

Service Request Statistics

Statistics have been compiled from Uniform reports of all Service Requests received by the Taxi Licensing team between the launch of Uber Britannia on 28 October 2016, and 11 October 2017.

Specific types of service requests, of all the types we receive, have been requested and broken down to show how many have been made against BHCC-licensed drivers and OOD-licensed drivers.

For the purposes of these reports, “unjustified” means one of the following:

- The complainant hasn’t provided sufficient information to proceed
- The matter has been investigated and no grounds are found for the complaint
- The complainant has withdrawn their complaint
- The complainant has not withdrawn their complaint but does not want action taken

“Justified” means that we have investigated and found grounds for complaint, and action has been taken by the investigating officer as they have determined appropriate.

Sitting on a rank S.64 LG(MP)A					
	Total number of Service Requests	Investigation Ongoing	Investigation Closed		
			Justified	Unjustified	Referral
BHCC	9	3	4	2	N/A
OoD	43	23	12	5	4
Totals	52	26	16	7	4

We have received a total of 52 complaints about vehicles other than Hackney Carriages waiting on ranks (contrary to Section 64 of Local Government (Miscellaneous Provisions) Act 1976).

In almost all of the justified complaint investigations, formal warning notices were issued to the drivers concerned. According to records we have had no driver reported to us more than once and so this would indicate the approach is effective to date.

Picking up without a prior booking "Flipping" S.46 TPCA					
	Total number of Service Requests	Investigation Ongoing	Investigation Closed		
			Justified	Unjustified	Referral
BHCC	7	3	0	4	N/A
OoD	13	6	0	5	2
Totals	20	9	0	9	2

We have received a total of 20 complaints/reports of drivers picking up without a prior booking (also referred to as "flipping").

Where a matter is found to be unjustified, this usually means that we have approached the operator and found job records for the time in question.

The referrals represent the occasions where the investigating officer determined that the matter should be referred to driver's licensing authority, and no action was taken from this office.

Incidents of a Sexual Nature					
	Total number of Service Requests	Investigation Ongoing	Investigation Closed		
			Justified	Unjustified	Referral
BHCC	7	4	2	1	N/A
OoD	1	0	0	0	1
Totals	8	4	2	1	1

Incidents of a sexual nature include allegations of rape; sexual assault; inappropriate sexual conversation, and sexual misconduct.

Since we do not licence out-of-district drivers, it is not for us to assess their fitness to hold a licence. Where we have been informed of such an incident, we have referred the information to that driver's licensing authority.

Driving Offences					
	Total number of Service Requests	Investigation Ongoing	Investigation Closed		
			Justified	Unjustified	Referral
BHCC	24	9	9	3	3
OoD	4	0	0	0	4
Totals	28	9	9	3	7

Driving offences can include motoring convictions; reports of mobile phone use; speeding; aggressive driving.

A lot of these cases would be referred as they are most appropriately dealt with by the police via Operation Crackdown. In the case of OoD drivers, complainants may be directed to Operation Crackdown, or to the driver's licensing authority.

Unlicensed Driver/Vehicle/Operator					
	Total number of Service Requests	Investigation Ongoing	Investigation Closed		
			Justified	Unjustified	Referral
BHCC	5	4	0	1	N/A
OoD	5	1	1	2	1
Totals	10	5	1	3	1

These service requests will relate to reports of people running private hire businesses without the appropriate licence and drivers and vehicles being unlicensed.

The subjects of these service requests are all working in Brighton & Hove but a question has been raised as to whether they hold the appropriate licences to do so.

The OoD statistics are mainly service requests we received shortly after the launch of Uber, when it was a common misconception that no OoD drivers could work in the city at all. It also includes complaints about unliveried vehicles appearing to ply for hire.

BHCC statistics will include Brighton-based businesses who have failed to obtain a licence for their private hire work, for example.

Conduct (including between BHCC and OOD)					
	Total number of Service Requests	Investigation Ongoing	Investigation Closed		
			Justified	Unjustified	Referral
BHCC	93	34	22	34	3
OoD	13	3	0	1	9
Totals	106	37	22	35	12

In total, we have received 106 service requests relating to driver conduct. This includes complaints from members of the public and members of the trade (made against each other). The type of conduct included in these statistics are aggressive behaviour; rudeness; swearing; discrimination.

Conduct (only between BHCC and OOD)					
	Total number of Service Requests	Investigation Ongoing	Investigation Closed		
			Justified	Unjustified	Referral
BHCC	10	4	2	4	0
OoD	11	3	0	1	7
Totals	21	7	2	5	7

Of the 106 total service requests, 21 have been made by a BHCC-licensed driver against an OoD-licensed driver, or vice versa.

You would expect to see that the majority of complaints made against OoD drivers would be referred, as we cannot investigate the conduct of drivers we do not licence. On one occasion we have noted a complaint as unjustified as the complainant could not provide details of the driver or vehicle. In that case, a referral would not happen as the matter could not be taken forward by the driver's licensing authority either.