

**GREATER MANCHESTER INTEGRATED TRANSPORT AUTHORITY****REPORT FOR INFORMATION**

**COMMITTEE:** Bus Network and GMPTE Services Committee

**DATE:** 6<sup>th</sup> August 2010

**SUBJECT:** Customer Comments received by GMPTE between 1<sup>st</sup> January 2010 and 30<sup>th</sup> June 2010

**REPORT OF:** Communications and Customer Services Director

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**PURPOSE OF THE REPORT**

To advise the Committee of the number and type of customer comments received by GMPTE.

**RECOMMENDATIONS**

Members are invited to note and comment as appropriate on the contents of this report.

**BACKGROUND DOCUMENTS**

Report to Bus Network and GMPTE Services Committee 7<sup>th</sup> August 2009.

**CONTACT OFFICERS**

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## 1. Executive Summary

1.1 The total number of comments received between 1<sup>st</sup> January 2010 and 30<sup>th</sup> June 2010 was 2441, of which 2337 were complaints. In this period there were 52 compliments received and 52 requests for information were made under the Freedom of Information Act.

1.2 The table below shows the breakdown in comment categories:

Correspondence	Half Year 2010
Complaint	2337
Compliment	52
FOI	52
Total	2441

1.3 The period has shown a 22% decrease in complaints received, from 3016 complaints during the same period in 2009.

## 2. Background

2.1 GMPTE has a Customer Relations department which is tasked with logging, responding to and forwarding complaints from members of the public and elected officials. The Customer Relations department receives comments via a number of channels. The comparative popularity of each channel is shown below:

Method	Half Year 2010	%
Email	785	32.9
GMPTE Comment Card	704	29.5
Website	401	16.8
Letter	347	14.5
Telephone	149	6.2
In Person	3	0.1

The most popular method of contact is email, but second most popular is the GMPTE Comment Card; these are available for passengers to collect at any Travelshop or bus station, and at other locations such as libraries.

2.2 Each correspondent receives an acknowledgement from the Customer Relations team within 2 working days.

### 3. Complaints By Mode

- 3.1 During the period GMPTE received 2337 complaints. Of these, 1408 (60%) concerned commercial services (i.e. non-subsidised). The table below shows complaints by mode:

Bus Complaint Categories	Half Year 2010	%
Bus Operator	1404	60.08%
GMPTE (Facilities, offices, tickets etc)	572	24.48%
Metrolink Operator	271	11.60%
Train Operator	71	3.04%
Demand Responsive	19	0.81%

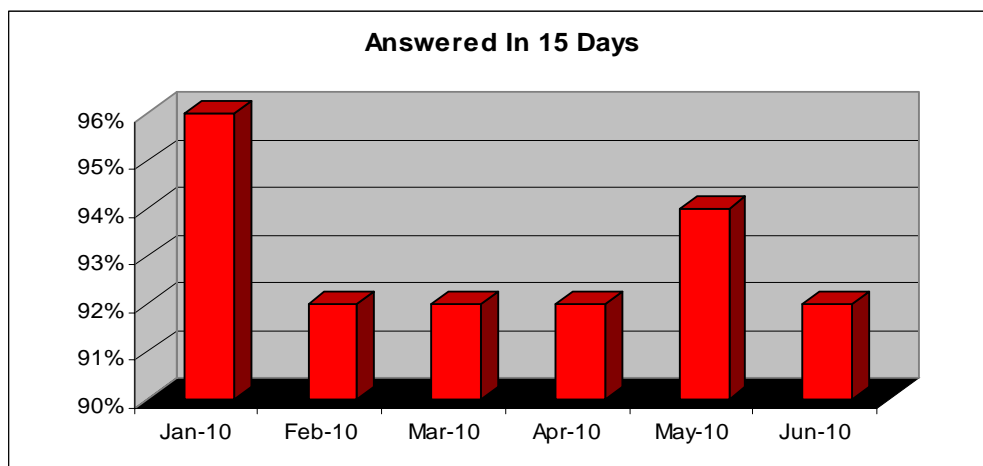
	Annual Patronage	Half Year 2010 Complaints	Complaints per Passenger Journey
Metrolink	18,690,000	271	0.0000290
Bus	226,600,000	1404	0.0000124
Rail	22,700,000	71	0.0000063

- 3.2 Bus remains the most complained about mode by volume, consistent with the number of passenger journeys made. As a percentage of journeys made, Metrolink is the most complained about mode, followed by bus and then train.

### 4. Acting on Complaints

- 4.1 The GMPTE complaints procedure stipulates that complaints should be acknowledged within 2 working days and responded to in full within 15 working days. Complaints regarding commercial services are logged, acknowledged and passed to the operator for a full response. The acknowledgement sent by GMPTE gives contact details for the operator and for GMPTE should the customer have any further queries.
- 4.2 The GMPTE key performance indicator (KPI) for complaints is the target of responding to 90% of complaints within 15 working days.

The 2010 year to date (YTD) average KPI result is 93%. Customer Relations have achieved their KPI every month so far in this period. The average turnaround time for a full response is 7 working days.



4.3 The improvement in KPI has been due to the implementation of enhanced reporting functions that allow Customer Relations Officers to effectively track their work and manage their caseloads.

## 5. Comments by Borough

Borough	Half Year 2010	%
Manchester	574	24.03%
Oldham	243	10.17%
Trafford	206	8.62%
Stockport	189	7.91%
Wigan	165	6.91%
Salford	162	6.78%
Tameside	153	6.40%
Bolton	141	5.90%
Bury	133	5.57%
Rochdale	132	5.53%
Non-specific	301	12.60%

## 6. Complaints by Category

### 6.1

Bus Complaint Categories	Half Year 2010	%
Failed to Stop	223	15.88%
Service Failed	203	14.46%
Driver Unhelpful, Abusive, Rude, Argumentative	188	13.39%
Service Continually Unreliable	180	12.82%
Poor Driving/Taking Off Before Seated	88	6.27%
Service Late	59	4.20%
Lack of Preferred Route	25	1.78%
Failure to Help Passenger in Need	24	1.71%

6.1.1 Complaints regarding bus services have remained consistent, with the exception of the rise in complaints about buses failing to stop. This increase has been reported to the major operators and they are aware of the issue.

6.1.2 Complaints regarding service failures were not impacted to any significant extent by the adverse weather conditions earlier in the year.

## 6.2 GMPTE Services

GMPTE Services Complaints	Half Year 2010	%
GMPTE Offices	230	40.21%
Bus Stops	103	18.01%
Travelshops	44	7.69%
Bus Stations	35	6.12%

## 6.3 GMPTE Services Breakdown

GMPTE Offices	Half Year 2010	%
Passes Permits and Tickets	111	48.26%
Accuracy and Availability of Information	58	25.22%
Staff Performance	8	3.48%
Complaints	3	1.30%

Bus Stops	Half Year 2010	%
Quality of Service	61	59.22%
Attractiveness and Comfort	22	21.36%
Accuracy and Availability of Information	19	18.45%
Criminal ASB	2	1.94%

Travelshops	Half Year 2010	%
Staff Performance	25	56.82%
Passes Permits and Tickets	15	34.09%

Bus Stations	Half Year 2010	%
Staff Performance	8	22.86%
Quality of Service	8	22.86%
Attractiveness and Comfort	6	17.14%
Accuracy and Availability of Information	5	14.29%
Criminal ASB	5	14.29%

6.3.1 The highest number of complaints regarding GMPTE services relates to the application for and issuing of passes, permits and tickets. The majority of these refer to rejected applications/the application process,

the lack of ticketing options (cross operator/cross mode) and the System One 2-day rule relating to advanced purchases.

6.3.2 There was a spike in complaints regarding the accuracy and availability of information during the freezing conditions earlier in the year. This relates specifically to the GMPTE website and bus service updates.

6.3.3 Complaints regarding bus stops relate to their positioning and the availability of seating and shelter.

6.3.4 Complaints relating to Travelshop staff were mainly allegations of unhelpfulness or rudeness.

## **7. Compliments**

7.1 During the first half of 2010 GMPTE has received 52 compliments.

Compliments	Half Year 2010	%
Staff Attitude/Behaviour/Skill	43	82.69%
Punctuality/Reliability of Services	5	9.62%
Quality of Information	2	3.85%
Attractiveness and Comfort of Facilities	2	3.85%

**Susan Wildman**  
**Communications and Customer Services Director**