

18 July 2023

20 and 22 July 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 20 and 22 July 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 RMT strikes on 20 and 22 July 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 earlier waves of this survey in 2022, 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.

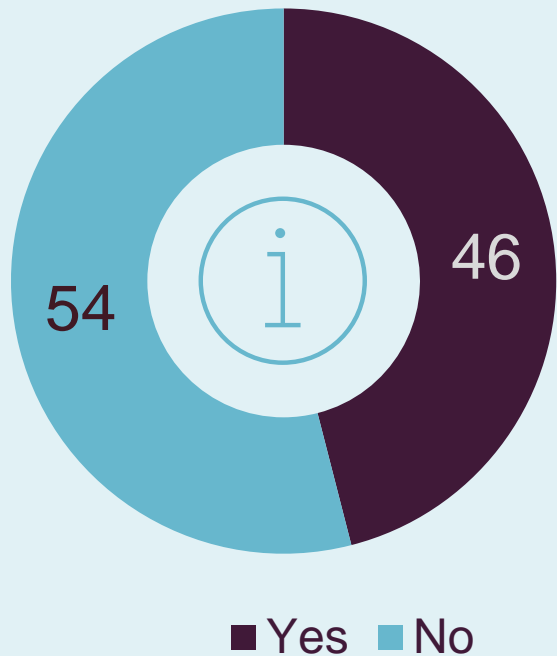
Overall, we obtained responses from 264 people who said they intend to travel, or now no longer intend to do so because of the strike disruption between 20 July and 23 July.

While this report is focussed on the strikes on 20 and 22, we also took the opportunity in the survey to ask about awareness of a further RMT strike on 29 July.

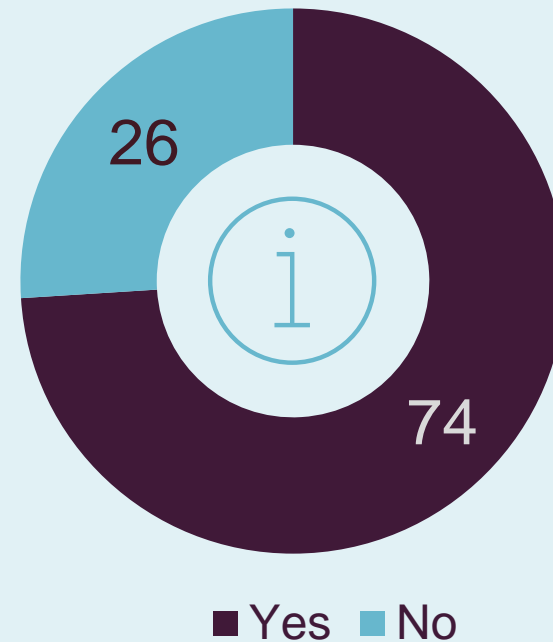
The survey was conducted between 14 and 16 July. Further detail on how we carried out this survey is available on page 14.

Just over four in ten are aware of strikes on 20 and 22 July. This rises to almost three quarters among those who intended to use trains on those days.

Awareness among all respondents



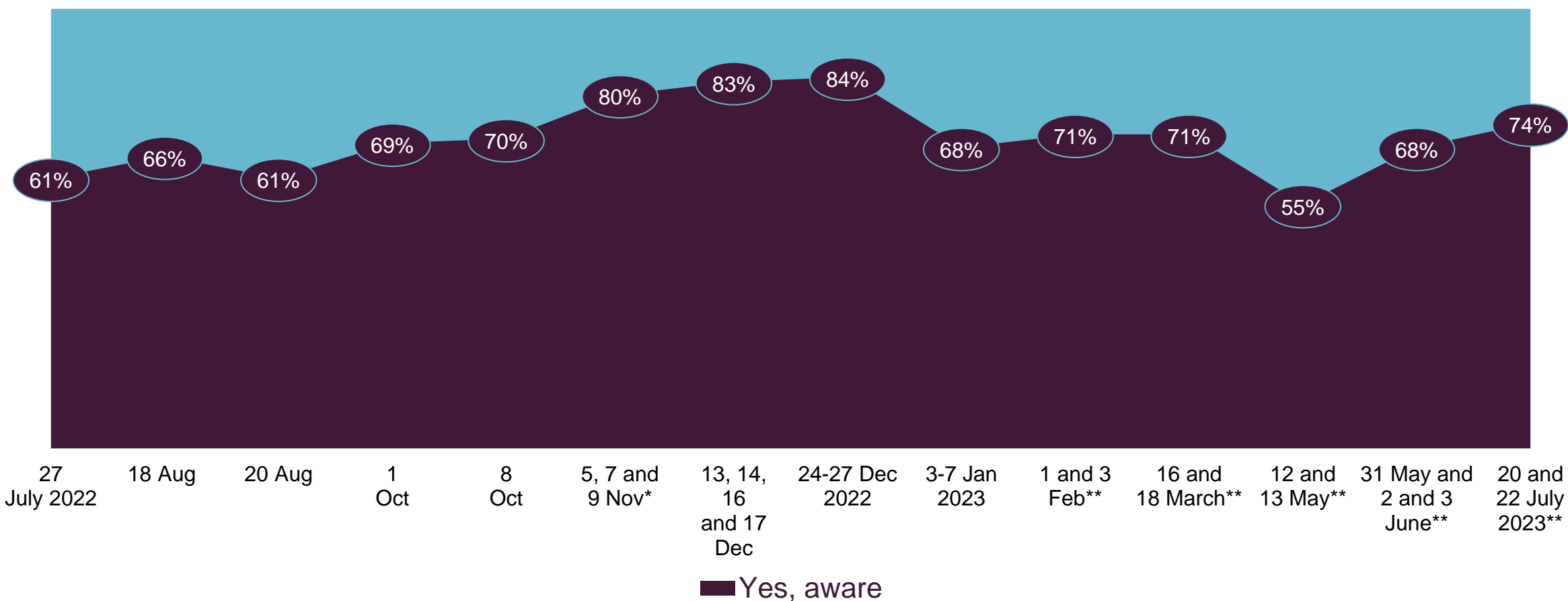
Awareness among those who intended to travel by train on 20 and 22 July



Q) Were you aware of the expected strike disruption on the days of the strike (20 and 22 July)?

20 and 22 July rail strikes: pre-strike intentions and information survey. Sample sizes of charts: left 2017; right 217

Awareness of this strike close to the average seen over the strikes (70 per cent)



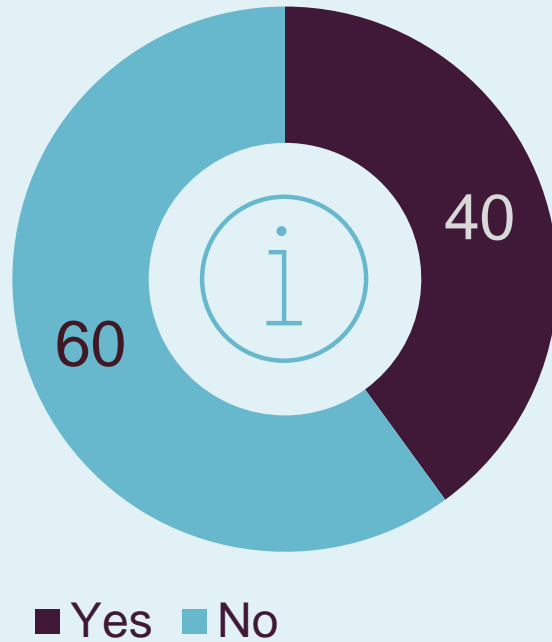
Q) Were you aware of the expected strike disruption on the days of the strikes* Nov strike dates were cancelled after our survey. ** Not Network Rail strike

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, 217.

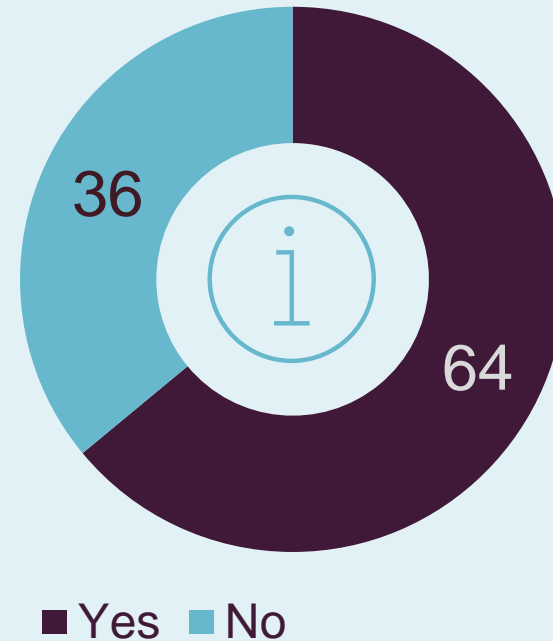
20 and 22 July rail strikes: pre-strike intentions and information survey.

Four in ten are aware of potential disruption on 21 and 23 July. Almost two thirds among those intending to travel by train that day.

Awareness among all respondents



Awareness among those who intended to travel by train on 21 or 23 July

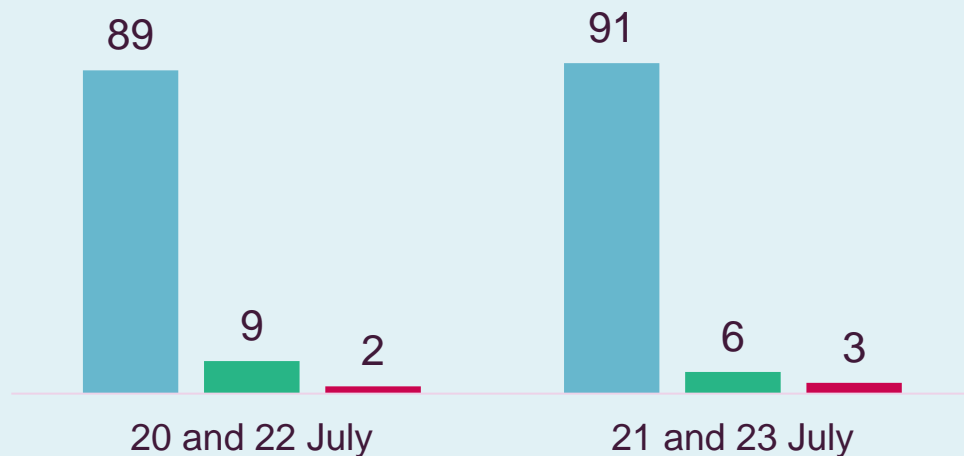


Q) Were you aware of the expected strike disruption on the days following strikes (21 and 23 July) when services may be disrupted or reduced?

20 and 22 July rail strikes: pre-strike intentions and information survey. Sample sizes of charts: left 2017; right 180

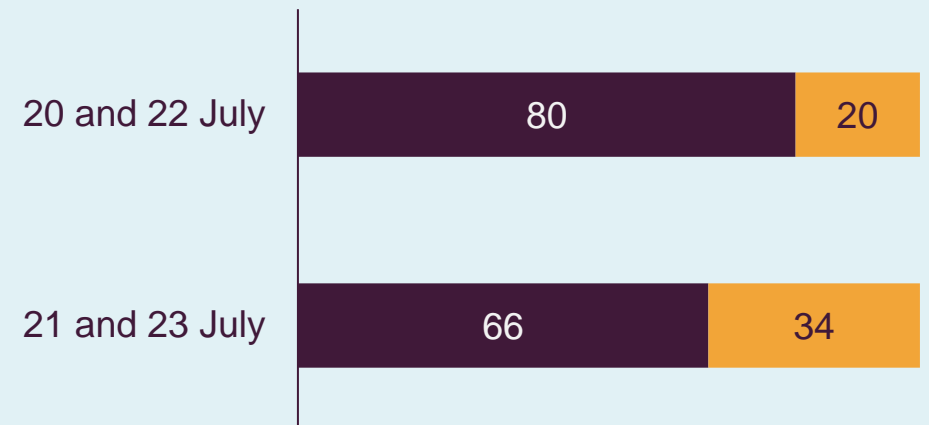
The majority of those who planned to travel by train on the affected days say they will no longer do so

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: 20 and 22 July = 217; 21 and 23 July = 180

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



I was meant to be travelling by train on 21st July but have had to book bus travel instead which will take almost twice as long.

I had a trip planned to visit family by train that now needs to be rescheduled. I will also have to work from home on one of the weekdays.

We will not be able to go for planned and booked ages ago birthday meal.

My trips were for leisure and can be rearranged. So not a huge impact for me.



There will be delays and full trains. People will travel on those days instead of strike days so platforms will be busier than normal.

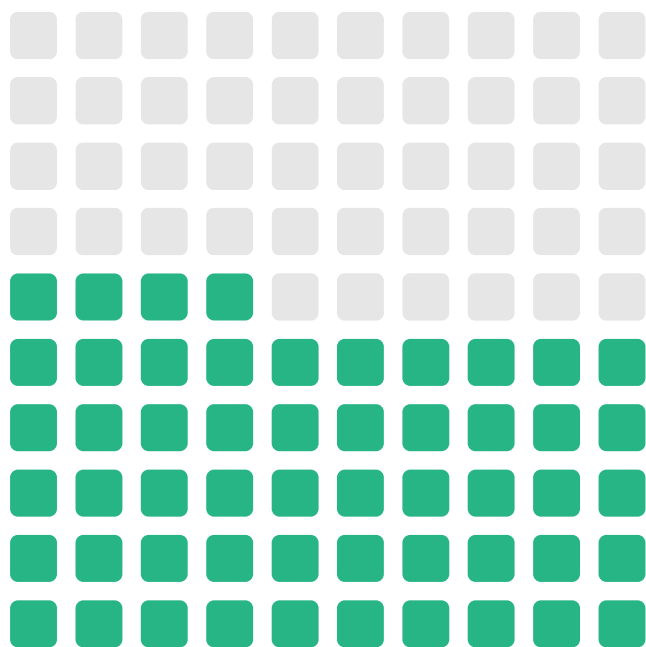
I will either have to take a long bus route or rearrange to visit my grandparent.

It will mean much more delays and travel time being much longer.

It restricts my movement and by using other resources its quite expensive.

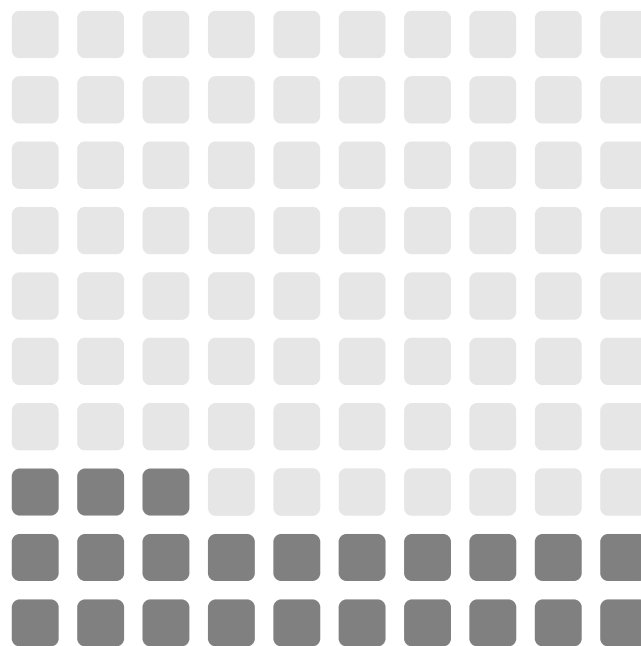
I was potentially going to travel to Cardiff on Saturday, but will not be able to do so now, although it wasn't essential and won't have a major impact.

A little over half rated information on the train services which will and will not be running as good



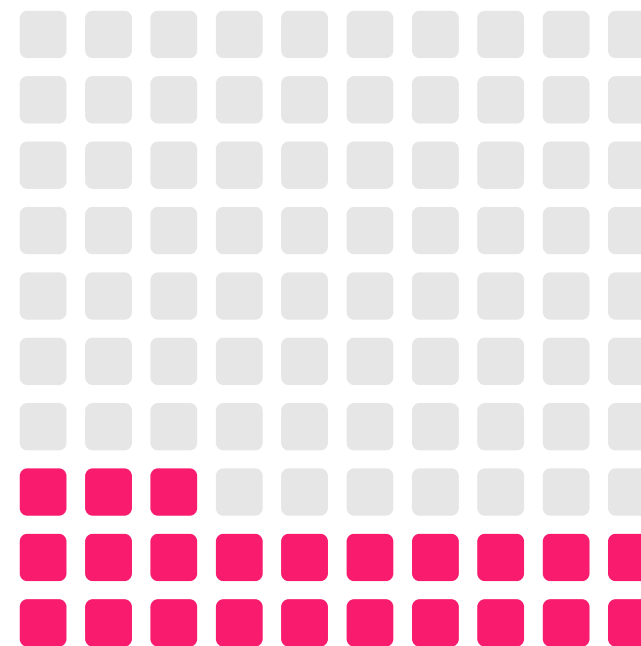
54%

Fairly good or very good



23%

Neither good nor poor



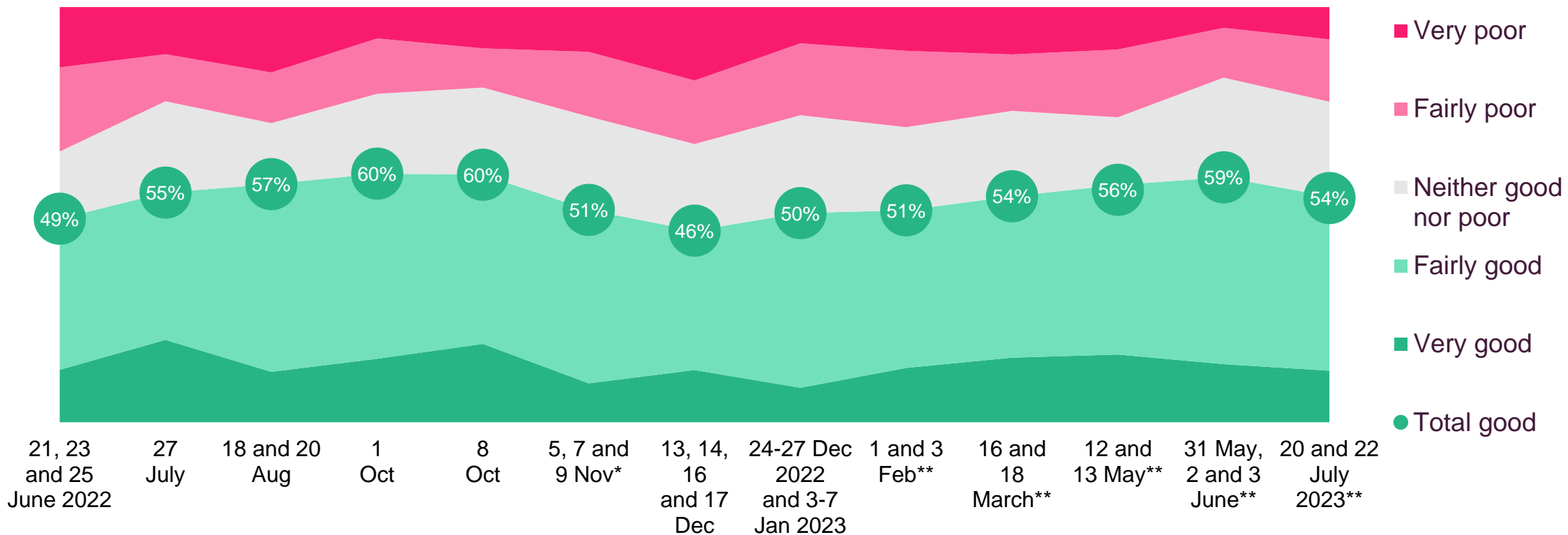
23%

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 = 187. 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

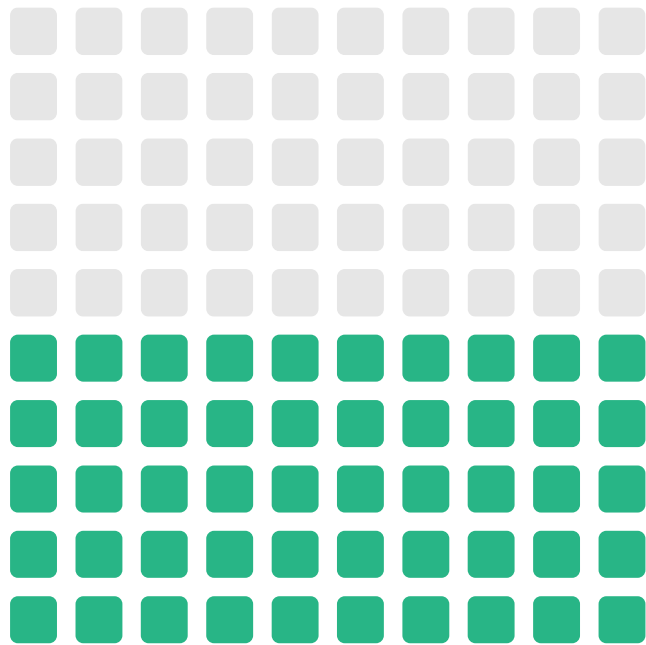


* Nov strike dates were cancelled after our survey. ** Not Network Rail strike.

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, 187.

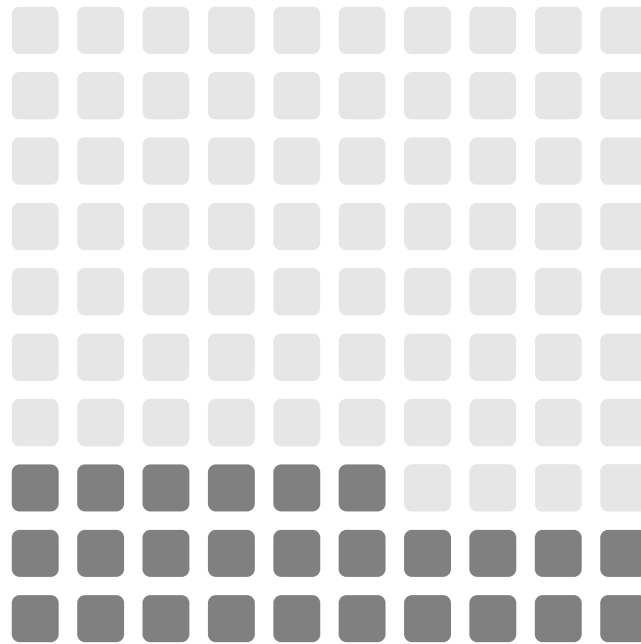
20 and 22 July rail strikes: pre-strike intentions and information survey.

Half rated information on changing tickets and refunds as good and close to a quarter as poor



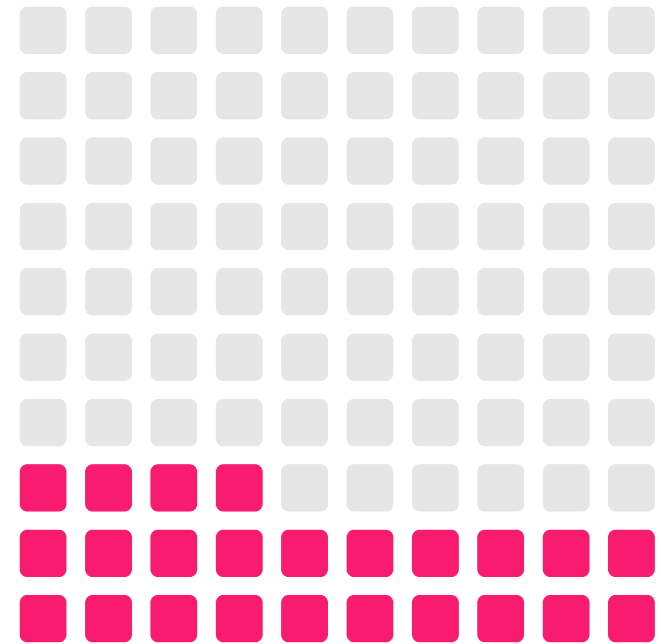
50%

Fairly good or very good



26%

Neither good nor poor



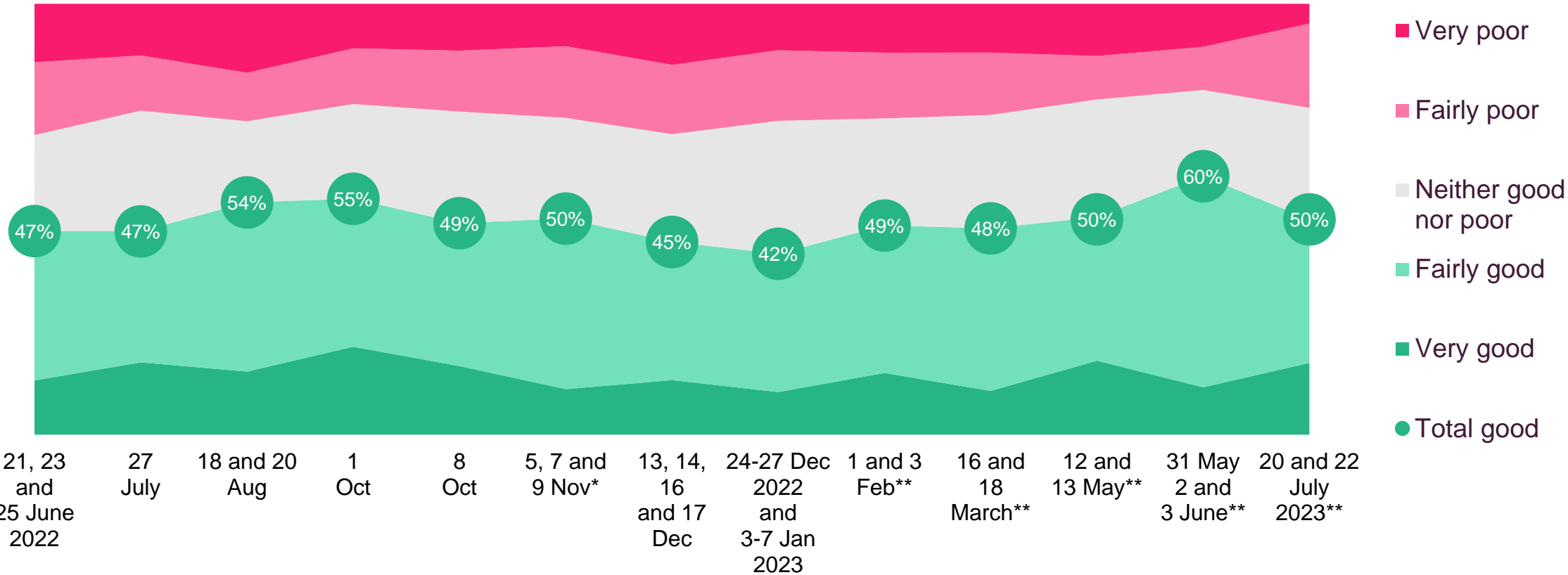
24%

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 = 165 Results exclude those who said: 'Don't know/Did not look for information'.

20 and 22 July rail strikes: pre-strike intentions and information survey.

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, 165.

20 and 22 July rail strikes: pre-strike intentions and information survey.

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



More on the minute alerts. Automatically providing refunds for tickets not used or severely impacted.

Emails could be sent to those who have bought online. The apps could automatically issue alerts.

I think it could be on the ticket or receipt on the best ways to get a refund.

I'm not sure. My trains may be disrupted because of an overtime ban. It is possible that the 3 trains I need will still run but I won't know in advance which makes my travel plans very unsure. Surely they must know a week in advance if the trains will run or not.



I only know about the strikes through my online news platforms. It would be useful if they could redirect to further information about refunds. Or if there were adverts on social media.

More information on the railway website and a text message to alert me to changes would be helpful.

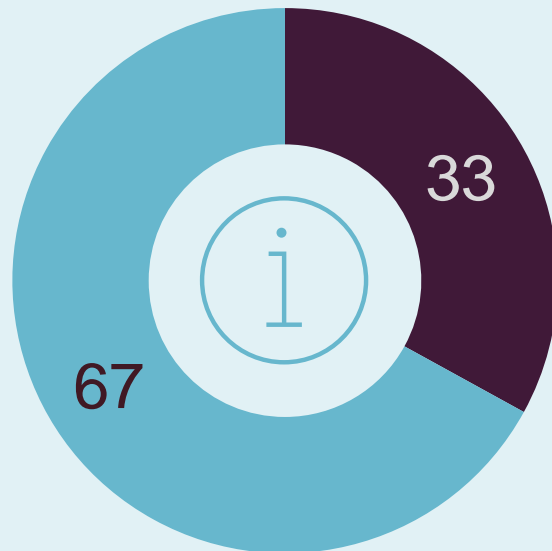
More clarity on how trains will be affected on days surrounding strike days.

Better info regarding how to change route or ticket & should be coming from the train company.

The information should be available earlier. I have had to wait till less than a week before I actually intended to travel to be made aware my train will not be running.

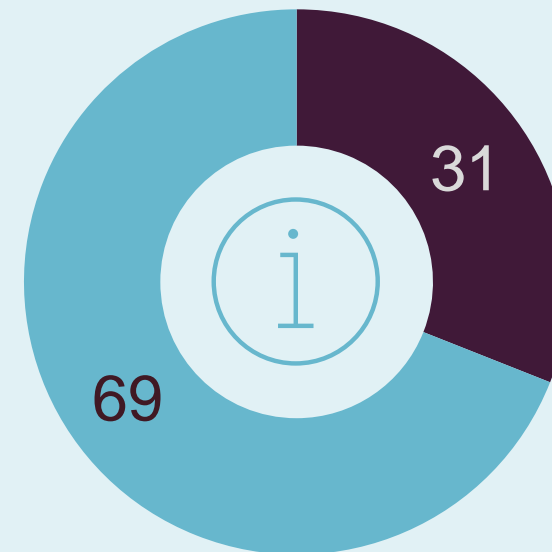
We also asked about awareness of a further strike on 29 July. Fewer people are currently aware of this strike and the potential for disruption the following day.

Awareness of 29 July strike among all respondents



■ Yes ■ No

Awareness of potential disruption on 30 July among all respondents



■ Yes ■ No

Q) Were you aware of the expected strike disruption on these days? i. The day of this strike (Saturday 29 July);
ii. The day following this strike (Sunday 30 July) when services may be disrupted or reduced.

20 and 22 July rail strikes: pre-strike intentions and information survey. Sample sizes of charts: 2017

Methodology and question text

Transport Focus asked about the 20 and 22 July rail strikes on a Yonder Consulting omnibus (conducted 14-16 July). 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 Thursday 20 July and Saturday 22 July. Train services may also be impacted as a result on Friday 21 July and Sunday 23 July.

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

- i. The days of the strikes (Thursday 20 July and Saturday 22 July); ii. The days following strikes (Friday 21 July and Sunday 23 July) 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. Travelling on the strike days (Thursday 20 July and Saturday 22 July); ii. The days following strikes Friday 21 July, and Sunday 23 July: 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; 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].

Intro statement: Rail strikes are also planned for Saturday 29 July and train services may also be impacted as a result on Sunday 29 July.

Q5) Were you aware of the expected strike disruption on?

- i. The days of this strike (Saturday 29 July); ii. The day following this strike (Sunday 30 July) when services may be disrupted or reduced:

Answer options: A= Yes; B = No

Contact Transport Focus

Any enquiries about this report should be addressed to:

Jordan Sargeant
Senior policy adviser
Jordan.sargeant@transportfocus.org.uk

Transport Focus
Albany House
94 – 98 Petty France
London
SW1H 9EA

www.transportfocus.org.uk

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