

MINUTES

Taxi Industry Board (TIB) Meeting

Wednesday 9 February 2011

20 Brown Street, East Perth

8.00am

Attendees: Barry MacKinnon – Chairman
Dr Martin West – Member
Stephen Scott – Member
Debbie Karasinski – Member
Kevin Foley - Managing Director Swan Taxis
Rick Vincent – IT Manager Swan Taxis
Nina Lyhne - A/Managing Director, Department of Transport
Peter Ryan – GM, PSBU
Rick Roberts - PSBU
Natalie Mathieson - PSBU

Apologies: Professor Greg Martin – Deputy Chairman, Bruce Morgan – Member, Tony Carter – Member

Agenda Item	Issue / Discussion	Actions
1.	<p>Address by Messrs Kevin Foley and Rick Vincent – Swan Taxis</p> <ul style="list-style-type: none">• After the Chairman welcomed the visitors from Swan Taxis and Ms Nina Lyhne, Mr Foley thanked the TIB for the invitation and further explained his previously provided formal response to the TIB's queries on a number of performance measures regarding telephone waiting times. Mr Foley outlined the challenges facing Swan Taxis at peak and off peak times and provided details of strategies undertaken to meet these challenges. The TIB members queried a number of the responses and discussion ensued.• Mr Foley then presented the Swan Taxis I-phone booking application and in conjunction with Mr Vincent, elaborated on the features of this innovation.• The TIB expressed their strong support of this initiative and thanked MR Foley and Mr Vincent for their time.• The 2 guests then left at 9.00am.	

2. **Acceptance of Minutes of previous meeting (12 January 2011) and declarations of interest**
 - Minutes accepted but an omission was raised regarding the recommendation to the Minister for a 12 month extension to the MPT Coordinator's contracts.
3. **Actions from Previous meeting**
 - The Chairman listed the actions from the previous meeting and Mr Ryan provided finalisation details or updates on the actions as was appropriate
4. **Minister's Taxi Driver Forum – 8 February 2011**
 - Ms Lyhne thanked the TIB for the invitation to the meeting and relayed the outcomes and actions stemming from the forum held on the previous day. Although no 'new' issues were raised by drivers, it was noted that most attendees were experienced drivers in the taxi industry and they had expressed concern over 'bad' driver behaviour highlighted in the media in recent times.
 - The Minister had undertaken to summarise the outcomes and place these on the Department's website.
 - The Chairman requested a copy for the TIB members
5. **Regulatory Review Subcommittee**
 - The Chairman indicated that the interstate (and New Zealand) legs of the study tour were set for 14 – 24 February 2011.
 - The TIB then acknowledged the principles of the Regulatory Review relative to the paper produced by the participants in the international study tour.
 - The Chairman indicated that the implications for the TIDA fund should be considered in recommendations flowing from this review.
 - Mr Ryan indicated that meetings were being held by this subcommittee weekly (with a break for the study tour) to progress matters quickly.
 - There was some discussion regarding the implications of this review on all other subcommittee considerations. In view of this, it was resolved for the TIB to lengthen the 9 March meeting to 4 hours and hold extraordinary meetings on 14 and 21 March, also with a 4 hour duration.
6. **TIB Reference Group (TIBRG)**
 - Ms Karasinski outlined the options for the TIBRG meetings in 2011 and that these would be communicated to the TIBRG members at their next meeting.
 - The date for the next meeting was discussed, giving consideration to the progress of the regulatory review and it was resolved to postpone the February TIBRG meeting till 22 March, to be held from 3-5pm.
 - After some further discussion the TIB members resolved to provide the quarterly report to the TIBRG for discussion as well as updates and seeking input

on CHOGM developments.

- The TIB also expressed its support for the TIBRG members to be remunerated by some means. This item will be placed on the agenda of the TIBRG March meeting to discuss proposed method of remuneration.

7. **MPT Subcommittee.**

- Ms Karasinski advised that she had spent a half day with MPT owner/driver Steve Berry, who had also addressed the last meeting of this subcommittee. Mr Berry had indicated that he had concerns regarding standard driver training, albeit the MPT training is rated by him as good. He also expressed concern to the subcommittee that MPTs are often used as couriers due to their greater size than a conventional taxi.
- Ms Karasinski also indicated that the TCWA had presented a paper to the subcommittee supporting electronic TUSS, outer area MPTs and a single wheelchair MPT requirement.
- Ms Karasinski also indicated that there was some philosophical consideration by the Cerebral Palsy Association and possibly the Activ Foundation of changing their transport regime from its own arrangements to using taxis. This was flagged in the January meeting of the TIB.
- The minutes of the last meeting of the subcommittee were promised for the next TIB meeting as it was only held the day before. At that meeting, Ms Karasinski indicated that the subcommittee had reviewed the work done to date and had discussed 3 possible models for the MPT industry in the future.

8. **Training Review Subcommittee**

- The TIB members noted the Terms of Reference and the TIB memo to the Minister.
- The TIB resolved to await the Minister's consideration of this submission.

9. **TIDA Subcommittee**

- The Chairman reported that the TIDA subcommittee had met on 31 January and was considering the implications for this fund, given that the Regulatory Review was approaching the recommendation stage.

10. **Correspondence**

Out:

- The TIB noted these documents

In:

- The TIB noted these documents and requested responses where required at items e, f and g.

11. **Ministerial Issues**

- The TIB noted the items with the Minister and the advice on the requested briefing notes from the Minister's office.
- The Chairman requested a memo be drafted to the Minister on the tenure of the TIB with a supporting note from the TIB.

- The TIB members acknowledged that the Confirmed Booking Services final recommendations were pending the outcomes of the Regulatory Review.

12. **Quarterly Performance Report**

- The Chairman expressed his concern that the quarterly report was not provided earlier and requested that PSBU explore ways of improving the production time.

13. **Items to Note**

- The TIB noted the documents provided and Mr Ryan explained the complaints handling process and responsibilities of the TDSs and the Department of Transport.
- Ms Karasinski indicated that there were a number of templates for industry complaints handling and undertook to draft a diagram to include in the considerations of the Regulatory review subcommittee.

14. **Next Meeting**

- The next meeting of the TIB will be 9 March 2011 and will be 4 hours duration commencing at 8am. Following that, extraordinary meetings are scheduled for 14 and 21 March
- Meeting closed 10.30am