

TAXIS — COMPLAINTS

1836. Hon Ken Travers to the Parliamentary Secretary representing the Minister for Transport:

- (1) How many regional taxi-related complaints were lodged with the Department of Transport in 2013–14?
- (2) For each complaint:
 - (a) what regional city/town did the complaint occur;
 - (b) what was the nature of the complaint;
 - (c) was the complaint investigated;
 - (d) was the complaint resolved; and
 - (e) what was the outcome of the complaint?

Hon Jim Chown replied:

- (1) 37
- (2) (a)–(e) Narrogin; Behaviour; Y; Y; No offence established
Collie; Behaviour; Y; Y; No offence established
Fitzroy Crossing; Taxi Dispatch Service Complaint; Y; Y; No offence established
Kalgoorlie; Behaviour ; Y; Y; No offence established
South Hedland ; Complaint of Criminal Behaviour; Y; Y; Referred to WA Police
Onslow; Overcharging/Meter ; Y; Y; No offence established
Bunbury; Taxi Dispatch Service Complaint; Y; Y; No offence established
Kalgoorlie; Road Traffic; N; N/A; Referred to WA Police
Margaret River; Taxi Dispatch Service Complaint; Y; Y; No offence established
Carnarvon; Vehicle Standards; Y; Y; No offence established
Kununurra; Behaviour; Y; Y; No offence established
Karratha; Road Traffic; N; N/A; Referred to WA Police
Dunsborough; Driver Standards & Overcharging/Meter; Y; Y; No offence established
Kununurra; Behaviour; Y; Y; No offence established
Kalgoorlie ; Taxi Dispatch Service Complaint; Y; Y; No offence established
Mandurah; Behaviour ; Y; Y; No offence established
Mandurah; Overcharging/Meter; Y; Y; Caution issued
South Hedland ; Overcharging/Meter ; Y; Y; No offence established
South Hedland ; Overcharging/Meter; Y; Y; No offence established
Margaret River; Driver Standards; Y; Y; Infringement issued
Margaret River; Driver Standards; Y; Y; No offence established
Port Hedland; Behaviour; Y; Y; No offence established
Karratha; Overcharging/Meter; Y; Y; Refund issued
Broome; Overcharging/Meter ; Y; Y; Refund issued
Mandurah; Driver Complaint against Passenger; Y; Y; No offence established
Kalgoorlie ; Behaviour; Y; Y; No offence established
Geraldton; Taxi Dispatch Service Complaint; Y; Y; No offence established
Geraldton; Taxi Dispatch Service Complaint ; Y; Y; Substantiated — TDS incorrectly listed address as non-service
Wickham; Overcharging/Meter; Y; Y; No offence established
Geraldton; Overcharging/Meter; Y; Y; Refund issued

Albany ; Overcharging/Meter ; Y; Y; No offence established

Broome; Behaviour; Y; Y; No offence established

Geraldton; Overcharging/Meter; Y; Y; Refund issued

Port Hedland; Behaviour; Y; Y; No offence established

Esperance; Refusal or Termination; Y; Y; No offence established

Busselton; Taxi Dispatch Service Complaint; Y; N; Under investigation by Department of Transport

Collie; Driver Standards; Y; Y; No offence established