



**TRANSPORT  
SCOTLAND**  
CÒMHDHAIL ALBA

# Scottish Transport Statistics 2022

## 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 respectively. ScotRail is now in public ownership and the Scottish Government took control on 1 April 2022. On 2 March 2023 the Scottish Government decided to appoint a public body to manage and operate Caledonian Sleeper, known as Scottish Rail Holdings (SRH).

1.3 ScotRail introduced a new methodology which better estimates Strathclyde Zoncard 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.

**Rail travel in Scotland was profoundly affected by the Covid-19 pandemic, with restrictions on travel and daily activity in place for large parts of 2020. Comparisons with 2020 should therefore be treated with caution.**

## Key Points

- There were 47 million passenger journeys on ScotRail services in 2021-22, an increase of 225% from 2020-21
- As of the end of 2020/21 Scotland had 2,744 kms of rail network and 360 stations.

## 2. Main Points

### Journeys and Trends

2.1 Passenger journeys on ScotRail services were significantly affected by the coronavirus pandemic. However, they have now increased by 225% to 46.7 million in the 2021-22 financial year. (*Table 7.1*).

2.2 There were 15 million rail passenger journeys originating in Scotland in the 2020-21 financial year. Due to the Covid pandemic this was 84% 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 0.7 million cross-border passenger journeys originating outwith Scotland in 2020-21, 4.2 million less than in 2019-20. 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 £86 million in 2020-21 of which cross-border journeys originating in Scotland accounted for £28 million. A similar amount (£28 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 16 million passenger journeys to/from/within Scotland and England in 2020-21, 91% 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 300 to 400 thousand journeys each (*Table 7.4*).

2.6 In 2020-21, there were 14.2 million passenger journeys, wholly within Scotland. Forty five per cent of start and end points were in Glasgow and 11% were in Edinburgh. There were 1.4 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 2020-21. Of the journeys wholly within Scotland, 6.4 million (45%) start and finish in Glasgow. Almost 700,000 are made between Glasgow and North and South Lanarkshire. (*Table 7.6c*)

## Stations

2.8 In 2021-22, Glasgow Central was the busiest national rail station in Scotland, with 15 million passenger journeys. Edinburgh Waverley was used by 14 million passengers, Glasgow Queen Street by 8 million, Paisley Gilmour Street by 2 million, Partick by 1.7 million, Haymarket and Aberdeen by just 1.5 million, Stirling was 1.4 million. Including those already listed, there were 26 stations for which more than half a million 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, Exhibition Centre (809,200), Argyle Street (773,200), Livingston North (610,900), Bathgate (600,500), Bridgeton (476,300), Uphall (296,800), Edinburgh Park (289,600), Musselburgh (266,900) and Alloa (259,000) had the largest passenger volumes in 2021-22. (*Table 7.8*)

## Punctuality and Service

2.10 In 2021-22, 90.2% of ScotRail services, 87.7% of London North Eastern Railway, 89.0% of Cross Country, 83.9% of Avanti West Coast and 85.1% of Caledonian Sleeper trains arrived on time. For both GB long-distance operators and GB regional operators it was 87.9%. (*Table 7.9*)

2.11 In 2021-22, 94.9% of ScotRail trains arrived within 10 minutes of the scheduled arrival time, 1.5% arrived 20 or more minutes late, and 2.2% were cancelled. (*Table 7.10*)

2.12 An Interim Rail Passenger Survey was carried out in March 2021. However, compared to the National Rail Passenger survey it used a completely different methodology (and to a significantly reduced sample size and with less factors than the NRPS). In 2021, 87% of ScotRail passengers were either *satisfied* or said *good* when asked their opinion of their overall journey. The equivalent figure was 83% for GB regional operators and 84% for all GB long-distance operators. The table shows

ScotRail passengers' ratings of 8 aspects of service: in 2021, there were 6 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 2021, around 78-97% were satisfied with train services offered, their timeliness, cleanliness, safe/secure day/evening 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: 97%, evening: 78%). 'Fares are good value' had the lowest agreement rate for trains with 54% of respondents doing so. The question will be asked in alternate years from 2019. (*Table 7.20*)

## Rail Freight

2.14 In 2021-22, 4.2 million tonnes of freight was lifted in Scotland by rail, 12% more 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 360 in 2020-21. (*Table 7.15*)

2.19 The local authorities which had the largest numbers of stations located in their areas in 2020-21 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, recovering from the Covid 19 pandemic the number of passenger journeys increased by 219 per cent between 2020-21 and 2021-22. Passenger receipts (excluding other revenue) were £12.8 million in 2021-22, 223% more in cash terms, but 210% more in real terms, than in the previous year. (*Table 7.17*)

## Accidents

2.21 The number of railway accidents increased from 25 to 42 in 2021. Injuries from accidents on trains increased from 80 to 118 between 2020 and 2021. Injuries from train accidents in stations increased from 277 in 2020 to 371 in 2021. The total number of deaths fell from 40 to 24 between 2020 and 2021. The overall number of injuries relating to railways rose from 542 in 2020 to 678 in 2021. (Table 7.18)

2.22 One death was attributed to a trespasser and 22 to suicides in 2021. (Table 7.19)



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