

Compliance Activities – November 2017 to March 2024

Key compliance activities reported on include:

- Advisory visits to service providers, which involve Commission staff providing advice and guidance to authorised service providers on compliance with the legislation
- Audits (documented evaluation of authorised service providers compliance with safety duties and standards)
- Vehicle inspections
- Notifiable occurrences (service related accidents or incidents that service providers must report to the Commissioner), in the following categories:
 - A - an accident or incident resulting in an injury being treated by an ambulance officer or at a hospital
 - B - a collision that prevents a vehicle being used to provide a passenger service from completing its journey
 - C - a mechanical or other fault that prevents a vehicle being used for a passenger service from completing the journey
 - D - an incident involving driver/passenger/intended passenger that results in complaint to police of sexual assault, indecent exposure, actual assault or physical threats or other intimidation
 - E - an incident involving driver conduct that results in driver charged with a major offence within Road Transport Act 2013
- Enquiries - complaints/non-compliance reports

(To note, figures provided reflect Compliance Activities as at the end of each month)

March 2024	
Notices issued	
Improvement notices	101
Prohibition notices	22
Levy Investigations by authorization type	
Taxi service provider	2
Booking service provider	1
Vehicle inspections	
Taxis inspected	358
Hire vehicles inspected	316
Total vehicles inspected	674
Notifiable occurrences received	
Category A	5
Category A B	10
Category A B D	
Category A D	5
Category B	35
Category C	8
Category D	10
Total number	73
Notifiable occurrences by vehicle type	
Taxis	4

Hire Vehicles	69
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February 2024	
Notices issued	
Improvement notices	84
Prohibition notices	75
Levy Investigations by authorization type	
Taxi service provider	1
Booking service provider	2
Vehicle inspections	
Taxis inspected	197
Hire vehicles inspected	601
Total vehicles inspected	798
Notifiable occurrences received	
Category A	3
Category A B	7
Category A B D	1
Category A D	3
Category B	34
Category C	5
Category D	11
Total number	64
Notifiable occurrences by vehicle type	
Taxis	
Hire Vehicles	

January 2024	
Notices issued	
Improvement notices	94
Prohibition notices	7
Levy Investigations by authorization type	
Taxi service provider	1
Booking service provider	2
Vehicle inspections	
Taxis inspected	105
Hire vehicles inspected	44
Total vehicles inspected	149
Notifiable occurrences received	
Category A	2
Category AB	5

Category AD	4
Category B	22
Category C	2
Category D	5
Category E	0
Total number	40
Notifiable occurrences by vehicle type	
Taxis	6
Hire Vehicles	34

December 2023	
Notices issued	
Improvement notices	55
Prohibition notices	7
Levy Investigations by authorization type	
Taxi service provider	1
Booking service provider	0
Vehicle inspections	
Taxis inspected	117
Hire vehicles inspected	391
Total vehicles inspected	508
Notifiable occurrences received	
Category A	6
Category AB	7
Category AD	0
Category B	42
Category C	2
Category D	16
Category E	0
Total number	74
Notifiable occurrences by vehicle type	
Taxis	9
Hire Vehicles	65

November 2023	
Notices issued	
Improvement notices	61

Prohibition notices	2
Levy Investigations by authorization type	
Taxi service provider	0
Booking service provider	3
Vehicle inspections	
Taxis inspected	96
Hire vehicles inspected	399
Total vehicles inspected	495
Notifiable occurrences received	
Category A	2
Category AB	4
Category AD	1
Category B	44
Category C	3
Category D	10
Category E	1
Total number	65
Notifiable occurrences by vehicle type	
Taxis	4
Hire Vehicles	61

October 2023	
Levy Investigations by authorization type	
Taxi service provider	2
Booking service provider	2
Vehicle inspections	
Taxis inspected	115
Hire vehicles inspected	48
Total vehicles inspected	163
Notifiable occurrences received	
Category A	2
Category AB	3
Category AD	1
Category B	44
Category C	2
Category D	10
Category E	1
Total number	63
Notifiable occurrences by vehicle type	
Taxis	4
Hire Vehicles	59

September 2023

Advisory visits	
Number of advisory visits	37
Audits and Levy Investigations	
Number of audits (safety)	3
Audits (safety) by authorisation type	
Taxi service provider	2
Booking service provider	1
Number of audits (levy)	2
Investigations (levy) by authorisation type	
Taxi service provider	1
Booking service provider	1
Vehicle inspections	
Taxis inspected	95
Hire vehicles inspected	70
Total vehicles inspected	165
Notifiable occurrences received	
Category A	6
Category AB	8
Category AD	2
Category AE	1
Category B	44
Category C	9
Category D	29
Total number	99
Notifiable occurrences by vehicle type	
Taxis	4
Hire Vehicles	95

August 2023	
Advisory visits	
Number of advisory visits	71
Audits and Levy Investigations	
Number of audits (safety)	6
Audits (safety) by authorisation type	
Taxi service provider	1
Booking service provider	5
Number of audits (levy)	1
Investigations (levy) by authorisation type	
Taxi service provider	0
Booking service provider	1
Vehicle inspections	
Taxis inspected	193
Hire vehicles inspected	194
Total vehicles inspected	387
Notifiable occurrences received	
Category A	7
Category AB	9
Category AD	2
Category B	41

Category BC	2
Category C	3
Category D	30
Total number	94
Notifiable occurrences by vehicle type	
Taxis	9
Hire Vehicles	85

July 2023

Advisory visits	
Number of advisory visits	21
Audits and Levy Investigations	
Number of audits (safety)	3
Audits (safety) by authorisation type	
Taxi service provider	0
Booking service provider	3
Number of audits (levy)	2
Investigations (levy) by authorisation type	
Taxi service provider	0
Booking service provider	2
Vehicle inspections	
Taxis inspected	198
Hire vehicles inspected	213
Total vehicles inspected	411
Notifiable occurrences received	
Category A	4
Category AB	6
Category AD	3
Category B	36
Category C	5
Category D	29
Total number	83
Notifiable occurrences by vehicle type	
Taxis	7
Hire Vehicles	76

June 2023

Advisory visits	
Number of advisory visits	22
Audits and Levy Investigations	
Number of audits (safety)	4
Audits (safety) by authorisation type	
Taxi service provider	1
Booking service provider	3
Number of audits (levy)	4
Investigations (levy) by authorisation type	
Taxi service provider	2
Booking service provider	2

Vehicle inspections	
Taxis inspected	194
Hire vehicles inspected	474
Total vehicles inspected	668
Notifiable occurrences received	
Category A	6
Category AB	4
Category B	66
Category C	9
Category D	23
Total number	108
Notifiable occurrences by vehicle type	
Taxis	3
Hire Vehicles	105

May 2023	
Advisory visits	
Number of advisory visits	32
Audits and Levy Investigations	
Number of audits (safety)	2
Audits (safety) by authorisation type	
Taxi service provider	1
Booking service provider	1
Number of audits (levy)	2
Investigations (levy) by authorisation type	
Taxi service provider	1
Booking service provider	1
Vehicle inspections	
Taxis inspected	125
Hire vehicles inspected	414
Total vehicles inspected	539
Notifiable occurrences received	
Category A	8
Category AB	6
Category AD	2
Category B	47
Category BC	1
Category C	6
Category D	22
Total number	92
Notifiable occurrences by vehicle type	
Taxis	3
Hire Vehicles	89
April 2023	
Advisory visits	

Number of advisory visits	21
Audits and Levy Investigations	
Number of audits (safety)	0
Audits (safety) by authorisation type	
Taxi service provider	0
Booking service provider	0
Number of audits (levy)	0
Investigations (levy) by authorisation type	
Taxi service provider	3
Booking service provider	1
Vehicle inspections	
Taxis inspected	176
Hire vehicles inspected	115
Total vehicles inspected	291
Notifiable occurrences received	
Category A	6
Category AB	1
Category AD	2
Category B	41
Category BC	1
Category C	14
Category D	16
Total number	81
Notifiable occurrences by vehicle type	
Taxis	4
Hire Vehicles	77
March 2023	
Advisory visits	
Number of advisory visits	22
Audits and Levy Investigations	
Number of audits (safety)	8
Audits (safety) by authorisation type	
Taxi service provider	3
Booking service provider	5
Number of audits (levy)	5
Investigations (levy) by authorisation type	
Taxi service provider	3
Booking service provider	2
Vehicle inspections	
Taxis inspected	121
Hire vehicles inspected	164
Total vehicles inspected	285
Notifiable occurrences received	
Category A	6
Category AB	5
Category AD	2
Category B	52
Category BC	1

Category C	6
Category D	22
Total number	94
Notifiable occurrences by vehicle type	
Taxis	7
Hire Vehicles	87

February 2023	
Advisory visits	
Number of advisory visits	19
Audits	
Number of audits (safety)	1
Audits (safety) by authorisation type	
Taxi service provider	
Booking service provider	1
Number of audits (levy)	5
Audits (levy) by authorisation type	
Taxi service provider	1
Booking service provider	4
Vehicle inspections	
Taxis inspected	201
Hire vehicles inspected	272
Total vehicles inspected	473
Notifiable occurrences received	
Category A	6
Category AB	10
Category AD	2
Category B	40
Category C	6
Category D	27
Total number	
Notifiable occurrences by vehicle type	
Taxis	10
Hire Vehicles	81
Enquiries	
New enquiries received	0

January 2023	
Advisory visits	
Number of advisory visits	7
Audits	
Number of audits (safety)	2
Audits (safety) by authorisation type	
Taxi service provider	1
Booking service provider	1
Number of audits (levy)	1
Audits (levy) by authorisation type	

Taxi service provider	0
Booking service provider	1
Vehicle inspections	
Taxis inspected	192
Hire vehicles inspected	289
Total vehicles inspected	481
Notifiable occurrences received	
Category A	6
Category AB	6
Category ABC	1
Category B	36
Category C	8
Category CD	1
Category D	21
Total number	79
Notifiable occurrences by vehicle type	
Taxis	7
Hire Vehicles	72
Enquiries	
New enquiries received	0

December 2022	
Advisory visits	
Number of advisory visits	7
Audits	
Number of audits (safety)	4
Audits (safety) by authorisation type	
Taxi service provider	2
Booking service provider	2
Number of audits (levy)	3
Audits (levy) by authorisation type	
Taxi service provider	2
Booking service provider	1
Vehicle inspections	
Taxis inspected	221
Hire vehicles inspected	216
Total vehicles inspected	437
Notifiable occurrences received	
Category A	8
Category AB	7
Category AD	1
Category B	51
Category C	8
Category D	28
Total number	103
Notifiable occurrences by vehicle type	
Taxis	7
Hire Vehicles	96
Enquiries	
New enquiries received	0

November 2022	
Advisory visits	
Number of advisory visits	27
Audits	
Number of audits (safety)	4
Audits (safety) by authorisation type	
Taxi service provider	2
Booking service provider	2
Number of audits (levy)	6
Audits (levy) by authorisation type	
Taxi service provider	5
Booking service provider	1
Vehicle inspections	
Taxis inspected	186
Hire vehicles inspected	261
Total vehicles inspected	447
Notifiable occurrences received	
Category A	6
Category AB	6
Category AD	1
Category B	56
Category C	4
Category D	21
Total number	94
Notifiable occurrences by vehicle type	
Taxis	9
Hire Vehicles	85
Enquiries	
New enquiries received	0
October 2022	
Advisory visits	
Number of advisory visits	21
Audits	
Number of audits (safety)	0
Audits (safety) by authorisation type	
Taxi service provider	0
Booking service provider	0
Number of audits (levy)	0
Audits (levy) by authorisation type	
Taxi service provider	0
Booking service provider	0
Vehicle inspections	
Taxis inspected	233
Hire vehicles inspected	336
Total vehicles inspected	569
Notifiable occurrences received	
Category A	8
Category AB	7
Category ABC	1

Category AD	1
Category B	39
Category C	9
Category D	22
Total number	87
Notifiable occurrences by vehicle type	
Taxis	9
Hire Vehicles	78
Enquiries	
New enquiries received	3

September 2022	
Advisory visits	
Number of advisory visits	18
Audits	
Number of audits (safety)	7
Audits (safety) by authorisation type	
Taxi service provider	5
Booking service provider	2
Number of audits (levy)	7
Audits (levy) by authorisation type	
Taxi service provider	2
Booking service provider	5
Vehicle inspections	
Taxis inspected	187
Hire vehicles inspected	319
Total vehicles inspected	506
Notifiable occurrences received	
Category A	12
Category AB	9
Category B	57
Category C	10
Category D	36
Total number	124
Notifiable occurrences by vehicle type	
Taxis	10
Hire Vehicles	114
Enquiries	
New enquiries received	4

August 2022	
Advisory visits	
Number of advisory visits	24
Audits	
Number of audits (safety)	3
Audits (safety) by authorisation type	
Taxi service provider	0
Booking service provider	3
Number of audits (levy)	5

Audits (levy) by authorisation type	
Taxi service provider	0
Booking service provider	5
Vehicle inspections	
Taxis inspected	183
Hire vehicles inspected	199
Total vehicles inspected	382
Notifiable occurrences received	
Category A	6
Category AB	9
Category AD	2
Category B	47
Category C	12
Category D	35
Total number	111
Notifiable occurrences by vehicle type	
Taxis	9
Hire Vehicles	102
Enquiries	
New enquiries received	16

July 2022

Advisory visits	
Number of advisory visits	8
Audits	
Number of audits (safety)	1
Audits (safety) by authorisation type	
Taxi service provider	0
Booking service provider	1
Number of audits (levy)	7
Audits (levy) by authorisation type	
Taxi service provider	0
Booking service provider	7
Vehicle inspections	
Taxis inspected	201
Hire vehicles inspected	212
Total vehicles inspected	413
Notifiable occurrences received	
Category A	1
Category AB	3
Category AD	3
Category B	52
Category C	15
Category D	33
Total number	107
Notifiable occurrences by vehicle type	
Taxis	7
Hire Vehicles	100
Enquiries	
New enquiries received	27

June 2022	
Advisory visits	
Number of advisory visits	13
Audits	
Number of audits (safety)	4
Audits (safety) by authorisation type	
Taxi service provider	1
Booking service provider	3
Number of audits (levy)	2
Audits (levy) by authorisation type	
Taxi service provider	1
Booking service provider	1
Vehicle inspections	
Taxis inspected	171
Hire vehicles inspected	203
Total vehicles inspected	374
Notifiable occurrences received	
Category A	6
Category AB	5
Category AD	2
Category B	42
Category C	5
Category D	32
Total number	92
Notifiable occurrences by vehicle type	
Taxis	12
Hire Vehicles	80
Enquiries	
New enquiries received	10

May 2022	
Advisory visits	
Number of advisory visits	11
Audits	
Number of audits (safety)	2
Audits (safety) by authorisation type	
Taxi service provider	0
Booking service provider	2
Number of audits (levy)	3
Audits (levy) by authorisation type	
Taxi service provider	1
Booking service provider	2
Vehicle inspections	
Taxis inspected	114
Hire vehicles inspected	245
Total vehicles inspected	359
Notifiable occurrences received	
Category A	9
Category AB	3

Category AD	2
Category B	57
Category C	9
Category D	37
Total number	117
Notifiable occurrences by vehicle type	
Taxis	5
Hire Vehicles	112
Enquiries	
New enquiries received	8

April 2022	
Advisory visits	
Number of advisory visits	9
Audits	
Number of audits (safety)	2
Audits (safety) by authorisation type	
Taxi service provider	1
Booking service provider	1
Number of audits (levy)	2
Audits (levy) by authorisation type	
Taxi service provider	1
Booking service provider	1
Vehicle inspections	
Taxis inspected	82
Hire vehicles inspected	147
Total vehicles inspected	229
Notifiable occurrences received	
Category A	10
Category AB	4
Category AD	2
Category B	41
Category C	5
Category D	20
Total number	82
Notifiable occurrences by vehicle type	
Taxis	4
Hire Vehicles	78
Enquiries	
New enquiries received	21

March 2022	
Advisory visits	
Number of advisory visits	13
Audits	
Number of audits (safety)	2
Audits (safety) by authorisation type	
Taxi service provider	1
Booking service provider	1

Number of audits (levy)	0
Audits (levy) by authorisation type	
Taxi service provider	0
Booking service provider	0
Vehicle inspections	
Taxis inspected	135
Hire vehicles inspected	203
Total vehicles inspected	338
Notifiable occurrences received	
Category A	4
Category AB	10
Category AD	2
Category B	63
Category C	15
Category D	28
Total number	122
Notifiable occurrences by vehicle type	
Taxis	20
Hire Vehicles	102
Enquiries	
New enquiries received	18
February 2022	
Advisory visits	
Number of advisory visits	8
Audits	
Number of audits (safety)	2
Audits (safety) by authorisation type	
Taxi service provider	2
Booking service provider	0
Number of audits (levy)	0
Audits (levy) by authorisation type	
Taxi service provider	0
Booking service provider	0
Vehicle inspections	
Taxis inspected	116
Hire vehicles inspected	130
Total vehicles inspected	246
Notifiable occurrences received	
Category A	1
Category AB	4
Category AD	3
Category B	40
Category C	4
Category D	22
Total number	74
Notifiable occurrences by vehicle type	
Taxis	1
Hire Vehicles	73
Enquiries	
New enquiries received	28

January 2022	
Advisory visits	
Number of advisory visits	0
Audits	
Number of audits (safety)	0
Audits (safety) by authorisation type	
Taxi service provider	0
Booking service provider	0
Number of audits (levy)	0
Audits (levy) by authorisation type	
Taxi service provider	0
Booking service provider	0
Vehicle inspections	
Taxis inspected	60
Hire vehicles inspected	63
Total vehicles inspected	123
Notifiable occurrences received	
Category A	3
Category AB	2
Category B	26
Category C	1
Category D	22
Total number	54
Notifiable occurrences by vehicle type	
Taxis	2
Hire Vehicles	52
Enquiries	
New enquiries received	80

December 2021	
Advisory visits	
Number of advisory visits	9
Audits	
Number of audits (safety)	0
Audits (safety) by authorisation type	
Taxi service provider	0
Booking service provider	0
Number of audits (levy)	1
Audits (levy) by authorisation type	
Taxi service provider	0
Booking service provider	1
Vehicle inspections	
Taxis inspected	76
Hire vehicles inspected	91
Total vehicles inspected	167
Notifiable occurrences received	
Category A	5

Category AB	8
Category AD	3
Category B	41
Category C	14
Category D	36
Category E	1
Total number	108
Notifiable occurrences by vehicle type	
Taxis	6
Hire Vehicles	102
Enquiries	
New enquiries received	6

November 2021	
Advisory visits	
Number of advisory visits	42
Audits	
Number of audits (safety)	1
Audits (safety) by authorisation type	
Taxi service provider	1
Booking service provider	0
Number of audits (levy)	1
Audits (levy) by authorisation type	
Taxi service provider	1
Booking service provider	0
Vehicle inspections	
Taxis inspected	185
Hire vehicles inspected	167
Total vehicles inspected	352
Notifiable occurrences received	
Category A	4
Category AB	3
Category AD	6
Category B	35
Category BD	1
Category C	1
Category D	29
Total number	79
Notifiable occurrences by vehicle type	
Taxis	7
Hire Vehicles	72
Enquiries	
New enquiries received	1

October 2021	
Advisory visits	
Number of advisory visits	20
Audits	
Number of audits (safety)	3

Audits (safety) by authorisation type	
Taxi service provider	1
Booking service provider	2
Number of audits (levy)	3
Audits (levy) by authorisation type	
Taxi service provider	0
Booking service provider	3
Vehicle inspections	
Taxis inspected	6
Hire vehicles inspected	1
Total vehicles inspected	7
Notifiable occurrences received	
Category A	4
Category AB	1
Category B	22
Category C	1
Category D	15
Total number	43
Notifiable occurrences by vehicle type	
Taxis	2
Hire Vehicles	41
Enquiries	
New enquiries received	11

September 2021

Advisory visits	
Number of advisory visits	7
Audits	
Number of audits (safety)	1
Audits (safety) by authorisation type	
Taxi service provider	1
Booking service provider	0
Number of audits (levy)	5
Audits (levy) by authorisation type	
Taxi service provider	1
Booking service provider	4
Vehicle inspections	
Taxis inspected	0
Hire vehicles inspected	0
Total vehicles inspected	0
Notifiable occurrences received	
Category A	2
Category AB	1
Category AD	1
Category B	11
Category C	2
Category D	18
Total number	35
Notifiable occurrences by vehicle type	
Taxis	3

Hire Vehicles	32
Enquiries	
New enquiries received	341

August 2021

Advisory visits	
Number of advisory visits	22
Audits	
Number of audits (safety)	5
Audits (safety) by authorisation type	
Taxi service provider	3
Booking service provider	2
Number of audits (levy)	6
Audits (levy) by authorisation type	
Taxi service provider	4
Booking service provider	2
Vehicle inspections	
Taxis inspected	0
Hire vehicles inspected	0
Total vehicles inspected	0
Notifiable occurrences received	
Category A	4
Category AB	1
Category B	9
Category D	7
Category E	1
Total number	22
Notifiable occurrences by vehicle type	
Taxis	4
Hire Vehicles	18
Enquiries	
New enquiries received	339

July 2021

Advisory visits	
Number of advisory visits	12
Audits	
Number of audits (safety)	9
Audits (safety) by authorisation type	
Taxi service provider	4
Booking service provider	5
Number of audits (levy)	2
Audits (levy) by authorisation type	
Taxi service provider	0
Booking service provider	2
Vehicle inspections	
Taxis inspected	0
Hire vehicles inspected	0
Total vehicles inspected	0
Notifiable occurrences received	

Category A	3
Category AB	4
Category AD	1
Category B	13
Category BD	1
Category D	15
Total number	37
Notifiable occurrences by vehicle type	
Taxis	3
Hire Vehicles	34
Enquiries	
New enquiries received	62

June 2021	
Advisory visits	
Number of advisory visits	5
Audits	
Number of audits (safety)	7
Audits (safety) by authorisation type	
Taxi service provider	2
Booking service provider	5
Vehicle inspections	
Taxis inspected	234
Hire vehicles inspected	129
Total vehicles inspected	363
Notifiable occurrences received	
Category A	10
Category AB	4
Category ABD	1
Category AD	1
Category ADE	1
Category B	50
Category C	1
Category D	16
Total number	84
Notifiable occurrences by vehicle type	
Taxis	2
Hire Vehicles	82
Enquiries	
New enquiries received	14

May 2021	
Advisory visits	
Number of advisory visits	5
Audits	
Number of audits (safety)	6
Audits (safety) by authorisation type	
Taxi service provider	2
Booking service provider	4
Vehicle inspections	

Taxis inspected	222
Hire vehicles inspected	210
Total vehicles inspected	432
Notifiable occurrences received	
Category A	3
Category AB	5
Category AD	2
Category B	23
Category D	24
Total number	57
Notifiable occurrences by vehicle type	
Taxis	1
Hire Vehicles	56
Enquiries	
New enquiries received	21

April 2021	
Advisory visits	
Number of advisory visits	2
Audits	
Number of audits (safety)	5
Audits (safety) by authorisation type	
Taxi service provider	1
Booking service provider	4
Vehicle inspections	
Taxis inspected	115
Hire vehicles inspected	112
Total vehicles inspected	227
Notifiable occurrences received	
Category A	6
Category AB	10
Category AD	8
Category B	24
Category C	1
Category D	27
Total number	76
Notifiable occurrences by vehicle type	
Taxis	2
Hire Vehicles	74
Enquiries	
New enquiries received	28

March 2021	
Advisory visits	
Number of advisory visits	3
Audits	
Number of audits (safety)	10
Audits (safety) by authorisation type	
Taxi service provider	4
Booking service provider	6

Vehicle inspections	
Taxis inspected	155
Hire vehicles inspected	199
Total vehicles inspected	354
Notifiable occurrences received	
Category A	3
Category AB	9
Category AD	6
Category B	42
Category C	1
Category D	21
Total number	82
Notifiable occurrences by vehicle type	
Taxis	4
Hire Vehicles	78
Late reporting by service providers (updated Oct 21)	
Category A	27
Category AB	34
Category AC	1
Category AD	8
Category B	313
Category BC	2
Category C	8
Category D	128
Category E	2
Total number	523
Taxis	0
Hire Vehicles	523
Enquiries	
New enquiries received	41

February 2021	
Advisory visits	
Number of advisory visits	10
Audits	
Number of audits (safety)	3
Audits (safety) by authorisation type	
Taxi service provider	1
Booking service provider	2
Vehicle inspections	
Taxis inspected	74
Hire vehicles inspected	355
Total vehicles inspected	429
Notifiable occurrences received	
Category A	11
Category AB	17
Category AD	7
Category B	50
Category BC	1
Category D	37

Total number	123
Notifiable occurrences by vehicle type	
Taxis	2
Hire Vehicles	121
Enquiries	
New enquiries received	16

January 2021	
Advisory visits	
Number of advisory visits	7
Audits	
Number of audits (safety)	2
Audits (safety) by authorisation type	
Taxi service provider	1
Booking service provider	1
Vehicle inspections	
Taxis inspected	44
Hire vehicles inspected	272
Total vehicles inspected	316
Notifiable occurrences received	
Category ABD	1
Category AC	1
Category AD	1
Category B	7
Category D	3
Category E	1
Total number	14
Notifiable occurrences by vehicle type	
Taxis	1
Hire Vehicles	13
Enquiries	
New enquiries received	21

December 2020	
Advisory visits	
Number of advisory visits	3
Audits	
Number of audits (safety)	1
Audits (safety) by authorisation type	
Taxi service provider	1
Booking service provider	
Vehicle inspections	
Taxis inspected	108
Hire vehicles inspected	150
Total vehicles inspected	258
Notifiable occurrences received	
Category A	9
Category AB	3
Category AD	2
Category B	16

Category D	10
Category E	1
Total number	41
Notifiable occurrences by vehicle type	
Taxis	6
Hire Vehicles	35
Enquiries	
New enquiries received	14

November 2020	
Advisory visits	
Number of advisory visits	11
Audits	
Number of audits (safety)	3
Audits (safety) by authorisation type	
Taxi service provider	2
Booking service provider	1
Vehicle inspections	
Taxis inspected	47
Hire vehicles inspected	78
Total vehicles inspected	125
Notifiable occurrences received	
Category A	18
Category B	45
Category BD	1
Category C	1
Category D	21
Total number	86
Notifiable occurrences by vehicle type	
Taxis	11
Hire Vehicles	75
Enquiries	
New enquiries received	14

October 2020	
Advisory visits	
Number of advisory visits	7
Audits	
Number of audits (safety)	17
Number of audits (levy)	
Audits (safety) by authorisation type	
Taxi service provider	8
Booking service provider	9
Audits (levy) by authorisation type	
Taxi service provider	
Booking service provider	
Vehicle inspections	
Taxis inspected	53
Hire vehicles inspected	90
Total vehicles inspected	143

Notifiable occurrences received	
Category A	9
Category AB	2
Category AD	1
Category B	29
Category C	1
Category D	31
Total number	73
Notifiable occurrences by vehicle type	
Taxis	13
Hire Vehicles	60
Enquiries	
New enquiries received	8

September 2020	
Advisory visits	
Number of advisory visits	16
Audits	
Number of audits (safety)	5
Number of audits (levy)	4
Audits (safety) by authorisation type	
Taxi service provider	3
Booking service provider	2
Audits (levy) by authorisation type	
Taxi service provider	1
Booking service provider	3
Vehicle inspections	
Total vehicles inspected	235
Taxis inspected	136
Hire vehicles inspected	99
Notifiable occurrences received	
Category A	8
Category AB	3
Category B	33
Category C	1
Category D	35
Category E	2
Total number	82
Notifiable occurrences by vehicle type	
Taxis	12
Hire Vehicles	70
Enquiries	
New enquiries received	9

August 2020	
Advisory visits	
Number of advisory visits	4
Audits	
Number of audits (safety)	2
Number of audits (levy)	3

Audits (safety) by authorisation type	
Taxi service provider	1
Booking service provider	1
Audits (levy) by authorisation type	
Taxi service provider	1
Booking service provider	2
Vehicle inspections	
Total vehicles inspected	144
Taxis inspected	72
Hire vehicles inspected	72
Notifiable occurrences received	
Category A	15
Category AC	1
Category B	25
Category C	
Category D	33
Category E	
Total number	74
Notifiable occurrences by vehicle type	
Taxis	4
Hire Vehicles	70
Enquiries	
New enquiries received	11

July 2020	
Advisory visits	
Number of advisory visits	5
Audits	
Number of audits (safety)	0
Number of audits (levy)	0
Audits (safety) by authorisation type	
Taxi service provider	0
Booking service provider	0
Audits (levy) by authorisation type	
Taxi service provider	0
Booking service provider	0
Vehicle inspections	
Total vehicles inspected	353
Taxis inspected	173
Hire vehicles inspected	180
Notifiable occurrences received	
Category A	5
Category AB	7
Category AD	1
Category B	42
Category C	0
Category D	28
Category E	0
Total number	83
Notifiable occurrences by vehicle type	

Taxis	12
Hire Vehicles	71
Enquiries	
New enquiries received	2

June 2020

Advisory visits	
Number of advisory visits	9
Audits	
Number of audits (safety)	0
Number of audits (levy)	1
Audits (safety) by authorisation type	
Taxi service provider	0
Booking service provider	0
Audits (levy) by authorisation type	
Taxi service provider	0
Booking service provider	1
Vehicle inspections	
Total vehicles inspected	197
Taxis inspected	150
Hire vehicles inspected	47
Notifiable occurrences received	
Category A	5
Category AB	1
Category B	16
Category BD	1
Category C	2
Category D	18
Total number	43
Notifiable occurrences by vehicle type	
Taxis	5
Hire Vehicles	38
Enquiries	
New enquiries received	29

May 2020

Advisory visits	
Number of advisory visits	0
Audits	
Number of audits (safety)	0
Number of audits (levy)	0
Audits (safety) by authorisation type	
Taxi service provider	0
Booking service provider	0
Audits (levy) by authorisation type	
Taxi service provider	0
Booking service provider	0
Vehicle inspections	
Total vehicles inspected	0

Taxis inspected	0
Hire vehicles inspected	0
Notifiable occurrences received	
Category A	4
Category AB	1
Category AD	1
Category B	8
Category C	1
Category D	12
Category E	1
Total number	28
Notifiable occurrences by vehicle type	
Taxis	11
Hire Vehicles	17
Enquiries	
New enquiries received	16

April 2020	
Advisory visits	
Number of advisory visits	3
Audits	
Number of audits (safety)	3
Number of audits (levy)	1
Audits (safety) by authorisation type	
Taxi service provider	3
Booking service provider	0
Audits (levy) by authorisation type	
Taxi service provider	1
Booking service provider	0
Vehicle inspections	
Total vehicles inspected	0
Taxis inspected	0
Hire vehicles inspected	0
Notifiable occurrences received	
Category A	1
Category AB	1
Category AD	1
Category B	4
Category C	1
Category D	12
Total number	20
Notifiable occurrences by vehicle type	
Taxis	4
Hire Vehicles	16
Enquiries	
New enquiries received	47

March 2020	
Advisory visits	

Number of advisory visits	30
Audits	
Number of audits (safety)	5
Number of audits (levy)	1
Audits (safety) by authorisation type	
Taxi service provider	2
Booking service provider	3
Audits (levy) by authorisation type	
Taxi service provider	-
Booking service provider	1
Vehicle inspections	
Total vehicles inspected	29
Taxis inspected	25
Hire vehicles inspected	4
Notifiable occurrences received	
Category A	7
Category AB	4
Category B	41
Category C	2
Category D	16
Category E	1
Total number	71
Notifiable occurrences by vehicle type	
Taxis	9
Hire Vehicles	62
Enquiries	
New enquiries received	29

February 2020	
Advisory visits	
Number of advisory visits	41
Audits	
Number of audits (safety)	8
Number of audits (levy)	2
Audits (safety) by authorisation type	
Taxi service provider	3
Booking service provider	5
Audits (levy) by authorisation type	
Taxi service provider	-
Booking service provider	2
Vehicle inspections	
Total vehicles inspected	128
Taxis inspected	50
Hire vehicles inspected	78
Notifiable occurrences received	
Category A	5
Category AB	3
Category AD	1
Category B	41
Category BC	1

Category D	20
Total number	71
Notifiable occurrences by vehicle type	
Taxis	11
Hire Vehicles	60
Enquiries	
New enquiries received	22

January 2020

Advisory visits	
Number of advisory visits	13
Audits	
Number of audits (safety)	5
Number of audits (levy)	-
Audits (safety) by authorisation type	
Taxi service provider	3
Booking service provider	2
Audits (levy) by authorisation type	
Taxi service provider	-
Booking service provider	-
Vehicle inspections	
Total vehicles inspected	76
Taxis inspected	53
Hire vehicles inspected	23
Notifiable occurrences received	
Category A	5
Category AB	4
Category AD	1
Category B	36
Category C	1
Category D	14
Total number	61
Notifiable occurrences by vehicle type	
Taxis	6
Hire Vehicles	55
Enquiries	
New enquiries received	60 (Dec 2019) 58 (Jan 2020)

December 2019

Advisory visits	
Number of advisory visits	4
Audits	
Number of audits (safety)	2
Number of audits (levy)	6
Audits (safety) by authorisation type	
Taxi service provider	2
Booking service provider	-
Audits (levy) by authorisation type	

Taxi service provider	-
Booking service provider	6
Vehicle inspections	
Total vehicles inspected	86
Taxis inspected	44
Hire vehicles inspected	42
Notifiable occurrences received	
Category A	5
Category AB	1
Category AC	1
Category B	65
Category BD	1
Category C	2
Category D	16
Total number	91
Notifiable occurrences by vehicle type	
Taxis	13
Hire Vehicles	78
Enquiries	
New enquiries received	(To be published next month)

November 2019	
Advisory visits	
Number of advisory visits	29
Audits	
Number of audits (safety)	5
Number of audits (levy)	-
Audits (safety) by authorisation type	
Taxi service provider	1
Booking service provider	4
Audits (levy) by authorisation type	
Taxi service provider	-
Booking service provider	-
Vehicle inspections	
Total vehicles inspected	102
Taxis inspected	94
Hire vehicles inspected	8
Notifiable occurrences received	
Category A	7
Category AB	3
Category AD	2
Category B	75
Category C	2
Category D	15
Category E	1
Total number	105
Notifiable occurrences by vehicle type	
Taxis	11
Hire Vehicles	94
Enquiries	

New enquiries received	70
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October 2019	
Advisory visits	
Number of advisory visits	30
Audits	
Number of audits (safety)	5
Number of audits (levy)	2
Audits (safety) by authorisation type	
Taxi service provider	1
Booking service provider	4
Audits (levy) by authorisation type	
Taxi service provider	1
Booking service provider	1
Vehicle inspections	
Total vehicles inspected	190
Taxis inspected	154
Hire vehicles inspected	36
Notifiable occurrences received	
Category A	5
Category AB	2
Category AD	1
Category B	53
Category BD	1
Category C	2
Category D	15
Total number	79
Notifiable occurrences by vehicle type	
Taxis	9
Hire Vehicles	70

Late reporting by service providers	
Category AD	1
Category B	24
Category BD	2
Category C	67
Category D	117
Total number	211
Enquiries	
New enquiries received	122

September 2019	
Advisory visits	
Number of advisory visits	40
Audits	
Number of audits (safety)	10
Number of audits (levy)	1
Audits (safety) by authorisation type	
Taxi service provider	3
Booking service provider	7
Audits (levy) by authorisation type	
Taxi service provider	-
Booking service provider	1
Vehicle inspections	
Total vehicles inspected	187
Taxis inspected	89
Hire vehicles inspected	98
Notifiable occurrences received	
Category A	5
Category AB	2
Category AD	2
Category B	40
Category C	8
Category D	7
Total number	64
Notifiable occurrences by vehicle type	
Taxis	12
Hire Vehicles	52
Enquiries	
New enquiries received	89

August 2019	
Advisory visits	
Number of advisory visits	29
Audits	
Number of audits (safety)	10
Number of audits (investigation)	6
Audits (safety) by authorisation type	
Taxi service provider	0
Booking service provider	10

Audits (investigation) by authorisation type	
Taxi service provider	2
Booking service provider	4
Vehicle inspections	
Total vehicles inspected	228
Taxis inspected	205
Hire vehicles inspected	23
Notifiable occurrences received	
Category A	9
Category AB	6
Category AD	2
Category B	56
Category BD	1
Category BE	1
Category C	1
Category D	7
Total number	83
Notifiable occurrences by vehicle type	
Taxis	11
Hire Vehicles	72
Enquiries	
New enquiries received	77

July 2019	
Advisory visits	
Number of advisory visits	54
Audits	
Number of audits (safety)	10
Number of audits (investigation)	13
Audits (safety) by authorisation type	
Taxi service provider	6
Booking service provider	4
Audits (investigation) by authorisation type	
Taxi service provider	4
Booking service provider	9
Vehicle inspections	
Total vehicles inspected	263
Taxis inspected	219
Hire vehicles inspected	44
Notifiable occurrences received	
Category A	9
Category B	11
Category C	1
Category D	12
Total number	33
Notifiable occurrences by vehicle type	
Taxis	11
Hire Vehicles	22
Enquiries	
New enquiries received	44

June 2019	
Advisory visits	
Number of advisory visits	57
Audits	
Number of audits (safety)	4
Number of audits (investigation)	41
Audits (safety) by authorisation type	
Taxi service provider	2
Booking service provider	2
Audits (investigation) by authorisation type	
Taxi service provider	4
Booking service provider	37
Vehicle inspections	
Total vehicles inspected	216
Taxis inspected	186
Hire vehicles inspected	30
Notifiable occurrences received	
Category A	9
Category AB	2
Category B	9
Category C	2
Category D	12
Category E	1
Total number	35
Notifiable occurrences by vehicle type	
Taxis	11
Hire Vehicles	24
Enquiries	
New enquiries received	50

May 2019	
Advisory visits	
Number of advisory visits	52
Audits	
Number of audits	18
Vehicle inspections	
Total vehicles inspected	349
Taxis inspected	279
Hire vehicles inspected	70
Notifiable occurrences received	
Category A	8
Category AB	2
Category B	7
Category C	2
Category D	17
Total number	36
Notifiable occurrences by vehicle type	
Taxis	14
Hire Vehicles	22

Enquiries	
New enquiries received	34
April 2019	
Advisory visits	
Number of advisory visits	49
Audits	
Number of audits	16
Vehicle inspections	
Total vehicles inspected	106
Taxis inspected	98
Hire vehicles inspected	8
Notifiable occurrences received	
Category A	2
Category AD	2
Category B	20
Category C	5
Category D	11
Category E	
Total number	40
Notifiable occurrences by vehicle type	
Taxis	5
Hire Vehicles	35
Enquiries	
New enquiries received	28
March 2019	
Advisory visits	
Number of advisory visits	87
Audits	
Number of audits	11
Vehicle inspections	
Total vehicles inspected	139
Taxis inspected	136
Hire vehicles inspected	3
Notifiable occurrences received	
Category A	4
Category AB	5
Category AD	1
Category B	17
Category BD	
Category C	2
Category D	14
Category E	
Total number	43
Notifiable occurrences by vehicle type	
Taxis	10
Hire Vehicles	33
Enquiries	
New enquiries received	36
February 2019	

Advisory visits	
Number of advisory visits	3
Audits	
Number of audits	7
Vehicle inspections	
Total vehicles inspected	37
Taxis inspected	35
Hire vehicles inspected	2
Notifiable occurrences received	
Category A	12
Category AB	3
Category AD	1
Category B	8
Category BD	1
Category C	3
Category D	15
Category E	1
Total number	44
Notifiable occurrences by vehicle type	
Taxis	14
Hire Vehicles	30
Enquiries	
New enquiries received	36

January 2019	
Advisory visits	
Number of advisory visits	4
Audits	
Number of audits	-
Vehicle inspections	
Total vehicles inspected	32
Taxis inspected	31
Hire vehicles inspected	1
Notifiable occurrences received	
Category A	14
Category AB	2
Category B	15
Category C	5
Category D	13
Category E	1
Total number	50
Notifiable occurrences by vehicle type	
Taxis	19
Hire Vehicles	31
Enquiries	
New enquiries received	16

December 2018	
Advisory visits	
Number of advisory visits	4
Audits	
Number of audits	-
Vehicle inspections	
Total vehicles inspected	37
Taxis inspected	28
Hire vehicles inspected	9

Notifiable occurrences received	
Category A	7
Category AB	1
Category B	13
Category C	4
Category D	7
Total number	32
Notifiable occurrences by vehicle type	
Taxis	14
Hire Vehicles	18
Enquiries	
New enquiries received	33

November 2018	
Advisory visits	
Number of advisory visits	14
Audits	
Number of audits	7
Vehicle inspections	
Total vehicles inspected	79
Taxis inspected	64
Hire vehicles inspected	15
Notifiable occurrences received	
Category A	10
Category B	18
Category D	17
Total number	45
Notifiable occurrences by vehicle type	
Taxis	19
Hire Vehicles	26
Enquiries	
New enquiries received	52

October 2018	
Advisory visits	
Number of advisory visits	5
Audits	
Number of audits	6
Vehicle inspections	
Total vehicles inspected	74
Taxis inspected	56
Hire vehicles inspected	18
Notifiable occurrences received	
Category A	15
Category AB	2
Category B	16
Category C	3
Category D	15
Total number	51
Notifiable occurrences by vehicle type	
Taxis	18
Hire Vehicles	33
Enquiries	
New enquiries received	32

September 2018	
Advisory visits	
Number of advisory visits	13
Audits	
Number of audits	10
Vehicle inspections	
Total vehicles inspected	44
Taxis inspected	44
Hire vehicles inspected	-
Notifiable occurrences received	
Category A	14
Category AD	2
Category B	11
Category BD	1
Category C	3
Category D	16
Category E	1
Total number	48
Notifiable occurrences by vehicle type	
Taxis	15
Hire Vehicles	33
Enquiries	
New enquiries received	27

August 2018

Advisory visits	
Number of advisory visits	3
Audits	
Number of audits	11
Vehicle inspections	
Total vehicles inspected	83
Taxis inspected	49
Hire vehicles inspected	34
Notifiable occurrences received	
Category A	13
Category AB	2
Category AD	1
Category B	19
Category C	1
Category D	15
Total number	51
Notifiable occurrences by vehicle type	
Taxis	19
Hire Vehicles	32
Enquiries	
New enquiries received	65

July 2018	
Advisory visits	
Number of advisory visits	5
Audits	
Number of audits	9
Vehicle inspections	
Total vehicles inspected	200
Taxis inspected	164
Hire vehicles inspected	36
Notifiable occurrences received	
Category A	14
Category AB	1
Category AD	1
Category B	15
Category D	15
Category E	1
Total number	47
Notifiable occurrences by vehicle type	
Taxis	16
Hire Vehicles	31
Enquiries	
New enquiries received	35

June 2018	
Advisory visits	

Number of advisory visits	3
Audits	
Number of audits	13
Vehicle inspections	
Total vehicles inspected	1
Hire vehicles inspected	1
Notifiable occurrences received	
Category A	6
Category AB	2
Category ABC	1
Category B	19
Category D	10
Category E	1
Total number	39
Notifiable occurrences by vehicle type	
Taxis	12
Hire Vehicles	27
Enquiries	
New enquiries received	28

May 2018	
Advisory visits	
Number of advisory visits	8
Audits	
Number of audits	18
Vehicle inspections	
Total vehicles inspected	95
Taxis inspected	93
Hire vehicles inspected	2
Notifiable occurrences received	
Category A	14
Category AB	1
Category B	15
Category C	1
Category D	12
Total number	43
Notifiable occurrences by vehicle type	
Taxis	9
Hire Vehicles	34
Enquiries	
New enquiries received	33

April 2018	
Advisory visits	
Number of advisory visits	19

Audits	
Number of audits	14
Vehicle inspections	
Total vehicles inspected	71
Taxis inspected	62
Hire vehicles inspected	9
Notifiable occurrences received	
Category A	12
Category B	18
Category D	14
Category E	1
Total number	45
Notifiable occurrences by vehicle type	
Taxis	9
Hire Vehicles	36
Enquiries	
New enquiries received	27

March 2018	
Advisory visits	
Number of advisory visits	51
Audits	
Number of audits	9
Vehicle inspections	
Total vehicles inspected	140
Taxis inspected	69
Hire vehicles inspected	71
Notifiable occurrences received	
Category A	8
Category B	19
Category C	1
Category D	11
Total number	39
Notifiable occurrences by vehicle type	
Taxis	5
Hire Vehicles	34
Enquiries	
New enquiries received	20

February 2018	
Advisory visits	
Number of advisory visits	45
Audits	

Number of audits	9
Vehicle inspections	
Total vehicles inspected	621
Taxis inspected	453
Hire vehicles inspected	168
Notifiable occurrences received	
Category A	4
Category AB	1
Category AD	1
Category B	9
Category D	6
Total number	21
Notifiable occurrences by vehicle type	
Taxis	7
Hire Vehicles	14
Enquiries	
New enquiries received	2

January 2018	
Advisory visits	
Number of advisory visits	28
Vehicle inspections	
Total vehicles inspected	288
Taxis inspected	280
Hire vehicles inspected	8
Notifiable occurrences received	
Category A	10
Category AB	
Category AD	
Category B	8
Category D	9
Category E	
Total number	27
Notifiable occurrences by vehicle type	
Taxis	4
Hire Vehicles	23
Enquiries	
New enquiries received	9

December 2017	
Advisory visits	
Number of advisory visits	23
Vehicle inspections	
Total vehicles inspected	227

Taxis inspected	193
Hire vehicles inspected	34
Notifiable occurrences received	
Category A	11
Category AD	1
Category B	9
Category C	2
Category D	3
Category E	1
Total number	27
Notifiable occurrences by vehicle type	
Taxis	6
Hire Vehicles	21
Enquiries	
New enquiries received	2

November 2017	
Advisory visits	
Number of advisory visits	38
Vehicle inspections	
Total vehicles inspected	195
Taxis inspected	171
Hire vehicles inspected	24
Notifiable occurrences received	
Category A	5
Category AD	1
Category C	1
Category D	6
Total number	13
Notifiable occurrences by vehicle type	
Taxis	5
Hire Vehicles	8
Enquiries	
New enquiries received	4