

FOI REF:	14812
RESPONSE SENT:	31/10/24

Request

Taxi Licensing Application Processing Times and Complaints

I would appreciate it if you could provide the following details:

1. What is the average time taken to process a new taxi driver license application over the past year?
2. What is the average time taken to process a taxi driver license renewal over the past year?
3. How many complaints have been received regarding delays in processing applications or renewals over the past year?
4. How many complaints have been made against the taxi licensing department in general, covering any issues, over the past year?
5. What is the most common reason for complaints received by the taxi licensing department?

Response

1. A new driver's licence application process relies upon the drivers to provide all the correct information in a timely for it to be processed in a timely manner. On average this takes between 3 – 4 months. The actual time to process the application i.e. officer time takes on average 2 hours.
2. Again, from the point of receiving the renewal application to issuance of the renewal, it takes on average 2 working weeks. The actual officer processing time is on average 1 hour.
3. None
4. None
5. Again, as we've not received any complaints against the Licensing department in the past year, we cannot answer this question. However, we do receive complaints about drivers and in this regard the most common cause of complaint is for dangerous driving or querying charges to customers.

