Train Operating Company key statistics

April 2024 to March 2025

21 August 2025

East Midlands Railway

This publication is an annual summary of key statistics for East Midlands Railway covering passenger usage, performance, and passenger experience alongside reference data on number of employees and number of stations managed. All 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.

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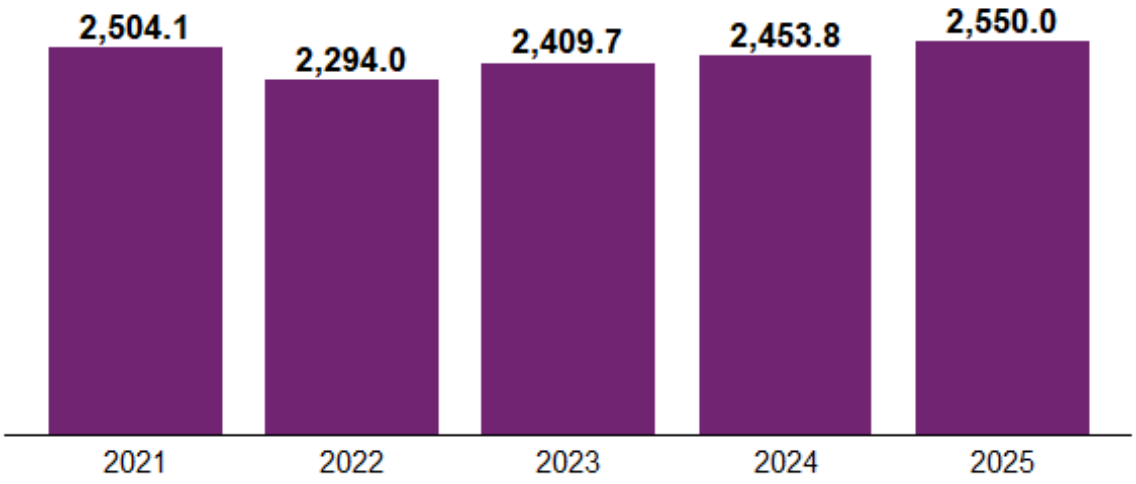
Next Publication: July 2026

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.

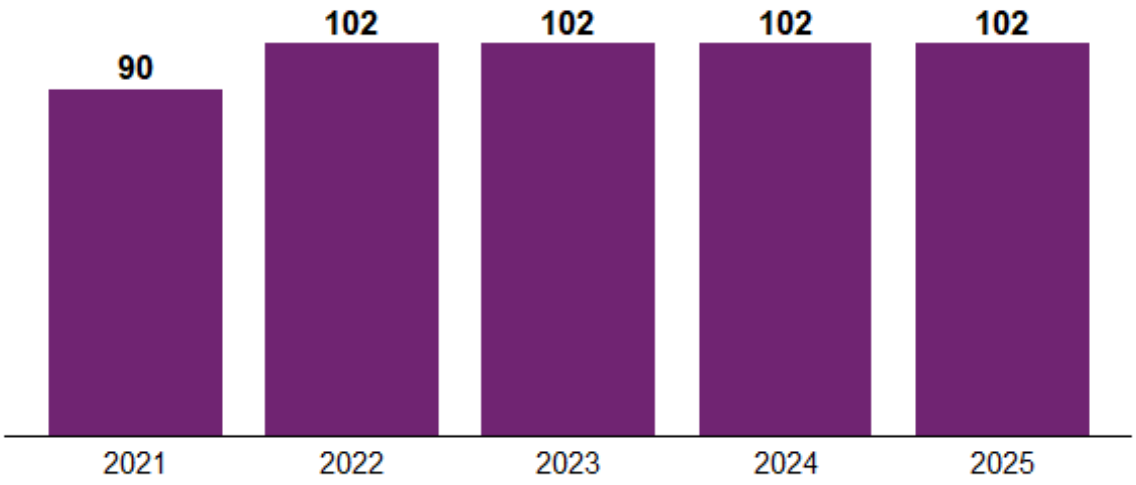
Number of FTE employees, East Midlands Railway, as of 31 March, 2021 to 2025



East Midlands Railway's number of FTE employees was 2,550 as of 31 March 2025.

Number of stations managed only includes stations called at by a mainline train service as of 31 March. Any stations where all services have been suspended temporarily are included, whereas stations closed permanently or where all services have been suspended indefinitely are not.

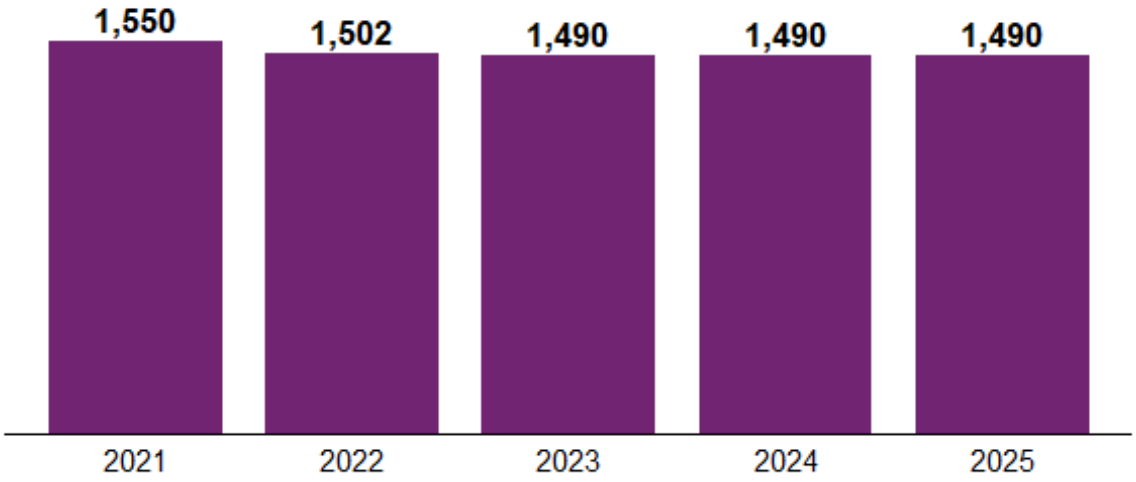
Number of stations managed, East Midlands Railway, as of 31 March, 2021 to 2025



East Midlands Railway managed 102 stations as of 31 March 2025.

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, East Midlands Railway, as of 31 March, 2021 to 2025

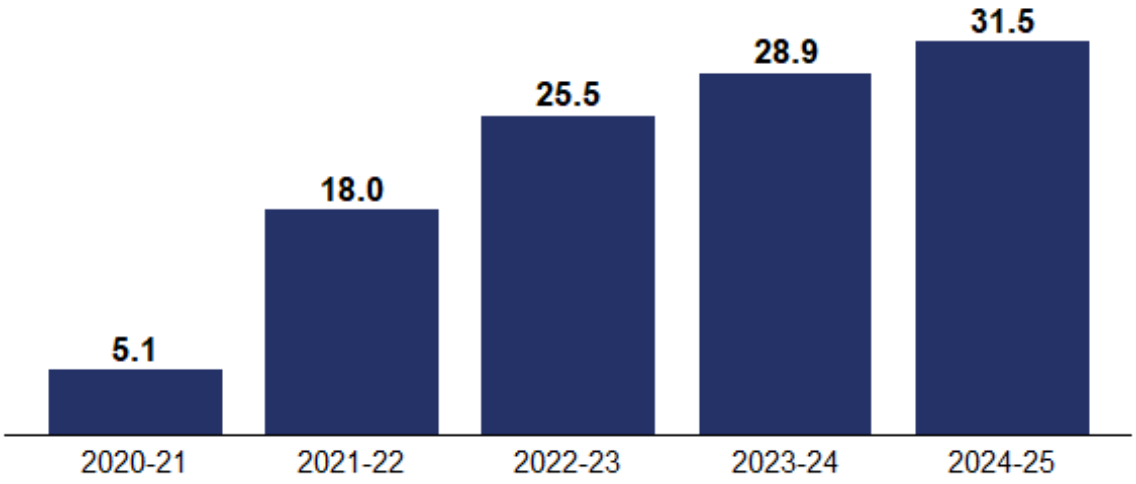


East Midlands Railway operated on 1,490 kilometres of route as of 31 March 2025.

Passenger rail usage

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.

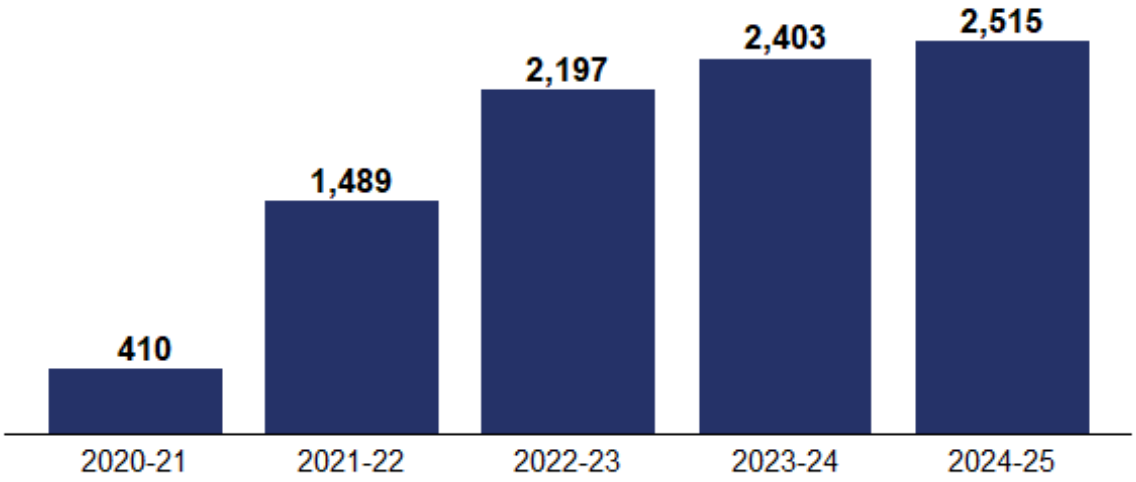
Passenger journeys (millions), East Midlands Railway, annual data, April 2020 to March 2025



Between April 2024 and March 2025, there were 31.5 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.

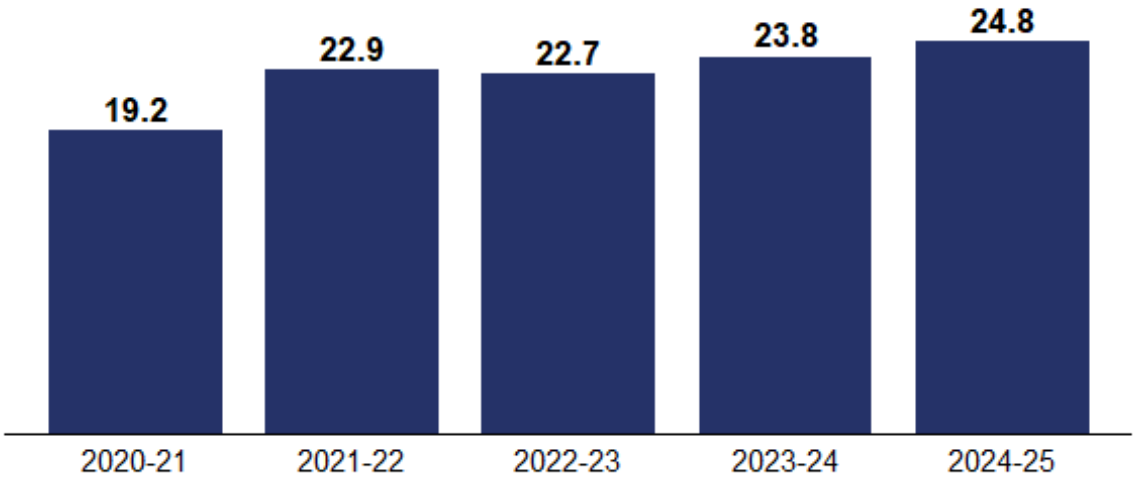
Passenger kilometres (millions), East Midlands Railway, annual data, April 2020 to March 2025



Between April 2024 and March 2025, there were 2,515 million passenger kilometres travelled.

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

Passenger train kilometres (millions), East Midlands Railway, annual data, April 2020 to March 2025



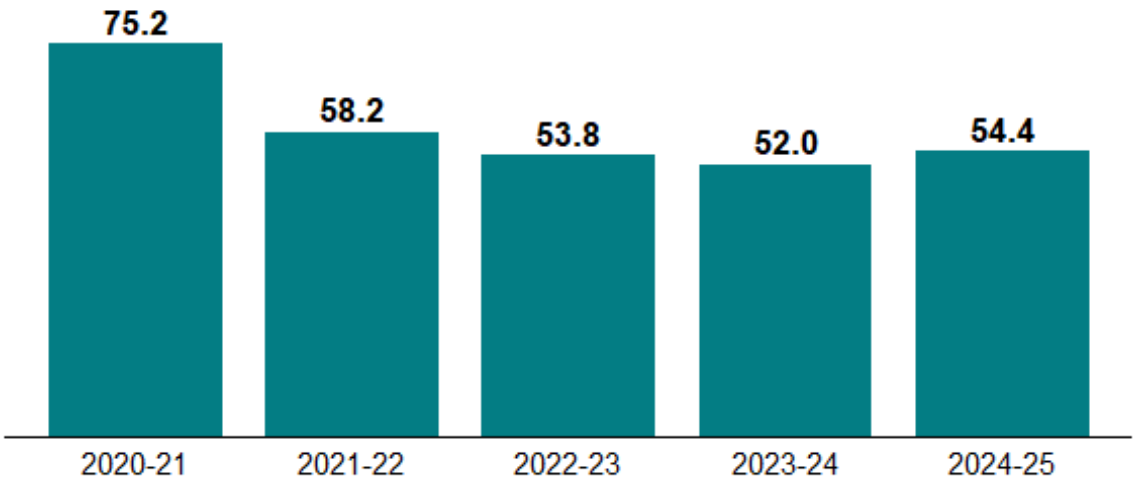
Between April 2024 and March 2025, there were 24.8 million passenger train kilometres.

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

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

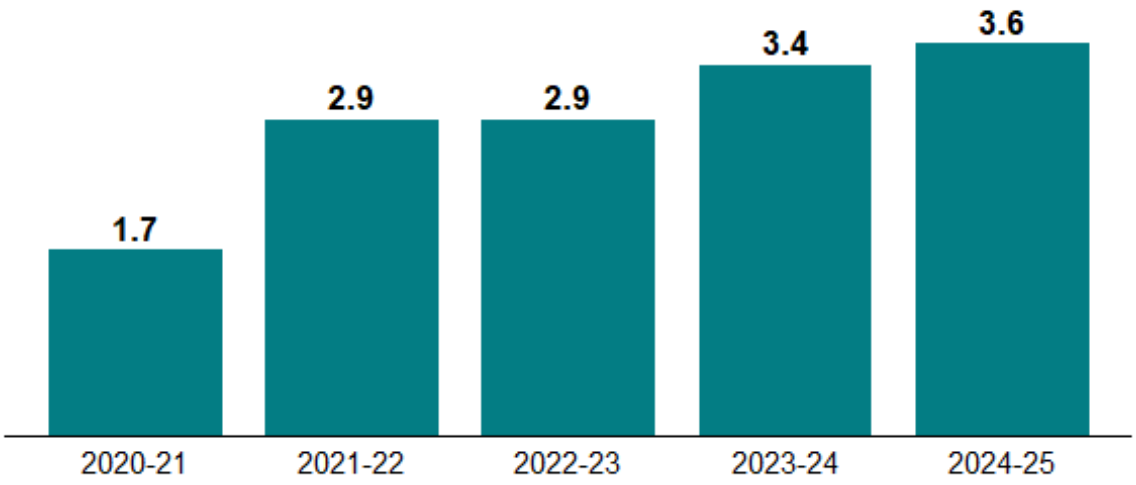
On Time (%), East Midlands Railway, annual data, April 2020 to March 2025



The percentage of trains On Time between April 2024 and March 2025 was 54.4% compared with 52.0% in the previous year.

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

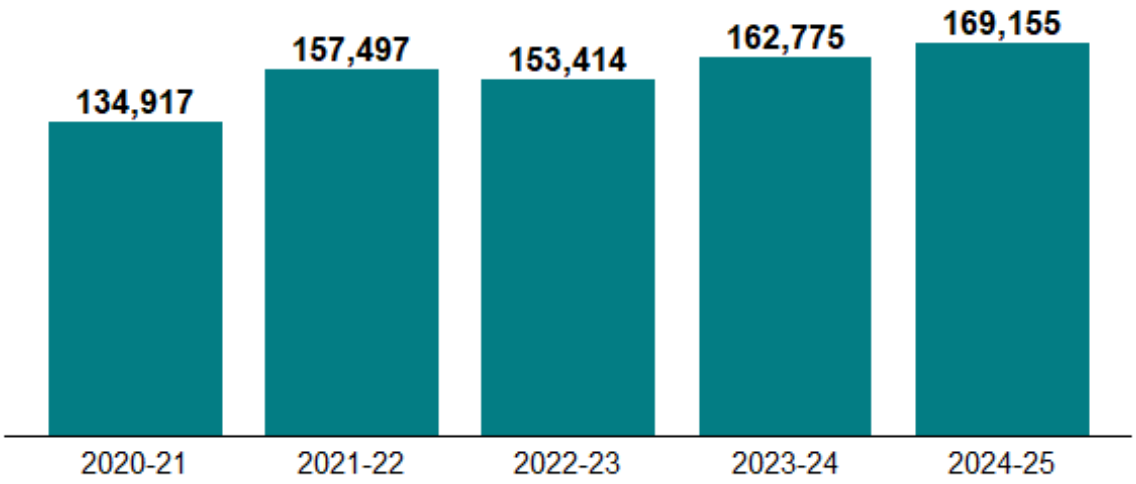
Cancellations (%), East Midlands Railway, annual data, April 2020 to March 2025



Cancellations between April 2024 and March 2025 was 3.6% compared with 3.4% in the previous year.

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, East Midlands Railway, annual data, April 2020 to March 2025



There were 169,155 trains planned between April 2024 and March 2025.

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.

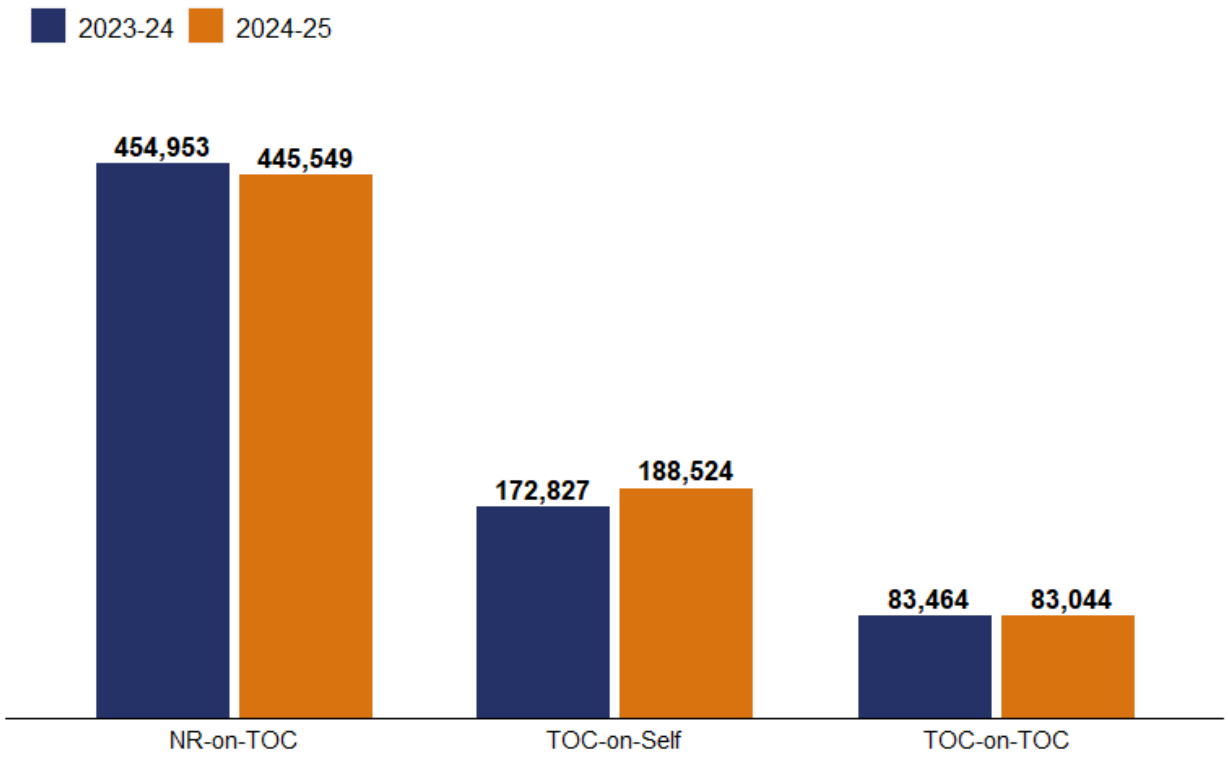
There are three types of responsibility category:

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, East Midlands Railway, annual data, April 2023 to March 2025



Delay minutes by responsibility, East Midlands Railway, annual data, April 2020 to March 2025

Delay type	Apr 2020 to Mar 2021	Apr 2021 to Mar 2022	Apr 2022 to Mar 2023	Apr 2023 to Mar 2024	Apr 2024 to Mar 2025
NR-on-TOC [r]	173,715	292,947	366,808	454,953	445,549
TOC-on-Self	55,566	149,868	162,154	172,827	188,524
TOC-on-TOC	30,388	60,831	78,553	83,464	83,044

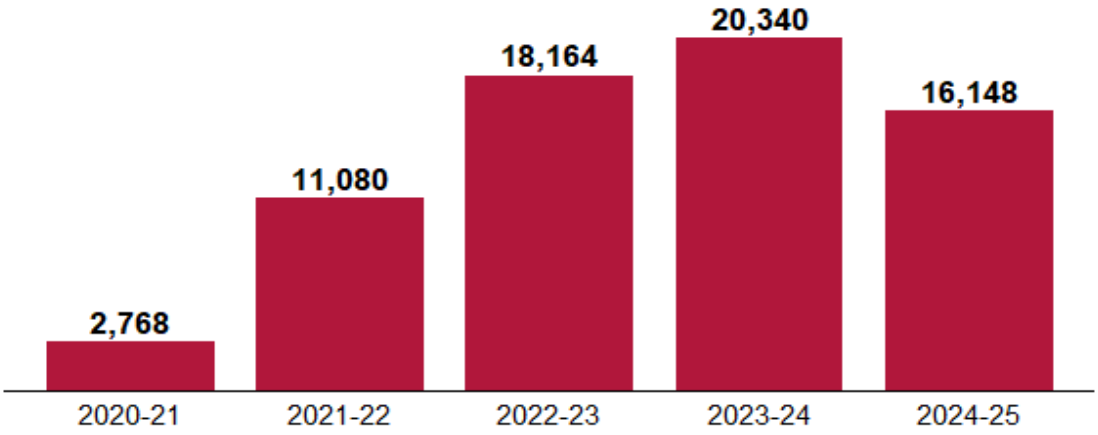
Delay minutes totals have been revised. These figures now exclude the small number of delay minutes that are miscoded to the wrong delay type.

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

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

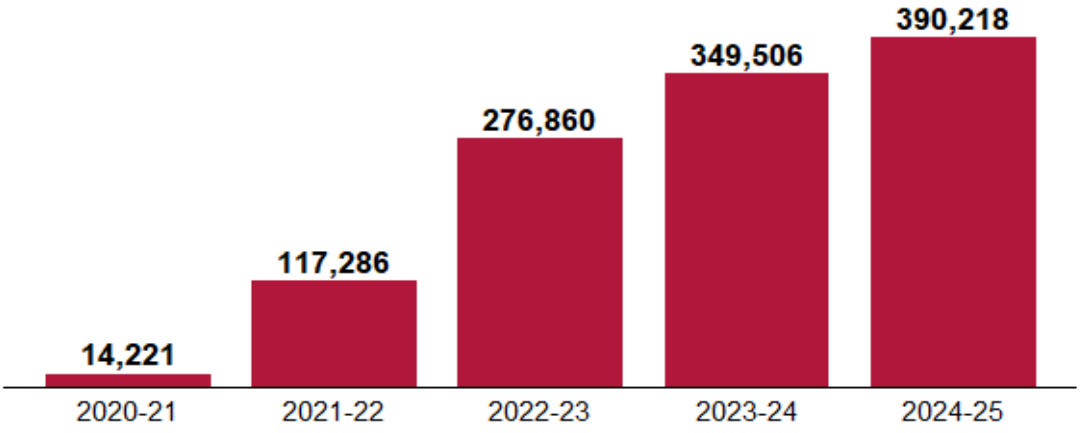
Complaints closed, East Midlands Railway, annual data, April 2020 to March 2025



The number of complaints closed between April 2024 and March 2025 was 16,148.

Delay compensation claims closed refers to the 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, East Midlands Railway, annual data, April 2020 to March 2025



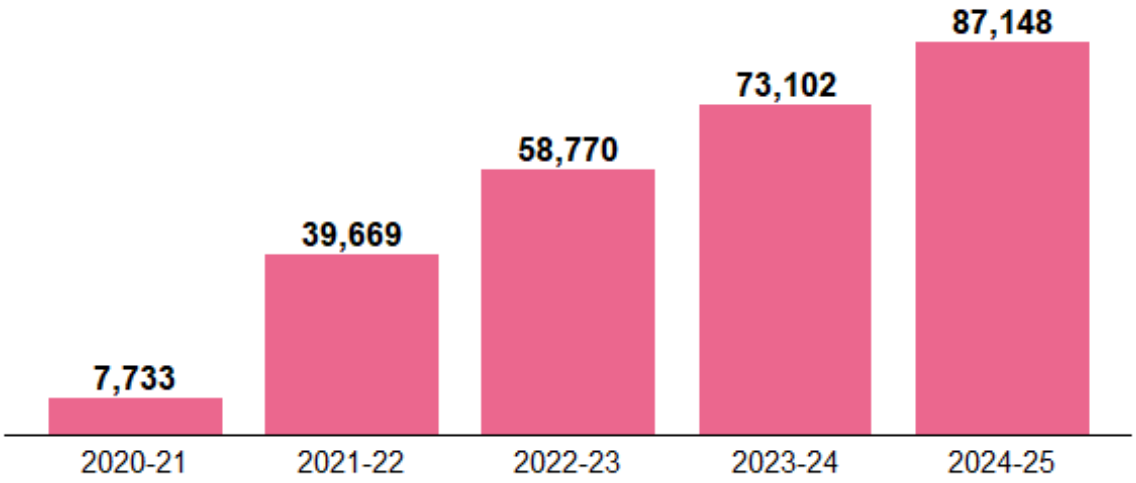
390,218 delay compensation claims were closed between April 2024 and March 2025, compared with 349,506 in the previous year.

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

Passenger accessibility

Pre-booked **passenger assists** data show the number of assists that have been requested by passengers through the National Passenger Assistance Booking System. Unbooked assistance such as 'Turn up and go' assists are now recorded in Table 4223 – Recorded passenger assists (turn up and go) and requests by station operator.

Number of passenger assists, East Midlands Railway, annual data, April 2020 to March 2025



There were 87,148 pre-booked passenger assists booked between April 2024 and March 2025 compared with 73,102 in the previous year.

There are series breaks between April 2020 and April 2022. For more details on the series breaks, please see Table 4213: Passenger assists by station operator.

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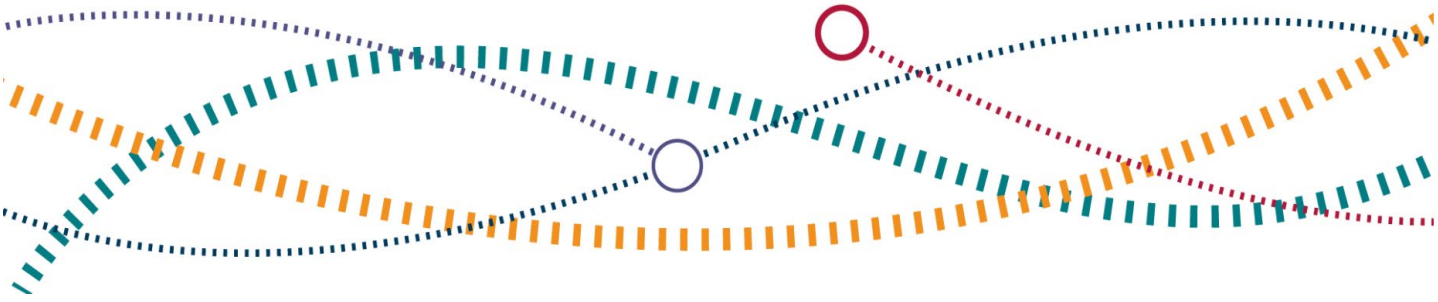
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