

Information to be included in Annual Report.**Number of Licensing Applications Determined**

Type of Application	Licence Granted		Licence Refused	
	Application within policy	Application outside of policy	Application within policy	Application outside of policy
PH Driver - New				
PH Driver - Renewal				
HC Driver - New				
HC Driver - Renewal				
Dual Driver - New				
Dual Driver - Renewal				
PH Vehicle new				
PH Vehicle renewal				
HC Vehicle new				
HC Vehicle renewal				
PH Operator new				
PH Operator renewal				

Number of Compliance Visits/Inspections

Type of Licence	Numbers Undertaken		
	Satisfactory	Verbal/Written Warning	Formal Action
PH Driver			
HC Driver			
Dual Driver			
PH Vehicle (Test*)			
HC Vehicle (Test*)			
PH Vehicle (Inspection**)			
HC Vehicle (Inspection**)			
PH Operator			

Key:

PH/HC Vehicle Test* denotes vehicle test as part of licence application process at Vehicle Maintenance Unit (VMU).

PH/HC Vehicle Inspection** denotes reactive inspection undertaken by licensing officers during the course of the licence.

Use of Suspension and Revocation Provisions

Type of Licence	Suspension		Revocation	
	Immediate	Delayed	Immediate	Delayed
PH Driver				
HC Driver				
Dual Driver				
PH Vehicle				
HC Vehicle				
PH Operator				

Complaints

(Data relates to complaints closed out during the particular period – otherwise action numbers never align)

Type of Licence	Complaints			
	Driver or Operator Conduct/Vehicle Safety	Driving Standards	Overcharging/Long Routes etc.	Cleanliness
PH Driver				
HC Driver				
Dual Driver				
PH Vehicle				
HC Vehicle				
PH Operator				

Key:

Not Applicable