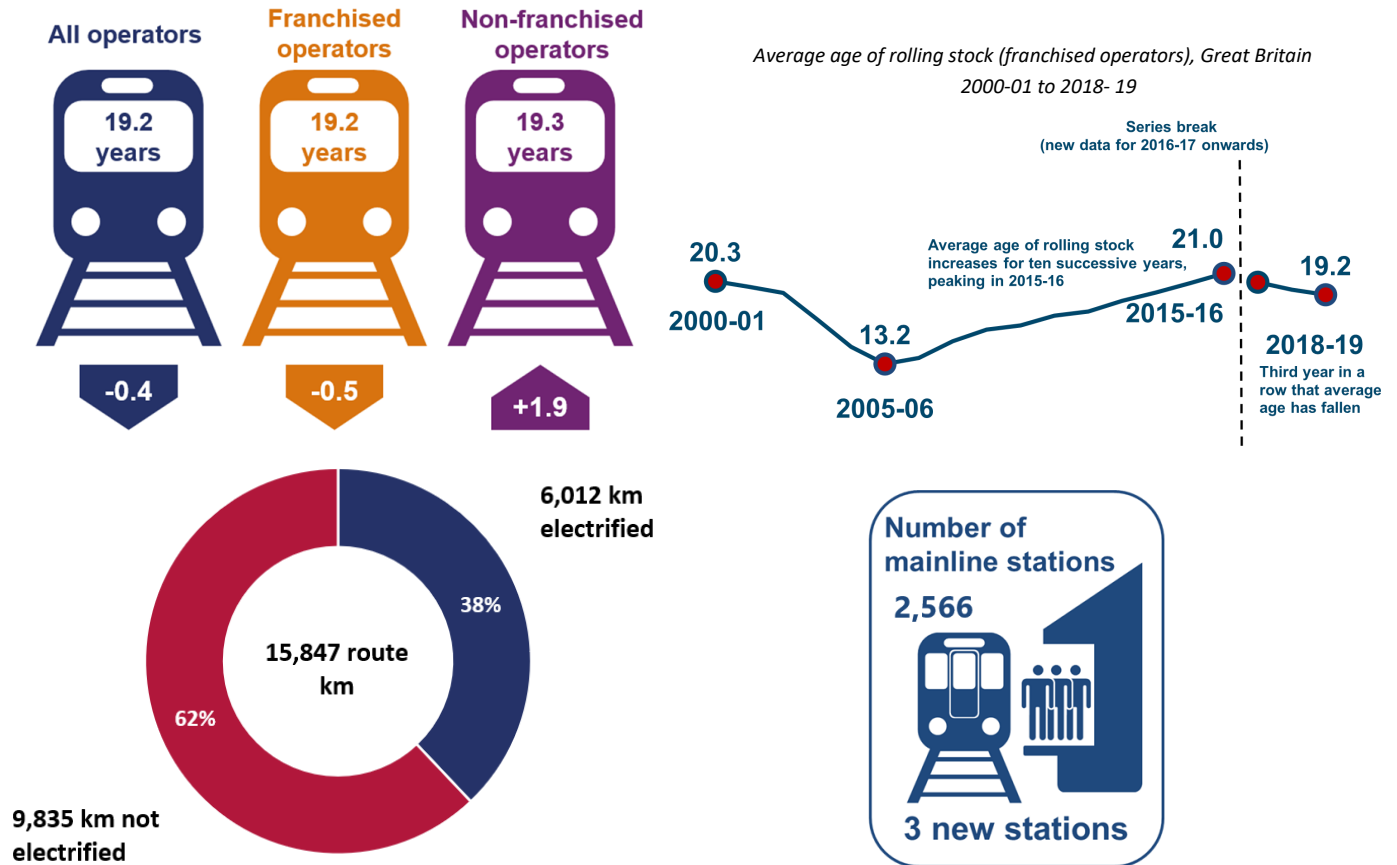
A factsheet, data tables and interactive charts are available on the [data portal's Occupational Health page](#)

Statistical releases, data tables, interactive charts, methodology and quality information is available on the [data portal's Rail Safety page](#)

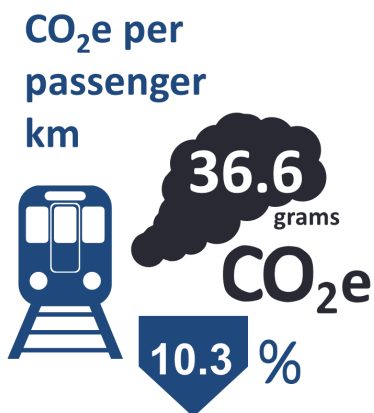


Rail infrastructure and assets: 2018-19

Average age of rolling stock in Great Britain decreased by **0.4** years since 2017-18 to **19.2** years.

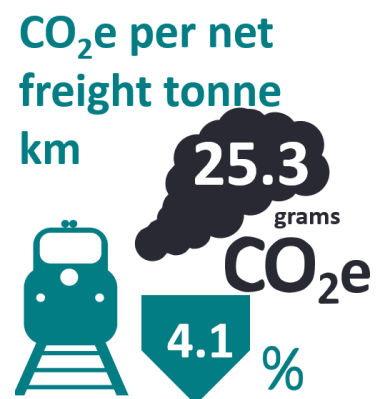


Rail emissions: 2018-19



There have been **increases** in the amount of **electricity consumed** by passenger and freight trains, however the resulting CO₂e emissions per passenger km and per tonne km have **fallen**.

Percentage change compared to 2017-18



Statistical releases, data tables, interactive charts, methodology and quality information is available on ORR's data portal:

[Rail Infrastructure and Assets](#)

[Rail Emissions](#)



Annex

ORR's [National Statistics](#) accredited statistical releases consist of annual and quarterly themed releases:

Annual:

- Rail Investment and Subsidies;
- Rail Fares Index;
- Rail Safety ;
- Rail Infrastructure and Assets;
- Rail Emissions;
- Regional Rail Usage.

Quarterly:

- Passenger Rail Performance;
- Freight Rail Usage and Performance;
- Passenger Rail Usage;
- Passenger Rail Service Complaints.

In addition to the above, ORR publishes the following Official Statistics on the [ORR data portal](#):

Annual:

- Estimates of Station Usage;
- Train Operating Company Key Statistics;
- Occupational Health.

Quarterly:

- Signals passed at danger (SPADs);
- Delay Compensation Claims;
- Disabled Person's Railcard (DPRC);
- Passenger assistance.

A full list of publication dates for the next twelve months can be found in the [release schedule](#) on the ORR data portal.



Annex

National Statistics:

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

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

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

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

Our [statistical releases were assessed in 2012](#) and hold National Statistics status. Since our assessment we have improved the content, presentation and quality of our statistical releases. Also, in July 2019 we launched our new data portal. Therefore in late 2019 we worked with the OSR to conduct a compliance check to ensure we are still meeting the standards of the Code. On 4 November 2019, [OSR published a letter](#) confirming that ORR's statistics should continue to be designated as National Statistics. OSR found many positive aspects in the way that we produce and present our statistics and welcomed the range of improvements made since the statistics were last assessed in 2012. OSR identified some areas that we could consider that may enhance the value of the statistics further and we will be working on these over the coming months.

For more information on how we adhere to the Code please see our [compliance statements](#).

For more details please contact the Statistics Head of Profession Lyndsey Melbourne at rail.stats@orr.gov.uk.



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