

Complaints/Enquiries Since 21 December 2016

Relating to Uber Drivers / Vehicles

A majority of the complaints related to matters such as alleged plying for hire, to many out of town vehicles operating in York, dangerous driving, smoking in vehicles and fares charged.

General complaints / enquiries - 22

Complaints where details of licensing authority provided - 133

<u>Licensing Authority</u>	<u>Number of Complaints Rec'd</u>
Bradford	44
Calderdale	6
Kirklees	10
Leeds	30
Newcastle	5
North Lincolnshire	1
Rosendale	6
Sefton	1
Transport for London	18
Wakefield	4
Wigan	4
York	4

Outcomes

- advice on the legal position was given to a number of complainants due to their general nature
- a number of complaints have been referred to the driver/vehicles home licensing authority to investigate further
- due to limited information provided for some complainants no further action could be taken
- fixed penalty notices were issued in relation to smoking offences

- Uber was contacted for further information if required
- as some complaints related to alleged road traffic offences, complainant advised to contact the police

Relating to City of York Drivers / Vehicles

A majority of the complaints related to matters such as dangerous driving, plying for hire, smoking in vehicles, vehicle faults, not displaying correct signage and/or licence plates, threatening behaviour and use of inappropriate language.

General complaints / enquiries	- 7
Hackney carriage	- 43
Private Hire (excluding Uber)	- 55

Outcomes

- advice on the legal position was given to a number of complainants due to their general nature
- due to limited information provided for some complainants no further action could be taken
- fixed penalty notices were issued in relation to smoking offences
- as some complaints related to alleged road traffic offences, complainant advised to contact the police as well
- where appropriate verbal or written warnings were issued

Other complaints / enquiries

General complaints / enquiries - 23

<u>Licensing Authority</u>	<u>Number of Complaints Rec'd</u>
Bradford	2
Leeds	3
Rosendale	1
Ryedale	1
Scarborough	1

Selby	4
Wakefield	1

Legal Action

Rossendale* driver pleaded guilty to plying for hire in York.

York private hire driver pleaded guilty to plying for hire in York, no insurance and dangerous driving

Legal proceedings instigated against a Rossendale* driver for plying for hire in York, case withdrawn as further evidence received

Possible court proceedings against a Rossendale* driver for allegedly plying for hire – Head of Service approval needed to proceed

28/11/17 – Leeds driver attending for formal interview, in accordance with PACE, regarding allegedly plying for hire

05/12/17 – court proceeding against Bradford driver for plying for hire

*these three cases relate to different drivers

Three York private hire driver licences revoked on grounds of public safety

One York hackney carriage driver licence was suspended on the grounds of not been a fit and proper person at that time