

Subject: Transport for London Customer Service – Response to Report

Report to: Transport Committee

Report of: Executive Director of Secretariat

Date: 8 July 2015

This report will be considered in public

1. Summary

- 1.1 This report asks the Committee to note the response to its report on Transport for London (TfL) customer service.

2. Recommendation

- 2.1 **That the Committee notes the response to its report, *TfL customer service – Next steps*.**

3. Background

- 3.1 At its meeting on 23 July 2014, the GLA Oversight Committee appointed Valerie Shawcross CBE AM as rapporteur for the Transport Committee's follow-up investigation into Transport for London's customer service. The terms of reference and scope for the follow-up investigation were agreed by the Chair, following consultation with the lead Members of the party Groups on the Committee.
- 3.2 The terms of reference for this investigation were:
- To explore TfL's progress in improving its customer service as per the recommendations in the Transport Committee's report TfL's customer service (January 2012);
 - To consider TfL's passenger charters including the potential to develop an additional overarching customer charter and how TfL manages its staff use of the charters;
 - To explore TfL's conditions of carriage including how it enforces them; and
 - To make recommendations to the Mayor and TfL on any actions they could take to improve TfL's customer service further.
- 3.3 The report, *TfL customer service – Next steps*, was published on 12 March 2015

3.4 The report made the following recommendations:

Recommendation 1

Transport for London should produce a single customer charter covering all of its services, applicable from 1 January 2016. TfL should respond to this recommendation by the end of May 2015, setting out its plans for the development of a charter.

Recommendation 2

Transport for London should:

- Add a specific option to make a complaint to the main menu of the customer services helpline.
- Modify the design of its web form for complaints, so people can save their own complaints, upload documents and enter a Freedom Pass number.
- Allow people to make a complaint via a direct email address, text message or smartphone application.

TfL should respond to this recommendation by the end of May 2015, setting out the findings of its review and next steps.

Recommendation 3

Transport for London should appoint an external organisation to carry out an audit of its response to complaints, including the process for internal escalation of complaints. TfL should respond to this recommendation by the end of May 2015.

Recommendation 4

Transport for London should engage in discussions with the Department for Transport, aimed at agreeing arrangements for the structure, funding and governance of a new Alternative Dispute Resolution system for TfL service users. TfL should respond to this recommendation by the end of May 2015 setting out its approach to the ADR Directive and plans for further discussions on this topic.

Recommendation 5

The Transport for London Board should play a more visible role in championing good customer service. We recommend that:

- The Board should receive quarterly complaints reports, which include the full range of customer service metrics.
- A single Board Member should be designated as the customer champion to represent the interests of TfL's customers at Board level.

TfL should respond to this recommendation by the end of May 2015.

Recommendation 6

Transport for London should take steps to build on the customer service training being provided for London Underground staff during the Fit for the Future Programme. The training should be repeated regularly, and extended to staff on other modes. From 2016 it should also incorporate training in implementing the new single customer charter. TfL should respond to this recommendation by the end of May 2015.

Recommendation 7

Transport for London should improve the way it informs passengers about their rights to use priority space on buses. Where necessary, clear, accessible signage should be on display, supported by further publicity campaigns and online information. The review should also consider how bus operators train staff to promote these messages and deal with any conflict between passengers, and identify any required improvements in staff training. TfL should respond to this recommendation by the end of May 2015.

Recommendation 8

Transport for London should add fare information to its Journey Planner tool, including a 'best available fare' option, giving people the ability to tailor their journey according to the fares they will incur. TfL should respond to this recommendation by the end of May 2015.

4. Issues for Consideration

- 4.1 TfL's Managing Director, Customer Experience, Marketing and Communications wrote to the Chair on 29 May 2015 with TfL's response to the report.
- 4.2 The response is attached for noting at **Appendix 1**.

5. Legal Implications

- 5.1 The Committee has the power to do what is recommended in the report.

6. Financial Implications

- 6.1 There are no direct financial implications to the GLA arising from this report.

List of appendices to this report:

Appendix 1: Response to TfL Customer Services report

Local Government (Access to Information) Act 1985
List of Background Papers: None
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