

# Light at the end of the COVID tunnel for LNER

October 7, 2022



Data from the [Office of Rail and Road \(ORR\)](#) has revealed that [London North Eastern Railway \(LNER\)](#) is leading the way with post-pandemic passenger figures.

LNER has seen more customers return to its services than any other franchised operator, hitting the top spot for a fifth consecutive quarter, with passenger numbers now exceeding pre-COVID levels – the first operator to reach this milestone.

More than 15 million passengers have travelled on the LNER network so far this year, a two-fold increase on the same period last year. The data, revealed in the ORR passenger rail usage research [can be viewed in more detail here](#).

David Horne, managing director at LNER, said: “At LNER we are proud to lead the industry when it comes to welcoming people back to rail. For the past five consecutive quarters we have seen more and more passengers returning to our services. We believe our customer service and digital innovations are a key part of that success, offering people first-class customer service, greater choice and flexibility and that work continues. The LNER app and website make it simpler for people to plan their journeys and sign up for live journey updates. We were the first to introduce at-seat ordering with *Let’s Eat At Your Seat* in Standard, where customers can use a QR code to order refreshments directly to their seat.”

*Image credit: London North Eastern Railway*