# Rail Factsheet
## About this factsheet
This factsheet provides an overview of key statistics on rail in Great Britain and the context of how rail fits in the wider transport system. The national rail statistics are for surface rail only, and do not include underground, light rail and tram systems. These statistics cover up until March 2020 so include some effects of the coronavirus pandemic.

## Contents

### Rail Travel to March 2020
- P2 Car is the most common mode of transport, but travel by rail had been increasing the fastest
- P2 Rail demand has more than doubled since rail privatisation in 1994/95
- P2 Rail travel is concentrated in London and the South East

### Usage and Users
- P3 Rail travel in major cities is dominated by peak travel
- P3 Train punctuality increased
- P3 Commuting is the most common journey purpose of rail passengers

### Passenger experience
- P4 The proportion of train journeys rated as satisfactory is higher than for car journeys
- P4 More passengers are claiming compensation

### Finance
- P4 Government funding of rail has increased

### Safety
- P4 Rail remains one of the safest modes of transport

### Freight
- P4 Freight moved by rail has decreased

## Rail statistics overview

### In Great Britain in 2019/20:

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rail usage</td>
<td>0.7% decrease in passenger journeys, but second highest level on record at 1.7 billion journeys.</td>
</tr>
<tr>
<td>Safety incidents</td>
<td>2.8% increase in safety incidents involving passengers to 6,855 incidents.</td>
</tr>
<tr>
<td>Peak standing</td>
<td>0.5% decrease in morning peak standing levels to 19.3% passengers standing in autumn 2019</td>
</tr>
<tr>
<td>Punctuality</td>
<td>1.4pp increase in train punctuality compared to 2018/19 to 64.8%.</td>
</tr>
<tr>
<td>Finance</td>
<td>6.2% increase in total government support for the railways to £11.1bn.</td>
</tr>
<tr>
<td>Satisfaction</td>
<td>1.0% decrease in passenger satisfaction in Spring 2020 compared to Spring 2019 to 82%</td>
</tr>
</tbody>
</table>

## The coronavirus (COVID-19) pandemic
Rail estimates in this release cover up until the end of March 2020. Therefore, some of the figures have been affected by the coronavirus (COVID-19) pandemic, in particular statistics on:
- rail usage
- rail punctuality
- rail finance
- rail emissions
- rail freight
- rail safety


## Change in use of transport modes

<table>
<thead>
<tr>
<th>Year</th>
<th>All motor vehicles</th>
<th>Transport for London</th>
<th>Bus (excluding London)</th>
<th>Rail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar-20</td>
<td>120%</td>
<td>100%</td>
<td>60%</td>
<td>20%</td>
</tr>
<tr>
<td>May-20</td>
<td>100%</td>
<td>80%</td>
<td>40%</td>
<td>20%</td>
</tr>
<tr>
<td>Jul-20</td>
<td>80%</td>
<td>60%</td>
<td>30%</td>
<td>20%</td>
</tr>
<tr>
<td>Sep-20</td>
<td>60%</td>
<td>40%</td>
<td>20%</td>
<td>20%</td>
</tr>
<tr>
<td>Nov-20</td>
<td>40%</td>
<td>20%</td>
<td>10%</td>
<td>20%</td>
</tr>
</tbody>
</table>
Railway in Great Britain

The mainline railway is comprised of:

- 2,567 stations
- 22 Train Operating Companies (TOCs)
- 17.3 years average age of rolling stock
- 15,904 km of route
- 6,049 km (38%) of route electrified

For further information, please see:
- Office of Rail and Road: Rail Infrastructure and Assets
- Office of Rail and Road: TOC key statistics
- Office of Rail and Road: Rail Emissions

Rail travel

Car was the most common mode of transport, but travel by rail has increased the fastest since 2002

Of all travel in England in 2019, rail accounted for:

- 2% of trips
- 10% of distance
- 8% of travel time

Key: Rail, Bus, Other, Cars, Walk

Rail trips accounted for just 2% of all trips in 2019 (3% when walking is excluded), but rail travel tended to be used for longer journeys and so made up a larger proportion of total distance and time spent travelling.

This data covers England only and calendar year 2019.
For more information please see Department for Transport: National Travel Survey

Rail demand has more than doubled since rail privatisation in 1994/95

In 20 years, rail journeys increased by 89% to reach a record 1.8 billion journeys in 2018/19, but declined to 1.7 billion in 2019/20. Rail use has increased faster than any other mode of transport.

For further information see:
- Office of Rail and Road: Passenger rail usage statistics
- Department for Transport: Transport Statistics Great Britain

Distance travelled by mode, 1952 to 2018 (km)

Not to scale

<table>
<thead>
<tr>
<th>Mode</th>
<th>1952</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rail</td>
<td>1.7</td>
<td>81</td>
</tr>
<tr>
<td>Bus</td>
<td>0.5</td>
<td>35</td>
</tr>
<tr>
<td>Other</td>
<td>838</td>
<td>683</td>
</tr>
</tbody>
</table>

Almost two-thirds of rail journeys started or ended in London

In 2018 and 2019, London residents made on average 54 rail trips per person per year, whereas the England average was 22.

For further information see:
- Office of Rail and Road: Regional rail usage statistics
- Department for Transport: National Travel Survey
Rail usage and users

Rail travel in major cities is dominated by peak travel

Over 1.1 million passengers travelled to central London by train on a typical weekday in autumn 2019; over half arrive in the AM peak (7-10am). In major cities outside London most travel still occurs in the peak, but more passengers travel in the PM peak (4-7pm; 27.4%) than the AM peak (24.5%).

Train punctuality has increased despite more services running

In 2019/20 there was a 3% increase in planned train services and a 1.4 percentage point improvement in punctuality compared with the previous year. Since the decline in punctuality in 2018/19 due to timetabling difficulties, punctuality has since increased and remained at the higher level.

Rail crowding has been increasing historically and improved slightly in autumn 2019

Across major cities, the percentage of passengers standing in the AM peak increased from 17.0% in 2010 to 19.8% in 2018, but has slightly decreased in 2019 to 19.3%.

Commuting is the most common journey purpose of rail passengers

Over half of all rail journeys in England in 2019 were for commuting and over a quarter for leisure. Males undertook 1.4 more rail trips on average than females (25 trips per person per year vs 18 trips per person per year).
Passenger experience

The proportion of train journeys rated as satisfactory was higher than for car journeys

Passenger journeys rated as satisfactory overall across different modes are:

- Train: 82%
- Car: 89%
- Bus: 81%

For more information see Transport Focus: National Rail Passenger Survey

More passengers are claiming compensation

Delay Repay is a national compensation scheme across most TOCs that compensate customers who’ve been delayed by at least 30 or 15 minutes. Since 2018, the proportion of all passengers eligible to claim for a delay of any length has increased.

- % of passengers who experience a delay eligible for compensation in past six months
- % of eligible passengers who claimed for a delay in the past six months

Rail finance

Government funding of rail has increased

Across the public sector, the railways account for over half of total transport expenditure

<table>
<thead>
<tr>
<th>Income by source, real terms</th>
<th>Government support</th>
<th>Passenger revenue</th>
<th>Private investment</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018/19</td>
<td>£10.5bn</td>
<td>£11.5bn</td>
<td>£1.1bn</td>
</tr>
<tr>
<td>2019/20</td>
<td>£11.1bn</td>
<td>£11.6bn</td>
<td>£1.0bn</td>
</tr>
<tr>
<td>% change</td>
<td>6.2%</td>
<td>0.3%</td>
<td>9.3%</td>
</tr>
</tbody>
</table>

Government support increased in the last year. This is the highest level on record (in real terms) and reflects planned increase in Network Rail funding and increases in net government support payments to train operating companies.

For more information see -HM Treasurys: Country and Regional Analysis -Office of Rail and Road: Rail Industry financials

Rail safety

Rail remains one of the safest modes of transport

Compared with other modes of transport, rail was the safest with 0.2 fatalities per billion passenger miles in 2019/20.

For more information see Office of Rail and Road: Rail Safety

Rail freight

The proportion of freight moved by rail has decreased

In 2018, 8.9% of freight moved in Great Britain was by trains, a 0.2 percentage point decrease compared with the previous year. In 2019/20, the total amount of rail freight transported decreased to 16.6 billion net tonne kilometres, a 4.6% decrease on 2018/19.

For more information see Office of Rail and Road: Freight Rail Usage and performance