Complaints Received in 2007-08, 2008-09, 2009-10 and 2010-11

August 2010

Complaints per 100,000 passengers

Year		*Jul*	*Aug*	*Sep*	*Oct*	*Nov*	*Dec*	*Jan*	*Feb*	*Mar*	*Apr*	*May*	*June*	*Full Year*
2007-08	Monthly result:	12.8	15.1	12.0	11.5	5.8	6.8	6.5	7.0	8.6	8.1	7.2	5.7	8.7
	Year to date	12.8	13.9	13.3	12.9	11.2	10.3	9.6	9.3	9.2	9.1	9.0	8.7	
2008-09	Monthly result:	5.4	5.2	3.7	6.5	10.1	6.9	9.7	6.3	5.4	5.2	4.0	3.7	
	Year to date	5.4	5.3	4.8	5.3	6.2	6.4	7.0	6.9	6.7	6.6	6.4	6.2	6.2
2009-10	Monthly result:	5.5	4.0	3.9	4.2	3.7	4.6	4.3	5.7	3.3	4.7	5.9	3.7	
	Year to date	5.5	4.8	4.5	4.4	4.3	4.3	4.3	4.5	4.4	4.4	4.5	4.4	4.4
2010-11	Monthly result:	3.8	3.8											
	Year to date	3.8	3.8											