
Secretariat memorandum

Agenda item: 11
PC047
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Author: Susan James

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 2014. Information on the previous 3 years is included for reference purposes.
- 1.2 Of the 502 appeal cases closed in the last 2 quarters – April to September 2014, 78 (16%) appellants returned the questionnaire which is slight decrease 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 will 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 no 'surprises' in this period of questionnaire returns. All the statistics results are similar to previous periods.

4. Further analysis of feedback

- 4.1 Further investigation into why this previous six month period has returned more dissatisfied questionnaires revealed that we have received a higher rate of staff complaints and the lack of information that can be made available regarding the outcome of this type of complaint is very frustrating for the appellant.
- 4.1(i) The casework team is receiving 7% more penalty fare/prosecution cases than the same 6 months last year. London TravelWatch has no powers at all to help these passengers although every effort is made. The casework team are successful in achieving a positive outcome in over 40% of these types of cases. This does leave a high number of very unsatisfied and frustrated appellants.
- 4.2 Moving forward we will be exploring other mechanisms to gather feedback from people who have used our service.
- 4.3 The information on each returned questionnaire is interrogated so that any errors or cause for concern can be rectified quickly and improvements made.
- 4.4 The trend graph in appendix one shows the satisfaction/dissatisfaction feedback scores from 2010 to September 2014.
- 4.5 Interrogation of the comments that passengers have written on some of the recent questionnaire forms indicates clearly that the passenger is expressing dissatisfaction with the TOC not the London TravelWatch handling of the complaint. Evaluations of the forms and data capture for other case types are currently being considered.
- 4.5 Lessons learned from the past six months are:
- to take more care with administration as one case was closed by mistake and this may have been the cause of the appellants dissatisfaction
 - better management of a passenger expectations at the outset. Particularly with penalty fares/prosecutions and staff complaints
 - some appellants may respond more favourably if they receive a phone call regarding their appeal outcome although this would have to be backed up in writing for record keeping purposes

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.
- 5.2 The questionnaire returns indicate that London TravelWatch is not contacted by all the ethnicities it represents within its geographical area.
- 5.3 The TOCs do not send surveys on a regular basis to complainants and they surveys rarely request demographic information although Transport for

London (TfL) do gather this information from passengers generally but not complainants.

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 analyses questionnaires which were completed and returned to London TravelWatch. The report gives six month data from April to September 2014. There is also the previous three year data for comparison.

The total number of appeals closed over the last six months is 502. The total number of questionnaires received over the last six months is 78 which gives a 16% response rate.

Not all sections were completed.

Question 1: Have you ever previously contacted London TravelWatch?

Answers	Apr to Sept 2014		Oct 2013 to March 2014		Apr to Sept 2013		Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr to Sept 2011	
Yes	27	35%	13	79%	16	17%	18	23%	10	7%	4	7%	17	19%
No	50	65%	50	83%	80	83%	60	77%	64	93%	54	93%	73	81%

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

	Apr to Sept 2014		Oct 2013 to Mar 2014		Apr to Sept 2013		Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011	
London TravelWatch leaflet			1	2%	4	4%	0	0%	1	1	4	6%	1	1%
London TravelWatch website	14	18%	5	8%	10	10%	7	9%	7	7	1	2%	7	8%
Newspaper/magazine/radio/TV	1	1%		0%	1	1%	2	2%	0	0	0	0%	0	0%
Notice at station			2	3%	5	5%	1	1%	0	0	0	0%	0	0%
Notice on bus, tram, train, boat	6	8%	3	5%	7	7%	4	5%	4	4	3	5%	4	4%
Operator website	9	12%	5	8%	12	13%	7	9%	8	8	5	8%	8	9%
Other (please specify below)	17	22%	14	22%	13	14%	16	20%	17	17	4	6%	17	19%
Other website	7	9%	11	17%	10	10%	8	10%	11	11	21	34%	11	12%
Timetable/bus map	1	1%		0%	2	2%	1	6%	3	3	4	6%	3	3%
Transport provider/member of its staff	16	21%	19	30%	30	31%	25	32%	27	27	4	6%	27	30%
Word of mouth	5	7%	3	5%	2	2%	7	9%	13	13	16	26%	13	14%
	76		63		96		78		91	91	62		91	

Question 3: What was your complaint about?

	Apr to Sept 2014		Oct 2013 to Mar 2014		Apr to Sept 2013		Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr to Sept 2011	
Accessibility	1	1%			2	2%	3	3%	2	3%	0	0%	2	3%
Complaint handling by operator	10	13%	14	23%	15	16%	11	12%	13	18%	9	15%	8	10%
Information by phone, web or other provider	2	3%			3	3%	1	1%	1	1%	0	0%	1	1%
Information on vehicle, station or stop			1	2%	1	1%	2	2%	4	5%	0	0%	2	3%
Other (please specify)	15	20%	7	11%	17	18%	17	18%	19	26%	12	19%	13	17%
Sale of tickets, fares and refunds	26	34%	25	40%	36	38%	23	24%	16	22%	28	45%	29	38%
Staff conduct or availability	6	8%	4	6%	6	6%	3	3%	2	3%	1	2%	6	8%
Timetable			1	2%	1	1%	2	2%	4	5%	2	3%	1	1%
Transport service performance	13	17%	7	11%	10	11%	12	13%	1	1%	9	15%	13	17%
Travelling environment	2	3%	1	2%	1	1%	3	3%	1	1%	0	0%	2	3%
Cleanliness of vehicle, station or facilities			1	2%	1	1%	0	0%	0	0%	0	0%	0	0%
Safety and Security	1	1%	1	2%	2	2%	0	0%	11	15%	1	2%	0	0%
Total	76		62		95		74		62		77		80	

Cases listed as “other” includes penalty fares. However this section demonstrates the diverse range of appeals received by London TravelWatch and includes; the quantity of toilets in Finsbury Park station and loud passengers in quiet carriages.

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

Answers	Apr to Sept 2014		Oct 2012 to Mar 2013		Apr to Sept 2013		Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr to Sept 2011	
Very satisfied	27	36%	29	46%	41	43%	32	41%	22	31%	37	60%	41	53%
Fairly satisfied	13	12%	16	25%	24	25%	15	19%	19	26%	12	19%	17	22%
Dissatisfied	9	17%	9	14%	17	18%	15	19%	7	9%	8	13%	10	13%
Very dissatisfied	27	36%	9	14%	14	15%	16	21%	24	33%	5	8%	9	12%
Total	76		63		96		78		72		62		77	

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

Answers	Apr to Sept 2014		Oct 2013 to Mar 2014		Apr to Sept 2013		Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr to Sept 2011	
Very quickly	34	45%	39	63%	48	50%	32	41%	30	43%	37	64%	41	55%
Fairly quickly	27	36%	16	26%	31	32%	33	42%	29	42%	15	26%	23	31%
Slowly	9	12%	4	6%	8	8%	7	9%	4	6%	5	9%	5	7%
Much too slowly	6	8%	3	5%	9	9%	6	8%	6	9%	1	2%	6	8%
Total	76		62		96		78		69		58		75	

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

Answers	Apr to Sept 2014		Oct 2013 to Mar 2014		Apr to Sept 2013		Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011	
Very satisfied	36	48%	42	68%	52	55%	44	56%	37	51%	40	69%	49	64%
Fairly satisfied	16	21%	8	13%	13	14%	18	23%	11	15%	12	21%	15	19%
Dissatisfied	13	17%	7	11%	11	12%	3	4%	14	19%	4	7%	8	10%
Very dissatisfied	10	13%	5	8%	18	19%	13	17%	11	15%	2	3%	5	6%
Total	75		62		94		78		73	100%	58		77	

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

Answers	Apr to Sept 2014	October to March 2013	Apr to Sept 2013	October to March 2013	Apr to Sept 2012	Oct 2011 to Mar 2012	Apr to Sept 2011
	Yes	44	50	67	67	50	51
No	33	13	29	11	24	11	11

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

Age	Apr to Sept 2014		Oct 2013 to Mar 2014		Apr to Sept 2013		Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011	
18 – 24			3	5%	3	3%	3	4%	2	3%	2	3%	0	0%
25-34	21	28%	9	15%	18	19%	16	21%	12	17%	8	13%	14	18%
35-44	12	16%	12	20%	16	17%	20	27%	13	19%	14	23%	13	17%
45-54	20	27%	14	23%	24	26%	16	21%	21	30%	14	23%	18	23%
55-64	13	17%	16	27%	21	23%	12	16%	12	17%	17	27%	17	22%
65+	9	12%	6	10%	11	12%	8	11%	10	14%	7	11%	12	16%
Total	75		60		93		75		70		62		77	

Type of user	Apr to Sept 2014		Oct 2013 to Mar 2014		Apr to Sept 2013		Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011	
Business user	3	4%	1	2%	4	5%			3	4%	1	2%	5	7%
Occasional commuter (1-3 days a week)	10	13%	13	22%	9	10%	9	13%	7	10%	5	8%	11	15%
Occasional leisure user (less than once a month)	14	19%	11	19%	12	14%	8	11%	9	13%	7	12%	15	20%
Other (please specify below)	3	4%	1	2%	4	5%	1	1%	3	4%	2	3%	3	4%
Regular commuter (4+ days a week)	36	48%	26	45%	44	50%	43	60%	38	54%	33	55%	28	38%
Regular leisure user (once a month or more)	9	12%	6	10%	15	17%	11	15%	10	14%	12	20%	12	16%
(blank)											0			0
Total	75		58		88		72		70		60		74	

Gender	Apr to Sept 2014	October to March 2014	Apr to Sept 2013	October to March 2013	Apr to Sept 2012	Oct 2011 to Mar 2012	Apr to Sept 2011
Female	24	23	30	31	32	21	31
Male	53	40	66	47	46	41	46
Total	77	63	96	78	78	62	77

Considered to have disability	Apr to Sept 2014	October to March 2014	Apr to Sept 2013	October to March 2013	Apr to Sept 2012	Oct 2011 to Mar 2012	Apr to Sept 2011
No	73	56	85	71	68	59	72
Yes	4	7	11	7	6	3	5
Total	77	63	96	78	74	62	77

Ethnic origin	Apr to Sept 2014		October to March 2014		Apr to Sept 2013		Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011	
Asian - Bangladeshi			0	0					1	1.50%	0	0%	5	7%
Asian - Other	2	3%	0	0	5	6%	6	8%	4	6%	7	11%	0	0%
Asian - Pakistani			1	2%					1	1.50%	0	0%	0	0%
Black - African	1	1%	1	2%			1	1%	1	1.50%	0	0%	1	1%
Black - Caribbean			0	0	2	2%			3	5%	3	5%	2	3%
Black - Other			1	2%	2	2%	2	3%			0	0%	0	0%
Chinese			0	0	1	1%	1	1%			1	2%	0	0%
Other Ethnic Group/Dual heritage	3	4%	2	4%	4	5%	1	1%	4	6%	3	5%	1	1%
White - British	50	72%	43	80%	58	67%	54	75%	40	60%	40	66%	55	75%
White - Irish	2	3%	1	2%	5	6%			6	9%	3	5%	2	3%
White – Other	11	16%	5	9%	9	10%	7	10%	6	9%	4	7%	7	10%
Total	69		54		86		72		66		61		73	

Working status	Apr to Sept 2014		October to March 2014		Apr to Sept 2013		Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011	
Not working	4	5%	2	4%	1	1%			5	7%	1	2%	1	1%
Other	3	4%	1	2%	3	3%			6	8%	1	2%	2	3%
Retired	9	12%	9	16%	14	16%	10	13%	10	14%	14	25%	13	18%
Student	1	1%	3	5%	4	4%	5	7%	1	1%	3	5%	1	1%
Unemployed				0	4	4%	1	1%	2	3%	1	2%	4	5%
Working full-time (30+ hours a week)	48	65%	36	64%	54	61%	53	70%	42	59%	32	56%	42	57%
Working part-time (-29 hours a week)	9	12%	5	9%	9	10%	7	9%	5	7%	5	9%	11	15%
Total			56		89		76		71		57		74	

Count of ticket type	Apr to Sept 2014		Oct 2013 to Mar 2014		Apr to Sept 2013		Oct 2012 to Mar 2013		Apr to Sept 2012		Oct 2011 to Mar 2012		Apr 2011 to Sept 2011	
Freedom Pass	4	5%	4	7%	7	8%	5	6%	7	10%	5	8	1	1%
Ordinary Single / Return	18	24%	18	31%	21	23%	13	17%	12	17%	7	12	4	5%
Other (please specify below)	11	15%	4	7%	8	9%	10	13%	4	6%	4	7	18	24%
Oyster Pay-as-you-go	15	20%	13	22%	26	28%	16	21%	27	38%	25	42	10	13%
Season Ticket	14	19%	10	17%	19	21%	23	30%	14	19%	14	23	20	27%
Travelcard	13	17%	10	17%	11	12%	10	13%	8	11%	5	8	22	29%
Total	75		59		92		77		72		60		75	

Appendix One

Satisfaction scores with London TravelWatch since 2010

