

From: baltej singh kansal
To: [pointtopoint](#)
Subject: feedback regarding point to point taxi service
Date: Tuesday, 9 May 2017 1:45:35 PM

Hi Dear NSW Transport Team

I want to let you know some of key issues regarding taxi services as followings

More than 90% Taxi drivers or operator drivers are not running taxi meters during trips, they set down the fare with customers whether it is hail or radio job or private job for their own motives like keeping meter free to get another job, they do not care accepting new job that how much time they take to drop the customer who is already in taxi. The customer who book that taxi is unaware that my taxi already had passenger in it. he waiting for taxi to come but sometime taxi come or even not come after 25 to 50 minutes wait. this is not the service customer can expect and it is not fair.

The customer who book taxi is waiting in south but booked taxi is going in north to drop first customer.

Taxi customer who book taxi instead of public transport and pay fare around 10 times as compared to public transport for point to point service and for quick service for example someone may have to drop kids to school, go to office or doctor, catch train or flight or other tasks always get late to arrive at destination. this is not fair and good service the taxi customer expects.

More than 90% Taxi drivers or operator drivers are giving their own mobile numbers/ cards to customer for taxi service this is not fair because if one taxi driver have his 20 own/personal customers how he will manage/deliver taxi service at same time if more than one customer need taxi OR someone ring that taxi driver who already have passenger in taxi. This is not the service customer expect.

Taxi driver also accept radio job while he had passenger in taxi without caring that when he be able to pick new one. this is continuous process the taxi driver or operator driver adopts. this is not the service taxi customer expects.

More than 90% Taxi drivers or operator drivers waiting customers at taxi ranks, ever when they had radio job at their screen to pick someone. they want that i will also pick customer from here and then i will do radio job without caring/ knowing how much time he take drop first customer. Radio job customer is waiting long to come taxi to pick him. Some times taxi come or not come even after the wait of 20-50 minutes. This is not the service taxi customer expect.

If Taxi driver or operator driver had long job and get call from his another private customer then he ring his friend taxi driver to pick that but friend taxi driver may also busy but also accept to do this too after dropping previous one without caring the time to pick. this is not the service someone expect.

These are the main but their are many more issues the taxi driver or operator driver doing for their own motives they are abusing taxi rules not providing good and fair service the taxi customer expects.

Taxi booking service providers are also do nothing regarding above issues because they have lesser bookings and light work because their work in done by private taxi drivers they also do not care the service provided by taxi and also not responding complaints of late arrivals of taxis, Fare evasions complaints of taxi drivers.

you know that every taxi customer not complaints but he is not satisfied

The negative outcome of this kind of behavior/serve in community is that taxi customer

get angry with the driver and do not respect taxi drivers and sometime commits crime. Taxi driver and operator driver rushing/ overspeeding on the road putting own, passenger and community life in danger. they do not trust taxi service time whether it is radio booking or private calling. some customer heard saying that i hate traditional taxi, taxi customers are going away from taxi services but they dont have the option or it is their compulsion but they are not happy.

Now i have some suggestions to overcome the above issues.

Passenger seat belts OR passenger seats of taxi must be integrated with meter i.e. when there is passenger in taxi meter is running and taxi on the system shows busy.

Taxi drivers or operator drivers should not be allowed strictly to setdown the fare without running meter they can set but must run taxi meter.

Taxi drivers or operator drivers should not be allowed to set their own network to get jobs (i think that nsw transport is going to allow legally their own network by taxi drivers or operators in new regulation 2017).

There should be steamlined system to book the taxi, customer can track his booking if taxi going wrong direction he can complain and ring driver that what is happening?.should be transparent

Taxi customer must know the time taxi to arrive.

Taxi job go free taxi driver and nearest taxi one.

Transport authority make sure that taxi driver, operator driver and taxi customer are fairly treated and follows regulations/laws and not making their own rules to get/deliver taxi service.

HOPING BEST FOR AUSTRALIAN COMMUNITY WHETHER CUSTOMER OR SERVICE PROVIDER.

Thanks

Baltej kansal

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