

[Redacted]



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Dublin 2

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29<sup>th</sup> August 2012

**Re: Request for access to records under the Freedom of Information Acts 1997 and 2003**

Dear [Redacted]

I refer to your request for details of complaints made to the National Transport Authority pursuant to section 7 of the Freedom of Information Acts 1997 and 2003. Under Section 51 of the 2003 Taxi Regulation Act, the Authority is responsible for the following complaints:

- \* Complaints in relation to the condition and cleanliness of the vehicle
- \* Complaints in relation to the conduct and behaviour of a SPSV operator or driver
- \* Overcharging or other matters relating to fares
- \* Matters relating to the hiring of an SPSV

I have enclosed the list of all complaints between June 2011 and June 2012. During the period there were **398** complaints of which 138 related to 'conduct and behaviour', 28 related to vehicle condition, 92 to matters related to the hiring of the vehicle and 140 related to fares.

139 complaints resulted in 'no further action', 169 had 'advice given', 49 resulted in a 'formal warning', 3 had a Fixed Charge Penalty issued, 2 resulted in a file being sent for prosecution and 36 files remain open.

I have also enclosed 5 sample complaints to reflect the different type of complaints received and the action taken by the Authority.

I trust the above information addresses your request. However should you have any queries on the attached information, please do not hesitate to contact me @ [Redacted].

Yours sincerely,

Jennifer Gilna  
Communications Manager

## COMPLAINT 1

ALLEGATION: OVERCHARGE BY DRIVER FOR FAILING TO TAKE THE MOST EXPEDITIOUS ROUTE.

Discrepancy was found to be in the order of approximately €2.

Driver denied culpability.

FORMAL WARNING ISSUED

Subject: [REDACTED] taxi fare

Description: On 9/9/2011 I took a taxi ride from Dublin airport to [REDACTED] Graby row, dublin 1. The time was 7 minutes after 8 am on a friday. The ride had two passengers. The driver charged me a total of 26.05 euro. (25.05 +1 for extra passenger) The distance on her meter was 11.4 km. There was no extra waiting time or extra packages, only our normal suitcases. I do have a receipt (#750). The taxi licence # [REDACTED]. When I checked prices on the internet taxi calculator it showed I should have only had to pay 18.68 euro. If I had known I was being over charged I would not have given a 3 euro tip. If you can get my overpayment refunded I will gladly send you a copy of the original receipt. Thank You, [REDACTED] PS: This was the only bad experience we had in Ireland.

## COMPLAINT 2

ALLEGATION: REFUSAL OF PASSENGER IN WHEELCHAIR BY DRIVER OF A 'STANDARD' TAXI. PASSENGER WAS ABLE TO GET OUT OF WHEELCHAIR AND SO DID NOT REQUIRE A SPECIALIST VEHICLE.

Driver denied culpability. Stated that he believed he would not be insured.

PROSECUTION.

### Section 6: Details of Incident or complaint

Please provide brief details of what happened. Where relevant, please mention any conversation between the parties concerned. (Continue on page 4 if necessary.)

I am a wheelchair bound person who were in Dublin with my wife for the evening. We got a taxi into Georges st. for something to eat. This was an ordinary car as I do not require a special taxi. On leaving the restaurant we went over to a line of taxis and tried to get into the first one, he bring us to the

## Details of incident or complaint (continued from page 2)

Grand Canal theatre. It was raining very hard at this stage and we requested the driver to bring us. The said he would not as I was in a wheelchair and he was not insured. My wife told him that was not a problem as I would transfer out of the car and be seated normally. He got very angry and abusive towards my wife and would not provide his name. I went in front of the car and there taken a photo of the plate number [REDACTED] when he would not provide other details. At this stage we were getting very wet and he then took another group of people and drove off. We got into the next car driven by a Dublin man named [REDACTED], who was more than helpful and told us to contact the taxi regulator ASAR. We have contacted the equality authority who will not take any action as we can not provide a name.

even though we have his plate number.

COMPLAINT 3

ALLEGATION: COMPLAINT THAT DRIVER DELIBERATELY OVERCHARGED PASSENGER BY NOT USING THE TAXIMETER AND THE ISSUING A HANDWRITTEN RECEIPT.

Driver admitted offence.

FIXED CHARGE PENALTY ISSUED.

Please provide brief details of what happened. Where relevant, please mention any conversation between the parties concerned. (Continue on page 4 if necessary)

I ARRIVED @ [REDACTED] @ 11:19am,  
APPROX. DRIVER TOOK LUGGAGE OUT OF CAR,  
AND DROVE OFF AT SPEED. JUST BEFORE HE  
DID THIS, HE SAID I OWED HIM £30 - I WAS  
SURPRISED & HESITATED, BUT PAID HIM &  
TOOK RECEIPT. ON DISCUSSING WITH HOTEL REF.  
& COLLEAGUES, IT BECAME VERY APPARENT I WAS  
OVERCHARGED.

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ATTACHED DETAILS OBTAINED FROM HOTEL CAMERA  
PLUS COPY OF RECEIPT OBTAINED FROM DRIVER

[REDACTED]

I HAD HOURS, VIA LTR to Coll. from Boston (ref 16/17)  
ARRIVED @ LTR @ 06:00 19/7 & on to CORK @ 04:30  
ARRIVED @ CORK @ 10.50 a.m. 19/7.

#### COMPLAINT 4

**ALLEGATION: DRIVER WAS ABUSIVE TOWARDS THE PASSENGER, MAINLY DUE TO THE FACT THAT HE HAD TO WAIT FOR '3 HOURS' AT DUBLIN AIRPORT.**

Driver admitted to raising the issue of his 'wait time' but denied being abusive.

#### **ADVICE GIVEN TO DRIVER.**

Please provide full details of what happened. Where relevant, please mention any conversation between the parties concerned. (Continue on page 4 if necessary.)

At the taxi rank of T1 at Dublin airport I went to the taxi indicated by the manager of the rank, as my place in the queue dictated. When I gave the address (my home address in Section 1 above) to the driver he said it was very close and immediately turned to ignore me to find another fare to share the journey, from which he could continue after delivering me. He did not consult me over this, although I would have no difficulty with this but would have preferred to have been asked. Apparently there was no one else going to a suitable destination and after about a minute and a half he returned. He confirmed the address in a curt tone and by the time we had left the arrivals area he checked if I would need to "break any change". I replied that it depended on how much he would charge me since I had a €20 note. He wanted to know if I lived at the address I had given, and so if I knew what I usually paid for the journey. I said that it was usually between €12.50 and €10. Following this he wanted to know whether I thought it was fair to pay a taxi -

such an amount for a trip. By this point his tone had turned from curt to angry. I replied that this was the first time a taxi driver had been unhappy to go to that address and that if he didn't want the fare that he should leave me back to the rank so I could find another taxi. Clearly he didn't want to do this and continued in an angry manner to say that he had spent three hours waiting at the rank only to receive such a small.

My complaint is that this driver treated me in a very discourteous manner, was outright rude and then drove angrily (once off the M50, heading towards IKEA all the cornering was done too fast and harshly) at speeds exceeding the local limits (his speedometer read 80 km per hour as we passed IKEA, and as he approached the ~~residential area~~ estate he was also too fast - this is a residential area with pedestrians and children playing etc.).

I did nothing to provoke such behavior. I would like him to be formally warned as this is unacceptable as well as being dangerous. The fare was €14.50, which I paid but unfortunately I did not ask for a receipt. In fact I felt uncomfortable about doing so as I expected a rude reply, given his manner up to then. However, he did not offer it as I am sure that he should. I did note down his Taxi number in order to make this complaint. The journey began at about 13.10 and finished at about 13.20 or a few minutes later.

I trust this will be taken seriously and that I will be informed of the result.

## COMPLAINT 5

**ALLEGATION: DRIVER DID NOT KNOW THE MOST APPROPRIATE ROUTE.**

Driver stated that the passenger's direction were wrong and raised the issue of additional passengers who were in the vehicle yet not mentioned by the complainant. Request to complainant to speak with these passengers did not achieve a response.

**NO FURTHER ACTION.**

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Subject: over charged on taxi on Sunday the 6th of November

Description: On the morning of Sunday the 6th of November I along with 2 girls got a taxi from Camden street in dublin to Brennanstown avenue. The taxi driver initiated the journey when given the address. However it soon became evident that he had no idea where he was driving. By the time we arrived the total for the taxi was €55. When we became aware of the cost we questioned the driver who told us that that was the cost. He then became very aggressive with the girls causing them to become very upset and scared. The total length of the taxi was 59 minutes. I have attached a copy of the receipt

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Complaints from 30th June 2011 to 30th June 2012

ID	Status	Resolution	Category	Created	Area
1975	Open	Unresolved	Red	29/06/2012 15:58	Dublin Airport
1974	Closed	Advice Given	Green	29/06/2012 15:38	Dublin
1973	In Progress	Unresolved	Red	28/06/2012 15:03	Dublin
1972	Open	Unresolved	Green	28/06/2012 14:54	Dublin
1971	Open	Unresolved	Green	28/06/2012 14:33	Dublin Airport
1970	Open	Unresolved	Yellow	28/06/2012 12:28	Dublin
1969	Closed	No Further Action	Red	28/06/2012 12:02	Westmeath
1968	Closed	Formal Warning	Yellow	26/06/2012 12:07	Cork
1961	Closed	No Further Action	Red	22/06/2012 12:47	Dublin
1960	In Progress	Unresolved	Yellow	22/06/2012 12:07	Louth
1959	Open	Unresolved	Yellow	21/06/2012 11:46	Dublin Airport
1958	Open	Unresolved	Yellow	21/06/2012 11:37	Galway
1957	In Progress	Unresolved	Red	21/06/2012 11:28	Dublin
1956	Closed	Formal Warning	Red	21/06/2012 11:16	Dublin
1955	Open	Unresolved	Yellow	21/06/2012 11:09	Dublin Airport
1954	Closed	Advice Given	Yellow	21/06/2012 11:00	Cork
1952	Open	Unresolved	Green	21/06/2012 10:37	Dublin Airport
1951	Closed	Advice Given	Green	21/06/2012 10:31	Dublin Airport
1950	Closed	Advice Given	Green	21/06/2012 10:20	Dublin Airport
1947	Closed	Advice Given	Yellow	13/06/2012 14:36	Dublin
1946	Closed	Advice Given	Green	13/06/2012 14:24	Dublin
1944	In Progress	Unresolved	Red	12/06/2012 12:55	Dublin
1943	Open	Unresolved	Yellow	12/06/2012 12:45	Dublin
1940	Closed	Advice Given	Red	07/06/2012 12:11	Dublin
1939	Closed	No Further Action	Red	06/06/2012 11:39	Dublin
1937	Open	Unresolved	Yellow	05/06/2012 14:52	Dublin Airport
1934	Closed	Advice Given	Red	05/06/2012 12:51	Dublin
1931	Closed	No Further Action	Red	01/06/2012 10:15	Dublin Airport
1930	Open	Unresolved	Yellow	01/06/2012 10:08	Dublin
1929	Closed	No Further Action	Blue	29/05/2012 22:56	Dublin
1928	Open	Unresolved	Green	29/05/2012 22:48	Westmeath
1927	Closed	Formal Warning	Red	29/05/2012 22:34	Dublin



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Complaints from 30th June 2011 to 30th June 2012

1926 Open	Unresolved	Yellow	29/05/2012 22:24	Dublin
1925 Closed	Advice Given	Red	29/05/2012 16:07	Dublin
1924 Closed	Advice Given	Green	29/05/2012 16:02	Dublin
1923 Closed	Advice Given	Red	29/05/2012 15:56	Dublin
1922 Closed	No Further Action	Yellow	29/05/2012 12:56	Dublin
1920 In Progress	Unresolved	Green	21/05/2012 12:17	Dublin
1919 Closed	Advice Given	Green	21/05/2012 11:52	Dublin Airport
1918 Closed	No Further Action	Green	21/05/2012 11:15	Dublin Airport
1917 Closed	Advice Given	Green	21/05/2012 11:08	Dublin Airport
1916 In Progress	Unresolved	Red	18/05/2012 13:26	Dublin
1915 Closed	Advice Given	Green	18/05/2012 13:16	Cork
1914 In Progress	Unresolved	Red	18/05/2012 13:11	Dublin
1913 Closed	Advice Given	Green	18/05/2012 12:57	Dublin
1912 Closed	Formal Warning	Green	18/05/2012 12:47	Dublin
1906 Closed	Advice Given	Green	14/05/2012 10:59	Dublin
1901 Closed	Advice Given	Red	14/05/2012 09:31	Dublin Airport
1900 In Progress	Unresolved	Red	11/05/2012 16:18	Limerick
1899 Closed	Advice Given	Red	11/05/2012 16:01	Dublin
1898 Closed	Advice Given	Red	11/05/2012 15:34	Dublin
1896 Closed	No Further Action	Yellow	09/05/2012 14:30	Cork
1894 Closed	Advice Given	Green	08/05/2012 09:23	Roscommon
1893 Awaiting Resp	Unresolved	Red	04/05/2012 13:10	Dublin
1892 Closed	No Further Action	Red	04/05/2012 11:33	Wexford
1891 Closed	Advice Given	Red	04/05/2012 11:27	Dublin Airport
1890 Closed	No Further Action	Red	04/05/2012 11:20	Dublin
1889 Closed	No Further Action	Red	04/05/2012 11:14	Kildare
1888 Closed	No Further Action	Red	04/05/2012 11:06	Galway
1887 Closed	Advice Given	Red	04/05/2012 10:58	Dublin
1886 Closed	Advice Given	Red	04/05/2012 10:50	Waterford
1885 Closed	Advice Given	Red	04/05/2012 10:45	Dublin
1873 Closed	No Further Action	Red	27/04/2012 15:31	Dublin
1872 Closed	Advice Given	Green	27/04/2012 15:10	Dublin Airport
1871 Closed	Advice Given	Blue	27/04/2012 12:25	Dublin

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1870	Awaiting Resp	Unresolved	Blue	27/04/2012 12:19	Dublin
1869	Closed	Advice Given	Yellow	24/04/2012 12:18	Cork
1867	Closed	No Further Action	Red	20/04/2012 14:33	Dublin
1866	Closed	No Further Action	Yellow	20/04/2012 12:02	Dublin Airport
1865	Closed	No Further Action	Green	19/04/2012 12:53	Meath
1864	Closed	Advice Given	Yellow	19/04/2012 12:04	Dublin Airport
1863	Closed	No Further Action	Red	19/04/2012 11:32	Dublin
1862	Closed	Advice Given	Red	19/04/2012 10:55	Dublin Airport
1861	Closed	No Further Action	Yellow	19/04/2012 10:37	Limerick
1860	Closed	No Further Action	Yellow	17/04/2012 16:01	Cork
1858	Awaiting Resp	Unresolved	Green	16/04/2012 11:26	Dublin
1857	Closed	No Further Action	Green	13/04/2012 15:05	Dublin Airport
1856	In Progress	Unresolved	Yellow	13/04/2012 14:56	Dublin
1855	Closed	Advice Given	Green	13/04/2012 14:47	Dublin Airport
1854	In Progress	Unresolved	Red	12/04/2012 12:46	Dublin
1853	Closed	No Further Action	Yellow	11/04/2012 14:21	Dublin
1852	Closed	Advice Given	Green	11/04/2012 11:44	Dublin Airport
1851	Closed	Advice Given	Green	11/04/2012 11:36	Dublin Airport
1850	Closed	No Further Action	Green	11/04/2012 11:28	Dublin Airport
1849	Closed	Advice Given	Yellow	10/04/2012 15:18	Dublin
1848	Closed	Formal Warning	Blue	10/04/2012 14:50	Dublin
1847	Closed	Advice Given	Yellow	10/04/2012 14:36	Dublin
1846	Closed	No Further Action	Yellow	10/04/2012 14:17	Dublin airport
1845	Closed	Advice Given	Yellow	10/04/2012 12:44	Dublin
1841	Closed	No Further Action	Red	02/04/2012 16:01	Dublin
1840	Closed	No Further Action	Blue	02/04/2012 15:43	Dublin
1839	Closed	Advice Given	Red	02/04/2012 15:32	Dublin
1837	Closed	No Further Action	Yellow	30/03/2012 11:49	Dublin
1833	Closed	Advice Given	Red	29/03/2012 16:21	Dublin
1832	Closed	Formal Warning	Yellow	29/03/2012 16:15	Dublin
1831	Closed	No Further Action	Red	29/03/2012 16:09	Dublin
1827	Open	Unresolved	Red	27/03/2012 12:26	Dublin
1818	Closed	Formal Warning	Yellow	22/03/2012 15:16	Dublin

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1817 Open	Unresolved	Red	22/03/2012 15:10	Dublin
1816 Awaiting Resp	Unresolved	Red	22/03/2012 15:02	Dublin
1815 Open	Unresolved	Red	22/03/2012 14:57	Dublin
1814 In Progress	Unresolved	Yellow	22/03/2012 14:52	Dublin Airport
1813 Closed	Advice Given	Red	22/03/2012 14:46	Dublin Airport
1811 Closed	Advice Given	Blue	16/03/2012 10:30	Dublin
1800 Closed	No Further Action	Red	08/03/2012 15:30	Dublin
1799 Closed	Advice Given	Red	08/03/2012 15:05	Dublin
1798 Closed	Advice Given	Yellow	08/03/2012 14:50	Dublin
1796 Closed	Advice Given	Yellow	07/03/2012 15:09	Dublin
1795 Closed	Advice Given	Red	07/03/2012 14:50	Dublin
1794 Closed	Advice Given	Red	07/03/2012 12:59	Dublin Airport
1793 Awaiting Resp	Unresolved	Yellow	07/03/2012 12:30	Dublin
1792 Closed	No Further Action	Yellow	07/03/2012 12:16	Dublin Airport
1791 Closed	Advice Given	Red	07/03/2012 12:05	Dublin
1790 Closed	No Further Action	Blue	07/03/2012 12:04	Dublin
1789 Closed	Advice Given	Blue	07/03/2012 11:55	Dublin
1788 Closed	Formal Warning	Yellow	07/03/2012 11:51	Dublin
1787 Closed	Advice Given	Green	07/03/2012 11:28	Meath
1786 Closed	Advice Given	Red	07/03/2012 11:27	Dublin
1785 Closed	Formal Warning	Yellow	07/03/2012 11:16	Cork
1784 Closed	Formal Warning	Yellow	07/03/2012 10:54	Dublin
1783 Closed	Formal Warning	Red	07/03/2012 10:38	Dublin
1779 Closed	Advice Given	Blue	29/02/2012 13:02	Dublin
1778 Closed	No Further Action	Blue	29/02/2012 12:53	Dublin Airport
1777 Closed	Advice Given	Red	29/02/2012 12:37	Dublin
1771 Closed	No Further Action	Green	28/02/2012 09:56	Dublin
1769 Closed	Advice Given	Red	27/02/2012 13:08	Dublin airport
1768 Closed	No Further Action	Red	27/02/2012 12:55	Dublin
1766 Closed	Formal Warning	Red	27/02/2012 12:41	Limerick
1765 Closed	Advice Given	Red	27/02/2012 12:32	Dublin
1764 Closed	No Further Action	Yellow	27/02/2012 12:19	Dublin
1762 Closed	Formal Warning	Green	27/02/2012 12:00	Dublin

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1760 Closed	No Further Action	Green	27/02/2012 11:27	Cork
1756 Closed	Advice Given	Red	22/02/2012 14:39	Dublin
1755 Closed	Advice Given	Red	21/02/2012 10:38	Dublin
1754 Closed	Advice Given	Blue	20/02/2012 16:40	Dublin
1753 Closed	Advice Given	Red	17/02/2012 15:34	Dublin Airport
1752 Closed	Advice Given	Red	17/02/2012 15:08	Dublin
1748 Closed	Advice Given	Red	10/02/2012 11:24	Dublin Airport
1746 Closed	No Further Action	Yellow	09/02/2012 12:12	Dublin airport
1745 Closed	Advice Given	Green	09/02/2012 11:55	Dublin
1744 Closed	No Further Action	Blue	09/02/2012 11:28	Dublin Airport
1743 Closed	No Further Action	Yellow	08/02/2012 16:40	Dublin
1742 Closed	Advice Given	Red	08/02/2012 16:26	Dublin
1741 Closed	Advice Given	Blue	08/02/2012 16:01	Dublin
1740 Closed	Advice Given	Yellow	08/02/2012 15:50	Kildare
1739 Closed	Advice Given	Red	08/02/2012 15:24	Dublin Airport
1724 Closed	Formal Warning	Red	03/02/2012 11:48	Dublin
1723 Closed	Formal Warning	Green	03/02/2012 11:28	Dublin
1721 Closed	Advice Given	Red	01/02/2012 14:34	Dublin
1720 Closed	Advice Given	Yellow	30/01/2012 15:45	Kerry
1719 In Progress	Unresolved	Yellow	30/01/2012 15:22	Dublin Airport
1718 Closed	No Further Action	Green	30/01/2012 12:37	Kilkenny
1717 Closed	No Further Action	Red	30/01/2012 12:29	Dublin
1716 Closed	Advice Given	Red	30/01/2012 12:05	Dublin
1715 Closed	No Further Action	Red	30/01/2012 11:31	Dublin
1714 Closed	Formal Warning	Red	30/01/2012 11:10	Dublin Airport
1708 Closed	No Further Action	Yellow	20/01/2012 14:04	Dublin
1707 Closed	Advice Given	Yellow	19/01/2012 15:24	Dublin Airport
1706 Closed	Advice Given	Red	19/01/2012 15:15	Dublin
1705 Closed	Formal Warning	Green	19/01/2012 12:36	Waterford
1704 Closed	No Further Action	Yellow	18/01/2012 15:19	Dublin Airport
1703 Closed	No Further Action	Red	18/01/2012 10:49	Dublin
1702 Awaiting Resp	Unresolved	Red	18/01/2012 10:34	Dublin
1701 In Progress	Unresolved	Green	18/01/2012 10:22	Dublin

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Complaints from 30th June 2011 to 30th June 2012

1699 Closed	No Further Action	Red	17/01/2012 11:39	Dublin
1698 Closed	Advice Given	Red	17/01/2012 10:56	Dublin
1697 Closed	Advice Given	Green	12/01/2012 11:43	Dublin
1696 Closed	Advice Given	Red	12/01/2012 11:34	Dublin
1695 Closed	No Further Action	Green	12/01/2012 11:27	Kerry
1694 Closed	Advice Given	Yellow	12/01/2012 11:17	Dublin
1693 Closed	Formal Warning	Yellow	10/01/2012 15:46	Cork
1692 Closed	No Further Action	Yellow	10/01/2012 12:28	Dublin Airport
1691 Closed	No Further Action	Yellow	10/01/2012 10:17	Dublin Airport
1688 Closed	Formal Warning	Yellow	06/01/2012 12:35	Dublin
1687 Closed	Advice Given	Red	05/01/2012 11:04	Dublin
1686 Closed	Formal Warning	Green	04/01/2012 16:37	Dublin
1685 Closed	Formal Warning	Yellow	04/01/2012 15:37	Dublin
1684 Closed	Advice Given	Red	04/01/2012 15:20	Dublin
1682 Closed	Advice Given	Red	03/01/2012 16:20	Cork
1681 Closed	Advice Given	Green	03/01/2012 13:01	Dublin
1680 Closed	Advice Given	Red	23/12/2011 11:55	Dublin
1679 Closed	Advice Given	Red	23/12/2011 09:24	Dublin
1678 Closed	Advice Given	Red	23/12/2011 09:19	Dublin
1677 Closed	Advice Given	Red	21/12/2011 11:51	Dublin
1676 Closed	No Further Action	Green	21/12/2011 09:38	Dublin
1675 Closed	Advice Given	Yellow	21/12/2011 09:33	Dublin
1674 Closed	Advice Given	Red	21/12/2011 09:23	Dublin
1673 Closed	No Further Action	Red	19/12/2011 16:02	Dublin
1672 Closed	No Further Action	Red	19/12/2011 15:12	Dublin
1671 Closed	Advice Given	Green	19/12/2011 14:54	Dublin
1670 Closed	Advice Given	Yellow	19/12/2011 14:46	Dublin
1668 Closed	No Further Action	Yellow	19/12/2011 10:48	Dublin
1667 Closed	Formal Warning	Yellow	19/12/2011 10:40	Dublin Airport
1666 Closed	Advice Given	Red	19/12/2011 10:29	Dublin
1665 Closed	Advice Given	Red	19/12/2011 10:21	Waterford
1664 Closed	Advice Given	Red	19/12/2011 10:09	Dublin
1662 Closed	No Further Action	Red	14/12/2011 16:07	Dublin

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**Complaints from 30th June 2011 to 30th June 2012**

1661	Closed	Advice Given	Green	14/12/2011 15:51	Dublin
1660	Closed	Advice Given	Yellow	14/12/2011 15:46	Cork
1659	Closed	No Further Action	Yellow	07/12/2011 12:22	Dublin
1657	Closed	Formal Warning	Green	07/12/2011 10:51	Dublin
1656	Closed	No Further Action	Red	07/12/2011 10:43	Dublin
1655	Closed	Formal Warning	Green	07/12/2011 10:35	Dublin
1654	Closed	No Further Action	Green	07/12/2011 10:26	Dublin
1653	Closed	No Further Action	Yellow	07/12/2011 10:14	Dublin
1652	Closed	Advice Given	Red	07/12/2011 10:08	Dublin Airport
1647	Closed	No Further Action	Yellow	29/11/2011 12:47	Dublin
1646	Closed	Advice Given	Red	29/11/2011 12:26	Dublin
1645	Closed	Prosecution	Green	29/11/2011 11:50	Dublin
1644	Closed	Formal Warning	Red	29/11/2011 11:41	Dublin
1643	Closed	Formal Warning	Red	29/11/2011 11:27	Dublin
1642	Closed	Formal Warning	Red	29/11/2011 11:11	Dublin
1637	In Progress	Unresolved	Red	22/11/2011 12:50	Dublin
1636	Closed	Advice Given	Green	21/11/2011 12:00	Dublin
1635	Closed	No Further Action	Yellow	21/11/2011 11:10	Louth
1634	Closed	Advice Given	Yellow	21/11/2011 11:00	Dublin
1633	Closed	No Further Action	Green	18/11/2011 12:13	Dublin
1632	Closed	No Further Action	Red	18/11/2011 12:04	Dublin Airport
1631	Closed	No Further Action	Yellow	16/11/2011 12:10	Dublin
1630	Closed	Advice Given	Green	16/11/2011 10:49	Dublin
1627	Closed	Advice Given	Red	11/11/2011 13:18	Galway
1626	Closed	No Further Action	Red	11/11/2011 12:38	Cork
1624	Closed	No Further Action	Yellow	10/11/2011 09:53	Cork
1623	Closed	No Further Action	Yellow	09/11/2011 16:47	Dublin airport
1622	Closed	No Further Action	Red	09/11/2011 16:23	Dublin Airport
1621	Closed	Advice Given	Red	09/11/2011 16:15	Dublin
1620	Closed	Advice Given	Yellow	09/11/2011 15:58	Dublin
1619	Closed	Advice Given	Yellow	09/11/2011 15:50	Dublin
1614	Closed	Advice Given	Green	04/11/2011 14:39	Dublin
1613	Closed	Advice Given	Yellow	04/11/2011 14:30	Dublin

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1612 Closed	Advice Given	Yellow	03/11/2011 15:57	Dublin
1611 Closed	Advice Given	Yellow	03/11/2011 11:06	Dublin Airport
1608 Closed	No Further Action	Red	01/11/2011 12:52	Dublin
1607 Closed	FCP	Green	01/11/2011 12:42	Dublin
1606 Closed	Formal Warning	Yellow	01/11/2011 12:36	Dublin
1605 Closed	No Further Action	Red	01/11/2011 12:30	Dublin
1604 Closed	Advice Given	Blue	28/10/2011 12:41	Dublin Airport
1603 Closed	No Further Action	Yellow	27/10/2011 15:14	Dublin
1602 Closed	No Further Action	Green	27/10/2011 15:07	Dublin
1593 Closed	FCP Paid	Yellow	26/10/2011 12:45	Dublin
1592 Closed	Formal Warning	Red	26/10/2011 12:22	Dublin Airport
1591 Closed	Formal Warning	Yellow	26/10/2011 12:13	Dublin
1590 Closed	Advice Given	Yellow	26/10/2011 11:24	Carlow
1589 Closed	Advice Given	Red	26/10/2011 11:07	Galway
1585 Closed	No Further Action	Red	19/10/2011 14:49	Westmeath
1584 Closed	No Further Action	Red	19/10/2011 14:43	Dublin
1583 Closed	Advice Given	Red	19/10/2011 14:31	Dublin airport
1582 Closed	No Further Action	Red	19/10/2011 14:22	Dublin
1581 Closed	Advice Given	Red	19/10/2011 14:15	Dublin
1579 Closed	Advice Given	Yellow	14/10/2011 14:56	Dublin Airport
1578 Closed	No Further Action	Yellow	14/10/2011 14:49	Dublin Airport
1577 Closed	Formal Warning	Yellow	14/10/2011 14:41	Dublin Airport
1576 Closed	No Further Action	Yellow	14/10/2011 12:20	Roscommon
1571 Closed	Formal Warning	Green	07/10/2011 12:47	Dublin
1570 Closed	No Further Action	Red	06/10/2011 17:14	Dublin
1569 Closed	Advice Given	Yellow	06/10/2011 17:02	Dublin Airport
1568 Closed	No Further Action	Yellow	06/10/2011 16:41	Dublin airport
1559 Closed	Advice Given	Blue	06/10/2011 12:50	Sligo
1558 Closed	No Further Action	Yellow	06/10/2011 11:47	Dublin Airport
1557 Closed	Advice Given	Yellow	06/10/2011 11:36	Dublin
1556 Closed	No Further Action	Red	06/10/2011 11:28	Dublin
1555 Closed	Formal Warning	Red	06/10/2011 11:20	Dublin Airport
1554 Closed	Advice Given	Yellow	06/10/2011 11:08	Dublin

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1553 Closed	Formal Warning	Yellow	06/10/2011 10:59	Dublin
1547 Closed	No Further Action	Red	30/09/2011 14:08	Dublin
1546 Closed	No Further Action	Yellow	29/09/2011 12:22	Dublin
1545 Closed	No Further Action	Red	28/09/2011 16:44	Dublin
1544 Closed	Advice Given	Yellow	27/09/2011 13:09	Dublin
1543 Closed	No Further Action	Yellow	27/09/2011 12:55	Cork
1542 Closed	No Further Action	Yellow	27/09/2011 12:44	Dublin
1535 Closed	No Further Action	Yellow	20/09/2011 15:21	Dublin
1534 Closed	Advice Given	Yellow	20/09/2011 15:14	Dublin Airport
1528 Closed	No Further Action	Yellow	15/09/2011 10:16	Cork
1527 Closed	No Further Action	Yellow	15/09/2011 10:09	Dublin
1526 Closed	Advice Given	Green	15/09/2011 10:05	Dublin
1525 Closed	Advice Given	Green	15/09/2011 10:00	Louth
1524 Closed	No Further Action	Green	15/09/2011 09:57	Galway
1523 Closed	Formal Warning	Red	13/09/2011 10:59	Dublin Airport
1522 Closed	Advice Given	Red	13/09/2011 10:55	Dublin Airport
1521 Closed	No Further Action	Yellow	13/09/2011 10:50	Dublin
1520 Closed	Advice Given	Yellow	13/09/2011 10:45	Dublin
1517 Closed	Advice Given	Yellow	08/09/2011 10:05	Dublin Airport
1516 Closed	Advice Given	Green	07/09/2011 16:10	Laois
1515 Closed	Formal Warning	Green	07/09/2011 15:59	Laois
1514 Closed	Advice Given	Yellow	07/09/2011 11:46	Kilkenny
1512 Closed	Advice Given	Green	06/09/2011 13:09	Dublin Airport
1511 Closed	No Further Action	Yellow	06/09/2011 12:59	Dublin Airport
1510 Closed	Formal Warning	Red	31/08/2011 12:23	Dublin Airport
1506 Closed	Advice Given	Red	29/08/2011 12:05	Kilkenny
1505 Closed	No Further Action	Red	29/08/2011 11:40	Dublin Airport
1504 Closed	No Further Action	Red	26/08/2011 15:10	Dublin Airport
1503 Closed	Advice Given	Yellow	26/08/2011 15:00	Dublin
1502 Closed	No Further Action	Yellow	26/08/2011 14:47	Dublin Airport
1501 Closed	Advice Given	Green	26/08/2011 13:51	Waterford
1500 Closed	Advice Given	Green	26/08/2011 13:25	Waterford
1499 Closed	Advice Given	Green	26/08/2011 13:15	Waterford



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1498	Closed	Advice Given	Red	26/08/2011 13:00	Dublin Airport
1494	Closed	No Further Action	Yellow	23/08/2011 11:27	Dublin
1493	Closed	No Further Action	Red	23/08/2011 11:00	Dublin
1492	Closed	Advice Given	Red	23/08/2011 10:51	Galway
1491	Closed	Advice Given	Red	23/08/2011 10:36	Galway
1490	Closed	Advice Given	Blue	23/08/2011 10:28	Limerick
1489	Closed	No Further Action	Yellow	22/08/2011 16:28	Dublin
1488	Closed	No Further Action	Yellow	22/08/2011 16:17	Dublin Airport
1486	Closed	No Further Action	Red	19/08/2011 14:44	Dublin
1485	Closed	Advice Given	Green	19/08/2011 14:37	Wexford
1484	Closed	No Further Action	Yellow	17/08/2011 14:10	Dublin
1483	Closed	No Further Action	Green	17/08/2011 14:04	Dublin Airport
1481	Closed	No Further Action	Green	17/08/2011 10:04	Cork
1480	Closed	No Further Action	Green	17/08/2011 09:54	Dublin
1479	Closed	Formal Warning	Blue	16/08/2011 13:10	Dublin
1475	Closed	Advice Given	Yellow	12/08/2011 15:03	Dublin
1474	Closed	No Further Action	Yellow	11/08/2011 15:52	Dublin Airport
1473	Closed	No Further Action	Blue	11/08/2011 15:44	Dublin
1472	Closed	No Further Action	Green	11/08/2011 15:25	Cork
1471	Closed	No Further Action	Red	11/08/2011 15:14	Dublin
1470	Closed	No Further Action	Red	11/08/2011 09:38	Dublin Airport
1469	Closed	Advice Given	Yellow	10/08/2011 13:02	Cork
1468	Closed	Advice Given	Yellow	10/08/2011 12:50	Dublin Airport
1463	Closed	No Further Action	Yellow	03/08/2011 14:23	Dublin Airport
1462	Closed	Advice Given	Yellow	03/08/2011 12:48	Dublin
1461	Closed	No Further Action	Yellow	03/08/2011 12:44	Donegal
1460	Closed	Advice Given	Green	03/08/2011 12:20	Galway
1458	Closed	Formal Warning	Yellow	02/08/2011 12:56	Dublin
1457	Closed	No Further Action	Yellow	02/08/2011 12:50	Dublin Airport
1456	Closed	No Further Action	Blue	02/08/2011 12:46	Dublin
1455	Closed	No Further Action	Blue	02/08/2011 12:42	Dublin
1454	Closed	Advice Given	Green	02/08/2011 11:36	Dublin
1453	Closed	No Further Action	Red	02/08/2011 11:01	Dublin Airport

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1452	Closed	Advice Given	Green	27/07/2011 15:07	Dublin
1451	Closed	Advice Given	Yellow	27/07/2011 15:02	Meath
1447	Closed	Advice Given	Yellow	22/07/2011 12:06	Dublin Airport
1446	Closed	Formal Warning	Yellow	21/07/2011 12:25	Cork
1445	Closed	No Further Action	Yellow	21/07/2011 08:13	Laois
1444	Closed	No Further Action	Red	20/07/2011 12:53	Wexford
1443	Closed	Advice Given	Green	20/07/2011 12:47	Dublin Airport
1442	Closed	No Further Action	Green	19/07/2011 16:37	Dublin
1441	Closed	Formal Warning	Red	19/07/2011 15:36	Dublin Airport
1440	Closed	Advice Given	Green	19/07/2011 15:15	Dublin
1439	Closed	Advice Given	Green	19/07/2011 15:10	Dublin
1438	Closed	Formal Warning	Green	19/07/2011 15:04	Dublin
1437	Closed	Advice Given	Red	19/07/2011 14:57	Dublin Airport
1436	Closed	No Further Action	Yellow	19/07/2011 14:49	Dublin Airport
1435	Closed	Advice Given	Green	19/07/2011 14:45	Dublin
1434	Closed	Advice Given	Yellow	19/07/2011 14:39	Dublin
1433	Closed	Advice Given	Green	19/07/2011 14:28	Dublin
1432	Closed	Formal Warning	Red	19/07/2011 14:23	Monaghan
1429	Closed	Advice Given	Yellow	14/07/2011 10:11	Dublin
1428	Closed	No Further Action	Yellow	13/07/2011 12:14	Dublin Airport
1427	Closed	Advice Given	Yellow	12/07/2011 15:24	Cork
1426	Closed	Advice Given	Green	12/07/2011 15:15	Dublin
1425	Closed	Formal Warning	Red	12/07/2011 15:00	Kildare
1424	Closed	Advice Given	Green	12/07/2011 14:53	Dublin
1423	Closed	Advice Given	Yellow	11/07/2011 14:06	Dublin Airport
1422	Closed	No Further Action	Yellow	11/07/2011 13:56	Dublin Airport
1421	Closed	Advice Given	Green	11/07/2011 13:50	Dublin
1420	Closed	No Further Action	Green	11/07/2011 13:41	Dublin Airport
1419	Closed	No Further Action	Yellow	11/07/2011 13:37	Dublin
1418	Closed	Formal Warning	Yellow	11/07/2011 13:32	Dublin Airport
1417	Closed	Advice Given	Yellow	11/07/2011 13:26	Dublin Airport
1413	Closed	No Further Action	Green	01/07/2011 12:05	Dublin
1412	Closed	FCP	Green	01/07/2011 11:44	Dublin

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1411	Closed	Advice Given	Yellow	29/06/2011 12:37	Dublin Airport
1410	Closed	Advice Given	Blue	29/06/2011 12:30	Dublin Airport
1409	Closed	Advice Given	Blue	28/06/2011 14:14	Dublin
1408	Closed	No Further Action	Blue	28/06/2011 14:08	Dublin
1407	Closed	No Further Action	Green	28/06/2011 12:04	Dublin
1406	Closed	Advice Given	Blue	28/06/2011 11:56	Dublin
1405	Closed	No Further Action	Yellow	27/06/2011 16:01	Dublin
1404	Closed	Advice Given	Blue	27/06/2011 15:53	Dublin Airport
1403	Closed	No Further Action	Blue	27/06/2011 15:37	Limerick
1402	Closed	No Further Action	Green	27/06/2011 15:10	Dublin Airport
1400	Closed	Advice Given	Green	23/06/2011 16:10	Kilkenny
1398	Closed	Formal Warning	Yellow	22/06/2011 15:48	Dublin Airport
1397	Closed	Advice Given	Yellow	22/06/2011 14:09	Cork
1396	Closed	No Further Action	Green	22/06/2011 12:58	Dublin Airport
1395	Closed	No Further Action	Yellow	22/06/2011 12:50	Dublin
1394	Closed	Advice Given	Red	22/06/2011 10:23	Waterford
1393	Closed	No Further Action	Red	22/06/2011 09:45	Dublin
1392	Closed	Formal Warning	Red	21/06/2011 14:25	Dublin Airport
1391	Closed	Advice Given	Green	21/06/2011 12:07	Dublin Airport
1390	Closed	Advice Given	Yellow	21/06/2011 11:51	Dublin
1389	Closed	Advice Given	Yellow	21/06/2011 11:08	Dublin
1388	Closed	Advice Given	Red	21/06/2011 09:48	Dublin Airport
1384	Closed	No Further Action	Yellow	14/06/2011 12:32	Dublin
1382	Closed	No Further Action	Yellow	14/06/2011 11:09	Cork
1380	Closed	No Further Action	Green	13/06/2011 15:48	Dublin
1379	Closed	Prosecution	Yellow	10/06/2011 14:50	Dublin Airport
1378	Closed	Advice Given	Green	09/06/2011 14:43	Galway
1374	Closed	No Further Action	Green	09/06/2011 12:03	Dublin Airport
1372	Closed	No Further Action	Yellow	09/06/2011 09:32	Dublin
1371	Closed	Formal Warning	Red	09/06/2011 09:22	Dublin Airport
1370	Closed	Formal Warning	Green	08/06/2011 16:17	Dublin
1369	Closed	No Further Action	Yellow	08/06/2011 15:53	Dublin Airport
1368	Closed	No Further Action	Yellow	08/06/2011 15:47	Dublin

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1367 Closed	Advice Given	Blue	08/06/2011 15:13	Kildare
1365 Closed	No Further Action	Yellow	01/06/2011 11:24	Dublin
1364 Closed	No Further Action	Blue	01/06/2011 09:55	Limerick

Blue= Vehicle Condition

Red = Conduct and Behaviour

Green= Matters relating to hire

Yellow = Fare related matters