
Secretariat memorandum

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Stakeholder Questionnaire report

1 Purpose of report

1.1 This report analyses questionnaires which were completed and returned to London TravelWatch relating to cases received between 1 April 2010 and 30 September 2010.

2 Analysis

2.1 The total number of questionnaires received is currently showing as 80 as compared to 120 in the previous six month period. This is a disappointing trend, which we consider is linked in part at least to changes we made at the time of introducing the new database.

2.2 The new database is based upon completing workflows. We have found that this procedure is not very satisfactory as some of these workflows are not completed by caseworkers because they are too prescriptive or in error. In addition, sending a questionnaire is not always appropriate for direct cases, for example those cases where we cannot help with a penalty fare. Therefore the current workflow for direct cases does not include sending a questionnaire. As a result, we recognise that appeal and direct cases have not consistently received questionnaires.

2.3 Also at the time of designing the new database, we decided to separate the sending out of questionnaires from the final reply. We considered that questionnaires being sent from someone independent from the caseworker may increase the response rate. In practice, we have found that this has led in some cases to there being a delay between sending the final reply and receiving the questionnaire and the response rate appears to have suffered as a result. Therefore as part of the database changes, we will be reverting to caseworkers sending out questionnaires (or web links to questionnaires) with their final replies.

2.4 Members asked that consideration be given to splitting questionnaire responses by mode. Having examined this issue, we have found that this would require some modification to the reporting format to link the data in the questionnaire field and data in the case issue field. As part of the database changes currently being specified, we will be asking the contractor to look into this issue for us.

2.5 Overall, the questionnaire responses show much improved mean scores for satisfaction with outcome, speed of response and satisfaction with handling of

cases to levels comparable to the same period last year. There continued to be a bias towards males, the over-55s and regular commuters amongst those returning questionnaires.

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.

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.

Questionnaire Survey

Question 1: Have you ever contacted London TravelWatch before?

Answers	Apr 10 to Sep 10		Oct 09 to Mar 10	
Yes	11	14%	25	21%
No	69	86%	95	79%

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

Answers	Apr 10 to Sep 10		Oct 09 to Mar 10	
Transport provider or member of staff	33	42%	35	29.5%
Notice at station	3	4%	1	1%
Item on timetable/bus map	3	4%	3	2.5%
Notice on bus, tram, train, pier	6	7.5%	5	4%
London TravelWatch website	9	11.5%	9	7.5%
Operator website	7	9%	17	14.5%
Other website	7	9%	14	12%
Word of mouth	2	2.5%	10	8.5%
Newspaper/magazine/radio/TV	0	0%	0	0%
London TravelWatch leaflet	0	0%	3	2.5%
Passenger Focus	3	4%	7	6%
ORR	3	4%	0	0%
DfT	0	0%	0	0%
National Rail Enquiries	0	0%	0	0%
Other sources	3	4%	14	12%

During this period, the largest proportion of complainants heard of London TravelWatch from the transport provider at 42%. However, it is noticeable that a significant proportion found out about us through the web with 29% stating this source (our website 11.5%, operators' websites 9% and other websites 9%).

Question 3: What was your complaint about?

Answers	Apr 10 to Sep 10		Oct 09 to Mar 10	
Transport service performance	8	10%	20	17%
Staff conduct or availability	4	5%	14	12%
Sale of tickets, fares and refunds	44	55.5%	48	40.5%
Information on vehicle, station or stop	4	5%	3	2.5%
Information by phone, web or other provider	1	1.5%	2	1.5%
Timetable	0	0%	5	4%
Cleanliness of vehicle, station or facilities	0	0%	3	2.5%
Complaint handling by operator	12	15%	10	8.5%
Safety and security	0	0%	1	1%
Travelling environment	1	1.5%	3	2.5%
Accessibility	3	4%	2	1.5%
Other	2	2.5%	7	6%

The most common complaint category during the period was Sale of tickets, fares and refunds, followed by complaint handling by the operator.

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

Answers	Apr 10 to Sep 10		Oct 09 to Mar 10	
Very satisfied	39	50%	32	27%
Fairly satisfied	12	15.5%	28	24%
Dissatisfied	13	16.5%	21	18%
Very dissatisfied	14	18%	38	32%

On a weighted scale ranging from 100 (=100% 'very satisfied') to 0 (= 100% 'very dissatisfied') the six month mean score was 66. This was an 18 point increase on the previous period, and identical to the mean score for the period April to September 2009.

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

Answers	Apr 10 to Sep 10		Oct 09 to Mar 10	
Very quickly	33	41.5%	29	25.5%
Fairly quickly	31	39%	47	41%
Slowly	12	15%	23	20%
Much too slowly	4	5%	15	13%

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 12 point increase from the previous period, and identical to the mean score for the period April to September 2009.

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

Answers	Apr 10 to Sep 10		Oct 09 to Mar 10	
Very satisfied	44	58%	49	42%
Fairly satisfied	17	22.5%	28	24%
Dissatisfied	5	6.5%	18	15.5%
Very dissatisfied	10	13%	22	19%

On a weighted scale ranging from 100 (=100% 'very satisfied') to 0 (=100% 'very dissatisfied') the six month mean score was 75. This was a 12 point increase from the previous period, and one point lower than the mean score for April to September 2009.

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

Answers	Apr 10 to Sep 10		Oct 09 to Mar 10	
Yes	65	81.5%	87	72.5%
No	15	19%	33	27.5%

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

Age	Apr 10 to Sep 10		Oct 09 to Mar 10	
Under 18	0	0%	0	0%
18 – 24	3	4%	4	3.5%
25 – 34	14	19%	24	21%
35 – 44	10	13.5%	30	26.5%
45 – 54	12	16%	27	23.5%
55 – 64	26	35%	21	18.5%
65+	9	12%	8	7%

Type of transport user	Apr 10 to Sep 10		Oct 09 to Mar 10	
Regular commuter	39	53.5%	72	63.5%
Occasional commuter	12	16.5%	10	21%
Regular leisure user	7	9.5%	13	11.5%
Occasional leisure user	11	15%	9	8%
Business user	3	4%	4	3.5%
Other	1	1.5%	5	4.5%

Gender	Apr 10 to Sep 10		Oct 09 to Mar 10	
Male	56	70%	82	68.5%
Female	24	30%	38	31.5%

Do you consider yourself to have a disability?	Apr 10 to Sep 10		Oct 09 to Mar 10	
Yes	2	2.5%	7	6%
No	78	97.5%	113	94%

Ethnic origin	Apr 10 to Sep 10		Oct 09 to Mar 10	
Asian Bangladeshi	0	0%	0	0%
Asian Indian	0	0%	0	0%
Asian Pakistani	1	1.5%	0	0%
Asian other	1	1.5%	4	4%
Black African	0	0%	0	0%
Black Caribbean	0	0%	0	0%
Black other	0	0%	1	1%
Chinese	3	4.5%	1	1%
White British	55	78.5%	75	71.5%
White Irish	1	1.5%	3	3%
White Other	6	8.5%	15	14.5%
Other ethnic group/Dual heritage	3	4.5%	6	6%

Working status	Apr 10 to Sep 10		Oct 09 to Mar 10	
Working full-time	42	56%	77	67.5%
Working part-time	9	12%	18	16%
Retired	16	21.5%	9	8%
Unemployed	3	4%	4	3.5%
Student	1	1.5%	2	2%
Not working	4	5.5%	1	1%
Other	0	0%	3	2.5%

Type of ticket	Oct 09 to Mar 10		Apr 09 to Sep 09	
Season ticket	17	23%	33	28.5%
Oyster Pay-as-you-go	25	34%	28	24.5%
Travelcard	8	11%	20	17.5%
Ordinary single/return	12	16%	14	12%
Freedom pass	7	9.5%	8	7%
Advance Purchase	0	0%	2	1.5%
Other	5	7%	10	9%

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

A selection of responses:

- 1 More compensation should have been offered
- 2 Did not get a refund but London TravelWatch were excellent at handling
- 3 London TravelWatch passed on the unhelpful response of South West Trains but promised to take things up with the Department for Transport
- 4 I was not compensated for disgusting service
- 5 Outcome was unsatisfactory and you did not have any influence
- 6 I did eventually get a refund but no apology from Transport for London or any reply to my last mail
- 7 I was not always kept informed about progress of case
- 8 Very polite and responsive but no help
- 9 Very biased, unobjective and non-customer focussed
- 10 Southeastern sidestepped the issues raised