Rail Statistics Compendium
Great Britain
2017-18 Annual

Publication Date: 4th December 2018
Next release: November 2019

Background
This annual compendium publication contains a summary of the statistical releases published by ORR for 2017-18. Full copies of the individual releases can be found on our website and are updated either quarterly or annually. All releases have accompanying data tables published on ORR’s data portal and interactive charts are available for our more popular statistics. See the annex of this compendium publication for more information.

The data is sourced from a range of rail industry bodies, including Network Rail, Train/Freight Operating Companies, and the Department for Transport.

All statistics are correct at the time of the annual or quarter four publication, but may change due to subsequent revisions.

For the latest data please visit our website or the data portal.

Contents
Passenger and Freight Rail Performance - page 2
Passenger Rail Usage - page 3
Freight Rail Usage - page 4
Passenger Rail Service Complaints - page 5
Rail Finance - page 6
Rail Fares Index - page 7
Rail Safety Statistics - page 8
Rail Infrastructure, Assets and Environmental - page 9
Estimates of Station Usage (2016-17) - page 10
Regional Rail Usage (2016-17) - page 11
Annex - page 12

Responsible Statistician: Lyndsey Melbourne (Tel: 020 7282 3978)
Public Enquiries: Email: Rail.Stats@orr.gsi.gov.uk
Media Enquiries: Tel: 020 7282 2094
Freight delivery metric (FDM) in 2017-18 was 93.5%, which has worsened by 0.7 pp compared with 2016-17.

London and South East was the only sector to see a year-on-year improvement in punctuality. PPM in 2017-18 was 86.9%, an improvement of 1.7 pp compared with 2016-17.

This is primarily as a result of the improvement in the performance of Govia Thameslink Railway (GTR).

There was considerably more weather related disruption across the majority of train operating companies in 2017-18 compared with 2016-17. The storms and snow in February and March 2018 were major contributors to this.

London and South East CaSL in 2017-18 was 4.2%, an improvement of 0.5 pp compared with 2016-17.

National punctuality Public Performance Measure (PPM) in 2017-18 was 87.8%, an improvement of 0.1 pp compared with 2016-17.

National reliability measured as the proportion of trains Cancelled or Significantly Late (CaSL) in 2017-18 was 3.9%, the same as 2016-17.

The full statistical release can be found:

Further data on passenger and freight rail performance is available on ORR’s data portal:
http://dataportal.orr.gov.uk/browsereports/3
Passenger Rail Usage: 2017-18

For the first time since the economic downturn in 2009-10, Great Britain’s annual passenger journeys fell in 2017-18 to 1.708 billion (including non-franchised), driven by a 9.2% fall in season ticket journeys.

The 1.4% fall in passenger journeys is the largest annual decrease recorded since 1993-94. This has been driven by a record fall of 2.1% in the London and South East sector, which makes up just over two-thirds (68.7%) of the national passenger journeys.

The full statistical release can be found:

For the first time since the economic downturn in 2009-10, Great Britain’s annual passenger journeys fell in 2017-18 to 1.708 billion (including non-franchised), driven by a 9.2% fall in season ticket journeys.

The 1.4% fall in passenger journeys is the largest annual decrease recorded since 1993-94. This has been driven by a record fall of 2.1% in the London and South East sector, which makes up just over two-thirds (68.7%) of the national passenger journeys.

The rate of growth in both passenger kilometres (0.3%) and passenger revenue (2.3%) has been at its lowest level since 2000-01.

Passenger Rail Usage: 2017-18

66.2 billion passenger kilometres (including non-franchise) were recorded on Great Britain’s rail network in 2017-18, with the growth in passenger kilometres slowing to 0.3%, mirroring the slowdown in growth seen in passenger journeys.

Passenger Rail Usage: 2017-18

http://dataportal.orr.gov.uk/browsereports/12

Further data on passenger rail usage is available on ORR’s data portal:
http://dataportal.orr.gov.uk/browsereports/12

Passenger Rail Usage: 2017-18

2017-18
First fall since the economic downturn in 2009-10
1.3
1.7
2009-10
Only fall post privatisation
1994-95
Rail industry privatised

Market share for season ticket journeys was 37% in 2017-18, which is down from 48% a decade ago. Whilst the volume of season ticket journeys has fallen in the last two years, over the same period journeys on advanced, anytime and off-peak tickets have increased.

Passenger Rail Usage: 2017-18

66.2 billion passenger kilometres (including non-franchise) were recorded on Great Britain’s rail network in 2017-18, with the growth in passenger kilometres slowing to 0.3%, mirroring the slowdown in growth seen in passenger journeys.

Passenger Rail Usage: 2017-18


For the first time since the economic downturn in 2009-10, Great Britain’s annual passenger journeys fell in 2017-18 to 1.708 billion (including non-franchised), driven by a 9.2% fall in season ticket journeys.

The 1.4% fall in passenger journeys is the largest annual decrease recorded since 1993-94. This has been driven by a record fall of 2.1% in the London and South East sector, which makes up just over two-thirds (68.7%) of the national passenger journeys.

The full statistical release can be found:

Further data on passenger rail usage is available on ORR’s data portal:
http://dataportal.orr.gov.uk/browsereports/12

Passenger Rail Usage: 2017-18

2017-18
First fall since the economic downturn in 2009-10
1.3
1.7
2009-10
Only fall post privatisation
1994-95
Rail industry privatised

Market share for season ticket journeys was 37% in 2017-18, which is down from 48% a decade ago. Whilst the volume of season ticket journeys has fallen in the last two years, over the same period journeys on advanced, anytime and off-peak tickets have increased.

Passenger Rail Usage: 2017-18

66.2 billion passenger kilometres (including non-franchise) were recorded on Great Britain’s rail network in 2017-18, with the growth in passenger kilometres slowing to 0.3%, mirroring the slowdown in growth seen in passenger journeys.

Passenger Rail Usage: 2017-18


For the first time since the economic downturn in 2009-10, Great Britain’s annual passenger journeys fell in 2017-18 to 1.708 billion (including non-franchised), driven by a 9.2% fall in season ticket journeys.

The 1.4% fall in passenger journeys is the largest annual decrease recorded since 1993-94. This has been driven by a record fall of 2.1% in the London and South East sector, which makes up just over two-thirds (68.7%) of the national passenger journeys.

The full statistical release can be found:

Further data on passenger rail usage is available on ORR’s data portal:
http://dataportal.orr.gov.uk/browsereports/12

Passenger Rail Usage: 2017-18

2017-18
First fall since the economic downturn in 2009-10
1.3
1.7
2009-10
Only fall post privatisation
1994-95
Rail industry privatised

Market share for season ticket journeys was 37% in 2017-18, which is down from 48% a decade ago. Whilst the volume of season ticket journeys has fallen in the last two years, over the same period journeys on advanced, anytime and off-peak tickets have increased.

Passenger Rail Usage: 2017-18

66.2 billion passenger kilometres (including non-franchise) were recorded on Great Britain’s rail network in 2017-18, with the growth in passenger kilometres slowing to 0.3%, mirroring the slowdown in growth seen in passenger journeys.

Passenger Rail Usage: 2017-18


For the first time since the economic downturn in 2009-10, Great Britain’s annual passenger journeys fell in 2017-18 to 1.708 billion (including non-franchised), driven by a 9.2% fall in season ticket journeys.

The 1.4% fall in passenger journeys is the largest annual decrease recorded since 1993-94. This has been driven by a record fall of 2.1% in the London and South East sector, which makes up just over two-thirds (68.7%) of the national passenger journeys.

The full statistical release can be found:

Further data on passenger rail usage is available on ORR’s data portal:
http://dataportal.orr.gov.uk/browsereports/12
Two commodities experienced an increase in freight moved in 2017-18 compared to 2016-17: construction (up 2%) and international (up 13%).

An increase in house building and other construction activity may have increased the amount of construction material moved by rail freight.

Domestic intermodal recorded the biggest share of freight moved in 2017-18 (40%), its highest share since the start of the time series in 1998-99. International recorded the lowest share (3%).

The full statistical release can be found:

Further data on freight rail usage is available on ORR’s data portal:
http://dataportal.orr.gov.uk/browsereports/13
There were 29.3 complaints per 100,000 journeys in 2017-18 for franchised operators. This is a 0.3% decline from 29.4 complaints per 100,000 journeys in 2016-17.

Complaints rate has been between 29.0 and 29.4 for the past five years, except for a drop to 27.4 complaints per 100,000 journeys in 2015-16. The complaints rate has almost halved since 2007-08 (a 48.8% decline).

**Punctuality or reliability** of services was the most common complaint with 25.3% of complaints in 2017-18, a 1.1 pp decrease compared to last year.

Complaints about **facilities on board** and **sufficient room for passengers** continued to attract more complaints in 2017-18, and are now the second and third most complained about area respectively.

Nationally **93.3%** of complaints were closed within **20 working days** in 2017-18, 5.7 pp higher than last year.

In 2017-18, **18 out of 23 TOCs** met the industry requirement to close 95% or more of their complaints within 20 working days. In 2016-17, 12 out of 23 TOCs met this requirement.

**5,804 appeals closed** by independent passenger watchdogs in 2017-18, **40%** higher than the year before.


Further data on passenger rail service complaints is available on ORR’s data portal: [http://dataportal.orr.gov.uk/browsereports/14](http://dataportal.orr.gov.uk/browsereports/14)
Private investment

A net total of £1.3 billion was invested by private companies during 2017-18. This is a real terms increase of 36.1% on the previous year and is the highest value recorded since the time series began in 2006-07. The £1.0 billion invested in rolling stock was the highest value recorded since the time series began.

Further analysis of industry income and expenditure and more detailed train operator financial information can be found in the UK rail industry financial information publication.

The full statistical release can be found:

Further data on rail finance is available on ORR’s data portal:
http://dataportal.orr.gov.uk/browsereports/1
Rail Fares in Great Britain increased by 2.9% in January 2018 compared with a 4.0% rise in the Retail Prices Index (RPI).

This is the fourth time in the last five years that fares have risen below inflation.

The average change in fares across all ticket types increased by 2.9% between January 2017 and January 2018. All ticket types with the exception of Advance fares recorded an increase in excess of 3%.

The largest increase in January 2018 was for Off-Peak tickets. Almost a quarter of revenue comes from Off-Peak tickets and they increased by 3.7% compared to 2017.

Advance tickets recorded their first annual increase since January 2015, going up by 1.1% compared to January 2017, whilst also increasing their market share from 16.2% to 17.3%.

Over the same period, market share for Season tickets fell from 22.6% to 20.9%.

Further data on rail fares index is available on ORR’s data portal:
http://dataportal.orr.gov.uk/browsereports/1

The full statistical release can be found:
Fatalities

There were 7 passenger fatalities in 2017-18, down from 15 in 2016-17. 4 occurred on the mainline and 3 on London Underground. There were no passenger fatalities as a result of a train accident.

There were 2 workforce fatalities in 2017-18. 1 occurred on the mainline and 1 on trams, metros and other non-Network Rail. One more than the previous year.

There were 337 public fatalities in 2017-18, up 9.1% compared to 2016-17. Of which 45 were non-suicide fatalities and 292 were suicide or suspected suicide fatalities.

Passenger injuries

Mainline

318 major injuries in 2017-18

20% compared to 2016-17

2008-09
231
2011-12
312
2014-15
115
2017-18
7

London Underground

110 major injuries in 2017-18

38% compared to 2016-17

2008-09
163
2011-12
167
2014-15
1
2017-18
12

Trams, metros and other non-Network Rail networks

49 injuries in 2017-18

2008-09
107
2011-12
186
2014-15
44
2017-18
49

Train accidents

There were 437 train accidents in 2017-18, a decrease of 9.9% compared to 2016-17.

The full statistical release can be found:

Further data on rail safety statistics is available on ORR’s data portal:
http://dataportal.orr.gov.uk/browsereports/5
The average age of rolling stock nationally is 19.6 years, a 0.6 decrease since 2016-17. This is a result of the introduction of new rolling stock by many operators.

The level of CO2e emissions per passenger km in 2017-18 was 6.9% lower than the equivalent figure for 2016-17. This is a continuation of the trend of falling emissions per passenger km that has been ongoing since the start of the time series in 2005-06.

The level of CO2e emissions per freight tonne km in 2017-18 remained at a level similar to that seen in recent years.

Three new mainline stations opened in 2017-18, bringing the total to 2,563:
- Ilkeston (April 2017)
- Low Moor (April 2017)
- Cambridge North (May 2017)

The total length of route open for traffic in 2017-18 was 15,878km.

The length of electrified route has increased by 392km over the course of 2017-18, and now totals 5,766km (36% of the total route).

Over recent years, the proportion of route electrified has been increasing, mostly as a result of various Network Rail electrification schemes.

The full statistical release can be found:

Further data on Rail infrastructure, assets and environmental performance is available on ORR’s data portal:
http://dataportal.orr.gov.uk/browsereports/2
Estimates of Station Usage: 2016-17

<table>
<thead>
<tr>
<th>Top 10 stations in Great Britain</th>
<th>Total entries &amp; exits</th>
<th>Ranking last year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waterloo</td>
<td>99,403,896</td>
<td>1</td>
</tr>
<tr>
<td>Victoria</td>
<td>75,889,296</td>
<td>2</td>
</tr>
<tr>
<td>Liverpool Street</td>
<td>67,339,218</td>
<td>3</td>
</tr>
<tr>
<td>London Bridge</td>
<td>47,874,250</td>
<td>4</td>
</tr>
<tr>
<td>Euston</td>
<td>44,053,402</td>
<td>5</td>
</tr>
<tr>
<td>Birmingham New St.</td>
<td>42,366,176</td>
<td>6</td>
</tr>
<tr>
<td>Stratford</td>
<td>42,251,592</td>
<td>7</td>
</tr>
<tr>
<td>Paddington</td>
<td>35,835,076</td>
<td>8</td>
</tr>
<tr>
<td>King's Cross</td>
<td>33,816,396</td>
<td>9</td>
</tr>
<tr>
<td>St. Pancras</td>
<td>33,492,476</td>
<td>10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Top 5 stations in Scotland</th>
<th>Total entries &amp; exits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Glasgow Central</td>
<td>32,060,134</td>
</tr>
<tr>
<td>Edinburgh</td>
<td>22,582,342</td>
</tr>
<tr>
<td>Glasgow Queen Street</td>
<td>14,082,214</td>
</tr>
<tr>
<td>Paisley Gilmour Street</td>
<td>4,115,272</td>
</tr>
<tr>
<td>Aberdeen</td>
<td>3,058,258</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Top 5 stations in Wales</th>
<th>Total entries &amp; exits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardiff Central</td>
<td>12,534,884</td>
</tr>
<tr>
<td>Cardiff Queen Street</td>
<td>2,050,984</td>
</tr>
<tr>
<td>Newport (Gwent)</td>
<td>2,614,150</td>
</tr>
<tr>
<td>Swansea</td>
<td>2,130,154</td>
</tr>
<tr>
<td>Bridgend</td>
<td>1,524,162</td>
</tr>
</tbody>
</table>

2,560 mainline stations in Great Britain

There were 6 stations with fewer than 100 entries & exits
1. Barry Links (24)
2. Teesside Airport (30)
3. Breich (48)
4. British Steel Redcar (50)
5. Kildenan (76)
6. Reddcoin (94)

3 new stations opened in 2016-17
1. Edinburgh Gateway (December 2016)
2. Kirkstall Forge (June 2016)
3. Lea Bridge (May 2016)

Distribution of entries and exit
- 67% had more than 100,000 entries & exits
- 22% had more than 1 million entries & exits
- 2% had more than 10 million entries & exits

The key facts leaflet, dataset and technical report can be found:

Interactive charts on station usage are available on ORR’s website:

2017-18 statistics will be published 11 December 2019.
The number of rail passenger journeys in Great Britain has increased by 0.4% compared to 2015-16. This was the smallest increase in passenger journeys in seven years.

There were 1,470 million rail passenger journeys made in Great Britain in 2016-17. The small increase in passenger journeys since 2009-10 is largely due to the decrease in the number of passenger journeys in London and the South East. Journeys to/from other regions increased by 2.1%. The number of journeys increased for all regions, except for Wales. The highest growth was for journeys to/from Scotland, with an increase of 7.6%.

Journeys within regions decreased by 0.4%. Passenger journeys in London and the South East, which together account for more than 60% of all journeys within regions, had decreased by 2.1% and 5.3% respectively.

The full statistical release can be found: http://orr.gov.uk/__data/assets/pdf_file/0003/26598/Regional-Rail-Usage-2016-17.pdf

Further data on regional rail usage is available on ORR’s data portal: http://dataportal.orr.gov.uk/browsereports/15

2017-18 statistical release will be published January 2019.
ORR’s **National Statistics** accredited statistical releases consist of annual and quarterly themed releases:

**Annual:**
- Rail Finance
- Rail Fares Index
- Rail Safety Statistics
- Rail Infrastructure, Assets and Environmental
- Regional Rail Usage
- *Estimates of Station Usage (not National Statistics)*

**Quarterly:**
- Passenger and Freight Rail Performance
- Freight Rail Usage
- Passenger Rail Usage
- Passenger Rail Service Complaints

*Our most popular statistics* presented as interactive charts.

In addition to the above, ORR publishes the following Official Statistics on the [data portal](#):
- Signals passed at danger (SPADS)
- Disabled Person’s Railcard (DPRC) and assisted journeys data
- Network Rail Outputs and Indicators Key Statistics
- Occupational Health
- Train Operating Company Key Statistics

A full list of publication dates for the next twelve months can be found in the [release schedule](#) on the ORR website.

For more information on data collection and methodology used to calculate the statistics in these releases please see the accompanying Quality Reports on the website.

The Department for Transport (DfT) also publishes a range of rail statistics which can be found at [DfT Rail Statistics](#). For example, Rail passenger numbers and overcrowding on weekdays in major cities.

Transport Focus publish the [National Rail Passenger Survey](#) (NRPS).