

Background Information

The latest **Estimates of Station Usage** for 2016-17, for all stations in Great Britain, were published by the **Office for Rail and Road (ORR)** on 1 December 2017.

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 leaflet, a number of documents are available on the ORR website, including:

- Estimates of Station Usage - 2016-17 (Excel)
- Time Series of Estimates of Station Usage 1997-98 to 2016-17 (Excel)
- Methodology Report for Estimates of Station Usage 2016-17 (PDF)
- Frequently Asked Questions (PDF)
- 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 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 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.

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**.

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Website: www.orr.gov.uk/statistics/published-stats/station-usage-estimates



OFFICE OF RAIL AND ROAD

steer davis gleave



Estimates of Station Usage 2016-17

Publication Date: 1 December 2017

Stations with the most entries & exits

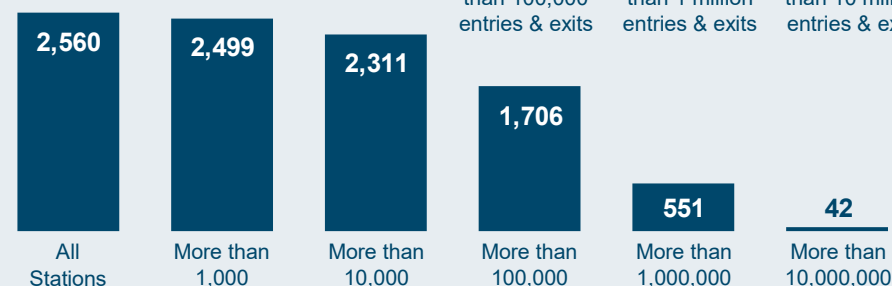
Within London

Station	Entries & Exits
1. Waterloo	99,403,096
2. Victoria	75,889,396
3. Liverpool Street	67,339,218
4. London Bridge	47,874,250
5. Euston	44,059,402
6. Stratford	42,251,592
7. Paddington	35,835,970
8. King's Cross	33,816,396
9. St. Pancras	33,492,476
10. Clapham Junction	30,680,766

Outside London

Station	Entries & Exits
1. Birmingham New Street	42,366,776
2. Glasgow Central	32,060,134
3. Leeds	30,942,592
4. Manchester Piccadilly	27,807,063
5. Edinburgh	22,582,342
6. Gatwick Airport	19,361,658
7. Reading	17,122,000
8. Liverpool Central	16,035,031
9. Brighton	15,993,072
10. Liverpool Lime Street	15,613,057

Distribution of Entries & Exits

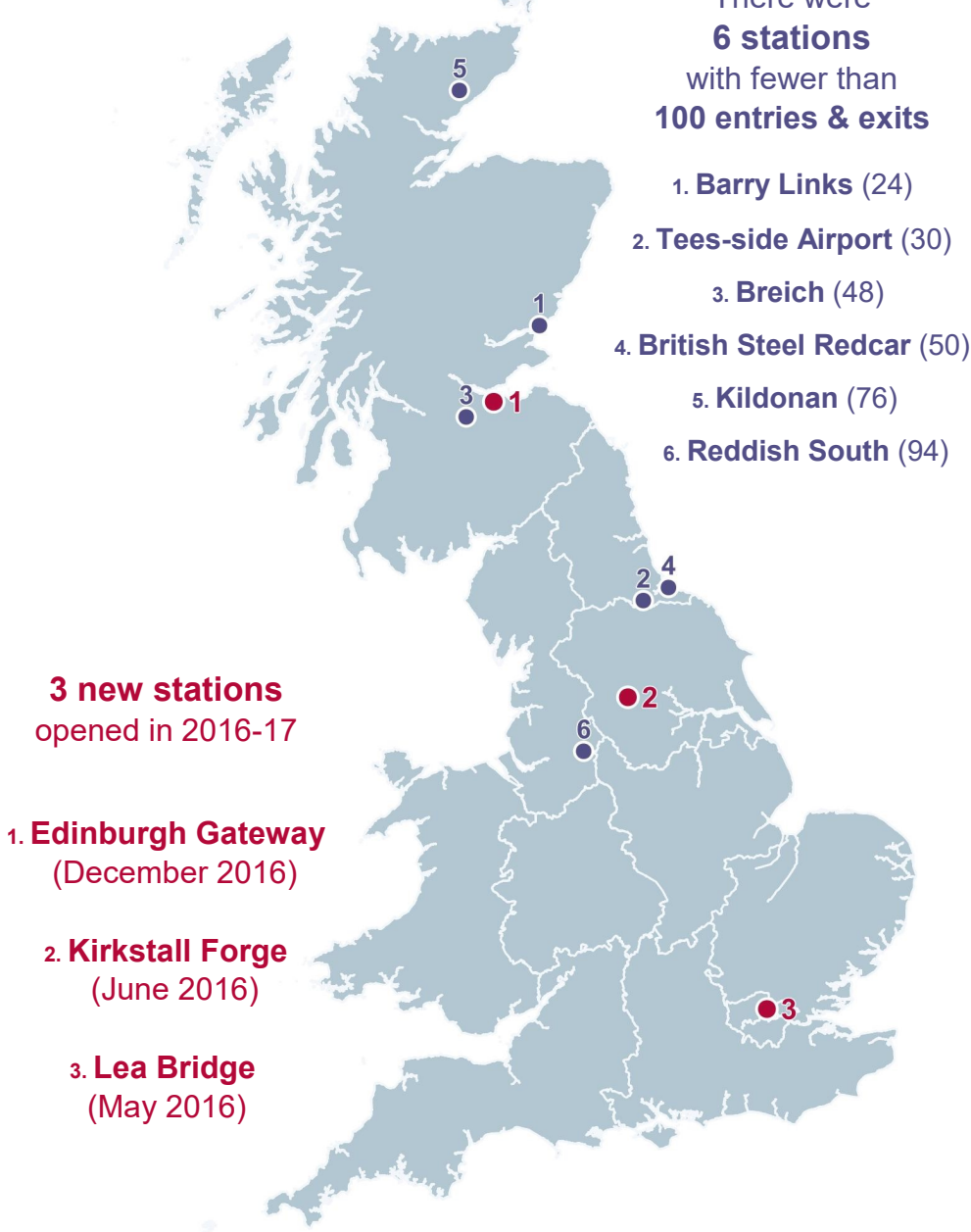


Stations with the most interchanges

Station	Interchanges	Station	Interchanges
1. Clapham Junction	27,330,398	6. St. Pancras	4,584,114
2. East Croydon	6,521,665	7. Reading	4,108,908
3. Waterloo	6,105,768	8. Stratford	3,872,501
4. Birmingham New Street	5,791,187	9. Highbury & Islington	3,837,080
5. Victoria	5,734,424	10. Lewisham	3,756,221

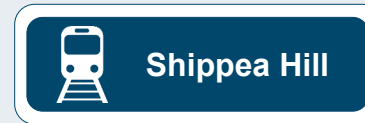
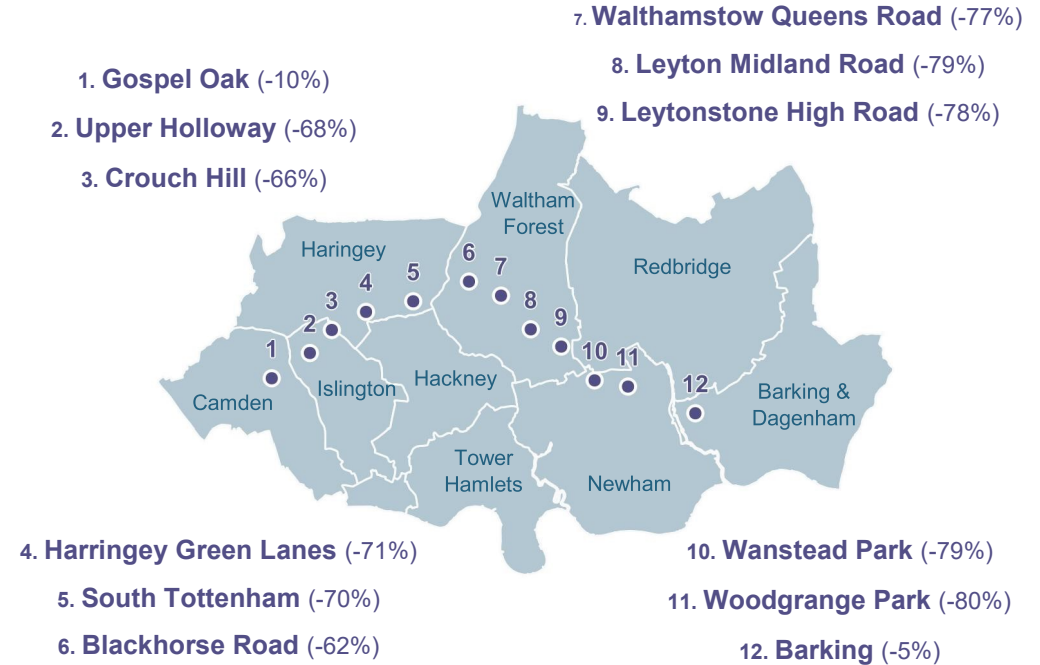
New stations & Least Used Stations

2,560 mainline stations in Great Britain



Change in Station Usage

Usage of the Gospel Oak to Barking line on the London Overground reduced as a result of engineering works throughout the year. Work included a full closure between October 2016 and February 2017



Publicity around Shippea Hill as the least used station in 2015-16 has led to an increase in usage. Up from 12 to 156 entries & exits in 2016-17.



There was a large increase in usage for both Bermuda Park (up 743%) and Coventry Arena (up 625%). They were both new stations the previous year, opening in January 2016.