
Secretariat memorandum

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Agenda item 5
CWC 30
Drafted 26.01.09

Casework performance report

1 Purpose of report

- 1.1 To record the performance of London TravelWatch's casework team in the period July to September 2008.

2 Information

- 2.1 This report is in three parts, which are appended. London TravelWatch has traditionally monitored its performance in handling casework on a six-monthly basis covering the periods January to June and July to December. However, in order to provide consistency with the periods used by the Greater London Authority, it has agreed to a move to reporting against the periods April to September and October to March. In order to facilitate this change, the current report is based on the period July to September.
- 2.2 Part 1 records performance against the turnround targets set in the Business Plan for the period from July to September 2008.
- 2.3 Part 2 analyses the cases received by mode, operator and subject matter for the period from July to September 2008.
- 2.4 Part 3 records the findings of the questionnaire survey of appellants whose cases were concluded in the period July to September 2008.
- 2.5 It is difficult to make comparisons with previous periods as this report relates to a three-month period whereas all previous reports relate to six month periods. However, the period witnessed some improvement in performance to target as well as a significant increase in correspondence particularly relating to the proposed changes to booking office hours by South West Trains.

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.
- 3.2 Since the beginning of 2008, the casework questionnaire has recorded the age, gender, ethnicity and working status of complainants, as well as whether or not they consider themselves to have a disability. The aim of introducing these questions was to get a better idea of who appeals to London TravelWatch, and to help identify any under-represented groups.

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.

Part 1: Case handling (July to September 2008)

Purpose of report

To record the proficiency of London TravelWatch and of the relevant transport operators in dealing with appeals cases received and referred during the period July to September 2008. The report covers cases received up to and including 30th September 2008.

Target One

This target requires the Casework Team to acknowledge all newly received appeal cases and record them in its database within five working days. Cases which are dealt with directly, as opposed to being referred to an operator, are recorded under Target 5. The table below shows the performance achieved during the period under review, together with that in the preceding six months (*in italics*).

During the reporting period, 82.5% of cases were acknowledged within five working days, and 93.4% were acknowledged within 10 working days. This is a significant improvement over the previous period, but remains below target. We will continue to focus on improving our performance in this area.

Working days elapsed	July to September 2008		<i>January to June 2008</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-5	137	82.5%	<i>317</i>	<i>69.5%</i>
Days 6-10	18	10.8%	<i>87</i>	<i>19.1%</i>
Days 11-20	8	4.8%	<i>37</i>	<i>8.1%</i>
Days 21+	3	1.8%	<i>15</i>	<i>3.3%</i>
Total	166	100.0%	<i>456</i>	<i>100.0%</i>

Target Two

This target requires the Casework Team to refer 75% of all newly received cases to the relevant operator for attention within five working days, and 100% within 10 working days. The table below shows the performance achieved during the period under review, together with that in the preceding six months (*in italics*).

During the period, 73.5% of cases were referred to operators within five working days, compared with 65.3% in the first half of this year. In addition, 87.1% were referred to the relevant operator within 10 working days, compared with 85.2% during the first half of the year.

Working days elapsed	July to September 2008		<i>January to June 2008</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-5	125	73.5%	301	65.3%
Days 6-10	23	13.5%	92	20.0%
Days 11-20	20	11.8%	49	10.6%
Days 21+	2	1.2%	19	4.1%
Total	170	100.0%	461	100.0%

Target Three

This target, agreed with the transport operators, requires them to respond to 66% of referrals from London TravelWatch within 10 working days, and to 100% within 20 working days. It is accepted that in some complex cases it may not always be possible to meet these deadlines, and in these cases we expect to receive a holding response from an operator followed by regular updates on progress. However, performance to target now relates to the substantive response from the operator and we no longer “stop the clock” when we receive a holding response. Care must therefore be taken when comparing performance with previous periods, particularly in the case of Transport for London, from which is common practice to receive holding responses after 20 working days.

The tables show the performance achieved during the period under review, together with that in the preceding six months (*in italics*).

NATIONAL RAIL				
Working days elapsed	July to September 2008		<i>January to June 2008</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-10	37	48.1%	110	61.5%
Days 11-20	11	14.3%	25	14.0%
Days 21-40	16	20.8%	29	16.2%
Day 41+	13	16.9%	15	8.4%
Total	77	100.0%	179	100.0%

During the period, 62.3% of responses were received within 20 working days, which represents a decline in the average performance against target by the National Rail operators. The proportion of cases waiting more than 41 days for a response increased to 16.9%.

TRANSPORT for LONDON				
Working days elapsed	July to September 2008		<i>January to June 2008</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-10	14	12.3%	51	20.2%
Days 11-20	42	36.8%	69	27.3%
Days 21-40	36	31.6%	77	30.4%
Day 41+	22	19.3%	56	22.1%
Total	114	100.0%	253	100.0%

The proportion of cases dealt with by Transport for London within 20 working days increased marginally from 47.4% to 49.1%, and that of cases taking over 41 days declined from 22.1% to 19.3%.

Breakdown of response times by operator

The following table shows the average time taken by each operator to respond to appeal cases. Most operators are responding to cases within 20 working days. For those operators giving rise to relatively few cases, the average response time should be treated with caution, as a delay in responding to a single case may significantly affect the average.

This table records only substantive replies and does not include holding responses. Complaint handling audits carried out with Passenger Focus during 2008 include National Rail Enquiries, Trainline, Heathrow Express, Oyster and South West Trains. We have also had a constructive dialogue with Transport for London about its complaint handling processes and performance.

OPERATORS' RESPONSE TIMES			
Operator	July to September 2008		January to June 2008
	Number of appeal cases	Average number of working days	Average number of working days
ATOC	2	3.5	n/a
BTP	0	n/a	n/a
c2c	1	21.0	18.5
Chiltern	1	11.0	12.7
CrossCountry	0	n/a	n/a
Department for Transport	0	n/a	70.0
East Midlands Trains	0	n/a	16.0
Eurostar	0	n/a	35.1
First Capital Connect	17	26.9	17.4
First Great Western	3	32.3	7.8
Gatwick Express	0	n/a	160.0
Heathrow Express	0	n/a	15.5
Hull Trains	1	81.0	n/a
IAS	4	26.0	6.0
IPFAS	3	12.7	3.6
London & Continental	0	n/a	n/a
London Midland	1	26.0	6.3
London Overground	2	14.0	14.0
National Express East Anglia	6	27.0	14.7
National Express East Coast	1	81.0	36.5
National Rail Enquiries	1	13.0	n/a
Network Rail	1	4.0	28.7
ORR	0	n/a	n/a
RPSS	0	n/a	n/a
ScotRail	1	1.0	15.0
Silverlink	0	n/a	5.0
Southeastern	13	2.8	9.2
Southern	13	21.8	11.6
South West Trains	4	4.8	6.5
Trainline	0	n/a	3.0
Virgin West Coast	1	21.0	8.8
TfL London Buses	54	27.1	35.2
TfL London Underground	15	26.4	22.3
TfL Roads & Streets	8	28.6	29.6
TfL Dial-a-Ride	3	42.0	39.3
TfL Oyster	28	20.6	18.2
TfL Other (inc DLR, Taxicard)	5	33.6	32.7

Note:

Silverlink and Gatwick Express are no longer operational identities, but we have included the response time from the previous period for completeness.

Target Four

This target requires replies from operators referred to caseworkers 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 ten days of receipt and 100% within 20 days.

The table shows the performance achieved during the period under review, with that in the preceding six months (*in italics*).

Working days elapsed	July to September 2008		<i>January to June 2008</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-10	134	83.8%	<i>255</i>	<i>70.2%</i>
Days 11-20	13	8.1%	<i>56</i>	<i>15.4%</i>
Days 21-40	8	5.0%	<i>31</i>	<i>8.5%</i>
Days 41+	5	3.1%	<i>21</i>	<i>5.8%</i>
Total	160	100.0%	<i>363</i>	<i>100.0%</i>

There was a significant improvement in performance against target compared with the last period for this target. During this period, final responses to 83.8% of cases were sent within 10 working days and 91.9% of cases within 20 working days (as compared with 70.2% and 85.7% respectively in the first six months of 2008).

Target Five

Target 5 applies to cases which are dealt with direct by London TravelWatch, without referral to the operator. These cases are usually those where the facts are clear, our policy is well established, and referral to the operator would add no value. The main issue raised during this period was proposed changes to South West Trains' booking office hours and the increase in the proportion of cases taking more than 10 days is due to the team awaiting clarification of the members' views and our formal response on the issue. The other main issue was Penalty Fare cases where appeal procedures have been followed correctly.

The table shows the performance achieved during the period under review, together with that in the preceding six months (*in italics*).

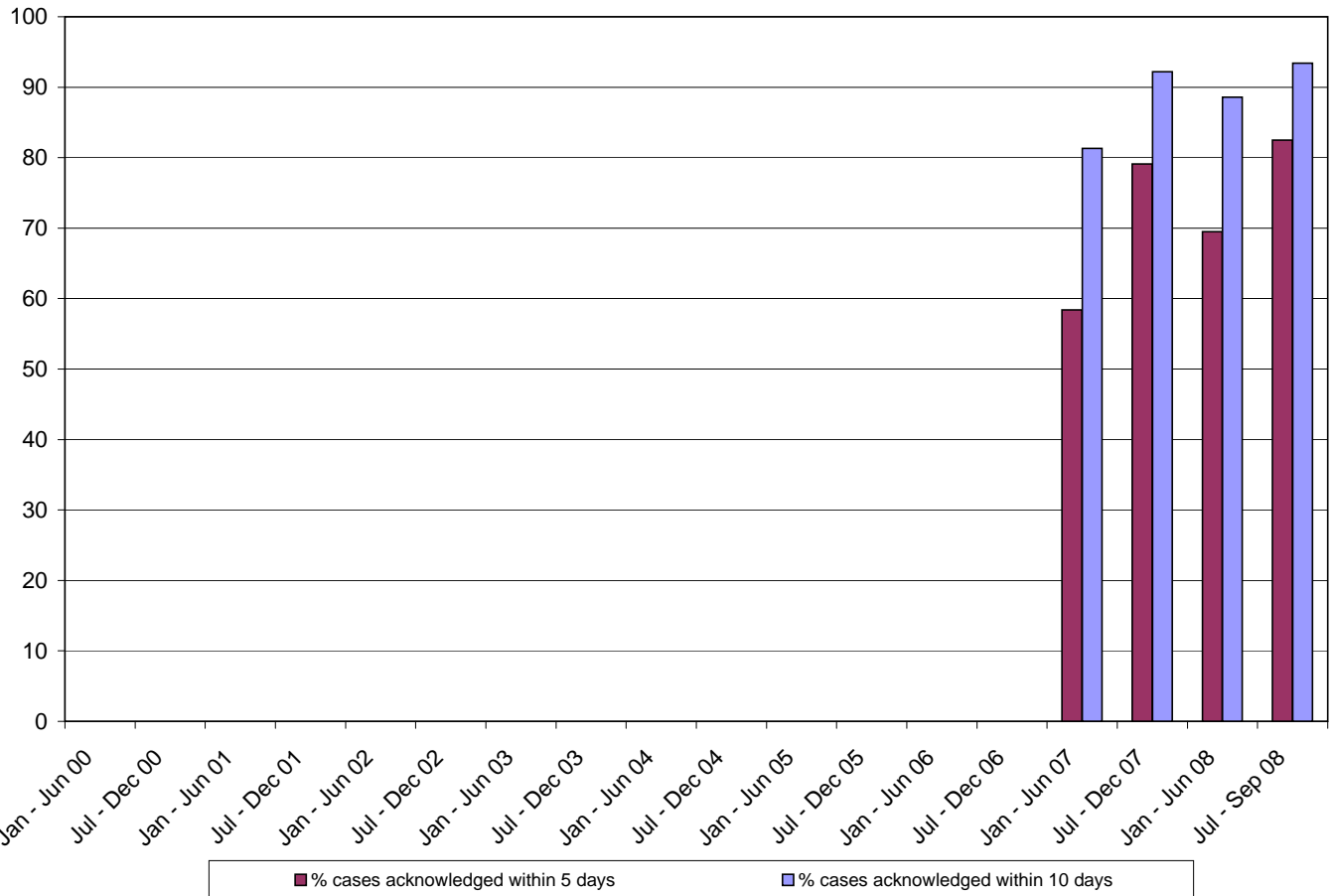
Working days elapsed	July to September 2008		<i>January to June 2008</i>	
	No of cases	% of cases	<i>No of cases</i>	<i>% of cases</i>
Days 0-10	150	79.8%	<i>234</i>	<i>87.6%</i>
Days 11-20	35	18.6%	<i>14</i>	<i>5.2%</i>
Days 21-40	1	0.5%	<i>16</i>	<i>6.0%</i>
Days 41+	2	1.1%	<i>3</i>	<i>1.1%</i>
Total	188	100.0%	<i>267</i>	<i>100.0%</i>

During this period, 79.8% of cases received a final response within 10 working days and 98.4% of cases within 20 working days. The period witnessed a significant increase in workload, yet the team managed to improve the proportion of responses finalised within 20 working days.

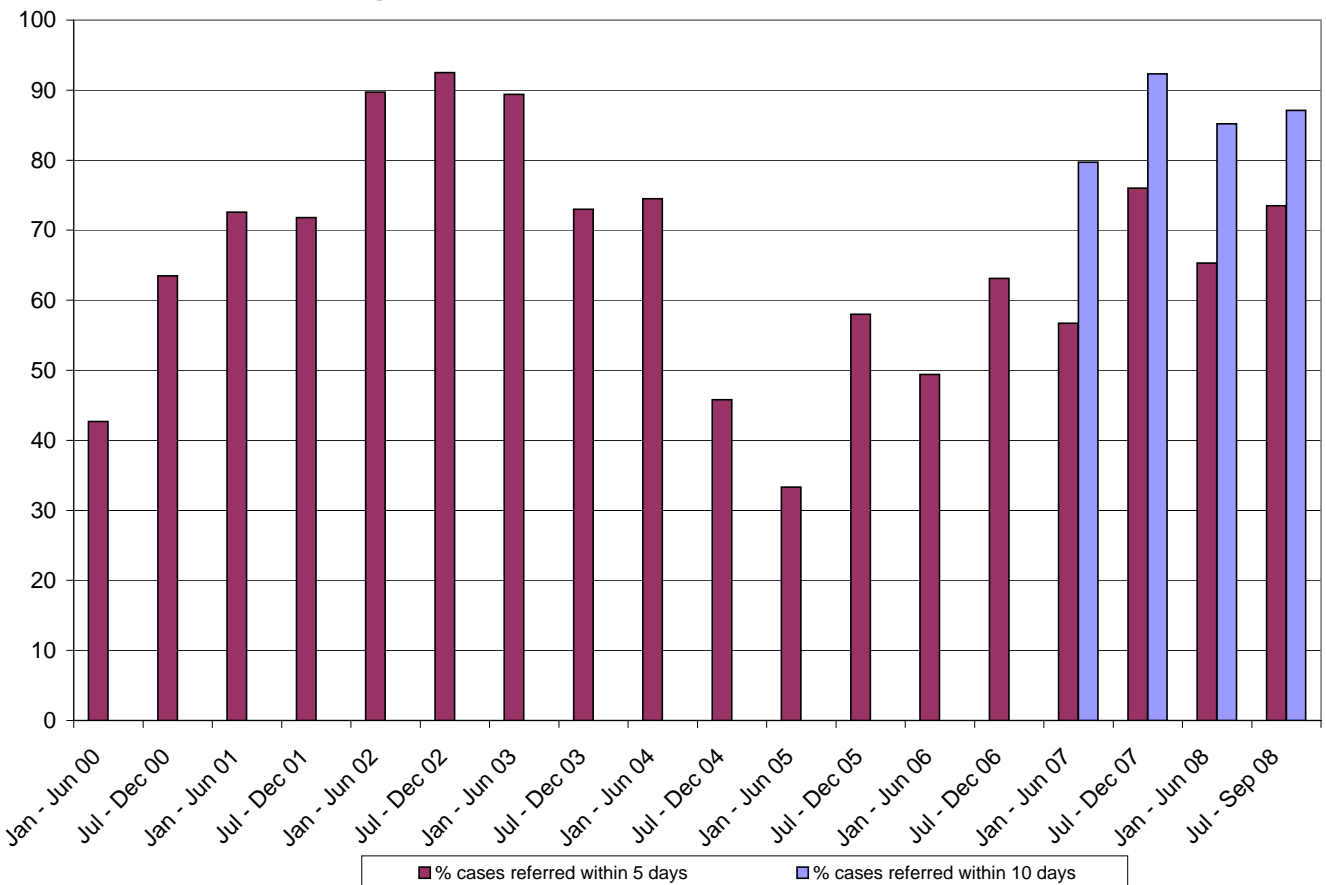
Comment

Overall, this period witnessed a small improvement in performance against targets. However, we would not wish to view any one period in isolation. Since this reporting period, a number of changes have been made to the staffing structure of the Casework Team, and a review is planned of casework procedures.

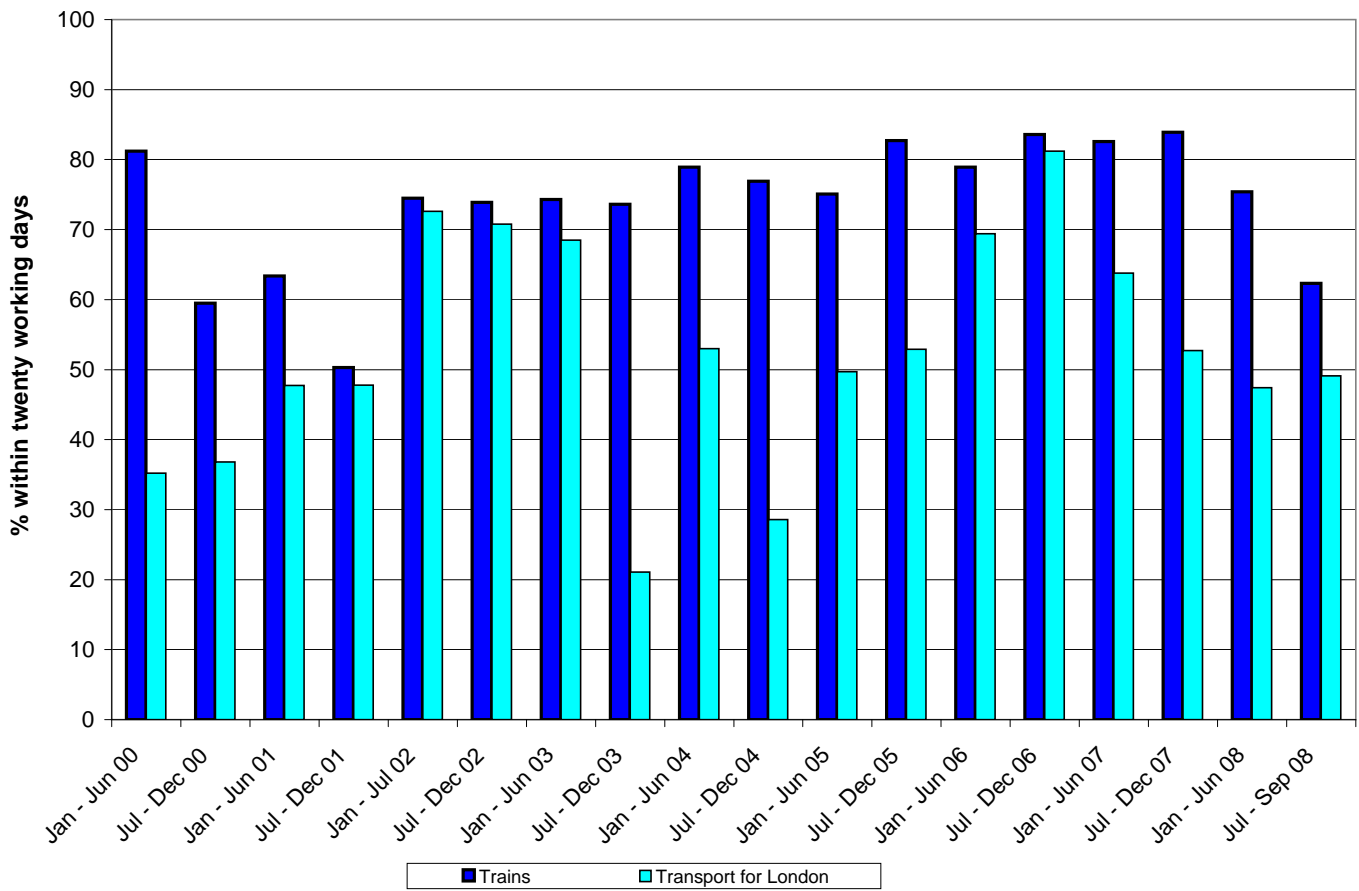
Target One: Acknowledging cases received



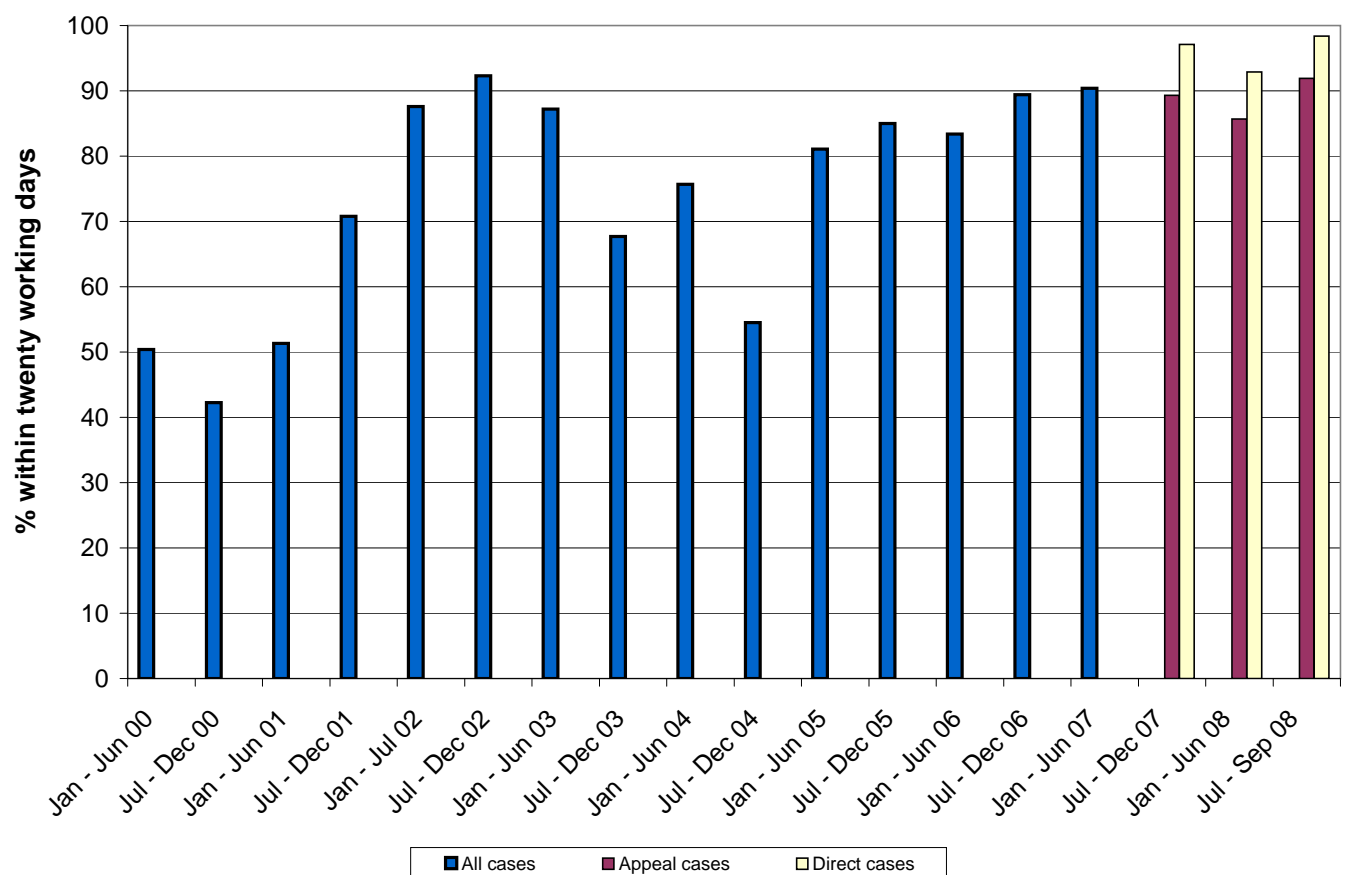
Target Two: Referrals of cases to operators



Target Three: Replies by operators to referrals



Targets Four and Five: Final replies from Committee



Part 2: Cases received

Purpose of report

To record the volume and subject matter of casework received during the period July to September 2008. The number of complaints refers to specific topics raised and is the total referred to in the upper table on the attached sheets, whereas the number of separate cases is given in the small table at the bottom of each sheet.

Comparative data for the preceding six months is shown *in italics*. Caution should be exercised in drawing inferences from the relative number of cases received from users of particular modes or operators, because of the wide variations in the scale of their usage.

	July to September 2008	<i>January to June 2008</i>
Number of initial cases	324	<i>746</i>
Number of appeal cases	395	<i>776</i>
Number of complaints	414	<i>834</i>

Complaints by mode

	<i>July to September 2008</i>	<i>January to June 2008</i>
National Rail	248	<i>426</i>
Bus	71	<i>168</i>
Underground	36	<i>74</i>
Other	59	<i>166</i>
Total	414	<i>834</i>

National Rail operators with greatest number of complaints

Operator	Number of complaints	<i>Percentage of total</i>
South West Trains	106	<i>43%</i>
First Capital Connect	33	<i>13%</i>
Southeastern	20	<i>8%</i>
Southern	20	<i>8%</i>

The most significant issue during the period was correspondence relating to the proposed changes to Booking Office hours on South West Trains. However, we continue to receive a significant number of complaints about penalty fares, staff conduct on buses and delays in dealing with complaints.

Suggestions and Complaints by Category 01/07/08 - 30/09/08

	Bus	DLR	Road	Taxi	TfL	Train	Underground	Unknown	
0 Other	1				1	1	2		
1 Bus Stops	5								
2 Complaint Handling	10		4		5	11	3		
3 Failure to Make Advertised Connections						1			
4 Route and Service Closures									
5 Cancellations and Reliability	5					3	1		
6 On-Board Catering									
7 Conveyance of Cycles									
8 Fares and Policy and Ticketing	6	1			8	45	7	2	
9 Industrial Disputes									
10 Passenger Information	1					3			
11 Information On-Board Trains and Buses	3					1			
13 On-Board Service Quality and Environment	4				1	5	1		
14 Overcrowding						3	1		
15 One-Person/Automatic Operation									
16 Other Matters									
17 Passengers Charter					8	3	1		
18 Punctuality	3					3	1		
19 Refunds and Claims	4				8	6	3	1	
20 Reservations									
21 Suitability of Routeing / Service Pattern	5					2	1		
22 Safety	1					2			
23 Station Facilities and Environment	6		1			110	5		
24 Smoking									
25 Staff Conduct	9	1		1	3	4	4		
26 Telephone Enquiry Bureaux and Telesales	2				1	3			
27 Short Trains									
28 Suitability of Timetable / Frequencies	1					4	4		
29 Ticket Machines/Gates	1				2	38	2		
30 Street Management	4		10					1	
Sum:	71	2	15	1	37	248	36	4	

Regarding Level 2 Type(Query 1 with #DICT ERR	Bus	DLR	Road	Taxi	TfL	Train	Underground	Unknown	Sum:
	71	2	15	1	37	229	36	4	395

Suggestions and Complaints by Train Company 01/07/08 - 30/09/08

	ATOC (Fares, etc)	ATOC (Railcards and Initials)	Chiltern (Appeals)	East Midlands (I&A)	Eurostar (Appeals)	First Capital Connect (As)	First Great Western (GW Appeal)	Heathrow Express (Appeals)	Hull Trains (Initials & Appeals)	IAS (As and Is)	IPFAS (Is and As)	London Midland (As)	London Overground (As)
0 Other													
1 Bus Stops													
2 Complaint Handling						5			1		1		1
3 Failure to Make Advertised Connections						1							
4 Route and Service Closures													
5 Cancellations and Reliability						2							
6 On-Board Catering													
7 Conveyance of Cycles													
8 Fares and Policy and Ticketing				1	1	9	1			5	6		
9 Industrial Disputes													
10 Passenger Information						2							1
11 Information On-Board Trains and Buses	1												
13 On-Board Service Quality and Environment					1								
14 Overcrowding						1							
15 One-Person/Automatic Operation													
16 Other Matters													
17 Passengers Charter													
18 Punctuality													1
19 Refunds and Claims				1	1	2							
20 Reservations													
21 Suitability of Routeing / Service Pattern						1							
22 Safety													
23 Station Facilities and Environment						2	1						3
24 Smoking													
25 Staff Conduct						2							
26 Telephone Enquiry Bureaux and Telesales		2											
27 Short Trains													
28 Suitability of Timetable / Frequencies						1							1
29 Ticket Machines/Gates			2			5	1	1		6	5		
30 Street Management													
Sum:	1	2	2	2	3	33	3	1	1	11	12	1	6

Department(Query 1 with LTUC)	ATOC (Fares, etc)	ATOC (Railcards and Initials)	Chiltern (Appeals)	East Midlands (I&A)	Eurostar (Appeals)	First Capital Connect (As)	First Great Western (GW Appeal)	Heathrow Express (Appeals)	Hull Trains (Initials & Appeals)	IAS (As and Is)	IPFAS (Is and As)	London Midland (As)	London Overground (As)
#DICT ERR	1	2	1	2	3	30	3	1	1	11	12	1	5

	Nat Exp East Anglia (I & A)	Nat Exp East Coast	National Express (old cases)	Network Rail (Non--Mjr Stns Contact)	NRES (Initial/App eals) Ventura	South Eastern Railway (appeals)	Southern (Appeals)	SWT (Appeals)	Virgin West Coast (Appeals)	
0 Other							1			
1 Bus Stops										
2 Complaint Handling	1					1			1	
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	7					4	7	4		
9 Industrial Disputes										
10 Passenger Information										
11 Information On-Board Trains and Buses										
13 On-Board Service Quality and Environment				1		1	1	1		
14 Overcrowding						1	1			
15 One-Person/Automatic Operation										
16 Other Matters										
17 Passengers Charter	2							1		
18 Punctuality							1		1	
19 Refunds and Claims			1					1		
20 Reservations										
21 Suitability of Routeing / Service Pattern							1			
22 Safety	1					1				
23 Station Facilities and Environment	1	1				5	4	93		
24 Smoking										
25 Staff Conduct						1	1			
26 Telephone Enquiry Bureaux and Telesales					1					
27 Short Trains										
28 Suitability of Timetable / Frequencies						1			1	
29 Ticket Machines/Gates	5					4	3	6		
30 Street Management										
Sum:	17	1	1	1	1	20	20	106	3	

Department(Query 1 with LTUC)	Nat Exp East Anglia (I & A)	Nat Exp East Coast	National Express (old cases)	Network Rail (Non--Mjr Stns Contact)	NRES (Initial/App eals) Ventura	South Eastern Railway (appeals)	Southern (Appeals)	SWT (Appeals)	Virgin West Coast (Appeals)	Sum:
#DICT ERR	17	1	1	1	1	20	20	106	2	242

Suggestions and Complaints by Category 01/07/08 - 30/09/08

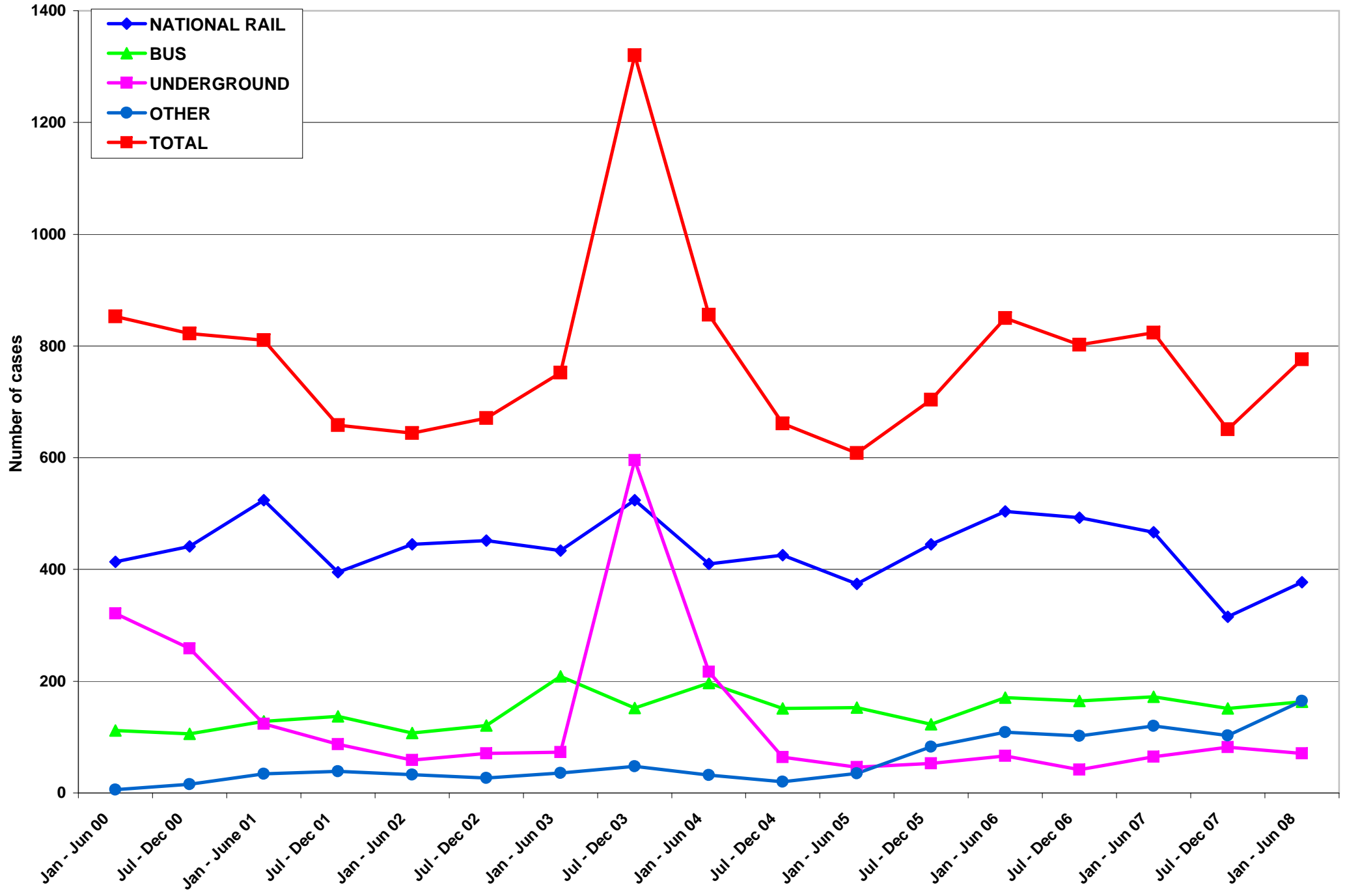
	Local Council issues	London Councils	London Councils (Freedom Passes, etc)	London TravelWatch	
0 Other					
1 Bus Stops					
2 Complaint Handling					
3 Failure to Make Advertised Connections					
4 Route and Service Closures					
5 Cancellations and Reliability					
6 On-Board Catering					
7 Conveyance of Cycles					
8 Fares and Policy and Ticketing			1	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				1	
20 Reservations					
21 Suitability of Routeing / 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	1				
Sum:	1	1	1	1	

Regarding Level 1 Type(Query 1 with LTUC)	Misc	Operators	RPCs
#DICT ERR	3	387	1

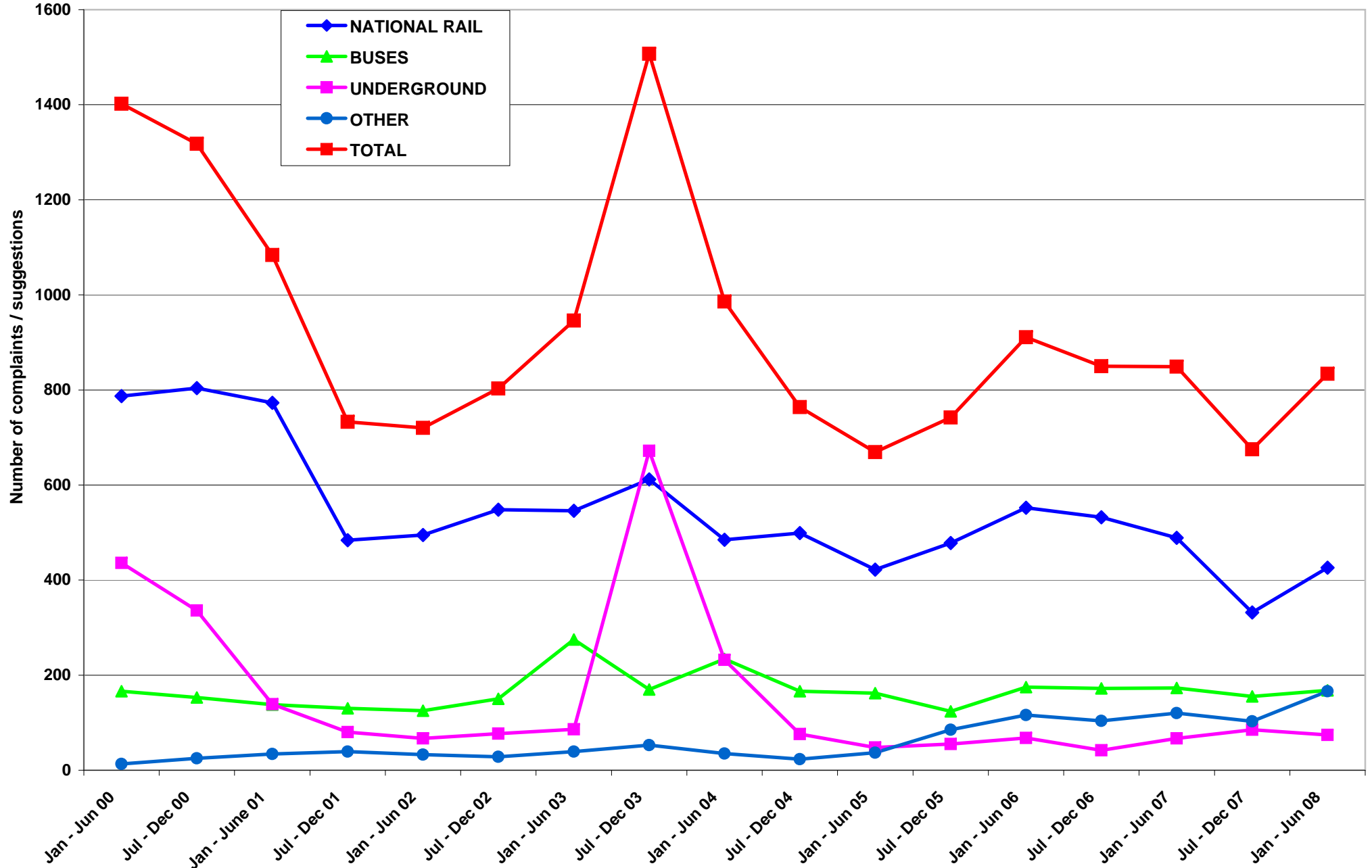
Initial Cases Referred to Operators 01/07/08 - 30/09/08

Department	Count of Contacts
c2c (Initials)	2
Chiltern (Initials)	4
Dial-A-Ride (Appeals)	5
Dial-A-Ride Initials	1
DLR (Initials/Appeals)	4
East Midlands (I&A)	6
Eurostar (Initials)	9
First Capital Connect (Is)	34
First Great Western (GW Initial)	3
Gatwick Express (initials)	3
Heathrow Express (Initials)	10
IAS (As and Is)	3
IPFAS (Is and As)	8
London Midland (Is)	3
London Overground (Is)	7
London TravelWatch	9
Nat Exp East Anglia (I & A)	24
Nat Exp East Coast	5
NR (Is all regions)	1
NR (Major Stations)	1
NRES (Initial/Appeals) Ventura	4
Public Carriage Office (Useful Nos)	1
South Eastern Railway (Initials)	12
Southern (Initials)	9
SWT (Initials)	6
TfL (Cttee contacts)	2
TfL (LBS Initials) & TfL Misc	85
TfL (LUL Initials)	21
TfL (Oyster Initials)	22
TfL (River Services)	1
TfL (Road/Streets Is)	2
TfL (Roads/Streets As)	3
TfL (VCS)	1
TfL Cong Charge Appeals	3
Trainline	2
Virgin West Coast (Initials)	8
Sum:	324

CASES RECEIVED - APPEALS ONLY



COMPLAINTS AND SUGGESTIONS RECEIVED - APPEALS ONLY



Part 3: Questionnaire Survey

This report analyses questionnaires which were completed and returned to London TravelWatch between 1 July 2008 and 30 September 2008.

A total of 268 questionnaires were sent to complainants during the period. Of these, 80 were returned. This was a response rate of 30%, which was 1% higher than that for January to June 2008.

This was the second period in which a web-based version of the questionnaire was available and monitoring information was recorded. Some of the questions may not sum to 80, as some respondents did not answer all questions.

Question 1: Have you ever contacted London TravelWatch before?

Answers	Jul 08 to Sep 08		Jan 08 to Jun 08	
Yes	10	(12.5%)	25	(20%)
No	70	(87.5%)	100	(80%)

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

Answers	Jul 08 to Sep 08		Jan 08 to Jun 08	
Transport provider or member of staff	14	(17.5%)	67	(51%)
Notice at station	24	(30%)	6	(4.5%)
Item on timetable/bus map	3	(4%)	4	(3%)
Notice on bus, tram, train, pier	5	(6%)	12	(9%)
London TravelWatch website	2	(2.5%)	12	(9%)
Other website	12	(15%)	10	(7.5%)
Word of mouth	7	(9%)	8	(6%)
Newspaper/magazine/radio/TV	9	(11%)	3	(2%)
London TravelWatch leaflet	0	(0%)	2	(1.5%)
Passenger Focus	0	(0%)	1	(1%)
ORR	0	(0%)	1	(1%)
DfT	0	(0%)	0	(0%)
National Rail Enquiries	0	(0%)	0	(0%)
Other sources	4	(5%)	6	(4.5%)

This period was unusual in that the largest proportion of complainants heard of London TravelWatch from notices at stations at 30%. This was in a large part due to the proposed changes to ticket office opening hours at South West Trains' stations.

Question 3: What was your complaint about?

Answers	Jul 08 to Sep 08		Jan 08 to Jun 08	
Transport service performance	4	(5%)	23	(23%)
Staff conduct or availability	14	(18%)	9	(9%)
Sale of tickets, fares and refunds	14	(18%)	22	(22%)
Information on vehicle, station or stop	2	(2.5%)	4	(4%)
Information by phone, web or other provider	0	(0%)	0	(0%)
Timetable	0	(0%)	3	(3%)
Cleanliness of vehicle, station or facilities	0	(0%)	1	(1%)
Complaint handling by operator	8	(10%)	17	(17%)
Safety and security	4	(5%)	1	(1%)
Travelling environment	0	(0%)	1	(1%)
Accessibility	2	(2.5%)	6	(6%)
Other	30	(38.5%)	13	(13%)

This is a new question which was introduced in January 2008. The most common complaint category during the period was Other, and where specified this usually related to Booking Office opening hours. The other main categories were the Sale of tickets, fares and refunds and Staff Conduct and availability.

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

Answers	Jul 08 to Sep 08	Jan 08 to Jun 08
Very satisfied	36 (49%)	54 (41%)
Fairly satisfied	21 (29%)	39 (30%)
Dissatisfied	7 (10%)	18 (14%)
Very dissatisfied	9 (12%)	19 (15%)

On a weighted scale ranging from 100 (=100% 'very satisfied') to 0 (= 100% 'very dissatisfied') the three month mean score was 72. This was a six point increase on the previous period, albeit based on a lower sample.

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

Answers	Jul 08 to Sep 08	Jan 08 to Jun 08
Very quickly	36 (46%)	42 (32%)
Fairly quickly	28 (36%)	48 (36%)
Slowly	9 (12%)	29 (22%)
Much too slowly	5 (6%)	13 (10%)

On a weighted scale ranging from 100 (= 100% 'very quickly') to 0 (=100% 'much too slowly') the three month mean score was 74. This was a 11 point increase from the previous period, albeit based on a lower sample.

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

Answers	Jul 08 to Sep 08	Jan 08 to Jun 08
Very satisfied	47 (62%)	70 (56%)
Fairly satisfied	18 (24%)	34 (27%)
Dissatisfied	3 (4%)	14 (11%)
Very dissatisfied	8 (11%)	7 (6%)

This question has been slightly modified to encourage respondents to separate their views about outcome from those on case handling. On a weighted scale ranging from 100 (=100% 'very satisfied') to 0 (=100% 'very dissatisfied') the three month mean score was 79. This was a one point increase over the previous period, albeit based on a lower sample.

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

A selection of 20 responses appears in the appendix of this report. A total of 40 respondents made comments.

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

Answers	Jul 08 to Sep 08		Jan 08 to Jun 08	
Yes	64	(84%)	111	(91%)
No	12	(16%)	11	(9%)

The principal findings of the survey for the period show that there has been a significant increase in satisfaction with handling, response times and outcome. However we need to bear in mind that, due to the reporting period being restricted to a quarter in this instance that this was based on a lower sample than usual and may not be as representative as previous periods.

From 1 January 2008 the questionnaire included additional monitoring questions. The results of these are shown below:

Age	Jul 08 to Sep 08		Jan 08 to Jun 08	
Under 18	0	(0%)	0	(0%)
18 – 24	1	(1%)	4	(4.5%)
25 – 34	6	(8%)	14	(15.5%)
35 – 44	13	(17%)	20	(22%)
45 – 54	13	(17%)	22	(24.5%)
55 – 64	17	(22%)	22	(24.5%)
65+	26	(34%)	8	(9%)

Type of transport user	Jul 08 to Sep 08		Jan 08 to Jun 08	
Regular commuter	28	(36.5%)	47	(55%)
Occasional commuter	15	(19.5%)	13	(15.5%)
Regular leisure user	18	(23.5%)	10	(12%)
Occasional leisure user	9	(11.5%)	8	(9.5%)
Business user	2	(2.5%)	5	(6%)
Other	5	(6.5%)	2	(2%)

Gender	Jul 08 to Sep 08		Jan 08 to Jun 08	
Male	51	(68%)	52	(60%)
Female	24	(32%)	35	(40%)

Do you consider yourself to have a disability?	Jul 08 to Sep 08		Jan 08 to Jun 08	
Yes	5	(7%)	10	(12%)
No	66	(93%)	76	(88%)

Ethnic origin	Jul 08 to Sep 08		Jan 08 to Jun 08	
White British	61	(88.5%)	58	(75.5%)
White Irish	0	(0%)	3	(4%)
White Other	3	(4.5%)	11	(14.5%)
Black Caribbean	1	(1.5%)	1	(1%)
Black African	2	(3%)	2	(3%)
Black other	0	(0%)	0	(0%)

Asian Bangladeshi	0	(0%)	0	(0%)
Asian Pakistani	0	(0%)	0	(0%)
Asian Indian	1	(1.5%)	1	(1%)
Asian other	0	(0%)	1	(1%)
Chinese	0	(0%)	0	(0%)
Other ethnic group	1	(1.5%)	0	(0%)
Dual heritage	0	(0%)	0	(0%)

Working status	Jul 08 to Sep 08		Jan 08 to Jun 08	
Working full-time	34	(45%)	60	(70%)
Working part-time	7	(9%)	7	(8%)
Retired	29	(38%)	9	(10%)
Unemployed	2	(3%)	1	(1%)
Student	0	(0%)	1	(1%)
Not working	3	(4%)	4	(5%)
Other	1	(1%)	4	(5%)

Type of ticket	Jul 08 to Sep 08		Jan 08 to Jun 08	
Season ticket	16	(22%)	17	(20%)
Oyster Pay-as-you-go	8	(11%)	30	(35%)
Travelcard	24	(32%)	13	(15%)
Ordinary single/return	5	(7%)	14	(16%)
Freedom pass	15	(20%)	5	(6%)
Apex	0	(0%)	1	(1%)
Other	6	(8%)	6	(7%)

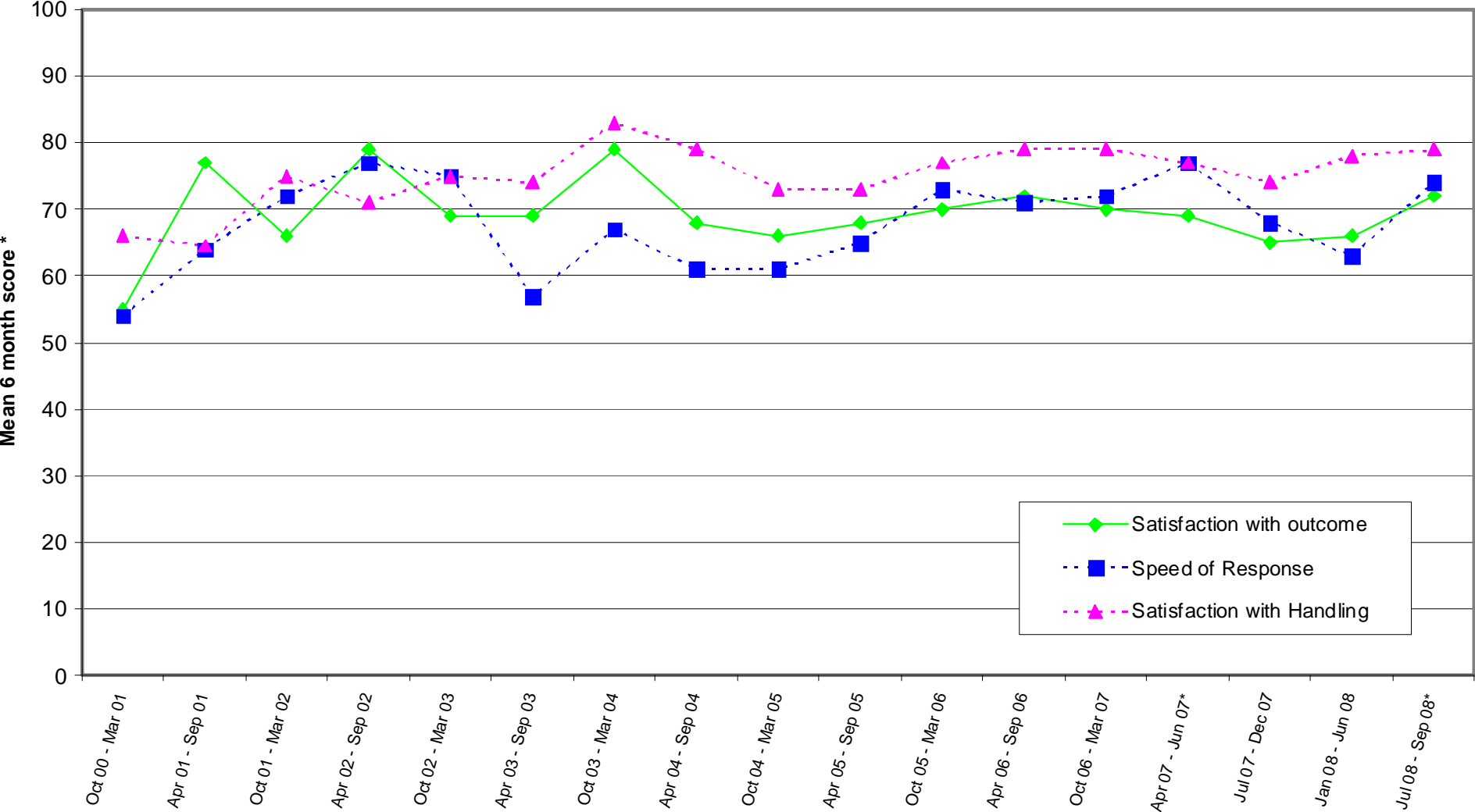
A high proportion of respondents were male, white British and aged over 55. The majority of respondents were full time or occasional commuters. Travelcards were the most common type of ticket stated to be used, although there were also high proportions of season tickets and Freedom Pass holders.

Appendix: extracts from comments received

- 1 Excellent in every way
- 2 Only interested in ticketing boxes rather than confronting real issues
- 3 Good, reassuring, fair and professional
- 4 I am not sure what teeth you've got
- 5 Response to me was better than expected
- 6 I will wait to see if there are the promised improvements in service
- 7 Service was always courteous and never promising anything you couldn't deliver
- 8 There's not a lot of point in having a watchdog if the service provider is happy to ignore complaints in the way mine has been
- 9 You appear to be non-independent and take the view of the operators

- 10 You guys have clearly done your best. Many thanks but I won't bother complaining in the future
- 11 Initial response was prompt and to the point
- 12 The personal touch made a big difference in the battle against an unhearing, automated bureaucracy
- 13 No analysis of root cause of complaint, just approval of operator's belated recognition of event
- 14 They investigated the situation and produced a correct summary of the situation
- 15 Very slow. Did not question/query operator's response. Misunderstood my complaint, evident from content and title given to letter back. A waste of time.
- 16 At least it tries, even if it cannot always succeed!
- 17 I wish to thank you for your kindness in this matter
- 18 London TravelWatch have no powers apparently to rectify an obvious injustice
- 19 As an independent watchdog you should look into complaints seriously and not take the easy option
- 20 From being largely unaware of this organisation, I will now make a point of checking any relevant website and have bookmarked yours accordingly

Questionnaire Survey



* Except Apr 07 – Jun 07 and Jul – Sep 08 (mean 3 month score)