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## **Secretariat report**

Author : Mark Donoghue

Agenda item 7

Drafted 3.1.10

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### **Demographic data on complaints**

#### **1 Purpose of report**

- 1.1. To note the report that was tabled at the Access to Transport committee meeting on 3 February 2010.

#### **2 Information**

- 2.1. The report is enclosed as an annex to this report.

#### **3 Recommendations**

- 3.1. Members may wish to discuss how London TravelWatch can become more representative of the community and how to target under-represented groups.

#### **4 Equalities and inclusion implications**

- 4.1. The aim of the enclosed report is to understand how representative London TravelWatch's casework is of the wider community. Using the data as a baseline London TravelWatch will seek to broaden the awareness of our work, particularly those groups which are currently under-represented.

#### **5 Legal powers**

- 5.1. 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.

#### **6 Financial implications**

- 6.1. No specific financial implications arise from this report.

# Access to Transport Committee

## 3.2.10



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Secretariat memorandum  
Author : Rufus Impey

Agenda : 6  
Final draft : 3.2.10

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A profile of people appealing to London TravelWatch

### **1 Purpose of report**

- 1.1. The purpose of this report is to present and analyse the profile of people making appeals to London TravelWatch. This fulfils the first part of the 2009/10 London TravelWatch Business Plan Target 2.

### **2 Recommendations**

- 2.1. Members are asked to note this report, and endorse the next steps to develop a strategy to broaden awareness of our work amongst sections of the community who are currently under-represented in our casework, as set out in paragraph 5.10.

### **3 Information**

- 3.1. **This report analyses the profile of those who completed the feedback forms that London TravelWatch send out once a casework appeal has been completed between 1 October 2008 and the 30 September 2009.**
- 3.2. **This information has then been compared with sample data from TfL for Streets and Bus complainants from 2006.**

### **4 Equalities and inclusion implications**

- 4.1. **The aim of this document is to understand how representative London TravelWatch's casework is of the community that we serve. Using this baseline information London TravelWatch will seek to broaden the awareness of our work amongst those whom we are not currently serving.**

## **5 Summary of the Profile of London TravelWatch's Appellants 2008 - 2009**

- 5.1. The appeals that London TravelWatch deals with are cases which have been brought by transport users who have not been satisfied by the response from the transport company in question. The profile of London TravelWatch's appellants (people appealing) is therefore dependent in part on the profile of people who complain to transport companies.
- 5.2. **Not all of the enquiries to London TravelWatch go on to become appeals. There are many initial enquiries which are in fact either requests for information or are not taken forward to appeal by London TravelWatch. A breakdown of the number of initial enquiries by mode and the number of appeals by mode is presented in the report. However, the main data in this report are the returned feedback forms which are sent to all appellants (see Appendix for a sample copy of the London TravelWatch feedback questionnaire).**
- 5.3. **The London TravelWatch data presented in this report covers the period 1 October 2008 to the 30 September 2009. The data source is the customer feedback questionnaire that is provided to all our appellants. As has been explained in paragraph 5.2 the breakdown by mode of initial enquiries and actual appeals has also been provided in the report. Of the 2,452 London TravelWatch appeals cases 1,846 people responded to the feedback questionnaire, a response rate of 75%. This survey data that has been presented covers the following areas :**
  - **The mode of transport and ethnic origin**
  - **The mode of transport and frequency of journey**
  - **The mode of transport and age group**
- 5.4. **The modes of transport that the appeals are categorised by are :**
  - **Bus**
  - **Road**
  - **DLR**
  - **London Underground**
  - **National Rail**
  - **Taxi**
  - **Tramlink**
  - **TfL as a whole**
- 5.5. **In considering this report members should note that London TravelWatch appellants are those that have not been satisfied by the response they have received from either TfL or a train operator. It is also important to note that while London TravelWatch's remit covers transport in Greater London, the people who appeal to us can be resident anywhere. The only geographic requirement is that their journey has in some way involved the London TravelWatch area. Particularly on the National Rail network, many appellants can actually live some distance outside London. This makes comparison with demographic data harder, as our appellants do not all come from within the Greater London or TfL area.**
- 5.6. **Appellants will have, in the first instance, had to have negotiated the initial complaints system of TfL or the train operator and then remain sufficiently dissatisfied with the response to be motivated to appeal to us.**
- 5.7. **TfL buses provide a near universal service across London and we know their**

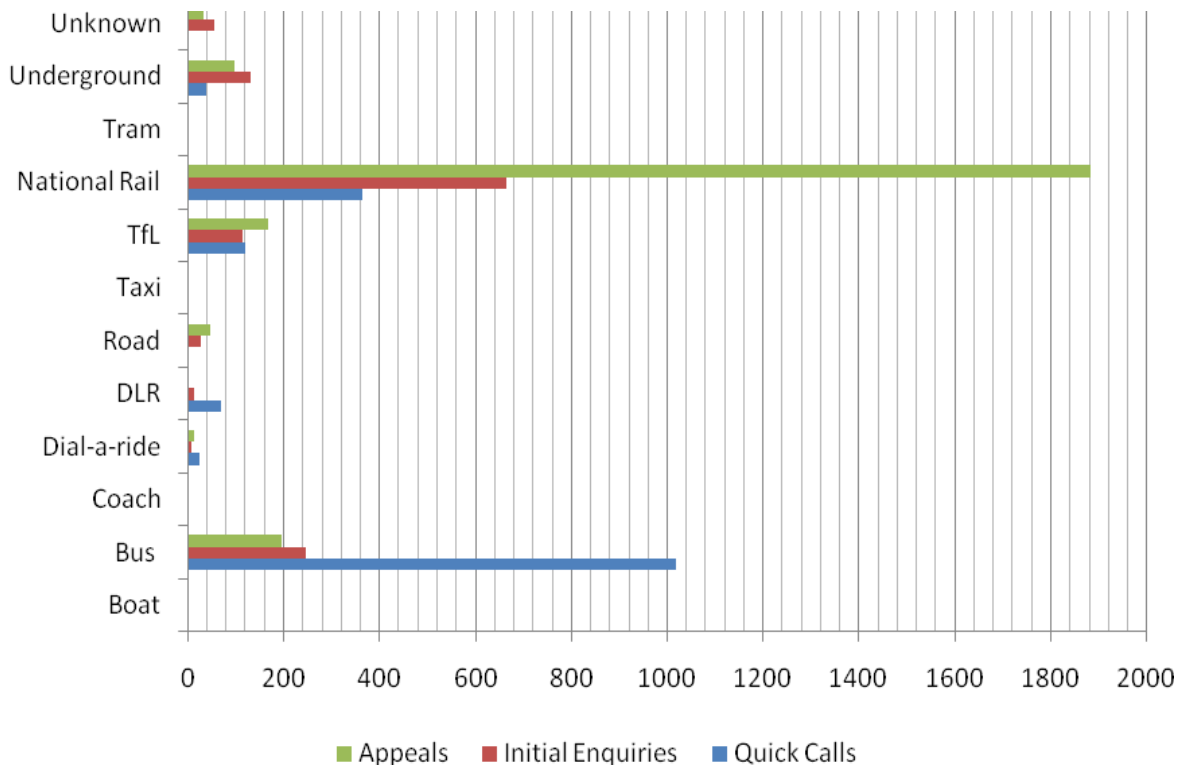
**passengers reflect the broad cross section of Londoners. TfL buses provide a single standard of response to complaints. The information about the profile of these complainants can be found in this report.**

- 5.8. London Underground services are less universal than buses and reflect less well the population of Londoners as a whole. London Underground provides a single standard of response to complaints. Data has not been found for the profile of Underground complainants.**
- 5.9. National rail services are of varying quality, their customer services are also of varying quality and each applies different policies. Each train operator serves a different area of London and the south east with very different demographics. It would therefore be very difficult for us, without further work to understand if our appellants reflect the passengers of each train operator. Thus more work will be needed to progress this target.**
- 5.10. It is recommend that the next steps are :**
- For members to consider and comment on this report
  - That London TravelWatch should to continue to establish a base line of complaints data from transport operators and TfL
  - That London TravelWatch will produce a follow-up paper to recommend a strategy to broaden awareness of our work. In line with the 2010/11 Business Plan priorities, it is recommended that this should focus upon bus users.

## 6 Profile of London TravelWatch Casework by Mode of Transport

- 6.1. The Graph 1 shows the number of quick calls (quickly resolved telephone information enquiries), initial enquiries and appeals that are received by London TravelWatch by mode. Initial enquiries may or may not progress to actual appeals cases. The Graph 1 shows that while National Rail represents the majority of appeals, for initial enquiries and quick calls bus enquiries are far more representative of usage. For quick calls 61% related to buses in contrast to the appeals cases where National Rail cases are the majority.

**Graph 1 - London TravelWatch Quick Calls, Initial Enquiries and Appeals by Mode 1st Oct 2008 to 30th Sept 2009\***



\*The Quick Calls data relates to the period Oct – Dec 2009

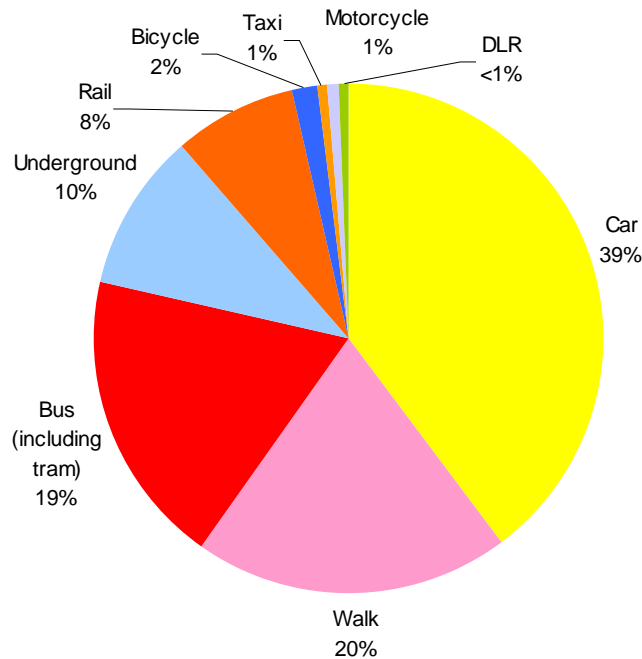
6.2. The Graph 1 can be compared to the modal split of journeys in London in Graph 2 – Modal Split of Journeys in London 2007.

6.3. **This shows that while the majority of London TravelWatch’s appeals relate to National Rail, train journeys account for only 8% of journeys in London as a whole. There are two factors behind these statistics:**

1. For initial enquiries and quick calls other modes of public transport bus enquiries were the majority
2. This difference is in part a reflection of the very large number of appeals relating to First Capital Connect’s booking office opening hours which London TravelWatch received in the first part of 2009. In the past, the bias towards rail has not therefore been as marked.

### Graph 2 – Modal Split of Journeys in London 2007

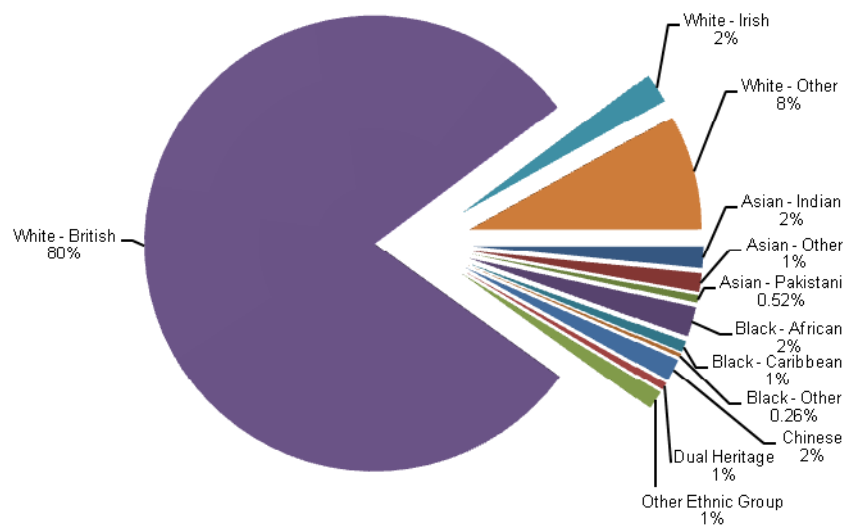
(<http://www.tfl.gov.uk/assets/downloads/corporate/Travel-in-London-report-1.pdf>)



## 7 Profile of Respondents to London TravelWatch’s Feedback Questionnaire by Ethnic Origin

7.1. The main data which this report is based upon are the 1,846 feedback questionnaires returned by London TravelWatch appellants, a 75% response rate. The graph below presents London TravelWatch’s respondents by ethnic group. This data has been presented in Graph 3 for all modes because the small sample size of certain modes means that there is insufficient data to disaggregate the information. It is very important to note with this information that only 20% of respondents gave information on their ethnic origin. For this reason this data should be treated with caution.

**Graph 3 – London TravelWatch Respondents to Feedback Questionnaire by Ethnic Origin 2008-9**

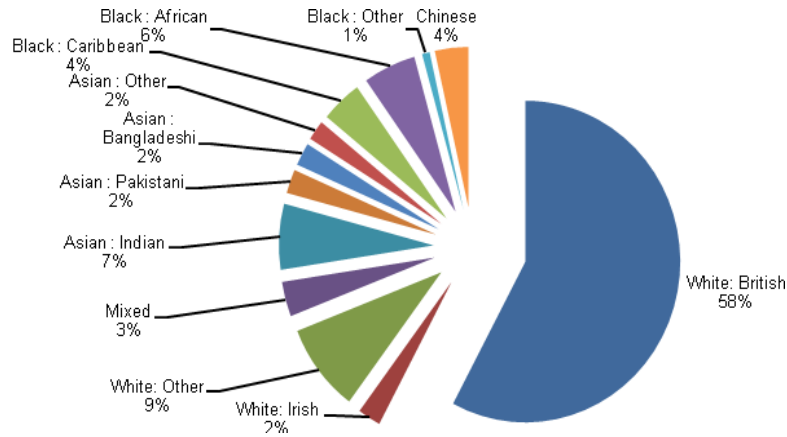


**\*Graph based on 381 responses out of 1,846 surveys**

7.2. The Graph 4 shows the estimate of London’s population by ethnic groups for general comparison with London TravelWatch’s casework. It is important to note that London TravelWatch’s casework demographic can potentially include anyone, the only criteria is that the journey they are appealing about has been within our remit. London TravelWatch’s appeals reflect the initial complaints made to operators.

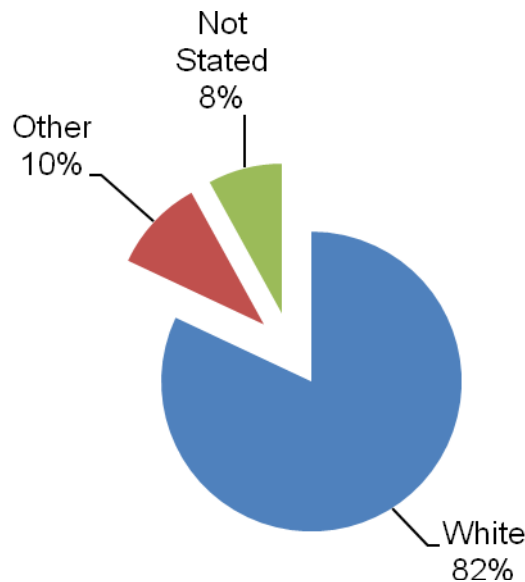
**Graph 4 - Office of National Statistics 2007 Estimate of London's Population by Ethnic Group**

(<http://neighbourhood.statistics.gov.uk/dissemination/LeadTableView.do;jsessionid=ac1f930b30d568dab78736f64ab98baa93e78b783656?a=3&b=276743&c=London&d=13&e=13&g=325264&i=1001x1003x1004&m=0&r=1&s=1259322462000&enc=1&dsFamilyId=1812&njs=true&nsc=true&nsvg=false&nswid=1024>)



- 7.3. The figures for complainants by ethnic group from TfL's 2006 survey of its Bus and Streets complaints are shown in the graphs overleaf. This was a 'one-off' survey by TfL and only represents one snap shot in May 2006. As London TravelWatch is an appeals body, our casework reflects the initial profile of complaints made to TfL.
- 7.4. Bus complaints to TfL are shown in Graph 5 by ethnic origin. This data is from a single piece of research conducted in May 2006 by TfL.

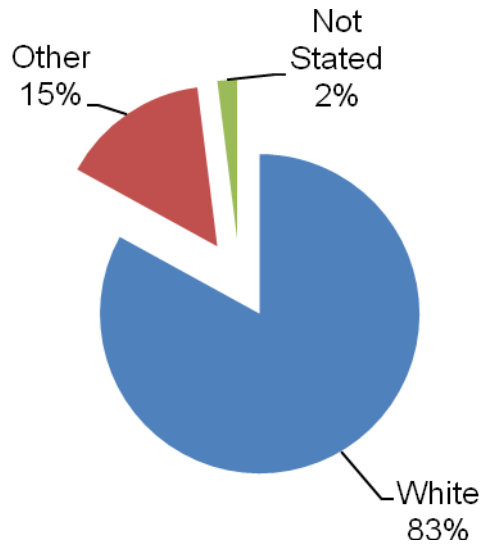
**Graph 5 - TfL Complainants for Buses (May 2006) by ethnic group**





7.5. Streets (vehicle users, pedestrians and cyclists) complaints to TfL are in Graph 6 by ethnic origin. This data is also from a single piece of research conducted in May 2006 by TfL.

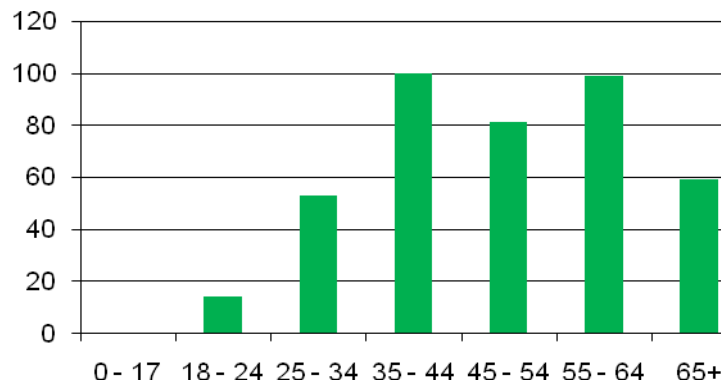
**Graph 6 - TfL Complainants for Streets (May 2006) by ethnic group**



**8 Profile of Respondents to London TravelWatch’s Feedback Questionnaire by Age Group**

8.1. London TravelWatch feedback questionnaire asks about the age profile of appeals. However, due to the small sample size for some modes this has been presented in the graph below as an aggregate figure. Graph 7 can be compared against the TfL data for Bus and Street complaints (Graph 8) and the actual propensity to travel by age for all modes (Graph 9) and for Network Rail’s London and south east stations (Graph 10).

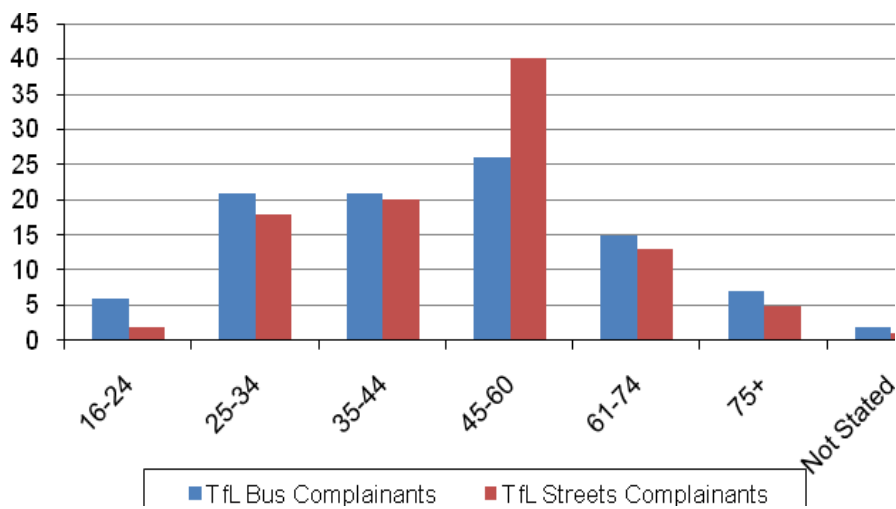
**Graph 7 - London TravelWatch Respondents to Feedback Questionnaire (2008/9) by age**



\* Graph based on 406 responses out of 1,846 surveys

8.2. This can be compared to the TfL data below which shows a similar profile to London TravelWatch. It should be noted, the TfL data refers only to Bus and Street complaints.

**Graph 8 - TfL Complainants for Bus and Streets (May 2006) by age**

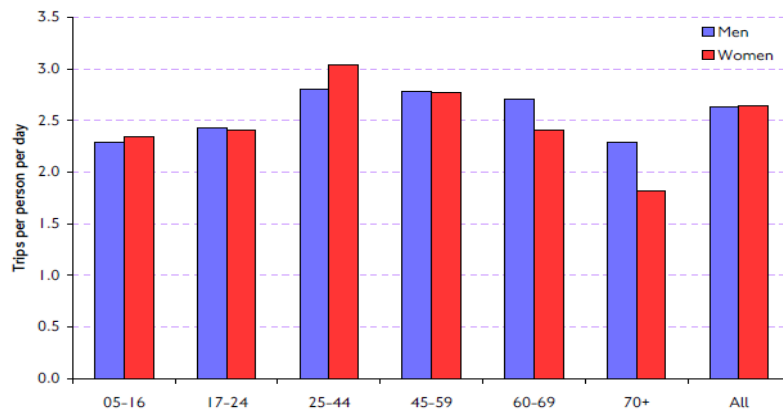


8.3. The next two graphs show the trips by age for all London journeys and the age of visitors to major Network Rail station in London and the south east. These graphs can be compared with Graph 7 and Graph 8 to see the difference between proportions of journeys and complaints by age group. This shows that the profile of both TfL and London TravelWatch’s cases is less representative than the actual numbers under 25s using transport.

**Graph 9 - Trips per person per day in London, by age and gender, 2007/8 average day, 7-day week**

(<http://www.tfl.gov.uk/assets/downloads/corporate/Travel-in-London-report-1.pdf>)

Figure 9.1 Trips per person per day, by age and gender, 2007/08 average day, 7-day week.

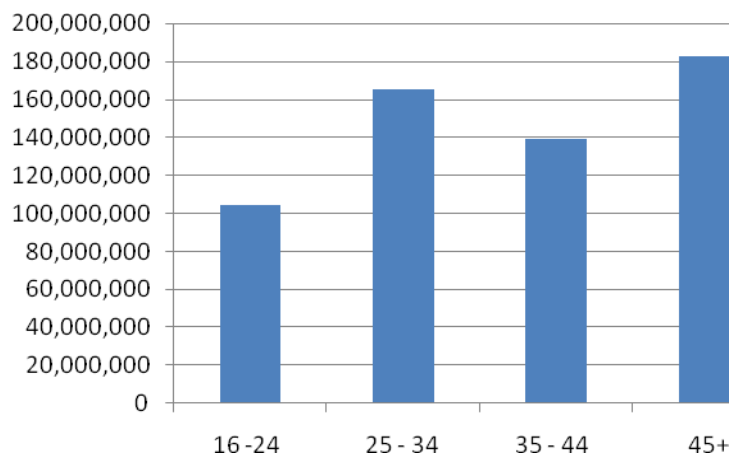


Source: LTDS Household Survey

8.4. Graph 10 shows the age profile of people surveyed at Network Rail’s stations in London and the south east. This can be compared to Graph 7 to see the difference between the age groups travelling and the age groups responding to London TravelWatch’s feedback questionnaire.

**Graph 10 - Age of people surveyed on Network Rail Stations in London and the south east in 2007**

([http://www.networkrail.co.uk/documents/5318\\_Footfall%20figures%20for%202007.pdf](http://www.networkrail.co.uk/documents/5318_Footfall%20figures%20for%202007.pdf))



## 9 Profile of Respondents to London TravelWatch's Feedback Questionnaire by Frequency and Type of Journey

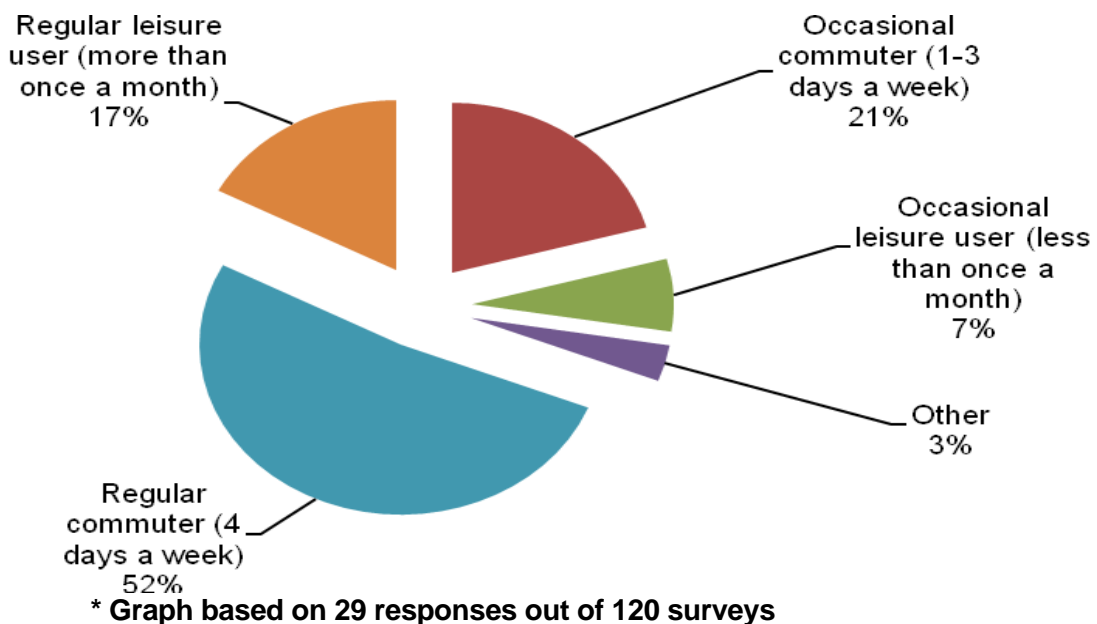
9.1. This section of the memorandum analyses appeals feedback questionnaire responses by the frequency of journey of the three modes. Only those modes for which sufficient data was returned have been shown. Each graph shows of those who responded and answered the question whether they were:

- **Business Users**
- **Occasional Commuters**
- **Occasional Leisure Users**
- **Other**
- **Regular Commuters**
- **Regular Leisure Users**

9.2. In each instance this will be compared against data for Transport for London or National Rail.

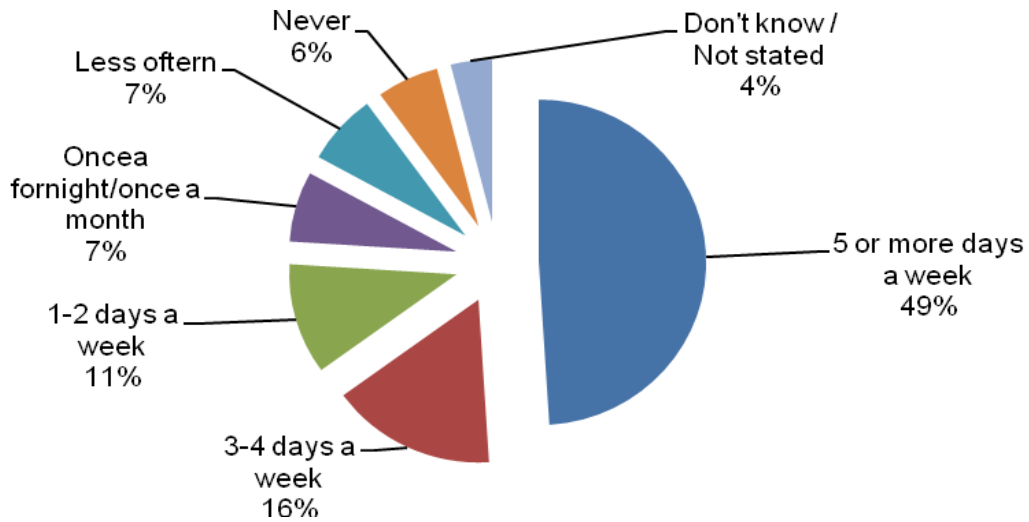
9.3. For bus, rail and Underground, the majority of respondents fell into the category of the most frequent travellers.

**Graph 11 - Bus Respondents to Feedback Questionnaire by Frequency of Journey 2008/9**



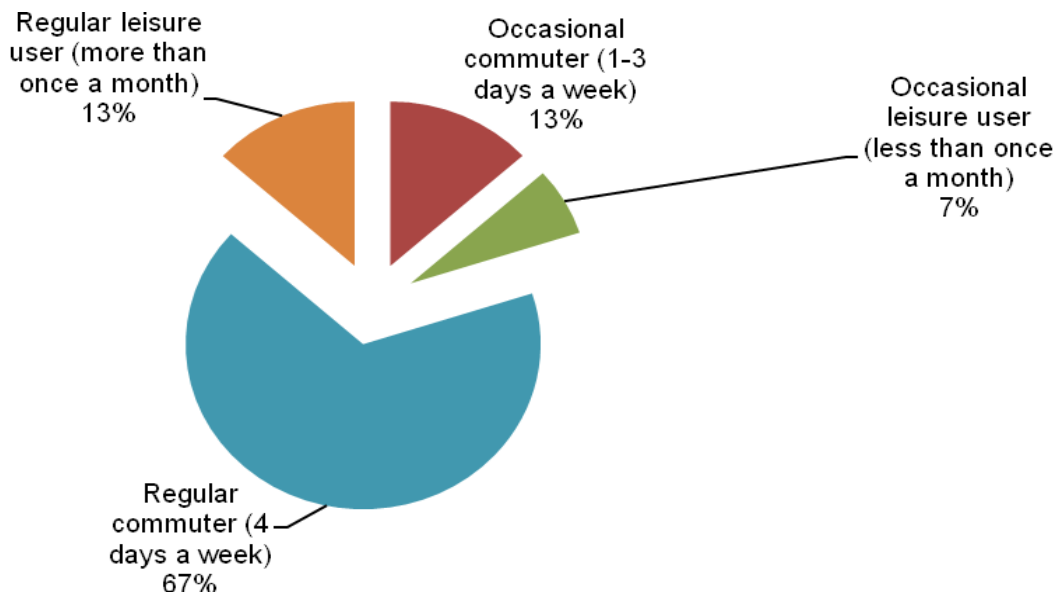
9.4. At the present moment in time information about complainants to TfL about Buses has been provided (Graph 11) and can be compared to London TravelWatch's data (Graph 12). It should be noted that the TfL information is from May 2006.

**Graph 12 - TfL Bus Complainants by Frequency of Journey May 2006**



9.5. Comparable data has not yet been found from London Underground but the London TravelWatch information is present in Graph 13.

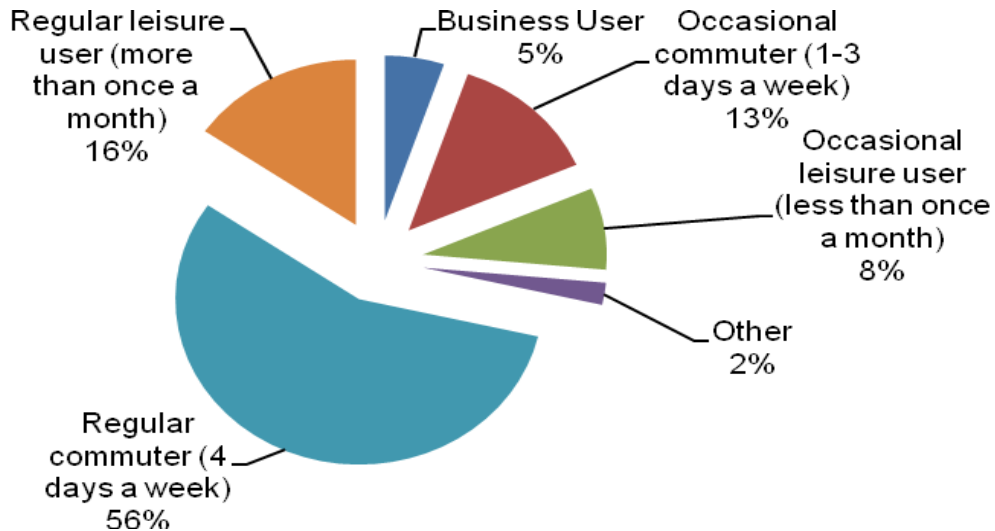
**Graph 13 - Underground London TravelWatch Respondents to Feedback Questionnaire by Frequency of Journey**



\* Graph based on 15 responses out of 68 surveys

9.6. The breakdown by type and frequency of journey for appellants responding to London TravelWatch’s questionnaire is shown in Graph 14. This illustrates that the majority of people responding were the most frequent travellers.

**Graph 14 - National Rail London TravelWatch Respondents to Feedback Questionnaire by Frequency of Journey**

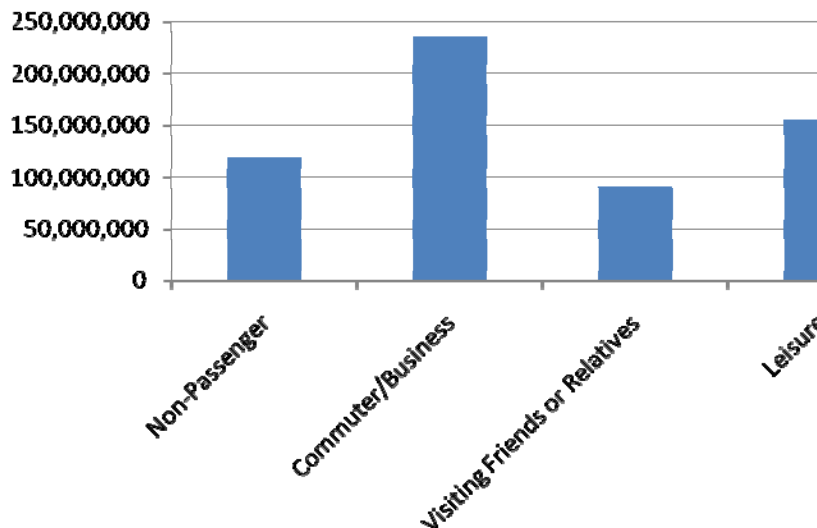


\* Graph based on 325 responses out of 1,491 surveys

9.7. The pattern of users of Network Rail’s stations in London and the south east (Graph 15) also reflects London TravelWatch’s appeals. The majority of users are commuter and business passengers.

**Graph 15 - Number of respondents by purpose visiting a Network Rail stations in London and the south east in 2007**

([http://www.networkrail.co.uk/documents/5318\\_Footfall%20figures%20for%202007.pdf](http://www.networkrail.co.uk/documents/5318_Footfall%20figures%20for%202007.pdf))



## **10 Next Steps**

### **10.1. It is recommend that the next steps are :**

- For members to consider and comment on this report
- That London TravelWatch should to continue to establish a base line of complaints data from transport operators and TfL
- That London TravelWatch will produce a follow-up paper to recommend a strategy to broaden awareness of our work. In line with the 2010/11 Business Plan priorities, it is recommended that this should focus upon bus users.

## Appendix – Sample London TravelWatch Questionnaire



### London TravelWatch

How did we do?

We wrote to you to tell you the outcome of your complaint to London TravelWatch. As someone who has used our service recently, your views about your experience will be of great value to us in delivering the highest standards of service in the future.

Therefore, we should appreciate it if you would please complete and return this questionnaire in the freepost envelope provided, or, if you prefer, on-line at [www.londontravelwatch.org.uk/questionnaire](http://www.londontravelwatch.org.uk/questionnaire)

*Please tick the appropriate box*

How did you hear about us?

1. Have you ever contacted London TravelWatch before? Yes  No
2. How did you first hear about London TravelWatch?

- London TravelWatch leaflet
- Newspaper/magazine/radio/TV
- Notice at station
- Notice on bus, tram, train, boat
- Timetable/bus map
- London TravelWatch website
- Operator website
- Other website
- Transport provider or member of its staff
- Word of mouth
- Other (please specify below)

.....

3. What was your complaint about?

*Please tick one box only*

- Transport service performance
- Staff conduct or availability
- Sale of tickets, fares and refunds
- Information on vehicle, station or stop
- Information by phone, web or other provider
- Timetable
- Cleanliness of vehicle, station or facilities
- Complaint handling by operator
- Safety and security
- Travelling environment
- Accessibility
- Other (please specify) .....

How well did we deal with your concerns?

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



Very satisfied  Fairly satisfied  Dissatisfied  Very dissatisfied

If you weren't completely satisfied with the outcome of your complaint, please tell us why.

.....  
 .....

5 How quickly did London TravelWatch deal with your concerns?

Very quickly  Fairly quickly  Slowly  Much too slowly

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

Very satisfied  Fairly satisfied  Dissatisfied  Very dissatisfied

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

.....  
 .....

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

Yes  No

About you

It would help us build a picture of who contacts London TravelWatch if you could answer some questions about yourself. (London TravelWatch considers its obligations under the Data Protection Act 1998 and Freedom of Information Act 2000 and related legislation to be of paramount importance, and will only process personal data in accordance with the purposes notified to the Information Commissioner.)

1. Age

Under 18  
 18 – 24  
 25 – 34  
 35 – 44  
 month)  
 45 – 54  
 55 – 64  
 65+

2. Type of transport user

Regular commuter (4+ days a week)  
 Occasional commuter (1-3 days a week)  
 Regular leisure user (once a month or more)  
 Occasional leisure user (less than once a  
 month)  
 Business user  
 Other (please specify below)  
 .....

3. Gender

Male  
 Female

4. Disability

Do you consider yourself to have a disability?

Yes  No

5. Ethnic origin

White – British  
 White – Irish  
 White – Other  
 Black / Black British  
 Black – Caribbean  
 Black – African  
 Black – Other

6. Working status

Working full-time (30+ hours a week)  
 Working part-time (→29 hours a week)  
 Retired  
 Unemployed  
 Student  
 Not working  
 Other

7. Type of ticket

Asian / Asian British  
 Asian – Bangladeshi

Season ticket

<b>Asian – Pakistani</b>	<input type="checkbox"/>	<b>Oyster Pay-as-you-go</b>	<input type="checkbox"/>
<b>Asian – Indian</b>	<input type="checkbox"/>	<b>Travelcard</b>	<input type="checkbox"/>
<b>Asian – Other</b>	<input type="checkbox"/>	<b>Ordinary Single / Return</b>	<input type="checkbox"/>
		<b>Freedom Pass</b>	<input type="checkbox"/>
<b>Chinese</b>	<input type="checkbox"/>	<b>Apex</b>	<input type="checkbox"/>
		<b>Other (please specify below)</b>	
<b>Other ethnic group</b>	<input type="checkbox"/>	.....	
<b>Dual heritage (please specify below)</b>			
.....			

Please return your completed questionnaire in the freepost envelope provided, or to FREEPOST RLYG-JAUZ-SLZU, London TravelWatch, 6 Middle Street, London, EC1A 7JA. Or complete the on-line questionnaire at [www.londontravelwatch.org.uk/questionnaire](http://www.londontravelwatch.org.uk/questionnaire)

Thank you for taking the time to answer this questionnaire.

*Bryan Davey, Director, Public Liaison*