Appendix C: Vehicle for Hire Complaints

Vehicles for Hire Monthly Report
As of September 30, 2025

	Complaints (2018 - 2025)													
	Service - Refusal/ Poor	Driver - Conduct/ Road Habits	Taxi Condition	Articles lost/ Damaged/ Collateral	Overcharge/Pre-payment/ Meter not on	Illegal Operator	Assault/ Harassment	Driver Reported - Fares not paid by passenger *	WAV / Accessible Complaints *	Dispatch Company ***	Police / MPIC **	Cell Phone **	Other	Total
2018	35	26	5	9	8	6	2						29	120
2019	9	25	1	4	20	3	1						23	86
2020	15	15	3	2	7	3	-						6	51
2021	10	31	-	5	7	-	1						20	74
2022	9	21	3	5	17	1	2	23	13				14	108
2023	4	19	-	6	5	-	2	7	9		1	3	12	68
2024	1	34	3	4	2	3	2	15	16	3	-	-	12	95
2025	2	20	1	3	-	3	-	4	3	5	5	1	-	50
	83	171	15	35	66	16	10	45	38	3	1	3	116	652

* New Category in 2022

** New Category in 2023

*** New Category in 2024