

20 May 2015
Our ref: C/15/6599

Dear Taxi Operator

REGIONAL AND COUNTRY TAXI SURVEY

As you may be aware, since last year the Essential Services Commission (ESC) is responsible for monitoring taxi fares in the regional and country taxi zones. The Taxi Services Commission (TSC) has sent this letter to you on our behalf.

A key part of our role is to report annually on changes in fares and operator costs. We have developed an operator survey to help us better understand the costs of operating a taxi service in the regional and country taxi zones. The survey asks for information related to the costs of operating a taxi, as well as some other operating details.

We have kept the survey as short as possible so that it shouldn't take too long to complete.

Survey responses will be strictly confidential.

Your response is anonymous. No personal identification information needs to be recorded with the survey response.

Please complete the attached operator survey as accurately and completely as you can and return in the included postage-paid envelope.

Alternatively, the completed survey can be faxed to us at 03 9032 1303, or emailed to taximonitoring@esc.vic.gov.au.

It would be great if you could return the survey to us by Monday 22 June 2015.



Level 37, 2 Lonsdale Street
Melbourne 3000, Australia
Telephone +61 3 9032 1300
Facsimile +61 3 9032 1303

If you have any questions on the survey or the ESC's monitoring role,
please contact Patrick Ho on 03 9032 1300.

Yours sincerely

A handwritten signature in black ink, appearing to read "Ron Ben-David".

Dr Ron Ben-David
Chairperson

Survey of taxi operators

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

This questionnaire is made up of 13 questions. Please answer all relevant questions.

Date questionnaire completed: _____

1. Now that fares are no longer regulated, have you revised your fare schedule? <i>(choose one)</i>			
<input type="checkbox"/> Yes. Why?		<input type="checkbox"/> No. Why not?	
2. How many taxis do you operate? _____ Standard taxi(s) _____ Wheelchair accessible taxis (WATs) / High Occupancy Vehicles (HOVs)			
3. What area(s) do your taxi(s) operate in? <input type="checkbox"/> Regional zone. Please specify area: _____ <input type="checkbox"/> Country zone. Please specify area: _____			
4. Do you also drive a taxi? <input type="checkbox"/> No <input type="checkbox"/> Yes, how many hours per week?			
5. This question relates to the revenue each taxi generates per year. Please answer parts (a) (b) and (c).			
a. How much operator revenue does each taxi generate per year? Please include only the 45 per cent of the fare revenue received by the operator. If you also drive the taxi, please exclude the 55 per cent driver share of the fare revenue. Standard taxi: _____ \$ per year WAT / HOV: _____ \$ per year			
b. What share of your revenue is from passengers with a Multi Purpose Taxi Program (MPTP) card? _____%			
c. In most taxi areas, the fare structure varies at different days/times during the week. What is your best estimate of the percentage of total fare revenue earned during: Standard fare periods (such as weekday daytime fares): _____% Higher fare periods (such as nights, weekends, public holidays where relevant): _____%			
6. This question relates to fuel and wash/cleaning costs. For each vehicles type, please provide the information requested in the table below.			
	<i>Standard taxi(s)</i>		<i>WAT(s) / HOV(s)</i>
	Regular (non-hybrid) vehicle(s)	Hybrid vehicle(s)	
Average fuel cost per year (\$)			
Average distance per year as a taxi (Km)			
Average paid kilometres per year (Km)			
Type of fuel (LPG/ULP/Diesel)			
Average wash/cleaning costs per year (\$)			

7. This question relates to your vehicles . Please answer parts (a), (b), (c), (d) and (e).					
a. Do you own any of your vehicles? <input type="checkbox"/> Yes <input type="checkbox"/> No					
b. If yes, please provide the information requested below.					
	Standard taxi(s)		WAT(s) / HOV(s)		
	Regular (non-hybrid) vehicle(s)	Hybrid vehicle(s)			
Average purchase cost of vehicle if owned (\$) _____					
Average cost of fit-out (if not included in the purchase price) (\$) _____					
Average age of vehicle at purchase (years) _____					
Expected life of vehicles as a taxi from date of purchase (years) _____					
c. Do you lease any of your vehicles ? <input type="checkbox"/> Yes <input type="checkbox"/> No					
d. If yes, what is the <u>annual</u> lease cost for each type of vehicle on average?					
Regular (non-hybrid) vehicle \$ _____ per year					
Hybrid vehicle \$ _____ per year					
WAT/HOV \$ _____ per year					
e. Please indicate if the vehicle lease costs reported above include other services? (<i>tick all that apply</i>)					
<input type="checkbox"/> Licence lease <input type="checkbox"/> Insurance					
<input type="checkbox"/> Network fees <input type="checkbox"/> Other, please specify: _____					
8. This question relates to your taxi licences/licence plates . Please answer parts (a), (b), (c) and (d).					
a. Do you lease any of your licences (including from the Taxi Services Commission)? <input type="checkbox"/> Yes <input type="checkbox"/> No					
b. If yes, who do you lease your licences from?					
<input type="checkbox"/> Taxi Services Commission <input type="checkbox"/> Through a licence broker					
<input type="checkbox"/> Directly from private owner <input type="checkbox"/> Other, please specify: _____					
<input type="checkbox"/> Through a network					
c. If yes, what is the <u>annual</u> lease cost per licence for each type of licence on average?					
Standard taxi licence \$ _____ per year					
WAT/ HOV licence \$ _____ per year					
d. Please indicate if the licence lease costs reported above include other services? (<i>tick all that apply</i>)					
<input type="checkbox"/> Lease of the vehicle <input type="checkbox"/> Insurance					
<input type="checkbox"/> Network fees <input type="checkbox"/> Other, please specify: _____					
9. In the space provided please indicate what insurance you have on your business/vehicles, the <u>annual</u> premium (including GST) and the excess on your policy.					
	Do you have this type of insurance?		What is the annual premium per standard taxi?	What is the annual premium per WAT / HOV?	What is the excess on your policy?
	No	Yes	\$ (incl. GST)	\$ (incl. GST)	\$
Compulsory third party insurance	<input type="checkbox"/>	<input type="checkbox"/>			
Comprehensive insurance	<input type="checkbox"/>	<input type="checkbox"/>			
Third party property (if not part of comprehensive)	<input type="checkbox"/>	<input type="checkbox"/>			
Workers' compensation	<input type="checkbox"/>	<input type="checkbox"/>			
General liability insurance (separate to your comprehensive policy)	<input type="checkbox"/>	<input type="checkbox"/>			

<p>10. This question is about costs to access services provided by a network or cooperative. Please answer all parts of this question</p>		
<p>a. What is the <u>annual</u> network fee (including GST) that you pay for each taxi that you operate?</p> <p>Standard taxi \$ _____ per year</p> <p>WAT / HOV \$ _____ per year</p>		
<p>b. Please indicate if the network fees reported above includes services other than standard network services (such as radio bookings, lost property etc.) (<i>tick all that apply</i>)</p> <p><input type="checkbox"/> Lease of the vehicle <input type="checkbox"/> Insurance</p> <p><input type="checkbox"/> Lease of the licence <input type="checkbox"/> Other, please specify: _____</p>		
<p>11. This question is about repairs and maintenance costs for your vehicle(s). Please include any excess paid on your insurance policy, but do not include costs that were covered by insurance. Please answer all parts of this question — answer No if not relevant to your business.</p>		
<p>a) Do you spend time on repairs and maintenance yourself?</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes, hours per <u>year</u>? _____ hours</p>	<p>b) Do you pay staff to undertake repairs and maintenance?</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes, <u>annual</u> staff costs (including overheads)? \$ _____</p>	<p>c) Do you pay other businesses to undertake repairs and maintenance (mechanics, parts etc.)?</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes, <u>annual</u> expenses? (including GST): \$ _____ per Standard taxi \$ _____ per WAT / HOV</p>
<p>12. This question is about administrative tasks related to your role as an operator. This includes organising drivers, paying bills, organising maintenance for the vehicle, obtaining insurance, completing Business Activity Statements etc. (Do not include administration related to your role as a driver if you also drive your cab.) Please answer all parts of this question — answer No if it is not relevant to your business.</p>		
<p>a) Do you spend your own time on administration?</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes, hours per <u>week</u>? \$ _____</p>	<p>b) Do you pay staff to undertake administration?</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes, staff costs per <u>year</u> (including overheads)? \$ _____</p>	<p>c) Do you pay other businesses for administration (such as accounting fees)?</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes, costs per <u>year</u> (including GST)? \$ _____</p>
<p>13. This question is about the average paid trip or journey. Please answer all parts of this question.</p>		
<p>a) How many kilometres is the average paid trip?</p> <p>Standard taxis:</p> <p>Day shifts: _____ Km</p> <p>Night shifts: _____ Km</p> <p>WATs/HOVs:</p> <p>Day shifts: _____ Km</p> <p>Night shifts: _____ Km</p>	<p>b) How many minutes of waiting time?</p> <p>Standard taxis:</p> <p>Day shifts: _____ mins</p> <p>Night shifts: _____ mins</p> <p>WATs/HOVs:</p> <p>Day shifts: _____ mins</p> <p>Night shifts: _____ mins</p>	<p>c) What share of all trips are pre-booked?</p> <p>Standard taxis:</p> <p>Day shift: _____ %</p> <p>Night shift: _____ %</p> <p>WATs/HOVs:</p> <p>Day shift: _____ %</p> <p>Night shift: _____ %</p>

Thank you for completing this survey!

Please return this survey in the reply paid envelope provided or mail to:

Essential Services Commission
Taxi Fare Review — Operator Survey
Level 37
2 Lonsdale Street
Melbourne VIC 3000