
Secretariat memorandum

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CAC012
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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 October 2010 and 31 March 2011.

2 Analysis

- 2.1 The total number of questionnaires received during the period was 85 as compared to 80 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	Oct 10 to Mar 11		Apr 10 to Sep 10	
Yes	20	23.5%	11	14%
No	65	76.5%	69	86%

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

Answers	Oct 10 to Mar 11		Apr 10 to Sep 10	
Transport provider or member of staff	26	31.5%	33	42%
Notice at station	1	1%	3	4%
Item on timetable/bus map	3	3.5%	3	4%
Notice on bus, tram, train, pier	3	3.5%	6	7.5%
London TravelWatch website	11	13.5%	9	11.5%
Operator website	8	9.5%	7	9%
Other website	9	11%	7	9%
Word of mouth	4	5%	2	2.5%
Newspaper/magazine/radio/TV	3	3.5%	0	0%
London TravelWatch leaflet	3	3.5%	0	0%
Passenger Focus	5	6%	3	4%
ORR	1	1%	3	4%
DfT	0	0%	0	0%
National Rail Enquiries	0	0%	0	0%
Other sources	6	7%	3	4%

During this period, the largest single source for complainants hearing about London TravelWatch was from the transport provider at 31.5%. However, it is noticeable that a similar proportion found out about us through the web with 33.5% stating this source (our website 13.5%, operators' websites 9.5% and other websites 11%).

Question 3: What was your complaint about?

Answers	Oct 10 to Mar 11		Apr 10 to Sep 10	
Transport service performance	8	9.5%	8	10%
Staff conduct or availability	4	4.5%	4	5%
Sale of tickets, fares and refunds	52	61%	44	55.5%
Information on vehicle, station or stop	4	4.5%	4	5%
Information by phone, web or other provider	0	0%	1	1.5%
Timetable	2	2.5%	0	0%
Cleanliness of vehicle, station or facilities	2	2.5%	0	0%
Complaint handling by operator	6	7%	12	15%
Safety and security	1	1%	0	0%
Travelling environment	1	1%	1	1.5%
Accessibility	0	0%	3	4%
Other	5	6%	2	2.5%

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	Oct 10 to Mar 11		Apr 10 to Sep 10	
Very satisfied	43	51%	39	50%
Fairly satisfied	19	22.5%	12	15.5%
Dissatisfied	16	19%	13	16.5%
Very dissatisfied	6	7%	14	18%

On a weighted scale ranging from 100 (=100% 'very satisfied') to 0 (= 100% 'very dissatisfied') the six month mean score was 73. This was a 7 point increase on the previous period, exceeding the target for this year of 70, and is 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	Oct 10 to Mar 11		Apr 10 to Sep 10	
Very quickly	41	53%	33	41.5%
Fairly quickly	25	32.5%	31	39%
Slowly	7	9%	12	15%
Much too slowly	4	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 78. This was a 6 point increase from the previous period, exceeding the target for this year of 72, and is the highest mean score for this indicator since the period October 2008 to March 2009.

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

Answers	Oct 10 to Mar 11		Apr 10 to Sep 10	
Very satisfied	50	63.5%	44	58%
Fairly satisfied	21	26.5%	17	22.5%
Dissatisfied	5	6.5%	5	6.5%
Very dissatisfied	3	4%	10	13%

On a weighted scale ranging from 100 (=100% 'very satisfied') to 0 (=100% 'very dissatisfied') the six month mean score was 83. This was an 8 point increase from the previous period, exceeding the target for this year of 79, and is the highest mean score for this indicator since the period October 2008 to March 2009.

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

Answers	Oct 10 to Mar 11		Apr 10 to Sep 10	
Yes	76	89.5%	65	81.5%
No	9	10.5%	15	19%

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

Age	Oct 10 to Mar 11		Apr 10 to Sep 10	
Under 18	0	0%	0	0%
18 – 24	3	3.5%	3	4%
25 – 34	14	16.5%	14	19%
35 – 44	18	21%	10	13.5%
45 – 54	26	30.5%	12	16%
55 – 64	12	14%	26	35%
65+	12	14%	9	12%

Type of transport user	Oct 10 to Mar 11		Apr 10 to Sep 10	
Regular commuter	39	49%	39	53.5%
Occasional commuter	12	15%	12	16.5%
Regular leisure user	13	16.5%	7	9.5%
Occasional leisure user	12	15%	11	15%
Business user	3	4%	3	4%
Other	1	1.5%	1	1.5%

Gender	Oct 10 to Mar 11		Apr 10 to Sep 10	
Male	52	61%	56	70%
Female	33	39%	24	30%

Do you consider yourself to have a disability?	Oct 10 to Mar 11		Apr 10 to Sep 10	
Yes	8	9.5%	2	2.5%
No	77	90.5%	78	97.5%

Ethnic origin	Oct 10 to Mar 11		Apr 10 to Sep 10	
Asian Bangladeshi	0	0%	0	0%
Asian Indian	0	0%	0	0%
Asian Pakistani	0	0%	1	1.5%
Asian other	7	9%	1	1.5%
Black African	0	0%	0	0%
Black Caribbean	0	0%	0	0%
Black other	2	2.5%	0	0%
Chinese	2	2.5%	3	4.5%
White British	52	68.4%	55	78.5%
White Irish	3	4%	1	1.5%
White Other	6	8%	6	8.5%
Other ethnic group/Dual heritage	4	5.5%	3	4.5%

Working status	Oct 10 to Mar 11		Apr 10 to Sep 10	
Working full-time	48	58.5%	42	56%
Working part-time	6	7.5%	9	12%
Retired	14	17%	16	21.5%
Unemployed	1	1%	3	4%
Student	6	7.5%	1	1.5%
Not working	3	4%	4	5.5%
Other	4	5%	0	0%

Type of ticket	Oct 10 to Mar 11		Apr 10 to Sep 10	
Season ticket	20	24.5%	17	23%
Oyster Pay-as-you-go	22	27%	25	34%
Travelcard	13	16%	8	11%
Ordinary single/return	15	18.5%	12	16%
Freedom pass	6	7.5%	7	9.5%
Advance Purchase	2	2.5%	0	0%
Other	3	3.5%	5	7%

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

A selection of responses:

- 1 Oyster still provides inaccurate statements. LTW has no real power to make a change
- 2 It seems like it will be years before improvements are seen in overcrowding etc
- 3 I was disappointed I did not get a refund
- 4 I do not have a guarantee that the 15-20 minute gaps in the morning rush hour will be addressed
- 5 You did look into the issues and were quick and efficient but were not really fighting my corner
- 6 I was dissatisfied by the operator's response
- 7 In the end it came down to my word against TfL...I guess TfL won.
- 8 My complaints have not been fully resolved. LTW was looking after the provider's interest