

27 July
2022

27 July rail strike: pre-strike intentions 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.

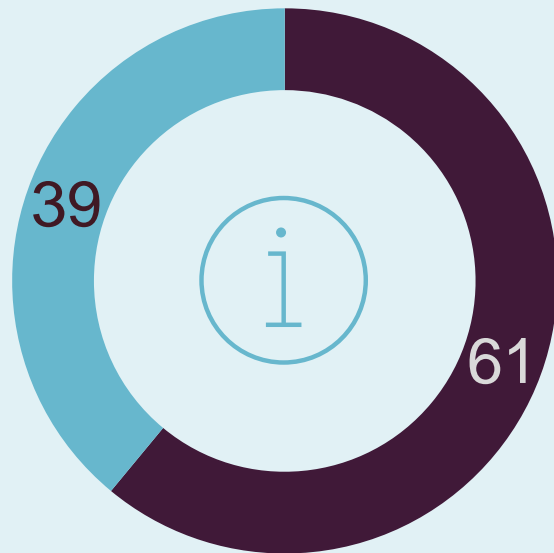
This report shows expected impact of the strike on 27 July and the potential knock-on disruption on 28 July.

It details awareness levels of the strikes, the rating of information provided about which services would run or not run, and rating of information about ticket refunds/exchanges.

Overall, we obtained responses from 230 people who said they intend to travel, or now no longer intend to do so because of the strike disruption.

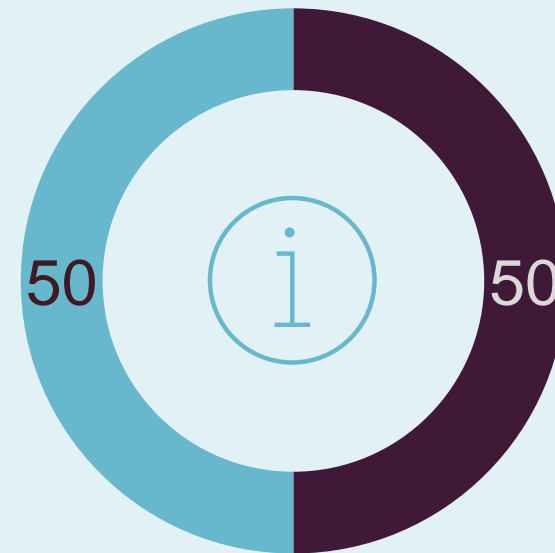
The majority of those who had planned to travel on Wednesday were aware of the strikes

1) Awareness of expected strike disruption on Wednesday among those planning to travel that day



■ Yes
■ No

2) Awareness of expected strike disruption on Thursday among those planning to travel that day



■ Yes
■ No

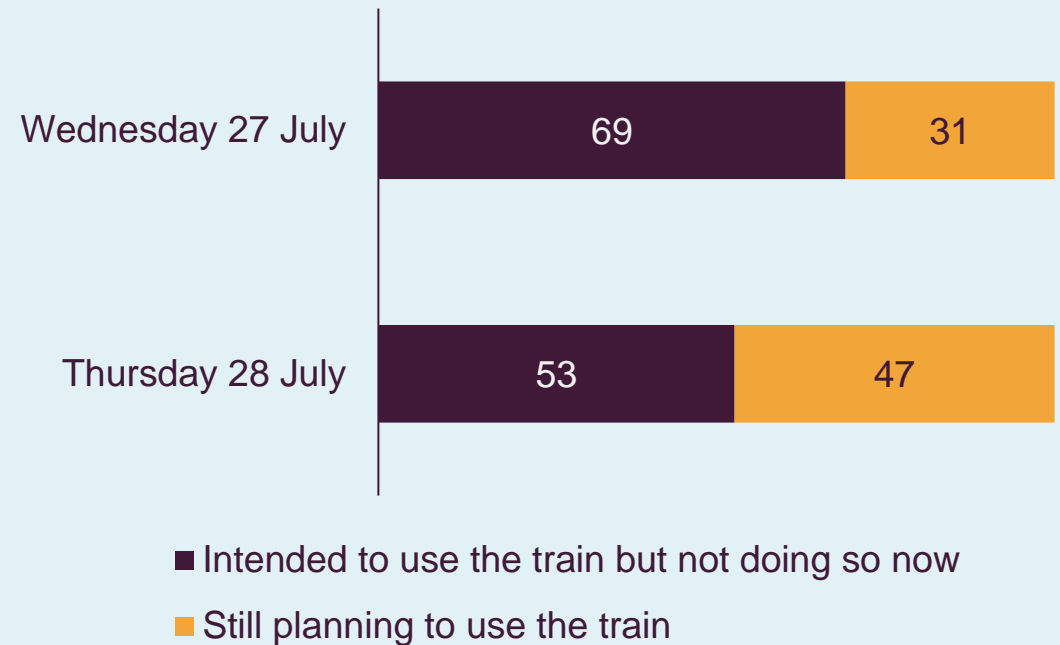
Base size left chart = 159, base size right chart = 185

Around two thirds of those who planned to travel on Wednesday are now not doing so, and around half on Thursday

Proportion of the public intending to use train each strike affected day (%)

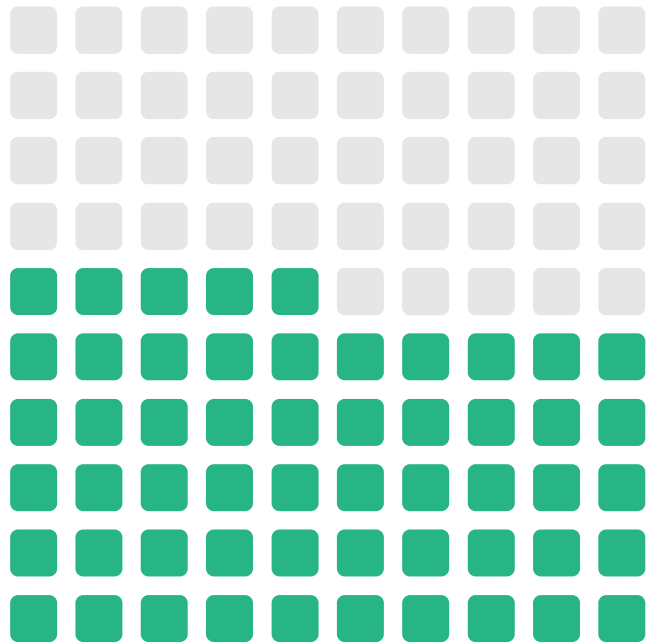


The decision among those who planned to travel each day (%)



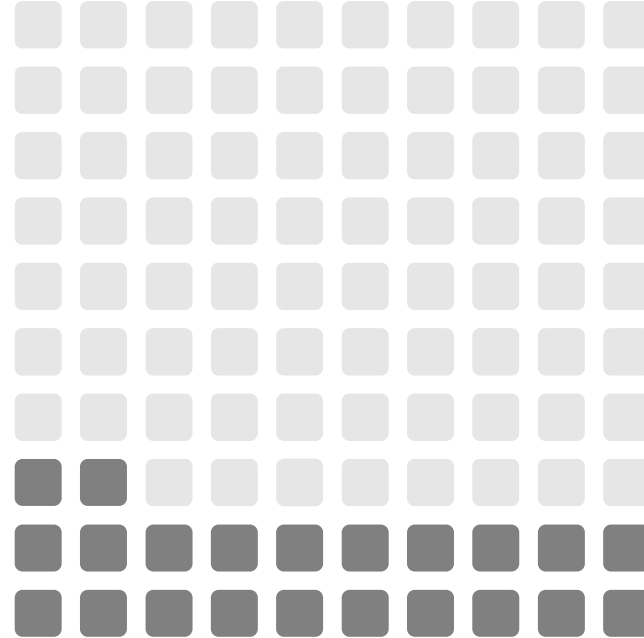
Base size left chart = 2012, base size right chart: Wednesday = 159; Thursday = 185

Just over half rated information on which trains will and will not be running as good



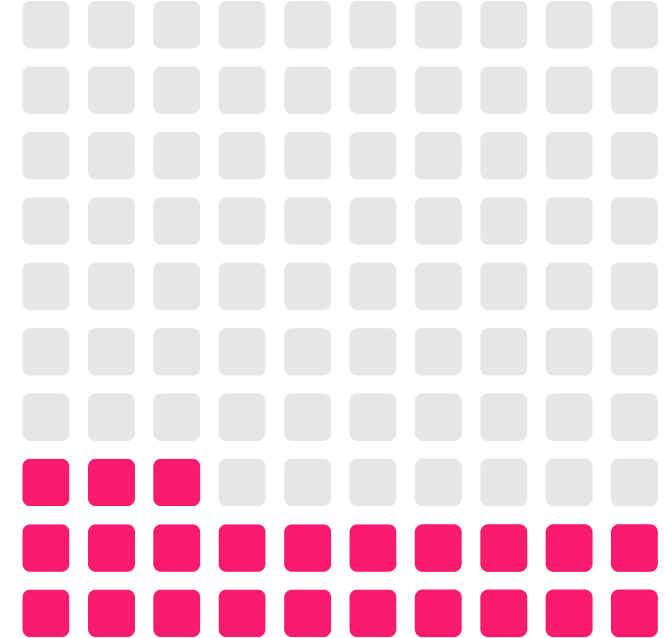
55%

Fairly good or very good



22%

Neither good nor poor



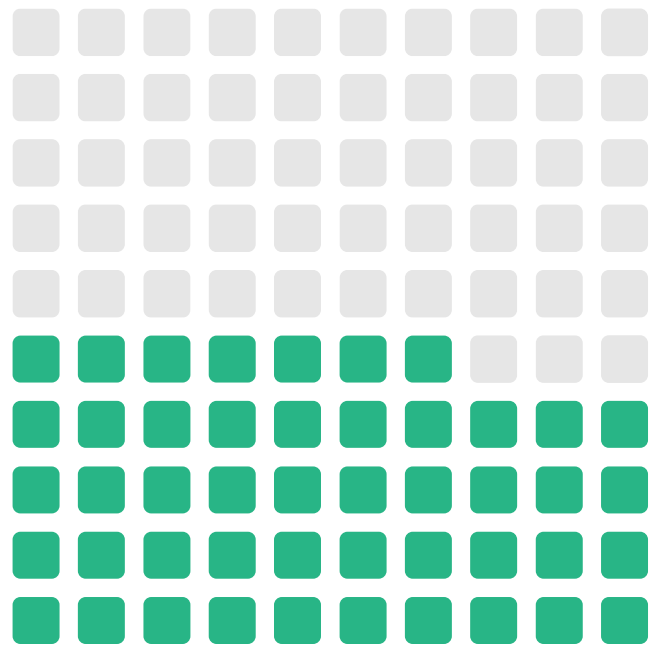
23%

Fairly poor or very poor

Asked of those who intend or intended to travel on strike affected days and aware of the strikes.

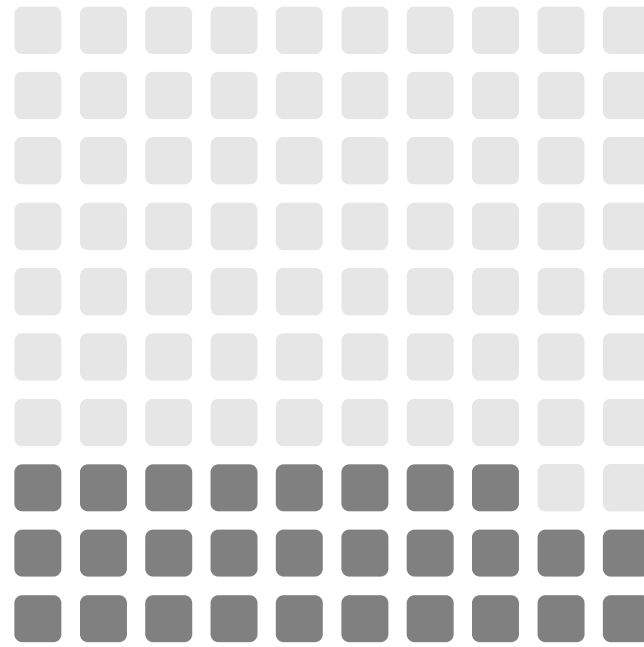
Excludes those who said: 'Don't know/Did not look for information'. Base size = 141

Just under half rated information on changing tickets and refunds as good



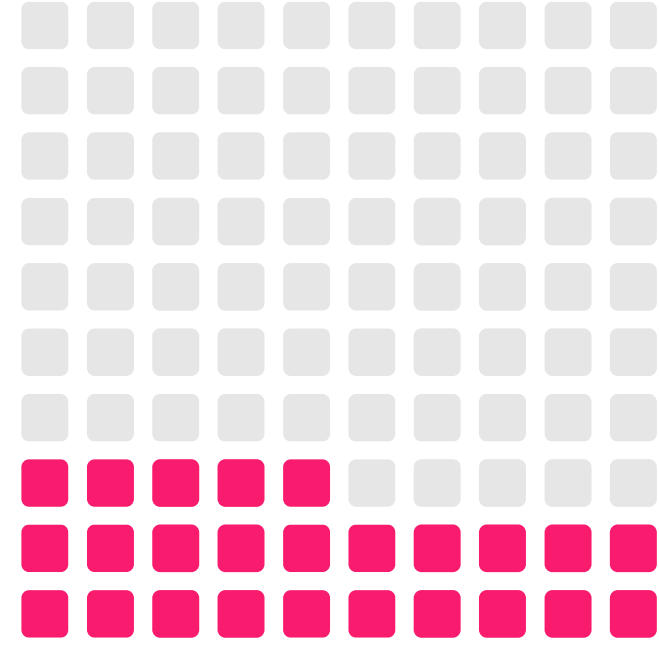
47%

Fairly good or very good



28%

Neither good nor poor



25%

Fairly poor or very poor

Asked of those who intend or intended to travel on strike affected days and aware of the strikes.

Excludes those who said: 'Don't know/Did not look for information'. Base size = 125

What those who decided not to travel by train said



It means I must cut my trip short with my partner and travel back a day earlier.

I intend to use the bus instead. It will take longer but at least I will reach my destination.

I won't go into the office on Wednesday, I will have to work from home.



With the local buses on strike, and no transport of our own, we're now stranded in our village.

I had an appointment on Thursday the 28th of July 2022, but I will not be going anymore, because of possible problems with the trains.

I will be forced to rent a car, which is super bad for the environment but the rail companies leaves me with virtually no other choice!

What those still planning to travel by train said



I was going to travel back to London on Wednesday from a short trip to Dorset. I have had to book an extra night at the place I'm staying from Wed to Thursday as my train will not be running.

Will work at home on Wednesday.
Longer journey on Thursday due to reduced service.



Difficult and stressful to get to work.

The Elizabeth line was running during the last strike so will have to see.

I think it will delay my travel significantly

Methodology and question text

Transport Focus asked about the forthcoming rail strike (in addition to its regular Rail User Survey) on Yonder Consulting's weekend omnibus (conducted 24-26 July). The omnibus is weighted to be nationally representative of the population of Great Britain. The questions asked are shown below.

A rail strike is expected next week on Wednesday 27 July, and train services may also be reduced the following day on Thursday 28 July

Q1. Were you aware of the expected strike disruption on these days?

	Yes	No
Wednesday (the day of strike)	<input type="radio"/>	<input type="radio"/>
Thursday (the day when services may be reduced following the strike)	<input type="radio"/>	<input type="radio"/>

Q2. As far as travelling by train on each of those two days, please tell us which of these applies (please do not count journeys you might make on London Underground):

	A) Had no plans to travel by train that day	B) Intended to travel by train that day but won't be doing so now	C) Still planning to travel by train that day
Wednesday (the day of strike)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thursday (the day when services may be reduced following the strike)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ask Q3 if aware of strike disruption on either day (from Q1) AND intended to, or still planned to travel on either day (from Q2)

Q3. How do you rate the information available about the strikes in terms of:

- The train services which will and will not be running
- The arrangements for changing your ticket or obtaining a refund if you are no longer travelling due to the strike.

Answer options: Very good; Fairly good; Neither good nor poor; Fairly poor; Very poor; Don't know / have not looked for any information.

Q4. Please tell us how you expect the rail strike to affect you in the coming week.

Contact Transport Focus

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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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