

18 October 2013

Teuila Fuatai
APNZ News Reporter
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Dear Teuila

Request made under the Official Information Act 1982

Thank you for your email of 30 August 2013 requesting the following information under the Official Information Act 1982, relating to an OIA response on the NZ Transport Agency's website regarding complaints about taxi drivers:

- The same set of figures showing complaints and a breakdown of complaints for each of the previous four 12 month periods.
- A regional breakdown of the data set for the following areas:
 - Northland (Whangarei, Kaipara and Far North)
 - Wanganui (Wanganui district)
 - Rotorua (Rotorua district)
 - Western Bay of Plenty (Western Bay district, Tauranga City)
 - Hawkes Bay (Wairoa, Hastings, Napier, Central Hawkes Bay district)
 - Wairarapa (South Wairarapa, Masterton, Carterton).
- You also ask:
'Is there any way to mark in the data whether there was a change in complaint type/numbers after the compulsory introduction of taxi cab cameras in Aug 2011 to 15 centres?'

Please find attached seven reports, which include the following data that falls within the scope of your request:

- The total number of complaints received by the Transport Agency about taxis and the nature of those complaints from 2009 to 2013. For the year up to:
 - 30 June 2013, (as previously released) there were 184 complaints.
 - 18 April 2012, (as previously released) there were 147 complaints.
 - 1 April 2011, there were 143 complaints.
 - 1 April 2010, there were 45 complaints.
(Please note that data given for 2010 is 'as held' by the Transport Agency, but may be incomplete due to system changes that occurred at that time).
 - 1 April 2009, there were 83 complaints.

The figures given for each of the years is not from a single source, but has been collated from each region. There is no national database that collates this information.

- A breakdown from the total number of complaints about taxis and the nature of those complaints from and inclusive of 2009 to 2013 for:
 - Northland
 - Wanganui
 - Rotorua
 - BOP/Tauranga
 - Hawkes Bay
 - Wairarapa(Please note there were no complaints about taxis and the nature of those complaints for Wairarapa from and inclusive of 2009 to 2013.)

The data collated is from complaints received by the Transport Agency.

Complaints include those that are directed to the Transport Agency by the complainant and those that are reported to the Transport Agency by the taxi company.

Complaints to taxi companies do not have to be reported to the Transport Agency except when they are of a serious nature, including but not limited to improper behaviour, violence, assaults, sexual offences, or driving under the influence of alcohol or drugs.

The data held does not conclusively identify a change in complaint type/numbers after the compulsory introduction of taxi cab cameras. Complaints do appear to have risen over the total period requested, but there is no clear cause.

The rise in complaints received by the Transport Agency does not necessarily equate to a rise in taxi complaints, as the vast majority of complaints are dealt with by the taxi companies and the Agency is not informed.

If you would like to discuss this reply with the Transport Agency, please contact Andy Knackstedt, National Media Manager, by email at: andrew.knackstedt@nzta.govt.nz or by phone on (04) 894 6285.

Yours sincerely



Kate Styles
Regional Manager, Central Region
For Chief Executive

Total National Complaints					
Issue	2013	2012	2011	2010	2009
Aggressive driving	1		1	2	3
Area Knowledge not sufficient	1	1	6		
Assault	9		5		5
Approved Taxi Organisation (ATO) failure to provide service	1	1		2	2
ATO behaviour	1		6	2	1
ATO not maintaining records	3				
ATO fails camera/communications monitoring	1				
Camera operating	1				
Careless driving	2	9		1	2
Complaint about other taxi drivers	2	5	8	2	2
Crash	1		2		
Competency of call staff in call centre	1				1
Dangerous driving	2		2		2
Discount on fares	1		1		
Driver behaviour	38	42	26	6	14
Driver language skills	1	10			
Driving standards	2		1	1	5
Drivers taking jobs on mobiles	1				
Drunk/Drugged driver	3				
Endorsement and work permit matter	1				1
Exceeding work time hours	3	7	3	2	2
Failed to give way	1				
Fare Schedule issues	1		1		1
Fraud by driver	2	4	2		1
Illegal pick-up	2	4	5		
Illegal taxi service in Whangarei	1				1
Inappropriate/Unacceptable behaviour	5		10	2	5
Logbook issues	3	19		1	1
Lost property	5	2	1		1
Mental Health driver	1		1	1	1
Non-payment of service	1		1		
Not satisfied with ATO action relating to complaint	1				
Not recording work hours	1		2	1	
Not endorsed and no identification and Certificate of Fitness (COF)	1		2		1
Not meeting vehicle standards	1	10	6	1	2
Not providing booked service	2	1	1		
Over-charging	17	16	10	5	12
Parking issues	2		1		1
Phone not answered at call centre	1				
Private hire of vehicle	1		1		
Refusal to accept taxi charge card	1				1
Road issues	2	1	1	1	
Refuse taxi fare	3	11	8	2	3
Service issues	28	1	7	7	2
Sexual harassment by driver	4	1	5		2
Sexual assault	6		1		1
Sleeping while working	2				
Suspicious test sitting	1				
Taking pre-booked fare from another driver	1		3		1
Taxi rank issues	1		1		
Total Mobility Service issue	2		3		6
Unlicensed service	4	2	7	5	
Using a mobile phone while driving	3				
Wheelchair issue	1		2	1	

Northland

Issue	2013	2012	2011	2010	2009
Aggressive driving					
Area Knowledge not sufficient					
Assault					
Approved Taxi Organisation (ATO) failure to provide service					
ATO behaviour					
ATO not maintaining records					
ATO fails camera/communications monitoring					
Camera operating					
Careless driving					
Complaint about other taxi drivers					
Crash					
Competency of call staff in call centre					
Dangerous driving					
Discount on fares					
Driver behaviour					
Driver language skills					
Driving standards					
Drivers taking jobs on mobiles					
Drunk/Drugged driver					
Endorsement and work permit matter					
Exceeding work time hours					
Failed to give way					
Fare Schedule issues					
Fraud by driver					
Illegal pick-up					
Illegal taxi service in Whangarei					1
Inappropriate/Unacceptable behaviour					
Logbook issues					
Lost property					
Mental Health driver					
Non-payment of service					
Not satisfied with ATO action relating to complaint					
Not recording work hours					
Not endorsed and no identification and Certificate of Fitness (COF)					
Not meeting vehicle standards					
Not providing booked service					
Over-charging					
Parking issues					
Phone not answered at call centre					
Private hire of vehicle					
Refusal to accept taxi charge card					
Road issues					
Refuse taxi fare					
Service issues				1	
Sexual harassment by driver					
Sexual assault					
Sleeping while working					
Suspicious test sitting					
Taking pre-booked fare from another driver					
Taxi rank issues					
Total Mobility Service issue					
Unlicensed service				1	
Using a mobile phone while driving					
Wheelchair issue				1	

Wanganui

Issue	2013	2012	2011	2010	2009
Aggressive driving					
Area Knowledge not sufficient					
Assault					
Approved Taxi Organisation (ATO) failure to provide service					
ATO behaviour					
ATO not maintaining records					
ATO fails camera/communications monitoring					
Camera operating					
Careless driving					
Complaint about other taxi drivers					
Crash					
Competency of call staff in call centre					
Dangerous driving					
Discount on fares					
Driver behaviour					
Driver language skills					
Driving standards					
Drivers taking jobs on mobiles					
Drunk/Drugged driver					
Endorsement and work permit matter					
Exceeding work time hours					
Failed to give way					
Fare Schedule issues					
Fraud by driver					
Illegal pick-up					
Illegal taxi service in Whangarei					
Inappropriate/Unacceptable behaviour		1			
Logbook issues					
Lost property					
Mental Health driver					
Non-payment of service					
Not satisfied with ATO action relating to complaint					
Not recording work hours					
Not endorsed and no identification and Certificate of Fitness (COF)					
Not meeting vehicle standards					
Not providing booked service					
Over-charging					
Parking issues					
Phone not answered at call centre					
Private hire of vehicle					
Refusal to accept taxi charge card					
Road issues					
Refuse taxi fare					
Service issues					
Sexual harassment by driver					
Sexual assault					
Sleeping while working					
Suspicious test sitting					
Taking pre-booked fare from another driver					
Taxi rank issues					
Total Mobility Service issue					
Unlicensed service					
Using a mobile phone while driving					
Wheelchair issue					

Rotorua

Issue	2013	2012	2011	2010	2009
Aggressive driving					
Area Knowledge not sufficient					
Assault					
Approved Taxi Organisation (ATO) failure to provide service					
ATO behaviour					
ATO not maintaining records					
ATO fails camera/communications monitoring					
Camera operating					
Careless driving					
Complaint about other taxi drivers					
Crash					
Competency of call staff in call centre					
Dangerous driving					
Discount on fares					
Driver behaviour	1		1		
Driver language skills					
Driving standards					
Drivers taking jobs on mobiles					
Drunk/Drugged driver					
Endorsement and work permit matter					
Exceeding work time hours					
Failed to give way					
Fare Schedule issues					
Fraud by driver					
Illegal pick-up					
Illegal taxi service in Whangarei					
Inappropriate/Unacceptable behaviour					
Logbook issues					
Lost property					
Mental Health driver					
Non-payment of service					
Not satisfied with ATO action relating to complaint					
Not recording work hours					
Not endorsed and no identification and Certificate of Fitness (COF)					
Not meeting vehicle standards					
Not providing booked service					
Over-charging					
Parking issues					
Phone not answered at call centre					
Private hire of vehicle					
Refusal to accept taxi charge card					
Road issues					
Refuse taxi fare					
Service issues		1		1	
Sexual harassment by driver					
Sexual assault					
Sleeping while working					
Suspicious test sitting					
Taking pre-booked fare from another driver					
Taxi rank issues					
Total Mobility Service issue					
Unlicensed service					
Using a mobile phone while driving					
Wheelchair issue					

BOP / Tauranga

Issue	2013	2012	2011	2010	2009
Aggressive driving					
Area Knowledge not sufficient					
Assault					
Approved Taxi Organisation (ATO) failure to provide service					
ATO behaviour					
ATO not maintaining records					
ATO fails camera/communications monitoring					
Camera operating					
Careless driving					
Complaint about other taxi drivers					
Crash					
Competency of call staff in call centre					
Dangerous driving					
Discount on fares					
Driver behaviour					
Driver language skills					
Driving standards					
Drivers taking jobs on mobiles					
Drunk/Drugged driver					
Endorsement and work permit matter					
Exceeding work time hours					
Failed to give way					
Fare Schedule issues					
Fraud by driver					
Illegal pick-up					
Illegal taxi service in Whangarei					
Inappropriate/Unacceptable behaviour					
Logbook issues					
Lost property					
Mental Health driver					
Non-payment of service					
Not satisfied with ATO action relating to complaint					
Not recording work hours					
Not endorsed and no identification and Certificate of Fitness (COF)					
Not meeting vehicle standards		1			
Not providing booked service					
Over-charging					
Parking issues					
Phone not answered at call centre					
Private hire of vehicle					
Refusal to accept taxi charge card					
Road issues					
Refuse taxi fare					
Service issues			1	1	
Sexual harassment by driver					
Sexual assault					
Sleeping while working					
Suspicious test sitting					
Taking pre-booked fare from another driver					
Taxi rank issues					
Total Mobility Service issue					
Unlicensed service					
Using a mobile phone while driving					
Wheelchair issue					

Hawkes Bay

Issue	2013	2012	2011	2010	2009
Aggressive driving					
Area Knowledge not sufficient					
Assault			1		
Approved Taxi Organisation (ATO) failure to provide service					
ATO behaviour			1		
ATO not maintaining records					
ATO fails camera/communications monitoring					
Camera operating					
Careless driving					
Complaint about other taxi drivers					
Crash					
Competency of call staff in call centre					
Dangerous driving					
Discount on fares					
Driver behaviour			1	1	
Driver language skills					
Driving standards		1			
Drivers taking jobs on mobiles					
Drunk/Drugged driver					
Endorsement and work permit matter					
Exceeding work time hours					
Failed to give way					
Fare Schedule issues					
Fraud by driver					
Illegal pick-up					
Illegal taxi service in Whangarei					
Inappropriate/Unacceptable behaviour	1	1	1		
Logbook issues					
Lost property					
Mental Health driver					
Non-payment of service					
Not satisfied with ATO action relating to complaint					
Not recording work hours					
Not endorsed and no identification and Certificate of Fitness (COF)					
Not meeting vehicle standards					
Not providing booked service					
Over-charging					
Parking issues					
Phone not answered at call centre					
Private hire of vehicle					
Refusal to accept taxi charge card					
Road issues					
Refuse taxi fare					
Service issues					
Sexual harassment by driver					
Sexual assault			1		
Sleeping while working					
Suspicious test sitting					
Taking pre-booked fare from another driver					
Taxi rank issues					
Total Mobility Service issue					
Unlicensed service				2	
Using a mobile phone while driving					
Wheelchair issue			1		

Wairarapa - No complaints against a Taxi company

Issue	2013	2012	2011	2010	2009
Aggressive driving					
Area Knowledge not sufficient					
Assault					
Approved Taxi Organisation (ATO) failure to provide service					
ATO behaviour					
ATO not maintaining records					
ATO fails camera/communications monitoring					
Camera operating					
Careless driving					
Complaint about other taxi drivers					
Crash					
Competency of call staff in call centre					
Dangerous driving					
Discount on fares					
Driver behaviour					
Driver language skills					
Driving standards					
Drivers taking jobs on mobiles					
Drunk/Drugged driver					
Endorsement and work permit matter					
Exceeding work time hours					
Failed to give way					
Fare Schedule issues					
Fraud by driver					
Illegal pick-up					
Illegal taxi service in Whangarei					
Inappropriate/Unacceptable behaviour					
Logbook issues					
Lost property					
Mental Health driver					
Non-payment of service					
Not satisfied with ATO action relating to complaint					
Not recording work hours					
Not endorsed and no identification and Certificate of Fitness (COF)					
Not meeting vehicle standards					
Not providing booked service					
Over-charging					
Parking issues					
Phone not answered at call centre					
Private hire of vehicle					
Refusal to accept taxi charge card					
Road issues					
Refuse taxi fare					
Service issues					
Sexual harassment by driver					
Sexual assault					
Sleeping while working					
Suspicious test sitting					
Taking pre-booked fare from another driver					
Taxi rank issues					
Total Mobility Service issue					
Unlicensed service					
Using a mobile phone while driving					
Wheelchair issue					