Appendix 1 –

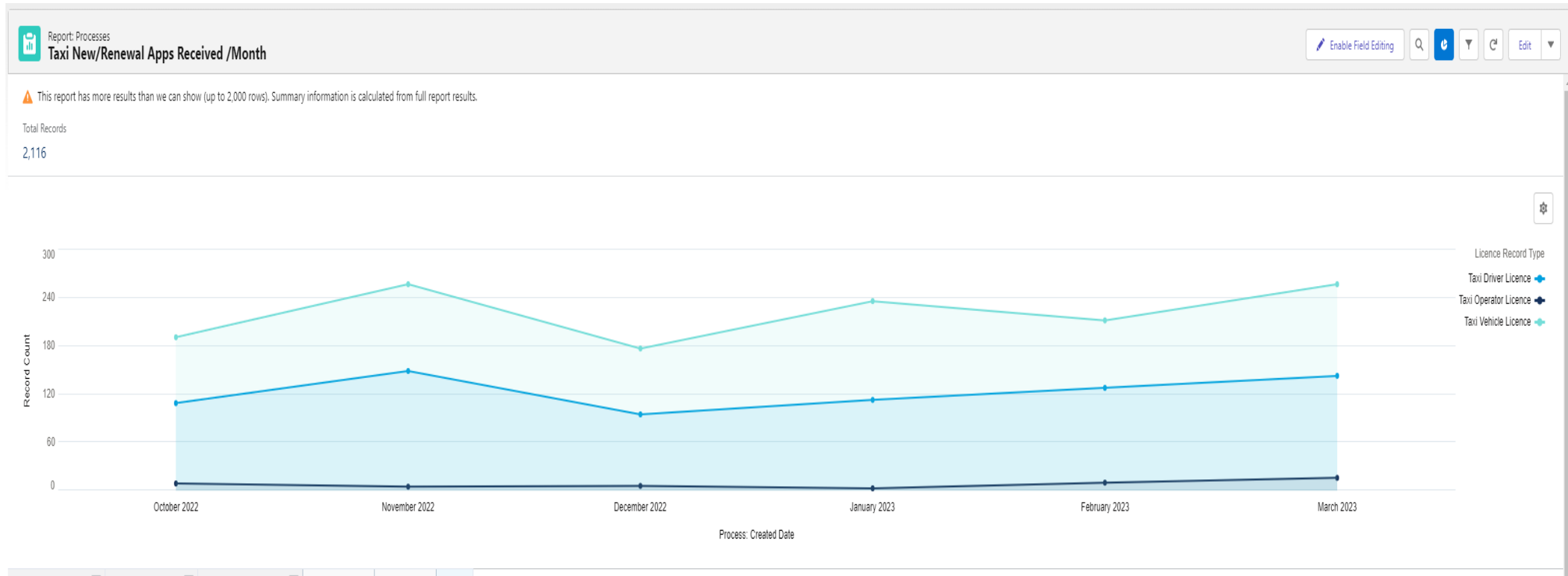Fig 1 – applications received by month (vehicles, drivers and operators)
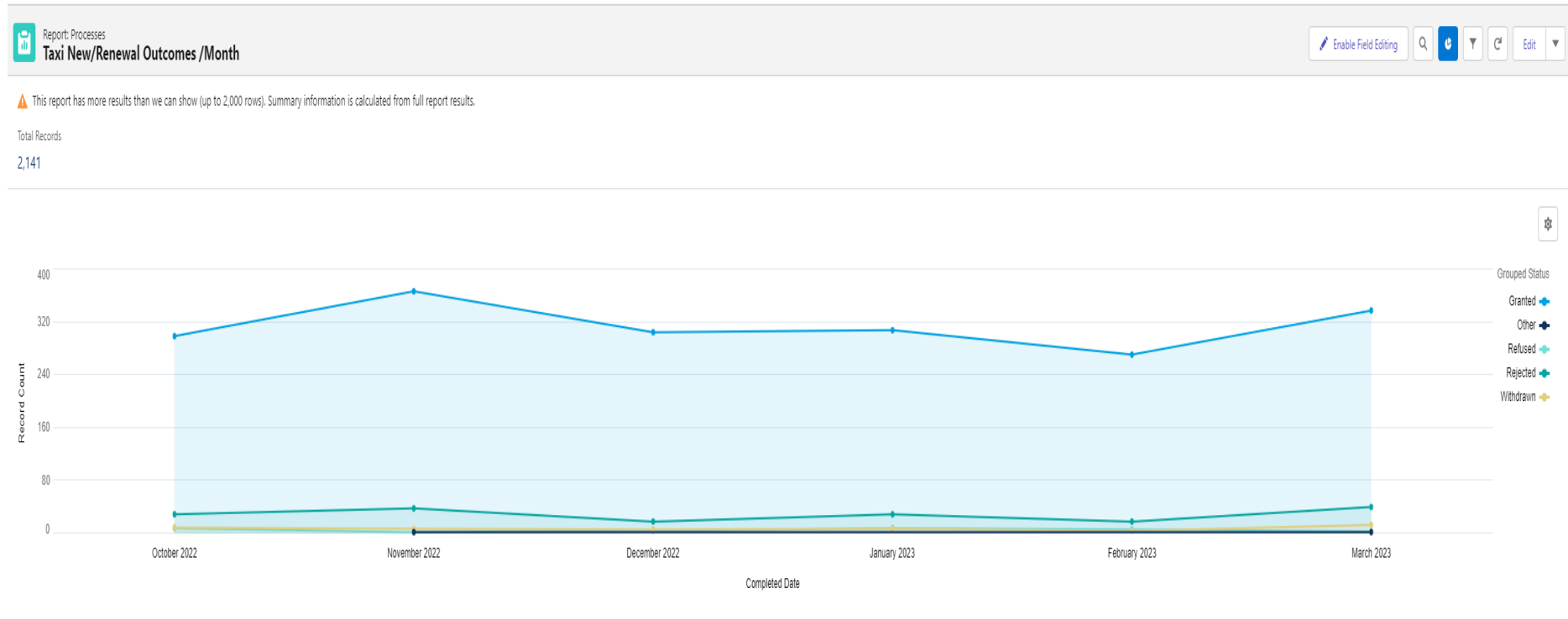
Fig 2 – application outcomes by month (granted, rejected, refused, withdrawn, other)

Fig 3- complaints by Type

Report: Processes
Taxi Complaints by Type

Total Records
163

Type →	Accident	Behaviour	Discrimination	Driving Standards	Fare Dispute	Other	Parking	Safeguarding Concerns	Taxi Licensing	Vehicle Condition	Total
Process: Created Date ↑	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count	Count
October 2022	0	10	0	11	0	1	3	0	0	2	27
November 2022	0	5	0	8	1	1	2	3	2	1	23
December 2022	1	10	0	7	2	3	1	1	4	1	30
January 2023	0	2	1	11	3	0	3	2	1	5	28
February 2023	2	1	2	9	2	4	3	1	0	2	26
March 2023	1	4	1	4	1	2	10	1	0	5	29
Total	4	32	4	50	9	11	22	8	7	16	163