

TfL Complaints Report

2012/13

Quarter 1
(01/04/2012 – 23/06/2012)



Contents

03	Overview
03	Current themes
05	Overview of complaints per 100,000 journeys
06	Barclays Cycle Hire
06	Congestion Charge
06	Dial-a-Ride
07	Docklands Light Railway
07	London Buses
07	London Overground
08	London Underground
08	Oyster
08	River Services
08	Tramlink
10	Appendix 1: Complaints data tables

Overview

The majority of our services have continued to record a lower complaints rate than other transport operators. London Underground received 1.72 complaints per 100,000 passenger journeys and London Buses 2.23, reflecting the high levels of operational performance delivered for customers. River Services received no complaints at all.

The complaints rate for Barclays Cycle Hire saw one of the biggest falls when compared with last year after changes were introduced to make the scheme easier to use.

Where themes have emerged, such as issues with ticket machines or where customers have had difficulty paying charges, we have taken action to tackle the root cause as a result of the feedback we received.

Current themes

The complaints rate for Barclays Cycle Hire has fallen dramatically when compared with the previous financial year. Changes have made bikes easier to dock and release. The scheme was extended to the east of London at the start of the year and a particular focus has been put on maximising the availability of bikes.

London's bus service received 2.23 complaints per 100,000 passenger journeys, similar to the rate in previous periods.

Our rail-based services continue to perform well. London Underground received below two complaints per 100,000 passenger journeys for the first time since these statistics have been collated. It also achieved the best reliability since records began in 1999 and a record customer satisfaction score of 82. Isolated incidents of significant disruption, including a stalled Jubilee line train and a burst water main at Stratford contributed to complaints about train service performance.

The Overground continues to be the best performing operator in the Office of Rail Regulation's (ORR) national complaints league table and the approval rating of 90 in the Spring National Passenger Survey is well ahead of the South-East average of 82. Two separate incidents involving loss of power to overhead lines between Highbury & Islington and Barnsbury and at Willesden, both of which caused major disruption, were factors which generated complaints.

The Docklands Light Railway (DLR) and Tramlink both received less than three complaints per 100,000 passenger journeys. In this quarter the DLR was above target for reliability, while carrying more passengers than expected. Customers' main area of concern was ticket machines. Serco and the ticket machine manufacturer have devised an action plan to deal with the issues raised.

Tramlink's customer satisfaction score of 90 was the highest since we took over the service in June 2008. Complaints relating to the planned track closure between Arena and Elmers End was the main theme.

Congestion Charging received a customer satisfaction score of 83 in the last survey. Auto Pay was the category with the highest proportion of complaints in Quarter 1. In order to avoid inconvenience to our customers we are actively contacting those who use the automatic payment facility when their registered bank card is about to expire, as card expiry is a key cause of payment failure.

Dial-a-Ride saw a reduced rate of complaints and increased customer satisfaction compared with the same period last year.

Oyster complaints were 1.31 per 100,000 passenger journeys. In response to feedback from customers, since March all Oyster card holders have been able to view their journey histories online, making charging more transparent. This is likely to reduce complaints in the long-term.

Overview of complaints per 100,000 journeys*

Complaints per 100,000 journeys	01/04/2012 – 23/06/2012			Average
	Period 1	Period 2	Period 3	
Barclays Cycle Hire	7.69	3.74	5.87	5.80
Congestion Charge	17.30	14.86	11.80	14.64
Dial-a-Ride	115.47	115.99	114.04	115.18
Docklands Light Railway	2.38	2.66	2.33	2.46
London Buses	2.19	2.18	2.32	2.23
London Overground	3.51	5.36	6.74	5.22
London Underground	1.45	1.79	1.93	1.72
Oyster	1.02	1.19	1.71	1.31
River Services	0.00	0.00	0.00	0.28
Tramlink	1.91	2.01	3.54	2.48

*All data is provisional and can be revised

Barclays Cycle Hire

The complaints rate has considerably decreased to 5.80 per 100,000 journeys from an average last year of 121.97 per 100,000 passenger journeys. The expansion of the Cycle Hire zone to areas of East London and improved weather accounts for the significantly increased journeys from Period 3.

A considerable proportion of complaints related to refunds and billing. While refund requests were processed within contractual service levels, additional staff have been allocated to this area to improve the level of customer service.

Software changes at docking stations, including making it easier to release and dock bikes have contributed to a fall in the complaints rate. Usage patterns are constantly monitored to maximise the number of bikes available at the right places and the right times, tackling the root cause of possible complaints. We continue to improve standards in partnership with our contractor, Serco, by regularly assessing the quality of our customer service and the efficiency of our operational performance.

Congestion Charge

In excess of 10 million trips into the Congestion Charging Zone have now been paid for using the more convenient Auto Pay service. Motorists rate the system highly giving it 80 in the customer satisfaction survey.

A number of complaints about Auto Pay relate to payment failures. For example, an expired bank card being used as the registered method of payment. We are proactively contacting customers by email to avoid this becoming a problem for them.

In addition, to mitigate against the risk of statements being lost in the post and bring down the time it takes for the customer to receive billing information, we are planning a drive to encourage CC Autopay customers to choose email as their preferred method of communication.

Dial-a-Ride

The quarterly customer satisfaction score increased to 92 from 91 last year and there was a corresponding decrease in the complaint rate. The absolute number of complaints remains at a low level.

In this period, 316,888 trips were made, marginally below both target and Quarter 1 last year. This was a result of fewer days in the quarter, and a slight decrease in demand linked to the Queen's Diamond Jubilee and generally wet weather.

Driver conduct received the highest proportion of complaints in two of the three periods of Quarter 1. All new drivers receive comprehensive training, which includes customer service and there is regular refresher training for existing staff. In the customer satisfaction survey for this period, drivers scored 95 out of 100 for courtesy and helpfulness.

There was also an increase in the proportion of passenger cancellations within 24 hours of a booking from 12.7 per cent last year to 13.8 per cent this year. Bookings cancelled a day or less before the appointment are difficult to reschedule and reduce availability for other customers. Despite an increase in cancellations we were able to accommodate a greater

proportion of booking requests, up from 90.3 per cent last year to 91.6 per cent in this quarter.

Docklands Light Railway

The complaints rate remains low at 2.46 per 100,000 passenger journeys for the quarter and the customer satisfaction survey score for this period was 86, a record for the DLR. The number of passenger journeys and trains on time were both above target for this reporting period.

In response to the high proportion of complaints relating to ticket machines, a working group was set up containing representatives from DLR, Serco Docklands and Atos (the manufacturer). The Group meets regularly to monitor performance and is using feedback from customers and machine fault registers at each station to establish the causes of the most common complaints. More details on the progress of the resulting action plan will be provided in next quarter's report.

Complaints about penalty fares make up the next highest type of complaint. We have increased ticket checks both on board trains and at stations, which is likely to have had an impact on this type of complaint.

London Buses

The overall level of complaints remains low with 2.23 complaints per 100,000 journeys.

A high level of network reliability continues, delivering some of the best figures since records began. We work closely with bus operators so they have the resources and information needed to mitigate the impact of roadworks, the most common cause of delays.

The proportion of complaints about bus driver behaviour was similar to previous quarters with a slight increase in 'Driver - not picking up' complaints and a reduction in 'Driver - Attitude/Rude'. Bus drivers have now been issued with the revised Big Red Book which sets out the customer service standards expected.

We are working with Age UK and Transport for All to ensure bus drivers are able to meet the needs of older and disabled people and to produce new training material to help improve disability awareness.

London Overground

The Overground remains the best performing train operating company in the ORR's national complaint rankings, recording 5.22 complaints per 100,000 passenger journeys. In the Spring National Passenger Survey, London Overground achieved a 90 per cent approval rating, compared to an 82 per cent average across London and the South East. There was also a nine per cent increase (to 88 per cent) in the number of customers who said they were satisfied with the punctuality and reliability of the service since spring last year.

Train performance is the most significant cause of complaints. During the first three periods of the year there were a number of significant incidents of disruption. There was a loss of power to overhead lines between Highbury and Islington, Caledonian Road and Barnsbury on 25 May, and at Willesden on 3 June. As a result of these incidents we

worked with Network Rail on a reliability review, which looked at the impact the infrastructure it controls can have on train service performance.

Complaints associated with failed transactions when using ticket machines remains an area that is being closely monitored. Customers having difficulty adding credit to their Oyster card is one of the main problems reported. In response the audio visual display on the ticket machines has been made more user-friendly by the manufacturer to encourage customers to touch the reader for a second time, which is a requirement to ensure a card is topped up. We continue to work with our contractors to see if further technical improvements can be made.

London Underground

In Quarter 1 we published performance figures for 2011/12 showing that Tube performance had reached record levels, with 1.17 billion journeys carried. Reliability, as measured by the amount of time customers have been delayed, was at the lowest levels since records began in 1999. As a result of the investment going into upgrading the Tube and a renewed focus on reliability, delays have fallen by almost 40 per cent since 2007/08.

There were some isolated incidents during this quarter which affected our customers, including a stalled Jubilee line train which caused significant disruption on 23 May and a burst water main in the Stratford area which severely impacted services on the Central line on 6 and 7 June. However, overall performance was good and the Customer Satisfaction Survey results improved to a record score of 82.

The figure of 1.72 complaints per 100,000 passenger journeys on London Underground for this quarter is extremely low and is better than any other UK rail operator has scored in the last five years.

Oyster

In response to feedback we have greatly improved the self-service options for customers. All Oyster card holders are able to view their journeys online simply by adding their Oyster card details to their account. These changes have been positively received with 500,000 new online accounts being created since journey histories were made available over the internet in March.

Having the online account allows the small percentage of our customers who forget to, or are unable to, touch out at the end of a journey, to easily check the amount they have been charged and obtain a refund if necessary.

River Services

There were no complaints about River Services in this quarter.

Tramlink

There were 2.46 complaints per 100,000 passenger journeys on Tramlink, lower than any National Rail operator has previously recorded. The customer satisfaction score was 90, four above target and the highest score since we took ownership of the network. There was a significant increase in overall satisfaction on the Croydon Town Centre Loop, reflecting improvements at tram stops, both in state of repair and the information provided.

The general level of complaints regarding service performance and staff conduct remained fairly static during the quarter. The main causes of complaint related to the level of overcrowding on the trams and the closures required for track works between Arena and Elmers End. The work was to facilitate 'double-tracking' between the two stations, which enables us to run a more extensive service in times of disruption.

Appendix 1: Complaints data tables

Barclays Cycle Hire

Barclays Cycle Hire journeys and complaints by period			
Period	1	2	3
Journeys	494,323	481,810	818,205
Complaints	38	18	48

Top complaint reasons by period (%)			
Period	1	2	3
Disputed charge	16	6	0
Docking station	8	0	0
Access key related	5	6	0
Cycle	5	0	0
Docking point	13	0	17
Refund	8	33	0
Financial/other	21	33	60
Contact centre	24	0	23
Refund delayed	0	0	0
Other	0	22	0

Congestion Charge

Congestion Charge journeys and complaints by period			
Period	1	2	3
Journeys	1,300,636	1,406,669	1,330,689
Complaints	225	209	157

Top complaint reasons by period (%)			
Period	1	2	3
CC Auto Pay	38.8	32.6	25.0
Enforcement Operations	12.9	17.9	11.2
Residents Discount	12.5	12.9	5.8
Blue Badge / Disabled Discount	9.4	9.8	11.6
Other	9.8	6.3	4.9
Contact Centre Operation/Staff	6.7	4.5	5.8
Other Discounts	8.0	4.5	3.1
LEZ Scheme	1.8	2.7	0.9
Complaint - Stage 2	0.0	0.4	0.4
Data Protection/Information Compliance	0.0	0.0	0.0

Dial-a-Ride

Dial-a-Ride journeys and complaints by period			
Period	1	2	3
Journeys	103,053	110,359	103,476
Complaints	119	128	118

Top complaint reasons by period (%)			
Period	1	2	3
Refusals	28.6	25.0	28.8
Driver conduct	21.8	28.9	30.5
Vehicle non-arrival	17.6	18.0	14.4
Vehicle early/late arrival	14.3	14.1	20.3
Miscellaneous booking issues	8.4	4.7	2.5
Contractor journey issues	1.7	1.6	0.0
Miscellaneous journey issues	5.0	1.6	0.0
Booking staff conduct	1.7	0.8	0.8
Policy issues	0.0	3.1	0.0
Other	0.8	2.3	2.5

Docklands Light Railway

Docklands Light Railway journeys and complaints by period			
Period	1	2	3
Journeys	6,973,701	7,358,420	6,957,045
Complaints	166	196	162

Top complaint reasons by period (%)			
Period	1	2	3
Ticket vending machines	86.14	79.08	86.42
Penalty fares issued	3.01	5.10	2.47
Unplanned disruption	1.20	4.08	1.23
Announcements	0.00	1.53	0.62
Replacement buses	1.20	0.00	1.23
Schedule changes	1.20	0.51	0.00
Passenger information displays	0.00	0.00	0.62
Passenger Accidents	1.20	1.02	1.23
Other	6.02	8.67	6.17

London Buses

London Buses journeys and complaints by period			
Period	1	2	3
Journeys	173,880,000	191,520,000	178,920,000
Complaints	3,803	4,184	4,158

Top complaint reasons by period (%)			
Period	1	2	3
Driver - Conduct	20.83	18.14	20.66
Driver - Not picking up	18.33	17.18	16.57
Other	12.41	12.64	12.48
Delayed Journey	9.47	10.9	14.09
Driver - other	10.41	10.47	8.66
Driver - Driving Standards	9.33	9.7	9.62
Service	7.47	7.91	5.75
Policy	5.21	6.17	5.84
Accident	5.29	5.81	4.67
Damaged - Stop/Shelter	1.26	1.08	1.66

London Overground

London Overground journeys and complaints by period			
Period	1	2	3
Journeys	6,268,915	6,662,266	6,484,650
Complaints	220	357	437

Top complaint reasons by period (%)			
Period	1	2	3
Safety and security	5.5	1.7	1.6
Accessibility issues	0.9	0.6	0.2
Train service performance	18.6	44.5	65.4
Staff conduct and availability	10.9	9.0	5.3
Quality on train	3.6	5.3	3.9
Station quality	9.5	9.8	2.7
Fares, retailing	37.3	15.7	12.6
Information at stations and on train	9.1	11.2	6.2
Timetabling and connection issues	3.2	2.2	0.7
Other	1.4	0.0	1.4

London Underground

London Underground journeys and complaints by period			
Period	1	2	3
Journeys	89,104,703	92,224,696	89,962,149
Complaints	1,289	1,650	1,733

Top complaint reasons by period (%)			
Period	1	2	3
Delayed Journey	12.72	14.42	23.95
Station Staff	6.98	6.18	7.27
Credit/Debit Card - Double Charge	9.46	4.67	2.89
Ticket Machine	6.28	4.42	2.89
Ticket Office Staff	6.28	3.64	3.23
Fares & Ticketing	3.57	2.79	2.31
Reliability	1.47	2.79	3.69
Ticket Machine - No Ticket Issued	4.19	2.61	1.38
Accident - Injury to Person	1.24	2.06	1.79
Engineering Works/Closures	2.40	0.91	1.44
Other	45.38	55.52	49.16

Oyster

Oyster journeys and complaints by period			
Period	1	2	3
Journeys	232,312,033	251,763,062	239,457,489
Complaints	2,376	3,003	4,090

Top complaint reasons by period (%)			
Period	1	2	3
Entry Exit	46.7	46.4	53.5
Refunds (Excluding Entry Exit)	19.7	20.3	14.3
General Ticketing Info	19.4	10.3	11.1
Website (Technical)	2.3	7.2	5.8
Statement Request	1.4	6	4.7
Website (Non Technical)	3.6	2.9	5.6
ATU	3.2	3.7	3
Lost and Stolen	1.4	1.2	0.8
Failed Card	1.2	1.1	0.6
Staff Issue	1.2	1	0.7

River Services

River Services journeys and complaints by period			
Period	1	2	3
Journeys	323,800	359,900	371,900
Complaints	0	0	0

Tramlink

Tramlink journeys and complaints by period			
Period	1	2	3
Journeys	2,148,611	2,338,405	2,177,143
Complaints	41	47	77

Top complaint reasons by period (%)			
Period	1	2	3
General	26.83	44.68	29.87
Infrastructure	14.63	8.51	25.97
Service Quality	4.88	12.77	15.58
Staff Complaints	14.63	19.15	2.60
Ticketing	14.63	6.38	9.09
Accident	9.76	2.13	3.90
Website	4.88	0	6.49
Timetable	4.88	4.26	0
Access	0	0	2.60
Noise	2.44	0	1.30
Other	2.44	2.13	2.60