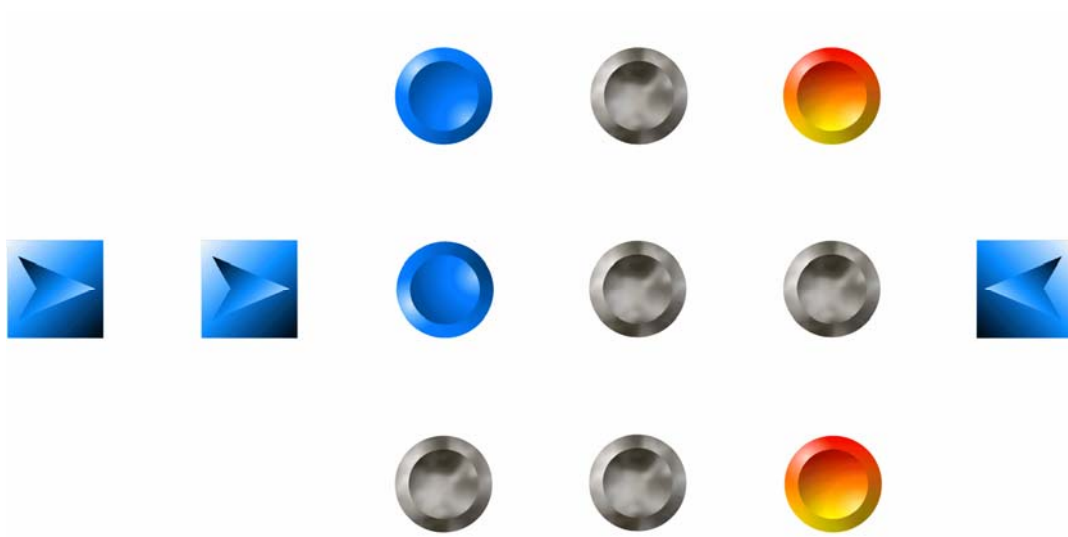


Taxi Driver Survey

2009 Report

Prepared for
Department of Transport



Taxi Driver Survey Results

Background and Method

In 2009 a driver survey was added to the suite of existing taxi industry monitoring activities. The first annual survey was completed in September 2009, and reported here.

Sample for the surveys was provided by the Department of Transport, consisting of a list of all currently licensed drivers (active drivers) and recently inactive drivers (since January 2009).

A total of 263 surveys were completed - 221 with drivers who are active, and 42 with recently inactive drivers. Interviews took an average of 14 minutes, and 88% of drivers who were successfully contacted participated in the survey.

Key results

Driver profile

95% of surveyed drivers were male. 87% were aged between 25 and 64 (34% were 25-39; 21% 40-49; and 27% 50-64).

Approximately half drove for an owner or lessee, or a taxi management company. 38% lease a plate, and 1-in-10 own a plate. Of those who do not own a plate, more than half (56%) would like to (and 76% of these would prefer to get this from the Government rather than on the private market).

Figure E1: Current driving arrangement

Driving Arrangement	2009
Drive shifts for a plate owner or government lessee	35%
Lease a plate from an owner	21%
Lease a plate from the Government	17%
Drive for a taxi management company	16%
Own a plate	10%
<i>Have some other driving arrangement</i>	1%
<i>Sample size</i>	263

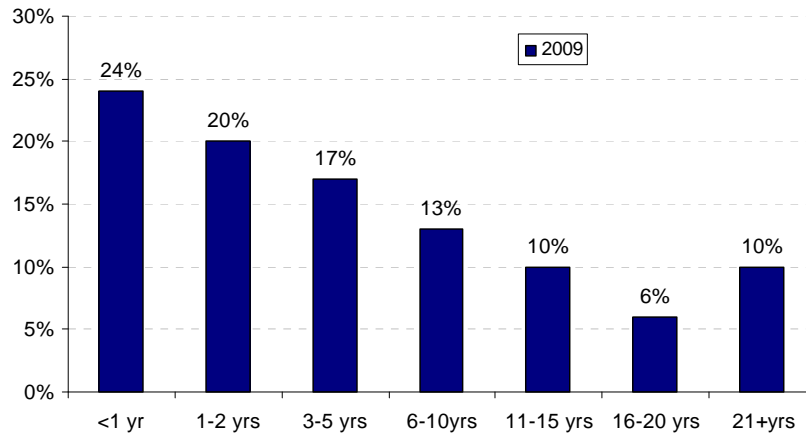
Base: All active and recently inactive drivers

79% of drivers in the survey drove for Swans, 10% for Black and White, and 8% for Tri Colour.

44% of drivers had been driving for less than 2 years, and 24% for less than a year. At the other end of the spectrum, 26% had been driving for more than 10 years. 15% had previous taxi driving experience (ie: had been driving a taxi for longer than they had been driving one in Perth).



Figure E2: Length of time as a driver

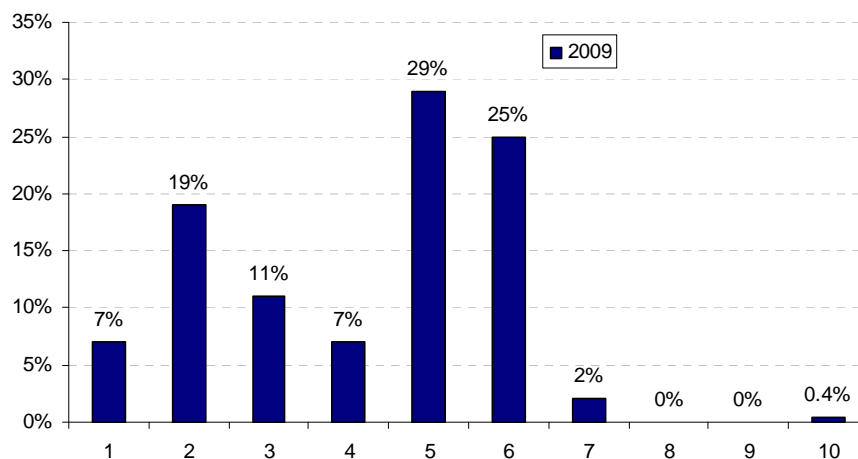


Base: All active and recently inactive drivers [N=263]

Driving patterns

Over half of all drivers (54%) drove either 5 or 6 shifts in a typical week. However, around a quarter (26%) typically drove just 1 or 2 shifts.

Figure E3: Number of shifts driven per week



Base: All active and recently inactive drivers [N=261]

The average number of hours driven per shift was consistently between 10 and 11 hours regardless of the number of shifts (inferred from total hours divided by average shifts), with 10.6 hours being the median figure.

The number of jobs completed obviously varies greatly based on the number of shifts. The average increased by around 10 jobs per shift – suggesting that this figure is a reasonable indicator of the typical ratio of jobs per shift. Excluding the most extreme high and low ratios:

- 27% of drivers reported doing less than 7 jobs per shift;
- 43% do between 7 and 13 jobs per shift; and
- 30% do between 13 and 25 jobs per shift.

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The times of the week when drivers were most likely to work were weekday shifts, and the Friday and Saturday night peak period shifts. Those drivers who drove fewer shifts were more likely to drive in these peak times than the less 'popular' times. Those drivers who never drove the night shifts were more likely than average to be those with the lowest ratios of jobs per shifts.

Drivers reported that around half (51%) of all jobs were obtained via a TDS, with around a quarter (28%) from general Rank and Hail work. The airport rank accounted for another 14%, and private jobs for about 7% of all work.

The job

Job satisfaction could only be described as moderate. Drivers gave an average rating of 5.7 out of 10 to the job overall, and only 41% gave a 'good' rating of 7 or higher. 51% of surveyed drivers would recommend the job to someone who was interested in becoming a driver.

The three factors that were most predictive of overall job ratings were lifestyle, being able to get jobs, and safety. All of these three factors were rated in the bottom half of the aspects of the job considered. (These three factors were also observed to be the most closely related to future intention to remain in the industry.)

Overall job ratings were at their highest for drivers with <1 year or 16+ years experience. They were lowest for those with 3-5 years experience.

Figure E8: What are the BEST things about being a taxi driver?

Best aspects of the job	2009
Social – passengers / meeting people / talking	53%
Working hours - flexible	47%
Job tasks - enjoy driving	47%
Independence - own boss	41%
Working hours - at the times I prefer to work	28%
Worst aspects of the job	2009
Passengers behaviour (drink, vomit, rude etc)	45%
Working hours - long	22%
Income / money / earning potential	18%
Working hours - inconvenient times / impact on family / Social life	13%
Lack of job security	11%
Safety - from passengers	10%

Base: All active and recently inactive drivers [N=263]

85% of current drivers expect that they are at least quite likely to be driving taxis in Perth in 12 months from now. No more than 2-in-5 of the inactive drivers expected to be driving at any time in the future.

