

ANNUAL REPORT 2018–2019

Q&As

COMMERCIAL
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Questions and Answers

Advertising

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During 2018–2019, there were no government advertising campaigns relating to Commercial Passenger Vehicles Victoria (CPVV) with a total media spend of \$100,000 or greater (2017–2018: nil).

Why doesn't CPVV) run advertising campaigns?

CPVV is responsible for regulating the Victorian commercial passenger vehicle industry. As such, its role is to regulate the industry and implement Victorian Government reforms, rather than promoting goods and services in the industry.

Financial performance

Annual Report p. 39-42

The total income for CPVV in 2018-19 (from transactions) was \$118.5 million (\$103.3 million in 2017-18).

CPVV total operating expenses in 2018–2019 was \$121.2 million (\$106.0 million in 2017-18). Of this expenditure, \$74.5 million was for MPTP grant payments (\$66.0 million in 2017-18) and \$46.7 million was for implementing the commercial passenger vehicle reforms and the administration of accessibility support and regulatory services (\$40.2 million in 2017-18).

How does the taxpayer benefit from this?

Taxpayers benefit from services provided by CPVV through a regulated and reformed commercial passenger vehicle industry, a level playing field for all industry participants, reduced barriers to entering the market, increased competition placing downward pressure on fares and more transport choices for all Victorians.

Customer satisfaction

Annual Report p. 22

How satisfied were customers with commercial passenger vehicle services?

Customer satisfaction with commercial passenger vehicle services offering unbooked trips (taxis) across Victoria has increased since the reforms took effect two years ago. The average score has increased from:

- 61 to 64.4 in metropolitan Melbourne
- 74.7 to 78.8 in regional Victoria.

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Customer satisfaction for services provided unbooked services is a historical measure. It is not currently measured for booked-only services

What factors determine customer satisfaction with commercial passenger vehicles (taxis, rideshare and hire cars)?

Research by CPVV indicates that customer satisfaction is primarily influenced by trip price, driver behaviour, safety and comfort and ease and reliability of booking.

How satisfied was industry with a range of CPVV's regulatory services?

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Overall industry satisfaction attracted a score of 83 per cent (target 55.0) from survey participants in our 2018-19 industry satisfaction survey. The higher than anticipated satisfaction reflected a settling in the expanded industry and acceptance of the regulatory regime established in 2018. This was the initial year of measurement. No benchmark previously existed on which to base the target.

Key safety requirements

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Why was the target for the new key performance measure regarding 'compliance with key safety requirements' set at just 50 per cent?

In 2018-19, CPVV introduced the new key performance measure 'Per cent commercial passenger vehicle industry participants conform to key safety requirements'. This was in response to new safety duty obligations introduced 1 March 2019 for booking service providers. The obligations involved having a safety risk register for their business and establishing notifiable incident reporting.

As the safety duty obligations were introduced with just four months of the 2018-19 financial year remaining, the key performance measure target was set at 50 per cent, and this target was met, with 50 per cent of booking service providers audited meeting this target. This 50 per cent of audited BSPs represents a much higher proportion of drivers and vehicles.

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Accessibility services

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How have industry reforms improved services for people with disabilities?

In 2018-19, the number of trips taken by MPTP members increased to 5.4 million (compared to 5.1 million in 2017-18) and the number of trips by MPTP members in wheelchairs and scooters increased to 1.2 million (compared to 1.1 million in the previous financial year). These results exceeded target and show that demand for the program is continuing to grow significantly each year. There has also been an increase in the number of active Wheelchair Accessible Vehicles (WAVs) in Victoria. There were 800 active WAVs in 2018-19, compared to 722 the previous financial year).

Consultancies

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No consultancies, with fees payable being \$10,000 or greater, were engaged by CPVV in 2018-19 (2017–18: nil).

Staff, executives and accountable officer

Annual Report p. 36-38

How many employees did CPVV have in 2018–2019?

As at the final pay period in June 2019, CPVV had a headcount of 108 employees and 13 fixed term/casual employees, taking the total headcount up to 121.

Why are fixed term and casual employees necessary?

In most instances, CPVV uses fixed term and casual employees to fill short term resourcing gaps in its business as usual operations. In addition to this, implementing industry reforms required additional project-based staffing resources in 2018–2019, provided by fixed term contractors.

How many executives, including the Chief Executive Officer, did CPVV have in 2018–2019?

CPVV has six executive positions, including the Chief Executive Officer as Accountable Officer.

What was the total remuneration for the Accountable Officer and five Commissioners during 2018–2019?

The total remuneration for the Accountable Officer and commissioners for 2018–2019 was \$585,000 (compared to \$515,000 in 2017–2018). The difference between the two years relates to full year remuneration for a commissioner compared to part year in the comparator year as well as the proper accounting treatment of short-term employee benefits.

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Why were there five Commissioners in 2018-19 when there are normally four?

Two Chairs of the Commission served during the year. Two Commissioners who commenced their terms on 1 August 2016 and one who commenced on 1 January 2018 continued throughout 2018-19.

Why does this annual report refer to two different Chairs at CPVV?

During the 2018–2019 financial year, Megan Bourke-O’Neil was Chairperson of CPVV. Monique Conheady’s appointment as Chairperson took place in the 2019–2020 financial year, prior to publishing the annual report, therefore she provided the foreword for this annual report and was responsible for signing its declarations.