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**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 during the financial year 2011-2012, separated into 6 month sections, April 2011 to September 2011 and October 2011 to March 2012.
- 1.3 The total number questionnaires received over the year is 152 although not all sections of all questionnaires were completed. It is envisaged that as the system improves, the questionnaires will be sent by the caseworkers which may improve quantity of the responses.

**2 Equalities and inclusion implications**

- 2.1 Due account will be taken whenever any such implications arise from cases brought to the attention of London TravelWatch.

**3 Legal powers**

- 3.1 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.

#### **4 Financial implications**

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

#### **5 Recommendation**

- 5.1 That the report is received for information.

## Questionnaire Survey

### Question 1: Have you ever contacted London TravelWatch?

Answers	October 11 to March 12		April 11 to September 11	
No	54	93%	73	81%
Yes	4	7%	17	19%

### Question 2: How did you first hear of London TravelWatch?

Answers	Oct 11 to Mar 12	Apr 11 to Sep 11
London TravelWatch leaflet	4	1
London TravelWatch website	1	7
Notice on bus, tram, train, boat	3	4
Operator website	5	8
Other (please specify below)	4	17
Other website	21	11
Timetable/bus map	4	3
Transport provider or member of its staff	4	27
Word of mouth	16	13
	<b>62</b>	<b>91</b>

In the first 6 months it is clear that the largest proportion of complainants heard of London TravelWatch from the transport provider. However, in the second half-year a large quantity of complainants had heard about us by word of mouth, which is encouraging.

### Question 3: What was your complaint about?

Answers	Oct 11 to Mar 12	Apr 11 to Sep 11
Accessibility	0	2
Complaint handling by operator	9	8
Information by phone, web or other provider	0	1
Information on vehicle, station or stop	0	2
Other (please specify)	12	13
Sale of tickets, fares and refunds	28	29
Safety and security	1	0
Staff conduct or availability	1	6
Timetable	2	1
Transport service performance	9	13
Travelling environment	0	2
<b>Grand Total</b>	<b>62</b>	<b>77</b>

The most common complaint category was Sale of Tickets and Service Performance. The 'Other' section also scored highly but, on investigation, no common theme emerged in the data.

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

<b>Answers</b>	<b>Oct 11 to Mar 12</b>	<b>Apr 11 to Sep 11</b>
Dissatisfied	8	10
Fairly satisfied	12	17
Very dissatisfied	5	9
Very satisfied	37	41
<b>Grand Total</b>	<b>62</b>	<b>77</b>

It is clear that the customer satisfaction response has been higher in the second part of the year with 82% either fairly satisfied or very satisfied, compared with 75% in the first half of the year.

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

<b>Answers</b>	<b>Oct 11 to Mar 12</b>	<b>Apr 11 to Sep 11</b>
Much too slowly	1	6
Slowly	5	5
Fairly quickly	15	23
Very quickly	37	41
<b>Grand Total</b>	<b>58</b>	<b>75</b>

89% of complainants felt that we dealt with their complaints quickly in the second half of the year, which is slightly higher than the first half at 85%.

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

<b>Answers</b>	<b>Oct 11 to Mar 12</b>	<b>Apr 11 to Sep 11</b>
Very dissatisfied	2	5
Dissatisfied	4	8
Fairly satisfied	12	15
Very satisfied	40	49
<b>Grand Total</b>	<b>58</b>	<b>77</b>

Almost 90% of complainants were satisfied with the way London TravelWatch handled their concerns compared with 83% in the first half of the year.

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

<b>Answers</b>	<b>Oct 11 to Mar 12</b>	<b>Apr 11 to Sep 11</b>
No	11	11
Yes	51	66

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

<b>AGE</b>	<b>Oct 11 to Mar 12</b>	<b>Apr 11 to Sep 11</b>
18 -24	2	
25-34	8	14
35-44	14	13
45-54	14	18
55-64	17	17
65+	7	12
	<b>62</b>	<b>77</b>

<b>Type of User</b>	<b>Oct 11 to Mar 12</b>	<b>Apr 11 to Sep 11</b>
Business user	1	5
Occasional commuter (1-3 days a week)	5	11
Occasional leisure user (less than once a month)	7	15
Other (please specify below)	2	3
Regular commuter (4+ days a week)	33	28
Regular leisure user (once a month or more)	12	12
(blank)		
<b>Grand Total</b>	<b>60</b>	<b>74</b>

<b>Gender</b>	<b>Oct 11 to Mar 12</b>	<b>Apr 11 to Sep 11</b>
Female	21	31
Male	41	46
<b>Grand Total</b>	<b>62</b>	<b>77</b>

<b>Considered to have Disability</b>	<b>Oct 11 to Mar 12</b>	<b>Apr 11 to Sep 11</b>
No	59	72
Yes	3	5
<b>Grand Total</b>	<b>62</b>	<b>77</b>

<b>Ethnic Origin</b>	<b>Oct 11 to Mar 12</b>	<b>Apr 11 to Sep 11</b>
Asian - Other	7	5
Black - Caribbean	3	2
Black - Other	1	1
Chinese	1	0
Other Ethnic Group/Dual heritage (please specify)	3	1
White - British	69	55
White - Irish	3	2
White – Other	11	7
<b>Grand Total</b>	<b>98</b>	<b>73</b>

<b>Working Status</b>	<b>Oct 11 to Mar 12</b>	<b>Apr 11 to Sep 11</b>
Not working	1	2
Other	1	3
Retired	14	27
Student	3	4
Unemployed	1	5
Working full-time (30+ hours a week)	32	74
Working part-time (-29 hours a week)	5	16
<b>Grand Total</b>	<b>57</b>	<b>131</b>

<b>Count of TicketType</b>	<b>Oct 11 to Mar 12</b>	<b>Apr 11 to Sep 11</b>
Freedom Pass	5	1
Ordinary Single / Return	7	4
Other (please specify below)	4	18
Oyster Pay-as-you-go	25	10
Season Ticket	14	20
Travelcard	5	22
<b>Grand Total</b>	<b>60</b>	<b>75</b>

### **Appendix: Extracts from comments received**

1. TfL are hiding behind a 28 day rule, LTW should be putting pressure on TfL to join real world
2. TfL has not responded to her complaint
3. TfL have not paid...and LTW contact has stopped emailing me
4. There seemed to be an unquestioning acceptance of the initial response from the train operator
5. They haven't investigated complaint nearly a month after it was made
6. Thinks, the discomfort suffered on journey warranted more than 25 voucher
7. Ticket office was not open and member of staff told her to buy ticket on the train
8. Took ages, inadequate interim measures, still dumped there months after issue is resolved
9. Very satisfied with the way it was dealt with dissatisfied with outcome
10. was promised a refund from oyster. still have not received refund
11. Was really pleased how my complaint was dealt with and the satisfactory outcome
12. was told TfL could not compensate me because i was not registered user of ticket being reimbursed
13. Was unfairly issued a PCN
14. Wasn't happy with FCC response (eventually) got an apology
15. You managed to resolve my complaint in a day ...FGW staff refused to communicate further with me.