

30 May 2023

31 May and 2-3 June 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 31 May and 2 and 3 June 2023.

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.

The ASLEF strikes on 31 May and 3 June and RMT strikes on 2 June will impact most train companies in England (and cross-border services in Scotland and Wales). There may also be some changes to services on the days after

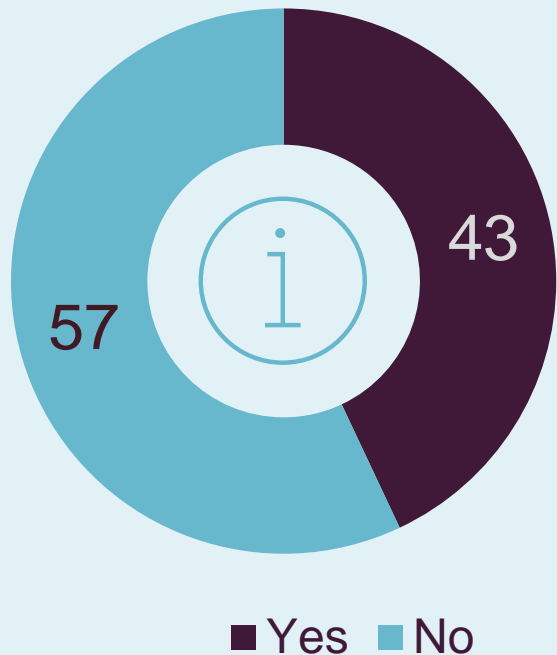
the strikes. In contrast with many earlier waves of this survey, strike action is not impacting Network Rail. This means train companies not directly affected by the strike action can run a largely normal service on these dates.

Overall, we obtained responses from 195 people who said they intend to travel, or now no longer intend to do so because of the strike disruption between 31 May and 4 June.

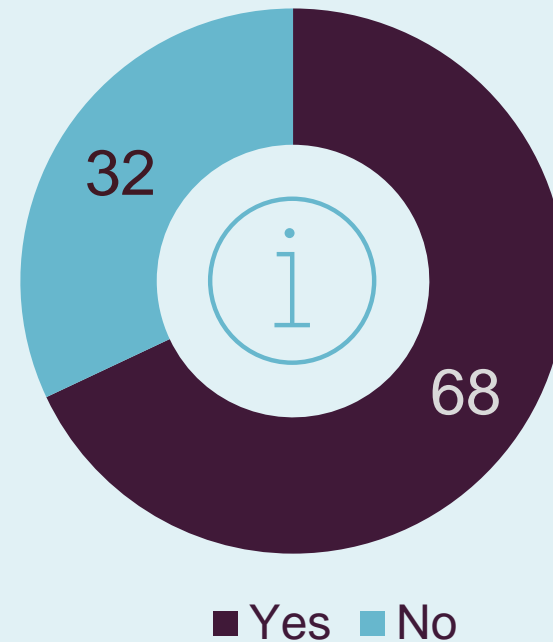
The survey was conducted between 24 and 25 May. Further detail on how we carried out this survey is available on page 12.

Just under four in ten are aware of strikes on 31 May and 2 and 3 June. Higher among those who intended to use trains on those days.

Awareness among all respondents



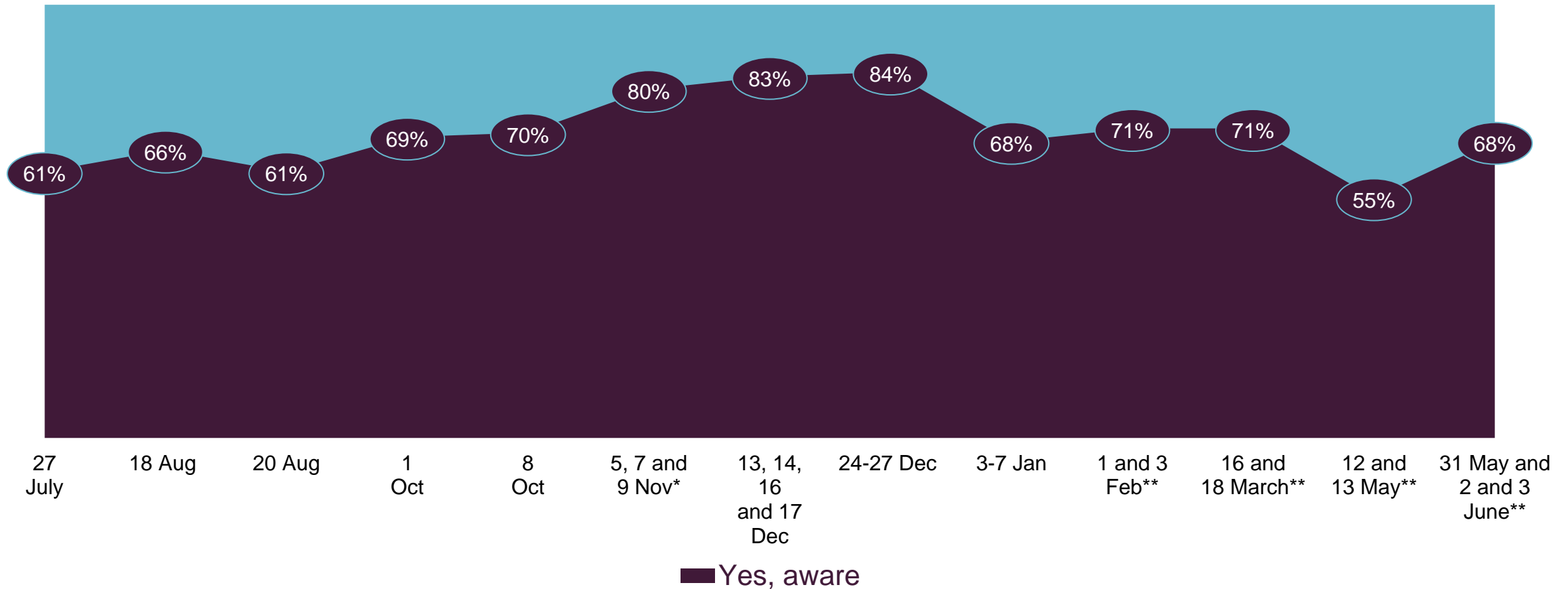
Awareness among those who intended to travel by train on 31 May or 2 or 3 June



Q) Were you aware of the expected strike disruption on the days of the strikes (31 May and 2 and 3 June);

31 May and 2 and 3 June rail strikes: pre-strike intentions and information survey. Sample sizes of charts: left 2011; right 195

Awareness of strike disruption among those who intended to travel by train on strike days has recovered to more usual levels after a dip in the last strike



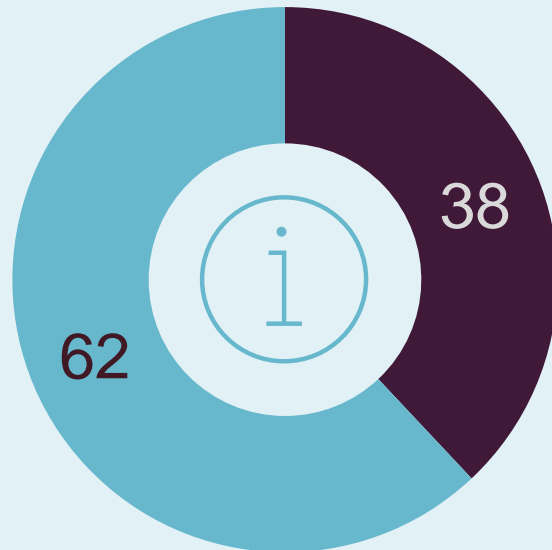
Q) Were you aware of the expected strike disruption on the days of the strikes* Nov strike dates were cancelled after our survey. ** Not Network Rail strike

Asked of those who intend or intended to travel on strike days 159, 135, 142, 196, 160, 332, 326, 232, 282, 186, 224, 180, 195.

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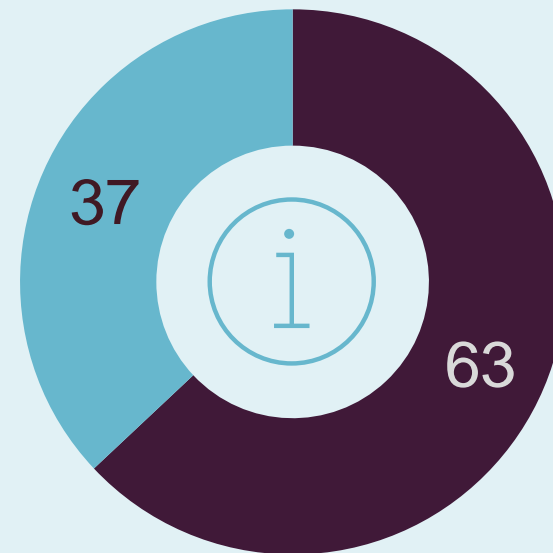
Overall four in ten are aware of potential disruption on 1 and 4 June. Almost two thirds among those intending to travel by train that day.

Awareness among all respondents



■ Yes ■ No

Awareness among those who intended to travel by train on 1 or 4 June



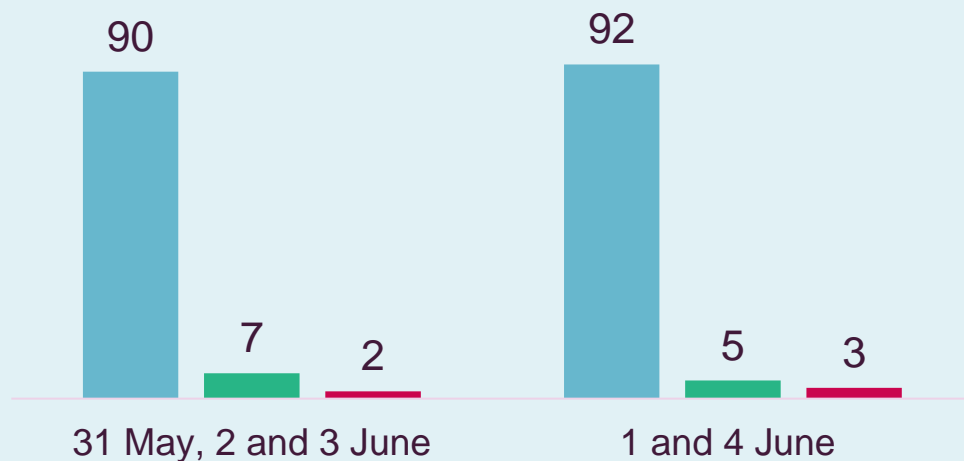
■ Yes ■ No

Q) Were you aware of the expected strike disruption on these days?.... the day following strikes (Sunday 14 May) when services may be disrupted or reduced

31 May and 2 and 3 June rail strikes: pre-strike intentions and information survey. . Sample sizes of charts: left 2011; right 176

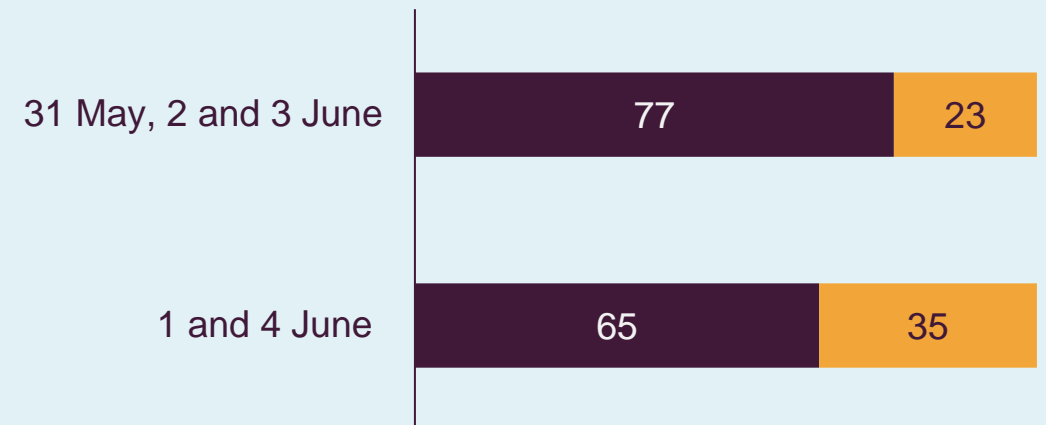
The majority of those who planned to travel by train on the affected days say they will no longer do so

Proportion 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

Q. As far as travelling by train (on dates) which applies for each of these?

Sample size left chart = 2011, sample size right chart: 31 May, 2 & 3 June = 195; 1 & 4 June = 166

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



I wanted to go to the FA Cup Final at Wembley, now I am having to set off earlier and have a friend drive me from Manchester

I have a hen do to go to on 4th June so train strike will affect my travel to the south coast.

It will make it harder to me to get home at the end of the working week as I work away. I will have to drive long hours instead.

I had intended to travel from Scotland to mid Wales but am now arranging to be driven by car.



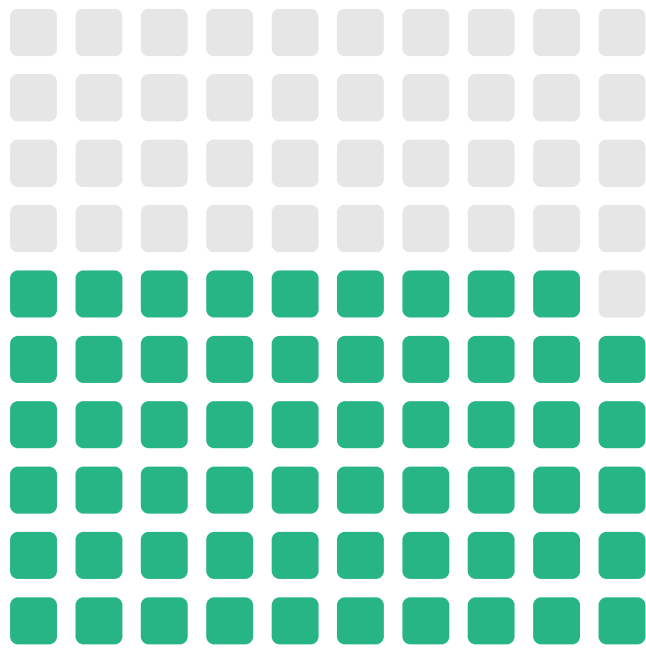
I planned to use the rail for a visit on June 2nd. Now the train is expected to cancel, and no other public transport means such as coaches are available. I have to reschedule the visit.

It will make it difficult to travel to the airport for an early flight.

I have a Universal Credit appointment on 1 June and I would go by train, but if there is a strike I have to use the bus which will take me more time to go to the destination. I would have preferred to travel by train.

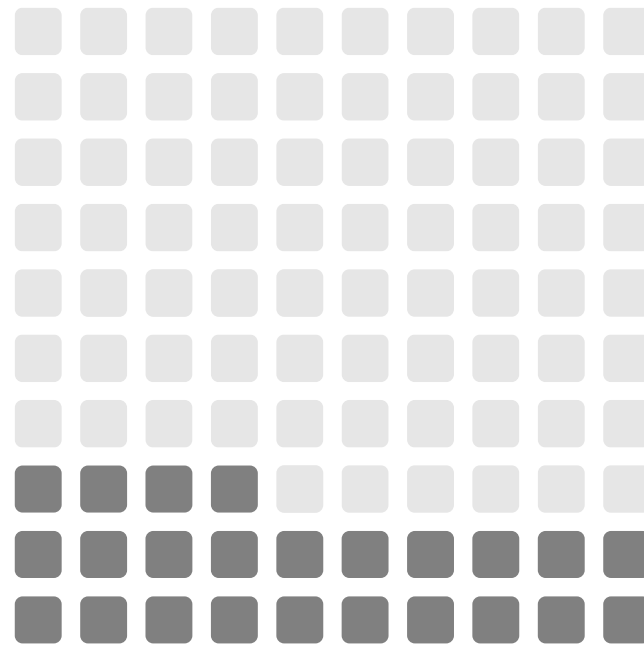
I am due to fly abroad on 3rd June and the strike now means I will have to take a taxi to the airport which will cost me £60 as opposed to £6 (train ticket). Outrageous!

Almost six out of ten rated information on the train services which will and will not be running as good



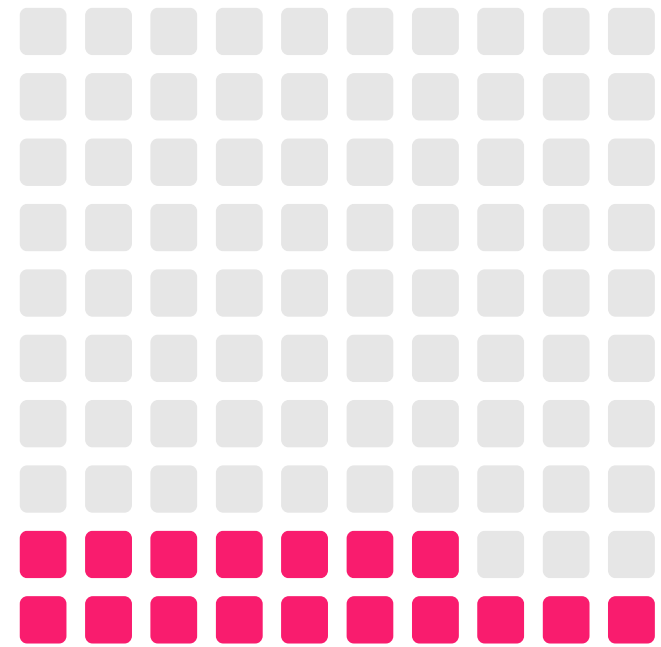
59%

Fairly good or very good



24%

Neither good nor poor



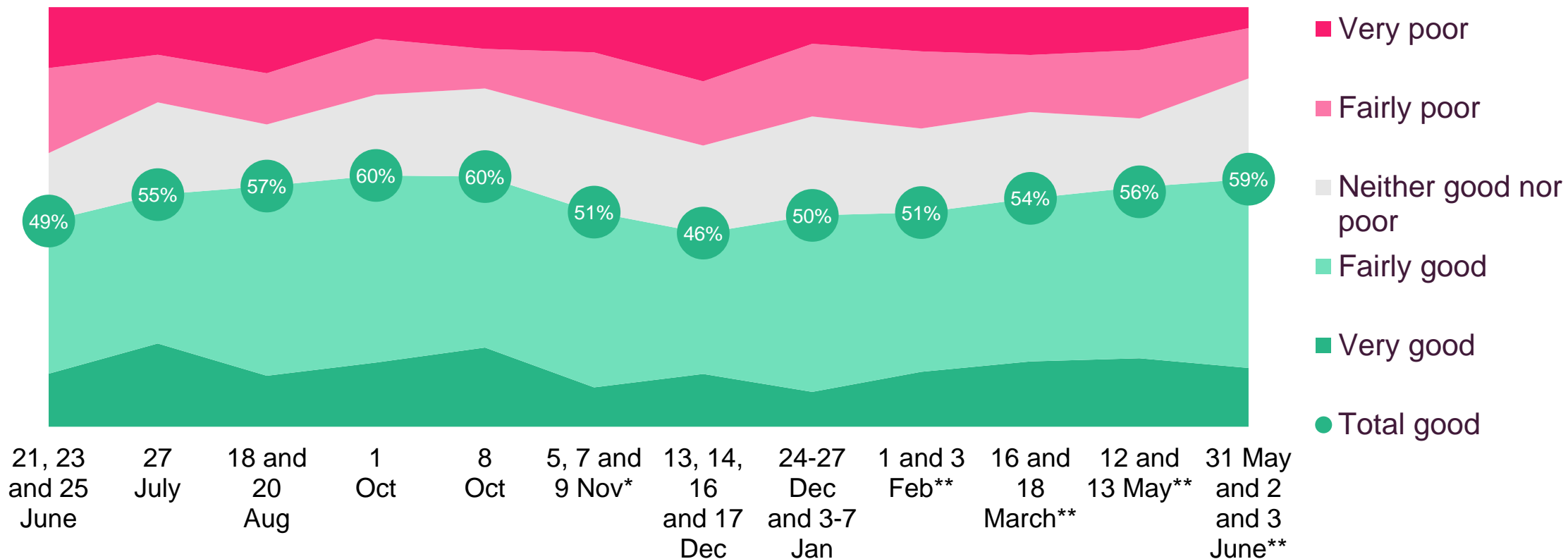
17%

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. Q. How do you rate the information available about the strikes in terms of the train services which will and will not be running. Sample size = 159. Results exclude those who said: 'Don't know/Did not look for information'.

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

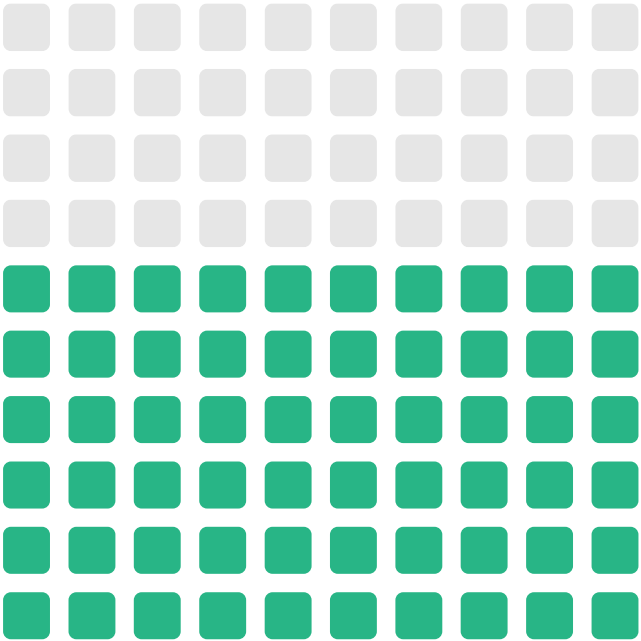


* Nov strike dates were cancelled after our survey. ** Not Network Rail strike.

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, 193, 117, 158.

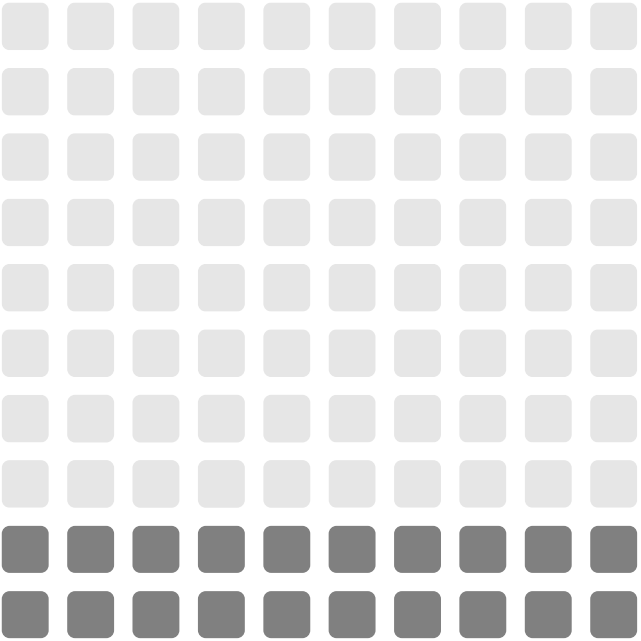
31 May and 2 and 3 June rail strikes: pre-strike intentions and information survey.

Six in ten rate information on changing tickets and refunds as good and a fifth as poor



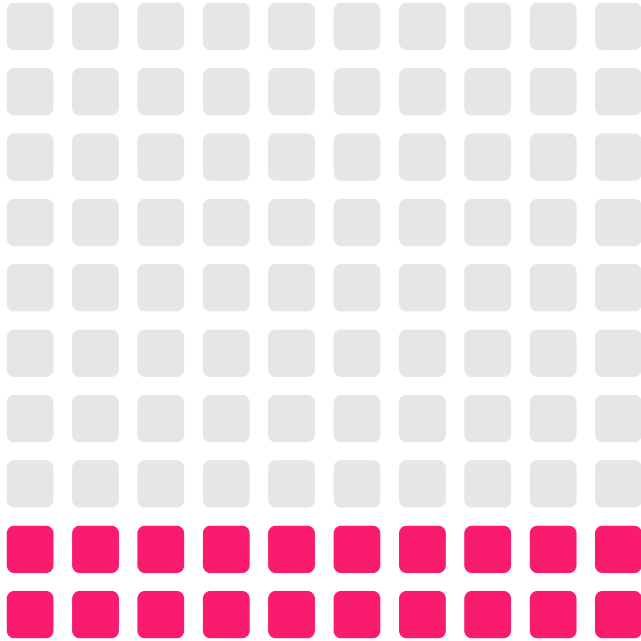
60%

Fairly good or very good



20%

Neither good nor poor

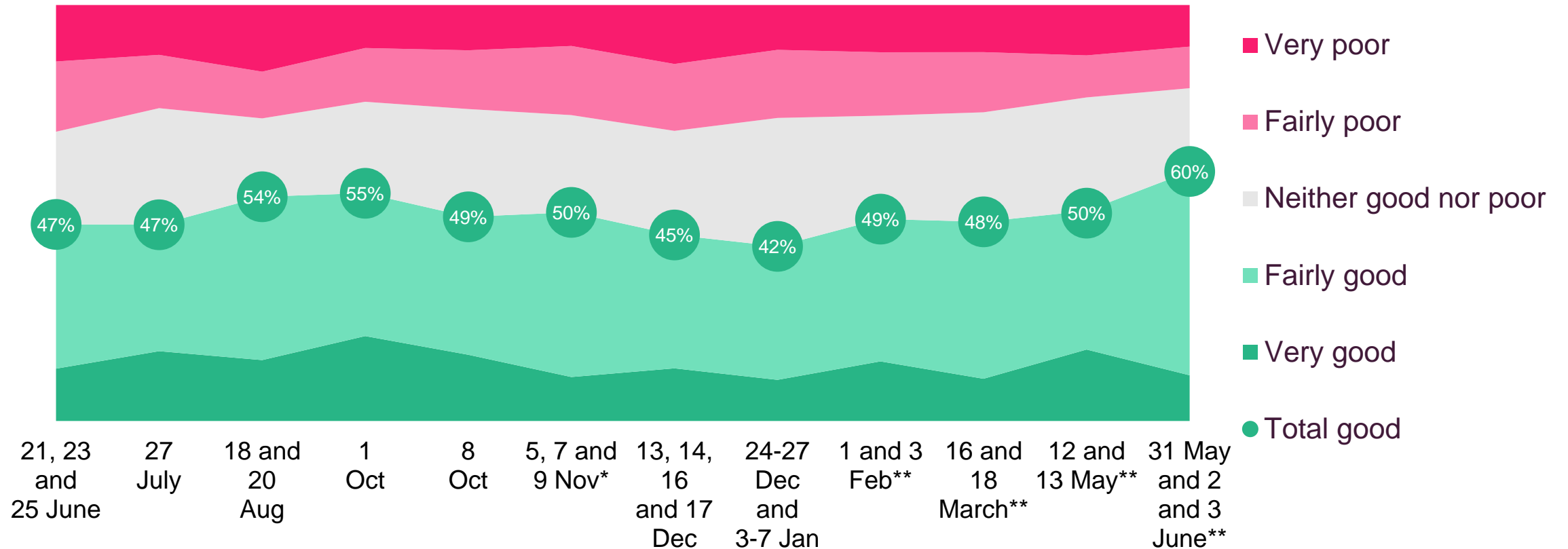


20%

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. Q. How do you rate the information available about the strikes in terms of: the arrangements for changing your ticket or obtaining a refund if you are no longer travelling due to the strike. Sample size = 105 Results exclude those who said: 'Don't know/Did not look for information'.

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



* November strike dates were cancelled after our survey. ** Not Network Rail strike.

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, 160, 105, 136

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Examples of comments about how information available can be improved (on which services are running and/or ticket exchanges/refunds)



The process could be simpler for people who aren't good with technology.

Make it more obvious on booking websites and at railway booking offices.

Better information on the service that is running and which are using buses instead.

Make it available on websites via social media and ask news companies to highlight this in news stories.



Have the information up everywhere so that you are reminded constantly of when the strikes are.

Give more specific info on how to claim back refund.

If the information was constantly updated with any new information that came in.

I have checked this out from the National Rail site a few times recently and I think it already is communicating well everything people need to know about the strikes there.

More info given on refunds up front without having to search for it!

Methodology and question text

Transport Focus asked about the 31 May, 2 and 3 June rail strikes on a Yonder Consulting omnibus (conducted 24-25 May). The omnibus is weighted to be nationally representative of the population of Great Britain. The questions asked are shown below.

Intro statement: Rail strikes are planned for Wednesday May 31 and Friday June 2 and Saturday June 3. Train services may also be impacted as a result on Thursday 1 June and Sunday 4 June.

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

i. The days of the strikes (Wednesday May 31 and Friday June 2 and Saturday June 3); ii. The days following the strikes (Thursday 1 June and Sunday 4 June) when services may be disrupted or reduced: Answer options: A= Yes; B = No.

Q2) As far as travelling by train between Wednesday May 31 and Sunday 4 June which applies for each of these? (please do not count journeys you might make on London Underground):

i. Strike days (Wednesday May 31 and Friday June 2 and Saturday June 3); ii. Day following strikes when train services may be disrupted or reduced (Thursday 1 June and Sunday 4 June):

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.

Q3a) How could the information available be improved? [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 affect you [Text box completion].

Contact Transport Focus

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- 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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