

Sub # 324

Research Director  
Infrastructure, Planning and Natural Resources Committee  
Parliament House  
George Street  
Brisbane Qld 4000

21<sup>st</sup> October 2015

Dear Sir/Madam

RE: Transport Legislation (Taxi Services) Amendment Bill 2015.

I am the \_\_\_\_\_, an independent family small business on the Gold Coast. In my role I ensure that the company adheres to the operating requirements within the Transport Legislation as well as monitoring and educating the thousands of Drivers, past and present, on the importance of passenger and driver safety, customer service and the industry's regulations.

Across the 10+years in my role I have seen waves of change; from the introduction of new age dispatch systems, cameras, GPS, phone apps, RTO driver training programs, Hybrid vehicles, implementation of peak management plans, as well as driver fatigue management.

Never have I seen any Operator within the Taxi Industry, like Uber, whereby they not only operate outside the laws imposed on the industry but they flaunt it publicly. In the last twelve (12) months our Drivers, my staff and my family have not only suffered financially but the emotional strain this flaunting operator is placing on our industry daily is indescribable. The fact that Uber have paid their "Driver Partner" fines speaks volumes about their disregard for the law, as well as their consent to continue to ignore, yet when carrying out this illegal act what penalties are then placed the Driver, who in fact is the party committing the offense?

Financial penalties have a place in business when it is relevant to the offense committed. A \$1,700 fine does not bring a business, especially one valued at \$54 billion, to its knees nor

discourage its operation if the enforcement is also limited in its administration. The implementation of demerit points however has large ongoing consequences for those carrying out these related offences.

As a Taxi Driver the Department of Main Roads and Transport hold the right to cancel your Driver Authorisation (DA, Taxi Driving Licence) for *“Failure to meet requirements applicable to driver authorisation specified in the Transport Operations (Passenger Transport) Act 1994”* (<http://www.tmr.qld.gov.au/Licensing/Passenger-transport-driver-authorisation/Information-bulletins/Drivers.aspx>). The cancellation of a DA is then reported to the Booking Network’s which is legally obligated to remove them from the booking system. Not only is that Driver then removed from their current Booking Network but any other Booking Network within the state resulting in that Driver’s loss of livelihood within our industry, in spite of that as an “illegal” operator there are no licensing penalties for breaches of the Act which then would allow them to not only continue to drive but to continue to operate such services.

Such legal obligation listed above on Booking Networks and Owners/Operators/Drivers place enormous strain on our business but are administrated and adhered too with respect to the laws by which we are governed. Failing to adhere to the law we would leave ourselves and our drivers exposed as we are not a funded multinational company hidden behind multilayered spider web like companies.

It is with consideration of the above disregard for the law that Uber and its Driver Partners demonstrate which validates my support for this amendment to the existing legislation.

Regards