

**From:** [REDACTED]  
**To:** [Public Works and Utilities Committee](#)  
**Subject:** Submission - Personalised Transport Reform  
**Date:** Monday, 10 April 2017 2:33:32 PM  
**Attachments:** [Taxi Council list of requirements for Qld gov.pdf](#)

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owner)

Cheryl Cochrane (taxi

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Email:-

9<sup>th</sup> April, 2017

To Public Works and Utilities Committee:-

When is our government, who set the taxi legislation we abide by, going to support the taxi industry!

I am a single taxi owner and operator who, along with my drivers, have watched our income decline by 60%, due to the inconsistency in taxi reforms.

I now own a taxi that was valued at \$550,000 and on the current market, has absolutely no value. I had to outlay considerable funds to abide by government taxi legislation.

These are some costs & legal requirements associated with setting up my taxi:

Purchase price  
Stamp duty  
Insurance  
ABN – owner & driver  
Police criminal & identity checks for licence – owner

& driver

Meters, cameras, hail lights, GPS, taxi signage and

licence plates

.....none of these mandatory taxi requirements are necessary for the 'alternative taxi industry'.

I hear complaints from both drivers & acquaintances that ride share operators:-

- illegally sit on ranks
- walk along ranks & tout for customers
- try and collect customers without a booking (customers waiting for taxis)

How does the government expect to address these issues in an unregulated industry?

Our taxi industry has been decimated by this governments sloppy reform. Those new reforms have allowed another form of the passenger transport industry to operate without adhering to any of the government taxi industry legislation in regards to:-

1. safety for passenger and driver

- vehicle age & inspection time increase
- no zero driver breath test required
- no safety camera
- no GPS tracking
- no liability insurance
- no driver identification signage
- no restriction on the length of time a driver can operate his vehicle in a 24 hour period

2. signage – alternative taxi services use easily remove ‘stickers’ and these stickers can be placed on any vehicle, including those without safety inspections. Government issued licence plates with an identifying prefix similar to the taxi industry ‘T’ would eliminate any problem.

3. alternative taxi service vehicles illegally sit on ranks and are not fined. Parking officers should be as vigilant about this as all other parking offenses.

4. English language tests – these are a necessary requirement instigated by our government, but no longer needed

Has the government reduced driver & passenger safety simply because their prime concern is to allow an alternative taxi industry to operate in our state?

What is the government going to do, to put passenger and driver safety first again?

Nobody minds equal competition.....however, make sure these alternative taxi industries comply with all taxi safety standards and appropriate licensing.

The Taxi Council of Queensland summary, that I have attached, represents the specific actions that I wish to see the government take, in terms of amending legislation.

Yours sincerely,  
Cheryl Cochrane

## **List of Requirements**

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.