

Background Information

The latest **Estimates of Station Usage** for 2018-19, for all stations in Great Britain, were published by the **Office of Rail and Road (ORR)** on 14 January 2020. 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 this factsheet, a number of documents are available on the ORR data portal, including:

- Estimates of Station Usage - 2018-19 (Excel)
- Time Series of Estimates of Station Usage 1997-98 to 2018-19 (Excel)
- Methodology Report for Estimates of Station Usage 2018-19 (PDF)
- Frequently Asked Questions (PDF)
- Interactive charts (Power BI)
- Animated charts (GIF) and 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 via the data portal webpage above.

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**.



Note: This factsheet does not include revisions to some estimates published on 10 June 2020. [Revised estimates are available via updated data tables](#). More details on these revisions can be found in the [Revisions log](#).

Estimates of Station Usage 2018-19

Publication Date: 14 January 2020

Stations with the most entries & exits

Great Britain

Station	Entries & exits
1. London Waterloo	94,192,690
2. London Victoria	74,715,808
3. London Liverpool Street	69,482,532
4. London Bridge	61,308,364
5. Birmingham New Street	47,927,772
6. London Euston	46,146,456
7. Stratford (London)	41,206,226
8. London Paddington	38,181,588
9. London St Pancras International	35,984,204
10. London Kings Cross	34,645,924

Outside London

Station	Entries & exits
1. Birmingham New Street	47,927,772
2. Glasgow Central	32,797,088
3. Leeds	30,838,554
4. Manchester Piccadilly	30,251,948
5. Edinburgh	23,872,996
6. Gatwick Airport	21,225,246
7. Brighton	17,384,634
8. Glasgow Queen Street	17,207,208
9. Reading	17,080,738
10. Liverpool Central	14,605,748

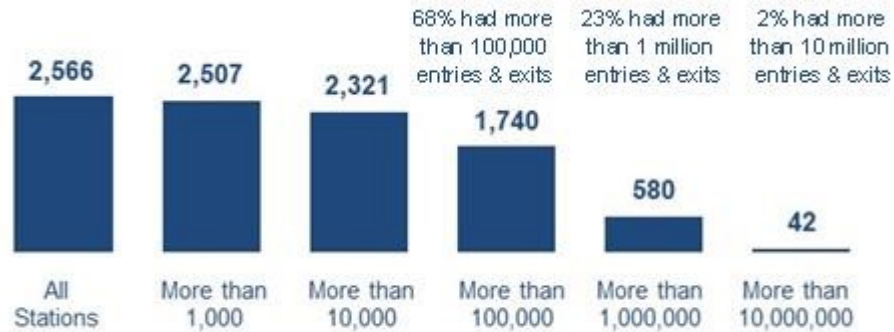
Stations with the least entries & exits

Including 3 stations with fewer than 100 entries & exits:

- =1. Denton (46)
- =1. Stanlow & Thornton (46)
3. Reddish South (60)
4. Barry Links (122)
5. Havenhouse (158)



Distribution of entries & exits in 2018-19



Seaside stations with the most entries & exits

Station	Entries & exits
1. Brighton	17,384,634
2. Southport	4,271,792
3. Eastbourne	3,580,630
4. Southend Central	3,446,092
5. Bournemouth	2,751,866



New stations

2 new stations opened in 2018-19

Station	Opened	Entries & exits
Kenilworth	April 2018	170,912
Maghull North	June 2018	339,066

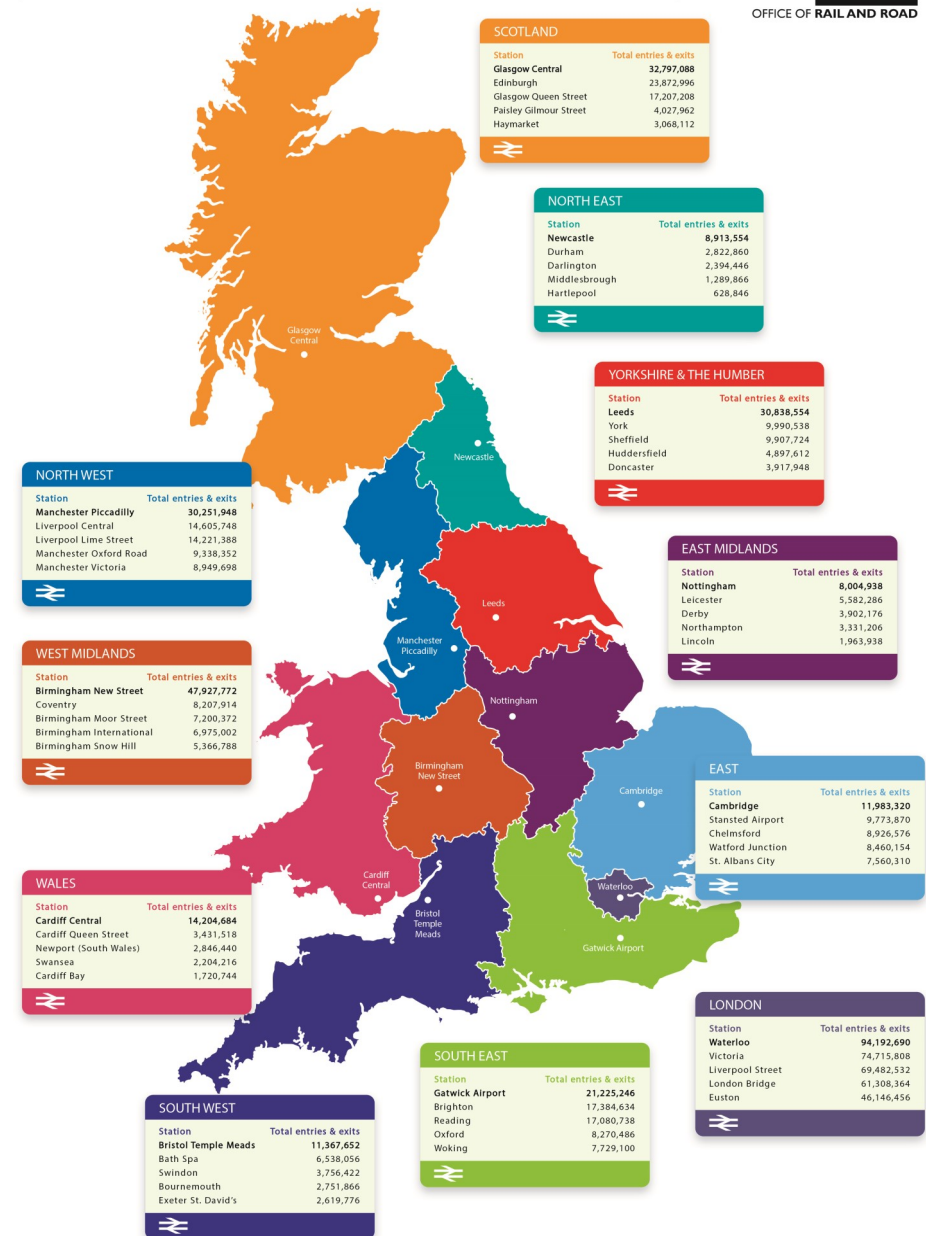
In addition, Corfe Castle, an existing station, also began to be served by mainline rail services in May 2018.

Stations with the most interchanges

Station	Interchanges
1. Clapham Junction	29,324,019
2. London Bridge	9,506,040
3. Birmingham New Street	7,073,880
4. London Waterloo	6,505,658
5. East Croydon	6,367,324



Stations with the most entries & exits by Region in 2018-19



This image was produced by a third party and we no longer have the original files to make this accessible.