

6 October
2022

1 October strike: passenger experience and information survey



Introduction

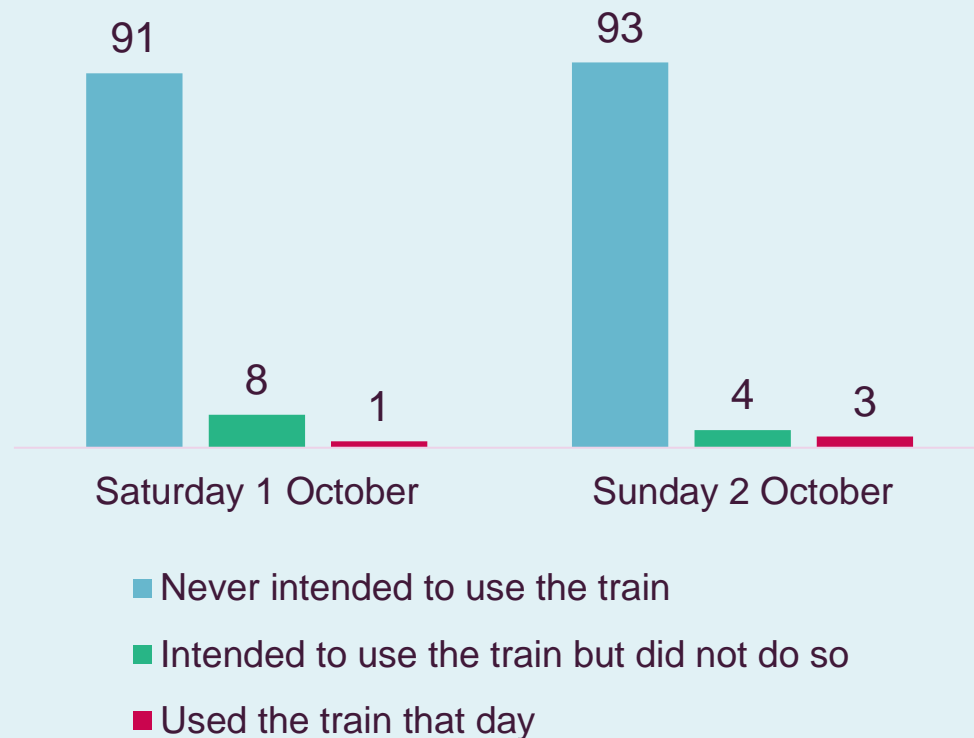


This report shows how those who travelled or were affected by the strike disruption on 1 October (and impact on services on 2 October) rated the information provided about services and tickets and refunds. We obtained responses from around 236 people (although some said don't know/not applicable).

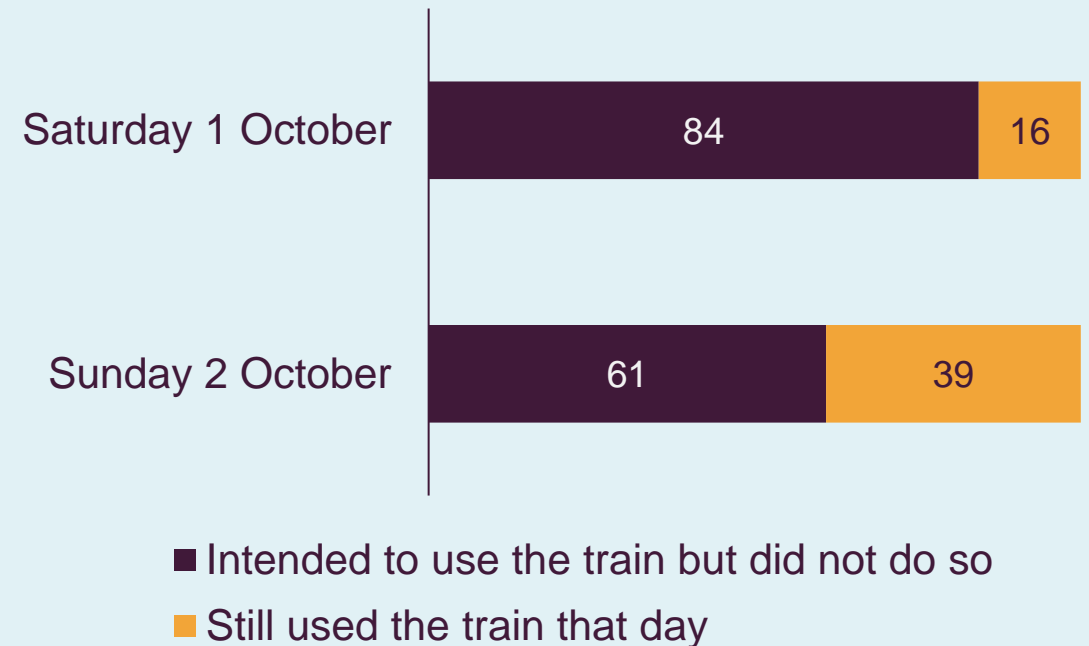
Transport Focus asked a representative sample of 2000 people from across Great Britain about their public transport use.

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 (%)

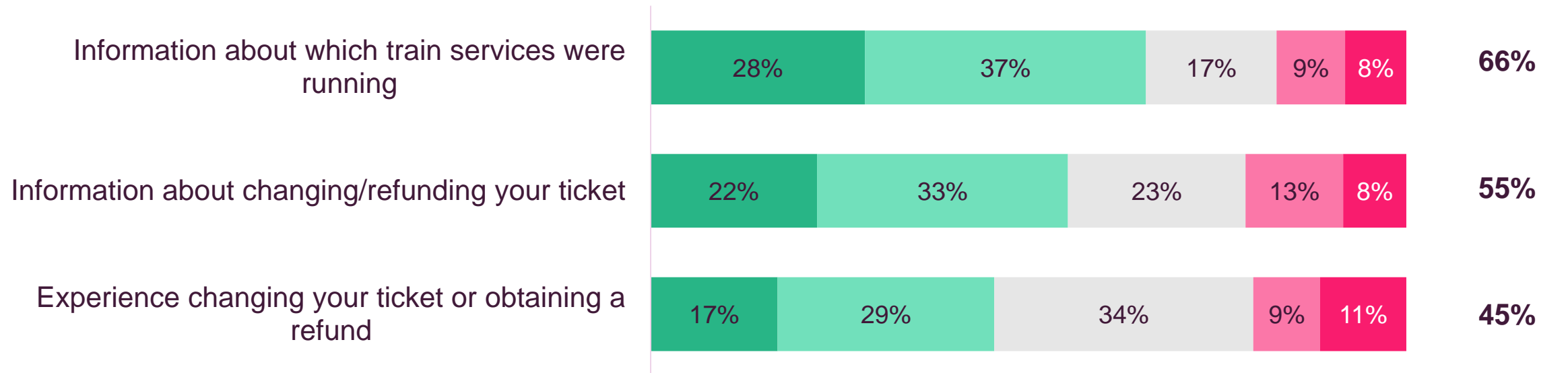


The decision among those who planned to travel each day (%)



Rating of information available about which train services were running and refunding/changing ticket (1 October strike)

■ Very good
 ■ Fairly good
 ■ Neither good nor poor
 ■ Fairly poor
 ■ Very poor
 Total good



POST STRIKE INFORMATION RATINGS

1 October rail strike: 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 = 222, 193, 147.

What they said about information available



The train apps provided details of train times for Saturday. However, until you actually get to a train station and see the times for yourself I am never fully trusting the apps are updated correctly - So the details provided are good I just don't know if they are actually accurate or not.

Emails were brief, information was misleading.

The information was available and clear.



I always find all the information I need about services prior to and during the strikes.

They were quick and clear with information on train tickets and delays.

I found it quite hard to find the information I needed about which trains, if any, were running that day.

I got the strike information in advance to re-arrange my plan, and got the refund very quickly.

What they said about tickets and refunds



Getting the ticket exchange was fairly easy, but I had to wait for a while.

I was not able to get a refund for my tickets at all.

Difficult to refund the tickets.

Many ticketing companies, such as trainline, require you to call the customer service yourself to refund and change your ticket, and although the app on your phone has this function, it often gives you an error message.



Most of the time I am not eligible for a refund, as my return ticket doesn't cost above a certain limit (Fees would cost more).

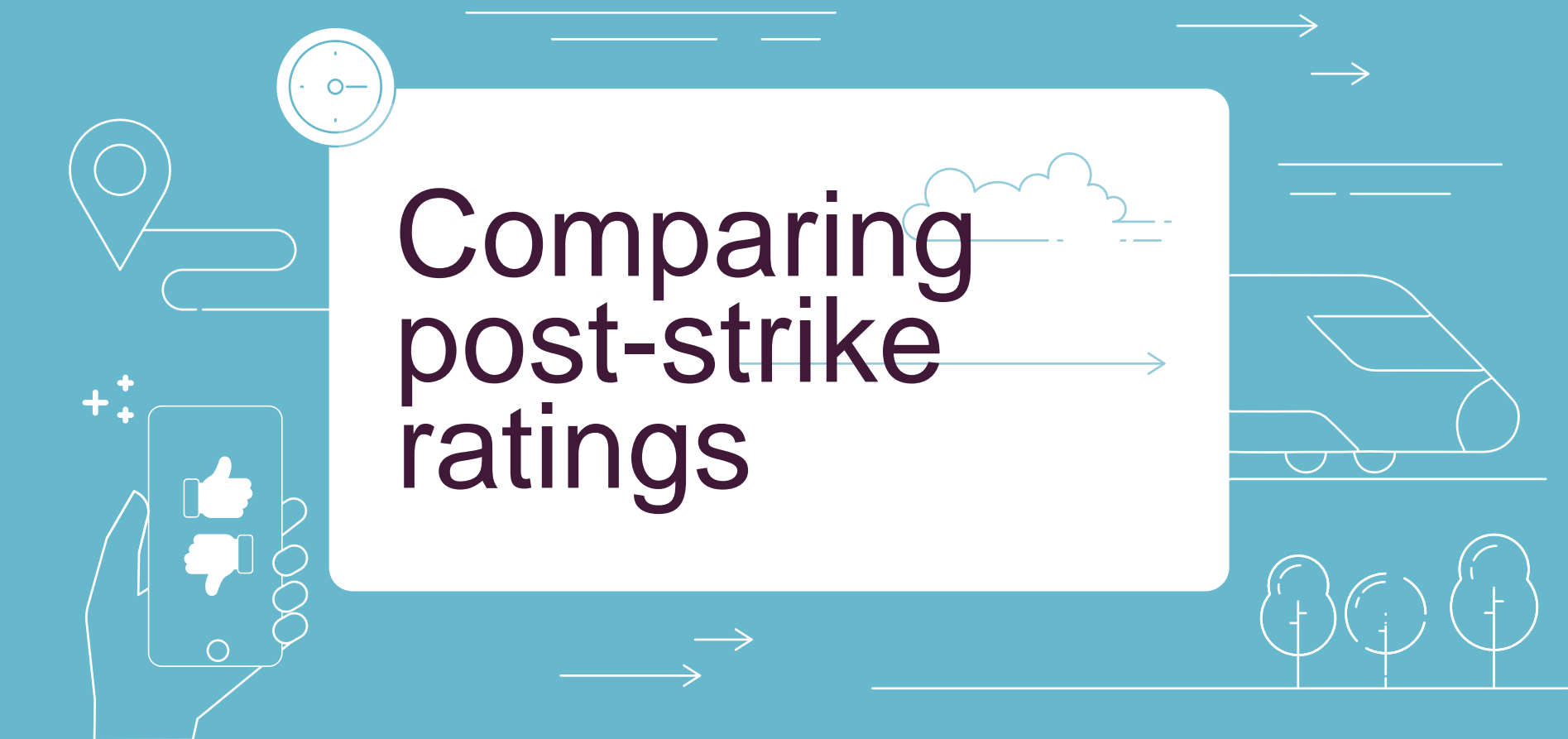
At least train companies didn't leave customers completely in the dark for refunds etc.

Changing or refunding tickets information at strike day is displayed on the apps like TrainPal, and it is very convenient and fast if you want to change or refund.

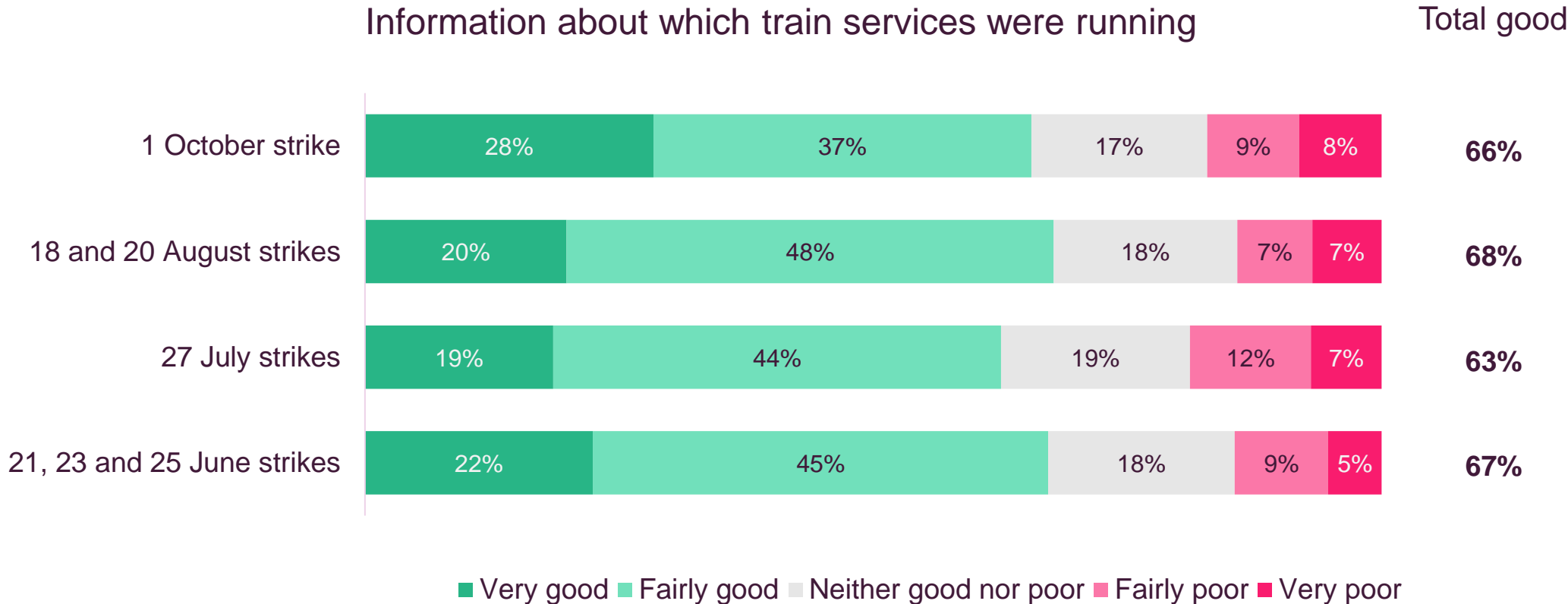
It is good but the timeline of refund is longer than I thought.

The whole process caused me a lot of stress and I spent a lot of time having to research myself re refunds what trains were actually running.

Comparing post-strike ratings



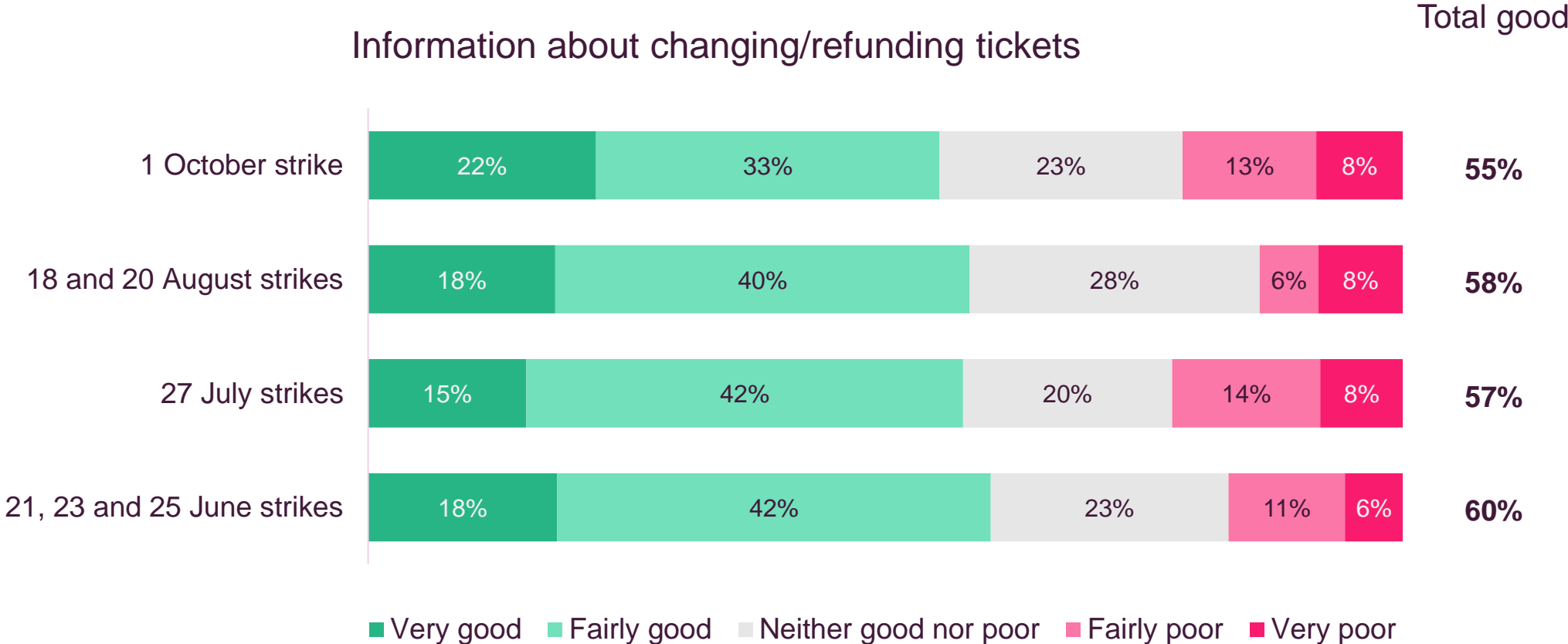
Information on which train services were running by strike dates



POST STRIKE INFORMATION RATINGS

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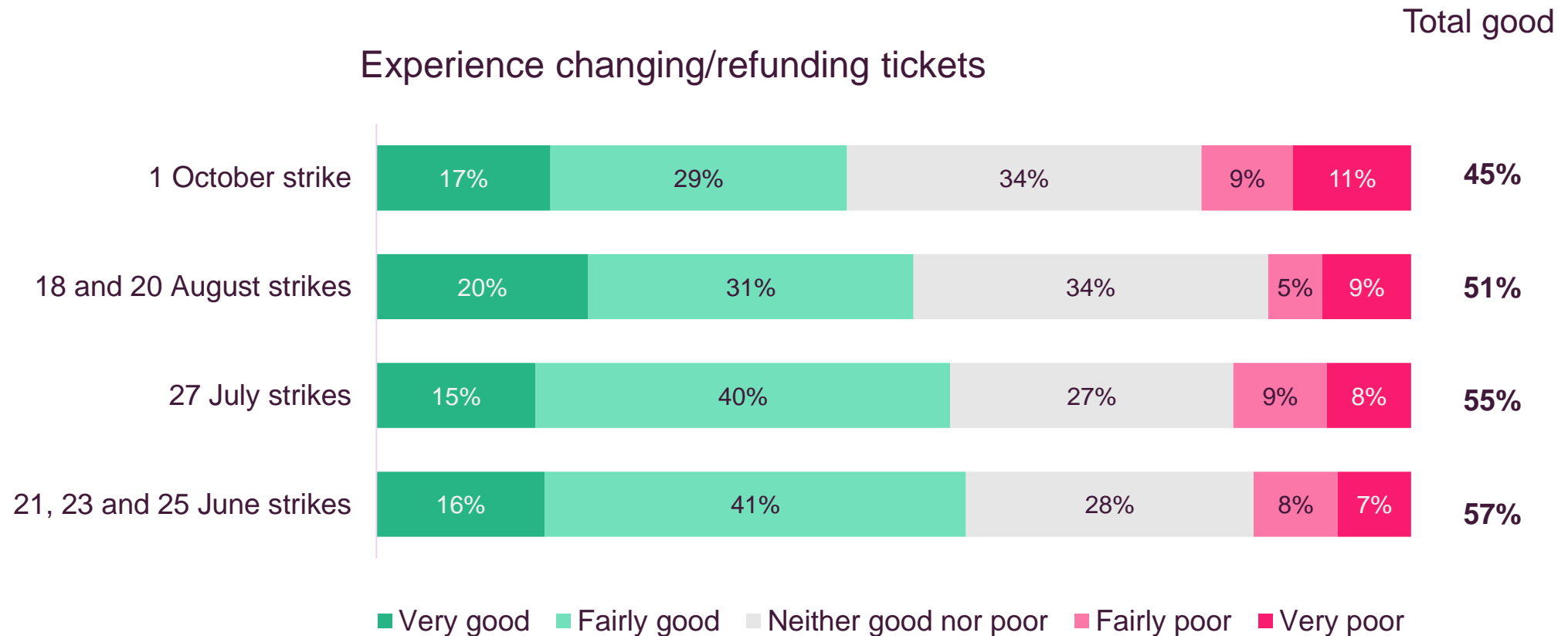
Information on changing tickets/obtaining refunds by strike dates



POST STRIKE INFORMATION RATINGS

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Experience changing/refunding tickets by strike dates



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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.

These questions are about the rail strike that happened over the weekend Saturday 1 October and its effect on some train services on Sunday 2 October.

Q1. Which of these apply regarding travelling by train on each of those days?

(please do not count journeys you might make on London Underground):

	A) You hadn't planned to use the train that day	B) You intended to use the train but didn't because of the strike disruption	C) You used the train that day
Saturday 1 October	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sunday 2 October	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ask Q2 and Q2a if 'intended to travel but didn't because of the strikes, or travelled on either day.

Q2. How do you rate the information available about the strikes in terms of:

- The **information** about which train services were running
- The **information** about arrangements to change your ticket or obtain a refund if you were no longer travelling by train due to the strike disruption
- Your **experience** of changing your ticket or obtaining a refund 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]

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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