



Strikes feedback to stakeholders

RMT and TSSA strike action on Thursday 18 August

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Transport Focus activity relating to 18/20 August strikes

- Between 12 and 14 August we asked 2000 people about awareness, travel intentions and information relating to the strikes on 18 and 20 August. The findings were published on 17 August.
- On Monday 15 August we reviewed train company and retailer websites and apps in respect of advance warnings and related information about 18 and 20 August.
- On Thursday 18 August our staff observed the situation at a number of stations and fed back observations to relevant operators, and will do so again on Saturday 20 August.
- We are obtaining qualitative 'mystery shopping' feedback from a number of passengers who needed to travel on 18 August.
- We are surveying members of our Transport User Panel seeking feedback about their experiences of travel.
- We will continue to feed back issues and best practice after the strike on 20 August.

Summary for 18 August

- No major issues detected for those who could and did travel, but of course significant impact for those with no service.
- Pre-strike survey of a representative sample of more than 2000 people across Britain between 12 and 14 August indicated around two in three of those people that had planned to travel by rail on Thursday 18 August were already aware of the strike action. Station observations confirmed that, while in a minority, some passengers still arrived at stations unaware of the strike action.
- Continued welcome evidence from station observations that the industry has acted to implement our previous recommendations, but still some inconsistencies and pockets of poor practice. Ongoing focus should be on the areas identified previously including:
 - consistent warning about times of last trains on strike days and late start of services the day after the strike
 - eliminating pockets of poor practice where at minority of stations information remains unacceptable.
 - addressing the issue where some passengers are able to book a ticket via an app and remain unaware there are no trains running today (see slide 8).

Representative survey of 2000 people across Britain – travel intentions

We spoke to a representative sample of more than 2000 people across Britain between 12 and 14 August, to find out how the upcoming strikes on 18 and 20 August would affect their travel plans.

Of those people that had planned to travel by rail on affected days this week:

- around two in three were already aware of the strike action
- the majority of those who planned to travel on the strike days (Thursday and Saturday) said they won't be doing so because of the strike
- but around one in five still plan to travel by train over those days

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

- more than half (57 per cent) rated the information about the train services that will and will not be running as good or very good and just over a quarter (28 per cent) said it was poor or very poor
- more than half (54 per cent) rated the information on arrangements for changing your ticket, or obtaining a refund if you are no longer travelling, as good or very good and just over a quarter (27 per cent) as poor or very poor.

Full details available in the [pre strike intentions report](#).

Information on websites and apps

- On Monday 15 August Transport Focus stakeholder managers reviewed information on train company websites, National Rail Enquiries and some independent retailers.
- Overall, most of the information that passengers would expect was showing, was consistent with the agreed policy and had addressed a number of previous Transport Focus recommendations. Where this was not the case, we have approached operators and made suggestions, including where:
 - information on using tickets with other operators is too vague or uses jargon
 - an instance where there was no information about season ticket holders claiming compensation for strike days via Delay Repay and passengers wrongly advised there are £10 admin fees for ticket changes.
- Examples where our feedback has already been acted on include:
 - Avanti West Coast adding specific details on first and last trains
 - TfW making it clearer that passengers can use their existing ticket to travel with other operators between 18 and 21 August
 - Operators adopting Southeastern's best practice 'at a glance' travel advice (see next slide).

Information on websites and apps (2)

- Examples of good practice adopted to make travel advice on each day prominent and easier to understand 'at a glance' (Southeastern, Northern and Greater Anglia). It is important to ensure the graphics are accessible to those who might use a screen reader, or where this isn't possible that the content is still also available in an accessible format.

Strike action travel advice and booking information

Last updated 16 August

Strike action is due to take place on our network on the following dates:

- Thursday 18 August** (between 00:01 and 23:59) – RMT & TSSA unions
- Saturday 20 August** (between 00:01 and 23:59) – RMT & TSSA unions

Sunday 14th Normal service	Monday 15th Normal service	Tuesday 16th Normal service	Wednesday 17th Normal service	Thursday 18th Only travel if necessary	Friday 19th AM: Severe disruption, trains start later TFL strikes all day	Saturday 20th Only travel if necessary	Sunday 21st AM: Severe disruption, trains start later
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We also expect [disruption to services on Friday 19 and Sunday 21 August](#), especially in the morning. Custom check before they travel on these days

Wednesday 17 August Usual Service	Thursday 18 August Do Not travel	Friday 19 August Check before you travel	Saturday 20 August Do Not travel	Sunday 21 August Check before you travel
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Timetables are now available for the limited services running 18 and 20 August, they can be found below:

Turn on auto update

Last update: 1 hour 40 sec ago

Rail Strike Travel Advice

Use this page to help plan your journey around the rail strikes

We hope we can avert strike action and come to an agreement with the unions. We apologise for the inconvenience.

Monday 15th Normal service	Tuesday 16th Normal service	Wednesday 17th Normal service	Thursday 18th Avoid travelling with us	Friday 19th First trains start later and some morning services cancelled	Saturday 20th Avoid travelling with us	Sunday 21st First trains start later and some morning services cancelled
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Information on websites and apps (3)

- Recurrence of an issue raised in previous strikes. Some passengers purchasing on apps on the day (Trainline was mentioned by passengers to Transport Focus staff visiting stations) are unaware that no trains are running. The app shows services for the next day when services resume. It is too easy for passengers not to notice this. A warning that there are no services for the day requested needs to be more prominent.

15:11 97%

← Select outbound

Swansea → Bridgend

£9.30 31min £6.00 30min

Thu 18 Aug 2022 Single from

^ Earlier trains

No more results on this day

Fri 19 Aug 2022

Fastest

07:20 → **07:51** **£9.30** >
1st £13.90

31min, Direct view sto... ⚠ >

Fastest

07:43 → **08:14** **£9.30** >
1st £13.90

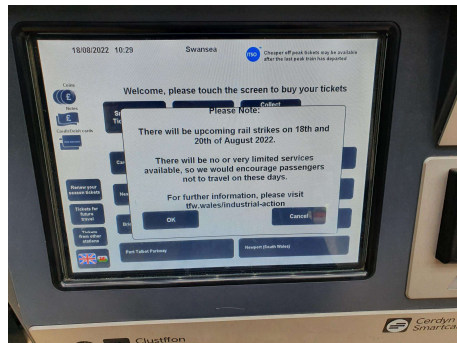
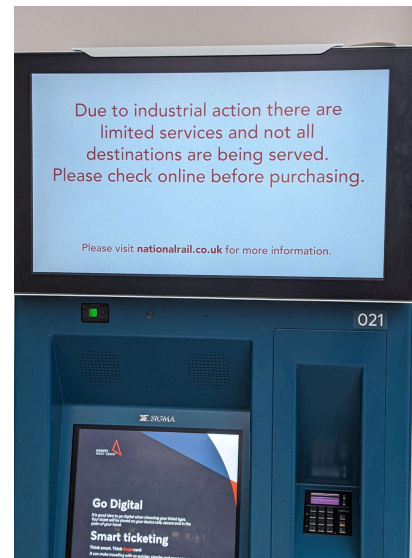
Station observations – good practice

- Instances like Brighton (pictured) where, following our recommendation, signage has been added outside of the station to alert people to the strike before they enter the station. However, there are still stations, including Frome (pictured) and Ely, where there is nothing to indicate there is a strike on the approach to the station.



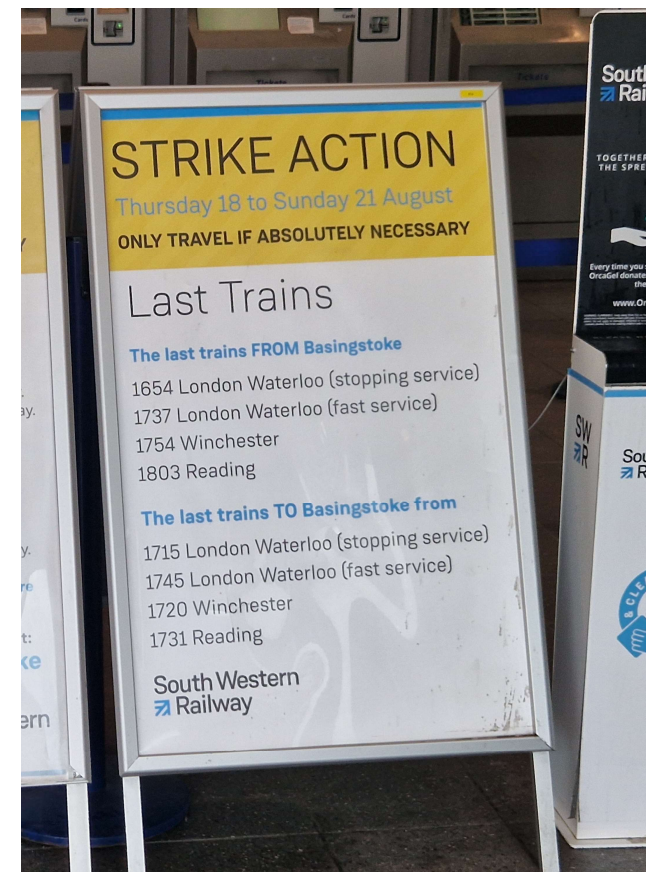
Station observations – good practice (2)

- Clear warning on ticket vending machines about the strike action observed at almost all stations visited – a previous recommendation from Transport Focus. This is welcome.



Station observations – good practice (3)

- More examples noted where times of first and last trains on strike days are clearly advertised at stations (Brighton and Basingstoke pictured). Suggests progress is being made implementing this previous Transport Focus recommendation.



Station observations – good practice (4)

- Welcome examples of clear information about the later start to services on Friday and Sunday, including times of first trains (Hook and Sunningdale pictured). In the event of further strikes efforts should continue to extend this to more stations as it remains inconsistent.



Station observations – good practice (5)

- Continued evidence of plenty of staff being available at larger stations to provide advice and support to those travelling including Edinburgh, Manchester Piccadilly (both pictured), Brighton, Swansea and Ely



Station observations – good practice (6)

- Examples noted where posters are used not only to advise of the strike action or station closure, but to proactively advise passengers of their entitlement to a refund or compensation if they are a season ticket holder. Other operators should adopt this.



Station observations – continued frustrations

- Inconsistency across all areas of good practice highlighted remains, with some pockets of frustrating poor practice. For example, Stockport station (Avanti operated) is closed, with shutters down and just one small (Northern) poster in a case by one entrance and no supporting information, for example when services resume on Friday.

