



# Customer Report June 2022

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## Performance

The table below shows the mean average of Cancellations and Short Formations Figures as a Year on Year comparison.

	Mean Average 9th Jan 2021 - 1st May 2021	Mean Average 9th Jan 2022 - 1st May 2022
<b>Cancellations%</b>	1.23%	1.92%
<b>Short Formations%</b>	0.55% (This is monitored differently to in the NRC)	0.82%

Reporting Periods 2211 - 2301

The table below shows the latest Time to Three Minutes, Time to 15 Minutes, All Cancellations and On Time Figures for the last Reporting Period before publication of this Customer Report.

	Period 1 1st April 2021 - 1st May 2021	Period 1 1st April 2022 - 1st May 2022
<b>On Time</b> % of recorded station stops called at within 59 seconds of the planned time	80.99%	78.45%
<b>Time to 3</b> % of recorded station stops called at within 2 minutes and 59 seconds of the planned time	92.95%	91.77%
<b>Time to 15</b> % of recorded station stops called at within 14 minutes and 59 seconds of the planned time	98.89%	99.43%
<b>Cancellations</b>	2.51%	1.33%

## Key activities undertaken to improve our performance

At Chiltern Railways, a data led approach to fleet reliability management has been introduced to run algorithms and combine data inputs from multiple sources.

This allows for more effective and focused maintenance, and identification of developing operational anomalies prior to failure.

- Class 165 parking brake pressure switches have been recalibrated and ATP cooling systems have been amended to reduce problems in warm weather.
- Quartz data management has been rolled out to all dispatchers and train managers. This filters through thousands of streams of data to quickly and simply present to-to-the-second punctuality of trains at any chosen station or any chosen platform which was not previously available. This has been embedded into our new Customer Service Standard.

We have also been working with Network Rail and London Underground Ltd on a joint performance plan, which includes initiatives designed to improve your journey, increase the number of trains that run on time and keep delays to a minimum.

- A revised approach to the signalling of services at Oxford and Birmingham Moor Street to give priority to services that start at these stations in preference to those that are terminating there. Investigation of the accurate running times between High Wycombe – Bicester North/Oxford Parkway – the results of which were implemented in the May 2022 timetable change. Joint reviews following Storms Dudley, Eunice and Franklin.

# Looking Forward

## Chiltern Railways

Replacement of coolant hoses and door system performance initiatives on all our Class 165 trains for a more resilient type. A remote condition monitoring trial on a Class 168 (Clubman train).

A Contingency Planning Manager has been appointed to improve service delivery. They will develop contingency plans for minor and major service disruption, which will enable a consistent approach to be implemented. The driver training school, which was previously run once per year, will now be run three times a year.

## Working with Network Rail

We have worked with Network Rail and the other train and freight operators to facilitate access to the line between Birmingham and Solihull to allow the replacement of track, drainage systems and point work to remove two long standing speed restrictions. This work will take place in June 2022.

In preparation for the 2022 Commonwealth Games in Birmingham, 17.5 million is being spent on enhanced numbers of strategic spares and response teams, asset resilience works which includes upgrade or replacement of existing signalling and electrical items, and an enhanced devegetation programme. Investigation of the accurate running times between Gerrards Cross – High Wycombe, Aylesbury Vale Parkway and Amersham.

## Working with London Underground Ltd

Funding has been released to improve the reliability of signals' lamps on the Metropolitan line with the project being rolled out during the second half of 2022.

## Complaints & Faults Handling

Every complaint is taken seriously and investigated by our Customer Relations team to ensure we learn from our mistakes and make improvements wherever we can.

The Office of Rail and Road (ORR) collects data relating to passenger complaints and measures response times against the industry's 20 working day resolution target and the number of complaints per 100,000 journeys. Historic data and the latest ORR data can be found on their website [dataportal.orr.gov.uk/](https://dataportal.orr.gov.uk/)

The table below gives a summary of the data published by the ORR in relation to the total number of complaints per 100,000 journeys:

Number of complaints per 100,000 journeys	Q2 (Jul-Sept 2021)	Q3 (Oct-Dec 2021)	Q4 (Jan-Mar 2022)
<b>Rail Benchmark</b>	29.2	31.6	Not yet released
<b>Chiltern Railways</b>	15.8	19.1	Not yet released

The table below gives a summary of the data published by the ORR in relation to the handling of passenger complaints by Chiltern Railways:

Metrics	Q3	Q4 (Latest Quarter)
<b>Complaints Registered</b> *Data from ORR	847	532
<b>% of complaints handled within 20 days</b> *Data from ORR	100%	100%
<b>1st time resolution rate</b>	94.8%	91.8%

We work diligently to maintain our trains and stations through an efficient and planned maintenance programme, to ensure we are on top of any potential faults before they become a problem. You can help us by informing our Customer Relations team if you spot an issue.

If you see something that is broken, vandalised or in poor condition, please let us know via <https://www.chilternrailways.co.uk/contact> us on the webform.

## Complaints & Faults Handling ...continued

The table below shows the types and volume of faults that have been reported by customers over the last five months.

<b>Station Upkeep</b>	<b>22</b>
Cleanliness	4
Lights	4
Other Upkeep	7
Screens	7
<b>Train Upkeep</b>	<b>51</b>
Cleanliness	3
Door	9
Lights	1
Other Upkeep	6
Screens	6
Wifi	17
Heat	9



## Accessibility

At Chiltern Railways we want to provide a great service for every customer, including those with special travel needs or those who would appreciate a helping hand.

Passenger Assist allows you to request an assistance booking in advance, now up to two hours before your journey is due to start, any time of the day.

For more information please visit

[www.chilternrailways.co.uk/before you travel/Assisted-Travel-Information](http://www.chilternrailways.co.uk/before-you-travel/Assisted-Travel-Information)

Our Passenger Assist scheme is regularly monitored to ensure our service delivery meets the commitments set by the Office of Rail and Road (ORR). The following information outlines the number of passengers utilising our Passenger Assist service and how reliably we are delivering this service.

Quarterly Passenger Assistance	Q3	Q4
Booked Assists Requests	697	520
% Booked Assists Completed	98.80%	96.90%
Unbooked Assist Requests	993	774
%UnBooked Assists Completed	98.90%	98.70%

### Accessibility Group

We launched our Accessibility Group in March 2021 which brings together local people with experience of disability to create a more accessible rail network and have a say in how policy is shaped at Chiltern Railways. We are currently recruiting for up to eight volunteers who have personal experience of disability and access barriers (or advocate for someone who has) and have a passion for accessible public transport.

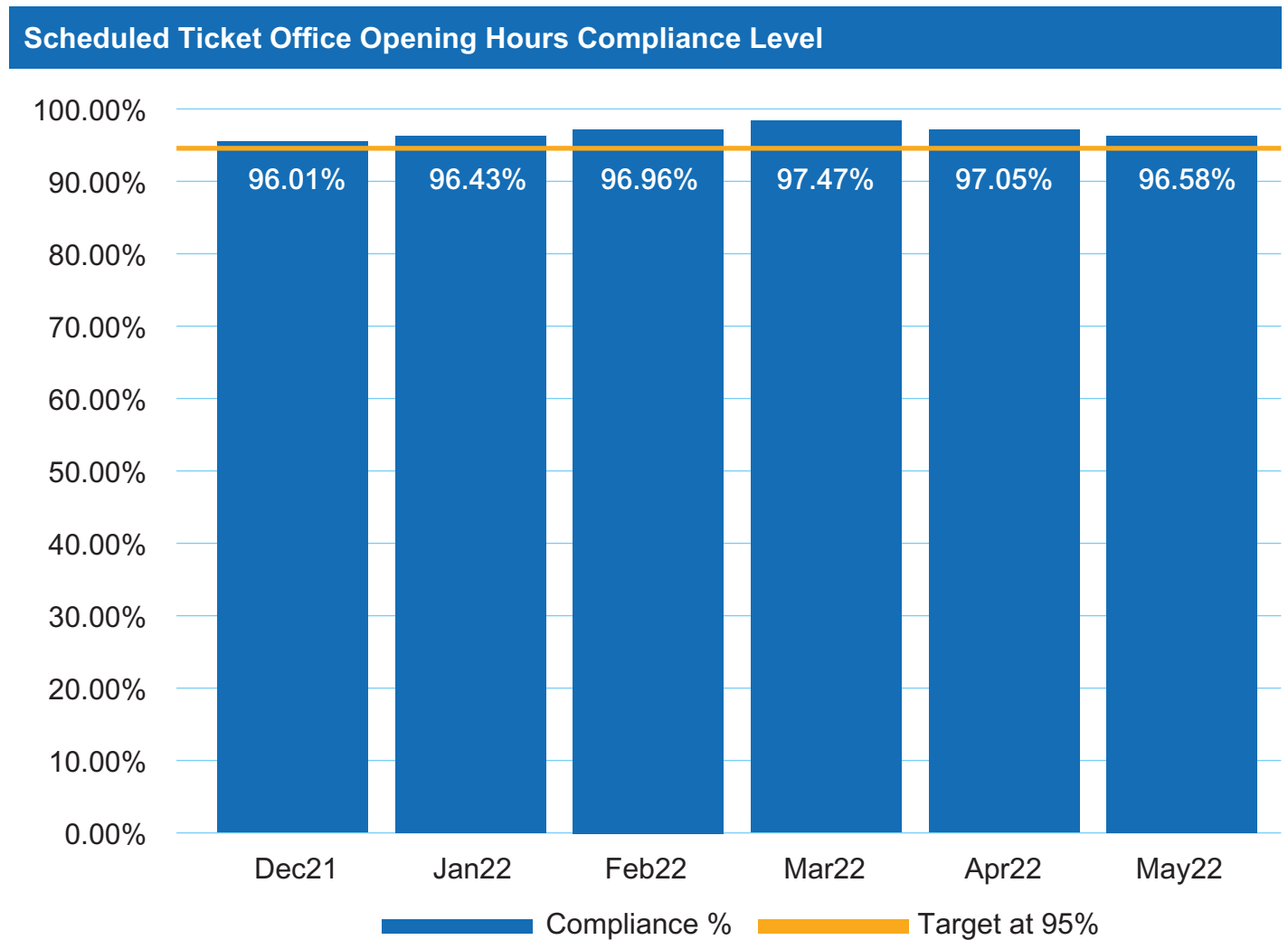
Find out more information about the group and how to apply please visit

<https://www.chilternrailways.co.uk/accessibility-panel>



## Ticket Office Opening Hours

The chart below illustrates the percentage of time that ticket offices were open against the scheduled hours.

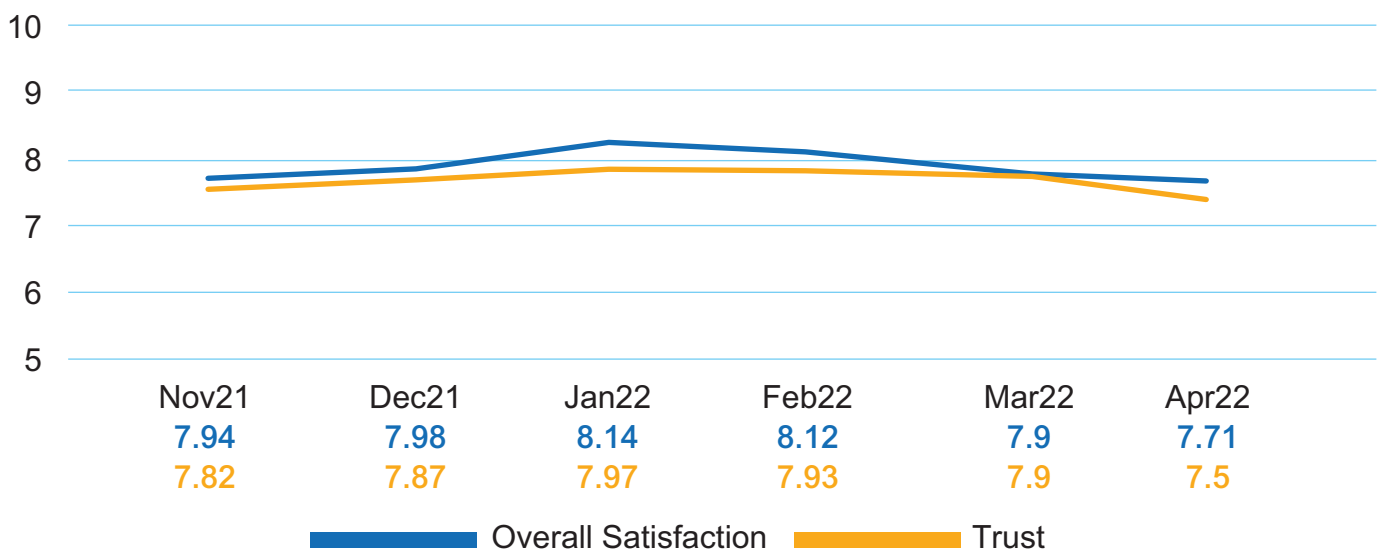


## Customer Satisfaction Survey

Feedback from our customers is crucial to operating a better railway and as such, Chiltern Railways participates in the rail industry's customer satisfaction survey to understand how our customers think we are performing.

Due to the pandemic and a significant drop in the numbers of people using public transport, National Rail Passenger Survey (NRPS) has been paused. Meanwhile the Rail Delivery Group (RDG) have developed the interim Wavelength survey to measure passenger satisfaction, Trust and Feeling In Control on our network. Results (scaling between 0 to 10) are below.

### Wavelength Customer Satisfaction and Trust scores



These are the five customer promises that put customer experience in the centre of our operations. We use these results to drive improvements.



Put the customer  
**in control**



Ensure the customer is always  
**feeling loved**



Give the customer  
**clear value**



Let the customer  
**travel my way**



Enable the customer to be  
**always on**

## Customer Satisfaction Survey ...continued

The table below shows our scores in the last six months.

Period	Month	Always on	Clear value	Feeling loved	In Control	Travel my way
P09	Nov 21	7.88	7.76	7.74	7.64	7.82
P10	Dec 21	7.88	7.84	7.78	7.7	7.82
P11	Jan 22	8	7.82	7.75	7.88	7.96
P12	Feb 22	7.53	7.74	7.26	7.49	7.54
P13	Mar 22	7.85	7.72	7.53	7.8	7.78
P01	Apr 22	7.71	7.71	7.29	7.49	7.57

# Getting in touch

We are always open to hearing what you think of our service. Whether it's an issue you want to raise or if you just feel like giving us some feedback.

If you get in touch with Customer Relations, we will automatically acknowledge your comment or feedback within one working day, and we will provide a response to you within 10 working days (or advise that our response will take longer).

## How to get in touch:

Visit our website at:

**[www.chilternrailways.co.uk/contact us](http://www.chilternrailways.co.uk/contact-us)**

Call us on **03456 005 165**

WhatsApp us on **020 3856 2007** on weekdays 0730 - 1930

Write to us at:

**Chiltern Railways Customer Relations  
Banbury ICC  
Merton Street  
BANBURY  
OX16 4RN**

Contact us using Twitter (weekdays 0730 - 1930)

**@chilternrailway** if you have any questions or queries regarding our services.