

Strikes feedback to stakeholders

27 July 2022

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Transport Focus activity relating to 27/30 July

- Between 22 and 24 July we asked 2,000 people about awareness, travel intentions and information relating to the strikes on 27 July. The [findings](#) were published 27 July.
- On Friday 22 July we reviewed train company and retailer websites and apps in respect of advance warnings and related information about 27 July, and we have repeated the exercise today in relation to 30 July.
- On Wednesday 27 our staff observed the situation at a number of stations and fed back observations to relevant operators, and will do so again on Saturday 30th.
- We are obtaining qualitative feedback from a number of passengers who needed to travel today, as well as monitoring social media.
- We will be surveying members of our Transport User Panel on Monday 1 August, seeking feedback about experiences on Wednesday and Saturday.
- By Wednesday 3 August we will produce a full summary of our findings relating to both dates.

Summary relating to 27 July

- Most people heeded the advice to travel only if essential, although overall more passengers seemed to travel than during the June strikes.
- Although a minority, a lot of people were still being surprised that there was a strike today.
- No major issues detected for those who could and did travel, but clearly a major impact if your route was closed and could not defer your trip.
- Evidence that the industry has acted in relation to our previous recommendations – but, frustratingly, only in pockets.
- No significant new areas to address, ongoing focus should be on the areas identified previously.

Representative survey of 2000 people across Britain – in advance

We spoke to a representative sample of more than 2000 people across Britain between 22 and 24 July, to find out how the strike on 27 July was affecting their travel plans.

Headline findings

Of those people that planned to travel by train on Wednesday 27 July:

- six in 10 (61 per cent) say they were aware of the planned strike action, with almost four in ten (39 per cent) unaware
- around two in three (69 per cent) say they won't now be travelling because of the strike
- but almost one in three (31 per cent) say they still plan to travel by train, despite the strike.

Half of those people that planned to travel by train on Thursday 28 July were aware of the potential for services to be disrupted the day after the strike. And around half (53 per cent) said they would no longer travel on Thursday because of the potential disruption.

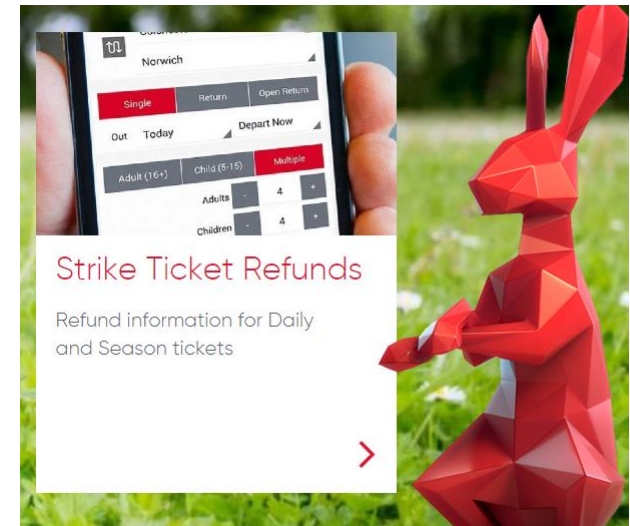
Of those people that had looked for information and were either still planning to travel by train or had changed their plans:

- around half (55 per cent) rated the information about the train services that will and will not be running as good and around one in four (23 per cent) said it was poor
- around half (47 per cent) rated the information on arrangements for changing your ticket, or obtaining a refund if you are no longer travelling, as good and one in four (25 per cent) as poor or very poor.

Full details available [here](#).

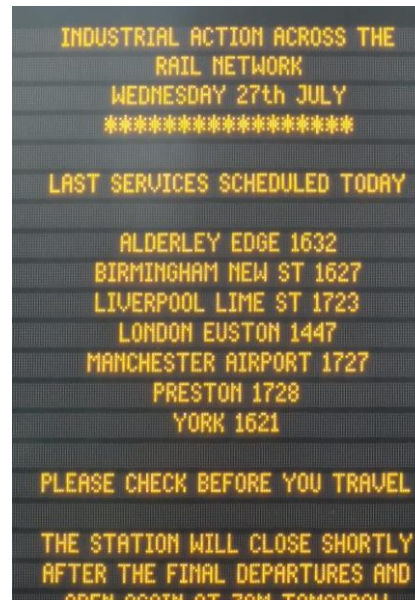
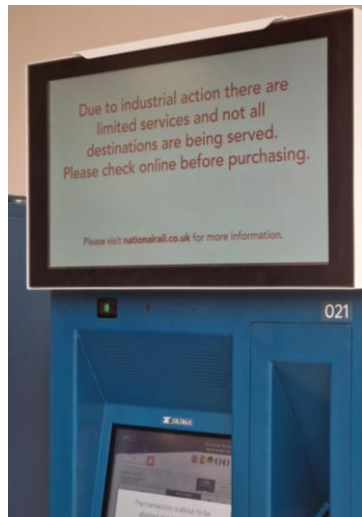
Information on websites

- On Friday, Transport Focus stakeholder managers reviewed information about 27 July that was showing to passengers on Friday 22 July. Train companies, National Rail Enquiries, some independent retailers.
- Overall, information that passengers would expect was showing, was consistent with the agreed policy and had addressed a number of previous Transport Focus recommendations.
- Information for season ticket holders who don't travel was generally better, but the issue is not fully resolved (including forms designed for delay scenarios rather than not travelling at all)

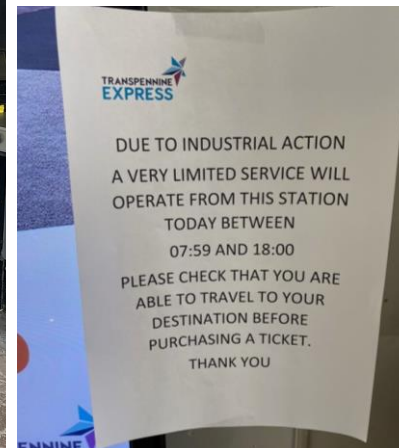
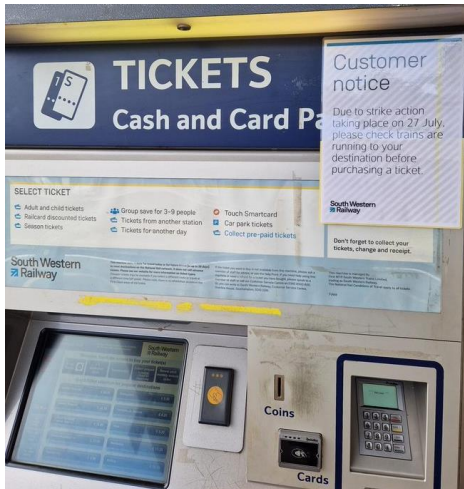


Good practice from Greater Anglia – refund information directly accessible from the website homepage

Digital information at stations – good practice (including last trains and cautions on TVMs)



Paper information at stations – good practice (including last trains and first trains tomorrow)



But there were still frustrations...

A Transport Focus colleague at Rochdale said:

“Both entrances are shut. No information at either the rear (black gates) or the front (blue shutter). None of the information boards to the right of the entrance display any strike information.”

“I overheard a woman at the front on the phone who had evidently planned to travel saying ‘the station is shut, apparently they’re all on strike.’”



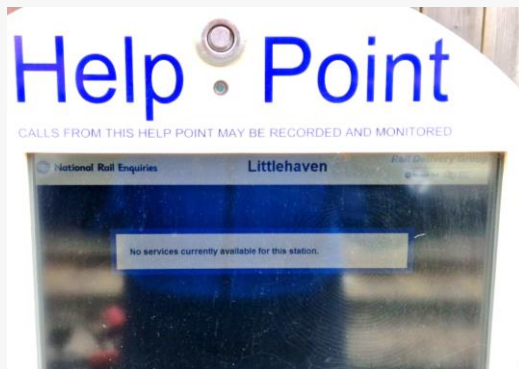
But there were still frustrations...

A Transport Focus colleague at both Glasgow Central and Glasgow Queen Street said:

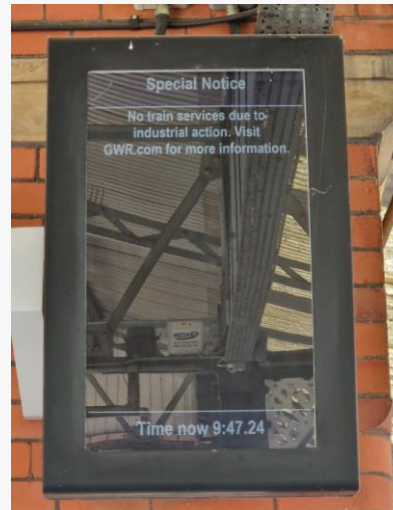
“No information on last trains, but prompted station manager to make sure announcements being made.”



A 2337 to Buxton showed on screens at Disley. A train left by mistake in the published data?



Opportunity missed to mention late start on Thursday 28 – or say what the first trains will be.
Westbury



Is “no services currently available for this station” the best that could be managed for screens built into help points?



Many examples of ticket vending machines without any warning to check you can get there before you buy.
Ely (Cambs)

But there were still frustrations...

Note the impact of those with additional needs

A Transport Focus colleague at Bolton said the following. The observation about additional needs and those not speaking English is of note:



“I had got to the station about 8.45am and there were about 7 people stood outside waiting for the station to open. A couple of people told me there is a train running just after 9am – when they showed me, I noticed that they were looking at a time for tomorrow [28 July], not today suggesting the website was not clear.”

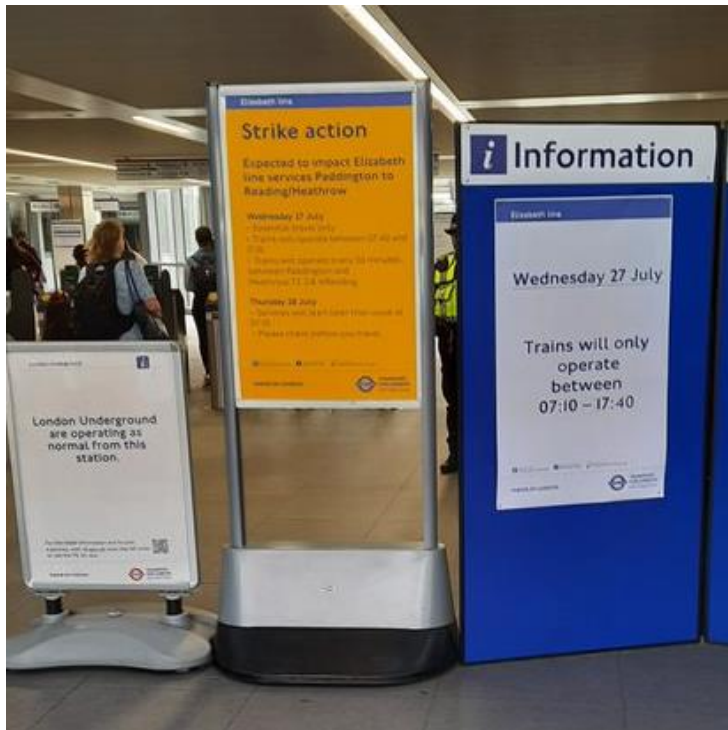
People were constantly coming to catch a train, some who had bought tickets to travel today – not everyone was aware of what the alternatives were, especially those whose first language was not English. I tried to provide them with alternatives to get to their destination:

- *Most people opted for the bus*
- *Some opted for an Uber (even though it was going to cost them £40 to get to Manchester)*
- *Some contacted work stating they were unable to come in*
- *One gentleman contacted work and his manager sent a taxi for him.*



“I did struggle to help two gentlemen who were deaf and could not speak, but eventually through the use of technology myself and another passenger managed to help them find their way.”

But there were still frustrations...



Care needed where Elizabeth line and LUL interact: easy to miss at a glance that the 0710-1740 message applies just to Elizabeth line.



Train operators managing a station can overlook that other companies also run trains from there. No mention here of the first and last Thameslink trains from Peterborough.