

## Submission

### Bill to increase certain penalties in the Transport Operations Act 1994

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It concerns me that there has been no mention in the media about the impact these changes will have on the public and licence holders. I feel that the public are not totally aware of how the taxi industry works. I talk to passengers who think that Blue & White Taxi in Gladstone is owned by one person or a company, that we set the prices we charge and they are not aware that we have to buy a licence and that the government manages the pricing and licencing.

I agree that at times everything has to be reviewed so we keep in touch with technology and demand. The future market place will be the techno generation. But we also need to review why and how we got here to ensure we are not disturbing a solid base.

If the government deregulate the taxi industry what will happen to the service the industry has strived to achieve.

I can only speak for a small client base:

If they pull down the current structure what will we be left with:

The industry needs the following to provide a quality service:

- A controlled environment
- A roster based system to ensure there are vehicles on duty during the quiet times
- A base operated call system for those who do not have a smart phone to access apps
- Direct contact with our elderly and disabled clients to ensure they are seeing familiar faces and competent drivers
- Providing a professional service to our corporate clients to gain their confidence for continued business
- Safe and reliable vehicles to provide timely service
- Safety for both passenger and driver is paramount.
- The base operators to manually direct cars to jobs when necessary to ensure passengers are picked up in a timely manner
- Knowledge of the area and customers

If Uber are allowed to enter the industry without regulations:

- Who will control the industry when one of the players is worldwide and faceless
- Without a controlled roster there is no guarantee sufficient vehicles would be available
- Our base is reviewing a new system that allows us to compete with the Uber app features but still offering a direct contract with customers
- The elderly, disabled and corporate clients will suffer from the suggested changes in the industry
- No vehicle checks by a third party will certainly drop the industries current standards

Those who have worked in the industry know that it is hard to get permanent drivers and my husband and I have worked these times until we get a driver. Why would the new system be better? Drivers working the Uber system are likely to be casual drivers and current drivers are likely to move to other means of an income because of the lack of work. A driver using their own vehicle will find that after deducting Uber commission, fuel, vehicle costs, and the higher insurance and registration costs (if imposed) they probably will be left with the 50% they are currently earning driving for an operator.

- Currently we operators ensure our vehicles are on the road to meet our roster commitments and to service the public demands to ensure we have a continued market place.
- It is a harsh industry because we are opened 24 hours 365 days a year. But we endure this because we have invested into the business.
- It concerns me not just for us but the other 3,000 other licence holders in QLD which is an estimated 1.4 billion will disappear from the QLD balance sheets. Not a healthy outcome financially for the QLD government.
- A large company like Uber will reduce the customer service we strive to maintain today because small operators have direct contact with the public and have an investment to protect. We cannot ensure that all drivers and or operators comply with the regulations now but at least we have controls in place to ensure that they are dealt with or removed from the system. Would a large company like Uber comply or have in place controls to ensure they can meet our current standards.

Looking to the future:

- Ensure that the system can sustain under pressure and rollover of any changes are minimal to the public
- Having an industry that gives confidence that it will be around for a long time to ensure long term employment
- An industry that is fair, stable, strong and can endure through change.

  
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