



2017-18 factsheet

Rail passenger assists

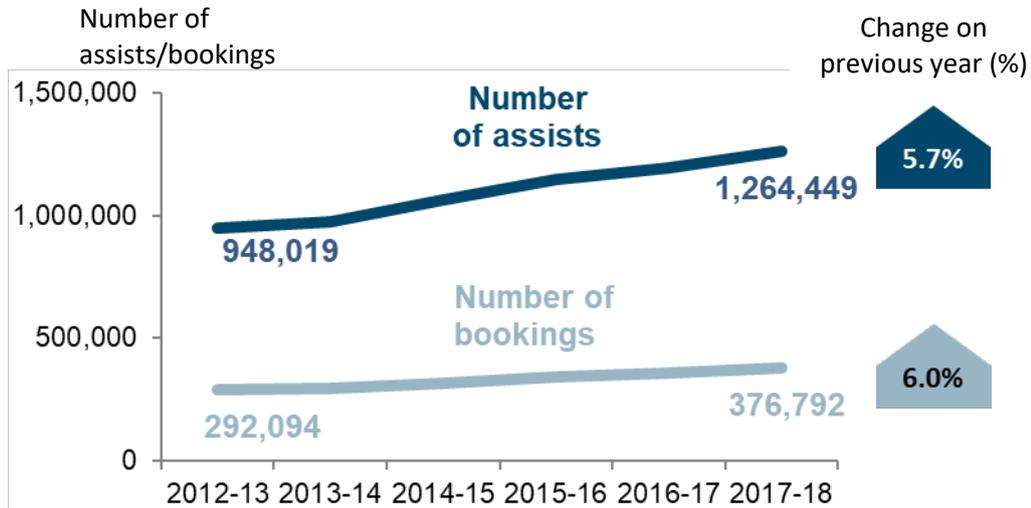
Publication date: 28 June 2018

About the data

The data shows the number of booked 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 the Rail Delivery Group (RDG). It does not include unbooked assistance such as turn up and go.

Rail passenger assists and bookings, Great Britain, 2012-13 to 2017-18 ([table 16.02](#))



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

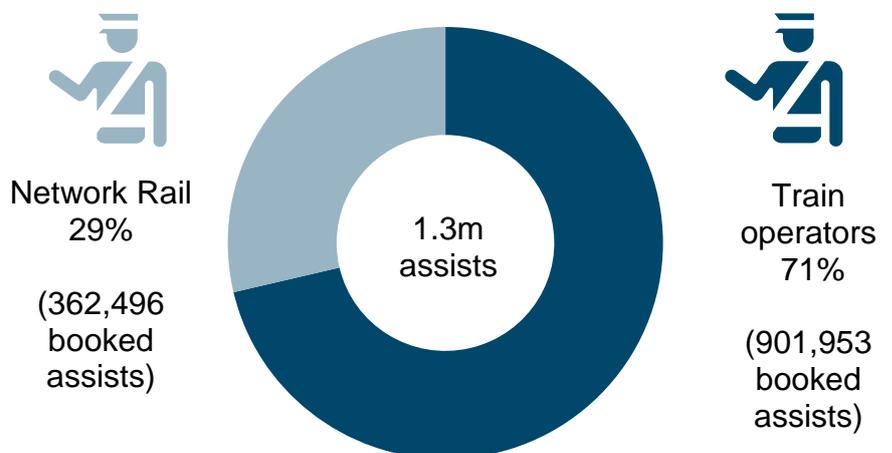
- 1.3 million** booked passenger assists made in 2017-18
- 5.7%** increase in assists during 2017-18 compared to the previous year
- 3.4** assists made on average per booking in 2017-18

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.

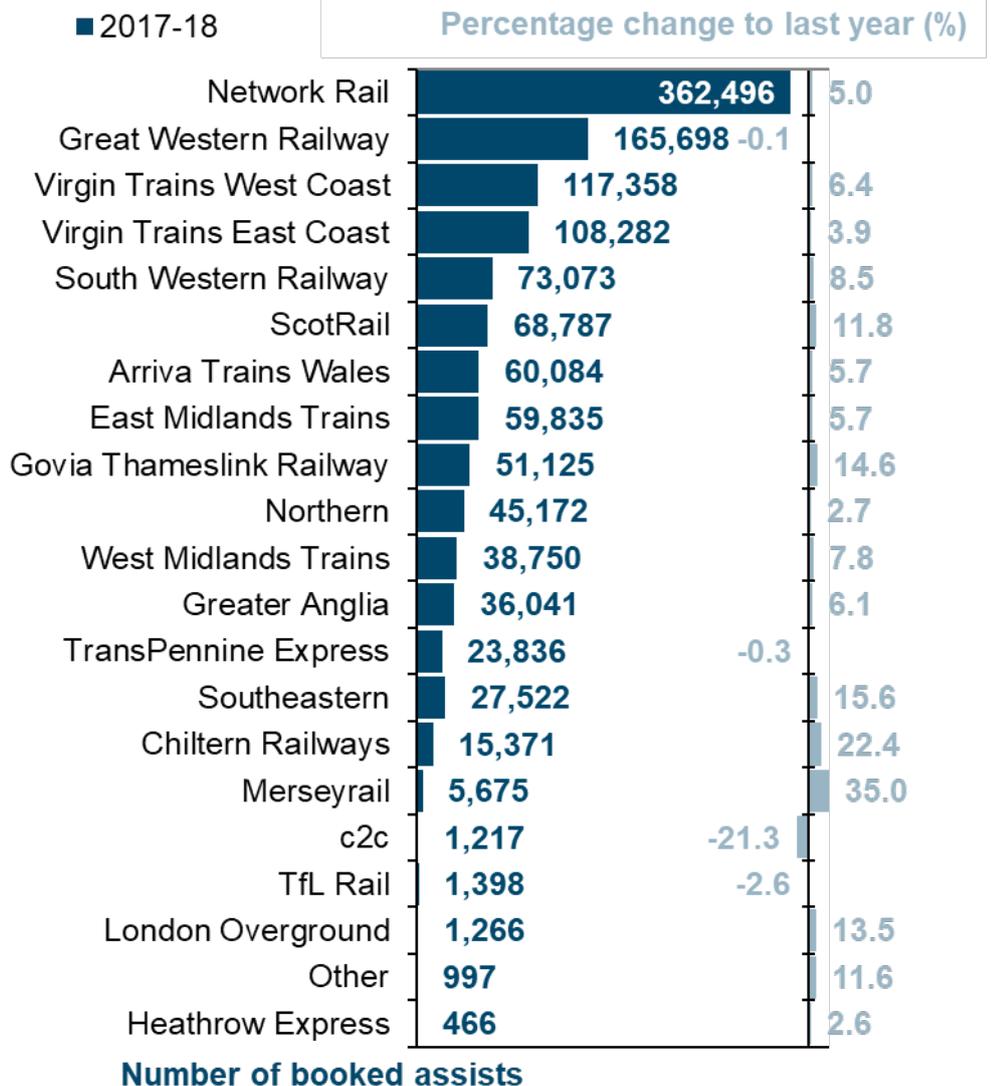
Rail passenger assists by station operator, Great Britain, 2017-18 ([table 16.03](#))





Station operator: assists are shown for each organisation that manages a station, and not necessarily with the train operator the passenger travels with.

Volume of booked assists and percentage change to last year, Great Britain, 2017-18 ([table 16.03](#))



Publication

The data is published every quarter on ORR's [data portal](#).

The publication timetable can be viewed at: <http://orr.gov.uk/statistics/release-schedule>

Please note the assists shown above show booked assists only, and do not include unbooked assists, sometimes called Turn Up and Go (TUAG). Operators above may experience a decrease in booked assists since passengers are instead using their TUAG service.

Source: Rail Delivery Group (RDG) - National Passenger Assistance Booking System

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