



Transport &
Infrastructure

The Hon John Ajaka MLC
Committee Chair
Select Committee Inquiry into the NSW Taxi Industry
Parliament House
Macquarie Street
SYDNEY NSW 2000

Dear Mr Ajaka

**Responses to Questions on Notice:
Select Committee of Inquiry into the NSW Taxi Industry**

I refer to your correspondence dated 5 February 2010 providing me with an uncorrected transcript of evidence containing questions that I, and other representatives of NSW Transport and Infrastructure, took on notice. I also refer to the further questions on notice provided by members of the Committee.

NSWTI's response to these questions is attached and I trust that the information provided will assist the Committee in its inquiries.

Yours sincerely

Les Wielinga
Director General

26.02.10

Answers to questions taken on notice: 2 February 2010

- 1. The Hon. Penny Sharpe:** In relation to performance benchmark around booked calls, the statistics in the submission generally show a very good response in terms of answering booked calls. Do those statistics include web bookings, application bookings, voice bookings? Are they all included in the one set of statistics? When we talk about taking a booking, is that a person speaking to another person on the phone or does it include web and iPhone bookings and so on?

A: Reporting on the taxi network authorisation standards' key performance indicators includes all telephone and internet (including iPhone) requests.

- 2. The Hon. TREVOR KHAN:** In relation to the centres of Wollongong and Sydney, whether in whole or separated blocks, the Central Coast and Newcastle, do you have a time frame where we can anticipate seeing on the website the disaggregated data?

Mr WIELINGA: Can I come back to you on notice on that one and I will do the best I can to give you an estimate?

A: Given that the new network standards have been in place for more than 12 months, it is appropriate to now review them, which will include consideration of public reporting of performance data. I would anticipate the review being completed by the middle of the year.

- 3. The Hon. TREVOR KHAN:** Yes. I now move to centres such as Coffs Harbour, Lismore, Tamworth, Dubbo and Wagga Wagga. Do you have performance data available for those larger regional centres? I should not forget to name Port Macquarie or the Independent member will—

Mr WIELINGA: I have spoken to Mr Dunn. He says we do not.

The Hon. TREVOR KHAN: Why?

The Hon. TREVOR KHAN: Whilst I accept that Sydney is a very important component of New South Wales, there are other centres where the performance of taxis and level of customer service are of vital interest to members of the community. The availability of such data may well highlight issues in those communities.

Mr WIELINGA: I accept what you are saying. I have been fortunate enough to meet with some of the local taxi operators in the short time I have been in the job. They have raised other issues with me. That has not been one, but I can understand why—they are on the other side of the equation to customers. I will see what I can do.

A: The 47 networks outside Sydney, Wollongong and Newcastle are operating under the 1993 standards for country areas which do not require the supply of network performance data to NSWTI.

The process of reviewing the metropolitan standards – and any changes flowing from that – will be used to inform the development of new standards for country areas (recognising there are substantial differences in the markets).

4. **The Hon. TREVOR KHAN:** Is it correct that the wheelchair accessible taxi [WAT] incentive scheme, which commenced on 1 September 2008, was introduced on a trial basis for six months?

Mr WIELINGA: This is the TTSS, the Taxi Transport Subsidy Scheme, associated with WAT taxis and the \$7.70 that taxi drivers get when they pick up a wheelchair access person?

The Hon. TREVOR KHAN: Yes.

Mr WIELINGA: It has been in since that time. I do not know whether it is a six-month figure. The disadvantage we have is that I have been in the job for six months, Andrew has been managing for 18 months and Craig has been there for two years. I need to take it on notice and confirm that six months.

The Hon. TREVOR KHAN: Yes. I also invite you to take this on notice. If it has been a trial scheme that was introduced for a period and essentially has been rolled over for six months, what do you anticipate will be the ongoing nature of the scheme? Will the scheme be made on a permanent basis or will it continue to be rolled out on a six-monthly figure?

A: The Wheelchair Accessible Taxi (WAT) Driver Incentive Payment Scheme commenced on 1 December 2007 as a trial (not on 1 September 2008).

An initial review was undertaken in 2009, which involved surveying drivers and passengers. This showed 87% of WAT drivers and 74% of WAT passengers considered the Scheme had been a success. Similarly, 77% of WAT drivers surveyed believed that the Scheme is effective in encouraging them to pick up more WAT hirings and respond more quickly to WAT bookings.

Average WAT response times in Sydney have come down from 10.6 minutes at the start of the driver payment in December 2007, to 8.9 minutes in December 2009, which can be at least partially attributed to the Scheme (as well as increases in the number of WAT licences on issue).

Because of the positive results, it is intended that the Scheme will continue under its present arrangements.

5. **CHAIR:** Earlier the Hon. Penny Sharpe asked a question with regard to the WAT licences only being for one year. Mr Dunn responded by giving an explanation as to the review. In terms of the WAT licences that have been issued how many, if any, have been withdrawn following the review process?

Mr Dunn: I do not have the exact number with me at the moment, but there have been some licences that have not been renewed or reissued as

a result of our review process. I can certainly come back to you with the precise number.

A: Over the past two years, NSWTI has issued notices to 22 Sydney WAT licence holders and eight country WAT licence holders to "show cause" as to why their application for a further licence should not be refused or their licence should not be cancelled.

Applications for re-issue of existing licences were refused and seven WAT licences cancelled: five for breaching their licence conditions and two because the licence holder went into receivership.

6. The Hon. TREVOR KHAN: In terms of the peak availability licences – and I am dealing with the compliance issue – during, say, the last financial year, how many peak availability licences or plates were found to be operating not in accordance with the conditions?

Mr Dunn: I would have to check the details. We will take that on notice.

The Hon. TREVOR KHAN: In terms of taking that on notice can you also tell me what action was taken with regard to non-compliant peak availability licences – that is, what happened to the people who were identified as operating outside the conditions of their licence?

Mr Dunn: I will take that on notice.

A: Most night-time and peak availability taxi licence conditions operate under the same licence conditions as unrestricted licences, other than the condition that restricts hours of operation to between noon and 5am. The vehicle operated under a time restricted licence is, therefore, able to be used as a replacement taxi at other times (for example, when another cab is off the road for routine maintenance).

On average each month, some 40 taxis with night or peak availability restricted licences are identified through their respective radio networks as having logged into the computerised dispatch system outside the allowable hours. An audit of a random sample of these taxis identified they were operating as stand-by taxis in place of unrestricted taxis out of operation for repairs or maintenance.

In addition, one night restricted taxi licensed for Newcastle was identified as operating outside the allowable hours. On investigation, it was found the taxi had been transferred to a new licence holder the day before and the new owner failed to understand the conditions document correctly. A warning was issued in this instance.

7. **The Hon. TREVOR KHAN:** In a more general sense, what action is taken in regard to a non-compliant operator or drivers?

Mr Dunn: In terms of specific details, I would have to take it on notice and come back to you.

A: Compliance actions taken against taxi drivers and operators are attached at Attachment A (2007, 2008 & 2009).

8. **The Hon. ROY SMITH:** Can you tell us how many [driver authorities] are issued annually? It goes up and down obviously. Perhaps you could take the question on notice and provide figures as to how many new licences have been issued over the last five years or so?

Mr Dunn: Yes, we will take that on notice.

A: The number of driver authorities issued for 2006, 2007 and 2008 is as follows:

	2006	2007	2008
Sydney, Newcastle, Wollongong	1648	1516	1556
Country NSW	843	769	841
	<u>2491</u>	<u>2285</u>	<u>2397</u>

9. **CHAIR:** I am happy for these questions to be taken on notice. You have indicated that there are 23,000-plus authorised drivers and 5,000-plus operators. Do you have the figures for the taxi plate owners as to how many comprise only one plate compared with those that would own, say, two or three plates and those that might own 100 plates? Are those figures available?

Mr WIELINGA: We do have some preliminary figures, but I will confirm them. 84 per cent of people who operate a taxi work it with one plate, another 12 per cent have two plates, and that represents about 60 per cent of the taxis out there.

CHAIR: For example, if I were to buy a taxi plate I do not have to manage that taxi plate, do I? I can enter into an agreement with another operator to take control of their taxi plate and that second operator can then deal with the drivers. That is a situation that is permitted?

Mr WIELINGA: It is actually a very good question, Mr Chair. When I got into this job a few months ago I got a little flowchart put together to show me how it all operates. I can give this Committee a copy of that.

A: A breakdown of the numbers of taxi licences owned by each licence holder is shown below. This data shows that 84% of taxi licence owners own one licence and a further 11% own two taxi licences.

Numbers of licence owners, by the number of licences owned (Feb 2010):

Number of licences OWNED	Number of licence owners	Total licences
1	3803	3803
2	485	970
3	135	405
4	46	184
5	22	110
6	10	60
7	6	42
8	6	48
9	2	18
10	3	30
11	2	22
12	8	96
13	4	52
14	1	14
17	2	34
19	1	19
20	2	40
27	1	27
28	1	28
29	1	29
31	1	31
47	1	47
57	1	57
75	1	75
318	1	318
	Total owners 4,546	Total Licences 6,559

A copy of the industry flowchart is attached at Attachment B.

10. CHAIR: Some of the submissions and some of the complaints I have heard say that in the old days it used to be one plate, one owner, and most of the time that owner drove or they could put on another driver. So there was that absolute direct nexus between the owner-driver and the public. Whereas today there appear to be complaints that some people are controlling far too many plates and almost creating a monopoly-type situation. What would you say about those complaints?

Mr WIELINGA: My view at the moment is the statistics speak for themselves, and we will confirm the numbers. Given the number of individual operators or people with just one or two plates being at least 60 per cent of the taxis that are out there at the moment, it is not my view that that assessment applies. But I am happy to go away and have another think and we will provide a more detailed response to you.

A: A breakdown of the numbers of taxis operated by each accredited operator is shown below. This data shows that 79% of taxi operators operate one taxi and a further 8% operate two taxis.

Numbers of operators, by number of licences operated (Feb 2010)

No licences operated	No operators	Total licences
1	2,713	2,713
2	271	542
3	162	486
4	64	256
5	39	195
6	26	156
7	24	168
8	21	168
9	17	153
10	21	210
11	9	99
12	9	108
13	8	104
14	6	84
15	5	75
17	3	51
18	4	72
19	1	19
20	1	20
21	2	42
22	3	66
23	1	23
24	1	24
25	2	50
26	3	78
27	1	27
28	1	28
29	1	29
30	2	60
34	2	68
35	1	35
37	1	37
38	1	38
44	2	88
46	1	46
48	1	48
	Total operators: 3,430	Licences: 6,466
		Plates on hold: 93
		Total licences:6,559

11. Ms LEE RHIANNON: I would like to ask about the issue of driver training schools. My office has received a number of complaints about how that is managed. Could you explain if it all comes under the New South Wales Taxi Council and why the Government has not made an attempt to monitor the performance of driver training schools?

Mr WIELINGA: Can I come back to you on that question? In the few months I have been in the job that is another issue I have not looked at.

Thank you for pointing it out. I will check it out and come back to you with a response.

A: All applicants for a taxi driver authority in the Metropolitan Transport District (ie: Sydney) must successfully complete a course for taxi drivers approved by the Director-General. Applicants in Newcastle, Wollongong and Country NSW are not required to complete formal training, but undergo training provided by the relevant network.

Currently one course has been approved for taxi driver training. This course is provided by authorised training providers under licence from the NSW Taxi Council. However, anyone may develop and submit a taxi driver training curriculum, covering the required modules, for NSWTI's approval.

12. Ms LEE RHIANNON: I would like to ask you about a government-run taxi committee. This was reported in 2009—and I must admit I am still having terrible trouble trying to understand how all this works so I do look forward to seeing your flowchart. I understand there was a government-run taxi committee and in 2009 it became apparent it had spent \$7.6 million over five years even though the Government had abolished it in 2004, when a review by the Department of Premier and Cabinet found concerns over potential conflict of interest in tendering and also no clear probity process. Could you explain how this came about?

Mr WIELINGA: I would have to take that on notice; 2009 was some time before I came into the job. I understand the question. With your permission I will come back to you with a detailed response.

A: See the response to Questions 13, below.

13. Ms LEE RHIANNON: Turbulence is an interesting description. In 2004 the Taxi Task Force was set up to examine reforms into the industry. Its draft findings to the Government recommended that it dissolve the Taxi Advisory Committee and replace it with another body. It sounds like that is not what you have done; you have just revamped it. Again I am trying to understand how this is all playing out and what is the status of these groupings.

Mr WIELINGA: What we are trying to do is not rocket science. We are trying to collect together the obvious representatives of this industry, bring them together in a group to collectively address issues. It is as simple as that.

Ms LEE RHIANNON: But there was clear advice from the Government's own body to dissolve the Taxi Advisory Committee. From what I am hearing from you, you decided not to do that.

Mr WIELINGA: My view is that we need a taxi advisory council to work. If that means I am not following a recommendation, I have to come back to

you. I just cannot bring to mind the particular recommendation you are talking about.

Ms LEE RHIANNON: If you could take that on notice, because it seems to be an enormous break with a clear finding from the Taxi Task Force.

A: In 1998, the then Minister for Transport established a group known as the Taxi Advisory Committee (TAC), chaired by the then Department of Transport, to advise him on improvements in quality, reliability and safety that might be made in respect of taxi services provided now and in the future. The TAC included representatives from the NSW Taxi Council, Police Service, Tourism NSW, RTA, Transport Workers Union (TWU), Public Transport Advisory Council, Disability Council of NSW, NSW Transport & Distribution Industry Advisory Training Board Ltd, and a country taxi operator.

On 24 June 1998, the NSW Treasury approved taxi operator accreditation renewal fees to be retained by the then Department in order to fund TAC administration and initiatives.

The TAC was reconstituted in 2003 with a smaller membership, as some members had ceased to attend meetings. While it has not met since 2004, revenues from operator accreditation renewal fees are being spent on a range of projects that benefit the taxi industry and passengers, including:

- Two days specialist training for all WAT drivers, to provide high levels of service;
- WAT Driver Incentive Payment Scheme which, with other key WAT service measures, has resulted in substantial reductions in waiting time for WAT services;
- 40 secure taxi ranks across NSW, with security guards present on Friday and Saturday nights to provide a safe environment for taxi drivers and passengers;
- Development of technical standards for driver safety equipment such as security cameras, duress alarms and global positioning systems;
- On-line database for reporting of network key performance indicators; and
- Customer and taxi driver surveys.

Expenditure from the TAC account is subject to all normal internal reviews and controls, external annual audit by the NSW Audit Office and in NSWTI's reports to Treasury. In addition, TAC expenditure forms part of the financial statements in NSWTI's Annual Reports.

Since 2004, NSWTI has continued to consult with industry and user groups through bodies established for particular projects, such as the Taxi Industry Safety and Security Taskforce.

One of the recommendations of the Taxi Taskforce was that:

An ongoing taxi industry advisory body, subsuming the existing Taxi Advisory Committee, should be established and properly resourced to inform the Government on taxi related matters. Representation of taxi drivers is central to ensuring the effectiveness of this body.

NSWTI supports this recommendation. However, the priority has been to reform the regulatory framework governing the administration of taxi licences to ensure there are more taxis on the road and better service outcomes for passengers. Now that legislative changes have commenced and new licensing arrangements are underway, it is appropriate to establish a new advisory body. A proposal to this effect is being finalized for Government's consideration.

B: Responses to additional Questions on Notice – 5 Feb 2010

From the Hon Ajaka MLC:

- 1. The Final Report on the Administration of the Nexus Scheme by Deloitte Touche Tohmatsu identified significant problems relating to the administration and record keeping of Nexus licences. Issues identified include a lack of historical records, varying licences conditions and a lack of monitoring and enforcement of these conditions. What initiatives have NSWTI introduced to resolve these issues?**

A: NSWTI has undertaken a number of actions to address the issues raised in relation to "nexus" taxi licences including:

- Strengthening record keeping.
- Implementing a clear statutory framework for the ongoing operation of nexus licences.
- Actively enforcing licence conditions.

- 2. Are you able to update the Committee on the progress of the release of the 100 additional licences that were recently tendered for the Sydney area following the 2009 reforms to taxi licensing arrangements (p5)?**

A: On 9 December 2009, the tender process for 100 new unrestricted annual licences opened. It closed on 20 January 2010 and considerable interest was demonstrated.

Some licences have already been issued and the rest of the applicants are currently in the process of finalising arrangements – such as obtaining vehicles – so that their licences can be issued.

In accordance with the new framework for issuing new licences, a process will shortly commence to determine the number of non-WAT licences that will be released in the period 1 July 2010 and 30 June 2011.

- 3. Your submission notes that taxi performance standards measure the performance of taxi networks in the Sydney metropolitan, Newcastle, Wollongong, Gosford and Wyong areas (p3). Are similar standards being developed for rural and regional taxi-cab networks?**

A: Please refer to the response provided above to Question 3.

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? What steps has NSW Transport and Infrastructure undertaken to implement these minimum standards by the July 2010 deadline?**

A: NSW has supported development of the National Minimum Standards Framework for taxi driver training and the proposed National Taxi Driver Training Standards are currently awaiting approval from the National Quality Council.

As the current NSW taxi training course standards already exceed the proposed minimum national standards, there is no need for changes to the current NSW training requirements.

5. **Currently NSW Transport and Infrastructure issue WAT licenses for one year only, with reissue based on compliance with the conditions attached to the license, including priority being given to WAT bookings. Can you advise the Committee as to the process and criteria used by the Department to assess compliance with the regulatory obligations for WAT licenses? In addition, could you indicate how many WAT licenses have been revoked and what were the reasons for this decision?**

A: Prior to approval of an application for a WAT licence, the applicant must satisfy NSWTI that they are capable of providing the service specified in the licence conditions and have the ability and commitment to operate the vehicle in compliance with the conditions of the licence and to the expectation of their customers. All WAT licence applications are considered on their merits and no prospective applicant is turned away from NSWTI.

The requirements for prospective WAT licence applicants are detailed in the licence application documents and the WAT measurement protocol, which are available on the NSWTI website.

Each applicant seeking to be re-issued with a WAT licence on the expiry of their existing licence term, or applying for an additional WAT licence, must demonstrate that the WAT they have been operating has completed adequate wheelchair accessible taxi work over the past 12 months. They must also provide confirmation that the driver has been logged onto a designated booking service for wheelchair accessible taxis approved by the Director-General. (In Sydney, WATs must be logged onto the Zero 200 Wheelchair Accessible Taxi Booking Service, but may also accept WAT bookings from their local taxi network.)

The assessment of the application consists of an analysis of the data provided by the 0200 Booking Service and other WAT bookings, as well as all dockets submitted for reimbursement from the Taxi Transport Subsidy Scheme. A

recommendation regarding the application is then made to the Manager, Licensing and Accreditation (the Director-General's delegate), who approves or refuses the application. The checklist used in the assessment process is at Attachment C.

It should be noted that, with the commencement of recent amendments to the *Passenger Transport Act 1990*, all new WAT licences in the Sydney Metropolitan Transport District (including licences that replace existing short term licences on expiry) will be annual licences. Annual licences are one-year licences which are renewable, on payment of the fee set by the Director-General, for up to ten years.

The ability to renew the licence – subject to satisfactory performance – should help overcome any perceptions of uncertainty which may have made prospective applicants reluctant to apply for the previous non-renewable short term licences.

See the response to Question 5 above for information on the number of licences cancelled or refused re-issue.

- 6. The WAT Taxi Driver Incentive Payment Scheme commenced on 1 December 2008 for an initial trial period of six months. This has since been extended indefinitely. Is the Department intending to review the Scheme with the intent of implementing it on a permanent basis?**

A: Please refer to the response provided above to Question 4, taken on notice on 2 February 2010.

- 7. 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?**

A: Under the *Passenger Transport Regulation 2007*, in NSW a taxi driver may refuse a hiring: "if the intending passenger cannot, on request, satisfy the driver that the person is able to pay the estimated fare." However, the driver cannot require pre-payment of the fare.

The ability to demand pre-payment was considered by the Taxi Industry Safety and Security Taskforce Report, with concerns raised including the potential for increased conflict between drivers and passengers.

However, NSWTI has approved a trial proposed by the NSW Taxi Council, on behalf of the Central Coast Taxis, to give drivers the option of requiring pre-payment of fares for late night trips. NSWTI is currently developing the requirements for the trial.

From the Hon Trevor Khan MLC:

1. How much is the Taxi Transport Subsidy Scheme cost per year?

A: The costs for the Taxi Transport Subsidy Scheme is as follows:

Year	Expenditure
2007/2008	\$22.4m
2008/2009	\$23m
2009/2010	\$24.3m (estimate)

2. What are the projected costs for each of the coming years?

A: In 2009/10, TTSS expenditure is estimated at \$24.3 million. The Scheme budget is currently expected to grow by 3% per annum.

3. What is the current number of Wheelchair Access Taxis in NSW?

There are currently 743 WAT taxis in NSW and the number of WATs has continued to increase every year as a result of initiatives to support their operation. Since July 2005, the number of WAT taxis has increased by 76% in Sydney and by 56% across NSW. As a result, NSW has one of the largest WAT fleets in Australia.

	As at February 2010		As at July 2005	
	Number	% of taxi fleet	Number	% of taxi fleet
Sydney	527	10%	300	6%
Newcastle	13	8%	8	5%
Wollongong	9	7%	10	7%
Country – varies locally	194	19%	159	14%
TOTAL NSW	743	11%	477	7.7%

4. What, if any, is the projected increase in WATs in NSW year on year?

A: The number of WATs has increased by 10% in Sydney and by 8% in NSW in the past year. NSWTI will continue initiatives aimed at encouraging WAT licence take up. However, taking up a WAT licence is an individual, commercial decision.

From Ms Lee Rhiannon MLC:

- 1. Will you arrange for the public release of the following reports (see Table A)?**

Year	Name of Report	Response
1993	Anderson review of taxi and hire car plates	Published
1998	Taxi legislation review	Report not known
2004	Auditor General annual review into nexus plates	Nexus licences have been included in Audit Office's published Annual Reports to Parliament since 2005
2004	Wheelchair Accessible Taxi Taskforce	Published:
2005	NSW Taxi Taskforce	Published:
2005	WAT committee report	WAT Committee of the Taxi Taskforce was superseded by the WAT Taskforce.
2006	Administration of the Nexus Scheme: Final report	Published
2007	Taxi Licensing review	Cabinet-in-Confidence: Not published

- 2. If you determine not to release any of these reports, will you release them to be viewed by the Inquiry?**

A: Most of these reports have been published. It is not clear what document is being referred to by the name "1990 taxi legislation review" and searches have not located a document that appears to fit that description.

In terms of the request for the 2004 report of the Auditor-General's review of nexus licensing, it seems possible that this is a reference to the reports by Deloitte Touche Tohmatsu, which undertook the actual review. While the then Minister for Transport Services announced that a review of "nexus" licences and indicated it would be undertaken by the Audit Office, the Audit Office subsequently indicated that it was not able to do so. In consultation with the Audit Office, Deloitte was then engaged.

The Auditor-General has maintained a watching brief on this issue and, separately, this formed part of his annual reports to Parliament.

3. Why are taxis required to be members of radio networks considering they provide only about twenty per cent of the work?

A: Household Travel Survey data from NSWTI's Transport Data Centre and other surveys show that the proportion of total taxi trips booked through networks varies between 20-26% in Sydney, 44% in Newcastle and 66% in Wollongong.

While network bookings are less prevalent in Sydney CBD (where rank and hail hirings are more frequent), they are more common in suburban areas and remain an important segment of the total taxi service market. Network reports for 2009 show a total of 12.4 million network booking requests in Sydney and close to a million each in Newcastle and Wollongong. This large volume of hirings demonstrates the importance of this area of service.

The primary purpose of taxi networks is to have a booking service by means of which the public can order a taxi. Without this facility, a booking could only be made directly with a driver (an option that is currently – and will remain - available). Networks are accountable for the delivery of booked services and report monthly against KPIs.

Networks also play an important role in helping to ensure driver and passenger safety (such as the provision of a duress alarm service) and they are required to handle customer complaints and lost property services.

4. Have the taxi ranks in the city been tendered?

A: NSWTI manages the Secure Ranks program, which are a network of selected taxi ranks across NSW which have security guards present on Friday and Saturday nights or are under CCTV surveillance. The guards are there to provide a safer environment for intending passengers and taxi drivers. There are three such ranks in Sydney CBD and two in the Kings Cross area.

Security services for the three secure ranks in the CBD have not been tendered, but all other secure ranks fully funded by NSWTI, including those in Kings Cross, have been tendered.

If not, why not?

A: The three CBD secure taxi ranks – at Chifley Square, Park Street and Four Seasons Hotel – have been in place since 2002. These ranks are jointly funded by NSWTI and the Taxi Council with the taxi council managing them through a contract with a security provider.

5. Who operates and controls city taxi ranks?

A: In general, local councils own and control taxi ranks, with zoning and signage for ranks through local traffic committees.

6. What overseeing does your department exercise over taxi ranks?

A: There are currently 40 secure taxi ranks in NSW. These ranks are staffed by security guards engaged by NSWTI (except for 3 CBD ranks mentioned previously) under a Services Agreement that requires the security company at each location to provide weekly reports containing the patronage figures, waiting time for taxis and incident reports. NSWTI compliance officers provide further oversight.

7. Does anyone in your department own Cabcharge shares?

A: Personal financial interests are a matter for the individual employee, except where those interests could create a real or perceived conflict of interest.

NSWTI has a Code of Conduct which requires staff to disclose any such conflicts of interest, so that the matter can be appropriately managed on a case-by-case basis.

All NSWTI staff regularly undertake training to ensure they understand their obligations under the Code of Conduct.

Breaches of the NSWTI Code of Conduct are considered misconduct and managed in accordance with NSW public sector requirements.

If so, who owns these shares and how many do they own?

A: Not applicable.

8. Do you have plans to reduce the dominance of Cabcharge in the taxi industry?

A: NSWTI regulates the taxi industry in accordance with the *Passenger Transport Act 1990* and its Regulation to ensure the delivery of safe, reliable passenger services. NSWTI does not have jurisdiction over any concerns that may relate to anti-competitive behaviour by a corporation like CabCharge. These are matters for the Commonwealth through the Australian Competition and Consumer Commission.

However, recent amendments to the *Passenger Transport Act 1990* will help increase competition in the taxi industry by:

- Providing for a number of new licences to be released each year at prices determined by the market.
- Allowing for all or some licences that can only be issued to taxi drivers who hold, or are obtaining, operator accreditation.
- Allowing for limits to be placed on the number of new licences which may

be granted to the same applicant or a related applicant, if such a limitation is likely to promote competition that will benefit the public.

In all its procurement activities, NSWTI follows NSW Government policies and guidelines.

9. Have you received any advice and/or have reports been prepared by or for your department about the Taxi Council?

A: In the ordinary course of providing advice, NSWTI documents may include information relating to the functions of the NSW Taxi Council or the position on various issues held by Taxi Council and other stakeholders. However, NSWTI is not aware of any specific reports prepared "about the NSW Taxi Council".

If so, what was the advice and/or recommendations?

A: Not applicable.

10. Will you release such material to the public or the Inquiry?

A: Not applicable.

11. What plans do you have to collect key performance indicators on the taxi industry?

A: Please refer to the response to Question 2.

12. What information on performance standards in the industry will be released publicly?

A: NSWTI publishes aggregated data on key performance measures for response times and reliability of booked taxi services each quarter on the NSWTI website.

In relation to future reporting of performance standards, please refer to the response provided above to Question 2.

13. Why is no monitoring undertaken for the network of wheelchair accessible taxis (WATs)?

A: NSWTI monitors provision of WAT services in Sydney, Newcastle, Wollongong and the Central Coast. In Sydney, the Zero 200 Booking Service provides monthly KPI reports for all Sydney WATs regardless of the authorised network with which the taxi is affiliated. This performance data from 2008/2009 is published on the NSWTI website.

NSWTI receives monthly reports from Newcastle, Wollongong and Central Coast networks for their WAT services, which is also reported on the NSWTI website.

14. Will you provide a list of who owns Sydney taxis?

A: Starting with the 100 licences in the process of being released, NSWTI will publish the names of those who have been issued with licences. Applicants participating in this process were be made aware that NSWTI intended to take this action, which is in accordance with Government procurement guidelines and privacy laws. This will be part of each subsequent tender or auction process.

For existing licence holders, any decision to release this information would need to take into account the provisions of privacy legislation (including seeking permission where required). Once commenced, the impacts of the new *Government Information (Public Access) Act 2009* will also need to be considered.

Without identifying the licence owner, NSWTI has previously provided data to IPART on the ownership profile of taxi licences by numbers of licences held in NSW. An update of this data is provided in answer to Question 9.

If not, why not?

A: See above

15. Will you release the advice given by the Crown Solicitors on the Deloitte report?

A: No.

If not, why not?

A: Legal advice obtained by NSWTI is privileged

16. What is the role of Paul Bolt in your department? Is he the senior person in your department responsible for WATs?

A: Paul Bolt is not employed by NSWTI.



**Transport &
Infrastructure**

ATTACHMENT A

**Compliance actions taken against taxi drivers and operators
(2007 – 2009)**

COMPLIANCE TAXI STATISTICS - JULY 2007

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

ACCEPT HIRE OUTSIDE TAXI ZONE	3
FAIL TO PRODUCE DRIVERS LICENCE FOR INSPECTION ON DEMAND	1
ILLEGALLY PLACE/KEEP TAXI IN TAXI ZONE	3
INTERFERE/CAUSE/PERMIT INTERFERENCE WITH SECURITY CAMERA SYSTEM	1
TAXI DRIVER NOT ACCEPT HIRING IMMEDIATELY	2
TAXI DRIVER NOT COMPLETE WORKSHEET	4
TAXI DRIVER NOT PRODUCE DRIVERS AUTHORITY CARD (SYDNEY AIRPORT)	1
TAXI DRIVER NOT REMAIN WITH TAXI (SYDNEY AIRPORT)	2
TAXI DRIVER NOT WEAR PROPER UNIFORM	5
TAXI DRIVER REFUSE/FAIL TO CARRY OUT HIRING PUNCTUALLY	1
TAXI DRIVER SMOKE IN TAXI	10
TOUT/SOLICIT FOR PASSENGERS FOR/HIRING OF TAXI-CAB (SYDNEY AIRPORT)	1
UNAUTHORISED PERSON DRIVE TAXI-CAB	4
Total	38

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

INTERIOR/EXTERIOR/FITTINGS OF TAXI DIRTY/DAMAGE/NOT GOOD REPAIR	7
TAXI-CAB OPERATOR CONTRAVENE CONDITIONS OF ACCREDITATION	2
Total	9

Taxis inspected 448
NCN's issued 62
Off road 31

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - AUGUST 2007

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

ACCEPT HIRING OUTSIDE TAXI ZONE	1
FAIL TO COMPLY WITH DIRECTIONS TO STOP/MOVE TAXI-CAB	1
ILLEGALLY PLACE/KEEP TAXI IN TAXI ZONE	2
TAXI DRIVER DISPLAY SURCHARGE RATE WHEN NOT PAYABLE	1
TAXI DRIVER NOT BEHAVE IN ORDERLY MANNER/WITH CIVILITY AND PROPRIETY	2
TAXI DRIVER NOT COMPLETE WORKSHEET	2
TAXI DRIVER NOT PRODUCE AUTHORITY CARD	1
TAXI DRIVER NOT PRODUCE DRIVERS AUTHORITY CARD	5
TAXI DRIVER NOT PRODUCE WORKSHEET	1
TAXI DRIVER NOT WEAR PROPER UNIFORM	3
TAXI DRIVER SMOKE IN TAXI	8
Total	27

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

ILLEGALLY PLACE/KEEP TAXI IN TAXI ZONE	1
INTERIOR/EXTERIOR/FITTINGS OF TAXI DIRTY/DAMAGE/NOT GOOD REPAIR	2
TAXI NOT COMPLY ON INSPECTION	5
TAXI OPERATOR NOT DISPLAY CURRENT CERTIFICATE OF INSPECTION	2
TAXI OPERATOR NOT FIT COMPLYING EMERGENCY BOOT RELEASE	1
TAXI OPERATOR OPERATE NON-COMPLYING TAXI	1
TAXI-CAB OPERATOR CONTRAVENE CONDITION OF ACCREDITATION	1
Total	13

Taxis inspected	597
NCN's issued	73
Off road	39

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - SEPTEMBER 2007

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

DRIVER NOT ENTER PRESCRIBED PARTICULARS ON DRIVERS WORKSHEET	1
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	3
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN HIRED/NOT FOR HIRE	2
TAXI DRIVER FAIL TO NOTIFY CHANGE OF ADDRESS TO DIRECTOR GENERAL	1
TAXI DRIVER SMOKE IN TAXI	1
Total	8

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

OPERATOR NOT ENSURE VEHICLE/FITNESS CLEAN/UNDAMAGED	1
Total	1

Taxis inspected	282
NCN's issued	32
Off road	19

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - OCTOBER 2007

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

ACCEPT HIRE OUTSIDE TAXI ZONE (MASCOT AIRPORT)	1
DRIVER NOT COMPLY WITH DIRECTION OF AUTHORISED OFFICER	1
DRIVER NOT WEAR NETWORK UNIFORM	1
DRIVER OF TAXI-CAB NOT ACCEPT HIRING WHEN OFFERED	1
DRIVER SMOKE IN TAXI	8
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN NOT FOR HIRE	2
TAXI DRIVER NOT ACCEPT HIRING IMMEDIATELY	3
TAXI DRIVER NOT ASSIST IN LOADING LUGGAGE	1
TOUT OR SOLICIT FOR PASSENGERS	1
TOUT OR SOLICIT FOR PASSENGERS (NOT SYDNEY AIRPORT)	1
Total	20

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

TAXI-CAB OPERATOR CONTRAVENE CONDITIONS OF ACCREDITATION	1
OPERATOR NOT HAVE PRESCRIBED BOOT LOCK RELEASE DEVICE	1
OPERATE TAXI-CAB IN METROPOLITAN DISTRICT OLDER THAN 6 YEARS	1
TAXI-CAB NOT COMPLY ON INSPECTION	1
Total	4

Taxis inspected	392
NCN's issued	37
Off road	15

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - NOVEMBER 2007

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

DRIVER NOT WEAR NETWORK UNIFORM	1
DRIVER OF TAXI-CAB NOT ACCEPT HIRING WHEN OFFERED	1
DRIVER OF TAXI-CAB NOT DISPLAY AUTHORITY CARD	1
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE (TAXI-CAB)	3
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN HIRED/NOT FOR HIRE	1
DRIVER TOUT OR SOLICIT FOR PASSENGERS (NOT SYDNEY AIRPORT)	3
STAND TAXI-CAB IN TAXI ZONE WHEN NOT FOR HIRE	1
TAXI DRIVER NOT COMPLETE WORKSHEET	1
TOUT OR SOLICIT FOR PASSENGERS (SYDNEY AIRPORT PRECINET)	1
TOTAL	13

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

INTERIOR/EXTERIOR/FITTINGS OF TAXI DIRTY/DAMAGE/NOT GOOD REPAIR	1
OPERATOR NOT COMPLY WITH REQUIREMENTS FOR WHEELCHAIR TAXI-CAB	2
OPERATOR NOT ENSURE VEHICLE/FITTINGS CLEAN/UNDAMAGED	3
TAXI -CAB OPERATOR CONTRAVENE CONDITION OF ACCREDITATION	1
Total	7

Taxis inspected	572
NCN's issued	61
Off road	25

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - DECEMBER 2007

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

DRIVER CAUSE / ALLOW TAXI-METER TO DISPLAY NIGHT-TIME SURCHARGE RATE WHEN NOT APPLICABLE	1
DRIVER NEGLIGENTLY / WILFULLY MOVE / CAUSE VEHICLE TO BE MOVED / AND SUBJECT PERSON TO BE MOVED	1
DRIVER NOT PRODUCE WORKSHEET ON DEMAND / SIGN WORKSHEET	2
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	3
DRIVER OF TAXI-CAB ACCEPT HIRE FROM NON WHEELCHAIR PERSON IN PREFER TO PERSON USING WHEELCHAIR	1
DRIVER OF TAXI-CAB NOT ACCEPT HIRING WHEN OFFERED	2
DRIVER OF TAXI-CAB NOT DISPLAY DRIVER AUTHORITY CARD IN HOLDER	1
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	5
DRIVER SOLICIT OR TOUT FOR PASSENGERS (NOT SYDNEY AIRPORT)	1
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN HIRED / NOT FOR HIRE	14
STAND TAXI-CAB IN TAXI ZONE WHEN NOT FOR HIRE	2
TOUT OR SOLICIT FOR PASSENGERS (NOT SYDNEY AIRPORT)	6
UNAUTHORISED PERSON DRIVE TAXI-CAB	2
TOTAL	41

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

OPERATOR NOT COMPLY WITH REQUIREMENTS FOR WHEELCHAIR TAXI-CAB	2
OPERATOR NOT ENSURE VEHICLE / FITTINGS CLEAN / UNDAMAGED	18
OPERATOR NOT HAVE PRESCRIBED BOOT LOCK RELEASE DEVICE	1
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION	4
Total	25

Taxis inspected
NCN's issued
Off road

745
162
81

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - JANUARY 2008

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

DRIVER ACCEPT HIRE NOT IN TAXI ZONE AT SYDNEY AIRPORT	1
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	5
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	2
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN NOT FOR HIRE	7
NOT RETURN AUTHORITY RELATING TO TAXI-CAB	1
UNAUTHORISED PERSON DRIVER TAXI-CAB	1
TOTAL	17

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

ACCREDITED SERVICE OPERATOR CONTREVENE / FAIL TO COMPLY WITH CONDITIONS OF ACCRE	1
OPERATOR NOT ENSURE VEHICLE / FITTINGS CLEAN / UNDAMAGED	2
OPERATOR OF TAXI-CAB NOT INSTALL DRIVER AUTHORITY CARD HOLDER	2
STAND TAXI IN TAXI ZONE WHEN NOT FOR HIRE	3
Total	8

Taxis inspected	349
NCN's issued	46
Off road	28

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - FEBRUARY 2008

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

DRIVER NEGLIGENTLY/WILFULLY MOVE/DRIVE/CAUSE VEHICLE BE MOVED/DRIVEN (SUBJECT PER	1
DRIVER NOT BEHAVE IN ORDERLY / CIVIL MANNER	1
DRIVER NOT COMPLY WITH REQUIREMENTS OF AUTHORISED OFFICER/PASSENGER	1
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	2
DRIVER OF TAXI-CAB NOT ACCEPT HIRING WHEN OFFERED	1
DRIVER OF TAXI-CAB REFUSE / FAIL TO CARRY OUT PUNCTUAL HIRING	1
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	6
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN HIRED / NOT FOR HIRE	6
NOT RETURN AUTHORITY RELATING TO TAXI-CAB	1
TOTAL	20

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

OPERATOR NOT ENSURE VEHICLE / FITTINGS CLEAN / UNDAMAGED	7
OPERATOR NOT HAVE PRESCRIBED EMERGENCY BOOT RELEASE	2
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION (CL 125)	4
OPERATOR OF TAXI-CAB NOT INSTALL DRIVER AUTHORITY CARD HOLDER	2
TAXI-CAB OPERATOR CONTRAVENE CONDITION OF ACCREDITATION	2
USE UNLICENSED TAXI-CAB TO CARRY ON TAXI-SERVICE	1
Total	18

Taxis inspected	375
NCN's issued	64
Off road	33

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - MARCH 2008

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

DRIVER ACCEPT HIRE NOT IN TAXI ZONE AT SYDNEY AIRPORT	1
DRIVER MOVE MORE THAN 3 METRES FROM TAXI-CAB	2
DRIVER NOT COMPLY WITH THE REQUIREMENTS OF AUTHORISED OFFICER	1
DRIVER NOT GIVE DRIVER AUTHORITY CARD (SYDNEY AIRPORT)	2
DRIVER NOT PRODUCE WORKSHEET ON DEMAND	1
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	9
DRIVER OF TAXI-CAB NOT ASSIST IN LOADING/REMOVE LUGGAGE/GOODS	1
DRIVER OF TAXI-CAB NOT DISPLAY AUTHORITY CARD IN HOLDER	1
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	1
DRIVER TAXI-CAB NOT COMPLY WITH NETWORK RULES/BY-LAWS	1
TOTAL	20

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

ACCREDITED SERVICE OPERATOR CONTRAVENE / FAIL TO COMPLY WITH CONDITIONS OF ACCRED	1
OPERATOR ALLOW UNAUTHORISED PERSON TO OPERATE / MANAGE / SUPERVISE / ADMINISTER TH	1
OPERATOR NOT ENSURE VEHICLE / FITTINGS CLEAN / UNDAMAGED	4
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION	5
Total	11

Taxis inspected 551
NCN's issued 59
Off road 42

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - APRIL 2008

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

DRIVER CAUSE/ALLOW TAXI METER TO DISPLAY NIGHT TIME SURCHARGE RATE WHEN NOT APPLICABLE	2
DRIVER NEGLIGENTLY / WILFULLY MOVE VEHICLE AND SUBJECT PERSON TO RISK	1
DRIVER NOT BEHAVE IN ORDERLY/CIVIL MANNER	1
DRIVER NOT COMPLY WITH REQUIREMENTS OF OFFICER	1
DRIVER NOT ENTER PRESCRIBED PARTICULARS ON DRIVERS WORKSHEET	1
DRIVER NOT PRODUCE WORKSHEET ON DEMAND / SIGN WORKSHEET	1
DRIVER NOT PRODUCE WORKSHEET TO AUTHORISED OFFICER	1
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	2
DRIVER OF TAXI-CAB DEMAND/ENTER AGREEMENT FOR MORE THAN PRESCRIBED FARE	1
DRIVER PERMIT TAXI-CAB TO STAND NOT AS PRESCRIBED BY CLAUSE	1
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	1
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN HIRED / NOT FOR HIRE	4
LEND OR PART WITH ANY DRIVER AUTHORITY CARD	1
NOT RETURN AUTHORITY / LICENCE RELATING TO TAXI-CAB	1
TOTAL	19

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

OPERATOR NOT ENSURE VEHICLE / FITTINGS CLEAN / UNDAMAGED	8
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION	6
TAXI-CAB OPERATOR CONTRAVENE CONDITIONS OF ACCREDITATION	1
Total	15

Taxis inspected 552
NCN's issued 95
Off road 54

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - MAY 2008

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

DRIVER NOT COMPLY WITH REQUIREMENTS OF OFFICER	1
DRIVER NOT GIVE DRIVER AUTHORITY CARD	1
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	1
DRIVER OF TAXI-CAB NOT ASSIST IN LOADING / REMOVING LUGGAGE / GOODS	1
DRIVER OF TAXI-CAB NOT DISPLAY AUTHORITY CARD IN HOLDER	1
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	3
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN HIRED/NOT FOR HIRE	5
TOUT OR SOLICIT FOR PASSENGERS (NOT SYDNEY AIRPORT)	1
TOTAL	14

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

ACCREDITED SERVICE OPERATOR CONTRAVENE / FAIL TO COMPLY WITH CONDITIONS OF ACCREI	1
OPERATOR NOT ENSURE VEHICLE / FITTINGS CLEAN / UNDAMAGED	2
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION	6
Total	9

Taxis inspected	389
NCN's issued	57
Off road	36

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - JUNE 2008

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN NOT FOR HIRE	2
DRIVER OF TAXI-CAB NOT ACCEPT HIRING WHEN OFFERED	1
TOTAL	3

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

OPERATOR NOT ENSURE VEHICLE/FITTINGS CLEAN/UNDAMAGED	2
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION	1
Total	3

Taxis inspected	391
NCN's issued	46
Off road	29

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - JULY 2008

Action taken against Drivers

Suspended	3
Show Cause	0
Cancelled	3

Infringements

DRIVER OF TAXI-CAB NOT ACCEPT HIRING WHEN OFFERED	2
DRIVER NOT BEHAVE IN ORDERLY/CIVIL MANNER	2
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	8
DRIVER ACCEPT HIRE NOT IN TAXI ZONE AT SYDNEY AIRPORT	1
DRIVER NOT ENTER PRESCRIBED PARTICULARS ON DRIVERS WORKSHEET	20
DRIVER EAT OR DRINK IN PUBLIC PASSENGER VEHICLE WHEN HIRED	2
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	5
DRIVER OF TAXI-CAB NOT DISPLAY AUTHORITY CARD IN HOLDER	2
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN NOT FOR HIRE	2
DRIVER PERMIT TAXI-CAB TO STAND NOT AS PRESCRIBED BY CLAUSE	8
STOP AT/NEAR BUS STOP	2
DRIVER CAUSE/ALLOW TAXI-CAB TO DISPLAY NIGHT-TIME SURCHARGE RATE WHEN NOT APPL	1
Total	55

Action taken against Operators

Suspended	0
Show Cause	1
Cancelled	2

Infringements

CONTRAVENE CONDITIONS OF OPERATORS ACCREDITATION	5
OPERATOR NOT ENSURE VEHICLE/FITTINGS CLEAN/UNDAMAGED	2
OPERATOR OF TAXI-CAB NOT INSTALL DRIVER AUTHORITY CARD HOLDER	1
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION	5
INTERFERE WITH OR PERMIT INTERFERENCE WITH TAXI-METER/SEAL/MECHANISM	4
OPERATOR NOT HAVE PRESCRIBED BOOT LOCK RELEASE DEVICE	1
Total	18

Taxis inspected	605
NCN's issued	69
Off road	39

Audits

ATIS	
Taxi audits : - 6 Full - 2 Unsatisfactory, 1 Review, 3 Targeted - 1 Unsatisfactory	10

COMPLIANCE TAXI STATISTICS - AUGUST 2008

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

DRIVER NOT BEHAVE IN ORDERLY/CIVIL MANNER	2
DRIVER NOT ENSURE PRESCRIBED PARTICULARS ON DRIVERS WORKSHEET	1
STOP IN BUST ZONE (NOT CLEARWAY OR TRANSIT/BUS LANE)	1
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN NOT FOR HIRE	4
DRIVER OF TAXI-CAB NOT ACCEPT HIRING WHEN OFFERED	2
DRIVER OF TAXI-CAB NOT DISPLAY AUTHORITY CARD IN HOLDER	1
DRIVER OF TAXI-CAB REFUSE/FAIL TO CARRY OUT HIRING PUNCTUAL	1
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	2
DRIVER CAUSE/ALLOW TAXI METER TO DISPLAY NIGHT-TIME SURCHARGE RATE WHEN NOT APPLIC	1
UNAUTHORISED PERSON DRIVE TAXI-CAB	1
DRIVER ACCEPT HIRE NOT IN TAXI ZONE AT SYDNEY AIRPORT	2
Total	18

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

CONTRAVENE CONDITION OF OPERATORS ACCREDITATION	2
OPERATOR FAIL TO KEEP PRESCRIBED PARTICULARS OF DRIVERS	1
OPERATOR NOT HAVE PRESCRIBED BOOT LOCK RELEASE DEVICE	3
OPERATOR NOT ENSURE VEHICLE/FITTINGS CLEAN/UNDAMAGED	18
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION CLAUSE 125	5
Total	29

Taxis inspected
NCN's issued
Off road

775
123
68

Audits

ATIS

Taxi audits :- 6 Full - 2 Unsatisfactory; 1 Review, 3 Targeted - 1 Unsatisfactory

COMPLIANCE TAXI STATISTICS - SEPTEMBER 2008

Action taken against Drivers

Suspended	1
Show Cause	2
Cancelled	2

Infringements

DRIVER NOT BEHAVE IN ORDERLY/CIVIL MANNER	4
DRIVER NOT COMPLY WITH REQUIREMENT OF OFFICER	2
DRIVER NOT ENTER PRESCRIBED PARTICULARS ON DRIVERS WORKSHEET	2
DRIVER NOT PRODUCE DRIVER AUTHORITY CARD FOR INSPECTION (NOT SYDNEY AIRPORT)	1
DRIVER NOT PRODUCE WORKSHEET ON DEMAND/SIGN WORKSHEET	5
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	6
DRIVER OF TAXI-CAB NOT ACCEPT HIRING WHEN OFFERED	28
DRIVER OF TAXI-CAB NOT DISPLAY AUTHORITY CARD IN HOLDER	5
DRIVER OF TAXI-CAB REFUSE/FAIL TO CARRY OUT PUNCTUAL HIRING	7
DRIVER PERMIT TAXI-CAB TO STAND NOT AS PRESCRIBED BY CLAUSE	1
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	7
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN HIRED/NOT FOR HIRE	19
DRIVER TAXI-CAB NOT COMPLY WITH NETWORK RULES/BY-LAWS	1
STOP IN BUS ZONE	1
STOP IN BUS ZONE (NOT CLEARWAY OR TRANSIT/BUS LANE)	3
UNAUTHORISED PERSON DRIVE TAXI-CAB	4
Total	96

Action taken against Operators

Suspended	0
Show Cause	1
Cancelled	1

Infringements

OPERATE TAXI-CAB IN METROPOLITAN DISTRICT OLDER THAN 6 YEARS	1
OPERATOR NOT ENSURE VEHICLE/FITTINGS CLEAN/UNDAMAGED	8
NOT RETURN TAXI-CAB NUMBER PLATES RELATING TO SUSPENDED LICENCE	1
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION (CL125)	3
CONTRAVENE CONDITIONS OF OPERATORS ACCREDITATION	1
Total	14

Taxis inspected	648
NCN's issued	80
Off road	46
Audits	
ATIS	
Taxi audits : -	8

COMPLIANCE TAXI STATISTICS - OCTOBER 2008

Action taken against Drivers

Suspended	2
Show Cause	1
Cancelled	3

Infringements

DRIVE OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	9
DRIVER ACCEPT HIRE NOT IN TAXI ZONE AT SYDNEY AIRPORT	1
DRIVER NOT CLEAN/TIDY WEAR CLEAN/TIDY CLOTHES	1
DRIVER NOT ENTER PRESCRIBED PARTICULARS ON DRIVERS WORKSHEET	2
DRIVER NOT NOTIFY CHANGE OF ADDRESS WITHIN 7 DAYS	1
DRIVER NOT PRODUCE WORKSHEET ON DEMAND/SIGN WORKSHEET	10
DRIVER NOT PROVIDE DRIVER AUTHORITY CARD FOR INSPECTION (SYDNEY AIRPORT)	2
DRIVER OF TAXI-CAB DEMAND/ENTER AGREEMENT FOR MORE THAN AUTHORISED FARE	1
DRIVER OF TAXI-CAB NOT ACCEPT HIRING WHEN OFFERED	25
DRIVER OF TAXI-CAB NOT DISPLAY AUTHORITY CARD IN HOLDER	8
DRIVER OF TAXI-CAB REFUSE/FAIL TO CARRY OUT PUNCTUAL HIRING	1
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	6
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN HIRED/NOT FOR HIRE	5
MAKE/SUPPLY/USE A COUNTERFEIT DRIVER AUTHORITY CARD	2
TOUT OR SOLICIT FOR PASSENGERS (NOT SYDNEY AIRPORT)	1
UNAUTHORISED PERSON DRIVE TAXI-CAB	1
Total	76

Action taken against Operators

Suspended	0
Show Cause	1
Cancelled	0

Infringements

CONTRAVENE CONDITION OF OPERATORS ACCREDITATION	2
OPERATOR NOT ENSURE VEHICLE/FITTINGS CLEAN/UNDAMAGED	8
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION	5
Total	15

Taxis inspected	756
NCN's issued	106
Off road	57
Audits	
ATIS	
Taxi audits : -	3

COMPLIANCE TAXI STATISTICS - NOVEMBER 2008

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

DRIVER CAUSE/ALLOW TAXI METER TO DISPLAY NIGHT TIME SURCHARGE RATE WHEN NOT APPLICABLE	1
DRIVER MOVE MORE THAN 3 METRES FROM TAXI-CAB (IN SYDNEY AIRPORT PRECINCT)	1
DRIVER NEGLIGENTLY/WILFULLY MOVE/DRIVE/CAUSE VEHICLE TO BE MOVED/DRIVEN AND SUBJECT TO OFFICER'S DISCRETION	1
DRIVER NOT COMPLY WITH REQUIREMENT OF OFFICER	1
DRIVER NOT ENTER PRESCRIBED PARTICULARS ON DRIVER WORKSHEET	2
DRIVER NOT PRODUCE WORKSHEET ON DEMAND/SIGN WORKSHEET	1
DRIVER NOT PROVIDE DRIVER AUTHORITY CARD FOR INSPECTION (SYDNEY AIRPORT)	2
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	1
DRIVER OF TAXI-CAB NOT ACCEPT HIRING WHEN OFFERED	1
DRIVER PERMIT TAXI-CAB TO STAND NOT AS PRESCRIBED	1
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	6
DRIVER STAND TAXI IN TAXI ZONE WHEN NOT FOR HIRE	7
OPERATOR/DRIVER NOT NOTIFY CHANGE OF NAME OR ADDRESS WITHIN 7 DAYS	1
UNAUTHORISED PERSON DRIVE TAXI-CAB	1
TOTAL	27

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

CONTRAVENE CONDITION OF OPERATORS ACCREDITATION	2
DRIVER STAND TAXI IN TAXI ZONE WHEN NOT FOR HIRE	1
OPERATOR NOT ENSURE VEHICLE/FITTINGS CLEAN/UNDAMAGED	10
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION	1
OPERATOR OF TAXI-CAB NOT INSTALL DRIVER AUTHORITY CARD HOLDER	1
Total	15

Taxis inspected	390
NCN's issued	40
Off road	24

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - DECEMBER 2008

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

DRIVER ACCEPT HIRE NOT IN TAXI ZONE AT SYDNEY AIRPORT	1
DRIVER NOT BEHAVE IN ORDERLY/CIVIL MANNER	2
DRIVER NOT COMPLY WITH REQUIREMENT OF OFFICER	1
DRIVER NOT GIVE DRIVER AUTHORITY CARD (NOT SYDNEY ARIPORT)	1
DRIVER NOT PRODUCE WORKSHEET ON DEMAND/SIGN WORKSHEET	1
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	8
DRIVER OF TAXI-CAB NOT ACCEPT HIRING WHEN OFFERED	6
DRIVER OF TAXI-CAB NOT DISPLAY AUTHORITY CARD IN HOLDER	1
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	9
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN HIRED/NOT FOR HIRE	25
DRIVER TAXI-CAB NOT COMPLY WITH NETWORK RULES/BY LAWS	1
TOUT OR SOLICIT FOR PASSENGERS (NOT SYDNEY AIRPORT)	9
UNAUTHORISED PERSON DRIVE TAXI-CAB	2
TOTAL	67

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

CONTRAVENE CONDITIONS OF OPERATOR ACCREDITATION	3
CONTRAVENE OR FAIL TO COMPLY WITH CONDITION OF ACCREDITATION	1
OPERATOR NOT COMPLY WITH REQUIREMENTS FOR WHEELCHAIR TAXI-CAB	1
OPERATOR NOT ENSURE VEHICLE/FITTINGS CLEAN/UNDAMAGED	6
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION	3
OPERATOR OF TAXI-CAB NOT INSTALL DRIVER AUTHORITY CARD HOLDER	1
Total	15

Taxis inspected 1351
NCN's issued 163
Off road 87

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - JANUARY 2009

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

DRIVER MOVE MORE THAN 3 METRES FROM TAXI-CAB	2
DRIVER NOT CLEAN/TIDY CLOTHES/ENCLOSED SHOES	1
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	3
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	5
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN HIRED/NOT FOR HIRE	3
UNAUTHORISED PERSON DRIVE TAXI-CAB	1
TOTAL	15

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

OPERATE TAXI-CAB IN METROPOLITAN DISTRICT OLDER THAN 6 YEARS	1
OPERATOR NOT COMPLY WITH REQUIREMENTS FOR WHEELCHAIR TAXI-CAB	1
OPERATOR NOT ENSURE VEHICLE/FITTINGS/CLEAN UNDAMAGED	2
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION	2
Total	6

Taxis inspected	507
NCN's issued	43
Off road	30

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - FEBRUARY 2009

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

DRIVER ACCEPT HIRE NOT IN TAXI ZONE AT SYDNEY AIRPORT	3
DRIVER MOVE VEHICLE WHILE DOOR IS OPEN	1
DRIVER NOT BEHAVE IN ORDERLY CIVIL MANNER	1
DRIVER NOT ENTER PRESCRIBED PARTICULARS ON DRIVERS WORKSHEET	4
DRIVER NOT GIVE WRITTEN DETAILS OF ALLEGED OFFENCES CHARGED	1
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	3
DRIVER OF TAXI-CAB NOT DISPLAY AUTHORITY CARD IN HOLDER	1
DRIVER OF TAXI-CAB NOT TAKE HIRER TO PLACE SPECIFIED	1
DRIVER OF TAXI-CAB REFUSE/FAIL TO CARRY OUT PUNCTUAL HIRING	2
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	2
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN NOT HIRED	3
TOTAL	22

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

OPERATOR NOT COMPLY WITH REQUIREMENTS WHEELCHAIR TAXI	1
OPERATOR NOT ENSURE DRIVER CAN DISPLAY DRIVER AUTHORITY CARD	1
OPERATOR NOT ENSURE VEHICLE/FITTINGS CLEAN/UNDAMAGED	1
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION	2
OPERATOR OF TAXI-CAB NOT INSTALL DRIVER AUTHORITY CARD HOLDER	1
Total	6

Taxis inspected	331
NCN's issued	24
Off road	9

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - MARCH 2009

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

DRIVER ACCEPT HIRE NOT IN TAXI ZONE AT SYDNEY AIRPORT	1
DRIVER CAUSE/ALLOW TAXI METER TO DISPLAY NIGHT TIME SURCHARGE RATE WHEN NOT APPL	1
DRIVER NOT PRODUCE WORKSHEET ON DEMAND	1
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVAL NETWORK UNIFORM	3
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	1
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN NOT FOR HIRE	3
UNAUTHORISED DRIVER/PERSON DRIVE TAXI-CAB	1
TOTAL	11

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

OPERATOR TAXI-CAB IN METROPOLITAN DISTRICT OLDER THAN 6 YEARS	1
CONTRAVENE CONDITIONS OF OPERATORS ACCREDITATION	3
OPERATOR NOT ENSURE VEHICLE/FITTINGS CLEAN/UNDAMAGED	7
OPERATOR NOT HAVE PRESCRIBED BOOT LOCK RELEASE DEVICE	1
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION	1
OPERATOR OF TAXI-CAB NOT PROVIDE APPROVED BLANK DRIVERS WORKSHEETS	1
Total	14

Taxis inspected	457
NCN's issued	76
Off road	33

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - APRIL 2009

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

DRIVER ACCEPT HIRE NOT IN TAXI ZONE AT SYDNEY AIRPORT	2
DRIVER NOT BEHAVE IN ORDERLY/CIVIL MANNER	3
DRIVER NOT COMPLY WITH REQUIREMENT OF OFFICER	1
DRIVER NOT ENTER PRESCRIBED PARTICULARS OF DRIVERS WORKSHEET	2
DRIVER NOT GIVE WRITTEN DETAILS OF ALLEGED OFFENCES CHARGED	2
DRIVER NOT PRODUCE WORKSHEET ON DEMAND	1
DRIVER O TAXI-CAB NOT DISPLAY AUTHORITY CARD IN HOLDER	1
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	2
DRIVER OF TAXI-CAB NOT DISPLAY AUTHORITY CARD IN HOLDER	2
DRIVER OF TAXI-CAB REFUSE/FAIL TO CARRY OUT PUNCHUAL HIRE	1
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	3
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN NOT FOR HIRE	2
DRIVER TAXI-CAB NOT COMPLY WITH NETWORK RULES/BY-LAWS	1
MAKE/SUPPLY/USE A CONTERFEIT DRIVER AUTHORITY CARD	1
UNAUTHORISED PERSON DRIVER TAXI-CAB	1
TOTAL	25

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

CONTRAVENE CONDITIONS OF OPERATOR ACCREDITATION	2
OPERATOR NOT ENSURE VEHICLE/FITTINGS CLEAN/UNDAMAGED	1
OPERATOR NOT HAVE PRESCRIBED BOOT LOCK RELEASE DEVICE	2
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION	4
Total	9

Taxis inspected	422
NCN's issued	60
Off road	29

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - MAY 2009

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

DRIVER CAUSE/ALLOW TAXI METER TO DISPLAY NIGHT-TIME SURCHARGE RATE WHEN NOT APPL	2
DRIVER NOT BEHAVE IN ORDERLY/CIVIL MANNER	1
DRIVER NOT CLEAN/TIDY WEAR CLEAN CLOTHES	1
DRIVER NOT CLEAN/TIDY WEAR ENCLOSED SHOES	1
DRIVER NOT ENTER PRESCRIBED PARTICULARS ON DRIVERS WORKSHEET	9
DRIVER NOT GIVE DRIVER AUTHORITY CARD (NOT SYDNEY AIRPORT)	1
DRIVER NOT PRODUCE WORKSHEET ON DEMAND	2
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	8
DRIVER OF TAXI-CAB DEMAND MORE THAN PRESCRIBED FARE	1
DRIVER OF TAXI-CAB FAIL TO CARRY OUT PUNCTUAL HIRING	1
DRIVER OF TAXI-CAB NOT ACCEPT HIRING WHEN OFFERED	1
DRIVER OF TAXI-CAB NOT DISPLAY AUTHORITY CARD IN HOLDER	5
DRIVER OF TAXI-CAB NOT OPERATE TAXI METER AS PRESCRIBED UNDER CLAUSE	1
DRIVER PERMIT TAXI-CAB TO STAND NOT AS PRESCRIBED BY CLAUSE	2
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	2
MAKE/SUPPLY/USE A COUNTERFEIT DRIVER AUTHORITY CARD	1
NOT RETURN ACCREDITATION/AUTHORITY LICENCE RELATING TO TAXI-CABS	1
TOUT OR SOLICIT FOR PASSENGERS (SYDNEY AIRPORT PRECINCT)	1
UNAUTHORISED PERSON DRIVE TAXI-CAB	2
TOTAL	43

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

CONTRAVENE CONDITION OF OPERATORS ACCREDITATION	3
OPERATOR NOT ENSURE VEHICLE/FITTINGS CLEAN/UNDAMAGED	4
OPERATOR NOT HAVE PRESCRIBED BOOT LOCK RELEASE DEVICE	2
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION	6
Total	15

Taxis inspected 689
NCN's issued 103
Off road 64

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - JUNE 2009

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

DRIVER ACCEPT HIRE NOT IN TAXI ZONE AT SYDNEY AIRPORT	1
DRIVER NOT BEHAVE IN ORDERLY/CIVIL MANNER	1
DRIVER NOT COMPLY WITH REQUIREMENT OF OFFICER / PASSENGER	1
DRIVER NOT ENTER PRESCRIBED PARTICULARS ON DRIVERS WORKSHEET	16
DRIVER NOT PRODUCE WORKSHEET ON DEMAND/SIGN WORKSHEET	2
DRIVER NOT PROVIDE DRIVER AUTHORITY CARD FOR INSPECTION (SYDNEY AIRPORT)	1
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	3
DRIVER OF TAXI-CAB NOT ACCEPT HIRING WHEN OFFERED	2
DRIVER OF TAXI-CAB NOT DISPLAY AUTHORITY CARD IN HOLDER	3
DRIVER OF TAXI-CAB REFUSE/FAIL TO CARRY OUT PUNTUAL HIRING	1
DRIVER SMOKE IN PUBLIC PASSENGER VEHI LCE	2
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN HIRED/NOT FOR HIRE	3
STOP IN BUS ZONE (CLEARWAY OR TRANSIT/BUS LANE)	1
TOTAL	37

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

CONTRAVENE CONDITION OF OPERATORS ACCREDITATION	6
CONTRAVENE OR FAIL TO COMPLY WITH CONDITIONS OF ACCREDITATION	2
INTERFERE WITH OR PERMIT INTERFERENCE WITH THE METER/SEAL/MECHANISM	1
OPERATOR NOT ENSURE VEHICLE FITTINGS CLEAN/UNDAMAGED	4
OPERATOR NOT HAVE PRESCRIBED BOOT LOCK RELEASE DEVICE	2
OPERATOR OF TAXI-CAB NOT PROVIDE APPROVED BLANK DRIVERS WORKSHEET	1
Total	16

Taxis inspected	530
NCN's issued	86
Off road	45

Audits

ATIS
Taxi audits

COMPLIANCE TAXI STATISTICS - JULY 2009

Action taken against Drivers

Suspended	3
Show Cause	0
Cancelled	3

Infringements

DRIVER OF TAXI-CAB NOT ACCEPT HIRING WHEN OFFERED	2
DRIVER NOT BEHAVE IN ORDERLY/CIVIL MANNER	2
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	8
DRIVER ACCEPT HIRE NOT IN TAXI ZONE AT SYDNEY AIRPORT	1
DRIVER NOT ENTER PRESCRIBED PARTICULARS ON DRIVERS WORKSHEET	20
DRIVER EAT OR DRINK IN PUBLIC PASSENGER VEHICLE WHEN HIRED	2
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	5
DRIVER OF TAXI-CAB NOT DISPLAY AUTHORITY CARD IN HOLDER	2
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN NOT FOR HIRE	2
DRIVER PERMIT TAXI-CAB TO STAND NOT AS PRESCRIBED BY CLAUSE	8
STOPAT/NEAR BUS STOP	2
DRIVER CAUSE/ALLOW TAXI-CAB TO DISPLAY NIGHT-TIME SURCHARGE RATE WHEN NOT APPL	1
Total	55

Action taken against Operators

Suspended	0
Show Cause	1
Cancelled	2

Infringements

CONTRAVENE CONDITIONS OF OPERATORS ACCREDITATION	5
OPERATOR NOT ENSURE VEHICLE/FITTINGS CLEAN/UNDAMAGED	2
OPERATOR OF TAXI-CAB NOT INSTALL DRIVER AUTHORITY CARD HOLDER	1
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION	5
INTERFERE WITH OR PERMIT INTERFERENCE WITH TAXI-METER/SEAL/MECHANISM	4
OPERATOR NOT HAVE PRESCRIBED BOOT LOCK RELEASE DEVICE	1
Total	18

Taxis inspected	605
NCN's issued	69
Off road	39

Audits

ATIS	
Taxi audits : - 6 Full - 2 Unsatisfactory, 1 Review, 3 Targeted - 1 Unsatisfactory	10

COMPLIANCE TAXI STATISTICS - AUGUST 2009

Action taken against Drivers

Suspended
Show Cause
Cancelled

Infringements

DRIVER NOT BEHAVE IN ORDERLY/CIVIL MANNER	2
DRIVER NOT ENSURE PRESCRIBED PARTICULARS ON DRIVERS WORKSHEET	1
STOP IN BUST ZONE (NOT CLEARWAY OR TRANSIT/BUS LANE)	1
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN NOT FOR HIRE	4
DRIVER OF TAXI-CAB NOT ACCEPT HIRING WHEN OFFERED	2
DRIVER OF TAXI-CAB NOT DISPLAY AUTHORITY CARD IN HOLDER	1
DRIVER OF TAXI-CAB REFUSE/FAIL TO CARRY OUT HIRING PUNCTUAL	1
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	2
DRIVER CAUSE/ALLOW TAXI METER TO DISPLAY NIGHT-TIME SURCHARGE RATE WHEN NOT APPLIC	1
UNAUTHORISED PERSON DRIVE TAXI-CAB	1
DRIVER ACCEPT HIRE NOT IN TAXI ZONE AT SYDNEY AIRPORT	2
Total	18

Action taken against Operators

Suspended
Show Cause
Cancelled

Infringements

CONTRAVENE CONDITION OF OPERATORS ACCREDITATION	2
OPERATOR FAIL TO KEEP PRESCRIBED PARTICULARS OF DRIVERS	1
OPERATOR NOT HAVE PRESCRIBED BOOT LOCK RELEASE DEVICE.	3
OPERATOR NOT ENSURE VEHICLE/FITTINGS CLEAN/UNDAMAGED	18
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION CLAUSE 125	5
Total	29

Taxis inspected
NCN's issued
Off road

775
123
68

Audits

ATIS

Taxi audits : - 6 Full - 2 Unsatisfactory, 1 Review, 3 Targeted - 1 Unsatisfactory

COMPLIANCE TAXI STATISTICS - SEPTEMBER 2009

Action taken against Drivers

Suspended	1
Show Cause	2
Cancelled	2

Infringements

DRIVER NOT BEHAVE IN ORDERLY/CIVIL MANNER	4
DRIVER NOT COMPLY WITH REQUIREMENT OF OFFICER	2
DRIVER NOT ENTER PRESCRIBED PARTICULARS ON DRIVERS WORKSHEET	2
DRIVER NOT PRODUCE DRIVER AUTHORITY CARD FOR INSPECTION (NOT SYDNEY AIRPORT)	1
DRIVER NOT PRODUCE WORKSHEET ON DEMAND/SIGN WORKSHEET	5
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	6
DRIVER OF TAXI-CAB NOT ACCEPT HIRING WHEN OFFERED	28
DRIVER OF TAXI-CAB NOT DISPLAY AUTHORITY CARD IN HOLDER	5
DRIVER OF TAXI-CAB REFUSE/FAIL TO CARRY OUT PUNCTUAL HIRING	7
DRIVER PERMIT TAXI-CAB TO STAND NOT AS PRESCRIBED BY CLAUSE	1
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	7
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN HIRED/NOT FOR HIRE	19
DRIVER TAXI-CAB NOT COMPLY WITH NETWORK RULES/BY-LAWS	1
STOP IN BUS ZONE	1
STOP IN BUS ZONE (NOT CLEARWAY OR TRANSIT/BUS LANE)	3
UNAUTHORISED PERSON DRIVE TAXI-CAB	4
Total	96

Action taken against Operators

Suspended	0
Show Cause	1
Cancelled	1

Infringements

OPERATE TAXI-CAB IN METROPOLITAN DISTRICT OLDER THAN 6 YEARS	1
OPERATOR NOT ENSURE VEHICLE/FITTINGS CLEAN/UNDAMAGED	8
NOT RETURN TAXI-CAB NUMBER PLATES RELATING TO SUSPENDED LICENCE	1
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION (CL125)	3
CONTRAVENE CONDITIONS OF OPERATORS ACCREDITATION	1
Total	14

Taxis inspected	648
NCN's issued	80
Off road	46
Audits	
ATIS	
Taxi audits : -	8

COMPLIANCE TAXI STATISTICS - OCTOBER 2009

Action taken against Drivers

Suspended	2
Show Cause	1
Cancelled	3

Infringements

DRIVE OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	9
DRIVER ACCEPT HIRE NOT IN TAXI ZONE AT SYDNEY AIRPORT	1
DRIVER NOT CLEAN/TIDY WEAR CLEAN/TIDY CLOTHES	1
DRIVER NOT ENTER PRESCRIBED PARTICULARS ON DRIVERS WORKSHEET	2
DRIVER NOT NOTIFY CHANGE OF ADDRESS WITHIN 7 DAYS	1
DRIVER NOT PRODUCE WORKSHEET ON DEMAND/SIGN WORKSHEET	10
DRIVER NOT PROVIDE DRIVER AUTHORITY CARD FOR INSPECTION (SYDNEY AIRPORT)	2
DRIVER OF TAXI-CAB DEMAND/ENTER AGREEMENT FOR MORE THAN AUTHORISED FARE	1
DRIVER OF TAXI-CAB NOT ACCEPT HIRING WHEN OFFERED	25
DRIVER OF TAXI-CAB NOT DISPLAY AUTHORITY CARD IN HOLDER	8
DRIVER OF TAXI-CAB REFUSE/FAIL TO CARRY OUT PUNCTUAL HIRING	1
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	6
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN HIRED/NOT FOR HIRE	5
MAKE/SUPPLY/USE A COUNTERFEIT DRIVER AUTHORITY CARD	2
TOUT OR SOLICIT FOR PASSENGERS (NOT SYDNEY AIRPORT)	1
UNAUTHORISED PERSON DRIVE TAXI-CAB	1
Total	76

Action taken against Operators

Suspended	0
Show Cause	1
Cancelled	0

Infringements

CONTRAVENTE CONDITION OF OPERATORS ACCREDITATION	2
OPERATOR NOT ENSURE VEHICLE/FITTINGS CLEAN/UNDAMAGED	8
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION	5
Total	15

Taxis inspected	756
NCN's issued	106
Off road	57
Audits	
ATIS	
Taxi audits :-	3

COMPLIANCE TAXI STATISTICS - NOVEMBER 2009

Action taken against Drivers

Suspended	3
Show Cause	4
Cancelled	5

Infringements

DRIVER ACCEPT HIRE NOT IN TAXI ZONE AT SYDNEY AIRPORT	2
DRIVER MOVE MORE THAN 3 METRES FROM TAXI-CAB (SYDNEY AIRPORT PRECINCT)	2
DRIVER NOT BEHAVE IN ORDERLY/CIVIL MANNER	1
DRIVER NOT COMPLY WITH REQUIREMENTS OF OFFICER/PASSENGER	1
DRIVER NOT ENTER PRESCRIBED PARTICULARS ON DRIVERS WORKSHEET	2
DRIVER NOT PRODUCE WORKSHEET ON DEMAND/SIGN WORKSHEET	2
DRIVER NOT PROVIDE DRIVER AUTHORITY CARD FOR INSPECTION	1
DRIVER NOT PROVIDE DRIVER AUTHORITY CARD FOR INSPECTION (NOT SYDNEY AIRPORT)	2
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	5
DRIVER OF TAXI-CAB DEMAND/ENTERAGREEMENT FOR MORE THAN AUTHORISED FARE	1
DRIVER OF TAXI-CAB NOT ACCEPT HIRING WHEN OFFERED	17
DRIVER OF TAXI-CAB NOT COMPLY WITH NETWORK RULES/BY LAWS	1
DRIVER OF TAXI-CAB NOT DISPLAY AUTHORITY CARD IN HOLDER	6
DRIVER OF TAXI-CAB REFUSE/FAIL TO CARRY OUT PUNCTUAL HIRING	2
DRIVER SMOKE IN PUBLIC PASSENGER VEHICLE	2
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN HIRED/NOT FOR HIRE	16
NOT RETURN AUTHORITY RELATING TO TAXI-CAB	1
OPERATOR/DRIVER NOT NOTIFY CHANGE OF ADDRESS WITHIN 7 DAYS	1
TOUT OR SOLICIT FOR PASSENGERS (SYDNEY AIRPORT PRECINCT)	1
TOUT OR SOLICIT FOR PASSENGERS (NOT SYDNEY AIRPORT)	3
UNAUTHORISED PERSON DRIVE TAXI-CAB	2
Total	71

Action taken against Operators

Suspended	1
Show Cause	0
Cancelled	3

Infringements

CONTRAVENE CONDITION OF OPERATORS ACCREDITATION	2
OPERATOR NOT ENSURE VEHICLE/FITTINGS CLEAN/UNDAMAGED	2
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION	3
OPERATOR OF TAXI-CAB NOT INSTALL DRIVER AUTHORITY CARD HOLDER	2
Total	9

Taxis inspected	871
NCN's issued	70
Off road	28
Audits	
ATIS	1
Taxi audits :-	6

COMPLIANCE TAXI STATISTICS - DECEMBER 2009

Action taken against Drivers

Suspended	1
Show Cause	3
Cancelled	5

Infringements

DRIVER CAUSE/ALLOW TAXI-METER TO DISPLAY NIGHT-TIME SURCHARGE RATE WHEN NOT APPLICABLE	1
DRIVER MOVE MORE THAN 3 METRES FROM TAXI-CAB	3
DRIVER NOT BEHAVE IN ORDERLY/CIVIL MANNER	1
DRIVER NOT CLEAN/TIDY WEAR CLEAN/TIDY CLOTHES/ENCLOSED SHOES	1
DRIVER NOT COMPLY WITH REQUIREMENTS OF OFFICER	1
DRIVER NOT ENTER PRESCRIBED PARTICULARS ON DRIVERS WORKSHEET	3
DRIVER NOT PRODUCE WORKSHEET ON DEMAND/SIGN WORKSHEET	5
DRIVER NOT PROVIDE DRIVER AUTHORITY CARD FOR INSPECTION	1
DRIVER NOT PROVIDE DRIVER AUTHORITY CARD FOR INSPECTION (SYDNEY AIRPORT)	1
DRIVER OF NETWORK TAXI-CAB NOT WEAR APPROVED NETWORK UNIFORM	10
DRIVER OF TAXI-CAB DEMAND/ENTER AGREEMENT/OR MORE THAN AUTHORISED FARE	2
DRIVER OF TAXI-CAB NOT ACCEPT HIRING WHEN OFFERED	16
DRIVER OF TAXI-CAB NOT COMPLY WITH NETWORK RULES/BY LAWS	1
DRIVER OF TAXI-CAB NOT DISPLAY AUTHORITY CARD IN HOLDER	12
DRIVER PERMIT TAXI-CAB TO STAND NOT AS PRESCRIBED BY CLAUSE	3
DRIVER SMOKE IN PUBLIC PASSENGER VEHILCE	16
DRIVER STAND TAXI-CAB IN TAXI ZONE WHEN HIRED/ NOT FOR HIRE	37
STOP IN TAXI ZONE	2
TOUT OR SOLICIT FOR PASSENGERS (NOT SYDNEY AIRPORT)	2
TOUT OR SOLICIT FOR PASSENGERS (SYDNEY AIRPORT PRECINCT)	1
Total	119

Action taken against Operators

Suspended	0
Show Cause	0
Cancelled	1

Infringements

CONTRAVENE CONDITION OF OPERATORS ACCREDITATION	2
CONTRAVENE OR FAIL TO COMPLY WITH CONDITION OF ACCREDITATION	2
NOT RETURN TAXI-CAB NUMBER PLATES RELATING TO DISCONTINUED LICENCE	3
OPERATOR NOT COMPLY WITH REQUIREMENTS FOR WHEELCHAIR TAXI-CAB	1
OPERATOR NOT ENSURE VEHICLE/FITTINGS CLEAN/UNDAMAGED	6
OPERATOR NOT HAVE TAXI-CAB COMPLY WITH CLAUSE AT INSPECTION	7
OPERATOR OF TAXI-CAB NOT MAINTAIN CURRENT INSURANCE POLICIES	1
Total	22

Taxis inspected	1018
NCN's issued	84
Off road	51
Audits	
ATIS	
Taxi audits : -	2



**Transport &
Infrastructure**

ATTACHMENT B

Industry flowchart

A booking service can provide services to any authorised taxi network.

A booking service does not need network accreditation

A BOOKING SERVICE



PASSENGER



Member of the public can hail a taxi from the street, hire from a taxi rank, make a telephone booking through an authorised taxi network or arrange a private booking with a driver.

A taxi network must be authorised by NSWTI.

A taxi network can either operate their own booking service or use a contracted booking service.

A taxi network is responsible to ensure all taxis affiliated with them are being operated by accredited operators, driven by authorised drivers and are insured and registered appropriately.

Taxi networks are responsible for meeting Customer Service Standards including call answering and pick up times.

TAXI NETWORK



TAXI WITH ONE DRIVER



The driver of a taxi must be authorised by NSWTI and pass fit and proper assessments and medical checks.

A taxi driver bails (rents) a taxi from an accredited taxi operator.

A taxi may have one driver or may have several drivers.

TAXI WITH MULTIPLE DRIVERS



A licence holder is the owner of the taxi plate.

A licence holder may own one taxi licence or may own many taxi licences.

A licence holder may also hold operator accreditation and operate one or many taxi plates, or may lease their licence to an accredited taxi operator.

There is no fit and proper assessment for a taxi licence holder.

A licence holder may be an individual, multiple persons (partnership) or incorporated company.

LICENCE HOLDER WITH ONE TAXI LICENCE



LICENCE HOLDERS WITH MULTIPLE TAXI LICENCES



OPERATOR WITH ONE TAXI



OPERATOR WITH MULTIPLE TAXIS



An operator of a taxi must be accredited by NSWTI and pass fit and proper assessments.

An operator bails a taxi to an authorised driver (rents out the taxi for a shift), or an operator may drive the taxi themselves if they hold driver authorisation.

An operator may operate one taxi or may operate multiple taxis.

An operator may be an individual, partnership or incorporated company.

An operator may own the taxi licence themselves or lease the licence from a licence holder.

A taxi operator may have one taxi or many taxis operating on one or more authorised taxi networks.

All taxis must be connected to an authorised network if one exists in their operating area.

Key Stakeholders

NSW Taxi Council

Concerned with day-to-day operations of the industry such as fare increases, rank locations, industry training and regulatory issues.

NSW Taxi Industry Association

Registered Association of Employing Contractors under the NSW Industrial Relations Act for taxi owners and operators. Governed by a board of directors elected by the Industry bi-annually. Party to the to the Driver Industrial Determination.

NSW Country Operators Association

Concerned with issues affecting country taxis including operation and administration. Funded by regional membership fees.

Transport Workers Union (TWU)

Representing drivers
Party to the Driver Industrial Determination.

NSW Taxi Driver Association (NSWTDA)

Driver grouping
Principle spokesperson: Anne Turner

Australian Taxi Driver Association (ATDA)

Driver grouping, split from NSWTDA to form the ATDA
Principle spokesperson: Michael Jools



**Transport &
Infrastructure**

ATTACHMENT C

WAT application checklist

CHECKLIST FOR NEW METRO WAT LICENCE

Name of applicant.....

Name of proposed operator.....

Licence No:.....

Completed and signed application form

Nominated operator's details:

Acc. No:.....Exp. Date:..... No. of
vehicles:...../.....

- Has the nominated operator operated a WAT? Yes / No

- If yes, did vehicles comply with licence conditions? Yes / No N/A

Nominated drivers' details:

Drivers Surname and Auth. No.....	- Previous experience driving WATs?	Yes / No
	- Was it as a Night or Day driver?	Night/Day
	- Complaints history satisfactory?	Yes / No
	- Has driver agreed to drive for operator?	Yes / No

Drivers Surname and Auth. No.....	- Previous experience driving WATs?	Yes / No
	- Was it as a Night or Day driver?	Night/Day
	- Complaints history satisfactory?	Yes / No
	- Has driver agreed to drive for operator?	Yes / No

Drivers Surname and Auth. No.....	- Previous experience driving WATs?	Yes / No
	- Was it as a Night or Day driver?	Night/Day
	- Complaints history satisfactory?	Yes / No
	- Has driver agreed to drive for operator?	Yes / No

Prepared to operate 7 days per week? Yes / No

Estimated number of WAT jobs per week:

Payment of \$1,000 received. Receipt No.....

Completed Budget/Business Plan

100 points of identification received

Name of Network

