



# Passenger Rail Usage

## 2019-20 Q4

Publication date: 4 June 2020

Next publication date: 1 October 2020

### Background

This statistical release contains information on **rail usage** for Great Britain. The measures covered are:

- Passenger journeys
- Passenger kilometres
- Passenger revenue
- Passenger train kilometres

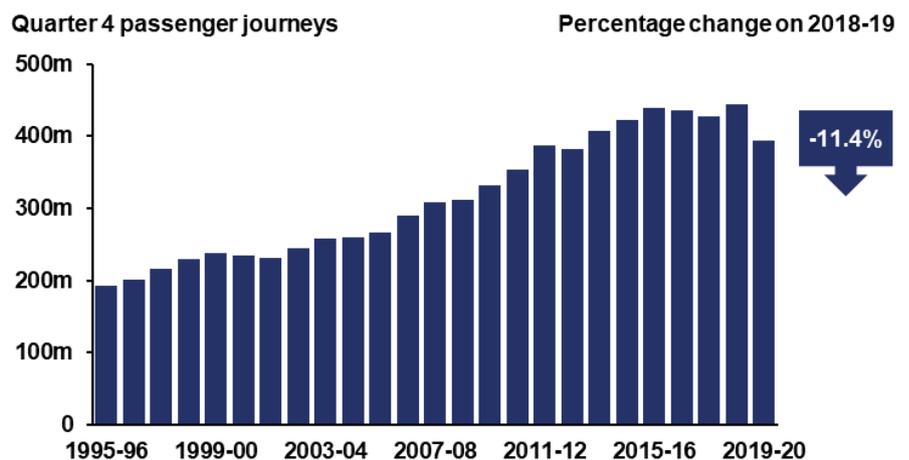
The latest quarterly data in this release refers to January, February and March 2020 (Q4).

#### Data sources:

- LENNON ticketing and revenue database
- Train Operating Companies (TOCs)
- Network Rail

The statistics for this quarter cover the period **before and immediately** following the government's announcement of measures to limit the impact and transmission of the coronavirus (COVID-19) pandemic. [Advice against all unnecessary travel was announced on 16 March](#), with [further guidance on 'staying at home' on 23 March \('lockdown'\)](#).

### Quarter 4 passenger journeys, Great Britain, 1995-96 to 2019-20



Rail passenger journeys in Great Britain in 2019-20 Q4 fell to 394 million (down 11.4% compared with 2018-19 Q4).

The first three quarters of 2019-20 recorded an increase in journeys. Nevertheless, the large fall in journeys in Q4 means that the 1.7 billion recorded in 2019-20 was down 0.8% compared with 2018-19.

A number of revisions have been made to passenger journey and passenger kilometre data between 2018-19 Q3 and 2019-20 Q3. The changes relate to the correction of an error in the source data that predominantly affects rail usage in Wales, TfW Rail and the Regional sector. See [Annex 1](#) for more information.

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**Website:** <https://dataportal.orr.gov.uk/>

# 1. Passenger journeys

**Season ticket methodology:** When a monthly or annual season ticket is purchased, the estimated usage is distributed over the period for which the ticket is valid. This means that season tickets still valid at the end of 2019-20 Q4 will have contributed to usage estimates in this release, even though much of this assumed usage is unlikely to have been realised as use of the rail network fell significantly towards the end of March. The impact of the coronavirus on train operators with greater season ticket use is likely to appear smaller than for other operators.

**Passenger journeys** are estimated based on travel from an origin station to a destination station. For the purpose of these statistics, where travel includes one or more changes of train, each train used is counted as one journey.

Quarterly and annual data **by sector** are available from 1994-95 onwards in [Table 12.6](#).

Quarterly data **by ticket type** are available from 1994-95 Q1 and annual data are available from 1986-87 onwards in [Table 12.7](#).

Quarterly and annual data **by TOC** are available from 2011-12 onwards in [Table 12.12](#).

A time series of aggregate annual data from 1950 is also available in [Table 12.5](#).

## 2019-20 Q4

- Measures taken towards the end of March 2020 to limit the impact of the coronavirus (COVID-19) pandemic affected rail passenger usage in 2019-20 Q4.
- The number of passenger journeys in Great Britain<sup>1</sup> decreased by 51.0 million (11.4%) in 2019-20 Q4 compared with 2018-19 Q4. The Long Distance sector had the largest decline in journeys this quarter at 16.3%. The London and South East sector (down 11.9%) and Regional sector (down 7.9%) recorded smaller declines in journeys. This may be due in part to these two sectors having a higher proportion of journeys made using season tickets (see [methodology note](#) above).
- Franchised passenger journeys using season tickets fell by 16.7 million (9.8%) in 2019-20 Q4 compare with 2018-19 Q4. This is likely to underestimate the real change in usage as it will include journeys not made on some tickets purchased prior to the coronavirus. Journeys using ordinary tickets decreased by 33.7 million (12.4%).

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<sup>1</sup> All journeys in Great Britain made on both franchised and non-franchised train operators. Franchised operators are train operators who operate under the terms of franchises let by the Government. Non-franchised operators (open access) hold licences to provide supplementary services on chosen routes (Hull Trains and Grand Central only; no passenger usage data are available for Heathrow Express).

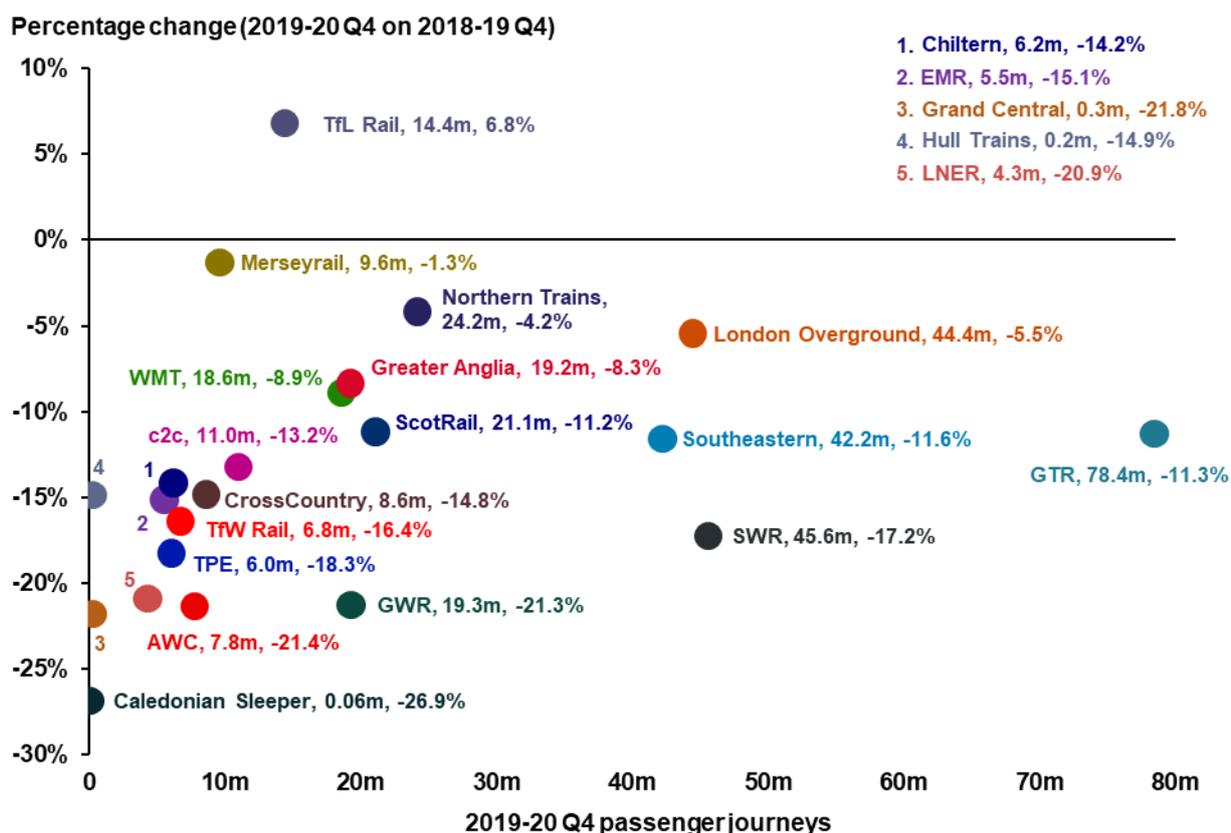
## Passenger journeys by sector and Train Operating Company (TOC)

National (GB) passenger journeys fell 11.4% in 2019-20 Q4 compared with 2018-19 Q4. It is the largest fall for any quarter since the time series began in 1994-95. This unprecedented fall in usage can be attributed almost entirely to the measures taken in March 2020 to limit the impact of the coronavirus (COVID-19) pandemic.

[The coronavirus affected rail usage prior to the government advising against all unnecessary travel, which was issued on 16 March 2020.](#) For example, [a number of businesses had asked some staff to work from home.](#) This is further supported by [week to date passenger journey data presented at the daily Downing Street press conferences.](#)

These [provisional data](#), which are sourced from the LENNON ticketing and revenue database, are shown as a percentage of the journeys in the corresponding week of 2019. Journeys in the week ending 16 March 2020 were 22% lower than they were a year earlier. By the end of March, weekly journeys were down 95% compared with a year ago.

**Figure 1.1: Passenger journeys by TOC, 2019-20 Q4, and percentage change compared with 2018-19 Q4**



Train operators providing services in the Long Distance sector recorded the largest falls in passenger journeys this quarter. This may be due in part to season tickets contributing a lower proportion of journeys in this sector (see the [season ticket methodology](#) for more details). Additionally, the extent to which travel can be considered discretionary varies

across the operators. The larger decreases in the Long Distance sector may reflect a greater reduction in leisure and business travel.

Among the franchised operators, Avanti West Coast (down 21.4%), Great Western Railway<sup>2</sup> (down 21.3%) and LNER (down 20.9%) recorded substantial decreases in 2019-20 Q4. [Cable damage on the West Coast Main Line](#) caused significant disruption to services for a number of days. This may have exacerbated the fall in Avanti West Coast passenger journeys. It is also worth noting that [open access operator Hull Trains suspended operations from Monday 30 March](#). In 2019-20 Q4, they recorded a decrease of 14.9% in passenger journeys compared with 2018-19 Q4.

As well as the impact of the coronavirus, some [technical changes](#) contributed to the 11.9% fall in passenger journeys recorded by the London and South East sector. Train operators in this sector recorded the largest range of changes in passenger journeys in 2019-20 Q4. South Western Railway (SWR) recorded a 17.2% fall in passenger journeys this quarter with the coronavirus having a substantial impact. Service disruption due to a [freight train derailment at Eastleigh](#) and timetable amendments following industrial action at the turn of the year may have exacerbated the decrease recorded by SWR.

TfL Rail recorded an increase in passenger journeys of 6.8%; however, this can be attributed to the [transfer of London Paddington to Reading stopping services to TfL Rail from Great Western Railway on 15 December 2019](#).

The Regional sector recorded the smallest decrease in passenger journeys in 2019-20 Q4 compared with 2018-19 Q4. Of the operators in the sector, Caledonian Sleeper (down 26.9%) and TfW Rail (down 16.4%) recorded the largest decrease this quarter. [Flooding in South Wales](#) may have contributed to the TfW Rail decrease in addition to the effect of the coronavirus. Merseyrail (down 1.3%) and Northern (down 4.2%) recorded the smallest decreases this quarter. Northern showed strong growth in Q2 and Q3. It is likely to have continued into the first half of Q4 with 2018-19 Q4 having been affected by [industrial action until February 2019](#).

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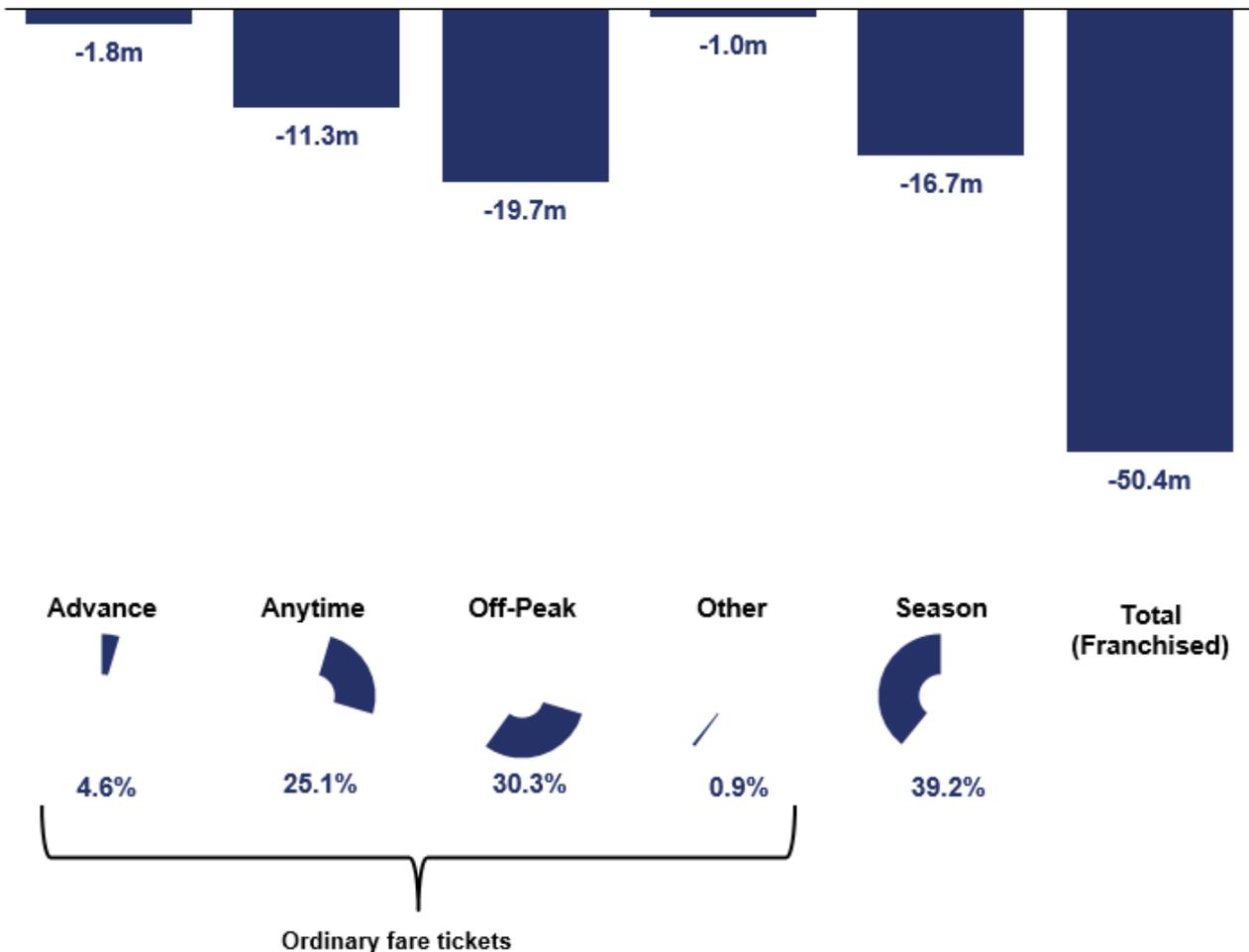
<sup>2</sup> Great Western Railway also operate services in the London and South East and Regional sectors.

## Passenger journeys by ticket type

Franchised passenger journeys using ordinary tickets<sup>3</sup> decreased by 33.7 million (12.4%) in 2019-20 Q4 compared with 2018-19 Q4. This included a 19.7 million (14.2%) decrease in journeys made using off-peak tickets. Journeys made using anytime tickets decreased by 11.3 million (10.2%), whilst journeys made using advance tickets fell by 1.8 million (8.9%).

Journeys made using season tickets decreased by 16.7 million (9.8%). The 154 million journeys made with season tickets represents 39.2% of all journeys made this quarter. This is up 0.7 pp compared with 2018-19 Q4 and is the first year-on-year increase in the quarterly share of season tickets since 2015-16 Q1. As described in the [season ticket methodology](#), this is likely to be due to the smaller impact of the coronavirus (COVID-19) pandemic on the estimates of journeys made using season tickets.

**Figure 1.2: Change in franchised passenger journeys by ticket type, 2019-20 Q4 compared with 2018-19 Q4, and market share percentage, 2019-20 Q4**



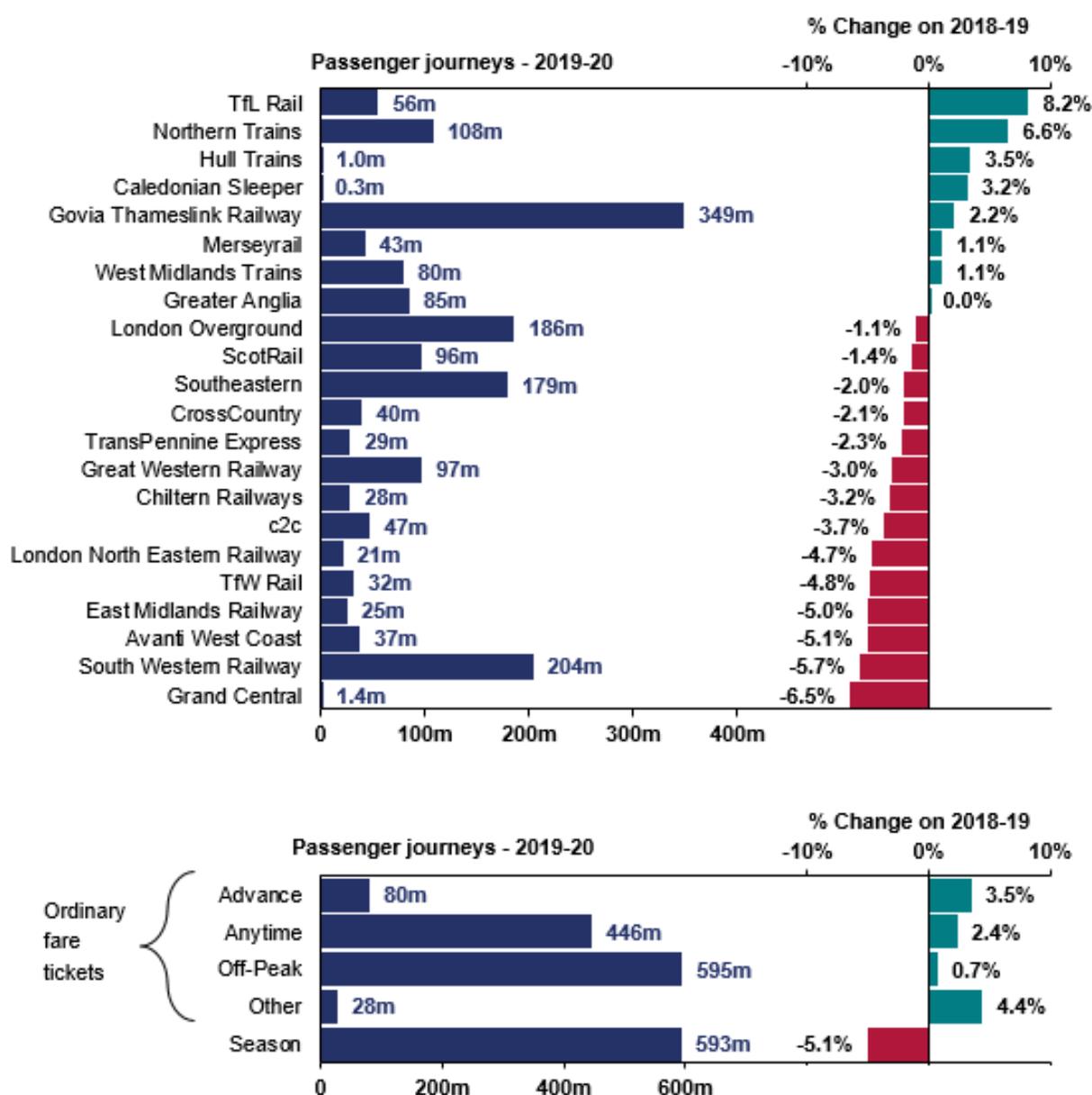
<sup>3</sup> See page 11 of the [Quality Report](#) for more information on ticket types.

## 2019-20

The first three quarters of 2019-20 recorded an increase in rail passenger journeys. Nevertheless, the large fall in journeys in Q4 means that the 1.7 billion recorded in 2019-20 was down 0.8% compared with 2018-19. Some operators recorded an increase in 2019-20. With the addition of stopping services between London Paddington and Reading, TfL Rail (up 8.2%) recorded the largest increase. Northern Trains (up 6.6%) and Govia Thameslink Railway (up 2.2%) both recovered from the timetable disruption in May 2018.

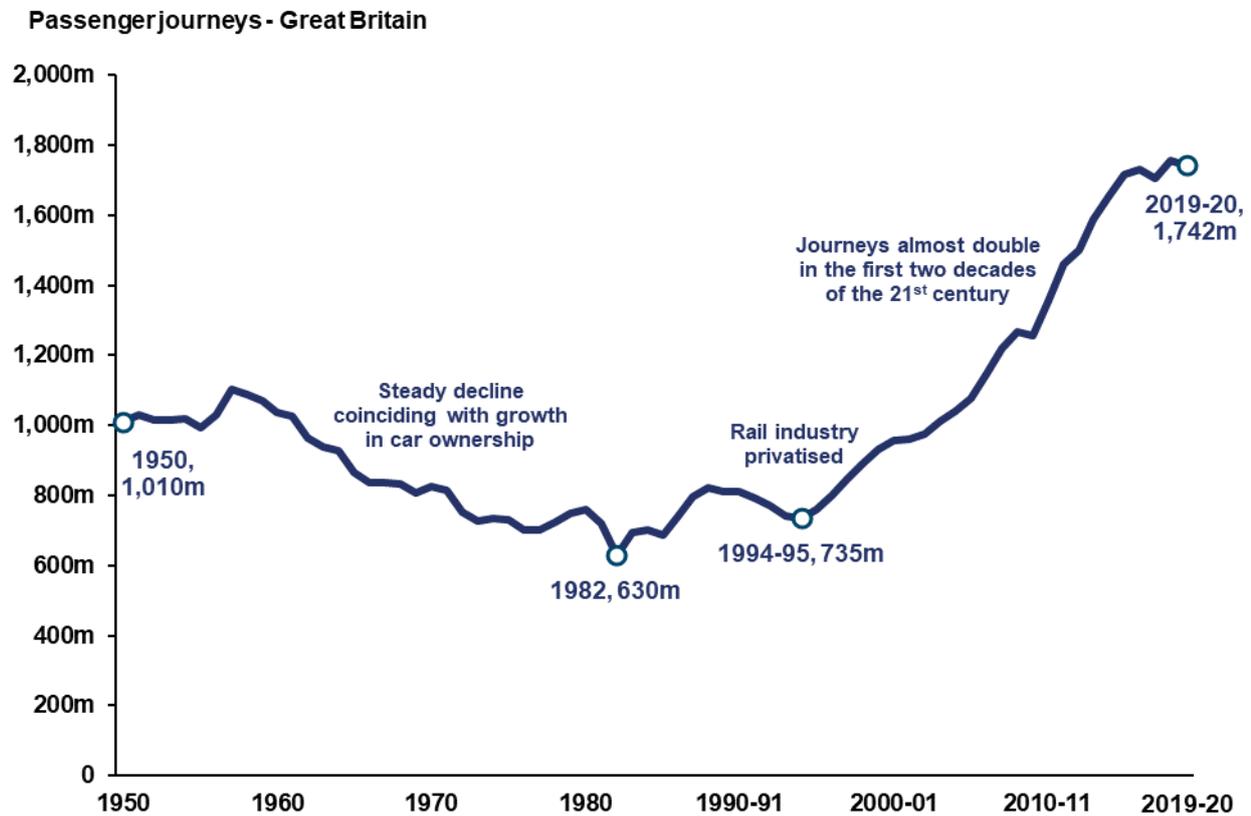
All four ordinary fare categories of tickets recorded an increase in passenger journeys in 2019-20. Season ticket journeys, however, fell 5.1%. This fall may be attributable in part to industrial action on South Western Railway, which recorded a total fall of 5.7% in 2019-20.

**Figure 1.3: Passenger journeys by TOC and ticket type, 2019-20, and percentage change compared with 2018-19**



Passenger journey data for franchised operators are available from 1950 when just over 1 billion journeys were made in Great Britain. The lowest number of journeys was recorded in 1982 (630 million). The fall of 0.7% in 2019-20 was only the third year-on-year fall recorded since 1994-95.

**Figure 1.4: Franchised passenger journeys, Great Britain, 1950 to 2019-20**



## 2. Passenger kilometres

**Passenger kilometres** are calculated by multiplying the number of passenger journeys on a particular flow by the number of corresponding track kilometres between stations.

Quarterly and annual data **by sector** are available from 1994-95 onwards in [Table 12.3](#).

Quarterly data **by ticket type** are available from 1994-95 Q1 and annual data are available from 1986-87 onwards in [Table 12.4](#).

Quarterly and annual data **by TOC** are available from 2011-12 onwards in [Table 12.11](#).

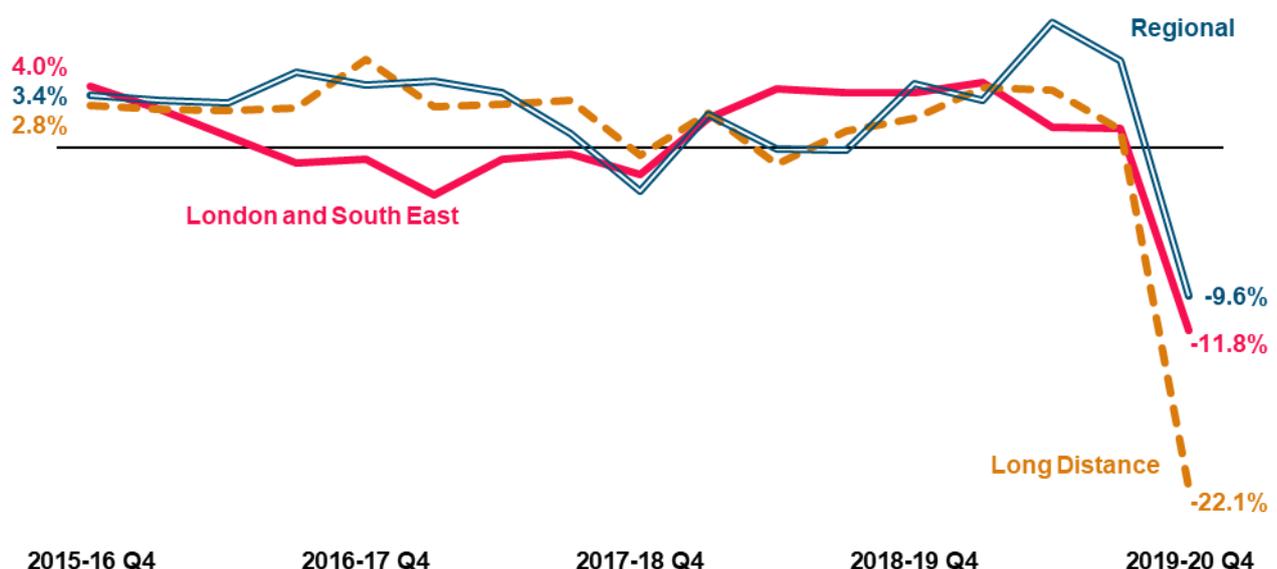
A time series of aggregate annual data from 1947 is also available in [Table 12.2](#).

### 2019-20 Q4

- The number of passenger kilometres decreased by 2.5 billion (14.9%) in Great Britain in 2019-20 Q4 compared with 2018-19 Q4 to reach 14.2 billion kilometres.
- The Long Distance sector had the largest decline in passenger kilometres this quarter at 22.1%. The London and South East sector (down 11.8%) and Regional sector (down 9.6%) also recorded a fall in journeys this quarter.
- Franchised passenger kilometres using ordinary tickets fell by 2.2 billion (17.6%), whilst passenger kilometres using season tickets fell by 300 million (6.9%).

### Passenger kilometres by sector and Train Operating Company (TOC)

**Figure 2.1: Percentage change in franchised passenger kilometres by sector compared with the same quarter the previous year, 2015-16 Q4 to 2019-20 Q4**

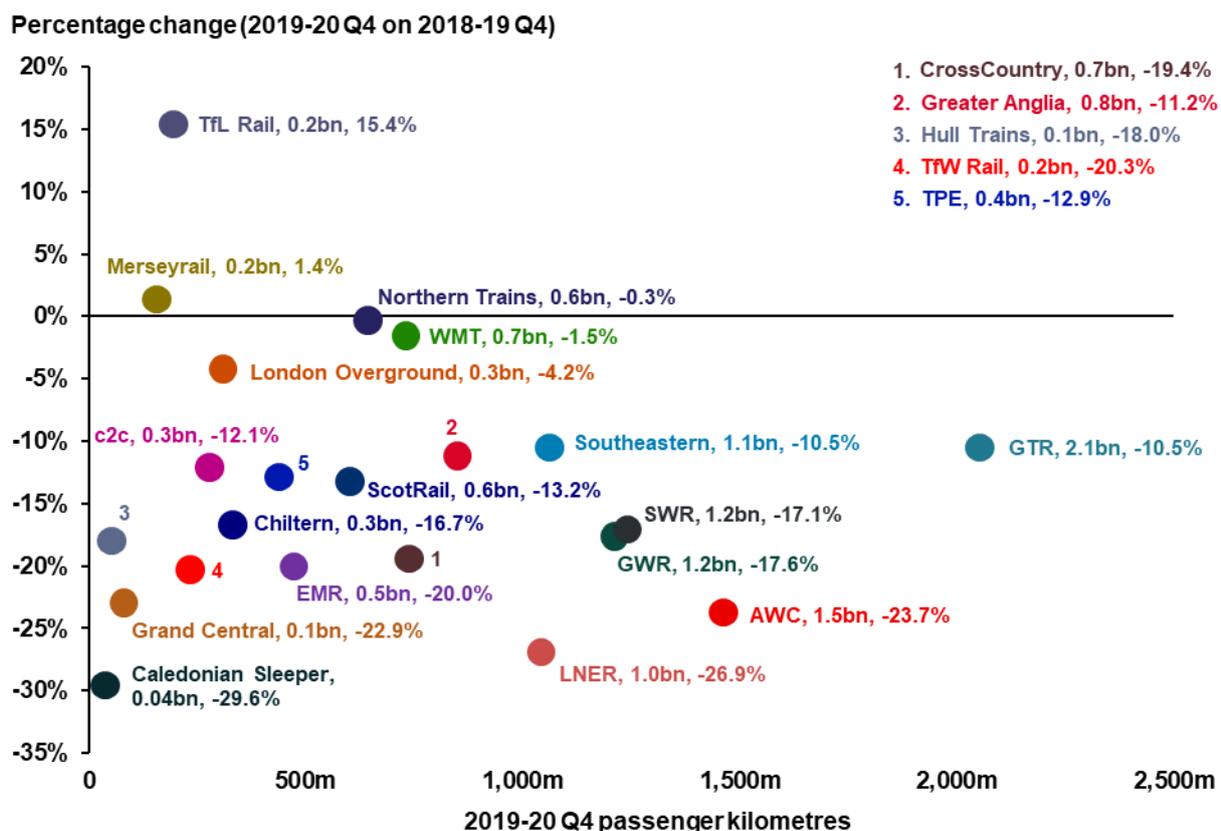


The decline in passenger kilometres (14.9%) in Great Britain in 2019-20 Q4 was greater than the fall in passenger journeys (11.4%). The Long Distance sector recorded a fall in passenger kilometres of 22.1% compared with a fall of 16.3% for passenger journeys. London North Eastern Railway (down 26.9%), Avanti West Coast (down 23.7%) and Grand Central (down 22.9%) recorded the largest falls in passenger kilometres in the sector.

The Regional sector also recorded a larger fall in passenger kilometres (9.6%) than passenger journeys (7.9%) in 2019-20 Q4. Merseyrail (up 1.4%) actually recorded more passenger kilometres in 2019-20 Q4 despite the coronavirus (COVID-19) pandemic. This is compared with a fall of 1.3% in passenger journeys. Northern Trains recorded a smaller decrease in kilometres (down -0.3%) compared with journeys (down 4.2%). However, TfW Rail (20.3% compared with 16.4%) and ScotRail (13.2% compared with 11.4%) recorded larger falls in kilometres compared with journeys.

Finally, the fall in passenger kilometres (11.8%) recorded in the London and South East sector was slightly smaller than the fall in passenger journeys (11.9%). The 15.4% increase in TfL Rail passenger kilometres in 2019-20 Q4 can be attributed to the addition of London Paddington to Reading stopping services.

**Figure 2.2: Passenger kilometres by TOC, 2019-20 Q4, and percentage change compared with 2018-19 Q4**

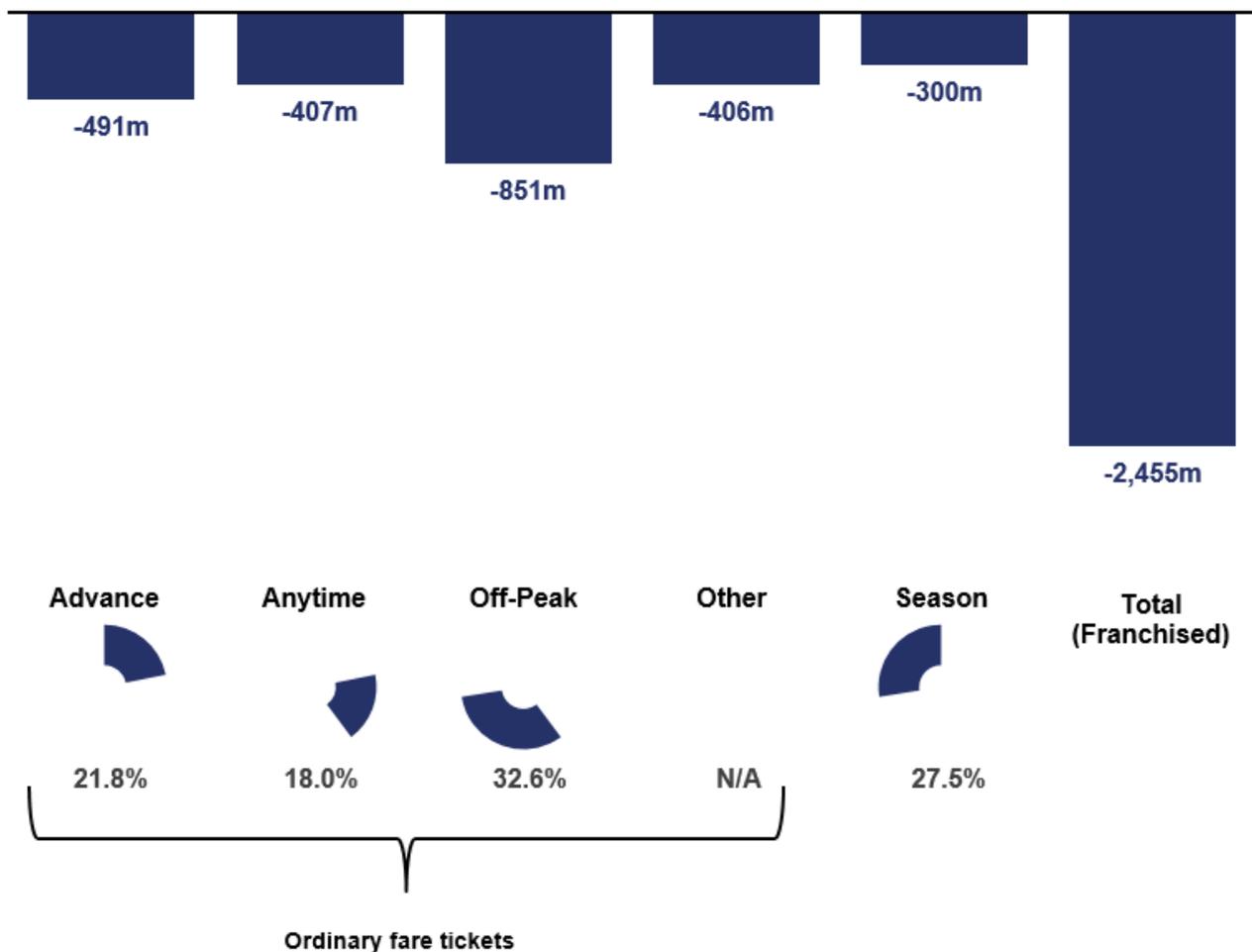


## Passenger kilometres by ticket type

Franchised passenger kilometres using ordinary tickets decreased by 2.2 billion (17.6%) in 2019-20 Q4 compared with 2018-19 Q4. Off-Peak tickets (down 15.1%), anytime/peak tickets (down 13.4%) and advance tickets (down 13.3%) all recorded falls in passenger kilometres less than the total fall of 17.6%. The reason for this is that passenger kilometres in the other category fell from -132 million kilometres in 2018-19 Q4 to -539 million kilometres in 2019-20 Q4. The negative values are due to this category accounting for refunds issued. The larger negative number this quarter is likely to reflect an increase in refunds due to the impact of the coronavirus (COVID-19) pandemic.

Passenger kilometres attributed to season tickets decreased by 300 million (6.9%). The 4.0 billion season ticket kilometres represents 28.6% of all journeys made this quarter. This is up 2.4 pp compared with 2018-19 Q4 and is the highest share of kilometres since 2016-17 Q4 (28.6%). As described in the [season ticket methodology](#), this is likely to be due to the smaller impact of the coronavirus (COVID-19) pandemic on the estimates of journeys made using season tickets.

**Figure 2.3: Change in franchised passenger kilometres by ticket type, 2019-20 Q4 compared with 2018-19 Q4, and market share percentage, 2019-20 Q4**

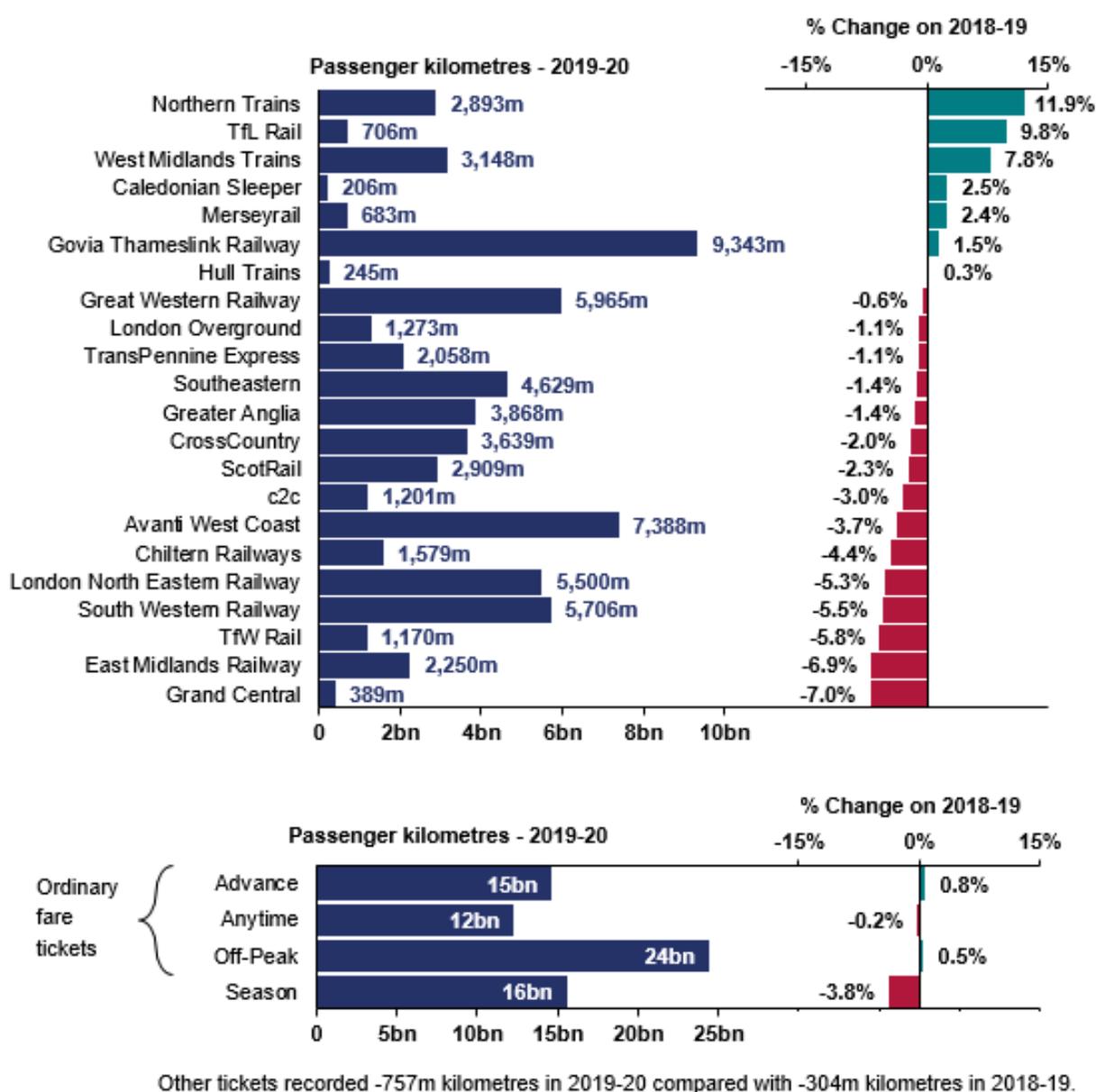


## 2019-20

The first three quarters of 2019-20 recorded an increase in rail passenger kilometres. Nevertheless, the large fall in journeys in Q4 means that the 66.7 billion recorded in 2019-20 was down 1.3% compared with 2018-19. Northern (up 11.9%) recorded the largest increase following the problems with the timetable in May 2018 and industrial action during 2018-19. TfL Rail (up 9.8%) also recorded a large increase due to the addition of stopping services between London Paddington and Reading.

The substantial increase in refunds in Q4 means that the passenger kilometres in the other category fell to -757 million in 2019-20. Season tickets recorded 15.6 billion kilometres this year, which was down 3.8% compared with a year ago.

**Figure 2.4: Passenger kilometres by TOC and ticket type, 2019-20, and percentage change compared with 2018-19**



### 3. Passenger revenue

**Passenger revenue** statistics include all ticket revenue and miscellaneous charges associated with passenger travel on national railways. They do not include government support or grants.

Quarterly data **by sector** are available from 1995-96 Q1 and annual data are available from 1994-95 onwards in [Table 12.8](#).

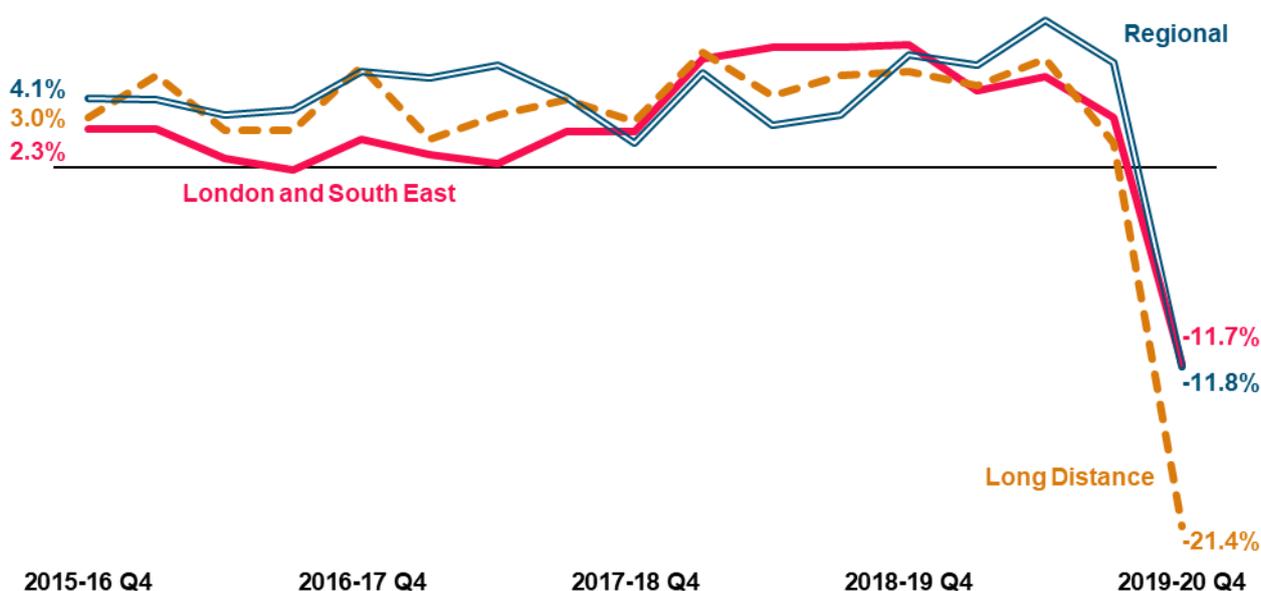
Quarterly data **by ticket type** (including inflation adjusted figures) are available from 1996-97 Q1 and annual data are available from 1986-87 onwards in [Table 12.9](#).

#### 2019-20 Q4

- Total passenger revenue decreased by £395 million (15.1%) in Great Britain in 2019-20 Q4 compared with 2018-19 Q4 to reach £2.2 billion. The Long Distance sector had the largest decline this quarter at 21.4%.
- Franchised passenger revenue from ordinary tickets fell by 17.3% in 2019-20 Q4 compared with 2018-19 Q4. Other tickets recorded -£62.2million this quarter (compared with £2.1 million in 2018-19 Q4) indicating a substantial increase in refunds.
- Revenue per passenger kilometre for franchised operators in 2019-20 Q4 was 15.6p, while revenue per passenger journey for franchised operators was £5.59 this quarter.

#### Passenger revenue by sector

**Figure 3.1: Percentage change in franchised passenger revenue by sector compared with the same quarter the previous year, 2015-16 Q4 to 2019-20 Q4**



Franchised passenger revenue was £2.2 billion in Great Britain in 2019-20 Q4. This was down 15.1% compared with 2018-19 Q4. This was the lowest franchised revenue recorded in any quarter since 2014-15 Q2 and the lowest in real terms<sup>4</sup> since 2012-13 Q4.

The Long Distance sector recorded the largest fall in revenue at 21.4%. Passenger revenue in the Regional sector fell 11.8%, while revenue in the London and South East sector fell by 11.7% this quarter. Some [technical changes](#) made a small contribution to the change recorded in the London and South East sector.

Revenue for non-franchised operators (Hull Trains and Grand Central only) fell by 22.3% to £16.1 million. This was the lowest total recorded in any quarter since 2014-15 Q3 (£15.9 million). These operators account for less than 1% of all passenger revenue. Due to the coronavirus (COVID-19) pandemic, [Hull Trains suspended operations from Monday 30 March](#).

## Passenger revenue by ticket type

Franchised passenger revenue from ordinary tickets decreased by £347 million (17.3%) in 2019-20 Q4 compared with 2018-19 Q4. As with passenger kilometres, advance tickets (down 15.2%), Off-Peak tickets (down 14.4%) and anytime/peak tickets (down 13.2%) all recorded falls in revenue less than the total fall of 17.3%. This is explained by refunds due to the coronavirus (COVID-19) pandemic reducing other ticket revenue from £2.1 million in 2018-19 Q4 to -£62.2 million in 2019-20 Q4.

The fall in season ticket revenue was 7.4%. The [season ticket methodology](#) accounts for the smaller decrease compared with ordinary tickets. Of the £2.2 billion franchised passenger revenue recorded in 2019-20 Q4, 75.4% came from ordinary fare tickets. The remaining 24.6% of revenue came from season tickets and this is the highest share recorded by season tickets for any quarter since 2016-17 Q4 (24.6%).

## Revenue per passenger kilometre and revenue per passenger journey

Revenue per passenger kilometre for franchised operators in 2019-20 Q4 was 15.6p, a decrease of 0.3% compared with 2018-19 Q4. This was the first reduction for any quarter since 2016-17 Q3 (-0.2%). Revenue per passenger kilometre for advance tickets was 11.7p in 2019-20 Q4. This was down 2.1% compared with 2018-19 Q4.

Revenue per passenger journey for franchised operators reached £5.59, a decrease of 4.2% on 2018-19 Q4. This was the first decrease for any quarter since 2015-16 Q4 (-0.8%). For advance tickets, revenue per passenger journey fell by 6.9% to £20.77 in 2019-20 Q4. This was the lowest rate recorded in any quarter since 2012-13 Q2 (£20.61).

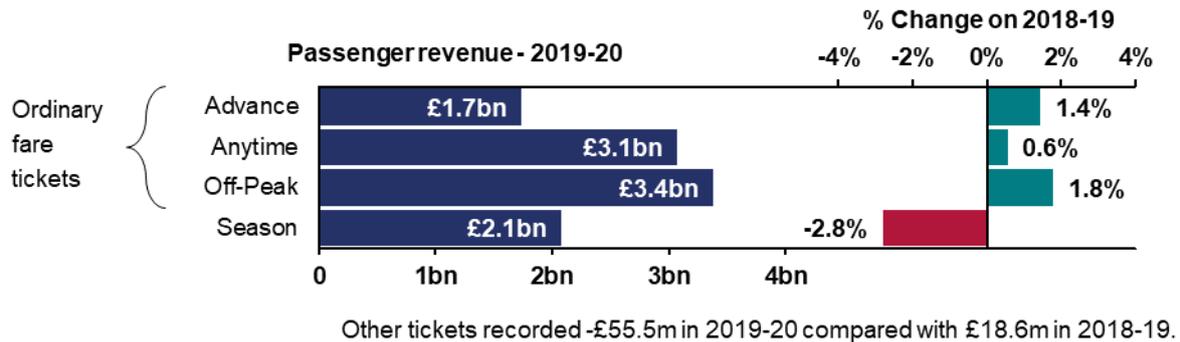
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<sup>4</sup> See [Table 12.9](#) – adjustments made using [ONS GDP deflator statistics](#)

## 2019-20

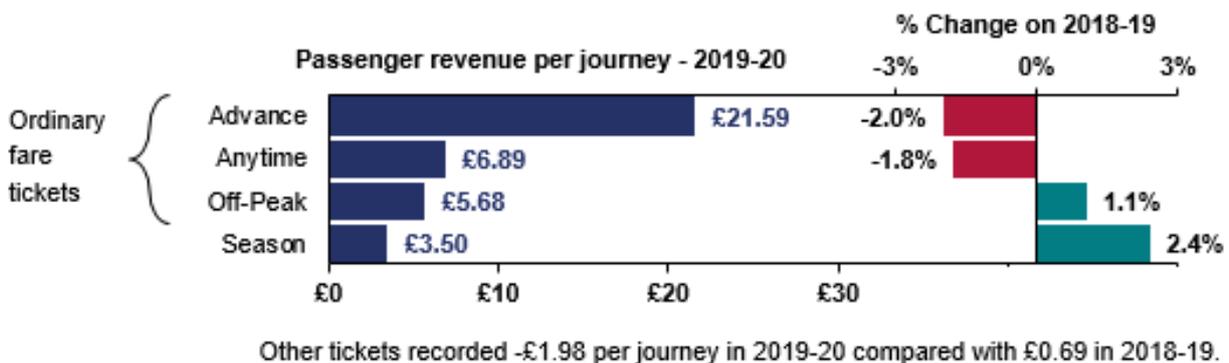
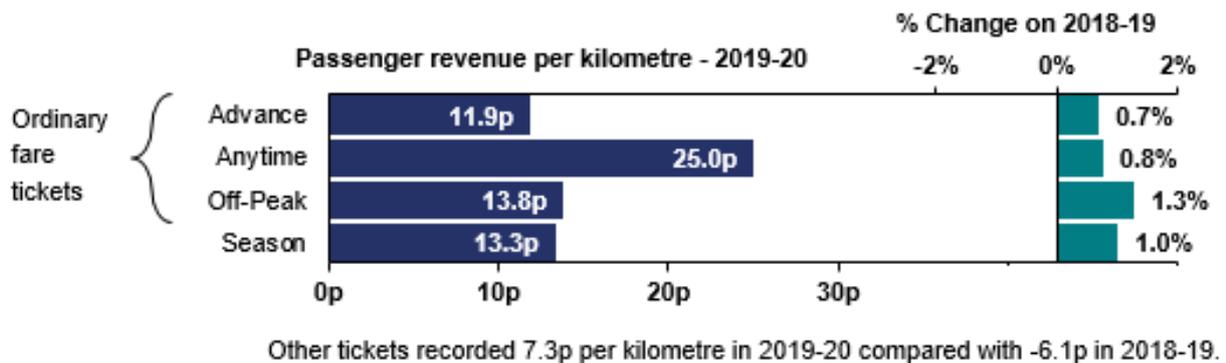
Franchised passenger revenue this year was £10.2 billion, which was down 0.3% on 2018-19. Off-peak tickets (up 1.8%), advance tickets (up 1.4%) and anytime/peak tickets (up 0.6%) all recorded increases in revenue in 2019-20. Due to the large increase in refunds, other tickets recorded -£55.5 million this year compared with £18.6 million in 2018-19. Season ticket revenue fell by 2.8% compared with a year ago.

**Figure 3.1: Franchised revenue by ticket type, 2019-20, and percentage change compared with 2018-19**



Franchised revenue per passenger kilometre in 2019-20 was 15.4p (up 1.0% on 2018-29) and franchised revenue per passenger journey in 2019-20 was £5.86 (up 0.4%).

**Figure 3.3: Franchised revenue per passenger kilometre and per passenger journey by ticket type, 2019-20, and percentage change compared with 2018-19**



## 4. Passenger train kilometres by TOC

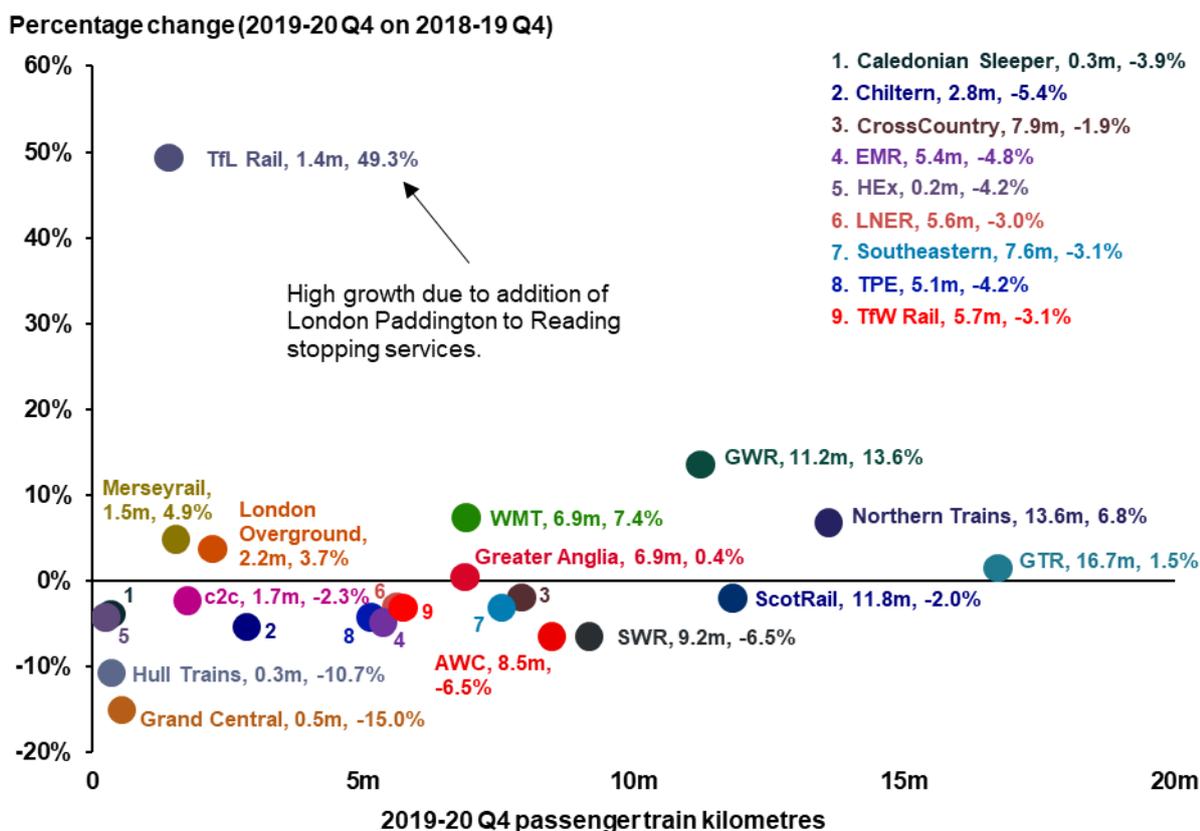
**Passenger train kilometres** refers to the number of train kilometres (million) travelled by revenue earning passenger trains, sourced from Network Rail's Track Access Billing System (TABS). Only kilometres run on Network Rail infrastructure are included in the data. For further information, please see page 5 of the Quality Report.

Data for **Passenger train kilometres** are available from 2010-11 onwards in [Table 12.13](#).

### 2019-20 Q4

- Passenger train kilometres increased by 0.4% in Great Britain in 2019-20 Q4 compared with 2018-19 Q4. This increase was considerably smaller than the 5.0% recorded in the first three quarters of the year. All operators implemented a reduced service from 23 March following the government's message to stay at home to combat the coronavirus (COVID-19) pandemic. [Hull Trains suspended operations on 30 March 2020](#).

**Figure 4.1: Passenger train kilometres by TOC, 2019-20 Q4, and percentage change compared with 2018-19 Q4**



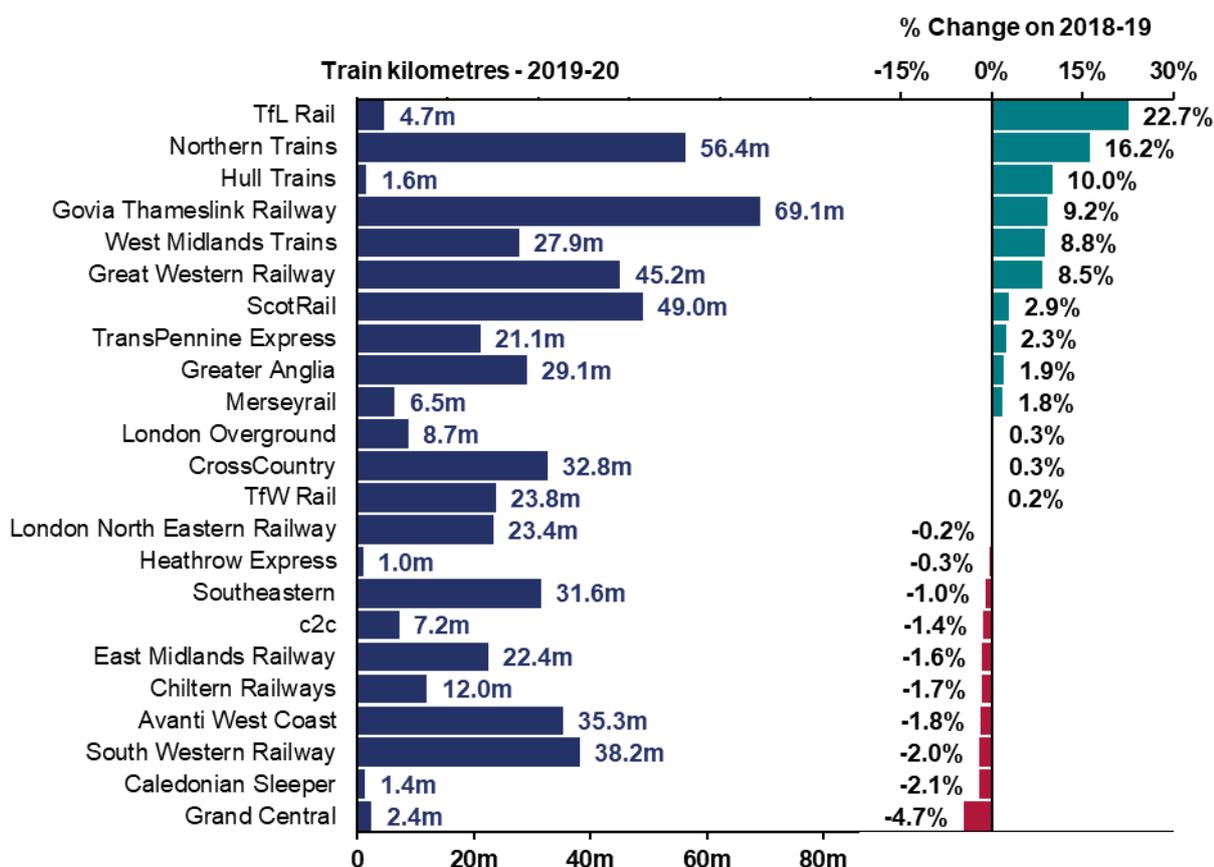
## 2019-20

Passenger train kilometres increased by 3.9% this year to reach 551 million in 2019-20. A number of operators recorded substantial increases this year. TfL Rail (up 22.7%) recorded the largest increase. This can be attributed to this operator taking over the operation of more services to and from London Paddington. The 10.0% increase at Hull Trains was due to a reduction in services during 2018-19 owing to train faults.

The growth of 16.2% at Northern Trains can be attributed to a number of factors. The closure of Liverpool Lime Street during the summer of 2018, an increase in timetabled services, and a suspension of industrial action all contributed to the increase in train kilometres. Govia Thameslink Railway (up 9.2%) and West Midlands Trains (up 8.8%) also introduced more services during 2019-20.

Ten of the 23 operators recorded a decrease in train kilometres in 2019-20. The reduced timetable implemented on 23 March 2020 in response to the coronavirus (COVID-19) pandemic contributed to these decreases and suppressed growth at other operators. As well as the impact of the coronavirus, South Western Railway (down 2.0%) and Caledonian Sleeper (down 2.1%) were both affected by industrial action during 2019-20.

**Figure 4.2: Passenger train kilometres by train operating company, 2019-20, and percentage change compared with 2018-19**



# Annex 1 – List of data tables available on the ORR data portal

All data tables can be accessed on the [ORR data portal](#) free of charge and can be downloaded in Excel format. We can also provide data in csv or ods format on request.

All tables associated with this release can be found under Data Tables on the [passenger rail usage page](#).

## Passenger journeys

- Passenger journeys (franchised only) - annual – Table 12.5
- Passenger journeys by sector - quarterly – Table 12.6
- Passenger journeys by ticket type - quarterly – Table 12.7
- Passenger journeys by train operating company - quarterly – Table 12.12

## Passenger kilometres

- Passenger kilometres (franchised only) - annual – Table 12.2
- Passenger kilometres by sector - quarterly – Table 12.3
- Passenger kilometres by ticket type - quarterly – Table 12.4
- Passenger kilometres by train operating company - quarterly – Table 12.11

## Passenger revenue

- Passenger revenue by sector - quarterly – Table 12.8
- Passenger revenue by ticket type - quarterly – Table 12.9
- Revenue per passenger kilometre and per passenger journey (franchised only) - quarterly – Table 12.10

## Passenger train kilometres

- Passenger train kilometres by operator - quarterly – Table 12.13

We no longer publish the Timetabled train kilometres by train operating company table on our data portal. For historical data, please contact us at [rail.stats@orr.gov.uk](mailto:rail.stats@orr.gov.uk).

## Technical notes

As well as the impact of the coronavirus (COVID-19) pandemic, passenger usage in the London and South East sector was affected by technical changes during 2019-20 Q4. There was a difference in the magnitude of technical payments made during Q4 this year compared with 2018-19 Q4. Furthermore, an alteration was made to the number of journeys assumed to be made on TfL sold Travelcards. The combined impact of these changes are shown below.

### London and South East sector usage change (2019-20 Q4 on 2018-19 Q4), actual and adjusted for technical changes

	Actual	Adjusted
Journeys	-11.9%	-11.0%
Kilometres	-11.8%	-11.8%
Revenue	-11.7%	-11.5%

**Correction:** It was noted in the [2019-20 Q3 statistical release](#) that the Q3 increases in London and South East passenger journeys and revenue were inflated by the timing of TfL contactless data. It was thought at the time of publication that the 2018-19 Q3 data included one more week of TfL contactless data than the data for 2019-20 Q3. However, this was not the case and the changes in 2019-20 Q3 and 2019-20 Q4 are not affected by this issue.

## Revisions

A number of revisions have been made to passenger journey and passenger kilometre data between 2018-19 Q3 and 2019-20 Q3. The changes relate to the correction of an error in the source data, which predominantly affects rail usage in Wales, TfW Rail and the Regional sector. For 2018-19 Q3 to 2019-20 Q1, the correction resulted in decreases in journeys and kilometres, with increases in journeys and kilometres in 2019-20 Q2 and 2019-20 Q3.

For the most part, the changes affect TfW Rail and the Regional sector. The largest TfW Rail reductions were for 2018-19 Q4 (down 368,000 journeys and down 7.8 million kilometres). The largest TfW Rail increases were for 2019-20 Q3 (up 119,000 journeys and up 2.4 million kilometres). Some other operators including CrossCountry and Great Western Railway are also affected, but to a much lesser extent.

**Note:** passenger revenue data are unaffected by these changes.

Further details on historic revisions to the data set can be found on the [Revisions log](#).

## Methodology

For more information on data collection and the methodology used to calculate the statistics in this release please see the accompanying [Quality Report](#).

**Regional passenger journeys** showing rail journeys to/from and within each region or country are published in [Regional Rail Usage](#) statistical release and data portal tables. These 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 this Passenger Rail Usage statistical release.

## Recent changes to Train Operating Companies

Avanti West Coast replaced Virgin Trains West Coast as the operator of the InterCity West Coast franchise on 8 December 2019. For this and future releases, the train operator will be referred to as Avanti West Coast.

Northern Trains, which is a publicly owned company, replaced Northern (Arriva) as the operator of the Northern franchise on 1 March 2020. For this and future releases, the train operator will be referred to as Northern Trains.

# Annex 2

## Statistical Releases

This publication is part of ORR's [National Statistics](#) accredited releases, which consist of:

### Annual

- Rail Finance
- Rail Fares Index
- Rail Safety Statistics
- 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
- Rail Statistics Compendium
- 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 data portal.

The Department for Transport (DfT) also publishes a range of rail statistics which can be found at [DfT Rail Statistics](#). For example, Rail passenger numbers and overcrowding on weekdays in major cities.

Transport Focus publish the [National Rail Passenger Survey](#) (NRPS).

## 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.

For more information on how we adhere to the Code please see the [UKSA Code of Practice page on the ORR data portal](#).

For more details, please contact the Statistics Head of Profession Lyndsey Melbourne at [rail.stats@orr.gov.uk](mailto:rail.stats@orr.gov.uk).



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