



Cabcharge Australia Limited

ABN 99 001 958 390

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7 May 2010

Ms Rachel Simpson
Select Committee on the NSW Taxi Industry
Legislative Council
Parliament NSW
Macquarie Street
SYDNEY NSW 2000

RECEIVED

10 MAY 2010

**LEGISLATIVE
COUNCIL**

SL10/111

Dear Ms Simpson:

RE: INQUIRY INTO THE NSW TAXI INDUSTRY

I refer to your email of 30 April regarding additional questions taken on notice during my evidence that have not yet been answered. I apologise for overlooking these, and they are set out below.

From Mr Donnelly:

1. (Page 22) *That question can be taken on notice. What are the approximate costs of running your electronic system in New South Wales?*
- A. Cabcharge operates nationally and internationally. The Cabcharge Payment System is set up to operate nationally and cannot be segmented into each individual State and Territory.

Fundamentally, the costs of operating the Cabcharge Payment system comprise capital investment costs and day-to-day operating costs.

Capital investment costs include:

- 1 Investment in a computer system at base office for processing transactions as well as Cabcharge Payment System equipment for installation in Taxis spread across Australia;
- 2 Investment in research and development costs in order to keep the Cabcharge Payment System in the forefront of technology and security measures. A case in point is the investment in the development of the requirements of the 'Chip & Pin' and Contactless capability in the Cabcharge Payment System;
- 3 Investment in respect of purchase of inventories of the Cabcharge Payment System equipment; and
- 4 Investment is also made in respect of computer system back-up capability so that the Cabcharge Payment System is always up and running 24-hours a day and 365-days each year.

The Operating costs include:

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- 1 Costs of installation and maintenance of the Cabcharge Payment System located across Australia;
- 2 Telecommunication costs;
- 3 Merchant fee paid for transactions processed via the Cabcharge Payment System;
- 4 Cash flow financing costs; and
- 5 Other related costs – eg investigation of complaints by customers, printing and stationery, mail and insurance.

The above costs are in addition to those listed in Annexure A of my letter of 28 April 2010.


2. *(Page 22) I will repeat the question, which is quite specific: What is the approximate value – once again I am not looking for the last cent – of the revenue generated for Cabcharge annually by the 10 per cent surcharge?*
 - A. The value of the revenue generated for Cabcharge annually is disclosed in the Cabcharge Annual Report. For the financial year 2009, the value of the revenue generated was \$87.5m. We have provided Annual Reports for the years 2000 through to 2009. Mr Kahn was *incorrect* in asserting to the Hearing (Page 22 in mid page) that the answer was 'No' to Mr Donnelly's question directed to me.
3. *(Page 23 – regarding an alleged document of contractual arrangements) If it is established that such a document exists and you or the organisation has a copy of it, could you provide it to the Committee?*
 - A. Our documents are 4-5 pages, mainly reflecting requirements to conform with the specifics of the Passenger Transport Act and Regulations. The only substantial document of any size we believe, was the contractual arrangement required by Lime Taxis on its formation. We do not have a copy of it however.

From Ms Rhiannon:

4. *Thank you, Mr Kermode. Are you aware that the Cabcharge International's website has advertised that the cost of taking a taxi from Sydney airport to the city is \$88?*
 - A. I sought details of this and attached are the details which are self-explanatory. It is a UK controlled site aimed at servicing areas common to our UK and Singapore based operations. They rely on Hire Car rates but I believe it would have been sensible to add the price of a standard Taxi to the chart – this I intend to arrange. As stated, I was not aware of the site's existence as it was seen as an operational issue by the UK author.

I believe that I have now responded to all outstanding issues and sincerely hope that information provided by me to the Committee has assisted in clarifying a number of matters of concern.

Yours sincerely



R.L. Kermode
Chairman and CEO

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the international airport taxi and executive car service

Flying to Singapore, Australia, UK or anywhere else?

Pre-book a driver to meet you on arrival to take you to your destination.

Booking request



Booking

Bookings must be made 48 hours in advance. On receipt of the booking request our local Service Provider will contact you to confirm the booking.

Payment

We'll bill the journey to your Cabcharge account through your Cabcharge card. Click on booking request and nothing could be simpler!

Options

Top service on arrival and at an assured price - click on the rates page to see charges for standard journeys.

For other international airports and destinations, simply complete the booking request page using "Other" where appropriate and we will send you a quote for the journey.

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about us

Cabcharge International is a product of CityFleet UK Pte Ltd working in cooperation with Cabcharge Australia Ltd and ComfortDelGro Corporation Ltd.

As part of a multinational group specialising in passenger land transport, we are uniquely positioned to offer this international airport car service using our network of related companies and service partners to provide a reliable and accountable service.

Further information on our related companies can be found at the following websites:

- www.cabcharge.com.au
- www.comfortdelgro.com
- www.computercab.co.uk

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rates

<u>Airport</u>	<u>Country</u>	<u>IATA</u>	<u>Destination</u>	<u>Vehicle Class</u>	<u>Price *</u>	<u>Currency</u>	<u>Map</u>
Melbourne Airport	Australia	MEL	Melbourne City Centre	Executive	90.00	\$AUS	
Melbourne Airport	Australia	MEL	Melbourne City Centre	MPV	110.00	\$AUS	
Melbourne Airport	Australia	MEL	Melbourne City Centre	Standard	60.00	\$AUS	
Sydney Kingsford Smith International Airport	Australia	SYD	Sydney City Centre	Executive	110.00	\$AUS	
Sydney Kingsford Smith International Airport	Australia	SYD	Sydney City Centre	MPV	110.00	\$AUS	
Sydney Kingsford Smith International Airport	Australia	SYD	Sydney City Centre	Standard	88.00	\$AUS	
Copenhagen	Denmark	CPH	Amager	Standard	300.00	DKK	
Copenhagen	Denmark	CPH	City	Standard	400.00	DKK	
Singapore Changi Airport	Singapore	SIN	Singapore City Centre	Executive	45.00	\$\$	
Singapore Changi Airport	Singapore	SIN	Singapore City Centre	MPV	50.00	\$\$	
Singapore Changi Airport	Singapore	SIN	Singapore City Centre	Standard	45.00	\$\$	
Aberdeen International Airport	United Kingdom	ABZ	Aberdeen City Centre	Executive	44.00	GBP	
Aberdeen International Airport	United Kingdom	ABZ	Aberdeen City Centre	MPV	44.00	GBP	
Aberdeen International Airport	United Kingdom	ABZ	Aberdeen City Centre	Standard	44.00	GBP	
Birmingham International Airport	United Kingdom	BHX	Birmingham Zone 1	Executive	35.00	GBP	
Birmingham International Airport	United Kingdom	BHX	Birmingham Zone 2	Executive	70.00	GBP	
Birmingham International Airport	United Kingdom	BHX	Birmingham Zone 1	MPV	32.00	GBP	
Birmingham International Airport	United Kingdom	BHX	Birmingham Zone 2	MPV	65.00	GBP	
Birmingham International Airport	United Kingdom	BHX	Birmingham Zone 1	Standard	29.00	GBP	
Birmingham International Airport	United Kingdom	BHX	Birmingham Zone 2	Standard	60.00	GBP	
Edinburgh International Airport	United Kingdom	EDI	Edinburgh City Centre	Executive	44.00	GBP	
Edinburgh International Airport	United Kingdom	EDI	Edinburgh City Centre	MPV	44.00	GBP	
Edinburgh International Airport	United Kingdom	EDI	Edinburgh City Centre	Standard	44.00	GBP	
London Gatwick Airport North Terminal	United Kingdom	LGW	Central London	Executive	93.50	GBP	
London Gatwick Airport North Terminal	United Kingdom	LGW	Greater London	Executive	110.00	GBP	
London Gatwick Airport North Terminal	United Kingdom	LGW	Central London	MPV	93.50	GBP	
London Gatwick Airport North Terminal	United Kingdom	LGW	Greater London	MPV	110.00	GBP	
London Gatwick Airport South Terminal	United Kingdom	LGW	Central London	Executive	93.50	GBP	
London Gatwick Airport South Terminal	United Kingdom	LGW	Greater London	Executive	110.00	GBP	
London Gatwick Airport South Terminal	United Kingdom	LGW	Central London	MPV	93.50	GBP	
London Gatwick Airport South Terminal	United Kingdom	LGW	Greater London	MPV	110.00	GBP	
London Heathrow Airport T1	United Kingdom	LHR	Central London	Executive	60.50	GBP	
London Heathrow Airport T1	United Kingdom	LHR	Greater London	Executive	77.00	GBP	
London Heathrow Airport T1	United Kingdom	LHR	Central London	MPV	60.50	GBP	
London Heathrow Airport T1	United Kingdom	LHR	Greater London	MPV	77.00	GBP	
London Heathrow Airport T2	United Kingdom	LHR	Central London	Executive	60.50	GBP	
London Heathrow Airport T2	United Kingdom	LHR	Greater London	Executive	77.00	GBP	
London Heathrow Airport T2	United Kingdom	LHR	Central London	MPV	60.50	GBP	
London Heathrow Airport T2	United Kingdom	LHR	Greater London	MPV	77.00	GBP	
London Heathrow Airport T3	United Kingdom	LHR	Central London	Executive	60.50	GBP	
London Heathrow Airport T3	United Kingdom	LHR	Greater London	Executive	77.00	GBP	
London Heathrow Airport T3	United Kingdom	LHR	Central London	MPV	60.50	GBP	
London Heathrow Airport T3	United Kingdom	LHR	Greater London	MPV	77.00	GBP	
London Heathrow Airport T4	United Kingdom	LHR	Central London	Executive	60.50	GBP	
London Heathrow Airport T4	United Kingdom	LHR	Greater London	Executive	77.00	GBP	
London Heathrow Airport T4	United Kingdom	LHR	Central London	MPV	60.50	GBP	
London Heathrow Airport T4	United Kingdom	LHR	Greater London	MPV	77.00	GBP	
London Heathrow Airport T5	United Kingdom	LHR	Central London	Executive	60.50	GBP	
London Heathrow Airport T5	United Kingdom	LHR	Greater London	MPV	77.00	GBP	

* Please note, prices quoted are for executive vehicles. Prices may vary according to vehicle type.

Other destinations

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