

# Rail statistics compendium

Annual: April 2023 to March 2024



**Publication date:** 5 December 2024    **Next publication date:** December 2025

**Background:** This annual compendium publication contains a summary of the statistical releases published by ORR covering April 2023 to March 2024. Full copies of the individual releases and accompanying data tables can be found on the [ORR 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.



**1.6 billion passenger journeys**



**3.8% of trains were cancelled**



**60 billion passenger kilometres**



**Fares increased by 5.0%**



**15.8 billion net tonne kilometres of freight moved**



**UK rail income was £25.4bn**



**Busiest station was London Liverpool Street with 94.5 million entries and exits**



**No workforce fatalities across all rail networks**



**Almost 350,000 complaints closed**



**Total route length of 15,849km (39% electrified)**



**67.6% of trains on time (early or less than one minute late)**



**2,585 mainline stations**

**Author:** D Atuokwu and S Deverell-White

**Responsible statistician:** P Moran

**Public enquiries:** [rail.stats@orr.gov.uk](mailto:rail.stats@orr.gov.uk)

**Media enquiries:** Tel: 07856 279808

# Contents



Passenger rail usage p3

Regional rail usage p4

Estimates of station usage p5

Freight rail usage and performance p7

Passenger rail service complaints p8

Passenger satisfaction (complaints handling) p9

Passenger assistance p9

Disabled Persons Railcards p10

Delay compensation claims p10

Passenger rail performance p11



Rail fares p12

Rail industry finance (UK) p13

Rail safety p14

Signals passed at danger p15

Occupational health p15

Rail infrastructure and assets p16

Rail environment p17

# Passenger rail usage

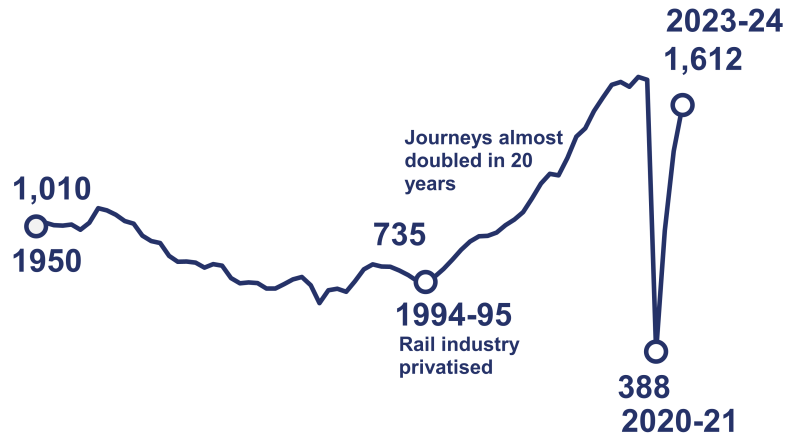


1.6 billion passenger journeys in Great Britain in the year ending March 2024.

Passenger journeys (millions), GB, annual data, January 1950 to March 2024

**↑ 16%**

Percentage change compared with the previous year

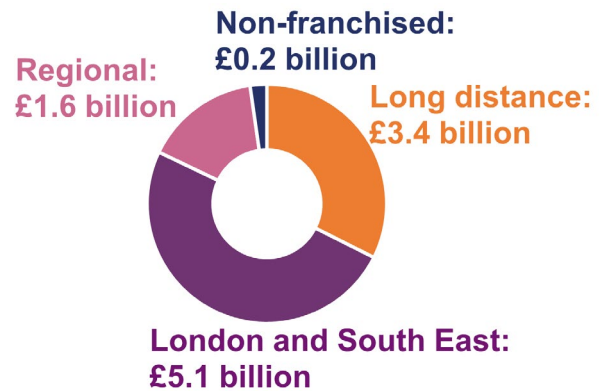


**Did you know?** The average journey length in Great Britain is just under 27 kilometres.

Passenger revenue by sector, GB, annual data, April 2023 to March 2024

**£10.3 billion**

Annual passenger revenue in the year ending March 2024, up £1.2 billion from the previous year.

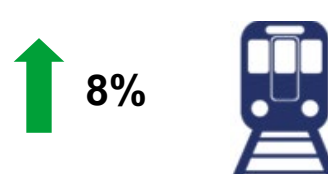


60 billion passenger kilometres travelled in the year ending March 2024.



Percentage change compared with the previous year

496 million passenger train kilometres operated in the year ending March 2024.



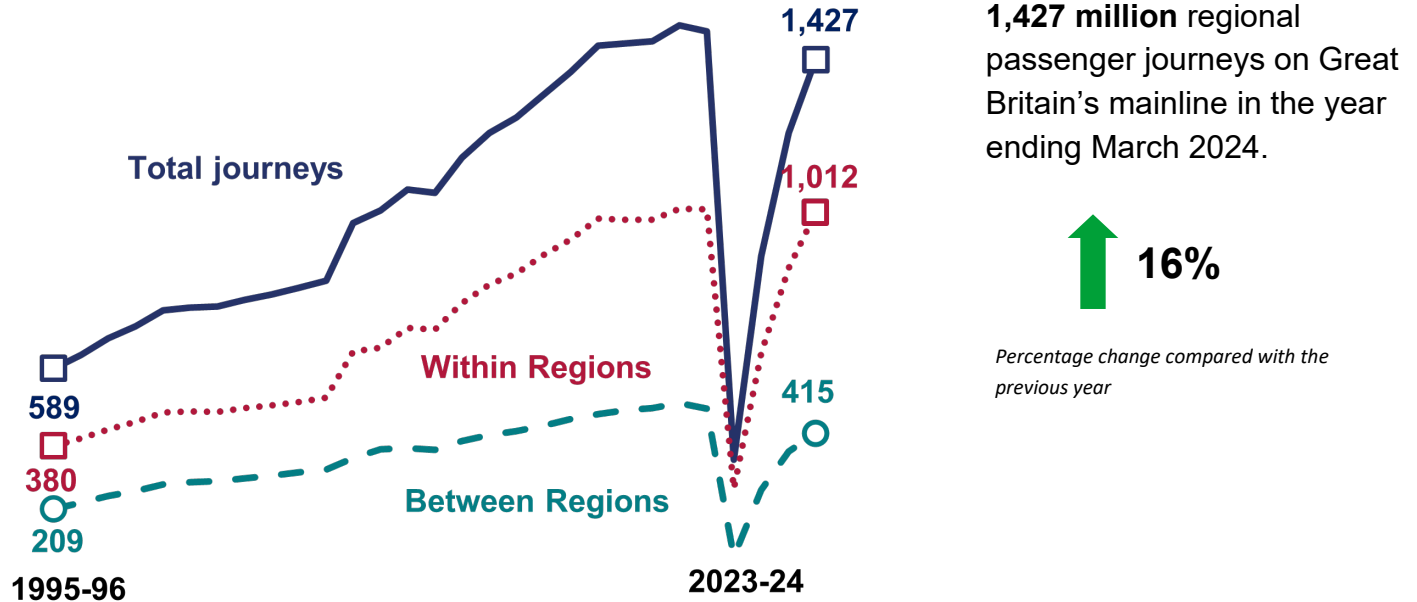
Percentage change compared with the previous year

Statistical releases, data tables, an interactive dashboard, methodology and quality information is available on the ORR data portal [Passenger rail usage](#) page

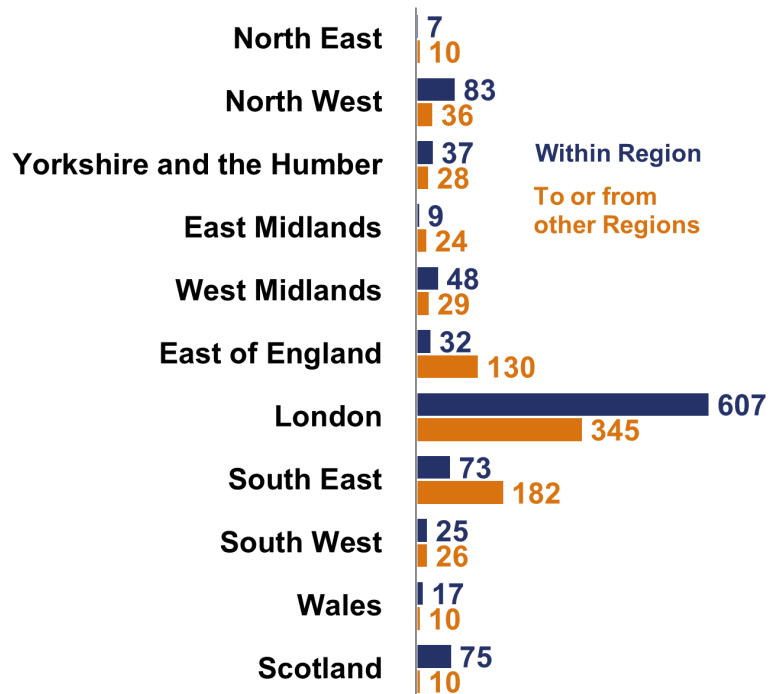
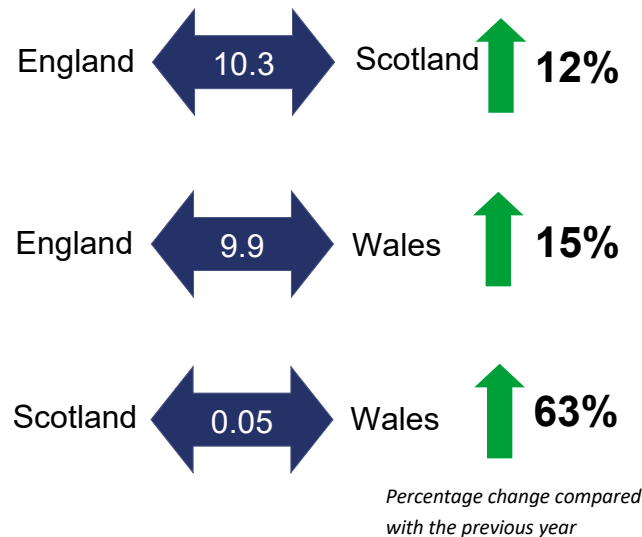
# Regional rail usage

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.

Number of passenger journeys within and between regions, Great Britain, annual data, April 1995 to March 2024



Journeys between countries (millions), April 2023 to March 2024



Statistical releases, data tables, an interactive dashboard, methodology and quality information is available on the ORR data portal [Regional rail usage](#) page

# Estimates of station usage

## Top 10 stations in Great Britain

Total entries and exits  
April 2023 to March 2024

London Liverpool Street	94.5 million
London Paddington	66.9 million
Tottenham Court Road	64.2 million
London Waterloo	62.5 million
Stratford (London)	56.6 million
London Victoria	50.8 million
London Bridge	50.0 million
Farringdon	46.0 million
Bond Street	38.3 million
London Euston	36.2 million

## Top 10 stations outside London

Total entries and exits  
April 2023 to March 2024

Birmingham New Street	33.3 million
Manchester Piccadilly	25.8 million
Glasgow Central	25.0 million
Leeds	24.9 million
Edinburgh Waverley	21.3 million
Gatwick Airport	19.5 million
Brighton	14.5 million
Glasgow Queen Street	14.5 million
Reading	13.5 million
Liverpool Central	12.6 million

## Top 5 stations in Scotland

Total entries and exits  
April 2023 to March 2024

Glasgow Central	25.0 million
Edinburgh Waverley	21.3 million
Glasgow Queen Street	14.5 million
Paisley Gilmour Street	3.2 million
Edinburgh Haymarket	3.0 million

## Top 5 stations in Wales

Total entries and exits  
April 2023 to March 2024

Cardiff Central	11.5 million
Newport	2.7 million
Swansea	2.2 million
Cardiff Queen Street	1.8 million
Bridgend	1.3 million

## Least used stations

Total entries and exits  
April 2023 to March 2024

Denton, Greater Manchester	54
Shippea Hill, Cambridgeshire	70
Ince and Elton, Cheshire	86
Polesworth, Warwickshire	118
Reddish South, Greater Manchester	128



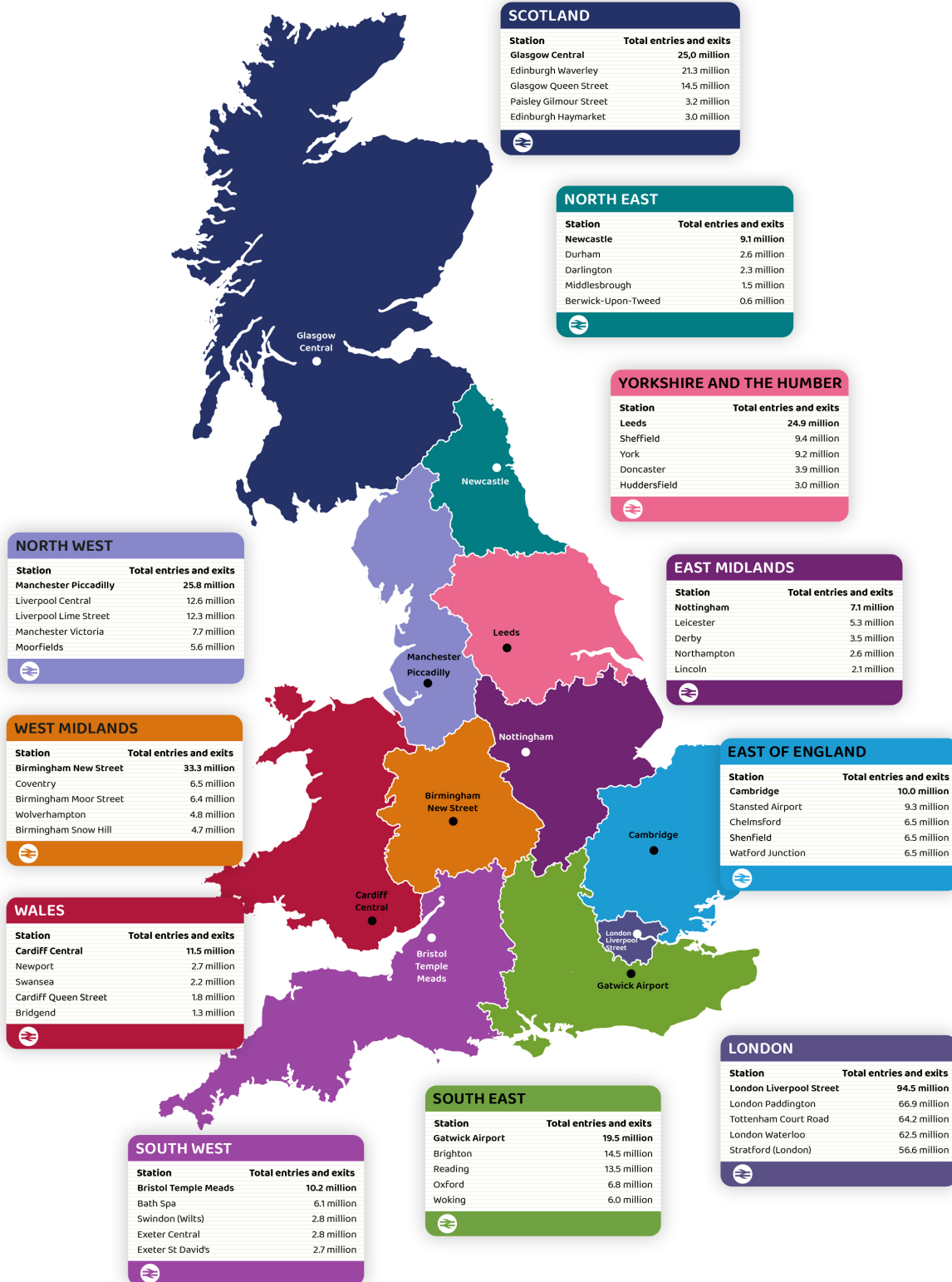
**Did you know?** The busiest station flow in Great Britain is between Tottenham Court Road and London Liverpool Street with 8.2 million journeys.

Statistical releases, data tables, an interactive dashboard, animated charts, methodology and quality information can be found on the ORR data portal [Estimates of station usage](#) page



# Estimates of station usage

Top five most used stations in each region in England, Wales and Scotland, April 2023 to March 2024



Statistical releases, data tables, an interactive dashboard, animated charts, methodology and quality information can be found on the ORR data portal [Estimates of station usage](#) page

# Freight rail usage and performance

There were **15.8 billion net tonne kilometres of freight moved** in the year ending March 2024.



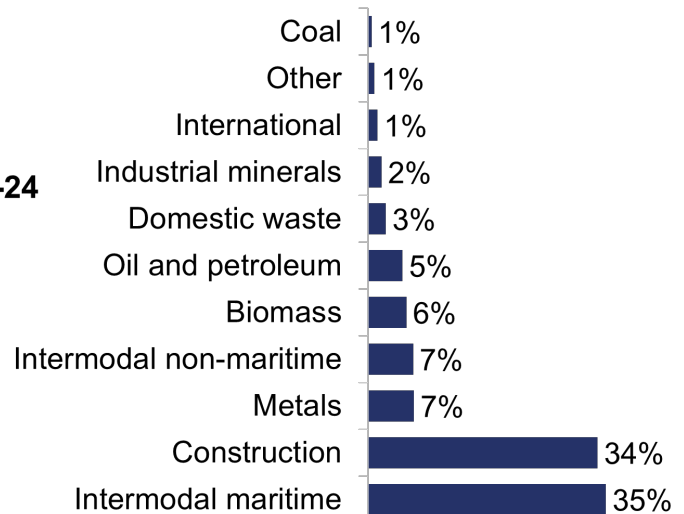
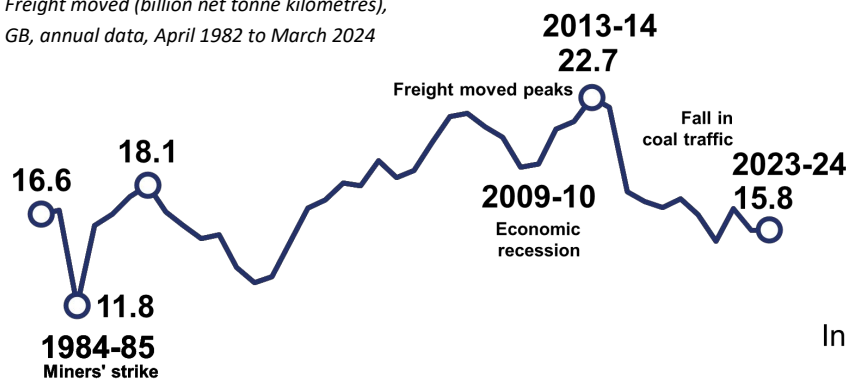
**0.2%**

Percentage change compared with previous year

**Did you know?** The average load carried by a freight train is 355 tonnes.

Market share of freight moved commodities, GB, annual data, April 2023 to March 2024

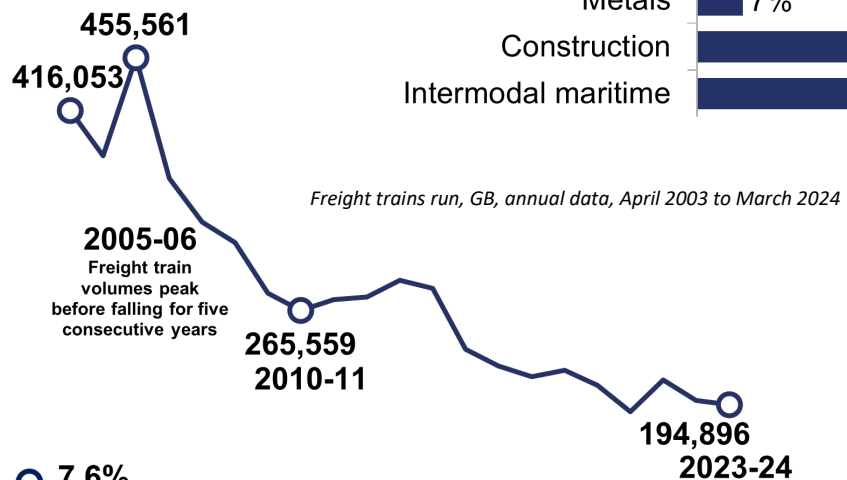
Freight moved (billion net tonne kilometres), GB, annual data, April 1982 to March 2024



There were **194,896** freight movements in the year ending March 2024.

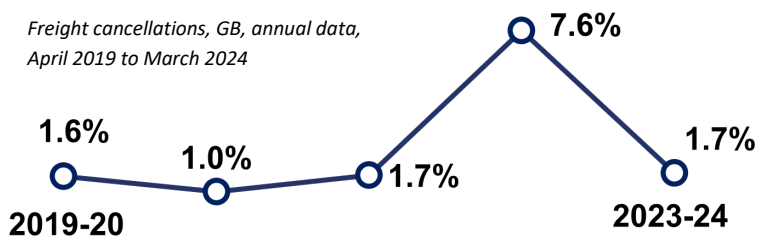
**2,974**

Change compared with the previous year



Freight trains run, GB, annual data, April 2003 to March 2024

Freight cancellations, GB, annual data, April 2019 to March 2024



**1.7%** of freight trains were cancelled in the year ending March 2024.

**5.9 pp**

Percentage point change compared with the previous year

**Did you know?** The average journey distance travelled by a freight train is 161 kilometres.

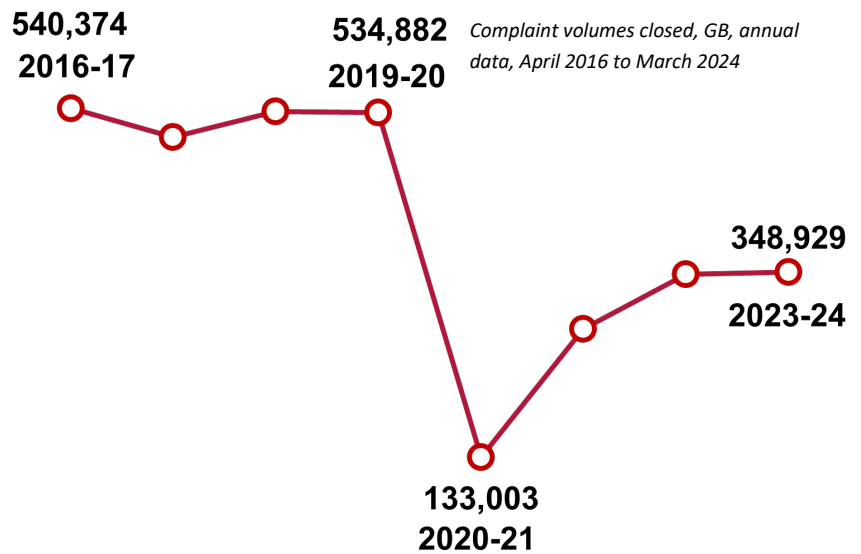
Statistical releases, data tables, an interactive dashboard, methodology and quality information are available on the ORR data portal [Freight rail usage and performance](#) page

# Passenger rail service complaints

There were **348,929** complaints closed in the year ending March 2024.

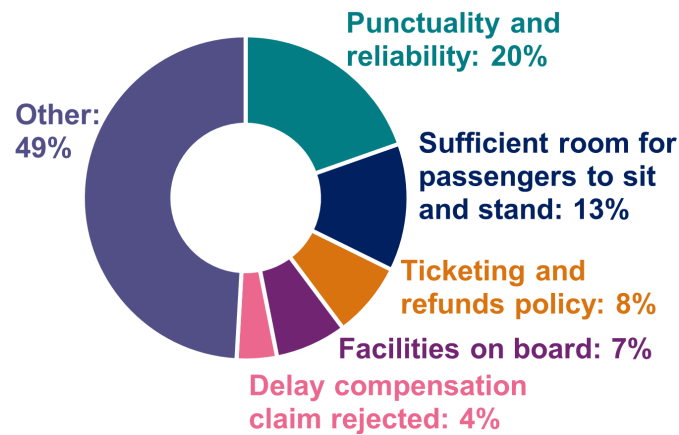
**↑ 0.6%**

Percentage change compared with the previous year



**Did you know?** 81% of all complaints were made by email or webform in the year ending March 2024.

Percentage of complaints by category, GB, annual data, April 2023 to March 2024

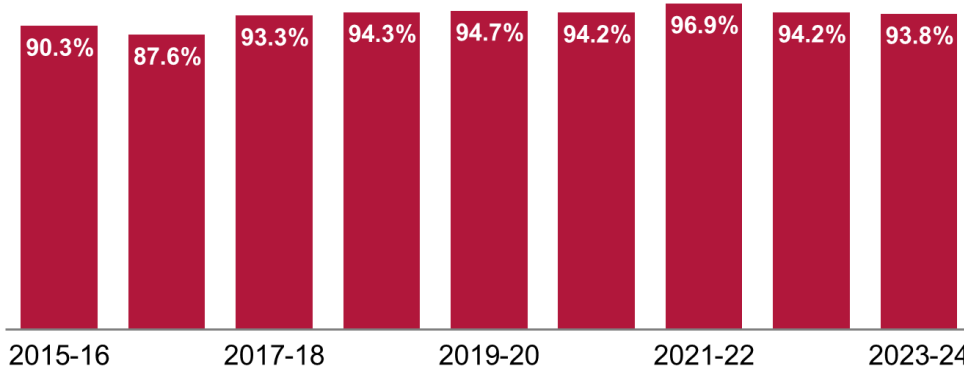


**Did you know?** The volume of complaints equates to around one complaint for every 4,500 passenger journeys.



20 out of 24 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 data, April 2015 to March 2024



**↓ 0.4 pp**

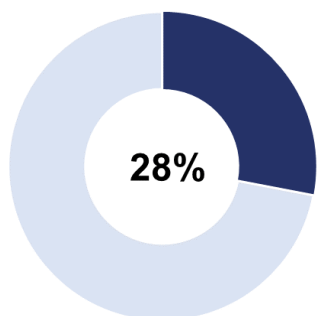
Percentage point change compared with the previous year

Statistical releases, data tables, an interactive dashboard, methodology and quality information is available on the ORR data portal [Passenger rail service complaints](#) page



## Passenger satisfaction (complaints handling)

Satisfaction with complaint handling, GB, annual data, April 2023 to March 2024



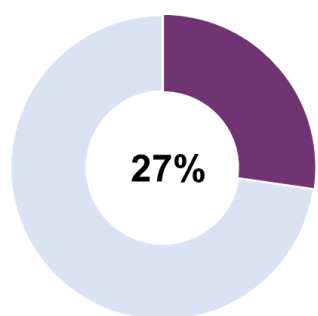
28% of respondents were satisfied with how the train operator handled their complaints in the year ending 31 March 2024.

**Did you know?** More than 32,000 passengers were surveyed in this research.

**↑ 0.5 pp**

Percentage point change compared with the previous year

Satisfaction with complaint outcome, GB, annual data, April 2023 to March 2024



27% of respondents were satisfied with the outcome of their complaint in the year ending 31 March 2024.

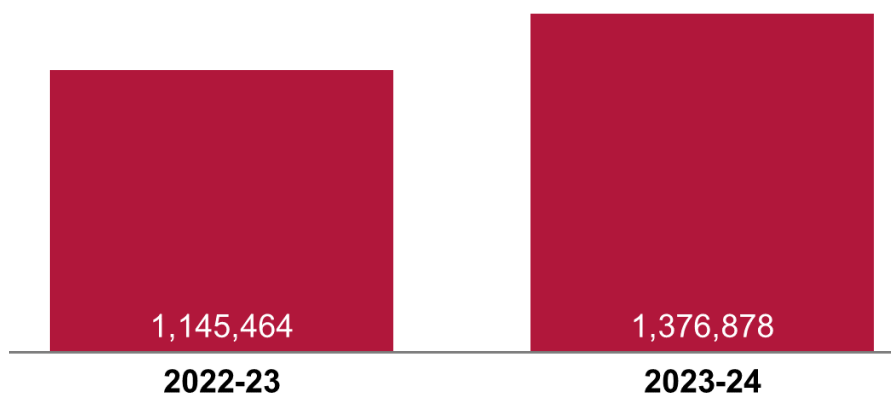
**↓ 0.7 pp**

Percentage point change compared with the previous year

## Passenger assistance

Since April 2022, requirements were introduced to allow passengers to book assistance up to two hours prior to travel. Due to this change, only the last two years are presented below.

Booked passenger assists, GB, annual data, April 2022 to March 2024



There were **1,376,878** passenger assists requested in the year ending March 2024.

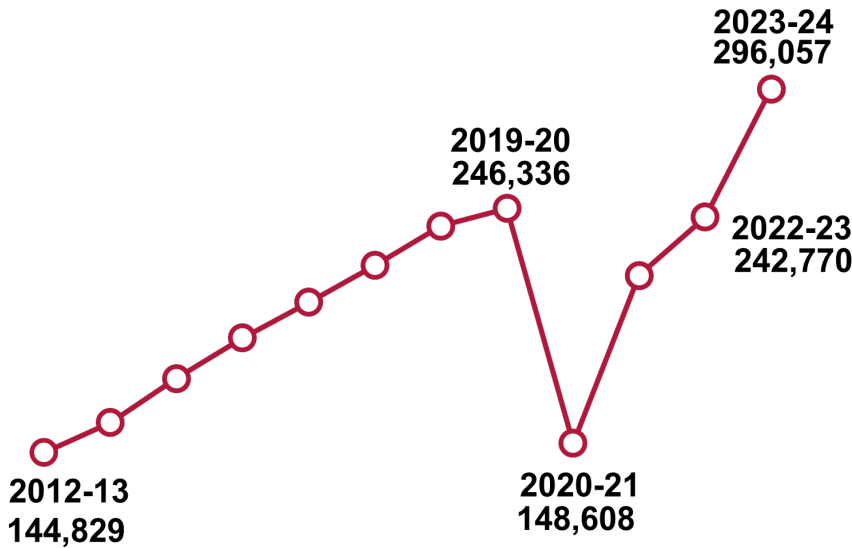
**↑ 20%**

Percentage change compared with the previous year

Factsheets, data tables, interactive dashboards, methodology and quality information are available on the ORR data portal [Passenger satisfaction](#) and [Passenger assistance](#) pages

# Disabled Persons Railcards

DPRCs in circulation at financial year end, GB, annual data, April 2012 to March 2024



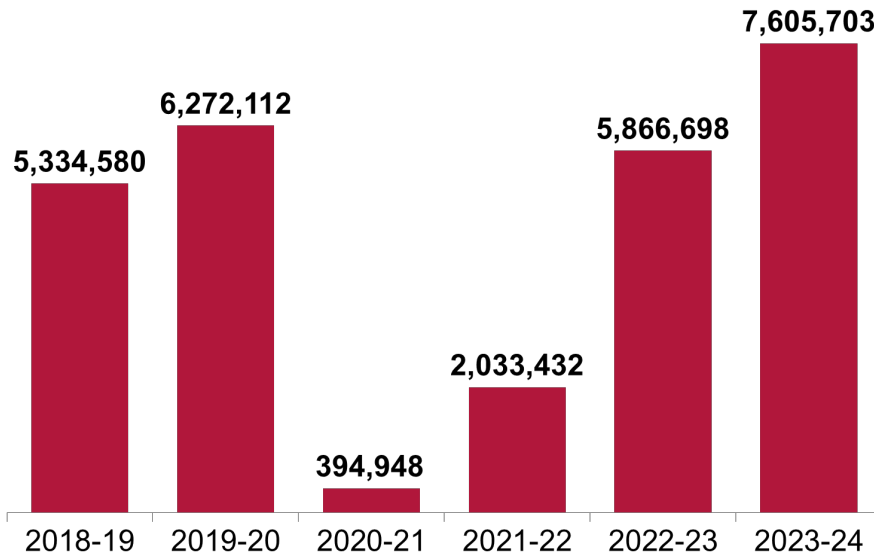
As of 31 March 2024, there were **296,057 Disabled Persons Railcards (DPRCs)** in circulation.



Percentage change compared with the previous year

# Delay compensation claims

Volume of delay compensation claims closed, GB, annual data, April 2018 to March 2024



There were **7,605,703 delay compensation claims** closed in the year ending March 2024.



Percentage change compared with the previous year



99% of claims were closed within 20 working days.



Of those claims closed, 80.6% were approved by train operators.

Factsheets, data tables, interactive dashboards, methodology and quality information are available on the ORR data portal [Disabled Persons Railcards](#) and [Delay compensation claims](#) pages

# Passenger rail performance

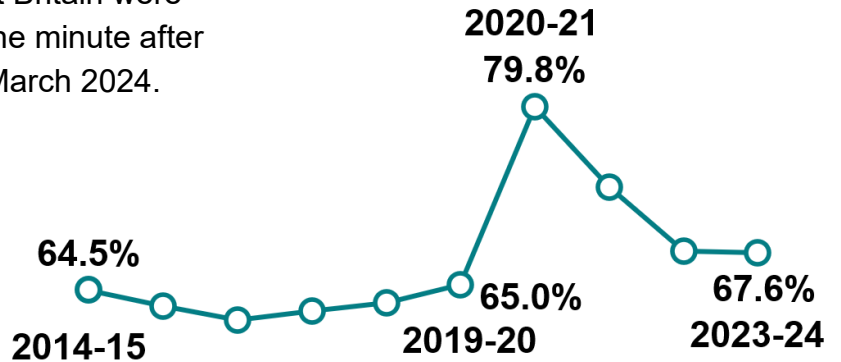
67.6% of recorded station stops in Great Britain were arrived at 'On time' (early or less than one minute after the scheduled time) in the year ending March 2024.

On time, GB, annual data, April 2014 to March 2024



0.2 pp

Percentage point change compared with the previous year



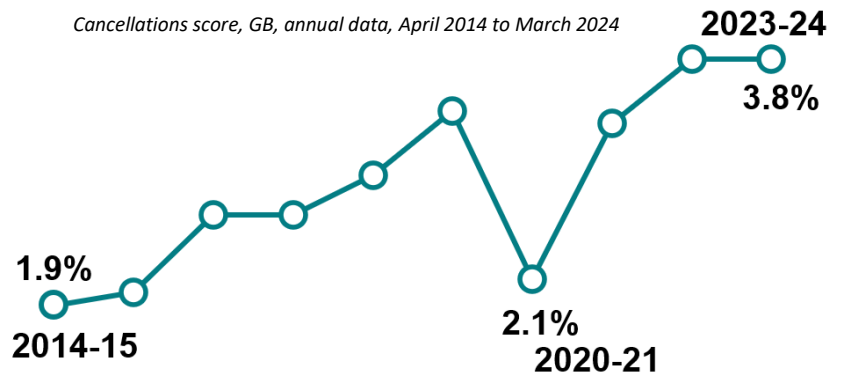
3.8% of trains were classified as Cancellations in Great Britain in the year ending March 2024.

Cancellations score, GB, annual data, April 2014 to March 2024



0.0 pp

Percentage point change compared with the previous year



The cancellations 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.

**Did you know?** There were 7.1 million scheduled passenger services in the year ending March 2024.

40 severely disrupted days in Great Britain in the year ending March 2024.



16 days

Change in number of severely disrupted 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.

From January 2023, we also published periodic p-coded cancellations data, which capture resource availability shortage cancellations that may not appear in operators' cancellations scores. These can be found on our [p-coded cancellations](#) page.

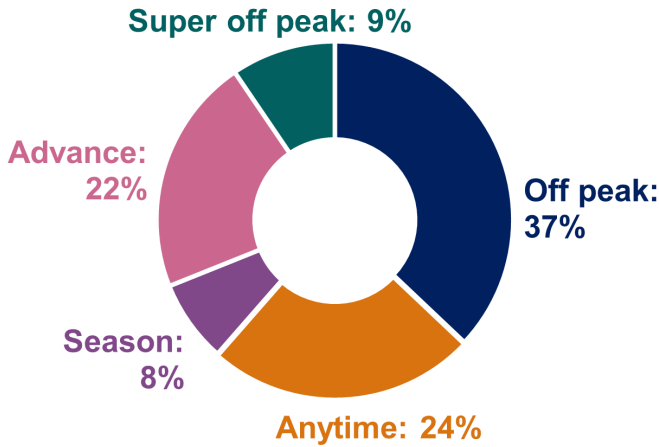
Statistical releases, data tables, an interactive dashboard, methodology and quality information is available on the ORR data portal [Passenger rail performance](#) page

# Rail fares index (2024)

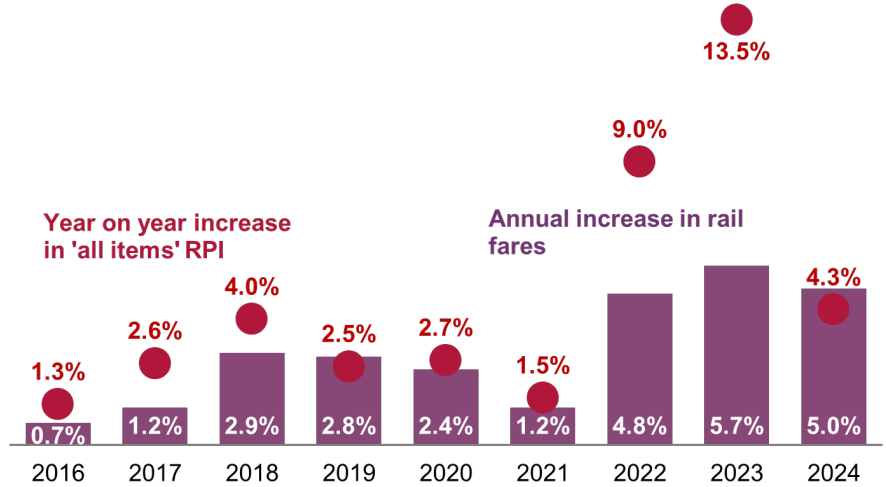
There was a 5.0% increase in rail fares across Great Britain in March 2024 compared with a 4.3% rise in the Retail Prices Index (RPI).

Regional rail fares saw the largest increase of 6.8%

Revenue share by ticket type, GB, annual data, March 2023 to February 2024



Annual increase in rail fares and year on year increase in 'all items' RPI, GB, annual data, 2016 to 2024

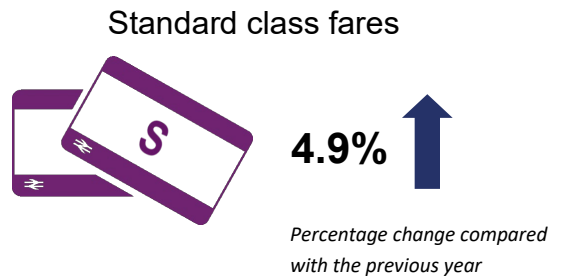


Market share for off peak tickets rose to 37% compared with 34% in the previous year.

Anytime tickets decreased to 24% in the year ending 31 March 2024, down from 26% in the previous year.

Market share data above may differ from passenger revenue data by ticket type in our Passenger rail usage release. This is because revenue data for fares are based on revenue in the twelve months (March 2023 to February 2024) preceding the implementation of new fares (March 2024).

Year-on-year change in first class and standard class fares, GB, Latest fare change (Mar 2024)

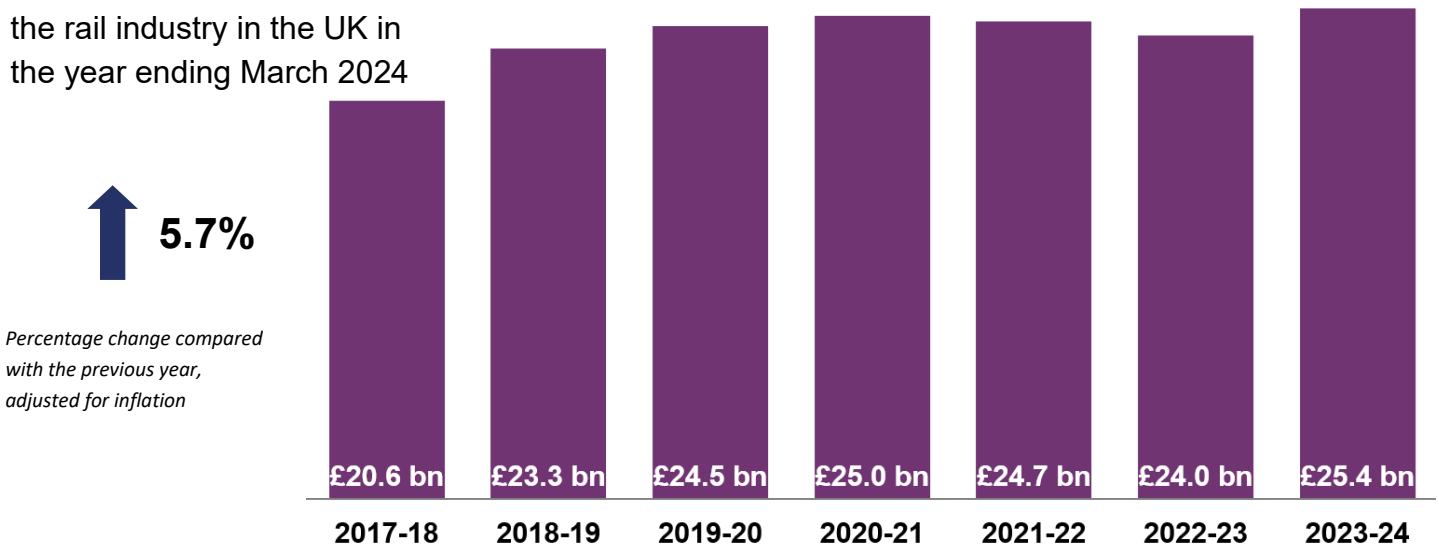


Statistical releases, data tables, methodology and quality information are available on the ORR data portal [Rail fares](#) page

# Rail industry finance (UK)

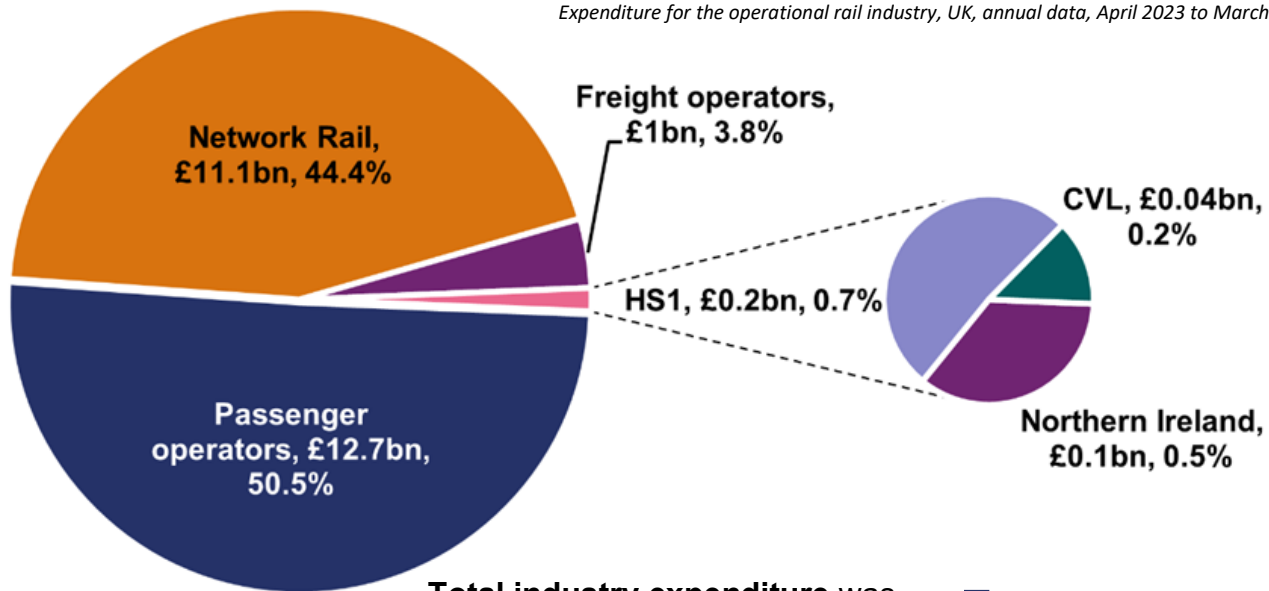
**£25.4 billion total income** to the rail industry in the UK in the year ending March 2024

Income and government funding for the operational rail industry, UK, annual data, April 2017 to March 2024



NOTE: Consistent with financial reporting standards, there are timing differences between the recognition of industry income and expenditure. This particularly affects financing costs relating to historic inflation-linked debt. This results in a mismatch between total income and expenditure.

Expenditure for the operational rail industry, UK, annual data, April 2023 to March 2024



**Total industry expenditure was £25.1 billion** in the year ending March 2024

**6.6%**

Percentage change in total industry expenditure compared with the previous year, adjusted for inflation

Statistical releases, data tables, an interactive dashboard, methodology and quality information is available on the ORR data portal [Rail industry finance \(UK\)](#) page

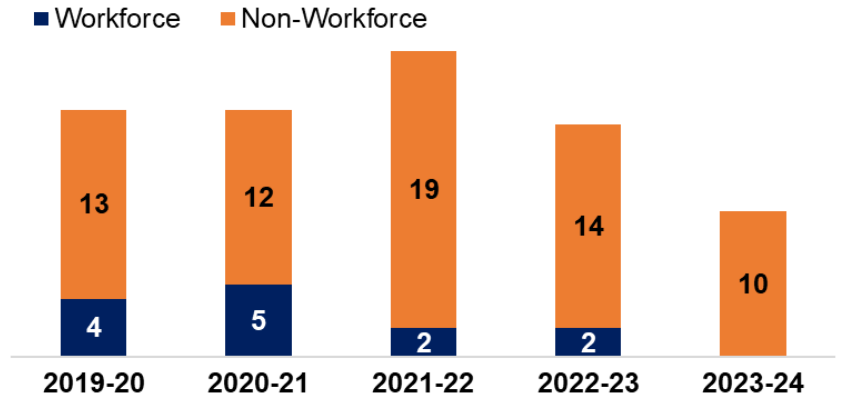


# Rail safety

There were **no workforce fatalities** across all Great Britain's railway networks in the year ending March 2024.

The number of **non-workforce fatalities** (passenger or public) across all rail networks, fell to **ten** in the year ending March 2024.

Workforce and non-workforce fatalities on all rail networks, GB, annual data, April 2019 to March 2024



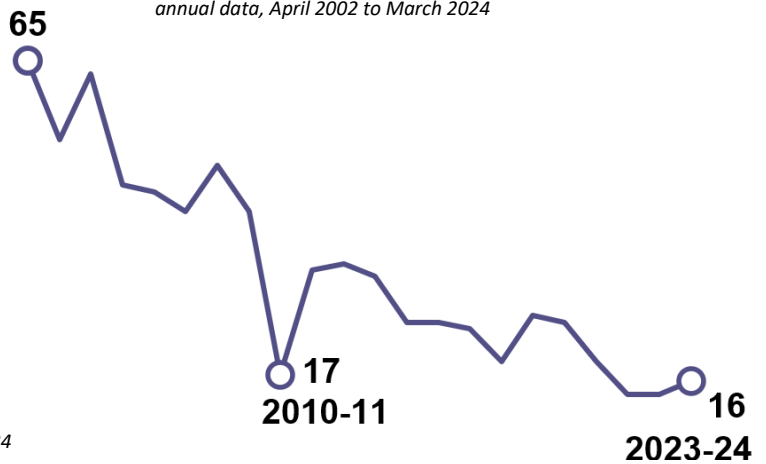
There were **16 potentially high-risk train accidents (PHRTAs)** on the mainline in the year ending March 2024.



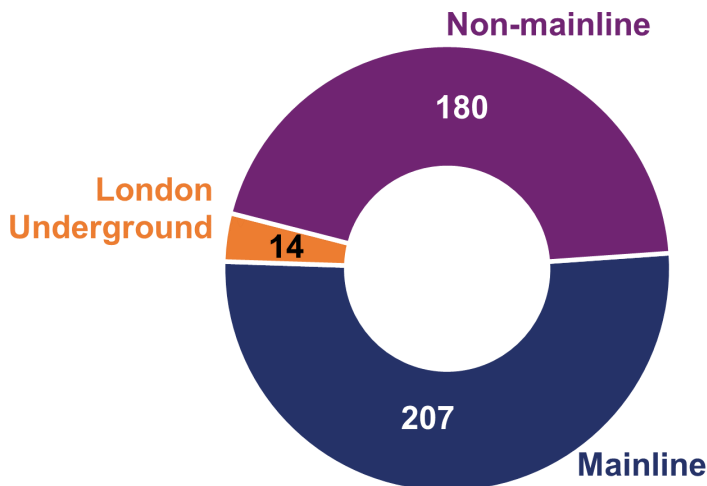
Number of incidents compared with the previous year

2002-03

Potentially high-risk train accidents (PHRTAs) on the mainline, GB, annual data, April 2002 to March 2024



Train accidents on all rail networks, GB, annual data, April 2023 to March 2024



There were **401 train accidents** in the year ending March 2024



Number of accidents compared with the previous year

Statistical releases, data tables, an interactive dashboard, methodology and quality information is available on the ORR data portal [Rail safety](#) page

# Signals passed at danger (SPADs)

287 SPADs on the mainline in the year ending March 2024.

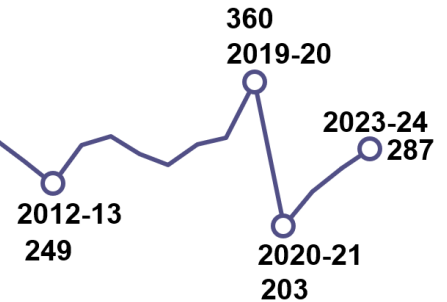


↑ 8%

Percentage change compared with the previous year

593  
1999-00  
Ladbroke Grove crash (Oct 1999)

Signals passed at danger (SPADs) on the mainline, GB, annual data, April 1999 to March 2024



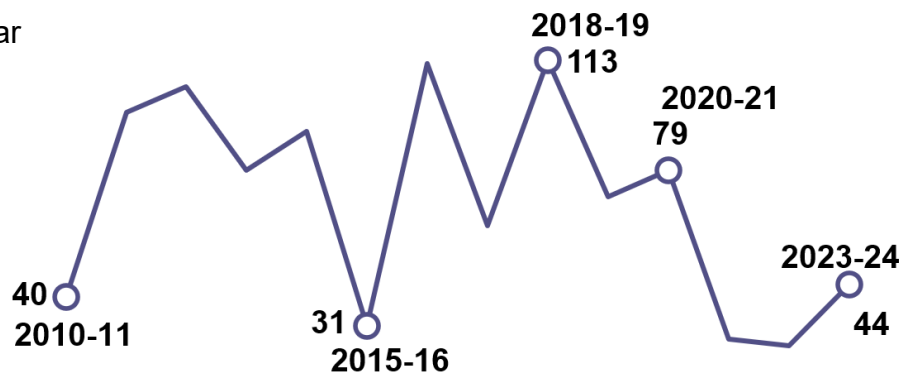
# Occupational health

44 cases of Occupational health diseases were reported in the year ending March 2024.

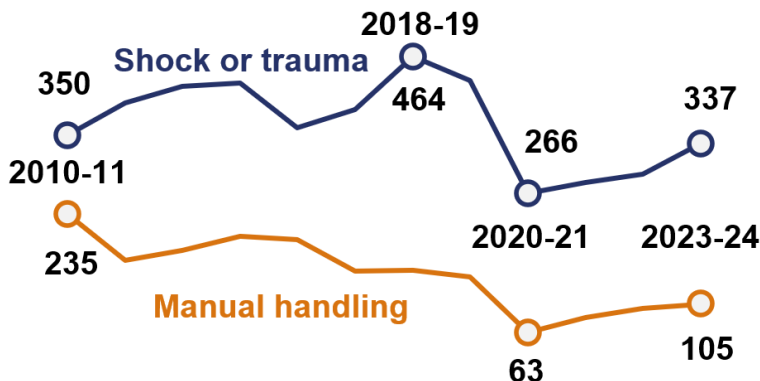
↑ 19

Case number change compared with the previous year

Occupational health diagnoses, GB, annual data, April 2010 to March 2024



Shock or trauma and manual handling incidents resulting in lost time, GB, annual data, April 2010 to March 2024



337 cases of Shock or trauma incidents resulting in lost time in the year ending March 2024

↑ 46

Case number change compared with the previous year

105 cases of Manual handling incidents resulting in lost time in the year ending March 2024

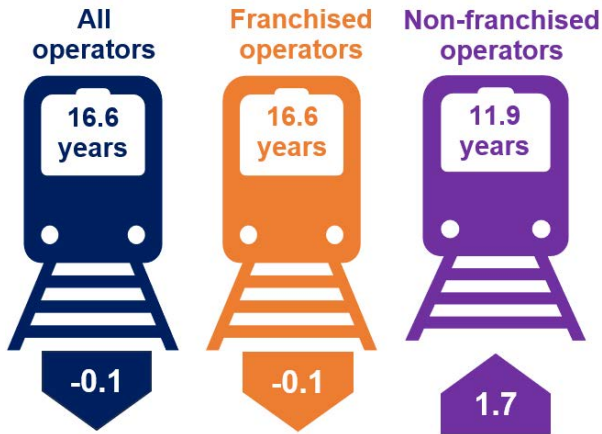
↑ 6

Case number change compared with the previous year

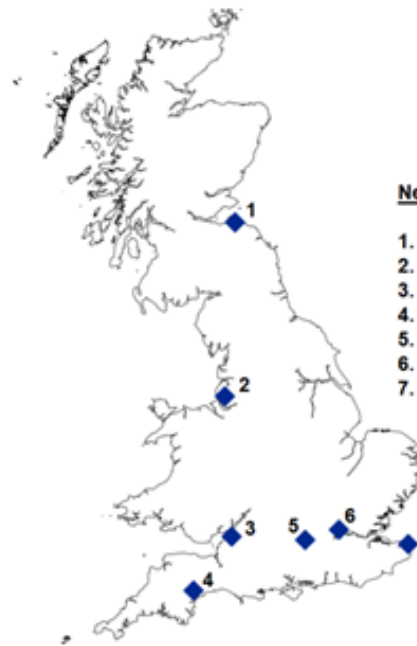
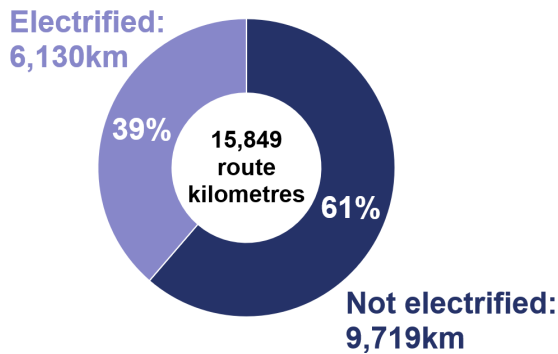
Factsheets, data tables, interactive dashboards, methodology and quality information are available on the ORR data portal [Rail safety](#) and [Occupational health](#) pages

# Rail infrastructure and assets

As of 31 March 2024, the average age of passenger train operators' rolling stock in Great Britain decreased by 0.1 years compared with 31 March 2023.



Electrification of the mainline, GB, as of 31 March 2024

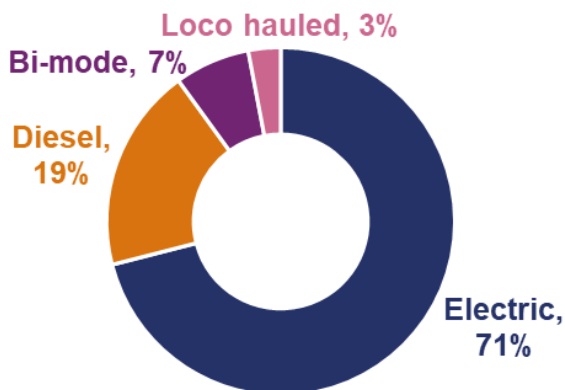


### New stations and opening dates

1. East Linton - 13 December 2023
2. Headbolt Lane - 5 October 2023
3. Portway Park and Ride - 1 August 2023
4. Marsh Barton - 4 July 2023
5. Reading Green Park - 27 May 2023
6. Brent Cross West - 10 December 2023
7. Thanet Parkway - 31 July 2023

Seven new stations opened between April 2023 and March 2024, taking the total to **2,585**.

Proportion of passenger rolling stock by traction type, Great Britain, as of 31 March 2024

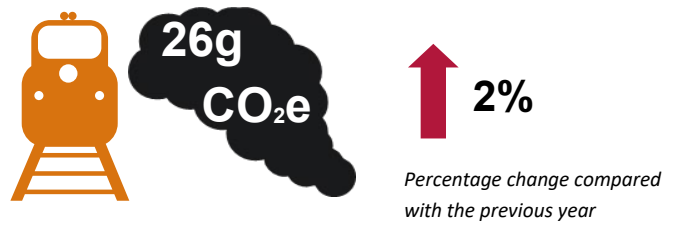
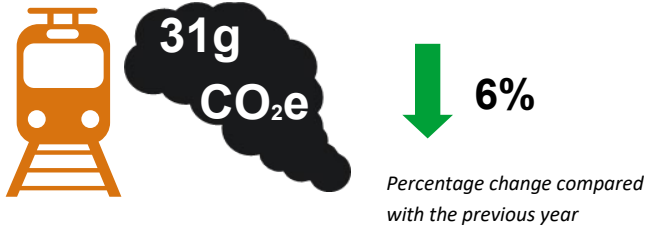


Out of the 24 passenger operators, **seven** have a fully electric fleet.

**Five** operators run no electric trains in their fleet.

Statistical releases, data tables, interactive dashboards, methodology and quality information are available on the ORR data portal [Rail infrastructure and assets](#) page

# Rail environment

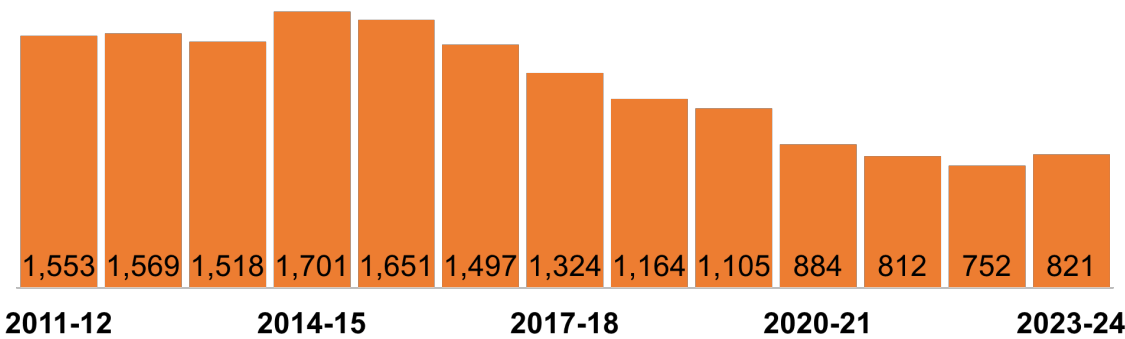


**Emissions per passenger km in the year to March 2024**

**Emissions per net freight tonne km in the year to March 2024**

**Total traction carbon dioxide equivalent (CO<sub>2</sub>e) emissions** for electricity and diesel combined were 2,357 kilotonnes for the year ending March 2024; an increase of 5% on the previous year and the highest total in the last four years.

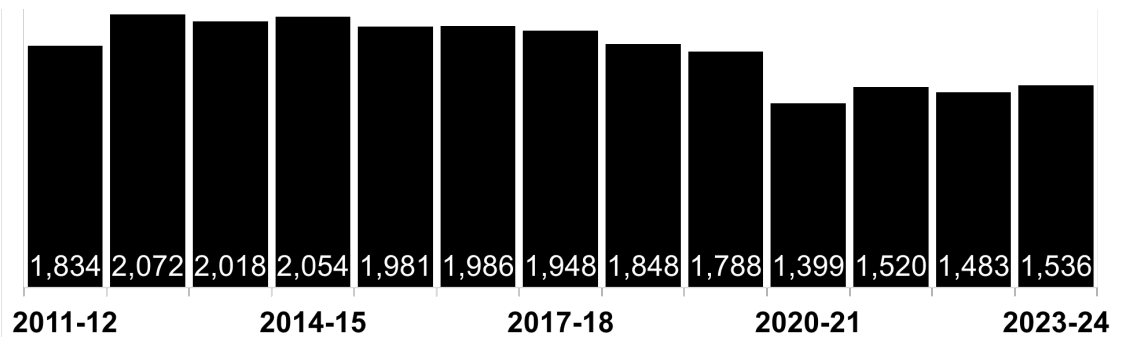
Carbon dioxide equivalent emissions for electricity (kilotonnes), GB, annual data, April 2011 to March 2024



The average CO<sub>2</sub>e per electric vehicle km is **359g** for passenger rail services and **206g** for freight.

Carbon dioxide equivalent emissions for diesel (kilotonnes), GB, annual data, April 2011 to March 2024

The average CO<sub>2</sub>e per diesel vehicle km is **1,402g** for passenger rail services and **598g** for freight.



Statistical releases, data tables, an interactive dashboard, methodology and quality information is available on the ORR data portal [Rail environment](#) page

## Annex 1: ORR's statistical publications

Our statistical practice is regulated by the Office for Statistics Regulation (OSR). OSR sets the standards of trustworthiness, quality and value in the [Code of Practice for Statistics](#) that all producers of official statistics should adhere to. You are welcome to contact us directly with any comments about how we meet these standards by emailing [rail.stats@orr.gov.uk](mailto:rail.stats@orr.gov.uk). Alternatively, you can contact OSR by emailing [regulation@statistics.gov.uk](mailto:regulation@statistics.gov.uk) or via the OSR website.

### Statistical releases

This publication is part of ORR's '[accredited official statistics](#)', 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 environment; Regional rail usage**; one biannual publication: **Passenger rail service complaints** and three quarterly publications: **Passenger rail performance; Freight rail usage and performance; Passenger rail usage**.

ORR also publishes a number of other 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.

### Accredited official statistics

Accredited official statistics are called National Statistics in the Statistics and Registration Service Act 2007. They are official statistics that have been independently reviewed by the Office for Statistics Regulation and found to comply with the standards of trustworthiness, quality and value in the Code of Practice for Statistics.

The majority of our [statistical releases were independently reviewed by the OSR in June 2012](#). They comply with the standards of trustworthiness, quality and value in the [Code of Practice for Statistics](#) and are labelled accredited official statistics.

Since our review 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 ORR's statistics should continue to be accredited official 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 [independently reviewed by OSR](#) in November 2020 and [their accreditation was confirmed](#) on 1 December 2020.

For more information on how we adhere to the Code please see our [compliance statements](#).

If you have any feedback or questions, please email [rail.stats@orr.gov.uk](mailto: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:

[Station footfall at 18 Network Rail managed 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](#)



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