Estimates of station usage

April 2024 to March 2025

4 December 2025

Background:

This annual statistical release contains estimates of the total number of people:

- travelling from or to each station (**entries and exits**)
- travelling between pairs of stations (**flows**)
- changing trains at each station (**interchanges**)

Numbers presented in this release are rounded.

Estimates of station usage are derived from LENNON, the rail industry's ticketing and revenue system, together with some local ticketing data. A number of adjustments are made to improve accuracy of the estimates.

Sources: LENNON and local ticketing data

Latest year: 1 April 2024 to 31 March 2025

Contents:

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Next publication:
November 2026

In Great Britain, 2,589 stations were served by mainline rail services as at 31 March 2025, including six new stations which opened during the year.

A total of 1,730 million passenger rail journeys were made between April 2024 and March 2025. This is an increase of 7% from the 1,610 million journeys made in the previous year (April 2023 to March 2024).

Most and least used stations

The most used station in the latest year was **London Liverpool Street** with an estimated **98.0 million entries and exits**. It was also the most used station in the previous year (April 2023 to March 2024). This follows the opening of the central section of the Elizabeth line which has led to a large increase in its entries and exits.

Table 1.1 Top five most used stations in Great Britain, April 2024 to March 2025

Rank	Station	Entries and exits	Rank one year ago
1	London Liverpool Street	98,000,000	1
2	London Waterloo	70,400,000	4
3	London Paddington	69,900,000	2
4	Tottenham Court Road	68,100,000	3
5	London Bridge	54,700,000	7

Of the stations that were open during the year, **Elton and Orston** in Nottinghamshire was the least used with **68 entries and exits**.

We are considering **combining this publication with our Regional rail usage statistics** next year. For feedback or questions, please email rail.stats@orr.gov.uk.

All data tables, a quality and methodology report, frequently asked questions and an interactive dashboard associated with this release are published on the Estimates of station usage page of the ORR data portal.

1. Introduction

Why are these statistics estimates?

These statistics on station usage are estimates based primarily on ticket sales. The data sources and methodology used is the best approach possible given Great Britain does not have a fully gated rail network or comprehensive and robust count data at every station.

There are a number of limitations using this approach which users should be aware of:

- Some ticket sales and ticketless travel are not included, which may mean that usage at some stations is *underestimated*. This will vary by station.

- Ticket sales data does not always specify precise journey origins and/or destinations, so these are estimated using alternative data sources.

- Methodology improvements, e.g. inclusion of ticket sales previously not available, better allocation of journeys to specific stations, means that estimates are not always comparable over time.

Further information on the methodology underlying these statistics and their limitations can be found in Annex 1 and in the Quality and methodology report.

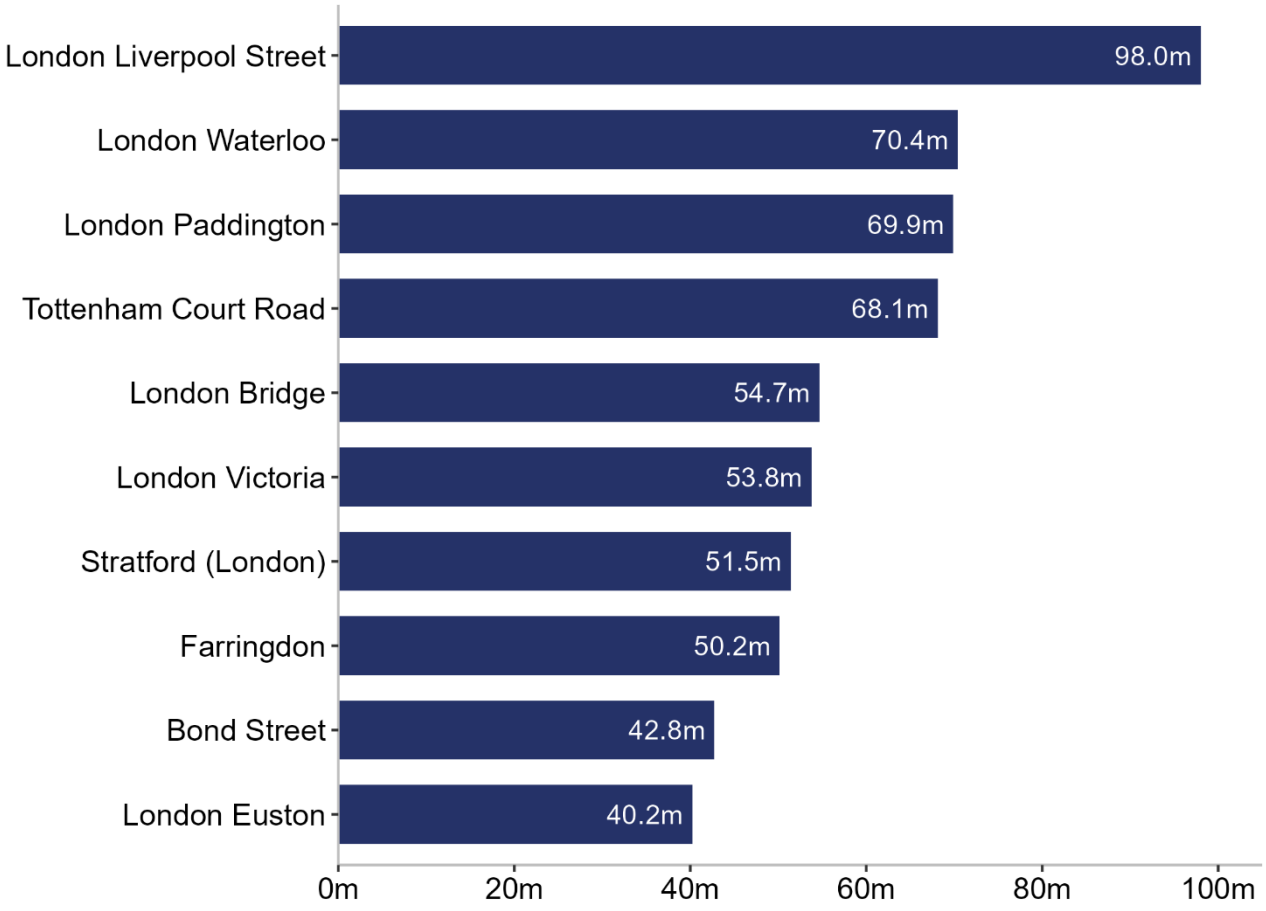
2. Station entries and exits

Stations with the most entries and exits

The most used station in the latest year (April 2024 to March 2025) was **London Liverpool Street** with an estimated **98.0 million entries and exits**. The station was also the busiest in the previous year (April 2023 to March 2024) having seen a large increase in its entries and exits following the opening of the central section of the Elizabeth line.

Figure 2.1 London Liverpool Street was the most used station in Great Britain

Ten most used stations in Great Britain, April 2024 to March 2025



London Waterloo was the second busiest station in the latest year with an estimated 70.4 million entries and exits. Prior to the opening of the central section of the Elizabeth line, it had been the most used station for 17 out the previous 18 years. London Paddington and Tottenham Court Road, both also served by the Elizabeth line, were the third and fourth busiest stations in the latest year respectively. Each of the ten most used stations in Great Britain were in London and, of these, only Stratford saw a fall in the number of entries and exits compared with the previous year (down 9%).

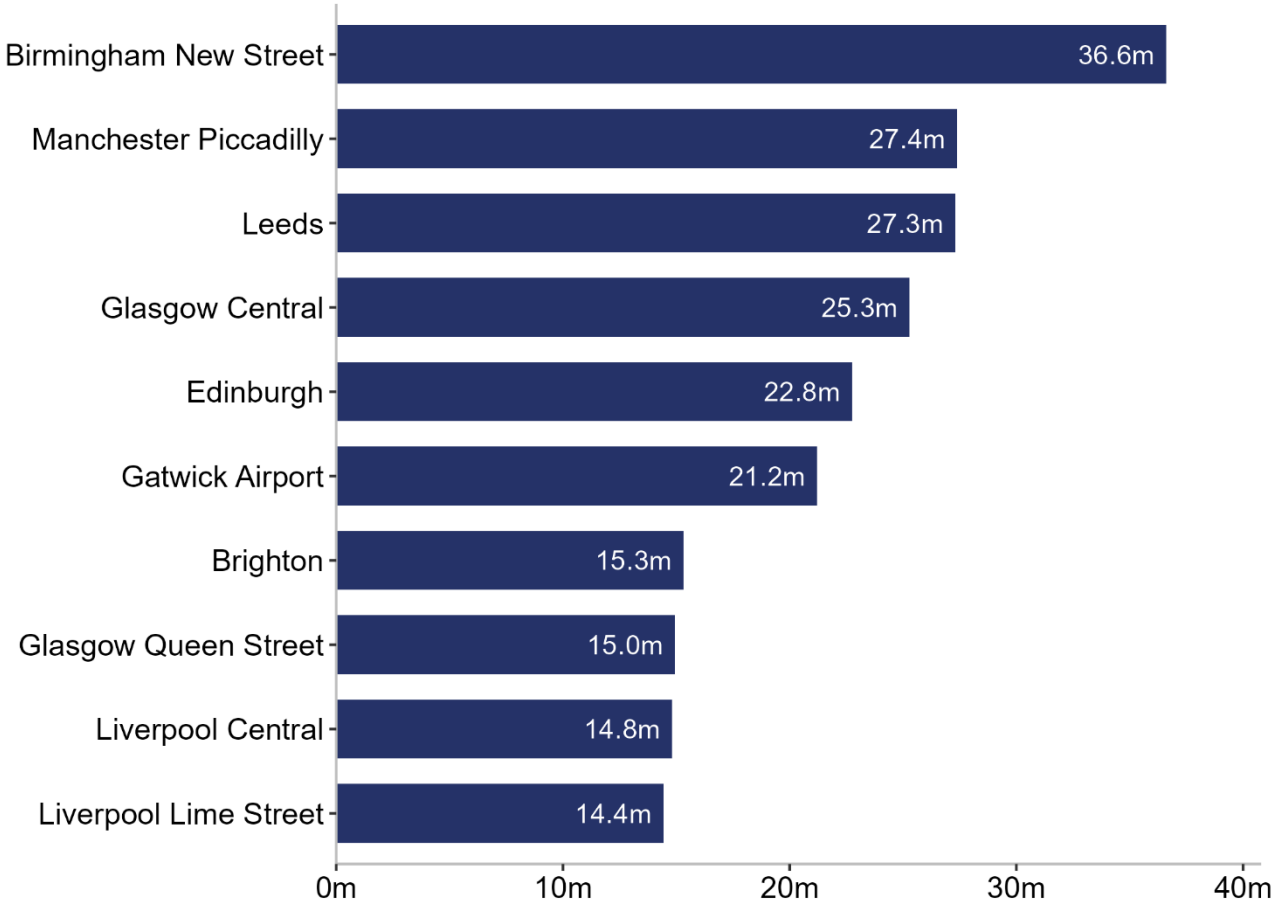
Elizabeth line

The Elizabeth line is a mainline rail service in London and its suburbs. Its central section is new railway infrastructure which opened in 2022. It runs from London Paddington through to Abbey Wood, creating new journey opportunities for passengers. The existing services between London Paddington and Reading, London Paddington and Heathrow and London Liverpool Street and Shenfield were rebranded as Elizabeth line trains. The stations on the new section of line are amongst the busiest in Great Britain with five of the top ten busiest stations being served by the Elizabeth line (London Liverpool Street, London Paddington, Tottenham Court Road, Farringdon and Bond Street).

Outside of London, Birmingham New Street was the most used station with **36.6 million entries and exits** in the latest year. This was followed by Manchester Piccadilly and Leeds. Glasgow Central was the most used station in Scotland with 25.3 million entries and exits. The most used station in Wales was Cardiff Central with 12.5 million entries and exits.

Figure 2.2 Birmingham New Street was the most used station outside of London

Ten most used stations outside of London, April 2024 to March 2025



Stations with the least entries and exits

The least used station that was open during the year was **Elton and Orston** with 68 recorded entries and exits.[1] This is down from the 212 entries and exits recorded in the previous year (April 2023 to March 2024). This is the second time in the past four years that this station has recorded the fewest entries and exits.

Overall there were five open stations with 150 or fewer entries and exits in the latest year:

1. Elton and Orston, Nottinghamshire (68 entries and exits)

2. Shippea Hill, Cambridgeshire (76)

3. Ince and Elton, Cheshire (98)

4. Denton, Greater Manchester (100)

5. Reddish South, Greater Manchester (102)

The least used station in Scotland was Scotscalder with 226 entries and exits, followed by Beasdale (230) and Kildonan (312). In Wales, the least used station was Roman Bridge with 612 entries and exits, followed by Llangynllo (752) and Dolau (818).

In previous years, usage at some of the least used stations presented as part of these statistics has increased the following year. We understand that highlighting the least used stations within these statistics can encourage people to visit them.

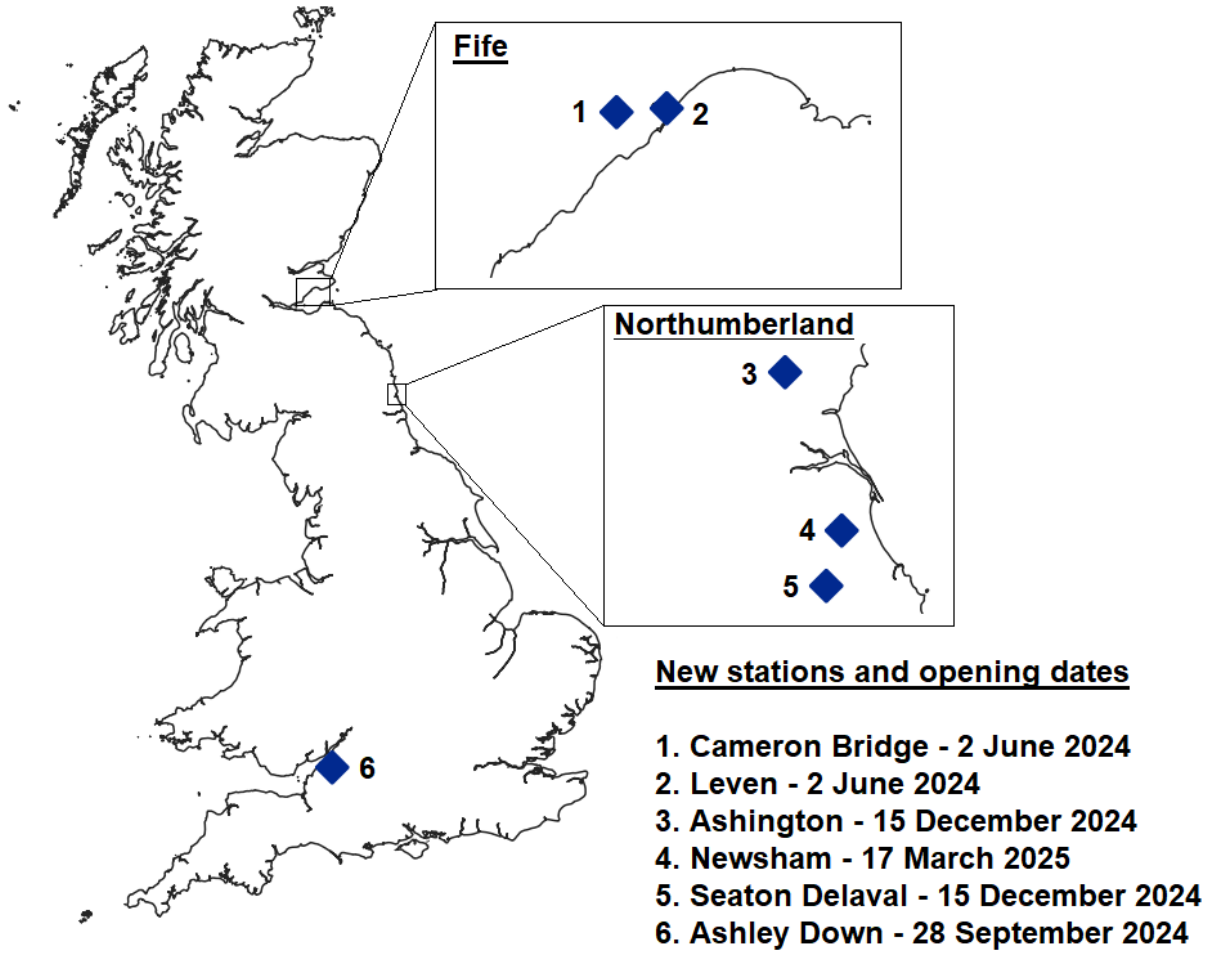
[1] The following stations had their mainline services suspended throughout all of the latest year (April 2024 to March 2025) and therefore have no recorded entries and exits: Altnabreac (Scottish Highlands), Stanlow and Thornton (Cheshire) and Teesside Airport (County Durham). Further information on these temporary station closures is available in our Rail infrastructure and assets statistics.

New and closed stations

In Great Britain, 2,589 stations were served by mainline rail services as at 31 March 2025. In the year April 2024 to March 2025, six new stations opened and no stations permanently closed to mainline services.[2]

Figure 2.3 Six new stations opened in latest year

Stations opened, Great Britain, April 2024 to March 2025



- **Ashington** is served by Northern Trains and opened 15 December 2024 – 131,000 entries and exits,
- **Ashley Down** is served by Great Western Railway and opened 28 September 2024 – 51,000 entries and exits,

[2] Bishops Lydeard and Corfe Castle have been removed from our latest list of stations as there are no plans to operate mainline services from these stations.

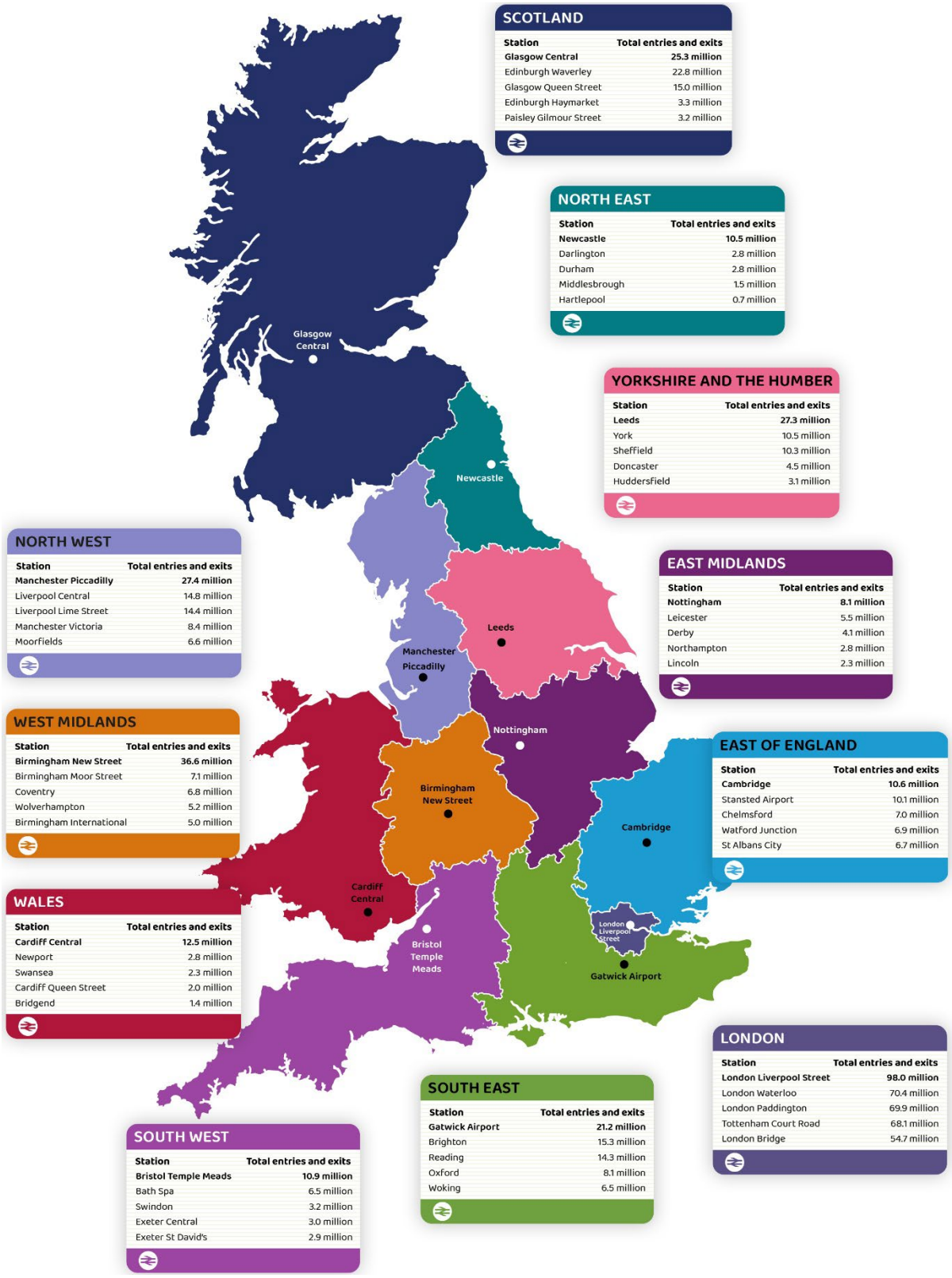
- **Cameron Bridge** is served by ScotRail and opened 2 June 2024 – 45,800 entries and exits,
- **Leven** is served by ScotRail and opened 2 June 2024 – 185,000 entries and exits,
- **Newsham** is served by Northern Trains and opened 17 March 2025 – 15,600 entries and exits,
- **Seaton Delaval** is served by Northern Trains and opened 15 December 2024 – 73,100 entries and exits.

For detailed information on all stations in Great Britain as at 31 March 2025, please see the following table on the data portal: Table 6329 Station attributes for all mainline stations. This covers geographical and other attribute information, such as county, local authority, Easting and Northing, and station facility owner.

Stations with the most entries and exits by region

Figure 2.4 The most used station in each region has remained the same

Top five most used stations in each region in England, Wales and Scotland, April 2024 to March 2025



In the latest year, the most used station in each region was the same as in the previous year. Since the start of the pandemic (April 2019 to March 2020), only London has seen a change in the most used station, when London Waterloo was its busiest station.

The top five most used stations were the same as in the previous year for eight out of eleven regions. The only regions with a change to the top five stations were East of England (St Albans City replacing Shenfield), London (London Bridge replacing Stratford) and the North East (Hartlepool replacing Berwick-Upon-Tweed).

For more detailed information on the number of passenger journeys between and within regions, please refer to our Regional rail usage statistics.

3. Flows between stations

A flow represents all journeys, in both directions, between a pair of stations.

Busiest flows between pairs of stations

In the latest year, the busiest flow was between Tottenham Court Road and London Liverpool Street, with 8.7 million journeys.

Figure 3.1 Six of the ten busiest flows were on routes only served by the Elizabeth line

Ten busiest flows between pairs of stations in Great Britain, April 2024 to March 2025

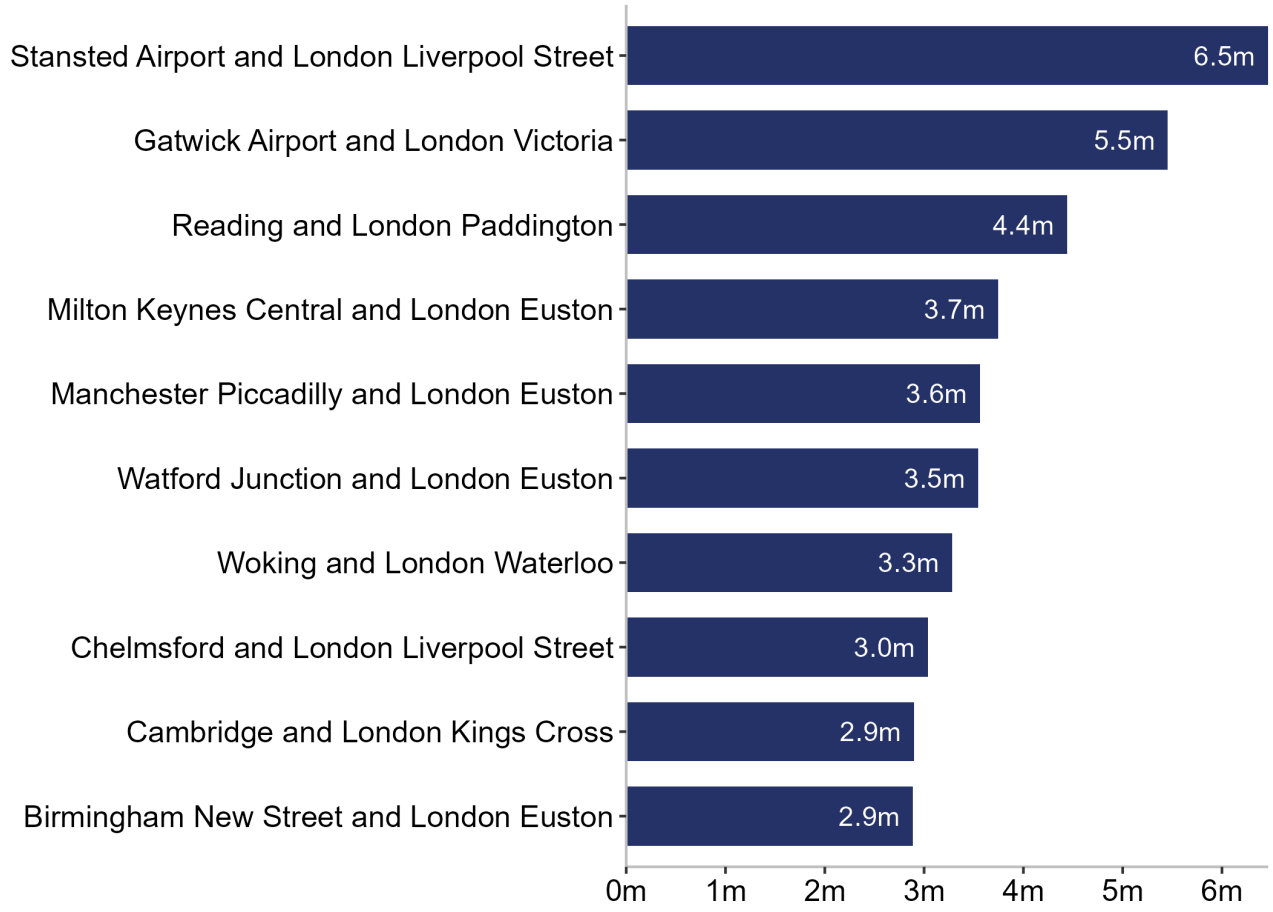
Six of the ten busiest flows were on routes only served by the Elizabeth line. These were between Tottenham Court Road and London Liverpool Street (8.7 million journeys), between London Paddington and Tottenham Court Road (7.2 million journeys), between Bond Street and Tottenham Court Road (6.8 million journeys), between London Paddington and Bond Street (5.6 million journeys), between Farringdon and London Liverpool Street (5.1 million journeys) and between Farringdon and Tottenham Court Road (4.8 million journeys).

The flow between Stansted Airport and London Liverpool Street was the fourth busiest flow with 6.5 million journeys and the flow between Gatwick Airport and London Victoria was the sixth busiest with 5.5 million journeys. These were the only two flows in the top ten including a station outside of London.

There were 6.0 million journeys in total between the three Heathrow Airport mainline stations and London Paddington, of which, 3.3 million were to or from Terminal 2 and 3, 0.8 million were to or from Terminal 4, and 1.9 million were to or from Terminal 5.

Figure 3.2 The busiest flows including at least one station outside of London were all taking passengers to or from London

Ten busiest flows where at least one station is outside of London, April 2024 to March 2025



When only considering flows which involve at least one station outside of London, the busiest two flows were the flows described above between central London terminals and Stansted and Gatwick Airports. The busiest flow not connecting an airport was between Reading and London Paddington.

Figure 3.3 Four of the five busiest flows outside of London contained Birmingham New Street

Ten busiest flows where neither station is in London, April 2024 to March 2025

In the latest year, the busiest flow outside of London was between Birmingham New Street and Coventry (2.4 million journeys), followed closely by Edinburgh Waverley and Glasgow Queen Street (2.4 million journeys). The busiest flow to include a station in Wales was Cardiff Central and Newport (1.1 million journeys).

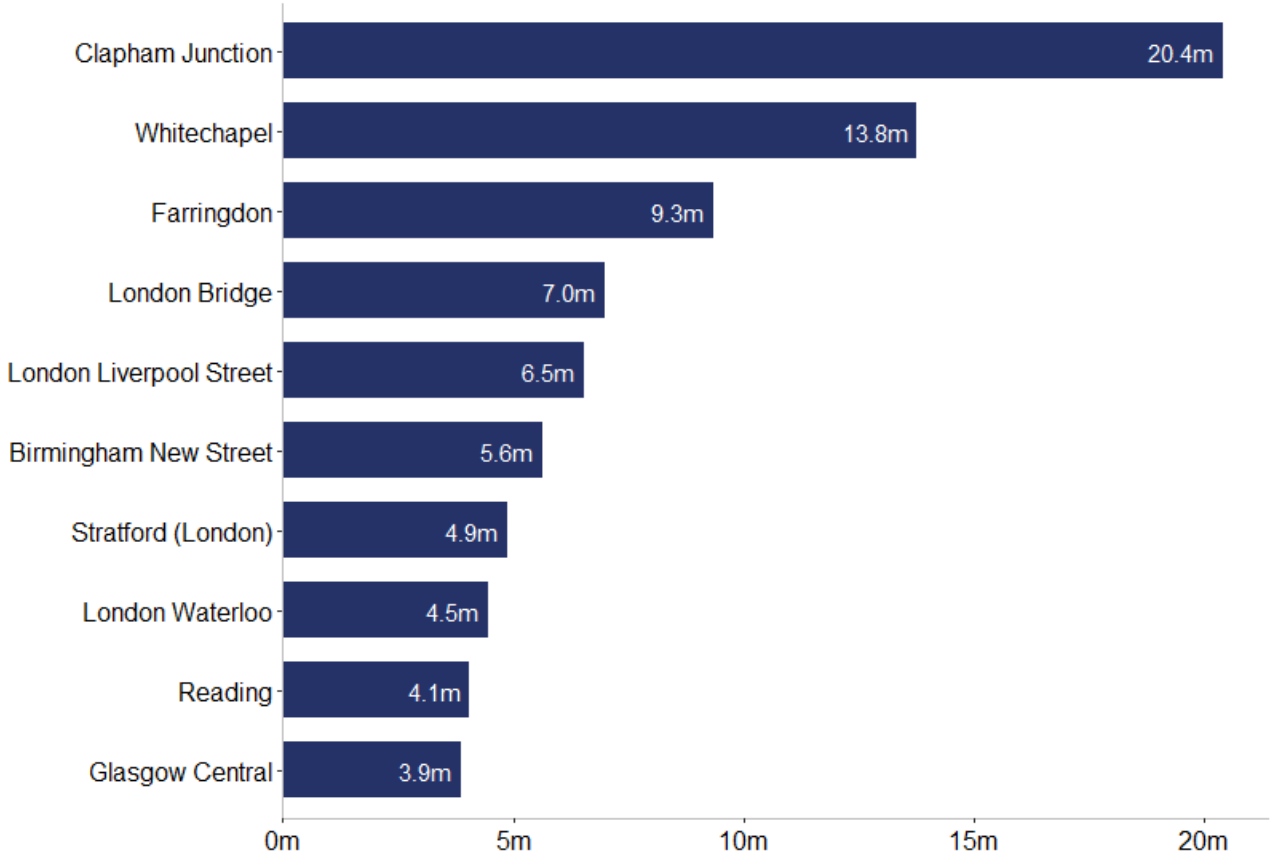
4. Station interchanges

Stations with the most interchanges

An interchange is where a passenger needs to transfer from one train to another during their journey from origin to destination station.

Figure 4.1 Clapham Junction once again had the highest number of interchanges

Ten stations with the highest number of interchanges, April 2024 to March 2025



In April 2024 to March 2025, the station with the highest number of interchanges was **Clapham Junction** with **20.4 million**. This station has had the highest number of interchanges each year since the comparable time series began in April 2004. Whitechapel had the second highest number of interchanges, followed by Farringdon in third.

These estimates are made using a model which makes assumptions about the route taken travelling between specific origins and destinations and whether that route includes one or more interchanges. Further information can be found in Annex 1 of this release and in the Quality and methodology report.

5. Annexes

Annex 1 – Quality and methodology

Data sources and methodology

These statistics on station usage are estimates primarily based on ticket sales, sourced from LENNON (Latest Earnings Networked Nationally Over Night), the rail industry's ticketing and revenue system and local ticketing data. These data sources and the methodology used provide the best approach possible given Great Britain does not have a fully gated rail network or robust count data for every station.

LENNON data feeds into a base matrix which is an input into the MOIRA2.2 rail planning tool. This is supplemented by local ticketing data for Passenger Transport Executive (PTE) areas. These sources are combined, and further adjustments are made to the data to address known issues with the MOIRA2.2 base matrix. These include an allocation of tickets sold to 'London Terminal', allocation of demand between individual stations in group stations outside of London and a number of cases where adjustments are made to selected stations to account for specific known issues, for example Digby and Sowton. Further information on the data sources and adjustments used to estimate usage at individual stations can be found in Table 1410.

Since the opening of the central section of the Elizabeth line, there has been a known issue with LENNON overestimating contactless and Oyster Pay As You Go (PAYG) journeys on the Elizabeth line. To correct for this we have used data supplied by Transport for London (TfL) as a direct replacement for these ticket types in the LENNON data.

The resulting dataset is used to produce the Origin Destination Matrix (ODM), a comprehensive matrix of passenger flows throughout Great Britain. The ODM is then used to derive estimates for the number of entries and exits at each station in Great Britain.

Interchanges at stations have been estimated by combining the number of journeys made on each flow (from the ODM) with the information on passenger journeys taken from the Central Allocations File (CAF). The CAF is an output of the ORCATS (Operational Research Computerised Allocation of Tickets to Services) system which predicts passenger choices of rail route and train used.

Limitations

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

- Some ticket sales (e.g. Eurostar tickets) are not included, which may mean that usage at some stations is underestimated.

- Journeys with no associated ticket sales such as staff travel, and particularly fare evaders, are not included.
- Ticket sales data does not always specify precise journey origins and/or destinations, so these are estimated using alternative data sources.
- Methodology improvements, e.g. inclusion of ticket sales previously not available, means that estimates are not always comparable over time. Improvements should be taken into account when considering changes in usage between years.
- Assumptions are made about the number of journeys made with multi-use tickets e.g. that each weekly season ticket will be used to make 10.3 journeys.
- Passengers may purchase tickets from/to different stations to the ones they use in practice, e.g. to stations at the end of the fare zone.

Methodology changes

Whilst consistency with past datasets is important to enable comparisons to be made over time, users have indicated that they are keen to see improvements in station usage estimates, even where this reduces consistency with historic data, provided any changes are clearly explained.

Key methodology changes made for the April 2024 to March 2025 ODM and their impact on station usage estimates are listed below. These changes should be considered when comparing estimates with previous years.

- A methodological adjustment was developed to adjust the ODM such that, when flow level data is summed to calculate total demand to/from each station within a station group, it aligns more closely with the splits published in station usage, which are directly based on counts data.

- A methodological adjustment was developed for calculating the PTE infills for Strathclyde (updated distribution of Zonecard data as well as incorporation of new Zonecard products), West Yorkshire (unchanged distribution of infill demand based on MCard data), Merseyside (updated total rail trip estimates and distribution for Trio, Saveaway and Concessions tickets), and West Midlands (updated concessionary uplift assumptions).

- A methodological enhancement was introduced to better represent the origin and destination stations of rail legs of journeys undertaken in the London contactless (CPAY) area. This adjustment has resulted in an increase of 33 million entries and exits (equivalent of 16.5 million journeys) in the latest year, with the largest impacts being observed at major interchange stations such as West Ham, Seven Sisters and Queen’s Park.

Further details on data collection, the methodology used to calculate the estimates within this release and limitations of these estimates can be found in the Estimates of station usage quality and methodology report and Frequently Asked Questions document.

Revisions

Data presented in this release is correct at the time of publication but may change due to subsequent revisions.

There have been no revisions to previously published data. Details on any previous revisions can be found in the Revisions log.

How these statistics can be used

- Monitoring the number of annual entries and exits or interchanges at individual stations e.g. to understand demand
- Monitoring how usage at individual stations changes over time (subject to methodology changes) and insights as to why
- Comparing the relative usage of stations within local areas, regions or across the whole of Great Britain
- To gauge the use of different ticket types at individual stations e.g. season vs reduced

How these statistics cannot be used

- Monitoring passenger rail usage at a national level, by train operating company or by ticket type (refer to Passenger rail usage statistics)
- Monitoring the number of passenger journeys between and within regions (refer to Regional rail usage statistics)
- Volume of entries compared to exits at an individual station (methodology makes these equal)

Annex 2 – List of outputs associated with this release and other related statistics

Data tables and other outputs

All data tables and other outputs associated with this release can be found on the Estimates of station usage page on the data portal.

(a) Passenger entries and exits and interchanges by station (April 2024 to March 2025) – Table 1410 (ods and csv)

(b) Time series of passenger entries and exits and interchanges by station (April 1997 to March 1998 to April 2024 to March 2025) – Table 1415 (ods)

(c) Interactive dashboard (Power BI)

(d) Animated graphics (MP4) and infographics (PDF)

Other related statistics

The ODM which contains the estimated number of journeys between each pair of mainline stations in Great Britain during April 2024 to March 2025 will be published on the Rail Data Marketplace at the in December 2025. Annual datasets going back to April 2018 to March 2019 are available on the Rail Data Marketplace.

We publish Passenger rail usage statistics on a quarterly basis. These statistics include estimates of the number of passenger rail journeys in Great Britain, by sector (London and the South East, Regional, and Long distance), by operator and by ticket type. This publication also includes statistics on passenger kilometres and train kilometres.

We also publish annual statistics on Regional rail usage, which includes the number of rail journeys between and within regions. These statistics are also derived from the ODM used to produce these statistics, i.e. primarily based on the LENNON ticketing system and local ticketing data.

Network Rail publishes information on station footfall at 18 Network Rail managed stations. These data are collected using a different method to the statistics in this release and include all people using the stations, e.g. visiting shops and restaurants who may not make a rail journey.

The Department for Transport (DfT) publishes Rail passenger numbers and crowding statistics providing information on the number of passengers travelling by rail into and out of major city centres in England and Wales. The statistics represent passengers on National Rail services on a 'typical' weekday. DfT also publishes daily estimates of transport use by mode.

Annex 3 – ORR's statistical publications

Our statistical practice is regulated by the Office for Statistics Regulation (OSR). OSR sets the standards of trustworthiness, quality and value in the Code of Practice for Statistics that all producers of official statistics should adhere to. You are welcome to contact us directly with any comments about how we meet these standards by emailing rail.stats@orr.gov.uk. Alternatively, you can contact OSR by emailing regulation@statistics.gov.uk or via the OSR website.

Statistical Releases

This publication is part of ORR's 'accredited official statistics', which consist of seven annual publications: **Estimates of station usage; Rail industry finance (UK); Rail fares index; Rail safety; Rail infrastructure and assets; Rail environment; Regional rail usage;** one biannual publication: **Passenger rail service complaints;** and three quarterly publications: **Passenger rail performance; Freight rail usage and performance; Passenger rail usage**.

ORR also publishes a number of other official statistics, which consist of five annual publications: **Common Safety Indicators; Passenger satisfaction with complaints handling; Train operating company key statistics; Occupational health**; **Rail trends** (formerly Rail statistics compendium); and four quarterly publications: **Signals passed at danger (SPADs); Delay compensation claims; Disabled Persons Railcards (DPRC); Passenger assistance.**

All the above publications are available on the data portal along with a list of publication dates for the next 12 months.

Accredited official statistics

Accredited official statistics are called National Statistics in the Statistics and Registration Service Act 2007. They are official statistics that have been independently reviewed by the Office for Statistics Regulation and found to comply with the standards of trustworthiness, quality and value in the Code of Practice for Statistics.

The majority of our statistical releases were independently reviewed by the OSR in June 2012. They comply with the standards of trustworthiness, quality and value in the Code of Practice for Statistics and are labelled accredited official statistics.

Since our review we have improved the content, presentation and quality of our statistical releases. In addition, in July 2019 we launched our new data portal. Therefore, in late 2019 we worked with the OSR to conduct a compliance check to ensure we are still meeting the standards of the Code. On 4 November 2019, OSR published a letter confirming that ORR's statistics should continue to be accredited official statistics.

OSR found many positive aspects in the way that we produce and present our statistics and welcomed the range of improvements made since the statistics were last assessed.

Estimates of station usage statistics were independently reviewed by OSR in November 2020 and their accreditation was confirmed on 1 December 2020.

For more information on how we adhere to the Code please see our compliance statements.

If you have any feedback or questions, please email rail.stats@orr.gov.uk.

This publication is available at dataportal.orr.gov.uk

Any enquiries regarding this publication should be sent to us at orr.gov.uk/contact-us