

20 August 2013

Cherie Howie
Reporter
Herald on Sunday
cherie.howie@heraldonsunday.co.nz

Dear Cherie

Request made under the Official Information Act 1982

Thank you for your email of 23 July 2013, and subsequent email of 8 August 2013 to Andy Knackstedt, National Media Manager, requesting information under the Official Information Act 1982 (OIA). Further to your OIA request in April 2012 (OIA-0653), you requested an update of the following information:

- 'the number of complaints made to the NZTA [NZ Transport Agency] in the year to June 30 regarding taxi companies or their drivers
- a breakdown of those complaints'.

There have been 184 taxi complaints in the 12 months leading up to 30 June 2013. The following is a breakdown of the nature of those complaints.

- 1 x Aggressive driving
- 1 x Area Knowledge not sufficient
- 9 x Assault
- 1 x Approved Taxi Organisation (ATO) failure to provide service
- 1 x ATO behaviour
- 3 x ATO not maintaining records
- 1 x ATO fails camera/communications monitoring
- 1 x Camera operating
- 2 x Careless driving
- 2 x Complaint about other taxi drivers
- 1 x Crash
- 1 x Competency of call staff in call centre
- 2 x Dangerous driving
- 1 x Discount on fares
- 38 x Driver behaviour
- 1 x Driver language skills
- 2 x Driving standards
- 1 x Drivers taking jobs on mobiles
- 3 x Drunk/Drugged driver
- 1 x Endorsement and work permit matter
- 3 x Exceeding work time hours
- 1 x Failed to give way
- 1 x Fare Schedule issues

- 2 x Fraud by driver
- 2 x Illegal pick-up
- 1 x Illegal taxi service in Whangarei
- 5 x Inappropriate/Unacceptable behaviour
- 3 x Logbook issues
- 5 x Lost property
- 1 x Mental Health driver
- 1 x Non-payment of service
- 1 x Not satisfied with ATO action relating to complaint
- 1 x Not recording work hours
- 1 x Not endorsed and no identification and Certificate of Fitness (COF)
- 1 x Not meeting vehicle standards
- 2 x Not providing booked service
- 17 x Over-charging
- 2 x Parking issues
- 1 x Phone not answered at call centre
- 1 x Private hire of vehicle
- 1 x Refusal to accept taxi charge card
- 2 x Road issues
- 3 x Refuse taxi fare
- 28 x Service issues
- 4 x Sexual harassment by driver
- 6 x Sexual assault
- 2 x Sleeping while working
- 1 x Suspicious test sitting
- 1 x Taking pre-booked fare from another driver
- 1 x Taxi rank issues
- 2 x Total Mobility Service issue
- 4 x Unlicensed service
- 3 x Using a mobile phone while driving
- 1 x Wheelchair issue

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

Yours sincerely



Kate Styles
Regional Manager Access and Use - Central
For Chief Executive