



Customer Report

December 2023

Introduction



Welcome to our Customer Report which covers the second half of 2023.

We recognise it has been a challenging year with strike action, as well as the disruption from the planned engineering works on the Princes Risborough to Aylesbury line to fix the culvert issue and facilitate works for HS2. This led to a number of weeks where we had to use rail replacement bus services for our customers on that line. We were pleased to see the work that was carried out by Network Rail was completed on time and the good news is that the line is now much better protected against flooding and the consequent disruption we have experienced over the last few years. The Chiltern team have worked hard to maintain service levels over this period and will continue to strive to ensure we provide a reliable service for our customers.

We are also facing challenges with capacity as more and more of our customers are returning to their pre-pandemic work and commuting habits, as well as using our services for their leisure pursuits. This has led to some of our services becoming much busier in the past six months, so we need to focus on increasing the number of available carriages as well as working on a long-term replacement plan for our trains. Chiltern have one of the oldest sets of trains in the country, which means that the maintenance and repair challenges become tougher and this in turn starts to affect the reliability of our services. We are working with the Department for Transport on a plan for additional trains and launched our Right Route 2030 vision at the Houses of Parliament in the summer to commence the process of getting the funding to do this. As we progress this, we will keep our customers and stakeholders updated as we know this is vital to ensuring you have reliable and comfortable services.

In this report, you will see our performance over the past six months as well as the projects we've been focusing on to provide easier, greener and better journeys for customers. We will also share some projects we are looking to deliver in the first half of 2024 to improve your experience with Chiltern. We always encourage feedback which helps us improve the Chiltern Railways customer experience and we hope this report gives you a good insight into our work and priorities.



Andy Camp

Commercial & Customer Strategy Director

Accessibility for all

easier
easier
easier
easier
easier



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 and at any time of the day.

For more information please visit

www.chilternrailways.co.uk/before-you-travel/Assisted-Travel-Information

We have replaced the buggies at London Marylebone with 2 new buggies which have a roof so that customers and colleagues do not get wet when used outside of the canopy area at Marylebone.

We are also running a trial of new British Sign Language (BSL) boards in 6 of our stations. If the trial is successful, we then hope to be able to get funding to roll these out across the rest of our stations.



“We know that for those with accessibility needs, travelling on the railway can be challenging, particularly during periods of disruption. We are proud to have installed these screens, which will give customers who use BSL real-time departure information and allow them to travel with confidence. Moving forwards, pending a successful trial, we are determined to explore making these the new normal at stations across our network.”

Steve Scutt, Accessibility and Integrated Transport Manager



At Chiltern Railways, our customers are at the heart of what we do, and we recognise how important it is to ensure we operate in a responsible and sustainable way.

Our aim is to fully support a reduction in use of resources to meet our legal and societal obligations to the environment. This includes developing and maintaining good practices and an engaged and well-informed workforce to protect the environment from damage.

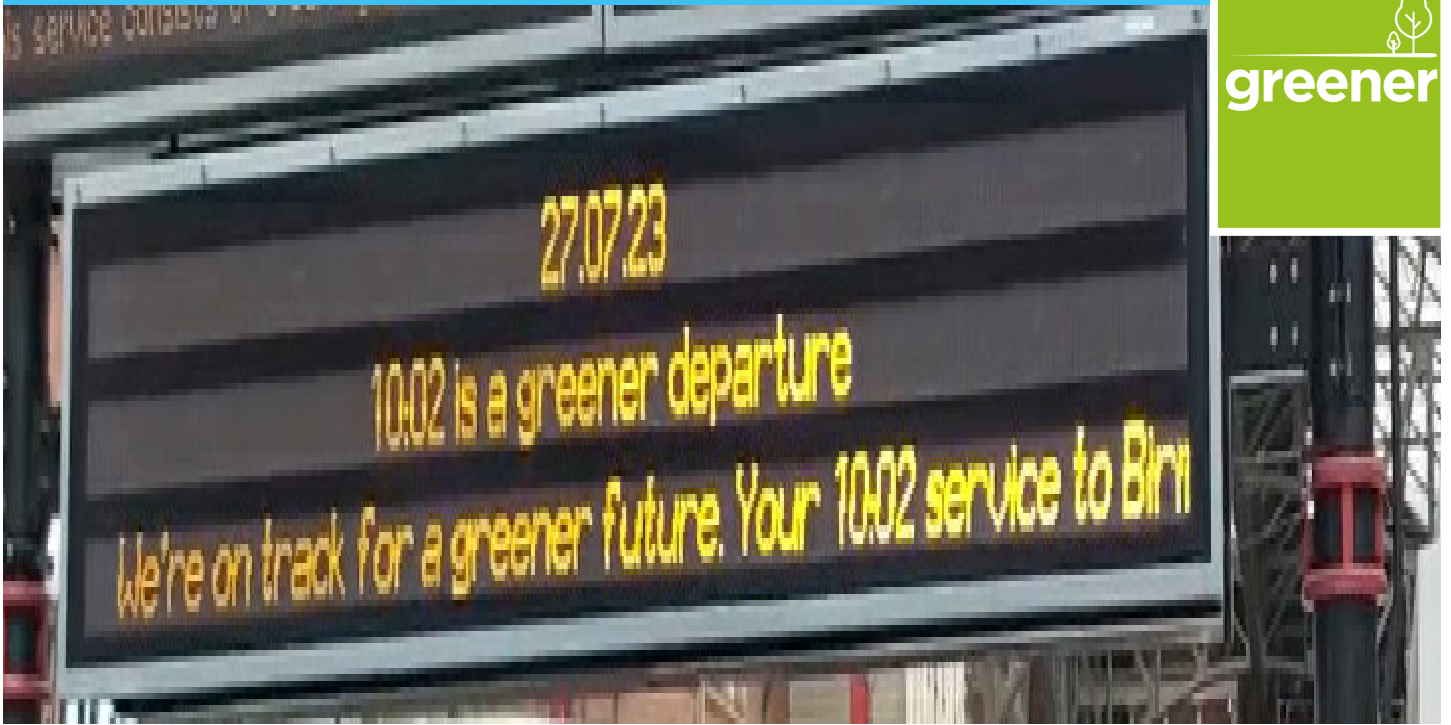
Fuel and air quality

As a train operator with a diesel only fleet, the management of our fuel use and air quality is particularly important to us.

The railway lines Chiltern Railways operate over are not electrified and we are working closely with the Department for Transport on developing a fleet strategy which supports our commitment to sustainability and decarbonisation.

Chiltern have commenced deploying Hydrogenated Vegetable Oil (HVO) on our trains and are developing plans to roll this out to our wider fleet. HVO fuel reduces greenhouse gas emissions by up to 90% when compared to using normal diesel fuel.

Chiltern trains produce an average of 0.0011, or 1100 grams of CO₂ equivalent per vehicle kilometre. ORR published data shows that the average for diesel trains is 1400 grams. This is a slight reduction on last year because of the introduction of HVO to some parts of our fleet.



Waste Management

To ensure we are doing as much as we can to reduce our overall waste production and meet our target, we bring together people from across the business each quarter for waste management meetings to analyse our waste reports, identify areas of concern, share best practice and drive forward waste management initiatives.

In the past year, Chiltern diverted 100% of their waste from landfill and achieved a 30% recycling rate. We are currently trialling a revised approach to recycling at London Marylebone which will increase our recycling rate.

Building Energy Consumption

This year Chiltern is on target to achieve a 2.5% reduction in energy consumption. We have worked with our landlord Network Rail to rollout new energy efficient appliances, and we are also committed to updating the Energy Management System at Aylesbury Depot, one of our highest consuming sites.

Improving our trains and stations



We have commenced upgrading our Wi-Fi infrastructure on our 168 class of trains to provide a more reliable service to our passengers travelling from London Marylebone to Birmingham and Oxford.



Chiltern have continued with our Station Improvement Plan, including replacing many of our older benches with new, easier to clean, rust proof, stainless-steel benches.

New benches at Lapworth station.



Since March, customers on our Aylesbury route experienced periodic disruption in bad weather due to a broken culvert causing local flooding. Work to repair and fix the culvert was completed in October and normal service has now resumed on this line.

Work to repair the Aylesbury culvert.



We have been working with Network Rail to reduce vegetation growth across our network – ensuring platforms are kept clear of overhanging branches and encroaching low-lying vegetation to protect the safety of our customers and ensure the smooth running of our trains.

The canopies above the platform at London Marylebone station have been cleaned to provide a better environment for our customers.

Canopy cleaning at Marylebone station.



We deployed our annual Autumn Seasonal Preparedness Plan to ensure all our trains are appropriately prepared for the slippery conditions we encounter during autumn. This ensures that delays due to the condition of the tracks are minimised.

Improving our trains and stations



Reducing fare evasion

Chiltern undertook several exercises this year to reduce the numbers of people travelling without tickets. These exercises identified approximately 3,400 passengers who were without a valid ticket and resulted in the recovery of over £430,000 of lost fares revenue.

Revenue protection ensures all passengers pay a fair price for their journey and enables Chiltern to keep fares as low as possible.

Ambitious plans for the future

Chiltern will be working closely with the Department for Transport to agree the scope and funding for new trains between London and Aylesbury.

We are also committing significant funding to improve our stations: including rolling out new station benches to more stations, carrying out further station deep cleans, improving the car parks at Banbury and Beaconsfield and commencing an overhaul to modernise our station toilets.

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](https://www.chilternrailways.co.uk/contact-us) on the webform.



Community

Working with our wider community and stakeholders is important to Chiltern Railways.

We had the pleasure of connecting with our adoption groups throughout the summer and we want to express our appreciation for the dedication you have shown in maintaining our station environments, ensuring that they remain warm and inviting. We are proud of the fantastic mix of vegetables, fruit and vibrant flowers that have been planted this summer.

In October we held our annual Community Rail Conference in Bicester, bringing together our partners and community rail volunteers to celebrate their achievements this year.

We launched our Community Investment Fund which resulted in 12 successful bids delivering £120,000 of allocated funding to allow our community partners to deliver projects that matter to them.



PRIDE London

In July we were delighted to be represented at PRIDE London for the first time.



Award winning teams

Chiltern use a variety of methods to collect and analyse customer feedback. This analysis then forms the basis for the action plans we create to improve things for our customers. We are proud to say that we recently won a Small-Scale Project Award at the Railway Innovation Awards for our data-driven approach to processing customer feedback.



Celebrations

Planning has commenced for celebrating the 125th anniversary of Marylebone station next March and we are excited about the events we are organising!

How we performed



Train performance

The table below shows the mean average of Cancellations, Short Formations and Delays as a comparison to the previous 6-month period and a year-on-year comparison.

Metric	Jun 22 - Nov 22	Dec 22 - May 22	Jun	Jul	Aug	Sep	Oct	Nov
Cancellations	1.7%	2.1%	0.9%	1.7%	1.7%	2.9%	1.8%	1.5%
Short Formations	0.8%	3.3%	2.4%	1.7%	2.6%	2.5%	2.7%	2.4%
On Time	77.8%	74.02%	82.1%	83.9%	80.7%	79.7%	77.5%	71.0%
Time to 3 minutes	91.6%	87.9%	92.6%	93.0%	91.7%	90.3%	90.2%	86.9%
Time to 15 minutes	99.2%	98.6%	99.31%	98.93%	98.94%	98.77%	99.03%	98.62%

Definitions:

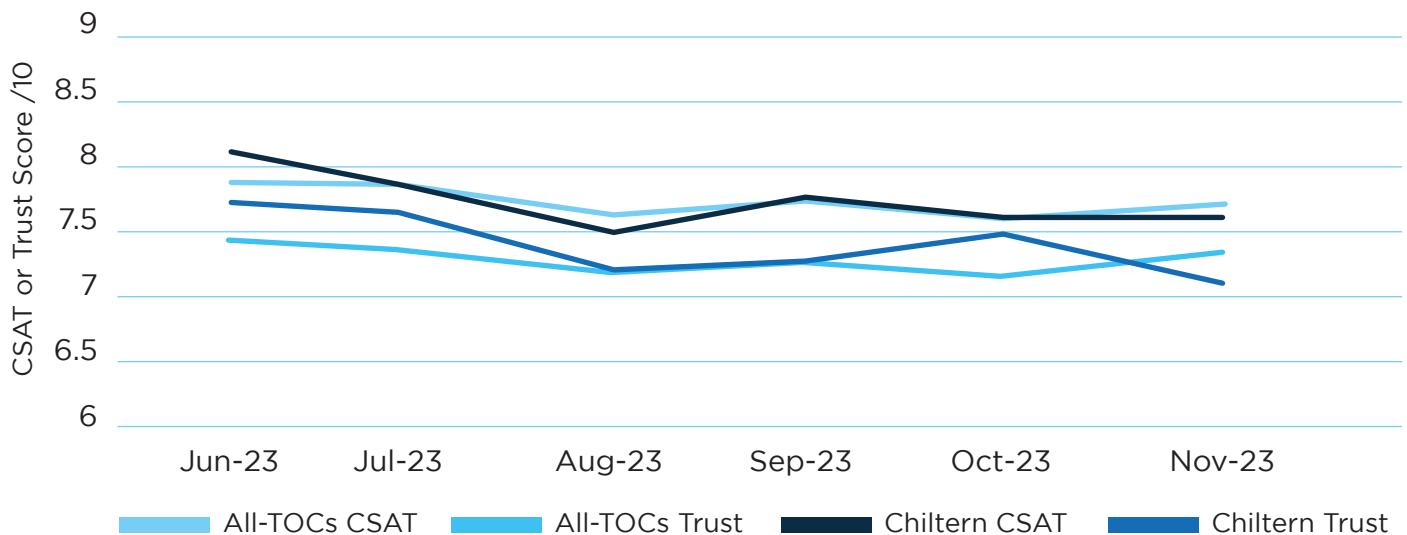
- Cancellations = the % of trains which are cancelled from the advertised timetable
- Short Formation = the % of trains which are run in service with 1 or more carriages less than advertised on our timetable
- On Time = the % of recorded station stops called at with 59 seconds of the planned time
- Time to 3 minutes = the % of recorded station stops called at within 2 minutes and 59 seconds of the planned time
- Time to 15 minutes = the % of recorded stations stops called at within 14 minutes and 59 seconds of the planned time



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 (CSAT) and Trust in our network. The results (with scores between 0 and 10) are below.



We have identified five customer promises that put customer experience in the centre of our operations and we use the results from the survey 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**

The table below shows our wavelength promise scores for the last 6 months.

Promise	Jun	Jul	Aug	Sep	Oct	Nov
Always on	7.71	7.86	7.23	7.57	7.66	7.58
Clear Value	7.35	7.59	6.95	7.44	7.23	7.23
Feeling Loved	7.40	7.50	6.81	7.26	7.36	7.09
In Control	7.69	7.54	7.02	7.50	7.62	7.50
Travel My Way	7.78	7.51	7.20	7.49	7.65	7.38

Service Quality Regime and Accessibility

Service Quality Regime

Chiltern introduced a Service Quality Regime in April 2022. This comprises monthly audits of each station and a random selection of 61 train carriages. Audits are completed by an independent 3rd party appointed by Chiltern Railways.

Each monthly audit includes an assessment of 119 different aspects of our customer facing infrastructure and services. Results are collated each month and published on our website.

Component	Area	Target	Jun	Jul	Aug	Sep	Oct	Nov
Stations	Ambience and Assets	76%	67%	68%	70%	70%	81%	81%
	Cleanliness and Graffiti	61%	66%	57%	58%	80%	83%	83%
	Information	74%	66%	75%	74%	75%	70%	78%
	Ticketing and staffing	86%	70%	90%	90%	76%	80%	82%
Trains	Ambience and Assets	83%	85%	83%	80%	83%	90%	92%
	Cleanliness and Graffiti	88%	85%	91%	87%	90%	91%	94%
	Information	86%	79%	70%	69%	89%	82%	83%
Customer Service	Staff Helpfulness	93%	89%	98%	89%	98%	98%	91%
	Online Information	95%	98%	100%	98%	100%	98%	98%

Accessibility

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.

Passenger Assistance	Dec 22 to May 23 average	Jun	Jul	Aug	Sep	Oct	Nov
Booked Assist Requests	904	1167	1274	1148	1617	1553	1351
% Booked Assists Completed	94.2%	96.5%	95.8%	93.4%	94.7%	92.1%	94.5%
Unbooked Assist Requests	422	492	456	698	624	556	564
% Unbooked Assists Completed	98.7%	95.3%	94.8%	96.1%	98.6%	99.1%	96.8%

Complaints & fault 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

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	Dec 22 to May 23 Average	Jun	Jul	Aug	Sep	Oct	Nov
Number of Complaints per 100k journeys	17	22	20	25	25	25	25
Complaints Registered	190	350	310	341	309	291	278
% of Complaints handled with 20 Days	99%	96%	97%	97%	98%	93%	94%
1st Time Resolution Rate	88%	69%	72%	66%	64%	56%	67%

The table below shows the types and volumes of faults that have been reported by customers to our contact centre over the last six months.

Category & Breakdown	Dec 22 to May 23 Average	Jun	Jul	Aug	Sep	Oct	Nov
Station Upkeep							
Cleanliness	17	22	20	25	25	25	25
Lights	0.3	0	1	0	0	0	0
Other	1.6	1	6	0	5	8	3
Screens	5.6	2	6	4	3	3	3
Train Upkeep							
Cleanliness	4.3	6	10	2	2	3	5
Door	1.2	2	1	2	0	1	0
Lights	0	0	0	0	0	0	0
Other	6.8	9	6	8	7	6	4
Screen	1.1	0	0	0	1	0	1
Wifi	5	12	7	4	4	2	1
Heating / Cooling	12	46	40	10	54	11	11

Chiltern regularly review their complaint totals in line with our SQR audits. Many of our intended actions for the next 6 months are designed to address the complaints above.

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 contact 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** - 08:00 - 20:00 7 days a week

WhatsApp us on **0203 856 2007** - 06:00 - 22:00 7 days a week

Tweet us on **@chilternrailway** - 06:00 - 22:00 7 days a week

Write to us at:

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