

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
London Buses	1.94	2.21	2.46	2.27	2.22
London Overground	4.00	3.00	3.00	3.00	3.25
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	1	2	3	4	5	6	7	8	9	10	11	12	13
General	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.