
Secretariat memorandum

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Agenda item 7
CA031
Drafted 21.1.10

Casework performance report

1 Purpose of report

- 1.1 To record the performance of London TravelWatch's casework team in the period April to September 2009.

2 Information

- 2.1 Part 1 records performance against the turn round targets set in the Business Plan for the period from April to September 2009.
- 2.2 Part 2 analyses the cases received by mode, operator and subject matter for the period from April to September 2009.
- 2.3 Part 3 records the findings of the questionnaire survey of appellants whose cases were concluded in the period April to September 2009.
- 2.4 The period witnessed an improvement in performance for acknowledging and referring cases and for sending final replies. There was a substantial reduction in the number of cases but the number of appeals increased both as a proportion and in actual terms. We consider that this improvement has been due to both an increase in the resources for casework to compensate for the continuing long term sickness issues faced by the team and changes to casework procedures. There was a small deterioration in satisfaction in relation to handling, outcome and speed of response from the record scores recorded in the last period. We consider that this to a large extent reflects the changes to the types of issues raised and cases completed during the period, but will nevertheless wish to see an improvement in this area during the next period.

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 (April to September 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 April to September 2009. The report covers cases received up to and including 30 September 2009. All new cases after this date have been logged on the new CRM database, although ongoing cases continued to be on the Charter database.

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 six months (*in italics*).

During the reporting period, 96.4% of cases were acknowledged within five working days, and 99.3% 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. These changes included automated acknowledgements for emails which, since the introduction of the CRM database, also include reference numbers.

The number of acknowledgements dropped significantly from the last period. This is due there being a significant number of acknowledgements relating to First Capital Connect proposed changes to the booking office hours in the last period. The number was still higher than normal and this was due to the significant number of complaints we received in relation to the proposed gating and closure of a side exit at Lewisham Station.

Working days elapsed	April to September 2009		<i>October 2008 to March 2009</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-5	534	96.4%	803	90.5%
Days 6-10	16	2.9%	54	6.1%
Days 11-20	2	0.4%	24	2.7%
Days 21+	2	0.4%	6	0.7%
Total	554	100.0%	887	100.0%

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, 75.3% of cases were referred to operators within five working days, compared with 69.5% during the period from October 2008 to March 2009. In addition, 90.9% were referred to the relevant operator within 10 working days, compared with 85.8% during the previous period.

Working days elapsed	April to September 2009		<i>October 2008 to March 2009</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-5	347	75.3%	274	69.5%
Days 6-10	72	15.6%	64	16.2%
Days 11-20	32	6.9%	43	10.9%
Days 21+	10	2.2%	13	3.3%
Total	461	100.0%	394	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. Performance to this target relates to the substantive response from the operator rather than the holding response.

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	April to September 2009		<i>October 2008 to March 2009</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-10	173	67.8%	117	55.2%
Days 11-20	39	15.3%	28	13.2%
Days 21-40	29	11.4%	34	16.0%
Day 41+	14	5.5%	33	15.6%
Total	255	100.0%	212	100.0%

During the period, 83.1% 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 to 5.5%.

TRANSPORT for LONDON				
Working days elapsed	April to September 2009		<i>October 2008 to March 2009</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-10	29	14.1%	46	24.6%
Days 11-20	98	47.6%	64	34.2%
Days 21-40	50	24.3%	51	27.3%
Day 41+	29	14.1%	26	13.9%
Total	206	100.0%	187	100.0%

The proportion of cases dealt with by Transport for London within 20 working days increased marginally from 58.8% to 61.7%, and that of cases taking over 41 days remained broadly unchanged at 14.1%.

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.

OPERATORS' RESPONSE TIMES			
Operator	April to September 2009		October 2008 to March 2009
	Number of appeal cases	Average number of working days	Average number of working days
ATOC	1	32.0	16.5
BTP	0	n/a	n/a
c2c	5	30.0	29.7
Chiltern	3	6.0	1.0
CrossCountry	1	9.0	n/a
Department for Transport	0	n/a	n/a
East Midlands Trains	9	1.6	14.0
Eurostar	14	4.4	5.3
First Capital Connect	48	9.8	19.1
First Great Western	12	10.9	4.7
Heathrow Express	0	n/a	4.0
Hull Trains	0	n/a	n/a
IAS	2	1.5	12.7
IPFAS	1	7.0	6.2
London Midland	7	8.7	30.0
London Overground	5	5.4	11.6
National Express East Anglia	24	8.5	11.6
National Express East Coast	6	24.2	40.2
National Rail Enquiries	1	35.0	30.0
Network Rail	4	14.3	32.5
ORR	0	n/a	n/a
RPSS	0	n/a	n/a
ScotRail	0	n/a	n/a
Southeastern	25	21.0	7.8
Southern	33	15.4	59.8
South West Trains	36	6.6	16.0
Trainline	3	52.7	n/a
Virgin West Coast	10	15.6	19.0
TfL London Buses	82	26.9	25.3
TfL London Underground	38	18.4	26.5
TfL Roads & Streets	10	30.5	27.4
TfL Dial-a-Ride	3	38.0	29.8
TfL Oyster	51	18.4	18.4
TfL Other (inc DLR, Taxicard)	13	45.8	12.1

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	April to September 2009		<i>October 2008 to March 2009</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-10	329	76.7%	235	67.1%
Days 11-20	45	10.5%	54	15.4%
Days 21-40	38	8.9%	29	8.3%
Days 41+	17	4.0%	32	9.1%
Total	429	100.0%	350	100.0%

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 76.7% of cases were sent within 10 working days and 87.2% of cases within 20 working days (as compared with 67.1% and 82.6% 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 the proposed gating and closure of a side exit at Lewisham Station. 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*).

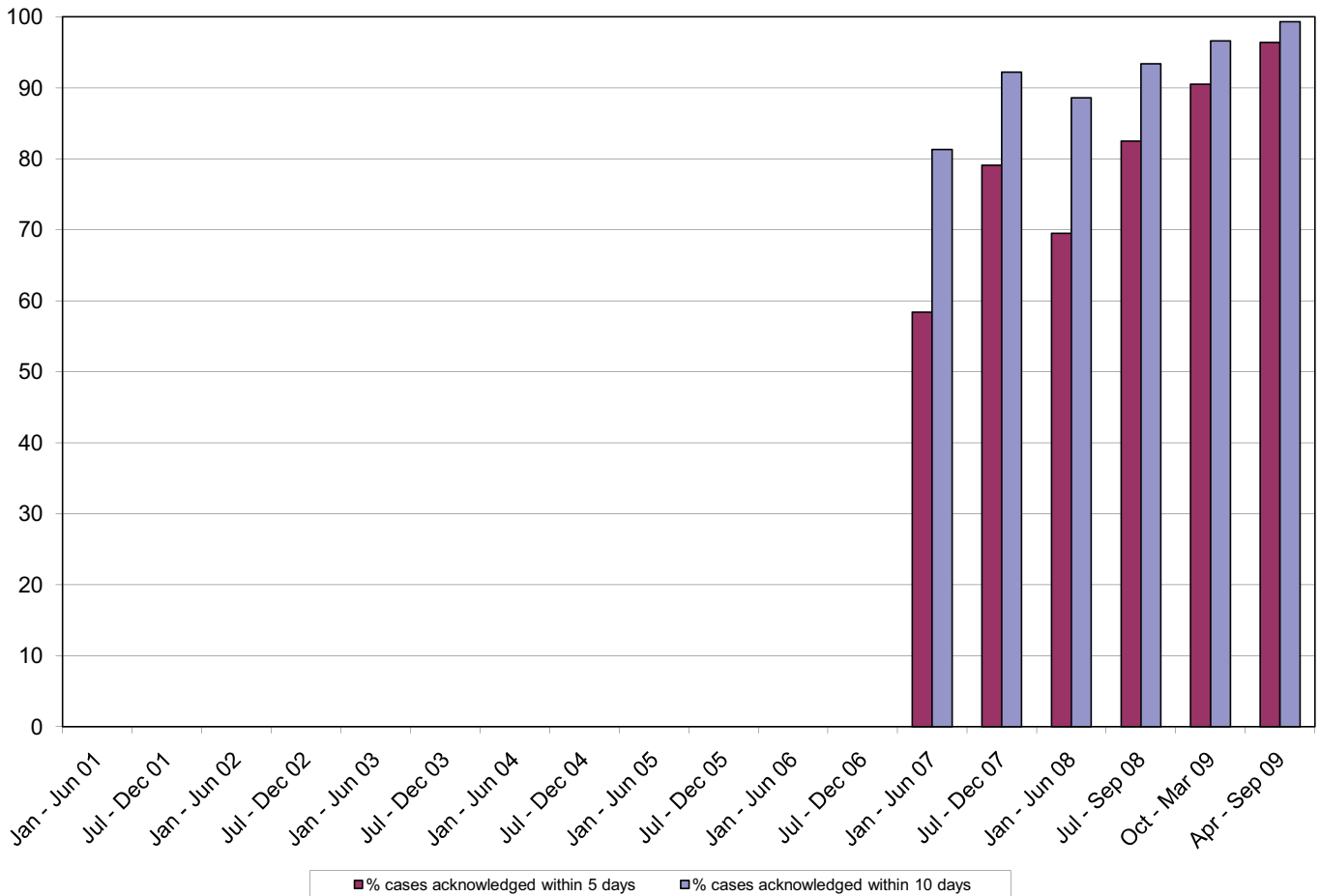
Working days elapsed	April to September 2009		<i>October 2008 to March 2009</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-10	311	94.8%	990	88.0%
Days 11-20	8	2.4%	103	9.2%
Days 21-40	4	1.2%	11	1.0%
Days 41+	5	1.5%	21	1.9%
Total	328	100.0%	1125	100.0%

We were able to increase the proportion of cases receiving a final response within 10 working days from 88.0% to 94.8%, while the proportion receiving a final response within 20 working days was broadly unchanged at 97.3%. As can be seen, the number of cases declined significantly from the previous period which had been unusually high due to the number of complaints received relating to First Capital Connect's proposal to modify ticket office opening hours.

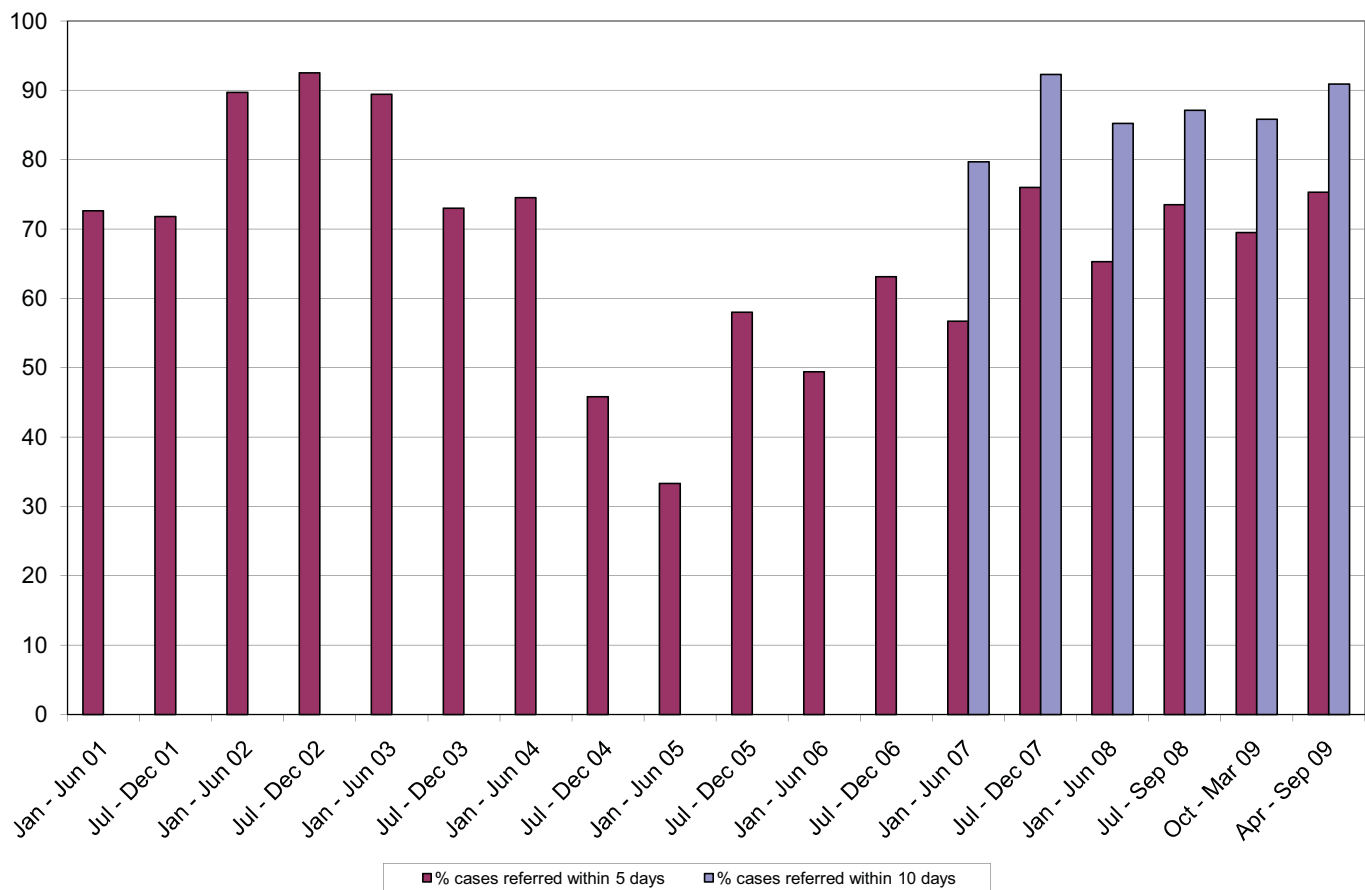
Comment

Overall, this period witnessed a significant improvement in our overall performance against targets despite continuing problems relating to long term sickness. In particular, changes to casework processes enabled us to significantly improve our performance in relation to acknowledging cases.

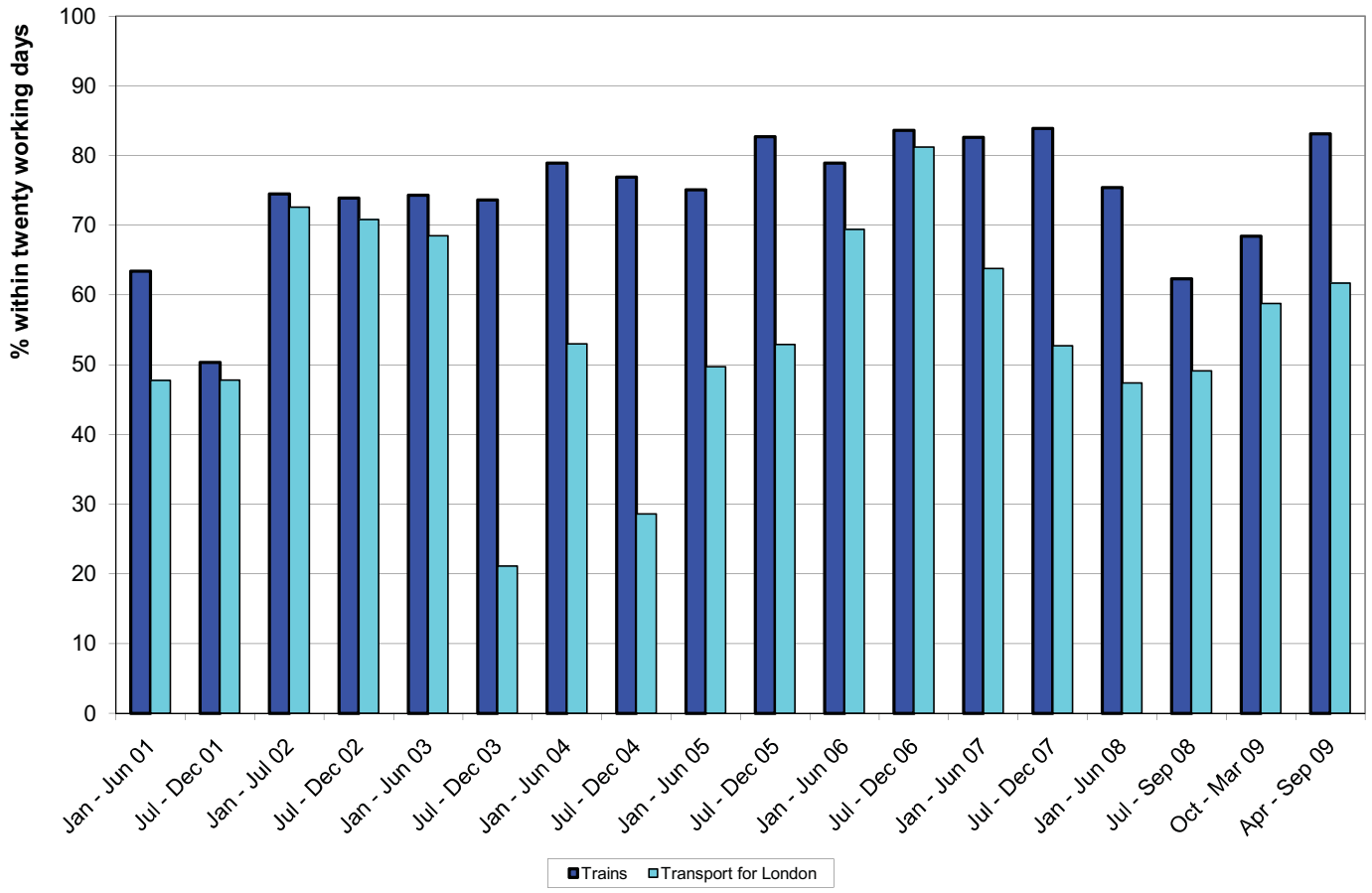
Target One: Acknowledging cases received



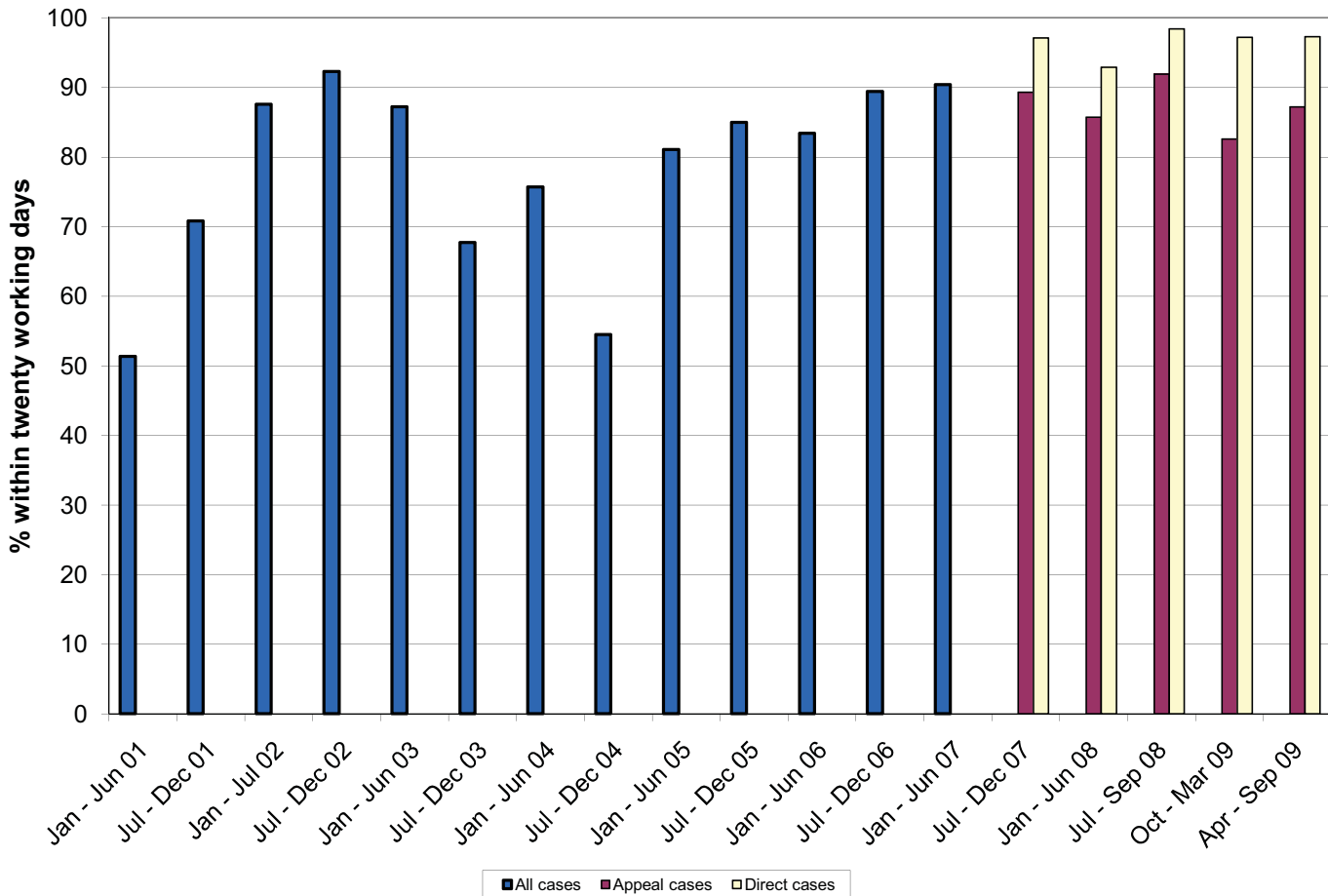
Target Two: Referrals of cases to operators



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 April to September 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.

	April to September 2009	<i>October 2008 to March 2009</i>
Number of initial cases	584	734
Number of appeal cases	873	1574*
Number of complaints	936	1651*

Complaints by mode

	April to September 2009	<i>October 2008 to March 2009</i>
National Rail	635	1380*
Bus	111	91
Underground	64	38
Other	126	142
Total	936	1651*

National Rail operators with greatest number of complaints

Operator	Number of complaints	<i>Percentage of total</i>
Southeastern	176	28%
First Capital Connect	88	14%
South West Trains	78	12%
Southern	50	8%

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

The volume of complaints dropped from the record high during the previous period. However, the number remained higher than usual due to the significant amount of correspondence relating to Southeastern's proposal to introduce gating at Lewisham and close the side entrance.

Suggestions and Complaints by Category 01/04/09 - 30/09/09

	Bus	DLR	Road	TfL	Train	Tram	Underground	Unknown
0 Other	6	1	13	25			5	
1 Bus Stops	2							
2 Complaint Handling	15	1	4	10	37		10	
3 Failure to Make Advertised Connections								
4 Route and Service Closures								
5 Cancellations and Reliability	11				12			
6 On-Board Catering								
7 Conveyance of Cycles					1			
8 Fares and Policy and Ticketing	2	5	1	15	111	1	10	4
9 Industrial Disputes				1	2		3	
10 Passenger Information	3	1	1	16	4			
11 Information On-Board Trains and Buses	4			2			1	
13 On-Board Service Quality and Environment	9		3	9				1
14 Overcrowding				4			1	
15 One-Person/Automatic Operation								
16 Other Matters								
17 Passengers Charter				22	29		4	
18 Punctuality	5	1			22		3	
19 Refunds and Claims	9		1	9	67		9	
20 Reservations					1			
21 Suitability of Routing / Service Pattern	8				2			
22 Safety	4						2	
23 Station Facilities and Environment	1	1			144		4	
24 Smoking								
25 Staff Conduct	20		1	2	19		3	
26 Telephone Enquiry Bureaux and Telesales	2			3	13			1
27 Short Trains				1	2			
28 Suitability of Timetable / Frequencies	1				17		2	
29 Ticket Machines/Gates	8	3	5	98	2		3	
30 Street Management	1		6	1				
Sum:	111	13	14	91	634	3	64	6
Regarding Level 2 Type(Query 1 with Bus	DLR	Road	TfL	Train	Tram	Underground	Unknown	Sum:
#DICT ERR	107	10	14	90	583	2	61	873

Suggestions and Complaints by Train Company 01/04/09 - 30/09/09

ATOC (Fares, etc)	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)	IAS (As and Is)	IPFAS (Is and As)	London Midland (As)	London Overground (As)
0 Other		1				3	3					
1 Bus Stops												
2 Complaint Handling		1		1		1	6	2			1	1
3 Failure to Make Advertised Connections												
4 Route and Service Closures												
5 Cancellations and Reliability		1					7				2	1
6 On-Board Catering												
7 Conveyance of Cycles							1					
8 Fares and Policy and Ticketing	1	2	1	3	3	1	23	3	6	9	2	2
9 Industrial Disputes											1	1
10 Passenger Information		1					5				2	
11 Information On-Board Trains and Buses					1		2				1	1
13 On-Board Service Quality and Environment												
14 Overcrowding												
15 One-Person/Automatic Operation												
16 Other Matters												
17 Passengers Charter						2	9	1			2	
18 Punctuality			1			3	1				3	1
19 Refunds and Claims						2	7	4			4	
20 Reservations												
21 Suitability of Routing / Service Pattern							1					
22 Safety												
23 Station Facilities and Environment			1			2	3	1				1
24 Smoking												
25 Staff Conduct						2	3	1				1
26 Telephone Enquiry Bureaux and Telesales		1					4	2				
27 Short Trains												
28 Suitability of Timetable / Frequencies			1				2				3	1
29 Ticket Machines/Gates		1	1	1			8		16	26		
30 Street Management												
Sum:	1	4	5	6	2	11	22	14	22	35	21	7

ATOC (Fares, etc)	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)	IAS (As and Is)	IPFAS (Is and As)	London Midland (As)	London Overground (As)
Department(Query 1 with LTUC)												
#DICT ERR	1	4	5	6	2	11	22	87	13	35	19	7

	Nat Exp East Anglia (I & A)	Nat Exp East Coast	Network Rail (Non-Mjr Stns Contact)	NR (Major Stations)	NR Appeals	NRES (Initial/App eals) Ventura	RPSS	South Eastern Railway (appeals)	Southern (Appeals)	SWT (Appeals)	Trainline	Virgin West Coast (Appeals)
0 Other	2	1	1			1		3	2	5	3	
1 Bus Stops												
2 Complaint Handling	1	1		1		2		5	2	9	1	1
3 Failure to Make Advertised Connections												
4 Route and Service Closures												
5 Cancellations and Reliability								1				
6 On-Board Catering												
7 Conveyance of Cycles												
8 Fares and Policy and Ticketing	10					2		10	11	19	1	4
9 Industrial Disputes	1											
10 Passenger Information	1			1		1		2	1	2		
11 Information On-Board Trains and Buses									1			
13 On-Board Service Quality and Environment	2	1						2	2			
14 Overcrowding												
15 One-Person/Automatic Operation												
16 Other Matters								7		5		
17 Passengers Charter	1	2										
18 Punctuality	5	1						1	4	1		1
19 Refunds and Claims	10	1						6	8	11		4
20 Reservations												1
21 Suitability of Routing / Service Pattern									1			
22 Safety												
23 Station Facilities and Environment	1				7			115	3	9	1	
24 Smoking												
25 Staff Conduct	1	1						2	2	1		1
26 Telephone Enquiry Bureaux and Telesales									2	3	1	
27 Short Trains									1			1
28 Suitability of Timetable / Frequencies	1							5	3			1
29 Ticket Machines/Gates	8	1						16	6	13		1
30 Street Management								1				
Sum:	44	9	1	2	10	3	1	176	50	78	7	15

Department(Query 1 with LTUC)	Nat Exp East Anglia (I & A)	Nat Exp East Coast	Network Rail (Non-Mjr Stns Contact)	NR (Major Stations)	NR Appeals	NRES (Initial/App eals) Ventura	RPSS	South Eastern Railway (appeals)	Southern (Appeals)	SWT (Appeals)	Trainline	Virgin West Coast (Appeals)	Sum:
#DICT ERR	44	9	1	2	10	3	1	175	50	76	7	15	627

Suggestions and Complaints by Category 01/04/09 - 30/09/09

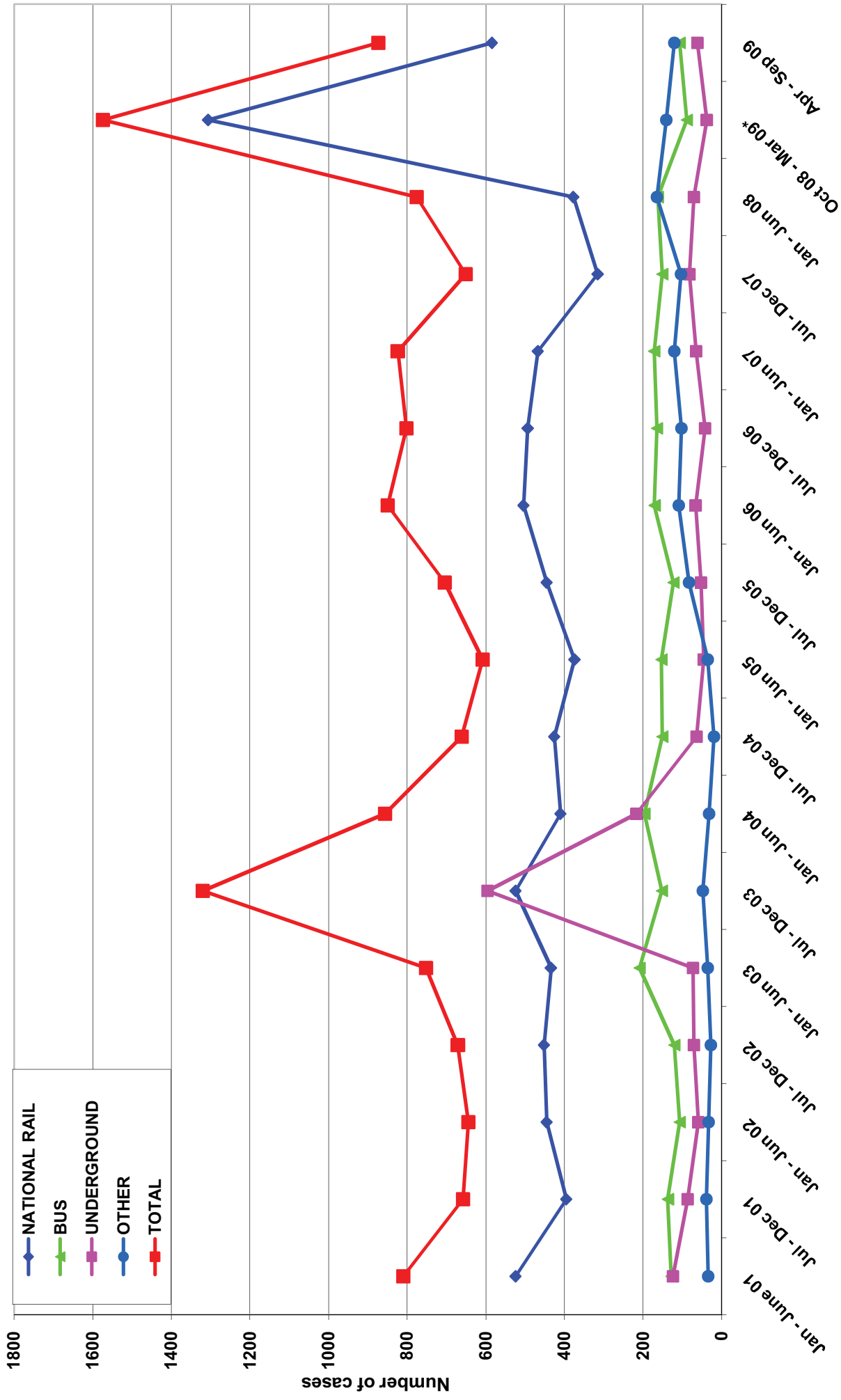
	Bus Users UK	London Councils (Freedom Passes, etc)	Passenger Focus
0 Other			
1 Bus Stops			
2 Complaint Handling			
3 Failure to Make Advertised Connections			
4 Route and Service Closures			
5 Cancellations and Reliability			
6 On-Board Catering			
7 Conveyance of Cycles			
8 Fares and Policy and Ticketing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

Regarding Level 1 Type(Query 1 with LTUC)	Misc	Operators	RPCs
#DICT ERR	5	863	1

Initial Cases Referred to Operators 01/04/09 - 30/09/09

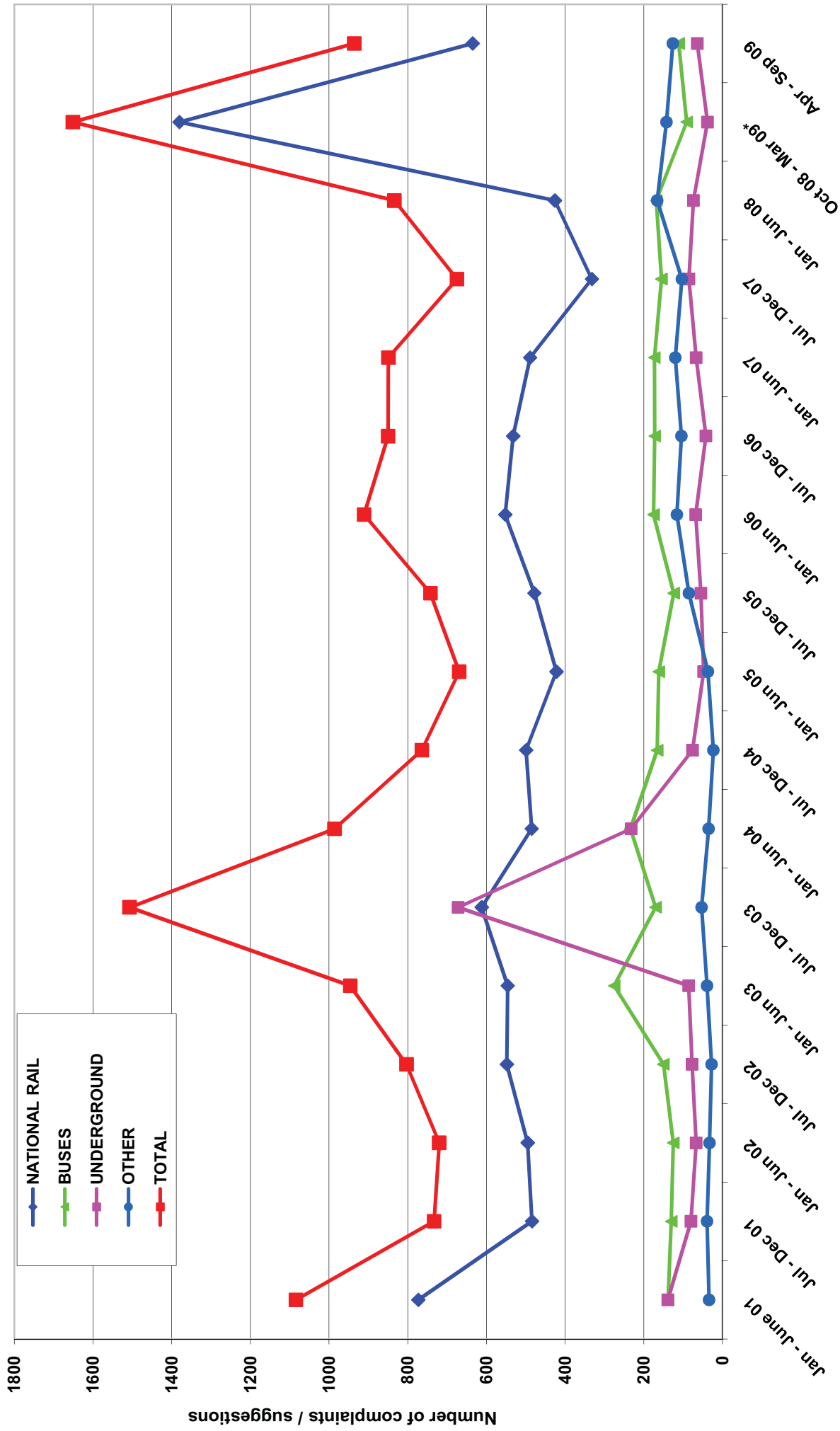
Department	Count of Contacts
c2c (Initials)	8
Chiltern (Initials)	5
ComCabs (Is&As)	1
Croydon Tramlink (Initials/Appeals)	1
DLR (Initials/Appeals)	6
East Midlands (I&A)	5
Eurostar (Initials)	26
First Capital Connect (Is)	71
First Great Western (GW Initial)	4
Heathrow Express (Initials)	7
IAS (As and Is)	9
IPFAS (Is and As)	16
Local Council issues	1
London Councils (Freedom Passes, etc)	1
London Midland (As)	1
London Midland (Is)	7
London Overground (Is)	8
Nat Exp East Anglia (I & A)	28
Nat Exp East Coast	3
Network Rail Euston (I & A)	1
Network Rail Victoria (I & A)	2
NR (Is all regions)	8
NRES (Initial/Appeals) Ventura	5
Passenger Focus	22
Public Carriage Office (Contacts)	1
Rail Europe Ltd (Private travel agent)	1
South Eastern Railway (Initials)	30
Southern (Initials)	32
SWT (Initials)	24
TfL (CC enforcement - bailiffs)	1
TfL (Cttee contacts)	9
TfL (DAR Intials)	5
TfL (LBS Initials) & TfL Misc	101
TfL (LUL Initials)	71
TfL (LUL misc issues)	1
TfL (Oyster Initials)	39
TfL (PCN bailiffs due -NOT CC)	1
TfL (Road/Streets Is)	10
Trainline	3
Virgin West Coast (Initials)	9
Sum:	584

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 April and 30 September 2009.

A total of 571 questionnaires were sent to complainants during the period. Of these, 170 were returned. This was a response rate of 30%, which was 8% higher than that for October 2008 to March 2009.

Some of the questions may not sum to 170, as some respondents did not answer all questions.

Question 1: Have you ever contacted London TravelWatch before?

Answers	Apr 09 to Sep 09		Oct 08 to Mar 09	
Yes	20	(12%)	43	(16%)
No	148	(89%)	226	(84%)

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

Answers	Apr 09 to Sep 09		Oct 08 to Mar 09	
Transport provider or member of staff	69	(40.5%)	68	(25.5%)
Notice at station	13	(8%)	65	(24.5%)
Item on timetable/bus map	4	(2.5%)	4	(1.5%)
Notice on bus, tram, train, pier	5	(3%)	14	(5%)
London TravelWatch website	6	(3.5%)	10	(3.5%)
Other website	17	(10%)	23	(8.5%)
Word of mouth	13	(7.5%)	26	(9.5%)
Newspaper/magazine/radio/TV	3	(2%)	8	(3%)
London TravelWatch leaflet	2	(1%)	12	(4.5%)
Passenger Focus	11	(6.5%)	3	(1%)
ORR	0	(0%)	0	(0%)
DfT	0	(0%)	1	(0.5%)
National Rail Enquiries	0	(0%)	0	(0%)
Other sources	27	(16%)	34	(12.5%)

During this period, the largest proportion of complainants heard of London TravelWatch from the transport provider at 40.5%. However, a significant proportion also came from other sources (16%).

Question 3: What was your complaint about?

Answers	Apr 09 to Sep 09		Oct 08 to Mar 09	
Transport service performance	25	(15%)	18	(7%)
Staff conduct or availability	11	(6.5%)	24	(9%)
Sale of tickets, fares and refunds	49	(29%)	67	(25%)
Information on vehicle, station or stop	6	(3.5%)	6	(2.5%)
Information by phone, web or other provider	4	(2.5%)	2	(1%)
Timetable	3	(2%)	2	(1%)
Cleanliness of vehicle, station or facilities	1	(0.5%)	2	(1%)
Complaint handling by operator	18	(10.5%)	7	(2.5%)
Safety and security	3	(2%)	4	(1.5%)
Travelling environment	3	(2%)	1	(0.5%)
Accessibility	31	(18.5%)	3	(1%)
Other	15	(9%)	130	(49%)

The most common complaint category during the period was Sale of tickets, fares and refunds, followed by accessibility. The significant number of complaints about accessibility is from complainants about the proposed closure of the side gate at Lewisham Station.

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

Answers	Apr 09 to Sep 09		Oct 08 to Mar 09	
Very satisfied	76	(45%)	152	(59%)
Fairly satisfied	43	(25%)	66	(26%)
Dissatisfied	24	(14%)	20	(8%)
Very dissatisfied	27	(16%)	20	(8%)

On a weighted scale ranging from 100 (=100% ‘very satisfied’) to 0 (= 100% ‘very dissatisfied’) the six month mean score was 66. While this was a 13 point decrease on the previous period, a large number of questionnaires in the last period related to the First Capital Connect booking office changes which led to a particularly high score in that period.

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

Answers	Apr 09 to Sep 09		Oct 08 to Mar 09	
Very quickly	70	(42%)	136	(52%)
Fairly quickly	65	(39%)	99	(38%)
Slowly	16	(10%)	13	(5%)
Much too slowly	14	(8%)	16	(6%)

On a weighted scale ranging from 100 (= 100% ‘very quickly’) to 0 (=100% ‘much too slowly’) the six month mean score was 72. This was a six point decrease from the previous period but remains one of the higher cores for this indicator.

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

Answers	Apr 09 to Sep 09		Oct 08 to Mar 09	
Very satisfied	93	(59%)	175	(68%)
Fairly satisfied	32	(20%)	60	(23%)
Dissatisfied	17	(11%)	9	(3%)
Very dissatisfied	16	(10%)	15	(6%)

On a weighted scale ranging from 100 (=100% ‘very satisfied’) to 0 (=100% ‘very dissatisfied’) the six month mean score was 76. This was an eight point decrease from 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	Apr 09 to Sep 09		Oct 08 to Mar 09	
Yes	129	(80%)	232	(90%)
No	32	(20%)	25	(10%)

The principal findings of the survey for the period show that there has been a decline in satisfaction with handling, response times and outcome from an historic high point. While the previous period was in some ways exceptional and for some measures such as speed and outcome we are reliant to some extent on the operators, we will continue to review quality issues as part of our work.

For those respondents who provided such information, below are the results of the additional monitoring questions.

Age	Apr 09 to Sep 09		Oct 08 to Mar 09	
Under 18	1	(0.5%)	0	(0%)
18 – 24	4	(2.5%)	11	(4%)
25 – 34	25	(16%)	29	(11%)
35 – 44	33	(21.5%)	68	(27%)
45 – 54	31	(20%)	50	(20%)
55 – 64	38	(24.5%)	61	(24%)
65+	22	(14.5%)	37	(14%)

Type of transport user	Apr 09 to Sep 09		Oct 08 to Mar 09	
Regular commuter	81	(53.5%)	148	(57%)
Occasional commuter	19	(12.5%)	37	(14.5%)
Regular leisure user	22	(14.5%)	37	(14.5%)
Occasional leisure user	17	(11.5%)	19	(7.5%)
Business user	8	(5.5%)	11	(4%)
Other	4	(2.5%)	7	(3%)

Gender	Apr 09 to Sep 09		Oct 08 to Mar 09	
Male	99	(65%)	143	(56%)
Female	53	(35%)	114	(44%)

Do you consider yourself to have a disability?	Apr 09 to Sep 09		Oct 08 to Mar 09	
Yes	10	(6.5%)	17	(7%)
No	139	(93.5%)	236	(93%)

Ethnic origin	Apr 09 to Sep 09		Oct 08 to Mar 09	
White British	103	(74.5%)	204	(83%)
White Irish	4	(3%)	4	(1.5%)
White Other	14	(10%)	19	(7.5%)
Black Caribbean	2	(1.5%)	1	(0.5%)
Black African	4	(3%)	4	(1.5%)
Black other	1	(0.5%)	0	(0%)
Asian Bangladeshi	0	(0%)	0	(0%)
Asian Pakistani	0	(0%)	1	(0.5%)
Asian Indian	3	(2%)	3	(1%)
Asian other	2	(1.5%)	3	(1%)
Chinese	3	(2%)	3	(1%)
Other ethnic group	1	(0.5%)	3	(1%)
Dual heritage	1	(0.5%)	1	(0.5%)

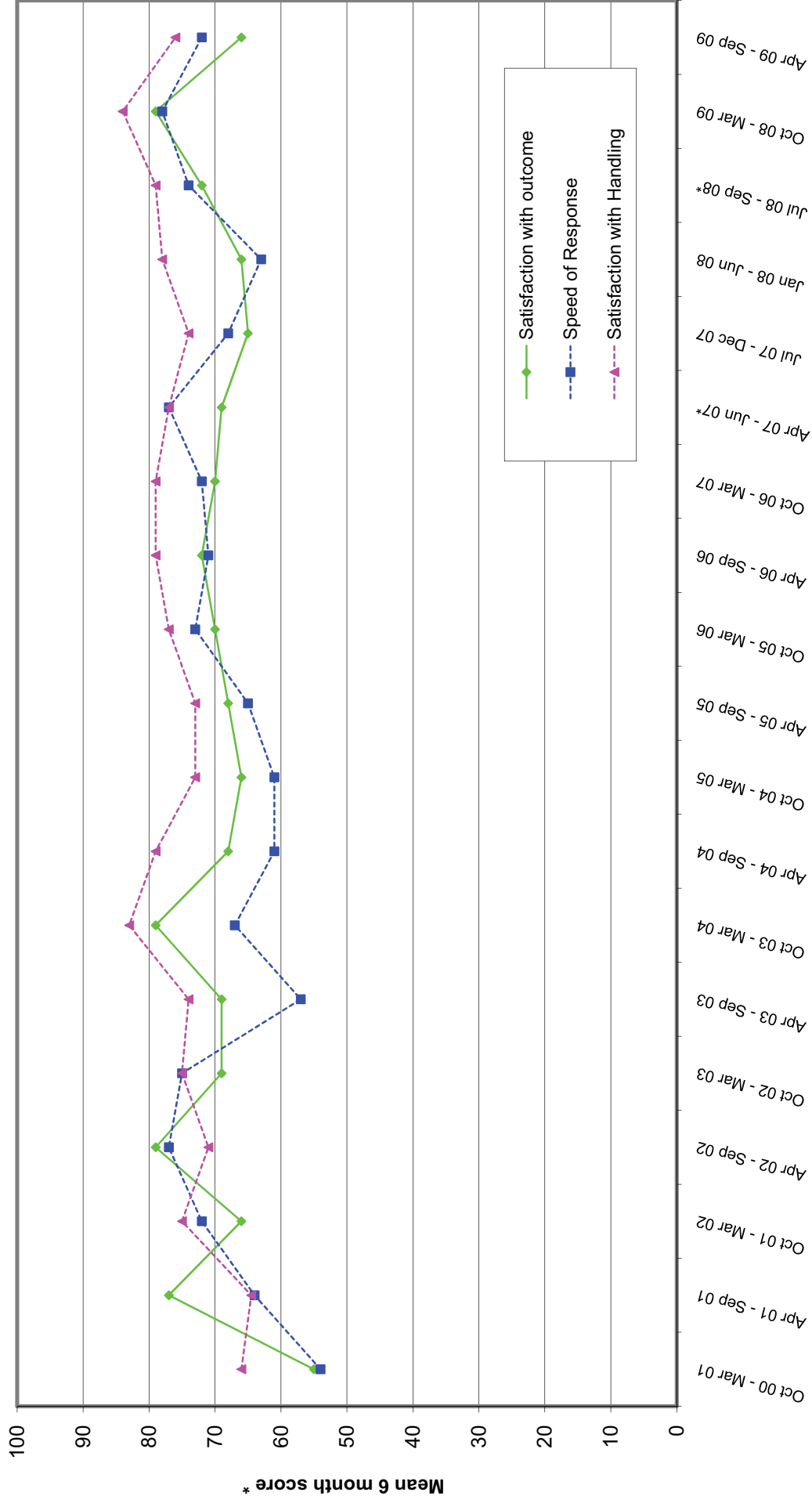
Working status	Apr 09 to Sep 09		Oct 08 to Mar 09	
Working full-time	96	(62.5%)	167	(65%)
Working part-time	18	(12%)	26	(10%)
Retired	29	(19%)	46	(18%)
Unemployed	1	(0.5%)	3	(1%)
Student	1	(0.5%)	4	(2%)
Not working	1	(0.5%)	3	(1%)
Other	7	(4.5%)	7	(3%)

Type of ticket	Apr 09 to Sep 09		Oct 08 to Mar 09	
Season ticket	36	(24%)	96	(37%)
Oyster Pay-as-you-go	25	(16.5%)	34	(13%)
Travelcard	23	(15.5%)	48	(19%)
Ordinary single/return	28	(18.5%)	39	(15%)
Freedom pass	26	(17.5%)	24	(9%)
Advance Purchase	1	(0.5%)	1	(1%)
Other	11	(7.5%)	17	(7%)

Appendix: extracts from comments received

- 1 A clear and informative letter
- 2 I think London TravelWatch is a very good idea but they should have more say on the outcome and have some power
- 3 I'm really impressed that London TravelWatch managed to get compensation when all my efforts with Eurostar had failed
- 4 Matter was over prolonged and final response was unsatisfactory. To be fair, London TravelWatch showed care, consideration and empathy
- 5 Powerless to actually enforce/do anything. Waste of money. No impact on train operator at all.
- 6 Very enthusiastic and helpful
- 7 You managed to hurry up South West Trains' response
- 8 The reply came quickly and the sender gave his name and contacts for any follow-up. Great.
- 9 Too long and no updates
- 10 Very prompt service. I tried in vain to get a refund for over two months. It took one week once London TravelWatch was involved!
- 11 Prompt and professional response despite the outcome
- 12 Slow response but this might be because you were waiting for the operator's response
- 13 London TravelWatch agents were efficient in looking for a positive response. They made a good effort to address my complaint.
- 14 I was delighted and impressed with your tenacity
- 15 I thought it was pretty much a waste of time
- 16 I am very impressed. If only the train companies were as efficient at solving problems, I'd be a happier commuter
- 17 Get more teeth and backbone to make changes
- 18 The concern hasn't been handled. You merely acted as a postman.
- 19 London TravelWatch was very thorough in investigating and explaining the background to my problem. They also effectively noted the implications of the very slow responsiveness of TfL to my initial complaint.
- 20 Excellent service, efficiently handled

Questionnaire Survey



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