



# Passenger lifts at stations statistics development plan

4 August 2026



# Introduction

1. The Office of Rail and Road (ORR) is committed to the ongoing review and improvement of its published statistics to ensure they are of the highest quality and public value. As part of this commitment, we are publishing this development plan for our Passenger lifts at stations statistics.
2. This document describes our plans to develop our Passenger lifts at stations statistics including work to develop the methodology used to produce the statistics and seek and respond to user feedback. These actions are intended to support the transition of the official statistics in development to official statistics.

## Background

ORR has published biannual Passenger lifts at stations statistics since early 2025. These statistics provide information on:

- The number of passenger lifts at Network Rail-owned stations and the number of Network Rail-owned stations with passenger lifts.
- The number of lift faults and the number of faults per lift.
- The average (mean) time to repair (hours).
- Lifts with six or more faults.
- Faults that put the lift out of service for over one week (168 hours).

Statistics on entrapments are also provided:

- The number of lift entrapments and the number of entrapments per 100 lifts.
- The average (mean) response time to entrapments.
- The number of entrapments of more than 75 minutes.

To produce these statistics, we collect the data directly from Network Rail on a biannual basis (railway periods 1 to 7 and railway periods 8 to 13).

## Purpose

Our Passenger lifts at stations statistics are used by the rail industry, regulators, policymakers and the public to better understand and monitor the reliability of lifts and the response to faults and entrapments. Publishing these statistics provides transparency around passenger lifts at Network Rail-owned stations, an area of considerable interest for both the industry and the wider public.

## Development plan

### Statistical classification

We have classified statistics relating to the new measures as [official statistics in development](#), to be transparent about current limitations and to encourage early use and feedback while further development continues.

The main reasons for classifying these new measures as official statistics in development:

- As we haven't published data on these new measures before, we are unclear on the value of these statistics to users.
- The metrics selected cover a range of reliability aspects (e.g. recurring faults) and response performance (e.g. faults resulting in lifts being out of service for more than one week). We are monitoring these to assess the extent to which they provide comprehensive coverage of this subject.
- We are collecting the data twice a year. The datasets are based on railway reporting periods resulting in data for two time periods of different lengths. We continue to assess the suitability of the frequency and time periods used.

### Planned developments

This development plan outlines the work we will take forward to strengthen the new official statistics in development within the Passenger lifts at stations publication, including the expected and ongoing actions set out below:

- Work closely with industry, drawing on feedback from Network Rail, operators and input from Department for Transport to identify any potential changes.

- Improve supporting documentation to strengthen our user's understanding of the metrics.

Our aim is to remove the 'official statistics in development' classification for the Passenger lifts at stations, rail periods 8 to 13 (18 October 2026 to 31 March 2027) publication (expected to be published in July 2027), subject to the successful delivery of the actions set out above, feedback from stakeholders and an assessment confirming that the statistics fully meet the standards of trustworthiness, quality and value.

## User engagement

We welcome feedback from all stakeholders, including train operators, industry bodies, and the wider public, on the usefulness and presentation of these statistics. Please send your comments or questions to [rail.stats@orr.gov.uk](mailto:rail.stats@orr.gov.uk).

We will update this development plan as our work progresses, maintaining high standards of quality and relevance in line with the [Code of Practice for Statistics](#).



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