

COMMERCIAL PASSENGER VEHICLE BOARD STRATEGIC PLANNING DAY

Debbie Bampton, Secretary, IdA

Jenny Upton, Manager, NDS NT

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About our organisations

- **Integrated disAbility Action Inc** is a peak consumer organisation for Territorians with a disability. IdA actively supports and represents the views of people with disability and those of their family members, carers and guardians (paid and unpaid).
- **National Disability Services** is the national peak body for disability service providers and represents over 600 organisations across Australia. NDS' national office is in Canberra and NDS has offices in all states and territories.

Introduction

It is important to highlight that the issues presented today are:

- not new
- not unique to the Territory
- longstanding but not insurmountable

This presentation will highlight the issues as perceived by our members (people with disability and disability service providers) and outline some possible solutions.

Of Note: “People with disability, particularly wheelchair users and people who are legally blind, use taxis disproportionately more than the population as a whole... for people with disability who depend on door to door transport by virtue of their disabling condition, taxis are an essential part of the public transport system; not an optional luxury.”

(Disability Council NSW (2010) ‘Response to the NSW Parliamentary Inquiry into the Taxi Industry’ at www.disabilitycouncil.nsw.gov.au)

The issues

Category	Issues
Timeliness	<ul style="list-style-type: none">▪Arrival times▪Availability of MPT vehicles (% of fleet)
Usability of the NTTSS	<ul style="list-style-type: none">▪Set dollar value depending on category of user▪Upper fare limit that can be subsidised (50%)▪Quality of cards▪Checking of balances▪Drivers lack of understanding of NTTSS system and processes▪Knowledge of contingency plans when errors occur▪Workability of the lift incentive▪Incentive cap is unworkable▪Reimbursement
Vehicle and passenger safety	<ul style="list-style-type: none">▪Required competencies associated with transporting people with disability and using the loading equipment▪Equipment in place and functioning

The issues cont...

Category	Issues
Customer service	<ul style="list-style-type: none">▪ Driver attitude▪ Communication▪ Understanding the needs of customers and the legislation that protects them (including Disability Discrimination Act 1992 Accessible Transport Standards)▪ Accessibility within vehicles and choice (where to sit)▪ Local knowledge
Condition of vehicles	A number of members have noted the conditions of vehicles in Alice Springs as they relate to cleanliness; this has not been reported in Darwin
Air Travel	Commercial airliners unable / unwilling to transport electric and large wheelchairs assembled.
Red Tape	Annual renewal of NTTSS for people with disability whose condition is not ever going to improve <ul style="list-style-type: none">• Costs associated with Part B – health professionals

Other agencies' issues

Issue	Sub Issues
Availability	People with disability are last off aircraft and often no taxis are available
Under utilisation of resources	Confusion by not for profit organisations in their ability to share vehicles with other not for profits. <ul style="list-style-type: none"><li data-bbox="730 886 1006 933">▪ Insurance<li data-bbox="730 962 1611 1009">▪ Perceived commercial advantage

Solutions

**Open, honest and frequent
communication and
education is the key to all
possible solutions**

Possible Solutions - CPV

- Focus on service delivery improvement – a consumer’s point of view
- Incorporate awareness training into driver education
- NTTSS ‘cheat sheets’ in all taxis for drivers and if necessary passengers to reference
- A ‘cheat sheet’ in all taxis on how to appropriately and safely secure a person in a wheelchair (ensure this training is incorporated and tested in the driver education training)
- Improve the quality of the NTTSS cards (so photographs do not disintegrate)
- Increase proportion of fleet that is wheelchair accessible, ensuring accessibility for larger / heavier wheelchairs and those with a long wheel base (national standards with regard to wheelchair ‘cube’ i.e. minimum height, depth and width)
- Investigate TTSS systems in other jurisdictions:
 - NSW where there is unlimited trips for users
 - ACT, SA & WA where upper limits are 75%

Possible Solutions – Community Services Sector

- Establishment of a Territory-wide sector working group focussed on improving transport for vulnerable groups
- Working group has representation on the CPV Board
- Follow up results from the NSW Parliamentary inquiry into the taxi industry and work undertaken in other jurisdictions
- Develop and implement education and information sharing strategies that empower people with disability
- Work in consultation with taxi industry in developing / refining resources for industry to improve driver knowledge of NTTSS system and communicating with people with disability
- Work with the transport sector to train staff
- Work with airports to negotiate pre-booking taxis and hire cars to wait for people with disabilities at airports

**Thank you for your
time and we look
forward to working
with you in the
future**