

From: [REDACTED]
To: [taxiinquiry](#)
Subject: New Submission to Inquiry into the Commercial Passenger Vehicle Industry Act 2017 Reforms
Date: Tuesday, 25 June 2019 4:00:48 PM

Inquiry Name: Inquiry into the Commercial Passenger Vehicle Industry Act 2017 Reforms

Mr Stephen Armstrong
[REDACTED]

CEO/Director
Ballarat Taxis Ltd
[REDACTED]

SUBMISSION CONTENT:

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Overall open entry has not been beneficial for the CPV operator or the general public in Ballarat as income has declined for the operator and the quality of service has deteriorated for consumer.

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Q1:Booking Service Provider.

Q2:The system is confusing for most of our operators It has required me to intervene and act on behalf of our operators to organise vehicle changeovers which was never the case previously. The additional CPV vehicles now operating within our area has lead to a downturn in income for many drivers and operators. The consequence of this is drivers verbally and in one case physically attacking each other. Previous taxi owners are no longer meeting the standards held so high prior to these reforms because of a sense of being unfairly dealt with by the government through inadequate transition payments and because of dwindling income. The career driver who for so long served our community with pride are leaving the industry due to the above reasons and see no future with the current open registration system

Q3:Administrative costs have increased for us with the extra time taken to deal with our individual operators concerns. This cannot be recouped as our operators are also stretched financially with a downturn in gross earnings between 15 and 20% in most cases.

Q4:Many staff are ill informed in regard to the taxi industry and its history which leads to wrong advice on many occasions. Decisions have been made and implemented which have become a complete shambles and not rectified. MPTP changes is a prime example with many operators out of pocket because of lack of knowledge of the processes in place and not thinking about the unintended consequences.

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File1:

File2:

File3: