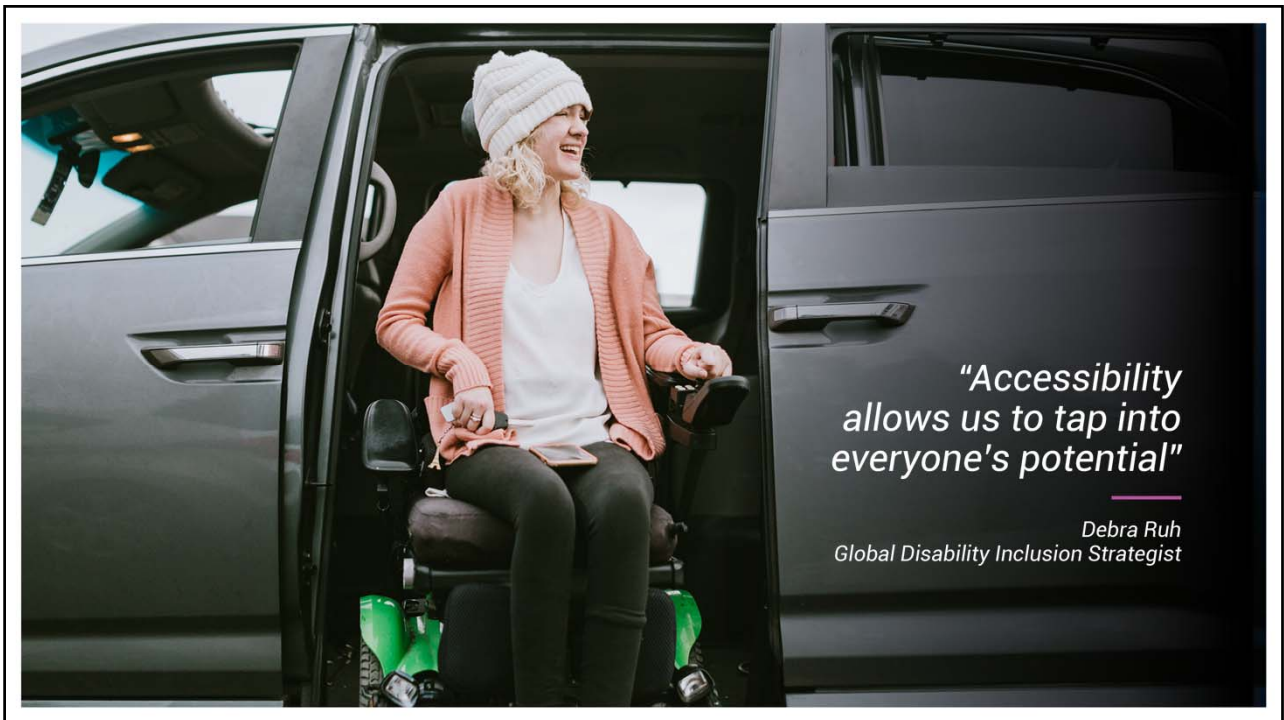


*The experience for people with accessibility needs is not consistent with the experience of people without those needs*

**MPTP Inquiry Hearing**  
Commercial Passenger Vehicles Victoria

OCTOBER 2021



*"Accessibility allows us to tap into everyone's potential"*

Debra Ruh  
Global Disability Inclusion Strategist

## Our MPTP members



**83,000+**  
active members



**83%**  
of members  
primarily have a  
physical disability



**15%**  
use a wheelchair



**55%**  
do not use a  
mobility aid



**18-34**  
year old's take  
the highest  
number of trips



**17%**  
of members  
primarily have a  
cognitive disability



**27%**  
use a walking  
stick or frame



## The contribution of the MPTP to an accessible transport network



**\$52 million +**  
paid in MPTP  
fare subsidies

**\$21 million +**  
paid in  
lifting fees



### MPTP trips 2020-21

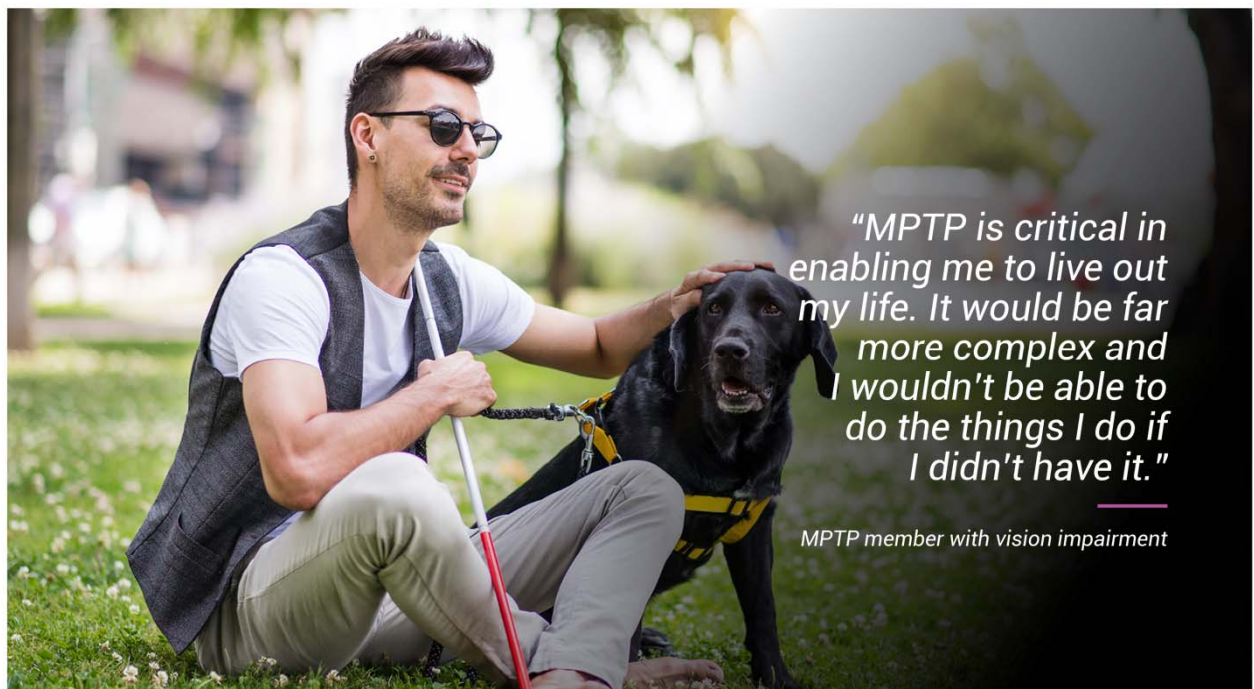
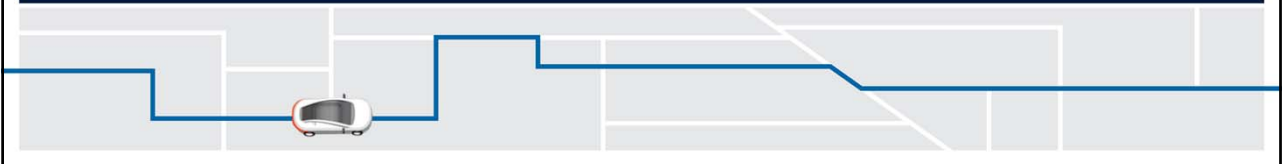
#### Regional

525,102 Conventional trips  
135,462 WAV trips



#### Metro

2,334,588 Conventional trips  
771,686 WAV trips



## Our contribution to MPTP innovation



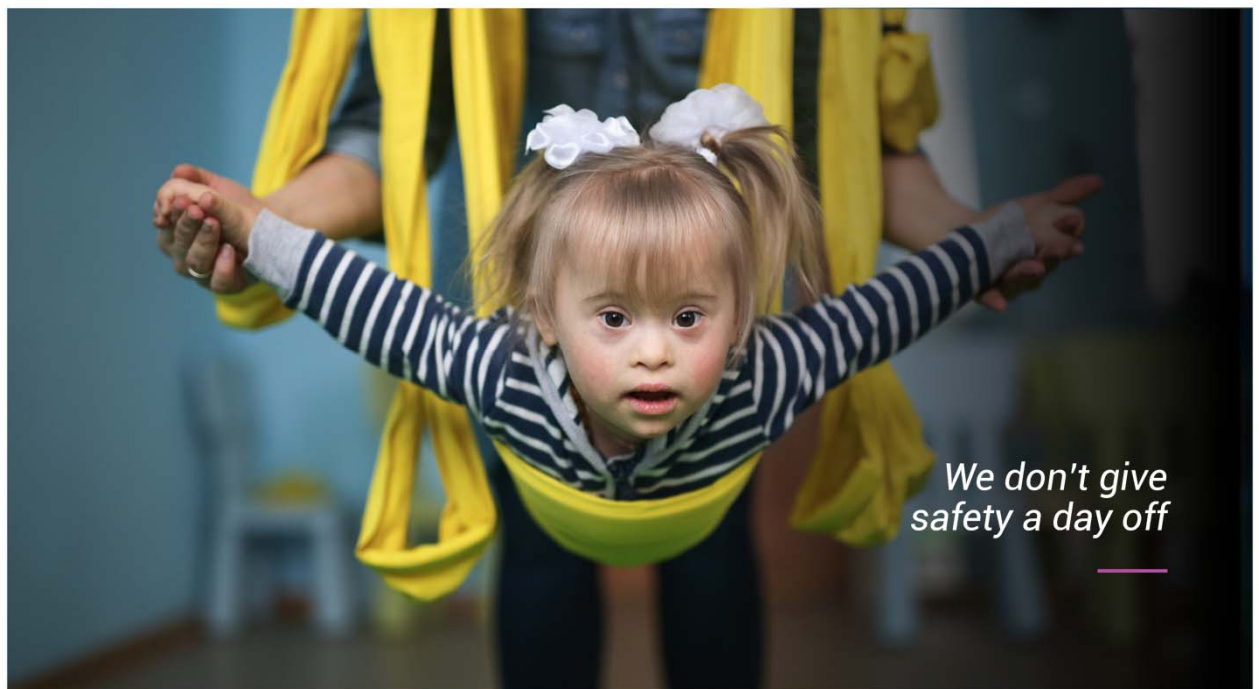
### What we've done

- Expanded the MPTP program
- Added 2 providers
- Invested in system changes



### What this means to members

- Increased choice
- New safety features
- Access to service that best suits the member



We don't give safety a day off

## We know safety doesn't happen by accident



### Safety is CPVV's number one priority

- Education and engagement to encourage good practice
- Enforcement where needed
- An intelligence-led, risk-based approach



### COVID-19 safety for CPV industry

**13,095**  
vehicle inspections

**291**  
booking service provider inspections

**53**  
industry briefings delivered since March 2020

**1.6 million**  
website visits since March 2020



*A focus on equity and quality*