

20 December
2022

**24-27 December and
3-7 January 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.

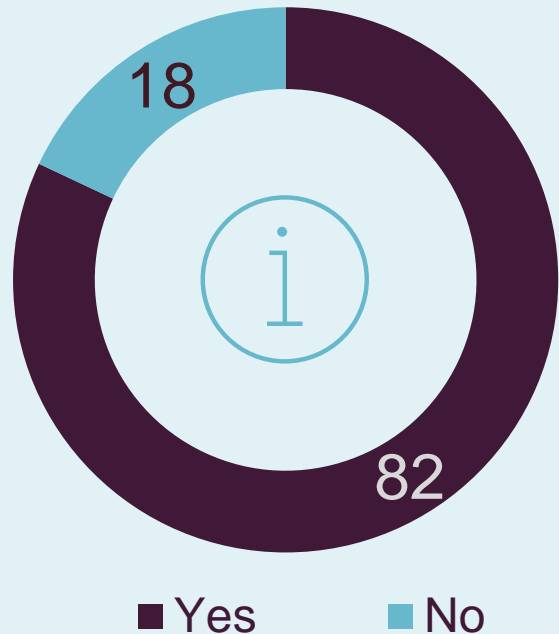
Over the weekend of 16-18 December we also asked about the impact of the rail strikes between 24-27 December and between 3-7 January. Rail strikes are due to take place from 6pm Saturday 24 December to 6am Tuesday 27 December and on Tuesday 3, Wednesday 4, Friday 6 and Saturday 7 January.

This report 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.

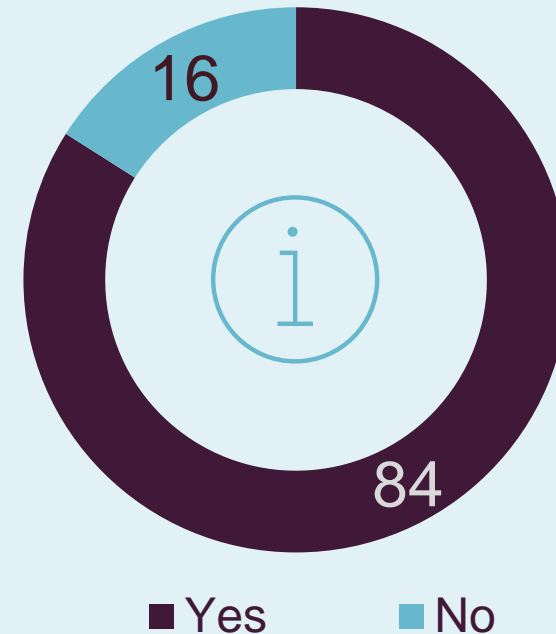
Overall, we obtained responses from 417 people who said they intend to travel, or now no longer intend to do so because of the strike disruption between 24 and 27 December or between 3 - 8 January.

24-27 December strikes: four in five of the public are aware of the strikes, similar among those who intended to use trains

Awareness among the public as a whole of strikes on 24-27 December

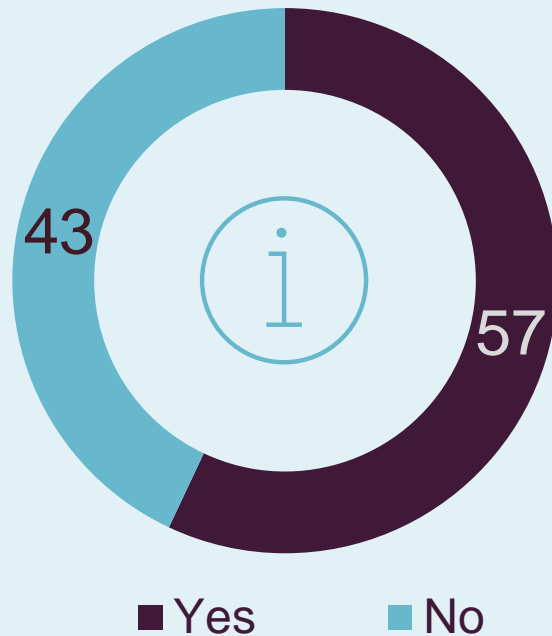


Awareness among those who intended to travel between 24-27 December

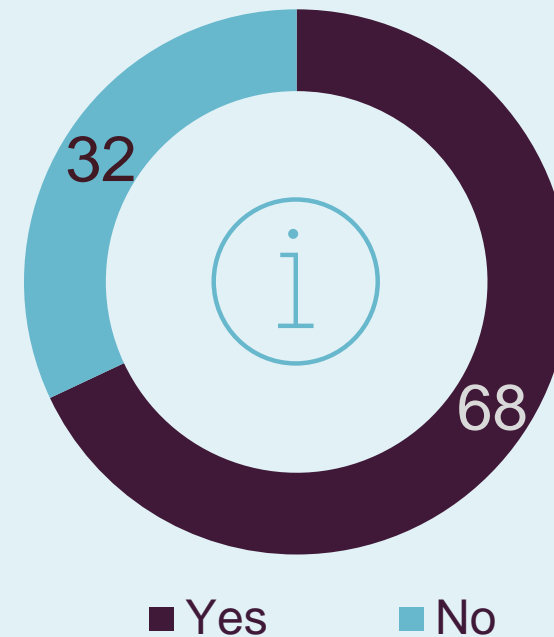


3, 4, 6 and 7 January: just over half of the public are aware of these strikes, rising to two thirds among those who intended to use trains

Awareness among the public as a whole of strikes on 3, 4, 6 and 7 January

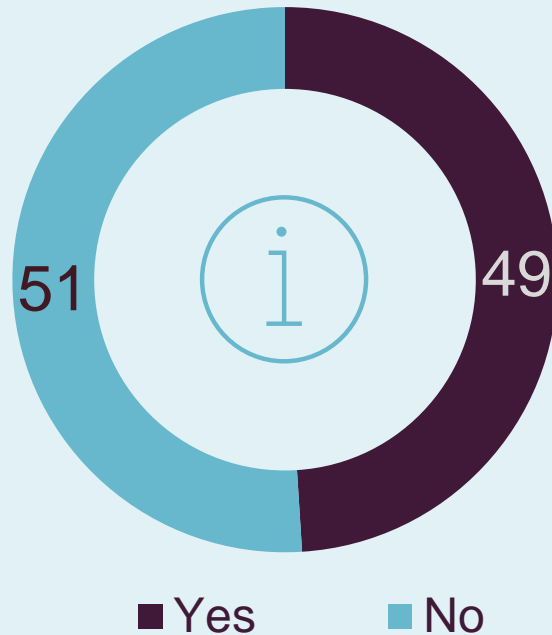


Awareness among those who intended to travel on 3, 4, 6 or 7 January

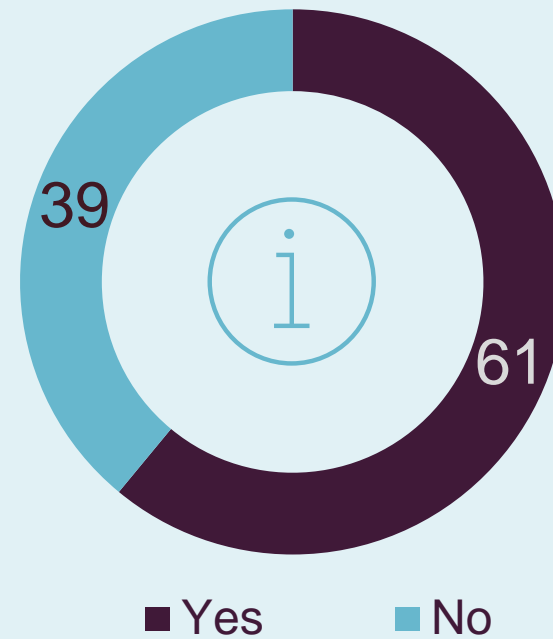


5 and 8 January: half the public are aware of the potential for disruption, rising to three in five who intended to use trains

Awareness of potential disruption on 5 and 8 January among the public as a whole

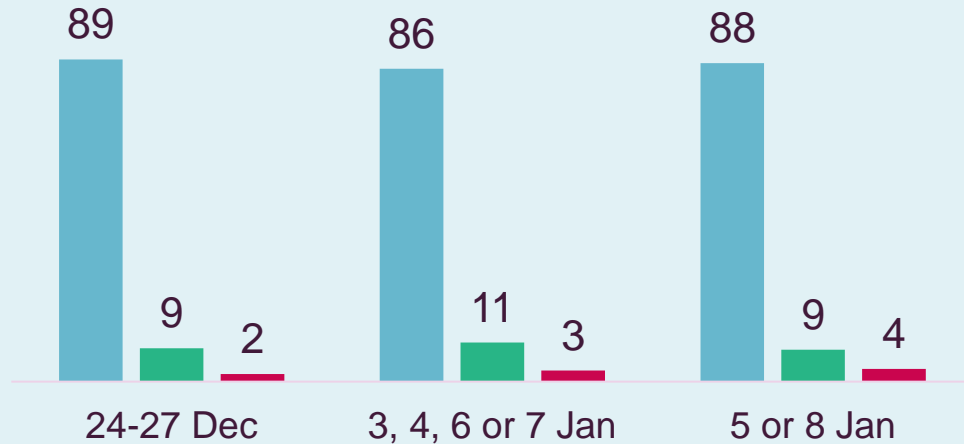


Awareness of potential disruption among those who intended to travel on 5 or 8 January



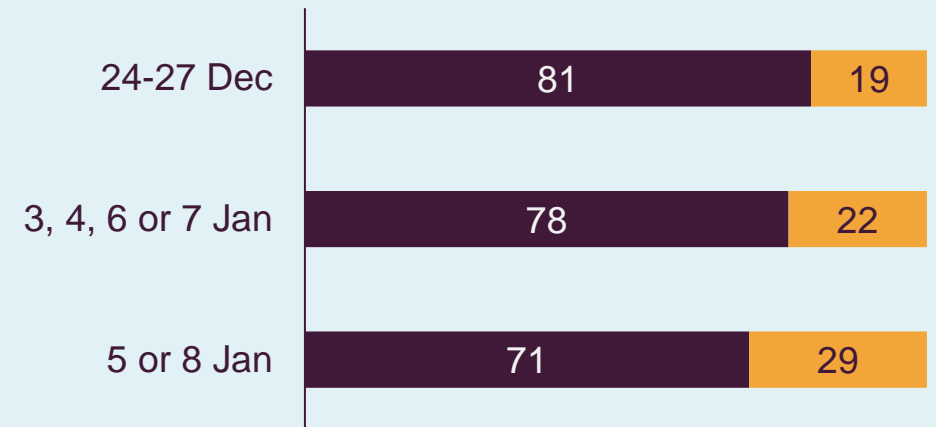
The majority who planned to travel on strike days say they will no longer do so

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 these days (%)



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

24-27 December and 3-7 January rail strikes: pre-strike intentions and information survey. Base size left chart = 2011, base size right chart: 24-27 December = 232; 3, 4, 6 or 7 January = 282; 5 or 8 January = 251.

What those who decided not to travel by train said



I am working over the Christmas and because of trains strike I will probably have to stay near to my work place.

I planned on getting the train to my family which is 7 hours away. However, I've had to arrange to be picked up now.

Was intending to travel by train on Dec 24th but will now travel by bus.

Missed appointments and can't see family.



I had planned to travel by train to visit relatives for Christmas. I had booked an advance ticket to travel on one of the strike days. It now looks like I shall have to get a refund for the ticket, and find an alternative method of travel. This will likely be getting a lift from a relative.

I won't be going to the January sales I won't be visiting friends in London I won't be helping look after my grandchildren.

Will not be able to visit my brother who has just undergone major heart surgery.

Wanted to visit a relative I've not seen for many years but will have to delay this until I have more confidence in the rail timetable.

What those who are still travelling said



Possibly will affect me on 4 January as I plan to get train home from Stansted Airport. If no trains running I will get a taxi.

If they are as now, with reduced services, I will still be able to make it to work making some changes on my hours.

Travelling for work so an inconvenience.

Will affect my commute on certain days.



They will effect me very much, because I do depend on the trains so very much and if this continues, I will have problems with my employment.

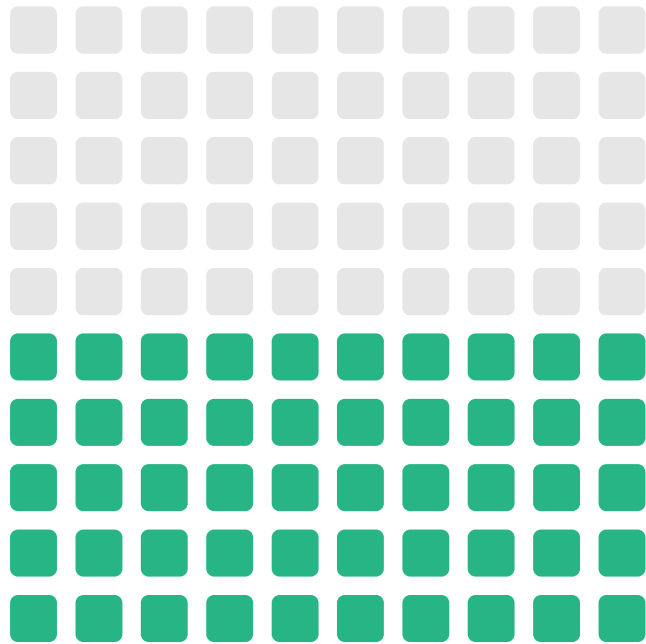
Limits my travelling options to a particular job but fairly flexible in my work for it not to be a problem.

I will leave earlier than usual on 24th December and will try to use other methods of transport in January if possible.

My long distance partner is coming down earlier than planned and leaving later than planned.

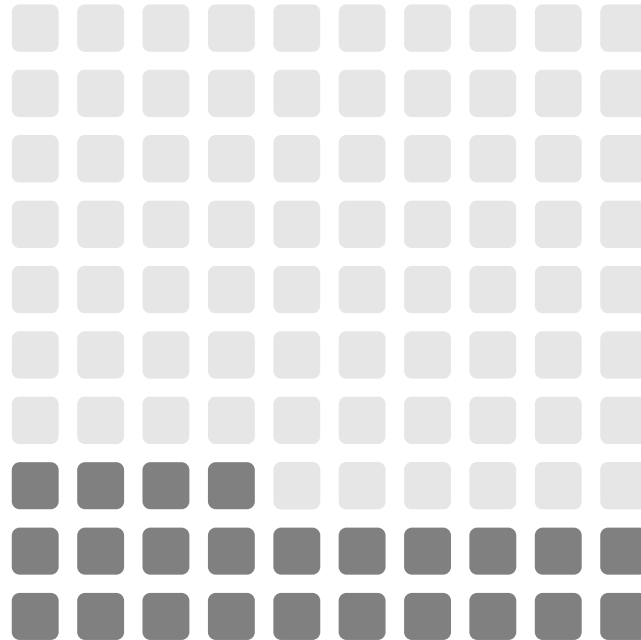
I will just have to schedule my train journeys better and make sure I make the available times they are running.

Half rated the information on which trains will and will not be running as good and a quarter as poor



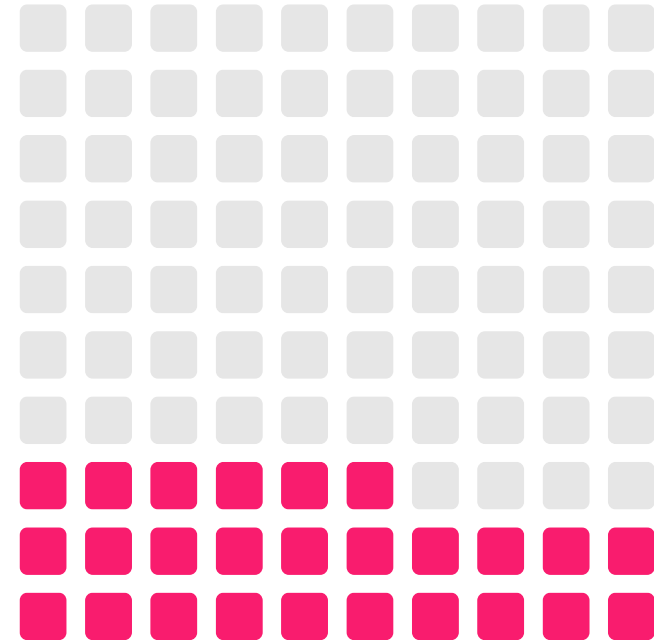
50%

Fairly good or very good



24%

Neither good nor poor



26%

Fairly poor or very poor

Asked of those aware of the 24-27 Dec or 3-7 Jan 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 = 339. Results exclude those who said: 'Don't know/Did not look for information'.

24-27 December and 3-7 January rail strikes: pre-strike intentions and information survey.

What was said about information on which services were running



It was largely advertised the dates of the strikes and how to plan ahead your journey and all the alternatives.

Well informed. Helpful staff at ticket office and guards.

Knew a good while before I booked anything.

It is a shambles, the information is inefficient, focuses on the strikes themselves and is self serving and doesn't focus on clarity support or giving easy and quick access.



The website clearly showed that the trains were cancelled.

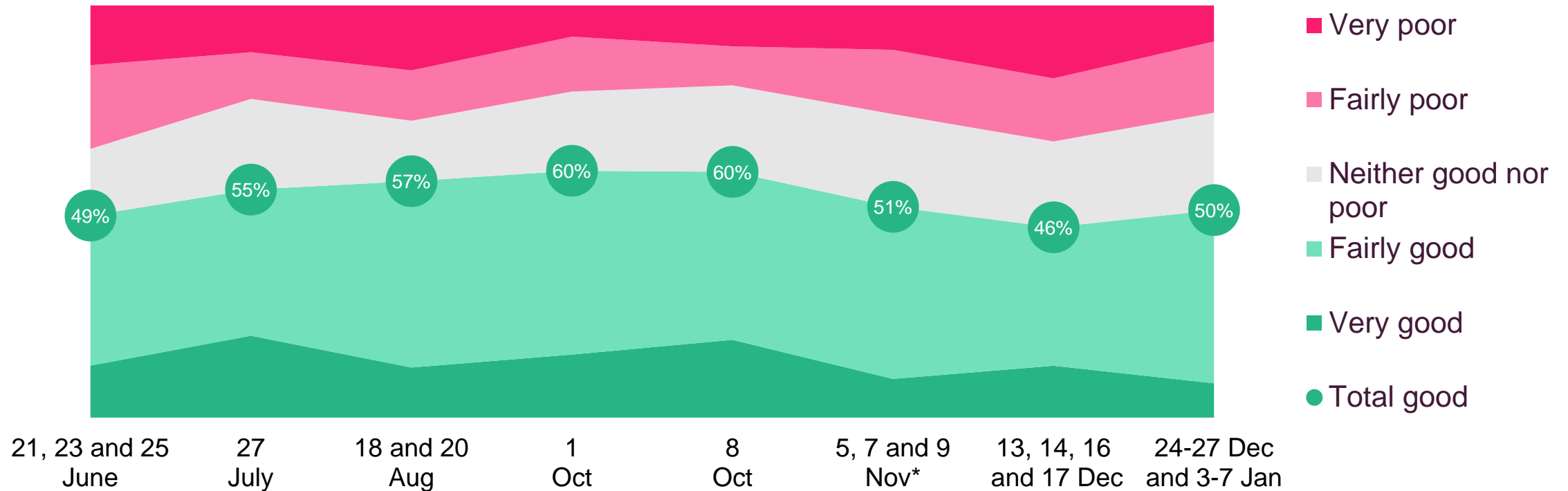
Information about the impact of strikes is generally clear and easy to access.

There is enough information about what is running as much as there can be in a strike. But I don't understand why the trains are so disrupted the following days.

... I know it from the popup windows from my travel app.

It is never clear till you are at the station how many trains will be running.

Ratings on information available on 'which train services were running' before each strike

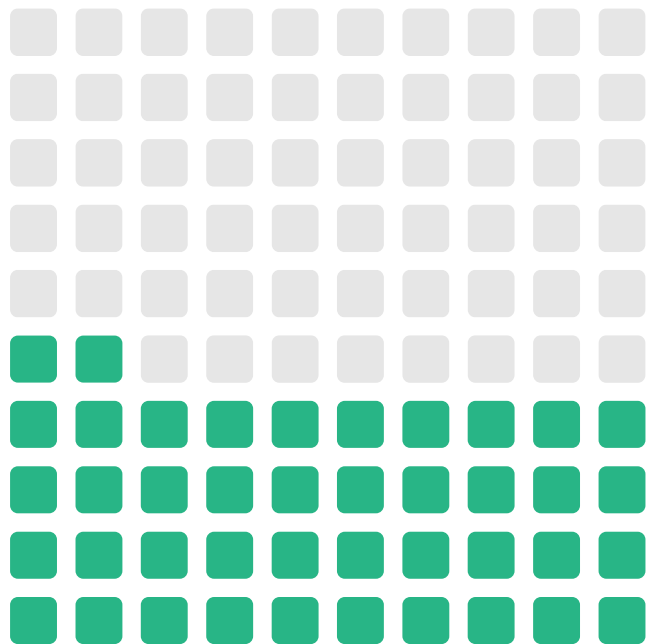


* Nov strike dates were cancelled after our survey

24-27 December and 3-7 January rail strikes: pre-strike intentions and information survey: passenger experience and information survey.

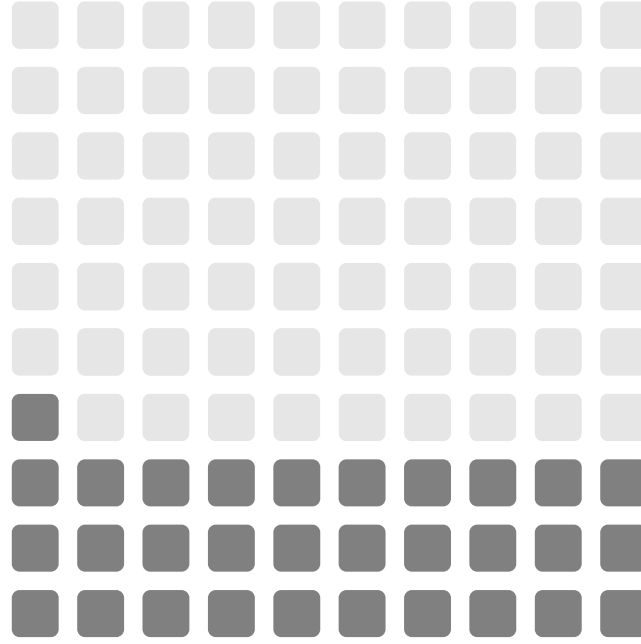
Asked of those who intend or intended to travel on strike but then did not because of the strike affected days and aware of the strikes. Excludes those who said: 'Don't know/Did not look for information'. Base sizes from left to right = 273, 134, 160, 204, 141, 242, 289, 339.

Around two in five rated information on changing tickets and refunds as good and a quarter as poor



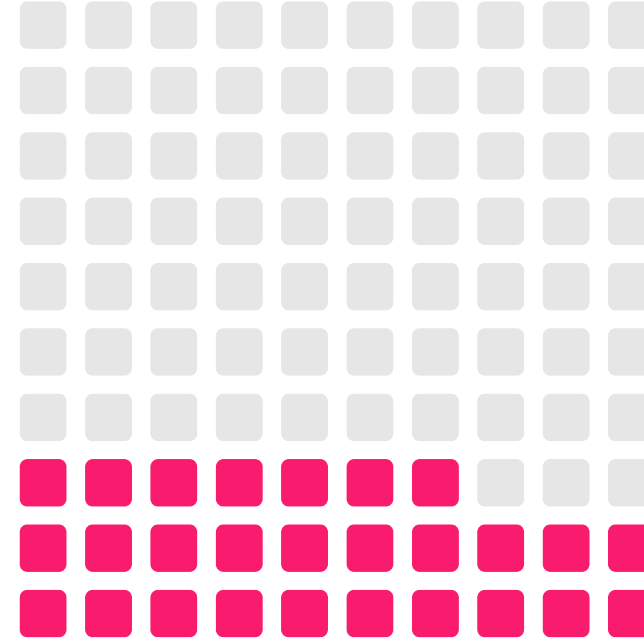
42%

Fairly good or very good



31%

Neither good nor poor



27%

Fairly poor or very poor

Asked of those aware of the 24-27 Dec or 3-7 Jan 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 = 277. Results exclude those who said: 'Don't know/Did not look for information'.

24-27 December and 3-7 January rail strikes: pre-strike intentions and information survey.

What was said about information on ticket exchanges/refunds



I usually book my tickets on an app and it is clear when there are strikes. However I find the instructions for refunds contradictory and limited.

When I intended to purchase my train ticket online, it provided me with the details regarding the strike and refunds available.

Many tickets are non refundable.

They only tell you if your ticket is cancelled a few days before, you can't check for available trains, all online tickets are taken off sale, with refunds it takes a long time getting back to your account.



I used Trainline to book tickets so once I realised there were strikes I was able to request a refund which I was granted because I had not yet used the ticket.

An email has been sent to say which alternative dates I could use my ticket.

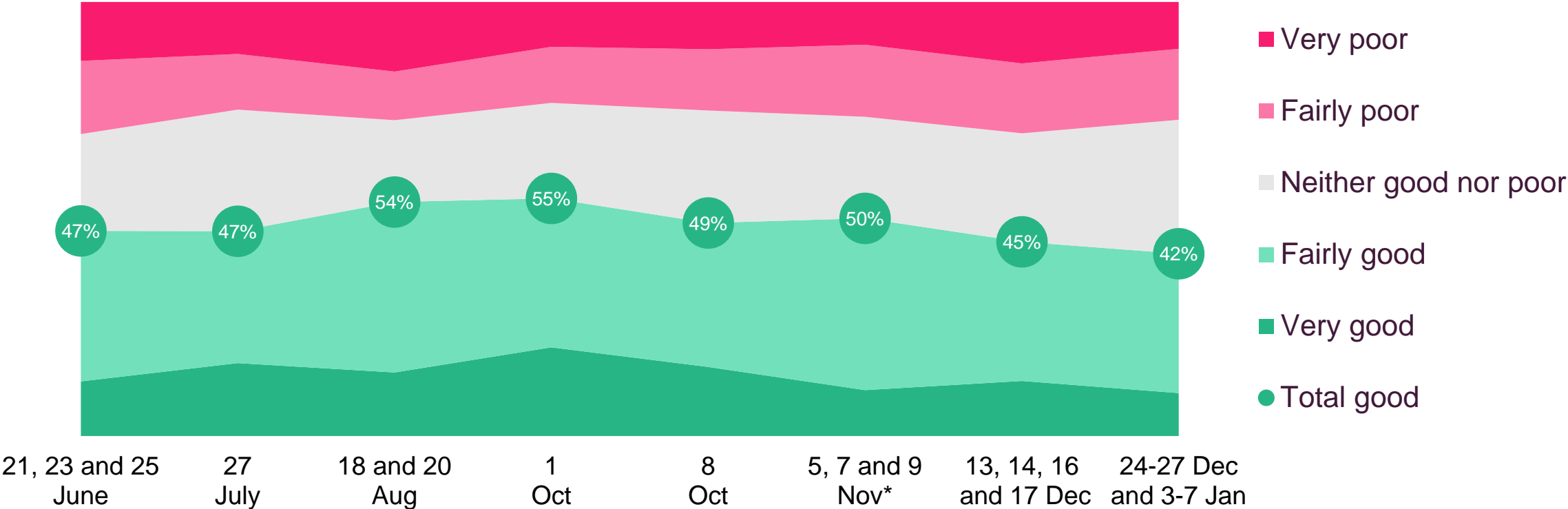
Been well informed and not been charged extra for having to change tickets.

I have found it easy to get refunds on train journeys I have booked that have been cancelled.

I buy season ticket, it's a lot of hassle to get refund for one day.

I will get a refund, but NOT a full refund, as there is a fee charge!!! Why is that?

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



* November strike dates were cancelled after our survey.

24-27 December and 3-7 January 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, 277.



Methodology and question text

Transport Focus asked about the 24-27 December and 3-7 January rail strikes on a Yonder Consulting omnibus (conducted 16-18 December). The omnibus is weighted to be nationally representative of the population of Great Britain. The questions asked are shown below.

Intro: A rail strike is planned between 6pm Saturday 24 December and 6am Tuesday 27 December. While few, if any, rail services would normally be provided on 25 or 26 December the strikes are likely to significantly impact train services before the strike on 24 December and afterwards on 27 December.

Q1) Were you aware of the expected strike disruption on these days? A= Yes; B = No.

Q2) As far as travelling by train between Saturday 24 December and Tuesday 27 December which of these applies? (please do not count journeys you might make on London Underground): A) Had no plans to travel by train on any of those days; B) Intended to travel by train on one (or more) of those days but won't be doing so now; C) Still planning to travel by train on one (or more) of those days.

Rail strikes are also planned on Tuesday 3 January, Wednesday 4 January, Friday 6 January, and Saturday 7 January. Rail services are also likely to be significantly impacted as a result on Thursday 5 January and may be reduced on Sunday 8 January.

Q3) Were you aware of the expected strike disruption on? i) The days of the strikes (3, 4, 6 and 7 January). ii) The days following strikes (5 and 8 January) when services may be significantly disrupted or reduced. Answer options: A:Yes; B:No

Q4) As far as travelling by train between Tuesday 3 January and Sunday 8 January which applies for each of these? (*please do not count journeys you might make on London Underground*). i) Strike days (Tuesday 3, Wednesday 4, Friday 6 and Saturday 7 January); ii) Days following strikes when services may be significantly disrupted or reduced (Thursday 5 and Sunday 8 January). Answer options: A) Had no plans to travel by train on any of those days; B) Intended to travel by train on one (or more) of those days but won't be doing so now; and C) Still planning to travel by train on one (or more) of those days.

Q5) *Ask if aware of any of the strikes and going to be impacted [(Q1 = A) or (Q3i = A) or (Q3ii = A)] AND [(Q2 = B OR C) or (Q4i = B or C) or (Q4ii = B or C)].* 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.

Q5a. Could you tell us why you gave the ratings you did for the information provided? [Text box completion]

Q6) *Ask if going to be impacted by strikes: Q2 = (B OR C) or (Q4i = B or C) or (Q4ii = B or C).* Please tell us in as much detail as possible how you expect these rail strikes in December and/or early January to affect you [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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