

From: [REDACTED]
To: [taxiinquiry](#)
Subject: New Submission to Inquiry into the Commercial Passenger Vehicle Industry Act 2017 Reforms
Date: Friday, 28 June 2019 4:19:30 PM

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

Mr Peter Valentine
[REDACTED]

CEO
Geelong Taxi Network
[REDACTED]

SUBMISSION CONTENT:

--

Action needs to be taken immediate and the items which are incomplete need to be finished urgently in particular example is the introduction of the code of practice for safety risk management and culture which has still not been released and yet it became law in March 2019. How can this be possible?

--

Q1:Booking Service Provider

Q2:New registration system may be functioning okay in terms of practicality however it is allowing for a floodgate to be opened and allow an enormous number of inferior services to be registered. The appearance of a large number of vehicles and a huge number of drivers is absolutely disgusting and their behaviour has deteriorated with cheating fighting and arrogant rude behaviour being experienced by customers.

Q3:The effects on the business have been quite devastating in terms of how compliance compared with the rats and mice that choose not to be compliant and are bluffing passengers with an inferior service.

Q4:Our experience with commercial passenger vehicle commission over the last 12 months has been quite disgusting at CEO level and it is only in the last number of months where we have dealt with Directors for Operation and Legal that we have been able to progress with some answers to questions asked over 12 months ago. There is still so much to do with the commission that a shopping list has to be completed and the items ticked off one at a time as you finally negotiate your way to a practical realistic solution.

--

File1:

File2: