

# MINUTES

## Taxi Industry Board (TIB) Meeting

Wednesday 10 November 2010

Holiday Inn Meeting Rooms, Burswood Entertainment Complex

**7.30am**

Attendees: Hon Simon O'Brien MLC, Minister for Transport  
Reece Waldock, Director General of Transport  
Alastair Bryant, A/Managing Director, Department of Transport  
Barry MacKinnon – Chairman  
Professor Greg Martin – Deputy Chairman  
Tony Carter – Member  
Dr Martin West – Member  
Bruce Morgan – Member  
Stephen Scott – Member  
Debbie Karasinski – Member Nichol Kabugua, Policy Advisor, Office of Minister for Transport  
Peter Ryan – GM, PSBU  
Rick Roberts, PSBU

Apologies: Nil

<b>Agenda Item</b>	<b>Issue / Discussion</b>	<b>Actions</b>
1.	<b>Acceptance of Minutes of previous meeting and declarations of interest</b> <ul style="list-style-type: none"><li>• The Chairman welcomed Mr Waldock and Mr Bryant, opened the meeting and advised that the Minister would be attending later.</li><li>• Minutes accepted</li><li>• Chairman declared a meeting with Kevin Foley relative to the Swan Taxis MPT subcommittee presentation as well as a phone conversation with Mr Tony Dercole regarding fares and shift lease rates.</li></ul>	
2.	<b>Actions from Previous meeting</b> <ul style="list-style-type: none"><li>• The Chairman reviewed the actions from the 13 October meeting and requested follow-up where necessary.</li><li>• These were:<ol style="list-style-type: none"><li>1. Q2 report – of the overcharging complaints, how many related to Tariff 2</li><li>2. Report to be produced on the drop in the level of complaints handling</li><li>3. TCWA workforce development - response to correspondence</li></ol></li></ul>	
3.		

**Regulatory Review Subcommittee – Objectives of Study**

#### **tours**

- Dr West outlined the work done by this subcommittee to date and advised that the preparation of the itinerary and the appointments for the study tour was underway.
- He advised that the international study tour would be during 20 November to 4 December 2010 and would include meetings with regulators, industry representatives and user groups in Dublin, the Netherlands and Sweden.
- The interstate study tour is scheduled for early in the new year and would include meetings with similar profile groups (to the international study tour) in Adelaide, Brisbane and Wellington, New Zealand.
- Some general discussion ensued around the questions to be asked (based on the comprehensive draft circulated) including the disability experience of the other jurisdictions, the base from which any changes were made and the public transport role in the overall transport task in those cities.

#### **4. Taxi Driver of the Year Awards**

- The meeting was then adjourned at 0850 hours to allow the Minister and the TIB to attend the Taxi Driver of the Year Awards function (also at the Burswood Entertainment Complex).

#### **5. TIBRG**

- The TIB meeting recommenced at 0950 hours without the Minister or Messrs Waldock, Bryant and Kabugua.
- The TIB was advised that Ms Mallika Macleod was now an appointed member of the TIBRG and that the TIFWA representation was being reviewed by that driver representation group.
- The TIB was also advised that the Minister's office was still considering its options with regard to a replacement member for Mr David Winter.
- The next meeting is on 23 November 2010 at 5.00pm.

#### **6. MPT Subcommittee**

- Ms Karasinski outlined the progress of this committee and the views that had been expressed by both MPT Coordinators in their presentations to this subcommittee. The TIB was advised that this MPT Coordinator contract expires in March 2011.
- Ms Karasinski indicated that the next meeting (on 14 December) would be addressed by two MPT drivers and Mr Crispin Roberts (MPT user).

#### **7. Correspondence**

##### **In:**

- The TIB noted these 2 letters to Swan taxis and Black and White taxis regarding their submissions on

the Confirmed Booked Service.

**Out:**

- Cataldo letter – response to be drafted
- Bell/Healy letter – TIBRG and guests to address at meeting of 23 November.
- Worth letter – Noted by the TIB.

8.

**Ministerial Issues**

- The TIB noted the items with the Minister including the Taxi Camera Surveillance Unit funding.

9.

**Quarterly Performance Reports**

- Mr Ryan summarised the results from this report and the TIB members queried a number of the tables.
- The TIB members expressed concern at the telephone waiting times data and agreed that the TIB should write to the companies seeking an explanation.
- Queries were also raised regarding Failure to Connect data and further explanation was requested.
- The large increase in 'inappropriate behaviour' complaints was noted by the TIB and the formation of a subcommittee to address matters such as this was to be considered at a later stage.

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**Items to Note**

- The TIB noted the items provided including;
  - CHOGM update
  - Copy of article regarding Cabcharge ACCC fine;
  - Confirmation of the purchase of Swan Taxis by ComfortDelGro

11.

**Next Meeting**

- The next meeting of the TIB will be a breakfast meeting on 15 December 2010 at a venue to be advised.