

4 December 2013  
**Our ref:** c/13/27615

Dear Taxi Driver

### **DRIVER SURVEY**

You are invited to fill out a survey that will help us make our taxi fare determination.

#### **Driver survey**

The survey asks for information related to your operations as a taxi driver and the type of trips that you perform. The information you provide will help us to cross-check information operators provide, assess the fare levels sufficient to cover the costs of operating a taxi service and help us understand better your thinking and the incentives for drivers to provide taxi services.

Only **taxi drivers** operating in the current Metropolitan Melbourne, Outer Suburban and Urban taxi zones are asked to fill out the survey. These are the zones which we are responsible for setting taxi fares. We understand that the details on the new zones are yet to be determined by the Taxi Services Commission.

Your response is anonymous. No personal identification information will be recorded with survey responses.

#### **Operator survey**

If you are a taxi operator, as well as a driver, you are also asked to fill out our operator survey. The surveys ask different questions about drivers and operators.

Please complete the attached driver survey as accurately and completely as you can. The survey details how to return your completed survey to the Commission.

**We would appreciate it greatly if you could return the survey by Friday 17 January.**

If you have any questions on the survey or the Commission's taxi fare review, please contact the Commission on 03 9032 1339.

Thank you for completing this survey. Your response is important to the Commission's determination of taxi fares.

Yours sincerely



Ron Ben-David

**Chairperson**

# Survey of taxi drivers (current Melbourne Metro, Outer Suburban and Urban zones)

Your response is anonymous — no personal information will be recorded with your response.

This questionnaire is made up of 33 questions, with sub-questions. Please answer all relevant questions. Please answer cost and revenue questions based on the **2012/13 financial year**.

**The survey is also available in Arabic, Greek, Hindi and Italian. Please contact the Commission on 03 9032 1300 if you would like a copy of the survey in one of these languages.**

## BACKGROUND AND EXPERIENCE

1. Do you currently drive a taxi?  Yes  No **If no, you do not need to complete this survey.**

Do you work in another job(s)?  Yes  No

2. How long have you driven a taxi in Victoria?

less than 6 months  6 to 12 mths  1 to 2 yrs  2 to 4 yrs  4 to 10 yrs  over 10 yrs

3. How long do you intend being a taxi driver?

less than 6 mths  6 to 12 mths  1 to 2 yrs  at least 2 yrs

If you plan to stop driving within 12 months, please indicate your reason for this:

Too hard to get shifts  Pay too low  
 Poor conditions  Retiring/Retired

Other reasons (*please specify*): \_\_\_\_\_

4. Which of the following types of driver are you? (*tick one*)

Permanent bailee driver (at least five shifts per week for the same operator)  Casual bailee driver (less than five shifts a week for the same operator)  
 An operator who also drives  Other (*please specify*):

**If you operate a taxi please fill out the operator survey as well as this driver survey.**

5. What type of taxi do you normally drive? (*tick one*)

Standard taxi  Standard taxi (green top)  Premium taxi  
 Wheelchair accessible taxi (WAT)  Maxi taxi (vehicle that carries 5-11 passengers but is not A WAT)

6. Do you drive for one operator only?

Yes  No

If yes, how long have you driven for this operator? \_\_\_\_\_ years and \_\_\_\_\_ months

If no, how many operators do you drive for? \_\_\_\_\_

**OPERATIONS AND SHIFT INFORMATION**

7. How many shifts do you drive per week? \_\_\_\_\_

Would you prefer to drive more shifts?  Yes  No

What is the average number of hours you work per shift? \_\_\_\_\_ hrs

8. Do you drive:

only day shifts  only night shifts  both day and night shifts

If only (or mainly) day shifts, why? (tick all that apply)

less stress  more social hours  safer/less chance of assault  family reasons

operator drives night shift  operator does not put taxi on road  other \_\_\_\_\_

If only (or mainly) night shifts, why? (tick all that apply)

operator doesn't drive night shift  higher expected earnings  less traffic

takes less time to hit revenue target  passengers more interesting  other \_\_\_\_\_

9. If you drive day shifts, on average how long is a shift?

\_\_\_\_\_ hours (Mon-Thu) \_\_\_\_\_ hours (Fri) \_\_\_\_\_ hours (Sat) \_\_\_\_\_ hours (Sun)

10. If you drive night shifts, on average how long is a shift?

\_\_\_\_\_ hours (Mon-Thu) \_\_\_\_\_ hours (Fri) \_\_\_\_\_ hours (Sat) \_\_\_\_\_ hours (Sun)

Do you drive Friday and Saturday night shifts?  Yes  No

If yes, why? (tick all that apply)

operator doesn't drive these shifts  higher expected earnings  less traffic

takes less time to hit revenue target  more jobs to choose from

passengers more interesting  other \_\_\_\_\_

11. What area do you normally drive? (tick one of Metropolitan Melbourne, Outer suburban OR Urban)

Metropolitan Melbourne

Do you concentrate your work in a certain part of Melbourne?  Yes  No

If yes, please specify the area(s):

- Western suburbs  Northern suburbs  
 Eastern suburbs  South-Eastern suburbs  
 Central Melbourne/Airport

Outer suburban (Frankston and Dandenong areas)

Urban – e.g. Ballarat, Bendigo and Geelong

Please specify: \_\_\_\_\_

12. Do you work to reach a certain revenue target for each shift? (i.e. do you target a particular revenue level to be retained by you?)

Yes  No  Sometimes

If yes or sometimes, would you finish your shift early once you have reached your revenue target?

Yes  No  Sometimes

13. For those shifts where you have a target, please specify the level of the target? If you do not usually have a target for a shift as listed below, write 'na' for that particular shift. (when specifying the revenue target, please specify **your share** of the farebox revenue, i.e. the target revenue to be **retained by you**, not the total farebox)

Day shift	\$ _____ (Mon – Thurs)	Night shift	\$ _____ (Mon – Thurs)
	\$ _____ (Fri)		\$ _____ (Fri)
	\$ _____ (Sat)		\$ _____ (Sat)
	\$ _____ (Sun)		\$ _____ (Sun)

14. For shifts where you have a target, what proportion of these would you achieve your target and end your shift early? (only enter a figure for those shifts where you have specified a revenue target in question 12)

Day shift	_____ % (Mon – Thurs)	Night shift	_____ % (Mon – Thurs)
	_____ % (Fri)		_____ % (Fri)
	_____ % (Sat)		_____ % (Sat)
	_____ % (Sun)		_____ % (Sun)

15. Please tick yes or no for the following questions. If you tick yes, please provide the additional information requested.

Question	No	Yes	If "yes"...
Do you receive any annual or sick leave entitlements?	<input type="checkbox"/>	<input type="checkbox"/>	Amount received _____ _____
If you are a bailee driver, do you pay the operator a percentage of fares (rather than a fixed amount for the shift)?	<input type="checkbox"/>	<input type="checkbox"/>	What average share do you pay the operator? _____ %
Does the share of revenue paid to the operator, or other payment arrangements with the operator, vary across shifts?	<input type="checkbox"/>	<input type="checkbox"/>	How?
Do you pay any part of insurance costs? (not including excess)	<input type="checkbox"/>	<input type="checkbox"/>	Amount per shift? \$ _____
Do you pay the excess from damage to the taxi?	<input type="checkbox"/>	<input type="checkbox"/>	Amount \$ _____
Are there any other payments you make to the operator outside of a share of revenue, insurance costs and insurance excess?	<input type="checkbox"/>	<input type="checkbox"/>	What are they? 1. _____ 2. _____ Amounts per shift? 1. \$ _____ 2. \$ _____
Are there any other payments that the operator makes to you, such as for driving on low revenue shifts?	<input type="checkbox"/>	<input type="checkbox"/>	What are they? 1. _____ 2. _____ Amounts per shift? 1. \$ _____ 2. \$ _____

16. For only the shifts that you regularly drive, on average throughout the year, what is the expected total fare revenue for each shift? (when specifying the total fare revenue, please exclude tolls and include GST)

Day shift	\$ _____ (Mon – Thurs)	Night shift	\$ _____ (Mon – Thurs)
	\$ _____ (Fri)		\$ _____ (Fri)
	\$ _____ (Sat)		\$ _____ (Sat)
	\$ _____ (Sun)		\$ _____ (Sun)

17. What is the average revenue you receive from tips per shift? \$ \_\_\_\_\_ per shift

**HOW DO YOU GET YOUR TRIPS?**

18. What is your preferred avenue to get fares?

- network booking       rank       hail       no preference

Why do you have this preference? \_\_\_\_\_

19. On average, for day shifts (Mon – Fri), where do you get most of your jobs from? *(tick one and give approximate % of jobs)*

- network booking     rank     hail     private booking      \_\_\_\_\_ %

20. On average, for day shifts (Sat & Sun), where do you get most of your jobs from? *(tick one and give approximate % of jobs)*

- network booking     rank     hail     private booking      \_\_\_\_\_ %

21. On average, for night shifts (Mon – Thur), where do you get most of your jobs from? *(tick one and give approximate % of jobs)*

- network booking     rank     hail     private booking      \_\_\_\_\_ %

22. On average, for night shifts (Fri – Sat), where do you get most of your jobs from? *(tick one and give approximate % of jobs)*

- network booking     rank     hail     private booking      \_\_\_\_\_ %

23. On average, for night shifts (Sun), where do you get most of your jobs from? *(tick one and give approximate % of jobs)*

- network booking     rank     hail     private booking      \_\_\_\_\_ %

24. On average, for night shifts (Sat & Sun), where do you get most of your jobs from? *(tick one and give approximate % of jobs)*

- network booking     rank     hail     private booking      \_\_\_\_\_ %

25. Please number in order of importance (1 most important, 5 least important) the following factors in your decision to NOT accept a rank or hail job.

- \_\_\_\_\_ direction *(e.g. preference for a certain direction towards end of shift)*  
\_\_\_\_\_ destination *(e.g. little chance of a follow on job in area, lack of familiarity with area)*  
\_\_\_\_\_ trip length (too long)  
\_\_\_\_\_ trip length (too short)  
\_\_\_\_\_ customer characteristics *(e.g. alcohol or drugs, aggressive appearance)*

26. On average, how many rank or hail jobs per shift would you not accept? \_\_\_\_\_ jobs

27. Please number in order of importance (1 most important, 6 least important) the following factors in your decision to NOT accept a network service provider dispatched job.

- \_\_\_\_\_ direction *(e.g. little chance of a follow on job in area, preference for a certain direction towards end of shift)*  
\_\_\_\_\_ destination *(e.g. problem of finding jobs in area, lack of familiarity with area)*  
\_\_\_\_\_ trip length (too long)  
\_\_\_\_\_ trip length (too short)  
\_\_\_\_\_ inappropriate pick-up point *(e.g. too far from destination of current job, or current position)*  
\_\_\_\_\_ expected better alternatives *(e.g. position in a fast moving rank with good chances of a better alternative to that of dispatched job on offer)*

28. On average, how many dispatched jobs per shift would you not accept? \_\_\_\_\_ jobs

## AIRPORT TRIPS AND ISSUES

29. Over an average / normal shift, how many trips (**with** a passenger) to or from the airport do you make?

- 0     1-2     3-4     5-6     7 or more

30. Do you ever drive empty to the airport?  Yes  No

If yes – how often?     very rarely     at least once a week     once a shift

2 – 3 times a shift     after each trip from the airport

– what distance do you travel empty to the airport (on average)?

less than 5 kms     5 – 10 kms     10 – 15 kms     15 – 30 kms     over 30 kms

– what is the maximum distance you are prepared to drive empty to the airport?

less than 5 kms     5 – 10 kms     10 – 15 kms     15 – 30 kms     over 30 kms

31. If you wait at the airport, what are the **main reasons** you choose to wait? (*tick maximum of 5*)

- dropped passenger at airport, so looking to avoid driving empty from airport
- guaranteed fare after waiting
- fare from airport is on average higher than non airport trips
- to avoid paying road tolls without a fare
- wait times are likely to be just as long elsewhere
- wait time is opportunity to have rest / have lunch / clean taxi etc.
- wait time is opportunity to catch up with other drivers
- wait time is opportunity to meet with operator.

32. On average, how long do you wait at the airport for a fare?

- less than 1/2 hour     1/2 – 1 hr     1 – 2 hrs     over 2 hrs

33. How long is the longest you have waited, or would you be willing to wait, at the airport for a fare?

- less than 1 hour     1 – 2 hrs     2 – 3 hrs     above 3 hrs

## THANK YOU FOR COMPLETING THIS SURVEY!

Please return this survey via one of the following:

Email    [taxifares@esc.vic.gov.au](mailto:taxifares@esc.vic.gov.au)

Mail    Essential Services Commission  
Taxi Fare Review – Driver Survey  
Level 37  
2 Lonsdale Street  
Melbourne VIC 3000

Fax    03 9032 1303