Passenger Rail Usage
2021-22 Quarter 1

7 October 2021

Contents:

Passenger rail usage continued to be affected this quarter by restrictions relating to the coronavirus (COVID-19) pandemic.

A total of 182 million **rail passenger journeys** were made in Great Britain in 2021-22 Q1. This is more than five times the 35 million journeys made in 2020-21 Q1 when travel restrictions were most severe and the most journeys since the start of 2020-21. Nevertheless, usage remains considerably lower than before the pandemic with the 182 million journeys this quarter equating to 41.6% of the 437 million journeys made in the same quarter two years ago (2019-20 Q1).

Rail passenger journeys, Great Britain, 2019-20 Q1 to 2021-22 Q1

Rail passenger journeys - Great Britain
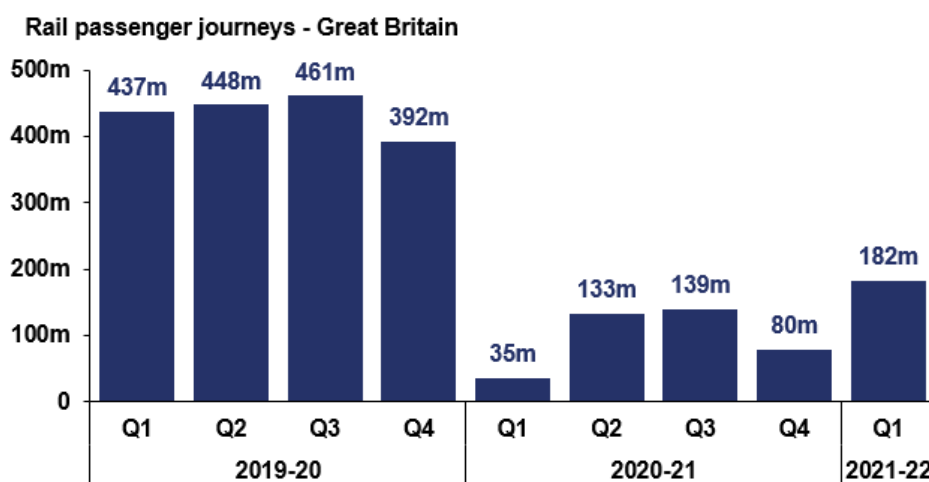
Usage continues to vary by ticket type. The 149 million journeys made in 2021-22 Q1 using **ordinary** tickets equate to 50.8% of usage in 2019-20 Q1. By contrast, the 32 million journeys made using **season** tickets this quarter equate to 22.9% of usage in 2019-20 Q1.

Total **passenger revenue** in Great Britain was £999 million in 2021-22 Q1. This equates to 35.9% of the £2.8 billion in 2019-20 Q1 (2021-22 Q1 prices).

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 other years. See annex 2 for more information. It should also be noted that ticketless travel is not captured by these statistics. **Levels of ticketless travel may have changed during the pandemic and those changes may vary substantially by operator.**

In 2020-21 Q1 there were 35 million passenger journeys in Great Britain. This 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 the same quarter the previous year (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. An estimated 80 million journeys were made in 2020-21 Q4, corresponding to around 18% of the journeys made in 2018-19 Q4.

Restrictions were gradually eased during 2021-22 Q1 with non-essential shops opening in England on 12 April and indoor hospitality reopening in England on 17 May. Estimates published by the Department for Transport (DfT) indicate that relative passenger rail usage in Great Britain began the quarter at around 30% of pre-coronavirus levels, before increasing to as high as 55% in early June. These figures broadly correspond to the overall estimate of relative usage for 2021-22 Q1 made in this release (41.6%). The methodology used by DfT counts all future journeys associated with a season ticket at the date of purchase; whereas 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 by sector and operator

The London and South East sector recorded 127 million journeys in 2021-22 Q1. This equates to 42.2% of the 301 million journeys in the same quarter two years ago (2019-20 Q1). London Overground (55.9%) recorded the highest relative usage this quarter with TfL Rail (53.0%) and c2c (48.2%) also recording around half of the journeys made in 2019-20 Q1. By contrast, Chiltern Railways had a relative usage of 34.5% this quarter.

The Regional sector recorded 40 million journeys in 2021-22 Q1, giving a relative usage of 41.2%. Relative usage in this sector ranged from 54.5% for Merseyrail to 32.2% for ScotRail. The Long Distance sector recorded 14 million journeys this quarter, equating to 39.3% of the 36 million journeys in 2019-20 Q1. London North Eastern Railway recorded a relative usage of 53.1% while Avanti West Coast recorded a relative usage of 34.9%.

With air travel still substantially reduced, the non-franchised operator Heathrow Express recorded relative usage of 7.6%.

Figure 1.1: Relative usage compared with two years ago ranged from 55.9% for London Overground to 7.6% for Heathrow Express

Rail passenger journeys by operator, 2021-22 Q1, and as a percentage of journeys in 2019-20 Q1 (Table 1223)
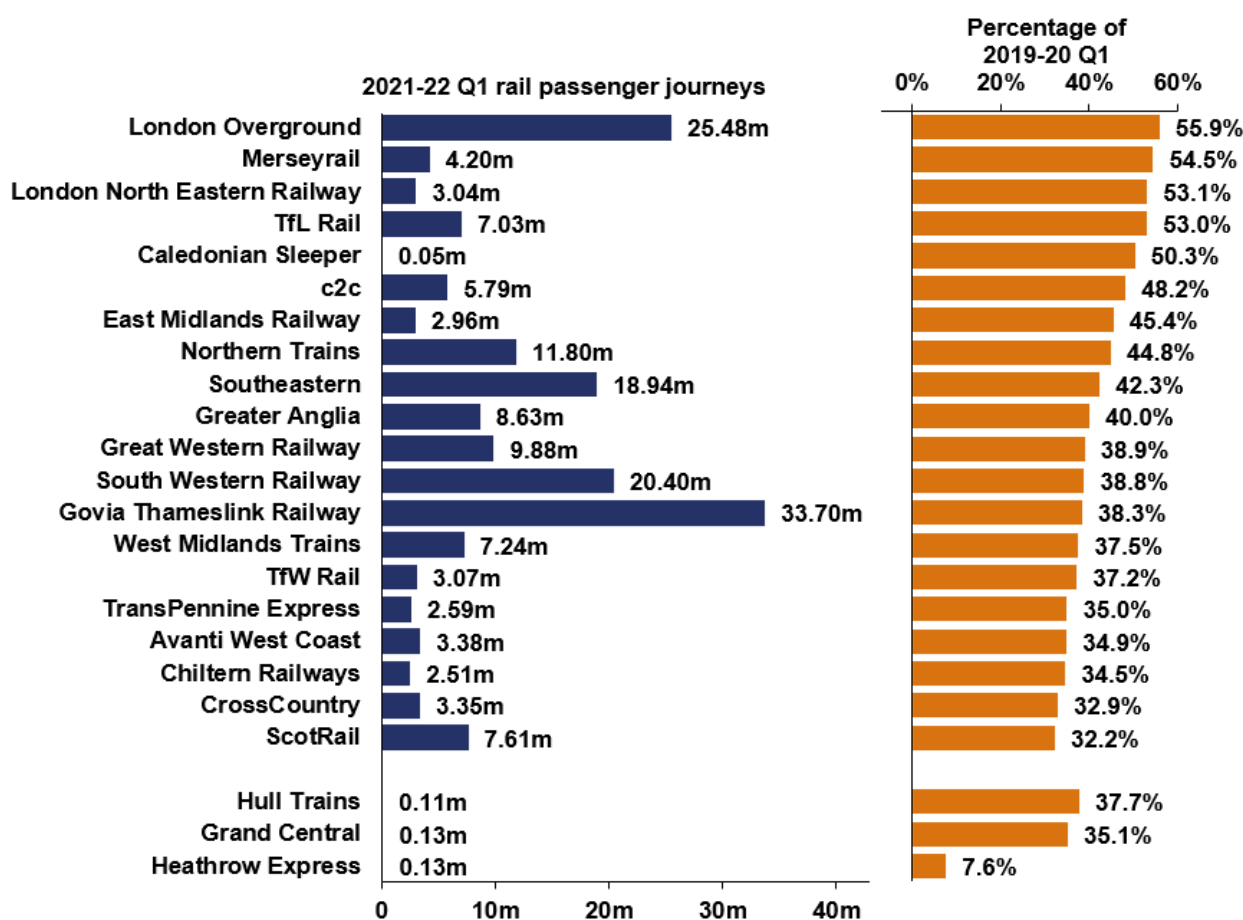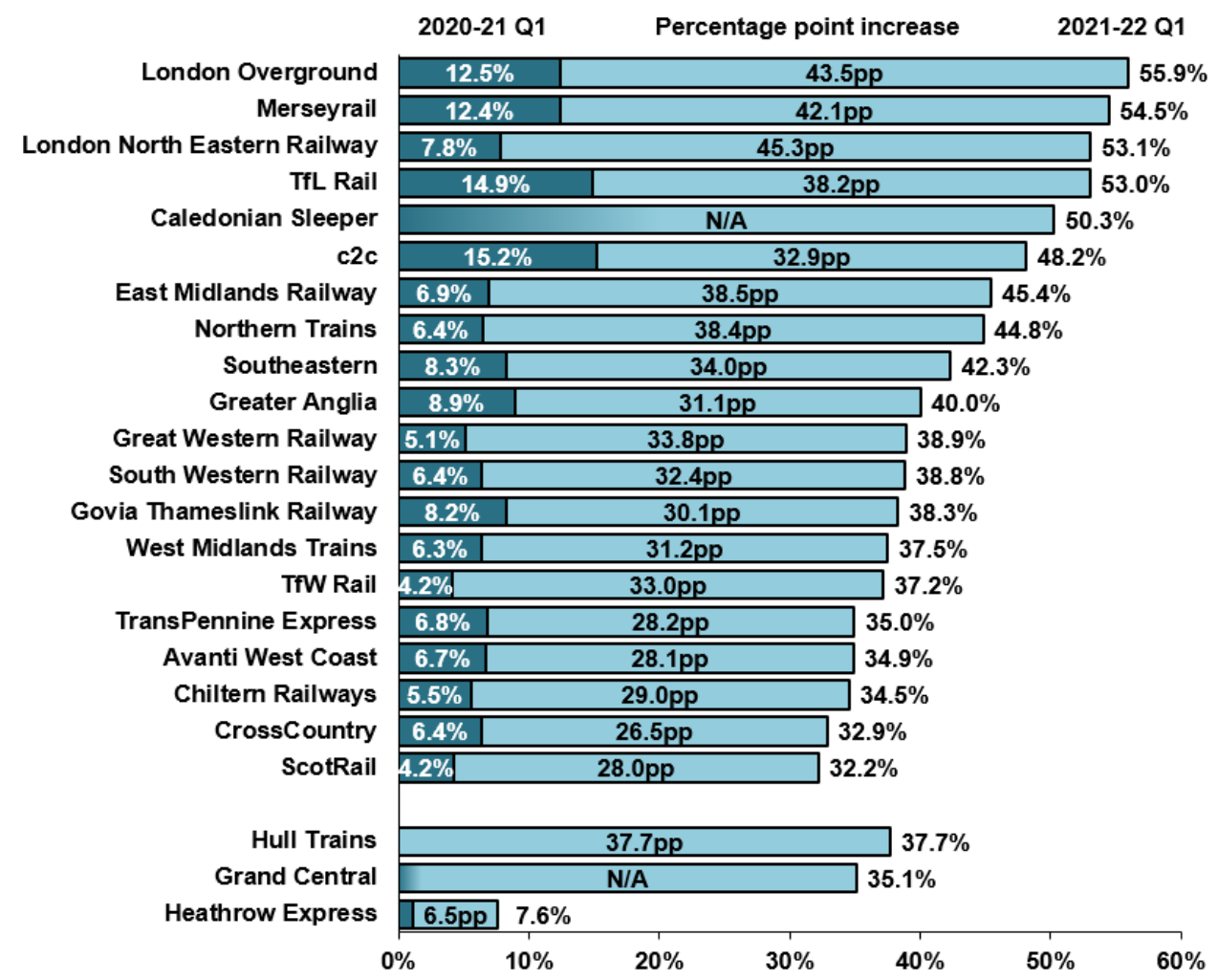
Figure 1.2 shows usage in 2020-21 Q1 and 2021-22 Q1 as a percentage of 2019-20 Q1. Of the 21 operators for which an estimate of usage was possible in 2020-21 Q1, London North Eastern Railway recorded the largest percentage point increase (45.3pp) in relative usage in 2021-22 Q1. Increases in the rest of the Long Distance sector were lower, with CrossCountry (including Regional usage) recording the smallest increase (26.5pp).

London Overground (43.5pp) recorded the second highest increase in relative usage. Having recorded the highest relative usage in 2020-21 Q1 at 15.2%, c2c recorded the sixth highest relative usage this quarter at 48.2%.

Increases in relative usage varied across operators in the Regional sector. Northern's relative usage increased 38.4pp from 6.4% in 2020-21 Q1 to 44.8% in 2021-22 Q1. TfW Rail and ScotRail both recorded relative usage of 4.2% in 2020-21 Q1. While TfW Rail's relative usage increased by 33.0pp this quarter, ScotRail's increased by 28.0pp.

Figure 1.2: The increase in relative usage compared with a year ago ranged from 45.3pp for London North Eastern Railway to 6.5pp for Heathrow Express

Rail passenger journeys as a percentage of journeys in 2019-20 Q1 by operator, 2020-21 Q1 and 2021-22 Q1 (Table 1223)

|	2020-21 Q1	Percentage point increase	2021-22 Q1
London Overground	12.5%	43.5pp	55.9%
Merseyrail	12.4%	42.1pp	54.5%
London North Eastern Railway	7.8%	45.3pp	53.1%
TfL Rail	14.9%	38.2pp	53.0%
Caledonian Sleeper		N/A	50.3%
c2c	15.2%	32.9pp	48.2%
East Midlands Railway	6.9%	38.5pp	45.4%
Northern Trains	6.4%	38.4pp	44.8%
Southeastern	8.3%	34.0pp	42.3%
Greater Anglia	8.9%	31.1pp	40.0%
Great Western Railway	5.1%	33.8pp	38.9%
South Western Railway	6.4%	32.4pp	38.8%
Govia Thameslink Railway	8.2%	30.1pp	38.3%
West Midlands Trains	6.3%	31.2pp	37.5%
TfW Rail	4.2%	33.0pp	37.2%
TransPennine Express	6.8%	28.2pp	35.0%
Avanti West Coast	6.7%	28.1pp	34.9%
Chiltern Railways	5.5%	29.0pp	34.5%
CrossCountry	6.4%	26.5pp	32.9%
ScotRail	4.2%	28.0pp	32.2%
Hull Trains		37.7pp	37.7%
Grand Central		N/A	35.1%
Heathrow Express	6.5pp		7.6%

Franchised rail passenger journeys by ticket type

There were 149 million franchised passenger journeys made using ordinary tickets in 2021-22 Q1. This is equivalent to 50.8% of the 294 million journeys made in the same quarter two years ago (2019-20 Q1) and represents a 42.3pp increase in relative usage on 2020-21 Q1. Off-peak tickets were 55.2% of 2019-20 Q1 usage this quarter with a 46.5pp increase in relative usage compared with 2020-21 Q1. Advance tickets (42.9pp) and anytime/peak tickets (37.6pp) also had substantial increases in relative usage compared with a year ago. Other tickets, which include refunds, recorded a relative usage of 9.1% in 2021-22 Q1.

Figure 1.3: The increase in relative usage in the last year was greater for ordinary ticket journeys than those made with season tickets

Franchised rail passenger journeys as a percentage of journeys in 2019-20 Q1 by ticket type, 2020-21 Q1 and 2021-22 Q1 (Table 1222)
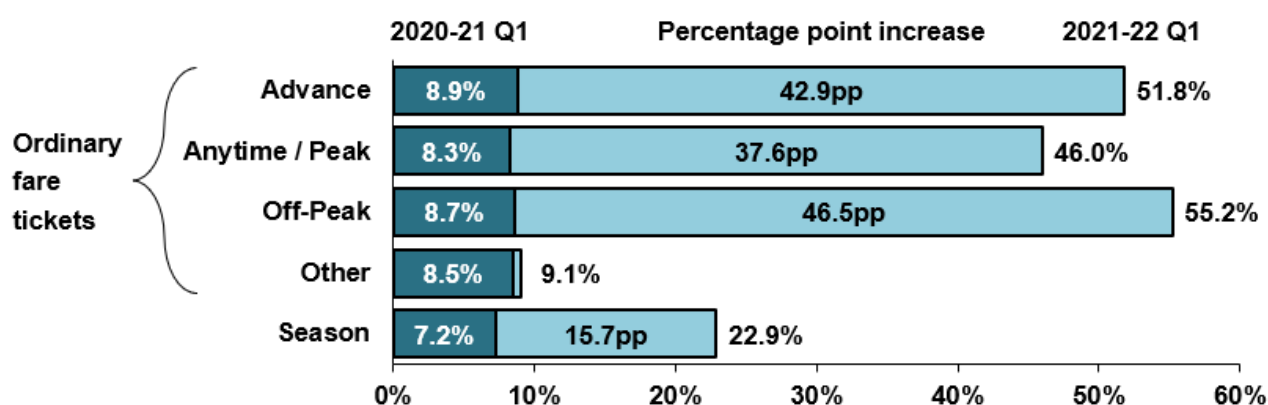
The smaller increase in relative usage of season tickets (15.7pp) compared with ordinary tickets (42.3pp) means that season tickets accounted for 17.8% of journeys in 2021-22 Q1. This is down from the 31.7% recorded in 2020-21 Q4. It is likely that this was driven by a greater increase in leisure travel compared with commuting. The rest of 2021-22 will give a clearer indication of the impact of the pandemic on season ticket usage for commuting.

Table 1.1: Season tickets accounted for 17.8% of journeys made in 2021-22 Q1

Share of franchised rail passenger journeys made using ordinary and season tickets, 2019-20 Q1 to 2021-22 Q1 (Table 1222)

Ticket Type	2019-20				2020-21				2021-22
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Ordinary	67.5%	68.7%	66.4%	60.9%	71.0%	84.0%	73.8%	68.3%	82.2%
Season	32.5%	31.3%	33.6%	39.1%	29.0%	16.0%	26.2%	31.7%	17.8%

2. Rail passenger kilometres
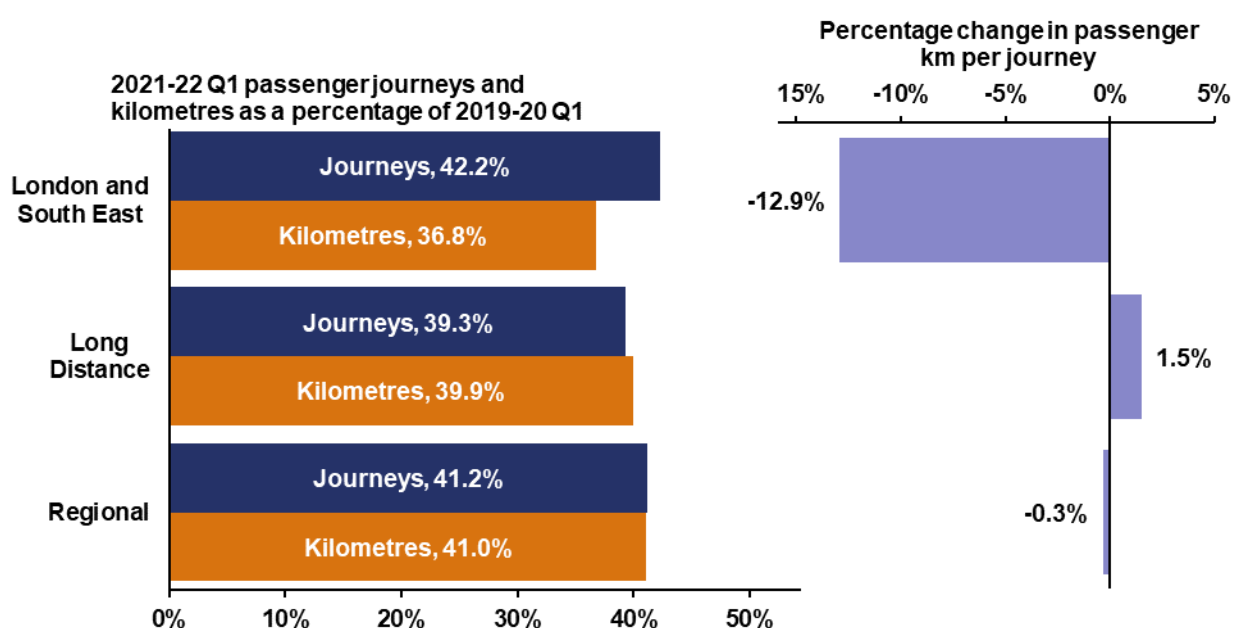
Rail passenger kilometres by sector and operator

A total of 6.7 billion passenger kilometres were recorded in Great Britain in 2021-22 Q1. This equates to 38.6% of the 17.3 billion kilometres in the same quarter two years ago (2019-20 Q1). Passenger kilometres per journey fell from 39.6 in 2019-20 Q1 to 36.7 in 2021-22 Q1.

The London and South East sector recorded 2.9 billion kilometres in 2021-22 Q1, which equates to 36.8% of the 7.9 billion kilometres recorded in 2019-20 Q1. The Long Distance sector had 2.3 billion kilometres this quarter (39.9% of the 5.9 billion in 2019-20 Q1), while the Regional sector recorded 1.4 billion kilometres in 2020-21 Q1 (41.0% of the 3.4 billion kilometres in 2019-20 Q1).

In the London and South East sector there were relatively more passenger journeys (42.2% of 2019-20 Q1) than kilometres (36.8%) in 2021-22 Q1. Consequently, passenger kilometres per journey in the sector fell from 26.1 to 22.7, a fall of 12.9%. The Long Distance sector (up 1.5%) and Regional sector (down 0.3%) recorded average journey lengths in 2021-22 Q1 that were much closer to those recorded in 2019-20 Q1.

Figure 2.1: Average journey lengths in the London and South East sector were 12.9% shorter this quarter compared with two years ago

Franchised rail passenger journeys and kilometres by sector, 2021-22 Q1 as a percentage of 2019-20 Q1, and percentage change in passenger kilometres per journey (Tables 1221 and 1231)
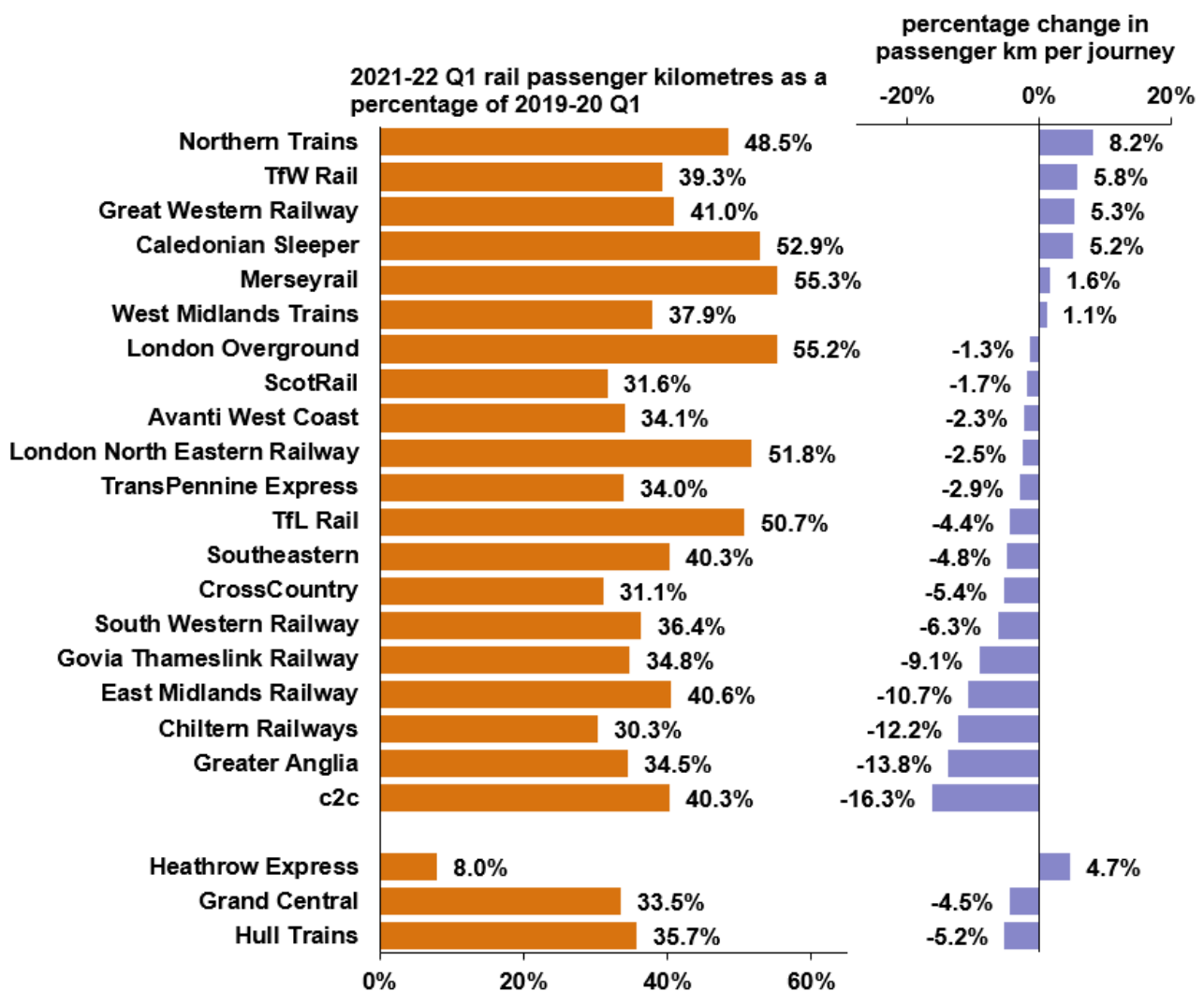
The 6.7 billion passenger kilometres recorded in Great Britain in 2021-22 Q1 equated to 38.6% of the 117.3 billion kilometres in the same quarter two years ago (2019-20 Q1). At 55.3%, Merseyrail recorded the highest relative usage for passenger kilometres this quarter. Chiltern Railways recorded the lowest relative usage of the franchised operators with 30.3% of 2019-20 Q1 passenger kilometres travelled this quarter.

Six franchised operators recorded a longer average journey length in 2021-22 Q1 compared with 2019-20 Q1. Northern Trains recorded the largest increase at 8.2%. Most operators in the London and South East sector recorded shorter journeys this quarter. The average length of a journey on c2c in 2021-22 Q1 was 16.3% shorter than that recorded in 2019-20 Q1.

Figure 2.2: Average journey lengths were shorter in 2021-22 Q1 compared with two years ago for all but seven operators

Rail passenger kilometres by operator, 2021-22 Q1 as a percentage of 2019-20 Q1, and percentage change in passenger kilometres per journey (Tables 1223 and 1233)

Operator	2021-22 Q1 rail passenger kilometres as a percentage of 2019-20 Q1	percentage change in passenger km per journey
Northern Trains	48.5%	8.2%
TfW Rail	39.3%	5.8%
Great Western Railway	41.0%	5.3%
Caledonian Sleeper	52.9%	5.2%
Merseyrail	55.3%	1.6%
West Midlands Trains	37.9%	1.1%
London Overground	55.2%	-1.3%
ScotRail	31.6%	-1.7%
Avanti West Coast	34.1%	-2.3%
London North Eastern Railway	51.8%	-2.5%
TransPennine Express	34.0%	-2.9%
TfL Rail	50.7%	-4.4%
Southeastern	40.3%	-4.8%
CrossCountry	31.1%	-5.4%
South Western Railway	36.4%	-6.3%
Govia Thameslink Railway	34.8%	-9.1%
East Midlands Railway	40.6%	-10.7%
Chiltern Railways	30.3%	-12.2%
Greater Anglia	34.5%	-13.8%
c2c	40.3%	-16.3%
Heathrow Express	8.0%	4.7%
Grand Central	33.5%	-4.5%
Hull Trains	35.7%	-5.2%

Rail passenger kilometres by ticket type

There were 6.6 billion franchised passenger kilometres travelled in 2021-22 Q1 This is equivalent to 38.7% of the 17.1 billion kilometres travelled in the same quarter two years ago (2019-20 Q1). Off-peak tickets (48.1%) recorded the highest usage relative to 2019-20 Q1. This was followed by advance tickets (47.7%), anytime/peak tickets (35.1%) and season tickets (20.2%).
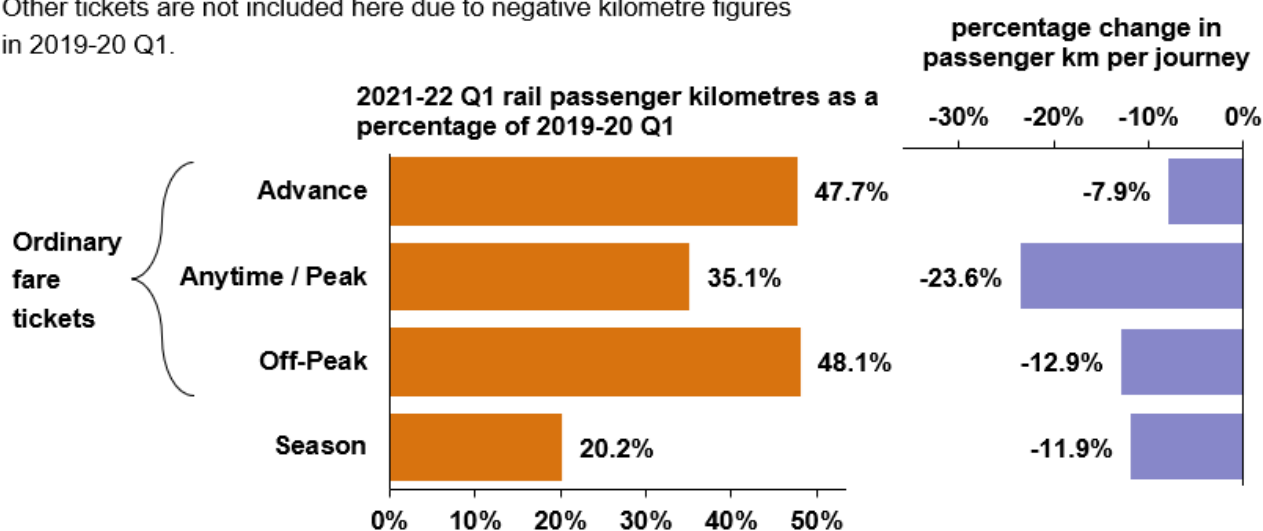
Franchised passenger journeys in 2021-22 Q1 were, on average, 36.5 kilometres in length. This is down 7.3% on the 39.4 kilometres recorded in 2019-20 Q1. At 23.6%, anytime/peak tickets recorded the largest fall in average journey length this quarter compared with two years ago. This was followed by off-peak tickets (down 12.9%), season tickets (down 11.9%) and advance tickets (down 7.9%).

All four ticket types recorded larger falls in average journey length than the overall change in journey length. This is because relatively more journeys were made in the advance and off-peak ticket categories this quarter. Journeys made on such tickets tend to be longer in distance.

Figure 2.3: Average journey lengths were shorter in 2021-22 Q1 compared with two years ago for all ticket types

Franchised rail passenger kilometres by ticket type, 2021-22 Q1 as a percentage of 2019-20 Q1, and percentage change in passenger kilometres per journey (Tables 1222 and 1232)

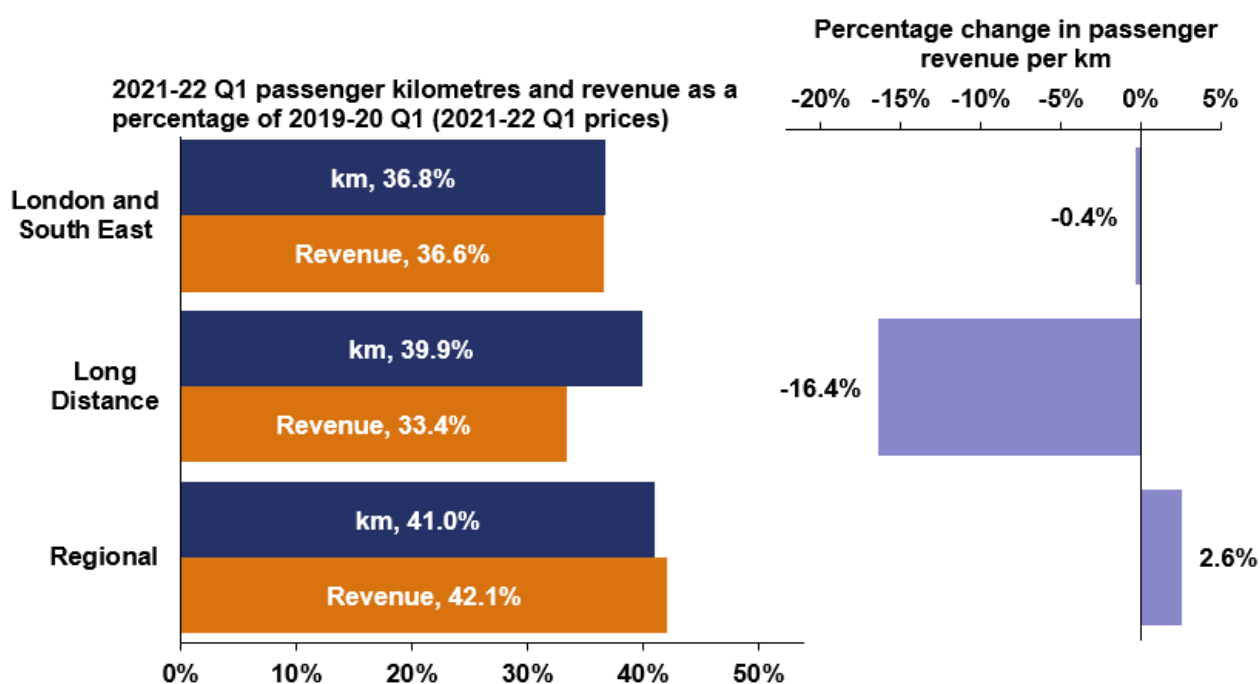# 3. Rail passenger revenue

Rail passenger revenue by sector

Total passenger revenue in Great Britain was £999 million in 2021-22 Q1. This equates to 35.9% of the £2.8 billion in the same quarter two years ago (2019-20 Q1, 2021-22 Q1 prices). Franchised passenger revenue per journey fell from £6.26 in 2019-20 Q1 to £5.45 in 2021-22 Q1. This was due to a combination of a decrease in average journey length and an increase in the share of passenger kilometres travelled using off-peak tickets.

Franchised passenger revenue per kilometre in Great Britain was 14.9p in 2021-22 Q1, which was down from 15.9p in 2019-20 Q1. The Regional sector generated 12.9p for every passenger kilometre in 2021-22 Q1. This was up 2.6% compared with 2019-20 Q1. The London and South East sector recorded 17.1p per passenger kilometre this quarter. This was down 0.4% compared with 2019-20 Q1.

The Long Distance sector generated 13.5p per passenger km in 2021-22 Q1, down 16.4% compared with 2019-20 Q1.

Figure 3.1: The average revenue raised per passenger kilometre in the Long Distance sector was 16.4% less in 2021-22 Q1 than it was in 2019-20 Q1

Franchised rail passenger kilometres and revenue by sector, 2021-22 Q1 as a percentage of 2019-20 Q1, and percentage change in passenger revenue per kilometre, 2021-22 Q1 prices (Tables 1231 and 1211)

Rail passenger revenue by ticket type

Ordinary tickets accounted for £891 million of franchised passenger revenue in 2021-22 Q1. This equates to 40.4% of the £2.2 billion generated on such billion in the same quarter two years ago (2019-20 Q1, 2021-22 Q1 prices). Season tickets accounted for £100 million of franchised passenger revenue in 2021-22 Q1. This equates to 19.1% of the revenue earned in 2019-20 Q1.

Season tickets generated 13.1 pence per passenger kilometre in 2021-22 Q1; which was down 5.2% on the 13.8 pence recorded in 2019-20 Q1. Off-peak tickets generated 2.8% less revenue per passenger kilometre this quarter compared with 2019-20 Q1.

Anytime/peak and advance tickets continue to generate substantially less revenue per franchised passenger kilometre compared with before the pandemic. Anytime/peak tickets generated 10.4% less revenue per passenger kilometre in 2021-22 Q1 compared with 2019-20 Q1. Advance tickets recorded 10.3% less revenue per passenger kilometre in 2021-22 Q1 compared with 2019-20 Q1. These decreases have contributed to the decline in revenue per passenger kilometre in the Long Distance sector.

Figure 3.2: Average revenue earned per passenger kilometre was lower compared with two years ago for all ticket types

Franchised rail passenger revenue by ticket type, 2021-22 Q1 as a percentage of 2019-20 Q1, and percentage change in passenger revenue per kilometre, 2021-22 Q1 prices (Tables 1232 and 1212)

Other tickets are not included here due to negative kilometre figures in 2019-20 Q1.
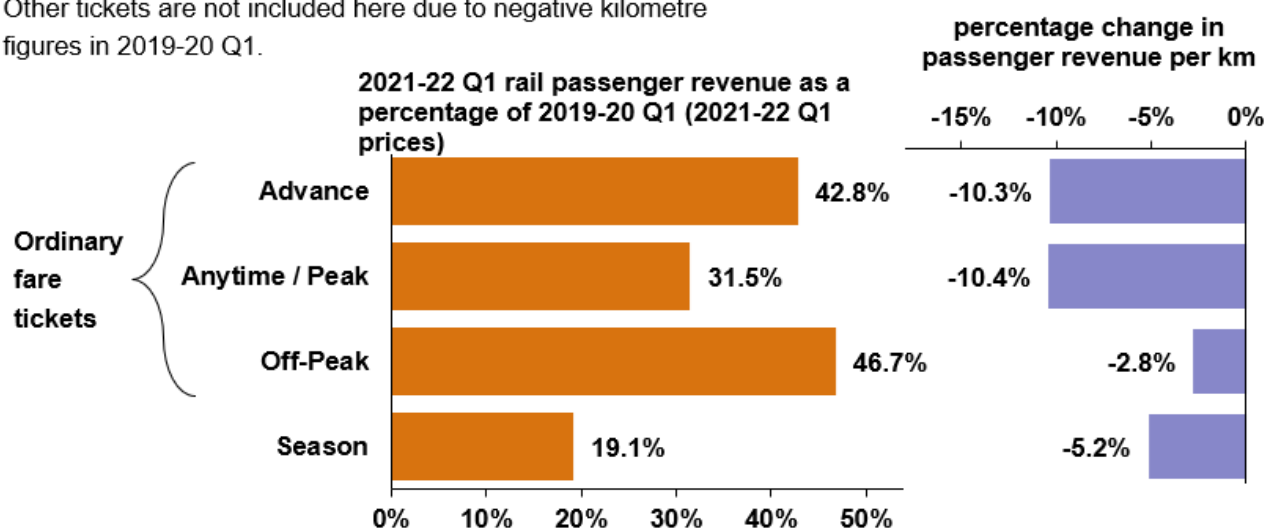
4. Passenger train kilometres

A total of 113 million train kilometres were operated in 2021-22 Q1. This equates to 81.2% of the train kilometres operated in the same quarter two years ago (2019-20 Q1). This is up 20.5pp compared with 2020-21 Q1 when a reduced timetable meant 85 million train kilometres were operated, equating to 60.7% of the train kilometres ran in 2019-20 Q1.

TfL Rail recorded 1.6 million train kilometres in 2021-22 Q1, which was up 49.9% compared with 2019-20 Q1. 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 Q1 ranged from 106.0% for London Overground to 65.2% for CrossCountry.

Figure 4.1: The majority of train operators ran less than 90% of their train kilometres operated two years ago

Passenger train kilometres as a percentage of train kilometres in 2019-20 Q1 by operator, 2020-21 Q1 and 2021-22 Q1 (Table 1243)
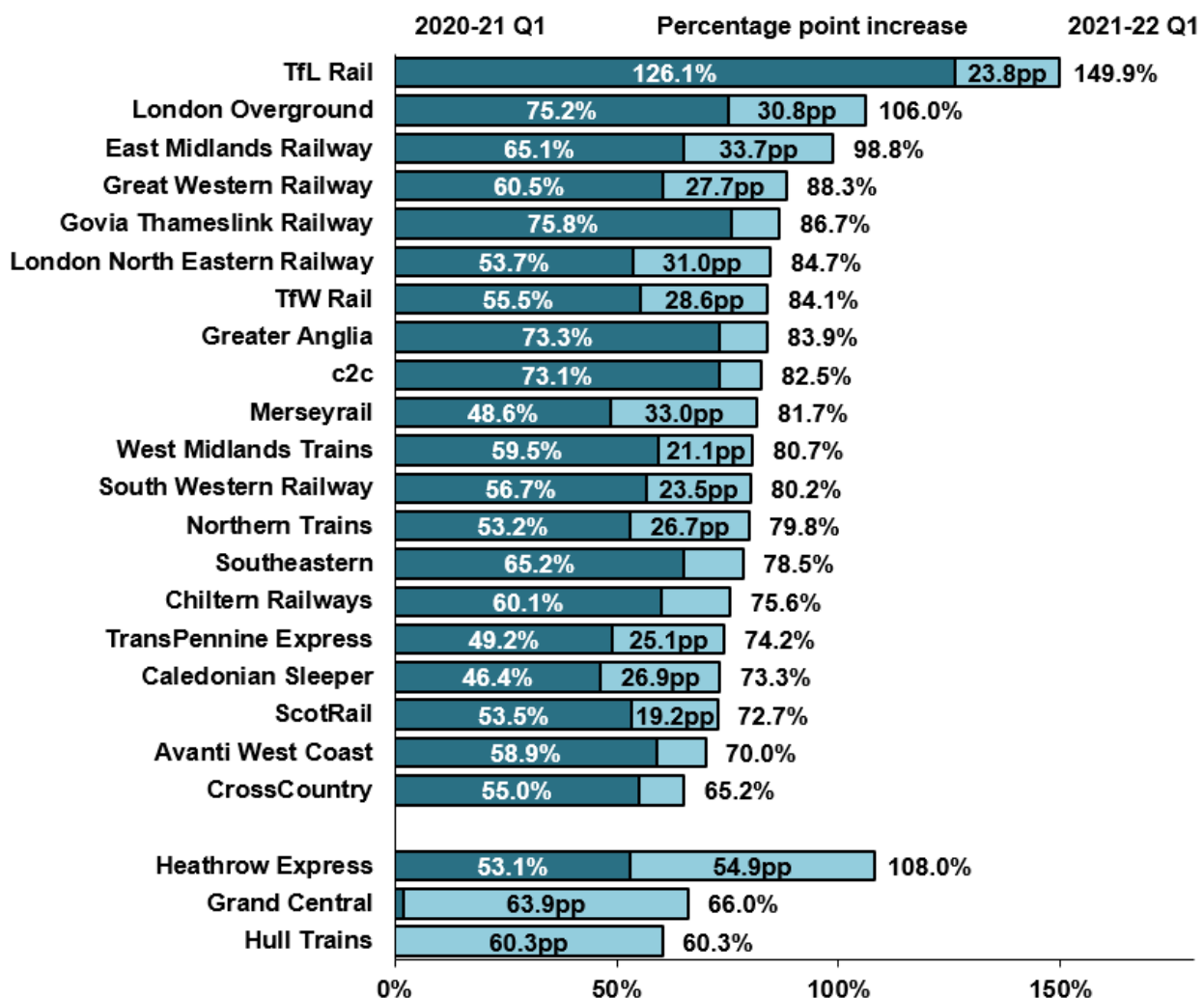
5. Annexes

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**:

  o **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.

  o **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.

- o **Regional** – based on the British Rail Regional Railways services, this sector covers other services. This includes both the ScotRail and TfW Rail[1] 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 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:**

  - o **Advance** (ordinary ticket) – single one-way tickets for a specific train. They are usually cheaper than other ticket types.

  - o **Anytime/peak** (ordinary ticket) – fully flexible tickets that can be used on most trains and at most times. They are usually more expensive.

  - o **Off-Peak** (ordinary ticket) – cheaper than anytime fares, but cannot be used during busier times of day.

  - o **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.

  - o **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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[1] 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.

The methodology used to estimate usage prior to 2020-21 has been reinstated from 2021-22 Q1 onwards.

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).

Revisions

A number of revisions have been made this quarter. Firstly, the distribution of non-LENNON data between the sectors has been improved. This affects tables 1221 (passenger journeys) and 1231 (passenger kilometres) between 2010-11 and 2020-21. Previously, the distribution of usage by sector had been done at the national level. Revisions have also been made to the Regional sector (due to revisions affecting Merseyrail) between 2010-11 and 2020-21 and the London and South East sector (due to

revisions affecting London Overground) between 2020-21 Q1 to 2020-21 Q3. The Merseyrail and London Overground revisions were applied to the other passenger journey and kilometre data tables in 2020-21 Q4.

The adjustment to the non-LENNON distribution does not affect Table 1211 (revenue by sector). However, an adjustment has been made to the distribution of revenue by sector for 2020-21 Q2 and 2020-21 Q3. Revisions have been made to the distribution of franchised passenger journeys (Table 1222) and kilometres (Table 1232) by ticket type in 2010-11 Q4. Revisions have also been made to the distribution of usage by ticket type in 2020-21 Q2 and 2020-21 Q3 with some usage previously categorised as non-franchised now included in the franchised season ticket category. This affects passenger journeys (Table 1222), kilometres (Table 1232) and revenue (Table 1212).

Finally, the passenger train kilometre figures (Table 1243) for TfW Rail have been revised for 2020-21. They had previously omitted the train kilometres operated on the Core Valley Lines in 2020-21.

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.

How these statistics can and cannot 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 kilometres by train operator

- 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

- 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 (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

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.