Rail statistics compendium

Annual: April 2020 to March 2021

Publication date: 2 December 2021

Next publication date: December 2022

Passenger journeys = 387.9 million

Trains cancelled = 2.1%

Passenger kilometres = 12.5 billion

Fares increase = 1.2%

Freight moved = 15.2 billion net tonne kilometres

UK rail income = £20.7 bn

Busiest station = Stratford (London) 13,985,162 entries and exits

Train accidents = 361

Complaints closed = 133,003

Route = 15,935km (38% electrified)

On time trains (early or less than 1 minute late = 79.7%

Number of stations = 2,569

Background

This annual compendium publication contains a summary of the statistical releases published by ORR covering April 2020 to March 2021. 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.
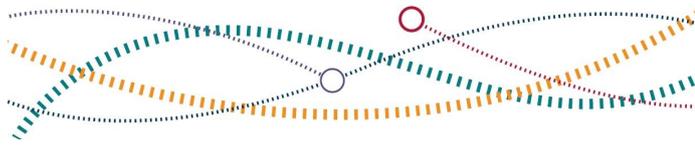
All statistics are correct at the time of publication, but may change due to subsequent revisions.

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Website: ORR data portal

Contents

Passenger rail usage

Passenger journeys in Great Britain fell to **387.9** million in the year ending March 2021.

387.9m

22.3%

Percentage of journeys made compared with the previous year

Did you know? The average length of a journey in Great Britain between April 2020 and March 2021 was 32.2 kilometres
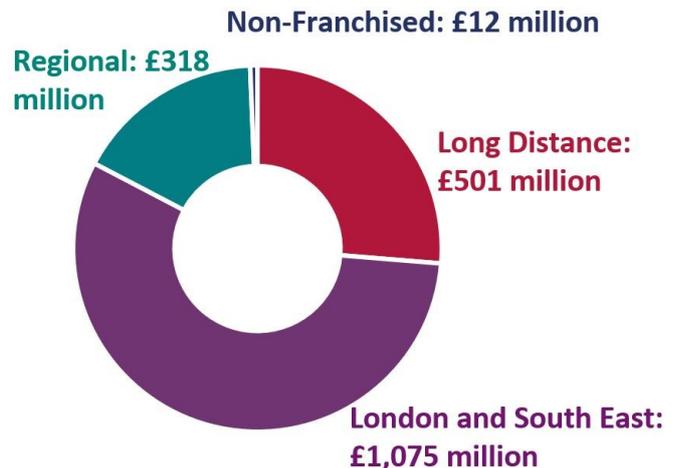
Passenger journeys (millions), GB, Annual (Jan 1950 to Mar 2021)

1,738.7

Journeys almost doubled in 20 years

Steady decline coinciding with growth in car ownership

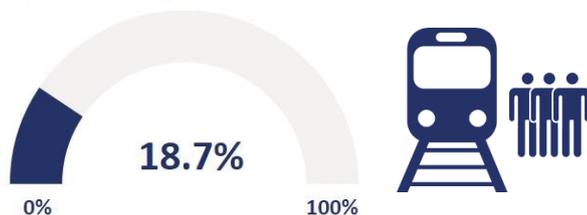1,010.0

1950

630.0

735.1

1994-95
Rail industry privatised

1982

387.9

2020-21

Annual **passenger revenue** in the year ending March 2021 fell to **18.3%** of the revenue generated in the previous year.

£1.9 billion

Passenger revenue by sector, GB, Latest financial year (Apr 2020 to Mar 2021)

Non-Franchised: £12 million

Regional: £318 million

Long Distance: £501 million

London and South East: £1,075 million

12.5 billion passenger kilometres travelled on Great Britain's mainline network in the year ending March 2021.

18.7%

0%   100%

Percentage of kilometres travelled compared with the previous year

418.9 million **passenger train kilometres** operated in the year ending March 2021.

76.1%

0%   100%

Percentage of kilometres operated compared with the previous year

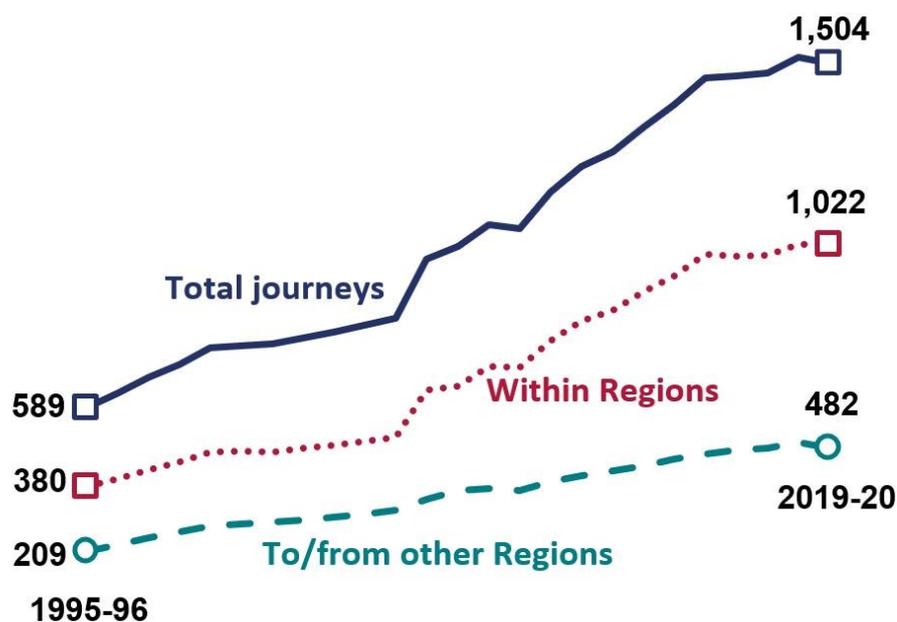**Statistical releases, data tables, an interactive dashboard, methodology and quality information is available on the data portal's Passenger rail usage page**

Regional rail usage (April 2019 to March 2020)

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 from April 2020 to March 2021 will be published in January 2022.**

Passenger journeys (millions) to, from and within regions, GB, Annual (Apr 1995 to Mar 2020)

Total journeys

1,504

1,022

Within Regions

589

380

482

209

To/from other Regions

2019-20

1995-96

1.504 billion **regional passenger journeys** on Great Britain's mainline in the year ending March 2020.

-1.1%

Percentage change compared with previous year

This was the first fall in passenger journeys, as measured by regional rail usage, for a decade.

The only Regions to record an increase in passenger journeys were South West and Yorkshire and the Humber.

Wales and East of England recorded the largest fall in journeys (3.8%) compared with the previous year.

Passenger journeys (millions) to/from and within Regions, GB, Financial year (Apr 2019 to Mar 2020)

Region	Within Region	To and from other Regions
East of England	34	152
East Midlands	10	26
London	535	406
North East	6	10
North West	105	40
Scotland	90	10
South East	84	222
South West	27	26
Wales - Cymru	21	9
West Midlands	65	34
Yorkshire and the Humber	45	29

Statistical releases, data tables, methodology and quality information is available on the data portal's Regional rail usage page

Freight rail usage and performance

15.2 billion net tonne kilometres of **freight moved** in the year ending March 2021. This was the lowest total recorded for almost a quarter of a century.
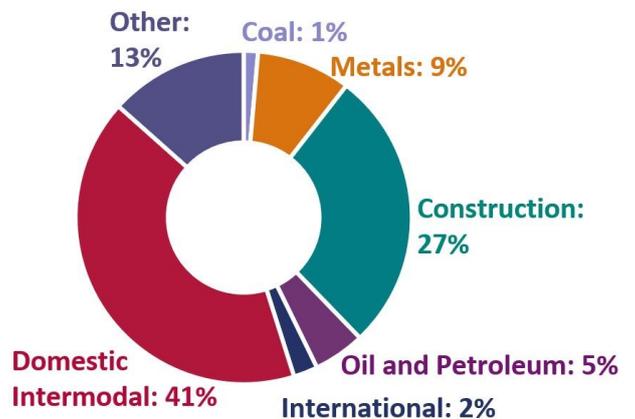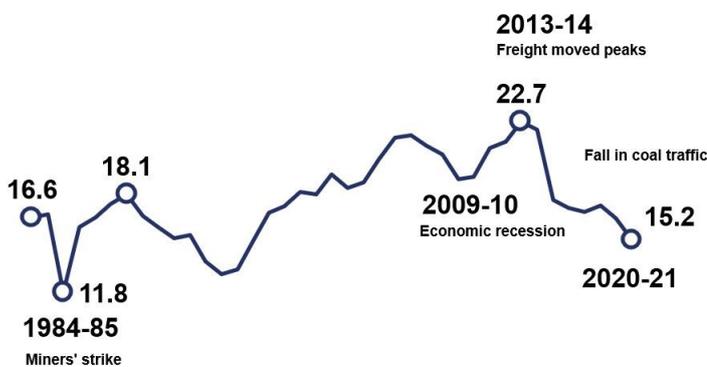
-8.6% ↓

Percentage change compared with previous year

Did you know? Between April 2020 and March 2021, a rail freight train transported, on average, 364 tonnes of freight.

Market share of freight moved commodities, GB, Latest financial year (Apr 2020 to Mar 2021)
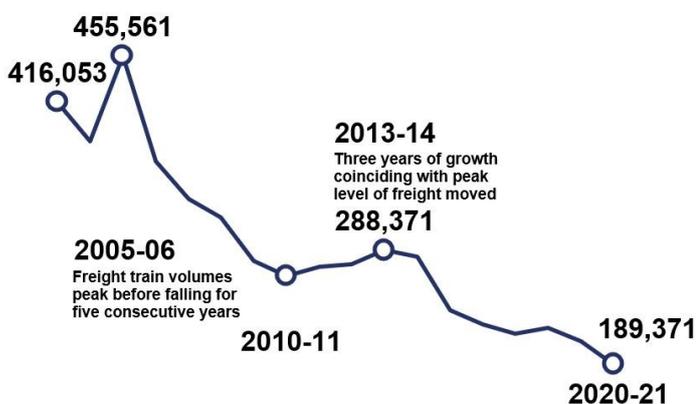
Freight moved (billion net tonne km), GB, Annual (Apr 1982 to Mar 2021)

2013-14
Freight moved peaks

22.7

18.1

16.6

Fall in coal traffic

2009-10
Economic recession

15.2

11.8

2020-21

1984-85
Miners' strike

Other: 13%

Coal: 1%

Metals: 9%

Construction: 27%

Oil and Petroleum: 5%

International: 2%

Domestic Intermodal: 41%

There were **189,371 freight train movements** in the year ending March 2021. This was the lowest number of freight trains on the mainline in any year since the time series started in April 2003.

Number of freight train movements, GB, Annual (Apr 2003 to Mar 2021)

455,561

416,053

2013-14
Three years of growth coinciding with peak level of freight moved

288,371

2005-06
Freight train volumes peak before falling for five consecutive years

2010-11

189,371

2020-21

95.2% of freight trains arrived within 15 minutes of their scheduled arrival time in the year ending March 2021.

Freight Delivery Metric (FDM), GB, Annual (Apr 2013 to Mar 2021)

2020-21

95.2%

94.3%

93.8%

93.3%

2013-14

92.8%

Statistical releases, data tables, an interactive dashboard, methodology and quality information is available on the data portal's Freight rail usage and performance page

Estimates of station usage

Top 10 stations in Great Britain

Top 10 stations in Great Britain	Total entries & exits 20-21
Stratford (London)	13,985,162
London Victoria	13,791,322
London Bridge	13,763,890
London Waterloo	12,214,626
London Liverpool Street	11,212,008
Highbury & Islington	8,660,736
Clapham Junction	8,370,706
Birmingham New Street	7,350,942
Barking	6,742,918
East Croydon	6,695,420

The following stations recorded no entries or exits in the year ending March 2021.

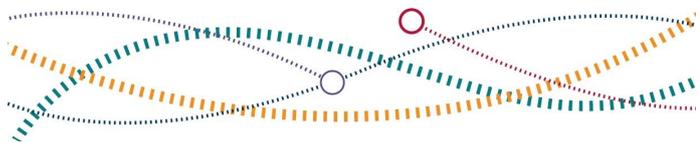|	
Abererch	Sampford Courtenay
Beasdale	Stanlow & Thornton
Llanbedr	Sugar Loaf

Statistical releases, data tables, an interactive dashboard, animated charts, methodology and quality information can be found on the data portal's Estimates of station usage page
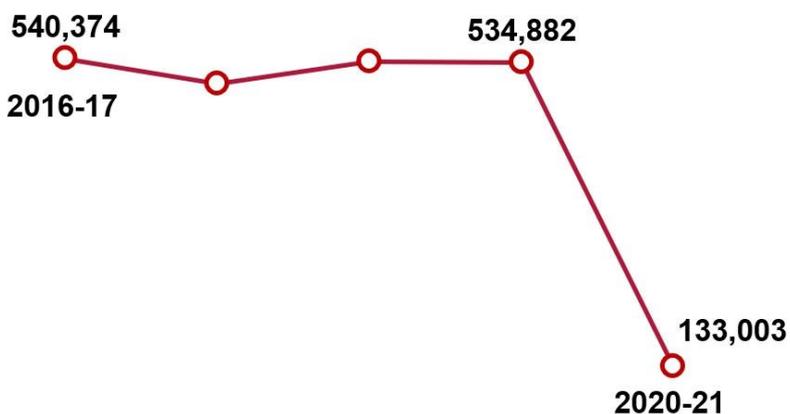
Passenger rail service complaints

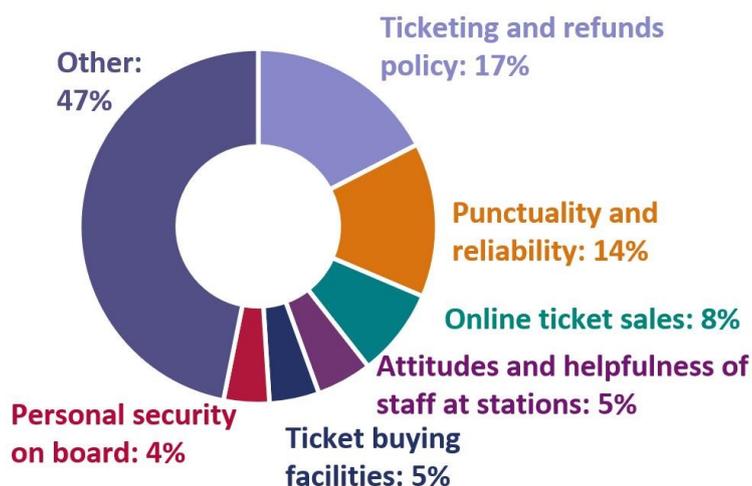There were **133,003 complaints closed** in the year ending March 2021.

-75.1% ↓

Percentage change compared with the previous year

Did you know? Letters now make up only 3.5% of all complaints made compared with over 75% via email or webform

Complaints closed, GB, Annual (Apr 2016 to Mar 2021)

540,374
2016-17

534,882

133,003
2020-21

Complaint categories, GB, Latest financial year (Apr 2020 to Mar 2021)

Other: 47%

Ticketing and refunds policy: 17%

Punctuality and reliability: 14%

Online ticket sales: 8%

Attitudes and helpfulness of staff at stations: 5%

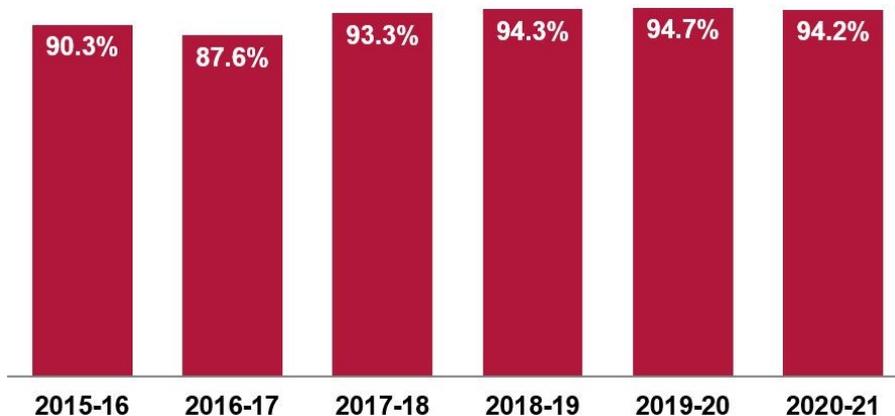Personal security on board: 4%

Ticket buying facilities: 5%

17% of all complaints made to train operators were on ticketing and refunds policy.

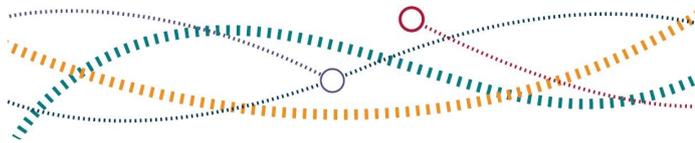This was most likely due to passengers applying for refunds during the pandemic.

94.2% of complaints were **responded to within 20 working days** in the year ending March 2021.

19 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 2021)

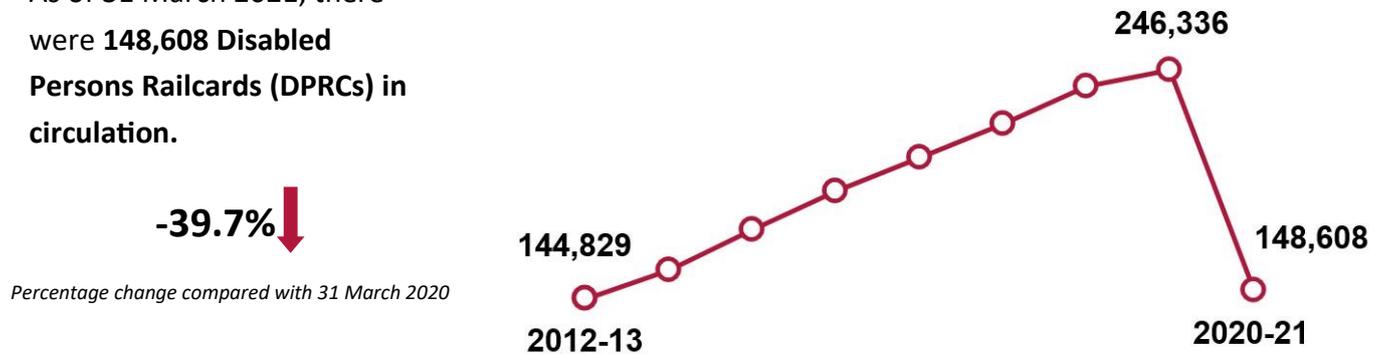| 2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
90.3%	87.6%	93.3%	94.3%	94.7%	94.2%

Statistical releases, data tables, an interactive dashboard, methodology and quality information is available on the data portal's Passenger rail service complaints page

Disabled Persons Railcards and Passenger assistance

As of 31 March 2021, there were **148,608 Disabled Persons Railcards (DPRCs) in circulation.**

-39.7%

Percentage change compared with 31 March 2020

Disabled Persons Railcards in circulation, GB, as of financial year end (Mar 2013 to Mar 2021)

246,336

144,829

2012-13

148,608

2020-21

Booked passenger assists, GB, Annual (Apr 2012 to Mar 2021)

1,228,017

948,019

2012-13

144,825

2020-21

144,825 booked **passenger assists** in the year ending March 2021.

-88.2%

Percentage change compared with the previous year

Delay compensation claims

394,948 delay compensation claims were closed in the year ending March 2021.

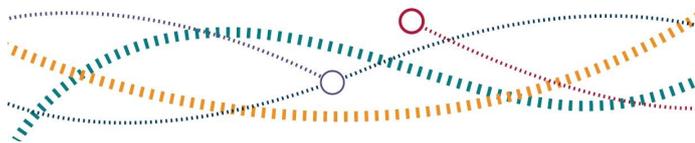**99.9%** of **claims** were closed within 20 working days.

Of those claims closed, **77.8%** 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

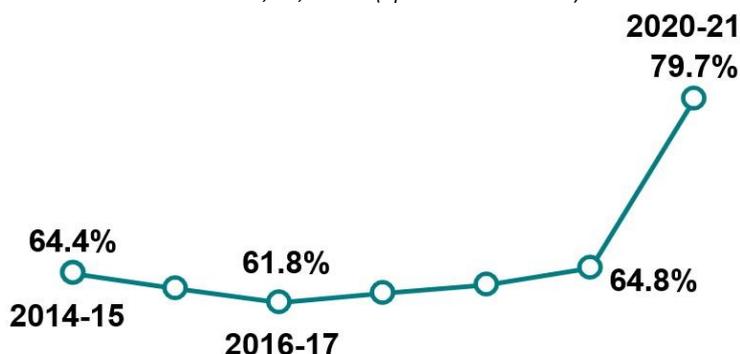**Delay compensation claims**

Passenger rail performance

79.7% 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 2021.

14.9pp ⬆

Percentage point change compared with the previous year

On Time, GB, Annual (Apr 2014 to Mar 2021)

2020-21
79.7%

64.4%

2014-15

61.8%

2016-17

64.8%

Did you know? There were 6.1 million scheduled passenger services in the year ending March 2021.

2.1% of trains classified as **Cancellations** in Great Britain in the year ending March 2021.

-1.3pp ⬇

Percentage point change compared with the previous year

This measure is a weighted score which counts full cancellations as one and part cancellations as half, presented as a percentage of all planned trains.

Cancellations, GB, Annual (Apr 2014 to Mar 2021)

3.4%

1.9%

2014-15

2.1%

2020-21

11 severely disrupted days in Great Britain in the year ending March 2021.
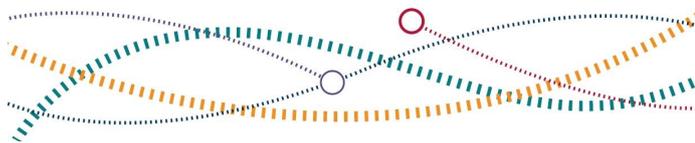
30 days ⬇

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, an interactive dashboard, methodology and quality information is available on the [data portal's Passenger rail performance page](#)
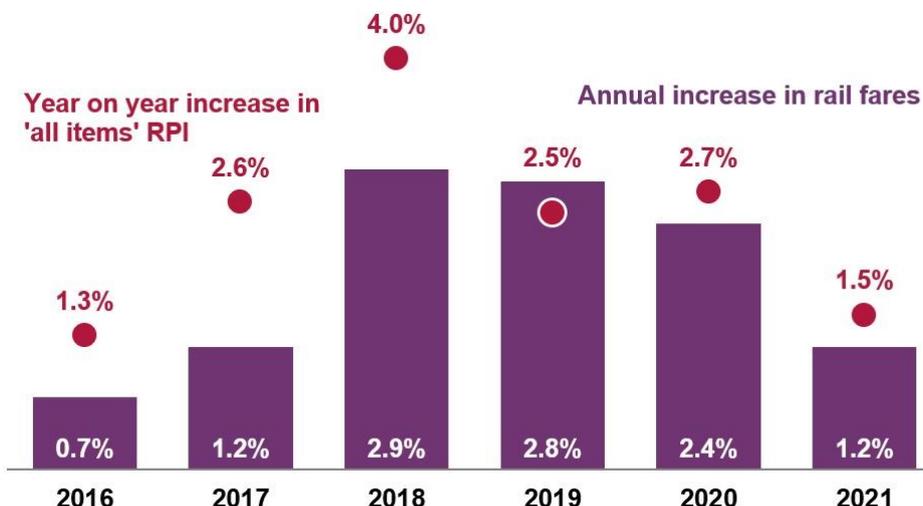
Rail fares index (2021)

1.2% increase in **rail fares** across Great Britain in March 2021 compared with a 1.5% rise in the Retail Prices Index (RPI).
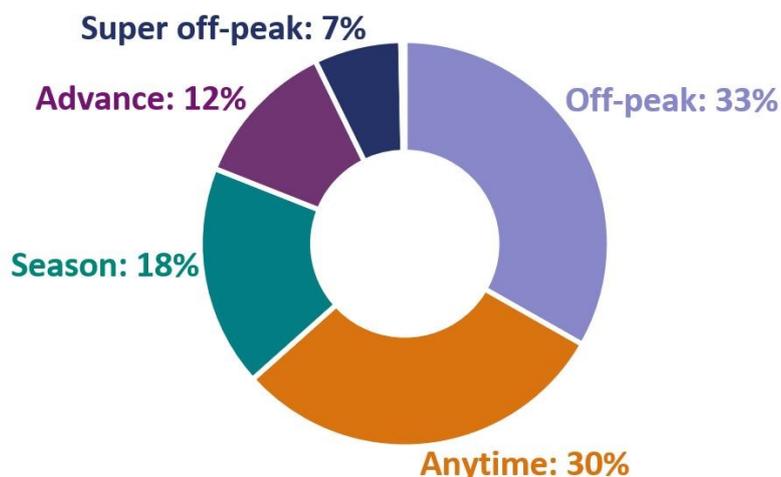
This was the fifth time in six years that fares have risen below the RPI rate for the month when the fare change was implemented.

Due to the pandemic, new fares were introduced in March 2021 rather than January.

Percentage change in rail fares and 'all items' RPI, GB, Annual (2016 to 2021)

Year on year increase in 'all items' RPI

Annual increase in rail fares

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

Market share of revenue by ticket type, GB, Twelve months between Mar 2020 and Feb 2021

Super off-peak: 7%
Advance: 12%
Off-peak: 33%
Season: 18%
Anytime: 30%

Market share for advance tickets fell to **12%** between March 2020 and February 2021 due to uncertainty over travel restrictions.
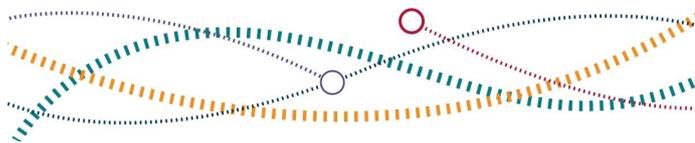
Off-peak and Anytime tickets saw increased market share as passengers opted to travel on a day-to-day or weekly basis as well as travelling outside of the traditional peak to avoid busier trains.

Revenue data was calculated between March 2020 and February 2021 as the rail fares index weightings are based on revenue in the twelve months preceding the implementation of new fares (March 2021).

Nominal and real terms change in regulated and unregulated fares, GB, Latest fare change (Mar 2021)

First class unregulated
1.4% Compared to 2020
2.9% Real term change on 2020

Standard class regulated
2.5% Compared to 2020
0.9% Real term change on 2020
Regulated increases were capped at 2.6% in March 2021.

Standard class unregulated
0.5% Compared to 2020
1.0% Real term change on 2020

Statistical releases, data tables, methodology and quality information is available on the [data portal's Rail fares page](#)
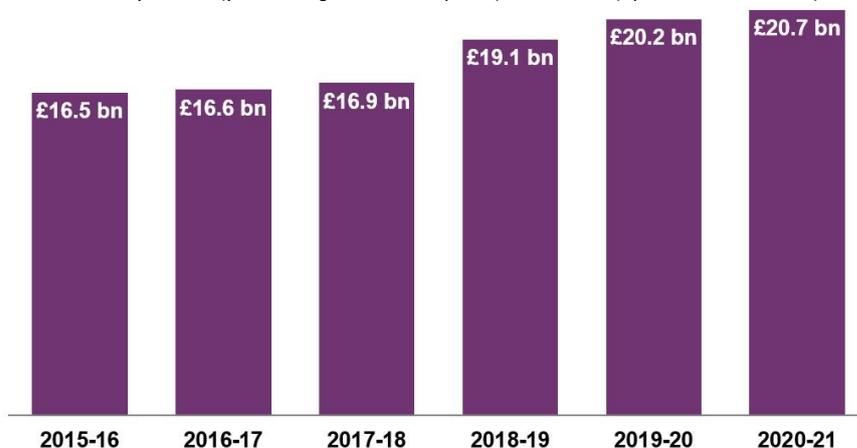
Rail industry finance (UK)

£20.7 billion **total income** to the rail industry in the UK in the year ending March 2021.

2.4% ↑

Percentage change compared with the previous year

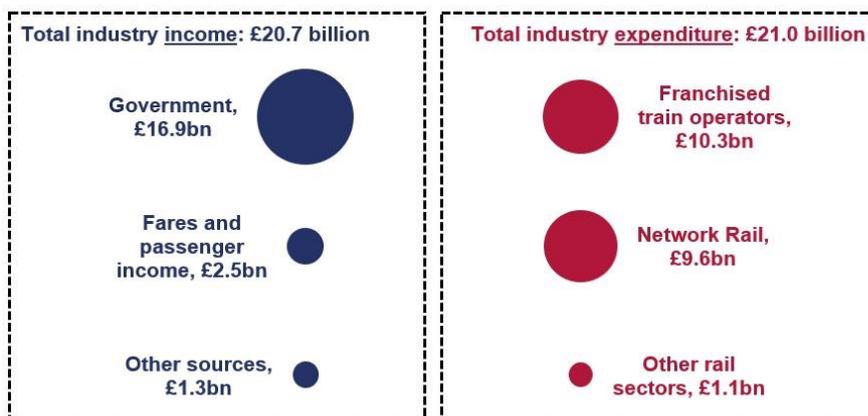Rail industry income (year ending March 2021 prices), UK, Annual (Apr 2015 to Mar 2021)

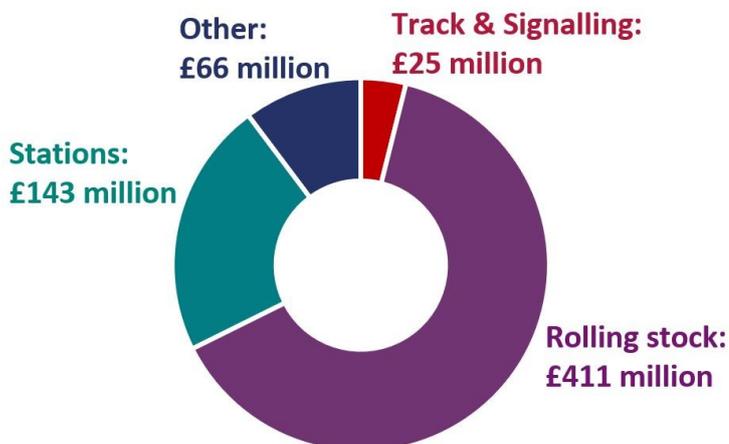| 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 | 2020-21 |
| £16.5 bn | £16.6 bn | £16.9 bn | £19.1 bn | £20.2 bn | £20.7 bn |

Only **12%** of **total industry income** came from fares and passenger income, with over **80%** coming from Government.

Total industry expenditure was **£21.0** billion in the year ending March 2021.

3.8% ↑

Percentage change compared with the previous year

Rail industry income and expenditure (year ending March 2021 prices), UK, Latest financial year (Apr 2020 to Mar 2021)

Total industry **income**: £20.7 billion

Government, £16.9bn

Fares and passenger income, £2.5bn

Other sources, £1.3bn

Total industry **expenditure**: £21.0 billion

Franchised train operators, £10.3bn

Network Rail, £9.6bn

Other rail sectors, £1.1bn

These data are compiled from many different industry accounts. There are small variations and timing differences in the basis of these accounts, which results in the £0.3 billion difference between total income and total expenditure.

Private companies invested **£645 million** in the rail industry in the year ending March 2021.
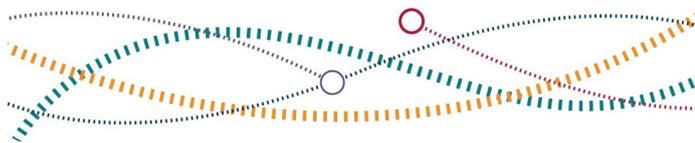
-33.7% ↓

Percentage change compared with the previous year

Private investment in the rail industry (excludes Network Rail investment), GB, Latest financial year (Apr 2020 to Mar 2021)

Other: £66 million

Track & Signalling: £25 million

Stations: £143 million

Rolling stock: £411 million

Statistical releases, data tables, an interactive dashboard, methodology and quality information is available on the data portal's Rail industry finance (UK) page
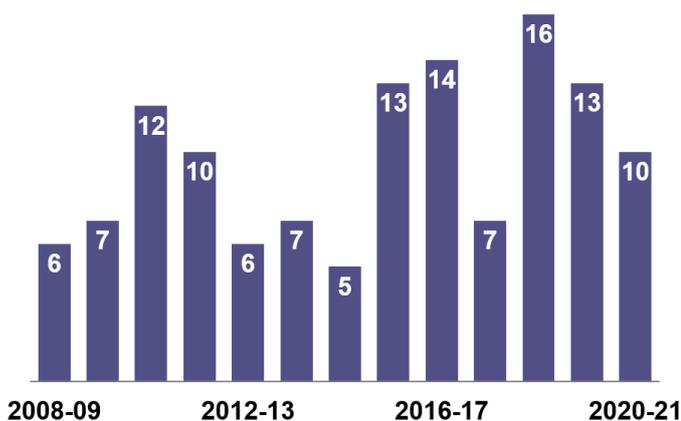
Rail safety

Passenger fatalities on Great Britain's railways decreased to **10** in the year ending March 2021.

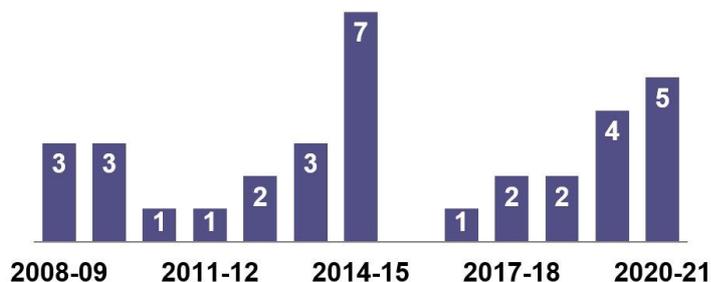**2** passenger fatalities on the mainline.

8 passenger fatalities on London Underground.

Rail passenger fatalities, GB, Annual (Apr 2008 to Mar 2021)

Five workforce fatalities in the year ending March 2021.

Rail workforce fatalities, GB, Annual (Apr 2008 to Mar 2021)

298 public fatalities in the year ending March 2021:

- **269** public fatalities on the mainline.
- **28** public fatalities on London Underground.
- **1** public fatalities on non-mainline networks.

361 train accidents in the year ending March 2021.

-33.5% ⬇

Percentage change compared with the previous year

Train accidents by network, GB, Latest financial year (Apr 2020 to Mar 2021)

London Underground: 5

Non-mainline: 71

Mainline: 285

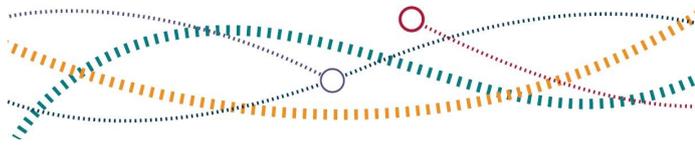*Non-mainline includes trams, metros and other non-Network Rail networks.*

Potentially high-risk train accidents (PHRTAs) on the mainline, GB, Annual (Apr 2002 to Mar 2021)

There were **18 PHRTAs** on the mainline in the year ending March 2021.

- **3** train collisions;
- **11** derailments;
- **3** collisions with road vehicles; and
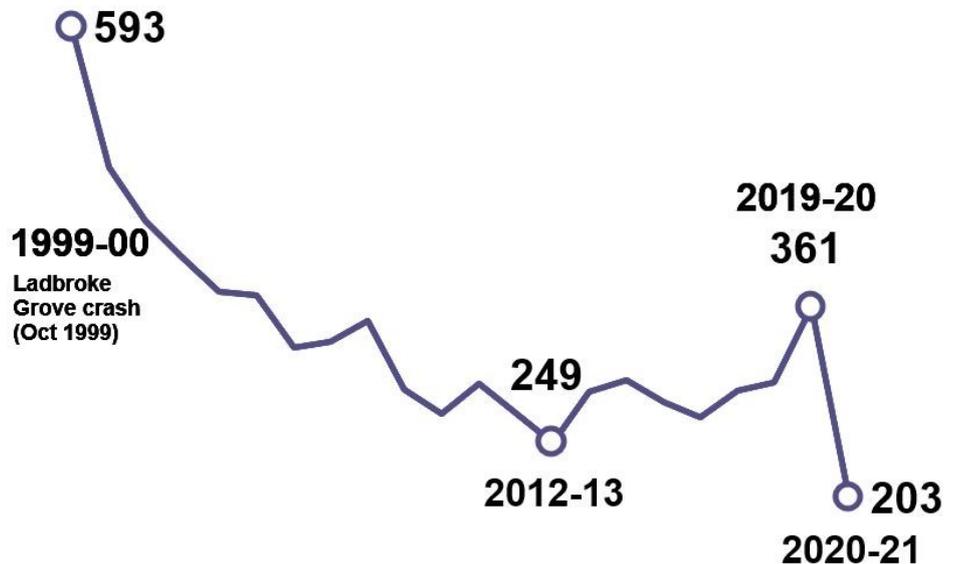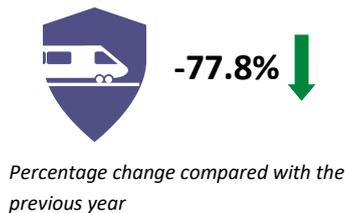- **1** collision with buffer stop

Statistical releases, data tables, an interactive dashboard, methodology and quality information is available on the data portal's Rail safety page

Signals passed at danger (SPADs)

There were **203 SPADs on the mainline** in the year ending March 2021.

Percentage change compared with the previous year

-77.8% ↓

SPADs on the mainline, GB, Annual (Apr 1999 to Mar 2021)

593

1999-00
Ladbroke Grove crash (Oct 1999)
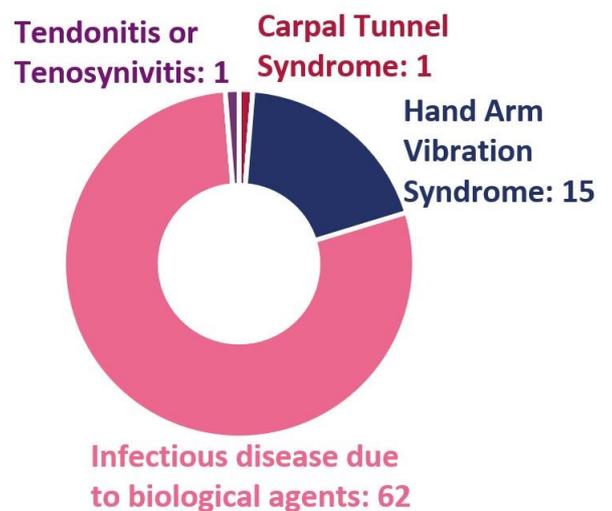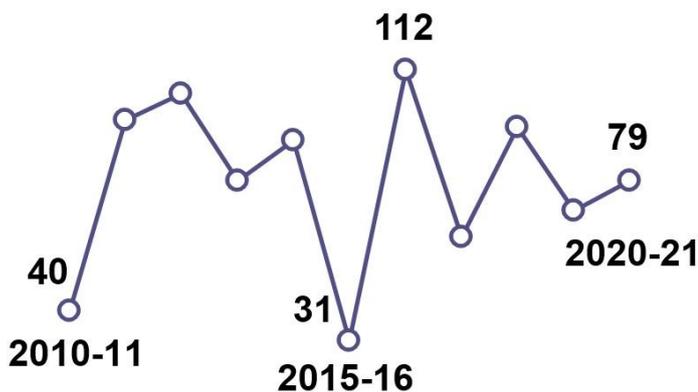
2019-20
361

249

2012-13

203
2020-21

Occupational health

79 cases of **Occupational health diseases** reported in the year ending March 2021.

COVID-19 accounted for almost 80% of cases reported in the year ending March 2021.

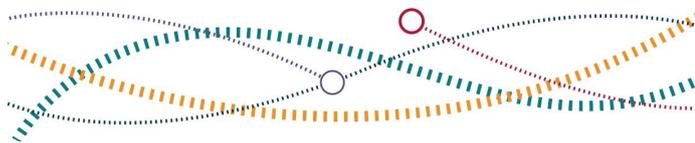*Occupational health diagnoses, GB, Annual (Apr 2010 to Mar 2021)*

112

40
2010-11

31
2015-16

79
2020-21

Occupational health diagnoses by type, GB, Latest financial year (Apr 2020 to Mar 2021)

Tendonitis or Tenosynivitis: 1

Carpal Tunnel Syndrome: 1

Hand Arm Vibration Syndrome: 15

Infectious disease due to biological agents: 62

Factsheets, data tables, interactive dashboards, methodology and quality information are available on ORR's data portal:
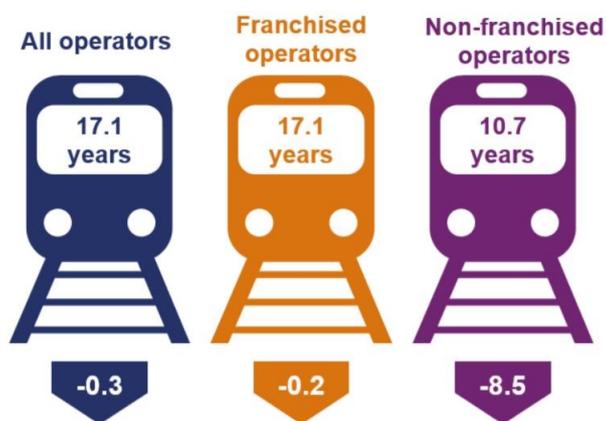
Rail safety

Occupational health

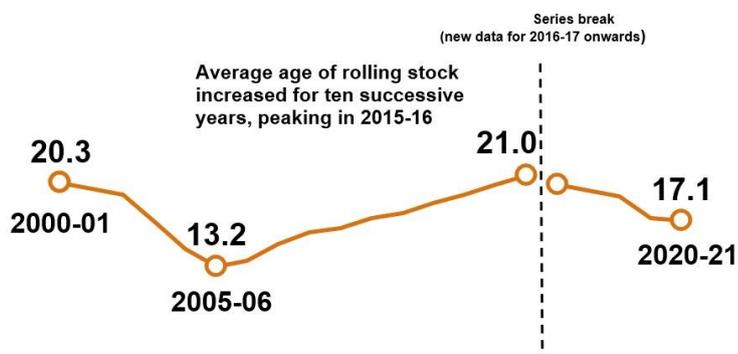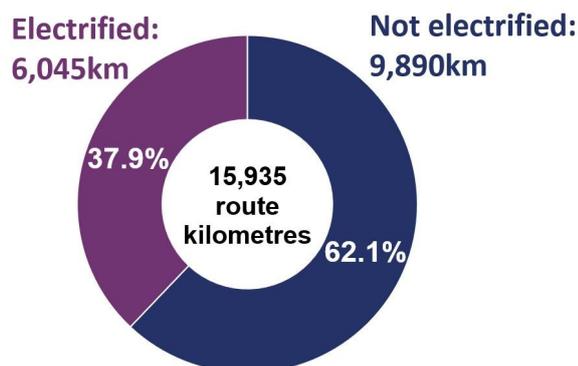# Rail infrastructure and assets

Average age of rolling stock in Great Britain decreased by **0.3** years compared with year ending 31 March 2020.

All operators

17.1 years

-0.3

Franchised operators

17.1 years

-0.2

Non-franchised operators

10.7 years

-8.5

Average age of rolling stock (franchised operators), GB, as of financial year end (Mar 2001 to Mar 2021)

Average age of rolling stock increased for ten successive years, peaking in 2015-16

Series break (new data for 2016-17 onwards)

20.3
2000-01

13.2
2005-06

21.0

17.1
2020-21

Electrification of the mainline, GB, as of 31 March 2021

Electrified: 6,045km

Not electrified: 9,890km
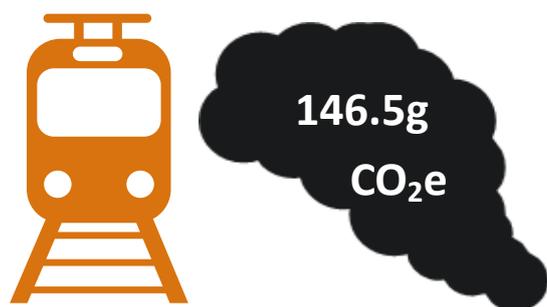
37.9%

15,935 route kilometres

62.1%

Three new mainline stations opened between April 2020 and March 2021, taking the total to **2,569**:

- Bow Street

- Horden

- Kintore

Rail emissions

146.5g CO_2e

26.5g CO_2e

146.5g CO_2e emissions per passenger km in the year to March 2020, an increase of 316% due to a fall in trains planned and passenger kilometres.
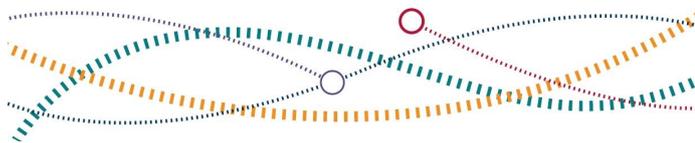
26.5g CO_2e emissions per net freight tonne km in the year to March 2020, a decrease of 4% compared with the previous year.

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

Rail infrastructure and assets

Rail emissions

Annex 1: ORR's statistical publications

ORR publishes 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.**
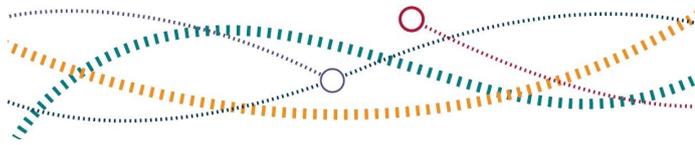
In addition, ORR also publishes a number of Official Statistics, which consist of three annual publications: **Train operating company key statistics; Rail statistics compendium; occupational health**; and four quarterly publications: **Signals passed at danger (SPADS); Delay compensation claims; Disabled Person's 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.

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 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 and designated 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:

- 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

- ERA – Rail Safety Report

- European Environment Agency (EEA) - data on greenhouse gas emissions from transport