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Melbourne Airport Taxi Driver Representatives Meeting

**Monday 11 November 2013
1:30pm – 2:30pm
Victorian Taxi Association Offices**

MINUTES

	Welcome, introduction & apologies																				
	<p>Attendees</p> <table><tr><td>Alana Condon,</td><td>Victorian Taxi Association</td></tr><tr><td>Andrew Callen</td><td>Melrose Café</td></tr><tr><td>Brhanie Brhanie</td><td>Taxi Driver Representative</td></tr><tr><td>Carly Dixon</td><td>Melbourne Airport</td></tr><tr><td>Georgia Halliday</td><td>Victorian Taxi Association</td></tr><tr><td>Georgia Nicholls</td><td>Victorian Taxi Association</td></tr><tr><td>Harkaran Singh</td><td>Taxi Driver Representative</td></tr><tr><td>Michael Carollo</td><td>Melrose Cafe</td></tr><tr><td>Nazar Yousif</td><td>Taxi Driver Representative</td></tr><tr><td>Thomas Henderson</td><td>Taxi Driver Representative</td></tr></table>	Alana Condon,	Victorian Taxi Association	Andrew Callen	Melrose Café	Brhanie Brhanie	Taxi Driver Representative	Carly Dixon	Melbourne Airport	Georgia Halliday	Victorian Taxi Association	Georgia Nicholls	Victorian Taxi Association	Harkaran Singh	Taxi Driver Representative	Michael Carollo	Melrose Cafe	Nazar Yousif	Taxi Driver Representative	Thomas Henderson	Taxi Driver Representative
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1	Meetings																				
	Agreed that regular meetings will be held every fifth Monday at 1:30pm at the offices of the Victorian Taxi Association: 2/85 Salmon Street Port Melbourne.																				
2	Short Fare																				
	<p>Previous research conducted by Melbourne Airport showed that while less than 2% of passengers travel to short fare destinations, up to 12% of taxis had been entering the rank directly from the Freeway.</p> <p>While taxi drivers responsible for the small number of short fares support the re-introduction of a short fare system not all drivers support the system and many feel it is unfair.</p> <p>Melbourne Airport has considered whether License Plate Recognition (LPR) technology could be</p>																				

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	<p>used for short fare taxis and has decided that it will not implement LPR for short fares. The cost to drivers to implement this system would be incredibly high and would only be relevant until the Essential Services Commission delivers its pricing report to Government next year.</p> <p>Melbourne Airport supports a solution that will apply to all taxis not just those using Melbourne Airport and looks forward to the outcomes of the ESC Review into the pricing structure of taxis.</p> <p>ACTION: Melbourne Airport to provide more recent data about taxis attempting to enter the rank directly from the freeway.</p>
3.	Movement of the Qantas Rank
	<p>Driver representatives are concerned the movement of the Qantas rank means they are losing passengers to Skybus.</p> <p>Melbourne Airport advised that the movement of the T1 was designed to promote safer and more streamlined traffic movement in the inner lane.</p> <p>The move also included the addition of five new bays, taking the total number of taxi bays from 10 to 15 and now includes a wheelchair accessible ramp.</p> <p>Since the rank was moved, in the month of October alone, taxi movements in the forecourt have increased by 17% so there is no evidence to support that Skybus is taking any passengers from taxis</p>
4.	Enforcement of queuing systems
	<p>Driver representatives are concerned that some drivers are taking advantage of opportunities to jump queues by going directly into the Depot Drive holding area from the freeway as well as bypassing all holding areas to pick up passengers from outside the Tiger Terminal T4.</p> <p>Driver representatives support the imposition of stronger penalties for drivers found to be queue jumping and suggest that Melbourne Airport write directly to owners of cars whose drivers repeatedly break the rules.</p> <p>Melbourne Airport encourages drivers to draw this behaviour to the attention of the ACG duty manager so that direct action can be taken with the drivers concerned</p> <p>ACTION: Melbourne Airport to confirm that targeted enforcement operations are part of standard operating procedures.</p>

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5	Traffic Management
5.1	<p>Driver representatives are concerned about some aspects of traffic management including situations where taxis are called to the T1 rank where there are no passengers, while drivers further back in the holding yard are sent to T2 which is overflowing with passengers.</p> <p>Driver representatives suggested that when there are no passengers at T1, taxis should be called to the T2 rank first and then moved up to the rank at T1 only when it is clear that they are needed.</p> <p>Melbourne Airport advised that every effort is made to ensure that taxis are called to the terminals to meet passenger demand. Priority is given to ensuring minimum wait times for passengers arriving at the ranks.</p> <p>ACTION: Melbourne Airport to provide feedback to traffic managers about the recent issue concerning passengers arriving from an Emirates flight and seek further information.</p>
5.2	<p>Driver representatives are concerned about the safety of the barrier obstructing the yellow taxi line marking near Francis Briggs Drive.</p> <p>ACTION: Melbourne Airport to brief next meeting on the reasons for the current situation and discuss planned improvements.</p>
5.3	<p>Driver Representatives are concerned that the queuing system in the Depot Drive Holding Area is no longer fair and means that taxis who have waiting longer might not be the first called up to the terminals.</p> <p>Melbourne Airport advised that there will be some changes taking place in that area in the coming months and that the new multi-level structure (MLS) out the front of Terminal 4 will operate so that the first in the queue will be the first called up.</p> <p>ACTION: Melbourne Airport to provide a briefing on how the new MLS will operate as well as details on plans for the Depot Drive holding area into next year.</p>
6	Melrose Drive Holding Area Enhancements – Progress Update
	<p>Improvements the taxi holding areas have been under discussion for some time. Some lighting upgrades have already been implemented and there are more to follow.</p> <p>Melbourne Airport have recently completed design of the new toilets and upgrades to the Prayer Room and plan to go to tender for the works early next year.</p> <p>ACTION: Melbourne Airport to brief the group on the design plans at the next meeting and provide an update on likely timing of the improvements.</p>
7	Rumours of mini-cab kiosk
	<p>Melbourne Airport confirmed that it has not been in discussions to establish a mini-cab kiosk and</p>

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	<p>that it will work with the State Government and relevant bodies to implement the reforms of the Victorian Taxi Inquiry.</p> <p>ACTION: No further action required</p>
8	Salvation Army – Stop the trafficking campaign
	<p>The Salvation Army has approached Melbourne Airport asking to hand out materials to taxi driver in the holding areas about their new campaign 'Stop the Traffik'. This campaign is designed to stop human trafficking and asks taxi drivers to help by being the eyes and ears of the community and phoning the Australian Federal Police on 131 237 if they see anything suspicious.</p> <p>Driver representatives agreed that they would be happy for the salvation army to hand out materials in the holding areas.</p> <p>ACTION: Melbourne Airport to contact the Salvation Army to approve materials being handed out in the holding areas and placing signs on the notice board.</p>
9	Next Meeting
	<p>Monday 9 December, 1:30pm Victorian Taxi Association Offices Port Melbourne</p>