



Strikes feedback to stakeholders

24 June 2022

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Summary, 24 June 2022

Overall:

- a quieter Friday than normal, but the railway was far from deserted
- one new issue identified – out of date posters. Where posters have been put up about what is happening ‘today’, they need to be taken down again first thing in the morning
- when we asked passengers what they would like done differently if there are more strikes, information about alternatives – such as buses – was often mentioned.

Quieter than normal – but far from deserted



Manchester Victoria, 09:09



Peterborough, 08:57



East Dulwich, 08:43



Rochdale, c. 08:00



Manchester Piccadilly, 09:33

Good use of customer information systems (CIS)



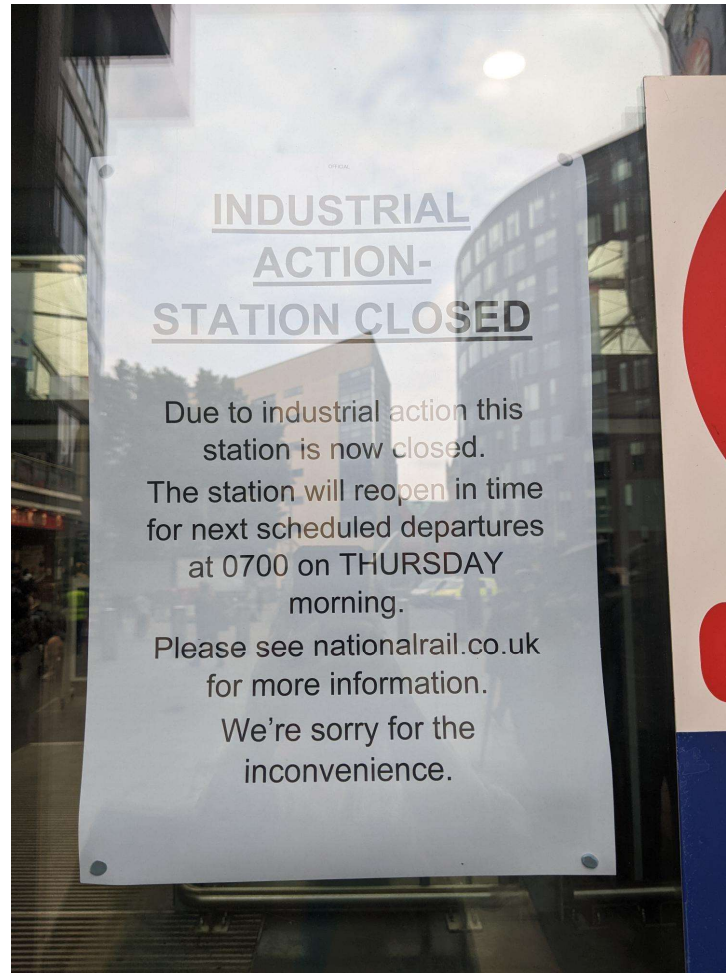
Hale, 07:49



East Dulwich, 08:42

Out of date posters

– beware relevance yesterday!



Manchester Piccadilly, 09:31

Passenger feedback: What should be done differently another time?

We asked passengers across England, Scotland and Wales to provide feedback on their journeys this week*. On the two slides that follow, we've set out a selection of what they said, in their own words complete with the odd typo.

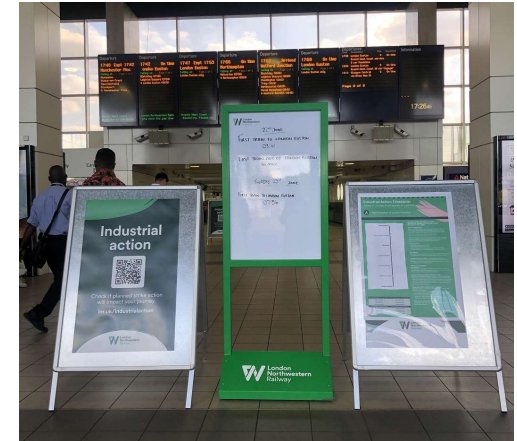
We asked *“Should another train strike occur, what would you like to see done differently?”*.

Replies were dominated by a desire for more information. But some didn't think, given the circumstances, much could be done differently.

There were three elements to the desire for more information:

- awareness of the strikes in the first place
- understanding of the implications for first and last trains/unserved destinations
- desire for more detail about alternatives if there is no train, such as buses

* it is worth noting that people not able to travel because their line was closed will not have taken part



Passenger feedback: What should be done differently another time?

We asked passengers across England, Scotland and Wales to provide feedback on their journeys this week. Here is a selection of what they said, complete with the odd typo:

“I would like to see some announcements on the trains to detail changes that were taking place to the train timings, and information on return journeys and the new revised timetables at stations in particular. In addition, there could be at least one staff member at each station to assist customers with journey updates and also provide some information on other alternative modes of transport. This would be useful in keeping customers updated and would minimise any disruption caused by the strike taking place.” (Feltham to Hounslow)

“I would prefer that large portions of the country were not completely cut off during the strike days. It would have been preferential to have had at least a skeleton service running. I would like to see much more advance notice where trains are not running at all on routes and details of what those routes are so people can prepare better. I would also like the strike days spread out so there are not more than one day occurring in any week. I would also like to know what percentage of workers voted to strike and more information on the reasons for the strike.” (Glasgow to Paisley)

“Clear communication for commuters of revised timetables so you can see at a glance what trains are running. It would also be useful to have return train times from Leeds station displayed at Sandal so commuters can plan the best they can. The ticket machine needs repairing when a fault occurs asap and at least a notice on the machine to warn customers there is a fault, I felt very worried about travelling without a ticket. Buses should also be provided (as an alternative to the train) so commuters have choices.” (Sandal & Agbrigg to Leeds)

Passenger feedback:

What should be done differently another time?

“Timetables should be released earlier than 1 week before the strike and trains should run later than 4pm. My travel plans were severely disrupted and I had to change hotels etc because there was no trains to get me to my destination. This was not advised until less than 7 days before the strike so it would have been very helpful to know this sooner. I also was disappointed there was no notice inside Euston station that referred to the strike, if I did not know about it before I arrived I would not have known anything about the strike as there was nothing to advise there was a limited service or no trains after 4pm the following day.” (London Euston to Milton Keynes)

“The news coverage of the imminent strike gave adequate information about when the strike would be taking place, in good time to reorganise travel if need be. I can't see any better way of doing it. I was prepared and I'm sure the majority of the travelling public were aware of the disruption to their travel. The staff at the stations were pleasant and helpful and it is difficult to see how things could have been better organised. Apart from the small number of passengers and fewer trains running, there was little change to the station scenes.” (Manchester Victoria to Stalybridge)

“I would like to see more announcements made on board trains and at stations to make people aware of disruptions over the coming days. Whilst the posters were well located, people in a hurry could easily walk by without reading them. I would also be interested in knowing a brief reason as to why the strike was occurring. In the event that other trains are cancelled in the future, I would like to see more information around stations for delay repay, as I'm sure there are customers who aren't aware of the availability of it.” (Llandudno to Llandudno Junction)