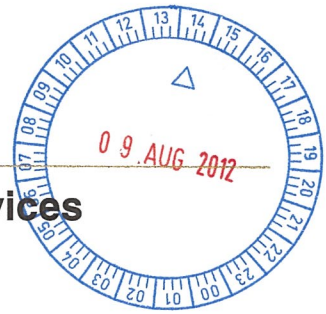




PUBLIC

09108/12



Treasurer; Minister for Transport; Emergency Services

LC SUPPLEMENTARY QUESTIONS

DEPARTMENT/AGENCY:
DEPARTMENT OF TRANSPORT
MAIN ROADS WA
PUBLIC TRANSPORT AUTHORITY

DATE: 27/7/2012

HON TROY BUSWELL MLA
TREASURER; MINISTER FOR TRANSPORT; EMERGENCY SERVICES

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Tuesday, 3 July 2012

Department of Transport

Question No A1: the Hon Ken Travers MLC asked -

In relation to taxi industry issues, please provide a copy of statistics for:

- the number of jobs not covered;
- waiting times;
- number of complaints;
- nature of complaints against drivers;
- number of compliance issues raised by DoT's own inspectors against drivers; and
- the nature of those complaints.

Answer

- The jobs not covered from July 2011 to May 2012 is 155,469.
- The waiting time target met for July 2011 to May 2012 is 91.47 per cent.
- The number of complaints recorded by the Department of Transport in the 2011-12 financial year was 1,720 (including 952 fare evasion complaints against passengers).
- The nature of complaints against drivers include overcharging, poor area knowledge, vehicle driver safety, politeness/behaviour, failing to display identification, breach of taxi plate conditions, refusing taxi hire without reasonable cause, conversations of an inappropriate nature, entering false or misleading data on Taxi User Subsidy Scheme vouchers, verbal abuse towards passenger.
- The number of compliance issues (cautions and infringements) raised by Department of Transport inspectors against drivers in the 2011-12 financial year is 525.
- The nature of these complaints includes failing to accept a hiring, failing to wear a uniform, breach of plate conditions, failure to produce licence or identification upon request, not identifying with a Taxi Dispatch Service, poor conduct, inappropriate meter use.

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Tuesday, 3 July 2012

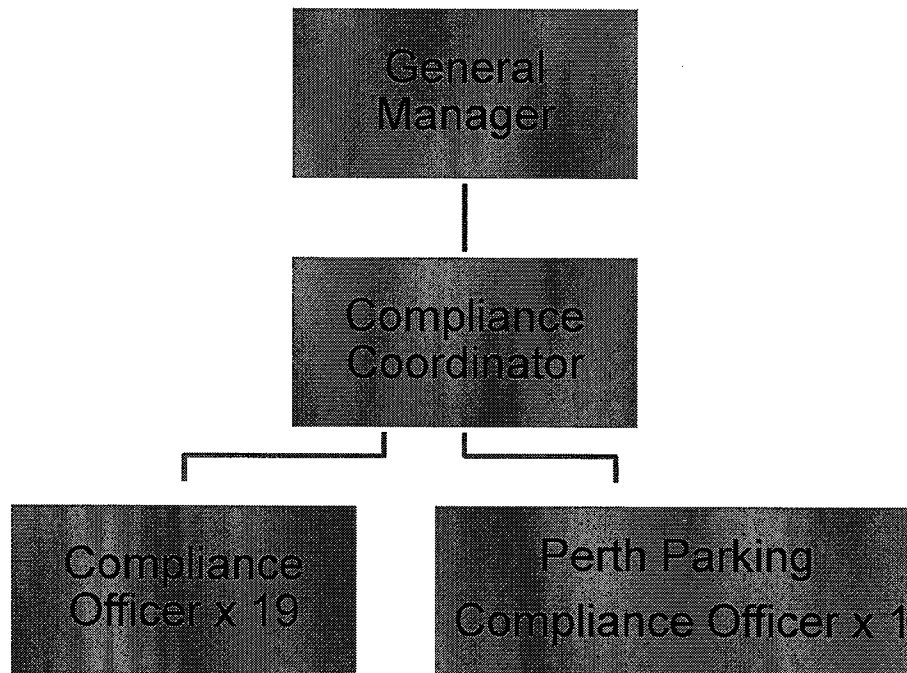
Department of Transport

Question No A2 the Hon Ken Travers MLC asked -

Please provide the number of full time equivalents employed in the Passenger Services Business Unit's compliance area and a copy of an organisational chart outlining the structure of the unit.

Answer

There are currently 19 FTEs in the Passenger Services Business Unit compliance area and one Perth Parking compliance officer.



ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Tuesday, 3 July 2012

Department of Transport

Question No A3 the Hon Ken Travers MLC asked -

Please provide the reasons why 39 taxi drivers have had their licences cancelled or suspended this year?

Answer

Reasons as to why taxi drivers have had their licence's cancelled or suspended are due to misconduct of Sexual, Drugs, Assault, Traffic and Other nature.

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Tuesday, 3 July 2012

Department of Transport

Question No A4 the Hon Ken Travers MLC asked -

- a. It is understood that only around 25 per cent of the complaints made against taxi drivers are substantiated. Is that correct?
- b. Please provide the number of complaints received in the 2011-12 financial year regarding conversations of an inappropriate nature, where drivers have failed to behave in an orderly behaviour towards passengers; and the number of those that have been substantiated.

Please also provide an explanation as to why only a few of these complaints are classified as being substantiated and what work is being done by DoT to try and identify why so many complaints are being made with so few substantiated.

Answer

- a. A specific subset of complaints recently queried by a media outlet had a substantiation rate of 25 per cent.
- b. Number of complaints are 61 with 18 substantiated for the 2011-12 financial year

The primary reason for a complaint being unsubstantiated is the complainant choosing not to provide a statement and withdrawing their complaint. However, whenever a complaint is made against a taxi driver, the Department of Transport notes this on the driver's record and this information is used to establish patterns of inappropriate behaviour.

The introduction of new camera systems in Perth taxis will simplify investigations and reduce the number of 'word against word' cases.

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Tuesday, 3 July 2012

Department of Transport

Question No A5 the Hon Ken Travers MLC asked -

Please provide a list of people who have been consulted with regarding the introduction of the taxi driver demerit point system.

Answer

- Swan Taxis / ComfortDelGro Corporation Limited;
- Black & White Cabs;
- Taxi Council of WA;
- Taxi Council of WA Executive Committee (consists of Taxi Dispatch Services, fleet operators, multi-purpose taxi drivers, standard drivers and Western Australia Police)
- Taxi Industry Forum of WA (representing drivers); and
- West Australian Taxi Association (representing fleet operators).

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Tuesday, 3 July 2012

Department of Transport

Question No A6 the Hon Ken Travers MLC asked -

Please provide the number of calls that have been received by the different numbers that are listed for people to be able to make complaints about taxis or to raise concerns or compliance issues. How many messages are being left on those machines and does the Department of Transport monitor the number of calls that are lost (when people call but do not leave messages).

Answer

In the 2011-12 financial year Passenger Services received 47324. The Department of Transport does monitor calls that are lost but does not have records for the number of messages left.

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Tuesday, 3 July 2012

Department of Transport

Question No A7 the Hon Ken Travers MLC asked -

Would there be any significant savings in having the cycle paths alongside the two freeway extension projects (Mitchell Freeway Extension for the Graham Farmer Freeway and Mitchell Freeway Widening – Hepburn Avenue to Hodges Drive) upgraded with the extensions as part of a mainstream approach? If so, why are the two projects not being done concurrently?

Answer

Although there are some economies of scale in combining works, significant savings for construction of principal shared paths will only occur when new road construction works include major earthworks/reshaping of road verges in the vicinity of the planned principal shared paths.

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Tuesday, 3 July 2012

Department of Transport

Question No A8 the Hon Ken Travers MLC asked -

In regard to northern suburbs light rail, of the 35,000 people estimated to use the line in 2031 how many are expected to travel in the morning peak and how many in the afternoon peak? How many hours are in the morning and afternoon peaks? How many passengers are expected to be carried in each light rail car?

Answer

Based on Department of Planning Strategic Transport Evaluation Model results the number of people expected to be carried in the morning peak is 8,800 passengers and the evening peak it is 8,400 passengers.

The peak period is two hours in length for both the morning peak and the afternoon peak.

Passengers the light rail vehicles will carry will depend on the length of vehicle finally chosen.

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Tuesday, 3 July 2012

Department of Transport

Question No A9: the Hon Lynn MacLaren MLC asked -

Please provide a copy of work which has been done by the Department of Transport in terms of researching potential alternative transport models to service the northern corridor (including the difference between bus and rail). How has the Department of Transport modelled use patterns?

Answer

Parsons Brinckerhoff was engaged by the Public Transport Authority in 2009 to investigate the future public transport requirements for the central northern corridor. This bus rapid transit concept included operating all Morley to Perth CBD bus services along the Fitzgerald Street corridor and assumed unrealistic amounts of Park and Ride.

The transport modelling undertaken for the draft Public Transport for Perth in 2031 plan was based on a different service concept – light rail with feeder buses for the central northern corridor. This assessment estimated the morning peak two hour patronage for the corridor (not including the Morley bus services) at 8,800 passenger trips. This estimated patronage at 2031 is equivalent to current patronage on the Fremantle, Armadale or Midland rail lines.

The modelling was undertaken using the Department of Planning's Strategic Transport Evaluation Model modelling package and is consistent with the Government's Directions 2031 Planning Strategy.

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Tuesday, 3 July 2012

Department of Transport

Question No A10: the Hon Ken Travers MLC asked -

What work has been done to ensure that light rail to Mirrabooka has the capacity to meet long-term population needs (up to 2050)?

Answer

The Department of Planning's Strategic Transport Evaluation Model forecasts are available to 2031, however, the light rail system being planned will accommodate patronage growth beyond 2031. This additional capacity can be provided by larger capacity vehicles, being able to operate at higher frequencies.

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Tuesday, 3 July 2012

Department of Transport

Question No A11: the Hon Ken Travers MLC asked -

In regard to the pilots for the connecting schools and connecting rail stations projects:

- a. how much funding has been allocated (exact total);
- b. how will locations for the trials be chosen (formal criteria); and
- c. what is the estimated timeframe (delivery/decision making)

Answer

a. Both programs have \$2 million in funding for the upcoming 2013-2014 funding round.

b. The Public Transport Authority determined stations based on current train boarding numbers, current cycling facilities at the station, recent cycling improvements made in the area and areas deemed to be strategically important for cycling.

The Connections to Schools project site locations are currently being identified. The Department of Transport is in consultation with local government TravelSmart Officers and the Department of Education to determine appropriate schools.

c. Connections to Stations Project

- Phase 1: late
- Phase 2: late 2012
- Phase 3: mid 2013 Connections to Schools Project
- Phase 1: late 2012
- Phase 2: late 2012
- Phase 3: late 2012
- Phase 4: mid 2013
- Phase 5: late 2013

LEGISLATIVE ASSEMBLY ESTIMATES COMMITTEE

QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Date of Hearing 3 July

Department of Transport

Question No A12: the Hon Lynn MacLaren MLC asked -

In regard to the Western Australian Bicycle Network Plan 2012-21, please provide the number of consultation sessions which took place and the number of those which were in regional areas.

Answer

Consultation sessions for the Western Australian Bicycle Network Plan 2012-2021 included:

- 1 presentation and question session to professional group members (the Institute of Public Works Engineering Australia and the Australian Institute of Traffic Planning and Management).
- 1 presentation and questions session to cycling advocacy group members (Bicycling WA, Bicycle Transport Alliance, WestCycle, Over 55s).
- 1 public information presentation and question session.
- 1 presentation and question session at the Royal Automotive Club of Western Australia (RAC WA) Bike Futures Seminar.
- 1 consultation session with City of Fremantle staff and councillors.
- 1 consultation day with RAC WA and the Bicycle Transportation Alliance.
- 1 presentation and question session to the South West Regional Roads group in Dardanup.

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Tuesday, 3 July 2012

Department of Transport

Question No A13 the Hon Ken Travers MLC asked -

How do you propose to keep the Kondinin-West Merredin line operational once the West Merredin-Yilliminning line closes?

Answer

The Kondinin-West Merredin line will remain operational until 30 June 2013 while the West Merredin-Yilliminning line is scheduled to cease operations by 31 October 2012. Subject to a formal request by the above rail operator, Brookfield Rail Pty Ltd will assess the general condition and safety of the West Merredin-Yilliminning line at such time and subsequently advise on whether it will allow a locomotive with empty wagons to traverse the line to access the Kondinin-West Merredin line.

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Tuesday, 3 July 2012

Department of Transport

Question No A14 the Hon Ken Travers MLC asked -

In relation to the number of taxi drivers who have not had their Raywood 20/20 security cameras replaced, please provide the number who have had their plates removed due to non-compliance.

Answer

One vehicle was issued a Compliance Notice and prohibited from operating until fitted with a new Taxi Camera Surveillance Unit. Six vehicles had been decommissioned. One vehicle was unlicensed.

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Tuesday, 3 July 2012

Department of Transport

Question No A15 the Hon Ken Travers MLC asked -

Of the 388 unallocated taxi lease plates, how many of those are available to be offered to a driver and are not on the road?

Answer

As at 11 July 2012, 378 lease plates were unallocated.

If an offer is refused, or a plate surrendered (including when upgrading to a conventional plate) it is counted under offer refused and/or plate returned. This number is cumulative and under existing systems does not decrease when future offers are made.

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

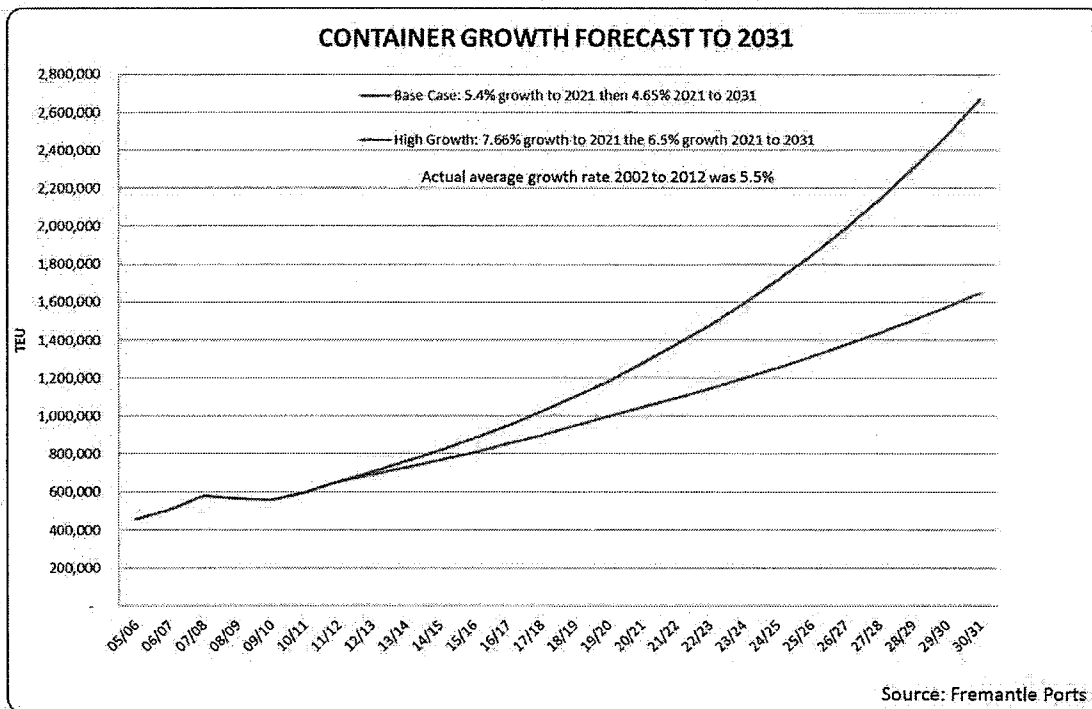
Tuesday, 3 July 2012

Department of Transport

Question No A16: the Hon Ken Travers asked -

Please provide a copy of the modelling that has been done on the decision to expand the Fremantle port at some time after 2025?

Answer



The timing for capacity to be reached ranges from 2020 (if high growth rate is assumed) to 2025 (using base rate of growth).

