

Compliance Statistics Report 2026

September 2026



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Overview of NTA Compliance & Complaints

Compliance with SPSV Legislation

The National Transport Authority (NTA) is committed to ensuring compliance with Small Public Service Vehicle (SPSV) legislation, to ensure public safety, that legitimate, professional operators do not have to compete with others operating to lower standards, and to ensure continued public confidence in SPSV services. The NTA has the right to bring court prosecutions for certain offences, including unlicensed drivers and unlicensed vehicles operating as SPSVs.

The NTA monitors SPSV-compliance through a combination of investigation of complaints submitted by members of the public, as well as routine checks of drivers and vehicles. The NTA employs a team of compliance officers, warranted as authorised persons, who are empowered to investigate complaints and conduct routine checks.

Responsibility of SPSV Operators

Any vehicle being operated as an SPSV must comply with SPSV Regulations. If a vehicle is operated as an SPSV without a licence, both the owner of the vehicle and the driver can be charged with the offence. However, it always remains the driver's responsibility to ensure that the vehicle he or she is operating complies with the regulations, irrespective of who holds the vehicle licence or who owns the vehicle. As a rule, the NTA expects drivers to:

- Keep up to date with obligations under SPSV legislation
- Provide reasonable assistance and information to all authorised persons, including NTA Compliance Officers and members of An Garda Síochána.
- Not obstruct, impede, fail to comply with or give false or misleading information to an authorised person.

Enforcement of Legislative Requirements

Compliance officers are empowered to issue on-the-spot penalties for several specified fixed payment offences. All members of An Garda Síochána are also warranted as authorised persons. Compliance Officers and Gardaí not only enforce the legislation but also offer guidance to SPSV operators on how to maintain compliance and offer good customer service.

Purpose of this Report

The purpose of this report is to present key statistics regarding SPSV compliance with relevant regulations. These statistics are recorded and reported by quarters, with quarters typically reported six months in arrears. This report is updated on an ongoing basis, with a revised report uploaded to the NTA website following such updates.

Complaints to NTA by Category

Complaints to NTA – 2026

Table 1 below presents the number of complaints submitted to the NTA concerning SPSVs through the course of 2026. These complaints are organised into four categories and are broken down into the number of complaints received each month.

Complaint Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Vehicle Condition	8	10	10	11	13	8	10	6	13				
Driver Behaviour	17	33	20	28	62	79	72	66	65				
Hiring Matters	32	26	39	34	47	75	39	41	38				
Fare Matters	73	83	82	75	86	112	93	137	115				
Total Complaints	130	152	151	148	208	274	214	250	231				

Table 1 – SPSV Complaints to NTA (2026)

Complaint Outcomes

This section presents the outcomes of complaints submitted to the NTA regarding SPSVs. These outcomes are grouped into nine categories and are published on a quarterly basis. These figures are presented on a national level, with a county breakdown available in Appendix 1.

Complaint Outcomes – Quarter 1 2026

Table 2 below presents the outcomes of complaints received by the NTA during Quarter 1 2026.

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	Under Investigation	Total
Vehicle Condition	2	0	7	2	8	0	0	0	9	0	28
Driver Behaviour	7	0	28	5	3	3	0	0	24	0	70
Hiring Matters	14	0	37	7	10	2	1	0	20	6	97
Fare Matters	29	0	101	27	25	2	0	0	47	7	238
Total	52	0	173	41	46	7	1	0	100	13	420

Table 2 - Complaints Outcomes Q1 2026

Fixed Payment Offences

Authorised Persons (NTA Compliance Officers or any member of An Garda Síochána) may issue Fixed Payment Notices (FPNs), commonly known as on the spot fines or penalties, for a range of offences which have been declared at law to be Fixed Payment Offences. These notices may be issued as a result of a roadside check by a Compliance Officer or a member of An Garda Síochána or they may be issued following a complaint from a customer. The fines payable are up to €250 per incidence. The FPN specifies the amount which must be paid to avoid prosecution, as shown in the table below. More information on Fixed Payment Offences can be found [on the NTA website](#).

Table 3 below presents the number of FPN offences recorded by the NTA in 2026:

FPN Offence	Cat.	Penalty (€)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Failure to display required in-vehicle information	D1	100	-	1	-	1	1	3	2	-	1				
Standing at appointed stand while vehicle not available for hire	D2	80	4	6	5	3	8	2	4	2	13				
Standing for hire at a place other than an appointed stand	D3	100	4	4	3	10	3	-	18	6	19				
Standing or plying for hire in an area without a licence to stand or ply for hire in that area	D7	200	-	-	-	2	10	-	3	2	2				
Failure to print and offer a receipt in the prescribed form	D5	100	10	13	7	13	11	14	17	22	14				

to a passenger upon completion of a journey in a taxi															
Failure to print and offer a receipt in the prescribed form to a passenger upon completion of a journey in a hackney or limousine	D6	100	5	2	-	-	1	-	-	-	-				
Failure to comply with taxi roof sign requirements	L8	100	11	-	18	12	16	10	17	9	10				
Failure to notify details of small public service vehicle being operated	L10	200	10	10	16	14	16	9	14	5	8				
Failure to operate taximeter while taxi on hire	D12	150	2	3	2	3	4	2	1	-	5				
Failure to comply with the requirements in relation to the fitting and operation of a taximeter	D13	150	5	2	2	6	5	1	5	1	6				
Failure to display required driver identification	D16	200	5	2	2	9	4	5	4	2	6				

Failure to comply with vehicle standards applicable to licensing category	A17	100	10	21	18	22	18	19	14	17	29				
Failure to carry a functioning cashless payment device	D19	200	2	4	-	-	-	2	2	1	5				
Failure to accept cashless payment	D20	200	1	-	3	-	1	-	3	-	-				
Refusal to carry an assistance dog or guide dog in a small public service vehicle	D4	250	1	2	1	-	-	1	-	1	-				
Unreasonable refusal to carry a passenger where the journey is not more than 30 kilometres	D23	150	13	5	7	4	4	10	20	9	12				
Refusal by the driver to carry a passenger in a wheelchair	D27	250	1	-	-	-	-	-	-	-	3				
Failure to have prescribed signage affixed to the front doors of a taxi or wheelchair accessible taxi	A26	250	-	-	-	-	-	-	-	-	-				

Failure to display valid tamper-proof discs	D22	150	-	-	1	2	-	-	-	-	-				
Failure to comply with the requirements in relation to the calibration of taximeters	D24	250	-	1	-	-	-	-	1	-	1				
Operating taximeter while taxi is standing for hire or plying for hire.	D11	150	-	-	-	-	-	-	-	-	-				
Displaying on a hackney or limousine a sign or advertisement other than one approved in writing by the NTA.	L9	80	-	1	-	-	-	-	-	-	-				
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 consumer.	D14	100	-	1	-	-	1	-	-	1	1				
Standing with a taxi on part of the public road adjoining or in proximity of an	D15	80	4	-	-	-	-	-	-	-	1				

appointed stand when the appointed stand is full.															
Removal, attempted removal, damage or interference with a small public service vehicle tamper-proof disc.	A21	150	-	-	1	1	1	1	-	-	-				
Failure of the driver of a hackney or limousine to carry the required booking record in respect of a hire.	D18	80	-	-	-	-	-	1	-	-	-				
Total	-	-	93	79	86	104	104	80	125	84	136				

Appendix 1 – Complaint Outcomes by County (Q1 2026)

Complaint Outcomes for Carlow (Q1 2026)

[illegible]

Complaint Outcomes for Cavan (Q1 2026)

[illegible]

Complaint Outcomes for Clare (Q1 2026)

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
Vehicle Condition	-	-	-	-	-	-	-	-	-	-
Driver Behaviour	-	-	-	-	-	-	-	-	-	-
Hiring Matters	-	-	-	-	-	-	-	-	-	-
Fare Matters	-	-	1	-	-	-	-	-	-	1
Total	-	-	1	-	-	-	-	-	-	1

Complaint Outcomes for Cork (Q1 2026)

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	Under Investigation	Total
Vehicle Condition									2		2
Driver Behaviour	1		1	1					1		4
Hiring Matters	1		3	1					1	1	7
Fare Matters	2		5	3					5		15
Total	4	0	9	5	0	0	0	0	9	1	28

Complaint Outcomes for Donegal (Q1 2026)

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
Vehicle Condition			1							1
Driver Behaviour	1									1
Hiring Matters										0
Fare Matters										0
Total	1	0	1	0	0	0	0	0	0	2

Complaint Outcomes for Dublin (Q1 2026)

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	Under Investigation	Total
Vehicle Condition	2		3		7				7		19
Driver Behaviour	3		17	3	3	1			20		47
Hiring Matters	8		20	6	5	1	1		14	5	60
Fare Matters	21		67	21	20	1			35	6	171
Total	34	0	107	30	35	3	1	0	76	11	297

Complaint Outcomes for Galway (Q1 2026)

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
Vehicle Condition										
Driver Behaviour	1		1							2
Hiring Matters			5						1	6
Fare Matters	1		6						2	9
Total	2		12						3	17

Complaint Outcomes for Kerry (Q1 2026)

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
Vehicle Condition				1						1
Driver Behaviour	1					1				2
Hiring Matters										0
Fare Matters						1				1
Total	1	0	0	1	0	2	0	0	0	4

Complaint Outcomes for Kildare (Q1 2026)

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
Vehicle Condition				1						0
Driver Behaviour	1					1				0
Hiring Matters										1
Fare Matters	1					1				3
Total	1	0	2	0	0	0	0	1	0	4

Complaint Outcomes for Kilkenny (Q1 2026)

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
Vehicle Condition										0
Driver Behaviour										0
Hiring Matters										0
Fare Matters	2		1							3
Total	2	0	1	0	0	0	0	0	0	3

Complaint Outcomes for Laois (Q1 2026)

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
Vehicle Condition			1							1
Driver Behaviour			1							1
Hiring Matters										0
Fare Matters									1	1
Total	0	0	2	0	0	0	0	0	1	3

Complaint Outcomes for Leitrim (Q1 2026)

[illegible]

Complaint Outcomes for Limerick (Q1 2026)

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
Vehicle Condition										0
Driver Behaviour			2							2
Hiring Matters	2		1			1			1	5
Fare Matters	1		5		1					7
Total	3	0	8	0	1	1	0	0	1	14

Complaint Outcomes for Longford (Q1 2026)

[illegible]

Complaint Outcomes for Louth (Q1 2026)

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
Vehicle Condition										0
Driver Behaviour				1						1
Hiring Matters					1					1
Fare Matters			1		1					2
Total	0	0	1	1	2	0	0	0	0	4

Complaint Outcomes for Mayo (Q1 2026)

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
Vehicle Condition										0
Driver Behaviour										0
Hiring Matters	1		1							2
Fare Matters										0
Total	1	0	1	0	0	0	0	0	0	2

Complaint Outcomes for Meath (Q1 2026)

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
Vehicle Condition										
Driver Behaviour									1	1
Hiring Matters										0
Fare Matters	1		1						1	3
Total	1	0	1	0	0	0	0	0	2	4

Complaint Outcomes for Monaghan (Q1 2026)

[illegible]

Complaint Outcomes for Offaly (Q1 2026)

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
Vehicle Condition										0
Driver Behaviour										0
Hiring Matters										0
Fare Matters				1					1	2
Total	0	0	0	1	0	0	0	0	1	2

Complaint Outcomes for Roscommon (Q1 2026)

[illegible]

Complaint Outcomes for Sligo (Q1 2026)

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
Vehicle Condition										0
Driver Behaviour										0
Hiring Matters										0
Fare Matters			1						1	2
Total	0	0	1	0	0	0	0	0	1	2

Complaint Outcomes for Tipperary (Q1 2026)

[illegible]

Complaint Outcomes for Waterford (Q1 2026)

[illegible]

Complaint Outcomes for Westmeath (Q1 2026)

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
Vehicle Condition										0
Driver Behaviour										0
Hiring Matters								1		1
Fare Matters			1							1
Total	0	0	1	0	0	0	0	0	1	2

Complaint Outcomes for Wexford (Q1 2026)

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
Vehicle Condition										0
Driver Behaviour										0
Hiring Matters										0
Fare Matters					1					1
Total	0	0	0	0	1	0	0	0	0	1

Complaint Outcomes for Wicklow (Q1 2026)

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
Vehicle Condition										0
Driver Behaviour									1	1
Hiring Matters										0
Fare Matters			1							1
Total	0	0	1	0	0	0	0	0	1	2

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