

29
September
2022

1 October 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 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 Saturday 1 October and the potential knock-on

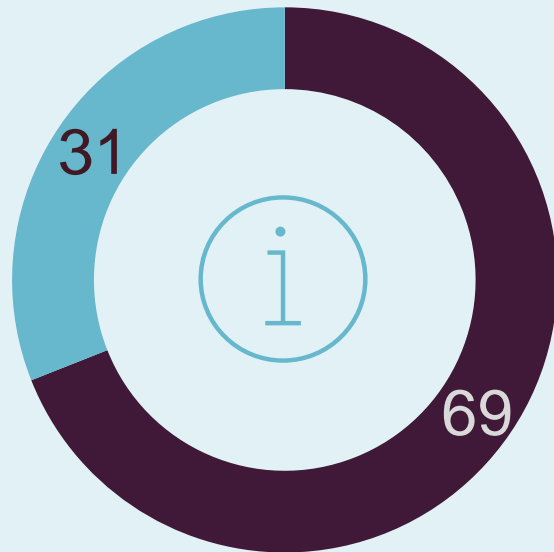
disruption on Sunday 2 October.

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 255 people who said they intend to travel, or now no longer intend to do so because of the strike disruption.

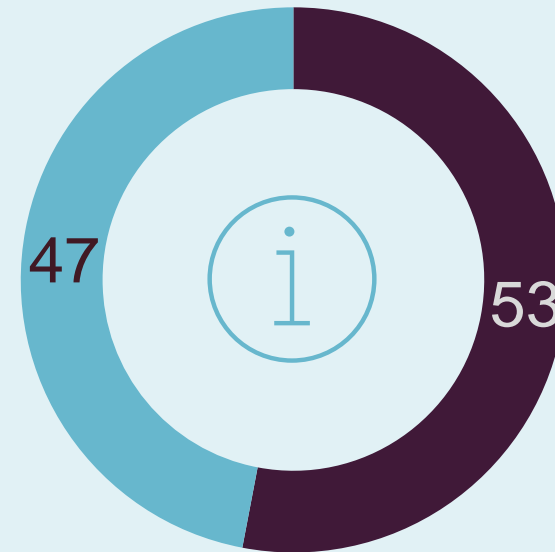
The majority of those who had planned to travel on the strike day are aware of the strikes

1) Awareness of expected strike disruption on Saturday 1 October among those who planned to travel that day



■ Yes
■ No

2) Awareness of potential strike disruption on Sunday 2 October among those who planned to travel that day

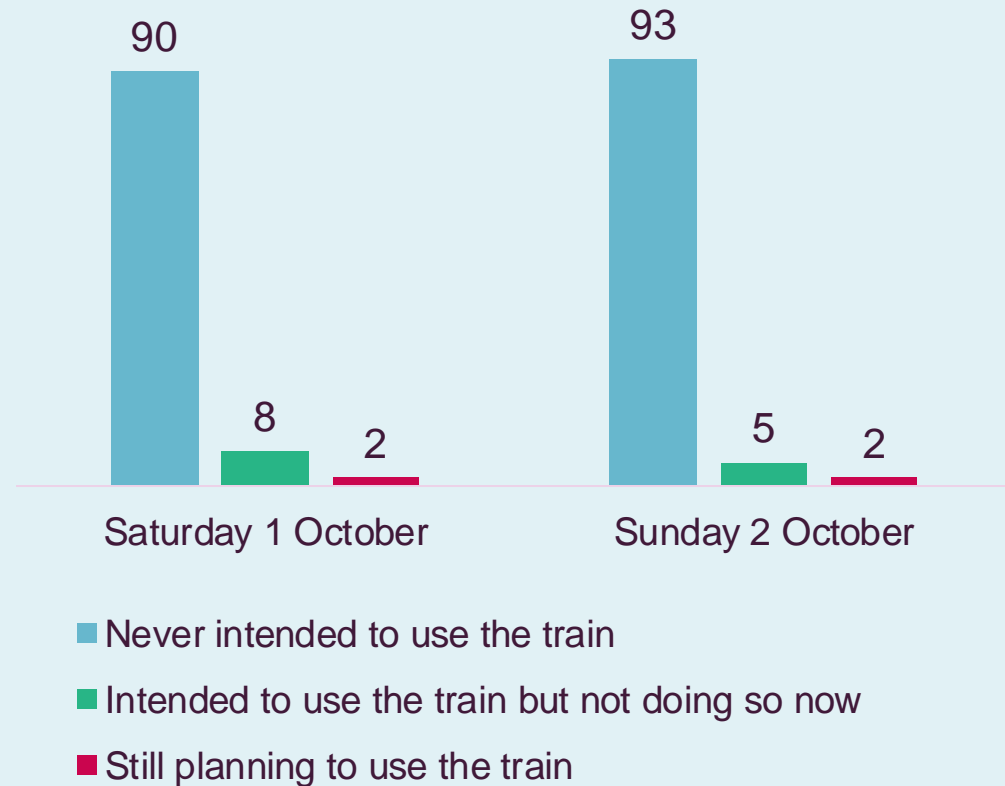


■ Yes
■ No

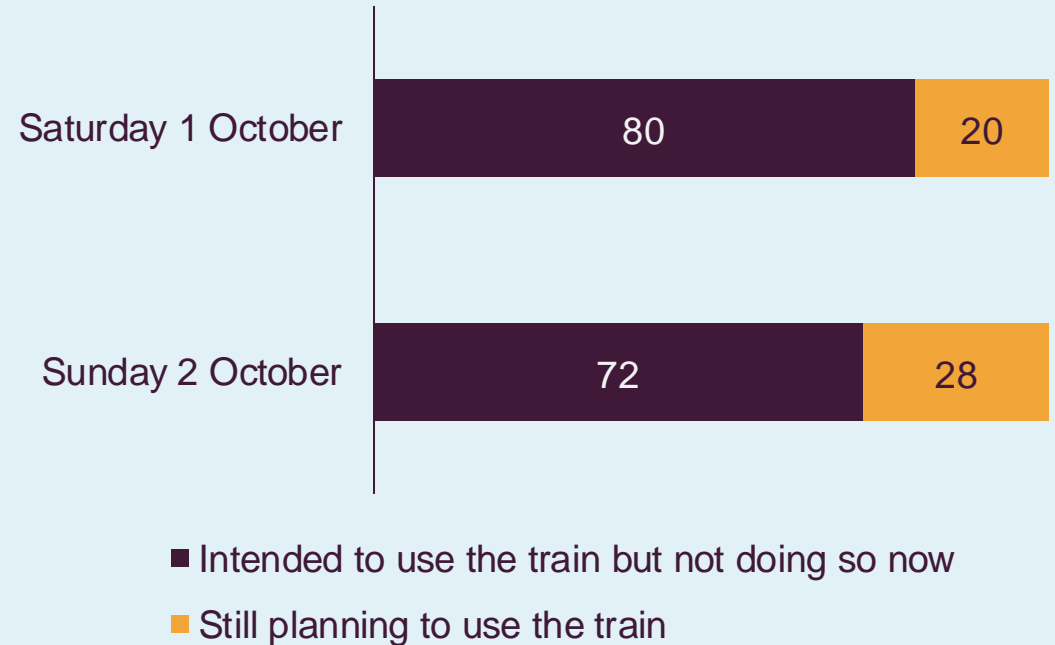
Base size left chart = 196, base size right chart = 147

Eight in ten who planned to travel on Saturday and around seven in ten on Sunday are now not doing so

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 = 2008, base size right chart: Saturday 1 October = 196; Sunday 2 October = 147

What those who decided not to travel by train said



I'm running Cardiff half marathon on the Sunday, I now have to pay £45 for a return taxi.

They won't really affect me that much because I have other options like taking the bus instead.

Taking son to college, will have to drive.

I will probably end up working from home, because going on a different route would be too long to get to work.



Because of these rail strikes I have to plan my travel one day earlier and the price of these tickets are absolutely rip off. These issues are causing huge trouble for me as I have to either leave a day earlier or stay back a day extra which is costing me more.

I was supposed to be attending a family wedding. I wanted to travel by train as it is a long journey. I will still go but shall have to drive myself there and back.

What those who are still travelling said



I am going on holiday 2nd to 9th October so this will affect us travelling to and from Liverpool to York. We will resign ourselves to waiting longer but as it is a holiday our times are more flexible. It is also a straight one train journey so hopefully that will help.

Increase time getting from and to work. Inconvenient

They'll make it very difficult for me to get to work and I'm really irritated by them.



Not at all on the Saturday; planning to go into London on the Sunday but expect enough of a service will be running.

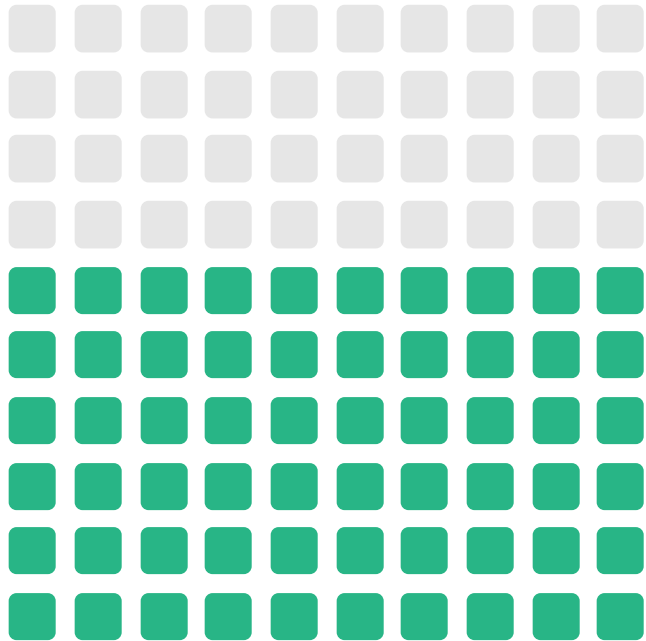
I am travelling home on that day and really hope my journey won't be affected.

I need to travel by train often for my job, less trains and different timings mean that my work-day is a lot longer and disruptions can be caused to my business.

I am supposed to be travelling Sunday 2nd afternoon so I hope that I can still get back, however I may have to stay another night.

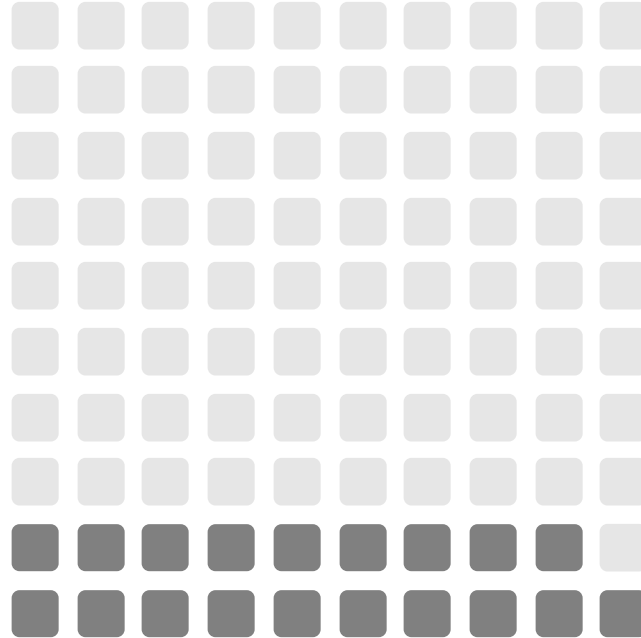
The train companies are very organised and have a plan on how they will make sure journeys will not be disrupted.

Three in five rated information on which trains will and will not be running as good



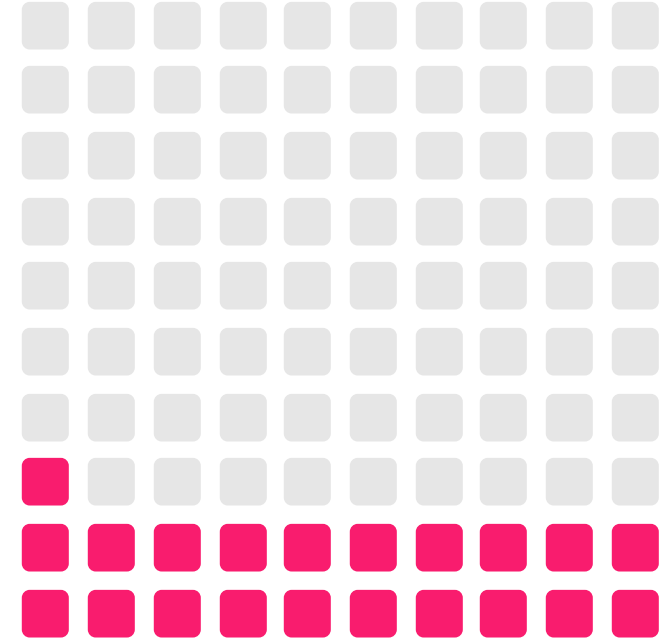
60%

Fairly good or very good



19%

Neither good nor poor



21%

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 = 160

What was said about information on which services were running



I would like an email from the company which I bought train tickets from with detailed explanations of the change of schedule.

The information is usually pretty standard for these types of events as they are becoming commonplace!

I'm am not really sure which companies are striking and whether I can get to work.

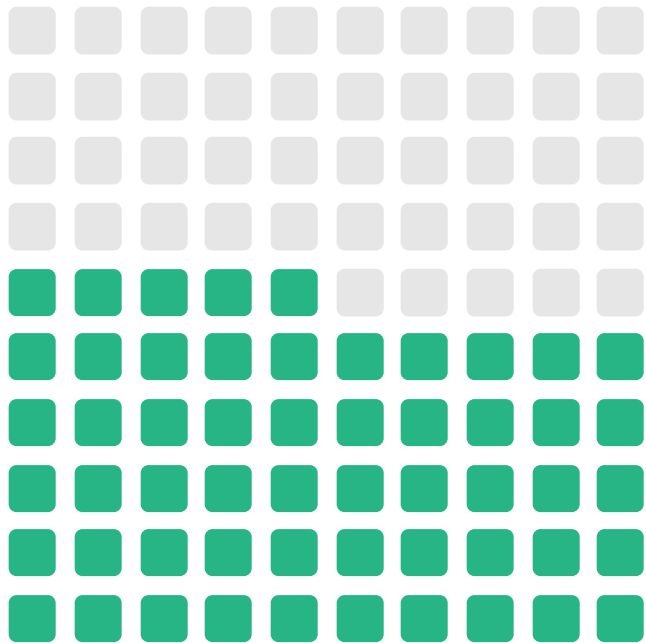


The operator's website clearly signposts the strike, and the options.

I only found out about it in the news rather than being told direct.

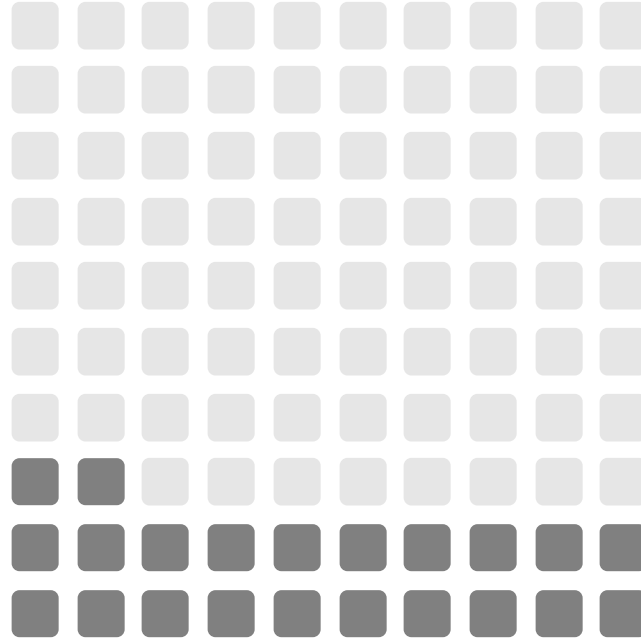
The information was average, meaning it could and should have been better as strikes are a major disruption and not the norm.

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



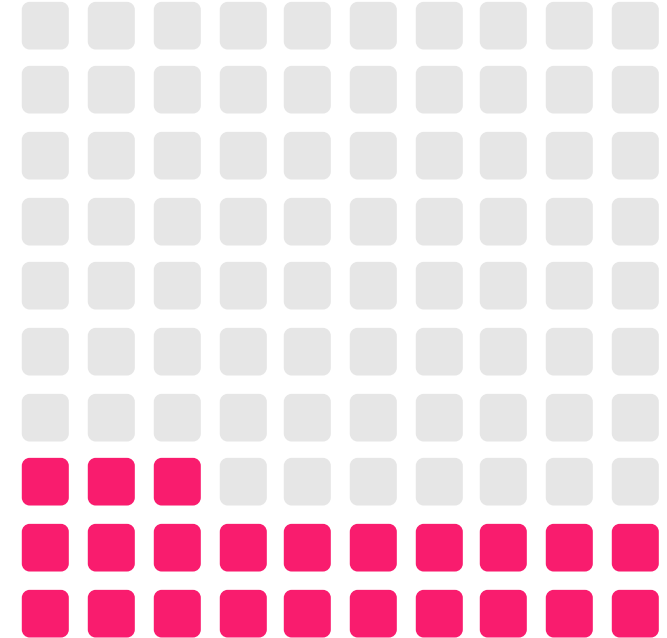
55%

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 = 136

What was said about information on ticket exchanges/refunds



.... about being able to get back my money. It is pretty straightforward and contains relatively little hassle to get back refunds due to strike.

They refund tickets very quickly. Overall, the service is great and fairly reliable although it can have a glitch.

It's pretty easy to see which trains are still running but finding out how to get my money back was a bit harder to ascertain.



I cancelled my plans as the information provided about ticket refunds if I were to book was not good enough.

...I have never had a problem getting a refund the only slight issue is the time taken for refund to be in my bank.

The companies don't willingly show how to get a refund on the strike days on their website.

Not enough information on refunds for tickets purchased.

I find the information available to be very below standard, refunds are very hard to get and you have to go above and beyond to get them.

Methodology and question text

Transport Focus asked about the forthcoming rail strike on Yonder Consulting's weekend omnibus (conducted 23-25 September). The omnibus is weighted to be nationally representative of the population of Great Britain. The questions asked are shown below.

Rail strikes are expected next Saturday 1 October and train services may also be reduced the following day on Sunday 2 October.

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

	Yes	No
Saturday 1 October (the day of the strike)	<input type="radio"/>	<input type="radio"/>
Sunday 2 October (the following day when services may be reduced)	<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 for each of these days (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
Saturday 1 October (the day of the strike)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sunday 2 October (the following day when services may be reduced)	<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:

- i. The train services which will and will not be running
- ii. 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

Any enquiries about this report should be addressed to:

Jordan Sargeant

Senior policy adviser

Jordan.sargeant@transportfocus.org.uk

Transport Focus

Albany House

94 – 98 Petty France

London

SW1H9EA

www.transportfocus.org.uk

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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