

## Personalized Cabs Submission

### Submission 1 of 7

We believe the \$11 surcharge should be dropped as a PREMIUM SERVICE CHARGE.

Our reasons are;

- a) Why should taxi clients pay \$11 extra to get a service they should already be getting- clean cars, clean drivers, punctuality, ethical behaviour;
- b) Due to vehicle changes hire car models are now the same as taxi models;
- c) There are enough hire cars operating already providing "SILVER SERVICES" so that if someone wants a premium service they can get it from this sector;
- d) If taxis can join the "hire car" system then hire cars should be able to join the taxi system and offer MULTI PURPOSE TAXI PROGRAM opportunities for those less fortunate.

### Submission 2 of 7

LPG PRICES HAVE NOT DECLINED  
SHELL IS 69.9C PL  
AND OTHERS 59.9C PL

THEY WERE LOW 50S PREVIOUSLY

### Submission 3 of 7

INCREASING PRICES ON A FRIDAY NIGHT FROM 1800HRS means business men travelling back into Melbourne will be paying more. Increased prices should not commence before 2200hrs on a Friday

### Submission 4 of 7

Charging increased fees for pre bookings is a poor decision.

How will this be advertised and how will

- a) Clients know their cars will arrive on time
- b) Drivers know there is a pre booking charge.

If clients want to make sure of their pre booking they will do so with chauffeur cars.

Everything you are proposing is being done to ruin the alternative commercial passenger industry-  
---hire cars which can only be pre booked

### Submission 5 of 7

Will people ordering wheelchair taxis have to pay the extra booking fee for booking in advance  
If so why

### **Submission 6 of 7**

Re volume 2

There are so many illegal operations now from both within and without the commercial passenger vehicle licencing regime that all results are incorrect.

The TAXI SERVICES COMMISSION has allowed a flourishing illegal trade to occur and also to issue licences that are not being used for the purpose they should be being used- that is- illegally. This is shown by the use of special purpose vehicles that do weddings and tours to actually operate as passenger vehicles to and from the airport.

Thousands of jobs per day are going to an illegal market on a pre booking basis and thus fare reviews are a waste of time because of the illegal licences or illegal use of licences.

The Insurance Council of Australia has at least tried to do something about this but the Victorian Government regulator – the TSC –has done little or nothing

### **Submission 7 of 7**

The two traditional companies you mention concerning apps are also holding the monopoly on the taxi industries.

Since 2004 approx there has been less competition in Victorian taxis as small companies have been gobbled up by these two companies.

ARROW/ASTORIA/REGAL/NORTH SUBURBAN etc etc and now even country cabs such as WARRNAMBOOL etc are now having phones answered by major booking companies who have little local knowledge. The ESC should not have allowed less competition which has now been a major reason why UBER and the apps have been required

**P V ROWAN  
DIRECTOR  
MANDEVILLE NOMINEES PTY LTD  
Trading as PERSONALIZED CABS**