
Secretariat memorandum

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Agenda item: 9

LTW416

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Transport for London complaints data

1 Purpose of report

- 1.1 To report and comment on Transport for London (TfL) complaints data and report the statistics of London TravelWatch appeals for information.

2 Background

- 2.1 Members will know that we have had a longstanding request for TfL to supply us the statistics of their complaints data. We have asked for this to be expressed in complaints per 100,000 journeys as this replicates the way train operators are required to report it.
- 2.2 Please note we have only recently received this data for financial year 2011/12 and so this is only an initial analysis. Additionally, some data showing a summary of our appeals is included. TfL's report is appended. The train operating companies figures are given for reference.
- 2.3 There is no data available yet from TfL's streets function covering complaints such as roads maintenance condition, lighting failures, highways works etc. This is outstanding because TfL are still considering how they should report this as a function of number of journeys made on their road network.
- 2.4 London TravelWatch is an appeals body and as such has to allow the transport operator the opportunity to respond to a complaint in the first instance.
- 2.5 For comparison and information the statistics of London TravelWatch's appeals are also reported. These are very low and there will be a time lag between a complaint to TfL and an appeal to London TravelWatch and so care should be taken in any analysis of these.

3 Overview

3.1 TfL's complaints data and London TravelWatch appeals

The table below describes the overall number of complaints to TfL by mode/function per 100,000 journeys. The first shaded column shows the number of appeals per quarter that London TravelWatch receives per 100,000 journeys. The second shaded column shows the percentage of TfL complaints that become appeals. It should be noted that there will be a time lag between complaint and appeal and so the figures are not directly comparable. As stated above the appeals figures are low and so care should be taken in analysing the figures.

Table 1. Overview of TfL complaints per 100,000 journeys and London TravelWatch appeals, 2011/12

TfL mode/function	Quarter1	Quarter2	Quarter3	Quarter4	Average	London TravelWatch Appeals received per 100,000 journeys	% of TfL complaints that result in London TravelWatch appeals
	Period 1-3	Period 4-6	Period 7-9	Period 10-13			
Dial-a-Ride	148.93	155.79	173.67	136.79	153.79	0.07	0.03
Barclays Cycle Hire	179.51	166.14	112.51	29.71	121.97	-	-
Congestion Charge	8.24	8.42	9.65	9.53	8.96	-	-
London Overground	4.00	3.00	3.00	3.00	3.25	0.06	1.37
Docklands Light Railway	2.06	2.19	3.12	2.69	2.51	0.04	1.38
London Underground	3.07	1.95	2.01	2.05	2.27	0.02	0.77
London Buses	1.94	2.21	2.46	2.27	2.22	0.01	0.36
Tramlink	1.88	2.14	1.87	2.23	2.03	0.01	0.75
River	0.17	0.08	0.36	6.88	1.87	0.02	1.6
Oyster	1.33	1.31	1.32	0.57	1.13	0.03	0.82

3.2 Train operating company (TOC) data

For comparison the Train operating company complaints data as a proportion of 100,000 journeys is set out below. It should be noted that these are national statistics. As can be seen these figures vary widely. The difference between each is complex, for example the long distance train operator fares are much higher than commuter fares. It should be noted that London Overground performs well. This data is provisional and subject to adjustments by the operator.

We are not yet able to report our appeals figures in the manner we have in table 1 as we don't have the number of journeys by operator. We shall endeavour to source this information.

Table 2. Train operating company complaints per 100,000 journeys taken from the Office of Rail Regulation reports, 2011/12

Train operating company	Quarter1	Quarter2	Quarter3	Quarter4	Average
East Coast	221	372	335	378	326.5
Virgin Trains (R)	240	267	255	269	257.75
London Midland	97	66	85	74	80.5
Cross Country	86	80	85	59	77.5
First Great Western	71	83	82	73	77.25
East Midlands Trains	70	71	86	75	75.5
First TransPennine Express	60	68	80	71	69.75
Chiltern Railways	38	51	58	50	49.25
First Scotrail	41	38	41	42	40.5
Arriva Trains Wales	37	34	29	35	33.75
Southern (R)	95	21	9	5	32.5
National Express East Anglia	18	30	42	35	31.25
First Capital Connect (R)	24	25	28	27	26
Northern	24	25	28	24	25.25
Southeastern	13	13	13	13	13
Merseyrail	8	10	13	16	11.75
South West Trains	14	9	10	10	10.75
c2c	6	9	13	13	10.25
London Overground (R)	4	3	3	3	3.25

3.3 London TravelWatch appeals by mode/function

The table below shows London TravelWatch's TfL appeals by mode/function and financial quarter 2011/12.

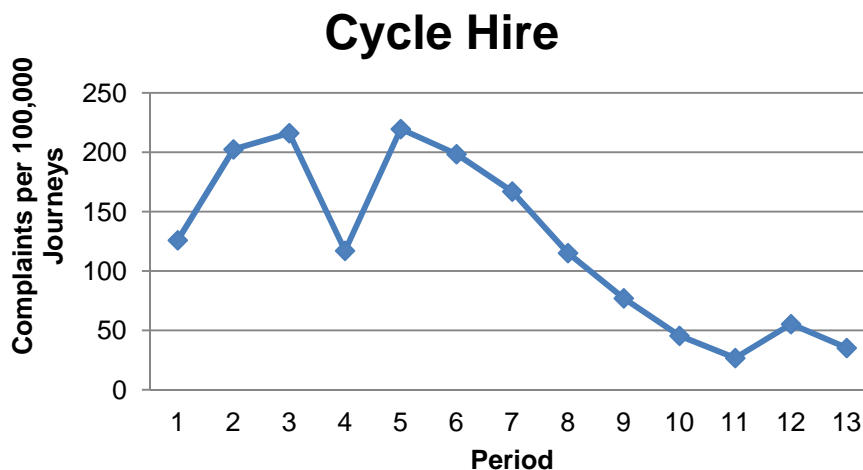
Table 3. London TravelWatch's TfL appeals by mode/function, 2011/12

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Bus	44	48	26	70	188
River Services				1	1
Docklands Light Rail	3	5	12	12	32
Oyster	58	71	70	79	278
Dial a Ride				1	1
London Overground	13	12	14	8	47
Surface transport	9	10	9	12	40
Tramlink	1	1	1	1	4
Underground	46	48	47	57	198
TOTAL	174	195	179	241	789

4 Complaints by mode/function

4.1 Cycle hire

There were 121.97 complaints to TfL per 100,000 journeys. This is the second highest number as a proportion of 100,000 journeys and much higher than all other modes bar Dial-a-Ride. However, it should be noted that the number of complaints is very small in absolute terms as Cycle Hire has a small mode share. Cycle Hire is also a relatively new mode and one would expect there to be initial issues to sort out. Disputes about charging and the docking station were the two highest complaint categories.

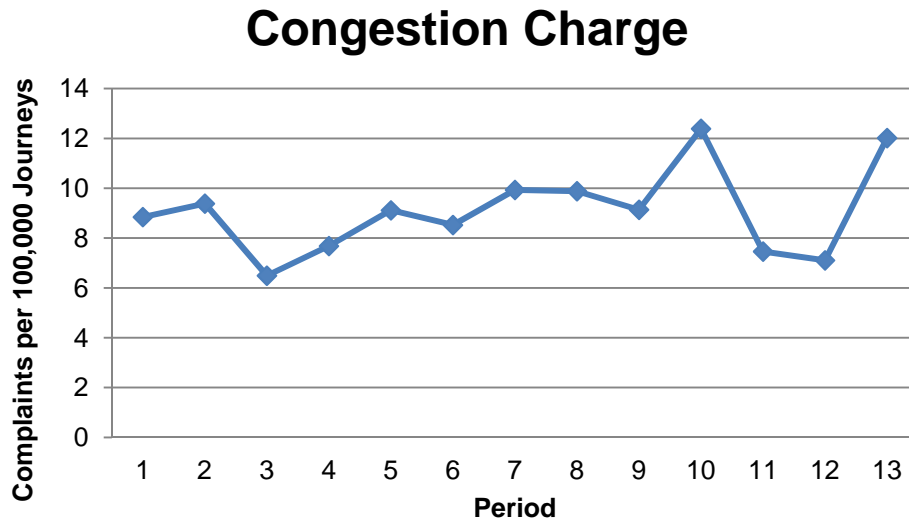


London TravelWatch has not yet received appeals regarding Cycle Hire. This is surprising given the demography of users and we should investigate this. The peak of

complaints occurred in the summer of 2011 and was a result of system problems which London TravelWatch itself experienced during a mystery shopping exercise. We were told these had been addressed and complaint levels reflect that.

4.2 Congestion charge

There were 8.96 complaints to TfL per 100,000 journeys. Complaints about Blue Badges and the enforcement operations were the highest categories of complaint.



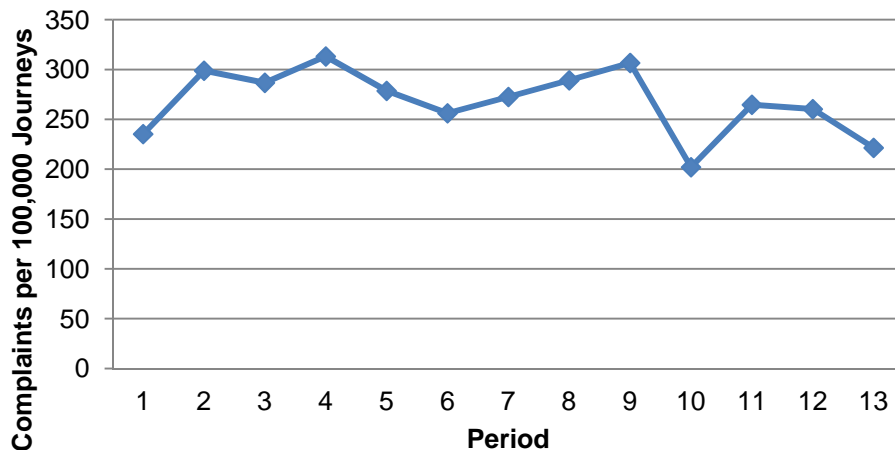
London TravelWatch gets very few congestion charging appeals. It should be noted that there is an independent statutory appeals process and therefore most appeals will be dealt with under these procedures.

There is some month to month variability in complaints to TfL, but no explanation for this.

4.3 Dial-a-Ride

There were 153.79 complaints to Dial-a-Ride per 100,000 journeys. This is the highest of any mode, but is small in absolute terms as there are only a relatively small number of journeys. We know from customer satisfaction surveys that much of dissatisfaction is with obtaining one-off journeys via the call centre due to demand and the first come, first served nature of this service.

Dial a Ride



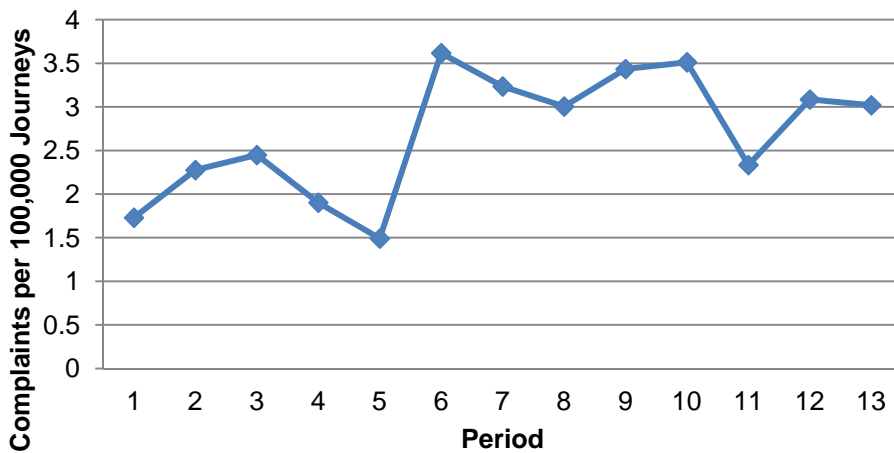
London TravelWatch has very few appeals cases. Only .03% of Dial-a-Ride's complaints become appeals cases for London TravelWatch. This is, at first surprising and may be worthy of further consideration, however we know that Dial-a-Ride deals with its own complaints and so the reason for the low number of appeals may be that TfL deals with them well.

There has been much scrutiny of Dial-a-Ride in the past by ourselves and others regarding performance. At the time London TravelWatch concluded that following the introduction of new systems, which had a negative impact on performance, there had been much improvement. However, these statistics will give cause for concern and may warrant further investigation. There is no explanation for the drop in complaints during period 10, but it may be a result of the reduction in demand due to weather conditions.

4.4 Docklands Light Rail

There are 2.51 complaints to Docklands Light Rail (DLR) per 100,000 journeys. Ticket vending machine issues is the top complaints category. This is largely about change not being dispensed from ticket vending machines with users instead being issued with vouchers. There are some issues with the Oyster top-up facility of DLR ticket vending machines.

Docklands Light Rail



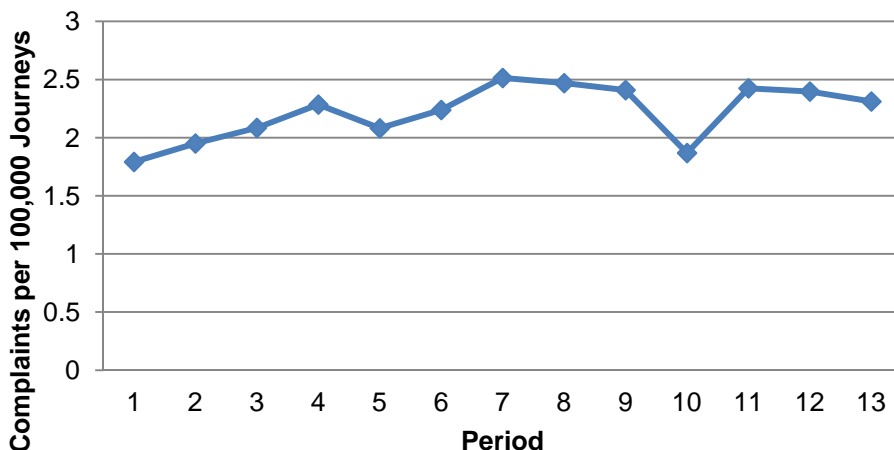
1.38% of Dockland Light Rail's complaints become appeals cases for London TravelWatch. These appeals are overwhelmingly categorised by us as fares appeals. This will include the ticket vending machine change issue.

Complaints regarding the DLR rose over the financial year, but there is no explanation apparent.

4.5 London Buses

There are 2.22 complaints to London Buses per 100,000 journeys. Driver issues are the top reasons for complaints.

London Buses



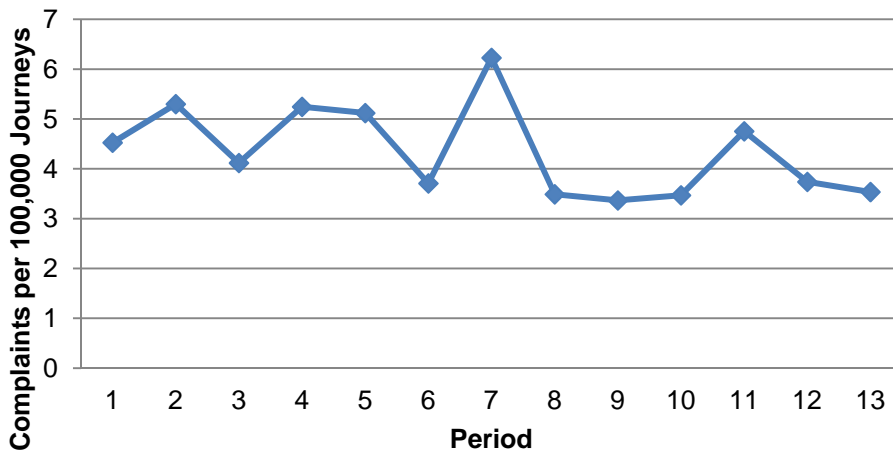
0.36% of London Buses' complaints become appeals cases for London TravelWatch. The majority of these appeals concern bus performance, driver conduct and fares, particularly in the 4th quarter following the fares rises.

4.6 London Overground

There are 3.25 complaints to London Overground per 100,000 journeys. TfL inherited a poorly performing route and have turned it around to have the best performance of

any TOC in the UK. Train performance and fares are the two highest categories of complaint.

London Overground

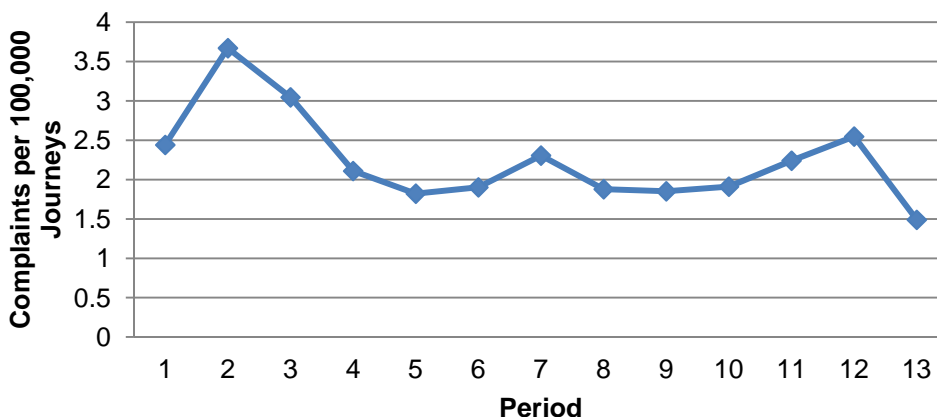


1.37% of London Overground's complaints become appeals cases for London TravelWatch. The highest category of complaints is in regards to fares. We know from previous work auditing London Overground's complaints processes that they are done very well. The spike in period seven is related to train service performance.

4.7 London Underground

There are 2.27 complaints to London Underground per 100,000 journeys. The highest category of complaint relate to delayed journeys.

London Underground

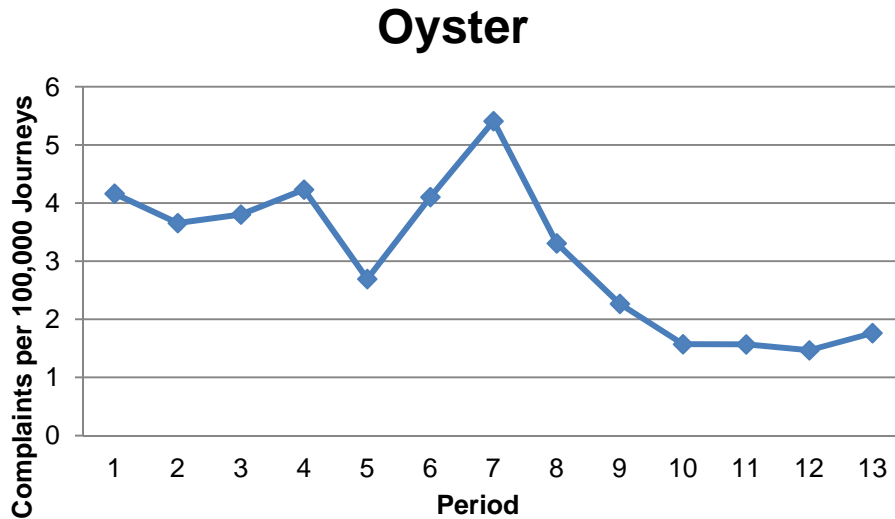


0.77% of London Underground's complaints become appeals cases for London TravelWatch. The highest category of complaints is delayed journeys.

There were high levels of complaints in period two of the financial year, but there is no explanation. This does not appear to be related to performance, nor is it reflected in customer satisfaction levels. However there was an unusually high number of complaints allocated to 'other' category by TfL in the period – see TfL Underground table.

4.8 Oyster

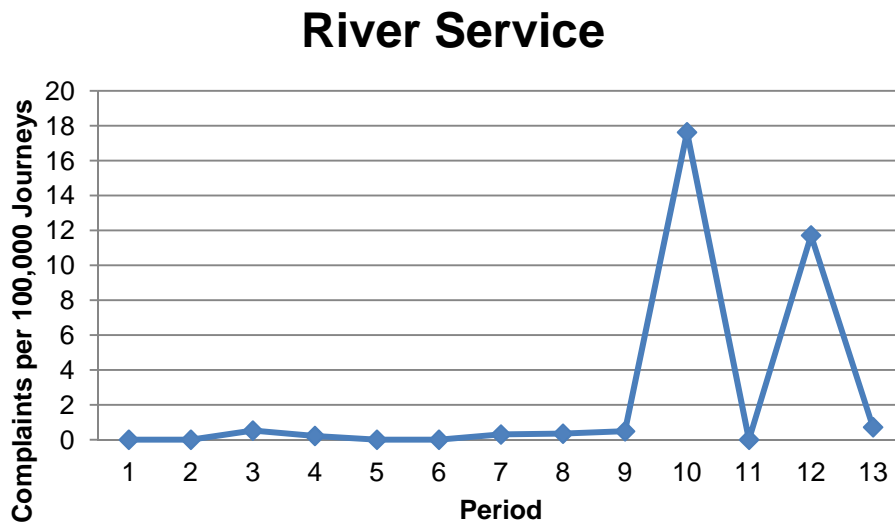
There are 1.13 complaints to Oyster per 100,000 journeys. Entry and exit and statement requests are the largest category of complaint. The spike in the graph below is said to be related Zip card and the return of pupils to school. This is an issue we also see in appeals to London TravelWatch at the beginning of the school year.



0.82% of complaints to Oyster become appeals cases for London TravelWatch. The highest categories of complaints is fares and complaints handling. Complaints about Oyster provide the largest number of TfL cases for London TravelWatch. It should be noted that Oyster is a multi-modal ticketing system and so there will also be train operating company issues involved in complaints and appeals regarding Oyster.

4.9 River Services

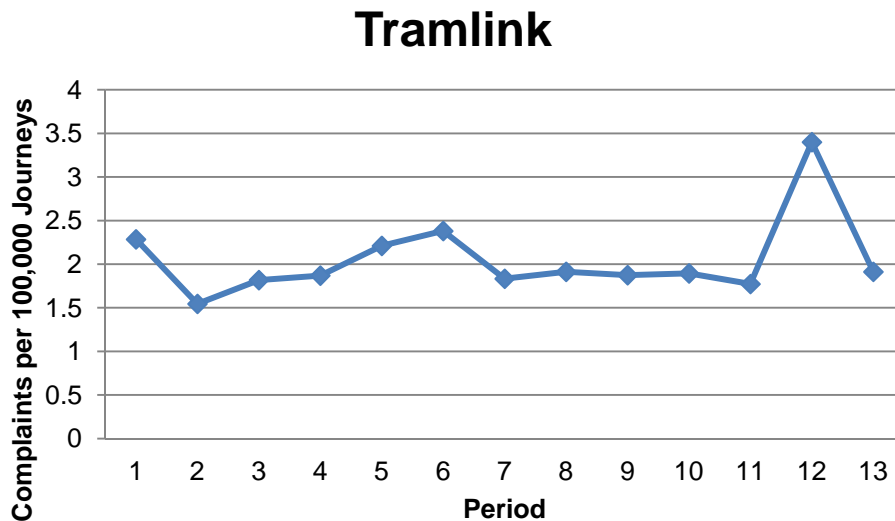
There are 1.87 complaints to TfL per 100,000 journeys. It should be noted that in absolute terms the numbers of journeys and complaints are very low. The two spikes in the graph below relate to changes or proposed changes to the services, both largely outside of the control of TfL.



1.6% of River Services complaints (1 complaint) become appeals cases for London TravelWatch.

4.10 Tramlink

There are 2.03 complaints to Tramlink per 100,000 journeys. Ticketing (probably no oyster facility) is the highest category of complaint.



0.75% of Tramlink's complaints become appeals cases for London TravelWatch. There is no pattern to these small number of complaints.

The spike at period 12, is also reflected in the drop in customer satisfaction survey scores in quarter 3. This was noted by London TravelWatch's Transport Services Committee and subsequently was the subject of a meeting at which we were told of an action plan to address various issues.

Tramlink ticketing machines are a continuing source of annoyance to passengers, but this will only be addressed by replacement in the future.

5 Discussion, conclusion and recommendations

- 5.1 This report provides a wealth of information and puts complaints to TfL into context. There are several questions raised in this report and there will be others. London TravelWatch looks forward to receiving the streets data soon.
- 5.2 The data is only available for one financial year and so it is difficult to determine any general trends as opposed to seasonal or statistical variation. However, it is intended that TfL will report this data quarterly and London TravelWatch will be reporting and commenting on this in our quarterly TfL performance reporting.
- 5.3 It is recommended that the Consumer Affairs Committee considers these questions and others as they are raised.

6 Equalities and inclusion implications

- 6.1 Whilst everyone, in theory, can complain to their transport provider, in practice some groups will complain less because of language or other communication issues.

7 Legal powers

- 7.1 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 the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight).

8 Financial implications

- 8.1 There are no financial implications arising from this report.

TfL Complaints Report

2011/12



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Introduction

We are committed to publishing our complaints data every quarter in a similar format to that required of train operating companies (TOCs) under their franchise agreements. This report provides data for the full financial year 2011/12.

We view complaints as an opportunity to learn from our customers and improve the services we deliver. Complaints data is used proactively by the management teams of all of our services and we look for emerging key themes.

Current themes

London Underground carries more than 1.1 billion passengers a year. It has record customer satisfaction scores and runs more trains more reliably than at any time in its history. It also has a low level of complaints – 2.27 complaints per 100,000 journeys – when set against other transport operators. Delayed journeys make up the highest proportion.

More than six million journeys a day are made on London's buses. The service continues to beat targets for reliability and scores highly for customer satisfaction. Passenger experience has also been greatly enhanced with real-time information available from all 19,000 stops via the web and SMS. There are 2.22 complaints per 100,000 passenger journeys.

On London Overground passenger satisfaction has risen dramatically since TfL took responsibility for it four years ago. It has the lowest ratio of complaints per 100,000 passenger journeys of any of the TOCs. Details of the last year's industry-wide figures are included in Appendix A.

The Docklands Light Railway (DLR) continues to register a consistently low-level of complaints. The majority were about ticket vending machines.

London Tramlink also has very high customer satisfaction scores. The absolute number of complaints has risen above 50 in only one period of the last financial year.

The Auto Pay system for the Congestion Charge is aimed at reducing disputes over payment. As more people sign up, it is anticipated there will be an impact on the rate of complaints.

Barclays Cycle Hire experienced higher complaint volumes initially when the scheme was bedding in. A software upgrade saw the number of complaints falling away significantly by the last quarter.

Customer satisfaction among those using Dial-a-Ride remains high in the face of unprecedented demand after service withdrawals by other door-to-door service providers, outside of TfL's control. A knock-on effect of this reduced overall provision is that complaints relating to booking refusals make up the largest proportion of the type of complaints received.

TfL's complaints rate across the vast majority of its services compares favourably with other transport operators. We aim to maintain this standing and harness the data to address areas for improvement.

Overview of complaints per 100,000 journeys

Complaints per 100,000 journeys	Q1	Q2	Q3	Q4	Average
	Period 1-3	Period 4-6	Period 7-9	Period 10-13	
Barclays Cycle Hire	179.51	166.14	112.51	29.71	121.97
Congestion Charge	8.24	8.42	9.65	9.53	8.96
Dial-a-Ride	148.93	155.79	173.67	136.79	153.79
Docklands Light Railway	2.06	2.19	3.12	2.69	2.51
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London Underground	3.07	1.95	2.01	2.05	2.27
Oyster	1.33	1.31	1.32	0.57	1.13
River	0.17	0.08	0.36	6.88	1.87
Tramlink	1.88	2.14	1.87	2.23	2.03

Barclays Cycle Hire

Barclays Cycle Hire continues to go from strength to strength, with the number of hires significantly up when compared with the previous year. The final period saw the scheme extended eastwards and a near doubling of hires.

The reduction in complaints from period 8 onwards is in line with a range of software enhancements applied in September 2011. This mainly involved the on-street terminals and corrected a number of issues related to incorrect billing. Real-time data relaying the availability of bikes and docking points also dramatically improved. Further enhancements include a continued focus on bike redistribution and improvements to the contact centre.

In October 2011 TfL held online meet the manager sessions. We were able to take away suggestions and reassure customers that their ideas for improvements were being acted upon.

Barclays Cycle Hire

Barclays Cycle Hire journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	673,639	664,267	569,476	639,776	632,967	577,517	683,916	577,704	520,508	327,806	471,230	486,910	753,468
Complaints	848	1,345	1,231	749	1,390	1,146	1,142	665	401	149	126	269	265

Top complaint reasons by period (%)													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Disputed charge	13.3	11.2	21.9	32.4	25.6	38.0	48.4	33.8	20.9	28.2	11.9	7.4	8.7
Docking station	25.1	20.6	21.6	20.8	23.3	15.4	13.0	14.1	9.7	10.1	11.9	7.4	15.1
Access key related	10.4	5.9	9.9	8.5	7.8	3.2	7.4	15.0	8.2	4.7	7.1	2.6	4.5
Cycle	10.3	10.6	7.9	6.4	5.2	4.3	3.9	3.3	4.2	4.0	7.1	4.5	2.3
Docking point	5.3	6.2	2.8	5.1	3.3	4.1	5.6	3.2	6.0	4.0	9.5	4.8	3.4
Refund	8.5	2.3	6.3	2.1	5.0	4.6	3.6	3.5	3.0	6.0	4.0	0.7	2.3
Financial/other	3.7	2.8	3.2	4.0	2.3	3.8	2.7	2.3	2.2	4.0	11.1	3.7	4.2
Contact centre	3.8	3.5	5.3	4.4	2.4	1.6	1.4	3.3	3.2	1.3	6.3	1.9	3.4
Refund delayed	0.5	1.9	4.7	3.7	1.4	2.2	1.1	2.9	5.5	4.0	0.0	3.7	1.9
Other	19.2	35.0	16.4	12.4	23.7	22.9	13.0	18.6	36.9	33.6	31.0	63.2	54.3

Congestion Charge

Results from the 2011 Congestion Charging customer satisfaction survey show an improvement when compared with previous evaluations. Overall satisfaction was 82 (up five points from when the survey last took place in May 2011). Satisfaction with the quality of the Congestion Charge Auto Pay service remained high with an average score of 87. Congestion Charging Auto Pay registrations are continuing at a steady rate, averaging 1,100 a week, with total registrations hitting 200,000 in April 2012. The Auto Pay facility makes it easier for customers to pay the Charge and reduces the likelihood of payment disputes.

Just under a quarter of the Congestion charging customer complaints during 2011/2012 related to enforcement operations with the majority of those concerning the decision to issue a penalty charge notice. The next highest category covered complaints about the Blue Badge/Disabled discount. We try to make it as easy as possible for disabled customers to carry out transactions and access discounts they are entitled to. Blue Badge holders from the whole of the UK are exempt from the Congestion Charge once registered and enjoy the flexibility of being able to nominate two vehicles, which can be changed on the day of travel. In addition, people with hearing loss have the option of paying the Charge using a text phone service.

Congestion Charge

Congestion Charge journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	1,390,690	1,480,934	1,463,294	1,535,747	1,426,266	1,407,443	1,509,936	1,497,389	1,531,955	1,025,125	1,447,393	1,449,238	1,448,009
Complaints	123	139	95	118	130	120	150	148	140	127	108	103	174

Top complaint reasons by period (%)													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Blue Badge / Disabled Discount	17.1	13.7	26.3	20.3	17.7	16.7	17.3	18.2	28.6	15.7	18.5	13.6	9.2
Congestion Charge Auto Pay	0.0	0.0	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	16.1
Complaint - Stage 2	2.4	0.7	0.0	0.0	0.0	2.5	1.3	0.0	0.7	0.0	0.9	1.9	0.0
Contact Centre Operation/staff	6.5	11.5	14.7	13.6	16.2	12.5	16.0	19.6	9.3	12.6	15.7	14.6	8.0
Data Protection/information	1.6	1.4	3.2	5.9	3.8	0.8	3.3	1.4	0.7	0.0	0.9	0.0	0.6
Enforcement Operations	26.0	24.5	25.3	16.1	27.7	28.3	15.3	20.3	24.3	21.3	31.5	29.1	27.0
Low Emission Zone scheme	2.4	1.4	1.1	5.1	3.1	5.8	5.3	1.4	0.0	8.7	7.4	2.9	2.9
Other discounts	9.8	9.4	8.4	10.2	7.7	8.3	14.0	19.6	12.1	9.4	7.4	13.6	13.2
Residents discount	17.9	15.1	5.3	6.8	13.8	7.5	9.3	8.1	10.7	12.6	13.9	17.5	18.4
Other	16.3	22.3	14.7	22.0	10.0	17.5	18.0	11.5	13.6	19.7	3.7	6.8	4.6

Dial-a-Ride

In the last financial year 1.4 million trips were made using the free Dial-a-Ride service, 2.3 per cent higher than the previous year. This was achieved through a further increase in driver shift productivity of 3.5 per cent over the full year. Improvement has been driven from improved scheduling and better coordination of journeys. The full year customer satisfaction score was 91.

Customer satisfaction was adversely affected by the continued increase in service demand, largely a result of changes to Taxicard and reductions in, and withdrawal from, non-statutory door-to-door transport services by other organisations.

Dial-a-Ride is constantly looking to drive further efficiencies in scheduling to make the best use of existing finite resources. To tackle the structural challenge of ever increasing demand, a travel mentoring scheme exists to give customers the confidence to use public transport as a feasible way of getting from A to B.

Dial-a-Ride

Dial-a-Ride journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	104,143	109,740	107,749	111,442	103,357	102,287	109,354	110,289	110,874	80,674	108,414	104,485	112,891
Complaints	245	328	309	349	288	262	298	319	340	163	287	272	250

Top complaint reasons by period (%)													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Refusals	15.1	14.0	14.2	11.2	18.4	15.3	19.8	24.5	26.8	17.2	22.3	18.4	22.0
Driver conduct	9.0	9.1	6.1	7.7	10.4	9.9	9.4	10.0	10.0	9.2	10.1	12.1	10.0
Vehicle non-arrival	5.3	3.7	6.5	6.3	4.5	6.1	8.7	7.8	8.2	13.5	6.6	9.6	11.2
Vehicle early/late arrival	3.7	4.3	7.4	3.7	3.1	1.9	4.7	5.6	6.5	8.0	7.7	9.9	8.4
Regular booking issues	4.9	5.8	7.8	6.6	4.5	3.4	7.0	4.4	0.3	0.6	0.3	0.0	0.8
Miscellaneous booking issues	5.3	4.0	5.5	8.3	4.5	4.6	5.4	5.3	1.5	1.8	4.5	2.6	2.0
Contractor journey issues	3.3	5.2	3.2	4.3	4.2	5.7	0.7	2.8	2.1	3.7	2.8	2.6	2.0
Miscellaneous journey issues	2.4	6.1	3.6	5.2	4.9	3.1	4.0	2.2	2.4	1.2	0.3	2.6	1.2
Miscellaneous/policy issues	2.9	2.1	1.6	3.2	2.4	0.8	0.0	0.0	0.0	0.6	0.0	1.1	1.6
Other	48.2	45.7	44.0	43.6	43.1	49.2	40.3	37.3	42.4	44.2	45.3	41.2	40.8

Docklands Light Railway

The DLR full year customer satisfaction score was 83.

Complaint volumes are low at around two per 100,000 passenger journeys, and apart from ticket vending machine (TVM) issues, no other category saw over 60 complaints in a single period.

The complaints relating to TVMs centred around two particular areas – change giving and Oyster top up.

When customers are unable to access change they receive a voucher which we honour in return for cash. To reduce instances of this nature, we are managing our contractors to ensure they focus on making sure change is available from machines. A task force has been set up to deal with this.

The main issues with Oyster top up were caused by problems with the IT network which are being addressed by the TVM manufacturer. We have also changed the on-screen displays to give better instructions to passengers on how to top up their Oyster cards, particularly the way the reader is touched to validate the top-up.

Docklands Light Railway

Docklands Light Railway journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	6,416,068	6,325,182	6,085,968	6,413,035	6,173,274	6,469,513	7,480,866	7,287,185	7,105,512	5,238,675	6,898,260	7,000,412	7,286,124
Complaints	111	144	149	122	92	234	242	219	244	184	161	216	220

Top complaint reasons by period (%)													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Ticket vending machines	61.3	61.8	58.4	63.1	52.2	53.0	54.1	79.0	65.2	84.2	67.7	49.5	73.2
Penalty fares issued	0.0	2.8	7.4	5.7	30.4	2.1	2.1	1.4	1.6	1.6	0.6	0.9	0.5
Unplanned disruption	2.7	1.4	1.3	0.8	2.2	2.6	2.5	2.3	2.9	1.1	9.3	6.5	5.5
Announcements	0.0	0.0	4.0	0.0	0.0	0.0	0.4	0.9	0.8	1.1	0.0	1.4	0.0
Replacement buses	0.9	2.8	0.7	3.3	0.0	0.0	0.0	0.5	1.6	1.1	0.0	1.4	0.5
Schedule changes	2.7	0.7	0.7	0.8	2.2	23.5	6.6	3.2	3.3	0.0	0.6	0.9	0.0
Passenger information displays	0.0	0.7	1.3	0.0	0.0	0.4	0.4	0.5	0.4	0.0	0.0	0.5	0.0
Passenger accidents*	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5	1.2	0.5	1.2	2.3	0.5
Other	31.4	27.9	23.2	22.2	8.0	12.4	26.9	3.9	14.0	0.3	9.5	24.6	7.0

*Data unavailable for collation

London Buses

The overall level of complaints is very low, with around two complaints per 100,000 passenger journeys.

The highest proportion of complaints relate to bus driver behaviour, followed by comments on delays or disruption to services. TfL is working with the bus operators to improve customer service standards. The Big Red Book, issued to all drivers, sets out the standards expected. The Book has recently been revised to provide updated guidance, following feedback from passengers and stakeholders.

All drivers must also complete a BTEC course in their first year of service, demonstrating the core behaviours we expect from all staff. The BTEC is in addition to the basic driver training and the requirement to gain a Certificate of Professional Competence, which involves ongoing training.

Complaints about service reliability and delays totalled 12 per cent of those received over the course of the year. Excess Wait Time, the measure used to assess reliability on the bus network, was consistently better than target on high frequency routes (a positive indicator), registering some of the best figures since records began over 30 years ago. The introduction of iBus technology, which allows operators to know the exact location of every bus in the Capital at a given time, has played a major part in maintaining the high levels of reliability currently being achieved.

London Buses

London Buses journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	183,789,069	186,143,120	181,650,213	186,668,990	161,065,080	173,899,762	193,408,663	185,158,596	189,442,541	151,192,029	181,379,252	179,495,713	191,180,345
Complaints	3,293	3,631	3,787	4,265	3,352	3,893	4,862	4,572	4,565	2,825	4,398	4,303	4,419

Top complaint reasons by period (%)															
Period			1	2	3	4	5	6	7	8	9	10	11	12	13
Bus	Driver/operator	Driver - Attitude/rude behaved	21.5	24.3	23.3	20.1	22.1	19.5	20.8	19.3	20.4	20.4	18.4	16.7	18.5
Bus	Driver/operator	Driver - Failure to stop/not picking up	15.4	14.4	16.4	15.8	17.8	16.5	17.7	17.4	17.0	17.9	17.6	18.3	18.4
Bus	Driver/operator	Driver - Poor/dangerous driving	10.0	9.7	9.3	9.4	9.2	10.2	8.1	8.4	8.7	7.8	7.9	9.5	9.2
Bus	Service	Timetable - Frequency/gaps in service	5.1	7.2	5.7	6.6	4.1	6.9	8.5	9.6	10.0	8.1	7.6	4.9	4.7
Bus	Delayed journey	Delays - Reliability of service	2.8	3.3	2.9	4.2	2.6	4.0	5.6	4.8	5.1	4.1	7.8	9.0	6.6
Bus	Delayed journey	Delays - Curtailment	3.0	4.1	3.9	4.1	1.9	2.9	3.6	4.4	4.2	3.2	3.8	3.4	4.0
Bus	Driver/operator	Driver - Fares issue	3.5	3.2	2.9	4.2	4.0	4.0	3.8	3.0	2.7	3.9	3.3	4.4	4.3
Bus	Policy	Policy - Operational set up	2.6	1.7	2.3	2.3	2.3	2.4	1.8	2.4	3.0	2.4	2.3	2.0	2.1
Bus	Accident	Accident - Injury on bus claim	2.5	2.8	1.7	2.6	2.3	2.0	2.1	2.1	1.2	1.4	1.7	1.6	1.5
Bus	Accident	Accident - Damage to vehicle claim	2.8	2.6	2.4	2.3	2.0	2.1	1.6	1.9	1.2	2.1	1.1	1.7	1.9
Bus	Other	Other	31.0	26.5	29.2	28.4	31.6	29.5	26.4	26.8	26.5	28.7	28.4	28.5	28.9

London Overground

The latest results from the National Passenger Survey, covering the period from 28 January to 30 March 2012 confirmed London Overground's position as one of the best performing railways in the UK with a 90 per cent approval rating, compared to an 82 per cent average across operators in London and the South East.

When TfL took over the service four years ago it was used by 600,000 passengers a week. This has now grown to around two million. This has been driven by a range of improvements and investment, delivering frequent and reliable services, new and more spacious trains, safer and well-staffed stations and a better-integrated ticketing system.

The full year average of three complaints per 100,000 passenger journeys is the best performance of any train operating company, with the closest competitor scoring 10 complaints per 100,000 passenger journeys in the Office of Rail Regulation (ORR) rankings.

London Overground

London Overground journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	5,082,155	5,189,138	5,537,421	5,814,417	5,547,558	5,635,969	6,454,907	6,762,197	7,458,065	5,766,607	6,647,063	6,606,239	6,675,421
Complaints	230	275	228	305	284	209	402	236	251	200	316	247	236

Top complaint reasons by period (%)													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Safety and security	5.2	5.1	7.9	1.6	6.3	6.7	3.2	3.8	2.8	2.8	4.0	5.8	5.5
Accessibility issues	0.9	0.4	0.4	0.0	0.0	0.0	0.0	1.3	0.0	1.4	0.3	0.8	0.8
Train service performance	33.5	32.0	28.9	62.0	36.3	28.2	58.0	32.2	43.1	27.0	43.2	31.1	18.0
Staff conduct and availability	6.1	10.2	6.6	5.6	4.6	8.6	6.5	13.6	8.3	12.3	8.7	5.4	7.4
Quality on train	3.5	2.9	2.2	2.3	5.6	1.4	2.0	6.8	4.7	1.4	3.4	5.8	6.3
Station quality	10.0	15.6	7.9	4.3	7.0	13.4	9.2	9.3	4.0	2.4	2.2	4.7	10.2
Fares, retailing	22.6	22.9	28.1	15.4	27.1	33.0	13.7	25.0	27.3	38.4	29.5	33.5	27.7
Information at stations and on train	15.2	8.0	11.0	5.2	9.9	6.7	4.7	6.4	4.7	5.2	5.0	7.4	12.9
Timetabling and connection issues	0.9	1.8	5.7	2.0	0.4	1.4	1.2	0.4	2.0	1.4	0.9	1.2	2.7
Other	2.2	1.1	1.3	1.6	2.8	0.5	1.5	1.3	3.2	7.6	2.8	4.3	8.6

London Underground

In its customer satisfaction survey, London Underground scored 80 for the financial year 2011/12, the highest since records began and in quarter 4 the figure was 81. The number of complaints was 2.27 per 100,000 journeys for the full year.

The largest proportion of complaints on the Tube relate to delayed journeys. A programme has been established to focus efforts on improving reliability across the network. Service performance for the 2011/12 year was the best in the history of the Underground. The year saw new records set for the number of passengers carried, the distance covered by our rolling stock and for the number of trains that ran to the scheduled timetable.

London Underground is carrying out an upgrade of passenger operated ticket machines, including making changes to the design of the touchscreens to make it easier and quicker for customers to get the ticket they need. This is intended to reduce the number of complaints relating to fares and ticketing issues.

London Underground

London Underground journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	75,910,927	84,341,056	87,193,110	93,250,644	85,775,166	81,845,674	93,180,930	95,689,208	97,132,669	72,155,432	89,342,913	90,827,153	92,296,831
Complaints	1,853	3,096	2,656	1,967	1,563	1,557	2,149	1,798	1,799	1,379	2,002	2,314	1,375

Top complaint reasons by period															
Period			1	2	3	4	5	6	7	8	9	10	11	12	13
LUL	Delayed journey	Delayed journey	29.4	16.1	10.3	22.3	15.4	24.5	25.7	25.5	23.0	16.8	25.5	36.4	17.4
LUL	Claims	Credit/debit card - double charge	7.7	5.6	5.6	7.5	10.9	9.2	9.5	9.0	10.8	8.1	6.7	5.5	7.6
LUL	Staff - station	Station staff	7.1	3.6	5.1	7.1	8.3	8.2	6.0	7.1	8.0	7.6	6.6	4.9	8.4
LUL	Claims	Ticket machine - no ticket issued	5.3	3.4	3.7	6.2	7.9	7.8	5.8	9.7	7.5	10.2	5.9	4.3	5.4
LUL	Fares and ticketing	Fares and ticketing	6.8	2.9	3.2	4.8	6.0	5.3	4.4	6.1	6.3	8.6	5.7	4.8	4.8
LUL	Staff - station	Ticket Office staff	5.2	3.5	3.4	5.0	7.9	5.7	4.3	4.6	5.4	7.0	5.5	4.2	4.1
LUL	Industrial action	Industrial action	0.0	5.9	34.9	0.3	0.0	0.1	0.1	0.1	0.2	1.1	0.3	0.2	0.1
LUL	Engineering works/closures	Engineering works/closures	4.7	2.6	2.9	3.9	2.7	3.5	4.9	3.9	4.3	2.0	0.9	3.7	1.9
LUL	Ticket machine/reader/gate	Ticket machine	4.1	1.9	1.2	4.0	3.5	2.3	1.2	2.6	1.4	3.8	4.8	5.0	5.3
LUL	Accident	Accident - Injury to person	3.2	2.6	1.4	2.1	4.9	2.4	2.3	2.2	2.1	1.7	2.0	1.6	2.1
LUL	Other	Other	26.5	52.0	28.3	36.9	32.6	31.0	35.9	29.3	31.0	33.2	35.9	29.3	42.9

Oyster

TfL continues to improve the transparency of journey histories and fares paid.

Improved self-service options for Oyster customers with online accounts started from 1 March 2012. All eight million Oyster customers are now able to view their journey history in an improved format. Until recently, only approximately half-a-million customers were able to access their data online. The new formats bring enhanced transparency to fares and capping, with daily totals displayed. For the first time, Travelcard journeys are also displayed with customers able to print out a statement for expenses or download the data for further analysis.

The increasing use of automatically refunding maximum fares when customers occasionally forget to touch in or out is also reducing complaint levels.

Period 7 saw the highest volume of complaints for the year. This peak related to the additional demand caused by Zip card reissues when recipients return to school. New processes and systems have been put in place to improve the efficiency of this year's round of applications.

Oyster

Oyster journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	79,865,028	81,350,358	82,132,313	86,244,432	79,517,059	79,452,136	89,754,501	91,215,777	93,596,579	71,020,588	88,678,603	88,633,293	90,603,929
Complaints	3,324	2,974	3,123	3,649	2,142	3,260	4,855	3,017	2,122	1,116	1,391	1,300	1,598

Top complaint reasons by period (%)													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Entry Exit	40.8	44.3	37.0	45.0	35.2	39.1	33.5	41.0	41.6	37.5	31.6	26.0	39.4
Statement request	25.5	18.1	27.1	23.0	27.3	22.5	12.1	14.9	14.1	8.8	19.7	23.5	4.3
General ticketing info	9.4	9.7	10.5	9.2	11.5	13.5	26.9	17.3	14.8	21.1	16.2	17.8	17.0
Refunds (excluding entry exit)	11.8	13.4	11.2	9.9	13.4	11.5	13.5	14.3	15.4	18.8	17.0	17.1	20.0
Website (technical)	6.8	7.3	7.8	6.7	6.3	8.3	9.2	7.0	7.6	5.7	6.9	7.1	9.6
Auto top-up	2.6	3.5	3.4	3.2	2.5	2.5	1.8	2.1	2.5	2.5	2.9	2.4	2.8
Lost and stolen	1.4	0.9	0.6	1.0	1.1	1.0	1.1	0.9	1.1	2.1	1.5	1.6	1.6
Staff issue	0.7	1.0	0.9	0.6	1.1	0.7	0.8	1.1	1.2	2.0	3.2	2.2	1.9
Failed card	0.8	0.6	0.7	1.2	1.0	0.9	0.9	1.2	1.5	1.5	0.6	1.8	2.4
Website (non-technical)	0.2	1.3	0.7	0.1	0.7	0.1	0.2	0.2	0.0	0.0	0.4	0.6	1.0
School party	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.0	0.1	0.0	0.0
Other	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

River Services

Given the extremely low volume of complaints received over the year, a top 10 breakdown of complaints is not appropriate.

The main driver of the spike in complaints in period 10 was the operator of the Blackfriars to Putney commuter service publicly announcing their decision to withdraw the service at the end of December 2011. On 24 May, TfL announced the appointment of KPMG Thames Clippers to be the new operator of the Putney to Blackfriars route. Thames Clippers will significantly enhance the existing River Bus service by two-thirds on weekdays on modern, fully accessible catamarans. In addition, the Thames Clipper River Bus will now stop at more piers, including St George's Wharf in Vauxhall, and provide easy interchange to River Bus services operating in the east to Woolwich Arsenal. Passengers will also benefit from the introduction of Oyster to the route, as Thames Clippers accept pay as you go and offer a reduced fare to passengers with Travelcards.

In Period 12 the cause of a number of complaints was when Southwark Council announced the possible closure of Greenland Pier (which it then owned) on the Thames Clippers commuter route, unless a buyer could be found. A private buyer was subsequently found and the pier remains open.

River Services

River Services journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	453,100	336,500	382,300	460,700	500,400	363,800	331,600	288,800	205,400	164,500	157,400	213,400	278,400
Complaints	0	0	2	1	0	0	1	1	1	29	0	25	2

Tramlink

The full year customer satisfaction score for Tramlink was 86. There was a fall in Q3 to 83 but after an action plan was implemented the final quarter of the year saw a score of 87. New trams were introduced in March 2012 on the Wimbledon to New Addington branch, which it is hoped will further enhance customers' perception of Tramlink.

In the full year, 99 per cent of scheduled services operated, one per cent over target, but reduced by 0.2 per cent from that achieved last year, mainly because of the civil disturbances in August 2011.

The main theme for Tramlink complaints relates to ticketing issues, but this has to be viewed in context with the relatively low volumes.

Tramlink

Tramlink journeys and complaints by period													
Period	1	2	3	4	5	6	7	8	9	10	11	12	13
Journeys	2,100,000	2,200,000	2,200,000	2,300,000	1,900,000	2,100,000	2,400,000	2,300,000	2,400,000	1,900,000	2,200,000	2,000,000	2,300,000
Complaints	48	34	40	43	42	50	44	44	45	36	39	68	44

Top complaint reasons by period (%)													
Period	8.3	2.9	22.5	23.3	7.1	12.0	27.3	11.4	22.2	2.8	5.1	10.3	6.8
Ticketing	8.3	20.6	10.0	11.6	11.9	6.0	6.8	20.5	8.9	13.9	12.8	5.9	9.1
Staff complaints	6.3	14.7	5.0	4.7	9.5	12.0	9.1	9.1	11.1	16.7	2.6	8.8	13.6
Infrastructure	4.2	0.0	7.5	7.0	4.8	4.0	11.4	4.5	8.9	13.9	12.8	8.8	2.3
Service quality	8.3	0.0	2.5	14.0	4.8	12.0	4.5	6.8	0.0	5.6	5.1	5.9	15.9
Accident	4.2	5.9	2.5	9.3	2.4	6.0	4.5	4.5	13.3	5.6	5.1	0.0	4.5
Crime and vandalism	6.3	0.0	2.5	2.3	2.4	2.0	0.0	2.3	2.2	2.8	10.3	2.9	2.3
Cleaning	4.2	0.0	2.5	0.0	4.8	0.0	0.0	4.5	0.0	0.0	0.0	2.9	9.1
Timetable	8.3	2.9	22.5	23.3	7.1	12.0	27.3	11.4	22.2	2.8	5.1	10.3	6.8
Other	50.0	55.9	45.0	27.9	52.4	46.0	36.4	36.4	33.3	38.9	46.2	54.4	36.4

Train operating company data

Complaints per 100,000 passenger journeys, Great Britain				
Train operating company	2011-12 Quarter 1 (P)	2011-12 Quarter 2 (P)	2011-12 Quarter 3 (P)	2011-12 Quarter 4 (P)
Arriva Trains Wales	37	34	29	35
c2c	6	9	13	13
Chiltern Railways	38	51	58	50
Cross Country	86	80	85	59
East Coast	221	372	335	378
East Midlands Trains	70	71	86	75
First Capital Connect (R)	24	25	28	27
First Great Western	71	83	82	73
First Scotrail	41	38	41	42
First TransPennine Express	60	68	80	71
London Midland	97	66	85	74
London Overground (R)	4	3	3	3
Merseyrail	8	10	13	16
National Express East Anglia	18	30	42	35
Northern	24	25	28	24
Southeastern	13	13	13	13
Southern (R)	95	21	9	5
South West Trains	14	9	10	10
Virgin Trains (R)	240	267	255	269

Complaints by category				
Percentage of complaints made to TOCs - Great Britain	2011-12 Quarter 1 (P)	2011-12 Quarter 2 (P)	2011-12 Quarter 3 (P)	2011-12 Quarter 4 (P)
Accessibility issues	1	1	1	1
Complaints handling	6	7	7	9
Fares, retailing and refunds	20	17	16	15
Information at stations and on trains	5	5	6	5
National Rail Enquiry Service	0	0	0	0
Praise comments	1	2	2	2
Quality on train	3	4	3	3
Safety and security	12	14	15	14
Staff conduct and availability	2	1	1	1
Station quality	6	8	7	6
Timetable and connection issues	3	3	3	3
Train service performance	1	1	1	1

Data supplied by the Office of Rail Regulation. '(P)' Data is provisional for the latest year, as complaints data can be revised by train operating companies.