

4 December 2019

Natalie Crockett
Chief News Director, Auckland
Stuff
natalie.crockett@stuff.co.nz

Ref: NZT-4519

Dear Natalie

Thank you for your email of 15 November 2019 regarding your recent Official Information Act request for information regarding complaints about taxi drivers in the Auckland area.

I have provided a breakdown below of the numbers of complaints received each year as requested. Where a complaint has been upheld, the total number has been included in brackets. This covers the period from 1 August 2016 until 31 July 2019.

Reason for complaint	2016	2017	2018	2019
Behaviour	13 (2)	33 (3)	44 (2)	40 (6)
Driving	2	1	2	3 (1)
Standard of Service	6	7	4	-
Unlicensed Service	3	22 (9)	2 (1)	-
Vehicle Compliance	1	-	1	1
Violence	-	1	1	1 (1)
Worktime	-	2	4	-
Multiple	-	-	3	4
Dishonesty	-	-	-	3 (2)
Other	1	3	-	-
Total	26	71	63	52

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

Yours sincerely



Brett Aldridge
Senior Manager Safer Commercial Transport