

Taxi-related complaints received by the Transport Department

	2021 (Note)				2022 (Note)				2023			
	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
Overcharging	20	16	36	36	13	25	58	56	47	78	125	90
Refusing or neglecting to accept a hire	16	34	40	64	13	67	67	60	64	86	113	98
Refusing or neglecting to drive a taxi to the place indicated by a hirer	6	13	12	8	5	5	5	9	3	5	12	8
Driving to a destination other than by the most direct practicable route	30	40	43	50	20	46	79	46	43	51	105	78

Note: Due to the epidemic, the overall public transport patronage (including the demand for taxi services) in 2021 and 2022 were lower than that before the epidemic (i.e. 2019), and hence the number of complaints about taxis was relatively lower.