Rail passenger assists and bookings
2021-22 rail periods 5 to 7
### (25 July 2021 to 16 October 2021)

20 January 2022

During 2021-22 rail periods 5 to 7, passenger assists and bookings increased compared with the same rail periods last year, reflecting the increase in passenger journeys as coronavirus (COVID-19) restrictions were eased. However, volumes remain lower than before the pandemic.

There were **246,118 passenger assists** requested during 2021-22 rail periods 5 to 7. This is over three times (230.1%) higher than the same rail periods in 2020-21. However, this is 27.3% lower compared with the same rail periods in 2019-20.

There were **76,836 passenger bookings** made during 2021-22 rail periods 5 to 7. This is also over three times (258.6%) higher than the same rail periods in 2020-21, but is 23.4% lower compared with two years ago.

Figure 1.1   Passenger assists and bookings have increased but remain lower than before the pandemic

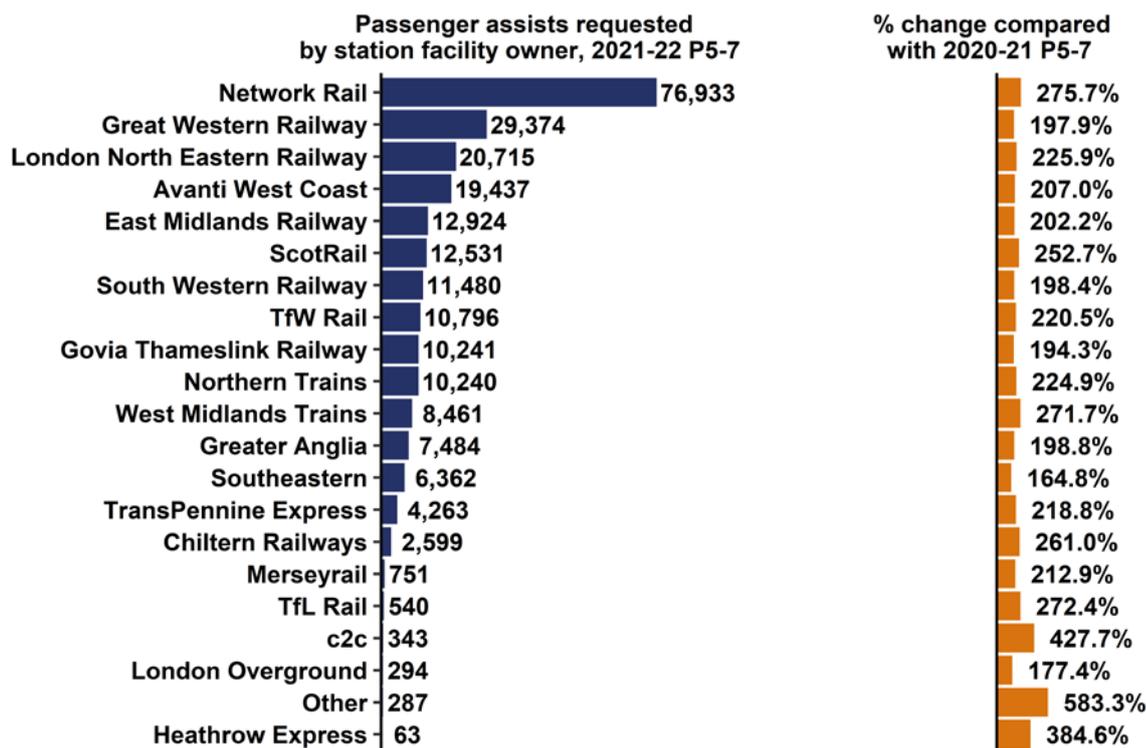Number of passenger assists and bookings, Great Britain, rail periods 5 to 7, 2012-13 to 2021-22 (Table 4210)
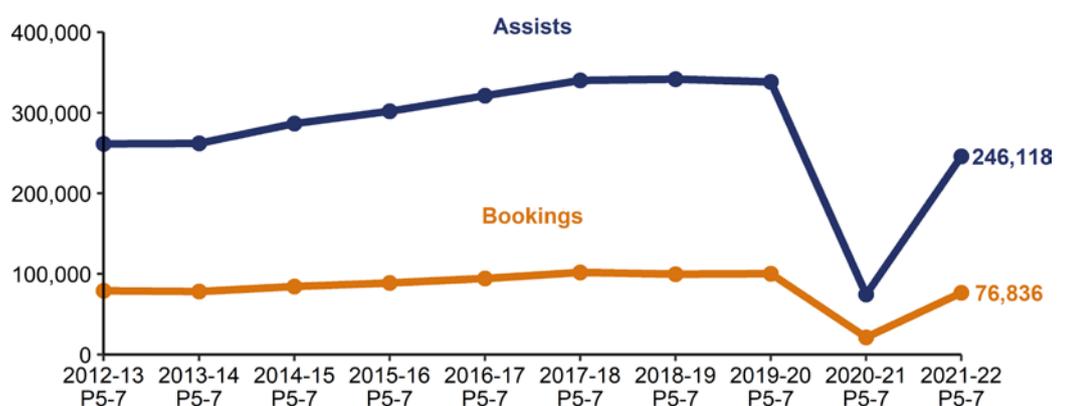
All data tables, a quality and methodology report and an interactive dashboard associated with this factsheet are published on the passenger assistance page of the data portal. Key definitions are at the end of this factsheet.

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 5 to 7, Network Rail managed stations accounted for 31.3% (76,933) of all passenger assists requested.

Figure 1.2   Passenger assists requested increased for all station facility owners

Number of passenger assists requested by station facility owner, 2021-22 rail periods 5 to 7 and change on 2020-21 rail periods 5 to 7 (Table 4213)

	Passenger assists requested by station facility owner, 2021-22 P5-7	% change compared with 2020-21 P5-7
Network Rail	76,933	275.7%
Great Western Railway	29,374	197.9%
London North Eastern Railway	20,715	225.9%
Avanti West Coast	19,437	207.0%
East Midlands Railway	12,924	202.2%
ScotRail	12,531	252.7%
South Western Railway	11,480	198.4%
TfW Rail	10,796	220.5%
Govia Thameslink Railway	10,241	194.3%
Northern Trains	10,240	224.9%
West Midlands Trains	8,461	271.7%
Greater Anglia	7,484	198.8%
Southeastern	6,362	164.8%
TransPennine Express	4,263	218.8%
Chiltern Railways	2,599	261.0%
Merseyrail	751	212.9%
TfL Rail	540	272.4%
c2c	343	427.7%
London Overground	294	177.4%
Other	287	583.3%
Heathrow Express	63	384.6%

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. The format of these tables was changed in January 2022 to improve accessibility. We can also provide data in csv format on request.