

Complaint Category	2024 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Vehicle Condition	98	4	3	4	6	6	11	6	3	6	9	10	75
Driver Behaviour	315	24	42	33	26	29	42	44	24	23	24	26	368
Hiring Matters	356	14	21	21	13	16	19	27	87	32	32	39	396
Fare Matters	944	53	62	73	89	79	86	70	24	102	102	119	976
Total	1,713	95	128	131	134	130	158	147	138	163	167	194	1815

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County	Complaint Type	FPN	Prosecution	Complaint did not progress	No offence committed	Insufficient or incorrect evidence to pursue	Transferred: Garda Remit	Transferred: Dispatch Operator	Transferred: Other agency remit	Instructed as to legal rights and responsibilities	Total
County Monaghan	Vehicle Condition										
	Driver Behaviour										
	Hiring Matters										
	Fare Matters										
	Total										
County Offaly	Complaint Type	FPN	Prosecution	Complaint did not progress	No offence committed	Insufficient or incorrect evidence to pursue	Transferred: Garda Remit	Transferred: Dispatch Operator	Transferred: Other agency remit	Instructed as to legal rights and responsibilities	Total
County Offaly	Vehicle Condition										
	Driver Behaviour										
	Hiring Matters										
	Fare Matters										
	Total										
County Roscommon	Complaint Type	FPN	Prosecution	Complaint did not progress	No offence committed	Insufficient or incorrect evidence to pursue	Transferred: Garda Remit	Transferred: Dispatch Operator	Transferred: Other agency remit	Instructed as to legal rights and responsibilities	Total
County Roscommon	Vehicle Condition										
	Driver Behaviour										
	Hiring Matters	1								1	1
	Fare Matters										
	Total	1								1	2
County Sligo	Complaint Type	FPN	Prosecution	Complaint did not progress	No offence committed	Insufficient or incorrect evidence to pursue	Transferred: Garda Remit	Transferred: Dispatch Operator	Transferred: Other agency remit	Instructed as to legal rights and responsibilities	Total
County Sligo	Vehicle Condition										
	Driver Behaviour										
	Hiring Matters										
	Fare Matters								1		1
	Total								1		1
County Tipperary	Complaint Type	FPN	Prosecution	Complaint did not progress	No offence committed	Insufficient or incorrect evidence to pursue	Transferred: Garda Remit	Transferred: Dispatch Operator	Transferred: Other agency remit	Instructed as to legal rights and responsibilities	Total
County Tipperary	Vehicle Condition										
	Driver Behaviour		1								1

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County	Complaint Type	FPN	Prosecution	Complaint did not progress	No offence committed	Insufficient or incorrect evidence to pursue	Outcomes				Instructed as to legal rights and responsibilities	Total
							Transferred: Garda Remit	Transferred: Dispatch Operator	Transferred: Other agency remit			
County Carlow	Vehicle Condition											
	Driver Behaviour											
	Hiring Matters			1								1
	Fare Matters			1								1
	Total											
County Cavan	Complaint Type						Outcomes					
	Vehicle Condition						Transferred: Garda Remit	Transferred: Dispatch Operator	Transferred: Other agency remit		Instructed as to legal rights and responsibilities	Total
	Driver Behaviour											
	Hiring Matters											
	Fare Matters											
County Clare	Complaint Type						Outcomes					
	Vehicle Condition						Transferred: Garda Remit	Transferred: Dispatch Operator	Transferred: Other agency remit		Instructed as to legal rights and responsibilities	Total
	Driver Behaviour											
	Hiring Matters			1								1
	Fare Matters			1								1
County Cork	Complaint Type						Outcomes					
	Vehicle Condition						Transferred: Garda Remit	Transferred: Dispatch Operator	Transferred: Other agency remit		Instructed as to legal rights and responsibilities	Total
	Driver Behaviour			2							3	5
	Hiring Matters	1		2	1						4	4
	Fare Matters	1		5		2					7	15
County Donegal	Complaint Type						Outcomes					
	Vehicle Condition						Transferred: Garda Remit	Transferred: Dispatch Operator	Transferred: Other agency remit		Instructed as to legal rights and responsibilities	Total
	Driver Behaviour											
	Hiring Matters											
	Fare Matters	2		9	1	2					10	24

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Fixed Payment Notice	Cat	Penalty	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Failure to display required in-vehicle information	D1	100	0	0	0	0	0	1	0	0	1	1	1	0
Standing at appointed stand while vehicle not available for hire	D2	80	2	3	0	3	3	3	8	9	13	13	2	4
Standing for hire at a place other than an appointed stand	D3	100	5	49	2	6	6	2	17	17	14	5	15	14
Standing or plying for hire in an area without a licence to stand or ply for hire in that area	D7	200	0	0	0	10	10	2	0	2	1	8	0	1
Failure to print and offer a receipts in the prescribed form to a passenger upon completion of a journey in a	D5	100	5	0	1	5	5	3	11	7	5	10	3	10
Failure to print and offer a receipt in the prescribed form to a passenger upon completion of a journey in a hackney or	D6	100	0	0	0	0	0	0	1	1	0	0	0	0
Failure to comply with taxi roof sign requirements	L8	100	26	9	8	8	8	4	15	8	21	7	11	3
Failure to notify details of small public service vehicle being operated	L10	200	13	5	3	13	13	10	19	24	16	9	11	9
Failure to operate taximeter while taxi on hire	D12	150	2	0	0	0	0	0	1	1	0	1	3	1

Failure to comply with the requirements in relation to the fitting and operation of a taximeter	D13	150	5	2	9	9	9	4	10	7	8	3	3	3
Failure to display required driver	D16	200	7	1	1	4	4	0	3	4	4	4	5	1
Failure to comply with vehicle standards applicable to licensing category	A17	100	17	20	7	23	23	5	18	9	18	13	16	9
Failure to carry a functioning cashless payment device	D19	200	5	1	1	2	2	1	3	1	0	0	3	0
Failure to accept cashless payment	D20	200	2	0	0	0	0	0	1	0	0	1	1	0
Refusal to carry an assistance dog or guide dog in a small public service vehicle	D4	250	1	3	0	2	2	0	2	0	1	1	1	1
Unreasonable refusal to carry a passenger where the journey is not more than 30 kilometres	D23	150	10	3	5	4	4	5	12	5	5	9	8	5
Refusal by the driver to carry a passenger in a wheelchair	D27	250	1	0	0	1	1	0	0	1	0	0	0	0
Failure to have prescribed signage affixed to the front doors of a taxi or wheelchair accessible	A26	250	0	0	1	0	0	0	0	0	1	0	0	0
Failure to display valid tamper-proof discs	D22	150	1	0	0	0	0	0	2	0	0	0	0	0
Failure to comply with the requirements in relation to the calibration of	D24	250	7	3	3	3	3	1	0	0	0	0	0	2

Operating taximeter while taxi is standing for hire or plying for hire.	D11	150	0	0	0	0	0	0	0	0	1	0	0	0	0
Displaying on a hackney or limousine a sign or advertisement other than one approved in writing by the National Transport Authority.	L9	80	0	0	0	0	0	0	0	1	3	0	2	0	0
Applying a booking fee in respect of a taxi which is engaged while applying for hire or standing for hire or without having been booked in advance by the	D14	100	0	0	0	0	0	0	0	0	1	0	0	0	0
Standing with a taxi on part of the public road adjoining or in proximity of an appointed stand when the appointed stand is full.	D15	80	0	2	0	0	0	0	0	4	0	0	0	0	0
Removal, attempted removal, damage or interference with a small public service vehicle tamper-proof disc.	A21	150	1	0	0	0	0	0	1	0	0	0	0	0	1
Failure of the driver of a hackney or limousine to carry the required booking record in respect of a hire.	D18	80	0	0	0	0	0	0	0	1	0	0	0	0	0
Totals			110	101	41	92	93	42	129	101	108	87	83	64	