

17 October 2018

Jo Lines-MacKenzie
Reporter
Stuff.co.nz
[jo.lines! mac_enzie@stuff.co.nz](mailto:jo.lines!mac_enzie@stuff.co.nz)

OIA-4172

Dear Jo

Request made under the Official Information Act 1982

Thank you for your email dated 11 September 2018 requesting the following information under the Official Information Act 1982 (the Act):

1. *Could I please get the number of complaints against taxi drivers around the country for 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015?*
2. *Could I please get this broken down into Northland, Auckland, Waikato, Bay of Plenty, Gisborne, Hawke's Bay, Taranaki, Manawatu-Whanganui, Wellington, Tasman, Nelson, Marlborough, West Coast, Canterbury, Otago, Southland?*
3. *What are the type of complaints?*
4. *And how many under each category?*
5. *How were the complaints received - phone/written etc?*
6. *How many have been resolved?*
7. *How were they resolved?*
8. *How many taxi drivers have been censured or lost their license as a result of the complaints?*
9. *How many companies have been censured or lost their license as a result of the complaints?*
10. *Could I please get any paper, photos, documents that relate to this OIA.*
11. *Anything else you could offer me around this topic would be appreciated*

I will answer your questions in turn.

1. *Could I please get the number of complaints against taxi drivers around the country for 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015?*

The Transport Agency was formed in August 2008, any information before this time would have been held by Land Transport New Zealand.

In 2015 the Transport Agency centralised all complaints information in one national register. This was implemented on 1 July 2015.

The information for complaints against taxi drivers from 1 July 2015 to 31 December 2015 is recorded in Attachment 1 below. This information includes both; complaints against taxi companies (resulting from the action of a driver) and; complaints against individual taxi drivers.

Figures for complaints between 1 January 2006 and 30 June 2015 are not readily available as complaints were lodged, recorded, investigated and held separately by NZTA regional offices. In cases older than 1 July 2015, complaint files are held off-site, and would need to be searched manually to obtain data. This would necessitate a manual search through a large volume of information. I am therefore refusing all parts of your request that relate to that period under section 18(f) of the Act because the information requested cannot be made available without substantial collation or research.

While the Transport Agency follows up on all complaints it receives, most complaints about taxis and taxi drivers are made directly to (and resolved by) the taxi companies themselves. If the result of the taxi company's internal investigation of a complaint is unsatisfactory, we encourage people to then bring the matter to the Transport Agency.

2. Could I please get this broken down into Northland, Auckland, Waikato, Bay of Plenty, Gisborne, Hawke's Bay, Taranaki, Manawatu-Whanganui, Wellington, Tasman, Nelson, Marlborough, West Coast, Canterbury, Otago, Southland?

The Transport Agency does not record the region that the complaint comes from. Therefore, I am refusing this part your request under section 18(e) of the Act because the information requested does not exist.

3. What are the type of complaints?

4. And how many under each category?

This information is recorded in Attachment 1 below for complaints between 1 July 2015 and 31 December 2015.

5. How were the complaints received - phone/written etc

The Transport Agency does not collect the information requested. Consequently this request is declined under 18(e) of the Official Information Act 1982 as the information you seek does not exist.

6. How many have been resolved?

7. How were they resolved?

8. How many taxi drivers have been censured or lost their license as a result of the complaints?

This information is recorded in Attachment 1 below for complaints between 1 July 2015 and 31 December 2015.

9. How many companies have been censured or lost their license as a result of the complaints?

No companies have lost their Approved Taxi Organisation status between 1 July 2015 and 31 December 2015 as a result of these complaints.

10. Could I please get any paper, photos, documents that relate to this OIA.

The Transport Agency does not maintain a single storage point for all documents related to complaints. For this reason, and given the number of complaints the Transport Agency would need to search,, this part of your request is refused under section 18(f) of the Act as the information cannot be made available without substantial collation or research. If you would like to refine the scope of the request, for example, by limiting it to a particular type of complaint, the Transport Agency may be able to provide some information.

11. Anything else you could offer me around this topic would be appreciated

Other organisations, such as New Zealand Police and individual taxi companies may also hold information in respect of complaints made to them about taxi drivers.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to refuse some of the information under this request. The contact details for the Ombudsman can be located at www.ombudsman.parliament.nz.

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

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Despard', written in a cursive style.

Debbie Despard

Senior Manager Regulatory Compliance, Road Corridor, Transport Access Delivery

Attachment 1: Taxi Complaints 1 July 2015 to 31 December 2015

Table 1: Complaints from 1 July 2015 through to 31 December 2015.

Complaint Type	Number	Resolution
Driver conduct/behaviour	37	<ul style="list-style-type: none"> - 15x complaint unsubstantiated - 5x NZTA issued warning - 14x dealt with by Approved Taxi Organisation (ATO) - 3x suspension of P endorsement
Driving unsafely	4	<ul style="list-style-type: none"> - 2x company to investigate, dealt with by ATO - 2x written warning by NZTA
*Sexual misconduct	2	<ul style="list-style-type: none"> - 2x complaint unsubstantiated
Standard of service	9	<ul style="list-style-type: none"> - 6x dealt with by company - 3 x complaint unsubstantiated
Unlicensed passenger service	1	<ul style="list-style-type: none"> - 1x dealt with by ATO
Parking unsafely	0	-
Vehicle unsafe	2	<ul style="list-style-type: none"> - 1 x dealt with by ATO - 1 x suspension of P endorsement
Fraud, fare refusal and working over work time hours	3	<ul style="list-style-type: none"> - 2xNZTA issued warning - 1x dealt with by ATO

* Serious assaults/sexual assaults are generally made to and investigated by the New Zealand Police. Therefore the statistics that the Transport Agency holds in respect of these types of assaults should not be taken as representative of the total overall number of these assaults.