



Train Operating Company key statistics

April 2022 to March 2023

3 August 2023

Lumo

This publication is an annual summary of key statistics for Lumo covering passenger usage, performance, and passenger experience alongside reference data on number of employees and route kilometres operated. Most of the data in this publication is also available on the various [ORR data portal](#) theme pages. [TOC key statistics](#) brings all the information together from the range of topics as a summary for each operator.

Lumo started operating from October 2021. Key statistics have been provided as of 31 March 2022. For all other metrics, partial annual data has been used for April 2021 to March 2022.

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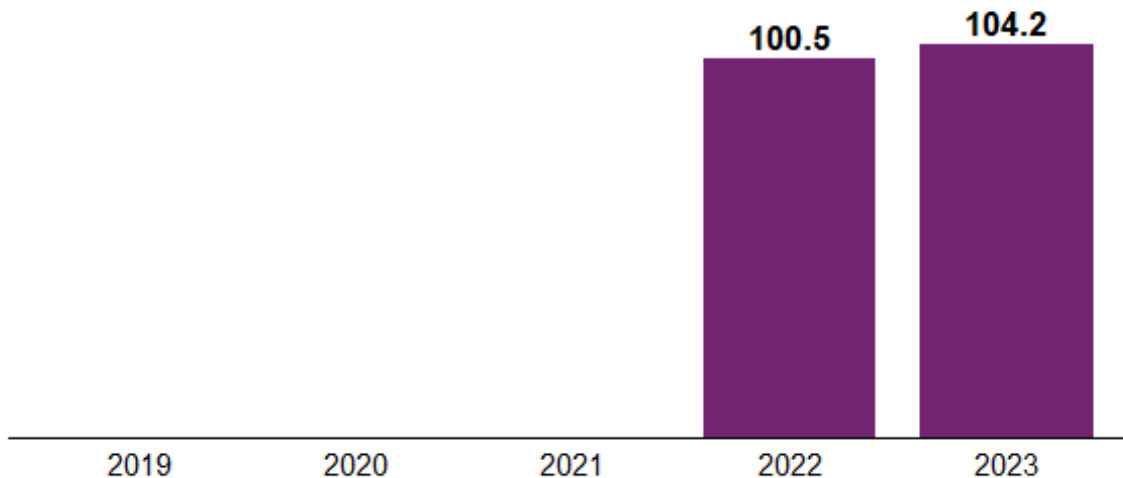
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Next publication: July 2024

Key statistics

Number of full-time equivalent (FTE) employees is calculated by comparing an employee's average number of hours worked to the average hours of a full-time worker.

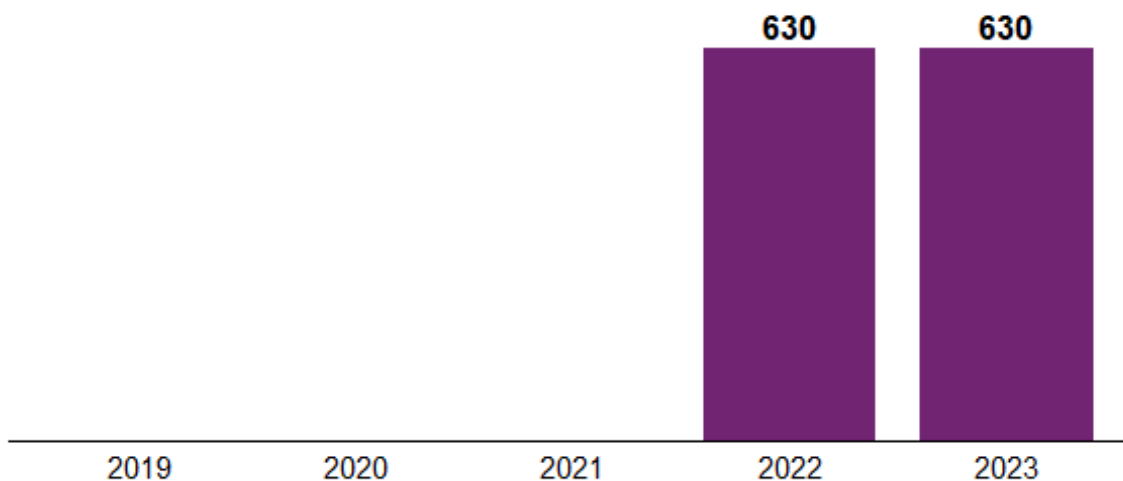
Number of FTE employees, Lumo, as of 31 March, 2019 to 2023



Lumo's number of FTE employees was 104.2 as of 31 March 2023.

Route kilometres operated includes the total extent of route available to operate on as of 31 March. It does not take into account multiple track routes (i.e. double tracks are only counted as one route kilometre but would be two track kilometres).

Route kilometres operated, Lumo, as of 31 March, 2019 to 2023



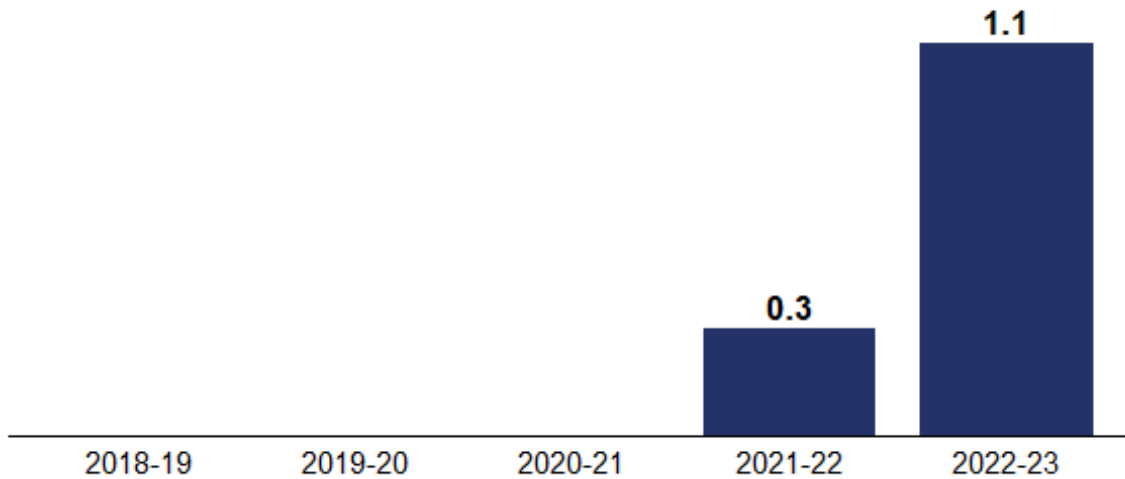
Lumo operated on 630 kilometres of route as of 31 March 2023.

Passenger rail usage

Lumo started operating from October 2021. Passenger rail usage contains partial data for April 2021 to March 2022 so comparisons between the latest year and the previous year should not be made.

Passenger journeys are estimated based on travel from an origin station to a destination station. Where travel includes one or more changes of train, each train used is counted as one journey.

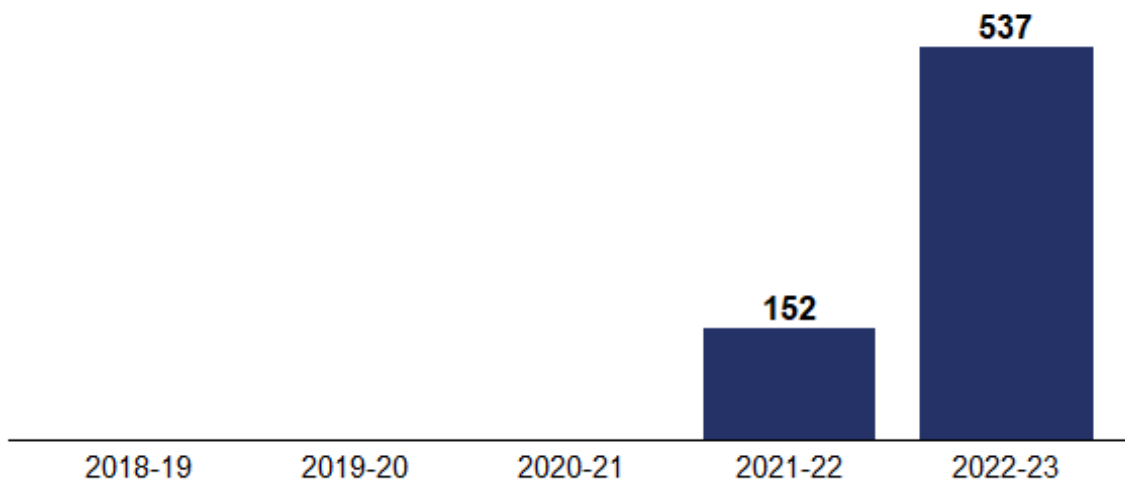
Passenger journeys (millions), Lumo, annual data, April 2018 to March 2023



Between April 2022 and March 2023, there were 1.1 million passenger journeys.

Passenger kilometres are calculated by multiplying the number of passenger journeys on a particular flow by the number of corresponding track kilometres between stations.

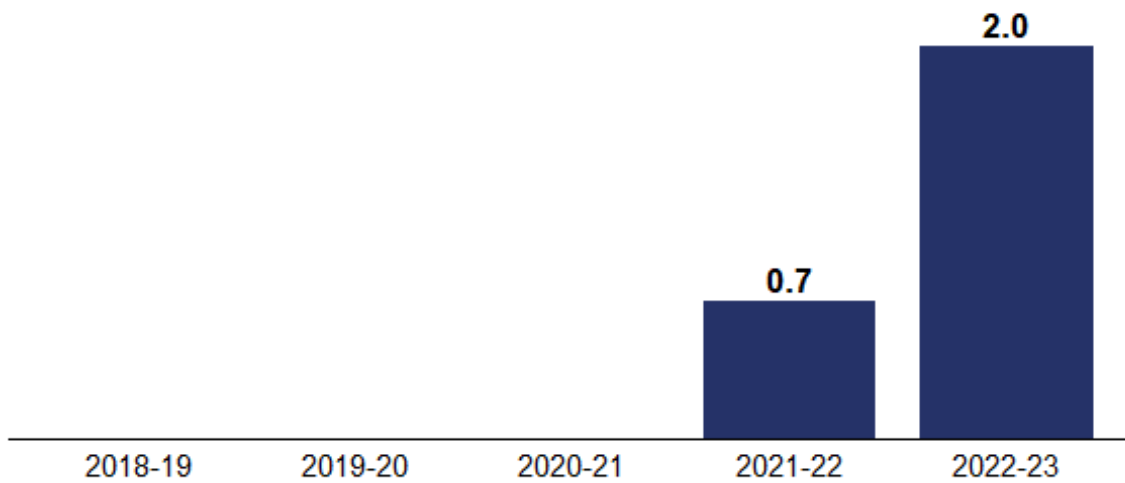
Passenger kilometres (millions), Lumo, annual data, April 2018 to March 2023



Between April 2022 and March 2023, there were 537 million passenger kilometres travelled.

Passenger train kilometres refers to the number of train kilometres travelled by revenue earning passenger trains.

Passenger train kilometres (millions), Lumo, annual data, April 2018 to March 2023



Between April 2022 and March 2023, there were 2.0 million passenger train kilometres.

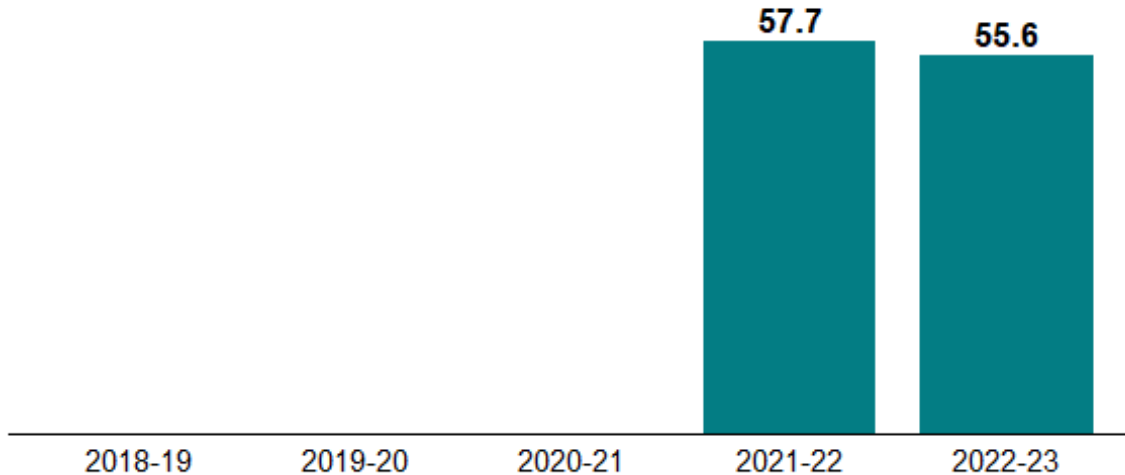
More information on passenger journeys, kilometres and revenue as well as passenger train and vehicle kilometres can be found on the [Passenger rail usage](#) page on the data portal.

Passenger rail performance

Lumo started operating from October 2021. Passenger rail performance contains partial data for April 2021 to March 2022 so comparisons between the latest year and the previous year for On Time and Cancellations should be treated with caution. Comparisons for the number of trains planned and delay minutes should not be made.

On Time is the percentage of recorded station stops that were early or less than one minute after the scheduled arrival time.

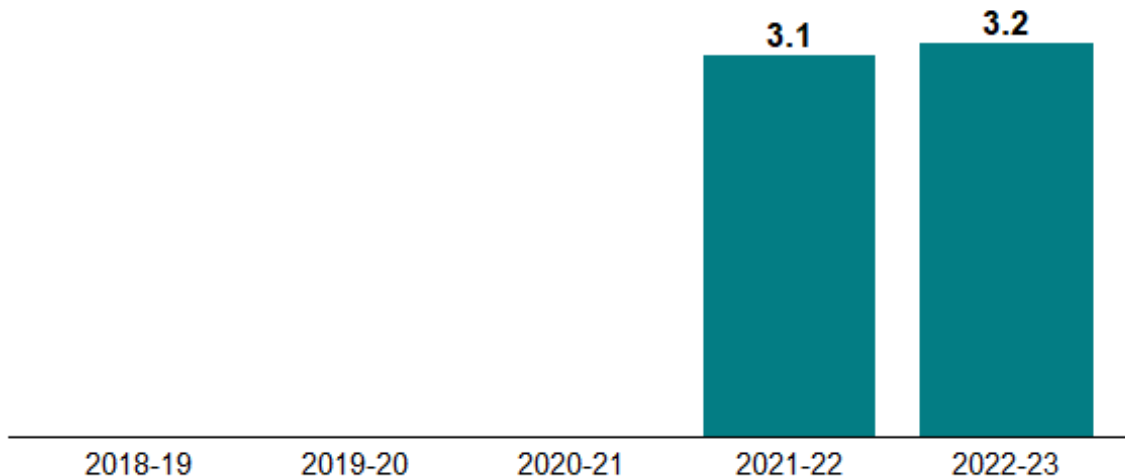
On Time (%), Lumo, annual data, April 2018 to March 2023



The percentage of trains On Time between April 2022 and March 2023 was 55.6%.

The **Cancellations score** is the percentage of trains planned that were cancelled, whereby full cancellations are counted as one and part cancellations as half.

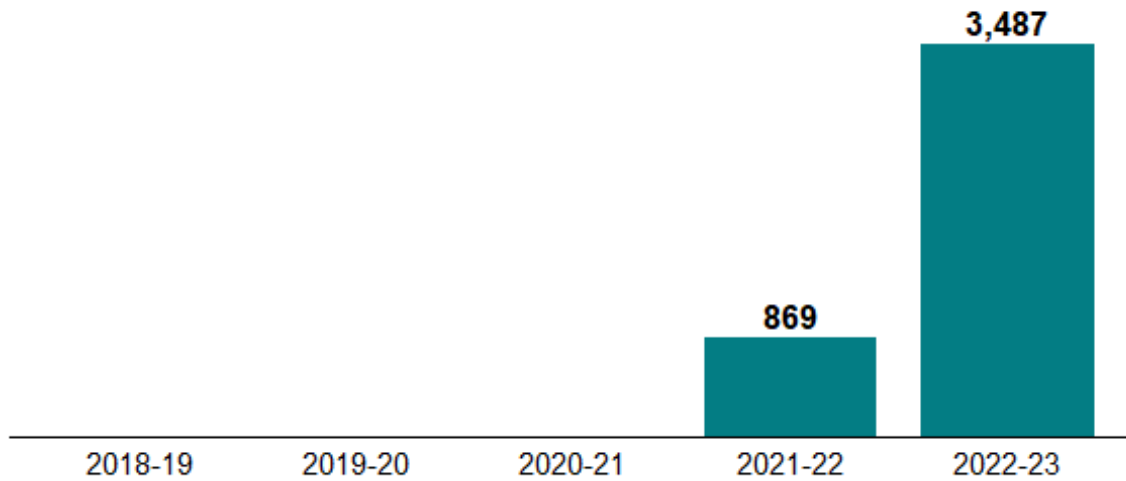
Cancellations score (%), Lumo, annual data, April 2018 to March 2023



The Cancellations score between April 2022 and March 2023 was 3.2%.

The number of **trains planned** is based on the daily schedule as agreed between the train operator and Network Rail at 22:00 on the previous evening.

Trains planned, Lumo, annual data, April 2018 to March 2023



There were 3,487 trains planned between April 2022 and March 2023.

Delay minutes are defined as the time lost between consecutive timing points on the rail network. Delay incidents producing three or more minutes of delay on Britain’s railways are attributed to either Network Rail or a train operator.

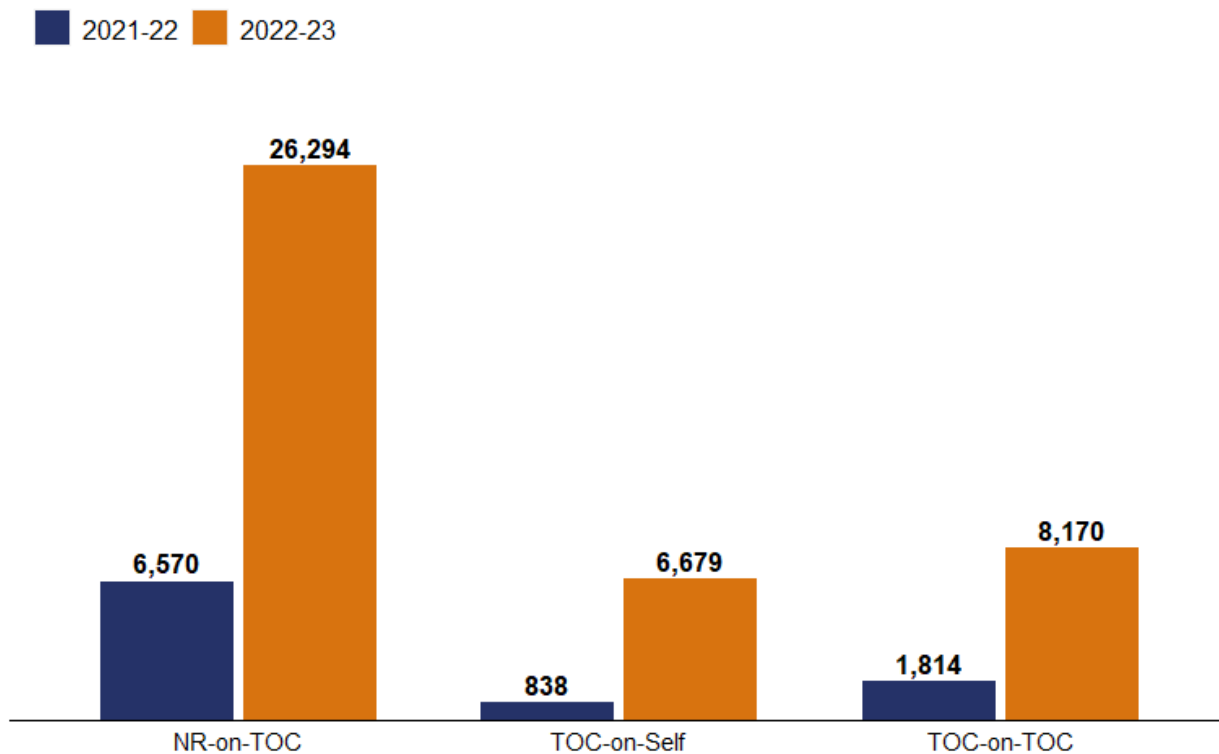
There are three types of responsibility category:

NR-on-TOC are delays attributed to Network Rail affecting train operating companies (e.g. Track, Network management, etc.).

TOC-on-Self are delays attributed to train operating companies affecting their own train operating company (e.g. their own fleet, train crew, etc.).

TOC-on-TOC are delays attributed to train operating companies affecting other train operating companies (e.g. another operator’s fleet, train crew, etc.).

Delay minutes on the rail network by responsibility, Lumo, annual data, April 2021 to March 2023



Delay minutes by responsibility, Lumo, annual data, April 2021 to March 2023

Delay type	Apr 2021 to Mar 2022	Apr 2022 to Mar 2023
NR-on-TOC	6,570	26,294
TOC-on-Self	838	6,679
TOC-on-TOC	1,814	8,170

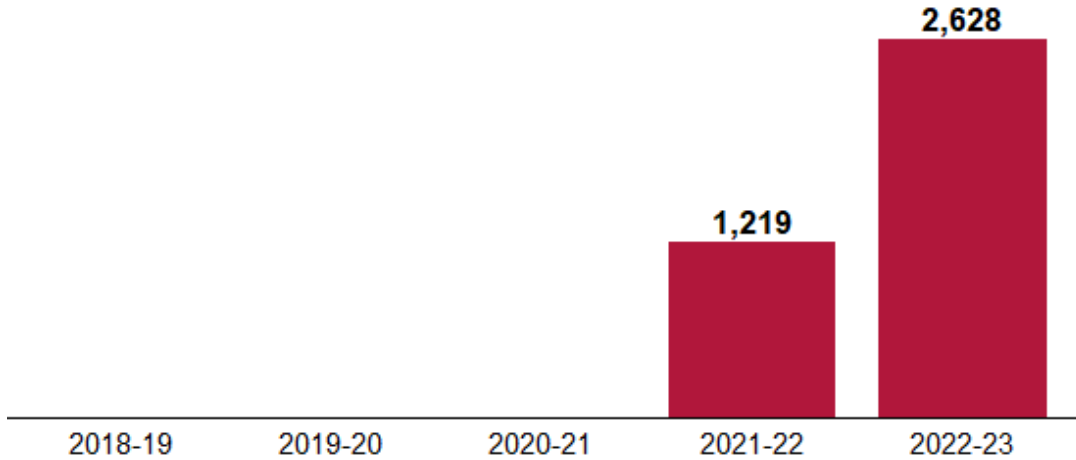
More information on punctuality, reliability and causes of delay for passenger trains can be found on the [Passenger rail performance](#) page on the data portal.

Passenger experience

Lumo started operating from October 2021. Passenger experience contains partial data for April 2021 to March 2022 so comparisons between the latest year and the previous year should not be made.

Complaints are defined as ‘any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy’.

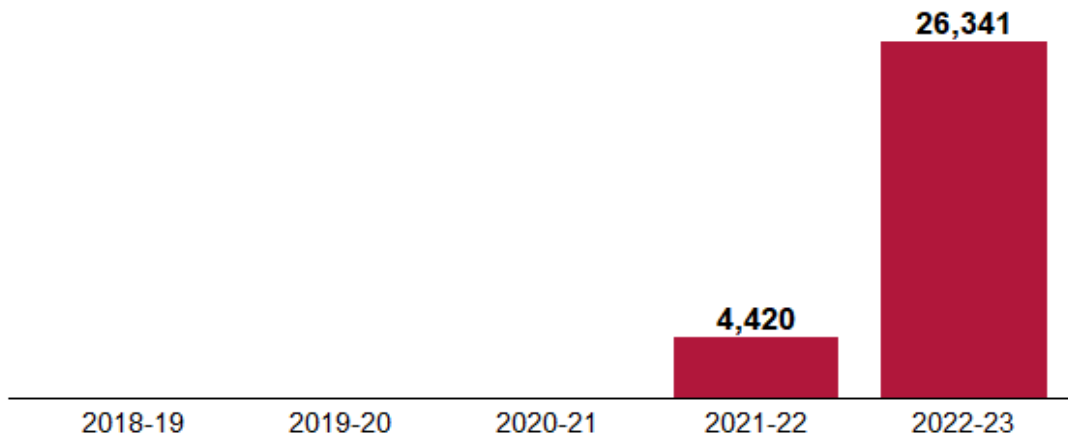
Complaints closed, Lumo, annual data, April 2018 to March 2023



The number of complaints closed between April 2022 and March 2023 was 2,628.

Delay compensation claims closed refers to volume of claims closed when the train operator issues payment for a successful claim or when the passenger was informed that their claim was rejected.

Delay compensation claims closed, Lumo, annual data, April 2018 to March 2023



26,341 delay compensation claims were closed between April 2022 and March 2023.

More information on [complaints](#), [delay compensation claims](#) and [passenger assistance](#) can be found on their respective pages on the data portal.



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