



**Cabcharge Australia Limited**

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14 May 2010

Hon John Ajaka MLC  
Committee Chair  
Select Committee on the NSW Taxi Industry  
Legislative Council  
Parliament NSW  
Macquarie Street  
**SYDNEY NSW 2000**

**RECEIVED**

17 MAY 2010

**LEGISLATIVE  
COUNCIL**

Dear Mr Ajaka:

**RE: INQUIRY INTO THE NSW TAXI INDUSTRY**

Thank you for your letter dated 12 May 2010 hand delivered to me personally on 13 May 2010 at approximately 12:00 noon. I note also the Summons to again appear before the Committee on 21 May 2010 at 1:00pm.

Attached to your letter was a cheque for \$188.00 which I return herewith as I do not wish to accept it although I understand the reasons for its provision.

I advise there was no intention on my part to ignore Mr Khan's requests, but I foolishly accepted legal advice on a matter which to me was relatively straight forward and innocuous. I do however, offer caution on any conclusions which may be derived from the responses provided. Without looking at the whole picture, i.e. including details (which we do not have) of other EFTPOS devices in Taxis across Australia (which we understand may be as high as 35%), the Cabcharge EFTPOS information becomes somewhat skewed and really unrepresentative of the amount of detail required to provide a factual conclusion for the Committee for whatever purpose.

The detail attached has been prepared to the best of our ability. Cabcharge does not have access to the detail on a State by State basis. The information for NSW is reasonably reliable as we have obtained that detail from the NSW Taxi Council and IPART reports. The State regulators have no reason or obligation to provide details of Taxi numbers to us, except where contracts are in place and we are provided with details to meet those contractual requirements, which are not always encompassing as there are States where even Taxi Meters are not required in certain areas. These questions are an unfortunate imposition on Cabcharge and would have been more ably addressed in part, by the Australian Taxi Industry Association (not to be confused with the body described as the Australian Taxi Drivers Association).

Probably more importantly, each State and Territory has its own regulations for 'Stand-By' or 'Substitute Taxis'. These numbers can be quite high (for example Victoria allows 1:20 Stand-By Taxis). These vehicles are fully equipped with Radio, Meter and EFTPOS system as being ready to go to replace Taxis in case of repairs

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or accident and are sometimes permitted to be used to boost Taxi numbers for special events.

NSW requires attachment of two plates – the Taxi plate plus the Stand-By plate so there is no increase in Taxi numbers. These facts lead largely to the distortion or disproportionately high percentage of the EFTPOS percentage on a national basis (last column). The NSW number is a far more reliable number to be used as it (EFTPOS) is an absolute percentage of Taxis in the State.

I request that the information provided (Annexure A) is treated as Commercial in Confidence and that these details are not published. I further request that the Committee accepts that what I have provided has been done in good faith and in the knowledge that Taxi numbers are provided without guarantee as to their complete accuracy. We just do not have access to all the information requested.

As far as the Cabcharge EFTPOS installations are concerned, they are as accurate as we have and can generally be relied upon.

I am still at a loss to understand the relevance to the Committee of Cabcharge details where they appear to be more important than the matters which the Inquiry was set up to examine.

Cabcharge is still an umbrella organisation for the Taxi Industry and those who wish to destroy its relevance to the Industry are lacking in understanding of a difficult and complex Industry that strives often under very difficult circumstances, to play its role in the public transport system. It should be applauded rather than criticised for how it has worked with Governments of all persuasions to provide reliable and demand responsive services to the disabled members of the community particularly in rural and regional New South Wales and Australia where it has not been easy, but an essential service to those commuters.

I trust this covers the final detail required by the Committee and I wish you well with your findings and report to Parliament.

**From Mr Khan:**

1. *In respect of page 4 of the transcript of proceedings for 31 March 2010 (hereinafter referred to as "the transcript"), since 1999 could you identify for each financial year the number of EFTPOS machines "rolled out" to the Taxi Industry:*

- a. *In NSW;*
- b. *Across Australia.*

A. See Annexure A.

2. *In respect of page 4 of the transcript of proceedings for 31 March 2010 (hereinafter referred to as "the transcript"), since 1999 could you identify for each financial year the percentage of the total taxi fleet into which Cabcharge had installed/provided its EFTPOS machines "rolled out" to the Taxi Industry:*


- a. *In NSW;*
- b. *Across Australia.*

A. See Annexure A.

4. *In respect of pages 5 and 6 of the transcript, identify in each financial year from 1999 to the present time the percentage of the total number of taxis in which Cabcharge EFTPOS machines are installed:*
- a. *In NSW;*
  - b. *Across Australia.*

A. See Annexure A.

*Yours sincerely*



R J Kermode  
**Chairman and CEO**

## QUESTIONS ON NOTICE - Inquiry into the NSW Taxi Industry

### CABCHARGE EFTPOS TERMINAL STATISTICS

YEAR	NUMBER OF TAXIS (as at Dec each year) *		TOTAL TERMINALS (as at June each year)		TERMINALS INSTALLED AS % TAXIS	
	NSW	AUST. TOTAL	NSW	AUST. TOTAL	NSW	AUST. TOTAL**
1999	5749	15403	n/a	n/a	n/a	n/a
2000	5749	15340	4327	11891	75%	78%
2001	5749	15800	4549	12531	79%	79%
2002	5749	15855	4645	12867	81%	81%
2003	5760	16050	4719	13491	82%	84%
2004	6109	16700	5008	14711	82%	88%
2005	6279	17186	5240	15471	83%	90%
2006	6347	17604	5345	16201	84%	92%
2007	6420	18113	5659	17277	88%	95%
2008	6482	18370	5763	17846	89%	97%
2009	6494	18610	5847	18146	90%	98%
Mar-10	6561	Not yet published	5963	18950	91%	n/a

\* Source of data: ATIA Statistics

NOTE: Prior to 2000 Cabcharge EFTPOS terminal installations were managed externally. Installation statistics are no longer available.

\*\* NB: Distortion and reason explained in letter text.