

From: [REDACTED]
To: [taxiinquiry](#)
Subject: CPV Inquiry Submissions
Date: Monday, 24 June 2019 11:46:04 AM
Attachments: [REDACTED]

To whom it may concern,

Since the illegal commencement of Uber and the deregulations of the Taxi and Hire car industry in Victoria my business has seen a significant reduction in sales. I have had to reduce my fleet from 6 vehicles to 4 and looking to reduce further. I have had to reduce the hours of the office staff as I can not afford to pay the wages which in turn means my husband and I are working 7 days a week with very little wages.

Due to the devaluation of the Hire cars licences I have been left with a large debt that my business is struggling to pay. We are at the point where my husband has had to work part time in other industries to help pay the school fees and keep the roof over our heads.

The Andrews Government has said the deregulation of the Taxi industry was good but in actual fact it has caused CHAOS. The number of touters has tripled at the airport, desperate drivers are harassing the public at the luggage carousels even when they are already with a driver who is assisting them with luggage. The drivers are fighting among themselves in the car parks. The car parking bays at the airport for Taxi's and hire cars as been reduced to make an area for Uber, cars are everywhere. It is a disaster!

The vehicles no longer need the VHA/B/C number plates which makes it impossible to identify if the driver and vehicle are accredited. The changes have opened the flood gates for drivers to do what they want, when they want and how they want. We call it the UBER mentality. It has killed the industry. There is no point having the Commercial Passenger Vehicles Victoria as they are no policing what is happening on the street and no one is abiding by there so called rules. The whole department is a joke. They don't even know what the rules are.

My whole family is devastated by the reforms. I am not saying the industry was perfect but there were other ways to fix it instead of destroying my lively hood and that of others.

Thank you for the opportunity to submit to the CPV Inquiry.

Regards

Trish Vigo
Hallmark Hire Cars
Chauffeured Limousines

[REDACTED]



As of the 1st July 2018 a Commercial Passenger Service Levy fee of \$1.10 will apply to all individual hire car bookings



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