

MPT SERVICES WORKING GROUP

Summary of Minutes - 27 April 2011 Energy House

1. Welcome

Department of Lands and Planning (DLP) representative (Chair)
Multi-Purpose Taxi (MPT) Operator & Driver representative
Darwin Radio Taxi representative
IS Australia representative
Integrated Disability Action Inc. representative
Somerville Community Services representative
City Radio Taxi representative

Apologies

Darwin City Council representative

General Business

2.1 Membership

The group agreed that the current membership of the group provides a sound basis to address issues and additional people would be invited to address specific issues where necessary.

2.2 Terms of Reference

All agreed with TOR as drafted with the exception of the minimum numbers for a quorum. It was agreed to amend this to reflect that a minimum of three members excluding department representatives constitutes a quorum.

2.3 Correspondence and issues raised by Integrated Disability Action

Letter and issues raised in regard to MPT services.

Issues raised with drivers being in need of training to effectively operate eftpos terminals, in particular, when drivers are unable to process TSS Card.

Issues raised with MPT complaints, customers are hesitant to formalise individual complaints, and also with inconsistent size of MPTs

A NSW report into a review of taxis and MPTs could be worthwhile obtaining to inform the group.

General discussion in regard to current arrangements for MPT driver remuneration, making the driving of MPTs more attractive.

General discussion on customer education which may reduce operational issues.

3. Other Business

None

4. Next Meeting

Proposed the Group meet again towards the end of next month date and time to be finalised dependant on the progress of the survey.