



**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 2019-040

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)	13
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

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**From:** Yule, Kelly-Jane on behalf of CMTEDD FOI  
**Sent:** Monday, 18 February 2019 1:48 PM  
**To:** JACS FOI  
**Subject:** FW: CMTEDDFOI2019-002 [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Julia,

As discussed this afternoon CMTEDD will accept a return transfer of from JACS and will combine it with the data transmitted to the Centre for International Economics..... document request as listed below.

Regards,

**Kelly-Jane Yule | Freedom of Information Coordinator | Information Access Team**  
Ph: 02 620 77461  
**Corporate | Chief Minister, Treasury and Economic Development Directorate | ACT Government**  
Level 2, Canberra Nara Centre | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

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**From:** Yule, Kelly-Jane **On Behalf Of** CMTEDD FOI  
**Sent:** Monday, 18 February 2019 11:29 AM  
**To:** Potter, Chantel <Chantel.Potter@act.gov.au>  
**Subject:** RE: CMTEDDFOI2019-002 [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Chantel,

This taxi one is still going. JACS have been in touch and have advised that the second part of the below (highlighted in yellow) is for documents that are held by CMTEDD (previously someone named Richard and now you).

Do you have any documents that can be provided in relation to point 2 below? The PSI report is being released by JACS.

1. *Taxi Fare Review undertaken by PSI Asia Pacific; Data transmitted to the Centre for International Economics Analysis by the ACT Government in order to undertake the consulting work performed as reflected in their 2 consulting reports in 2017;*

Thanks,

**Kelly-Jane Yule | Freedom of Information Coordinator | Information Access Team**  
Ph: 02 620 77461  
**Corporate | Chief Minister, Treasury and Economic Development Directorate | ACT Government**  
Level 2, Canberra Nara Centre | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

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**From:** Potter, Chantel  
**Sent:** Wednesday, 23 January 2019 9:33 AM  
**To:** CMTEDD FOI <[CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au)>; Webster, Eddy <[Eddy.Webster@act.gov.au](mailto:Eddy.Webster@act.gov.au)>  
**Cc:** Crump, Edwin <[Edwin.Crump@act.gov.au](mailto:Edwin.Crump@act.gov.au)>  
**Subject:** RE: CMTEDDFOI2019-002 [SEC=UNCLASSIFIED]

Hi Kelly, we haven't identified and exemptions to be applied in this material.  
Thanks,  
Chantel

---

**From:** Yule, Kelly-Jane **On Behalf Of** CMTEDD FOI  
**Sent:** Wednesday, 23 January 2019 9:19 AM  
**To:** Webster, Eddy <[Eddy.Webster@act.gov.au](mailto:Eddy.Webster@act.gov.au)>  
**Cc:** Potter, Chantel <[Chantel.Potter@act.gov.au](mailto:Chantel.Potter@act.gov.au)>; Crump, Edwin <[Edwin.Crump@act.gov.au](mailto:Edwin.Crump@act.gov.au)>  
**Subject:** RE: CMTEDDFOI2019-002 [SEC=UNCLASSIFIED]

UNCLASSIFIED

Thank you Eddy. Are you happy for the documents to be released in full?

Kelly

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**From:** Webster, Eddy  
**Sent:** Wednesday, 23 January 2019 9:18 AM  
**To:** Yule, Kelly-Jane <[Kelly-Jane.Yule@act.gov.au](mailto:Kelly-Jane.Yule@act.gov.au)>  
**Cc:** Potter, Chantel <[Chantel.Potter@act.gov.au](mailto:Chantel.Potter@act.gov.au)>; Crump, Edwin <[Edwin.Crump@act.gov.au](mailto:Edwin.Crump@act.gov.au)>; CMTEDD FOI <[CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au)>  
**Subject:** RE: CMTEDDFOI2019-002 [SEC=UNCLASSIFIED]  
**Importance:** High

Hi Kelly,

As requested, attached are the survey results of the public views on taxi ride experiences by Winton Sustainable Research Strategies.

Kind regards,

Eddy

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**From:** Potter, Chantel  
**Sent:** Wednesday, 23 January 2019 9:09 AM  
**To:** Webster, Eddy <[Eddy.Webster@act.gov.au](mailto:Eddy.Webster@act.gov.au)>  
**Subject:** FW: CMTEDDFOI2019-002 [SEC=UNCLASSIFIED]

This one will be ready soon right?

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**From:** Crump, Edwin **On Behalf Of** CMTEDD Government Business and Coordination  
**Sent:** Wednesday, 23 January 2019 9:08 AM  
**To:** Potter, Chantel <[Chantel.Potter@act.gov.au](mailto:Chantel.Potter@act.gov.au)>  
**Cc:** Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>  
**Subject:** FW: CMTEDDFOI2019-002 [SEC=UNCLASSIFIED]

Hi Chantel could you please advise on the below request?

Thank you,  
Edwin

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**From:** Yule, Kelly-Jane **On Behalf Of** CMTEDD FOI  
**Sent:** Wednesday, 23 January 2019 9:03 AM  
**To:** CMTEDD Government Business and Coordination <[CMTEDD.GBC@act.gov.au](mailto:CMTEDD.GBC@act.gov.au)>  
**Subject:** CMTEDDFOI2019-002

UNCLASSIFIED

Hi Edwin,

I am still chasing "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" do you know when this document can be provided?

Thanks,

Kelly

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**From:** Yule, Kelly-Jane **On Behalf Of** CMTEDD FOI  
**Sent:** Tuesday, 22 January 2019 10:40 AM  
**To:** Webster, Eddy <[Eddy.Webster@act.gov.au](mailto:Eddy.Webster@act.gov.au)>  
**Cc:** Riley, Daniel <[Daniel.Riley@act.gov.au](mailto:Daniel.Riley@act.gov.au)>  
**Subject:** Update of FOI 2019-011 and 2019-002

UNCLASSIFIED

Hi Eddy,

As discussed here is an update of the two taxi FOI requests:

**Request 1 – dated 14 January 2019 (CMTEDDFOI2019-011)**

This request seeks access to the following documents:

1. *Taxi Fare Review undertaken by PSI Asia Pacific; Data transmitted to the Centre for International Economics Analysis by the ACT Government in order to undertake the consulting work performed as reflected in their 2 consulting reports in 2017;*
2. *List of current authorised Taxi base Service's in the ACT. List of current ride-share authorised booking services in the ACT.*

Part 1 of this request has been formally transferred to JACS effective 21 January 2019. CMTEDDFOI is currently processing the decision in relation to part 2.

**No further action required by Policy & Cabinet.**

**Request 2 – dated 4 January 2019 (CMTEDDFOI2019-002)**

The request seeks access to:

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.

Items 4 (in part), 5 and 10 (highlighted above) were partially transferred to JACS effective 21 January 2019 which would make the new due date of the decision 19 February 2019. This would give you more time for the document search however this would have to be confirmed with JACS FOI – Julia Bowden x74558.

CMTEDD and JACS may have duplicates of each other's briefs for Ministers Ramsay and Ratenbury. Once you have compiled the briefs a per point 5 above they should be provided to JACS FOI for processing. Please provide any views on the release of the documents for JACS to take into consideration.

Currently I have received documents for items 1, 2, 3, 4 (part), 6, 11, 12 and 13. There are no documents in relation to items 7 and 8 (do not exist). Still waiting of documents for item 9 from P&C.

Please do not hesitate to contact me if you require any further information.

Kind regards,

**Kelly-Jane Yule | Freedom of Information Coordinator | Information Access Team**

Ph: 02 620 77461

**Corporate | Chief Minister, Treasury and Economic Development Directorate | ACT Government**

Level 2, Canberra Nara Centre | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)




**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

Our ref: CMTEDDFOI 2019-040



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 14 January 2019, in which you sought access to information regarding the taxi fare review and taxi and ride share services in the ACT.

Specifically, you are seeking the following:

- *Taxi Fare Review undertaken by PSI Asia Pacific.*
- *Data transmitted to the Centre for International Economics analysis by the ACT Government in order to undertake the consulting work performed as reflected in their 2 consulting reports in 2017.*
- *List of current authorised Taxi Base Service's in the ACT.*
- *List of current ride-share authorised booking services in the ACT.*

On 21 January 2019 part of your request was transferred to Justice and Community Services Directorate as the responsible agency for the first two items. On 19 February 2019 those two same items were transferred back to CMTEDD after advice that information concerning the second item is held solely by CMTEDD.

### **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 with section 40 of the Act, CMTEDD is required to provide a decision on your access application by 9 April 2019.

### **Third Party Consultation**

In making this decision consultation was completed in accordance with section 38 of the Act. The views of identified third parties were taken into account in making this decision.

## **Decision on access**

A search for documents was conducted and resulted in 17 documents being identified that fall within the scope of your request.

I have decided to grant full access to 2 documents and partial access to 15 documents. The information redacted in the documents is information that I consider to be, on balance, contrary to the public interest to disclose under the test set out in section 17 of the Act.

I have included as Attachment A to this decision the schedule of relevant documents. This provides a description of the documents that fall within the scope of your request and the access decision for those documents. My access decisions are detailed further in the following statement of reasons. The documents released to you are provided as Attachment B to this letter.

In accordance with section 54(2) of the Act a statement outlining the reasons for 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*.

## **Exemption claimed**

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

### Public Interest Test (Schedule 2 of the Act)

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:*
- (i) *promote open discussion of public affairs and enhance the government's accountability;*
  - (ii) *contribute to positive and informed debate on important issues or matters of public interest;*
  - ...
  - (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 within the scope of the request may promote open discussion of public affairs and enhance the government's accountability. The documents identified contain information relating to the taxi industry in the ACT which I consider is of public interest. The documents identified contain details of a taxi fare review and also show data provided to The Centre for International Economics to be used as a basis for subsequent reports. I consider that the release of this information could reveal the reason for the government decision and any background or contextual information that informed the decision. As a result, the release of documents identified could enhance the Directorate's accountability and contribute to positive and informed debate on the recent policy changes in the taxi industry. I am satisfied that the public interest in increasing transparency and accountability of the Directorate carries significant weight.

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;*
  - ...
  - (xii) *prejudice an agency's ability to obtain confidential information;*

When considering the documents and factors in favour of non-disclosure, I have considered the personal information of staff members contained in the documents. This includes names and contact phone numbers. I am satisfied that the names and contact information of employees below Senior Executive Service (SES) levels should be redacted due to personal privacy considerations. However, I do not consider the release of the names and contact information of senior executives is unreasonable as it is accepted by senior executives that they carry additional responsibilities including approving and clearing documents prepared by their staff members. For this reason, I have decided to redact the names and phone numbers of employees that are below SES levels.

Accordingly release of the abovementioned personal 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 very significant weight as it relates to individual privacy.

I have also considered the impact that the release of some of the documents could have on the relations between the ACT Government and the ACT taxi industry. The identified documents contain confidential information provided to the ACT Government by members of the ACT taxi industry who were under no obligation to provide the information and the provision was done so with a mutual understanding of confidentiality. I am satisfied that if released this may impede the Directorate's ability to obtain confidential information in the future and I consider that maintaining good working relations between the ACT Government and the ACT taxi industry crucial to the ongoing negotiations on this issue and on future matters. I am satisfied that this factor favouring non-disclosure carries very significant weight.

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, whilst releasing the rest of the information 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 pages 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 13 March 2019. Your personal contact details will not be published.

### **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 the 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: [ombudsman@ombudsman.gov.au](mailto:ombudsman@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) by the Ombudsman, you may apply to the ACAT for a review of the Ombudsman's 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,



Sarah McBurney

Information Officer

Information Access

Chief Minister, Treasury and Economic Development Directorate

7 March 2019



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

## FREEDOM OF INFORMATION REQUEST SCHEDULE

NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
[REDACTED]	Taxi Fare Review undertaken by PSI Asia Pacific; Data transmitted to the Centre for International Economics Analysis by the ACT Government	CMTEDDFOI2019-040

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-13	Review of the Industry Submission for the Determination of ACT Taxi Fares	5 Nov 2017	Full release	N/A	Yes
2	14	Email – Perpetual plate buy back proposal	10 Apr 2017	Partial release	Sch 2 s2.2 (a)(ii)	Yes
3	15-20	Letter – The ACTTPOA proposal for staggered partial buyback of perpetual taxi plates	7 Apr 2017	Full release	N/A	Yes
4	21	Email – Evaluation agenda and surveys	12 Apr 2017	Partial release	Sch 2 s2.2 (a)(ii)	Yes
5	22	Agenda – CIE kick-off meeting	19 Apr 2017	Partial release	Sch 2 s2.2 (a)(ii)	Yes
6	23-51	Taxi and ridesharing transport customer survey 2017	24 Apr 2017	Full release	N/A	Yes
7	52-76	Email – 2015 General Public Surveys	19 Apr 2017	Partial release	Sch 2 s2.2 (a)(ii)	Yes
8	77-146	Email – Surveys of people living with disabilities	19 Apr 2017	Partial release	Sch 2 s2.2 (a)(ii)	Yes
9	147-171	Email – 2015 General Public Surveys	26 Apr 2017	Partial release	Sch 2 s2.2 (a)(ii)	Yes
10	172-241	Email – 2015 Surveys of People Living with Disabilities	26 Apr 2017	Partial release	Sch 2 s2.2 (a)(ii)	Yes
11	242-249	Email – Modelling of plateholder compensation	6 Jul 2017	Partial release	Sch 2 s2.2 (a)(ii)	Yes
12	250	Email – Historic lease rates	25 Jul 2017	Partial release	Sch 2 s2.2 (a)(ii)	Yes
13	251-502	Email – Survey responses, general passengers	28 Aug 2017	Partial release	Sch 2 s2.2 (a)(ii)	Yes
14	503-505	Email – Taxi booking services in ACT	28 Aug 2017	Partial release	Sch 2 s2.2 (a)(ii), Sch 2 s2.2 (a)(xii)	Yes

15	506-523	Email – IN CONFIDENCE: Current conditions and recent place releases	28 Aug 2018	Partial release	Sch 2 s2.2 (a)(ii), Sch 2 s2.2 (a)(xii)	Yes
16	524-534	Email – Taxi booking services in ACT	28 Aug 2018	Partial release	Sch 2 s2.2 (a)(ii), Sch 2 s2.2 (a)(xii)	Yes
17	535-536	Email – Taxi Data	11 Oct 2017	Partial release	Sch 2 s2.2 (a)(ii), Sch 2 s2.2 (a)(xii)	Yes
<b>Total No of Docs</b>						
17						

**Justice and Community Safety Directorate**

**Review of the Industry Submission for the  
Determination of ACT Taxi Fares**

5 November 2017

*Prepared for:*

Alison Kemp  
Senior Policy Advisor  
Road Safety and Transport Regulation  
Justice and Community Safety Directorate

*Prepared by:*

Alan Osborne  
PSI Asia Pacific Pty Ltd

*Authorised by:*



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Alan Osborne  
Executive Director

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## Executive Summary

### Introduction

The Road Safety and Transport Regulation Unit, within the Justice and Community Safety Directorate (JCSD) receives and reviews submissions from the Australian Capital Territory taxi industry proposing an annual percentage adjustment to taxi fares in the ACT. This 2017 review is the first in two years.

On 26 September 2017 a submission was received from the Canberra Taxi Industry Association (CTIA) Limited for the Determination of ACT Taxi Fares. The CTIA forms the basis of this review.

As well as verifying the details within the CTIA's submission, the results of this review will inform ACT Government's evaluation of the 2015-16 policy reforms to the ACT on-demand industry.

### Aim and Methodology

The aim of this review was to verify the appropriateness and quantum of the data provided in the CTIA submission against the source references, and to confirm the calculations for the proposed fare adjustment utilising the Taxi Cost Composite Index (TCCI) model.

The modelling in the CTIA submission for the 2017 fare review was based on the weightings in the 2004 Final Report for the Determination of Taxi Fares for the period 1 July 2004 – 30 June 2007.

Following verification of the validity of the calculations (or derived adjustment), the TCCI weightings were applied to the ten cost component indices to determine the overall percentage change in taxi fares and whether that change could be justified.

As this review was undertaken in October 2017, determination of the changes in taxi fares was made based on changes in the June 2016 to June 2017 indices relating to cost components in the TCCI model.

### Findings and Recommendations

#### Findings

- a. The CTIA submission recommends that *'the existing maximum fare limits remain unaltered during the evaluation period'*. This is interpreted as also recommending that the additional fees, allowances and flagfall remain unchanged.
- b. It is noted that the CTIA seeks a review of the TCCI model, as it questions its applicability in the new 'point-to-point' transport environment. The main CTIA contention appears to be the competitive advantage of flexible fares not available to Canberra taxis; however in its submission, the CTIA does acknowledge that the TCCI is the basis for setting 'maximum' fares for taxi services.
- c. Due to some errors, the submission from the CTIA is not considered a valid representation of the movement in all indices and costs used to calculate the proposed change in Canberra taxi fares. Most index figures supplied in the CTIA submission are independently verified as correct using the quoted sources. Errors and/or miscalculations were found in 'Interest', 'Network Fees' and 'Registration and Third Party Personal Injury Insurance'. These errors showed a TCCI model-based increase of 0.75%, as against the CTIA's calculated reduction of 0.35%.

#### Recommendations

- a. PSI recommends that the CTIA submission not be accepted as correct and valid for the purpose of calculating any change in fares.
- b. Due to the small effect the increased percentage will have on taxi fares (i.e. \$0.01), PSI supports the CTIA's recommendation to leave the maximum fare limits as is.

## Variation in Rates

In the CTIA's submission, it was recommended that no changes to the current fare structure occur. This recommendation was made, while suggesting a review of the TCCI being undertaken as part of the ACT Government's evaluation of the 2015-16 policy reforms to the ACT on-demand industry.

In the light of the a 0.75% increase to fares derived by PSI using the TCCI model, the Tables ES1 and ES2 contain detail of the change to the fixed per km rates rate, taking into account the possible increase in maximum fares chargeable, the maintenance of waiting time and flagfall fees, and rounding:

### ES1 - Rates per Kilometre

Rate per Km	Current Rate (21 September 2017) <sup>1</sup> (per km) (GST inclusive)	Possible New Rate (per km) (GST inclusive)
Rate 1	\$2.06	\$2.07
Rate 2 (set at 1.15 times rate 1)	\$2.37	\$2.38
Rate 3 (set at 0.75 times rate 1)	\$1.55	\$1.55
Rate 4 (set at 1.15 times rate 3)	\$1.78	\$1.78
Rate 5 (set at 1.5 times rate 1)	\$3.09	\$3.11
Rate 6 (set at 1.15 times rate 5)	\$3.55	\$3.58
Rate 7 (set at rate 1 + 90%)	\$3.91	\$3.93
Rate 8 (set at rate 2 + 90%)	\$4.50	\$4.52

### ES 2 - Fees and Charges (No change)

Flagfall	Current Fee or Charge (21 September 2017) (GST inclusive)
Radio Bookings	\$0.00
Premium Service Booking Fee	\$13.80
Single Hiring	\$5.00 flagfall
6am to 9pm Monday to Friday	\$2.06 per km
9pm to 6am Monday to Friday and all day other days	\$2.37 per km
Multiple Hiring	\$3.75 flagfall
6am to 9pm Monday to Friday	\$1.55 per km
9pm to 6am Monday to Friday and all day other days	\$1.78 per km
High Occupancy Taxi (5 to 7 passengers)	\$7.50 flagfall
6am to 9pm Monday to Friday	\$3.09 per km
9pm to 6am Monday to Friday and all day other days	\$3.55 per km
High Occupancy Taxi (8 or more passengers)	\$7.50 flagfall
6am to 9pm Monday to Friday	\$3.91 per km
9pm to 6am Monday to Friday and all day other days	\$4.50 per km
Waiting Time Rate	\$52.00 per hr
Toll	\$3.00
Baby Capsule Fee	\$5.20
Commissionaire Charge	\$1.20

<sup>1</sup> Disallowable Instrument DI 2017-247 (Shane Rattenbury, 20 September 2017)

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### ANNEX:

- A. Primary Documentation and Data Sources

#### DISCLAIMER

Details contained in this Report are based upon the information provided by Road Safety and Transport Regulation, and/or which was otherwise readily available. PSI has sought to verify the material provided and/or the claims made in that material, however nothing came to our attention during our review of the material provided, that the information provided was misleading, or that material has been withheld.



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## Review of the Industry Submission for the Determination of ACT Taxi Fares in 2017

Reference:

- A. *Taxi Fare Review* – by The Canberra Taxi Industry Association (CTIA) Limited dated 26 September 2017.

### 1. Introduction

#### 1.1. Background

The Road Safety and Transport Regulation Unit, within the Justice and Community Safety Directorate (JCSD) receives and reviews a submission from the Australian Capital Territory (ACT) taxi industry proposing an annual percentage adjustment to maximum taxi fares in the ACT. This review is the first in two years.

On 26 September 2017 a submission (**Reference A**) was received from the Canberra Taxi Industry Association (CTIA) Limited for the Determination of ACT Taxi Fares.

As well as verifying the details within the CTIA's submission, the results of this review will inform ACT Government's evaluation of the 2015-16 policy reforms to the ACT on-demand industry.

#### 1.2. Aim

The aim of this review was to verify the data provided in the submission against the source references, and to confirm the calculations for the proposed fare adjustment utilising the Taxi Cost Composite Index (TCCI) model.

#### 1.3. Review Methodology

PSI Asia Pacific Pty Ltd (PSI) was engaged by JCSD to undertake an independent review of the CTIA submission and confirm the calculations. The source references for the figures supplied in the submission were independently verified and the calculations confirmed against information provided. A list of primary documentation and source references is at **Annex A**.

Following the 2009 review, The ACT Government agreed in principle that the cost movements could be determined from December to December. This change was incorporated into subsequent reviews; however with this review being completed in October, the cost movements have been determined from June to June. This aligns to the CTIA submission's approach.

The modelling in the submissions for the 2017 Fare Review is based on those presented in the *2004 Final Report for the Determination of Taxi Fares for the period 1 July 2004 – 30 June 2007*. This was the last report (relating to the setting of taxi fares) issued by the Independent Competition and Regulatory Commission (ICRC).

Following verification of the validity of the calculations, the TCCI weightings were applied to the ten cost component indices to determine any overall percentage change in maximum taxi fares.

#### 1.4. 2017 Industry Submission

In 2017, one submission was received. The methodology used in the CTIA submission aligned with that proposed by the TCCI, with the exception that the indices' period has changed from December to December, to June to June<sup>2</sup>.

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<sup>2</sup> Changed period confirmed by JCSD on 25 October 2017.

## 2. The Basis for Calculating Taxi Fares

### 2.1 Taxi Cost Composite Index (TCCI)

The TCCI framework was developed by the ICRC in consultation with the taxi industry in 2004 in response to the ICRC (Reference for Investigation) 2003 (No 3) in which the then Minister for Urban Services, Mr Bill Wood, directed the ICRC to conduct an investigation into the determination of prices for taxi services within the ACT from 1 July 2004. The TCCI was developed to base fare adjustments on actual cost movements rather than the weighted cost index (WCI) method used in previous fare determinations.

A review of the TCCI proposed by the CTIA, which was to be carried out in the latter part of 2009, did not occur. The changes to the TCCI model proposed by PwC in their 2010 Review were not accepted by the ACT government, and as a consequence, the fare change determination has again been calculated utilising the 2004 TCCI model.

It is noted that in its 2017 submission the CTIA again calls for a review of the TCCI framework for fare determination.

### 2.2 Submission Details

The CTIA submission identified the appropriate cost movements from June 2016 to June 2017 for each component of the TCCI, utilising the Australian Bureau of Statistics (ABS) indices and the Reserve Bank of Australia (RBA) recorded change in the 90-day bank bill rate, or changes in actual costs as identified in the model.

The figures supplied in the CTIA submission were checked for accuracy and the extent to which they are a true reflection in the actual movement of appropriate costs.

Following verification by PSI, all calculations in this report, except where noted, utilise the CTIA submission's figures.

### 2.3 Analysis of Indices

The proposed fare adjustment is based on the weighted changes to the following cost items:

- a. Labour Costs.
- b. Interest.
- c. Network Fees.
- d. Insurances.
- e. Liquid Petroleum Gas (LPG).
- f. Vehicle Costs.
- g. Repairs and Servicing.
- h. Tyres.
- i. Registration and Third Party Personal Injury Insurance.
- j. Administration and Other.

The following observations/verifications are made:

- a. **Labour Costs** (weighted 50%): Figures supplied were verified against the Wage Price Index (WPI) ABS Series 6345.0 Table 2B: Hourly Rates of Pay excluding bonuses, All Industries - ACT. (Series ID A2604939T).

The figure of 1.88% provided in the CTIA submission is verified as correct.

- b. **Interest** (weighted 7.2%): The index for determining the change in interest rates has been calculated on the change in the 90-day bank bill rate from June 2016 to June 2017 using the 20-day average prior to 30 June. The rationale behind using a 20 day average is that it captures movement over the normal trading days for the month; the published RBA figures are based on the average daily figures for the whole month (RBS F1 Interest Rates and Yields – Money Market).

The figure of **-26.39%** provided in the CTIA submission is incorrect. The correct change is **-13.57%**.

- c. **Network Fees** (weighted 6.6%): Under the TCCI model, the Network fee change is based on 70% of the change in the Canberra CPI from June 2016 – June 2017 plus 30% of the WPI (1.88%) as above in Labour Costs. The Submission figures were verified against the ABS Series 6401.0 Consumer Price Index Table 1B and the WPI (Series ID:A2325841T).

The figure of **2.01%** provided in the CTIA submission is incorrect. The correct change is **2.10%**.

- d. **Insurances** (weighted 8.7%): The change to insurance costs is based on movement in the ABS Insurance Cost Index. The Submission figures were verified against the ABS Series 6401.0 Consumer Price Index, Australia, Table 7, CPI: Insurance Services, Australia (Series ID: A3602833C).

The figure of **4.25%** provided in the CTIA Submission is verified as correct.

- e. **Liquid Petroleum Gas (LPG)** (weighted 6.8%): The change in the price of LPG is measured against the 12 month average LPG price, as recorded at the first day of each month from July 2016 to June 2017, as compared with the same period in the previous year. As agreed during the submission process in 2013, CTIA obtained fuel price data from FUELtrac as FUELtrac reports on all LPG sites in the ACT.

The figure of **2.69%** provided in the CTIA Submission is verified as correct.

- f. **Vehicle Costs** (weighted 3.7%): The change in vehicle costs is measured using the movement in the ABS Series 6401.0 Table 7; CPI, Motor Vehicles, Australia (Series ID: A2328591T).

The figure of **-1.26%** provided in the CTIA Submission is verified as correct.

- g. **Repairs and Servicing** (weighted 8.4%): The change to these costs is measured using the movement in the ABS Series 6401.0 CPI, Table 7; Maintenance and Repair of Motor Vehicles, Australia (Series ID: A2328771A).

The figure of **0.93%** provided in the CTIA Submission is verified as correct.

- h. **Tyres** (weighted 1.4%): The change to the cost of tyres is measured using the movement in the ABS Series 6401.0 CPI, Table 7; Spare Parts and Accessories for Motor Vehicles, Australia (Series ID A2328726R).

The figure of 1.41% provided in the CTIA Submission is verified as correct.

- i. **Registration and Compulsory Third Party Personal Injury Insurance** (weighted 3.5%): Figures for these costs were based on the ACT Government's *Quick Reference Sheet for Renewal of Taxis*.

**Table 1 - Renewal of Taxis – 1 July 2016**

Gas Powered Vehicles (20% discount applied) (GST inclusive) \$				
	AAMI	APIA	GIO	NRMA
Registration (with 20% discount for 12 months) <sup>(1)</sup>	628.10	628.10	628.10	628.10
Administration Charge <sup>(2)</sup>	88.20	88.20	88.20	88.20
Road Rescue Fee <sup>(1)</sup>	25.40	25.40	25.40	25.40
Road Safety Contribution <sup>(1)</sup>	2.50	2.50	2.50	2.50
Lifetime Care and Support Levy <sup>(1)</sup>	35.00	35.00	35.00	35.00
CTPI Regulator Levy <sup>(1)</sup>	1.00	1.00	1.00	1.00
Third Party - Class 6 <sup>(3)</sup>	8,411.00	8,714.10	8,333.70	9,331.70
<b>TOTAL:</b>	<b>9,191.20</b>	<b>9,494.30</b>	<b>9,113.90</b>	<b>10,111.90</b>
<b>AVERAGE:</b>	<b>\$9,477.83</b>			
<b>Notes:</b>				
1. The figures supplied in the CTIA submission have been calculated based on a 12 month registration and insurance for Gas Powered Vehicles, Hybrid Vehicles and Petrol. 100% Input Tax Credit Entitlement (ITCE) applies.				
2. The above assumed that the vehicle does not have a record on the system, which would incur a discounted Charge of \$45.00.				
3. The compulsory third party (CTP) insurance currently offers a choice of four insurers which have been averaged and based on 1 July 2016 data.				

**Table 2 - Renewal of Taxis – 1 July 2017**

<b>Gas Powered Vehicles (20% discount applied) (GST inclusive) \$</b>				
	AAMI	APIA	GIO	NRMA
Registration (with 20% discount for 12 months) <sup>(1)</sup>	628.10	628.10	628.10	628.10
Administration Charge <sup>(2)</sup>	89.20	89.20	89.20	89.20
Road Rescue Fee <sup>(1)</sup>	25.40	25.40	25.40	25.40
Road Safety Contribution <sup>(1)</sup>	2.50	2.50	2.50	2.50
Lifetime Care and Support Levy <sup>(1)</sup>	35.00	35.00	35.00	35.00
CTPI Regulator Levy <sup>(1)</sup>	1.00	1.00	1.00	1.00
Third Party - Class 6 <sup>(3)</sup>	8,411.00	8,714.00	8,333.70	9,000.90
<b>TOTAL:</b>	<b>9,192.20</b>	<b>9,495.20</b>	<b>9,114.90</b>	<b>9,782.10</b>
<b>AVERAGE:</b>	<b>\$9,396.10</b>			
<b>Notes:</b>				
1. The figures supplied in the CTIA submission have been calculated based on a 12 month registration and insurance for Gas Powered Vehicles, Hybrid Vehicles and Petrol. 100% Input Tax Credit Entitlement (ITCE) applies.				
2. The above assumed that the vehicle does not have a record on the system, which would incur a discounted Charge of \$45.00.				
3. The compulsory third party (CTP) insurance currently offers a choice of four insurers which have been averaged and based on 1 July 2017 data.				

Average Cost at 1 July 2016 = \$9,477.83

Cost at 1 July 2017 averaged from the table above = \$9,396.10

Change = **-\$81.73**

The figure of **-5.66%** provided in the CTIA Submission is not correct. PSI calculates the change as **-0.86%** over the 12 month period.

- j. **Administration and Other** (weighted 3.7%): The change in this item is measured using the change in the Canberra CPI from June 2016 to June 2017.

The figure of **2.07%** provided in the CTIA submission is verified as correct.

## 2.4 Proposed Fare Adjustment Using the TCCI Model

It was noted that the CTIA submission maintained the original TCCI model's weightings as shown below. Table 3 describes the fare adjustment utilising the TCCI weights and the appropriate adjustments for each Cost Item. Table 3 shows the changes based on the weightings established for the TCCI model.

**Table 3 - TCCI 2017 Fare Adjustment**

TCCI Cost Item	Calculated Change (%)	TCCI Weighting (%)	Weighted Change (%)
Labour	1.88	50	0.94
Interest	-13.57	7.2	- 0.98
Network Fees	2.10	6.6	0.14
Insurances	4.25	8.7	0.37
LPG	2.69	6.8	0.18
Vehicle Costs	-1.26	3.7	-0.05
Repairs and servicing	0.93	8.4	0.08
Tyres	1.41	1.4	0.02
Registration and third party personal injury insurance	-0.86	3.5	-0.030
Administration and other	2.07	3.7	0.08
	<b>TOTAL:</b>	<b>100.00%</b>	<b>0.75%</b>

## 2.5 Fare Determination (Not proposed by CTIA)

The current average fare is \$24.44. The average fare is based on an 8.39 km journey that includes 2.5 minutes of waiting time. The distance rate calculation required to increase this fare to the TCCI calculated \$24.62 is \$2.07 per kilometre (Rate 1), determined as follows:

**Table 4 - Fare Determination**

Fare Determination Item	Fee (\$) (GST Inclusive)
Current Average Fare:	24.44
Proposed Average Fare (0.75% increase from TCCI model)	24.62
This fare consists of the following components:	
o Flagfall	5.00
o Waiting Time (2.5 minutes @ \$52.00 per hour)	2.17
o Distance (8.39 km @ \$2.07/km)	17.45
<b>TOTAL:</b>	<b>\$24.62</b>

### 3. Findings and Recommendations

#### 3.1 Findings

- a. The CTIA submission recommends that *'the existing maximum fare limits remain unaltered during the evaluation period'*. This is interpreted as also recommending that the additional fees, allowances and flagfall remain unchanged.
- b. It is noted that the CTIA seeks a review of the TCCI model, as it questions its applicability in the new 'point-to-point' transport environment. The main CTIA contention appears to be the competitive advantage of flexible fares not available to Canberra taxis; however in tis submission, the CTIA does acknowledge that the TCCI is the basis for setting 'maximum' fares for taxi services.
- c. Due to some errors, the submission from the CTIA is not considered a valid representation of the movement in all indices and costs used to calculate the proposed change in Canberra taxi fares. Most index figures supplied in the CTIA submission are independently verified as correct using the quoted sources. Errors and/or miscalculations were found in 'Interest', 'Network Fees' and 'Registration and Third Party Personal Injury Insurance'. These errors showed a TCCI model-based increase of 0.75%, as against the CTIA's calculated reduction of 0.35%.

#### 3.2 Recommendations

- a. PSI recommends that the CTIA submission not be accepted as correct and valid for the purpose of calculating any change in fares.
- b. Due to the small effect the increased percentage will have on taxi fares (i.e. \$0.01), PSI supports the CTIA's recommendation to leave the maximum fare limits as is.

### 4. Variation in Rates

The following variations in rates are defensible under the TCCI model:

**Table 5 - Rates per Kilometre**

Rate per Km	Current Rate (21 September 2017) <sup>3</sup> (per km) (GST inclusive)	Possible New Rate (per km) (GST inclusive)
Rate 1	\$2.06	\$2.07
Rate 2 (set at 1.15 times rate 1)	\$2.37	\$2.38
Rate 3 (set at 0.75 times rate 1)	\$1.55	\$1.55
Rate 4 (set at 1.15 times rate 3)	\$1.78	\$1.78
Rate 5 (set at 1.5 times rate 1)	\$3.09	\$3.11
Rate 6 (set at 1.15 times rate 5)	\$3.55	\$3.58
Rate 7 (set at rate 1 + 90%)	\$3.91	\$3.93
Rate 8 (set at rate 2 + 90%)	\$4.50	\$4.52

<sup>3</sup> Disallowable Instrument DI 2017-247 (Shane Rattenbury, 20 September 2017)

**Table 6 - Fees and Charges (No change)**

<b>Flagfall</b>	<b>Current Fee or Charge (21 September 2017) (GST inclusive)</b>
Radio Bookings	\$0.00
Premium Service Booking Fee	\$13.80
Single Hiring	\$5.00 flagfall
6am to 9pm Monday to Friday	\$2.06 per km
9pm to 6am Monday to Friday and all day other days	\$2.37 per km
Multiple Hiring	\$3.75 flagfall
6am to 9pm Monday to Friday	\$1.55 per km
9pm to 6am Monday to Friday and all day other days	\$1.78 per km
High Occupancy Taxi (5 to 7 passengers)	\$7.50 flagfall
6am to 9pm Monday to Friday	\$3.09 per km
9pm to 6am Monday to Friday and all day other days	\$3.55 per km
High Occupancy Taxi (8 or more passengers)	\$7.50 flagfall
6am to 9pm Monday to Friday	\$3.91 per km
9pm to 6am Monday to Friday and all day other days	\$4.50 per km
Waiting Time Rate	\$52.00 per hr
Toll	\$3.00
Baby Capsule Fee	\$5.20
Commissionaire Charge	\$1.20



**Primary Documentation and Data Sources**

- A. *Fare Review Submission* by the Canberra Taxi Industry Association Limited, 26 September 2017.
- B. *2004 Final Report for the Determination of Taxi Fares for the periods 1 July 2004 – 30 June 2007*. – Independent Competition and Regulatory Commission May 2004.
- C. Quick Reference Sheets for Establishment of Taxis – 2016 and 2017.
- D. Australian Bureau of Statistics CPI and Wage Price Index (WPI) tables 2016-2017.
- E. 90 Day Bank Bill Rate 2016-2017 – Reserve Bank of Australia.
- F. FUELtrac Retail Report July 2016 –July 2017
- G. Disallowable Instrument DI 2017-247 dated 20 September 2017
- H. CTP Prices for Taxis in ACT 2015-2017.

2.2(a)(ii)

Sent: 10/04/2017 3:31 AM

To: 2.2(a)(ii)

Cc: 2.2(a)(ii)

2.2(a)(ii)

Subject: Perpetual plate buy-back proposal [SEC=UNCLASSIFIED, DLM=Sensitive]

Attachments: ACTTPOA Submission - 20170407.pdf

Hi 2.2(a)(ii)

I would be grateful if you could review the attached letter from the ACT Taxi Plate Owners Association (ACTTPOA) on proposals for the ACT Government to buy back tradable taxi plates from current owners, and provide an opinion on two items:

- 1) In light of the proposals in the letter, how do you think the Government could respond to issues of equity? By this we mean that the ACTTPOA represents the owners of 135 tradable taxi licences, but there are 217 tradable taxi licences issued and outstanding.
- 2) In reviewing the thought process and calculations behind the buyout proposals, what factors do believe ACTTPOA has considered, and neglected to consider, if any?

Many thanks, and please don't hesitate to let me know if you have any questions.

2.2(a)(ii)

2.2(a)(ii) | Senior Policy Officer

Regulatory Reform | Government Reform | Chief Minister, Treasury & Economic Development Directorate | ACT Government

Phone: 2.2(a)(ii) | Email: 2.2(a)(ii)

Level 4, Canberra Nara Centre | GPO Box 158 CANBERRA ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

Mr Gordon Ramsay  
Attorney General  
Minister for Regulatory Services  
Minister for the Arts and Community Events  
Minister for Veterans and Seniors  
GPO Box 1020  
CANBERRA ACT 2601

7 April 2017

**THE ACTTPOA PROPOSAL FOR A STAGGERED PARTIAL BUYBACK OF PERPETUAL TAXI PLATES**

Dear Minister,

The ACT Taxi plate Owners' Association submits the following proposal for government agreement to a Staggered Partial Buyback of perpetual taxi plates. Briefly this recommendation is made for the following reasons:-

**Government Perspective:**

- (a) The government's "ownership" and leasing of all plates would then make it the major player;
- (b) Privately owned "Perpetual" taxi plates would, but for a few, cease to exist;
- (c) Government control over the numbers of plates operating at any given time is facilitated;
- (d) The absence of another larger stakeholder group (perpetual plate owners) involvement facilitates government control;
- (e) The release then of greater numbers of government plates may motivate more drivers to take up leases becoming self-employed operators;
- (f) In its then universal control of lease fees and additional registration and other charges the government is then able to ensure taxi fares are kept at their lowest for public benefit;
- (g) The public will benefit from the competition taxis will generate with other on-demand operators whose fares would also need to be kept to a minimum.
- (h) Increase in annual government revenue from increase in number of government licences issued at \$5,000 pa. (from \$455,000 to \$1.8 mill)
- (i) This does not set a precedent as the ACT Government has in the past (2005) bought back hire cars.

**Perpetual Plate Owners' Perspective:**

- (a) We see no place in a future ACT taxi industry for any private investors;
- (b) We believe that we no longer have the support of the ACT Government and that the government has in fact reneged on its sale of property to us;
- (c) We are greatly depressed seeing the devaluation of our perpetual taxi plate and the predictable fall in income that will ensue as lease fees drop;
- (d) As our investments in the industry were made with our retirement plans in mind we cannot and do not accept that our "superannuation" income will drop from \$20,000 to just \$5,000 pa;
- (e) Too many owners and their families have been so adversely affected by recent government decisions that have had a deleterious effect upon them physically and emotionally to the point in time that something has to be done;

- (f) In a just and fair society this would not be tolerated and the only fair and just path for the government to now take is to buy back our plates;
- (g) We are “fed up” and want out of an industry in which we see no future for private enterprise;
- (h) We do not want “Compensation” but rather a buyback of property (once purchased from the government with assurance that we were purchasing an ongoing business guaranteed by the government)
- (i) We simply want our investment money returned so that we can invest elsewhere and get on with our lives.

**Our Proposal and Pathway to Negotiation and Resolution:**

We believe that success with our proposal is only likely if:

- (a) You consider a buyback and the expenditure of taxpayers’ dollars is fair, appropriate and justified;
- (b) You consider taking out a loan (as had been the case before) from the Macquarie Bank (or elsewhere) for the purpose of a “Staggered Partial Buy-back” of perpetual taxi plates;
- (c) You accept that information / data (the sums) support a buy-back;
- (d) The buyback amount for each plate is perceived to be reasonable by all parties;
- (e) You appreciate that there are savings to be made in a “Staggered Partial Buy-back”;
- (f) A “Staggered Partial Buy-back” for small batches of the taxi fleet staggered quarterly over time is accepted; and
- (g) You appreciate the likely adverse impact on your government if, in the event of our proposal not being accepted and/or negotiations failing, we take our case to the public and other arenas, where we believe, there is considerable support for our grievances.

Minister, it is an indubitable fact that in most other states, UBER’s arrival on the scene has naturally resulted in outrage and rebellion from taxi plate owners. In those places taxi fleets (mostly all privately owned) number from 1 or 2 thousand to 5 and 6 thousand plate owners – most of whom value their plates from anywhere between \$250,000 to \$450,000 depending upon where they are. The cries for compensation have been muted by State Governments obviously because they have problems in raising the billions involved.

This is a weighty problem for governments to resolve. Unfortunately their reaction has been piece meal to say the least: in one state \$20,000 for a plate and the same for a second or in another state \$100,000 for one and \$50,000 for a second while in another longer term plans like \$1 and \$2 fare loadings to gather compensation over time have been suggested. It truly has been a “hodgepodge” with no definite outcome or resolution. Owners have been left dangling in despair as their property value withers like grapes on a vine during a drought! Class actions are now likely to occur in those other places.

It would serve little purpose to “compensate” perpetual plate owners in the ACT \$15,000 for their loss of an annual lease income (from their present \$20,000 pa to \$5,000 pa). “Ownership” following on such an event would remain with the owners who were merely given temporary financial relief.

Fortunately, in the ACT we are in a different position in that there are only 217 privately owned plates - so the problem, whilst just as serious as elsewhere, is smaller in proportion. Even more so in a partial buyback proposal being embraced. “Ownership” with the acceptance of our buyback proposal would be surrendered to the government.

Our Association would be prepared to negotiate a just and fair buyback on the understanding that our members would be relinquishing ownership of our plates. In doing so those bought plates which are currently leased would provide the Act Government with an immediate return on the government’s

expenditure of up to \$4 million (until leases reach full term) at which time the lease fees could be determined by the government - much to the delight of the lessees involved. Our Association understands that the lessees involved would agree to this arrangement which avoids disruption to them while assuring them of the smooth guaranteed continuation of their businesses.

Ultimately this would see all taxi licences owned and leased by the ACT Government with controlled lease rates an innovative move to ensure reduced taxi fares in the ACT.

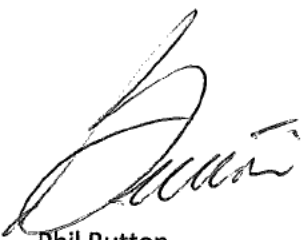
There may be a very small number of owners (non-members of ACTTPOA) together with some of our members (2 or 3 only) who at present prefer to continue owning their plates, possibly because they are operators who are currently active in the taxi industry. Our negotiations will stipulate that the number of plates involved in our "Staggered Partial Buyback" would be those owned by those members who are in agreement with this proposal. This will represent a considerable saving of government expenditure that we believe should be acceptable.

Unfortunately the fact is that since the Chief Minister's announcement in October, 2015, when he clearly stated that lease fees for all government taxi plate licences would reduce over time to \$5,000 pa the value of perpetual taxi plates has fallen. By the end of your taxi plate release the program in twelve months' time it is more than likely that the pressure on owners to reduce their lease fees to that rate will be peaking. This will occur as lessees cancel their agreements with perpetual plate owners to take up government plates issued.

From the very outset the "model" presented to government by the Centre of International Economics alerted the government to consider plate owners when stating in their report - "In making a decision on the extent to which lease values are reduced, the ACT Government must weigh up what is considered "fair" for licence plate owners against the best interests of consumers and the community more broadly." What unfortunately has transpired in the transition has been grossly unfair to 217 perpetual plate owners (who mostly have in the past served the community) their families and friends who also suffer and support them.

Given that most of our owners are retired, that their investment in a perpetual plate is their superannuation and their lease payments provides the income to support them in their retirement, they are not prepared to sit and watch that income, which allows them to "put bread on the table", drop from \$20,000 pa to just \$5,000. They can see no way that value could be restored to their perpetual plate property other than there being a government buyback of plates that would then at least determine a value for those small number of owners who may wish to retain their plates so they can remain active in the industry.

It is our hope that you will embrace our proposal as being the only just and fair way forward. The outcome that we envisage from your involvement will be positive in meeting your government's aims in innovating the on-demand transport industry in the ACT. A positive outcome will surely be seen as a model for other government administrations to follow.



Phil Button  
Chairman  
ACTTPOA

**Appendix (A)**

**TABLE OF COSTS THAT MAY BE INCURRED IN EITHER A "FULL BUY BACK" OR "PARTIAL BUYBACK" OF ACT PERPETUAL TAXI PLATES FROM OWNERS.**

No. of PLATES in Buyback	VALUE \$300,000 Cost \$million	VALUE \$260,000 Cost \$million	VALUE \$250,000 Cost \$million	VALUE \$240,000 Cost \$million	VALUE \$230,000 Cost \$million	VALUE \$220,000 Cost \$millions
217	65.10	56.42	54.25	52.08	49.91	47.74
190	57.0	49.40	47.5	45.6	43.70	41.8
170	51.0	44.20	42.5	40.80	39.10	37.4
150	45.0	39.00	37.5	36.00	34.50	33.00
140	42.0	36.4	35.00	33.60	32.20	30.80
135	40.5	35.1	33.75	32.40	31.05	29.70
130	39.00	33.80	32.50	31.20	29.90	28.60
125	37.5	32.50	31.25	30.00	28.75	27.50
120	36.0	31.20	30.00	28.80	27.60	26.40
117	35.1	30.42	29.25	28.08	26.91	25.74
115	34.5	29.90	28.75	27.60	26.45	25.30

\*A Partial Buyback of 135 Plates at \$230,000 would represent a saving of nearly \$19 million on a full "buyback" of all plates 217 at that value.

Similarly A buy back of 135 plates at their previous value of \$300,000 would be saving almost \$25 million on a full buyback of all 217 plates at that same value.

- NB:
- (a) A number of owners paid in excess of \$300,000 for their plate. Values over the preceding years leading up to the Chief Ministers announcement in October 2015 ranged between \$300,000 and \$250,000 for this reason those figures are shown above;
  - (b) As the three (3) sales over the last twelve months were for \$240,000, \$230,000 and \$220,000 these sale values have been listed in the table;
  - (c) The ACTTPOA represents the owners of 135 perpetual plates and a Partial Buyback would be taken up by all of that number except two (2) or three (3) who may wish to retain ownership;
  - (d) The owners of 60 odd plates are not known to the Association and a remaining number of owners of 22 odd plates are associated with Aerial Capital Group who have not demonstrated any support of the ACTTPOA or intention of joining it;
  - (e) Our proposal for a "Partial Buyback" is for those owners who are members of our Association.

**Appendix (B)**

**TABLE OF LEASE FEES AND INCOME AND REVENUE INVOLVED WITH – PERPETUAL PLATES AND THOSE RELEASED AND CONTROLLED BY GOVERNMENT.**

<b>No. Of Plates Bought / released</b>	<b>Present (Av \$20,000 pa)</b>	<b>After "Partial Buyback" (Each at \$5,000 pa)</b>
217	\$4.35 mill	\$1.08 mill
190	\$3.8 mill	\$950,000
170	\$3.4 mill	\$850,000
150	\$3.0 mill	\$750,000
***141 as at Mar 2018	\$2.82 mill	\$705,000
*135	\$2.7 mill	\$675,000
*130	\$2.6 mill	\$650,000
125	\$2.5 mill	\$625,000
120	\$2.4 mill	\$600,000
**101 From 1 Mar 2017	\$2.02 mill	\$505,000
91* pre 1Mar 2017	\$1.82 mill	\$455,000

NB:

- (a) \* Present annual income from 91 government leases is **\$455,000**.
- (b) \*\*Extra income from 1 March (\$50,000 pa) takes annual income to **\$505,000**
- (c) \*\*\*After 50 plates released annual income from 141 plates will be **\$705,000**
- (d) \* Partial Buy Back of 130 or 135 Plates will realise an extra \$650, to \$675,000 pa at \$5,000 pa. However it may add up to \$4 million extra over a two year period until the terms of the leases expire. Thereafter the government in "ownership" then say 276 plates should realise \$1.38 mill pa from lease fees.
- (e) Ownership of the remaining 82 plates not included in the " Partial Buyback" could then be further developed when actual ownership and intentions are determined. An additional 70 plates bought back could raise the annual revenue by another \$350,000.
- (f) Ownership of all "capped" 358 plates at \$5,000 pa would ultimately result in a total annual lease fee income of **\$1,790,000**.

**Appendix (C)**

**TABLE OF "STAGGERED PARTIAL BUYBACK" PROGRAM TAKEN OVER TIME (BASED ON FIGURES FOR TOTAL NUMBER AND 25% OF THE NUMBER IN PROGRAM EACH QUARTER)**

Number	Value \$300,000 Cost \$mill	Value \$260,000 Cost \$mill	Value \$250,000 Cost \$mill	Value \$240,000 Cost \$mill	Value \$230,000 Cost \$mill	Value \$220,000 Cost \$Mill
<b>All 217</b>	<b>65.1</b>	<b>56.42</b>	<b>54.25</b>	<b>52.08</b>	<b>49.91</b>	<b>47.74</b>
54 Plates each quarter	16.2	14.04	13.5	12.96	12.42	11.88
<b>All 135</b>	<b>40.5</b>	<b>35.1</b>	<b>33.75</b>	<b>32.4</b>	<b>31.05</b>	<b>29.70</b>
34 Plates Each Quarter	10.2	8.84	8.5	8.16	7.82	7.48
<b>All 125</b>	<b>37.5</b>	<b>32.50</b>	<b>31.25</b>	<b>30.00</b>	<b>28.75</b>	<b>27.50</b>
32 Plates Each Quarter	9.6	8.32	8.0	7.68	7.36	7.04
<b>All 120</b>	<b>36.0</b>	<b>31.2</b>	<b>30.00</b>	<b>28.80</b>	<b>27.60</b>	<b>26.40</b>
30 Plates Each Quarter	9.0	7.8	7.5	7.2	6.9	6.6
<b>All 100</b>	<b>30.0</b>	<b>26.0</b>	<b>25.0</b>	<b>24.0</b>	<b>23.0</b>	<b>22.0</b>
25 Plates Each Quarter	7.5	6.5	6.25	6.0	5.75	5.50
20 Plates Each Quarter	6.00	5.20	5.00	4.80	4.60	4.40
10 Plates Each Quarter	3.00	2.60	2.50	2.40	2.30	2.20

NB :

The above illustrates a "Staggered Partial Buyback" of plates spaced over time with a number of buybacks being undertaken each quarter until the desired number has been bought.

Such a program would allow for the prioritising of owners whose circumstances are deemed to be dire.

It could facilitate a smooth transition from perpetual plate owners to government ownership as the terms of leases are reached. Then those bought would be released at the government's desired \$5,000 pa lease fee.



2.2(a)(ii) "

**Sent:**12/04/2017 6:36 AM

**To:** 2.2(a)(ii)

**Cc:** 2.2(a)(ii) 2.2(a)(ii)

**Subject:** Evaluation agenda and surveys [SEC=UNCLASSIFIED, DLM=Sensitive]

**Attachments:** Agenda - CIE half day kick-off meeting - 190417.docx, 20170404 General Public Customer Survey 2017.docx, 20170404 Hire Car Operator, Casual Driver Survey 2017.docx, 20170404 PWD Customer Survey 2017.docx, 20170404 Rideshare Driver Survey 2017.docx, 20170404 Taxi Operator, Casual Driver Survey 2017.docx

Hi all,

For our meeting next Wednesday, I'd be grateful if we could also discuss the attached surveys, and discuss any options to draw out other data that would be useful for the Evaluation.

Also attached is a proposed agenda.

Feel free to let me know if you have any questions or thoughts.

I'll be away from tomorrow until next Wednesday, so 2.2(a)(ii) can field questions during that time.

Cheers,

2.2(a)(ii)

2.2(a)(ii) | Senior Policy Officer

Regulatory Reform | Government Reform | Chief Minister, Treasury & Economic Development Directorate | ACT Government

Phone: 2.2(a)(ii) | Email: 2.2(a)(ii)

Level 4, Canberra Nara Centre | GPO Box 158 CANBERRA ACT 2601 | [www.act.gov.au](http://www.act.gov.au)



**Agenda – CIE kick-off meeting**

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*9:00am – 12:00pm on Wednesday 19 April 2017  
Nara House, Level 5, Goodradigbee Room  
1 Constitution Avenue, Canberra City*

\* \* \*

**ATTENDEES:**

TBA (Chair)

Director, Regulatory Reform, CMTEDD

2.2(a)(ii)

The Centre for International Economics  
The Centre for International Economics

2.2(a)(ii)

Senior Manager, Regulatory Reform, CMTEDD  
Senior Policy Officer, Regulatory Reform, CMTEDD

\* \* \*

**AGENDA:**

1. Welcome, introductory comments
  2. Brief review of project schedule
  3. Discussion on topics covered in Evaluation (refer to Issues List)
  4. Discussion on content of stakeholder surveys (attached surveys)
  5. Discussion on approaches to modelling reform impacts
  6. Discussion on Perpetual license policy options
    - a. recent buy-back proposals
    - b. building on CIE modelling of past options
    - c. further alternatives
    - d. role of ACT Valuation Office
  7. Comments on fare review and the Evaluation (2.2(a)(iii))
  8. Next steps in the Evaluation
  9. Other matters
-

# Taxi and ridesharing transport customer survey - 2017

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## We Are Seeking Your Feedback

The ACT Government is formally monitoring the impact of reforms to the on-demand transport industry, which were introduced in the ACT in between October 2015 and August 2106. This process includes a series of customer surveys to gauge the experiences of people using services, including taxis, hire cars and rideshare.

We would like to understand what effects rideshare and other factors have had on your travel experiences.

You can familiarize yourself with the 2017 On-demand Transport Industry Evaluation by visiting: [www.abc](http://www.abc)

### Survey instructions:

- Please complete the survey online at [XXXXXX](#)

Your participation in this survey provides important feedback. Please complete the survey by **XXXX 2017**.

This survey is subject to provisions under the *Privacy Act 1988 (Cth)*. Information provided by you is strictly confidential, and may only be used for the purpose of the Evaluation and updating accessible public transport priorities.

# On-Demand Transport Customer Survey

1. How often do you use taxis or hire cars in the ACT?

Seldom to none       Occasionally       Frequently

2. Have you used a smartphone app or website directly (for example, Canberra Elite Book & Track, goCatch, ingogo or ihail) to book a taxi or hire car?

Yes       No

3. How satisfied are you with taxi and hire car services in the ACT?

	UNSATISFIED			VERY SATISFIED	
Availability	1	2	3	4	5
Wait times	1	2	3	4	5
Price	1	2	3	4	5
Safety	1	2	3	4	5
Driver service	1	2	3	4	5
Disability access	1	2	3	4	5

5. Have you used rideshare services in the ACT?

Yes       No

6. If yes, how satisfied were you with the rideshare service?

	UNSATISFIED			VERY SATISFIED	
Availability	1	2	3	4	5
Wait times	1	2	3	4	5
Price	1	2	3	4	5
Safety	1	2	3	4	5
Driver service	1	2	3	4	5
Disability access	1	2	3	4	5

7. How frequent has been your use of rideshare?

Seldom to none       Occasionally       Frequently

8. Since rideshare started in the ACT, has your use of taxis changed?

Increased  
 Decreased  
 Stayed the same

9. Since rideshare started in the ACT, has your use of hire cars changed?

Increased  
 Decreased  
 Stayed the same

10. Why have you changed your usage of taxis and hire cars since the introduction of rideshare?

Explain \_\_\_\_\_

**Thank you for taking the time to provide your feedback**

DRAFT

# Hire car owner and driver evaluation survey 2017

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## We are seeking your feedback

The ACT Government is formally monitoring the impact of reforms to the ACT on-demand transport industry, which were introduced between October 2015 and August 2016. This process includes a series of surveys to gauge the experiences of passengers and people involved in providing on-demand transport services involving taxis, hire cars and rideshare.

Specific to this survey, we would like to understand what effects rideshare and other factors have had on your hire car vehicle ownership or hire car driving experience.

You can familiarize yourself with the 2017 On-demand Transport Evaluation by visiting: [www.abc](http://www.abc)

### Survey instructions:

- Please complete the survey online at [XXXXXX](#)

Your participation in this survey provides important feedback. Please complete the survey by **XXXX 2017**.

This survey is subject to provisions under the *Privacy Act 1988 (Cth)*. Information provided by you is strictly confidential, and may only be used for the purpose of the Evaluation and updating accessible public transport priorities.

# On-demand transport hire car owner and driver survey

Please complete SECTION ONE.

If you own one or more hire cars, whether you drive them or not, please complete SECTION TWO.

If you drive for a hire car vehicle owner, please complete SECTION TWO.

## **SECTION ONE – FOR ALL RESPONDENTS**

1. Tell us about yourself:
  - a. What is your age?
  - b. What is your gender?
  - c. Are you Aboriginal or Torres Strait Islander
  - d. Do you live with a disability?
    - i. Explain (free-text answer)
  - e. Is English your first language? Y/N

## **SECTION TWO – FOR HIRE CAR OWNERS**

2. Please tell us about owning a hire car vehicle(s) after the 2015-16 reforms commenced (after 1 August 2016):
  - a. Have overall regulatory fees and other costs
    - i. increased – slight/moderate/significant?
    - ii. decreased – slight/moderate/significant?
    - iii. no change?
  - b. How much have regulatory fees and other costs increased or decreased for you?
    - i. Explain (free-text answer)



- c. If you use drivers, have their services on a per-shift basis become:
  - i. more expensive – slight/moderate/significant?
  - ii. less expensive – slight/moderate/significant?
  - iii. no change?
  
- d. How much have cost related to hiring a driver increased or decreased for you?
  - i. Explain (free-text answer)
  
- e. Per shift, have your after-tax earnings
  - i. increased significantly – slight/moderate/significant?
  - ii. decreased significantly – slight/moderate/significant?
  - iii. no change?
  
- f. How much have your after-tax earnings increased or decreased for you?
  - i. Explain (free-text answer)
  
- g. Tell us about the number of hours you would like your vehicle(s) to work, compared to the number of hours your vehicle(s) are actually working:
  - i. have those hours increased since the reforms?
  - ii. have those hours decreased since the reforms?
  - iii. No change?
  
- h. How much have the hours you would like your vehicle to work versus actually worked increased or decreased?
  - i. Explain (free-text answer)
  
- i. How many hours does each vehicle work, on average, per week?
  
- j. Has demand for your services changed across the week? (For example, are you now busier during Friday and Saturday nights than prior to 1 August 2016.)

- i. Please outline (free-text answer)
- k. Has your financial and working relationship with your drivers changed, generally, since 1 August 2016? How? (For example, are the terms of your bailment contracts changed?)
  - i. Please outline (free-text answer)
- l. What impact, if any, have changes to rules around workers compensation, employment and Work Health and Safety (WHS) regulations had on you as an operator when drivers work for you?
  - i. Please outline (free-text answer)
- m. Are all your drivers covered by workers compensation? Yes/No
  - i. If not please explain driver insurance coverage (free text answer)
- n. Has your financial and working relationship with Transport Booking Services (TBSs) changed generally since 1 August 2016? How?
  - i. Explain (free-text answer)
- o. Has your interaction with the road transport authority (Access Canberra) changed since the reforms? How?
  - i. Explain (free-text answer)
- p. Do you think on-demand transport regulation affecting your services could be improved? How?
  - i. Explain? (free-text answer)
- q. Do you have any other comments regarding the impact of regulatory reforms since 1 August 2016?
  - i. Explain (free-text answer)

### **SECTION THREE – FOR HIRE CAR DRIVERS**

3. Tell us about yourself:

- a. What is your age?
  - b. What is your gender?
  - c. Are you Aboriginal or Torres Strait Islander?
  - d. Do you live with a disability?
    - i. Explain (free-text answer)
  - e. Is English your first language? Y/N
4. Please tell us about driving a hire car after the 2015-16 reforms commenced (after 1 August 2016):
- a. Have overall regulatory fees and other costs
    - i. increased – slight/moderate/significant?
    - ii. decreased – slight/moderate/significant?
    - iii. No change?
  - b. How much have regulatory fees and other costs increased or decreased for you?
    - i. Explain (free-text answer)
  - c. Have your overall costs a on a per-shift basis become:
    - i. higher?
    - ii. lower?
    - iii. No change?
  - d. How much have overall costs for you increased or decreased for you?
    - i. Explain (free-text answer)
  - e. Per shift, have your after-tax earnings
    - i. increased – slight/moderate/significant?
    - ii. decreased – slight/moderate/significant?
    - iii. No change?
  - f. How much have your after-tax earnings increased or decreased for you?
    - i. Explain (free-text answer)

- g. Tell us about changes to the number of hours you would like to work, compared to the number of hours you are actually working, since 1 August 2016:
  - i. have those hours increased since the reforms?
  - ii. have those hours decreased since the reforms?
  - iii. No change?
- h. How much have the hours you would like to work versus actually worked increased or decreased?
  - i. Explain (free-text answer)
- i. How many hours do you drive, on average, per week?
- j. If you also drive for a taxi owner, or drive for rideshare, tell us how many hours you drive for each.
  - i. (Free-text answer)
- k. Has demand for your driving changed across the week? (For example, are you now busier during Friday and Saturday nights than prior to 1 August 2016.)
  - i. Explain (free-text answer)
- l. Has your financial and working relationship with vehicle owners changed, generally, since 1 August 2016? (for example, have the terms of your bailment contracts changed? How?)
  - i. Explain (free-text answer)
- m. What impact, if any, have changes to arrangements around workers compensation, employment and Work Health and Safety (WHS) regulations had on you as a driver?
  - i. Please outline (free-text answer)
- n. Are you covered by workers compensation? Yes/no.
  - i. If not, please explain (free-text answer)

- o. Has your financial and working relationship with Transport Booking Services (TBSs) changed generally since 1 August 2016? How?
  - i. Explain (free-text answer)
  
- p. Has your interaction with the road transport authority (Access Canberra) changed since the reforms? How?
  - i. Explain (free-text answer)
  
- q. Do you think on-demand transport regulation affecting your driving services could be improved? How?
  - i. Explain (free-text answer)
  
- r. Do you have any other comments regarding the impact of regulatory reforms since 1 August 2016?
  - i. Explain (free-text answer)

**Thank you for taking the time to provide your feedback**

# Accessible On-demand Transport in the ACT - 2017

---

## We Are Seeking Your Feedback

The ACT Government is formally monitoring the impact of reforms to the on-demand transport industry, which were introduced in the ACT between October 2015 and August 2016. This process includes a series of customer surveys to gauge the experiences of people with disabilities and older people about using on-demand transport services, including taxis, hire cars and rideshare services.

We would like to understand what effects rideshare and any other factors may have had on your travel experiences.

Your participation in this survey provides important feedback. Please return the survey by **XXXX 2017**.

### Survey instructions:

- Complete the survey and return it in the reply paid envelope attached to:  
Project Officer  
ACT On-demand industry Evaluation  
ACT Government  
GPO Box 158  
CANBERRA ACT 2601
- If you receive an electronic copy of the survey, you can complete and return it via email to: [taxiinnovationreview@act.gov.au](mailto:taxiinnovationreview@act.gov.au).

This survey is subject to provisions under the *Privacy Act 1988 (Cth)*. Information provided by you is strictly confidential, and may only be used for the purpose of the Review and updating accessible public transport priorities.

**Note:** We understand that the membership in the TSS program is continuously changing. If the noted recipient of this survey is no longer a member of the TSS we apologise for any inconvenience this may have caused.

DRAFT

# Accessible Public Transport

## Customer Survey

### PART A – Information about you

(All information you provide is kept confidential)

1. Are you:  male  female
2. Please indicate the type of disability/accessibility issue you have:
- |                                       |  |   |
|---------------------------------------|--|---|
| <input type="checkbox"/> visual       | <input type="checkbox"/> hearing                       | <input type="checkbox"/> physical – i.e., wheelchair user |
| <input type="checkbox"/> intellectual | <input type="checkbox"/> brain injury                  | <input type="checkbox"/> psychological                    |
| <input type="checkbox"/> speech       | <input type="checkbox"/> other (please indicate) _____ |   |
3. What suburb do you live in? \_\_\_\_\_
4. What method of transport do you normally use to commute in Canberra?
- |  |   |
|--|---|
| <input type="checkbox"/> own car                       | <input type="checkbox"/> hire car                   |
| <input type="checkbox"/> bus                           | <input type="checkbox"/> standard taxi              |
| <input type="checkbox"/> bicycle                       | <input type="checkbox"/> wheelchair accessible taxi |
| <input type="checkbox"/> car pool                      | <input type="checkbox"/> walk/wheelchair/scooter    |
| <input type="checkbox"/> other (please indicate) _____ |   |

### PART B - Information about wheelchair accessible taxi (WAT) services

5. Do you use a WAT service?  yes  no
- If not, please skip to Part C.



6. Since taxi reforms were introduced in October 2015, have you seen a change to WAT waiting times?

improved       worsened       no change

7. Has WAT service quality changed? (for example, driver responsiveness to requests, vehicle condition and cleanliness)

improved       worsened       no change

8. Have approaches to WAT safety changed? (for example, better securing of wheelchairs, smoother driving and adherence to road rules)

improved       worsened       no change

9. Has the pricing of WAT services changed?

increased       decreased       no change

10. Would you like to see more types of WAT vehicles used in the ACT?  yes  no

11. Additional Comments: \_\_\_\_\_  
\_\_\_\_\_

## **PART C - Information about standard taxi services**

12. Do you use standard taxi services?  yes  no

If not, please skip to Part D.

13. Since tax reforms were introduced in October 2015, what difference has it made have to waiting times of standard taxi services?

- improved                       worsened                       no change

14. Has standard taxi service quality changed?

- improved                       worsened                       no change

15. What has been the change in the approach to safety of standard taxi services?

- improved                       worsened                       no change

16. How has the pricing of standard taxi services changed?

- increased                       decreased                       no change

17. Additional Comments: \_\_\_\_\_

## **PART D - Information about rideshare services**

18. Have you used rideshare services?     yes                       no

If not, please skip to part E.

19. For what reason or reasons do you use rideshare services?

Explain: \_\_\_\_\_

20. How would you compare the waiting times of rideshare services to taxis?

- better                       worse                       same

21. How would you compare the quality of rideshare services to taxis?  
 better  worse  same
22. How would you compare the safety of rideshare services to taxis?  
 better  worse  same
23. How would you compare the physical accessibility of rideshare services to taxis?  
 better  worse  same
24. How would you compare the price of rideshare services to taxis?  
 better  worse  same
25. Do you plan to use rideshare services in the future?  yes  no
26. Would you like to see the Taxi Subsidy Scheme used for rideshare service?  
 yes  no
27. Additional Comments: \_\_\_\_\_  
\_\_\_\_\_

## **PART E - Information about hire car services**

28. Do you use hire car services?  yes  no
29. Since taxi reforms were introduced in October 2015, how has hire car service quality changed?

improved

worsened

no change

30. Have approaches to safety of hire car services changed?

improved

worsened

no change

31. Has pricing of hire car services changed?

improved

worsened

no change

32. Additional Comments: \_\_\_\_\_

\_\_\_\_\_

**Thank you for taking the time to provide your feedback**

# Rideshare driver – evaluation survey 2017

---

## We are seeking your feedback

The ACT Government is formally monitoring the impact of reforms to the ACT on-demand transport industry, which were introduced between October 2015 and August 2016. This process includes a series of surveys to gauge the experiences of passengers and people involved in providing on-demand transport services involving taxis, hire cars and rideshare.

Specific to this survey, we would like to understand what effects rideshare and other factors have had on your rideshare driving experience.

You can familiarize yourself with the 2017 On-demand Transport Evaluation by visiting: [www.abc](http://www.abc)

### Survey instructions:

- Please complete the survey online at [XXXXXX](#)

Your participation in this survey provides important feedback. Please complete the survey by **XXXX 2017**.

This survey is subject to provisions under the *Privacy Act 1988 (Cth)*. Information provided by you is strictly confidential, and may only be used for the purpose of the Evaluation and updating accessible public transport priorities.

# On-demand transport rideshare driver survey

1. Tell us about yourself:
  - a. What is your age?
  - b. What is your gender?
  - c. Are you Aboriginal or a Torres Strait Islander
  - d. Do you live with a disability?
    - i. Explain (free-text answer)
  - e. Is English your first language? Y/N
2. When did you start rideshare driving in the ACT?
  - a. Date (free-text response)
3. Tell us about your vehicle:
  - i. do you use a vehicle you own? (tick box)
  - ii. do you use a vehicle you lease from a third-party provider? (tick box)
  - iii. Do you use a vehicle that belongs to a third-party (e.g. family member, associate)? (tick box)
  - b. What type of vehicle do you use?
    - i. Sedan
    - ii. Ute
    - iii. Other – please specify
  - c. What is the age of vehicle you drive?
4. Please tell us about your driving activity for a rideshare service(s)
  - a. On average, how many hours do you drive per week?
  - b. How is your rideshare driving time divided during the week?
    - i. Weekday peak\* hours - %
    - ii. Weekday off-peak\* hours - %      \*define to taxi definitions?
    - iii. Friday and Saturday nights - %

5. On average, how much do you earn per hour, after you have covered all your expenses (before tax)?
6. Do you also drive for an additional travel service (i.e., taxi or hire car)?
  - a. Taxi Y/N
  - b. Hire car Y/N
7. How you do divide your time between driving for these services?
  - a. Rideshare - %
  - b. Taxi - %
  - c. Hire car - %
8. Are you driving as many passengers as you expected when you began driving?
  - a. Explain (free-text answer)
9. Are you earning as much per hour as you expected when you began driving?
  - a. Yes
  - b. No
10. If you are not earning as much as you expected, why?
  - a. Serving fewer passengers than expected (tick box)
  - b. Trips are shorter than expected, and therefore lower revenues (tick box)
  - c. Vehicle costs higher than expected (tick box)
  - d. Non-vehicle costs higher than expected (tick box)
  - e. Ongoing Government fees and charges higher than expected (tick box)
11. What insurance coverage do you have?
  - i. Explain (free text answer)
12. Has your financial and working relationship with Transport Booking Services (TBSs) changed generally since you began rideshare driving? How?
  - i. Explain (free-text answer)

13. Has your interaction with the road transport authority (Access Canberra) changed since you began rideshare driving? How?

i. Explain (free-text answer)

14. Do you have any other comments?

i. Explain (free-text answer)

**Thank you for taking the time to provide your feedback**

DRAFT



# Taxi owner and driver evaluation survey 2017

---

## We are seeking your feedback

The ACT Government is formally monitoring the impact of reforms to the ACT on-demand transport industry, which were introduced between October 2015 and August 2016. This process includes a series of surveys to gauge the experiences of passengers and people involved in providing on-demand transport services involving taxis, hire cars and rideshare.

Specific to this survey, we would like to understand what effects rideshare and other factors have had on your taxi vehicle ownership or taxi driving experience.

You can familiarize yourself with the 2017 On-demand Transport Evaluation by visiting: [www.abc](http://www.abc)

### Survey instructions:

- Please complete the survey online at [XXXXXX](#)

Your participation in this survey provides important feedback. Please complete the survey by **XXXX 2017**.

This survey is subject to provisions under the *Privacy Act 1988 (Cth)*. Information provided by you is strictly confidential, and may only be used for the purpose of the Evaluation and updating accessible public transport priorities.

# On-demand transport taxi owners and drivers survey

Please complete SECTION ONE.

If you own one or more taxis, whether you drive them or not, please complete SECTION TWO.

If you drive for a taxi vehicle owner, please complete SECTION THREE.

## SECTION ONE – FOR ALL RESPONDENTS

1. Tell us about yourself:
  - a. What is your age?
  - b. What is your gender?
  - c. Are you Aboriginal or Torres Strait Islander?
  - d. Do you live with a disability?
    - i. Explain (free-text answer)
  - e. Is English your first language? Y/N

## SECTION TWO – FOR TAXI VEHICLE OWNERS

2. Please tell us about owning a taxi vehicle(s) after the 2015-16 reforms commenced (after 1 August 2016):
  - a. Have overall regulatory fees and other costs
    - i. increased – slight/moderate/significant?
    - ii. decreased – slight/moderate/significant?
    - iii. no change?
  - b. How much have regulatory fees and other costs increased or decreased for you?

- i. Explain (free-text answer)
  
- c. If you use drivers, have their services on a per-shift basis become:
  - i. more expensive – slight/moderate/significant?
  - ii. less expensive – slight/moderate/significant?
  - iii. no change?
  
- d. How much have costs related to hiring a driver increased or decreased for you?
  - i. Explain (free-text answer)
  
- e. Per shift, have your after-tax earnings
  - i. increased – slight/moderate/significant?
  - ii. decreased – slight/moderate/significant?
  - iii. no change?
  
- f. How much have your after-tax earnings increased or decreased for you?
  - i. Explain (free-text answer)
  
- g. Tell us about the number of hours you would like your vehicle(s) to work, compared to the number of hours your vehicle(s) are actually working:
  - i. have those hours increased since the reforms?
  - ii. have those hours decreased since the reforms?
  - iii. No change?
  
- h. How much have the hours you would like your vehicle(s) to work versus actually worked increased or decreased?
  - i. Explain (free-text answer)
  
- i. How many hours does each vehicle work, on average, per week?

- j. Has demand for your services changed across the week? (For example, are you busier now during Friday and Saturday nights than prior to 1 August 2016.)
  - i. Please outline (free-text answer)
  
- k. Has your financial and working relationship with drivers changed, generally, since 1 August 2016? How? (for example, have the terms of your bailment contracts changed?)
  - i. Please outline (free-text answer)
  
- l. What impact, if any, have changes to rules around workers compensation, employment and Work Health and Safety (WHS) regulations had on you as an operator when casual drivers work for you?
  - i. Please outline (free-text answer)
  
- m. Are all drivers covered by workers compensation? Yes/No
  - i. If not, please explain driver insurance coverage (free-text answer)
  
- n. Has your financial and working relationship with Transport Booking Services (TBSs) changed generally since 1 August 2016? How?
  - i. Explain (free-text answer)
  
- o. Has your interaction with the road transport authority (Access Canberra) changed since the reforms? How?
  - i. Explain (free-text answer)
  
- p. Do you think on-demand transport regulation affecting your services could be improved? How?
  - i. Explain (free text answer)
  
- q. Do you have any other comments regarding the impact of regulatory reforms since 1 August 2016?
  - i. Explain (free text answer)

### **SECTION THREE – FOR TAXI DRIVERS**

3. Tell us about yourself:
  - a. What is your age?
  - b. What is your gender?
  - c. Are you Aboriginal or Torres Strait Islander?
  - d. Do you live with a disability?
    - i. Explain (free-text answer)
  - e. Is English your first language? Y/N
  
4. Please tell us about driving a taxi after the 2015-16 reforms commenced (after 1 August 2016):
  - a. Have overall regulatory fees and other costs
    - i. increased – slight/moderate/significant?
    - ii. decreased – slight/moderate/significant?
    - iii. No change?
  
  - b. How much have regulatory fees and other costs increased or decreased for you?
    - i. Explain (free-text answer)
  
  - c. Have your overall costs a on a per-shift basis become:
    - i. higher?
    - ii. lower?
    - iii. No change?
  
  - d. How much have overall costs for you increased or decreased for you?
    - i. Explain (free-text answer)
  
  - e. Per shift, have your after-tax earnings
    - i. increased – slight/moderate/significant?
    - ii. decreased – slight/moderate/significant?

- iii. No change?
- f. How much have your after-tax earnings increased or decreased for you?
  - i. Explain (free-text answer)
- g. Tell us about changes to the number of hours you would like to work, compared to the number of hours you are actually working, since 1 August 2016:
  - i. have those hours increased since the reforms?
  - ii. have those hours decreased since the reforms?
  - iii. No change?
- h. How much have the hours you would like to work versus actually worked increased or decreased?
  - i. Explain (free-text answer)
- i. How many hours do you drive, on average, per week?
- j. If you also drive for a hire car operator, or drive for rideshare, tell us how many hours you drive for each.
  - i. (Free-text answer)
- k. Has demand for your driving changed across the week? (For example, are you busier now during Friday and Saturday nights than prior to 1 August 2016.)
  - i. Explain (free-text answer)
- l. Has your financial and working relationship with vehicle owners changed, generally, since 1 August 2016? How? (For example, have the terms of your bailment contracts changed?)
  - i. Explain (free-text answer)

- m. What impact, if any, have changes to arrangements around workers compensation, employment and Work Health and Safety (WHS) regulations had on you as a driver?
  - i. Please outline (free-text answer)
  
- n. Are you covered by workers compensation? Yes/no.
  - i. If not, please explain (free-text answer)
  
- o. Has your financial and working relationship with Transport Booking Services (TBSs) changed generally since 1 August 2016? How?
  - i. Explain (free-text answer)
  
- p. Has your interaction with the road transport authority (Access Canberra) changed since the reforms? How?
  - i. Explain (free-text answer)
  
- q. Do you think on-demand transport regulation affecting your driving services could be improved? How?
  - i. Explain (free-text answer)
  
- r. Do you have any other comments regarding the impact of regulatory reforms since 1 August 2016?
  - i. Explain (free-text answer)

**Thank you for taking the time to provide your feedback**

2.2(a)(ii)

**Sent:**19/04/2017 4:54 AM

**To:**2.2(a)(ii)

2.2(a)(ii)

2.2(a)(ii)

**Subject:**2015 General Public Surveys [SEC=UNCLASSIFIED, DLM=Sensitive]

**Attachments:**20150428 General Public Customer Survey, v5.docx, TIIR General Survey, with free text responses.pdf

Hi 2.2(a)(ii)

Attached is the first survey of the general public, administered around May 2015, and the results of the surveys.

2.2(a)(ii)

2.2(a)(ii) | Senior Policy Officer

Regulatory Reform | Government Reform | Chief Minister, Treasury & Economic Development Directorate | ACT Government

Phone: 2.2(a)(ii) | Email: 2.2(a)(ii)

Level 4, Canberra Nara Centre | GPO Box 158 CANBERRA ACT 2601 | [www.act.gov.au](http://www.act.gov.au)



# Taxi and ridesharing transport customer survey

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## We Are Seeking Your Feedback

The ACT Government is undertaking an Innovation Review of the taxi industry in the ACT. Part of the Review process includes a brief customer survey to gauge the experiences of people who use existing taxi and hire-car transportation service and the potential for ridesharing to operate in the ACT.

This survey is subject to provisions under the *Privacy Act 1988 (Cth)*. Information provided by you is strictly confidential, and may only be used for the purpose of the review and updating accessible public transport priorities.

### Survey instructions:

- Please complete the survey online at [www.timetotalk.act.gov.au](http://www.timetotalk.act.gov.au) (transport)

Your participation in this survey provides important feedback. Please complete the survey by **29 June 2015**.

# Taxi and Ridesharing Transport Customer Survey

1. To what extent do you use taxis or hire cars in the ACT?

Seldom to none       Occasionally       Frequently

2. Have you used a smartphone app or internet (for example, Canberra Elite Book & Track, goCatch or ingogo) to book a taxi or hire car?

Yes       No

3. How happy are you with taxi and hire-car services in the ACT?

	UNHAPPY			VERY HAPPY	
	1	2	3	4	5
Availability	1	2	3	4	5
Wait times	1	2	3	4	5
Price	1	2	3	4	5
Safety	1	2	3	4	5
Driver service	1	2	3	4	5
Disability access	1	2	3	4	5
Other	1	2	3	4	5

5. If taxi and hire car services could be improved what area(s) would it be?

Availability       Safety       Price  
 Wait times       Driver service       Disability access  
 Other

6. Have you heard about rideshare services, for example passenger services provide by Uber or Lyft?  Yes  No

7. Have you every used rideshare services elsewhere?  Yes  No

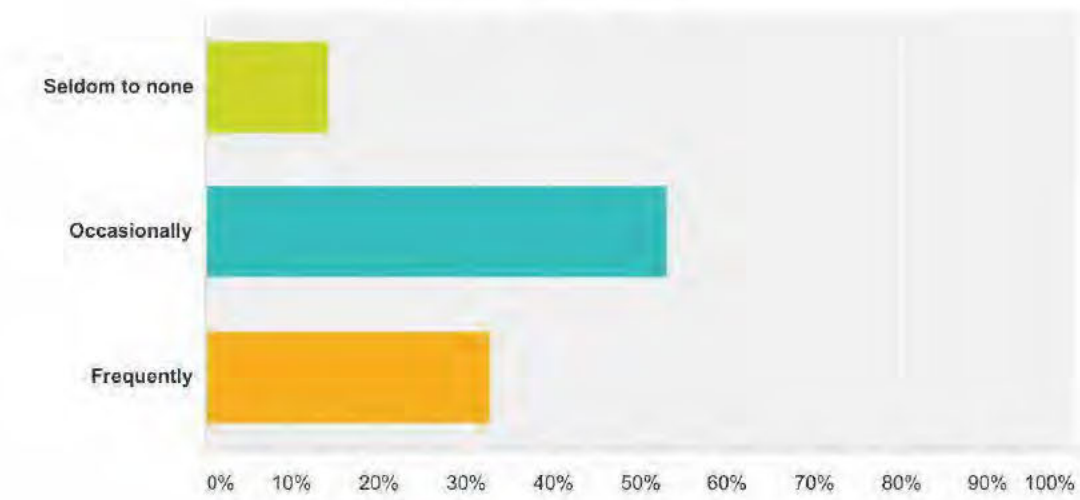
8. If so, how happy were you with the rideshare service?

	UNHAPPY			VERY HAPPY	
Availability	1	2	3	4	5
Wait times	1	2	3	4	5
Price	1	2	3	4	5
Safety	1	2	3	4	5
Driver service	1	2	3	4	5
Disability access	1	2	3	4	5
Other	1	2	3	4	5

**Thank you for taking the time to provide your feedback**

### Q1 To what extent do you use taxis or hire cars in the ACT?

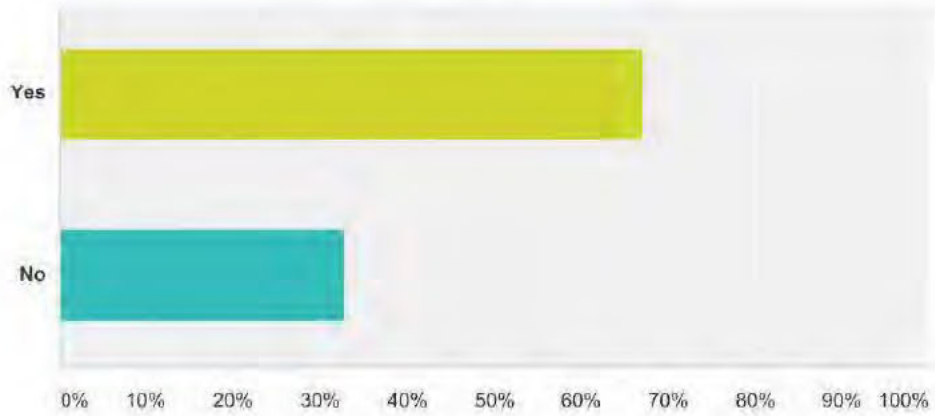
Answered: 1,934 Skipped: 19



Answer Choices	Responses
Seldom to none	14.22% 275
Occasionally	53.10% 1,027
Frequently	32.68% 632
<b>Total</b>	<b>1,934</b>

**Q2 Have you used a smartphone app or internet (for example, Canberra Elite Book & Track, goCatch or ingogo) to book a taxi or hire car?**

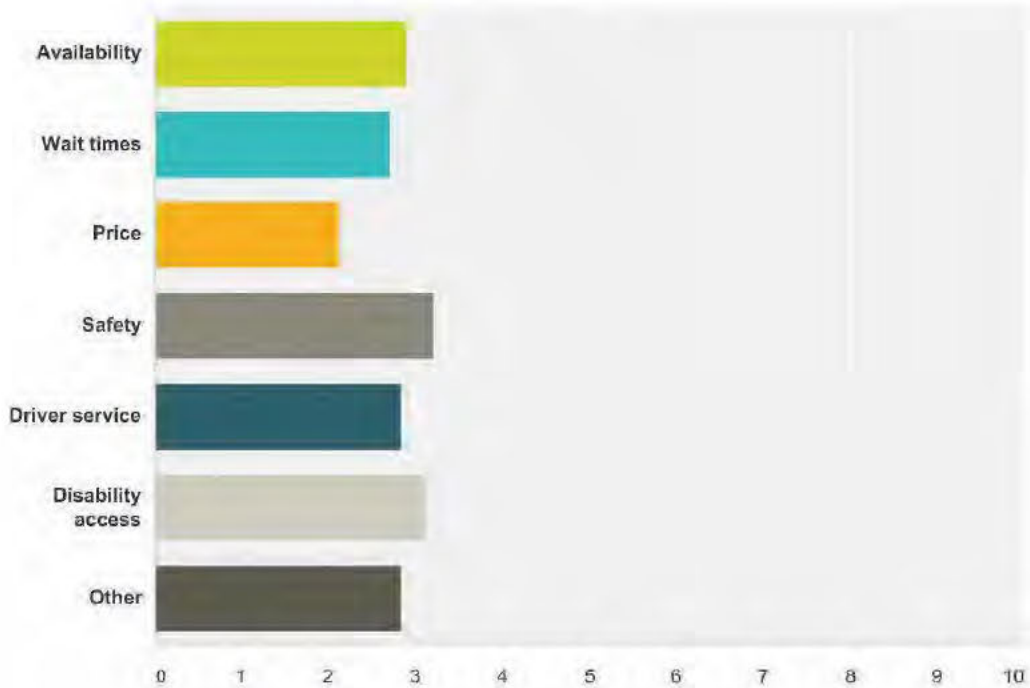
Answered: 1,932 Skipped: 21



Answer Choices	Responses
Yes	67.29% 1,300
No	32.71% 632
Total	1,932

### Q3 How satisfied are you with taxi and hire car services in the ACT?

Answered: 1,844 Skipped: 0



	Very dissatisfied	Dissatisfied	Neither satisfied or dissatisfied	Satisfied	Very satisfied	Total	Weighted Average
Availability	15.62% 302	27.77% 537	20.79% 402	21.61% 418	14.22% 275	1,934	2.91
Wait times	19.48% 375	32.73% 630	16.78% 323	19.74% 380	11.27% 217	1,925	2.71
Price	43.95% 850	27.51% 532	10.19% 197	9.31% 180	9.05% 175	1,934	2.12
Safety	12.42% 238	16.59% 318	25.40% 487	28.01% 537	17.58% 337	1,917	3.22
Driver service	20.44% 394	23.03% 444	22.77% 439	21.06% 406	12.71% 245	1,928	2.83
Disability access	8.90% 165	8.79% 163	57.44% 1,065	12.08% 224	12.78% 237	1,854	3.11
Other	19.02% 183	8.11% 78	54.37% 523	7.48% 72	11.02% 106	962	2.83

#	Other (please specify)	Date
1	Frequently drivers do not know where they are going, ask you to pay an inflated pre-paid fare claiming their meter is not working and too often they are impolite and unwelcoming.	6/29/2015 11:43 AM
2	Driver skills and following road rules	6/27/2015 2:09 PM

## Taxi Industry Innovation Review - Community Consultation survey

3	I am always extremely reluctant to catch a taxi in Canberra. Drivers often speed, and I have had more than one bad experience with drivers making inappropriate remarks that made me feel unsafe to travel alone as a female passenger.	6/22/2015 1:26 PM
4	I think being able to hail or book a cab and having confidence that the driver has passed some kind of standard gives me peace of mind.	6/22/2015 2:41 AM
5	reliability	6/19/2015 9:41 PM
6	occasionally taxi's simply DO NOT come to pick me up from office to take me to the airport because there it 'isn't a long enough distance' for them ie: not profitable 'enough'	6/19/2015 10:40 AM
7	Drivers seldom know where to go.	6/19/2015 9:50 AM
8	Variability in availability and wait times when Parliament is sitting.	6/18/2015 8:58 PM
9	Lack of body hygiene of drivers and litter thrown from taxis	6/18/2015 6:06 PM
10	Cleanliness	6/18/2015 3:30 PM
11	Condition of taxi. (fuel empty light on. Eftpos not working.)	6/17/2015 2:55 PM
12	I have had many bad experiences with standard taxis, and only very good experiences with Uber	6/17/2015 1:55 PM
13	I am very happy to get the WAT service and I believe this to be mainly due to booking early and also being flexible with my private hiring.	6/17/2015 1:44 PM
14	Reliability of booked taxis turning up during a peak period.	6/16/2015 11:55 AM
15	Availability of child seats has been an issue for us.	6/16/2015 10:05 AM
16	over priced, rude drivers	6/13/2015 12:04 PM
17	Dirty Cabs	6/12/2015 6:45 PM
18	Why is there no Uber?	6/12/2015 11:52 AM
19	Their inability to cope with bicycles in the event of a bicycle flat tyre	6/12/2015 9:27 AM
20	Smartphone app does not yet service core areas of Canberra.	6/12/2015 2:40 AM
21	Price again.	6/12/2015 1:20 AM
22	Hygeine and comfort	6/11/2015 3:50 PM
23	vehicles too old	6/11/2015 2:17 PM
24	Vehicle quality and hygiene	6/11/2015 2:16 PM
25	Drivers heigene / choice in radio / taking mobile phone calls. Once I even got in a cab where the drivers WIFE was in the passenger seat for a ride along.	6/11/2015 2:09 PM
26	Cost of receiving sms for arrival time, often receive sms after the taxi has arrived	6/11/2015 1:18 PM
27	The majority of the cars I ride in could not possibly be roadworthy. Drivers generally have no idea where Dickson is and the prices are onscene. My meter read \$9.90 before I had even left the airport terminal. On more than several trips the driver did not match the ID photo.	6/11/2015 1:15 PM
28	Canberra Elite phone booking service is very difficult to use	6/11/2015 12:41 PM
29	Driver education and manners	6/11/2015 11:44 AM
30	Service quality quite average	6/11/2015 11:34 AM
31	booking	6/11/2015 11:33 AM
32	Refusing fares due to short distance	6/11/2015 9:28 AM
33	Customer service	6/11/2015 8:48 AM
34	Reliability	6/11/2015 8:44 AM
35	Communication	6/11/2015 2:57 AM

## Taxi Industry Innovation Review - Community Consultation survey

36	smsetphone apps	6/11/2015 1:00 AM
37	Cleanliness, broken seats, broken seatbealts, broken seats, smelly drivers, stains on seats, stain food and cigarettes smells	6/11/2015 12:25 AM
38	They drive like maniacs	6/10/2015 11:45 PM
39	Cleanliness and body odour smell	6/10/2015 11:44 PM
40	Left my wife on side of road with baby after booking	6/10/2015 11:44 PM
41	Cabs are almost always poorly cleaned and rank-smelling	6/10/2015 11:36 PM
42	Voice command phone service	6/10/2015 11:25 PM
43	Useability of the app	6/10/2015 11:03 PM
44	Inability for online tools to work or call centre staff who are unfriendly and/or rude	6/10/2015 11:03 PM
45	Taxi drivers refuse short fares	6/10/2015 10:50 PM
46	Cleanliness	6/10/2015 10:47 PM
47	quality of the app (for Canberra Elite)	6/10/2015 10:36 PM
48	no uber	6/10/2015 10:34 PM
49	Very reliable	6/10/2015 10:27 PM
50	Crace	6/10/2015 10:25 PM
51	Booked a maxi and did not show up.	6/10/2015 9:54 PM
52	I've had many occasions where the taxi did not arrive at all for my pre-booked pickup or arrived so late I had already arranged another ride from friends	6/10/2015 9:37 PM
53	Credit card fee 10%????????	6/10/2015 9:35 PM
54	I am disgusted with Canberra Cabs drivers who will not help elderly women, because they are women, with putting their shopping in the boot on account of their personal beliefs.	6/10/2015 9:31 PM
55	communication problem	6/10/2015 9:26 PM
56	I don't appreciate that owners of cabs pay inflated prices for "plates" that restricts drivers owning taxis , and represents a taxi for users with the money going to the owners as return of investment at the expense of users, This results in inflated fares impacting on the user. Any alternate taxi system however needs to contribute to the ACT Government addressing wear and tear on the roads and support public transport. This is subject to the cost is not covered by petrol tax.	6/10/2015 9:19 PM
57	Reliability is very bad	6/10/2015 9:11 PM
58	Lack of availability of ride sharing services	6/10/2015 9:09 PM
59	cabs a ripoff and foreign drivers often change and are not who the liscence is issued to.	6/10/2015 9:01 PM
60	Frequently taxis don't bother to turn up if I only want to hire for short trips	6/10/2015 8:51 PM
61	Cabs refusing fares and being rude	6/10/2015 8:45 PM
62	Cleanliness and condition of cabs	6/10/2015 8:43 PM
63	Accountability when no show	6/10/2015 8:40 PM
64	Convenient	6/10/2015 8:31 PM
65	Rude,Body Odour,Dirty Interior,Loud Ethnic Music	6/10/2015 7:57 PM
66	Most drivers are ordinary and can have offensive BO	6/10/2015 7:47 PM
67	Taxi drivers do no use a GPS consistently and often take longer routes to destinations.	6/10/2015 7:44 PM
68	Driver skill and ability	6/10/2015 7:39 PM



## Taxi Industry Innovation Review - Community Consultation survey

69	Not reliable: more than once I've booked a taxi that just didn't turn up, which is quite scary as a female waiting outside at night.	6/10/2015 7:32 PM
70	Cars are too often in poor condition	6/10/2015 7:25 PM
71	Reliability is poor. Twice I've booked cabs that never arrived	6/10/2015 7:20 PM
72	I find that most taxi drivers speed. Which does not make me feel safe in their vehicle.	6/10/2015 7:09 PM
73	Drivers regularly speed and operate equipment while driving	6/10/2015 7:08 PM
74	Could never rely on it for airport trips and always stress whether they will actually arrive.	6/10/2015 6:38 PM
75	Very expensive	6/10/2015 6:33 PM
76	The customer service from Taxis in Canberra is utterly appalling. They refuse fares, don't show up, and are rude. Silver service are generally better but I have had poor experiences with them too. I once had a taxi driver go around a roundabout in watson the wrong way, speeding and lost traction on the wet road. The industry is a joke. If I had a way to publically warn others about that particular driver I would have.	6/10/2015 6:19 PM
77	The drivers don't know where to go most of the time	6/10/2015 6:17 PM
78	Quality of vehicle	6/10/2015 6:17 PM
79	Please bring Uber to Canberra	6/10/2015 6:15 PM
80	The "cleanness" of the taxis is definitely not checked or very well taken care of... sometimes the taxis are a bit smelly and some times you get charged some secret amounts or fares that are coming out of nowhere, like the driver just presses a button and new charges are added to the fare that you pay.	6/10/2015 6:14 PM
81	General hygiene.	6/10/2015 6:13 PM
82	Cleanliness is often poor	6/10/2015 6:09 PM
83	City knowledge - I frequently have to navigate for them	6/10/2015 6:05 PM
84	Drivers often speed and break road rules, such as tailgating, driving erratically and not indicating when turning.	6/10/2015 6:03 PM
85	Taxis in Canberra are not great. Extra fee for an sms on arrival; very often taxis do not show up when you order... so many times I had to call the operator to tell them the taxi has not arrived yet only to hear, 'I will send another one'. I has happened many times. Not a reliable service at all, unfortunately.	6/10/2015 6:02 PM
86	Cleanliness of vehicles.	6/10/2015 6:02 PM
87	Online presence and business model	6/10/2015 6:01 PM
88	Vehicle quality is always terrible	6/10/2015 6:00 PM
89	Technology utilisation	6/10/2015 6:00 PM
90	Child/infant seating	6/10/2015 5:59 PM
91	Drivers cheat by pretending they don't know the area, and charge you more by getting "lost"	6/10/2015 5:55 PM
92	No Uber, get with the times geesh.	6/10/2015 5:51 PM
93	Cleanliness / quality of vehicles	6/10/2015 5:48 PM
94	Being an environment free from sexual harrassment by the driver	6/6/2015 10:34 PM
95	Bookings are cancelled without notice, or "disappear" and are somehow not in the system at all. This happens regularly.	6/5/2015 6:47 PM
96	Canberra taxi drivers frequently refuse short trips. As a young female often catching Taxis alone at night, this is VERY problematic for me - the option to walk home in the dark is completely unsafe!	6/3/2015 12:25 PM
97	Mostly available to embark from taxi points only.	6/2/2015 11:41 PM
98	Lack of driver customer service	6/1/2015 12:27 PM
99	cleanliness	5/31/2015 9:06 PM
100	Rude drivers	5/31/2015 9:36 AM

## Taxi Industry Innovation Review - Community Consultation survey

101	Taxis are great.	5/30/2015 9:57 PM
102	service	5/30/2015 5:56 AM
103	overpriced and unreliable	5/29/2015 10:49 PM
104	automated phone bookings ervice is a joke - bring back real ppl or getn app based system that works!	5/29/2015 5:35 PM
105	Many drivers seem unfamiliar with Canberra's geography and have a poor command of the English language	5/29/2015 5:13 PM
106	Satisfied with price only when driver is honest	5/27/2015 1:16 PM
107	Driver can speak english	5/25/2015 5:21 PM
108	Variation in taxi car quality and amenity	5/25/2015 4:03 PM
109	The whole process forces drivers to "focus on their mobile phones as they desperately seek the next fare in competition with their fellow Uber drivers," Australian state laws prohibits drivers from using their mobile phones while driving. Uber was set up and is operated by rogue business planners who have tried to and continue to con governments and the populace world wide.	5/24/2015 10:58 AM
110	driver cant speak english	5/23/2015 2:33 AM
111	The cost of a taxi in Canberra is the highest in the country	5/21/2015 5:12 PM
112	Licensed professions	5/21/2015 2:31 PM
113	Luggage handling	5/21/2015 7:35 AM
114	I would consider hiring a taxi if they weren't so exorbitantly priced!	5/21/2015 1:44 AM
115	Uber is not regulated or safe.	5/20/2015 11:30 PM
116	There are numerous bugs and errors in the Canberra Elite online booking service. It's a disgrace.	5/20/2015 2:46 PM
117	Cleanliness	5/20/2015 11:29 AM
118	Taxi Condition, driver knowledge	5/20/2015 11:25 AM
119	Uber are the best	5/20/2015 11:02 AM
120	Reliability for catching early morning flights	5/20/2015 10:35 AM
121	Dirty cars, dishonest drivers, complaints ignored	5/20/2015 10:34 AM
122	Over priced, inefficient, ineffective	5/20/2015 10:32 AM
123	They drive like idiots!!	5/20/2015 9:50 AM
124	clean	5/20/2015 9:47 AM
125	Professionalism	5/20/2015 9:19 AM
126	why does Canberra have the most expensive taxi service in the world.	5/20/2015 8:46 AM
127	Did not use in ACT, only Victoria	5/20/2015 8:29 AM
128	Extremely expensive!	5/20/2015 8:21 AM
129	Driver has no idea where to go	5/20/2015 8:09 AM
130	Only very satisfied with uber service not taxis	5/20/2015 7:49 AM
131	Cara smell	5/20/2015 7:19 AM
132	Uber	5/20/2015 4:48 AM
133	consistency and accountability of drivers is lacking	5/20/2015 3:36 AM
134	hate canberra elite	5/20/2015 1:05 AM
135	Taxi drivers all smell bad and don't know where they are going without a computer map.	5/20/2015 12:17 AM
136	Providing bottled water	5/19/2015 11:49 PM

## Taxi Industry Innovation Review - Community Consultation survey

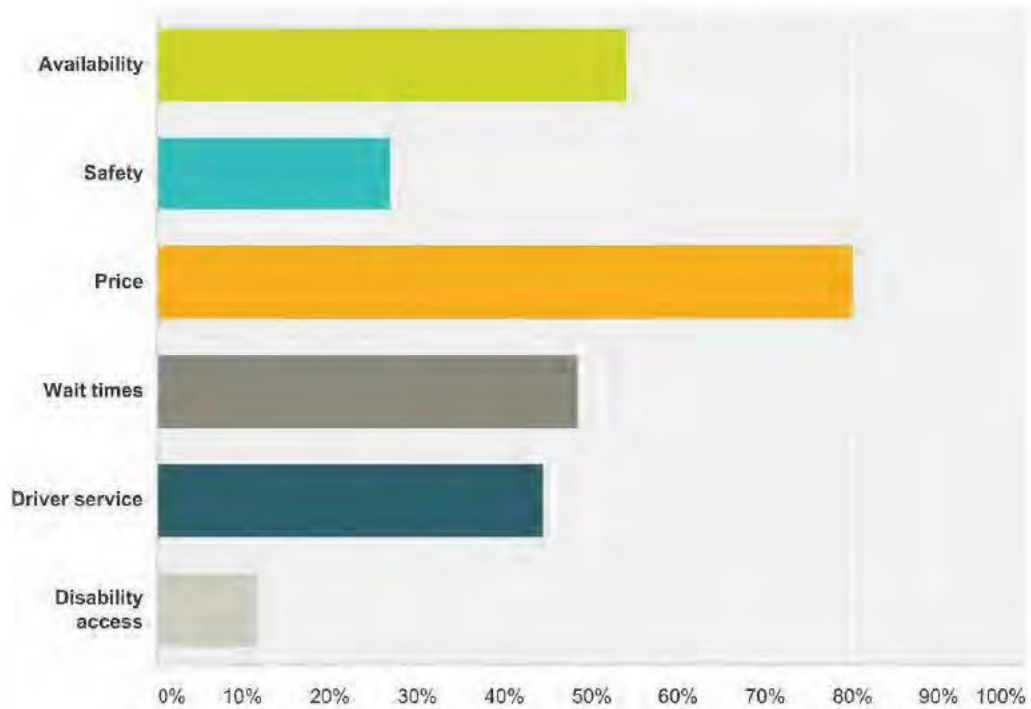
137	Taxi driver never matches the license in the car.	5/19/2015 11:43 PM
138	Service is very inconsistent	5/19/2015 11:03 PM
139	safe journey	5/19/2015 11:01 PM
140	not clean the car	5/19/2015 11:00 PM
141	Vet assistance	5/19/2015 10:54 PM
142	Irrational driving late at night	5/19/2015 10:39 PM
143	hygiene of taxis is disgusting.	5/19/2015 10:36 PM
144	Maxi taxi availability	5/19/2015 10:09 PM
145	we need UBER!	5/19/2015 10:09 PM
146	Taxi drivers often different person to one displayed in license	5/19/2015 10:04 PM
147	Driver honesty	5/19/2015 9:58 PM
148	dirty and stale smoke	5/19/2015 9:45 PM
149	Friendly service	5/19/2015 7:46 PM
150	Cleanliness	5/19/2015 7:35 PM
151	do not uber or other taxis	5/19/2015 7:21 PM
152	very professional drivers	5/19/2015 7:20 PM
153	Poor quality	5/19/2015 6:04 PM
154	very good	5/19/2015 6:03 PM
155	Safe Journey	5/19/2015 5:54 PM
156	drivers on the phone while driving	5/19/2015 5:52 PM
157	Don't use taxi in ACT	5/19/2015 5:51 PM
158	Booking app useless.	5/19/2015 5:47 PM
159	Ease of Use and Quality of Service	5/19/2015 4:47 PM
160	Hygiene of drivers	5/19/2015 4:41 PM
161	car quality	5/19/2015 4:31 PM
162	The automatic prompt service. "Would you like to book a taxi?" Yes Goddammit!	5/19/2015 4:12 PM
163	All rude, don't care about customer	5/19/2015 4:05 PM
164	I think taxi safe and time efficient because taxi can use bus line. Can reach quicker than others service.	5/19/2015 4:04 PM
165	Tidy	5/19/2015 4:00 PM
166	Cleanliness	5/19/2015 3:54 PM
167	Not applicable	5/19/2015 3:40 PM
168	Cleanliness	5/19/2015 3:28 PM
169	Uber is way better	5/19/2015 2:55 PM
170	Im sure the driver was living in his car the smell was just wrong	5/19/2015 2:55 PM
171	Mobile apps	5/19/2015 2:54 PM
172	Canberra Tax's are very expensive, few I have been in are of sound appearance or working order	5/19/2015 2:49 PM
173	Cleanliness	5/19/2015 2:48 PM
174	Driving/road knowledge	5/19/2015 2:19 PM

## Taxi Industry Innovation Review - Community Consultation survey

175	could use a phone to book the cab	5/19/2015 1:58 PM
176	it is bad service.	5/19/2015 1:55 PM
177	No real view.	5/19/2015 1:53 PM
178	rude drivers	5/19/2015 1:50 PM
179	Reliability, accountability for route taken	5/19/2015 1:33 PM
180	Smell and cleanliness	5/19/2015 1:23 PM
181	Canberra needs uber	5/19/2015 1:21 PM
182	Though I would point out I have had one bad experience when a taxi just didn't turn up despite repeated chasing to the taxi company	5/19/2015 1:20 PM
183	Language	5/19/2015 1:00 PM
184	Booking arrangements	5/19/2015 12:50 PM
185	Overall experience is awful. I am a frequent user of Uber in Sydney and wish I could use my app to book a secure, reliable and safe ride home.	5/19/2015 12:48 PM
186	State of taxi and driver professionalism	5/19/2015 12:43 PM
187	cleanliness	5/19/2015 12:36 PM
188	Difficult to find and catch	5/19/2015 12:34 PM
189	cleanliness	5/19/2015 12:17 PM
190	????	5/19/2015 12:14 PM
191	Booking process is terrible	5/19/2015 8:23 AM
192	Convenience of booking and payment	5/18/2015 11:29 PM
193	Ability to travel with large cargo, pets and bicycles (i.e. the range of vehicles available to hire)	5/18/2015 1:08 PM
194	Uber drivers use Google maps to navigate. Taxi drivers are constantly asking for directions and have no GPS navigation system being used. It is not my job to have to direct them to a place I've never been. That is part of what I'm paying for.	5/18/2015 9:55 AM
195	smartphone app	5/18/2015 9:48 AM
196	driver skill and awareness of road rules, and ability to follow these rules	5/18/2015 7:53 AM
197	Competition	5/18/2015 6:08 AM
198	general pleasantness	5/17/2015 10:43 PM
199	Booking service, technology innovation for my phone	5/17/2015 8:12 AM
200	Very dissatisfied by the industry's approach to service in general, shunning modern technology in booking, and charging like a wounded bull for 'extras' like notifications of ETA and card payments. The only exception is upon finding a good taxi driver, in avoiding Aerial Taxis altogether for booking.	5/16/2015 8:26 PM
201	Colour of the cars (they should be red to go faster)	5/16/2015 6:19 PM
202	competition	5/16/2015 1:25 PM
203	the profesional service is one of the best i have encountered in all states	5/16/2015 9:01 AM

### Q4 If taxi and hire car services could be improved what area(s) would it be?

Answered: 1,866 Skipped: 87



Answer Choices	Responses	
Availability	54.02%	1,008
Safety	26.96%	503
Price	80.23%	1,497
Wait times	48.39%	903
Driver service	44.37%	828
Disability access	11.79%	220
<b>Total Respondents: 1,866</b>		

#	Other (please specify)	Date
1	Uber	6/27/2015 6:41 PM
2	reliability	6/19/2015 9:41 PM
3	getting me to airport on time	6/19/2015 10:40 AM
4	The app and the phone automated service are terrible. Should have accounts set up like Uber or Way2Ride.	6/19/2015 12:15 AM
5	Just turning up would be a good improvement.	6/18/2015 6:06 PM
6	They as re as good as it gets	6/18/2015 12:20 PM
7	I was assaulted by a cab driver in the 90s. The plate number at the time was TX172 (hard to forget).	6/17/2015 5:02 PM

## Taxi Industry Innovation Review - Community Consultation survey

8	Taxi drivers should be able to drive safely! I have had many drivers who are unsafe or not paying attention or don't obey road rules.	6/17/2015 1:55 PM
9	I have had many cabs booked 12 hours or more in advance, with Canberra Elite, and then have them NOT turn up, and have been told they only allocate booked cabs ten minutes prior to the due time!! I HAVE MISSED A FLIGHT DUE TO THIS.	6/16/2015 11:55 AM
10	Cleanliness	6/12/2015 6:45 PM
11	They would be Uber.	6/12/2015 11:52 AM
12	All use of smartphone app in all areas of canberra	6/12/2015 2:40 AM
13	cleanliness of vehicles	6/11/2015 6:38 PM
14	Uber	6/11/2015 4:14 PM
15	Ease of payment, improved car cleanliness, knowledge of city	6/11/2015 4:05 PM
16	Hygeine and Drives with English as a first language	6/11/2015 3:50 PM
17	I mean the safety of the driver. I've yet to get in a cab in ACT and be safer in it than just driving myself home drunk.	6/11/2015 3:28 PM
18	Vehicle quality and hygiene	6/11/2015 2:16 PM
19	Drivers heigene / choice in radio / taking mobile phone calls / a CLEAN CAB would be good too.	6/11/2015 2:09 PM
20	I have found the majority of drivers that I have experienced to be rude, drive too fast and dangerously and to spend them time texting on their mobiles or speaking on their mobile phones loudly	6/11/2015 12:51 PM
21	Price could be improved if settle one more taxi company . As discussed with a taxi driver/operator as Canberra Elite charge as a base fees three time more than sydney and melbourne taxi bases.	6/11/2015 12:38 PM
22	Canberra Elite is ok with all of those	6/11/2015 10:57 AM
23	Have had numerous refuse my fare due to short distance	6/11/2015 9:28 AM
24	Convenience	6/11/2015 8:42 AM
25	price	6/11/2015 8:10 AM
26	Good smartphone apps	6/11/2015 1:00 AM
27	Uber	6/11/2015 12:09 AM
28	Drive slower	6/10/2015 11:45 PM
29	Need better maintained vehicles, including mandatory air fresheners or deodorisers	6/10/2015 11:36 PM
30	Quality of the app	6/10/2015 11:03 PM
31	Choice	6/10/2015 10:54 PM
32	Casey	6/10/2015 10:25 PM
33	Drivers should be required by law to show some basic human decency and assist elderly female passengers with heavy shopping/luggage.	6/10/2015 9:31 PM
34	Reliability, cleanliness	6/10/2015 9:11 PM
35	Knowing who's picking me up	6/10/2015 9:01 PM
36	See above	6/10/2015 8:45 PM
37	Convenient	6/10/2015 8:31 PM
38	Study Shorter Route	6/10/2015 7:57 PM
39	Arriving on time for bookings	6/10/2015 7:57 PM
40	Reliability - they need to always come when you've booked them!	6/10/2015 7:32 PM
41	Uber	6/10/2015 7:31 PM

## Taxi Industry Innovation Review - Community Consultation survey

42	It costs around \$70-80 to get back to Queanbeyan from Civic, which is less than a 20 minute drive. That is obscene. Canberra is so spread out. It's absurd that cabs cost so much to travel to average suburbs, when Melb and Syd cabs are around half the price.	6/10/2015 7:20 PM
43	Taxi company monopoly	6/10/2015 7:01 PM
44	Reliability / Trust that they will actually arrive	6/10/2015 6:38 PM
45	Bring in uber	6/10/2015 6:33 PM
46	last flight in, Canberra Airport	6/10/2015 6:17 PM
47	Please bring Uber to Canberra!	6/10/2015 6:15 PM
48	General hygiene.	6/10/2015 6:13 PM
49	It is impossible to catch a cab in the street (unless you're at the bus station).	6/10/2015 6:02 PM
50	Online presence	6/10/2015 6:01 PM
51	Vehicle maintenance	6/10/2015 6:00 PM
52	more competitors to bring down the costs of the current overpriced service	6/10/2015 5:59 PM
53	Variety of vehicles	6/10/2015 5:53 PM
54	Make the booking system modern. Seriously.	6/10/2015 5:51 PM
55	Allow COMPETITION, ie. UBER. Thanks	6/10/2015 5:51 PM
56	Cleanliness / quality of vehicles	6/10/2015 5:48 PM
57	Market competition	6/10/2015 5:48 PM
58	Quality of transport - maintenance and cleanliness	6/10/2015 5:47 PM
59	Bookings would be reliable/actually mean something.	6/5/2015 6:47 PM
60	Improvements could be made to wait times and availability at taxi ranks in the city in the evening on the weekends - when ordering a cab from a residential address the wait time and availability is generally ok.	6/4/2015 6:13 PM
61	kill fucking uber and stop taking uber bribe	6/3/2015 9:18 PM
62	other services	5/29/2015 10:49 PM
63	none	5/29/2015 10:03 PM
64	Many drivers smoke and some have poor hygiene which leads to unpleasant odours in the taxi	5/29/2015 5:13 PM
65	Wait times are an issue very early in the morning and late at night	5/28/2015 6:07 PM
66	Cleanliness, honesty, get off the phone and follow the road rules, stop aggressing other cars	5/27/2015 1:16 PM
67	The ACT has a strong taxi industry - that would be improved with a bit more regulation not less	5/24/2015 10:58 AM
68	Expensive.	5/23/2015 6:07 PM
69	english speaking and genuine australian drivers	5/23/2015 2:33 AM
70	Focus on legally regulated taxis services only	5/21/2015 11:49 PM
71	I have had several bad experiences with dangerous and licensed taxi drivers who try to prey on young single females. On occasion included being kicked out of a taxi on Adelaide Avenue (no where near any infrastructure) at 1 am on winter morning for questioning why the driver had chosen to drive to Woden to get to Red Hill.	5/21/2015 4:25 PM
72	Allow to pick up not just point to point	5/21/2015 2:31 PM
73	airport wait times during peak	5/21/2015 11:48 AM
74	Luggage handling	5/21/2015 7:35 AM
75	Online booking, SMS notifications that actually work reliably.	5/20/2015 2:46 PM
76	Regularly refused fares	5/20/2015 11:25 AM

## Taxi Industry Innovation Review - Community Consultation survey

77	Get off the phone, be less creepy	5/20/2015 10:34 AM
78	Rude, entitled, from the past, there are better ways to do it!!	5/20/2015 10:32 AM
79	None	5/20/2015 10:17 AM
80	Manners, courtesy, hygiene (odour) and general etiquette	5/20/2015 8:15 AM
81	Allow uber	5/20/2015 4:48 AM
82	It would be nice for a taxi driver to know where they are going. After travelling Europe it is embarrassing to know that taxi drivers have no idea where they are going in Canberra	5/20/2015 2:20 AM
83	NA	5/20/2015 12:05 AM
84	use of technology.	5/20/2015 12:02 AM
85	Always Price Uber is half price most taxis	5/19/2015 11:49 PM
86	cleanliness of taxi cabs	5/19/2015 10:36 PM
87	we need UBER!	5/19/2015 10:09 PM
88	cleanliness	5/19/2015 9:45 PM
89	All good	5/19/2015 9:44 PM
90	None.	5/19/2015 8:49 PM
91	none	5/19/2015 7:57 PM
92	uber	5/19/2015 7:42 PM
93	Visibilty	5/19/2015 7:41 PM
94	banning illegal taxis	5/19/2015 7:20 PM
95	outlaw non licensed ride sharing forever	5/19/2015 7:14 PM
96	Na	5/19/2015 6:22 PM
97	Connectivity and technologically	5/19/2015 6:16 PM
98	usable apps	5/19/2015 6:07 PM
99	Experience	5/19/2015 4:47 PM
100	Reliability	5/19/2015 4:41 PM
101	ability to track how far away your taxi is and driver accountability or ratings	5/19/2015 4:37 PM
102	Cleanliness	5/19/2015 3:45 PM
103	Canberra cabs customer service	5/19/2015 3:40 PM
104	Everything is perfect	5/19/2015 2:30 PM
105	The all good	5/19/2015 2:26 PM
106	everything	5/19/2015 1:55 PM
107	Car cleanliness	5/19/2015 1:38 PM
108	Ease of booking first avaiable car	5/19/2015 1:23 PM
109	smell and cleanliness	5/19/2015 1:23 PM
110	Uber would solve these problems	5/19/2015 1:21 PM
111	all of the above	5/19/2015 1:20 PM
112	Booking arrangements	5/19/2015 12:50 PM
113	Booking systems	5/19/2015 12:40 PM

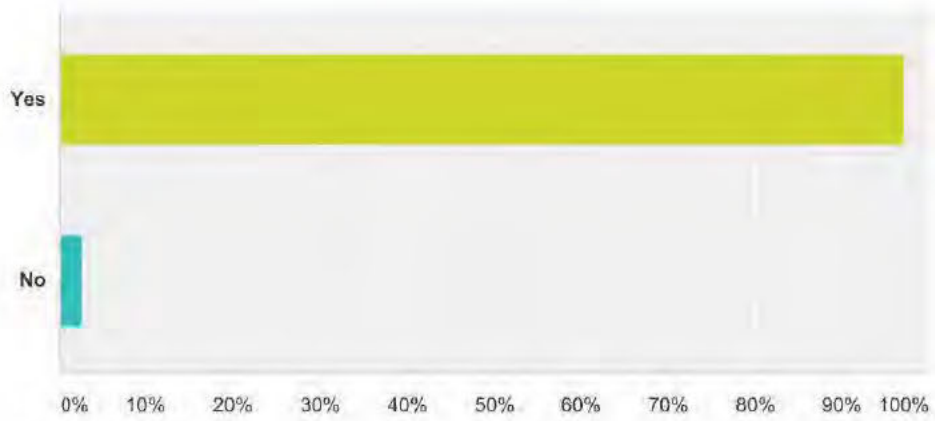


## Taxi Industry Innovation Review - Community Consultation survey

114	cleanliness	5/19/2015 12:36 PM
115	cleanliness	5/19/2015 12:17 PM
116	UBER	5/19/2015 11:49 AM
117	Knowing if and when a taxi will show up after being booked...have had plenty of "no shows" from taxis that had been booked via phone, at hotels, etc	5/19/2015 10:16 AM
118	Technology	5/19/2015 8:23 AM
119	Accountability	5/19/2015 7:41 AM
120	Convenience of booking and payment	5/18/2015 11:29 PM
121	range of vehicles available to hire	5/18/2015 1:08 PM
122	Availability of child and baby seats	5/18/2015 12:26 PM
123	smartphone technology	5/18/2015 9:48 AM
124	Technology	5/18/2015 12:07 AM
125	Legitimacy of the service	5/17/2015 10:57 PM
126	very satisfied with them,have no problem	5/17/2015 10:56 PM
127	multi person vehicles	5/17/2015 10:43 PM
128	Booking service innovation	5/17/2015 8:12 AM
129	Also they should be red	5/16/2015 6:19 PM
130	I pay too much and drivers don't get paid enough	5/16/2015 11:11 AM

**Q5 Have you heard about rideshare services, for example passenger services provide by Uber or Lyft?**

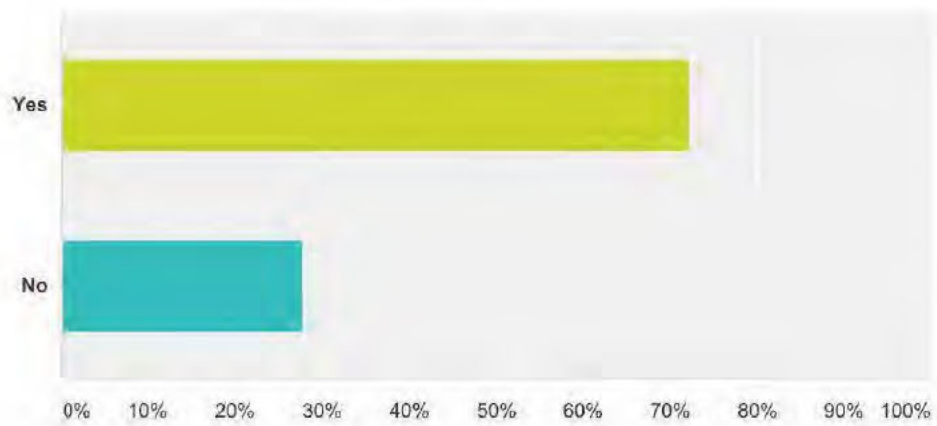
Answered: 1,934 Skipped: 19



Answer Choices	Responses	
Yes	97.31%	1,882
No	2.69%	52
<b>Total</b>		<b>1,934</b>

### Q6 Have you ever used rideshare services elsewhere?

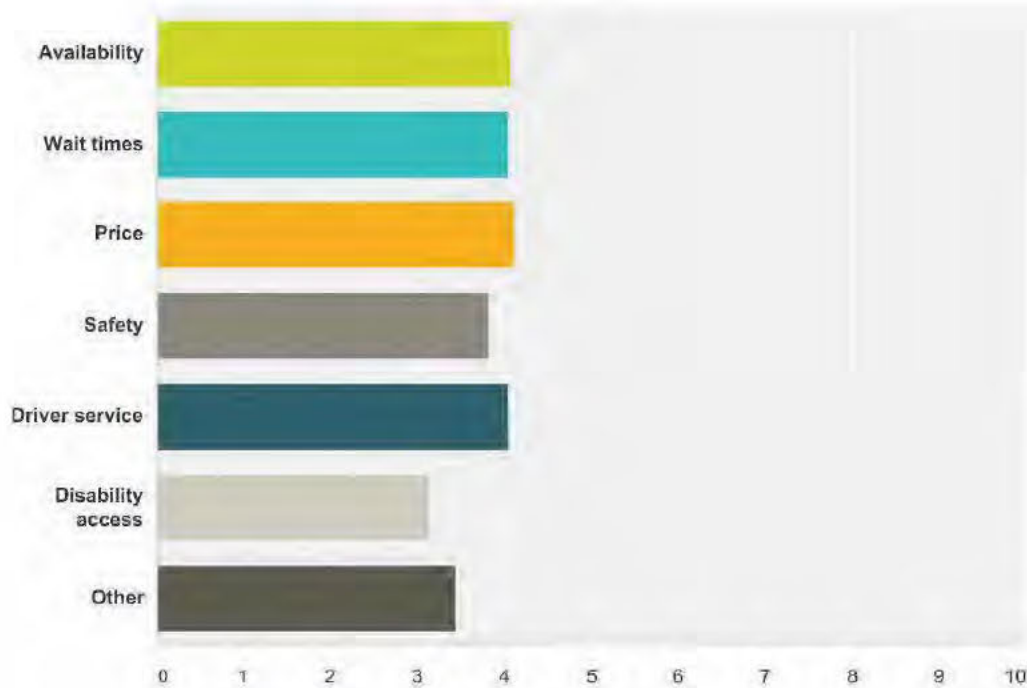
Answered: 1,929 Skipped: 24



Answer Choices	Responses	
Yes	72.16%	1,392
No	27.84%	537
<b>Total</b>		<b>1,929</b>

### Q7 If so, how satisfied were you with the rideshare service?

Answered: 1,552 Skipped: 401



	Very dissatisfied	Dissatisfied	Neither dissatisfied or satisfied	Satisfied	Very satisfied	Total	Weighted Average
Availability	10.06% 155	4.68% 72	7.08% 109	23.57% 363	54.61% 841	1,540	4.08
Wait times	9.74% 149	5.03% 77	7.39% 113	26.47% 405	51.37% 786	1,530	4.05
Price	10.40% 159	3.20% 49	7.78% 119	21.12% 323	57.49% 879	1,529	4.12
Safety	16.69% 256	2.74% 42	9.00% 138	25.23% 387	46.35% 711	1,534	3.82
Driver service	12.50% 191	3.14% 48	7.07% 108	22.51% 344	54.78% 857	1,528	4.04
Disability access	16.04% 231	4.65% 67	50.21% 723	7.36% 106	21.74% 313	1,440	3.14
Other	13.43% 97	3.05% 22	42.52% 307	6.79% 49	34.21% 247	722	3.45

#	Other (please specify)	Date
1	I tried to book uber on weekends but I get to know they were charging more than three times of a normal taxi	6/19/2015 4:49 PM
2	I had three accounts set up in NYC: Uber + Way2Ride and another one (forgot name) for the yellow cabs. So quick and easy. Taxis are unaffordable in Canberra. Your app won't work for me in Bruce (couldn't find my location repeatedly) and the phone booking system is awful. And recently I tried to order a cab to the bus stop at Jamison and was told I'd have to carry all my heavy groceries around to the TAB - I walked home instead.	6/19/2015 12:15 AM

## Taxi Industry Innovation Review - Community Consultation survey

3	Vehicles are much cleaner and newer. Drivers delightful.	6/18/2015 6:06 PM
4	Ease of use and fare splitting is great!	6/17/2015 1:55 PM
5	Reliability	6/17/2015 12:34 AM
6	They turn up when you ask them to. Not like Canberra cabs.	6/16/2015 11:55 AM
7	Cars used and car cleanliness	6/15/2015 12:23 AM
8	Car cleanliness much better than most taxis. And also used the air conditioning which many taxis seem to stingy to turn on	6/12/2015 2:40 AM
9	I would use an über over a taxi any day	6/12/2015 1:20 AM
10	Easy of payment, VERY CLEAN CARS, knowledge of city	6/11/2015 4:05 PM
11	Uber is a great option for people. I have used it all over the world. Very safe and affordable better than a TAXI	6/11/2015 3:39 PM
12	It COULD NOT be any worse than a TAXI service. Infact I think UBER drivers would be more friendly and curious as it is THEIR car not borrowed from the boss and CLEAN.	6/11/2015 2:09 PM
13	You know exactly where the car is, who your driver is and approx cost. If you have a bad trip, you can rate the driver and it actually has an impact.	6/11/2015 1:15 PM
14	Price is doesn't matter .. we need safety first.	6/11/2015 12:38 PM
15	I would like to see ride sharing services in the ACT	6/11/2015 11:12 AM
16	i never heard	6/11/2015 10:57 AM
17	App features	6/11/2015 8:48 AM
18	Reliability	6/11/2015 8:44 AM
19	Ease of using service	6/11/2015 8:42 AM
20	Will never use again	6/11/2015 12:25 AM
21	We don't have ride share in the act so can't comment. I am an uber supporter!!!!	6/10/2015 11:48 PM
22	Range of vehicles and immediate dispatch means you never have to wait long for a car and the driver is happy to get your business.	6/10/2015 11:36 PM
23	the survey would not let me choose very satisfied for all the above - but i was. My Uber driver in Sydney was fabulous	6/10/2015 11:23 PM
24	Responsiveness of the service	6/10/2015 11:03 PM
25	Generally nicer	6/10/2015 10:50 PM
26	Payment	6/10/2015 10:47 PM
27	There is literally no reason to choose a taxi over Uber/Lyft. They are superior in every way and everyone wins. Well, the only people who don't win are the taxi companies who refuse to adapt to a changing market.	6/10/2015 10:42 PM
28	payment receipt via email	6/10/2015 10:34 PM
29	Totally unsafe	6/10/2015 10:27 PM
30	Gunghalin	6/10/2015 10:25 PM
31	Personalised and professional!	6/10/2015 10:09 PM
32	Apps for booking are far superior to taxi apps	6/10/2015 9:33 PM
33	Feel safer knowing who my driver is	6/10/2015 9:01 PM
34	More convenient	6/10/2015 8:31 PM
35	Convenience	6/10/2015 7:32 PM
36	Very interesting drivers who engage with the passenger	6/10/2015 6:58 PM

## Taxi Industry Innovation Review - Community Consultation survey

37	The feedback between drivers and passengers.	6/10/2015 6:40 PM
38	Every person against Uber should try it. I was amazed with the service while traveling in the USA. I felt like I was in the car with a mate. I hate having to catch taxis in Canberra. I would rather pay \$70 a day to park at the airport.	6/10/2015 6:19 PM
39	I would like to have rideshare services available in Canberra	6/10/2015 6:17 PM
40	Please bring Uber to Canberra!!!	6/10/2015 6:15 PM
41	General hygiene.	6/10/2015 6:13 PM
42	Ease of payment - no cash needed	6/10/2015 6:05 PM
43	Uber has been a fantastic alternative; I use it for personal needs and for business. Compared to taxis, they are quick, reliable, pleasant to deal with, and affordable. The app is easy to use, there is an option to rate the driver and leave a review. I hope Uber will come to Canberra soon.	6/10/2015 6:02 PM
44	Fresh ideas with the chance to improve the economics of families not owning a second car	6/10/2015 6:01 PM
45	Technology utilisation	6/10/2015 6:00 PM
46	Not having to sort out payment information is fantastic. I just book, get picked up, and arrive.	6/10/2015 5:51 PM
47	Much better to have choice, thanks.	6/10/2015 5:51 PM
48	Cleanliness / quality of vehicles	6/10/2015 5:48 PM
49	ease of use of Uber is awesome in other cities!	6/10/2015 5:46 PM
50	Driver had no knowledge of the roads	6/6/2015 2:19 PM
51	Great way to pay with automatic PayPal deduction, instead of searching for cash before getting out.	6/5/2015 10:46 AM
52	uber is illegal, they don't pay you tax, shut uber down!!!!	6/3/2015 9:18 PM
53	I would prefer Uber over a taxi even if the price was doubled. I do think that our taxis are better than other cities	5/27/2015 1:16 PM
54	Did not feel safe. No govt regulation so no conformity. Uber does not cater to not is it interested servings the transport needs of the disabled	5/24/2015 10:58 AM
55	Convenience of use.	5/23/2015 6:07 PM
56	they spoke english not english as a 2nd language	5/23/2015 2:33 AM
57	Surge pricing	5/21/2015 7:38 PM
58	No safety	5/21/2015 4:13 PM
59	Not legitimate way	5/21/2015 4:05 PM
60	Unlicensed cars & Drivers illegal business module not benefiting the economy not declaring income where does the money Trail Go	5/21/2015 2:31 PM
61	Asked for a taxi & were supplied a hire car wanted to charge more than quoted price due to traffic delay to London	5/21/2015 12:44 PM
62	Price surge was 5 times normal rate. They should never be allowed to charge above the normal rate no surging.	5/21/2015 12:25 PM
63	they are not legal anywhere in australia	5/21/2015 12:19 PM
64	they dont pay tax	5/21/2015 11:48 AM
65	clean	5/21/2015 11:43 AM
66	trouble identifying the vehicle	5/21/2015 11:38 AM
67	Illegal	5/20/2015 1:46 PM
68	Cleanliness	5/20/2015 11:29 AM
69	Uber is a bad idea. Don't go there	5/20/2015 11:20 AM
70	Rating system filters out bad drivers and cars	5/20/2015 10:34 AM

## Taxi Industry Innovation Review - Community Consultation survey

71	It's direct. It's simple, effective and efficient	5/20/2015 10:32 AM
72	no video surveillance	5/20/2015 9:47 AM
73	Driver grooming and respect	5/20/2015 8:29 AM
74	No safety at all	5/20/2015 8:09 AM
75	Driver knew where to go and could speak English	5/20/2015 8:09 AM
76	Very clean cars courteous drivers	5/20/2015 6:51 AM
77	150+ uber rides	5/20/2015 4:48 AM
78	very unsecured service.	5/20/2015 2:47 AM
79	Drivers donot know the way	5/20/2015 1:45 AM
80	Best app	5/20/2015 1:05 AM
81	Uber is all good they are competitive taxis are not I am a normal everyday user and choose the best service not the service that cries foul of competition. I am studying currently and its great to have a cheaper, safer service on a night out	5/19/2015 11:49 PM
82	clean car	5/19/2015 11:00 PM
83	Pleasant respectful people who treat customers as vip	5/19/2015 10:40 PM
84	illegal,unlicenced and uninsured,should be banned	5/19/2015 10:20 PM
85	very clean	5/19/2015 9:45 PM
86	trnaperancy	5/19/2015 9:18 PM
87	not legal	5/19/2015 7:57 PM
88	they are unlicenced drivers	5/19/2015 7:44 PM
89	Vehicle type cleanliness and condition	5/19/2015 7:35 PM
90	Not professional,makes our city look cheap.	5/19/2015 7:25 PM
91	criminals now have tax free employment with uber.	5/19/2015 7:20 PM
92	imitation tax dodging taxi	5/19/2015 7:14 PM
93	amazing innovation	5/19/2015 6:59 PM
94	Clean cars	5/19/2015 6:40 PM
95	Na	5/19/2015 6:22 PM
96	ease of use was amazing	5/19/2015 6:04 PM
97	Non Professional	5/19/2015 5:54 PM
98	cant claim gst	5/19/2015 5:09 PM
99	Is UBER or Lyft legal as they do comply with the states regulations	5/19/2015 5:06 PM
100	No security no checks.	5/19/2015 4:59 PM
101	Congenialty	5/19/2015 4:41 PM
102	Uber is the best! Never catching a cab again!	5/19/2015 4:24 PM
103	Transparency: Uber allows users to view driver profiles, including reviews from other users of the driver.	5/19/2015 4:13 PM
104	Uber service driver has idea. Where is he going. Many off them don't know proper road rules. Car very unsafe and old. Driver can't speak English properly. Always rallies on gps navigation. So I think über not for me.	5/19/2015 4:04 PM
105	Cleanliness	5/19/2015 3:54 PM
106	Cleanliness	5/19/2015 3:28 PM

## Taxi Industry Innovation Review - Community Consultation survey

107	power of the rider to be able to track the route on mobile device so driver can not dupe you	5/19/2015 3:23 PM
108	Water and mints in uber cars	5/19/2015 3:20 PM
109	It's just a better overall service	5/19/2015 2:55 PM
110	Mobile apps	5/19/2015 2:54 PM
111	seem to have limited areas that is they will take you places but not be available for return trip	5/19/2015 1:58 PM
112	ease of booking and driver - customer transparency	5/19/2015 1:58 PM
113	very cheap fast and reliable.	5/19/2015 1:55 PM
114	great service	5/19/2015 1:50 PM
115	accountability for route and pricing	5/19/2015 1:33 PM
116	sexual harassment	5/19/2015 1:24 PM
117	Uber is excellent, much better than taxis	5/19/2015 1:21 PM
118	Booking app and payment options	5/19/2015 12:50 PM
119	I am a big advocate of Uber as a frequent user. I have caught regular taxis in Canberra and Sydney and do not feel safe as a young female passenger. I have had taxi drivers lock me in their cars and yell at me and Canberra taxis charge an unfair amount. Uber is great for tracking your trick and are very transparent.	5/19/2015 12:48 PM
120	cleanliness	5/19/2015 12:36 PM
121	The ability to rate a driver after each ride is a game changer. I now feel empowered as a consumer.	5/19/2015 12:16 PM
122	<a href="https://www.facebook.com/TaxiDriversAustralia/posts/730108480433785">https://www.facebook.com/TaxiDriversAustralia/posts/730108480433785</a>	5/19/2015 12:16 PM
123	?????????	5/19/2015 12:14 PM
124	reliability	5/19/2015 11:31 AM
125	Technology is great, being able to contact driver and track car	5/19/2015 8:23 AM
126	That I can give feedback simply and immediately	5/19/2015 3:36 AM
127	Convenience of booking and payment	5/18/2015 11:29 PM
128	See previous comment. Uber cars were also cleaner and the drivers more hygienic as their ability to get work relies on a rated system. In addition, there is a system of protection in place for all ride sharing drivers because if passengers act up, they will be rated poorly and not allowed to participate.	5/18/2015 9:55 AM
129	smartphone app	5/18/2015 9:48 AM
130	Uber is illegal. Close it and others like it down.	5/18/2015 9:41 AM
131	Competition	5/18/2015 6:08 AM
132	Appearance, and communication by driver	5/17/2015 10:57 PM
133	i enquired of driver as to legal status and was mislead	5/17/2015 10:43 PM
134	The driver drove safer, but the overall safety of the product is in question, as the driver isn't registered.	5/17/2015 9:10 AM
135	Booking experience was superb	5/17/2015 8:12 AM
136	Modern technology providing for ETA, tracking, identification and electronic payment without fuss, without price gouging and allowing for public feedback.	5/16/2015 8:26 PM
137	not a monopoly	5/16/2015 1:25 PM



2.2(a)(ii) "

Sent: 19/04/2017 4:56 AM

To: 2.2(a)(ii)

Cc: "2.2(a)(ii)" <2.2(a)(ii)>

Subject: 2015 Surveys of People Living with Disabilities [SEC=UNCLASSIFIED, DLM=Sensitive]

Attachments: 20150511 PWD Customer Survey PRINT version.docx, PWD Survey Series B - full text.pdf

2.2(a)(ii),

Attached are surveys of people living with disabilities, administered around June 2015, and the results.

Let us know if you have any questions.

2.2(a)(ii)

2.2(a)(ii) | Senior Policy Officer

Regulatory Reform | Government Reform | Chief Minister, Treasury & Economic Development Directorate | ACT Government

Phone: 2.2(a)(ii) | Email: 2.2(a)(ii)

Level 4, Canberra Nara Centre | GPO Box 158 CANBERRA ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

# Accessible Public Transport in the ACT

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## We Are Seeking Your Feedback

The ACT Government is undertaking an Innovation Review of the taxi industry in the ACT. Part of the Review process includes a customer survey to gauge the experiences of people with disabilities and older persons about access to, and within taxi transport services and infrastructure.

If you would like to comment on the accessibility of other modes of public transportation, such as ACTION and community buses, we encourage you to provide a written submission to the Review. You can email your submission to: [taxiinnovationreview@act.gov.au](mailto:taxiinnovationreview@act.gov.au), or send by facsimile to (02) 6207 0025.

This survey is subject to provisions under the *Privacy Act 1988 (Cth)*. Information provided by you is strictly confidential, and may only be used for the purpose of the Review and updating accessible public transport priorities.

### Survey instructions:

- Complete the survey and return it in the reply paid envelope attached to:  
Project Officer  
ACT Taxi Industry Innovation Review  
ACT Government  
GPO Box 158 CANBERRA ACT 2601

The survey can also be returned via facsimile to (02) 6207 0025

- If you receive an electronic copy of the survey, you can complete and return it via email to: [taxiinnovationreview@act.gov.au](mailto:taxiinnovationreview@act.gov.au).

Background on the *Disability Standards for Accessible Public Transport 2002 (Cth)* can be found at: <http://disabilitystandards.com.au/34-dsapt>

Your participation in this survey provides important feedback. Please return the survey by **29 June 2015**.

**Office of Regulatory Services**  
Public Transport Regulation

Dickson Motor Vehicle Registry, 13 – 15 Challis Street Dickson  
GPO Box 158 Canberra City ACT 2601 / Phone 6205 4585 / Fax 6207 7160

# Accessible Public Transport

## Customer Survey

### PART A - Information about you

(All information you provide is kept confidential)

1. Are you  male  female

2. How old are you?

- younger than 15     between 15 – 24     between 25 – 34  
 between 35 – 44     between 45 – 64     over 65

3. Are you:

- a carer                       a parent  
 a partner                     a person with a disability (Go to Q 4)  
 an older person             an interested party

4. Please indicate the type of disability you have:

- visual                       hearing                       physical  
 intellectual                 brain injury                 psychological  
 speech                       other \_\_\_\_\_

Please indicate

5. Are you:
- employed       a student       a pensioner       other
6. What suburb do you live in? \_\_\_\_\_
7. Are you aware of the range of public transport services available in the Australian Capital Territory?
- yes       no
8. What method of transport do you normally use to commute in Canberra?
- own car                       hire car
- bus                               standard Taxi
- bicycle                         wheelchair Accessible Taxi
- car pool                         walk/wheelchair/scooter
- Other (please indicate) \_\_\_\_\_

## **PART B - Information about taxi services...**

9. Do you use a taxi service or hire car?  yes  no
10. If NO – you don't use the taxi service or hire car because....
- I have access to a vehicle/driver       long wait times
- too expensive                               I use other public transport
- not reliable                                   other

11. If YES – which taxi or hire car provider do you use?
- Cabxpress service     Silver Service     Canberra Elite / Canberra Cab
- Independent     hire car
12. What type of taxi do you use?
- standard taxi     wheel chair taxi (single)     wheel chair taxi (double)
- silver service     hire car
13. How many times per week do you catch a taxi or hire car?
- frequently     sometimes     rarely
14. When using taxi/wheelchair accessible taxi/hire car services, what is your usual region of origin?
- Belconnen
- Canberra Airport
- Gungahlin
- Inner city (eg. Canberra CBD, Braddon)
- Inner North (eg. Lyneham, Campbell)
- Inner South (eg. Griffith, Kingston)
- Jerrabomberra
- Queanbeyan
- Tuggeranong
- Weston Creek

Woden Valley

Other (please indicate) \_\_\_\_\_

15. How do you book a taxi or hire car?

automated booking service

speak to an operator

internet/smart phone

direct with driver (private hiring)

other

Comments: \_\_\_\_\_

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16. For standard taxi or wheelchair accessible taxi bookings made through 13WATS in advance, do the taxis generally arrive:

Before time

On-time

Late, by:

-  Less than 10 mins

-  10-14 mins

-  15-19 mins

-  20-29 mins

-  30 mins or more

17. For standard taxi or wheelchair accessible taxi bookings made through 13WATS for immediate pick-up, how long do the taxis generally take to arrive:

Less than 10 mins

10-14 mins

15-19 mins

20-29 mins

30 mins-1 hr

1 hr-2 hr

2+ hrs

18. For standard taxi bookings made directly through a driver (private hirings), how long do the taxis generally take to arrive:

Less than 10 mins

10-14 mins

15-19 mins

20-29 mins

30 mins-1 hr

1 hr-2 hr

2+ hrs

19. If you have made a booking directly through a driver, what were your reasons for this method of hiring a taxi/wheelchair accessible taxi?

Reliable and timely service

Convenience