

Rail passenger assists and bookings

Rail periods 11 to 13

8 January to 31 March 2023

6 July 2023

This factsheet presents data for the full financial year and the latest three railway periods.

April 2022 to March 2023 annual

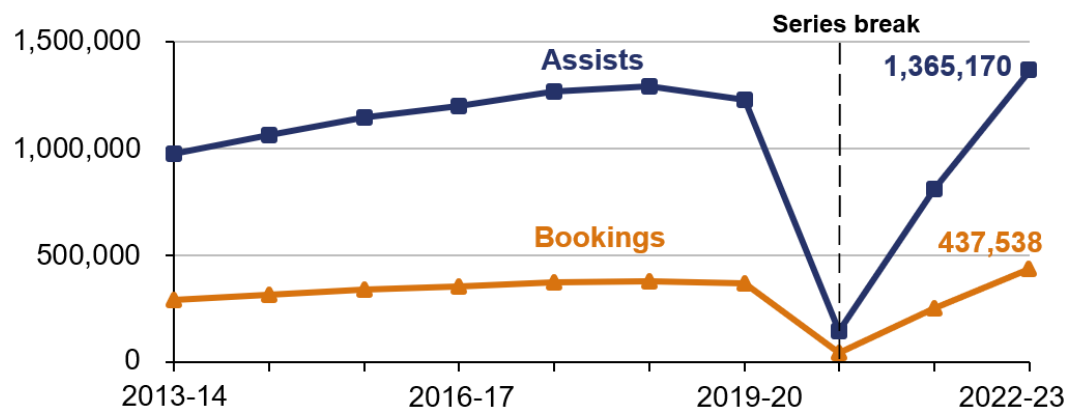
In the latest year (1 April 2022 to 31 March 2023), passenger assists and bookings increased compared with the previous year. This reflects the increase in [rail passenger journeys](#). Passenger assists and bookings are at their highest recorded levels.

There were **1,365,170 passenger assists** requested during the latest year, an increase of 68% on the previous year.

There were **437,538 passenger bookings** made during the latest year, an increase of 74% on the previous year.

Figure 1.1 Passenger assists and bookings have increased for the second year in a row

Number of passenger assists and bookings, Great Britain, annual data, April 2013 to March 2023 (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 11 to 13 (9 January 2023 to 31 March 2023)

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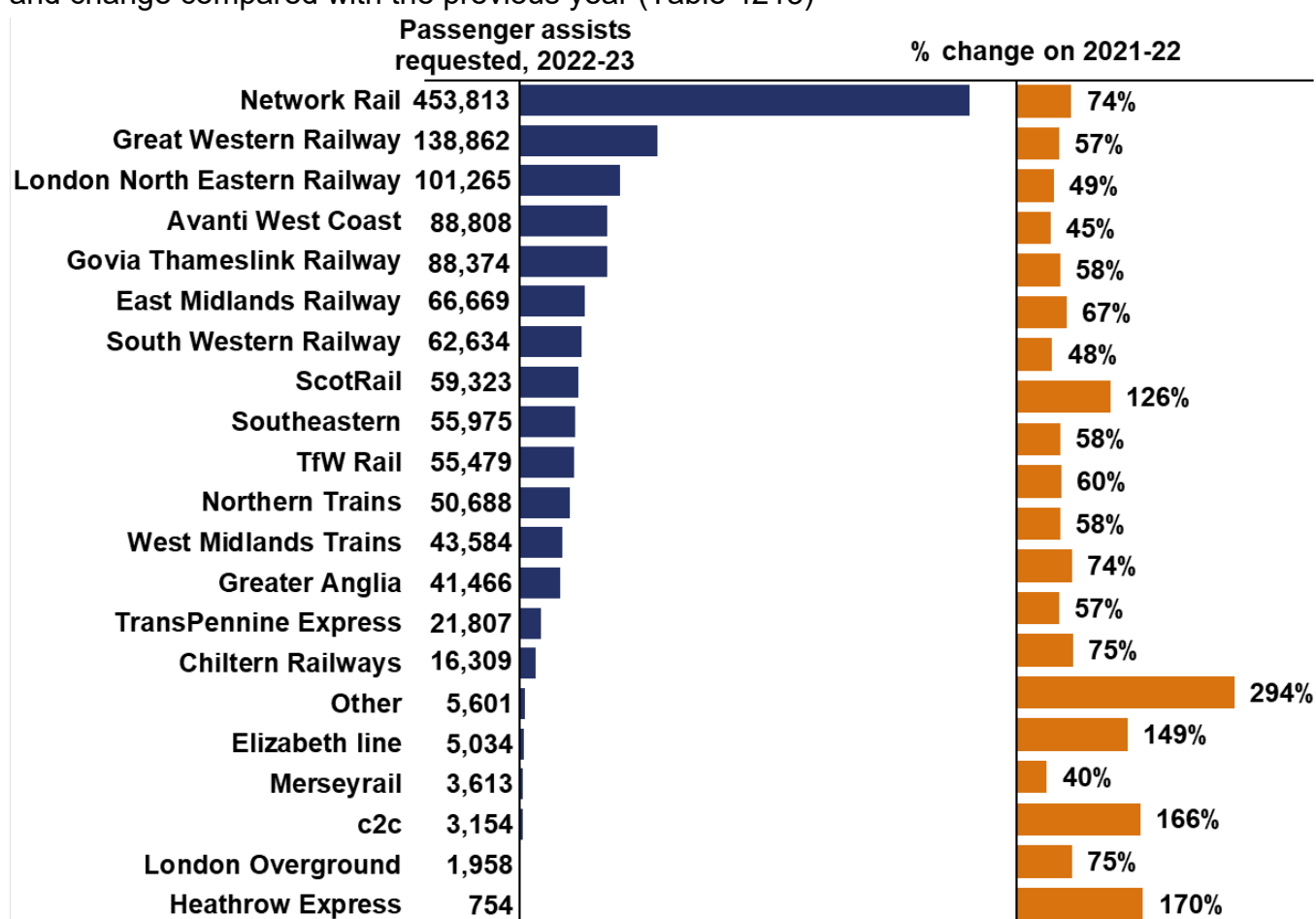
Next publication:
2 November 2023

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.

In the latest year, Network Rail managed stations accounted for 33% (453,813) of all passenger assists. Stations managed by train operators (including 'other' category) accounted for the remaining 67% (911,357) passenger assists.

Figure 1.2 Passenger assists requested increased for all station facility owners

Number of passenger assists requested by station facility owner, April 2022 to March 2023 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

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.

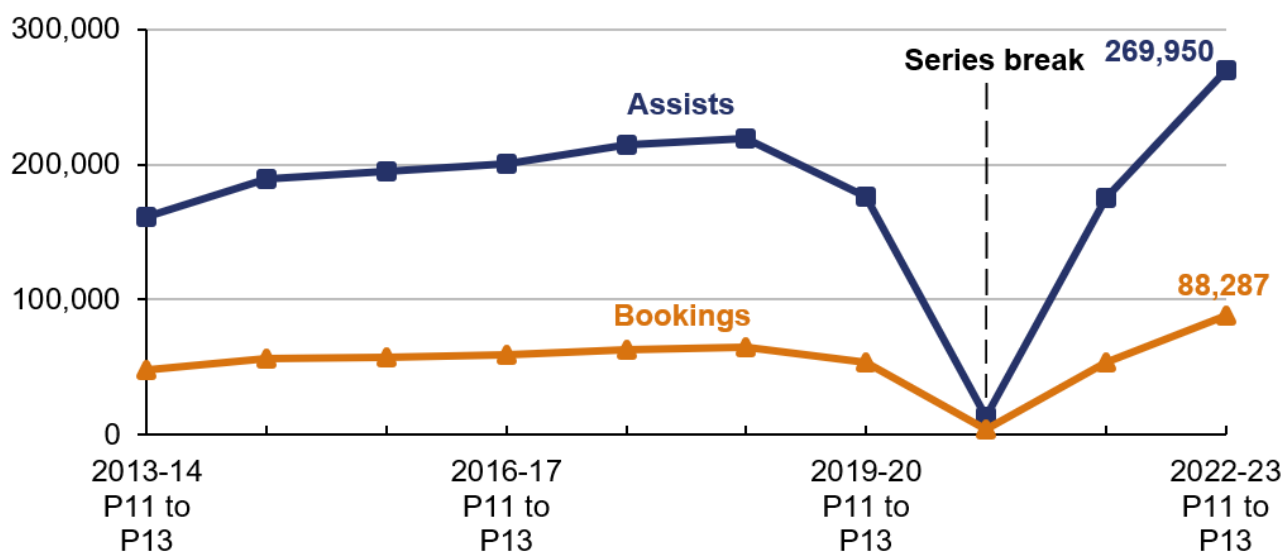
Rail periods 11 to 13 (9 January to 31 March 2023)

There were **269,950 passenger assists** requested during rail periods 11 to 13 of the latest year, an increase of 54% on the same rail periods in the previous year.

There were **88,287 passenger bookings** requested during rail periods 11 to 13 of the latest year, an increase of 64% on the same rail periods in the previous year.

Figure 1.3 Passenger assists and bookings increased

Number of passenger assists and bookings, Great Britain, rail periods 11 to 13 since 2013 (Table 4210)



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

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 assistances: 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.

Related research

Since 2017, [annual research on booked passenger assistance](#) has been conducted on behalf of ORR, surveying passengers to measure satisfaction levels on an industry and operator level.



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