

Dear Sir,

I am a cab driver and drives a WAT vehicle. To me fares are the only means of income to me.

But even before the fares I feel there are quite a few regulatory adjustments needed

1. My first biggest concern is a no show and there is no incentive to driver for a no show. Sometimes we get three four no shows continuously, that means upto 2 hours of a driver time could be lost. On a busy night like friday or saturday night the occupancy and driver and customer satisfaction could be improved atleast by 25% if no shows could be curtailed.

To decrease no shows there are following suggestions

- a. Customer should be updated if there is a delay.
- b. Customer should pay a minimum balance before a booking which could be forfeited in case of no show.
- c. Dodgy drivers should be punished.

These no shows leads into

1. No driver picking up a job from busy road, rank, public places.
2. Decrease efficiency of industry and moral of driver.

Regarding the fare structure I would like ESC to keep in mind the following facts.

1. Population density is very low that means it could take quit a time for a taxi to deliver a booking after booking.
2. With increase in traffic the real efficiency and income of a taxi reduced drastically in last three to four years.
3. Taxis are very expensive for long journeys but too much subsidised for a short journey.
4. Most of the fare refusals are because incorrect fare structure where large fares are too lucerative while short fares are financially unviable.
5. Wait between the fares is too long sometimes we could not do even 8 jobs in a twelve hour shift.

Now the main aim of the fare structure should lead into better efficiency of taxis, more reliable industry and more satisfied customers.

To my submission I would like to make the following changes

1. Minimum speed should be increased from 21km/h to 28 km/hr ( Benefit of this arrangement will be cost will be high in heavy traffic and less in low traffic which will also reflect into actual time utalized and fare paid.

2. Driver should be paid incentive for doing more no. of jobs which will lead into small and big jobs will be picked up. I suggest operator and driver agreement arrangement could include that part. Imagine if a taxi do 1 extra job a shift that will mean 5000 extra jobs a shift and minimum \$10-15 extra income to a taxi each shift.

3. If we increase flagfall that could lead into adverse effect on small jobs and on top it will effect badly to old and disable people who depends upon taxi for their outings.

4. I firmly suggest a new taxi service area for outer eastern suburbs in line with dandenong and frankston taxis.

Regarding the WAT services I feel we have more than enough taxis but the problem is that 20% Wat do 80% work and 80% do only 20% work, if those 89% could be pushed to perform their share then WAT bookings are not that difficult to deliver

My suggestion for better WAT services could be

1. A definate incentive to driver for every WAT pick up instead of a lottery whether customer have a right card or not.

2. Minimum WAT bookings per car should be 60 per month and heavy penalties to offenders.

In the end to me revised fare structure should lead into better efficiency, customer satisfaction and driver income. And it is very much possible with right steps. I had given you right hints and could elaborate them to be more workable. The fares of taxis are not reviewed for more than four years that means a quick fix is not possible but yes an intelligent fix is the right step.

Regards

Rajesh