

Commercial passenger vehicle review 2018

Submission received through email

Date submitted: 5 June 2018

Submission written by: Anonymous

On 28 February 2018, we published our consultation paper for the *Fare Review for Unbooked Commercial Passenger Vehicle Services*. This consultation paper asks stakeholders for their views on maximum fares and other issues related to maximum fares for unbooked commercial passenger vehicles.

We received an email about cleaning fees, detailed below, with photographic evidence of vomit in a taxi. We have not attached the photos here, however, if you would like to view these images please email cpvfares@esc.vic.gov.au.

Email submission

Hi Sir,

I am one of the taxi drivers and on behalf of my taxi community, I am writing this e-mail to drag your attention to a very serious issue which needs to be addressed.

We drive our taxi to give service to the public and to earn our living. But sometimes we encounter a serious and hazardous problem which is "**Vomits**" in the taxies.

This vomit issue is clearly ignored by the Taxi services commission and they try to hide behind the rules set by the ESC (Essential Services Commission) but this burning issue needs to be addressed as soon as possible. All the taxi companies and even police have the same argument after the vomit incident that a taxi driver cannot charge any cleaning fees for the cleaning of the taxi.

Now the problem is, people they don't care or take any precautions to avoid the vomit in the taxi because they know that the taxi driver cannot charge for their vomits and they feel too easy to make a mess in the car. I have a few pictures of vomits where people throw up in the car even though a big vomit bag was provided and also requested that if you need I can stop the car to avoid the vomit in taxi, but all the requests and vomit bag ignored by the passenger and a big vomit threw up in the car. This **CAN'T** be an operating cost.

After an incident in my taxi on 7 May 2018, I went through exactly the same condition and passenger even refused to pay the normal fare of the taxi. and clearly said that I know the rule and you can't charge me any money. and upon refusing to pay the fare and threatening me to give me some serious problem, and then the police had been called at the scene(which happened at the

Melbourne Airport). Police couldn't do anything other than sympathizing with me about the vomit and making the passenger to make the payment of the fare.

I tried to raise the issue with Taxi services commission and received a quick response in just 28 days with an answer that we cant do anything this rule is set by ESC and it is under discussion in new rule coming in June.

And for the private taxi companies like Uber, Taxify, and GoCath they compensate their drivers by offering heavy cleaning charges, so what is the problem with TSC and ESC? Why are the TSC and ESC so far behind then these companies? Why after 4 years of Uber's in the market, ESC and TSC are still thinking about to create a level playing field? Will you make a level playing field when there will be no field for any taxi driver to play on!

Please don't make Taxi drivers so vulnerable that anyone can easily destroy our taxi and you say it is an operating cost and we can only sympathize.

For your reference, I am attaching some recent Vomits in my car, and I request you to please look at each picture closely and try to imagine the smell so that you feel the fraction of trouble which we go through every time.

I am hoping to expect an answer from you about this issue. and if you want to talk about this matter further then please contact me at the phone number written below or simply write an e-mail.

Thanks

Anonymous