

## Background Information

The latest **Estimates of Station Usage** for 2017-18, for all stations in Great Britain, were published by the **Office of Rail and Road (ORR)** on 11 December 2018. These are available on the [ORR data portal](#).

The **estimates of station usage** consist of the total number of people:

- travelling from or to the station (**entries and exits**); and
- interchanging at the station (**interchanges**)

Additional information includes geographical location, ticket type and other information about the station.

Alongside these key facts, a number of documents are available on the ORR website, including:

- Estimates of Station Usage - 2017-18 (Excel)
- Time Series of Estimates of Station Usage 1997-98 to 2017-18 (Excel)
- Methodology Report for Estimates of Station Usage 2017-18 (PDF)
- Frequently Asked Questions (PDF)
- Interactive charts (Power BI)
- Infographics (PDF)

## Methodology

As Britain does not have a fully gated rail network, a complete recording of passenger flows through stations is not possible. In the absence of comprehensive and robust count data, ORR commissioned **Steer** to produce these usage estimates annually.

Estimates of station usage are based on the **Origin Destination Matrix (ODM)**, which is a comprehensive matrix of passenger flows throughout Great Britain. The ODM is derived from the **MOIRA2.2** planning tool, with some variations in specific circumstances. MOIRA2.2 is derived from **LENNON**, the rail industry's ticketing and revenue system.

Interchanges at stations have been estimated using the **Central Allocations File**. This file contains alternative routes for each origin and destination and uses a model to estimate the proportion of passengers using each available route.

More detailed information about the methods used to estimate station usage can be found in the methodology report.

## Limitations

As the estimates of station usage are **based on ticket sales**, there are a number of limitations that users should be aware of.

A number of **improvements to the methodology** have been implemented in recent years. These changes should be taken into account when considering changes in usage between years, as it may be a result of improved methodology, rather than reflecting an actual change in demand at stations. These improvements, and the reasons for them are documented in the methodology report.

Certain train operators, primarily Eurostar and Heathrow Express, are not included in rail industry systems. Therefore, travel using **these operators' tickets are not included in the estimates of station usage**.

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# Estimates of Station Usage 2017-18

Publication Date: 11 December 2018

## Stations with the most entries & exits

### Within London

Station	Entries & exits
1. Waterloo	94,355,000
2. Victoria	74,955,332
3. Liverpool Street	66,966,512
4. London Bridge	48,453,496
5. Euston	44,745,816
6. Stratford	40,077,086
7. Paddington	36,578,292
8. St. Pancras	34,622,178
9. King's Cross	33,904,758
10. Highbury & Islington	29,507,772

### Outside London

Station	Entries & exits
1. Birmingham New Street	43,741,712
2. Glasgow Central	32,915,936
3. Leeds	31,107,672
4. Manchester Piccadilly	27,724,962
5. Edinburgh	23,334,430
6. Gatwick Airport	20,328,212
7. Reading	16,979,808
8. Brighton	16,928,828
9. Liverpool Central	16,465,770
10. Glasgow Queen Street	16,398,242

## Stations with the least entries & exits

### 5 stations with fewer than 100 entries & exits:

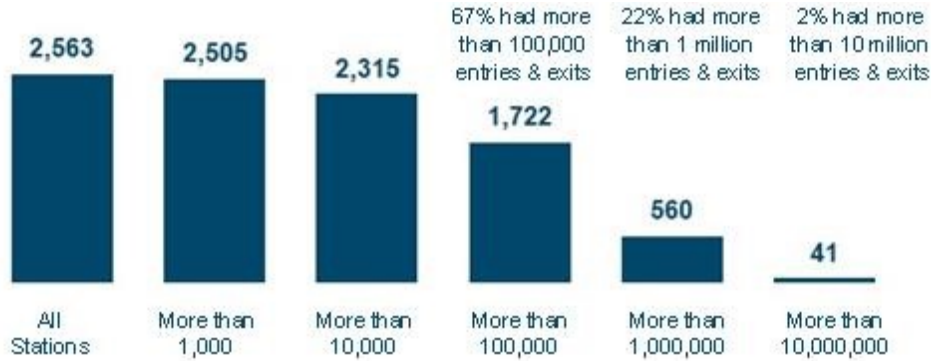
1. British Steel Redcar (40)
2. Barry Links (52)
3. Denton (70)
4. Teesside Airport (74)
5. Stanlow & Thornton (92)



**Responsible Statistician:** Jay Symonds  
**Public Enquiries:** [rail.stats@orr.gov.uk](mailto:rail.stats@orr.gov.uk)  
**Website:** <https://dataportal.orr.gov.uk>

**Media Enquiries:** 020 7282 2094

## Distribution of entries & exits in 2017-18



## Stations with the most interchanges

Station	Interchanges	Station	Interchanges
1. Clapham Junction	29,604,407	6. Waterloo	5,859,255
2. London Bridge	7,393,223	7. Highbury & Islington	5,220,451
3. Birmingham New Street	6,869,997	8. King's Cross	4,686,512
4. East Croydon	6,755,337	9. Stratford	4,556,038
5. Victoria	6,126,428	10. St.Pancras	4,393,420

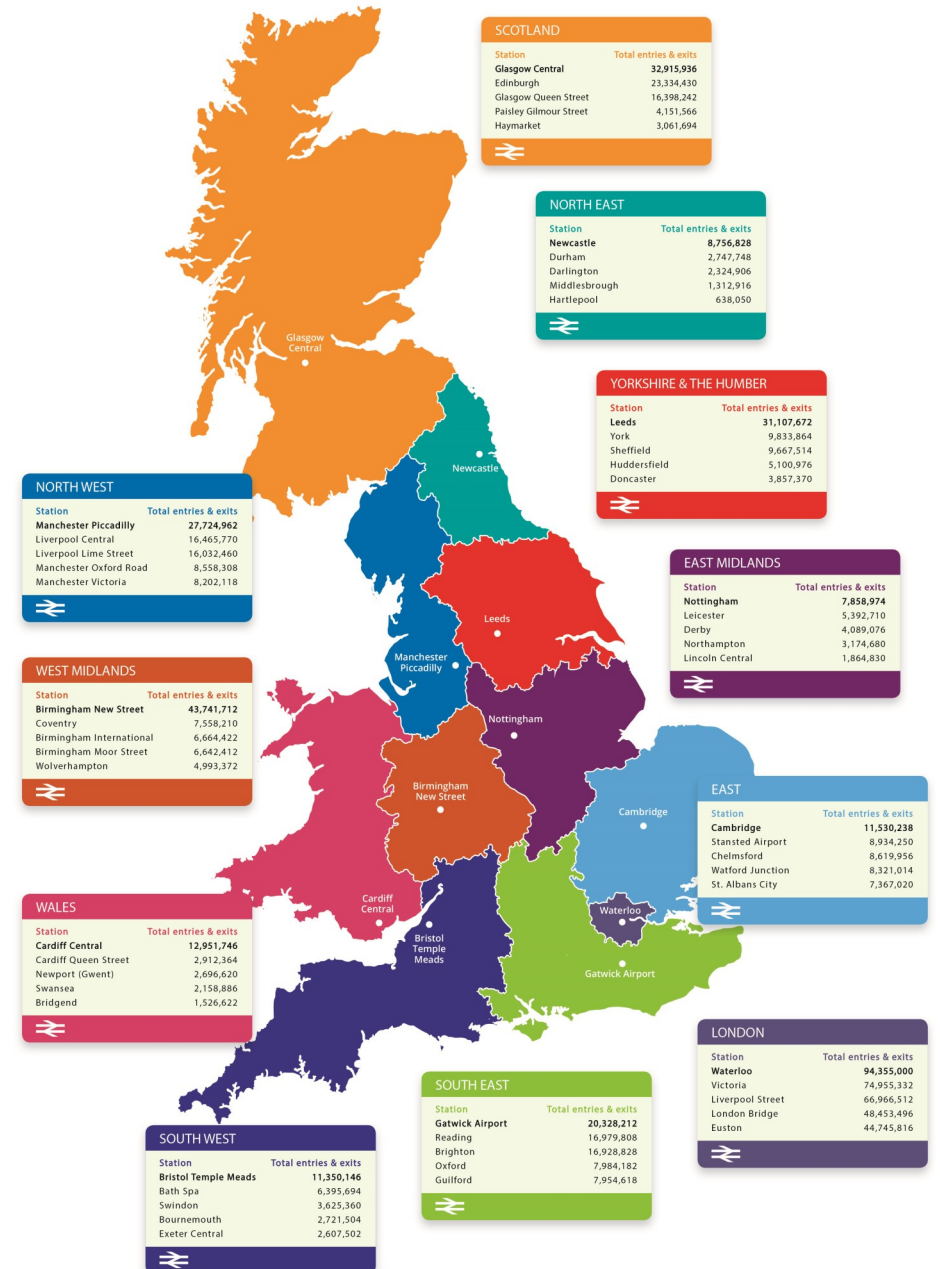
## New stations

3 new stations opened in 2017-18



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## Stations with the most entries and exits by Region in 2017-18



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