
Secretariat memorandum

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Agenda item 7

CA010

Drafted 30.06.09

Casework performance report

1 Purpose of report

- 1.1 To record the performance of London TravelWatch's casework team in the period October 2008 to March 2009.

2 Information

- 2.1 This report is in three parts, which are appended. London TravelWatch has traditionally monitored its performance in handling casework on a six-monthly basis, covering the periods January to June and July to December. However, in order to provide consistency with the periods used by the Greater London Authority, it was agreed to a move to reporting against the periods October to March and April to September. This is the first report based on the new reporting periods, with each part annexed below.
- 2.2 Part 1 records performance against the turnaround targets set in the Business Plan for the period from October 2008 to March 2009.
- 2.3 Part 2 analyses the cases received by mode, operator and subject matter for the period from October 2008 to March 2009.
- 2.4 Part 3 records the findings of the questionnaire survey of appellants whose cases were concluded in the period October 2008 to March 2009.
- 2.5 The main issues in the period were the significant volume of cases received, particularly relating to the First Capital Connect proposals to amend booking office hours, which combined with the usual seasonal increase in complaints relating to fare issues in January and February. The long term sickness of a member of the team since December, and another team member's period of parental leave, impacted on capacity and meant that a significant number of cases were reallocated to other members of the team. This process led to a delay in the referrals and final responses of some cases.
- 2.6 However the period showed significant improvement in performance for acknowledging cases and sending direct final replies. Record satisfaction scores were received in relation to handling, outcome and speed of response. We recognise that, to an extent, these scores reflect particular satisfaction with the prompt and thorough responses were able to give on the First Capital Connect booking office issue but nevertheless are very encouraging.

3 Equalities and inclusion implications

- 3.1 Due account will be taken whenever any such implications arise from cases brought to the attention of London TravelWatch.
- 3.2 Since the beginning of 2008, the casework questionnaire has recorded the age, gender, ethnicity and working status of complainants, as well as whether or not they consider themselves to have a disability. The aim of introducing these questions was to get a better idea of who appeals to London TravelWatch, and to help identify any under-represented groups.

4 Legal powers

- 4.1 Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider – and, where it appears to it to be desirable, to make representations with respect to – any matter affecting the services and facilities provided by Transport for London which relate to transport (other than freight) and which have been the subject of representations made to it by or on behalf of users of those services and facilities. Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon it in respect of representations received from users or potential users of railway passenger services provided wholly or partly within the London railway area.

5 Financial implications

- 5.1 There are no specific financial implications for London TravelWatch arising from this report.

6 Recommendation

- 6.1 That the report is received for information.

Part 1: Case handling (October 2008 to March 2009)

Purpose of report

To record the proficiency of London TravelWatch and of the relevant transport operators in dealing with appeals cases received and referred during the period October 2008 to March 2009. The report covers cases received up to and including 31 March 2009.

Target One

This target requires the Casework Team to acknowledge all newly received appeal cases and record them in its database within five working days. Cases which are dealt with directly, as opposed to being referred to an operator, are recorded under Target 5. The exception is those cases which are responses to consultations where we decide to acknowledge the case as a full response cannot be sent prior to the end of the consultation and/or a decision by the Board. The table below shows the performance achieved during the period under review, together with that in the preceding three months (*in italics*).

During the reporting period, 90.5% of cases were acknowledged within five working days, and 96.6% were acknowledged within 10 working days. This is a significant improvement over the previous period, and reflects changes in procedures to enable us to meet this target. In particular, we now send out postcard acknowledgements to new appeal cases received by post to ensure that they do not await logging on the database in order to be acknowledged. Also, in response to members' suggestions at the January meeting of Casework Committee, we implemented an automated acknowledgement for complaints received by email.

On 22 December, we were informed that First Capital Connect proposed a substantive change to the booking office hours of 56 stations across its network, 47 of which are within the London TravelWatch area. The Schedule 17 mechanism allows passengers to make representations to London TravelWatch (and Passenger Focus) on these proposals, and the consultation process ran until 3 February. We decided to acknowledge all cases which had been processed prior to the Board meeting on 10 February, and to then provide a substantive response on these cases after the meeting. As a result, some 551 acknowledgements were sent on these cases. The impact of these cases was to effectively double the volume of acknowledgements that would normally be sent out by the team during a six month period.

Working days elapsed	October 2008 to March 2009		<i>July to September 2008</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-5	803	90.5%	<i>137</i>	<i>82.5%</i>
Days 6-10	54	6.1%	<i>18</i>	<i>10.8%</i>
Days 11-20	24	2.7%	<i>8</i>	<i>4.8%</i>
Days 21+	6	0.7%	<i>3</i>	<i>1.8%</i>
Total	887	100.0%	<i>166</i>	<i>100.0%</i>

Target Two

This target requires the Casework Team to refer 75% of all newly received cases to the relevant operator for attention within five working days, and 100% within 10 working days. The table below shows the performance achieved during the period under review, together with that in the preceding six months (*in italics*).

During the period, 69.5% of cases were referred to operators within five working days, compared with 73.5% during the period from July to September last year. In addition, 85.8% were referred to the relevant operator within 10 working days, compared with 87.1% during the first half of the year.

Working days elapsed	October 2008 to March 2009		<i>July to September 2008</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-5	274	69.5%	125	73.5%
Days 6-10	64	16.2%	23	13.5%
Days 11-20	43	10.9%	20	11.8%
Days 21+	13	3.3%	2	1.2%
Total	394	100.0%	170	100.0%

Target Three

This target, agreed with the transport operators, requires them to respond to 66% of referrals from London TravelWatch within 10 working days, and to 100% within 20 working days. It is accepted that in some complex cases it may not always be possible to meet these deadlines, and in these cases we expect to receive a holding response from an operator followed by regular updates on progress. However, performance to target now relates to the substantive response from the operator and we no longer “stop the clock” when we receive a holding response. Care must therefore be taken when comparing performance with previous periods, particularly in the case of Transport for London, from which in the past it has been common practice to receive holding responses after 20 working days.

The tables show the performance achieved during the period under review, together with that in the preceding six months (*in italics*).

NATIONAL RAIL				
Working days elapsed	October 2008 to March 2009		<i>July to September 2008</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-10	117	55.2%	37	48.1%
Days 11-20	28	13.2%	11	14.3%
Days 21-40	34	16.0%	16	20.8%
Day 41+	33	15.6%	13	16.9%
Total	212	100.0%	77	100.0%

During the period, 68.4% of responses were received within 20 working days which, while an improvement on the last period, remains below the average recent performance against target by the National Rail operators. The proportion of cases waiting more than 41 days for a response declined marginally to 15.6%.

TRANSPORT for LONDON				
Working days elapsed	October 2008 to March 2009		<i>July to September 2008</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-10	46	24.6%	14	12.3%
Days 11-20	64	34.2%	42	36.8%
Days 21-40	51	27.3%	36	31.6%
Day 41+	26	13.9%	22	19.3%
Total	187	100.0%	114	100.0%

The proportion of cases dealt with by Transport for London within 20 working days increased marginally from 49.1% to 58.8%, and that of cases taking over 41 days declined from 19.3% to 13.9%.

Breakdown of response times by operator

The following table shows the average time taken by each operator to respond to appeal cases. Most operators are responding to cases within 20 working days. For those operators giving rise to relatively few cases, the average response time should be treated with caution, as a delay in responding to a single case may significantly affect the average. This table records only substantive replies and does not include holding responses.

During the period, we held discussions with Network Rail, Southern and Transport for London about their complaint handling processes and performance.

OPERATORS' RESPONSE TIMES			
Operator	October 2008 to March 2009		<i>July to September 2008</i>
	Number of appeal cases	Average number of working days	<i>Average number of working days</i>
ATOC	2	16.5	3.5
BTP	0	n/a	n/a
c2c	3	29.7	21.0
Chiltern	2	1.0	11.0
CrossCountry	0	n/a	n/a
Department for Transport	0	n/a	n/a
East Midlands Trains	7	14.0	n/a
Eurostar	8	5.3	n/a
First Capital Connect	34	19.1	26.9
First Great Western	3	4.7	32.3
Heathrow Express	1	4.0	n/a
Hull Trains	0	n/a	81.0
IAS	7	12.7	26.0
IPFAS	10	6.2	12.7
London & Continental	0	n/a	n/a
London Midland	13	30.0	26.0
London Overground	5	11.6	14.0
National Express East Anglia	22	11.6	27.0
National Express East Coast	5	40.2	81.0
National Rail Enquiries	1	30.0	13.0
Network Rail	2	32.5	4.0
ORR	0	n/a	n/a
RPSS	0	n/a	n/a
ScotRail	0	n/a	1.0
Southeastern	27	7.8	2.8
Southern	18	59.8	21.8
South West Trains	34	16.0	4.8
Trainline	0	n/a	n/a
Virgin West Coast	4	19.0	21.0
TfL London Buses	60	25.3	27.1
TfL London Underground	34	26.5	26.4
TfL Roads & Streets	18	27.4	28.6
TfL Dial-a-Ride	5	29.8	42.0
TfL Oyster	46	18.4	20.6
TfL Other (inc DLR, Taxicard)	12	12.1	33.6

Target Four

This target requires 90% of final replies to be written with ten days of receipt and 100% within 20 days of the operators' response. Where there has been more than one response from an operator, the target is based on when the caseworker considers that an acceptable response has been provided.

The table shows the performance achieved during the period under review, with that in the preceding six months (*in italics*).

Working days elapsed	October 2008 to March 2009		<i>July to September 2008</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-10	235	67.1%	<i>134</i>	83.8%
Days 11-20	54	15.4%	<i>13</i>	8.1%
Days 21-40	29	8.3%	<i>8</i>	<i>5.0%</i>
Days 41+	32	9.1%	<i>5</i>	<i>3.1%</i>
Total	350	100.0%	<i>160</i>	<i>100.0%</i>

There was a decline in performance against target compared with the last period for this target which was largely due to a combination of increased work volumes and sickness. During this period, final responses to 67.1% of cases were sent within 10 working days and 82.6% of cases within 20 working days (as compared with 83.8% and 91.9% respectively in the last period).

Target Five

Target 5 applies to cases which are dealt with direct by London TravelWatch, without referral to the operator. These cases are usually those where the facts are clear, our policy is well established, and referral to the operator would add no value. The main issue raised during this period was proposed changes to First Capital Connect's booking office hours. The other main issue was Penalty Fare cases where appeal procedures have been followed correctly.

For those cases which we are able to provide a response at the time of receipt, the target is based upon the number of working days from receipt of the case to final reply. For those cases, which are the subject of a consultation exercise, the target is based upon the number of working days from the end of the consultation period or when a decision has been made by the Board to when a final reply was provided, whichever is the latter. We consider that, in this way, this provides a true reflection of the performance of the casework team on these issues.

The table shows the performance achieved during the period under review, together with that in the preceding six months (*in italics*).

Working days elapsed	October 2008 to March 2009		<i>July to September 2008</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-10	990	88.0%	<i>150</i>	<i>79.8%</i>
Days 11-20	103	9.2%	<i>35</i>	<i>18.6%</i>
Days 21-40	11	1.0%	<i>1</i>	<i>0.5%</i>
Days 41+	21	1.9%	<i>2</i>	<i>1.1%</i>
Total	1125	100.0%	<i>188</i>	<i>100.0%</i>

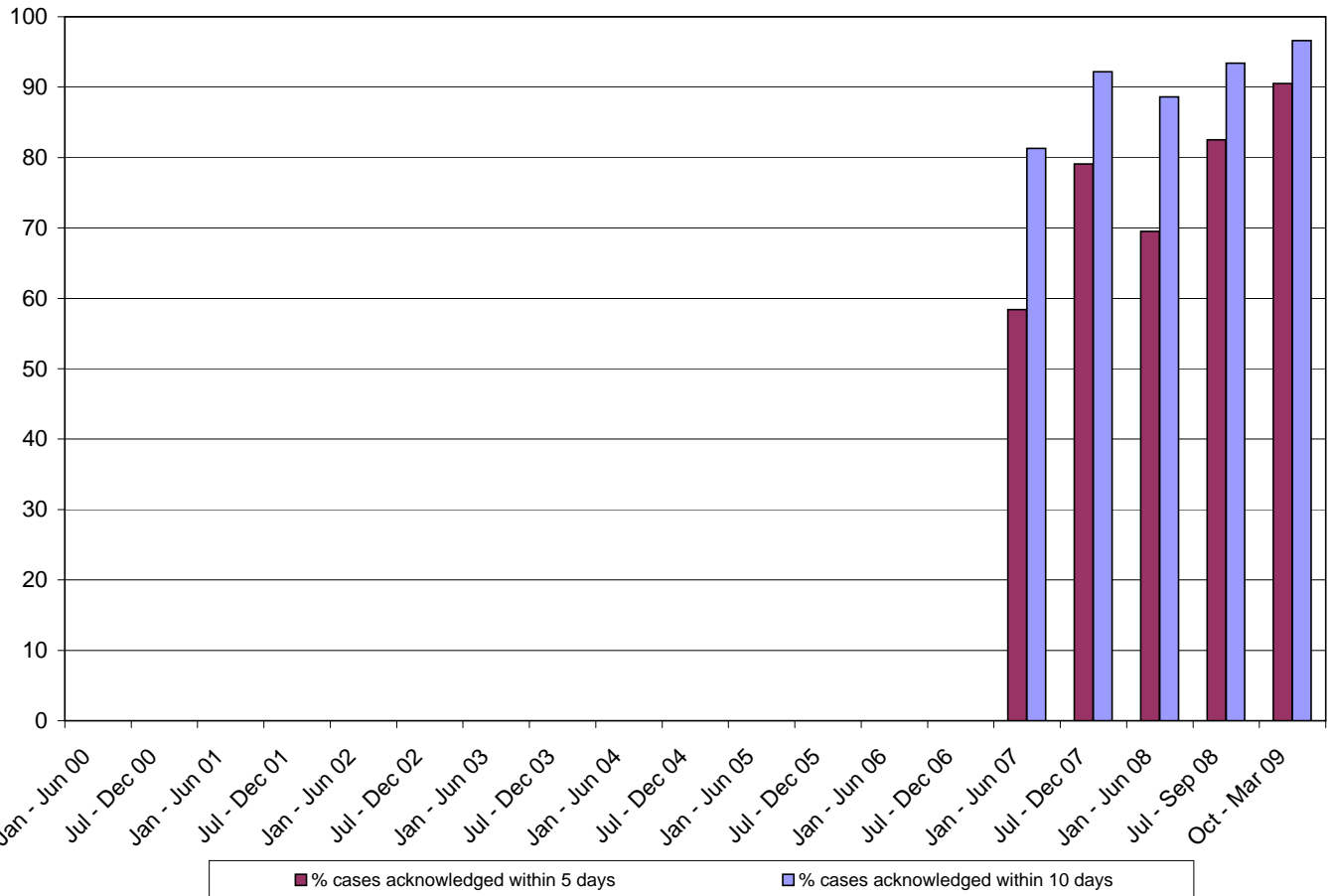
As can be seen, the number of cases increased dramatically over the previous period. This is primarily due to the influx of comments and complaints relating to First Capital Connect's proposal to modify ticket office opening hours. During the period, we provided responses on 871 such cases which impacted significantly on the workload of the team.

Nevertheless, we were able to increase the proportion of cases receiving a final response within 10 working days from 79.8% to 88.0%, while the proportion receiving a final response within 20 working days declined slightly from 98.4% to 97.2%.

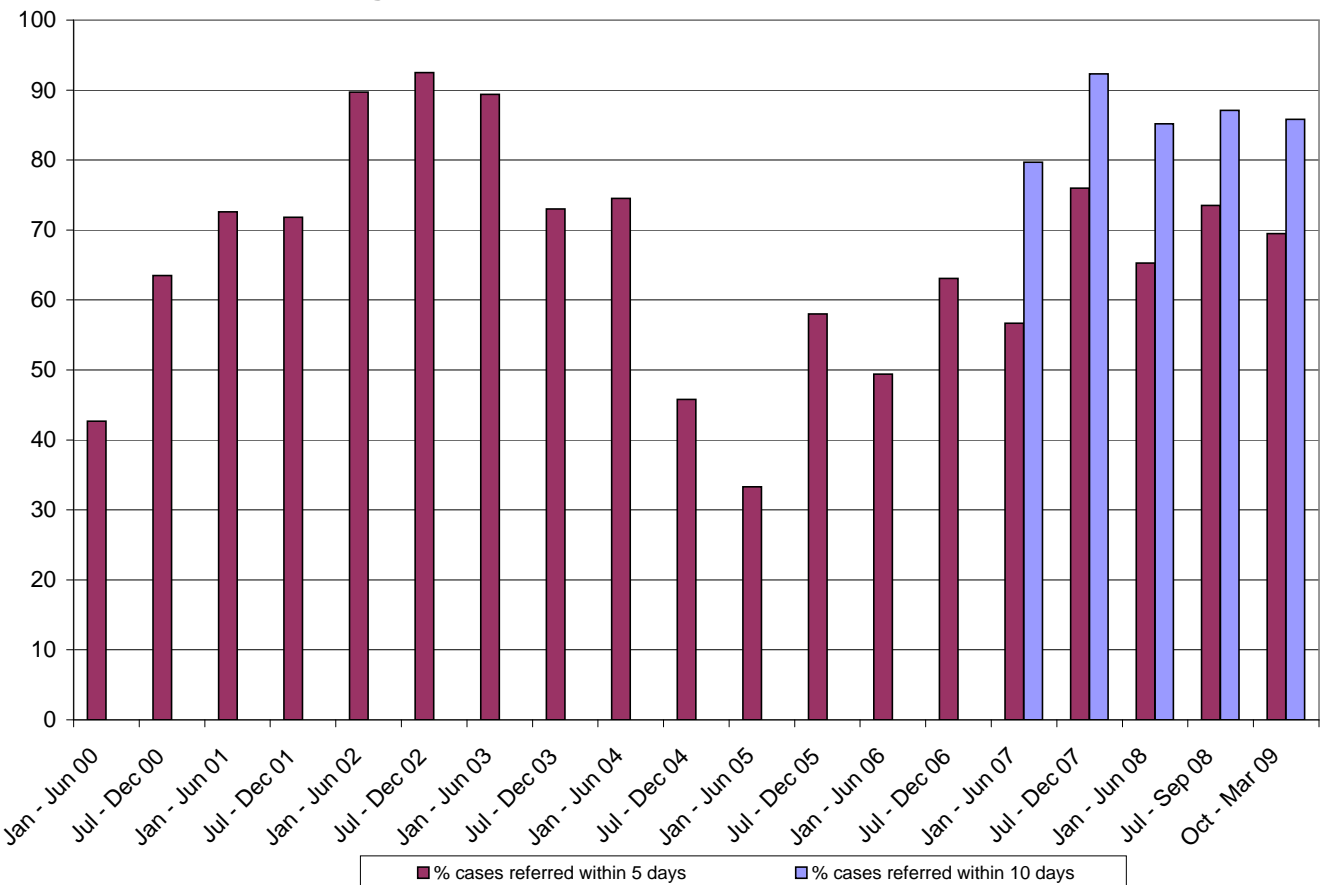
Comment

Overall, this period we were able to maintain our overall performance against targets while facing a significant increase in workload and reduced resources caused by long term sickness. We hope that the changes to casework processes will enable us to continue to improve our performance in relation to acknowledging cases and that the recruitment of a casework officer on a temporary contract to cover ongoing long term sickness will increase capacity within the team.

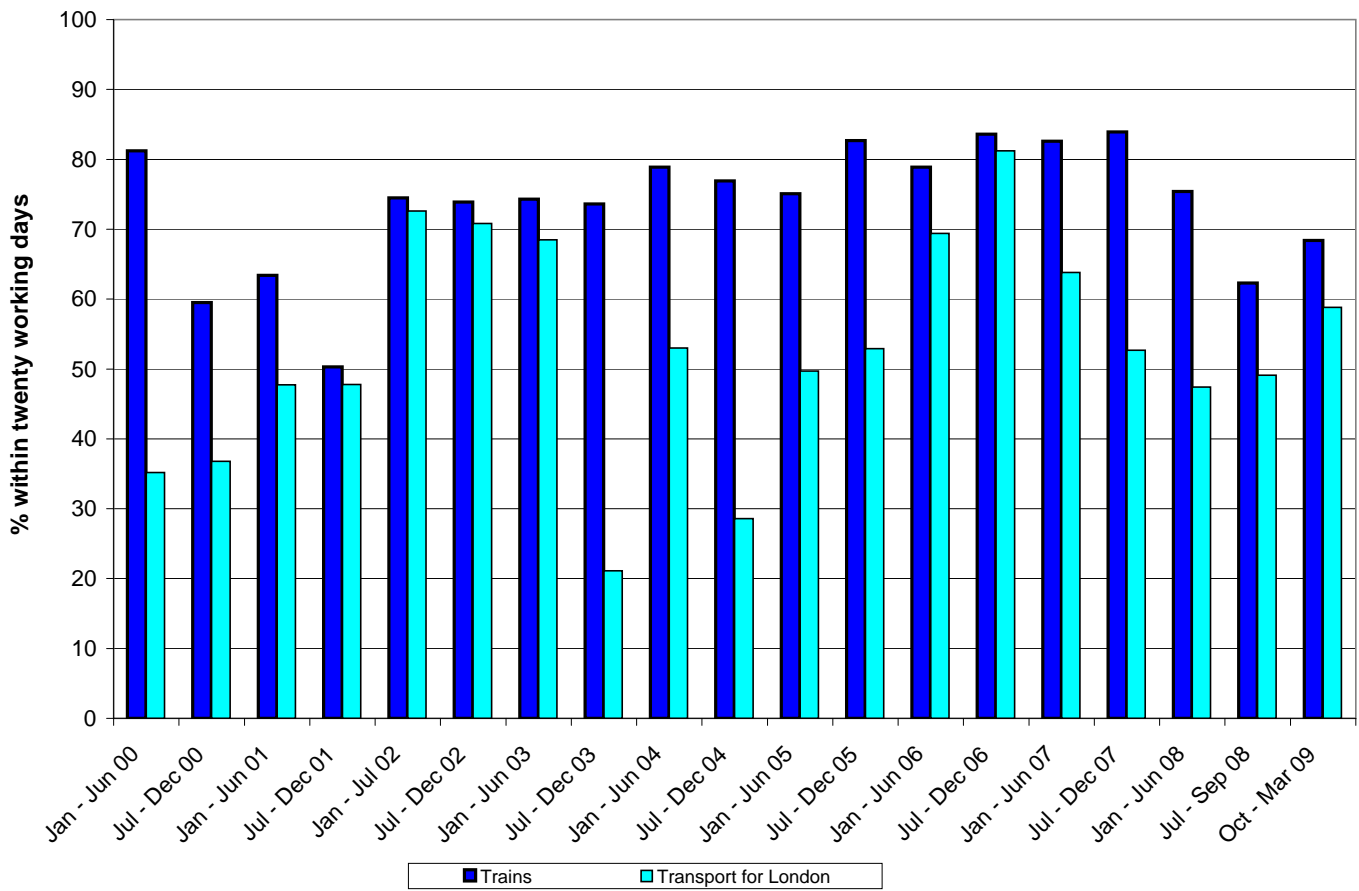
Target One: Acknowledging cases received



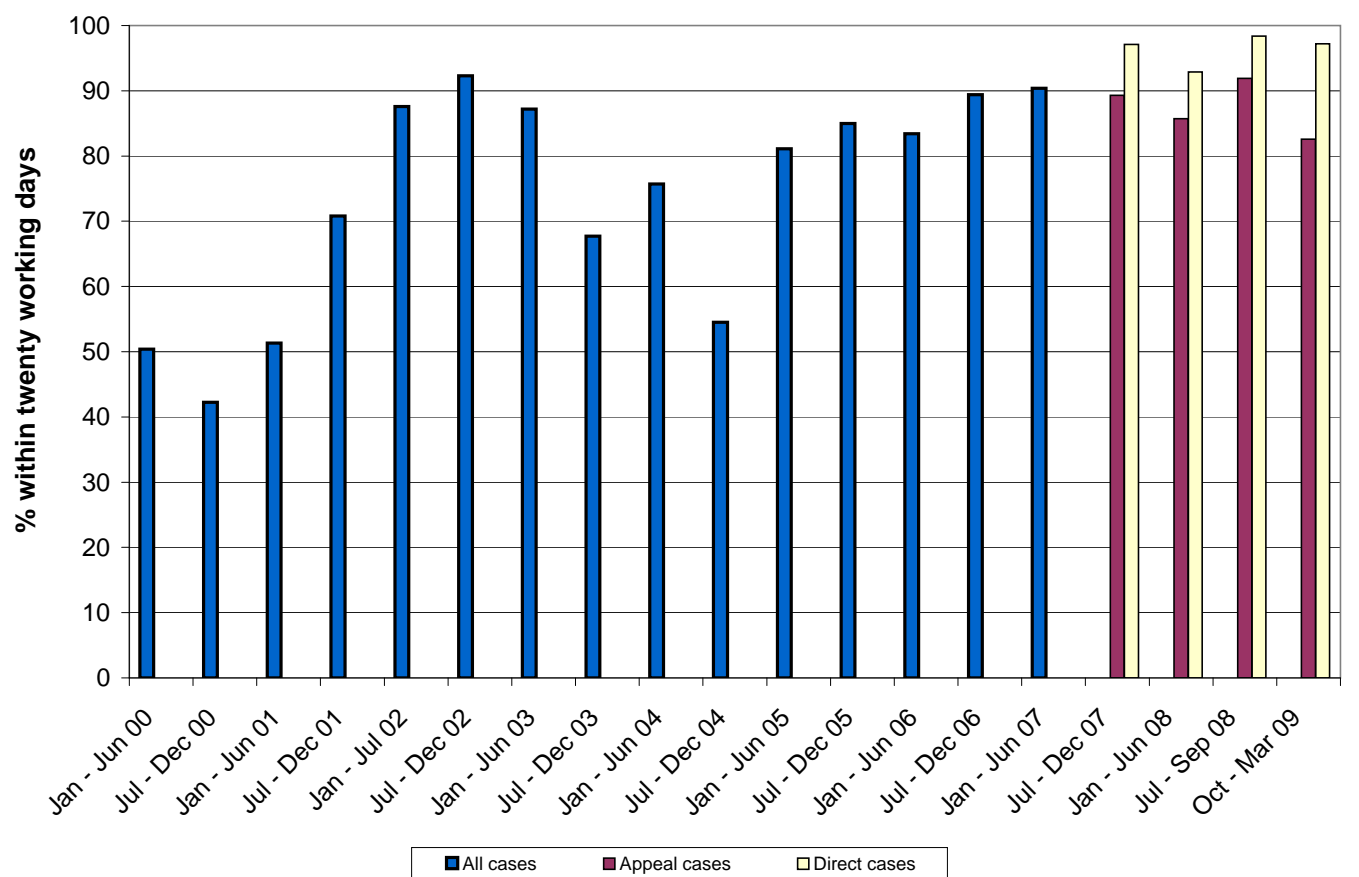
Target Two: Referrals of cases to operators



Target Three: Replies by operators to referrals



Targets Four and Five: Final replies from Committee



Part 2: Cases received

Purpose of report

To record the volume and subject matter of casework received during the period October 2008 to March 2009. The number of complaints refers to specific topics raised and is the total referred to in the upper table on the attached sheets, whereas the number of separate cases is given in the small table at the bottom of each sheet. Comparative data for the preceding six months is shown *in italics*. Caution should be exercised in drawing inferences from the relative number of cases received from users of particular modes or operators, because of the wide variations in the scale of their usage.

	October 2008 to March 2009	<i>July to September 2008</i>
Number of initial cases	734	324
Number of appeal cases	1651*	395
Number of complaints	1574*	414

Complaints by mode

	October 2008 to March 2009	<i>July to September 2008</i>
National Rail	1380*	248
Bus	91	71
Underground	38	36
Other	142	59
Total	1651*	414

National Rail operators with greatest number of complaints

Operator	Number of complaints	<i>Percentage of total</i>
First Capital Connect	985*	71%
South West Trains	61	4%
IPFAS	57	4%
Southeastern	51	4%

* Includes 897 submissions relating to First Capital Connect's proposal to change Booking Office opening hours.

The volume of complaints received more than doubled during the period due to by correspondence relating to the proposed changes to Booking Office hours on First Capital Connect.

Suggestions and Complaints by Category 01/10/08 - 31/03/09

	Bus	DLR	Road	Taxi	TfL	Train	Tram	Underground	Unknown	
0 Other	2				1	3		1		
1 Bus Stops	6				1					
2 Complaint Handling	7	1	1		7	9	1	3	1	
3 Failure to Make Advertised Connections	1									
4 Route and Service Closures						2			2	
5 Cancellations and Reliability	8				3	13				
6 On-Board Catering										
7 Conveyance of Cycles						1				
8 Fares and Policy and Ticketing	3				22	115		3	14	
9 Industrial Disputes										
10 Passenger Information	3				1	16		1		
11 Information On-Board Trains and Buses	4					1				
13 On-Board Service Quality and Environment	9					6		1	7	
14 Overcrowding	1					14				
15 One-Person/Automatic Operation										
16 Other Matters						1				
17 Passengers Charter		1			18	18		4		
18 Punctuality	5					22		3		
19 Refunds and Claims	6				15	53		8		
20 Reservations					1					
21 Suitability of Routeing / Service Pattern	9					2				
22 Safety	3					1		1		
23 Station Facilities and Environment	1				1	930		2	2	
24 Smoking										
25 Staff Conduct	14		1		3	7		4		
26 Telephone Enquiry Bureaux and Telesales	1				1	12		1		
27 Short Trains						3				
28 Suitability of Timetable / Frequencies	1	1				22		2		
29 Ticket Machines/Gates	2	1	1			125		4		
30 Street Management	5			31	2	2	1			2
Sum:	91	4	34	2	76	1377	1	38	28	

Regarding Level 2 Type(Query 1 with #DICT ERR	Bus	DLR	Road	Taxi	TfL	Train	Tram	Underground	Unknown	Sum:
	89	4	33	2	76	1303	1	38	28	1574

Suggestions and Complaints by Train Company 01/10/08 - 31/03/09

	ATOC (Fares, etc)	ATOC (NRES issues)	ATOC (Railcards and Initials)	c2c (Appeals)	Chiltern (Appeals)	Crosscountry (As)	East Midlands (I&A)	Eurostar (Appeals)	First Capital Connect (As)	First Great Western (GW Appeal)	Gatwick Express (Appeals)	Heathrow Express (Appeals)	IAS (As and Is)
0 Other									1				
1 Bus Stops													
2 Complaint Handling					1		1	2	1				
3 Failure to Make Advertised Connections													
4 Route and Service Closures						1			1				
5 Cancellations and Reliability								1	4	1			
6 On-Board Catering													
7 Conveyance of Cycles													
8 Fares and Policy and Ticketing	3		1	2			3	5	22	2		1	7
9 Industrial Disputes													
10 Passenger Information	1						1		5	2			
11 Information On-Board Trains and Buses													
13 On-Board Service Quality and Environment													
14 Overcrowding									1				
15 One-Person/Automatic Operation													
16 Other Matters													
17 Passengers Charter					1			1	3				
18 Punctuality								1	4	1	1		
19 Refunds and Claims				1	1		5	5	6	1	1		
20 Reservations													
21 Suitability of Routeing / Service Pattern													
22 Safety								1					
23 Station Facilities and Environment									915	1			
24 Smoking													
25 Staff Conduct													
26 Telephone Enquiry Bureaux and Telesales			1	1	1			1		1			
27 Short Trains													
28 Suitability of Timetable / Frequencies							2		3				
29 Ticket Machines/Gates				1					19	1			24
30 Street Management													
Sum:	4	1	1	5	4	1	12	17	985	10	2	1	31

Department(Query 1 with LTUC)	ATOC (Fares, etc)	ATOC (NRES issues)	ATOC (Railcards and Initials)	c2c (Appeals)	Chiltern (Appeals)	Crosscountry (As)	East Midlands (I&A)	Eurostar (Appeals)	First Capital Connect (As)	First Great Western (GW Appeal)	Gatwick Express (Appeals)	Heathrow Express (Appeals)	IAS (As and Is)
#DICT ERR	4	1	1	5	4	1	12	17	973	10	2	1	31

	IPFAS (Is and As)	London Midland (As)	London Overground (As)	Nat Exp East Anglia (I & A)	Nat Exp East Coast	Network Rail (Customer info)	Network Rail (Non--Mjr Stns Contact)	Network Rail King's Cross (Is & As)	NRES (Initial/App eals) Ventura	ScotRail (Appeals)	South Eastern Railway (appeals)	Southern (Appeals)	SWT (Appeals)
0 Other						1							1
1 Bus Stops													
2 Complaint Handling		1		1								1	
3 Failure to Make Advertised Connections													
4 Route and Service Closures													
5 Cancellations and Reliability		2	1	1							1	2	
6 On-Board Catering													
7 Conveyance of Cycles													
8 Fares and Policy and Ticketing	21	3		6	1					1	9	7	18
9 Industrial Disputes													
10 Passenger Information				2			1				2	1	
11 Information On-Board Trains and Buses				1									
13 On-Board Service Quality and Environment					1						1	1	3
14 Overcrowding			1	1							8	1	2
15 One-Person/Automatic Operation													
16 Other Matters							1						
17 Passengers Charter		2	1	2							3	2	2
18 Punctuality		2		4	2							3	3
19 Refunds and Claims		5		4					1		11	5	6
20 Reservations													
21 Suitability of Routeing / Service Pattern				1									1
22 Safety													
23 Station Facilities and Environment		1		3				1				4	5
24 Smoking													
25 Staff Conduct		2			1							2	2
26 Telephone Enquiry Bureaux and Telesales					1				1		1	1	1
27 Short Trains				1							2		
28 Suitability of Timetable / Frequencies		1	2	2			2				3	3	1
29 Ticket Machines/Gates	36			8							10	10	16
30 Street Management				1									
Sum:	57	19	5	38	6	1	4	1	2	1	51	43	61

Department(Query 1 with LTUC)	IPFAS (Is and As)	London Midland (As)	London Overground (As)	Nat Exp East Anglia (I & A)	Nat Exp East Coast	Network Rail (Customer info)	Network Rail (Non--Mjr Stns Contact)	Network Rail King's Cross (Is & As)	NRES (Initial/App eals) Ventura	ScotRail (Appeals)	South Eastern Railway (appeals)	Southern (Appeals)	SWT (Appeals)
#DICT ERR	54	19	5	37	6	1	4	1	2	1	50	42	60

	Trainline	Virgin West Coast (Appeals)	
0 Other			
1 Bus Stops			
2 Complaint Handling	1		
3 Failure to Make Advertised Connections			
4 Route and Service Closures			
5 Cancellations and Reliability			
6 On-Board Catering			
7 Conveyance of Cycles		1	
8 Fares and Policy and Ticketing		3	
9 Industrial Disputes			
10 Passenger Information		1	
11 Information On-Board Trains and Buses			
13 On-Board Service Quality and Environment			
14 Overcrowding			
15 One-Person/Automatic Operation			
16 Other Matters			
17 Passengers Charter		1	
18 Punctuality		1	
19 Refunds and Claims		1	
20 Reservations			
21 Suitability of Routeing / Service Pattern			
22 Safety			
23 Station Facilities and Environment			
24 Smoking			
25 Staff Conduct			
26 Telephone Enquiry Bureaux and Telesales		2	
27 Short Trains			
28 Suitability of Timetable / Frequencies		3	
29 Ticket Machines/Gates			
30 Street Management			
Sum:	1	13	

Department(Query 1 with LTUC)	Trainline	Virgin West Coast (Appeals)	Sum:
#DICT ERR	1	13	1358

Suggestions and Complaints by Category 01/10/08 - 31/03/09

	Bus Users UK	Congestion Charging Appeals	DFT Railways Directorate	Local Council issues	London Councils	London Councils (Freedom Passes, etc)
0 Other						
1 Bus Stops						
2 Complaint Handling	1					
3 Failure to Make Advertised Connections						
4 Route and Service Closures			2			
5 Cancellations and Reliability						
6 On-Board Catering						
7 Conveyance of Cycles						
8 Fares and Policy and Ticketing					3	10
9 Industrial Disputes						
10 Passenger Information						
11 Information On-Board Trains and Buses						
13 On-Board Service Quality and Environment						
14 Overcrowding						
15 One-Person/Automatic Operation						
16 Other Matters						
17 Passengers Charter						
18 Punctuality						
19 Refunds and Claims						
20 Reservations						
21 Suitability of Routeing / Service Pattern						
22 Safety						
23 Station Facilities and Environment				1		1
24 Smoking						
25 Staff Conduct						
26 Telephone Enquiry Bureaux and Telesales						
27 Short Trains						
28 Suitability of Timetable / Frequencies						
29 Ticket Machines/Gates						
30 Street Management			1		1	
Sum:	1	1	2	2	3	11

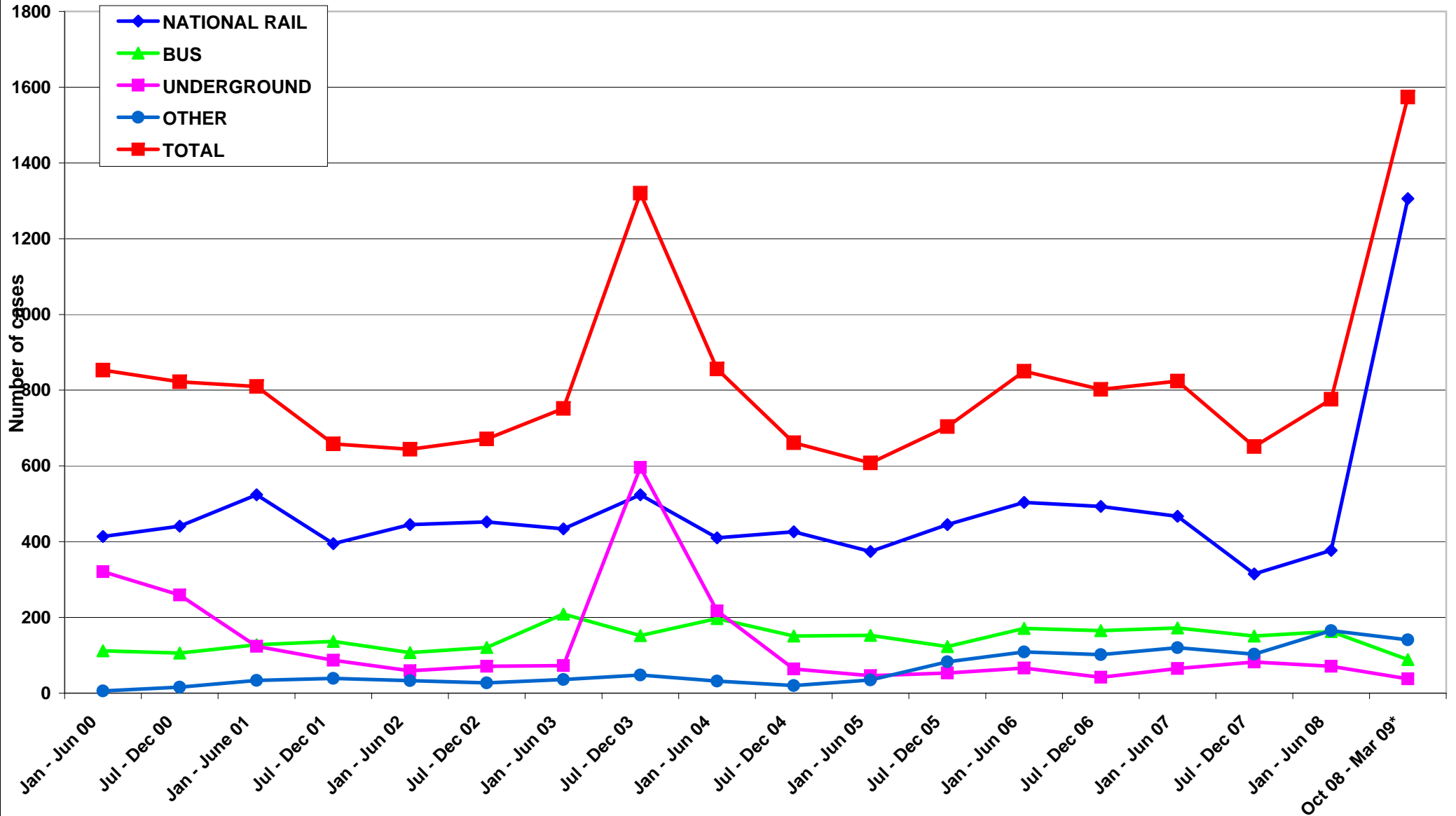
Regarding Level 1 Type(Query 1 with LTUC)	Misc	Operators	RPCs
#DICT ERR	21	1541	7

London TravelWatch	ORR (General)	
	1	
7		
7	1	

Initial Cases Referred to Operators 01/10/08 - 31/03/09

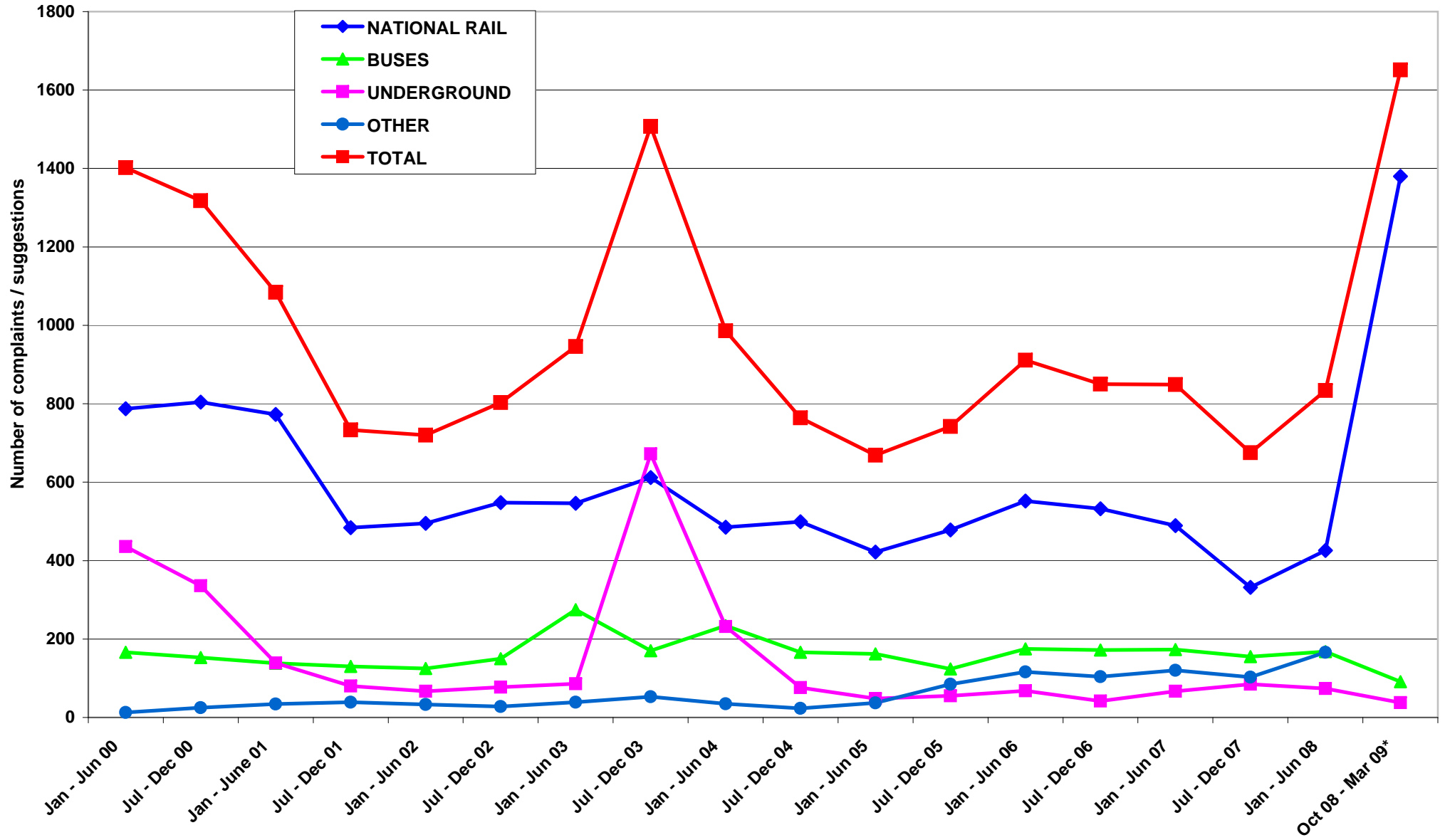
Department	Count of Contacts
ATOC (NRES issues)	1
Bus Users UK	3
c2c (Initials)	8
Chiltern (Initials)	7
Croydon Tramlink (Initials/Appeals)	1
DLR (Initials/Appeals)	9
East Midlands (I&A)	7
Eurostar (Initials)	46
First Capital Connect (Is)	90
First Great Western (GW Initial)	6
Gatwick Express (initials)	5
Heathrow Express (Initials)	9
IAS (As and Is)	8
IPFAS (Is and As)	11
London Councils	2
London Midland (Is)	30
London Overground (Is)	7
Nat Exp East Anglia (I & A)	45
Nat Exp East Coast	1
non-passenger issues	1
NR (Is all regions)	9
NR (Major Stations)	1
NRES (Initial/Appeals) Ventura	2
Passenger Focus	23
Public Carriage Office (Contacts)	3
Rail Europe Ltd (Private travel agent)	1
South Eastern Railway (Initials)	35
Southern (Initials)	29
SWT (Appeals)	1
SWT (Initials)	24
TfL (Bus prosecutions)	1
TfL (Cttee contacts)	6
TfL (DAR Intials)	3
TfL (LBS Initials) & TfL Misc	146
TfL (LUL Initials)	59
TfL (Oyster Initials)	61
TfL (River Services)	4
TfL (Road/Streets Is)	6
TfL (Roads/Streets As)	5
TfL Cong Charge Appeals	4
TfL PCO Assisted Travel	1
Trainline	2
Virgin West Coast (Initials)	11
Sum:	734

CASES RECEIVED - APPEALS ONLY



* New reporting periods mean that no data has been presented for the period July to Sept 08

COMPLAINTS AND SUGGESTIONS RECEIVED - APPEALS ONLY



* New reporting periods mean that no data has been presented for the period July to Sept 08

Part 3: Questionnaire Survey

This report analyses questionnaires which were completed and returned to London TravelWatch between 1 October 2008 and 31 March 2009.

A total of 1240 questionnaires were sent to complainants during the period. Of these, 269 were returned. This was a response rate of 22%, which was 8% lower than that for July to September 2008.

This was the second period in which a web-based version of the questionnaire was available and monitoring information was recorded. Some of the questions may not sum to 269, as some respondents did not answer all questions.

Question 1: Have you ever contacted London TravelWatch before?

Answers	Oct 08 to Mar 09		Jul 08 to Sep 08	
Yes	43	(16.0%)	10	(12.5%)
No	226	(84.0%)	70	(87.5%)

Question 2: How did you first hear about London TravelWatch?

Answers	Oct 08 to Mar 09		Jul 08 to Sep 08	
Transport provider or member of staff	68	(25.5%)	14	(17.5%)
Notice at station	65	(24.5%)	24	(30%)
Item on timetable/bus map	4	(1.5%)	3	(4%)
Notice on bus, tram, train, pier	14	(5%)	5	(6%)
London TravelWatch website	10	(3.5%)	2	(2.5%)
Other website	23	(8.5%)	12	(15%)
Word of mouth	26	(9.5%)	7	(9%)
Newspaper/magazine/radio/TV	8	(3%)	9	(11%)
London TravelWatch leaflet	12	(4.5%)	0	(0%)
Passenger Focus	3	(1%)	0	(0%)
ORR	0	(0%)	0	(0%)
DfT	1	(0.5%)	0	(0%)
National Rail Enquiries	0	(0%)	0	(0%)
Other sources	34	(12.5%)	4	(5%)

During this period, the largest proportion of complainants heard of London TravelWatch from the transport provider at 25.5%. However, a significant proportion also came from notices (24.5%) and other sources (12.5%).

Question 3: What was your complaint about?

Answers	Oct 08 to Mar 09		Jul 08 to Sep 08	
Transport service performance	18	(7%)	4	(5%)
Staff conduct or availability	24	(9%)	14	(18%)
Sale of tickets, fares and refunds	67	(25%)	14	(18%)
Information on vehicle, station or stop	6	(2.5%)	2	(2.5%)
Information by phone, web or other provider	2	(1%)	0	(0%)
Timetable	2	(1%)	0	(0%)
Cleanliness of vehicle, station or facilities	2	(1%)	0	(0%)
Complaint handling by operator	7	(2.5%)	8	(10%)
Safety and security	4	(1.5%)	4	(5%)
Travelling environment	1	(0.5%)	0	(0%)
Accessibility	3	(1%)	2	(2.5%)
Other	130	(49%)	30	(38.5%)

This is a new question which was introduced in January 2008. The most common complaint category during the period was Other, and where specified this usually related to Booking Office opening hours, which reflects the recent high workload relating to booking office changes. The other main categories were the Sale of tickets, fares and refunds and Staff Conduct and availability.

Question 4: How satisfied were you with the outcome of London TravelWatch's investigation into your concerns?

Answers	Oct 08 to Mar 09		Jul 08 to Sep 08	
Very satisfied	152	(59%)	36	(49%)
Fairly satisfied	66	(26%)	21	(29%)
Dissatisfied	20	(8%)	7	(10%)
Very dissatisfied	20	(8%)	9	(12%)

On a weighted scale ranging from 100 (=100% 'very satisfied') to 0 (= 100% 'very dissatisfied') the six month mean score was 79. This was a seven point increase on the previous period.

Question 5: How quickly did London TravelWatch deal with your concerns?

Answers	Oct 08 to Mar 09		Jul 08 to Sep 08	
Very quickly	136	(52%)	36	(46%)
Fairly quickly	99	(38%)	28	(36%)
Slowly	13	(5%)	9	(12%)
Much too slowly	16	(6%)	5	(6%)

On a weighted scale ranging from 100 (= 100% 'very quickly') to 0 (=100% 'much too slowly') the six month mean score was 78. This was a four point increase from the previous period.

Question 6: Leaving aside the outcome, how satisfied were you with the way London TravelWatch handled your concerns?

Answers	Oct 08 to Mar 09		Jul 08 to Sep 08	
Very satisfied	175	(68%)	47	(62%)
Fairly satisfied	60	(23%)	18	(24%)
Dissatisfied	9	(3%)	3	(4%)
Very dissatisfied	15	(6%)	8	(11%)

This question has been slightly modified to encourage respondents to separate their views about outcome from those on case handling. On a weighted scale ranging from 100 (=100% 'very satisfied') to 0 (=100% 'very dissatisfied') the six month mean score was 84. This was a five point increase over the previous period.

Do you have any comments to make on the service you received from London TravelWatch?

A selection of 20 responses appears in the appendix of this report. A total of 102 respondents made comments.

Question 7: Would you recommend London TravelWatch to anyone else who had transport problems in and around London?

Answers	Oct 08 to Mar 09		Jul 08 to Sep 08	
Yes	232	(90%)	64	(84%)
No	25	(10%)	12	(16%)

The principal findings of the survey for the period show that there has been a significant increase in satisfaction with handling, response times and outcome. We recognise that this may, to some extent, reflect the nature of the complaints received but nevertheless is very welcome.

From 1 January 2008 the questionnaire included additional monitoring questions. The results of these are shown below:

Age	Oct 08 to Mar 09		Jul 08 to Sep 08	
Under 18	0	(0%)	0	(0%)
18 – 24	11	(4%)	1	(1%)
25 – 34	29	(11%)	6	(8%)
35 – 44	68	(27%)	13	(17%)
45 – 54	50	(20%)	13	(17%)
55 – 64	61	(24%)	17	(22%)
65+	37	(14%)	26	(34%)

Type of transport user	Oct 08 to Mar 09		Jul 08 to Sep 08	
Regular commuter	148	(57%)	28	(36.5%)
Occasional commuter	37	(14.5%)	15	(19.5%)
Regular leisure user	37	(14.5%)	18	(23.5%)
Occasional leisure user	19	(7.5%)	9	(11.5%)
Business user	11	(4%)	2	(2.5%)
Other	7	(3%)	5	(6.5%)

Gender	Oct 08 to Mar 09		Jul 08 to Sep 08	
Male	143	(56%)	51	(68%)
Female	114	(44%)	24	(32%)

Do you consider yourself to have a disability?			Jul 08 to Sep 08	
Yes	17	(7%)	5	(7%)
No	236	(93%)	66	(93%)

Ethnic origin	Oct 08 to Mar 09		Jul 08 to Sep 08	
White British	204	(83%)	61	(88.5%)
White Irish	4	(1.5%)	0	(0%)
White Other	19	(7.5%)	3	(4.5%)
Black Caribbean	1	(0.5%)	1	(1.5%)
Black African	4	(1.5%)	2	(3%)
Black other	0	(0%)	0	(0%)
Asian Bangladeshi	0	(0%)	0	(0%)
Asian Pakistani	1	(0.5%)	0	(0%)
Asian Indian	3	(1%)	1	(1.5%)
Asian other	3	(1%)	0	(0%)
Chinese	3	(1%)	0	(0%)
Other ethnic group	3	(1%)	1	(1.5%)
Dual heritage	1	(0.5%)	0	(0%)

Working status	Oct 08 to Mar 09		Jul 08 to Sep 08	
Working full-time	167	(65%)	34	(45%)
Working part-time	26	(10%)	7	(9%)
Retired	46	(18%)	29	(38%)
Unemployed	3	(1%)	2	(3%)
Student	4	(2%)	0	(0%)
Not working	3	(1%)	3	(4%)
Other	7	(3%)	1	(1%)

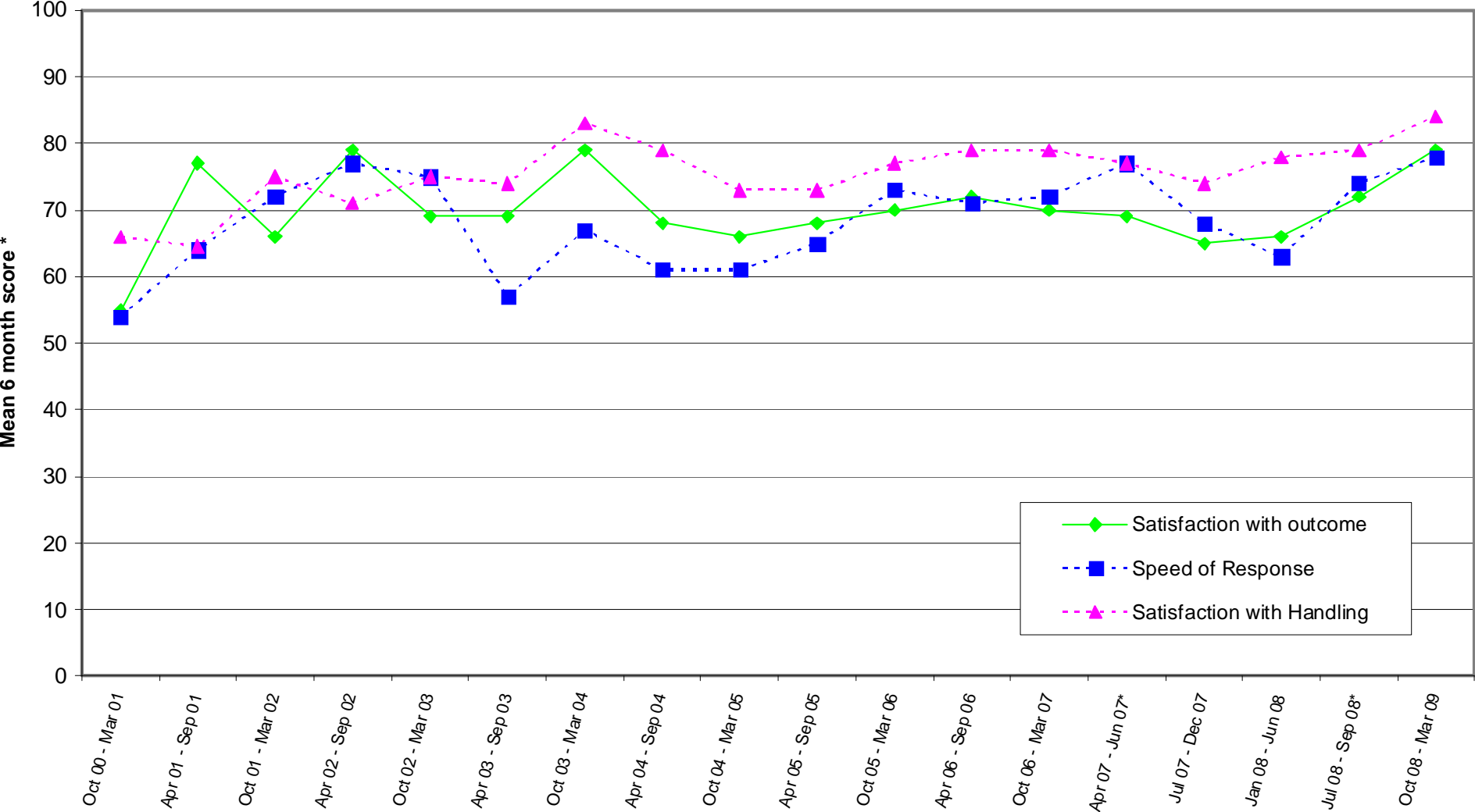
Type of ticket	Oct 08 to Mar 09		Jul 08 to Sep 08	
Season ticket	96	(37%)	16	(22%)
Oyster Pay-as-you-go	34	(13%)	8	(11%)
Travelcard	48	(19%)	24	(32%)
Ordinary single/return	39	(15%)	5	(7%)
Freedom pass	24	(9%)	15	(20%)
Apex	1	(1%)	0	(0%)
Other	17	(7%)	6	(8%)

During this period, we received a greater spread of complainants than in the previous period, with the proportion of questionnaires returned from females and under 55s increasing. Perhaps not unsurprisingly, the questionnaires contained a high proportion of commuters and full-time employees.

Appendix: extracts from comments received

- 1 London TravelWatch was very helpful and reassuring
- 2 Dealt with slowly, but I think that was due to Oyster. In the end, was sorted out satisfactorily.
- 3 I am very glad you are addressing the issue of ticket office closures
- 4 I noted points from my complaint were reflected in the eventual report of the Board Meeting on the 10th Feb and in the Local media.
- 5 I objected to staff reduction which is proposed, the staff are still there. I will only object if the ticket sellers go. Have you tested this survey? I think not.
- 6 It seems to me that London TravelWatch doesn't really do anything to help travellers.
- 7 It seems you are stuck with South West Trains failing to take responsibility for communicating to passengers when the timetables change
- 8 It was useless. You fail to take on board the views of the customer... You ignored the complaint sent to you.
- 9 London TravelWatch has interests of public at heart
- 10 London TravelWatch took the train company's side.
- 11 Response was very prompt
- 12 Thank you for trying
- 13 Thank you for your help. You were excellent. Very impressive
- 14 Too bureaucratic, toothless, the system protects the rail companies
- 15 Until I contacted London TravelWatch I felt as if I was hitting a brick wall with no way to turn in First Capital Connect.
- 16 Very Efficient, quick response,
- 17 Very impressed by the way I was kept informed throughout the investigation. Thank you very much
- 18 We have yet to see whether First Capital Connect take any notice of your input
- 19 You actually deal with things where as Train Operator can't be bothered
- 20 You sounded a bit defeatist. Agreed with complaint but seemed doubtful if I would get recompense

Questionnaire Survey



* Except Apr 07 – Jun 07 and Jul – Sep 08 (mean 3 month score)