

9 December
2022

13-17 December 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.

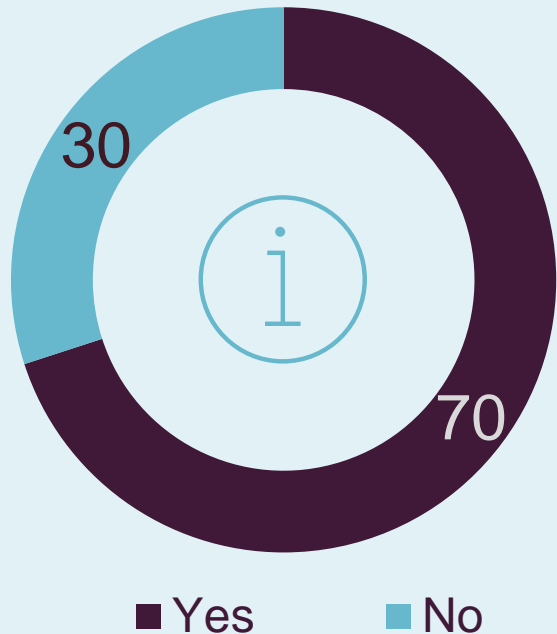
This report shows expected impact of the national strikes on Tuesday 13 December, Wednesday 14 December, Friday 16 December and Saturday 17 December and the potential knock-on disruption on Thursday 15 December and Sunday 18 December 2022.

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.

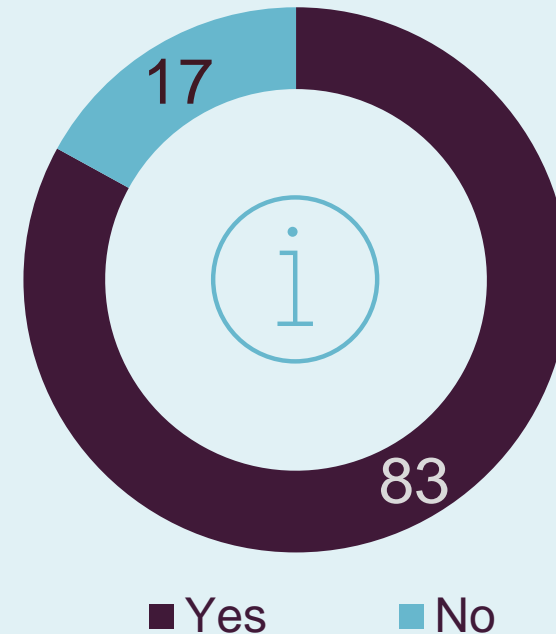
Overall, we obtained responses from 309 people who said they intend to travel, or now no longer intend to do so because of the strike disruption between 13 and 18 December inclusive.

Strike days: eight in ten who had planned to travel on 13, 14, 16 or 17 December are aware of the strikes

Awareness among the public as a whole of strikes on 13, 14, 16, and 17 December



Awareness among those intending to travel on 13, 14, 16 or 17 December

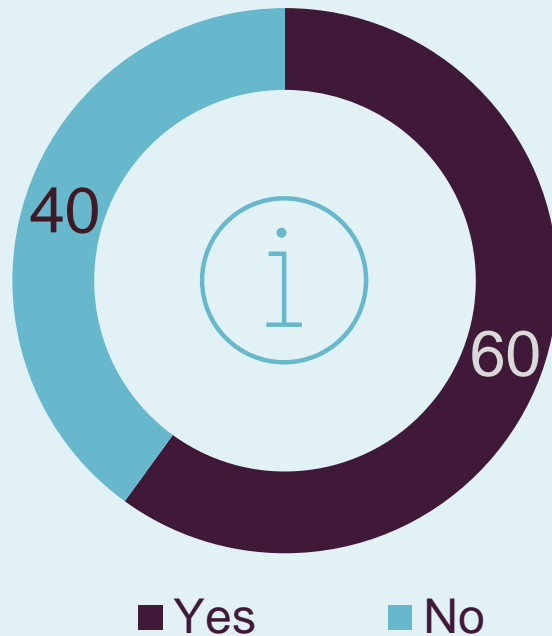


Asked Mon 5 and Tue 6 December

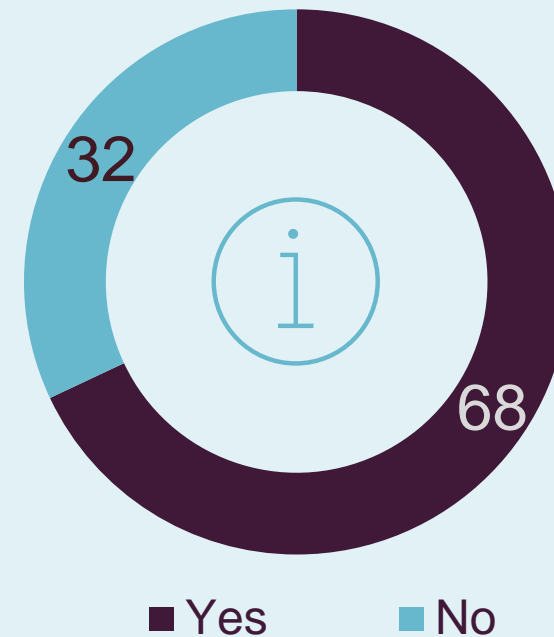
13-17 December rail strikes: pre-strike intentions and information survey. Base sizes of charts: left 2005; right 326.

Days after the strikes: two thirds who had planned to travel on 15 or 18 December are aware of the strikes

Awareness of potential disruption on 15 and 18 December among the public as a whole



Awareness of potential disruption among those intending to travel on 15 or 18 December

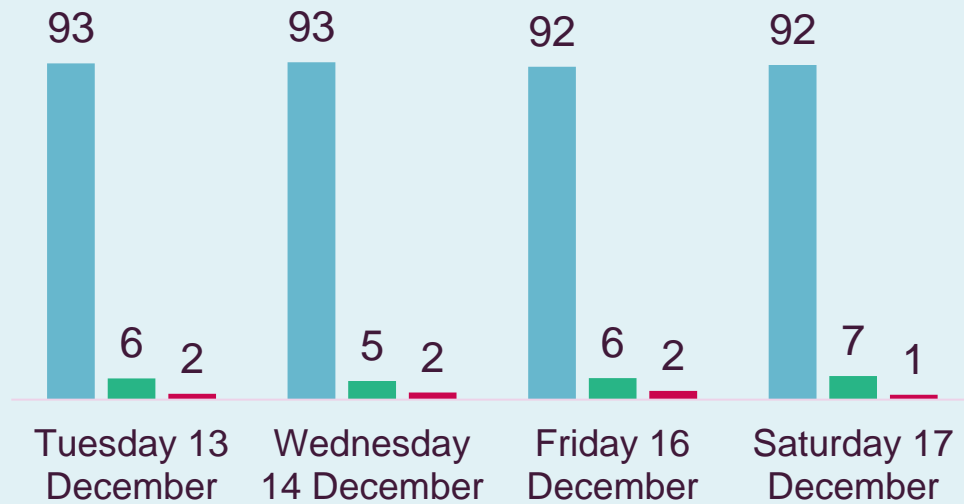


Asked Mon 5 and Tue 6 December

13-17 December rail strikes: pre-strike intentions and information survey. Base sizes of charts: left 2005; right 212.

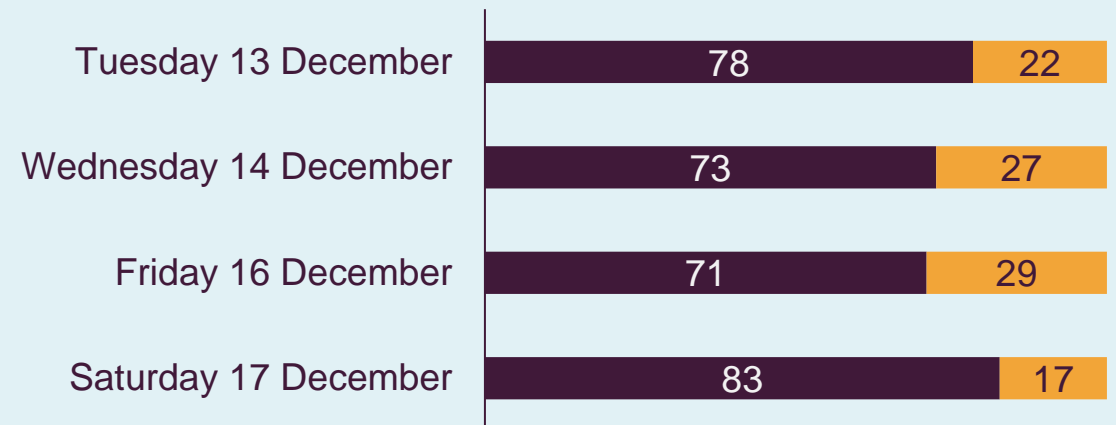
The majority who planned to travel on strike days say they will no longer do so*

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

Current intention among those who planned to travel each day (%)



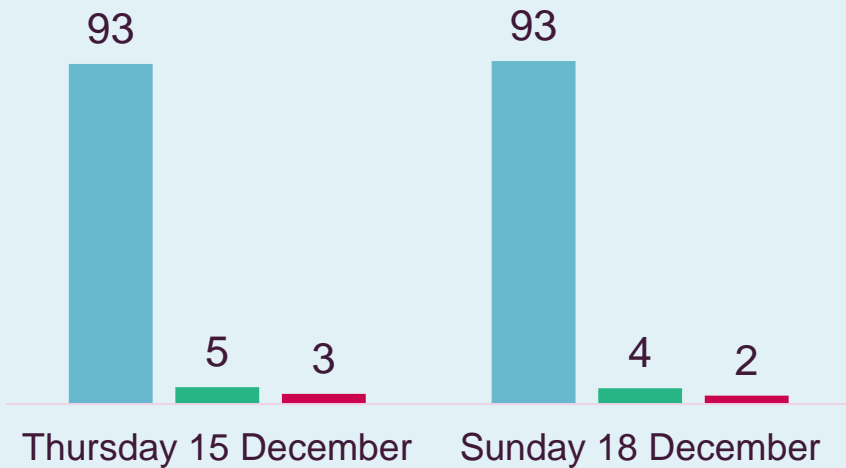
- Intended to use the train but not doing so now
- Still planning to use the train

*answered after the dates of strikes were announced

13-17 December rail strikes: pre-strike intentions and information survey. Base size left chart = 2005, base size right chart: Tuesday 13 December = 159; Wednesday 14 December = 146; Friday 15 December = 168; and Saturday 16 December = 162.

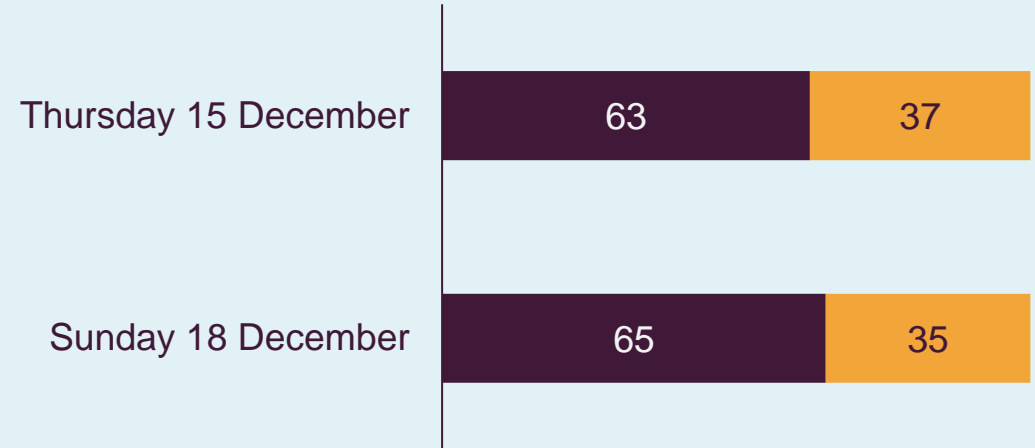
Just under two thirds of those who planned to travel on 15 or 18 December say they will no longer do so*

Proportion of the public intending to use train (%)



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Current intention among those who planned to travel each day (%)



- Intended to use the train but not doing so now
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*answered after the dates of strikes were announced

13-17 December rail strikes: pre-strike intentions and information survey. Base size left chart = 2010, base size right chart: Thursday 15 December = 153; Sunday 18 December = 139.

What those who decided not to travel by train said



Stops me going to hospital appointment on one day and my weekly visit to elderly uncle on another.

I will be unable to leave the house as only transport in my area is rail.

I was planning to go to my work Christmas party, and consequently to get the train home afterwards so that I could drink alcohol. Now I will likely have to drive and therefore will be unable to drink.



Will now have to drive from London to Yorkshire and back again as accommodation already booked

I might not be able to get my Christmas shopping finished.

I was supposed to be visiting a friend in London who is having a tough time at the moment. The strikes mean that I shall not now be able to do so.

We were going to a neighbouring town for my wife's birthday with friends but we have now cancelled.

What those who are still travelling said



I think they might affect me a little on Friday but it should be ok. At most I reckon the trains will be delayed.

Had to change dates of travel which then affected other plans and family plans.

It will have significant effect and disrupt my commuting journey going into work on Tuesday and Thursday.

Because of the strikes I am now traveling on a different day to avoid them.



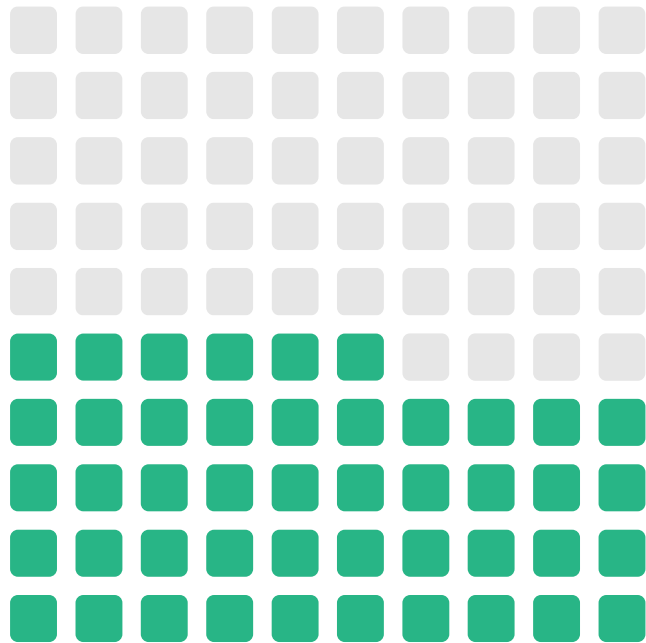
I might have to change my travel days for travelling home for Christmas to a day earlier than I intended.

Will have to commute home a week earlier than expected.

I might be stranded in Edinburgh.

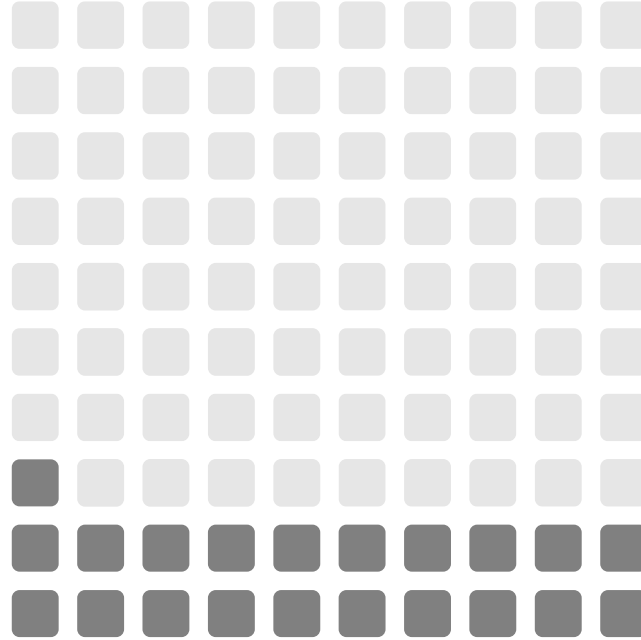
Planned to go visit friends and family and had booked down to see my football team away but with train strikes it will make it a lot harder to travel at peak times.

Just under half rated the information on which trains will and will not be running as good and a third as poor



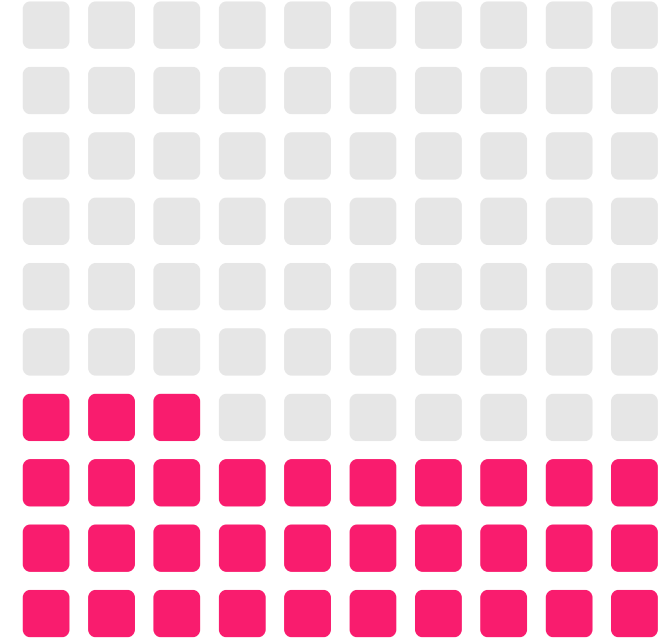
46%

Fairly good or very good



21%

Neither good nor poor



33%

Fairly poor or very poor

Asked of those aware of the strikes and who intended, or still intend to travel on affected days (either on strike days or days following when services may be impacted). Base size = 289. Results exclude those who said: 'Don't know/Did not look for information'.

13-17 December rail strikes: pre-strike intentions and information survey.

What was said about information on which services were running



I know about the strikes, but wouldn't know where to look for the information on which services are and are not running, and I don't trust its reliability as what I have seen is vague and non-committal.

I think that they are clear about the new timetables and information, but often this comes at quite short notice.

It is not clear until too late which services may be running on strike days making it impossible to travel and make important journeys.

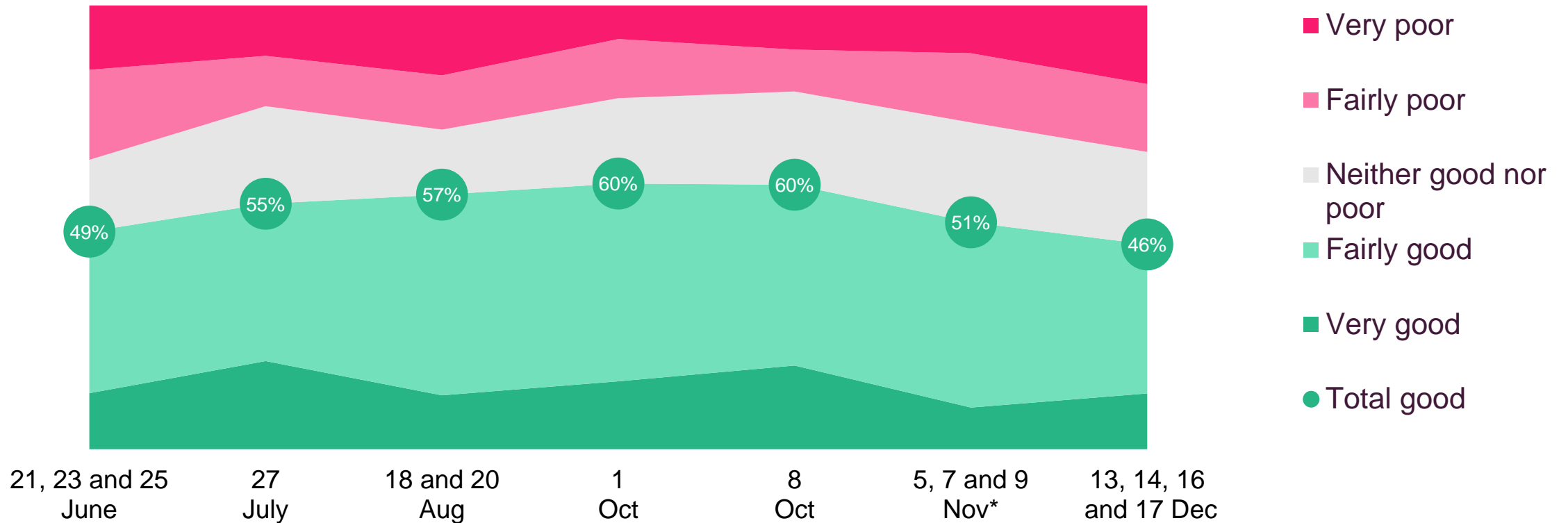


Which days the strikes are happening and which services are affected has been clearly reported by pretty much all the national news stations which was how I became aware of them and the information is also clearly available on all train web services.

Though the rail strikes are persistent they have been kind enough to inform the public about it beforehand and are always there to refund. So no hassle there.

The communications from train companies are highly variable and poor.

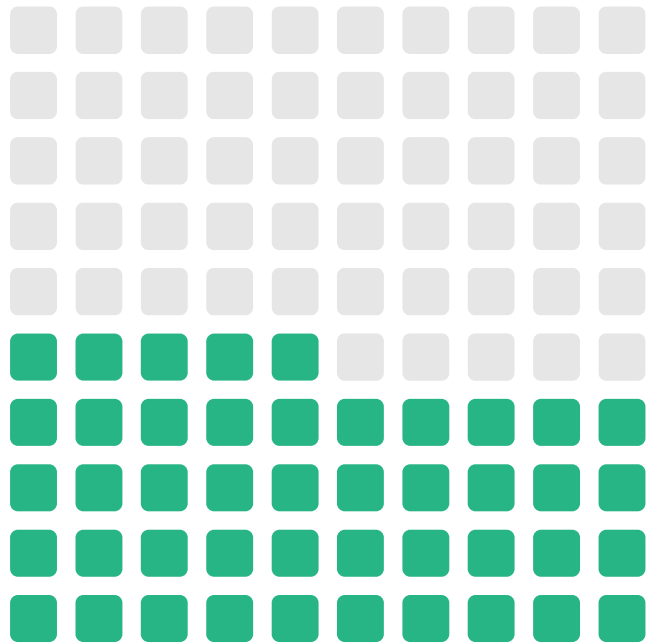
Ratings on information available on 'which train services were running' before all strikes



* Nov strike dates were cancelled after our survey

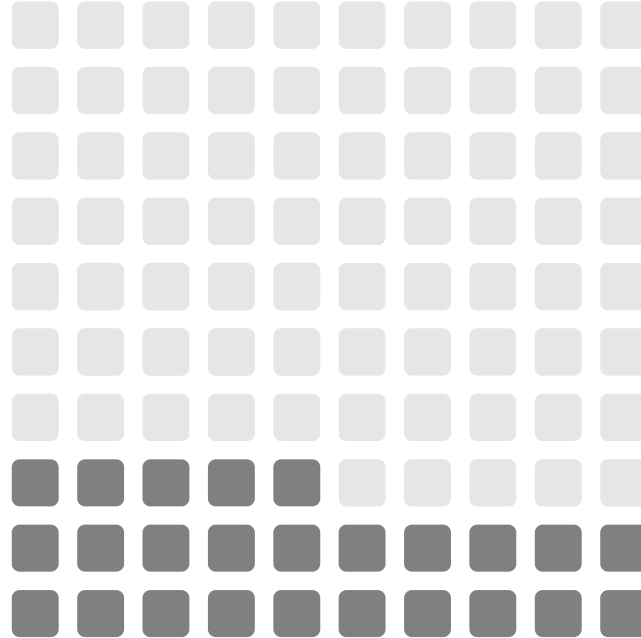
13-17 December rail strikes: pre-strike intentions and information survey: passenger experience and information survey. Asked of those who intend or intended to travel on strike but then did not because of the strike affected days and aware of the strikes. Excludes those who said: 'Don't know/Did not look for information'. Base sizes from left to right = 273, 134, 160, 204, 141, 242, 289.

Less than half rated information on changing tickets and refunds as good



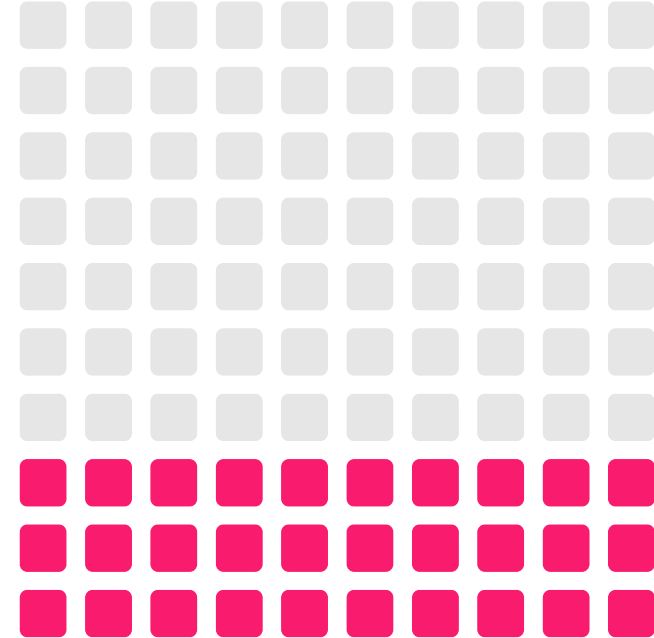
45%

Fairly good or very good



25%

Neither good nor poor



30%

Fairly poor or very poor

Asked of those aware of the strikes and who intended, or still intend to travel on affected days (either on strike days or days following when services may be impacted). Base size = 289. Results exclude those who said: 'Don't know/Did not look for information'.

13-17 December rail strikes: pre-strike intentions and information survey.

What was said about information on ticket exchanges/refunds



I requested refund but due to the uncertainty of the specific line being cancelled I cannot claim refund as of yet.

There is still uncertainty about if the strikes will definitely happen and I found it very hard to figure out what I was supposed to do. I ended up being forced to cancel one ticket and waste money paying a second one that was more expensive.



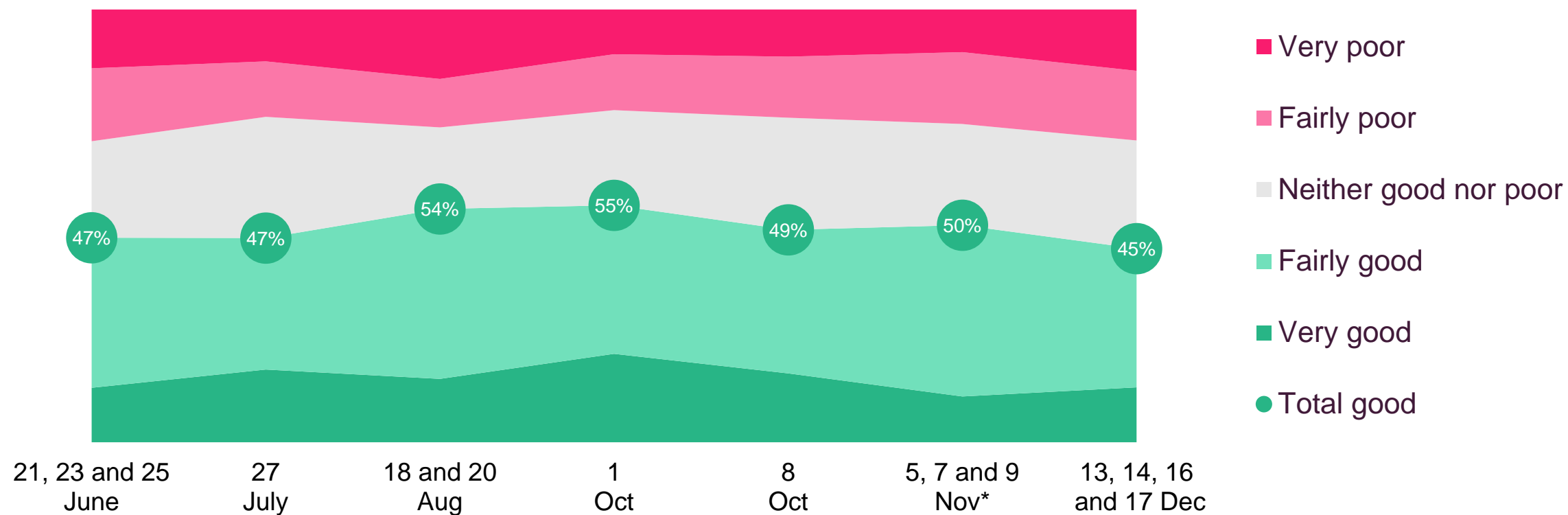
Train company website gives clear info about refunds or vouchers.

Was clear when the strike days were and what I needed to do on getting money back because I can't now travel.

I think in general getting a refund for travel is made very difficult. There are so many different options for rail tickets I've purchased the wrong one on many occasions.

.... the process of refunding train tickets and changing times is very good and I have no difficulties with this or complaints.

Ratings on information available on 'changing tickets/obtaining refunds' before each strike



* Nov strike dates were cancelled after our survey.

13-17 December 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 left to right = 223, 119, 136, 177, 125, 190, 252.

Methodology and question text

Transport Focus asked about the 13-17 December rail strikes on a Yonder Consulting omnibus (conducted 5-7 December). 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 for Tuesday 13 December, Wednesday 14 December, Friday 16 December and Saturday 17 December. Rail services are also likely to be significantly impacted as a result on Thursday 15 December and may be reduced on Sunday 18 December.

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

- i) On 13, 14, 16 and 17 December (the days of the strike)
- ii) The potential for disruption on the 15 and 18 December (the days following strikes when services may be impacted):

Answer options: A:Yes; B:No.

Q2) As far as travelling by train between Tuesday 13 December and Sunday 18 December which of these applies for each day of potential strike disruption? *(please do not count journeys you might make on London Underground)*

- i) Tuesday 13 December (a strike day); ii) Wednesday 14 December (a strike day); iii) Thursday 15 December (the following day when services may be reduced); iv) Friday 16 December (a strike day); v) Saturday 17 December (a strike day); and vi) Sunday 18 December (the following day when services may be reduced). Answer options: 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.

Ask Q3 and Q3a if aware of strikes [Q1i or ii = Yes AND going to be impacted on any day (i.e. any Q2 option = B OR C)]

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]

Ask Q4 if going to be impacted on any day (i.e. any Q2 option = B OR C)

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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