

# Strikes feedback to stakeholders

23 June 2022

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# Summary, 23 June 2022

## Overall:

- quiet generally, although busy in pockets
- Glastonbury passengers seem to have gone yesterday or got there another way
- station staff availability has generally remained strong
- ongoing examples found where passenger information needs finessing

## Suggested improvements for subsequent strike days:

- one new issue identified. Discussion with staff at Manchester Airport station suggests engagement with airlines is desirable to help people understand the limitations of the train service before they land.
- we recommend ongoing focus on the suggestions we have made already, summarised on slides 9 and 10.

# Quiet in Scotland during the day



11:19 Shieldmuir-Glasgow



Haymarket, 12:57



Edinburgh Waverley, 13:53  
(before the Wallyford lorry)

# Morning peak in London



Clapham Junction, 08:07



Stratford, c. 08:30



Southall, 09:09  
(Elizabeth Line running well)



London Fenchurch Street, 08:14  
(c2c running well)

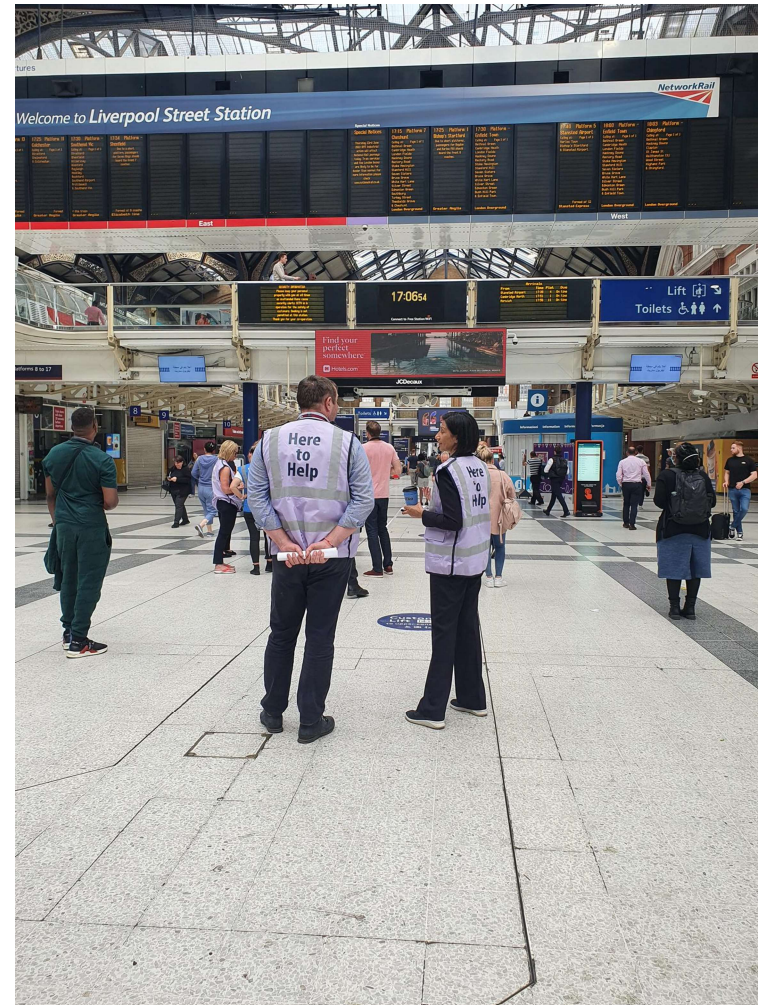
# Quiet at Birmingham Snow Hill



# Plenty of staff ...



Manchester Airport, early afternoon



London Liverpool Street, 17:06

# Information still needs finessing in places



Edinburgh Waverley. Good to be welcomed, but information about the service perhaps a greater priority for passengers on a strike today?



Good Elizabeth line 'first and last' train information at Southall – though perhaps not intentional to have a Liverpool Street to Shenfield poster at this station?



Westbury. Ticket vending machine with no caution 'check you can get there first'. Ticket office staff told us they'd processed refunds for passengers caught out.



# Summary of previous suggestions - refunds and redress

## **Refunds for outward *and* return journey (or vice versa), if passenger does not travel**

Clarify to ticket retailers, train companies and independents, that if a passenger does not/cannot make their outward journey because of a strike, they can have a refund on their outward *and* return ticket even if the latter is not affected by a strike. And the same if the return journey was affected by a strike but the outward was not.

## **Compensation for season ticket holders (monthly and longer) – customer service improvement**

Improve the webforms season ticket holders complete when applying for a day's compensation if they cannot/do not travel. The language used and the information collected needs to be relevant to *not travelling* rather than to a delayed journey. Might a separate webform for this purpose be simpler than trying to adapt Delay Repay forms to a dual purpose?

## **Refunds on tickets no longer required – customer service improvement**

Add “no longer travelling because of strike” to webforms used when applying for a refund – so passengers don't have to type in the reason.

# Summary of previous suggestions - information

## **Highlighting first and last trains**

Significant efforts are needed to help passengers understand if the service starts later or finishes earlier than normal, including on the day following strike action.

## **Ticket Vending Machines**

Make it clear on Ticket Vending Machines that passengers should check that there are trains to their intended destination before they buy a ticket.

## **Positioning of 'A frames' and use of customer information systems (CIS) at stations**

Display information about “no trains/reduced service” so passengers see it at or near the entrance to a station, rather than only when they get to the platform.

## **Timetable information on websites**

Publish a PDF of contingency timetables to supplement what journey planners are showing – and where possible *before* journey planners have been updated.