

TAXICARD COMPLAINTS SUMMARY 2002-2003						
ALL BOROUGHES	Apr	May	Jun	Jul	Aug	Sep
Complaints	2002	2002	2002	2002	2002	2002
Chargeable Trips	49906	56474	49642	56531	53414	51718
Complaints	166	233	230	257	250	285
Percentage	0.33	0.41	0.46	0.45	0.47	0.55
Late Taxi	4	14	17	12	12	11
No Taxi	16	28	29	21	41	56
Driver Conduct	25	49	34	49	41	39
Fare Query	65	89	76	73	76	67
Operator Error	45	44	58	83	66	103
Booking Problems	6	6	4	12	2	7
Route Query	3	2	3	5	7	2
Service Non Specific	2	1	4	2	5	0
Other	0	0	5	0	0	0
Total	166	233	230	257	250	285

Oct	Nov	Dec	Jan	Feb	Mar	Total	% Cat
2002	2002	2002	2003	2003	2003	2002-2003	
57579	0	0	0	52265	59577	487106	
348	0	0	0	205	328	2302	
0.60	0	0	0	0.39	0.55	0.47	
14	0	0	0	19	29	132	5.73
66	0	0	0	35	60	352	15.29
39	0	0	0	31	39	346	15.03
93	0	0	0	53	86	678	29.45
121	0	0	0	60	104	684	29.71
6	0	0	0	3	3	49	2.13
9	0	0	0	3	3	37	1.61
0	0	0	0	1	4	19	0.83
0	0	0	0	0	0	5	0.22
348	0	0	0	205	328	2302	100