

From: Rhonda Hayes
To: [pointtopoint](#)
Subject: Submission to PROPOSED P2P
Date: Tuesday, 9 May 2017 9:57:50 AM
Attachments: [image001.gif](#)
[image002.jpg](#)

Dear Point to Point Commissioner,

I understand that there are a number of proposed changes being made by NSW Transport and your new Department for the "benefit" of the Travelling Public. I represent a number of people in my firm who regularly use Trains, Hire Cars, Taxi's & Rideshare vehicles for point to point transport, different transfer requirements are met adequately by these choices

Some questions I'd like to ask are:

Where was the advertising and consulting of the CONSUMER of public passenger services for these point to point regulation changes?

Why wasn't a survey developed by the Transport Department or Point to Point Commissioner to be distributed by drivers to the Travelling public for REAL consumer input?

How can ANY change to the existing Hire Car transport service that removes those cars from Bus & Transit Lanes be of ANY benefit to the Travelling public?

Why can't Hire Car operators grow their businesses, and have issued HC plates to allow full Bus Lane access when Taxis and Rideshare vehicles are allowed to grow and/or are much larger in number?

How can retaining Taxi's as the ONLY public passenger service with Bus & Transit Lane access provide "choices" to the consumer?

Why is the State Government forcing changes in the service booking process that has been perfect for our Company's needs for decades?

Why is the State Government forcing onerous paperwork requirements on small business operators increasing their costs, who have served us promptly, safely and consistently for decades?

How can the Liberal Party expect ANY support from travellers from North Shore & Northern Beaches areas if their choices of Bus Lane access is reduced to Taxis ONLY?

Please Commissioner, Hire Car operators are small in number and provide a service that cannot be matched by ANY Taxi or Rideshare service. When required, the drivers we engage can be relied upon to assist older infirm passengers to and from the vehicles. Assist whenever necessary with luggage as far as it is required to be carried. Provide peace of mind to parents who need children transported by drivers the parents and children know. Even if we remain loyal, these small business operators need ALL their current clients and more to continue to thrive. By removing their Bus Lane access YOU WILL be killing a perfectly good service industry and for what possible reason? The concern for congestion on Bus Lanes just doesn't hold water with the future reduction of buses on our roads due to the Norwest Metro and 2nd harbour crossing displacing MANY bus services off those northern Sydney routes.

So why restrict our consumer choice Commissioner?

Yours Sincerely
Rhonda Hayes

Rhonda Hayes
Executive Assistant



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