Rail statistics compendium

Annual: April 2021 to March 2022

Publication date: 6 December 2022

Next publication date: December 2023

Passenger journeys = 990.1 million

Trains cancelled = 3.3%

Passenger kilometres = 39.1 billion

Fares increase = 4.8%

Freight moved = 16.9 billion net tonne kilometres

UK rail income = £21.3 billion

Busiest station = London Waterloo 41,426,042 entries and exits

Train accidents = 476

Complaints closed = 282,537

Route = 15,874km (38.1% electrified)

On time trains (early or less than 1 minute late) = 73.1%

Number of stations = 2,570

Background

This annual compendium publication contains a summary of the statistical releases published by ORR covering April 2021 to March 2022. Full copies of the individual releases and accompanying data tables can be found on ORR's data portal.
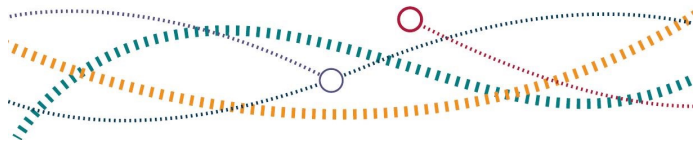
Sources: A range of industry bodies including Network Rail, passenger and freight operators and Department for Transport.

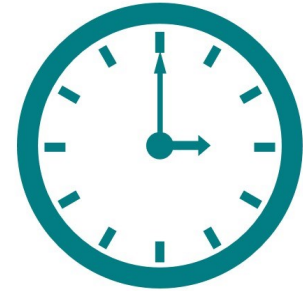All statistics are correct at the time of publication, but may change due to subsequent revisions.

Contents

Passenger rail usage

Passenger journeys in Great Britain increased to **990.1 million** in the year ending March 2022.

990.1m

Up 155%

Did you know? The average journey length in Great Britain between April 2021 and March 2022 was 39.5 kilometres

Passenger journeys (millions), GB, Annual (Jan 1950 to Mar 2022)

2019-20
1,738.7

Journeys almost doubled in 20 years

1,010.0
1950

630.0

735.1

2021-22

990.1

1994-95
Rail industry privatised

1982

387.9
2020-21

Annual **passenger revenue** in the year ending March 2022 increased by **£4 billion** compared with the previous year.

£5.9 billion

Annual passenger revenue for the year ending 31 Mar 2022

Passenger revenue by sector, GB, Latest financial year (Apr 2021 to Mar 2022)
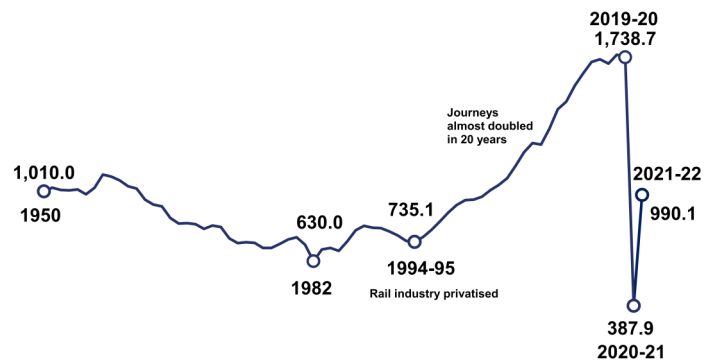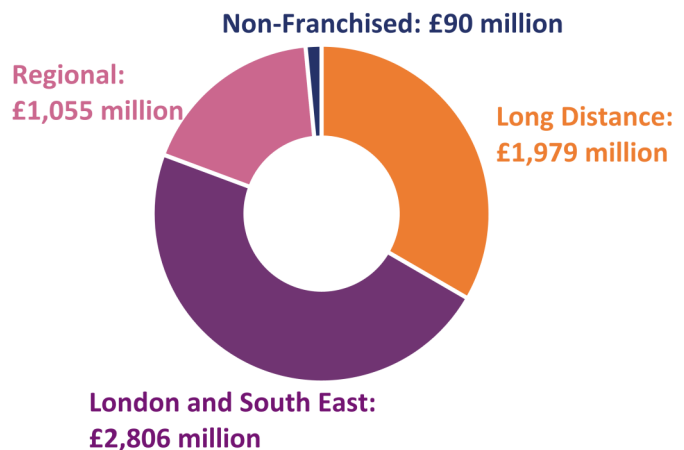
Non-Franchised: £90 million

Regional: £1,055 million

Long Distance: £1,979 million

London and South East: £2,806 million

39.1 billion passenger kilometres travelled on Great Britain's mainline network in the year ending March 2022.

Up 212.8%

Percentage of kilometres travelled compared with the previous year

474 million passenger train kilometres operated in the year ending March 2022.

Up 11.7%

Percentage of kilometres operated compared with the previous year

Statistical releases, data tables, interactive dashboards, methodology and quality information are available on ORR's data portal:
[Passenger rail usage](#)
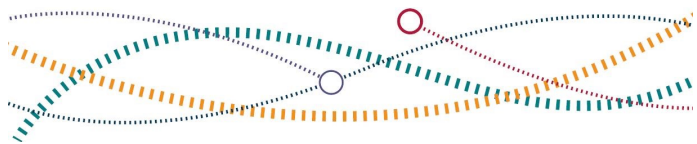
Regional rail usage (April 2020 to March 2021)

Regional passenger 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 published in the passenger rail usage statistical release. **Regional rail usage data for April 2021 to March 2022 will be published in February 2023.**

Passenger journeys (millions) to, from and within regions, GB, Annual (Apr 1995 to Mar 2021)
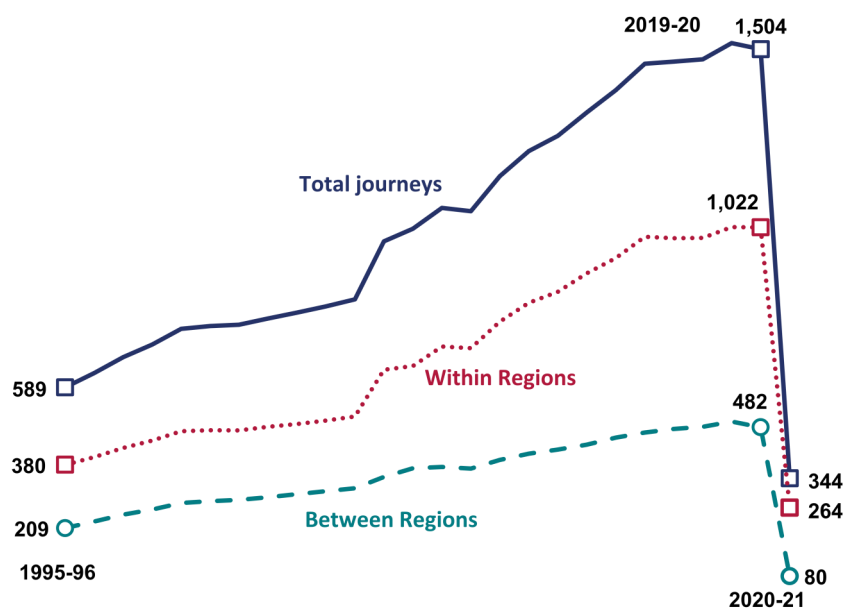

344 million regional passenger journeys on Great Britain's mainline in the year ending March 2021.

Down 77.1%

Percentage change compared with previous year

Passenger journeys for April 2020 to March 2021 were affected by the coronavirus (COVID-19) pandemic.

There were 264 million journeys made **within regions** in the year ending March 2021.

Down 74.1%

There were 80 million journeys made **between regions** in the year ending March 2021.

Down 83.5%

This is the first year since the year ending March 2017 when there were more journeys between England and Wales (1.6 million) than between England and Scotland (1.4 million).

Passenger journeys (millions) within Regions and to or from other regions, GB, Financial year (Apr 2020 to Mar 2021)
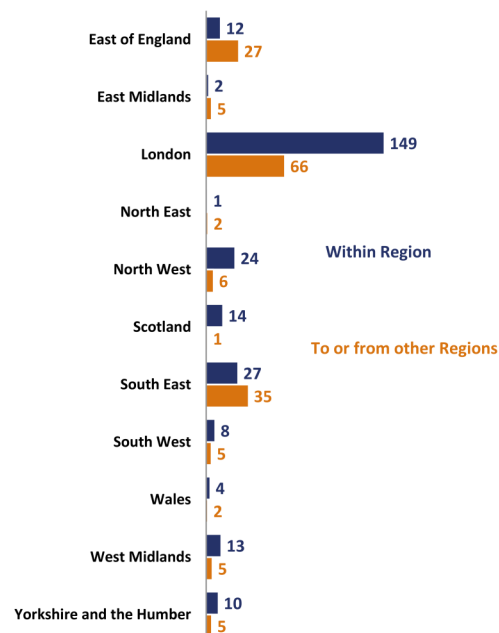
Region	Within Region	To or from other Regions
East of England	12	27
East Midlands	2	5
London	149	66
North East	1	2
North West	24	6
Scotland	14	1
South East	27	35
South West	8	5
Wales	4	2
West Midlands	13	5
Yorkshire and the Humber	10	5

Statistical releases, data tables, interactive dashboards, methodology and quality information are available on ORR's data portal:
Regional rail usage
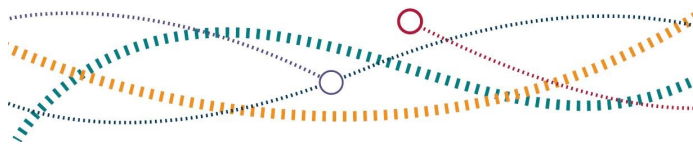
Estimates of station usage

Top 10 stations in Great Britain

Total entries and exits April 2021 to March 2022

Station	Total entries and exits
London Waterloo	41,426,042
London Victoria	36,776,338
London Bridge	33,309,348
London Liverpool Street	32,165,310
Stratford (London)	28,182,238
London Paddington	23,870,510
London Euston	23,097,606
Birmingham New Street	22,682,526
London Kings Cross	20,476,492
Manchester Piccadilly	19,581,442

dataportal.orr.gov.uk/station-usage

Elton and Orston in Nottinghamshire was the least used open station with 40 recorded entries and exits.

Statistical releases, data tables, interactive dashboards, methodology and quality information are available on ORR's data portal:
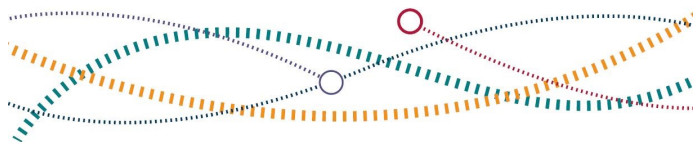Estimates of station usage

Estimates of station usage

Top five most used stations in each region in England, Wales and Scotland, 1 April 2021 to 31 March 2022.

SCOTLAND

Station	Total entries and exits
Glasgow Central	15,322,350
Edinburgh	13,617,536
Glasgow Queen Street	8,467,718
Paisley Gilmour Street	2,124,248
Partick	1,664,560

NORTH EAST

Station	Total entries and exits
Newcastle	7,040,072
Durham	2,092,432
Darlington	2,075,056
Middlesbrough	1,210,906
Berwick-Upon-Tweed	589,866

YORKSHIRE AND THE HUMBER

Station	Total entries and exits
Leeds	19,263,472
York	8,091,546
Sheffield	7,205,884
Doncaster	3,519,786
Huddersfield	3,041,816

NORTH WEST

Station	Total entries and exits
Manchester Piccadilly	19,581,442
Liverpool Central	10,747,030
Liverpool Lime Street	10,464,212
Manchester Victoria	5,820,432
Moorfields	4,807,882

EAST MIDLANDS

Station	Total entries and exits
Nottingham	5,202,438
Leicester	3,548,600
Derby	2,952,348
Northampton	1,868,756
Lincoln	1,500,924

WEST MIDLANDS

Station	Total entries and exits
Birmingham New Street	22,682,526
Coventry	4,636,054
Birmingham Moor Street	4,383,606
Wolverhampton	3,453,320
Birmingham International	2,411,308

EAST OF ENGLAND

Station	Total entries and exits
Cambridge	6,952,780
Chelmsford	4,595,710
Watford Junction	4,127,024
St Albans City	3,876,706
Peterborough	3,719,850

WALES

Station	Total entries and exits
Cardiff Central	7,463,378
Newport (South Wales)	1,753,550
Swansea	1,478,016
Cardiff Queen Street	1,366,108
Bridgend	937,180

LONDON

Station	Total entries and exits
London Waterloo	41,426,042
London Victoria	36,776,338
London Bridge	33,309,348
London Liverpool Street	32,165,310
Stratford (London)	28,182,238

SOUTH EAST

Station	Total entries and exits
Brighton	11,228,212
Reading	8,818,068
Gatwick Airport	5,919,044
Oxford	5,013,078
Southampton Central	4,294,330

SOUTH WEST

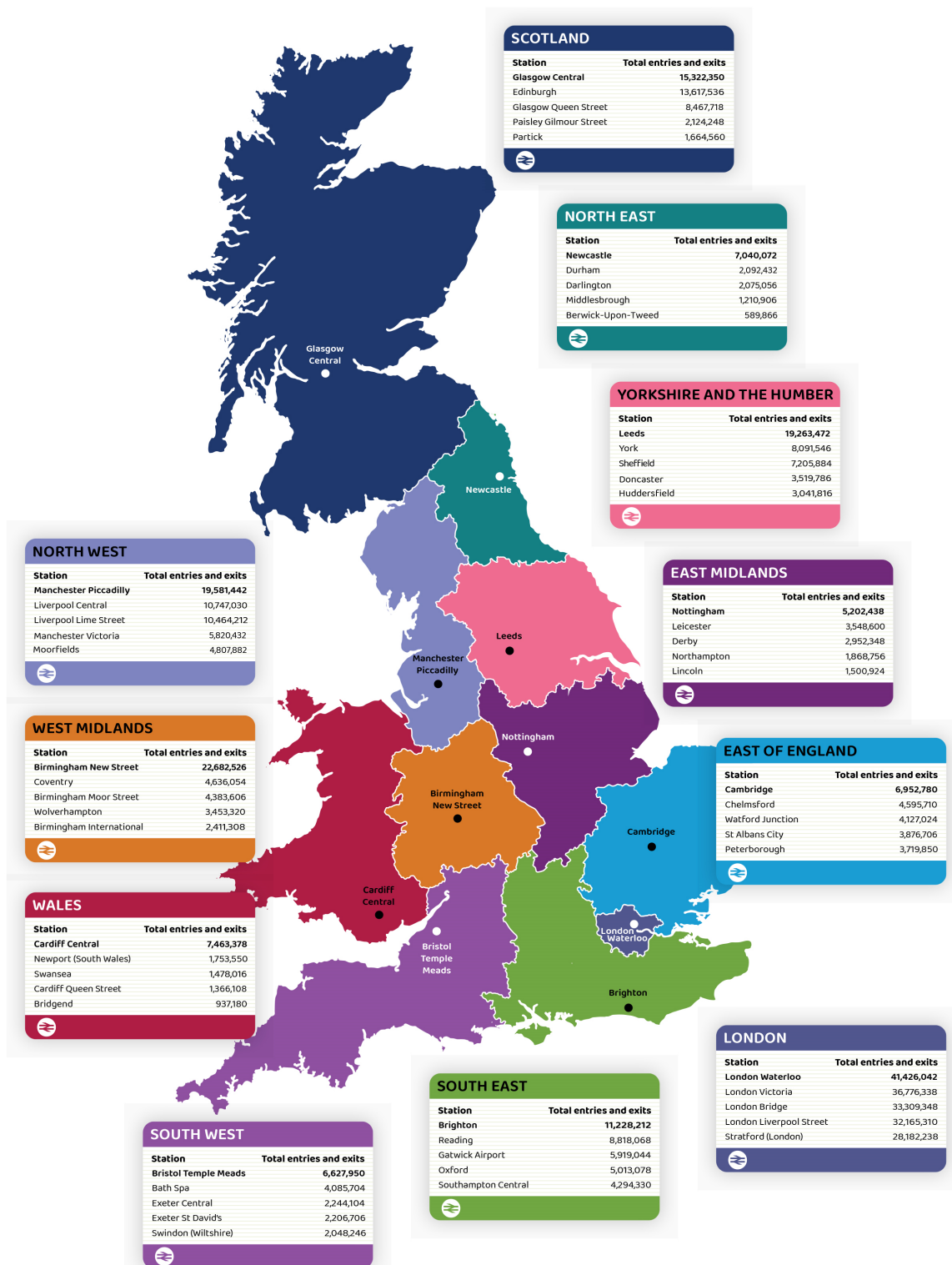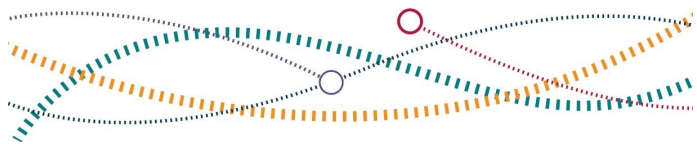| Station	Total entries and exits
Bristol Temple Meads	6,627,950
Bath Spa	4,085,704
Exeter Central	2,244,104
Exeter St David's	2,206,706
Swindon (Wiltshire)	2,048,246

Statistical releases, data tables, interactive dashboards, methodology and quality information are available on ORR's data portal:

[Estimates of station usage](#)

Freight rail usage and performance

16.9 billion net tonne kilometres of **freight moved** in the year ending March 2022.
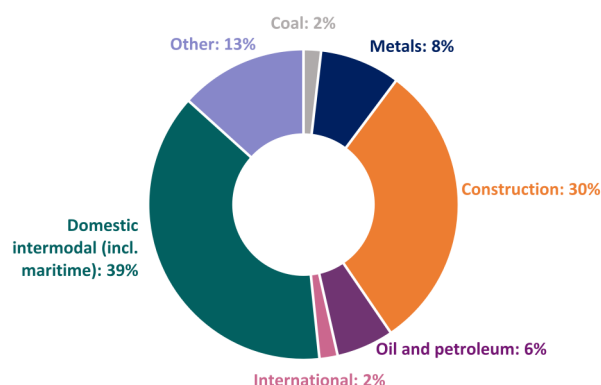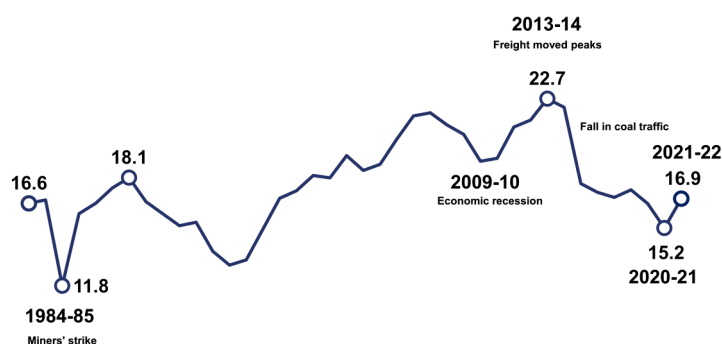
Up 11.3% ⬆

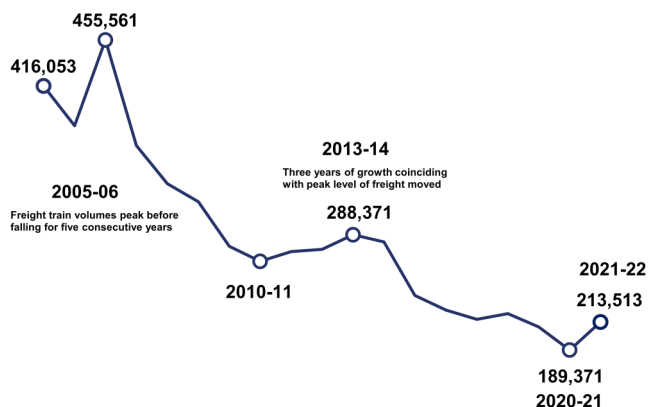*Percentage change compared with previous year*

> **Did you know?** International freight volumes have decreased by over a third compared with two years ago (pre-pandemic).

Market share of freight moved commodities, GB, Latest financial year (Apr 2021 to Mar 2022)

Coal: 2%
Other: 13%
Metals: 8%
Construction: 30%
Domestic intermodal (incl. maritime): 39%
Oil and petroleum: 6%
International: 2%

Freight moved (billion net tonne km), GB, Annual (Apr 1982 to Mar 2022)

2013-14 Freight moved peaks
22.7
Fall in coal traffic
2021-22
16.9
16.6
18.1
2009-10 Economic recession
15.2
2020-21
11.8
1984-85 Miners' strike

Number of freight train movements, GB, Annual (Apr 2003 to Mar 2022)

455,561
416,053
2005-06 Freight train volumes peak before falling for five consecutive years
2013-14 Three years of growth coinciding with peak level of freight moved
288,371
2010-11
2021-22
213,513
189,371
2020-21

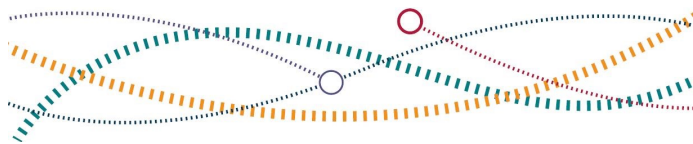There were **213,513 freight train movements** in the year ending March 2022.

93.6% of freight trains arrived within 15 minutes of their scheduled arrival time in the year ending March 2022.

Freight Delivery Metric (FDM), GB, Annual (Apr 2013 to Mar 2022)
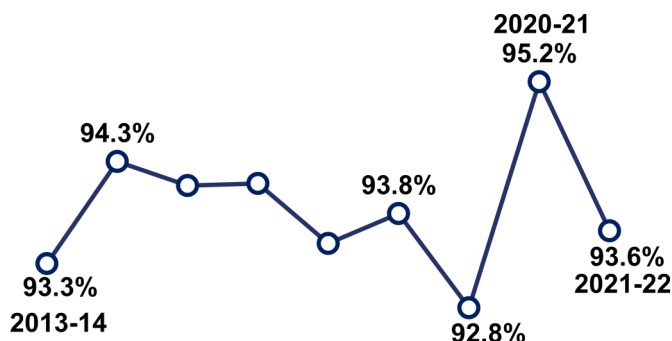
2020-21
95.2%
94.3%
93.8%
93.3%
2013-14
92.8%
93.6%
2021-22

Statistical releases, data tables, interactive dashboards, methodology and quality information are available on ORR's data portal:

[Freight rail usage and performance](#)

Passenger rail service complaints

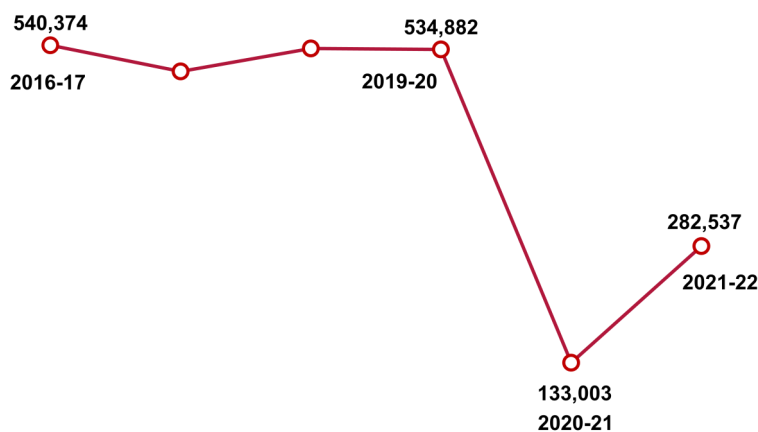There were **282,537 complaints closed** in the year ending March 2022.
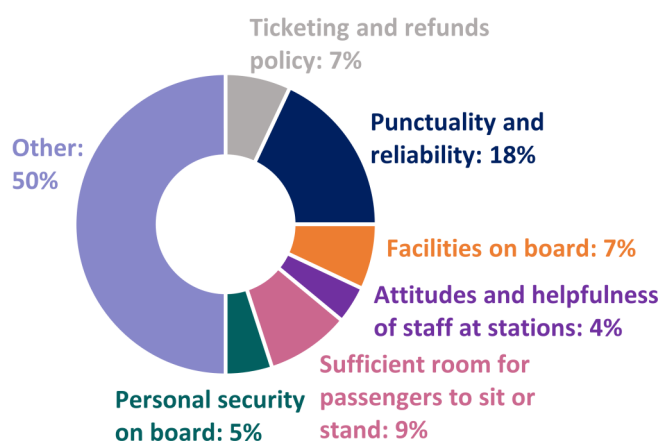

Up 112.4%

Percentage change compared with the previous year

Did you know? 81.9% of all complaints are made by email or webform, up from 75% the previous year.

Complaints closed, GB, Annual (Apr 2016 to Mar 2022)

540,374
2016-17

534,882
2019-20

282,537
2021-22

133,003
2020-21

Complaint categories, GB, Latest financial year (Apr 2021 to Mar 2022)

Ticketing and refunds policy: 7%

Punctuality and reliability: 18%

Facilities on board: 7%

Attitudes and helpfulness of staff at stations: 4%

Sufficient room for passengers to sit or stand: 9%

Personal security on board: 5%

Other: 50%

Punctuality and reliability is the most complained about category, up 4 percentage points from the year ending March 2021.

Ticketing and refund policy complaints are down 10 percentage points from the previous year.

96.9% of complaints were **responded to within 20 working days** in the year ending March 2022.

20 out of 23 train operators achieved the industry requirement of answering **95%** of complaints within 20 working days.

Percentage of complaints responded to within 20 working days, GB, Annual (Apr 2015 to Mar 2022)
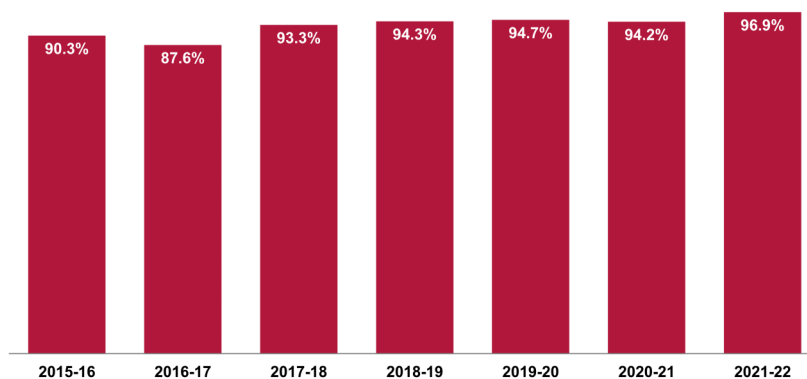
2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
90.3%	87.6%	93.3%	94.3%	94.7%	94.2%	96.9%

Statistical releases, data tables, interactive dashboards, methodology and quality information are available on ORR's data portal:
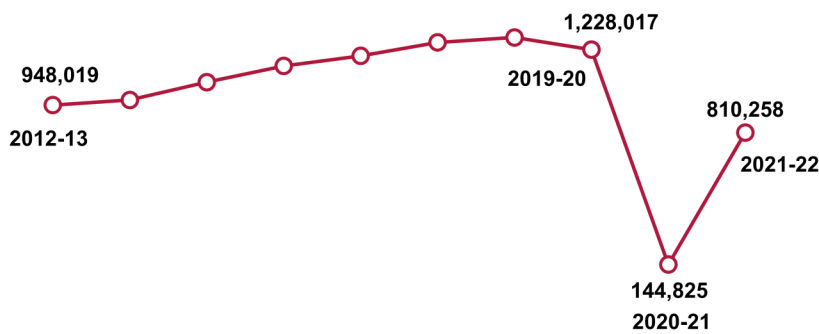**Passenger rail service complaints**
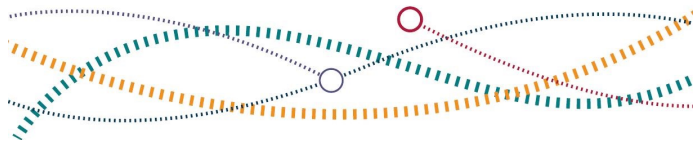
Disabled Persons Railcards and Passenger assistance

As of 31 March 2022, there were **218,448 Disabled Persons Railcards (DPRCs) in circulation.**

Up 47% ⬆

Percentage change compared with 31 March 2021

Disabled Persons Railcards in circulation, GB, as of financial year end (Mar 2013 to Mar 2022)

246,336

2019-20

218,448

2021-22

144,829

2012-13

148,608

2020-21
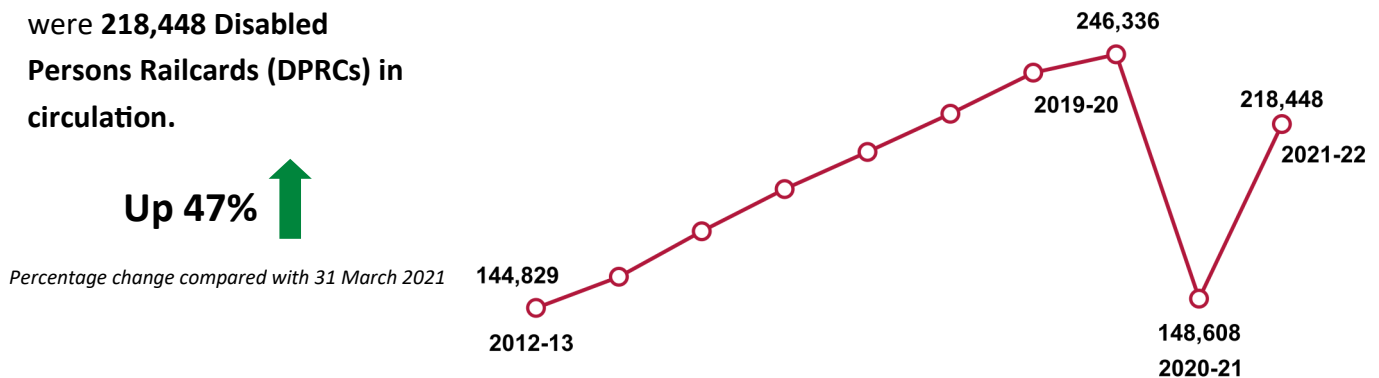
Booked passenger assists, GB, Annual (Apr 2012 to Mar 2022)

948,019

2012-13

1,228,017

2019-20

810,258

2021-22

144,825

2020-21

810,258 booked **passenger assists** in the year ending March 2022.

Up 459% ⬆

Percentage change compared with the previous year

Delay compensation claims

2,033,432 delay compensation claims were closed in the year ending March 2022.

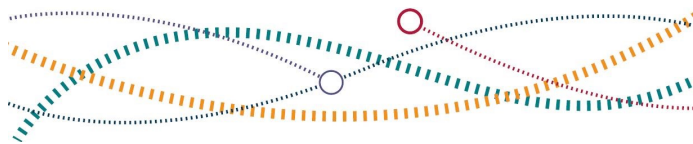**98.9%** of **claims** were closed within 20 working days.

Of those claims closed, **77.4%** were approved by train operators.

Factsheets, data tables, interactive dashboards, methodology and quality information are available on ORR's data portal:
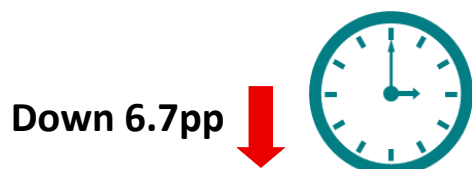
Disabled Persons Railcards

Passenger assistance

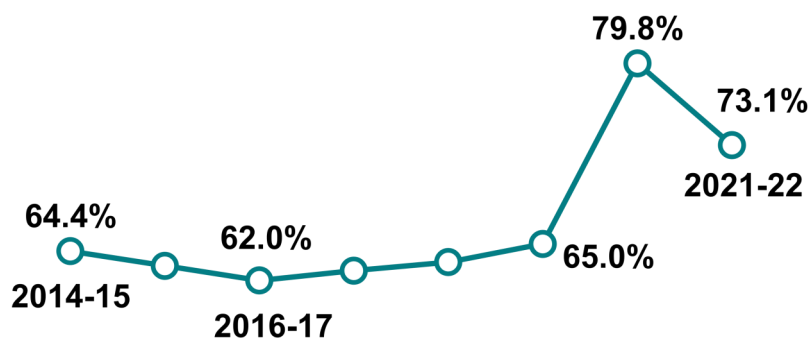Delay compensation claims

Passenger rail performance

73.1% of recorded station stops in Great Britain arrived at '**On time**' (early or less than one minute after the scheduled time) in the year ending March 2022.

Down 6.7pp ⬇️

Percentage point change compared with the previous year

On Time, GB, Annual (Apr 2014 to Mar 2022)

79.8%

73.1%
2021-22

64.4%
2014-15

62.0%
2016-17

65.0%

3.3% of trains classified as **Cancellations** in Great Britain in the year ending March 2022.

Up 1.2pp ⬆️

Percentage point change compared with the previous year
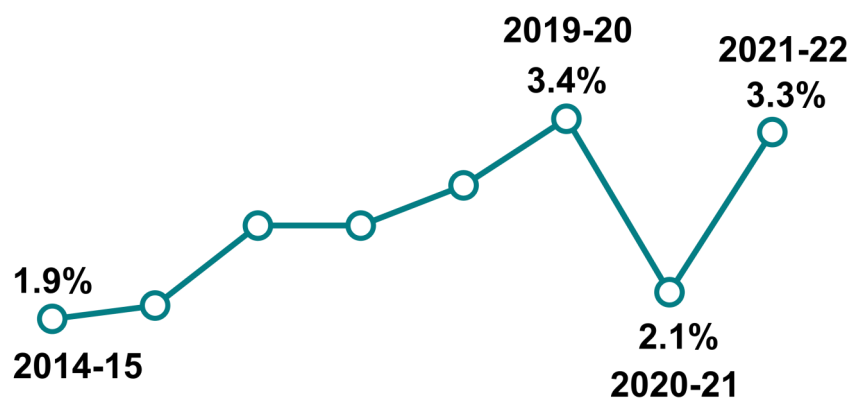
The **cancellation measure** is a weighted score which counts full cancellations as one and part cancellations as half. This industry measure is an indicator of disruption on the day. It only includes trains cancelled after 22:00 the previous evening, and trains removed from the days' timetable before then may not be included.
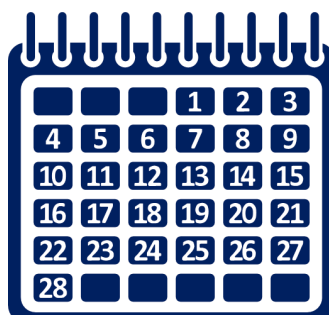
Cancellation score, GB, Annual (Apr 2014 to Mar 2022)

2019-20
3.4%

2021-22
3.3%

1.9%
2014-15

2.1%
2020-21

Did you know? There were 6.69 million scheduled passenger services in the year ending March 2022.

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40 severely disrupted days in Great Britain in the year ending March 2022.
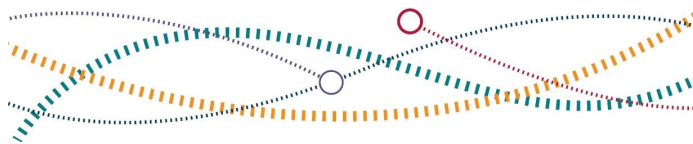
Up 27 days ⬆️

Number of days compared with the previous year

For a day to be counted as severely disrupted at the **national** level, **5%** or more of the planned services must be cancelled.

Statistical releases, data tables, interactive dashboards, methodology and quality information are available on ORR's data portal:

[Passenger rail performance](#)
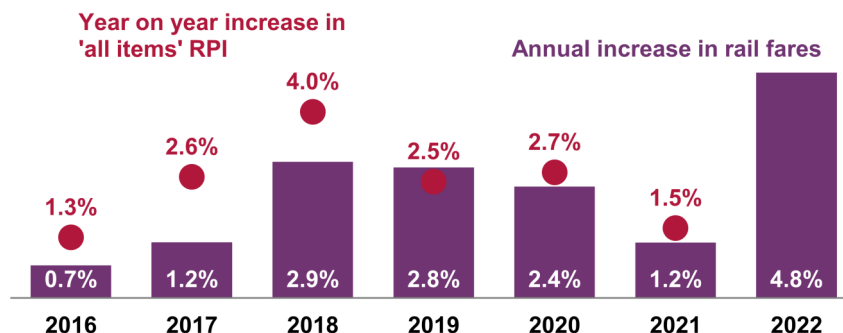
Rail fares index (2022)

**4.8%** increase in **rail fares** across Great Britain in March 2022 compared with a 9.0% rise in the Retail Prices Index (RPI).

New fares were again introduced in March 2022 rather than January.

Long distance rail fares saw the largest increase of 6.1%.

Percentage change in rail fares and 'all items' RPI, GB, Annual (2016 to 2022)

9.0%

Year on year increase in 'all items' RPI

Annual increase in rail fares

	2016	2017	2018	2019	2020	2021	2022
RPI	1.3%	2.6%	4.0%	2.5%	2.7%	1.5%	9.0%
Rail fares	0.7%	1.2%	2.9%	2.8%	2.4%	1.2%	4.8%

Market share of revenue by ticket type, GB, Twelve months between Mar 2021 and Feb 2022

Super Off Peak: 9.3%

Advance: 22.4%

Off-peak: 36.2%

Season: 8.9%

Anytime: 23.3%
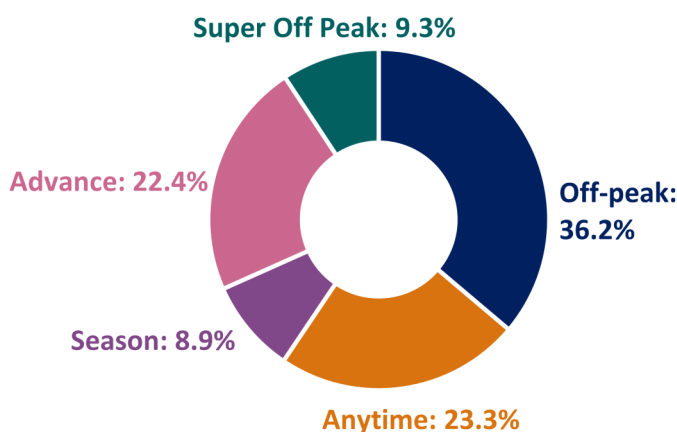
Market share for season tickets fell to **8.9%** compared with 17.7% in the previous year.

Advanced tickets recovered to 22.4% in the year ending 31 March 2022, up from 11.8% in the previous year.

An easing of restrictions gave passengers more flexibility to amend or change their tickets may have increased confidence.

Revenue data was calculated between March 2021 and February 2022 as the rail fares index weightings are based on revenue in the twelve months preceding the implementation of new fares (March 2022).

Nominal and real terms change in regulated and unregulated fares, GB, Latest fare change (Mar 2022)

Unregulated First Class Fares
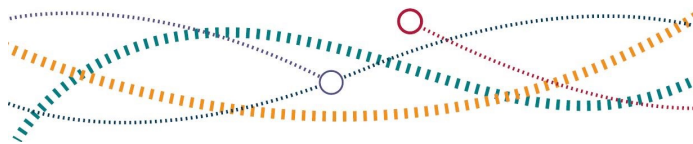
Up 11.1%

All Standard Class Fares

Up 4.4%

Statistical releases, data tables, methodology and quality information are available on ORR's data portal:
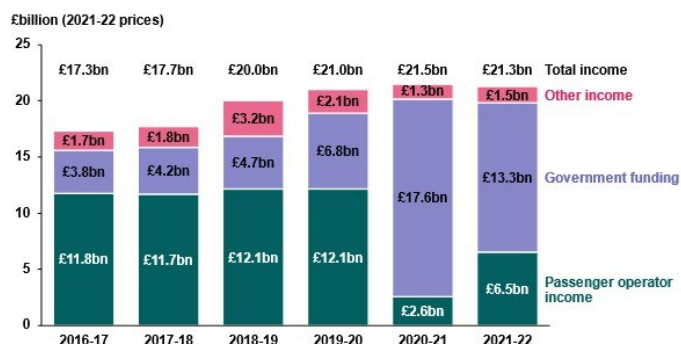**Rail fares**

Rail industry finance (UK)

£21.3 billion total income to the rail industry in the UK in the year ending March 2022.

£ **0.9%** ↓

Percentage change compared with the previous year adjusted for inflation

Rail industry income, UK, Annual (Apr 2016 to Mar 2022)

£billion (2021-22 prices)

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Total income	£17.3bn	£17.7bn	£20.0bn	£21.0bn	£21.5bn	£21.3bn	
Other income	£1.7bn	£1.8bn	£3.2bn	£2.1bn	£1.3bn	£1.5bn	Other income
Government funding	£3.8bn	£4.2bn	£4.7bn	£6.8bn	£17.6bn	£13.3bn	Government funding
Passenger operator income	£11.8bn	£11.7bn	£12.1bn	£12.1bn	£2.6bn	£6.5bn	Passenger operator income

> NOTE: The data are compiled from many different industry accounts. There are variations and timing differences in the basis of these accounts along with increases in inflation affecting Network Rail's finance costs, which results in the £1.5 billion difference between total income and total expenditure.

Only **27.4%** of **total industry income** came from fares, with **62.5%** coming from Government.

Total industry expenditure was **£22.8 billion** in the year ending March 2022, driven by an increase in Network Rail's finance costs.

3.9% ↑

Percentage change compared with the previous year adjusted for inflation

Rail industry income and expenditure by Network Rail region normalised by passenger kilometres, GB, Latest financial year (Apr 2021 to Mar 2022)

Income

Total	Other	Government funding	Passenger operators	Region
74p		57p	13p	Scotland
65p		43p	19p	Wales and Western
57p		34p	20p	Southern
51p		32p	16p	North West and Central
48p		29p	16p	Eastern

Pence per passenger km

Expenditure

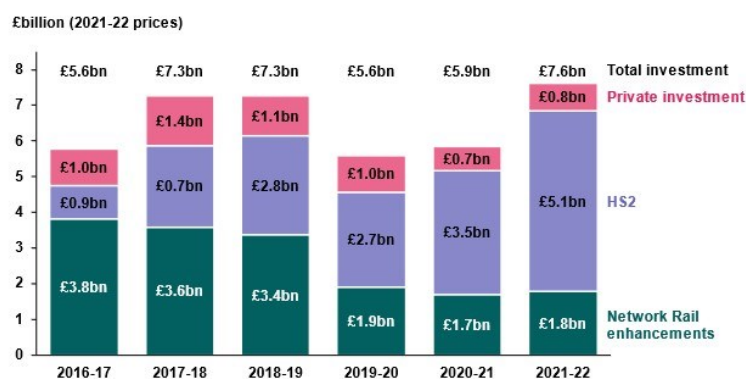| Region	Franchised Passenger operators	Network Rail/CVL	Other	Total
Scotland	34p	44p		80p
Wales and Western	31p	35p		70p
Southern	30p	27p		59p
North West and Central	25p	27p		55p
Eastern	27p	24p		54p

Pence per passenger km

Investment in new and enhanced rail infrastructure and rolling stock **increased by £1.8 billion**.

The HS2 project account for the majority of the rise (£1.6 billion).

£ **Up 30.1%** ↑

Percentage change in total investment compared with the previous year

Investment in the rail industry, GB, Annual (Apr 2016 to Mar 2022)

£billion (2021-22 prices)

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Total investment	£5.6bn	£7.3bn	£7.3bn	£5.6bn	£5.9bn	£7.6bn	
Private investment	£1.0bn	£1.4bn	£1.1bn	£1.0bn	£0.7bn	£0.8bn	Private investment
HS2	£0.9bn	£0.7bn	£2.8bn	£2.7bn	£3.5bn	£5.1bn	HS2
Network Rail enhancements	£3.8bn	£3.6bn	£3.4bn	£1.9bn	£1.7bn	£1.8bn	Network Rail enhancements

Statistical releases, data tables, interactive dashboards, methodology and quality information are available on ORR's data portal:
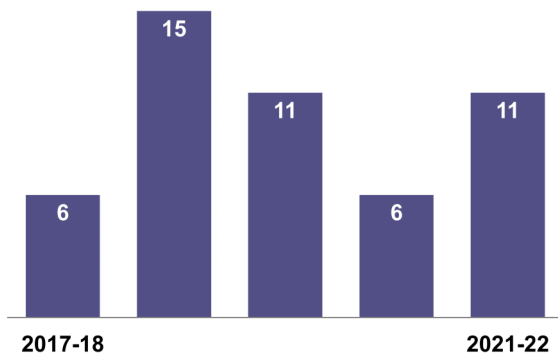[Rail industry finance (UK)](#)
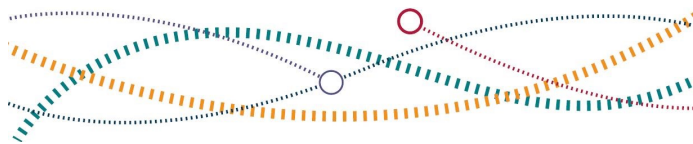
Rail safety

Non-workforce fatalities (passenger or public) on Great Britain's railways, all rail networks increased to **11** in the year ending March 2022.

Rail passenger fatalities, GB, Annual (Apr 2017 to Mar 2022)

Two workforce fatalities on Great Britain's railways, all rail networks in the year ending March 2022.

Rail workforce fatalities, GB, Annual (Apr 2017 to Mar 2022)

6	15	11	6	11

2017-18   2021-22

2	2	4	5	2

2017-18   2021-22
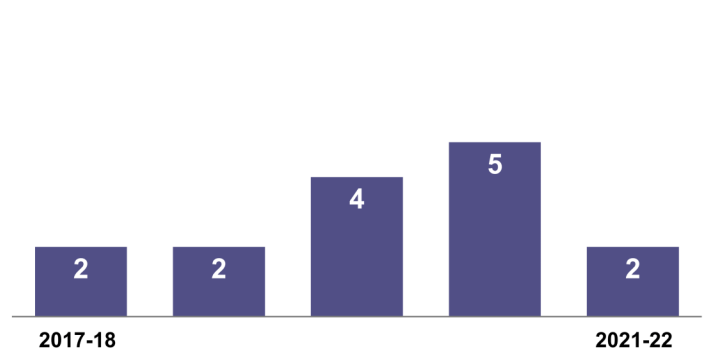
15 trespassing fatalities on the mainline in the year ending March 2022.

Eight fatalities at mainline level crossings in the year ending March 2022.

One fatality at a level crossing on the non-mainline network in the year ending March 2022.

261 suicide or suspected suicide attempts on the mainline and **68 suicide or suspected attempts** on the London Underground in the year ending March 2022.

---

476 train accidents in the year ending March 2022.

Up 31.1%

Percentage change compared with the previous year

Non-mainline includes trams, metros and other non-Network Rail networks.

London Underground: 7

Non-mainline: 126
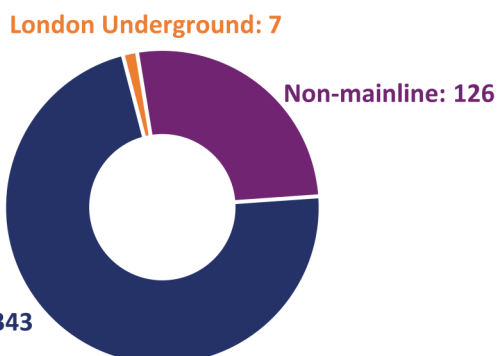
Mainline: 343

Potentially high-risk train accidents (PHRTAs) on the mainline, GB, Annual (Apr 2002 to Mar 2022)

2002-03
65

**17**
2010-11

19

14
2021-22

There were **14 PHRTAs** on the mainline in the year ending March 2022.

- **Five** derailments**;**
- **Three** collisions with road vehicles at level crossings;
- **Two** collisions between trains;
- **Two** collisions with road vehicles at other locations;
- **Two** collisions with a buffer stop.

Statistical releases, data tables, interactive dashboards, methodology and quality information are available on ORR's data portal:
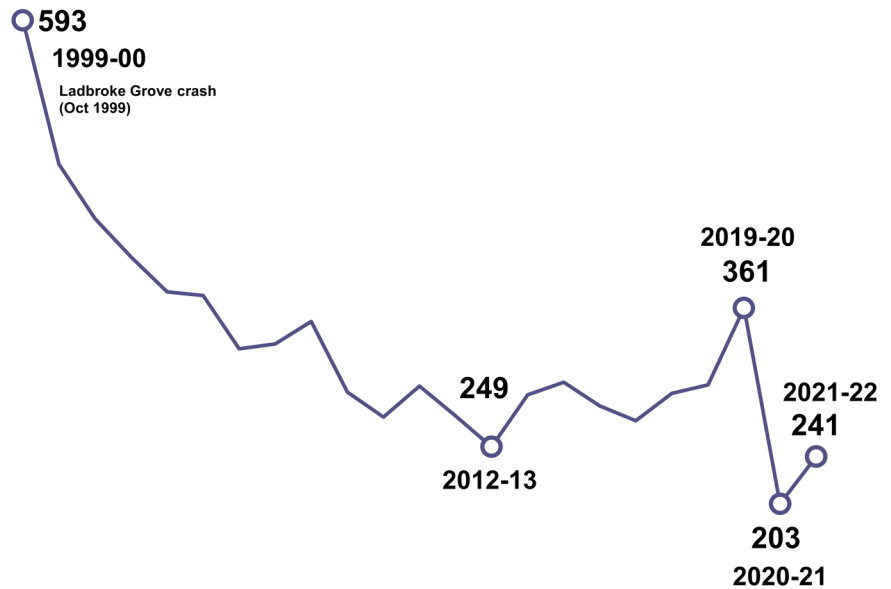**Rail safety**
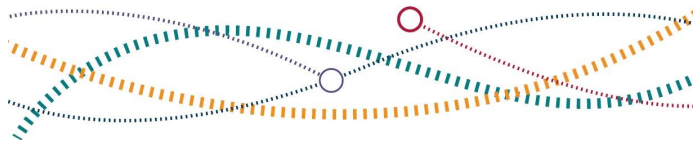
Signals passed at danger (SPADs)

There were **241 SPADs on the mainline** in the year ending March 2022.

Up 18.7%

Percentage change compared with the previous year

SPADs on the mainline, GB, Annual (Apr 1999 to Mar 2022)

593
1999-00
Ladbroke Grove crash (Oct 1999)

2019-20
361

249
2012-13

2021-22
241

203
2020-21

Occupational health

27 cases of **Occupational health diseases** reported in the year ending March 2022.

- **1** occupational asthma

- **26** hand arm vibration syndrome

Hand arm vibration syndrome has increased by 73.3% compared with the previous year, but it is 59.4% lower than two years ago (April 2019 to March 2020).

Occupational health diagnoses, GB, Annual (Apr 2010 to Mar 2022)

2016-17
112

2020-21
79

40
2010-11

31
2015-16

27
2021-22
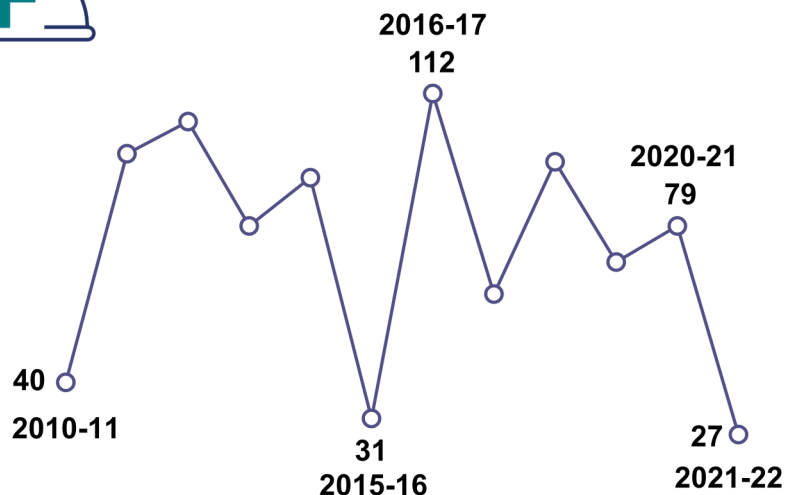
Statistical releases, factsheets, data tables, interactive dashboards, methodology and quality information are available on ORR's data portal:
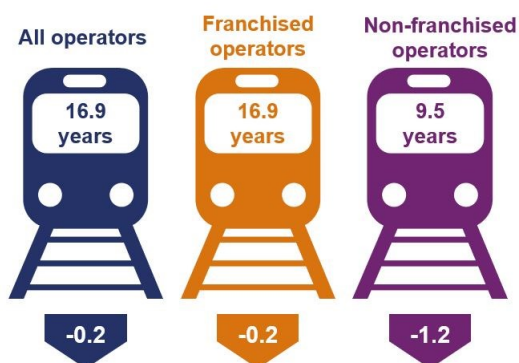**Rail safety**
**Occupational health**
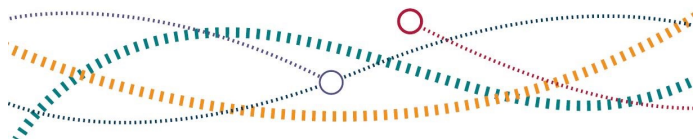
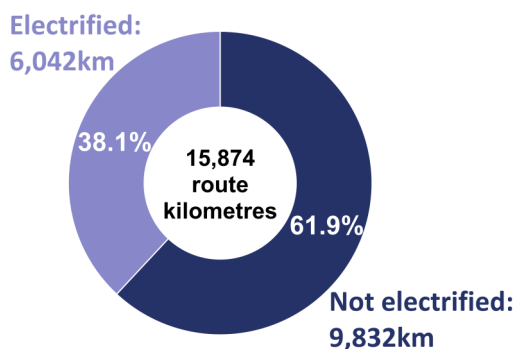# Rail infrastructure and assets

As of 31 March 2022, the **average age of passenger train operators rolling stock** in Great Britain decreased by **0.2** years compared with 31 March 2021.

All operators
16.9 years
-0.2

Franchised operators
16.9 years
-0.2

Non-franchised operators
9.5 years
-1.2

Average age of rolling stock (franchised operators), GB, as of 31 Mar each year (Mar 2001 to Mar 2022)

Series break (new data for 2017 onwards)

20.3 — 2001
13.2 — 2006
21.0
16.9 — 2022
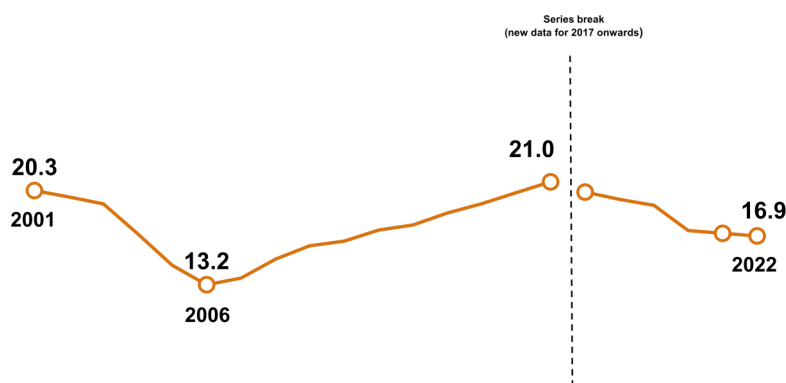
Electrification of the mainline, GB, as of 31 Mar 2022

Electrified: 6,042km
38.1%
15,874 route kilometres
61.9%
Not electrified: 9,832km

One new mainline station opened between April 2021 and March 2022, **Soham**, taking the total to **2,570**.

Proportion of passenger rolling stock by traction type, Great Britain, as of 31 March 2022

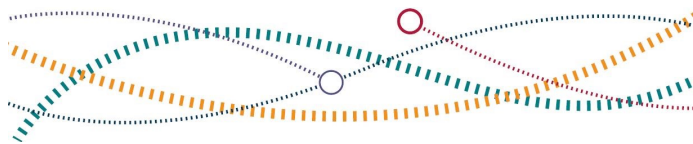Electric, 71%   Diesel, 18%   Bi-mode or loco hauled, 11%

Out of the 24 passenger operators, **seven** have 100% electric fleets.

Bi-mode trains are electric trains that can be powered either by electric power from overhead lines or third rail, or by using diesel engines.
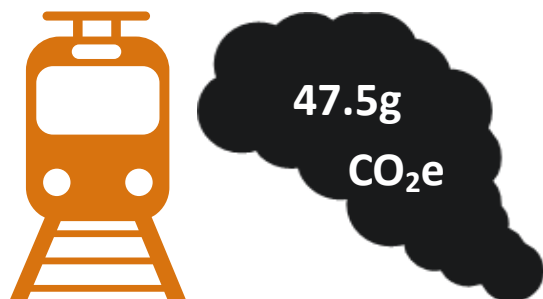
Statistical releases, data tables, interactive dashboards, methodology and quality information are available on ORR's data portal:
Rail infrastructure and assets

Rail emissions

Passenger train traction emissions for year ending 31 Mar 2022

47.5g CO_2e

47.5g CO_2e emissions per passenger km in the year ending 31 March 2022, down 67.6% compared with the previous year.

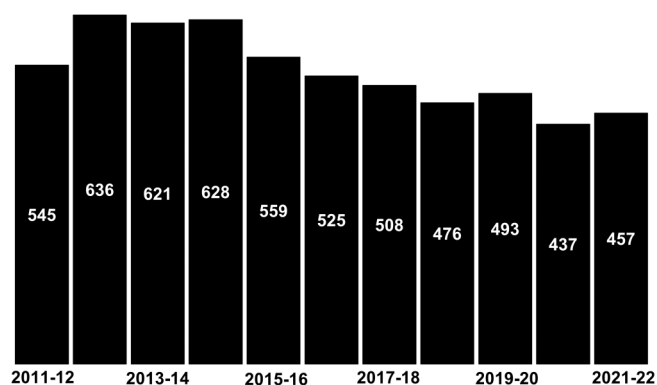*Freight train traction emissions for year ending 31 Mar 2022*

25.2g CO_2e

25.2g CO_2e emissions per net freight tonne km in the year ending 31 March 2022, down 5.1% compared with the previous year.

Total traction carbon dioxide equivalent (CO_2e) emissions for electricity and diesel (passenger and freight rail services combined) were 2,332 kilotonnes for the year ending March 2022. This is still 19% below the 2,893 kilotonnes recorded in the pre-pandemic year April 2019 to March 2020 and the second lowest emissions level since the start of the comparable time series in April 2011.

Carbon dioxide equivalent emissions for passenger rail services (kilotonnes), GB, Apr 2011 to Mar 2022

Year	Value
2011-12	2,842
	3,005
2013-14	2,914
	3,127
2015-16	3,073
	2,959
2017-18	2,764
	2,537
2019-20	2,400
	1,845
2021-22	1,875
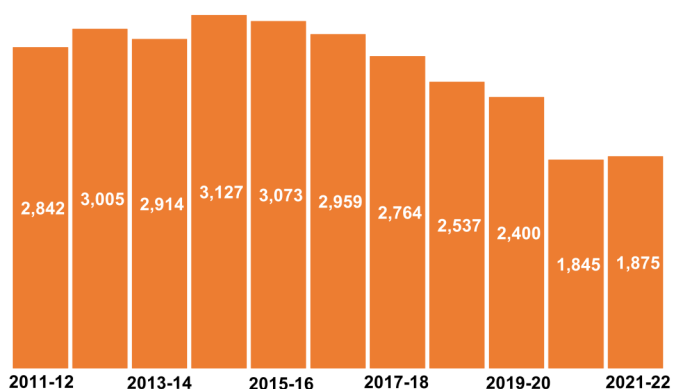
Carbon dioxide equivalent emissions for freight rail services (kilotonnes), GB, Apr 2011 to Mar 2022

Year	Value
2011-12	545
	636
2013-14	621
	628
2015-16	559
	525
2017-18	508
	476
2019-20	493
	437
2021-22	457

Did you know? The average CO_2e per diesel vehicle km is **1400g** for passenger rail services and **598g** for freight. The average CO_2e per electric vehicle km is **358g** for passenger rail services and **211g** for freight.

Statistical releases, data tables, interactive dashboards, methodology and quality information are available on ORR's data portal:
Rail emissions
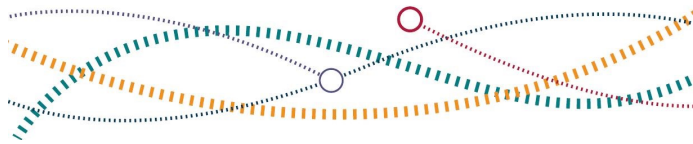
Annex 1: ORR's statistical publications

Statistical Releases

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

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

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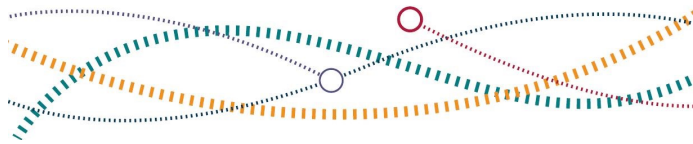
National Statistics

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.

Annex 2: Related statistics by other organisations

Department for Transport:

- [Rail passenger numbers and crowding statistics](#)

- [Rail delays and compensation](#)

- [Rail passenger compensation paid](#)

- [Daily estimates of transport use by mode](#)

- [National Travel Survey](#)

- [Public transport statistics](#)

- [Multimodal freight statistics](#)

Network Rail:

- [Network Rail information and data our stations](#)

- [Annual Return](#)

- [Regulatory financial statements](#)

Transport Focus:

- [National Rail Passenger Survey](#)

Rail Ombudsman:

- [Statistical reports on complaint referrals](#)

Rail Safety and Standards Board:

- [Annual Health and Safety Report](#)

HM Treasury:

- [Country and regional analysis](#)

European:

- [IRG-Rail - Annual market Monitoring Report](#)

- [UNECE – Rail Traffic Census](#)

- [Eurostat – Transport Statistics](#)