



# Rail passenger assists and bookings

## 2019-20 factsheet

Publication date: 2 July 2020

Next publication date: July 2021

### Background

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

The bookings are made through the National Passenger Assistance Booking System managed by the Rail Delivery Group (RDG). **These statistics do not include unbooked assistance** such as 'Turn Up and Go' assists.

### Definitions:

**Passenger assists:** The number of assists that 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.

ORR collects this data for its [Accessible Travel Policy \(ATP\)](#) compliance monitoring. It allows both train and station operators to demonstrate that they are complying with their obligations to disabled passengers.

### Passenger assist statistics:

1.2 million



-5.2%

There were 1,221,816 booked passenger assists in 2019-20.

This represents a decrease of 5.2% compared with 2018-19.

The 5.2% decrease between 2019-20 and 2018-19 is the first time since the time series began in 2012-13 that there has been a decrease in assists compared to the previous year.

Between rail periods 1 to 12 (1 April 2019 to 29 February 2020) assists declined by 2.4% compared to the same periods last year. During rail period 13 (1 March to 31 March 2020) assists declined by 44.8% compared to period 13 last year, this was due to reduced travel in order to limit the impact and transmission of coronavirus (COVID-19).

### Passenger bookings statistics:

0.4 million



-3.1%

There were 368,679 passenger assistance bookings in 2019-20.

This represents a decrease of 3.1% compared with 2018-19.

### Volume of booked passenger assists and bookings, Great Britain, 2012-13 to 2019-20



Responsible Statistician: Christopher Casanovas

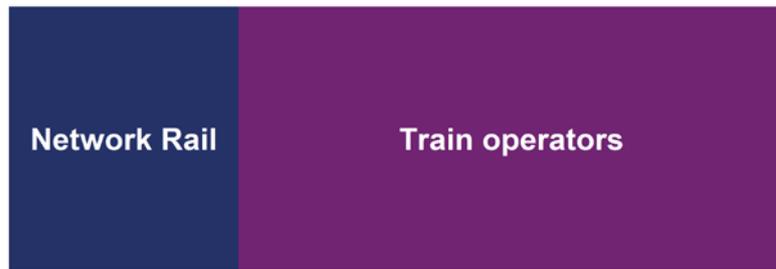
Public Enquiries: E-mail: [rail.stats@orr.gov.uk](mailto:rail.stats@orr.gov.uk)

Media Enquiries: Tel: 020 7282 2094

Website: <https://dataportal.orr.gov.uk/>

Each booked passenger assist is attributed to the **station facility owner** that manages the station the assist takes place at. The station facility owner may not necessarily be the train operator the passenger travels with. Some train operators do not manage any stations on the network. [Network Rail](#) currently operates 20 stations, which includes many of the busiest stations in Great Britain.

Network Rail managed stations accounted for 29.6% of all passenger assists in 2019-20.



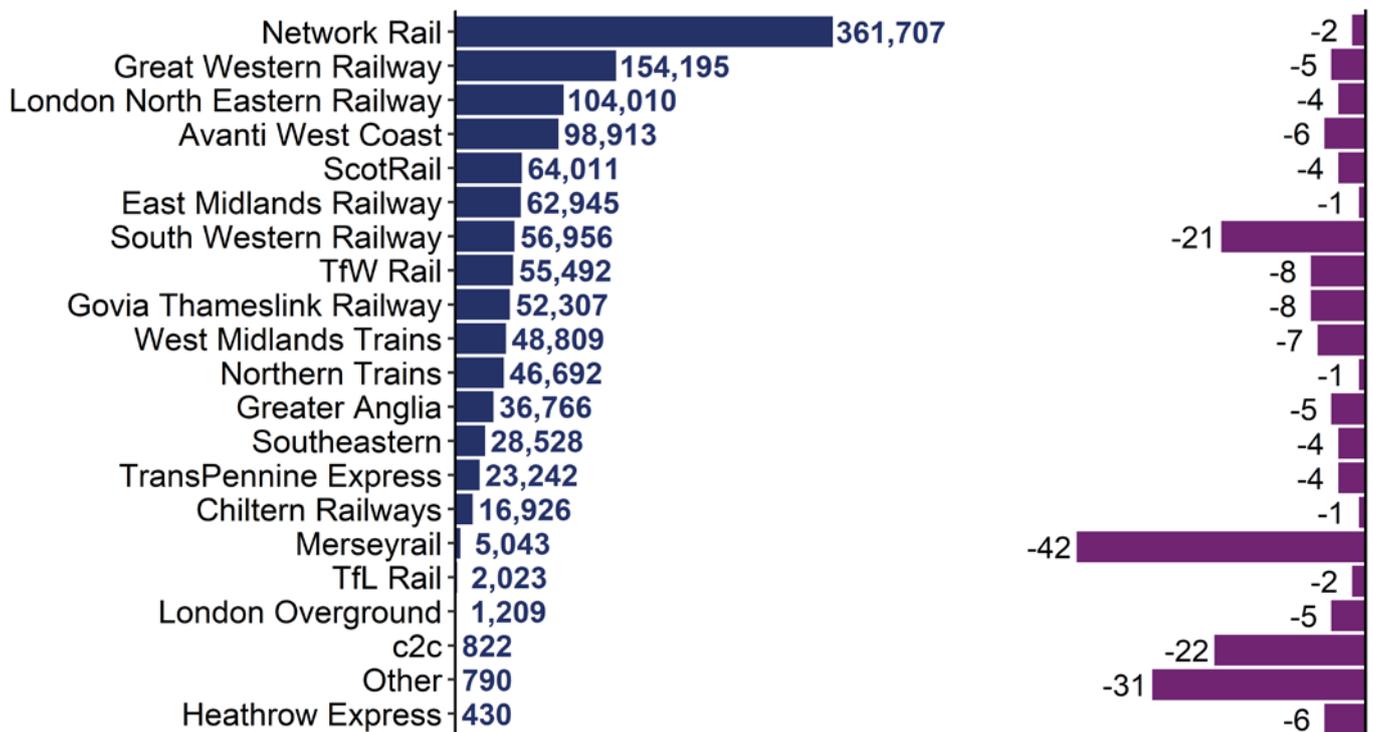
**Network Rail**  
**361,707 assists -**  
**29.6% of all assists**

**Train operators**  
**860,109 assists -**  
**70.4% of all assists**

### Volume of booked passenger assists by station facility owner, Great Britain, 2019-20

Booked passenger assists made by station facility owner, 2019-20

Percentage change on 2018-19



Note: Unbooked assistance such as 'Turn Up and Go' assists are not included in these statistics.

Source: Rail Delivery Group (RDG)