2015-16 factsheet

Rail passenger assists

Publication date: 16 June 2016

About the data

The data shows the number of passenger assists and passenger bookings for assists on the GB rail network.

The bookings are made through the National Passenger Assistance Booking System managed by ATOC. It does not include unbooked assistance such as turn up and go.

This data is collected by ORR for Disabled People's Protection Policies (DPPP) compliance monitoring. It allows train operating companies to demonstrate that they are complying with their obligations to disabled passengers.
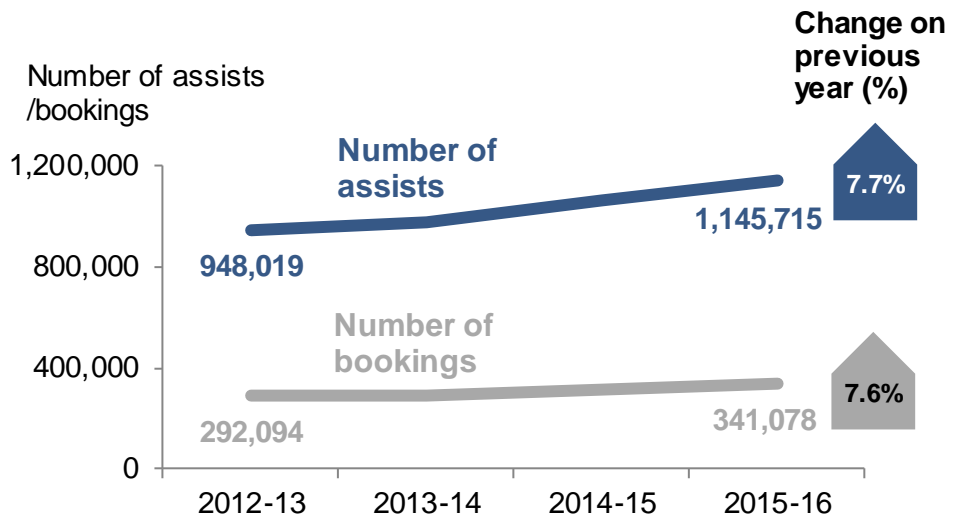
Definitions

Passenger assists: the number of assists which have been requested through the National Passenger Assistance Booking System.

Passenger bookings: the number of bookings made through the National Passenger Assistance Booking System. For each booking there can be several assists requested.

Rail passenger assists and bookings   (Table 16.02)

Change on previous year (%)

Number of assists/bookings

Number of assists
948,019
1,145,715
7.7%

Number of bookings
292,094
341,078
7.6%

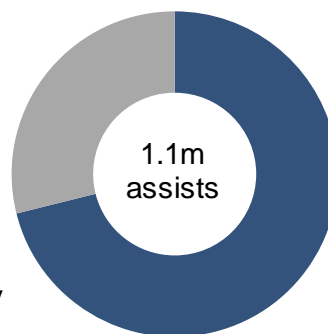|	1.1 million	passenger assists made in 2015-16
	7.7%	increase in assists during 2015-16 compared to the previous year
	3.4	assists made on average per booking in 2015-16

Rail passenger assists by station operator, 2015-16   (Table 16.03)
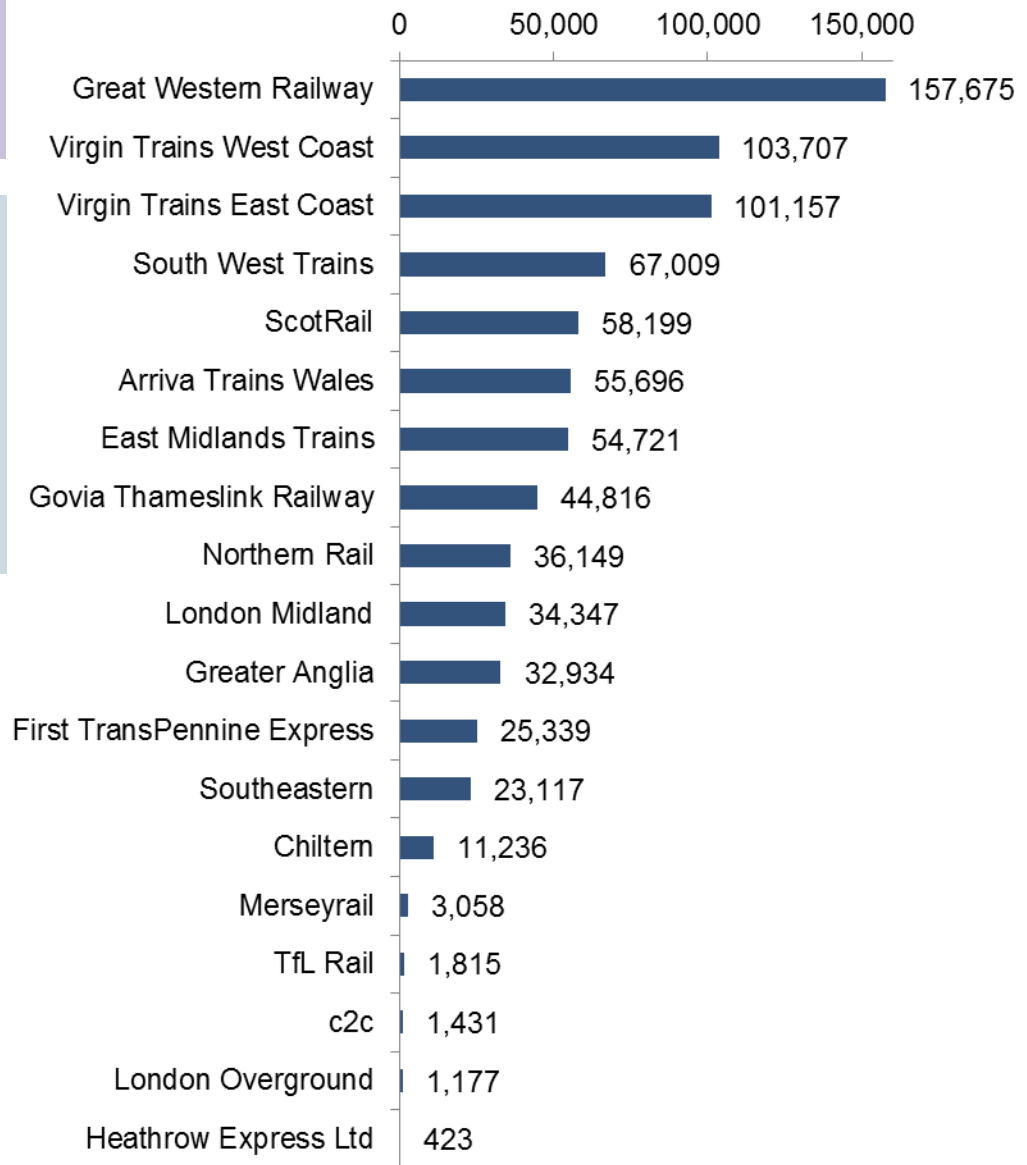

Network Rail 29%

330,782 assists by Network Rail

1.1m assists

Train operators 71%

Rail passenger assists by station operator, 2015-16   (Table 16.03)

Station operator	Assists
Great Western Railway	157,675
Virgin Trains West Coast	103,707
Virgin Trains East Coast	101,157
South West Trains	67,009
ScotRail	58,199
Arriva Trains Wales	55,696
East Midlands Trains	54,721
Govia Thameslink Railway	44,816
Northern Rail	36,149
London Midland	34,347
Greater Anglia	32,934
First TransPennine Express	25,339
Southeastern	23,117
Chiltern	11,236
Merseyrail	3,058
TfL Rail	1,815
c2c	1,431
London Overground	1,177
Heathrow Express Ltd	423

Source: ATOC - National Passenger Assistance Booking System