Meeting Notes

**Subject** Taxi Operations in Auckland

**Time** 9:30 – 10:00 p.m. on Tuesday 7 May 2019

**Attendees** Jade Xiao, Taxi Driver for Blue Bubble Taxis

**Zoning**

* Map of Auckland is divided into small zones.
* Drivers manually plot their location on a map (not automatic GPS tracking).
* Only calls in your current and surrounding zones appear to you.

**Call allocation**

* The first driver to accept a call gets the call (provided your vehicle meets passenger and luggage requirements).

**Taxi driver behaviour**

* Every driver has their own working style. They are their own boss.
* They can choose to stop for lunch or have it on-the-go.
* This particular driver will go home to have lunch and rest after dropping me off.

**Taxi demand**

* Lots of calls from homes/hotels to event centres and the airport.
* Highest demand in the morning and evening.
* Lowest demand at lunchtime and late at night to early morning.

**Hospital trips**

* Auckland Co-op Taxis has a contract with the District Health Board.
* Taxis carry patients to the hospital (e.g., for dialysis).
* Driver doesn’t have to stay there and wait for the patient; can take other calls.

**School trips**

* Many students use taxis to get to and from school if they live in rural areas or if they have a disability.
* Expensive but frequent passengers get discounts.

**Taxi volume**

* Around 400-500 taxis on the road at one time.
* Auckland Co-op Taxis aims for a cap of 700, but no restriction that you can’t go into operation if there are already many taxis.

**Logbook**

* Drivers must keep a logbook and follow work restrictions set by NZTA.
* Example: maximum 14 hours of work per day; maximum 7 hours of continuous driving.

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**Time** 10:00 - 10:30 p.m. on Tuesday 7 May 2019

**Attendees** Jade Xiao, Taxi Driver for Auckland Co-op Taxis

**Taxi driver behaviour**

* A driver can take calls in Central Auckland during the day, then only take calls near their home during quieter times.
* Idling at petrol stations is common because of free parking. Drivers may stay there and have lunch for up to 30 minutes.
* This particular driver works for a minimum of 10 hours per day (around 25 trips).

**Taxi demand**

* Most busy on Monday, Tuesday, and Friday when people have to get back to work or go away for the weekend.
* Lots of customers heading to the airport to fly to Australia, Singapore, China, America, Europe. Australia is the most popular.
* Highest demand in the morning (5:00 – 9:00 a.m.) and evening from CBD workers, ACC workers, students, and patients.
* Very quiet at night after 2:00 a.m.

Meeting Notes

**Subject** Taxi Operations in Auckland

**Time** 8:30 – 9:00 p.m. on Wednesday 8 May 2019

**Attendees** Jade Xiao, Taxi Driver for Blue Bubble Taxi

**Taxi driver behaviour**

* This particular driver works 6:00 a.m. – 6:00 p.m.
* This particular driver usually starts from home, but some drivers are contractually obliged to start at ranks or carry patients as their first job of the day.
* This particular driver asked me to call him later so he can take my home trip.
* If far from home, this particular driver will wait for a call which takes him close to home.
* There are taxi drivers who prefer to go home for lunch but they are not the majority.

**Call allocation**

* Drivers enter themselves in the first-in-first-out queue.

**Airport trips**

* Very popular airport rank on Jeffrey Roberts Road.
* Drivers can wait for many hours at the airport ranks because Auckland Co-op Taxis is contractually obliged to provide around 40 taxis to idle at airport ranks.

**Hospital trips**

* Hospital patients have a designated driver who drives them to/from the hospital.
* This particular driver picks up his patient at 6:15 a.m. for dialysis treatment, and will return them home at around 6:00 p.m.

**Taxi demand**

* Number of trips per day is highly variable, e.g., many short trips or fewer long trips.
* Trips originating from the suburbs mostly arrive via the call centre.
* Trips originating from the CBD/airport mostly come from waiting at ranks.
* Drivers cannot refuse short trips. They can only refuse passengers who are drunk/violent or otherwise make them feel unsafe.