Rail Passenger Assists and Bookings

2020-21 Rail periods 5 to 7

(26 July 2020 to 17 October 2020)

14 January 2021

Background:

This factsheet contains information on the **number of passenger assists** and **passenger assistance bookings** on the rail network in Great Britian.**These statistics do not include unbooked assistance** such as 'Turn up and Go' assists.

Passenger assistance continued to be available throughout these periods.

The bookings are made through the National Passenger Assistance Booking System managed by the Rail Delivery Group (RDG).

ORR collects this data as part of its Accessible Travel Policy (ATP) compliance monitoring.

Source: Rail Delivery Group

Latest periods: 2020-21 rail periods 5 to 7 (26 July to 17 October 2020).

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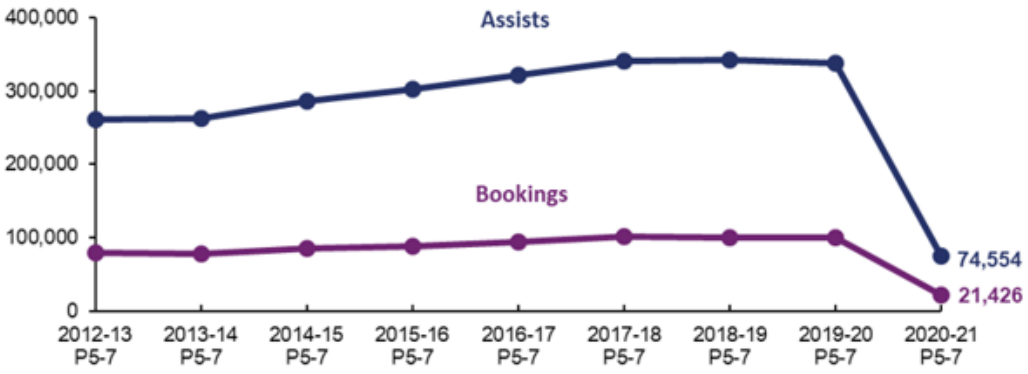
15 April 2021

During 2020-21 rail periods 5 to 7 (26 July 2020 to 17 October 2020) there have been substantial reductions in the number of passenger assists and passenger bookings for assistance compared to the same rail periods last year. This was due to reduced travel in order to limit the impact and transmission of coronavirus (COVID-19). Overall, rail passenger journeys in Great Britain for 2020-21 Quarter 2 (July to September) equated to 29.8% of the journeys recorded in 2019-20 Q2.

There were **74,554 passenger assists** made during 2020-21 rail periods 5 to 7. This represents a decrease of 78.0% compared to the same rail periods in 2019-20 (this equated to 22.0% of the assists recorded in the same rail periods last year).

There were **21,426 passenger bookings** for assistance during 2020-21 rail periods 5 to 7. This represents a decrease of 78.7% compared to the same rail periods in 2019-20 (this equated to 21.3% of the bookings recorded in the same rail periods last year).

Figure 1.1 Volume of passenger assists and bookings, Great Britain, rail periods 5 to 7 2012-13 to 2020-21 (Table 4210)

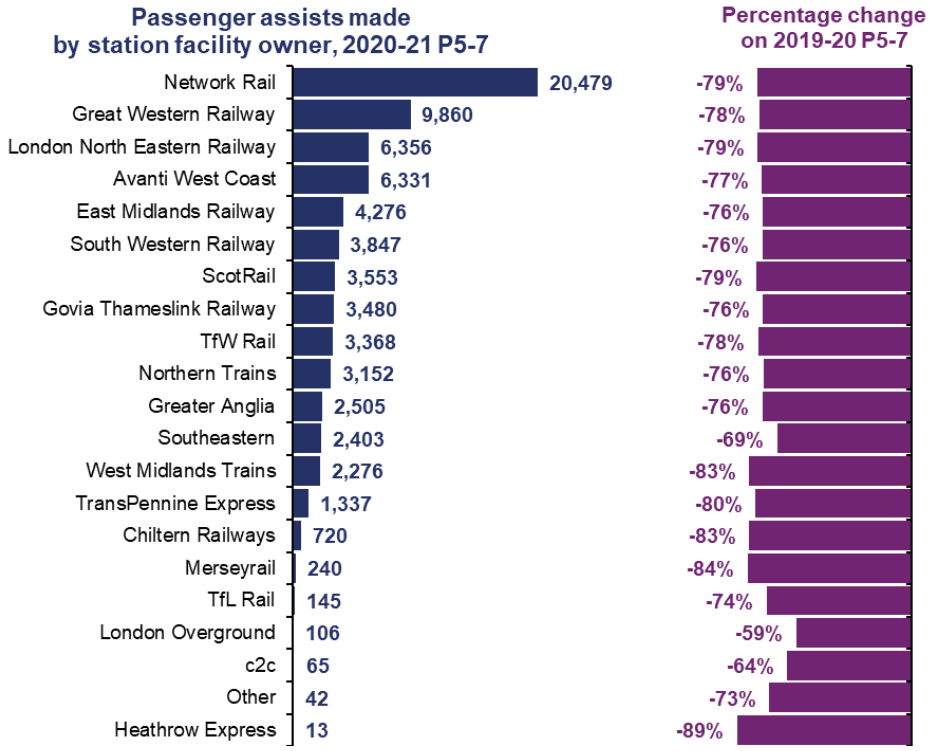


All data tables and an interactive dashboard associated with this factsheet are published on the passenger assistance page of the ORR data portal. Key definitions are at the end of this factsheet.

Each 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 include many of the busiest stations in Great Britain.

During 2020-21 rail periods 5 to 7, Network Rail managed stations accounted for 27.5% (20,479) of all passenger assists. Stations managed by train operators (including "other" category) accounted for 72.5% (54,075) of all passenger assists.

Figure 1.2 Volume of passenger assists by station facility owner, Great Britain, rail periods 5 to 7 2020-21 (Table 4213)



Note: The 'Other' category includes station facility owners that are not train operators

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.

Data tables

The data tables Table 4210 - *Passenger assists and bookings* and Table 4213 - *Passenger assists by station operator* can be accessed on the passenger assistance page of the ORR data portal free of charge in OpenDocument Spreadsheet (.ods) format. We can also provide data in csv format on request.

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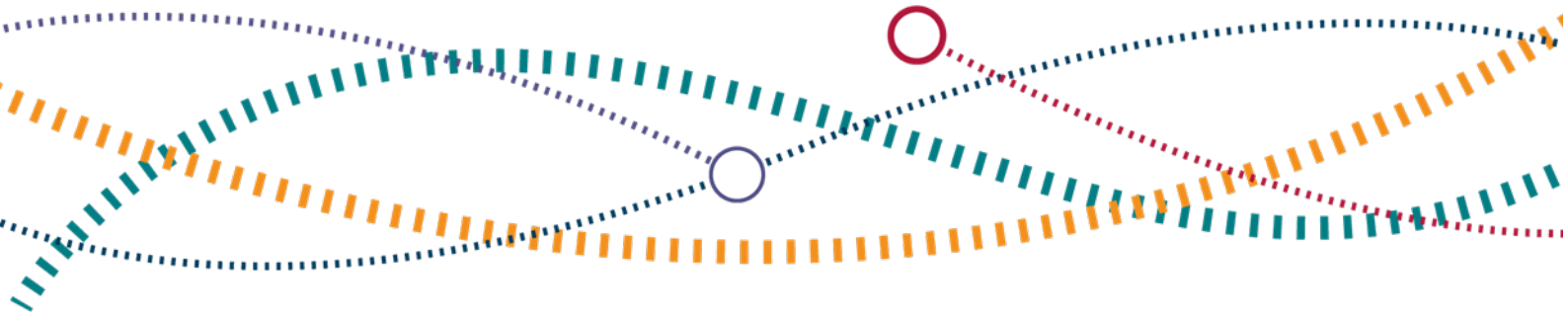
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