

4 November
2022

5-9 November rail strikes: 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.

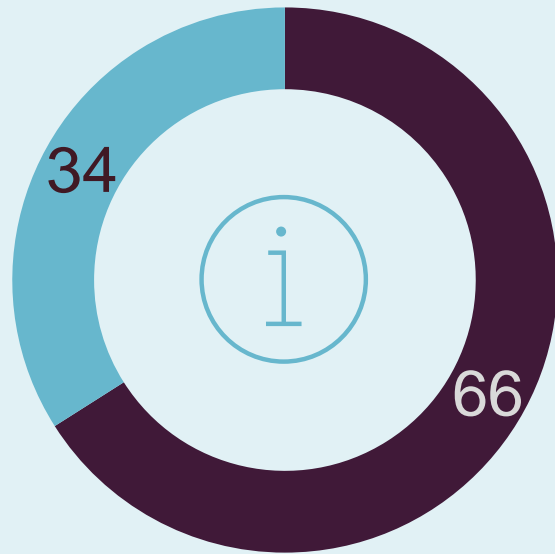
This report shows expected impact of the national strikes on Saturday 5 November, Monday 7 November and Wednesday 9 November and the potential knock-on disruption on Sunday 6 November, Tuesday 8 November, and Thursday 10 November 2022.

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 393 people who said they intend to travel, or now no longer intend to do so because of the strike disruption between 5 November and 10 November inclusive.

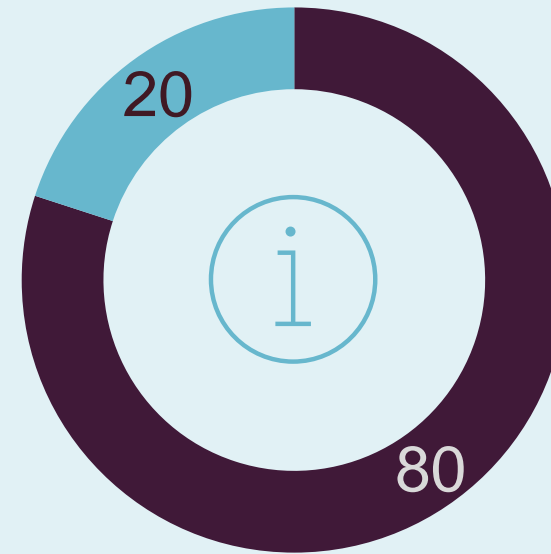
Eight in ten of those who had planned to travel on 5, 7 or 9 November are aware there are upcoming rail strikes

Awareness among the public as a whole



■ Yes ■ No

Awareness among those intending to travel on 5, 7 or 9 Nov

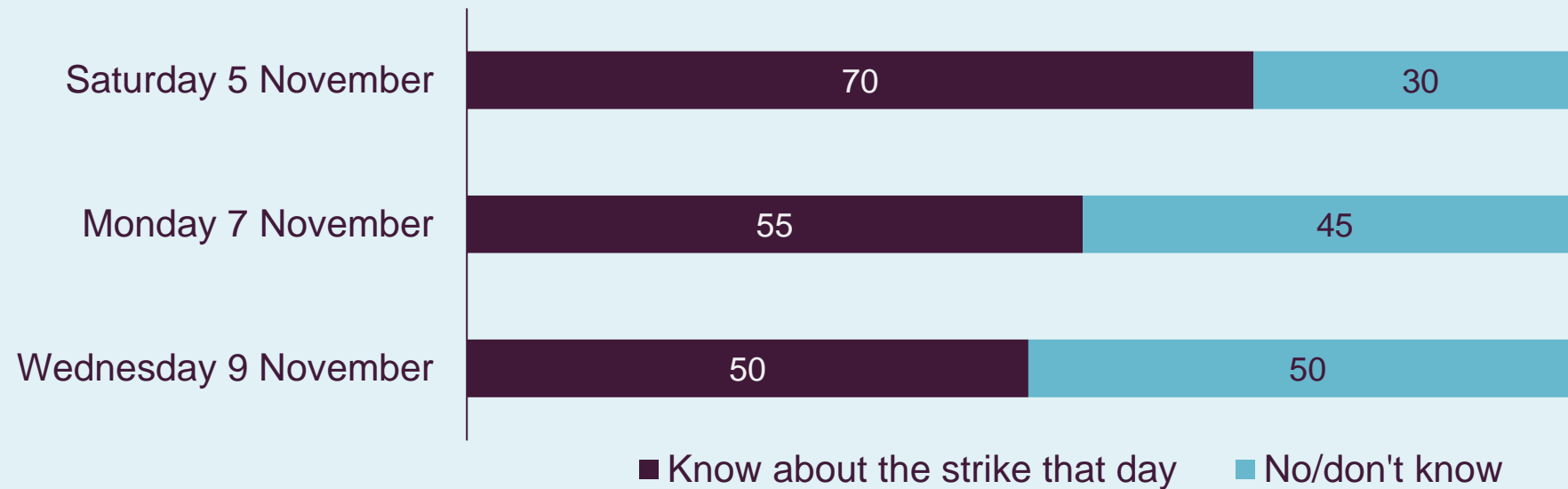


■ Yes ■ No

Awareness of strikes in the next two weeks (asked Mon 31 Oct / Tues 1 Nov)

Knowledge there is a strike on their intended day of travel is highest among those planning to travel on Saturday

Whether know about strike on each day among those planning to travel that day and aware of the strikes generally

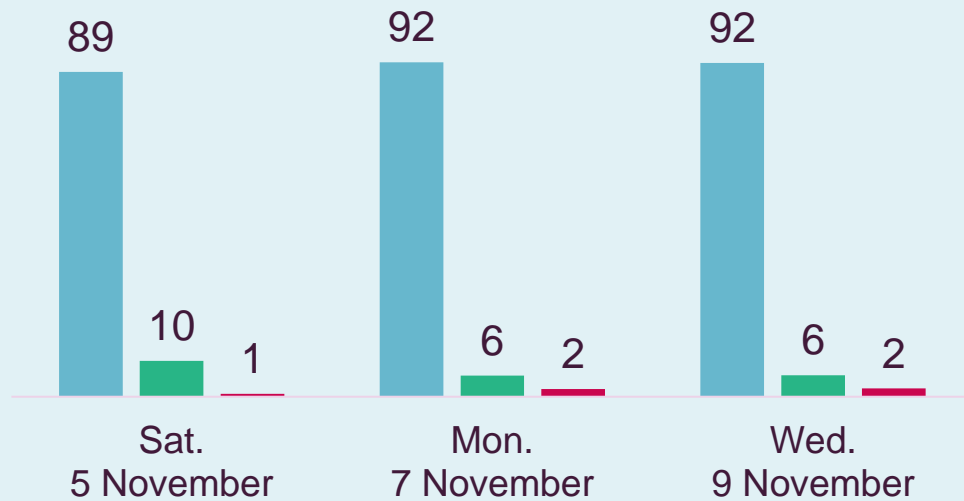


5-9 November rail strikes: pre-strike intentions and information survey. Base sizes top to bottom = 170, 118, 125

Question text: Asked if aware of strikes generally: Which of these days do you think strikes are happening [3 November through to 10 November].

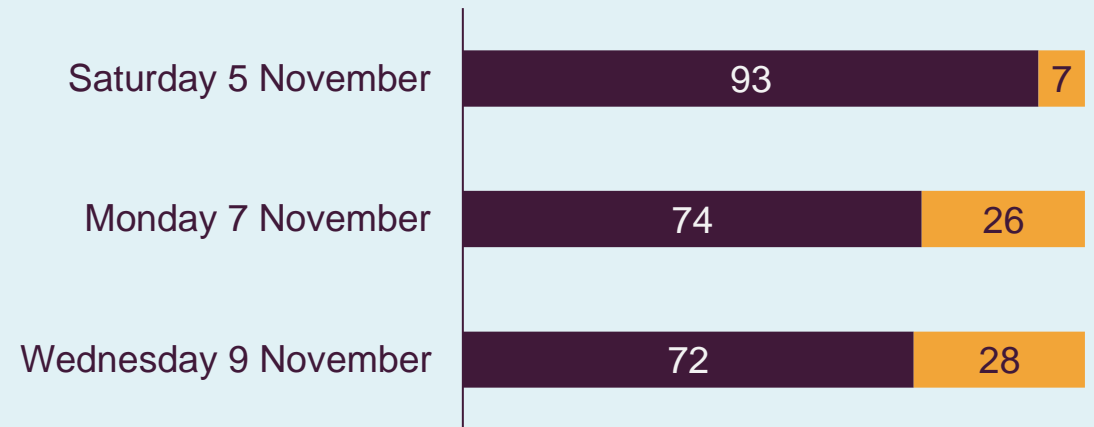
After being informed of the strike dates, the majority who planned to travel on strike days say they will no longer do so

Proportion of the public intending to use train (%)



- Never intended to use the train
- Intended to use the train but not doing so now
- Still planning to use the train

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

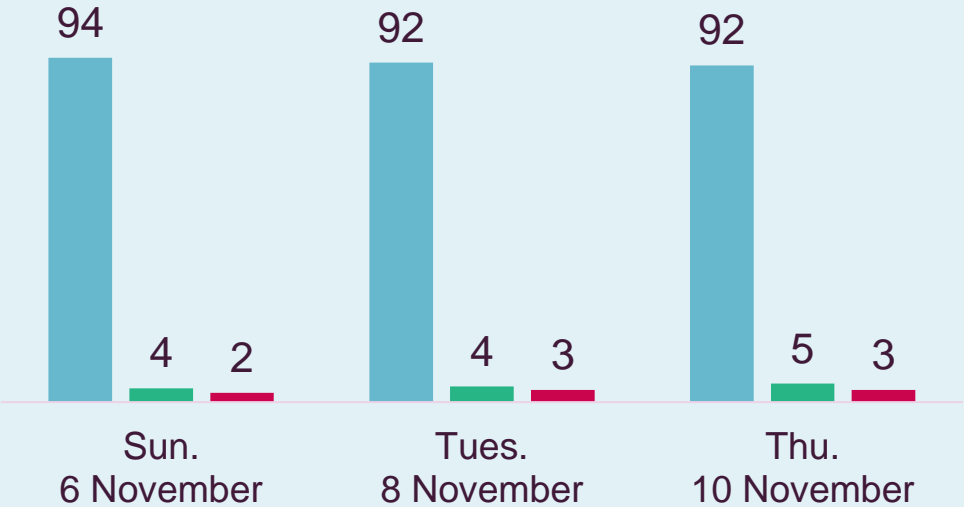


- Intended to use the train but not doing so now
- Still planning to use the train

5-9 November rail strikes: pre-strike intentions and information survey. Base size left chart = 2010, base size right chart: Saturday 5 November = 212; Monday 7 November = 158; Wednesday 9 November = 162.

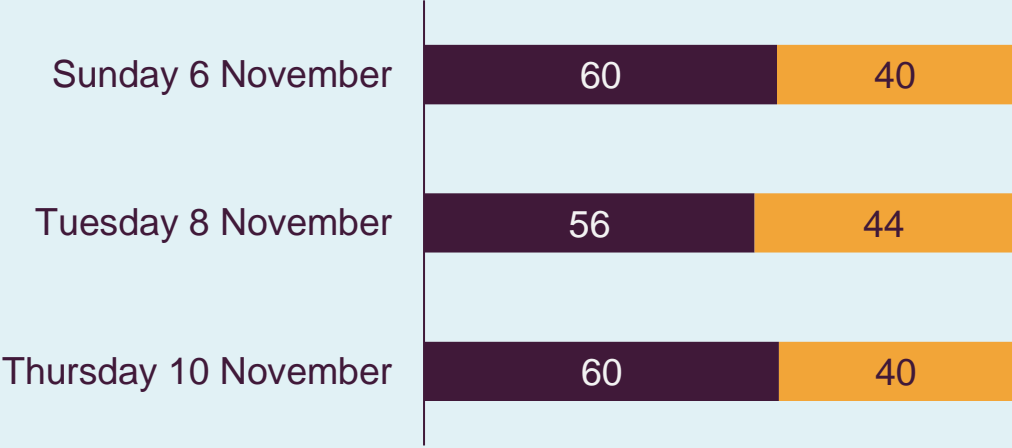
After being informed of possible disruption on the days following strikes, around three in five who planned to travel say they will no longer do so

Proportion of the public intending to use train (%)



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- Intended to use the train but not doing so now
- Still planning to use the train

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



- Intended to use the train but not doing so now
- Still planning to use the train

5-9 November rail strikes: pre-strike intentions and information survey. Base size left chart = 2010, base size right chart: Sunday 6 November = 128; Tuesday 8 November = 149; Thursday 10 November = 170.

What those who decided not to travel by train said



I will have to spend hours on various buses instead of simple train journeys.

I will arrange outings on days there is no strike.

Forcing me to have to use a personal vehicle to attend an event on saturday.

Have to rely on family members as no other public transport options available.

They will make me much less likely to travel by rail, unless I absolutely need to.



I'm due to attend a funeral on Thursday 10 November and the strike has taken away all our options of travel to the funeral.

Quite a lot. I travel by train 2-3 times a week to visit my girlfriend and place of study. So I have to plan more carefully or take another mode of transport.

My husband is disabled with no car so we depend on the trains for travel. Our next holiday as been cancelled as it collided with strike dates and the coach was no option.

What those who are still travelling said



I will still travel by train on Sunday 6th and hope my journey won't be affected.

I need to get earlier trains.

Have altered plans to visit friends on Monday.

It makes getting to work very difficult.

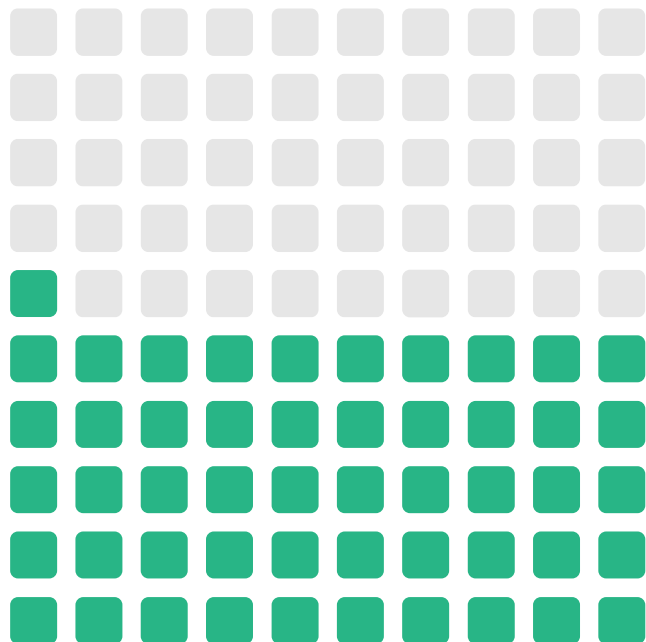
I hope they will not affect me as I am travelling in the evening.



I am supposed to take my daughter into London on Sunday 6th for her birthday. I am concerned about possible disruptions, but I had promised her this trip and cannot disappoint her.

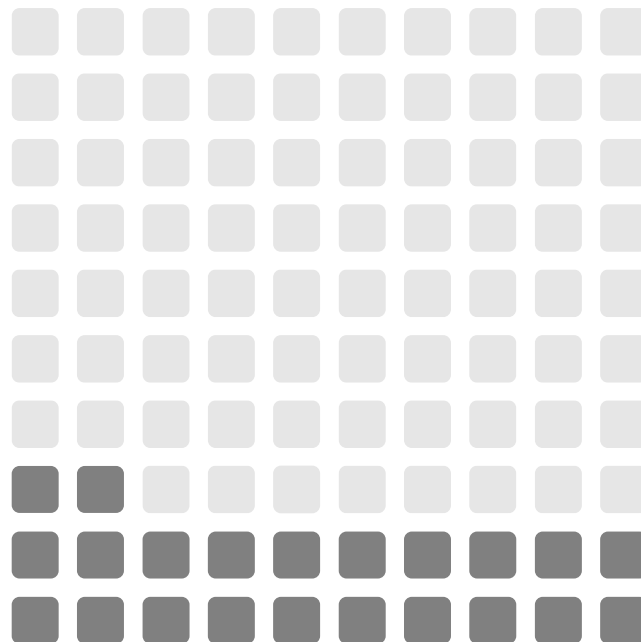
They disrupt my work day as I'll be spending hours commuting to and from work those days and I have to go in I have no other option.

Half rated information on which trains will and will not be running between 5-10 November as good



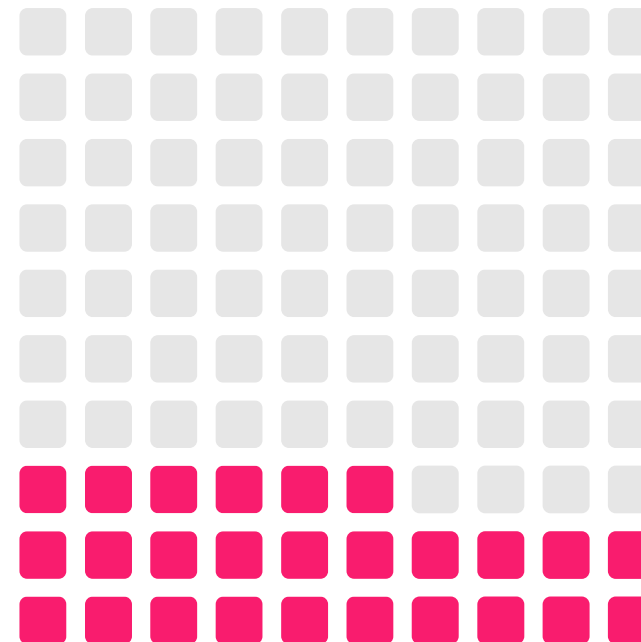
51%

Fairly good or very good



22%

Neither good nor poor



26%

Fairly poor or very poor

PRE-STRIKE INFORMATION RATINGS

5-9 November rail strikes: pre-strike intentions and information survey: 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 = 273

What was said about information on which services were running



Strike related information is available on websites easily.

I am unsure whether the strikes means all trains are cancelled, or just some are.

Even my local station doesn't know if the trains will be running!

Information on what trains are running is available in advance.



Mixed messages about when trains are running - it is confusing.

The information is not clearly conveyed and you often find conflicting information regarding which trains are running or not. The information is also changed at very short notice.

Because there is some information available but it could be more readily available.

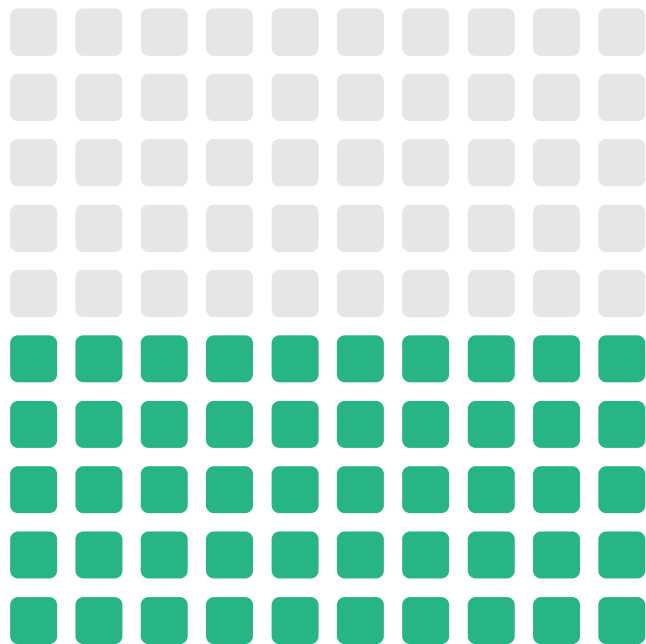
Comparing ratings for 'information on which train services were running' by strike dates



PRE-STRIKE INFORMATION RATINGS

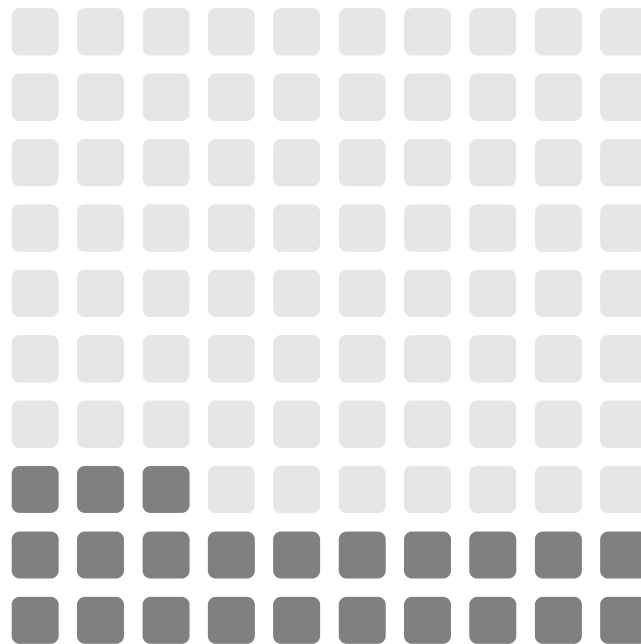
5-9 November rail strikes: pre-strike intentions and information survey: passenger experience and information survey. Asked of those who intend or intended to travel on strike but then did not because of the strike affected days and aware of the strikes. Excludes those who said: 'Don't know/Did not look for information'. Base sizes from top to bottom = 273, 134, 160, 204, 141, 242.

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



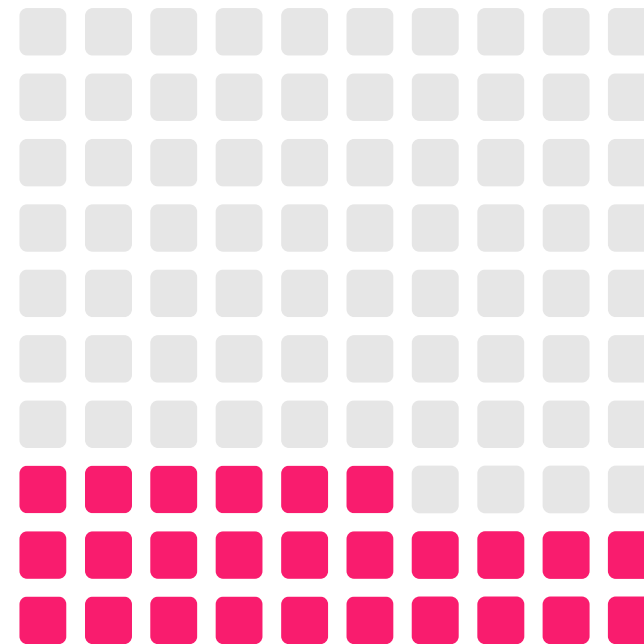
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PRE-STRIKE INFORMATION RATINGS

5-9 November rail strikes: pre-strike intentions and information survey: 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 = 223

What was said about information on ticket exchanges/refunds



Information is generally well advertised beforehand but information regarding refunds are harder to come by.

For frequent commuters the information provided is abundant. For people seeking a refund the information is there but not always very clear, dependent as it is on ticket types.

You have to search hard to find the information on how to change your rail tickets.

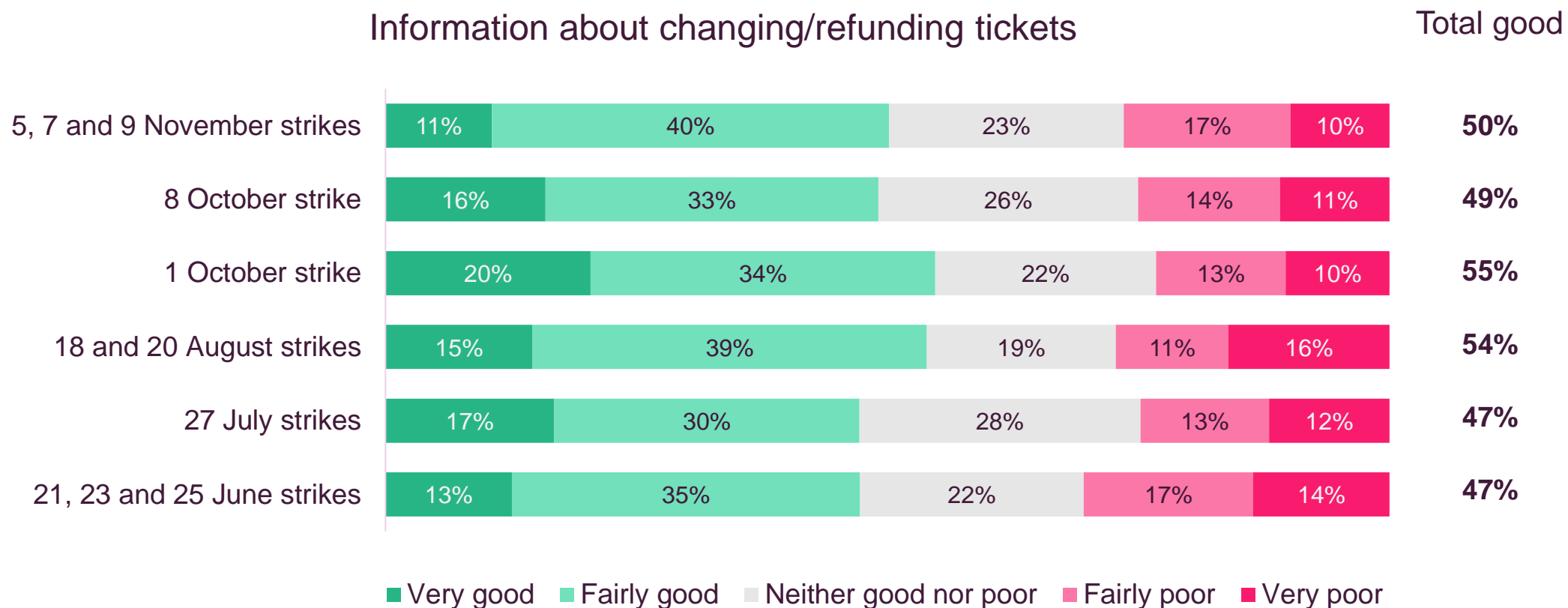


Getting a refund can be quite a challenging process if you've booked advance tickets. But the information is good.

Information can be confusing between different sources but I find the refund or delay ticket refund quite easy with certain operators.

Everything has been manual, there have been no automatic refunds - very frustrating.

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



PRE-STRIKE INFORMATION RATINGS

5-9 November rail strikes: pre-strike intentions and information survey: 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 = 223, 119, 136, 177, 125, 190

Methodology and question text

Transport Focus asked about the 5-9 November rail strikes on a Yonder Consulting omnibus (conducted 31 October and 1 November). The omnibus is weighted to be nationally representative of the population of Great Britain. The questions asked are shown below.

Statement: Rail strikes are planned in November.

Q1a. Are you aware of rail strikes taking place in the next two weeks? Answer options: Yes; No.

Ask Q1b if aware - Q1a) = yes. Which of these days do you think strikes are happening. Asked with these texts: Thursday 3 November; Friday 4 November; Saturday 5 November; Sunday 6 November; Monday 7 November; Tuesday 8 November; Wednesday 9 November; and Thursday 10 November. Answer options: Yes; No; Don't know/not sure.

Statement: Strikes are planned on Saturday 5 November, Monday 7 November, and Wednesday 9 November, and there could be disruption to services on the following days Sunday 6 November, Tuesday 8 November and Thursday 10 November.

Q2. As far as travelling by train between Saturday 5 November and Thursday 10 November, please tell us which applies for each day of the potential strike disruption (please do not count journeys you might make on London Underground).

Asked with these texts: Saturday 5 November (first strike day); Sunday 6 November (when services may be reduced); Monday 7 November (second strike day); Tuesday 8 November (when services may be reduced); Wednesday 9 November (third strike day); and Thursday 10 November (when services may be reduced). Answer options Had no plans to travel by train that day; Intended to travel by train that day but won't be doing so now; Still planning to travel by train that day.

Ask Q3 and Q3a if aware of strikes [Q1a = Yes AND going to be impacted on any day (Q2a = B OR C; Q2b = B OR C etc)

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.

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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