



**TRANSPORT
SCOTLAND**
CÒMHDHAIL ALBA

Scottish Transport Statistics 2021

Rail

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I. Introduction

1.1 This chapter provides information on rail services, such as the numbers of passenger journeys of various types, passenger receipts, punctuality and passenger satisfaction, the amount of freight lifted by origin, destination and commodity, lines open for traffic, number of stations, railway accidents, and some statistics about the Glasgow Subway.

1.2 For simplicity, the Scottish passenger rail franchise is referred to throughout as ScotRail. From 31 March 1997 to 16 October 2004, it was operated by National Express, under the name ScotRail; between 17 October 2004 and 31 March 2015, it was operated by First Group, under the name First ScotRail. From 1 April 2015 Abellio and Serco began operating ScotRail and Caledonian Sleeper services.

1.3 ScotRail introduced a new methodology which better estimates Strathclyde Zonecard journeys from 2009/10. To allow meaningful year on year comparisons to be made passenger figures from 2003/04 onwards have been revised. Note that Office of Rail and Road figures are compiled on a different basis and do not adjust for this.

Transport and travel habits in Scotland were profoundly affected by the Covid-19 pandemic, with restrictions on travel and daily activity in place for large parts of 2020.

Key Points

- There were 14 million passenger journeys on ScotRail services in 2020-21, a decrease of 85% from 2019-20
- As of the end of 2019/20 Scotland had 2,744 kms of rail network and 359 stations.

2. Main Points

Journeys and Trends

2.1 Passenger journeys on ScotRail services were significantly affected by the coronavirus pandemic and decreased by 85% to 14.4 million in the 2020-21 financial year. (*Table 7.1*).

2.2 There were 95 million rail passenger journeys originating in Scotland in the 2019-20 financial year. This was 2% less than the previous year. Following a fall in

the early 1990's, passenger numbers increased in every year after 1994-95, to 64.9 million in 1999-2000. However, they fell by 0.1 million in 2000-01 due to the effects on rail services of the speed restrictions, imposed following the accident at Hatfield in October 2000 (e.g. the Edinburgh/Glasgow daytime frequency was halved for about two months, and some sleeper services did not run for about five months). There were falls of 0.2 million in 2001-02 and 0.6 million in 2002-03 due to the effects on services of the ScotRail drivers' pay dispute, including some one day strikes and a special timetable (involving a reduction of about a quarter in weekday services) from January to May 2002. Subsequently, patronage recovered, with increases from 2004-05 onwards. (*Table H1*) (*Table 7.2*)

2.3 ORR data also show 4.9 million cross-border passenger journeys originating outwith Scotland in 2019-20, 0.1 million less than in 2018-19. Cross-border passenger journeys originating outwith Scotland have been increasing since 1994-95 (2.1 million). However, they fell slightly in 2000-01 and 2002-03 due to the reasons referred to above. (*Table 7.2*)

2.4 Passenger revenue from journeys originating *in* Scotland was £612 million in 2019-20 of which cross-border journeys originating in Scotland accounted for £192 million. A similar amount (£192 million) of passenger revenue was generated from passenger journeys originating *outwith* Scotland and ending in Scotland. (*Table 7.2*)

Journey Stages and Distances

2.5 *Tables 7.4 to 7.8* show passenger journeys as recorded by ORR. Of the 100 million passenger journeys to/from/within Scotland and England in 2019-20, 90% were solely within Scotland. London, the North West and North East of England were the main origins/destinations of cross-border passenger journeys with around 2-3 million journeys each (*Table 7.4*).

2.6 In 2019-20, there were 89.7 million passenger journeys, wholly within Scotland. Forty one per cent of start and end points were in Glasgow and 11% were in Edinburgh. There were 9.8 million cross border journeys starting or finishing in Scotland. Of these, 51% started or finished in Edinburgh and 28 per cent started or finished in Glasgow. (*Table 7.6a and 7.6c*)

2.7 *Table 7.6c* shows travel between Local Authorities in 2019-20. Of the journeys wholly within Scotland, 15 million (17%) start and finish in Glasgow. Almost seven million are made between Glasgow and North and South Lanarkshire. (*Table 7.6c*)

Stations

2.8 In 2020-21, Glasgow Central was the busiest national rail station in Scotland, with 5 million passenger journeys. Edinburgh Waverley was used by 3 million passengers, Glasgow Queen Street by 2 million, Paisley Gilmour Street by 1 million, Partick by 0.6 million, Haymarket and Stirling by just over 0.4 million, Aberdeen and Argyll Street were just under 0.4 million. Including those already listed, there were 57 stations for which more than 100,000 passenger journeys each were recorded in the national ticketing system. (*Table 7.7*)

2.9 Of the stations in Scotland which have opened (or re-opened) since 1970, Argyle Street (382,000), Exhibition Centre (300,300), Bridgeton (272,700), Bathgate (210,800), Livingston North (184,700), Edinburgh Park (128,700), Anderston (119,900), Uphall (111,300) and Musselburgh (87,000) had the largest passenger volumes in 2020-21. (*Table 7.8*)

Punctuality and Service

2.10 In 2020-21, 93.1% of ScotRail services, 92.4% of London North Eastern Railway, 92.9% of Cross Country, 89.6% of Avanti West Coast and 89.4% of Caledonian Sleeper trains arrived on time. For all GB long-distance operators it was 92.7% and for all GB regional operators it was 93.7%. (*Table 7.9*)

2.11 In 2020-21, 96.1% of ScotRail trains arrived within 10 minutes of the scheduled arrival time, 1.4% arrived 20 or more minutes late, and 1.6% were cancelled. (*Table 7.10*)

2.12 In 2020, 90% of ScotRail passengers were either *satisfied* or said *good* when asked their opinion of their overall journey. The equivalent figure was 87% for non-ScotRail passengers whose journeys started in Scotland and 84% for both GB regional operators and all GB long-distance operators. The table shows ScotRail passengers' ratings of 13 aspects of service: in 2020, there were 9 for which at least 75% of those surveyed were satisfied, or said good and 4 above 80%. (*Table 7.11*)

2.13 The Scottish Household Survey also collects data from Scottish households on satisfaction with rail services. In 2019 (the last time the questions were included in the survey), around 74-89% were satisfied with train services offered, their timeliness, cleanliness and frequency and ability to find out about tickets and routes. There were noticeable differences in those who felt safe on the train during the day and in the evening (day: 95%, evening: 76%). 'Fares are good value' had the lowest agreement rate for trains with 48% of respondents doing so. The question will be asked in alternate years from 2019. (*Table 7.20*)

Rail Freight

2.14 In 2020-21, 3.8 million tonnes of freight was lifted in Scotland by rail, 12% less than the previous year. (*Table 7.12*)

Railway Network

2.17 The total route length of the railway network in Scotland is 2,744 kilometres, of which 904 kilometres is electrified. These figures do not represent the total length of railway track: a kilometre of single-track and a kilometre of double-track both count as one kilometre of route length. (*Table 7.14*)

2.18 The number of passenger stations has increased from 340 in 2003-04 to 359 in 2019-20. (*Table 7.15*)

2.19 The local authorities which had the largest numbers of stations located in their areas in 2019-20 were Glasgow (61) and Highland (59). Since the completion of the Borders Railway Project in 2015 there are now 4 stations in the Midlothian and 3 in the Scottish Borders council areas, see here for more information <http://bit.ly/2soymEn> (*Table 7.16*)

Subway

2.20 On the Glasgow Subway, due to the Covid 19 pandemic the number of passenger journeys decreased by 80 per cent between 2019-20 and 2020-21. Passenger receipts (excluding other revenue) were £4 million in 2020-21, 80% less in cash terms, but 81% less in real terms, than in the previous year. (*Table 7.17*)

Accidents

2.21 The number of railway accidents decreased from 32 to 25 in 2020. Injuries from accidents on trains decreased from 324 to 80 between 2019 and 2020. Injuries from train accidents in stations decreased from 609 in 2019 to 277 in 2020. The total number of deaths rose from 19 to 40 between 2019 and 2020. The overall number of injuries relating to railways fell from 1,145 in 2019 to 542 in 2020. (*Table 7.18*)

2.22 There were 2 deaths attributed to trespassers and 34 to suicides in 2020. (*Table 7.19*)



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