



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.

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Rail statistics overview

In Great Britain in 2019/20:

Latest year compared to the previous year of available data



Rail usage

0.7%

decrease in passenger journeys, but second highest level on record at 1.7 billion journeys.

Safety incidents

2.8%

increase in safety incidents involving passengers to 6,855 incidents.

Peak standing

0.5%

decrease in morning peak standing levels to 19.3% passengers standing in autumn 2019

Punctuality

1.4pp

increase in train punctuality compared to 2018/19 to 64.8%.

Finance

6.2%

increase in total government support for the railways to £11.1bn.

Satisfaction

1.0%

decrease in passenger satisfaction in Spring 2020 compared to Spring 2019 to 82%

The coronavirus (COVID-19) pandemic



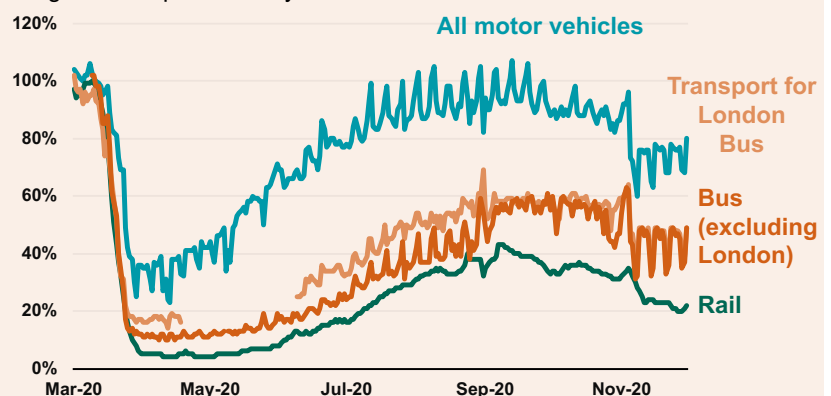
Rail estimates in this release cover up until the end of March 2020. Therefore, some of the figures have been affected by the coronavirus (COVID-19) pandemic, in particular statistics on:

- rail usage
- rail punctuality
- rail finance
- rail emissions
- rail freight
- rail safety

Daily figures showing travel trends since 1 March 2020 are being published on a weekly basis. For further information see the Department for Transport: [Transport use during the coronavirus \(COVID-19\) pandemic](#) statistics.

Change in use of transport modes

percentage of an equivalent day or week



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

Rail emissions



35.1g CO2e
emissions per passenger km

4.1% compared with 2018/19



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](#)

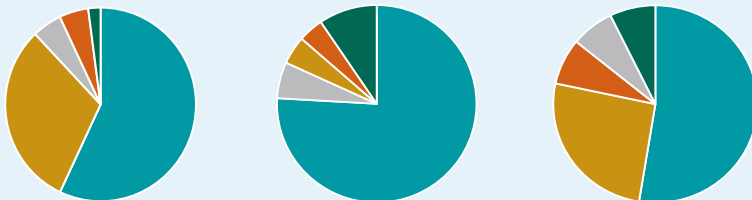
Rail travel



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](#)

Travel trends across modes



Trips per person per year

	21	50	580	250
since 2002:	58%	22%	14%	5%

Miles per person per year

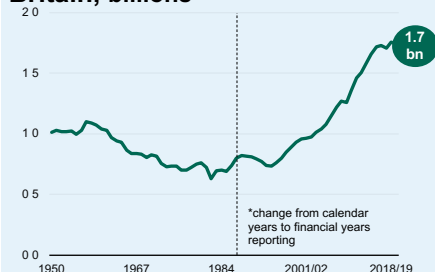
	625	231	5,009	205
since 2002:	43%	16%	14%	1%

Hours per person per year

	29	30	212	70
since 2002:	56%	15%	10%	4%

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

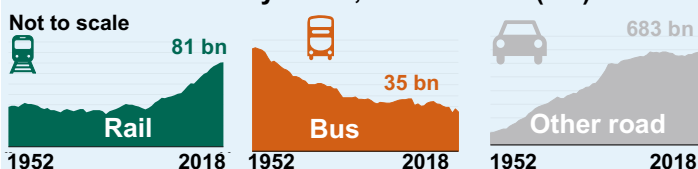
Rail passenger journeys in Great Britain, billions



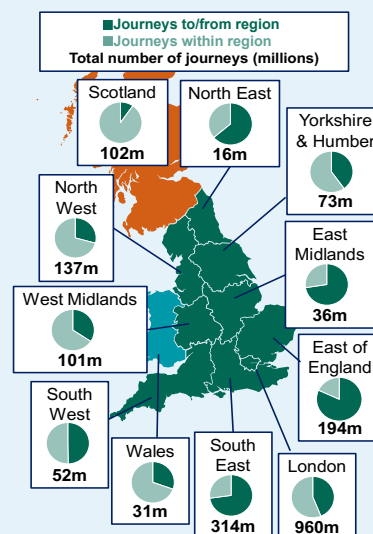
In 20 years, rail journeys increased by 89% to reach a record 1.8 billion journeys in 2018/19, but declined to 1.7 billion in 2019/20. Rail use has increased faster than any other mode of transport.

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)



Rail travel is highest in London and the South East



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.

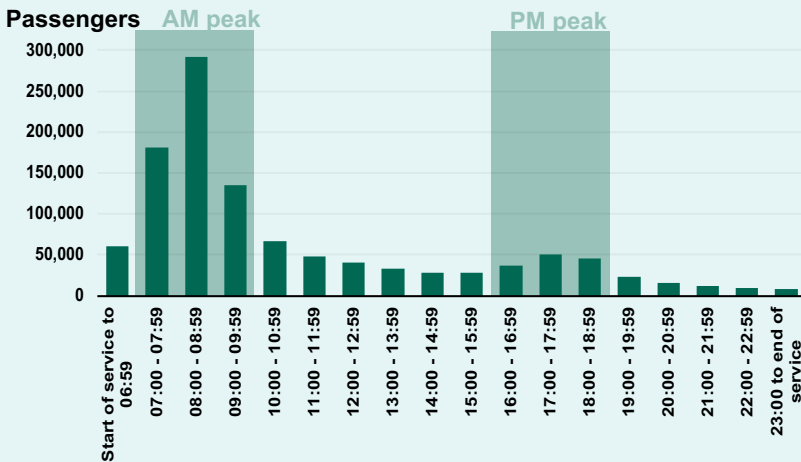
For further information see:
- Office of Rail and Road: [Regional rail usage statistics](#)
- Department for Transport: [National Travel Survey](#)

Rail usage and users



Rail travel in major cities is dominated by peak travel

Passengers arriving into London, Autumn weekday 2019

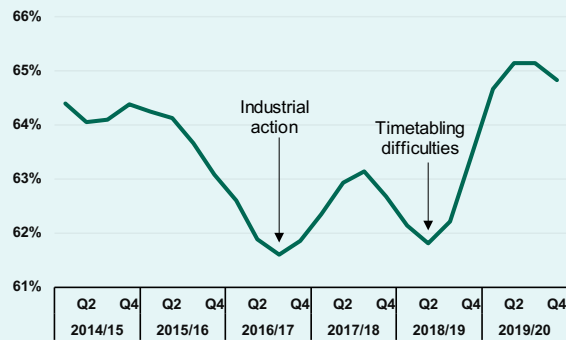


Over 1.1 million passengers travelled to central London by train on a typical weekday in autumn 2019; over half arrive in the AM peak (7-10am). In major cities outside London most travel still occurs in the peak, but more passengers travel in the PM peak (4-7pm; 27.4%) than the AM peak (24.5%).

i For further information see:
 -Department for Transport: [Rail passenger numbers and crowding on weekdays in major cities in England and Wales](#)

Train punctuality has increased despite more services running

Percentage of trains 'on time' by financial quarter (Moving annual average)



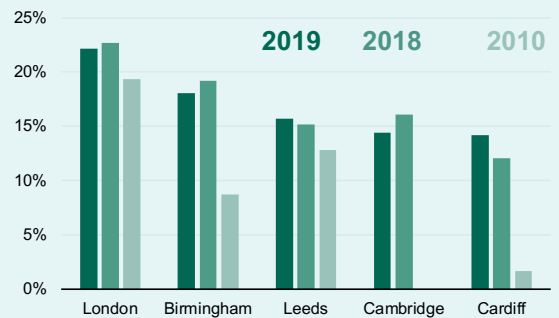
i 'on time' services are those that arrive at the station early or less than one minute after the scheduled time. This is different from the Public Performance Measure (PPM) used previously.

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.

i For further information see:
 -Office of Rail and Road: [Passenger rail performance](#)

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

Percentage of AM peak commuters standing



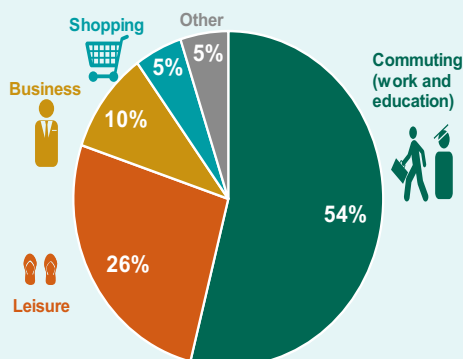
*Statistics for Cambridge were first published in autumn 2017, so 2010 figures are unavailable.

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%.

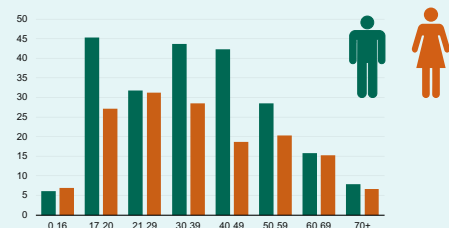
i For further information see:
 -Department for Transport: [Rail passenger numbers and crowding on weekdays in major cities in England and Wales](#)

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).



Rail trips per person per year by age and sex



On average users with mobility difficulties made 6.4 times fewer rail trips, but 1.5 times fewer car trips and 1.4 times fewer bus trips in 2019 than those without mobility difficulties.

i This data covers England only.
 For more information see
 Department for Transport: [National Travel Survey](#)

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:

i For more information see Transport Focus: [National Rail Passenger Survey](#)



82%



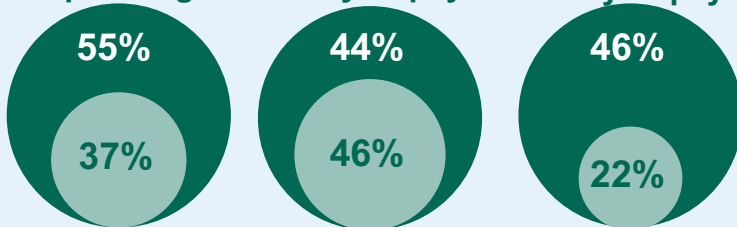
89%



81%

More passengers are claiming compensation

All passengers Delay Repay 30 Delay Repay 15



i For more information see Department for Transport: [Rail delays and 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.

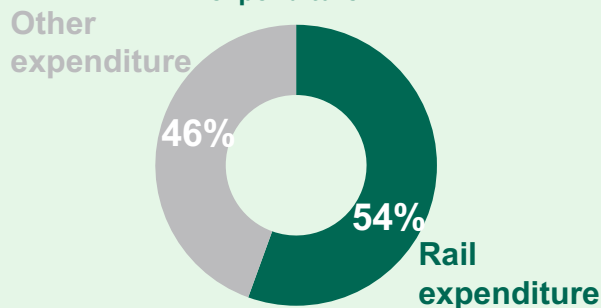
- % of passengers who experience a delay eligible for compensation in past six months
- % of eligible passengers who claimed for a delay in the past six months

Rail finance



Government funding of rail has increased

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



Income by source, real terms

	Government support	Passenger revenue	Private investment
2018/19	£10.5bn	£11.5bn	£1.1bn
2019/20	£11.1bn	£11.6bn	£1.0bn
% change	↑ 6.2%	↑ 0.3%	↓ 9.3%

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.

i For more information see -HM Treasury's: [Country and Regional Analysis](#)

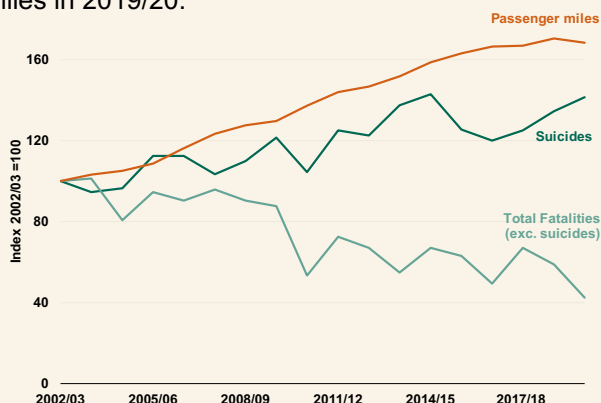
-Office of Rail and Road: [Rail Industry financials](#)

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.



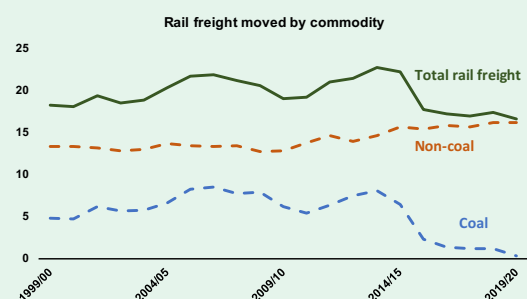
i For more information see Office of Rail and Road: [Rail Safety](#)

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.



i For more information see Office of Rail and Road: [Freight Rail Usage and performance](#)