

Rail passenger assists and bookings

Rail periods 1 to 4

1 April to 23 July 2022

3 November 2022

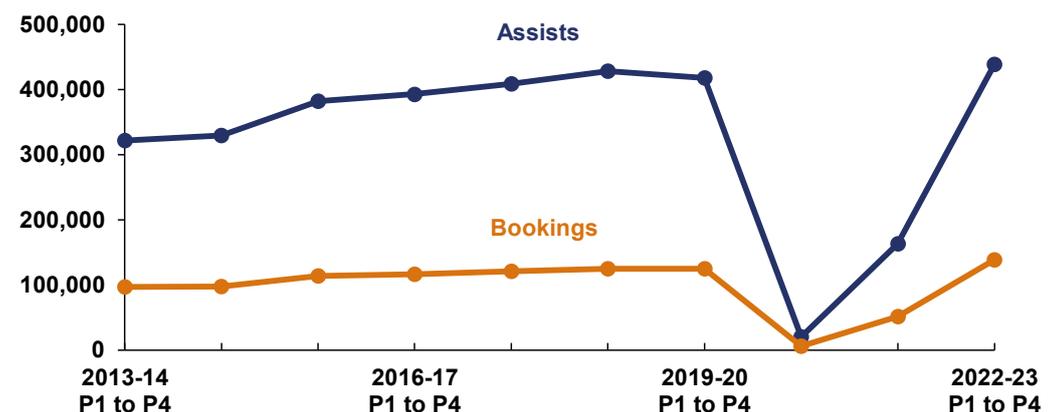
In rail periods 1 to 4, passenger assists and bookings increased compared with the same rail periods in the previous year and are now above pre-pandemic levels. This reflects the [increase in passenger journeys](#) as pandemic restrictions have eased.

There were **439,144 passenger assists** requested during rail periods 1 to 4 of the latest year. This is more than double the total from the same rail periods in the previous year (up 168.5%) and 5.1% higher than in 2019, the most recent year before the pandemic.

There were **138,450 passenger bookings** requested during rail periods 1 to 4 of the latest year. As with passenger assists, this is more than double the total from the same rail periods in the previous year (up 169.5%) and 11.0% higher than in 2019, the most recent year before the pandemic.

Figure 1.1 Passenger assists and bookings now exceed levels seen before the pandemic

Number of passenger assists and bookings, Great Britain, rail periods 1 to 4 since 2013 (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.

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 1 to 4 (1 April to 23 July 2022)

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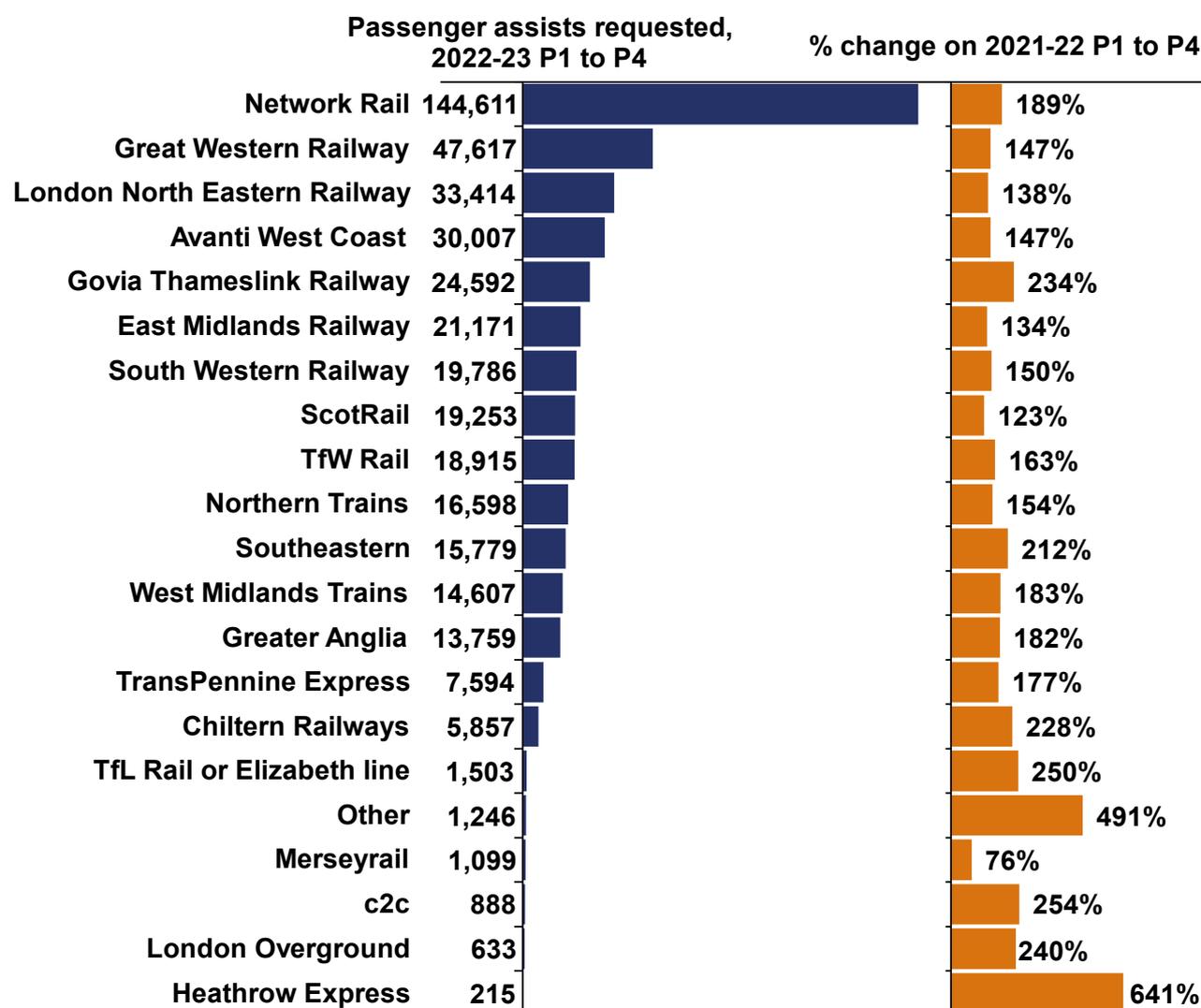
Next publication:
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Each passenger assist requested is attributed to the **station facility owner** that manages the station the assist takes place at. The station facility owner may not necessarily be the train operator the passenger travels with. Some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

During rail periods 1 to 4, Network Rail managed stations accounted for 32.9% (144,611) of all passenger assists. Stations managed by train operators (including 'other' category) accounted for the remaining 67.1% (294,533) passenger assists.

Figure 1.2 Passenger assists requested increased for all station facility owners

Number of passenger assists requested by station facility owner, Great Britain, rail periods 1 to 4 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 and in csv format on request. The format of these tables was changed in January 2022 to improve accessibility.



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