

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

QUESTIONS PRIOR TO HEARING

Department of Transport

**Hon Alanna Clohesy asked:
Multi Purpose Taxis, page 29;**

11. Please provide the statistics for Multi Purpose Taxis not covered and wait times for each month for 2015/16 – to date:
- a. inner and middle suburbs,
 - b. outer suburbs,
 - c. metro.

Answer:

TOT = Taxi On-time, i.e. the percentage of taxis which came on time. This measure was previously called wait times. Taxi Wait-time refers to the percentage of times in which a requested taxi arrives ‘on-time’, or within a target timeframe. The target for wait-time is determined by the type of booking and whether its peak or off-peak (refer table below). The waiting time for pre-booked jobs begins at the time when the taxi is due. All requests made less than 30 minutes in advance are considered to be ASAP jobs. The waiting time for these jobs begins when the order is placed.

JNC = Jobs Not Covered, i.e. the percentage of booked jobs which are not covered. This includes jobs where a passenger was never picked up or after waiting for 15 minutes, a passenger gave up waiting and left the pick-up point. Rank and hail data, as well as data on private bookings, are not included in this measure. In calculating the JNC, high-demand public holidays and special events data are excluded.

	JNC Inner %	JNC Outer %	JNC Metro %	TOT Inner %	TOT Outer %	TOT Metro %
July 2015	0.73	0.93	0.76	53.7	39.0	52.1
August 2015	0.58	2.28	0.82	52.1	37.6	50.3
September 2015	0.57	2.36	0.82	48.9	37.4	47.6
October 2015	0.50	1.40	0.62	50.8	36.2	49.0
November 2015	0.77	2.72	1.01	50.2	32.4	48.5
December 2015	1.19	2.77	1.42	46.4	30.5	44.5
January 2016	1.46	2.13	1.53	50.2	42.4	49.5
February 2016	0.78	2.20	0.94	51.7	37.4	50.3
March 2016	0.86	1.91	1.00	49.2	37.0	47.9
April 2016	0.41	1.61	0.57	56.6	40.5	54.7
May 2016	0.60	1.89	0.76	55.9	36.2	53.6
June 2016	0.64	1.84	0.81	66.5	66.5	66.5

Measurement of taxi wait-time percentage is only calculated for dispatched completed jobs. Rank and hail data, as well as data on private bookings made directly with a taxi driver, are not included in this measure.

Booking type	Service Period	Target time	Target % of jobs
Pre-booked	Peak	5 min	85%
Pre-booked	Off-peak	5 min	90%
ASAP	Peak	20 min	90%
ASAP	Off-peak	15 min	90%
Overall	-	-	91%

12. Please provide statistics for MPTs for 2015/16 – to date by booking type, service period, target time and target percentage of jobs and actual percentage of jobs by month.

Answer:

Booking		Pre-booked	Pre-booked	ASAP	ASAP
Period		Peak	Off-Peak	Peak	Off-Peak
Target Time		5 min	5 min	20 min	15 min
Target % of jobs		85%	90%	90%	90%
Actual MPT on-time 2015/2016	Jul-15	68.6%	67.5%	67.1%	54.2%
	Aug-15	75.0%	64.3%	71.8%	52.3%
	Sep-15	60.5%	64.1%	72.1%	49.3%
	Oct-15	50.9%	62.7%	72.6%	51.1%
	Nov-15	54.5%	61.5%	72.2%	51.6%
	Dec-15	50.7%	54.7%	75.0%	47.7%
	Jan-16	51.3%	65.4%	78.9%	48.9%
	Feb-16	53.3%	62.5%	76.9%	52.0%
	Mar-16	56.4%	61.3%	73.4%	49.2%
	Apr-16	71.2%	66.9%	76.4%	55.6%
	May-16	48.8%	66.8%	77.0%	56.6%
	Jun-16	79.6%	82.4%	81.0%	69.9%

3-4. For the year 2015/16 how many MPT plates were licensed by region and how many were on the road (operational)?

Answer: As at 30 June 2016, there were 93 MPT plates licensed and operational in the Perth Taxi Control area; 11 in the South-West; 4 in the Goldfields; 3 in the Pilbara; 5 in the Mid-West, 4 Kimberly and 2 in the Great Southern.

5. For the year 2015/16 how many MPT drivers are currently licensed to drive, and are on the road (operational) MPTs by gender by region?

Answer: As at 13 October 2016 there were 60 out of 2,523 drivers with a taxi driver ID who were MPT trained. This excludes regional areas as drivers in regional areas are not required to undergo mandatory MPT training.

6. How many MPTs have affiliated with the new centralised Taxi Dispatch Service (TDS)?

Answer: As at 30 September 2016 there were 43 MPTs affiliated with 13MAXI, the Taxi Dispatch Service.

7. When was the review to establish the new TDS undertaken, by whom, at what cost?

Answer: Consideration of different service models for the dispatch of MPTs was undertaken internally by the Department of Transport's On-demand Transport Business Unit from mid-2013 onwards which included a number of internal and external meetings with stakeholders that resulted in the current approach.

8. Please provide the Committee with a copy of the review undertaken to establish the new TDS.

Answer: Please refer to question 7

9. For the year 2015/16 what was the budget and actual expenditure for MPT vehicle modifications?

Answer:

	Budget for MPT modification	Actual for MPT modification
Metro	\$775,000	\$45,000
Country	\$120,000	\$30,000

10. For the year 2015/16 what was the budget and actual expenditure for MPT lift fees?

Answer:

	Budget for MPT lift fees	Actual for MPT lift fees
Metro	\$1,473,000	\$1,710,000
Country	\$486,000	\$475,000

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