Regional Rail Usage 2019-20

25 February 2021

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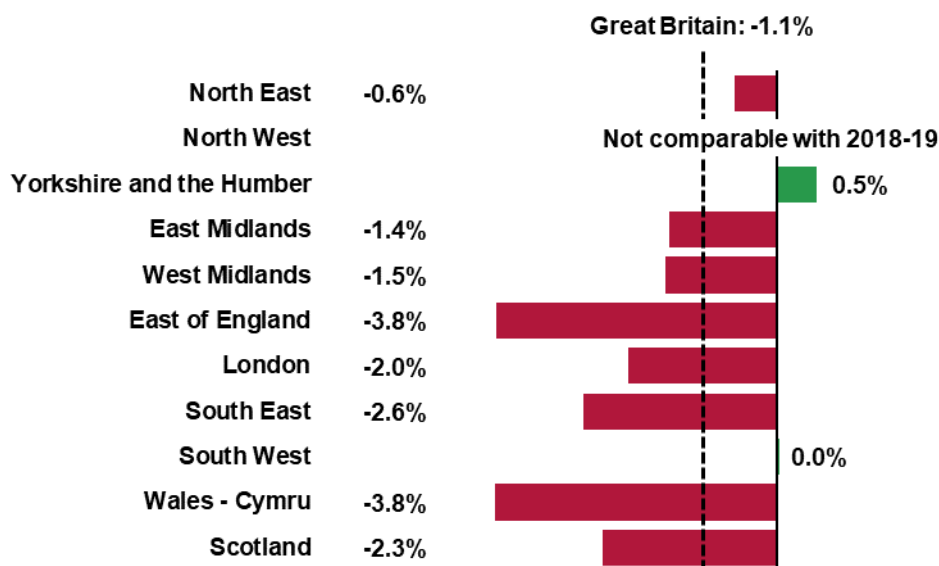
The statistics for 2019-20 include the period **before and immediately following** the government's announcement of measures to limit the impact and transmission of the **coronavirus (COVID-19)** pandemic. Advice against all unnecessary travel was announced on 16 March, with further guidance on 'staying at home' on 23 March ('lockdown').

Rail passenger journeys in Great Britain decreased by 1.1% in 2019-20 compared with 2018-19. This is a slightly larger fall in journeys than the 0.8% fall published in the 2019-20 Q4 Passenger Rail Usage statistical release. Please see Passenger journeys in Great Britain for information on methodology differences.

Percentage change in total passenger journeys by region, 2019-20 compared with 2018-19

Region	% change
Great Britain	-1.1%
North East	-0.6%
North West	Not comparable with 2018-19
Yorkshire and the Humber	0.5%
East Midlands	-1.4%
West Midlands	-1.5%
East of England	-3.8%
London	-2.0%
South East	-2.6%
South West	0.0%
Wales - Cymru	-3.8%
Scotland	-2.3%

Wales and the East of England (both down 3.8% on 2018-19) recorded the largest fall in journeys in 2019-20. The North West recorded an increase in journeys; however, the data are not directly comparable due to a methodology change in 2019-20 (see page 3 for details).

All data tables, a quality and methodology report and an interactive dashboard associated with this release are published on the regional rail usage page of the ORR data portal. Key definitions are in annex 1 of this release.

1. Passenger journeys in Great Britain

For information about the Origin Destination Matrix (ODM) and how the statistics in this publication are produced, please see Annex 2 and the associated Quality and Methodology report.

There were 1,504 million passenger journeys made in Great Britain in 2019-20, a decrease of 1.1% compared with 2018-19[1]. This is the first fall in passenger journeys, as measured for this release, since 2009-10. **NOTE:** This is different to the Passenger Rail Usage journey statistics, which showed a fall in 2017-18 as well as 2009-10.

Figure 1.1: Passenger journeys to/from and within regions, Great Britain, 1995-96 to 2019-20, and percentage change in 2019-20 compared with 2018-19 (Table 1510)

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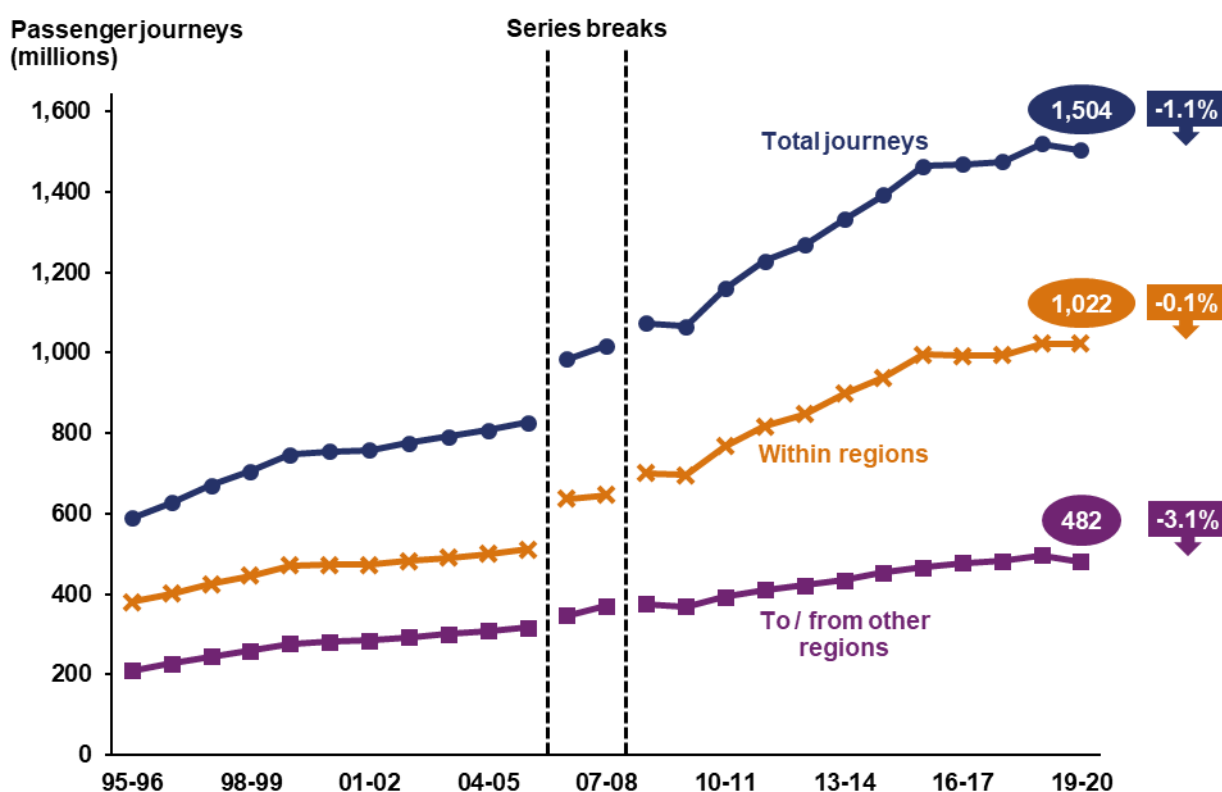
[1] Total journeys in this Regional Rail Usage publication is lower than the journeys published in the Passenger Rail Usage data (1,745 million) as the latter takes into account the number of legs of a journey. Please see Passenger journeys in Great Britain for information on methodology differences.

A total of 482 million journeys were made **to/from other regions** in 2019-20. This was down 3.1% compared with 2018-19. The 1,022 million journeys made **within regions** in 2019-20 was down 0.1% compared with 2018-19. The smaller decrease in such journeys compared with those between regions was partly due to a recovery in Northern usage following industrial action in 2018-19. There were also methodological improvements made in 2019-20 that meant journeys made using some ticket types were included in these statistics for the first time (see below for details).

The quarterly Passenger Rail Usage statistics recorded increases in usage in the first three quarters of 2019-20. This indicates that the fall in usage in 2019-20 was mostly caused by measures taken to combat the coronavirus (COVID-19) pandemic. For details of how usage has been affected by the response to the pandemic in the current financial year (2020-21), please see the quarterly data in the Passenger Rail Usage statistical release.

Methodology Changes

The highest annual growth was in **2006-07**, although this was largely due to an improvement to the methodology, which saw estimates of travel on Transport for London (TfL) sold travelcards included in the dataset for the first time. This affected the number of journeys within London, and between London and the South East and the East of England. A further methodological change was implemented for **2008-09** with the inclusion of journeys made using tickets specific to Passenger Transport Executive (PTE) areas. This affected a number of regions, most noticeably Yorkshire and the Humber, the North West, Scotland, and the West Midlands. Series breaks have been added to the chart above to highlight the significant methodological changes. Where changes have a significant impact at a regional level, series breaks have also been added to the charts for each region in section 2 of this statistical release.

These significant methodological changes together with more minor changes to the methodology are made to continually improve these statistics. For example, in **2019-20**, journeys made in the Merseyside PTE area using off network ticket sales (commercial retailers, non-commercial retailers and Merseytravel centres) of Saveway and Trio tickets were included for the first time, which affected the number of journeys in the North West region. Similarly, concession (senior and disabled) tickets for South Yorkshire PTE were included for the first time which affected the number of journeys in the Yorkshire and the Humber region, although only by a small amount.

Where more minor changes to methodology affect the latest figures or trends presented in this release we have highlighted and tried to quantify the impact where possible. Further detail of recent and historical methodological improvements can be found in Annex 2 of the Quality and Methodology Report.

England, Scotland and Wales passenger journeys 2019-20

For the third year in a row, more journeys were made between England and Scotland than were made between England and Wales. A total of 9.8 million journeys were made between England and Scotland in 2019-20. This was down 1.1% compared with 2018-19. It should be noted that the actual fall is likely to have been smaller due to the way refunds have been included in the source data for certain ticket types. This particularly affects the sub-regions (ITL2) of Highlands and Islands and North Eastern Scotland.

Journeys between England and Wales decreased by 0.5% this year, bringing the total to 9.4 million in 2019-20.

The number of journeys made between Scotland and Wales is small relative to those between England and Scotland, or between England and Wales. There were 41,000 journeys made between Scotland and Wales in 2019-20, which was down 1.8% compared with 2018-19.

Figure 1.2: Passenger journeys to/from England, Scotland, and Wales, 1995-96 to 2019-20, and percentage change in 2019-20 compared with 2018-19 (Table 1510)
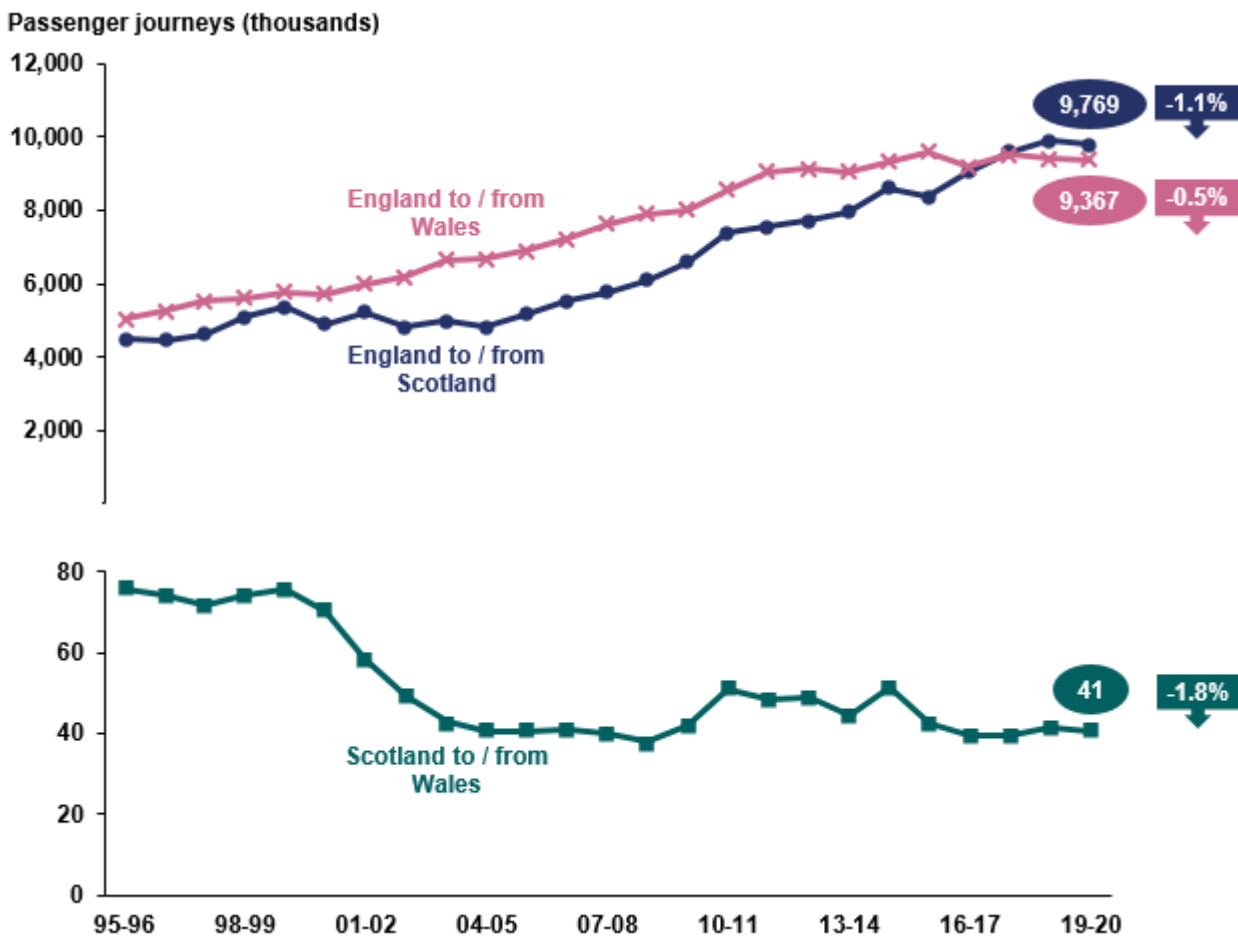
2. Regional rail usage profiles 2019-20

Summary

London had the highest number of total journeys of all the regions. There were 940 million passenger journeys in 2019-20, a decrease of 19 million (down 2.0%) compared with 2018-19. Of these, 406 million were to/from other regions and 535 million were made within London. The North East had the lowest number of total journeys. There were 16 million in 2019-20, a decrease of 0.6%. Of these, 10 million were to/from other regions and 6.0 million were made within the North East.

Figure 2.01: Passenger journeys within and to/from other regions, Great Britain, 2019-20 (Table 1520)
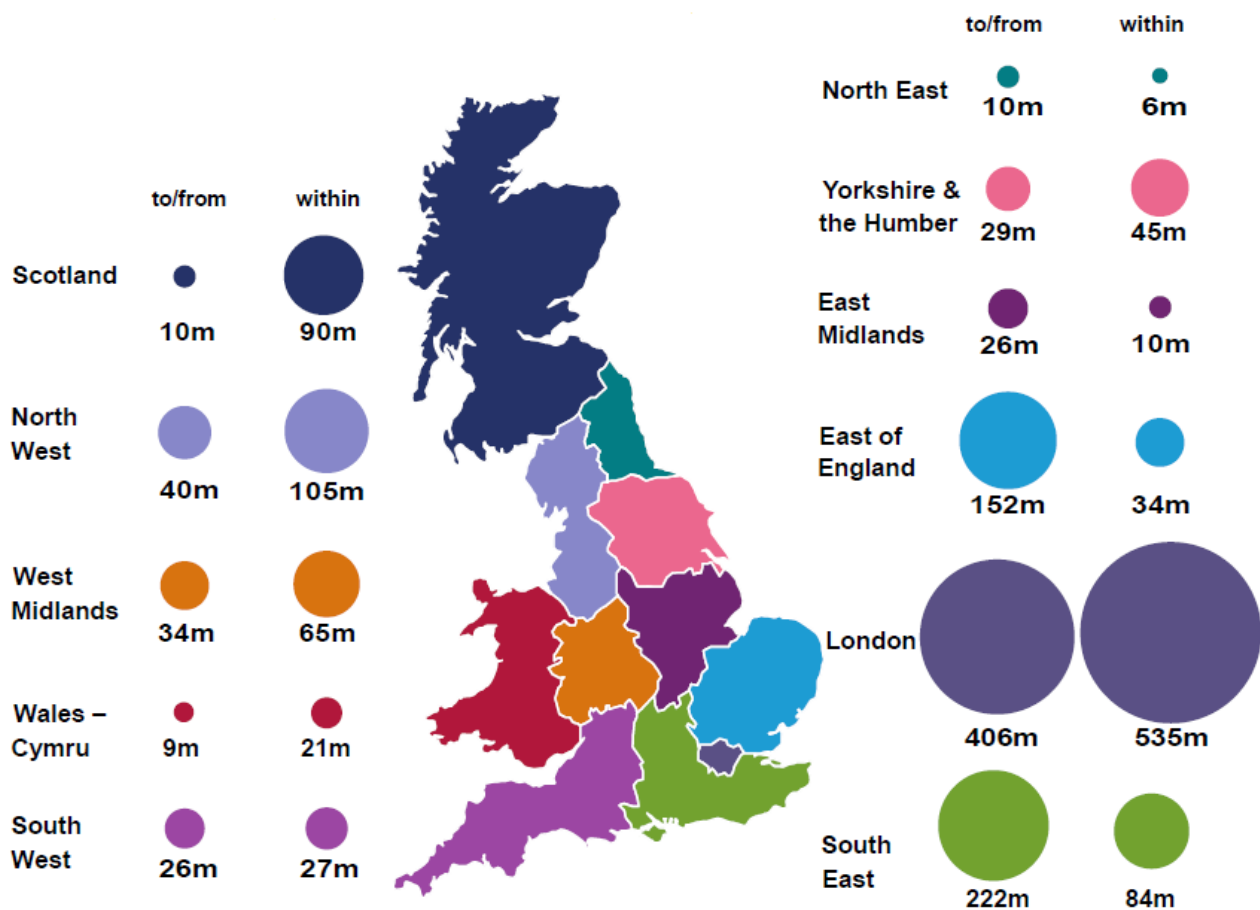
A decrease in **total journeys** was recorded for eight regions in 2019-20. This was driven mainly by measures taken to limit the transmission of the coronavirus (COVID-19). The largest falls were in the Wales and the East of England (both down 3.8%). The South West recorded a similar number of journeys in 2019-20 as it did in 2018-19.

The North West recorded an increase of 6.3% in 2019-20; however, this increase is an overestimate as the journey numbers are not directly comparable to the previous year. The increase was partly due to an additional 3.6 million journeys in the Merseyside PTE area made using tickets purchased off network, which were included for the first time in 2019-20. Increased usage in Cumbria, completed engineering works in Lancashire, and [a recovery in usage on Northern following strike action in 2018-19](#) also contributed to the increase in usage in the North West. The inclusion of around 223,000 journeys made using senior and disabled concessionary tickets in the South Yorkshire PTE area for the first time contributed to the 0.5% increase in journeys in Yorkshire and the Humber. The recovery in Northern usage also contributed to the increase in usage recorded in this region.

After London (406 million), the South East (222 million) and the East of England (152 million) recorded the most journeys **to/from other regions** in 2019-20. The North West recorded around the same number of journeys to/from other regions (40 million) in 2019-20 as it did in 2018-19. The remaining 10 regions recorded a decrease in journeys to/from other regions. The East of England (down 4.0%) recorded the largest fall in journeys to/from other regions.

Journeys **within regions** decreased by 0.8 million (down 0.1%), with 1,022 million journeys being recorded in 2019-20. Passenger journeys in London, which account for more than half of all journeys within regions, fell by 0.8%. The North West (up 8.8%) recorded the highest increase this year due in part to the methodological change described above. Wales (down 5.2%) recorded the largest fall in journeys within the region in 2019-20.

North East

Figure 2.02: Passenger journeys, North East, 1995-96 to 2019-20, and percentage change in 2019-20 compared with 2018-19 (Table 1555)
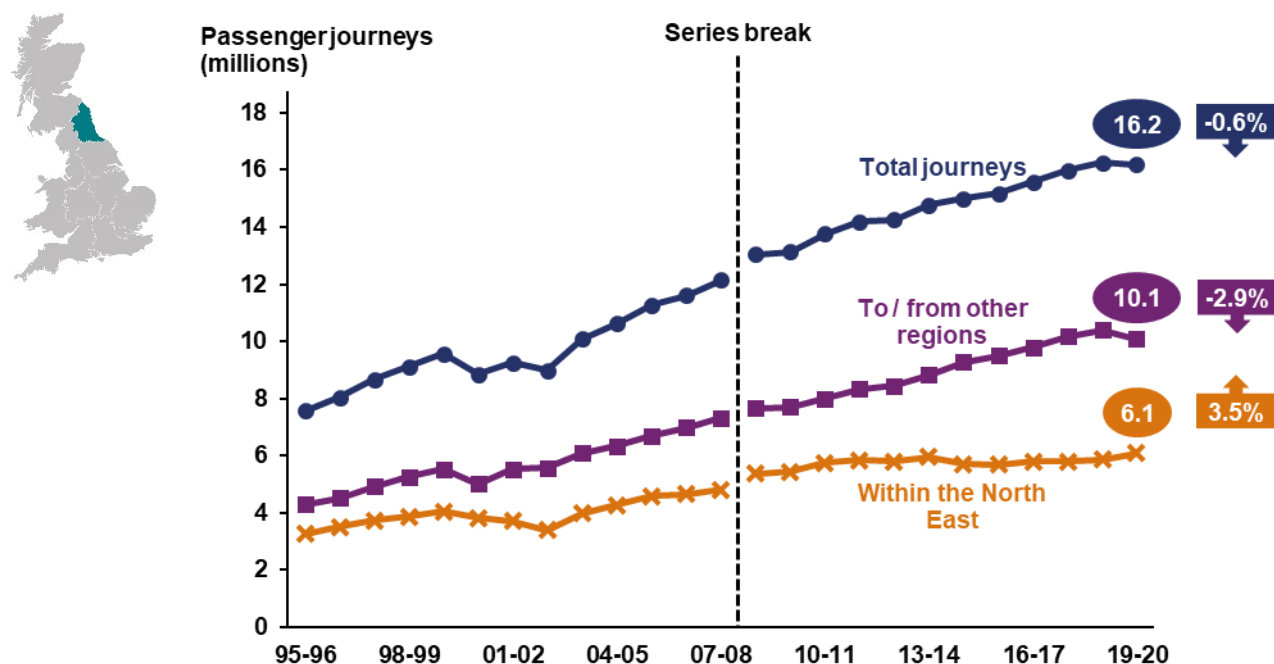
The total number of journeys for the North East region was 16.2 million in 2019-20, a decrease of 0.6% compared with the previous year. This was the first time since 2002-03 that the North East recorded a fall in the total number of journeys.

Passenger journeys for the North East fell over the period between 1999-00 and 2002-03. This was driven by a decrease in journeys within the region over that period, largely due to significant engineering work between Newcastle and Sunderland as the line was upgraded for the Tyne & Wear Metro extension to Sunderland, which was completed in 2002-03.

Journeys between the North East and other regions fell by 2.9% in 2019-20, to 10.1 million. The largest decrease was for journeys to/from London (down 8.6%). Conversely, there were increases in journeys to/from the North West (up 1.7%) and Yorkshire and the Humber (up 1.1%).

Most journeys to/from other regions originate/end in the sub-region (ITL2) of Northumberland and Tyne and Wear. This sub-region recorded a decrease of 2.5% in such journeys. The Tees Valley and Durham sub-region recorded a decrease of 3.4%.

Journeys within the North East rose by 3.5% in 2019-20, to 6.1 million with Northumberland and Tyne and Wear (up 4.5%) and Tees Valley and Durham (up 2.6%) both recording more journeys within the North East this year. This growth is likely to be as a result of a recovery in usage following strike action on Northern during 2018-19.

North West

Figure 2.03: Passenger journeys, North West, 1995-96 to 2019-20, and percentage change in 2019-20 compared with 2018-19 (Table 1560)
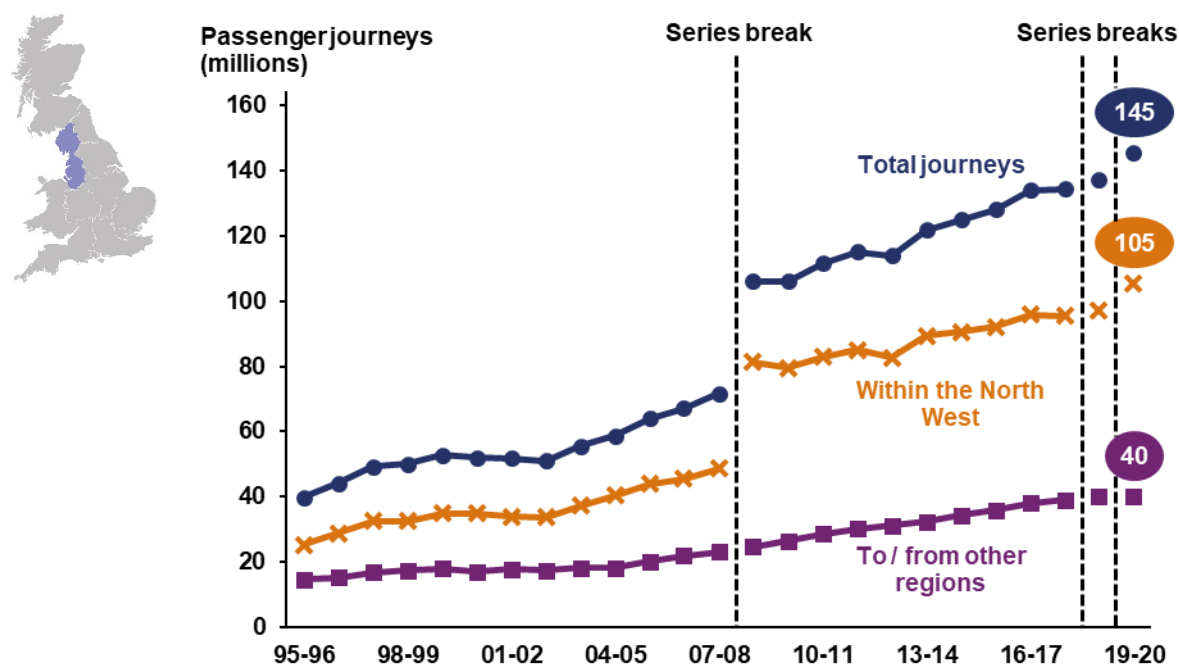

The North West recorded an increase of 6.3% in 2019-20; however, this increase is an overestimate as the journey numbers are not directly comparable to the previous year. The increase was partly due to an additional 3.6 million journeys in the Merseyside PTE area made using tickets purchased off network, which were included for the first time in 2019-20. Increased usage in Cumbria, completed engineering works in Lancashire, and a recovery in usage on Northern following strike action in 2018-19 also contributed to the increase in usage in the North West. The sharp rise in 2008-09 was the result of inclusion of new estimates for rail travel in PTE areas, which affected both Merseyside and Greater Manchester journey numbers.

Journeys between the North West and other regions remained at 40 million in 2019-20. Journeys to/from Yorkshire and the Humber increased by 3.1%, while journey to/from the North East increased by 1.7%. Journeys to/from London, which account for 28% of journeys to/from the North West, fell by 1.3% in 2019-20.

Journeys within the North West rose by 8.8% in 2019-20, to 105 million. Merseyside recorded a 13.2% increase in journeys within the North West this year due to the methodological improvement described above. Cumbria (up 15.0%) recorded strong growth in journeys within the North West. Lancashire (up 13.6%) returned to the level of usage recorded in 2016-17 following two years of disruption due to electrification engineering works.

Yorkshire and the Humber

Figure 2.04: Passenger journeys, Yorkshire and the Humber, 1995-96 to 2019-20, and percentage change in 2019-20 compared with 2018-19 (Table 1590)
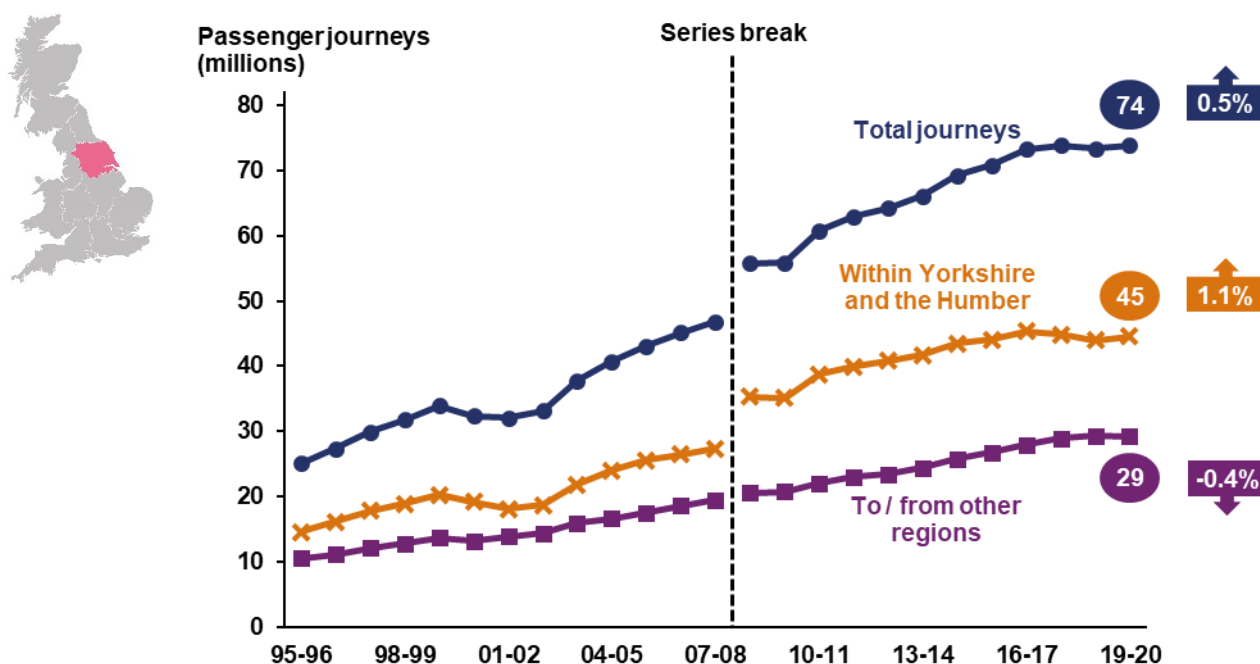
The total number of journeys for Yorkshire and the Humber region was 74 million in 2019-20, an increase of 0.5% compared with the previous year. An adjustment was made to the methodology in 2019-20 with the inclusion for the first time of around 223,000 journeys made using senior and disabled concessionary tickets in the South Yorkshire PTE area. The sharp increase in 2008-09 was due to the introduction of new estimates of rail travel in PTE areas, which affected both South Yorkshire and West Yorkshire.
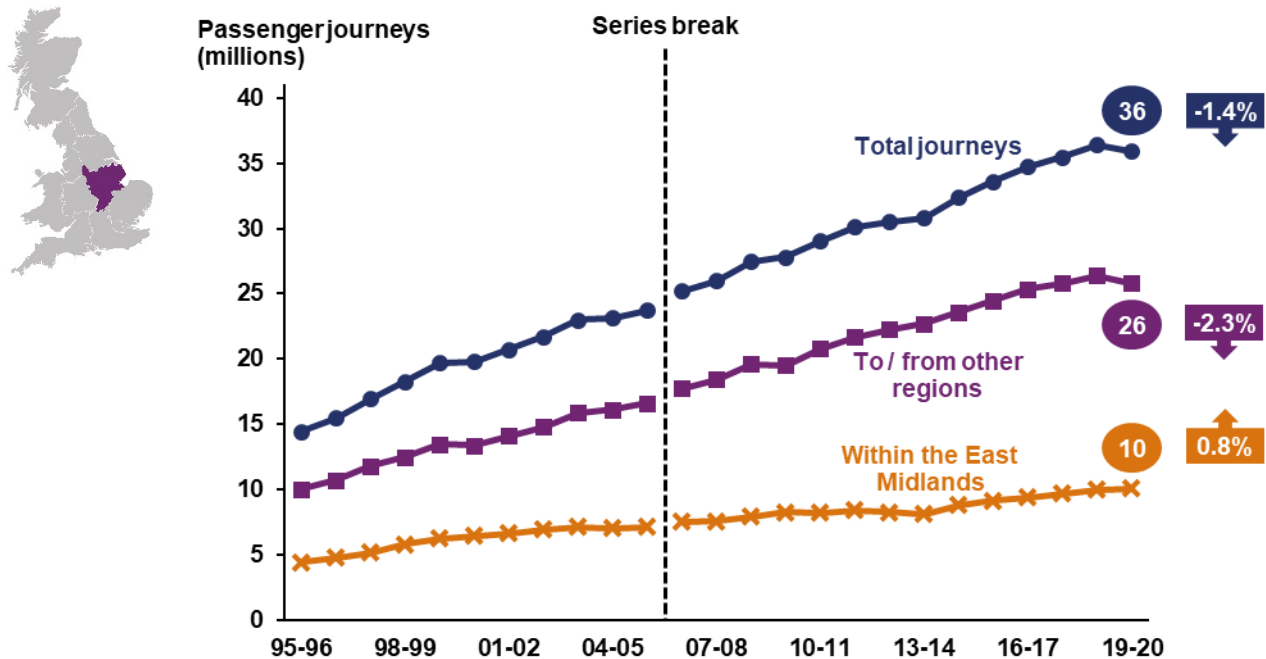
Journeys between Yorkshire and the Humber and other regions decreased by 0.4% in 2019-20, to 29 million. Journeys to/from London decreased by 5.4% to 7.3 million in 2019-20. Journeys to the North West, which accounted for 35% of journeys to/from other regions in 2019-20, increased by 3.1%.

The sub-region (ITL2) of East Yorkshire and Northern Lincolnshire recorded the largest decrease in journeys beyond Yorkshire and the Humber (down 4.7%). West Yorkshire (up 0.5%) was the only sub-region of Yorkshire and the Humber to record an increase in journeys beyond the region.

Journeys within Yorkshire and the Humber rose by 1.1% in 2019-20, to 45 million. The increase in South Yorkshire (up 3.2%) was partly due to the methodological change described above. The rest of the growth in the region is likely to be as a result of a recovery in usage following strike action on Northern during 2018-19. West Yorkshire (up 0.1%) recorded the smallest increase in journeys within the region this year.

East Midlands

Figure 2.05: Passenger journeys, East Midlands, 1995-96 to 2019-20, and percentage change in 2019-20 compared with 2018-19 (Table 1540)

The total number of journeys for the East Midlands region was 36 million in 2019-20, a fall of 1.4% compared with the previous year. This is the first decrease in the total number of journeys recorded for the region since the time series began in 1995-96.
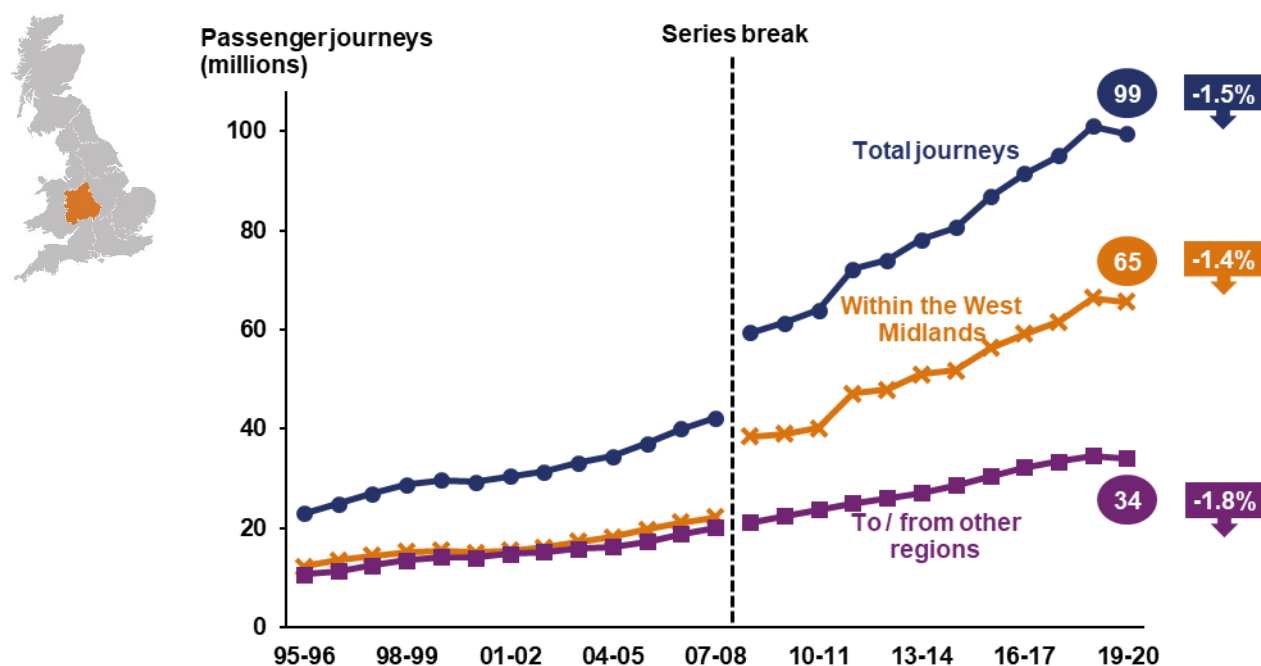
Journeys between the East Midlands and other regions decreased by 2.3% in 2019-20, to 26 million. Journeys to/from London decreased by 6.9% to 9.1 million in 2019-20, while journeys to/from Yorkshire and the Humber increased by 5.2% to 4.3 million this year. This growth is likely to be in part due to a recovery in usage following strike action on Northern during 2018-19.

The Leicestershire, Rutland and Northamptonshire sub-region (ITL2) recorded the largest decrease in journeys beyond the East Midlands (down 5.2%). This is likely to be related to the fall in journeys to/from London. Lincolnshire (down 1.5%) and Derbyshire and Nottinghamshire (down 0.2%) recorded smaller decreases in journeys beyond the region.

Journeys within the East Midlands increased by 0.8% in 2019-20, to 10 million. Around half of these journeys began or ended in the sub-region of Derbyshire and Nottinghamshire. This sub-region recorded an increase of 2.1% this year. By contrast, there were decreases for Lincolnshire (down 2.5%) and Leicestershire, Rutland and Northamptonshire (down 0.1%).

West Midlands

Figure 2.06: Passenger journeys, West Midlands, 1995-96 to 2019-20, and percentage change in 2019-20 compared with 2018-19 (Table 1585)

The total number of journeys for the West Midlands region was 99 million in 2019-20, a fall of 1.5% compared with the previous year. This is the first time since 2000-01 that the total number of journeys for the West Midlands has decreased.

The sharp increase in 2008-09 was due to the introduction of new estimates of rail travel in PTE areas, which affected the West Midlands Metropolitan County.

Journeys between the West Midlands and other regions decreased by 1.8% in 2019-20, to 34 million. Journeys to/from London decreased by 4.0% to 14 million in 2019-20, while journeys to/from the North West increased by 0.5% to 5.8 million this year. The Shropshire and Staffordshire sub-region (ITL2) recorded a 1.1% increase in journeys beyond the region. The West Midlands Metropolitan County (down 3.0%) and Herefordshire, Worcestershire and Warwickshire (down 0.8%) recorded decreases in journeys to/from other regions.

Journeys within the West Midlands decreased by 1.4% in 2019-20, to 65 million. Around 80% of these journeys began or ended in the West Midlands Metropolitan County sub-region. This part of the region recorded a decrease of 1.4% this year. Herefordshire, Worcestershire and Warwickshire (down 1.9%) and Shropshire and Staffordshire (down 0.2%) also recorded decreases this year.

East of England

Figure 2.07: Passenger journeys, East of England, 1995-96 to 2019-20, and percentage change in 2019-20 compared with 2018-19 (Table 1545)
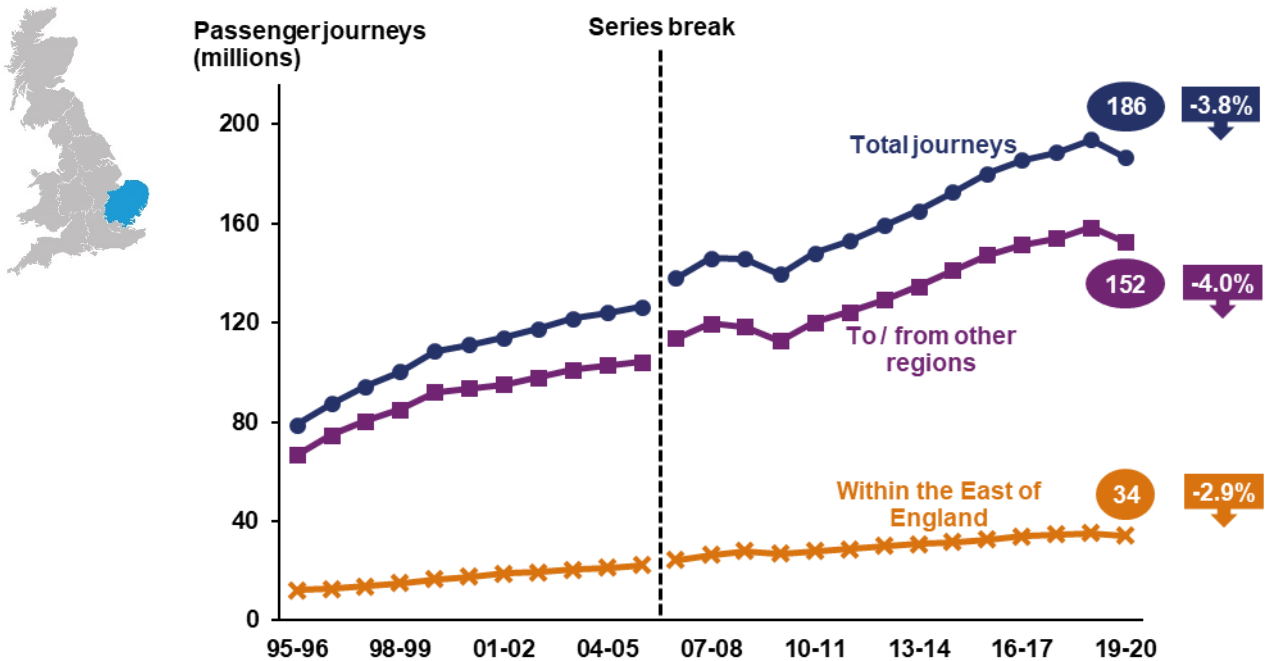
The total number of journeys for the East of England region was 186 million in 2019-20, a fall of 3.8% compared with the previous year. This is the first time since 2009-10 that the total number of journeys for the East of England has decreased.

Journeys between the East of England and other regions decreased by 4.0% in 2019-20, to 152 million. Over 90% of these journeys were to/from London. Such journeys decreased by 4.1% to 143 million in 2019-20. The smallest relative decrease was for journeys to/from the South East (down 1.5%), taking the total to 3.9 million this year.

The sub-regions (ITL2) of Essex (down 6.1%), East Anglia (down 4.1%), and Bedfordshire and Hertfordshire (down 2.0%) all recorded decreases in journeys beyond the East of England in 2019-20.

Journeys within the East of England decreased by 2.9% in 2019-20, to 34 million. The sub-regions of Essex (down 4.2%), East Anglia (down 2.5%) and Bedfordshire and Hertfordshire (down 1.6%) all recorded decreases in journeys within the region this year.

London

Figure 2.08: Passenger journeys, London, 1995-96 to 2019-20, and percentage change in 2019-20 compared with 2018-19 (Table 1550)
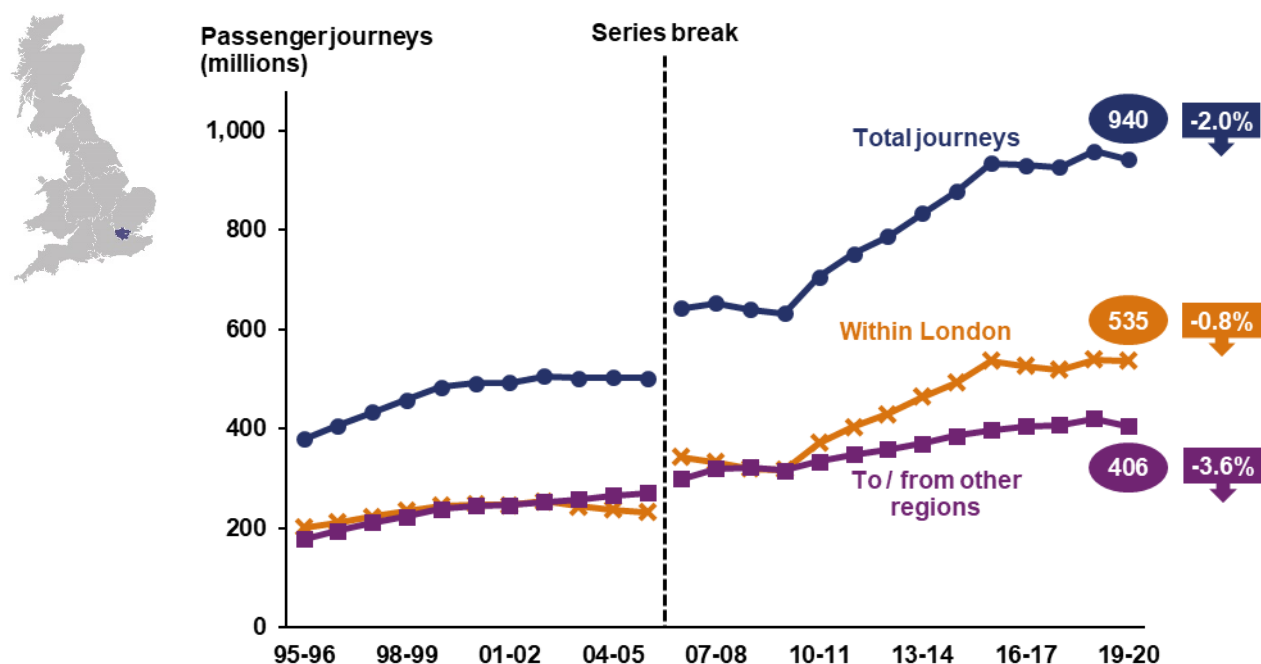
The total number of journeys for London was 940 million in 2019-20, a fall of 2.0% compared with the previous year.
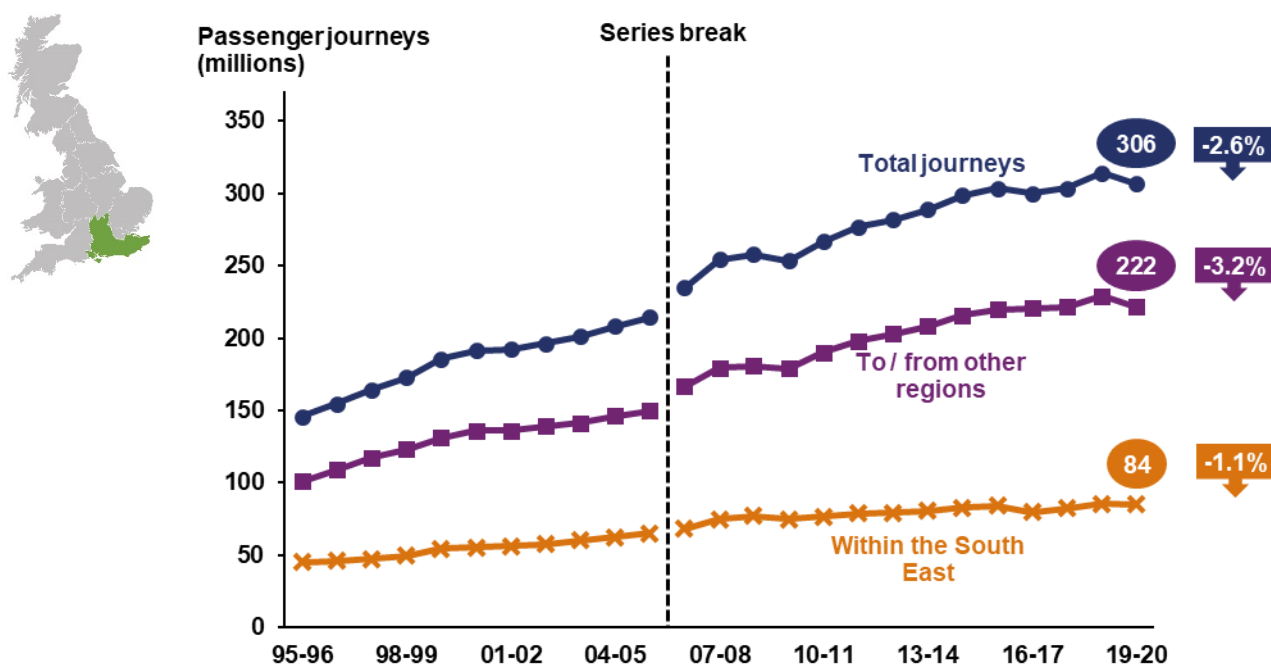
Journeys between London and other regions decreased by 3.6% in 2019-20, to 406 million. Around 85% of these journeys are to/from the South East (down 3.3%) or the East of England (down 4.1%). Journeys to/from Wales increased by 0.3%. Wales was the only region to experience an increase in journeys to/from London in 2019-20. This may have been due to a recovery in usage on the route following the electrification engineering works.

All five areas (ITL2 sub-regions) of London recorded decreases in journeys beyond the region in 2019-20. Inner London – West, which includes most London termini, recorded a decrease of 3.9%, taking the number of journeys to/from other regions to 266 million.

Journeys within London decreased by 0.8% in 2019-20, to 535 million. Around 42% of these journeys began or ended in Inner London – East. This area recorded a decrease of 2.3% compared with 2018-19. The inclusion for the first time of journeys made on services between London Paddington and Heathrow Airport resulted in the Outer London – West and North West area (up 9.0%) and Inner London – West (up 0.1%) recording increases in usage within London.

South East

Figure 2.09: Passenger journeys, South East, 1995-96 to 2019-20, and percentage change in 2019-20 compared with 2018-19 (Table 1570)

The total number of journeys for the South East region was 306 million in 2019-20, a fall of 2.6% compared with the previous year.
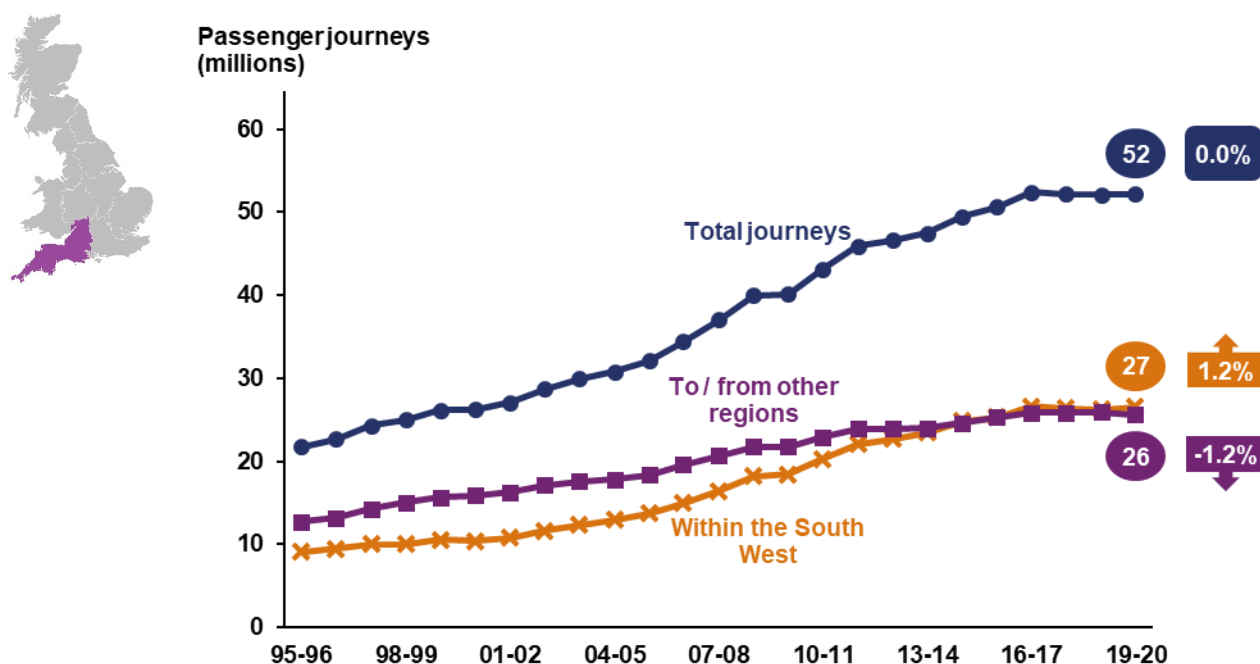
Journeys between the South East and other regions decreased by 3.2% in 2019-20, to 222 million. Over 90% of these journeys were to/from London. Such journeys decreased by 3.3% to 203 million in 2019-20.

The sub-region (ITL2) of Surrey and Sussex accounts for around 45% of journeys beyond the South East. The number of such journeys decreased to 99 million in 2019-20, down 3.3% compared with 2018-19. Of the other three sub-regions of the South East, Hampshire and the Isle of Wight (down 7.3%) recorded the largest fall in journeys beyond the South East in 2019-20.

Journeys within the South East decreased by 1.1% in 2019-20, to 84 million. Three of the four sub-regions of the South East experienced an increase in such journeys this year. Hampshire and the Isle of Wight (down 4.4%) had the largest decrease, whilst Berkshire, Buckinghamshire and Oxfordshire (up 0.4%) was the only sub-region to record an increase in journeys with the region. This was driven by an increase in journeys to/from Bicester North and Bicester Village.

South West

Figure 2.10: Passenger journeys, South West, 1995-96 to 2019-20, and percentage change in 2019-20 compared with 2018-19 (Table 1575)

The total number of journeys for the South West region was 52 million in 2019-20, which was about the same as last year. Prior to 2017-18, the South West had experienced continuous growth in total journeys since 1995-96.

Journeys between the South West and other regions decreased by 1.2% in 2019-20, to 26 million. Around 73% of these journeys were to/from London (down 1.4%) or the South East (down 3.0%). Journeys to/from Wales increased by 3.3% in 2019-20.

The sub-region (ITL2) of Gloucestershire, Wiltshire, Bath and Bristol account for around 66% of journeys beyond the South West. The number of such journeys increased to 17 million in 2019-20, up 0.7% compared with 2018-19. The other sub-regions of the South West recorded decreases in journeys beyond the region with Dorset and Somerset having the largest percentage decrease at 6.5%.

Journeys within the South West increased by 1.2% in 2019-20, to 27 million. The Gloucestershire, Wiltshire, Bath and Bristol area recorded a rise of 3.3% compared with 2018-19. This may be explained in part by growth in the Bristol area following engineering works in 2018-19. Cornwall (up 0.7%) also had an increase in journeys within the South West, while there were falls in Dorset and Somerset (down 2.4%) and Devon (down 1.0%).

Wales

Figure 2.11: Passenger journeys, Wales, 1995-96 to 2019-20, and percentage change in 2019-20 compared with 2018-19 (Table 1580)
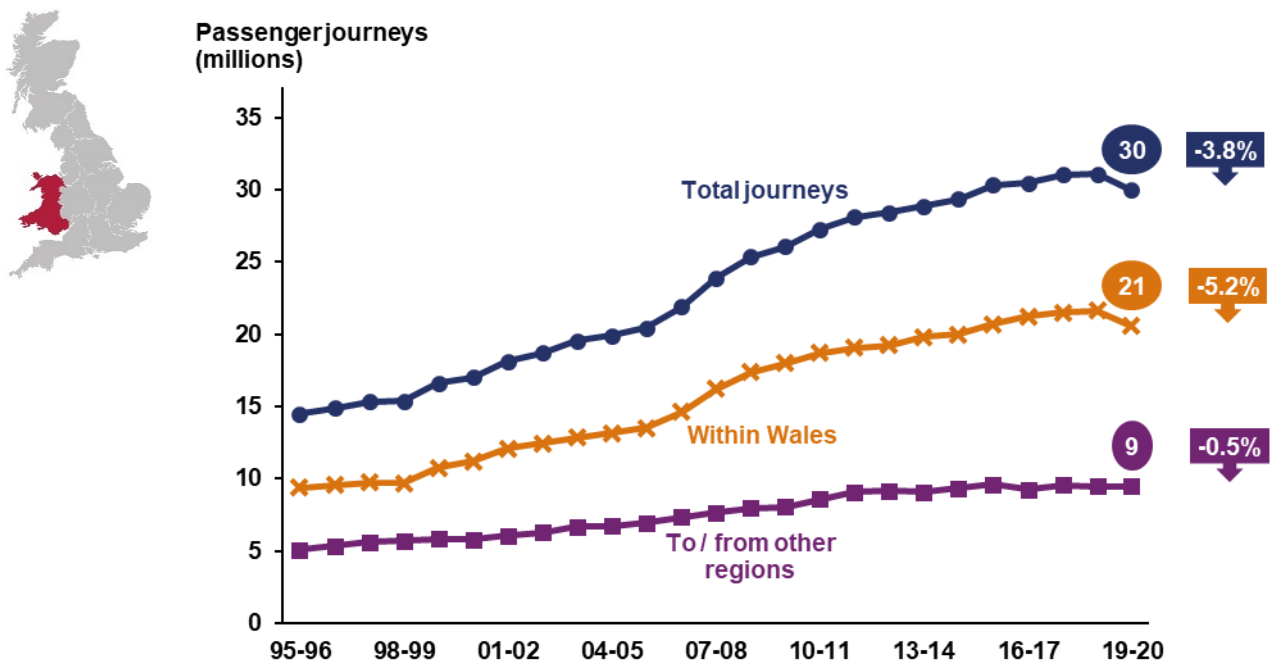
The total number of journeys for Wales was 30 million in 2019-20, which was down 3.8% compared with last year. This is the first decrease in the total number of journeys recorded for the region since the time series began in 1995-96.
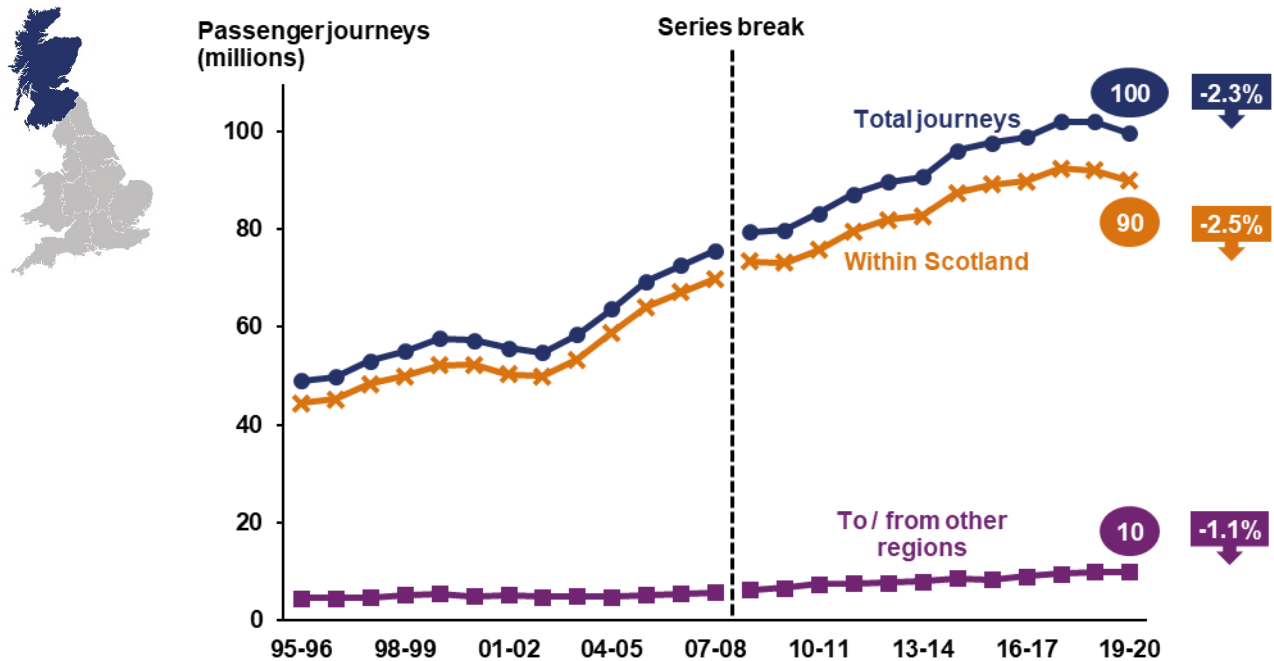
Journeys between Wales and other regions decreased by 0.5% in 2018-19, to 9 million. Just under a third of these are to/from the South West, which recorded a 3.3% increase in journeys to/from Wales in 2019-20. There was also a 0.3% increase in journeys to/from London. However, journeys between Wales and the North West, which account for around 20% of journeys beyond Wales, fell by 2.7%.

The sub-region (ITL2) of East Wales, which includes Cardiff Central railway station, accounts for around two-thirds of journeys beyond Wales. The number of such journeys was 6.3 million in 2019-20, up 0.2% compared with 2018-19. The sub-region of West Wales and The Valleys recorded 3.1 million journeys beyond Wales this year. This was down 1.9% compared with a year ago.

Journeys within Wales decreased by 5.2% in 2019-20, to 21 million. Journeys beginning or ending in East Wales, which account for around 60% of journeys within Wales, decreased by 4.2% compared with 2018-19. Journeys within Wales that began or ended in West Wales and The Valleys decreased by 6.6% compared with a year ago.

Scotland

Figure 2.12: Passenger journeys, Scotland, 1995-96 to 2019-20, and percentage change in 2019-20 compared with 2018-19 (Table 1565)

The total number of journeys for Scotland was 100 million in 2019-20, which was down 2.3% compared with the previous year.

Journeys between Scotland and other regions decreased by 1.1% in 2019-20, to 10 million. It should be noted that the actual fall is likely to have been smaller due to the way refunds have been included in the source data for certain ticket types. This particularly affects the sub-regions (ITL2) of Highlands and Islands and North Eastern Scotland. Around 56% of journeys beyond Scotland were to/from the North West (up 0.3%) or London (down 0.5%). Journeys to/from the North East decreased by 2.3%, while journeys to/from Yorkshire and the Humber fell by 5.5%.

The sub-region (ITL2) of Eastern Scotland, which includes Edinburgh Waverley railway station, accounts for around 60% of journeys beyond Scotland. The number of such journeys was 5.9 million in 2019-20, down 1.5% compared with 2018-19. The sub-region of West Central Scotland recorded 3.0 million journeys beyond Scotland this year. This was up 1.9% compared with a year ago.

Journeys within Scotland decreased by 2.5% in 2019-20, to 90 million. Journeys beginning or ending in West Central Scotland, which includes the City of Glasgow, accounts for around 60% of journeys within Scotland. This sub-region recorded a decrease of 1.9% in journeys within Scotland compared with 2018-19. Journeys within Scotland that began or ended in Eastern Scotland decreased by 3.7% compared with a year ago.

3. Annexes

Annex 1 – Definitions

- **Origin Destination Matrix** (**ODM**) – a comprehensive matrix of passenger flows throughout Great Britain.

- **MOIRA2.2 base matrix** – produced by Resonate as an input into the MOIRA2.2 rail panning tool, it provides an estimate of journeys on the Great Britain rail network for the duration of a financial year. It includes all journeys associated with point to point flows and includes overlays ("infills") to reflect travel using tickets not included in LENNON (e.g. London Travelcards and some specific tickets to/from airports and multi-modal and zonal products sponsored by PTEs).

- **LENNON** – 'Latest Earnings Networked Nationally Over Night' is the rail industry's ticketing and revenue system. It contains information on the majority of national rail tickets purchased in Great Britain. However, it excludes some tickets sales.

- **Passenger Transport Executive (PTE)** – There are six metropolitan counties in England. These are Greater Manchester, Merseyside, South Yorkshire, Tyne and Wear, West Midlands, West Yorkshire. Formerly, each of these areas had a Passenger Transport Executive (PTE), which was a local government body with public transport responsibilities. They were accountable to Integrated Transport Authorities (ITAs), which have now been reformed into Combined Authorities, some with a larger geographic coverage than the ITA they replace. Some Combined Authorities (Greater Manchester, Merseyside, North East, South Yorkshire) continue to have a free-standing transport executive, whilst in others (West Midlands and West Yorkshire) the transport executive has been incorporated within the Combined Authority. In Scotland the Strathclyde Partnership for Transport is the equivalent body covering the region of Strathclyde. For convenience, in this report we continue to refer to these seven areas as PTEs.

- **Passenger journeys** are estimated based on travel from an origin station to a destination station. For the purpose of these statistics, travel between an origin and destination counts as one journey irrespective of any changes of train. For example, a journey from Leicester to Manchester would be classed as one journey despite the need to change trains. This differs from the definition used in the Passenger Rail Usage statistical release, which would class this example as two journeys.

- The data are disaggregated by the following geographies, which are based upon the **2021 International Territorial Levels (ITL)** classification. These were formerly known as **Nomenclature of Territorial Units for Statistics (NUTS)** areas:

  o **ITL1 – Scotland, Wales, and Regions of England:** journeys within each ITL1 area and journeys between each pair of ITL1 areas.

  o **ITL2 – Groups of local government areas:** journeys within an ITL1 area beginning and/or ending within an ITL2 area and journeys to/from other ITL1 areas beginning or ending within an ITL2 area:

    - **London**: five areas – Inner London (East and West) and Outer London (East & North East, South, and West & North West).

    - **Rest of England**: counties, groups of counties, and metropolitan counties/combined authority areas.

    - **Scotland**: five areas – Eastern, North Eastern, Southern, West Central, and Highlands & Islands.

    - **Wales**: two areas – West Wales & The Valleys and East Wales.

Further information on the local authorities in each of the ITL2 areas can be found in the quality and methodology report on the regional rail usage page.

Annex 2 – Quality and methodology

Data sources

These statistics are derived from the Origin Destination Matrix (ODM). The ODM is produced each year by Steer on behalf of the ORR. The journey data in the ODM are primarily based on sales data from LENNON, the rail industry's ticketing and revenue system. These are supplemented with some local ticketing data. Listed below are the data sources used to create the ODM:

- LENNON, Transport for London (TfL) data and train operator data (Gatwick Express and Stansted Express) as an input to the MOIRA2.2 base matrix

- Local ticketing data from Passenger Transport Executives (PTEs)

- Manual station counts

- Heathrow Express ticketing data

- Additional LENNON data

Methodology

These statistics on usage are **estimates** based primarily on tickets sales using the methodology described in detail in the [Quality and Methodology report](). This methodology is the best approach possible given Britain does not have a fully gated rail network or comprehensive and robust count data at every station. However, these data do have weaknesses when utilised for this purpose and, although some of these are catered for in the methodology and we continue to seek improvements to address identified issues, the user should be aware of these acknowledged limitations and bear these in mind when using the data. The key **limitations** are below and also detailed in the Quality and Methodology report.

A passenger journey presented in this Regional Rail Usage statistical release is based on the origin and destination stations named on the ticket. For example, a journey from Leicester to Manchester would be classed as one journey despite the need to change trains. For the [Passenger Rail Usage]() statistical release, this example would count as two journeys, taking into account the number of legs of a journey. This release, therefore, produces lower estimates than the annual number of journeys published in the Q4 Passenger Rail Usage statistical release for the corresponding year. Please see [Passenger Journeys in Great Britain](), which explains the differences in more detail.

Station to station flow data are commercially confidential. As a result we are unable to provide more disaggregated rail usage data without permission from train operators.

Methodology changes

The methodology to produce the ODM and therefore Regional Rail Usage statistics is reviewed annually and enhancements are implemented to address known issues. Often these enhancements utilise new sources of data that were not previously available and improve the estimates.

A number of improvements to the methodology have been implemented over recent years. These improvements should be taken into account when considering year on year changes in journeys for some regions, as it may not reflect an actual change in demand. Significant changes to methodology are highlighted by series breaks within charts. Where other methodology improvements affect the latest figures or trends presented, we have highlighted and tried to quantify the impact where possible. Further detail of recent and historical methodological improvements can be found in Annex 2 of the Quality and Methodology Report.

How these statistics can and cannot be used
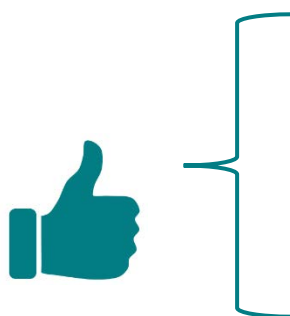
- Monitoring the number of annual journeys within and between Scotland, Wales and Regions of England

- Monitoring how usage in different regions changes over time (subject to methodology changes) and insights as to why

- Comparing the relative usage of regions and sub-regions (ITL2 areas) across the whole of Great Britain

- Monitoring passenger rail usage by train operating company or by ticket type (refer to Passenger 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

Limitations

When using Regional Rail Usage statistics, it is important to be aware of:

- Methodological improvements made to the dataset over time which can impact consistency between years.

- Limitations of the data and specifically factors, e.g. some ticket sales not being included, that may mean that demand on particular flows is underestimated or overestimated. For example, some train operators, primarily Eurostar, are not included in rail industry ticketing systems, travel using these operators' tickets are not included in these statistics.

- Caledonian Sleeper journeys are currently not included in the estimates. These journeys were previously included in the source data used to produce our statistics, but were gradually excluded over time.

Adjustment due to season ticket refunds

For 2019-20 only, two amendments were made to the source data to reflect refunds of season tickets due to the impact of the coronavirus (COVID-19) pandemic. These were:

- Firstly, for refund requests that were received and processed in the final weeks of March 2020 (i.e. at the start of the national lockdown), all the refunded journeys and revenue would appear in the 2019-20 financial year when in 'reality' those refunded journeys should be distributed over the season ticket's remaining validity. Therefore, an adjustment was required to remove the proportion of refunded journeys that should not have applied to 2019-20.

- The second adjustment related to the refund requests that were processed after March 2020. These refunded journeys would all be allocated to the 2020-21 financial year, whereas it is likely that some of the journeys should be backdated to mid-March 2020 when the national lockdown commenced. This meant that a small proportion of these refunded journeys should be added to the 2019-20 estimates (i.e. the 2019-20 usage figures reduced) and Steer undertook this adjustment by using refunds data from LENNON for the first 5 periods of 2020-21 (i.e. to 22nd August 2020) to calculate the adjustment required for each flow.

Underestimate of Scotland journeys to/from other regions

We believe the number of journeys presented for Highlands and Islands and North Eastern Scotland to/from another region in 2019-20 are underestimates due to the way refunds have been included in the source data for certain ticket types. This means that the true percentage decreases in journeys for 2019-20 compared with the previous year will be

smaller than the figures presented. There will be a much smaller knock-on impact on the estimated number of journeys between Scotland and other regions in 2019-20.

Revisions

The total row in table 3 for Scotland (Table 1565) has been revised between 1995-96 and 2007-08. This revision was caused by a calculation error in the base data that attributed some stations to more than one ITL2 area. This resulted in an element of double counting in the total row.

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

Further information on data sources, quality and the methodology used to calculate the data within this release can be found in the [Regional rail usage quality and methodology report](#).

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

Data tables

All data tables can be accessed on the ORR 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 Regional rail usage page:

- Regional passenger journeys between England, Scotland and Wales – Table 1510
- Regional passenger journeys between regions – Table 1520
- Regional passenger journeys – East Midlands – Table 1540
- Regional passenger journeys – East of England – Table 1545
- Regional passenger journeys – London – Table 1550
- Regional passenger journeys – North East – Table 1555
- Regional passenger journeys – North West – Table 1560
- Regional passenger journeys – Scotland – Table 1565
- Regional passenger journeys – South East – Table 1570
- Regional passenger journeys – South West – Table 1575
- Regional passenger journeys – Wales – Table 1580
- Regional passenger journeys – West Midlands – Table 1585
- Regional passenger journeys – Yorkshire and the Humber – Table 1590

Other related data

Passenger rail usage (ORR):

Quarterly statistics reporting the volume of passenger journeys, kilometres and revenue on the mainline network in Great Britain. Statistics are presented by ticket type, sector, and train operating company. Long-running time series on passenger journeys (Table 1220) and passenger kilometres (Table 1230) are updated annually.

Estimates of station usage (ORR):

Annual statistics providing estimates for the numbers of entries/exits and interchanges for each mainline station of Great Britain. These estimates are also produced by Steer based on the ODM.

Passenger numbers and crowding (Department for Transport):

Rail passenger numbers and crowding statistics provides information on the number of passengers travelling by rail into and out of major city centres in England and Wales. The statistics represent passengers on National Rail services on a 'typical' weekday.

Annex 4 – ORR's statistical publications

Statistical Releases

This publication is part of ORR's National Statistics accredited releases, 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.**

In addition, ORR also publishes a number of Official Statistics, which consist of three annual publications: **Train Operating Company Key Statistics; Rail Statistics Compendium; Occupational Health**; and four quarterly publications: **Signals passed at danger (SPADS); Delay Compensation Claims; Disabled Person's Railcard (DPRC); Passenger assistance.**

All the above publications are available on the ORR data portal along with a list of publication dates for the next 12 months.

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**.

The majority of these 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. 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 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. Estimates of Station Usage statistics were assess in 2020.

For more information on how we adhere to the Code please see our compliance statements. For more details or to provide feedback, please contact the Statistics Head of Profession (Lyndsey Melbourne) at rail.stats@orr.gov.uk.