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**Secretariat's Memorandum**

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**Agenda No: 6**

**CWP**

**Date: 05/12/05**

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This Casework Performance Report is divided into three parts:

- Part 1 outlines turnaround times and performance of the Casework Team to targets set out in the Business Plan for the period from January to June 2005;
- Part 2 outlines the number of cases received in the two quarters by mode, operator and subject area (January to March and April to June 2005);
- Part 3 outlines the results of the questionnaire surveys returned for cases received between April and September 2005.

## Part 1: Case Handling (January to June 2005)

### Purpose of report

To record the proficiency of the London Transport Users Committee and of the relevant transport operators, in dealing with appeals cases received and referred during the first half of 2005. The report covers cases received up to and including 30<sup>th</sup> June 2005.

### Target One

This target requires the Committee to acknowledge all newly received cases, record them in its database, and refer them to the relevant operator for attention, within five working days. The table shows the performance achieved during the period under review, and that in the preceding six months (the performance against target being highlighted).

During this period, there was a small decline in the volume of appeals received. The casework team continued to face a number of long term sickness issues. To help deal with this issue, some staffing resources were made available from elsewhere in the secretariat during the first quarter of the year and some assistance was provided by an ex-staff member. However, much of this assistance was utilised in drafting final replies. During the first six months, only 33.3% of cases were acknowledged and referred to operators within five working days and the average time reaching 9.3 working days. The downward trend in referral times has been recognised by the Casework Manager who has been more active in allocating work to caseworkers.

Working days elapsed	January to June 2005		<i>July to December 2004</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-2	80	<b>19.0%</b>	146	<b>30.5%</b>
Days 3-5	60	<b>14.3%</b>	73	<b>15.3%</b>
Days 6-20	250	59.5%	211	44.1%
Days 21+	30	7.1%	48	10.0%
Total	420	100.0%	478	100.0%

### Target Two

This target, agreed with the transport operators, requires them to respond to 66% of referrals from the Committee within 10 working days, and to 100% within 20 working days. For particularly complex cases, an interim response within the target interval (giving full reasons for the delay) is accepted. The tables show the performance achieved during the period under review, and that in the preceding six months (the performance against target being highlighted).

<b>NATIONAL RAIL</b>				
Working days elapsed	January to June 2005		<i>July to December 2004</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-10	116	<b>44.4%</b>	130	<b>46.9%</b>
Days 11-20	80	<b>30.7%</b>	83	<b>30.0%</b>
Days 21-40	52	19.9%	43	15.5%
Day 41+	13	5.0%	21	7.6%
<b>Total</b>	<b>261</b>	<b>100.0%</b>	<b>277</b>	<b>100.0%</b>

Some 75.1% of responses were received within 20 working days, which represents a small decline on the previous period. However, the number of cases awaiting more than 41 days for a response declined to 5% of cases.

<b>TRANSPORT for LONDON</b>				
Working days elapsed	January to June 2005		<i>July to December 2004</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-10	36	<b>21.1%</b>	18	<b>11.2%</b>
Days 11-20	49	<b>28.7%</b>	28	<b>17.4%</b>
Days 21-40	64	37.4%	29	18.0%
Day 41+	22	12.9%	86	53.4%
<b>Total</b>	<b>171</b>	<b>100.0%</b>	<b>161</b>	<b>100.0%</b>

This period saw a significant improvement in the number of cases dealt with by Transport for London within 20 working days from 28.6% to 49.7%. Similarly, the number of cases awaiting more than 41 working days for a response has significantly improved from their nadir of 53.4% in the last six months of 2004 to 12.9% during the first half of 2005. As can be seen by the breakdown by operator, much of this improvement has been due to better turnround times by London Buses, who appointed an additional member of staff to deal with complaints during this period.

### **Breakdown of response times by operator**

Following his appointment, Brian Cooke revisited the chase-up procedures for casework and operators have been informed of the Committee's intention to escalate cases to Managing Director level if no response is received within 30 working days.

The following table shows the average response time for appeal cases by operator. Amongst those operators with poor response times, London Buses appointed an additional member of staff to deal with appeals during the period. While a meeting has recently been held with Trainline, to date we have not seen any improvement in their turnround times for correspondence.

<b>Average response time by operator</b>			
<b>Operator</b>	<b>January to June 2005</b>		<b>July to December 2004</b>
	Average number of working days	Number of appeal cases	Average number of working days
ATOC	3.0	1	88.0
BTP	-	-	26.5
c2c	14.7	9	10.7
Chiltern	25.4	5	24.0
Central Parking Systems	33.4	5	14.3
Eurostar	18.3	12	12.2
First Great Western	16.1	15	18.9
First Great Western Link	18.8	5	13.5
Gatwick Express	20.0	4	8.0
GNER	9.6	13	17.7
Heathrow Express	33.3	3	-
HMRI	5.5	2	5.0
IPFAS	10.6	7	19.8
IRCAS	5.0	1	-
Midland Mainline	10.5	2	9.7
Network Rail	15.8	4	26.7
National Rail Enquiries	7.0	6	20.0
ONE	17.7	28	16.6
Silverlink	10.2	11	13.0
South Eastern Trains	11.4	24	17.8
Southern	13.8	23	15.1
South West Trains	15.9	23	13.5
Thameslink	10.5	11	10.4
Trainline	43.4	9	53.4
Virgin West Coast	10.1	15	21.7
WAGN	9.8	12	13.3
TfL London Buses	24.9	103	53.8
TfL London Underground	24.8	37	40.0
TfL Other	13.8	18	13.7

### **Target Three**

This target requires replies from operators to cases referred to them to be considered, and a decision taken as to whether further representations and/or a site visit are required, within three working days of receipt. For cases not requiring such further action, 90% of final replies are to be written with 10 days of receipt and 100% within 20 days. These times also apply to replies to any cases which are dealt with direct by the Committee, without referral to the operator (usually those where the facts are clear, the Committee's policy is well established, and referral to the operator would add no value).

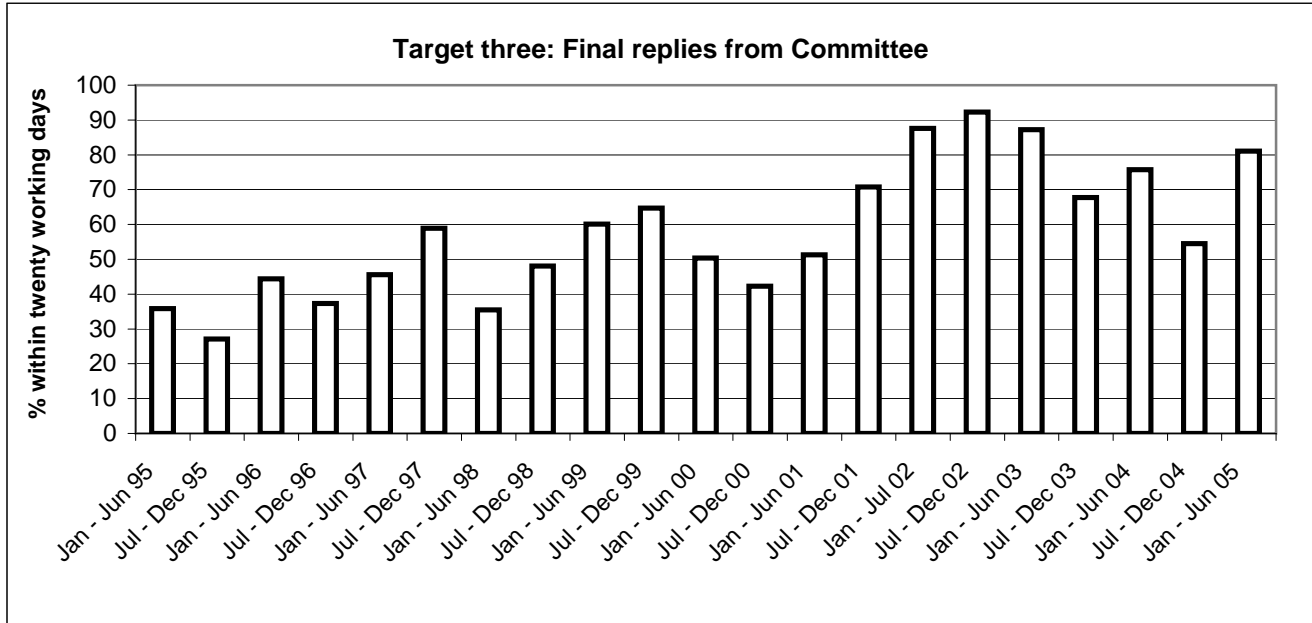
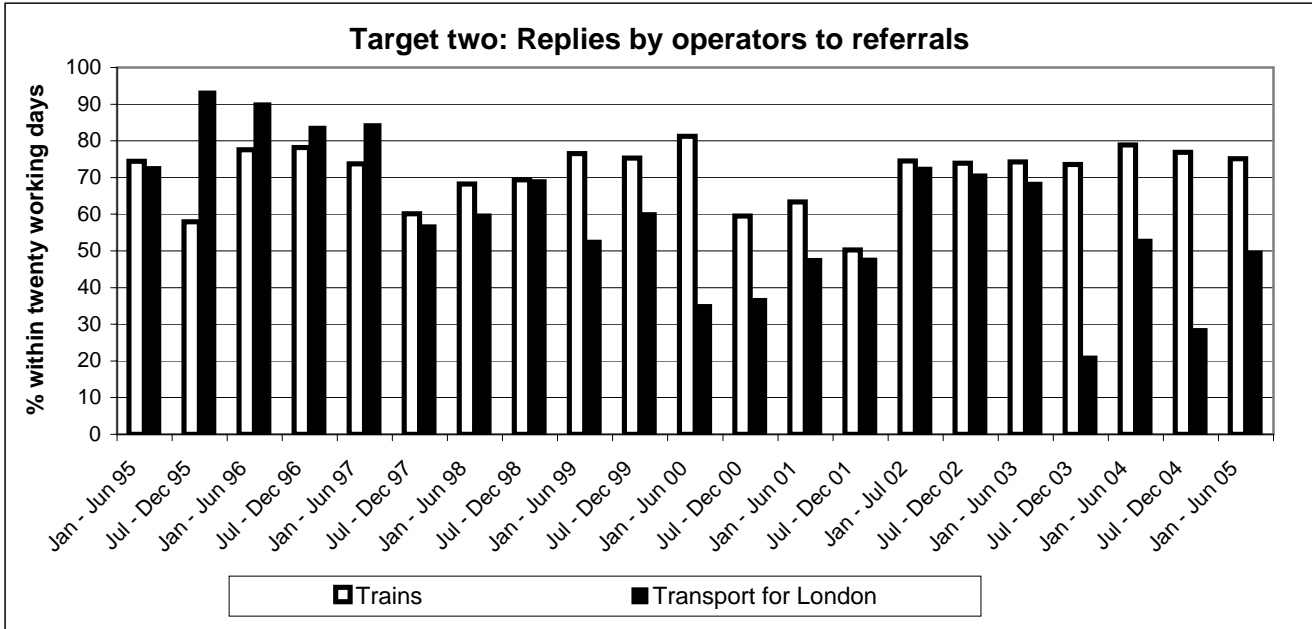
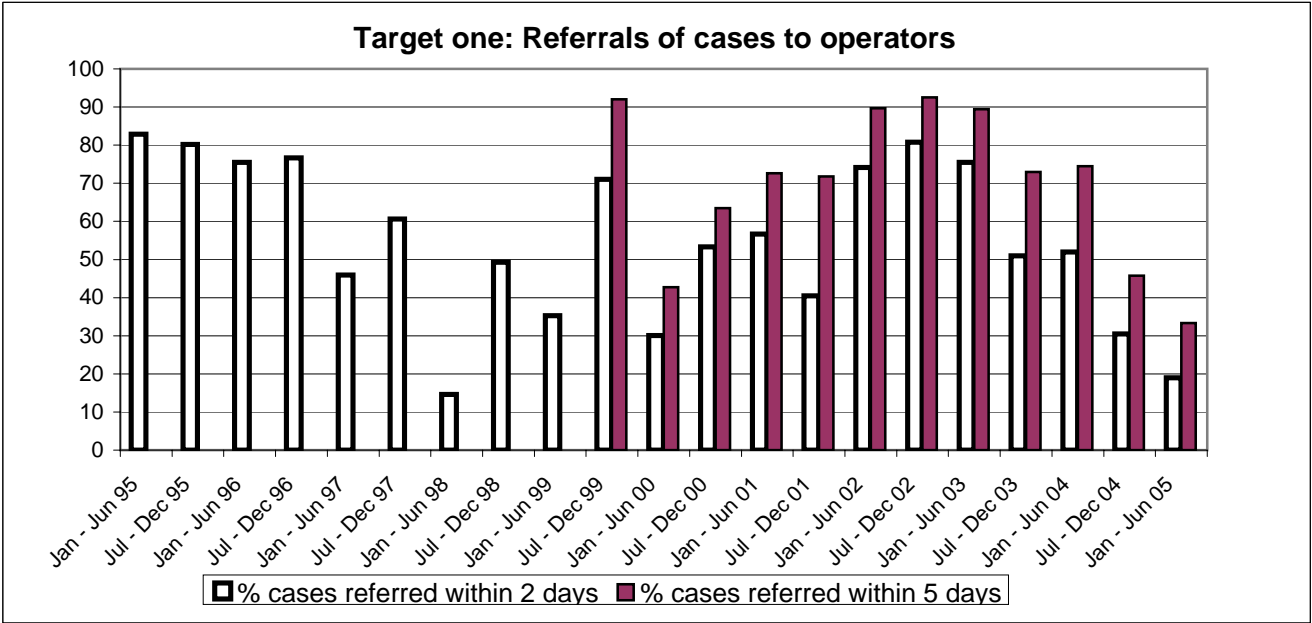
The table shows the performance achieved during the period under review, and that in the preceding six months (the performance against target being highlighted).

Working days elapsed	January to June 2005		<i>July to December 2004</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-10	358	<b>59.8%</b>	<i>217</i>	<b><i>39.7%</i></b>
Days 11-20	128	<b>21.4%</b>	<i>81</i>	<b><i>14.8%</i></b>
Days 21-40	85	14.2%	<i>105</i>	<i>19.2%</i>
Days 41+	28	4.7%	<i>143</i>	<i>26.2%</i>
Total	599	100.0%	<i>546</i>	<i>100.0%</i>

During this period, the number of final replies increased marginally. This was partly due to the Section 17 proposal to change ticket office opening hours on South Eastern which generated about 35 cases during the period. While the Casework Team faced a number of long term sickness issues, there was a significant improvement in turnround times for final replies. During the period, some 81.1% of cases received a final response within 20 working days, which is the highest percentage for two years.

### **Comment**

The team continued to suffer from long term sickness issues, but some additional resources were made available for casework during the first half of 2005 to compensate for these. The period saw a significant reduction in the number of open cases on the system, and a significant improvement in turnround times for final replies. There was, however, a deterioration in the number of cases referred to operators within five working days.



## Part 2: Cases received

### Purpose of report

To record the volume and subject matter of casework received during the second half of 2004. The number of complaints refers to specific topics raised and is the total referred to in the top table on the attached sheets, whereas the number of cases is the outlined in the small table at the bottom of each sheet.

### Quarter 1 – January to March 2005

	January to March 2005	October to December 2004
Number of initial cases	353	376
Number of appeal cases	334	309
Number of complaints	384	364

### Complaints by mode

	January to March 2005	October to December 2004
National Rail	250	235
Bus	80	83
Underground	31	35
Other	23	11
Total	384	364

### National Rail Operators

Operator	Number of complaints	Percentage of total
South Eastern Trains	39	16%
ONE	29	12%
Southern	24	10%
Virgin West Coast	21	8%
First Great Western/Link	21	8%

Areas of particular concern raised during the quarter were the introduction of new rolling stock (Class 376s) on South Eastern, delays and refunds on ONE Stansted Express, timetable changes on First Great Western Link and inability to book advanced tickets (T -12) on First Great Western.

Suggestions and Complaints by Category 01/01/05 - 31/03/05

	Bus	DLR	Other	Road	Taxi	TfL	Train	Underground	Unknown	
0 Other	2									
1 Bus Stops	5									
2 Complaint Handling	10							21	5	
3 Failure to Make Advertised Connections								2		
4 Route and Service Closures								1		
5 Cancellations and Reliability								4		
6 On-Board Catering	7							1		
7 Conveyance of Cycles										
8 Fares and Policy and Ticketing	8		2		2			52	6	1
9 Industrial Disputes										
10 Passenger Information								10		3
11 Information On-Board Trains and Buses	2							3		
13 On-Board Service Quality and Environment	6						2	19		
14 Overcrowding	1							8		1
15 One-Person/Automatic Operation										
16 Other Matters										
17 Passengers Charter	1							16		5
18 Punctuality	1							13		1
19 Refunds and Claims	12			2				31		5
20 Reservations										
21 Suitability of Routing / Service Pattern	10							2		
22 Safety	2							1		
23 Station Facilities and Environment			1					13		3
24 Smoking										1
25 Staff Conduct	10							8		1
26 Telephone Enquiry Bureaux and Telesales								12		1
27 Short Trains										1
28 Suitability of Timetable / Frequencies	2									11
29 Ticket Machines/Gates	1									9
30 Street Management										
<b>Sum:</b>	<b>80</b>	<b>3</b>	<b>9</b>	<b>7</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>247</b>	<b>31</b>	<b>4</b>

Regarding Level 2 Type(Query 1 with #DICT ERR	Bus	DLR	Other	Road	Taxi	TfL	Train	Underground	Unknown	Sum:
	74	3	7	7	7	1	2	207	29	334



Suggestions and Complaints by Category 01/01/05 - 31/03/05

	Association of London Government	London Transport Users Committee	Railway Inspectorate	
0 Other				
1 Bus Stops			1	
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		1		
9 Industrial Disputes				
10 Passenger Information				
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				
18 Punctuality				
19 Refunds and Claims				
20 Reservations				
21 Suitability of Routing / Service Pattern				
22 Safety				
23 Station Facilities and Environment			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				
<b>Sum:</b>	1	1	1	2

Regarding Level 1 Type(Query 1 with LTUC)	Misc	Operators	RPCs
#DICT ERR	3	323	1

Suggestions and Complaints by Train Company 01/01/05 - 31/03/05

	ATOC (non-Railcard issues)	British Transport Police (HQ)	c2c (Appeals)	Chiltern (Appeals)	CPS parking appeals (Initial/App call)	Eurostar (Appeals)	First Great Western (GW Appeal)	First Great Western (Appeals)	First Great Western (Link A)	Gatwick Express (Appeals)	GNER (Initials/Apps)	Heathrow Express (Appeals)	IPFAS (Is and As)
0 Other	1												
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													
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 Routing / Service Pattern													
22 Safety													
23 Station Facilities and Environment													
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													
Sum:	1	1	6	5	2	9	2	11	8	4	8	4	9

Department(Query 1 with LTUC)	ATOC (non-Railcard issues)	British Transport Police (HQ)	c2c (Appeals)	Chiltern (Appeals)	CPS parking appeals (Initial/Apps)	Eurostar (Appeals)	First Great Western (GW Appeal)	First Great Western (Appeals)	First Great Western (Link A)	Gatwick Express (Appeals)	GNER (Initials/Apps)	Heathrow Express (Appeals)	IPFAS (Is and As)
#DICT ERR	1	1	6	5	2	8	1	11	7	4	8	4	9

	IRCAS (As & Is)	Network Rail Waterloo (I & A)	Network Rail (General Appeals)	Network Rail (Non-Mjr Stns Contact)	One Great Eastern (Appeals)	ONE Stansted Express (Appeals)	ONE West Anglia (Appeals)	Silverlink County (As)	Silverlink Metro (As)	South Eastern Trains (Appeals)	Southern (Appeals)	SWT (Appeals)	Thameslink (Appeals)
0 Other													
1 Bus Stops													4
2 Complaint Handling			1			1	2			1		3	
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	1				1		8	1	2		2	5	3
9 Industrial Disputes													4
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								1			2	1	2
18 Punctuality											2	3	1
19 Refunds and Claims											2	2	
20 Reservations													
21 Suitability of Routing/ Service Pattern													
22 Safety													
23 Station Facilities and Environment			1							2	1	1	
24 Smoking													
25 Staff Conduct													
26 Telephone Enquiry Bureaux and Telesales													
27 Short Trains													
28 Suitability of Timetable / Frequencies			1							1			3
29 Ticket Machines/Gates			1										2
30 Street Management													
Sum:	1	1	3	1	1	9	19	4	7	39	24	11	13

Department(Query 1 with LTUC)	IRCAS (As & Is)	Network Rail Waterloo (I & A)	Network Rail (General Appeals)	Network Rail (Non-Mjr Stns Contact)	One Great Eastern (Appeals)	ONE Stansted Express (Appeals)	ONE West Anglia (Appeals)	Silverlink County (As)	Silverlink Metro (As)	South Eastern Trains (Appeals)	Southern (Appeals)	SWT (Appeals)	Thameslink (Appeals)
#DICT ERR	1	1	2	1	1	4	17	3	6	36	20	11	13

	Virgin West Coast (Appeals)		Wagn (As)	
	Trainline	Coast		
0 Other				1
1 Bus Stops				
2 Complaint Handling	1	2		3
3 Failure to Make Advertised Connections				
4 Route and Service Closures				
5 Cancellations and Reliability				
6 On-Board Catering		1		
7 Conveyance of Cycles				
8 Fares and Policy and Ticketing	1	2		1
9 Industrial Disputes				
10 Passenger Information				1
11 Information On-Board Trains and Buses				
13 On-Board Service Quality and Environment			2	
14 Overcrowding			1	
15 One-Person/Automatic Operation				
16 Other Matters				
17 Passengers Charter	2	3		
18 Punctuality		1		1
19 Refunds and Claims	4	6		4
20 Reservations				
21 Suitability of Routing / Service Pattern				
22 Safety				
23 Station Facilities and Environment				1
24 Smoking				
25 Staff Conduct		1		
26 Telephone Enquiry Bureaux and Telesales	3	1		
27 Short Trains				
28 Suitability of Timetable / Frequencies				
29 Ticket Machines/Gates		1		
30 Street Management				
<b>Sum:</b>	<b>11</b>	<b>21</b>	<b>12</b>	

Department(Query 1 with LTUC)				
#DICT ERR	Trainline	Virgin West Coast (Appeals)	Wagn (As)	Sum:
	10	14	10	217

Initial Cases Referred to Operators 01/01/05 - 31/03/05

Department	Count of Contacts
Arriva Trains Wales (Is/As)	1
c2c(Initials)	3
Central Trains (Initials & Appeals)	1
Chiltern (Initials)	3
Dial-a-Ride Initials/Appeals/Misc.	3
DLR (Initials/Appeals)	3
First Great Western (GW Initial)	1
First Great Western (Initials)	6
First Great Western Link (Is)	19
Gatwick Express (initials)	2
GNER (Initials/Appeals)	1
IPFAS (Is and As)	8
London Transport Users Committee	1
LUL (Initials)	34
Midland Mainline (Initials)	8
Network Rail (General Appeals)	1
Network Rail London Bridge (I & A)	1
NRES (Initial/Appeals) Ventura	2
One Great Eastern (Initials)	7
ONE Stansted Express (Initials)	12
ONE West Anglia (Initials)	14
Qjump (Initials/Appeals)	2
ScotRail (Initials)	3
Silverlink (Initials)	7
Silverlink Metro (As)	3
South Central (Initials)	2
South Eastern Trains (Initial)	30
Southern (Initials)	15
SWT (Initials)	8
TfL (Congestion Charging)	1
TfL (Cttee contacts)	1
TfL (LBS Initials) & TfL Misc	119
Thameslink (Initials)	15
Trainline	1
Virgin West Coast (Initials)	6
Wagn (Initials)	9
<b>Sum:</b>	<b>353</b>



## Quarter 2 – April to June 2005

	<b>April to June 2005</b>	<b>January to March 2005</b>
Number of initial cases	274	353
Number of appeal cases	274	334
Number of complaints	285	384

### Complaints by mode

	<b>April to June 2005</b>	<b>January to March 2005</b>
National Rail	172	250
Bus	82	80
Underground	17	31
Other	14	23
Total	285	384

### National Rail Operators

<b>Operator</b>	<b>Number of complaints</b>	<b>Percentage of total</b>
South Eastern Trains	51	30%
ONE	16	9%
South West Trains	16	9%
First Great Western/Link	10	6%

Areas of particular concern raised during the quarter were changes to ticket office opening hours (Schedule 17) and the introduction of new rolling stock (Class 376s) on South Eastern, and overcrowding and timetable changes on South West Trains.

Suggestions and Complaints by Category 01/04/05 - 30/06/05

	Bus	DLR	Other	Road	Train	Tram	Underground	Unknown	
0 Other	1				6				
1 Bus Stops	5								
2 Complaint Handling	10			1	6				
3 Failure to Make Advertised Connections									
4 Route and Service Closures	3				1		1		
5 Cancellations and Reliability	7				4				
6 On-Board Catering									
7 Conveyance of Cycles									
8 Fares and Policy and Ticketing	4		1		31		3	1	
9 Industrial Disputes									
10 Passenger Information	5				4				
11 Information On-Board Trains and Buses									
13 On-Board Service Quality and Environment	7				9	1	1		
14 Overcrowding	1				2				
15 One-Person/Automatic Operation									
16 Other Matters									
17 Passengers Charter	1				17		2		
18 Punctuality	2				3				
19 Refunds and Claims	6			1	18		5		
20 Reservations									
21 Suitability of Routeing / Service Pattern	6				1		1		
22 Safety	1				1				
23 Station Facilities and Environment	2			1	43		1		
24 Smoking									
25 Staff Conduct	12				3		1		
26 Telephone Enquiry Bureaux and Telesales	2			1	4		1		
27 Short Trains					3				
28 Suitability of Timetable / Frequencies	2				10				
29 Ticket Machines/Gates			1		5		1		
30 Street Management	5			6					
<b>Sum:</b>	<b>82</b>	<b>2</b>	<b>2</b>	<b>9</b>	<b>171</b>	<b>1</b>	<b>17</b>	<b>1</b>	

Regarding Level 2 Type(Query 1 with	Bus	DLR	Other	Road	Train	Tram	Underground	Unknown	Sum:
#DICT ERR	79	2	2	9	163	1	17	1	274

Suggestions and Complaints by Category 01/04/05 - 30/06/05

	Strategic Rail Authority	
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	1	
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 Routing / Service Pattern		
22 Safety		
23 Station Facilities and Environment		
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		
Sum:	1	

Regarding Level 1 Type(Query 1 with LTUC)	Misc	Operators
#DICT ERR	1	273



Suggestions and Complaints by Train Company 01/04/05 - 30/06/05

	ATOC (non-Railcar Issues)	c2c (Appeals)	Chiltern (Appeals)	GPS parking appeals (Initial/App eal)	Eurostar (Appeals)	First Great Western (Appeals)	First Great Western Link (A)	Gatwick Express (Appeals)	GNER (Initials/App peals)	Heathrow Express (Appeals)	IPFAS (Is and As)	Midland Mainline (As)	Network Rail (Appeals - Major Stns)
0 Other													
1 Bus Stops		1											
2 Complaint Handling					1	1							
3 Failure to Make Advertised Connections													
4 Route and Service Closures					1								
5 Cancellations and Reliability						1							
6 On-Board Catering													
7 Conveyance of Cycles													
8 Fares and Policy and Ticketing	2	1	1	1	1	1	1					3	3
9 Industrial Disputes													
10 Passenger Information								1					1
11 Information On-Board Trains and Buses													
13 On-Board Service Quality and Environment				1									1
14 Overcrowding							1						
15 One-Person/Automatic Operation													
16 Other Matters													
17 Passengers Charter					1	1	1		2				1
18 Punctuality													
19 Refunds and Claims		1			1	1							1
20 Reservations													
21 Suitability of Routeing / Service Pattern				1									
22 Safety													
23 Station Facilities and Environment								2				1	
24 Smoking													
25 Staff Conduct													
26 Telephone Enquiry Bureaux and Telesales													
27 Short Trains													
28 Suitability of Timetable / Frequencies		1		1									
29 Ticket Machines/Gates													
30 Street Management													
Sum:	2	4	4	4	6	6	4	1	9	1	4	6	1

Department(Query 1 with LTUC)	ATOC (non-Railcar Issues)	c2c (Appeals)	Chiltern (Appeals)	GPS parking appeals (Initial/App eal)	Eurostar (Appeals)	First Great Western (Appeals)	First Great Western Link (A)	Gatwick Express (Appeals)	GNER (Initials/App eals)	Heathrow Express (Appeals)	IPFAS (Is and As)	Midland Mainline (As)	Network Rail (Appeals - Major Stns)
#DICT ERR	2	4	4	4	6	6	4	1	9	1	4	6	1

	Network Rail (General Appeals)	Network Rail (Non-Mjr Sns Contact)	One Anglia (Initial/Apps)	One Great Eastern (Appeals)	ONE Stansted Express (Appeals)	ONE West Anglia (Appeals)	Silverlink County (As)	Silverlink Metro (As)	South Eastern Trains (Appeals)	Southern (Appeals)	SWT (Appeals)	Thameslink (Appeals)	Trainline
0 Other	1					1		2					
1 Bus Stops													
2 Complaint Handling			1		1	2							
3 Failure to Make Advertised Connections													
4 Route and Service Closures													
5 Cancellations and Reliability									1			1	
6 On-Board Catering													
7 Conveyance of Cycles													
8 Fares and Policy and Ticketing				2		1		1	2	3	1		
9 Industrial Disputes													
10 Passenger Information											1		
11 Information On-Board Trains and Buses													
13 On-Board Service Quality and Environment					1				4				
14 Overcrowding									1				
15 One-Person/Automatic Operation													
16 Other Matters													
17 Passengers Charter			1		2				4	2	1		
18 Punctuality											3		
19 Refunds and Claims					1	1		1	2	2	3		1
20 Reservations													
21 Suitability of Routing / Service Pattern													
22 Safety									1				
23 Station Facilities and Environment		2							35	1	1		
24 Smoking								1			1		
25 Staff Conduct													
26 Telephone Enquiry Bureaux and Telesales													
27 Short Trains											2		1
28 Suitability of Timetable / Frequencies			1						1		3		
29 Ticket Machines/Gates					1		1						
30 Street Management													
<b>Sum:</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>51</b>	<b>9</b>	<b>16</b>	<b>3</b>	<b>2</b>

#DICT ERR	Network Rail (General Appeals)	Network Rail (Non-Mjr Sns Contact)	One Anglia (Initial/Apps)	One Great Eastern (Appeals)	ONE Stansted Express (Appeals)	ONE West Anglia (Appeals)	Silverlink County (As)	Silverlink Metro (As)	South Eastern Trains (Appeals)	Southern (Appeals)	SWT (Appeals)	Thameslink (Appeals)	Trainline
Department(Query 1 with LTUC)	1	2	3	2	6	4	3	3	51	9	16	2	2

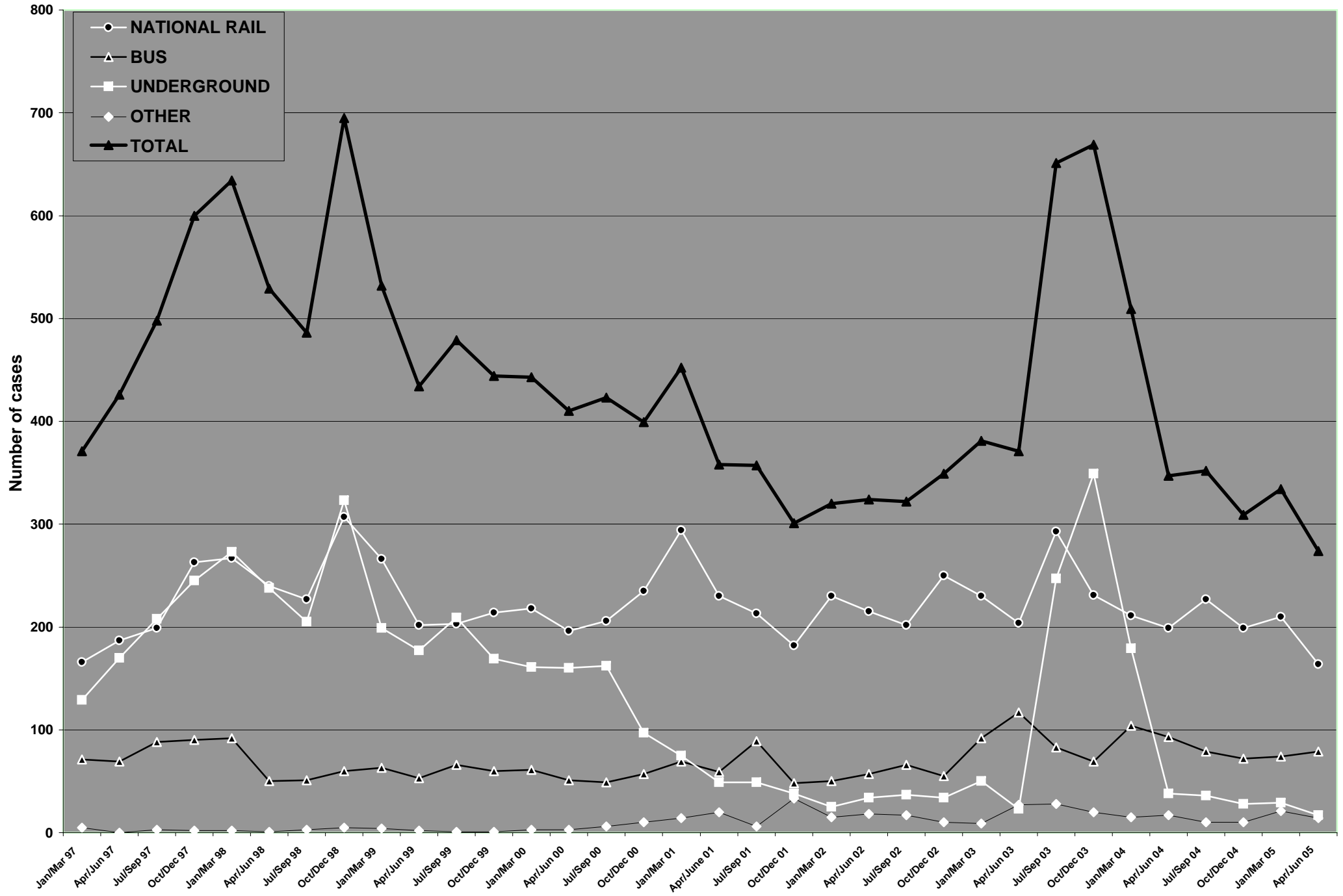
	Virgin West Coast (Appeals)	Wagn (As)	
0 Other		1	
1 Bus Stops			
2 Complaint Handling			
3 Failure to Make Advertised Connections			
4 Route and Service Closures			
5 Cancellations and Reliability		1	
6 On-Board Catering			
7 Conveyance of Cycles			
8 Fares and Policy and Ticketing	4		
9 Industrial 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		1	
18 Punctuality			
19 Refunds and Claims	1	2	
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	2		
27 Short Trains			
28 Suitability of Timetable / Frequencies		1	
29 Ticket Machines/Gates			
30 Street Management			
<b>Sum:</b>	<b>7</b>	<b>6</b>	

Department(Query 1 with LTUC)	Virgin West Coast (Appeals)	Wagn (As)	Sum:
#DICT ERR	7	6	168

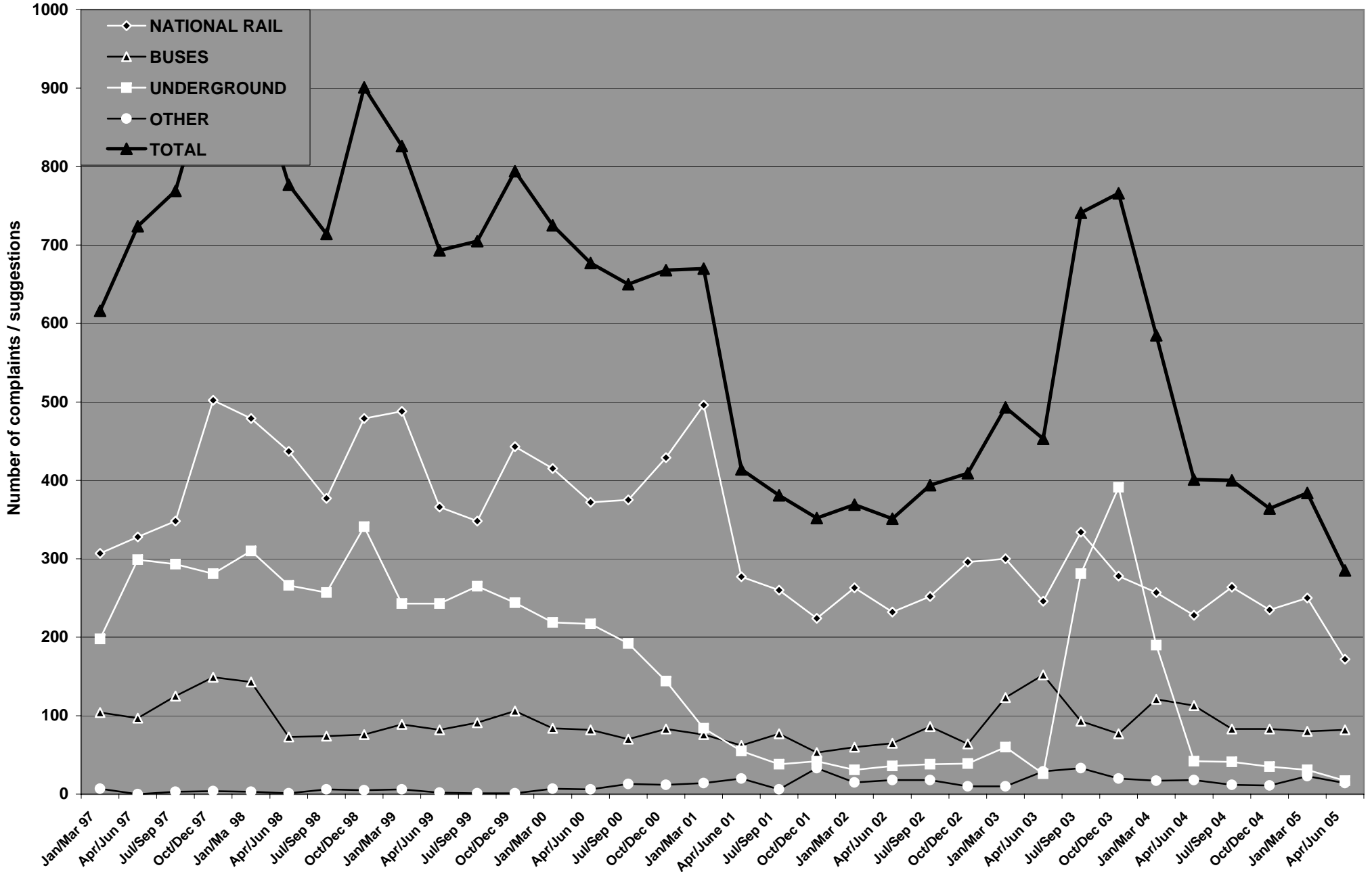
Initial Cases Referred to Operators 01/04/05 - 30/06/05

Department	Count of Contacts
Central Trains (Initials & Appeals)	1
Chiltern (Initials)	7
Dial-a-Ride Initials/Appeals/Misc.	4
DLR (Initials/Appeals)	1
First Great Western (GW Initial)	1
First Great Western Link (A)	3
GNER (Initials/Appeals)	1
IPFAS (Is and As)	8
London Transport Users Committee	4
LUL (Initials)	32
Midland Mainline (Initials)	1
Network Rail	1
Network Rail Gatwick Airport (I & A)	1
Network Rail Victoria (I & A)	1
One Anglia (Initial/Appeals)	3
One Great Eastern (Initials)	5
ONE Stansted Express (Initials)	8
ONE West Anglia (Initials)	26
Qjump (Initials/Appeals)	1
Silverlink (Initials)	6
South Eastern Trains (Initial)	22
Southern (Initials)	10
Strategic Rail Authority	1
SWT (Appeals)	1
SWT (Initials)	13
TfL (Congestion Charging)	1
TfL (Cttee contacts)	1
TfL (LBS Initials) & TfL Misc	81
TfL (Miscellaneous)	1
Thameslink (Initials)	18
Virgin West Coast (Initials)	3
Wagn (Initials)	7
<b>Sum:</b>	<b>274</b>

# CASES RECEIVED - APPEALS ONLY



# COMPLAINTS AND SUGGESTIONS RECEIVED - APPEALS ONLY



### Part 3: Questionnaire Survey

This report analyses questionnaires which have been completed and returned to London TravelWatch during the six month period between 1<sup>st</sup> April and 30<sup>th</sup> September 2005.

A total of 577 questionnaires were sent to complainants during the period. Of these, 78 were returned. This was a response rate of 14%, which was 5% below that for October 2004 to March 2005. Some of the questions may not sum to 78, as some of the respondents did not answer all of the questions.

#### Question 1: Have you ever been in touch with London TravelWatch, or its predecessor (London Transport Users' Committee [LTUC]) on any matter before?

Answers	April 05 to Sept 05	Oct 04 to March 05
Yes	12 (16%)	12 (13%)
No	62 (84%)	80 (87%)

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

Answers	April 05 to Sept 05	Oct 04 to March 05
Transport provider or member of staff	24 (31.5%)	42 (46.5%)
Notice at station	1 (1%)	5 (5%)
Item on timetable/bus map	3 (4%)	4 (4%)
Notice on bus, tram, train, pier	12 (15.5%)	10 (11%)
London TravelWatch website	8 (10.5%)	3 (3%)
Other website	8 (10.5%)	11 (12.5%)
Word of mouth	3 (4%)	6 (7%)
Newspaper/magazine/radio/TV	4 (5%)	5 (5%)
London TravelWatch leaflet at station	3 (4%)	2 (2%)
RPCs	2 (3%)	1 (1%)
ORR/SRA	2 (3%)	1 (1%)
IPFAS	0 (0%)	0 (0%)
Other sources	6 (8%)	2 (2%)

Most complainants had heard of London TravelWatch directly from the transport providers, with 31.5% of respondents learning of the Committee in this way, a 15% fall from the previous period's figures. There was a significant increase in complainants hearing about London TravelWatch from the internet, and particularly its own website.

#### Question 3: How satisfied were you with the outcome of London TravelWatch's investigation into your concerns?

Answers	April 05 to Sept 05	Oct 04 to March 05
Very satisfied	36 (47%)	36 (38%)
Fairly satisfied	16 (21%)	32 (34%)
Dissatisfied	16 (21%)	14 (15%)
Very dissatisfied	9 (11%)	12 (13%)

On a weighted scale ranging from 100 (=100% 'very satisfied') to 0 (= 100% 'very dissatisfied') the six month mean score was 68. This was a 2 point increase from the previous period.



#### Question 4: How quickly did London TravelWatch deal with your concerns?

Answers	April 05 to Sept 05	Oct 04 to March 05
Very quickly	26 (33%)	30 (32%)
Fairly quickly	29 (37%)	27 (29%)
Slowly	15 (19%)	25 (27%)
Much too slowly	8 (11%)	11 (12%)

On a weighted scale ranging from 100 (= 100% 'very quickly') to 0 (=100% 'much too slowly') the six month mean score was 65. This was a 4 point increase from the previous period.

#### Question 5: How satisfied were you with the way London TravelWatch handled your concerns?

Answers	April 05 to Sept 05	Oct 04 to March 05
Very satisfied	37 (49%)	50 (53%)
Fairly satisfied	22 (29%)	23 (24%)
Dissatisfied	12 (15%)	10 (11%)
Very dissatisfied	5 (7%)	11 (12%)

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 for the previous period.

#### Question 6: Do you have any comments to make on the service you received from London TravelWatch?

A selection of responses appears in the appendix of this report.

#### Question 7: Would you recommend London TravelWatch to anyone else who had problems with public transport in London?

Answers	April 05 to Sept 05	Oct 04 to March 05
Yes	62 (83%)	73 (84%)
No	13 (17%)	14 (16%)

The principal findings of the survey for the last six months show that there has been an increase in satisfaction with the outcome of cases (up by 2 points) and also a significant increase in satisfaction with response times (up by 4 points). This upturn in response time satisfaction may be attributed to an increased effort by the casework team to make sure the turn around of correspondence is timely. Satisfaction with London TravelWatch's handling of complaints remained the same as the previous period, possibly reflecting a consistent approach in dealing with complainants' grievances.



## Appendix: extracts from comments received

1. Dealt with problem extremely fast. Unbelievably helpful, thank you.
2. Excellent. I am delighted.
3. Good – clear it was progressed as an individual complaint rather than a generic issue.
4. Can you really influence the rail operating companies or do they pay lip service only to your comments.
5. Efficient and thorough. Need to publicise yourself more.
6. I felt my case was dealt with swiftly and I was kept informed.
7. It is a shame that the transport companies are not as professional and concerned with the customer as LTUC.
8. Good to have an independent route to solving travel problems.
9. Complainant believes London TravelWatch can't increase pressure on operators.
10. I was very impressed indeed with the time and effort LTUC clearly must have put into the matter.
11. The way in which the LTUC handled our complaint was first class and ensured a prompt response from the train company.
12. LTUC have provided a better service than the transport provider... I'm glad there is a back-up organisation.
13. I would have appreciated a London TravelWatch 'opinion' on my case. I felt I should have been copied in on your correspondence to operator as I felt kept in the dark.
14. Explanation of final outcome was very detailed and comprehensive.
15. LTUC's consideration of issues has improved. LTUC's response in this case has been exemplary.
16. It does not fill me with confidence that airing this problem will make any difference to the service.
17. Very impressed with the personal style of letters, readiness to take up complaint and support given when not receiving a satisfactory response from operator after contacting you. Thank you.

18. Service, detail of response and speed dealing with my query all very impressive.

19. LTUC appears to be ineffectual... a worthless organisation if it cannot address genuine straightforward complaints to the satisfaction of the user.

20. My complaint was dealt with very quickly and efficiently. I would have no hesitation in recommending LTUC to other people.

# Questionnaire Survey

