

Annex 1

Annex 1 - Details of Complaints (1 January - 31 August 2019, by Operator)

Details	Authority	Operator	Action
Illegal pick up	Other	A	144 Ongoing
Illegal pickup	Other	A	151 Accepted - Written warning/advice
Parking - on Piccadilly rank	Other	A	151 Accepted - Written warning/advice
Parking - St Leonards Place rank	Other	A	151 Accepted - Written warning/advice
Parking - St Sampsons Square rank	Other	A	151 Accepted - Written warning/advice
Parking - Duncombe Place rank	Other	A	151 Accepted - Written warning/advice
Parked on rank - St Leonards Place	Other	A	151 Accepted - Written warning/advice
Driver behaviour - offensive gesture	Other	A	151 Accepted - Written warning/advice
Illegal right turn - Lendal	Other	A	151 Accepted - Written warning/advice
Illegal right turn - Lendal	Other	A	151 Accepted - Written warning/advice
Illegal right turn - Lendal	Other	A	151 Accepted - Written warning/advice
Wrong way on street - Lowther Street	Other	A	151 Accepted - Written warning/advice
Parking - waiting on St Leonards Place rank	Other	A	151 Accepted - Written warning/advice
Parking - on Clifford Street rank	Other	A	151 Accepted - Written warning/advice
Illegal right turn - Lendal	Other	A	151 Accepted - Written warning/advice
Driving Standards - Crossing red light	Other	A	151 Accepted - Written warning/advice
Parking - station rank	Other	A	151 Accepted - Written warning/advice
Parking - on Piccadilly rank	Other	A	151 Accepted - Written warning/advice
Illegal turn - out of Lendal	Other	A	151 Accepted - Written warning/advice
Wrong way on street - Blake Street	Other	A	151 Accepted - Written warning/advice
Driving Standards - driving through red light	Other	A	151 Accepted - Written warning/advice
Driving Standards - overtaking on wrong side of bollards	Other	A	151 Accepted - Written warning/advice
Illegal right turn - Coppergate	Other	A	151 Accepted - Written warning/advice
Parking - waiting in disabled parking bay	Other	A	151 Accepted - Written warning/advice
Parking - in disabled space	Other	A	151 Accepted - Written warning/advice
Illegal turn - turning right out of Lendal	Other	A	151 Accepted - Written warning/advice
Illegal pick up - plying for hire	Other	A	151 Accepted - Written warning/advice
Illegal right turn - Lendal	Other	A	151 Accepted - Written warning/advice
Illegal right turn - Lendal	Other	A	151 Accepted - Written warning/advice
Parking - on double yellow lines	Other	A	151 Accepted - Written warning/advice
Driving standards - running a red light	Other	A	151 Accepted - Written warning/advice

Driver behaviour - urinating against wall	Other	A	I53 Accepted - No further action
Illegal turns - Various drivers out of Lendal	Other	A	I53 Accepted - No further action
Parking - private hire on rank (was pre booked)	Other	A	I53 Accepted - Other
Parking - on station rank (was pre-booked)	Other	A	I53 Accepted - Other
Road traffic accident - Hull Rd	Other	A	I53 Accepted - Other
Driver smoking	Other	A	I60 Fixed Penalty Notice
Driver smoking	Other	A	I60 Fixed Penalty Notice
Road Traffic Accident - Minor accident in petrol station	Other	A	I61 Referred to other department or agency
Wrong way on street - Knavesmire Rd	Other	A	I61 Referred to other department or agency
Illegal turn - Nessgate	Other	A	I61 Referred to other department or agency
Wrong way on street - Castlegate	Other	A	I61 Referred to other department or agency
Wrong way on street - Penley Grove Street	Other	A	I61 Referred to other department or agency
Parking - Private hire on Duncombe Place rank	Other	A	I61 Referred to other department or agency
Driving standards - Vehicle picking up in tea room square	Other	A	I61 Referred to other department or agency
Driving standards - Passengers carrying luggage on laps	Other	A	I61 Referred to other department or agency
Parking - on rank/drove off wrong way on one way street.	Other	A	I61 Referred to other department or agency
Wrong way on street - Petergate	Other	A	I61 Referred to other department or agency
Road traffic accident - cemetery road	Other	A	I61 Referred to other department or agency
Parking - private hire on hackney rank	Other	A	I61 Referred to other department or agency
Driving standards - picking up in tearoom square	Other	A	I61 Referred to other department or agency
Driving standards - Picking up in tea room square	Other	A	I61 Referred to other department or agency
Parking - Duncombe Place rank	Other	A	I61 Referred to other department or agency
Parking - private hire on rank	Other	A	I61 Referred to other department or agency
Driving standards - failure to stop at junction	Other	A	I61 Referred to other department or agency
Driving standards - picking up in tea room square	Other	A	I61 Referred to other department or agency
Driving standards - dangerous dropping off	Other	A	I61 Referred to other department or agency
Wrong way on street - Eastern Terrace	Other	A	I61 Referred to other department or agency
Mechanical condition - nearside brake light out	Other	A	I61 Referred to other department or agency
Parking - Picking up from Minster rank (passengers were booked)	Other	A	I61 Referred to other department or agency
Driving standards - picked up in traffic in tea room square	Other	A	I61 Referred to other department or agency
Driving Standards - Cut up at traffic lights	Other	A	I61 Referred to other department or agency
Driving Standards - running red light	Other	A	I61 Referred to other department or agency
Parking - in road to pick up passengers (were pre-booked)	Other	A	I61 Referred to other department or agency

Wrong way on street - reversing on Petergate	Other	A	I61 Referred to other department or agency
Parking - Queen Street	Other	A	I61 Referred to other department or agency
Driving Standards - Stopped in yellow box & brake light out	Other	A	I61 Referred to other department or agency
Driver beaviour - leaving litter	Other	A	I61 Referred to other department or agency
Enquiry - vehicle colour	Other	A	I61 Referred to other department or agency
Driving standards - Overcrowded vehicle	Other	A	I61 Referred to other department or agency
Parking - pedestrian crossing	Other	A	I61 Referred to other department or agency
Plates/Signage - No door stickers	Other	A	I61 Referred to other department or agency
Road traffic accident - Cemetry Road	Other	A	I61 Referred to other department or agency
Plates/signage - Illegal number plate	Other	A	I61 Referred to other department or agency
Mechanical defect - Brake light out, also parked on station rank	Other	A	I61 Referred to other department or agency
Parking - Duncombe Place rank (and brake light out)	Other	A	I61 Referred to other department or agency
Driving standards - stopped over cycle box at traffic lights	Other	A	I61 Referred to other department or agency
Driving Standards - going through red light	Other	A	I61 Referred to other department or agency
Driver behaviour - swearing	Other	A	I61 Referred to other department or agency
Plates/signage - attached to doors with sticky tape	Other	A	I61 Referred to other department or agency
Plates/signage - Operator name stuck on with tape	Other	A	I61 Referred to other department or agency
Plates/signage - No operator signage on door	Other	A	I61 Referred to other department or agency
Plates/signage - displaying name of another operator	Other	A	I61 Referred to other department or agency
Plates/signage - Door signage still not present	Other	A	I61 Referred to other department or agency
Plates/signage - Sun strip fouling the wiper blades	Other	A	I61 Referred to other department or agency
Driving Standards - crossed pedestrian area at station	Other	A	I61 Referred to other department or agency
Plates/Signage - Damaged side plates	Other	A	I61 Referred to other department or agency
Plates/signage - incorrect side plates	Other	A	I61 Referred to other department or agency
Wrong way on street - up Walmgate and Merchantgate	Other	A	I61 Referred to other department or agency
Parking - opposite Duncombe Place rank	Other	A	I61 Referred to other department or agency
Mechanical condition - Defective number plate lights	Other	A	I61 Referred to other department or agency
Plates/signage - No taxi decals on display	Other	A	I61 Referred to other department or agency
Plates/signage - No operator signage on vehicle	Other	A	I61 Referred to other department or agency
Road traffic accident - has damage to door	Other	A	I61 Referred to other department or agency
Illegal turn - Lendal	Other	A	I61 Referred to other department or agency
Driving Standards -wrong side of road/wrong way on roundabout	Other	A	I61 Referred to other department or agency
Driving Standards - illegal turn across pedestrian crossing	Other	A	I61 Referred to other department or agency

Driving Standards - almost hit cyclist	Other	A	I61 Referred to other department or agency
Wrong way on street - Daveygate	Other	A	I61 Referred to other department or agency
Driving standards - Cutting up another driver	Other	A	I61 Referred to other department or agency
Plates/signage - No side plates	Other	A	I61 Referred to other department or agency
Wrong way on street - Petergate	Other	A	I61 Referred to other department or agency
Plates/Signage - No door signage	Other	A	I61 Referred to other department or agency
Plates/signage - Obscured details	Other	A	I61 Referred to other department or agency
Parking - on rank	Other	A	I61 Referred to other department or agency
Plates/signage - defective plate/tape obscuring details	Other	A	I61 Referred to other department or agency
Plates/signage - Worn/unreadable licence plate	Other	A	I61 Referred to other department or agency
Parking - picking up from drop off area under station portico	Other	A	I61 Referred to other department or agency
Parking-taking passengers from rank (passengers pre-booked)	Other	A	I61 Referred to other department or agency
Illegal turn - Tanner Row	Other	A	I61 Referred to other department or agency
Illegal turn - Lendal	Other	A	I61 Referred to other department or agency
Illegal right turn - Lendal	Other	A	I61 Referred to other department or agency
Parking - Picking up passengers from Rougier Street rank	Other	A	I61 Referred to other department or agency
Parking - Rougier Street Rank	Other	A	I61 Referred to other department or agency
Parking - Rougier Street rank	Other	A	I61 Referred to other department or agency
Road Traffic Accident - Vehicle crashed into a bus	Other	A	I61 Referred to other department or agency
Driving Standards - tailgating/overtaking	Other	A	I61 Referred to other department or agency
Road traffic accident - collision at lights	Other	A	I61 Referred to other department or agency
Road Traffic Accident - vehicle on pavement	Other	A	I61 Referred to other department or agency
Parking - Out of town vehicle just off Duncombe Place rank	Other	A	I61 Referred to other department or agency
Parking - Out of town vehicle on Picacadilly rank	Other	A	I61 Referred to other department or agency
Parking - regularly in disabled parking bays at station	Other	A	I61 Referred to other department or agency
Concerns about where drivers are sleeping overnight	Other	A	I61 Referred to other department or agency
Driving Standards - near miss at roundabout	Other	A	I61 Referred to other department or agency
Driving Standards - overtakes bus/near miss car	Other	A	I61 Referred to other department or agency
Driver behaviour - Swearing	Other	A	I61 Referred to other department or agency
Mechanical condition - Rear light defective	Other	A	I61 Referred to other department or agency
Driver behaviour - not wearing seat belt	Other	A	I61 Referred to other department or agency
Wrong way on street - Lendal gyratory	Other	A	I61 Referred to other department or agency
Driver behaviour - Altercation between drivers	Other	A	I61 Referred to other department or agency

Driving Standards - turns around at traffic lights	Other	A	I61 Referred to other department or agency
Wrong way on street - Spurriergate	Other	A	I61 Referred to other department or agency
Parking - driver picking up at tearoom square	Other	A	I61 Referred to other department or agency
Enquiry regarding enforcement	Other	A	I62 Outcome - Other
Enquiry - Legality of out of town vehicles at station	Other	A	I62 Outcome - Other
Enquiry - legality of out of town taxis in York	Other	A	I62 Outcome - Other
Road traffic accident - Fatality	CYC	B	I44 Ongoing
Driver behaviour - angry when handing in lost property	CYC	B	I51 Accepted - Written warning/advice
Driver behaviour - Rude and unhelpful taxi driver	CYC	B	I51 Accepted - Written warning/advice
Driver behaviour - tried to charge for return of lost property	CYC	B	I51 Accepted - Written warning/advice
Driver behaviour - threatening towards another road user	CYC	B	I51 Accepted - Written warning/advice
Driving Standards - blocking cycle box at traffic lights	CYC	B	I51 Accepted - Written warning/advice
Driving Standards - jumped a red light	CYC	B	I51 Accepted - Written warning/advice
Driving standards - near miss with cyclist/two finger gesture	CYC	B	I51 Accepted - Written warning/advice
Driving standards - obstructed merge/into oncoming cars	CYC	B	I51 Accepted - Written warning/advice
Driving Standards - pumping accelerator/uncomfortable ride	CYC	B	I51 Accepted - Written warning/advice
Driving standards - Taxi going through red light	CYC	B	I51 Accepted - Written warning/advice
Driving Standards - too close to cyclists	CYC	B	I51 Accepted - Written warning/advice
Driving standards - turned left cutting off cyclist	CYC	B	I51 Accepted - Written warning/advice
Driving Standards - Using phone whilst driving	CYC	B	I51 Accepted - Written warning/advice
Illegal right turn - Lendal	CYC	B	I51 Accepted - Written warning/advice
Illegal right turn - Lendal	CYC	B	I51 Accepted - Written warning/advice
Illegal turn - Lendal	CYC	B	I51 Accepted - Written warning/advice
Odour in taxi	CYC	B	I51 Accepted - Written warning/advice
Parking - in disabled bay/rude when challenged	CYC	B	I51 Accepted - Written warning/advice
Parking - regularly on double yellow lines outside school	CYC	B	I51 Accepted - Written warning/advice
Refused a fare	CYC	B	I51 Accepted - Written warning/advice
Mechanical condition - Broken meter/seatbelt fitting	CYC	B	I52 Accepted - Verbal warning given
Plates/signage - rear plate on parcel shelf/upside down	CYC	B	I52 Accepted - Verbal warning given
Driver behaviour - aggression observed by member of public	CYC	B	I53 Accepted - No further action
Driver behaviour - refused to take disabled son	CYC	B	I53 Accepted - No further action
Driver behaviour - Rude and cockey/photographed passengers	CYC	B	I53 Accepted - No further action
Driver smoking	CYC	B	I60 Fixed Penalty Notice

Driver smoking	CYC	B	I60 Fixed Penalty Notice
Driver behaviour - aggressive and speeding	CYC	B	I61 Referred to other department or agency
Driver behaviour - regularly harrassed at station by driver	CYC	B	I61 Referred to other department or agency
Driving standards - running red lights	CYC	B	I61 Referred to other department or agency
Driving standards - hackneys at racecourse	CYC	B	I62 Outcome - Other
Driver behaviour - arrested	CYC	C	I50 Accepted - Formal enforcement action
Driver behaviour - angry/bad attitude	CYC	C	I51 Accepted - Written warning/advice
Driving Standards - cutting in forcing an emergency stop	CYC	C	I51 Accepted - Written warning/advice
Driving standards - nearly ran person over/driving on phone	CYC	C	I51 Accepted - Written warning/advice
Driving Standards -overtook a car turning right/swore at driver	CYC	C	I51 Accepted - Written warning/advice
Illegal right turn - Lendal	CYC	C	I51 Accepted - Written warning/advice
Illegal taxi - name of operator not recognised	CYC	C	I51 Accepted - Written warning/advice
Parking - Picking up from rank at racecourse	CYC	C	I51 Accepted - Written warning/advice
Parking - private hire vehicle parked on rank	CYC	C	I51 Accepted - Written warning/advice
Plates/signage - Incorrect name of operator displayed	CYC	C	I51 Accepted - Written warning/advice
Wrong way on street - Grovesnor Terrace	CYC	C	I51 Accepted - Written warning/advice
Wrong way on street - Leeman Road/Memorial Gardens	CYC	C	I51 Accepted - Written warning/advice
Driver behaviour - abusive behaviour towards motorist	CYC	C	I52 Accepted - Verbal warning given
Driver smoking and improper plates	CYC	C	I52 Accepted - Verbal warning given
Plates/signage - plates not displayed properly	CYC	C	I52 Accepted - Verbal warning given
Driving standards - through red traffic light	CYC	C	I53 Accepted - No further action
Plates/signage - plates incorrect	CYC	C	I53 Accepted - No further action
Parking - outside residential property	CYC	C	I53 Accepted - Other
Plates/signage - incorrect name of operator	CYC	C	I53 Accepted - Other
Plates/signage - incorrect name of operator displayed	CYC	C	I53 Accepted - Other
Plates/signage - incorrectly displayed	CYC	C	I53 Accepted - Other
Driver Smoking - also parked on double yellow lines	CYC	C	I60 Fixed Penalty Notice
Parking - York private hire vehicle on hackney rank in Selby	CYC	C	I61 Referred to other department or agency
Driver behaviour - conduct of driver towards passenger	CYC	D	I51 Accepted - Written warning/advice
Driving Standards - cutting up another vehicle	CYC	D	I51 Accepted - Written warning/advice
Driving Standards - cutting up learner driver	CYC	D	I51 Accepted - Written warning/advice
Driving standards - dangerous driving	CYC	D	I51 Accepted - Written warning/advice
Driving standards - jumped red lights	CYC	D	I51 Accepted - Written warning/advice

Driving standards - near miss pulling out across motorcyclist	CYC	D	I51 Accepted - Written warning/advice
Illegal right turn	CYC	D	I51 Accepted - Written warning/advice
Illegal right turn - Lendal	CYC	D	I51 Accepted - Written warning/advice
Illegal right turn - Lendal	CYC	D	I51 Accepted - Written warning/advice
Parking - on pavement forcing pedestrians into the road	CYC	D	I51 Accepted - Written warning/advice
Parking - Piccadilly rank	CYC	D	I51 Accepted - Written warning/advice
Parking - vehicle parking on Duncombe Place rank	CYC	D	I51 Accepted - Written warning/advice
Speeding - through road works	CYC	D	I51 Accepted - Written warning/advice
Driver behaviour - Aggressive/threw bottle at another car	CYC	D	I52 Accepted - Verbal warning given
Driving standards - falling asleep at wheel	CYC	D	I52 Accepted - Verbal warning given
Method by which bookings taken	CYC	D	I52 Accepted - Verbal warning given
Illegal turn - York vehicles turning right from Lendal	CYC	D	I53 Accepted - No further action
Driver behaviour - one driver (off duty) towards another	CYC	D	I61 Referred to other department or agency
Enquiry - stealing of fares	CYC	D	I62 Outcome - Other
Plates/signage - Licence plate taped to window	CYC	D	I62 Outcome - Other
Driver behaviour - driver arrested	CYC	E	I50 Accepted - Formal enforcement action
Driving standards - Near miss with cyclist	CYC	E	I51 Accepted - Written warning/advice
Driving Standards - sped towards car reverse parking	CYC	E	I51 Accepted - Written warning/advice
Driving standards - using beaker/ one hand on wheel	CYC	E	I51 Accepted - Written warning/advice
Illegal right turn - Lendal	CYC	E	I51 Accepted - Written warning/advice
Mechanical condition - Brake light defective	CYC	E	I52 Accepted - Verbal warning given
Driver behaviour - abusive/threats to disabled driver	CYC	F	I51 Accepted - Written warning/advice
Driver behaviour - shouted abuse at another motorist	CYC	F	I51 Accepted - Written warning/advice
Illegal right turn - Lendal	CYC	F	I51 Accepted - Written warning/advice
Illegal right turn - Lendal	CYC	F	I51 Accepted - Written warning/advice
Passenger smoking in taxi	CYC	F	I51 Accepted - Written warning/advice
Driver behaviour - shouting at another driver	CYC	G	I51 Accepted - Written warning/advice
Taxi advert contains a driver's number/not operators.	CYC	G	I51 Accepted - Written warning/advice
Driver behaviour - swore repeatedly at another motorist	CYC	G	I53 Accepted - Other
Driving Standards - put passengers at risk crossing road	CYC	Not recorded	I51 Accepted - Written warning/advice
Driver behaviour - Shouting at another road user	CYC	Not recorded	I52 Accepted - Verbal warning given
Driving Standards - ignoring sign/illegal turn/shouting at cyclist	CYC	Not recorded	I53 Accepted - No further action
Driving standards - through red traffic light	CYC	Not recorded	I53 Accepted - No further action

Driving standards - passed inside/cut up cyclist	CYC	Not recorded	I61 Referred to other department or agency
Driving standards - taxi waiting on entry to roundabout	CYC	Not recorded	I62 Outcome - Other
Parking - On Piccadilly rank	CYC	Not recorded	I51 Accepted - Written warning/advice
Plates/signage - plate in window	CYC	Other	I52 Accepted - Verbal warning given
Plates/signage - Licence plate displayed in rear window	CYC	Other	I53 Accepted - Other
Illegal pick up - Advertising lifts/unlicensed taxi	Other	Unknown	I51 Accepted - Written warning/advice
Parking - Selby vehicle on hackney carriage rank	Other	Unknown	I52 Accepted - Verbal warning given
Illegal taxi - apparently advertising lifts on Facebook	Other	Unknown	I52 Accepted - Verbal warning given
Illegal right turn - Lendal	Other	Unknown	I53 Accepted - No further action
Parking - taxi on zig zags at pedestrian crossing	Other	Unknown	I53 Accepted - No further action
Illegal turn - Lendal/near miss	Other	Unknown	I53 Accepted - No further action
Driver Smoking	Other	Unknown	I53 Accepted - No further action
Object in windscreen blocking view	Other	Unknown	I53 Accepted - No further action
Driving standards - taxi drivers blocking roads on race days	Other	Unknown	I53 Accepted - Other
Driver smoking	Other	Unknown	I60 Fixed Penalty Notice
Driver Smoking	Other	Unknown	I60 Fixed Penalty Notice
Size of photographs on another authority's badges	Other	Unknown	I61 Referred to other department or agency
Enquiry - non York hackney working as private hire	Other	Unknown	I61 Referred to other department or agency
Illegal taxi - sign on roof/no plates or signs	Other	Unknown	I61 Referred to other department or agency
Plates/signage - no side plates	Other	Unknown	I61 Referred to other department or agency
Parking - non York taxi on Tower Street rank	Other	Unknown	I61 Referred to other department or agency
Taxi rank queue becomes fragmented	Other	Unknown	I61 Referred to other department or agency
No badge - Driver badge not displayed	Other	Unknown	I61 Referred to other department or agency
Enquiry - out of town hackney working in York	Other	Unknown	I61 Referred to other department or agency
Illegal taxi - non York hackney with top light on	Other	Unknown	I61 Referred to other department or agency
Illegal taxi - non York hackney with top light on	Other	Unknown	I61 Referred to other department or agency
Illegal taxi - non York hackney working in York	Other	Unknown	I61 Referred to other department or agency
Complaint about taxi licensing service/time taken to licence driver	Other	Unknown	I62 Outcome - Other
Out of town taxis adversely affecting local drivers	Other	Unknown	I62 Outcome - Other
General complaint about out of town drivers	Other	Unknown	I62 Outcome - Other
Enquiry - Out of town vehicles in York	Other	Unknown	I62 Outcome - Other
Concerns about out of town taxis working in York	Other	Unknown	I62 Outcome - Other
Enquiry - safety checks performed on vehicles	Other	Unknown	I62 Outcome - Other