

Rail passenger assists and bookings

Rail periods 1 to 4

1 April 2023 to 22 July 2023

2 November 2023

This factsheet presents data for the first four rail periods of the current financial year.

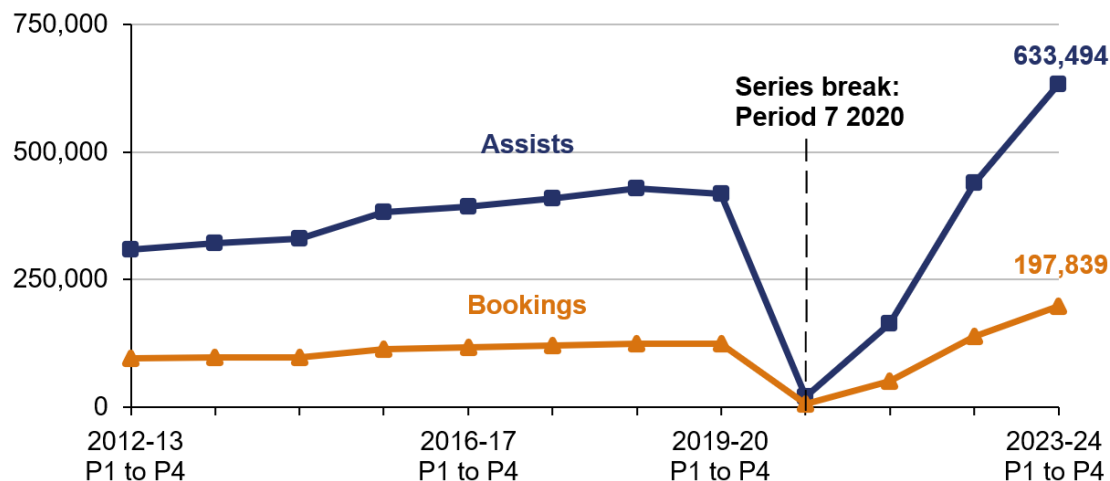
In rail periods 1 to 4 (1 April 2023 to 22 July 2023), passenger assists and bookings increased compared with the same rail periods in the previous year. They were both at the highest level recorded since the time series began in 2012.

There were **633,494 passenger assists** requested during rail periods 1 to 4, up 44% on the same rail periods in the previous year.

There were **197,839 passenger bookings** made during rail periods 1 to 4, up 43% on the same rail periods in the previous year.

Figure 1.1 Passenger assists and bookings reached record levels

Number of passenger assists and bookings, Great Britain, rail periods 1 to 4 since 2014 (Table 4210)



Note: Before Period 7 2020, an existing booking could not be edited. Any changes required a new booking to be created resulting in duplication.

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 1 to 4 (1 April 2023 to 22 July 2023)

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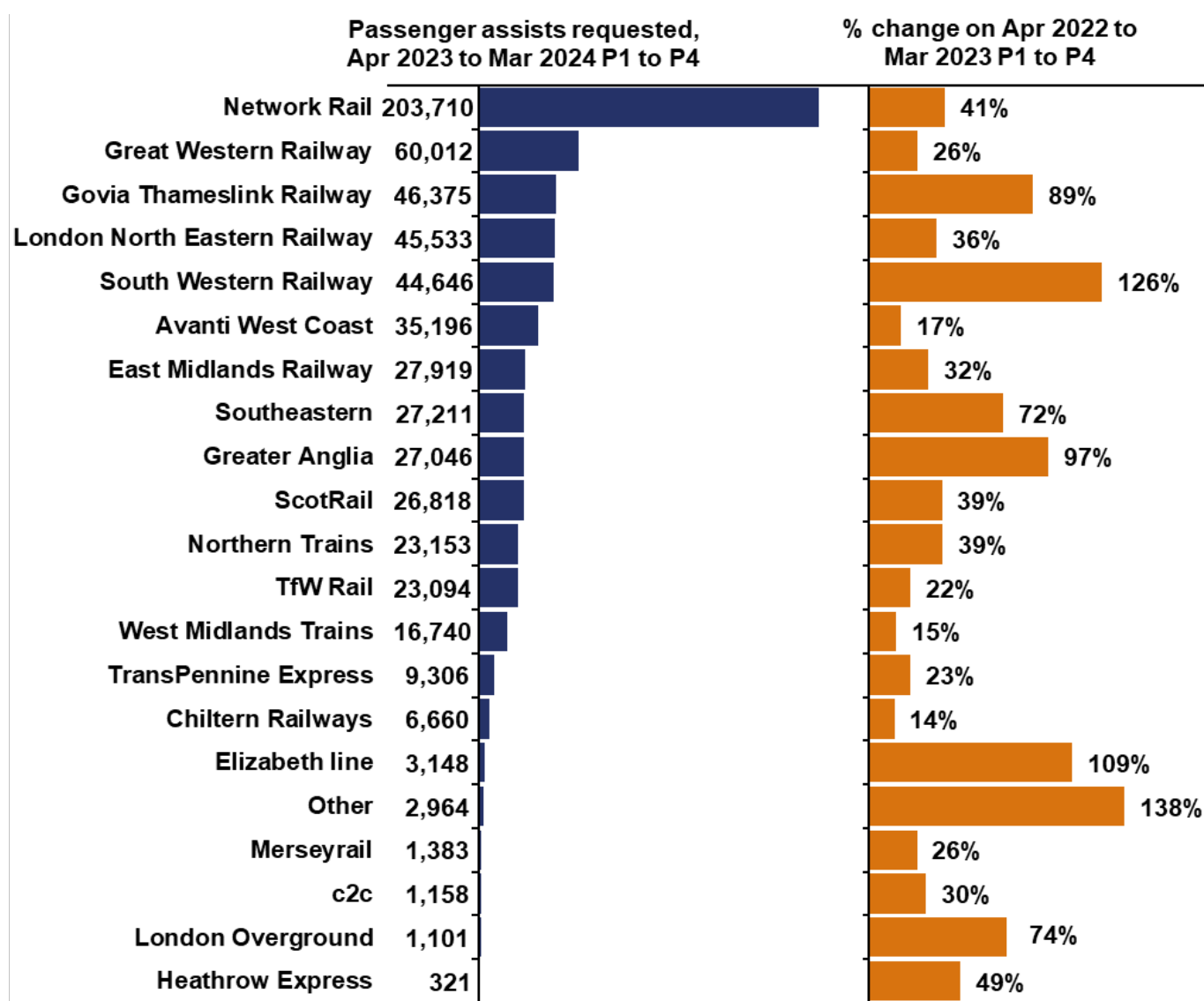
18 January 2024

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 be the train operator the passenger travels with or who delivers the assistance. 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% (203,710) of all passenger assists. Stations managed by train operators (including 'other' category) accounted for the remaining 68% (429,784) passenger assists.

Figure 1.2 Passenger assists requested increased for all station facility owners

Number of passenger assists requested by station facility owner, rail periods 1 to 4 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

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 passenger 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.

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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