

CT versus Taxis

Its time for a change



Transport is a state responsibility, are the states abdicating their responsibility?

01



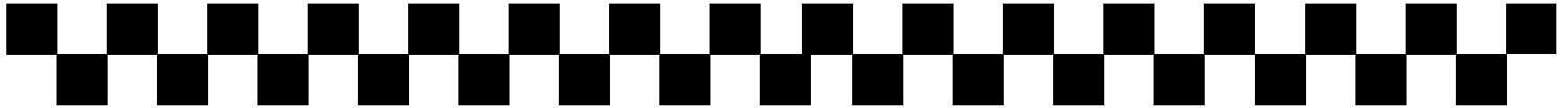
02



03



04



Is CT propping up an industry that doesn't care

Are tax payers funds being utilised effectively

Study notes

Impacts

State and Territory Responsibility

Responsible for the issues that effect people in that state or territory

Public transport which includes community transport.

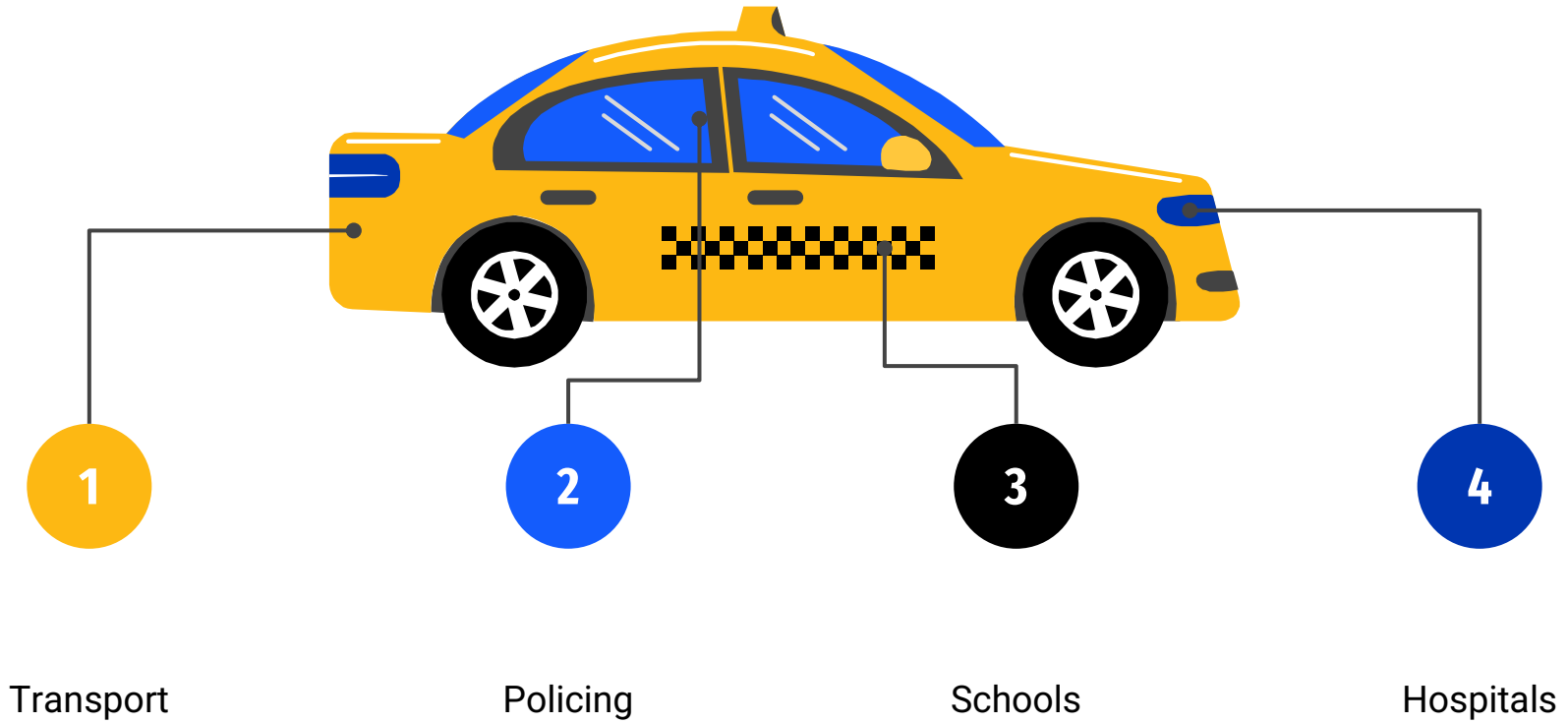
Schools

Hospital

Policing

<https://peo.gov.au/understand-our-parliament/how-parliament-works>

State responsibility



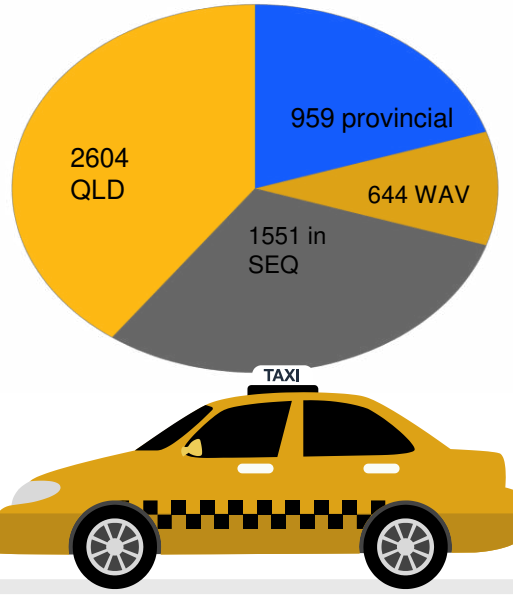
Taxi snapshot Qld



Provided exclusive kerbside at sporting events , concerts , city and airports.



Going backwards in consumer sentiment.



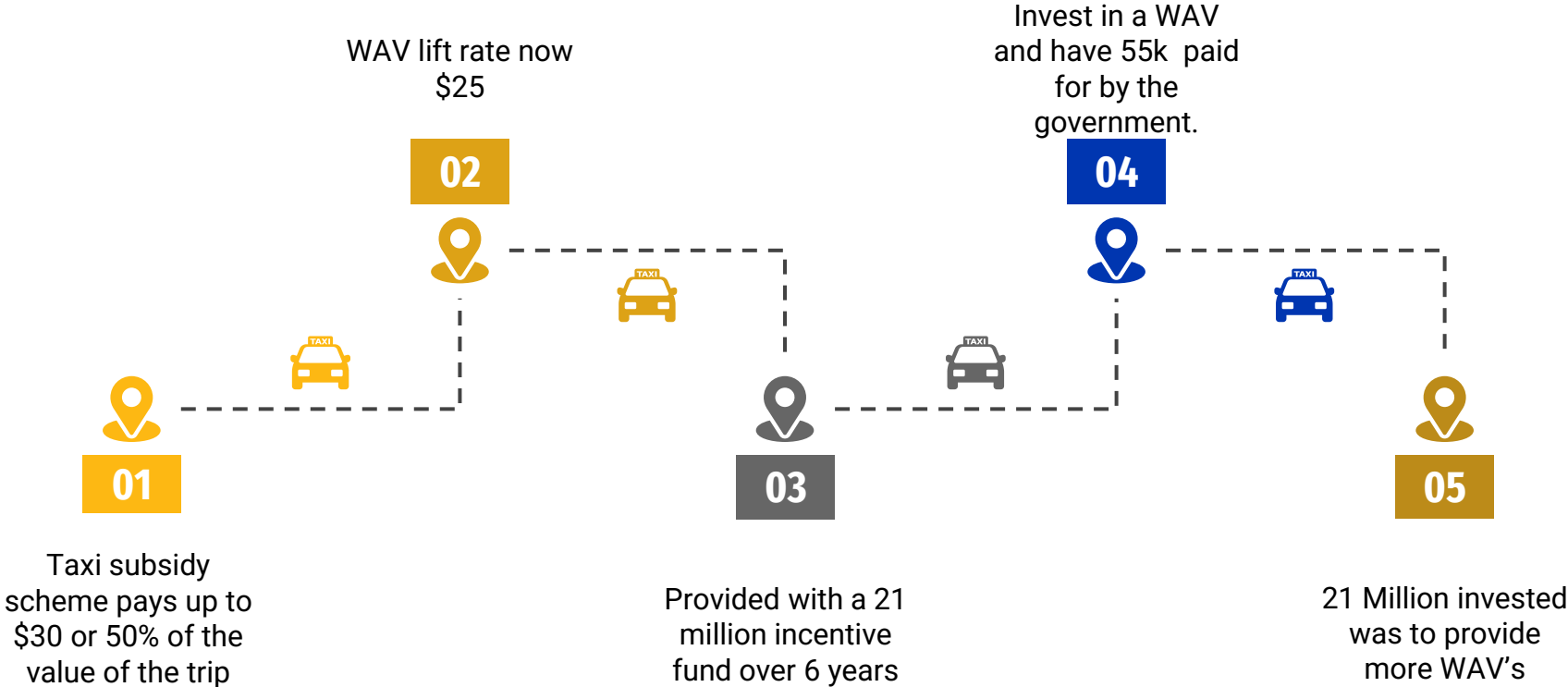
Taxi subsidy scheme that CT providers cannot access.



Losing work to CT providers due to unreliability.



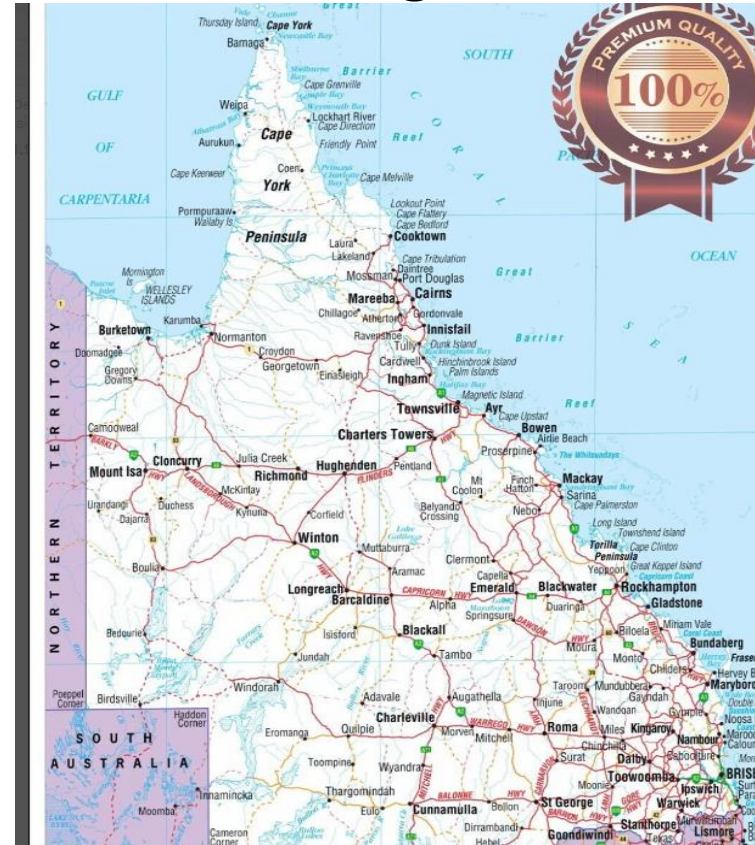
Tax payer funded Taxis QLD



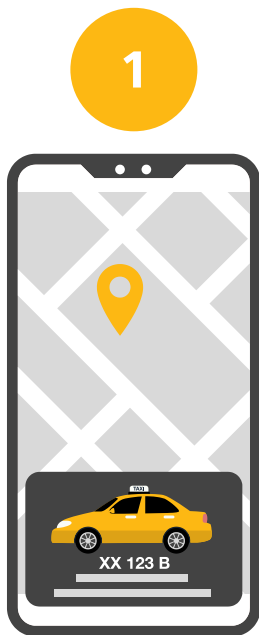
So how many additional wheelchair taxis did we get

2

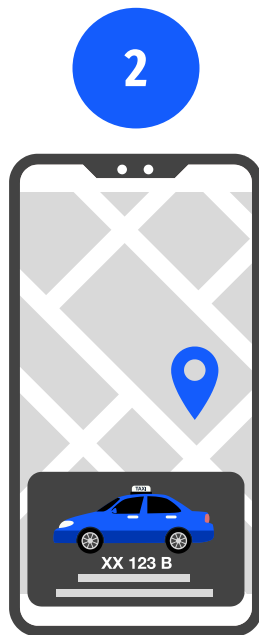
2 more WAV across the entire state of QLD



Taxi money well spent???



So how many more WAV
did we get for our 21
million

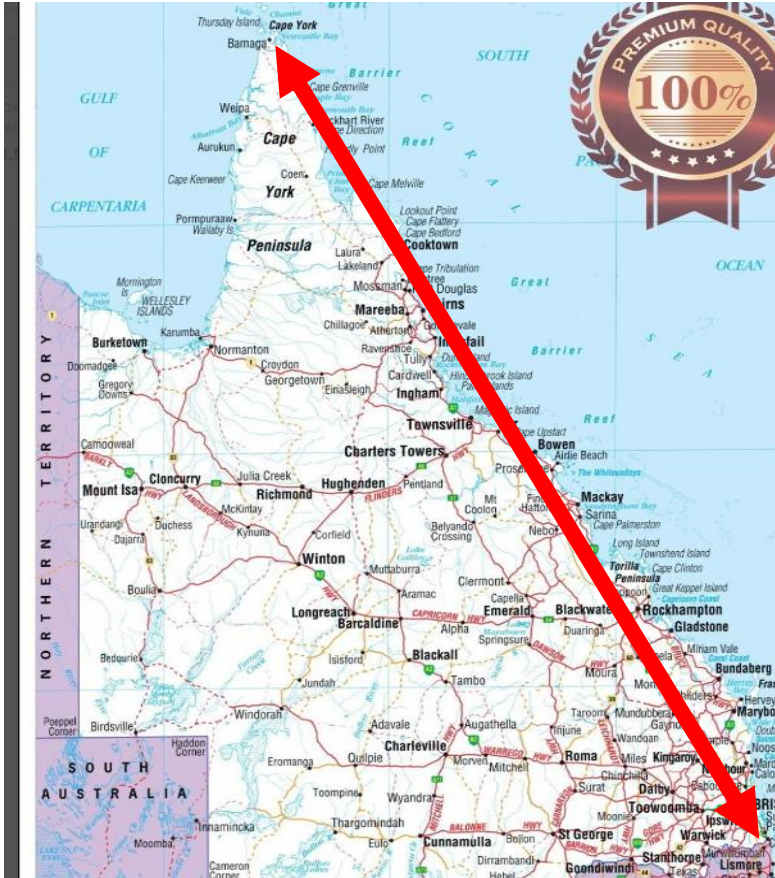


2 more WAV across the
entire State



Yep that's right 2

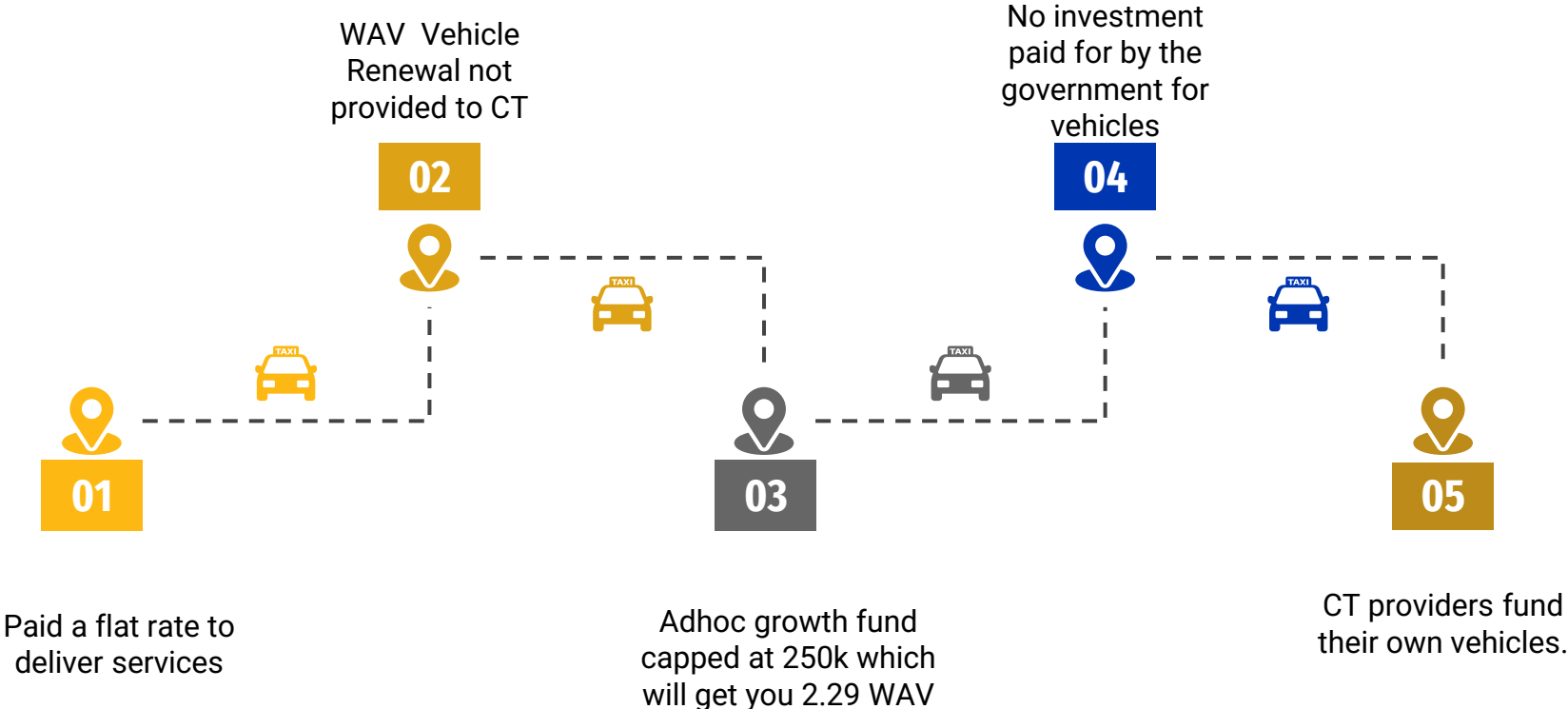
2662 klm





Brisbane to Melbourne 1766 klm
Brisbane to the Cape 2662 klm
Brisbane to Cairns 1704 klm

Tax payer funded CT providers



Taxi Complaints

Picked up if your lucky



M	T	W	T	F	S	S
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Pick up time can be hours late or not even turn up . If your in a wheelchair at a rank there are many instances where the WAV will drive off.



Taxi Information

Very difficult to obtain taxi data from TMR



In the past 5 years that the WAV funding has been running, only 145 of the 633 WAV have been updated



Only 22% of the fleet has been upgraded



78% have not been and most would be in a very poor state.



CT Study On Wheelchair lifts

SEQ



There has been an increase of **123%** of lifts conducted by CT

Townsville



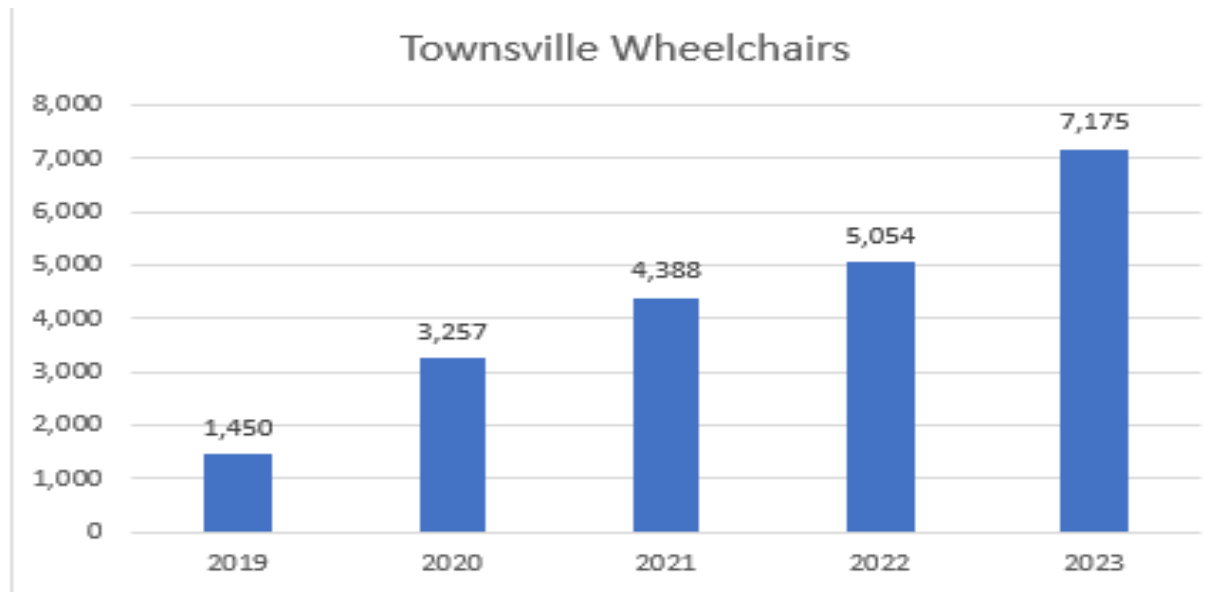
There has been an increase of **363%** of lifts conducted by CT

Cairns

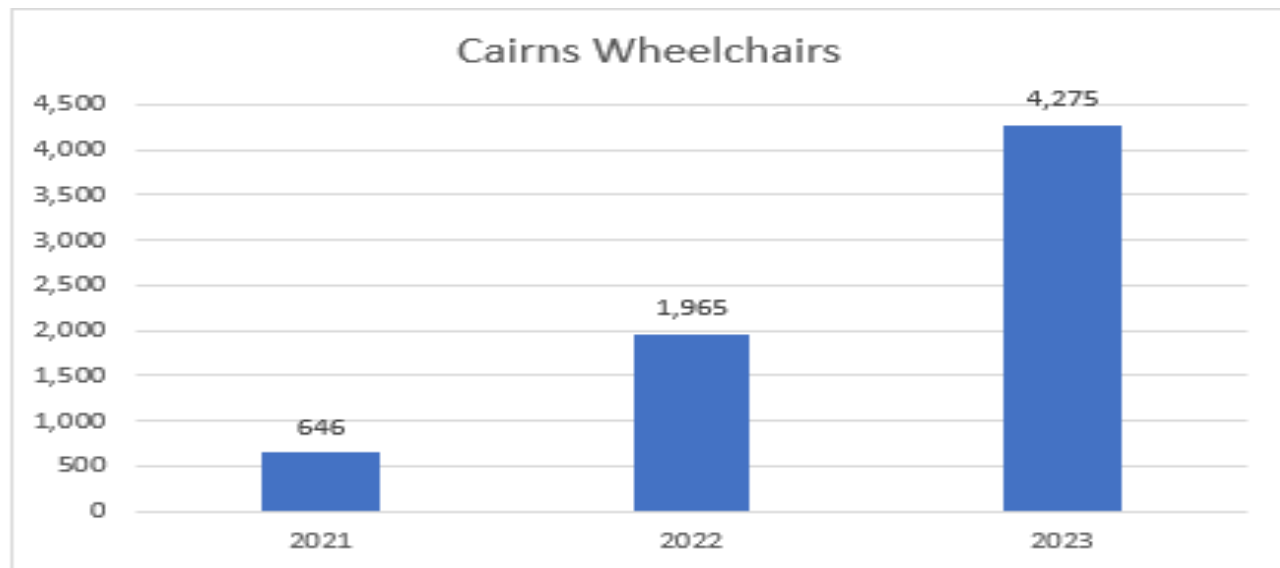


There has been an increase of over **500%** of lifts conducted by CT

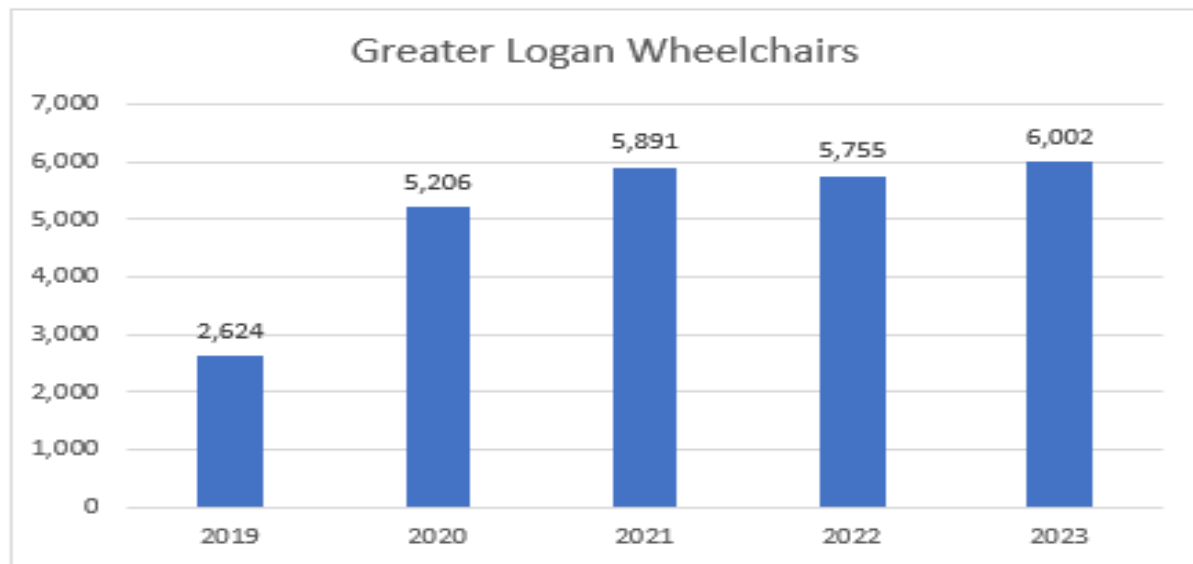
Townsville



Cairns



Brisbane



Then add \$25 from the government. Community transport gets less than half that rate yet delivers a consistent and reliable service to our clients all day every day.

Add pickup (required)

● Loganlea, Loganlea QLD, Austra × ☆

Add destination (required)





● Greenslopes Private Hospital, Ne × ☆

Book for now Book for later

Fixed Price

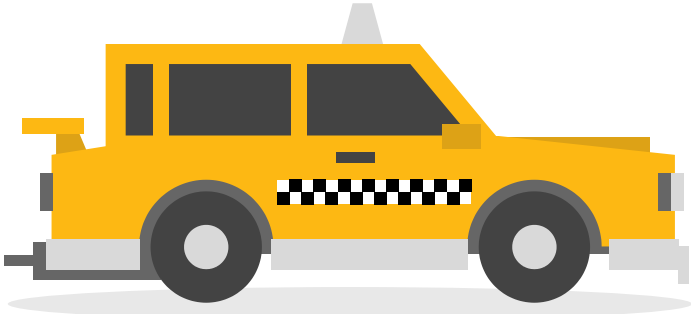
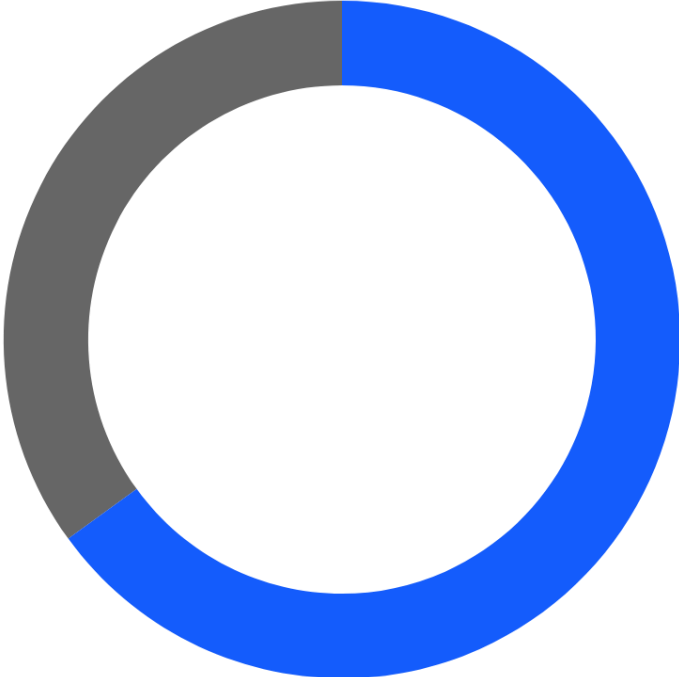
Lock in a price with no additional charges.

More vehicle/service options ^

	Next Available ⓘ 1 - 4 passengers	Fixed Price 🔒 \$72.50
	Silver Service ⓘ 1 - 4 passengers	Fixed Price 🔒 \$72.50
	Sedan ⓘ 1 - 4 passengers	Fixed Price 🔒 \$72.50
	Wheelchair ⓘ Accessible Taxi	Fixed Price 🔒 \$72.50

1 repost

What do Community Transport get?



Doughnuts



Client Feedback



	Vehicle	Driver	Price
CT	☆☆☆	☆☆☆	☆☆☆
Route	☆☆☆	☆☆☆	☆☆☆
Taxi	☆	☆	☆

Future Licensing Review Part 1 – Review Background

Presentation written version

August 2024



Queensland
Government



Scope of the Review

No changes are proposed in relation to the types of trips that taxis provide or maximum fare regulation.

Customer satisfaction with ride-booking services remains very high.

The exception here is that the ride-booking sector lacks wheelchair accessible services.

In relation to access to the TSS, the lift fee and grants for accessible vehicles, and the need for changes to these, are being considered as part of the Accessibility Program that was established following the Ministerial Roundtable in February 2023.

Future Licensing Review Part 2 – Future Options

Presentation written version

August 2024



Queensland
Government

Support the Government's social justice objectives

The supply of conventional and WAT licenses in each taxi service area would remain capped

TMR would have the ability to prioritise the issuing of WAT licenses under this option and we consider that there would be some minor improvements in service levels

As such, there is a risk that WAT supply and service levels for passenger with disability **would not improve or could get worse.**

Future Licensing Review Part 3 – Impact Analysis

Presentation written version

August 2024



Queensland
Government



Criteria, indicators and measures

Level of Service		Access		Social objectives	
1. Trip levels	Annual demand for taxi trips	1. Taxi to customer ratio	Ratio of taxis to overall population	1. WAT to senior population	Ratio of WATs to 65+ population
2. Vehicle utilisation	% of taxis used to provide passenger trips	2. Fare affordability	Hours worked at avg. weekly wage to pay for avg. taxi fare	2. WAT to disability population	Ratio of WATs to disability population
3. Dead running	Amount of driving outside taxi service area boundary	3. Customer wait times	Average wait time for booked trips	3. Trips not provided	% of booked trips requested but not provided

Level of change

Substantial changes	Improvement or Decline	Limited change
20% + positive or negative	5% to 20% positive or negative	Within 5% of baseline

Positive change

Negative change

Criteria, indicators and measures

For the social objectives criteria, three indicators were used to assess this:

- WATs to senior population.
- WATs to disability population and cancellations and rejections.
WATs to senior population is the ratio of WATs to the population aged over 65, using population data from the Queensland Government Statistician Office.
- WATs to disability population is the ratio of WATs to the population with a disability, using population data from the Queensland Government Statistician Office.

Not once does it provide any reference to wait times for people in wheelchairs.

Impact analysis: social objectives

Table 4 outlines results for the last criteria, Social Objectives.

Table 4 Expected impacts across the options: social objectives

	Option A	Option B1/B2	Option C	Option D
WAT to senior population	Decline	Decline	Limited change	Limited change
WAT to disability population	Decline	Decline	Limited change	Limited change
Trips not provided	No change	No change	Limited change	Limited change

Conclusion

Taxi industry is still being run like a cartel.

Not once is the word used **COMMUNITY TRANSPORT** within the entire 3 parts of the document.

Not once is there a reference to what **COMMUNITY TRANSPORT** could bring to the table, within the entire 3 parts of the document.

Governments operate in silos and rarely do they talk between each other.

Why has TMR kept **COMMUNITY TRANSPORT** away from being a participant of the transport roundtable since its inception in Feb 2023?

One can only summarise this as paying back the Taxi industry instead of its core focus on delivering transport services for all constituents.