

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	1	0	0	0
PH driver renewal	16	0	0	0
HC driver new	0	0	0	0
HC driver renewal	3	0	0	0
Dual driver new	15	0	0	0
Dual driver renewal	105	1	3	0
PH vehicle new	15	0	0	0
PH vehicle renewal	115	0	0	0
HC vehicle new	0 (Capped)	0	0	0
HC vehicle renewal	108	0	0	0
PH Operator new	4	0	0	0
PH Operator renewal	24	0	0	0

Number of compliance visits/ inspections

Licence	Numbers undertaken		
	Satisfactory	Verbal/ written warning	Formal action
PH Drivers	0	0	0
HC Drivers	0	0	0
Dual driver	0	0	0
PHV (vehicle test)*	432	0	0
HCV (vehicle test)*	253	0	0
PHV inspection**	12	0	27
HCV inspection**	3	0	15
PHO	0	0	0

PHV/ HCV test * denotes vehicle test as part of licence application process at VMU

PHV/HCV inspection** denotes reactive inspection undertaken by licensing officers during the course of the licence

Use of suspension and revocation provisions

Licence	Suspension		Revocation	
	Immediate	Delayed	Immediate	Delayed
PH driver	0	0	0	0
HC driver	0	0	0	1
Dual licensed driver	0	0	2	1
PHV	3	0	0	0
HCV	0	0	0	0
PHO	0	0	0	0

Complaints – Total Number 57

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

Licence	Complaints			
	Driver or operator conduct/ Vehicle safety	Driving standards	Overcharging / long routes etc	Cleanliness
PH driver	-	-	-	-
HC driver	-	-	-	-
Dual licensed driver	-	-	-	-
PHV	-	x	x	-
HCV	-	x	x	-
PHO	-	x	-	-

X denotes not applicable