

20 December 2012

Michael Forbes, Chief Reporter  
The Dominion Post  
[Michael.Forbes@dompost.co.nz](mailto:Michael.Forbes@dompost.co.nz)

Dear Mr Forbes

**Request made under the Official Information Act 1992**

Thank you for your email on 22 November to Anthony Frith, Media Manager, requesting information under the Official Information Act 1982 all paper, documents, advice and correspondence prepared by the NZTA relating to complaints against taxi drivers in the last year.

On 11 December, you spoke to Anthony, refining your request to the following:

- The number of complaints against Wellington taxi drivers in 2012
- An overview of what the complaints were in regards to. They don't need to be itemised one by one, rather along the lines of "x complaints about refusing a fare, x complaints about overcharging" etc
- How many have been resolved one way or another
- How many taxi drivers/companies have been censured or lost their license as a result of these complaints.

The NZ Transport Agency received a total of 17 written complaints against taxi drivers in the Wellington region.

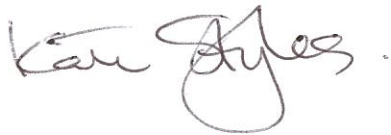
From those complaints, a total of 33 offences/issues were detected and investigated. They are summarised as follows:

- 1x Carried unauthorised persons
- 3x Used a mobile phone while driving
- 1x Failed to use the most advantageous route
- 1x Security camera not working
- 1x Failed to take a 10 hour break
- 1x Exceeded posted speed limit
- 1x Failed to display driver ID card
- 1x Taxi meter not working
- 7x Unacceptable or driver behaviour
- 1x Manner of driving
- 1x Caused damage to another vehicle
- 1x Refused taxi fare
- 8x Parked on bus stop
- 2x ATO (Authorised taxi Operator) Failed to maintain complaints register
- 1x ATO Failed to ensure members complied with operating rules
- 1x ATO failed to ensure camera working

Of the 17 complaints, 11 were resolved. 12 taxi drivers received written warnings, 10 received infringement notices and 8 taxi companies received a written warning. 4 complaints required no further action from the NZTA. One complaint is a work in progress and one complaint has not yet been resolved. No one lost their licence as a result of these complaints.

If you would like to discuss the extension with the NZTA, please contact Anthony Frith by email to [Anthony.Frith@nzta.govt.nz](mailto:Anthony.Frith@nzta.govt.nz) or by phone on (04) 894 5251.

Yours sincerely

A handwritten signature in black ink that reads "Kate Styles". The signature is written in a cursive, flowing style with a large loop at the end of the last name.

Kate Styles  
Regional Manager, Central  
**For Chief Executive**