

Background Information

The latest **Estimates of Station Usage** for 2015-16, for all stations in Great Britain, were published by **Office of Rail and Road (ORR)** on 6 December 2016.

The **estimates of station usage** consist of the total numbers 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 key facts leaflet, a number of documents are available on the ORR website, including:

- Estimates of Station Usage 2015-16 (Excel)
- Time Series of Estimates of Station Usage 1997-98 to 2015-16 (Excel)
- Methodology Report for Estimates of Station Usage 2015-16 (PDF)
- Frequently Asked Questions (PDF)
- Infographics (PDF)

Methodology

A significant change to the methods used to estimate usage across London stations has been implemented for 2015-16. This should be taken into account when making any comparisons to data from previous years.

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 Davies Gleave** (SDG) to produce these usage estimates annually.

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

Interchanges at stations have been estimated using the **Central Allocations File**. This contains route alternatives 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 over 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 the station. These improvements, and the reasons for them, are detailed 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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Website: www.orr.gov.uk/statistics/published-stats/station-usage-estimates



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Estimates of Station Usage 2015-16



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Publication date: 6 December 2016

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Stations with the most entries & exits

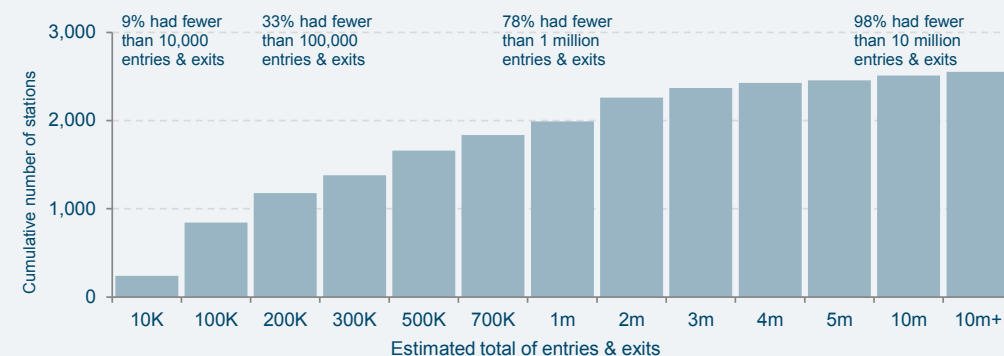
Within London

Station	Entries & Exits
1. Waterloo	99,148,388
2. Victoria	81,151,418
3. Liverpool Street	66,556,690
4. London Bridge	53,850,938
5. Euston	41,677,870
6. Stratford	41,113,260
7. Paddington	36,536,074
8. King's Cross	33,361,696
9. Clapham Junction	32,282,220
10. St. Pancras	31,723,686

Outside London

Station	Entries & Exits
1. Birmingham New Street	39,077,018
2. Glasgow Central	30,000,582
3. Leeds	29,723,734
4. Manchester Piccadilly	25,792,700
5. Edinburgh	21,723,960
6. Gatwick Airport	18,028,846
7. Brighton	17,333,326
8. Reading	16,755,984
9. Glasgow Queen Street	16,424,064
10. Liverpool Central	15,638,894

Distribution of Entries & Exits



Stations with the most interchanges

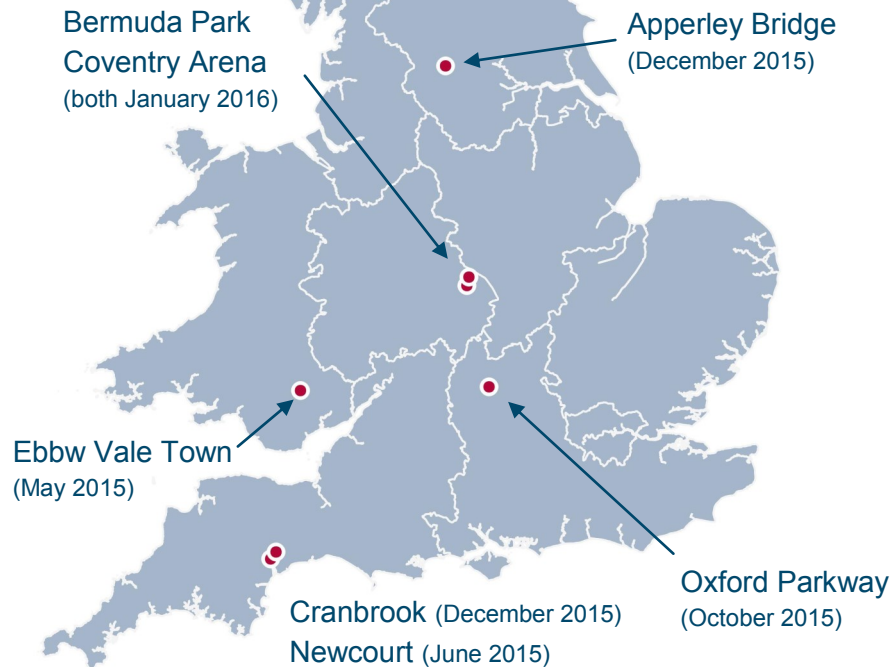
Station	Interchanges	Station	Interchanges
1. Clapham Junction	30,449,390	6. St. Pancras	4,474,169
2. East Croydon	7,054,987	7. Reading	3,970,335
3. Waterloo	6,097,879	8. Euston	3,853,607
4. Birmingham New Street	5,825,477	9. King's Cross	3,683,719
5. Victoria	5,621,428	10. Lewisham	3,577,167

New Stations in 2015-16

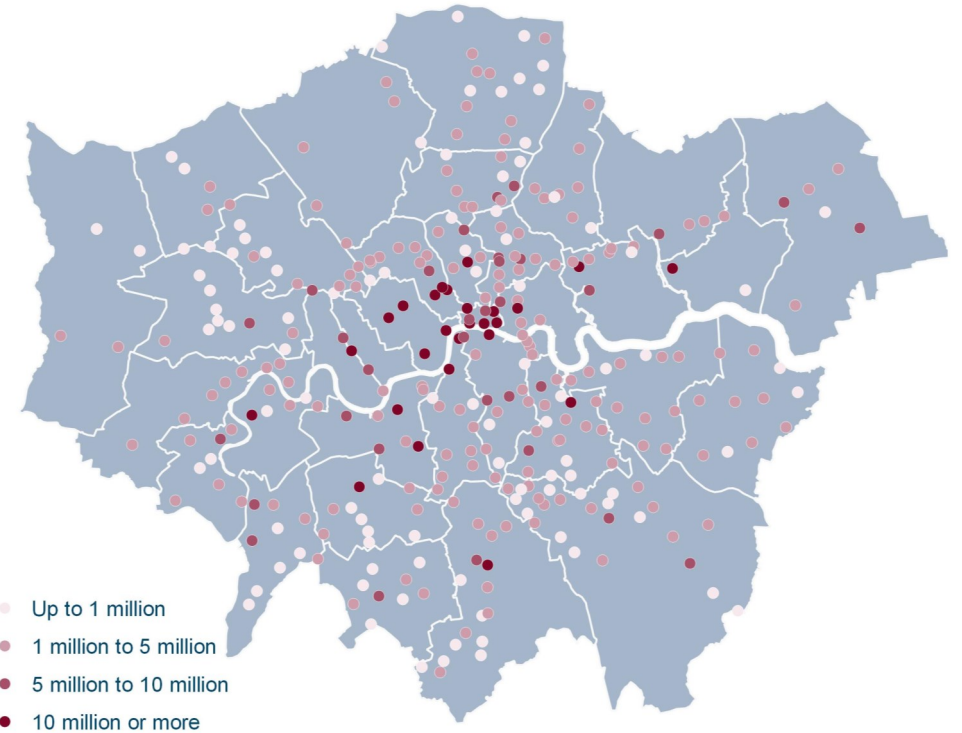
2,557 mainline stations,
including **14 new stations**

Seven new stations opened in
Scotland in September 2015
as part of the Borders Railway:

Shawfair
Eskbank
Newtongrange
Gorebridge
Stow
Galashiels
Tweedbank



Entries and Exits at London Stations in 2015-16



London Stations Methodology Change

A significant change has been made to the way that usage at London stations has been estimated in 2015-16.

Oyster data has been included to give a more accurate distribution of usage across stations.

As a result, direct comparisons to usage in 2014-15 are not valid.

The following three examples demonstrate some potential effects of the methodology change

Waterloo	Stratford	South Hampstead
99,148,388 entries & exits	41,113,260 entries & exits	456,228 entries & exits
Methodology change: - 4,972,897 entries & exits	Methodology change: + 7,209,740 entries & exits	Methodology change: - 224,108 entries & exits
Result: Growth suppressed	Result: Growth inflated	Result: Growth suppressed