

Line	Description	Total Complaints	Closed Complaints	Open Complaints	Night Tube?	First Complaint	Last Complaint	Action taken (see key below)	Date	Further work planned	Date
Central	WANSTEAD TO LEYTONSTONE	20	5	15	Yes	17/04/2015	24/03/17	HP rail and RTF extension	31/05/2017	Rerail on EB	31/11/2017
Central	BETHNAL GREEN TO LIVERPOOL STREET	18	6	12	Yes	10/09/2016	31/05/17	HP rail and RTF extension	13/07/2017	TBC	TBC
Central	HOLLAND PARK TO SHEPHERDS BUSH	4	2	2	Yes	16/03/2016	11/04/17	BPM	05/01/2017	Monitor noise levels	Ongoing
Central	SOUTH WOODFORD TO SNARES BROOK	4	2	2	Yes	22/08/2016	28/06/17	No action		Close with residents	Ongoing
Central	BUCKHURST HILL TO WOODFORD	5	4	1	Yes	11/06/2015	07/04/17	QuietRail Trial	07/05/2017	TBC	TBC
Central	MARBLE ARCH TO LANCASTER GATE	2	1	1	Yes	18/05/2016	21/06/17	No action	10/04/2017	Monitor noise levels	Ongoing
Central	HOLBORN TO TOTTENHAM COURT ROAD	2	1	1	Yes	17/07/2014	25/08/16	BPM	11/01/2017	Monitor noise levels	Ongoing
Central	NOTTING HILL GATE TO HOLLAND PARK	16	15	1	Yes	06/01/2016	12/07/17	RTF	15/08/2016	Monitor noise levels	Ongoing
Jubilee	BOND STREET TO GREEN PARK	3	1	2	Yes	23/02/2014	29/07/16	No action		RTF	31/10/2017
Jubilee	ST JOHNS WOOD TO BAKER STREET (JUBILEE)	13	11	2	Yes	15/12/2015	06/01/17	RTF	05/09/2016	Track renewal	TBC
Jubilee	BAKER STREET TO BOND STREET	4	3	1	Yes	19/06/2015	15/08/16	BPM	31/12/2015	Monitor noise levels	Ongoing
Northern	KENTISH TOWN TO CAMDEN TOWN	10	1	9	Yes	18/10/2016	14/07/17	No action		Monitor noise levels	Ongoing
Northern	GOLDERS GREEN TO HAMPSTEAD	5	1	4	Yes	01/07/2014	03/04/17	No action		Multiple actions	Various
Northern	SOUTH WIMBLEDON TO MORDEN	10	7	3	Yes	23/03/2016	12/06/17	RTF	08/07/2017	Joint removal	TBC
Northern	COLLIERS WOOD TO SOUTH WIMBLEDON	5	2	3	Yes	10/03/2016	21/07/17	Ground	11/06/2016	Monitor noise levels	Ongoing
Northern	TOTTERIDGE AND WHETSTONE TO WOODSIDE PARK	2	0	2	Yes	12/02/2016	04/04/16	No action		Rail joint removal/rectification	TBC
Northern	OVAl TO STOCKWELL	2	0	2	Yes	01/10/2016	17/10/16	Ground	14/06/2017	Monitor noise levels	Ongoing
Northern	TOOTING BEC STN	2	0	2	Yes	08/11/2016	28/04/17	No action		Joint removal	TBC
Northern	WEST FINCHLEY TO FINCHLEY CENTRAL	3	1	2	Yes	30/06/2014	31/07/17	No action		Finish renewal	TBC
Northern	HIGH BARNET TO TOTTERIDGE AND WHETSTONE	4	2	2	Yes	04/03/2016	19/07/17	BPM	31/01/2017	Monitor noise levels	Ongoing
Northern	KENNINGTON TO OVAL	4	2	2	Yes	07/03/2016	25/10/16	Rerail	04/10/2016	Monitor noise levels	Ongoing
Northern	HIGHGATE TO ARCHWAY	4	2	2	Yes	20/05/2009	13/12/16	Ground	26/04/2016	Rerail	TBC
Northern	BALHAM TO TOOTING BEC	2	1	1	Yes	03/01/2017	07/07/17	No action		Rail joint removal/rectification	TBC
Northern	SOUTH WIMBLEDON STN	3	2	1	Yes	03/01/2015	05/04/17	RTF	08/07/2017	Joint removal	TBC
Northern	BRENT CROSS TO GOLDERS GREEN	3	2	1	Yes	22/01/2014	01/11/16	Joint removal	30/11/2016	Rail damping technology	TBC
Northern	WOODSIDE PARK TO WEST FINCHLEY	2	1	1	Yes	21/03/2016	12/07/17	Joint Removal	30/08/2016	Monitor noise levels	Ongoing
Northern	TOOTING BEC TO TOOTING BROADWAY	2	1	1	Yes	15/04/2016	20/02/17	BPM	30/04/2016	Monitor noise levels	Ongoing
Piccadilly	CHISWICK PARK TO ACTON TOWN	6	1	5	Yes	31/05/2016	22/02/17	No action		TBC	TBC
Piccadilly	RAVENS COURT PARK TO STAMFORD BROOK	4	0	4	Yes	13/11/2015	04/07/17	No action		TBC	TBC
Piccadilly	TURNPIKE LANE TO MANOR HOUSE	4	2	2	Yes	07/05/2015	10/07/17	Ongoing work		Track renewal	31/12/2018
Piccadilly	SOUTH KENSINGTON TO GLOUCESTER ROAD PICCADILLY	4	2	2	Yes	08/02/2016	10/05/17	RTF and joint rectification	30/06/2017	Monitor noise levels	Ongoing
Piccadilly	SOUTHGATE TO ARNOS GROVE	2	0	2	Yes	16/12/2016	29/03/17	BPM	31/01/2017	Monitor noise levels	Ongoing
Piccadilly	WEST KENSINGTON TO BARONS COURT	5	3	2	Yes	03/01/2015	28/11/16	BPM	31/03/2016	Monitor noise levels	Ongoing
Piccadilly	BOSTON MANOR TO OSTERLEY	4	3	1	Yes	30/04/2015	09/01/17	No action		Rail joint removal/rectification	TBC
Piccadilly	STAMFORD BROOK TO TURNHAM GREEN	1	0	1	Yes	01/01/2016	14/10/16	No action		Rail joint removal/rectification	TBC
Piccadilly	KNIGHTSBRIDGE TO SOUTH KENSINGTON	2	1	1	Yes	11/12/2015	10/05/17	BPM	12/01/2017	Monitor noise levels	Ongoing
Piccadilly	ACTON TOWN TO SOUTH EALING	2	1	1	Yes	15/12/2016	05/07/17	BPM	12/01/2017	Monitor noise levels	Ongoing
Piccadilly	EALING COMMON STN	2	1	1	Yes	14/09/2016	12/07/17	BPM	30/09/2016	Monitor noise levels	Ongoing
Piccadilly	BOUNDS GREEN TO WOOD GREEN	2	1	1	Yes	07/03/2016	11/04/17	BPM	30/04/2016	Monitor noise levels	Ongoing
Victoria	VICTORIA TO PIMLICO	29	19	10	Yes	01/01/2016	08/06/17	RTF and grout sleepers	30/11/2016	Monitor noise levels	Ongoing
Victoria	HIGHBURY AND ISLINGTON TO KINGS CROSS	25	17	8	Yes	24/08/2011	26/06/17	Ground	30/03/2017	FB conversion	TBC
Victoria	WARREN STREET TO OXFORD CIRCUS	14	8	6	Yes	01/07/2015	30/06/17	RTF	23/01/2017	RTF	30/09/2017
Victoria	HIGHBURY AND ISLINGTON STN	13	8	5	Yes	13/10/2016	12/03/17	Rerail	14/01/2016	Delkor installation (NLE)	25/12/2017
Victoria	SEVEN SISTERS TO FINSBURY PARK	12	8	4	Yes	05/05/2015	19/07/17	Joint removal	31/01/2017	FB conversion	TBC
Victoria	FINSBURY PARK TO HIGHBURY AND ISLINGTON	8	5	3	Yes	07/01/2016	18/05/17	Joint removal	04/06/2017	FB conversion	TBC
Victoria	STOCKWELL TO BRIXTON	5	2	3	Yes	28/09/2015	28/07/17	BPM	06/01/2017	Monitor noise levels	Ongoing
Victoria	WALTHAMSTOW CENTRAL TO BLACKHORSE ROAD	13	11	2	Yes	28/10/2015	26/07/17	BPM	N/A	Monitor noise levels	Ongoing
Victoria	EUSTON TO WARREN STREET	2	0	2	Yes	08/02/2016	03/07/17	Ground	14/06/2017	Monitor noise levels	Ongoing
Victoria	KINGS CROSS TO EUSTON VIC	2	0	2	Yes	23/09/2016	23/03/17	Ground	19/03/2017	RTF	31/09/17
Victoria	TOTTENHAM HALL TO SEVEN SISTERS	3	2	1	Yes	02/06/2016	03/01/17	Ground	30/03/2017	Monitor noise levels	Ongoing
Victoria	VAUXHALL TO STOCKWELL	13	12	1	Yes	14/01/2014	07/06/17	RTF	03/01/2017	Monitor noise levels	Ongoing
Circle	BARBICAN TO MOORGATE	10	8	2	No	08/02/2016	07/04/17	Ground	28/01/2017	Monitor noise levels	Ongoing
Circle	ALDGATE EAST TO TOWER HILL	3	2	1	No	24/11/2015	27/03/17	Rerail	19/11/2016	Monitor noise levels	Ongoing
Circle	NOTTING HILL GATE TO BAYSWATER	3	2	1	No	04/03/2016	18/02/17	BPM	13/09/2016	Monitor noise levels	Ongoing
Circle	EARLS COURT TO HIGH STREET KENSINGTON	3	2	1	No	01/02/2016	31/07/17	BPM	30/06/2016	Monitor noise levels	Ongoing
District	FULHAM BROADWAY TO PARSONS GREEN	3	1	2	No	01/02/2016	20/01/17	No action		Monitor noise levels	Ongoing
District	WIMBLEDON PARK TO WIMBLEDON	1	0	1	No	07/10/2013	19/07/16	No action		Rail joint removal/rectification	TBC
District	STEPNEY GREEN TO WHITECHAPEL	1	0	1	No	21/03/2017	21/03/17	No action		Grinding	30/09/2017
District	BROMLEY BY BOW TO BOW ROAD	4	3	1	No	11/04/2016	11/10/16	Joint Removal	18/01/2017	Monitor noise levels	Ongoing
District	PARSONS GREEN TO PUTNEY BRIDGE	2	1	1	No	02/06/2016	21/03/17	BPM	03/09/2016	Monitor noise levels	Ongoing
District	PUTNEY BRIDGE TO EAST PUTNEY	4	3	1	No	26/01/2016	07/11/16	BPM	03/09/2016	Monitor noise levels	Ongoing
District	SOUTHFIELDS TO WIMBLEDON PARK	2	1	1	No	06/04/2016	20/06/16	BPM	30/04/2016	Monitor noise levels	Ongoing
District	EAST PUTNEY TO SOUTHFIELDS	2	1	1	No	08/02/2016	26/07/17	BPM	28/02/2016	Monitor noise levels	Ongoing
Metropolitan	HARROW ON THE HILL TO NORTHWICK PARK	2	1	1	No	01/10/2011	19/05/17	P&C work - no other solution	16/03/2017	Monitor noise levels	Ongoing
Metropolitan	FINCHLEY ROAD TO BAKER STREET MET	5	4	1	No	11/05/2011	24/10/16	BPM	28/02/2016	Monitor noise levels	Ongoing

#### Key

RTF: Resilient track fastenings (Pandrol Vanguard) can be retro-fitted to Flat bottom rail (a modern rail type, used in all new railways) and concrete sleepers only

BPM: Best Practicable Means (Maintaining the track as best we can within the confines of access and engineering constraints. It is not feasible to do more)

HP: High performance (A harder steel rail that can be more impervious to wear)

FB: Flat bottom (a modern rail type, used in all new railways)

NLE: Northern Line Extension

P&C: Points & crossings

Delkor: A different type of RTF used in renewals. Cannot be retro-fitted