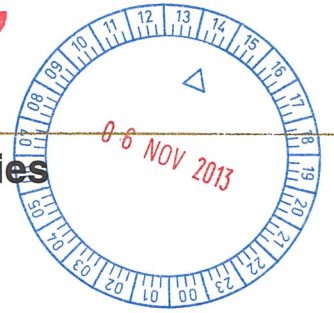




**PUBLIC**

07/11/13



**Treasurer; Minister for Transport; Fisheries**

Our ref: 30-42855 / 30-42846

Ms Samantha Parsons  
Committee Clerk  
Estimates and Financial Operations Committee  
Legislative Council  
Parliament House  
PERTH WA 6000

Dear Ms Parsons

Further to the Hon Ken Travers MLC's letter dated 23 October 2013, in relation to the Estimates and Financial Operations Committee 2012-13 Agency Annual Report Hearings on Thursday, 7 November 2013, please find attached the responses to the additional and supplementary questions for the Department of Transport and the Public Transport Authority.

Yours sincerely

**TROY BUSWELL MLA  
TREASURER; MINISTER FOR TRANSPORT; FISHERIES**

06 NOV 2013



ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE  
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Thursday, 7 November 2013

Department of Transport

Question No 1: Hon Ken Travers asked –

*Was a Business Case developed prior to a decision being made to close the Midland Motor Vehicle Examination Centre? If yes, please table a copy?*

*If no, why not?*

Answer:

No – The Midland Vehicle Examination Centre (VEC) will be closing end of business Friday 29 November 2013. The closure is due to the site being within an aging building that will not meet future service requirements. The building is in a poor condition and will require significant cost to bring to standard.

PAGE REFERENCE IN ANNUAL REPORT: 57



**ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE**  
**QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION**

**Thursday, 7 November 2013**

**Department of Transport**

*Question No 2: Hon Ken Travers asked –*

*Will the Minister table all modelling undertaken by the Department on the cost of providing services through Government run inspection centres compared to the cost of providing these services at privately owned facilities?*

**Answer:**

Service provided by DoT is provided on the user pays principle and is calculated using a costing model that determines the individual fees and charges which are then prescribed by regulation.

The fees payable to the Director General in respect of an inspection whether at a DVS facility or at AIS are exactly the same (as prescribed by Charges Regulations), and DoT cannot ascertain the costs for a private provider.

**ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE**  
**QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION**

**Thursday, 7 November 2013**

**Department of Transport**

*Question No 3: Hon Ken Travers asked –*

*How much does the Department have allocated in the 2013/14 Budget for advertising, and what advertising campaigns will this money be spent on? For each advertising campaign:*

- a) What is the purpose of the adverts?*
- b) How much is budgeted for the adverts?*
- c) What type of media will the adverts be run in?*

Answer:

- a) Advertising is used to publicise transport information to the community.
- b) Budgeted advertising expenditure for 2013-14 is \$614 000.
- c) The type of media used varies, but includes brochures, signage, newspapers, the *Government Gazette* and online services providers.

**ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE**  
**QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION**

**Thursday, 7 November 2013**

**Department of Transport**

*Question No 4: Hon Ken Travers asked –*

*1) What was the total cost of overtime paid to employees in the Licensing section in 2012/13, and how much is budgeted for overtime in the Licensing section in 2013/14?*

*2) What statistics are recorded regarding work load in the departments licensing centres for work at counters?*

*a) Can you please table a copy of all statistics that are maintained regarding work load in Licensing Centres?*

*b) Has the way in which statistics are collected or recorded changed over the last financial year?*

*c) If yes, what were the changes?*

Answer:

1) 2012-13 = \$968 000

2013-14 = \$78 000

2) The number of financial and non-financial transactions conducted over the counter.

a) Total number of Financial transactions = 1 002 217  
Total number of Non Financial transactions = 2 604 809

**Note: The number of FY 2012-13 transactions for Metropolitan Licensing Business Centres Only**

b) No

c) Not applicable

**PAGE REFERENCE IN ANNUAL REPORT: Not applicable**

**ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE**  
**QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION**

**Thursday, 7 November 2013**

**Department of Transport**

*Question No 5: Hon Ken Travers asked –*

*Does the Department have enough Driving Assessors for Motor vehicles licenses?*

*a) What was the number of practical driving assessments performed in each of the following financial years?*

*2010/11;  
2011/12; and  
2012/13?*

*b) What was the number of practical driving test assessors in each of the following financial years?*

*2010/11;  
2011/12; and  
2012/13?*

Answer:

Yes.

a) 2010-11 = 129 994  
2011-12 = 135 883  
2012-13 = 140 108

b) 2010-11 = 96 FTE  
2011-12 = 91 FTE  
2012-13 = 93.59 FTE

**Note: The above numbers exclude relief assessors.**

**PAGE REFERENCE IN ANNUAL REPORT: Not applicable**

**ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE**  
**QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION**

**Thursday, 7 November 2013**

**Department of Transport**

*Question No 6: Hon Ken Travers asked –*

- a) How many vehicles were examined in the 2012/13 financial year by examiners directly employed by the Department?*
- b) How many vehicles were examined in the 2012/13 financial year by examiners who are not directly employed by the Department?*

Answer:

a) 75 157. b) 91 579.

**ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE**

**QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION**

**Thursday, 7 November 2013**

**Department of Transport**

*Question No 7: Hon Ken Travers asked –*

*What studies, strategies or plans is the department currently working on?*

*a) When is it expected that the study, strategy or plan will be completed?*

*b) What is the current estimated date when the plan will be publically released?*

*c) What is the estimated total cost of the study, strategy or plan and how much will be spent in 2013/14 financial year?*

*d) Does the study, strategy or plan involve anyone who is not a direct employee of the Department and if so, who?*

Answer:

Implementation of the CBD Transport Plan

- a) Currently in implementation phase.
- b) Released.
- c) Total funding is \$40m, with \$11.6m budgeted in 2013-14.
- d) No.

Metropolitan Freight and Intermodal Network Plan

- a) Early 2014, for consideration by the Government.
- b) Mid 2014, subject to Government consideration.
- c) \$40,000 is budgeted in 2013-14 to complete the project.
- d) Yes, a number of consulting firms have been engaged for specific parts of the project.

Metropolitan Moving People Network Plan

- a) Draft for consultation completed.
- b) Early 2014, subject to Government consideration.
- c) \$40,000 is budgeted in 2013-14 to complete the project.
- d) Yes, a number of consulting firms have been engaged for specific parts of the project.

Portlink planning and feasibility studies

- a) Involves five key projects which will be completed in 2014-15.
- b) Consultation is occurring throughout the project.
- c) \$7m with \$3m budgeted in 2013-14.



d) Yes, a number of consulting firms have been engaged for specific parts of the project.

Public Transport Network Plan

- a) Scheduled for completion by the end of 2013.
- b) Early 2014, subject to Government consideration. c) No costs incurred in 2013-14.
- d) No

WA Bicycle Network Plan a)

- Completed.
- b) Late 2013, subject to Government consideration. c) \$12.66m is budgeted in 2013-14.
- d) No.

**ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE**  
**QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION**

**Thursday, 7 November 2013**

**Department of Transport**

*Question No 8: Hon Ken Travers asked –*

*I refer to the sole practical driving assessment that occurred in Busselton on 12 October 2012 and ask:*

- a) What were the operational requirements that required a sole practical driving assessment in Busselton on this date?*
- b) Who asked the General Manager of Regional Services to make the arrangements that resulted in this assessment occurring?*
- c) Did the General Manager know who the assessment was for when he made the special arrangements for this assessment?*
- d) When did the Director General first become aware of this sole practical driving assessment?*
- e) What knowledge did the Director-General have regarding this sole practical driving assessment prior to it occurring?*
- f) Is the Director General satisfied that operational requirements justified a special arrangement being put in place for this assessment? If no, what actions has he taken?*
- g) On how many other occasions in 2012/13 were special arrangements put in place for a practical driving assessment to occur? In each case, what was the reason for the special arrangement being put in place?*

**Answer:**

- a) The need to satisfy a customer who was aggrieved by the poor service they had received.**
- b) The Managing Director Transport Services.**
- c) Yes. It is necessary to know the name of the customer in order to check the records, make a booking and send the booking confirmation.**
- d) The Director General became aware after the arrangements had been made.**
- e) The Director General had no knowledge.**

- f) Yes.
- g) It is not possible to ascertain the number of occasions special arrangements were put in place, nor the reason for each arrangement. This information is not readily available from the licensing system.

The practice of accommodating customers by creating additional timeslots or individual arrangements is not uncommon.

Approval for these types of arrangements can be made at the local management level or other management areas within the department. Each instance is considered on a case by case basis and dependent on the circumstances.

Some of the reasons for special arrangements for PDA tests include;

- Seniors re-tests where the customer's licence expiry date is before the next available assessment slot. Similarly providing specific assistance to the elderly to help them comply with undertaking their practical driving assessment other than attending a DoT office.
- Where DoT has requested a customer demonstrate their fitness to hold a licence.
- Where DoT has made an error such as a double booking or cancelled the assessment in error.
- As a result of a complaint that may have some validity in regard to the process of assessments or the result.
- Aggrieved customers as a result of less than satisfactory service.
- Fly in fly out workers who require a licence to commence work urgently.
- Extraordinary licence applicants.
- Local Members of Parliament contact DoT via the Minister's office seeking particular assistance for their constituents in any of these situations.
- To help meet demand or cover for unplanned absences of Practical Driver Assessors, DoT uses other suitably trained staff including Customer Service Officers and Regional Transport Officers to undertake assessments.
- Address needs that cannot be accommodated within the prevailing wait time for assessments. These would cover instances such as compassionate, employment, or educational requirements
- Local Members of Parliament contact DoT via the Minister's office seeking particular assistance for their constituents experiencing any issues regarding licencing.

f) Yes.

g) It is not possible to ascertain the number of occasions special arrangements were put in place, nor the reason for each arrangement. This information is not readily available from the licensing system.

The practice of accommodating customers by creating additional timeslots or individual arrangements is not uncommon.

Approval for these types of arrangements can be made at the local management level or other management areas within the department. Each instance is considered on a case by case basis and dependent on the circumstances.

Some of the reasons for special arrangements for PDA tests include;

- Seniors re-tests where the customer's licence expiry date is before the next available assessment slot. Similarly providing specific assistance to the elderly to help them comply with undertaking their practical driving assessment other than attending a DoT office.
- Where DoT has requested a customer demonstrate their fitness to hold a licence.
- Where DoT has made an error such as a double booking or cancelled the assessment in error.
- As a result of a complaint that may have some validity in regard to the process of assessments or the result.
- Aggrieved customers as a result of less than satisfactory service.
- Fly in fly out workers who require a licence to commence work urgently.
- Extraordinary licence applicants.
- Local Members of Parliament contact DoT via the Minister's office seeking particular assistance for their constituents in any of these situations.
- To help meet demand or cover for unplanned absences of Practical Driver Assessors, DoT uses other suitably trained staff including Customer Service Officers and Regional Transport Officers to undertake assessments.
- Address needs that cannot be accommodated within the prevailing wait time for assessments. These would cover instances such as compassionate, employment, or educational requirements
- Local Members of Parliament contact DoT via the Minister's office seeking particular assistance for their constituents experiencing any issues regarding licencing.

**PAGE REFERENCE IN ANNUAL REPORT: Not applicable**

**ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE**  
**QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION**

**Thursday, 7 November 2013**

**Department of Transport**

*Question No 9: Hon Ken Travers asked –*

*Budget Paper 3 Page 279 and Annual Report Page 148*

*a) I refer to the payments from the Perth Parking Licensing Account in 2012/13 and ask why was the actual payment of \$20.131 million less than the estimated payments of \$26m contained in Budget Paper 3?*

*b) Will the Department provide a breakdown of the \$19 714 000 spent on Grants to State government agencies?*

*c) Please indicate which of the payments was for recurrent expenditure and which was to purchase Capital assets?*

*d) Will the Department provide a breakdown of the \$393 000 spent on Supplies and Services?*

*e) Please indicate which of the payments was for recurrent expenditure and which was to purchase Capital assets?*

Answer:

a) The lower than estimated expenditure is due to the timing of payments, a delay in commencement of active traffic management and the lower costs for other initiatives.

(b) The following table lists the grants to State Government agencies.

	\$M
CAT Bus Services	14.5
CAT Buses	2.6
Active Transport Management Program	1.1
Parallel Pedestrian Walks Conversion Program	0.6
Principal Shared Paths	0.9
	19.7

(c) All grant payments with the exception of \$2.6m for CAT Buses were for recurrent expenditure.

(d) The following table lists payments for supplies and services.

	\$'000
Consultancy Studies	74
Implementation of BPay	64
Office of State Revenue Collection Costs	141
Compliance Services	76
Refund of Fees	38
	393

(e) All supplies and services payments in (d) above are recurrent expenditure.

**ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE QUESTIONS ON  
NOTICE SUPPLEMENTARY INFORMATION**

**Thursday, 7 November 2013**

**Department of Transport**

*Question No 10: Hon Ken Travers asked –*

*I refer to the estimated payments of \$58 million from the Perth Parking Licensing Account in the 2013/14 financial year and ask will the Department provide a breakdown of the programs, services or assets these payments will be spent on?*

*a) Please indicate which of the payments are for recurrent and which are for Capital assets?*

*b) What is the current balance in the Perth Parking Licensing Account?*

Answer:

a) The 2013-14 budget comprises:

	\$M
Recurrent Expenditure:	
• CAT Bus Services	15.2
• Bus Lanes Program	1.2
• Active Transport Management Program	2.3
• Parallel Pedestrian Walks Conversion Program	2.0
• PSP Construction	2.0
• CBD Transport Studies	0.6
• Office of State Revenue Collection Costs	0.2
• Administration	0.4
	23.9
Capital Expenditure:	
• CAT Buses	2.5
• Perth City Link – Wellington Street Bus Station	31.6
	34.1
	58.0

b) The balance of the Perth Parking Licensing Account as of 30 September 2013 is \$74.361m.

**ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE**  
**QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION**

**Thursday, 7 November 2013**

**Department of Transport**

*Question No 11: Hon Ken Travers asked –*

*11. Annual Report Page 151- I refer to the Taxi Industry Development Account and ask in 2012/13:*

*a) In 2012/13;*

- i. what was the \$1 958 000 in Consultants fees spent on? and*
- ii. what was the \$6 179 000 in Other Payments spent on?*

*b) In 2013/14;*

- i. How much does the Government expect to expend on Consultants fees?*
- ii. How much does the Government expect to expend on Other Payments?*

*c) What does the Government expect will be the balance in this Account on 30 June 2014?*

Answer:

a)

i. \$1 958 000 was spent on:

- Mobile security services for Metro taxi industry
- Metro taxi rank security services
- Taxi driver professional development
- IT support and development services
- IT development for taxi action plan
- Analysis of taxi industry performance
- Taxi Industry Board services
- Other minor services

ii. \$6 179 000 was spent on other payments as follows:

- Employee expenses:
- Accommodation lease and outgoings
- Lease plates refund
- Grants for MPT vehicle modification
- TUSS MPT lifting fee
- Grant for MPT standby vehicle
- Grant for Metro taxi camera replacement project
- Other supplies and services



- b)
  - i. The 2013-14 budget for professional services is \$994 000.
  - ii. The 2013-14 budget for all other costs is \$11.858m.
- c) \$24.166m

**ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE  
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION**

**Thursday, 7 November 2013  
Department of Transport**

*Question No 12: Hon Ken Travers asked –*

*12. How many staff in the Department of Transport are currently on contract?*

*a) Has or is the Department considering privatising, contracting out, or in any way changing the employment arrangements of those who undertake the work of the Department for any of the agencies' sections or any of their activities?*

*i. if yes, which sections; and*

*ii. what is or has been considered?*

*b) In 2012/13, how many staff;*

*i. were offered a redundancy;*

*ii. took a redundancy; and*

*c) in which sections of the Department were these people based?*

*d) What was the highest redundancy payment made?*

*e) What was the average cost of redundancies?*

Answer:

12. As at 29 October 2013 there are 176 staff on contract.

a) i) The Department of Transport (DoT) currently has partnership arrangements with Australia Post, Authorised Inspection Service providers, Registered Training Organisations (RTOs) for all Multi Combination (MC) heavy vehicles and a trial in Bunbury/Busselton for a partnership arrangement for Heavy Rigid and Heavy Combination heavy vehicle Practical Driver Assessments utilising the RTOs currently performing MC class licence assessments.

These partnership arrangements have not changed the employment arrangements of any Departmental Officers.

ii) DoT continues to develop the above partnering arrangements and explore opportunities to support the community of Western Australia with cost effective service and network choice and convenience.

b) No staff were offered or took redundancy during the 2012-13 financial year.

c) Not applicable

d) Not applicable

e) Not applicable

**PAGE REFERENCE IN ANNUAL REPORT: Not applicable**

**ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE**  
**QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION**

**Thursday, 7 November 2013**

**Department of Transport**

*Question No 13: Hon Ken Travers asked –*

*Has the Taxi Industry Board produced an Annual Report for 2012-13?*

- a) If yes, will the Minister table a copy?*
- b) If no, why not?*

Answer:

- a) No
- b) The annual report is anticipated to be provided to the Minister for Transport in November 2013.

**PAGE REFERENCE IN ANNUAL REPORT: Not applicable**

**ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE**  
**QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION**

**Thursday, 7 November 2013**

**Department of Transport**

*Question No 14: Hon Ken Travers asked –*

*Has the Department of Transport produced Taxi Industry Service Standards quarterly reports for:*

- a) April to June 2013; and*
- b) July to September 2013?*
- c) If yes, will the Minister provide a copy?*
- d) If no, why not?*

**Answer:**

- a) Yes**
- b) No**
- c) April to June 2013 attached.**
- d) The report relevant to the July to September 2013 quarter has not been finalised.**



Department of  
Transport

# Taxi Industry Service Standards

Quarterly Report: April - June 2013





# Contents

Background	1
Introduction and current initiatives	2
Jobs not covered	3
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Driver and passenger safety	5
Complaints handling perception survey	6
Telephone answered promptly	7
Industry viability	8

## Background

### Taxi Types

Taxi Type	Number	Definition
<b>Standard Taxis</b>		
Conventional taxi	1,605	Covers standard (non wheelchair) jobs at all hours
Area restricted taxi	75	Operate within designated metropolitan areas
Peak period taxi	422	Must operate on Friday and Saturday nights (5pm to 6am) and may operate: <ul style="list-style-type: none"> <li>• from 4 pm on Fridays;</li> <li>• from 4 am to 9 am Monday to Friday; and</li> <li>• from 6 pm to 12 am on Sunday.</li> </ul>
<b>Wheelchair Accessible Taxis</b>		
Multi Purpose Taxi (MPT)	112	Must have capacity to seat either <ul style="list-style-type: none"> <li>• Five passengers in the 'conventional configuration' or</li> <li>• Two passengers seated in wheelchairs plus two additional passengers when in the 'wheelchair accessible' configuration.</li> </ul>

### Types of taxi request

	Name	Definition	Additional information
Booked Jobs	Pre-booked	Job requests made at least 30 minutes prior to required time	Booked jobs include job requests made by phone call, smart phone 'apps' and online via a website
	ASAP	All jobs requested less than 30 minutes prior to the taxi being required	
Rank and Hail		Jobs which are not made by calling a TDS, but by hailing a taxi or standing at a taxi rank	As all data for this report is extracted from TDS job data, rank and hail data is not analysed at all in this report

# Introduction and current initiatives

## Purpose of report

This report is prepared by the Department of Transport (DoT) Passenger Services Business Unit (PSBU) to present current industry data to the Minister for Transport and external stakeholders.

Data is prepared on the Key Performance Indicators (KPIs); jobs not covered and taxi waiting times, as well as safety, complaints, industry viability and telephone wait times.

## Current Issues and Projects within the PSBU

### Mobile security patrols - extended for 3 years

In April 2013, following a successful 12 month trial and appointment through a tender process, DoT hired Wilson Security to provide mobile security patrols across the metropolitan area for a further 3 years.

The security patrol will continue to operate with two security officers in each vehicle at the following times:

- Midnight on Fridays to 6am on Saturdays

Midnight on Saturdays to 6am on Sundays.

### Expressions of Interest for Government Lease Plates

In June 2013, the DoT advertised an Expression of Interest (EOI) for taxi drivers to lease a conventional, peak period or area restricted Government taxi plate. This EOI differed from previous EOIs in that plate allocation was based on the performance of the drivers. Performance was measured between 1 June 2012 and 31 May 2013. Criteria such as jobs per hour completed, jobs per hour recalled and the length of shifts were used. This was done to reward safe behaviour and good customer service, and improve the standard of drivers in the industry.

### Decrease in taxi demand

Taxi demand has declined when compared with the same quarter last year. This is the second quarter to see a negative growth in demand. Booked taxi demand fell by 6.94% when compared with the June quarter 2012.

### Recalculation of complaints data

The serious complaints statistics (page 5) in the previous two quarters have been vastly different from those in previous quarters. This increase was investigated and a processing error was found to have occurred in the March, e and September quarters of 2012. The figures for these quarters have been recalculated and Table 4 in this report has been updated accordingly.



# Jobs not covered

Definition: 'Jobs not covered' (JNC) measures the amount of standard (non MPT), Perth metropolitan, taxi jobs not covered. This includes jobs where a passenger was never picked up or a job where, after waiting for 15 minutes, a passenger gave up waiting and left the pickup point. These are calculated as a percentage of total Taxi Dispatch Service (TDS) jobs demanded in that period.

Rank and hail data are not included in this measure. In calculating jobs not covered, high demand public holidays and special events data are excluded.

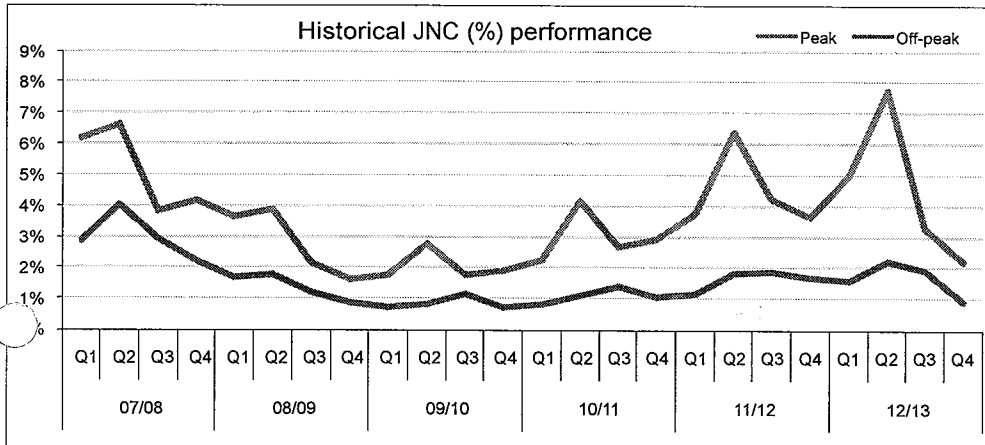
Background and performance: From the 2012-13 financial year, the JNC for peak and off peak periods are two separate KPIs. For the purpose of measuring the JNC, peak periods are Friday and Saturday nights, from 5pm to 6am. All other times are off-peak periods.

Performance in this quarter did not meet the target, as is illustrated in Table 1. Graphs of historical JNC performance and JNC demand are illustrated below.

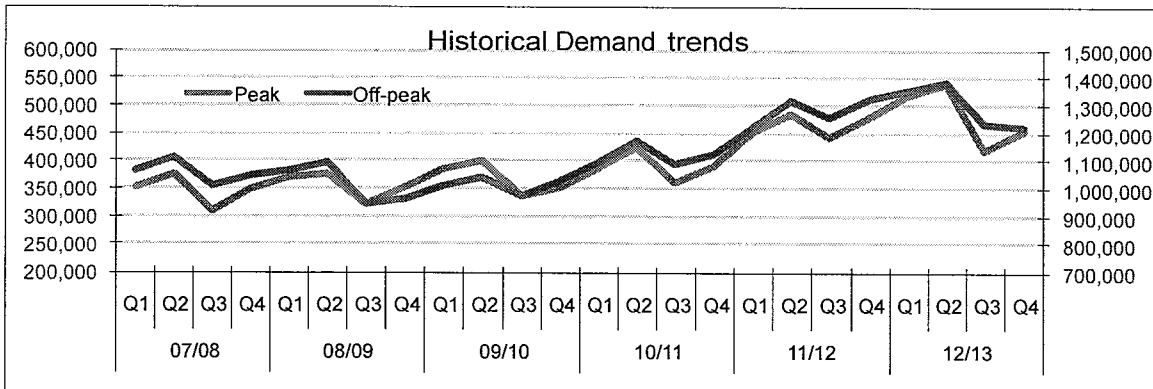
Trends: Taxi demand follows a cyclical trend, and is generally lowest in the first quarter of the year, gradually increasing until it peaks in December. Demand tends to increase when compared with the same quarter in the previous year.

	Target Outer Suburbs	Outer Suburbs	Target	Inner and Middle Suburbs	Actual (Q4) Metro Total
Off peak	≤ 0.5%	1.67%	≤ 0.5%	0.80%	0.94%
Peak	≤ 2.0%	3.77%	≤ 1.0%	1.88%	2.22%

Table 1: JNC Performance in Q4, 2012-13



Graph 1: JNC performance during peak and off-peak periods.



Graph 2: Demand trends during peak and off peak periods

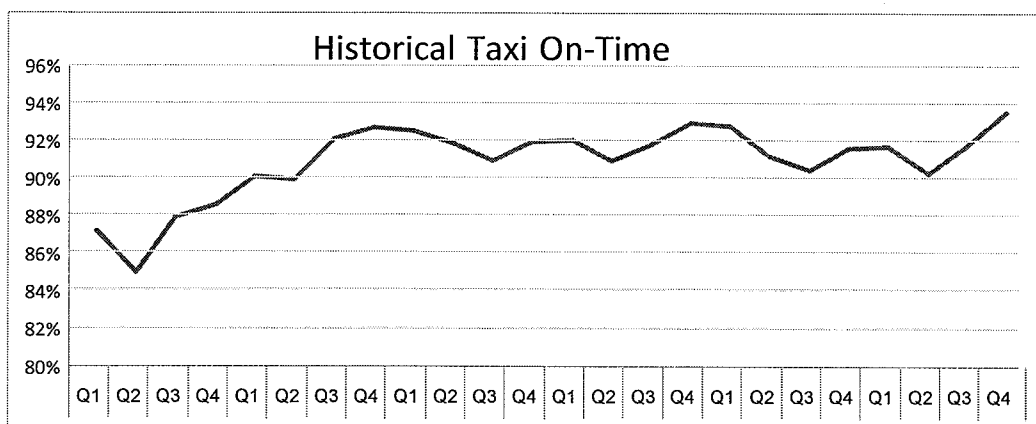
# Taxi on-time

Definition: The percentage of times in which a requested taxi arrives 'on time,' or within a target timeframe. Rank and hail data, as well as data on private bookings made directly with a taxi driver, are not included in this measure.

Background and performance: This measure includes requests made by phone call, smart phone 'apps' and online via a website. The waiting time for pre-booked jobs begins at the time when the taxi is due. All requests made less than 30 minutes in advance are considered to be 'ASAP' jobs. The waiting time for these jobs begins when the order is placed. The desired or 'target' waiting time differs depending on the job type and time of week and is outlined in Table 2.

Booking	Period	Target Time	Target % of jobs	Actual
Pre-booked	Peak	5 min	85%	88.1%
Pre-booked	Off peak	5 min	90%	91.9%
ASAP	Peak	20 min	90%	96.3%
ASAP	Off peak	15 min	90%	93.0%
Overall	-	-	91%	93.5%

Table 2: Conventional taxi wait time targets and performance in Q4, 2012-13



Graph 3: Historical taxi on-time trends

Wheelchair accessible taxi data: As of the 2012-13 financial year, performance targets for MPTs have been raised to align with those for standard taxis. Notably, a taxi performing an ASAP, off peak job must come within 15 minutes and not 20 to be considered 'on time.' This means that on average, about 15% fewer ASAP, off peak jobs are considered 'on time' as a result of this standard change.

Booking	Period	Target Time	Target % of jobs	Actual
Pre-booked	Peak	5 min	85%	54.5%
Pre-booked	Off peak	5 min	90%	56.9%
ASAP	Peak	20 min	90%	65.7%
ASAP	Off peak	15 min	90%	44.9%

Table 3: Wheelchair accessible taxi wait time targets and performance in Q4, 2012-13

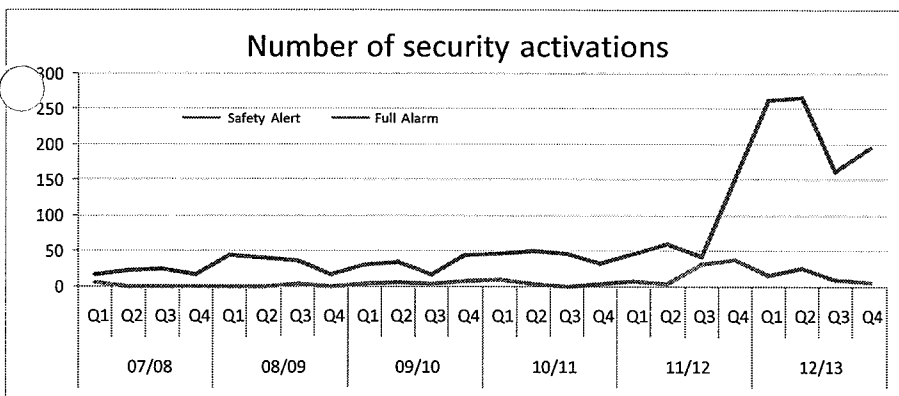
# Driver and passenger safety

## Driver safety

Measure: Represented through the number of driver security activations.

Background and performance: Taxi driver safety is important both to the viability of the industry and as a social and workplace issue. Alarms which require police, ambulance or TDS intervention are reported as 'full alarms'. If a taxi driver feels there is potential for danger they can activate a safety alert. If the safety alert escalates into police or ambulance intervention, it is reported as a full alarm.

The number of security activations can be seen in Graph 4 (below). This year has seen a sharp increase in the number of safety alerts; this quarter there were 6 full alarms and 195 safety alerts. The general increase in alarms has been occurring primarily on Friday and Saturday nights and was expected when the security patrol was introduced. It is possible that with the increased likelihood of a rapid security response, drivers are more likely to use the alarm. It is therefore unclear whether the increase in alarms is due to an increase in violence or an increase in reporting, or both.



Graph 4: Historical security activations

## Passenger safety

Measure: Represented through the number of serious complaints made by passengers

Background and performance: DoT collects data on all complaints. However, whilst many complaints are dealt with by TDSs, it is a legislative requirement that complaints of a certain nature are referred to DoT for action. Two measures are reported; the number of complaints by category (see Table 4) and the internal complaints handling process (see Table 5). Please note that a processing error occurred in the March, July and October quarters in 2012 and the previously reported figures for these quarters were incorrect. The figures for these quarters have been updated in the table below to reflect the recalculation.

Passenger Safety Standard	Complaint Category	Q4 <sup>^</sup> 2011-12	Q1 <sup>^</sup> 2012-13	Q2 2012-13	Q3 2012-13	Q4 2012-13
Inappropriate comments and/or suggestions	Conversations of an inappropriate nature	14	10	11	15	8
	Verbal abuse towards a passenger or a prospective passenger	22	44	37	51	22
Unwanted physical contact	Serious criminal charges and convictions while operating a taxi	0	4	6	2	4
	Inappropriate touching of a passenger	1	4	2	3	3
Behaving disorderly or discourteously	Failing to behave in an orderly manner	4	24	8	8	4
	Behaving discourteously towards passengers and potential taxi passengers	78	67	83	92	73
Total		119	153	147	171	114

Table 4: Serious complaints made by passengers

<sup>^</sup> the figures for these quarters have been recalculated since the previous report

# Complaints handling perception survey

## Taxi Dispatch Service

Measure: The timeliness with which TDSs respond to complaints.

Background and performance: It is a requirement that the industry provides a timely response to all the complaints it receives.

The performance targets are as follows:

- respond to complaints within three days
- make substantial progress on each complaint within 14 days
- for the industry to be responsive.

The standard is to meet these targets 95% of the time.

Industry responsiveness is measured through a telephone survey of all complainants, who are asked to rate the responsiveness of the industry on a scale of one to five.

○ performance of DoT is reported together with that of the TDSs and is illustrated in Table 5 (below).

## Department of Transport

Measure: The timeliness with which DoT responds to the serious complaints referred to them.

Background and performance: Whilst many complaints are dealt with by TDSs, it is a legislative requirement that complaints of a certain nature are referred to DoT for action. The types and number of complaints are shown in Table 4 (previous page). This standard was changed from 14 to 21 days to allow for complaints of a more serious nature to be actioned.

The target of DoT is to:

- respond to any complaint within three days
- make “substantial progress” on each complaint within 21 days
- for the industry to be responsive.

The standard is to meet these targets 95% of the time.

○ Complaints handling is reported a quarter behind to allow complaints to be reported and acted upon.

The performance of DoT is reported together with that of the TDSs, as there is not enough complaints data from DoT to report figures separately.

Performance in this quarter did not meet the target for any of the measures. A table of performance over the last year is illustrated in Table 5 (below).

Customer service standard	Q3 2011-12	Q4 2011-12	Q1 2012-13	Q2 2012-13	Q3 2012-13	Target
Responses by 3 days	85% (77/94)	91% (95/100)	93% (98/105)	90% (74/82)	90% (51/57)	95%
Substantial Progress within 14 or 21 days	65% (61/94)	60% (60/100)	64% (67/105)	68% (56/83)	60% (34/57)	95%
Industry Responsiveness	57% (54/94)	48% (48/100)	45% (47/105)	42% (35/83)	53% (30/57)	95%

Table 5: *Serious complaints handling*

# Telephone answered promptly

Definition: The length of time taken to answer customer calls to book a taxi.

Background and performance: Waiting times on telephone systems are a major source of customer irritation and within the scope of industry to control.

The standards for telephone waiting times are:

- All calls answered before 60 seconds (97%)
- Most calls answered in 15 seconds (75%)
- High rate of successful connection (93%)

Performance in this quarter met the target for calls answered within 15 seconds. The target of answering 97% of calls within 60 seconds was not met.

Month	% of Calls with waiting time			Calls answered	Total jobs
	0-15 secs	16-59 secs	≥ 60 secs		
2011/04	68%	16%	15.8%	565,137	513,950
2011/05	70%	16%	14.3%	521,542	504,018
2011/06	67%	18%	15.4%	543,608	505,473
2011/07	62%	19%	19.2%	587,819	551,194
2011/08	63%	17%	20.1%	589,256	559,029
2011/09	63%	19%	17.7%	578,936	562,411
2011/10	64%	17%	19.0%	598,962	585,442
2011/11	67%	19%	21.2%	623,036	607,298
#2011/12	60%	19%	21.2%	684,645	659,810
2012/01	72%	15%	13.1%	543,985	536,552
2012/02	66%	20%	13.4%	583,170	560,826
2012/03	78%	13%	8.4%	712,798	653,244
2012/04	83%	11%	5.9%	613,260	580,183
2012/05	90%	8%	1.9%	616,832	599,827
*2012/06	84%	11%	5.0%	654,074	622,649
*2012/07	85%	11%	4.6%	609,426	604,508
*2012/08	82%	12%	5.3%	660,936	652,655
*2012/09	81%	11%	8.1%	632,860	640,315
*2012/10	83%	11%	6.3%	620,317	621,806
*2012/11	82%	11%	6.7%	693,816	658,330
*2012/12	77%	12%	11.7%	740,024	698,820
*2013/01	84%	8%	7.2%	526,349	528,144
*2013/02					541,855
*2013/03	76%	14%	10.1%	622,904	639,204
*2013/04	83%	12%	5.0%	531,881	554,974
*2013/05	84%	12%	4.1%	539,997	570,352
*2013/06	82%	13%	4.9%	527,331	552,760
Peak High Standard	>75%		<3%		

Table 6: Telephone performance

\* Results provisional due to possible data changes

# Black & White changed to new dispatch and phone systems

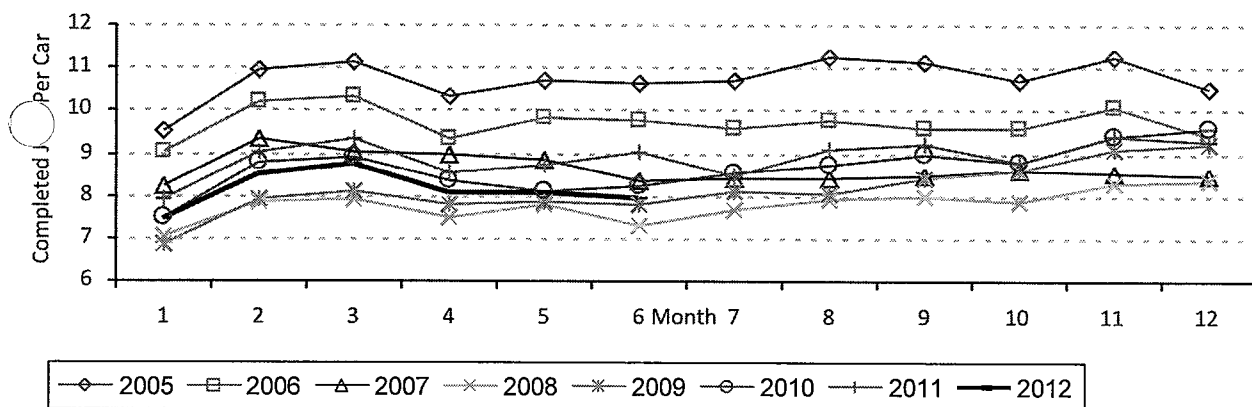
# Industry viability

Definition: The number of jobs undertaken per taxi per 24 hours is reported as a measure of driver viability.

Jobs are measured by examining the number of TDS jobs. The number of cars is calculated by examining the number of active taxis; that is, the number of taxis performing 5 jobs or more through a TDS in the month. By extension, jobs performed by cars doing less than 5 TDS jobs a month are not included. Rank and hail data is not included in this measure.

Background: Industry viability is an important long term issue that ultimately impacts industry performance and the level of service which customers obtain. There are no standards for driver viability. The major intervention by the government to improve driver viability has been through the introduction of lease plates, which have been provided at significantly discounted rates.

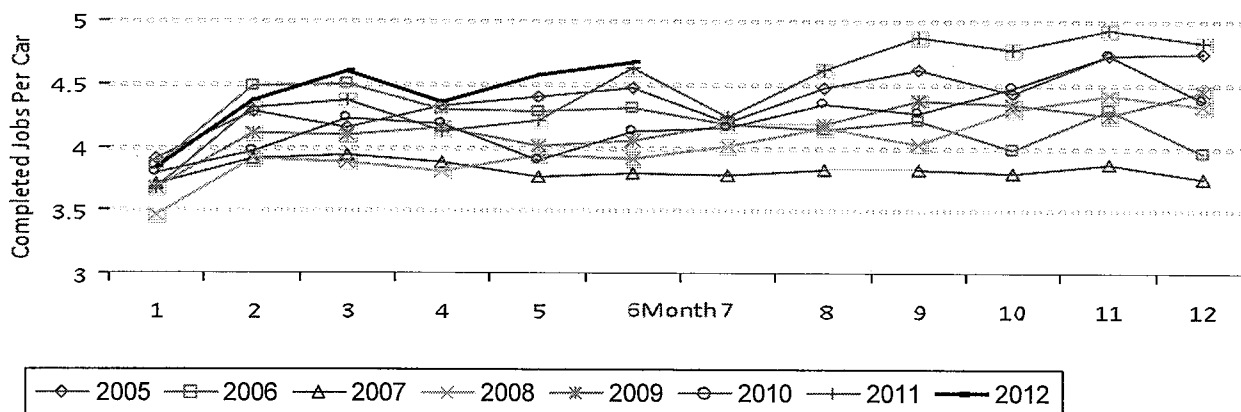
Performance - Standard taxis: The industry viability of standard (non MPT) taxis can be seen in Graph 5 (below).



Graph 5: Completed Jobs per car per 24 hours for standard taxis

Performance - Wheelchair accessible taxis: Peak times for conventional jobs are typically low demand times for wheelchair accessible taxis, and only 6% of wheelchair jobs are performed in this time. Wheelchair data is not representative of wheelchair jobs as a whole. Analysis of TUSS data in 2011 indicated that less than 10% of wheelchair jobs are booked through a TDS – most are privately arranged with a preferred taxi driver.

Graph 6 indicates the total jobs done by MPTs, which includes wheelchair and conventional jobs.



Graph 6: Completed Jobs per car per 24 hours for MPTs

**ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE**  
**QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION**

**Thursday, 7 November 2013**

**Department of Transport**

*Question No 15: Hon Ken Travers asked –*

*Taxi Drivers -*

- a) How many complaints were received by the Department of Transport regarding taxi drivers in 2012/13?*
- b) What were the number of taxi compliance issues raised by Department of Transport Inspectors regarding taxi drivers in 2012/13;*
- c) What were the categories of those compliance issues raised; and*
- d) How many compliance issues were there in each category?*

Answer:

- a) 978.
- b) 1 430.
- c) The current system records some information relating to defect notices in free text and therefore a specific breakdown cannot be provided. The main categories of defects include:
  - Cameras.
  - Meters.
  - Lights.
  - Panel damage.
  - Detailing.
- d) Approximate numbers for the main categories are:
  - Cameras (approx. 485).
  - Meters (approx. 35).
  - Lights (approx. 334).
  - Panel damage (approx. 73).
  - Detailing (approx. 37).