

<p>London Transport Users Committee</p> <p>Service Quality Sub-Committee</p>	<p>SQ</p>
<p>Secretariat's Memorandum</p> <p>Author: Rachel King</p>	<p>Agenda No: 14a SQ: 115 Date: 16.01.02</p>

LTUC Performance Review: Questionnaire Survey

1. This report analyses questionnaires which have been completed and returned to LTUC during the six month period between the 1st of April 2001 and the 31st of September 2001.
2. A total of 540 questionnaires were sent to complainants during the period. One hundred and fifty six questionnaires were returned. This was a response rate of 29%, which was 11% less than the period of October to March 2001. Some of the questions may not sum up to 156, as some of the respondents did not answer all of the questions.
3. Question 1: Have you ever been in touch with LTUC, or its predecessor (London Regional Passengers Committee (LRPC)) on any matter before?

Answers	Apr 01 to Sept 01	Oct 00 to Mar 01
Yes	25 (16%)	29 (18.5%)
No	131 (84%)	128 (81.5%)

4. Question 2: How did you first hear about LTUC?

Answers	Apr 01 to Sept 01	Oct 00 to Mar 01
Transport provider or member of staff	56 (37.5%)	57 (37%)
Notice at station	11 (7.5%)	16 (10%)
Notice on bus tram, train, pier	17 (11.5%)	16 (10%)
Word of Mouth	9 (6%)	11 (7%)
Item on timetable/bus map	9 (6%)	11 (7%)
Internet	12 (8%)	10 (7%)
LTUC leaflet at station	2 (1.5%)	6 (4%)
Newspaper/magazine/radio/TV	10 (7%)	5 (3%)
Transport for London	1 (1%)	3 (2%)
Trading Standards Office/OFT	0 (0%)	2 (1%)
ORR/SRA	2 (1%)	1 (1%)
RPCs	4 (3%)	0 (0%)
Other Sources	15 (10%)	17 (11%)

5. Question 3: How satisfied were you with the outcome of LTUC's investigation into your concerns?

Answers	Apr 01 to Sept 01		Oct 00 to Mar 01	
Very satisfied	84	(55%)	46	(30%)
Fairly satisfied	38	(25%)	42	(27%)
Dissatisfied	13	(9%)	34	(22%)
Very dissatisfied	17	(11%)	33	(21%)

On a weighted scale ranging from 100(=100% 'very satisfied') to 0 (= 100% 'very dissatisfied') the six month mean score was 77. This was a 22 point increase from the score for the previous six-month period.

6. Question 4: How quickly did LTUC deal with your concerns?

Answers	Apr 01 to Sept 01		Oct 00 to Mar 01	
Very quickly	47	(30%)	31	(20%)
Fairly quickly	62	(40%)	62	(40%)
Slowly	35	(22.5%)	33	(21%)
Much too slowly	12	(7.5%)	29	(29%)

On a weighted scale ranging from 100 (= 100% 'very quickly') to 0 (=100% 'much too slowly') the six month mean score was 64. This was a 10 point increase on the previous period continuing an ongoing positive trend.

7. Question 5: How satisfied were you with the way LTUC/LRPC handled your concerns?

Answers	Apr 01 to Sept 01		Oct 00 to Mar 01	
Very satisfied	62	(40%)	54	(35%)
Fairly satisfied	47	(30%)	59	(38%)
Dissatisfied	21	(13.5%)	18	(12%)
Very dissatisfied	26	(16.5%)	24	(15%)

On a weighted scale ranging from 100 (= 100% 'very satisfied') to 0 (=100% 'very dissatisfied') the six month mean score was 64.5. This was a reduction of 1.5 points from the last period showing a drop in satisfaction of handling concerns

8. Question 6: Do you have any comments to make on the service you received from LTUC/LRPC?

A selection of responses appears in the index of this report

9. Question 7: Would you recommend LTUC/LRPC to anyone else who had problems with public transport in London?

Answers	Apr 01 to Sept 01		Oct 00 to Mar 01	
Yes	127	(84%)	121	(78%)
No	25	(16%)	34	(22%)

10. The principal findings of the survey for the last six months show that:
 - i) The response rate has decreased by 11% during the six month period
 - ii) The percentage of respondents who had approached the Committee on previous occasions has decreased slightly by 2.5%.
 - iii) The complainants heard of London Transport Users Committee primarily from transport providers over the six-month period. The period showed that 37.5% of respondents learned of LTUC through these means which was a slight increase on the last period. Notices on modes of transport and the Internet were also major sources of information.
 - iv) The Committee's performance was perceived as pleasingly higher on whole compared with the last period. The figures show that there is 22 point increase in satisfaction of the outcome of cases, which shows an astounding increase in satisfied respondents. The response time over this period had a increase in mean score from 54 to 64 showing that the respondents have an overall increased satisfaction with the speed cases are dealt with. The handling of the complaints dropped slightly (1.5) to 64.5 but this is still a fairly satisfying result.
 - v) Respondents who would recommend London Transport Users Committee to others who have problems with public transport increased by 6% .
11. Attached is a graph illustrating the views of complainants on the committee's performance. The line that shows the helpfulness of the committee's case handling was discontinued in Oct 98/Mar99. The reason for this is that from April 1999 the complainants were asked to comment on the outcome and the handling of their cases instead. The line displaying the speed of LTUCs response to a case is continued through out all the periods illustrated on the graph.

Appendix

1. 100% more helpful, very apologetic. Thank you although a negative result.
2. Although the handling of the complaint was far too slow, you do respond. However you do not have the power over the train companies and this is extremely frustrating.
3. An unexpected determination on our behalf to achieve a fair outcome which was refreshing and most welcome.
4. I believe LTUC should be given more power to instruct the transport providers, in particular when treating cases that are not strictly taken into consideration
5. LTUC acted as a post-box
6. Excellent, made the effort on my half worthwhile.
7. In over 8 months nothing was achieved, LTUC did nothing to assist me; I would have been better off taking the services initial offer.
8. LTUC contact was polite, efficient and did exactly what he said he would do.
9. My case very time consuming and no compensation of any reasonable amount were made – I am still out of pocket by a large amount.
10. Periodic reminders of your concern were very welcome in these charmless times.
11. No wonder people are not going back to the railways; your response to my complaint was very poor.
12. Thank you for your valuable assistance.
13. It has taken 5 months for LTUC to get an answer back to me on the questions of the bus problem I find it scandalous!
14. Quick no nonsense response service.
15. They have no power to instruct the Transport Company so it is a waste of time to deal with big monsters like transport.
16. They were very sympathetic and clearly felt my complaints were justified. They also sent out an interim letter keeping me up to date.
17. You achieved in a month what I failed to achieve in 5 months. Thank you for your help.
18. Yes, despite being disappointed about the outcome of this matter the LTUC have both the courtesy to set the reasons out clearly and dealt with the matter promptly.
19. The service was very good. Letters dealt with promptly and follow up very efficient. Many thanks for all your help.
20. Very slow, vague, evasive
21. Very courteous but I feel no teeth. The government must get a real grip on the matter and work with Ken (Livingstone).
22. But for their intervention I am sure I would still be waiting a response
23. I am very impressed by the response I received from the LTUC and hope the committee would continue with dedication, their services. Thank you.
24. Provided confirmation that LTUC function is merely for statistical purposes. No preventative enforcement powers.
25. LTUC more prepared to treat enquiry objectively.
26. My only complaint is fragmentation of responsibility, I would expect one office to be able to deal with the customer all matters relating to the railways, but you will say this is no concern of yours.
27. Only 'fairly satisfied' because under the present legislation you can do no more – not your fault.
28. The service is very good. Letters dealt with promptly and follow up very efficient. Many thanks for all your help!
29. Totally powerless and the argument doesn't make sense.
30. Without your intervention I would have received just £5, many thanks.
31. LTUC was always responsive and communicative – the two essentials in providing help. They were hampered by the slowness of the train operator and its blatant lying to LTUC.
32. As usual it all boils down to money! It's actual lack of facilities that cause problems and the attitudes of some staff. Disabled folk have a right to travel just as much as others.

Questionnaire Survey

