



**TRANSPORT
SCOTLAND**
CÒMHDHAIL ALBA

Scottish Transport Statistics 2025

Rail

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Introduction

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.

For simplicity, the Scottish passenger rail operator 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. Scottish Rail Holdings (SRH) were appointed to run the ScotRail service initially in April 22. Caledonian Sleeper was added to the SRH portfolio in March 23..

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 and 2021 should therefore be treated with caution.

Key Points

- There were 85 million passenger journeys on ScotRail services in 2023-24, an increase of 4% from 2022-23
- As of the end of 2023/24 Scotland had 2,734 kms of rail network and 363 stations.

Main Points

Journeys and Trends

Although passenger journeys on ScotRail services were significantly affected by the coronavirus pandemic they have been recovering and have now increased by 4% to

84 million in the 2024-25 financial year. This is still 12% less than 2019 (pre-pandemic) (*Table 7.1*).

There were 80 million rail passenger journeys originating in Scotland in the 2023-24 financial year. Continuing to recover from the Covid pandemic this was 23% more 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*)

ORR data also show 5.2 million cross-border passenger journeys originating outwith Scotland in 2023-24, 1 million more than in 2022-23. 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*)

Passenger revenue from journeys originating *in* Scotland was £576 million in 2023-24 of which cross-border journeys originating in Scotland accounted for £234 million. A similar amount (£234 million) of passenger revenue was generated from passenger journeys originating *outwith* Scotland and ending in Scotland. (*Table 7.2*)

Journey Stages and Distances

Tables 7.4 to 7.8 show passenger journeys as recorded by ORR. Of the 80 million passenger journeys to/from/within Scotland and England in 2023-24, 94% 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 1-2 million journeys each (*Table 7.4*).

In 2023-24, there were 75 million passenger journeys, wholly within Scotland. Forty one per cent of start and end points were in Glasgow and 14% were in Edinburgh. There were 10.3 million cross border journeys starting or finishing in Scotland. Of these, 56% started or finished in Edinburgh and 24 per cent started or finished in Glasgow. (*Table 7.6a and 7.6c*)

Table 7.6c shows travel between Local Authorities in 2023-24. Of the journeys wholly within Scotland, 30.7 million (41%) start and finish in Glasgow. Around 3 million are made between Glasgow and North and South Lanarkshire. (*Table 7.6c*)

Stations

In 2024-25, Glasgow Central was the busiest national rail station in Scotland, with 25 million passenger journeys. Edinburgh Waverley was used by 23 million passengers, Glasgow Queen Street by 15 million, Paisley Gilmour Street by 3 million, Haymarket by 3 million, Partick by 3 million, Stirling by 2.5 million and Aberdeen was 2.4 million. Including those already listed, there were 58 stations for which half a million or more passenger journeys each were recorded in the national ticketing system. (*Table 7.7*)

Of the stations in Scotland which have opened (or re-opened) since 1970, Exhibition Centre (1,772,500), Argyle Street (1,279,000), Livingston North (1,033,600), Bathgate (938,100), Bridgeton (802,900), Edinburgh Park (558,800), Alloa (528,800) and Musselburgh (461,100) had the largest passenger volumes in 2023-24. (*Table 7.8*)

Punctuality and Service

In 2024-25, 89.6% of ScotRail services, 80.7% of London North Eastern Railway, 78.7% of Cross Country, 66.3% of Avanti West Coast and 90.8% of Caledonian Sleeper trains arrived punctually within 10 minutes for long distance operators and 5 minutes for regional operators. For GB long-distance operators and GB regional operators it was 78.1% and 82.4% respectively. (*Table 7.9*)

In 2023-24, 95.3% 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*)

Transport focus are going to be using a new GB-wide (Rail Customer Experience Survey RCES) planned to start in July 2025. In the meantime the results shown for 2024 come from the Rail Weekly User Survey. However results should be treated with considerable caution and should not be compared with previous survey results. In 2024, 89% of ScotRail passengers were either *satisfied* or said *good* when asked their opinion of their overall journey. The table shows ScotRail passengers' ratings of 7 aspects of service: in 2024, there were 6 for which at least 70% of those surveyed were satisfied, or said good and 3 were 81% or above. (*Table 7.11*)

The Scottish Household Survey also collects data from Scottish households on satisfaction with rail services. In 2024, around 85-97% 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: 77%). 'Fares are good value' had the lowest agreement rate for trains with 57% of respondents doing so. The question will be asked in alternate years from 2019. (Table 7.20)

Rail Freight

In 2024-25, 4.3 million tonnes of freight was lifted in Scotland by rail, 5% more than the previous year. (Table 7.12)

Railway Network

The total route length of the railway network in Scotland is 2,734 kilometres, of which 898 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)

The number of passenger stations has increased from 340 in 2003-04 to 363 in 2023-24. (Table 7.15)

The local authorities which had the largest numbers of stations located in their areas in 2023-24 were Glasgow (61) and Highland (60). Since the completion of the Borders Railway Project in 2015 there are now 4 stations in the Midlothian and 4 in the Scottish Borders council areas, see here for more information [Borders Railway Line | Edinburgh | Tweedbank | ScotRail](#) (Table 7.16)

Subway

On the Glasgow Subway the number of passenger journeys decreased by 3 per cent between 2023-24 and 2024-25. Passenger receipts (excluding other revenue) were £21.1 million in 2024-25, 5% more in cash terms, but 1% more in real terms, than in the previous year. (Table 7.17)

Accidents

The number of railway accidents fell from 16 to 49 in 2024. Injuries from accidents on trains increased from 184 to 211 between 2023 and 2024. Injuries from accidents in train stations fell from 524 in 2023 to 502 in 2024. The total number of deaths decreased from 27 to 19 between 2023 and 2024. The overall number of injuries relating to railways fell from 868 in 2023 to 833 in 2024. (Table 7.18)

One death was attributed to a trespasser and 18 to suicides in 2024. (Table 7.19)



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