

29 June 2022

# Rail strikes: passenger experience and information survey



# Introduction



Each weekend Transport Focus asks a representative sample of 2000 people from across Great Britain about their public transport use. This includes questions asking those people that have travelled by rail in the last seven days about their experiences and how satisfied they were with their most recent train journey.

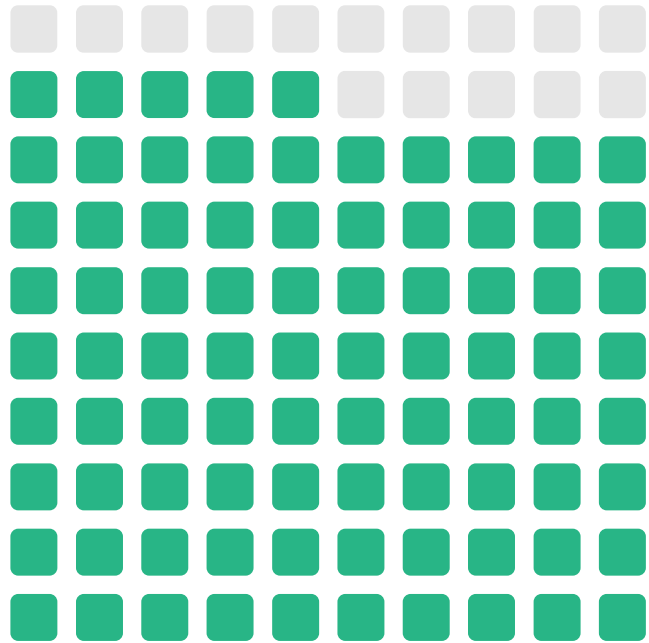
This report shows satisfaction with key journey measures for rail passengers that travelled over the six days where services were affected by strike disruption from 21 – 26 June.

Overall, we obtained responses from 118 people. Around one quarter were from those whose last journey was on a strike day (21, 23 and 25 June) and around three quarters were made on

one of the days after a strike day (22, 24 and 26 June).

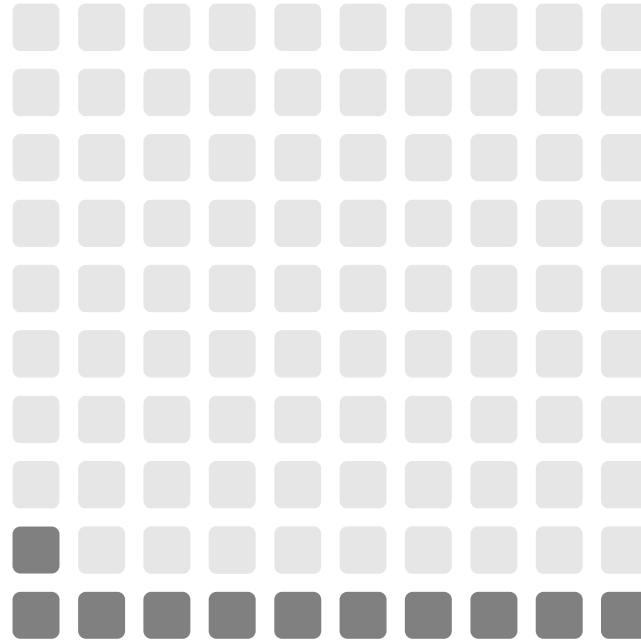
This report also shows how everyone who either travelled or were affected by the strike disruption rated the information provided about services and tickets and refunds. Overall, we obtained responses from around 400 people (although some said don't know/not applicable to them).

# Overall satisfaction with journey



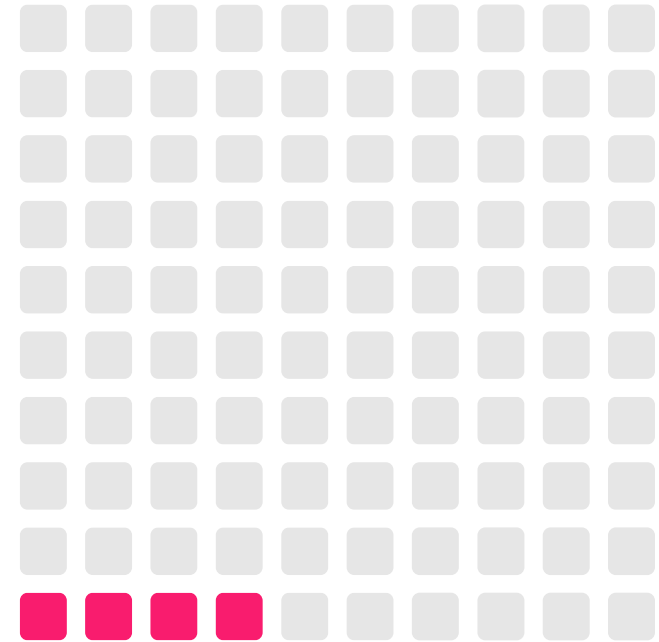
85%

Fairly satisfied or very satisfied



11%

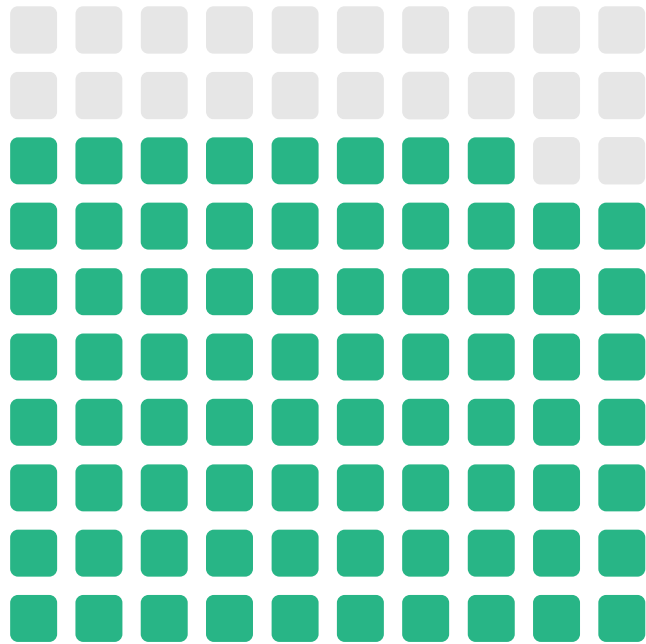
Neither satisfied nor dissatisfied



4%

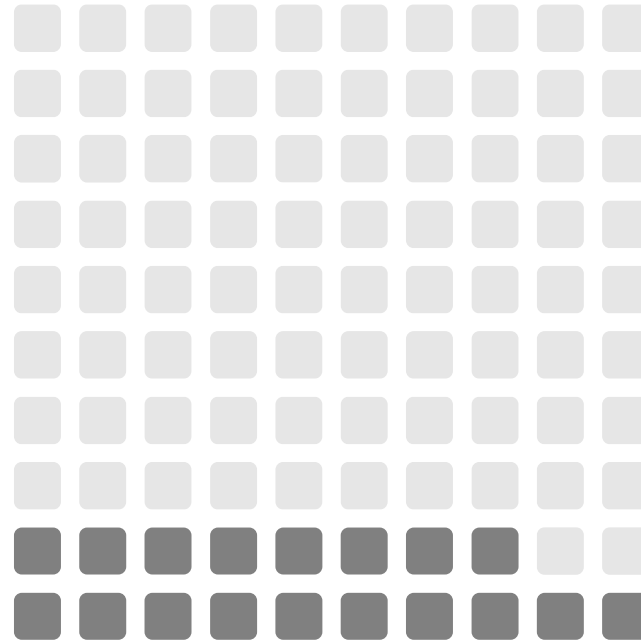
Fairly dissatisfied or very dissatisfied

# Satisfaction with level of crowding



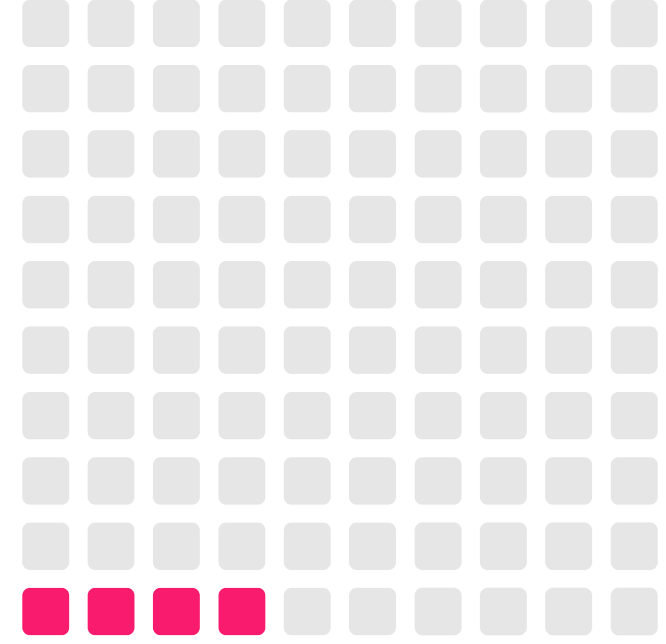
78%

Fairly satisfied or very satisfied



18%

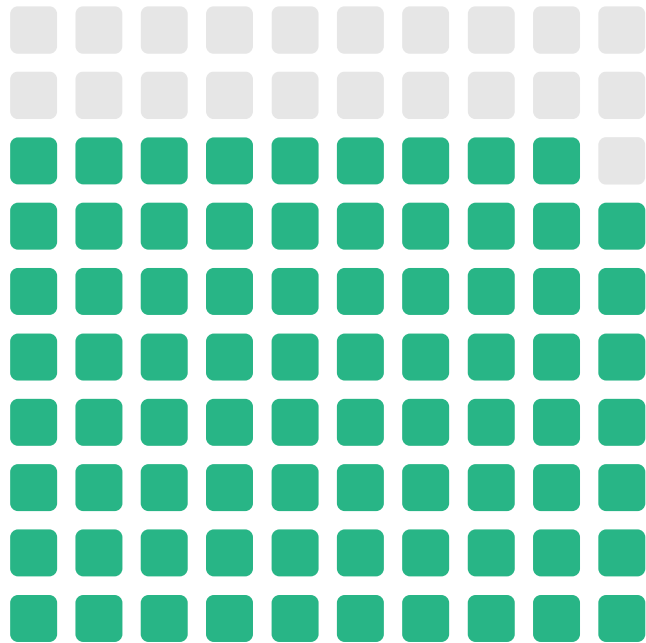
Neither satisfied nor dissatisfied



4%

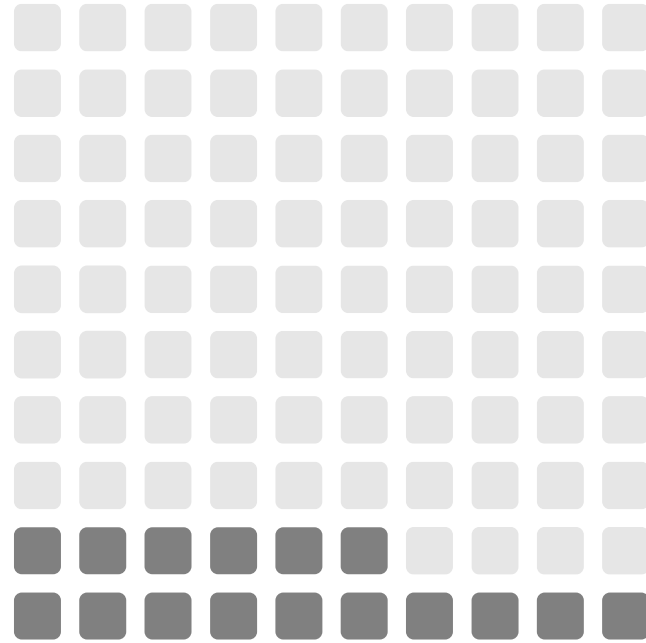
Fairly dissatisfied or very dissatisfied

# Satisfaction with punctuality



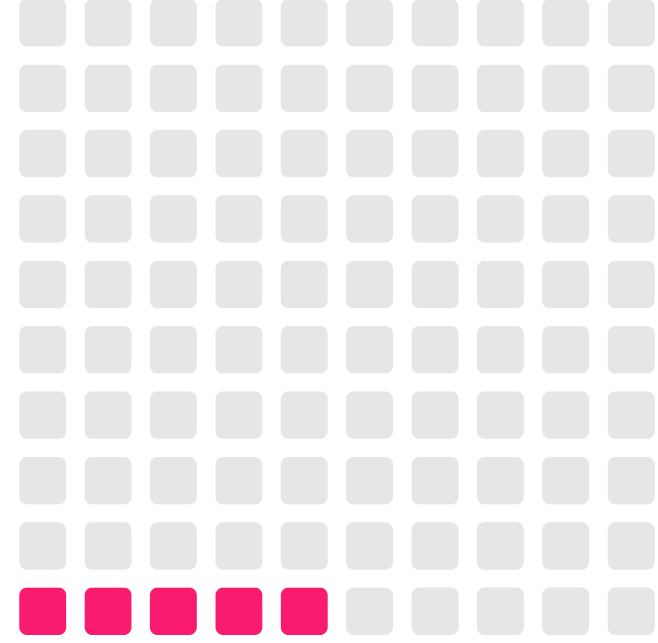
79%

Fairly satisfied or very satisfied



16%

Neither satisfied nor dissatisfied

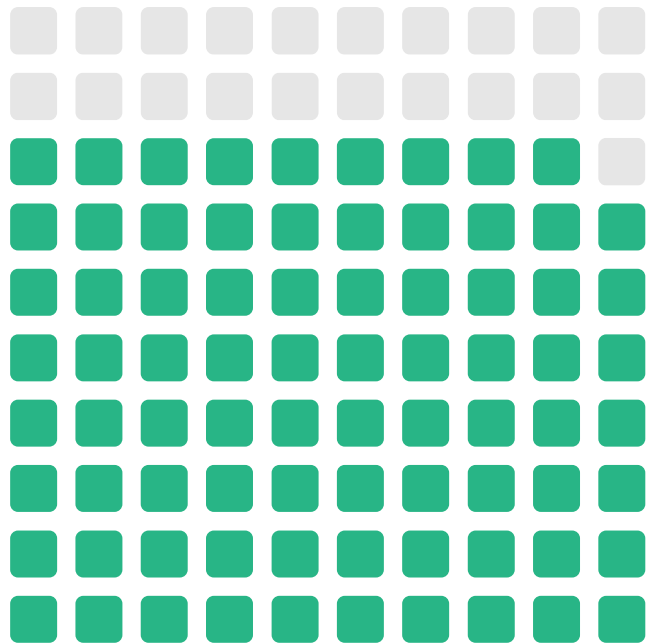


5%

Fairly dissatisfied or very dissatisfied

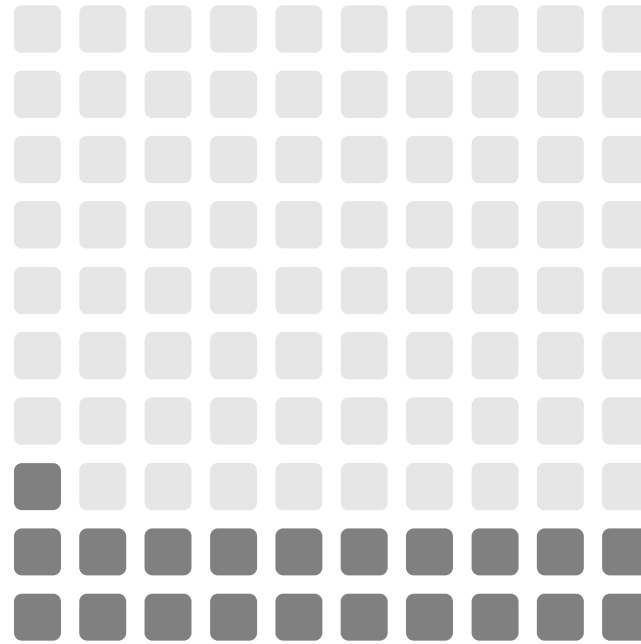
Rail strikes: passenger experience and information survey. Based on the most recent rail journey made during the strike disruption period (21 June to 26 June inclusive). Base size = 118.

# Satisfaction with information during journey



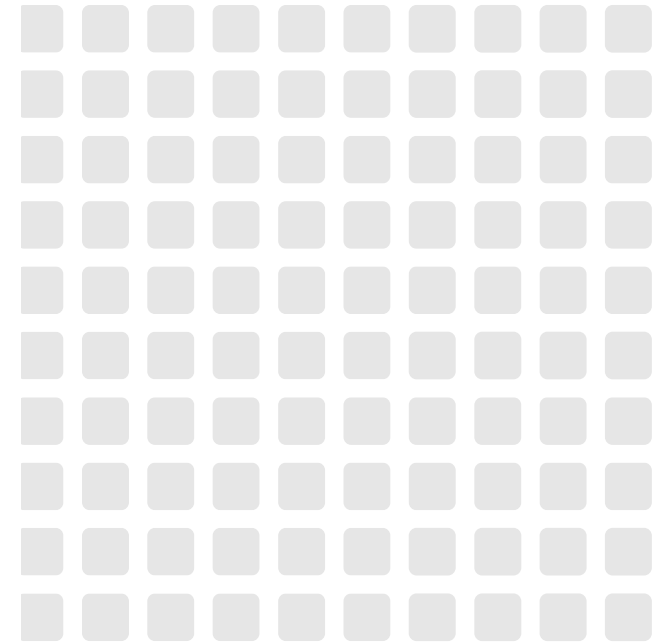
79%

Fairly satisfied or very satisfied



21%

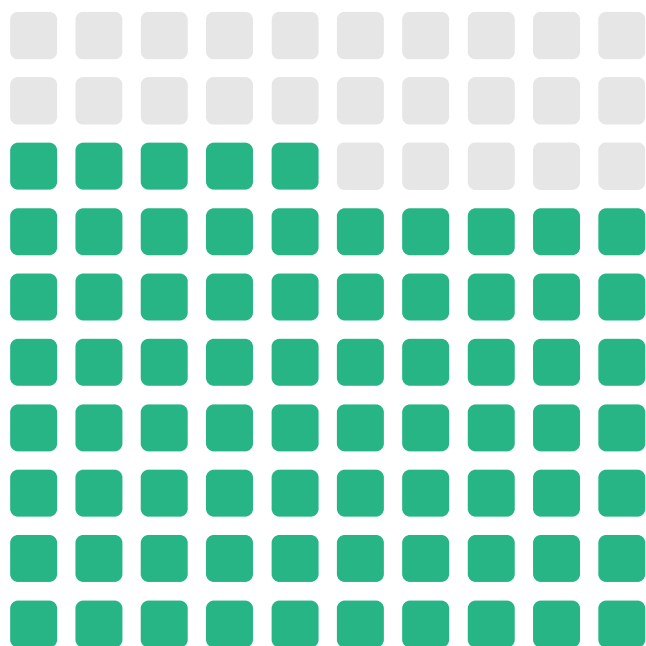
Neither satisfied nor dissatisfied



0%

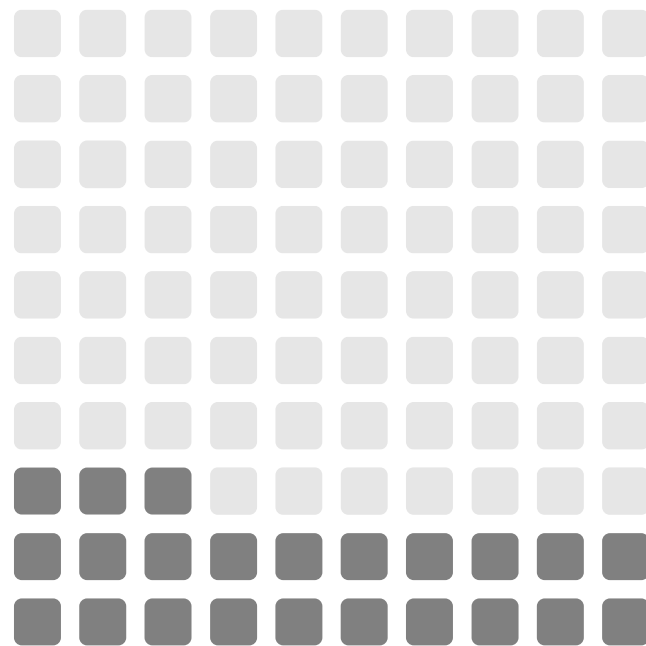
Fairly dissatisfied or very dissatisfied

# Satisfaction with helpfulness of staff



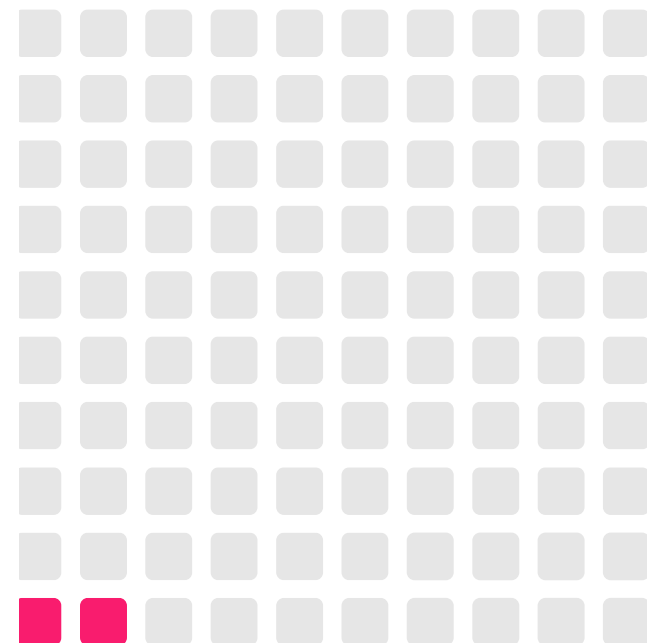
75%

Fairly satisfied or very satisfied



23%

Neither satisfied nor dissatisfied

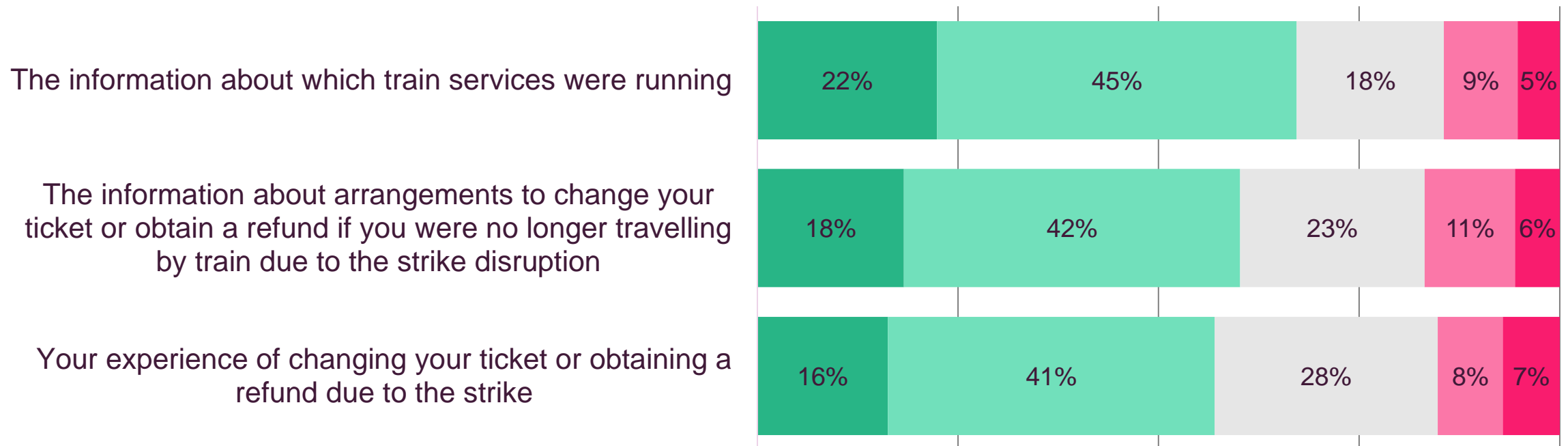


2%

Fairly dissatisfied or very dissatisfied

# Rating of information about train services and arrangements for refunds/ticket changes

■ Very good ■ Fairly good ■ Neither good nor poor ■ Fairly poor ■ Very poor



Rail strikes: passenger experience and information survey. Asked of those whose travel went ahead as they had planned, changed route/times or had to not use the train as a result of the strike disruption. Excludes those who said: 'Don't know/Not applicable'. Base sizes from top to bottom = 401, 341, 280.



# How the strikes affected people



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I travel by train every week Tuesday to Saturday to get to work. This week I had to change my plans and buy a weekly season ticket for the bus. This extended my daily commuting time from 34 minutes to more than two hours, cost me an additional £20 over and above the money I've already paid for my rail season ticket and made a very stressful week much worse. I have applied for compensation on the Great Western Railway's Delay Repay website, but the money has not been paid yet, which means my budget as I approach the end of the month is very tight, as I have had to pay for one week's travel twice.



Had to take bus to work instead of train.  
Restricted in travelling from Leeds to Blackpool to visit mum in a care home.

It impacted a leisure trip on the Sunday 26th as there are less trains running. The trip was pre paid or I would have cancelled it

Very minor impact, was a factor in which airport I used on Wednesday 22nd when returning to the UK after a short break - used an airport more accessible by bus

# How the strikes affected people



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I knew well in advance that there would be a strike, so I altered my plans and bought a coach ticket. York to Bristol took 3 hours longer than it would do by rail and the journey was cramped as the coach was entirely full.

I was going to travel from Cardiff to Manchester on the 26th of June but I ended up travelling earlier on the 18th to avoid strike action and the effects of strike action. I was allowed to travel on the different day without having to purchase a new ticket.

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Had to get earlier trains than would have otherwise. Both before and after the event.

My daughter and I travelled from Greenhithe to Brixton on the 22nd. We managed to get back home later that night but we were extra worried we wouldn't get home. My daughter suffers from severe anxiety but Southeastern were great. All the staff at the stations we travelled through were helpful and understanding. They went above and beyond to make sure we felt cared for.

# Contact Transport Focus

Any enquiries about this report should be addressed to:

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Transport Focus is the operating name of the Passengers' Council

Transport Focus is the independent consumer organisation representing the interests of:

- rail passengers in Great Britain
- bus, coach and tram users across England outside London
- all users of England's motorways and major 'A' roads (the Strategic Road Network).

We work to make a difference for all transport users.

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