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From: [REDACTED]
To: [Infrastructure, Planning and Natural Resources Committee](#)
Cc: [Burleigh Electorate Office](#)
Subject: Transport Legislation (Taxi Services) Amendment Bill 2015
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Here are some comments from a simple citizen of Queensland.

I have used uber in Sydney and overseas - a wonderfully convenient way to get a ride. Easy to arrange, easy to vet the driver's record and easy to pay for the journey afterwards. And besides, I have the opportunity to immediately rate the driver knowing that my opinion will help the next hirer.

Contrast that with the Taxi system. Difficult to call a cab, no information about the driver apart from knowing they "passed a government test", a ridiculous 10% surcharge if I pay by credit, and no feedback loop on the driver or the car. Clearly a grossly over regulated industry that institutionalizes poor service and poor value for money.

The attitude of Taxis and legislators has been no better than the Luddites of old.

The task of any legislation in this area needs to be accommodative of new technologies and consumer power. Entrenchment of any one system in legislation is counterproductive.

Regards
Philip Twyman

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