

Economy and Infrastructure Committee

Inquiry into the Multi Purpose Taxi Program

Additional Information requested 15 November 2021

In relation to the trial of Uber's MPTP program conducted in Geelong in 2020, both Mr Taylor and Mr Ogundeji stated there were 6 trial participants during their public hearing appearance on 21 November 2021. However, Department of Transport (DoT) documents tabled in Parliament on 24 June 2021 indicate that 4 people took part in the trial:

- Mr Dominic Taylor, Transcript of evidence, p 32:

We were funding the program during the trial, and we only received six responses. The information that we had was on six riders who were really excited to trial the program, and so that is the trial that we ran.

- Mr Damilola Ogundeji, Transcript of evidence, p 32:

The trial invitation was sent out to 500 members and we had six responses, but the trial was also set to be capped at 100 users as well.

- Multi Purpose Taxi Program Trial, Document 72: Department of Transport, Ministerial Briefing, February 2021, p. 4
(<https://www.parliament.vic.gov.au/council/taled-documents/search-tabled-documents/details/3/10492>):

Despite participation being significantly impacted by the COVID-19 pandemic, a total of 174 trips were undertaken by four trial participants.

The Committee would appreciate it if you could you clarify the following:

1. How many participants took part in the trial?

Response: 6 participants took part in the MPTP trial

2. How many trips were undertaken during the trial?

Response: 174 trips were undertaken during the course of the trial

3. The reason for the discrepancy between DoT and Uber regarding the number of trial participants?

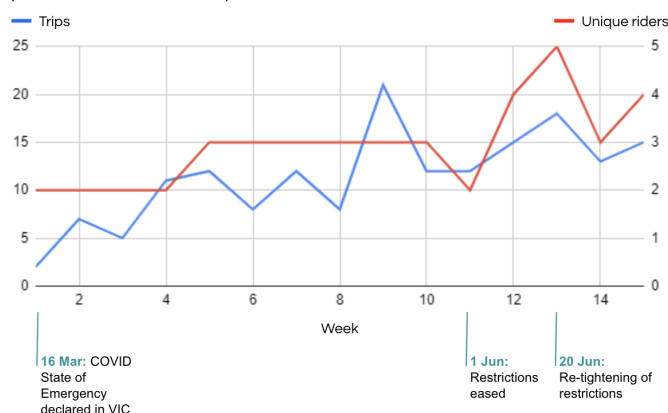
Response: In the final week of the trial, there were 4 unique riders/trial participants for that given week. However, over the course of the trial, the number of unique riders/trial participants who took a trip each week varied and there were 6 unique riders/trial participants in total.

The graph below details the number of rides and unique riders/trial participants across the duration of the trial.

Despite the impacts of COVID-19, we successfully delivered 174 trips to 6 riders

MPTP Trial Ridership

(25 Mar 2020 - 5 Jul 2020)



174

Trips

6

Unique riders

5.3

Avg. trip ETA (mins)

Source: [DIST] Uber MPTP Launch Plan_20200706 (sent to CPVV on 13/07/2020)

Questions taken on notice

Directed to: Dominic Taylor, UBER

1. Mr BARTON Page no. 29

Question asked.

Can you tell me how many trips you have done under the Multi Purpose Taxi Program since January?

Response: Eligible riders completed 27,445 Multi Purpose Program trips between 18/1/2021 and 31/10/2021.

2. Mr TARLAMIS Page no. 30

Question asked.

In terms of the tech aspect and that proof of concept for the MPTP, do you have an idea about how long that process took in terms of approval?

Response: I understand that the technology used for the MPTP was developed and tested between October 2019 and February 2020. Uber commenced the Geelong trial in March 2020 and concluded in June 2020.

Directed to: Dam Ogundeji, UBER

3. The CHAIR Page no. 30

Question asked.

Could you provide us a copy of the Newcastle WAV trial or data from evidence, research or findings.

Response: We launched a WAV trial in Newcastle in December 2016. Unfortunately, due to low take-up from riders, we found that it was not viable to continue to operate the program in its current form. The trial was discontinued from 7 August 2020.

4. The CHAIR Page no. 30

Question asked.

Can you provide information to us about how many trips UBER have facilitated since operations began and describe the general profile of the people that have chosen to access your service?

Response:

Eligible riders completed 27,445 Multi Purpose Program trips between 18/1/2021 and 31/10/2021.

We do not collect demographic data when a MPTP member enrolls with us. Users of the Uber platform must be 18 years of age to create an account.