

29 September 2014

Jessica Roden  
Reporter  
Northern Advocate  
[Jessica.Roden@northernadvocate.co.nz](mailto:Jessica.Roden@northernadvocate.co.nz)

Dear Jessica

### **Request made under the Official Information Act 1982**

Thank you for your email dated 01 September to Ewart Barnsley requesting information under the Official Information Act 1982 regarding particular details of taxi driver complaints:

1. *The number of complaints against taxi drivers and taxi companies in New Zealand over the last three years.*
2. *The number of complaints against taxi drivers and taxi companies in Northland over the last three years.*
3. *The nature of the complaints (for both of the above) and the outcomes (ie whether written warnings etc)*
4. *The number of taxis/taxi drivers in Northland*

**Number of nation-wide complaints made to the NZ Transport Agency regarding taxi companies and/or their drivers for the year to 30 June 2012: 134**

### **Nature of the complaints for 2012**

Driver Behaviour – allegation of stalking, driving erratically, possible intoxication.	1
Breach of work time rule	10
Failure of booked taxi to arrive on time	1
Possible un-licensed service	1
Inappropriate behaviour	5
Kiddi locks not up to standard	1
Taxi overloading	1
Overcharging	12
Failure to accept fare	3
No driver details on company spreadsheet	1
Filthy language and abuse	1
Leasing Taxi to Driver with no Passenger Service Licence	1
Refusal of service	12
Near collision	1
Using mobile phone and camera not working	1
Overcharging	1
Driver Behaviour/attitude	54

metre not working	1
Grabbed cell phone off customer	1
Caused bumper damage to another taxi	1
Slight road rage with cyclist	1
Driver incompetent – did not know his way around City/did not know how to use zip zap receipt machine and receipt not fully compliant	1
Allegedly smoked cannabis before driving taxi	1
Driver collided with pedestrians crossing road	1
Female passenger felt uneasy with Driver	1
Sexual offending	1
Assault	2
Vehicle not up to certificate of fitness standard	3
Signage	2
Un-licensed service	8
Fraud	2
Theft of property	1

#### **As at 30 June 2012 Outcome of complaints**

Police warning & warning by ATO to driver	1
No further action	9
Warning letter	67
Driver stood down and then terminated	1
Apology letter from ATO	6
Company revoked	1
Warnings from ATO	2
Driver spoken to by NZTA	1
Infringement notices	20
ATO received warning	3
Fare refunds	7
Referred to ATO	4
Civil matter	2
Revocation of licence	4
Resolved by ATO	6

**Number of nationwide complaints made to the NZ Transport Agency regarding taxi companies and/or their drivers for the year to 30 June 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 at 30 June 2013 outcome of complaints:**

*There may be a multiple outcome for one complaint*

Written warnings	42
Verbal warning	10
Infringement notices to drivers and ATOs	21
No further action	79
Licence revoked	15
Driver referred to Police	8
Civil matters	6
Referred to ATO	40

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

**Nature of the complaints for 2014:**

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	3
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 at 30 June 2014 Outcome of complaints:**

*There may be a multiple outcome for one complaint*

No further action	91
Referred to the ATO	28
Infringement notice to ATO and/or driver	27
Licence revoked	10
Written warnings to driver	31
Referred to the police	8
Civil matters	8

**Number of complaints made to the NZ Transport Agency regarding taxi companies or drivers over the last three years from June 30 2011 to 30 June 2014 for Northland: 6**

**Nature of the complaints for 2012, 2013 and 2014:**

Driver Behaviour	4
Fare issue	1
Mobility	1

**Outcome of complaints for 2012, 2013 and 2014:**

Police warning	1
ATO apologies	2
Refund to customer	1
Infringement notice to driver	1
No further action	1

**Number of Taxis in Northland: 32**

**Number of Drivers in Northland: 51**

As the number of complaints for Northland is low the decision has been made to not separate the information into individual years. This is to protect the identity of the individuals concerned, in accordance with section 9(2)(a) of the Official Information Act 1982, which allows for information to be withheld to protect the privacy of natural persons.

With respect to the decision to restrict information, I do not consider there are any other factors which would render it desirable, in the public interest, to make the information available.

Under section 28(3) of the Official Information Act 1982, you have the right to apply to an Ombudsman for an investigation and review of the decision to withhold information from part of your request. The address is:

Office of the Ombudsmen  
PO Box 10152  
Wellington

Please note that this response will be published on the Transport Agency website within 48 hours of you receiving it. If this time frame is not suitable and/or if you would like to discuss this reply with the Transport Agency, 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