

# Rail passenger assistance

## Rail periods 11 to 13

5 January to 31 March 2025

3 July 2025

### Background:

This factsheet contains information on the **requested number of pre-booked passenger assists** and associated **passenger assistance bookings** on the rail network in Great Britain.

It also includes information on the number of **turn up and go passenger assists** and associated **requests** that are **recorded** by staff.

We collect this data from the National Passenger Assistance Booking System managed by the Rail Delivery Group (RDG) as part of our [Accessible Travel Policy](#) (ATP) compliance monitoring.

**Source:** Rail Delivery Group

**Latest periods:** Rail periods 11 to 13 (5 January to 31 March 2025)

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This factsheet includes data on **pre-booked** and **recorded turn up and go passenger assistance requests** on the rail network in Great Britain. Turn up and go assists are those that are requested by passengers at the station. They are new official statistics. For feedback or questions, please email [rail.stats@orr.gov.uk](mailto:rail.stats@orr.gov.uk).

In rail periods 11 to 13 (5 January to 31 March 2025), there were **312,576 pre-booked passenger assists requested**, an increase of 20% on the previous year and more than in any previous year.

Staff **recorded requests** for **236,604 turn up and go passenger assists** in the latest three periods.

### Figure 1.1 More than 300,000 pre-booked assists were requested in the latest three periods

Number of passenger assists requested, Great Britain, 5 January to 31 March 2025 (Tables 4210 and 4220)

	Type of assist	Number of assists requested
	<b>Pre-booked</b>	312,576
	<b>Turn up and go (recorded)</b>	236,604

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 ORR data portal. Key definitions are at the end of this factsheet.

# 1. Pre-booked assists

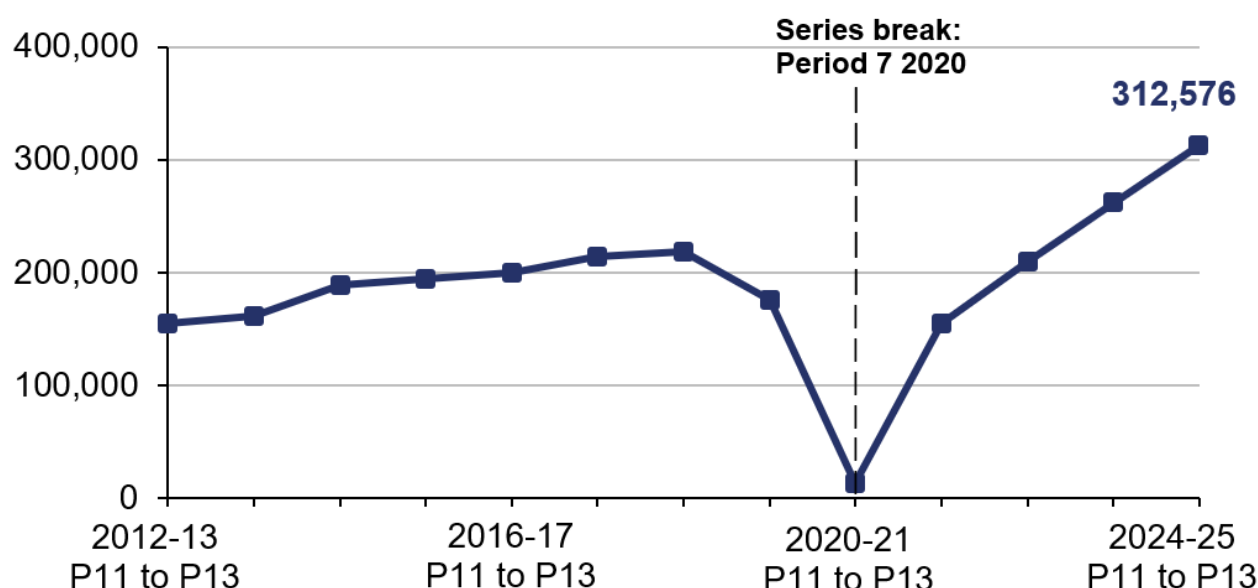
Each passenger assist requested is attributed to the **station facility owner (SFO)** that manages the station where the assist takes place. Data is presented here for Network Rail and 19 train operators (Caledonian Sleeper, CrossCountry, Grand Central, Hull Trains and Lumo do not manage any stations). [Network Rail currently manages 20 stations](#), which include many of the busiest stations in Great Britain. Data is also presented for “Other” SFOs, which include London Underground. **The SFO may be different to the train operator that the passenger travels with. Furthermore, there are some stations where the assistance is delivered by staff of a train operator that is not the SFO.**

In rail periods 11 to 13 (5 January to 31 March 2025), there were 312,576 pre-booked passenger assists, up 20% on the same rail periods in the previous year and the highest level recorded for these rail periods since the time series began in 2012.

It is not possible to provide the total number of passenger bookings for the three periods combined as bookings can relate to pre-booked assists in more than one period. Data for bookings relating to the assists in each of the three periods can be found in Table 4210.

**Figure 1.2 Pre-booked passenger assists have increased to the highest recorded levels**

Number of requested pre-booked passenger assists, Great Britain, rail periods 11 to 13 since April 2012 (Table 4210)

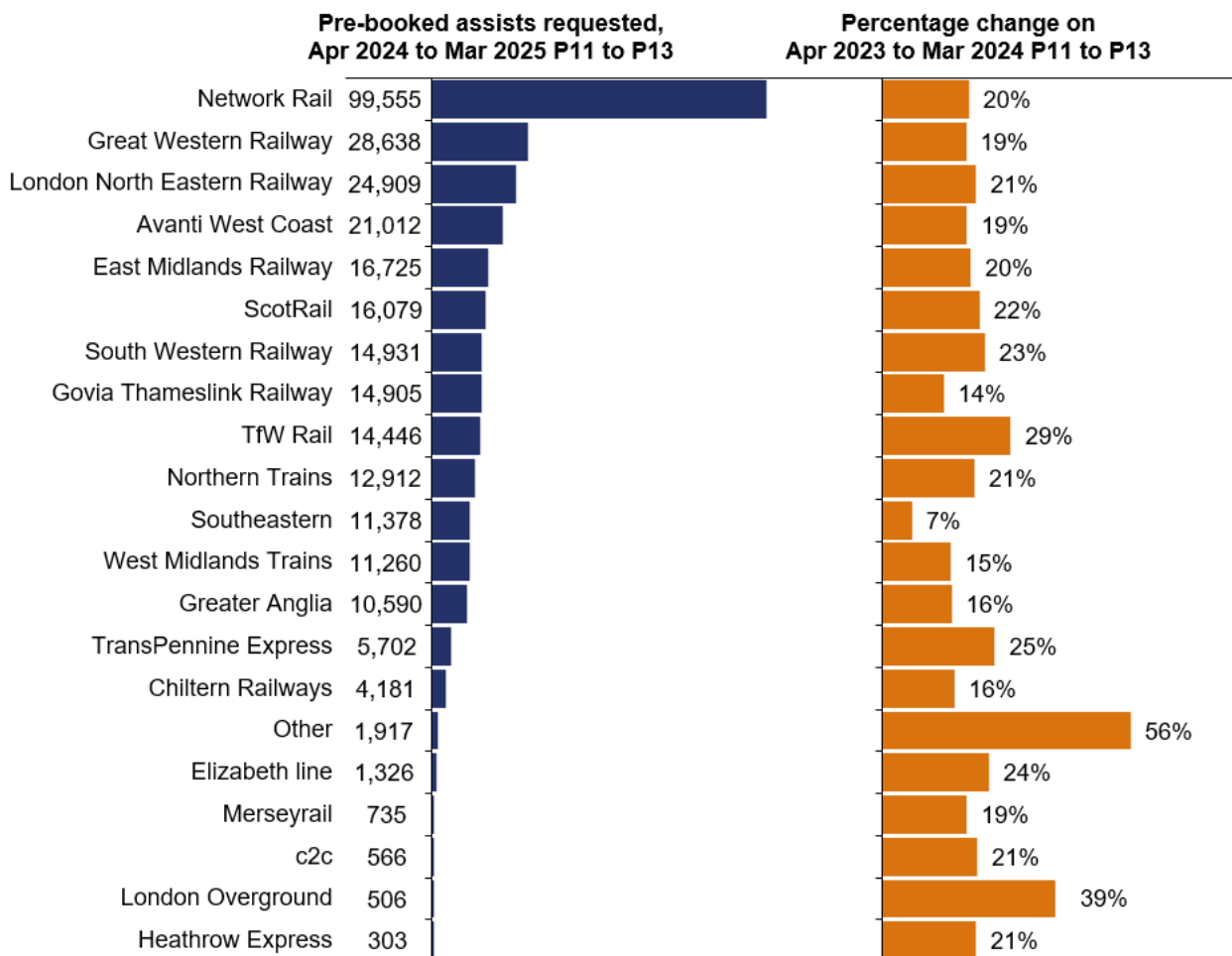


Note: Before period 7 2020-21, an existing booking could not be edited. Any changes required a new booking to be created resulting in duplication. Other changes over time which affect the comparability of the pre-booked data are given on page 8.

During rail periods 11 to 13, Network Rail managed stations accounted for 32% (99,555) of all pre-booked passenger assists requested. Stations managed by the remaining SFOs accounted for the other 68% (213,021) of pre-booked passenger assists.

### Figure 1.3 Pre-booked passenger assists increased for all SFOs

Number of requested pre-booked passenger assists by station facility owner, rail periods 11 to 13 and change compared with the previous year (Table 4213)



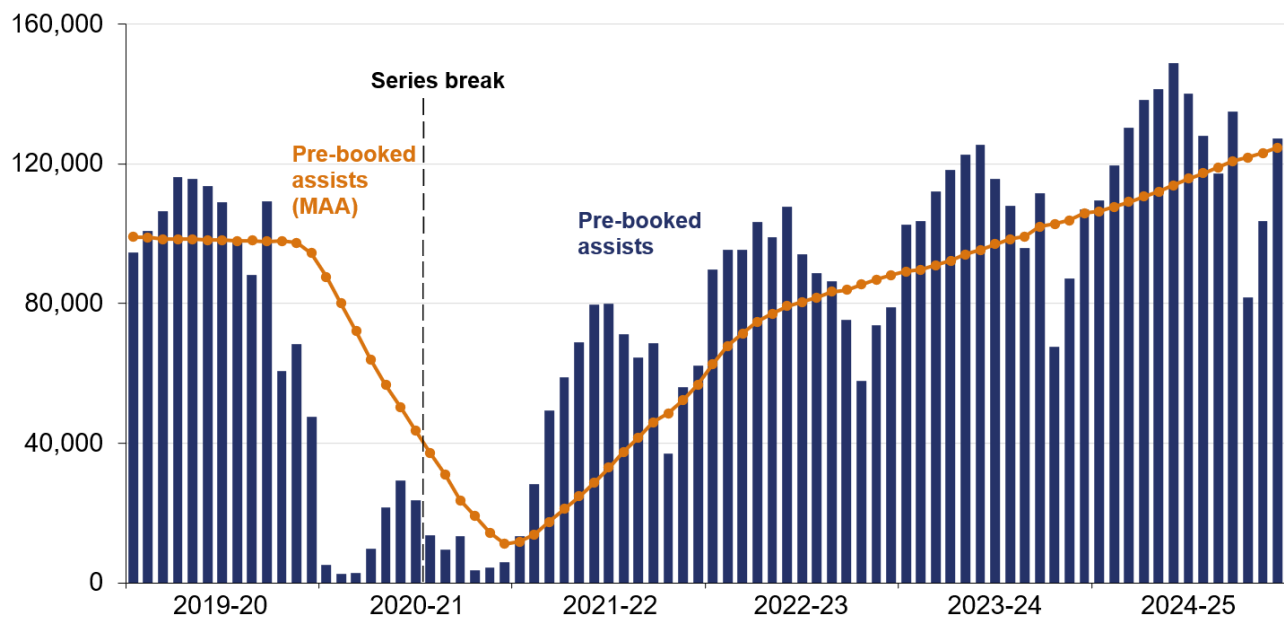
## Periodic time series

Viewing the data by railway period allows the seasonality of the data to be seen. Pre-booked assists are at their highest during the summer periods, especially during rail period 6 (mid-August to mid-September) and at their lowest during the winter periods, especially during rail period 11 (early January to early February).

There has been a consistent increase in the moving annual average (MAA) of pre-booked assists since the pandemic. The MAA is the average number of assists over the most recent 13 rail periods.

**Figure 1.4 The MAA for pre-booked assists has increased since the pandemic**

Number of requested pre-booked passenger assists, Great Britain, periodic data and MAA, April 2019 to March 2025 (Table 4210)



Note: Before period 7 2020-21, an existing booking could not be edited. Any changes required a new booking to be created resulting in duplication. Other changes over time which affect the comparability of the pre-booked data are given on page 8.

## 2. Recorded turn up and go assists

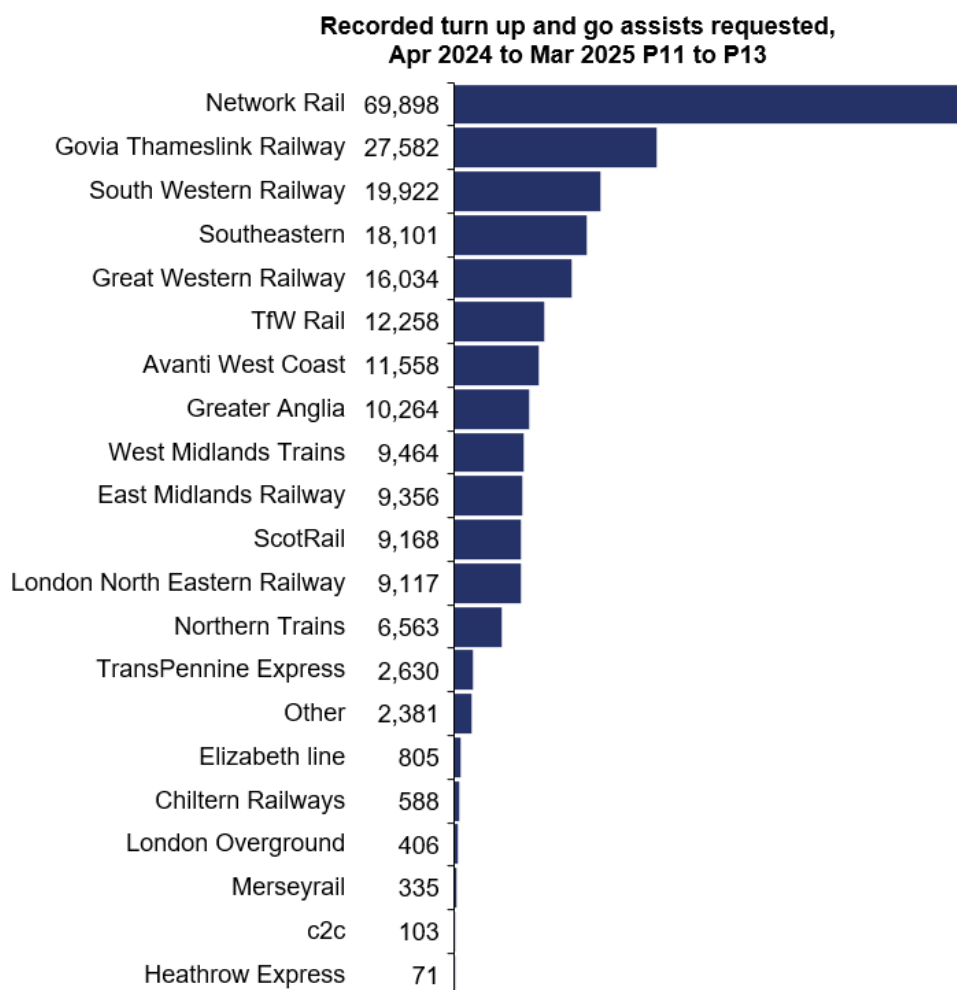
Turn up and go assists are those that are requested by passengers at the station. They are new official statistics. For feedback or questions, please email [rail.stats@orr.gov.uk](mailto:rail.stats@orr.gov.uk).

In rail periods 11 to 13 (5 January to 31 March 2025), requests for 236,604 turn up and go passenger assists were recorded by staff. Network Rail managed stations accounted for 30% (69,898) of all turn up and go passenger assists requested. Stations managed by the remaining SFOs accounted for the other 70% (166,706) of turn up and go passenger assists. Changes compared with the previous year are not presented due to improved data coverage in the latest year.

The total number of turn up and go requests for the latest three periods combined is unknown, as a request can relate to turn up and go assists in more than one period. Data for requests relating to the assists in each of the three periods can be found in Table 4220.

### Figure 2.1 Network Rail managed stations recorded the most turn up and go assists

Number of requested turn up and go passenger assists recorded by station facility owner, rail periods 11 to 13 (Table 4223)



Rail passenger assistance, rail periods 11 to 13 (5 January to 31 March 2025)

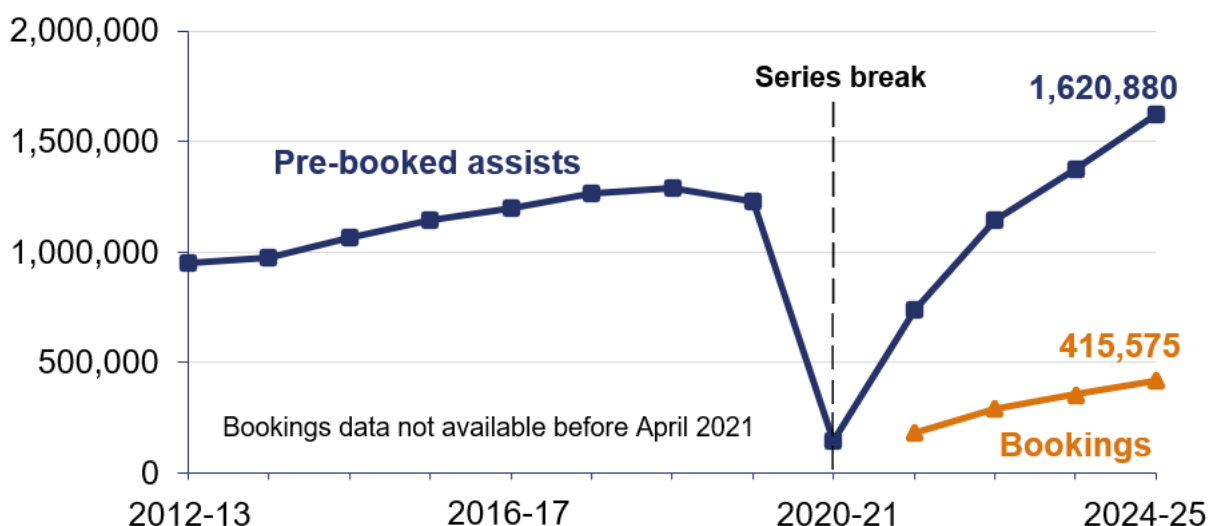
### 3. Annual assists data

Annual data is available in the accompanying data tables. In the latest year (April 2024 to March 2025), there were 1,620,880 pre-booked passenger assists requested, an increase of 18% on the previous year and more than in any previous year.

The number of **bookings** for pre-booked passenger assists reached 415,575 in the latest year. A booking can be for a single journey or a return journey. The number of bookings was up 17% compared with the previous year and the highest recorded number since the time series began in April 2021.

**Figure 3.1 Pre-booked passenger assists and bookings have increased to the highest recorded levels**

Number of requested pre-booked passenger assists and bookings, Great Britain, annual data since April 2012 (Table 4210)



Note: Before period 7 2020-21, an existing booking could not be edited. Any changes required a new booking to be created resulting in duplication. Other changes over time which affect the comparability of the pre-booked data are given on page 8.

Staff recorded requests for 1,077,198 turn up and go passenger assists in the latest year. A total of 490,953 **turn up and go requests** were made in the latest year. For the most part, requests for turn up and go assistance are for single journeys. The changes compared with the previous year for recorded turn up and go assists and associated requests are not presented due to improved data coverage in the latest year.

# Annex

## Definitions

- **Passenger assists:** An assist is the help provided at one station. This may include assistance getting on or off the train or help with luggage. The data from April 2020 to March 2021 period 7 onwards is based on journey leg information. Two assists are recorded per journey leg. One assist is counted at the origin station and one assist is counted at the destination station. Where a change of trains is required, two assists are counted at the interchange station. This results in the total number of assists always being an even number.
- **Pre-booked assists:** The number of assists that have been requested by passengers through the National Passenger Assistance Booking System. This includes assists that were pre-booked and then subsequently cancelled or not fulfilled. Where an operator offers pre-booked assistance less than two hours prior to travel the system counts this as turn up and go.
- **Recorded turn up and go assists:** The number of assists that have been requested by passengers at the station and recorded by staff via the Passenger Assist toolset (Staff Mobile App and Staff Web Interface). This includes assists that were requested and then subsequently cancelled or not fulfilled. Where an operator offers pre-booked assistance less than two hours prior to travel the system counts this as turn up and go. Some turn up and go assists are recorded by staff to replace existing pre-booked assists. For example, this can happen at times of disruption.
- **Passenger bookings:** The number of bookings made through the National Passenger Assistance Booking System. A booking can be for a single journey (at least one journey leg and two assists) or a return journey (at least two journey legs and four assists). The data presented here are the number of bookings that had pre-booked assists requested for a given period or year. A booking made on 30 March 2023 for a journey taking place on 2 April 2023 will be counted in the data for 1 April 2023 to 31 March 2024 rather than the data for 1 April 2022 to 31 March 2023. The annual number of bookings for a year cannot be calculated from the period data as bookings can relate to assists in more than one period.
- **Turn up and go requests:** The number of requests for turn up and go assistance that have been made by passengers at the station and recorded by staff via the Passenger Assist toolset (Staff Mobile App and Staff Web Interface). For the most part, requests for turn up and go assistance are for single journeys. One request will have at least one journey leg and, therefore, at least two turn up and go assists. As requests can relate to assists in different periods, the sum of requests in the 13 periods in the year may be slightly higher than the annual number of requests.

## Changes over time

There have been changes over time which affect the comparability of the pre-booked passenger assist data. These are:

- From April 2020 to March 2021 period 1, requirements were introduced to allow passengers to book assistance up until 22:00 the day before travel. Prior to April 2020, operators could require a notice period of up to 24 hours before travel.
- From April 2020 to March 2021 period 7, there was a change of booking system. Prior to this an existing booking could not be amended; any changes required a new booking to be created resulting in duplication. In addition, the data from the new system is based on journey leg information which results in two assists recorded per journey leg meaning that the total assist numbers are even.
- From April 2021 to March 2022 period 1, requirements were introduced to allow passengers to book assistance up until six hours prior to travel. In addition, the passenger assistance app was launched.
- From April 2022 to March 2023 period 1, requirements were introduced to allow passengers to book assistance up until two hours prior to travel.

## Data tables

All data tables can be accessed on the [ORR data portal](#) free of charge in OpenDocument Spreadsheet (.ods) format. We can also provide data in csv format on request. All tables associated with this release can be found under the Data tables heading at the bottom of the [Passenger assistance page](#):

- Table 4210 – Passenger assists (pre-booked) and bookings
- Table 4213 – Passenger assists (pre-booked) by station operator
- Table 4220 – Recorded passenger assists (turn up and go) and requests
- Table 4223 – Recorded passenger assists (turn up and go) by station operator

## Related research

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

The interactive dashboard published on the [Passenger assistance page](#) includes data from the survey.

## Revisions

There have been no revisions to previously published data.

For more information on revisions to our statistics, please see the [Revisions log](#).





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