

Passenger lifts at stations

Rail periods 1 to 7

1 April to 12 October 2024

20 February 2025

Background:

This biannual factsheet contains information on **passenger lifts at Network Rail-owned railway stations** in Great Britain.

These statistics cover: **number of lifts, lift reliability** and **lift entrapments**.

Source: Network Rail

Latest periods: Rail periods 1 to 7 (1 April 2024 to 12 October 2024)

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3 July 2025

This factsheet presents data for passenger lifts at railway stations in Great Britain. These are **new official statistics in development**.

For feedback or questions, please email rail.stats@orr.gov.uk.

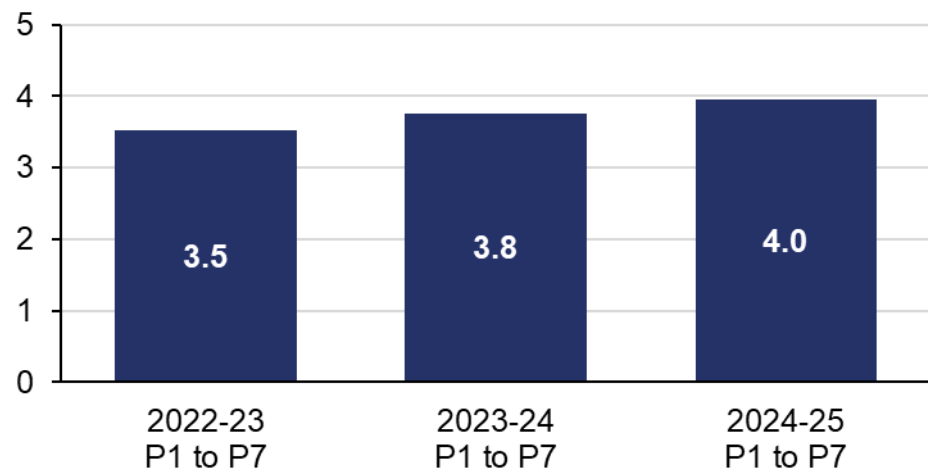
As of 12 October 2024, there were **1,327 passenger lifts** at 507 Network Rail-owned stations in Great Britain. This represents a net increase of 50 lifts since 14 October 2023.

A total of **5,253 lift faults** were recorded in rail periods 1 to 7 (1 April to 12 October 2024). This is an increase of 9% on the same rail periods the previous year. On a fault per lift basis, the rate has increased by 5% from 3.8 faults per lift to 4.0 faults per lift.

Usage of station lifts is likely to have increased during this time as [passenger journeys increased by 8%](#) in the six months to September 2024 compared with the same time the previous year.

Figure 1 Faults per lift were higher in rail periods 1 to 7 compared with the same periods the previous year

Faults per lift, Great Britain, rail periods 1 to 7 since April 2022 (Table 4521)



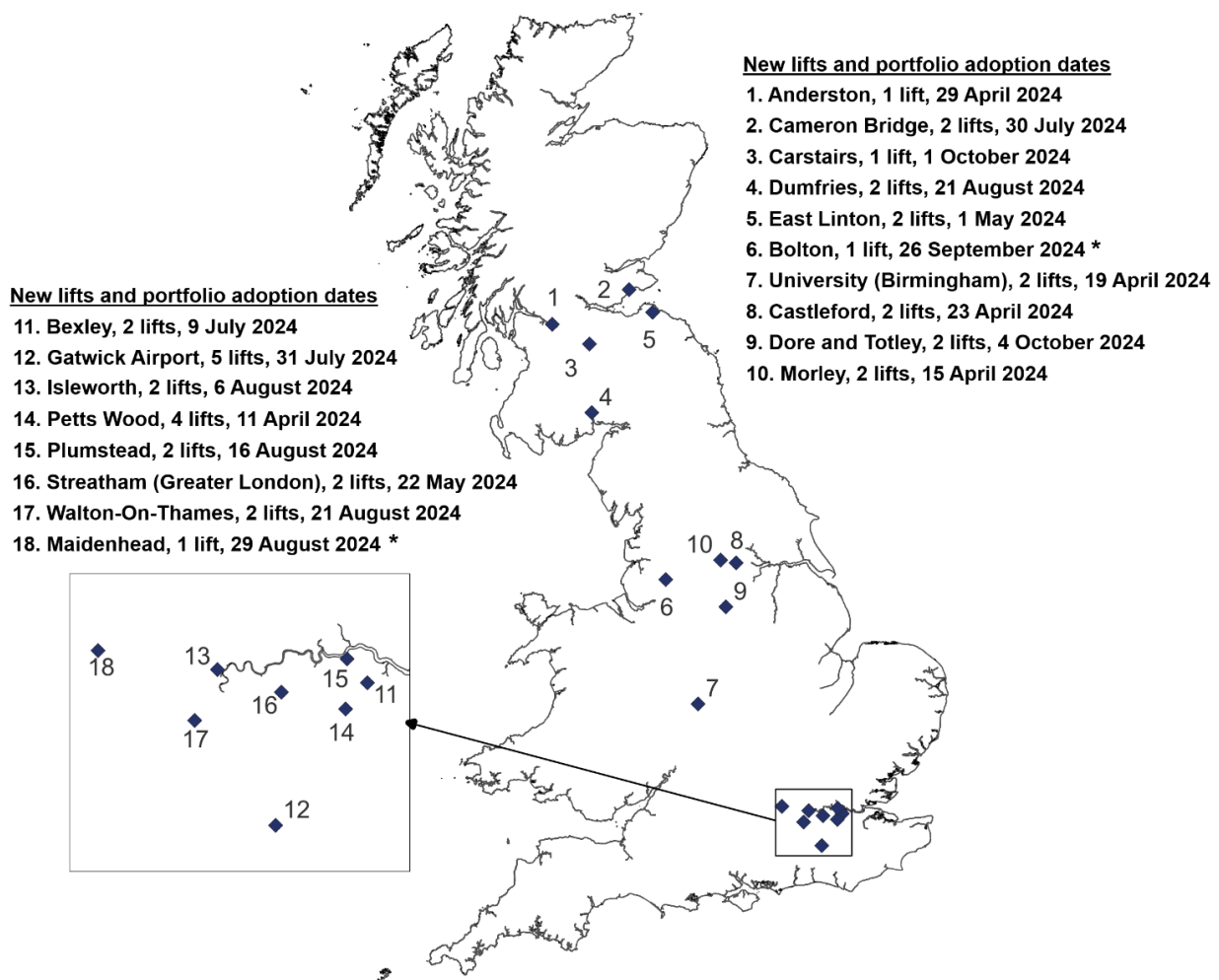
All data tables, a quality and methodology report and an interactive dashboard associated with this factsheet are published on the [Passenger lifts at stations page](#) of the ORR data portal. Key definitions are at the end of this factsheet.

1. Number of lifts

At the end of rail period 7 (12 October 2024), there were **1,327 passenger lifts** at 507 Network Rail-owned¹ stations in Great Britain. This represents a net increase of 50 lifts since the end of period 7 the previous year (14 October 2023).

A total of 37 new lifts were opened at 18 stations in periods 1 to 7 (1 April 2024 to 12 October 2024). Of these, the lifts opened at Bolton and Maidenhead were replacements for existing lifts. This gives a net increase of 35 lifts since 31 March 2024.

Figure 1.1 Lifts opened at stations in April 2024 to March 2025 rail periods 1 to 7, Great Britain



Note: The new lifts at Bolton and Maidenhead were replacements for existing lifts. The portfolio adoption date is the date on which the lifts become part of the regular Network Rail maintenance regime. They may have been in use for some time before these dates.

¹ Most mainline stations in Great Britain are owned by Network Rail. Lifts at stations owned by bodies other than Network Rail, e.g. Core Valley Line stations in Wales, stations on High Speed 1, and stations owned by a local transport authority, are excluded from these statistics.

2. Lift faults and time to repair

There were 5,253 lift faults in rail periods 1 to 7 (1 April 2024 to 12 October 2024), which was up 9% compared with the same periods in the previous year. The average time to repair lift faults increased by 1% to 21.7 hours. The number of lifts with six or more faults (of the same type) during the seven periods increased by 6% to 205, while the number of faults that put a lift out of service for over a week increased by 41% to 186.

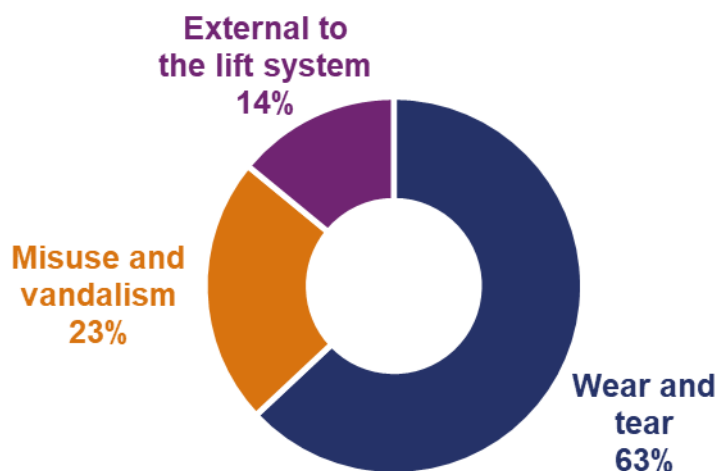
Table 2.1 Lift reliability deteriorated compared with the same periods the previous year

Measure	April 2024 to March 2025 P1 to P7	Compared with April 2023 to March 2024 P1 to P7 (previous year)
Lifts	1,327	↑ up 4%
Faults	5,253	↑ up 9%
Average (mean) time to repair (hours)	21.7	↑ up 1%
Lifts with six or more faults during the seven periods	205	↑ up 6%
Faults that put lift out of service for over one week	186	↑ up 41%

Of the 5,253 faults recorded in rail periods 1 to 7, more than half (63%) were due to wear and tear. A further 23% were due to misuse and vandalism while the remaining 14% were due to external factors such as flooding.

Figure 2.1 Wear and tear accounted for over half of lift faults

Proportion of lift faults by cause, Great Britain, April 2024 to March 2025 rail periods 1 to 7 (1 April 2024 to 12 October 2024) (Table 4521)



3. Lift entrapments

There were 398 lift entrapments in rail periods 1 to 7 (1 April 2024 to 12 October 2024), which was up 22% compared with the same periods the previous year. The average time to respond increased by 11% from 44 minutes to 49 minutes. The number of entrapments that were more than 75 minutes increased by 42% to 64.

Table 3.1 Lift entrapments increased compared with the same periods the previous year

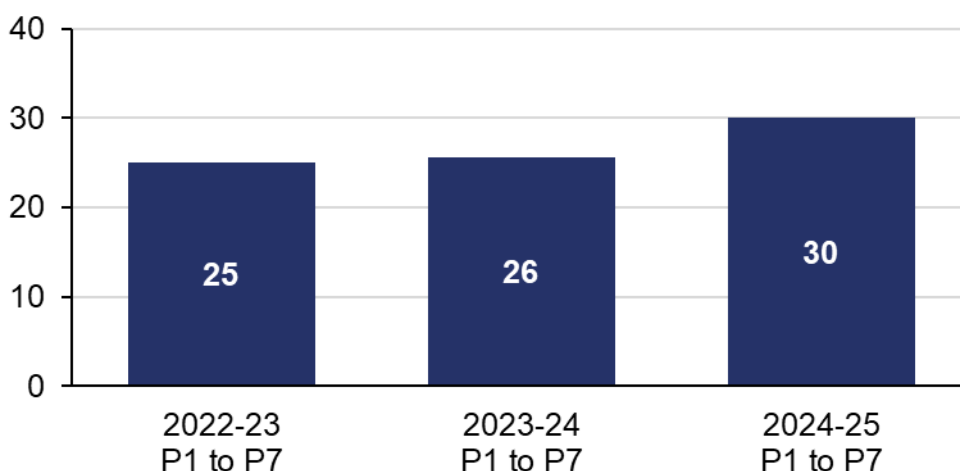
Measure	April 2024 to March 2025 P1 to P7	Compared with April 2023 to March 2024 P1 to P7 (previous year)
Lifts	1,327	↑ up 4%
Entrapments	398	↑ up 22%
Average (mean) response time (minutes)	49	↑ up 11%
Entrapments of more than 75 minutes	64	↑ up 42%

On an entrapment per lift basis, the rate has increased by 17% from 26 entrapments per 100 lifts to 30 entrapments per 100 lifts.

Usage of station lifts is likely to have increased during this time as [passenger journeys increased by 8%](#) in the six months to September 2024 compared with the same time the previous year.

Figure 3.1 Entrapments per lift were higher in rail periods 1 to 7 compared with the same periods the previous year

Entrapments per 100 lifts, Great Britain, rail periods 1 to 7 since April 2022 (Table 4531)



Annex

Definitions

- **Passenger lifts:** The number of passenger lifts at Network Rail-owned railway stations in Great Britain. This includes lifts at stations where a train or station operator is the station facility owner (SFO) in addition to those where Network Rail is the SFO. Service and staff lifts are not included in the statistics. Lifts at mainline stations in Great Britain that are owned by bodies other than Network Rail, e.g. Core Valley Line stations in Wales, stations on High Speed 1, and stations owned by a local transport authority, are excluded from these statistics.
- **Portfolio adoption date:** This is the date on which a lift becomes part of the regular Network Rail maintenance regime. A lift may enter service before this date under supervision of the contractor.
- **Network Rail-managed stations:** These are [20 stations managed by Network Rail](#). They include London terminals such as Waterloo and major city stations such as Birmingham New Street. For the purposes of these datasets, Glasgow Central is counted as a train operator-managed station with the lifts providing access to the low-level platforms.
- **Train and station operator-managed stations:** These are stations that are managed by train operators and London Underground.
- **Network Rail Regions:** The [five regions](#) that make up Network Rail.
- **Lift fault:** A fault which puts a lift out of service.
- **Time to repair:** The time (to the nearest 0.1 hours) between a fault being reported and it being fixed.
- **Average (mean) time to repair:** For the specified railway reporting periods, the sum of the total time lifts were out of service divided by the total number of faults.
- **Wear and tear:** Faults caused by degradation of components through use over time.
- **Misuse and vandalism:** Damage caused to lifts by members of the public, both deliberate and accidental (such as when heavy luggage impacts the door or rubbish drops into the lift mechanisms).
- **External to the lift system:** Faults with causes outside the lift system, such as power surges, rats chewing through cables, and damage to the motor from flood water or high temperatures.

- **Lifts with six or more faults:** For the specified railway reporting periods, the number of lifts with six or more of the same category of fault (e.g. wear and tear). A lift can be counted in more than one category for this metric.
- **Faults that put lift out of service for over one week (168 hours):** A fault resulting in a lift being out of service for more than a week.
- **Lift entrapment:** This is where one or more passengers is reported to be trapped in a lift. There are instances of engineers arriving to find no one trapped in a lift. These cases are still reported in the entrapment data presented here.
- **Time to respond:** The time (to the nearest minute) between an entrapment being reported and an engineer arriving on site.
- **Entrapment average (mean) response time:** For the specified railway reporting periods, the sum of the total entrapment time divided by the total number of entrapments.
- **Entrapments of more than 75 minutes:** This is where an engineer is not on site within 75 minutes of an entrapment being reported.
- **Reporting term:** Network Rail provides data on a biannual basis. Each financial year is divided into 13 [rail periods](#). The first submission in each year covers the first seven periods from 1 April to mid-October and the second submission covers the six rail periods from mid-October to 31 March. It is worth noting that these two reporting ‘terms’ are unequal in length, with the April to October term between 22 and 35 days longer than the October to March term.

Data tables

All data tables can be accessed on the [ORR data portal](#) free of charge in OpenDocument Spreadsheet (.ods) format. We can also provide data in csv format on request.

All tables associated with this release can be found under the Data tables heading of the [Passenger lifts at stations page](#):

- Number of lifts and number of stations with lifts by Network Rail region and station type – Table 4511
- Lift reliability by fault type, Network Rail region and station type – Table 4521
 - Number of lift faults
 - Number of lift faults per lift
 - Average (mean) time to repair (hours)
 - Lifts with six or more faults
 - Faults that put lift out of service for over one week (168 hours)
- Lift entrapments by Network Rail region and station type – Table 4531
 - Number of lift entrapments
 - Number of lift entrapments per 100 lifts
 - Entrapment average (mean) response time (minutes)
 - Entrapments of more than 75 minutes

ORR does not hold the data on lift reliability or entrapments included in this factsheet or the tables above for individual stations.

Network Rail regions and station facility owners

In addition to the data for Great Britain presented in this factsheet, the data tables include data for the five Network Rail regions. Figures for Network Rail-managed and train operator-managed stations are also included. For the purposes of these datasets, Glasgow Central is counted as a train operator-managed station with the lifts providing access to the low-level platforms.

Related research

In March 2024, [ORR published a report](#) reviewing the reliability of lifts at stations on Great Britain's rail network, and information provided to passengers regarding lift faults. This utilised preliminary data that has subsequently been refined for use in this publication.

Revisions

This is the first publication in this series (so there are no revisions to previously published data).

For more information on revisions to our statistics, please see the [revisions log](#).



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