

Summary of the 2022 CPV industry reforms

- Main recommendation

Fivenines recommendation	Northern Territory Government decision	Estimated delivery
<p>Main recommendation 1</p> <p>The cap on taxi numbers in both Darwin and Alice Springs be relaxed in a controlled manner over the medium term and removed in the longer term.</p>	<p>Approved.</p> <p>Taxi licences will be released via ballot over a staged period in Darwin and Alice Springs each year for a five-year period.</p>	<p>This will occur via a staged implementation over a 5 year period, commencing in 2022.</p> <p>A taxi ballot will be advertised within 6 months of the announcement.</p>
<p>Recommendation 1a</p> <p>A limited number of new licences be issued in each centre in any single year during the transition period.</p>	<p>Approved.</p> <p>Taxi licences will be released via ballot over a staged period in Darwin and Alice Springs each year for a 5 year period</p> <p>The staging of these licences will be:</p> <p>Darwin</p> <p>Year 1: Release 10 Multiple Purpose Taxis (MPTs) licences.</p> <p>Years 2-5: Release 5 MPTs licences and 5 standard licences each year.</p> <p>Alice Springs</p> <p>Year 1: Release 5 MPTs.</p> <p>Years 2-5: Release 3 MPTs and 2 standard licences each year.</p> <p>Where there is no further demand or eligible persons for the ballots, the cap will be removed. It should be noted that wheelchair accessible vehicle numbers will be controlled ongoing through monitoring of Key Performance Indicators (KPIs).</p>	<p>Staged implementation over 5 years.</p>

<p>Recommendation 1b</p> <p>All taxi and minibus licence holders should be required to provide service for a set proportion of available hours, including at specific times of the week and times of day.</p>	<p>Not approved.</p>	<p>Not applicable.</p>
<p>Recommendation 1c</p> <p>Potential licence applicants in all categories be required to attend a government specified entrepreneur briefing to improve the awareness and industry-readiness of individuals seeking a licence to operate a vehicle.</p>	<p>Approved for further Departmental consideration.</p> <p>The Department of Infrastructure, Planning and Logistics (the Department) will source appropriate organisations who have the capacity to provide entrepreneur briefings. This information will be supplied to all commercial vehicle licence applicants.</p>	<p>Implemented within 2-3 years.</p>
<p>Main Recommendation 2</p> <p>The KPIs for dispatched MPT jobs be enforced and sanctions applied for breaches.</p>	<p>Approved.</p> <p>The Department, in consultation with the Accessible Point to Point Transport Working Group will develop appropriate sanctions for industry participants that do not meet agreed KPIs.</p>	<p>To be implemented over 2-3 years in consultation with industry.</p>
<p>Recommendation 2a</p> <p>The high occupancy tariff be reduced or removed.</p>	<p>Approved.</p> <p>High occupancy and multiple hire rates will be removed in conjunction with the next taxi fare review.</p>	<p>Within 6 months.</p>
<p>Recommendation 2b</p> <p>The proportion of Wheelchair Accessible Taxi (WAT) vehicles in the MPT fleet be maintained at present levels or higher.</p>	<p>Approved.</p> <p>The Department will monitor taxi numbers with the view of regulating the number of MPT licences compared to standard taxis to ensure equity of service to the disability community in all regions.</p>	<p>Implemented over the next 1-5 years in line with Recommendations 1 and 2.</p>

<p>Recommendation 2c</p> <p>Rideshare networks should be required to provide WAT vehicles.</p>	<p>Noted.</p> <p>This recommendation would appear to align with industry obligations under national disability equity law.</p> <p>The Department does not regulate disability law, however acknowledges its aim to provide an equitable service to all passengers and supports this principle.</p> <p>The Department will monitor this matter through national regulators forums and advise industry accordingly.</p>	<p>Not applicable.</p>
<p>Recommendation 2d</p> <p>Some capital subsidy be provided to equip WAT vehicles.</p>	<p>Approved.</p> <p>To encourage the uptake of MPTs and to reduce the significant outlay of costs for MPT operators the Northern Territory Government will provide financial assistance of a \$15,000 grant for the fit-out of new MPT vehicles.</p>	<p>Implement over the next 5 years in line with Recommendation 1.</p>
<p>Recommendation 2e</p> <p>Drivers only be permitted to operate a WAT vehicle if they have received training in, and can demonstrate an understanding of, how to secure a wheelchair in that vehicle.</p>	<p>Approved.</p> <p>The Department acknowledges the importance of driver knowledge and training in relation to the use of wheelchair restraints and the operation of wheelchair lift mechanisms. The Department will develop a driver induction scheme for new MPT drivers which is to be delivered by operators. Drivers of MPTs will be required to carry certification that they are competent to operate all equipment of the vehicle they are driving.</p>	<p>Within first year</p>
<p>Recommendation 2f</p> <p>The Department consider providing additional information and education for disadvantaged passengers to help them understand their rights and responsibilities as passengers.</p>	<p>Approved for further Departmental consideration.</p> <p>To assist passengers understand their rights and responsibilities as a passenger, the Department will work with advocacy groups and service providers to develop information for the disability and Aboriginal sectors. Information will be provided through information bulletins developed by the Department.</p>	<p>Within first year</p>
<p>Recommendation 3</p> <p>Mandate in-vehicle cameras where there is a foreseeable risk that no passenger on a trip can be identified.</p>	<p>Not approved.</p>	<p>Not applicable.</p>

<p>Recommendation 3a</p> <p>Fund regular and frequent out-of-business-hours compliance activities.</p>	<p>Approved.</p> <p>The Department commenced monthly compliance activities outside of business hours in the 2021/22 financial year.</p>	<p>In place, ongoing.</p>
<p>Recommendation 3b</p> <p>Actively monitor driver trip refusal, educate drivers and impose sanctions where refusal is not legal.</p>	<p>Approved.</p> <p>The Department in consultation with industry, will develop a strategy for improving the monitoring of fare refusals. Monitoring may be achieved through improved complaint reporting systems and increased compliance activities outside of business hours.</p> <p>The Department will develop a communication strategy to provide education to passengers and industry about obligations to accept fares.</p>	<p>Implement in the first year and ongoing in consultation with industry.</p>
<p>Main Recommendation 4</p> <p>Upgrade training requirements for all drivers.</p>	<p>Approved for further Departmental consideration.</p> <p>The Department will continue to work with industry and disability advocates to further develop competencies and outcome based training frameworks for all drivers.</p>	<p>Undertake consultation with industry in first year.</p>
<p>Recommendation 4a</p> <p>Select or develop a detailed core knowledge and capability syllabus for all drivers.</p>	<p>Approved for further Departmental consideration.</p> <p>The Department will commence consultation with the taxi industry and training providers to develop more robust training and assessment requirements. Once training requirements have been finalised, operators will be encouraged to work with training providers to develop training packages. The Department will assess training packages to ensure they meet assessment requirements. Only approved operators with endorsed training packages will be eligible to deliver training.</p>	<p>Undertake consultation with industry in first year.</p>
<p>Recommendation 4b</p> <p>Provide limited funding to support taxi and minibus drivers during training, subject to satisfactory course completion.</p>	<p>Not approved.</p>	<p>Not applicable.</p>
<p>Recommendation 4c</p> <p>Require networks (rather than the Department) to issue identity cards to drivers and take reasonable steps to monitor who the actual driver is.</p>	<p>Approved.</p> <p>The Department in consultation with industry will further develop current measures for issuing Commercial Passenger Vehicle Identity Cards. Alternate card designs will be developed with industry. Once implemented the Department will discontinue issuing Identity Cards. This is reliant on the amendment of the <i>Commercial Passenger (Road) Transport Act 1991</i>.</p>	<p>Within first year</p>

<p>Recommendation 4d Negotiate acceptable biometric solutions with networks to replace identity cards in the longer term.</p>	<p>Approved for further Departmental consideration. Biometric solutions are dependent on the availability of suitable technology. The Department will monitor this matter through national regulators forums and advise industry accordingly.</p>	<p>Requires technological solution within the next 5 years.</p>
<p>Main Recommendation 5 Introduce core ‘cosmetic’ requirements for CPVs.</p>	<p>Approved. The Department will develop cosmetic standards for the interior of commercial passenger vehicles. These standards will take into consideration passenger safety and comfort e.g. clean seats which are in sound condition.</p>	<p>Within first year</p>
<p>Recommendation 5a Review and relax vehicle age limits.</p>	<p>Approved. The currently policy temporarily allowing the extending of the vehicle age limits, based on vehicle quality, for up to 12 months will be permanently implemented. This policy will be merged into the relevant in-service maintenance standards.</p>	<p>Within first year</p>
<p>Main Recommendation 6 Strengthen data gathering and apply sanctions to KPI model.</p>	<p>Approved. The Department, in consultation with industry will review current KPI requirements to ensure quality services. The introduction of sanctions where industry fails to meet the agreed KPI standards will also be considered.</p>	<p>Implement in line with Recommendation 2.</p>
<p>Recommendation 6a Review role of Department as service regulator, sector advocate and facilitator of economic development through the Point to Point industry.</p>	<p>Approved. The department, in consultation with industry will review its role and the role of other agencies. Clarification of the department’s role will assist stakeholders with understanding the responsibilities of each stakeholder group.</p>	<p>Consultation with industry to be undertaken in first year.</p>
<p>Main Recommendation 7 Investigate a Chain of Responsibility legal model across the Point to Point sector.</p>	<p>Noted and for further Departmental consideration. The Department will monitor work in this area and consider models as they are implemented by other jurisdictions.</p>	<p>Within 5 years if determined applicable.</p>