

## London Overground Customer Relations Feedback Report as sent to TfL each Period.

**Period 7 2012/13 (16<sup>th</sup> Sept – 12<sup>th</sup> Oct 12)**

### 3.1 Customer Feedback Analysis

Category	Period 5		Period 6		Period 7	
	No.	%	No.	%	No.	%
1. Safety & Security	15	4.31	6	2.41	8	3.45
2. Special needs	4	1.15	6	2.41	3	1.29
3. Train Service Performance	89	25.57	71	28.51	55	23.71
4. Staff Availability & Conduct	40	11.49	34	13.65	27	11.64
5. Quality on Train	47	13.51	26	10.44	40	17.24
6. Station Quality	24	6.90	19	7.63	14	6.03
7. Fares Retailing & Refunds	88	25.29	58	23.29	62	26.72
8. Information at Stations & on Trains	22	6.32	15	6.02	12	5.17
9. Timetable & Connectional Issues	17	4.89	12	4.82	9	3.88
10. Complaints Handling	2	0.57	1	0.40	2	0.86
11. Other	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>348</b>	<b>100</b>	<b>249</b>	<b>100</b>	<b>232</b>	<b>100</b>
NRES	1		0		2	
Praise	28		21		8	
Passenger Charter Claims (Accepted)	634		162		160	
Passenger Charter Claims (Rejected)	44		51		48	

Key points to note:

#### **Safety and Security (8)**

- Complaints in this section remain at a similar level to last period. Four customers reported sustaining an injury whilst using Overground stations and services i.e. Caught by closing train doors
- Fell between train and platform edge
- Fell on station platform
- Child fell off seat in waiting shelter

Customers identified three potential hazards or near misses which have been passed onto the relevant station manager for consideration. The first customer was unable to board a train as the doors were closed before he could board. Another suggested that train times could be altered to reduce the need to rush between services at Gospel Oak Station. Finally a customer suggested signage could be installed at Carpenders Park Station to encourage cyclists to dismount when using the subway at the station entrance.

Only one complaint related to security, specifically the lighting of the station entrance at Hackney Central Station. The customer believed that the level of lighting had been reduced since the Games Period. As there is no record of alterations having been made to these lights, a request was made for JLIS to check that all the lights in the area are working.

### **Special Needs (3)**

As in recent periods, very few customers found it necessary to raise concerns on this subject. This period all three contacts related to the lack of step free access at certain Overground stations, namely Honor Oak Park, Kentish Town West and Crouch Hill. The responses to the customers included an overview of current lift schemes across the Overground, along with details of LOROL's Disabled Persons Protection Policy and the arrangements for requesting assistance.

### **Train Service Performance (55)**

This period there were only three days when the route level PPM fell below 85%:

Date	Route	Event	PPM	Complaints Received
19/9	DC	Points defect at Harrow & Wealdstone	83.96	0

1/10	NLL	Power supply problems at Mitre Bridge	78.02	3
2/10	WLL	Freight problems at Mitre Bridge	84.91	0

Another strong PPM result in the period is reflected in the relatively low number of customer complaints relating to service delays or cancellations. Including the complaints listed above, only 22 contacts were received relating to the delay or cancellation of train services. As usual these customers received an explanation of the delay and a refund of their fare where appropriate.

The highest number of complaints in this section related to allegations of trains departing early. Of the 24 reports received, the majority (18) were on routes operated with a conductor. The Head of Conductors and his management team are working to once again to brief the conductor team on the importance of departing on time. In addition an issue with the timing of trains between Richmond and Acton Central is being reviewed since Acton Central has attracted a disproportionate number of such complaints

One customer wrote to complain that the train doors were not opened at Wapping on the last southbound service. This is currently under investigation by the Driver Management team.

The final eight complaints related to engineering work. The majority related to the planned works on the ELL. Several customers pointed out that the replacement bus service does not provide a like for like service causing them further inconvenience. One customer wrote about closures of North and West London Line services, highlighting the recent improvement works and questioning why further work was needed.

### **Staff Availability & Conduct (27)**

The majority of complaints related to the behaviour and attitude of staff (20) and in common with the pattern seen in previous periods, station staff were the subject of the majority of these passenger comments:

- Station staff (East) – 9
- Station staff (West) – 7
- Revenue protection – 3
- Drivers – 1

To ensure that information regarding staff behaviour is passed promptly to line managers, the Customer Relations Team have enhanced their process for entering information into the staff complaints database. Faster notification will assist line managers in collecting evidence as part of the investigation process.

A number of customers (3) were dissatisfied that they were unable to board the train before the doors closed and the train departed. The final contacts (4) were from customers who had been given incorrect information by London Overground staff.

### **Quality on Train (40)**

The increase in this section was driven by continued complaints relating to overcrowding and the onboard temperature.

Complaints about overcrowding were received from across the network:

- Gospel Oak to Barking – 5
- North London Line – 4
- West London Line – 4
- East London Line – 1
- Watford DC – 1
- Not specified – 1

Eleven customers felt that the environment on board the train was too hot and stuffy. The reinstatement of the cycle policy following the games period caused concern for eight customers who were unaware of the regular restrictions. A further customer wrote to all UK train operators requesting better storage for cycles on trains.

The final four customers made contact concerning the following miscellaneous issues:

- Passengers consuming alcohol on train
- Abusive behaviour by another passenger
- Poor condition of Class 378 floors
- Uncomfortable seating

### **Station Quality (14)**

As usual for this section, a number of single issues were reported to the team:

- Access within station:
  - Crystal Palace (before opening of new ticket hall) – 1
  - Honor Oak Park – 1
  - Shadwell – 1
- Lift faults:
  - Imperial Wharf – 1
  - Gospel Oak – 1
  - Shadwell – 1
- Faulty ticket barriers:
  - Shadwell – 1
  - Sydenham – 1
- Lack of ticket barriers at Crystal Palace – 1
- Out of date product in vending machine – 1
- No dedicated female toilet at Norwood Junction – 1
- Rats next to walkway from Willesden Junction to Harrow Road – 1
- Faulty lights and missing shelter roof at Sydenham – 1
- Lack of cycle parking at Acton Central – 1

### **Fares, retailing and refunds (62)**

Problems with Atos self service ticket machines remain the main driver of complaints in this section. During the period the Managing Director and Customer Service Director met with senior representatives from Atos. Atos have been tasked with reporting steps taken to date and proposed actions to reduce complaints; at the time of writing this report has not been received.

- Atos problem Oyster transaction (card payment) – 24
- Atos problem Oyster transaction (cash payment) – 14
- Atos problem paper ticket transaction ( cash payment) – 1
- Atos machine difficult to operate – 2
- Atos machine receipt printing problems – 1
- Staff member sold wrong ticket – 7
- Discount not given – 3
- Ticket inspections – 3
- Refund taking too long to process – 2
- Ticket not available from self service ticket machine – 1
- Shoreditch High Street in Zone 1 – 1
- Season ticket renewal problems – 1
- Customer error – 1
- Insufficient information provided to ascertain problem – 1

As a matter of policy, the Customer Relations Team are careful to ensure that no customer is left out of pocket as a result of a ticket issuing error. Where staff errors are identified the details of the case are passed to the station manager.

### **Information at Stations and On Trains (12)**

Complaints in this area remain low, reflecting the excellent performance of the service through most of the Period, since the major concern in this area often concerns a lack of information during disruption. Four complaints were received regarding this specific issue.

One customer contacted us to complain about the new CIS displays in the Crystal Palace booking hall and specifically the fact that they are organised by platform rather than by departure time. Another customer wrote to register their dislike of the countdown style displays now being used at many Overground stations.

Two residents wrote to complain about being disturbed by PA announcements; at Brockley and Kensington Olympia. A third customer wrote as he believes the PA to be too quiet at Watford High Street.

The volume of announcements on board the Class 172 fleet attracted one complaint this period. There was also a complaint about 'too many mind the gap announcements' and a separate complaint about a lack of advice regarding a Jubilee line closure.

### **Timetabling and connection issues (9)**

The introduction of the new timetable on 16 September resulted in four complaints. All concerns related to the alteration of train services in the late evening, especially the removal of through services from the West London Line to Stratford.

Only one complaint was received concerning connections at Gospel Oak this period.

One customer reported a discrepancy between printed and actual timetables. On investigation, it was found that the customer was referring to the working timetable and he was advised to use the public timetable.

Services terminating at Dalston Junction rather than at Highbury & Islington were raised as a problem by one customer.

The final two complaints in this section were, on investigation, found to be due to customer error when reading the timetable.

### **Complaints Handling (2)**

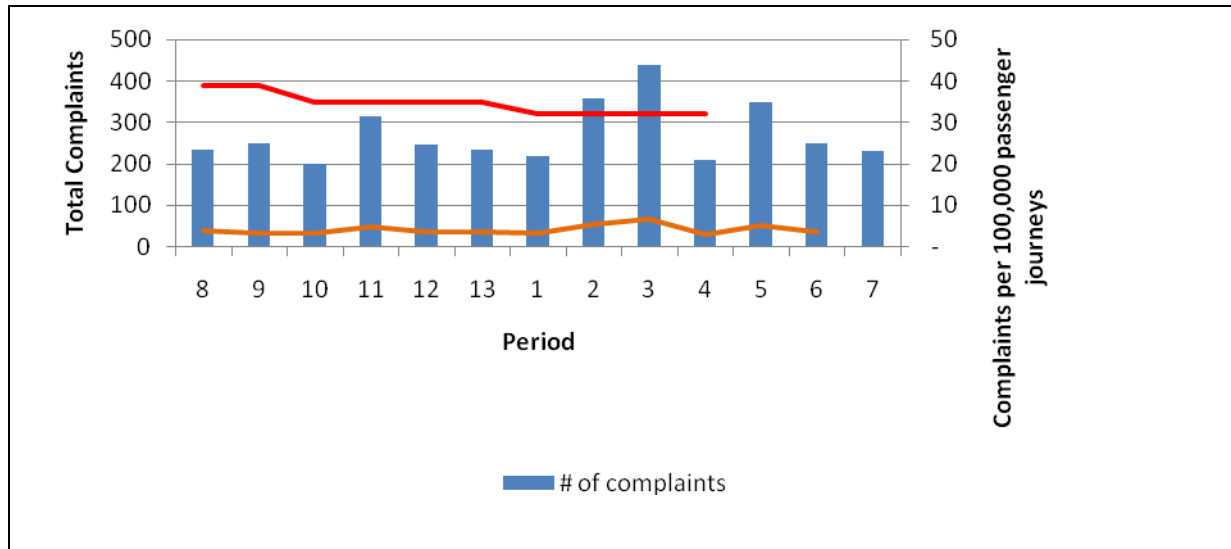
One customer wrote to chase a response. Records showed this had already been sent in the post so the letter and voucher were reissued. The second complaint was from a customer who had incurred additional Oyster charges than was apparent in his original claim. He has now been fully compensated.

### **Praise (8)**

This period praise was received for:

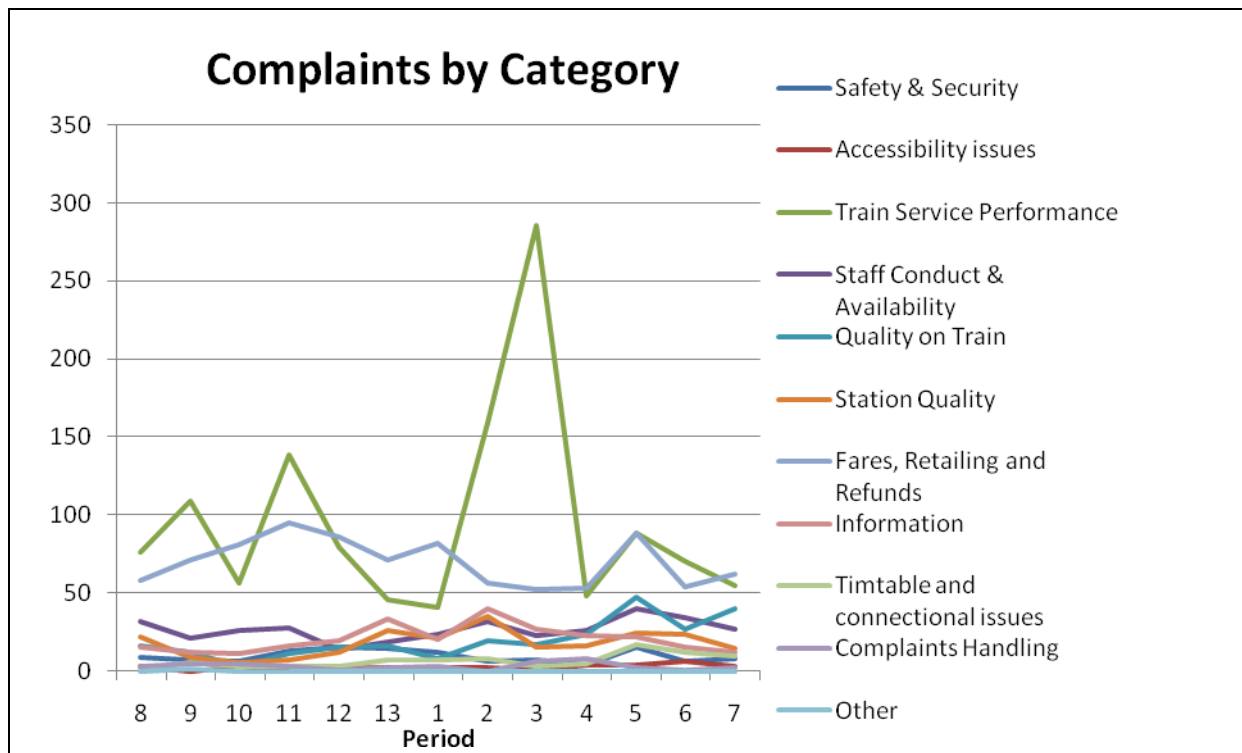
- Station staff – 4
- Customer Relations – 2
- Additional NLL late night services – 1
- Assistance given to wheelchair user during Paralympics – 1

### Customer Feedback Trend



The ORR published the final complaints per 100,000 journeys for the full year 2011/12 during the period. London Overground's score was 3, the best result in the industry. The nearest TOC was South West Trains with 10 (source: [dataportal.orr.gov.uk](http://dataportal.orr.gov.uk))

### Complaints by Category



### 3.2 Customer Call Centre Information

Telephone Calls	Period 5	Period 6	Period 7
Total Calls (Customer Relations)	577	455	429
Total Calls (Passenger Assistance)	132	91	57
CR Calls answered within 30 sec	506	415	384
Calls abandoned	12.31% (71 calls)	8.79% (40 calls)	10.49% (45 calls)

The majority of missed calls occurred on three days – 17, 21 and 24 September. There were no significant disruptions or staff shortages that may have led to this. As it is unusual for the team to miss calls it is likely that this level of calls would have been noted and commented upon, however the team have no recollection of high call volumes on these dates. The Customer Communication Manager will monitor missed calls on a weekly basis for this period as detailed call information is only stored for 14 days.

#### Correspondence

Correspondence	Period 5	Period 6	Period 7
Correspondence excl. telephone calls	604	506	482
Average response time	11.62 days	3.02 days	3.34 days
Cases closed within 10 working days	45.2%	98.5%	96.6%
Cases closed within 20 working days	87.0%	100.0%	100.0%

## Period 6 2012/13 (19<sup>th</sup> Aug – 15<sup>th</sup> Sept 12)

### 3.3 Customer Feedback Analysis

Category	Period 4		Period 5		Period 6	
	No.	%	No.	%	No.	%
12. Safety & Security	4	1.91	15	4.31	6	2.41
13. Special needs	4	1.91	4	1.15	6	2.41
14. Train Service Performance	48	22.97	89	25.57	71	28.51
15. Staff Availability & Conduct	26	12.44	40	11.49	34	13.65
16. Quality on Train	23	11.00	47	13.51	26	10.44
17. Station Quality	16	7.66	24	6.90	19	7.63
18. Fares Retailing & Refunds	53	25.36	88	25.29	58	23.29
19. Information at Stations & on Trains	23	11.00	22	6.32	15	6.02
20. Timetable & Connectional Issues	4	1.91	17	4.89	12	4.82
21. Complaints Handling	8	3.83	2	0.57	1	0.40
22. Other	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>209</b>	<b>100</b>	<b>348</b>	<b>100</b>	<b>249</b>	<b>100</b>
NRES	0		1		0	
Praise	10		28		21	
Passenger Charter Claims (Accepted)	654		634		162	
Passenger Charter Claims (Rejected)	72		44		51	

Key points to note:

### **Safety and Security (6)**

This period has seen a reduction in complaints relating to safety and security.

Two customers reported incidents of train doors closing on them as they attempted to board or alight the train. Two customers reported having fallen between the train and the platform edge; one at Canada Water involving an Overground train and one at Willesden Junction involving a Bakerloo Line train. All four reports have been entered into accident books and passed to the safety department and the appropriate manager for investigation.

Two contacts were received to complain about the theft of cycles at Overground stations (at Willesden and Hoxton).

### **Special Needs (6)**

Four of the complaints received in this category related to stations that do not offer step free access. Two customers wrote to complain about that lack of step free access at Surrey Quays, whilst Penge West and Crystal Palace were the subject of the other two contacts. Customers have been advised of schemes that will provide step free facilities (Crystal Palace) or of the Disabled Persons Protection Policy and the arrangements for requesting assistance.

The final two complaints related to the provision of assistance on LOROL operated services. A conductor was unable to use the ramp for a regular user who requires use of a ramp to board and alight services, resulting in some discomfort to the passenger. The second complaint was from a visually impaired person who had not booked assistance but felt more could have been done to assist them during their journey.

### **Train Service Performance (71)**

There was only one occasion in the period when PPM fell below 85% at route level:

Date	Route	Event	PPM	Complaints Received
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7/9	DC	Signal problem at Wembley Central Branch on the line at Queen's Park	82.08	0
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Complaints in this section would have been very low if it were not for one incident on 6 September involving the failure of a Southern service due to a pantograph incident which forced the following LOROL service to have to set back to Willesden. Proactive intervention by LOROL staff resulted in the details of 41 customers on the delayed LOROL service being captured who were then contacted the following day with an explanation, apology and compensation for the extended delay. Aside from this incident, only twenty complaints were received relating to delays or cancellations of Overground services reflecting the very high performance achieved in the period.

Nine customers wrote alleging that their train service had departed early. As is the norm in these cases, the departure time is checked and where the customer is correct the report passed onto the driver or conductor manager as appropriate. Out of the 9 instances investigated, 4 services were found to have departed early, 4 others were found to be on time, and the other instance was unable to be investigated as the customer did not give a date.

The final complaint in this section was from a customer who was unhappy that, now the Games period is over, planned engineering works are again taking place on the network.

### **Staff Availability & Conduct (34)**

There was a small decrease in the number of complaints received in this category compared to the previous period. Station staff continue to attract the most complaints with 5 received in relation to NLL station staff, 8 against ELL staff and 2 against staff on the GOB. All complaints have been logged into our staff complaints database. Now the Games are over station managers are making a renewed effort to fully investigate customer concerns.

Other areas causing concern to passengers are the closing of train doors before all customers have been able to board (including those arriving late on the platform). This accounted for 5 of the contacts. A further five made contact regarding the behaviour of revenue protection inspectors.

The final complaints in this section can be classified as followed:

- Lack of knowledge (3)
- Ticket office closed (2) (at Dalston Kingsland and Sydenham – neither registered as a KPI penalty – thought to be as a result of staff taking their entitled break during the off peak period)

- Incorrect information regarding lost property (1)
- Conductor behaviour (1)
- Driver behaviour (1)
- TSO behaviour (1)

### **Quality on Train (26)**

A reduction in complaints under this heading was seen this period as customers adjusted to the more restrictive cycle policy. The environment on board the trains, especially on warmer days, is still an area of concern for a number of Overground customers.

- Cycle policy (10)
- Too hot onboard (8)
- Too cold onboard (1)
- Overcrowding
  - GOB (3)
  - WLL (1)
  - DC (1)
- Alcohol consumption on board (2)

### **Station Quality (19)**

As usual for this category complaints cover a wide range of subjects as summarised below:

- Trapped in Shadwell Lift (2)
- Camden Road lifts out of order (1)
- No lift at Dalston Kingsland (1)
- New walkway at Willesden Junction closed on Sundays (1)
- Crowding at New Cross Gate gateline (1)
- Gate line problems (4)
- Validator problems at Kensal Rise (investigation showed the customer had insufficient credit) (2) - one as a result of insufficient credit, and the other was unable to touch out as result of the Notting Hill Carnival
- Leaking roof at West Croydon (1)
- Intruder alarm sounding at night, Harringay Green Lanes (1)
- Rats on land adjacent to West Hampstead platforms (1)
- Lights on all day / night (4)

Regarding the last group of complaints, it should be noted that at some stations lights were switched on permanently to ensure lights remained on to support the extended Paralympic train service (including the additional night time services following the Ceremonies).

### **Fares, retailing and refunds (58)**

The number of complaints received relating to Atos self service ticket machines declined from 48 down to 34, although the total number of complaints received in this category remains unacceptably high. A meeting is being held on 1<sup>st</sup> October with Atos senior representatives and the LOROL MD and CSD where the continuing problems with the ATOS TVMs will be discussed.

- Atos self service ticket machine
  - Problem transaction – card (17)
  - Problem transaction – cash (12)
  - Machine slow (2)
  - Short changed (1)
  - Out of use (1)
  - Incorrectly dated ticket (1)
- S&B self service ticket machines
  - Problem transaction – card (3)
  - Problem transaction – cash (1)
- Ticket office staff sold incorrect ticket (13)
- Double charged at ticket office (2)
- Incorrect fare quoted (1)
- Railcard confiscated (1)
- Railcard replacement problem (1)
- Chasing refund (1)
- Ticket office machine out of use, Hampstead Heath (1)

### **Information at Stations and On Trains (15)**

A decrease from previous periods, with a notable drop in complaints relating to information in times of disruption.

LOROL continues to work with local residents and stakeholders to find a solution to PA volume and train noise complaints that meet the needs of customers and our neighbours.

- Information during disruption (3)
- PA too loud on Class 172 (2)
- Station PA too loud
  - Wanstead Park (1)

- Penge West (1)
- Noise from trains waiting in Upper Holloway loop (1)
- Countdown CIS display (1)
- Timetable incorrect online (1)
- Summary Olympic timetable (1)
- Timetable incorrect (customer misread timetable) (1)
- New timetable not available at West Hampstead (agency staff) (1)
- Alternative route leaflets not provided (1)
- Olympic signage removed too soon at Crystal Palace (1)

### **Timetabling and connection issues (12)**

The main cause of concern in this section remains connections to or from Overground services. Gospel Oak attracted three complaints from the same customer who now contacts the team each time he misses his connection despite being advised he needs to allow more time to consistently make the connection. Two other customers reported their dissatisfaction with Overground connections with the District Line and SWT services at Gunnersbury and Richmond respectively.

Two customers complained regarding the frequency of services on the North London Line in the late evening. Both customers provided details of their journey and have been advised that their journeys will improve as a result of the new timetable introduced on 16 September. Similarly a customer who had enjoyed the extended service on the East London Line during the Games requested that later trains are offered on a permanent basis.

A customer who regularly attends events at Wembley stadium requested additional services on the North and West London Lines following major events to ease crowding. In relation to the East London Line a request was received for additional services to be extended from Dalston Junction to Highbury & Islington to provide greater capacity.

One customer wrote to express their concern regarding an erroneous advertised closure of the entire Overground network between Christmas and New Year (published online by TfL in their closure look ahead document). This error has been flagged to TfL and the error corrected. The final complaint in this category was from a customer who believed that an advertised service did not operate - the customer has been advised that this service does operate but, as it is an early departure from Euston, it may use a different platform from that used by the majority of DC Line services.

### **Complaints Handling (1)**

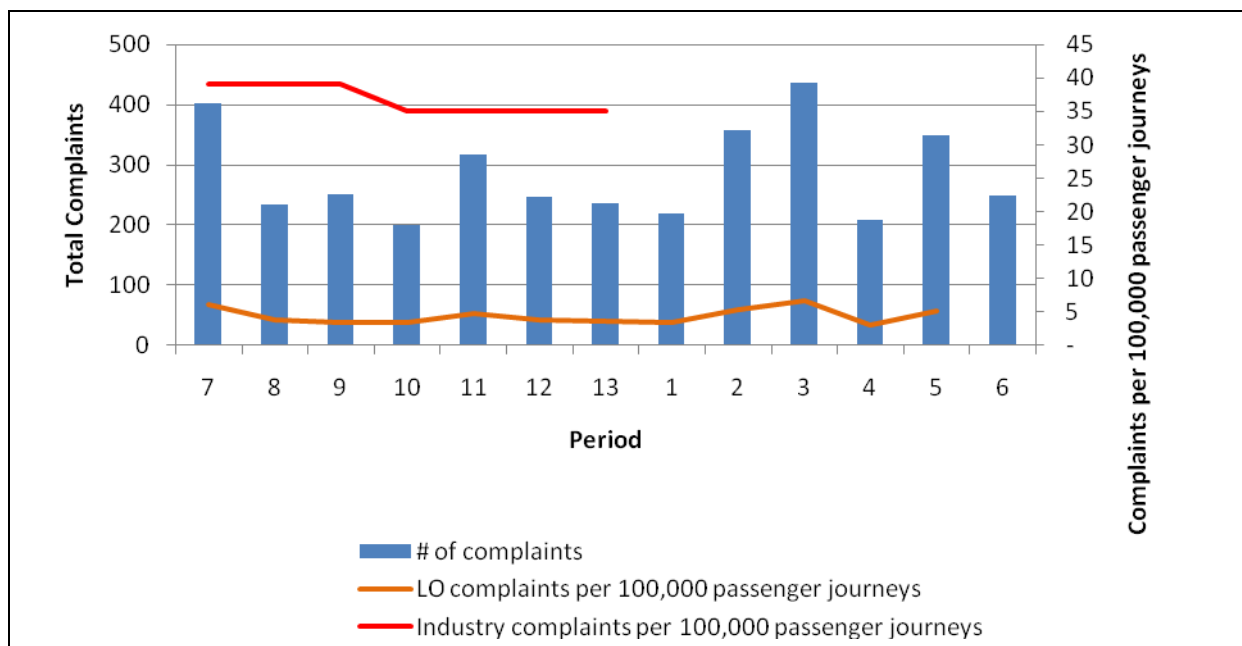
The only complaint in this section was from a customer who had not received a response to a comments form he had handed in at a station. At the time of writing it is still unclear which station this was and what the nature of the original complaint was.

## **Praise (21)**

Praise remains at a higher level than usual following the continued good performance through the Paralympic Games. Praise was received for:

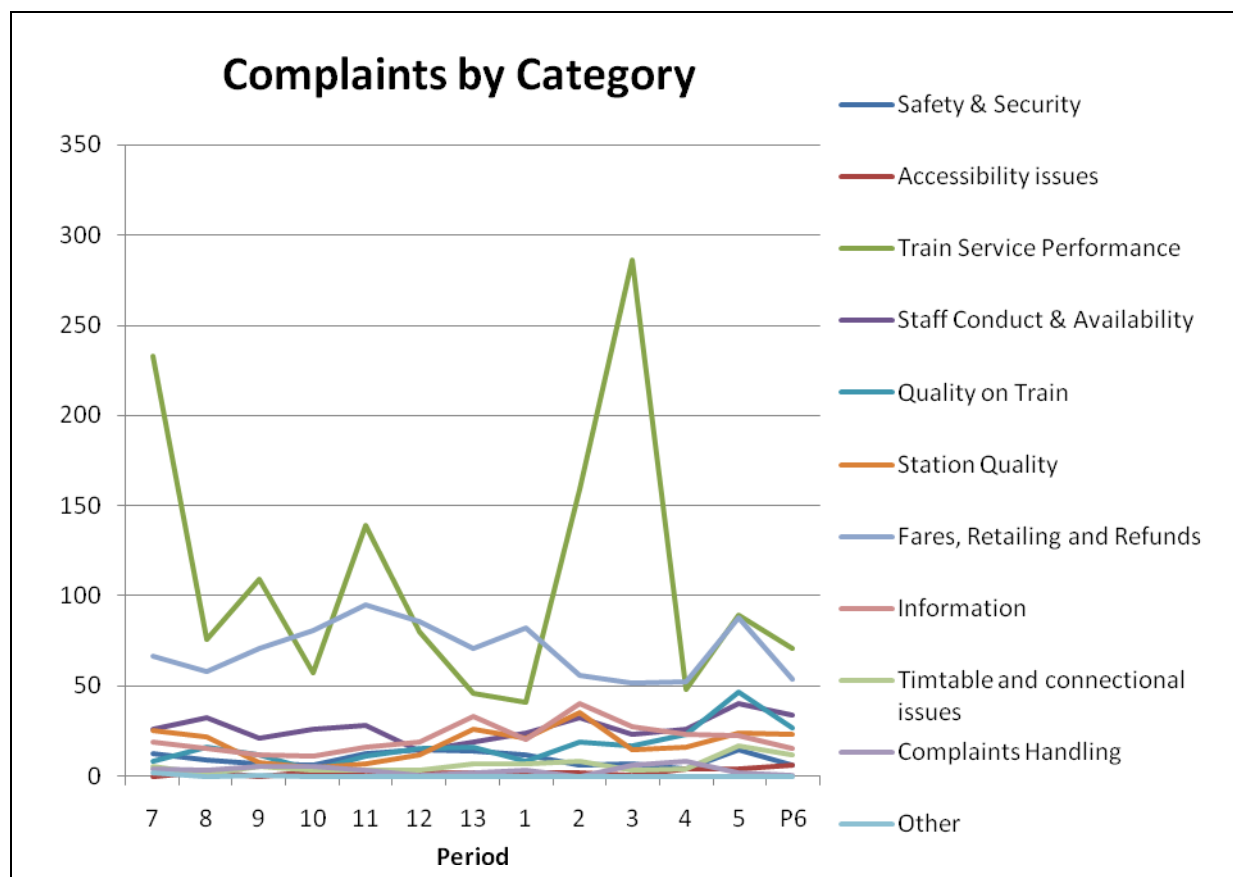
- Station staff (7)
- Games service (4)
- Conductors (3)
- Assistance to wheelchair user (1)
- Travel Ambassador (1)
- Customer relations (1)
- Response to stranded train incident (1)
- Air conditioning (1)
- Penge West toilets (1)
- Overground service in general (1)

### **Customer Feedback Trend**



Industry data is taken from the ORR and the next publication is due on 4 October 2012.

### Complaints by Category



### 3.4 Customer Call Centre Information

Telephone Calls	Period 4	Period 5	Period 6
Total Calls (Customer Relations)	510	577	455
Total Calls (Passenger Assistance)	73	132	91
CR Calls answered within 30 sec	507	506	415
Calls abandoned	0.59% (3 calls)	12.31% (71 calls)	8.79% (40 calls)

Due to the failure to update the call centre hours at the end of the Olympic period the call centre was open in error on the first day of the period despite no staff being on duty. This caused 39 of the missed calls.

## **Correspondence**

<b>Correspondence</b>	<b>Period 4</b>	<b>Period 5</b>	<b>Period 6</b>
Correspondence excl. telephone calls	910	604	506
Average response time	11.70 days	11.62 days	3.02 days
Cases closed within 10 working days	42.4%	45.2%	98.5%
Cases closed within 20 working days	92.2%	87.0%	100.0%

Following the increased work load created by the poor performance in Period 4 the team have now cleared the excess cases. Targets are once again being exceeded in terms of response times.

## Period 5 2012/13 (22nd July – 18<sup>th</sup> Aug 2012)

### 3.5 Customer Feedback Analysis

Category	Period 3		Period 4		Period 5	
	No.	%	No.	%	No.	%
23. Safety & Security	7	1.60	4	1.91	15	4.31
24. Special needs	1	0.23	4	1.91	4	1.15
25. Train Service Performance	286	65.45	48	22.97	89	25.57
26. Staff Availability & Conduct	23	5.26	26	12.44	40	11.49
27. Quality on Train	17	3.89	23	11.00	47	13.51
28. Station Quality	12	2.75	16	7.66	24	6.90
29. Fares Retailing & Refunds	55	12.59	53	25.36	88	25.29
30. Information at Stations & on Trains	27	6.18	23	11.00	22	6.32
31. Timetable & Connectional Issues	3	0.69	4	1.91	17	4.89
32. Complaints Handling	6	1.37	8	3.83	2	0.57
33. Other	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>437</b>	<b>100</b>	<b>209</b>	<b>100</b>	<b>348</b>	<b>100</b>
NRES	0		0		1	
Praise	6		10		28	
Passenger Charter Claims (Accepted)	1383		654		634	
Passenger Charter Claims (Rejected)	179		72		44	

As the team continued to process the recent increase in correspondence, additional cases have been logged in most categories this Period (i.e. cases received in the previous period but not categorised when initially received – it should be noted that all response times are calculated from the date of receipt regardless of any backlog that might occur cataloguing complaints).

With recent improvement in train service performance coupled with the additional hours worked by the Customer Relations team during the Games, the workload is returning to a more normal level.

Key points to note:

### **Safety and Security (15)**

Following a recent trend of low level of complaints in this area numbers have risen to levels seen earlier in the year. Where appropriate accident reports have been completed and passed to the relevant manager and safety team for investigation.

The complaints received can be broken down into the following categories:

- Injury (9)
- Hazard reported (2)
- Security of station (2)
- Anti-social behaviour (2)

### **Special Needs (4)**

Complaints in this section remain low. Three customers were unhappy that the assistance they expected (not pre-booked) was not immediately available. The fourth complaint in this area was from a customer who was unhappy that Gospel Oak was advertised as step-free on the on-train map before the lifts had been commissioned.

### **Train Service Performance (88)**

A summary of days where PPM fell below 85% on one or more routes is given below:

Date	Route	Event	PPM	Complaints Received
22/7	NLL	Trespasser in the Camden Road area	73.25	1
23/7	NLL	Signal failure in the Canonbury area	45.83	10
26/7	ELL	Southern failure in the Sydenham area	84.83	1
28/7	ELL	Cable theft at Gloucester Road Junction	80.70	0

- Train cancelled or delayed (48)
- Early departure (36)
- Engineering work (4)

Early departures are checked against the train running database and where the allegation is confirmed an investigation is carried out by the appropriate train crew manager. If the allegation is unfounded the customer is advised of our door closing policy.

### **Staff Availability & Conduct (40)**

With additional cases being reported this period an increase is shown in this section. All complaints continue to be logged into the staff complaints database and passed onto line managers for investigation.

- Rude station staff (18)
- Incorrect information (7)
- Train doors closed before customer alighted/boarded (5)
- Failed to establish passenger needs (3)
- Rude RPI (3)
- Refused to carry push chair (1)
- Missing lost property (1)
- Inappropriate use of loud hailer (1)
- Station not open on time (1)

### **Quality on Train (47)**

The increase in this section has been driven by the recent humid conditions which, coupled with the higher levels of crowding during the Games, made many trains uncomfortably warm. The more restrictive Olympic cycle policy also drove up complaints in this area .

- Too hot (18)
- Too cold (4)
- Too hot or too cold (2)
- Olympic cycle policy (16)
- Overcrowding
  - GOB (1)
  - WLL (2)
  - Unspecified (1)
- 'Benaughty.com' advert (1)
- Fight on train (1)

- Seats too hard (1)

### **Station Quality (24)**

- Lift out of order/stuck in lift
  - Camden Road (4)
  - Shadwell (1)
  - Gospel Oak (1)
- No step free access
  - Hackney Wick (1)
  - Honor Oak Park (1)
- Gating scheme at Kensington (Olympia) (2)
- Ticket gate rejecting ticket (2)
- Staff noise during night time hours at Wapping (2)
- Sales people at stations (perfume and phone accessories) (2)
- Ticket office not available on ELL core route (1)
- Poor customer service at station café (1)
- Overnight construction work at Homerton (1)
- Alarm sounding overnight at Haringay Green Lanes (1)
- Seating removed at Forest Hill (1)
- Insufficient toilets on network (1)
- Litter off end of platform at Shepherd's Bush (1)
- Queues at Norwood Junction gateline (1)

### **Fares, retailing and refunds (88)**

A disappointing increase in complaints relating to TVMs and incorrectly sold tickets was seen this period. LOROL are concerned at the increase and will again engage with Atos after the Paralympics to analyse this increase and seek further improvements in reliability.

- TVM
  - Atos TVM Oyster – card payment (21)
  - Atos TVM Oyster – cash payment (20)
  - Atos TVM Oyster – payment method unknown (1)
  - Atos TVM paper tickets (1)
  - Atos TVM machine - slow transaction (1)
  - Atos TVM short changed (2)
  - Atos TVM wrong price (1)
  - Atos TVM tore £5 note (1)
  - S&B TVM Oyster – card payment (3)
  - S&B TVM Oyster – cash payment (1)
  - S&B TVM paper tickets (1)
  - S&B TVM foreign coins in change (1)

- Incorrect ticket sold by the ticket office (18)
- Season ticket not working barriers (4)
- Shoreditch High Street in Zone 1 (3)
- Customer error (3)
- Ticket inspections (1)
- Photocard required for seven day season ticket (1)
- Double charge on customer card – possible fraud (1)
- Railcard (1)
- Unable to process refund for delay at station (1)
- Administration fee (1)

### **Information at Stations and On Trains (22)**

- Information during disruption (8)
- PA too loud
  - Hoxton (1)
  - Hatch End (1)
  - Crouch Hill (1)
- PA too quiet
  - Watford High Street (1)
- Volume of on train PA too loud on Class 172 (2)
- Details of LO planned closures not announced on the Jubilee line (1)
- No notice given of timetable change (1)
- Incorrect times on TfL journey planner (1) and status update (1)
- Incorrect information provided at station (2)
- Unhappy with location of CIS at Brockley (1)

### **Timetabling and connection issues (17)**

The increase in this section has been driven by customers concerned about the Olympic timetable and those having difficulty making connections at Gospel Oak.

- Connections not made
  - Gospel Oak (5)
  - Willesden Junction – WLL to NLL (1), NLL to DC (1)
  - Not specified by customer (1)
- Olympic timetable (3)
- Not calling at Hackney Wick (3)
- Trains stabling in Upper Holloway loop (2)
- NLL finishes too early and starts too late on Sundays (1)

### **Complaints Handling (2)**

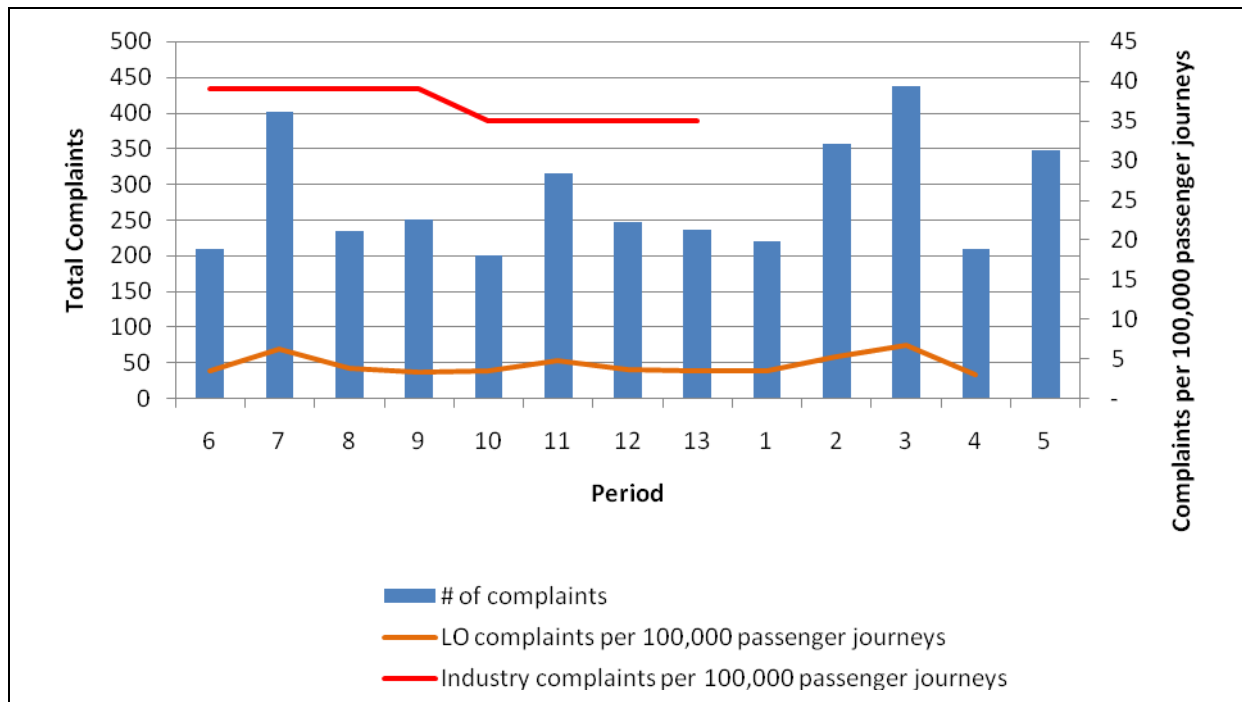
The two complaints in this area were from customers who incurred additional costs as a result of Overground disruption but had only been refunded the fare for their original journey. Both customers have now received additional compensation.

### **Praise (28)**

A record for the level of praise received, driven by the enhanced Olympic timetable and staffing.

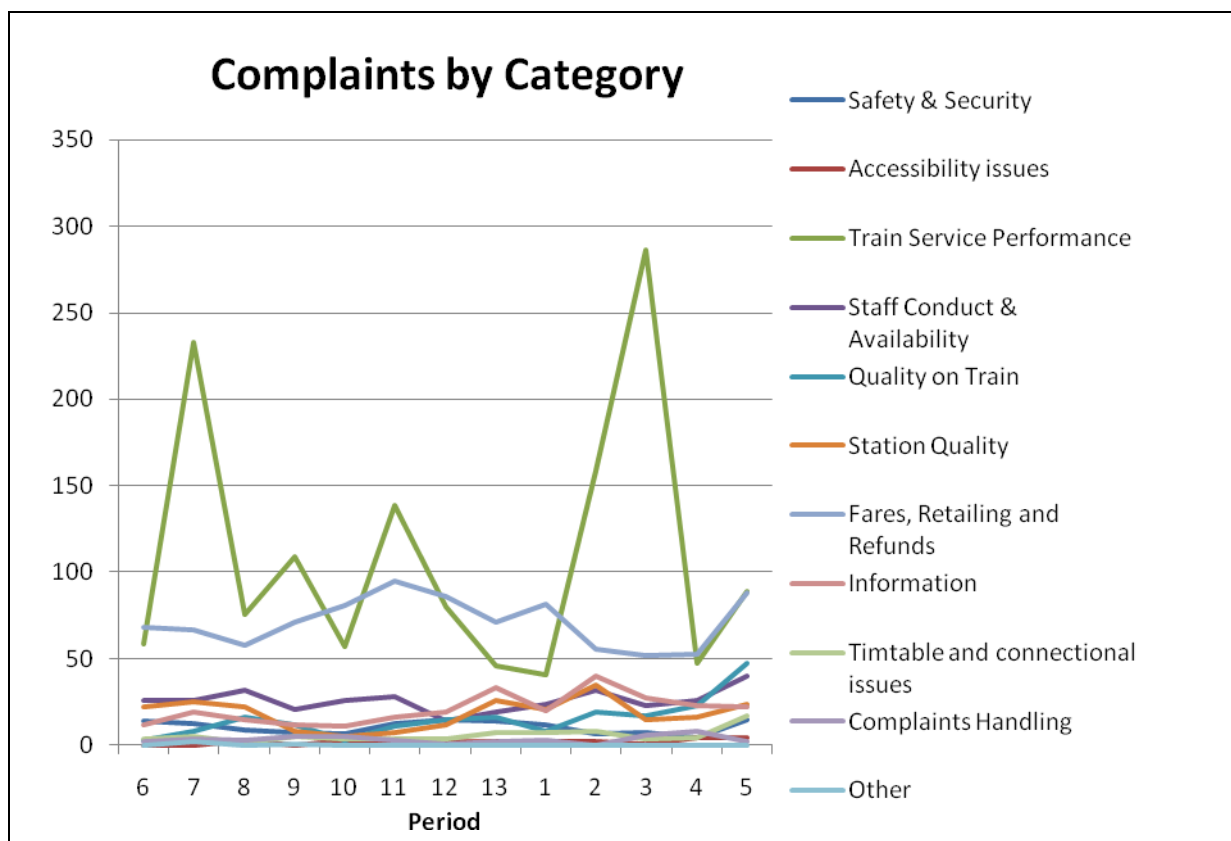
- Staff during the Olympics (8)
- Olympic timetable (2)
- Magician (1)
- Station staff (9)
- Overground in general (4)
- Assistance to disabled customer (1)
- Conductor (1)
- Assistance to school party (1)
- Driver (1)

### Customer Feedback Trend



Industry data is taken from the ORR and the next publication is due on 4 October 2012.

### Complaints by Category



### 3.6 Customer Call Centre Information

Telephone Calls	Period 3	Period 4	Period 5
Total Calls (Customer Relations)	520	510	577
Total Calls (Passenger Assistance)	100	73	132
CR Calls answered within 30 sec	513	507	506
Calls abandoned	1.34% (7 calls)	0.59% (3 calls)	12.31% (71 calls)

A large number of missed calls were recorded in the system following the extended opening hours in place during the Games. Despite assurances from our call centre provider that normal operating hours were in place it was discovered that the line was accepting calls over the weekend of 18<sup>th</sup> August, following the games. We have now received assurances from the provider that the opening hours will be adjusted correctly for the Paralympic Games.

### Correspondence

Correspondence	Period 3	Period 4	Period 5
Correspondence excl. telephone calls	873	604	910
Average response time	6.63 days	11.70 days	11.62
Cases closed within 10 working days	87.8%	42.4%	45.2%
Cases closed within 20 working days	100%	92.2%	87.0%

There were 611 cases open at the beginning of Period 5 (with the team closing approximately 80% of cases opened in the period). Our Customer Relations team are currently making good progress in reducing this backlog. From 243 open cases the Wednesday after the period end, the total number of open cases had reduced to 195 the following Tuesday, 28<sup>th</sup> August.

## Period 4 2012/13 (24<sup>th</sup> June to 21 July)

### 3.7 Customer Feedback Analysis

Category	Period 2		Period 3		Period 4	
	No.	%	No.	%	No.	%
34. Safety & Security	6	1.68	7	1.60	4	1.91
35. Special needs	2	0.56	1	0.23	4	1.91
36. Train Service Performance	159	44.54	286	65.45	48	22.97
37. Staff Availability & Conduct	32	8.96	23	5.26	26	12.44
38. Quality on Train	19	5.32	17	3.89	23	11.00
39. Station Quality	35	9.80	12	2.75	16	7.66
40. Fares Retailing & Refunds	56	15.69	55	12.59	53	25.36
41. Information at Stations & on Trains	40	11.20	27	6.18	23	11.00
42. Timetable & Connectional Issues	8	2.24	3.	0.69	4	1.91
43. Complaints Handling	0	0.00	6	1.37	8	3.83
44. Other	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>357</b>	<b>100</b>	<b>437</b>	<b>100</b>	<b>209</b>	<b>100</b>
NRES	0		0		0	
Praise	5		6		10	
Passenger Charter Claims (Accepted)	283		1383		654	
Passenger Charter Claims (Rejected)	124		179		72	

Key points to note:

#### Safety and Security (4)

Complaints in this section continue to fall, with Period 4 notable for no complaints relating to the operation of Class 378 doors.

One customer made contact regarding the ticket gates at Gospel Oak which had closed on them.

The remaining three contacts reported perceived hazards, i.e.

- Carriage of cycles on the NLL
- Customers using phones whilst pushing buggies
- No warning of a through train passing the platform

### **Special Needs (4)**

4 complaints were received in this category. The main concern is the lack of step free access at Gospel Oak, Camden Road and Honor Oak Park. The team were able to reassure the first two customers that step free access will be available upon completion of the DfT Access for All lift projects.

Another customer was concerned that although they could get to the platform easily at Canonbury, there remains a considerable step up to the train.

### **Train Service Performance (48)**

An improvement in performance as the period progressed resulted in a marked reduction in the number of complaints received in this category.

A summary of days where PPM fell below 85% on one or more routes is given below:

Date	Route	Event	PPM	Complaints Received
27/6	NLL	Failed freight train at Camden Road	71.55	4
	WLL		79.59	
29/6	ELL	Signalling problems on core route	75.83	0

4/7	NLL	Freight failure at Highbury & Islington	74.14	0
-----	-----	---	-------	---

Forty customers made contact regarding delays or alterations to their journeys. 16 of these related to journeys made in previous periods, 12 for specific incidents in the period and a further 12 who had been delayed on more than one occasion. As usual these customers have been compensated in line with the Customer Charter.

Other causes for complaint in this section have also declined since last period. Five customers made allegations of early departures, of these our records show four trains departed on time whilst the fifth customer in this group did not provide sufficient detail for the matter to be investigated.

The final three customers were unhappy with engineering work:

- Ongoing works on the NLL
- Works on the new ELL
- Costs incurred as a result of engineering work

### **Staff Availability & Conduct (26)**

There was a small increase in contacts this Period, although remaining on average for the financial year to date. As usual the majority of the contacts were about the behaviour of station staff. Two stations have provided cause for concern with three complaints each; the Customer Service Manager for the area is leading a review into these to identify the trend.

Summary of complaints:

- Rude or discourteous behaviour
  - Norwood Junction (3)
  - Homerton (3)
  - Sydenham (2)
  - Camden Road (1)
  - Dalston Kingsland (1)
  - Kentish Town West (1)
  - West Croydon (1)
  - Shepherd's Bush (1)
  - New Cross Gate (1)
  - Canonbury (1)
  - West Hampstead (1)
- Staff refused to assist passenger (2)
- Staff provided incorrect information (1)

Four complaints related to the behaviour of on train staff:

- two customers stated that train doors were closed before they were able to board;
- one customer alleged that a driver was smoking in the cab
- allegation that a driver was littering from the cab window.

The final three complaints related to the behaviour of Revenue Protection Inspectors. These have been reported to the management team who are analysing complaints to identify emerging trends.

### **Quality on Train (23)**

- Anti-social behaviour (2)
- Chewing gum on seat (1)
- On board temperature
  - Too hot (12)
  - Too cold (2)
- Overcrowding
  - Journey not specified (1)
  - DC (1)
  - NLL (1)
  - ELL (1)
  - WLL (2)

### **Station Quality (16)**

The small increase in this area has been driven by a lift entrapment at Imperial Wharf. The contact details of all five customers involved in the entrapment were collected by station staff enabling the customer services team to proactively make contact after the incident.

Other complaints in this section are summarised below:

- Lights on during day time (2)
- Overnight station maintenance work (1)
- Ticket gate problems (3)
- Congestion (1)
- Queues when self service ticket machine was not available (1)
- Kensington Olympia gating proposal (1)
- Antisocial behaviour (1)
- Access between platforms at Gospel Oak (1)

### **Fares, retailing and refunds (53)**

A similar result to previous periods with the majority of complaints relating to Oyster transactions on the Atos (formerly Shere) self service ticket machines. i.e.

- Atos
  - Oyster – card payment 15
  - Oyster – cash payment 13
  - Paper ticket – card payment 1
  - Paper ticket – cash payment 1
- S&B
  - Oyster – card payment 3
  - Oyster – cash payment 3

LOROL remains engaged with Atos to understand the causes of these problems but it is encouraging that the number of complaints continues to fall. LOROL are currently supporting Atos in their relationship with Cubic to improve the interactions between the Pearl device and the ticket machine.

Other complaints in this section are summarised below:

- Incorrectly charged/wrong ticket sold from ticket office (7)
- Problems obtaining replacement tickets (4)
- Cost of ticket (2)
- Oyster discount not applied (1)
- Revenue Protection policy (1)
- Ticket on departure availability (1)
- Speed of transaction at self service ticket machine (1)

### **Information at Stations and On Trains (23)**

A similar number of complaints in this category compared to last period. The main causes of concern continue to be the provision of timely information during service disruption and the volume of PA systems. Our stakeholder team are working with engineers and liaising with residents to find a balance between the needs of passengers and our neighbours.

- Lack of information during disruption (9)
- Volume of announcements
  - Homerton (3)
  - Hackney Wick (1)

- Wanstead Park (1)
- Volume of announcements on Class 172 (2)
- CIS faults/upgrades (3)
- Countdown time display (1)
- Incorrect information regarding Overground on tfl.gov.uk (2)
- Customer dislikes the Boris Johnson PA message regarding the Olympics (1)

#### **Timetabling and connection issues (4)**

As usual complaints in this section remain low. Three customers would like train times to be adjusted to allow for better connections between trains (two at Gospel Oak and one at Richmond). The final complaint was from a resident living near Upper Holloway loop who is concerned with the number of trains stabling in this loop during the early morning.

#### **Complaints Handling (8)**

A slight increase in this area reflects the recent increase in workload, especially from customers claiming compensation in line with the Customer Charter. Seven customers made further contact as they were unhappy with the amount of compensation received. All these will be reviewed and further compensation offered if appropriate.

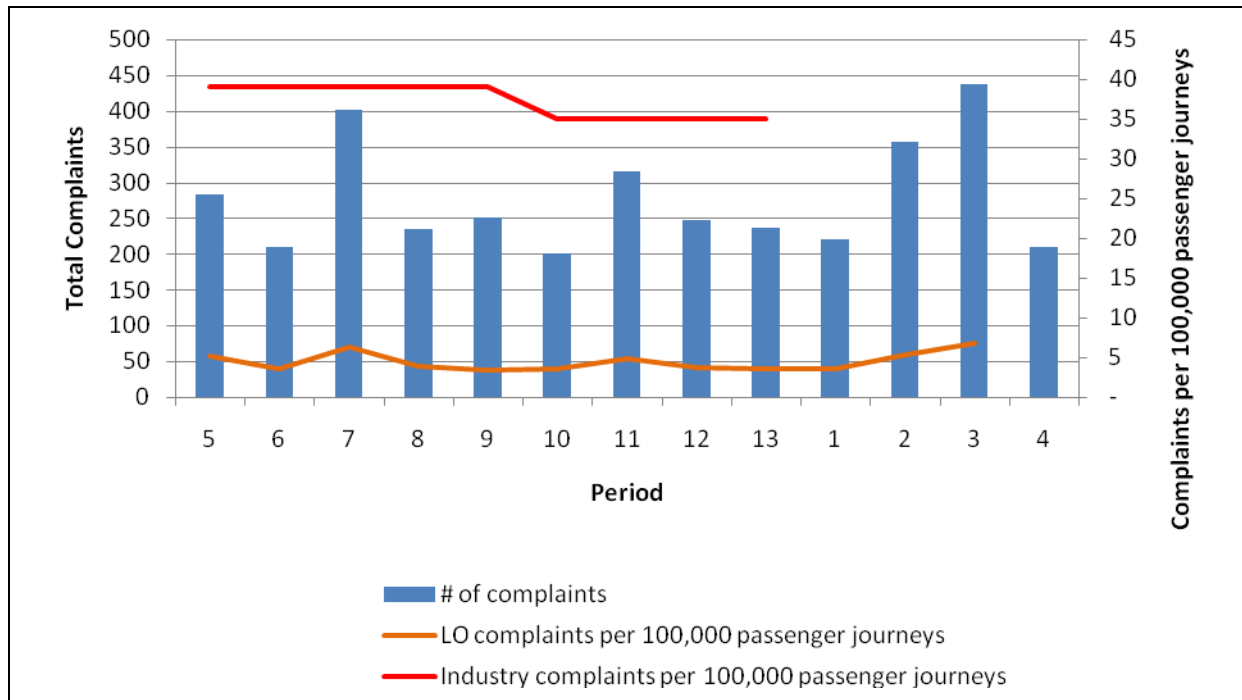
The final complaint was from a customer who wishes the benches to be reinstated at West Croydon. The customer had previously been advised they would be replaced but this work has not yet happened.

#### **Praise (10)**

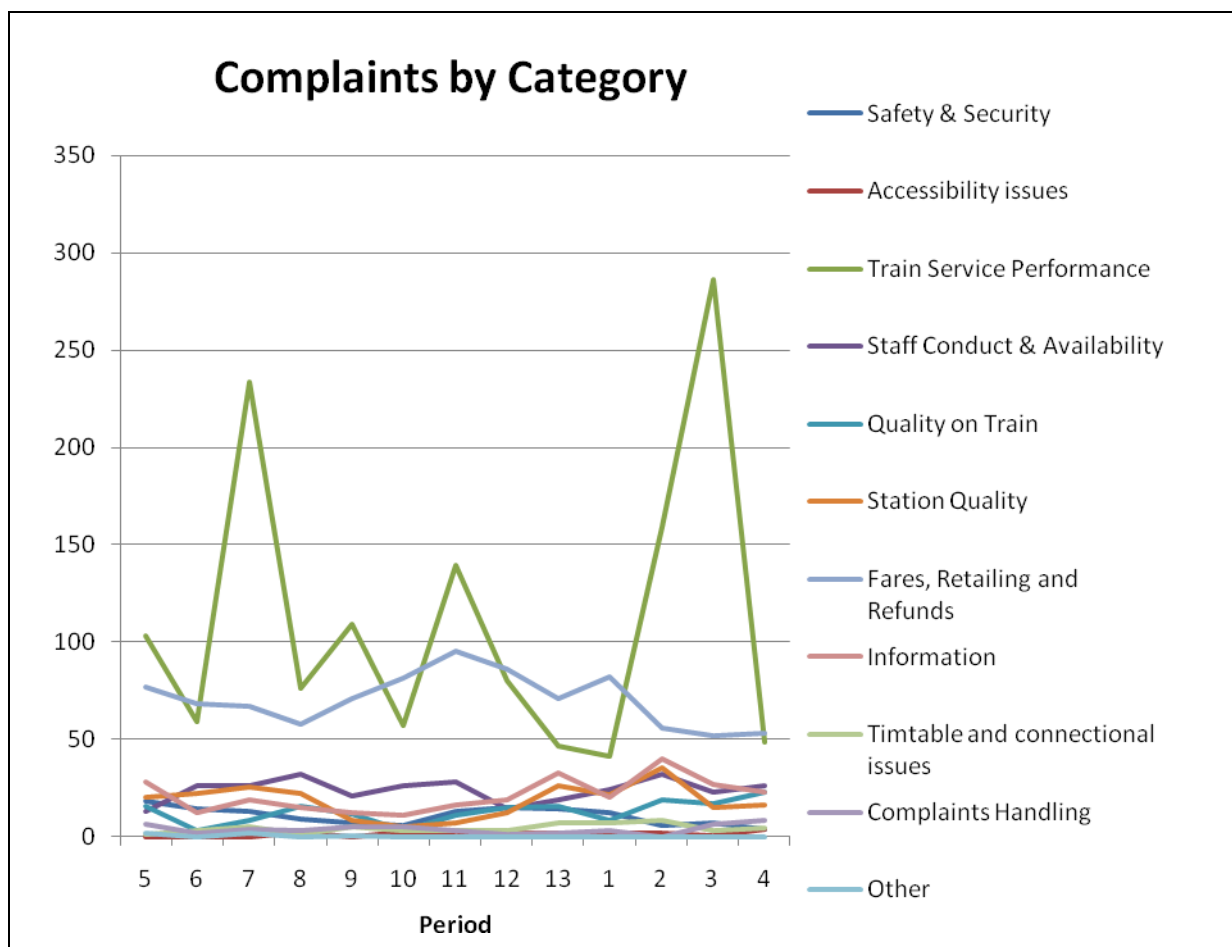
This period praise was received for:

- Overground in general (3)
- Station staff (5)
- Conductor (1)
- Station improvements (1)

### Customer Feedback Trend



### Complaints by Category



### 3.8 Customer Call Centre Information

Telephone Calls	Period 2	Period 3	Period 4
Total Calls (Customer Relations)	351	520	510
Total Calls (Passenger Assistance)	54	100	73
CR Calls answered within 30 sec	349	513	507
Calls abandoned	0.56% (2 calls)	1.34% (7 calls)	0.59% (3 calls)

### Correspondence

Correspondence	Period 2	Period 3	Period 4
Correspondence excl. telephone calls	656	873	604
Average response time	5.26 days	6.63 days	11.70 days
Cases closed within 10 working days	92.4%	87.8%	42.4%
Cases closed within 20 working days	99.8%	100%	92.2%

A dip in performance was the result of sickness absence of one team member following the recent increases in case load. The staff member has now returned to work and the team has additional resources to manage the additional work and staff the contact centre for longer hours during the Games period. It is anticipated that response times will reduce significantly over the next two periods.

### Period 3 2012/13 (27<sup>th</sup> May to 23<sup>rd</sup> June 2012)

Category	Period 1		Period 2		Period 3	
	No.	%	No.	%	No.	%
45. Safety & Security	12	5.45	6	1.68	7	1.60
46. Special needs	2	0.91	2	0.56	1	0.23
47. Train Service Performance	41	18.64	159	44.54	286	65.45
48. Staff Availability & Conduct	24	10.91	32	8.96	23	5.26
49. Quality on Train	8	3.64	19	5.32	17	3.89
50. Station Quality	21	9.55	35	9.80	12	2.75
51. Fares Retailing & Refunds	82	37.27	56	15.69	55	12.59
52. Information at Stations & on Trains	20	9.09	40	11.20	27	6.18
53. Timetable & Connectional Issues	7	3.18	8	2.24	3	0.69
54. Complaints Handling	3	1.36	0	0.00	6	1.37
55. Other	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>220</b>	<b>100</b>	<b>357</b>	<b>100</b>	<b>437</b>	<b>100</b>
NRES	0		0		0	
Praise	8		5		6	
Passenger Charter Claims (Accepted)	492		283		1383	
Passenger Charter Claims (Rejected)	88		124		179	

The series of service disruption incidents at the end of Period 2 and at the beginning of Period 3 has led to a large increase in the amount of work for the customer service team. As well as a marked increase in the number of complaints concerning train service performance, complaints relating to information and complaints handling have also increased as a consequence.

Key points to note:

## **Safety and Security (7)**

Complaints in this category remained at a similar level to that seen in Period 2.

One customer wrote having witnessed train doors being closed whilst an elderly couple and a parent with a push chair were still boarding the train. This is the only complaint relating to the operation of doors, showing a continued improvement following the door modifications to the Class 378 fleet. Another correspondent reported what they believed to be excessive braking on a journey on the Euston – Watford Line. This is currently under investigation by the safety department and driver management team.

Bikes blocking doors on trains was a concern to one passenger. The final train related contact was from a customer who witnessed another passenger defecating on a train and was concerned about the resulting hygiene hazard.

Three contacts raised safety concerns associated with station issues i.e.

- Customer caught their shoe in a drain cover at Bushey
- Congestion caused by ticket checks at West Brompton
- Fare evaders pushing behind other customers at the second gateline at Sydenham

## **Special Needs (1)**

The only contact received in this category was from a customer concerned that development works at Crystal Palace may not include step free access. The customer has been advised that the station will be made step free and the expected completion date for the works.

## **Train Service Performance (286)**

The poor performance at the end of last period, which continued into Period 3, led to the increase in complaints as predicted in the last report. In addition to the cases outlined below 1,562 charter claims were received in the Period.

A summary of days where PPM fell below 85% on one or more routes is given below:

Date	Route	Event	PPM	Complaints Received
27/5	NLL	Engineering overrun at Channelsea Junction	59.35	0
	DC		75.82	
	WLL	Lineside fire in communications cabinet at Willesden Junction	79.71	
	GOB		84.96	
30/5	NLL	Train failure at Acton Central	81.47	3
2/6	NLL	Overhead line problems at Kensal Rise	72.12	3
	WLL		66.22	
3/6	NLL	Overhead line problems at Kensal Rise and associated possession overrun on the GOB	0.00	0
	WLL		7.25	
	GOB		72.57	
8/6	DC	Tree on the line at Hatch End	81.13	1
	GOB	Tree on the line at Harringay Green Lanes	83.09	
11/6	ELL	Power supply problems at Canal Junction	74.58	6
12/6	ELL	Train failure at Canal Junction	66.83	0
20/6	NLL	Track circuit failure at Acton Wells	79.31	0
		Track defect at Hackney Wick		

As several disruptive events occurred in short succession, many customers made contact to comment on several delay incidents. As a result it has not been possible to allocate many of the complaints to specific events, which explains the low number of complaints captured in the table above.

272 disruption cases were registered this Period, 119 related to events in Period 2 with the remaining 153 relating to Period 3. 180 were contacted proactively by the customer services team as they had been delayed on a train between stations for a considerable time.

Nine customers made contact alleging that LO trains had departed early. Of these four were found to have departed early. One departed Gunnersbury early during disruption so that the platform was not blocked. Two early departures from Acton Central have been passed to the conductor management team for investigation and one at New Cross to the driver management team. Of the four unfounded complaints one customer had misread the timetable whilst in the other three cases we have records that show the trains left at the correct time.

The final complaints related to planned engineering work:

- Unhappy with ongoing NLL weekend closures (2)
- Engineering work on Jubilee weekend (1)
- Could not find replacement bus stop at Walthamstow Queen's Road (1)
- Replacement bus did not arrive - no journey details provided (1)

### **Staff Availability & Conduct (23)**

As usual the majority of complaints received in this category related to the behaviour or actions of station staff. This Period two stations received more than one complaint and these are being investigated by the station management team.

The complaints relating to station staff can be broken as follows:

- Rude or discourteous behaviour
  - Homerton (3)
  - Honor Oak Park (2)
  - Brondesbury (1)
  - Shadwell (1)
- Poor attitude to disabled customers
  - Unspecified – more information requested (1)
- Harassment
  - Acton Central (1)
- Length of time taken to respond to an incident
  - Kentish Town West (1)
- Misinformed regarding ticket issue
  - Finchley Road & Frognal (1)
  - Norwood Junction (1)

Seven complaints related to the behaviour of on-train staff. Four customers were unhappy that the train doors were closed before they had been able to board the train. The other three concerned allegations of discourteous behaviour by conductors or drivers.

Finally, four complaints were received relating to the behaviour of revenue protection inspectors. The management team are currently conducting a thorough review of complaints received against inspectors to identify trends or individuals where further action is required.

### **Quality on Train (17)**

- Temperature on train
  - Too hot (11)
  - Too cold (1)

- Overcrowding
  - GOB (2)
  - NLL (1)
- Insufficient seating (1)
- Class 378 floor in poor condition (1)

### **Station Quality (12)**

The number of complaints received in this area has reduced since last period. A summary of these complaints is as follows:

- Reduction in ticket office hours on ELL core route (4)
- Stuck in ELL core route lift (2)
- Insufficient cycle parking
  - Hoxton (1)
  - Brockley (1)
- Kensington Olympia gating scheme (1)
- Ticket office closed – outside opening hours (1)
- Dust from work in Norwood Junction subway (1)
- General noise from Wapping station early in the morning (1)

### **Fares, retailing and refunds (55)**

The total number of contacts remains static in this area, with problem transactions at TVMs being the largest cause of concern. Transactions can be broken down by machine supplier as follows:

- Atos (formerly Shere) – 28
- S&B – 7
- Unknown (customer did not specify station) – 1

In the last period Atos have presented the findings of their study into the difference in transactions between their machines and S&B. This found the major difference between machines to be the length of time taken to print a receipt. To counter this the next software release (in September) will make the credit/debit card receipt optional, thus reducing the transaction time for customers who do not require a receipt.

Of the 28 cases reported this Period, 12 transactions took place in the period. This compares to 17 complaints received in Period 2 for transactions taking place in that period. Atos are confident that this reduction will continue into Period 4.

In two cases customers reported not receiving some or all paper tickets from the TVM. These have been investigated and the customer refunded. A customer had difficulty using the TVM at Brockley station due to the sun shining on the screen. This has been referred to the local station manager who is investigating the scale of the problem and how it can be addressed. The final two contacts relating to TVMs were from customers who did not obtain a receipt - The customer services team have been able to provide confirmation of the transaction to the customer.

Eight customers made contact as they had not received the ticket they wanted/expected from LOROL ticket offices. These cases have been highlighted to the station manager where appropriate and the customer given a refund where due. A further four contacts were received from customers whose card transaction was declined but the money appeared to have left their account; all transactions have been checked and pending authorisations cancelled so that the customer has access to these funds.

The final two complaints for this area were from customers unhappy with the removal of point to point fares on some routes. In both cases the team have explored all available ticket options with the customer so that they are able to make an informed decision

### **Information at Stations and On Trains (27)**

Complaints in this area have reduced since last period. The main cause of concern remains the volume of public address systems and work continues in an effort to achieve acceptable volume levels at sensitive locations that balance resident's concerns with operational requirements.

The number of complaints regarding the quality of information increased this Period, with the increase in service disruption driving customer's expectations for timely and accurate information.

The breakdown of complaints received in this category is as follows:

- Volume of announcements
  - Homerton (7)
  - Honor Oak Park (1)
  - Canonbury (1)

- Hackney Wick (1)
  - Haringay Green Lanes (1)
- Information during disruption (12)
- Information regarding disruption on Underground line (2)
- Volume of announcements on Class 172 (1)
- Countdown timer displays (1)

### **Timetabling and connection issues (3)**

Complaints in this section remain very low. This Period two customers were unhappy with connections between the DC and NLL at Willesden Junction. The other complaint was from a customer who missed their train due to a revised Olympics test timetable operating.

### **Complaints Handling (6)**

Six complaints were received in this category. Two customers requested additional compensation, having already received vouchers considerably in excess of the compensation offered in the Customer Charter. One customer was unhappy that their original compensation claim was rejected - the customer provided further information and the claim has now been settled. A further two customers requested that additional journey costs were refunded as the original payments only covered the normal fare.

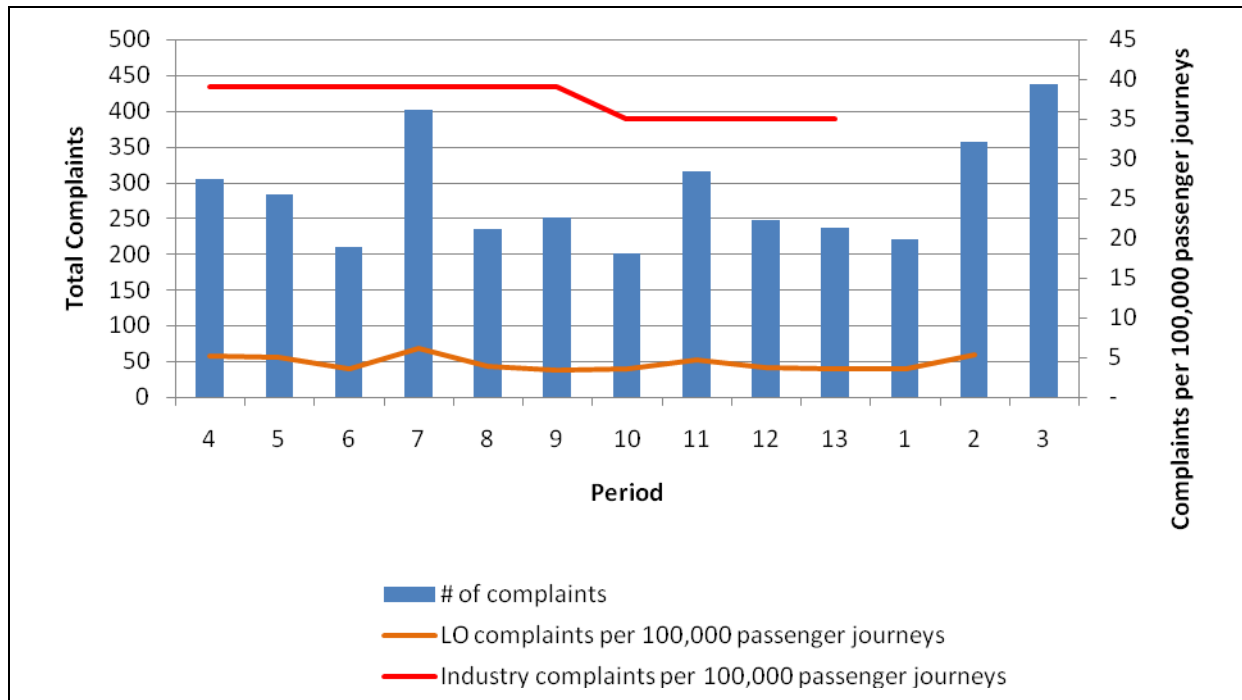
The final complaint was from a customer who disagreed with the information provided in the original reply. This case is currently being reviewed.

**Praise (6)**

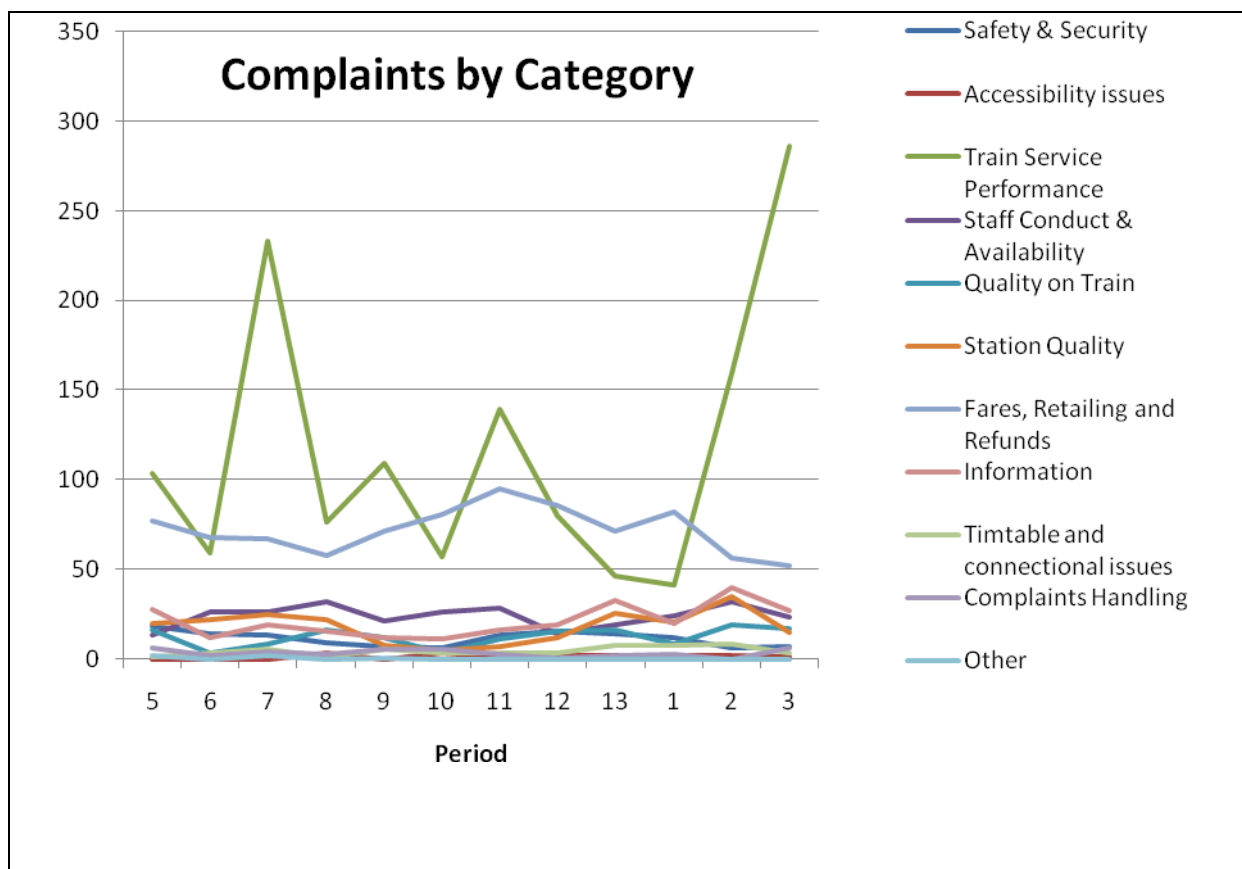
This period praise was received for:

- Allowing temporary signage for event (1)
- Station staff (4)
- Conductor (1)

### Customer Feedback Trend



### Complaints by Category



### 3.9 Customer Call Centre Information

Telephone Calls	Period 1	Period 2	Period 3
Total Calls (Customer Relations)	451	351	520
Total Calls (Passenger Assistance)	50	54	100
CR Calls answered within 30 sec	444	349	513
Calls abandoned	1.55% (7 calls)	0.56% (2 calls)	1.34% (7 calls)

#### Correspondence

Correspondence	Period 1	Period 2	Period 3
Correspondence excl. telephone calls	549	656	873
Average response time	6.03 days	5.26 days	6.63 days
Cases closed within 10 working days	80.2%	92.4%	87.8%
Cases closed within 20 working days	100%	99.8%	100%

An increase in resources in the customer services team is ensuring that response rates remain within target. Increased resources will remain in place to deal with the additional correspondence and through the Games to support the longer opening hours.

## Period 2 2012/13 (29<sup>th</sup> April to 26<sup>th</sup> May 2012)

### 3.10 Customer Feedback Analysis

Category	Period 13		Period 1		Period 2	
	No.	%	No.	%	No.	%
56. Safety & Security	14	5.93	12	5.45	6	1.68
57. Special needs	2	0.85	2	0.91	2	0.56
58. Train Service Performance	46	19.49	41	18.64	159	44.54
59. Staff Availability & Conduct	19	8.05	24	10.91	32	8.96
60. Quality on Train	16	6.78	8	3.64	19	5.32
61. Station Quality	26	11.02	21	9.55	35	9.80
62. Fares Retailing & Refunds	71	30.08	82	37.27	56	15.69
63. Information at Stations & on Trains	33	13.98	20	9.09	40	11.2
64. Timetable & Connectional Issues	7	2.97	7	3.18	8	2.24
65. Complaints Handling	2	0.85	3	1.36	0	0.00
66. Other	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>236</b>	<b>100</b>	<b>220</b>	<b>100</b>	<b>357</b>	<b>100</b>
NRES	0		0		0	
Praise	13		8		5	
Passenger Charter Claims (Accepted)	300		492		283	
Passenger Charter Claims (Rejected)	62		88		124	

The number of complaints received in Period 2 was notably higher than recent periods, with significant increases in complaints relating to service disruption and in relation to noise disturbance caused by station public address systems. It is encouraging to see a reduction in complaints relating to fares and retailing, indicating that progress is being made towards reducing problems with TVM related transactions.

Key points to note:

### **Safety and Security (6)**

The number of customer contacts remains low. Only two customers made contact regarding the train doors closing on them which may reflect the improved door closing arrangements that are being rolled out across the Class 378 fleet. On a similar subject a complaint was made by a school teacher who alleged that the train crew did not allow sufficient time for her party to board or alight on their journey from and to Dalston Kingsland.

Two customers reported security related issues. After challenging another customer sitting on the steps at West Croydon, a customer was threatened and felt that she was at risk of attack. The other complaint concerned fare evaders entering Crystal Palace by climbing over the access gate on Platform 3.

The final contact in this section was from a customer who slipped on the floor at Dalston Junction when the floor was wet. The customer acknowledges that warning signage was on display but feels that the floor surface is not suitable for the location.

### **Special Needs (2)**

As has been the case for over a year, complaints relating to this aspect of the Overground service remained at a low level. Both contacts this period were from the same passenger who makes frequent journeys between East Croydon to West Brompton via Clapham Junction and who was dissatisfied with the assistance provided. This customer makes regular contact and we are led to believe that he is also in regular contact with South West Trains and Southern as well.

### **Train Service Performance (159)**

The recent disruption events across the network have caused a spike in the number of complaints received regarding performance. As many of the more disruptive events occurred towards the end of the period it is anticipated that this trend will continue into Period 3.

A summary of days where PPM fell below 85% on one or more routes is given below:

Date	Route	Event	PPM	Complaints Received
01/05	DC	Track circuit failure at Stonebridge Park	78.3	1
10/05	WLL	Lighting failure at Clapham Junction	77.6	0
22/05	NLL	Track circuit failure at Acton Central	80.2	1
23/05	NLL	Track circuit failure at Gunnersbury	80.2	3
24/05	NLL WLL	Train failure at Acton Wells	69.8 83.7	99
25/05	NLL WLL DC GOB	Foliage on overhead wires at Caledonian Road & Barnsbury Debris on track at Kensal Green Conductor misread diagram	59.6 66.7 69.3 73.5	0
26/05	DC	Lineside fire and comms outage at Willesden Junction	69.8	0

The customer services team proactively contacted 110 passengers whose details were collected by LOROL staff at the time of disruption. These have all been compensated in excess of the provision laid out in the Customer Charter. A further 15 customers complained about delays to the service they were travelling on and another five about cancellations. Seven customers wrote to state that they were unhappy with disruption to their journeys on multiple occasions.

Early departures remain a cause of concern, with eleven customers contacting us this period. Of these, 3 complaints related to the same service and two customers were found to have misread the timetable.

The remaining complaints in this section related to engineering work and associated replacement transport. These can be summarised as follows:

- The ELL should not be subject to maintenance work as it is new (2)
- No replacement buses offered for the full ELL core route (2)
- Journey cost more as a result of a closure (1)
- Closure should not have happened due to Moonwalk event (1)
- Journey times extended – journey not specified (1)
- Continued closures of the NLL (1)
- Rail replacement buses should call at all stops along route (1)
- Location of bus stop not clear at Stratford (1)
- Ticket not accepted on local bus despite ticket acceptance being in place (1)

### **Staff Availability & Conduct (32)**

As normal the largest number of complaints in this section related to the behaviour and actions of station staff. No one station has attracted a significant number of complaints, however it can be noted that stations on the eastern side of the network attract more criticism:

- Rude or discourteous behaviour
  - Honor Oak Park (2)
  - Shoreditch High Street (1)
  - Hackney Central (1)
  - Hampstead Heath (1)
  - Stratford (1)
  - Forest Hill (1)
  - Canonbury (1)
  - Sydenham (1)
- Misinformed customer
  - Homerton (1)
  - Gospel Oak (1)
- Ticket office not available
  - Shepherd's Bush (1)
  - Gospel Oak (1)
- Late opening of station
  - Dalston Kingsland (2)

The cases of poor behaviour or provision of incorrect information have all been reported to the station management team for investigation.

Proactive revenue protection activities provoked nine complaints this period. As with the station staff complaints, these are passed to the revenue protection management team for investigation.

The final set of complaints in this section related to the actions of LOROL train crew. Six customers felt that train doors were not opened to allow all passengers to board or alight. A claim for a taxi fare from Finchley Road & Frognal to Hampstead Heath was made when the customer alleged that the doors were not released at Hampstead Heath. CCTV of this incident has been viewed and confirms that train doors were activated and other customers alighted from the train. The final comment in this section was from a customer who felt a driver was too aggressive when dealing with a customer who had held train doors open when the train was ready to depart.

### **Quality on Train (19)**

The recent warm weather has sparked an increase in complaints regarding the temperature on board trains. Ten customers wrote to request that air conditioning is switched on or the windows opened to increase ventilation.

Eight customers wrote to report overcrowding across the Overground network with two complaints for each line of route, except the DC. The final complaint in this category was from a customer who was concerned that our cycle policy prevents him taking his bike on trains which are not overcrowded.

### **Station Quality (35)**

The main concern in this category continues to be the alteration in ticket office hours on the core route of the East London Line with 14 customers complaining about the change. The Customer Services Team has continued to investigate alternative options for purchasing tickets. The opening hours will be reviewed during Period 3.

Five customers have been compensated following lengthy lift entrapments at Wapping. LOROL continues to work with the TfL infrastructure team to improve the reliability of these assets.

Other complaints in this section are summarised below:

- Lack of Oyster readers on Stratford platforms (2)
- Station closed due to overcrowding (1)
- Insufficient self service ticket machines at Crouch Hill (1)
- No pre-paid ticket collection facilities (1)

- A second entrance should have been provided at Shoreditch High Street (1)
- More litter bins required at Offord Road entrance to Caledonian Road & Barnsbury (1)
- Disturbance from overnight alarm activation at Shepherd's Bush (1)
- Disturbance from deliveries to tenant at Shepherd's Bush (1)
- Build up of leaves at Penge West (1)
- Abandoned cycle at Acton Central (1)
- Leaks and puddles at Honor Oak Park (1)
- Planted areas need weeding at Hampstead Heath (1)
- Signage required for toilet at Hoxton (1)
- No toilets at Forest Hill (1)
- Unhappy with new décor of Kensington Olympia waiting room (1)

### **Fares, retailing and refunds (56)**

LOROL's continued focus on retailing complaints has produced a positive result this Period with a drop of over 25% in this category. This reduction follows continued senior level engagement with Shere, with complaints relating to the Shere fleet of TVMs declining by 33%.

Reported problems with self service ticket machines are summarised below:

- Shere
  - Cash (15)
  - Card (15)
- S&B
  - Cash (2)
  - Card (5)

One customer made contact regarding a failed transaction but did not advise where this had taken place.

Shere are continuing to investigate why failed transactions occur.

The animation changes mentioned in previous reports were implemented in April and the number of failed transactions reports have declined since then.

Shere have a number of other initiatives in progress to further improve the reliability of their fleet.

These include:

- Increased remote monitoring of machine performance
- Full audit of log files for each problem transaction
- Change of physical installation of the Pearl device – a trial is ongoing at Dalston Kingsland
- Analysis of S&B transactions – full report expected early June
- Refund management – a Shere proposal has been put to the ATOC Joint Smartcard Group and will be taken forward by ATOC's Customer Service Action Group
- Further changes to text to manage customer behaviour will be included in the next major software upgrade due towards the end of this year

Ten customers made contact to report problems with tickets issued at Overground ticket offices. These can be further broken down as follows:

- Issued paper ticket rather than Oyster product (2)
- Issued ticket with inappropriate time restrictions (2)
- Sold day return when customer requested open return (1)
- Sold child ticket when child should travel for free (1)
- Failed to take season ticket into consideration (1)
- Sold wrong zones on Oyster season ticket (1)
- Original ticket issued incorrectly and customer had no funds for second transaction (1)
- Incorrectly dated ticket (1)

Four customers were unhappy with the fares they have been paying for travelling on the Overground. One of these customers felt it was unfair they were being charged a Zone 1 fare for travelling through Shoreditch High Street. Another was travelling from Clapham Junction to Canada Water avoiding Zone 1 by changing at Crystal Palace. As this is an unusual route, the Oyster business rules assume that this journey is made through Zone 1; the customer has now been advised to touch in and out at Crystal Palace to avoid the higher fare. A Freedom Pass holder was unhappy that someone holding a Young Person's Railcard was able to travel to Brighton for nearly the same price; the pass holder has been advised of the Senior Railcard which will provide them with a further discount if they meet the railcard

requirements. The final complaint was from a customer who did not receive their student discount when purchasing a ticket at North Wembley.

Revenue protection activities led to two complaints in this section. One from a customer who felt that ticket checks at Shadwell were endangering the safety of passengers; the customer has been advised that risk assessments are conducted to support revenue blocks and that the revenue protection team will stop checks if necessary. The father of a child who was travelling without a valid ticket or Oyster card was unhappy with action being taken by the LOROL prosecutions team despite the fact that his son had insufficient credit on his Oyster or any money to pay his fare.

The management of crowds at Shadwell station during the London Marathon led to one customer believing that she had been overcharged for her journey. Her Oyster records have been checked and the customer informed that the correct fare was charged.

One complaint was received regarding the format of receipts, with the customer unhappy that the receipt does not provide all the information they need for their expenses claims.

#### **Information at Stations and On Trains (40)**

The review of PA volumes across the network, started in Period 13, has driven a sharp increase in the number of complaints received in this category. Specifically 15 complaints were received from residents regarding the increased volume at a number of stations:

- Homerton (5)
- Wanstead Park (4)
- Dalston Kingsland (2)
- South Tottenham (2)
- South Hampstead (1)
- Hatch End (1)

These complaints are now being handled by LOROL's stakeholder team who are working with residents and local authorities to ensure a balance between customer needs and our neighbours can be found. The project is considering a number of measures:

- Reduce the number of announcements made for each train
- Remove the calling points section of train announcements
- Inhibiting all automatic recorded announcements at sensitive locations

Conversely two complaints have been received from customers who felt that the announcements are too low, specifically Hackney Central and West Hampstead. It is understood that the work to adjust PA volumes has resolved this issue at these stations.

Once again the volume of announcements on the Class 172 has attracted complaints. Three customers wrote to express their feeling that the recorded announcements are too loud. LOROL has already engaged the original manufacturer to lower the volume of live announcements and will now address the recorded information.

Two customers wrote to register their concern at the lack of information available on the newly extended section of Platform 5 at Willesden Junction. Another wrote to express their concern that the information displays were not working at Brockley. The customer has been advised that this screen is being upgraded (*through a project being undertaken by RfL to replace the platform displays at the majority of the former Southern stations*).

Three customers wrote regarding the provision of information during disruption. As a matter of course these complaints are passed to the Head of Customer Service Delivery so that they can be reviewed with the control and station teams. A further three customers made contact to advise that they had not been made aware of platform alterations at LOROL managed stations. The provision of on train information on board routes without conductors attracted one complaint from a customer who connects between the Overground and the DLR or Jubilee line.

The termination of the Nexus Alpha JourneyCheck system caused five customers to make contact; these customers have been advised of alternative web based journey planning and information tools to help them plan their journeys. Customers have reported two instances of the Overground service being incorrectly shown on the TfL website. LOROL customer service controllers continue to monitor this, especially in times of disruption, and highlight errors to the TfL Real Time Team. One customer wished to highlight the lack of platform information on the National Rail Enquiries website. This has been highlighted to the LOROL train planning team who are responsible for ensuring this data is entered. One web user was unhappy with the maps provided on a website (not specified) and has been advised where to find the full range of TfL and Overground maps.

The final complaint in this section was from a customer who was unhappy that only one train service alteration poster was on display at Honor Oak Park. All poster locations are currently under review as part of the ATOC station zoning scheme.

### **Timetabling and connection issues (8)**

Connections between Overground services continue to attract the largest amount of correspondence. Five customers were unhappy with connections from the NLL to GOB at Gospel Oak and one customer was unhappy that connections are not held at Highbury & Islington when ELL services are slightly delayed.

We received one complaint regarding the early finish of services on Sunday evenings. The final complaint was from a resident who was disturbed by units stabling in the Upper Holloway loop prior to entering passenger service in the morning.

### **Complaints Handling (0)**

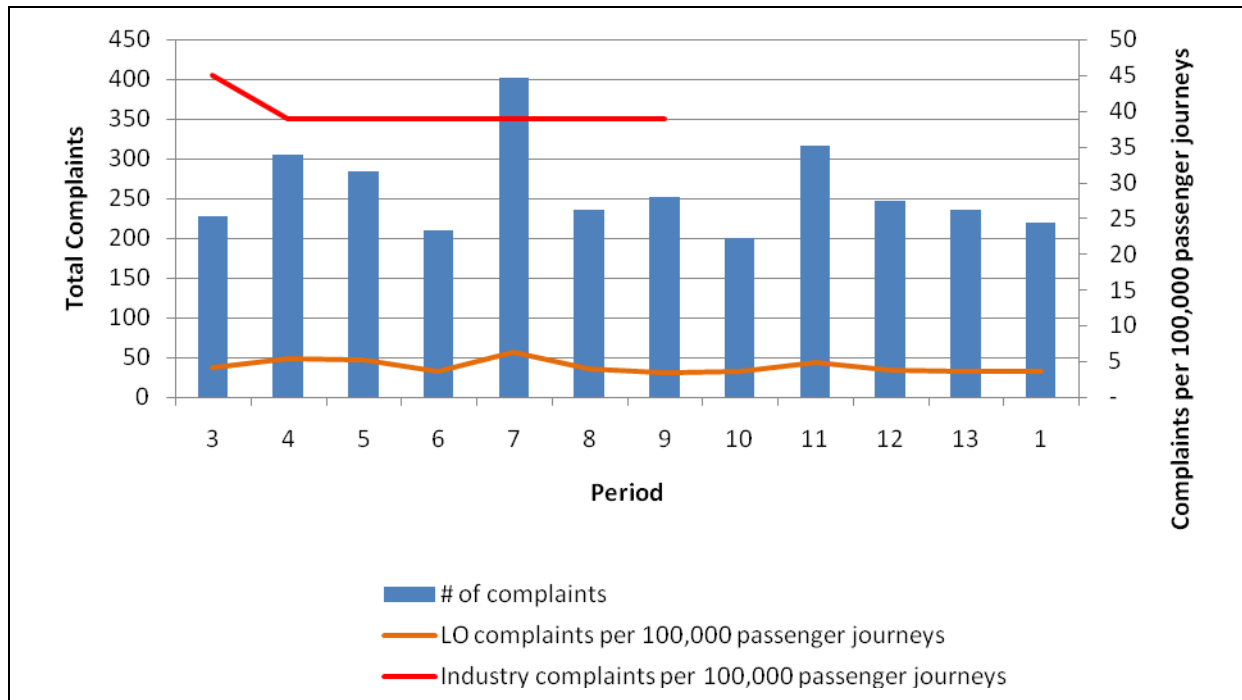
There were no complaints received in this category.

### **Praise (5)**

Praise was received for:

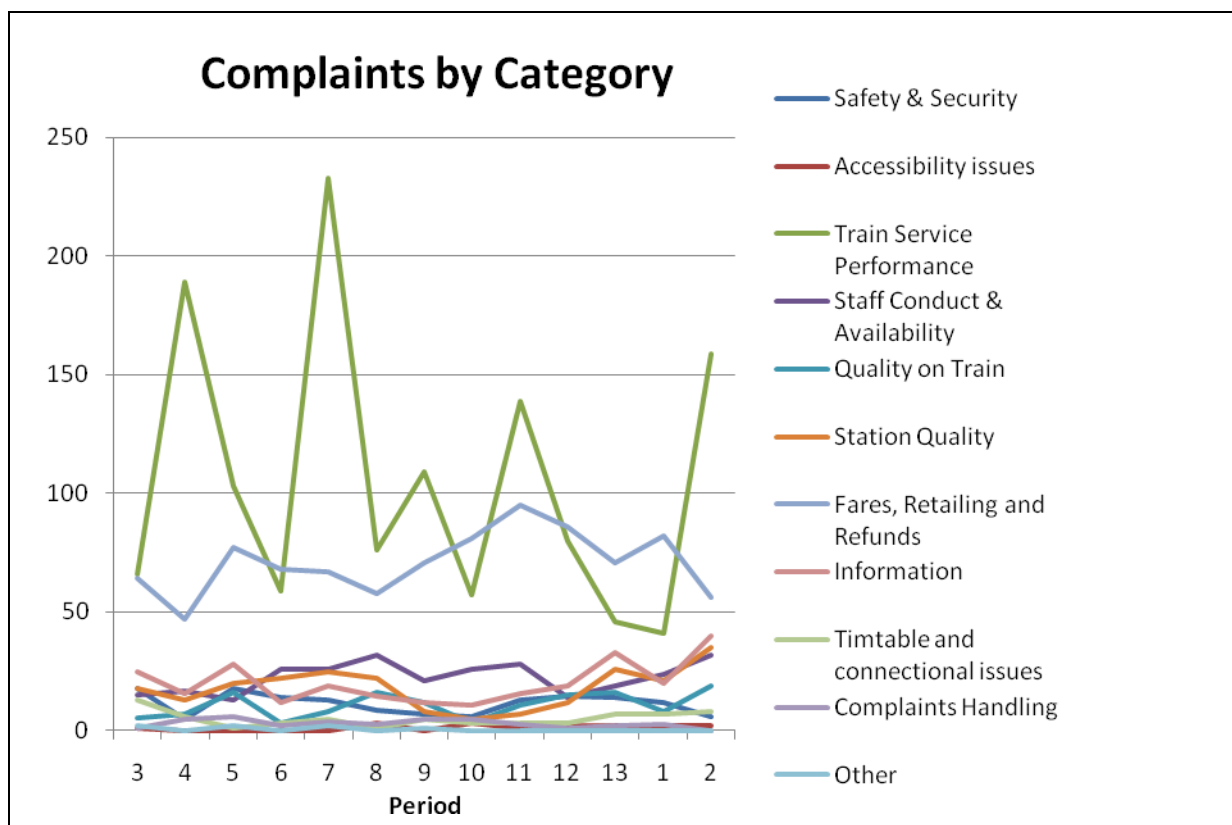
- Station staff (4)
- Conductor (1)

### Customer Feedback Trend



The Office of Rail Regulation will publish the next set of industry data on 21 June 2012.

### Complaints by Category



### 3.11 Customer Call Centre Information

#### Contacts

Telephone Calls	Period 13	Period 1	Period 2
Total Calls (Customer Relations)	462	451	351
Total Calls (Passenger Assistance)*	59	50	54
CR Calls answered within 30 sec	460	444	349
Calls abandoned	0.43% (2 calls)	1.55% (7 calls)	0.56% (2 calls)

\* From 22 February Passenger Assist calls have been handled on LOROL's behalf by Arriva CrossCountry.

#### Correspondence

Correspondence	Period 13	Period 1	Period 2
Correspondence excl. telephone calls	502	549	656
Average response time	6.49 days	6.03 days	5.26 days
Cases closed within 10 working days	79.3%	80.2%	92.4%
Cases closed within 20 working days	100%	100%	99.8%

With the anticipated increased workload, following recent spate of disruption incidents, the Customer Services Team have seconded in an additional experienced team member from the stations team. This resource will also be used during the Games period so that the team can provide extended call centre hours.

## Period 1 2012/13 (1<sup>st</sup> – 28<sup>th</sup> April 2012)

### 3.12 Customer Feedback Analysis

Category	Period 12		Period 13		Period 1	
	No.	%	No.	%	No.	%
1. Safety & Security	15	6.07	14	5.93	12	5.45
2. Special needs	2	0.81	2	0.85	2	0.91
3. Train Service Performance	80	32.38	46	19.49	41	18.64
4. Staff Availability & Conduct	14	5.67	19	8.05	24	10.91
5. Quality on Train	15	6.07	16	6.78	8	3.64
6. Station Quality	12	4.86	26	11.02	21	9.55
7. Fares Retailing & Refunds	86	34.82	71	30.08	82	37.27
8. Information at Stations & on Trains	19	7.69	33	13.98	20	9.09
9. Timetable & Connectional Issues	3	1.21	7	2.97	7	3.18
10. Complaints Handling	1	0.40	2	0.85	3	1.36

11. Other	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>247</b>	<b>100</b>	<b>236</b>	<b>100</b>	<b>220</b>	<b>100</b>
NRES	0		0		0	
Praise	11		13		8	
Passenger Charter Claims (Accepted)	334		300		492	
Passenger Charter Claims (Rejected)	208		62		88	

Key points to note:

### **Safety and Security (12)**

There was a decline in the number of customer contacts relating to the operation of the doors on Class 378 trains, an early sign that the door modifications are having a positive impact. In addition to two customers being caught on Class 378s, a report was received from a customer who was caught in the doors of a Class 172.

Three customers wrote to highlight perceived safety risks when using the Overground. One expressed concern at the level of congestion through Crystal Palace station, another regarding crowding caused by ticket checks when leaving the train at Stratford, and the final customer was concerned about a flooding hazard at Carpenders Park.

Four customers made contact following incidents on the Overground network. One customer fell backwards from a train door when the doors opened on arrival. Another customer fell whilst alighting with a cycle at Anerley. A compensation claim was received from a customer who had fallen at Willesden Junction; this matter is now being handled by LOROL's claims handler. The final customer damaged their clothing on a faulty bin loop at Shepherds Bush. This has been reported for repair and the customer offered compensation to replace the damaged item of clothing.

The final two comments in this area were from customers who felt unsafe using the Overground due to the behaviour of other passengers – one at Dalston Kingsland and the other on train between Shadwell and Hoxton.

### **Special Needs (2)**

Again a very small number of complaints were received in this category. One customer wanted to know if there were any plans to install step free access at Brondesbury. The second was from an elderly customer who claims to have fallen when boarding services on the DC line on a number of occasions. The customer has been offered alternative transport to an accessible station but declined the offer.

### **Train Service Performance (41)**

The continued robust performance of the service again resulted in a very low number of complaints under this category.

Summary of days where PPM fell below 85% on one or more routes:

Date	Route	Event	PPM	Complaints Received
03/04	NLL	Overhead power supply problems between ACC and CIR	79.35	0
10/04	NLL	Signal problem at King's Cross resulting in freight blocking NLL at CMD	79.35	0
13/04	NLL	Failed freight train at CNN	80.43	8
	DC	Pantograph damage at SOH	82.35	
18/04	DC	Possession overrun at HRW	76.47	0
26/04	DC	Bakerloo line problems at Waterloo	70.59	0

Of the twenty complaints relating to service disruption, eight were contacted proactively by the Customer Services Team after the customers had been stranded on a train for over forty minutes when a freight train failed in the Canonbury area.

The conductor management team remains focused on reports of early departure with nine allegations received in the period, eight of which related to conductor operated routes. With three of the reports relating to departures at Gospel Oak the team are undertaking a detailed review of departures from this location on both the NLL and GOB.

Six customers made contact to complain about line closures associated with planned engineering work. The remaining complaints related to rail replacement bus services:

- Buses not provided on 1 April (1)
- Bus did not call at Caledonian Road & Barnsbury (1)
- Bus overcrowded (1)
- Bus stop too far from station (2)
- Bus delayed (1)

#### **Staff Availability & Conduct (24)**

24 contacts were received under this category with station staff attracting the largest number of complaints (13 complaints). Eight customers complained that the member of staff was rude. Two customers were unhappy that no staff were available at the ticket office and two felt that there were insufficient staff at the station. One customer wrote to express their disappointment when a member of staff did not challenge a fare evader. The locations of these complaints are summarised below:

- Brockley
- Forest Hill
- Hampstead Heath
- Kentish Town  
West
- New Cross Gate
- Norwood Junction
- Shadwell
- Shoreditch High  
Street
- Sydenham
- West Croydon

The continued efforts to tackle ticketless travel may have contributed to a slight increase in complaints against RPIs (from four to six).

One customer emailed a photograph of a railway worker placing their feet on seats. As the photo showed a litter picker and orange hi-visibility trousers it is thought that this was a JLIS employee. This matter has been raised with JLIS.

Three customers wrote to complain that they felt the train doors were closed when the train crew could have allowed them to board the train before departing.

One complaint was received regarding drivers which alleged that the driver was smoking in the cab on the DC route.

### **Quality on Train (8)**

This Period has seen a decrease in the number of customers dissatisfied with the onboard environment with only one complaint concerning this aspect of on-train quality.

The largest number of contacts were to express concern with the level of overcrowding on the train: i.e

- Gospel Oak to Barking (1)
- West London Line (3)
- Route not specified (1)

One customer wrote to advise that a preacher was once again travelling on services at the eastern end of the GOB line. The final complaint related to the cleanliness on Overground trains, the customer is not clear on the route he is travelling on and further clarification has been sought.

## **Station Quality (21)**

The amendment to the opening hours on the ELL core route attracted seven complaints from customers concerned that their ticket is not available from the self service ticket machine. The Customer Services Team have explored the options available to each customer and offered suggestions on how tickets can be purchased.

The other complaints in this section are summarised below:

- Lack of step free access at the eastern end of the GOB – from lady having difficulty with a push-chair (1)
- Insufficient ticket gates at West Croydon (1)
- Gates not accepting ticket/Oyster (4)
- Oyster reader inappropriately located at Kensington Olympia (1)
- Oyster readers out of use at Clapham Junction (1)
- Water leak above the platform at Wapping (1)
- Unhappy with introduction of vending and advertising at Rotherhithe (1)
- Vomit on platform (1)
- Request to clean boundary to discourage antisocial behaviour at Crouch Hill (1)
- Litter (1)
- Delay to subway improvement works at Norwood Junction (1)

## **Fares, retailing and refunds (82)**

This category accounted for the largest number of complaints received in the Period. Whilst a wide range of issues were raised, 56 related to TORN transactions on ticket vending machines.

- Lack of change
- TVM out of order 3
- TVM indicates free bus between LAP and LTN
- Staff sold wrong ticket/wrongly charged 13
- Problem transactions
  - Shere cash 23
  - Shere card 22
  - S&B cash 5 (IMW 4)
  - S&B card 6
- TOM failed to load Oyster 2
- Oyster validator out of order 2
- Point to point ticket not available
- Unable to process refund
- Incorrect advice regarding ticket restrictions/seat reservations 2

As at 3<sup>rd</sup> May 2012, There are continuing to investigate the cause of the problems with Oyster transactions. A number of lines of enquiry have now been eliminated and a report is expected from There in the next two weeks. It has been identified that a large number of problems relate to transactions of £22.00. This is the cost of a weekly Travelcard covering two zones; There are currently reviewing the coding of these products to see if this may be a cause of the issues.

As solutions are tested and eliminated it is felt by There that the problem is most likely to lie in the communication between the Pearl (Oyster reading) device and the ticket machine. LOROL's Infrastructure team recently met with Cubic (supplier of the Pearl devices) and have managed to engage both parties in looking for a solution to these issues. LOROL will continue to discuss these issues with There on a weekly basis.

### **Information at Stations and On Trains (20)**

The twenty seven complaints in this section can be summarised as below:

- Lack of information during disruption (6)
- Lack of information regarding LU disruption (1)
- Poor quality map (1)
- Incorrect information on website (2)
- Station PA too loud
  - Finchley Road & Frognal (1)
  - Honor Oak Park (1)
  - Penge West (1)
- On train PA too loud – Class 172 (3)
- Unhappy with countdown timer on CIS (3)
- Orientation of departure screen at Kensington Olympia (1)

### **Timetabling and connection issues (7)**

In contrast to recent periods, the highest number of complaints in this section related to the timing of first and last trains. Specifically customers raised the following issues:

- The last northbound ELL service should depart after the last Tube at Whitechapel
- Earlier trains on the WLL on Sundays
- The last northbound DC train should leave after the last service from Manchester has arrived at Euston
- Southbound ELL services finish too early

Two customers wrote to request better connections at Gospel Oak. The final contact was a request to reduce the dwell times at Dalston Junction – *this will be reduced from 3 minutes to 1 minute in December 2012.*

### **Complaints Handling (3)**

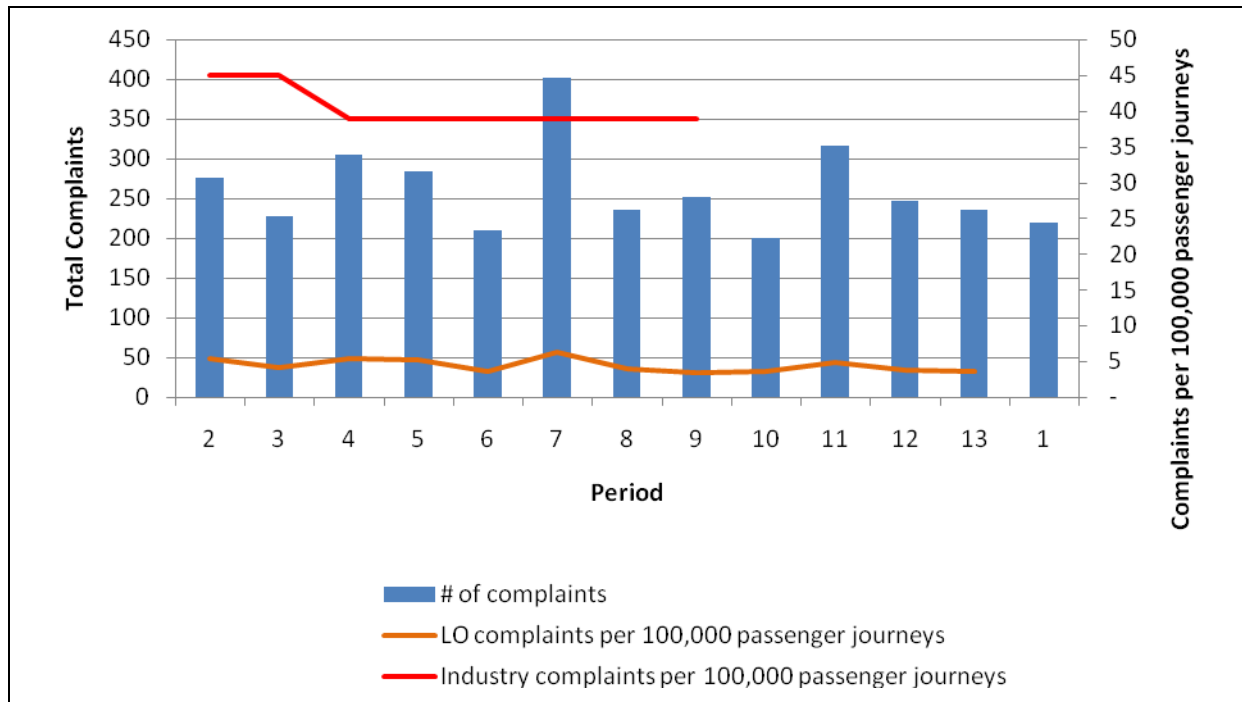
Three complaints were received in this category, all from customers who were dissatisfied with the amount of compensation they received. These cases have now all been resolved to the customer's satisfaction.

### **Praise (8)**

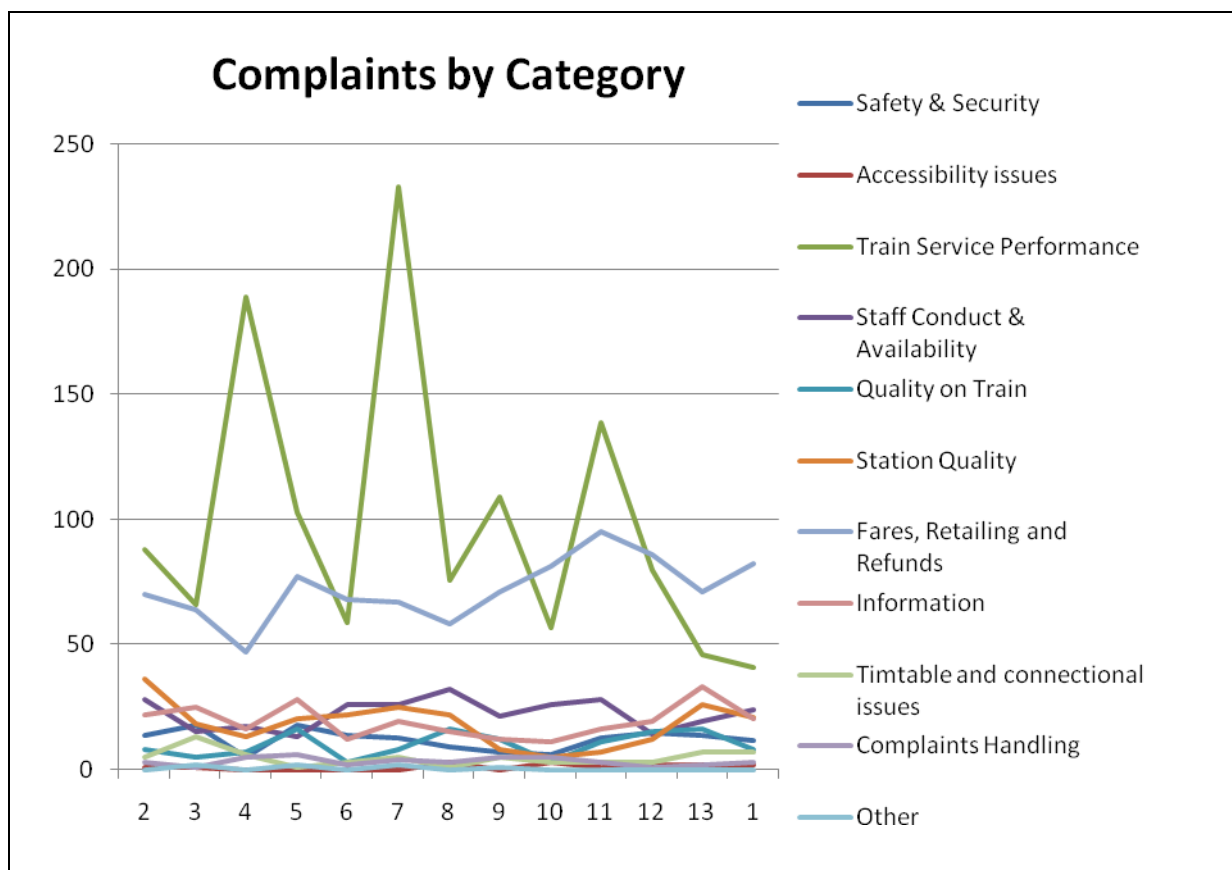
Praise was received for:

- Station staff (6)
- Good service on the ELL (1)
- Thanks for assistance provided to group of disabled children (1)

### Customer Feedback Trend



### Complaints by Category



### 3.13 Customer Call Centre Information

#### Contacts

Telephone Calls	Period 12	Period 13	Period 1
Total Calls (Customer Relations)	469	462	451
Total Calls (Passenger Assistance)*	23	59	50
CR Calls answered within 30 sec	463	460	444
Calls abandoned	1.21% (6 calls)	0.43% (2 calls)	1.55% (7 calls)

\* From 22 February Passenger Assist calls have been handled on LOROL's behalf by Arriva CrossCountry.

#### Correspondence

Correspondence	Period 12	Period 13	Period 1
Correspondence excl. telephone calls	518	502	549
Average response time	4.86 days	6.49 days	6.03 days
Cases closed within 10 working days	96.8%	79.3%	80.2%
Cases closed within 20 working days	100%	100%	100%

## Period 13 2011/12 (4<sup>th</sup> – 31<sup>st</sup> March 2012)

### 3.14 Customer Feedback Analysis

Category	Period 11		Period 12		Period 13	
	No.	%	No.	%	No.	%
12. Safety & Security	13	4.11	15	6.07	14	5.93
13. Special needs	1	0.32	2	0.81	2	0.85
14. Train Service Performance	139	43.99	80	32.38	46	19.49
15. Staff Availability & Conduct	28	8.86	14	5.67	19	8.05
16. Quality on Train	11	3.48	15	6.07	16	6.78
17. Station Quality	7	2.22	12	4.86	26	11.02
18. Fares Retailing & Refunds	95	30.06	86	34.82	71	30.08
19. Information at Stations & on Trains	16	5.06	19	7.69	33	13.98
20. Timetable & Connectional Issues	3	0.95	3	1.21	7	2.97
21. Complaints Handling	3	0.95	1	0.40	2	0.85
22. Other	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>316</b>	<b>100</b>	<b>247</b>	<b>100</b>	<b>236</b>	<b>100</b>
NRES	0		0		0	
Praise	11		11		13	
Passenger Charter Claims (Accepted)	365		334		300	
Passenger Charter Claims (Rejected)	251		208		62	

Key points to note:

#### Safety and Security (14)

The largest cause of concern for customers in this area continues to be the doors on the Class 378. Five customers made contact having been caught by closing train doors. The problem is caused by customers being able to manually close doors on the inside. A modification is being made to disable door closure, so only conductors or the train driver can undertake this function (in line with current door policy on the tube). Another customer reported having slipped on a platform at Homerton.

Two customers made contact to express concerns at the driver's attentiveness. They alleged that there was another person in the cab who was distracting the driver. Another person reported a driver drinking alcohol during his leisure time while off duty – the complainant is known to the driver and thought that train drivers were not allowed to drink alcohol at any time, including when off duty. The identified driver was subsequently tested for alcohol and the test was negative. The detail of these complaints has been provided to the driver management and safety teams for further investigation.

A local resident emailed to advise that a tree had fallen on the overhead wires in the Canonbury area (10 March). One customer wrote to express his concern regarding a passenger flow bottleneck leaving New Cross Gate station during peak times.

The final two contacts related to customer's perception of security on stations. One customer was concerned about the behaviour of another passenger in the toilets at Willesden Junction and another commented on people tailgating through the barriers at West Croydon.

### **Special Needs (2)**

One of the contacts in this category was from a customer with mobility impairment who travels daily between Clapham Junction and West Brompton. Following some problems towards the end of 2011 he confirmed that the assistance provided has improved but wanted to highlight a couple of minor issues. In particular he highlighted that on occasions the conductors encounter difficulties accessing the onboard ramp. To mitigate this LOROL has purchased ramps to be installed at West Brompton station and these will be fitted as soon as LUL's permission for the installation work is received.

The second complaint was from a visually impaired customer who was not met on arrival at London Bridge on a journey from Forest Hill. The customer believed that this was a result of Overground staff not having made contact with the onward station, but the LOROL Customer Service Control Log stated that contact had been.

### **Train Service Performance (46)**

A good PPM result, despite several major disruption events, resulted in a relatively low number of complaints in this category.

A summary of days where PPM fell below 85% on one or more routes is shown below:

Date	Route	Event	PPM	Complaints Received
5/3	NLL	Train fault at Camden Road	83.70	2
6/3	GOB	Freight train awaiting entry to Ferme Park	83.67	1
8/3	NLL	Train fault at North Pole	60.87	3
	WLL		66.67	
	GOB	Points failure at South Tottenham	73.47	
10/3	NLL	Overhead power supply fault at Highbury	40.85	3
12/3	ELL	Track circuit failure at New Cross Gate	77.08	1
25/3	NLL	Line side fire at Brondesbury	26.83	1
	WLL		66.67	
26/3	DC	Line side fire at Hatch End	82.35	0

In addition to these 11 customers, a further 17 made contact to complain about delays to their journeys.

Early departures are still causing concern, with fourteen customers making allegations this Period. The number of reports from Acton Central, previously a consistent location, has dropped to two with other reports spread across the NLL and GOB. The Customer Services Team continues to work with conductor managers to highlight the issue and ensure that when early departure is verified it is taken up with the staff member responsible for dispatch.

The final four complaints for this category related to engineering works and specifically the continuing regularity of engineering related service alterations.

### **Staff Availability & Conduct (19)**

The number of complaints in this category remained relatively low with the majority relating to the behaviour of station staff. Five customers reported rude staff, three that staff were not available in the ticket office and one that the staff member did not have a good grasp of English.

The breakdown of these complaints by station is as follows:

- Willesden Junction (2)
- Kentish Town West (2)
- Shepherd's Bush (2)
- New Cross Gate (1)
- Brockley (1)
- Carpenders Park (1)

A complaint was also received regarding the staff at Honor Oak Park station, alleging that a staff member was late on duty and that this caused the passenger concerned to miss the first Southern service from the station.

The remaining complaints in this area related to:

- Doors closing before customer could board train (2)
- Rude conductor (2)
- Sarcastic PA announcements (1)
- RPI behaviour (4)

These cases continue to be reported to the line managers for investigation via the staff complaints database.

### **Quality on Train (16)**

16 complaints were received in this category as summarised below:

- Allegation of lewd passenger behaviour (1)
- Too hot on train (8)
- Wheel squeal near South Acton (1)
- Overcrowding:
  - WLL (1)
  - GOB (2)
  - DC (1)
  - NLL (1)

### **Station Quality (26)**

26 complaints were received in this category as summarised below:

- Lack of step free access at Crystal Palace (1)
- Toilets at Norwood Junction (1)
- Ticket failed to operate the ticket barrier (4)
- Ticket on departure collection issues (3)
- Train stops too far from waiting room at Kensington Olympia (1)
- Trapped in a lift on ELL core route (2)
- Puddles on over bridge at Kensington Olympia (1)
- Lack of litter bins at Canonbury station (1)
- Lack of cycle parking – Brockley(2), Acton Central (1) and Honor Oak Park (1)
- All ticket barriers set to exit at Acton Central (1)
- Alarms sounding for an extended period of time at Haggerston (1)
- Lights on during daylight hours at Haggerston (2)
- Additional ticket barriers needed at New Cross Gate (1)
- Condensation in Oyster readers at Kensington Olympia (1)
- Aggressive perfume sales people at Surrey Quays (1)
- Music too loud from the station retail unit at Hampstead Heath (1)

#### **Fares, retailing and refunds (71)**

Complaints in this section remain a cause for concern, with the Shere self service ticket machines continuing to account for a large proportion of the complaints in this category.

The breakdown of these complaints by machine type is as follows:

- Shere
  - Card (23)
  - Cash (22)
- S&B
  - Card (2)
  - Cash (0)

There are continuing to analyse all data provided by LOROL to improve the performance of their machines. They have recently identified a communications protocol conflict within the machines which has resulted in a modification that has been rolled out to a small number of machines for evaluation.

Other complaints received were as follows:

- Wrong ticket sold at ticket office (10)
- Rail card discount not applied (4)
- Shoreditch High Street zoning (2)
- Incorrectly advised that a ticket was not available (2)
- Could not obtain replacement season ticket (2)
- Inconsistent fares from Wapping (1)
- TVM did offer all fares for journey (1)
- Unable to purchase tickets with ATOC Privilege discount from TVM (1)
- Ticket office would not issue Oyster statement (1)

### **Information at Stations and On Trains (33)**

33 complaints were received in this category as summarised below:

- Lack of information during disruption (6)
- Good service advertised but trains were running late (2)
- Advertised train did not run (2)
- Disruption not shown online (3)
- Weekend engineering information incorrect online (2)
- Change to countdown timer on CIS (2)
- Volume of PA on Class 172 too loud (3)
- Haggerston PA volume too loud (2)
- Lack of information regarding planned works at Honor Oak Park (1)
- Lack of information on train regarding Jubilee line delays at Canada Water (1)
- Planned work information on CIS not detailed enough (1)
- CIS announcing train after it has departed at Crystal Palace (1)
- Last train not advertised on CIS at Canonbury (1)
- Not enough information on when District Line will run at Kensington Olympia (1)
- Platform alteration not advertised at Highbury & Islington (1)
- On train advert offensive to Greeks (1)
- Electronic service update board does not give enough detail on part suspensions (1)
- Departure board at Kensington Olympia has been turned around (1)
- Departure board at Rotherhithe not working (1)

### **Timetabling and connection issues (7)**

Connections between rail services remain the most frequent subject of complaints received in this category. Two customers were unhappy with the connection from the NLL to the GOB and a third with connections to Hayes at New Cross.

One customer commented that they would like the GOB PIXC buster to be extended beyond Hampstead Heath as the train continues in that direction. Another expressed dissatisfaction with the service frequency on the WLL.

One customer complained that train doors are closed ahead of the departure time. The final complaint was from a resident near Upper Holloway who was unhappy that trains were scheduled to wait in the goods loop in the late evening.

### **Complaints Handling (2)**

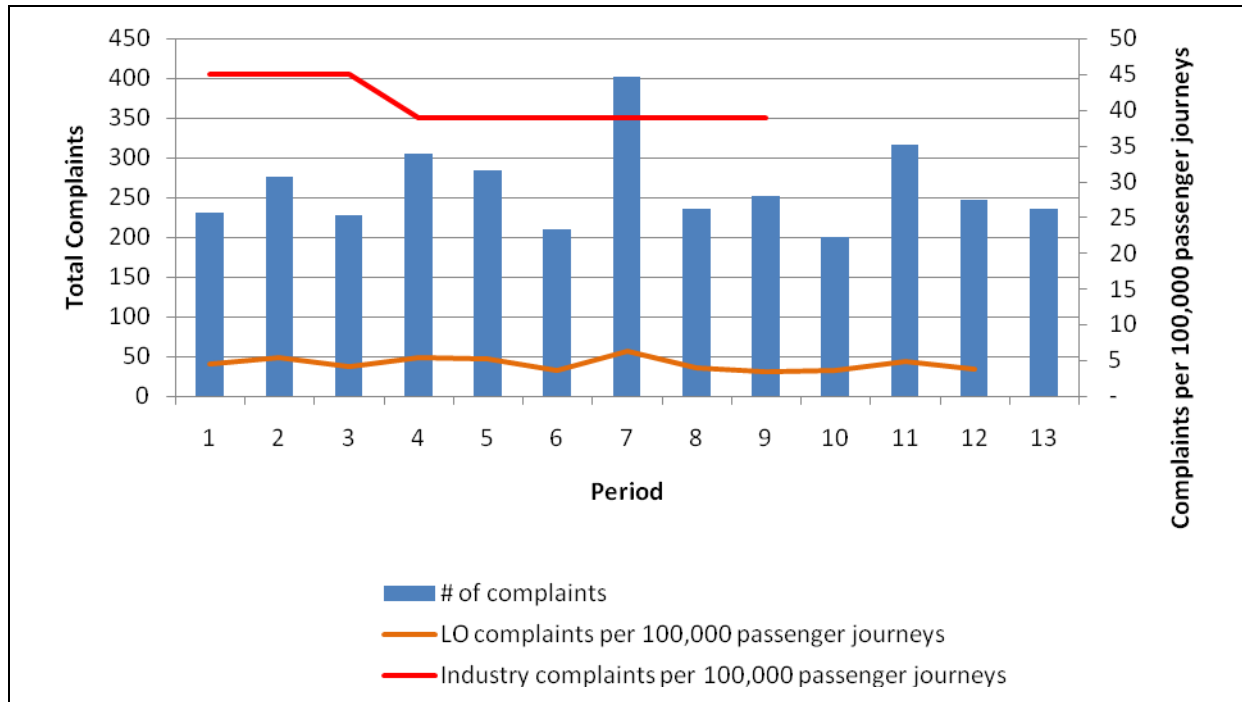
Once again the complaints in this section were from customers unhappy with the compensation they had received. In both cases more information came to light and the team were able to reach agreement on the amount of compensation appropriate to the complaint.

### **Praise (13)**

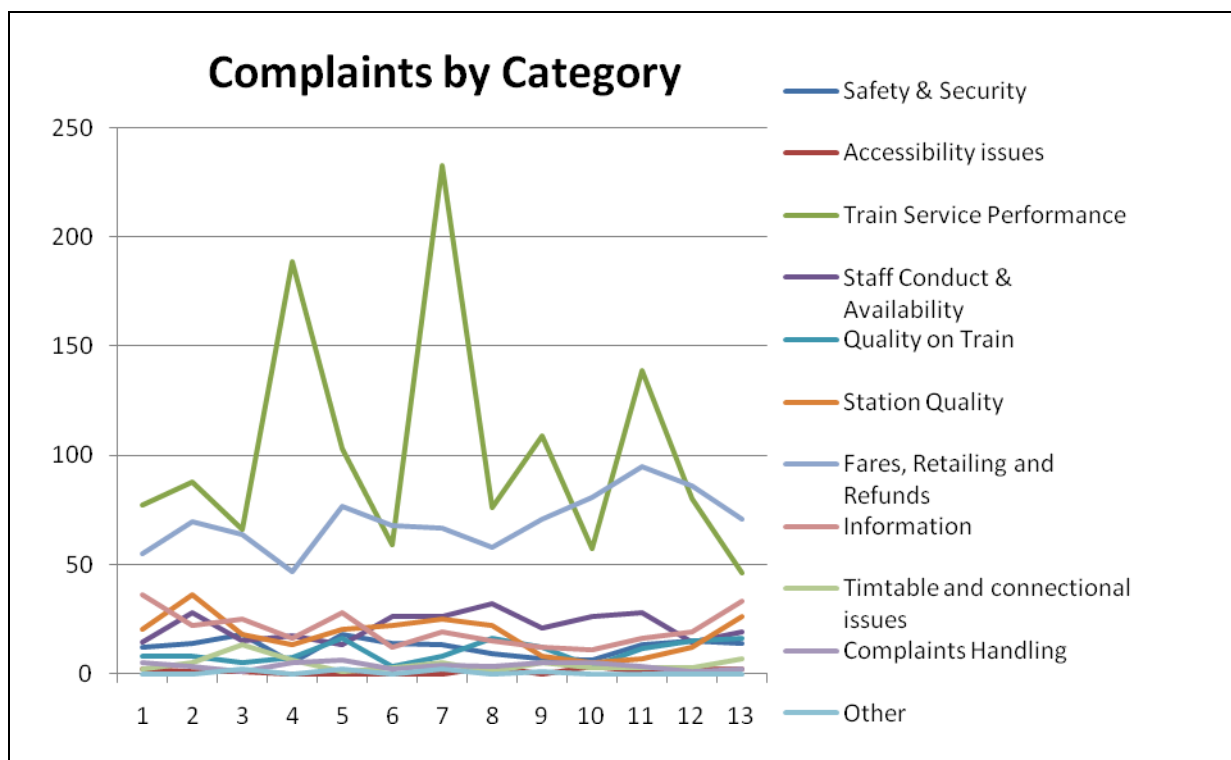
This period 13 praise comments were received:

- Station staff (10)
- Refund/compensation provided (2)
- Cleanliness of toilets at Kensington Olympia (1)

### Customer Feedback Trend



### Complaints by Category



### 3.15 Customer Call Centre Information

#### Contacts

Telephone Calls	Period 11	Period 12	Period 13
Total Calls (Customer Relations)	443	469	462
Total Calls (Passenger Assistance)*	n/a	23	59
CR Calls answered within 30 sec	440	463	460
Calls abandoned	0.68% (3 calls)	1.21% (6 calls)	0.43% (2 calls)

\* From 22 February Passenger Assist calls have been handled on LOROL's behalf by Arriva CrossCountry.

#### Correspondence

Correspondence	Period 11	Period 12	Period 13
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Correspondence excl. telephone calls	665	518	502
Average response time	3.12 days	4.86 days	6.49 days
Cases closed within 10 working days	98.7%	96.8%	79.3%
Cases closed within 20 working days	100%	100%	100%

## Period 12 2011/12 (5<sup>th</sup> Feb – 3<sup>rd</sup> March 2012)

### 3.16 Customer Feedback Analysis

Category	Period 10		Period 11		Period 12	
	No.	%	No.	%	No.	%
23. Safety & Security	6	3.00	13	4.11	15	6.07
24. Special needs	3	1.50	1	0.32	2	0.81
25. Train Service Performance	57	28.50	139	43.99	80	32.38
26. Staff Availability & Conduct	26	13.00	28	8.86	14	5.67
27. Quality on Train	3	1.50	11	3.48	15	6.07
28. Station Quality	5	2.5	7	2.22	12	4.86
29. Fares Retailing & Refunds	81	40.50	95	30.06	86	34.82
30. Information at Stations & on Trains	11	5.50	16	5.06	19	7.69
31. Timetable & Connectional Issues	3	1.50	3	0.95	3	1.21
32. Complaints Handling	5	2.50	3	0.95	1	0.40
33. Other	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>200</b>	<b>100</b>	<b>316</b>	<b>100</b>	<b>247</b>	<b>100</b>
NRES	0		0		0	
Praise	8		11		11	
Passenger Charter Claims (Accepted)	733		365		334	
Passenger Charter Claims (Rejected)	89		251		208	

Key points to note:

### **Safety and Security (15)**

The majority of contacts (8) in this area were to report accidents or injuries sustained when using Overground trains and stations. All accidents have been reported to the safety team for investigation and reporting in their data.

Other complaints in this category are as follows:

- Ice/standing water (2)
- Train doors closing whilst boarding (2)
- Wet paint damage to coat at Sydenham (1)
- Allegation of staff member using illegal drugs (1)  
(This member of staff has been screened and is no longer working for LOROL.)
- Concern that overcrowding is causing difficulties when boarding/alighting which could cause an accident (1)

### **Special Needs (2)**

A carer reported his concern that the staff at Caledonian & Barnsbury did not offer assistance to board a wheelchair user. The carer had to carry the wheelchair onto the train. This has been passed to the Station Delivery Manager for investigation. The customer has been advised of the passenger assistance booking system.

The second complaint was from a customer who was unable to step up to the train at Honor Oak Park. Again the customer was advised of the booking scheme.

### **Train Service Performance (80)**

This Period's good PPM result helped keep the number of complaints in this category at a relatively low level.

Days when the PPM fell below 85% on one or more routes are summarised below:

Date	Route	Event	PPM	Complaints Received
20/2	ELL	Passenger taken ill at Whitechapel	82.29	3
21/2	WLL NLL	Train failure between Willesden Junction and Kensal Rise	66.67 79.35	17
29/2	ELL	Signalling problems at Sydenham	79.17	2

On 21 February a train was trapped between Acton Central and Willesden Junction. 13 customers gave their details to the on train staff and the team proactively contacted these customers to offer compensation.

24 customers made contact regarding delays to their journeys, including customers who had paid more as a result of taking an alternate route. All these customers have been offered compensation in line with the Customer Charter.

Sixteen allegations of early departure were reported in the Period. Of these, fourteen trains were found to have left ahead of schedule and the details of these cases have been passed to either the conductor or driver management teams as appropriate.

Five customers complained regarding engineering work and associated rail replacement bus services:

- Line closed too often (Crystal Palace) (1)
- Difficult in finding bus stop (2)
- Bus late (1)
- Not advised of alternative bus routes (1)

#### **Staff Availability & Conduct (14)**

There was a welcome decrease in the number of complaints received against members of LOROL staff. As usual the largest number of complaints related to the behaviour of staff working at stations.

The largest number of complaints concerned the staff at Shepherd's Bush (4). Investigation found that there was a problem with the microphone system at the ticket office window which hindered

communication. Action has been taken to address this and the level of complaints is expected to fall.

Other complaints about staff behaviour were received for:

- Carpenders Park (1)
- Forest Hill (1)
- Hackney Central (1)
- Canonbury (1)
- Haggerston (1)
- Camden Road (1)
- Hampstead Heath (1)

Two complaints were received alleging that revenue protection inspectors were rude whilst issuing penalty fares. A complaint was also received from a passenger who was unhappy that a conductor closed the train doors shortly before a passenger arrived at the train.

All complaints received in this category are logged in the staff complaints database and flagged to line managers for investigation.

### **Quality on Train (15)**

Overcrowding is now emerging as a consistent area of dissatisfaction with almost half the complaints received in this category related to overcrowded trains. These complaints by route breakdown are as follows:

- WLL (3)
- ELL (2)
- NLL (1)
- GOB (1)

TfL Corporate Communications have provided the LOROL Customer Relations Team with an agreed TfL position to take when responding to these comments.

Two customers made contact as they were unhappy that they had not been allowed to take their bicycles on to the train. Another customer wrote to comment that the train seats are too hard.

Three complaints were received concerning the behaviour of other on train passengers. One to report a busker, another reporting unchallenged alcohol consumption, and the third regarding a group of unruly children regularly travelling on the DC line

The final two complaints related to the cleanliness of the train. One customer reported seeing insects on a train and another expressed concern regarding a build up of dirt on train floors.

### **Station Quality (12)**

12 complaints were received in this category, i.e:

- Insufficient gates for passenger numbers at Homerton (1)
- Unreliable lifts at Wapping(3)
- Snack vending machine failed to operate at Surrey Quays (1)
- The relatively poor condition of Crystal Palace station (1)
- Concerns regarding the maintenance of Imperial Wharf station (1)
- Request for toilets at West Croydon (1)
- Request to reinstate benches at West Croydon (1)
- Waiting room at Kensington Olympia not suitable (1)

### **Fares, retailing and refunds (86)**

Self service ticket machines continue to create the majority of complaints in this section but there is early evidence that the number of contacts relating to the Shere manufactured TVMs is starting to show an improvement.

- Shere
  - Cash (23)
  - Card (22)
- S&B
  - Cash (3)
  - Card (10)

ATOS, Shere's parent company, have assigned an engineer to identify the reasons behind the apparent speed difference in the updating of Oyster cards between their machines and those manufactured by S&B. They are also conducting daily checks to identify any new potential issues.

Thirteen customers complained that they had been sold incorrect tickets at station ticket offices. The training program that was recently delivered to staff at the East London Lines stations is now being rolled out across the network.

9 miscellaneous complaints were received as follows:

- Customer could not find ticket on TVM (1)
- Incorrect advice given regarding Oyster (1)
- Discount not applied (3)
- Unable to replace ticket (4)

A further six complaints were received but, after investigation, it was found that the problems raised were the result of customer errors.

### **Information at Stations and On Trains (19)**

19 complaints were received in this category:

- Lack of information during disruption (10)
- Lack of information when other TfL lines disrupted (2)
- Platform change not advised (3)
- ELL information not shown at Canonbury during planned works (1)
- Change of CIS display from timetable format to countdown format (2 – 1 regarding Camden Road and 1 concerning Canada Water)
- Incorrect information (customer misread) (1)

### **Timetabling and connection issues (3)**

All issues this Period related to tight connections between Overground lines. Two customers were unhappy with connections from eastbound NLL services to the GOB, and one customer made contact to complain about the connection between southbound DC Line trains and the WLL.

### **Complaints Handling (1)**

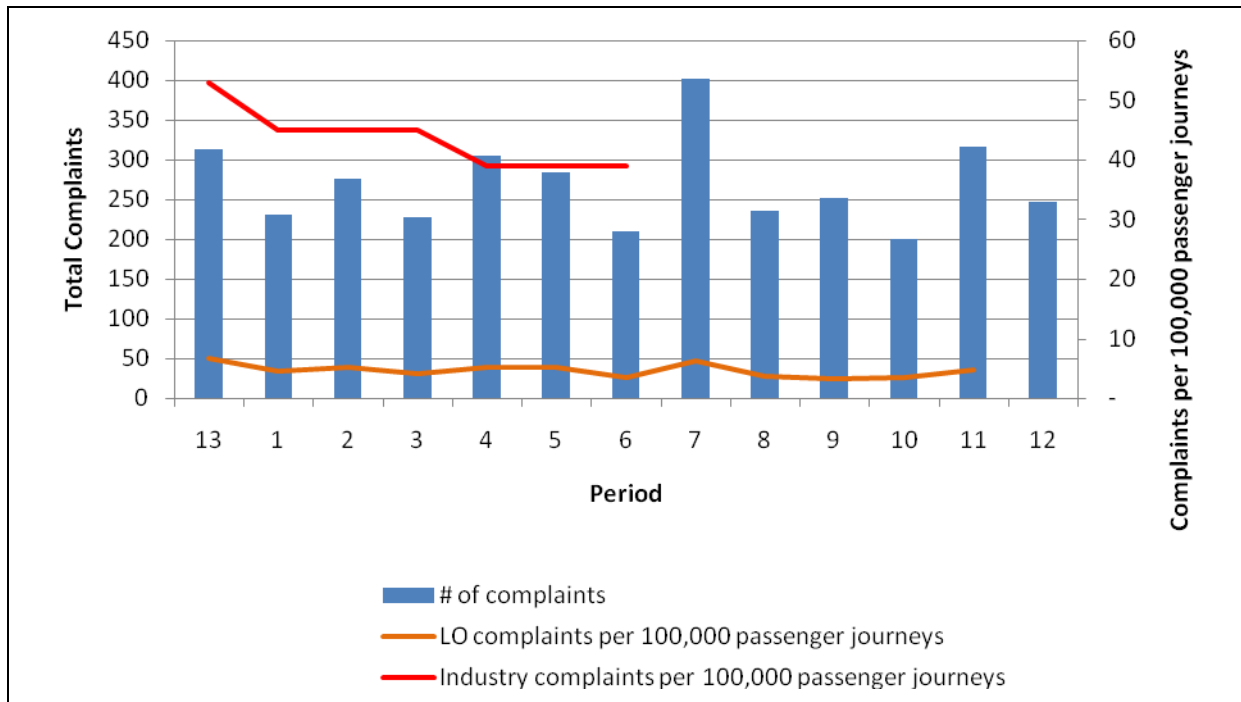
This complaint was from a customer who stated that she had not received a response to her initial complaint. This is not backed up by evidence in our system as the customer had replied to our previous correspondence! Her complaint has now been resolved.

### **Praise (11)**

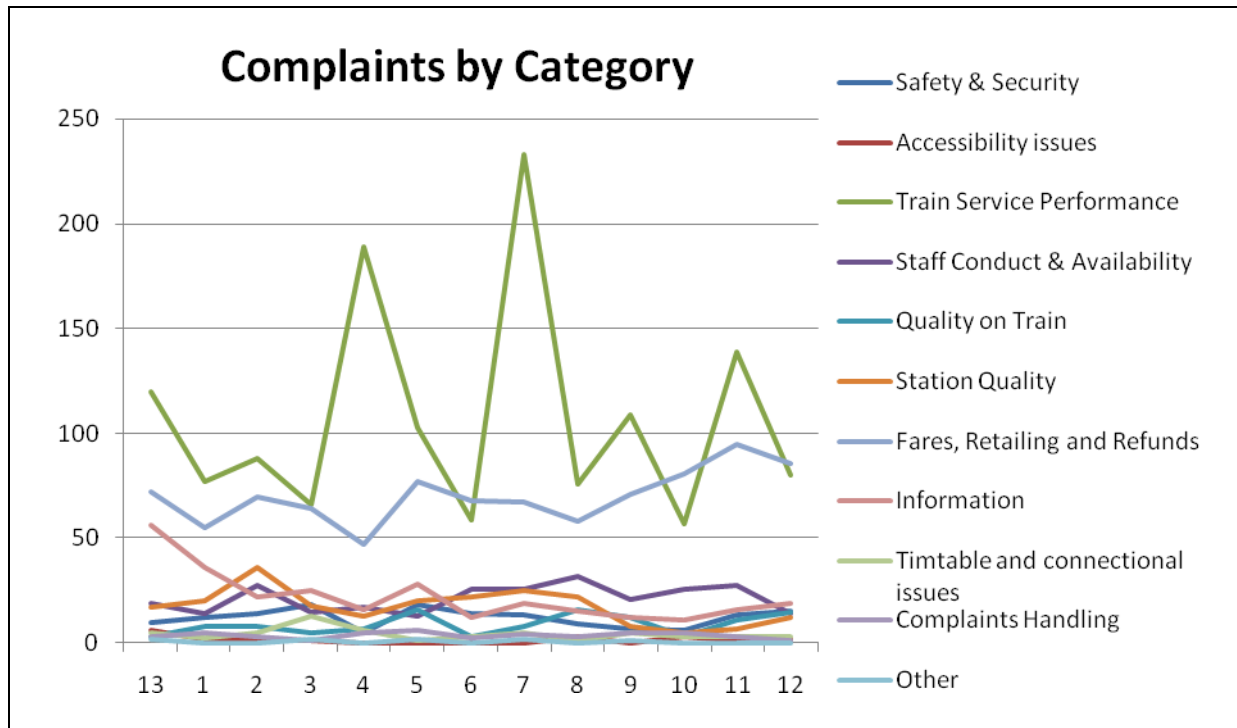
11 praise comments were received in the Period as follows:

- Station staff (8)
- Good information on train during disruption (1)
- Running services during the snow (1)
- General praise (2)

### Customer Feedback Trend



### Complaints by Category



### 3.17 Customer Call Centre Information

#### Contacts

Telephone Calls	Period 10	Period 11	Period 12
Total Calls (Customer Relations)	401	443	469
Total Calls (Passenger Assistance)	n/a	n/a	23*
Calls answered within 30 sec	369	440	463
Calls abandoned	1.24% (5 calls)	0.68% (3 calls)	1.21% (6 calls)

\* From 22 February Passenger Assist calls are being handled on LOROL's behalf by Arriva CrossCountry.

#### Correspondence

Correspondence	Period 10	Period 11	Period 12
Correspondence excl. telephone calls	484	665	518
Average response time	2.60 days	3.12 days	4.86 days
Cases closed within 10 working days	99.5%	98.7%	96.8%
Cases closed within 20 working days	100%	100%	100%

## Period 11 2011/12 (8<sup>th</sup> Jan – 4<sup>th</sup> Feb 2012)

### 3.18 Customer Feedback Analysis

Category	Period 9		Period10		Period 11	
	No.	%	No.	%	No.	%
34. Safety & Security	7	2.79	6	3.00	13	4.11
35. Special needs	0	0.00	3	1.50	1	0.32
36. Train Service Performance	109	43.43	57	28.50	139	43.99
37. Staff Availability & Conduct	21	8.37	26	13.00	28	8.86
38. Quality on Train	12	4.78	3	1.50	11	3.48
39. Station Quality	8	3.19	5	2.5	7	2.22
40. Fares Retailing & Refunds	71	28.29	81	40.50	95	30.06
41. Information at Stations & on Trains	12	4.78	11	5.50	16	5.06
42. Timetable & Connectional Issues	5	1.99	3	1.50	3	0.95
43. Complaints Handling	5	1.99	5	2.50	3	0.95
44. Other	1	0.40	0	0.00	0	0.00
<b>Total</b>	<b>251</b>	<b>100</b>	<b>200</b>	<b>100</b>	<b>316</b>	<b>100</b>
NRES	0		0		0	
Praise	5		8		11	
Passenger Charter Claims (Accepted)	272		733		365	
Passenger Charter Claims (Rejected)	76		89		251	

Key points to note:

#### Safety and Security (13)

- Class 378 doors closed on customer (4)
- Slip/fall at station (4)
- Clothing caught in gateline (1)

- Request to install platform edge doors on all stations (1)
- Collapsing wall in Hatch End car park (1)
- Fell onto train when boarding (1)

### **Special Needs (1)**

The only complaint received in this category was from a visually impaired customer who travels between Highbury & Islington and Sydenham. The customer does not book assistance in advance and believes that regarding their travel on the network information does not get passed between the stations. The customer has been advised of the assistance travel booking system.

### **Train Service Performance (139)**

Three instances of stranded trains (23 January near South Tottenham, 27 January near Gunnersbury and 1 February at Acton Wells) have driven the complaints up in this section. Contact details for 77 customers were collected by front line staff and the team have made contact with these customers to apologise and offer compensation.

Date	Route	Event	PPM	Complaints Received
10/1	NLL	Failed train at Brondesbury	84.91	9
11/1	WLL NLL	Fatality at Kensal Green Junction	77.55 82.76	0
27/1	NLL	Points defect at Gunnersbury	78.88	19
31/1	WLL	Lineside fire at Shepherd's Bush	55.10	0
1/2	NLL	Train failure at Acton Wells	70.69	29
4/2	DC	Points failures and power supply issues	83.02	0

In addition to the 77 customers proactively contacted a further 12 contacted LOROL to register their dissatisfaction with delays to their journey, 16 about cancellations and a further 10 whose journeys were disrupted on more than one occasion. Four of these complaints concerned trains missing a booked call, a last minute platform alteration and a train terminating short of its destination.

Fifteen complaints were received alleging that a train departed early. Of these nine were on conductor operated routes and six on driver only operation. All cases are checked in the train running database to confirm the departure time, and if the customer was found to be correct the details were passed to the correct manager for further investigation. On investigation four of these services had departed on time and three complaints were in connection with the same train.

The final five complaints in this section related to rail replacement bus operations. Two customers were unhappy with the length of the journey, two were concerned that the capacity provided was not sufficient and the final complaint regarded the provision of incorrect information about the alternative journey.

### **Staff Availability & Conduct (28)**

Following recent trends, 50% of complaints in this section relate to the behaviour of station staff. In Period 11 Shadwell attracted the highest number of complaints (4) followed by Hampstead Heath, Gospel Oak, Hackney Central and Norwood Junction with two each. Dalston Kingsland and Shepherd's Bush attracted 1 complaint each. These can be further categorised as:

- Impolite / rude (7)
- Refused to amend ticket/Oyster (3)
- Not paying attention to customer needs (1)
- Sent to wrong station (1)
- Advised incorrect date for fare change (1)
- Advised wrong route resulting in customer being unable to complete journey (1)

Four customers commented on the non-availability of staff. Two when Homerton station was opened late on 16 January when a staff member failed to arrive for his shift. One customer was unhappy that all ticket office windows were closed at Norwood Junction, and another that the second gateline was unstaffed in the evening. These issues have been raised with the relevant SDM.

Four customers wrote to express their dissatisfaction with the way they were treated by Revenue Protection Inspectors. One customer was unhappy that he had been given the incorrect advice by train care staff and that their reaction when he questioned this was inappropriate.

The final area of concern regarded train crew not allowing all passengers to alight or disembark before closing train doors. Such complaints are taken up with the Head of Conductors or the Training Crew Manager ELL as appropriate.

### **Quality on Train (11)**

A small number of customers continue to express concern that the Class 378 trains are too hot with three writing in this period. Having researched the settings for the heating and air conditioning systems the team have written to these customers to explain the design of the system.

Six customers were unhappy with overcrowding on trains (two for the NLL, two for the GOB and one each for the WLL and ELL). Another customer made contact after suffering an assault on an overcrowded ELL train. She has now reported the incident to the BTP.

One customer wrote in to register his concern that the transmission was failing on a Class 378 unit. The sound the customer heard was indentified as a wheel flat which the fleet team were already planning to rectify.

### **Station Quality (7)**

7 complaints were received in this category:

- Platform lights on during day – timers being adjusted
- Noisy works at night - installation of shelter at Homerton
- Wapping lifts regularly out of order – new contractor appointed
- Sighting of rats at Forest Hill – station manager advised
- Rubbish at Hackney Wick – working with council to stop local residents dumping on station
- Barrier out of order at Sydenham – resolved shortly after becoming faulty
- Ticket not operating barrier at Wapping – modifications planned for barrier

### **Fares, retailing and refunds (96)**

Failed TVM transactions are still driving a relatively high number of customer complaints. The problems still remain focused on the Shere fleet of machines.

- Shere
  - Cash Oyster (29)
  - Card Oyster (31)
  - Ticket failed to print (4)
- S&B

- Cash Oyster (4)
- Card Oyster (6)

Shere are continuing to study the available data and observe the performance of their machines. Following a recent observation session, carried out by LOROL and Shere, at a station equipped with S&B machines it was identified that a different type of Pearl (card reader/writer) device was used on the different fleets. Shere have obtained the other type of Pearl and will soon be installing this to one of their machines at Leyton Midland Road.

Work is also being carried out, in conjunction with other TOCs, to reorder the processes in the transactions. The aim of this is to influence customer behaviour by holding all change until the product is successfully loaded on the Oyster card.

In addition to these TVM related complaints the team dealt with ten complaints from customers who had been sold an incorrect ticket by a member of staff.

- Hatch End (2)
- Norwood Junction (1)
- Hackney Central (1)
- Forest Hill (1)
- Surrey Quays (1)
- Brockley (1)
- Dalston Kingsland (1)
- Rotherhithe (1)
- Kilburn High Road (1)

Refunds have been arranged, where appropriate, for these customers.

The remaining 11 contacts received in this category involved the following issues:

- Refund not processed at station (3)
- Shoreditch High Street located in Zone 1 (1)
- Customer misread statement and believed they had been overcharged (1)
- Incorrectly dated ticket issued by TVM (1)
- TVM out of order (1)
- Gold card discount not available on TVM (1)
- 'Travelcard' not printed on ticket so not accepted on buses (1)
- No telesales (1)
- Would not issue off peak ticket before 10:00 (1)

#### **Information at Stations and On Trains (16)**

16 complaints were received in this category:

- Lack of information during disruption
  - NLL Control (4)
  - ELL Control (1)
- Volume of announcements on Class 172s (3)
- LU service information not provided on LO trains (2)
- Incorrect information on TfL website (1)
- Incorrect timetable loaded on CIS (1)
- Incorrect closure information on TfL email (1)
- Text alerts not available for LO (1)
- No timetables available at Euston (1)
- Poor layout of online refund application (1)

### **Timetabling and connection issues (3)**

One customer wrote to express concern that connections from the Gospel Oak to Barking line to the eastbound North London Line are poor. One customer was unhappy with the frequency of trains from Dalston Junction to Highbury and Islington, and the resulting wait. The final customer felt that the first westbound train from Dalston Kingsland should be earlier on a Sunday.

### **Complaints Handling (3)**

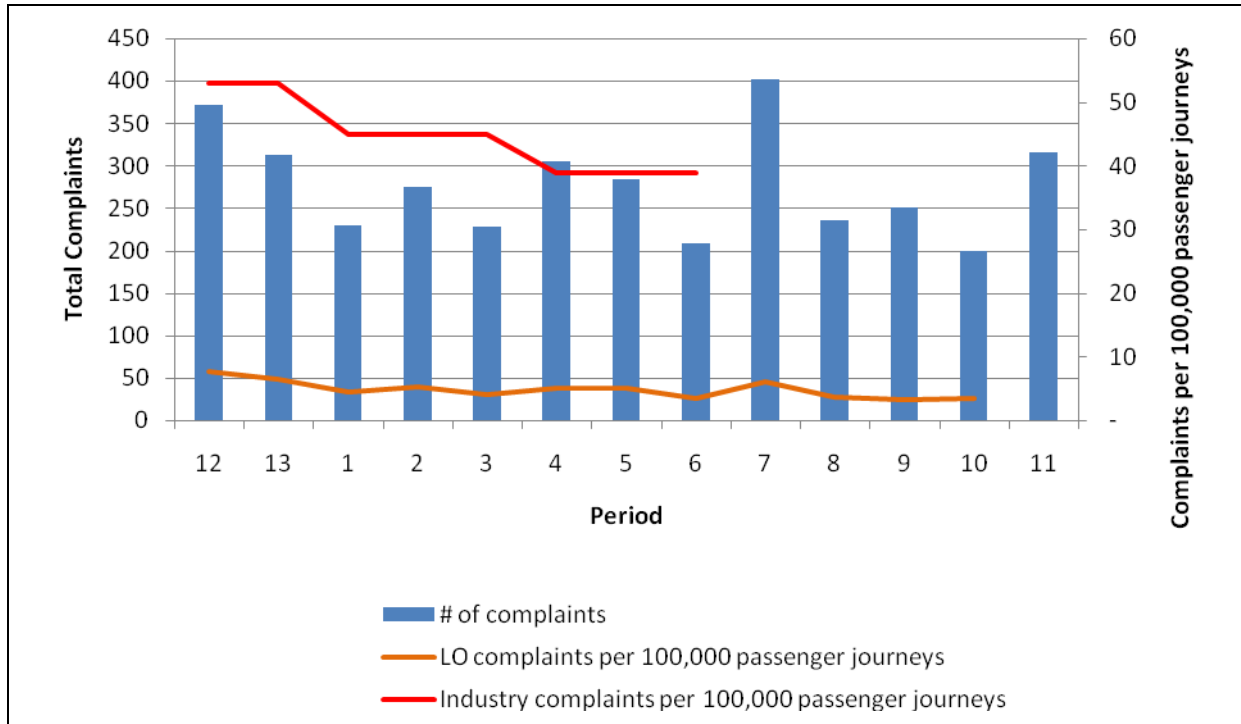
One customer was unhappy that the passenger help points at Honor Oak Park were still not working despite him having made contact with Customer Services. The other two complaints related to the amount of compensation given when their journeys had been disrupted.

### **Praise (11)**

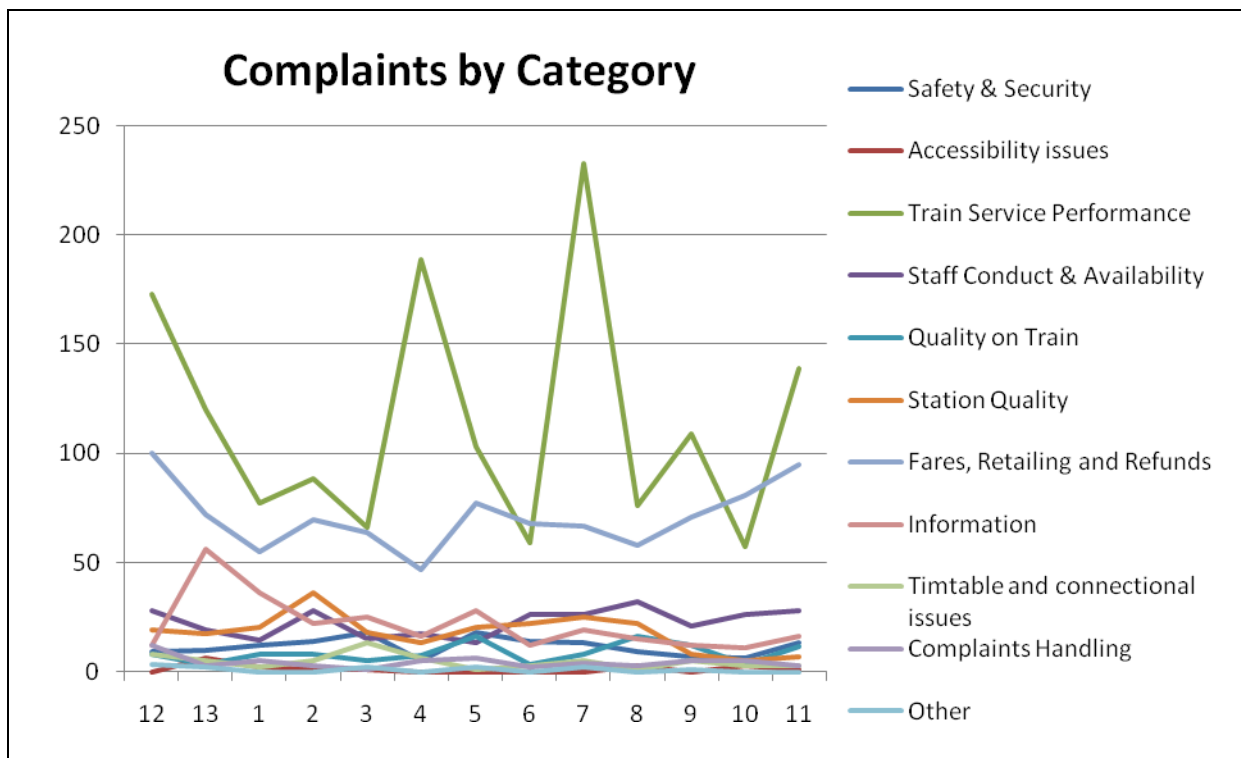
This period praise was received for:

- Station staff (7)
- Conductors (2)
- Train care (1)
- Customer relations (1)

### **Customer Feedback Trend**



### Complaints by Category



### 3.19 Customer Call Centre Information

#### Contacts

Telephone Calls	Period 9	Period 10	Period 11
Total Calls	544	401	443
Calls answered within 30 sec	539	369	440
Calls abandoned	0.92% (5 calls)	1.24% (5 calls)	0.68% (3 calls)

#### Correspondence

Correspondence	Period 9	Period 10	Period 11
Correspondence excl. telephone calls	539	484	665
Average response time	2.95 days	2.60 days	3.12 days
Cases closed within 10 working days	97.9%	99.5%	98.7%
Cases closed within 20 working days	100%	100%	100%

### Period 10 2011/12 (11<sup>th</sup> Dec – 7<sup>th</sup> Jan 2012)

Category	Period 8		Period 9		Period 10	
	No.	%	No.	%	No.	%
45. Safety & Security	9	3.83	7	2.79	6	3.00
46. Special needs	3	1.28	0	0.00	3	1.50
47. Train Service Performance	76	32.34	109	43.43	57	28.50
48. Staff Availability & Conduct	32	13.62	21	8.37	26	13.00
49. Quality on Train	16	6.81	12	4.78	3	1.50
50. Station Quality	22	9.36	8	3.19	5	2.50
51. Fares Retailing & Refunds	58	24.68	71	28.29	81	40.50
52. Information at Stations & on Trains	15	6.38	12	4.78	11	5.50
53. Timetable & Connectional Issues	1	0.43	5	1.99	3	1.50
54. Complaints Handling	3	1.28	5	1.99	5	2.50
55. Other	0	0.00	1	0.40	0	0.00
<b>Total</b>	<b>235</b>	<b>100</b>	<b>251</b>	<b>100</b>	<b>200</b>	<b>100</b>
NRES	0		0		0	
Praise	10		5		8	
Passenger Charter Claims (Accepted)	400		272		733	
Passenger Charter Claims (Rejected)	113		76		89	

The number of train service related complaints in the Period were particularly low reflecting the continuing reliability of the service and reduced passenger volumes over the festive period. With train service complaints at such a low level, failed TVM transactions were exposed as the largest cause of complaint in the Period.

Key points to note:

### **Safety and Security (6)**

This Period the team received four reports from customers who slipped when making their way through LOROL managed stations. All details have been passed to the appropriate Station Delivery Manager and safety team for investigation.

A cycle was removed having been locked to signage on the platform at Headstone Lane. As there is no warning signage LOROL paid for the customer to replace his lock and warning signage indicating that bikes will be removed is planned for the station.

Finally a contact was received from a customer who was concerned that there are no firebreaks between carriages on the Class 378 trains.

### **Special Needs (3)**

One customer made contact after pre-booked assistance had not been provided. Another made contact following a journey when they had not been met on arrival at Stratford. The customer had been assisted on departure but the message was not passed on to the their destination.

The final contact in this section was from a customer suggesting changes to the layout of West Croydon station to make it more accessible for wheelchair and pushchair users.

### **Train Service Performance (57)**

Date	Route	Event	PPM	Complaints Received
16/12	ELL	Signalling problem at West Croydon	84.36	0
19/12	NLL WLL	Signalling problem at Willesden Junction	51.29 61.22	14

20/12	WLL	Rail defect at Mitre Bridge	83.67	0
03/01	NLL	Axle counter failure at Channelsea Junction	73.28	7

The continued reliable performance of the service is reflected with a low number of complaints in this category. Alongside the 21 complaints that can be attributed to days when PPM fell below 85%, another 24 complaints were received relating to delays and cancellation of services.

Twelve complaints were received alleging that trains departed early. When checked against train monitoring data it was found that 9 of the 12 trains did depart early, the evidence for another two reports was inconclusive with trains departing within a minute of timetabled departure, and the last instance was not relevant as the timing given was found to relate to a previous timetable. We continue to try and resolve this issue with each reported case referred to the relevant traincrew manager for investigation with the conductor / driver.

### **Staff Availability & Conduct (26)**

The majority of complaints in this section continue to be station staff related:

- Rude or discourteous behaviour (10)
- Ticket office closed (2)
- Not offered best value product (1)
- Provided incorrect information (1)
- Refused to allow rail enthusiast to take photos (1)
- Gateline not staffed (1)
- Refused to carry pushchair (1)

The only stations to receive more than one complaint were Brockley (with 4 complaints related to staff issues – and where the situation is expected to improve in the near future following the completion of the RfL scheme to install automatic gates in place of the staff released side gate which has been the source of so much staff / passenger friction) and also Willesden Junction (3). All station related complaints are logged into a database and sent to the senior manager responsible for the area to ensure that an investigation takes place.

Three complaints were made against Revenue Protection Inspectors. One felt that the penalty fare rules had not been correctly applied, another that their son had been unfairly harassed and the final comment expressed general dissatisfaction with the general behaviour of a member of the RPI Team.

Five complaints were received about train crew. Three customers felt that the conductor could have allowed more time for passengers to embark or disembark. A regular traveller who requires assistance contacted the team as he felt that he was not being treated with the respect he deserved. This case was passed to the conductor management team for investigation. As part of the resolution new ramps have been ordered for West Brompton station so that it is easier for conductors to assist the customer. The final contact relating to train crew was an allegation that a driver was smoking whilst driving the train.

Lastly a customer complained that the staff member who answered a help point was not willing to provide information on London Underground services.

### **Quality on Train (3)**

The three complaints all relate to the temperature on board class 378 trains. The customers all commented that they consider that the trains are too hot given that people are dressed for winter conditions.

### **Station Quality (5)**

5 complaints were received in this category i.e.

- Ticket does not operate barrier (1)
- Help points out of order at Honor Oak Park (1)
- Night cleaning too loud (1)
- Station light on during daylight hours on ELL core route (1)
- SME lighting on at all times at Hoxton (1)

### **Fares, retailing and refunds (81)**

Problems with Shere TVMs continue to drive a disproportionate number of passenger complaints. The LOROL Managing Director and Customer Service Director, along with TfL's Retail & Commercial Manager, recently met with senior managers from Atos (Shere's parent company) to further highlight the issues. As a result of this meeting Shere are now taking a daily feed of all complaints received by the Customer Relations Team.

Shere also conducted a monitoring exercise at Haggerston station during the period. From data available a machine at the station had been highlighted as particularly problematic. This led to the replacement of the Pearl device (Oyster reader) along with the cable connecting it to the machine. Since these changes were made no new complaints have been made.

The observers also noted some aspects of customer behaviour which may cause problems with the transaction. Shere are now investigating what further changes can be made to ensure that customer behaviour is managed to achieve a successful transaction. A change has been made to on screen instructions with the result that accompanying the animation of a hand holding the Oyster card against the reader customers are warned in red writing to remain and check that their transaction has gone through. This is to ensure customers remain at the machine for longer and therefore if the transaction has not gone through they, rather than the next customer, will get the resulting refund and realise the transaction has failed.

Summary of TVM problem transactions by machine type :

- **Shere**
  - Card 28
  - Cash 26
- **S&B**
  - Card 4
  - Cash 4

The other complaints received in this category were as follows:

- 16-18 year olds should not pay adult fare (1)
- Cost of paper tickets too high (1)
- Incorrect ticket sold at ticket office (9)
- Refund processing too slow (1)
- Double charged at ticket office (2)
- TVM did not print tickets (1)
- Not clear how to buy cheapest ticket from TVM (1)
- Shoreditch High Street in Zone 1 (1)
- Unable to replace season ticket (1)
- Staff did not recognise Ranger ticket (1)

### **Information at Stations and On Trains (11)**

- Lack of information during disruption (7)
- Information given on board for interchange with the District Line which no longer runs from Kensington Olympia (1) (*note- the on train systems on the majority of trains were updated prior to the timetable change*)
- Service missing from CIS system (1)
- Too many manual announcements on train (1)
- Announcements too loud on Class 172 (1)

Modifications have been made to the software on a Class 172 train to provide correct announcements on the PIXC buster and to lower the volume.

### **Timetabling and connection issues (3)**

Two customers wrote to highlight that connections at Gospel Oak are tight and that they often do not make connections between the NLL and the GOB. The third customer was not happy that a train has been retimed to leave earlier from Kew Gardens but then waits for two minutes at Acton Central.

### **Complaints Handling (5)**

Three customers contacted the team to request further compensation. All three had taken alternative routes during disruption and incurred additional charges. LOROL will speak to TfL to

establish if changes can be made to the online refund application form so that customers can indicate they have travelled via Zone 1.

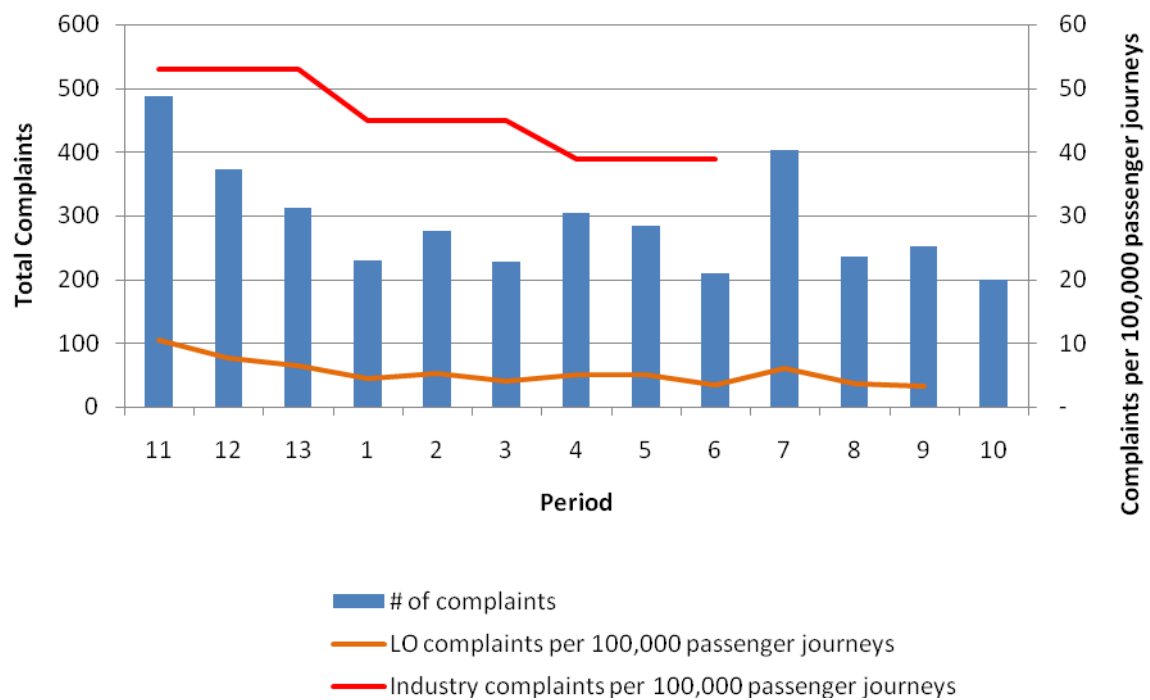
One customer made contact after his Charter Claim had been rejected in error. The final complaint was from a customer whose refund application had been rejected as it was submitted beyond the 28 day period.

### **Praise (8)**

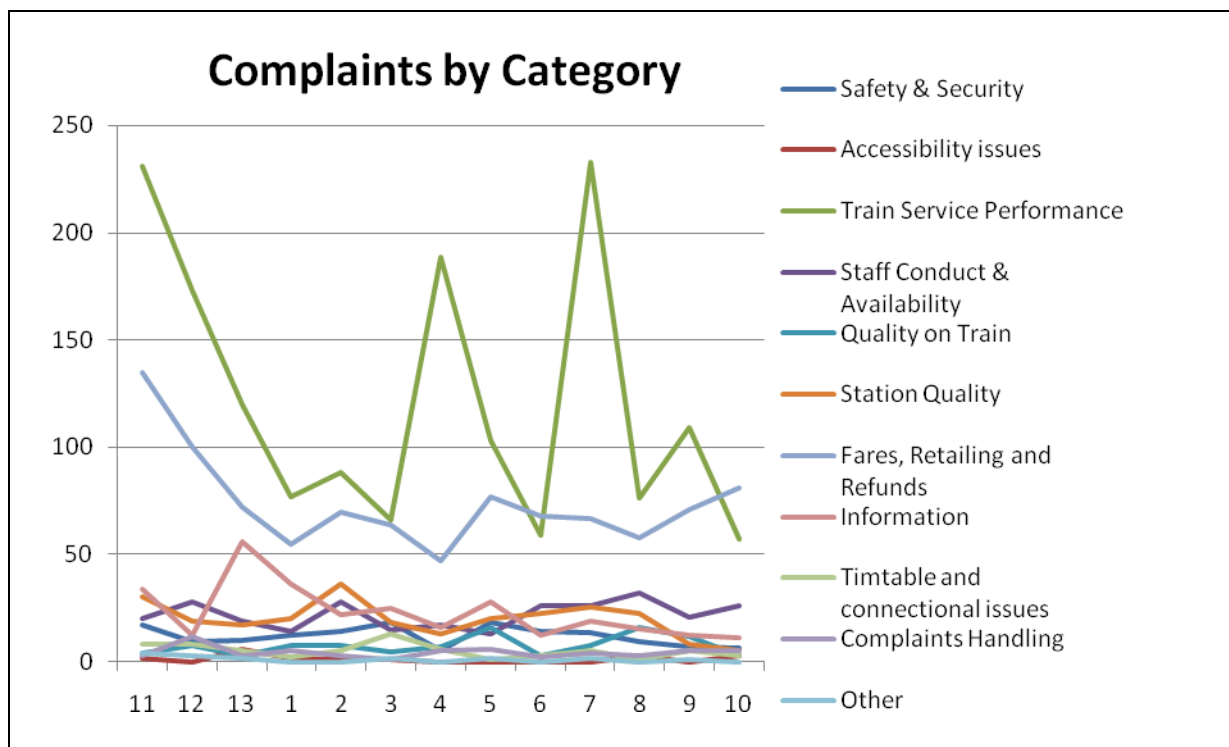
- All aspects of service (1)
- Station staff (6)
- TSOs (1)

### Customer Feedback Trend

Complaint rates on the Overground remain one of the lowest in the industry.



### Complaints by Category



## 3.20 Customer Call Centre Information

### Contacts

Telephone Calls	Period 8	Period 9	Period 10
Total Calls	605	544	401
Calls answered within 30 sec	603	539	369
Calls abandoned	0.33% (2 calls)	0.92% (5 calls)	1.24% (5 calls)

### Correspondence

Correspondence	Period 8	Period 9	Period 10
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Correspondence excl. telephone calls	500	539	484
Average response time	3.04 days	2.95 days	2.60 days
Cases closed within 10 working days	96.9%	97.9%	99.5%
Cases closed within 20 working days	100%	100%	100%

Two new appointments have been made to the team to bring the staffing complement back to full strength in the near future. In the interim, staff on restricted duties continue to cover the vacancies in the team.

## Period 9 2011/12 (13<sup>th</sup> Nov – 10<sup>th</sup> Dec 2011)

### 3.21 Customer Feedback Analysis

Category	Period 7		Period 8		Period 9	
	No.	%	No.	%	No.	%
56. Safety & Security	13	3.23	9	3.83	7	2.79
57. Special needs	0	0.00	3	1.28	0	0.00
58. Train Service Performance	233	57.96	76	32.34	109	43.43
59. Staff Availability & Conduct	26	6.47	32	13.62	21	8.37
60. Quality on Train	8	1.99	16	6.81	12	4.78
61. Station Quality	25	6.22	22	9.36	8	3.19
62. Fares Retailing & Refunds	67	16.67	58	24.68	71	28.29
63. Information at Stations & on Trains	19	4.73	15	6.38	12	4.78
64. Timetable & Connectional Issues	5	1.24	1	0.43	5	1.99
65. Complaints Handling	4	1.00	3	1.28	5	1.99
66. Other	2	0.50	0	0.00	1	0.40
<b>Total</b>	<b>402</b>	<b>100</b>	<b>235</b>	<b>100</b>	<b>251</b>	<b>100</b>
NRES	0		0		0	
Praise	12		10		5	
Passenger Charter Claims (Accepted)	466		400		272	

Passenger Charter Claims (Rejected)	199		113		76	
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The total number of contacts remained relatively low this Period. Had it not been for the 46 'complaints' that were generated as a result of LOROL proactively contacting passengers who were stranded on a train at Mitre Bridge complaint levels would have been at their lowest level since Period 1 2010-11.

Key points to note:

#### **Safety and Security (7)**

- Paint damage to coat at West Croydon (1)
- Caught by closing train doors (4)
- Icy platform at Kentish Town West (1)
- Floor at Dalston Junction slippery when wet (1)

#### **Train Service Performance (109)**

Complaints associated with days when the PPM was below 85%:-

Date	Route	Event	PPM	Complaints Received
13/11	ELL	Power problems at Canal Junction	75.30	2
20/11	GOB	Cable theft at Seven Sisters	75.22	1
25/11	WLL	Pantograph problems at Mitre Bridge & failed Southern unit at Shepherd's Bush	64.58	51*
27/11	ELL	Unit failure between Highbury and Canonbury & SPAD at Highbury	79.92	3
8/12	NLL	Points defect at Willesden Junction	83.84	1

\* includes 46 customers contacted by LOROL having been stuck on the train at Mitre Bridge.

The low number of complaints in this category reflects the strong operational performance this Period. Excluding the customers who were significantly impacted, and proactively contacted, on the 25 November, this period saw the lowest number of complaints this financial year. This is also shown in the low number of claims made against the Customer Charter.

The remaining complaints can be broken down as follows:

- Early departure (9)
- Rail replacement bus delayed (1)
- Delays and cancellations from previous periods (24)

- Missing booked stops (2)
- Delayed on more than one occasion (15)

### **Staff Availability & Conduct (21)**

Once again the majority of complaints in this section were driven by the behaviour of staff at stations.

Two incidents when a member of the public required first aid caused criticism of the way the situation was handled. The incidents were at Forest Hill and Watford High Street. Both cases are under investigation by the local manager at the time of writing.

The remaining cases are classified as:

- *Unwilling/unable to assist (2)*
- *Incorrect/lack of information (3)*
- Rude or discourteous (8)

#### Station breakdown

- CSM West
  - Brondesbury Park (2)
  - Imperial Wharf (1)
  - Shepherds Bush (1)
- CSM East
  - Hackney Central (1)
  - Hackney Wick (1)
- CSM South
  - Sydenham (3)
  - Honor Oak Park (1)
  - Brockley (2)
  - Forest Hill (1)

Three complaints were received against the Revenue Protection team. Two customers felt that they had been treated unfairly and that the inspector was aggressive when dealing with them. The third was from a customer who observed what he believed was a customer being issued a free ticket; in fact the customer had been issued with a Penalty Fare notice which would have allowed them to complete their journey.

The final two complaints related to drivers. One customer was sat near the driving cab of a service and heard foul language used repeatedly. The final customer alleges that a driver deliberately closed the train doors to prevent them from boarding the train.

### **Quality on Train (12)**

The main complaint this Period concerned the temperature on board the Class 378 trains. Five customers found the temperature to be too high, most of whom also complained that they are not able to open the windows to provide additional ventilation.

Three customers wrote about overcrowding, one each for the WLL, NLL and ELL. One customer was disappointed to see a train in service with external graffiti (the train had been attacked overnight at Camden sidings and taking it out of service to remove the graffiti would have led to services being cancelled). Another customer felt more could be done to keep the train floors clean.

One passenger was unhappy as others were consuming alcohol on board a GOB service; this information was passed to the Head of Security to help with TSO tasking. The final complaint was from a customer who would prefer the longitudinal style seating to have been used on the Class 172 train

### **Station Quality (8)**

8 complaints were received in this category:

- No Oyster validator in ticket office at Kensington Olympia (1)
- Could not touch in at Canonbury due to power failure (1)
- Heater not working in waiting room at Hackney Central (1)
- Wapping lifts unreliable (1)
- Condensation dripping from platform canopy at Honor Oak Park (1)
- Lack of step free access at Hackney Central and Leytonstone High Road (2)
- Stairs required at Hackney Wick west bound side (1)

### **Fares, retailing and refunds (71)**

Problems in this area continue to be driven by problem Oyster transactions on the Shere fleet of self service ticket machines. The following is a break down of the problem by manufacturer and method of payment:

- Shere
  - Cash 22
  - Card 28
- S&B
  - Cash 3
  - Card 4

Our Senior Infrastructure and Projects Manager has instigated challenging discussions with ATOS, the owner of Shere. The ATOS Senior Support Manager for the Arriva group is now taking the lead on this issue and the LOROL Managing Director and Customer Service Director will be meeting the Managing Director of Shere in early January. A new action plan, specific to this issue, has now been received by LOROL from the ATOS team. As LOROL have no contractual relationship with Cubic it has been made clear to Shere that we expect them to manage this interface effectively. RfL, (drawing on its closer links to the TfL / Cubic arrangement and the future opportunity associated with large TVM orders for Crossrail) are asked to assist LOROL by exerting pressure directly on Shere to find a long lasting solution to this ongoing service quality issue.

The remaining complaints in this category can be split as follows:

- Incomplete transaction at ticket office (4)
- Customer error (2)
- Incorrect ticket sold at ticket office (3)
- Ticket not available from self service machine (1)
- Ticket not printed by self service machine (1)
- Self service machine failed to print all pre-booked tickets (2)
- Unable to replace damaged season ticket (1)

### **Information at Stations and On Trains (12)**

12 complaints were received in this category:

- Incorrect train arrival time information on ELL core route (2)
- Lack of information during disruption
  - On train (2)
  - On station (5)
- Insufficient information screens at Crystal Palace (1)
- PA too loud
  - Finchley Road & Frognal (1)
  - Brondesbury (1)
- PA too quiet at Watford High Street (1)

### **Timetabling and connection issues (5)**

Four customers complained that connections between services were too tight, specifically:

- London Midland to London Overground at Harrow & Wealdstone (1)
- Between NLL and GOB services at Gospel Oak (2)
- First Capital Connect to London Overground at West Hampstead (1)

A complaint was also received from a customer unhappy with the time between services in the morning peak at Willesden Junction (there was a gap in eastbound services on the NLL/WLL from 0827 to 0842) The customer has been advised that this has now been resolved in the December 2011 timetable by extending the 0809 from Clapham to Stratford via Willesden.

### **Complaints Handling (5)**

Two customers requested additional compensation beyond the Customer Charter. On two occasions the incorrect amount of compensation had been issued. These cases have been reviewed and additional compensation paid out where appropriate.

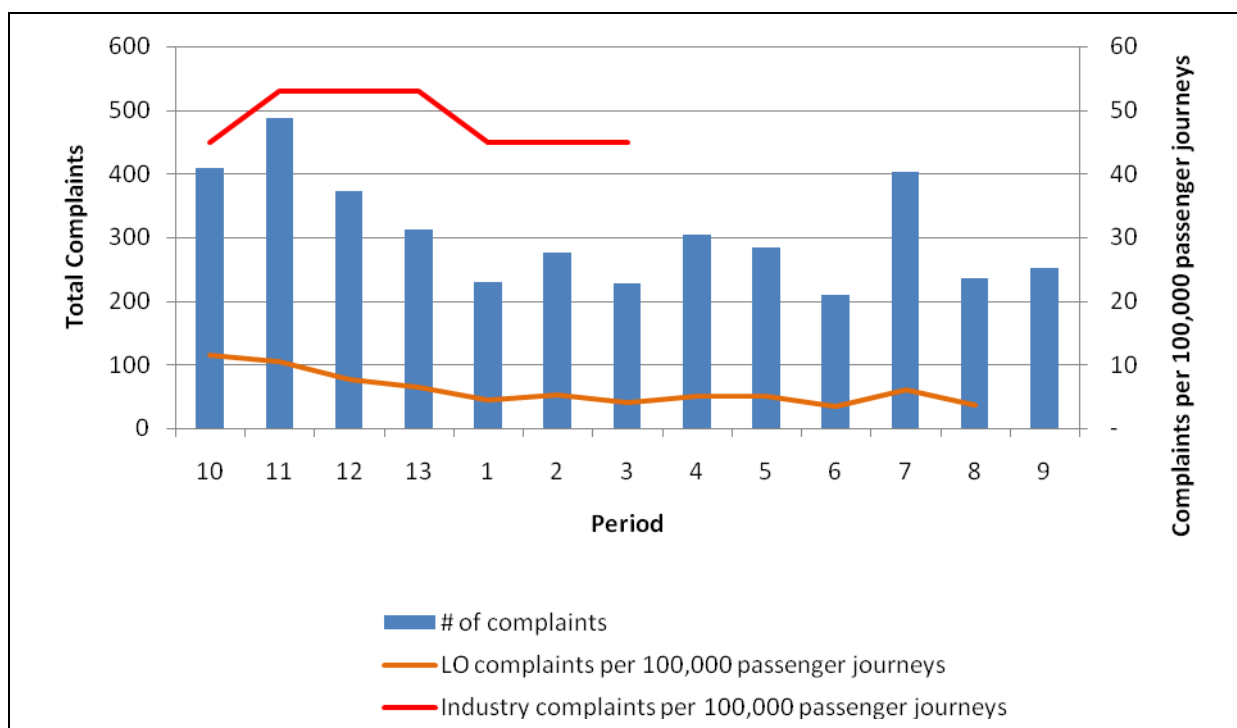
The final contact was from a customer who had been offered £100 in relation to an accident but was not happy with this offer. Guidance is being sought from LOROL's claims handlers.

### Praise (8)

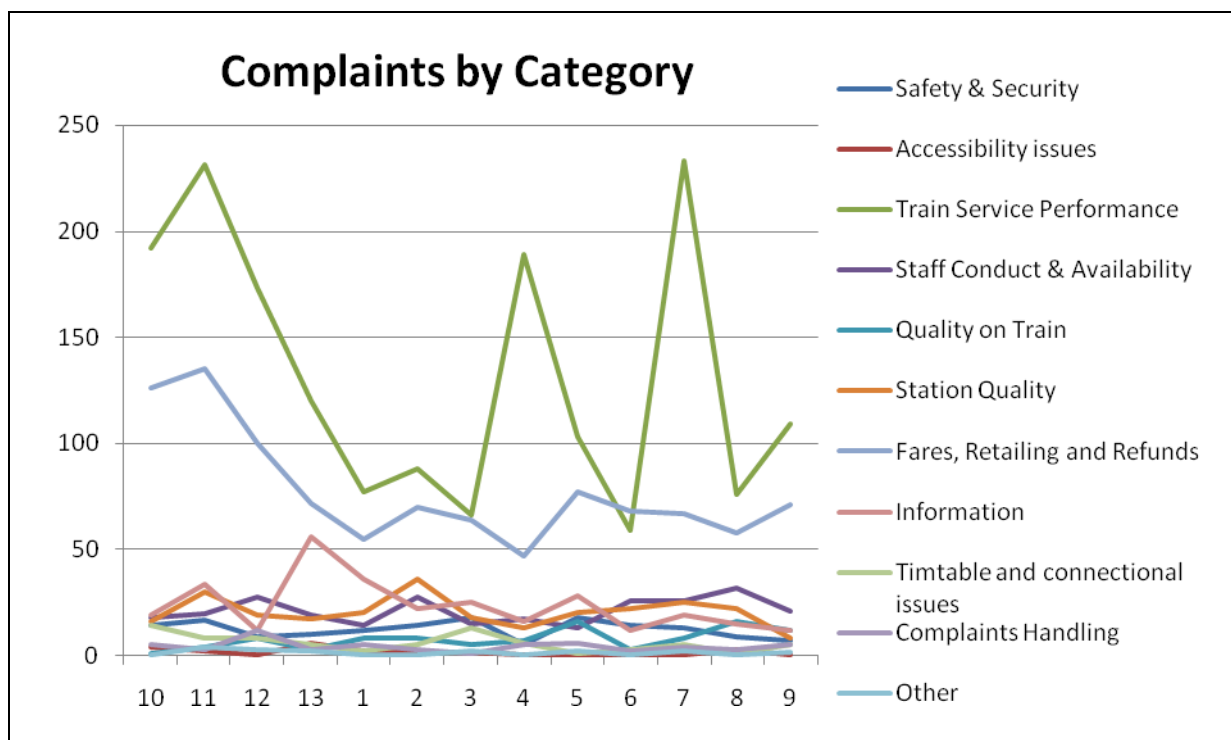
This period praise was received for:

- Station staff (5)
- Flowers and artwork at Hampstead Heath (1)
- Quick and courteous response from Customer Relations (1)
- A conductor remaining calm with a difficult customer (1)

### Customer Feedback Trend



### Complaints by Category



## 3.22 Customer Call Centre Information

### Contacts

Telephone Calls	Period 7	Period 8	Period 9
Total Calls	504	605	544
Calls answered within 30 sec	498	603	539
Calls abandoned	1.19% (6 calls)	0.33% (2 calls)	0.92% (5 calls)

### Correspondence

Correspondence	Period 7	Period 8	Period 9
Correspondence excl. telephone calls	719	500	539
Average response time	2.97 days	3.04 days	2.95 days
Cases closed within 10 working days	98.6%	96.9%	97.9%
Cases closed within 20 working days	100%	100%	100%

Following further changes within LOROL there are now two permanent vacancies in the team. The deadline for applications has passed and following screening the first stage of selection took place on 13 December.

Through the use of ad hoc support staff and those on restricted duties the response rate has not suffered. At the time of writing the team had 101 active cases.

## Period 8 2011/12 (16<sup>th</sup> Oct – 12<sup>th</sup> Nov 2011)

### 3.23 Customer Feedback Analysis

Category	Period 6		Period 7		Period 8	
	No.	%	No.	%	No.	%
67. Safety & Security	14	6.70	13	3.23	9	3.83
68. Special needs	0	0.00	0	0.00	3	1.28
69. Train Service Performance	59	28.23	233	57.96	76	32.34
70. Staff Availability & Conduct	18	8.61	26	6.47	32	13.62
71. Quality on Train	3	1.44	8	1.99	16	6.81
72. Station Quality	28	13.39	25	6.22	22	9.36
73. Fares Retailing & Refunds	69	33.01	67	16.67	58	24.68
74. Information at Stations & on Trains	14	6.69	19	4.73	15	6.38
75. Timetable & Connectional Issues	3	1.44	5	1.24	1	0.43
76. Complaints Handling	1	0.48	4	1.00	3	1.28
77. Other	0	0.00	2	0.50	0	0.00
<b>Total</b>	<b>209</b>	<b>100</b>	<b>402</b>	<b>100</b>	<b>235</b>	<b>100</b>
NRES	0		0		0	
Praise	14		12		10	
Passenger Charter Claims (Accepted)	433		466		400	
Passenger Charter Claims (Rejected)	143		199		113	

The number of complaints received continues to follow a similar pattern to last year with a decrease in complaints from Period 7 to Period 8. The overall number of complaints have fallen by 27% compared to Period 8 last year, while passenger journeys increased by 29%.

Key points to note:

#### **Safety and Security (9)**

- Damaged property
  - Car splashed with paint in Forest Hill car park (1)
  - Boot damaged in loose drain cover at Forest Hill (1)

- Injuries
  - Caught by closing 378 door (1)
  - Fall on stairs at Wapping (1)
  - Twisted ankle during a power failure at Gospel Oak (1)
  - Fell when running between platforms after short notice change at Shepherd's Bush (1)
- Security concerns
  - Staff not actively preventing fare evasion at Honor Oak Park (1)
  - Concern that Finchley Road & Frognal will be less safe if unstaffed (possibly driven by McNulty report) (1)
  - Bicycle stolen from Dalston Junction (1)

### **Special needs (3)**

One customer wrote to express concern at the lack of step free access to Crystal Palace – and mentioned her specific difficulties in getting around this station. The customer was advised that improvement work is scheduled to start shortly.

Two customers complained that assistance boarding and alighting was not provided by the conductor. Both cases are currently under investigation by conductor manager team. One customer had pre-booked their assistance in the National Rail Passenger Assist system.

### **Train Service Performance (76)**

Date	Route	Event	PPM	Complaints Received
22/10	DC	Fatality at Stonebridge Park	83.02	0
03/11	NLL	Power supply problems related to NXEA train damaging overhead lines	65.07	17
05/11	DC	London Midland detraining from West Coast Main Line to South Kenton	74.53	4
07/11	NLL	Points defect at Acton Wells	75.98	4
10/11	DC	Track circuit defect at Harlesden	72.64	0
12/11	NLL WLL GOB	Overhead line damage in Hampstead Heath tunnel	43.63 54.17 81.48	0

*Note: One of the most disruptive days (12/11/11) occurred at the very end of the period and as a result no complaints had been received relating to the various disruption events that occurred on this day at the time of writing.*

Twenty five of the complaints received can be attributed to disruption events that caused to PPM to fall below 85% on one or more Overground route. Seven passengers made contact relating to disruption that occurred in the previous period.

Seven customers complained when a train was altered to not call at stations between Willesden Junction and Camden Road. Initial reports and investigations show that this service change was not clearly advertised before the train departed Willesden Junction.

Fourteen customers requested refunds for days when PPM had been over 85% but their journey was delayed in excess of 30 minutes as a result of missed onward connections or to claim a refund for additional charges incurred as a result of travelling on an alternate, more expensive route.

The final five complaints concerning delayed or cancelled services, were received from customers who had been delayed on more than one occasion.

Eleven customers reported missing Overground trains as a result of early departures. Whilst the total received in this category remains significantly less than was the case 6 months ago the issue continues to be highlighted to traincrew through the briefing process.

Seven customers contacted the team regarding planned engineering work on 22 October. i.e.

- Late rail replacement buses on the GOB (3)
- Local buses (between Willesden Junction and Shepherd's Bush) not accepting tickets (1)
- Low frequency of GOB rail replacement buses (1)
- General lack of WLL services on Sundays (2)

### **Staff Availability & Conduct (32)**

The majority of complaints in this area continue to be driven by the behaviour of staff based at LOROL managed stations. The 18 complaints received in this subcategory are spread evenly across the network with similar numbers in each Customer Service Manager's area. At present the location of one incident is unknown and awaiting confirmation from the passenger.

<b>South Area</b>	<b>West Area</b>	<b>East Area</b>
Brockley (2)	Brondesbury Park (1)	Crouch Hill (1)
Crystal Palace (1)	Finchley Road & Frognal (2)	Haggerston (2)
Norwood Junction (1)	Shepherds's Bush (2)	Shoreditch High St (1)
Surrey Quays (1)	Willesden Junction (1)	Shadwell (2)

Behaviour of staff on board trains received eleven complaints. Four customers felt that the conductor should have allowed them to board the train before departing to schedule. Five customers were unhappy with the way in which they were issued penalty fares by LOROL Revenue Protection Inspectors. An allegation of assault by a conductor is being looked into by a conductor manager. The final complaint relating to staff on train is currently under investigation as it is not currently clear who the employee is or the function they work in.

The remaining complaints in this category related to the poor management of an incident requiring paramedics at Brockley station and two instances of customers being provided incorrect information. All complaints relating to staff members are entered into the LOROL staff complaints database. The Customer Relations team are continuing to support the use of this new system to ensure that managers act on the information provided.

### **Quality on Train (16)**

16 complaints were received in this category i.e.

- Cleanliness of Class 172 (1)
- Too hot/stuffy (5)
- Overcrowding
  - ELL (6)
  - WLL (2)
  - GOB (1)
  - Not stated (1)

### **Station Quality (22)**

- Difficult level access arrangements at West Croydon (2)
- No step free access at:
  - New Cross Gate (1)
  - Crystal Palace (1)
- Revenue protection staff causing congestion at Gospel Oak (1)
- Barrier or Oyster validator errors (4)
- Emergency alarm sounding at Hoxton (4)
- Overnight work at Brockley (1)
- Insufficient cycle parking at Dalston Junction (1)
- Poor quality improvement work at Honor Oak Park (1)
- Platform lighting on during daylight hours (2)
- No lighting on approach to Hackney Central (1)
- Money fell in gap between self service ticket machine and casing (1)
- Insufficient seating at Shepherd's Bush (1)
- No toilets at Shoreditch High Street (1)

### **Fares, retailing and refunds (58)**

Complaints remain high in this area with the majority of problems relating to transactions with self service ticket machines.

- Failed transaction at self service ticket machine
  - Cash (19)
  - Card (20)
- Failed card payment at ticket office (1)
- Self service ticket machine sold incorrect fare (2)
- Wrong ticket sold at ticket office (6)
- Short changed at ticket office (2)

- Customer error (after investigation) (3)
- Unspecified self service ticket machine problems (2)
- Administration fee (1)
- Further appeal against penalty fare (1)

Two cases remain open pending further information from the customer.

A working group in LOROL is looking at ways to reduce the number of complaints in this area. As the Shere self service ticket machines cause more complaints than the S&B machines an upgrade has been authorised to change the on screen graphics on the Shere TVMs. A study of the differences between the two machines is in progress to understand what may be driving the customer behaviour that causes a transaction to fail.

The team are also making it easier for station staff to resolve issues at the station through a series of process charts and additional systems to support administration processes.

### **Information at Stations and On Trains (15)**

15 complaints were received in this category:

- Incorrect information on departure boards (3)
- Lack of information on station during disruption (4)
- Incorrect information regarding replacement buses (1)
- Online timetable error (site not stated) (1)
- PA volume causing disturbance to neighbours
  - Bushey (2)
  - Penge West (1)
- PA too loud on Class 172 (2)

### **Timetabling and connection issues (1)**

One customer wrote to complain that connections are often not met at Gospel Oak causing passengers to arrive at the station just in time to see their connection leave.

### **Complaints Handling (3)**

One customer complained that their online charter refund application was rejected. The customer provided further information which allowed their claim to be paid.

A customer, whose bike was stolen from Dalston Junction, was unhappy that we were not prepared to display images of the offender from the CCTV recordings at the station. We advised the customer that this is a police matter and that it would be inappropriate for LOROL to take the action suggested.

The final customer was unhappy that we referred her case to London Midland. She had written a letter about payment for a ticket transaction at Watford High Street station but kept referring to London Midland rather than London Overground and enclosed a bank statement showing a London

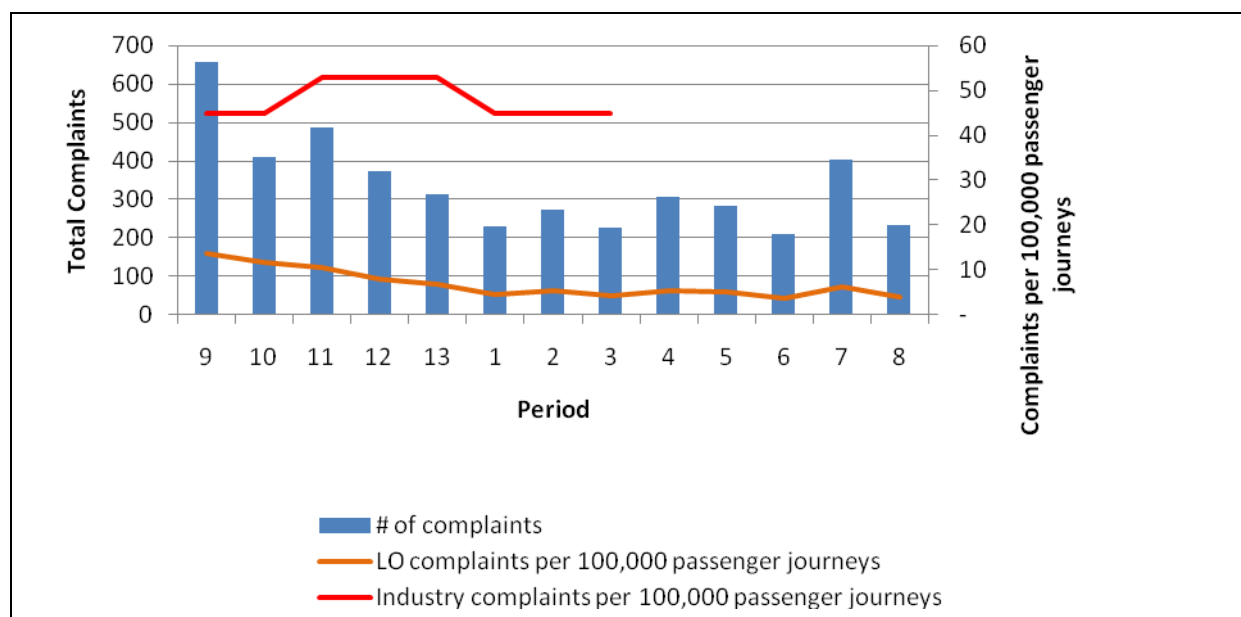
Midland transaction that she was not sure about. We had therefore mistakenly referred her case to London Midland thinking she had confused Watford High Street with Watford Junction station.

### **Praise (10)**

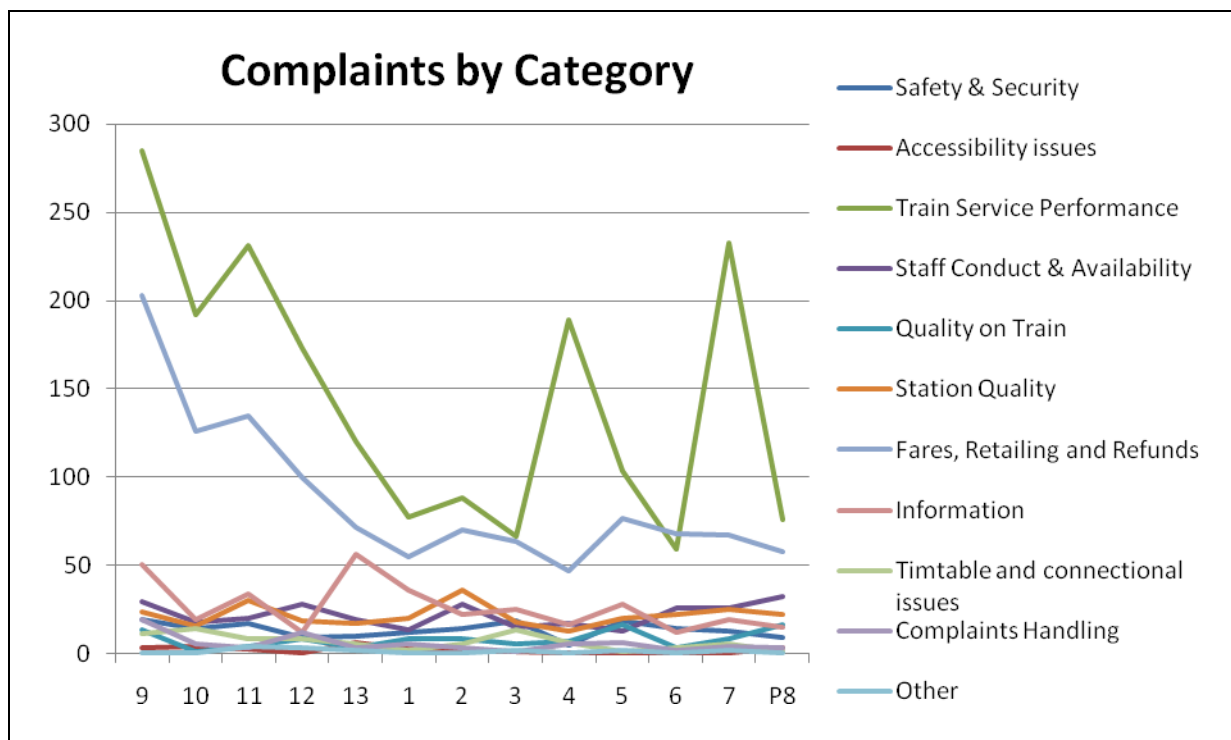
10 praise comments were received in the Period:

- Station staff (6)
- Conductors (1)
- Drivers (2)
- Look and maintenance of stations (1)

### **Customer Feedback Trend**



### Complaints by Category



## 3.24 Customer Call Centre Information

### Contacts

Telephone Calls	Period 6	Period 7	Period 8
Total Calls	482	504	605
Calls answered within 30 sec	478	498	603
Calls abandoned	0.83% (4 calls)	1.19% (6 calls)	0.33% (2 calls)

### Correspondence

Correspondence	Period 6	Period 7	Period 8
Correspondence excl. telephone calls	434	719	500
Average response time	2.34 days	2.97 days	3.04 days
Cases closed within 10 working days	98.8%	98.6%	96.9%

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Cases closed within 20 working days	100%	100%	100%
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The team are working on 100 active cases at the time of writing. 39 of these are awaiting allocation to a team member. Two members of the team have been successful in applications to move to Customer Services Control. Due to ongoing secondments this has created a permanent vacancy in the team which is being recruited for.