

DEPUTY PREMIER



MINISTER FOR TRANSPORT
JOHN WATKINS MP

NEWS RELEASE

TAXI COMPLAINTS DOWN ALMOST 40 PER CENT

Wednesday 6th September 2006

Complaints about taxis and taxi networks have fallen dramatically in the past year with new figures showing significant reductions this year compared to 2005.

Deputy Premier and Minister for Transport John Watkins today said he was pleased analysis compiled by the Ministry of Transport showed complaints were now falling and congratulated the taxi industry on the results.

"I'm pleased the number of complaints is coming down but there's always more work we can do to bring them down even further," Mr Watkins said.

Comparing the three months from March to May 2006 with the same period in 2005 the figures showed:

- **The average number of complaints per month down 191** ↓
- **The total number of complaints had fallen by 910** ↓
- **A percentage drop in taxi complaints of 38.7** ↓

"Comparing the month of April this year with April 2005 the drop was 42.7 per cent and for May the drop was 40.1 per cent," Mr Watkins said.

"These are strong results and we're obviously heading in the right direction with the improvements made in the industry over recent years. The Ministry of Transport will continue with its program of regular compliance checks."

Mr Watkins said bookings had also risen during the same three month sample period by more than 125,000 showing stronger customer demand.

"Bookings for the same period are up by just over 4 per cent or 126, 879," Mr Watkins said.

"With more bookings being made and complaints are falling the industry should be praised – we'll keep working with the industry on more improvements by developing new network standards.

"Credit must go to the industry for the improved outcome on customer complaints and the increased number of bookings."

Mr Watkins said the Government had announced a range of measures to strengthen safety and security in the industry including security guards on ranks late at night, making security cameras mandatory and new laws to better protect taxi drivers.

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