

Created On	Type	Route	Location	Reason 1
01.07.2015	Complaint	38	DALSTON JU	Staff
01.07.2015	Complaint	38	Not assigned	Vehicle
02.07.2015	Complaint	221	SUSSEX RI	Staff
04.07.2015	Complaint	38	Not assigned	Vehicle
07.07.2015	Complaint	221	Not assigned	Staff
07.07.2015	Complaint	38	CAMBRIDGE	Accidents, Safety and Security
09.07.2015	Complaint	221	MILL HILL	Staff
10.07.2015	Complaint	38	Not assigned	Vehicle
11.07.2015	Complaint	221	ST MICHAEL	Service Performance
14.07.2015	Complaint	221	MILL HILL	Service Performance
14.07.2015	Complaint	38	MUSEUM STR	Oyster, Fares and Ticketing
24.07.2015	Complaint	38	SADLER'S W	Staff
27.07.2015	Complaint	38	HOLBORN	Accidents, Safety and Security
28.07.2015	Complaint	38	CULFORD RO	Accidents, Safety and Security
29.07.2015	Complaint	38	PICCADILLY	Staff
29.07.2015	Complaint	38	GRAHAM ROA	Staff
30.07.2015	Complaint	38	TROCADERO/	Accessibility
06.08.2015	Complaint	38	PICCADILLY	Staff
14.08.2015	Complaint	221	TELLYHO CO	Staff
14.08.2015	Complaint	38	HYDE PARK	Staff
18.08.2015	Complaint	221	Not assigned	Staff
18.08.2015	Complaint	38	SAINSBURY'	Staff
21.08.2015	Complaint	38	Not assigned	Vehicle
22.08.2015	Complaint	38	Not assigned	Staff
22.08.2015	Complaint	38	VICTORIA S	Staff
28.08.2015	Complaint	38	CLAPTON	Staff
08.09.2015	Complaint	38	GREEN PARK	Staff
08.09.2015	Complaint	38	PICCADILLY	Staff
09.09.2015	Complaint	38	DALSTON	Staff
10.09.2015	Complaint	221	TURNPIKE L	Service Performance
10.09.2015	Complaint	38	VICTORIA S	Staff
12.09.2015	Complaint	38	ESSEX RD	Staff
16.09.2015	Complaint	38	CLAPTON	Staff
20.09.2015	Complaint	221	NEW SOUTGA	Information, Publicity, Countdown
21.09.2015	Complaint	38	CLAPTON PO	Staff
21.09.2015	Complaint	38	MUSEUM STR	Stops, Shelters & Stations
21.09.2015	Complaint	38	ESSEX ROAD	Staff
22.09.2015	Complaint	221	Not assigned	Staff
30.09.2015	Complaint	38	MUSEUM STR	Staff
03.10.2015	Complaint	38	BALLS POND	Staff

07.10.2015	Complaint	221	PARTINGALE	Accessibility
09.10.2015	Complaint	38	BALLSPOND	Staff
10.10.2015	Complaint	221	MILL HILL	Staff
15.10.2015	Complaint	38	GREEN PARK	Staff
15.10.2015	Complaint	221	79 HALL LA	Accidents, Safety and Security
19.10.2015	Complaint	221	WOOD GREEN	Staff
20.10.2015	Complaint	38	WILTON STR	Staff
21.10.2015	Complaint	38	ANGEL	Staff
21.10.2015	Complaint	38	ANGEL	Staff
21.10.2015	Complaint	38	TROCADERO	Staff
21.10.2015	Complaint	38	SHAFTESBU	Staff
23.10.2015	Complaint	221	TURNPIKE L	Accidents, Safety and Security
23.10.2015	Complaint	221	NORTH FINC	Staff
28.10.2015	Complaint	38	ESSEX ROAD	Staff
29.10.2015	Complaint	221	WOOD GREEN	Accidents, Safety and Security
30.10.2015	Complaint	38	MUSEUM STR	Staff
30.10.2015	Complaint	38	MUSEUM STR	Staff
02.11.2015	Complaint	38	GRAY'S INN	Staff
03.11.2015	Complaint	38	MUSEUM STR	Staff
05.11.2015	Complaint	38	TROCADERO	Staff
05.11.2015	Complaint	38	HACKNEY CE	Staff
05.11.2015	Complaint	38	ESSEX ROAD	Staff
05.11.2015	Complaint	38	ISLINGTON	Accidents, Safety and Security
05.11.2015	Complaint	38	PICCADILLY	Staff
06.11.2015	Complaint	38	BLOOMSBURY	Staff
09.11.2015	Complaint	38	DALSTON LA	Staff
10.11.2015	Complaint	38	HOLBORN LI	Staff
10.11.2015	Complaint	38	CROSS STRE	CCTV Footage
11.11.2015	Complaint	38	CAMBRIDGE	Service Performance
11.11.2015	Complaint	221	TALLY HO	Staff
12.11.2015	Complaint	221	CLOISTER G	Staff
12.11.2015	Complaint	221	NORTH FINC	Staff
13.11.2015	Complaint	221	TURNPIKE L	Service Performance
13.11.2015	Complaint	221	MILL HILL	Staff
16.11.2015	Complaint	38	ANGEL STAT	Staff
16.11.2015	Complaint	221	BUNNS LANE	Oyster, Fares and Ticketing
17.11.2015	Complaint	38	PICCADILLY	Service Performance
19.11.2015	Complaint	38	DALSTON JU	Accidents, Safety and Security
19.11.2015	Complaint	38	OXFORD CIR	Staff
20.11.2015	Complaint	221	PAGE STREE	Stops, Shelters & Stations
24.11.2015	Complaint	38	ROSEBERY A	Staff
26.11.2015	Complaint	38	THEOBALDS	Staff
02.12.2015	Complaint	221	WOOD GREEN	Staff
04.12.2015	Complaint	38	Not assigned	Accidents, Safety and Security

05.12.2015	Complaint	38	VICTORIA B	Staff
07.12.2015	Complaint	38	VICTORIA B	Staff
08.12.2015	Complaint	221	NORTH FINC	Staff
10.12.2015	Complaint	38	OLD BOND S	Service Performance
11.12.2015	Complaint	38	THEOBALD	Staff
15.12.2015	Complaint	38	LEASIDE RO	Staff
15.12.2015	Complaint	38	PICCADILLY	Service Performance
16.12.2015	Complaint	38	GREEN PATK	Service Performance
17.12.2015	Complaint	38	ANGEL STAT	Staff
21.12.2015	Complaint	38	STANNARD R	Staff
23.12.2015	Complaint	38	GREEN PARK	Staff

e 141, 221, 38 Date Range:01/07/2015 - 31/12/2015

Reason 2	Reason 3	Description
Driver Behaviour	Driver - Violent Behaviour	(38) BUS DRIVER
Heating and Temperature	Heating and Temperature	(38) VEHICLE TEMPERATURE
Driver Behaviour	Driver - Fares Issue	(221) FARE ISSUE
Heating and Temperature	Heating and Temperature	(38 & 55) EXCESSIVE HEAT ON BUSES
Driver Behaviour	Driver - Refusal to Stop/Open Doors	(221) NOT STOPPING
Accident	Accident - Injury To Person (Claim)	(38) TIME TO BOARD (ACCIDENT)
Driver Behaviour	Driver - Offensive Behaviour	BUS DRIVER
Heating and Temperature	Heating and Temperature	(38) - HEALTH AND SAFETY
Service Reliability	Gaps in Service/Long Waits	(221) GAPS IN SERVICE
Service Reliability	Failure to Arrive	BUS LEFT EARLY
Fare Evasion/Oyster Non-Validation	Fare Evasion/Oyster Non-Validation	(38) FARE EVASION
Driver Behaviour	Driver - Refusal to Stop/Open Doors	(38) - DRIVER DID NOT STOP
Passenger Behaviour	Passengers - Offensive Behaviour	(38) PASSENGER THREATENED ON BUS
Accident	Accident - Injury On Bus (Claim)	(38) ACCIDENT
Driver Performance	Driver - Poor/Dangerous Driving	(38) DANGEROUS DRIVING
Driver Performance	Driver - Poor/Dangerous Driving	(38) DANGEROUS DRIVING
Vehicle	Ramp Failure	(38) BUS RAMP COMPLAINT
Driver Behaviour	Driver - Time to Board/Alight	(38) DRIVER - TIME TO ALIGHT
Driver Behaviour	Driver - Time to Board/Alight	(221) TIME TO ALIGHT
Driver Behaviour	Driver - Offensive Behaviour	(38) OFFENSIVE DRIVER / POOR DRIVING
RP Inspector	Inspector - Offensive Behaviour	REVENUE INSPECTOR
Driver Behaviour	Driver - Refusal to Stop/Open Doors	(38) DIVERSION: DRIVERS NOT STOPPING
Heating and Temperature	Heating and Temperature	(38) HIGH TEMPERATURES ON BUS
Driver Behaviour	Driver - Offensive Behaviour	38 DRIVER - OFFENSOVE BEHAVIOUR
Driver Behaviour	Driver - Refusal to Stop/Open Doors	(38) REFUSAL TO STOP
Driver Behaviour	Driver - Refusal to Stop/Open Doors	(38) RUDE DRIVER
Driver Performance	Driver - Poor/Dangerous Driving	(38) DANGEROUS DRIVING
Driver Behaviour	Driver - Customer Service	(38) BUS COMPLAINT
Driver Behaviour	Driver - Refusal to Stop/Open Doors	(38) DID NOT OPEN DOORS ETC
Service Reliability	Gaps in Service/Long Waits	(221) SERVICE RELIABILITY
RP Inspector	Inspector - Offensive Behaviour	(38) RPI COMPLAINT
Driver Performance	Driver - Poor/Dangerous Driving	(38) DANGEROUS DRIVING
Driver Behaviour	Driver - Offensive Behaviour	(38) POOR CONDUCTOR BEHAVIOUR
Quality of Information	Publicity Query	(BSP)(221) LACK OF BUS PUBLICITY
Driver Performance	Driver - Poor/Dangerous Driving	(38) DANGEROUS DRIVING
Bus Stops and Shelters	Stops - Positioning	(38) STOP OUT OF USE.
Driver Performance	Driver - Deviate From Route	[38] CURTAILED JOURNEY
Driver Performance	Driver - Deviate From Route	(221) BUS COMPLAINT
Driver Behaviour	Driver - Refusal to Stop/Open Doors	(38) REFUSAL TO STOP/ OPEN DOORS
Driver Behaviour	Driver - Violent Behaviour	(38) DRV IN A FIGHT WITH ANOTHER DRV

Driver Behaviour	Driver Not Positioning Bus At Stop	(221) POSITIONING OF BUS
Driver Behaviour	Driver - Offensive Behaviour	(38) RUDE BUS DRIVER. PLEASE HOLD CCTV
Driver Performance	Driver - Poor/Dangerous Driving	(221) DANGEROUS DRIVING/ DRIVER BEHAVIOU
Driver Behaviour	Driver - Violent Behaviour	(38) BUS CONDUCTOR VIOLENT BEHAVIOUR
Accident	Accident - Vehicle Damage (Claim)	(221) ACCIDENT
Driver Behaviour	Driver - Refusal to Stop/Open Doors	(221) DRIVER'S BEHAVIOUR / ATTITUDE
Driver Behaviour	Driver - Refusal to Stop/Open Doors	(38) DRIVER DID NOT STOP
Driver Behaviour	Driver - Refusal to Stop/Open Doors	(38) REFUSAL TO OPEN DOORS
Driver Behaviour	Driver - Time to Board/Alight	(38) ALIGHTING DRIVER CLOSED DOORS
Driver Behaviour	Driver - Refusal to Stop/Open Doors	(38) BUS DRIVER REFUSAL TO STOP
Driver Behaviour	Driver - Refusal to Stop/Open Doors	(38) REFUSED TO STOP
Accident	Accident - Injury On Bus (Claim)	(221) ACCIDENT
Driver Behaviour	Driver - Customer Service	(221) RUDE DRIVER
Driver Behaviour	Driver - Customer Service	(38) - BUS DRIVER MISSED BUS STOP.
Passenger Behaviour	Passengers - Young and Vulnerable	CUSTOMER ACCIDENT RUNNING TO CATCH A BUS
Driver Behaviour	Driver - Time to Board/Alight	(38) TIME TO BOARD / RUDE DRIVER
Driver Behaviour	Driver - Offensive Behaviour	(38) BUS CONDUCTOR RUDE
Driver Behaviour	Driver - Offensive Behaviour	(38) OFFENSIVE BEHAVIOUR
Driver Behaviour	Driver - Offensive Behaviour	(38) DRIVER OFFENSIVE BEHAVIOUR
Driver Behaviour	Driver - Refusal to Stop/Open Doors	(N38) REFUSED TO STOP
Driver Performance	Driver - Poor/Dangerous Driving	(38) DRIVER BEHAVIOUR
Driver Performance	Engine Left Running on Stand	(38)(73)(341)BUSES LEFT RUNNING ON STAND
Accident	Accident - Injury On Bus (Claim)	(38) ACCIDENT
Bus Station Controller Behaviour	Controller - Customer Service	(38) BUS TERMINATING EARLY
Driver Behaviour	Driver - Customer Service	(38) DRIVER'S ATTITUDE
Driver Behaviour	Driver - Refusal to Stop/Open Doors	(38) DRIVER REFUSED TO STOP
Driver Behaviour	Driver - Offensive Behaviour	(38) OFFENSIVE BEHAVIOUR
CCTV Footage	CCTV Footage	(38) ACCIDENT ****HOLD CCTV ****
Service Reliability	Incomplete/Curtailed Journey	(38) POOR SERVICE.
Driver Behaviour	Driver - Customer Service	(221) REFUSAL TO ADMIT
Driver Behaviour	Driver - Offensive Behaviour	(221) RUDE DRIVER
Driver Behaviour	Driver - Refusal to Stop/Open Doors	(221) REFUSAL TO STOP
Service Reliability	Failure to Arrive	(221) FAILURE TO ARRIVE
Driver Performance	Driver - Poor/Dangerous Driving	(221) DANGEROUS DRIVING
Driver Behaviour	Driver - Offensive Behaviour	(38) RUDE DRIVER AND CONDUCTOR
RP Inspector	Inspector - Fares Issue	(221) REFUSAL TO ISSUE UFR
Service Reliability	Incomplete/Curtailed Journey	(38) CURTAILED JOURNEY
Accident	Accident - Injury (No Claim)	(38) FINGER STUCK IN BUS DOOR
Driver Behaviour	Driver - Fares Issue	(38) NO TRANSFER TICKET / NO HEATING
Bus Stations	Bus Stations - Damage/Vandalism	(221) BUS STOP VANDALISED
Driver Performance	Driver - Deviate From Route	(38) - REFUSAL TO ISSUE TRANSFER TICKET
Driver Behaviour	Driver - Offensive Behaviour	(38/55) PARKED BUSES
Driver Performance	Driver - Poor/Dangerous Driving	(221) DANGEROUS DRIVING
Accident	Accident - Injury (No Claim)	(38) PASSENGER INJURY ON BUS

Driver Behaviour	Driver - Refusal to Stop/Open Doors	(38) REFUSAL TO OPEN REAR DOOR
RP Inspector	Inspector - Appearance/Information	(38) FAILURE TO BOARD
Driver Behaviour	Driver - Fares Issue	(221) CHILD FARE ISSUE
Service Reliability	Gaps in Service/Long Waits	(38) DELAYS AND CURTAILMENTS
Driver Behaviour	Driver - Offensive Behaviour	(38) OFFENSIVE DRIVERS
Driver Behaviour	Driver - Offensive Behaviour	(38) DRIVER OFFENSIVE BEHAVIOUR
Service Reliability	Incomplete/Curtailed Journey	(38) CURTAILED JOURNEYS
Service Reliability	Incomplete/Curtailed Journey	(38) DELAYS AND CURTAILMENTS
Driver Behaviour	Driver - Refusal to Stop/Open Doors	(38) REFUSED TO LET PASSENGERS ON BUS
Driver Behaviour	Driver - Refusal to Stop/Open Doors	(38) - BUS DRIVER SKIPPED BUS STOP.
Driver Behaviour	Driver - Customer Service	(38) BUS STAFF

Transaction Number	Channel	Number of STs
5719241	Telephone	1
5719323	Telephone	1
5722479	Telephone	1
5731493	Telephone	1
5740587	Telephone	1
5740745	Telephone	1
5747127	Telephone	1
5750896	Telephone	1
5754281	Telephone	1
5760610	Telephone	1
5761284	Telephone	1
5796020	Telephone	1
5803717	Telephone	1
5805386	Telephone	1
5808235	Telephone	1
5808888	Telephone	1
5812623	Telephone	1
5830646	Telephone	1
5855173	Telephone	1
5856416	Telephone	1
5863736	Telephone	1
5866055	Telephone	1
5875073	Telephone	1
5877311	Telephone	1
5877891	Telephone	1
5895352	Telephone	1
5924028	Telephone	1
5924636	Telephone	1
5925366	Telephone	1
5930103	Telephone	1
5931184	Telephone	1
5935680	Telephone	1
5945795	Telephone	1
5957694	Telephone	1
5959519	Telephone	1
5961787	Telephone	1
5962837	Telephone	1
5964481	Telephone	1
5991070	Telephone	1
6002035	Telephone	1

6016903	Telephone	1
6024755	Telephone	1
6026906	Telephone	1
6044336	Telephone	1
6044457	Telephone	1
6055082	Telephone	1
6058262	Telephone	1
6062283	Telephone	1
6062449	Telephone	1
6062706	Telephone	1
6064881	Telephone	1
6068463	Telephone	1
6069588	Telephone	1
6084298	Telephone	1
6086382	Telephone	1
6091541	Telephone	1
6091689	Telephone	1
6099806	Telephone	1
6101244	Telephone	1
6108252	Telephone	1
6109687	Telephone	1
6110186	Telephone	1
6110193	Telephone	1
6112092	Telephone	1
6113769	Telephone	1
6121953	Telephone	1
6123904	Telephone	1
6126984	Telephone	1
6127844	Telephone	1
6128518	Telephone	1
6132795	Telephone	1
6133663	Telephone	1
6134872	Telephone	1
6135685	Telephone	1
6142928	Telephone	1
6143761	Telephone	1
6148895	Telephone	1
6153955	Telephone	1
6155008	Telephone	1
6156843	Telephone	1
6169646	Telephone	1
6175134	Telephone	1
6191426	Telephone	1
6199121	Telephone	1

6201207	Telephone	1
6202842	Telephone	1
6208965	Telephone	1
6215791	Telephone	1
6219589	Telephone	1
6229413	Telephone	1
6230209	Telephone	1
6230929	Telephone	1
6234509	Telephone	1
6246976	Telephone	1
6252838	Telephone	1