

Rail statistics compendium

Annual: April 2022 to March 2023



Publication date: 25 January 2024

Next publication date: January 2025

Background: This annual compendium publication contains a summary of the statistical releases published by ORR covering April 2022 to March 2023. 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.



1.4 billion passenger journeys



3.8% of trains were cancelled



53.0 billion passenger kilometres



Fares increased by 5.7%



15.7 billion net tonnes kilometres of freight moved



UK rail income was £22.7bn



Busiest station was London Liverpool St with 80.4 million entries and exits



409 train accidents



0.35 million complaints closed



Total route length of 15,846km (38% electrified)



67.8% of trains on time (early or less than 1 minute late)



2,578 mainline stations

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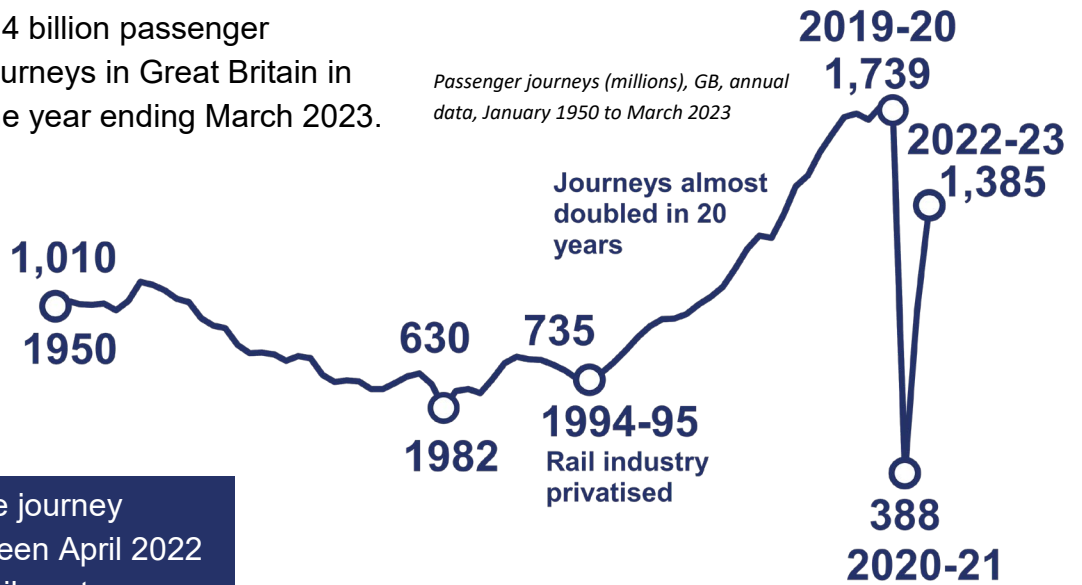
Passenger rail usage



1.4 billion passenger journeys in Great Britain in the year ending March 2023.

Passenger journeys (millions), GB, annual data, January 1950 to March 2023

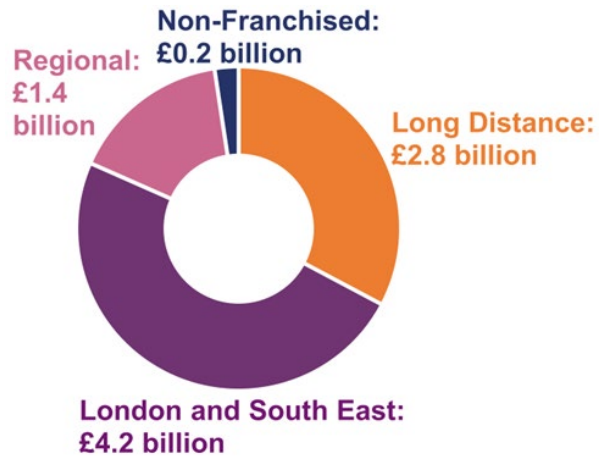
↑ 40%
Percentage change compared with the previous year



Did you know? The average journey length in Great Britain between April 2022 and March 2023 was 38.3 kilometres.

£8.6 billion

Passenger revenue by sector, GB, annual data, April 2022 to March 2023



Annual passenger revenue in the year ending March 2023, up £2.1 billion from the previous year.

53.0 billion passenger kilometres travelled on Great Britain's mainline network in the year ending March 2023.

461 million passenger train kilometres operated in the year ending March 2023.

↑ 36%

Percentage change compared with the previous year

↓ 3%

Percentage change compared with the previous year

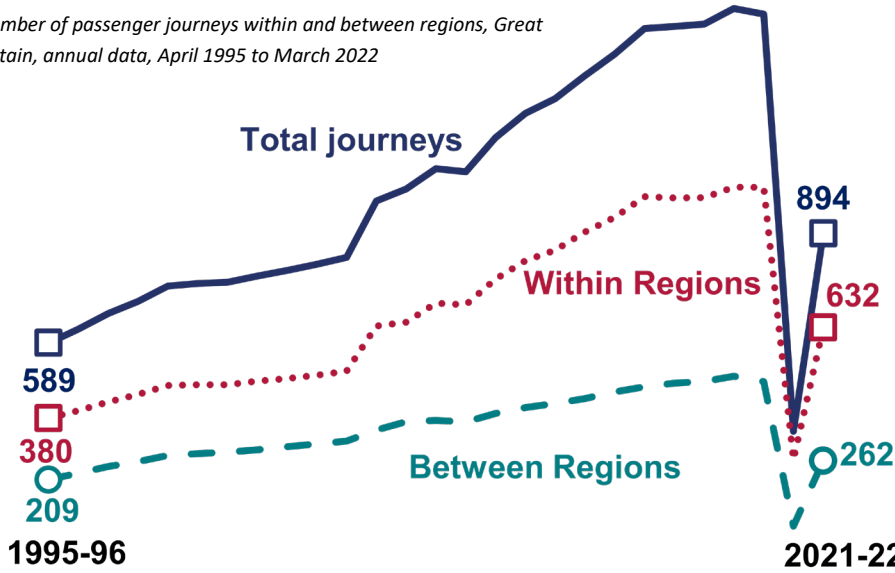
Statistical releases, data tables, an interactive dashboard, methodology and quality information is available on the ORR data portal's [Passenger rail usage](#) page

Regional rail usage (April 2021 to March 2022)



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 2022 to March 2023 will be published in February 2024.

Number of passenger journeys within and between regions, Great Britain, annual data, April 1995 to March 2022



894 million regional passenger journeys on Great Britain's mainline in the year ending March 2022.

160%

Percentage change compared with the previous year

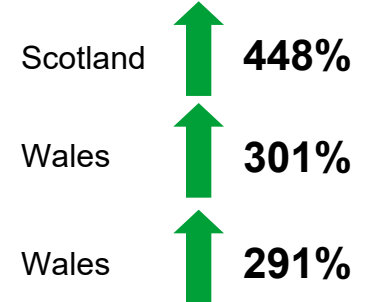
632 million journeys were made within regions in the year ending March 2022.



262 million journeys were made to and from regions in the year ending March 2022.

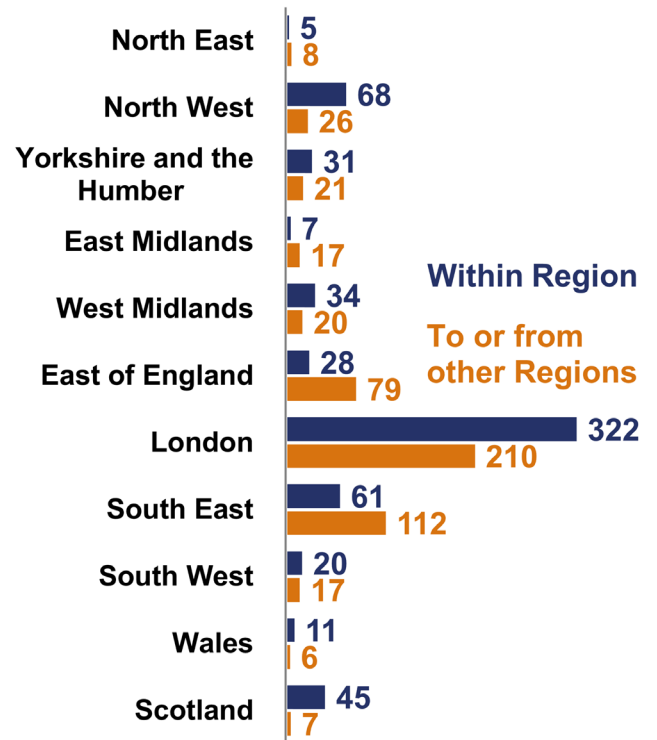


Journeys between regions (millions), April 2021 to March 2022



Percentage change compared with the previous year

Passenger journeys within, and to or from other regions (millions), GB, annual data, April 2021 to March 2022



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

Top 10 stations in Great Britain

Total entries and exits
April 2022 to March 2023

London Liverpool Street	80.4 million
London Paddington	59.2 million
London Waterloo	57.8 million
London Bridge	47.7 million
London Victoria	45.6 million
Stratford (London)	44.1 million
Tottenham Court Road	34.9 million
London St Pancras Int.	33.3 million
Farringdon	31.5 million
London Euston	31.3 million

Top 5 stations in Scotland

Total entries and exits
April 2022 to March 2023

Glasgow Central	20.8 million
Edinburgh Waverley	18.2 million
Glasgow Queen Street	12.3 million
Paisley Gilmour Street	2.6 million
Edinburgh Haymarket	2.3 million

Top 5 stations in Wales

Total entries and exits
April 2022 to March 2023

Cardiff Central	10.2 million
Newport	2.3 million
Swansea	1.9 million
Cardiff Queen Street	1.7 million
Bridgend	1.1 million

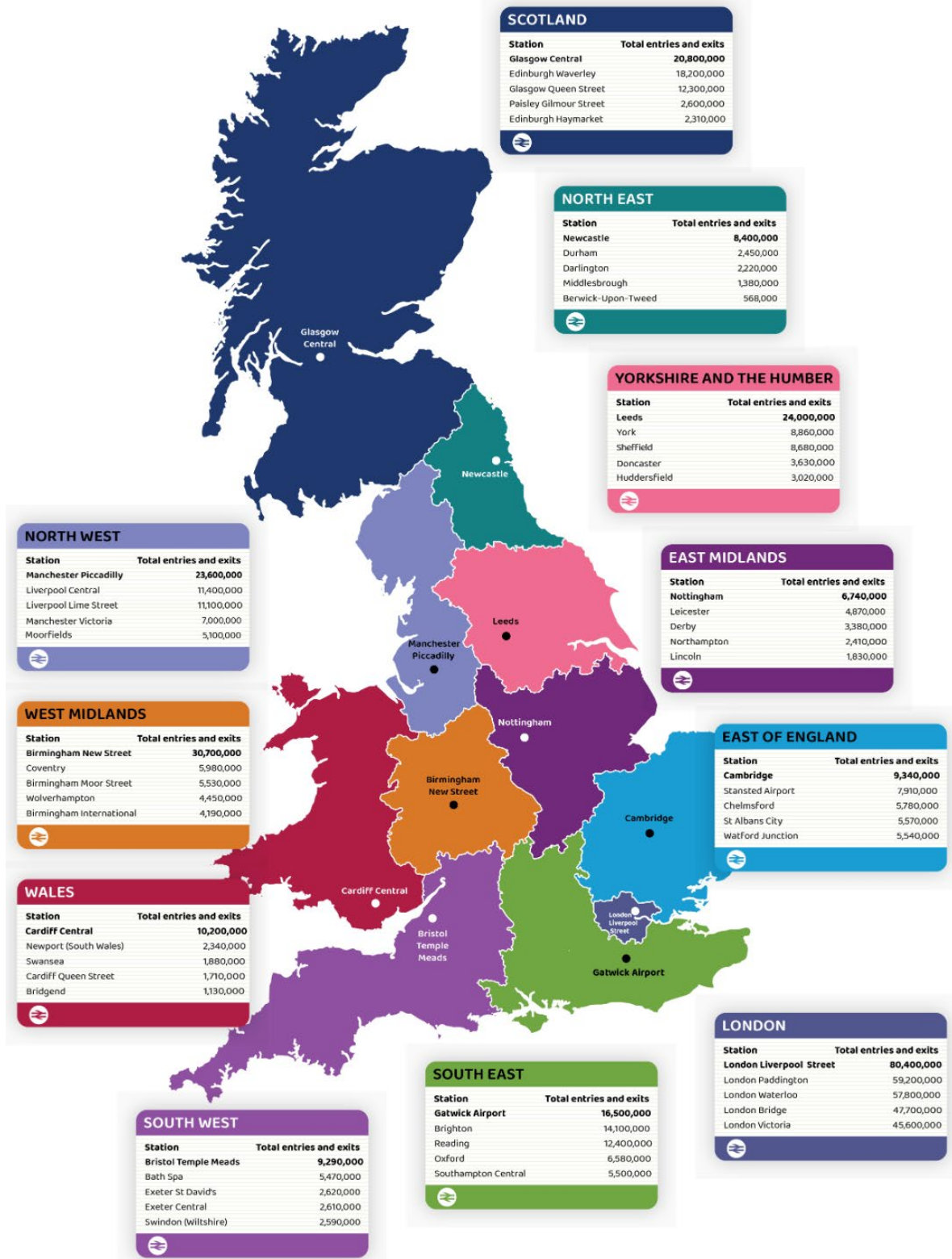
Teesside Airport, which had its service suspended in May 2022, was the least used station with **two** entries and exits. Of stations that were open for the whole year, Denton in Greater Manchester was the least used with **34** entries and exits.

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

Estimates of station usage



Top five most used stations in each region in England, Wales and Scotland, April 2022 to March 2023



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

Freight rail usage and performance

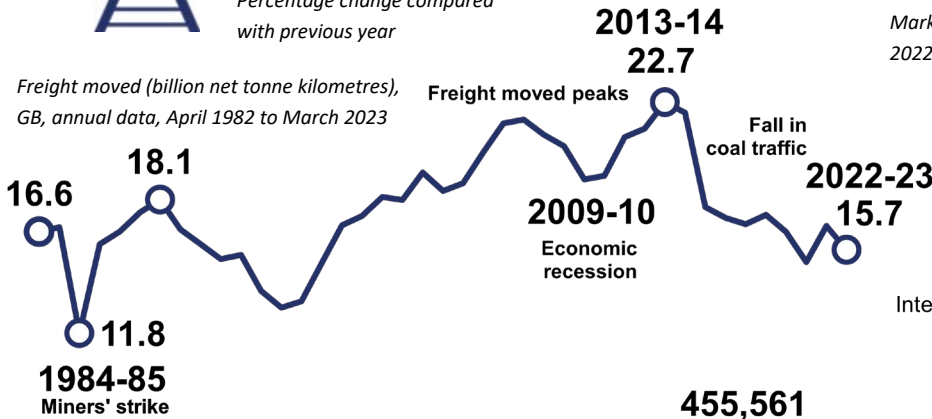
There were **15.7 billion net tonne kilometres of freight moved** in the year ending March 2023.



7%

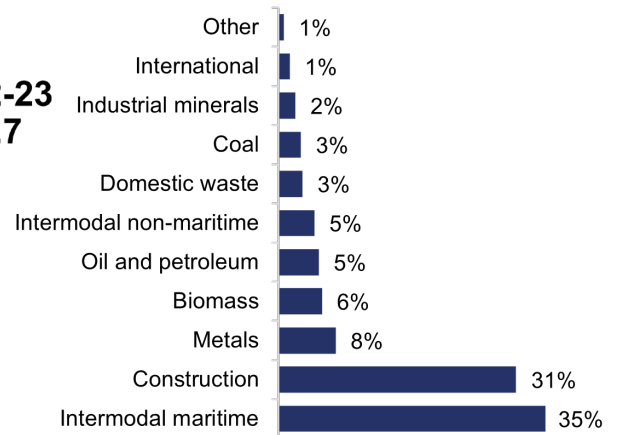
Percentage change compared with previous year

Freight moved (billion net tonne kilometres), GB, annual data, April 1982 to March 2023



Did you know? Coal volumes increased by 50% compared with the previous year

Market share of freight moved commodities, GB, annual data, April 2022 to March 2023

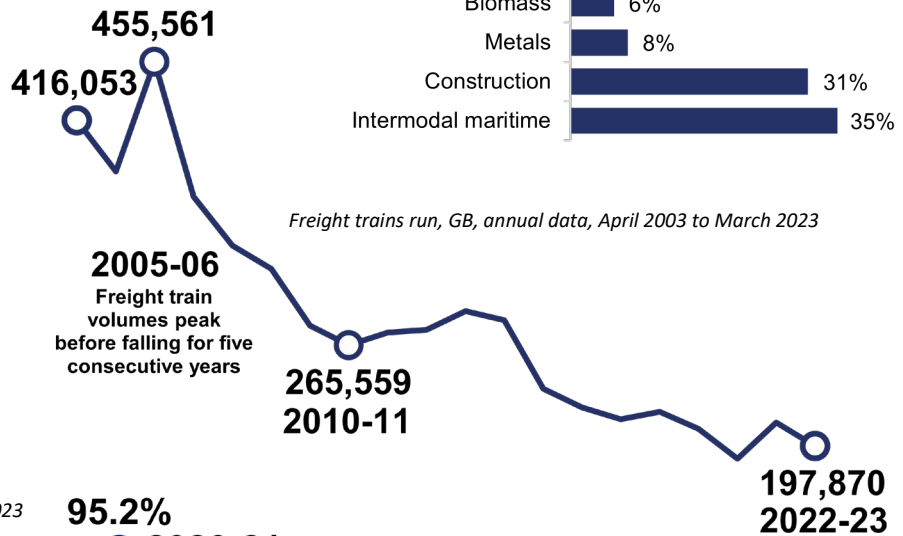


There were **197,870 freight movements** in the year ending March 2023.

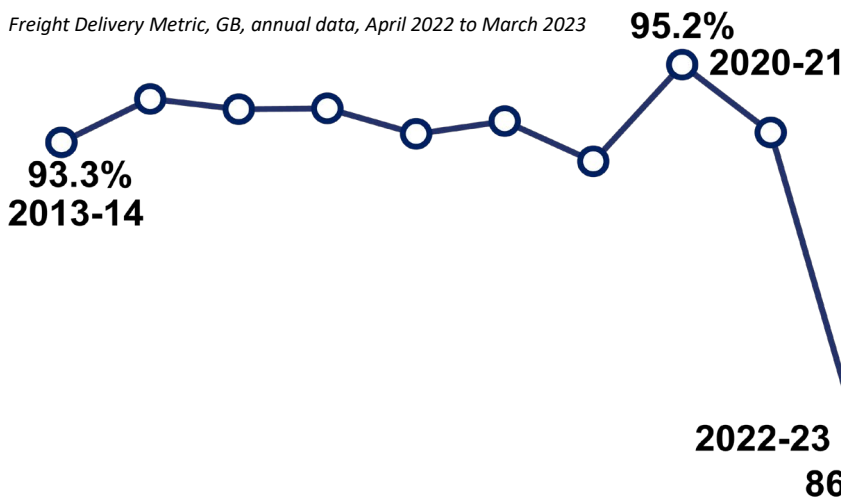
15,643

Change compared with previous year

Freight trains run, GB, annual data, April 2003 to March 2023



Freight Delivery Metric, GB, annual data, April 2022 to March 2023



86.0% of freight trains arrived within 15 minutes of their scheduled arrival time in the year ending March 2023.

7.6 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's [Freight rail usage and performance](#) page

Passenger rail service complaints

There were **346,758** complaints closed in the year ending March 2023.

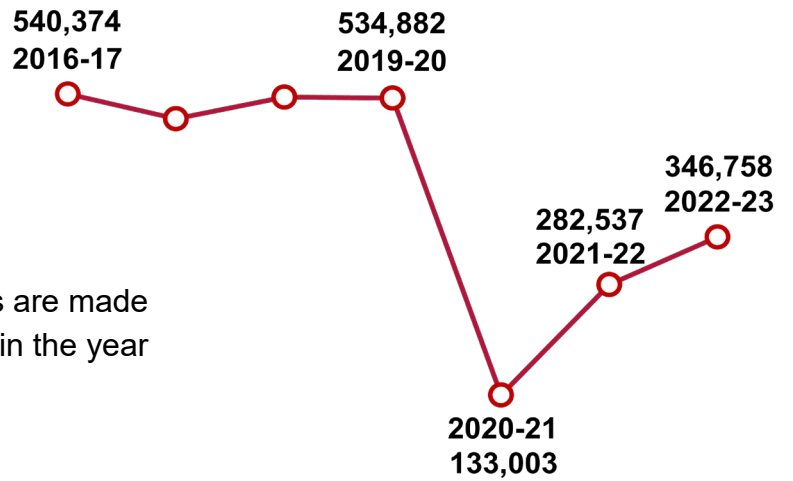
23%

Percentage change compared with the previous year

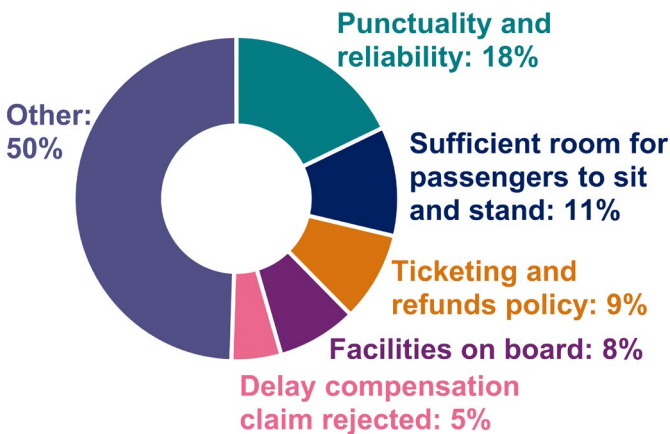


81% of all complaints are made by email or webform in the year ending March 2023.

Complaint volumes closed, GB, annual data, April 2016 to March 2023



Percentage of complaints by category, GB, annual data, April 2022 to March 2023



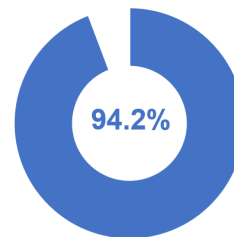
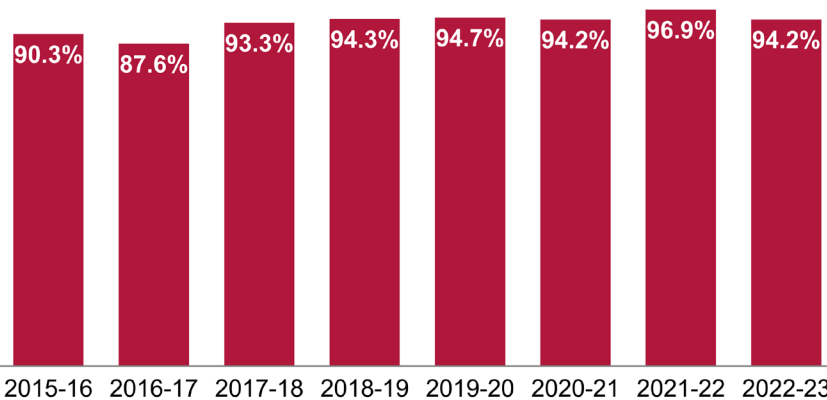
Punctuality and reliability remains the most complained about category.

Complaints about Sufficient room for passengers to sit and stand are up from 9% in the previous year.



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 2023



of complaints were responded to within 20 working days in the year ending March 2023.

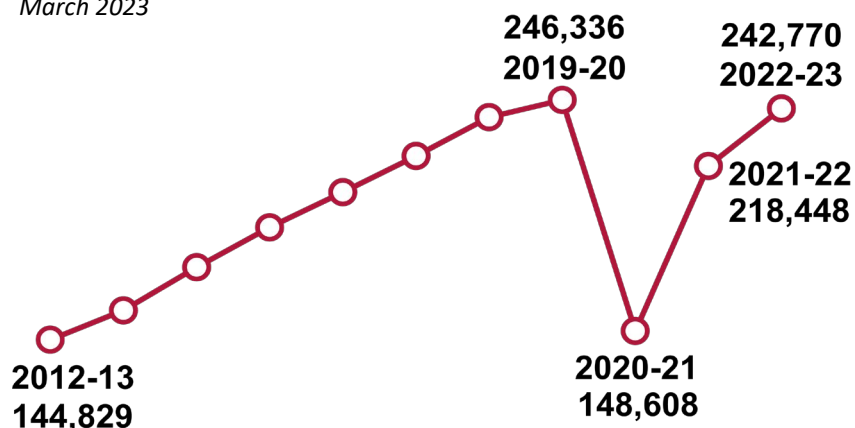
2.7 pp

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's [Passenger rail service complaints](#) page

Disabled Persons Railcards

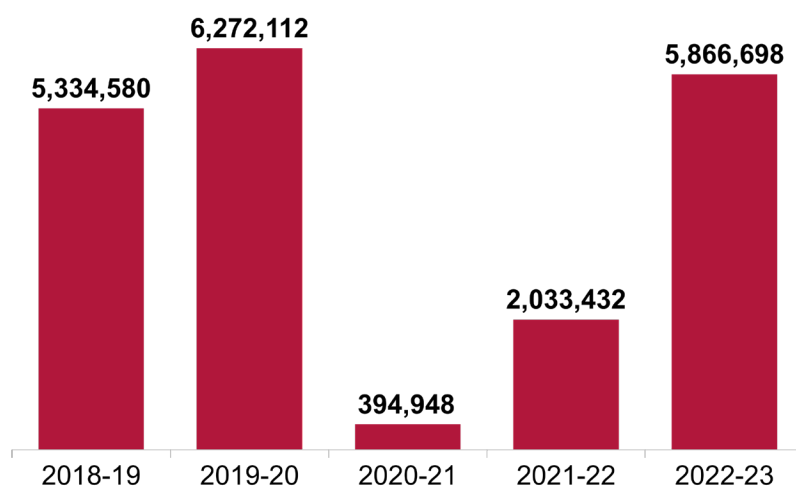
DPRC in circulation at financial year end, GB, annual data, April 2012 to March 2023



As of 31 March 2023, there were **242,770 Disabled Persons Railcards (DPRCs) in circulation**, up 11% on the previous year.

Delay compensation claims

Volume of delay compensation claims closed, GB, annual data, April 2018 to March 2023



There were **5,866,698 delay compensation claims** closed in the year ending March 2023.

 **189%**

Percentage change compared with the previous year



97.1% of claims were closed within 20 working days.



Of those claims closed, 79.1% were approved by train operators.

NOTE: Passenger assists data were not available at the time of publication. This was due to an ongoing investigation with our data supplier into data quality issues related to the inclusion of some unbooked assists. When published, passenger assists data can be found on the ORR data portal's [Passenger assistance](#) page.

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

Passenger rail performance

67.8% of recorded station stops in Great Britain arrived 'On time' (early or less than one minute after the scheduled time) in the year ending March 2023.

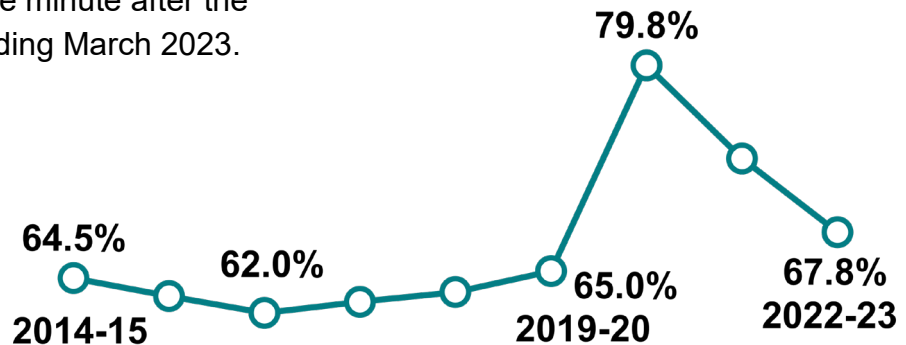
On Time, GB, annual data, April 2014 to March 2023



5.4 pp



Percentage point change compared with the previous year



3.8% of trains classified as Cancellations in Great Britain in the year ending March 2023.

Cancellations score, GB, annual data, April 2014 to March 2023

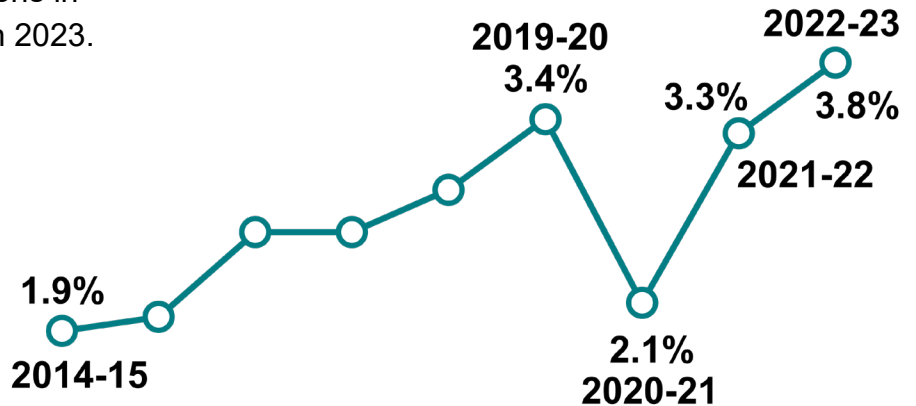


0.4 pp



Percentage point change compared with the previous year

The cancellation 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 6.6 million scheduled passenger services in the year ending March 2023.

54 severely disrupted days in Great Britain in the year ending March 2023, the most on record.

14 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's [Passenger rail performance](#) page

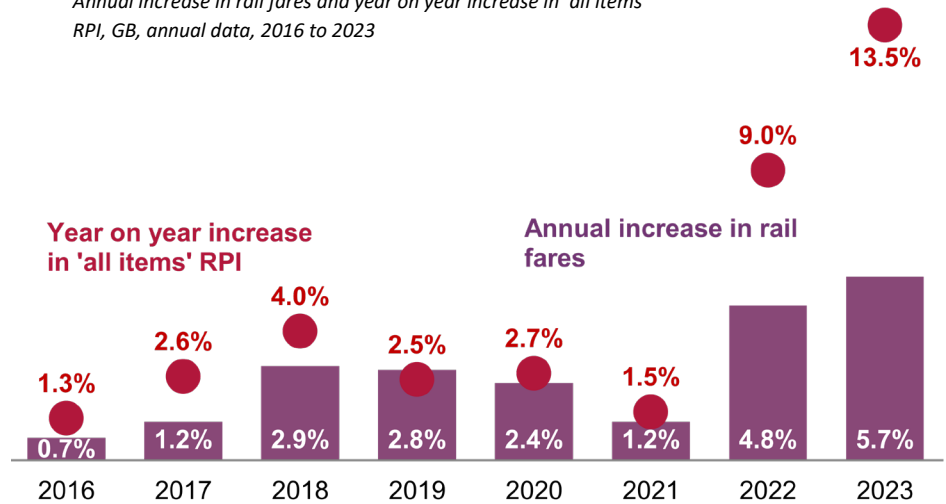
Rail fares index (2023)



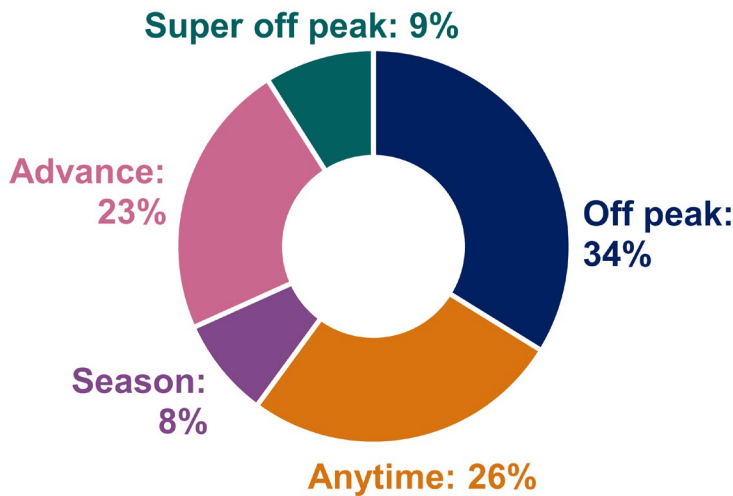
Annual increase in rail fares and year on year increase in 'all items' RPI, GB, annual data, 2016 to 2023

There was 5.7% increase in rail fares across Great Britain in March 2022 compared with a 13.5% rise in the Retail Prices Index (RPI).

London and the South East distance rail fares saw the largest increase of 6.0%.



Revenue share by ticket type, GB, annual data, March 2022 to February 2023



Market share for Off peak tickets fell to 34% compared with 36% in the previous year.

Anytime tickets increased to 26% in the year ending 31 March 2023, up from 23% in the previous year.

Revenue data was calculated between March 2022 and February 2023 as the rail fares index weightings are based on revenue in the twelve months preceding the implementation of new fares (March 2023).

Nominal and real terms change in regulated and unregulated fares, GB, Latest fare change (Mar 2023)



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

Rail industry finance (UK)

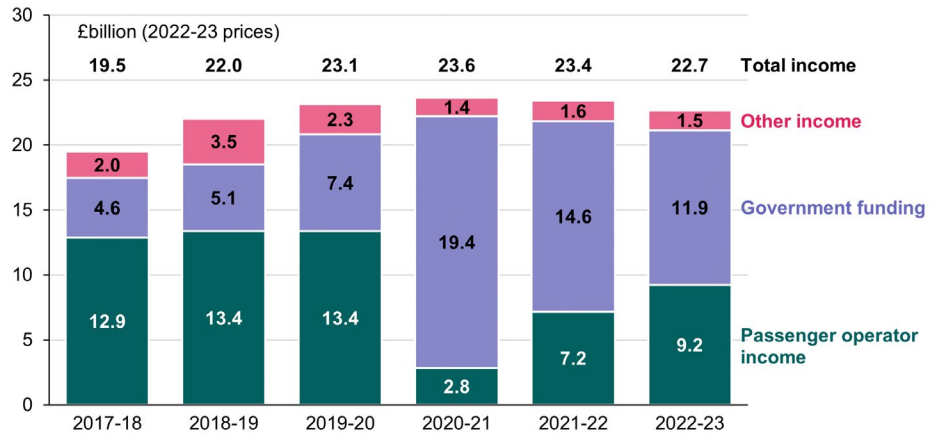


£22.7 billion total income to the rail industry in the UK in the year ending March 2023

↓ **3%**

Percentage change compared with the previous year, adjusted for inflation

Income for the operational rail industry, UK, annual data, April 2017 to March 2023



NOTE: The data are compiled from many different industry accounts. There are variations and timing differences in the basis of these accounts along with increases in inflation affecting Network Rail's finance costs, which results in the £2.7 billion difference between total income and total expenditure.

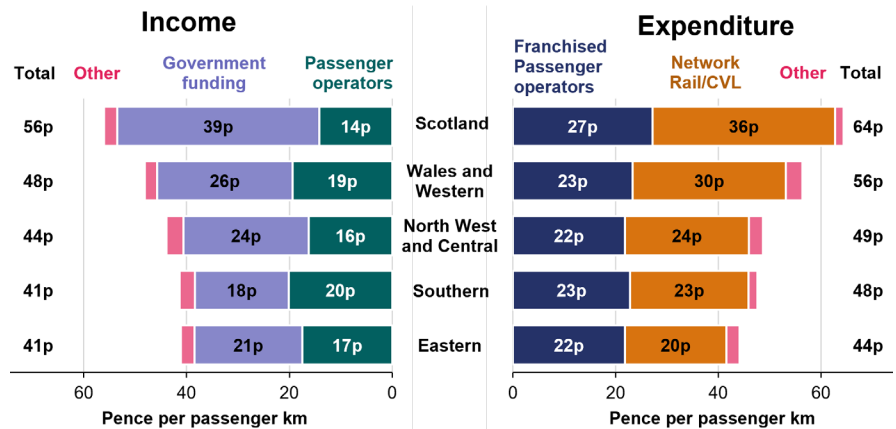
41% of total industry income came from fares, with **52%** coming from Government.

Total industry expenditure was £25.4 billion in the year ending March 2023, driven by an increase in Network Rail's finance costs.

↑ **1%**

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

Rail industry income and expenditure by Network Rail region normalised by passenger kilometres, GB, annual data, April 2022 to March 2023



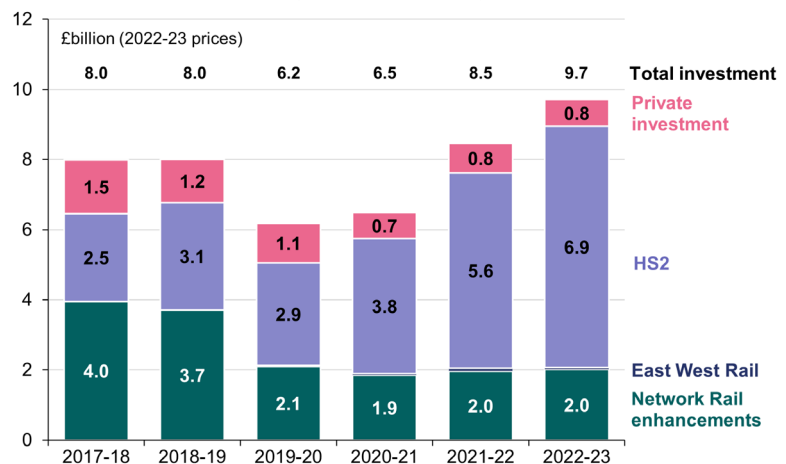
Total investment in the rail industry reached **£9.7 billion** in the year ending March 2023.

↑ **15%**

Percentage change compared with the previous year, adjusted for inflation

The HS2 project accounts for nearly all the increase in investment (£1.3 billion).

Investment in the rail industry, GB, annual data, April 2017 to March 2023



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

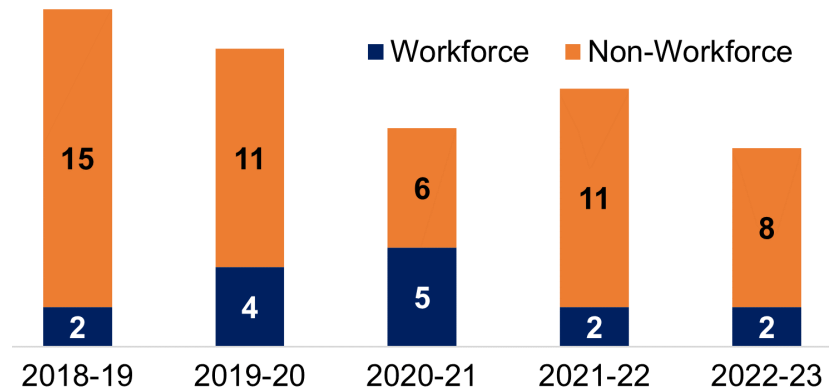
Rail safety



Non-workforce fatalities (passenger or public) on Great Britain’s railways, across all rail networks, dropped to **eight** in the year ending March 2023.

There were **two workforce fatalities** on Great Britain’s mainline railway in the year ending March 2023.

Workforce and non-workforce fatalities, GB, annual data, April 2018 to March 2023



300 public suicide or suspected suicide attempts on the mainline in the year ending March 2023:

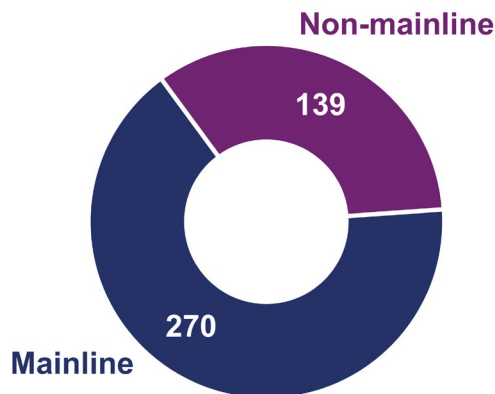
- 236 were fatalities, a decrease of 25 on the previous year.

70 public suicide or suspected suicide attempts on London Underground in the year ending March 2023:

- 29 were fatalities, an increase of five on the previous year.

There were **409 train accidents** in the year ending March 2023, down 15% on the previous year

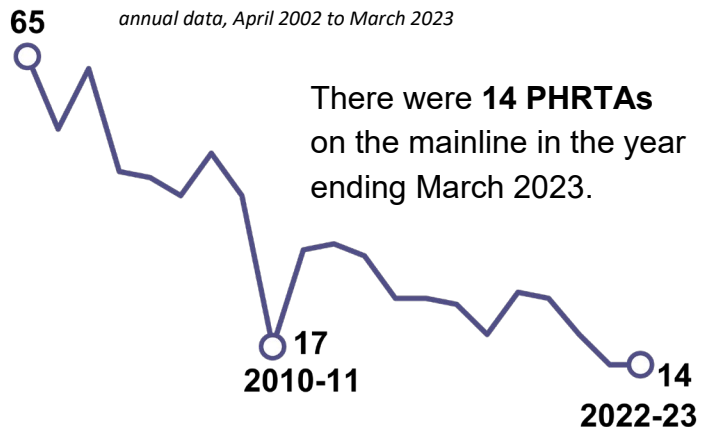
Accidents on Great Britain’s railways, April 2022 to March 2023. Non-mainline includes trams, metros and other non-Network Rail networks.



There were **no** train accidents on the London Underground network in the latest year for the first time since the start of the time series in April 2017.

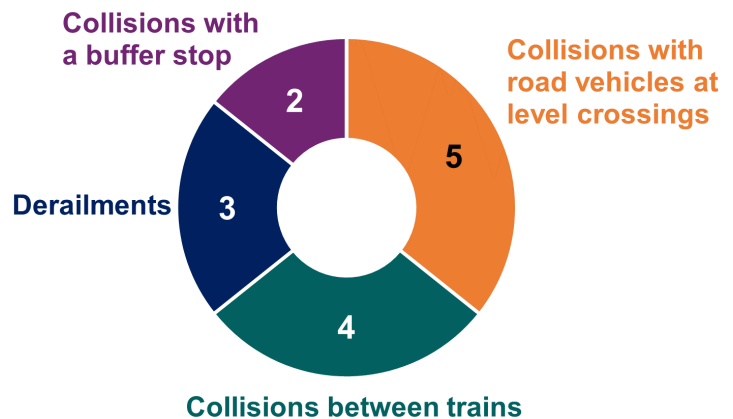
2002-03

Potentially high-risk train accidents (PHRTAs) on the mainline, Great Britain, annual data, April 2002 to March 2023



There were **14 PHRTAs** on the mainline in the year ending March 2023.

Potentially high-risk train accidents (PHRTAs) on the mainline by type, GB, annual data, April 2022 to March 2023



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

Signals passed at danger (SPADs)

There were **266 SPADs on the mainline** in the year ending March 2023.

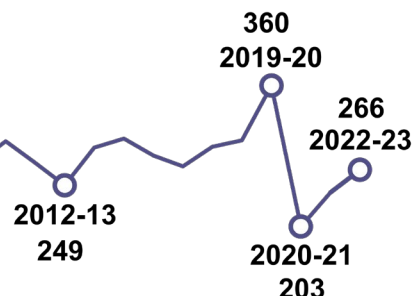


10%

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 2023

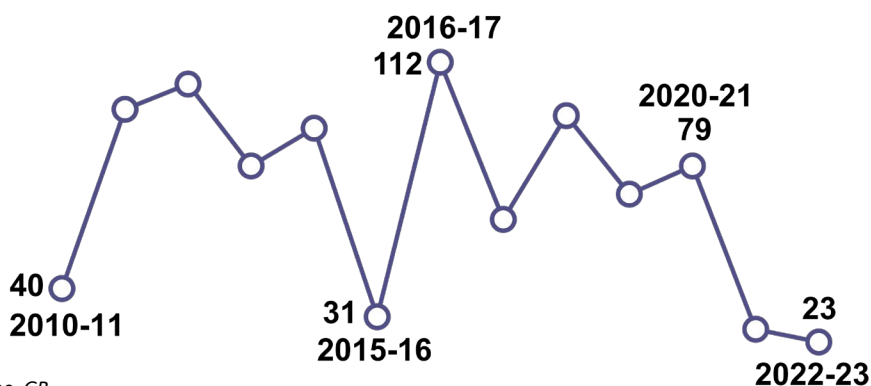


Occupational health

23 cases of Occupational health diseases were reported in the year ending March 2023, with:

- **18 cases** of Hand Arm Vibration Syndrome
- **5 cases** of Carpal Tunnel Syndrome

Occupational health diagnoses, GB, annual data, April 2010 to March 2023



Shock or trauma and manual handling incidents resulting in lost time, GB, annual data, April 2012 to March 2023



293 cases of Shock or Trauma leading to lost time were reported in the year ending March 2023

12

Case number change compared with the previous year

99 cases of Manual handling incidents leading to lost time were reported in the year ending March 2023

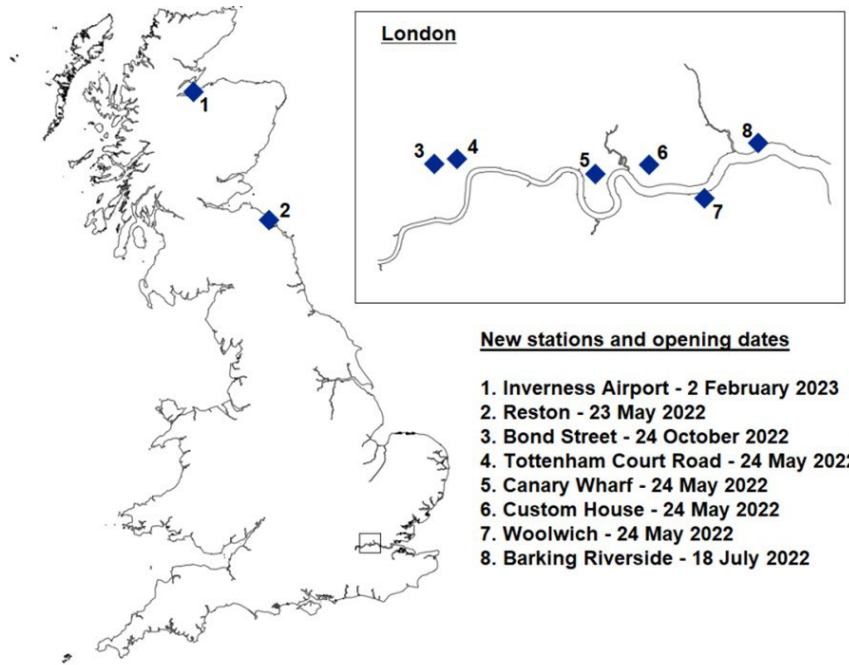
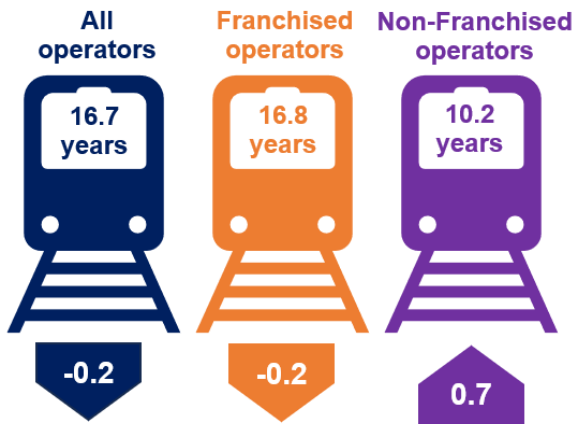
14

Case number change compared with the previous year

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

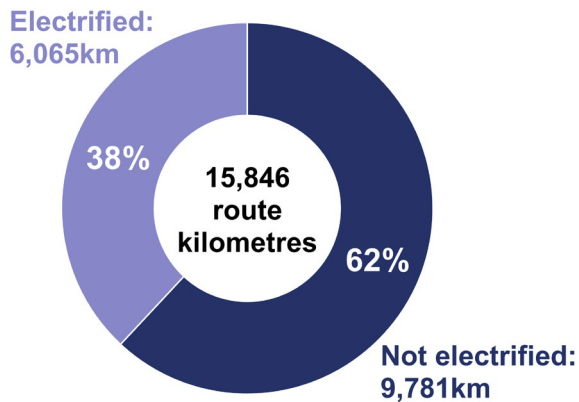
Rail infrastructure and assets

As of 31 March 2023, the average age of passenger train operators rolling stock in Great Britain decreased by 0.2 years compared with 31 March 2022.



New stations and opening dates

1. Inverness Airport - 2 February 2023
2. Reston - 23 May 2022
3. Bond Street - 24 October 2022
4. Tottenham Court Road - 24 May 2022
5. Canary Wharf - 24 May 2022
6. Custom House - 24 May 2022
7. Woolwich - 24 May 2022
8. Barking Riverside - 18 July 2022

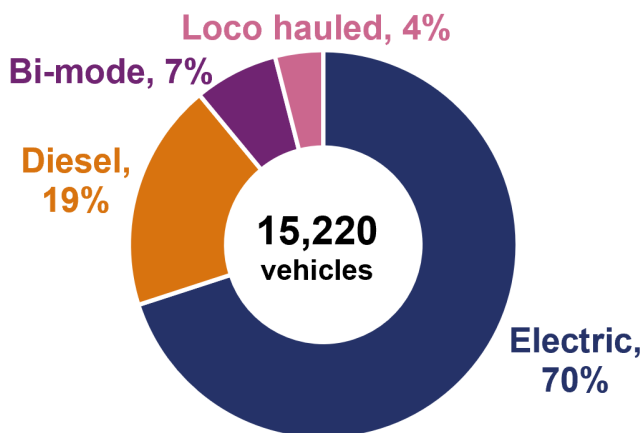


Electrification of the mainline, GB, as of 31 March 2023



Eight new stations opened between April 2022 and March 2023, taking the total to **2,578**

Proportion of passenger rolling stock by traction type, Great Britain, as of 31 March 2023

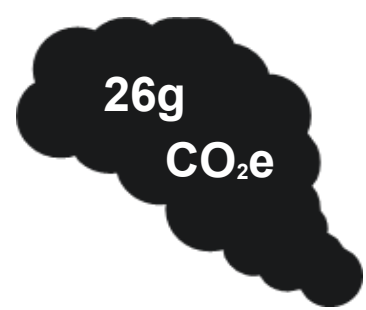
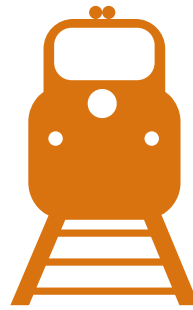
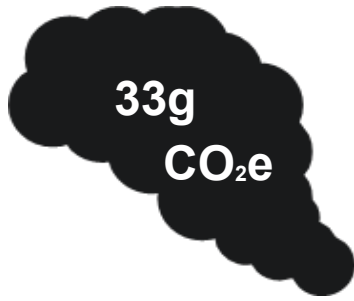


Out of the 24 passenger operators, **seven** have fully electric fleets.

Out of the 24 passenger operators, **six** have no electric-only trains in their fleets.

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

Rail emissions



Emissions per passenger km in the year to March 2023



Percentage change compared with the previous year

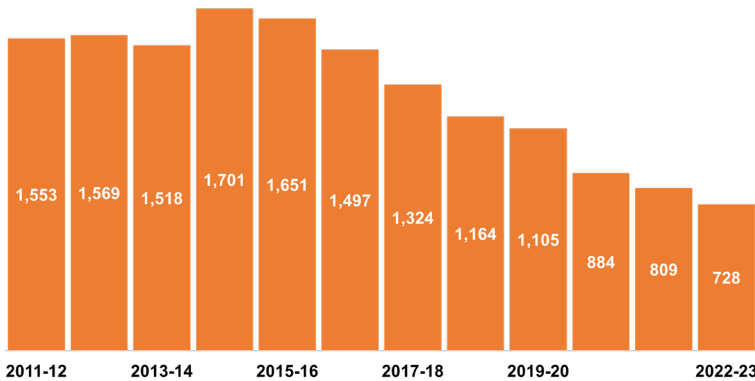
Emissions per net freight tonne km in the year to March 2023



Percentage change compared with the previous year

Total traction carbon dioxide equivalent (CO₂e) emissions for electricity and diesel combined, for both freight and passenger trains combined were 2,212 kilotonnes for the year ending March 2023, the lowest emissions level since the start of the comparable time series in April 2011.

Carbon dioxide equivalent emissions for electricity (kilotonnes), GB, annual data, April 2011 to March 2023

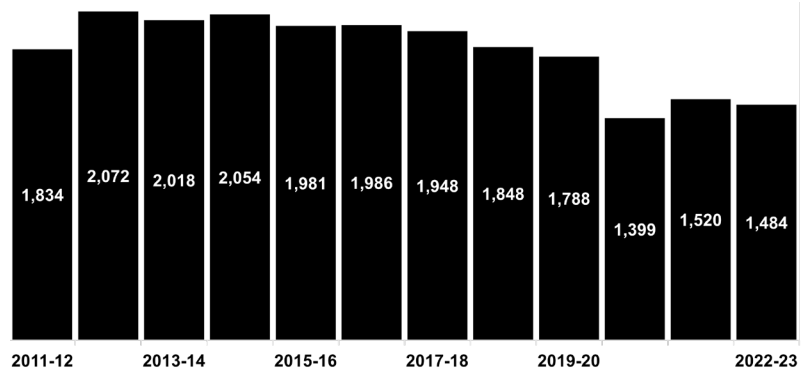


The average CO₂e per electric vehicle km is **334g** for passenger rail services and **188g** for freight.

Carbon dioxide equivalent emissions for diesel (kilotonnes), GB, annual data, April 2011 to March 2023



The average CO₂e per diesel vehicle km is **1,436g** for passenger rail services and **596g** for freight.



Statistical releases, data tables, an interactive dashboard, methodology and quality information is available on the ORR data portal's [Rail emissions](#) 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. Alternatively, you can contact OSR by emailing 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 emissions; Regional rail usage;** and four quarterly publications: **Passenger rail performance; Freight rail usage and performance; Passenger rail usage; Passenger rail service complaints.**

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.

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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