

14 June 2021

s 9(2)(a)

Research Writer
Consumer NZ

s 9(2)(a)

REF: OIA-8149

Dear s 9(2)(a)

Request made under the Official Information Act 1982

Thank you for your e-mail of 19 May 2021 requesting the following information under the Official Information Act 1982 (the Act):

*We are aware of several people who've had issues with the ride share app, Ola. Are you able to tell me how many complaints [Waka Kotahi] has received about this company, if any?
Can you also please clarify what the complaints were about, what the Ministry did to assess the complaints, and what the outcomes of any assessment or investigation were?*

You clarified your request on 21 May 2021 as follows:

Can you please provide information about all the complaints you have received? Can you please provide a break down of these complaints per year (2019) (2020 (2021)?

1. Complaints received by Waka Kotahi per year:

Waka Kotahi NZ Transport Agency has received 116 complaints in relation to Ola Cabs since 2019. 47 complaints were received in 2019, 34 complaints were received in 2020 and 35 complaints have been received in 2021 to date.

2. Can you also please clarify what the complaints were about:

Complaints received by Waka Kotahi are categorised into nine categories. The below table outlines the breakdown of Ola complaints into these categories:

Category	
Behaviour	74
Dishonesty	2
Driving	22
Logbook	1
Multiple	7
Other	3

Standard of Service	2
Violence	4
Worktime	1
Total	116

3. What Waka Kotahi did to assess the complaints:

All complaints are investigated by Waka Kotahi and assessed according to their level of seriousness and risk. Public safety and compliance with the law are the primary factors considered before Waka Kotahi decides on further actions. Waka Kotahi uses a compliance response framework to guide discussions with regards to further actions which include; 'no further action', education, formal warnings, the issuing of offence notices or fines, through to revocation or suspension of the driver's endorsement or transport service licence.

4. What the outcomes of any assessment or investigation were:

Outcomes	
Dealt with by operator	6
Education	8
No further action	31
Revoke	7
Surrendered by driver	2
Suspension	6
Warning	38
Under investigation	18
Total	116

Waka Kotahi investigates all rideshare operator complaints but is unable to progress the investigation on occasion. We note in the above table that there are 31 'no further action' outcomes which can occur for a multitude of reasons including, a lack of credible evidence, the complainant being unwilling to supply further information, or the complaint was referred to a different agency.

In accordance with Waka Kotahi policy, this response will be published on our external website shortly.

If you would like to discuss this reply with Waka Kotahi, please contact Andrew Knackstedt, Senior Manager, Media, by e-mail to andrew.knackstedt@nzta.govt.nz.

Yours sincerely



Brett Aldridge
Chief Operating Officer, Regulatory Services