

Passenger rail usage January to March 2024

Background:

In the latest quarterly statistical release contains information on passenger rail usage in Great Britain. It covers **passenger journeys, passenger kilometres, passenger revenue, passenger train kilometres, and passenger vehicle kilometres.**

Statistics are presented by **ticket type, sector and train operator.**

Sources: LENNON ticketing and revenue system, train operators, TfL and Network Rail.

To account for inflation, historic quarterly revenue data have been adjusted to January to March 2024 prices using the Consumer Prices Index (CPI). Numbers in this release are rounded.

Latest quarter: 1 January to 31 March 2024

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Next publication:

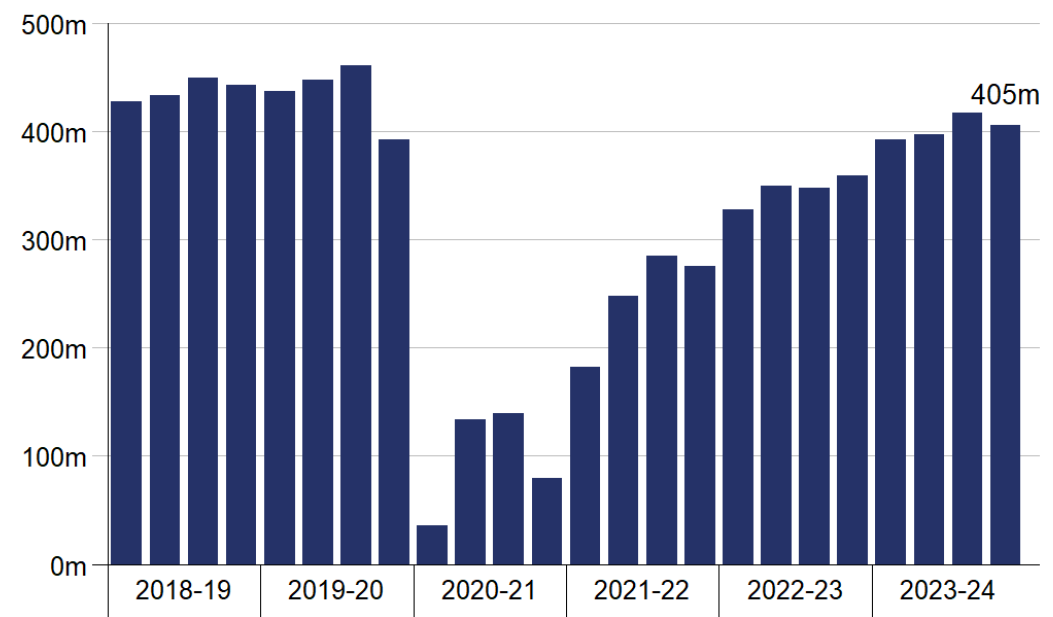
03 October 2024

13 June 2024

A total of **1,610 million journeys** (1.61 billion) were made by rail passengers in Great Britain in the latest year (1 April 2023 to 31 March 2024). This is a 16% increase on the 1,380 million journeys (1.38 billion) in the previous year (1 April 2022 to 31 March 2023). There were **405 million journeys** in the latest quarter (1 January to 31 March 2024). This is a 13% increase on the 359 million journeys made in the same quarter in the previous year (1 January to 31 March 2023).

Note that, passenger journey data from April 2020 have been marked as provisional as we expect to revise these in the next quarterly statistical release to adjust for the impact of split ticketing.

Figure 1 Passenger journeys, Great Britain, quarterly data, 1 April 2018 to 31 March 2024



Total **passenger revenue** was **£10.3 billion** in the latest year. This is a 13% increase on the £9.1 billion in the previous year (when adjusted for inflation). In the latest quarter, total passenger revenue in Great Britain was **£2.6 billion**. This is 13% more than the £2.3 billion generated in the same quarter in the previous year (when adjusted for inflation).

All data tables, a quality and methodology report and an interactive dashboard associated with this release are published on the [passenger rail usage page](#) of the data portal. Key definitions are in annex 1 of this release.

Context for these statistics

This statistical release discusses passenger rail usage trends for the latest year (1 April 2023 to 31 March 2024) in section one and the latest quarter (1 January 2024 to 31 March 2024) in sections two through five. The underlying data can be found in the data tables on the [data portal](#).

Recovery from the coronavirus (COVID-19) pandemic

During and for some time after the pandemic, statistics in this release were presented in comparison to the same quarter pre-pandemic. However, due to changes to the rail infrastructure and usage patterns since the pandemic, comparisons now focus on year-on-year changes instead. In some instances, there will continue to be pre-pandemic comparisons, primarily when discussing changes at the national level.

New Elizabeth line infrastructure

Since services on the central section of the Elizabeth line started running in May 2022, there has been an uplift in journeys counted in LENNON. Before May 2022, Elizabeth line services were operated under 'TfL Rail' branding, which ran between Paddington and Reading or Heathrow Airport, and between Liverpool Street and Shenfield. These journeys were direct replacements for previous National Rail services and were counted in LENNON. Following the opening of the central section, when Crossrail services began operating under 'Elizabeth line' branding, these journeys started being recorded in LENNON, replacing some journeys that would have been taken on other modes that are not recorded in LENNON, such as London Underground and Docklands Light Railway (DLR).

With the Elizabeth line excluded, there were 1,390 million journeys in the latest year, which equates to 83% of the 1,680 million journeys in April 2019 to March 2020 (pre-pandemic). With the Elizabeth line included, the relative usage was 93% compared with pre-pandemic.

Strike action

In the latest quarter, there were six days of industrial action. Reduced timetables were put in place on the strike days and for some days either side of a strike day. A reduced timetable means fewer trains were planned. The estimated reduction on strike days ranged from 10% to 27% fewer trains planned. All these strike days were rolling strike action by ASLEF, affecting different operators each day. In the latest year, there were 25 days of strike action.

The strike action dates and estimates of the reduction in trains planned on each of the strikes days are shown in the [Passenger rail performance](#) statistical release.

Split ticketing

As estimates of passenger journeys are primarily based on ticket sales, there are a number of limitations that users should be aware of, see Annex 1 of this statistical release and the associated Quality and methodology report for more information. In particular, some train operators' journeys may be overestimated due to the impact of passengers buying 'split tickets' (this is where a passenger completes a single journey using two or more tickets). RDG estimate that overall, split tickets accounted for around 5% of passenger journeys between April 2022 and March 2023 (it was around 3% in the previous year). We are working with RDG to improve our published estimates of passenger journeys by incorporating an adjustment for split ticketing to more accurately reflect the actual number of journeys made. **We are expecting to incorporate an adjustment to the journey data in the next Passenger rail usage statistical release (due out 3 October 2024). This will include revisions to historic passenger journey data back to April 2020.**

Split ticketing has become more prevalent in recent years, therefore the extent to which it affects rail usage statistics has increased. It may be that the recovery of journeys relative to before the pandemic is overstated. Split ticketing will mean that the average revenue per ticket is lower, as the passenger uses multiple cheaper tickets to complete a journey instead of a single more expensive ticket. Passenger kilometres are not affected by trends in split ticketing.

1. Annual summary

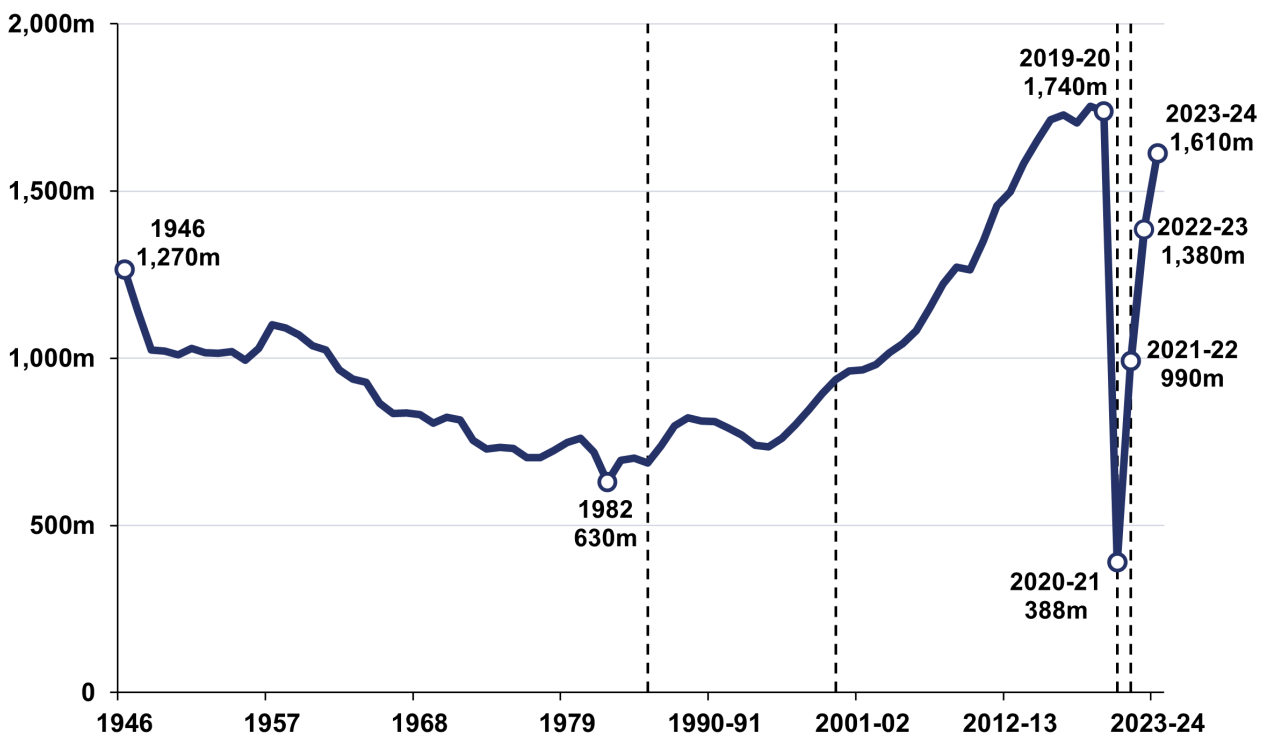
Annual passenger journeys

Annual passenger journey data from April 2020 have been marked as provisional as we expect to revise these in the next statistical release to adjust for the impact of split ticketing. From April 2023 to March 2024 there were 1,610 million journeys. This is a 16% increase on the 1,380 million journeys in the previous year (April 2022 to March 2023).

In the year before the pandemic (April 2019 to March 2020), there were 1,740 million passenger journeys. Therefore usage in the latest year relative to four years ago (pre-pandemic) was 93%. The chart below shows the long term trend since 1946, with a peak of 1,750 million journeys in the year April 2018 to March 2019.

Figure 1.1 Passenger journeys have increased in each year since the start of the pandemic

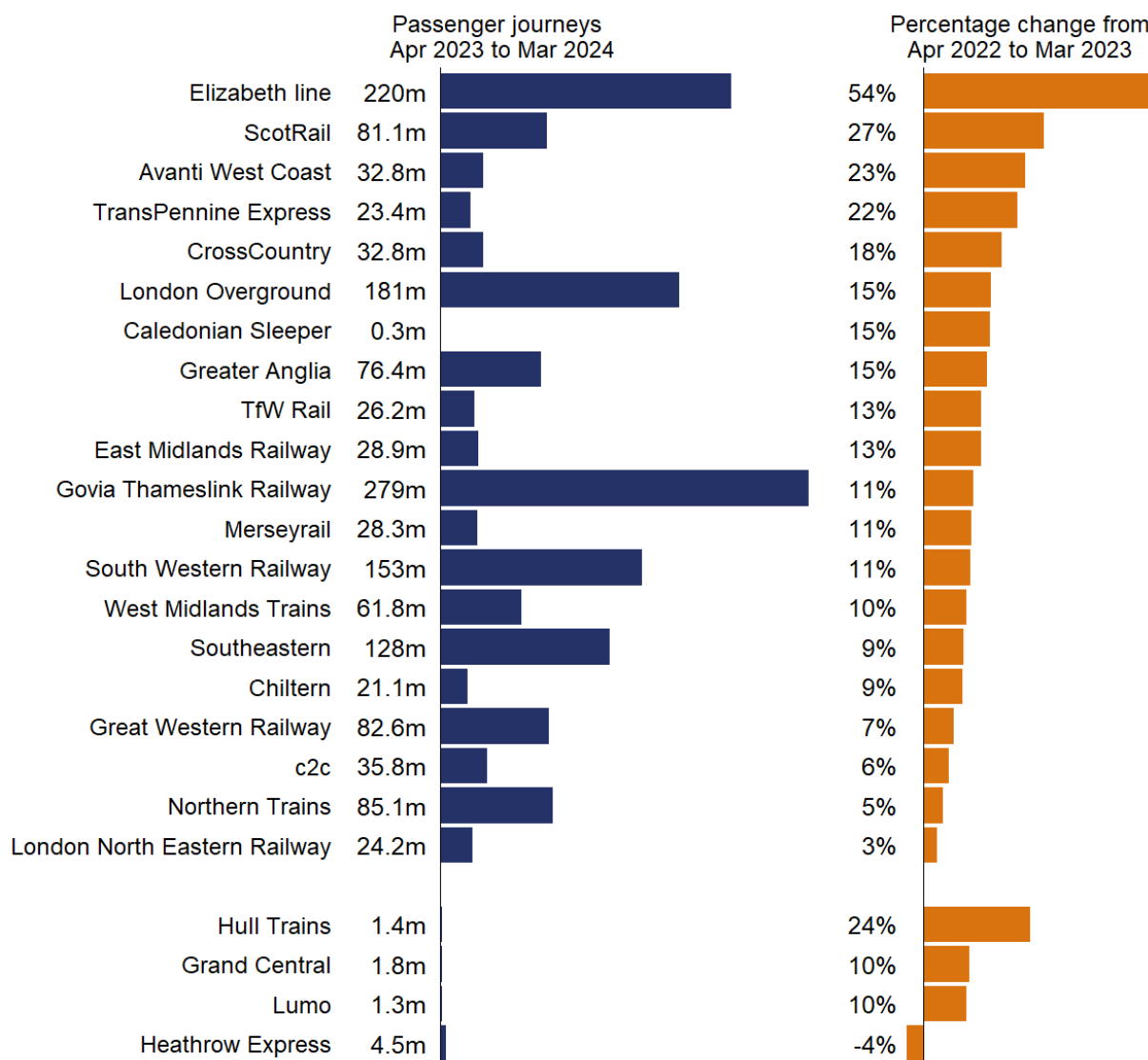
Passenger journeys (millions) from January 1946 to March 2024, in Great Britain (Table 1220)



The data source varies across the timeseries, please see the [quality and methodology](#) report for more details. Series breaks are represented by dashed lines

Figure 1.2 All but one operator saw an increase in passenger journeys

Passenger journeys by operator, April 2023 to March 2024, and the percentage change from April 2022 to March 2023 (Table 1223)



In the latest year, Govia Thameslink Railway was the largest operator by number of passenger journeys. Elizabeth line had the second most journeys and had the greatest increase in journeys compared with the previous year (up 54%). This is due to an increase in services since opening the central section of the line in May 2022, with a full service starting in May 2023. The relatively large increase in journeys for several operators in the latest year was due to reduced timetables in the previous year. This includes ScotRail, Avanti West Coast and Transpennine Express, all of which ran reduced timetables at some point between April 2022 and March 2023. See the [Passenger rail performance](#) statistical release for more details.

Since the pandemic, the proportion of journeys made using season tickets has decreased, from 34% in April 2019 to March 2020, to 13% in the latest year. This has been driven by changes to travel patterns since the pandemic.

Table 1.1 The proportion of journeys made using season tickets has fallen

Share of franchised passenger journeys made annually between April and March using ordinary and season tickets, 2019 to 2024 (Table 1222)

Ticket Type	April 2019 to March 2020	April 2020 to March 2021	April 2021 to March 2022	April 2022 to March 2023	April 2023 to March 2024
Ordinary	66%	76%	83%	85%	87%
Season	34%	24%	17%	15%	13%

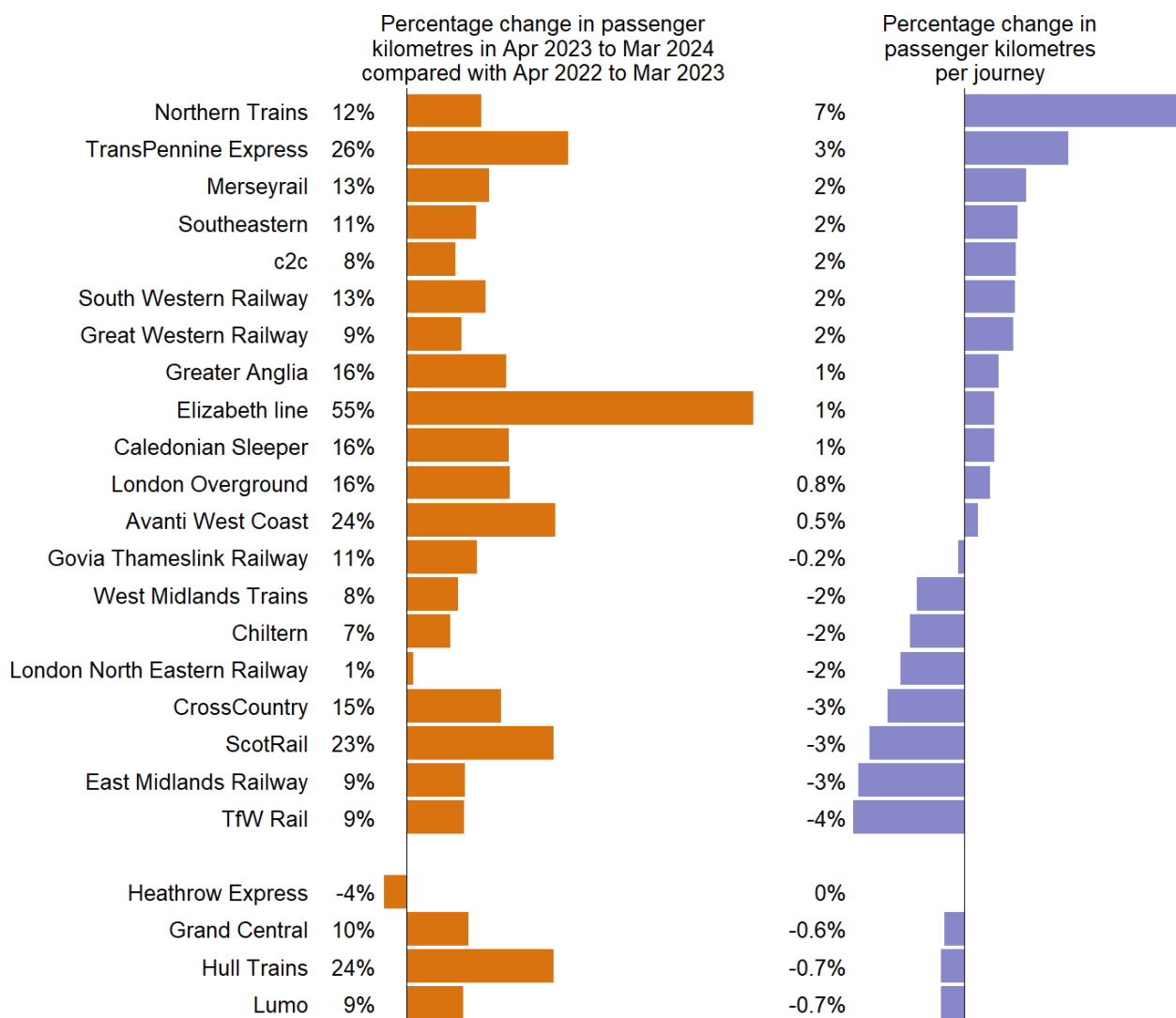
Annual passenger kilometres

From April 2023 to March 2024 there were 60.1 billion passenger kilometres. This is a 13% increase on the 53.0 billion kilometres in the previous year (April 2022 to March 2023). The latest year is 90% of the 66.8 billion travelled four years ago (pre-pandemic).

Only Heathrow Express had a reduction in passenger kilometres compared with the previous year (down 4%), while Elizabeth line had the largest increase (up 55%).

Figure 1.3 Twenty three operators saw an increase in passenger kilometres

Passenger kilometres by operator, April 2023 to March 2024, and the percentage change from April 2022 to March 2023 (Table 1223)



Annual passenger revenue

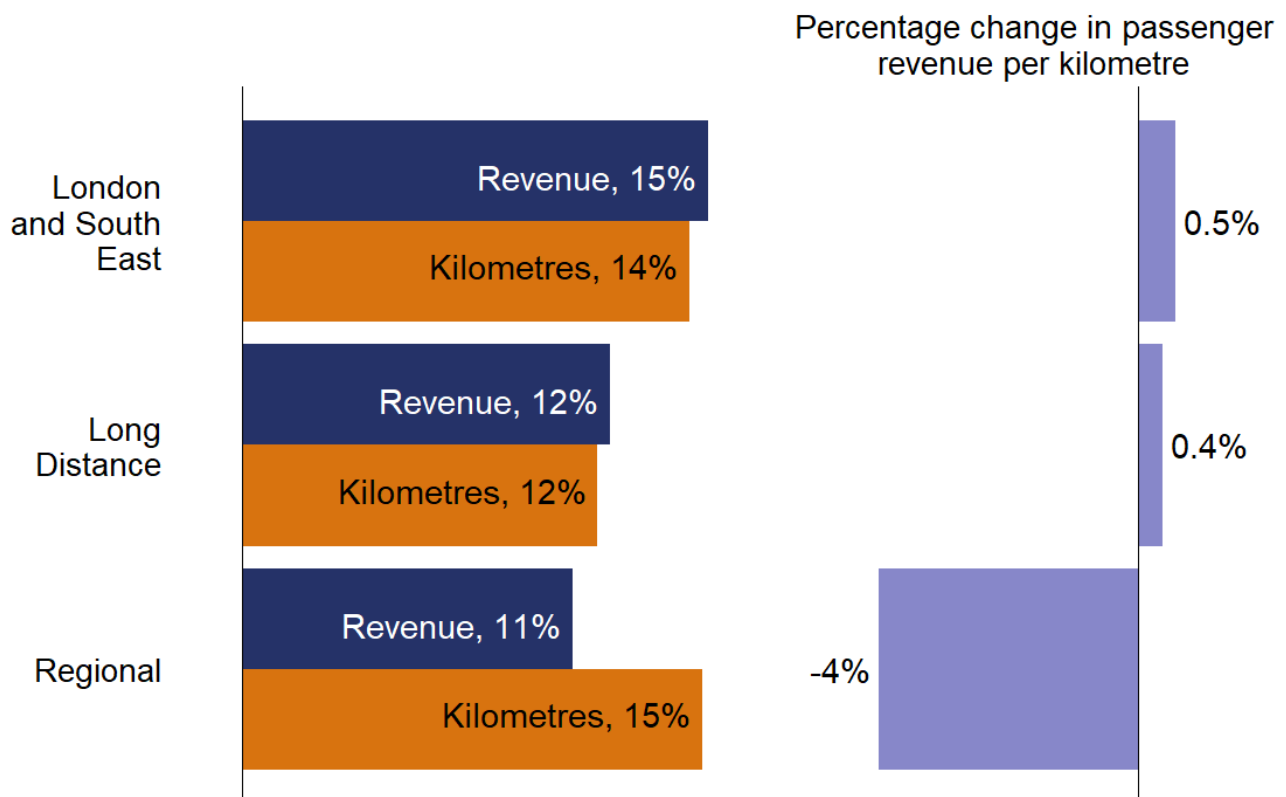
From April 2023 to March 2024, passenger revenue was £10.3 billion. This is a 13% increase on the £9.1 billion in the previous year (April 2022 to March 2023). The latest year is 82% of the £12.7 billion generated four years ago (pre-pandemic) (April 2019 to March 2020).

Passenger revenue has been impacted by inflation over the last three years. Recently, the cap for annual regulated fare increases has been set at values below the Retail Price Index (RPI), which means in real terms the costs of tickets has decreased (see Section 4 for more details).

Of the three sectors, London and South East saw the largest increase in revenue compared with the previous year. The regional sector saw the largest change in revenue per passenger kilometre (down 4%), driven by the large increase in passenger kilometres (up 15%).

Figure 1.4 Passenger revenue and kilometres increased across all sectors

Percentage change in franchised passenger revenue, kilometres and revenue per kilometre, by sector, in April 2023 to March 2024 compared with April 2022 to March 2023 (April 2023 to March 2024 prices; Tables 1231 and 1211)



Annual passenger train kilometres

Passenger train kilometres include only the distance covered by a locomotive itself and does not account for the number of carriages. In the latest year (April 2023 to March 2024), there were 496 million passenger train kilometres travelled. This is an 8% increase on the 461 million recorded in the previous year. However, this is 89% relative to the 558 million five years ago (April 2019 to March 2020).

Annual passenger vehicle kilometres

Passenger vehicle kilometres include both the distance covered by locomotives and the carriages they transport. In the latest year (April 2023 to March 2024), there were 3.0 billion passenger vehicle kilometres operated. This is a 5% increase on the 2.9 billion kilometres in the previous year. However, this is still below pre-pandemic levels, at 91% relative to the 3.3 billion four years ago (April 2019 to March 2020).

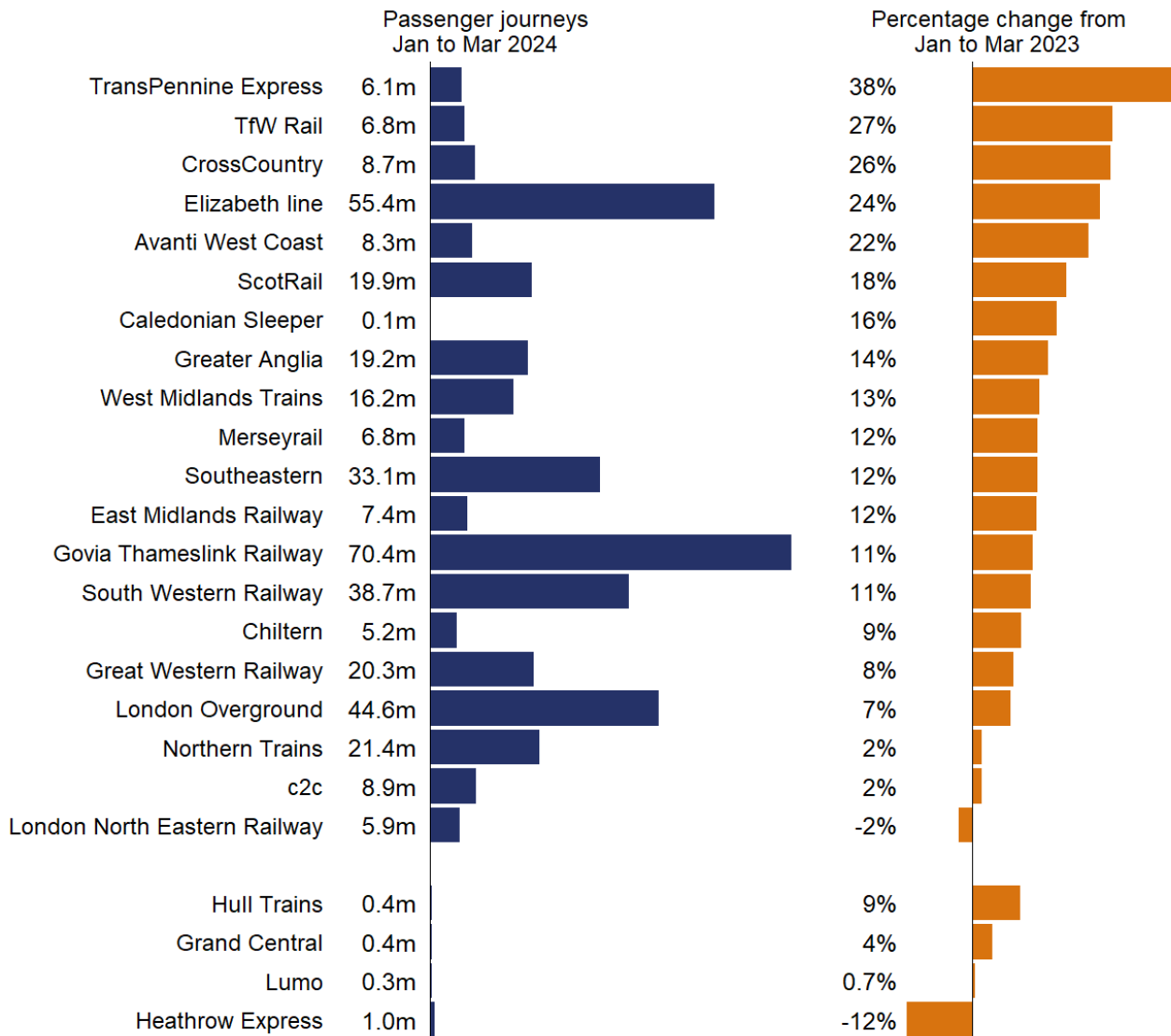
2. Passenger journeys

Passenger journeys by sector and operator

Passenger journey data from April 2020 have been marked as provisional as we expect to revise these in the next statistical release to adjust for the impact of split ticketing. In the latest quarter (January to March 2024), there were 405 million passenger journeys made in Great Britain. This is a 13% increase on the 359 million journeys in the same quarter in the previous year. Passenger journeys are still less than pre-pandemic levels, at 91% relative to the 443 million in the same quarter five years ago (January to March 2019).

Figure 2.1 All but two operators saw an increase in passenger journeys

Passenger journeys by operator, January to March 2024, and the percentage change from January to March 2023 (Table 1223)



Twenty two of the 24 operators had an increase in passenger journeys compared with the same quarter in the previous year. Heathrow Express had the largest decrease with 12% fewer passenger journeys than the previous year. Increased competition with Elizabeth line for journeys between Heathrow and London Paddington may have contributed to this reduction. London North Eastern Railway had a smaller decrease, with 2% fewer journeys than the previous year.

In the latest quarter, Transpennine Express planned 30% more trains compared with the reduced timetables in place in the same quarter in the previous year (see [Passenger rail performance](#)). Therefore, their 38% increase in passenger journeys is largely a result of the increase in trains planned. Transport for Wales had a 6% increase in trains planned but had a 27% increase in passenger journeys.

The London and South East sector recorded 286 million journeys in the latest quarter, making it the largest sector. This is a 13% increase on the 253 million journeys in the same quarter in the previous year. The Long Distance sector recorded 34.2 million journeys in the latest quarter, an increase of 13% compared with the 30.2 million in the previous year. The Regional sector recorded 83.7 million journeys, a 14% increase on the 73.4 million journeys recorded in the previous year.

There were 2.1 million passenger journeys recorded for all open access operators combined, which is a decrease of 4% compared with the 2.2 million in the same quarter in the previous year.

Franchised passenger journeys by ticket type

There were 60.3 million franchised¹ passenger journeys made using Season tickets in the latest quarter. This is a 3% increase on the 58.7 million journeys made in the same quarter in the previous year. Season tickets made up 15% of total franchised ticket sales in the latest quarter, less than the 16% in the previous year and down 24 percentage points from 39% four years ago.

¹ Franchised operators run services as part of contracts awarded by government (although no longer franchises, we have retained this term for referring to these operators for consistency and until a new term is adopted across the industry).

Table 2.1 The proportion of journeys made using season tickets has fallen

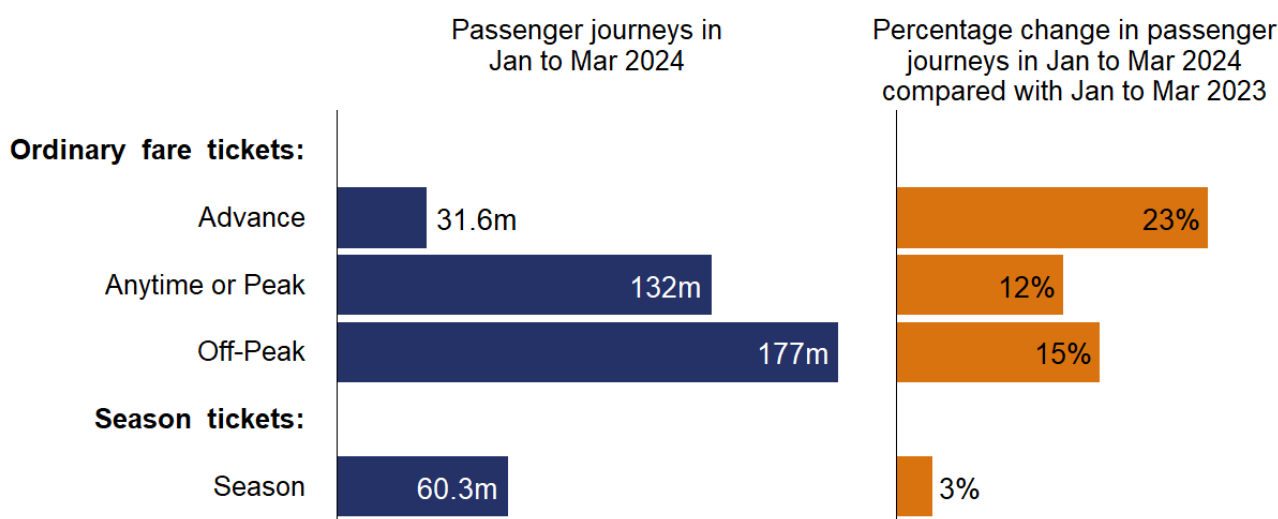
Share of franchised passenger journeys made between January and March using ordinary and season tickets, 2020 to 2024 (Table 1222)

Ticket Type	January to March 2020	January to March 2021	January to March 2022	January to March 2023	January to March 2024
Ordinary	61%	68%	81%	84%	85%
Season	39%	32%	19%	16%	15%

There were 343 million journeys made using ordinary fare tickets in the latest quarter. This is a 15% increase compared with the 298 million journeys made in the same quarter in the previous year. All ordinary fare ticket types had an increase in journeys compared with the previous year. Excluding the ‘Other’ tickets category, Advance tickets had the largest percentage increase (up 23%) with 31.6 million journeys in the latest quarter, compared with 25.6 million in the previous year. Off-Peak tickets also increased, to 177 million in the latest quarter from 153 million in the previous year (up 15%).

Figure 2.2 All franchised ticket types saw an increase in usage

Franchised passenger journeys in January to March 2024 and percentage change compared with January to March 2023, by ticket type (Table 1222)



The Other ticket type category is excluded, as this includes refunds and other miscellaneous tickets and purchases, which can lead to negative numbers. However, this data can be found in Table 1222.

3. Passenger kilometres

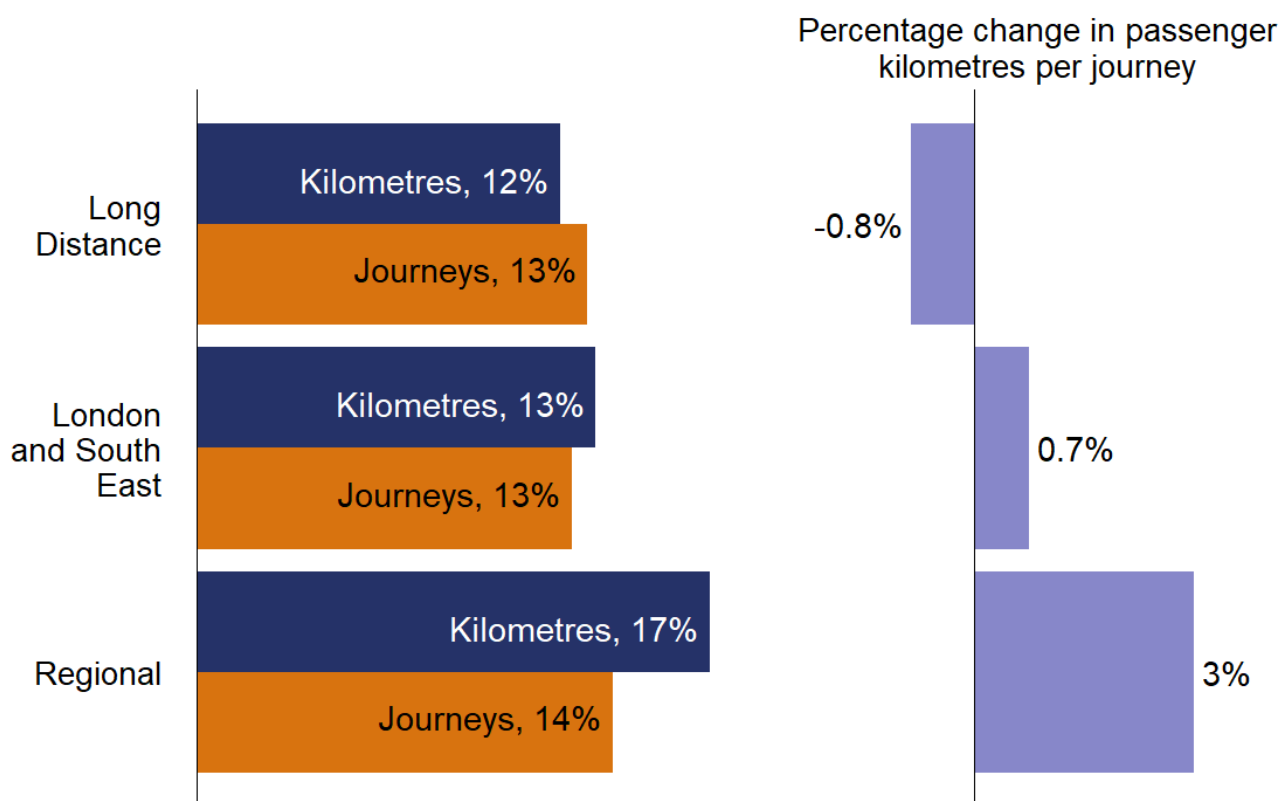
Passenger kilometres by sector and operator

In the latest quarter (January to March 2024), there were 15.0 billion passenger kilometres travelled in total in Great Britain. This is a 13% increase compared with the 13.2 billion travelled in the same quarter in the previous year. Passenger kilometres travelled are still less than pre-pandemic levels, at 90% relative to the 16.7 billion in the same quarter five years ago (January to March 2019).

In each of the three sectors, there was an increase in the kilometres travelled. The Long Distance sector had a larger increase in journeys compared with kilometres. Therefore, this sector experienced a reduction in the average journey length, when compared with the same quarter in the previous year (down 0.8%). However, the London and South East and Regional sectors showed a larger increase in kilometres than journeys, which led to a 0.7% and 3% increase in the average journey length, respectively.

Figure 3.1 Passenger kilometres increased in all three sectors

Percentage change in franchised passenger journeys, kilometres and kilometres per journey, by sector, in January to March 2024 compared with January to March 2023 (Tables 1221 and 1231)

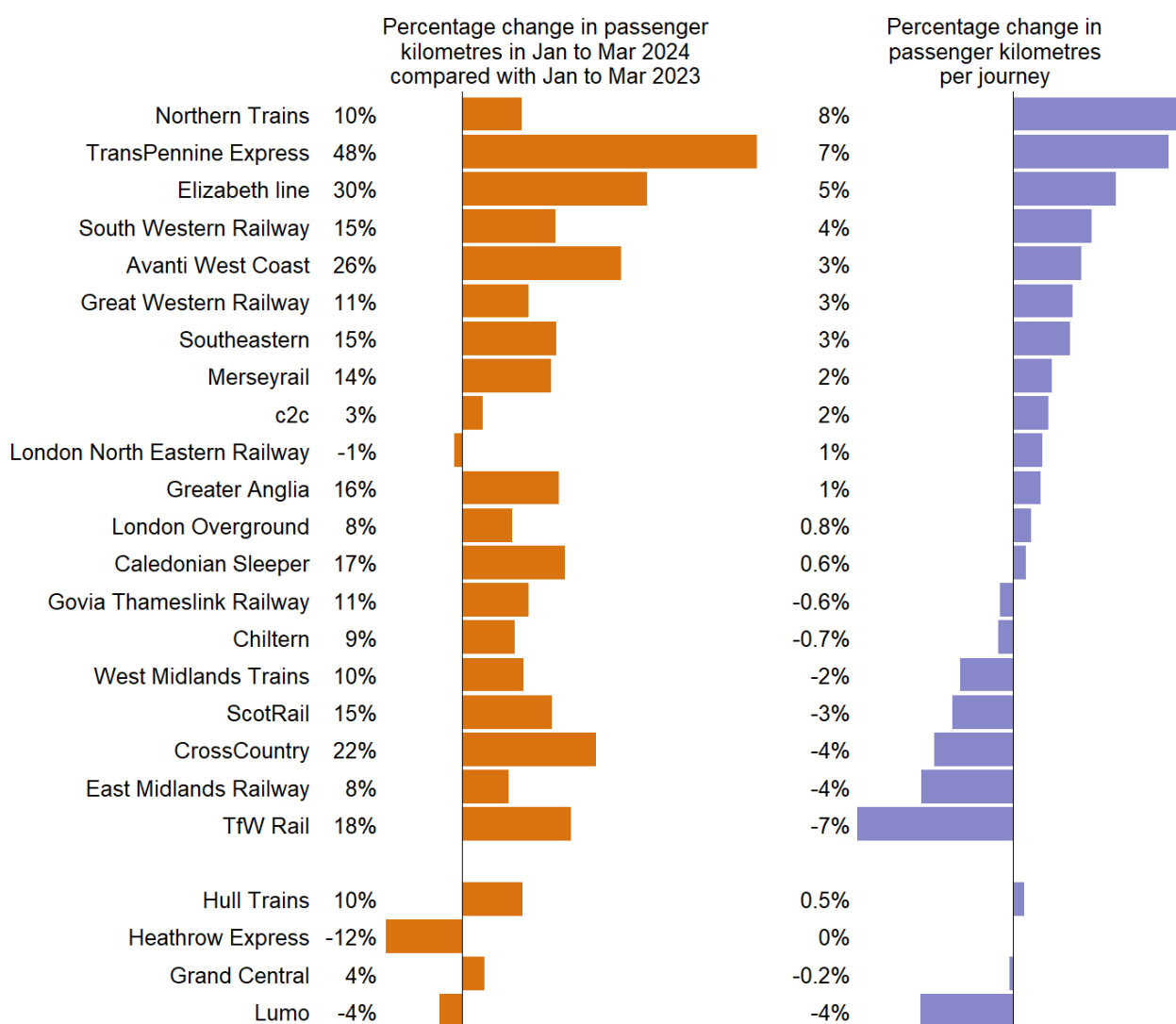


Twenty one of the 24 operators had an increase in kilometres travelled in the latest quarter compared with the previous year. The largest decrease was by Heathrow Express (down 12%), followed by Lumo (down 4%) and London North Eastern Railway (down 1%).

Transpennine Express recorded the largest increase in passenger kilometres (up 48%). Transpennine Express ran reduced timetables in the previous year, which contributed to the large increases in passenger kilometres in the latest quarter, compared with the previous year.

Figure 3.2 Fourteen operators had a longer average journey length compared with the previous year

Percentage change in passenger kilometres and kilometres per journey, by operator, in January to March 2024 compared with January to March 2023 (Tables 1223 and 1233)

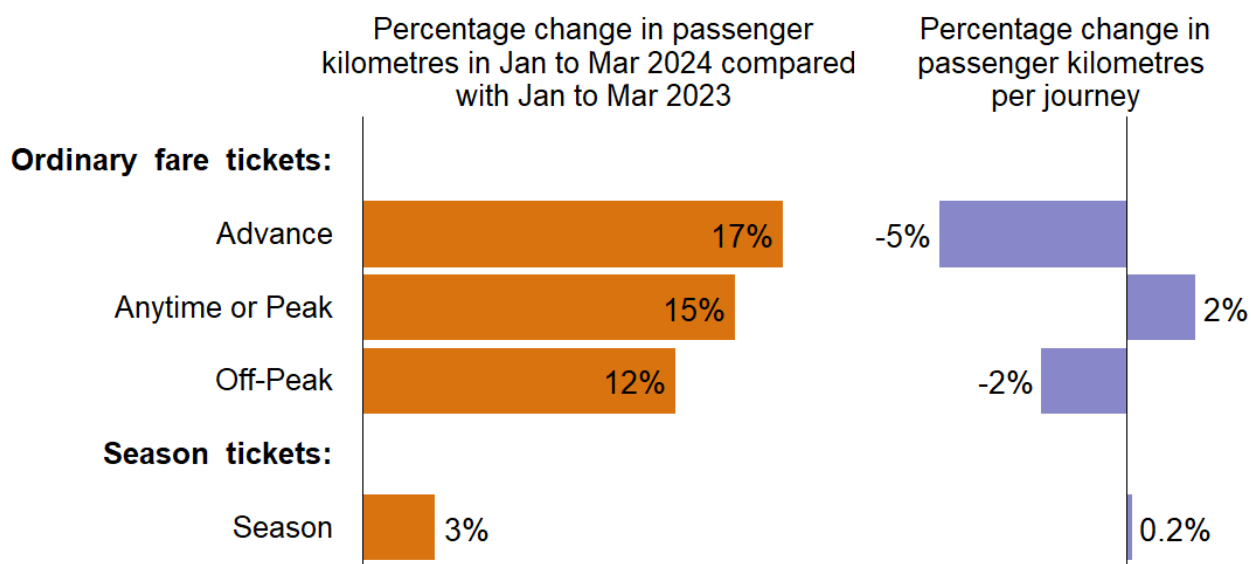


Passenger kilometres by ticket type

In the latest quarter, all franchised ticket types (excluding the ‘Other’ ticket type) showed an increase in passenger kilometres travelled, compared with the same quarter in the previous year. The 4.4 billion kilometres travelled with Advance tickets in the latest quarter was the largest increase (up 17% on the 3.8 billion recorded in the previous year). There was a reduction in the average journey length for both Advance and Off-Peak tickets (down 5% and 2%, respectively). Season tickets increased slightly in kilometres travelled per journey while Anytime or Peak tickets increased by 2%.

Figure 3.3 Advance and Off-Peak ticket types had a reduction in average journey length

Percentage change in franchised passenger kilometres and kilometres per journey, by ticket type, in January to March 2024 compared with January to March 2023 (Tables 1222 and 1232)



The Other ticket type category is excluded, as this includes refunds and other miscellaneous tickets and purchases, which can lead to negative numbers. However, this data can be found in Table 1222.

4. Passenger revenue

To account for inflation, historic data has been adjusted to prices for the latest quarter (January to March 2024), using the Consumer Price Index (CPI). For further information see the [quality and methodology report](#).

Historically, regulated rail fares have increased annually based on the Retail Price Index (RPI) in July of the previous year. However, due to recent high levels of inflation, the March 2023 cap for England and Wales regulated fares was linked to average earnings growth instead and [set at 5.9%, in an announcement by DfT](#). The average change in regulated fares from March 2023 was 5.6% (which is below the cap). Overall (regulated and unregulated combined), rail fares increased by 5.7%, this is lower than the 13.5% increase in the RPI over the same period, which means, in real terms the average cost of rail tickets decreased. See [Rail fares index 2023](#) statistical release for more information. The most recent change to regulated rail fares happened on 3 March 2024 and the [increase was capped at 4.9%](#), however the impacts of this increase will not be seen until the next quarterly publication covering April to June 2024 in October. Rail fares index 2024 statistical release will be published on 18 July.

Passenger revenue by sector

In the latest quarter (January to March 2024), total passenger revenue in Great Britain was £2.6 billion. Adjusted for inflation, this is 13% more than the £2.3 billion generated in the same quarter in the previous year. However, this is still below pre-pandemic levels, at 79% relative to the £3.3 billion in the same quarter five years ago (January to March 2019).

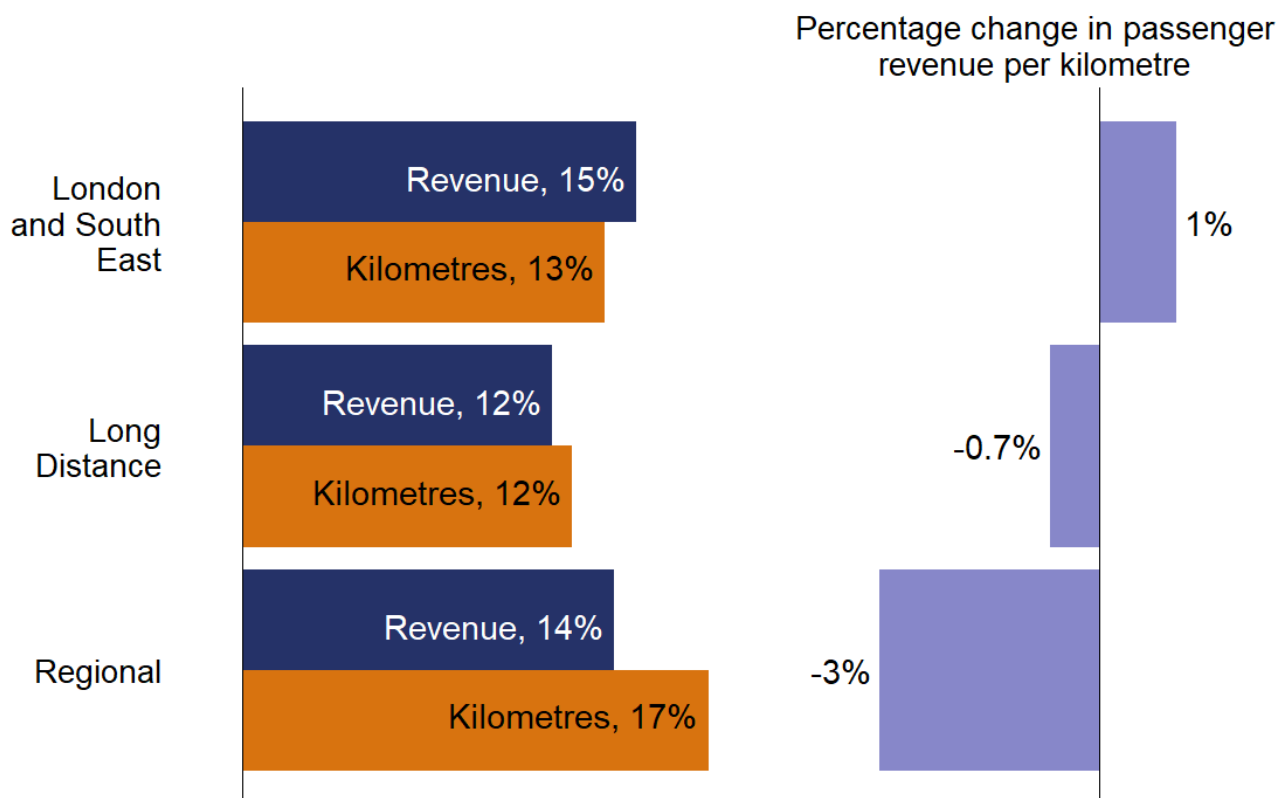
Passenger revenue per journey was £6.37 in the latest quarter, a slight increase compared with the £6.35 in the same quarter in the previous year. Passenger revenue per kilometre was 17.2 pence, slightly lower than the 17.3 pence in the previous year.

With a total revenue of £1.3 billion, London and South East remained the largest sector in the latest quarter. Of the three sectors, London and South East recorded the largest increase in revenue (up 15% on the £1.1 billion in the previous year). The Long distance sector had the smallest increase (up 12%), with £835 million of revenue in the latest quarter compared with the £749 million in the previous year.

Across franchised passenger operators, total passenger revenue was £2.5 billion in the latest quarter (up 13%), compared with £2.2 billion in the previous year. Franchised passenger revenue per journey was £6.27 in the latest quarter. This is a slight increase from the £6.24 in the previous year. Passenger revenue per kilometre decreased slightly to 17.3 pence, from 17.4 in the previous year.

Figure 4.1 Revenue and kilometres increased in all sectors

Percentage change in franchised passenger revenue, kilometres and revenue per kilometre, by sector, in January to March 2024 compared with January to March 2023 (January to March 2024 prices; Tables 1231 and 1211)



Open access operators accounted for 2% of total Great Britain passenger revenue. Their total passenger revenue was £53.5 million in the latest quarter, a 1% decrease on the £54.2 million in the same quarter the previous year. Passenger revenue per journey was £25.76, which was 3% more than the £25.06 in the previous year. Passenger revenue per kilometre was 14.6 pence (down 2%), compared with 14.9 pence in the previous year.

Passenger revenue by ticket type

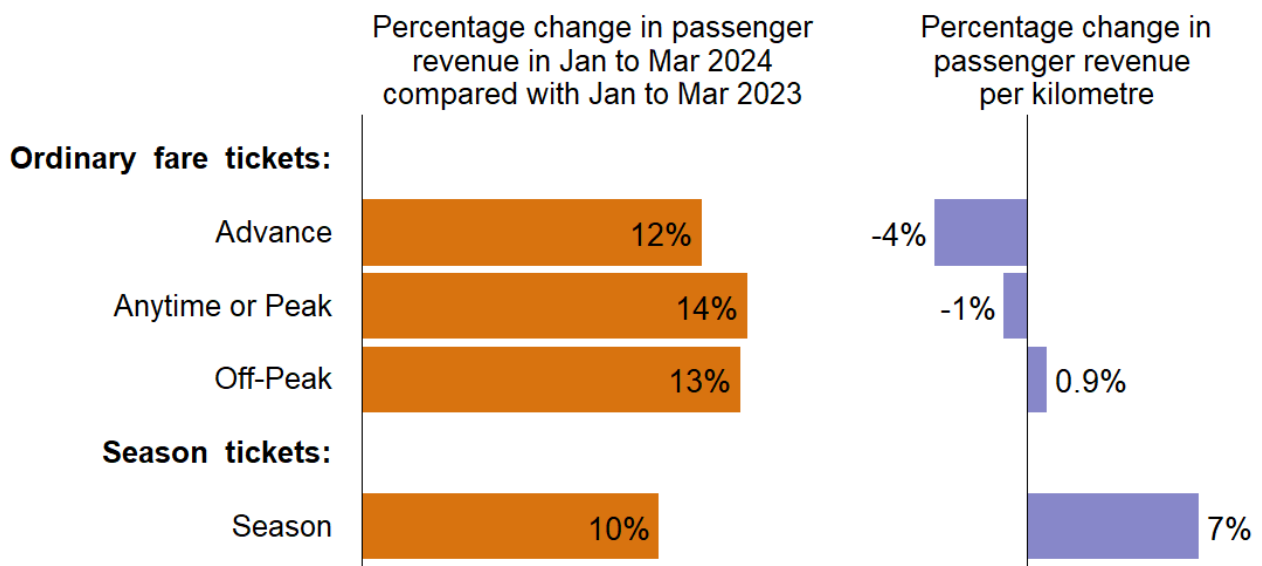
In the latest quarter, a total of £2.3 billion was generated across all ordinary fare tickets, a 14% increase compared with the £2.0 billion in the same quarter in the previous year. Of these, Anytime or Peak tickets saw the largest increase (up 14%). Advance tickets saw the smallest percentage increase (up 12%), with £543 million in the latest quarter compared with £485 million in the previous year.

Season tickets also generated more revenue in the latest quarter, with £236 million compared with £214 million in the same quarter the previous year (up 10%).

Anytime or Peak and Off-Peak tickets had relatively small changes in revenue per kilometre, compared with the previous year (down 1% and up 0.9%, respectively). Advanced tickets had a slightly larger change, with a 4% decrease in revenue per kilometre. Season tickets had the greatest change in revenue per kilometre (up 7%).

Figure 4.2 Total revenue increased for all franchised ticket types

Percentage change in franchised passenger revenue and revenue per kilometre, by ticket type, in January to March 2024 compared with January to March 2023 (January to March 2024 prices; Tables 1232 and 1212)



The Other ticket type category is excluded, as this includes refunds and other miscellaneous tickets and purchases, which can lead to negative numbers. However, this data can be found in Table 1212.

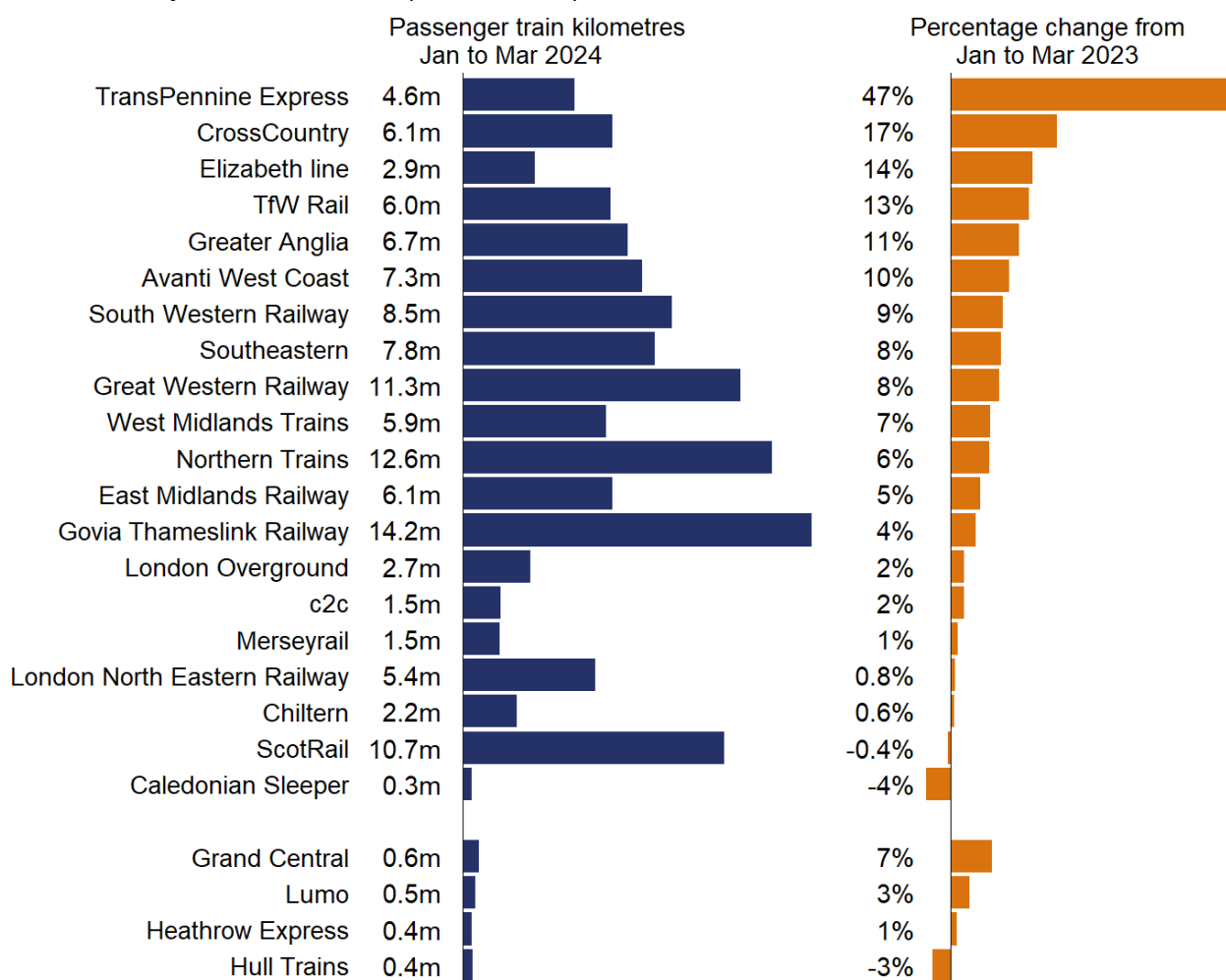
5. Passenger train kilometres

Passenger train kilometres include only the distance covered by a locomotive itself and does not account for the number of carriages. In the latest quarter (January to March 2024), there were 126 million passenger train kilometres travelled. This is an 8% increase on the 117 million recorded in the same quarter in the previous year. However, this is 93% relative to the 136 million in the same quarter five years ago (January to March 2019).

Compared with the same quarter in the previous year, TransPennine Express (up 47%) recorded the largest increase in passenger train kilometres travelled, due to a reduced timetables being operated in the previous year. Caledonian Sleeper (down 4%), Hull Trains (down 3%) and ScotRail (down 0.4%) recorded fewer passenger train kilometres compared with the previous year.

Figure 5.1 Twenty one operators recorded an increase in passenger train kilometres

Passenger train kilometres by operator, January to March 2024, and percentage change from January to March 2023 (Table 1243)



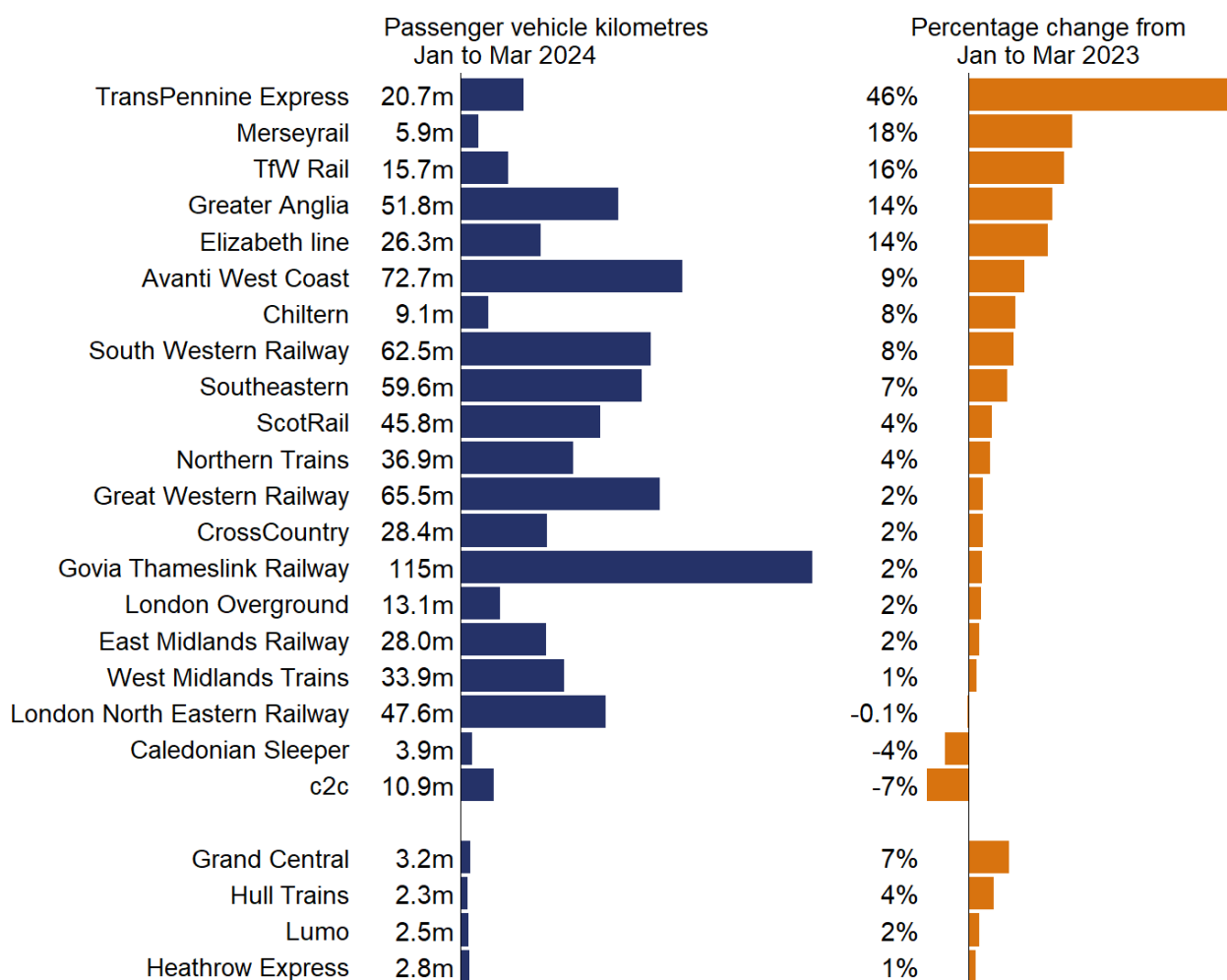
6. Passenger vehicle kilometres

Passenger vehicle kilometres include both the distance covered by locomotives and the carriages they transport. In the latest quarter (January to March 2024), there were 764 million passenger vehicle kilometres operated. This is a 6% increase on the 722 million kilometres in the same quarter in the previous year. However, this is still slightly below pre-pandemic levels, at 96% relative to the 800 million five years ago (January to March 2019).

In the latest quarter, there was a reduction in vehicle kilometres operated by c2c (down 7%), Caledonian Sleeper (down 4%) and London North Eastern Railway (down 0.1%). TransPennine Express (up 46%) recorded the largest increase. All open access operators saw an increase in their vehicle kilometres operated.

Figure 6.1 Three operators recorded fewer passenger vehicle kilometres

Passenger vehicle kilometres by operator, January to March 2024, and percentage change from January to March 2023 (Table 1253)



6. Annexes

Annex 1 – Definitions

- **Passenger journeys** are estimated using ticket sales data. For the purpose of these statistics, where travel requires one or more changes of train, each train used is counted as one journey. For example, a journey from Leicester to Manchester would be classed as two journeys due to the need to change trains. This differs from the definition used in the [Regional rail usage](#) statistical release, which would class this example as one journey. Furthermore, the estimates in both this publication and in Regional rail usage do not account for split ticketing. This is where two or more tickets are purchased to complete a single journey. In such cases, each ticket is counted individually in the passenger journey statistics.
- **Passenger kilometres** are calculated by multiplying the number of passenger journeys on a particular flow by the number of corresponding track kilometres between stations.
- **Passenger revenue** statistics include all ticket revenue and miscellaneous charges associated with passenger travel on national railways.
- **Passenger train kilometres** refers to the number of train kilometres travelled by passenger trains. Empty coaching stock movements are included. Sourced from the Track Access Billing System (TABS) it includes train kilometres operated on Network Rail infrastructure and other railway networks including Core Valley Lines, HS1, and TfL infrastructure.
- **Passenger vehicle kilometres** refer to the number of vehicle kilometres travelled by passenger vehicles. They are calculated on the same basis and using the same database (TABS) as passenger train kilometres. A train with a locomotive and four carriages travelling one kilometre will generate one train kilometre and five vehicle kilometres.
- The data presented in this release are for **mainline operators** in Great Britain. The data do not include Eurostar, London Underground, light rail, heritage and charter services. **Franchised operators** run services as part of contracts awarded by government (although no longer franchises we have retrained this term for referring to these operators for consistency and until a new term is adopted across the industry). Data for such operators are also presented for three **sectors**:
 - **London and South East** – based on the British Rail Network South East services, this sector includes commuter trains in the London area and inter-urban services in South East England. It extends as far west as Bristol and Exeter (both

South Western Railway) and as far northwest as Kidderminster (Chiltern Railways). All Greater Anglia services are included in this sector for passenger rail usage purposes. Southeastern high speed services are included too.

- **Long Distance** – based on the British Rail InterCity services, this sector covers Long Distance services on the East Coast, West Coast, Midland, and Great Western mainlines. Some CrossCountry services are also included.
- **Regional** – based on the British Rail Regional Railways services, this sector covers other services. This includes both the ScotRail and TfW Rail² franchises. TransPennine Express and Caledonian Sleeper are included in this sector for passenger rail usage purposes. Some CrossCountry services are also included.
- **Non-franchised (open access) operators** – licenced by ORR to run services on specific routes. The data tables that accompany this publication contain data for such operators: **Grand Central**, **Heathrow Express**, **Hull Trains**, **Lumo** (began running services on 25 October 2021), and **Wrexham and Shropshire** (ceased trading 28 January 2011).
- **Ticket types:**
 - **Advance** (ordinary ticket) – single one-way tickets for a specific train. They are usually cheaper than other ticket types.
 - **Anytime or Peak** (ordinary ticket) – fully flexible tickets that can be used on most trains and at most times. They are usually more expensive.
 - **Off-Peak** (ordinary ticket) – cheaper than anytime fares, but cannot be used during busier times of day.
 - **Other** (ordinary ticket) – includes usage on regional products, rover tickets, some group tickets, and package products (e.g. includes accommodation or onward travel with other forms of transport). Non-travel income (e.g. car parking) is also included in this category for passenger revenue, as too are **refunds**, which can result in this category showing negative numbers.
 - **Season** – allows unlimited travel between two locations for a specified period (from a week up to a year). Such tickets are generally cheaper than daily return tickets for those travelling more than three times a week. The number of journeys estimated for a season ticket varies by the length of the period. For example, 480 journeys are assumed to have been made for each annual season ticket sold. Flexi season tickets are also included here, these allow 8 days of travel in 28 days, any time between two named stations. The pandemic necessitated the use of an alternative methodology for estimating usage with season tickets between 1

² Includes journeys made on TfW Rail services operated on the Core Valley Lines.

April 2020 and 31 March 2021, please see the [Passenger rail usage quality and methodology report](#).

Further information on the operators in each of the three sectors as well as the journey factors for the main season tickets can be found in the [Passenger rail usage quality and methodology report](#).

Annex 2 – Quality and methodology

Primary data source – LENNON

Most of the data contained within this statistical release are sourced from the rail industry's LENNON (Latest Earnings Networked Nationally Over Night) ticketing and revenue system. The statistics presented here use the post-allocation dataset within LENNON that distributes passenger journeys, kilometres and revenue to the train operators. Where travel includes one or more changes of train, each train used is counted as one journey. This is different to [Regional rail usage](#) that uses the pre-allocation dataset. For that release, 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 in this Passenger rail usage statistical release.

Lennon is primarily an accounting tool, which inevitably faces limitations for estimating usage precisely. For further information on the limitations of the data and changes made to the methodology between April 2020 and March 2021 due to the pandemic, please see the [Passenger rail usage quality and methodology report](#).

Elizabeth line and overestimate of journeys and kilometres

Contactless and Oyster Pay As You Go (PAYG) travel within the London and South East sector is submitted to LENNON at a level which considers the possible routes customers could have made on their journey. Due to system constraints in how the data is ingested into LENNON, this can result in an overstatement of journey count where multiple routes exist for a single passenger journey. The launch of the Elizabeth line resulted in a particular increase in routing possibilities, most notably from the launch of Phase 5b in November 2022 and therefore increasing the level of overstatement in journey count outputted from LENNON. This overstatement is seen particularly for the Elizabeth line as an operator. However, some residual impact exists for other operators in the London and South East sector particularly on flows outside of London where contactless is now available.

Elizabeth line correction

In order to correct the overestimation, we directly contacted TfL, who manage Elizabeth line, to request access to the data they hold on the number of journeys travelled. TfL provided us with an extract of their internal database used to monitor journey numbers across the Elizabeth line. This data was only available from 24 May 2022, when the central section of the line opened. From 24 May 2022 onwards, this data was used as a direct replacement for the LENNON data. For estimates of journeys before this date, we used the existing LENNON data.

Other data sources

The passenger journey and kilometre data from LENNON are supplemented by data provided directly to ORR from five train operators as LENNON does not contain all journeys and associated passenger kilometres. These include journeys made on tickets such as operator specific tickets and PTE multi-modal tickets. Most of the revenue associated with such journeys is captured by the LENNON system.

The estimates for London Overground passenger journeys and kilometres are adjusted to align with data captured by the operator's train load weight system. As described above, Elizabeth line passenger journeys and kilometres are based on data from TfL.

Actual passenger train and vehicle kilometre data are sourced from the Track Access Billing System (TABS). The data are provided by Network Rail.

Revisions

There have been no revisions to previously published data.

Details on previous revisions can be found in the [Revisions log](#).

How these statistics can be used



- Monitoring the number of quarterly passenger journeys and kilometres travelled by mainline rail in Great Britain
- Comparing passenger journeys and kilometres by sector, train operator, and ticket type
- Comparing passenger revenue by sector and ticket type
- Monitoring passenger train and vehicle kilometres by train operator

How these statistics cannot be used



- Monitoring the number of annual journeys within and between Scotland, Wales and Regions of England (refer to [Regional rail usage](#) statistics)
- Monitoring the number of entries and exits or interchanges at individual stations (refer to [Estimates of station usage](#))
- Exploring rail journey flows between origin and destination stations (refer to the [Origin Destination Matrix on the Rail Data Marketplace](#))
- Comparing passenger revenue by train operator (refer to [Rail industry finance](#))

Annex 3 – List of data tables associated with this release and other related statistics

Data tables

All data tables can be accessed on the [data portal](#) free of charge in OpenDocument Spreadsheet (.ods) format. We can also provide data in csv format on request.

All tables associated with this release can be found under the Data tables heading at the bottom of the [Passenger rail usage page](#).

Passenger journeys

- Passenger journeys - annual – Table 1220
- Passenger journeys by sector - quarterly – Table 1221
- Passenger journeys by ticket type - quarterly – Table 1222
- Passenger journeys by operator - quarterly – Table 1223

Passenger kilometres

- Passenger kilometres - annual – Table 1230
- Passenger kilometres by sector - quarterly – Table 1231
- Passenger kilometres by ticket type - quarterly – Table 1232
- Passenger kilometres by operator - quarterly – Table 1233

Passenger revenue

- Passenger revenue by sector - quarterly – Table 1211
- Passenger revenue by ticket type - quarterly – Table 1212
- Revenue per passenger kilometre and per passenger journey (franchised only) - quarterly – Table 1210

Passenger train and vehicle kilometres

- Passenger train kilometres by operator - quarterly – Table 1243
- Passenger vehicle kilometres by operator - quarterly – Table 1253

Other related data

We publish annual [Estimates of station usage](#) statistics, which includes the number of entries, exits and interchanges at all open mainline stations in Great Britain.

We also publish annual statistics on [Regional rail usage](#), which includes the number of rail journeys between and within regions. The Origin and Destination Matrix, which is the source for this and the station usage publication, contains the estimated number of journeys between each pair of mainline stations in Great Britain. Datasets for each of the last five years are available on the [Rail Data Marketplace](#).

The Department for Transport (DfT) also [publishes some rail statistics](#). For example, rail [passenger numbers and overcrowding](#) on weekdays in major cities.

[DfT also publishes statistics on public transport](#) including [statistics on the usage of the Channel Tunnel](#).

[Great British Railways Transition Team publish rail related news](#), including quarterly statistics on the [breakdown of journey types into leisure and business](#).

European comparisons

Comparisons with railways in the rest of Europe are available [between January 2004 and September 2020 for passenger journeys](#). More recent data from other European countries are published in the [IRG-Rail twelfth Annual Market Monitoring Report](#).

Annex 4 – ORR’s statistical publications

Our statistical practice is regulated by the Office for Statistics Regulation (OSR). OSR sets the standards of trustworthiness, quality and value in the [Code of Practice for Statistics](#) that all producers of official statistics should adhere to. You are welcome to contact us directly with any comments about how we meet these standards by emailing rail.stats@orr.gov.uk. Alternatively, you can contact OSR by emailing regulation@statistics.gov.uk or via the OSR website.

Statistical Releases

This publication is part of ORR’s ‘[accredited official statistics](#)’, which consist of seven annual publications: **Estimates of station usage; Rail industry finance (UK); Rail fares index; Rail safety statistics; Rail infrastructure and assets; Rail emissions; Regional rail usage**; and four quarterly publications: **Passenger rail performance; Freight rail usage and performance; Passenger rail usage; Passenger rail service complaints**.

ORR also publishes a number of other official statistics, which consist of five annual publications: **Common Safety Indicators; Passenger satisfaction with complaints handling; Train operating company key statistics; Occupational health; Rail statistics compendium**; and four quarterly publications: **Signals passed at danger (SPADs); Delay compensation claims; Disabled Persons Railcards (DPRC); Passenger assistance**.

All the above publications are available on the [data portal](#) along with a list of [publication dates](#) for the next 12 months.

Accredited official statistics

Accredited official statistics are called National Statistics in the Statistics and Registration Service Act 2007. They are official statistics that have been independently reviewed by the Office for Statistics Regulation and found to comply with the standards of trustworthiness, quality and value in the Code of Practice for Statistics.

The majority of our [statistical releases were independently reviewed by the OSR in June 2012](#). They comply with the standards of trustworthiness, quality and value in the [Code of Practice for Statistics](#) and are labelled accredited official statistics.

Since our review we have improved the content, presentation and quality of our statistical releases. In addition, 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 accredited official 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.

Estimates of station usage statistics were [independently reviewed by OSR](#) in November 2020 and [their accreditation was confirmed](#) on 1 December 2020.

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

If you have any feedback or questions, please email rail.stats@orr.gov.uk.



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