
Secretariat memorandum

Author: Bryan Davey

Agenda item: 9
CAC025
Drafted: 28.11.11

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 2011 and 30 September 2011.

2 Analysis

- 2.1 The total number of questionnaires received during the period was 75 as compared to 85 in the previous six month period. We recognise that the response rate remains relatively low and intend to modify the process to ensure that in future there is not a delay between sending the final reply and sending the questionnaire.
- 2.2 Overall, the questionnaire responses show much improved mean scores and exceed the current targets for satisfaction with outcome, speed of response and satisfaction with handling of cases.

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 11 to Sep 11		Oct 10 to Mar 11	
Yes	11	14.9%	20	23.5%
No	63	85.1%	65	76.5%

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

Answers	Apr 11 to Sep 11		Oct 10 to Mar 11	
Transport provider or member of staff	26	34.5%	26	31.5%
Notice at station	0	0%	1	1%
Item on timetable/bus map	3	4.0%	3	3.5%
Notice on bus, tram, train, pier	3	4.0%	3	3.5%
London TravelWatch website	4	5.5%	11	13.5%
Operator website	8	10.5%	8	9.5%
Other website	8	10.5%	9	11%
Word of mouth	10	13.5%	4	5%
Newspaper/magazine/radio/TV	0	0%	3	3.5%
London TravelWatch leaflet	1	1.5%	3	3.5%
Passenger Focus	2	2.5%	5	6%
ORR	1	1.5%	1	1%
DfT	0	0%	0	0%
National Rail Enquiries	0	0%	0	0%
Other sources	9	12.0%	6	7%

During this period, the largest single source for complainants hearing about London TravelWatch was from the transport provider at 34.5%. However, it is noticeable that the next most important source is through the web with 26.5% stating this source (our website 5.5%, operators' websites 10.5% and other websites 10.5%).

Question 3: What was your complaint about?

Answers	Apr 11 to Sep 11		Oct 10 to Mar 11	
Transport service performance	14	19%	8	9.5%
Staff conduct or availability	4	5.5%	4	4.5%
Sale of tickets, fares and refunds	28	38%	52	61%
Information on vehicle, station or stop	2	2.5%	4	4.5%
Information by phone, web or other provider	1	1.5%	0	0%
Timetable	1	1.5%	2	2.5%
Cleanliness of vehicle, station or facilities	0	0%	2	2.5%
Complaint handling by operator	10	13.5%	6	7%
Safety and security	0	0%	1	1%
Travelling environment	1	1.5%	1	1%
Accessibility	2	2.5%	0	0%
Other	11	15%	5	6%

The most common complaint category during the period was Sale of tickets, fares and refunds, followed by transport service performance.

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

Answers	Apr 11 to Sep 11		Oct 10 to Mar 11	
Very satisfied	41	56%	43	51%
Fairly satisfied	13	18%	19	22.5%
Dissatisfied	10	13.5%	16	19%
Very dissatisfied	9	12.5%	6	7%

On a weighted scale ranging from 100 (=100% 'very satisfied') to 0 (= 100% 'very dissatisfied') the six month mean score was 73. This was the same as the previous period, exceeding the target for this year of 70, and remains the highest mean score for this indicator since the period October 2008 to March 2009.

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

Answers	Apr 11 to Sep 11		Oct 10 to Mar 11	
Very quickly	40	56.5%	41	53%
Fairly quickly	22	31%	25	32.5%
Slowly	5	7%	7	9%
Much too slowly	4	5.5%	4	5%

On a weighted scale ranging from 100 (= 100% 'very quickly') to 0 (=100% 'much too slowly') the six month mean score was 79. This was a 1 point increase from the previous period, exceeding the target for this year of 72, and is the highest recorded mean score for this indicator.

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

Answers	Apr 11 to Sep 11		Oct 10 to Mar 11	
Very satisfied	48	66%	50	63.5%
Fairly satisfied	13	18%	21	26.5%
Dissatisfied	8	11%	5	6.5%
Very dissatisfied	4	5.5%	3	4%

On a weighted scale ranging from 100 (=100% 'very satisfied') to 0 (=100% 'very dissatisfied') the six month mean score was 81. This was a 2 point decrease from the previous period, but continues to exceed the target for this year of 79.

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

Answers	Apr 11 to Sep 11		Oct 10 to Mar 11	
Yes	64	85.5%	76	89.5%
No	11	14.5%	9	10.5%

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

Age	Apr 11 to Sep 11		Oct 10 to Mar 11	
Under 18	0	0%	0	0%
18 – 24	0	0%	3	3.5%
25 – 34	13	18.5%	14	16.5%
35 – 44	13	18.5%	18	21%
45 – 54	18	25.5%	26	30.5%
55 – 64	15	21%	12	14%
65+	12	17%	12	14%

Type of transport user	Apr 11 to Sep 11		Oct 10 to Mar 11	
Regular commuter	27	38%	39	49%
Occasional commuter	10	14%	12	15%
Regular leisure user	11	15.5%	13	16.5%
Occasional leisure user	15	21%	12	15%
Business user	6	8.5%	3	4%
Other	2	3%	1	1.5%

Gender	Apr 11 to Sep 11		Oct 10 to Mar 11	
Male	43	57.5%	52	61%
Female	32	42.5%	33	39%

Do you consider yourself to have a disability?	Apr 11 to Sep 11		Oct 10 to Mar 11	
Yes	8	11%	8	9.5%
No	67	89%	77	90.5%

Ethnic origin	Apr 11 to Sep 11		Oct 10 to Mar 11	
Asian Bangladeshi	0	0%	0	0%
Asian Indian	0	0%	0	0%
Asian Pakistani	0	0%	0	0%
Asian other	4	5.5%	7	9%
Black African	0	0%	0	0%
Black Caribbean	2	3%	0	0%
Black other	1	1.5%	2	2.5%
Chinese	0	0%	2	2.5%
White British	55	77.5%	52	68.4%
White Irish	1	1.5%	3	4%
White Other	6	8.5%	6	8%
Other ethnic group/Dual heritage	2	3%	4	5.5%

Working status	Apr 11 to Sep 11		Oct 10 to Mar 11	
Working full-time	41	57.5%	48	58.5%
Working part-time	10	14%	6	7.5%
Retired	13	18.5%	14	17%
Unemployed	3	4%	1	1%
Student	1	1.5%	6	7.5%
Not working	1	1.5%	3	4%
Other	2	3%	4	5%

Type of ticket	Apr 11 to Sep 11		Oct 10 to Mar 11	
Season ticket	15	21%	20	24.5%
Oyster Pay-as-you-go	19	26.5%	22	27%
Travelcard	5	7%	13	16%
Ordinary single/return	18	25%	15	18.5%
Freedom pass	5	7%	6	7.5%
Advance Purchase	1	1.5%	2	2.5%
Other	9	12.5%	3	3.5%

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

A selection of responses:

- 1 You managed to resolve my complaint in a day... FGW staff refused to communicate further with me.
- 2 Heathrow Express disruption led to huge costs for new air ticket which I had to bear entirely.
- 3 London TravelWatch has been helpful but has no authority over TfL so matters are unresolved
- 4 I believe that step free access should take priority when it comes to public spending
- 5 I remain concerned that the rail network can't provide facilities – yet I still could be fined
- 6 Nothing was resolved and the problem persists
- 7 Wasn't happy with FCC response but eventually got an apology.
- 8 A goodwill payment has been made but 6 months of TfL lies were not addressed