

# Rail passenger assists and bookings

## 2021-22 rail periods 1 to 4 (1 April 2021 to 24 July 2021)

4 November 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 continues to be available throughout the pandemic.**

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

We collect this data as part of our **Accessible Travel Policy (ATP)** compliance monitoring.

**Source:** Rail Delivery Group

**Latest periods:** 2021-22 rail periods 1 to 4 (1 April 2021 to 24 July 2021)

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**Next publication:**  
20 January 2022

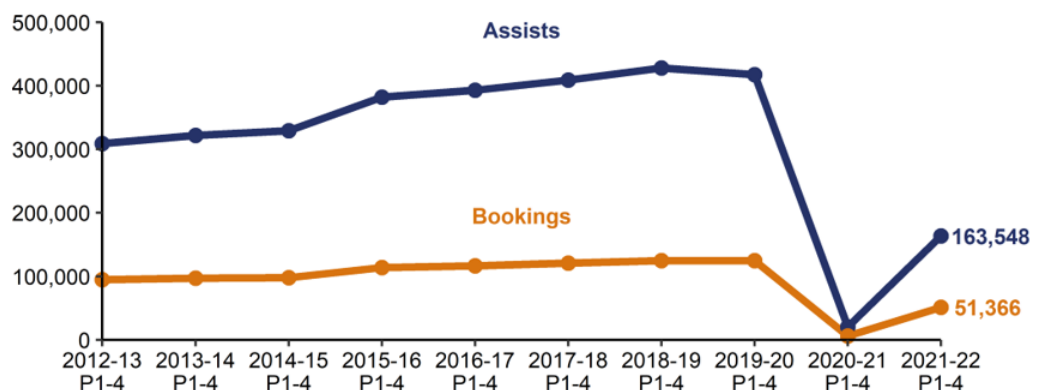
During 2021-22 rail periods 1 to 4, passenger assists and bookings continue to be affected by the coronavirus (COVID-19) pandemic. Passenger journeys in 2021-22 Q1 (1 April to 30 June) were more than five times higher than in the same quarter last year, which has led to an increase in the number of passenger assists and bookings. However, volumes remain well below pre-coronavirus years.

There were **163,548 passenger assists** requested during 2021-22 rail periods 1 to 4. This is 8 times (704.3%) higher compared with the same rail periods in 2020-21. However, this is still down 60.9% compared with the same rail periods in 2019-20.

There were **51,366 passenger bookings** made during 2021-22 rail periods 1 to 4. This is also 8 times (738.1%) higher compared with the same rail periods in 2020-21, but is down 58.8% compared with two years ago.

**Figure 1.1 Passenger assists and bookings have both increased but remain below pre-coronavirus years**

Number of passenger assists and bookings, Great Britain, rail periods 1 to 4, 2012-13 to 2021-22 (Table 4210)



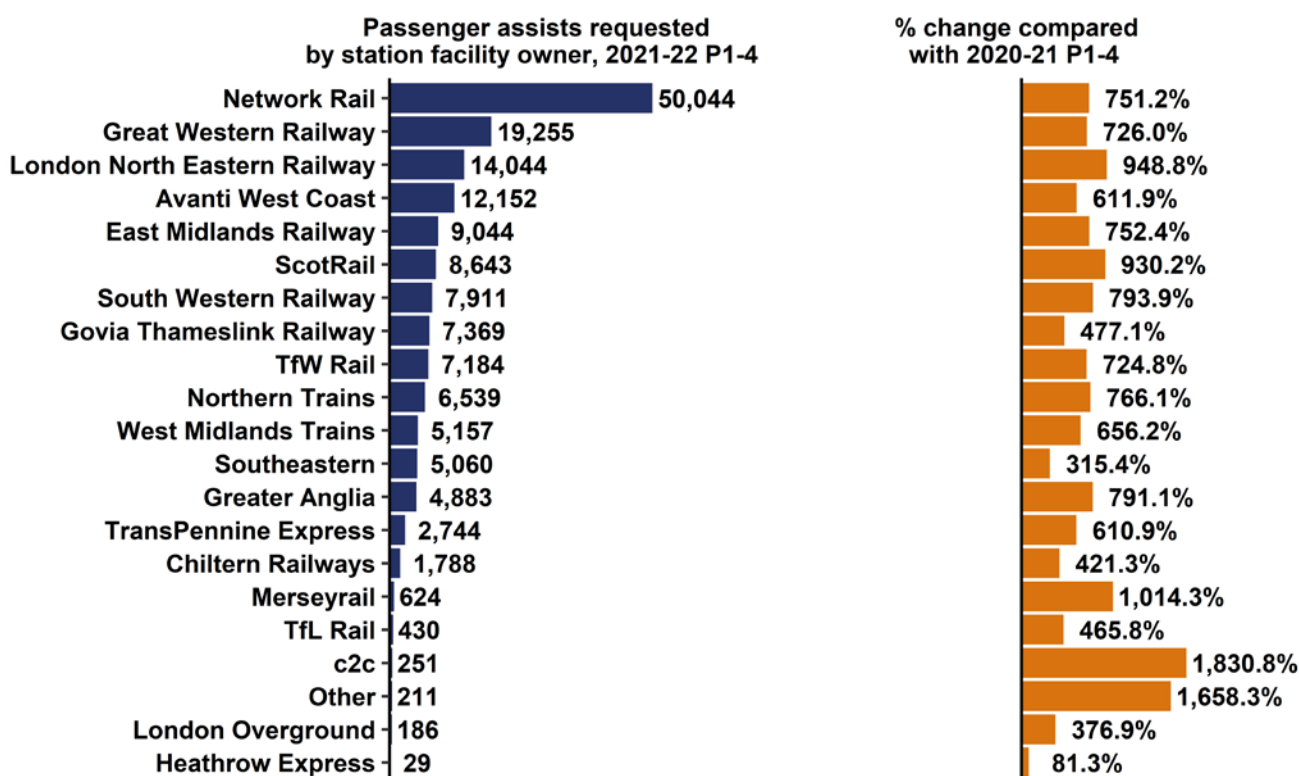
All data tables, a quality and methodology report and an interactive dashboard associated with this factsheet are published on the [passenger assistance page](#) of the data portal. Key definitions are at the end of this factsheet.

Each passenger assist requested 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 manages 20 stations, which include many of the busiest stations in Great Britain.

During 2021-22 rail periods 1 to 4, Network Rail managed stations accounted for 30.6% (50,044) of all passenger assists requested.

**Figure 1.2 The number of passenger assists requested increased for all station facility owners compared with the same rail periods last year**

Number of passenger assists requested by station facility owner, 2021-22 rail periods 1 to 4 and change on 2020-21 rail periods 1 to 4 (Table 4213)



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

## 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 data portal free of charge in OpenDocument Spreadsheet (.ods) format. We can also provide data in csv format on request.



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