

Table 1 – Complaints received by Qtr and comparisons

Complaint Category	Qtr 1 (17-18)	Qtr 2 (17-18)	Qtr 3 (17-18)	Qtr 4 (17-18)	Qtr 1 (18-19)	Last Qtr	Same Qtr last year	Qtr 2 (18-19)	Last Qtr	Same Qtr last year	Qtr 3 (18/19)	Last Qtr	Same Qtr last year
Fare, Route or Meter Issue	63	80	89	76	75	-1	+12	82	+7	+2	68	-14	-21
Traffic Incident (non-passenger)	82	96	94	100	91	-9	+9	113	+22	+17	96	-17	+2
Driver Conduct	23	20	21	21	25	+4	+2	27	+2	+7	22	-5	+1
Driving Matter (from passenger)	8	5	3	9	11	+2	+3	16	+5	+11	6	-10	+3
Refusal Of Hire	12	3	15	5	4	-1	-8	5	+1	+2	18	+13	+3
Operator or Booking Issue	10	12	18	12	14	+2	+4	28	+14	+16	19	-9	+1
Illegal Ply	10	17	16	11	8	-3	-2	19	+11	+2	10	-9	-6
Licensed Driver Dispute	6	8	14	16	9	-7	+3	5	-4	-3	12	+7	-2
Driver Knowledge	6	3	2	2	3	+1	-3	0	-3	-3	0	0	-2
Disability Issue	1	2	3	1	4	+3	+3	7	+3	+5	7	0	+4
Other	21	39	46	30	40	+10	+19	39	-1	0	54	+15	+8
Total	242	285	321	283	284	+1	+42	341	+57	+56	312	-29	-9