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	**7**	**0**	**0**	**0**
PH driver renewal	**8**	**0**	**0**	**0**
HC driver new	**0**	**0**	**0**	**0**
HC driver renewal	**4**	**0**	**0**	**0**
Dual driver new	**43**	**0**	**0**	**0**
Dual driver renewal	**90**	**1**	**0**	**0**
PH vehicle new	**25**	**0**	**0**	**0**
PH vehicle renewal	**162**	**0**	**0**	**0**
HC vehicle new	**2**	**0**	**0**	**0**
HC vehicle renewal	**110**	**0**	**0**	**0**
PH Operator new	**15**	**0**	**0**	**0**
PH Operator renewal	**17**	**0**	**0**	**0**

Number of compliance visits/ inspections

Licence	Numbers undertaken		
	Satisfactory	**Verbal/ written warning**	**Formal action (Defect/Suspension Notice issued for vehicles)**
PH Drivers	**x**	**x**	**x**
HC Drivers	**x**	**x**	**x**
Dual driver	**x**	**x**	**x**

PHV (vehicle test)*	**587**	**X**	**X**
HCV (vehicle test)*	**288**	**X**	**X**
PHV inspection**	**22**	**0**	**26**
HCV inspection**	**56**	**0**	**15**
PHO	**8**	**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**	**0**
Dual licensed driver	**2**	**0**	**5**	**1**
PHV	**18**	**0**	**0**	**0**
HCV	**11**	**0**	**0**	**0**
PHO	**0**	**0**	**0**	**0**

Complaints – Total Number 53

122 complaints have been reported to the licensing service between 1st January 2025 and 31st December 2025 Please refer to paragraph 3.1 of the report for the full breakdown of complaints into categories.

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

X denotes not applicable