



Adelaide Access Taxis

Performance Report

April 2011

**DEPARTMENT FOR TRANSPORT, ENERGY
& INFRASTRUCTURE**

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BACKGROUND

The Department for Transport, Energy and Infrastructure, on behalf of the Minister, assists in the provision of wheelchair accessible transport and is responsible for the administration of the South Australian Transport Subsidy Scheme (SATSS).

Following an open public tender process occurring during December 2006, Adelaide Independent Taxis (trading as Adelaide Access Taxis) continue to be the service provider responsible for the management of the Access Taxi Centralised Booking Service.

Adelaide Access Taxis is responsible for the dispatching, monitoring and management of accessible taxi services within Metropolitan Adelaide.

As at **April 2011**, there is a fleet of **90** wheelchair accessible taxis, consisting of both single wheelchair accessible taxis as well as vans equipped to fit two or three wheelchairs plus passengers, operating in Metropolitan Adelaide.

An Access Taxi InfoLine number is available for customers to report any service problems, or to commend excellent service. The Access Taxi InfoLine is open between the hours of 07:00am and 08:00pm, seven days per week on **1300 551 156**.

An accessible taxi can be booked at all times, seven days per week via any of the following methods:

Phone: **1300 360 940**

Fax: **8202 1203**

Telephone Typewriter Service (TTY): **8202 1256**

Email: access@aitaxis.com.au

Website: www.aitaxis.com.au

The following statistics are provided by the Department for Transport, Energy & Infrastructure, from statistical information provided by Adelaide Access Taxis.

SATSS—Introduction

The South Australian Transport Subsidy Scheme (SATSS) was introduced in 1987 to provide subsidised taxi transport for people with a severe and permanent disability that limits their mobility, in particular their ability to catch public transport. The aim of the scheme is to provide an accessible transport system to assist people with physical disabilities gain access to employment, education, community services and recreational activities.

Eligibility for SATSS includes:

- Total and permanent dependence on a wheelchair,
- Severe permanent ambulatory problems resulting from paralysis or necessitating permanent use of large complex walking aids,
- Permanent inability to negotiate three bus steps 350mm high,
- Permanent inability to sit in public transport without restraints,
- Unable to walk more than 100 metres without brief rests,
- Sensory impairments (including vision),
- Cognitive and intellectual impairment (including psychiatric and neurological conditions),
- Communication impairments,
- Evidence of a person's inability to use public transport,
- The effect of a combination of impairments on an individual's abilities,
- The appropriateness of SATSS to provide transport assistance,
- Consideration of personal safety issues (from the individual, transport provider and general transport perspective)

SATSS—Membership

There are two categories of SATSS members:

- Ambulant members (able to walk) receive a 50% subsidy up to \$40 (\$20 maximum subsidy) of a taxi fare, and
- Members confined to a wheelchair or other large motorised mobility aids receive a 75% subsidy up to \$40 (\$30 maximum subsidy) of a taxi fare.

Wheelchair confined members of SATSS also are eligible for the following schemes, which provide additional vouchers to general SATSS vouchers:

- *Journey to Work Scheme*, provides by subsidised travel to and from place of employment or employment related training, and
- *Tertiary Education Assistance Scheme*, provides subsidised travel to and from tertiary courses at approved institutions.

Information brochures on SATSS are available in five languages - English, Greek, Italian, Vietnamese and Chinese - and are available from doctors' surgeries or by telephoning **1300 360 840**.

Further information regarding SATSS is available on the following link:

<http://www.opt.dtup.sa.gov.au/accessible/satss.html>

METERED JOBS COMPLETED

A metered job completed refers to any Access Taxi job that has been undertaken by the Access Taxi fleet, including school services.

TOTAL NUMBER OF METERED JOBS COMPLETED									
	2003/2004	2004/2005	2005/2006	2006/2007	2007/2008	2008/2009	2009/2010	2010/2011	2011/2012 (YTD)
APRIL	13,012	13,804	14,745	11,500	11,769	14,572	15,976	18,105	17,757
MAY	14,533	14,840	15,712	14,191	14,476	16,125	16,806	19,269	
JUNE	13,232	14,523	15,181	13,110	12,983	14,699	16,091	18,491	
JULY	14,106	15,171	12,851	12,986	13,436	15,638	16,306	17,816	
AUGUST	14,319	14,744	14,087	14,556	14,586	15,428	15,874	19,156	
SEPTEMBER	14,568	15,262	12,888	13,675	13,985	16,079	15,016	18,918	
OCTOBER	13,925	14,787	13,112	12,474	15,208	16,586	14,646	17,091	
NOVEMBER	14,303	15,292	12,571	13,350	15,816	15,887	15,512	17,058	
DECEMBER	14,779	14,596	12,723	12,402	13,601	15,889	14,892	16,205	
JANUARY	11,311	11,212	8,399	10,163	11,194	12,311	9,171	13,790	
FEBRUARY	14,160	13,995	12,002	12,091	14,094	14,592	17,433	15,724	
MARCH	16,340	15,657	13,759	13,465	13,748	16,681	19,832	19,827	
TOTAL	168,588	173,883	158,030	153,963	164,896	184,487	187,555	211,450	17,757

Table 1.1

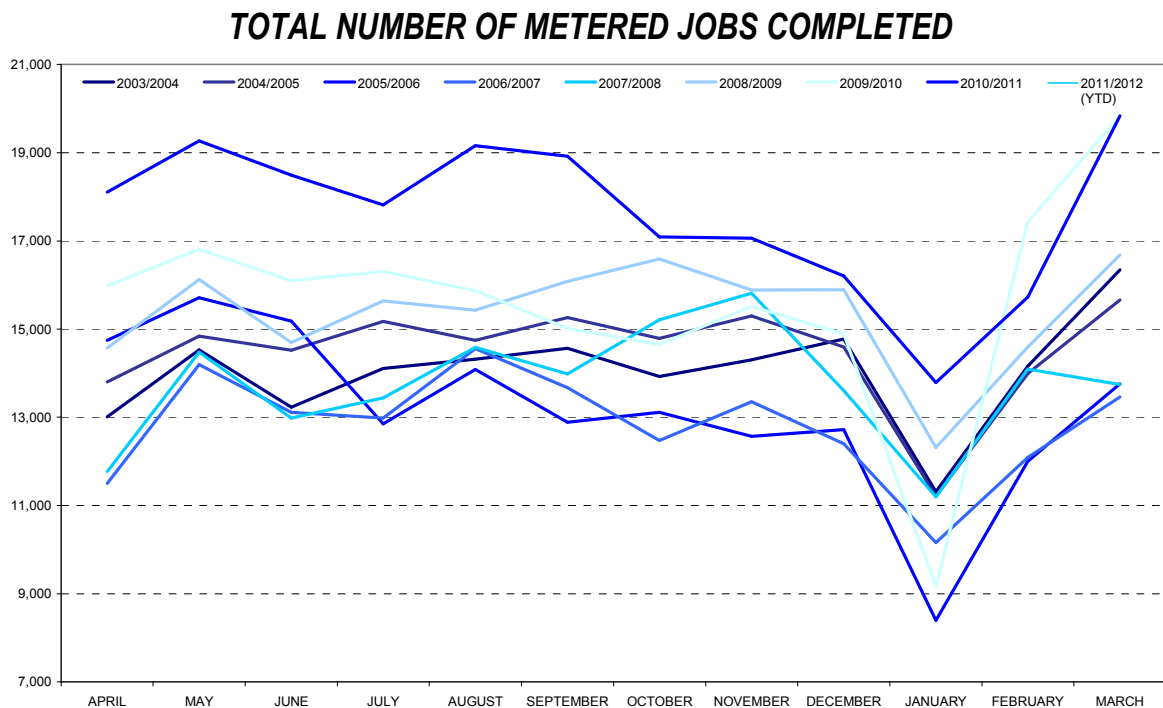


Figure 1.1

METERED NIGHT JOBS COMPLETED

A metered night job refers to an Access Taxi job undertaken between the hours of 7pm to 6am, 7 days a week.

TOTAL NUMBER OF METERED NIGHT JOBS COMPLETED									
	2003/2004	2004/2005	2005/2006	2006/2007	2007/2008	2008/2009	2009/2010	2010/2011	2011/2012 (YTD)
APRIL	1,061	1,168	1,083	1,022	954	1,148	1,321	1,424	
MAY	1,075	1,165	1,021	967	886	1,207	1,373	1,567	
JUNE	1,008	1,040	933	957	859	1,088	1,146	1,298	
JULY	1,072	1,192	991	1,024	936	1,101	1,122	1,308	
AUGUST	1,118	1,079	955	1,028	970	1,235	1,283	1,355	
SEPTEMBER	1,088	1,081	1,086	1,085	1,008	1,187	1,340	1,396	
OCTOBER	1,045	1,148	1,114	1,058	1,035	1,365	1,405	1,695	
NOVEMBER	1,247	1,110	1,162	998	1,136	1,398	1,302	1,549	
DECEMBER	1,810	1,514	1,552	1,282	1,344	1,687	1,736	2,171	
JANUARY	1,144	1,087	1,026	951	943	1,279	997	1,496	
FEBRUARY	1,325	1,057	1,111	926	1,104	1,233	1,385	1,400	
MARCH	1,404	1,170	1,267	1,055	1,265	1,426	1,543	1,596	
TOTAL	14,397	13,811	13,301	12,353	12,440	15,354	15,953	18,255	1,591

Table 1.2

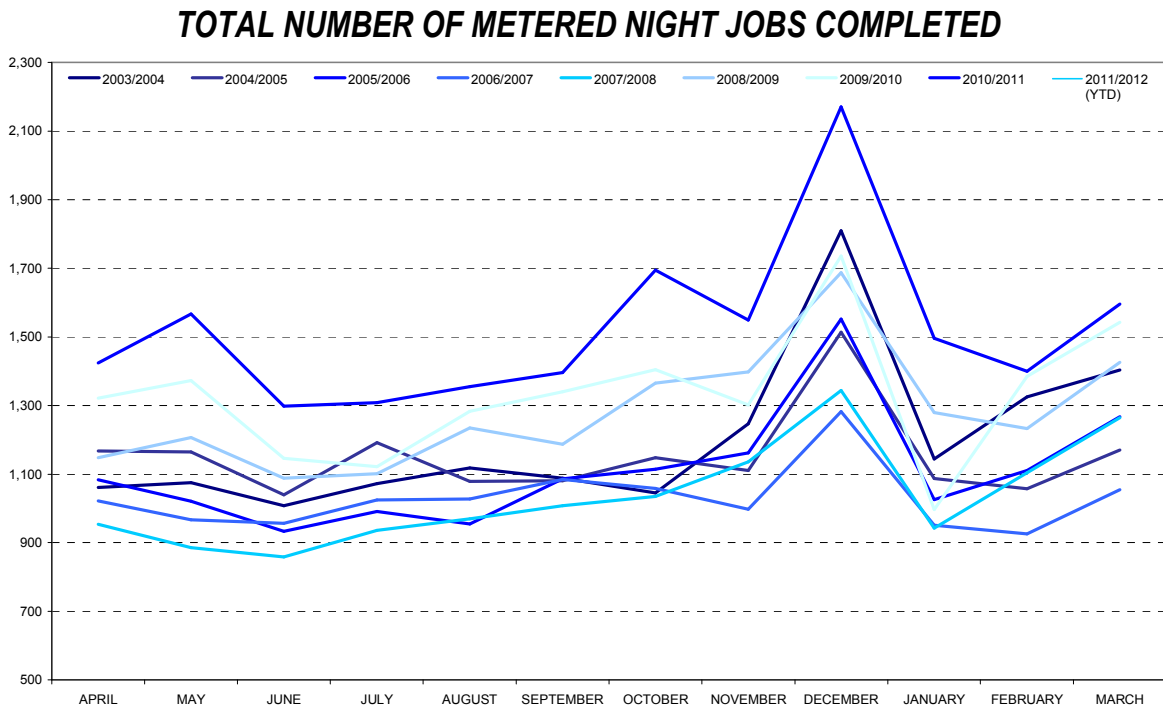


Figure 1.2

JOBS COMPLETED WITHIN 30 MINUTES

The percentage of completed jobs within 30 minutes, represents the percentage of total Access Taxi jobs completed within 30 minutes of the customers required time to travel.

In an effort to significantly improve the timeliness of Access Taxis services, from 1 December 2002 the Government introduced the On-Time Bonus Scheme.

The On-Time Bonus Scheme is paid by the Government to the Access Taxi driver, for each job that has been undertaken within 30 minutes of the customers' required time (provided a number of administrative requirements are fulfilled).

PERCENTAGE OF JOBS COMPLETED WITHIN 30 MINUTES OF CUSTOMER REQUIRED TIME									
	2003/2004	2004/2005	2005/2006	2006/2007	2007/2008	2008/2009	2009/2010	2010/2011	2011/2012 (YTD)
APRIL	92%	96%	97%	97%	97%	99%	98%	96%	98%
MAY	94%	96%	96%	97%	96%	98%	99%	97%	
JUNE	94%	96%	96%	97%	96%	99%	99%	98%	
JULY	96%	97%	97%	98%	97%	99%	99%	99%	
AUGUST	95%	96%	97%	96%	97%	98%	98%	98%	
SEPTEMBER	94%	97%	97%	97%	97%	98%	98%	98%	
OCTOBER	95%	97%	97%	97%	97%	98%	99%	98%	
NOVEMBER	95%	96%	96%	97%	96%	98%	99%	98%	
DECEMBER	94%	96%	96%	97%	97%	97%	99%	98%	
JANUARY	97%	97%	97%	98%	98%	99%	99%	98%	
FEBRUARY	96%	97%	97%	97%	97%	99%	98%	98%	
MARCH	96%	96%	97%	96%	98%	99%	96%	98%	
TOTAL	95%	96%	97%	97%	97%	98%	98%	98%	98%

Table 1.3

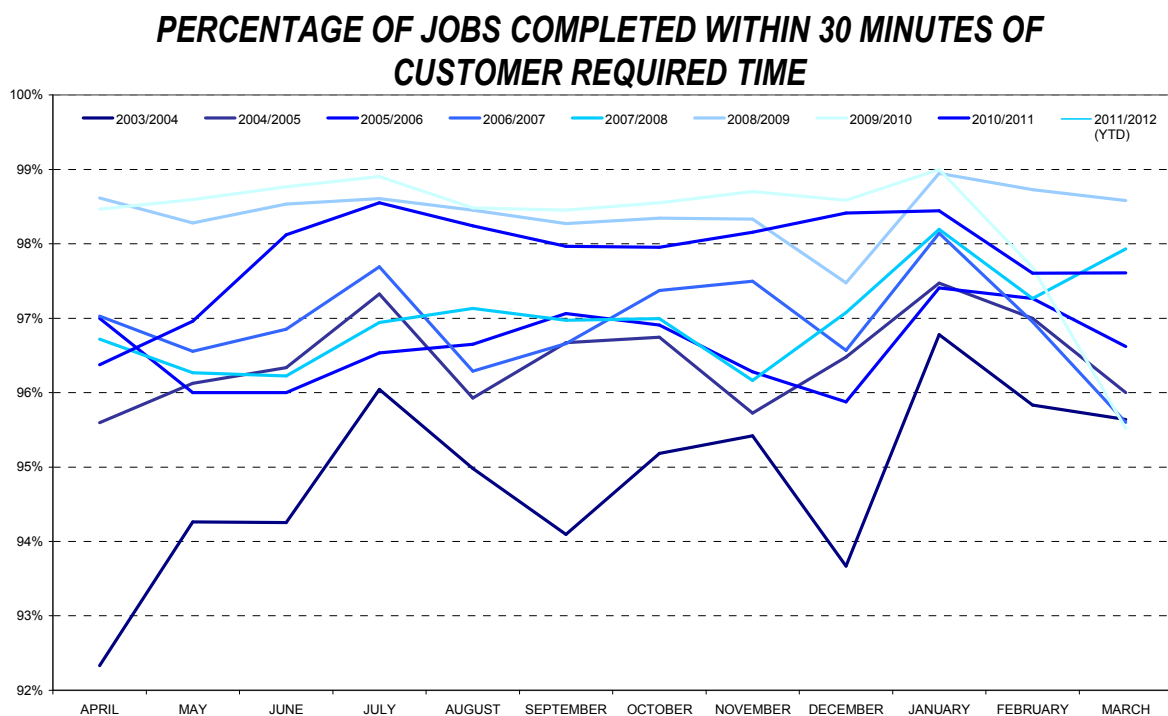


Figure 1.3

COMPLAINTS AND COMMENDATIONS

Customer complaints and commendations are received from the Access Taxi Hotline, and through written correspondence and phone calls to both the Department for Transport, Energy & Infrastructure, and Adelaide Access Taxis.

Adelaide Access Taxis provides responses to all customer enquiries, complaints and commendations within:

- 24 hours in all circumstances verbally, and
- 7 working days, where written communication is received from the customer.

COMPLAINTS									
	2003/2004	2004/2005	2005/2006	2006/2007	2007/2008	2008/2009	2009/2010	2010/2011	2011/2012 (YTD)
APRIL	40	27	17	9	17	12	10	11	12
MAY	42	28	21	8	12	12	12	7	
JUNE	36	16	23	9	9	13	9	8	
JULY	24	11	17	10	10	15	8	7	
AUGUST	15	17	22	12	8	19	10	11	
SEPTEMBER	23	19	18	11	12	11	12	10	
OCTOBER	25	18	23	14	13	12	11	14	
NOVEMBER	27	16	25	9	18	13	11	14	
DECEMBER	29	13	11	8	16	20	12	17	
JANUARY	17	12	6	6	10	12	15	8	
FEBRUARY	20	14	8	5	12	9	14	12	
MARCH	24	21	8	13	14	7	14	14	
TOTAL	322	212	199	114	151	155	138	133	12

Table 1.4

COMPLAINTS VS COMMENDATIONS
(Year on Year)

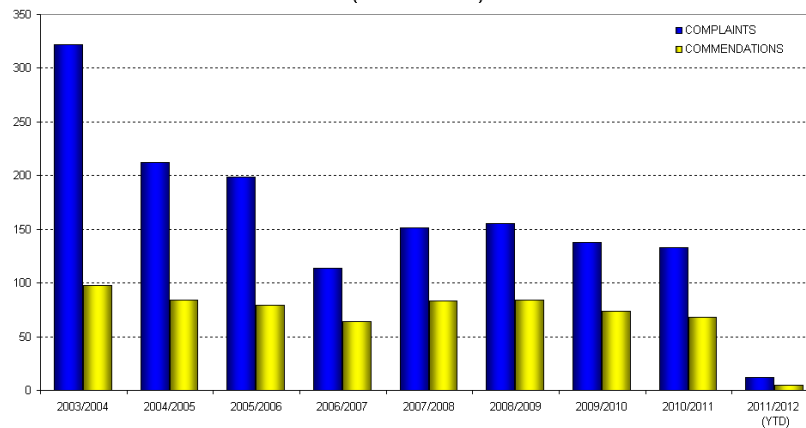


Figure 1.4

COMMENDATIONS									
	2003/2004	2004/2005	2005/2006	2006/2007	2007/2008	2008/2009	2009/2010	2010/2011	2011/2012 (YTD)
APRIL	2	5	2	3	4	6	5	6	5
MAY	8	7	3	5	3	7	6	4	
JUNE	9	6	4	3	5	8	4	7	
JULY	13	4	6	4	7	7	6	4	
AUGUST	11	6	7	6	6	9	4	6	
SEPTEMBER	9	5	5	7	6	5	6	5	
OCTOBER	10	5	6	5	8	7	5	5	
NOVEMBER	9	6	5	5	5	6	6	4	
DECEMBER	12	19	29	16	17	13	12	11	
JANUARY	6	5	6	4	7	6	7	7	
FEBRUARY	5	6	2	2	7	5	6	5	
MARCH	4	10	4	4	8	5	7	4	
TOTAL	98	84	79	64	83	84	74	68	5

Table 1.5

CUSTOMER WAIT TIMES

The average customer wait time refers to the time between the customers' requested booking time, to the time when the access driver arrives at the requested booking destination.

AVERAGE CUSTOMER WAIT TIME (MINUTES)									
	2003/2004	2004/2005	2005/2006	2006/2007	2007/2008	2008/2009	2009/2010	2010/2011	2011/2012 (YTD)
APRIL	20	12	9	9	9	5	8	10	6
MAY	17	10	8	9	8	5	8	10	
JUNE	13	9	10	9	8	6	8	10	
JULY	10	10	9	10	8	5	7	10	
AUGUST	11	10	9	11	6	7	8	10	
SEPTEMBER	12	9	8	9	7	7	7	10	
OCTOBER	12	11	9	9	7	6	8	10	
NOVEMBER	11	10	10	10	7	6	8	10	
DECEMBER	13	10	10	10	7	7	9	10	
JANUARY	12	11	10	10	8	7	7	6	
FEBRUARY	12	10	8	9	6	7	7	6	
MARCH	10	10	10	9	6	7	8	6	
TOTAL	13	10	9	10	7	6	8	9	6

Table 1.6

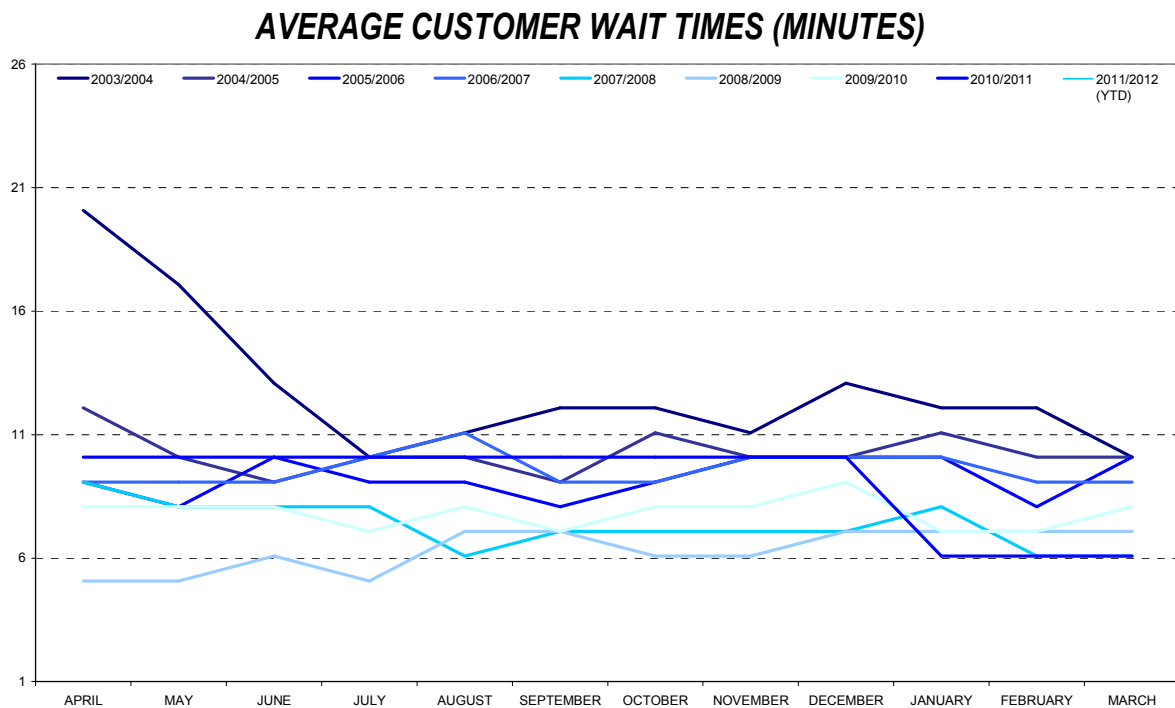


Figure 1.5