2018-19 factsheet
Rail passenger assists and bookings

Publication date: 25 June 2019

About the data

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.

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 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.

Passenger assists statistics:

1.3 million There were 1,289,270 booked passenger assists in 2018-19

↑ **2.0%** This represents an increase of 2.0% compared with 2017-18

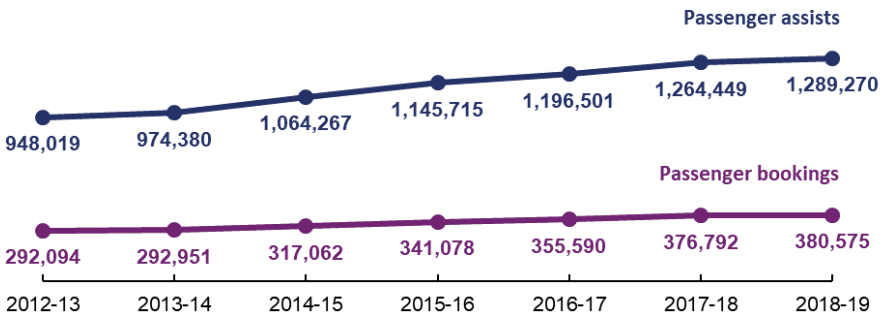
This 2.0% increase between 2018-19 and 2017-18 was the lowest annual increase since the beginning of time-series in 2012-13. Booked passenger assists have increased by 36.0% since 2012-13.

Passenger bookings statistics:

0.4 million There were 380,575 passenger assistance bookings in 2018-19

↑ **1.0%** This represents an increase of 1.0% compared with 2017-18

Volume of booked passenger assists and bookings, Great Britain, 2012-13 to 2018-19



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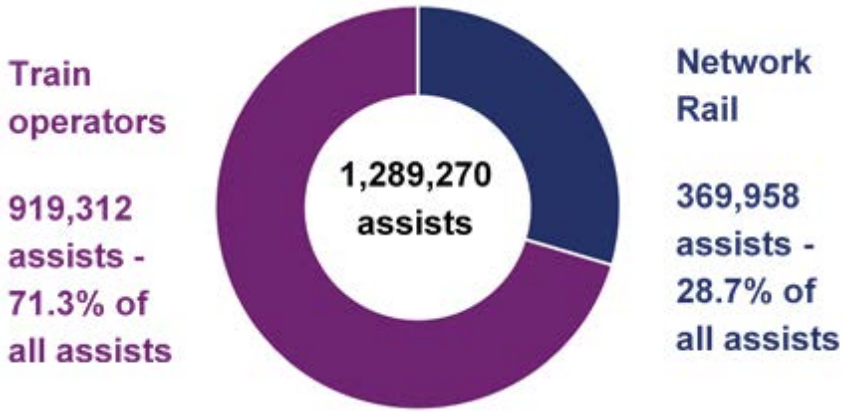
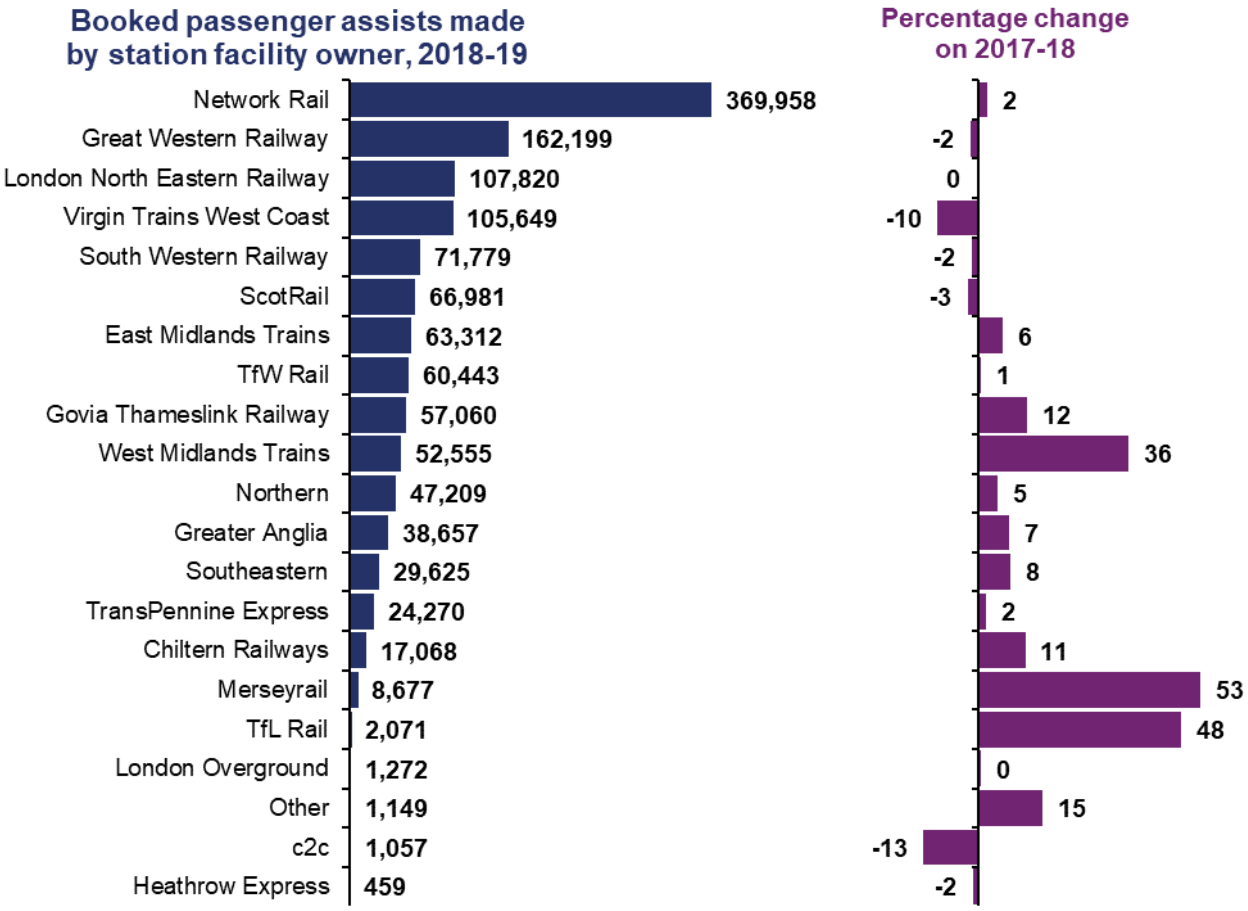
Website: http://orr.gov.uk/statistics/published-stats/statistical-releases

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, while Network Rail currently operates 20 stations on the network that includes many of the busiest stations in Great Britain.

Network Rail managed stations made 28.7% of all passenger assists in 2018-19:



Volume of booked assists by station facility owner, Great Britain, 2018-19



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

"Other" includes station facility owners that are not franchised train operators. Some percentage changes may be due to stations changing station facility owner between 2017-18 and 2018-19 rather than a real terms decrease in passenger assists - For example, Wolverhampton transferred from Virgin Trains West Coast to West Midlands Trains, and old Heathrow Connect stations transferred to TfL Rail.

Publication:
This data is published every quarter on ORR's data portal with this factsheet updated annually. The publication timetable can also be viewed on ORR's data portal.