



Victoria Government Gazette

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Transport (Compliance and Miscellaneous) Act 1983

NOTICE OF INQUIRY

Inquiry into the structure, conduct, performance and regulation of the commercial passenger vehicle industry and into ancillary matters related to the provision of commercial passenger vehicle services

The Taxi Services Commission ('the Commission') has received written notice from the Minister for Public Transport pursuant to section 191B of the **Transport (Compliance and Miscellaneous) Act 1983** ('the Act'). As a result of being given that notice, the Commission must conduct an inquiry ('the Inquiry') into:

- (a) the structure, conduct, performance and regulation of the commercial passenger vehicle industry; and
- (b) ancillary matters related to the provision of commercial passenger vehicle services.

The contents of the Minister's notice are set out below.

The Inquiry, known as the Victorian Taxi Industry Inquiry, will be held during the period commencing on the date of this notice and ending not later than 30 September 2012.

Members of the public may make submissions to the Inquiry within the period commencing on the date of this notice and ending on 31 December 2011. Submissions to the Inquiry may be made by members of the public in written form. Further information on how to make a submission may be found on the Inquiry's website, www.taxiindustryinquiry.vic.gov.au, or can be obtained by calling 1800 829 444. The Commission would like submissions to deal with the matters contained in the Terms of Reference for the Inquiry set out in the Minister's notice, the contents of which are set out below. If a submission is not received within the period commencing on the date of this notice and ending on 31 December 2011, the Commission may decide not to consider the submission.

If the Inquiry holds public hearings, details of those will be published on the Inquiry's website, www.taxiindustryinquiry.vic.gov.au

Details of any further opportunities to make a submission to the Inquiry will be posted on the Inquiry's website, www.taxiindustryinquiry.vic.gov.au, or can be obtained by calling 1800 829 444.

Contents of the notice given under section 191B of the Act

'NOTICE OF INQUIRY UNDER SECTION 191B OF THE TRANSPORT (COMPLIANCE AND MISCELLANEOUS) ACT 1983

19 July 2011

Background and Purpose

On 28 March 2011, the Victorian State Government announced a major independent inquiry into the Victorian commercial passenger vehicle industry.

In accordance with section 191B of the **Transport (Compliance and Miscellaneous) Act 1983** ('TCMA'), the Taxi Services Commission ('the Commission') is required to undertake an inquiry into:

- (a) the structure, conduct, performance and regulation of the commercial passenger vehicle industry; and
- (b) ancillary matters related to the provision of commercial passenger vehicle services.

SPECIAL

Terms of Reference

The terms of reference for the Commission are as follows:

The Commission will have broad scope to review the sector and its performance against the following principles:

- customer and service focus
- safety for passengers and drivers
- support for and training of drivers
- integration with other forms of public transport
- an outcomes-based and accountable regulatory framework
- market design that is effective, efficient and promotes competitiveness
- sustainability, in economic, environmental and social terms

The overall aim of the Commission is to instigate major and enduring improvements to service, safety and competition to Victoria's commercial passenger vehicle industry.

The inquiry should be wide ranging and consider all point to point transport services including taxis, hire cars and other demand responsive services with a particular focus on service outcomes.

The Commission should conduct broad ranging consultation to determine the views at all levels, including consultation with the general public and expert industry and other key stakeholders.

The Commission must prepare a final report and make recommendations focussing in particular on the following:

- The appropriateness of the structure of the taxi industry including the accountability of the range of industry participants with a particular focus on commercial incentives to participants including licence holders to improve services to passengers
- Service delivery and employee conditions, in particular the working conditions, training, standards and remuneration of drivers, and how these contribute to service standards and outcomes
- Competition in the sector, in particular focussing on vertical integration, anti-competitive practices and incentives for innovation
- The effects of regulation, particularly relating to entry to the taxi market through capped licence numbers and to price controls and taxi fare setting arrangements, and how these impact on customer service and innovation
- The performance of the Multi-Purpose Taxi Program and Wheelchair Accessible Taxis in providing service to people with disabilities and a broad range of mobility disadvantaged people
- The current and potential role of taxis, hire cars and other demand responsive transport services in an integrated transport system, with a focus on the role of these services in social inclusion
- Options for reform including benchmarking safety and service standards, appropriate market-based, legislative and administrative solutions, and communication technology advancements that may be harnessed, to facilitate improvements in the safety, service and environmental performance
- The appropriate regulatory and service model for long term regulation and operation of the industry, focussed on service outcomes

- Examine, evaluate and report on other models and new approaches in the taxi and hire car sectors both in Australia and overseas
- Transitional arrangements from the current regulatory and service arrangements to the recommended model
- Any other related matters.

Terry Mulder MP
Minister for Public Transport'

Dated 25 July 2011

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