

Accessible Point to Point Transport Working Group Forum Minutes

Tuesday, 5 June 2018 – 9 am – 10:30 am

1. Welcome

Present

Consumer Representatives

Robyn Burridge	User Group – Integrated Disability Action
Noelene Swanson	State Manager – National Disability Services

Industry Representatives

Colin Dawson (via conference call)	Alice Springs Taxi Network
Ali Rkein	Darwin MPT Operator
Fred Franklin	Darwin MPT Driver

Government Representatives

Traci Keys	Anti-Discrimination Officer
Bernie Ingram	Department of Infrastructure, Planning and Logistics (Chair)
Greg Turner	DIPL (Deputy Chair)
May Taylor	DIPL (Alice Springs)
Simon Gillam	DIPL (Darwin)
Taunya Miller	DIPL (Secretariat)

Apologies

Consumer Representatives

Karen Stewart (via conference call)	Alice Springs Consumer
Sue Shearer	User Group – Council of the Ageing
Deborah Bampton	User Group – Somerville
Noeline Laurie	User Group – Disability Advocacy Service

Industry Representatives

Hira Samy (via conference call)	Alice Springs Multiple Purpose Taxi (MPT) Operator
Bill Piantoni	Minibus Network and Operator
George Jacob	President, Alice Springs Taxi Driver Association

Government Representatives

Sam Livesley	Department of Health, Office of Disability
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2. General Business

2.1 Confirm Minutes from Previous Meeting 10 April 2018

The Chair welcomed all present and an introduction of members was conducted.

The Working Group did not raise any issues with the tabled previous meeting minutes.

2.2 Previous Action Items

The Working Group discussed the action items from the previous meeting, including:

- Terms of Reference (ToR) and Renaming of Working Group.

The Working Group agreed to the changes in the updated ToR including that the group will consist of three members (excluding all Departments of the Northern Territory representatives) representing

users of accessible Point-to-Point transport or disability advocacy organisations and the Point-to-Point industry.

The Working Group requested the naming of the Working Group to be shortened to Accessible Point to Point Transport Working Group Forum.

Action item: DIPL to update Working Group name to 'Accessible Point-to-Point Transport Working Group'.

Action item: Director of *Commercial Passenger (Road) Transport* to endorse ToR.

- Meeting Frequency

The Working Group agreed that future meetings will be conducted as necessary, but the period between each meeting should not exceed three months.

- Working Group Membership

The Working Group was advised that representatives from Gove, Katherine and Darwin Radio Taxis have been invited and an invitation to join will also be extended to the Blue Taxi Company and Tennant Creek Transport.

Action item: DIPL to invite to join the Working Group, representatives from the Blue Taxi Company and Tennant Creek Transport.

- Waiting Times for People in a Wheelchair

Preliminary analysis of the network data for standard taxi and MPTs in the Alice Springs region indicated the average flashing of the meter for standard taxi's in April 2018 was 3.4% and the average flashing of the meter for MPTs was 5.83%.

Action item: DIPL to continue to analyse network data for all regions to determine the average flashings for MPTs and discuss possible reasons for the flashing of the meters in the next Working Group meeting.

- Use of privately owned Wheelchair Assessable Vehicles as a Rideshare

The Working Group discussed that rideshare vehicles are treated equivalent to taxis and are expected to meet the same requirements as a taxi which is reflected in the in-service maintenance standards. There are currently no wheelchair assessable vehicles registered with any approved ridesharing company in the Northern Territory.

3. New Business

3.1 Taximeter Monitoring (MDT Data Plug)

The Working Group discussed the use of MDT Data Plugs particularly how it collects information on the meter and could potentially be used to determine if a driver overcharges passenger fares.

Concerns were raised that overcharging also occurs when the meter is not turned on and the MDT Data Plug would not necessarily assist with this. It is also unlikely that a driver would run off the meter and not accept the lift fee of \$20.

Action item: DIPL to liaise with industry and look at trialling out MDT Plugs regionally.

Action item: DIPL to send out information on the MPT Data Plug to the Working Group prior to the next meeting.

3.2 Transport Subsidy Scheme (TSS) Review

A review of the TSS is currently underway and will look at eligibility entitlements, membership eligibility and delivery methods.

It was discussed that all jurisdictions issue interstate paper vouchers and a uniformed TSS card is not achievable in the current environment as all jurisdictions utilise different systems and scheme contracts.

3.3 Identify Key Priority areas to improve Customer Service

The Working Group disclosed probable issues affecting customer service such as drivers being rude, unable speak English well, talking on their phones with passengers in the car and dropping wheelchair users off at the incorrect destination. The group discussed that these matters are primarily educational issues which can be discussed with the networks.

Action item: DIPL to raise the customer service issues with all taxi networks to ensure sufficient training is provided.

4. Other Business

4.1 MPT Data

The data for the nine MPTs in the Alice Springs region indicates that the wheelchair jobs are only completed by a select amount of MPTs and are not evenly spread across the MPT fleet.

The Working Group discussed the possibility of introducing minimum performance benchmarks for MPTs to ensure jobs are spread more evenly across the fleet which may reduce excessive wait times.

Concerns were raised that some networks do less wheelchair jobs than others because they receive fewer bookings from the public.

The Working Group discussed the possibility of drivers being awarded for their good performance, however it was also considered that performance rewarding may have the opposite affect where less than exceptional drivers would avoid wheelchair passengers all together.

Action item: DIPL to analyse MPT data over a 12 month period to ascertain an achievable benchmark for MPTs to meet.

Action item: The Working Group to discuss option of establishing minimum performance indicators (benchmark) for numbers of wheelchair jobs performed by each MPT and consequences for not achieving these benchmarks.

4.2 MPT Zone

The Working Group was advised that the Taxi Committee in Alice Springs is focusing on establishing a dedicated MPT pick up and set down zone in the CBD outside of the normal taxi rank so that MPT users can safely access an MPT taxi.

5. Next Meeting

The next meeting will be held on 4 September 2018

Meeting closed 10.37 am