

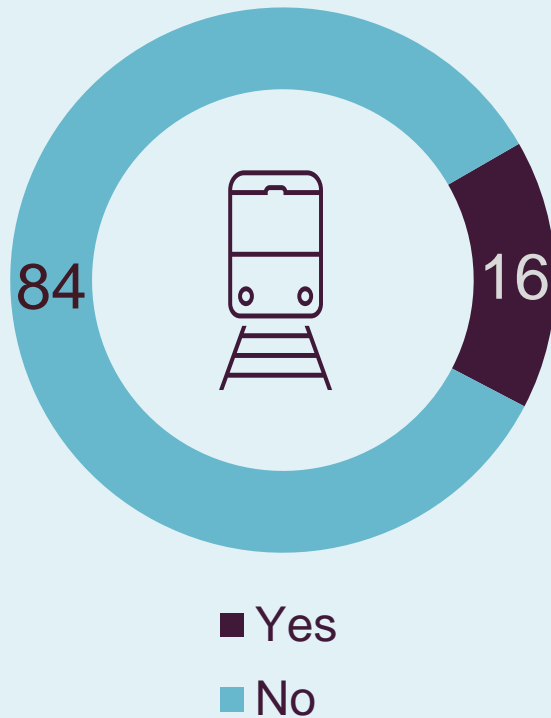
21 June
2022

Rail strikes: pre-strike intentions and information survey



16 per cent had intended to travel by train between 21 and 26 June. Around three in five will no longer travel on a strike day.

Did you have any intention of travelling by train between 21 and 26 June (%)

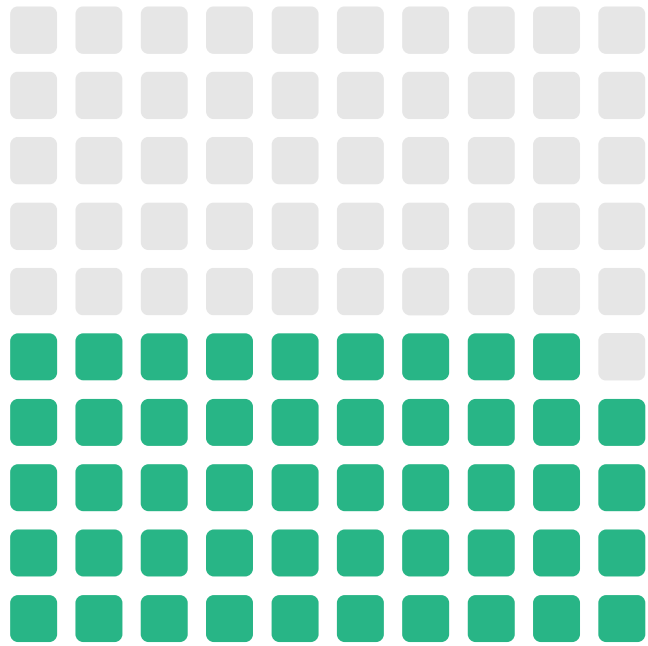


What will you be doing now on the strike days (21, 23, 25 June) regarding travel by train (%)



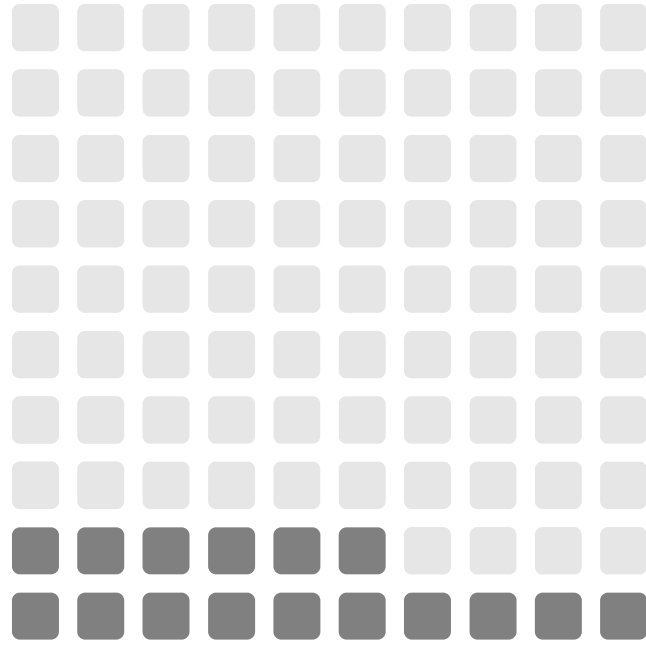
Base size left chart = 2006, base size right chart = 314.

Around half rated information on which trains will and will not be running as good



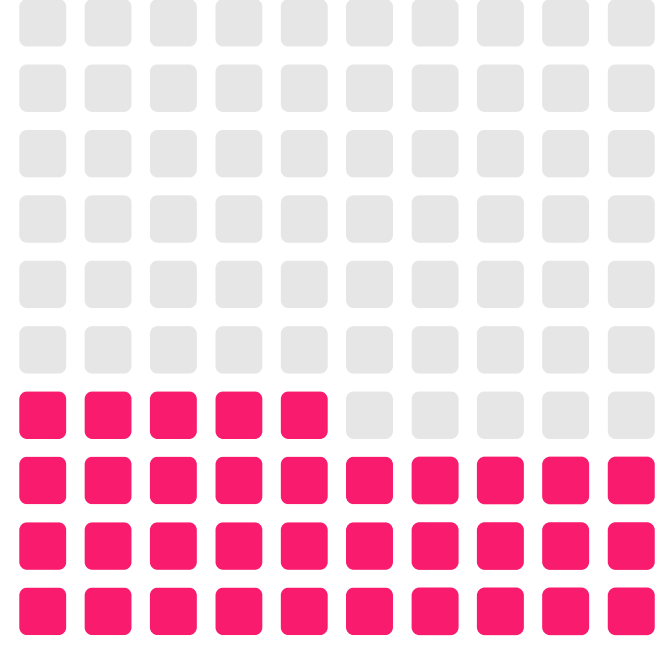
49%

Fairly good or very good



16%

Neither good nor poor

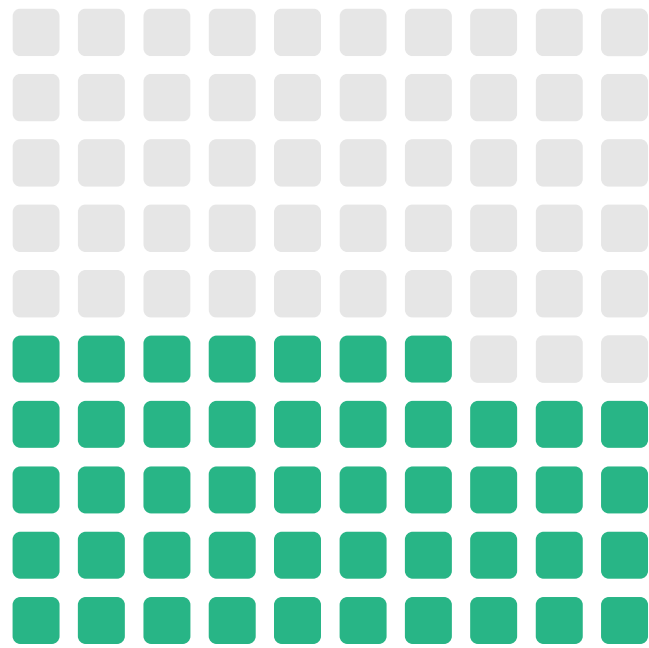


35%

Fairly poor or very poor

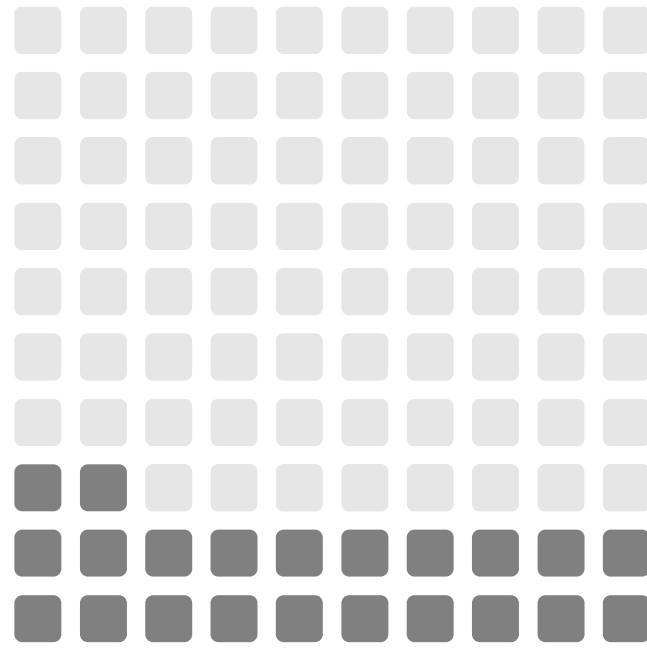
Asked of those whose travel was impacted and aware of the strikes. Excludes those who said: 'Don't know/Did not look for information'. Base size = 242.

Just under half rated information on changing tickets and refunds as good



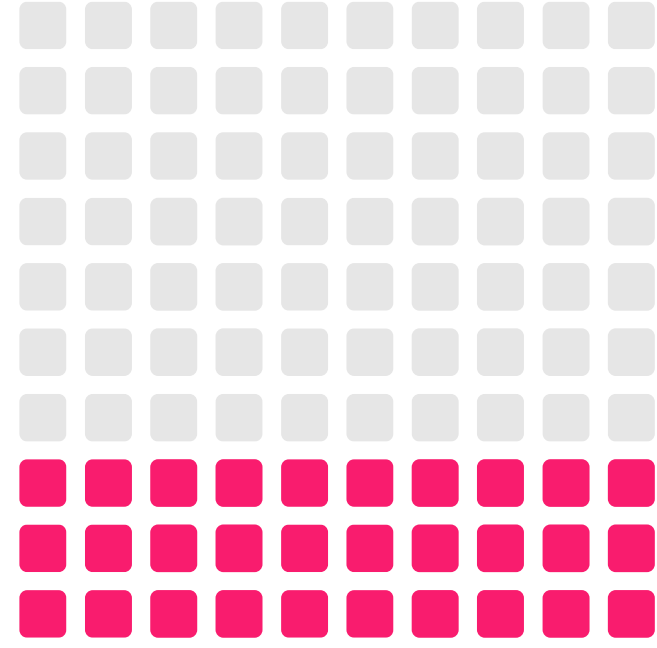
47%

Fairly good or very good



22%

Neither good nor poor



30%

Fairly poor or very poor

What those who decided not to travel by train said



I was planning to go to a concert on the Saturday but now I'm not going because I can't reliably get home, and I have work the next day.

I will be working from home. Really annoyed as had face to face meetings planned. Had just began to feel I had got into the routine of going to the office after Covid and was enjoying it.



It's my birthday and I was hoping to travel to see friends but now I'm not sure I can.

The chess match I was going to use Crossrail to get to has been cancelled, even though Crossrail is not affected by the strike.

I'm off next week from work. Was planning to go out but now it doesn't seem possible most of the week.

What those aware of the strikes but still travelling by train said



I work in a hospital, so I really need to go to work. I just have 2 options: tube and train, so the strike will make me be in trouble, because I don't know if I will be able to go to work.

Late to work. Affecting pay.

I may have to change my return date so I can get back home.



Much longer journeys and inconvenience and one rehearsal on Tuesday for 120 people had to be completely cancelled.

I have to start work earlier and finish earlier.

My journey will be extended by a couple of hours.

Methodology and question text

Transport Focus asked about the forthcoming rail strike (in addition to its regular Rail User Survey) on Yonder Consulting's weekend omnibus (conducted 17-19 June). The omnibus is weighted to be nationally representative of the population of Great Britain.

Intro statement:

There are rail strikes planned next week on Tuesday 21, Thursday 23 and Saturday 25 June. The strikes mean train services may also be reduced on Wednesday 22, Friday 24 and Sunday 26 June.

Q1. Which of these describe your intentions to travel by train between Tuesday 21 June and Sunday 26 June?

- a) You never had any intention of using a train on any of these dates
- b) You planned to travel by train on **Tuesday, Thursday or Saturday**, but won't be doing so because of the strike action
- c) You still plan to travel by train on **Tuesday, Thursday or Saturday** and were already aware of the strike action on these dates
- d) You planned to travel by train on **Tuesday, Thursday or Saturday** but were unaware until now of any strike action on these dates
- e) You planned to travel by train on **Wednesday, Friday or Sunday**, but won't be doing so because of possible disruption/reduced timetable after the strike the day before
- f) You still plan to travel by train on **Wednesday, Friday or Sunday** and were already aware of the possible disruption/reduced timetable after the strike the day before
- g) You planned to travel by train on **Wednesday, Friday or Sunday** but were unaware until now of the possible disruption/reduced timetable after the strike the day before

Q2. If b, c, e or f) above: How do you rate the information available about the strikes in terms of:

- i. The train services which will and will not be running
- ii. The arrangements for changing your ticket or obtaining a refund if you are no longer travelling due to the strike.

Options: Very good; Fairly good; Neither good nor poor; Fairly poor; Very poor; Don't know / have not looked for any information.

Q3. Please tell us how you expect the rail strikes to affect you in the coming week.

Contact Transport Focus

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Transport Focus is the operating name
of the Passengers' Council

Transport Focus is the independent consumer organisation representing the interests of:

- rail passengers in Great Britain
- bus, coach and tram users across England outside London
- all users of England's motorways and major 'A' roads (the Strategic Road Network).

We work to make a difference for all transport users.

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