

From: [REDACTED]
To: [Infrastructure, Planning and Natural Resources Committee](#)
Subject: Transport Legislation (Taxi Services) Amendment Bill 2015
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SUBMISSION TO TRANSPORT LEGISLATION (TAXI SERVICES) AMENDMENT BILL 2015

My husband and I entered the taxi industry in November 1987 in a ballot conducted by Queensland Transport. When we entered the industry taxi service companies used to dispense the calls for customers needs by two way radio. Sometime later the companies moved to dispensing the work by computer. To date a considerable amount of time and money has been invested in being up with latest technology including the use of Apps. For any entity to point its finger at us denigrating all of our work to keep up to date and proactive is insulting.

The key focus in our industry under a new Passenger Transport Act in the mid 1990's was driver visibility, driver/public safety and accountability. Along with others I contributed to the fight for cameras to be placed in all taxis in Australia and when GPS and duress alarms were introduced in all taxi vehicles it was the icing on the cake.

Many of the more naïve (particularly those not used to interacting with a wide range of general public) appear not to know that not all people are "nice". It is not a good idea for someone to drive the general public around on a one on one basis in an enclosed environment without being a "good judge of horse flesh" and aided with strict supervision. It is good to know that the vehicle driver is not a reject from a taxi company who has identified his/her anti-social behaviour. The information about this is not always in Police records so I do not know where this new passenger idea is getting its information re potential operators in their private cars.

We are still in the industry and are appalled at the uninformed rhetoric issuing from many. To some potential passengers I suspect it is a "giggle". This industry moves millions of people around our great State every year. It is an industry which supports many, pays its GST and taxes in a sometimes hostile environment and complies with laws. The taxi drivers I know love and rely on their job.

The idea that the taxi industry has no real competition is a misnomer. There are numerous ways for the general public to be taken from one point to their destination and more recently on the Gold Coast the trams moving the public from Broadbeach to the University Hospital has markedly reduced the market for taxi drivers in one of the busiest corridors of the Gold Coast. If the argument is used that taxis are "grubby" or drivers are unhygienic then complain to the company - the company will soon clean up this act.

What I see now is an overseas company using no assets of their own other than an "app" which is being already used by the taxi industry and available to anyone for anything, flim flammung the gullible to use their own cars at no operating cost to their own company, encouraging people to act illegally. I am informed that profits of this company appear to be being moved offshore to avoid Australian Tax Law.

In other words this company appears to be trying to rape an industry which is economically viable and efficient. All of this is reported to be clearly to set up their company for a float on a Stock Exchange supported by other entities like Airbnb all for a return which would satisfy the rules of return on that exchange.

During all of these years the whole of the passenger industry complied with everything the government wished for and more. They service everyone, not just the few. The aged, infirm,

children from school and all manner of persons in various states of repair and disrepair 24 hours a day 7 days a week. The idea being mooted by the business model of this company gives no indication that their so called "new direction" is willing to meet these obligations.

We have travelled in other countries and have seen the results of bad supervision of taxis and came to realise that Australia and in particular Queensland had one of the best industries in the world along with Great Britain. The future with this "new direction" looks like unregulated unsafe practices which is contrary to the backbone of all public transport. What would happen to other regulated industries (hotels and casinos) if this is allowed to be the new norm. What a bucket of worms this will create and other industries are observing the governments in Australia's response. This industry and others have poured millions into government revenues over the years.

We are now 77 years and 78 years respectively and are wondering why our government is allowing a contract we honoured for a lifetime be trashed. We have worked hard, been productive in our endeavours and saved for our retirement. We are self funded retirees and do not draw on any pension. Many owners of taxi service licences are like us dependant on the value of the investment in their superannuation and return for our day to day living expenses. For the drivers it is their job and family support.

It appears that some entity can come from overseas, thumb their noses at our government rules and regulations and get away with it. Their argument that they are creating new business is a nonsense. They are eroding a well balanced, safe and sophisticated industry. There is no level playing field here.

BADLY NEEDED QUICKLY

The only way to stop this cancer while the government studies their new approach is to include any person seen to be engaging in illegal activity, which this is, to have three points placed against the licence of those flouting the law immediately for each occasion they are confronted until some sensible approach be put in place. Points could be implemented with a sunset clause. Fines alone are just not cutting it.

The taxi industry is tough but the drivers are getting nervous. They need some indication that a government they trust and whose rules they obey is dealing with this illegal situation quickly and that something is being done soon so they will settle down.

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