
Secretariat memorandum

Agenda item: 12

Author: Susan James

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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 October 2014 and March 2015. Information on the previous 3 years is included for reference purposes.
- 1.2 Of the 387 appeal cases closed in the last 2 quarters – October 2014 to March 2015, 32 (8%) appellants returned the questionnaire which is a decrease on previous returns. There was a delay sending the questionnaires out due to increased incoming cases and the system upgrade which may have impacted on the quantity of questionnaires returned.

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 identify 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 normally 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 The increase in passenger satisfaction over the previous six months is cautiously welcome although extra effort must be made to build on this.
- 4.2 Penalty fare/prosecution cases remain the highest complaint category. 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 an average of 40% of these types of cases. This does leave a high number of very unsatisfied and frustrated appellants.
- 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.
- 4.6 Lessons learned from the past six months are:
 - Return to sending questionnaires on a more regular basis to ensure feedback is balanced and comparable against previous data
 - To recognise the importance of maintaining contact with the appellant and try to reduce any slippage during busy periods

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 in most areas over the previous three years, although recently there has been a slight increase in the percentage of contacts from younger people.
- 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 to complainants and their surveys rarely request demographic information, although Transport for London (TfL) do gather this information from passengers on surveys generally but not from complainants.
- 5.4 The TOCs generally gather their information from secret shoppers and other research such as the NPS data. We are not aware of any demographic data being collected.

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. Conclusion

- 8.1 At this time emphasis is on concentrating efforts in casework. We recognise that we do not have the best method to gather all potential feedback and would like to do research into other ways of getting this data. However, time and resources have not allowed it.

Part 4: Questionnaire Survey

This report analyses questionnaires which were completed and returned to London TravelWatch. The report gives six month data from October 2014 to March 2015. There is also the previous three year data for comparison.

The total number of appeals closed over the last six months is 387. The total number of questionnaires received over the last six months is 32 which gives a 8% response rate.

Not all sections were completed.

Question 1: Have you ever previously contacted London TravelWatch?

Answers	Oct 2014 to Mar 2015		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	
	Yes	5	16%	27	35%	13	79%	16	17%	18	23%	10	7%	4
No	27	84%	50	65%	50	83%	80	83%	60	77%	64	93%	54	93%

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

Answers	Oct 2014 to Mar 2015		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	
	London TravelWatch leaflet					1	2%	4	4%	0	0%	1	1	4
London TravelWatch website	5	16%	14	18%	5	8%	10	10%	7	9%	7	7	1	2%
Newspaper/magazine/radio/TV			1	1%		0%	1	1%	2	2%	0	0	0	0%
Notice at station					2	3%	5	5%	1	1%	0	0	0	0%
Notice on bus, tram, train, boat	2	6%	6	8%	3	5%	7	7%	4	5%	4	4	3	5%
Operator website	3	9%	9	12%	5	8%	12	13%	7	9%	8	8	5	8%
Other (please specify below)	11	35%	17	22%	14	22%	13	14%	16	20%	17	17	4	6%
Other website	2	6%	7	9%	11	17%	10	10%	8	10%	11	11	21	34%
Timetable/bus map			1	1%		0%	2	2%	1	6%	3	3	4	6%
Transport provider/member of its staff	7	22%	16	21%	19	30%	30	31%	25	32%	27	27	4	6%
Word of mouth	2	6%	5	7%	3	5%	2	2%	7	9%	13	13	16	26%
Total	32		76		63		96		78		91	91	62	

Question 3: What was your complaint about?

Answers	Oct 2014 to Mar 2015		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	
Accessibility			1	1%			2	2%	3	3%	2	3%	0	0%
Complaint handling by operator	8	25%	10	13%	14	23%	15	16%	11	12%	13	18%	9	15%
Information by phone, web or other provider			2	3%			3	3%	1	1%	1	1%	0	0%
Information on vehicle, station or stop					1	2%	1	1%	2	2%	4	5%	0	0%
Other (please specify)	5	16%	15	20%	7	11%	17	18%	17	18%	19	26%	12	19%
Sale of tickets, fares and refunds	12	38%	26	34%	25	40%	36	38%	23	24%	16	22%	28	45%
Staff conduct or availability	2	6%	6	8%	4	6%	6	6%	3	3%	2	3%	1	2%
Timetable					1	2%	1	1%	2	2%	4	5%	2	3%
Transport service performance	4	12%	13	17%	7	11%	10	11%	12	13%	1	1%	9	15%
Travelling environment	1	3%	2	3%	1	2%	1	1%	3	3%	1	1%	0	0%
Cleanliness of vehicle, station or facilities					1	2%	1	1%	0	0%	0	0%	0	0%
Safety and Security			1	1%	1	2%	2	2%	0	0%	11	15%	1	2%
Total	32		76		62		95		74		62		77	

Cases listed as “other” includes penalty fares. However this section demonstrates the diverse range of appeals received by London TravelWatch including that ‘student’ oyster cards are only issued to students studying in London and not all students.’

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

Answers	Oct 2014 to Mar 2015		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	
Very satisfied	13	40%	27	36%	29	46%	41	43%	32	41%	22	31%	37	60%
Fairly satisfied	7	22%	13	12%	16	25%	24	25%	15	19%	19	26%	12	19%
Dissatisfied	5	16%	9	17%	9	14%	17	18%	15	19%	7	9%	8	13%
Very dissatisfied	13	22%	27	36%	9	14%	14	15%	16	21%	24	33%	5	8%
Total	32		76		63		96		78		72		62	

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

Answers	Oct 2014 to Mar 2015		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	
Very quickly	18	56%	34	45%	39	63%	48	50%	32	41%	30	43%	37	64%
Fairly quickly	11	34%	27	36%	16	26%	31	32%	33	42%	29	42%	15	26%
Slowly	1	3%	9	12%	4	6%	8	8%	7	9%	4	6%	5	9%
Much too slowly	2	6%	6	8%	3	5%	9	9%	6	8%	6	9%	1	2%
Total	32		76		62		96		78		69		58	

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

Answers	Oct 2014 to Mar 2015		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	
Very satisfied	19	61%	36	48%	42	68%	52	55%	44	56%	37	51%	40	69%
Fairly satisfied	7	23%	16	21%	8	13%	13	14%	18	23%	11	15%	12	21%
Dissatisfied	3	10%	13	17%	7	11%	11	12%	3	4%	14	19%	4	7%
Very dissatisfied	2	6%	10	13%	5	8%	18	19%	13	17%	11	15%	2	3%
Total	31		75		62		94		78		73		58	

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

Answers	Oct 2014 to Mar 2015		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	
Yes	28		44		50		67		67		50		51	
No	4		33		13		29		11		24		11	

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

Age	Oct 2014 to Mar 2015		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	
18 – 24	4	13%			3	5%	3	3%	3	4%	2	3%	2	3%
25-34	4	13%	21	28%	9	15%	18	19%	16	21%	12	17%	8	13%
35-44	4	13%	12	16%	12	20%	16	17%	20	27%	13	19%	14	23%
45-54	8	27%	20	27%	14	23%	24	26%	16	21%	21	30%	14	23%
55-64	6	21%	13	17%	16	27%	21	23%	12	16%	12	17%	17	27%
65+	4	13%	9	12%	6	10%	11	12%	8	11%	10	14%	7	11%
Total	30		75		60		93		75		70		62	

Type of user	Oct 2014 to Mar 2015		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	
	Business user	1	3%	3	4%	1	2%	4	5%			3	4%	1
Occasional commuter (1-3 days a week)	3	10%	10	13%	13	22%	9	10%	9	13%	7	10%	5	8%
Occasional leisure user (less than once a month)	7	24%	14	19%	11	19%	12	14%	8	11%	9	13%	7	12%
Other (please specify below)	1	3%	3	4%	1	2%	4	5%	1	1%	3	4%	2	3%
Regular commuter (4+ days a week)	17	57%	36	48%	26	45%	44	50%	43	60%	38	54%	33	55%
Regular leisure user (once a month or more)	1	3%	9	12%	6	10%	15	17%	11	15%	10	14%	12	20%
(blank)														0
Total	30		75		58		88		72		70		60	

Gender	Oct 2014 to Mar 2015	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
Female	16	24	23	30	31	32	21
Male	16	53	40	66	47	46	41
Total	32	77	63	96	78	78	62

Considered to have disability	Oct 2014 to Mar 2015	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
No	30	73	56	85	71	68	59
Yes	2	4	7	11	7	6	3
Total	32	77	63	96	78	74	62

Ethnic origin	Oct 2014 to Mar 2015		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	
	Asian - Bangladeshi					0	0					1	1.50%	0
Asian - Other	1	3%	2	3%	0	0	5	6%	6	8%	4	6%	7	11%
Asian - Pakistani					1	2%					1	1.50%	0	0%
Black - African			1	1%	1	2%			1	1%	1	1.50%	0	0%
Black - Caribbean					0	0	2	2%			3	5%	3	5%
Black - Other	1	3%			1	2%	2	2%	2	3%			0	0%
Chinese					0	0	1	1%	1	1%			1	2%
Other Ethnic Group/Dual heritage			3	4%	2	4%	4	5%	1	1%	4	6%	3	5%
White - British	23	77%	50	72%	43	80%	58	67%	54	75%	40	60%	40	66%
White - Irish	1	3%	2	3%	1	2%	5	6%			6	9%	3	5%
White – Other	4	14%	11	16%	5	9%	9	10%	7	10%	6	9%	4	7%
Total	30		69		54		86		72		66		61	

Working status	Oct 2014 to Mar 2015		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	
	Not working	2	7%	4	5%	2	4%	1	1%			5	7%	1
Other			3	4%	1	2%	3	3%			6	8%	1	2%
Retired	2	7%	9	12%	9	16%	14	16%	10	13%	10	14%	14	25%
Student	2	7%	1	1%	3	5%	4	4%	5	7%	1	1%	3	5%
Unemployed	3	10%				0	4	4%	1	1%	2	3%	1	2%
Working full-time (30+ hours a week)	18	62%	48	65%	36	64%	54	61%	53	70%	42	59%	32	56%
Working part-time (-29 hours a week)	2	7%	9	12%	5	9%	9	10%	7	9%	5	7%	5	9%
Total	29				56		89		76		71		57	

Count of ticket type	Oct 2014 to Mar 2015		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	
Freedom Pass	1	3%	4	5%	4	7%	7	8%	5	6%	7	10%	5	8
Ordinary Single / Return	5	16%	18	24%	18	31%	21	23%	13	17%	12	17%	7	12
Other (please specify below)	6	19%	11	15%	4	7%	8	9%	10	13%	4	6%	4	7
Oyster Pay-as-you-go	6	19%	15	20%	13	22%	26	28%	16	21%	27	38%	25	42
Season Ticket	11	36%	14	19%	10	17%	19	21%	23	30%	14	19%	14	23
Travelcard	2	7%	13	17%	10	17%	11	12%	10	13%	8	11%	5	8
Total	31		75		59		92		77		72		60	

Appendix One

