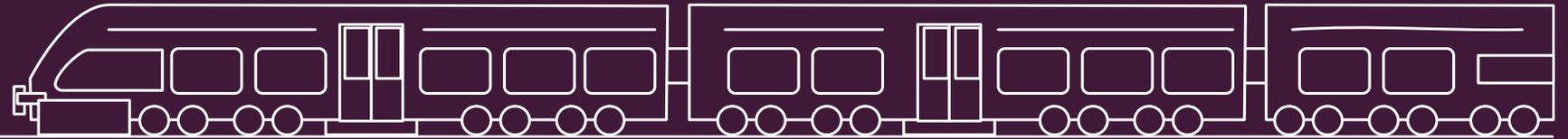


30 January
2023

1 and 3 February rail strikes: pre-strike intentions and information survey



Introduction



Transport Focus asked a representative sample of 2000 people from across Great Britain about the rail strikes due to take place on 1 February and 3 February 2023.

The strikes on 1 and 3 February by train drivers from the ASLEF and RMT unions will impact most train companies in England. However, unlike previous waves of this pre-strike intentions and information survey, strike action is not taking place at Network Rail on 1 and 3 February. This means, in contrast with previous survey waves, it is expected train companies not directly affected by the strike action will run a largely normal service on these dates.

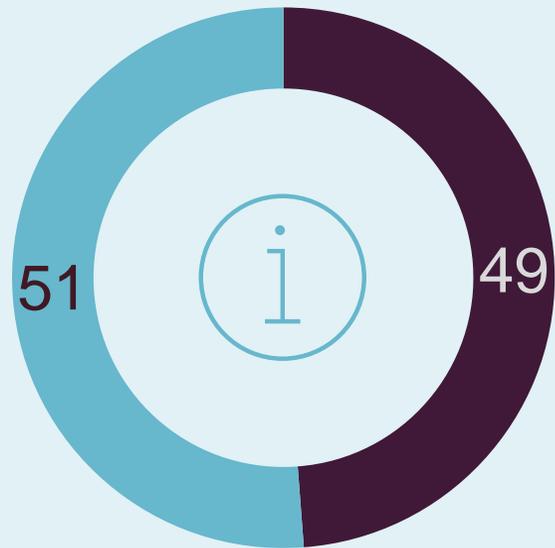
This report details awareness levels of the strikes, the rating of information provided about services running or not running and rating the information about ticket refunds/exchanges.

Overall, we obtained responses from 245 people who said they intend to travel, or now no longer intend to do so because of the strike disruption between 1 and 4 February.

The survey was conducted on 23 and 24 January. Further detail on how we carried out this survey are available on page 14.

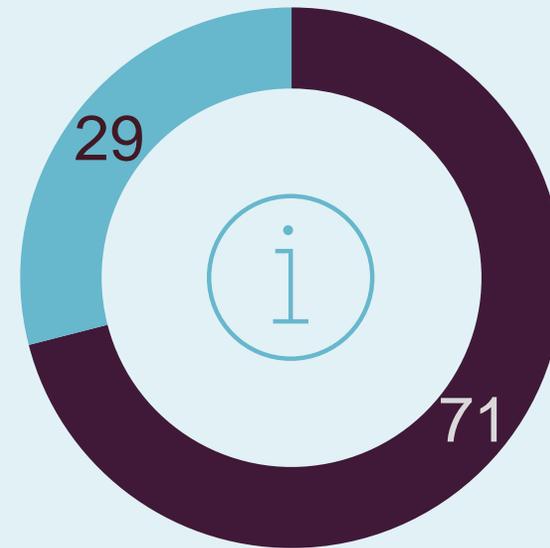
Just under half of the public are aware of strikes on 1 and 3 February, rising to seven in ten of those who intended to use trains on those days

Awareness among all respondents



■ Yes
■ No

Awareness among those who intended to travel on 1 or 3 February



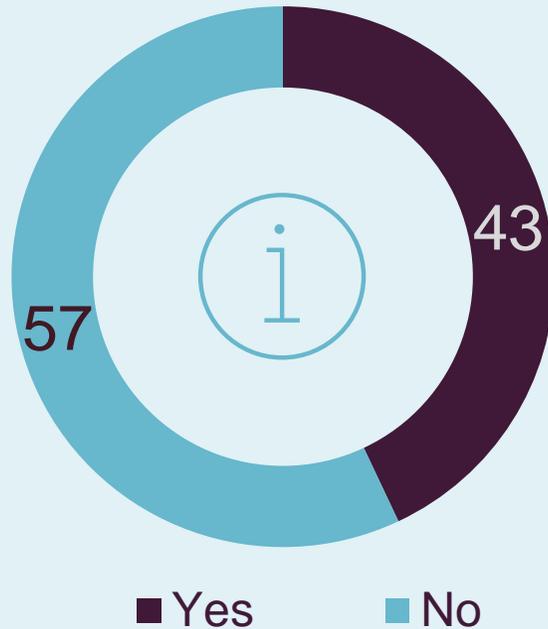
■ Yes
■ No

1) Were you aware of the expected strike disruption on these days? i. The days of the strikes (1 and 3 February);

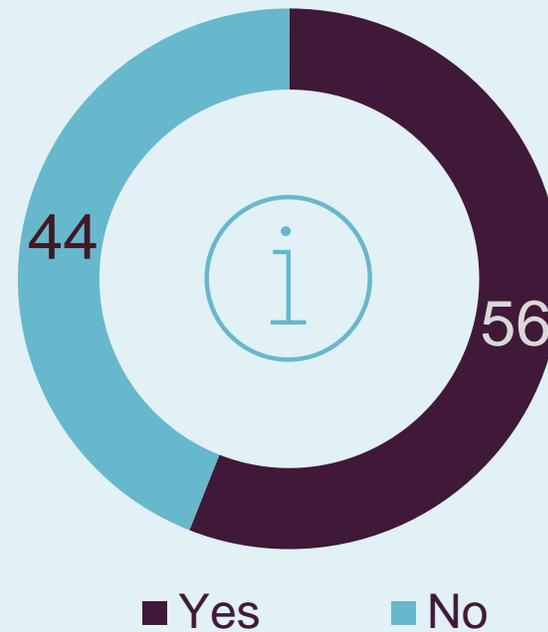
1 and 3 February rail strikes: pre-strike intentions and information survey. Sample sizes of charts: left 2018; right 186.

Just over two in five of the public are aware of potential rail disruption on 2 and 4 February, rising to more than half among those who intended to use trains on those days

Awareness among all respondents



Awareness among those who intended to travel on 2 or 4 February

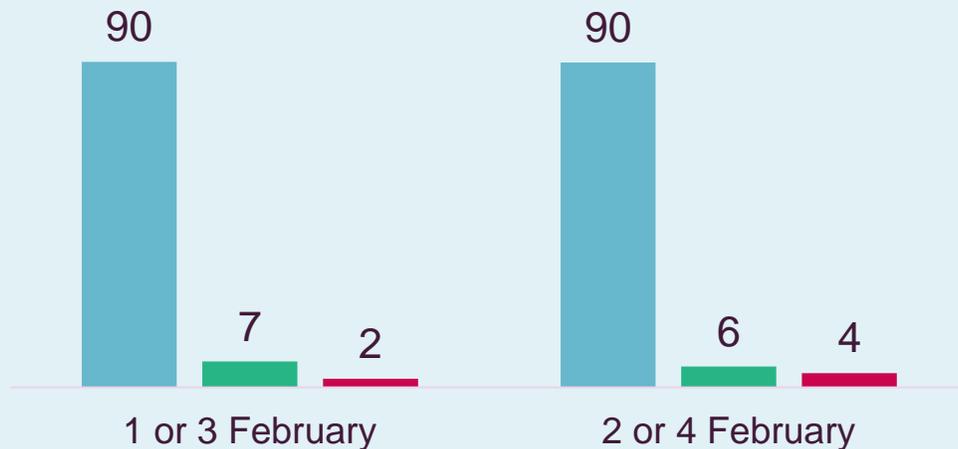


1) Were you aware of the expected strike disruption on these days? The days following strikes (2 and 4 February) when services may be significantly disrupted or reduced

1 and 3 February rail strikes: pre-strike intentions and information survey. Sample sizes of charts: left 2018; right 191

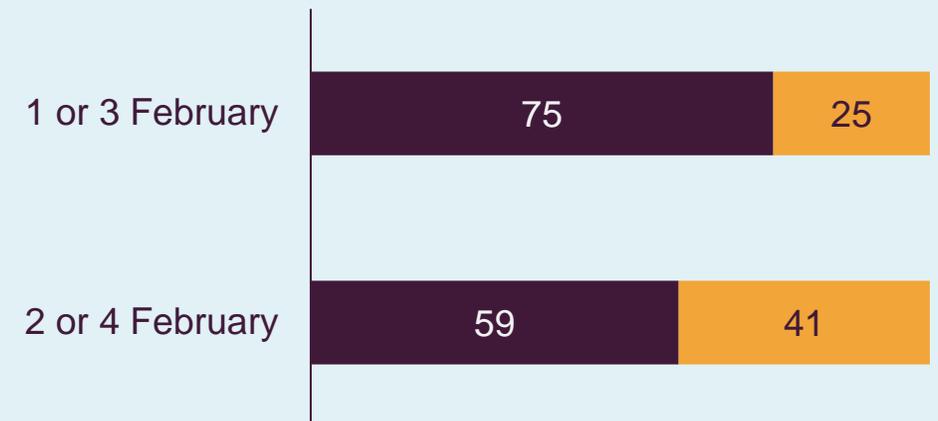
The majority of those who planned to travel on the affected days say they will no longer do so

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 on these days (%)



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

Sample size left chart = 2018, sample size right chart: 1 or 3 February = 186; 2 or 4 February = 191.
1 and 3 February rail strikes: pre-strike intentions and information survey

Examples of what those who decided not to travel by train said



I was intending on travelling to my workplace at least once but won't. My partner was meant to visit but now can't this week.

I was planning on using the trains on those dates but after finding this out I will avoid it as it is not worth the hassle.

I am going to have to drive my wife to a hospital appointment instead of taking the train

It means I can't get to university for my education.



I won't be able to attend the wedding of my only cousin. What's more painful than not being there for one's loved one?

May have to catch the taxi if no trains which is annoying to organise and expensive

Used to use the train once a month or so. have now given up altogether and use a bus or car

Due to go to Leeds, can't cancel hotel, don't drive and can only get 1 coach in time which means taking more time off work

I will not be able to get to the office on strike days.

Examples of what those who are still intending to travel by train said



I'm going to Southampton on the Saturday and worried my train might not run and I am due to babysit my nephew.

Means I will get into the office later on the days following the strike and as a result will get home later also.

I will struggle to get to work on time.

Trains on the 'No strike' line will be busier. I may be asked to cover shifts for those unable to travel on these days.



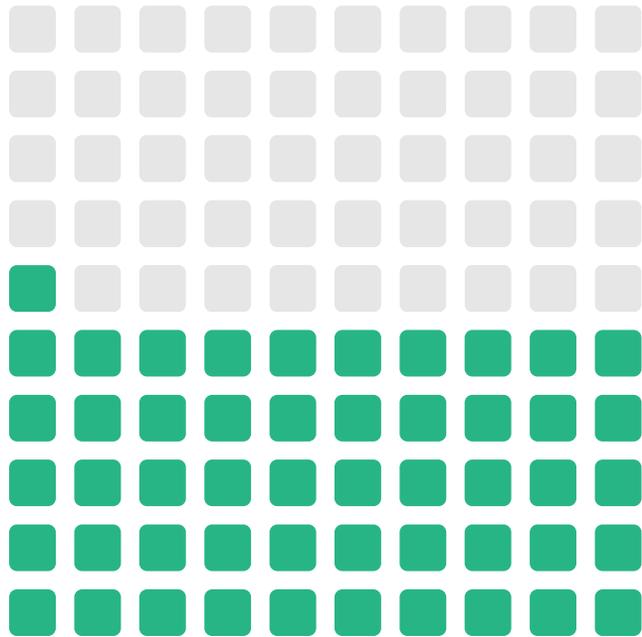
I don't know if I will get to my event in time and £200 of theatre tickets will go to waste.

I am planning to go to Amsterdam from 27th Jan until 4th of Feb on a holiday. I hope I can get back home on the 4th. I hope the trains run then because no coaches are available.

I will have to leave earlier in order to arrive at my destination on time as the alternative routes will be busy.

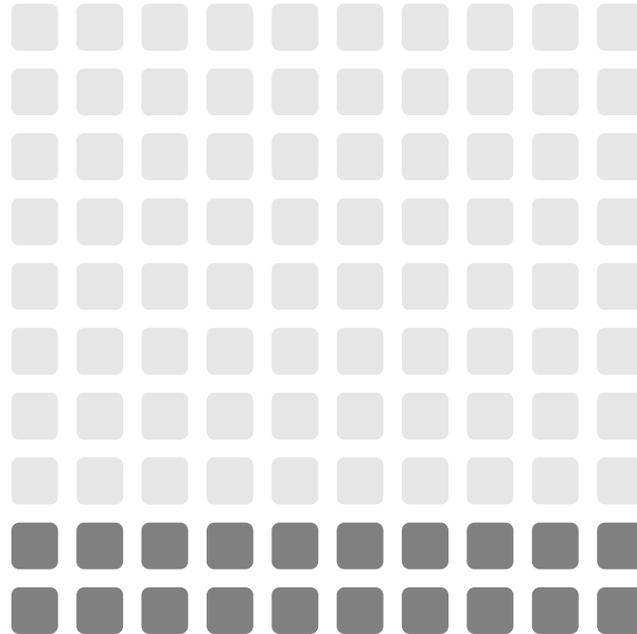
I am travelling to a family wedding and worry this will ruin my journey.

Just over half rated information on the train services which will and will not be running as good and almost three in ten said it was poor



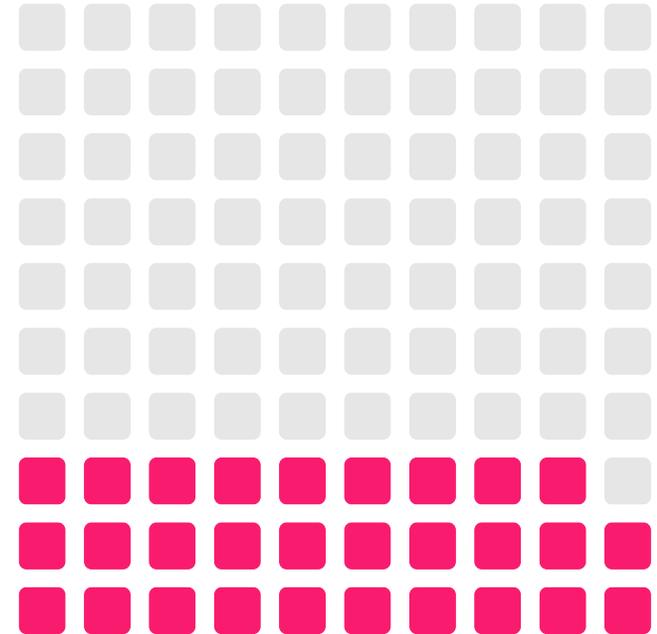
51%

Fairly good or very good



20%

Neither good nor poor



29%

Fairly poor or very poor

Asked of those aware and who intended, or still intend to travel either on strike days or days following when services may be impacted. Sample size = 165. Results exclude those who said: 'Don't know/Did not look for information'.

1 and 3 February rail strikes: pre-strike intentions and information survey.

Examples of what was said about information on which services were running



Although there is information about the strikes available it's not always very informative and helpful.

When I've checked I got information quickly and I know people who have had refund.

I am happy for this early notice, at least I can make other arrangements for my movement on these days.

There's no information I can find about which services will be running on the day after the strike so it's impossible to plan.

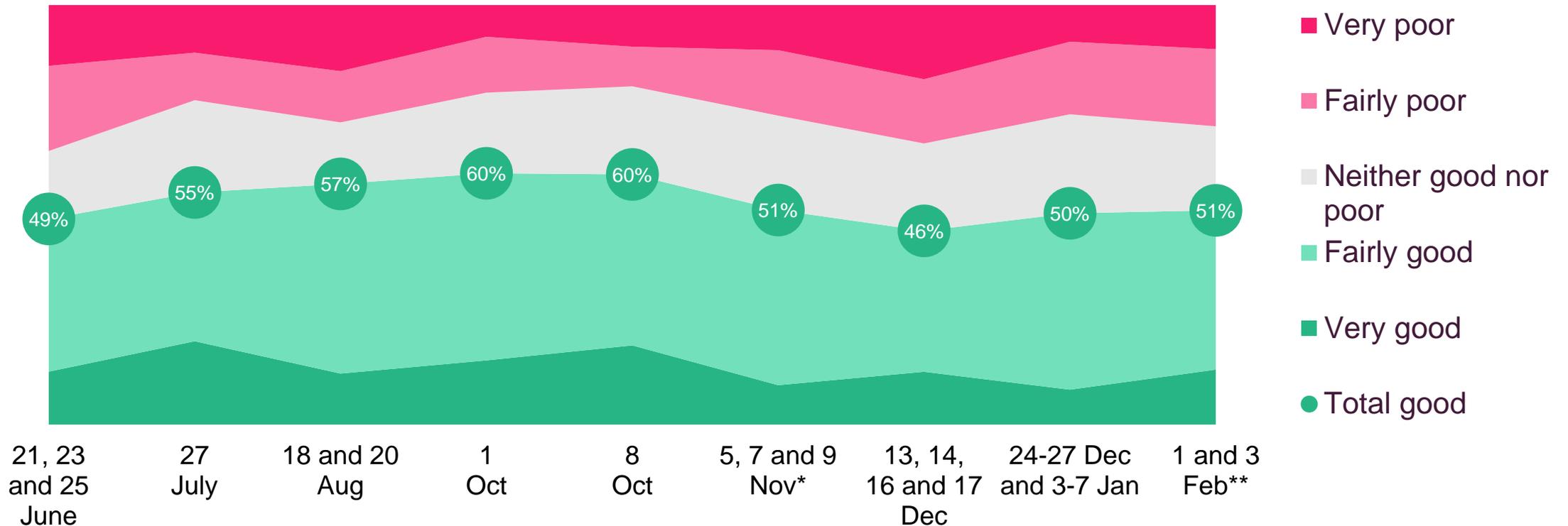


I feel that when there are train strikes everybody is left in the dark with alternative arrangements, the booking apps just don't have any times on them but no comms re alternative transport.

A lot of being told severe restrictions but then you see trains running. Inability to know if you are going to end up stranded somewhere. I travel for medical reasons and it has been a nightmare trying to get correct information in advance.

I think train company sites are very good at providing this information to me and with high levels of details of arrangements.

Rating of information available on 'which train services were running' during strikes over time

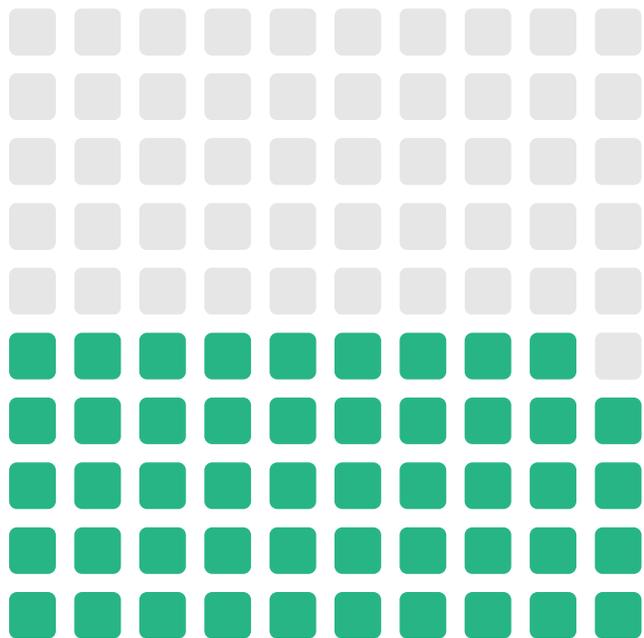


* Nov strike dates were cancelled after our survey. ** ASLEF/RMT driver strike only.

1 and 3 February rail strikes: pre-strike intentions and information survey.

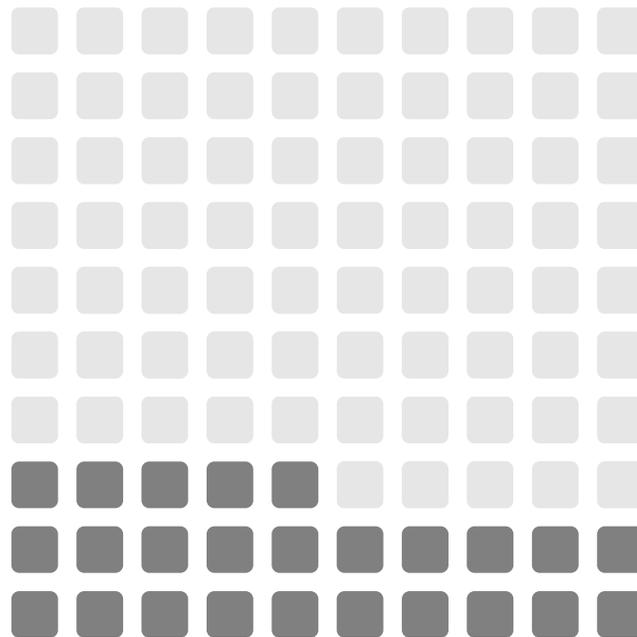
Asked of those who intend or intended to travel on strike but then did not because of the strike affected days and aware of the strikes. Excludes those who said: 'Don't know/Did not look for information'. Sample sizes from left to right = 273, 134, 160, 204, 141, 242, 289, 339, 165.

Just under half rated information on changing tickets and refunds as good and just over a quarter as poor



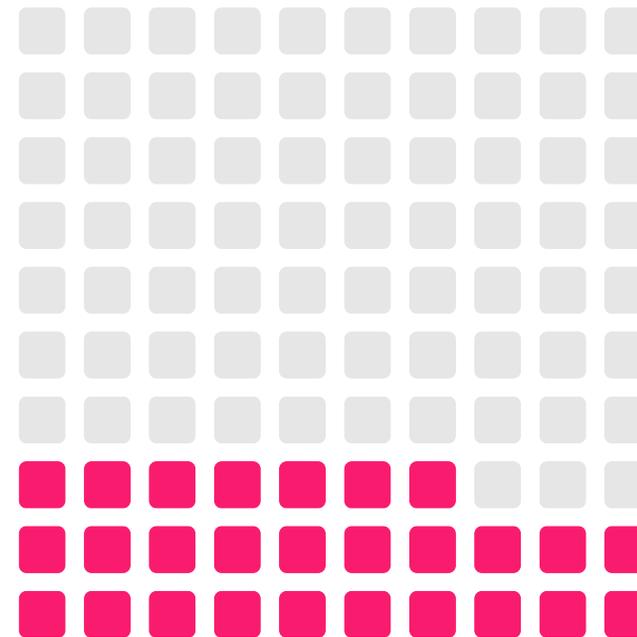
49%

Fairly good or very good



25%

Neither good nor poor



27%

Fairly poor or very poor

Asked of those aware and who intended or still intend to travel either on strike days or days following when services may be impacted. Sample size = 146. Results exclude those who said: 'Don't know/Did not look for information'.

1 and 3 February rail strikes: pre-strike intentions and information survey.

Examples of comments about information on ticket exchanges/refunds



On Trainline website, they don't update the service times until a couple of days before. However I know how to get a refund if needed.

Often encounter temporary cancellation of trains, but refunds are more timely and convenient.

The timetable aren't accurate or easily available till the day of, which isn't helpful. The process to get a refund via northern is a nightmare to use.



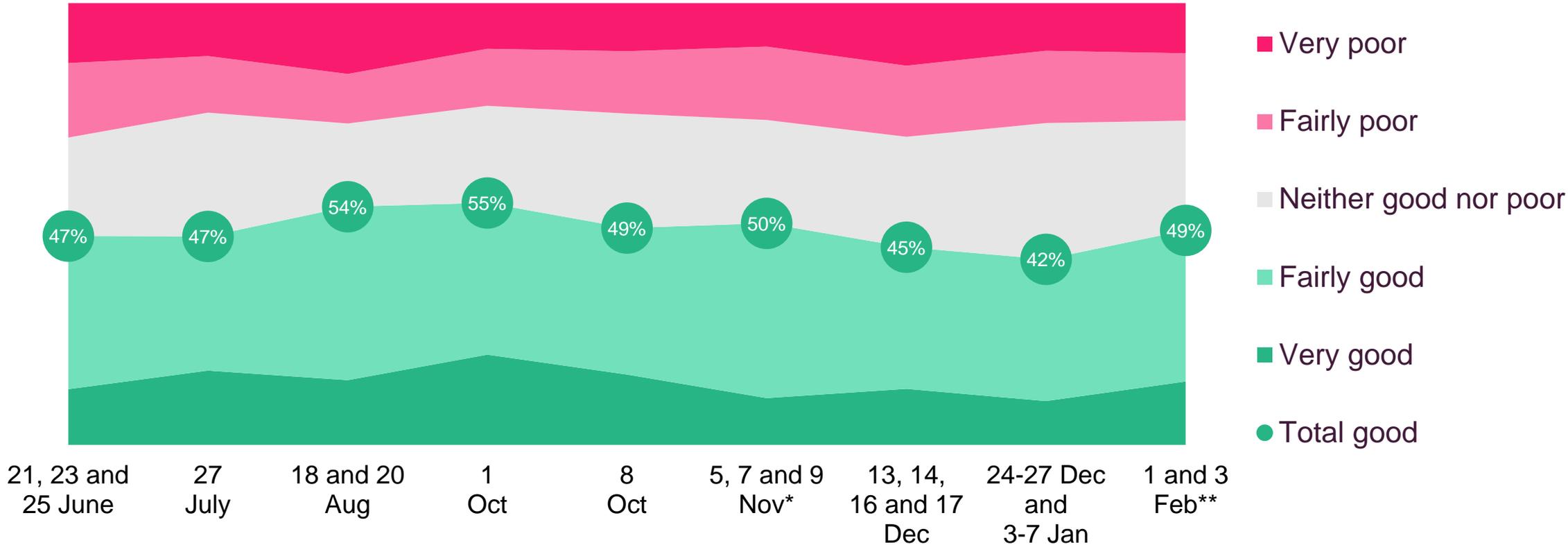
Haven't heard about how to obtain a refund.

They will only refund by selling/payment method. So if I have brought online, I can't refund from ticket machine.

The rail companies are giving the public plenty of notice and the process for obtaining a refund is relatively simple.

You can see on the national rail website the status of trains. However, train companies should contact customers with advance tickets purchased on strike dates offering to reschedule or refund.

Rating information available on 'changing tickets/obtaining refunds' during strikes over time



* November strike dates were cancelled after our survey. ** ASLEF/RMT driver strike only.

1 and 3 February rail strikes: pre-strike intentions 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'. Sample sizes from left to right = 223, 119, 136, 177, 125, 190, 252, 277, 146.

Methodology and question text

Transport Focus asked about the 1-3 February rail strikes on a Yonder Consulting omnibus (conducted 23-24 January). The omnibus is weighted to be nationally representative of the population of Great Britain. The questions asked are shown below.

Intro: Intro statement: Rail strikes are planned for Wednesday 1 February and Friday 3 February. Train services are also likely to be significantly impacted as a result on Thursday 2 February and Saturday 4 February..

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

i. The days of the strikes (1 and 3 February); ii. The days following strikes (2 and 4 February) when services may be significantly disrupted or reduced:

Answer options: A= Yes; B = No.

Q2) As far as travelling by train between Wednesday 1 February and Saturday 4 February which applies for each of these? (please do not count journeys you might make on London Underground):

i. Strike days (1 and 3 February); ii. Days following strikes when train services may be significantly disrupted or reduced (2 and 4 February):

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.

Ask Q3 if aware of any strikes and going to be impacted [(Q1 i or ii = A) AND [(Q2 i. or ii = 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.

Ask Q3a if asked Q3.

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 by strikes: Q2 i. or ii. = (B OR C)

Q4) 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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