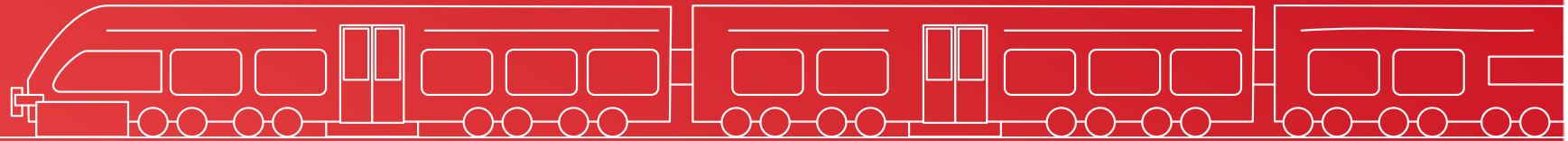


Rail strikes: impact on passengers

February 2023

Introduction



Rail strikes and other industrial action, such as overtime bans, have affected rail services for almost eight months. Transport Focus has regularly published reports showing the proportion aware of each strike and ratings of information about which train services are running and refunds/changes to tickets.

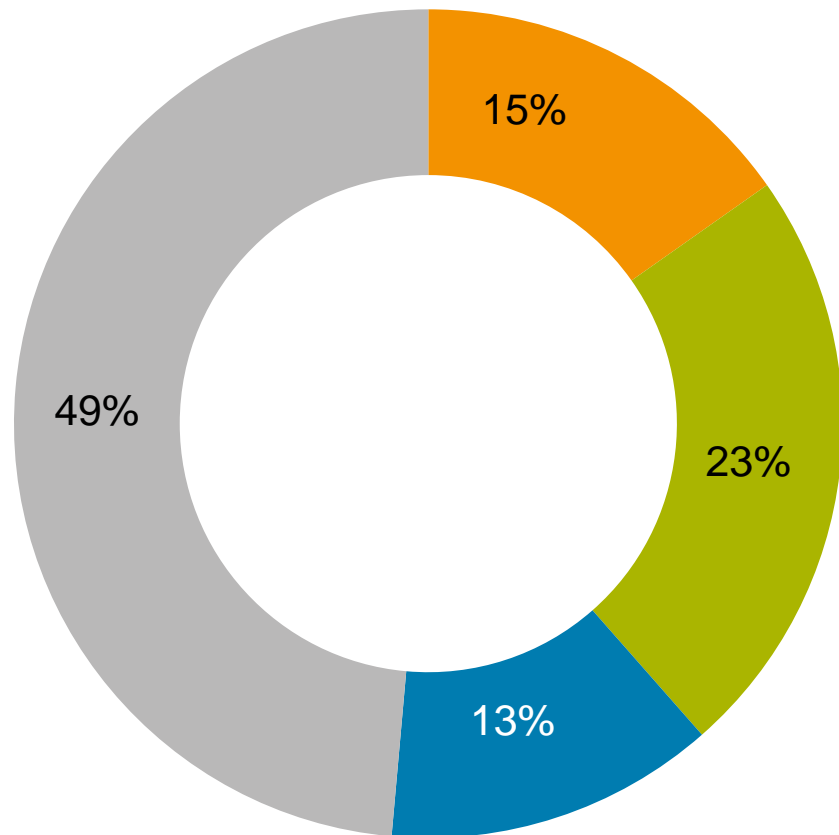
This survey helps us to understand the overall impact on people of all the recent strikes and





peoples' current attitudes towards train travel.

The report focuses on people who have travelled by train in the last six months or would have used the train but did not because of the strikes/overtime bans.

Transport Focus asked a representative sample of 2000 people across Great Britain their views over the weekend of 6-8 January 2023. The questions asked are shown in the appendix.


Around half of people surveyed said they used trains, or would have used trains but for the industrial action, in the last six months




-  I've used trains in the last six months and have not been affected by the strikes/overtime bans etc. for any journeys
-  I've used trains in the last six months and have been affected by the strikes/overtime bans etc. on at least one journey
-  I would have used trains in the last six months but have not because of the strikes/overtime bans
-  I did not plan to use trains in the last six months, whether there were strikes/overtime bans or not

Q5. Please choose the statement about train use that best describes you...?

Impact of rail industrial action; February 2023. Sample size = 2008



Impact of industrial
action on people
who used or would
have used trains



Almost two thirds of people who used or would have used trains in the last six months had a journey impacted by industrial action

Whether impacted on any journey type

Journey types: short/local commutes to work; short/local trips for social or leisure purposes; long distance trips for work; long distance trips for social or leisure purpose; and trips for personal business (e.g. a medical appointment, job interview)

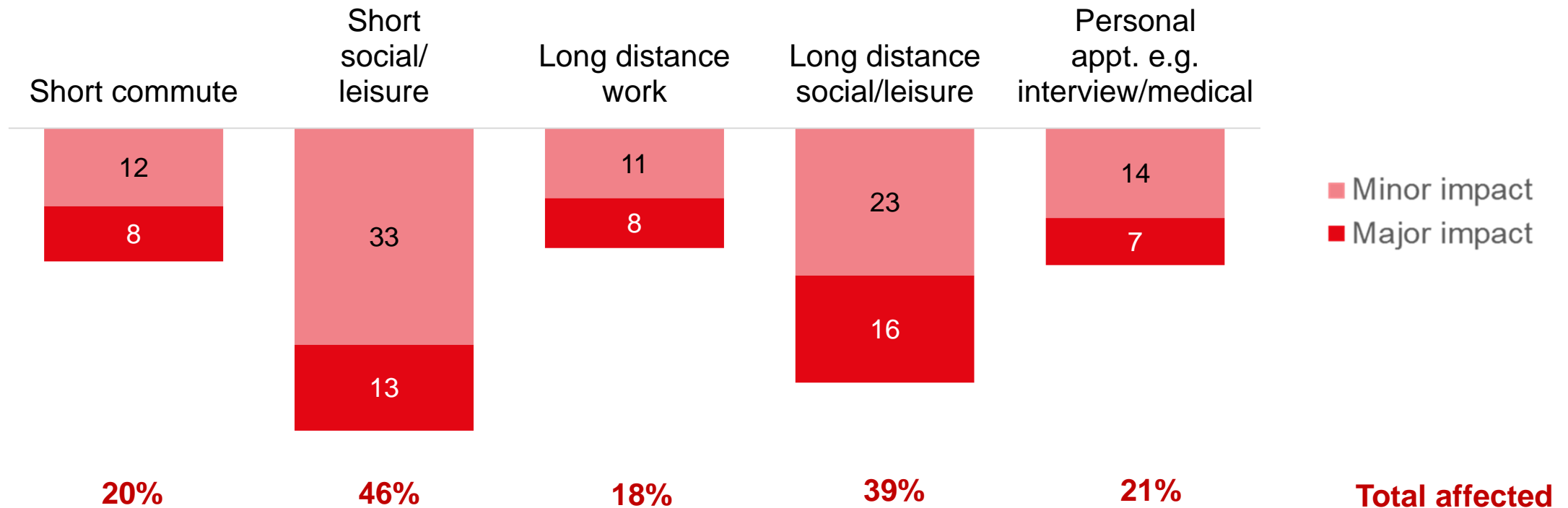


Percentages based on those who used or would have used trains in the last six months

Q1. In recent months the railway has been affected by strikes, overtime bans etc. Have these impacted you making any of these journeys.....
Answer options: No impact; minor impact; major impact; not applicable.

Impact of rail industrial action; February 2023. Sample size = 1024 (those who had used trains or wanted to in the last six months).

...and their social or leisure journeys were the ones impacted most

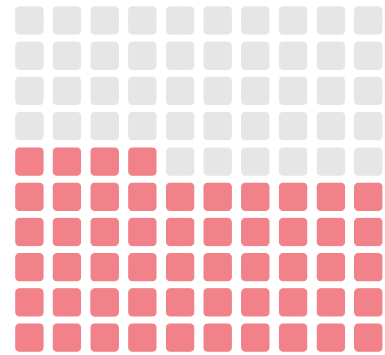


Percentages based on those who used or would have used trains in the last six months

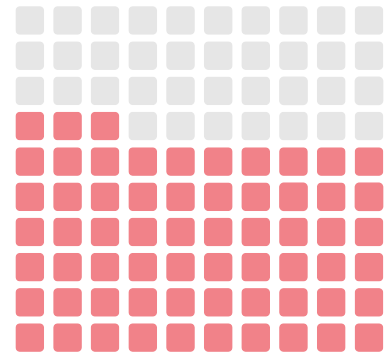
Q1. In recent months the railway has been affected by strikes, overtime bans etc. Have these impacted you making any of these journeys..... Short/local commutes to work; Short/local trips for social or leisure purposes; Long distance trips for work; Long distance trips for social or leisure purpose; and Trips for personal business (e.g. a medical appointment, job interview). Note sum of individual major and minor values may not sum to total due to rounding.

Impact of rail industrial action; February 2023. Sample size = 1024

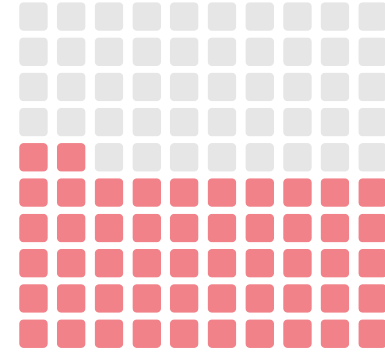
Of those people whose journeys were affected, over half had to use other transport, rearrange travel, cancel plans or take more time travelling



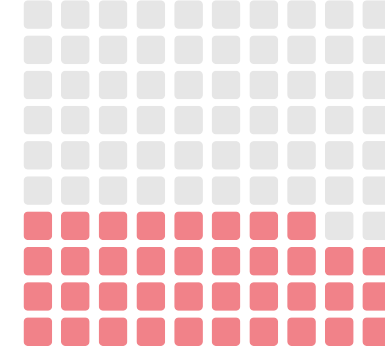
Cancel your plans **54%**



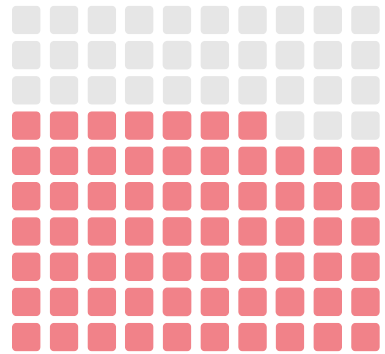
Rearrange time/day **63%**



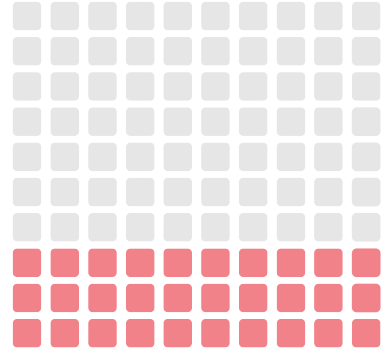
More time travelling **52%**



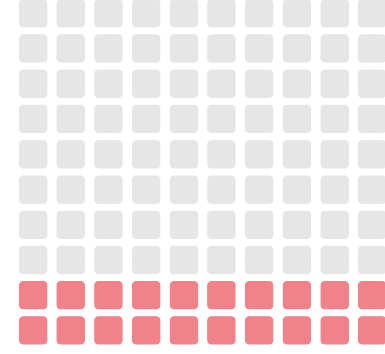
Spend more **38%**



Use other transport **67%**



Change working patterns **30%**



Miss or change appointment **20%**

■ Yes
■ No

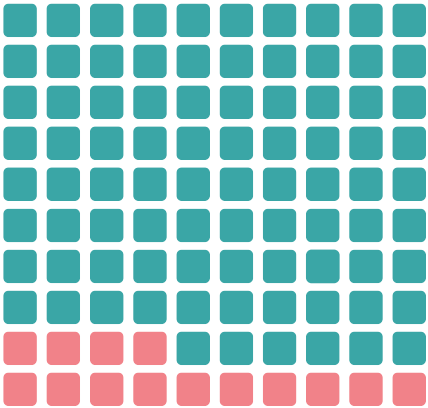
Percentages based on those who used or would have used trains in the last six months and had any journey types affected

If 'minor impact' or 'major impact' to any in Q1: Q2 Have you had to do any of the following due to the rail strikes, overtime bans etc? Completely cancel your plans; Rearrange the times/day you travelled; Spend more time travelling; Spend more on tickets or other ways of getting there; Use other modes of transport instead; Change your working patterns (e.g. leave early, work from home, lose work etc.); and Missed or had to change an important personal/ medical appointment.). Answer options: no; yes once; yes more than once.

Impact of rail industrial action; February 2023. Sample size = 651

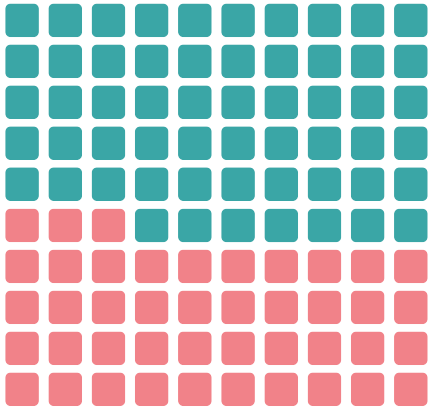
Two in five of those who used or would have used trains in the last six months say their social/personal life has been negatively affected

Your work/ability to earn a living



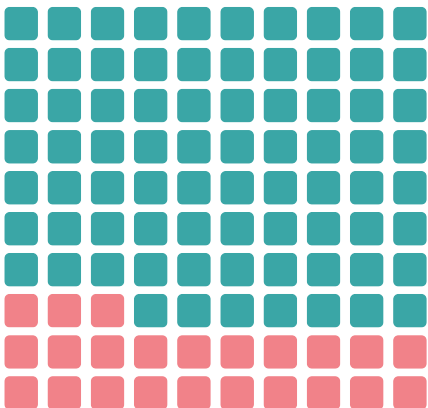
14% total negative effect
(3% major 11% minor)

Your social/
personal life



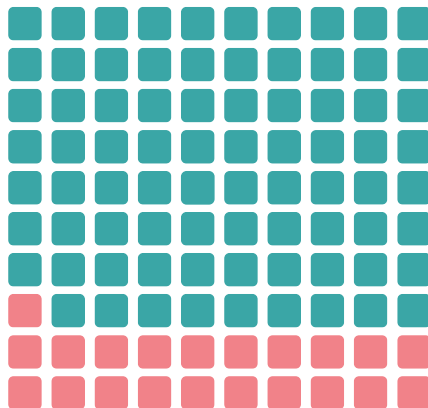
43% negative effect
(9% major 34% minor)

Your personal
finances



23% negative effect
(5% major 18% minor)

Your health/
wellbeing



21% negative effect
(3% major 17% minor)

Percentages based on those who used or would have used trains in the last six months

Q3 Have the rail strikes, overtime bans etc had a negative effect on any of these....? Your work/ability to earn a living; Your social/personal life; Your personal finances; and Your health/wellbeing. Answer options: No effect; Minor effect; Major effect. Note sum of individual major and minor values may not sum to total due to rounding.

Impact of rail industrial action; February 2023. Sample size = 1024

What people said about impact on work/ability to earn a living

““

Where I work isn't easily accessible by bus so I had to plan around it so much. I didn't feel like my employer would be happy if it started happening regularly.

South West, female, age 33

””

““

Going into the office is a part of my job, on rail strike days I have to work from home. There is a potential that working from home too much due to the rail strikes could result in me getting fired.

East Midlands, female, age 23

””

““

I have been unable to earn overtime at my place of work due to having to leave early because of transport issues to get home in the evening.

South East, female, age 64

””

““

I have not been able to travel to the places where I was needed on several occasions, and have either had to re-arrange my work schedule or been unable to meet my employer's expectations at all.

North West, male, age 46

””

What people said about impact on their social/personal life



My social life of theatre or cinema etc is usually in Glasgow. I have stopped making reservations due to the problems with the trains. The last time I had to get taxis. I will not be going until the trains are more reliable. We do not have a bus service either.

Scotland, female, age 73



In the summer I like going to watch cricket at Lords but at least twice I couldn't go due to rail strikes, this made me very unhappy as it is a source of relaxation after a hard week at work.

East of England, male, age 61



My mother was due to visit and stay with our family for a few days, but wasn't able to make the journey due to strikes.

Yorkshire and Humberside, male, age 33



Visiting granddaughter to celebrate 30th birthday, we had to leave at 6pm as it was the last train back to our station.

London, female, age 76



What people said about impact on their personal finances

“

Lost all my money cancelling day out by train as couldn't get money back on tickets to show.

South East, female, age 69

”

“

I had to book a second flight for the day before I was meant to fly back from Northern Ireland because I was meant to fly on the 5th January and I would have had no way of getting from the airport to my house due to the train strikes.

West Midlands, male, age 20

”

“

We had to pay extra to get a taxi from Luton to Bedford - around £60 extra here, but also extra in bus fares.

East of England, female, age 36

”

“

Sometimes when the trains aren't running, I have to use a taxi instead, which is much more expensive (£100 round trip in a taxi compared to £15 on the train).

West Midlands, female, age 23

”

What people said about impact on their health/wellbeing

“

Had to miss an appointment at hospital, it was a 60 mile round trip and as my car was playing up, I intended to go by train. As they called a strike I had no way to get there, so I had to miss the appointment and am still awaiting a new one. It is stressful and worrying.

South West, male, age 60

”

“

Had to wake up much earlier, and changing buses was stressful as not familiar with the stops. Also, bus stop close to work is remote and I wouldn't want to stand there alone too long.

South West, female, age 33

”

“

Cutting me off from friends and family is impacting my mental health.

Yorkshire and Humberside, female, age 26


”

“


Because I was planning an anniversary surprise trip away and had make alternative arrangements and was stressful at last minute.

Wales, female, age 50

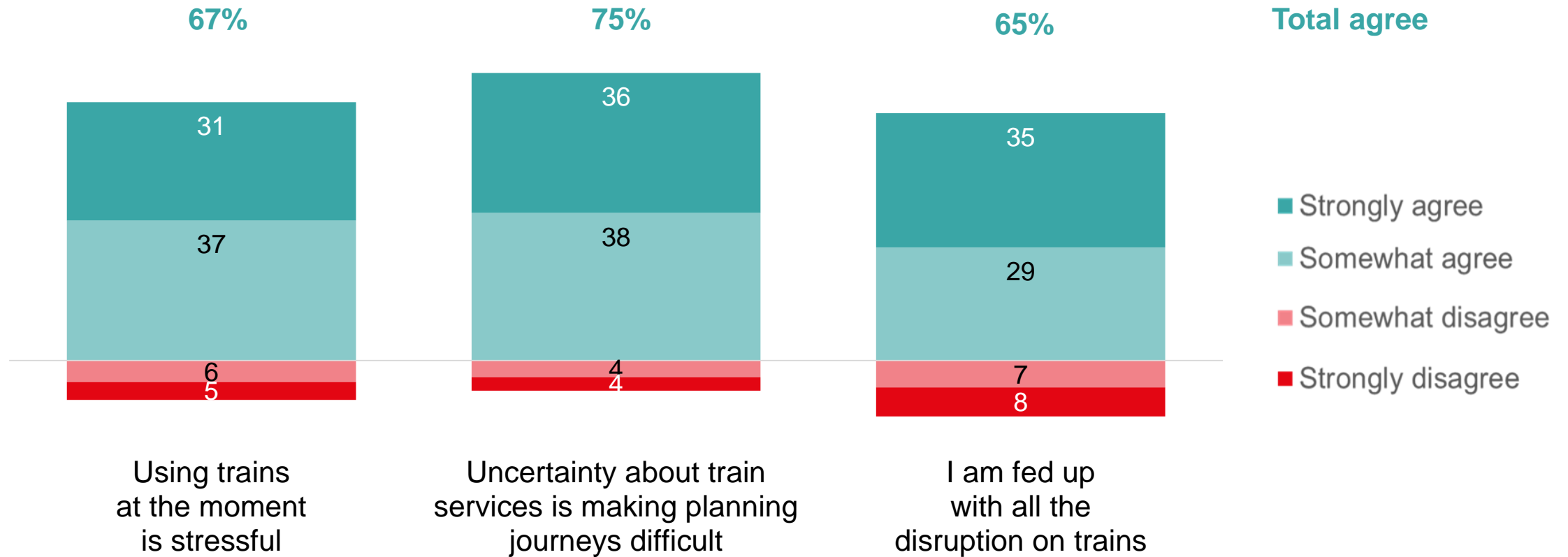
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Attitudes to rail
travel among those
who used or would
have used trains



Among those who used or would have used trains in the last six months, three quarters say uncertainty is making planning journeys difficult



Percentages based on those who used or would have used trains in the last six months

Q4: Do you agree or disagree with these statements? Note sum of individual major and minor values may not sum to total due to rounding. 'Neither agree nor disagree' not shown and those answering 'not applicable' excluded.

Impact of rail industrial action; February 2023. Sample sizes (left to right) = 979, 986, 986.

While the majority still think train is a good way to travel, similar proportions agree and disagree about trust and being able to rely on rail

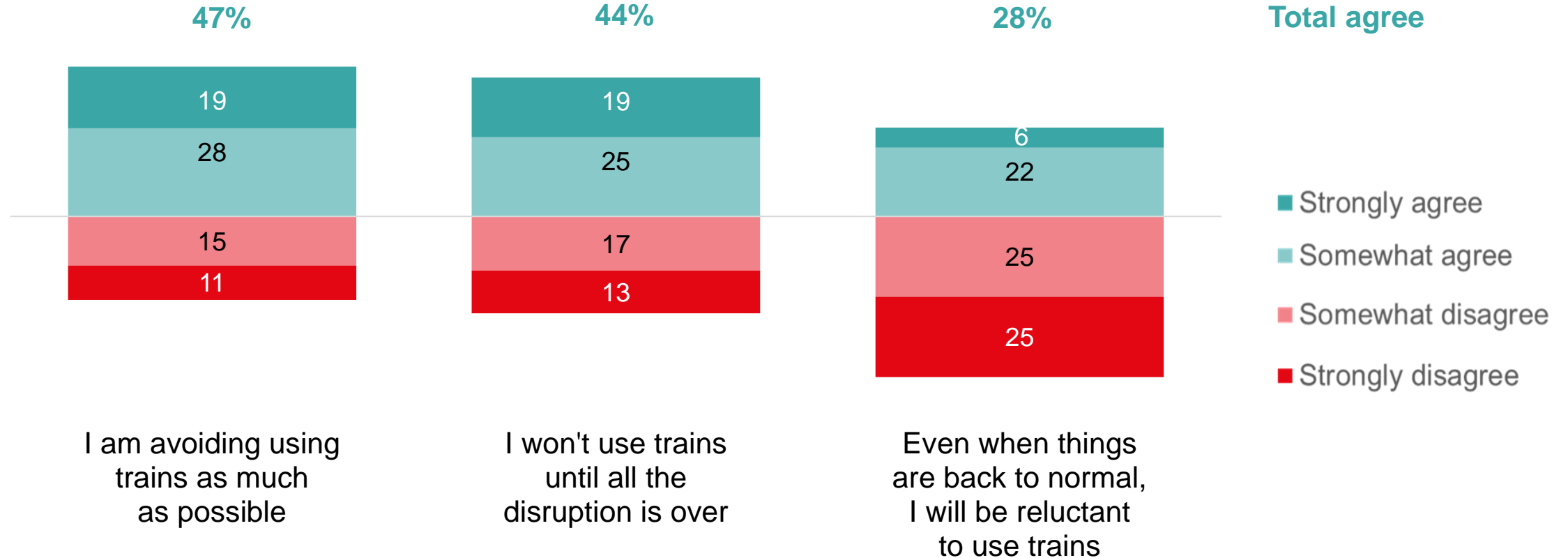


Percentages based on those who used or would have used trains in the last six months

Q4: Do you agree or disagree with these statements? Note sum of individual major and minor values may not sum to total due to rounding. 'Neither agree nor disagree' not shown and those answering 'not applicable' excluded.

Impact of rail industrial action; February 2023. Sample sizes (left to right) = 995, 1014, 1010.

Almost half say they are avoiding using trains as much as possible

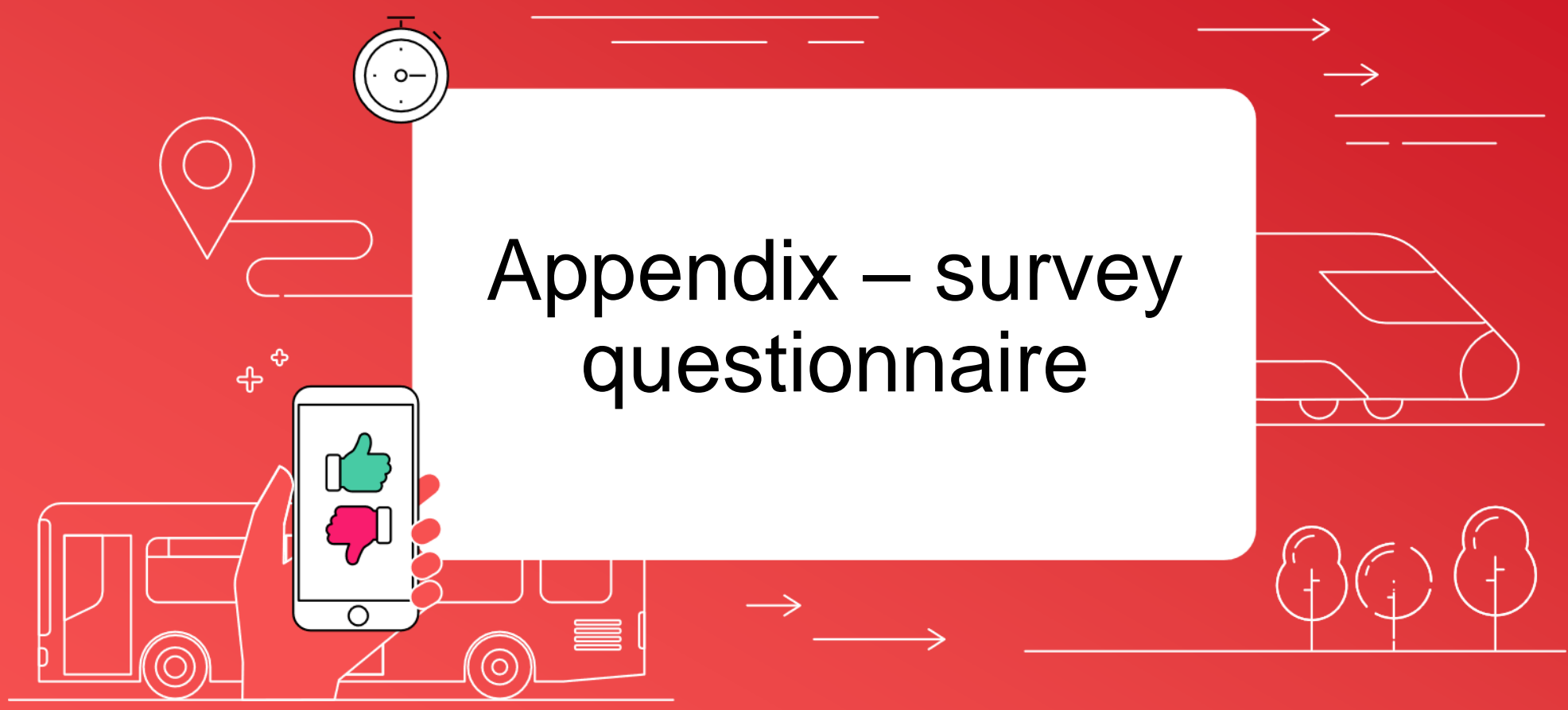


Percentages based on those who used or would have used trains in the last six months

Q4: Do you agree or disagree with these statements? Note sum of individual major and minor values may not sum to total due to rounding. 'Neither agree nor disagree' not shown and those answering 'not applicable' excluded.

Impact of rail industrial action; February 2023. Sample sizes (left to right) = 983, 999 and 1005.

Appendix – survey questionnaire



Q1 In recent months the railway has been affected by strikes, overtime bans etc. Have these impacted you making any of these journeys.....? (please disregard using London Underground). Answer options: No impact; Minor impact; Major impact; and Not applicable

- A. Short/local commutes to work
- B. Short/local trips for social or leisure purposes
- C. Long distance trips for work
- D. Long distance trips for social or leisure purpose
- E. Trips for personal business (e.g. a medical appointment, job interview)

If 'minor impact' or 'major impact' to any in Q1: Q2 Have you had to do any of the following due to the rail strikes, overtime bans etc? Answer options: No; Yes - once; and Yes – more than once

- A. Completely cancel your plans
- B. Rearrange the times/day you travelled
- C. Spend more time travelling
- D. Spend more on tickets or other ways of getting there
- E. Use other modes of transport instead
- F. Change your working patterns (e.g. leave early, work from home, lose work etc)
- G. Missed or had to change an important personal/medical appointment

Ask all: Q3 Have the rail strikes, overtime bans etc had a negative effect on any of these....? Answer options: No effect; Minor effect; Major effect.

- A. Your work/ability to earn a living
- B. Your social/personal life
- C. Your personal finances
- D. Your health/wellbeing

If any Q3 is minor effect or major effect: Q3a: You said the rail strikes, overtime bans etc have affected [pipe in the minor effect/major effect selected from Q3], please tell us in what way: TEXT

Q4: Do you agree or disagree with these statements?

Scale: strongly agree to strongly disagree with neither/nor and not applicable

- A. Using trains at the moment is stressful
- B. I can rely on rail to get me where I want to go
- C. I am avoiding using trains as much as possible
- D. Even when things are back to normal, I will be reluctant to use trains
- E. I am fed up with all the disruption on trains
- F. Trains are still a good way to travel
- G. I won't use trains until all the disruption is over
- H. I trust the train companies
- I. Uncertainty about train services is making planning journeys difficult

Q5: Which of these describes your use of trains in the last six months?
(please exclude trips on London Underground)

- A. Used trains and not been affected by disruption due to the strikes/overtime bans etc
- B. Used trains but have been affected by disruption due to the strikes/overtime bans etc
- C. Would have used trains but didn't because of disruption due to the strikes/overtime bans etc
- D. Had no need or plans to use trains in the last six months

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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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