

From: [Paula Fragoudakis](#)
To: [Infrastructure, Planning and Natural Resources Committee](#)
Cc: [Paula Fragoudakis](#)
Subject: Submission to the Transport Legislation (Taxi Service) Amendment 2015
Date: Thursday, 22 October 2015 10:55:22 AM

We, Paula and Andonios Fragoudakis make the following submission for consideration by the committee and in support of the Transport Legislation (Taxi Services) Amendment Bill 2015.

My husband and I are owners of two taxi licences, one of which is managed by our son-in-law. Our livelihood depends on the Government doing the right thing for all taxi owners, managers and drivers. Regardless that this may appear to be some new app (although it is not so different to other apps already in use, just the payment upfront being different.) or as the Hon Jackie Trad put it digital disruption, UBER has made itself comfortable in our State for the last year or so to the detriment of our laws.

It has refused to abide by any laws, regulations and orders. It's drivers are engaged to pick up passengers who have made a booking through its booking app and provide a ride service from point A to Point B. Of late circumstances have arisen to show that Uber itself has now no control over its own drivers. It is well known that Uber drivers bypass the app and are illegally soliciting customers from inside the airport lounge, outside clubs and pubs and from bus stops. The running of this app should be of a very big concern for a number of reasons.

1. No safety guaranteed for these passengers. UBER's fine print in their term and conditions state "*Uber does not guarantee the quality, suitability, safety or ability of third party providers. You agree that the entire risk arising out of your use of the services, and any service or good requested in connection therewith, remains solely with you.*"
2. There is no criminal checks conducted on the Uber drivers. Instances have already occurred around the world of rape, sexual assaults, aggressive conduct and bodily harm to passengers.
3. Uber and alike impersonators can pick up any unsuspecting passengers and there would be no trace of their disappearance and or harm caused by that driver to that passenger.
4. Uber cars are planning if not already to display a "U" sticker on the back window to allow for hail jobs - this is akin to hitchhiking with a stranger; Queensland police warn against hitchhiking. How easy will it be to have a "U" sticker made and stuck on your car. We won't even need an Uber app to pick up someone.
5. Uber Drivers do not have a zero alcohol limit as do Taxi drivers.
6. No GPS tracking system or security cameras.
7. Uber drivers also at risk of harm.
8. An influx of other apps will cause a very serious and unsafe situation. There will be no control and no adherence to the law and regulations.
9. No insurance or correct registration.
10. Contract between Uber and driver places all responsibility on the driver.
11. No vehicle inspection
12. No retirement of standard passenger vehicles after 6 years
13. Ex-taxi drivers who now work for Uber have taken their private taxi client list with them and do private jobs whilst working for Uber. Anyone can get an eftpos machine and so clients can pay through their bank for fix price quotes or pay cash.
14. Uber provides no stats for anything it says it has achieved
15. The black economy is doing very well thanks to Uber.
16. If you go on Uber's figures many many millions of GST revenue for the states has been lost.

Regardless of the current review commenced by our current government and also regardless of its final conclusions and recommendations, our laws must be adhered to. Even if changes are made to the playing field, all drivers who ever they may be must abide by our laws. This amendment will ensure that laws are abided by and if not the consequences are serious enough to put a halt on the illegal behaviour.

It should be taken into account why governments in the past introduced the current legislative and regulation requirements. It was to provide a safe and efficient service (this includes service for the disabled)- it was what the public was wanting. And it is what the Taxi service is proud and honoured to have provided. Uber does not see it in this light - they are a company with no outlay and a company that provides no safety and their efficiency is yet to be tested -(it should be noted that Uber has no regard for the disabled and provides no service for the disabled or for regional areas. Uber is the only one bragging about its service.

UBER talks of monopolies etc, but there is nothing stopping them from starting up a working business the same as Black and White or Yellow as long as they do it by the law. But this is not what they want. They want to take a percentage of the fares charged on the app and take it out of the country and not work as per the regulations. There is no monopoly on the ownership of taxi licences - these are owned by thousands of everyday families wanting to provide a future for their families.

Uber cites that its prices are cheaper than taxi fares, however they work on supply and demand. Many Australians have felt the higher prices when the demand is higher. Their fares are regularly higher than what a taxi fair would be. Also their fares commence cheaper because they do not have adhere to the regulated charges that taxi services do. The taxi industry is all for competition but this isn't competition it is cheating and at the same time risking peoples lives. In other countries they have been forced to cap the

fares as they have been outrageously high.

UBER is also advising their UBER drivers to ignore the Taxation Office with the matter on GST and registering for an ABN. Why is it okay for our state to lose on GST. We need all members of parliament not to allow such a mockery of our laws to continue.

We need our parliament to care about the safety of UBER passengers. There isn't an invisible safety shield around UBER drivers, passengers and cars. Things can, have and will go wrong, but then it is/will be too late for those involved.

It is important that we are seen as a strong country and that we uphold our laws. And furthermore that we have stability in our laws and do not play around with them every time there is a supposed digital disruption. Competition is at its best when all players work with a stable, certain and well understood legislative framework. Not one that its design principles are changed at the bidding of an international company. There is no excuse to allow companies to come into Australia and abuse our laws and are then given a free ride by our Government. Stringent regulations are in place to ensure passengers are provided safe and reliable transport services. If the government allows this then it has a moral and ethical responsibility to compensate all the existing taxi owners who were clearly misled by the government.

Small business and our public have to have confidence in our laws and that is why we urge you to support the Transport Legislation (Taxi Service) Amendment Bill 2015 which proposes to increase penalties through demerit points system for those operating outside the taxi service legislation.

Yours sincerely

Paula and Andonios Fragoudakis

