

Customer Experience Pledge



To help you plan your journey, working with rail industry partners and retailers, we will:

- Publish the changes in journey planners as soon as possible – we aim to do this no later than 12 weeks in advance for planned works
- Tell you in the National Rail journey planner if we haven't yet confirmed the final timetable for a particular time period and a default timetable is still being shown
- Widely communicate details of upcoming changes to train times, so you know to recheck before you travel
- Let you know when planning your journey if, for any part of your journey, you need to travel on a mode of transport where you would normally expect it to be a train
- Run trains and road transport that is accessible for everyone and, if this isn't possible, tell you and offer to arrange an alternative if you get in touch with us
- Ensure rail replacement buses display their destination and depart from an identified departure point which is clearly shown
- Encourage you to use the TfL website or TfL Go to look at live arrival times for rail replacement services
- Share information about the facilities that are available at the stations you will be using and highlight where there are any issues

Our team members will:

- Be happy to help and visible so you know where to find them – all of our team wear orange hi vis jackets
- Be there to listen and record your feedback to help make things better in the future, either through our teams at stations or the TfL Contact Centre
- Know what they need to do to resolve or report a problem
- Know what to do to help you when you travel with us
- Have access to an iPad and be trained in how to use it, so they can help you plan your journey when things go wrong
- Be available at every station to give you information

At our stations, we will:

- Let you know which platform your train departs from, informing you of any change as soon as we know
- Keep you up to date on the status of your train
- Keep announcements to a minimum so you don't miss the important bits
- Ensure you are kept up to date on where to sit in the train if there is a short platform
- Give you advance notice if other modes of transport are disrupted so you can plan ahead by ensuring the TfL service update board is visible in every ticket hall



On our trains, we will:

- Let you know as soon as we are aware if your train is likely to be disrupted
- Let you know which stations we will be calling at, ensuring you are aware of the next stop
- Let you know the final destination on the side of the train and on the passenger information screens on board
- Make announcements on the status of your train if it stops unexpectedly between stations, will be late departing a station or if there is any change to the planned calling stations
- Let you know by using the on board TfL service update board if there is any disruption on other train routes that your train connects with, which may affect your onward journey

As soon as we are aware of a problem affecting your journey, we will:

- Update all our digital information channels and station information screens with any cancellations, delays, or any changes to the calling pattern for your train
- Provide a reason for the change if the delay is more than ten minutes or if the calling pattern has changed
- Give you our best estimate for how long the disruption will last
- Ensure teams at our stations can provide relevant local information
- Work with rail industry partners to ensure messages are consistent across all channels, so you don't receive conflicting information
- Help you to re-plan your journey using the TfL Journey Planner, by viewing the live departure boards, or by speaking to our team, so you can understand how the disruption will affect your journey
- Engage with industry partners to ensure you can't buy a ticket for a train that has been cancelled
- Remind you of your right to claim compensation through the TfL delay repay policy

We will clearly explain things to you, by:

- Updating our service status on the TfL website and posting a message to the National Rail website to include:
 - What the problem is
 - How it might impact your journey
 - Our advice and options for you to consider
- Keeping you informed on how dealing with the incident is progressing and making sure we provide you with information on:
 - What we are doing to Investigate the problem
 - Any ongoing work to fix the problem
 - Whether the problem is resolved
 - When we expect everything will back to normal
- Ensuring our information is jargon free, clear, and easy to understand.
- Providing a consistent message on the TfL website and National Rail website
- Helping you decide what to do by explaining your options so you can make informed decisions



Our teams will take care of you by:

- Ensuring that if the last train of the day is cancelled, we do not leave you stranded
- Helping you with directions if we suggest an alternative route and you're not familiar with it
- Making it clear how you can get in touch and provide feedback to help us improve in the future

We think it's important that you know what tools are available to help you. There are some things we encourage you to do:

- Check before you travel to make sure nothing has changed
- Use the TfL Journey Planner or National Rail website to manage your travel plans
- Ask for help, whether that is before you travel, on the day or after you travel
- Sign up to notification services on the National Rail website
- Be aware that all stations are accessible but you may require help boarding and alighting the train at some stations so plan ahead to make your journey as easy as possible
- Know where you go to find information on a major incident on the TfL website or National Rail website
- Remember it can take us time to get alternatives arranged and be patient and courteous to our teams whilst we try to get arrangements in place
- Be aware of compensation arrangements and remember to make a claim

