

Wayne & Glenda Hawthorn



7 April 2017

Committee Secretary  
Public Works & Utilities Committee  
Parliament House  
George Street  
Brisbane Qld 4000

Dear Sir/Madam

**RE: SUBMISSION TO THE TRANSPORT AND OTHER LEGISLATION (PERSONALISED  
TRANSPORT REFORM AMENDMENT BILL 2017)**

Today I would like to start with a verse from the Bible Matthew 7 verse 25-27.

**Building a Solid Foundation**

Though the rain comes in torrents and the floods rise and the winds beat against that house it won't collapse because it is built on **rock**. Like a person who builds a house on **sand**. When the rains and floods come and the winds beat against that house it will collapse with a mighty crash because it was built on **sand**.

This parable from the bible reminds me of what is happening at the moment. The Taxi Industry has been built on the **rock** it has a solid foundation with rules and regulations that has been set by previous Governments. Ride Share has come in with no rules or regulations and no regard for rules or regulations that has already been set, doing their own thing. Ride share has been built on **sand**.

I was born and raised in Taxi family, I have seen companies come and go new regulations formed some disappeared for the good of the Industry. Previous Queensland Governments have been building a solid foundation with rules and regulations to protect people within the industry whether it be passengers, drivers, operators, Licence Holders and also the Government itself. The Government wants to change the foundation of a strong industry. We have other Taxi Companies from around the world wanting to module what we have in place here in Queensland. All credit to previous Governments.

The Government is apparently tired on hearing "sob stories" from people - well guess what these "sob stories" are real. During the week I woke up at 2am in a sweat wondering how I am

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going to pay for GST due end of April, Registration on taxis due beginning of May and the other due end of June and other business expenses.

I am a wife, mother of 2 teenagers; I work 4 jobs just keep the household afloat whilst my husband works the business driving one of our taxis and keeping the vehicles maintained. This week like most weeks we wonder if there is enough money in account to make a repayment on Licences. Is there any money for groceries today! Think of being in a pool holding on to the edge wanting to lift yourself up but can't, each week dollar by dollar drowning in debt, bills – me calling out but no one hears. Imagine living like that - well that's what our life is like.

WE ARE STRUGGLING BIG TIME

I attended a Parliament Committee sitting late last year, I heard people tell of their stories, struggles and the same thing kept coming up. All we want is a LEVEL PLAYING FIELD we are not opposed to competition never have been a LEVEL PLAYING FIELD IS ALL WE WANT.

Your recommendations DO NOT level the playing field. I have a Registration Bill in front of me, for 6 months CTP is \$2578.50 that is Class 3. You want Ride Share to pay class 26. How much will Class 26 be?? Do you know?? Will it be \$2578.50?? Your response will be Ride Share won't be on road as much as a Taxi they don't need to pay as much. Well, guess what there are taxis out there that are not on road as much either, but do operators get any reductions **NO** they still pay same CTP \$2578.50. Changing to 3 monthly payments I still need to find money regardless 3monthly, 6 monthly or 12 monthly.

**Enhanced Safety** refer Page 8 report

"Strengthening safety across the personalised transport industry as well as ensuring customers have access to safe personalized transport options has been a guiding principle for the reforms. These reforms will include new requirements for security cameras.

Your report says it has improved safety tell me **WHERE**. Cameras will remain in taxis (no change). Ride share won't have cameras installed in vehicles (same as now no change). They will be required to have cameras installed if they are caught doing cash jobs. What a joke. There is no improvement here people still same where is the "Enhanced Safety".

Bailment Agreements were introduced 6 years ago this coming August/September. It was introduced to protect driver and operators and has worked well. Take this away what protection does anyone have. Do what we like when we like, Bailments need to stay.

Better signage for Ride share – stupid sticker cannot even be seen distinctively by customer getting into vehicle. To better protect community a special number plate and signage on 2 front doors of car so community can recognize this is a service. Taxis have clear and visible T plates, company names, hail lights and a car number.

Vehicle inspections are currently done every 6 months by an Officer of the Department of Transport. The Government now wants to extend this out to 12 monthly and done as a Road Worthy Certificate. Where is the safety in this? Vehicle checks need to continue every 6 months to maintain vehicle to highest of standards, otherwise everyone will be allowed to run all

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Vehicles whether it be taxis or rideshare on no maintenance. Yes I know it will get done all before inspection - 1 week prior to inspection being done – what about the other 51 weeks on year. To save money why have vehicle maintained every 4-6 weeks when we can leave till 1 week prior to inspection. **LOTS** accidents waiting to happen.

Insurance – I don't believe I have read anywhere about appropriate insurance for rideshare vehicles. I pay \$4000 per year per vehicle Comprehensive Insurance that includes \$20million Public Liability Insurance. Do ride share have any insurances??? Good luck to the current Queensland Government and future Queensland Governments when you the Government will become the Default Insurer for all claims arising from Rideshare when no appropriate Public Liability Insurance was taken out in first place. (May they take appropriate money to compensate victims from politicians Personal Superannuation Fund) just a thought.

What about all personalized transport vehicles have emergency systems in place to support driver safety? Taxis have this already, Does Rideshare??

Increase Licence Fees for rideshare – I paid over \$400K for my last licence that was purchased because rules and regulations were in place and a legal entity. My monthly repayment is \$3600 per month. Rideshare will pay \$237.26 annual fees. What a joke.

**Fatigue** refer page 9 report

“ A person will be prohibited from driving a motor vehicle to provide a taxi, limousine or booked hire service while the person's ability to drive safely is impaired by fatigue. A person in the chain of responsibility must also take all reasonable steps to ensure another person does not drive while fatigued.”

**Mmm interesting**

Taxi drivers have operators or companies to report to and can tell whether a driver is tired, under influence alcohol/drugs, driving too many hours. Other taxi drivers look out for each other and report if something not right to the company. Who does ride share driver report to, who checks on their welfare before taking a vehicle out??? Cannot do this from Amsterdam. **WHERE IS THE CHAIN OF RESPONSIBILITY** - in Amsterdam.

Lets build a picture going back to our bible verse.

Stay with me please turn over.

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Building on a Solid Foundation <b>Rock</b> (Taxi Industry now)	Building on Foundation on <b>Sand</b> (ride share)
<b>Cameras</b> installed in taxis for better security and safety to drivers and passengers.	No cameras . Camera will only be installed if drivers found doing cash jobs.
<b>Bailment Agreements</b> to protect operators and drivers	Who knows what Rideshare have in their contracts!
<b>Insurance</b> Taxis are fully insured and have Public Liability Insurance	No insurance. No Public Liability. Queensland State Government to become Default Insurer.
<b>CTP</b> Class 3 as at 7/4/17 \$2578.50 every 6 months	Class 26 Cost ??????????
<b>Vehicle Inspection</b> Currently every 6 months by an approved Inspection Officer of Government.	Going to 12 monthly RWC on all vehicles
<b>Vehicles GPS tracked</b> All taxis have 3 inbuilt tracking systems in all cars which cannot be tampered with	GPS is on drivers phone can be turned off by driver at any time – no tracking available
<b>Fatigued Management Chain</b> In place by operators and Companies	No Fatigue Management Chain in place (does Amsterdam count)
<b>Signage</b> T Plates Hail Light Decals with company name, phone number, app Each taxi has car number eg 813	Sticker left hand back window

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<b>Follow up customer service</b> Passengers can make contact with taxi company with lodge a customer compliment, complaint and lost property by phone, email or in person	Follow up customer service is only handled by an office in Amsterdam. Have an office in Brisbane but only interested in recruiting drivers.
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There are so many more things we could highlight I'm sure you get the picture.

The Government is taking out important bricks of the Taxi Industry to make way for a Rideshare which has not rules or regard for regulations or the Government itself it is built on sand with no foundation. The Government is putting a Band-Aid solution on Ride Share to make it work.

Your report is full of flaws – I picked out 2 Fatigue & Enhanced Safety you are saying one thing but really have no idea what you are trying implement.

The Taxi Industry is not afraid of competition it must be done on a **LEVEL PLAYING FIELD**.  
I ask you **IS THIS A LEVEL PLAYING FIELD???**

My recommendation to the Queensland Government is to **WORK** with **TCQ (Taxi Council of Queensland)** if you are serious in implementing **LONG TERM SOLUTIONS** for everyone.

Yours faithfully,

Glenda & Wayne Hawthorn