
Secretariat memorandum

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Agenda item: 13

PC011

Drafted: 04.06.13

Feedback questionnaire report for the period Oct 12 – Mar 13

1. Purpose of report

- 1.1 This report analyses feedback questionnaires which were completed and returned to London TravelWatch between October 2012 and March 2013. Information on the previous 3 years is included for reference purposes.
- 1.2 Of the 611 appeal cases closed in the last 2 quarters – October 2012 to March 2013, 78 (13%) appellants returned the questionnaire

2. Report Context

- 2.1 Over the previous three years our emphasis has been on case turnaround times. Now that these have been improved so markedly, we are focusing on further improving quality which we hope will be reflected in the questionnaire responses. Data from the feedback questionnaires is now interrogated intensely to provide evidence of areas for improvement. Caution must be taken in interpreting the results because the sample size is very small, nevertheless they do provide some interesting and useful feedback.
- 2.2 The questionnaires are sent out within six to eight weeks of the case being closed. The returns are inputted manually onto the system and the reports are run every six months. Although there are insufficient returns to produce reliable reports each quarter, the Casework Manager monitors the returns regularly.

3. Summary of Results

- 3.1 The full analysis of the feedback given in the appendix. There are however, several points which are worthy of particular comment.
- 3.2 **Table 1** – *Have you ever previously contacted London TravelWatch?*
- 3.3 It is interesting to note that we are receiving more repeat contact from appellants (not repeat issues). Between October 2012 and March 2013 all repeat appellants were of very satisfied with the way London TravelWatch handled their case.
- 3.4 **Table 3** – *What was your complaint about?*
- 3.5 There are more complaints regarding service performance although this is usually to be due to impact of weather and passenger action and the need to use rail replacement buses during weekday closures. All of these issues will have lengthened journey times.

- 3.6 Perhaps unsurprisingly, London TravelWatch consistently receives more complaints about “sale of fares, tickets and refunds” than any of the other categories.
- 3.7 **Table 3** – *How quickly did London TravelWatch deal with your concerns?*
- 3.8 As the casework turnaround times are very high, it is surprising to note that 17% of appellants have scored this section as slowly or much too slowly.
- 3.9 Closer examination reveals that London TravelWatch targets were achieved but cases were delayed waiting for a satisfactory response from the operator. Some appellants may have scored based on the total time that it had taken to deal with their case – starting from the time of their initial complaint was made to the operator.
- 3.10 **Table 6** – *Leaving aside the outcome, how satisfied were you with the way London TravelWatch handled your concerns?*
- 3.11 Satisfaction scores are higher than the previous six months but dissatisfaction always remain a concern and the cases are examined closely for learning points.

4. Further analysis of feedback

- 4.1 Further investigation into why this previous six month period has returned more satisfied questionnaires revealed that we have achieved a higher rate of positive outcomes with the penalty fare cases.
- 4.2 Time is allowed for the case to completely close before the questionnaire is sent out. Any outstanding issues will have been addressed which can affect appellant satisfaction with case handling.
- 4.3 Moving forward we will be exploring other mechanisms to gather feedback from people who have used our service.
- 4.4 Detailed analysis of the previous three years has revealed that there is no correlation between the type of case and satisfaction scores.
- 4.5 The trend graph in appendix one shows the continuing ‘very satisfied’ returns but also shows that there is room for improvement. The peak of dissatisfied and very dissatisfied returns during the first half of 2012 was due to a change in the process sending out the questionnaires. This has since been amended and the level of dissatisfied or very dissatisfied returns have been reduced.

5. Equalities and inclusion implications

- 5.1 The London TravelWatch questionnaire is sent to all appellants whose case has been closed for approximately six weeks. Demographic information remains fundamentally unchanged over the previous three years.

6. Legal powers

- 6.1 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.

7. Financial implications

- 7.1 There are no specific financial implications for London TravelWatch arising from this report.

8. Recommendation

- 8.1 That the report is received for information and that the committee note that further work will be done over the next few months to determine how we can further improve the quality of the casework. As part of this we will consider how we can increase the response rates and/or other mechanisms we could use to gauge feedback and opinion.

Part 4: Questionnaire Survey

This report analyse questionnaires which were completed and returned to London TravelWatch. The report gives six month data from October 2012 to March 2013. There is also the previous three year data for comparison.

The total number of appeals closed over the last six months is 607. The total number questionnaires received over the last six months is 74 which gives a 12% response rate.

Not all sections were completed.

Question 1: Have you ever previously contacted London TravelWatch?

Answers	Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr to Sept 2011		Oct 2010 to Mar 2011		Apr to Sep 2010	
Yes	18	23%	10	7%	4	7%	17	19%	20	23.50%	11	14%
No	60	77%	64	93%	54	93%	73	81%	65	76.50%	69	86%

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

	Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011		Oct 2010 to Mar 2011		Apr to Sep 2010	
London TravelWatch leaflet	0	0%	1	1%	4	6%	1	1%	3	4%	0	0%
London TravelWatch website	7	9%	9	12%	1	2%	7	8%	11	14%	9	11%
Newspaper/magazine/radio/TV	2	2%	0	0%	0	0%	0	0%	3	4%	0	0%
Notice at station	1	1%	0	0%	0	0%	0	0%	1	1%	3	4%
Notice on bus, tram, train, boat	4	5%	4	5%	3	5%	4	4%	3	4%	6	8%
Operator website	7	9%	4	5%	5	8%	8	9%	8	10%	7	9%
Other (please specify below)	16	20%	29	39%	4	6%	17	19%	12	15%	9	11%
Other website	8	10%	8	11%	21	34%	11	12%	9	11%	7	9%
Timetable/bus map	1	6%	1	1%	4	6%	3	3%	1	1%	3	4%
Transport provider or member of it	25	32%	15	20%	4	6%	27	30%	26	32%	33	42%
Word of mouth	7	9%	3	4%	16	26%	13	14%	4	5%	2	3%
	78		74		62		91		81		79	

Very little information is available to illuminate which 'other' way London TravelWatch was first heard

Question 3: What was your complaint about?

	Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011		Oct 2010 to Mar 2011		Apr to Sep 2010	
Accessibility	3	4%	2	3%	0	0%	2	3%	0	0%	3	4%
Complaint handling by operator	11	14%	13	18%	9	15%	8	10%	6	8%	12	15%
Information by phone, web or other provider	1	1%	1	1%	0	0%	1	1%	0	0%	1	1%
Information on vehicle, station or stop	2	3%	4	5%	0	0%	2	3%	4	5%	4	5%
Other (please specify)	17	22%	19	26%	12	19%	13	17%	0	0%	1	1%
Sale of tickets, fares and refunds	23	30%	16	22%	28	45%	29	38%	52	65%	44	56%
Staff conduct or availability	3	4%	2	3%	1	2%	6	8%	4	5%	4	5%
Timetable	2	3%	4	5%	2	3%	1	1%	2	3%	0	0%
Transport service performance	12	16%	1	1%	9	15%	13	17%	8	10%	8	10%
Travelling environment	3	4%	1	1%	0	0%	2	3%	1	1%	1	1%
Cleanliness of vehicle, station or facilities	0	0%	0	0%	0	0%	0	0%	2	3%	0	0%
Safety and Security	0	0%	11	15%	1	2%	0	0%	1	1%	0	0%
Total	77		74		62		77		80		78	

Cases listed as “other” includes penalty fares. However this section demonstrates the diverse range of appeals received by London TravelWatch and include; inability to get bus maps for all London routes, station toilets, car park season tickets, intensive announcements, lack of announcements, broken lights, lights, signage and puddles.

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

Answers	Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011		Oct 2010 to Mar 2011		Apr to Sep 2010	
Very satisfied	32	41%	22	31%	37	60%	41	53%	43	51%	39	50%
Satisfied	15	19%	19	26%	12	19%	17	22%	19	23%	12	15%
Dissatisfied	15	19%	7	9%	8	13%	10	13%	16	19%	13	17%
Very dissatisfied	16	21%	24	33%	5	8%	9	12%	6	7%	14	18%
Total	78		72		62		77		84		78	

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

Answers	Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011		Oct 2010 to Mar 2011		Apr to Sept 2010	
	Very quickly	32	41%	30	43%	37	64%	41	55%	41	53%	33
Fairly quickly	33	42%	29	42%	15	26%	23	31%	25	32%	31	39%
Slowly	7	9%	4	6%	5	9%	5	7%	7	9%	12	15%
Much too slowly	6	8%	6	9%	1	2%	6	8%	4	5%	4	5%
Total	78		69		58		75		77		80	

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

Answers	Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011		Oct 2010 to Mar 2011		Apr to Sept 2010	
	Very satisfied	44	56%	37	51%	40	69%	49	64%	50	63%	44
Satisfied	18	23%	11	15%	12	21%	15	19%	21	27%	17	22%
Dissatisfied	3	4%	14	19%	4	7%	8	10%	5	6%	5	7%
Very dissatisfied	13	17%	11	15%	2	3%	5	6%	3	4%	10	13%
Total	78		73	100%	58		77		79		76	

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

Answers	October to March 2013	Apr to Sept 2012	Oct 2011 to Mar 2012	Apr to Sept 2011	Oct 2010 to Mar 2011	Apr to Sept 2010
	Yes	67	50	51	66	76
No	11	24	11	11	9	15

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

Age	Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011		Oct 2010 to Mar 2011		Apr to Sept 2010	
	18 – 24	3	4%	2	3%	2	3%	0	0%	3	4%	3
25-34	16	21%	12	17%	8	13%	14	18%	14	16%	14	19%
35-44	20	27%	13	19%	14	23%	13	17%	18	21%	10	14%
45-54	16	21%	21	30%	14	23%	18	23%	26	31%	12	16%
55-64	12	16%	12	17%	17	27%	17	22%	12	14%	26	35%
65+	8	11%	10	14%	7	11%	12	16%	12	14%	9	12%
Total	75		70		62		77		85		74	

Type of user	Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011		Oct 2010 to Mar 2011		Apr to Sept 2010		
	Business user			3	4%	1	2%	5	7%	3	4	3	4%
Occasional commuter (1-3 days a week)	9	13%	7	10%	5	8%	11	15%	12	15%	12	16%	
Occasional leisure user (less than once a month)	8	11%	9	13%	7	12%	15	20%	12	15%	11	15%	
Other (please specify below)	1	1%	3	4%	2	3%	3	4%	1	1%	1	1%	
Regular commuter (4+ days a week)	43	60%	38	54%	33	55%	28	38%	39	49%	39	53%	
Regular leisure user (once a month)	11	15%	10	14%	12	20%	12	16%	13	16%	7	10%	
(blank)						0		0		0	0%	0	0%
Total	72		70		60		74		80		73		

Gender	October to March 2013	Apr to Sept 2012	Oct 2011 to Mar 2012	Apr to Sept 2011	Oct 2010 to Mar 2011	Apr to Sept 2010
	Female	31	32	21	31	33
Male	47	46	41	46	52	56
Total	78	78	62	77	85	80

Considered to have disability	October to March 2013	Apr to Sept 2012	Oct 2011 to Mar 2012	Apr to Sep 2011	Oct 2010 to Mar 2011	Apr to Sep 2010
No	71	68	59	72	77	78
Yes	7	6	3	5	8	2
Total	78	74	62	77	85	80

Ethnic origin	Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011		Oct 2010 to Mar 2011		Apr to Sep 2010	
Asian - Bangladeshi			1	1.50%	0	0%	5	7%	0	0%	0	0%
Asian - Other	6	8%	4	6%	7	11%	0	0%	7	9%	1	1%
Asian - Pakistani			1	1.50%	0	0%	0	0%	0	0%	1	1%
Black - African	1	1%	1	1.50%	0	0%	1	1%	0	0%	0	0%
Black - Caribbean			3	5%	3	5%	2	3%	0	0%	0	0%
Black - Other	2	3%			0	0%	0	0%	2	3%	0	0%
Chinese	1	1%			1	2%	0	0%	2	3%	3	4%
Other Ethnic Group/Dual heritage (1	1%	4	6%	3	5%	1	1%	4	5%	3	4%
White - British	54	75%	40	60%	40	66%	55	75%	52	68%	55	79%
White - Irish			6	9%	3	5%	2	3%	3	4%	1	1%
White - Other	7	10%	6	9%	4	7%	7	10%	6	8%	6	9%
Total	72		66		61		73		76		70	

Working status	Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011		Oct 2010 to Mar 2011		Apr to Sep 2010	
Not working			5	7%	1	2%	1	1%	3	4%	4	5%
Other			6	8%	1	2%	2	3%	4	5%	0	0%
Retired	10	13%	10	14%	14	25%	13	18%	14	17%	16	21%
Student	5	7%	1	1%	3	5%	1	1%	6	7%	1	1%
Unemployed	1	1%	2	3%	1	2%	4	5%	1	1%	3	4%
Working full-time (30+ hours a week)	53	70%	42	59%	32	56%	42	57%	48	59%	42	56%
Working part-time (<29 hours a week)	7	9%	5	7%	5	9%	11	15%	6	7%	9	12%
Total	76		71		57		74		82		75	

Count of ticket type	Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011		Oct 2010 to Mar 2011		Apr to Sept 2010	
	Freedom Pass	5	6%	7	10%	5	8	1	1%	6	7%	7
Ordinary Single / Return	13	17%	12	17%	7	12	4	5%	15	19%	12	16%
Other (please specify below)	10	13%	4	6%	4	7	18	24%	5	6%	5	7%
Oyster Pay-as-you-go	16	21%	27	38%	25	42	10	13%	22	27%	25	34%
Season Ticket	23	30%	14	19%	14	23	20	27%	20	25%	17	23%
Travelcard	10	13%	8	11%	5	8	22	29%	13	16%	8	11%
Total	77		72		60		75		81		74	

Appendix One

