

## INQUIRY INTO NSW TAXI INDUSTRY

**Name:** Name Suppressed  
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Partially Confidential

As a client of Taxis in Sydney for over 40 years I would like to make the following comments:

**Availability of Taxis:** There still appears to be a shortage of Taxis in Sydney and the Central Coast. This is especially a problem during the 3 to 4pm taxi changeover time as well as late on Fridays and Saturdays nights.

I believe a lot of the late night violence problems are exacerbated by patrons being unable to quickly get a taxi when leaving licenced premises. More taxi licences need to be issued every year at a rate that at least matches Sydney's population growth.

**No Destination needed :** The practice of giving the destination to taxi drivers means that drivers do not take short jobs.

This affects the elderly more than other people as they may not drive. With an ageing population this will become a much bigger problem in future. My elderly parents are unable to reliably get a taxi on the central coast to take them 3 to 4 kms to the railway station.

Taxi drivers should not be given the destination – possibly they could be given a zone such as Sydney city, Sydney North etc (as they may argue they may want a fare to take them back to their base at the end of a shift). However Taxis are there to provide a service to the public not the other way around.

**Cost of Taxis:** The cost of taxi fares is very high in Sydney and seem to be going up much faster than the average wage. I recently got a taxi from central London to Heathrow – the fare (in pounds) was hardly anymore than I had paid 10 or even 20 years ago. In Sydney the fare is at least twice what it was 10 years ago.

Deregulating the industry to provide more competition is needed. The domination of Cabcharge and its cosy relationship with the Taxi Industry Regulators mean the public is "being "ripped off". The Cabcharge 15% credit card surcharge is outrageous compared to normal the 2 or 3% surcharge.