

TAXIDRIVERS — PASSENGER COMPLAINTS

4789. Hon Ken Travers to the Minister for Finance representing the Minister for Transport
- (1) How many taxi related complaints were lodged with the Department of Transport in —
- (a) 2007–08;
 - (b) 2008–09;
 - (c) 2009–10; and
 - (d) 2010–11?
- (2) In each year in (1), how many were complaints were regarding —
- (a) poor English;
 - (b) overcharging;
 - (c) wrong tariff;
 - (d) poor geographical knowledge;
 - (e) use of mobile phone or other distraction whilst driving;
 - (f) inappropriate language;
 - (g) inappropriate behaviour; and
 - (h) sexual assault?
- (3) If the Department does not record statistics on complaints according to these categories, will the Minister provide a list of the categories under which statistics are reported against and table the statistics for each of the financial years listed in (1)?
- (4) For each of the complaints in (2), how many of the drivers had been driving for less than two years?

Hon SIMON O'BRIEN replied:

The Department of Transport advises:

- (1) (a)–(d) 375
334
333
453
460
- (2) (a) 0
0
0
1
0
- (b) 46
44
58
70
109
- (c) 0
0
0
1
0
- (d) 10
8
5
12
21
- (e) 0

- 0
 - 0
 - 0
 - 0
 - (f) 59
 - 61
 - 57
 - 49
 - 9
 - (g) 132
 - 80
 - 88
 - 128
 - 164
 - (h) This is a Police matter. The Department of Transport does not keep statistics on this.
- (3) Not applicable
- (4) 0, 40, 0, 14, 0, 62, 153, see (2)(h).