

# Rail Passenger Assists and Bookings

## 2020-21 rail periods 8 to 10 (18 October 2020 to 9 January 2021)

15 April 2021

### Background:

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

**Passenger assistance continued to be available throughout 2020-21.**

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 8 to 10 (18 October 2020 to 9 January 2021)

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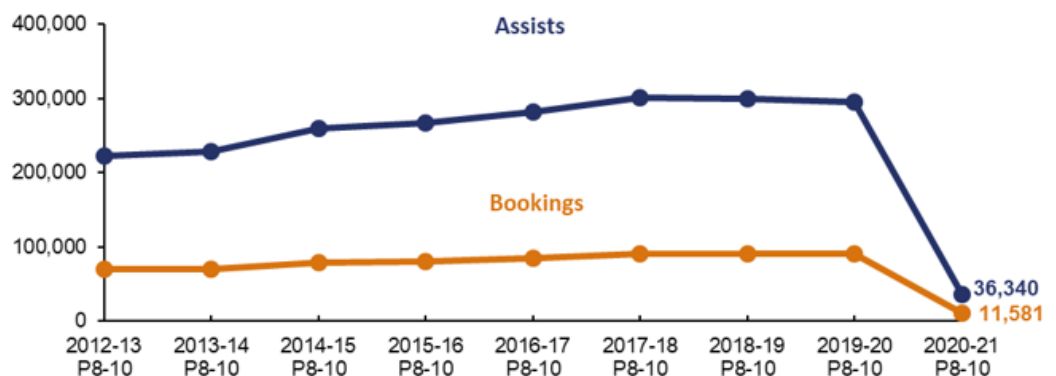
**Next publication:**  
1 July 2021

During 2020-21 rail periods 8 to 10 (18 October 2020 to 9 January 2021) there have been substantial reductions in the number of passenger assists requested and passenger bookings for assistance compared to the same rail periods last year. This is 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 3 (October to December) were down 69.8% compared with the journeys recorded in 2019-20 Q3.

There were **36,340 passenger assists** requested during 2020-21 rail periods 8 to 10. This represents a decrease of 87.7% compared with the same rail periods in 2019-20.

There were **11,581 passenger bookings** made during 2020-21 rail periods 8 to 10. This represents a decrease of 87.2% compared to the same rail periods in 2019-20.

**Figure 1.1** Number of passenger assists and bookings, Great Britain, rail periods 8 to 10 2012-13 to 2020-21 (Table 4210)

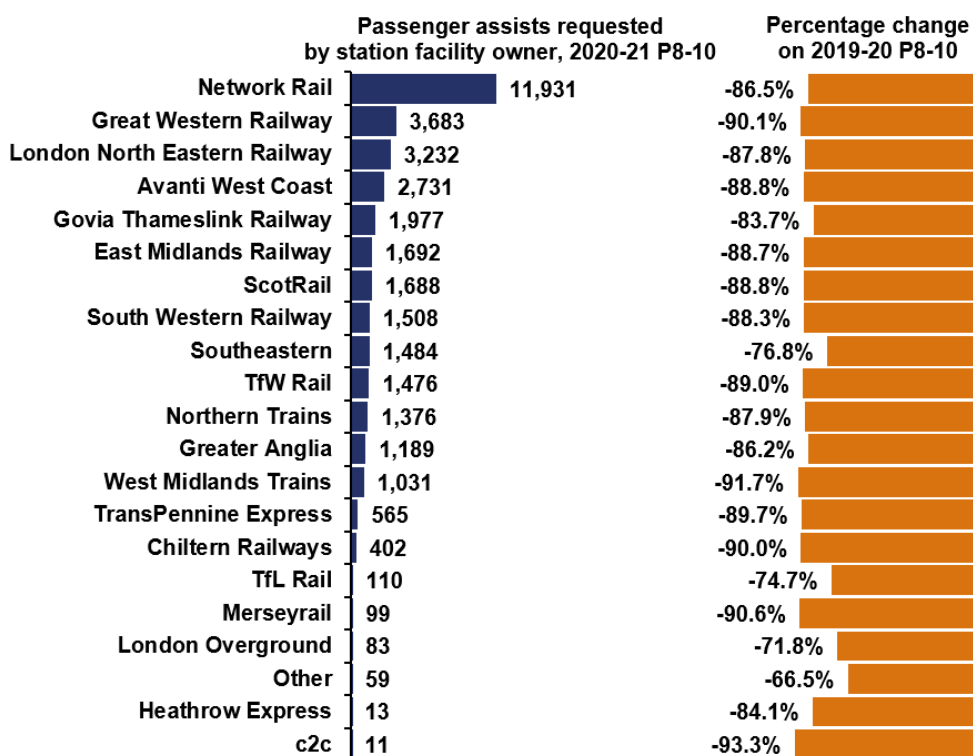


All data tables and an interactive dashboard associated with this factsheet are published on the [passenger assistance page](#) of the ORR data portal. Key definitions are at the end of this factsheet.

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 manage 20 stations, which include many of the busiest stations in Great Britain.

During 2020-21 rail periods 8 to 10, Network Rail managed stations accounted for 32.8% (11,931) of all passenger assists. Stations managed by train operators (including “other” category) accounted for the remaining 67.2% (24,409) passenger assists.

**Figure 1.2 Number of passenger assists by station facility owner, Great Britain, rail periods 8 to 10 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

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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