

From: Kranti Koganti
To: [pointtopoint](#)
Subject: Feedback for point to point regulations
Date: Monday, 8 May 2017 9:28:41 PM

Respected Commisioner,

Thankyou for giving not only me but also several other people involved in hire car industry to present their views:

My view about hire car industry:

Innovation has always been one of the key drivers for human evolution / progress. It is innovation that presents current societies with an economic opportunity.

For instance, once horses were used to be main form of transportation before any form of mechanised transport. Once mechanised transport was mass adapted, it has revolutionised the way we transported ourselves along with presenting economic opportunities . Also it has increased the geographic scope of business by way of Quicker logistics.

But on the contrary if hurdles were created for mechanised transport by way of buerocracy and unfair regulations keeping one section of people in mind (taxis in this context), we would be riding horses and holding back human progress.

With all due respect, may I ask the commissioner would you prefer horse or mechanised transport?

Heart of hire car business:

Usability of bus lanes forms heart of the hire car business. Restricting usage of bus lanes for hc plated vehicles is like asking a person to live without his heart. Bus lanes are so critical to hire car modus operandi

Deregulation of hire car industry is struggle between protectionism (of taxis) and economic interests of buerocracy/ government (taxi plate prices).

As politically it is counter productive for government to deny people new innovations in transport as they may have backlash, government is killing hire car industry in a soft manner (removing access to bus lanes). No wonder taxi Industry is keeping a low profile in Media and waiting for regulations to kill or affect hire car industry.

A customer would like to book hire car for various reasons:

1. Bus lane access
2. Customised customer service
3. Nice car and professional drivers.
4. Pre booking service.

Removing bus lane access results in the following:

1. Lower customer confidence (reaching customer on time and going to destination on time is questionable)
2. Since there is low customer confidence, hence very low business activity.
3. Low business activity will result in high financial stress for hire car operators and in some cases bankruptcy.

Apart from the above, government is also allowing any person to register car as business and run hire car business, which means more competition to us compared to taxis, not having to worry about it.

As people involved in hire car Industry including me expect the point to point Commissioner to take into account the unfairity the industry is treated and act in a justified and fair way keeping critical function (access to bus lane) in mind.

Possible solution for bus lane access:

Government can charge a set amount of fees every month for usage of bus lanes. Creating additional income for government.

Safety issues in hire cars:

As hire car drivers we work either on day shift or night shift. While day shifts are fairly safe nights are a problem. Sometimes you might get unruly or aggressive customers. And also with mass usage of point to point transport like uber, there will be women customers that we pick up at night. Sometimes there is a possibility of false accusations (example ...sexual or physical harrassment).

Since there is no audio or video recording devices this creates potential safety issue for customers and drivers alike.

It would be helpful to introduce audio / video recording during providing services to customers.

RMS safety regulations:

In regards to some safety rules there are grey areas like Child seats in hire cars.

How do I know:

I contacted RMS and several police stations in regarding Child seats in hire car. They both have to different interpretations of the rules.

There is a huge disconnect as to what is right law , hence would ask point to point Commissioner to bring clarity in this regard. In other words make all the laws specific to hire cars simple and clear (no ambiguity).

All in all, the deregulation of industry has been based on protectionism of taxi Industry and unfair and unjust.

Thankyou once again for giving me this opportunity to present my views

Thanks
Kranti koganti

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