



# Train Operating Company key statistics

April 2024 to March 2025

**21 August 2025**

## Elizabeth line

This publication is an annual summary of key statistics for Elizabeth line 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.

### **Contents:**

Key statistics - p2

Passenger rail usage - p4

Passenger rail performance – p6

Passenger experience - p10

Passenger accessibility – p11

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

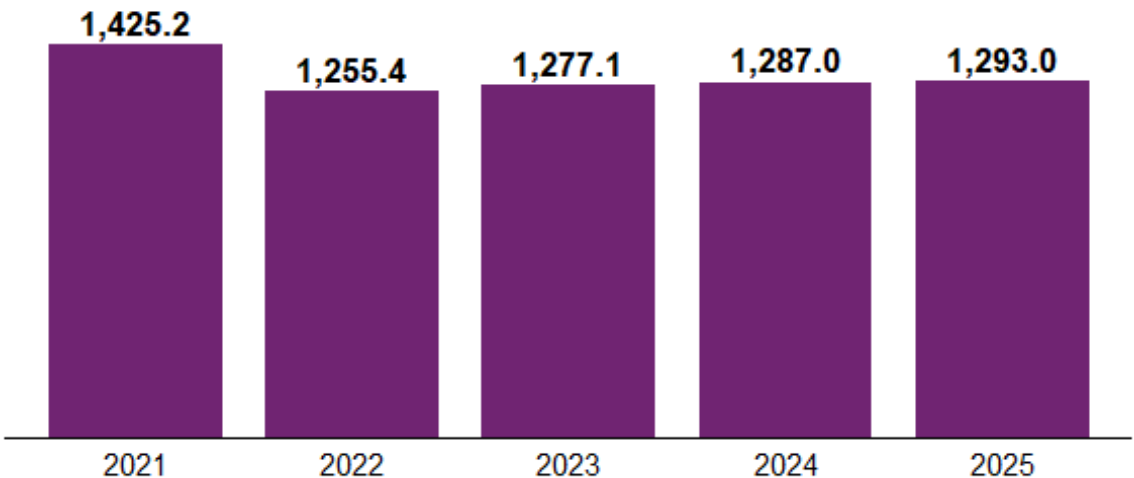
**Media enquiries:** Tel: 07856 279808

**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.

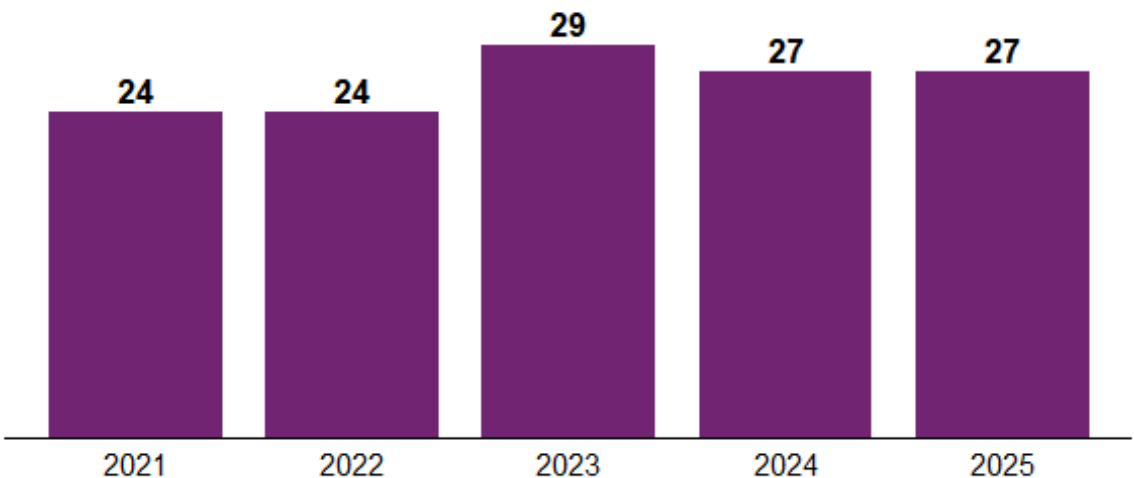
**Number of FTE employees, Elizabeth line, as of 31 March, 2021 to 2025**



Elizabeth line’s number of FTE employees was 1,293 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.

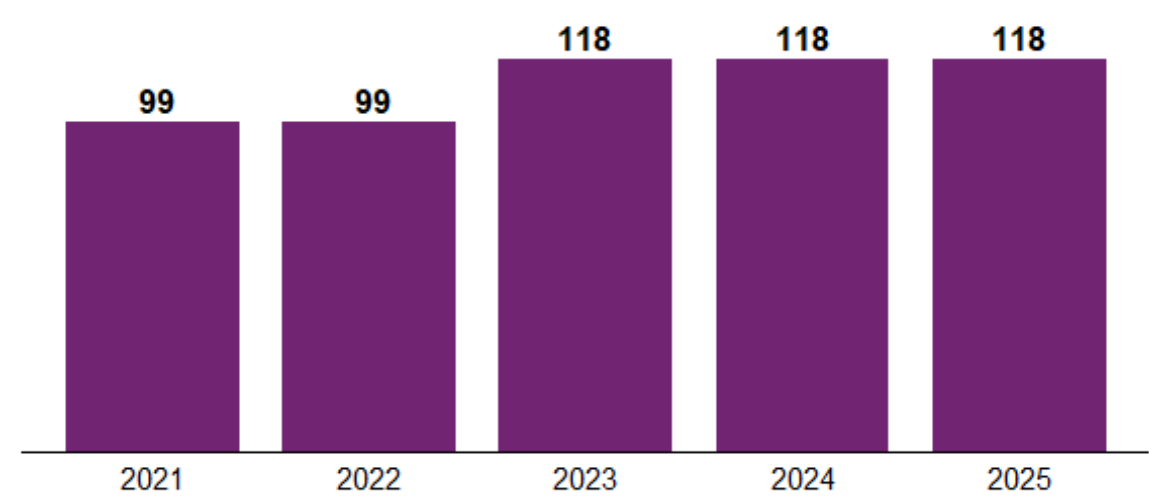
**Number of stations managed, Elizabeth line, as of 31 March, 2021 to 2025**



Elizabeth line managed 27 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, Elizabeth line, as of 31 March, 2021 to 2025**

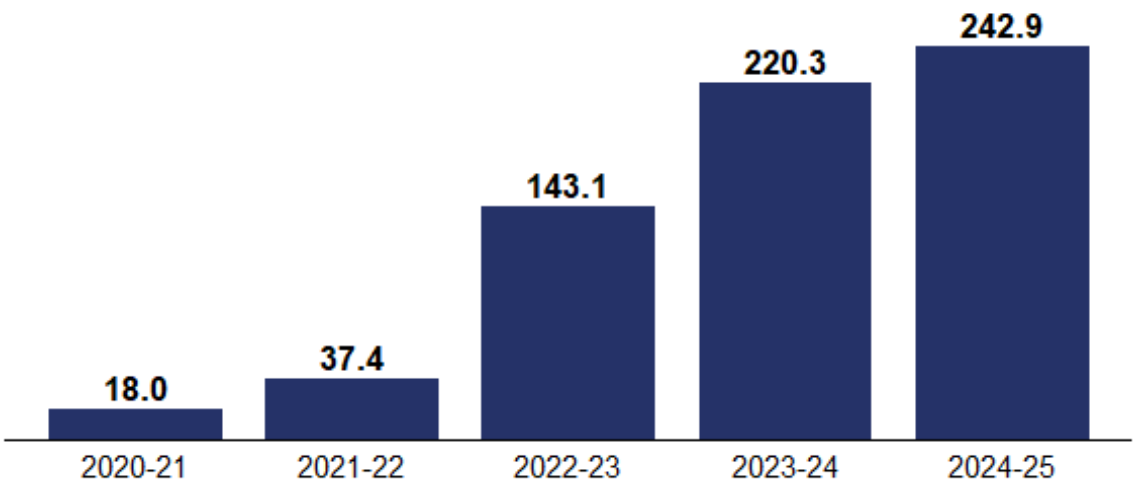


Elizabeth line operated on 118 kilometres of route as of 31 March 2025.

# 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.

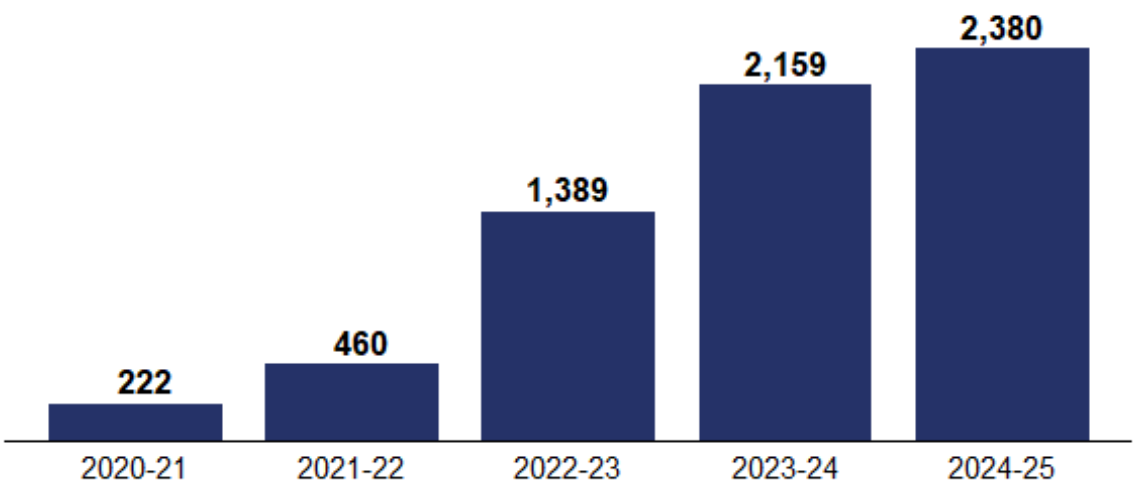
**Passenger journeys (millions), Elizabeth line, annual data, April 2020 to March 2025**



Between April 2024 and March 2025, there were 242.9 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.

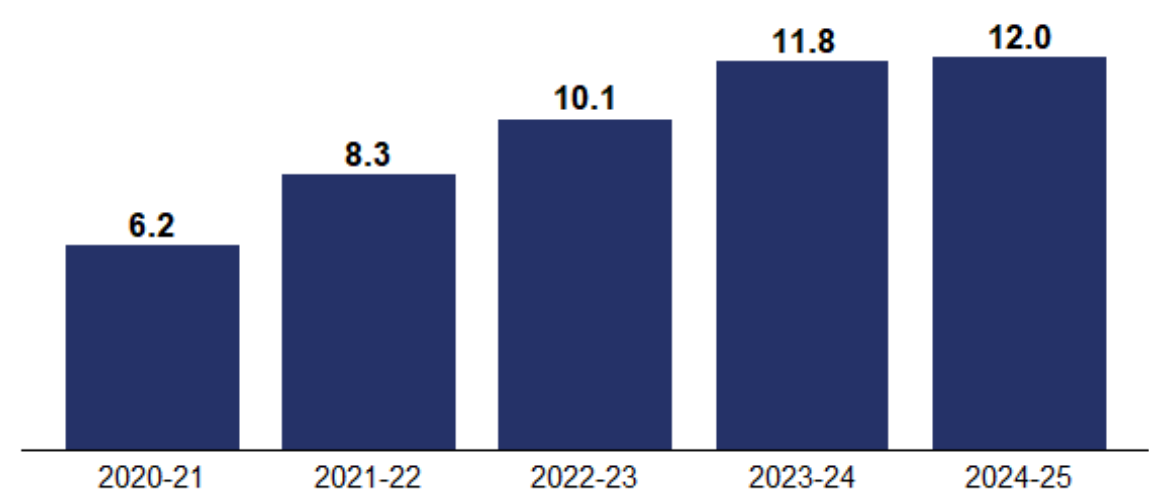
**Passenger kilometres (millions), Elizabeth line, annual data, April 2020 to March 2025**



Between April 2024 and March 2025, there were 2,380 million passenger kilometres travelled.

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

**Passenger train kilometres (millions), Elizabeth line, annual data, April 2020 to March 2025**



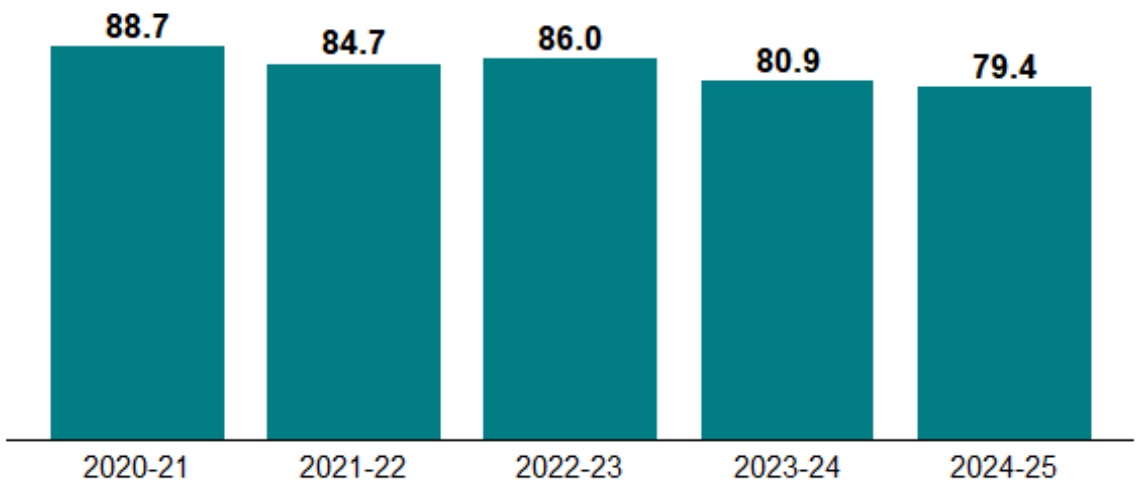
Between April 2024 and March 2025, there were 12 million passenger train kilometres.

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.

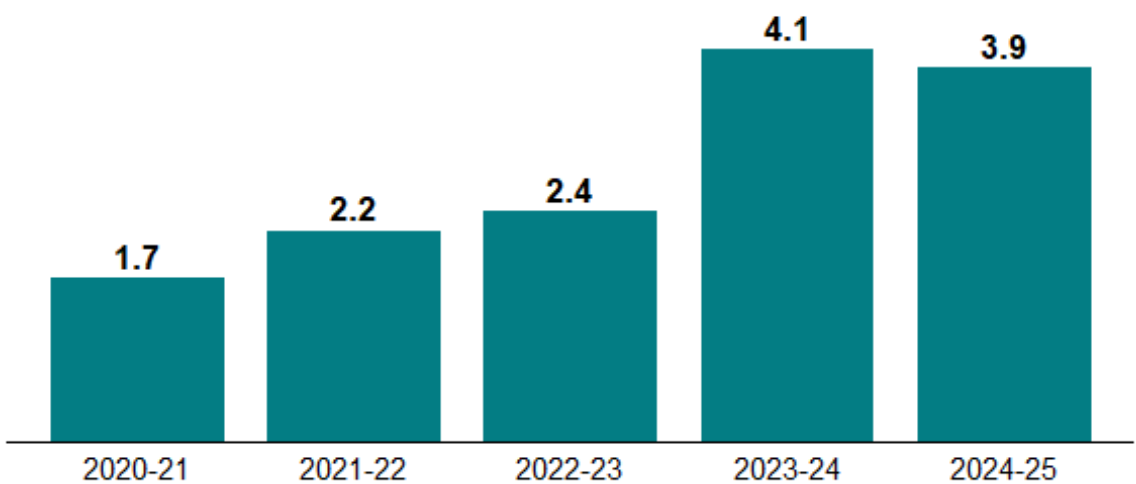
**On Time (%), Elizabeth line, annual data, April 2020 to March 2025**



The percentage of trains On Time between April 2024 and March 2025 was 79.4% compared with 80.9% 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.

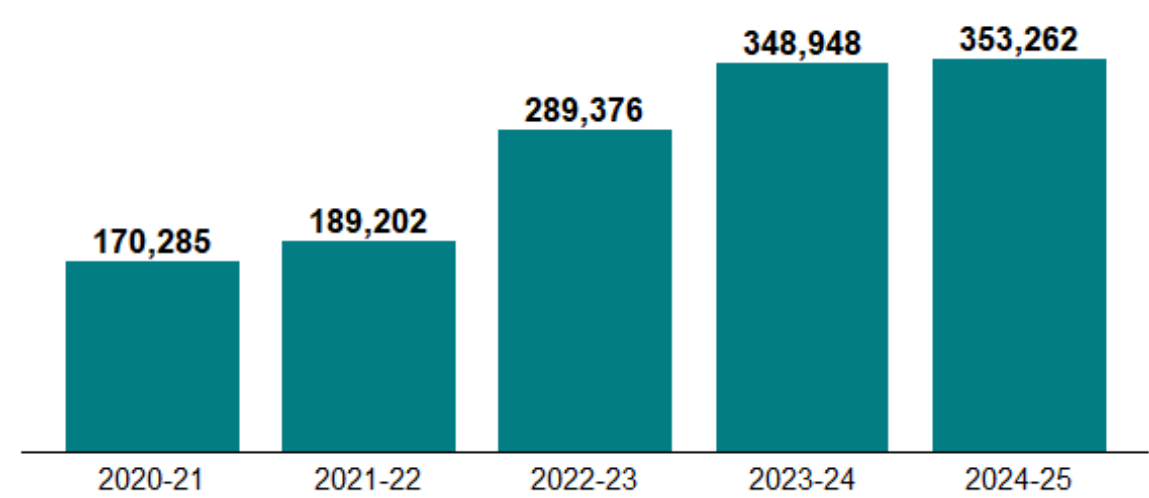
**Cancellations (%), Elizabeth line, annual data, April 2020 to March 2025**



Cancellations between April 2024 and March 2025 was 3.9% compared with 4.1% 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, Elizabeth line, annual data, April 2020 to March 2025**



There were 353,262 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.

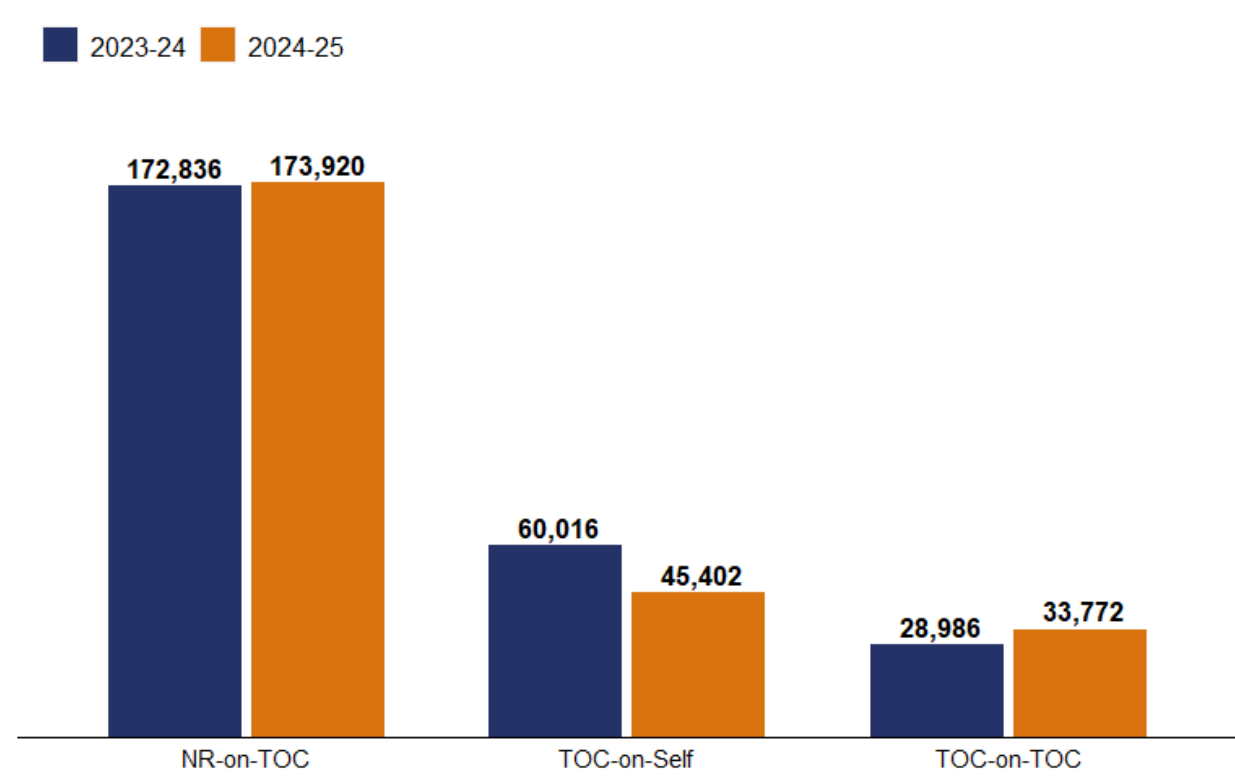
There are three types of responsibility category:

**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, Elizabeth line, annual data, April 2023 to March 2025**





## Delay minutes by responsibility, Elizabeth line, 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
<b>NR-on-TOC [r]</b>	35,195	66,292	99,167	172,837	173,920
<b>TOC-on-Self [r]</b>	26,038	50,661	42,444	60,016	45,402
<b>TOC-on-TOC [r]</b>	8,893	16,261	18,501	28,986	33,772

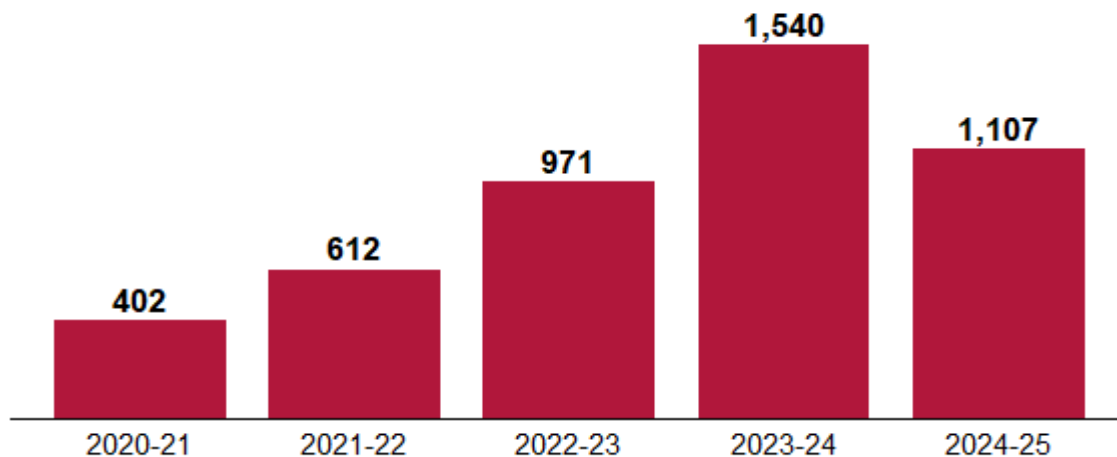
Delay minutes totals have been revised. These figures now exclude the small number of delay minutes that are miscoded to the wrong delay type.

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’.

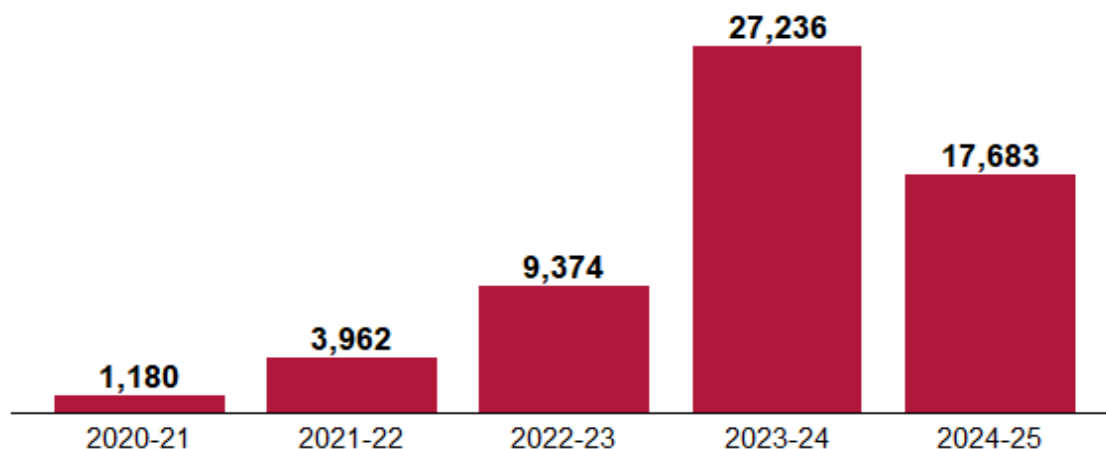
### Complaints closed, Elizabeth line, annual data, April 2020 to March 2025



The number of complaints closed between April 2024 and March 2025 was 1,107.

**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, Elizabeth line, annual data, April 2020 to March 2025



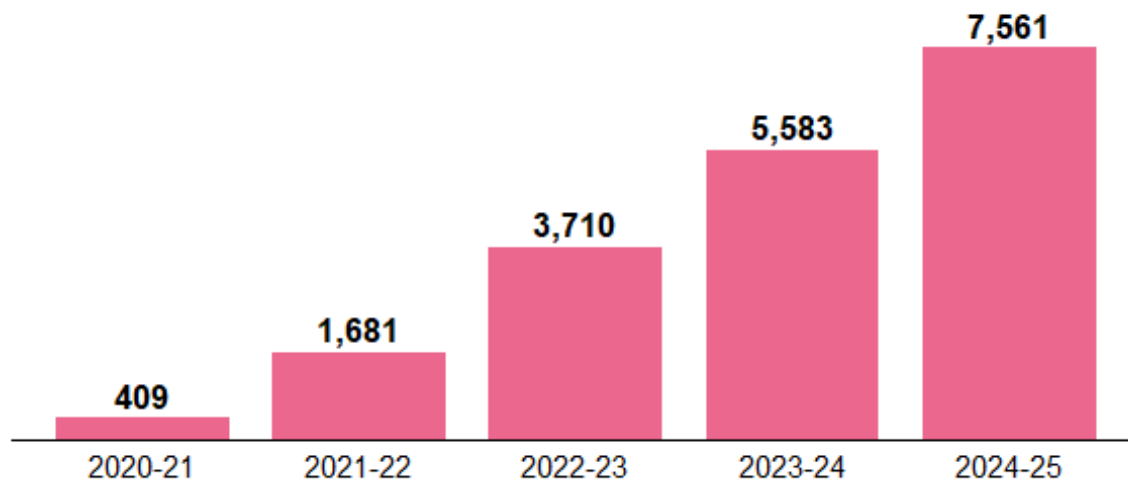
17,683 delay compensation claims were closed between April 2024 and March 2025, compared with 27,236 in the previous year.

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 pre-booked passenger assists, Elizabeth line, annual data, April 2020 to March 2025**



There were 7,561 pre-booked passenger assists booked between April 2024 and March 2025 compared with 5,583 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](#).



© Crown copyright 2025

This publication is licensed under the terms of the [Open Government Licence v3.0](#) except where otherwise stated.

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available on the [ORR data portal](#). Any media enquiries regarding this publication should be sent to us at [orr.gov.uk/contact-us](#).

