

Casework report for quarter three October to December 2019.

1. Purpose of report

To provide information on the issues raised by passengers and the Rail Ombudsman with London TravelWatch.

2. Summary

The casework team received more passenger contact in this quarter than the previous one although most was expected.

There is always an increase in bus passenger appeals in quarter three as following the quieter months on the buses and the roads during the summer, the increase in bus passenger numbers and road users in September usually lead to service delays and therefore passenger frustrations. This causes an increase in complaints to TfL in September and an increase in appeals to London TravelWatch in October.

The TfL Contact Centre Manager responded to London TravelWatch's concerns about delays in their response times to passenger complaints. He gave an update about changes within TfL and also that an external source had tried to breach passengers' Oyster/contactless payment accounts. In order to prevent any personal records from being hacked, TfL shut the system and while this ensured nothing would be lost, it also prevented passengers from being able to access their online account to claim for delay compensation or top up their Oyster cards. TfL staff could help passengers make claims or changes, but the amount of calls received because of this issue meant that there were long delays in calls being answered and a large backlog in responding to complaints. This in turn also caused the number complaints to rise and then a marked increase in appeals to London TravelWatch. TfL have since advised that their outstanding complaints are almost back to usual levels.

A sharp increase in appeals from Eurostar passengers was received in quarter three. However, this was expected due to the numerous cancellations to services caused by the French general strike. Eurostar did advise passengers at the earliest time, choosing to cancel services in advance rather than inconvenience passengers at the last minute but this still caused a rise in appeals.

With Transport Focus, we continue to have concerns about the number of appeals raised by the Rail Ombudsman. In quarter three, fewer than 450 appeals were taken forward by them as in scope compared to the 2,000 plus appeals managed by London TravelWatch and Transport Focus in the same quarter of 2018-19. Although many rail operators have made significant changes to their internal complaints handling processes which would, in turn, reduce the amount of passengers wishing to escalate their complaint to appeal, it is doubtful that these efforts would have

reduced the number of passengers wanting to appeal to such an extent. London TravelWatch and Transport Focus continue to investigate this issue.

In partnership with Transport Focus, London TravelWatch has achieved agreement from rail operators to jointly carry out audits to bring consistency to the signposting process to the Rail Ombudsman and to recognise and share good practice. It is hoped that the first one will take place in quarter four.

It was expected that appeals for TfL Rail and London Overground and the Heathrow Express would be sent to the Rail Ombudsman for any journeys after 1 July 2019. This date was moved to November 2019 but has yet to take place. In December 2019, the ADR Scheme Council (the Casework Manager represents London TravelWatch on this council) voted for TfL Rail, London Overground and the Heathrow Express to be 'on boarded' onto the Rail Ombudsman Scheme and although meetings have taken place to initiate this, no start date has been given.

At the same time, 30 London Underground stations are also to be part of this scheme because they are rail licence holders. London TravelWatch voted against these stations being part of the Rail Ombudsman scheme as it has not been made clear which type of complaints would be eligible for the scheme. Also, as London TravelWatch has responsibility for all of London's Underground passengers – not only passengers using these stations, we do not believe this to be a fair and consistent approach to complaints handling. Our objections have been overruled and the issue has been escalated within London TravelWatch with a view to understanding what the intended benefit would be to all London Underground's passengers.

3. Report contents

There are two parts to this report.

- i. Contacts received – breakdown of contacts received
- ii. Appeals data
 - a) Rail appeals
 - b) Rail appeals received from the Rail Ombudsman
 - c) TfL appeals
 - d) Eurostar appeals

4. Equalities and inclusion implications

There are no specific implications arising from this report.

5. Legal powers

Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider – and, where it appears to it to be desirable, to make representations with respect to – any matter affecting the services and facilities provided by TfL which relate to transport (other than freight) and which have been the subject of representations made to it by or on behalf of users of those services and facilities. Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon it

in respect of representations received from users or potential users of railway passenger services provided wholly or partly within the London railway area.

6. Financial implications

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

7. Recommendations

Members are asked to note the contents of this report and advise if there is information that they would like to see in future reports from Casework.

(i) Contacts received

This report covers the incoming casework received from October to December 2019 and includes information from the previous quarter to demonstrate changes in work practices. The way cases are classified has changed from this quarter to better reflect the changing workload of the casework team.

Telephone enquiries will now feature in the communications report and are also provided for purposes of comparison.

New contact types	Oct to Dec 2019	Jul to Sep 2019	Apr to Jun 2019	Previous contact types (no longer used)	Jan to Mar 2019	Oct to Dec 2018
Telephone enquiries*	<i>No longer recorded</i>	<i>(See below)</i>	331	Telephone enquiries	304	164
				Enquiries email	18	37
Initial cases	164	256	69	Initial cases	227	356
				Initial plus cases	64	145
Appeals Rail	22	20	29	Request for papers	120	221
Appeals from Rail Ombudsman	6	10	40	Appeals made to operator	227	292
Appeals TfL and Eurostar	155	108	86	Appeals responded to directly	263	322
Other contacts Rail	86	178	293	Appeals responded to directly plus	136	161
Other contacts TfL & Eurostar	276	312	292			
				Appeals sub total	626	775
Total of new contacts	699	884	809	Total of new contact	1,359	1,698
Appeals carried over from last quarter	10	24	30	Appeals carried over from last quarter	32	32
Total contacts	709	908	1,170	Total cases	1,391	1,730

*There have been frequent interruptions to our telephone service and CRM over the past two quarters so not all calls have been recorded. As these would make our statistics incomplete and inaccurate, we have not recorded them in this report.

Initials

Complaints that have not yet been made to the operator

Appeals Rail

Appeals received from passengers

Appeals from Rail Ombudsman

Appeals that are out of the Rail Ombudsman scope and within our geographical remit.

Appeals TfL and Eurostar

Appeals received from passengers

Other contacts - rail

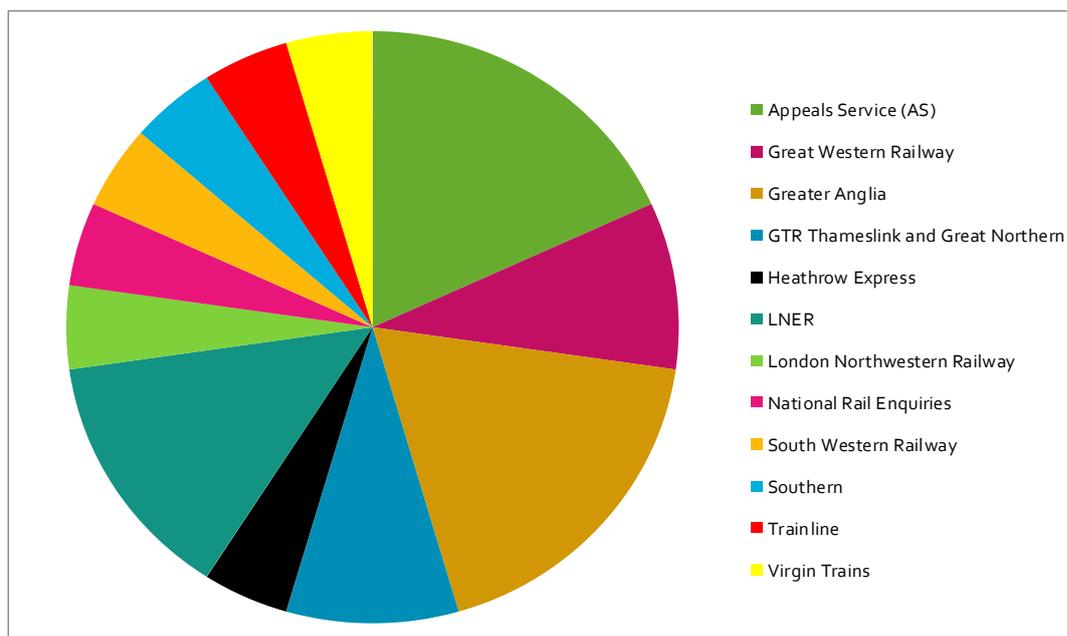
All other contacts from passengers, such as requesting information, further comebacks, unable to find transport provider contact details, and responses to complaints that London TravelWatch would not appeal.

Other contacts TfL & Eurostar

Other contacts from passengers.

Appeals data

a) Rail appeals by organisation



All contacts by rail operator and the issues raised

Abellio London	1
Noise nuisance from trains/buses/other vehicles	1
Appeals Service (AS)	17
Penalty fares and prosecutions	7
No ticket purchased	1
Lack of discretion by appeals body	2
Administration charges	1
Ticket Refunds and compensation (inc Oyster)	1
Complaints Handling	3
Correspondence incomplete	2
C2C	6
Penalty fares and prosecutions	2
Complaints Handling	1
No reply received from transport company	2
Caledonian Sleeper	1
Quality on Train/bus/other vehicle	1
Chiltern Railways	3
Staff Conduct and Availability	2
Ticket Refunds and compensation (inc Oyster)	1
CrossCountry Trains	1
Ticket Refunds and compensation (inc Oyster)	1

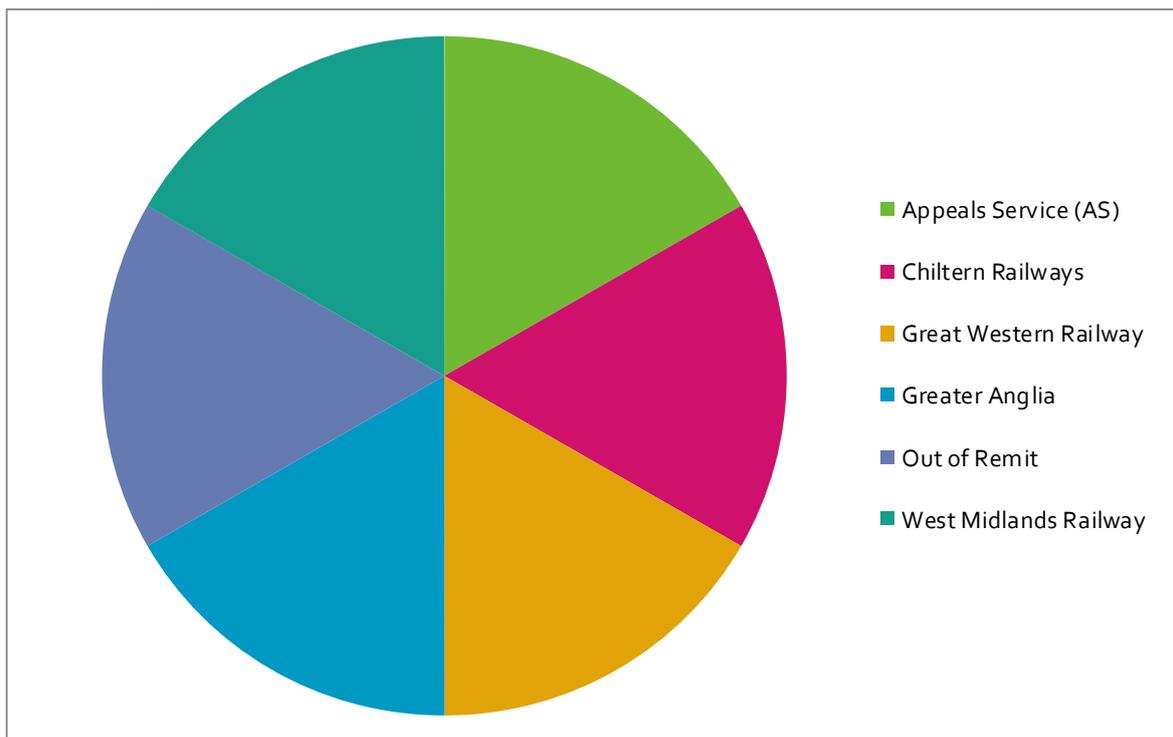
Great Western Railway	14
Failed to provide expected service	2
Fares, Retailing Policy and Refunds	3
Incorrect ticket	2
Method of calculation – season tickets	2
Information	1
Withdrawal/retiming of service	1
Follow up actions unfulfilled by transport company	1
Unhappy with operator reply	1
Greater Anglia	14
Fares, Retailing Policy and Refunds	1
Cost and value	1
Penalty fares and prosecutions	2
No ticket purchased	1
Incorrect ticket	2
Information	4
Current service	1
Safety and Security	1
GTR Thameslink and Great Northern	13
Penalty fares and prosecutions	1
Incorrect ticket	1
Failure to follow correct policy	2
Ticket Refunds and compensation (inc Oyster)	3
Failure to Offer	1
Response time	1
Unhappy with operator reply	4
Heathrow Express	3
Poor product/service knowledge	1
Consequential loss	1
Unhappy at level of compensation/no compensation	1
LNER	5
Information	1
No reply received from transport company	3
Unhappy with operator reply	1
London Northwestern Railway	3
Repeated poor performance	1
Ticket Refunds and compensation (inc Oyster)	1
Response time	1
National Rail Enquiries	1
Follow up actions unfulfilled by transport company	1
Network Rail	1
Complaints Handling	1
RPSS	2
Penalty fares and prosecutions	2

South Western Railway	5
Repeated poor performance	1
Timetable and connection Issues	1
Unhappy at level of compensation/no compensation	1
Response time	2
Southeastern Railway	9
Penalty fares and prosecutions	3
Failure to carry or validate	2
Unhappy with operator reply	2
Southern	3
Staff Conduct and Availability	2
Failed to establish passenger needs	2
Trainline	7
Fares, Retailing Policy and Refunds	2
Ticket Refunds and compensation (inc Oyster)	2
Out of time claims	1
Unhappy at level of compensation/no compensation	1
Unhappy with operator reply	1
Virgin Trains	4
Fares, Retailing Policy and Refunds	1
Ticket Refunds and compensation (inc Oyster)	1
Unhappy at level of compensation/no compensation	1
Unhappy with operator reply	1
West Midlands Railway	1
Penalty fares and prosecutions	1
Total	115

Context

With the current exception of Heathrow Express, TfL Rail and penalty fare/prosecution complaints, all appeals regarding the railways should come via the Rail Ombudsman. Some appeals still reach us directly, and where it's appropriate, we continue to take these forward.

b) Rail appeals received from the Rail Ombudsman by rail operator



Appeals (from Rail Ombudsman) by rail operator and the issues raised

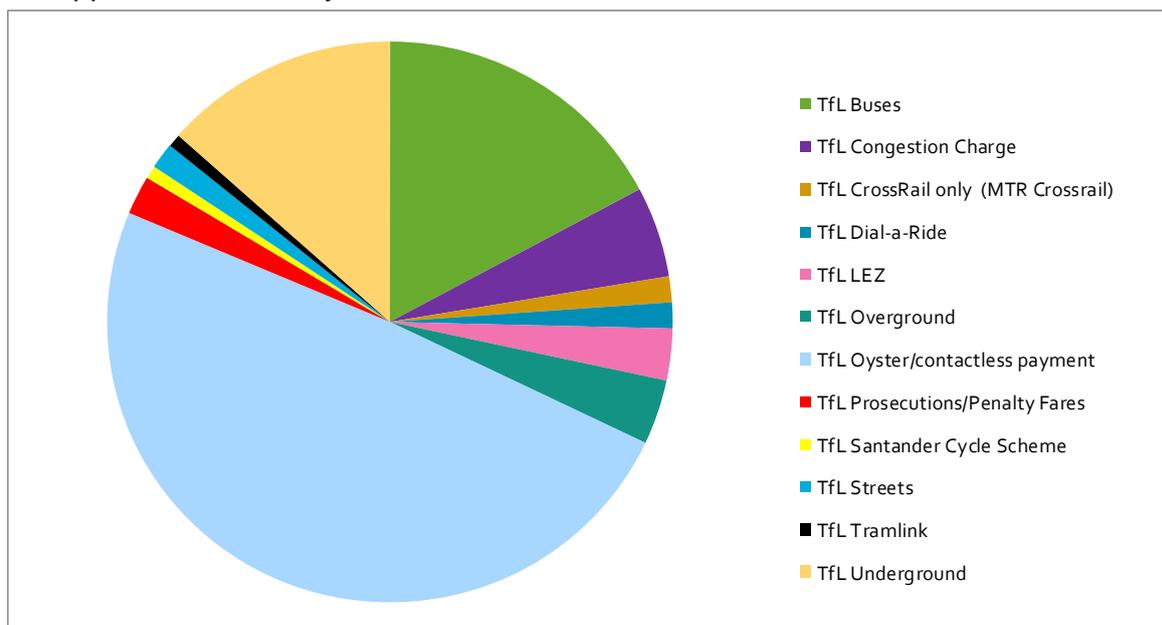
Appeals Service (AS)	1
Ticket Refunds and compensation (inc Oyster)	1
Chiltern Railways	1
Ticket Refunds and compensation (inc Oyster)	1
Great Western Railway	1
Fares, Retailing Policy and Refunds	1
Greater Anglia	1
Cost and value	1
Out of Remit	1
Delay	1
West Midlands Railway	1
Penalty fares and prosecutions	1
Total	6

Context

From the appeals sent to London TravelWatch from the Rail Ombudsman, there is no individual issue or any particular rail operator that has caused concerns.

(c)Transport for London

TfL appeals received by mode.



All contacts by mode and the issues raised

Policy only at TfL	3
No reply received from transport company	3
TfL Buses	87
Service Performance	2
Service turned short	2
Repeated poor performance	2
Staff Conduct and Availability	6
Driving standards	3
Rude/Discourteous	5
Failed to provide expected service	2
Fares, Retailing Policy and Refunds	1
Penalty fares and prosecutions	3
No ticket purchased	1
Ticket Refunds and compensation (inc Oyster)	1
Information	4
Lack of information screens	2
Current service	1
Withdrawal/retiming of service	1
Heating/ventilation/air conditioning	1
Station/stop/pier Quality	1
Waiting rooms/areas	1
Bus stops	1
Complaints Handling	11
Transport company's reply did not fully address complaint/all the issues	3
No reply received from transport company	6
Unhappy at level of compensation/no compensation	1
Response time	7

Unhappy with operator reply	8
Injury	5
Noise nuisance from trains/buses/other vehicles	1
Nuisance from bus stops by home/premises	1
Transport company	2
Lost Property	1
TfL Congestion Charge	17
Fares, Retailing Policy and Refunds	1
Ticket Refunds and compensation (inc Oyster)	2
Information	1
Complaints Handling	3
Surface Transport issues	3
Penalty Charge Notices (PCNs)	4
Low Emission Zone issues	1
TfL CrossRail only (MTR Crossrail)	9
Service Performance	4
Poor management of problem/incident	1
Penalty fares and prosecutions	1
Failure to carry or validate	1
Failure to follow correct policy	1
Special Needs	1
TfL Dial-a-Ride	3
Transport company's reply did not fully address complaint/all the issues	3
TfL DLR (Docklands Light Railway)	2
Penalty fares and prosecutions	1
Failure to carry or validate	1
TfL LEZ	9
Information	1
Response time	1
Unhappy with operator reply	1
Surface Transport issues	2
Penalty Charge Notices (PCNs)	1
Low Emission Zone issues	3
TfL Overground	20
Failed to provide expected service	2
Penalty fares and prosecutions	2
Lack of announcements	2
Timetable and connection Issues	2
Station/stop/pier Quality	1
Facilities	1
Complaints Handling	5
Transport company's reply did not fully address complaint/all the issues	2
Response time	1
Noise nuisance from trains/buses/other vehicles	1
Non-passenger issues	1

TfL Oyster/contactless payment	127
Fares, Retailing Policy and Refunds	3
Cost and value	2
Railcard discounts	1
Contactless payment - TfL	1
Ticket Refunds and compensation (inc Oyster)	33
Failure to Offer	2
Overcharging	1
Unawareness of or Unhelpful conditions	1
Information	2
Complaints Handling	18
Transport company's reply did not fully address complaint/all the issues	1
Follow up actions unfulfilled by transport company	2
No reply received from transport company	3
Unhappy at level of compensation/no compensation	4
Response time	45
Unhappy with operator reply	8
TfL Prosecutions/Penalty Fares	9
Fares, Retailing Policy and Refunds	1
Penalty fares and prosecutions	3
Failure to carry or validate	3
No reply received from transport company	2
Unhappy with operator reply	1
TfL Santander Cycle Scheme	2
Response time	3
TfL Streets	10
Complaints Handling	2
No reply received from transport company	1
Unhappy with operator reply	1
Safety and Security	1
Penalty Charge Notices (PCNs)	4
Traffic Light phasing	1
TfL Taxi and Private Hire	1
Unhappy with operator reply	1
TfL Tramlink	1
Response time	1
TfL Underground	72
Service Performance	2
Repeated poor performance	4
Engineering works	1
Staff Conduct and Availability	2
Penalty fares and prosecutions	2
Ticket Refunds and compensation (inc Oyster)	1
Failure to Offer	1

Taxi refunds	1
Information	3
Heating/ventilation/air conditioning	1
Overcrowding	1
Nuisance from passenger noise/food/drink	1
Side entrance closures	1
Complaints Handling	5
No reply received from transport company	2
Unhappy at level of compensation/no compensation	3
Response time	9
Unhappy with operator reply	8
Safety and Security	1
Potential hazard	2
Further to	4
TfL Victoria Coach Station	1
Complaints Handling	1
Grand Total	373

Context

134 appeals received from TfL users were taken forward by the casework team in this quarter three compared with 90 in quarter two. The principle issue was the uplift in Oyster/Contact related issues addressed in the summary of this report.

c) Eurostar

Cancellations	1
Staff Conduct and Availability	1
Failed to provide expected service	1
Fares, Retailing Policy and Refunds	5
Ticket sales	1
Pricing structure/policy	2
Ticket Refunds and compensation (inc Oyster)	7
Information	8
Quality on Train/bus/other vehicle	1
On train services/ catering/ dedicated carriage	1
Complaints Handling	5
Follow up actions unfulfilled by transport company	1
Unhappy at level of compensation/no compensation	9
Response time	1
Unhappy with operator reply	16
Special Needs	1
Non-passenger issues	1
Total	62

Context

Eurostar have had a challenging few months due to circumstances outside of their control and this is reflected in the increased number of appeals made to London TravelWatch.