

# TfL Complaints Report

2012/13

Quarter 2  
(24/06/2012 - 15/09/2012)



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## Overview

This quarter covered the Olympic and Paralympic Games where the transport system faced unprecedented pressures. Despite running more services for longer each day and with record numbers of passengers, public transport operated reliably during the Olympic and Paralympic Games, continuing the trend of improving performance in recent months and years.

During the Olympics over 62 million journeys were made on the London Underground – up 35 per cent on normal levels. Tuesday, 7 August was the busiest day in the Underground's history, with 4.57 million journeys. The Paralympic Games saw a total of 39 million Tube journeys, up 18 per cent on the same period last year.

The DLR saw almost 6.9 million journeys over the Olympic Games – up by over 100 per cent on normal levels – and 4 million journeys during the Paralympic Games. Over 500,000 journeys on a single day were made for the first time on Friday 3 August.

London Overground saw around 6.4 million journeys during the Olympic Games – up 26 per cent on normal levels. The Paralympic Games also saw an increase in passenger numbers on London Overground, with 4.1 million journeys in total, up 17 per cent on normal levels.

On the Tube, we received the lowest complaint rate so far and better than any National Rail operator in the last five years. This was in keeping with its record customer satisfaction score. The Barclays Cycle Hire complaints rate has continued to fall significantly and is now at a level comparable to our best performing services. London Overground's rate fell from the previous quarter reflecting its highest ever levels of reliability achieved at the end of August and start of September.

## Current themes

London Underground registered its lowest complaints figures to date at just over one complaint per 100,000 journeys. Customer satisfaction for the quarter of 83 was the highest since the independent survey began in 1990. However, two incidents in July on the Central line and one at South Kensington on the District line impacted on this quarter's performance.

The complaints rate for London buses remained stable at 2.30 complaints per 100,000 passenger journeys. Complaints increased in the run up to the Games as changes to the road network necessary to facilitate road events were implemented. The number of complaints then fell considerably when the events took place. In advance of the Games, bus drivers were issued with a guide, which included advice on customer service and information about events. Complaints about drivers also fell during the period.

The complaints rate for Barclays Cycle Hire continued to fall and there was an increase in new membership applications for the service.

London Overground continues to perform well, recording its lowest ever complaints rate in a single quarter of 2.76 per 100,000 passenger journeys. Journeys during the Olympics were at record levels and the period which included the Paralympics saw the best ever figures for reliability with a Public Performance Measure of 98.26 per cent. Complaints about early departures were an emerging theme this reporting period. This has been addressed.

The DLR broke the record for the number of passengers carried in a single day during the Games while still operating high levels of reliability over the period. The working group set up to address the problems customers are experiencing with ticket machines is tackling the issues that are most commonly complained about. Customers are now seeing a marked improvement and performance of the machines is being closely monitored.

The last Congestion Charging customer satisfaction survey recorded an overall score of 83. A significant proportion of complaints relate to 'enforcement operations'. This covers customers who have been issued with a Penalty Charge Notice (PCN) for failing to pay the charge. Motorists wishing to contest a PCN can take the matter to an independent adjudicator if they are not satisfied by our response.

The complaints rate for Dial-a-Ride increased slightly this quarter, while customer satisfaction remained at 92. However, we beat our target for the number of trips completed despite a fall in resources because of its use as a contingency during the Games.

On Tramlink reliability was better than the previous quarter and customers benefited from the opening of a new service between Elmers End and Therapia Lane. However, overcrowding remains a significant cause of complaints.

## Overview of complaints per 100,000 journeys\*

Complaints per 100,000 journeys	24/06/2012-15/09/2012			Average
	Period 4	Period 5	Period 6	
Barclays Cycle Hire	4.77	1.83	2.45	<b>2.83</b>
Congestion Charge	14.23	14.75	14.37	<b>14.44</b>
Dial-a-Ride	133.50	125.79	113.88	<b>124.65</b>
Docklands Light Railway	2.98	2.18	1.96	<b>2.34</b>
London Buses	2.66	2.15	2.05	<b>2.30</b>
London Overground	2.36	3.31	2.53	<b>2.76</b>
London Underground	1.27	1.04	0.80	<b>1.04</b>
Oyster	1.72	1.24	1.40	<b>1.46</b>
River Services	0.00	0.17	0.00	<b>0.07</b>
Tramlink	3.37	2.15	2.64	<b>2.73</b>

\*All data is provisional and can be revised

## **Barclays Cycle Hire**

There were 2.83 complaints per 100,000 journeys on Barclays Cycle Hire. This continues the significant falling trend in the complaints rate and is dramatically down from the previous year. Use of the bikes increased markedly between the end of July and the middle of September as a result of more bikes being available and favourable weather conditions. The Olympics also led to greater demand.

Software upgrades, including more accessible billing information making it clearer to customers how much they have been charged and why, has led to fewer complaints. Monitoring customer behaviour, particularly the destinations of those travelling from the eastern extension into the original zone, has helped to make sure more bikes are available more of the time. The service continues to go from strength-to-strength, with an increase in the number of new membership applications.

## **Congestion Charge**

The most recent Congestion Charging Customer Satisfaction Survey showed an overall satisfaction rating of 83 per cent, an increase of 1 per cent from the previous survey.

We continue to encourage customers to receive statements via email to avoid any confusion over their Auto Pay bill. It is hoped that an increase in the number of people signing up to this more convenient service will result in a fall in the number of complaints.

Just under a quarter of all Congestion Charging complaints relate to enforcement operations and the decision to issue a Penalty Charge Notice for failure to pay the charge. If motorists want to contest our decision they are referred to the statutory representations and appeals procedure which allows them to formally challenge a penalty and, if required, to take the matter to an independent adjudicator.

Compliance rates on the Low Emission Zone remain in excess of 95 per cent, which means only a small number of people are fined and disputes are less likely.

## **Dial-a-Ride**

The customer satisfaction score remained at 92, one point up on the same last year.

The Olympics and Paralympics had a minimal impact on performance. 314,483 trips were completed, four per cent above target. This was despite a fall in available resources due to Dial-a-Ride's use as a contingency service during the Olympic and Paralympic Games.

The high level of demand for Dial-a-Ride's services, particularly in the context of service withdrawals by other door-to-door providers, can result in a lack of availability at peak times. Booking refusals again accounted for the highest proportion of complaints, although the average remained below two per day.

## **Docklands Light Railway**

The DLR received 2.83 complaints per 100,000 passenger journeys, which is again less than any National Rail operator has registered in the last five years. Over the course of the Olympic Games there were double the number of passengers compared with usual levels and over 500,000 passenger journeys were made on a single day on 3 August. Despite

carrying record numbers of passengers, reliability was high with 99 per cent of scheduled kilometres operated.

In order to try to address the high proportion of complaints relating to ticket machines, we have established a working group, made up of representatives from the contractor, Serco and the machine manufacturer Atos to identify the root causes.

The group identified issues with touch screens, internal coin mechanisms and the devices used for credit / debit card payments as areas for attention. Technical changes have been made to improve the customer experience and we will continue to monitor the performance of the machines.

There was also increase in complaints about schedule changes as a result of alterations to service patterns in the run-up to, and during, the Olympic and Paralympic Games. For example, regular passengers who were previously used to a through service may have had to change trains so that the higher frequency of trains required for Olympic venues could be achieved.

## **London Buses**

The overall level of complaints remained low with 2.30 complaints per 100,000 journeys.

The number of complaints in this quarter was higher in advance of the Games and fell after the Opening Ceremony. During late June – mid July there was a higher than normal proportion of complaints attributable to the delays experienced by bus services as road network preparations for the Games intensified. These changes to the road network were fundamental to hosting events in central London.

These types of complaints fell during the Games as the network in London performed well. Bus drivers were issued with a 'Games Guide' during July which provided information about events that would affect the bus network and reinforced key messages about the standards expected of drivers. The level of complaints about bus drivers also fell.

## **London Overground**

The complaints rate of 2.76 per 100,000 passenger journeys is the best achieved so far in a single quarter. The Overground saw around 6.4 million journeys during the Olympic Games – up 26 per cent on normal 2012 levels and up 54 per cent on 2011 levels. In August and September it recorded its highest ever average Public Performance Measure (the percentage of trains that arrived within five minutes of the scheduled time) of 98.6 per cent.

Complaints about early departures were an emerging theme. A new timetable has now been introduced and the management team is ensuring drivers leave the station at the stated time. There was major disruption on 6 September where the line between Willesden Junction and Clapham Junction was suspended for over an hour and a half due to an error by a driver from another train operating company, which generated complaints.

Issues with ticket machines continue to make up a significant proportion of the complaints reported. We are working with our contractors to ensure more of the machines are available more of the time.

## **London Underground**

The figure of 1.04 complaints per 100,000 passenger journeys is extremely low and, at the time of reporting, is better than any other UK rail operator has scored in the last five years.

Quarter 2 included the period of the Olympic and Paralympic Games, during which London Underground ran record levels of train service, carried its highest ever number of customers and had some of its best ever levels of reliability.

During the Olympic Games there was a 35 per cent increase in the number of customer journeys made and an 18 per cent increase during the Paralympic Games, compared with the same periods last year and a record 4.57million journeys were made in a single day on Tuesday 7 August.

In spite of the record numbers travelling, reliability (as measured by disruption caused through delay) improved by 38 per cent during the Olympic Games and 51 per cent during the Paralympic Games.

However, we did experience a few incidents. This included a points failure at South Kensington, which disrupted District line services on 19 July, a partial suspension on the Central line following a track problem at St Pauls on 23 July and a defective train, which severely impacted Central line service on 31 July.

The reduction in complaints from the previous quarter is also mirrored in increased levels of customer satisfaction during this period, which rose to 83 – the highest levels since the independent survey began in 1990.

## **Oyster**

The complaints rate for Oyster remains low at 1.46 per 100,000 passenger journeys.

The self-service options available to customers such as online Oyster accounts continue to be a success, with more customers taking advantage of the functionality available. We have enhanced this service by giving customers the option to have their journey statements automatically sent by email.

We have also innovated further by adding a facility which enables customers, without having to call the contact centre, the ability to request adjustments to some pay as you go charges on their statements if they have been billed incorrectly.

## **River Services**

The only complaint about London River Service operations received in Quarter 2, was from a passenger who slipped at Greenwich Pier. The area has since been resurfaced to reduce the likelihood of customers falling in the future.

## **Tramlink**

The complaints rate was 2.76 per 100,000 passenger journeys and well below previous figures recorded by the train operating companies.

In Quarter 2, Customer Satisfaction fell slightly to 87, a level consistent with previous scores before the Quarter 1 record. There was a drop in overall satisfaction on line 3

(Wimbledon to New Addington), where overcrowding and general levels of comfort remain a concern of passengers surveyed. This is also reflected in the complaints received.

In August, Tramlink 'double tracking' was completed between the previous single-line section, Mitcham and Mitcham Junction. This has contributed to improved reliability on Tramlink, with close to 99 per cent of scheduled services operated, up from the previous quarter. The closures required for the work to take place and the associated rail replacement bus service generated complaints.

During the quarter Tramlink began operation of a new line 4 service between Elmers End and Therapia lane. Customer feedback so far has been generally positive.

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## Appendix 1: Complaints data tables

### Barclays Cycle Hire

Barclays Cycle Hire journeys and complaints by period			
Period	4	5	6
Journeys	649,473	926,952	858,761
Complaints	31	17	21

Top complaint reasons by period (%)			
Period	4	5	6
Disputed charge	23	0	5
Docking station	16	0	14
Access key related	0	0	0
Cycle	13	0	14
Docking point	0	0	14
Refund	6	0	19
Financial/other	6	71	10
Contact centre	19	18	0
Refund delayed	3	0	5
Other	13	12	19

## Congestion Charge

Congestion Charge journeys and complaints by period			
Period	4	5	6
Journeys	1,454,198	1,192,838	1,259,134
Complaints	207	176	181

Top complaint reasons by period (%)			
Period	4	5	6
CC Auto Pay	27.5	24.2	32.4
Enforcement Operations	29.5	20.8	11.6
Residents Discount	6.8	3.4	6.8
Blue Badge Discount	9.7	6.8	5.3
Other	12.1	11.1	5.3
Contact Centre Operations /Staff	7.2	2.4	1.4
Other Discounts	4.3	3.9	5.8
LEZ Scheme	2.4	2.4	1.0
Complaint Stage 2	0.0	0.0	0.0
Data Protection/Information Compliance	0.5	10.1	17.9

## Dial-a-Ride

Dial-a-Ride journeys and complaints by period			
Period	4	5	6
Journeys	110,863	101,758	101,862
Complaints	148	128	116

Top complaint reasons by period (%)			
Period	4	5	6
Refusals	39.9	32.8	30.2
Driver conduct	20.3	14.8	17.2
Vehicle non-arrival	16.2	18.0	17.2
Vehicle early/late arrival	8.1	13.3	17.2
Miscellaneous booking issues	11.5	7.0	2.6
Contractor journey issues	2.0	12.5	8.6
Miscellaneous journey issues	1.4	1.6	6.0
Booking staff conduct	0.7	0.0	0.9
Policy issues	0.0	0.0	0.0
Other	0.0	0.0	0.0

## Docklands Light Railway

Docklands Light Railway journeys and complaints by period			
Period	4	5	6
Journeys	7,929,292	10,636,562	8,667,859
Complaints	236	232	170

Top complaint reasons by period (%)			
Period	4	5	6
Ticket vending machines	84.32	66.81	77.65
Penalty fares issued	3.81	3.88	2.94
Unplanned disruption	2.12	1.72	1.76
Announcements	2.12	1.72	1.18
Replacement buses	0.42	0.00	0.00
Schedule changes	5.51	6.03	0.59
Passenger information displays	0.42	1.72	0.00
Passenger Accidents	0.42	0.86	0.00
Other	0.85	17.24	15.88

## London Buses

London Buses journeys and complaints by period			
Period	4	5	6
Journeys	190,400,000*	167,300,000*	177,800,000*
Complaints	5,062	3,593	3,644

Top complaint reasons by period (%)			
Period	4	5	6
Driver - Conduct	17.50	20.93	19.10
Driver - Not picking up	16.55	16.62	19.90
Driver - other	10.37	13.58	12.71
Other	11.83	11.88	10.32
Driver - Driving Standards	9.66	12.50	11.33
Delayed Journey	12.52	6.43	6.72
Service	9.32	5.96	7.57
Policy	5.93	5.98	5.68
Accident	4.98	5.23	5.63
Damaged - Stop/Shelter	1.32	0.89	1.04

## London Overground

London Overground journeys and complaints by period			
Period	4	5	6
Journeys	8,870,000	10,510,000	9,830,000
Complaints	209	348	249

Top complaint reasons by period (%)			
Period	4	5	6
Safety and security	1.91	4.31	2.41
Accessibility issues	1.91	1.15	2.41
Train service performance	22.97	25.57	28.51
Staff conduct and availability	12.44	11.49	13.65
Quality on train	11	13.51	10.44
Station quality	7.66	6.9	7.63
Fares, retailing	25.36	25.29	23.29
Information at stations and on train	11	6.32	6.02
Timetabling and connection issues	1.91	4.89	4.82
Complaints Handling	3.83	0.57	0.4

# London Underground

London Underground journeys and complaints by period			
Period	4	5	6
Journeys	94,395,082	100,908,511	92,786,181
Complaints	1,202	1,051	746

Top complaint reasons by period (%)			
Period	4	5	6
Delayed Journey	33.1	45.0	20.0
Station Staff	9.4	7.9	8.3
Fares & Ticketing	9.3	5.7	9.9
Ticket Machine	6.1	6.3	9.0
Ticket Office Staff	6.1	4.6	8.6
Credit/Debit Card - Double Charge	3.7	2.9	3.9
Accident - Injury to Person	2.6	2.5	3.9
Driver/Operator	2.2	2.5	2.3
Facilities - Station	2.6	1.4	2.1
Engineering Works/Closures	2.5	0.0	0.0
Other	22.5	21.3	32.0

# Oyster

Oyster journeys and complaints by period			
Period	4	5	6
Journeys	256,035,149	236,757,167	239,780,473
Complaints	4,407	2,944	3,351

Top complaint reasons by period (%)			
Period	4	5	6
Entry Exit	47.2	31.0	26.3
Refunds (Excluding Entry Exit)	20.8	26.9	35.3
Statement Request	7.6	12.7	10.2
Website (Non Technical)	3.2	9.6	13.1
General Ticketing Info	8.4	4.7	4.2
ATU	4.5	6.1	4.8
Website (Technical)	4.8	5.2	4.3
Failed Card	1.4	1.2	0.8
Lost and Stolen	1.3	1.1	0.7
Staff Issue	0.8	1.6	0.3

# River Services

River Services journeys and complaints by period			
Period	4	5	6
Journeys	406,900	579,600	491,300
Complaints	0	1	0

# Tramlink

Tramlink journeys and complaints by period			
Period	4	5	6
Journeys	2,490,832	2,328,189	2,349,245
Complaints	84	50	62

Top complaint reasons by period (%)			
Period	4	5	6
General	36	30	32
Service Quality	18	16	23
Ticketing	15	12	8
Infrastructure	4	8	13
Staff Complaints	5	10	8
Website	7	6	0
Noise	2	4	5
Accident	1	8	3
Timetable	4	4	2
Cleaning	2	0	3
Other	6	2	3