

13 October
2022

8 October strike: passenger experience and information survey



Introduction

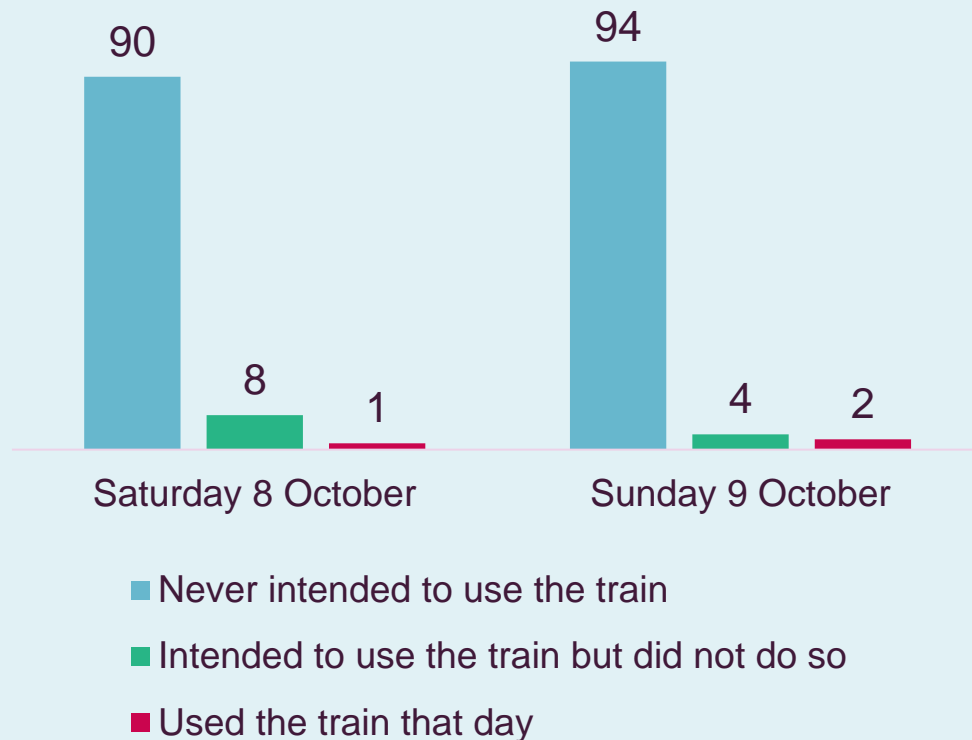


This report shows how those who travelled or were affected by the strike disruption on 8 October (and impact on services on 9 October) rated the information provided about services and tickets and refunds. We obtained responses from around 230 people (although some said don't know/not applicable).

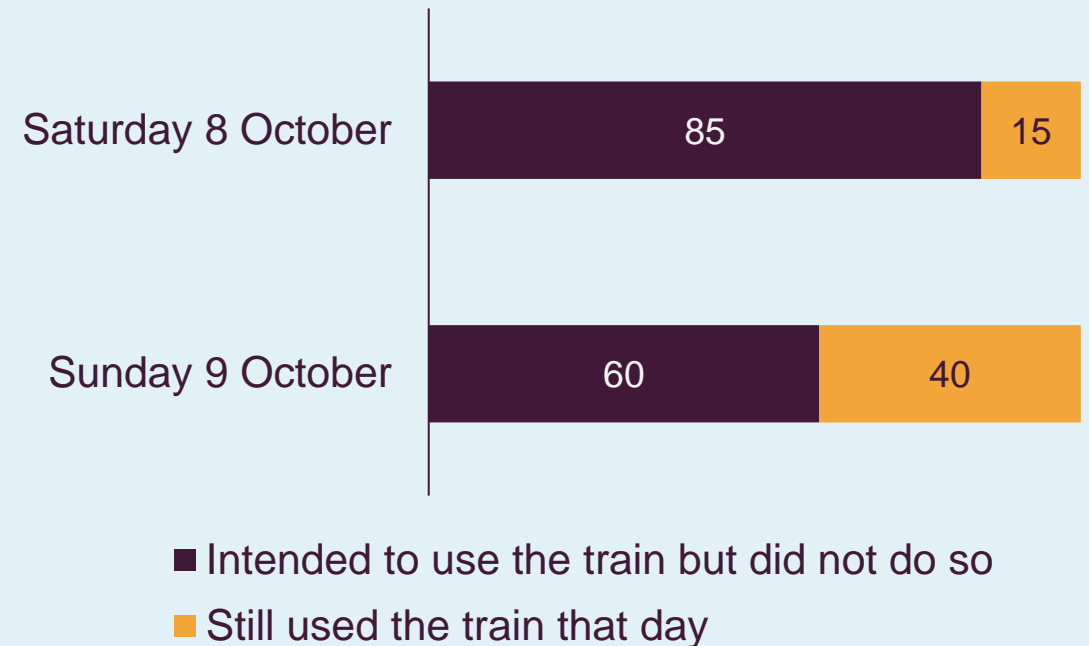
Transport Focus asked a representative sample of 2000 people from across Great Britain about their public transport use.

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 (%)

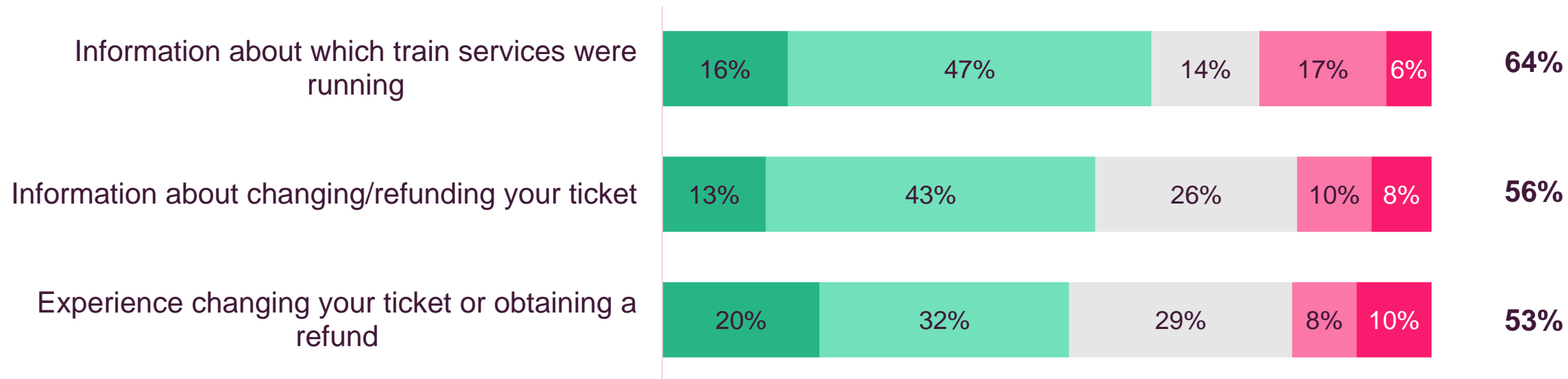


The decision among those who planned to travel each day (%)



Rating of information available about which train services were running and refunding/changing tickets (8 October strike)

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



8 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 = 220, 183, 140.

What they said about information available



Train strike information fairly clear on Trainline app.

Websites were crashing or information on them was not being updated in due time.

Information was available in advance and it allowed me ample time to organise a refund and alternative travel.

Information changed minute by minute. Was difficult to be certain train would run.



Had to look at several websites to find details of services cancelled.

I knew there was a strike so I didn't book a ticket. It was hard to find info about any trains that were running.

Easy to find information on the National Rail app.

Answered my queries on what I needed to do that Saturday, got all information online.

Information was relatively clear but there was a lot of information to take in and read through.

The generic information was ok but my app said something else and then the boards at the station weren't even turned on.

What they said about tickets and refunds



No clear information sent out to customers regarding options for them, no transparency by the train companies, trying to hold as much money as possible.

I found it easy to rearrange my ticket for another day.

Not had any problem getting refunds etc...

I have had trouble getting refunds for my train tickets and the waiting times are shocking.



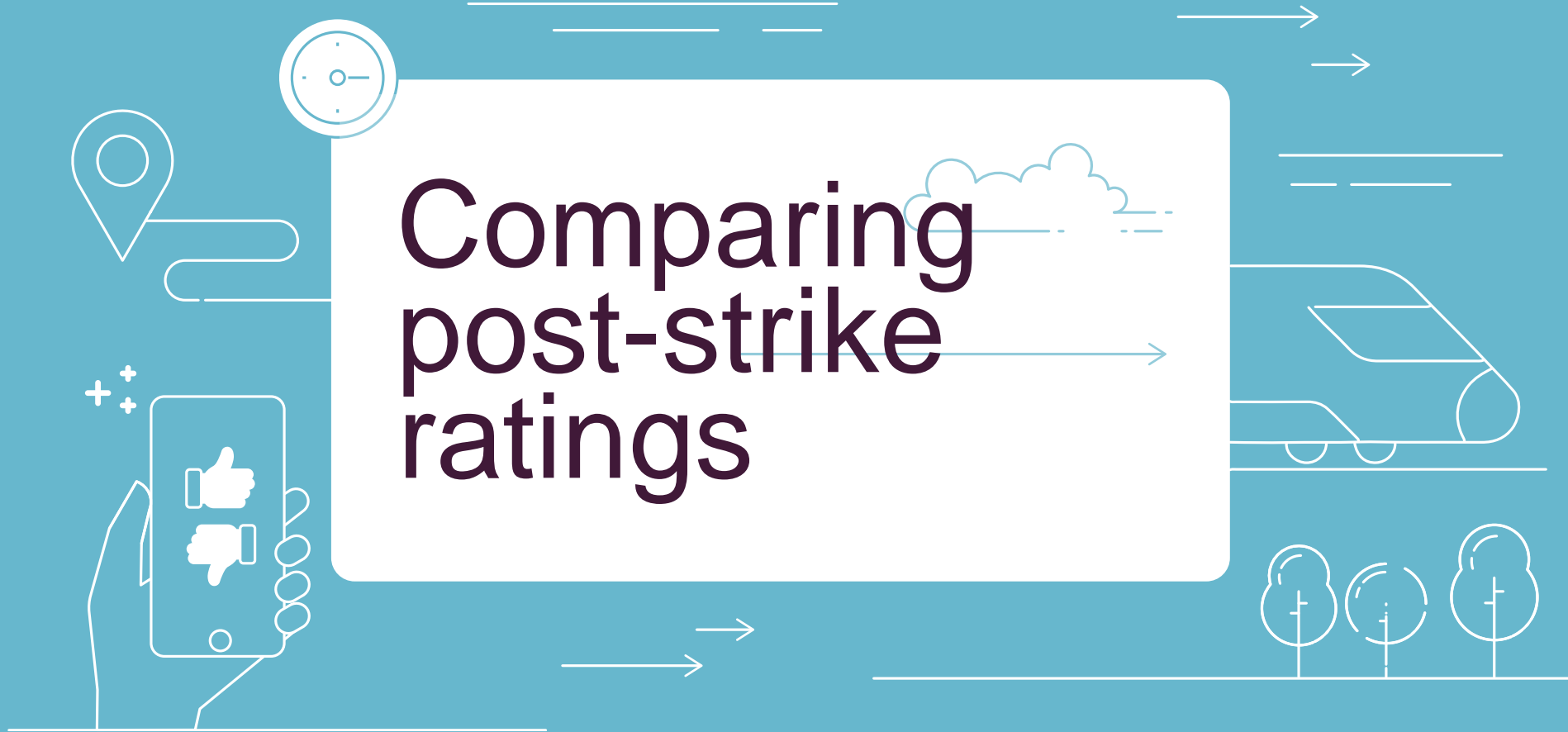
.... As this is a regular occurrence, being able to change/refund ticket has become a lot easier and more people are used to doing it.

I was unable to refund a ticket I purchased to get home on Saturday and had to buy a replacement ticket and have still not been issued a refund even though they cancelled my train.

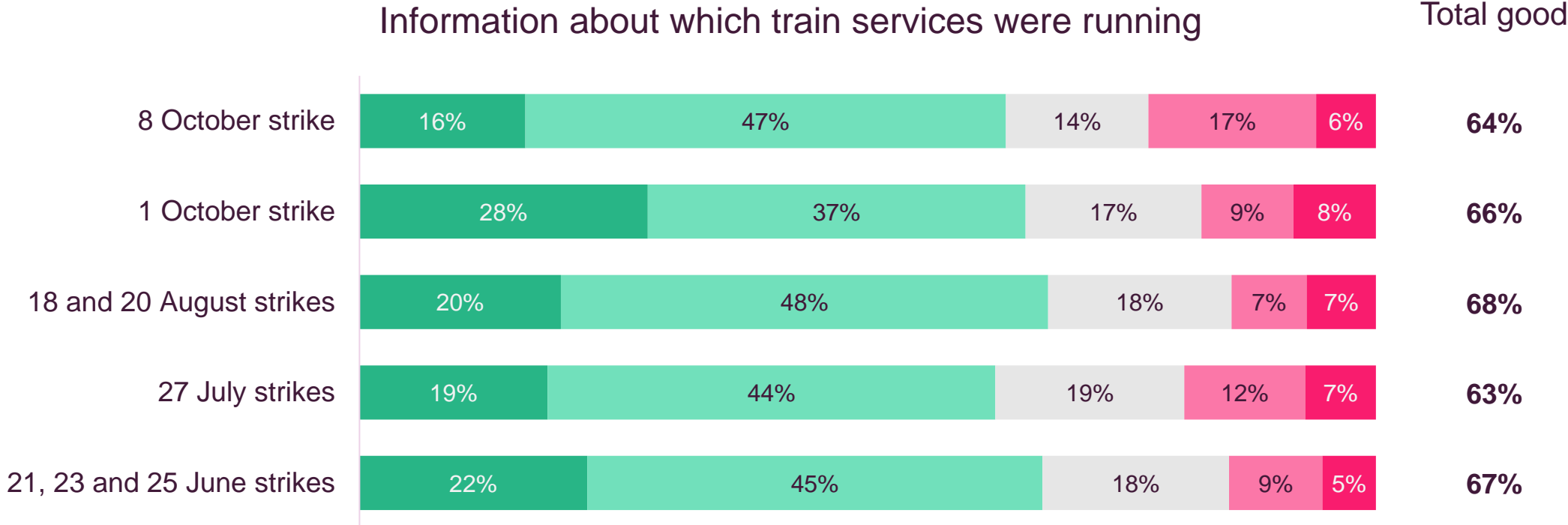
Really hard to get refund for the train ticket I booked that got cancelled.

Refund has already been paid.

Comparing post-strike ratings



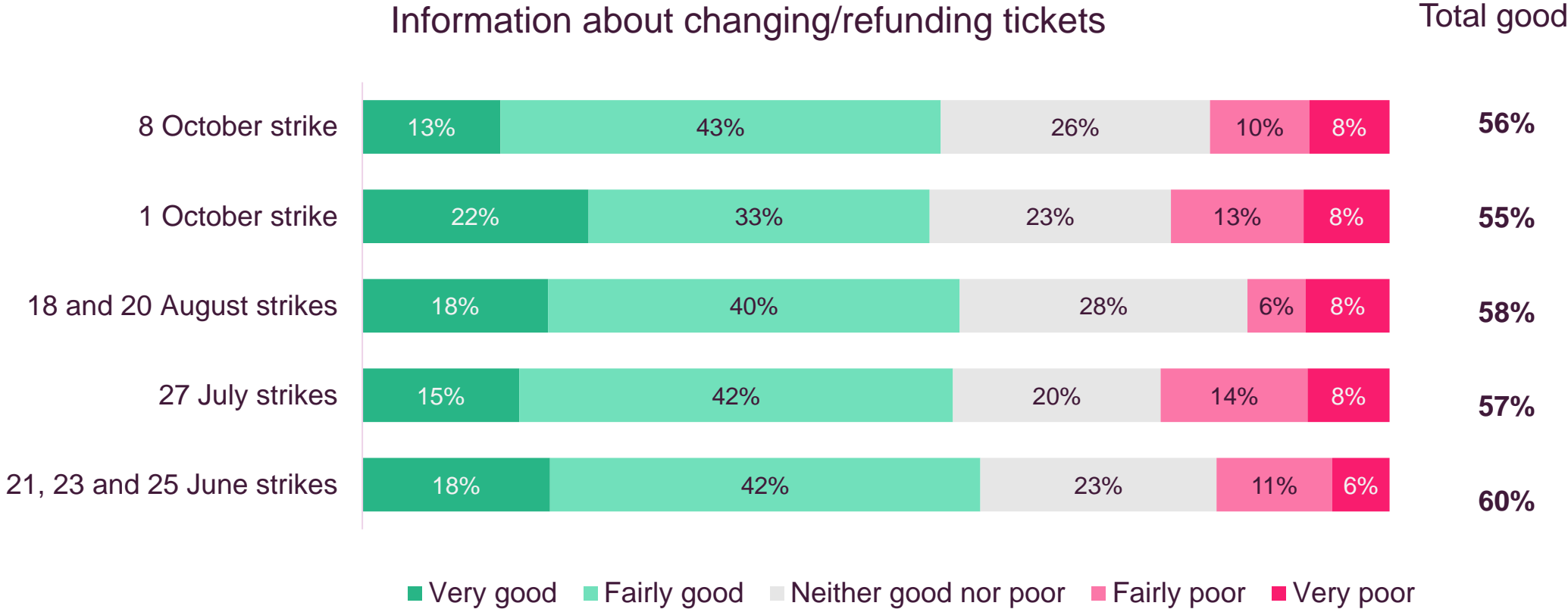
Information on which train services were running by strike dates



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

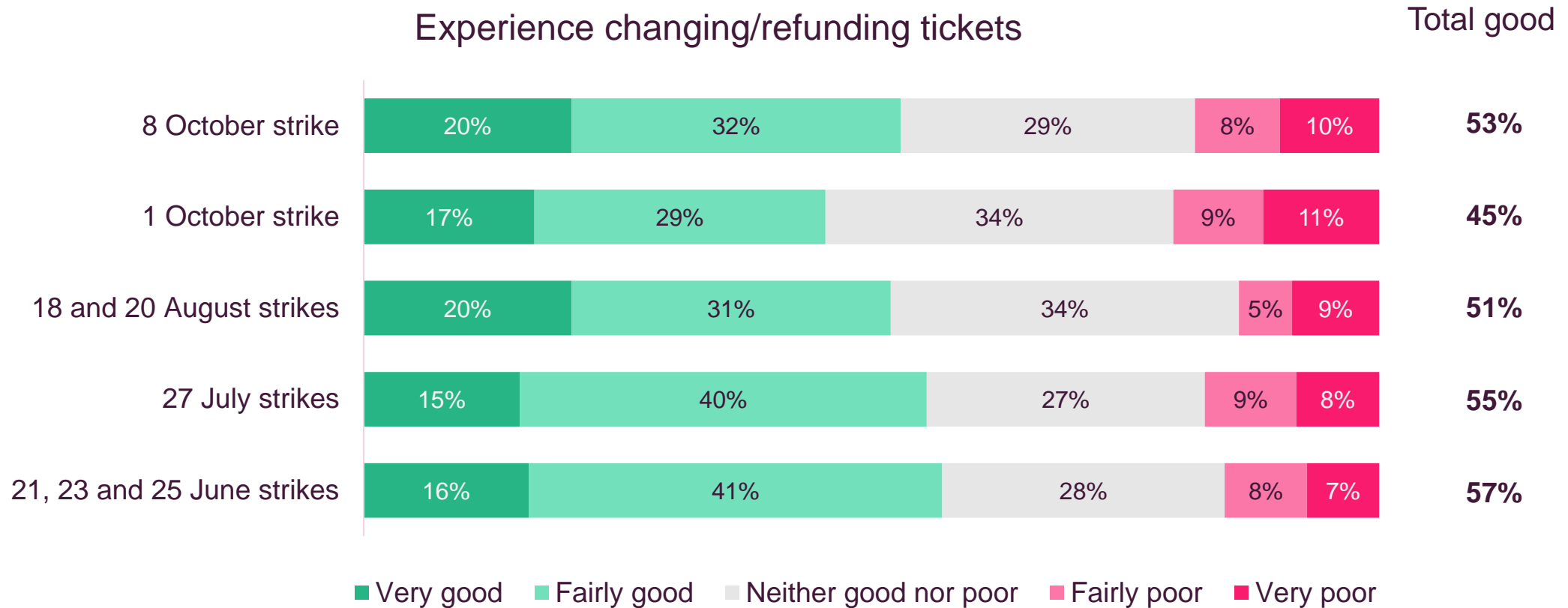
8 October rail strike: passenger experience and information survey. Asked of those whose travel went ahead as they had planned, intended but did not use the train as a result of the strike disruption. Excludes those who said: 'Don't know/Not applicable'. Base sizes from top to bottom = 220, 222, 323, 242, 401.

Information on changing tickets/obtaining refunds by strike dates



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Experience changing/refunding tickets by strike dates



8 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 = 140, 147, 201, 155, 280.

Methodology and question text

Transport Focus asked about the 8 October rail strike (and its impact on rail services on 9 October) on Yonder Consulting's omnibus (conducted 10-12 October). 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 8 October and its effect on some train services on Sunday 9 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 8 October	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sunday 9 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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