



**COMBINING ORR's ESTIMATES OF STATION USAGE
WITH NETWORK RAIL AND RAIL DELIVERY GROUP DATA
A BRIEF ANALYSIS**

2020-2021

V1 – 30 November 2021

OVERVIEW

BUSIEST

Most Boarded & Alighted Station
Stratford 13,985,162 passengers

Busiest Overall Station
London Bridge 16,124,626 passengers

Station With Most Interchanges
Clapham Junction 6,823,770 interchanges

Station With Highest Portion of Interchanges
Crianlarich 75.26% of passengers

Highest Passenger to Service Ratio
Barking 40.56 Passengers per scheduled train

Most Passengers Per Meter of Usable Platform
Canada Water
35292.89 passenger per meter
9705.54 passenger per Vicki Foot

Station With Most Calling Trains
Clapham Junction 16,353 passenger trains per week

QUIETEST

Least Used Stations
Abererch, Beasdale, Llanbedr, Stampford
Courtneeny, Stanlow & Thornton and Sugar Loaf
0 Passengers

Lowest Passenger to Service Ratio
Llandanwg & Tygwyn
0.001 passengers per scheduled train

Fewest Passengers per Meter of Usable Platform
Teesside Airport
0.01 passengers per meter
0.004 passengers per Vicki Foot

Stations With Fewest Trains Calling
Teesside Airport and Bordesley
1 passenger train per week

MOST CHANGED

Largest Increase in Usage as a Percentage
Berney Arms +729%

Largest Increase in Usage as a Number
Taynuilt +16.638

Largest Reduction in Usage as a Percentage
Abererch, Beasdale, Llanbedr, Stampford
Courtneeny, Stanlow & Thornton and Sugar Loaf
-100%

Largest Reduction in Usage as a Number
London Waterloo -74,688,892

Due to the effects of Covid-19 on travel, some figures are subject to inaccuracies. To read the full analysis and limitations, visit www.railwaydata.co.uk/stations and click on "A brief analysis of the National Railway station usage statistics for 2020-2021"



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BUSIEST STATIONS

MOST BOARDED & ALIGHTED STATIONS

This list shows the stations that had the highest number of passengers starting or finishing their journeys there, for the 2020-2021 financial year.

Station	Passengers
1 Stratford	13,985,162
2 London Victoria	13,791,322
3 London Bridge	13,763,890
4 London Waterloo	12,214,626
5 London Liverpool St.	11,212,008
6 Highbury & Islington	8,660,736
7 Clapham Junction	8,370,706
8 Birmingham New St.	7,350,942
9 Barking	6,742,918
10 East Croydon	6,695,420

BUSIEST OVERALL STATIONS

This list shows the total number of users at the ten busiest stations. This is calculated by combining both the 'entries & exits' and 'interchanges' figures.

Station	Entries & Exits	Interchanges	Total Users
1 London Bridge	13,763,890	2,360,736	16,124,626
2 Stratford	13,985,162	1,746,052	15,731,214
3 Clapham Junction	8,370,706	6,823,770	15,194,476
4 London Victoria	13,791,322	1,384,525	15,175,847
5 London Waterloo	12,214,626	1,375,141	13,589,767
6 London Liverpool St.	11,212,008	1,130,924	12,342,932
7 Highbury & Islington	8,660,736	1,115,752	9,776,488
8 Birmingham New St.	7,350,942	1,024,050	8,374,992
9 East Croydon	6,695,420	971,788	7,667,208
10 London Euston	6,606,698	842,997	7,449,695

STATIONS WITH MOST INTERCHANGES

An often overlooked statistic, and one that can have a large effect on how busy a station is, is the number of interchanges (passengers changing trains) that take place. The table below shows the stations with the highest number of interchanges.

Station	Passengers
1 Clapham Junction	6,823,770
2 London Bridge	2,360,736
3 Stratford	1,746,052
4 Hackney Central	1,575,649
5 London Victoria	1,384,525
6 London Waterloo	1,375,141
7 London Liverpool St.	1,130,924
8 Highbury & Islington	1,115,752
9 Hackney Downs	1,050,008
10 Birmingham New St.	1,024,050

STATIONS WITH THE HIGHEST PROPORTION OF INTERCHANGES

This table shows the stations that have the highest proportion of interchanges. This is calculated by dividing the number of interchanges with the combined total of 'entries & exits' and 'interchanges.' For example, in 2020-2021, Crianlarich had 2,428 entries & exits and 7,388 interchanges, meaning a total of 75.26% of passengers using the station were doing so solely to change trains.

Station	Entries & Exits	Interchanges	%Interchange
1 Crianlarich	2,428	7,388	75.26%
2 Thorpe-le-Soken	32,264	72,866	69.31%
3 Hackney Central	1,110,078	1,575,649	58.67%
4 Deepdene	90,096	82,960	47.94%
5 Maidstone Barracks	67,246	55,898	45.39%
6 Clapham Junction	8,370,706	6,823,770	44.91%
7 Ford	49,220	37,136	43.00%
8 Gospel Oak	1,112,612	810,346	42.14%
9 Gainsborough Central	616	435	41.39%
10 Barnham	396,938	275,413	40.96%

HIGHEST PASSENGER TO SERVICE RATIO

The passenger to service ratio shows the average number of passengers boarding & alighting scheduled trains at a particular station. An approximate weekly usage figure is calculated by dividing the yearly 'Exit & Entry' figure by 52. This is then divided by the total number of scheduled calls at a station in the first week of the May 2020 long-term timetable. These figures should be taken with some caution, as timetables changed dramatically following the release of the May 2020 timetable.

Station	Entries & Exits	Weekly Calls	PaxPerTrain
1 Barking	6,742,918	3,197	40.56
2 Seven Sisters	2,358,898	1,167	38.87
3 Stratford	13,985,162	7,011	38.36
4 West Ham	4,011,880	2,227	34.64
5 London Kings Cross	4,667,820	2,672	33.60
6 Shepherds Bush	2,271,628	1,413	30.92
7 London Victoria	13,791,322	8,601	30.84
8 Chafford Hundred	881,722	582	29.13
9 Harrow-on-the-Hill	731,734	486	28.95
10 Ilford	2,536,166	1,753	27.82

MOST PASSENGERS PER METER OF PLATFORM

This table shows the top 10 stations, for passengers per meter of usable platform. Also included are details of passengers per '[Vicki Foot](#)' of usable platform.

Station	Entries & Exits	PlatLength(m)	PaxPerMeter	PlatLength(VF)	PaxPerVF
1 Canada Water	5576276	158	35292.89	574.55	9705.54
2 Whitechapel	4141760	162	25566.42	589.09	7030.77
3 Highbury & Islington	8660736	765	11321.22	2781.82	3113.34
4 Haggerston	896302	88	10185.25	320.00	2800.94
5 Dalston (Kingsland)	2129528	211	10092.55	767.27	2775.45
6 Liverpool Central	3605780	400	9014.45	1454.55	2478.97
7 Old Street	2230872	256	8714.34	930.91	2396.44
8 Homerton	1774158	207	8570.81	752.73	2356.97
9 Surrey Quays	1494474	176	8491.33	640.00	2335.12
10 West Ham	4011880	496	8088.47	1803.64	2224.33

MOST TRAINS CALLING AT...

This table shows the most served stations, based on weekly calls in the first week of the May 2020 long-term timetable. It should be noted that these figures are likely to be inaccurate, due to the many timetable changes that occurred as a result of the pandemic.

Station	WeeklyCalls
1 Clapham Junction	16,353
2 London Bridge	12,990
3 London Waterloo	10,000
4 London Victoria	8,601
5 London Liverpool St.	8,554
6 Glasgow Central	8,307
7 Leeds	7,974
8 Manchester Piccadilly	7,072
9 Stratford	7,011
10 Birmingham New St.	6,743

QUIETEST STATIONS

LEAST USED STATIONS

This list shows the least used stations for 2020-2021

Station	Passengers
=1 Abererch	0
=1 Beasdale	0
=1 Llanbedr	0
=1 Sampford Courtney	0
=1 Stanlow & Thornton	0
=1 Sugar Loaf	0
7 Teesside Airport	2
8 Tygwyn	4
9 Okehampton	6
10 Llandanwg	7

NOTES:

- Abererch, Llanbedr, Sugar Loaf, Tygwyn & Llandanwg were closed to passengers from June 22nd, due to short platforms preventing social distancing between rail staff and passengers. As a result, these stations were only served by trains for 55 days throughout the 2020-2021 period.
- Okehampton was not served by trains for the entirety of 2020-2021. It is believed the 6 passengers recorded there are due to a data error.
- Sampford Courteney was not served by trains for the entirety of 2020-2021.

LOWEST PASSENGER TO SERVICE RATIO

This table shows stations with the lowest passenger to service ratios.

Station	Entries & Exits	Weekly Calls	PaxPerTrain
=1 Llandanwg	8	106	0.001
=1 Tygwyn	4	106	0.001
3 Heathrow Term. 4	162	1049	0.003
=4 Cilmeri	16	52	0.006
=4 Gilfach Fargoed	16	50	0.006
=4 Kildonan	74	200	0.006
=7 Llangynllo	20	57	0.007
=7 Llanbister Road	20	57	0.007
=9 Llanwrda	26	62	0.008
=9 Scotscalder	18	44	0.008

NOTES:

- Stations that had zero passengers, or no scheduled calls in the first week of the May 2020 timetable, are not included in the passenger to service ratio tables.
- Gilfach Fargoed & Llandanwg were closed to passengers from June/July, due to short platforms preventing social distancing between rail staff and passengers.
- Heathrow Terminal 4 rail station closed in May when a reduction in air traffic lead to all flights using terminals 2 & 5 only.

FEWEST PASSENGERS PER METER OF PLATFORM

The below table shows stations with the fewest passengers per meter/VF of usable platform.

Station	Entries & Exits	PlatLength(m)	PaxPerMeter	PlatLength(VF)	PaxPerVF
1 Teesside Airport	2	152	0.01	552.73	0.004
2 Elton & Orston	12	210	0.06	763.64	0.016
3 Llanwrda	26	349	0.07	1269.09	0.020
4 Kirton Lindsey	10	129	0.08	469.09	0.021
5 Ince & Elton	18	189	0.10	687.27	0.026
6 Denton	12	118	0.10	429.09	0.028
7 Shippea Hill	36	279	0.13	1014.55	0.035
8 Polesworth	22	138	0.16	501.82	0.044
9 Bynea	34	197	0.17	716.36	0.047
10 Tygwyn	4	22	0.18	80.00	0.050

NOTES:

- The platform length for Polesworth has been manually adjusted to take into account that only one of two platforms is accessible. As such this figure varies from official documentation.
- Stations that had zero passengers, or those where length data is not available, are not included in these tables.

FEWEST TRAINS CALLING AT...

This table shows the least served train stations, based on weekly calls in the first week of the May 2020 long-term timetable. It should be noted that these figures are likely to be inaccurate, due to the large number of changes to timetables that occurred due to the pandemic.

Station	WeeklyCalls
=1 Teesside Airport	1
=1 Bordesley	1
=3 Denton	2
=3 Reddish South	2
=3 Pilning	2
=6 Polesworth	6
=6 Kirton Lindsey	6
=6 Brigg	6
9 Shippea Hill	7
10 Lakenheath	9

NOTES:

- Stations that had no scheduled passenger calls in the May 2020 long-term timetable (such as Redcar British Steel and Manchester United Halt) are not included in this table.

BIGGEST CHANGES

LARGEST INCREASE IN PASSENGER USAGE AS A PERCENTILE

There are two ways to measure how footfall has changed at a station. The first is as a percentage, the second is by measuring the actual numerical difference in entries and exits. Below is a chart using the former of these methods. Due to the affect of Covid, only 8 stations saw an increase of usage. Brundall Gardens & Longcross saw the smallest percentage of decrease in use.

Station	Change %
1 Berney Arms	729%
2 Connel Ferry	102%
3 Dalmally	99%
4 Havenhouse	93%
5 Taynuilt	90%
6 Worcestershire Parkway	27%
7 Dove Holes	27%
8 Salhouse	17%
9 Brundall Gardens	-1%
10 Longcross	-7%

NOTES:

- Engineering works meant that Berney Arms was closed for the majority of last year, but was however open for the entirety of 2020-2021 – this, coupled with added attention as a result of it being last years least used station, is likely to account for the 729% increase in use.
- The growth in use at Connel Ferry, Dalmally & Taynuilt has been attributed to the introduction of a new school service.
- Longcross saw an improved rail service and substantial local development.
- Throughout the pandemic, services ran hourly at Dove Holes, double the normal frequency.
- Worcester Parkway is a new station having only opened in February 2020.

LARGEST REDUCTION IN PASSENGER USAGE AS A NUMBER

Station	2019-20 E&E	2020-21 E&E	Difference
1 London Waterloo	86,903,518	12,214,626	-74,688,892
2 London Victoria	73,559,158	13,791,322	-59,767,836
3 London Liverpool St.	65,984,786	11,212,008	-54,772,778
4 London Bridge	63,095,300	13,763,890	-49,331,410
5 Birmingham New St.	46,510,526	7,350,942	-39,159,584
6 London Paddington	44,871,096	6,391,896	-38,479,200
7 London Euston	44,776,804	6,606,698	-38,170,106
8 London St. Pancras	36,040,080	6,363,252	-29,676,828
9 Stratford	41,912,114	13,985,162	-27,926,952
10 London Kings Cross	32,532,404	4,667,820	-27,864,584

LARGEST INCREASE IN PASSENGER USAGE AS A NUMBER

Due to the affect of Covid, only 8 stations saw an increase of useage. Elton & Orston & Polesworth saw the smallest numerical decrease in use.

Station	2019-20 E&E	2020-21 E&E	Difference
1 Taynuilt	18,416	35,054	16,638
2 Connel Ferry	7,220	14,552	7,332
3 Worcestershire Parkway	25,478	32,350	6,872
4 Dalmally	6,524	12,996	6,472
5 Salhouse	9,856	11,566	1,710
6 Dove Holes	5,152	6,534	1,382
7 Berney Arms	42	348	306
8 Havenhouse	84	162	78
9 Elton & Orston	68	12	-56
10 Polesworth	96	22	-74

NOTES:

- Engineering works meant that Berney Arms was closed for the majority of last year, but was however open for the entirety of 2020-2021 – this, coupled with added attention as a result of it being last years least used station, is likely to account for a 729% increase in use.
- The growth in use at Connel Ferry, Dalmally & Taynuilt has been attributed to the introduction of a new school service.
- Throughout the pandemic, services ran hourly at Dove Holes, double the normal frequency.
- Worcester Parkway is a new station having only opened in February 2020.

LARGEST REDUCTION IN PASSENGER USAGE AS A PERCENTILE

Station	Change %
=1 Abererch	-100%
=1 Beasdale	-100%
=1 Llanbedr	-100%
=1 Sampford Courtenay	-100%
=1 Stanlow & Thornton	-100%
=1 Sugar Loaf	-100%
7 Heathrow Terminal 4	-99.99%
8 Okehampton	-99.91%
9 Llandanwg	-99.79%
10 Tygwyn	-99.62%

NOTES:

- Abererch, Llanbedr, Sugar Loaf, Tygwyn & Llandanwg were closed to passengers from June 22nd, due to short platforms preventing social distancing between rail staff and passengers. As a result, these stations were only served by trains for 55 days throught the 2020-2021 period.
- Sampford Courteney was not served by trains for the entirety of 2020-2021.

FEEDBACK

Thanks for reading this brief analysis which combines various sources of railway open data relating to station usage. If you have any feedback, a suggestion or an idea for a dataset you'd like to see included, please get in touch. Contact details are available on our website: www.railwaydata.co.uk.

SOURCES & LICENSES

Station usage figures are published yearly by the Office of Rail and Road. These are available at: <https://dataportal.orr.gov.uk/statistics/usage/passenger-rail-usage/>

Platform length data is derived from Network Rail timetable planning rules 2021 (Nov 2019)

Schedule & timetable data is compiled using timetable data under licence from RSP, contains Information of Network Rail Infrastructure Limited licensed under the following [license](#).

The Vicki Foot (VF) is a unit of measurement for platform lengths, as used in the excellent [All The Stations](#).

FURTHER READING

For more stats on any National Railway, London Underground, DLR, Croydon Tramlink, Blackpool Tram or Manchester Metrolink station, visit www.railwaydata.co.uk/stations, where details of timetables, fares and line files for many routes are also available.

This brief analysis has been compiled by Danny Withington for the Railway Data Centre. This is an unofficial document and we hope it is a true and accurate representation, however we can accept no liability for any errors or omissions.