

26 September  
2023

# 30 September and 4 October 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 Saturday 30 September and Wednesday 4 October 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.

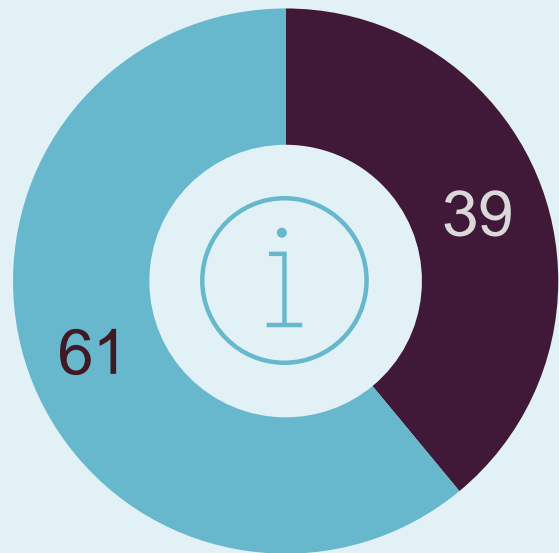
The ASLEF strikes on 30 September and 4 October will impact most train companies in England (and cross-border services in Scotland and Wales). There may also be some changes to services on the day after the strikes.

Overall, we obtained responses from around 200 people who said they intend to travel, or now no longer intend to do so because of the strike disruption.

The survey was conducted between 22 and 24 September. Further detail on how we carried out this survey is available on page 13.

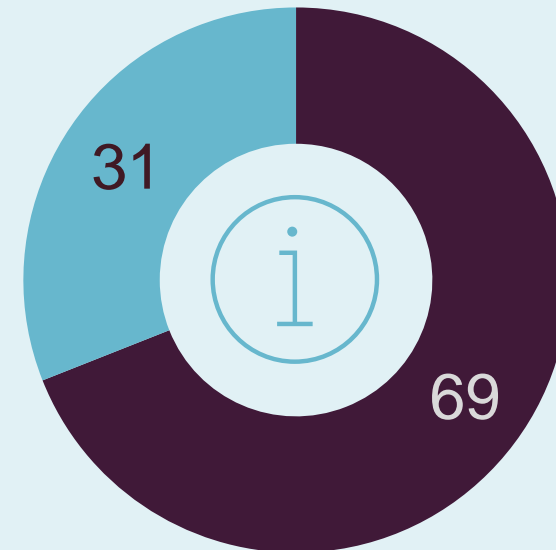
Four in ten are aware of strikes on 30 September or 4 October. Higher at almost seven in ten among those who intended to use trains on those days.

Awareness among all respondents



■ Yes ■ No

Awareness among those who intended to travel by train on 30 Sept or 4 Oct

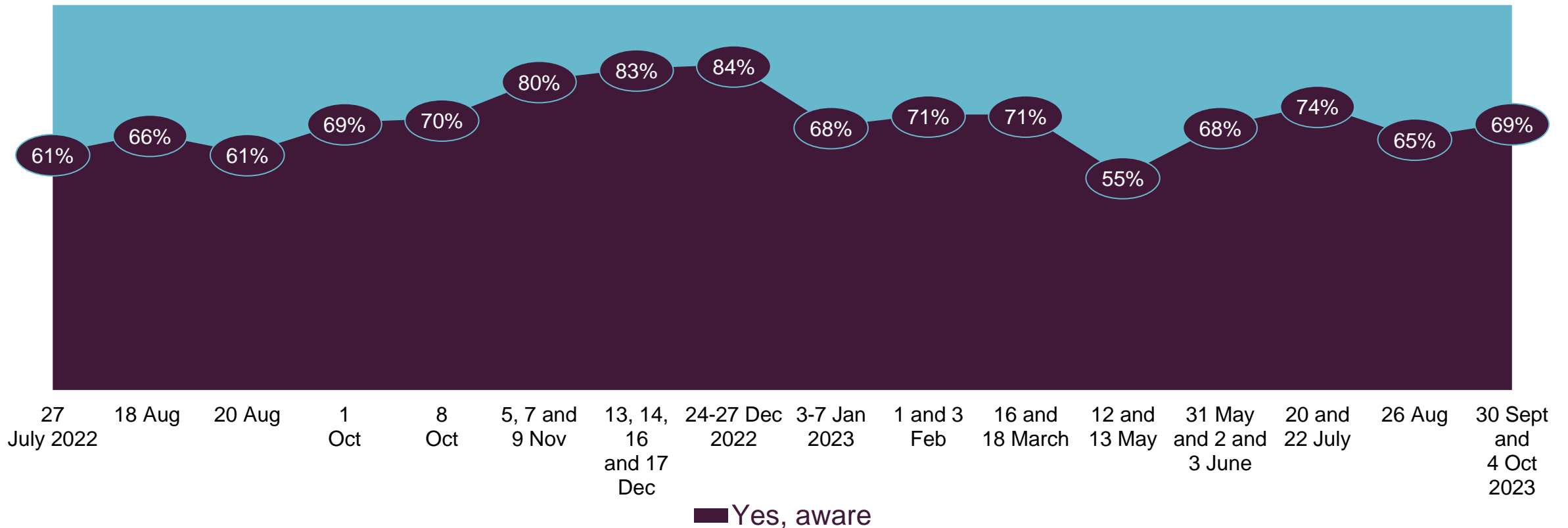


■ Yes ■ No

Q) Were you aware of the expected strike disruption on the days of the strikes (30 September and 4 October)?

30 Sept and 4 Oct 2023 rail strikes: pre-strike intentions and information survey. Sample sizes of charts: left 2001; right 236

# Awareness of this strike is similar to other strikes



Notes: 1) November 2022 strikes were cancelled after our survey. 2) Strikes from February 2023 have not affected Network Rail.

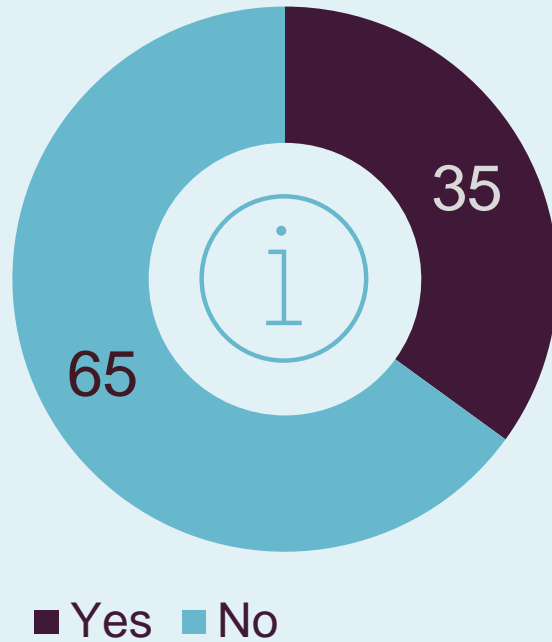
Q) Were you aware of the expected strike disruption on the days of the strikes.

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, 202, 236.

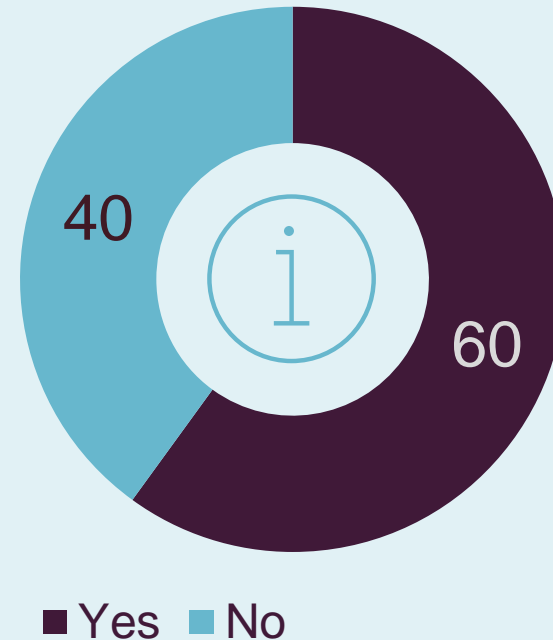
30 Sept and 4 Oct 2023 rail strikes: pre-strike intentions and information survey.

Just over a third are aware of potential disruption on 1 and 5 October. Six in ten of those intending to travel by train either day.

Awareness among all respondents



Awareness among those who intended to travel by train on 1 October or 5 October

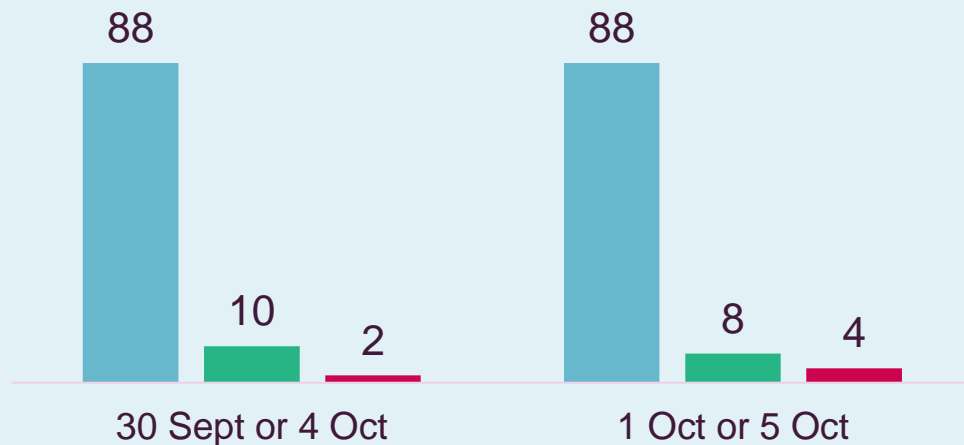


Q) Were you aware of the expected strike disruption on the days following the strikes (1 and 5 October) when services may be disrupted or reduced?

30 Sept and 4 Oct 2023 rail strikes: pre-strike intentions and information survey. Sample sizes of charts: left 2001; right 236

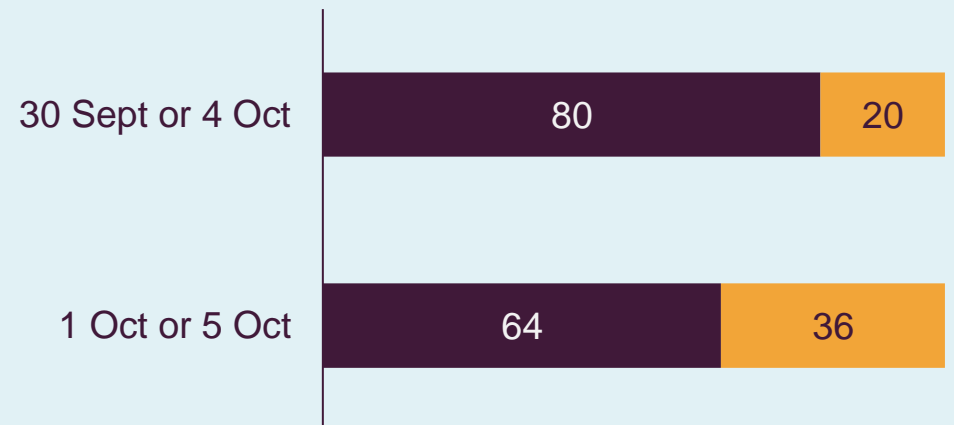
# The majority of those who planned to travel by train on the affected days say they will no longer do so

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 = 2001, sample size right chart 30 Sept or 4 Oct = 236; 1 Oct or 5 Oct = 236

30 Sept and 4 Oct 2023 rail strikes: pre-strike intentions and information survey.

# Examples of the impact



I am self-employed and travel to York every Thursday to see clients. If the trains I am booked on are cancelled, and I can't change my schedule, I have to cancel my whole day. This means I have made a loss for the day and also let down my clients.

Very badly. Am getting fed up now.

I was going to travel on Weds so I'll have to change that to Thurs and hope there aren't too many knock-on effects.

I have to get to work and have no car. There is no other public transport I can take. I am going to have to ask favours for people to bring me.



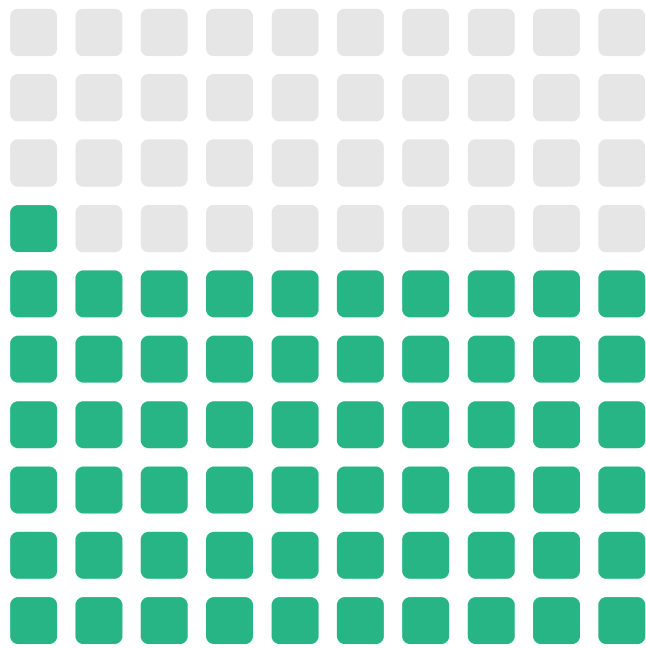
I had been intending to attend concerts in London (on the 30th) and Poole on the 4th, returning on the 5th. I have scrapped plans to do the London concert, and will drive to Poole instead of risking the train.

They will only affect me on the weekend when I planned to use the train for leisure purposes but now I will have to drive or take bus which is more inconvenient due to lack of parking at destination.

I am once again not able to attend my university lectures, making the lecturers disappointed with the attendance and missing out on the social aspect of university life.

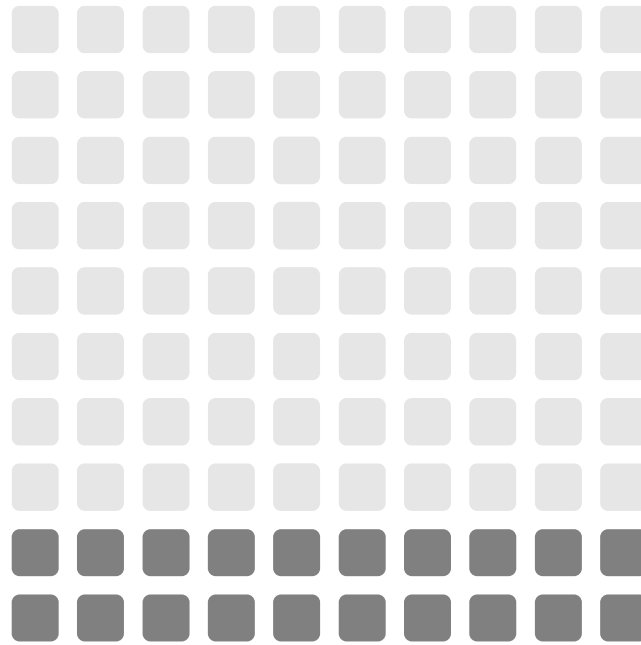
We will be arriving back from a short holiday abroad so it will affect me greatly as I will be quite far away from where I live and rely on some form of transport to get home.

# Six out of ten half rated information on the train services which will be running as good



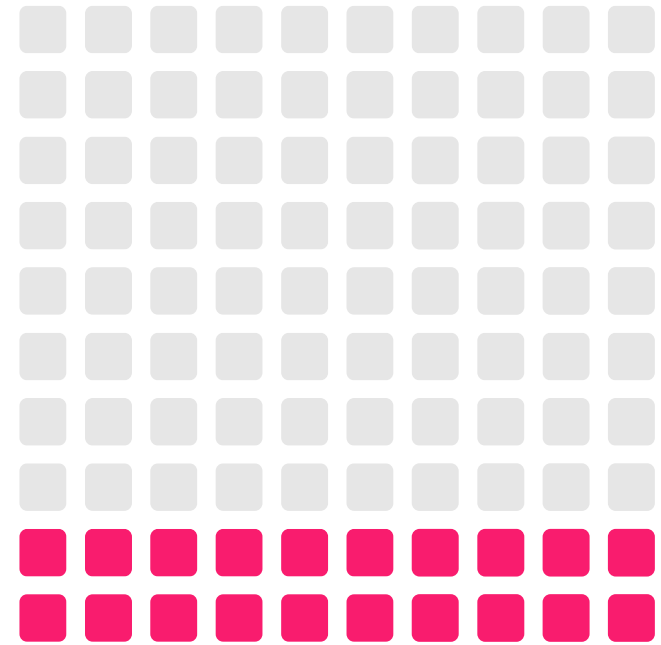
61%

Fairly good or very good



20%

Neither good nor poor



20%

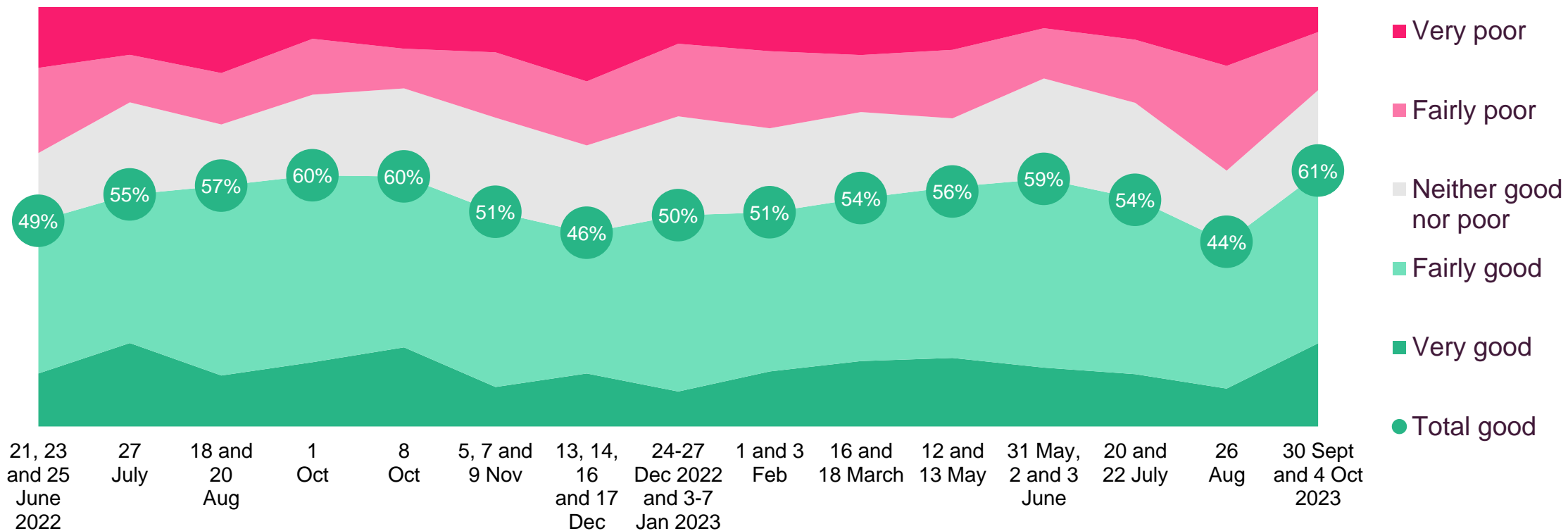
Fairly poor or very poor

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 train services which will and will not be running. Sample size = 205. 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

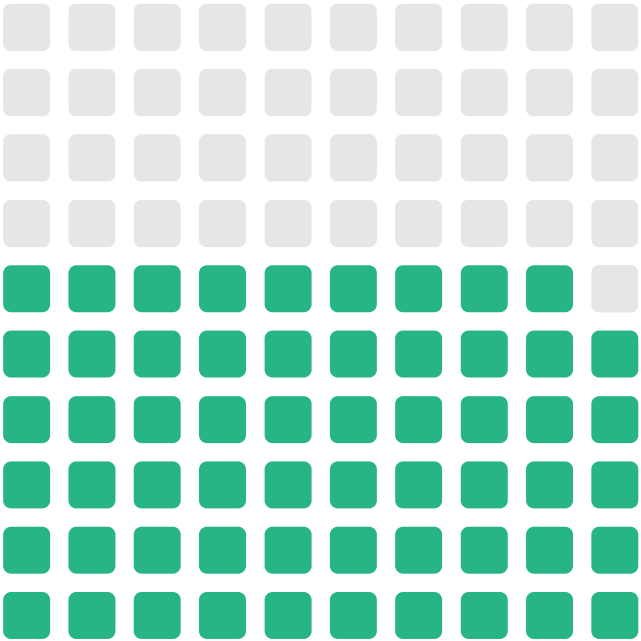


Notes: 1) November 2022 strikes were cancelled after our survey. 2) Strikes from February 2023 have not affected Network Rail.

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, 159, 205.

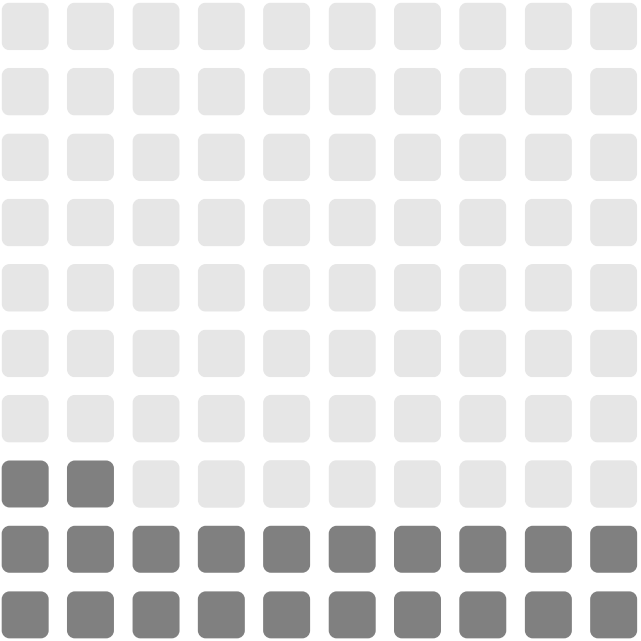
30 Sept and 4 Oct 2023 rail strikes: pre-strike intentions and information survey.

# Almost six in ten rated the information on changing tickets and refunds as good while almost a fifth rated it as poor



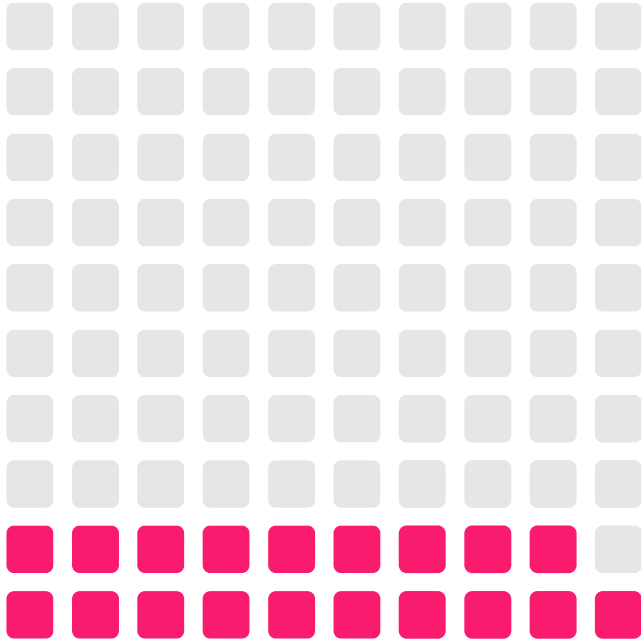
59%

Fairly good or very good



22%

Neither good nor poor



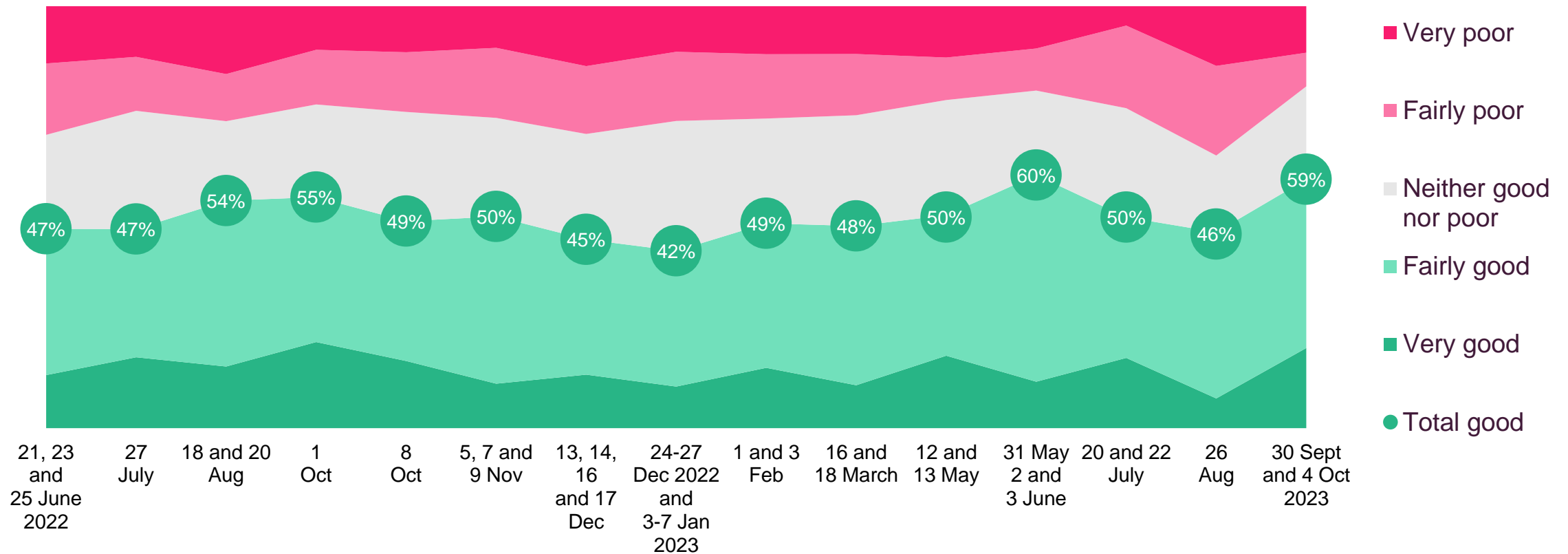
19%

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 = 181. Results exclude those who said: 'Don't know/Did not look for information'.

30 Sept and 4 Oct 2023 rail strikes: pre-strike intentions and information survey.

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



Notes: 1) November 2022 strikes were cancelled after our survey. 2) Strikes from February 2023 have not affected Network Rail.

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, 141, 181..

30 Sept and 4 Oct 2023 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)



I only see it on the station platform monitor. It should be on a banner when I search train times online.

Before I pay I would appreciate the information which states a clear message such as, in case of strikes you can change your trip to another day free of charge.

Be clear and concise and give people the option to amend with good enough advance notice

To have a site where you are able to input your ticket details and immediately get a confirmation whether the train is running.



Announcements in stations stating that there are proposed strikes, that services both on the strike day and the day after will be affected. The announcement would also state the rough percentage/proportion of trains that are expected to be cancelled.

Clear information as to whether trains are running or if it's just reduced capacity, if certain stations are open or closed.

Provide more information on how to get refunds, and make the forms accessible.

# Methodology and question text

Transport Focus asked about the 30 Sept and 4 Oct 2023 rail strikes on Yonder Consulting's omnibus (conducted 22-24 September) which 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 Saturday 30 September and Wednesday 4 October. Train services may also be impacted as a result on Sunday 1 October and Thursday 5 October.

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

- i. The days of the strikes (Saturday 30 September and Wednesday 4 October);
- ii. The days following the strikes (Sunday 1 October and Thursday 5 October) when services may be disrupted or reduced.

Q2) As far as travelling by train, which applies for each of these days? (please do not count journeys you might make on London Underground):

- i. The strike days (Saturday 30 September and Wednesday 4 October);
- ii. The days following the strikes (Sunday 1 October and Thursday 5 October): 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].

# 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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