

6 October
2022

8 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 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 Saturday 8 October and the potential knock-on

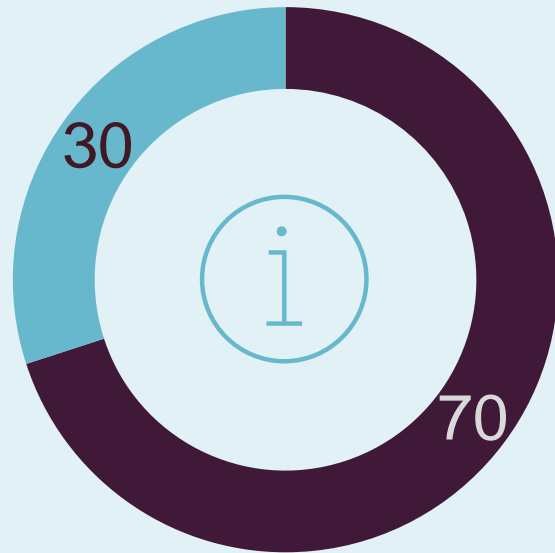
disruption on Sunday 9 October.

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

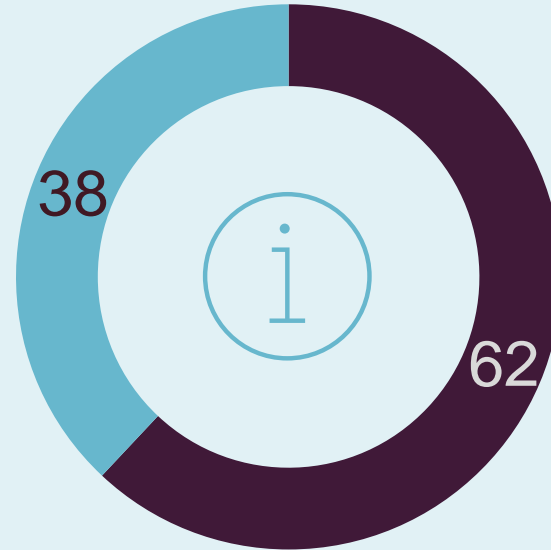
The majority of those who had planned to travel on the strike day are aware of the strikes

1) Awareness of expected strike disruption on Saturday 8 October among those who planned to travel that day



■ Yes
■ No

2) Awareness of potential strike disruption on Sunday 9 October among those who planned to travel that day



■ Yes
■ No

Awareness of disruption on upcoming strike days has been increasing slowly over time from 61 per cent in July to 70 per cent this time.

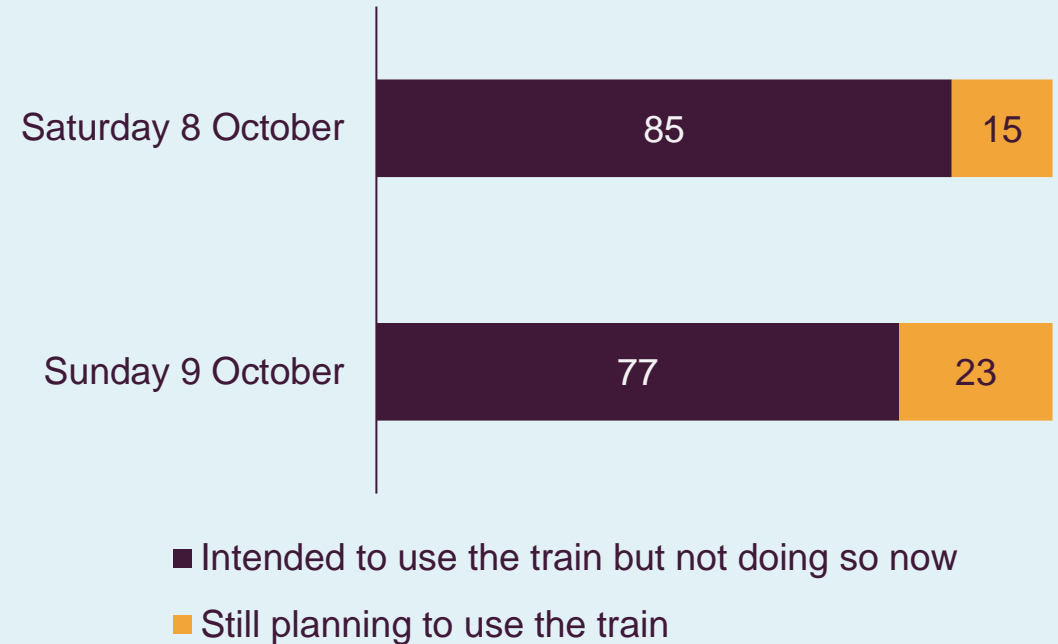
Awareness of potential strike disruption on days following strikes has also increased from 50 per cent in July to just over 62 per cent this time.

Around eight in ten who planned to travel are 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 = 2010, base size right chart: Saturday 8 October = 160; Sunday 9 October = 119

What those who decided not to travel by train said



I will not go and see the family members I intended to visit

I won't be able to get to work, I had to get my dad to give me a lift last time.

I will drive which will take longer and be less kind to the environment. I expect traffic to be awful as well.



They stop me from doing something worthwhile for a charity.

My plans have been disturbed, and I was stuck in Brighton till 7 am last weekend.

Very annoying; I have tickets to certain events I can't attend. I can't get a refund as the events are not cancelled, but I can't travel there to attend!

Will stop me travelling to watch football match. Using a bus takes too long to travel to ground.

What those who are still travelling said



Will need to build in more time to travel, may need to return from outing earlier than planned.

I think I will travel earlier in the week, but I do not suppose it will have a huge effect on me

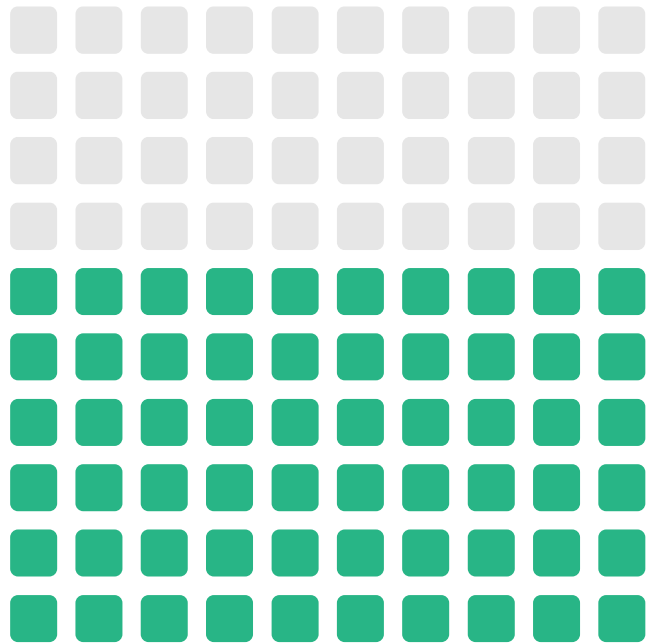
Expect my journey to take much longer, perhaps not even possible



Just slight inconvenience but as I support the action I'm not that bothered

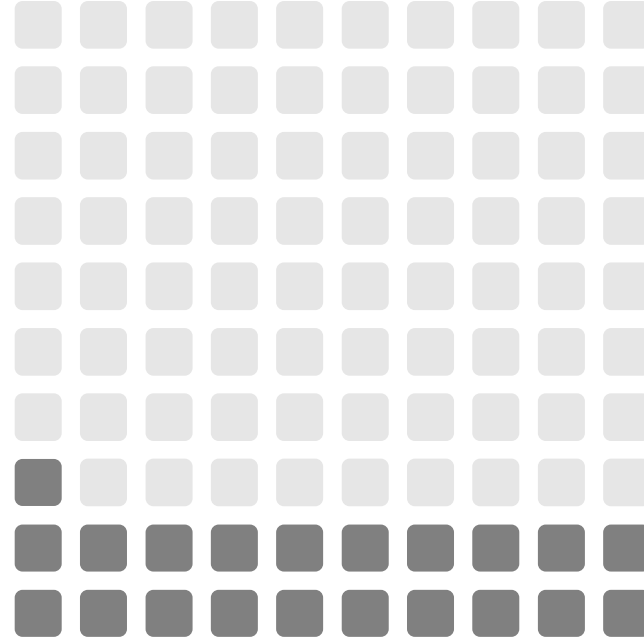
I am planning on travelling to London on Sunday night for a work meeting on Monday morning. I am hoping that services will be back to normal by the time my train is due to depart. If cancelled, I will have to travel up to London on Monday morning, using a peak times service which will cost me more money. I will also lose money on my hotel room which is non-refundable on Sunday night if I can't travel as planned

Three in five rated information on which trains will and will not be running over 8 and 9 October as good



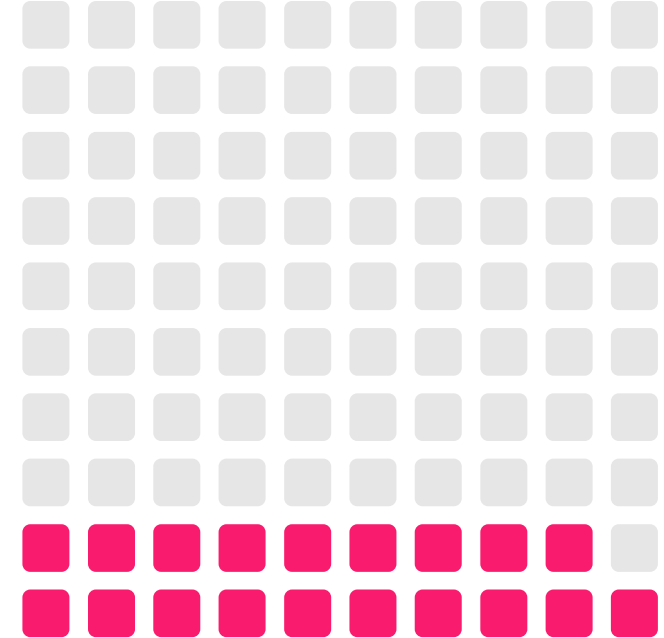
60%

Fairly good or very good



21%

Neither good nor poor



19%

Fairly poor or very poor

PRE-STRIKE INFORMATION RATINGS

8 October rail strike: passenger experience and information survey. Asked of those who intend or intended to travel on strike but then did not because of the 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



The train companies are communicative on this to the best of their ability, and since I'm not commuting, I'm not severely impacted anyway.

Advertising isn't clear enough unless you go looking for the information

I've seen very little information on the strikes

Need to know if the Gatwick Express trains are running on the Saturday and cannot find the answer



There is plenty of advanced notice of future strikes with information of how to get a refund.

The strike information at my local station is fairly good with the information, but sometimes I have to check online for more detailed information concerning the services running that day.

Because the National Rail website has fairly good information

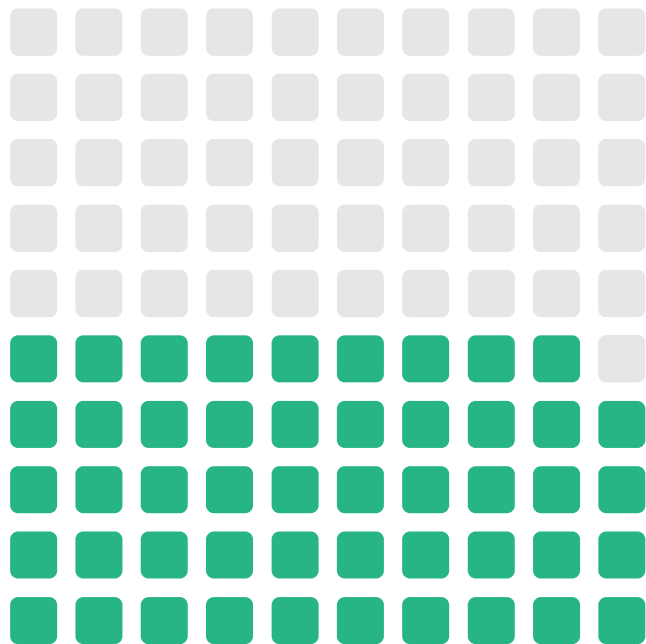
Comparing ratings for 'information on which train services were running' by strike dates



PRE-STRIKE INFORMATION RATINGS

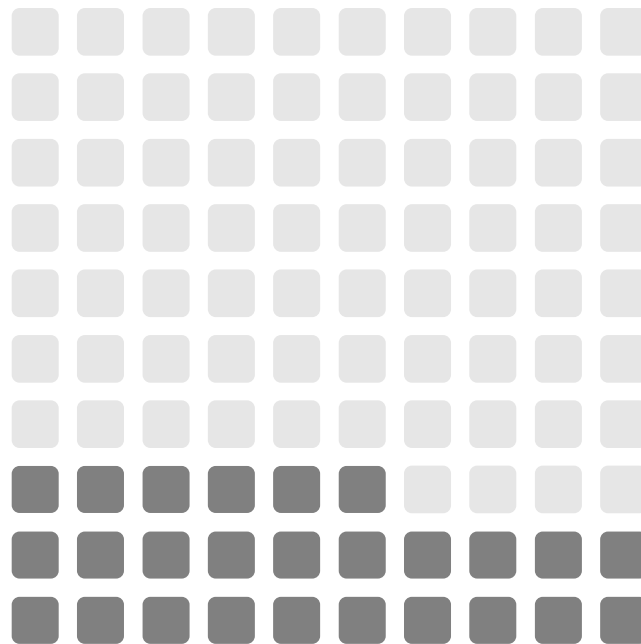
8 October rail strike: passenger experience and information survey. Asked of those who intend or intended to travel on strike but then did not because of the strike affected days and aware of the strikes. Excludes those who said: 'Don't know/Did not look for information'. Base sizes from top to bottom = 134, 160, 204, 141, 242.

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



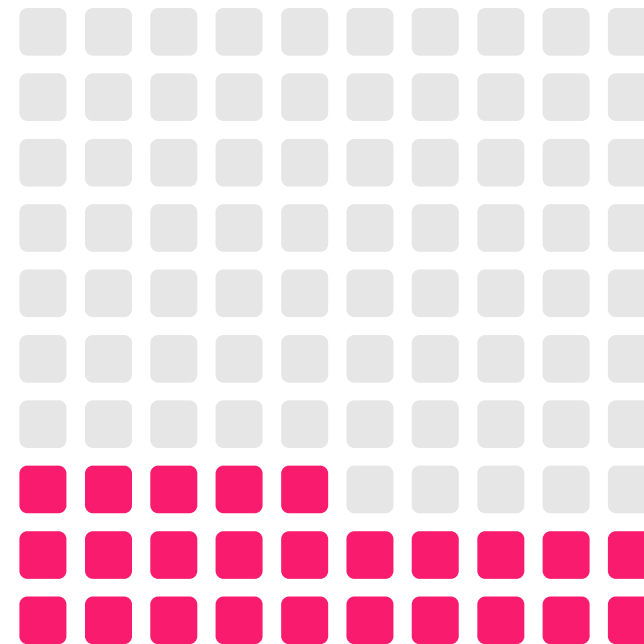
49%

Fairly good or very good



26%

Neither good nor poor



25%

Fairly poor or very poor

PRE-STRIKE INFORMATION RATINGS

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What was said about information on ticket exchanges/refunds



The rail companies keep us well informed and provide hassle free refunds/exchanges.

Train services are usually good with refunds, strikes and delays.

I didn't get a full refund, plus I bought a railcard specifically for this trip and I can't get that refunded.

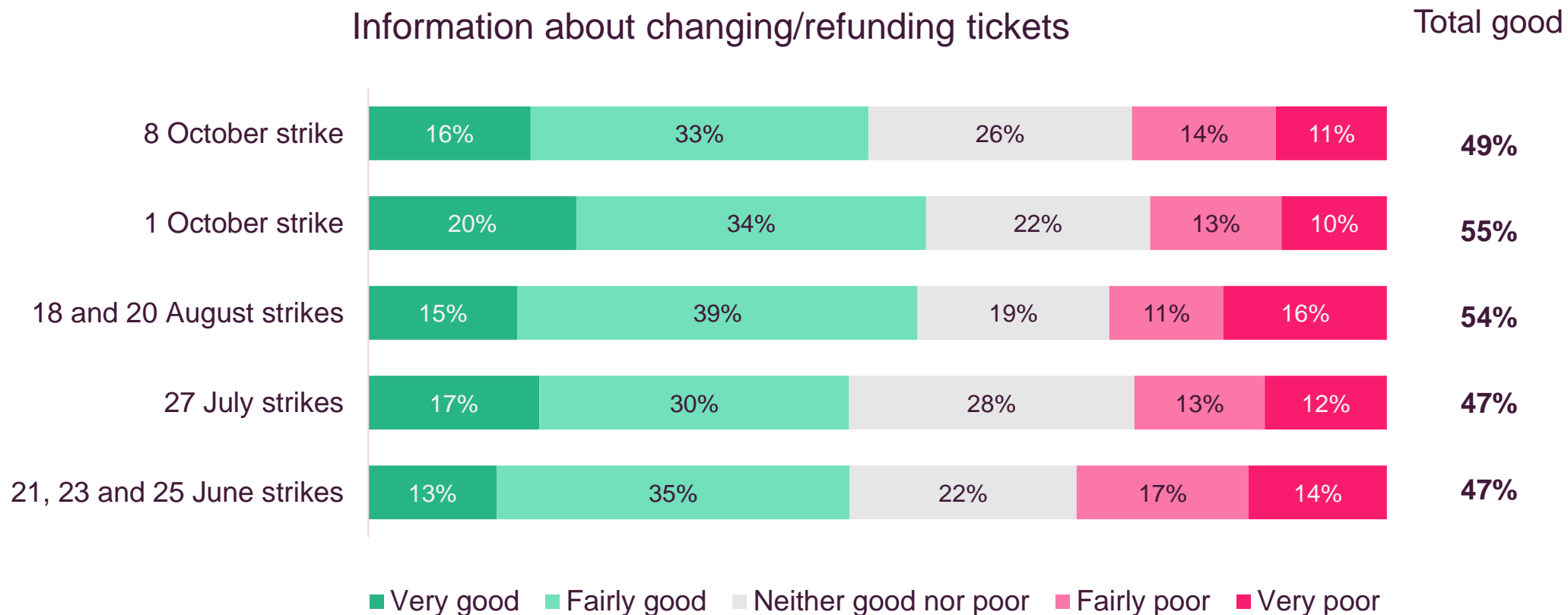


I'm not sure what will happen in terms of a refund

Some train companies give a clear instruction for passengers how to claim their refund, which I found helpful

..... Refunds are really quick and easy to do, and happy there isn't an admin fee

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



PRE-STRIKE INFORMATION RATINGS

8 October rail strike: passenger experience and information survey. Asked of those who intend or intended to travel on strike but then did not because of the strike affected days and aware of the strikes. Excludes those who said: 'Don't know/Did not look for information'. Base sizes from top to bottom = 119, 136, 177, 125, 190

Methodology and question text

Transport Focus asked about the forthcoming rail strike on Yonder Consulting's weekend omnibus (conducted 3 to 5 October). The omnibus is weighted to be nationally representative of the population of Great Britain. The questions asked are shown below.

A rail strike is planned for Saturday 8 October and there may also be reduced services as a result on Sunday 9 October.

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

	Yes	No
Saturday 8 October (the day of the strike)	<input type="radio"/>	<input type="radio"/>
Sunday 9 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 8 October (the day of the strike)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sunday 9 October (the following day when services may be reduced)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ask Q3 and Q3a 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.

Q3a. Could you tell us why you gave the ratings you did for the information provided? [Text box completion]

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

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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