



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.

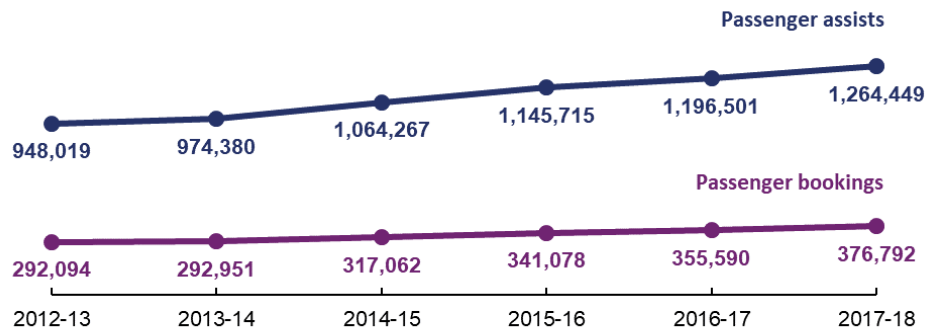
ORR collects this data as part of its [Accessible Travel Policy \(ATP\)](#) compliance monitoring. It allows both train and station operators to demonstrate that they are complying with their obligations to disabled passengers.

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, Great Britain, 2012-13 to 2017-18



1.3 million booked passenger assists made in 2017-18

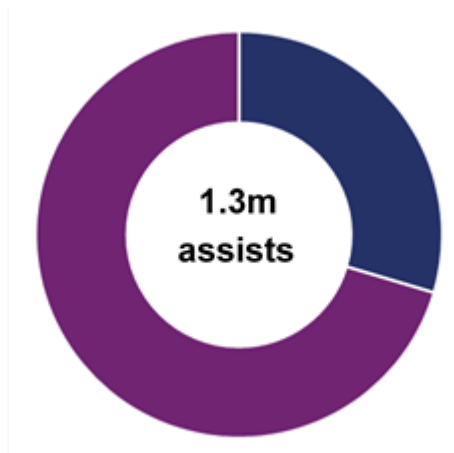
5.7% increase in assists during 2017-18 compared to the previous year

3.4 assists made on average per booking in 2017-18

Rail passenger assists by station operator, Great Britain, 2017-18

Train operators

901,953 assists - 71% of all assists



Network Rail

362,496 assists - 29% of all assists



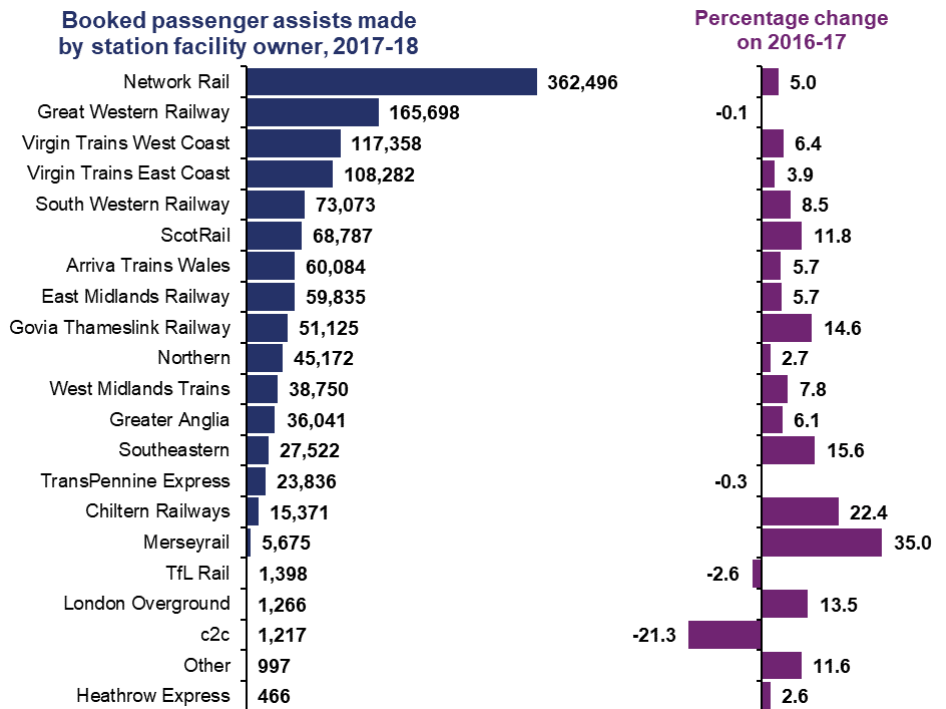
Station operator: assists are shown for each organisation that manages a station, and not necessarily with the train operator the passenger travels with.

Publication

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

The [publication timetable](#) can also be viewed on ORR’s data portal.

Volume of booked assists and percentage change to last year, Great Britain, 2017-18



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