

## Annex I

### Complaints received by the Transport Complaints Unit on suspected malpractices of taxi drivers

<b>Types of complaints</b>	<b>2010</b>	<b>2011</b>	<b>2012 (January - October)</b>
1. Overcharging	1,000	1,255	1,294
2. Taximeter-related offences	441	389	310
3. Refusing hire	1,610	2,111	1,655
4. Failing to drive to destination by the most direct practicable route	1,428	1,511	1,306
5. Soliciting *	11	34	20
6. Others #	3,245	3,259	2,733
<b>Total:</b>	<b>7,735</b>	<b>8,559</b>	<b>7,318</b>

\* Including complaints on “taxi pooling”.

# Including behaving other than a civil and orderly manner, failing to drive to destination, and offences relating to the taxi driver identity plate, etc.