

4 December 2013
Our ref: c/13/27611

Dear Taxi Operator

OPERATOR SURVEY

You are invited to fill out a survey that will help us make our taxi fare determination.

Operator survey

The survey asks for information related to the costs of operating a taxi. The information you provide will help us to assess the fare levels sufficient to cover the costs of operating a taxi service and to ensure that future changes in the industry are also taken into account as best as possible.

Only taxi operators licensed in the current Metropolitan Melbourne, Outer Suburban and Urban taxi zones are asked to fill out this survey. These are the zones which we are responsible for setting taxi fares. We understand that the details on the new zones are yet to be determined by the Taxi Services Commission.

Your response is anonymous. No personal identification information will be recorded with the survey responses.

Driver Survey

If you are a taxi driver, as well as an operator, you are also asked to fill out our driver survey. This additional survey seeks to understand better your thinking and the incentives for drivers to provide taxi services.

Please complete the attached operator survey as accurately and completely as you can and return in the postage-paid envelope to:

Essential Services Commission
Taxi Fare Review – Operator Survey
Level 37, 2 Lonsdale Street
Melbourne VIC 3000

Alternatively, the completed survey can be faxed to the Commission at 03 9032 1303, or emailed to taxifares@esc.vic.gov.au.

We would appreciate it greatly if you could return the survey by Friday 17 January.

If you have any questions on the survey or the Commission's taxi fare review, please contact the Commission on 03 9032 1339.

Thank you for completing this survey. Your response is important to ensure that future taxi fares take into account all the relevant costs of operating a taxi service.

Yours sincerely



Dr Ron Ben-David
Chairperson

Survey of taxi operators (current Melbourne Metro, Outer Suburban and Urban zones)

Your response is anonymous — no personal information will be recorded with your response.

This questionnaire is made up of 18 questions, with sub-questions. Please answer all relevant questions. Please answer cost and revenue questions based on the **2012/13 financial year**.

The survey is also available in Arabic, Greek, Hindi and Italian. Please contact the Commission on 03 9032 1300 if you would like a copy of the survey in one of these languages.

| | | | | | |
|---|---|---|---|--|--|
| <p>1. How many taxis do you operate? _____ taxis</p> <p>How many taxi licences do you own? _____ taxi licences</p> <p>Do you also drive a taxi? <input type="checkbox"/> No <input type="checkbox"/> Yes</p> <p>If yes, on average how many shifts (or hours) per week. _____ shifts / week _____ hrs / week</p> | | | | | |
| <p>2. How many of your vehicle(s) are standard, premium, wheelchair accessible and maxi taxis? (specify number of taxis of each type)</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> <p>_____ Standard taxis</p> <p>_____ Wheelchair accessible taxis (WAT)</p> </td> <td style="width: 50%; border: none;"> <p>_____ Premium taxi (i.e. Silver service taxi¹)</p> <p>_____ Maxi taxi (vehicle that carries 5-11 passengers but is not a WAT)</p> </td> </tr> </table> <p>How many of these taxis, if any, are green top taxis?</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> <p>_____ Standard taxis</p> <p>_____ WAT</p> </td> <td style="width: 50%; border: none;"> <p>_____ Premium taxi</p> <p>_____ Maxi taxi</p> </td> </tr> </table> | | <p>_____ Standard taxis</p> <p>_____ Wheelchair accessible taxis (WAT)</p> | <p>_____ Premium taxi (i.e. Silver service taxi¹)</p> <p>_____ Maxi taxi (vehicle that carries 5-11 passengers but is not a WAT)</p> | <p>_____ Standard taxis</p> <p>_____ WAT</p> | <p>_____ Premium taxi</p> <p>_____ Maxi taxi</p> |
| <p>_____ Standard taxis</p> <p>_____ Wheelchair accessible taxis (WAT)</p> | <p>_____ Premium taxi (i.e. Silver service taxi¹)</p> <p>_____ Maxi taxi (vehicle that carries 5-11 passengers but is not a WAT)</p> | | | | |
| <p>_____ Standard taxis</p> <p>_____ WAT</p> | <p>_____ Premium taxi</p> <p>_____ Maxi taxi</p> | | | | |
| <p>3. What area(s) do your taxi(s) operate in? (tick all that apply)</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> <p><input type="checkbox"/> Metropolitan Melbourne</p> <p><input type="checkbox"/> Outer suburban – the Frankston and Dandenong areas</p> </td> <td style="width: 50%; border: none;"> <p><input type="checkbox"/> Urban – e.g. Ballarat, Bendigo and Geelong</p> <p>Please indicate: _____</p> </td> </tr> </table> | | <p><input type="checkbox"/> Metropolitan Melbourne</p> <p><input type="checkbox"/> Outer suburban – the Frankston and Dandenong areas</p> | <p><input type="checkbox"/> Urban – e.g. Ballarat, Bendigo and Geelong</p> <p>Please indicate: _____</p> | | |
| <p><input type="checkbox"/> Metropolitan Melbourne</p> <p><input type="checkbox"/> Outer suburban – the Frankston and Dandenong areas</p> | <p><input type="checkbox"/> Urban – e.g. Ballarat, Bendigo and Geelong</p> <p>Please indicate: _____</p> | | | | |
| <p>4. How many bailee drivers work for your business? _____ drivers</p> <p>Are any drivers employed under other arrangements (e.g. as employees)? <input type="checkbox"/> No <input type="checkbox"/> Yes</p> <p>If yes, how many, and what are these arrangements?</p> <p>_____</p> | | | | | |
| <p>5. Do you pay for fuel used by bailee drivers?</p> <p><input type="checkbox"/> No <input type="checkbox"/> Yes</p> <p>If yes, what are the annual fuel costs per taxi?</p> <p>Annual cost per std taxi? \$_____ Annual cost per premium taxi? \$_____</p> <p>Annual cost per WAT? \$_____ Annual cost per maxi taxi (which is not a WAT)? \$_____</p> | | | | | |
| <p>6. What type of fuel(s) do your taxi(s) operate with? (tick all that apply)</p> <p><input type="checkbox"/> LPG <input type="checkbox"/> Petrol <input type="checkbox"/> Diesel <input type="checkbox"/> Petrol/electric hybrid</p> | | | | | |
| <p>7. How much do you pay in network fees per year?</p> <p>Annual cost per taxi? \$_____</p> <p>If fees vary by type of taxi, please specify the different fees _____</p> | | | | | |

¹ An operator / driver may be temporarily authorised by the industry regulator as a provider of a premium taxi service, in which case the driver can apply a premium service surcharge of \$11.00.

8. Please tick yes or no for the following questions. If you tick yes, please provide additional information if requested.

| Question | No | Yes | If "yes"... |
|--|--------------------------|--------------------------|---|
| Do you pay for cleaning costs for your vehicle(s)? | <input type="checkbox"/> | <input type="checkbox"/> | |
| Do you have general liability insurance for your business? | <input type="checkbox"/> | <input type="checkbox"/> | |
| Do you have comprehensive insurance for your vehicle(s)? | <input type="checkbox"/> | <input type="checkbox"/> | |
| Do you have workers compensation insurance? | <input type="checkbox"/> | <input type="checkbox"/> | |
| Do you pay any annual or sick leave entitlements to bailee driver(s)? | <input type="checkbox"/> | <input type="checkbox"/> | |
| If you have bailee drivers, do you collect a percentage of fares (rather than a fixed amount from the driver)? | <input type="checkbox"/> | <input type="checkbox"/> | On average, what share of fare revenue is paid to the operator? _____% |
| Do you have any bailee drivers that pay a fixed pay in? | <input type="checkbox"/> | <input type="checkbox"/> | What is the pay in (inc any variances between shifts)? |
| Does the share of revenue collected, or other arrangements with drivers, vary across shifts? | <input type="checkbox"/> | <input type="checkbox"/> | How? |
| Do you require drivers to pay any part of insurance costs? | <input type="checkbox"/> | <input type="checkbox"/> | Amount driver pays per shift? \$_____ |
| Do you require drivers to pay the excess from damage to vehicle? | <input type="checkbox"/> | <input type="checkbox"/> | |
| Are there any other payments bailee drivers make to you? | <input type="checkbox"/> | <input type="checkbox"/> | What are they? 1. _____ 2. _____ 3. _____ Amounts? 1. \$ _____ 2. \$ _____ 3. \$ _____ |
| Are there any other payments you make to drivers? | <input type="checkbox"/> | <input type="checkbox"/> | What are they? 1. _____ 2. _____ 3. _____ Amounts? 1. \$ _____ 2. \$ _____ 3. \$ _____ |
| What is the average number of hours per shift for bailee drivers? | | | _____ hours |

15. Please provide information about the age and make of your vehicles.

| | Standard and premium taxi(s) | Restricted time (Green Top) taxi(s) | WAT(s) | Maxi taxi(s) |
|---|------------------------------|-------------------------------------|----------------|----------------|
| On average, how many years do you expect to operate a vehicle as a taxi before replacement? | _____ years | _____ years | _____ years | _____ years |
| Average age of vehicles when purchased? | _____ years | _____ years | _____ years | _____ Years |
| What make of vehicles are your taxi(s)? (e.g. Ford Falcon) | _____ _____ | _____ _____ | _____ _____ | _____ _____ |

16. Do you incur costs related to site/building rental (e.g. workshop, office)?

No. Yes, cost per year \$_____

17. Under the proposed taxi reforms will your costs of operating a taxi change?
e.g. driver costs, network affiliation, etc

No Yes, please provide details: _____

18. Please provide information about the availability of your taxi(s) and revenues from your taxi(s) in the table below, according to each type of taxi that you operate. *Please report figures in the column for the relevant vehicle type*

| | Standard and premium taxi(s) | Restricted time (Green Top) taxi(s) | WAT(s) | Maxi taxi(s) |
|---|--|--|--|--|
| Average kilometres each taxi drives per year? | _____ per year | _____ per year | _____ per year | _____ per year |
| Average metered kilometres each taxi drives per year? | _____ per year | _____ per year | _____ per year | _____ per year |
| Average number of weeks each taxi is on the road each year? | _____ weeks | _____ weeks | _____ weeks | _____ weeks |
| Average number of <i>hours per week</i> that each taxi is on the road (for weeks in which it is on the road)? | ____ (day shifts) ____ (night shifts) |
| Average total farebox per taxi per year (inc GST) | \$_____ per year | \$_____ per year | \$_____ per year | \$_____ per year |
| Share of revenue from WAT jobs | na | na | _____ % | na |
| Average revenue from lifting fee per year | na | na | \$_____ per year | na |

THANK YOU FOR COMPLETING THIS SURVEY!

Please return this survey in the reply paid envelope provided or mail to:

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