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**Secretariat memorandum**

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PC023

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Feedback questionnaire report

**1 Purpose of report**

- 1.1. This report analyses feedback questionnaires which were completed and returned to London TravelWatch between April and September 2013. Information on the previous 3 years is included for reference purposes.
- 1.2. Of the 549 appeal cases closed in the last 2 quarters – April and September 2013, 115 (20%) appellants returned the questionnaire which is an increase on previous returns.

**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 would be reflected in the questionnaire responses. Data from the feedback questionnaires is 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 is detailed in this paper. There are however, several points which are worthy of particular comment.
- 3.2 **Table 1 – Have you ever previously contacted London TravelWatch?**
- 3.3 Further investigation into this shows that those who have previously contacted London TravelWatch did so with an ‘initial’ case so were aware that they could return if they felt that their complaint was not address satisfactorily by the operator.
- 3.4 **Table 2 – How did you first hear of London TravelWatch?**

- 3.5 'Other' is frequently given in response to this question. This term normally means Passenger Focus or the ORR.
- 3.6 **Table 6** – *Leaving aside the outcome, how satisfied were you with the way London TravelWatch handled your concerns?*
- 3.7 Satisfaction scores remain high, however errors have been made in case categories and questionnaires should not have been generated.

#### **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 information on each returned questionnaire is interrogated so that any errors or cause for concern can be rectified quickly and improvements made.
- 4.6 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.

## Questionnaire Survey

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

The total number of appeals closed over the last six months is 549. The total number questionnaires received over the last six months is 115 which gives a 20% response rate.

Not all sections were completed.

### Question 1: Have you ever previously contacted London TravelWatch?

Answers	Apr to Sept 2013		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	16	17%	18	23%	10	7%	4	7%	17	19%	20	23.5%	11	14%
No	80	83%	60	77%	64	93%	54	93%	73	81%	65	76.5%	69	86%

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

	Apr to Sept 2013		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	4	4%	0	0%	1	1%	4	6%	1	1%	3	4%	0	0%
London TravelWatch website	10	10%	7	9%	9	12%	1	2%	7	8%	11	14%	9	11%
Newspaper/magazine/radio/TV	1	1%	2	2%	0	0%	0	0%	0	0%	3	4%	0	0%
Notice at station	5	5%	1	1%	0	0%	0	0%	0	0%	1	1%	3	4%
Notice on bus, tram, train, boat	7	7%	4	5%	4	5%	3	5%	4	4%	3	4%	6	8%
Operator website	12	13%	7	9%	4	5%	5	8%	8	9%	8	10%	7	9%
Other (please specify below)	13	14%	16	20%	29	39%	4	6%	17	19%	12	15%	9	11%
Other website	10	10%	8	10%	8	11%	21	34%	11	12%	9	11%	7	9%
Timetable/bus map	2	2%	1	6%	1	1%	4	6%	3	3%	1	1%	3	4%
Transport provider or member of its staff	30	31%	25	32%	15	20%	4	6%	27	30%	26	32%	33	42%
Word of mouth	2	2%	7	9%	3	4%	16	26%	13	14%	4	5%	2	3%
	96		78		74		62		91		81		79	

### Question 3: What was your complaint about?

	Apr to Sept 2013		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	
Accessibility	2	2%	3	3%	2	3%	0	0%	2	3%	0	0%	3	4%
Complaint handling by operator	15	16%	11	12%	13	18%	9	15%	8	10%	6	8%	12	15%
Information by phone, web or other provider	3	3%	1	1%	1	1%	0	0%	1	1%	0	0%	1	1%
Information on vehicle, station or stop	1	1%	2	2%	4	5%	0	0%	2	3%	4	5%	4	5%
Other (please specify)	17	18%	17	18%	19	26%	12	19%	13	17%	0	0%	1	1%
Sale of tickets, fares and refunds	36	38%	23	24%	16	22%	28	45%	29	38%	52	65%	44	56%
Staff conduct or availability	6	6%	3	3%	2	3%	1	2%	6	8%	4	5%	4	5%
Timetable	1	1%	2	2%	4	5%	2	3%	1	1%	2	3%	0	0%
Transport service performance	10	11%	12	13%	1	1%	9	15%	13	17%	8	10%	8	10%
Travelling environment	1	1%	3	3%	1	1%	0	0%	2	3%	1	1%	1	1%
Cleanliness of vehicle, station or facilities	1	1%	0	0%	0	0%	0	0%	0	0%	2	3%	0	0%
Safety and Security	2	2%	0	0%	11	15%	1	2%	0	0%	1	1%	0	0%
Total	95		74		62		77		80		78		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	Apr to Sept 2013		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	
Very satisfied	41	43%	32	41%	22	31%	37	60%	41	53%	43	51%	39	50%
Fairly satisfied	24	25%	15	19%	19	26%	12	19%	17	22%	19	23%	12	15%
Dissatisfied	17	18%	15	19%	7	9%	8	13%	10	13%	16	19%	13	17%
Very dissatisfied	14	15%	16	21%	24	33%	5	8%	9	12%	6	7%	14	18%
Total	96		78		72		62		77		84		78	

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

Answers	Apr to Sept 2013		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	
Very quickly	48	50%	32	41%	30	43%	37	64%	41	55%	41	53%	33	41%
Fairly quickly	31	32%	33	42%	29	42%	15	26%	23	31%	25	32%	31	39%
Slowly	8	8%	7	9%	4	6%	5	9%	5	7%	7	9%	12	15%
Much too slowly	9	9%	6	8%	6	9%	1	2%	6	8%	4	5%	4	5%
Total	96		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	Apr to Sept 2013		Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011		Oct 2010 to Mar 20 11		Apr to Sep 2010	
Very satisfied	52	55%	44	56%	37	51%	40	69%	49	64%	50	63%	44	58%
Fairly satisfied	13	14%	18	23%	11	15%	12	21%	15	19%	21	27%	17	22%
Dissatisfied	11	12%	3	4%	14	19%	4	7%	8	10%	5	6%	5	7%
Very dissatisfied	18	19%	13	17%	11	15%	2	3%	5	6%	3	4%	10	13%
Total	94		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	Apr to Sept 2013		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	
Yes	67		67		50		51		66		76		65	
No	29		11		24		11		11		9		15	

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

Age	Apr to Sept 2013		Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011		Oct 2010 to Mar 20 11		Apr to Sep 2010	
18 – 24	3	3%	3	4%	2	3%	2	3%	0	0%	3	4%	3	4%
25-34	18	19%	16	21%	12	17%	8	13%	14	18%	14	16%	14	19%
35-44	16	17%	20	27%	13	19%	14	23%	13	17%	18	21%	10	14%
45-54	24	26%	16	21%	21	30%	14	23%	18	23%	26	31%	12	16%
55-64	21	23%	12	16%	12	17%	17	27%	17	22%	12	14%	26	35%
65+	11	12%	8	11%	10	14%	7	11%	12	16%	12	14%	9	12%
Total	93		75		70		62		77		85		74	

<b>Type of user</b>	Apr to Sept 2013		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	4	5%			3	4%	1	2%	5	7%	3	4	3	4%
Occasional commuter (1-3 days a week)	9	10%	9	13%	7	10%	5	8%	11	15%	12	15%	12	16%
Occasional leisure user (less than once a month)	12	14%	8	11%	9	13%	7	12%	15	20%	12	15%	11	15%
Other (please specify below)	4	5%	1	1%	3	4%	2	3%	3	4%	1	1%	1	1%
Regular commuter (4+ days a week)	44	50%	43	60%	38	54%	33	55%	28	38%	39	49%	39	53%
Regular leisure user (once a month or more)	15	17%	11	15%	10	14%	12	20%	12	16%	13	16%	7	10%
(blank)								0		0	0	0%	0	0%
Total	88		72		70		60		74		80		73	

<b>Gender</b>	Apr to Sept 2013	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	30	31	32	21	31	33	24
Male	66	47	46	41	46	52	56
Total	96	78	78	62	77	85	80

<b>Considered to have disability</b>	Apr to Sept 2013	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
No	85	71	68	59	72	77	78
Yes	11	7	6	3	5	8	2
Total	96	78	74	62	77	85	80

<b>Ethnic origin</b>	Apr to Sept 2013		Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011		Oct 2010 to Mar 20 11		Apr to Sep 2010	
Asian - Bangladeshi					1	1.50%	0	0%	5	7%	0	0%	0	0%
Asian - Other	5	6%	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	2	2%			3	5%	3	5%	2	3%	0	0%	0	0%
Black - Other	2	2%	2	3%			0	0%	0	0%	2	3%	0	0%
Chinese	1	1%	1	1%			1	2%	0	0%	2	3%	3	4%
Other Ethnic Group/Dual heritage (please specify below)	4	5%	1	1%	4	6%	3	5%	1	1%	4	5%	3	4%
White - British	58	67%	54	75%	40	60%	40	66%	55	75%	52	68%	55	79%
White - Irish	5	6%			6	9%	3	5%	2	3%	3	4%	1	1%
White – Other	9	10%	7	10%	6	9%	4	7%	7	10%	6	8%	6	9%
Total	86		72		66		61		73		76		70	

<b>Working status</b>	Apr to Sept 2013		Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011		Oct 2010 to Mar 20 11		Apr to Sep 2010	
Not working	1	1%			5	7%	1	2%	1	1%	3	4%	4	5%
Other	3	3%			6	8%	1	2%	2	3%	4	5%	0	0%
Retired	14	16%	10	13%	10	14%	14	25%	13	18%	14	17%	16	21%
Student	4	4%	5	7%	1	1%	3	5%	1	1%	6	7%	1	1%
Unemployed	4	4%	1	1%	2	3%	1	2%	4	5%	1	1%	3	4%
Working full-time (30+ hours a week)	54	61%	53	70%	42	59%	32	56%	42	57%	48	59%	42	56%
Working part-time (<29 hours a week)	9	10%	7	9%	5	7%	5	9%	11	15%	6	7%	9	12%
Total	89		76		71		57		74		82		75	

Count of ticket type	Apr to Sept 2013		Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011		Oct 2010 to Mar 20 11		Apr to Sep 2010	
Freedom Pass	7	8%	5	6%	7	10%	5	8	1	1%	6	7%	7	9%
Ordinary Single / Return	21	23%	13	17%	12	17%	7	12	4	5%	15	19%	12	16%
Other (please specify below)	8	9%	10	13%	4	6%	4	7	18	24%	5	6%	5	7%
Oyster Pay-as-you-go	26	28%	16	21%	27	38%	25	42	10	13%	22	27%	25	34%
Season Ticket	19	21%	23	30%	14	19%	14	23	20	27%	20	25%	17	23%
Travelcard	11	12%	10	13%	8	11%	5	8	22	29%	13	16%	8	11%
Total	92		77		72		60		75		81		74	

Appendix One

