

| Hand-off recipient | Hand-offs received |
|---|---------------------------|
| Asset Operations South (Richmond/Kingston/Merton) | 2 |
| BI Publicity | 2 |
| Countdown Inbox | 1 |
| London United Tolworth | 150 |
| Network Development Inbox | 1 |
| Performance Inbox | 2 |
| Service Delivery Manager - Kingston | 4 |
| Total | 162 |

| Category | Count of Cases |
|--------------------------------|-----------------------|
| Accessibility Support | 1 |
| Accident - on the streets | 6 |
| Accident - On-board | 1 |
| Bus Stop / Shelter | 2 |
| Bus/Train/Tube Driver | 59 |
| CCTV / Cameras | 1 |
| Completed closures | 1 |
| Countdown - Stops and Shelters | 2 |
| Driver | 3 |
| General Enquiries | 1 |
| On-board | 22 |
| On-board communications | 1 |
| Other service issues | 14 |
| Route information | 4 |
| Service Delays | 44 |
| Total | 162 |