Passenger rail usage

October to December 2021

17 March 2022

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**, **Sector** and **train operator**.

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

Latest quarter: 1 October to 31 December 2021

Contents:

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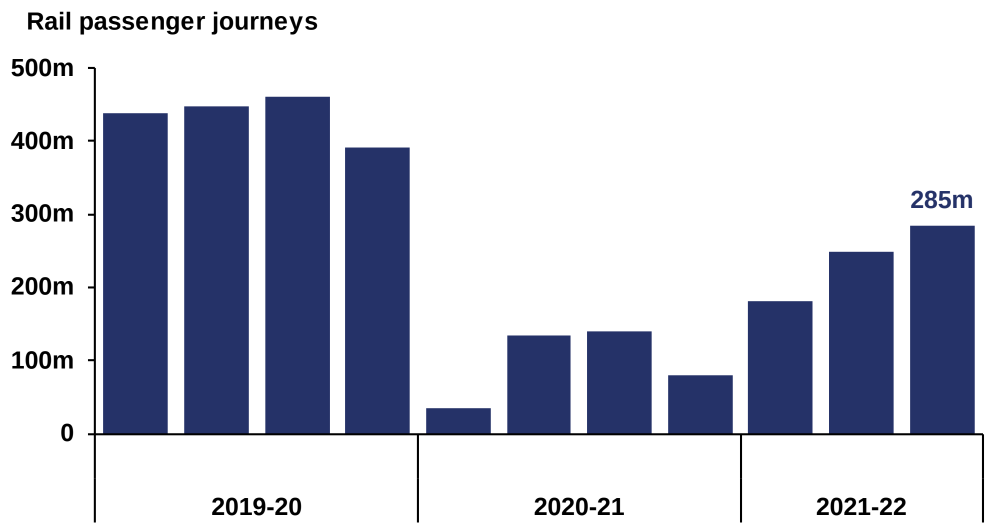
Next publication:
16 June 2022

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

A total of **285 million rail passenger journeys** were made in Great Britain in the latest quarter (1 October to 31 December 2021). This is more than double the 139 million journeys made in the same quarter last year and equates to 61.8% of the 461 million journeys made in the same quarter two years ago.

Figure 1: Rail passenger journeys, Great Britain, quarterly data, 1 April 2019 to 31 December 2021



Changes in usage continue to vary by **ticket type**. The 236 million journeys made this quarter using ordinary tickets equate to 77.5% of usage two years ago. By contrast, the 48 million journeys made this quarter using season tickets equate to 30.9% of usage two years ago.

Total **passenger revenue** in Great Britain was **£1.7 billion** this quarter. This equates to 60.0% of the £2.9 billion two years ago (when using 1 October to 31 December prices).

A total of **119 million passenger train kilometres** were operated between 1 October and 31 December 2021. This equates to 87.9% of the train kilometres operated in the same quarter two years ago.

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 compared with the same quarter two years ago (1 October to 31 December 2019). This is to provide an assessment of the level of rail usage relative to that before the pandemic. Last quarter's Passenger rail usage release (July to September 2021) includes details of how usage changed in response to the varying levels of travel restrictions during the pandemic.

Estimates published by the Department for Transport (DfT) indicate that relative passenger rail usage in Great Britain began October 2021 at around 65% of the equivalent week in 2019, before reaching a peak of 72% in late November. In response to the spread of the Omicron variant, England reintroduced the guidance to work from home on 13 December 2021. DfT estimates indicate that relative usage fell to around 33% between Christmas and New Year. These figures broadly correspond to the overall estimate of relative usage between 1 October and 31 December made in this release (61.8%). 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.

Methodology note: 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 for each quarter between 1 April 2020 and 31 March 2021 to estimate season ticket usage as well as the number of refunds (and therefore journeys not made). Consequently, there is more uncertainty around the quarterly estimates during 1 April 2020 to 31 March 2021 relative to other years. The methodology used to estimate usage prior 1 April 2020 was reinstated from 1 April 2021 onwards. 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.

Rail passenger journeys by sector and operator

The Long Distance sector recorded 25 million journeys between 1 October to 31 December 2021. This gives a relative usage that was 68.2% of the 37 million journeys in the same quarter two years ago. London North Eastern Railway recorded a relative usage of 83.6%. Other operators running services in the Long Distance sector recorded lower levels of relative usage including Avanti West Coast (63.2%) and CrossCountry (58.5%).

The Regional sector recorded 68 million journeys this quarter, giving a relative usage of 63.4%. Relative usage in this sector ranged from 70.3% for Merseyrail to 52.8% for ScotRail. The 190 million journeys in the London and South East sector this quarter equated to a relative usage of 60.5%. TfL Rail (74.7%) recorded the highest relative usage in this sector. By contrast, Chiltern Railways had a relative usage of 55.0% this quarter.

The non-franchised operator Heathrow Express (44.6%) recorded the lowest relative usage this quarter. Lumo began running services on 25 October 2021, which is why no comparison is possible for that operator with two years ago.

Figure 1.1: Relative usage compared with two years ago ranged from 83.6% for London North Eastern Railway to 44.6% for Heathrow Express

Passenger journeys by operator, October to December 2021, and as a percentage of October to December 2019 (Table 1223)

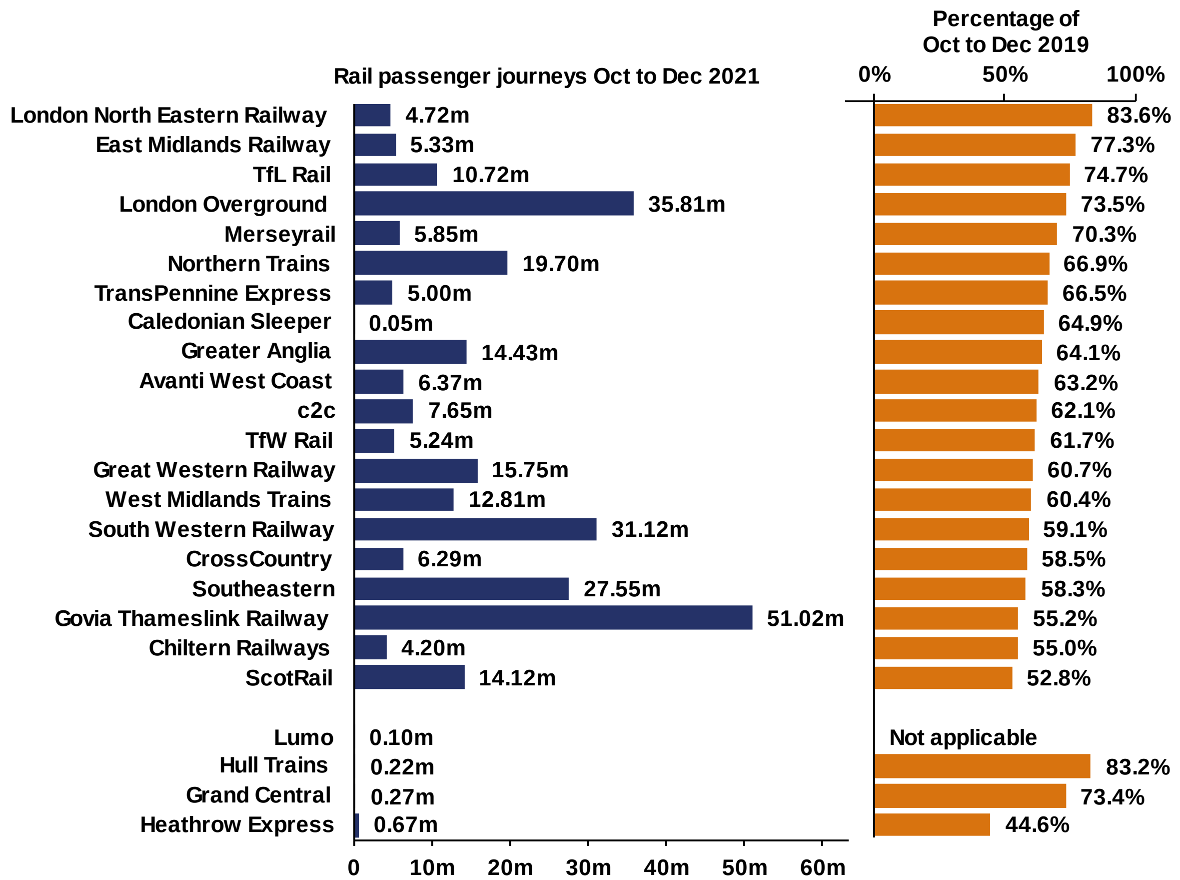


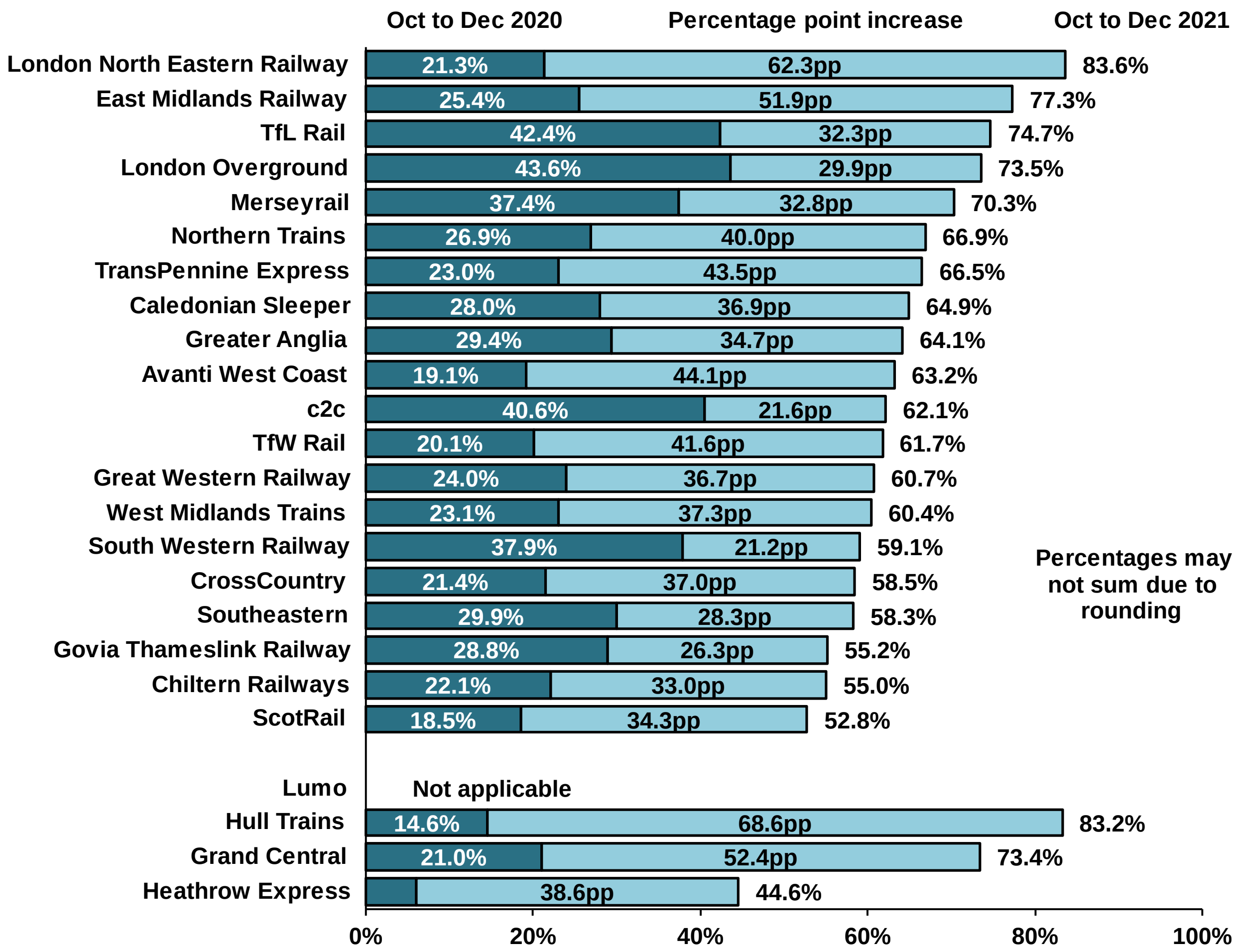
Figure 1.2 shows October to December quarterly usage in 2020 and 2021 as a percentage of usage between October to December 2019. London North Eastern Railway recorded the largest percentage point increase (62.3pp) in relative usage this quarter. East Midlands Railway (including Regional usage) recorded relative usage of 77.3% this quarter. This was up 51.9pp compared with last year. Increases in the rest of the Long Distance sector were lower, with Great Western Railway recording the smallest increase (36.7pp).

Relative usage for TransPennine Express was 66.5% this quarter, which was up 43.5pp compared with last year. South Western Railway (21.2pp) and c2c (21.6pp) recorded the smallest increases in relative usage among all operators.

Hull Trains (68.6pp) and Grand Central (52.4pp) recorded large increases in relative usage; however, it should be noted that neither operator ran services during November 2020.

Figure 1.2: The increase in relative usage compared with a year ago ranged from 68.6pp for Hull Trains to 21.2pp for South Western Railway

Passenger journeys by operator, October to December 2020 and 2021 as a percentage of journeys in 2019 (Table 1223)

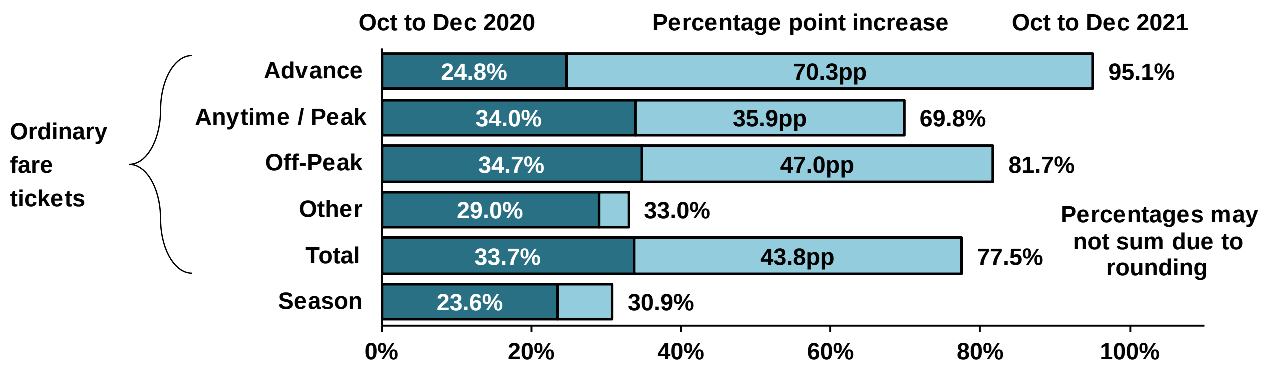


Franchised rail passenger journeys by ticket type

There were 236 million franchised passenger journeys made using ordinary fare tickets between 1 October and 31 December 2021. This is equivalent to 77.5% of the 305 million journeys made in the same quarter two years ago and represents a 43.8pp increase in relative usage on a year ago. Journeys made with advance tickets reached 95.1% of pre-pandemic usage this quarter, with a 70.3pp increase in relative usage compared with a year ago. Off-peak tickets (up 47.0pp) and anytime/peak tickets (up 35.9pp) also had substantial increases in relative usage compared with a year ago. Other tickets, which include refunds, recorded a relative usage of 33.0% this quarter.

Figure 1.3: The increase in relative usage in the last year was greatest for advance ticket journeys

Passenger journeys by ticket type, October to December 2020 and 2021 as a percentage of journeys in 2019 (Table 1222)



Relative usage with season tickets (30.9%) was considerably smaller than relative usage with ordinary fare tickets (77.5%). This resulted in the share of all journeys made using season tickets falling from 33.6% between 1 October and 31 December 2019 to 16.8% between 1 October and 31 December 2021.

Table 1.1: Season tickets accounted for 16.8% of franchised journeys made this quarter, which is half of pre-pandemic levels

Share of franchised passenger journeys made between 1 October and 31 December using ordinary and season tickets, 2018 to 2021 (Table 1222)

Ticket Type	1 October to 31 December 2018	1 October to 31 December 2019	1 October to 31 December 2020	1 October to 31 December 2021
Ordinary	64.2%	66.4%	73.8%	83.2%
Season	35.8%	33.6%	26.2%	16.8%

2. Rail passenger kilometres

Rail passenger kilometres by sector and operator

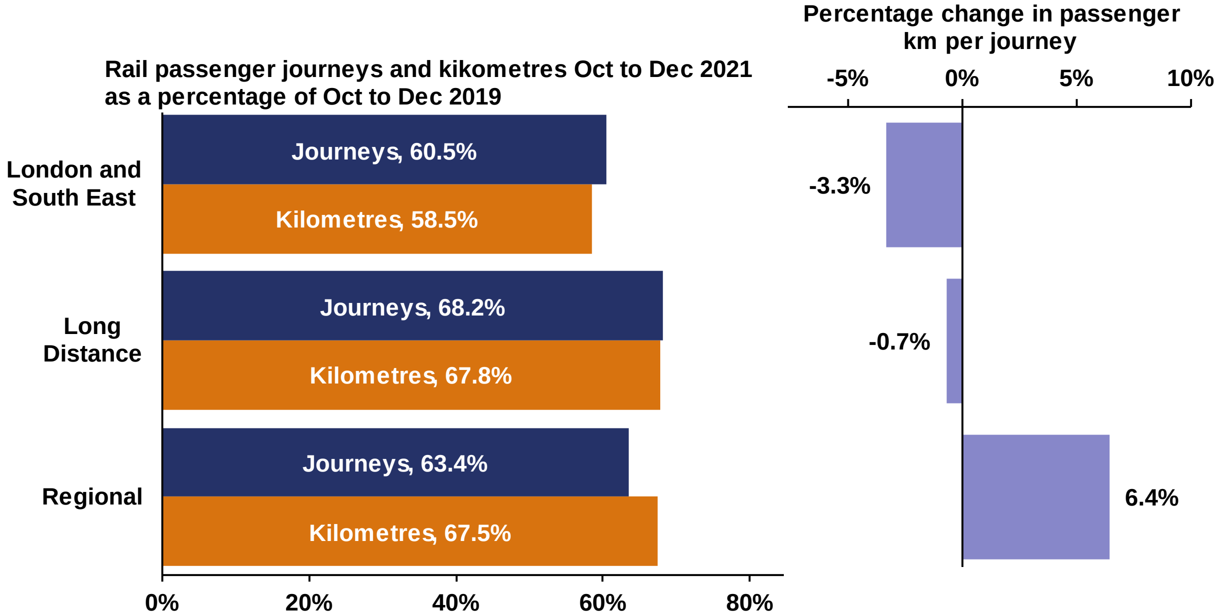
A total of 11.2 billion passenger kilometres were recorded in Great Britain between 1 October and 31 December 2021. This equates to 63.8% of the 17.5 billion kilometres in the same quarter two years ago. Passenger kilometres per journey were 39.2 this quarter, an increase from 38.0 two years ago.

The London and South East sector recorded 4.7 billion kilometres this quarter, which equates to 58.5% of the 8.0 billion kilometres recorded two years ago. The Long Distance sector had 3.9 billion kilometres this quarter (67.8% of the 5.7 billion two years ago), while the Regional sector recorded 2.4 billion kilometres this quarter (67.5% of the 3.6 billion kilometres two years ago).

In the London and South East sector there were relatively more passenger journeys (60.5% of two years ago) than kilometres (58.5%) this quarter. Consequently, passenger kilometres per journey in the sector fell from 25.4 to 24.6, a fall of 3.3%. The Long Distance sector (down 0.7%) also recorded shorter journeys, while the Regional sector (up 6.4%) recorded longer average journey lengths this quarter compared with two years ago.

Figure 2.1: Average journey lengths in the Regional sector were 6.4% longer this quarter compared with two years ago

Franchised passenger journeys and kilometres by sector, October to December 2021 as a percentage of October to December 2019, and percentage change in passenger kilometres per journey (Tables 1221 and 1231)

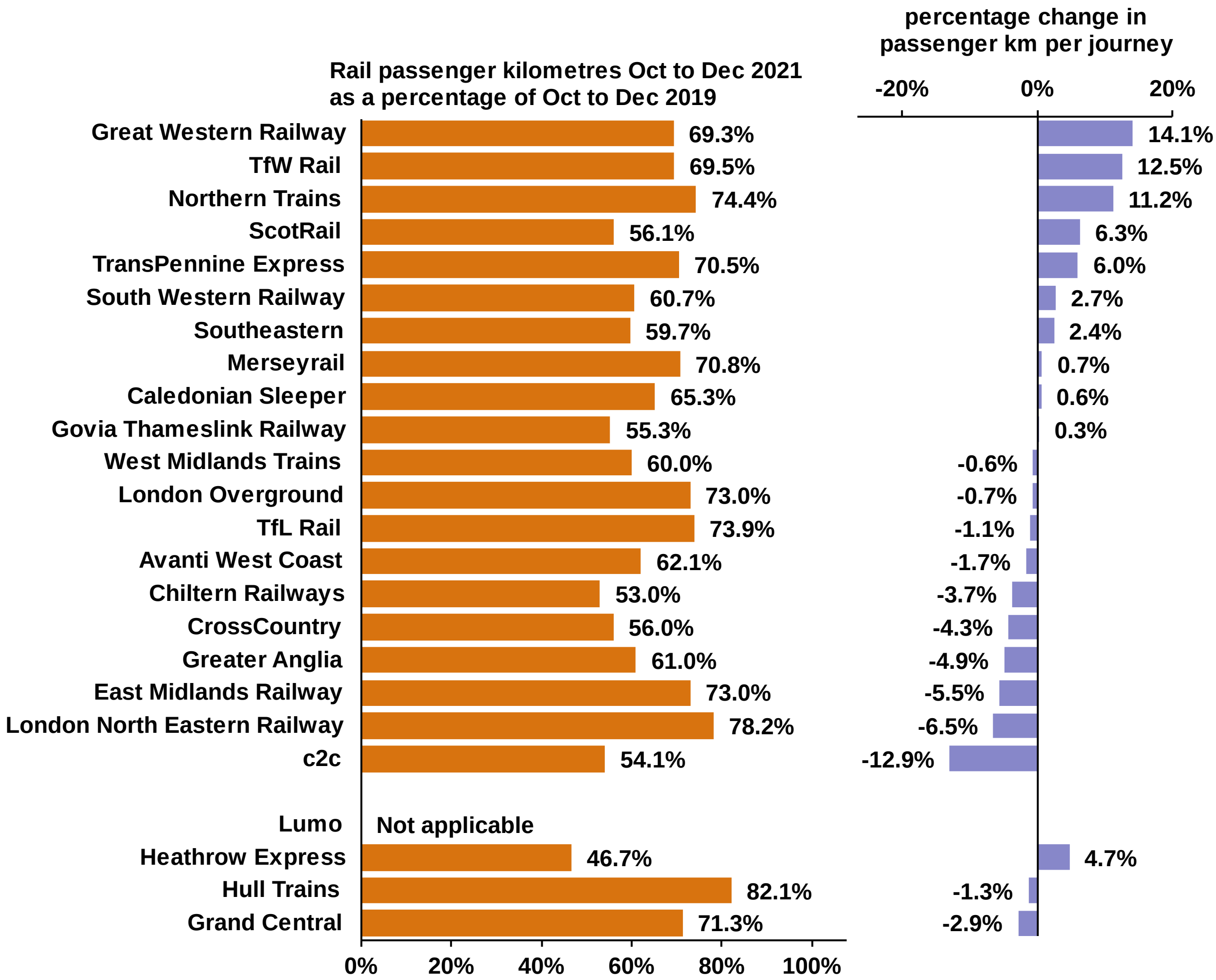


The 11.2 billion passenger kilometres recorded in Great Britain between 1 October and 31 December 2021 equated to 63.8% of the 17.5 billion kilometres in the same quarter two years ago. At 78.2%, London North Eastern Railway recorded the highest relative usage for passenger kilometres this quarter. Chiltern Railways recorded the lowest relative usage of the franchised operators at 53.0% of the passenger kilometres travelled two years ago.

Ten franchised operators recorded a longer average journey length this quarter compared with two years ago. Great Western Railway recorded the largest increase at 14.1%. TfW Rail (up 12.5%) and Northern Trains (up 11.2%) also recorded increases in average journey length of more than 10%. By contrast, the average length of a journey on c2c this quarter was 12.9% shorter than that recorded two years ago.

Figure 2.2: Average journey lengths were shorter this quarter compared with two years ago for 12 operators

Passenger kilometres by operator, October to December 2021 as a percentage of October to December 2019, and percentage change in passenger kilometres per journey (Tables 1223 and 1233)



Rail passenger kilometres by ticket type

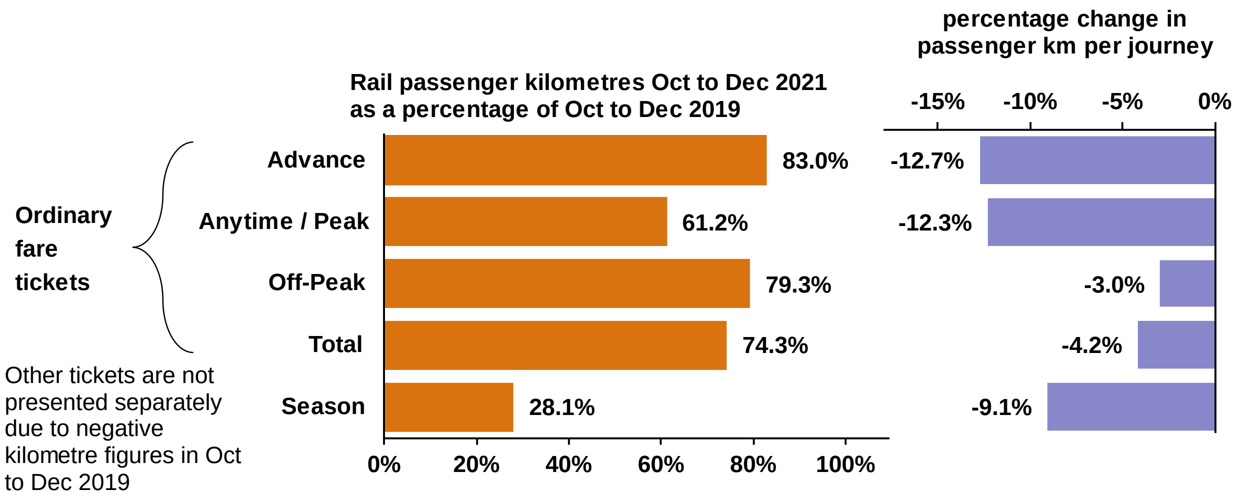
There were 11.0 billion franchised passenger kilometres travelled between 1 October and 31 December. This is equivalent to 63.4% of the 17.3 billion kilometres travelled in the same quarter two years ago. Advance tickets (83.0%) recorded the highest usage relative to two years ago. This was followed by off-peak tickets (79.3%), anytime/peak tickets (61.2%) and season tickets (28.1%).

Franchised passenger journeys this quarter were, on average, 38.7 kilometres in length. This is up 2.6% on the 37.7 kilometres recorded two years ago. At 12.7%, advance tickets recorded the largest fall in average journey length this quarter compared with two years ago. This was followed by anytime/peak tickets (down 12.3%), season tickets (down 9.1%) and off-peak tickets (down 3.0%).

All four ticket types recorded falls in average journey length despite the overall increase 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 this quarter compared with two years ago for all ticket types

Passenger kilometres by ticket type, October to December 2021 as a percentage of October to December 2019, and percentage change in passenger kilometres per journey (Tables 1222 and 1232)



3. Rail passenger revenue

Rail passenger revenue by sector

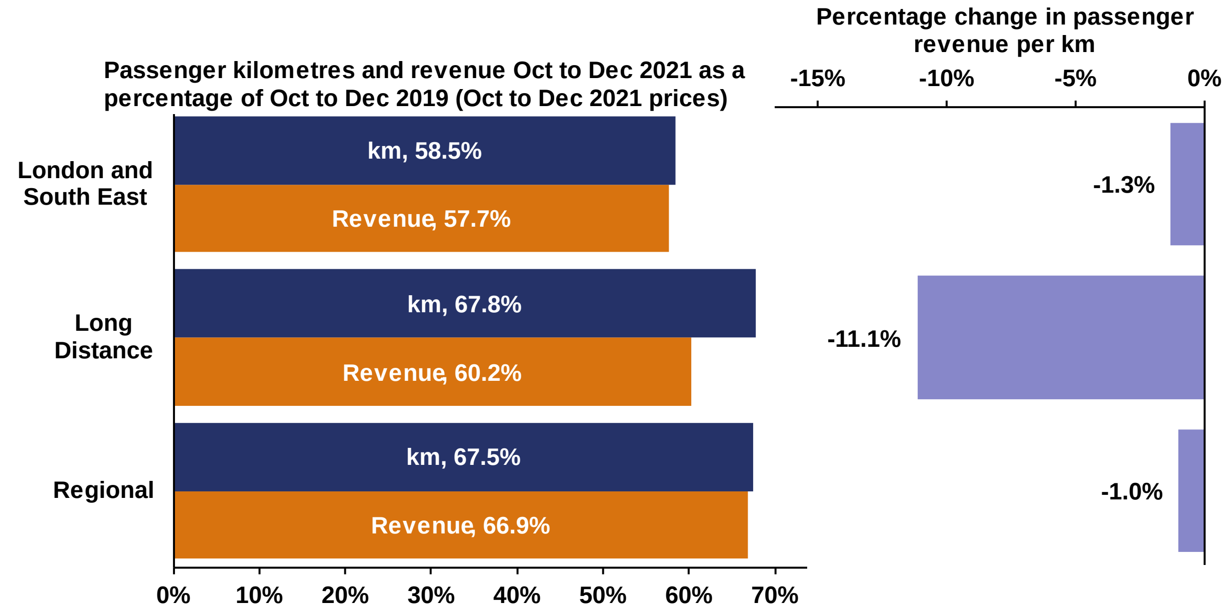
Total passenger revenue in Great Britain between 1 October and 31 December 2021 was £1.7 billion. This equates to 60.0% of the £2.9 billion in the same quarter two years ago (when using 1 October to 31 December 2021 prices).

Franchised passenger revenue per journey was £5.98 this quarter. This is down 2.8% compared with two years ago. Franchised passenger revenue per kilometre was 15.4p this quarter, which was down from 5.3% compared with two years ago. The Regional sector generated 12.7p for every passenger kilometre this quarter. This was down 1.0% compared with two years ago. The London and South East sector recorded 17.4p per passenger kilometre this quarter. This was down 1.3% compared with two years ago.

The Long Distance sector generated 14.8p per passenger kilometre this quarter, down 11.1% compared with two years ago.

Figure 3.1: Average revenue per passenger kilometre in the Long Distance sector was 11.1% less this quarter than it was two years ago

Franchised passenger kilometres and revenue by sector, October to December 2021 as a percentage of October to December 2019 (October to December 2021 prices), and percentage change in passenger revenue per kilometre (Tables 1231 and 1211)



Rail passenger revenue by ticket type

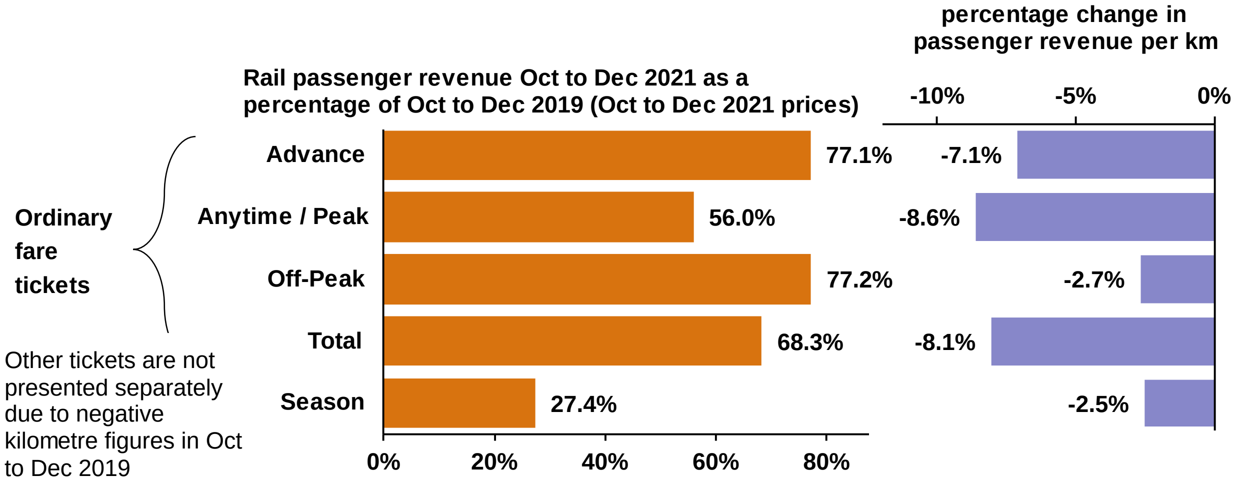
Ordinary tickets accounted for £1.5 billion of franchised passenger revenue between 1 October and 31 December 2021. This equates to 68.3% of the £2.3 billion generated by such tickets in the same quarter two years ago (when using 1 October to 31 December 2021 prices). Season tickets accounted for £155 million of franchised passenger revenue this quarter. This equates to 27.4% of the £567 million earned two years ago.

Season tickets generated 13.6p per passenger kilometre this quarter, which was down 2.5% on the 14.0p recorded two years ago. Off-peak tickets generated 2.7% less revenue per passenger kilometre this quarter compared with two years ago.

Anytime/peak and advance tickets continue to generate substantially less revenue per franchised passenger kilometre compared with before the pandemic. Advance tickets generated 7.1% less revenue per passenger kilometre this quarter compared with two years ago. Anytime/peak tickets recorded 8.6% less revenue per passenger kilometre compared with two years ago. These decreases have contributed to the decline in revenue per passenger kilometre in the Long Distance sector.

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

Passenger revenue by ticket type, October to December 2021 as a percentage of October to December 2019 (October to December 2021 price), and percentage change in passenger kilometres per journey (Tables 1232 and 1212)



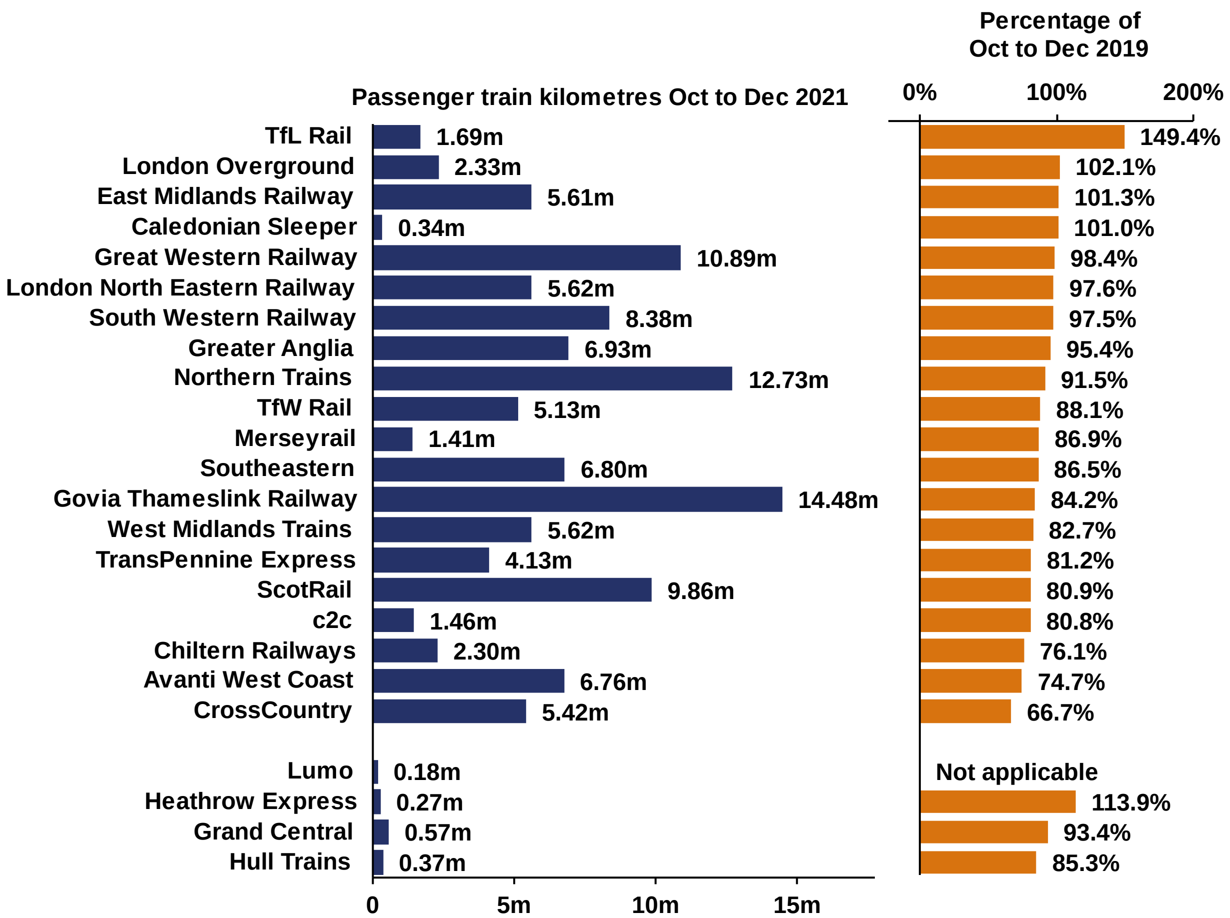
4. Passenger train kilometres

A total of 119 million passenger train kilometres were operated between 1 October and 31 December 2021. This equates to 87.9% of the train kilometres operated in the same quarter two years ago.

TfL Rail recorded 1.7 million train kilometres this quarter, which was up 49.4% compared with two years ago. 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 two years ago ranged from 102.1% for London Overground to 66.7% for CrossCountry.

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

Passenger train kilometres by operator, October to December 2021, and as a percentage of October to December 2019 (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 on 1 October 2015. 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. Some CrossCountry services are also included.

- **Regional** – based on the British Rail Regional Railways services, this sector covers other services. This includes both the ScotRail and TfW 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**, **Lumo** (began running services on 25 October 2021), 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 between 1 April 2020 and 31 March 2021. 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.

[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 Passenger rail usage January to March 2020 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 between 1 April 2020 and 31 March 2021, 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 between 1 April 2020 and 31 March 2021.

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 between 1 April 2020 and 31 March 2021 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 October to December 2020 quarterly 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 the October to December 2020 quarter 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 1 April 2020 was reinstated from 1 April 2021 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

No revisions were made this quarter. 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
- Passenger journeys by ticket type - quarterly – Table 1222
- Passenger journeys by operator - quarterly – Table 1223

Passenger kilometres

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

Passenger revenue

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

Passenger train 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 – 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, the 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 Persons Railcards (DPRC); Passenger assistance.**

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

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 our statistical releases were assessed in 2012 and hold National Statistics status. Since this 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 Office for Statistics Regulation (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 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.

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