

	Commendation	Complaint	Customer Suggestion	Enquiry	Other	Safety issues and incidents	Total
FY09-10	682	39,500	1,839	144,979	3,383		190,383
FY10-11	2,934	148,097	8,139	594,960	9,892		764,022
FY11-12	3,850	144,058	7,944	766,263	10,541		932,656
FY12-13	3,866	153,401	6,224	658,577	9,136		831,204
FY13-14	4,278	139,633	2,774	717,678	10,635		874,998
FY14-15	4,314	133,491	2,340	920,855	13,506		1,074,506
FY15-16	4,779	130,748	2,225	912,321	16,235		1,066,308
FY16-17	4,948	118,763	2,754	990,962	9,425		1,126,852
FY17-18	6,353	122,441	160	1,270,571	3,393		1,402,918
FY18-19	7,091	122,200		1,215,490	7,708	3,177	1,355,666

Year	Phone	Web	Letter	Social Media	Fax Number	Not assigned	Face to Face	Total
FY09-10	139,887	22,983	6,262		144		2	190,383
FY10-11	555,263	89,886	23,688		354	846	2	764,022
FY11-12	667,333	99,044	28,080		231	2		932,656
FY12-13	566,762	118,995	21,793		175	2		831,204
FY13-14	625,115	138,435	19,921		92	2	1	874,998
FY14-15	833,704	115,055	19,272		7	1		1,074,506
FY15-16	795,922	104,070	15,804			2		1,066,308
FY16-17	814,762	147,460	18,327					1,126,852
FY17-18	910,411	298,766	17,890	2378				1,402,918
FY18-19	795,022	377,878	14,086	2860				1,355,666

LU Line	FY09-10	FY10-11	FY12-13	FY13-14	FY14-15	FY15-16	FY16-17	FY17-18	FY18-19	Total
Bakerloo	183	725	631	536	637	568	584	1,496	1,338	7,414
Central	655	2,399	2,290	2,072	2,203	2,009	2,455	3,453	3,716	23,458
Circle & Hammersmith	374	1,094	953	1,008	937	824	996	732	872	8,770
District	484	2,155	1,982	1,735	1,946	1,568	1,968	3,412	3,613	21,633
Hammersmith and City								863	922	1,785
Jubilee	628	3,132	1,943	1,243	1,185	1,213	1,219	2,281	2,704	18,158
Metropolitan	337	2,155	1,578	1,813	1,421	1,223	1,223	1,964	2,265	16,250
Northern	641	2,391	1,851	2,338	1,708	1,734	1,843	2,915	3,580	20,892
Piccadilly	500	2,031	1,643	1,899	2,055	1,888	2,322	2,831	3,230	20,573
Victoria	254	2,707	1,114	1,172	986	1,240	1,176	1,897	2,375	14,777
Waterloo & City	16	83	116	143	137	84	68	127	160	1,024
(blank)	5,321	23,021	20,953	13,413	13,730	12,610	11,033	20,650	13,078	160,028