

Rail passenger assists and bookings

Rail periods 8 to 10

16 October 2022 to 7 January 2023

13 April 2023

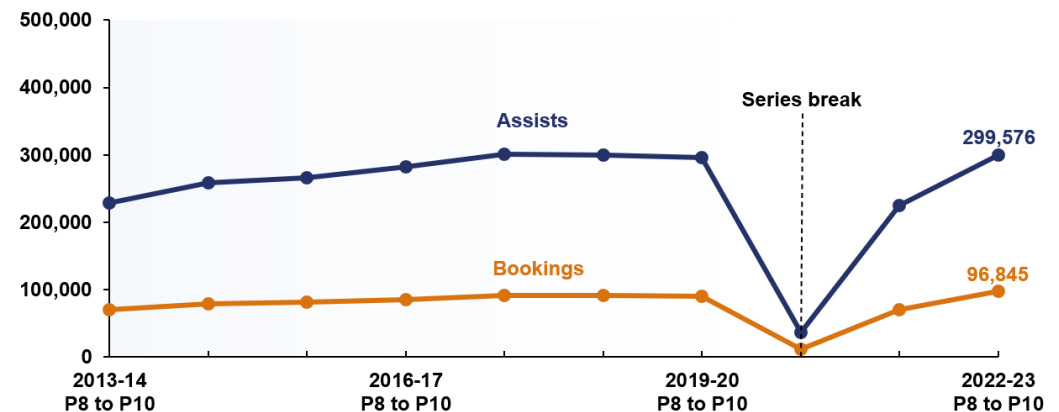
In rail periods 8 to 10, passenger assists and bookings increased compared with the same rail periods in the previous year. This reflects the [increase in passenger journeys](#) as rail usage recovers from the pandemic.

There were **299,576 passenger assists** requested during rail periods 8 to 10 of the latest year, up 33% on the same rail periods in the previous year.

There were **96,845 passenger bookings** requested during rail periods 8 to 10 of the latest year, up 39% on the same rail periods in the previous year.

Figure 1.1 Passenger assists and bookings increased

Number of passenger assists and bookings, Great Britain, rail periods 8 to 10 since 2013 (Table 4210)



Note: There is a series break in Period 7 2020 due to a change in data supplier to RDG.

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 continued 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 (16 October 2022 to 7 January 2023)

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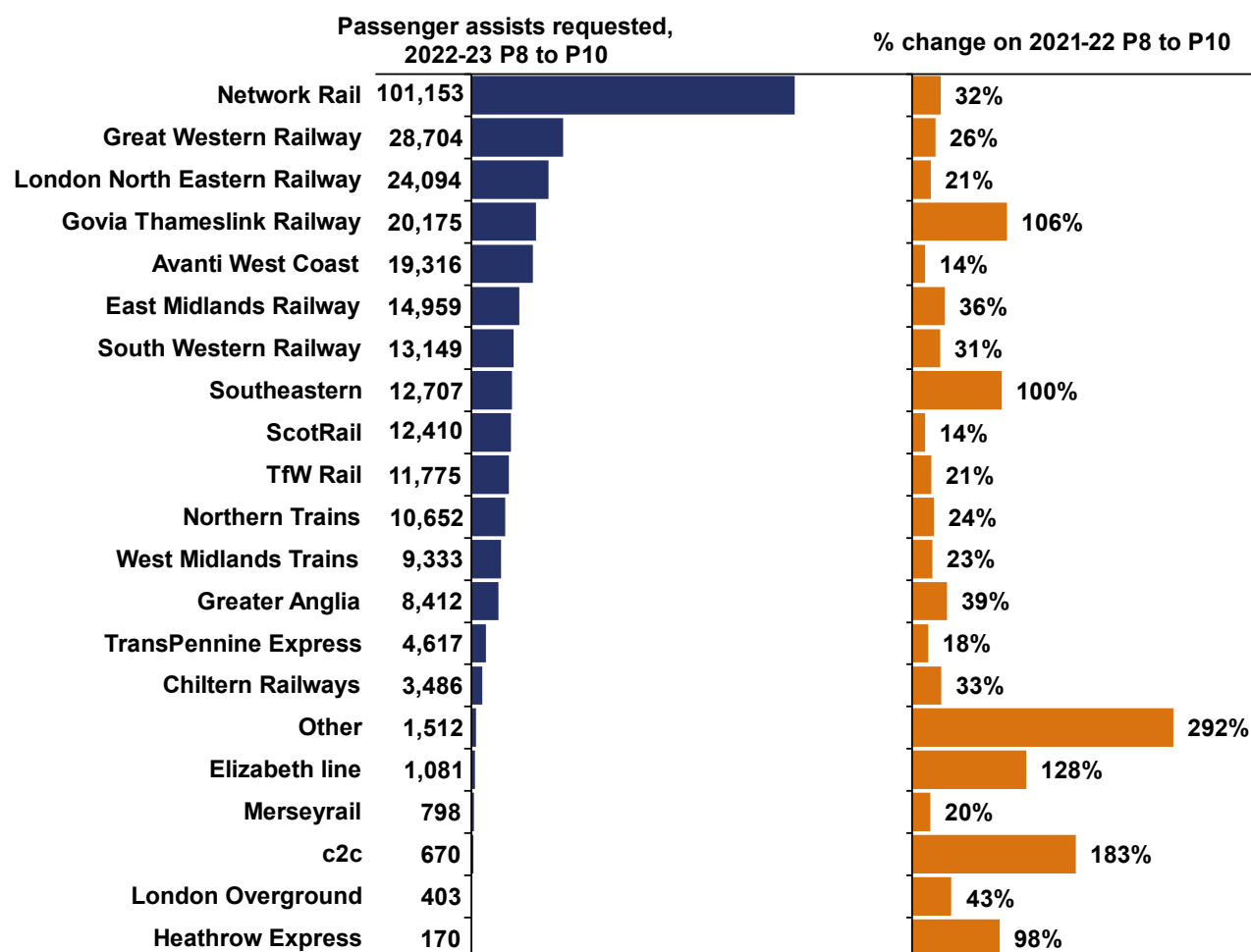
6 July 2023

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% (101,153) of all passenger assists. Stations managed by train operators (including 'other' category) accounted for the remaining 66% (198,423) passenger assists.

Figure 1.2 Passenger assist requests 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

Data from Period 7 2020 onwards is not comparable with earlier data due to a change in data supplier to RDG, who then supply the data to ORR. RDG are currently investigating data quality concerns which may be over-counting the number of assists. Resolution of this is likely to mean historic data will be revised in a future release so treat the data since Period 7 2020 as provisional.

Definitions

- **Passenger assists:** The number of assists that have been requested through the National Passenger Assistance Booking System. A typical one-leg journey may involve two assists: one at the departure station and one at the destination station.
- **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.



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