



# Strikes feedback to stakeholders

22 June 2022

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# Summary, 22 June 2022

## Overall:

- clearly more people travelling, but fewer than a normal Wednesday
- some crowding issues noted in London, related to late start of service and (apparent) short formations
- message about late start to the service has been missed by some – did the media references to 60-80 per cent of trains running give a false sense of security?

## Suggested improvements for subsequent strike days:

- check that maximum length trains are being planned for the initial hours of service on days following a strike – and ensure there are no short formations
- ‘up’ the efforts to convey ‘late start to service’ message on days following a strike
- retailers (TOCs and independents) to specifically contact passengers with tickets on early morning trains removed from the timetable
- consider if there is any way round the late start of service problem? Have all options been exhausted to open at, say, 0600?

# Social media monitoring, 22 June 2022

## Message about 'late start' missed?



**John**  
@johnnyrae1

...

Replying to [@c2c\\_Rail](#)

You've cancelled the 7.59 and 8.14 from pitsea to shoeburyness? How can the service be worse than yesterday on a day that was a strike. The next train is going to be rammed.

8:22 AM · Jun 22, 2022 · Twitter for iPhone



**NG ///**  
@Revolgnl

...

[@merseyrail](#) [@MetroMayorSteve](#) [@Alison\\_McGovern](#)  
Any reason why the first train to LPL from Beb is now 7.56, thought the strike was yesterday, notice also a distinct lack of buses right across the network, this shouldn't have been a surprise.

7:36 AM · Jun 22, 2022 · Twitter for iPhone



**mangamonkey**  
@mangamonkey1

...

[@tfwrail](#) were more reliable yesterday during the actual strike than they are today.  
Completely useless, utterly embarrassing

8:14 AM · Jun 22, 2022 · Twitter Web App

**Disley – 07:59**

**Busy, but less so than usual**

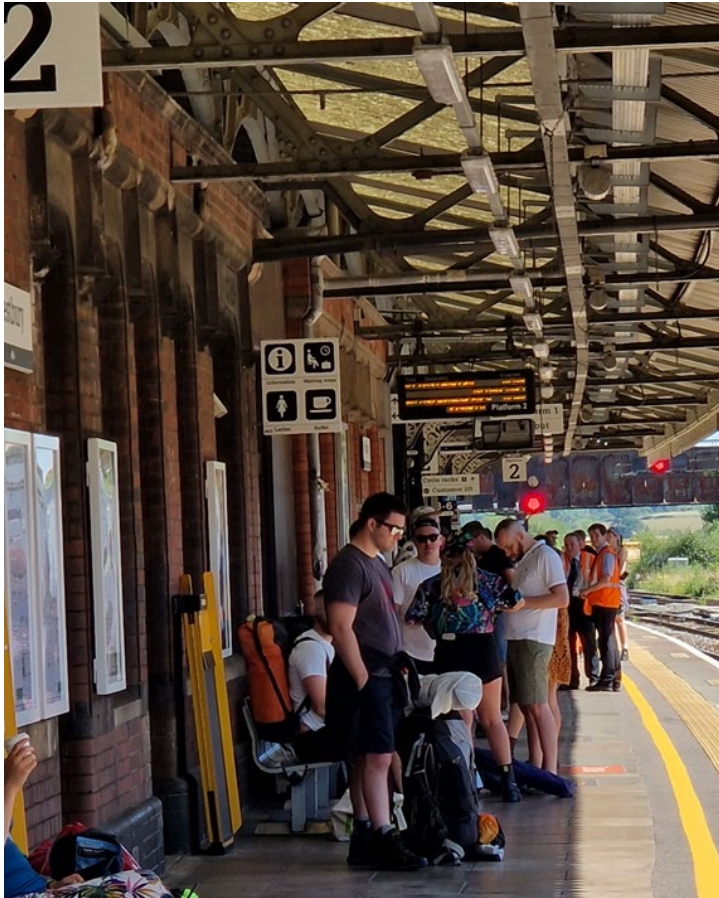


# Clapham Junction – 08:25-08:30

## Some crowding, including delaying ‘dispatch’



# Passengers heading for Glastonbury



Westbury, c. 11:15



Swansea, 10:33

# Feedback from Transport Focus user panel members who travelled Tuesday or Wednesday

Examples of what **satisfied** passengers said:

- I caught a train at 1546hrs, it was very lightly loaded (Tuesday)
- Left late morning and returned earlier than normal to avoid early cut off of services. Trains weren't very busy as nearly everyone that could worked from home. (Tuesday)
- I travelled at earliest poss 9.30 and was pleasantly surprised at its arrival on time and ease of journey. I had to travel in order to help someone with a homeless problem. (Wednesday)

Examples of what **dissatisfied** passengers said – travelling on Tuesday 21 June:

- Looked to get 09.27 to Wigan. Train showed on National rail planner and Trainline. Train cancelled. Had to travel by bus 4 hours

Examples of what **dissatisfied** passengers said – travelling on Wednesday 22 June:

- I had a dental appointment on Tuesday. When the possible strikes were announced I changed it to midday on Wednesday. I discovered on Wednesday morning that there would be no trains until 1.30
- The journey so far is fine, however the LNER train should be going all the way to Inverness (it's the 1200, the only direct LNER to Inverness) but it's terminating at Edinburgh today and there's no replacement bus to continue the journey so I've had to pay extra for a bus.
- I tried to get the first train to Stansted ..... which was at 07:37. This was delayed, I waited until 8:00 with still no news when the train would be available, so I gave up and worked from home. Very disappointing service.



# Ongoing engagement with the industry

- Discussed our suggestions for improvements to information and refund/compensation (process) with two industry groups today:
  - Customer Information Group ('heads of information' across the industry)
  - Redress & Support Group ('heads of customer relations' across the industry).
- Successes today with:
  - National Rail Enquiries. Has made it clearer that there are reduced timetables and a later start to service on days following strike action.
  - South Western Railway. Has drafted a notice to put on ticket vending machines (TVMs) on future strike days.

## Customer notice

Due to strike action taking place on 21, 23 and 25 June, please check trains are running to your destination before purchasing a ticket.

South Western  
Railway