



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

## Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2019-002

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	Waived
6. Processing time (in working days)	14
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

**From:** [REDACTED]  
**To:** [CMTEDD FOI](#)  
**Subject:** Freedom of Information request  
**Date:** Friday, 4 January 2019 5:59:26 PM

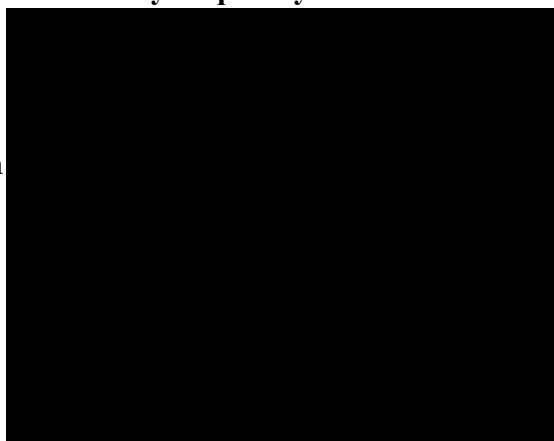
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Please find online enquiry details below. Please ensure this enquiry is responded to within fourteen working days.

### Your details

**All fields are optional, however an email address OR full postal address must be provided for us to process your request. An email address and telephone contact number will assist us to contact you quickly if we need to discuss your request.**

Title:  
First Name:  
Last Name:  
Business/Organisation  
Address:  
Suburb:  
Postcode:  
State/Territory:  
Phone/mobile:  
Email address:

A large black rectangular redaction box covers the contact details provided in the form.

### Request for information

**(Please provide as much detail as possible, for example subject matter and relevant dates, and also provide details of documents that you are not interested in.)**

Under the Freedom of Information Act 2016 I want to access the following document/s (\*required field):

A list of names of leases and taxi plate numbers and/or list of names, telephone numbers and taxi plate numbers of current leases of ACT Taxi Plates issued by the ACT Government. A list of ACT Perpetual taxi Plate owners ( name, address, telephone) of owners of ACT Perpetual Taxi Plate Owners. A list of prices and dates of sales of Taxi Plates with Taxi Plate number over the last 10 years. A list of Taxi Plates which are leased from the ACT Government, expiry dates and price of lease. Details of the formula used by the ACT Government in determining Taxi Plate Caps in the last 10 years. Copies of Ministers Briefs provided to Minister Ramsay and Minister Rattenbery related to the ACT Taxi Industry and the Ride-Share Industry in the ACT (Uber - Ola) over the last 5 years. A copy of current standard lease agreements issued to Taxi Leases in the ACT. A copy of historical taxi lease agreements used that are different in the last 10 years. A copy of Sales, Ballot or Auction Agreements used in the last 30 years by ACT Government in issuing new Perpetual Taxi Licence Plates. A copy of survey results undertaken by Winton Sustainable Research Strategies as part of the a deed in September 2017 as to public views on their taxi ride experience with no identifying particulars just the results and any any subsequent report or recommendations prepared by the ACT Government based on these surveys. Copy of any submissions made by AERIAL Capital Group Ltd and the Capital Taxi Industry

Association Inc during the last 3 years on any matters related to the ACT Taxi Industry. Numbers of on-demand rideshare transport drivers registered with Access Canberra since 2016. Number of on demand transport operators registered with Access Canberra since 2016. List of service quality complaints and details of complaint for ride-share operators since January 2016.

I do not want to access the following documents in relation to my request::

Please separate information you can provide in 28 days and information that you need to seek permission from external stakeholders.

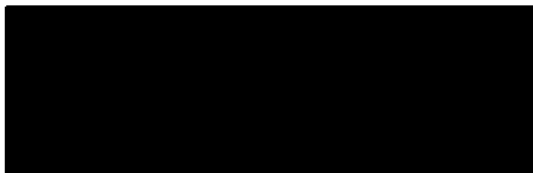
Thank you.  
Freedom of Information Coordinator




**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

Our ref: CMTEDDFOI2019-002



Via email: 

Dear 

### **FREEDOM OF INFORMATION REQUEST**

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 4 January 2019, in which you sought access to documents related to Taxi and ride share information.

Specifically, you have requested:

1. *A list of names of leases and taxi plate numbers and/or list of names, telephone numbers and taxi plate numbers of current leases of ACT Taxi Plates issued by the ACT Government.*
2. *A list of ACT Perpetual taxi Plate owners (name, address, telephone) of owners of ACT Perpetual Taxi Plate Owners.*
3. *A list of prices and dates of sales of Taxi Plates with Taxi Plate number over the last 10 years.*
4. *A list of Taxi Plates which are leased from the ACT Government, expiry dates and price of lease. Details of the formula used by the ACT Government in determining Taxi Plate Caps in the last 10 years.*
5. *Copies of Ministers Briefs provided to Minister Ramsay and Minister Rattenbury related to the ACT Taxi Industry and the Ride-Share Industry in the ACT (Uber - Ola) over the last 5 years.*
6. *A copy of current standard lease agreements issued to Taxi Leases in the ACT.*
7. *A copy of historical taxi lease agreements used that are different in the last 10 years.*
8. *A copy of Sales, Ballot or Auction Agreements used in the last 30 years by ACT Government in issuing new Perpetual Taxi Licence Plates.*
9. *A copy of survey results undertaken by Winton Sustainable Research Strategies as part of the a deed in September 2017 as to public views on their taxi ride experience with no identifying particulars just the results and any subsequent report or recommendations prepared by the ACT Government based on these surveys.*

10. *Copy of any submissions made by AERIAL Capital Group Ltd and the Capital Taxi Industry Association Inc during the last 3 years on any matters related to the ACT Taxi Industry.*
11. *Numbers of on-demand rideshare transport drivers registered with Access Canberra since 2016.*
12. *Number of on demand transport operators registered with Access Canberra since 2016.*
13. *List of service quality complaints and details of complaint for ride-share operators since January 2016.*

On 21 January 2019 parts 4 (in part), 5 and 10 were partially transferred to the Justice and Community Services Directorate (JACS) as the responsible agency for those documents.

### **Authority**

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

### **Timeframes**

In accordance of section 40 of the Act, CMTEDD was required to provide a decision on your access application by **4 February 2019**.

### **Decision on access**

A search for documents was conducted and resulted in 11 documents being identified that fall with the scope of your request.

No documents have been identified in relation to points 7 and 8 of your request. Lease agreements is a term used by perpetual plate owners and are between the plate owner and the operator who leases the plate from them. This is a private commercial arrangement between these parties.

I have included as Attachment A to this decision the schedule of relevant documents. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as Attachment B to this letter.

In accordance with section 54(2) of the Act a statement of reasons outlining my decision is below.

### **Statement of Reasons**

In reaching my access decision, I have taken the following into account:

- the Act;
- the content of the documents that fall within the scope of your request; and
- the *Human Rights Act 2004*.

## **Exemptions claimed**

My reasons for deciding not to grant access to part of the identified documents are as follows:

### Information Contrary to Public Interest

The Act has a presumption in favour of disclosure. As a decision maker I am required to decide where, on balance, public interests lies. As part of this process I must consider factors favouring disclosure and non-disclosure.

In *Hogan v Hinch* (2011) 243 CLR 506, [31] French CJ stated that when 'used in a statute, the term [public interest] derives its content from "the subject matter and the scope and purpose" of the enactment in which it appears'. Section 17(1) of the Act sets out the test, to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17(2) and Schedule 2 of the Act.

### Factors favouring disclosure (Schedule 2 section 2.1)

Taking into consideration the information contained in the documents found to be within the scope of your request, I have identified that the following public interest factors in favour of disclosure are relevant to determine if release of the information contained within these documents is within the 'public interest':

- (a) *disclosure of the information could reasonably be expected to do any of the following:*
  - (ii) *contribute to positive and informed debate on important issues or matters of public interest; and*
  - (viii) *reveal the reason for a government decision and any background or contextual information that informed the decision.*

Having considered the factors identified as relevant in this matter, I consider that release of the information contained in the documents may contribute to positive and informed debate on matters regarding the taxi industry. The documents identified contain information relating to the taxi and rideshare industry which I consider is of public interest. I consider the release of this information could reveal the reason for the government decision and any background or contextual information that informed the decision.

### Factors favouring non-disclosure (Schedule 2 section 2.2)

As required in the public interest test set out in section 17 of the Act, I have also identified the following public interest factors in favour of non-disclosure that I believe are relevant to determine if release of the information contained within these documents is within the 'public interest':

- (a) *disclosure of the information could reasonably be expected to do any of the following:*
  - (ii) *prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2004;*

When considering the documents and factors in favour of non-disclosure, I have considered the personal information contained in the documents, including names and contact information. I am satisfied that the names and contact information of government employees should be released as these individuals were acting in their official capacity and the personal information being released is done so in relation to these individuals exercising their delegations in a work-related capacity. I do not consider the release of this information is unreasonable or could prejudice their right to privacy.

However, I consider it is unreasonable to release the names and contact information of individuals that are not ACT Government employees being the ownership details of all ACT taxi plate owners and also the amount paid for those taxi plates as this is personal information that is not publicly available. I am of the opinion that release of this information may prejudice the protection of the individual's right to privacy or any other right under the *Human Rights Act 2004*. I am satisfied that this factor favouring non-disclosure should be afforded significant weight as it relates to individual privacy.

Noting the pro-disclosure intent of the Act, I am satisfied that redacting only the information that is not in the public interest to release, while releasing the rest of the documents will ensure the intent of the Act is met and will provide you with access to the majority of information held by CMTEDD within the scope of your request.

#### **Charges**

Pursuant to *Freedom of Information (Fees) Determination 2017 (No 2)* processing charges are applicable for this request because the total number of folio's to be released to you exceeds the charging threshold of 50 pages. However, the charges have been waived in accordance with section 107 (2)(b) of the Act.

#### **Online publishing – Disclosure Log**

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published in the CMTEDD disclosure log after 29 January 2019. Your personal contact details will not be published. You may view the CMTEDD disclosure log at <https://www.cmtedd.act.gov.au/functions/foi/disclosure-log>.

#### **Ombudsman Review**

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601  
Via email: [actfoi@ombudsman.gov.au](mailto:actfoi@ombudsman.gov.au)

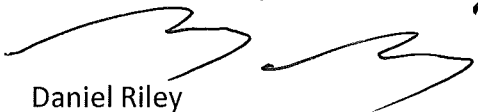
**ACT Civil and Administrative Tribunal (ACAT) Review**

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal  
Level 4, 1 Moore St  
GPO Box 370  
Canberra City ACT 2601  
Telephone: (02) 6207 1740  
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or email [CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au).

Yours sincerely,



Daniel Riley  
Information Officer  
Information Access Team  
Chief Minister, Treasury and Economic Development Directorate

24 January 2019





**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

## FREEDOM OF INFORMATION REQUEST SCHEDULE

NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
Mr Petar Ivanovski	Taxi and ride share information	CMTEDDFOI2019-002

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-2	Taxi Plate Sales – Date and Price (Attachment A)		Full Release	N/A	Yes
2	3	Taxi Licence template (Attachment B1)		Full Release	N/A	Yes
3	4	Standard Leased Taxi Licence template (Attachment B2)		Full Release	N/A	Yes
4	5	Transferable Leased Taxi Licence (Attachment B3)		Full Release	N/A	Yes
5	6-7	Wheelchair Accessible Leased Taxi Licence (Attachment B4)		Full Release	N/A	Yes
6	8	Licensed drivers and registered operator figures (Attachment C)		Full Release	N/A	Yes
7	9-11	Taxi plates leased, expiry dates and price of lease (Attachment D)		Full Release	N/A	Yes
8	12	Details of the formula used by the ACT Government in determining Taxi Plate Caps (Attachment D1)		Full Release	N/A	Yes
9	13-24	A list of names of leases and taxi plate numbers and/or list of names, telephone numbers and taxi plate numbers of current leases of ACT Taxi Plates issued by the ACT Government. Government Leased Taxi Plate Operators Name & Contact Details (Attachment E and F)		Partial Release	Sch 2 s2.2 (a)(ii)	Yes
10	25	Rideshare service complaints		Full Release	N/A	Yes
11	26-51	A copy of survey results undertaken by Winton Sustainable Research Strategies as part of the a deed in September 2017 as to public views on their taxi ride experience with no identifying particulars just the results and any subsequent report or recommendations prepared by the ACT Government based on these surveys.		Full Release	N/A	Yes
		A copy of Sales, Ballot or Auction Agreements used in the last 30 years by ACT Government in issuing new Perpetual Taxi Licence Plates.	N/A	N/A	Documents do not exist	N/A

		A copy of historical taxi lease agreements used that are different in the last 10 years.	N/A	N/A	Documents do not exist	N/A
	Trasferred to JACS	Details of the formula used by the ACT Government in determining Taxi plate caps in the last 10 years.	N/A	N/A	N/A	N/A
	Trasferred to JACS	Copies of Ministers Briefs provided to Minister Ramsay and Minister Rattenbery related to the ACT Taxi Industry and the Ride-Share Industry in the ACT (Uber - Ola) over the last 5 years.	N/A	N/A	N/A	N/A
	Trasferred to JACS	Copy of any submissions made by AERIAL Capital Group and Capital Taxi Industry.	N/A	N/A	N/A	N/A
<b>Total No of Docs</b>						
11						

**Taxi Plate Sales - Date and Price****2009**

28/01/2009	\$282,500
17/02/2009	\$250,000
13/03/2009	\$250,000
13/03/2009	\$275,000
14/05/2009	\$275,000
17/06/2009	\$300,000
03/07/2009	\$281,000
01/09/2009	\$290,000
04/09/2009	\$285,000
21/12/2009	\$295,000
21/12/2009	\$270,000

**2010**

05/01/2010	\$299,000
26/01/2010	\$295,000
03/03/2010	\$295,000
16/03/2010	\$295,000
17/03/2010	\$300,000
25/03/2010	\$300,000
13/04/2010	\$275,000
14/04/2010	\$290,000
28/05/2010	\$300,000
22/06/2010	\$300,000
01/07/2010	\$302,000
25/08/2010	\$300,000
29/09/2010	\$277,000

**2011**

22/02/2011	\$280,000
23/02/2011	\$280,000
28/04/2011	\$280,000
24/03/2011	\$295,000
16/09/2011	\$285,000
24/10/2011	\$270,000
09/11/2011	\$180,000

**2012**

29/03/2012	\$280,000
13/04/2012	\$290,000
02/05/2012	\$270,000
01/06/2012	\$290,000
07/06/2012	\$290,000
18/07/2012	\$141,000

**2013**

22/07/2013	\$263,000
29/07/2013	\$252,000
20/12/2013	\$260,000
20/12/2013	\$255,000

**2014**

21/02/2014	\$252,500
03/07/2014	\$260,000
18/07/2014	\$252,000
01/10/2014	\$230,000
01/10/2014	\$230,000

**2015**

12/02/2015	\$250,000
04/03/2015	\$235,000
04/03/2015	\$240,000
25/03/2015	\$235,000
16/04/2015	\$252,000
27/04/2015	\$250,000
21/05/2015	\$250,000
23/06/2015	\$250,000
04/08/2015	\$250,000
05/08/2015	\$230,000

**2016**

09/02/2016	\$240,000
09/02/2016	\$235,000
24/10/2016	\$220,000

**2017**

15/03/2017	\$186,000
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## TAXI LICENCE

In accordance with section 41(3) of the *Road Transport (Public Passenger Services) Act 2001* taxi licence number **TX** is hereby transferred to the following person:

**NAME**  
**ADDRESS**  
**ADDRESS**

The above stated person is recorded on the Road Transport Authority's register as being the licence holder of **TX** effective from this date.

The *Road Transport (Public Passenger Services) Act 2001* and Regulations provide the operating requirements for ACT taxi licences.

**Kerry Bell**  
Delegate of the Road Transport Authority

**Date**



## STANDARD LEASED TAXI LICENCE

Section 92C(2) of the *Road Transport (Public Passenger Services) Regulation 2002*

The Road Transport Authority hereby issues a standard taxi licence authorising the licence holder to operate the vehicle to which the licence relates as a taxi.

(1) This is to certify that:

**{insert name address}**

is authorised to operate **TX** as a standard taxi during the period that the vehicle remains registered as a taxi.

(2) In accordance with section 41(5) of the *Road Transport (Public Passenger Services) Act 2001* the licence holder cannot transfer the licence to anyone else.

(3) The holder of the licence must be the accredited operator of the taxi service for which the vehicle is used and the vehicle must be registered under the *Road Transport (Vehicle Registration) Regulation 2000* in the name of the accredited operator.

(4) In accordance with section 92E of the *Road Transport (Public Passenger Services) Regulation 2002*, the licence is issued subject to the following condition

A determined fee of **\$5000** per annum applies to the licence. The fee must be paid in full by **{insert date}** each year or, if paying quarterly, payments must be paid by the **{insert day}** of the month when due. If the fee, or part of the fee, is not paid by the due by date, the Road Transport Authority (RTA) will take immediate action to suspend the vehicle from operating as a taxi. If the fee remains unpaid for 14 days, the RTA will then commence action to cancel the licence.

(5) The taxi licence number is **TX** .

(6) The taxi licence commences on **{insert date}**.

(7) The licence expires on **{insert date}** .

Issued by \_\_\_\_\_

Brenda Duggan

Delegate of the Road Transport authority

Date:



## TRANSFERABLE LEASED TAXI LICENCE

The Road Transport Authority hereby issues a transferable leased taxi licence authorising the licence holder to operate the vehicle to which the licence relates as a taxi.

This is to certify that in accordance with section 82(2)(a) of the *Road Transport (Public Passenger Services) Regulations 2002*,

Is authorised to operate **TX** as a taxi during the period that the vehicle remains registered as a taxi.

- (1) The holder of the transferable taxi licence must be the accredited operator of the taxi service for which the vehicle is used and the vehicle must be registered under the *Road Transport (Vehicle Registration) Regulation 2000* in the name of the accredited operator.

A determined fee of **\$5,000.00** per annum applies to the licence. The fee must be paid in full by **15 June** each year or, if paying quarterly, payments must be paid by the **15th** of the month when due. If the fee, or part of the fee, is not paid by the due by date, the Road Transport Authority (RTA) will take immediate action to suspend the vehicle from operating as a taxi. If the fee remains unpaid for 14 days, the RTA will commence action to cancel the licence.

- (2) The transferable taxi licence number is **TX** .
- (3) The licence commences on **date**.
- (4) The licence expires on **date**.

---

Delegate of the Road Transport Authority

Date:



Access  
Canberra.

## WHEELCHAIR ACCESSIBLE LEASED TAXI LICENCE

Section 92C(2) of the *Road Transport (Public Passenger Services) Regulation 2002*

This is to certify that:

**Name**  
**Address**  
**Address**

is authorised to use **TX** as a wheelchair accessible taxi (WAT) during the period that the vehicle remains registered as a taxi.

In accordance with section 92E of the *Road Transport (Public Passenger Services) Regulation 2002* the licence is issued subject to the following conditions:

- (a) The holder of the WAT licence must ensure that priority for the hiring of the taxi is given to wheelchair-dependant people.
- (b) The holder of the WAT licence must be the accredited operator of the wheelchair accessible service for which the vehicle is used and the vehicle must be registered under the *Road Transport (Vehicle Registration) Regulation 2000* in the name of the accredited operator.
- (c) A fee of **\$100/\$1000** per annum is payable for the licence. The fee must be paid in full by **Month DDth** of each year. If the fee, or part of the fee, is not paid by the due by date, the Road Transport Authority (RTA) will take immediate action to suspend the vehicle from operating as a taxi. If the fee remains unpaid for 14 days the RTA will commence action to cancel the licence.
- (d) The holder of the WAT licence may be required to ensure that the vehicle meets quotas or other measures to ensure efficient and effective distribution and servicing of bookings for wheelchair-dependent people. From time to time, the RTA may obtain relevant data from the booking service in order to measure performance.
- (e) The vehicle must be capable of carrying two wheelchair-dependent people.
- (f) The vehicle must have provision for the rapid release of wheelchairs and their occupants in the case of an accident or emergency.
- (g) The holder of the WAT taxi licence must not allow significant modifications to the design or equipment of the vehicle without the RTA's consent.



- (h) The holder of the WAT licence must rectify any non compliance with the *Accessible Public Transport Disability Standards under the Disability Discrimination Act 1992*.
- (i) Where wheelchair lifts are fitted in the vehicle:
- a hand rail must be included on the lift; and
  - a manual backup pump must be incorporated with the lift.
- (j) An electrical automatic circuit breaker must be incorporated to isolate the lift electrical system from the vehicle's electrical system, to reduce the likelihood of fire.
- (k) Where lift controls are mounted inside the vehicle, in a position accessible to the passenger, an isolation switch must be incorporated to avoid inadvertent operation of the lift.
- (l) The holder of the Wheelchair accessible taxi licence must surrender the licence if the vehicle ceases to be operated as a WAT.
- (m) The holder of the WAT taxi licence must engage drivers who have sufficient responsibility, skills and aptitude to drive a wheelchair accessible taxi and provide related services to people with disabilities. The licensee and each driver of the vehicle may be required to undertake and complete training required by the RTA, at their own expense.
- (n) The holder of the WAT licence must ensure each driver of the vehicle:
- maintains high standards of interaction with passengers in a manner that preserves passengers' dignity and safety;
  - securely restrains wheelchairs being carried in the vehicle; and
  - stores luggage or other goods in a manner so as not to endanger passengers or interfere with the movement of passengers into or out of the vehicle.
- (o) The holder of the WAT licence must ensure the vehicle is available for bookings for wheelchair-dependent people between 8am and 8pm on Christmas Day (25 December).

The WAT licence number is **TX9??**

The WAT licence commences on **DD Month 20YY**.

The WAT licence expires on **DD Month 20YY**.

Issued by \_\_\_\_\_

Kerry Bell

Delegate of the RTA

**DD Month 20YY**

**FOI 2019-002 Att C**

**Total on demand rideshare transport drivers licenced since 2016. - 2711**

**Total on demand transport operators registered since 2016. - 2735**

<b>Taxi Plate</b>	<b>Expiry Date</b>	<b>Annual Lease Fee</b>			
TX301	19-Sep-22	\$5,000			
TX302	15-Feb-23	\$5,000			
TX303	07-May-21	\$5,000			
TX304	21-Jun-24	\$5,000			
TX305	11-Nov-21	\$5,000			
TX306	30-Mar-22	\$5,000			
TX307	14-Mar-24	\$5,000			
TX308	15-Jun-24	\$5,000			
TX309	03-Jul-24	\$5,000			
TX310	22-Nov-24	\$5,000			
TX401	01-May-23	\$5,000			
TX402	25-Apr-24	\$5,000			
TX403	22-Mar-23	\$5,000			
TX404	30-Mar-23	\$5,000			
TX405	04-Apr-23	\$5,000			
TX406	17-Apr-23	\$5,000			
TX407	06-Sep-24	\$5,000			
TX408	22-Aug-19	\$5,000			
TX409	26-May-23	\$5,000			
TX410	30-Nov-24	\$5,000			
TX411	01-May-23	\$5,000			
TX412	29-Apr-24	\$5,000			
TX413	19-May-19	\$5,000			
TX414	03-Apr-23	\$5,000			
TX415	15-Aug-24	\$5,000			
TX416	09-Apr-23	\$5,000			
TX417	22-Apr-22	\$5,000			
TX418	18-May-23	\$5,000			
TX419	06-May-24	\$5,000			
TX420	23-Aug-21	\$5,000			
TX421	28-Mar-23	\$5,000			
TX422	30-Mar-23	\$5,000			
TX423	21-Mar-23	\$5,000			
TX424	31-May-21	\$5,000			
TX425	26-Oct-23	\$5,000			
TX426	07-Dec-23	\$5,000			
TX427	16-Jan-24	\$5,000			
TX428	26-Oct-23	\$5,000			
TX429	16-Oct-23	\$5,000			
TX430	03-Nov-22	\$5,000			
TX431	08-Jul-20	\$5,000			
TX432	21-Jul-20	\$5,000			
TX434	24-Jul-20	\$5,000			
TX435	07-Nov-24	\$5,000			
TX436	01-Jan-24	\$5,000			
TX440	22-Nov-24	\$5,000			
TX441	18-Mar-21	\$5,000			
TX442	22-May-23	\$5,000			

TX443	10-Dec-24	\$5,000		
TX444	26-Aug-24	\$5,000		
TX446	12-Feb-23	\$5,000		
TX447	25-Jun-23	\$5,000		
TX448	10-Dec-24	\$5,000		
TX449	17-Dec-24	\$5,000		
TX450	19-Jun-20	\$5,000		
TX452	19-Nov-24	\$5,000		
TX453	25-Nov-24	\$5,000		
TX454	18-Mar-21	\$5,000		
TX455	15-Jul-19	\$5,000		
TX456	05-Jun-23	\$5,000		
TX457	16-Oct-20	\$5,000		
TX458	11-Nov-24	\$5,000		
TX459	04-Feb-21	\$5,000		
TX460	12-Nov-20	\$5,000		
TX461	30-Apr-21	\$5,000		
TX462	25-Jun-19	\$5,000		
TX464	12-Mar-21	\$5,000		
TX466	26-Jul-24	\$5,000		
TX468	30-Nov-20	\$5,000		
TX472	28-Jan-21	\$5,000		
TX476	29-Apr-21	\$5,000		
TX477	19-Jan-21	\$5,000		
TX478	17-Nov-23	\$5,000		
TX480	18-Jan-21	\$5,000		
TX481	13-Jul-23	\$5,000		
TX482	22-May-23	\$5,000		
TX484	04-Apr-19	\$5,000		
TX487	06-Jul-23	\$5,000		
TX490	16-Nov-23	\$5,000		
TX492	14-Apr-19	\$5,000		
TX493	02-May-19	\$5,000		
TX494	02-Aug-24	\$5,000		
TX495	26-May-23	\$5,000		
TX496	13-Jun-23	\$5,000		
TX499	24-Aug-23	\$5,000		
TX500	18-May-23	\$5,000		
TX503	05-Sep-24	\$5,000		
TX502	09-Jan-24	\$5,000		
TX505	01-Mar-24	\$5,000		
TX900	27-Mar-20	\$100		
TX901	06-Apr-20	\$100		
TX902	28-Jun-24	\$100		
TX903	11-Oct-23	\$100		
TX905	31-May-24	\$100		
TX906	15-Aug-23	\$100		
TX908	09-Jul-24	\$100		
TX909	28-Aug-22	\$100		
TX910	05-Aug-24	\$100		

TX912	02-Jul-21	\$100		
TX913	25-Jun-21	\$100		
TX914	18-Jun-21	\$100		
TX915	09-Jul-21	\$100		
TX916	11-Oct-23	\$100		
TX917	23-Sep-21	\$100		
TX918	01-Jun-21	\$100		
TX919	10-May-19	\$100		
TX920	30-Nov-20	\$100		
TX921	01-Oct-20	\$100		
TX922	30-Nov-23	\$100		
TX923	26-Apr-19	\$100		
TX924	30-Nov-24	\$100		
TX925	08-May-24	\$100		
TX926	28-Aug-23	\$100		
TX927	27-Sep-23	\$100		
TX928	05-Jul-24	\$100		
TX929	28-Sep-23	\$100		
TX930	20-Aug-23	\$100		

### Standard licence allocation model

Component	Weighting	Growth	Contribution to fleet growth
Change in territory final demand <sup>1</sup>	40%	5.0%	2.0%
ACT population growth <sup>1</sup>	5%	1.2%	0.1%
Change in Canberra Airport passenger numbers <sup>1</sup>	25%	3.4%	0.9%
Change in standard taxi meter activations <sup>2</sup>	15%	1.7%	0.3%
Change in percentage of pickups under 10mins <sup>2</sup>	15%	1.2%	-0.2%
<b>Raw fleet growth</b>	<b>%</b>		<b>3%</b>
<b>Raw number of additional taxi licences</b>			<b>10</b>
Adjustment 1: Less WAT uptake for past 12 months <sup>3</sup>			0
<b>Adjusted fleet growth</b>			<b>10</b>
Replacement fleet <sup>4</sup>			2
<b>Total fleet growth</b>			<b>12</b>

<sup>1</sup> Based on forecast for coming year

<sup>2</sup> Based on the CAGR since 2007

<sup>3</sup> As WATs generally undertake only 1–2 wheelchair customer trips and spend around 90% of their time undertaking standard work, they increase the overall market capacity

<sup>4</sup> Existing standard licences that expire in 2009/10 and 2010/11, or were surrendered in 2009/10 should be replaced

### WAT licence allocation model

Component	Weighting	Growth	Contribution to fleet growth
Growth in population aged 75 and over <sup>1</sup>	25%	3.4%	0.9%
WAT meter activations <sup>2</sup>	25%	4.2%	1.1%
Average annual pickup time (mins) <sup>2,3</sup>	25%	-5.9%	-1.5%
Percentage of pickups within 10mins <sup>2</sup>	25%	1.6%	-0.4%
<b>Raw fleet growth</b>			<b>0%</b>
<b>Raw number of additional taxi licences</b>			<b>0</b>
<b>Adjusted fleet growth</b>			<b>0</b>
Replacement fleet <sup>5</sup>			0
<b>Total fleet growth</b>			<b>0</b>

<sup>1</sup> Based on forecast for coming year

<sup>2</sup> Based on the CAGR since 2007

<sup>3</sup> PwC calculation. The total average annual pickup time assumes that those hirings with a waiting time of over 60mins took 90mins to arrive

Company / Person	Address	Taxi Licence	Phone No
2.2(a)(ii)		TX95	2.2(a)(ii)
		TX20	
		TX31, TX47, TX196	
		TX166	
		TX26	
		TX11, TX150, TX74, TX207, TX15	2.2(a)(ii)
		TX115	
		TX21, TX33	
		TX87	
		TX187, TX53	
		TX189	
		TX1	
		TX129	
		TX149	
		TX130	
		TX132	
		TX5	
		TX148	
		TX93	
		TX126,	
		TX46	
		TX133	
		TX117	
		TX29	
		TX4	
		TX16	2.2(a)(ii)
TX79			

# 2.2(a)(ii)

TX190	
TX25	
TX55	
TX195	
TX51	
TX215	
TX82	
TX65	
TX161	
TX57	
TX98	
TX100	
TX188	
TX83	
TX139	
TX209	
TX32, TX167	
TX157, TX171	
TX173, TX186	
TX185	
TX146	
TX141, TX111	2.2(a)(ii)
TX63	
TX41	
TX128	
TX19	
TX134	
TX118	2.2(a)(ii)
TX105	
TX97, TX154	
TX163	
TX135, TX184	
TX103	
TX10	
TX84	



# 2.2(a)(ii)

TX96, TX34	
TX91	
TX160	
TX164, TX155	
TX64	
TX9, TX191	
TX45	
TX124	
TX120	
TX35	
TX206	
TX145, TX193, TX181, TX121	
TX183	
TX136, TX42, TX6	
TX94	
TX170	
TX168	
TX169	
TX112	
TX39, TX216	
TX113	
TX27	
TX68, TX101	
TX162	
TX201	
TX176	
TX114	
TX52	
TX60	
TX218	
TX137	
TX107	
TX73	

# 2.2(a)(ii)

TX12, TX58	
TX122, TX178	
TX14	
TX182	
TX208	
TX36, TX75	
TX116, TX179	
TX88	
TX214	
TX202	
TX54	
TX125	
TX153	
TX77, TX86	
TX71	
TX198	
TX67	
TX69	
TX72	
TX59	
TX104	
TX217	
TX143, TX212	
TX8	
TX138, TX106	
TX38	
TX204	
TX200	
TX76, TX194	
TX37	

# 2.2(a)(ii)

TX85, TX44, TX203	
TX61	
TX22, TX90	
TX213	
TX142	2.2(a)(ii)
TX7	
TX2, TX70 and TX81	
TX102, TX109	
TX151, TX192, TX199, TX205, TX92, TX158	
TX174, TX131	
TX78	
TX66	
TX144	
TX159	
TX40	
TX49	
TX127	
TX175	
TX18	
TX165	
TX140	2.2(a)(ii)
TX172	
TX24	
TX147	
TX23, TX62	
TX89	
TX177	
TX108, TX152	
TX80	

2.2(a)(ii)	TX50	
	TX110	
	TX56	
	TX17	
	TX99	
	TX156	2.2(a)(ii)
	TX197	
	TX3	
	TX211, TX43	
	TX180	
	TX123	
	TX28	
	TX30, TX48, TX210	
TX119		

**Government Leased Taxi Plate Operators Name & Contact Details**

Taxi	Name
TX930, TX437	2.2(a)(ii)
TX929, TX915	
TX928, TX426	
TX927, TX422	
TX926	
TX925, TX924, TX922, TX920, TX925	
TX923	
TX921	
TX919	
TX918, TX429	
TX917	
TX916	
TX914	
TX913	
TX912	
TX910	
TX909	
TX908	
TX906	
TX905	
TX903	
TX902	
TX901, TX478	
TX900	
TX505	
TX503, TX433	
TX502	
TX500	
TX499, TX461	
TX496	
TX495	
TX494	

TX493, TX436	2.2(a)(ii)
TX492	
TX490	
TX487	
TX484	
TX482	
TX481	
TX480, TX476, TX412	
TX477	
TX472	
TX468, TX432, TX309	
TX466	
TX464, TX410	
TX462	
TX460, TX450	
TX459	
TX458	
TX457	
TX456	
TX455	
TX454	
TX453	
TX452	
TX449	
TX448	
TX447	
TX446	
TX445	
TX444	
TX443	
TX442	
TX441	
TX440	
TX435	

TX434	2.2(a)(ii)
TX431, TX401, TX301	
TX430	
TX428	
TX427	
TX425	
TX424	
TX423	
TX421	
TX420	
TX419	
TX418	
TX417	
TX416	
TX415	
TX414	
TX413	
TX411	
TX410	
TX409	
TX408	
TX407	
TX406	
TX405	
TX404	
TX403	
TX402	
TX310	
TX308, TX304	
TX307	
TX306	
TX305	
TX303	
TX302	

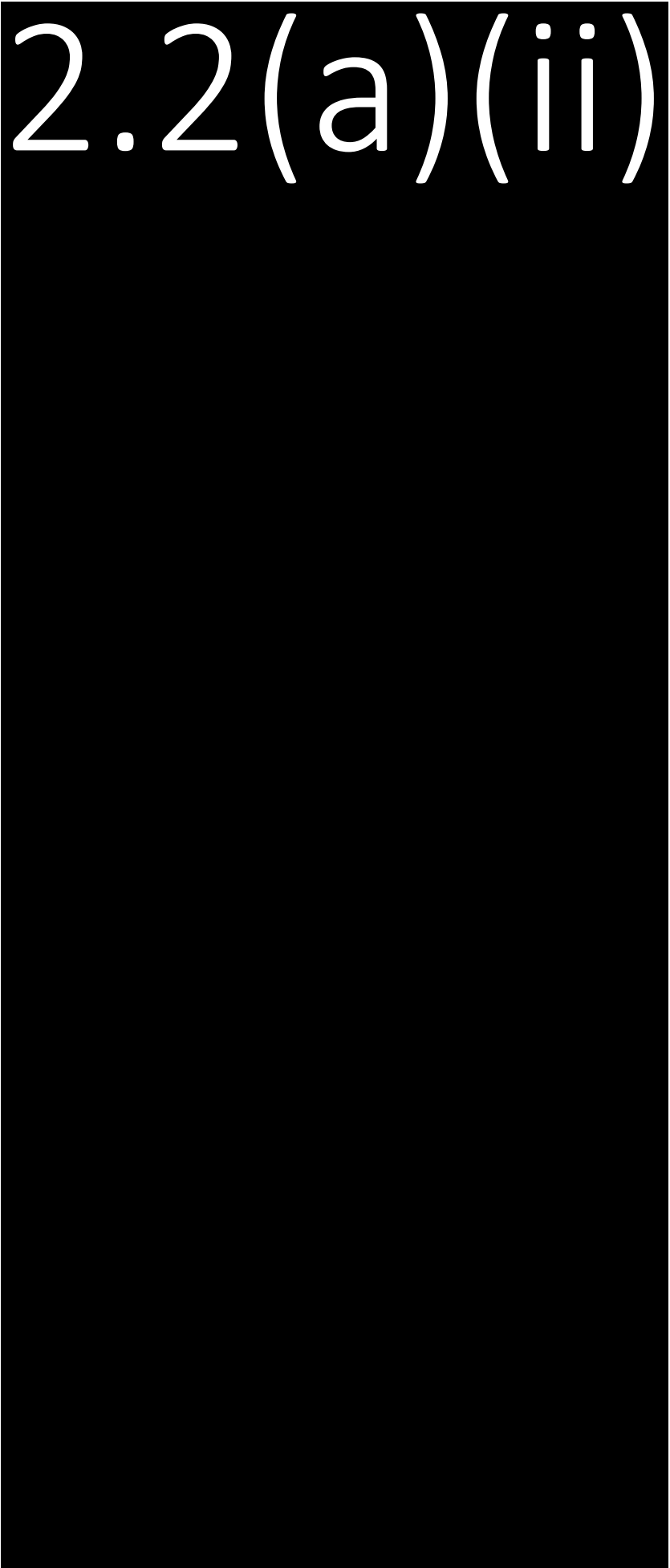
Address

Phone No.

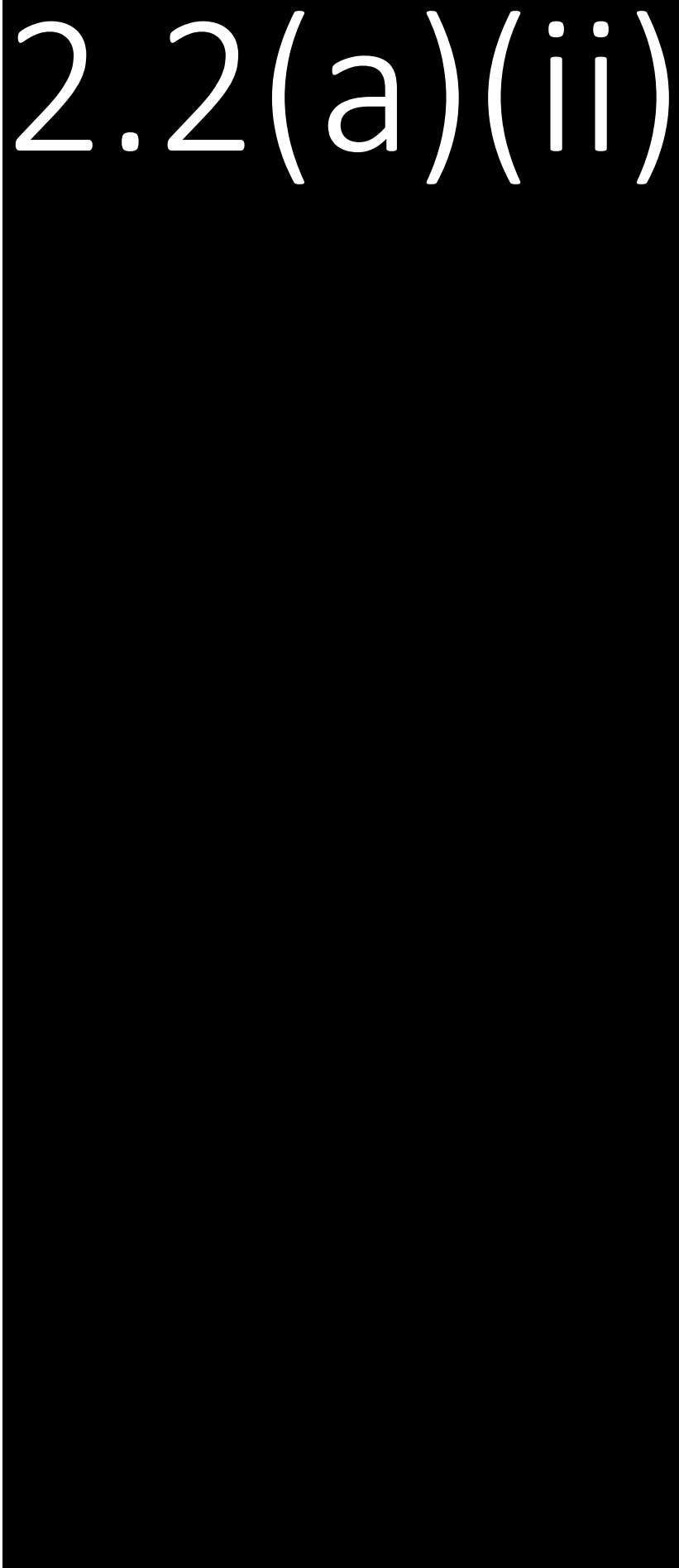
2.2(a)(ii)



2.2(a)(ii)



2.2(a)(ii)



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**From:** Hodshon, Gerard  
**Sent:** Thursday, 10 January 2019 8:51 AM  
**To:** Bell, Kerry  
**Subject:** RE Rideshare service complaints

Good morning Kerry

I have searched the CRM for rideshare service complaints and have come up with a nil result.

This is what I had expected, considering rideshare companies expect passengers to rate their drivers / provide feedback directly to the rideshare company.

Many thanks  
Gez

**Gerard Hodshon | Complaints Management Team | Manager**  
Phone: 02 6205 1597 | Email : [gerard.hodshon@act.gov.au](mailto:gerard.hodshon@act.gov.au)  
**Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government**  
GPO Box 158, Canberra ACT 2601 | [www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)



## Q20 Do you have any additional comments on on-demand transport in the ACT?

Answered: 74 Skipped: 92

#	RESPONSES	DATE
1	Bring other services like Grab taxi	10/15/2017 3:58 AM
2	Uber isn't in my area. Don't know Uber numbers. Very happy with the taxis. I get a discount as so	9/19/2017 3:50 PM
3	Smart phones are required for Uber I believe and I don't own one	9/19/2017 3:44 PM
4	Quite happy with max taxi service as my husband uses it quite often	9/19/2017 3:42 PM
5	Have heard some things about taxi issues or something regarding Uber drivers which concerned me	9/19/2017 3:40 PM
6	Would never use Uber as I've heard bad things about Uber drivers in NSW. Things like drivers assaulting customers, molesting women, etc	9/19/2017 3:37 PM
7	Taxis have security cameras in them as opposed to Uber not having them	9/19/2017 3:35 PM
8	Sympathetic to taxi drivers due to arrival of Uber drivers. Taxis are regulated as we	9/19/2017 3:30 PM
9	Prefer to use a taxi for work purposes, as I can do it through work	9/19/2017 3:26 PM
10	Only ever had one incident in a taxi where the driver wasn't driving very well. Otherwise good	9/19/2017 3:23 PM
11	Taxis are my preferred service due to being a more professional service. Vetted drivers, etc	9/19/2017 3:21 PM
12	Vetting of drivers is very important which doesn't seem apparent with Uber. Taxis seem more vetted and safer	9/19/2017 3:16 PM
13	Taxis are unavailable or very hard to get which is why I've swapped to Uber	9/19/2017 2:25 PM
14	Taxi drivers are terrible, rude, go the long way round deliberately. Not helpful. Bad service	9/19/2017 2:16 PM
15	Overall I'm happy with taxis and fee safe	9/19/2017 2:00 PM
16	You have to wait too long for taxis	9/19/2017 1:58 PM
17	Satisfied with taxis. Level of trust	9/19/2017 1:55 PM
18	Drivers have been professional	9/19/2017 1:53 PM
19	Expect it to be expensive	9/19/2017 1:51 PM
20	Hire cars are more personal, safer	9/19/2017 1:45 PM
21	Want to use Uber but don't like to contact on your internet	9/19/2017 1:41 PM
22	My friend had a very bad experience. Late driver, didn't know where to go and went long way. He was late and didn't turn up to start with	9/19/2017 1:39 PM
23	I like to support the taxis, they do it tough	9/19/2017 1:31 PM
24	Availability	9/19/2017 1:21 PM
25	They are as good as most other places	9/18/2017 1:11 PM
26	They come right to where we are	9/18/2017 1:03 PM
27	I feel sorry for taxi drivers because they have to pay such a high price for the licences. But it comes down to cost - Uber is cheaper	9/18/2017 12:55 PM
28	Taxis are way too expensive. Should be more competition - one major company and a smaller one. The larger one is poorly run and there is a bad system, not very reliable	9/18/2017 12:18 PM
29	Na	9/18/2017 11:32 AM
30	Have to do something about getting rid of surge pricing on Saturday nights.	9/13/2017 10:50 AM
31	I don't really know enough about it yet, only what I have heard from others.	9/13/2017 10:42 AM
32	no	9/7/2017 3:24 PM
33	Taxi drivers can't drive safely	8/30/2017 4:34 PM

## Taxi, hire car and rideshare customer survey 2017

34	Regulated Ride Sharing has been one of the best outcomes for Canberra on demand transport. As a resident of a suburb away from the city area, ridesharing has increased my overall experience of on demand transport, encouraging visits to the city and other suburbs I otherwise wouldn't have due to cost.	8/30/2017 12:19 PM
35	I no longer use uber when surge pricing happens. I don't want to get caught out with an unaffordable way home. This might mean either I drive myself or that I don't go to some events.	8/30/2017 7:34 AM
36	Fxx your damn bus services.	8/30/2017 1:05 AM
37	Uber is great. Taxes are rare, clean and odorless and waiting is a pain.	8/29/2017 10:37 PM
38	Uber has made doing things in Canberra so much more accessible.	8/29/2017 10:16 PM
39	Thanks for supporting rideshare especially with the report. Glad to see you have adopted a neutral approach and not just a Uber. Would be good to encourage other rideshare providers for ACT.	8/29/2017 9:14 PM
40	I have tried rideshare, but have reverted to taxis for the reason of safety, consistency of service, consistency of availability, consistency of pricing and confidence offered by the regulator. I do not have faith that Uber operates ethically and I would prefer to support the taxi industry, confident that taxis drivers work with fair conditions and remuneration.	8/23/2017 9:54 PM
41	I'm really disappointed that there are no other market participants apart from Uber. I'd prefer to use other rideshare companies with higher ethical standards than both Uber and the Canberra taxi operators.	8/5/2017 12:24 AM
42	Rideshare has encouraged me to get out of the house more as it makes it easy and affordable to go out, have a good time, and get safely home again. I've also paid for others' rides using the Uber app when they have been stranded - something I would never have done (wouldn't be able to do) with a taxi.	8/4/2017 2:01 AM
43	Yes: 1) Uber is an awful company that is seeking to create a monopoly, and has a well established practice of rent-seeking. 2) Uber drivers have worse employment conditions than taxi drivers, and are employed as contractors, meaning that Uber can prevent them from unionising, and that Uber doesn't have to look out for the driver's WH&S, the superannuation, sick leave, etc. It's exploitative of workers. 3) It's excellent that taxis in the ACT are hybrid vehicles, and it's very disappointing that the same requirement doesn't extend to Uber cars. 4) No rideshare car (taxi, uber, or hire car) should be entitled to use bus lanes. Yes, rideshare cars are better than privately owned cars, but the incentive to use a rideshare car to access bus lanes comes at the cost of the incentive to take public transport. 5) Given my concerns about Uber, I was very concerned to see the Government endorsing them as a company, and advertising on their behalf (in the night rider+Uber promotion).	7/29/2017 6:05 PM
44	Ridesharing costs are increasing since it was introduced	7/29/2017 1:04 PM
45	Until last Saturday, I have been very happy with Uber. I had to shout at my driver twice during my short trip home. Once for driving on the wrong side of the road... once for not even slowing down at a Stop sign on Canberra Ave. He was new to Canberra and had only been in Australia for a short time. Absolutely terrified!!	7/26/2017 12:42 PM
46	On demand transport is very expensive in Canberra compared to other capital cities. This is partly a function of the state of public transport in Canberra. We need more competition in the ridesharing space so consumers can get a fair deal.	7/19/2017 9:39 PM
47	The availability of Uber primarily increased the number of trips I take within Canberra at expense of public transport (which is frankly horrible). Tax use (usually for work) stayed roughly the same but switched away from buses to Uber for personal trips.	7/19/2017 8:35 PM
48	In theory cheap on-demand transport is a great idea, but I'd rather catch the bus than risk my safety getting into a car driven by an unregulated driver.	7/19/2017 1:01 PM
49	The ACT should also investigate bus services on the Uber/Lyft model (this is happening in some cities in the United States)	7/19/2017 10:06 AM
50	Will go electric and autonomous by 2021, making things cheaper and more accessible	7/15/2017 6:48 PM
51	If Uber drivers are not available I do take a taxi. I have a medical condition that means I cannot drive at the moment. I live in Tuggeranong and work in Holt and get lifts from my partner and colleagues when I can. My workplace has been very accommodating with my situation, but getting around Canberra can be very restricting and expensive. If I get a bus to work it costs \$10 per day and takes me an hour and a half each way. Taxis cost in excess of \$80 for me to get to work each way. Ubers cost approximately \$50. At the moment I generally use a mixture of transport means to get the quickest at the least expensive. My medical condition does not make me eligible for any allowances or assistance. Uber has added another option for me in my situation. It's flexible, easy to use and relatively inexpensive.	7/14/2017 10:35 AM

## Taxi, hire car and rideshare customer survey 2017

52	It has provided a car choice and great services	7/13/2017 12:11 AM
53	Taxi's need to learn about driver competence and hygiene, vehicle maintenance, that traffic laws apply to them, and that charging you for no reason other than the fact you got in the car is not ok.	7/11/2017 10:36 PM
54	Surge pricing is unpredictable and annoying. Once I notice this in force, I would choose a taxi over Uber. The fees of Uber should be made to look after their drivers better and pay taxes.	7/11/2017 11:08 AM
55	Frustrated by lack of early morning cars (with no pre-booking facility).	7/11/2017 10:00 AM
56	The percentage of recently smoked and smoke-filled taxis has increased significantly since rideshare services have become available. This not only makes the trip unpleasant but aggravates my asthma.	7/10/2017 11:43 PM
57	Love convenience of rideshare, prepaying and not needing to give directions. Love that drivers do the best to make it a pleasant experience for a positive rating.	7/10/2017 3:46 PM
58	I won't use ridesharing because I don't feel it's safe.	7/10/2017 1:25 PM
59	Crack down harder on the taxi industry to prevent the organised crime component and hold private owners accountable	7/10/2017 1:10 PM
60	Taxis are a rip off, painful and simple! Booking fee + flag fall + waiting charges at traffic lights + cost per minute and per kilometre?! In the U.K., a taxi going 5km costs £3. Same distance here last week cost me \$24. That's about 4x the price! If Canberra wants to be a vibrant city, it needs to be quick, easy, and cheap for people to get to things. I've in one effort, last Friday I spent \$36 getting to Braddon (Taxi estimate \$65), and the same coming home. That's over \$70 before I've looked at a menu or bought a drink! It's a 20 minute journey, 75 minutes+ by bus (which we don't even have on the estate yet), and you wonder why the city looks lifeless?!	7/10/2017 10:31 AM
61	Uber is good as long as drivers are getting decent money & entitlements out of it	7/10/2017 12:33 AM
62	Thanks for being forward thinking and regarding services like Uber. As someone who tries to go without a car, they're a great complement to the local bus and bike infrastructure.	7/9/2017 11:06 PM
63	Taxis are so expensive in the ACT and the price gouging seems to come from all the money spent by Government workers	7/9/2017 9:49 PM
64	Rideshare availability has made me feel safer as a single woman. UberX holds drivers accountable with an immediate rating and feedback/complaint channel. Refunds are issued for drivers who are reported as driving incorrect routes. The pre-accepted payment system is a very convenient.	7/8/2017 10:14 PM
65	Digital disruption is inevitable and is driven by community demand for better services. I commend the ACT Government for the reform leadership which is providing significant benefits to the Canberra community and to visitors.	7/8/2017 10:33 AM
66	I need on demand transport to function. I cannot drive and have mobility issues due to illness, and public transport does not cover complex needs like late night/early morning transport, transporting pets or dropping me to my door when I cannot walk properly. Taxis are far too expensive, restrictive and the ratings are awful.	7/8/2017 9:48 AM
67	Has increased competition which should make taxis improve their service	7/8/2017 8:18 AM
68	I think rideshare services are becoming too expensive, particularly during 'surge' times. I started using Uber because it was an affordable alternative to taxis after a night out, but nowadays, taxis can sometimes even be cheaper.	7/8/2017 1:25 AM
69	I use Uber predominantly because taxi drivers in the ACT are very rude. They are also very reluctant to take on short trips. I've had to exit a cab because it refused my trip more than once.	7/7/2017 11:57 PM
70	Taxis are very expensive compared to Melbourne/Sydney due to government cab charges, so much being expensed.	7/7/2017 11:14 PM
71	There are a number of times I have traveled to events via Uber that I would not have gone to if Uber was not offered in Canberra, primarily due to cost, tracking for safety reasons, and ease of booking/availability. I look forward to more partnerships between the ACT Government and Uber for easier and further discounted travel.	7/7/2017 8:46 PM
72	I rarely use taxis or rideshare as I generally take public transport (and never use hire cars), but I think the disability, particularly wheelchair access, for ridesharing is very poor and/or nonexistent. While I do not need a wheelchair access vehicle, I have friends who do and they need to use taxis entirely, and the service of wheelchair access taxis has reduced (wait times over 30 minutes). While I am not sure of the solution to this issue, I do think it is very important to address if we want to ensure Canberra remains accessible for all.	7/7/2017 8:34 PM

## Taxi, hire car and rideshare customer survey 2017

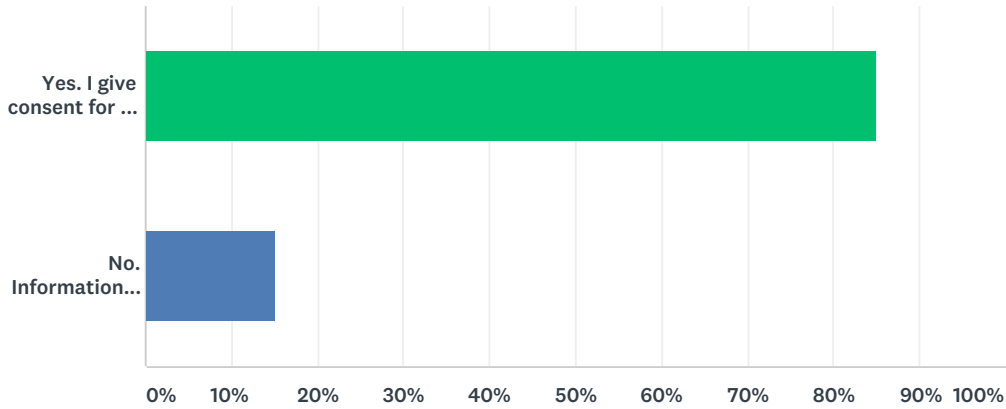
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73	Rideshare services like Uber are more convenient and easier to use. The only downside is the user ratings- sometimes it's a real pain to have to worry if you're being nice enough to your driver	7/7/2017 6:45 PM
74	Personally, I find them easier to book rather than the taxi voice system. They are quicker to arrive, you can see the details on the App and they are cheaper. I would use taxis more if they were similar in pricing and easier to book.	7/6/2017 3:17 PM

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# Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?

Answered: 166 Skipped: 0

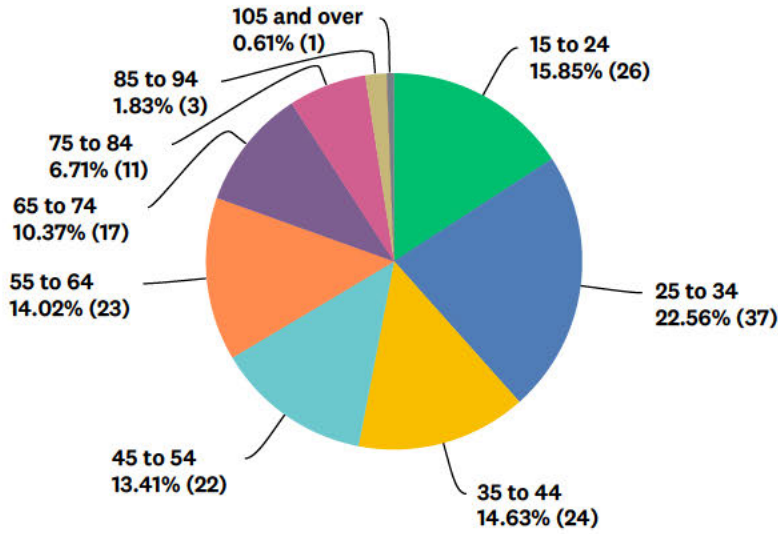


ANSWER CHOICES	RESPONSES
Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other identifying means of my identification will not accompany any of my answers.	84.94% 141
No. Information provided by me is strictly confidential, and may only be used for the purpose of the evaluation and updating accessible public transport projects.	15.06% 25
TOTAL	166



## Q2 What is your age?

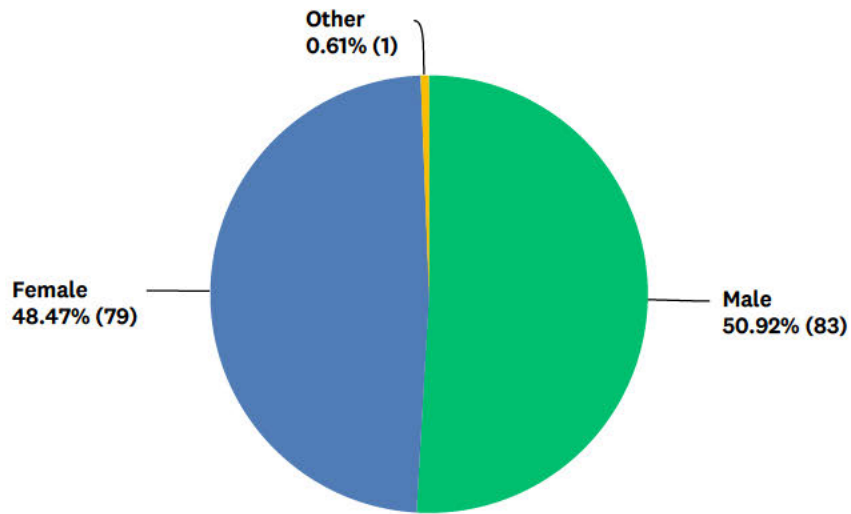
Answered: 164 Skipped: 2



ANSWER CHOICES	RESPONSES	
15 to 24	15.85%	26
25 to 34	22.56%	37
35 to 44	14.63%	24
45 to 54	13.41%	22
55 to 64	14.02%	23
65 to 74	10.37%	17
75 to 84	6.71%	11
85 to 94	1.83%	3
95 to 104	0.00%	0
105 and over	0.61%	1
<b>TOTAL</b>		<b>164</b>

### Q3 What is your gender?

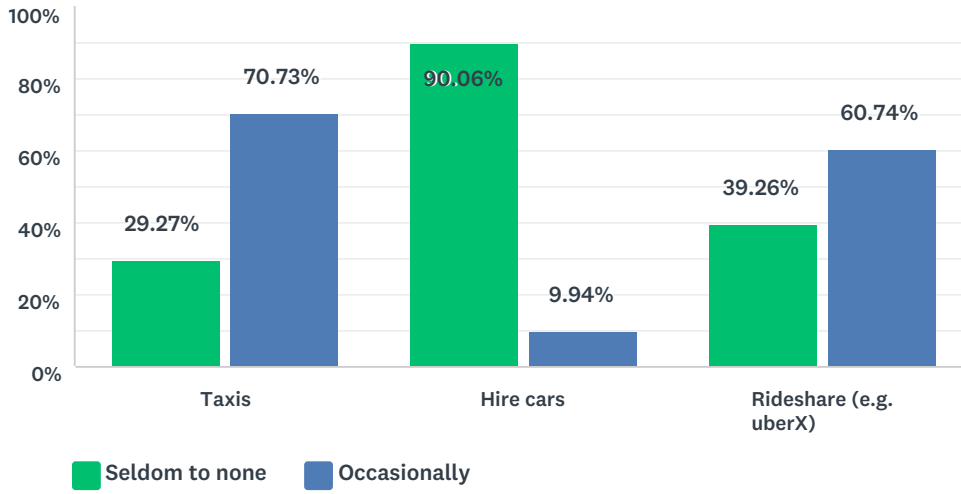
Answered: 163 Skipped: 3



ANSWER CHOICES	RESPONSES	
Male	50.92%	83
Female	48.47%	79
Other	0.61%	1
<b>TOTAL</b>		<b>163</b>

## Q4 How often do you use on-demand transport in the ACT?

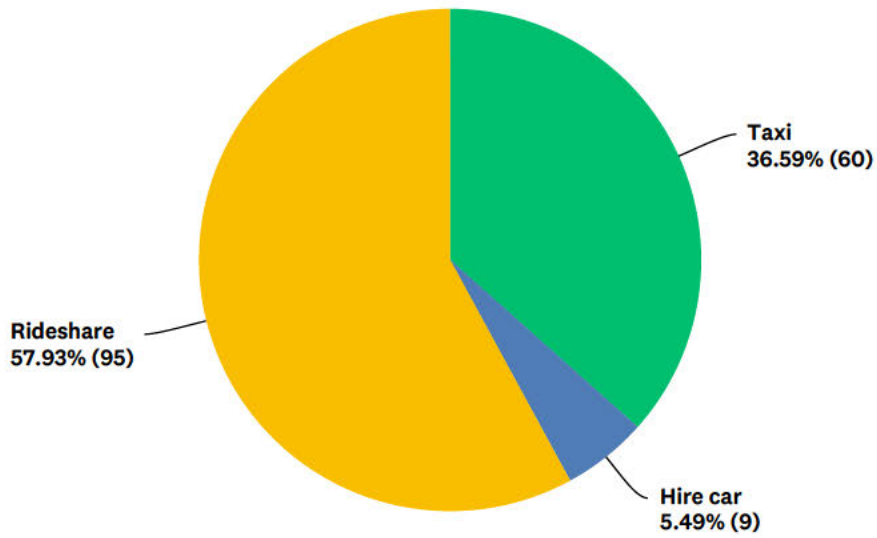
Answered: 164 Skipped: 2



	SELDOM TO NONE	OCCASIONALLY	TOTAL	WEIGHTED AVERAGE
Taxis	29.27% 48	70.73% 116	164	1.71
Hire cars	90.06% 145	9.94% 16	161	1.10
Rideshare (e.g. uberX)	39.26% 64	60.74% 99	163	1.61

### Q5 What is your preferred service?

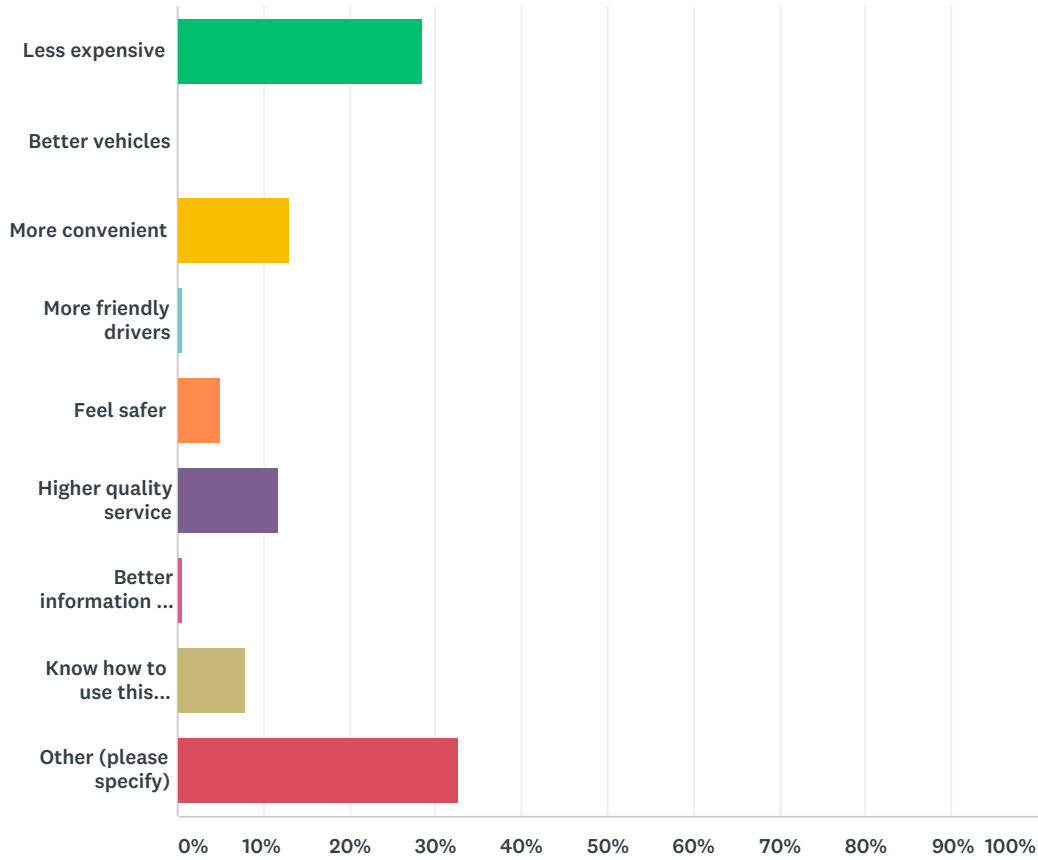
Answered: 164 Skipped: 2



ANSWER CHOICES	RESPONSES	
Tax	36.59%	60
Hire car	5.49%	9
Rideshare	57.93%	95
TOTAL		164

## Q6 Why is this above your preferred service?

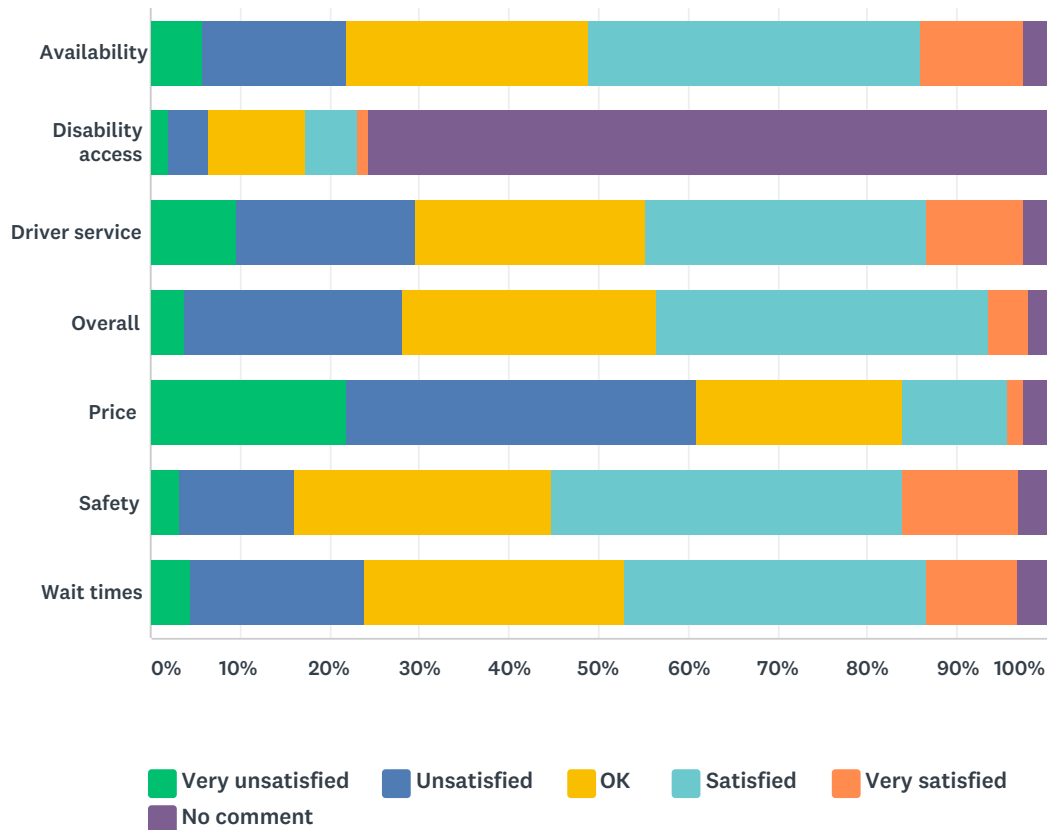
Answered: 162 Skipped: 4



ANSWER CHOICES	RESPONSES	
Less expensive	28.40%	46
Better vehicles	0.00%	0
More convenient	12.96%	21
More friendly drivers	0.62%	1
Feel safer	4.94%	8
Higher quality service	11.73%	19
Better information on cost	0.62%	1
Know how to use this service	8.02%	13
Other (please specify)	32.72%	53
<b>TOTAL</b>		<b>162</b>

## Q7 How satisfied are you with taxi services in the ACT?

Answered: 156 Skipped: 10



	VERY UNSATISFIED (1)	UNSATISFIED (2)	OK (3)	SATISFIED (4)	VERY SATISFIED (5)	NO COMMENT	TOTAL	WEIGHTED AVERAGE
Ava ab ty	5.77% 9	16.03% 25	26.92% 42	37.18% 58	11.54% 18	2.56% 4	156	3.34
D sab ty access	1.92% 3	4.49% 7	10.90% 17	5.77% 9	1.28% 2	75.64% 118	156	3.00
Dr ver serv ce	9.62% 15	19.87% 31	25.64% 40	31.41% 49	10.90% 17	2.56% 4	156	3.14
Overa	3.85% 6	24.36% 38	28.21% 44	37.18% 58	4.49% 7	1.92% 3	156	3.14
Pr ce	21.79% 34	39.10% 61	23.08% 36	11.54% 18	1.92% 3	2.56% 4	156	2.31
Safety	3.21% 5	12.82% 20	28.85% 45	39.10% 61	12.82% 20	3.21% 5	156	3.47
Wa t t mes	4.52% 7	19.35% 30	29.03% 45	33.55% 52	10.32% 16	3.23% 5	155	3.27

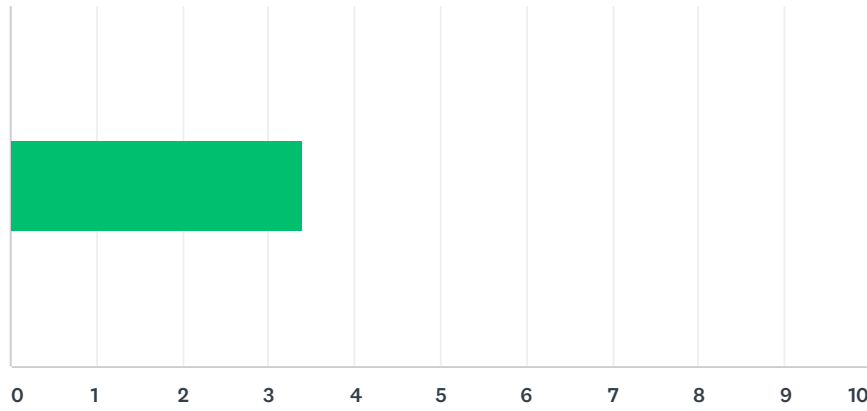
BASIC STATISTICS						
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION	
Ava ab ty	1.00	5.00	3.50	3.34	1.07	
Wa t t mes	1.00	5.00	3.00	3.27	1.04	
Pr ce	1.00	5.00	2.00	2.31	1.01	

Taxi, hire car and rideshare customer survey 2017

Safety	1.00	5.00	4.00	3.47	0.99
Driver service	1.00	5.00	3.00	3.14	1.16
Disability access	1.00	5.00	3.00	3.00	0.97
Overall	1.00	5.00	3.00	3.14	0.97

## Q8 How often have you been offered a discount to the maximum fare in your use of taxis?

Answered: 138 Skipped: 28

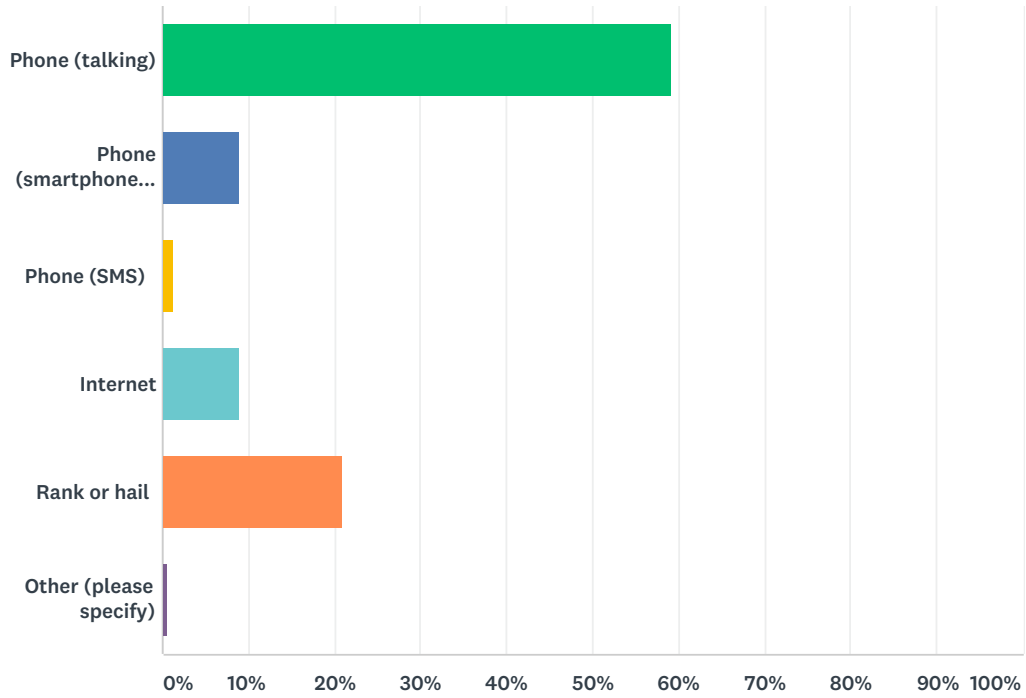


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	3	468	138
Total Respondents: 138			



### Q9 How do you normally hire a taxi?

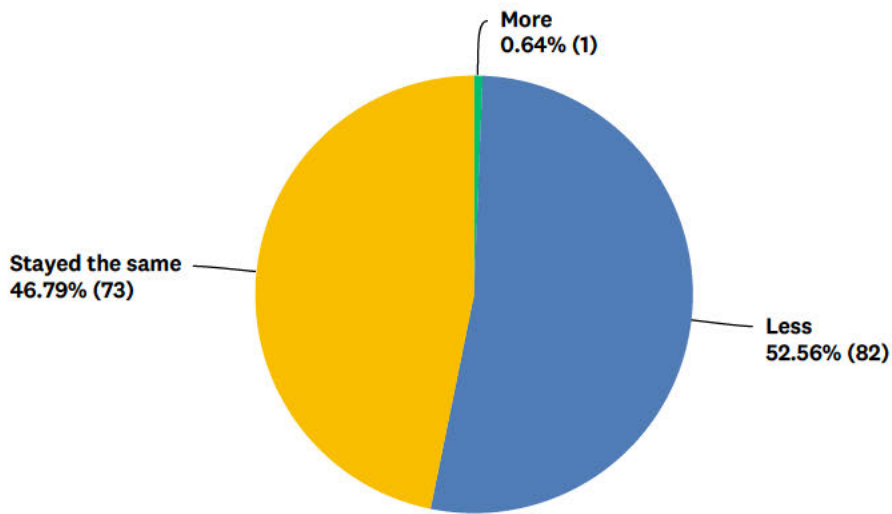
Answered: 157 Skipped: 9



ANSWER CHOICES	RESPONSES	
Phone (ta k ng)	59.24%	93
Phone (smartphone app)	8.92%	14
Phone (SMS)	1.27%	2
Internet	8.92%	14
Rank or ha	21.02%	33
Other (p ease spec fy)	0.64%	1
<b>TOTAL</b>		<b>157</b>

### Q10 Since rideshare started in the ACT, has your use of taxis changed?

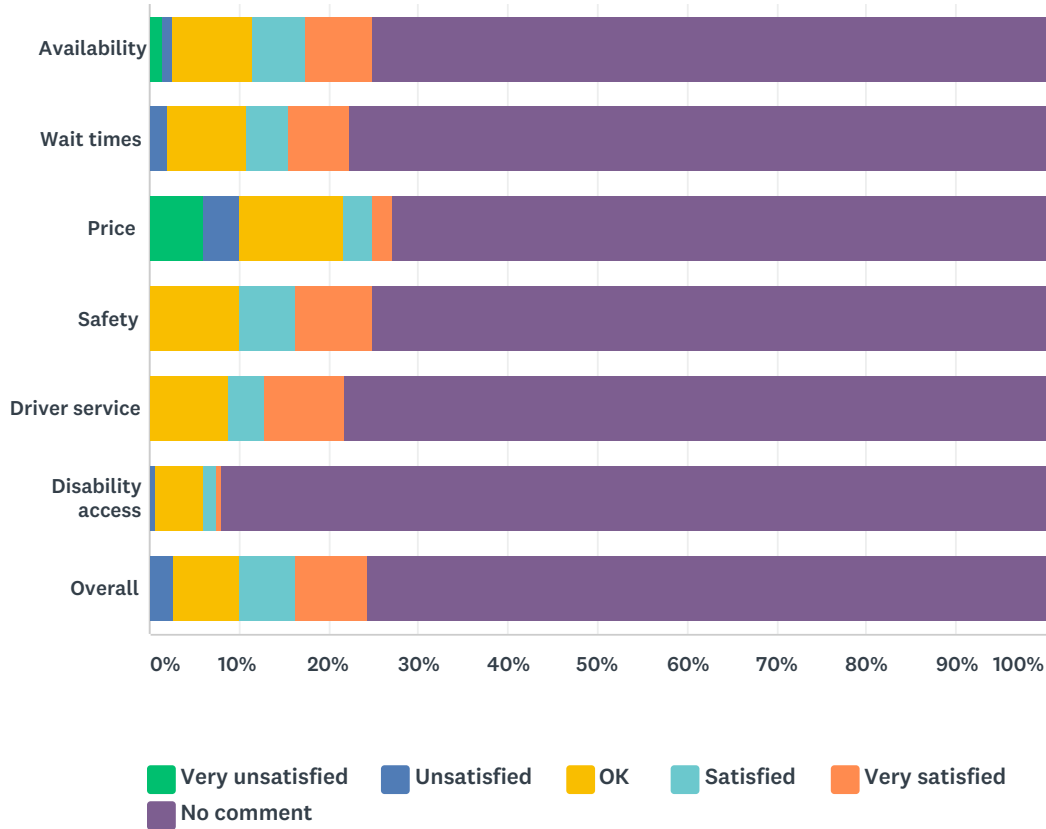
Answered: 156 Skipped: 10



ANSWER CHOICES	RESPONSES	
More	0.64%	1
Less	52.56%	82
Stayed the same	46.79%	73
<b>TOTAL</b>		<b>156</b>

## Q11 How satisfied are you with hire car services in the ACT?

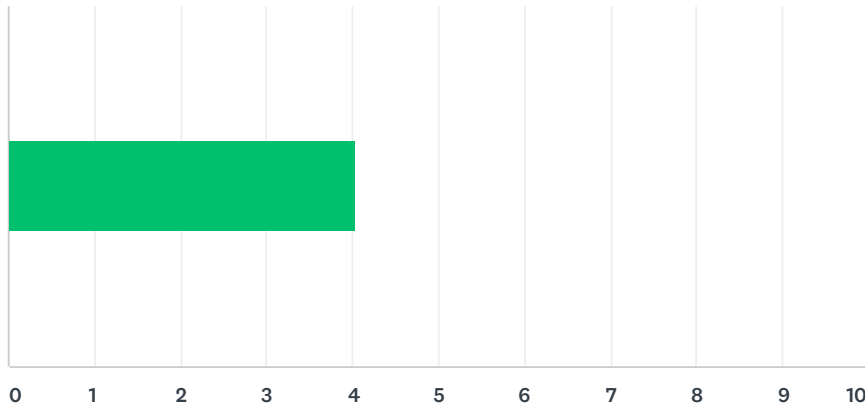
Answered: 149 Skipped: 17



	VERY UNSATISFIED	UNSATISFIED	OK	SATISFIED	VERY SATISFIED	NO COMMENT	TOTAL	WEIGHTED AVERAGE
Ava ab ty	1.34% 2	1.34% 2	8.72% 13	6.04% 9	7.38% 11	75.17% 112	149	3.68
Wa t t mes	0.00% 0	2.03% 3	8.78% 13	4.73% 7	6.76% 10	77.70% 115	148	3.73
Pr ce	6.08% 9	4.05% 6	11.49% 17	3.38% 5	2.03% 3	72.97% 108	148	2.67
Safety	0.00% 0	0.00% 0	10.14% 15	6.08% 9	8.78% 13	75.00% 111	148	3.95
Dr ver serv ce	0.00% 0	0.00% 0	8.78% 13	4.05% 6	8.78% 13	78.38% 116	148	4.00
D sab ty access	0.00% 0	0.68% 1	5.41% 8	1.35% 2	0.68% 1	91.89% 136	148	3.25
Overa	0.00% 0	2.70% 4	7.43% 11	6.08% 9	8.11% 12	75.68% 112	148	3.81

### Q12 How often have you been offered a discount to the stated fare in your use of hire cars?

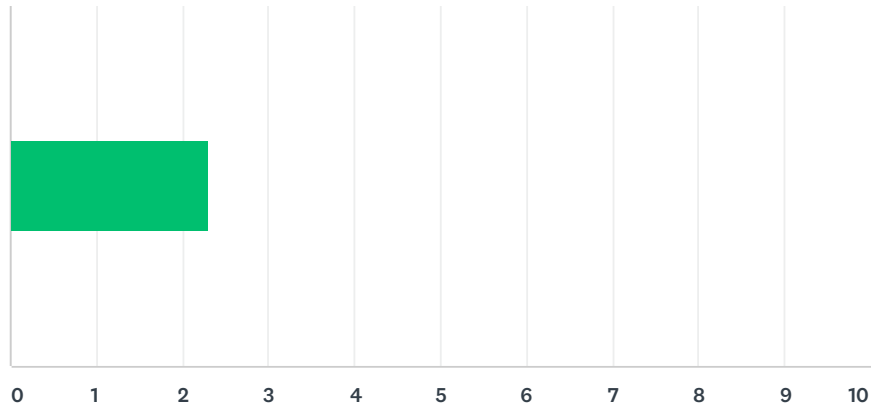
Answered: 66 Skipped: 100



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	266	66
Total Respondents: 66			

### Q13 How often has surge pricing applied in your use of hire cars?

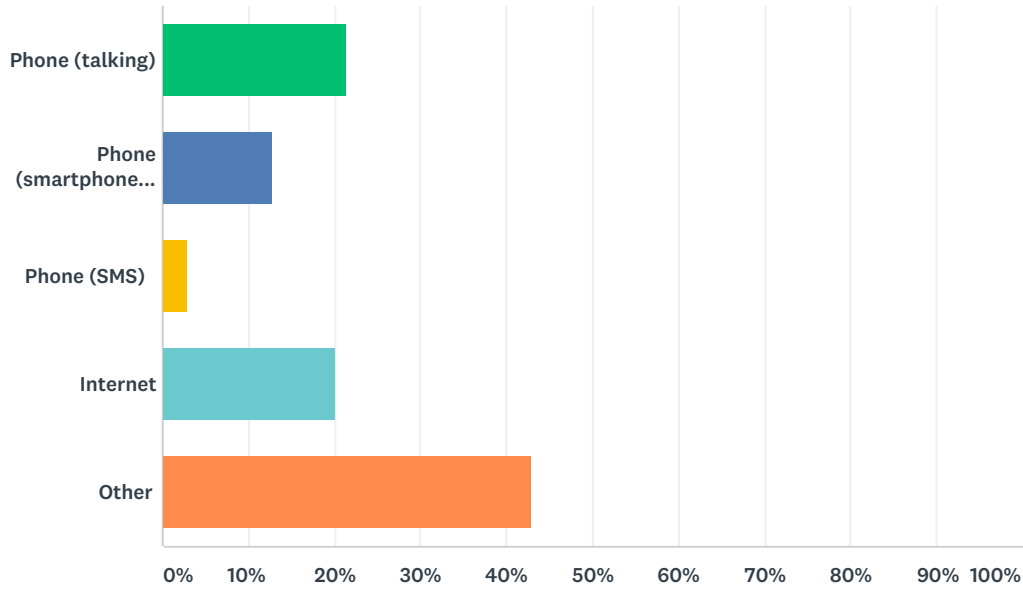
Answered: 63 Skipped: 103



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	2	145	63
Total Respondents: 63			

### Q14 How do you normally book a hire car?

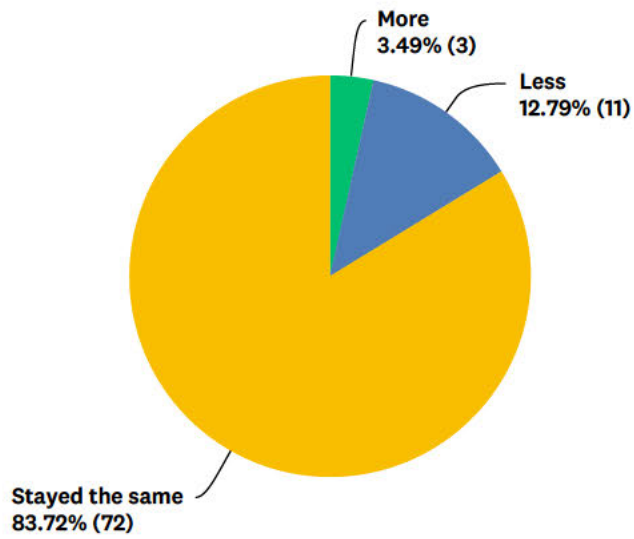
Answered: 70 Skipped: 96



ANSWER CHOICES	RESPONSES	
Phone (ta k ng)	21.43%	15
Phone (smartphone app)	12.86%	9
Phone (SMS)	2.86%	2
Internet	20.00%	14
Other	42.86%	30
<b>TOTAL</b>		<b>70</b>

### Q15 Since rideshare started in the ACT, has your use of hire cars changed?

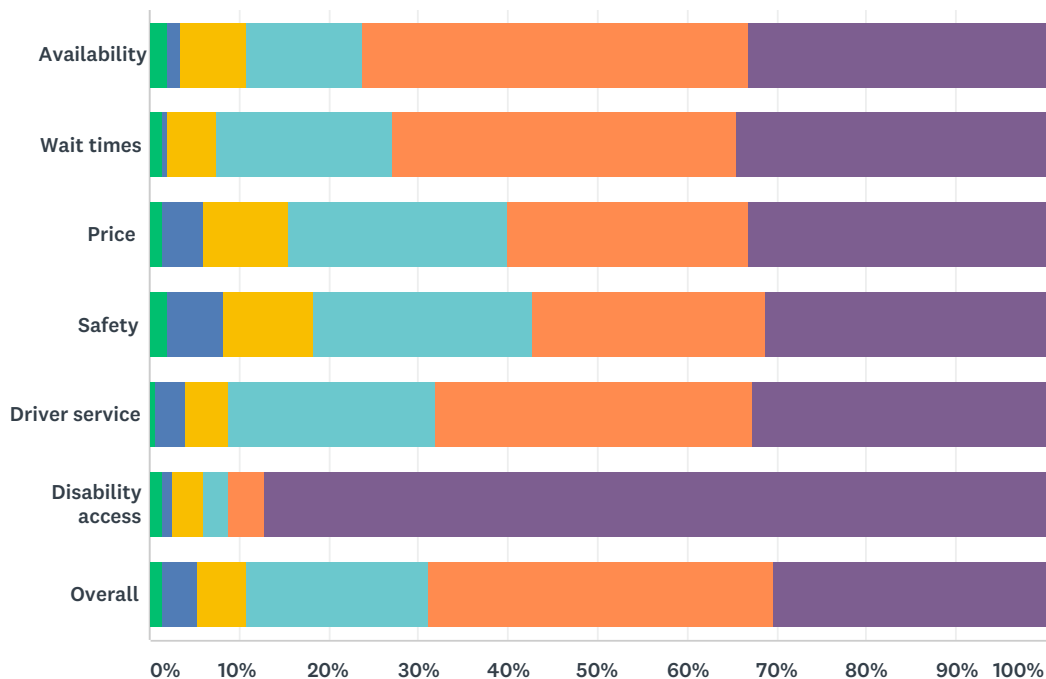
Answered: 86 Skipped: 80



ANSWER CHOICES	RESPONSES	
More	3.49%	3
Less	12.79%	11
Stayed the same	83.72%	72
<b>TOTAL</b>		<b>86</b>

## Q16 How satisfied are you with rideshare in the ACT?

Answered: 148 Skipped: 18



Very unsatisfied    Unsatisfied    OK    Satisfied    Very satisfied  
No comment

	VERY UNSATISFIED (1)	UNSATISFIED (2)	OK (3)	SATISFIED (4)	VERY SATISFIED (5)	NO COMMENT	TOTAL	WEIGHTED AVERAGE
Ava ab ty	2.03% 3	1.35% 2	7.43% 11	12.84% 19	43.24% 64	33.11% 49	148	4.40
Wa t t mes	1.35% 2	0.68% 1	5.41% 8	19.59% 29	38.51% 57	34.46% 51	148	4.42
Pr ce	1.35% 2	4.73% 7	9.46% 14	24.32% 36	27.03% 40	33.11% 49	148	4.06
Safety	2.04% 3	6.12% 9	10.20% 15	24.49% 36	25.85% 38	31.29% 46	147	3.96
Dr ver serv ce	0.68% 1	3.40% 5	4.76% 7	23.13% 34	35.37% 52	32.65% 48	147	4.32
D sab ty access	1.35% 2	1.35% 2	3.38% 5	2.70% 4	4.05% 6	87.16% 129	148	3.53
Overa	1.35% 2	4.05% 6	5.41% 8	20.27% 30	38.51% 57	30.41% 45	148	4.30

BASIC STATISTICS						
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION	
Ava ab ty	1.00	5.00	5.00	4.40	0.97	
Wa t t mes	1.00	5.00	5.00	4.42	0.85	
Pr ce	1.00	5.00	4.00	4.06	1.00	

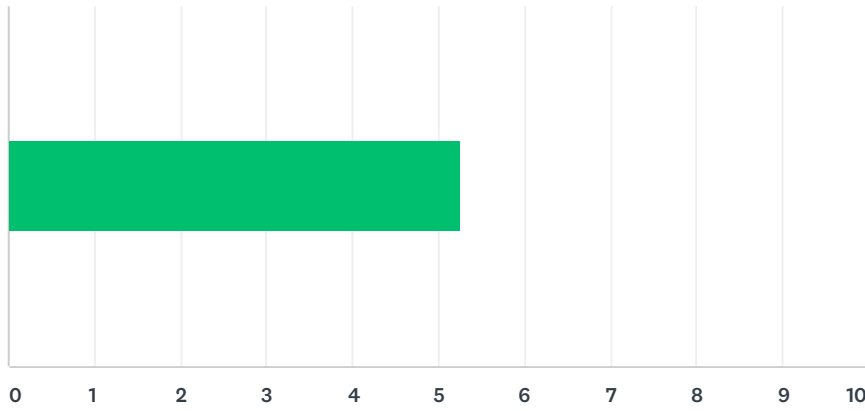


Taxi, hire car and rideshare customer survey 2017

Safety	1.00	5.00	4.00	3.96	1.07
Driver service	1.00	5.00	5.00	4.32	0.89
Disability access	1.00	5.00	4.00	3.53	1.31
Overall	1.00	5.00	5.00	4.30	0.97

### Q17 How often have you been offered a discount to the stated fare in your use of rideshare?

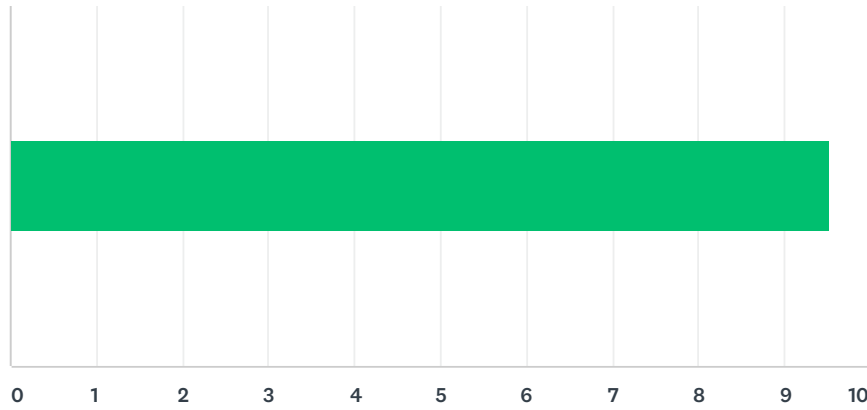
Answered: 90 Skipped: 76



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	5	472	90
Total Respondents: 90			

## Q18 How often has surge pricing applied in your use of rideshare?

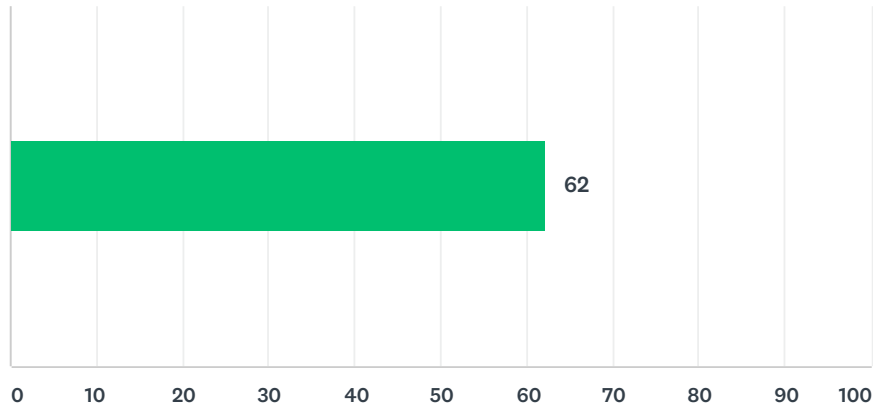
Answered: 98 Skipped: 68



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	10	933	98
Total Respondents: 98			

### Q19 What share of your rideshare trips would you have taken by taxi or hire car if rideshare services were not available?

Answered: 99 Skipped: 67



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	62	6,148	99
Total Respondents: 99			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
	0.00	100.00	80.00	62.10	40.40

**Q20 Do you have any additional comments on on-demand transport in the ACT?**

Answered: 74 Skipped: 92

## Q20 Do you have any additional comments on on-demand transport in the ACT?

Answered: 74 Skipped: 92

#	RESPONSES	DATE
1	Bring other services like Grab taxi	10/15/2017 3:58 AM
2	Uber isn't in my area. Don't know Uber numbers. Very happy with the taxis. I get a discount also	9/19/2017 3:50 PM
3	Smart phones are required for Uber I believe and I don't own one	9/19/2017 3:44 PM
4	Quite happy with maxi taxi service as my husband uses it quite often	9/19/2017 3:42 PM
5	Have heard some things about tax issues or something regarding Uber drivers which concerned me	9/19/2017 3:40 PM
6	Would never use Uber as I've heard bad things about Uber drivers in NSW. Things like drivers assaulting customers, molesting women, etc	9/19/2017 3:37 PM
7	Taxis have security cameras in them as opposed to Uber not having them	9/19/2017 3:35 PM
8	Sympathetic to taxi drivers due to arrival of Uber drivers. Taxis are regulated as well	9/19/2017 3:30 PM
9	Prefer to use a taxi for work purposes, as I can do it through work	9/19/2017 3:26 PM
10	Only ever had one incident in a taxi where the driver wasn't driving very well. Otherwise good	9/19/2017 3:23 PM
11	Taxis are my preferred service due to being a more professional service. Vetted drivers, etc	9/19/2017 3:21 PM
12	Vetting of drivers is very important which doesn't seem apparent with Uber. Taxis seem more vetted and safer	9/19/2017 3:16 PM
13	Taxis are unavailable or very hard to get which is why I've swapped to Uber	9/19/2017 2:25 PM
14	Taxi drivers are terrible, rude, go the long way round deliberately. Not helpful. Bad service	9/19/2017 2:16 PM
15	Overall I'm happy with taxis and feel safe	9/19/2017 2:00 PM
16	You have to wait too long for taxis	9/19/2017 1:58 PM
17	Satisfied with taxis. Level of trust	9/19/2017 1:55 PM
18	Drivers have been professional	9/19/2017 1:53 PM
19	Expect it to be expensive	9/19/2017 1:51 PM
20	Hire cars are more personal, safer	9/19/2017 1:45 PM
21	Want to use Uber but don't like to contact only on internet	9/19/2017 1:41 PM
22	My friend had a very bad experience. Late driver, didn't know where to go and went long way. He was late and didn't turn up to start with	9/19/2017 1:39 PM
23	I like to support the taxis, they do it tough	9/19/2017 1:31 PM
24	Availability	9/19/2017 1:21 PM
25	They are as good as most other places	9/18/2017 1:11 PM
26	They come right to where we are	9/18/2017 1:03 PM
27	I feel sorry for taxi drivers because they have to pay such a high price for their licences. But it comes down to cost - Uber is cheaper	9/18/2017 12:55 PM
28	Taxis are way too expensive. Should be more competition - one major company and a small one. The larger one is poorly run and there is a bad system, not very reliable	9/18/2017 12:18 PM
29	Na	9/18/2017 11:32 AM
30	Have to do something about getting rid of surge pricing on Saturday nights.	9/13/2017 10:50 AM
31	I don't really know enough about it yet, only what I have heard from others.	9/13/2017 10:42 AM
32	no	9/7/2017 3:24 PM
33	Taxi drivers can't drive safely	8/30/2017 4:34 PM

## Taxi, hire car and rideshare customer survey – 2017

34	Regulated Ride Sharing has been one of the best outcomes for Canberra on demand transport. As a resident of a suburb away from the city area , ridesharing has increased my overall experience of on demand transport , encouraging visits to the city and other suburbs I otherwise wouldn't have due to cost.	8/30/2017 12:19 PM
35	I no longer use uber when surge pricing happens. I don't want to get caught out with an unaffordable way home. This might mean either I drive myself or that I don't go to some events.	8/30/2017 7:34 AM
36	Fix your damn bus services.	8/30/2017 1:05 AM
37	Uber is great. Taxis are rarely clean and odorless and waiting is a pain.	8/29/2017 10:37 PM
38	Uber has made doing things in Canberra so much more accessible.	8/29/2017 10:16 PM
39	Thanks for supporting rideshare especially with the airport. Glad to see you have adopted a neutral approach and not just all Uber. Would be good to encourage other rideshare providers for ACT.	8/29/2017 9:14 PM
40	I have tried rideshare, but have reverted to taxis for their sense of safety, consistency of service, consistency of availability, consistency of pricing and confidence offered by their greater regulation. I do not have faith that Uber operates ethically and I would prefer to support the taxi industry, confident that its drivers work with fair conditions and remuneration.	8/23/2017 9:54 PM
41	I'm really disappointed that there are no other market participants apart from Uber. I'd prefer to use other rideshare companies with higher ethical standards than both Uber and the Canberra taxi operators.	8/5/2017 12:24 AM
42	Rideshare has encouraged me to get out of the house more as it makes it easy and affordable to go out, have a good time, and get safely home again. I've also paid for others' rides using the Uber app when they have been stranded - something I would never have done (wouldn't be able to do) with a taxi.	8/4/2017 2:01 AM
43	Yes: 1) Uber is an awful company that is seeking to create a monopoly, and has a well established practice of rent-seeking. 2) Uber drivers have worse employment conditions than taxi drivers, and are employed as contractors, meaning that Uber can prevent them from unionising, and that Uber doesn't have to look out for their WH&S, their superannuation, sick leave, etc. It's exploitative of workers. 3) It's excellent that taxis in the ACT are hybrid vehicles, and it's very disappointing that the same requirement doesn't extend to Uber cars. 4) No ride share car (taxi, uber, or hire car) should be entitled to use bus lanes. Yes, ride share cars are better than privately owned cars, but the incentive to use a ride share car to access bus lanes comes at the cost of the incentive to take public transport. 5) Given my concerns about Uber, I was very concerned to see re Government endorsing them as a company, and advertising on their behalf (in the night rider+Uber promotion).	7/29/2017 6:05 PM
44	Rude sharing costs are increasing since it was introduced	7/29/2017 1:04 PM
45	Until last Saturday, I have been very happy with Uber. I had to shout at my driver twice during my short trip home. Once for driving on the wrong side of the road... once for not even slowing down at a Stop sign on Canberra Ave. He was new to Canberra and had only been in Australia for a short time. Absolutely terrified!!	7/26/2017 12:42 PM
46	On demand transport is very expensive in Canberra compared to other capital cities. This is particularly painful given the state of public transport in Canberra. We need more competition in the ride sharing space so consumers can get a fair deal.	7/19/2017 9:39 PM
47	The availability of Uber primarily increased the number of trips I take within Canberra at expense of public transport (which is frankly horrible). Taxi use (usually for work) stayed roughly the same but switched away from buses to Uber for personal trips.	7/19/2017 8:35 PM
48	In theory cheap on-demand transport is a great idea, but I'd rather catch the bus than risk my safety getting into a car driven by an unregulated driver.	7/19/2017 1:01 PM
49	The ACT should also investigate bus services on the Uber/Lyft model (this is happening in some cities in the United States)	7/19/2017 10:06 AM
50	Will go electric and autonomous by 2021, making things cheaper and more accessible	7/15/2017 6:48 PM
51	If Uber drivers are not available I do take a taxi. I have a medical condition that means I cannot drive at the moment. I live in Tuggeranong and work in Holt and get lifts from my partner and colleagues when I can. My work place has been very accommodating with my situation, but getting around Canberra can be very restricting and expensive. If I get a bus to work it costs \$10 per day and takes me an hour and a half each way. Taxis cost in excess of \$80 for me to get to work each way. Ubers cost approximately \$50. At the moment I generally use a mixture of transport means to get the quickest at the least expensive. My medical condition does not make me eligible for any allowances or assistance. Uber has added another option for me in my situation. It is flexible, easy to use and relatively inexpensive.	7/14/2017 10:35 AM

## Taxi, hire car and rideshare customer survey – 2017

52	It has provided clear choice and great services	7/13/2017 12:11 AM
53	Taxis need to learn about driver competence and hygiene, vehicle maintenance, that traffic laws apply to them, and that charging you for no reason other than the fact you got in their car is not ok.	7/11/2017 10:36 PM
54	Surge pricing is unpredictable and annoying. Once I notice it is in force, I would choose a taxi over Uber. The likes of Uber should be made to look after there drivers better and pay taxes.	7/11/2017 11:08 AM
55	Frustrated by lack of early morning cars (with no pre-booking facility).	7/11/2017 10:00 AM
56	The percentage of recently smoked in and smoke filled taxis has increased significantly since rideshare services have become available. This not only makes the trip unpleasant but agravates my asthma.	7/10/2017 11:43 PM
57	Love convenience of rideshare, prepaying and not needing to give directions. Love that drivers do their best to make it a pleasant experience for a positive rating.	7/10/2017 3:46 PM
58	I won't use ride sharing because I don't feel it's safe.	7/10/2017 1:25 PM
59	Crack down harder on the taxi industry to prevent the organised crime component and hold plate owners accountable	7/10/2017 1:10 PM
60	Taxis are a rip off, plain and simple! Booking fee+ flag fall+ waiting charges at traffic lights + cost per minute and per kilometre?! In the U.K., a taxi going 5km costs £3. Same distance here last week cost me \$24. That's about 4x the price! If Canberra wants to be a vibrant city, it needs to be quick, easy, and cheap for people to get to things. I live in moncrieff, last Friday I spent \$36 getting to Braddon (Taxi estimate \$65), and the same coming home. That's over \$70 before I've looked at a menu or bought a drink! It's a 20 minute journey, 75 minutes+ by bus (which we don't even have on the estate yet), and you wonder why the city looks lifeless?!	7/10/2017 10:31 AM
61	Uber is good as long as drivers are getting decent money & entitlements out of it	7/10/2017 12:33 AM
62	Thanks for being forward thinking and legalising services like Uber. As someone who tries to go without a car, they're a great complement to the local bus and bike infrastructure.	7/9/2017 11:06 PM
63	Taxis are so expensive in the ACT and the price gouging seems to come from all the money spent by Government workers	7/9/2017 9:49 PM
64	Rideshare availability has made me feel safer as a single woman. UberX holds drivers accountable with an immediate rating and feedback/complaint channel. Refunds are issued for drivers who are reported as driving incorrect routes. The pre-accepted payment system is also very convenient.	7/8/2017 10:14 PM
65	Digital disruption is inevitable and is driven by community demand for better services. I commend the ACT Government for their reform leadership which is providing significant benefits to the Canberra community and to visitors.	7/8/2017 10:33 AM
66	I need on demand transport to function. I cannot drive and have mobility issues due to illness, and public transport does not cover complex needs like late night/early morning transport, transporting pets or dropping me to my door when I cannot walk properly. Taxis are far too expensive, restrictive and their apps are awful.	7/8/2017 9:48 AM
67	Has increased competition which should make taxis improve their service	7/8/2017 8:18 AM
68	I think ride share services are becoming too expensive, particularly during 'surge' times. I started using Uber because it was an affordable alternative to taxis after a night out, but nowadays, taxis can sometimes even be cheaper.	7/8/2017 1:25 AM
69	I use Uber predominantly because taxi drivers in the ACT are very rude. They are also very reluctant to take on short trips. I've had to exit a cab because it refused my trip more than once.	7/7/2017 11:57 PM
70	Taxis are v expensive compared to Melb/Syd due to government cab charges, so much being expensed.	7/7/2017 11:14 PM
71	There are a number of times I have travelled to events via Uber that I would not have gone to if Uber was not offered in Canberra, primarily due to cost, tracking for safety reasons, and ease of booking/availability. I look forward to more partnerships between the ACT Government and Uber for easier and further discounted travel.	7/7/2017 8:46 PM
72	I rarely use taxis or rideshare as I generally take public transport (and never use hire cars), but I think the disability, particularly wheelchair access, for ride sharing is very poor and/or nonexistent. While I do not need a wheelchair accessible vehicle, I have friends who do and they need to use taxis entirely, and their service of wheelchair accessible taxis has reduced (wait Times over 30 minutes). While I am not sure of the solution to this issue, I do think it is very important to address if we want to ensure Canberra remains accessible for all.	7/7/2017 8:34 PM



## Taxi, hire car and rideshare customer survey – 2017

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73	Rideshare services like Uber are more convenient and easier to use. The only down side is the user ratings- sometimes it's a real pain to have to worry if you're being nice enough to your driver	7/7/2017 6:45 PM
74	Personally, I find them easier to book rather than the taxi voice system. They are quicker to arrive, you can see the details on the App and they are cheaper. I would use taxis more if they were similar in pricing and easier to book.	7/6/2017 3:17 PM

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