

Taxi Strategic Planning Committee Meeting Record of Meeting – Wednesday 10 July 2013

Grandchester Room, Floor 1, 61 Mary Street, Brisbane

Agenda Item No	Topic	Discussion
<p>Present: TCQ – Benjamin Wash, Bill Parker, Max McBride, Layne Gardiner, Noel Spain, Martin O’Riordan, John Tighe</p> <p>DTMR – Rose Kent (Chair), Janine Girvan, Scott Notley, Lee Baker, Michele Cranitch, Olivia King (outgoing secretariat), Sharlene Larsen (incoming secretariat)</p> <p>Guests: The Honourable Steve Minnikin MP, Assistant Minister for Public Transport, Tony Meredith, Senior Policy Advisor, Office of the Minister for Transport and Main Roads</p> <p>Apologies: Stephen Banaghan, Ken Cluff, Jeff Slipper.</p>		
1.	Welcome and Apologies	<p>Rose Kent opened the meeting at 1:10pm and welcomed members. Apologies from Stephen Banaghan were noted. Rose Kent welcomed and introduced Assistant Minister Minnikin and Tony Meredith (Senior Policy Advisor) to the committee members.</p> <p>Assistant Minister Minnikin addressed the committee acknowledging the importance of the meetings given they are a conduit between industry and government and allow government to stay in tune with industry needs and concerns. Assistant Minister Minnikin advised that he was attending the meeting to observe and get a view on industry matters. He acknowledged the work done by the Department of Transport and Main Roads (DTMR) and the great improvement in the taxi industry over recent years.</p>
2.	Confirmation of minutes from previous meeting	All members agreed the minutes were a true and accurate record of the meeting held in March 2013.
3.	Review Action List	<u>Action 1. TMR to continue to provide updates on quarterly registration payments at future meetings.</u>

		<p>DTMR advised that this project had been expanded so that benefits could be provided to all road users not just public passenger vehicles. Regular updates will continue to be provided at future meetings.</p> <p>ACTION CARRIED OVER – DTMR to continue to provide updates on quarterly registration payments at future meetings.</p> <p><u>Action 2. TCQ to contact Treasurer directly about CTP insurance costs.</u></p> <p>The TCQ advised that it had written to the Treasurer but not received a response on this issue as yet. TCQ advised that the Motor Accident Insurance Commission is of the belief that taxis are more likely to have an accident than other types of passenger vehicles, which is why taxis attract a higher CTP premium than privately owned vehicles. TCQ advised that it will be challenging the CTP percentage variants. TCQ also advised that payouts for traffic incidents in taxis were on average higher and the cost of CTP premiums are eventually applied to the customer through fares.</p> <p>ACTION CARRIED OVER – TCQ to contact Treasurer directly about CTP insurance costs.</p> <p><u>Action 3. TCQ to provide feedback to prioritise workplan projects. Action completed</u></p> <p>TCQ provided feedback on 17 June 2013.</p> <p><u>Action 4. DTMR to provide TCQ with a summary of the Crown Law advice on goCatch. Action closed</u></p> <p>DTMR is unable to provide a summary of the Crown Law advice to the TCQ as it is considered to be privileged information.</p> <p><u>Action 5. John Tighe to provide data that validates the view about driver numbers and the value of the 12 month requirement.</u></p> <p>John Tighe advised that the current data collected from operators did not provide an accurate picture of driver numbers, with the data concluding that driver supply had stabilized. John advised that since the MT Data System has been operating for 12 months, a more accurate reflection of driver supply will be available in a few months.</p> <p>ACTION CARRIED OVER – John Tighe to provide data that validates the view about driver numbers and</p>
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		<p>the value of the 12 month requirement.</p> <p><u>Action 6. TCQ to advise DTMR on its position regarding the high occupancy surcharge.</u></p> <p>TCQ advised that its position on this matter was still being considered.</p> <p>ACTION CARRIED OVER – TCQ to advise DTMR on its position regarding the high occupancy surcharge.</p> <p><u>Action 7. DTMR to provide TCQ with a short overview of the history of peak demand taxi permit policy.</u></p> <p><u>Action completed</u></p> <p>DTMR provided a short overview on peak demand taxis. DTMR clarified with the TCQ that operators had given their permission for financial details to be forwarded.</p> <p><u>Action 8. TCQ to seek further detail from operators about the peak demand information already supplied.</u></p> <p><u>Action completed</u></p> <p>After receiving permission from operators, TCQ provided further detail about peak demand information to DTMR.</p> <p><u>Action 9. John Tighe to provide DTMR with examples of QPS delays in processing complaints. Action completed</u></p> <p>DTMR was provided with an example of QPS delays on 13 March 2013.</p>
4.	<p>Work Plans</p> <p>Taxi & PT Industry</p>	<p>Victorian Taxi & Hire Car Enquiry</p> <p>Assistant Minister Minnikin advised that DTMR is aware of why the Victorian Government conducted the Fels enquiry, and the circumstances are different to that in Queensland. He also advised that DTMR would be reviewing all 139 recommendations and analyzing how they relate to the Queensland taxi industry.</p> <p>DTMR advised that no immediate reactive measures will be taken to the enquiry. The Minister for Transport and Main Roads will be briefed on the outcome of the internal review process and any recommendations for change. DTMR asked if TCQ would be discussing the Victorian report at its Annual Conference. TCQ advised that a brief</p>

		<p>overview may be given. TCQ sought representation from its Victorian counterpart to present on the issue, but this was unable to be arranged.</p> <p>Contracts</p> <p>The service contracts for the administration of taxi services are due to expire at the end of 2013. DTMR advised that the new contracts are currently with legal for consideration and comment.</p> <p>Contract Criteria</p> <p>Following on from the previous workplan item, DTMR advised that it was currently in the process of finalising a policy to provide guidance about determining the status of a taxi service area. This policy will be used in collaboration with the development and offering of new service contracts.</p> <p>Taxi Security Cameras – Future Direction</p> <p>At the March Strategic Planning Committee (SPC) meeting, DTMR spoke in depth about the progression of this project and the final package which had been forwarded to the Minister for approval. DTMR provided a brief recap on the final package that had been approved by the Minister including audio and the increased retention period for recordings.</p> <p>The final package differed from the original consultation paper by increasing the minimum frame rate from 1 to 3 frames per second. TCQ questioned if this rate was for triggered or un-triggered recording. DTMR advised that this was a minimum standard rate that applied to both and could be increased if the operator desired.</p> <p>DTMR advised that from the date a taxi security camera system is approved under the new specifications, operators will have three years before full compliance is required. TCQ asked who will decide on the type of camera used in taxis and expressed concern about having to download from multiple types of systems using varying software. DTMR expects that similar to other jurisdictions, Queensland may only have a small number of suppliers entering the market. It is not anticipated that this will cause a great impost.</p> <p>The next step in this project is to provide education and awareness tools to industry stakeholders. DTMR will write</p>
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5.	Taxi Industry Operational Liaison Committee (TIOLC)	<p>The Taxi Industry Operations Liaison Committee (TIOLC) was established out of the SPC to deal with operational issues and to ensure that consistent practices were being applied across the state. It has been operational for two years and is due for review. DTMR distributed a record of attendance at meetings and advised that the membership and attendance of the TIOLC had become uncertain, with only certain members providing consistent attendance. DTMR also confirmed that the purpose of the TIOLC is not to discuss individual concerns, but to discuss whole of industry operational issues. TCQ advised it was aware of its inconsistent representation and confirmed that the taxi industry would be represented at these meetings by two nominees from each of the four major south east Queensland taxi booking companies – Yellow Cabs, Brisbane; Black & White Cabs, Brisbane, Suncoast Cabs, Sunshine Coast and Gold Coast Cabs, Gold Coast and the Chief Operations Officer (COO) from the TCQ. Industry participants would represent the interests of the taxi industry throughout the state.</p> <p>Assistant Minister Minnikin advised that in the past the number of people contacting the Minister's office to discuss taxi related issues had become unmanageable. Assistant Minister Minnikin advised that the Minister and himself were keen to ensure that advice provided to them about the taxi industry in Queensland came through the TCQ as the industry's peak body.</p> <p>DTMR advised that it was keen to ensure that what was discussed and resolved at the meeting was communicated to the industry more broadly. TCQ advised that prior to the meetings, the COO would ask for issues that needed to be raised and would provide a brief to the industry on the discussions and outcomes following the meetings.</p> <p>It was confirmed that TMR representatives on the committee are responsible for providing advice on the meeting outcomes to regional offices.</p>

6.	2012-13 Secure Taxi Rank expenditure	TMR provided a copy of the Secure Taxi Rank expenditure for 2012-13 to the TCQ. TCQ noted that licenced venues were obligated under law to provide a certain duty of care when serving alcohol and suggested that these venues should contribute to security of taxi ranks.
7.	NightLink FlatFare Services	<p>TCQ clarified that the agenda item listed as NightLink Flatfare Services was more about flexible transport services that can be provided in taxis.</p> <p>TCQ advised that there appears to be no appetite for utilising taxis to replace other community transport services when necessary; for example non-urgent, non-ambulance (NUNA) work. TCQ believed that taxis could provide HACC work for a much cheaper rate. Taxis are currently utilised by different services such as Council Cabs and Flexi-link. TCQ expressed that the taxi industry can provide mass transit at a reduced cost.</p> <p>Assistant Minister Minnikin advised that timing was everything when it came to putting forward these sorts of proposals. He suggested that TCQ ensures that the proposal includes a detailed cost analysis that demonstrates significant savings and it should be provided to DTMR in the next couple of months if it is to be considered in the next budget cycle. Assistant Minister Minnikin advised the TCQ to be aware that HACC was federally funded and they would need to be aware of their requirements.</p> <p>ACTION: TCQ is to provide DTMR with a fully costed proposal on how taxis could be used to provide other government-funded transport services more efficiently.</p>
8.	Luxury/Premium Vehicles Policy	TCQ requested its desire for DTMR to explore a single benchmark for luxury vehicles, similar to the people mover proposal. Vehicles that were being used as luxury taxis are no longer meeting the benchmark and the pool of vehicles is becoming smaller. DTMR advised that similar issues have been raised through the Limousine SPC about the requirements for limousines. DTMR advised that it will look at opportunities to address this issue.
9.	General Business	TCQ queried who was running the agenda on peak demand licences. DTMR advised that there is already provision in the legislation for peak demand permits and part-time licences and these products need to be looked at, as currently the substitutes were being used as extra licences at peak demand times with no return to government.

		<p>TCQ advised that DTMR does not know what peak demand actually is in relation to taxi operations and doesn't take other issues into account. DTMR advised that TBC's were required to nominate their peak periods in the service contracts and that DTMR has no influence on these times. TCQ questioned the viability of part time licences.</p> <p>DTMR advised the best way to determine if these were viable was to release them into the market as a trial. DTMR advised that it was considering different product options and would come back to TCQ with more information once a position and way forward were clear.</p>
10.	Terms of Reference	TCQ was provided with an amended draft of the Terms of Reference. Feedback is to be provided to DTMR before finalisation.
11.	Close	<p>Rose Kent thanked Assistant Minister Minnikin for his attendance at the meeting.</p> <p>Meeting closed 3.15pm</p>