



**MINISTRY OF PUBLIC WORKS,
METEOROLOGICAL SERVICES AND TRANSPORT**

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Memorandum

To: Secretary-General to Parliament

From: Minister for Public Works, Meteorological Services and Transport

Date: 20 November 2023

Subject: Response to Written Question: Question No. 157 of 2023

Pursuant to Standing Order 45(3), I hereby submit the response to the Written Question 157 of 2023 by Hon. Naisa Tuinaceva below. Please find below the response as provided to the Ministry by the LTA.

157/2023 Hon. Naisa Tuinaceva to ask the Minister for Public Works, Meteorological Services and Transport - *Can the Minister inform Parliament on the following-*

- a. Details of the number of complaints received through LTA 582 text free platform; and**

Response: The LTA has received a total of 1,414 texts via the LTA 582 text free platform during this period. Of these, 996 were analyzed and registered by the LTA, while 418 were irrelevant messages, such as blank messages.

- b. The breakdown on the nature of complains and the number of issues already addressed from the period January to September 2023**

Response: The breakdown of complaints by nature and the 10 common complaints received were;

1. Dangerous & Careless Driving
2. Driver Conduct
3. Over Speeding
4. Illegal operation of private vehicles
5. Use of Mobile Communication
6. Bus Service Complaint
7. Fail to obey traffic light
8. Inconsiderate Driving
9. Denial of Taxi service Breaching of PSV permit conditions
10. Resolution of Complaints

The LTA has resolved 84% of the complaints received and registered. The remaining 16% are on hold due to lack of information from the complainant or reluctance to provide a written statement.

The LTA has counselled drivers concerned (both verbally and in writing) and issued Traffic Infringement Notices (TINs) when appropriate.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'R. Filipe Tuisawau', with a long horizontal stroke extending to the right.

Hon. Ro Filipe Tuisawau
Minister for Public Works, Meteorological Services and Transport