

# Rail passenger assists and bookings

## Rail periods 8 to 10

17 October 2021 to 8 January 2022

14 April 2022

### 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:** Rail periods 8 to 10 (17 October 2021 to 8 January 2022)

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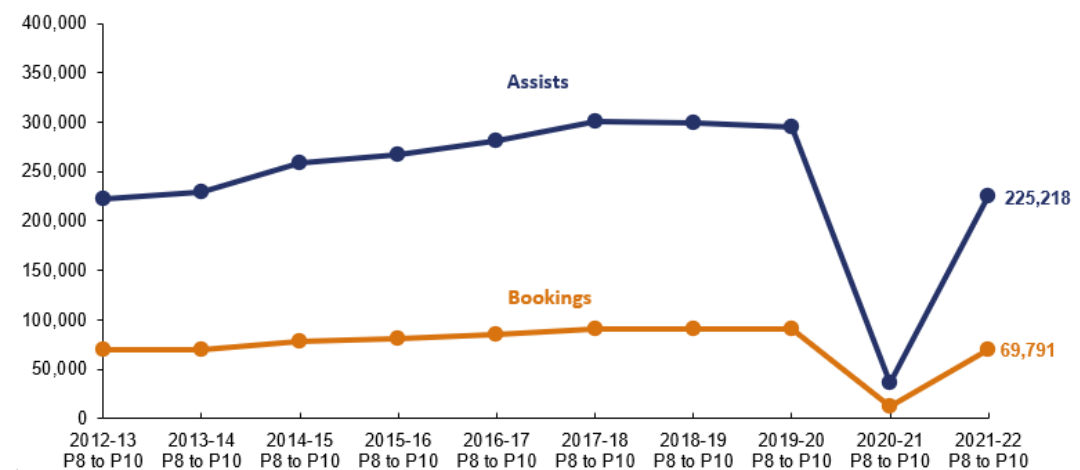
During rail periods 8 to 10, passenger assists and bookings increased compared with the same rail periods last year, reflecting the [increase in passenger journeys](#) as pandemic restrictions eased. However, volumes remain lower than before the pandemic.

There were **225,218 passenger assists** requested during rail periods 8 to 10. This is over six times the number in the same rail periods last year (an increase of 519.8%). However, this is 23.8% lower compared with the same rail periods two years ago.

There were **69,791 passenger bookings** made during rail periods 8 to 10. This is six times the number in the same rail periods last year (an increase of 502.6%). However, this is 22.6% lower compared with the same rail periods 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 8 to 10 since 2012 (Table 4210)



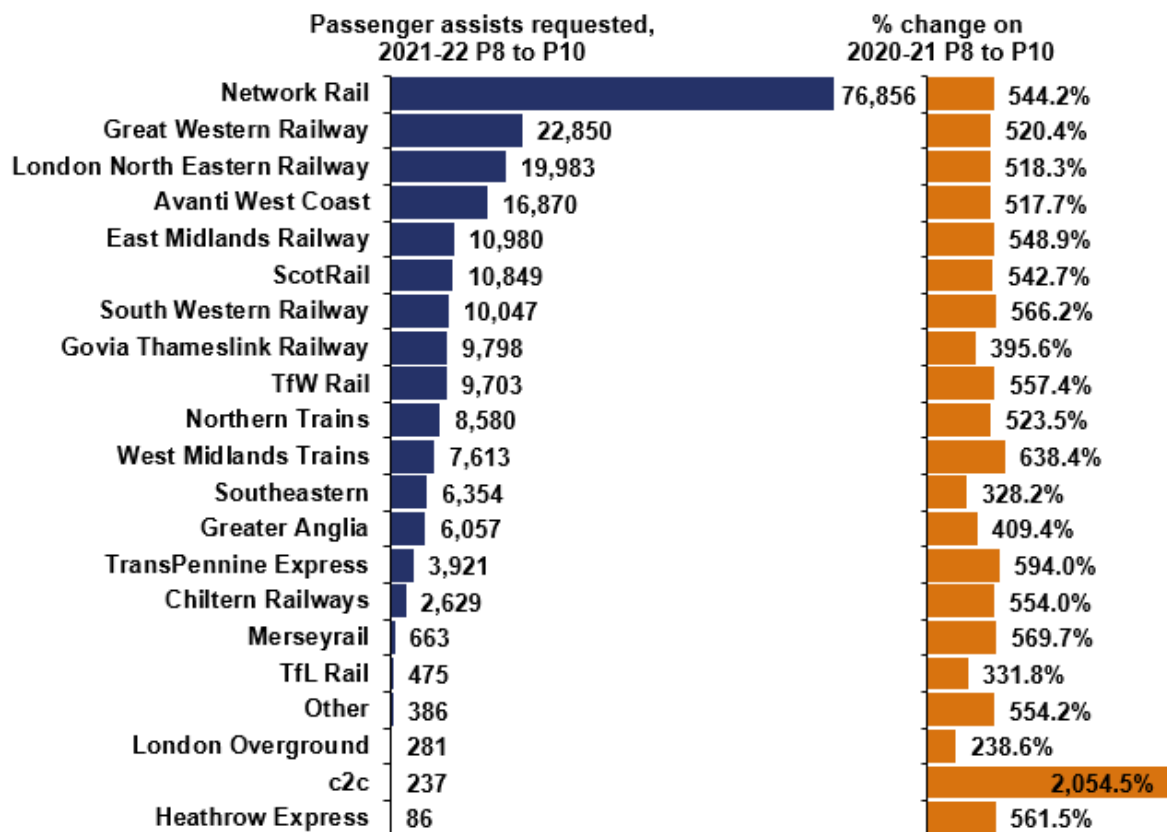
All data tables, a quality and methodology report and an interactive dashboard associated with this factsheet are published on the [passenger assistance page](#) of the data portal. Key definitions are at the end of this factsheet.

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 rail periods 8 to 10, Network Rail managed stations accounted for 34.1% (76,856) 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, rail periods 8 to 10 and change compared with previous year (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. The format of these tables was changed in January 2022 to improve accessibility. We can also provide data in csv format on request.



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