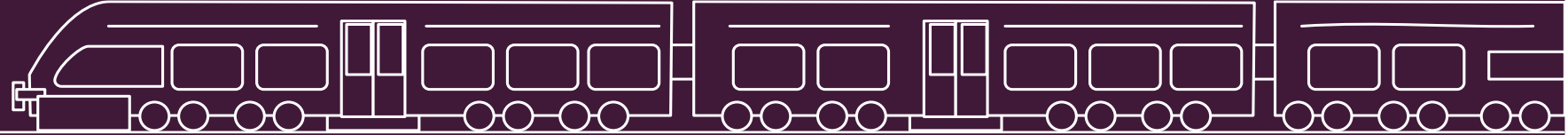


26 January  
2024

**30 January - 5 February 2024**  
**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 between Tuesday 30 January and Monday 5 February 2024.

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

The ASLEF strikes will impact most train companies in England (and cross-border services in Scotland and Wales) as follows:

**Tuesday 30 January:** Gatwick Express, Great Northern, South Western Railway (including Island Line), Southeastern, Southern and Thameslink;

**Wednesday 31 January:** Northern and TransPennine Express; Friday 2 February c2c, Greater Anglia (including Stansted Express) and LNER;

**Saturday 3 February:** Avanti West Coast, East Midlands Railway, London Northwestern Railway and West Midlands Railway

**Monday 5 February:** Chiltern Railways, CrossCountry and Great Western Railway. There may also be some changes to services on the day after the strikes

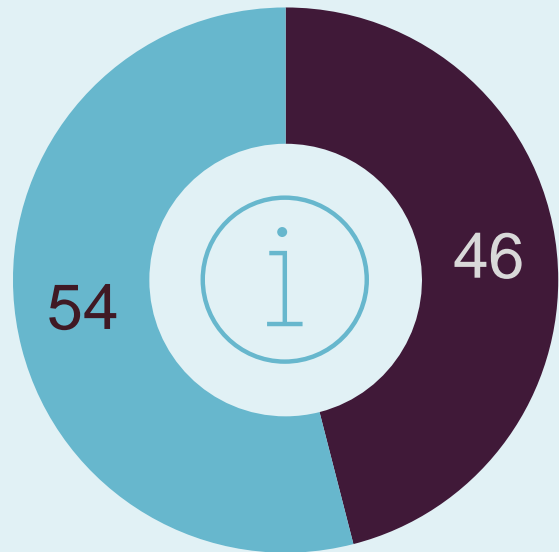
This more complicated strike pattern is similar to the early December 2023 strikes but different to previous strikes. Questions are as comparable as possible to the previous versions, however this should be kept in mind when interpreting results in the report.

Overall, we obtained responses from around 350 people who intend to travel, or no longer intend to because of strike disruption.

The survey was conducted on 22 and 23 January. Further detail on how we carried out this survey is available on page 12.

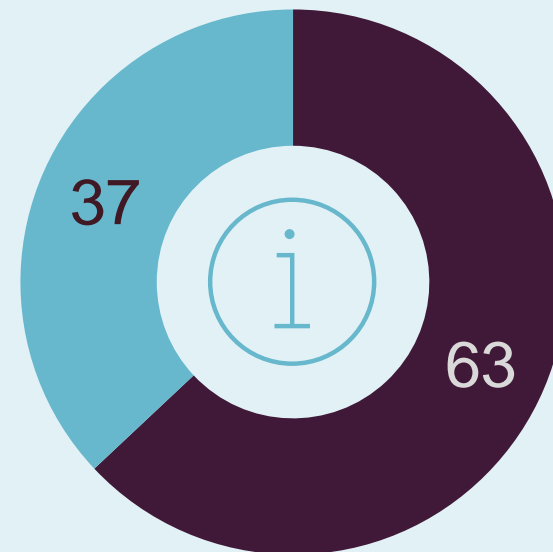
Over four in ten are aware of strikes between 30 January and 5 February. Higher among those who plan/planned to use the train on strike days, at over six in ten.

Awareness among all respondents



■ Yes ■ No

Awareness among those plan/planned to travel on any strike day between 30 January and 5 February



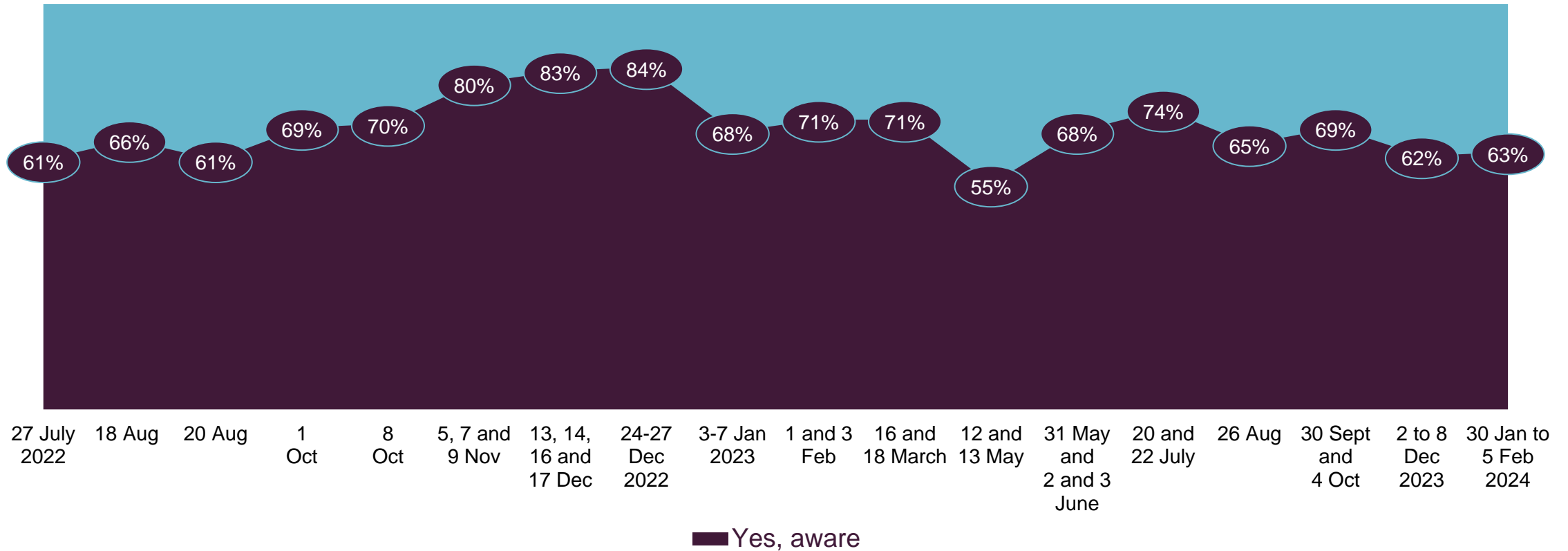
■ Yes ■ No

Rail strikes are planned between Tuesday 30 January and Monday 5 February. Different train companies are affected on each of these days (table showing TOCs and their strike dates). Were you aware of ..... These strikes

30 January to 5 February 2024 rail strikes: pre-strike intentions and information survey. Sample sizes of charts: left 2001; right 300

# Awareness of recent strikes over time

Among those who plan/planned to travel on strike days



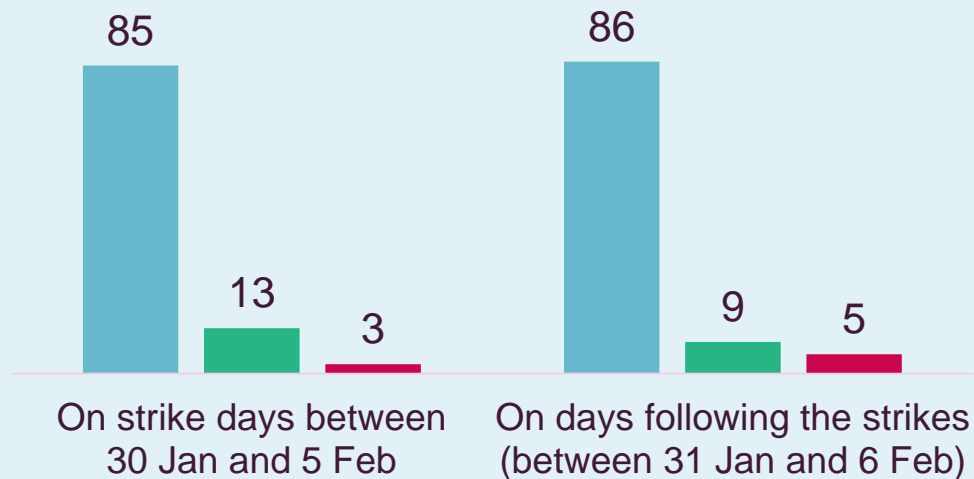
Notes: 1) November 2022 strikes were cancelled after our survey. 2) Strikes from February 2023 have not affected Network Rail.

Rail strikes are planned between Tuesday 30 January and Monday 5 February. Different train companies are affected on each of these days (table showing TOCs and their strike dates). Were you aware of ..... These strikes

30 January to 5 February 2024 rail strikes: pre-strike intentions and information survey. Base sizes: 159, 135, 142, 196, 160, 332, 326, 232, 282, 186, 224, 180, 195, 217, 202, 236, 299, 300.

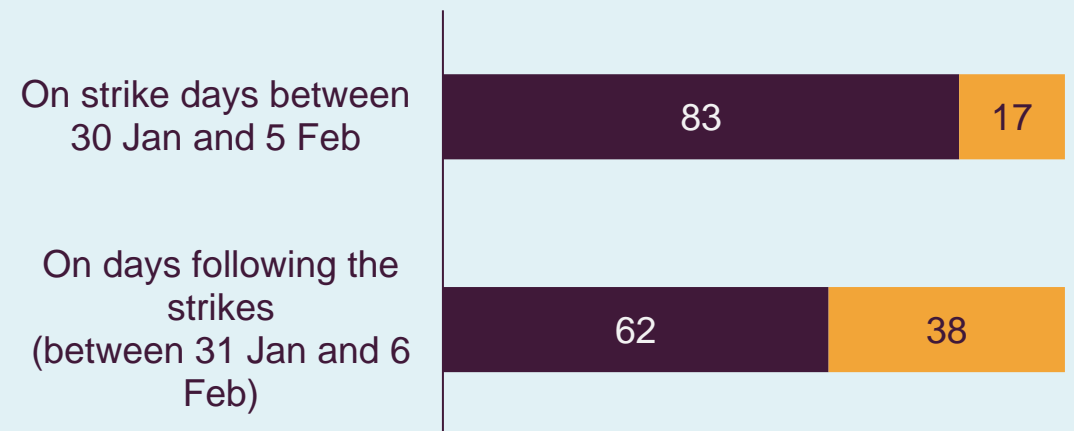
# Of those who planned to travel by train on strike days, less than a fifth still intend to use the train

Proportion intending to use train (%)



- Had no plans to travel on any of these days
- Intended to travel on one or more of these days but won't be doing so now
- Still planning to travel on one or more of these days

Current intention among those who planned to travel on these days (%)

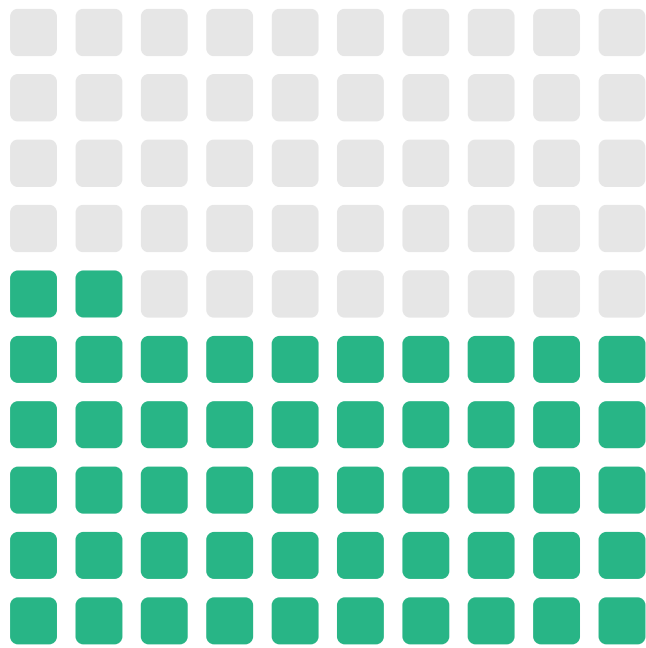


- Intended to use the train but not doing so now
- Still planning to use the train

Q) We are interested in how your travel plans might be affected by these strikes. First, a reminder of the strike dates for each train company (table showing TOC and their strike dates): Thinking about any travel by train - which of these applies to you.... i. Travelling with any train company on the day when it will be affected by strike action; ii. Travelling with any train company on the day after it being affected by strike action (when services may be reduced)

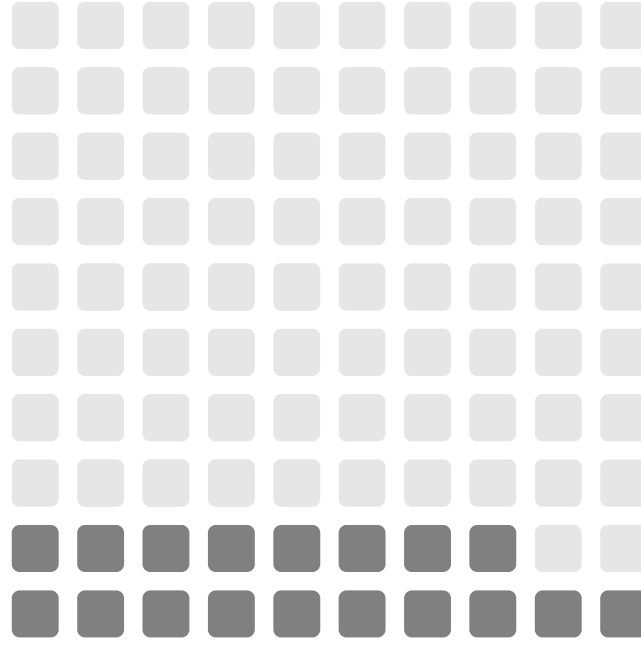
Sample size left chart = 2001, sample size right chart: strike days = 300; days following strikes = 271.  
30 January to 5 February 2024 rail strikes: pre-strike intentions and information survey.

# Just over half rated information on the train services which will be running as good; around three in ten thought it poor



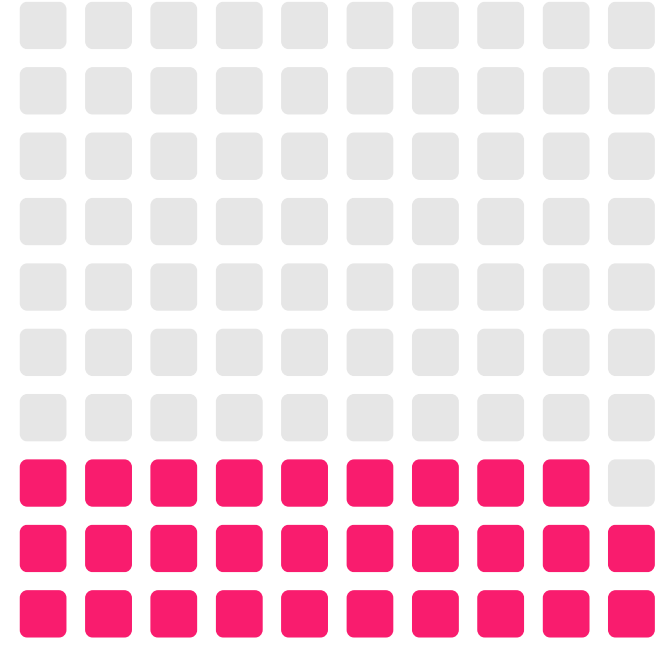
52%

Fairly good or very good



18%

Neither good nor poor



29%

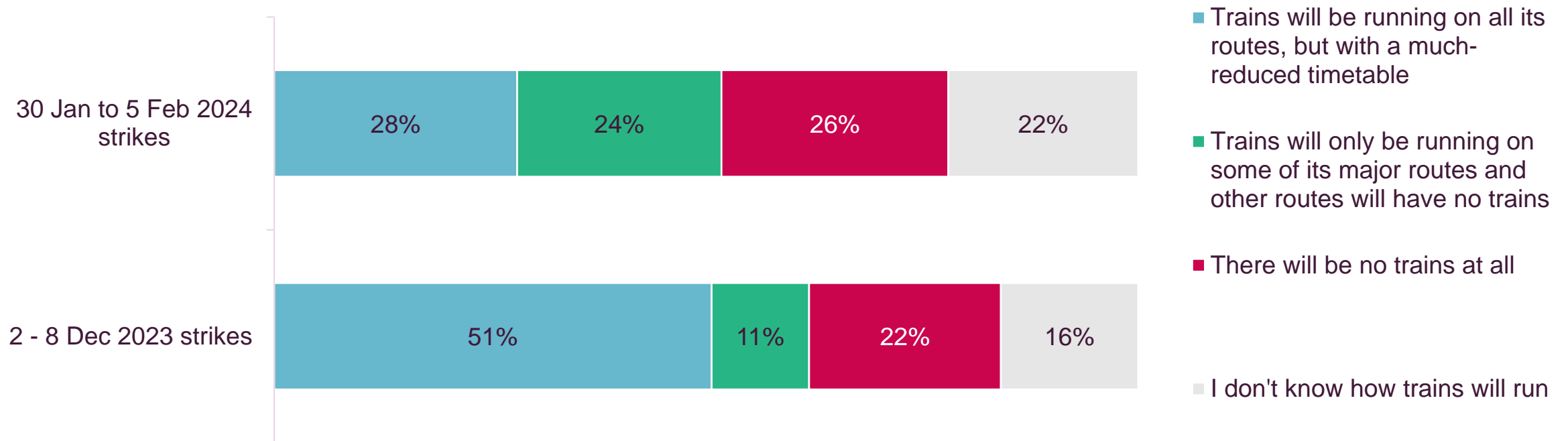
Fairly poor or very poor

Asked of those aware and who intended, or still intend to travel either on strike days or days following when services may be impacted. 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 = 249. Results exclude those who said: 'Don't know/Did not look for information'.

30 January to 5 February 2024 rail strikes: pre-strike intentions and information survey.

# Just over a quarter of those who plan/planned to travel on a strike day think some trains will operate on all routes

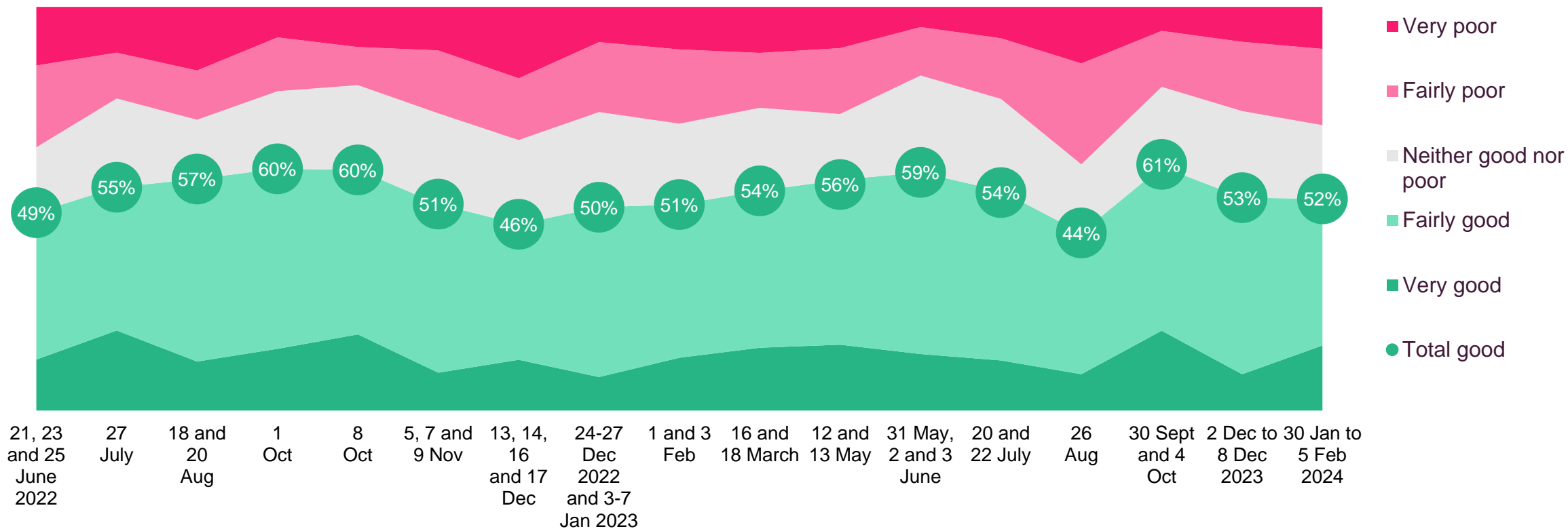
Level of service believed train companies will provide on their strike days among those who plan/planned to use the train



On the days where strike action affects a train company, which of these do you think describes the service it will provide?

30 January to 5 February 2024 rail strikes: pre-strike intentions and information survey. Base sizes categories top to bottom: 2049, 873, 299

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



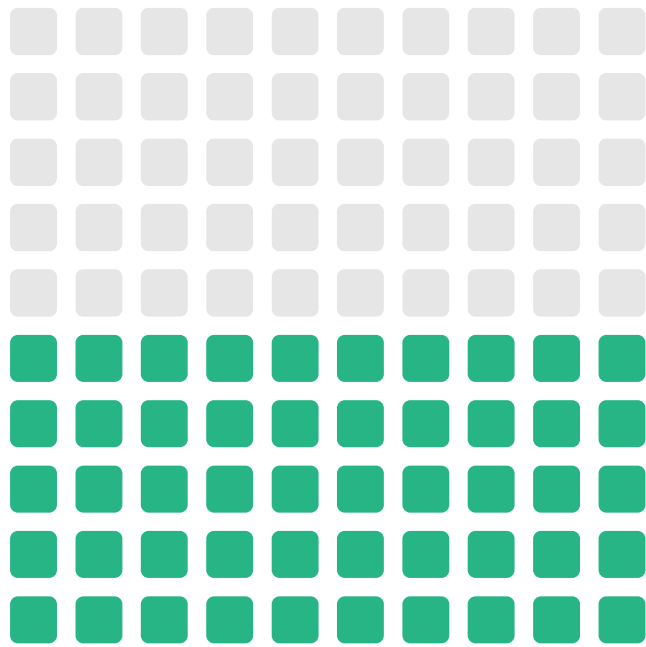
Notes: 1) November 2022 strikes were cancelled after our survey. 2) Strikes from February 2023 have not affected Network Rail.

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, 234, 249.

30 January to 5 February 2024 rail strikes: pre-strike intentions and information survey.

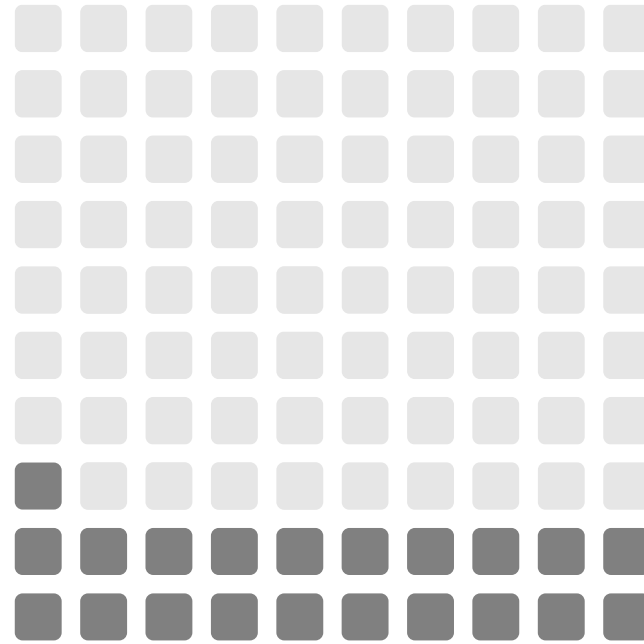


# Half rated the information on changing tickets and refunds as good while around three in ten rated it as poor



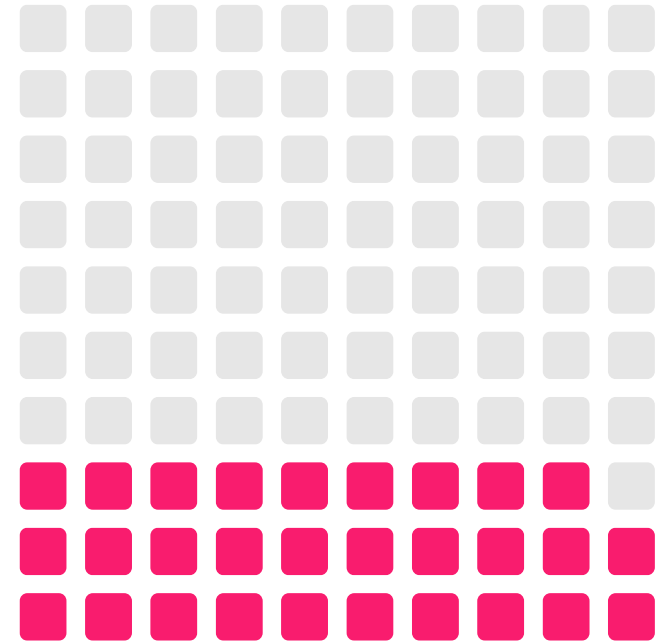
50%

Fairly good or very good



21%

Neither good nor poor



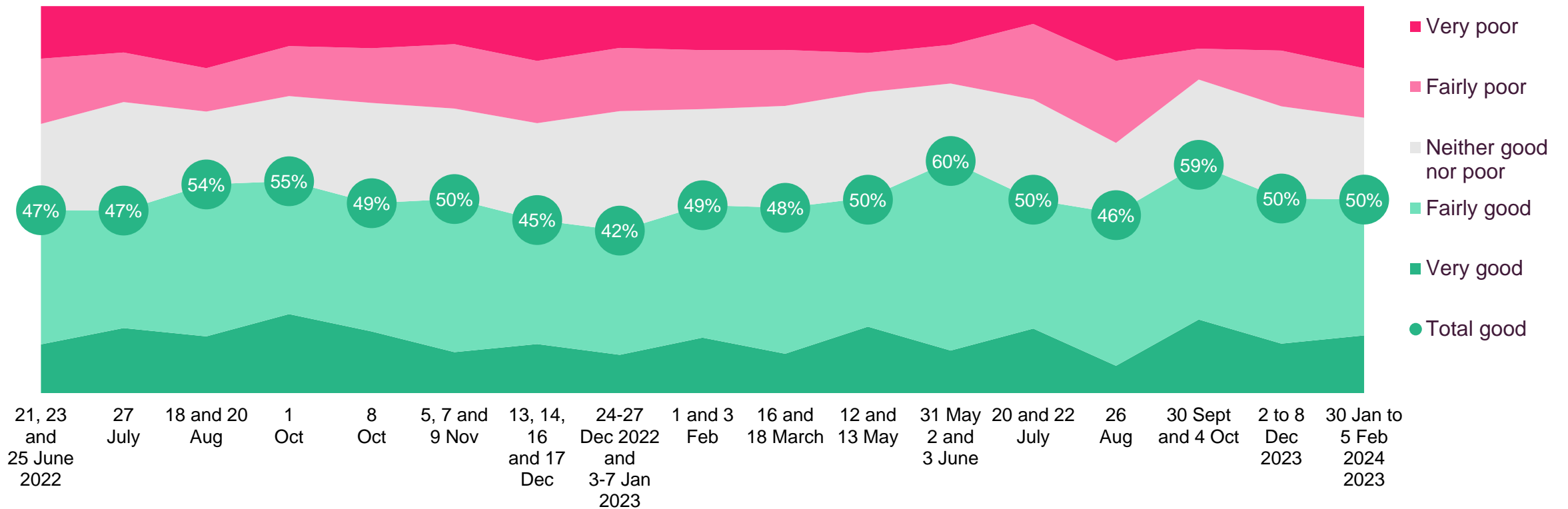
29%

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. 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 = 232. Results exclude those who said: 'Don't know/Did not look for information'.

30 January to 5 February 2024 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, 206, 232.

30 January to 5 February 2024 rail strikes: pre-strike intentions and information survey.

# Examples of comments about how information available can be improved



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"More publicity about services affected and a LOT more information about changing tickets bought in advance."

"More detailed information on websites, instead of 'services may be affected.'"

"By actually telling us with PLENTY of notice so we can try to make alternative arrangements rather than just cancelling on the day or just deciding to tell us the day before.."



"The main thing would be to make it simpler for people to change their tickets. pro-actively contact people if journeys booked are impacted, and let them shift their reservations easily."

"Email messages from the train company with details."

"More visibility on social media."

"Trainline often don't update their timetables until the last minute. Also, when requesting a refund there is often a lengthy and unnecessary process with charges that are completely unfair - such as an 'admin fee' of £10."

# Methodology and question text

Transport Focus asked about the 30 January to 5 February 2024 rail strikes on Yonder Consulting's omnibus (conducted 22-23 January) which is weighted to be nationally representative of the population of Great Britain. The questions asked are shown below.

Rail strikes are planned between Tuesday 30 January and Monday 5 February. Different train companies are affected on each of these days (table showing TOC and strike dates). Train services may also be impacted on the day after each of these strikes

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

- i. These strikes;
- ii. That services may be reduced the day after these strikes.

Q2) We are interested in how your travel plans might be affected by these strikes. First, a reminder of the strike dates for each train company (repeat showing of table of TOC and strike dates). Thinking about your travel by train - which of these applies to you:

- i. Travelling with any train company on the day when it will be affected by strike action;
- ii. Travelling with any train company on the day after it being affected by strike action (when services may be reduced): Answer options: A) Had no plans to do so; B) Intended to but won't be doing so now; C) Still planning to do so.

Q2a. On the days where strike action affects a train company, which of these do you think describes the service it will provide?

- i. There will be no trains at all;
- ii. Trains will be running on all its routes, but with a much-reduced timetable;
- iii. Trains will only be running on some of its major routes and other routes will have no trains; and
- iv. I don't know how trains will run

*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]

# Contact Transport Focus

Any enquiries about this report should be addressed to:

Jordan Sargeant

Senior policy adviser

[Jordan.sargeant@transportfocus.org.uk](mailto:Jordan.sargeant@transportfocus.org.uk)

Transport Focus

Albany House

94 – 98 Petty France

London

SW1H 9EA

[www.transportfocus.org.uk](http://www.transportfocus.org.uk)

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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