

15 August
2022

18 and 20 August rail strikes: pre-strike intentions and information survey



Introduction



This report shows expected impact of the strikes on 18 and 20 August and the potential knock-on disruption on 19 and 21 August.

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.

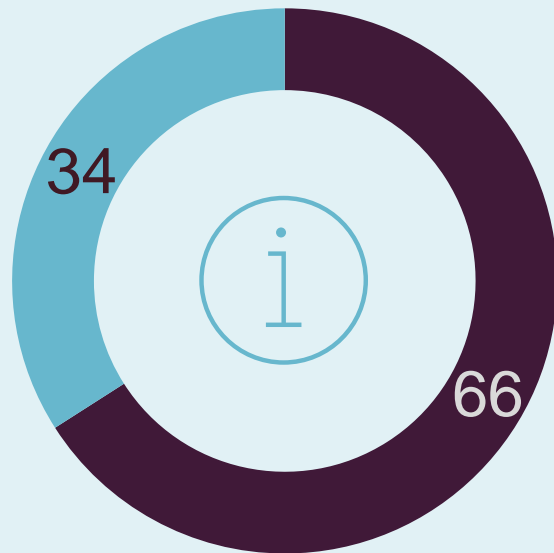
Each weekend Transport Focus asks a representative sample of 2000 people from across Great Britain about

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.

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.

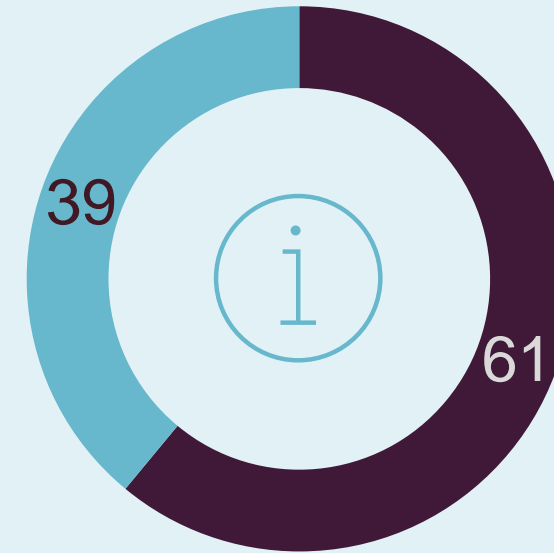
Strike days: just over three in five who had planned to travel on Thursday and Saturday are aware of the strikes

1) Awareness of expected strike disruption on Thursday 18 August among those planning to travel that day



■ Yes
■ No

2) Awareness of expected strike disruption on Saturday 20 August among those planning to travel that day

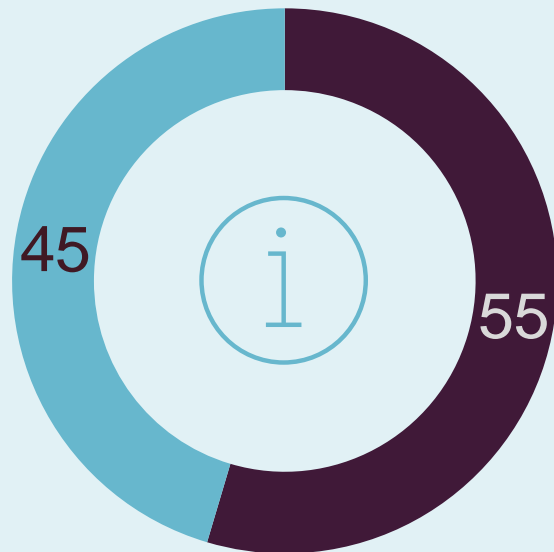


■ Yes
■ No

Base size left chart = 135, base size right chart = 142

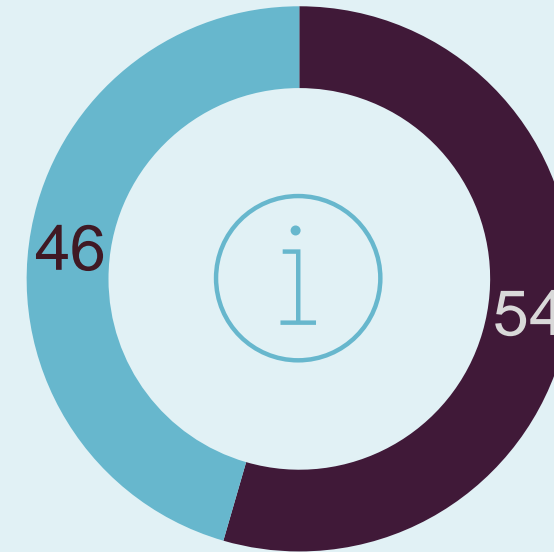
Days after the strikes: just over half of those who had planned to travel on these days are also aware of the strikes

1) Awareness of expected strike disruption on Friday 19 August among those planning to travel that day



■ Yes
■ No

2) Awareness of expected strike disruption on Sunday 21 August among those planning to travel that day

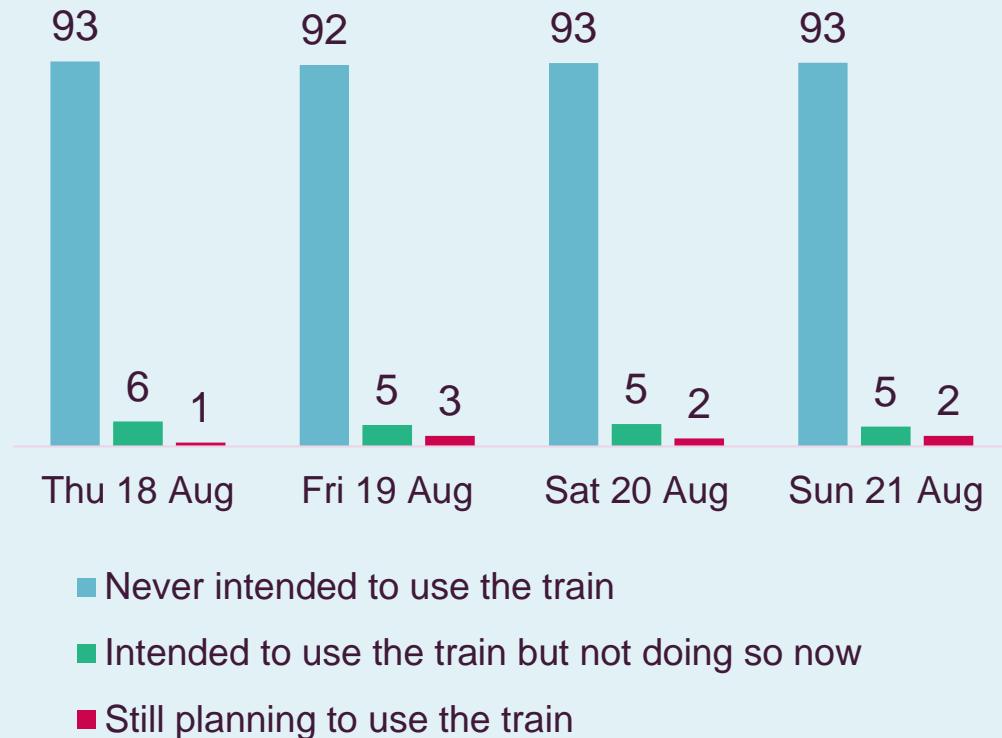


■ Yes
■ No

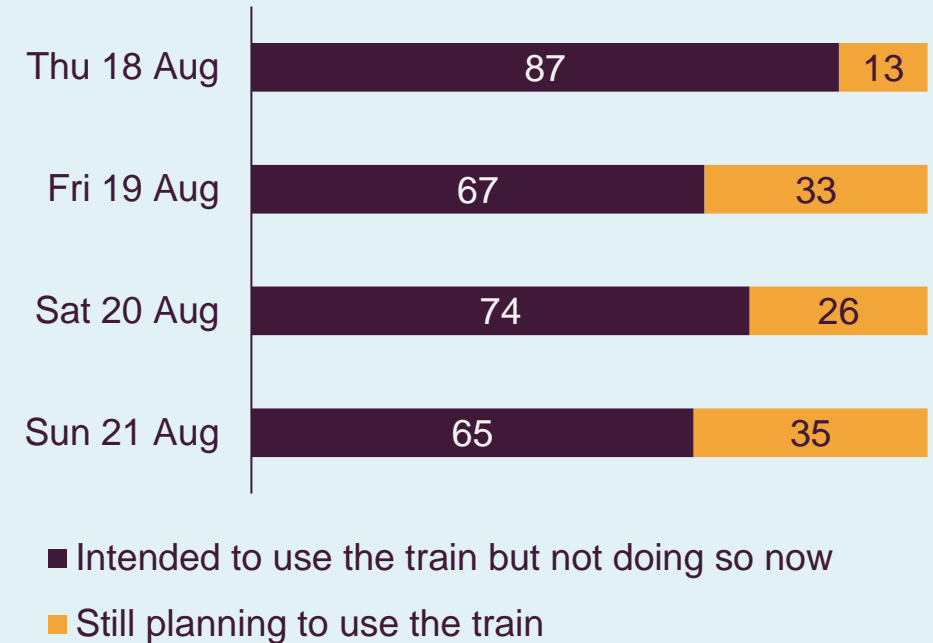
Base size left chart = 146, base size right chart = 140

Most of those who planned to travel on affected days are now not doing so. On Friday and Sunday around a third still planned to travel.

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 = 2025 base size right chart: Thursday = 135; Friday = 146; Saturday = 142; Sunday = 140.

What those who decided not to travel by train said



I will not be able to make my journey and will now have to re arrange a long-awaited appointment.

I have had to waste my annual leave to take time off of work because the last strike was so bad. They won't affect me during the strike period but they will affect my well-being through wasting valuable leave.

I won't be able to go to my niece's first birthday party.



They've only caused me to change the days that I'm in the office next week which on the whole isn't a particularly significant inconvenience.

I have to do a job interview (in the city I am moving to next month) online rather than in person on the Saturday due to the rail strikes and the fact that I can not afford petrol currently.

I was supposed to be attending a charity event which I have attended for last 17 years. I am unable to get there without public transport so I will have to miss it.

What those still planning to travel by train said



It's my birthday. We have spent a lot of money for a London show accommodation and a concert which all now hangs in the balance.

They may delay my journey slightly but as I am informed, I know what to expect and I am almost always pleasantly surprised by the good service despite warnings to expect disruption.

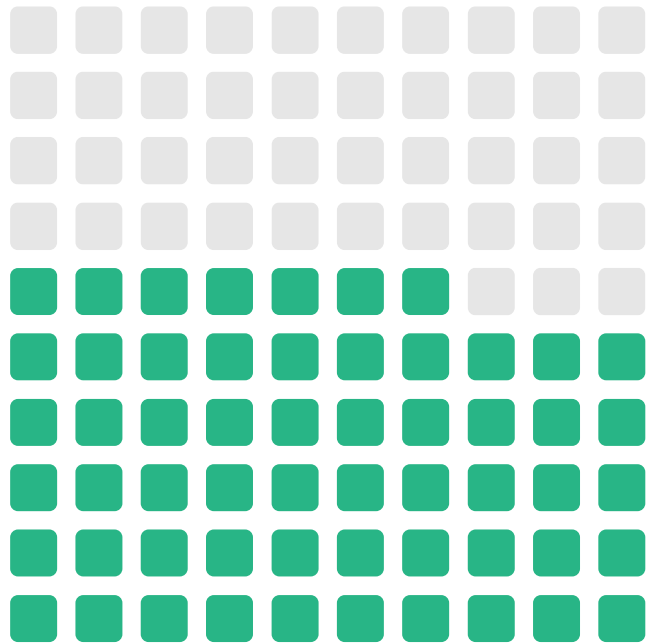


Traveling to London for a gig on Sunday the 21 so will most likely experience some problems. May even have to leave early if last trains are affected.

Have London theatre tickets, planned to travel by train, now have to leave much earlier and use a coach service.

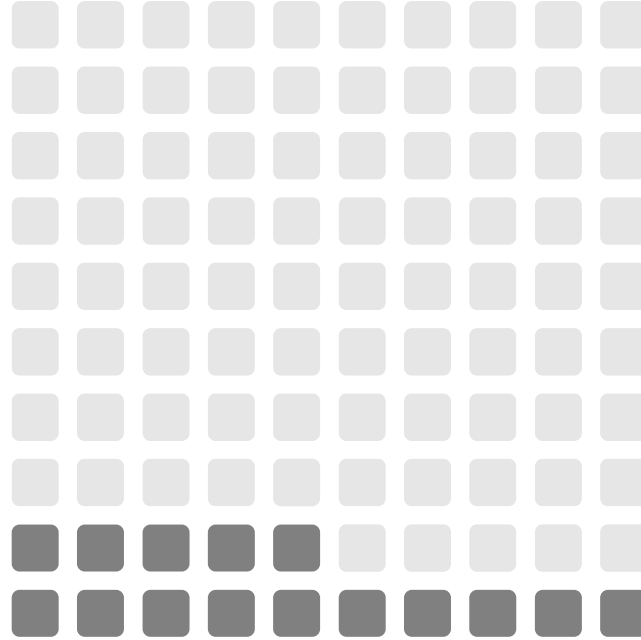
Trains may be busier than usual which won't be enjoyable. Trains are always rubbish in the north anyway, so can't be much worse than usual.

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



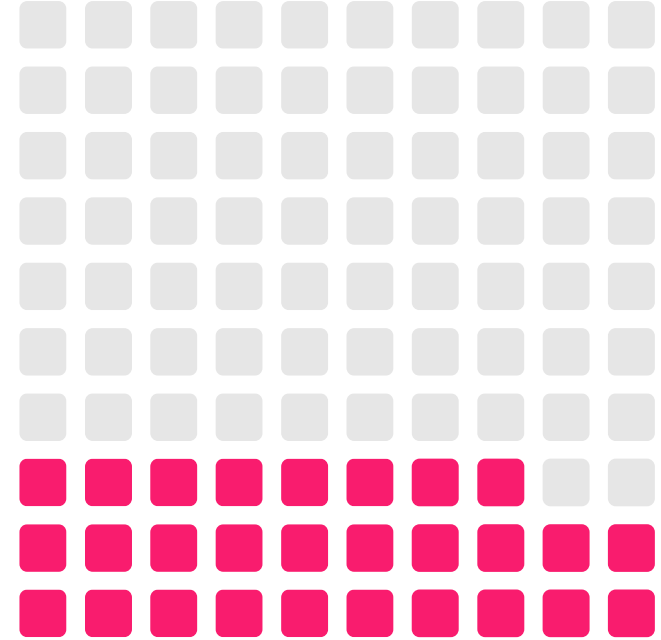
57%

Fairly good or very good



15%

Neither good nor poor



28%

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 = 204

What was said about information on which trains would be running or not running



Information on strike action very poor. Confusing timetables.

I feel well informed - all the information I need is online and/or reported in the news. My train line is not affected.

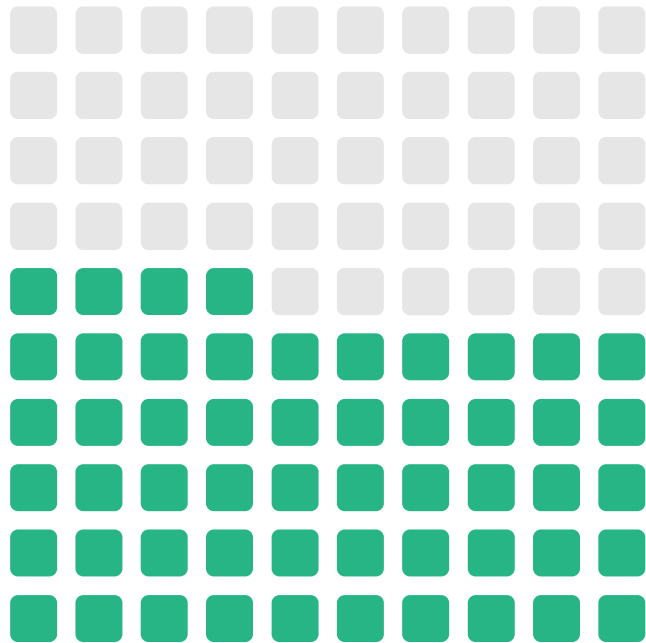
I was not aware of these dates. You have to search for information yourself.



I think all the information is quite clearly laid out on the network rail website saying which trains will be cancelled in good time so I can make other adjustment e.g. get a bus instead for my journey.

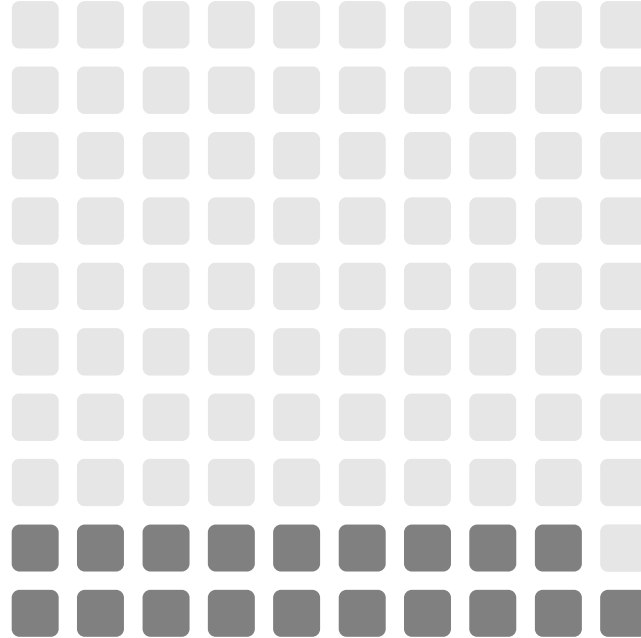
We are told the dates of which strikes will take place but not what to do or who will be affected.

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



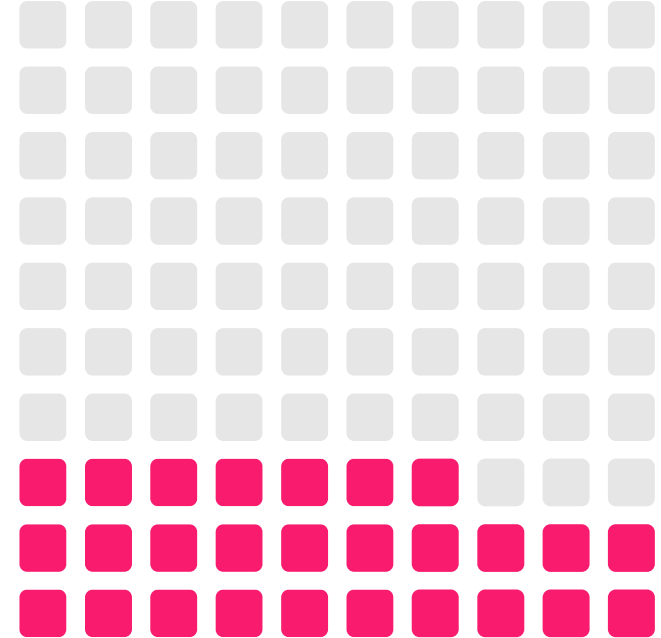
54%

Fairly good or very good



19%

Neither good nor poor



27%

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 = 177

What was said about information on exchanging tickets and / or refunds



It's pretty easy to find out online which train services will be running and which won't be, but finding information regarding refunds has been more difficult. I booked a ticket for the 30th July when the last strikes were and then the journey was cancelled. I assume I can get a refund since it was cancelled but haven't heard anything back from the train company yet, and it's been 2 weeks now.



I knew about the train strikes but now need to understand if they affect my journey and hopefully get a refund on my ticket if I am affected. I've yet to receive any email about this.

I'm fully aware of what trains are running, unsure on refunds as I've not had to use this service but lots of links on the website so I assume there is information.

The info is on the GWR website and all the info required to change or refund your tickets.

Methodology and question texts

Transport Focus asked the questions below on the forthcoming rail strikes (in addition to its regular Rail User Survey) on Yonder Consulting's omnibus survey conducted between 12-14 August. The omnibus survey is weighted to be nationally representative of the population of Great Britain.

Intro: Rail strikes are expected next week on Thursday 18 and Saturday 20 August, and train services may also be reduced the following days on Friday 19 August and Sunday 21 August.

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

| | Yes | No |
|---|-----------------------|-----------------------|
| Thursday 18 August (the first strike day) | <input type="radio"/> | <input type="radio"/> |
| Friday 19 August (the following day when services may be reduced) | <input type="radio"/> | <input type="radio"/> |
| Saturday 20 August (the second strike day) | <input type="radio"/> | <input type="radio"/> |
| Sunday 21 August (the following day when services may be reduced) | <input type="radio"/> | <input type="radio"/> |

Q2. As far as travelling by train between Thursday 18 and Sunday 21 August, please tell us which of these applies for each day of the potential strike disruption (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 now | C) Still planning to travel by train that day |
|---|---|---|---|
| Thursday 18 August (the first strike day) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Friday 19 August (the following day when services may be reduced) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Saturday 20 August (the second strike day) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Sunday 21 August (the following day when services may be reduced) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Ask Q3 if Q1 = 1 AND [(ANY OF Q2 a, b, c or d = B or C)

Q3. How do you rate the information available about the strike 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

Scale: Very good; Fairly good; Neither good nor poor; Fairly poor; Very poor; and Don't know / have not looked for any information

Q3. part 2: Could you tell us why you gave the ratings you did for the information provided?

(Text box completion)

Ask Q4 for any who say they will be affected by strike: ANY of Q2 a, b, c, d, is answered B or C)

Q4. Please tell us in as much detail as possible how you expect these rail strikes to affect you

(Text box completion)

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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