

## Questions to drivers

What approach do you take to getting fares? For example, how do you decide between rank and hail (in city or suburbs), phone bookings or fares from Melbourne Airport?

How does your approach to getting fares vary depending on time of day and day of week?

When are taxi queues at Melbourne Airport longest? How does taxi waiting time in the queue vary during the day? How long are you willing to wait at the airport for a fare? How do waiting times and fares from the airport compare to other locations?

How does the fare structure influence your decision to wait at the airport? How can the fare structure provide a reasonable balance of returns between short and long trips? What fare structure will leave you indifferent between trips so as not to encourage fare refusals or an inefficient number of taxis queuing at the airport?

## Answers

Commonly driver shift starts from 5-5 or 4-4. Driver's clock starts ticking since then. Every minute has its own importance for driver and he has to get best out of it. Some day- driver keep trying their luck in city/superb and stay at Airport only when they have drop off. Some prefer to work only from airport and do not want to muck around streets in hunt of jobs. Some drivers do Airport and town/superb in certain period of time during their shift. In all cases, generally drivers' 'take home' at the end of day almost similar and that is really shocking!!!

Driver 1(who only works from Airport)

Driver 1 pick the car from depot(say..10km away from home) at 5AM. After changing over process, he starts heading to Airport(15km away from depot) at 5.30AM. He reaches airport at 5:45AM. Generally, there is 2hr waiting time. So he gets fare to Collins st, Melbourne CBD at 7:45AM. Due to start of peak time, he finishes his journey (20.5km) in 45mins and dropped passenger at 8:30AM. Fare on the meter is \$44.70(excluding toll). After dropping, he heads to Airport straightaway. Due to rush hours and avoiding toll roads, he reaches back to Airport at 9:15AM. After 2hrs waiting time he again gets the fare to 630 St Kilda rd at 11:45AM. Due to less traffic, he drops passenger at 12:15 and meter fare is \$52.50(exc toll). Then he heads back to Airport and reaches at 12:45. He again gets fare 2:45PM to Brunsick and drops at 3:10 and meter fare is \$32. On return, driver pick another job back to Airport and drops passenger at Airport at 3:40. Meter fare was 31. Driver would have to leave Airport as he is obliged to finished work by 4:30PM. Therefore he stays outside Airport at wait for any phone job. He gets the job from Gladstone Park to broadmeadows. He drops passengers 4:10PM and meter fare is 14. He also received a phone booking but he rejects as this was going away from his way to depot. He heads back to depot. On his way back he stop service station to fill and clean the car next. He drops the car at depot at 5PM and then way back to home on his own car.

## Summary

Total fare : 5

Total amount: 174.2

Driver share(50%): 87.1

Less: shift levy : 7

Less GST: 8

Net taking: \$72

Hrs of working: 12

Rate/hr: \$6/hr

Driver 2(who only works in city)

Logbook page

5:00 AM Cab possession from depot at Brunswick  
5:30 AM Started work  
5:45AM Phone job. Brunswick to Flinders St Fare \$14.70+\$2  
6:00AM Dropped at Flinder St Station  
6:15AM Found place in the Hotel rank.  
6:30AM Job to Airport Fare 42.50(excl toll)  
7:00 Drop passenger and place position in the Airport Taxi queue  
9:00 Got job to CBD Fare 43.20(excl toll)  
9:45 Dropped Passenger  
10:00 Find place at Flinders st rank  
10:20 Got job to Collingwood Fare \$14.40  
10:40 Dropped and got phone job  
11:05 Dropped MPTP cardholder to shopping center. Fare 8.40+2  
11:15 Phone job to Richmond Fare \$11+\$2  
11:35 Clear customer  
11:40 Hail to city Fare \$11.00  
12:05 Dropped pax and hail to Toorak Fare 15.25  
12:30 Dropped and Phone job to Caulfield Fare 15.00  
12:50 Dropped and hunt for job  
1:00 Lunch Break  
1:30 Starts work again  
1:45 Phone job MPTP customer Hospital to home Fare \$8.50+2  
2:15 Start heading to city vacant  
3:00 Hail from Southern cross to Fitzroy \$14.00  
3:45 Starts heading to Brunswick (depot for change over)

4:15 Phone job Brunswick MPTP Fare \$7.10+\$2  
4:35 Stop service station for gas fill and car clean  
5:00 Finishes shift at depot

#### Summary

No.of fares: 12  
Total meter fare: \$215.05  
Driver share (50% share): 107.50  
Less: Shift levy : \$7.00  
Less GST: 10.00  
Net driver take home :\$90  
Rate: \$7.5/hr

#### Statistics

Average Kms driver drives/shift: 250km  
Drives as 'vacant': 80km  
Drives to pick the bookings: 40km  
From Airport, Probability for fare less than \$40: 35%  
Probability for fare between 40-60 dollars: 45%  
Fare between 60-80dollars: 15%  
Fare between 80-100dollars: 6%  
Fare between 100-120dollars: 3%  
Fare over \$120: 1%

From CBD/superb (except Airport drop off)

Fare probability less than \$10: 25%  
Fare between 10-20dollars: 55%  
Fare 20-30dollars: 10%  
Fare 30-40dollars: 4%  
Fare 40-50dollars: 3%

Fare 50-60dollars: 2%

Fare over 60dollars: 1%

For day shift, it is more disaster that he spent whole weekend (Saturday & Sunday) in search of job and hardly earns \$5/hr. All over Australia weekend rate is higher but this industry pays less that provide services on weekend. In general, on weekends for day -shift driver, less customer and less earning but full shift. Rest of week is very similar though traffic get worst on Fridays In general, a driver gets stuck in traffic in 30% of his shift without having passenger

On average waiting time is 2hrs. However time between 8am-11am is movement is fast but still waiting time never be less than an hr due to high numbers of taxis queued up. Probability of getting fare more than \$40 is 65%, therefore driver takes chance to try his luck. In CBD ranks, waiting time will be less but probability of short fare is quite high. Fare structure is not designed to look after driver who is bound to work at 5-7dollar/hr. Driver who drops pax at Airport has to stay at Airport for next. However, towards end of his shift(last two hrs), he never take chance to stay airport. Either he has to finish early or has to wait for phone job, outside airport. There has to specific fare structure who work from airport, a different tarrif. It will be explained later. Existing fare structure is just disaster for a driver. It is so unjust, waiting 2hrs and get the fare of \$10 and then go behind 500 cars. It is not bad luck, it is a poor structuring of fare schedule.

#### Proposed Fare Structure

During last 4-5 yrs, cost of living and daily expense has gone up tremendously. If we do not review structure in support of drivers then very soon, this industry will collapse and no one can afford to lease new taxi plate from VTD.

To evaluate, driver average net income, Taxi Commission is suggested to ask one of employee to drive taxi all day and all night and record his findings. This is for sure, they find average earning of driver is 5-7dollars per hr which is really shameful

Develop separate tarrif to work from airport i.e Tarrif 3 OR some extras that should be added to 'from airport' pick ups fares.

Increase fare upto 40% to meet inflation over last 5yrs

Develop weekend rate(starting from 5pm Friday-5am Monday) that should be coped with weekend rate standards exist in Australia

Minimum fare from airport pick up should be \$25(within 5km radius) and \$10(within 1km radius) from elsewhere

% of Service fee for card payments should clearly be defined on fare structure. If driver doesn't get any share then why he is supposed to justify this fee in his fare amount.

Introduce weekend rate that should be 1.5times higher than normal fare

If No money in driving then why taxi drives drive taxi

This question must be popular in authorities that if drivers do not earn money in this business then why they still stick to this profession proving that 'there is something'. To find out how much a taxi driver can earn in 14hrs/day is not a rocket science. A small exercise can provide answers. However it is self explanatory that almost all Australian locals have left this profession. Currently almost 95% of taxi drivers are not from Australian origin. Why they drive taxi if 'no money' in this profession. Answer

is simple, none of those 95% wish to drive taxi with their choice. In fact they are left with only option to drive taxi for the sake of survival. Since their qualification generally are from overseas, employer always reluctant to offer them a job. Many tried their best but remain unsuccessful because of employer particular preferences. In order to meet their daily expenses, they have to go along with cab driving. It should be a great matter of concern for authorities that no local Australian prefer to drive taxi. As a result, for new visitors/tourists, the first person to welcome Australia outside from airport is now non Australian cab driver. Authorities should make this industry/profession more appealing to local Australian.