

Rail passenger assists and bookings

Rail periods 11 to 13

9 January to 31 March 2022

7 July 2022

April 2021 to March 2022 annual

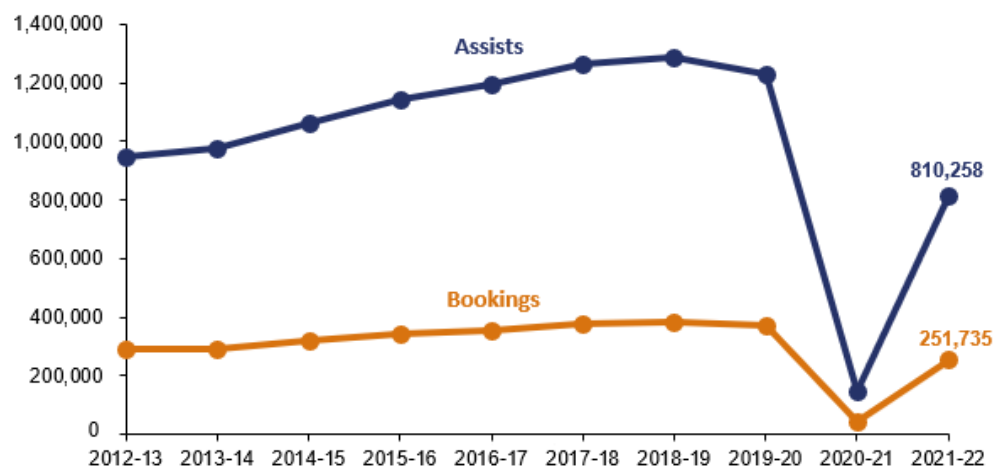
In the latest year (1 April 2021 to 31 March 2022), passenger assists and bookings increased compared with the previous year. This reflects the increase in [rail passenger journeys](#) as pandemic restrictions have eased. However, volumes remain lower than before the pandemic.

There were **810,258 passenger assists** requested during the latest year. This is over five and a half times more than the previous year (up 459.5%), but 34.0% lower compared with two years ago.

There were **251,735 passenger bookings** made during the latest year. This is over five and a half times more than the previous year (up 480.4%), but 31.7% 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, annual data, April 2012 to March 2022 (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.

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 11 to 13 (9 January 2022 to 31 March 2022)

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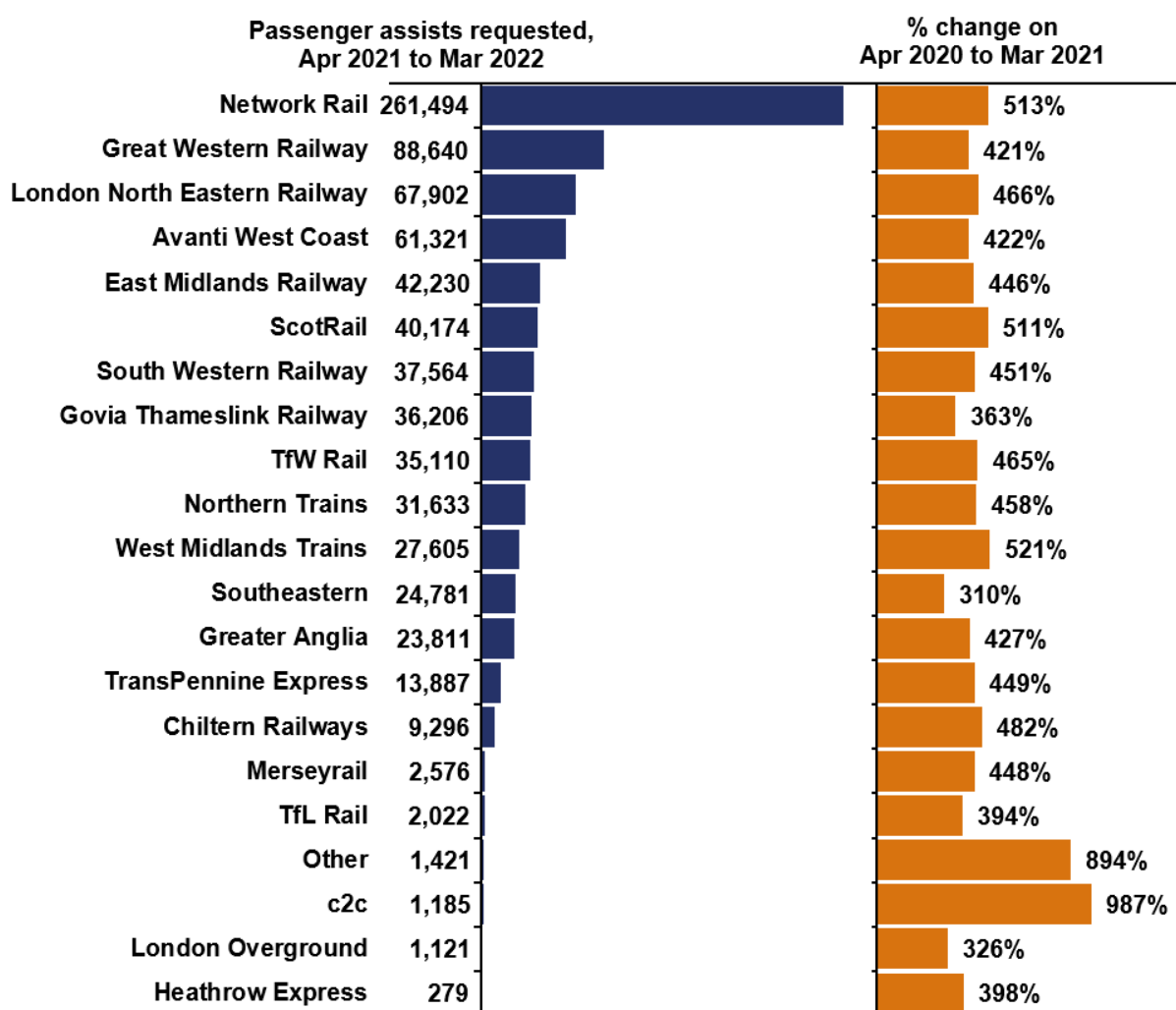
Next publication:
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Each passenger assist requested is attributed to the **station facility owner** that manages the station the assist takes place at. The station facility owner may not necessarily be the train operator the passenger travels with. Some 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.

In the latest year, Network Rail managed stations accounted for 32.3% (261,494) of all passenger assists. Stations managed by train operators (including 'other' category) accounted for the remaining 67.7% (548,764) passenger assists.

Figure 1.2 Passenger assists requested increased for all station facility owners

Number of passenger assists requested by station facility owner, April 2021 to March 2022 and change compared with the previous year (Table 4213)



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

Rail periods 11 to 13 (9 January to 31 March 2022)

There were **175,374 passenger assists** requested during rail periods 11 to 13 of the latest year. This is nearly 13 times more than the same rail periods in the previous year (up 1,189.7%), but 0.6% lower compared with the same rail periods two years ago.

There were **53,742 passenger bookings** requested during rail periods 11 to 13 of the latest year. This is over 12 and a half times more than the same rail periods in the previous year (up 1,167.5%) and 0.6% higher compared with the same rail periods two years ago.

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 were changed in January 2022 to improve accessibility. We can also provide data in csv format on request.



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