

**From:**  
**To:** [Infrastructure, Planning and Natural Resources Committee](#)  
**Subject:** Transport Legislation (Taxi Services) Amendment Bill 2015  
**Date:** Tuesday, 20 October 2015 5:30:53 PM

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Dear Chair,

Thank you for this opportunity to put forward my thoughts by making this submission on the Transport Legislation (taxi Services) Amendment Bill 2015 (the Bill).

I am in full support of the Bill as the first step to enforce the Government's Taxi Regulatory regime in Queensland to deter illegal taxi services.

Background:

Beginning in 1969 as a telephonist then radio operator to purchasing my first Taxi Service Licence in 1982 with a 2nd in 1984 then gradually over the years purchasing together with my husband a total of 10 Taxi Service Licences, 2 in Tasmania, only selling one last October 13th, 2014. After I reminded my husband that in 1982 we had agreed that if Taxi Service Licences ever reached the \$500,000 mark we would sell my 2 pre capital gains licences to go towards our retirement that is eminent. This was always our plan as this investment and hard work over all these years was our own personal retirement fund, so as never having to apply of an old age pension, and to assist our children and grandchildren into the future. We have also run our own Taxi Depot since 1989 in the Western Suburbs of Brisbane growing over that time from (18) leasing and managing Taxis for others, mostly friends in the Taxi Industry to currently (98). Expanding from small premises to our current building of 2 acres plus after being flooded in the 2011 floods. Ours is a family business with our daughter being the manager for over 8 years now. We have 8 mechanics, 8 office staff and over 200 full and part time taxi drivers that we are responsible for. Taxi Service Licences have always been available by tender or purchase from DTMR depending on the demand and availability and can be tracked as being on par with a median price house in a reasonable suburb in the case of the Brisbane area. It is a regulatory market and DTMR has in the past always consulted with the Industry prior to issuing more Taxi Service Licences. Each purchase supplies the Government with Stamp Duty on a sliding scale approximately \$13,500.00 per transfer together with CTP Class 3 of over \$6,500 per annum per sedan Taxi. There are various types of TSL's from Open to Owner Driver to WAT open to WAT owner driver to name a few. Our public liability is in the order of \$20,000,000.00 we have Security Camera's, we have just been advised that a new system must be fitted before 31/7/2018 @ a cost of \$3,500.00 per taxi. We have all just paid the annual Rank Security levy \$383.00 odd and our annual OA, DA fees on the anniversary date of purchase of our TSL's. All of these costs not to mention Service Repairs and Maintenance and DOT 6 month inspections to insure mechanical safety of our taxis and company inspections monthly for cosmetics of the taxi.

I am in shock that the Queensland Government is increasing the regulations and cost on lawful taxi services whilst seemingly being unable to have any effect on illegal taxi services by their lack of enforcement. After watching the committee meeting enquiring into this matter it is clear to me that the current regime @ DTMR is to say the least out of their depth. They are all in Acting Roles and no one seems to know how to even describe what their role in the department is or how they can implement their roles in this debacle. Even claiming that their recommendations to the Transport Minister were ignored or not acted upon.

At least by implementing the Demerit points system we can get somewhere towards becoming a deterrent against illegal taxi operators to show some support

to operators who continue to act lawfully to meet increasing compliance costs. Otherwise we will be left with anarchy as we have seen in France, Brazil and other countries in Europe and Asia. That by the way seem to have at least been effective in stemming the uber scourge.

It is baffling that Inspectors can sit in the Valley each week end just observe Uber drivers picking up fares and when asked by legitimate taxi drivers why they are not being fined have been told that they have been instructed not to act. The current government are taking the credit for \$1.7M in fines to date but on meeting with Member Scott Emerson (LNP Transport Shadow Minister) he advised us that his government had fines of over \$1M before the change in government in January 2015. DTMR claim they have put 11,000 man hours into policing this uber situation to date with not any perceived improvement if they are just observing. If they need help in catching uber drivers we will all happily assist by doing private bookings and taking an enforcement officer with us.

Through all this we have the safety of passengers and drivers which has been threatened with the likelihood of more violent scenes erupting due to the perceived inaction of the government. The point that seemed to have been missed by uber partners and customers is that they are using an illegal service and they are laughing @ the inaction of the government in even attempting to stem the invasion of this foreign multinational terrorist mafia style invader.

Taxis have been in existence pre and post war in Australia. We are constantly innovative and are improving our service all the time, meeting and exceeding MSL's set by DTMR, but if the 18-25 year age group things it's all about water and mints, then they have a lot to learn. Their claims about dirty cabs, drivers unable to speak English and all the other ridiculous claims are inaccurate to say the least. Drivers must pass an English assessment test prior to sitting the Taxi Driver Training course with an accredited (by DTMR) training course together with a First Aid Course and retraining if and when required. I have been advocating for 40 years to have a psychological test also included to assess suitability to become a Taxi Driver but no one is listening and I feel that a Defensive Driving Course should also be part of the training to becoming a taxi driver. I consider myself to be a stakeholder in this industry and to date we have been totally ignored by the present Government with regard to any interactions with any stakeholders in the Taxi Industry. Our voices need to be heard.

Thank you for the opportunity to make this submission on the Bill and I hope The Committee recommend the Bill be passed as a starting point as this will be of some support to Queensland Taxi drivers and owners that act lawfully to provide a much needed taxi service to all Queenslanders 24/7/365 in all circumstances and situations not just the select few who think they are above the law and can operate with impunity without repercussions.

Yours faithfully,

Mrs. Lucija Hooke

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