

SUMMARY OF COMPLAINTS RECEIVED BY RIDEWELL  
12 MONTHS ENDED APRIL 2002

Year	Month	No. of Complaints	Driver/ guard	Timetable		Not Stopping	Dangerous Driving	Ticket Problem	Bus Stop Issue	Wrong Route	Other	
				No Show	Problem							
2001	May	127	28	19	32	27	11	1	0	4	5	
	June	107	18	34	19	18	4	0	1	0	13	
	July	116	19	32	28	27	4	1	0	0	5	
	August	132	27	48	27	12	5	2	1		9	
	September	96	32	27	16	15	0	2	1	2		
	October	109	28	26	24	16	2	5	0	3	5	
	November	112	29	34	22	8	9	3	1	2	4	
	December	144	38	57	21	15	4	1	0	2	6	
	2002	January	114	21	30	20	20	7	4	0	3	9
		February	193	33	64	32	34	3	8	0	6	13
		March	211	41	53	47	25	14	7	0	8	16
		April	143	35	39	27	14	13	8	1	3	3
TOTAL		1604	349	463	315	231	76	42	5	34	89	