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From: [REDACTED]
To: [Infrastructure, Planning and Natural Resources Committee](#)
Subject: Transport Legislation (Taxi Services) Amendment Bill 2015
Date: Friday, 9 October 2015 7:44:15 PM

Dear Michael

I would like to add my comments with relation to the above Amendment Bill. Having a regulated industry, I believe, is of the utmost importance. Having a controlled body enables individuals, agencies and companies to be accountable and redress if need be. I recently found my elderly neighbour stranded at Miami One. There is no taxi rank at that venue and she had been waiting for over half an hour, having rung for a taxi three times through Coles where she was shopping. She was in a panicked state when I approached and felt stranded. With no appointed pick up point it is a hit and miss situation, but at least a taxi can be identifiable. On this occasion, I rang the Council and asked would they liaise with the Taxis and Miami One and allocate an easily identifiable area for those who need the taxi service, in the form of a taxi rank. There is room for a taxi rank further along from the buses on the Gold Coast Highway, which would be easily visible and not cause disruption to the traffic flow. Then everyone would know where to go.

Without regulation, the industry would become fragmented and it would be very difficult to control. Hopefully, in the situation above, the appropriate bodies will liaise together. With no regulations in place, it will be very difficult to police and all manner of scams and incidents would go undetected, having no appropriate governing body. Security of individuals would be diminished, and there is no tracking system should anything run amok. With a centralised agency such as taxis, the movements of persons of ill intent can be more easily tracked, and we need all the security measures in place to keep alert in this current environment. Why make it harder for our security agencies to keep us all safe. They have done a splendid job so far, let us stay vigilant within the realms of common sense.

Just my thoughts as a concerned citizen of [REDACTED]

Lynne Torrington