

THE VICTORIA TAXI INDUSTRY

TAXI AND HIRE CAR REFORM

Taxi Industry Inquiry. On 28 March 2011, the Victorian State Government announced a major independent inquiry into the Victorian taxi and hire car industry. Professor Allan Fels AO was appointed to Chair the inquiry. Professor Fels was assisted by Dr David Cousins AM. The inquiry undertook a comprehensive investigation into all aspects of the taxi and hire car industry and recommended a set of reforms to the government focusing on achieving better outcomes for the travelling public. The issues considered by the inquiry were complex and long standing and required thorough examination and openness to all ideas and perspectives. The different models and approaches to taxi and hire car regulation in Australia and overseas were also examined.

Draft report. The inquiry formally commenced on 12 May 2011 with the release of its first official background paper titled Setting the Scene. Its Draft Report was released for public comment on 31 May 2012:

[Draft report - Customers First: Service, Safety, Choice PDF, 9.6 MB](#) Submissions to the Draft Report closed on 13 July 2012 and Public Hearings were undertaken on 13 and 14 August 2012.

Final report. A Final Report Customers First: Service, Safety, Choice was made publicly available on 12 December 2012 and a further consultation on the final recommendations was undertaken to 30 January 2013:

[Final report - Customers First: Service, Safety, Choice PDF, 2.1 MB](#) The inquiry also prepared a summary document which provided an overview of the Final Report: [Summary report PDF, 257.4 KB](#)

Victorian Government response. The government announced its response to the inquiry's proposed reforms on Tuesday 28 May 2013 accepting most recommendations in full or in part.

[Victorian Government Response to the Taxi Industry Inquiry PDF, 211.0 KB](#)

Research and technical papers. The inquiry commissioned research and reports to further its understanding of the taxi and hire car industry. Commissioned research papers:

[Ipsos taxi and hire car market research PDF, 1.6 MB](#)

[Latitude Consumer Detriment PDF, 2.1 MB](#)

[The Hensher Group Pty Ltd – Demand for Taxi and Hire Car Services in Melbourne PDF, 2.4 MB](#)

[Hara Associates Taxicab Regulation in North America PDF, 1.8 MB](#)

[Hara Associates Taxicab Regulation in North America DOC, 1.4 MB](#)

[Hara Associates Alternative Methods of Taxi Entry Management License Caps Price Rationing or Performance Standards PDF, 1.3 MB](#)

[Hara Associates Alternative Methods of Taxi Entry Management License Caps Price Rationing or Performance Standards DOC, 433.0 KB](#)

[Hara Associates Taxicab Regulation and Taxi Driver Income PDF, 931.7 KB](#)

[Hara Associates Taxicab Regulation and Taxi Driver Income DOC, 4.8 MB](#)

[Jaguar Consulting Pty Ltd Overview and analysis of possible transitional strategies: Moving from a tightly restricted supply model to an open entry taxi industry PDF, 388.7 KB](#)

[Jaguar Consulting Pty Ltd Overview and analysis of possible transitional strategies: Moving from a tightly restricted supply model to an open entry taxi industry DOC, 310.0 KB](#)

[Rhumb Consulting Taxi Industry Inquiry Information System Review and supporting diagrams PDF, 139.4 KB](#)

[Taxi Information Systems PDF, 371.0 KB](#)

[Taxi Data Flows PDF, 213.6 KB](#)

[Proposed Regulator Data Set PDF, 52.0 KB](#)

<http://taxi.vic.gov.au/taxi-reform/taxi-industry-inquiry>

Related websites

<https://taxi.vic.gov.au/>

<http://taxi.vic.gov.au/about-us/overview/industry-statistics>

<http://taxi.vic.gov.au/taxi-reform/taxi-industry-inquiry>

<http://www.victaxi.com.au/about-us/taxi-industry-structure.html>

https://www.facebook.com/taxiactiongroupvictoria/?ref=br_rs

<https://www.facebook.com/victoria.united.taxi.industry/>

VICTORIAN TAXI INDUSTRY STRUCTURE

The taxi industry is composed of a number of important businesses that work together to provide taxi services 24 hours a day, 7 days a week, all year round, including public holidays. The Victorian taxi industry is regulated by the Victorian Government under the Transport (Compliance and Miscellaneous) Act 1983 and its regulations, to protect the customer and drivers, and to ensure service delivery and safety standards are met. Taxis are the only mode of public transport not funded by government - relying entirely on private investment.

Drivers/Operators. Taxi drivers hold accreditation with the Government to drive taxis for commercial hire in one or more taxi licence zones in Victoria. Operators of taxis are the people who own the vehicle, are responsible for ensuring it is roadworthy, well maintained and operated within the law. Some operators drive their taxi some of time, while others, including operators of fleets of taxi vehicles will use *Bailee* drivers.

Booking services. Taxi Booking Services (TBS), formerly known as Network Service Providers, take bookings for taxi services and dispatch to their fleet of affiliated taxis. Aside from accepting customer bookings, booking services also provide a range of support and monitoring services including GPS tracking, emergency communications, internal safety cameras, and handling of complaints and lost property.

Licence owners. In order to operate a taxi licence in Victorian you need a licence from the Government. Some licences are privately owned whereas others are leased from the Government.

<http://www.victaxi.com.au/about-us/taxi-industry-structure.html>

TAXI AND HIRE CAR INDUSTRY STATISTICS

Active taxi drivers* 16,110 Accredited drivers (taxi, hire car and bus drivers) 72,875

Taxi and hire car statistics end of February 2018

Number of taxi licences

Location	Conventional	WAT	Total
Metropolitan	6,874	556	7,430
Urban	684	103	787
Regional	307	85	392
Country	142	36	178
Total	8,007	780	8,787

Number of drivers

Victorian hire car 27,028

Note: The number of Victorian hire car licences increased significantly in January due to new entrants to the market applying for licence accreditation.

Compliance outcomes

Vehicle Inspections	2,771	Regulation 12 Notice	472
Infringement Notice		Official Caution (Written warning)	15
Rectification Notice	77	Defect Notice	4

<http://taxi.vic.gov.au/about-us/overview/industry-statistics>