

# Passenger Rail Usage 2020-21 Quarter 4

3 June 2021

## Background:

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

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

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

**Latest quarter:** 2020-21 Q4 (January to March 2021).

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## Next publication:

7 October 2021

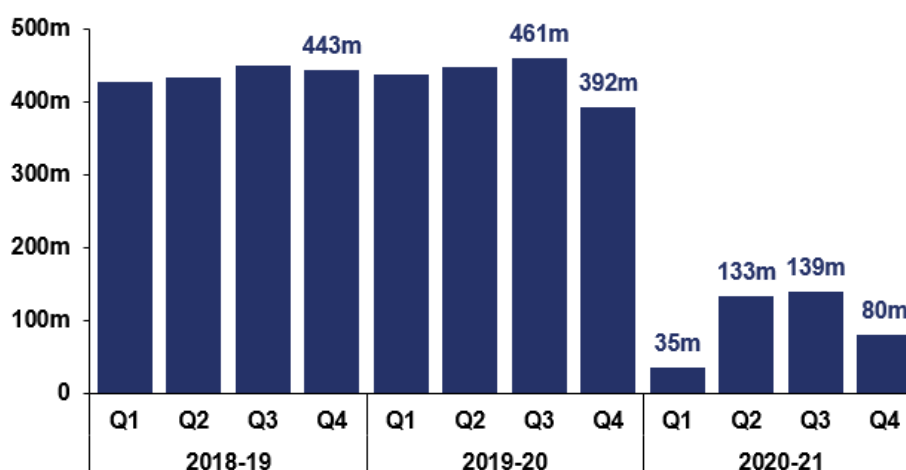
Passenger rail usage during the fourth quarter of 2020-21 continued to be affected by the coronavirus (COVID-19) pandemic. An [alternative methodology has been used to estimate usage with some ticket types in 2020-21](#) resulting in more uncertainty compared with previous years.

A total of 388 million **rail passenger journeys** were made in Great Britain in 2020-21. This equates to 22.3% of 1,739 million journeys made in 2019-20 and represents the lowest level of annual passenger usage since before the time series began in 1872. **Passenger revenue** totalled £1.9 billion in 2020-21. This equates to 18.3% of the £10.4 billion (in 2020-21 prices) generated in 2019-20.

There were 80 million journeys made during 2020-21 Q4. This was down from the 139 million journeys made in the previous quarter but still more than double the 35 million journeys made in 2020-21 Q1.

## Rail passenger journeys, Great Britain, 2018-19 Q1 to 2020-21 Q4

Rail passenger journeys - Great Britain



Methodological improvements have resulted in revisions to historic data with details available in [annex 2](#).

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](#).

# 1. Rail passenger journeys

## Impact of the coronavirus (COVID-19) pandemic

The statistics presented in this release are estimates derived from ticket sales data. In March 2020, travel restrictions imposed to limit the spread of the coronavirus resulted in a large number of season ticket refunds. An alternative methodology was applied in 2020-21 to estimate season ticket usage as well as the number of refunds (and therefore journeys not made). Consequently, there is more uncertainty around the estimates for 2020-21 relative to previous years. For further information on the methodological changes and revisions applied to historic data this quarter, please see [annex 2](#).

Please note that sector level data were unavailable for publication with this release as further work is required to improve the methodology for allocating non-LENNON usage data to the sectors. Updated sector tables will be published with the 2021-22 Q1 release.

It was estimated for 2020-21 Q1 (April to June 2020) that the 35 million passenger journeys in Great Britain represented [the lowest level of passenger usage since the mid-nineteenth century](#). This unprecedented fall in usage was attributed entirely to the [measures taken to limit the impact of the pandemic](#). By the beginning of 2020-21 Q2 (July to September 2020), the [incidence of coronavirus had fallen considerably across the UK](#). An estimated 133 million journeys were made in the quarter following the easing of travel restrictions. Nevertheless, this was still less than 30% of the usage in 2019-20 Q2. Cases of coronavirus were increasing again by the start of 2020-21 Q3 (October to December 2020). Local restrictions were introduced in areas where the virus was most prevalent. While restrictions were eased at the beginning of December, plans to allow travel during the Christmas holiday were scaled back or cancelled completely. An estimated 139 million journeys were made in 2020-21 Q3, corresponding to just over 30% of the journeys made in 2019-20 Q3.

Travel restrictions were in place in all of Great Britain for almost all of 2020-21 Q4 (January 2021 to March 2021), with only essential travel (e.g. for work) permitted. [Estimates published by the Department for Transport \(DfT\)](#) indicate that relative passenger rail usage in Great Britain began the quarter at 14% and remained at that level until around 8 February. Usage then increased to around 25% by the end of March 2021. These figures broadly correspond to the overall estimate of relative usage for 2020-21 Q4 made in this release (18.0%). Nevertheless, the [methodology used by DfT](#) counts all future journeys associated with a season ticket at the date of purchase. By contrast, the methodology used in this publication distributes those same journeys across the validity of the ticket resulting in a more accurate usage estimate.

## Rail passenger journeys in Great Britain

A total of 388 million journeys were made in Great Britain in 2020-21. This equates to 22.3% of 1,739 million journeys made in 2019-20 and represents the lowest level of annual passenger usage since before 1872.

**Figure 1.1: Rail passenger journeys, Great Britain, 1872 to 2020-21 (Table 1220)**



Sources: National Infrastructure Commission (1872 to 1937), Department for Transport (1938 to 1985-86), and Office of Rail and Road (1986-87 to 2020-21).

## Rail passenger journeys by operator

### 2020-21

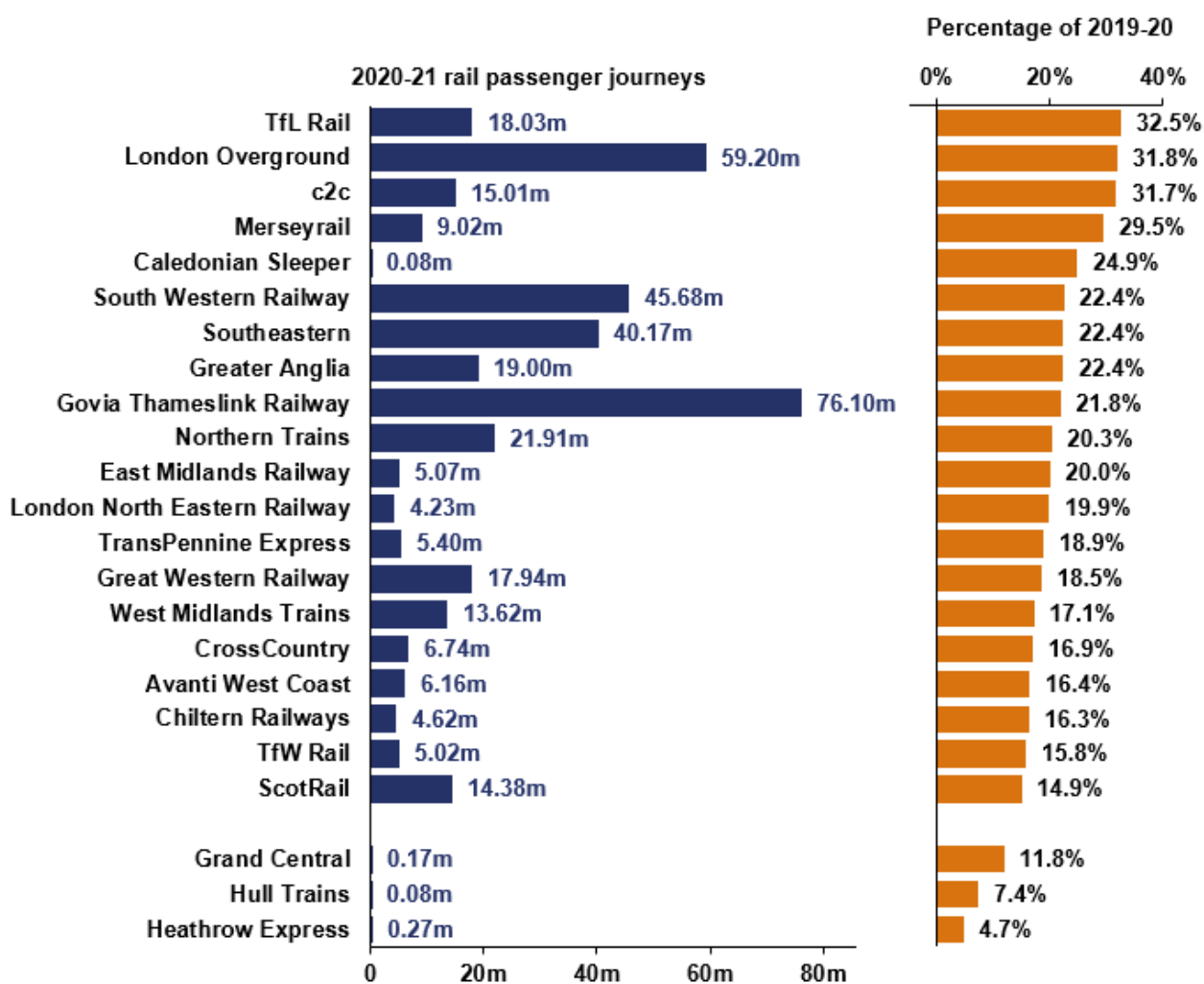
The level of passenger rail usage varied across Great Britain in 2020-21. Three operators of services in and around London recorded the highest levels of usage relative to 2019-20. TfL Rail (32.5%), London Overground (31.8%) and c2c (31.7%) were the only operators to record at least 30% of the journeys made in 2019-20. Merseyrail (29.5%) and Caledonian Sleeper (24.9%) recorded the fourth and fifth highest journey numbers as a percentage of 2019-20. The figure for Caledonian Sleeper should be treated with caution due to the methodology used to estimate refunds. It may be that the actual level of refunds, and therefore journeys not made, was higher than estimated.

Four more London and South East operators – South Western Railway, Southeastern, Greater Anglia (all 22.4%), and Govia Thameslink railway (21.8%) – recorded just over a fifth of journeys made in 2019-20. Of operators in the London and South East sector, Chiltern Railways recorded the lowest usage as a percentage of 2019-20 at 16.3%.

Of the other franchised operators, Northern Trains (20.3%) recorded the highest level of usage as a percentage of journeys made in 2019-20. ScotRail (14.9%) and TfW Rail (15.8%) recorded the lowest levels of relative usage. In general, usage was higher on services in and around urban centres, which is consistent with only essential travel (such as for work) being permitted at times during 2020-21.

The three non-franchised operators all recorded lower levels of relative usage than the franchised operators. In the case of Grand Central (11.8%) and Hull Trains (7.4%), this partly reflects the fact that both ran very few services in Q1 and Q4 of 2020-21. Heathrow Express operated throughout the year. Nevertheless, at 4.7% this operator recorded the lowest level of usage as a percentage of journeys made in 2019-20.

**Figure 1.2: Rail passenger journeys by operator, 2020-21, and percentage of 2019-20 (Table 1223)**

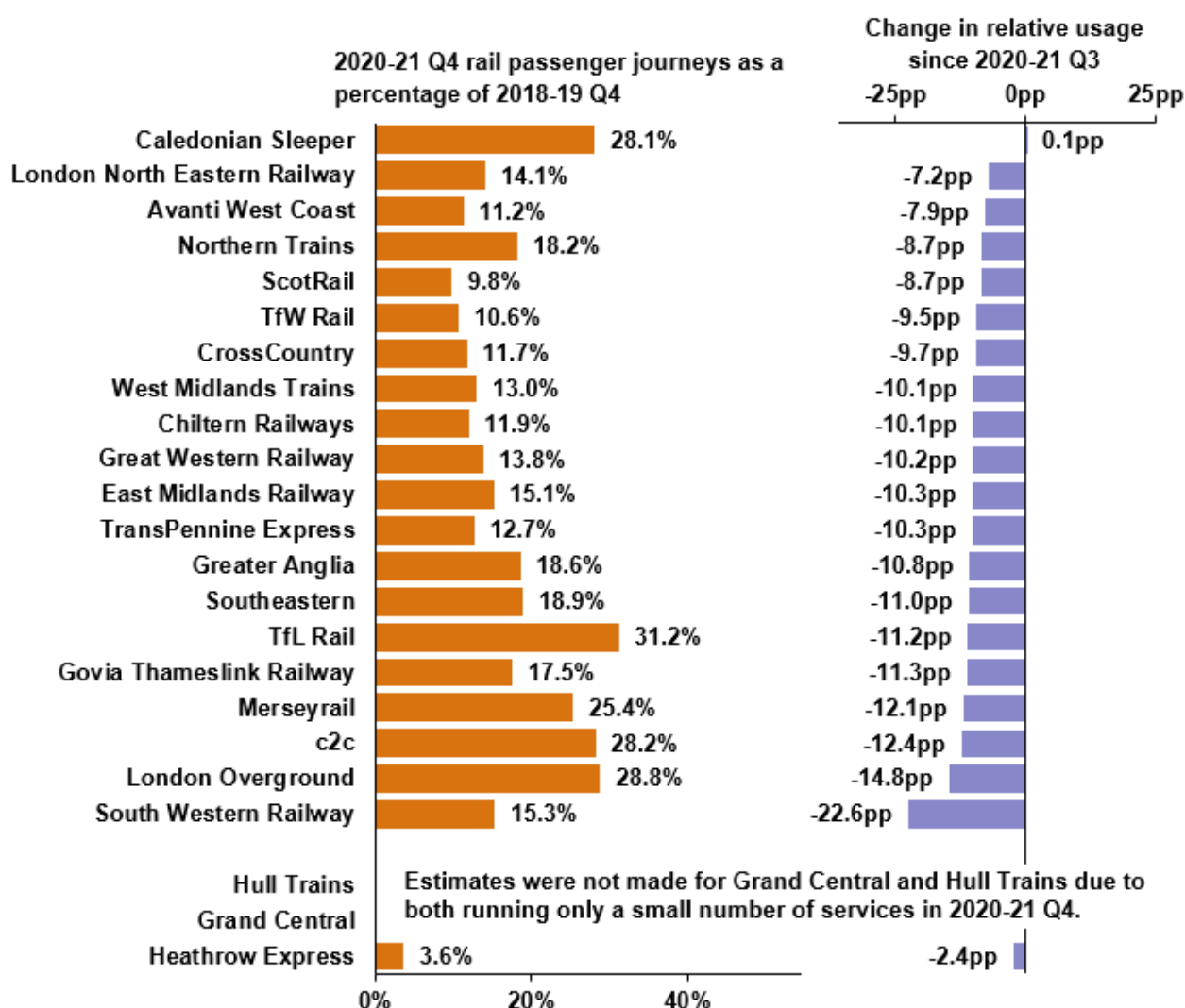


## 2020-21 Quarter 4

TfL Rail (31.2%) recorded the most usage in 2020-21 Q4 as a proportion of journeys made in 2018-19 Q4. (Note that the comparison is with 2018-19 Q4 rather than 2019-20 Q4 due to the pandemic affecting the figures in 2019-20 Q4.)

Caledonian Sleeper (up 0.1pp) was the only operator to record a higher level of relative usage in 2020-21 Q4 compared with 2020-21 Q3. However, the estimates for Caledonian Sleeper should be treated with caution due to the uncertainty around the number of refunds issued during 2020-21. For the most part, the fall in relative usage in 2020-21 Q4 was larger for those operators with higher relative usage. South Western Railway recorded 15.3% of journeys made in 2018-19 Q4. This was 22.6pp lower than the relative usage recorded in 2020-21 Q3. This may have been partly due to the [industrial action on South Western Railway in December 2019](#), which suppressed usage in 2019-20 Q3.

**Figure 1.3: Rail passenger journeys by operator in 2020-21 Q4 as a percentage of journeys in 2018-19 Q4 and the percentage point change in relative usage since 2020-21 Q3 (Table 1223)**



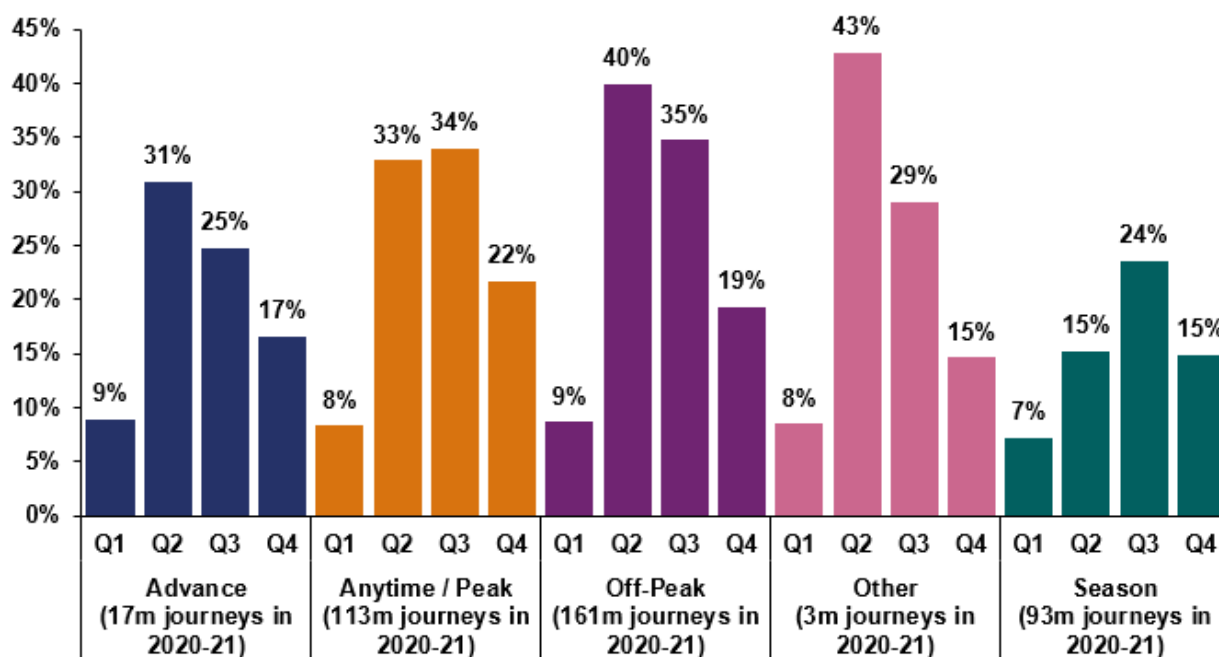
## Franchised rail passenger journeys by ticket type

There were 387 million franchised passenger journeys made in 2020-21. This is equivalent to 22.4% of the 1.7 billion journeys made in 2019-20. 'Other' tickets (35.8%) recorded the highest usage relative to 2019-20, albeit with only 2.9 million journeys. This was followed by off-peak tickets (26.8%), anytime/peak tickets (25.0%), advance tickets (20.9%) and season tickets (15.9%).

The chart below shows the change in relative usage by ticket type during the four quarters of 2020-21. Anytime/peak tickets (21.7%) recorded the highest relative usage this quarter, followed by off-peak tickets (19.3%) and advance tickets (16.6%). All five ticket types recorded a fall in relative usage in 2020-21 Q4. Nevertheless, despite the travel restrictions imposed during 2020-21 Q4, relative usage for each ticket type remained at least 6pp above the level recorded in 2020-21 Q1.

**Figure 1.4: Franchised rail passenger journeys in 2020-21 by ticket type as a percentage of the journeys made in the same quarter in 2019-20 (2018-19 for Q4) (Table 1222)**

Franchised rail passenger journeys in 2020-21 as a percentage of the journeys made in the same quarter in 2019-20 (2018-19 for Q4)



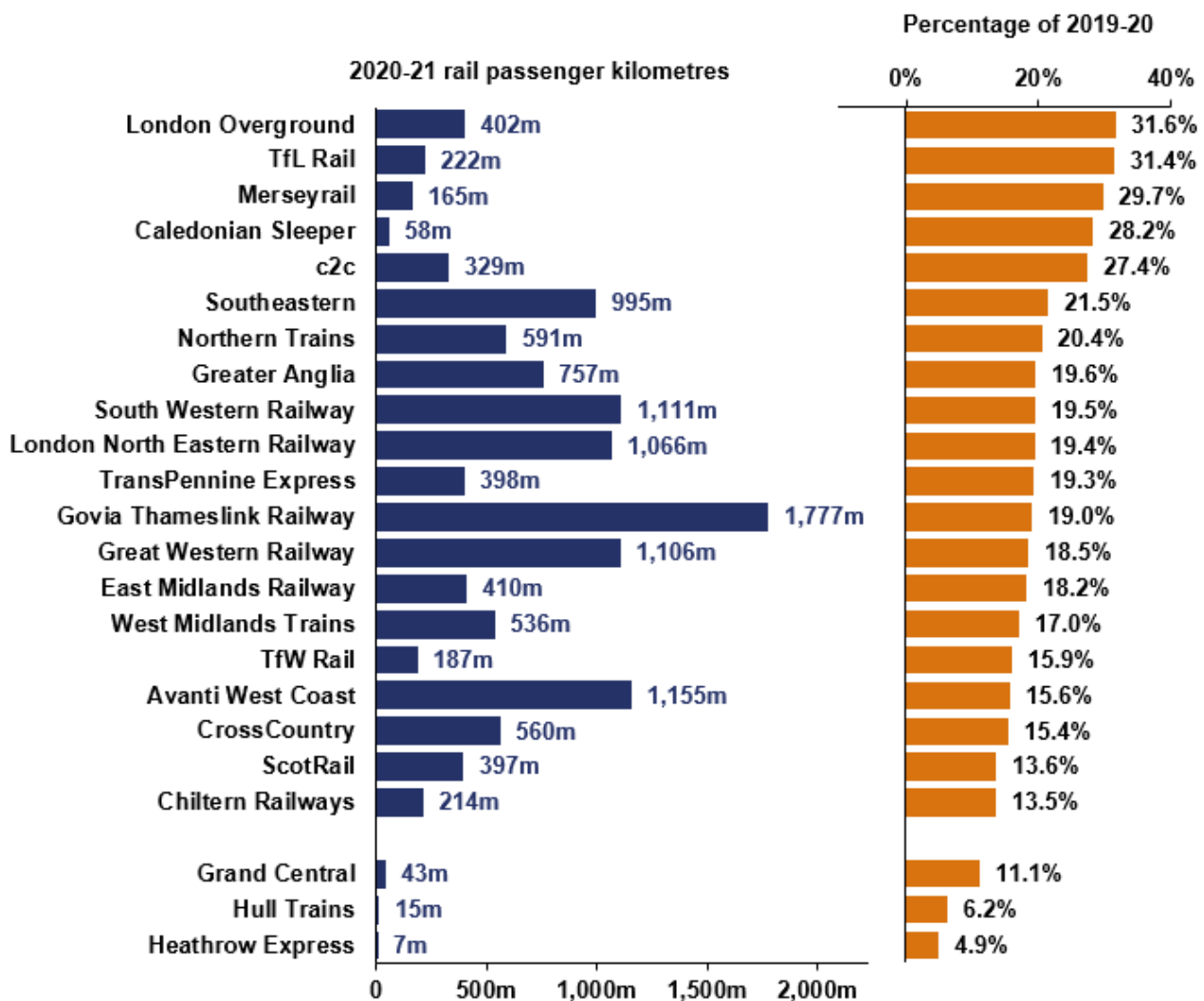
# 2. Rail passenger kilometres

## Rail passenger kilometres by operator

### 2020-21

A total of 12.5 billion passenger kilometres were recorded in Great Britain in 2020-21. This equates to 18.7% of the 66.8 billion kilometres in 2019-20. As with passenger journeys, train operators providing services in and around urban locations recorded the most passenger kilometres relative to 2019-20. London Overground (31.6%), TfL Rail (31.4%) and Merseyrail (29.7%) recorded the highest levels of relative usage. Of the franchised operators, Chiltern Railways recorded the lowest level of relative usage at 13.5%.

**Figure 2.1: Rail passenger kilometres by operator, 2020-21, and percentage of 2019-20 (Table 1233)**

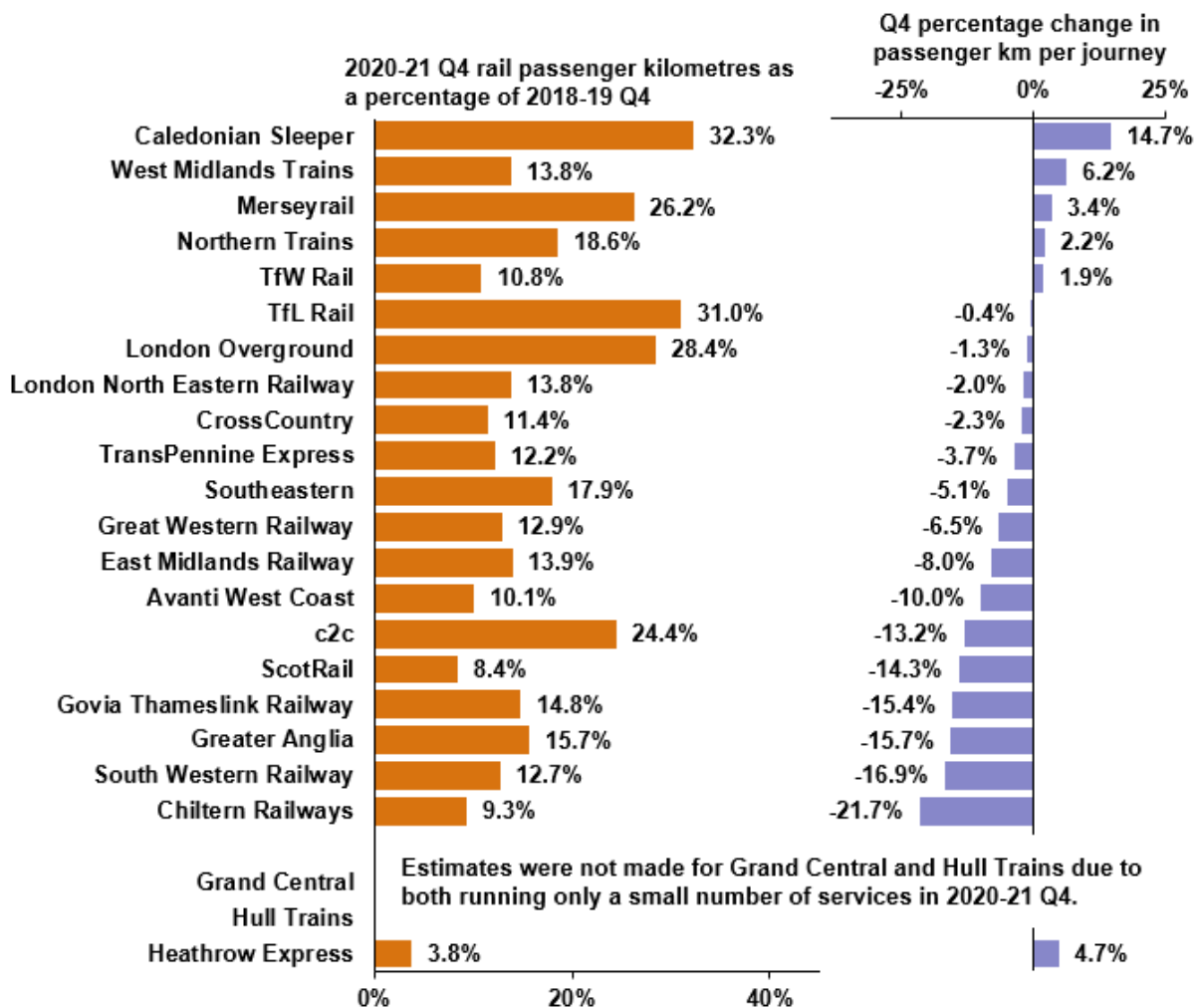


## 2020-21 Quarter 4

The 2.3 billion passenger kilometres recorded in Great Britain in 2020-21 Q4 equated to 14.0% of the 16.7 billion kilometres in the same quarter two years ago (2018-19 Q4). At 32.3%, Caledonian Sleeper recorded the highest relative usage for passenger kilometres this quarter. This should be treated with caution due to the methodology used to estimate refunds. It may be that the actual level of refunds, and therefore journeys not made, was higher than estimated. ScotRail recorded the lowest relative usage of the franchised operators with 8.4% of 2018-19 Q4 passenger kilometres travelled this quarter.

Five franchised operators recorded a higher average journey length in 2020-21 Q4 compared with 2018-19 Q4. Caledonian Sleeper recorded the largest increase at 14.7%. Most operators in the London and South East sector recorded shorter journeys this quarter. The average length of a journey on Chiltern Railways in 2020-21 Q4 was 21.7% shorter than that recorded in 2018-19 Q4.

**Figure 2.2: Rail passenger kilometres by operator in 2020-21 Q4 as a percentage of kilometres in 2018-19 Q4 and the percentage change in passenger kilometres per journey (Tables 1223, 1233)**





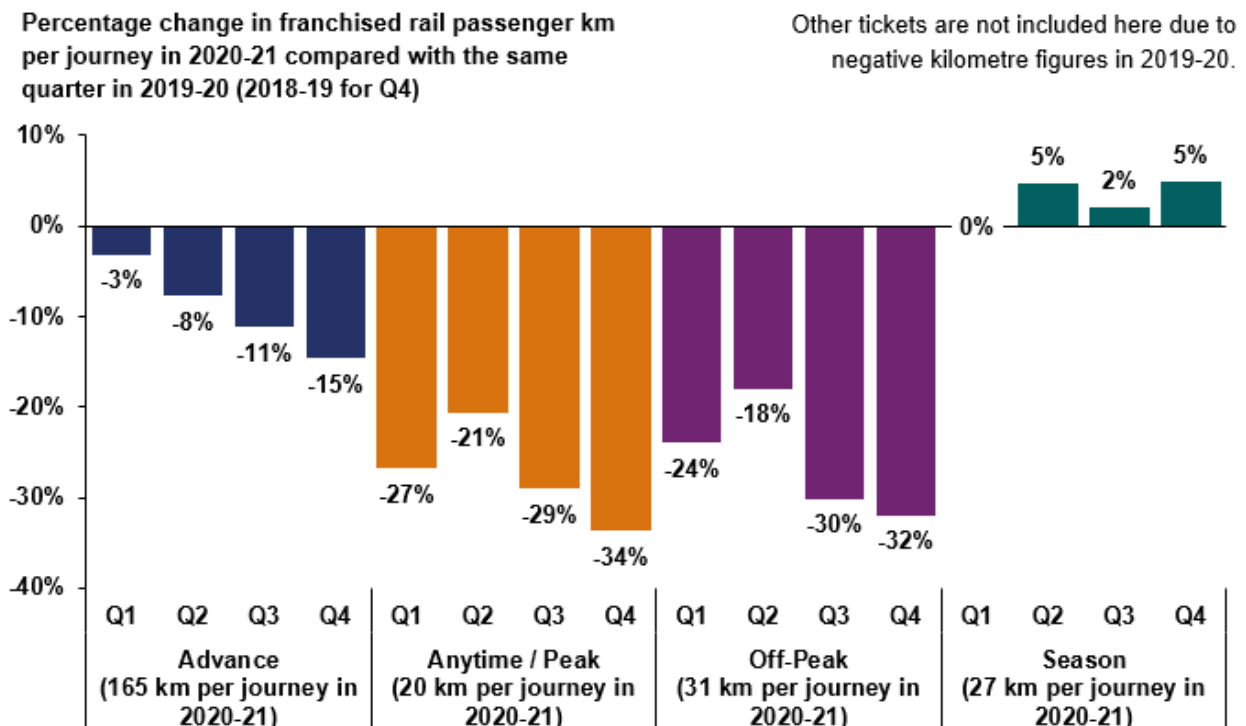
## Rail passenger kilometres by ticket type

There were 12.4 billion franchised passenger kilometres travelled in 2020-21. This is equivalent to 18.8% of the 66.0 billion kilometres travelled in 2019-20. Off-peak tickets (20.2%) recorded the highest usage relative to 2019-20. This was followed by advance tickets (19.0%), anytime/peak tickets (18.4%) and season tickets (16.2%).

The chart below shows the change in the average journey length by ticket type during the four quarters of 2020-21. Season tickets are the only type to have recorded longer journeys in 2020-21 compared with 2019-20. Journeys made using such tickets averaged 26.9 kilometres in length during 2020-21, which was up 1.9% compared with 2019-20. Advance tickets (down 9.1%), anytime/peak tickets (down 26.4%) and off-peak tickets (down 24.5%) all recorded shorter average journey lengths in 2020-21.

Advance tickets (down 15%), anytime/peak tickets (down 34%) and off-peak tickets (down 32%) all recorded larger year-on-year falls in average journeys lengths in 2020-21 Q4 compared with the previous three quarters.

**Figure 2.3: Percentage change in franchised rail passenger kilometres per journey in 2020-21 by ticket type compared with the same quarter in 2019-20 (2018-19 for Q4) (Tables 1222, 1232)**



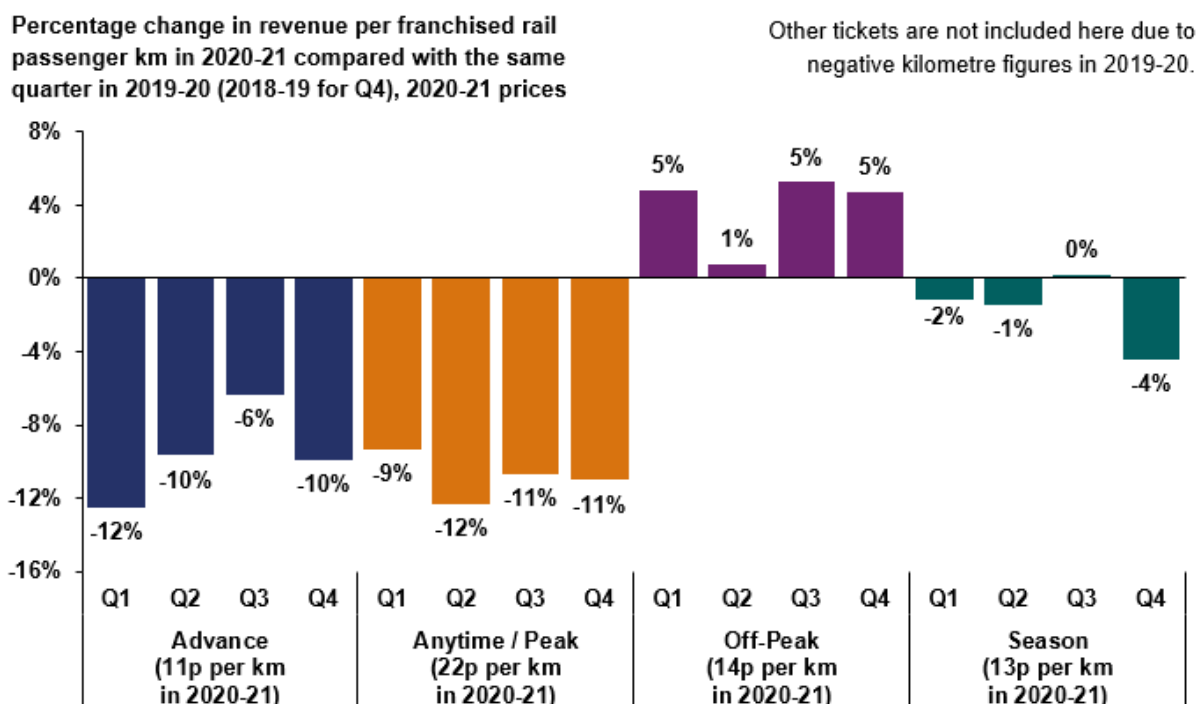
### 3. Rail passenger revenue

Passenger revenue totalled £1.9 billion in 2020-21. This equates to 18.3% of the £10.4 billion (in 2020-21 prices) generated in 2019-20. Franchised passenger revenue in 2020-21 was 18.5% of that generated in 2019-20. Off-peak tickets (20.9%) recorded the highest earnings relative to 2019-20. This was followed by advance tickets (17.5%), anytime/peak tickets (16.4%) and season tickets (16.0%).

The average revenue per franchised journey in 2020-21 was £4.89, which represents a real terms fall of 17.4% when compared with 2019-20. This can mostly be explained by the fall in the average journey length since the start of the pandemic.

The chart below shows the change in the average revenue per passenger kilometre by ticket type during the four quarters of 2020-21. Off-peak tickets are the only type to have raised more revenue per kilometre in 2020-21 compared with 2019-20. On average, such tickets generated 14.4p of revenue per kilometre travelled during 2020-21, which was up 3.1% compared with 2019-20 (in 2020-21 prices). Advance tickets (down 8.3%), anytime/peak tickets (down 11.1%) and season tickets (down 1.1%) all raised less revenue per kilometre in 2020-21.

**Figure 3.1: Percentage change in revenue per franchised rail passenger kilometre in 2020-21 by ticket type compared with the same quarter in 2019-20 (2018-19 for Q4), 2020-21 prices (Tables 1212, 1232)**

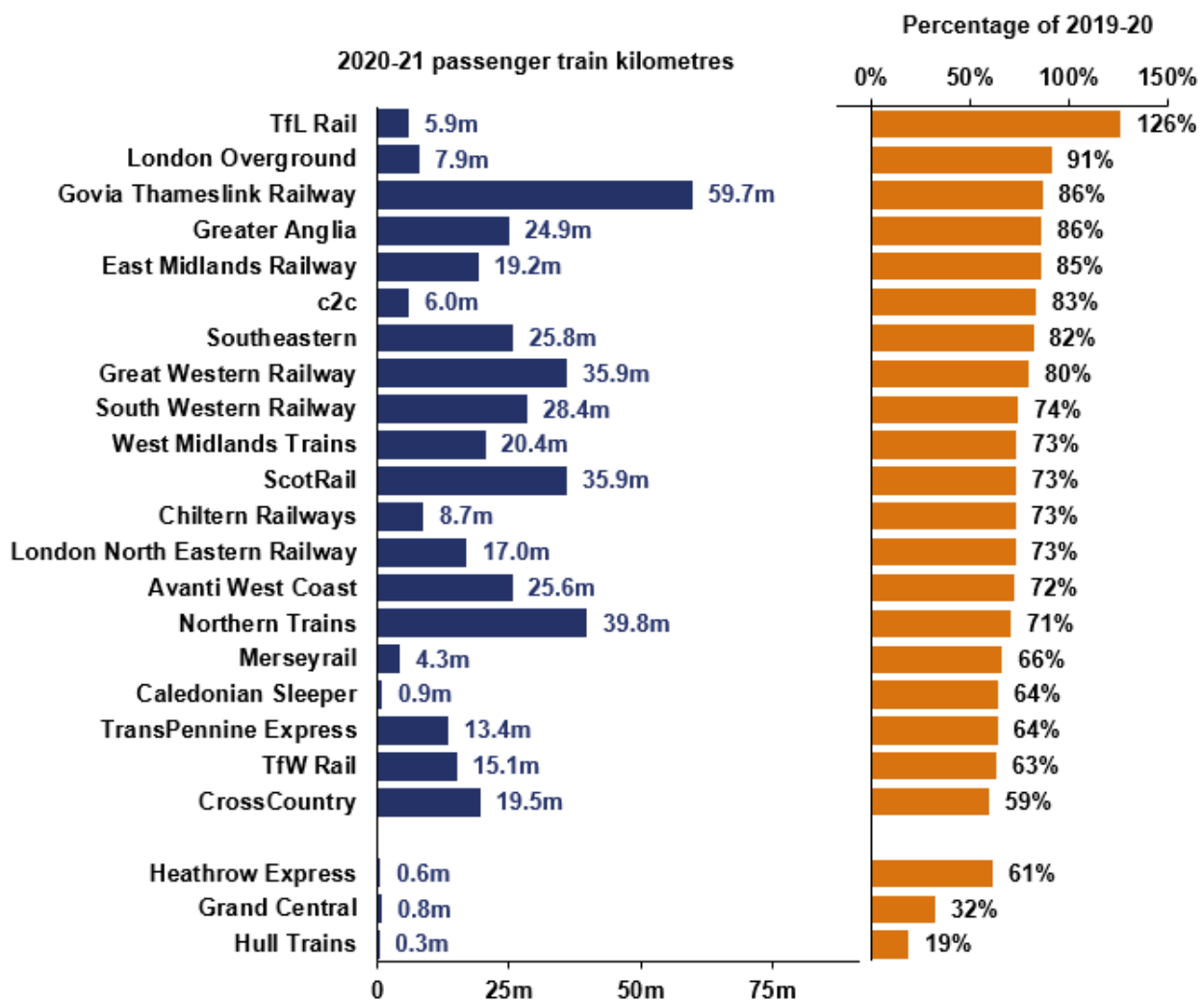


# 4. Passenger train kilometres

Passenger train kilometres fell to 416 million in 2020-21 following the [introduction of a reduced timetable](#) at the start of the pandemic. This equated to 75.5% of the train kilometres operated in 2019-20. Services increased during the year. The train kilometres operated in 2020-21 Q1 was equal to 60.4% of the same quarter a year earlier. This increased to 79.2% in 2020-21 Q2 and 86.8% in 2020-21 Q3 before falling back to 76.1% in 2020-21 Q4.

TfL Rail recorded 5.9 million train kilometres in 2020-21, which was up 26.3% compared with 2019-20. This can be partly attributed to the [transfer of London Paddington to Reading stopping services to TfL Rail from Great Western Railway on 15 December 2019](#). For the other franchised operators, train kilometres as a proportion of 2019-20 ranged from 90.9% for London Overground to 59.4% for CrossCountry.

**Figure 4.1: Passenger train kilometres by operator, 2020-21, and percentage of 2019-20 (Table 1243)**



# 5. Annexes

## Annex 1 – Definitions

- **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. 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.
- **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 (million) travelled by revenue earning passenger trains, sourced from Network Rail's Track Access Billing System (TABS). It replaced timetabled train kilometres in 2015-16 Q3. Train kilometres run on other infrastructure, such as London Overground, are not included. TABS still covers the Core Valley Lines, which were [transferred to Amey Keolis Limited \(AKIL\) on 28 March 2020](#), so data remain comparable over time.
- 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. 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. 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 Rail<sup>1</sup> franchises. TransPennine Express and Caledonian Sleeper are included in this sector for passenger rail usage purposes.
- **Non-franchised (open access) operators** – licenced by the Office of Rail and Road to run services on specific routes. The datasets that accompany this publication contain data for such operators: **Grand Central**, **Heathrow Express**, **Hull Trains**, and **Wrexham & 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/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 and/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** – allow 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.

The coronavirus (COVID-19) pandemic necessitated the use of an alternative methodology for estimating usage with season tickets in 2020-21. This is described on the next page.

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 quality and methodology report on the [passenger rail usage page](#).

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<sup>1</sup> Includes journeys made on TfW Rail services operated on the Core Valley Lines.

## Annex 2 – Quality and methodology

### Primary data source – LENNON system

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, please see the [Passenger rail usage quality and methodology report](#).

### Impact of the coronavirus (COVID-19) pandemic

In response to the pandemic, the UK government issued [advice against all unnecessary travel was announced on 16 March 2020](#), with [further guidance on 'staying at home' on 23 March 2020 \('lockdown'\)](#). This in turn resulted in a large number of refund applications for both ordinary and season tickets. The LENNON system does not remove existing records when a refund is processed. Instead, a negative item of usage is created to offset the original usage. These records are categorised in the "other" ticket category.

When a monthly or annual season ticket is purchased, the estimated usage is distributed in the post-allocation dataset over the period for which the ticket is valid. For example, an annual season ticket purchased on 6 January 2020 will contribute usage through to 5 January 2021. Refunds for such season tickets are distributed in LENNON in the same way as the original season ticket. However, they are only done so from the point at which the refund is issued. Moreover, there will be unused tickets for which refunds were not claimed.

Given that the pandemic affected usage towards only the end of the quarter, no changes were made to the methodology for the [2019-20 Q4 passenger rail usage release](#) with an acknowledgment that usage was likely to have been slightly overstated due to many expected refunds having not been issued. However, had the regular methodology been used in its entirety in 2020-21, a more substantial overestimate of usage for each quarter would have resulted. The estimates for usage with advance, anytime, and off-peak tickets were made in the usual way as such tickets are very likely to have been purchased within 2020-21. These were supplemented with estimates for usage with season and other tickets using alternative methodologies.

For both season tickets and other tickets there is more uncertainty around the estimates in 2020-21 compared with previous years. The number of journeys using season tickets was estimated using a combination of pre-allocation (sales) data, which attributes all expected usage to the point of purchase, and weekly season ticket usage in the post-allocation data, which splits usage by train operator. The methodology was refined for the 2020-21 Q3 release to provide a better estimate of the distribution of journeys made with season tickets between train operators and sectors.

Usage with other ticket types includes an estimate for refunds that were not related to tickets purchased before the start of the pandemic. This was done by assessing refund rates against train service reliability. It should be noted that the refund estimates for **2020-21 Q3** are likely to underestimate the actual extent to which purchased tickets were **not** used. The increase in the prevalence of the coronavirus during the quarter resulted in more restrictions on movement around Britain. In particular, plans to allow travel during the Christmas holiday were scaled back or abandoned completely. Even where refunds were made available, such as [in England for passengers who had booked rail travel during the Christmas travel window](#), the limitations of the LENNON system mean that it was not possible to quantify the level of refunds due to new travel restrictions.

## Other data sources

The passenger journey and kilometre data from LENNON are supplemented by data provided directly to the Office of Rail and Road 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.

Data for the actual passenger train kilometres are sourced from Network Rail's Track Access Billing System (TABS).

## Methodological improvements and revisions

Data for Heathrow Express for passenger journeys, kilometres and revenue have been included in this release for the first time. Revisions have been made to data for Merseyrail, London Overground, and the distribution of non-LENNON usage by ticket type due to changes in data supplied by operators and improvements in our methodology.

The Merseyrail estimates for 2011-12 Q1 to 2020-21 Q3 have been revised down each year by around 11 million journeys and 120 million passenger kilometres (down 2.9 million journeys and 29 million kilometres for 2020-21 Q1-Q3). This was due to previous overstating of Merseyrail journeys supplied to us as part of the non-LENNON component

of the data. The Merseyrail revision affects two of the ticket categories. These are season tickets (down 4 million journeys and 30 million passenger kilometres per year between 2010-11 and 2019-20) and other tickets (down 7 million journeys and 30 million passenger kilometres between 2010-11 and 2019-20).

The London Overground estimates for 2020-21 Q1 (up 45,000 journeys and down 5.1 million kilometres), Q2 (up 700,000 journeys and up 6.2 million kilometres) and Q3 (up 590,000 journeys and up 16.2 million kilometres) have been revised to align the estimates with passenger loading data received from the operator. These changes affect all ticket types with the exception of the other category for passenger kilometres. The changes to Merseyrail and London Overground described above affect all data tables containing passenger journey and/or passenger kilometre data.

Revisions have also been made to the distribution of franchised passenger journeys and franchised passenger kilometres across ticket categories between 2010-11 Q4 2019-20 Q4. These changes are the result of an improvement to the distribution of usage captured through non-LENNON data. The scale of the revisions (on an annual basis) to the national franchised ticket data are summarised in the table below:

<b>Metric and Table</b>	<b>Advance</b>	<b>Anytime / Peak</b>	<b>Off-Peak</b>	<b>Other</b>	<b>Season</b>
Passenger journeys – Table 1222	Up c.4,800 journeys	Up c.3.6 million journeys	Up c.6.1 million journeys	Down c.9.6 million journeys	Down c.140,000 journeys
Passenger kilometres – Table 1232	Down c.125,000 kilometres	Down c.54 million kilometres	Down c.84 million kilometres	Up c.204 million kilometres	Down c.66 million kilometres

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 [Passenger 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 [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 (not available until 2021-22 Q1)
- 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 (not available until 2021-22 Q1)
- Passenger kilometres by ticket type - quarterly – Table 1232
- Passenger kilometres by operator - quarterly – Table 1233

### Passenger revenue

- Passenger revenue by sector - quarterly – Table 1211 (not available until 2021-22 Q1)
- Passenger revenue by ticket type - quarterly – Table 1212
- Revenue per passenger kilometre and per passenger journey (franchised only) - quarterly – Table 1210

### Passenger train kilometres

- Passenger train kilometres by operator - quarterly – Table 1243

Please note that sector level data were unavailable for publication with this release as further work is required to improve the methodology for allocating non-LENNON usage data to the sectors. Updated sector tables will be published in 2021-22 Q1.

## Other related data

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](#).

For more information on COVID-19 impacts see:

- [Transport use during the COVID-19 pandemic \(Department for Transport\)](#)
- [All Change? Travel tracker \(Department for Transport\)](#)
- [Coronavirus and the social impacts on Great Britain \(Office for National Statistics\)](#)
- [Public transport journeys by type of transport \(Transport for London\)](#)

## European comparisons

Comparisons with railways in the rest of Europe are available [between 1990 and 2018 for passenger kilometres](#) and [between April 2018 and September 2020 for passenger journeys](#). More recent data from other European countries are published in the [IRG-Rail Ninth Annual Market Monitoring Report](#).

# Annex 4 – Office of Rail and Road’s statistical publications

## Statistical Releases

This publication is part of Office of Rail and Road’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, the Office of Rail and Road 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 [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 Office of Rail and Road’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 assessed 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](mailto:rail.stats@orr.gov.uk).



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