

From: Jeffery Saunders
To: [pointtopoint](#)
Subject: Point to Point transport Submission
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Dear sirs/madams,

I am a taxi operator and due to my busy schedule was about to put this document to one side until I had time to have a look at it properly. I originally thought I would get around to reviewing it sometime in mid May. Then I accidentally clicked on the link and found out to my dismay that I only had a couple of weeks to make a submission. I hardly feel this is anywhere near enough time - especially due to the substantial size of this document and given the number of people that have been working on it and how long it took them.

But with my meager resources I would like to make a few comments now and perhaps if I get a chance I might get to make a few more comments at a later date.

The first thing is that we have been told that there would be less red tape and then suddenly I am buried in red tape. I don't know about you but this document has so much red tape that I can barely see the sky from under here. This is no joke!

Where to begin...

1. O.K why all the repetition on WHS regulations? that entire section could have been covered in one paragraph that simply stated that WHS regulations apply. The document and my blood pressure would be a lot closer to normal.
2. Why do WATS taxis have to carry a child restraint? there is already requirements for child restraints to be available for certain percentage of the fleet. Requiring child restraints to be in every wats taxi means that when all the seats are filled by adults the child seat has to be removed and store in the vehicle somewhere. Then possible the restraint being placed on a seat when the wats vehicle is then used as a wheelchair transport and subsequently opening a door on WHS issues with a seat not being properly secured.
3. A taxi must have at least 4 side doors - this is completely left over from the old rules and also overkill. Why say how many doors a taxi must have? This is supposed to be competition and if the customers don't like how many doors you have they do not have to use your service.
4. Fare calculation clause 8. Why do I have to change all my taxi meters over? I like the meters I already have. I am not sure that I can afford to buy a bunch of new meters on top of the other expenses you want to introduce. You must think I am lot richer than I think I am. I have not researched the market yet, I am not even sure where to look to find a meter that does what you have requested. Bunch of bureaucrats.
5. Division 3 Authorisation fees! Where did you come up with these numbers? At least I now know why you want me to buy new meters so you can tap into 3 cents for every taxi trip as well as another \$240.00. I suppose somewhere in bureaucratville that seems fair. You are forgetting that in county NSW the average taxi fare is sometimes less than half the average taxi fare in the city thus making the fee payable effectively twice as large as metro counterparts are paying. This could spell serious trouble already on slim margins, now increased expenses.

6. Part 5 Fares. Another good one. You don't seem to realise that we have in some towns an almost 5% lost fare rate and that the only way we can keep the number down to this level is by asking for the money up front for some customers. We can hold the money until we reach the destination. Some customers are happy to show you a \$50.00 note but not so happy about handing it over at the destination. There is nothing we can do if the credit card doesn't work after driving halfway over town. Better to try the credit card first and find out before they waste your time and petrol. Fare evasion is so prevalent that we just grin and bare it.
7. Abusive and violent passengers are likely to be asked to leave the taxi and forgo the fare as well to avoid more wasted time and lost income on top of the already wasted time to that point. Now we are going to be paying another \$1.03 financial abuse on top of suffering verbal abuse.
8. One hour standby rate for soiling taxi. This is carried over from before and is entirely inadequate. I spent three hours trying to make a WATS taxi usable after a passenger vomited all over the seats. After that time it was only usable while well ventilated. This mishap lost me the busiest part of the shift and meant I ended up working for nothing. A more reasonable figure would be the cost of a car detail by a professional detailer. This figure should be closer to \$400.00- \$600.00, it could be more, depending on the amount/type of soil. Feces all over a retractable seat belt for example can be quite difficult to remove from my experience and can mean the loss of an entire shift.
9. This brings us to the passenger service levy. \$1.00 per trip? Are you serious? I don't make \$1.00 per trip profit. So how am I supposed to pay \$1.00 a trip to you? Are you living in the real world? This makes me mad in case you hadn't noticed. So now you want me to stop running taxis in the town? I do have many loyal happy customers - I bend over backwards to make sure they are comfortable and looked after from door to door. Now you are saying that I have to cut my service level down to a point where I can afford to give away \$1.00 out of every trip. Are you crazy. Why do you want me to shut down? I do a lot of trips that are under \$10.00 Now I will have to start telling customers to walk, because I cannot afford to carry them any more. That is cruel to me and them.

your sincerely

Jeff Saunders