

**From:** [REDACTED]  
**To:** [Infrastructure, Planning and Natural Resources Committee](#)  
**Subject:** Transport Legislation (Taxi Services) Amendment Bill 2015  
**Date:** Wednesday, 7 October 2015 4:55:04 PM

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I am writing to yourselves in support of demerit points being added to fines issued to Uber drivers. Uber has been issued with two cease and desist orders and is deemed to be operating illegally in Queensland. They are ignoring all laws and regulations in this state and continue to operate with little regard for our government or transport compliance officers. They treat us with contempt and dare to operate with the perception of acceptance.

They offer no benefits to Queensland – they pay no tax or GST – they do not pay appropriate insurances or any associated costs with the running or operation of a business transporting the public.

It also amazes me that well founded Queensland businesses are continually taken in by these people in partnering exercises – it appears the term “illegal” is not fully understood nor are the consequences for being associated with them.

Laws and regulations are in place to close this company down but the compliance officers are treated with such contempt that they are finding it a difficult task. The police have “no appetite” for enforcing compliance as they are undermanned for day to day policing. The last resort is the regulation that you have in front of you. This legislation will remove the human asset that allows Uber to persist.

Uber purport to be the new Tech company on the block with an “App” that is supposed to give the public superior service. These apps were in existence in Queensland by our taxi companies years before Uber were on the scene. Uber state they are cheaper than taxis. The only reason Uber is cheaper than the taxi industry is that they pay none of the “legislated” costs that ensure the safety of the public. They do not pay tax or GST to our government as they are based in a tax haven. Their contempt for Australia is further heightened by the contempt that they show for their drivers who bear all the costs and legal responsibilities of the operation. The Wall Street Journal notes their ambition to charge the travelling public as much as possible while paying their drivers the least amount possible.

To allow Uber to operate in this state shows a willingness to sit back and watch Uber rip the public off with their surge pricing model and ambition to take their commission from 20% to 35%. These commission levels just rip off their drivers – or “slaves” as one recent article suggests Uber treats its’ drivers.

The taxi industry is not afraid of competition but the current state of play forcing the taxi industry to abide by existing legislation (and associated costs) while allowing Uber to operate without these impediments is disgraceful.

Violence tends to become the norm in countries where Uber operate as governments try to deal with them ineffectively. Recent violence in Brisbane and the Gold Coast demonstrates that they are unable to keep their drivers and passengers safe. Taxis are miles ahead in the safety stakes when it comes to the protection of its’ drivers and passengers.

Just to mention a number of differences between Uber and the Taxi Industry I offer the following.

**UBER DO NOT:**

- 1) Offer the public a 24/7 service in all areas of Brisbane and the Gold Coast. They only work the peak periods and the busy areas.
- 2) Offer standard fares and move to surge pricing when busy or when their app is manipulated by their drivers.
- 3) Offer appropriate insurance to fully cover their drivers and travelling public. Taxis fully insure their passengers and have a separate cover for their drivers.
- 4) Offer services to the disabled in our community. The taxi industry covers the additional costs to service this community while not asking government for assistance.
- 5) Offer in-car safety systems including cameras to protect driver or passenger. Taxi safety systems are present within each taxi which can't be turned off. Once a Uber phone is turned off so is your safety.
- 6) Offer vehicles six years or less in age. Uber specify their vehicles to be under ten years whereby all taxis are stipulated to be less than six years with most, if not all being "green".
- 7) Offer six monthly mechanical vehicle checks.
- 8) Offer appropriate training and criminal checks of their drivers. Taxi drivers have to undergo lengthy training courses (two weeks) and daily criminal/driver history checks prior to driving.
- 9) Offer Braille taxi identification to its' blind passengers to give them piece of mind as to what vehicle they are entering.
- 10) Offer protection to the travelling public on ranks during the early morning weekend peak hours when drunken violence can occur. The taxi industry funds rank security.

The above are some of the major differences between the taxi industry and Uber – other submissions will treat these in more depth than I have. At the end of the day it is about service to the public – a taxi will be there 24/7 – Uber will not.

The taxi industry is heavily regulated – it has reached this point through many years of change prompted by new trends and lifestyle choices adopted by the public. Most of the regulations we abide by are for the safety of the public. To spend years implementing these changes and then ignore them in a heartbeat is ridiculous.

I will admit the taxi industry needs a few changes to make it more acceptable to the public – the Uber intervention has already started some of these changes.

In closing, I would like to note the heartache and worry that this situation is causing to a lot of owners and operators. This is not a situation whereby technology has changed business, like digital cameras did to the photographic industry – it is an industry regulated by you, the government - it has kept up with technology change and how business is done – people bought businesses that you regulated – if Uber is to be accepted by changing the accepted ground rules and livelihoods are destroyed then the industry deserves compensation. Uber has only been allowed to operate by the governments poor attention to enforcement. As such, I hope your willingness to recommend the demerit point legislative amendment will solve the present

problem and allow us to get on with our lives.

I would prefer my submission to be private and as such if you could remove my name and contact details – this is because I do not want to be contacted by Uber trolls.

Kind Regards,

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