
Secretariat memorandum

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PC022

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Casework report for the period July to September 2013

1 Purpose of report

- 1.1. To record the performance of London TravelWatch's Casework Team in the period July to September 2013 and identify any issues of concern regarding operator report performance in handling appeals.

2 Performance report

- 2.1 The report is divided into two parts.
- 2.2 The first part records the volume and the type of incoming work.
- 2.3 The second part monitors the time taken by transport operators to deal with appeals and gives more information about the issues passengers are bringing to us.
- 2.4 There are two appendices. The first is a graph summarising the volume and case type received over the past three years. The second explains internal performance against the time targets set for dealing with these.

3 Equalities and inclusion implications

- 3.1 Due account will be taken whenever any such implications arise from cases brought to the attention of London TravelWatch.

4 Legal powers

- 4.1 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.

5 Financial implications

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

Part one: Case report – quantitative

This report covers incoming casework received from 1 July to 30 September 2013

Cases by type summary

This part of the report records the volume of casework received during 1 July to 30 September 2013.

A total of 1,395 contacts were received by London TravelWatch via telephone, email and web form.

| Case Types | Jul to Sept 2013 | Apr to Jun 2013 | Jan to Mar 2013 | Oct to Dec 2012 |
|----------------------------|---------------------|--------------------|--------------------|--------------------|
| Enquiries telephone | 398 | 436 | 286 | 460 |
| Enquiries email/webform | 48 | 43 | 40 | 28 |
| Initial cases | 320 | 326 | 327 | 342 |
| Appeal cases | 291 | 341 | 386 | 323 |
| Direct cases | 250 | 331 | 347 | 271 |
| Request for papers* | 88 | 53 | 0 | 0 |
| Total | 1395 | 1530 | 1386 | 1424 |

Appeals

The number of appeals is about average for this time of year.

Directs

A 'direct' categorised case is one where London TravelWatch respond directly to the passenger without needing to contact the operator.

Papers

*A case classified as request for papers is asking the passenger to forward full correspondence between themselves and the operator. Historically this request was classified as a direct case.

Enquiries telephone

This is a record of all telephone calls that have some connection to casework. It is not a record of all incoming telephone calls received by London TravelWatch.

Part two: Operator response times

This target, agreed with the rail operators, requires them to respond to 75% of referrals from London TravelWatch within 10 working days, and to 100% within 20 working days. It is accepted that in some complex cases it may not always be possible to meet these deadlines, and in these cases we expect to receive a holding response from an operator followed by regular updates on progress. Performance to this target relates to the substantive response from the operator rather than the holding response.

The tables show the performance achieved during the period under review.

The national rail operators have steady performance with the majority of cases responded to within 20 days. Further effort will be made with these operators to reduce the response times.

| NATIONAL RAIL | | | | |
|---------------|------------------|-------------|--------------------|-------------|
| Working days | July to Sep 2013 | | April to June 2013 | |
| elapsed | No of cases | No of cases | No of cases | No of cases |
| Days 0-10 | 126 | 81% | 150 | 77% |
| Days 11-20 | 12 | 7% | 15 | 8% |
| Days 21-40 | 15 | 10% | 20 | 10% |
| Day 41+ | 3 | 2% | 9 | 5% |
| Total | 156 | | 194 | |

The operator response times in quarter two were much improved on the previous quarter with over 80% of appeals receiving responses within 10 days.

There were four cases within this period which took over 41 days to receive a satisfactory response.

London Midland – Simple issue of our contact list at London Midland not being up to date. However once the problem was identified the cases was resolved quickly.

Two cases for First Capital Connect took over 41 days to resolve. The appeal came from a passenger concerned about the waiting location and path to rail replacement services operating during engineering works.

The second First Capital Connect complaint was regarding an appellant who wanted a refund for an unused part of a monthly ticket. There was some delay as the complaint centred around a verbal conversation between the appellant and a staff member at the station. The caseworker pursued the complaint and asked First Capital Connect to revisit the entire case file. First Capital Connect stated that they were sure that their staff member had informed the passenger correctly but did concede that there may have been some confusion and offered a good will gesture.

| TRANSPORT for LONDON | | | | |
|-----------------------------|------------------|-------------|--------------------|--------------------|
| Working days elapsed | July to Sep 2013 | | April to June 2013 | |
| | No of cases | No of cases | No of cases | <i>No of cases</i> |
| Days 0-10 | 72 | 78% | 63 | 59% |
| Days 11-20 | 19 | 20% | 24 | 22% |
| Days 21-40 | 1 | 1% | 19 | 17% |
| Day 41+ | 0 | 1% | 1 | 1% |
| Total | 92 | | 107 | 100% |

Transport for London have improved their response times from 59% within 10 days to 78% within 10 days. They have also now have a much clearer escalation process which allows more challenging cases to be evaluated by a senior manager and the response to London TravelWatch made within the 10 day period. However it is recognised that there is still scope for improvement and Transport for London are keen to continue to make changes to reduce the response times further.

The one case which took over 30 days to complete was due to the Highways department having to make an assessment on road markings outside the appellants house. This assessment, though organised quickly, did take some time to action, which delayed the final response being sent to London TravelWatch.

OPERATORS' RESPONSE TIMES

| Operator | July to Sept 2013 | | April to June 2013 | | Jan to March 2013 | | Oct to Dec 2013 | |
|--------------------------|-------------------|----------------------|--------------------|----------------------|-------------------|----------------------|--------------------|----------------------|
| | No of cases | Average working days | No of cases | Average working days | No of cases | Average working days | No of appeal cases | Average working days |
| ATOC | 3 | 6 | 1 | 55 | 1 | 1 | | |
| BTP | | | | | | | | |
| c2c | | | 3 | 1 | 4 | 1 | 2 | 5 |
| Chiltern | 1 | 7 | 5 | 9 | 2 | 1 | 2 | 12 |
| CrossCountry | | | | | | | | |
| Department for Transport | 1 | 3 | 1 | 1 | | | | |
| Deutsche Bahn | | | | | | | | |
| Docklands Light Railway | 2 | 4 | 13 | 3 | 8 | 1 | 9 | 37 |
| East Coast | 3 | 17 | 6 | 33 | 8 | 6 | 4 | 2 |
| East Midlands Trains | 1 | 0 | 1 | 3 | 1 | 23 | 1 | 16 |
| Eurostar | 8 | 4 | 6 | 1 | 14 | 2 | 13 | 2 |
| First Capital Connect | 25 | 10 | 20 | 33 | 18 | 8 | 25 | 14 |
| First Great Western | 2 | 5 | 5 | 13 | 11 | 30 | 7 | 14 |
| Grand Central | | | 2 | 15 | | | 1 | 1 |
| Gatwick Express | | | | | | | | |
| Greater Anglia | 8 | 14 | 14 | 2 | 18 | 16 | 16 | 3 |
| Heathrow Express | | | | | 5 | 32 | | |
| Hull Trains | | | | | | | | |
| IAS | 13 | 2 | 20 | 3 | 14 | 9 | 10 | |
| IPFAS | 10 | 0 | 13 | 2 | 10 | 9 | 9 | 2 |
| London Midland | 7 | 16 | 9 | 7 | 5 | 34 | 1 | 1 |
| London Overground | 3 | 9 | | | 4 | 6 | 1 | 15 |
| National Rail Enquiries | 2 | 8 | | | | | | |
| Network Rail | | | 1 | 43 | 2 | 40 | 1 | 51 |
| ORR | | | | | | | | |
| RailEurope | 1 | 20 | | | | | | |
| RPSS | 2 | 4 | 3 | 1 | 1 | 1 | | |
| ScotRail | | | | | | | | |
| Southeastern | 12 | 5 | 22 | 13 | 12 | 16 | 17 | 8 |
| Southern | 32 | 5 | 26 | 6 | 40 | 8 | 15 | 5 |
| South West Trains | 19 | 6 | 32 | 7 | 39 | 15 | 26 | 17 |
| Trainline | | | | | 1 | 1 | | |
| Virgin West Coast | 5 | 1 | 3 | 8 | 6 | 1 | 6 | 7 |

| Operator | July to Sept 2013 | | April to June 2013 | | Jan to March 2013 | | Oct to Dec 2013 | |
|------------------------|-------------------|----------------------|--------------------|----------------------|-------------------|----------------------|-----------------|----------------------|
| | No of cases | Average working days | No of cases | Average working days | No of cases | Average working days | No of cases | Average working days |
| TfL London Buses | 26 | 3 | 20 | 8 | 29 | 16 | 33 | 14 |
| TfL London Underground | 10 | 14 | 16 | 10 | 32 | 15 | 18 | 30 |
| TfL Roads & Streets | 2 | 23 | 2 | 3 | 2 | 1 | 11 | 5 |
| TfL Dial-a-Ride | | | | | | | | |
| Oyster | 31 | 4 | 37 | 10 | 49 | 14 | 37 | 11 |
| TfL Other | 17 | 4 | 20 | 4 | 7 | 9 | 2 | 5 |

**IPFAS, IAS and RPSS are all appeal or revenue collection bodies. IAS also manages the first stage penalty fare appeal for Transport for London.*

The table above and on the preceding page shows the average time taken by each operator to respond to appeal cases. Most operators are responding to cases within 20 working days. For those operators giving rise to relatively few cases, the average response time should be treated with caution, as a delay in responding to a single case may significantly affect the average.

Part three: Main issues received

This part of the report highlights some of the issues that were most complained about during Quarter Two 2013.

Penalty fares

Complaints regarding penalty fares are more likely to be those issued by a TOC. This is because Transport for London have a robust appeal system that the passenger may possibly view as fairer with more opportunity to voice concerns. London TravelWatch is working with Passenger Focus to try to address some more troublesome areas of penalty fares and prosecutions.

Southern are investigating purchasing a voice recording regarding the validity of Oyster on trains towards Gatwick airport. This is in recognition that more could be done to educate passengers who may otherwise incur penalty fares.

Rail operators

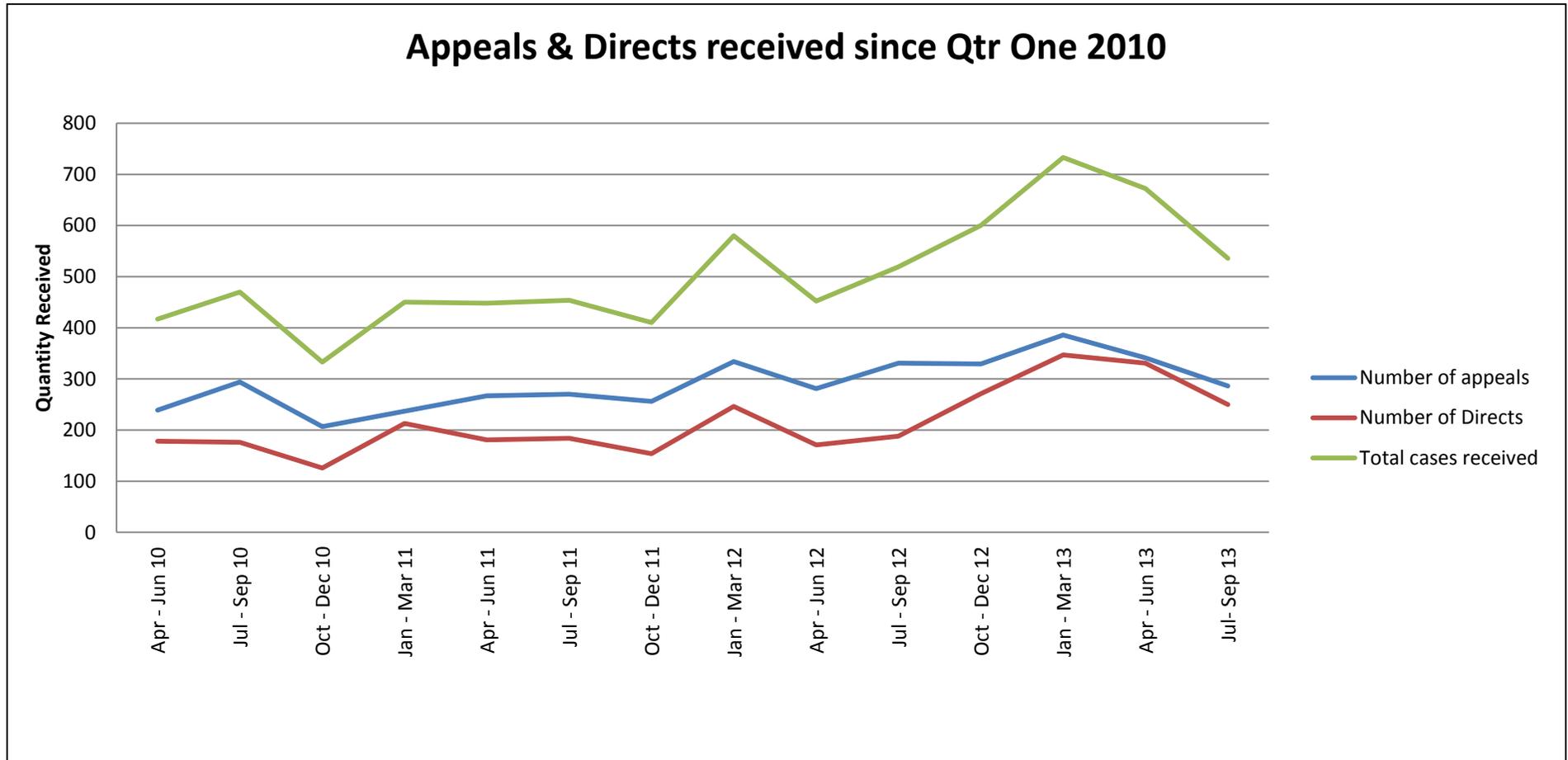
A change in law means that Eurostar will have to pay compensation even if the delay is outside of their control ie force majeure.

Transport for London

London TravelWatch receives a large number of Transport for London initials. A meeting has been established in November to investigate the rationale behind this and if further promotion or education would help both organisations to more effectively signpost.

There is an increase in complaints from passengers who have free (Transport for London) passes but look for refunds of tickets purchased when forgetting to carry their pass.

Appendix one: Quantity of cases received



Appendix two: Targets

| Type | Performance | Target |
|-----------------|---|--|
| Acknowledgement | 100% of cases acknowledged (to passenger) within 5 working days | 100% within 5 working days |
| Appeals Opened | 99.7% of 291 appeals opened referred within 5 working days | 75% within 5 working days |
| Appeals Closed | 100% of 254 appeals final replies within 10 working days 100% within 20 working days | 90% within 10 days 100% within 20 days |
| Directs | 100% of 250 responses to appellant within 10 working days | Target 90% within 10 days 100% within 20 days |