



LEGISLATIVE COUNCIL

SELECT COMMITTEE ON THE NSW TAXI INDUSTRY

ADDITIONAL QUESTIONS ON NOTICE

Inquiry into NSW Taxi Industry

To Lime Taxis

From Mr John Ajaka MLC

1. As a relatively new entrant to the Sydney taxi industry, could you comment on the current regulatory framework for the taxi industry in NSW and whether in your opinion, it hinders quality service and competition?
2. What WAT options does Lime Taxi provide? Are your accessible taxis able to accommodate a wide range of wheelchairs, scooters and other mobility devices?
3. Are there geographic areas or regular times where it is difficult to meet the demand of people requiring a WAT?
4. The Commonwealth Government recently announced that new national minimum standards would be established for taxi driver training and competency. Do you think that these national standards will be of benefit to the industry?
5. The Victorian Government recently established the Taxi Industry Safety Taskforce to develop initiatives to improve driver safety. Do you think that such a Taskforce would be of benefit in NSW?
6. One of the main reforms resulting from the Victorian Taxi Industry Safety Taskforce is the introduction of mandatory pre-payment of fares between 10pm and 5am. Would such an initiative be of benefit in NSW?

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4 March 2010

Mr John Ajaka MLC
Chairman
Select Committee on the NSW Taxi Industry
Parliament House
Macquarie Street
Sydney NSW 2000

Dear Mr Ajaka

Please find responses to Additional Questions on Notice;

1. Lime Taxis is a great product with accessibility to all passengers. The only way for Lime Taxis to join the taxi industry was the availability of WAT licences. The NSW Government does not offer any financial assistance or loans for vehicles or taxi licences for new entrants.

Establishing a network and providing call centre facilities is extremely costly and if you do not have the taxi numbers to pay network fees, the alternative is to outsource your call centre to a competitor or contact centre with no knowledge of the taxi industry. This will reduce the costs, but you effectively lose your independence as a taxi network.

Due to the cost of WAT licenses being \$1000.00 per annum the licence conditions are very protective to service the wheelchair community and ensuring operators are participating and meeting their obligations. The problem is the operators are not protected by drivers who do not perform, there is no regulation or penalty for non-performing WAT drivers from the NSWTI. From the Zero 200 handbook there is a judiciary process which is based on penalty shifts and the driver can drive for another network this means the driver is not penalised for his bad behaviour to WAT's licence conditions.

2. Lime Taxis has a variety of vehicles consisting of Mercedes Vito, Toyota Tarago and Toyota bus.
We accept all mobility devices, we do prefer the passengers transfer from scooters. The passenger will order their preference e.g. Vito over Tarago, due to the size of their device. If the passenger or call centre is unsure of the device we ask for measurements. With no Australian Standards for mobility devices there will be a requirement for larger vehicles. When vehicles are up for renewal and taxi operators do not replace their buses with another bus and vie for a Tarago this will have an effect on transporting larger mobility devices in the future.
3. Lime Taxis recommends to all passengers to pre-book their transport requirements. Lime taxis has implemented a reservation screen on our dispatch system this means pre-bookings are dispatched to the reservation screen by the formula of area lead-time plus booking time e.g. Castle Hill booking for 11.00 am would be on the reservation at 10.15am. the driver can accept the booking and starting travelling to the pickup point. It is more difficult with ASAP bookings as if we do not have a vehicle in the area we will have to offload the wheelchair booking to Zero 200 booking system as they have over 500 vehicles to our 60 vehicles.
4. I have no problem with a National Competency Standard, but I would like to see the NSW Taxi Industry strive to a higher standard, with certificate courses in Customer Service.
Lime Taxis has the strong opinion that all drivers should be WAT trained or a larger percentage of drivers. We also recommend WAT drivers should have Senior First Aid Certificate.
5. There was a Safety Taskforce conducted in 2007, Mr Dave Madden made recommendations and one was driver training review on customer service and communication. Lime Taxis has no objections to Inquiries or Taskforces but recommendations should be considered for the betterment of the taxi industry, its stakeholders and the travelling public.
6. Our opinion that is would be very difficult throughout the whole of Sydney, it would have better success for Wollongong, Central Coast and Newcastle. If this was to be implemented a campaign to ensure all passengers and drivers are well educated on the procedure.

Questions on Notice from 2 February 2010**1. WAT Incentive/Lift Fees**

Sydney	\$8.47
Brisbane	Nil
Adelaide	Nil - Meter is turned on while loading and left on until passenger has been unloaded
Canberra	\$25.00
Melbourne	\$14.20
Perth	\$10.00 when allocated through a taxi dispatch service; or, \$7.00 when booked through private arrangements

2.

Lime Taxis Alexandria Base Payin rates for drivers

**DRIVER
PAYIN
RATES
SILVER
CARS**

<u>DAY SHIFT</u>	MONDAY TO FRIDAY	\$ 145.00
	SATURDAY & SUNDAY	\$ 120.00
<u>NIGHT SHIFT</u>	MONDAY	\$ 135.00
	TUESDAY	\$ 150.00
	WEDNESDAY	\$ 175.00
	THURSDAY	\$ 205.00
	FRIDAY	\$ 245.00
	SATURDAY	\$ 215.00
	SUNDAY	\$ 120.00

**NON-
SILVER
CARS**

<u>DAY SHIFT</u>	MONDAY TO FRIDAY	\$128.00
	SATURDAY TO SUNDAY	\$ 100.00

<u>NIGHT SHIFT</u>	MONDAY	\$ 125.00
	TUESDAY	\$ 135.00
	WEDNESDAY	\$ 160.00
	THURSDAY	\$ 180.00
	FRIDAY	\$ 215.00
	SATURDAY	\$ 205.00
	SUNDAY	\$ 100.00

**WHEELCHAIR
TAXI**

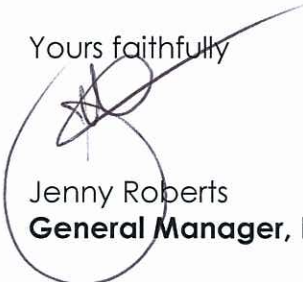
<u>WEEKLY RATE</u>	\$ 1,150.00
<u>WEEKEND RATE</u>	\$ 350.00
<u>THREE-DAY RATE</u>	\$ 450.00

Taxi Industry Payin Rates

CONTRACT OF DETERMINATION 1984

Shift	Maximum Pay- Ins	Kilometres	
		Excess Fee Per Kilometre	\$0.60c
ALL DAY SHIFTS	\$160.03		260
NIGHT SHIFTS			
Monday	\$173.63		300
Tuesday	\$176.64		320
Wednesday	\$190.47		320
Thursday	\$214.90		350
Friday	\$243.74		400
Saturday	\$243.74		400
Sunday	\$188.95		320

Yours faithfully



Jenny Roberts
General Manager, Network and Administration