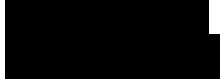


8 April 2017

Peter and Judy Bolton



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

Dear Sir/Madam,

As the part owners of two Redcliffe taxi licences, we thank you for the opportunity to make a submission addressing aspects of the proposed draft regulation regarding the Transport and Other Legislation (Personalised Transport Reform) Amendment Bill 2017. The Taxi Council of Queensland (TCQ) has suggested that we relay to your Committee the personal effect that this legislation has had, and continues to have, on our family. Where possible, as suggested on your website, I will reference sections of the proposed legislation; however, many of our concerns and personal difficulties arise from **the legislation in its entirety**. The points outlined below offer, for your consideration, our personal impact statement.

Financial Impact:

1. Loss of asset's value due to changes in legislation

The Government's transitional assistance package represented less than 5% of the purchase price of our licence/s. Further, after accounting for GST and personal income tax payable, this figure will be approx. \$12000 per licence, a return of only 3% of our original investment in real terms. We now find ourselves paying off a loan for an asset that has, through the new licencing system outlined in **Divisions 1, 3 and 4 of Part 4** of the Amendment Bill, been made redundant and, effectively, worthless. Once a government-mandated requirement for market entry, an "original taxi service licence" (**91E**), was priced accordingly; however, with no "cap" on the number of booked hire service licences (**91J**), our once valuable asset has now been rendered unnecessary and therefore close to valueless. The stress caused to both of us by this loss of long-term financial security has been immeasurable and is ongoing.

2. Loss of monthly income

We lease both our licences to Black and White taxis. Following the introduction of ride share, our monthly lease payment has been declining, to the point where now it has been reduced by **70%** of the original amount. Such has been the immediate impact upon the taxi industry, yet ride booking services have been allowed to operate unencumbered from September last year. Clearly, the impact of such a heavy reduction on our family budget cannot be underestimated

Emotional Impact

The emotional and mental health impact upon our family has been enormous; relationships have been strained and family harmony has suffered. Anxiety, depression and constant worry have been created by:

1. Inability to “adapt”

Unfortunately, the proposed legislation appears to offer very little hope for licence owners. Dealing almost exclusively with operational matters, it, like so much of the debate and literature thus far, appears to disregard the massive impact of this proposed legislation upon owners. Our voice is rarely heard nor heeded, yet arguably we have lost the most as a result of the changes to ride share legislation. Further, and critically, all *other* elements of the industry (both taxi and ride booking services) have the ability to adapt to the changed circumstances; however, owners having already made their investment in a secure, government-regulated Queensland service industry, have no further chance to “adapt” or “transition” to the new system. This has caused us both to feel an overwhelming sense of frustration, leading to depression and feelings of hopelessness..

2. Lack of Responsibility

A great source of personal frustration and angst has come about through the apparent lack of empathy for the position of long-time taxi licence owners. Many of the risks now associated with the purchase of a licence (eg as indicated by section 91ZV) were simply not apparent a decade ago when we purchased our licence/s. What was purchased as a secure, government-regulated, long-term investment which would allow us to be self-supporting in retirement has become a major source of stress for our financial future. We cannot help but feel a great sense of injustice, created by a government who will not accept responsibility for the plight of those who have been “doing the right thing”, paying our way and abiding by previous legislation.

3. Lack of a “level playing field”

Unfortunately, the Amendment Bill fails to give specific detail concerning many crucial elements of the legislation (a case in point in the Regulation being **Part 2: Amendment of Motor Accident Insurance Regulation 2004**) which at the present time mean that ride booking services have held enormous advantages over taxi operators and owners since September last year. With no payment required to enter the market, no comparable insurance or registration regime, no requirement for even basic security devices, ride booking services have reaped the benefits of the de-regulation of the personalised transport industry without any of the costs continuing to be incurred by the taxi industry. This has further exacerbated our sense of injustice and insecurity regarding our financial future. We implore you to consider the recommendations proposed by the Taxi Council of Queensland (inserted on the following page). Offered by industry personnel, they represent a knowledgeable viewpoint of how the Amendment Bill should be altered to improve outcomes for all stakeholders.

Yours sincerely,

Judy and Peter Bolton



List of Requirements – Queensland Taxi Council

1. Establish an independent Personalised Transport Commission with legislative amendment, policing/enforcement, regulatory and policy development capacity.
2. Bailment Agreements must be retained, with the minimum work conditions and standards for all personalised transport drivers enshrined in legislation.
3. Security Camera requirements must establish a minimum standard, be consistent and uniform across all personalised transport providers to ensure the safety of all drivers and passengers (regardless of the service chosen) and to meet Queensland Police requirements.
4. Commercial-grade, anti-tamper GPS units must be fixed to all personalised transport vehicles and be remotely accessible to authorised parties.
5. All personalised transport vehicles to have emergency systems in place to support driver safety.
6. The Bill and Regulation must be fully consistent with all other relevant legislation including, but not limited to, disability discrimination and work, health and safety.
7. All personalised transport vehicles be required to have dedicated number plates (akin to “T” plates), rather than easily removable stickers. Plates to be provided only when evidence of appropriate CTP, public liability and certificate of inspection are provided.
8. Immediately define, and establish appropriate and equitable premiums for, the class/classes of Compulsory Third Party insurance for all personalised transport providers to address continued uncertainty.
9. All personalised transport providers must hold public liability insurance to prevent the State Government becoming the default insurer and to minimise potential risks to the community.
10. In the absence of vehicle age restrictions, establish clear vehicle quality and usage rate standards and hold operators accountable.
11. Increase licence fees for Booked Hire Service Drivers and Authorised Entities to help fund expected increases in regulatory and enforcement costs for Government and to better reflect the level of “trust” being placed on licence holders.
12. All drivers must have an ABN and be registered for GST before receiving a Drivers Authorisation.
13. The Government must establish a process for managing the risks of multiple affiliations by drivers in terms of both “chain of responsibility” and fatigue management. This includes drivers operating across both personalised transport and other transport (i.e. truck, bus) sectors.
14. Fully integrate taxis into the GoCard public transport network in the short-term.
15. Clearly define what constitutes a “hail” and “touting”.

16. Expressly prohibit the establishment and operation of Booked Hire Service pick up/and drop off zones, on public and private land, which represent pseudo taxi ranks.

17. Establish and maintain a register of drivers that have been disaffiliated or removed from platforms to prevent drivers from simply shifting to a new platform.

18. Establish clear and enforceable requirements for Government access to all data related to the delivery of personalised transport services in Queensland.

19. Expressly identify Police Check requirements in the Bill for all personalised transport drivers as part of Driver Authorization approval.

20. Maintain the capacity of the Minister to enter into Service Contracts at their discretion to ensure the Government has the capacity to respond quickly, and at the lowest cost, to changing or unique circumstances without the need for regulatory or legislative changes.