

24 August  
2022

# 18 and 20 August rail strikes: passenger experience and information survey



# Introduction

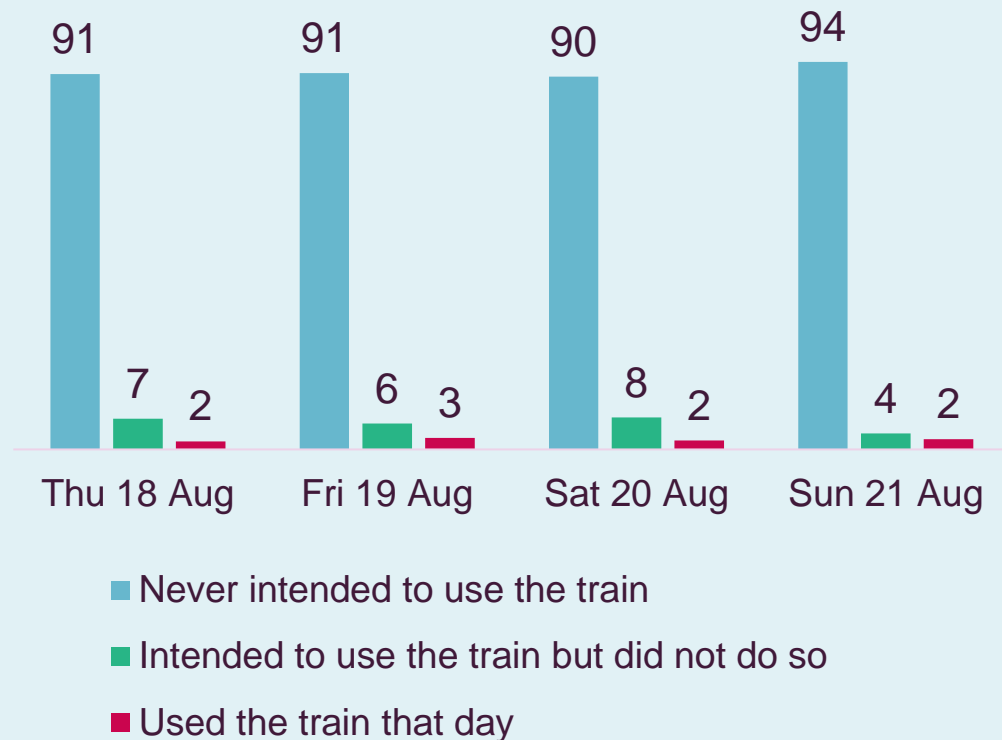


This report shows how everyone who travelled or was affected by the strike disruption between 18 and 21 August rated the information provided about services and tickets and refunds. We obtained responses from around 342 people (although some said don't know/not applicable).

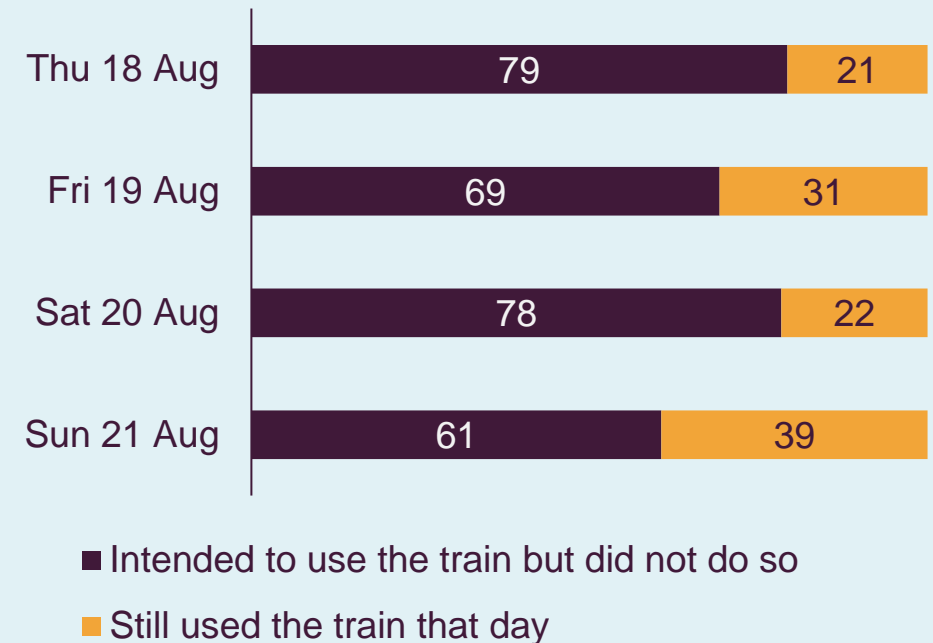
Transport Focus asked a representative sample of 2000 people from across Great Britain about their public transport use.

# Most of those who had intended to travel on any of the affected days did not do so

Proportion of the public intending to use or using the train each day (%)

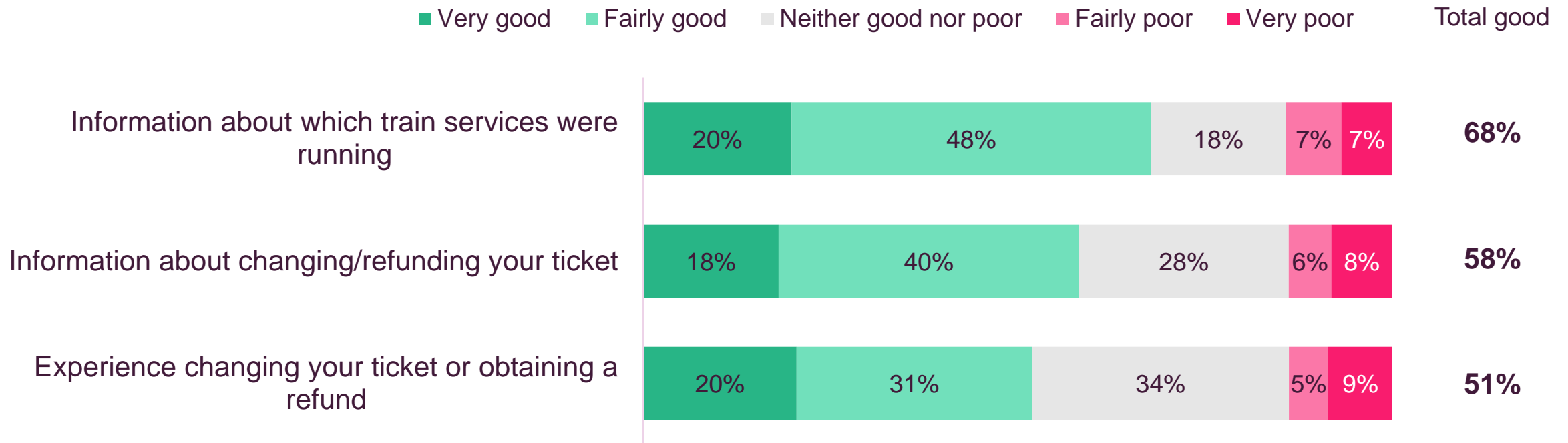


The decision among those who planned to travel each day (%)



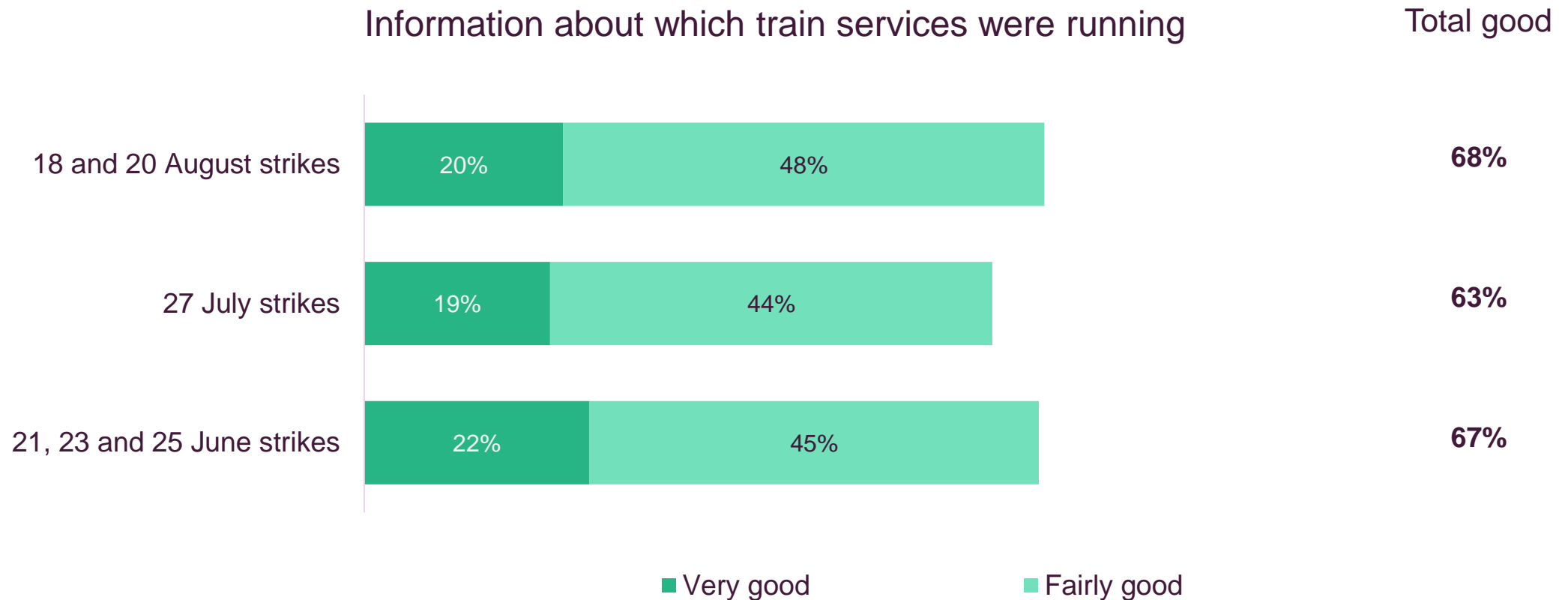
18 and 20 August rail strikes: passenger experience and information survey. Base size left chart = 2024 base size right chart: Thursday = 188; Friday = 182; Saturday = 199; Sunday = 127.

# Ratings of the information about train services and arrangements for refunds/ticket changes for 18 to 21 August strike disruption



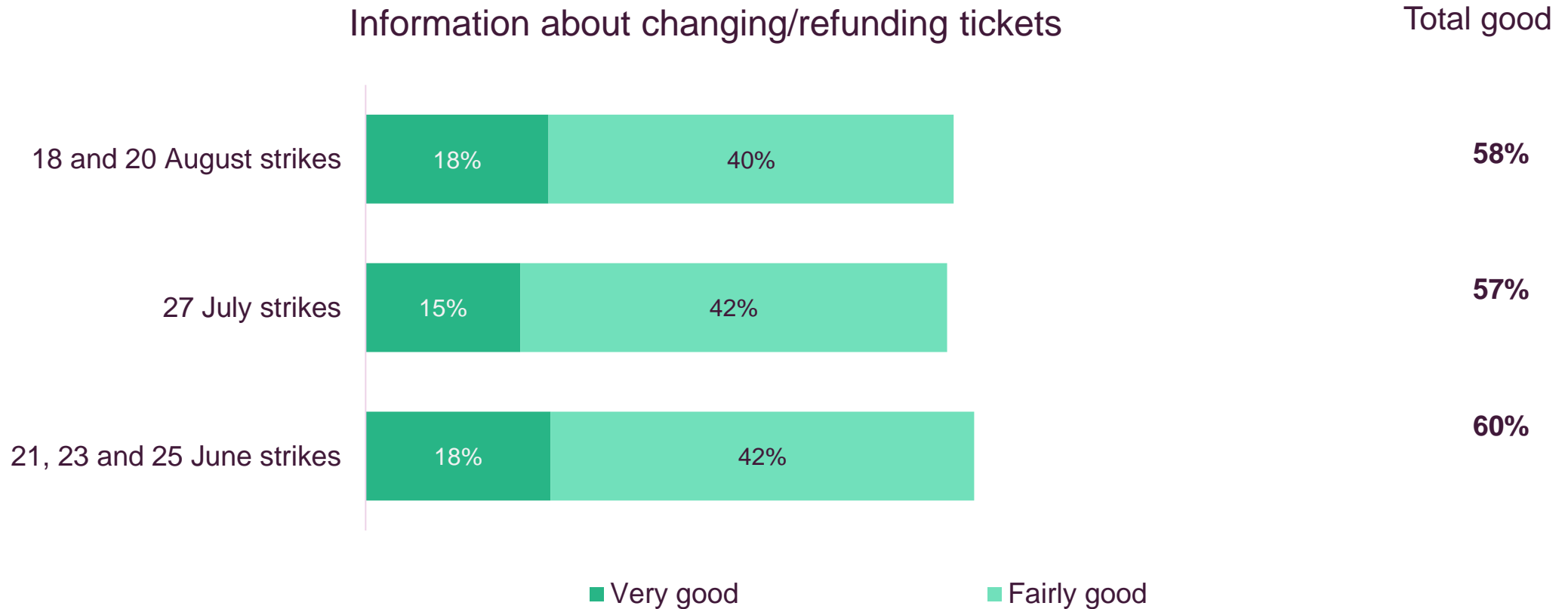
18 and 20 August rail strikes: passenger experience and information survey. Asked of those whose travel went ahead as they had planned, intended but did not use the train as a result of the strike disruption. Excludes those who said: 'Don't know/Not applicable'. Base sizes from top to bottom = 323, 270, 201

# Comparing ratings for 'information on which train services were running' by strike dates



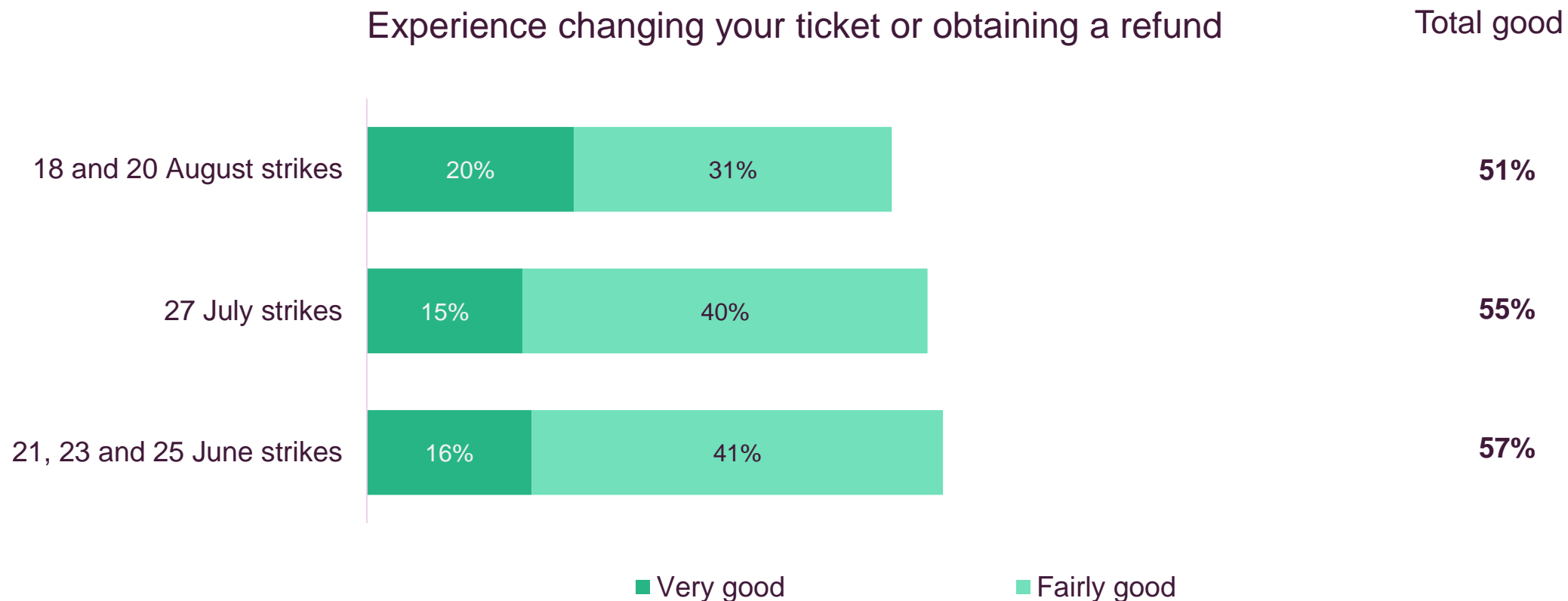
18 and 20 August rail strikes: passenger experience and information survey. Asked of those whose travel went ahead as they had planned, intended but did not use the train as a result of the strike disruption. Excludes those who said: 'Don't know/Not applicable'. Base sizes from top to bottom = 323, 242, 401.

# Comparing ratings for 'information on changing tickets/obtaining refunds' by strike dates



18 and 20 August rail strikes: passenger experience and information survey. Asked of those whose travel went ahead as they had planned, intended but did 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 = 270, 207, 341.

# Comparing ratings for 'experience changing/refunding tickets' by strike dates



18 and 20 August rail strikes: passenger experience and information survey. Asked of those whose travel went ahead as they had planned, intended but did 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 = 201, 155, 280.

# What they said about information available



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I was given my train cancellation notice very late in the week so was under the impression I wasn't affected all week. Was away on holiday and was unable to make it home when I was supposed to and spent more money having to find somewhere to stay for a night with my young children.

Information was given in advance websites, newspapers, leaflets.

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Easily accessible information, and station staff were so helpful.

Because my app said one thing and the information on the boards at the station said another, and the trains still did something completely different!

There was enough news coverage and information provided on Trainline to inform me of my options far in advance.



# What they said about tickets and refunds



Information was clear and well prior to the strike so that I could find other routes for my journey. The return of tickets was smooth and easy. I was very pleased.

I could not know whether the train I want to travel with is still operating, I don't want to risk and buy ticket online and wait for refund. Telephone service closed after 4pm which is not convenient.

The train operator was sympathetic to my needs and helped on reschedule ticket.



It was easy one click change of tickets.

Managed to use the app for the ticket provider.

It was convenient, I had no problem in exchanging my ticket.

The company refund the exact amount been paid to them, but the process and the procedure to get the money refund is too slow.

# 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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