

# LEGISLATIVE COUNCIL

## Question on Notice

Tuesday, 27 September 2011

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?

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The Department of Transport advises:

(1)(a - d) For the calendar years 2007 – 2011:

718

741

864

1,171

1,723

(2)(a) 0

0

0

1

1

(b) 46

44

58

80

137

(c) 0

0

0

1

0

(d) 10

8

5

12

21

(e) 0

0

0

0

0

(f) 59

61

57

49

12

(g) 134

77

84

120

201

(h) This is a Police Matter. The department does not keep statistics on this.

(3) Not applicable

(4)(a) 0

0

0

0

0

(b) 6

6

7

13

8

(c) 0

0

0

0

(d) 4

0

2

5

3

(e) 0

0

0

0

0

(f) 10

15

17

16

4

(g) 27

23

29

41

32

A handwritten signature in black ink, appearing to be 'Garcia', located in the lower right quadrant of the page.

(h) This is a Police Matter. The department does not keep statistics on this.