

TAXICARD COMPLAINTS SUMMARY 2001-2002

ALL BOROUGHES	Apr	May	Jun	Jul	Aug	Sep
Complaints	2001	2001	2001	2001	2001	2001
Chargeable Trips	39,641	43,557	43,061	43,759	43,191	39,938
Complaints	147	229	210	283	200	201
Percentage	0.37	0.53	0.49	0.65	0.46	0.50
Late Taxi	11	7	8	19	11	12
No Taxi	13	31	27	42	26	34
Driver Conduct	32	35	31	37	35	29
Fare Query	54	102	91	103	68	81
Operator Error	29	33	37	66	56	39
Booking Problems	3	11	4	3	0	4
Route Query	3	9	12	9	4	1
Service Non Specific	2	1	0	4	0	1
Other	0	0	0	0	0	0
Total	147	229	210	283	200	201

Oct	Nov	Dec	Jan	Feb	Mar	Total	% Cat
2001	2001	2001	2002	2002	2002	2001-2002	
45,427	45,322	40,356	44,312	44,957	49,584	523,105	
244	257	229	213	212	193	2,618	
0.54	0.57	0.57	0.48	0.47	0.39	0.50	
11	8	13	5	6	8	119	4.55
27	35	22	14	13	17	301	11.50
38	39	37	29	35	41	418	15.97
86	106	82	88	88	70	1,019	38.92
75	60	60	66	63	49	633	24.18
3	2	5	1	2	5	43	1.64
3	4	5	5	1	3	59	2.25
1	3	4	5	4	0	25	0.95
0	0	1	0	0	0	1	0.04
244	257	229	213	212	193	2618	100.00