

19 August 2014

Michael Forbes, Chief Reporter  
The Dominion Post  
Level 7, 42-52 Willis Street  
Wellington

Level 9  
20 Ballance Street  
PO Box 5084, Lambton Quay  
Wellington 6145  
New Zealand  
T 64 4 894 5200  
F 64 4 894 3305  
[www.nzta.govt.nz](http://www.nzta.govt.nz)

Dear Mr Forbes

### Request made under the Official Information Act 1982

Thank you for your letter dated 31 July to this office, requesting information under the Official Information Act 1982, regarding the number of complaints received by the NZ Transport Agency about taxi companies and/or their drivers and the nature of the complaints.

**Number of complaints made to the NZ Transport Agency regarding taxi companies or drivers for the year to June 30 2013: 219**

### Nature of the complaints for 2013

Inappropriate behaviour	3
Obscene abuse, lewd comments and alleged rape	2
Approved Taxi organisation not answering their phones	1
Mental health of taxi driver	2
Passenger felt uncomfortable with driver	1
Taxi driver allegedly smoked cannabis while driving taxi	1
Careless use causing injury	1
Indecent assault of passenger	8
Taxi driver abuses opposition taxi driver	2
Driver Behaviour	47
Customer Service	36
Overcharging	22
Speeding	8
Inappropriate comments made to driver in regards to firearms and their use	1
Poor English and no eftpos facility	1
Offered to waive fare for sexual favours	2
Cell phone left in taxi and used by driver	1
Unlicensed shuttle/private hire and non P endorsed drivers	15
Wheelchair fell while vehicle cornered	2
Assaulted passenger	2
Work time and logbooks	4
Operating taxi service while not a member of an ATO	1
Unmarked vehicle used as shuttle	1
Road issues	1
Refused taxi fare	1
Overloading of shuttle van	3

Tailgating and speed	2
using mobile while driving	5
Lack of training and competency at taxi companies call centre	3
Shuttle Company taking other shuttle companies jobs	2
Dangerous driving	5
Driver fell asleep at traffic lights	1
parked in disabled space	1
Not satisfied at way complaint was handled by ATO	1
ATO not handling paperwork correctly – log on & log off times	1
Long wait time for mobility van to arrive	1
Camera covered	5
Drove on footpath	1
Alarm issues	2
Harassment	5
Drinking alcohol	1
Area knowledge issues	4
Property of passengers not returned	4
Traffic offending	4
Vehicle condition	1
Fraud	1

As a result of the 219 complaints received for the year to June 2013, 42 taxi drivers/ATO's received written warnings, 10 drivers received verbal warnings, 19 drivers and 4 companies received infringement notices, 79 complaints resulted in no further action, 15 licenses were revoked, 40 complaints were referred to the relevant Approved Taxi Organisation, 8 drivers were referred to Police, and 6 complaints became civil matters.

**Taxi companies associated with the above complaints for the year to June 30 2013;**

Cheap Cabs Ltd	Auckland Taxi Service
Auckland Maxi Service	VIP Cabs Ltd
North Harbour Taxis	Reliable Cabs
Premier Cabs	Sail Taxis Ltd
Auckland Co-op	Corporate Cabs
Discount Taxis Ltd	Premier Cabs
State Taxis Ltd	Waiheke Independent
Silver Cabs Ltd	A1 Cabs
Budget taxis Ltd	Eastern Taxis
Waiheke Executive	Smart Cabs
Summit	Western Cabs
Alert Taxis	Kwik Cabs
Cheap Cabs	Auckland Black Cabs
Silver Cabs	Crown Cabs
Budget Taxis Ltd	Affordable
North Shore Taxis	South Auckland Taxi Ltd
Palmerston North Taxis	Taxis Gold & Black PN Group Limited
Wanganui Co-op Taxi Society Limited	Anytime Cab Company Palmerston North Limited
Southern Taxis	QT Taxis
Hamilton Taxi Society	Cambridge Taxis Limited

Geotechnical Limited	Gold Band Taxis
Mainland taxis Limited	First Direct Taxis
Kaikoura Llama Trekking	Green Cabs
First Direct taxis	Blue Star Taxis
Gold Band Taxis	Wellington Combined
Hutt & City taxis	Harbour City Taxis
Super Shuttle	Nelson Bays Cabs
Co-op Shuttles	Anytime Cab Company
Wanganui Taxis Ltd	Porirua Taxis
Wellington Star Taxis	Capital taxis
Taxis Gold & Black	

**Number of complaints made to the Transport Agency regarding taxi companies or drivers for the year to June 30 2014: 199**

Standard of service provided to young son travelling to Kindergarten	1
Taxi driver complained to passenger about the amount of groceries she purchased	1
Taxi driver refused to carry pram	1
Inappropriate behaviour	22
overcharging on taxi fare	21
Attitude of manager of Taxi Company	2
Allegation of taxi driver in possession of and/or supplying drugs	1
Company refuses fare	5
Driver Behaviour	21
Customer service	15
Driver presented knife in threatening manner to passenger	1
Breached work time and logbook requirements	6
Assaulted fellow taxi driver	5
Driver intentionally struck passenger with vehicle	1
Insecure wheelchair	2
Allegation of transporting one or more passengers in station wagon luggage area	1
Driver refused fare	6
Failed to issue a receipt	3
Dangerous driving	12
offensive language by driver	9
Drinking alcohol while driving and not logged on	1
Driving wrong way	1
taxi booking lost, taxi didn't turn up and poor response from ATO	2
Unlicensed services	11
No trailer and no space in shuttle for luggage	1
ATO refused to send mobility van for pick up	1
Plying for hire as a taxi driver with no endorsement	1
ATO failed to provide taxi on time	8
Alleged drug use	1
taxi vans displaying illegal fare schedule	1

Fraud	8
Alleged assault on special needs female passenger	1
Smell in taxi	1
Taxi blocking bus stop	1
Sexual assault	12
Delivered child to wrong address and no adult	1
Driver fell asleep driving passenger	1
Picking up fare from bus stop	1
School children not put in seatbelts	1
Trademe ad on Private Hire Service	3
Vehicle condition	2
Physical altercations with passengers	3

As a result of the 199 complaints received for the year to 30 June 2014, 91 resulted in no further actions, 28 were referred to the relevant Approved Taxi Organisation, 27 taxi drivers/ATOs received infringement notices, 10 licenses were revoked, 31 drivers received written warnings, 8 were referred to Police and 8 became civil matters.

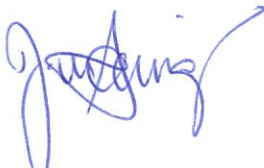
**Taxi companies associated with the above complaints for the year to June 30 2014;**

Alert Taxis	Auckland Co-op
Smart Cabs Ltd	Auckland Taxi Service Ltd
NZ Black Cabs Ltd	Smart Cabs Ltd
South Auckland Taxis	Discount Taxis Ltd
Silver Cabs Ltd	VIP Cabs Ltd
North Harbour Taxis Ltd	Cheap Cabs Ltd
Sails Taxis Ltd	Executive Taxis
Auckland Taxi Service Ltd	South Auckland Taxis
President Ltd	Payless Taxis
Auckland Black Cabs Ltd	Cheap Cabs Ltd
Crown Cabs	Reliable Taxis
Kwik Cabs	State Taxis
Regency	Discount Taxis
Smart Cab	Waiheke Independent Taxis
South Auckland Taxis Ltd	Auckland Goldline Taxi
Kiwi Cabs Whangarei	Premier Cabs Ltd
Koru Cab	Smart Cabs Ltd
Cheap Cabs Ltd	Maxi Taxi Ltd
Goldline Taxi Ltd	A1 cabs Ltd
President Taxis	North Harbour Taxis
Green Cabs	Summit Taxis Ltd
Taxis Gold & Black PN Ltd	Rivercity Cabs Ltd
Hawkes Bay Combined Taxis	Invercargill Taxis
Dunedin Taxis	Nab-A-Cab
City United	Southern Taxis
Blue Star	Gold Band Taxis
Timaru taxis	Mainland Cabs
First Direct Taxis	Gold & Black

Wellington Combined	Hutt & City Taxis
Kiwi Cabs	Capital Taxis
Nelson City Taxis	Marlborough Taxis
Porirua Taxis	Wellington Star taxis
Rivercity Cabs	Waipukarau taxis
Corporate Cabs Wellington	Anytime Cabs
Half Price Cabs	

Please be aware that this response will be published on the NZ Transport Agency website 48 hours after it is sent to you. If this conflicts with a deadline, or if you would like to discuss this reply, please contact Andrew Knackstedt, National Media Manager, by email to [andrew.knackstedt@nzta.govt.nz](mailto:andrew.knackstedt@nzta.govt.nz) or by phone on 04 894 6285.

Yours sincerely



**Jeff Scoringe**

Acting Regional Manager, Access & Use - Central