

Strikes feedback to stakeholders

21 June 2022

Contents

- Slide 3: Observations at stations, 21 June 2022 - summary
- Slides 4-10: illustrations and amplification of points in summary
- Slide 11: progress with improving information on websites following Transport Focus review on 20 June

Observations at stations, 21 June 2022

Transport Focus staff observed the situation at stations across Britain on 21 June.

Overarching sense:

- even where trains running, many passengers have heeded the advice not to travel
- no evidence of crowding issues
- plenty of station staff visible and available to passenger for queries
- on the limited routes available, passengers generally travelled without difficulty

Suggested improvements for subsequent strike days:

- do more to highlight the last train out; the last train back; and, if the service is starting late, first trains the following morning
- reflect on the best place on a station to put information for maximum visibility. In some places very 'in your face' that there were no trains, elsewhere less clear
- make better use of CIS 'special information' displays to explain which routes are operating and which not – or that there are no trains at all
- make it clear on Ticket Vending Machines that passengers should check there are trains to their intended destination before they buy a ticket

Brighton – 07:28

Plenty of staff



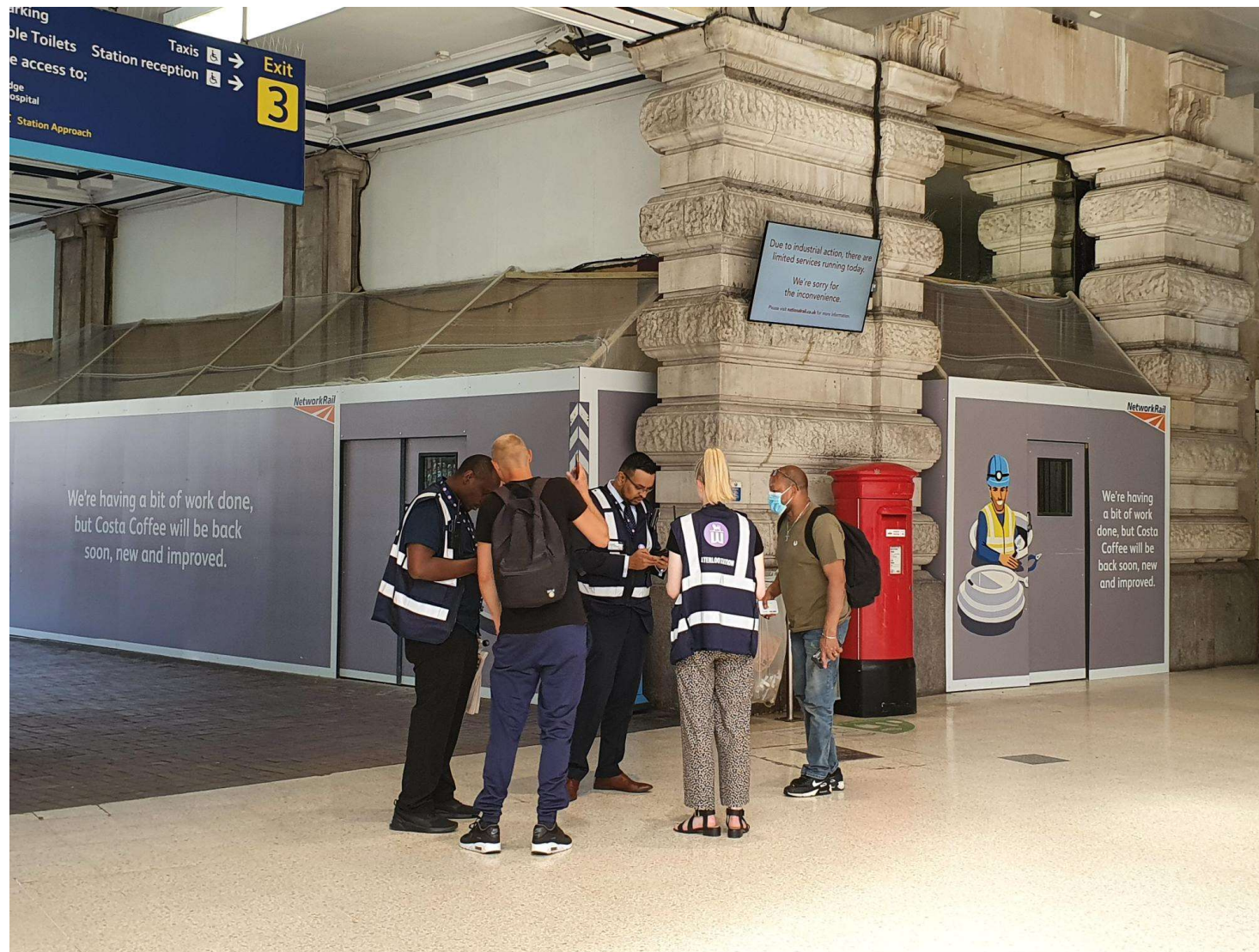
Carlisle – 14:59

Plenty of staff



London Waterloo – 17:27

Plenty of staff



Sprinkling of cars in station car parks



Fleet, 07:27



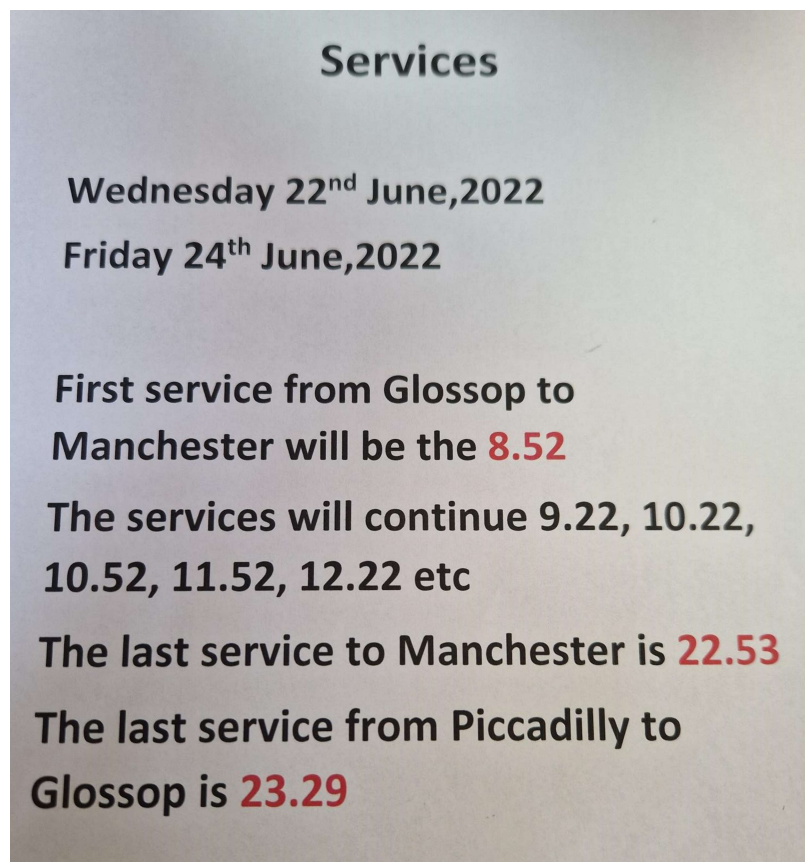
Peterborough, 14:46

Fewer people than normal, but plenty still needed to travel

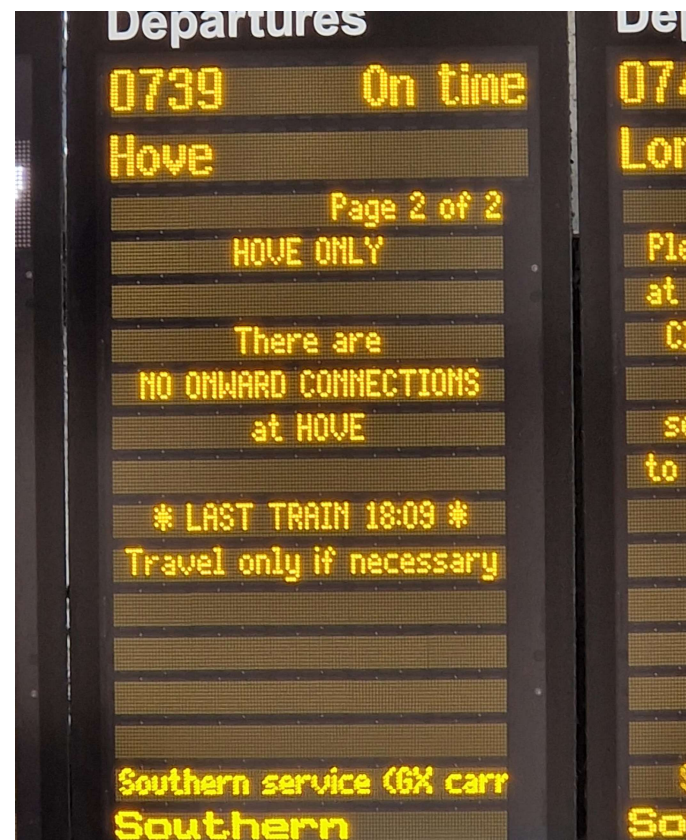


Fleet, 07:41

Highlighting first and last trains



Good local initiative at Glossop to help passengers understand the timetable on non strike days – displayed in ticket office window. More of this would be helpful.

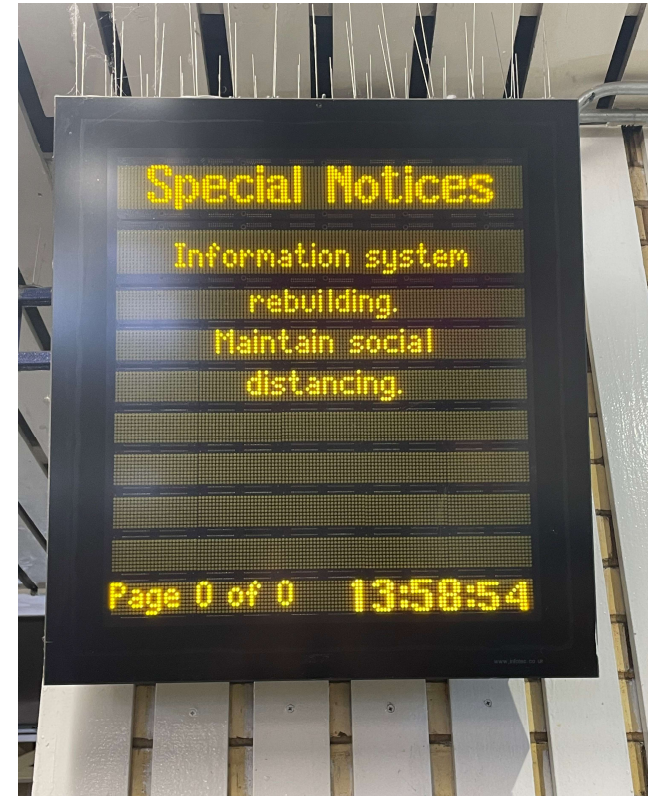


Good at Brighton – clear that nothing running beyond Hove. Perhaps the time of the last train *back* more helpful to those travelling to Hove at 0739?

Making better use of Customer Information Systems (CIS)



Clear at Folkestone West, 06:52, that no trains will run today



But at Rochdale, 13:58, only if people went to the platform was it clear there were no trains. Missed opportunity to use a screen at the entrance to save passengers effort.

Cautioning passengers to check there's a train before they buy



Good practice at Peterborough, 14:36. More use could be made in future of this type of simple, laminated notice on ticket vending machines

Information on websites

- Following the website checks Transport Focus carried out on Monday 20 June, we have been following up with train companies, ticket retailers and information providers where we felt improvement was required.
- Successes with several organisations, including:
 - Greater Anglia. PDFs of strike timetables now available on website, with link from main strike information page
 - Transport for Wales. Added explicit reference that season ticket holders not travelling on strike days should make a Delay Repay claim for a two-hour delay
 - Trainline.com. Made it clear that a reduced service will operate on the day after the strikes.
 - Red Spotted Hanky. Improved its banner to be clear that reduced service will operate on the day after the strikes.
- We will continue to press for improvement as necessary.