
Secretariat memorandum

Agenda item: 9

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Casework report for the period January to March 2014

1 Purpose of report

- 1.1. To record the performance of London TravelWatch's Casework Team in the period January to March 2014 and identify any issues of concern regarding operator report performance in handling appeals.

2 Performance report

- 2.1 The report is divided into two parts. The first part records the volume and the type of incoming work. The second part monitors the time taken by transport operators to deal with appeals and gives more information about the issues passengers are bringing to us.
- 2.2 There are two appendices. The first is a graph summarising the volume and case type received over the past three years. The second appendix explains internal performance against the time targets set for dealing with these.

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.

Part one: Case report – quantitative

This report covers incoming casework received from January to March 2014 .

Cases by type summary

This part of the report records the volume of casework received during January to March 2014.

A total of 1,652 contacts were received by London TravelWatch via telephone, email and web form.

Case Types	Jan to Mar 2014	Oct to Dec 2013	Jul to Sept 2013	Apr to Jun 2013	Jan to Mar 2013
Enquiries telephone	436	355	398	436	286
Enquiries email/webform	30	87	48	43	40
Initial cases	472	405	320	326	327
Appeal cases	274	237	291	341	386
Direct cases	347	235	250	331	347
Request for papers*	93	74	88	53	0
Total	1652	1393	1395	1530	1386

Appeals

The number of appeals is much lower than usual for the time of year.

Directs

A 'direct' categorised case is one where London TravelWatch respond directly to the passenger without needing to contact the operator.

Papers

*A case classified as request for papers is asking the passenger to forward full correspondence between themselves and the operator. Historically this request was classified as a direct case.

Enquiries telephone

This is a record of all telephone calls that have some connection to casework. It is not a record of all incoming telephone calls received by London TravelWatch.

Part two: Operator response times

This target, agreed with the rail operators, requires them to respond to 75% 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. Performance to this target relates to the substantive response from the operator rather than the holding response. The tables show the performance achieved during the period under review.

The national rail operators have steady performance with the majority of cases responded to within 20 days. Further effort will be made with these operators to reduce the response times.

NATIONAL RAIL				
Working days	Jan to Mar 2014		Oct to Dec 2013	
elapsed	No of cases	No of cases	No of cases	No of cases
Days 0-10	149	89%	100	79%
Days 11-20	10	6%	13	10%
Days 21-40	5	3%	7	6%
Day 41+	3	2%	6	5%
Total	167		126	

The operator response times have been maintained over the previous two quarters with 95% of responses within 20 days.

There were three cases within this period which took over 41 days to receive a satisfactory response. More information on these are given after the operator response times breakdown.

TRANSPORT <i>for</i> LONDON				
Working days	Jan to Mar 2014		Oct to Dec 2013	
elapsed	No of cases	No of cases	No of cases	No of cases
Days 0-10	85	80%	59	78%
Days 11-20	17	16%	14	18%
Days 21-40	4	4%	3	4%
Day 41+	0		0	0%
Total	106		76	

Transport for London has slightly improved their response times to 80% within 10 days. The quantity of appeals received regarding Transport for London dropped in January and February but increased again in March leading to an 39% increase in cases on the previous quarter.

OPERATORS' RESPONSE TIMES

Operator	Jan to Mar 2014		Oct to Dec 2013		Jul to Sept 2013		Apr to Jun 2013		Jan to Mar 2013	
	No of cases	Average working days	No of cases	Average working days	No of cases	Average working days	No of cases	Average working days	No of cases	Average working days
ATOC	2	7	1	52	3	6	1	55	1	1
BTP										
c2c	2	5					3	1	4	1
Chiltern	1	1	3	18	1	7	5	9	2	1
CrossCountry										
Department for Transport					1	3	1	1		
Deutsche Bahn										
East Coast	6	10	1	61	3	17	6	33	8	6
East Midlands Trains					1	0	1	3	1	23
Eurostar	4	3	3	3	8	4	6	1	14	2
First Capital Connect	15	13	16	5	25	10	20	33	18	8
First Great Western	2	1	3	6	2	5	5	13	11	30
Grand Central			5	3			2	15		
Gatwick Express										
Greater Anglia	15	2			8	14	14	2	18	16
Heathrow Express	1	0	2	11					5	32
Hull Trains	1	0								
IAS	20	3	13	3	13	2	20	3	14	9
IPFAS	11	1	8	1	10	0	13	2	10	9
London Midland	5	1	3	2	7	16	9	7	5	34
National Rail Enquiries				6	2	8				
Network Rail							1	43	2	40
ORR										
RailEurope					1	20				
RPSS	1	1			2	4	3	1	1	1
ScotRail			1	1						
Southeastern	13	1	13	9	12	5	22	13	12	16
Southern	41	5	39	6	32	5	26	6	40	8
South West Trains	23	4	12	5	19	6	32	7	39	15
Trainline			2	4					1	1
Virgin West Coast	4	3	1	1	5	1	3	8	6	1

Operator	Jan to Mar 2014		Oct to Dec 2013		Jul to Sept 2013		Apr to Jun 2013		Jan to Mar 2013	
	No of cases	Average working days	No of cases	Average working days	No of cases	Average working days	No of cases	Average working days	No of cases	Average working days
Docklands Light Railway	6	3			2	1	2	4	13	3
London Overground	4	1			5	2	3	9	0	0
TfL London Buses	40	9	20	5	26	3	20	8	29	16
TfL London Underground	14	4	14	6	10	14	16	10	32	15
TfL Roads & Streets	4	8	2	5	2	23	2	3	2	1
TfL Dial-a-Ride										
Oyster	25	4	16	8	31	4	37	10	49	14
TfL Other	13	5	17	2	17	4	20	4	7	9

**IPFAS, IAS and RPSS are all appeal or revenue collection bodies. IAS also manages the first stage penalty fare appeal for Transport for London.*

The table above and on the preceding page 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.

Information regarding response times

Rail operators

East Coast

Experienced delays closing cases with East Coast due to staff absences over the Christmas period and, in one case, the appeal was open longer as we there was a delay receiving information from the passenger.

First Capital Connect

TOC not confirming their decision not to issue delay repay in writing and the passenger changing their mind about attending a meeting with the TOC caused this appeal to have a lengthy closing time.

South West Trains

Confusion because the passenger is still in contact with the TOC but did not inform London TravelWatch so therefore all parties were working at different case stages and this caused confusion and delay.

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Transport for London

Cases which took substantially longer than 10 working days include

London Buses

Transport for London made additional investigation on routes which added to their response times. (three cases)

Passenger asked for further clarification which delayed the case closure. (two cases)

Transport for London waiting for bus saver tickets to be printed but did not advise the passenger of this.

Oyster

The passenger gave incorrect details which caused the delay in processing a refund. (two cases)

Part three: Main issues received

This part of the report highlights some of the issues that were most complained about during Quarter Three 2013.

Railways operators

Correspondence performance backlogs were high through this quarter due to the weather and infrastructure problems. All TOCS took the issue seriously and addressed the problem by taking on additional staff either internally or within their call centres.

South West Trains have been most affected by this problem. However, they have made their delays public, liaised with the ORR and updated London TravelWatch on a weekly basis. They have also prioritised any safety complaint and any complaint received from London TravelWatch where we request early intervention.

In January 2014 TOCS indicated that despite websites such as 'claim my refund' refund requests are actually down on the previous quarter meaning less claims were made in quarter two than quarter three..

London TravelWatch have received more complaints regarding penalty fares issued by Greater Anglia. There does not appear any particular reason for this increase.

Greater Anglia have ensured that a link to London TravelWatch is on the website

Transport for London

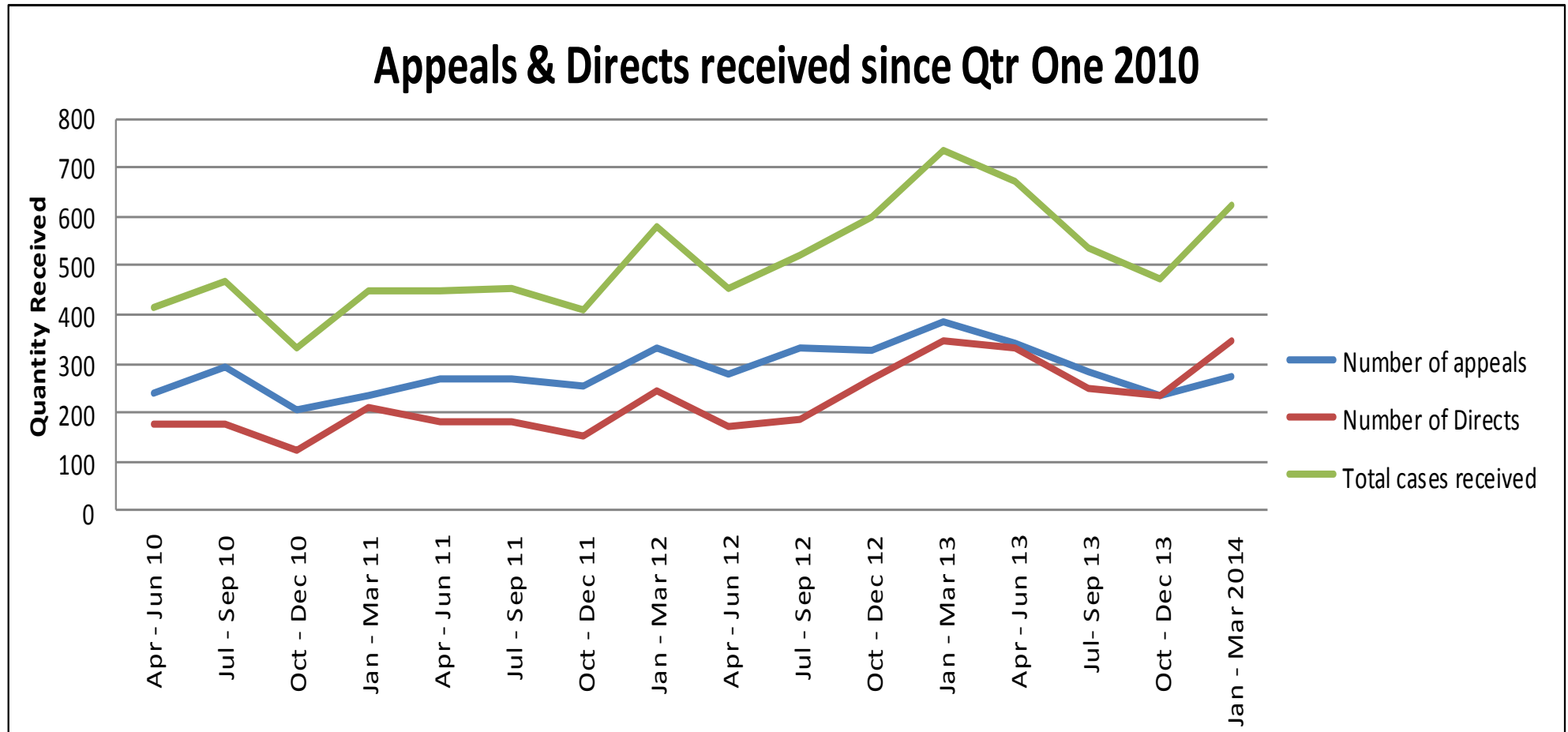
At the end of January Transport for London indicated that they had a reduced number of bus complaints. They have checked to see if the garages have had an increase at a local level but it appears that it is no reason for this.

Over the last two years, London TravelWatch have received over 1,000 contacts about lost property – almost exclusively buses. Casework staff have checked their own bus routes and the internet to see if there is any indication as to why passengers initially contact London TravelWatch rather than the bus operator or Transport for London. There is no obvious reason why passengers approach London TravelWatch in the first instance.

Passengers believe that Transport for London are responsible for tube strikes and should refund appropriately.

Transport for London appeals rose in March after a quieter than average January and February.

Appendix one: Quantity of cases received



Appendix three: Targets

Type	Performance	Target
Acknowledgement	100% of cases acknowledged (to passenger) within 5 working days	100% within 5 working days
Appeals Opened	100% of appeals opened referred within 5 working days	75% within 5 working days
Appeals Closed	99.6% of appeals final replies within 10 working days 100% within 20 working days	90% within 10 days 100% within 20 days
Directs	100% of responses to appellant within 10 working days	Target 90% within 10 days 100% within 20 days