

For reply please quote: ECU/ML – TF/14/24937 – DOC/15/13968

Mr Brad Kitschke
Director Public Policy (Oceania)
Uber Australia
Level 3, 47–49 Murray Street
PYRMONT NSW 2006

Dear Mr Kitschke

Thank you for your letter of 16 December 2014 providing information about Uber and its operations in Queensland. I have been requested to reply to you on behalf of the Office of the Premier.

As you may be aware, a state election will be held in Queensland on 31 January 2015.

Successive Queensland Governments have accepted that special administrative arrangements apply in the period immediately before an election.

By convention, the Government assumes a caretaker role from the time that an election is called. As such it is not possible, at this time, for the Government to reply to your correspondence.

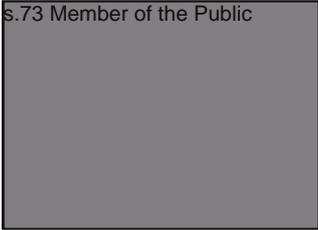
Should this be an issue you wish to raise once the result of the election is known, then I would encourage you to correspond with the Premier at that time.

Yours sincerely

Jan Hatton
Acting Director
Executive Correspondence

Released under RTI - DPC

s.73 Member of the Public



Thank you for your email of 16 December 2014 about the regulation of Uber in Queensland. I have been requested to reply to you on the Premier's behalf.

Firstly, let me sincerely apologise for the response you received to your initial email. This response was clearly not sensitive to your concerns and this is completely unacceptable.

Please let me assure you that the Premier appreciates the concerns of legitimate taxi operators, like you, in relation to the unauthorised operation of Uber in Queensland. The Premier has also noted views about the need for further action to be taken in relation to this matter.

As you are aware, the Government has made it clear that Uber must meet the existing requirements that apply to all participants in the market. I can assure you that dealing with Uber remains a priority for the Government. As you know, operators who do not meet the existing standards have been instructed to cease their operations until they are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate

enforcement action against drivers operating in breach of these requirements.

As of 12 December 2014, DTMR issued 173 penalty infringement notices, with a total value of \$231 628, to Uber drivers. In the period between 30 July and 12 December 2014, transport inspectors spent 3695.5 hours investigating Uber. DTMR plans to conduct a further 28 driver investigations as a result of this activity.

Again, thank you for bringing your concerns to the Premier's attention and I hope this information is of assistance to you.

Yours sincerely

MICHAEL PRAIN
DIRECTOR OF POLICY

Released under RTI - DPC

For reply please quote: EP/CMC - TF/14/22263 - DOC/14/183303

Mr Benjamin Wash
Chief Executive Officer
Taxi Council Queensland
PO Box 290
STONES CORNER QLD 4120

Dear Mr Wash

Thank you for your email of 12 November 2014 seeking the Premier's support of your current e-petition about illegal ride-sharing apps. I have been requested to reply to you on the Premier's behalf.

The Premier appreciates the concerns of Taxi Council Queensland in relation to the operation of ride-sharing apps, like Uber, in Queensland and has also noted your views about the need for further action to be taken in relation to this matter.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, this must not occur at the expense of public safety. That is why the Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all participants in the market.

Please let me assure you that dealing with Uber remains a priority for the Government. As you would be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

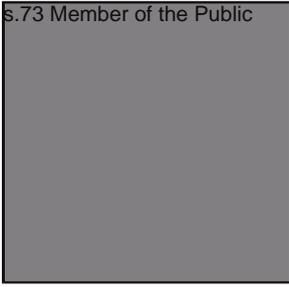
As of 28 November 2014, DTMR had issued 161 penalty infringement notices, with a total value of \$216 148, to Uber drivers. In the period between 30 July and 28 November 2014, transport inspectors spent 3089 hours investigating Uber. DTMR plans to conduct a further 30 driver investigations as a result of this activity.

Again, thank you for bringing this matter to the Premier's attention.

Yours sincerely

KATE DAVIES
EXECUTIVE OFFICER

s.73 Member of the Public

A large rectangular area of the document is redacted with a solid grey fill, obscuring the identity and contact information of the member of the public.

I refer to your letter of 3 December 2014 to the Premier concerning the operation of Uber in Queensland.

A state election has been called for 31 January 2015 and the Government is now in a caretaker period. As a result, I am responding to your letter.

I note your views in support of Uber and calls for more competition in the taxi market in Queensland. As you may be aware, operators who do not meet the existing standards for operation of a taxi service – like Uber – have been instructed to cease their operations until the required standards are met. To ensure public safety, the Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

I understand you have previously experienced poor service in regular taxis and it is disappointing to hear your complaints were not adequately addressed by the relevant taxi company. DTMR has a Taxi Hotline to receive feedback on unresolved complaints and significant issues regarding the taxi industry. I would encourage you to contact the hotline on telephone 1800 183 673 if you are not satisfied with the response to any future complaints.

I trust this information is of assistance.

Yours sincerely

David Hourigan

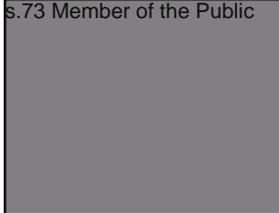
Deputy Director-General

Page 2 of 2

Released under RTI - DPC

For reply please quote: EP/RL-1F/14/17616-DOC/14/150148

s.73 Member of the Public



Thank you for your letter of 1 September 2014 about vehicle companies operating in the Wide Bay area. I have been requested to reply to you on the Premier's behalf.

I appreciate your concerns in relation to illegal limousine operations and I note that you have brought your concerns about a number of operators in the Wide Bay area to the attention of the Department of Transport and Main Roads (DTMR).

As you are aware, DTMR is currently conducting investigations in relation to each of the companies you have mentioned in your letter. I understand that, since writing to the Premier, you have met with Ms Jodie Weller, Acting Regional Manager (Passenger Transport), Southern Region and DTMR officers who have explained the action being taken by DTMR in relation to these companies. I hope you are satisfied that appropriate action is being taken in response to your complaints.

I would encourage you to continue to provide DTMR with relevant information about these companies to assist with the ongoing investigations.

As you are also aware, DTMR has issued UBER with a cease and desist notice. I can assure you that dealing with this matter remains a priority for the Government. DTMR is currently undertaking extensive compliance activities in relation to UBER and will continue to work closely with the taxi industry.

Again, thank you for bringing this matter to the Premier's attention.

Yours sincerely

KATE DAVIES
EXECUTIVE OFFICER

For reply please quote: EP/RL - TF/14/23193 - DOC/14/199087

Mr Russell Balding AO
Chairman
Cabcharge Australia Limited
PO Box 700
PADDINGTON NSW 2021

Dear Mr Balding

I refer to your letter of 25 November 2014 to the Premier concerning the operation of Uber in Queensland.

A state election has been called for 31 January 2015 and the Government is now in a caretaker period. As a result, I am responding to your letter.

Taxi operators who do not meet the existing standards, like Uber, have been instructed to cease their operations until required standards are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 6 January 2015, DTMR has issued 203 penalty infringement notices, with a total value of \$261 102, to Uber drivers. Transport inspectors have spent 4309.75 hours investigating Uber, and DTMR plans to conduct a further 32 driver investigations as a result of this activity.

I trust this information is of assistance to you.

Yours sincerely

David Hourigan

Deputy Director-General

Page 2 of 2

Released under RTI - DPC

For reply please quote: EP/RL -- TF/14/21833 -- DOC/14/185803

Mr Bill Parker
General Manager
Yellow Cabs (Qld) Pty Ltd
7 Albion Street
WOOLOONGABBA QLD 4102

Dear Mr Parker

Thank you for your emails of 5, 7 and 11 November 2014 about Uber. I have been requested to reply to you on the Premier's behalf.

The Premier has noted the media articles and social media images you provided and appreciates your concerns in relation to the operation of Uber in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, this must not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all participants in the market.

Please let me assure you that dealing with Uber remains a priority for the Government. As you would be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 28 November 2014, DTMR issued 161 penalty infringement notices, with a total value of \$216 148, to Uber drivers. In the period between 30 July and 28 November 2014, transport inspectors spent 3089 hours investigating Uber. DTMR plans to conduct a further 30 driver investigations as a result of this activity.

I understand that you meet regularly with DTMR officers to discuss issues related to taxi services in Queensland, with a specific focus on regulation, compliance, and enforcement activities. If you require any further information, I encourage you to contact Mr Keith Boyer, Director (Passenger Transport Standards and Taxis), TransLink Division, DTMR on telephone (07) 3338 4192 or by email at keith.d.boyer@translink.com.au.

Again, thank you for bringing this matter to the Premier's attention and I hope this information is of assistance to you.

Yours sincerely

KATE DAVIES
EXECUTIVE OFFICER

Page 2 of 3

Released under RTI - DPC

For reply please quote: EP/RI - TT/14/19995 - DOC/14/162064

Mr Greg Collins
Managing Director
Complete Taxi Management
PO Box 86
VIRGINIA QLD 4014

Dear Mr Collins

Thank you for your letters of 9 and 16 October 2014 about Uber. I have been requested to reply to you on the Premier's behalf.

The Premier appreciates your concerns about the operation of Uber in Queensland and has also noted your views about the need for further action to be taken in relation to this matter.

The Queensland Government supports innovation in the delivery of public passenger services. However, this must not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all participants in the market.

Please let me assure you that dealing with Uber remains a priority for the Government. As you would be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 31 October 2014, DTMR had issued 90 penalty infringement notices, with a total value of \$124 293, to Uber drivers. In the period between 30 July and 31 October 2014, transport inspectors spent 2412 hours investigating Uber. DTMR plans to conduct a further 32 driver investigations as a result of this activity.

Again, thank you for bringing this matter to the Premier's attention and I hope this information is of assistance to you.

Yours sincerely

KATE DAVIES

EXECUTIVE OFFICER

Released under RTI - DPC

s.73 Member of the Public



Thank you for your emails of 30 September and 13 October 2014 about the operation of Uber in Queensland. I have been requested to reply to you on the Premier's behalf.

The Premier appreciates your concerns about Uber and has also noted your views about the need for further action to be taken in relation to this matter.

The Queensland Government supports innovation in the delivery of public passenger services. However, this must not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

Please let me assure you that dealing with Uber remains a priority for the Government. As you are aware, operators that do not currently meet the existing standards have been instructed to cease their operations until the standards are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

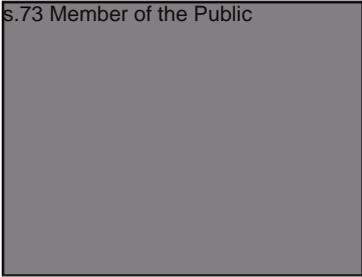
As of 30 September 2014, DTMR had issued 54 penalty infringement notices with a total value of \$77 853 to Uber drivers. In the period between 30 July and 14 October 2014, transport inspectors spent 1324 hours investigating Uber. DTMR plans to conduct a further 21 driver investigations as a result of this activity.

Again, thank you for bringing this matter to the Premier's attention and I hope this information is of assistance to you.

Yours sincerely

KATE DAVIES
EXECUTIVE OFFICER

s.73 Member of the Public

A large rectangular area of the document is redacted with a solid grey fill, obscuring the identity and contact information of the sender.

I refer to your letter of 3 December 2014 to the Premier concerning the operation of Uber in Queensland.

A state election has been called for 31 January 2015 and the Government is now in a caretaker period. As a result, I am responding to your email.

Taxi operators who do not meet the existing standards, like Uber, have been instructed to cease their operations until required standards are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 6 January 2015, DTMR has issued 203 penalty infringement notices, with a total value of \$261 102, to Uber drivers. Transport inspectors have spent 4309.75 hours investigating Uber and DTMR plans to conduct a further 32 driver investigations as a result of this activity.

I trust this information is of assistance.

Yours sincerely

David Hourigan

Deputy Director-General

Page 2 of 2

Released under RTI - DPC

For reply please quote: EP/RL - TF/14/22748 - DOC/14/199017

Mr Shane Holley
Managing Director
Cabs 2000 Pty Ltd
5/11 Judds Court
SLACKS CREEK QLD 4127

Dear Mr Holley

I refer to your letter of 20 November 2014 to the Premier concerning the regulation of Uber in Queensland.

A state election has been called for 31 January 2015 and the Government is now in a caretaker period. As a result, I am responding to your letter.

Taxi operators who do not meet the existing standards – like Uber – have been instructed to cease their operations until required standards are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 6 January 2015, DTMR has issued 203 penalty infringement notices, with a total value of \$261 102, to Uber drivers. Transport inspectors have spent 4309.75 hours investigating Uber and DTMR plans to conduct a further 32 driver investigations as a result of this activity.

I trust this information is of assistance to you.

Yours sincerely

David Hourigan

Deputy Director-General

Page 2 of 2

Released under RTI - DPC

Mr Brad Knowlson
Proprietor
Metropolitan Taxi Management
103A/49 Station Road
YEERONGPILLY QLD 4105

Dear Mr Knowlson

Thank you for your letter of 11 November 2014 about new entrants to the transport services market. I have been requested to reply to you on the Premier's behalf.

The Premier appreciates your concerns in relation to the operation of 'app' based transport services, like Uber, in Queensland and has also noted your views about the need for further action to be taken in relation to this matter.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, this must not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all participants in the market.

Please let me assure you that dealing with Uber remains a priority for the Government. As you would be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 28 November 2014, DTMR had issued 161 penalty infringement notices, with a total value of \$216 148, to Uber drivers. In the period between 30 July and 28 November 2014, transport inspectors spent 3089 hours investigating Uber. DTMR plans to conduct a further 30 driver investigations as a result of this activity.

With regard to the partnering arrangement between Uber and Virgin Australia, I understand that, as a result of community concerns raised with Virgin, the promotional period of the arrangement was shortened and this offer is no longer available.

Again, thank you for bringing this matter to the Premier's attention.

Yours sincerely

KATE DAVIES

EXECUTIVE OFFICER

Released under RTI - DPC

s.73 Member of the Public



Thank you for your emails of 5, 6 and 16 December 2014 about the regulation of Uber in Queensland. I have been requested to reply to you on the Premier's behalf.

Firstly, let me sincerely apologise for the response you received to your initial email. This response was clearly not sensitive to your concerns and this is completely unacceptable.

Please let me assure you that the Premier appreciates the concerns of legitimate taxi operators, like you, in relation to the unauthorised operation of Uber in Queensland. The Premier has also noted views about the need for further action to be taken in relation to this matter.

As you are aware, the Government has made it clear that Uber must meet the existing requirements that apply to all participants in the market. I can assure you that dealing with Uber remains a priority for the Government. As you know, operators who do not meet the existing standards have been instructed to cease their operations until they are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 12 December 2014, DTMR issued 173 penalty infringement notices, with a total value of \$231 628, to Uber drivers. In the period between 30 July and 12 December 2014, transport inspectors spent 3695.5 hours investigating Uber. DTMR plans to conduct a further 28 driver investigations as a result of this activity.

Again, thank you for bringing your concerns to the Premier's attention and I hope this information is of assistance to you.

Yours sincerely

KATE DAVIES
EXECUTIVE OFFICER

For reply please quote: EP/RL - TF/14/23235 - DOC/14/199119

Mr Bill Parker
General Manager
Yellow Cabs (Qld) Pty Ltd
7 Albion Street
WOOLLOONGABBA QLD 4102

Dear Mr Parker

I refer to your email of 26 November 2014 to the Premier concerning the taxation implications of Uber operating in Queensland.

A state election has been called for 31 January 2015 and the Government is now in a caretaker period. As a result, I am responding to your email.

I note your view that Uber's operations are resulting in a loss of taxation revenue. However, as you may be aware, the Goods and Services Tax (GST) falls within the responsibility of the Federal Government. I would, therefore, encourage you to bring your concerns to the attention of the Treasurer, the Honourable Joe Hockey MP, by email at j.hockey.mp@aph.gov.au or in writing to PO Box 6022, House of Representatives, Parliament House, Canberra ACT 2600.

The Department of Transport and Main Roads continues to investigate and take appropriate enforcement action against drivers operating in breach of the requirements that apply to all participants in the taxi market.

I trust this information is of assistance.

Yours sincerely

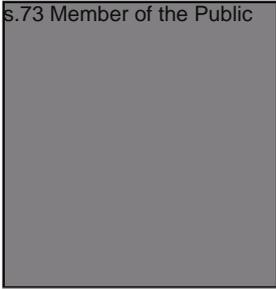
David Hourigan

Deputy Director-General

Page 2 of 2

Released under RTI - DPC

s.73 Member of the Public



Thank you for your email of 6 September 2014 about the Government's response to Uber. I have been requested to reply to you on the Premier's behalf.

The Premier appreciated your concerns in relation to the operation of Uber in Queensland and has also noted your views about the action taken by the Department of Transport and Main Roads (DTMR) in relation to this matter.

The Queensland Government supports innovation in the delivery of public passenger services. However, this must not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you are aware, operators that do not currently meet the existing standards have been instructed to cease their operations until they are met. DTMR is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements. I can assure you that dealing with Uber remains a priority for the Government. As of 30 September 2014, DTMR had issued 54 penalty infringement notices with a total value of \$77 853 to Uber drivers. In the period between 30 July and 14 October 2014, Transport

Inspectors spent 1324 hours of effort investigating Uber at a cost of around \$62 228. DTMR plans to conduct a further 21 driver investigations as a result of this activity.

If you require further information, I encourage you to contact Mr Keith Boyer, Director, Passenger Transport and Taxis, DTMR on telephone (07) 3338 4192.

Again, thank you for bringing you concerns to the Premier's attention and I hope this information is of assistance to you.

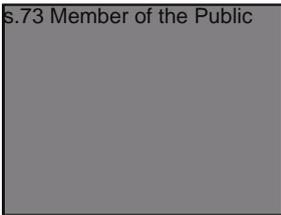
Yours sincerely

KATE DAVIES
EXECUTIVE OFFICER

Page 2 of 3

Released under RTI - DPC

s.73 Member of the Public



Thank you for your emails of 9 and 23 October 2014 about the Queensland taxi industry and Uber. I have been requested to reply to you on the Premier's behalf.

The Premier appreciates your concerns in relation to the operation of Uber in Queensland and has also noted your views about the need for further action to be taken in relation to this matter.

The Queensland Government supports innovation in the delivery of public passenger services. However, this must not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all participants in the market.

Please let me assure you that dealing with Uber remains a priority for the Government. As you would be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 31 October 2014, DTMR had issued 90 penalty infringement notices, with a total value of \$124 293, to Uber drivers. In the period between 30 July and 31 October 2014, transport inspectors spent 2412 hours investigating Uber. DTMR plans to conduct a further 32 driver investigations as a result of this activity.

B/C The Honourable the Minister for Transport and Main Roads.

**By direction. For your information.
Copy of inwards correspondence is attached.**

**KATE DAVIES
EXECUTIVE OFFICER**

DTMR are continuing to liaise with Uber on a range of issues, and your suggestion that they be given the opportunity to compete in the dispatch market may have merit. However, in order to compete in that area, Uber would need to agree to meet the legislative requirements that apply to the existing participants in the market.

I understand that you have also provided a copy of your correspondence to the Honourable Scott Emerson MP, Minister for Transport and Main Roads and can assure you that Minister Emerson is giving this matter his full consideration.

Again, thank you for bringing this matter to the Premier's attention and I hope this information is of assistance to you.

Yours sincerely

KATE DAVIES
EXECUTIVE OFFICER

Released under RTI - DPC

For reply please quote: EP/RL -- TF/14/23615 -- DOC/14/199807

Mrs Archana Singh
Honorary Consul of India
175A Swann Road
TARINGA QLD 4068

Dear Mrs Singh

I refer to your email of 5 December 2014 making representations on behalf of taxi operators concerned about the operation of Uber in Queensland.

A state election has been called for 31 January 2015 and the Government is now in a caretaker period. As a result, I am responding to your email.

Taxi operators who do not meet the existing standards, like Uber, have been instructed to cease their operations until required standards are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 6 January 2015, DTMR has issued 203 penalty infringement notices, with a total value of \$261 102, to Uber drivers. Transport inspectors have spent 4309.75 hours investigating Uber and DTMR plans to conduct a further 32 driver investigations as a result of this activity.

I trust this information is of assistance.

Yours sincerely

Released Under RTI - DPC

David Hourigan

Deputy Director-General

Page 2 of 2

Released under RTI - DPC

For reply please quote: EPG/CT - TF/14/21047 - DOC/14/180826

Ms Nia Cho
Taxi Council Queensland
PO Box 290
STONES CORNER QLD 4120

Dear Ms Cho

Thank you for your email of 21 October 2014 requesting a meeting to discuss unregulated/illegal ride-sharing apps on behalf of Mr Darryl Briaes, Taxi Council Queensland representative. I have been requested to reply to you on the Premier's behalf.

As this is a transport matter, the Premier has asked that the Minister for Transport and Main Roads, the Honourable Scott Emerson MP, meet with Mr Briaes. Minister Emerson's office will be in contact to arrange a suitable time.

Again, thank you for taking the time to write to the Premier.

Yours sincerely

MICHAEL PRAIN
DIRECTOR OF POLICY

B/C The Honourable the Minister for Transport and Main Roads.

**By direction. For your information and direct reply please.
Copy of inwards correspondence is attached.**

MICHAEL PRAIN
DIRECTOR OF POLICY

s.73 Member of the Public



Thank you for your email of 15 February 2015 regarding the operation of UberX in Queensland. I have been requested to reply to you on behalf of the Premier.

Firstly, the Premier appreciates your support and looks forward to tackling the many challenges this position brings. The Government will be focussed on job creation, listening to Queenslanders and acting on their concerns, while restoring integrity and accountability to government in Queensland.

On behalf of the Premier, I would like to thank you for sharing your views, highlighting the positive employment impacts arising from the operation of UberX in Queensland. The regulation of taxis and passenger vehicles is a complex issue and your views will help to inform the Government's position.

While the Government acknowledges that some members of the community, such as you, value Uber as an alternative to regular taxi services, it is important that all public passenger vehicle operators comply with the current regulatory requirements. These requirements are designed to protect passengers and have a safety focus. This means the Department of Transport and Main Roads will continue to take action against drivers that are not complying with the current regulations.

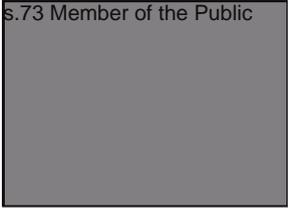
Again, thank you for bringing this matter to the Premier's attention.

Yours sincerely

PETER NIBBS
DIRECTOR OF POLICY

Released under EPP/RTI - DPC

s.73 Member of the Public



Thank you for your email of 23 February 2015 regarding the operation of UberX in Queensland. I have been requested to reply to you on behalf of the Premier.

Firstly, the Premier appreciates your support and looks forward to tackling the many challenges this position brings. The Government will be focussed on job creation, listening to Queenslanders and acting on their concerns, while restoring integrity and accountability to government in Queensland.

On behalf of the Premier, I would like to thank you for sharing your views, highlighting the issues arising from the operation of UberX in Queensland.

While the Government acknowledges that some members of the community value Uber as an alternative to regular taxi services, it is important that all public passenger vehicle operators comply with the current regulatory requirements. These requirements are designed to protect passengers and have a safety focus. This means the Department of Transport and Main Roads will continue to take action against drivers that are not complying with the current regulations.

Again, thank you for bringing this matter to the Premier's attention.

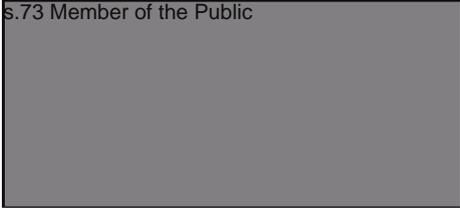
Yours sincerely

PETER NIBBS
DIRECTOR OF POLICY

Released under RTI-DPC

For reply please quote: ECU/DS – TF/15/3079 – DOC/15/41538

s.73 Member of the Public



Thank you for your email of 18 February 2015 regarding the operation of UberX in Queensland. I have been requested to reply to you on behalf of the Premier.

Firstly, the Premier appreciates your support and looks forward to tackling the many challenges this position brings. The Government will be focussed on job creation, listening to Queenslanders and acting on their concerns, while restoring integrity and accountability to government in Queensland.

On behalf of the Premier, I would like to thank you for sharing your views, highlighting the issues arising from the operation of UberX in Queensland.

While the Government acknowledges that some members of the community value Uber as an alternative to regular taxi services, it is important that all public passenger vehicle operators comply with the current regulatory requirements. These requirements are designed to protect passengers and have a safety focus. This means the Department of Transport and Main Roads will continue to take action against drivers that are not complying with the current regulations.

Again, thank you for bringing this matter to the Premier's attention.

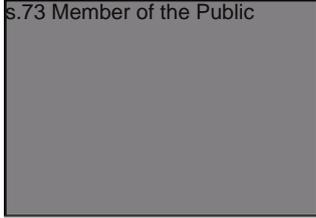
Yours sincerely

PETER NIBBS
DIRECTOR OF POLICY

Released under RTI-DPC

For reply please quote: FCU/ES – TF/15/3137 – DOC/15/41553

s.73 Member of the Public



Thank you for your email of 19 February 2015 regarding the operation of UberX in Queensland. I have been requested to reply to you on behalf of the Premier.

Firstly, the Premier appreciates your support and looks forward to tackling the many challenges this position brings. The Government will be focussed on job creation, listening to Queenslanders and acting on their concerns, while restoring integrity and accountability to government in Queensland.

On behalf of the Premier, I would like to thank you for sharing your views, highlighting the issues arising from the operation of UberX in Queensland.

While the Government acknowledges that some members of the community value Uber as an alternative to regular taxi services, it is important that all public passenger vehicle operators comply with the current regulatory requirements. These requirements are designed to protect passengers and have a safety focus. This means the Department of Transport and Main Roads will continue to take action against drivers that are not complying with the current regulations.

Again, thank you for bringing this matter to the Premier's attention.

Yours sincerely

PETER NIBBS
DIRECTOR OF POLICY

Released under RTI-DPC



Tim **Mulherin**

Labor for Queensland

telephone: 3844 8101 address: 16 Peel St South Brisbane Qld 4101
web: abetterwayforqld.com.au twitter: @timmulherinmp

Ref: C/15/7642

23 JAN 2015

Mr Brad Kitschke
Director of Public Policy (Oceania)
UBER
Email: brad.kitschke@uber.com

Dear Mr Kitschke,
Dear Mr Kitschke,

Thank you for your letter of 13 January 2015 regarding the operations of Uber in Queensland.

Labor believes that any entrants to the passenger transport market should comply with all applicable laws and regulations; our commitment to public safety is paramount in this respect. Where laws are being deliberately flouted, appropriate enforcement and penalties are necessary.

Labor has a strong record of working cooperatively with the industry to achieve better outcomes for everyone. A future Labor Government will seek to work with all participants in the industry to ensure that laws are upheld, competition is fair, and the needs and safety of customers are put first.

Yours sincerely

Tim Mulherin

Tim Mulherin MP
Deputy Leader of the Opposition

A better way for Queensland **Labor**

Queensland



Authorised A Chisholm 16 Peel Street South Brisbane Qld 4101 for the Australian Labor Party



Office of the Premier

For reply please quote: EP/RL – TF/14/1995 – DOC/14/162064

Executive Building
100 George Street Brisbane
PO Box 15185 City East
Queensland 4002 Australia
Telephone +61 7 3719 7000
Facsimile +61 7 3221 1809
Email ThePremier@premier.qld.gov.au
Website www.thepremier.qld.gov.au

Mr Greg Collins
Managing Director
Complete Taxi Management
PO Box 86
VIRGINIA QLD 4014

Dear Mr Collins

Thank you for your letters of 9 and 16 October 2014 about Uber. I have been requested to reply to you on the Premier's behalf.

The Premier appreciates your concerns about the operation of Uber in Queensland and has also noted your views about the need for further action to be taken in relation to this matter.

The Queensland Government supports innovation in the delivery of public passenger services. However, this must not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all participants in the market.

Please let me assure you that dealing with Uber remains a priority for the Government. As you would be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 30 September 2014, DTMR had issued 54 penalty infringement notices, with a total value of \$77 853, to Uber drivers. In the period between 30 July and 14 October 2014, transport inspectors spent 1324 hours investigating Uber. DTMR plans to conduct a further 21 driver investigations as a result of this activity.

Again, thank you for bringing this matter to the Premier's attention and I hope this information is of assistance to you.

Yours sincerely

KATE DAVIES
EXECUTIVE OFFICER

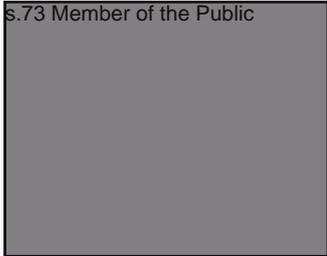
*Pls update
TMR
has more
recent
figures*



Office of the Premier

For reply please quote: EP/RL – TF/14/17916 – DOC/14/153081

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s.73 Member of the Public


*please include into
on man hours expended
on this issue by TMR
& costs.*

Thank you for your email of 6 September 2014 about the Government's response to Uber. I have been requested to reply to you on the Premier's behalf.

The Premier appreciated your concerns in relation to the operation of Uber in Queensland and has also noted your views about the action taken by the Department of Transport and Main Roads (TMR) in relation to this matter.

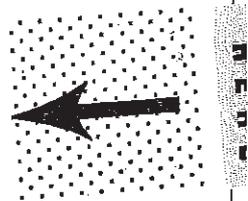
The Queensland Government supports innovation in the delivery of public passenger services. However, this must not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you are aware, operators that do not currently meet the existing standards have been instructed to cease their operations until they are met. TMR is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements. I can assure you that dealing with Uber remains a priority for the Government. As of 30 September 2014, TMR had issued 54 penalty infringement notices with a total value of \$77 853 to Uber drivers.

If you require further information, I encourage you to contact Mr Keith Boyer, Director, Passenger Transport and Taxis, TMR on telephone (07) 3338 4192.

Again, thank you for bringing your concerns to the Premier's attention and I hope this information is of assistance to you.

Yours sincerely



KATE DAVIES
EXECUTIVE OFFICER

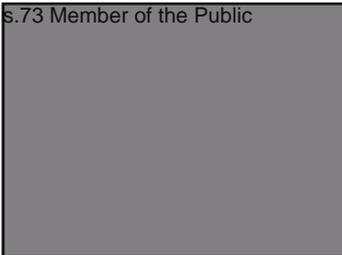


Office of the Premier

For reply please quote: EP/RL – TF/14/19949 – DOC/14/165245

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PO Box 15185 City East
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Telephone +61 7 3719 7000
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Email ThePremier@premier.qld.gov.au
Website www.thepremier.qld.gov.au

s.73 Member of the Public



Thank you for your emails of 9 and 23 October 2014 about the Queensland taxi industry and Uber. I have been requested to reply to you on the Premier's behalf.

The Premier appreciates your concerns in relation to the operation of Uber in Queensland and has also noted your views about the need for further action to be taken in relation to this matter.

The Queensland Government supports innovation in the delivery of public passenger services. However, this must not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all participants in the market.

Please let me assure you that dealing with Uber remains a priority for the Government. As you would be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 30 September 2014, DTMR had issued 54 penalty infringement notices, with a total value of \$77 853, to Uber drivers. In the period between 30 July and 14 October 2014, transport inspectors spent 1324 hours investigating Uber. DTMR plans to conduct a further 21 driver investigations as a result of this activity.

DTMR are continuing to liaise with Uber on a range of issues, and your suggestion that they be given the opportunity to compete in the dispatch market may have merit. However, in order to compete in that area, Uber would need to agree to meet the legislative requirements that apply to the existing participants in the market.

I understand that you have also provided a copy of your correspondence to the Honourable Scott Emerson MP, Minister for Transport and Main Roads and can assure you that Minister Emerson is giving this matter his full consideration.

act figures p.13

Lucas Clarke

From: s.73 Personal Information
Sent: Sunday, 9 November 2014 7:46 PM
Subject: FW: An open email to Queensland MPs from a concerned Taxi Owner.

From: [REDACTED]
Sent: Sunday, 9 November 2014 7:30 PM
To: 'Broadwater@parliament.qld.gov.au'; 'Mudgeeraba@parliament.qld.gov.au'; 'Burnett@parliament.qld.gov.au'; 'Ipswich@parliament.qld.gov.au'; 'Attorney@ministerial.qld.gov.au'; 'Albert@parliament.qld.gov.au'; 'Rockhampton@parliament.qld.gov.au'; 'Brisbane.Central@parliament.qld.gov.au'; 'Ipswich.West@parliament.qld.gov.au'; 'Whitsunday@parliament.qld.gov.au'; 'Thuringowa@parliament.qld.gov.au'; 'Coomera@parliament.qld.gov.au'; 'nrm@ministerial.qld.gov.au'; 'localgovernment@ministerial.qld.gov.au'; 'Gladstone@parliament.qld.gov.au'; 'Redcliffe@parliament.qld.gov.au'; 'Capalaba@parliament.qld.gov.au'; 'ccsds@ministerial.qld.gov.au'; 'police@ministerial.qld.gov.au'; 'nprsr@ministerial.qld.gov.au'; 'Bulimba@parliament.qld.gov.au'; 'Gaven@parliament.qld.gov.au'; 'Redlands@parliament.qld.gov.au'; 'Noosa@parliament.qld.gov.au'; 'Indooroopilly@parliament.qld.gov.au'; 'Moggill@parliament.qld.gov.au'; 'Pumicestone@parliament.qld.gov.au'; 'Nanango@parliament.qld.gov.au'; 'Gympie@parliament.qld.gov.au'; 'Springwood@parliament.qld.gov.au'; 'Morayfield@parliament.qld.gov.au'; 'Condamine@parliament.qld.gov.au'; 'Murrumba@parliament.qld.gov.au'; 'Burleigh@parliament.qld.gov.au'; 'Townsville@parliament.qld.gov.au'; 'Warrego@parliament.qld.gov.au'; 'Pine.Rivers@parliament.qld.gov.au'; 'Gregory@parliament.qld.gov.au'; 'Yeerongpilly@parliament.qld.gov.au'; 'Mount.Isa@parliament.qld.gov.au'; 'Greenslopes@parliament.qld.gov.au'; 'cook.thursday.is@parliament.qld.gov.au'; 'Cairns@parliament.qld.gov.au'; 'Dalrymple@parliament.qld.gov.au'; 'Beaudesert@parliament.qld.gov.au'; 'Education@ministerial.qld.gov.au'; 'Waterford@parliament.qld.gov.au'; 'Stafford@parliament.qld.gov.au'; 'Maryborough@parliament.qld.gov.au'; 'Mirani@parliament.qld.gov.au'; 'Everton@parliament.qld.gov.au'; 'Caloundra@parliament.qld.gov.au'; 'daff@ministerial.qld.gov.au'; 'Burdekin@parliament.qld.gov.au'; 'Sandgate@parliament.qld.gov.au'; 'Bundamba@parliament.qld.gov.au'; 'Chatsworth@parliament.qld.gov.au'; 'Southport@parliament.qld.gov.au'; 'Mackay@parliament.qld.gov.au'; 'Ashgrove@parliament.qld.gov.au'; 'Clayfield@parliament.qld.gov.au'; 'Treasurer@ministerial.qld.gov.au'; 'thepremier@premiers.qld.gov.au'; 'Stretton@parliament.qld.gov.au'; 'Inala@parliament.qld.gov.au'; 'Mulgrave@parliament.qld.gov.au'; 'environment@ministerial.qld.gov.au'; 'Logan@parliament.qld.gov.au'; 'Mount.Coot-tha@parliament.qld.gov.au'; 'Lockyer@parliament.qld.gov.au'; 'cleveland@parliament.qld.gov.au'; 'Kallangur@parliament.qld.gov.au'; 'Woodridge@parliament.qld.gov.au'; 'Callide@parliament.qld.gov.au'; 'Algerster@parliament.qld.gov.au'; 'Ferny.Grove@parliament.qld.gov.au'; 'speaker@parliament.qld.gov.au'; 'Mount.Ommaney@parliament.qld.gov.au'; 'Hervey.Bay@parliament.qld.gov.au'; 'Southern.Downs@parliament.qld.gov.au'; 'Health@ministerial.qld.gov.au'; 'TMR@ministerial.qld.gov.au'; 'Mermaid.Beach@parliament.qld.gov.au'; 'Sunnybank@parliament.qld.gov.au'; 'Currumbin@parliament.qld.gov.au'; 'Lytton@parliament.qld.gov.au'; 'South.Brisbane@parliament.qld.gov.au'; 'Barron.River@parliament.qld.gov.au'; 'Mansfield@parliament.qld.gov.au'; 'Toowoomba.North@parliament.qld.gov.au'; 'Nicklin@parliament.qld.gov.au'; 'Nudgee@parliament.qld.gov.au'; 'Keppel@parliament.qld.gov.au'
Cc: 'Bill Parker'; 'JTighe@blackandwhitecabs.com.au'; 'Greg Webb'; 'Qld Tport Keith Boyer (keith.boyer@translink.com.au)'; 'commissioner@police.qld.gov.au'; 'Q/Transport Gerida Schull (gerida.schull@translink.com.au)'; 'greg.w.smith@transport.qld.gov.au'; 'Qld T/Port Janine Girvan (janine.girvan@translink.com.au)'; 'Qld T/Port Simon Cook (simon.cook@translink.com.au)'; 'Qld transport Wayne McGovern (wkmcgov@tmr.qld.gov.au)'; 'Warren Darnill (warren.s.darnill@tmr.qld.gov.au)'; 'Bert Van Manen MP (bert.vanmanen.mp@aph.gov.au)'
Subject: An open email to Queensland MPs from a concerned Taxi Owner.

To the above Recipients,

I am writing to all Queensland MPs because I am a taxi licence owner and am concerned about your collective inaction on Uber. I am also being told that a fair proportion of you don't know anything about Uber or its interaction with the taxi industry. So, hopefully this email may enlighten you. If I have incorrectly noted something, I am certain someone will let me know.

Uber is a ride sharing application allowing you, a member of the public to be picked up by another member of the public in their private vehicle and to be driven to a destination. Uber says it is a technology company or as their site says – they are “a request tool not a transportation carrier” – this is an important qualification . To use Uber, you download the App to your cell phone, request a ride through it, input your credit card details for the prepayment of the ride and wait to be picked up. Uber will take 20% of the fare and the driver will get 80% of the fare. Ubers’ website suggests that its’ 20% goes directly offshore to a tax haven. The drivers’ 80% is a different matter – I would suggest that it may not be declared to the ATO for payment of GST and tax. The Uber fare can vary - lower than a taxi fare in off-peak periods while many times that during peak periods or as Uber call it “surge pricing”.

To be a Uber driver you need to sign up with them and have a vehicle less than nine years old. They say they vet their drivers – this is their public safety statement. So, if I want to drive for Uber and have a penchant for making money – I buy an ex-taxi which will be a Toyota Prius, have approximately 450,000 kms on it, be six years old and cost me \$4,500 which includes up to six months registration – I may get comprehensive insurance for say, another \$600. In Queensland, taxis can only be a taxi for six years from the “built date” therefore this ex-taxi can be used for another three years by the Uber driver. So there we go, pretty simple. No regulations, no vehicle checks, no one to answer to, no safety requirements, no tax, now this is a great business. Did I say they only work the peak periods, can’t pick up the disabled, and no, the slower nights just aren’t their thing either. You’re in an outlying suburb – sorry, they don’t do that. You’ll have to ring a cab. What’s that you say – they don’t exist anymore.

The Insurance Council has suggested that insurances on Uber vehicles could be in contention if they were deemed to be acting in an illegal capacity. Refer here:

<http://audioboom.com/boos/2609691-campbell-fuller-looks-at-uber-s-insurance>

But, I am a taxi owner so I have to follow the legislation that you – or more importantly your government enforces upon me. I have just replaced a taxi – it reached its’ six year life. As noted above the old one will be sold for \$4,500 and quite probably to a Uber driver – why? Because the economy is not good and I can’t pick and choose who buys it – I need to sell it. I have replaced it with a June 2011 Prius – it is 3 years and 5 months old and will run for another 2 years and 7 months to meet the six year criteria. The costs associated with this are:

- 1) The vehicle cost me \$20,500.
- 2) I have to paint it because the rules say I have to be with a taxi company so I paint it yellow and black for \$1,045. (no hints here)
- 3) I have to decal it for \$500 (ie the stick-on transfers) to identify the taxi company I am with. Have you guessed who?
- 4) I install the meter, radio, GPS, Dispatch Gear, EFTPOS machine, cameras etc for another \$1,600 approx.
- 5) I have to buy Braille letters for each door handle so the blind can identify the cab number, another \$75.
- 6) Registration is \$6,981.80/annum including the \$6,624.80 CTP insurance for passenger personal injury as I am a commercial business.
- 7) I also pay \$4,800/annum in comprehensive insurance for the vehicle again inflated because I am a business.
- 8) I then pay \$9,500/annum in fees to the taxi company to provide me with work.
- 9) The vehicle has to be mechanically inspected by the Transport Department every six months to ensure the safety of the public, another \$150 and time off the road.
- 10) I pay \$370/annum/car for rank supervision to keep the drunks safe. The hotels can’t but I can.
- 11) I have to pay annual licence renewal fees and operator accreditation fees of around \$300 per annum.

I have also suffered GST and tax audits by the ATO because taxi operators are a shifty lot and can’t be trusted. I have had Queensland Transport audit my operation to ensure I don’t steal/sell the lost property, maintain a maintenance register of each car, abide by driver fatigue rules, ensure that my driver visa limits aren’t exceeded, ensure that my drivers haven’t lost their driver authorisations or been convicted of any criminal offences. I have to pay “compulsory membership fees” to a Taxi Council that I think is useless. The list goes on. This is all my

responsibility – due to the usual all care and no responsibility adopted by government departments. We have to provide a service seven days a week. We pick up the school kids, the aged, the infirm, the disabled. We pick them all up at the oddest of hours. Got the picture?

So, I pay close to \$46,000 of cold hard cash (or \$32,000 fixed costs per annum taking into account vehicle depreciation). I have not included the capital costs of the meter, radio, MTDData dispatch gear, hail light, spotlights, EFTPOS etc – or the upkeep of the camera gear to keep the public safe. Did I mention that we had to recently install new meters to overcome a loophole to ensure the public can't be "fleeced" by drivers – at a cost of \$500 per vehicle. I also won't mention that the feds wiped out the accelerated depreciation and instant write-off rules.

Anyway, when you place a call for a taxi and it arrives and takes you to your destination – your ride is fully traceable, the phone number used is recorded, as is your pick-up location and drop off point, the precise route your driver drove is also downloadable, the speed he was driving also, and you are on camera (all personally protected and only accessible by the police) – the whole episode is recorded for your safety and peace of mind should you leave something behind in the taxi or have a problem with the driver.

In one fell swoop Uber has wiped out and disregarded all this legislation that we as an industry have to abide by – and still do. Thanks to Keith Boyer, I am told that Uber has had two "cease and desist" orders placed on them since May, followed by a token effort by the Transport Department to fine them. We as an industry receive an avalanche of fines by the police and the Brisbane City Council every week – Uber doesn't. We pay large sums in GST, Tax, Stamp Duty and provide a safe and efficient service to the community at large. I can't see Uber doing this.

Everyone has a taxi horror story, either true or made up to suit the occasion. We also have horror stories in relation to the public, whether they be footballers, politicians, barristers or labourers. You have your story - we can fill a book. Yes, we have to abide by the flack a drunk generates the following day because he was either refused by a taxi, threw up in a taxi, kicked in a panel on a taxi or was too drunk to remember he rang two taxi companies thus stopping one from picking up either you or your wife. (An aside - This double calling is a common practice – Ubers prepayment stops this.) We actually do a good job – we have to contend with the legislative requirements, the public, the police, our drivers and our own lives – this industry is not easy – every time I hear taxis being mentioned on the news I cringe. I think we cope quite well but bear the brunt of things we shouldn't.

Uber is operating illegally in Queensland – it is flagrantly disregarding all legislation and you the government are doing nothing about it. This inaction is creating a real smell to it. There are a lot of rumours as to why this is happening – **maybe some of you should ask questions.** Your government is not enforcing its' legislation and it is damaging our industry. Tell the Premier and the Transport Minister to fix the problem and shut down Uber – the legislation is in place. We have a large proportion of the registration numbers of the Uber vehicles and can easily identify them – let us show you.

There are approximately 3,000 taxi licences in Queensland (2,000 in Brisbane)- not a great lot of votes? 3,000 taxis times 14 shifts per week times 20 passengers per shift means 840,000 passengers per week. If we take into account a utilisation factor and drop that to 500,000 passengers per week – I suspect people could be given a message – maybe vote labor to stop asset sales, maybe vote labor to reduce electricity costs. But I suspect, we may not be able to do that because of some legislation. What do you think?

I was told the value of the taxi industry is two billion dollars – if true that would be a suitable preliminary figure for a class action – once it is confirmed as a loss. The reason being the governments inaction on enforcing its legislation thereby destroying an industry and the value associated with it. These are my thoughts – I could be right or I could be wrong – but it bears thinking about.

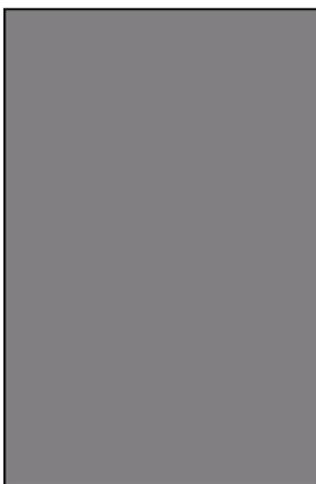
The Transport Department hierarchy knows very little about the taxi industry – they continually engage consultants who know a lot less to make recommendations that they don't understand. If you want to find out more – talk to the operators – ones who actually own and operate licences "with some skin in the game". Or if you don't trust us talk to the operational level within Transport – they exist below the boffin level - the ones that actually know what is happening.

Lastly, if all else fails, have a talk to Bill Parker at Yellow's (3391 5955) - he is the GM - he has been the unofficial patron and guardian of the taxi industry in Queensland for a very long time. He is "forthright and honest" and will tell you "like it is". A tour of the radio room on a Friday or Saturday night followed by a late night tour of "the valley" with John Wilson will provide an eye opener as well.

The cab companies and the police have had a very good relationship for a very long time - I am told they may be the ones that will solve this little problem - so leave them alone. I also believe that we need some regulation as there are good and bad operators amongst us.

Me, I am a s.73 Personal Information who wound up in the taxi industry - I am also at an age where I don't have to suffer fools or play politics - I would be interested in **your** replies - but they have to be **your** replies - I don't want the standard rubbish that you tend to generate **AND** I want some **action**.

Kind Regards,



It's Ok Anastacia - I don't think I will be a member for much longer.

Released under RTI - DPC



This email is free from viruses and malware because avast! Antivirus protection is active.

Lucas Clarke

From: s.73 Personal Information
Sent: Monday, 8 December 2014 4:43 PM
Subject: Why your should support Uber and their drivers

Importance: High

Honourable Campbell Newman

I am seeking your support on behalf of my fellow Uber drivers and the Uber private driver system.

I am an almost 62 year old former [redacted] I was faced, at the time with almost no chance of securing another position in the IT sector in Brisbane. Uber has provided me with the means to earn an income without burdening the social security system and to work when and as often as I wish.

I am now in my fourth week as a Uber driver and am thoroughly enjoying the opportunity to professionally drive Uber clients to their destinations in a safe manner. Direct feedback from the clients riding in my car (especially the female clients) is that they all feel far safer in a Uber vehicle than a regular taxi, also enjoying the professional service as well as the competitive fares.

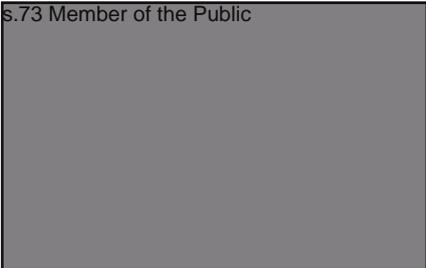
As a constituent of your Ashgrove electorate I seek your support for the Uber drivers. Especially in the face of the blatantly erroneous claims; made about the safety of the Uber system by the taxi industry and associated entities with vested interests in maintaining their decades of monopoly and poor customer service.

Regards



Released under RIPA/OPIC

s.73 Member of the Public



Thank you for your letter of 8 December 2014 concerning Uber's ride-share service. I have been requested to reply to you on behalf of the Office of the Premier.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period. As such, I have forwarded a copy of your correspondence to the Director-General, Department of Transport and Main Roads for consideration.

As the Department of Transport and Main Roads is responsible for this matter, that department has been requested to reply to you as required.

Yours sincerely

J Hatton

Acting Director

Executive Correspondence

B/C **Director-General**

Released under RTI - DPC

Department of Transport and Main Roads.

For your consideration and reply as required please.

Copy of inwards correspondence is attached.

J Hatton

Acting Director

Executive Correspondence

Page 2 of 2

Released under RTI - DPC

For reply please quote: MC/ES – TF/14/24553 – DOC/15/14195

s.73 Member of the Public



Thank you for your email of 16 December 2014 concerning the legislation governing the Uber ride-share service. I have been requested to reply to you on behalf of the Office of the Premier.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period. As such, I have forwarded a copy of your correspondence to the Director-General, Department of Transport and Main Roads for consideration.

As the Department of Transport and Main Roads is responsible for this matter, that department has been requested to reply to you as required.

Yours sincerely

J Hatton

Acting Director

Executive Correspondence

B/C Director-General

Released under RTI - DPC

Department of Transport and Main Roads.

For your consideration and reply as required please.

Copy of inwards correspondence is attached.

J Hatton

Acting Director

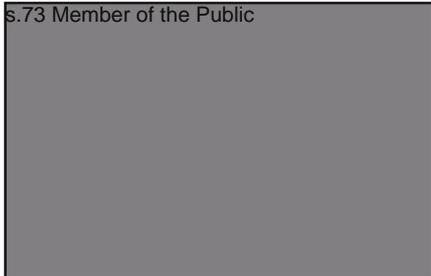
Executive Correspondence

Page 2 of 2

Released under RTI - DPC

For reply please quote: MC/ES – TF/14/24664 – DOC/15/5633

s.73 Member of the Public



Thank you for your emails of 4 and 16 December 2014 concerning the regulatory requirements for Uber drivers. I have been requested to reply to you on behalf of the Office of the Premier.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period. As such, I have forwarded a copy of your emails to the Director-General, Department of Transport and Main Roads for consideration.

As the Department of Transport and Main Roads is responsible for this matter, that department has been requested to reply to you if required.

Yours sincerely

J Hatton

Acting Director

Executive Correspondence

Released under RTI - DPC

B/C Director-General

Department of Transport and Main Roads.

For your consideration and direct reply if required please.

Copy of inwards correspondence is attached.

J Hatton

Acting Director

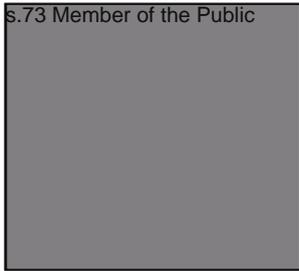
Executive Correspondence

Page 2 of 2

Released under RTI - DPC

For reply please quote: MC/ES – TF/14/25037 – DOC/15/14156

s.73 Member of the Public



Thank you for your letter of 12 November 2014 concerning Uber's ride-share service. I have been requested to reply to you on behalf of the Office of the Premier.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period. As such, I have forwarded a copy of your correspondence to the Director-General, Department of Transport and Main Roads for consideration.

As the Department of Transport and Main Roads is responsible for this matter, that department has been requested to reply to you as required.

Yours sincerely

J Hatton

Acting Director

Executive Correspondence

B/C

Director-General

Released under RTI - DPC

Department of Transport and Main Roads.

For your consideration and reply as required please.

Copy of inwards correspondence is attached.

J Hatton

Acting Director

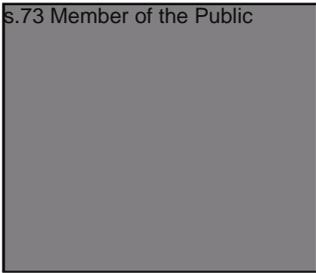
Executive Correspondence

Page 2 of 2

Released under RTI - DPC

For reply please quote: MC/ES – TF/15/450 – DOC/15/14184

s.73 Member of the Public



Thank you for your email of 8 January 2015 concerning Uber's ride-share service. I have been requested to reply to you on behalf of the Office of the Premier.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period. As such, I have forwarded a copy of your correspondence to the Director-General, Department of Transport and Main Roads for consideration.

As the Department of Transport and Main Roads is responsible for this matter, that department has been requested to reply to you as required.

Yours sincerely

J Hatton

Acting Director

Executive Correspondence

B/C

Director-General

Released under RTI - DPC

Department of Transport and Main Roads.

For your consideration and reply as required please.

Copy of inwards correspondence is attached.

J Hatton

Acting Director

Executive Correspondence

Released under RTI - DPC

For reply please quote: MC/ES – TF/15/121 – DOC/15/14352

s.73 Member of the Public



Thank you for your emails of 19 December 2014 and 9 January 2015 concerning Uber's ride-share service. I have been requested to reply to you on behalf of the Office of the Premier.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period. As such, I have forwarded a copy of your correspondence to the Director-General, Department of Transport and Main Roads for consideration.

As the Department of Transport and Main Roads is responsible for this matter, that department has been requested to reply to you as required.

Yours sincerely

J Hatton

Acting Director

Executive Correspondence

B/C

Director-General

Released under RTI - DPC

Department of Transport and Main Roads.

For your consideration and reply as required please.

Copy of inwards correspondence is attached.

J Hatton

Acting Director

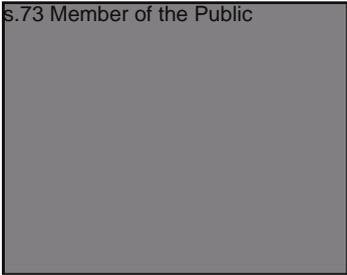
Executive Correspondence

Page 2 of 2

Released under RTI - DPC

For reply please quote: MC/ES – TF/14/24228 – DOC/15/14351

s.73 Member of the Public



Thank you for your email of 12 December 2014 concerning Uber's ride-share service. I have been requested to reply to you on behalf of the Office of the Premier.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period. As such, I have forwarded a copy of your correspondence to the Director-General, Department of Transport and Main Roads for consideration.

As the Department of Transport and Main Roads is responsible for this matter, that department has been requested to reply to you as required.

Yours sincerely

J Hatton

Acting Director

Executive Correspondence

B/C

Director-General

Released under RTI - DPC

Department of Transport and Main Roads.

For your consideration and reply as required please.

Copy of inwards correspondence is attached.

J Hatton

Acting Director

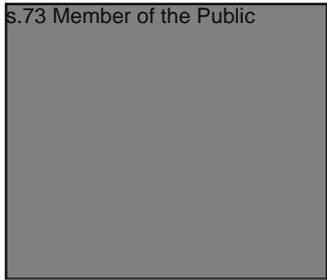
Executive Correspondence

Page 2 of 2

Released under RTI - DPC

For reply please quote: MC/ES – TF/15/838 – DOC/15/14212

s.73 Member of the Public



Thank you for your email of 13 January 2015 concerning Uber's ride-share service. I have been requested to reply to you on behalf of the Office of the Premier.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period. As such, I have forwarded a copy of your correspondence to the Director-General, Department of Transport and Main Roads for consideration.

As the Department of Transport and Main Roads is responsible for this matter, that department has been requested to reply to you as required.

Yours sincerely

J Hatton

Acting Director

Executive Correspondence

B/C **Director-General**

Released under RTI - DPC

Department of Transport and Main Roads.

For your consideration and reply as required please.

Copy of inwards correspondence is attached.

J Hatton

Acting Director

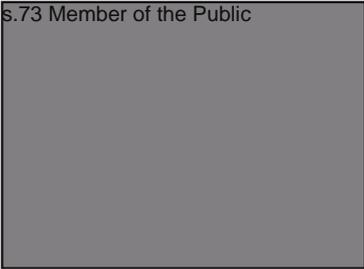
Executive Correspondence

Page 2 of 2

Released under RTI - DPC

For reply please quote: MC/ES -- TF/15/1098 -- DOC/15/15068

s.73 Member of the Public



Thank you for your email of 16 January 2015 concerning Uber's ride-share service. I have been requested to reply to you on behalf of the Office of the Premier.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period. As such, I have forwarded a copy of your correspondence to the Director-General, Department of Transport and Main Roads for consideration.

As the Department of Transport and Main Roads is responsible for this matter, that department has been requested to reply to you as required.

Yours sincerely

J Hatton

Acting Director

Executive Correspondence

B/C **Director-General**

Released under RTI - DPC

Department of Transport and Main Roads.

For your consideration and reply as required please.

Copy of inwards correspondence is attached.

J Hatton

Acting Director

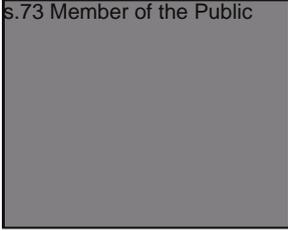
Executive Correspondence

Page 2 of 2

Released under RTI - DPC

For reply please quote: MC/ES – TF/14/23887 – DOC/15/2314

s.73 Member of the Public



Thank you for your email of 5 December 2014 concerning Uber's ride share service.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period. As such, I have forwarded a copy of your email to the Director-General, Department of Transport and Main Roads for consideration.

As the Department of Transport and Main Roads is responsible for this matter, that department has been requested to reply directly to you.

Yours sincerely

J Hatton

Acting Director

Executive Correspondence

B/C **Director-General**

Released under RTI - DPC

Department of Transport and Main Roads

For your consideration and direct reply please.

Copy of inwards correspondence is attached.

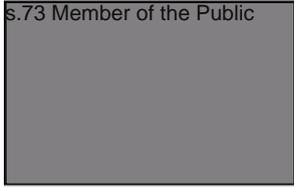
J Hatton

Acting Director

Executive Correspondence

Released under RTI - DPC

s.73 Member of the Public



Thank you for your email of 12 December 2014 concerning Uber. I have been requested to reply to you on behalf of the Office of the Premier.

As you are aware, a state election will be held in Queensland on 31 January 2015.

Successive Queensland Governments have accepted that special administrative arrangements apply in the period immediately before an election.

By convention, the Government assumes a caretaker role from the time that an election is called. As such it is not possible, at this time, for the Government to reply to your correspondence.

Should this be an issue you wish to raise once the result of the election is known, then I would encourage you to correspond with the Premier at that time.

Yours sincerely

Jan Hatton
Acting Director
Executive Correspondence

Released under RTI - DPC

Lucas Clarke

From: noreply@premiers.qld.gov.au
Sent: Wednesday, 18 February 2015 4:37 PM
Subject: Uber
Attachments: uber.jpg

Importance: High

Hello,

Thank you for your email to the Honourable Anastacia Palaszczuk MP, Premier of Queensland. The Premier appreciates the time you have taken to contact her with your comments. As the Premier receives a large amount of correspondence, a response will be provided, if appropriate, in due course.

Subject:Uber

Title:	s.73 Personal Information
First Name:	
Family Name:	

Email:	
Phone:	
Address:	
Town:	
State:	
Postcode:	

Comment:

Dear Premier

Congratulations on your recent victory in the Queensland election.

My immediate concern is the future of the Taxi industry in this State.

The shadowy group Uber is now proclaiming that they are hopeful they can persuade your government to deregulate the industry.

To quote Uber's Brisbane general manager from a story in today's Courier Mail (attached):-

"... Uber was focussed on building its Brisbane and Gold Coast markets and conquering legislative hurdles... Uber had made positive strides with the previous LNP government towards deregulation, but hoped the new Labour Cabinet would help give it a leg-up in the market". End of quote.

That idea seems to be the anthesis of good governance. This industry, by its nature, needs be regulated in order to insure the safety of the travelling public.

In this matter, it seems that the previous government thought that 'regulation' simply meant 'red-tape', and could be dispensed with at will - along with the regulators.

Taxi licenses are quite expensive. I purchased mine with the hope of becoming a self-funded retiree, instead of a burden on the tax payer in later years. I pay on-going license fees to the Queensland government, income-tax to the Federal government as well as providing safety devices in the cab itself. Uber does not contribute any of this.

I lease my license to Yellow Cabs who handle the monitoring of drivers and so on.

Uber drivers are reported to have sought out regular travellers who then become their private clients in an unregulated 'extended family business'. This results in casual transfers of money. No special licence fees are paid, and even Uber misses out. Female passengers run considerable personal risk since there is no surveillance of these operations.

On balance, I believe the taxi industry has performed its functions very well over many decades, and deserves your support.

This message follows on from my previous message of 23 January.

Sincerely

s.73 Personal Information

Released under RTI - DPC

Uber plans to expand into north

RIDE-SHARING app Uber has flagged plans to move into major tourist hot spots, despite ongoing legislative roadblocks.

Uber let slip it has been eyeing off major tourist hubs in regional Queensland, such as Cairns and Townsville, as it looks to expand its reach.

Uber Brisbane general manager Mike Abbott said: "We want Uber to be available to everybody everywhere. Up north is certainly a possibility. Those centres have a lot of tourism and now that Uber is in over 250 cities around the world, tourists who use it overseas expect to step off the plane, press a button and get a car when they travel too."

But he stressed that while expansion was on the cards, Uber was focused on building its Brisbane and Gold Coast markets and conquering legislative hurdles.

He said Uber had made positive strides with the previous LNP government towards deregulation, but hoped the new Labor Cabinet would help give it a leg-up in the market.

Released under RTI - DPC

Lucas Clarke

From: Shane Holley <shane@cabs2000.com>
Sent: Thursday, 20 November 2014 9:50 AM
Subject: Government action required against rideshare Apps
Attachments: Hon Campbell Newman 001.jpg; Hon Campbell Newman 002.jpg

The Hon Campbell Newman

Thank you for taking the time to read my attached letter. I await your response.

Kind Regards
Shane Holley
Managing Director



3/11 Judds Court, Slacks Creek Q 4127
Ph:(07) 3808 2559 F:(07) 3808 2554



5/11 Judds Court, Slacks Creek Q 4127
Ph:(07) 3808 6555 F:(07) 3808 2554

Released under RTI - DPC



11 Judds Court Slacks Creek QLD 4127 Ph: (07) 3808 2559 Fax: (07) 3808 2554 E: admin@cabs2000.com ACN:153 441 759

20th November 2014

Hon Campbell Newman
Queensland Premier
PO Box 15185
CITY EAST QLD 4002

Dear Mr Newman

My name is Shane Holley and I am writing to express my concern that illegal ridesharing apps are ignoring the Government's regulations and directions at the expense of public safety. I would like to ask for your public support to ensure existing Taxi Industry regulations continue to be upheld and that rideshare apps are forced to comply.

In making the request I believe that I should provide a little of my story.

s.73 Personal Information

I am part of one of the greatest Taxi services in the world, The Queensland Taxi Industry. Queensland's Taxi Industry both the Private and Government Sectors work tirelessly through a well regulated and meticulously planned system to offer the public the most efficient, safest and effective service possible. Being in a Government regulated system has its challenges but has its upsides as well. It is the positives we take from the regulation that makes our industry the safest it has ever been and continues to be as we look forward to implementing the voice recording to the already existing security cameras each Taxi is required to have. A security camera system in every taxi, as well as just recently the automation of taxi meters, elevates this Industry to the most tech savvy, customer focussed and utmost, the safest Queensland's Taxis have ever been. We owe this to a proactive and well regulated Industry that has its main focus on passenger comfort and safety ahead of profits. I work, as well as everyone else in the Industry, to uphold the rules and regulations before me to help create and be a part of one of the greatest Taxi Industries in the world and we owe this to the relationship that has evolved between the Industry and Government over the years.

The problem is I now have to compete on a business level with an unscrupulous entity that has no regulation, has no customer safety, has no driver safety, has no accountability and has no legal right to steal from the public and myself plus the thousands of others within our industry. I am bound by

regulation and therefore all the financial responsibilities associated with Licencing, vehicle maintenance, security systems (purchasing and maintenance), CTP, insurance and the list goes on. The bottom line is I cannot compete with an entity that is not playing the game by the same set of rules as I am. UBER, have walked into our State and despite a cease and desist letter from the Government have continued to operate, but disappointingly have continued to grow. I am aware the Government has been issuing fines to UBER drivers and this has been a steady means of punishment, although it hasn't, as we all know UBER are paying the fines and there is no deterrent for the drivers to cease driving for them and why would they, when UBER promises such high returns to them. Again, I cannot compete as I have the numerous overheads associated with operating taxis in Queensland and I do not have a billion dollar backing to walk around doing whatever I feel like. How can I compete with UBER when their business model is to undercut the current market, by ignoring existing regulations, improperly insuring vehicles and shirking any ethical obligations they have to the community.

I am pleading for the Government to act more quickly and decisively to bring these illegal rodents to justice. If they are not willing to play on the same level playing field as the rest of us, the Government must act with harsher penalties and new legislation to ensure our great industry, the one that has bred many success stories and has serviced the greater communities in the best way possible, will continue to grow and become the best Taxi Industry in the world. UBER is illegal, unfair and an example of greedy corporations having complete disregard for humanity or the laws with which we all exist, to focus solely on making a larger profit for themselves. They must be stopped or I am afraid it will be the demise of everything I have worked so hard for and the many before me have worked so hard for.

I am a Taxi Fleet Operator and I am one of your constituents. This will influence my vote at the upcoming election. I think it is important to support candidates that are advocating for local small business as well as safety within the community. Existing regulations must apply to ALL. Including rideshare apps.

I urge you to raise this issue in Parliament and with your Colleagues as a matter of public importance. Your attention to this issue would be greatly appreciated and I look forward to hearing from you.

Yours sincerely,

s.73 Personal Information

Shane Holley
Managing Director
Cabs 2000 Pty Ltd

Lucas Clarke

From: Louise Newman <Louise@metrotaxis.biz>
Sent: Tuesday, 11 November 2014 2:09 PM
Subject: Taxi Industry Disruption
Attachments: CCE11112014.pdf

Dear Premier

We attach correspondence from our office regarding the above.

Could you please confirm receipt.

Regards

Louise Newman
Metropolitan Taxi Management
Ph. 3892 3100 Fax: 3892 5080
Email: Louise@metrotaxis.biz
103A/49 Station Rd, Yeerongpilly 4105



Released under RTI - DPC

Metropolitan Taxi Management

B & M Knowlson Pty Ltd
ABN: 76 002 087 881

Professionals in Taxi Leasing and Management

11 November 2014

The Honorable Campbell Newman MP
Premier of Queensland

By Email: thepremier@premiers.qld.gov.au

Dear Premier

Taxi Industry Disruption

We refer to the recent disruption in the taxi industry, with the addition of new entrants to the market, specifically transport services provided through smart phone applications "Apps".

We are concerned that these App based transport services are illegal, and as such are compromising the safety of our passengers and drivers as well as reducing state and federal government revenue.

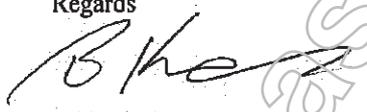
We understand the government have issued a "cease and desist" order to Uber, and as yet they have not complied with the order. Just this week, Uber are partnering with Virgin Australia to offer Uber rides to Virgin Australia passengers. Both Uber and Virgin Australia are citing that Uber are working with State Government to become accredited, and deceiving the public into thinking they are legally able to operate.

We urge the government to show a sign of support for the existing legislation, the operators who abide by this legislation, and the governments commitment to uphold the laws of this state.

Our great city of Brisbane is about to be on the world stage with the G20 summit, this weekend. Currently, we are showing the world (and your constituents) that Brisbane is a city where laws are regularly flouted by rogue operators. Not the world class city that we know Brisbane is, where laws are upheld, and passengers (be they visitors or local residents) have access to a safe, legal method of transport.

I welcome your thoughts and action on this matter.

Regards



Brad Knowlson
Proprietor
B&M Knowlson Pty Ltd
T/a Metropolitan Taxi Management

CC: The Honorable Scott Emerson MP
Minister for Transport
By Email: TMR@ministerial.qld.gov.au

CC: Ms Jackie Trad MP
Shadow Minister for Transport and Main Roads
Via email: South.Brisbane@parliament.qld.gov.au

Metropolitan Taxi Management
ABN: 76 002 087 881
103A/49 Station Road Yeerongpilly 4105
Phone: 07 3892 3100 Fax: 07 3892 5080

Lucas Clarke

From: Premier <premier@ministerial.qld.gov.au>
Sent: Thursday, 27 November 2014 10:53 AM
Subject: FW: uber

Can we please register this one as not supporting Uber.

-----Original Message-----

From: [REDACTED] s.73 Member of the Public
Sent: Wednesday, 26 November 2014 8:12 PM
To: Premier
Subject: uber

Uber has a cease and desist order, but still operate with undue regard for the law.
Please follow thru and make an example of them when you have a disregard for the law in Queensland.

[REDACTED]
This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.

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Please consider the environment before printing this email.

Released under RTI / DPC

Pages 74 through 80 redacted for the following reasons:

Access Deferred

Released under RTI - DPC

Lucas Clarke

From: s.73 Member of the Public
Sent: Monday, 15 December 2014 12:36 PM
Subject: Uber.

Dear Minister,
Uber crisis surcharge for Sydney hostage drama \$100. What a wonderful company you are supporting, so community spirited. Don't get in the way of Uber and a dollar, you will be trampled in the rush.
Kind Regards,
[REDACTED]

Released under RTI - DPC

Lucas Clarke

From: James Burgess <James.Burgess@ministerial.qld.gov.au>
Sent: Monday, 8 September 2014 5:05 PM
Subject: FW: Uber and the Governments' Response - From A Taxi Industry Participant.

From: Ashgrove Electorate Office [mailto:ashgrove@parliament.qld.gov.au]
Sent: Monday, 8 September 2014 9:21 AM
To: Premier
Subject: FW: Uber and the Governments' Response - From A Taxi Industry Participant.

From: [REDACTED] s.73 Personal Information
Sent: Saturday, 6 September 2014 3:29 PM
To: Ashgrove Electorate Office
Subject: FW: Uber and the Governments' Response - From A Taxi Industry Participant.

Campbell,

I have sent the attached to the Assistant Minister for Transport and Main Roads expressing my disdain at his less than adequate performance.

Regards,

From: [REDACTED]
Sent: Saturday, 6 September 2014 1:06 PM
To: 'Steve.Minnikin@ministerial.qld.gov.au'; 'premier@premiers.qld.gov.au';
'TransportandMainRoads@ministerial.qld.gov.au'; 'director-general@tmr.qld.gov.au'
Cc: 'Bill Parker'; 'JTighe@blackandwhitecabs.com.au'; 'Redlands Electorate Office'; 'Laming, Andrew (MP)';
'Capalaba@parliament.qld.gov.au'; 'Greg Webb'
Subject: Uber and the Governments' Response - From A Taxi Industry Participant.

Written on Saturday 6th September, 2014.

This email is directed to

Mr. Steve Minnikin
Assistant Minister handling the Uber Debacle.
Unit 1, Millennium Business Centre
Millennium Bvd
CARINDALE QLD 4152

Dear Steve,

My name is [REDACTED] -- I wrote to you some time ago about your apparent inaction toward Uber, the ride sharing application. At that point the media was saying you had issued three fines to Uber drivers – in what could only be considered a token effort after your failed “cease and desist” order. I now believe that you may have issued thirty fines – which have been ignored. If this is incorrect I apologise as your covert reaction must be truly covert.

Today's Courier Mail lists five standard Brisbane sedan licences for sale – one at a discount of \$40,000. This indicates that the panic is about to start as there are normally none advertised for sale. I suspect the cab companies have a lot more on their books for sale but are unwilling to mention the true numbers – a well placed phone call would alert you to this fact. If you don't know the phone numbers to ring then you should be sacked.

In the first two days of this month I spent \$43,000 on two vehicles to replace two that were reaching their six year limit. I buy them with relatively low kms when they are about three years old and run them for three years as it is a good balance between maintenance costs, reliability, appearance and public comfort. Interestingly, I am told we have been approached by Uber drivers to buy these two replaced vehicles to run them for another three years as our competition. Uber or more aptly their management seem to think they can be run for another three years viz a nine year life. Our sale price is around the \$5,000 mark for each vehicle. Mind you, they don't have low Kms any longer. My business bottom line dictates that I should sell them while business preservation instincts suggest I also notify your department of their registration numbers. Despite what you think, your government and the one in Canberra are not helping us - the economy out there beyond your shiny office door, past your morning coffee and croissant is not good.

Your "softly, softly" approach and inaction to this current situation will destroy our industry in Queensland. You have existing legislation that is being ignored by Uber and yourselves for that matter, and you are the enforcer. Why? Aren't you confident in your own legislation? You seem to be confident when issuing our own drivers with innumerable fines for insignificant matters while few are issued to Uber drivers.

I will ask you this question – can we, the taxi licence owners and operators, commence a class action against you, the government? Seriously, I would appreciate your opinion – I believe the Victorian taxi industry couldn't because the situation was different. Here in Queensland, I think the events may allow it but I don't know. We have existing legislation which is being ignored, and more importantly, not being enforced by the government in a timely and effective manner allowing our industry to be damaged. What do you think the quantum dollar figures would be? - \$1 billion for licence values plus the same again for business loss? Maybe the banks might want to join in for any losses incurred against bad debts? I assume they are looking on with more than a slight interest.

In any event, I assume a "Slater and Gordon look alike" coupled up with a "litigation funder" may give it more than a cursory glance. What do you think?

So, can your reply tell me exactly what you are doing as well as addressing the following:

- 1) What are the chances of a successful class action against your Government?
- 2) Can I run my cars for nine years? Now, this would be a saving.
- 3) Can you reduce my registration cost from \$7,000/annum to \$600/annum for a Uber vehicle?
- 4) Can I reduce my insurance from \$5,000/annum to \$690/annum for a Uber equivalent?
- 5) Can I have a refund of the \$3,500 I paid last week for the Taxi Industry security Levy?
- 6) Can I and my vehicles join Uber and forego the \$10,000 per vehicle per annum radio dues I pay to each cab company?
- 7) Can I forego the six monthly COI inspections?
- 8) Can I get rid of the cameras and inherent maintenance costs?
- 9) Can I stop having to paint my vehicles in livery colours at a cost of \$1,045 per vehicle?
- 10) Can I not wire my vehicles at a cost of \$1,500 per vehicle?
- 11) Can I forgo the cost of Hail lights and other associated taxi ID at a cost of say \$800/vehicle?
- 12) Can I forego the need to use decals to identify my vehicle as a taxi at a cost of \$550?
- 13) Can I not buy the Braille numbers for my taxis at a cost of \$75 each?
- 14) Can I stop being told who I can and can't pick up?
- 15) Will you buy back all my taxi licences?
- 16) Can I stop paying a compulsory useless subscription to the Taxi Council?
- 17) Can I stop paying Operator Accreditation Fees?
- 18) Can I stop Paying Licence Renewal fees?
- 19) Can I get rid of these new meters you have made me use?
- 20) Can I stop paying the Tele Licence fee?
- 21) Can I increase my fares during peak demand?
- 22) Can I not have my taxis out on Sundays, Monday and Tuesday nights?
- 23) Can I not have to continually check whether my drivers have a correct visa or if their criminal history is OK?
- 24) Can I get rid of all the MTData computer equipment in my car plus the associated maintenance costs?
- 25) Can I get rid of the EFTPOS terminals and the cabcharge gear? Which come at a cost to me?
- 26) Can I not keep all the GST and tax records that I currently keep?

- 27) Can I let someone else pay my GST?
- 28) Can my managers stop advertising and training drivers?
- 29) Can I have all my passengers pay by credit card when they ring for me and before I show up?
- 30) Can I have the stamp duty refunded to me for licences purchased in the last twelve months?

It costs me approximately \$3,000 per month per car in fixed costs before it turns a wheel – excluding interest charges, maintenance costs, management fees, fuel, commissions, lease fees, licence value opportunity costs and some of the costs referred to in the above questions.

This all makes Uber quite a simple operation doesn't it?

In closing, I would like to note that the taxi industry, especially in Queensland, has been good to a lot of people – it is a lot of very hard work but rewarding. New technology will change our industry for the better. Can you imagine the benefits of driverless cars? And the resultant technology that they will bring. Lower taxi fares via reduced running costs etc. Increased service levels. The benefits will be astounding.

The current Uber situation is not the "fair" implementation of new technology nor is your response to it.

As I have taken the time to write this I am looking forward to "your" response to "me". You already have all my personal details to allow a written response.

Kind Regards,

s.73 Personal Information

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Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government.

Please consider the environment before printing this email.

Lucas Clarke

From: John Lobwein <john.lobwein@SunCoastCabs.com.au>
Sent: Wednesday, 15 October 2014 10:17 AM
Subject: Sunshine Coast Daily today
Attachments: SCDaily - 15 Oct 2014.pdf

Keith,

In the local newspaper today is the second article in the past month promoting illegal ride-sharing operation "uber".

My understanding is that this service is illegal under a number of pieces of legislation but most notably the Transport Operations legislation.

My question is - Is it legal for a newspaper to openly promote an illegal service? If not, what will the Dept do about this?

It is difficult enough meeting the expectations of your department without a further diminishing of our product to a competitor that appears to be able to do what they like, when they like.

These unregulated apps cause the single greatest threat to the future of our industry than anything before it and I need to be in a position to provide reassurances to the 500 Sunshine Coast families who directly derive their living from our regulated conforming taxi industry.

I would appreciate your response as soon as possible, as I expect to hear from a lot of very worried people very soon.

Regards,

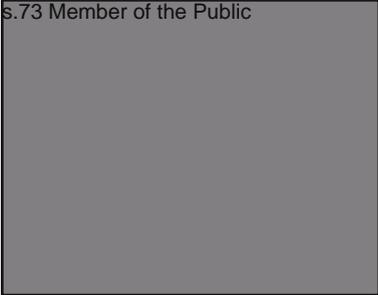
John Lobwein
General Manager
Suncoast Cabs

Ph 07 5441 8877 (Dir)
Mob s.73 WMTN
Fax 07 5441 8855



For reply please quote: MC/SDB – TF/14/23143 – DOC/14/193633

s.73 Member of the Public

A large rectangular area of the document is redacted with a solid grey fill, obscuring the identity and contact information of the sender.

Thank you for your email of 26 November 2014 in support of Uber services. I have been requested to reply to you on the Premier's behalf.

The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport

and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for bringing your concerns to the Premier's attention.

Yours sincerely

KATE DAVIES
EXECUTIVE OFFICER

Page 2 of 3

Released under RTI - DPC



**Queensland
Government**

For reply please quote: EP/RL – TF/14/22748 – DOC/14/199017

Department of the
Premier and Cabinet

12 JAN 2015

Mr Shane Holley
Managing Director
Cabs 2000 Pty Ltd
5/11 Judds Court
SLACKS CREEK QLD 4127

Dear Mr Holley

I refer to your letter of 20 November 2014 to the Premier concerning the regulation of Uber in Queensland.

A state election has been called for 31 January 2015 and the Government is now in a caretaker period. As a result, I am responding to your letter.

Taxi operators who do not meet the existing standards – like Uber – have been instructed to cease their operations until required standards are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 6 January 2015, DTMR has issued 203 penalty infringement notices, with a total value of \$261 102, to Uber drivers. Transport inspectors have spent 4309.75 hours investigating Uber and DTMR plans to conduct a further 32 driver investigations as a result of this activity.

I trust this information is of assistance to you.

Yours sincerely

David Hourigan
Deputy Director-General

Executive Building
100 George Street Brisbane
PO Box 15185 City East
Queensland 4002 Australia
Telephone +61 7 3224 2111
Facsimile +61 7 3229 2990
Website www.premiers.qld.gov.au
ABN 65 959 415 158

Lucas Clarke

From: Premier <premier@ministerial.qld.gov.au>
Sent: Monday, 13 October 2014 9:44 AM
Subject: FW: Uber Cars Unlicensed ride share

From: Ashgrove Electorate Office [mailto:ashgrove@parliament.qld.gov.au]
Sent: Monday, 13 October 2014 9:40 AM
To: Premier
Subject: FW: Uber Cars Unlicensed ride share

From: [REDACTED] Member of the Public
Sent: Monday, 13 October 2014 9:23 AM
Subject: Uber Cars Unlicensed ride share

Good Morning,

This is an open letter to the State Government of Queensland.
I have received a letter Reference MC78284 from Steve Minnikin MP regarding ride sharing services.
These services continue to operate in defiance of your Governments Cease and Desist order.

All you need to do is download the uber app and watch in real time the illegal activity of this Uber gang participating in civil disobedience activities.

If you can shut down a mob of tattooed bikies then this should be easy.

Would I be allowed to set up my own vehicle registration business?

I will offer the public cheaper registration for their cars etc.

My own speed cameras, cheaper fines and less demerit points than the State Government.

Simplistic, but the same argument, whatever the consumer wants.

I don't believe anyone has thought this whole problem through.

Currently there is a Regulated Taxi Services with all the checks and balances administered by the Queensland State Government

if you allow a ride share organisation controlled from Cyber Space where do you stand when there is a problem.

Check the links for some of the problems you could face in the future.

http://www.al.com/news/tuscaloosa/index.ssf/2014/09/tuscaloosa_police_arrest_uber.html

<https://www.facebook.com/video.php?v=730965950315738>

<http://www.cnet.com/news/uber-gets-an-f-from-the-better-business-bureau/>

<http://www.cnet.com/news/seoul-korea-says-uber-is-illegal-promises-to-take-stern-action/>

<http://www.cnet.com/news/uber-lyft-ordered-to-halt-all-operations-in-pittsburgh/>

Kind regards

[REDACTED]

PS I am aware what electorate I live in so do not redirect this email to Kallangur.

Consider the environment before you print this email.

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Lucas Clarke

From: Georgia Townsend <georgiat@ozaccom.com.au>
Sent: Thursday, 21 August 2014 2:51 PM
Subject: TCQ Conference Speaker update
Attachments: TCQ Conference final program.pdf

Importance: High

Dear Premier Campbell Newman,

I hope you are looking forward to joining us at the Taxi Council Queensland 50th Annual Conference next week at BCEC. Please find below all information on your presentation

TCQ Conference Venue

Brisbane Convention and Exhibition Centre
Cnr Merivale and Glenelg Streets
South Bank, Brisbane

Registration

When you arrive at BCEC, please report directly to the registration desk, located in front of M4 on the Mezzanine level. The desk will be open during the following times:

Tuesday 26 August	8.00am - 4.00pm
Thursday 28 August	8.30am - 4.00pm
Friday 29 August	8.00am - 3.30pm

Business Program

Please find attached an updated business program for the conference. We have some fantastic speakers and topics this year, as I'm sure you will agree.

Partner and Social Program

Information on the partner and social program can be found on the conference recently redesigned TCQ website <http://www.tcq.org.au/conference.html>

Special Dietary Requirements

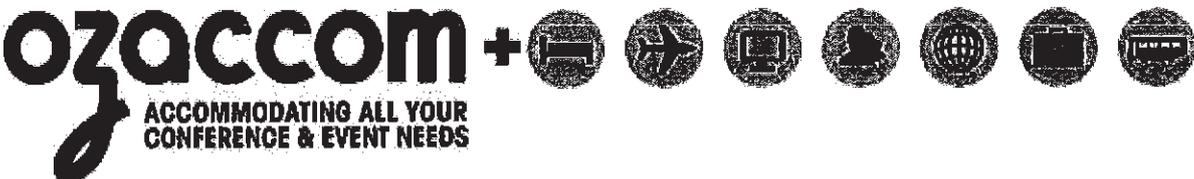
All special dietary requirement received, have been passed onto the conference venue. Those delegates who have advised special dietary requirements should identify themselves to the food and beverage staff at the venue. If you have not advised us of your requirements, please see the registration staff as soon as possible. Special meals cannot be guaranteed for delegates who have not pre-booked at least 72 hours prior to a meal.

We look forward to seeing you next week!

Kind Regards

Georgia Townsend, **Conference Services**

E georgiat@ozaccom.com.au | W : <http://www.ozaccom.com.au> | P : +61 (0)7 3854 1611 | F : +61 (0)7 3854 1507
PO Box 104 RBH POST OFFICE QLD 4029



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Released under RTI - DPC

Lucas Clarke

From: s.73 Member of the Public
Sent: Wednesday, 24 December 2014 7:54 AM
Subject: Action on Uber.

Dear Premier & Transport Minister,

Credit where credit is due. The actions of QT compliance over the weekend just gone in enforcing the laws of the state have been welcomed by the many thousands who work in the Taxi industry. Industry participants from all over the state have never been so united in facing the threat to their livelihoods and futures from Uber, a ride sharing communication platform that has turned law breaking and exploitation of both drivers and riders into an art form around the world.

I ask you to keep listening to the many, many voices from within the industry who are reaching out to Government to do the right and fair thing by Queenslanders. Do not make last weekend a flash in the pan. Look at what is happening around the world where many countries and some states in the US have banned Uber, can they all be wrong?

I encourage you , as I am sure many others have, to keep up the good work.

Kind Regards,
[Redacted]

Released under RTI/DSO

Lucas Clarke

From: [REDACTED] s.73 Personal Information
Sent: Thursday, 18 December 2014 2:55 PM
Subject: FW: An open email to Queensland MPs from a concerned Taxi Owner.

Senator Leyonhjelm,

The below quote was sent to me and is supposedly attributed to your goodself:

"Surely our public servants have better things to do than fine people who are making an honest living" A reference to Uber.

Just to assist you I have attached a copy of an email I have sent to all Qld MPs- it should give you a better understanding of what is happening – each taxi licence is owned by a “mum and dad” – we are the ultimate small business – we are not a monopoly as some ill-informed people suggest - these people (Uber) you refer to as making an honest living, do not pay Australian tax or GST – they are not competing with genuine taxi operators who pay a huge amount of tax and they are not competing on a level playing field – they have been deemed as operating illegally - if you want a cause while in Canberra we can provide one for you as the MPs’ up here only care about votes and donations – they couldn’t care less about representing us, the voters. Seriously, I invite you to come and talk with myself and Mr Bill Parker the GM of our Queensland based Yellow Cabs – He can speak about a cab company and I can tell you about it from an operators perspective.

Kind Regards to you,

[REDACTED]

From: [REDACTED]
Sent: Sunday, 9 November 2014 7:30 PM
To: 'Broadwater@parliament.qld.gov.au'; 'Mudgeeraba@parliament.qld.gov.au'; 'Burnett@parliament.qld.gov.au'; 'Ipswich@parliament.qld.gov.au'; 'Attorney@ministerial.qld.gov.au'; 'Albert@parliament.qld.gov.au'; 'Rockhampton@parliament.qld.gov.au'; 'Brisbane.Central@parliament.qld.gov.au'; 'Ipswich.West@parliament.qld.gov.au'; 'Whitsunday@parliament.qld.gov.au'; 'Thuringowa@parliament.qld.gov.au'; 'Coomera@parliament.qld.gov.au'; 'nmi@ministerial.qld.gov.au'; 'localgovernment@ministerial.qld.gov.au'; 'Gladstone@parliament.qld.gov.au'; 'Redcliffe@parliament.qld.gov.au'; 'Capalaba@parliament.qld.gov.au'; 'ccsds@ministerial.qld.gov.au'; 'police@ministerial.qld.gov.au'; 'nprsr@ministerial.qld.gov.au'; 'Bulimba@parliament.qld.gov.au'; 'Gaven@parliament.qld.gov.au'; 'Redlands@parliament.qld.gov.au'; 'Noosa@parliament.qld.gov.au'; 'Indooroopilly@parliament.qld.gov.au'; 'Moggill@parliament.qld.gov.au'; 'Pumicestone@parliament.qld.gov.au'; 'Nanango@parliament.qld.gov.au'; 'Gympie@parliament.qld.gov.au'; 'Springwood@parliament.qld.gov.au'; 'Morayfield@parliament.qld.gov.au'; 'Condamine@parliament.qld.gov.au'; 'Murrumba@parliament.qld.gov.au'; 'Burleigh@parliament.qld.gov.au'; 'Townsville@parliament.qld.gov.au'; 'Warrego@parliament.qld.gov.au'; 'Pine.Rivers@parliament.qld.gov.au'; 'Gregory@parliament.qld.gov.au'; 'Yeerongpilly@parliament.qld.gov.au'; 'Mount.Isa@parliament.qld.gov.au'; 'Greenslopes@parliament.qld.gov.au'; 'cook.thursday.is@parliament.qld.gov.au'; 'Cairns@parliament.qld.gov.au'; 'Dalrymple@parliament.qld.gov.au'; 'Beaudesert@parliament.qld.gov.au'; 'Education@ministerial.qld.gov.au'; 'Waterford@parliament.qld.gov.au'; 'Stafford@parliament.qld.gov.au'; 'Maryborough@parliament.qld.gov.au'; 'Mirani@parliament.qld.gov.au'; 'Everton@parliament.qld.gov.au'; 'Caloundra@parliament.qld.gov.au'; 'daff@ministerial.qld.gov.au'; 'Burdekin@parliament.qld.gov.au'; 'Sandgate@parliament.qld.gov.au'; 'Bundamba@parliament.qld.gov.au'; 'Chatsworth@parliament.qld.gov.au'; 'Southport@parliament.qld.gov.au'; 'Mackay@parliament.qld.gov.au'; 'Ashgrove@parliament.qld.gov.au'; 'Clayfield@parliament.qld.gov.au'; 'Treasurer@ministerial.qld.gov.au'; 'thepremier@premiers.qld.gov.au'; 'Stretton@parliament.qld.gov.au'; 'Inala@parliament.qld.gov.au';

'Mulgrave@parliament.qld.gov.au'; 'environment@ministerial.qld.gov.au'; 'Logan@parliament.qld.gov.au';
'Mount.Coot-tha@parliament.qld.gov.au'; 'Lockyer@parliament.qld.gov.au'; 'cleveland@parliament.qld.gov.au';
'Kallangur@parliament.qld.gov.au'; 'Woodridge@parliament.qld.gov.au'; 'Callide@parliament.qld.gov.au';
'Alger@parliament.qld.gov.au'; 'Ferry.Grove@parliament.qld.gov.au'; 'speaker@parliament.qld.gov.au';
'Mount.Ommaney@parliament.qld.gov.au'; 'Hervey.Bay@parliament.qld.gov.au';
'Southern.Downs@parliament.qld.gov.au'; 'Health@ministerial.qld.gov.au'; 'TMR@ministerial.qld.gov.au';
'Mermaid.Beach@parliament.qld.gov.au'; 'Sunnybank@parliament.qld.gov.au'; 'Currumbin@parliament.qld.gov.au';
'Lytton@parliament.qld.gov.au'; 'South.Brisbane@parliament.qld.gov.au'; 'Barron.River@parliament.qld.gov.au';
'Mansfield@parliament.qld.gov.au'; 'Toowoomba.North@parliament.qld.gov.au'; 'Nicklin@parliament.qld.gov.au';
'Nudgee@parliament.qld.gov.au'; 'Keppel@parliament.qld.gov.au'

Cc: 'Bill Parker'; 'JTighe@blackandwhitecabs.com.au'; 'Greg Webb'; 'Qld Tport Keith Boyer
(keith.boyer@translink.com.au); 'commissioner@police.qld.gov.au'; 'Q/Transport Gerida Schull
(gerida.schull@translink.com.au); 'greg.w.smith@transport.qld.gov.au'; 'Qld T/Port Janine Girvan
(janine.girvan@translink.com.au); 'Qld T/Port Simon Cook (simon.cook@translink.com.au); 'Qld transport Wayne
McGovern (wkmcgov@tmr.qld.gov.au); 'Warren Darnill (warren.s.darnill@tmr.qld.gov.au); 'Bert Van Manen MP
(bert.vanmanen.mp@aph.gov.au)'

Subject: An open email to Queensland MPs from a concerned Taxi Owner.

To the above Recipients,

I am writing to all Queensland MPs because I am a taxi licence owner and am concerned about your collective inaction on Uber. I am also being told that a fair proportion of you don't know anything about Uber or its interaction with the taxi industry. So, hopefully this email may enlighten you. If I have incorrectly noted something, I am certain someone will let me know.

Uber is a ride sharing application allowing you, a member of the public to be picked up by another member of the public in their private vehicle and to be driven to a destination. Uber says it is a technology company or as their site says – they are **“a request tool not a transportation carrier”** – this is an important qualification. To use Uber, you download the App to your cell phone, request a ride through it, input your credit card details for the prepayment of the ride and wait to be picked up. Uber will take 20% of the fare and the driver will get 80% of the fare. Uber's website suggests that its' 20% goes directly offshore to a tax haven. The drivers' 80% is a different matter – I would suggest that it may not be declared to the ATO for payment of GST and tax. The Uber fare can vary - lower than a taxi fare in off-peak periods while many times that during peak periods or as Uber call it **“surge pricing”**.

To be a Uber driver you need to sign up with them and have a vehicle less than nine years old. They say they vet their drivers – this is their public safety statement. So, if I want to drive for Uber and have a penchant for making money – I buy an ex-taxi which will be a Toyota Prius, have approximately 450,000 kms on it, be six years old and cost me \$4,500 which includes up to six months registration – I may get comprehensive insurance for say, another \$600. In Queensland, taxis can only be a taxi for six years from the “built date” therefore this ex-taxi can be used for another three years by the Uber driver. So there we go, pretty simple. No regulations, no vehicle checks, no one to answer to, no safety requirements, no tax, now this is a great business. Did I say they only work the peak periods, can't pick up the disabled, and no, the slower nights just aren't their thing either. You're in an outlying suburb – sorry, they don't do that. You'll have to ring a cab. What's that you say – they don't exist anymore.

The Insurance Council has suggested that insurances on Uber vehicles could be in contention if they were deemed to be acting in an illegal capacity. Refer here:

<http://audioboom.com/boos/2609691-campbell-fuller-looks-at-uber-s-insurance>

But, I am a taxi owner so I have to follow the legislation that you – or more importantly your government enforces upon me. I have just replaced a taxi – it reached its' six year life. As noted above the old one will be sold for \$4,500 and quite probably to a Uber driver – why? Because the economy is not good and I can't pick and choose who buys it – I need to sell it. I have replaced it with a June 2011 Prius – it is 3 years and 5 months old and will run for another 2 years and 7 months to meet the six year criteria. The costs associated with this are:

- 1) The vehicle cost me \$20,500.

- 2) I have to paint it because the rules say I have to be with a taxi company so I paint it yellow and black for \$1,045. (no hints here)
- 3) I have to decal it for \$500 (ie the stick-on transfers) to identify the taxi company I am with. Have you guessed who?
- 4) I install the meter, radio, GPS, Dispatch Gear, EFTPOS machine, cameras etc for another \$1,600 approx.
- 5) I have to buy Braille letters for each door handle so the blind can identify the cab number, another \$75.
- 6) Registration is \$6,981.80/annum including the \$6,624.80 CTP insurance for passenger personal injury as I am a commercial business.
- 7) I also pay \$4,800/annum in comprehensive insurance for the vehicle again inflated because I am a business.
- 8) I then pay \$9,500/annum in fees to the taxi company to provide me with work.
- 9) The vehicle has to be mechanically inspected by the Transport Department every six months to ensure the safety of the public, another \$150 and time off the road.
- 10) I pay \$370/annum/car for rank supervision to keep the drunks safe. The hotels can't but I can.
- 11) I have to pay annual licence renewal fees and operator accreditation fees of around \$300 per annum.

I have also suffered GST and tax audits by the ATO because taxi operators are a shifty lot and can't be trusted. I have had Queensland Transport audit my operation to ensure I don't steal/sell the lost property, maintain a maintenance register of each car, abide by driver fatigue rules, ensure that my driver visa limits aren't exceeded, ensure that my drivers haven't lost their driver authorisations or been convicted of any criminal offences. I have to pay "compulsory membership fees" to a Taxi Council that I think is useless. The list goes on. This is all my responsibility – due to the usual all care and no responsibility adopted by government departments. We have to provide a service seven days a week. We pick up the school kids, the aged, the infirm, the disabled. We pick them all up at the oddest of hours. Got the picture?

So, I pay close to \$46,000 of cold hard cash (or \$32,000 fixed costs per annum taking into account vehicle depreciation). I have not included the capital costs of the meter, radio, MTDData dispatch gear, hail light, spotlights, EFTPOS etc – or the upkeep of the camera gear to keep the public safe. Did I mention that we had to recently install new meters to overcome a loophole to ensure the public can't be "fleeced" by drivers – at a cost of \$500 per vehicle. I also won't mention that the feds wiped out the accelerated depreciation and instant write-off rules.

Anyway, when you place a call for a taxi and it arrives and takes you to your destination – your ride is fully traceable, the phone number used is recorded, as is your pick-up location and drop off point, the precise route your driver drove is also downloadable, the speed he was driving also, and you are on camera (all personally protected and only accessible by the police) – the whole episode is recorded for your safety and peace of mind should you leave something behind in the taxi or have a problem with the driver.

In one fell swoop Uber has wiped out and disregarded all this legislation that we as an industry have to abide by – and still do. Thanks to Keith Boyer, I am told that Uber has had two "cease and desist" orders placed on them since May, followed by a token effort by the Transport Department to fine them. We as an industry receive an avalanche of fines by the police and the Brisbane City Council every week – Uber doesn't. We pay large sums in GST, Tax, Stamp Duty and provide a safe and efficient service to the community at large. I can't see Uber doing this.

Everyone has a taxi horror story, either true or made up to suit the occasion. We also have horror stories in relation to the public, whether they be footballers, politicians, barristers or labourers. You have your story - we can fill a book. Yes, we have to abide by the flack a drunk generates the following day because he was either refused by a taxi, threw up in a taxi, kicked in a panel on a taxi or was too drunk to remember he rang two taxi companies thus stopping one from picking up either you or your wife. (An aside - This double calling is a common practice – Ubers prepayment stops this.) We actually do a good job – we have to contend with the legislative requirements, the public, the police, our drivers and our own lives – this industry is not easy – every time I hear taxis being mentioned on the news I cringe. I think we cope quite well but bear the brunt of things we shouldn't.

Uber is operating illegally in Queensland – it is flagrantly disregarding all legislation and you the government are doing nothing about it. This inaction is creating a real smell to it. There are a lot of rumours as to why this is happening – **maybe some of you should ask questions**. Your government is not enforcing its' legislation and it is damaging our industry. Tell the Premier and the Transport Minister to fix the problem and shut down Uber – the legislation is in place. We have a large proportion of the registration numbers of the Uber vehicles and can easily identify them – let us show you.

There are approximately 3,000 taxi licences in Queensland (2,000 in Brisbane)- not a great lot of votes? 3,000 taxis times 14 shifts per week times 20 passengers per shift means 840,000 passengers per week. If we take into account a utilisation factor and drop that to 500,000 passengers per week – I suspect people could be given a message – maybe vote labor to stop asset sales, maybe vote labor to reduce electricity costs. But I suspect, we may not be able to do that because of some legislation. What do you think?

I was told the value of the taxi industry is two billion dollars – if true that would be a suitable preliminary figure for a class action – once it is confirmed as a loss. The reason being the governments inaction on enforcing its legislation thereby destroying an industry and the value associated with it. These are my thoughts – I could be right or I could be wrong – but it bears thinking about.

The Transport Department hierarchy knows very little about the taxi industry – they continually engage consultants who know a lot less to make recommendations that they don't understand. If you want to find out more – talk to the operators – ones who actually own and operate licences "with some skin in the game". Or if you don't trust us talk to the operational level within Transport – they exist below the boffin level - the ones that actually know what is happening.

Lastly, if all else fails, have a talk to Bill Parker at Yellow's (3391 5955) - he is the GM - he has been the unofficial patron and guardian of the taxi industry in Queensland for a very long time. He is "forthright and honest" and will tell you "like it is". A tour of the radio room on a Friday or Saturday night followed by a late night tour of "the valley" with John Wilson will provide an eye opener as well.

The cab companies and the police have had a very good relationship for a very long time – I am told they may be the ones that will solve this little problem – so leave them alone. I also believe that we need some regulation as there are good and bad operators amongst us.

Me, I am a professional engineer, RPEQ actually, who wound up in the taxi industry – I am also at an age where I don't have to suffer fools or play politics – I would be interested in **your** replies – but they have to be **your** replies – I don't want the standard rubbish that you tend to generate **AND** I want some **action**.

Kind Regards,

s.73 Personal Information



It's Ok Anastacia – I don't think I will be a member for much longer.



This email has been checked for viruses by Avast antivirus software.
www.avast.com

Released under RTI - DPC

Lucas Clarke

From: Premier <premier@ministerial.qld.gov.au>
Sent: Monday, 29 December 2014 1:00 PM
Subject: FW: Premiers Support For Uber.

From: Ashgrove Electorate Office [mailto:ashgrove@parliament.qld.gov.au]
Sent: Friday, 19 December 2014 11:29 AM
To: Premier
Subject: FW: Premiers Support For Uber.

From: [REDACTED] s.73 Personal Information
Sent: Friday, 19 December 2014 11:26 AM
To: IpswichWest Electorate Office
Cc: 'Bill Parker'; JTighe@blackandwhitecabs.com.au; 'errol and beth hansen'; 'John Rahilly'; 'John Wilson'; director-general@tmr.qld.gov.au; 'Qld Tport Keith Boyer'; Ashgrove Electorate Office; Redlands Electorate Office
Subject: RE: Premiers Support For Uber.

Sean,

I am finding the whole saga quite interesting – Uber have so much money behind them and they are marketing on so many fronts ie Virgin, westfield etc that you can see how big companies can actually stifle a market to get ahead – it is also interesting that the government isn't doing much – in a way the state government looks like it is trying to assist them by giving them time to gain a foothold but in the eight or so months that they have been going they don't seem to have a huge number of cars out and about – driver recruitment doesn't seem to match their time spent either.

As noted before, we are all grateful for your support. It is a tough game – we all cringe when taxis hit the news as we get it from all sides and can't do much right no matter what we do – politics of envy enter the game when you mention licence pricing – it is no different than owning a commercial property for \$500K and leasing it for the same dollars – you don't see commercial property owners giving free rent just because Harvey Norman complains about the non payment of GST for mail orders. You know the arguments. The most important one is that we are all small business people.

I have also learnt a lot about politics in my short foray into the scene. I am hoping that if we get through this ordeal that we may get some wins for our industry to lower some of our own costs.

Regards again Sean,
[REDACTED]

From: IpswichWest Electorate Office [mailto:Ipswich.West@parliament.qld.gov.au]
Sent: Friday, 19 December 2014 10:27 AM
To: [REDACTED]
Subject: RE: Premiers Support For Uber.

[REDACTED]

I'm not sure about this, but what I can say is I have heard the Premier speak in favour of the registered cab sector, so not sure what this advisor is saying. I recently had the pleasure of visiting the Yellow Cabs centre at Woolloongabba with Bill and some of my local operators and was really impressed. Being formerly of the railway it's similar to a rail control room in many respects, so I was able to really appreciate it.

I have made it public that using Uber or similar is the equivalent of hitch-hiking – not sure too many parents would be accepting of their children doing the latter! I've heard you ads on 4BC which is good but would it be effective to use the hitch hiking comparison? – just a thought.

Rest assured there is broad support for the Taxi industry amongst my colleagues. You can count on my support as I am in touch with a number of Cab operators in my local community.

I wish you and your colleagues across the sector a merry Christmas and may 2015 see the end of these so-called operators posing as legitimate taxi services and open up new possibilities for you.

Regards

Sean



From: [REDACTED] Personal Information

Sent: Thursday, 18 December 2014 10:28 PM

To: Broadwater Electorate Office; Mudgeeraba Electorate Office; Burnett Electorate Office; Ipswich Electorate Office; Attorney-General and Minister for Justice; Albert Electorate Office; Rockhampton Electorate Office; Brisbane Central Electorate Office; IpswichWest Electorate Office; Whitsunday Electorate Office; Thuringowa Electorate Office; Coomera Electorate Office; Minister for Natural Resources and Mines; Minister for Local Government; Gladstone Electorate Office; Redcliffe Electorate Office; Capalaba Electorate Office; Minister for Communities, Child Safety and Disability Services; Minister for Police and Community Safety; Minister for National Parks, Recreation, Sport and Racing; Bulimba Electorate Office; Gaven Electorate Office; Redlands Electorate Office; Noosa Electorate Office; Indooroopilly Electorate Office; Moggill Electorate Office; Pumicestone Electorate Office; Nanango Electorate Office; Gympie Electorate Office; Springwood Electorate Office; Morayfield Electorate Office; Condamine Electorate Office; Murrumba Electorate Office; Burleigh Electorate Office; Townsville Electorate Office; Warrego Electorate Office; Pine Rivers Electorate Office; Gregory Electorate Office; Yeerongpilly Electorate Office; Mount Isa Electorate Office; Greenslopes Electorate Office; Cook Thursday Is. Electorate Office; Cairns Electorate Office; Dalrymple Electorate Office; Beaudesert Electorate Office; Minister for Education, Training and Employment; Waterford Electorate Office; Stafford Electorate Office; Maryborough Electorate Office; Mirani Electorate Office; Everton Electorate Office; Caloundra Electorate Office; Minister for Agriculture, Fisheries and Forestry; Burdekin Electorate Office; Sandgate Electorate Office; Bundamba Electorate Office; Chatsworth Electorate Office; Southport Electorate Office; Mackay Electorate Office; Ashgrove Electorate Office; Clayfield Electorate Office; Treasurer and Minister for Trade; Premier; Stretton Electorate Office; Inala Electorate Office; Mulgrave Electorate Office; Minister for Environment and Heritage Protection; Logan Electorate Office; Mt Coottha Electorate Office; Lockyer Electorate Office; Cleveland Electorate Office; Kallangur Electorate Office; Woodridge Electorate Office; Callide Electorate Office; Algester Electorate Office; Ferny Grove Electorate Office; Office of the Speaker; Mt Ommaney Electorate Office; Hervey Bay Electorate Office; Southern Downs Electorate Office; Minister for Health; Minister for Transport and Main Roads; Mermaid Beach Electorate Office; Sunnybank Electorate Office; Currumbin Electorate Office; Lytton Electorate Office; South Brisbane Electorate Office; Barron River Electorate Office; Mansfield Electorate Office; Toowoomba North Electorate Office; Nicklin Electorate Office; Nudgee Electorate Office; Keppel Electorate Office

Cc: 'Bill Parker'; JTighe@blackandwhitecabs.com.au; 'Greg Webb'; 'Qld Tport Keith Boyer'; commissioner@police.qld.gov.au; 'Q/Transport Gerida Schull'; greg.w.smith@transport.qld.gov.au; 'Qld T/Port Janine Girvan'; 'Qld T/Port Simon Cook'; 'Qld transport Wayne McGovern'; 'Warren Darnill'; 'Bert Van Manen MP'

Subject: Premiers Support For Uber.

I have been asked to forward this onto your goodselves.

From: s.73 Personal Information
Sent: Thursday, 18 December 2014 10:18 AM
To: thepremier@premiers.qld.gov.au
Cc: tmr@ministerial.qld.gov.au
Subject: FW: Premiers Support For Uber.

Dear Premier,

At long last your support for Uber is now on the record, only eight months after you declared you wouldn't won't your daughters using the service. Apparently it's not fine for your daughters but it's fine for every other Queenslanders' daughters to be subject to a service that is illegal, unregulated and from Ubers own website and I quote "YOU UNDERSTAND THEREFORE, THAT BY USING THE APPLICATION AND THE SERVICE, YOU MAY BE EXPOSED TO TRANSPORTATION THAT IS POTENTIALLY DANGEROUS, OFFENSIVE, HARMFUL TO MINORS, UNSAFE OR OTHERWISE OBJECTIONABLE, AND THAT YOU USE THE APPLICATION AND THE SERVICE AT YOUR OWN RISK"

Premier for eight long months you have ignored your duty of care and your oath of office to ensure the safety of Queensland citizens and to enforce the laws of the state. One would have to wonder how much has been contributed to the coffers of the LNP and the Young Liberals by Uber.

Your Government claims to support small business yet you are prepared to throw 3000 plus Mum and Dad taxi businesses to the wolves and support a tax avoiding US company based in the Netherlands processing credit cards through Singapore.

The morals and ethics of Uber are now out there for all to see. The price gouging in Sydney with fares going to 4.5 times the normal rate during the hostage crisis says it all. Premier do you really think this is a company you should be allowing to break our laws and potentially put our citizens in harm's way?

Premier, I am also beginning to wonder where the morals and ethics of the LNP are. Firstly the LNP President who as a parting shot at a meeting advised "a rape and murder would solve the problem for the Taxi industry". Secondly a Premier who is ignoring his oath of office and ignoring the avalanche of information from around the world on Ubers unsavoury tactics which do nothing other than support anarchy.

In the interests of full disclosure I advise you that this email will go every MP in Queensland and every media outlet I can find.

Kind Regards,
[Redacted]

Got this correspondence from the Premier's office today. I assume "regulatory standards" is a euphemism for "pay the government a big fee".

Thank you for your email in support of Uber services. I have been requested to reply to you on the Premier's behalf.

The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.

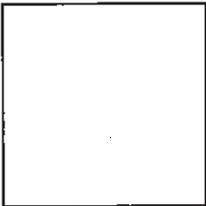
The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for bringing your concerns to the Premier's attention.

Office of the Premier



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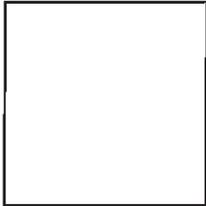
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s.73 Personal Information
[Redacted]

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8 December, 2014

To:
The Premier for Queensland
Hon Campbell Newman
P.O. Box 3013
Ashgrove Qld 4060

Dear Mr. Newman,

We attach copy of a letter to our State Government Member voicing our concerns,
Regarding the Illegal Ridesharing Apps.

Yours sincerely,

[Redacted Signature]

Released under RTI - DPC

s.73 Personal Information

COPY

8 December, 2014

To:

Steve Minnikin, MP
Member for Chatsworth
Unit 1, Millenium Business Centre
Millenium Blvd.
Carindale. Qld 4152

Dear Steve,

Our names are [REDACTED] and we are writing to express our concern that illegal ridesharing apps are ignoring the Government's regulations and directions at the expense of public safety.

We would like to ask for your public support to ensure existing taxi industry regulations continue to be upheld and that rideshare apps are forced to comply.

We are self-funded retirees who owned a small business and find it offensive that somebody can flout the laws to gain an unfair advantage. We have lived here in Carindale for the past 30 years.

We are the owners of a taxi licence through our self-managed Super-Fund and we are two of your constituents. This may influence our votes at the upcoming State election. We think it is important to support candidates that are advocating for local small business as well as safety within the community. We feel ridesharing apps are unlawful, unsafe and uninsured. Only taxis meet government regulations designed to protect the safety of customers.

We urge you to raise this issue in Parliament and with your colleagues as a matter of public importance.

Your attention to this issue would be greatly appreciated and we look forward to hearing from you.

Yours sincerely,

[REDACTED]

Lucas Clarke

From: s.73 Personal Information
Sent: Sunday, 7 December 2014 8:24 PM
Subject: Woman Accuses Uber Driver in India of Rape - NYTimes.com

It's only a matter of time before this happens here.

<http://mobile.nytimes.com/2014/12/08/world/asia/woman-accuses-uber-driver-in-india-of-rape.html?referrer=& r=0>

Released under RTI - DPC

Lucas Clarke

From:
Sent:
Subject:

s.73 Personal Information

Tuesday, 16 December 2014 11:03 AM
Uber

<http://www.businessinsider.com.au/uber-sued-for-discriminating-against-the-blind-2014-9>

Dear Premier,

This is what happens when you let Uber take over. I seriously doubt the disabled and the sight impaired will be part of the cheer squad.

Kind Regards,

[Redacted]

Released under RTI - DPC

Lucas Clarke

From: s.73 Personal Information
Sent: Tuesday, 16 December 2014 9:15 AM
Subject: Against Uber - 3rd letter- STOP UBER PLEASE

Dear Premier

What kind of response is this?

I am in shock at your response to my letter AGAINST Uber. My letter clearly states I am an owner operator of 2 legal taxis (Yellows) and have written to you in protest AGAINST UBER. I trusted the State Government when I purchased these licences.

Now I have received a letter thanking me for supporting uber.... NO WAY!!!! Why did you do that?

PLEASE REVIEW your mail from me. I DO NOT SUPPORT UBER. It is an underground illegal business thumbing its nose at every country's rules. Smart alec and high tech criminals which has sucked in many people who are lobbying you without full understanding of the many issues. I am a perfectly reasonable person who understands all the issues (as I discussed in my earlier email) but you or your staff have completely misunderstood my position -AGAINST UBER.

I have obeyed the law in every way and expect the State Government to STOP UBER please. I should not have to keep writing letters!

Please be strong and STOP UBER IN ITS TRACKS. Uber is lawless - and ruthless - and narcissistic - it does not care about obeying the laws or regulations. Yet it wants to destroy a legal industry and the livelihoods of thousands a good citizens involved in the taxi industry, in favour of USA billionaires.

Uber is no different from a terrorist organisation taking no prisoners.... destroying lives for the benefit of law breakers. Dont let them persuade you to weaken.

So please ADD me to the list of LEGAL TAXI INDUSTRY SUPPORTERS and delete me from your list of uber supporters! Your letter to me has completely upset and shocked me - and shows me that you are trying to have a foot in both camps - and that helps me understand why uber is still operating freely - I believe you and your government are not sincere.... Uber must be stamped out, they are like a cancer.



From: The.Premier@premiers.qld.gov.au
To: [Redacted]
Subject: RE: Qld legal Taxi industry against Uber - 3rd letter
Date: Mon, 15 Dec 2014 22:38:01 +0000

Thank you for your email in support of Uber services. I have been requested to reply to you on the Premier's behalf.

The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for bringing your concerns to the Premier's attention.

Office of the Premier

From: s.73 Personal Information
Sent: Sunday, 30 November 2014 3:46 PM
To: The Premier (Ministerial)
Cc: Capalaba
Subject: Qld legal Taxi industry against Uber - 3rd letter

To the Premier of Queensland and all members of the Government
Brisbane
30th November 2014

Dear Premier and all Honorable Members

Having so far receiving no response from you, I am once again writing to you concerning the regulated taxi industry in Brisbane (and throughout the state) and the illegal uber taxi business which is 'cherry-picking' the work without any taxi licences or authorization. I am the owner of [redacted] taxi licences which were purchased around 2002, and am completely dependant on your support.

As an owner operator, I appreciate all the problems of the regulated taxi industry and there are some (particularly regarding foreign and inexperienced drivers, situation with cab ranks, insurance and registration costs) which worry me, but that is partly the government's fault for encouraging overseas students with English as a second language etc to become taxi drivers within a year of arrival, and setting the rules which include purchasing a licence at huge cost, and allowing taxis to become a low priority for modernisation.

A problem with the industry which would prevent many local Aussies driving, is that many taxi ranks are in the burning sun and drivers can sit for over an hour for work whether in the city, suburbs or at the airport, - very bad for sunburn on fair skinned people.

In contrast, Uber drivers have not had to purchase a licence, would drive their own quality cars, and can sit in their own home to wait for jobs on their app. While not being legally entitled to sit on ranks, they have been seen using them illegally. They can also find a tree or shade somewhere (which taxis cannot do under the regulations, in terms of 'plotting rank'), to await jobs.

Passengers dont seem to care if they do not have insurance, so that 'unsafe' argument against them is not working so well.

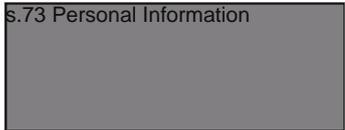
Recently the LNP conference voted strongly around 98% against deregulation, a concept put up by the young liberals to the best of my knowledge. I am not sure if this means the LNP actually supports the taxi industry in its current form, or if it really means you don't intend to buy back any licences if uber sticks affects the industry. If there are too many taxis it is unsustainable for all.

I note that government is fining some illegal uber drivers. But according to what I read, they are laughing at us, with uber having such deep pockets and determined to overrun all the rules. I see they claim they are getting many new drivers every week. What resources are being put into this problem?

Is the Government determined to stamp out Uber 100%? How long have you allocated for this task? Is it a priority with the government?

Your thoughts and decisions - would be very much appreciated please

s.73 Personal Information



copies to Minister for Transport
Assistant to the Minister for Transport
Deputy Premier
other members of the government
members of the Opposition please

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Lucas Clarke

From: Inala Electorate Office <Inala.ElectorateOffice@parliament.qld.gov.au>
Sent: Tuesday, 24 February 2015 8:10 AM
Subject: FW: uber x illegal
Attachments: Letter to parliamentary members.docx

From: s.73 Personal Information
Sent: Monday, 23 February 2015 9:35 PM
To: Inala Electorate Office
Subject: uber x illegal

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Letter to parliamentary members

Date 23/02/2015

s.73 Personal Information

Dear

My name is [REDACTED] and I would firstly congratulate you on your newly elected position .I am writing to express my concerns to all party members that uber illegal ridesharing app is deliberately ignoring the Government's regulations and directions at the expense of public safety. I would like to ask for your support to ensure existing taxi industry regulations continue to be upheld and that rideshare apps are forced to comply. This is a major concern ,as there has been worldwide protests and bans in many countries, and it is now infiltrated our shores .I have been in the taxi industry for 25 years and these companies are not abiding by the transport regulations. As a Queensland taxi operator, my taxi registration bill is \$7049 per annum, which Uber operators don't have to pay. On top of this, I have a \$368 security levy, \$154 operator accreditation, \$158 Taxi Service License fee, \$71 twice yearly vehicle inspections and \$3400 a year for taxi vehicle insurance including driver personal accident and driver public liability, the latter two required by State law. Uber have none of those and are committing insurance fraud , and most notably the twice yearly vehicle inspections.

I am also required by State law to make provision to replace my vehicle every six years. But not Uber vehicles, anything will do - who carries out their certification?

Also, forget driver license age experience requirements and English language tests for our fantastic ethnic taxi drivers, no language tests at Uber!

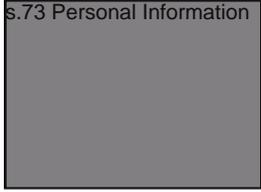
What else? Well, how about security cameras in all Queensland taxis? as We all know ride-sharing is undercutting our business. We all know ride-sharing is not fair competition. The law is clear, that in order to provide a public passenger service for a fare, you need to have a taxi or hire car accreditation or authority. Uber operates as underground black market clone taxi service, as I am a QLD resident and are asking the government to get serious about shutting down uberx illegal service , which they have brazenly ignored a cease and desist letter from qld transport . there is a up and coming petition currently been places to qld parliament by qld taxi council please take this seriously . Here I have some solutions which my assist your party .

1st approach is . at present the breaches uber are making are on many fronts . the breaches are only fineable offences . in response uber pays all the infringement notices on behalf of the drivers , at the same time thumbs it nose at the government and tells its drivers to continue driving . i feel the infringement fines have to be increased combined with making it a criminal offence and loss of drivers licence. And vehicle impoundment .

2nd I feel the state government need to employ a legal team to place a court injunction to shut down its office operation ,and its internet Ip address until it complies with state laws and regulations .

I am sending this letter to all newly elected members. Please there is no need to reply to this email.

s.73 Personal Information



Released under RTI - DPC

Lucas Clarke

From: s.73 Personal Information
Sent: Tuesday, 2 December 2014 4:44 PM
Subject: Uber

Dear Commissioner,

I am writing to you as an owner of a Taxi licence and a passionate advocate of the Qld Taxi industry. I am very concerned about the presence of Uber (a ride-sharing app) and their business model. No action by the Government on Uber will decimate the taxi industry in this state and destroy the futures of the twenty thousand odd law abiding, tax paying participants and suppliers.

My conversations with many people have convinced me that there is no political will or direction from the Transport Minister or the Premier to assist or supply resources to Qld Transport to combat Uber in any meaningful way. I am also of the opinion that Qld police do not want any part of this because it is a Qld transport issue and budget constraints.

I say this is a law and order enforcement issue and a safety issue for Uber passengers and drivers. If anarchy is to be avoided in our society the law must be upheld. I quote here the Assistant Attorney General of Nevada who on banning Uber stated "Uber's defiance of state authority was unprecedented in her twenty years of dealing with regulatory laws in Nevada. I have never seen a multibillion dollar company come into Nevada and so aggressively and deliberately disregard the law". Well that is exactly what is happening here and I have never seen a Government so paralysed and impotent in dealing with an enforcement of law and safety issue. I might add Uber have been here for seven months and they only managed three weeks in Nevada before being banned.

In order to assist the police in law enforcement I propose that the industry can supply any number of people with credit cards, signed up with Uber, order a vehicle and deliver offenders to police at a prearranged place who can then charge them accordingly. I am not advocating citizen's arrests even though this has happened in Sydney and Brisbane. This action will entail little cost for the QPS other than Police time and the use of an unmarked vehicle. I presume two police changing location after each sting would be sufficient. The volunteers would sign up with Uber, provide the credit cards and carry the cost of the fares. I also understand that other parties within the industry are even willing to finance the police time. Obviously, I don't believe we in the industry should have to go to these lengths to see justice served but with an ineffectual Government what choice do we have. At the same time we have to act within the law whilst the white collar, Silicon Valley gangsters with their Netherlands registered tax avoidance company get away with breaking our laws.

The lack of action by our Government is a blight on our community and is obviously a move to deregulate by stealth the Taxi industry in Queensland.

Commissioner we in the industry are willing to put our time and money into assisting a police sting operation if you approve it. This is a serious offer to rid our state of law breakers who act with impunity.

Kind Regards,


P.S. Of course if all Uber drivers were patched bikies we wouldn't have a problem??

Lucas Clarke

From: Premier <premier@ministerial.qld.gov.au>
Sent: Friday, 16 January 2015 8:56 AM
Subject: FW: UBER ride share

From: s.73 Personal Information
Sent: Thursday, 15 January 2015 9:01 PM
To: Mount Ommaney
Cc: Premier; Transport and Main Roads
Subject: UBER ride share

Hi Tarnya

Thank you for your email below. Since we last corresponded, I have taken up driving on a casual basis for Uber, to supplement my aged pension.

With the election coming soon, the taxi industry are obviously trying to make a political issue of competition from Uber.

I wish to just draw your attention to some mis truths the taxi industry are peddling.

They are trying to claim Uber is unsafe. Drivers for Uber are obliged to obtain a Drivers Authority issued by the Transport Department, the same as taxi drivers. This involves police checks and medical certification.

Uber has safety checks carried out on all vehicles by independent third party inspectors, whereas I understand taxis are carried out "in house".

A rider in my vehicle has on their app my photo, my vehicle registration and my phone number. Whilst in my car, they can be tracked at any time from the app.

No money changes hands and drivers we are not targets for robberies and riders are unable to do "runners".

I have many riders, especially young females, who say they feel safest in a Uber.

As we ride share our own personal vehicles, and knowing Uber's system of riders rating the performance of drivers, the incentive is there for us to present a more modern, clean vehicle with friendly service.

The taxi companies line of unsafe is simply a myth. The truth is many people are unhappy with taxis and now that someone has come along and shown them up, they are trying to discredit their competitors.

Please don't be swayed by monopolies that don't like competition and peddle incorrect information.

Regards



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----- Original Message -----

From: Mt Ommaney Electorate Office

To: s.73 Personal Information

Sent: Thursday, December 18, 2014 2:24 PM

Subject: RE: A pleasant experience for all - UBER

Hi [REDACTED]

Thank you for your correspondence.

The government does understand that many Brisbane and Gold Coast residents are seeking an alternative to regular taxi services.

The Queensland Government supports innovation and contestability in the delivery of public passenger services.

However, it is important that this does not occur at the expense of public safety.

The Government has made it clear that new companies must meet the existing requirements that apply to all other participants in the market.

Operators who do not meet the existing standards have been instructed to cease their operations until they are met.

To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate action against drivers operating in breach of these requirements.

However, the Government is willing to work with alternative taxi providers to develop a process that it meets safety and regulatory standards.

Kind Regards

Tarnya Smith MP

Assistant Minister for Child Safety

Member for Mount Ommaney

Phone: 07 3279 5137 | Fax: 07 3279 0645

Unit 6/ Level 1 171 Dandenong Road, Mount Ommaney Qld 4074 | PO Box 1153, Mount Ommaney Qld 4074

Email: mount.ommaney@parliament.qld.gov.au | Web: www.tarynasmith.com



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From: [REDACTED]

Sent: Wednesday, 17 December 2014 9:23 AM

To: Mt Ommaney Electorate Office

Subject: Fw: A pleasant experience for all - UBER

Hi Tarnya

I refer to my email below.

Do I have your support?

Regards

s.73 Personal Information



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----- Original Message -----

From: 
To: mount.ommaney@parliament.qld.gov.au
Cc: premier@ministerial.qld.gov.au ; TMR@ministerial.qld.gov.au
Sent: Wednesday, December 03, 2014 4:56 PM
Subject: A pleasant experience for all - UBER

Dear Tarnya

I am writing to you as a constituent of your electorate seeking your support.

I understand there is currently some debate about the advent of the car sharing pooling known as UBER and I wish to share my experiences with them and express my support for a long overdue service.

My experiences have all been excellent.

They arrive promptly, their cars are always immaculate, drivers know the roads, know our language and abide by the traffic rules.

Each driver is rated and I understand each rider is also.

I feel completely safe with UBER. There is no money changing hands at any time. I understand the drivers all must have police checks carried out. The app on my phone allows precise tracking of location in the unlikely event of an incident.

I have followed with interest their growth overseas before coming to Australia and it has been phenomenal. It is a service that worldwide has been embraced - please don't let big corporations stifle the little guys who are prepared to offer a service and earn an honest living for themselves.

I seek your support.



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Lucas Clarke

From: s.73 Member of the Public
Sent: Monday, 8 December 2014 3:30 PM
Subject: Fwd: Ref MC78550

Dear Sir,

Below is an email I have sent to the Honourable Scott Emerson
I am hoping common sense prevails, not the will of a price fixing monopoly wanting to stifle any competition.

Regards
[REDACTED]

From: [REDACTED]
Date: 8 December 2014 3:00:49 pm AEST
To: "tmr@ministerial.qld.gov.au" <tmr@ministerial.qld.gov.au>
Subject: Ref MC78550

Dear Sir,

I refer to your letter dated 10/11/14.

I am glad public safety is your concern. This if commence sense prevails and invested interests do not sway you due to means similar to the donation that I heard about by Cabcharge, you would be keen to remove barriers to a safe, insured platform such as UBER. The current taxi system is flawed and dangerous to the public.

A high number of drivers do not adhere to road rules, with speeding, red light running, illegal u turns.

A number of times on Friday and Saturday nights taxis rank up on the right turning lane from Gipps st to Wickham st, so when a car comes off the Storey Bridge wanting to turn right onto Wickham st and stops waiting for the taxis to turn when the light turns green, the light changes and the taxis do not move. They do this in other locations as well. They even rank up on Brunswick st and Caxton st blocking off a lane forcing cars that want travel up that street to drive on the wrong side of the road.

There are also several locations where they line up through intercections like Mclachlan st onto Brunswick st also blocking off the turning lane there. Eagle st through the lights at Custom house and more

If an UBER driver does this the rating system will take care of it. Passengers will rate the driver low and he will be removed from the system.

As for the cameras and GPS, the cameras are installed for the protection of the drivers, not the customers. The gps has been installed for the computer system not for safety of the passenger.

Supposing someone hails a taxi and disappears. You do not know which taxi to gps or look at the camera.

Say the same happen in an UBER. YOU KNOW EXACTLY WHICH CAR PICKED UP

THE PERSON, THE DRIVERS PHOTO, REGO, PHONE NUMBER AND ADDRESS would be available immediately. As well as last known GPS.

UBER EXCEEDS CURRENT GOVERNMENT STANDARDS!

Drivers have Qld Drivers Authority, criminal checks and medicals are done.

With a large number of taxi drivers being immigrants how far back can your checks go on them and also comments I have heard some don't even have a taxi license, they borrow it from friends who has a license.

The current advertising from the Taxi council is false, misleading and defamatory. UBER has insurance, they are fully insured, cars have had machinery checks by an independent mechanic, and the inference that the drivers are dangerous is defamatory.

Taxi drivers stalking and following cars does not seem legal to me, almost seems as an invasion of privacy.

Taxi drivers pulling up in front of my house for no reason also is very suspect.

Taxi rank supervisors running out onto the road to take photos is in contravention of Work Place Health and safety.

They have been known to go out onto the road in traffic to stop cars open their doors scaring the occupants. Going out onto the road like that is unsafe. If they got hit by a car they would be straight after Workers Compensation. Where is the duty of Care?

You said public safety is a concern.

Taxi ranks in Fortitude Valley, George st and Creek st are dangerous to the public. Having passengers enter from the traffic side of the vehicle is irresponsible and dangerous to the public, especially when they are affected by alcohol. While some might consider the chance of stumbling and being hit by a car low, if such an event were to happen the consequences could be deadly.

As for your mention of warning letters, do you not mean letters of revenue raising.

Public transport is crying out for a service like UBER and public opinion for UBER is high, exceptionally high.

I voted for your government because I believed that it was progressive and of the future. Sincerely I hope that remains the same and your government becomes a world leader in being progressive. You represent the public that voted you in and I assure you that they want UBER especially in areas like Indooroopilly, and Ashgrove.

The solution is simple.

Rescind the cease and desist order, work with UBER to implement safe guards.

I advise the following.

Regular criminal checks I believe 6 monthly as even in security it is not that much. Bring in finger printing of drivers as with security licenses so if someone has committed a crime in the past and have not been caught due to not having their prints, they will either be caught or not proceed being a driver.

That is a simple and effective solution.

UBER will not go away, work with them and show the world that QUEENSLAND IS A SMART STATE.

Cheers

s.73 Member of the Public

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41 Frederick Street
Northgate QLD 4013

PO Box 86
Virginia QLD 4014

P 07 3266 4411
F 07 3266 3411

drivers@completetaxi.com.au
www.completetaxi.com.au

16 October 2014

Mr Campbell Newman
Premier Of Queensland
PO Box 15185
CITY EAST QLD 4002

Dear Premier

RE: UBER

Please find enclosed copies of letters sent to the Attorney General, Mr Jarrod Bleijie and the Minister for Transport and Main Roads, Mr Scott Emerson regarding concerns about Uber.

Yours faithfully

Greg Collins
Managing Director

Released Under RTI - DPP

2014 TAXI OPERATOR
OF THE YEAR

2011 TAXI OPERATOR
OF THE YEAR



15 October 2014

The Honourable Scott Emerson MP
Minister for Transport and Main Roads
GPO Box 2644
Brisbane
Queensland 4001

41 Frederick Street
Northgate QLD 4013

PO Box 86
Virginia QLD 4014

P 07 3266 4411
F 07 3266 3411

drivers@completetaxi.com.au
www.completetaxi.com.au

Dear Minister,

RE: UBER BRISBANE

Thank you for reassuring me personally at my visit to the Parliamentary Green during the Queensland Taxi Council conference of your ongoing support for the Taxi Industry in our great state of Queensland. You also commented that you were responsible for upholding the current legislation and regulation supporting the states taxi operations.

We were also advised that the illegal and recalcitrant operation of Uber had been given a Cease and Desist order from your department. At the time of the conference, I was told there were approximately 300 illegal Uber Vehicles on the road. We had also had been told that 30 fines at the time had been issued. The ratio of fines to cars in my personal opinion seems very low.

At the time it was also said that if you or your department made a public statement it would only give Uber "oxygen" to grow. Well Minister I am sorry to inform you that Uber has continued to grow and I have been informed that they now operate 483 illegal cars. They generated their own oxygen with the mixed and lack of response from you and your department.

They are illegal and I call on you Minister to give the compliance section of your department all the resources and staff necessary to fight this illegal operation. I am asking of you no less than you stated at the Parliamentary Green to members of the Taxi Industry.

My greatest concern is the apathy and the perceived lack of consistency from the department that seems to be causing tensions to rise with both drivers and operators who are both stakeholders in our industry.

Respectively Minister, you as the Minister responsible for the industry need to make a public statement that this illegal operation does not fall into the framework of the legislation and regulation and should not be operating.

Yours Faithfully

Greg Collins.
Managing Director.

2014 TAXI OPERATOR
OF THE YEAR

2011 TAXI OPERATOR
OF THE YEAR



10/10/2014

Mr Jarrod Bleijie
Attorney General
Minister for Justice
Po Box 149
Brisbane Qld 4001

41 Frederick Street
Noringate QLD 4013

PO Box 86
Virginia QLD 4014

P 07 3266 4411
F 07 3266 3411

drivers@completetaxi.com.au
www.completetaxi.com.au

Dear Mr Attorney General

May I respectfully point out to you the need for immediate and urgent attention and action on your part.

UBER now operates in Qld, an unauthorised, illegal and immoral organisation that continues to function in this State, in spite of a "cease and desist" order from your government.

At last count, 483 UBER cars now operate illegally. I estimate this is costing the Qld Tax Payer \$2.56 BILLION dollars in lost revenue for the State, as each car is operating without a licence to do so.

The Qld Taxi Industry, in spite of (or even perhaps because of) being heavily regulated operates very successfully and works within the parameters of the laws of this State to deliver high quality safe services to the members of the public whom it dutifully serves.

However, the UBER operation ignores Qld's laws, in that for example, the cars do not comply with CTP laws, Driver Authorisation laws, and not to mention the rigorous regimes in place to safeguard the public that such regulations were designed to safeguard. These are but some of the reasons you have issued your "cease and desist" order.

The Qld Taxi Industry is becoming increasingly frustrated and concerned by your government's inaction, however. You must take urgent action to enforce the laws of this state. You say that this government is tough on law enforcement. I call on you to take action to prove it. Specifically, we call upon you to urgently commence prosecutions of persons operating under the UBER banner. Once word spreads of your tough stance on these flagrant breaches of the law, these illegal operators will give up. We have seen you take fierce action to protect us against illegal gangs in this state, and I respectfully submit this is another area where your decisive action is warranted.

Yours Faithfully,


Greg Collins
Managing Director

2014 TAXI OPERATOR
OF THE YEAR

2011 TAXI OPERATOR
OF THE YEAR

Pages 124 through 128 redacted for the following reasons:

Access Deferred

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Lucas Clarke

From: Premier <premier@ministerial.qld.gov.au>
Sent: Wednesday, 29 October 2014 3:43 PM
Subject: FW: Uber's Impact in Australia

From: Ashgrove Electorate Office [mailto:ashgrove@parliament.qld.gov.au]
Sent: Wednesday, 29 October 2014 2:06 PM
To: Premier
Subject: FW: Uber's Impact in Australia

From: Matthew Trigg [mailto:trigg@uber.com]
Sent: Wednesday, 29 October 2014 2:04 PM
To: Ashgrove Electorate Office
Cc: Jordan Condo; Mike Abbott
Subject: Uber's Impact in Australia

Premier Newman,

I hope this finds you well.

You may have seen some of the initial media coverage, but we thought we would take the opportunity to directly send you the information we have released today on love.uber.com and the latest facts about Uber (also see our blog post).

If you would like to meet to discuss this, Uber generally or to meet some of our local partners, please do let me know.

All the best,

Matthew

love.uber.com

In the short time we've been in Australia, Uber has already had a massive impact on the way people think about and use transport in their cities. Today, we're excited to launch love.uber.com as a way to share the experiences of local partner drivers and riders.

These stories say more than we ever could about what a difference Uber has made to their cities, and to their lives.

Stories like:

- Debra - a single mum studying nursing full-time who's proud to offer safe and convenient rides to the people of Brisbane.

- Alan - a formerly unemployed miner and truck driver with four children who's able to balance his work and family life using the Uber platform.
- Alison - a university lecturer and former police officer who loves meeting great people and helping them get around the city in a friendly, affordable, and convenient way.
- Ethan - a Melbourne IT professional who's working to support his partner Nadia as she studies a full-time and full-fee Masters degree.

Uber Australia Facts

- Uber is currently creating economic opportunities for 1100 new partners every month in Australia.
- The typical uberX partner in Sydney drives 20 hours a week and takes home \$2500 a month, on average.
- uberX is one of the most affordable ways to get around Australian cities, with fares up to 50% cheaper than a taxi.
- uberX is one of the most reliable ways to get around. Here are the average ETAs in some of our Australian cities:
 - Brisbane – 4.82 mins
 - Sydney – 4.84 mins
 - Melbourne – 5.06 mins
- Uber is one of the safest ways to get around.
- According to government statistics, there are approximately 2.3 million cars in the Uber Sydney service area. If just 12% of these cars were shared and pooled, we could reduce the number of cars on the road by 250,000, and create 20,000 new jobs along the way. That would mean less congestion, less emissions, and more jobs.

Whether creating choice and economic opportunities today, or working towards improved cities of the future, Uber is having a real impact on Australia for the better. For more stories on how we're doing that, visit love.uber.com.

Matthew Trigg | Public Policy Associate, Oceania | Uber

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U B E R

RECEIVED
19 DEC 2014

Tuesday 16 December 2014

Mrs D K Frecklington MP
Member for Nanango
PO Box 1158
KINGAROY QLD 4610

BY: _____

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Dear Mrs Frecklington,

I write to provide you with some basic facts about Uber and our operations in Queensland.

Uber is a technology company that connects riders with drivers in over 250 cities around the world through our smartphone app platform. Uber is not a taxi company, nor are the rides offered by our partner drivers in Queensland taxi services (no taxi meters, no street hailing, no taxi ranks, etc.).

Uber partner drivers currently provide rides to residents and visitors in Brisbane and the Gold Coast with plans to expand to other areas in Queensland in the future.

The Uber platform and the uberX ridesharing services being offered by our partner drivers do not fit into any of the existing regulatory structures and are not referenced in the Government's existing strategy. Consideration of a new regulatory approach is required in recognition of the changing landscape. An absence of express permission in the existing regulatory framework should not necessarily equate to prohibition.

Even the most contemporary transport regulations in Australia have not kept pace with the changes in consumer behaviour, technology and service delivery in the wider ground transportation sector seen in recent years (the iPhone only arrived in Australia seven years ago).

Ridesharing in Queensland has enjoyed mass adoption, increasing consumer choice and providing increased competition in the ground transportation sector (not least from those who would previously have driven themselves).

Partner drivers who provide rides through Uber retain full control of when and how often they work, allowing maximum flexibility around other commitments (e.g. children or study) and providing relief from unemployment and underemployment.

Lucas Clarke

From: s.73 Personal Information
Sent: Tuesday, 16 December 2014 11:57 AM
Subject: FW: More uber

Dear Premier,

Some more interesting links for your Uber loving Transport Minister (who won't and can't enforce the law and can't figure out what duty of care means) also for yourself who doesn't say anything (unless its authorised by McIver).

Kind Regards,

<http://www.theatlantic.com/technology/archive/2014/12/the-broken-windows-of-uber/383746/>

<http://www.wired.com/2014/12/uber-surge-sydney/>

<http://www.news.com.au/technology/online/uber-prices-surge-up-to-4x-normal-fare-in-martin-place-during-sydney-siege/story-fnjwnhzhf-1227156761907>

https://twitter.com/Uber_Sydney/status/544319760809222144

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Lucas Clarke

From: Premier <premier@ministerial.qld.gov.au>
Sent: Monday, 8 December 2014 10:13 AM
Subject: FW: Uber driving

From: [REDACTED] s.73 Personal Information
Sent: Monday, 8 December 2014 9:59 AM
To: Clayfield
Cc: Premier; Transport and Main Roads
Subject: Uber driving

To the honourable Tim Nicholls,

I am a resident of your Clayfield electorate and just wanted to write a quick email to share my experience of using the Uber ride sharing app.

I have used Uber as a passenger and find it very convenient, safe and friendly. Contrast to regular taxis, the vehicles were kept much cleaner, arrived sooner, fares were cheaper, and the atmosphere was friendlier and warmer.

I also regularly participate as an Uber driver (usually between 1-4 hours a week). I work a full-time job, and find it a great way to earn additional income in a manner that is extremely flexible. I have the choice to go online and drive when I have free time, or happen to be driving through the City. I find it very safe, as all my passengers have registered with Uber and have banking details linked to their profile, so I don't have anonymous people getting into my car. This also means that no cash is exchanged in the car, making it safer for drivers and passengers alike.

I am concerned at the smear campaign the Taxi Council is spreading. To become an Uber driver, I have received a license through Queensland Transport, requiring me to undertake a medical exam and a criminal history check. My fear is that some members of the public will interpret the Taxi Council campaign to think that we are acting illegally, when in fact we are all trying to abide by the law. As an extreme example, I was listening to Triple J's Hack program (http://mpegmedia.abc.net.au/triplej/hack/daily/hack_mon_2014_01_12.mp3) where a random guy was boasting about making citizen's arrest on Uber drivers.

I would like to see further clarity provided by the Queensland Government (whether it be in legislation or otherwise) to allow ride sharing apps like Uber exist in a way that is above the accusation of being illegal. Currently there is a lot of confusion.

Thank you for your assistance in this matter.

[REDACTED]
Lutwyche

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Lucas Clarke

From: [REDACTED] s.73 Personal Information
Sent: Friday, 19 December 2014 10:23 AM
Subject: Uber
Attachments: Uber Article.docx

Dear Premier,

An article that I trust will resonate with you as a rusted on Uber supporter.

Kind Regards,
[REDACTED]

Released under RTI - DPC

<http://www.latimes.com/opinion/opinion-la/la-ol-uber-lyft-sharing-economy-ayn-rand-20141217-story.html>

Opinion

Uber alles: The cold-hearted capitalism behind ride-sharing

By **SCOTT MARTELLE** *contact the reporter*

- Uber
- Air Transportation Industry

Surge-pricing during the Sydney hostage-taking points up the amorality within Uber's business model
When is a taxi not a taxi? A good, and confusing, question

Amid the panic and confusion surrounding the recent hostage-taking in Sydney, Uber -- the hipster taxi service that insists it's not a taxi service -- did the unconscionable: It raised the price of getting a lift out of the danger zone.

But it didn't just raise the price. Uber's automatic "surge pricing" model pouged the panic-stricken to the tune of more than \$100 ride, a quadrupling of the regular rate. Uber later apologized and offered refunds but its immediate reaction was that the gouging was intentional. There was a sudden need for vehicles and drivers to move people to safety, and by offering drivers an obscene amount of money for a few minutes of driving, Uber cars would flood the zone.

Ayn Rand would be so proud.

Are Uber and Lyft doing enough to check the backgrounds of their drivers?

Uber is a fast-growing company seemingly run like a frat house. It also is a function of our growing wealth gap. As Leo Mirani points out at Quartz, it is the economic needs of the poor that give rise to paid services for the wealthy -- same as it has ever been. The "sharing economy" in this sense is really just a modern mechanism for middlemen to insert themselves -- for a fee -- into the market to bring those with disposable income and a desire for a specific service together with the people who decide they are willing to do that work for the price offered.

Surge-pricing, on the other hand, is the free market run amok, and to an offensive level in Sydney.

Tech types love it, as do hipsters, because it "disrupts," to apply that awful bit of corporate speak, our existing taxi services. It does so by pretending that it is not a taxi service, but a livery service, like limousines and airport shuttles.

What's the difference? Taxis are defined loosely as rides-for-hire that can be hailed from the sidewalk, and they fall under local taxi commission controls. Livery services are regulated by the state Public Utilities Commission, and cannot stop for a fare who tries to wave them down. The rides must be prearranged.

The new app-based model splits the difference. Ride-share cars aren't hailed on the streets like a taxi. But you can also summon a taxi by calling a number and giving a dispatcher the address where you want the cab to show up. The ride-share model does the same thing. The PUC last year created a new category for such services: A transportation network company.

Now apply that to real-world circumstances. Imagine you've just finished dinner with friends in downtown Los Angeles and you all decide to grab a drink at a bar in Koreatown. You whip out your smartphone, go to the Uber app and within minutes a car shows up and you pay the driver to take you where you want to go. That, according to law as well as common sense, is a taxi service.

The best thing about the sharing economy is that it lets ordinary people turn a quick profit by renting out their assets. Not doing anything Friday night? You could make a nice chunk of change driving people around the city via rideshare apps like Uber and Lyft. Going on vacation next month?... (Alexandra Le Tellier)

And no, it's not "ride-sharing." That's when two people are going to the airport and one gives the other a lift -- for free. There's nothing shared about summoning a car and driver with just a few minutes' notice and paying a fare to get driven somewhere. That's a taxi.

Among the differences between the ride-sharing companies and taxi companies is the regulatory reviews that licensed cabbies -- and the companies they work for -- must undergo. Managers of the upstarts say they do background checks on their drivers, but they seem easy to game. They don't use fingerprint checks, for instance.

Ultimately, rather than being disruptive, Uber and its sharing economy peers are simply doing end runs around regulatory practices that have been in place for decades, practices designed to protect the public from, yes, price gouging, not to mention from being driven around by people who should not be trusted to perform that task. Taxi rates are established by taxi commissions, offering consumers predictability and protections against the unscrupulous. Surge-pricing, on the other hand, is the free market run amok, and to an offensive level in Sydney.

The right thing to do is reclassify Uber et al as taxi services and bring them under the appropriate, and stricter, local regulatory systems. Short of that, fairness dictates those local regulations be scrapped so the traditional taxi services can compete on a more level playing field.

Released under RTI - DIC

Lucas Clarke

From: noreply@premiers.qld.gov.au
Sent: Wednesday, 21 January 2015 4:39 PM
Subject: Taxi Industry and Upcoming State Election
Attachments: B&W Uber premier.docx

Importance: High

Hello,

Thank you for your message to the Honourable Campbell Newman MP, Premier of Queensland. The Premier appreciates the time you have taken to contact him with your comments.

As you may be aware a state election will be held in Queensland on 31 January 2015, and the Government is now in the caretaker period. If appropriate, a response will be provided in due course. Should a response be required, we will contact you as quickly as we can. Please understand detailed or complex questions may take some time to investigate.

Please do not reply to this email, it is an automated service and is unable to receive replies.

Subject:Taxi Industry and Upcoming State Election

Title: s.73 Member of the Public
First Name:
Family Name:

Email:
Phone:
Address:
Town:
State:
Postcode:

Comment:

The Upcoming State election and LNP's stance on the Taxi Industry and enforcing the legislation, regulation - law re Uber

Released under RTI/DPC

21/01/2015

Attn: The Hon. Premier Campbell Newman

Dear Campbell,

Thanks in advance for reading this letter and providing a prompt pre-election response. I know with the election campaign you are very busy, so I will be brief.

As you know, the Taxi industry in Queensland has an excellent reputation. We service over 250,000 fares every day, have one of the highest percentage of wheelchair accessible fleets in the world and are considered the leading taxi service in Australia.

However, recently all of this hard work has been jeopardised by illegal rideshare apps like Uber, that don't care about the law and ignore law and order with no consequences. Sure, there has been talk from the Government and a few fines but really – talk is cheap!

By allowing this farce to continue, the Government has no credibility when it comes to law and order.

I am asking you – as my Premier and spokesman for the LNP, to provide me with your views so I can distribute these to the 60,000 people across Queensland who are associated with the Taxi industry and who vote. I'd really appreciate you taking just a minute to answer these three simple questions:

1. Do you support the Queensland Taxi Industry and the 60,000 small business people and employees who rely on a viable industry for their income?
2. Will you commit to immediately stop Uber and rideshare apps from operating after the election?
3. If so, what exactly will you do to achieve this?

We need your response within 72 hours so we can evaluate the list of candidates who support our industry and intend to enforce Government legislation and regulations within our industry as we have had to abide by to build the industry to the high standards and safety to which it operates today.

We look forward to your response. Thank you again for your time.

Regards

s.73 Personal Information



Lucas Clarke

From:

s.73 Member of the Public

Sent:

Tuesday, 2 December 2014 1:17 PM

Subject:

RE: Re Balding Uber comment

RUSSELL BALDING
info@cabcharge.com.au

CabCharge,

I am an Uber driver and I suspect that if;

- a. your taxis were clean, and did not smell badly,
- b. the drivers were clean and did not smell badly of body odour,
- c. the drivers were courteous, polite and conversational,
- d. the drivers could speak English,
- e. the drivers knew where they were going,
- f. the drivers treated passengers with respect,
- g. the drivers gave service, although I doubt that will happen because the taxi industry seems not to be able to spell service let alone pronounce it,
- h. the fares were lowered by about 30% minimum,
- i. the drivers were able to be rated on their performance by passengers,
- j. the greedy CabCharge mob removed their extra charge (10%) for the use of a "card", you may have a slight chance of recovering lost ground, but I doubt you will.

Black and White Cabs and Black and Orange Cabs with their ancillary operations are just as bad as each other. (American tourists think we are a joke and do not know the difference between yellow and orange and suggest if we want to see what a Yellow Cab looks like we should cast our peepers over New York.)

Uber is here to stay.

- a. because **The People** want it,
- b. we have reached critical mass as far as riders are concerned,
- c. 100 new riders per day join Uber, shared between Brisbane and the Gold Coast,
- d. it is less expensive,
- e. it is more efficient,
- f. it is safer,
- g. Uber has strict requirements for drivers and riders,
- h. a driver must be over 21
- i. must have an open licence
- j. must have a good driving record,
- k. must have a driver authority from Queensland Transport and Main Roads, either General or Scheduled, meaning they can drive passenger carrying vehicles up to large buses, with requisite training and qualification, this includes a medical examination and a police background check,

- l. must have a 4 passenger car either 2005 or younger,
- m. car must be in good condition and presentable,
- n. driver's name must be on registration papers,
- o. must have full comprehensive insurance applicable to type of operation,
- p. car is examined by an Uber contractor twice a year for roadworthiness,
- q. Uber has a \$5 million insurance policy to cover any eventualities,
- r. car must be clean at all times,
- s. driver must dress presentably,
- t. driver's personal hygiene must be of a high standard and must be maintained,
- u. Uber advises drivers that riders are not crash test dummies and conversation with them is required if they are amenable to such,
- v. Uber riders all love Uber and say they will not use a taxi unless absolutely essential,
- w. girls say they feel much safer in Uber cars and do not feel safe with taxi drivers and some can tell horrendous stories of foreign taxi drivers in Brisbane,
- x. taxi drivers rip passengers off by mostly taking the long way to a destination,
- y. taxi companies never take accusations of assault by their drivers seriously so girls no longer bother to report such matters as the companies always take the driver's side and security camera data disappears, instead they take Uber cars,
- z. The last time my wife used a taxi was some years ago and the foreign driver told her she should meet him for coffee the following morning (no way Jose) and the last time I used a taxi was years ago and the driver's face did not fit the ID overhead and I do not know if he even had a licence,

I am a driver trainer for multi-combination trucks (road trains B doubles and B triples). My licence is endorsed MC & UD. I have trained truck drivers since the mid sixties. I train and assess heavy vehicle drivers and I train trainers for heavy vehicles. I also train plant operators and mobile crane operators. I can drive articulated buses and could assess taxi drivers for skill and road regulations and safety knowledge (With many I have ridden with the majority of foreign drivers would not pass).

I seriously doubt I need an examination of English comprehension, writing and spelling.

I suggest to you that the taxi industry is on its way out in a big way because the duopoly has only served to entrench a culture of detestation among drivers with a disdain for the public at large who are only seen as a cash cow for those who have mistakenly sunk money into taxi licences. I understand that as the price of taxi licences is plunging due to the amount of business consumed by Uber, the banks will soon be withdrawing loans as the licences fall below their mortgage value. This will leave a number of licences unsaleable and drivers will want to become Uber drivers and they will have to abide by the rating system. Many will fail the ratings as both drivers and riders are rated and if a driver falls below a 4.6 rating out of a maximum of 5 (in increments of .00) the driver is automatically flicked off the system by the computer and will have to seek a review to try to get back into the system. The rating system keeps drivers and riders on their toes lest they fall low and exit.

Do not try to play the "race" card as there is only one race and that is the human race. We are separated by culture, ethnicity and many other factors. I practice "attitudism" wherein I dislike those with what I consider to be the wrong attitude to whatever is on the table. I

wouldn't laugh too much because many are not in the human race and at best have no chance of ever winning it.

s.73
Member of
the Public

http://www.afr.com/p/boss/why_the_law_won_stop_uber_bQzVtcCASGPKkE12lqDItN



Uber is backed by \$US1.5 billion, including a \$US258 million investment from Google's venture capital arm. **Illustration: Stephen Clark**

Rachel Botsman

In 1865, the British government passed a law called the Locomotive Act to protect pedestrians and horse-drawn traffic. It stated that any car must have a crew of three: a driver, a stoker and a man to walk at least 55 metres ahead of the vehicle, waving a red flag.

The "Red Flag Law" also restricted cars from travelling at more than two miles an hour in urban areas, which limited the usefulness of the new vehicle. It turned out the groups lobbying for this act were the stagecoach and railroad companies, which were rightfully nervous about the threat automobiles posed to their businesses and argued "precautionary laws" were necessary for public safety.

The history of the car shows how a new technology fundamentally changes the way people do things and how policymakers and regulators are faced with the vexing challenge of figuring out how to protect the public and resist pressure from players with a vested interest in protecting the status quo.

These days, industries as diverse as telecommunications, hotels, taxis, energy, music and cable television networks are wading through their respective versions of red flag laws as disruptors challenge the way these powerful and lucrative businesses have operated for a very long time. Many emerging business models are so new they don't fit into existing regulations.

Take Uber, a rapidly growing transportation company that has recently found itself the subject of Australian news headlines.

Launched in San Francisco on May 31, 2010, Uber is the brainchild of entrepreneurs Garrett Camp and Travis Kalanick. In search of their next big idea, both started talking about how often they got stranded on the street unable to find a taxi – a notorious problem in the Bay Area. They rightly assumed that satisfaction with traditional taxi operators was low and that there was a massive unmet demand to change the way people get from A to B. So the duo did something that sounds really simple.

They built a platform that connects passengers directly with the drivers of vehicles – initially private-hire black town cars, whose drivers had downtime between dropoffs and pick-ups. On the main Uber platform the drivers are professionals with luxury vehicles, whereas on UberX anyone over 24 with a licence and no criminal record who owns a four-door car can offer rides. Both models bypass the highly regulated taxi middlemen.

Today, Uber is backed by \$US1.5 billion (\$1.6 billion), including a \$US258 million investment from Google's venture capital arm. The investment reportedly values Uber at about \$US17 billion. The company now operates on every continent, except Antarctica, and is in 128 cities across 37 countries, including Sydney, Brisbane and Melbourne here in Australia. Typically, it does not ask the city for permission before launching, but follows the strategy of entering a market and scaling demand fast. Worldwide, 20,000 new drivers a month are joining Uber.

OUTSIDE THE BOX

It's understandable that the traditional taxi, limousine and cab companies are scared and unhappy about the competition, given they did not see it coming. The incumbents are appealing to state regulators, arguing the likes of Uber are "rogue apps" that create unfair competition because they "operate outside of the regulatory framework" of the taxi industry. Herein lies the problem: "on-demand ride sharing" was not considered when the laws governing the taxi industry were enacted.

It's a common approach for the disruptor to focus on what their product isn't ("We are not a taxi company") and for the incumbent to focus on what it is ("Yes, you are providing taxi services"). Technically speaking, Uber and other US-based competitors such as Lyft and Sidecar are not operating as taxi companies, namely because they don't own any cars and the drivers are not employees. In other words, it's a car "service", but not a "car service".

So do these new services pose a threat to public safety? Does the Uber surge pricing model (a premium price charged during peak hours, bad weather or major holidays) represent optimal demand and supply economics or is it just greedy fare-gouging? Are these new entrants unfairly skirting regulations? Could a new category for what they offer be created? Are the existing regulations outdated, enshrining the status quo and blocking new ideas from entering the market? The answers depend on who you ask. NSW Transport Minister Gladys Berejiklian has been criticised for not sending a clear enough message about where she stands on Uber's operations in Sydney. "It depends what they're purporting to call themselves," Berejiklian says. "They're not allowed to call themselves a taxi service; they're not allowed to call themselves certain categories of things."

Uber does not think of itself as a taxi operator or car service, but a technology company. "It's not just about finding a ride, it's about using technology to put available resources to more efficient use, which is a win for drivers, riders and communities," says Jordan Condo, Uber's head of public policy for the Asia-Pacific region. "While change is never painless, technology means it's inevitable."

REGULATION FOR THE BETTER

In my opinion, Berejiklian is supporting innovation by not taking a combative stance. She is wading through the grey areas to answer a critical question: whose interest is the law really protecting? The current cease and desist letters, fines and regulatory battles about Uber should not be just about Uber, per se.

In the bigger picture, what's at stake is the risk of getting wedged into a myopic viewpoint that damages the progress of the entire industry. Ultimately, regulation should enable innovation that disrupts a market for the benefit of the majority.

In the case of Uber, the net result should be safer, more reliable, more diverse and affordable transport options as well as good wages, proper insurance cover and quality assurance for the drivers. If traditional taxi companies remain middlemen that don't add value in any way to the service for drivers or customers, they will become redundant.

YOU CAN'T REVERSE THE STORY

As the cases for and against Uber unfold, it's interesting to pause and look at the music industry and the unintended consequences that can typically unfold from a regulatory fight. Peer-to-peer sharing network Napster was deemed illegal, but it proved there was a different way to access and buy music. As one music executive eloquently explained in a paper published in 2012, called *Copyright and Innovation: The Untold Story*, the record companies were used to "selling one pound of shit in a 10-pound bag". Napster smashed the concept of bundling; people realised they were being ripped off and wanted à la carte options.

The music industry, for the most part, got so consumed with the fight over illegal peer-to-peer file sharing that they failed to see there was another unstoppable idea in the wings, and a massive market waiting to be tapped: the idea that millions of people would want to legally download songs and albums (and pay good money for them) via a legitimate online marketplace.

For every business that is threatened with extinction and fighting it by waving the legal stick, there is a disruptor focusing on the carrot – hello iTunes, Pandora and Spotify.

If we look back over the history of innovation, a repeated mistake is the assumption that a successful lawsuit can magically erase a new idea from the minds of the public. Win or lose on the legal front, it doesn't matter; you can't untell the story.

If the idea is a good one, it won't quietly disappear into a black hole. Ask an Uber passenger what they think of the service, and common responses are "simple", "beautiful" and "I will never take a 'normal' taxi again". As soon as the genie is out of the bottle that a new way exists and the public decides that new way is as good as, if not better, than the current option, then change happens quickly.

WIN THE BATTLE, LOSE THE WAR

The immediate risk for incumbents pursuing the fight is the risk of losing the case in hand. But even a win in court does not mean you can stop the market innovating. If Uber does not win the current fights, some other player will. Plus, regulatory fights and drawn-out lawsuits create the immediate loss of hard dollars, time and energy, as well as having the unintended consequence of popularising what they are trying to eliminate.

The real impact often happens five or even 10 years later, when the fighter realises the victory was only temporary and the real damage for the company (and often the entire industry) is that it killed their own opportunity for innovation. If a new entrant is seriously threatening a business, it's a pretty good indicator that the world is changing and it's time to rethink the model.

STORY RACHEL BOTSMAN ILLUSTRATION STEPHEN CLARK

BOSS

From: [REDACTED]
Sent: Monday, December 01, 2014 8:19 AM
To: info@cabcharge.com.au
Subject: Re Balding Uber comment

Attention: Mr Russell Balding AO

Dear Sir,

Re your comment on page 21 of Brisbane's Sunday Mail of November 30th, quote - 'Cabcharge chief Russ Balding reckons Uber is "dangerous and unsupervised"'. I suppose you mean passengers should travel with 'legal' taxi operators who are not 'dangerous', but safe and supervised, is that correct?

Do you mean someone like -

(a) the [turban wearing] *supervised, legal and safe* taxi driver behind the wheel, whose in cab mounted photographic ID card did not match the *supervised, legal and safe* actual [turban wearing] driver behind the wheel? OR

(b) the *supervised, legal and safe* turban wearing taxi driver taking his break in the boot of a taxi driven by another *supervised, legal and safe* turban wearing driver? This was as discovered by a Queensland Transport person who became suspicious when the driver did not want the passenger to put his suitcase in the boot when picked up at Brisbane airport.

I don't expect a response from you, but how about the old saying - Physician heal thyself?

s.73 Member of
the Public

From: [REDACTED]
Sent: Tuesday, December 02, 2014 1:15 PM
To: 'albert@parliament.qld.gov.au'; 'algerster@parliament.qld.gov.au'; 'ashgrove@parliament.qld.gov.au'; 'aspley@parliament.qld.gov.au'; 'ATSI@ministerial.qld.gov.au'; 'attorney@ministerial.qld.gov.au'; 'barron.river@parliament.qld.gov.au'; 'beaudesert@parliament.qld.gov.au'; 'brisbane.central@parliament.qld.gov.au'; 'broadwater@parliament.qld.gov.au'; 'buderim@parliament.qld.gov.au'; 'bulimba@parliament.qld.gov.au'; 'bundaberg@parliament.qld.gov.au'; 'bundamba@parliament.qld.gov.au'; 'burdekin@parliament.qld.gov.au'; 'burleigh@parliament.qld.gov.au'; 'burnett@parliament.qld.gov.au'; 'cairns@parliament.qld.gov.au'; 'callide@parliament.qld.gov.au'; 'caloundra@parliament.qld.gov.au'; 'capalaba@parliament.qld.gov.au'; 'chatsworth@parliament.qld.gov.au'; 'clayfield@parliament.qld.gov.au'; 'cleveland@parliament.qld.gov.au'; 'Communities@ministerial.qld.gov.au'; 'condamine@parliament.qld.gov.au'; 'cook.thursday.is@parliament.qld.gov.au'; 'cook@parliament.qld.gov.au'; 'coomera@parliament.qld.gov.au'; 'currumbin@parliament.qld.gov.au'; 'DAFF@ministerial.qld.gov.au'; 'dalrymple.charters@parliament.qld.gov.au'; 'dalrymple@parliament.qld.gov.au'; 'DeputyPremier@ministerial.qld.gov.au'; 'education@ministerial.qld.gov.au'; 'EnergyandWater@ministerial.qld.gov.au'; 'environment@ministerial.qld.gov.au'; 'everton@parliament.qld.gov.au'; 'ferny.grove@parliament.qld.gov.au'; 'gaven@parliament.qld.gov.au'
Subject: RE: Re Balding Uber comment

From: [REDACTED]
Sent: Tuesday, December 02, 2014 1:16 PM
To: 'gladstone@parliament.qld.gov.au'; 'glass.house@parliament.qld.gov.au'; 'greenslopes@parliament.qld.gov.au'; 'gregory.emerald@parliament.qld.gov.au'; 'gregory@parliament.qld.gov.au'; 'gympie@parliament.qld.gov.au'; 'Health@ministerial.qld.gov.au'; 'hervey.bay@parliament.qld.gov.au'; 'hinchinbrook@parliament.qld.gov.au'; 'inala@parliament.qld.gov.au'; 'indoороopilly@parliament.qld.gov.au'; 'ipswich.west@parliament.qld.gov.au'; 'ipswich@parliament.qld.gov.au'; 'kallangur@parliament.qld.gov.au'; 'kawana@parliament.qld.gov.au'; 'keppel@parliament.qld.gov.au'; 'lockyer@parliament.qld.gov.au'; 'logan@parliament.qld.gov.au'; 'lytton@parliament.qld.gov.au'; 'mackay@parliament.qld.gov.au'; 'mansfield@parliament.qld.gov.au'; 'maroochydore@parliament.qld.gov.au'; 'maryborough@parliament.qld.gov.au'; 'mermaid.beach@parliament.qld.gov.au'; 'mirani@parliament.qld.gov.au'; 'moggill@parliament.qld.gov.au'; 'morayfield@parliament.qld.gov.au'; 'mount.coot-tha@parliament.qld.gov.au'; 'mount.isa.cloncurry@parliament.qld.gov.au'; 'mount.isa@parliament.qld.gov.au';

'mount.ommaney@parliament.qld.gov.au'; 'mulgrave@parliament.qld.gov.au';
'mundingburra@parliament.qld.gov.au'; 'murrumba@parliament.qld.gov.au'; 'nanango@parliament.qld.gov.au';
'NationalParks@ministerial.qld.gov.au'; 'nicklin@parliament.qld.gov.au'; 'noosa@parliament.qld.gov.au'
Subject: RE: Re Balding Uber comment



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Released under RTI - DPC

Lucas Clarke

From:
Sent:
Subject:

s.73 Personal Information

Tuesday, 9 December 2014 5:52 PM
Dutch judges ban taxi service UberPOP

<http://www.theaustralian.com.au/business/latest/dutch-judges-ban-taxi-service-uberpop/story-e6frg90f-1227149288970>

Dear Premier,

It would be appreciated by the Taxi community in Queensland if your Government could take a leaf out of the song book of the Dutch, the Thais and the Indians all of whom have banned Uber in the last week. Queenslanders should not have to wait until there is a tragedy despite Mr. McIver's comment at the end of a recent meeting I had with him that a rape and murder would fix the problem for the taxi industry. The industry has certainly been out marketed by illegal taxi company Uber but we can certainly out supply them when it comes to safety.

It was reported from a dinner last night that the Transport Minister doesn't want to rush into anything with Uber. He is obviously worried about the law of unintended consequences. Well I am no politician but if we do have a tragedy like the rape in Delhi the consequences will fall fairly and squarely on the Governments shoulders and rightfully so for failing to ensure the safety of Queenslanders and enforcing the law. Doing nothing or tinkering at the edges is not an option and dammed if I can see what unintended consequences there could be for doing the right thing.

Kind Regards,

[Redacted]

Released under the Official Information Act

Pages 149 through 150 redacted for the following reasons:

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apps?recruiter=42039414&utm_source=share_petition&utm_medium=facebook&utm_campaign=autopublish&utm_term=des-
lg-share_petition-no_msg&fb_ref=Default

Thanks
s.73 Member of the
Public

Released under RTI - DPC

Lucas Clarke

From: s.73 Member of the Public
Sent: Wednesday, 3 December 2014 1:57 AM
Subject: Fwd: Vote 1 for UBER!

Mr Campbell Newman,

There is a bit of a debate at the moment between Taxis and the Uber service.

As a Brisbane constituent I just want to throw my opinion in the ring.

Having used both services I can easily say that UBER is the better system. Not just because it is markedly cheaper, but also because it allows you to choose a driver, and review the driver.

There is very little accountability for Taxi drivers in Brisbane. Years ago my wife had an issue with a driver trying to find out her personal information, asking where she lived and refusing to take the route that she requested. Complaints to the Taxi company fell on deaf ears. I have had an issue where a Taxi driver refused to put on a seatbelt, potentially turning the driver into deadly projectile in case of an accident. Other issues occur where the driver appears to press buttons that increase the fare of the Taxi without explanation. These things all happen because of a lack of instant accountability for Taxi drivers.

We have caught many 'Ubers', and the experience is ten fold better than a normal Taxi, simply because the driver knows they are accountable to their own behaviour and will lose the ability to operate if their rating falls below 4.5 stars. The driver has no control over the price - so no pushing random buttons to increase the fare, plus the route is set out in the app, so anyone not familiar with the area knows they are going the most direct route.

If you stand for liberal values and deregulation/privatization (as seems to be the case through other decisions you have made), then at least make the decision to allow more competition in the Taxi market and improve the price and quality of services. A world city needs a range of effective modes of transport - don't leave us living in the last century!

Best regards,



Lucas Clarke

From: noreply@premiers.qld.gov.au
Sent: Wednesday, 3 December 2014 9:18 AM
Subject: Uber

Importance: High

Response: NO
Subject:Uber

Title: s.73 Member of the Public
First Name:
Family Name:
Address:
Town:
State:
Postcode:

Comment:

My Uber is 20-30 per cent cheaper than a taxi

I don't pay an 11 per cent credit card surcharge

Ubers are more reliable and pick me up faster

I can rate the driver

I feel safer in an Uber.

Please keep uber, I use cabs all the time, as I don't drive. Uber is by far the more effiecent service, and does make me feel safer.

Released under RTI - DPC

Lucas Clarke

From: [REDACTED] s.73 Personal Information
Sent: Tuesday, 16 December 2014 8:18 AM
Subject: FW: Uber
Attachments: CCE16122014_00000.pdf

FYI.

From: [REDACTED]
Sent: Tuesday, 16 December 2014 8:15 AM
To: 'anthony.marx@news.com.au'
Subject: Uber

Hi Anthony,
Reading your City Beat article on Uber I felt compelled to write to clear up a few misconceptions on the Taxi industry.

I have been in this industry for 21 years as a driver, operator of up to 25 licences and the current owner of one licence.

Portraying the industry as a giant monopoly or duopoly is incorrect. For instance Yellow Cabs and B&W Cabs own very few licences and in their role of despatching work are not part of the regulated industry but are contracted by the Qld Government to provide that service to the regulated industry at no cost to the Government. The 3264 Taxi Licences in our state are all small businesses in their own right and each compete against each other regardless of which company they are affiliated to. Affiliation to a Taxi Company is a legislated requirement.

I believe Uber's strategy of breaking laws, disregarding passenger safety and claiming this is a Transportation revolution is totally flawed. As I explain in the attachment they have every opportunity to achieve their goal in a legal way. On a level playing field I say bring on the competition and that is the feeling of the industry state wide.

I believe Uber can be summed up very precisely with this statement from their legal page on the web site.

"THE QUALITY OF THE TRANSPORTATION SERVICES SCHEDULED THROUGH THE USE OF THE SERVICE OR APPLICATION IS ENTIRELY THE RESPONSIBILITY OF THE THIRD PARTY PROVIDER WHO ULTIMATELY PROVIDES SUCH TRANSPORTATION SERVICES TO YOU. YOU UNDERSTAND THEREFORE, THAT BY USING THE APPLICATION AND THE SERVICE, YOU MAY BE EXPOSED TO TRANSPORTATION THAT IS POTENTIALLY DANGEROUS, OFFENSIVE, HARMFUL TO MINORS, UNSAFE OR OTHERWISE OBJECTIONABLE, AND THAT YOU USE THE APPLICATION AND THE SERVICE AT YOUR OWN RISK."

This statement was highlighted to me by the young Uber lady in very short shorts who picked up three young men in the Valley on Saturday night in her two door Fiat with P plates. Though to be fair it was noticed she did hand out the complementary free water.

Anthony, the Taxi industries issue is the Government's failure to enforce the laws of the state and the safety of its citizens. When a tragedy ultimately occurs the white collar Silicon valley gangsters won't be held accountable but our Premier and his Transport Minister will certainly be and rightfully so.

I trust this information is helpful in any future stories on Uber. I can be contacted on [REDACTED] if you need clarification on any points.

Kind Regards,
[REDACTED]

Lucas Clarke

From: s.73 Personal Information
Sent: Friday, 31 October 2014 8:04 AM
Subject: FW: UBER DRIVERS SPEAK: We Are Making A Lot Less Money Than Uber Is Telling People | Business Insider

Dear Premier,

After the party meeting on Tuesday last it appears your Transport Minister is backing the Uber model and putting at risk the 3264 small businesses that comprise the taxi industry in our state. The only monopolies and duopolies that exist in the taxi industry is in despatch where the taxi companies are contracted by the state to supply services to the regulated industry. Uber would be welcomed by the industry to compete in that area and they actually could do that legally. Though unfortunately they wouldn't be able to compete with their 20% charge per job.

Premier look around the world Uber is only about the money and data mining. They bring nothing to the table other than chaos and are going to undermine the genuine services provided by the Taxi industry.

As you can see from the attached business insider article once they get through the door the rules change in their favour. Premier on behalf of the industry please show leadership and enforce the laws of this state and safeguard our citizens. Send Uber packing until they can come up with a workable model. I might add that I was talking to one of your MP's yesterday and he suggested to me that this issue be kept behind closed doors and not taken to the media. Maybe he was just contemplating the next election. I was staggered by his audacity to think that a government that can't even enforce a cease and desist order should be given favourable treatment. I say again you are putting at risk the hopes and future of 3264 small businesses and the safety of Uber drivers and passengers. I also ponder where we would be if Uber was a Malaysian or a Chinese company rather than a cashed up American opportunist who claim they are not a taxi company but surprise, surprise they are directly paid by the customer for the service provided by their Uber driver sorry partner. I wonder what taxes are being paid in this alliance? You can bet it's a lot less than the current taxi industry if any at all.

Premier this is deregulation by stealth. I challenge you to show me anywhere in the world where deregulation has worked. Many have tried and failed and re-regulated. Premier the taxi industry is awaiting your response and over five months the silence is deafening.

Kind Regards,
[REDACTED]

P.S . Word from the grape vine is that Santo Santoro is now lobbying for Uber. Interesting times if that is correct.

Sent: Friday, 31 October 2014 12:42 AM

To: [REDACTED]

Subject: UBER DRIVERS SPEAK: We Are Making A Lot Less Money Than Uber Is Telling People | Business Insider

www.businessinsider.com.au/uber-drivers-say-theyre-making-less-than-minimum-wage-2014-10

Lucas Clarke

From: s.73 Personal Information
Sent: Friday, 7 November 2014 8:25 AM
Subject: FW: FROM AN LNP MEMBER - UBER.

From: [REDACTED]
Sent: Friday, 7 November 2014 7:45 AM
To: 'premiers.master@premiers.qld.gov.au'
Cc: 'Redlands Electorate Office'; 'Steve.Minnikin@ministerial.qld.gov.au';
'TransportandMainRoads@ministerial.qld.gov.au'; 'director-general@tmr.qld.gov.au'; 'Bill Parker';
'JTighe@blackandwhitecabs.com.au'; 'scott.g.notley@transport.qld.gov.au'; 'Greg Webb'
Subject: FROM AN LNP MEMBER - UBER.

Campbell,

My name is [REDACTED] and I am an LNP member and a taxi licence owner. I have written to you and your government in relation to your inaction on UBER on a number of occasions. To date I have not had a reply. Uber is operating unlawfully as defined by your legislation and you are doing nothing about it. Your Transport Department appears to be stonewalled into inaction by you and your ministers. I am told there are a number of licence owners who intend to back Kate Jones in your electorate and hand out how to vote cards to get rid of you. I suspect we should direct our energies into that if we are to see any action on UBER. The stench from your inaction is getting very strong. Your promises to fix the economy have not materialised as the economy is getting worse – remember we are in an industry that measures the economic heartbeat. I am sure licence owners and their friends may have some effect on your marginal seats. It would be good to get an answer to this email but I suspect it will be ignored as were the others. There are lots of rumours running around town as to the reasons for your inaction – you should go and listen to some of them. Maybe we should go and speak with Clive. It has been suggested we should place a how to vote sign in each of our Brisbane taxis – 2,000 taxis times 14 shifts per week times 20 fares a shift – that's 560,000 passengers per week we could influence. Gee and it is G20 too. I wonder how many votes we could change? My details are attached to the number beside my name.

Regards,
[REDACTED]



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Lucas Clarke

From: Premier <premier@ministerial.qld.gov.au>
Sent: Wednesday, 5 November 2014 2:07 PM
Subject: FW: Uber Assaults
Attachments: BP Uber assaults 171014.doc

From: Ruth O'Donovan [mailto:Rutho@yellowcab.com.au]
Sent: Wednesday, 5 November 2014 1:33 PM
To: Jillian Bagnall; Premier
Subject: Uber Assaults

Good Morning

Plse find attached a 3 page list of links for assaults on Uber passengers over the past few months around the world. You will be horrified at the severity at the physical abuse and assaults on the general public.

Kind Regards

Ruth O'Donovan
PA to Mr N Ford & B Parker

Yellow Cabs (Qld) Pty Ltd
7 Albion St Woolloongabba Q 4102
Ph : +61 7 3391 2008
Fax : +61 7 3891 0039
www : www.yellowcab.com.au



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Please consider the environment before printing this email.

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Pages 160 through 162 redacted for the following reasons:

Access Deferred

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Lucas Clarke

From: s.73 Personal Information
Sent: Wednesday, 12 November 2014 5:27 AM
Subject: FW: An open email to Queensland MPs from a concerned Taxi Owner.

From: [REDACTED]
Sent: Wednesday, 12 November 2014 5:11 AM
To: 'Greenslopes Electorate Office'
Cc: 'Broadwater@parliament.qld.gov.au'; 'Mudgeeraba@parliament.qld.gov.au'; 'Burnett@parliament.qld.gov.au'; 'Ipswich@parliament.qld.gov.au'; 'Attorney@ministerial.qld.gov.au'; 'Albert@parliament.qld.gov.au'; 'Rockhampton@parliament.qld.gov.au'; 'Brisbane.Central@parliament.qld.gov.au'; 'Ipswich.West@parliament.qld.gov.au'; 'Whitsunday@parliament.qld.gov.au'; 'Thuringowa@parliament.qld.gov.au'; 'Coomera@parliament.qld.gov.au'; 'nrm@ministerial.qld.gov.au'; 'localgovernment@ministerial.qld.gov.au'; 'Gladstone@parliament.qld.gov.au'; 'Redcliffe@parliament.qld.gov.au'; 'Capalaba@parliament.qld.gov.au'; 'ccsds@ministerial.qld.gov.au'; 'police@ministerial.qld.gov.au'; 'nprsr@ministerial.qld.gov.au'; 'Bulimba@parliament.qld.gov.au'; 'Gaven@parliament.qld.gov.au'; 'Redlands@parliament.qld.gov.au'; 'Noosa@parliament.qld.gov.au'; 'Indooroopilly@parliament.qld.gov.au'; 'Moggill@parliament.qld.gov.au'; 'Pumicestone@parliament.qld.gov.au'; 'Nanango@parliament.qld.gov.au'; 'Gympie@parliament.qld.gov.au'; 'Springwood@parliament.qld.gov.au'; 'Morayfield@parliament.qld.gov.au'; 'Condamine@parliament.qld.gov.au'; 'Murrumba@parliament.qld.gov.au'; 'Burleigh@parliament.qld.gov.au'; 'Townsville@parliament.qld.gov.au'; 'Warrego@parliament.qld.gov.au'; 'Pine.Rivers@parliament.qld.gov.au'; 'Gregory@parliament.qld.gov.au'; 'Yeerongpilly@parliament.qld.gov.au'; 'Mount.Isa@parliament.qld.gov.au'; 'Greenslopes@parliament.qld.gov.au'; 'cook.thursday.is@parliament.qld.gov.au'; 'Cairns@parliament.qld.gov.au'; 'Dalrymple@parliament.qld.gov.au'; 'Beaudesert@parliament.qld.gov.au'; 'Education@ministerial.qld.gov.au'; 'Waterford@parliament.qld.gov.au'; 'Stafford@parliament.qld.gov.au'; 'Maryborough@parliament.qld.gov.au'; 'Mirani@parliament.qld.gov.au'; 'Everton@parliament.qld.gov.au'; 'Caloundra@parliament.qld.gov.au'; 'daff@ministerial.qld.gov.au'; 'Burdekin@parliament.qld.gov.au'; 'Sandgate@parliament.qld.gov.au'; 'Bundamba@parliament.qld.gov.au'; 'Chatsworth@parliament.qld.gov.au'; 'Southport@parliament.qld.gov.au'; 'Mackay@parliament.qld.gov.au'; 'Ashgrove@parliament.qld.gov.au'; 'Clayfield@parliament.qld.gov.au'; 'Treasurer@ministerial.qld.gov.au'; 'thepremier@premiers.qld.gov.au'; 'Stretton@parliament.qld.gov.au'; 'Inala@parliament.qld.gov.au'; 'Mulgrave@parliament.qld.gov.au'; 'environment@ministerial.qld.gov.au'; 'Logan@parliament.qld.gov.au'; 'Mount.Coot-tha@parliament.qld.gov.au'; 'Lockyer@parliament.qld.gov.au'; 'cleveland@parliament.qld.gov.au'; 'Kallangur@parliament.qld.gov.au'; 'Woodridge@parliament.qld.gov.au'; 'Callide@parliament.qld.gov.au'; 'Alger@parliament.qld.gov.au'; 'Ferny.Grove@parliament.qld.gov.au'; 'speaker@parliament.qld.gov.au'; 'Mount.Ommaney@parliament.qld.gov.au'; 'Hervey.Bay@parliament.qld.gov.au'; 'Southern.Downs@parliament.qld.gov.au'; 'Health@ministerial.qld.gov.au'; 'TMR@ministerial.qld.gov.au'; 'Mermaid.Beach@parliament.qld.gov.au'; 'Sunnybank@parliament.qld.gov.au'; 'Currumbin@parliament.qld.gov.au'; 'Lytton@parliament.qld.gov.au'; 'South.Brisbane@parliament.qld.gov.au'; 'Barron.River@parliament.qld.gov.au'; 'Mansfield@parliament.qld.gov.au'; 'Toowoomba.North@parliament.qld.gov.au'; 'Nicklin@parliament.qld.gov.au'; 'Nudgee@parliament.qld.gov.au'; 'Keppel@parliament.qld.gov.au'; 'JTighe@blackandwhitecabs.com.au'; 'commissioner@police.qld.gov.au'; 'greg.w.smith@transport.qld.gov.au'; 'Bill Parker'; 'Greg Webb'; 'Qld Tport Keith Boyer (keith.boyer@translink.com.au)'
Subject: RE: An open email to Queensland MPs from a concerned Taxi Owner.

Thank you Ian – it is good to hear that you are assisting us. A large number of people have their whole working lives invested in the taxi industry and are looking down the barrel of losing the lot. There is the couple who want to sell their licence to use the funds to support their disabled son, the other couple who want to retire and can't because licences are now unsaleable. They look on at your government, especially the transport minister, who says a lot but does nothing, and wonder why. These people would have voted liberal and worked hard for every dollar they made. The taxi industry is a difficult industry. I attended an operators' meeting the other day and listened to a QT boffin, not a nice term but what else can you call him when he doesn't offer any substance and blames the ones above him for inaction – absolute drivel – in private enterprise, where I came from, you would have side-lined him and quietly shown him the door. Maybe that is why he has wound up in QT. He would have made "Yes Minister" proud. Then there is the matter of public safety when using Uber. There doesn't appear to be any reason that becomes enough

of a driving force to get them into action. Bear in mind that Uber has been declared illegal – you would have thought that could be a very good reason from the start. Ubers' flagrant disregard of the "cease and desist" order, sorry, orders, would have been called "public anarchy" in the old days. So, the inaction to date makes you wonder what the underlying reasons are.

Overnight, it appears our complaints to Virgin have stopped them using Uber. I received a text message earlier in the night which I assume should be confirmed in the press today. Anyway, the back lash is gaining momentum. Each taxi that a base operates usually takes about five drivers to run it, so if we can mobilise these drivers and the owners to write to their local MP we may get some traction. Please allow me to be lazy – but Zara should be reading this and I would like her to get her 100 owners and probably 2,000 drivers (and their friends) to write to their local member. Zara will probably ask "the other lady down the road" to do the same. Zara is on the Gold Coast.

I know MPs are driven by votes (hence the last sentence), but I am finding out the "by how much" factor now, with the emails I am writing and the responses I am getting. The conversations are even more enlightening. You mention the safety aspect, the unlevel playing field, the regulation, the amount of money that is being lost due to non payment of tax and GST – you can actually see the eyes glaze over – BUT – once the vote side of it attaches itself to their brain – bugger me – you can see the blood rush to their face, it's all go. It is so obvious that it is childish.

Not to labour the point – but those of us in the Industry that pay tax – actually pay a lot of tax and GST, so I wouldn't do your sums on a miniscule number – we also pay a lot of stamp duty. So, don't think the amount of tax we pay is in the same realms as the perceived number of "VOTES" you think we control – both are quite large as is our public reach. Sorry, I had to get the "VOTE" word in – I have been a slow learner but I am getting there.

My membership of the liberal party allowed me to attend Peter Dowlings pre-selection vote by the members. Well, wasn't that another "bugger me" moment in time. More cutlery there than at Parliament house.

I have replied to a couple of "you should write to your local member" responses – I consider these responses as lazy and if that is all they can write, then don't clog up my inbox – anyway, I wasn't kind and probably shouldn't have said what I did – they are reading this now – this is one of those, "they know who they are" moments – anyway, one gentleman had gone to the effort to see how many of his votes would be affected – the answer – none - honestly, if you could put that amount of time and motivation into sorting out the Uber problem then it would be solved. Anyway, to the man I called "honourable" and who told me he wasn't – I shouldn't have said what I did – it was beneath me.

How many times have you seen the excuses taking up more time than that required to sort out the problem?

Its late – no, it's now early - I appreciate your response – your email says you want to further investigate the matter before again writing to the Minister – I know how you can save time – please accept the above as your further investigation – grab twenty of your mates and go and knock on Emmersons' door. Better still, get QT to put twenty inspectors with twenty coppers into the Valley and City after G20 and start issuing fines.

Kind Regards to you,

s.73 Personal
Information

From: Greenslopes Electorate Office [mailto:GREENSLOPES@parliament.qld.gov.au]

Sent: Wednesday, 12 November 2014 12:34 AM

To: [REDACTED]

Cc: Greenslopes Electorate Office

Subject: RE: An open email to Queensland MPs from a concerned Taxi Owner.

Dear [REDACTED]

Thank you for taking the time to email me.

In relation to the issues that you have raised I do share your concerns. I have met with many drivers and owners. I have also met with reps from the Taxi Council, Yellow Cabs (as recently as today) and the Limo drivers association.

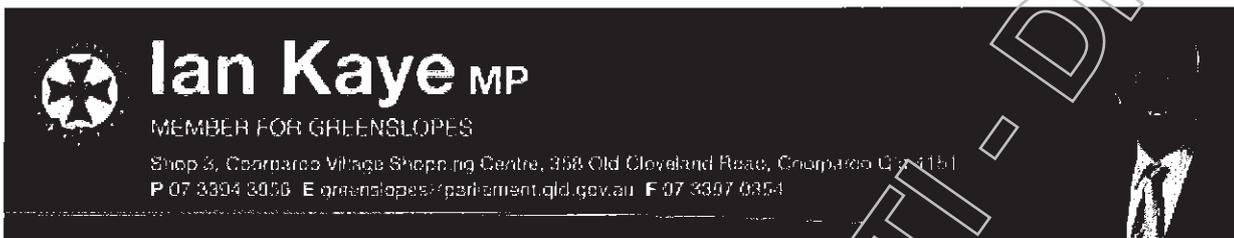
I have represented to the Minister previously on this matter. I will be writing again to the Minister once I have made further investigations into this.

From your suburb I am guessing you live in the Capalaba Electorate. Have you spoken to your local member?

Feel free to give me a call if you would like on 3394 3956.

Kind regards

Ian Kaye MP | State Member for Greenslopes | Deputy Government Whip



 **Ian Kaye MP**
MEMBER FOR GREENSLOPES
Shop 3, Clearpace Village Shopping Centre, 358 Old Cleveland Road, Clearpace QLD 4151
P 07 3394 3956 E greenslopes@parliament.qld.gov.au F 07 3397 0354

A business card for Ian Kaye MP, Member for Greenslopes. The card features the Green Cross logo on the left and a photograph of Ian Kaye on the right. The text on the card includes his name, title, and contact information: Shop 3, Clearpace Village Shopping Centre, 358 Old Cleveland Road, Clearpace QLD 4151; P 07 3394 3956; E greenslopes@parliament.qld.gov.au; F 07 3397 0354.



This email is free from viruses and malware because avast! Antivirus protection is active.

Released under RTI - DPC

Lucas Clarke

From: [Redacted] (Uber Partner Support) <partners.brisbane@uber.com>
Sent: Monday, 8 December 2014 5:03 PM
Subject: [Uber] Update: Why your should support Uber and their drivers

U B E R

##- Please type your reply above this line -##

You are registered as a cc on this help desk request and are thus receiving email notifications on all updates to the request.

To review the status of the ticket and add updates, follow the link below:

<http://support.uber.com/hc/requests/15414853>

[Redacted]
Dec 07 23:02

FYI guys.

From: [Redacted]
Sent: Monday, 8 December 2014 4:56 PM
To: 'Kate Jones'
Subject: Why your should support Uber and their drivers
Importance: High

Hi Kate

Ange mentioned at your campaign launch function on Saturday night that you had recently been approached by Uber; regarding supporting Uber and in particular the Uber drivers. I didn't get a chance on Saturday night nor during our Team Kate door knocking on Sunday to discuss the wonderful service that Uber provides to clients in addition to self-employment opportunities they provide to people such as myself.

Following the next state election you will again be the Member for Ashgrove so I am seeking your support on behalf of my fellow Uber drivers and the Uber private driver system.

I am an almost 62 year old former IT Manger who was made redundant 7 weeks ago. I was faced, at the time with almost no chance of securing another position in the IT sector in Brisbane. Uber has provided me with the means to earn an income without burdening the social security system and to work when and as often as I wish.

I am now in my fourth week as a Uber driver and am thoroughly enjoying the opportunity to professionally drive Uber clients to their destinations in a safe manner. Direct feedback from the

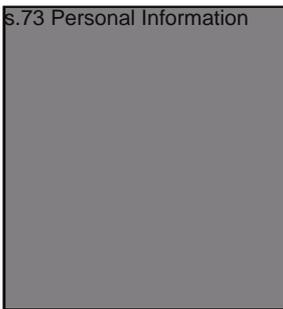
clients riding in my car (especially the female clients) is that they all feel far safer in a Uber vehicle than a regular taxi, also enjoying the professional service as well as the competitive fares.

As a constituent of the Ashgrove electorate I seek your support for the Uber drivers. Especially in the face of the blatantly erroneous claims; made about the safety of the Uber system by the taxi industry and associated entities with vested interests in maintaining their decades of monopoly and poor customer service.

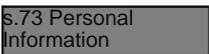
If you are keen I'd like to talk further with your regarding how Uber works and the benefits for both the Uber clients and drivers such as myself, maybe a quick demonstration of the Uber smartphone app?

Kind regards

s.73 Personal Information



s.73 Personal Information



Dec 07 22:46

Honourable Campbell Newman

I am seeking your support on behalf of my fellow Uber drivers and the Uber private driver system.

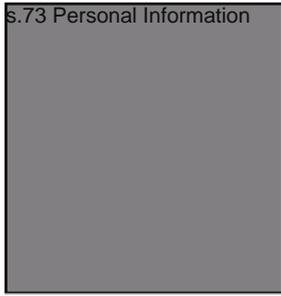
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I am now in my fourth week as a Uber driver and am thoroughly enjoying the opportunity to professionally drive Uber clients to their destinations in a safe manner. Direct feedback from the clients riding in my car (especially the female clients) is that they all feel far safer in a Uber vehicle than a regular taxi, also enjoying the professional service as well as the competitive fares.

As a constituent of your Ashgrove electorate I seek your support for the Uber drivers. Especially in the face of the blatantly erroneous claims; made about the safety of the Uber system by the taxi industry and associated entities with vested interests in maintaining their decades of monopoly and poor customer service.

Regards

s.73 Personal Information



This email is a service from Uber.

Released under RTI - DPC

Lucas Clarke

From: Nicholas A Marsden <Nicholas.A.Marsden@tmr.qld.gov.au>
Sent: Tuesday, 14 October 2014 1:12 PM
Subject: Re: Compliance figures re Uber

Hi Rachel,

Sorry for the delay but I've been in transit.

We have used 1324 hours of effort for our Transport Inspectors between 30/7 – 14/10 in undertaking rides and investigating those matters. The hours of effort does not include time spent by Managers, STI's or Admin. Actual labour costs are not captured, but if you used \$47 per hour (AO4.2 level) that equates to \$62,228.

We have spent \$1210 in fares and \$2,200 in purchasing 11 mobile telephones (due to them being blocked).

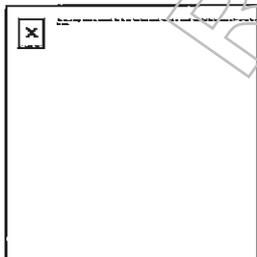
In addition, we have a further 21 identified driver investigations to be conducted arising from the above activity. The average hours of effort taken per investigation is 3.4 hours, so a further 71 hours of effort is required.

Please let me know if you need anything further.

Kind regards,

Nick Marsden
Regional Director | Central Region
Customer Services Branch | Department of Transport and Main Roads

Ground Floor | Rockhampton - Knight Street Complex | 31 Knight Street | North Rockhampton Qld 4701
PO Box 5096 | Red Hill Rockhampton Qld 4701
P: (07) 49311749 | F: (07) 49212819
M: [REDACTED]
E: nicholas.a.marsden@tmr.qld.gov.au
W: www.tmr.qld.gov.au



On 14 Oct 2014, at 9:02 am, Rachel Lunnon <Rachel.Lunnon@premiers.qld.gov.au> wrote:

Hi Nick,

You recently provided me with some advice in relation to the number of infringement notices issues TMR has issued to Uber. The Premier's office has requested further information on the man hours expended by TMR on Uber and the costs. I just wanted to check whether TMR is tracking this information and could provide these figures?

If you could give me a call to discuss this I would appreciate it.

Thanks

Rachel

Rachel Lunnon | Economic Policy | Department of Premier and Cabinet | ☎ 07 3003 9323 | ✉ rachel.lunnon@premiers.qld.gov.au |

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Opinions contained in this email do not necessarily reflect the opinions of the Department of Transport and Main Roads, or endorsed organisations utilising the same infrastructure.

Lucas Clarke

From: s.73 Personal Information
Sent: Friday, 12 December 2014 2:25 PM
Subject: FW: no time to waste

Denis,

I am a taxi owner – your Mr Emerson is attempting to destroy the taxi industry – by his inaction against Uber – a ride sharing app that has been declared illegal by your LNP.

There is a rumour, unsubstantiated of course, running around that Emerson stated in front of your LNP MPs that he is going to destroy the taxi monopoly/duopoly – bear in mind that the majority of taxi owners and operators are mums and dads running a small business’ – he seems to be out of touch with his members – me being one of them – you must also remember that we small business people voted you in. So, basically, why should I donate to you for you to destroy my business? You must also remember that the taxi industry has been a great help to your party.

Regards,

From: Denis Moore [mailto:news=lnp.org.au@cmail1.com] **On Behalf Of** Denis Moore
Sent: Friday, 12 December 2014 1:09 PM
To: [REDACTED]
Subject: Fwd: no time to waste

[REDACTED] I just wanted to follow up and check that you received Brad’s email below?

If we’re going to be able to fight back against Labor’s union campaign machine we need to hit our target by Saturday. **Our team tells me we’re getting close but over the last few hours donations have dropped off and we’ll fall short unless more members and supporters chip in what they can.**

Can you help us out with a quick contribution?

Thanks for your support,

Denis Moore
LNP Treasurer

----- Forwarded message -----
From: Brad Henderson <news@lnp.org.au>
Date: Thurs, 11 Dec, 2014
Subject: no time to waste

[REDACTED]
I know you're busy so i'm going to make this quick -

Our campaign to keep building a stronger Queensland is gaining momentum. Campbell Newman and his LNP team have worked hard over the last two and a half years to get this state moving in the right direction - and there's more to be done.

While Labor can rely on their union mates to bankroll their campaign machine, we depend on the support of everyday Queenslanders like you. Labor are already running attack ads. With only a few months to go, we don't have any time to waste. **Please, will you help us prepare by donating right now?**

Help us raise \$50,000 by Saturday!

If you've saved payment information with Chrg+, your donation will go through automatically.

\$15	\$25	\$50
\$100	\$250	Other

Here's the challenge - we are up against the combined resources of Labor and the Unions. With an election around the corner, we need the financial resources to fight back.

Can we count on your support?

Regards,

Brad Henderson

State Director

Authorised by B Henderson, 66-68 Bower Street, Spring Hill QLD 4000

[Unsubscribe](#)



This email has been checked for viruses by Avast antivirus software.

www.avast.com

Lucas Clarke

From: s.73 Personal Information
Sent: Monday, 10 November 2014 12:17 PM
Subject: Ride Sharing Uber

Dear Premier,
Thank you for your reply of the 5th November.

After doing more research on Uber , I believe that my suggestion of the company applying to become a Taxi Despatch company in their own right would not be of any interest to them. This ride sharing concept is no revolutionary improvement in the passenger transport industry but rather a unique method of maximising the financial return out of an app. This is a naked money grab orchestrated through an American company with the Australian arm run through a company registered in the Netherlands and the credit card payment for fares processed through Singapore or Gibraltar.

The major issue in the ride sharing invasion is safety. Safety for both driver and passenger. Ride sharing in its current form with failure to conform with Qld laws is a disaster waiting to happen. Uber is not all care and no responsibility, it is no care and no responsibility. From their own web site I gleaned the following statement.

“The quality of the transportation services scheduled through the use of the service or application is entirely the responsibility of the third party provider who ultimately provides such transportation services to you. You understand, therefore, that by using the application and the service, you may be exposed to transportation that is potentially dangerous, offensive, harmful to minors, unsafe or otherwise objectionable, and that you use the application and the service at your own risk.”

The Government and the industry have worked together for years to make the Taxi Industry safer. I ask you Premier to use the same resolve and resources you had with the Bikies with Uber. There is no upside to Uber as they have no interest in being anything else other than a communication platform. They bring nothing of substance to the table other than an app. It is the art of making something out of nothing and encouraging and enabling others to break the law and enriching Uber in the process.

Premier there are 20000 Queenslanders involved in the Taxi industry . My communication is not about protectionism but rather a level playing field and the recognition that the Taxi industry plays an important role in the public transport industry in our state. A role that Uber could never play with its current business model.

Kind Regards,



Lucas Clarke

From: s.73 Personal Information
Sent: Sunday, 2 November 2014 9:42 PM
Subject: Uber

Dear Premier,

The rape and pillage of the Qld Taxi industry by Uber continues unabated while the Government fails to enforce the laws of the state and its cease and desist orders. Twenty thousand every day hard working Queenslanders will eventually be affected by your lack of will in fixing this issue.

As I have stated previously the industry has no problem with competition on a level playing field which would ensure passenger and driver safety.

Premier the taxi industry is not for the faint hearted. It is one of the toughest because of the overhead costs eg., Third Party Insurance. The revenue is all productivity based, no fares no income. The only portion of the industry not productivity based is despatch which is provided by companies like B&W and Yellow cabs. These companies in their despatch role are not part of the regulated industry but contracted by the Government to provide that service at no cost to the state. That is the only area of the industry that still needs reform. Don't throw out the baby with the bath water by allowing Uber to decimate the industry. Every day counts now as revenues are falling and there is a very fine line for an operator between profit and loss.

I am angered by your Governments lack of action. I am also frustrated by the fact that I have noted over many years that politicians generally are clueless about the structure of this industry and how it operates. I would also include the Productivity Commission in that comment. I also feel sorrow for all those people who have worked their guts out for years in a tough industry and now their own Government is facilitating the destruction of their futures. I have seen the good and the bad of this industry over 20 years and I have never seen it as good as it is today. I have been involved in every inquiry into this industry over the last ten years and yes there are always things that can be done better but allowing it to be destroyed is not an option.

Premier I admired you as Lord Mayor and was enthusiastic for the future when you became Premier. I and many others cannot understand your lack of energy and apparent disinterest in the issue of Uber. There is obviously a lot more I could say but I am available at any time if you require any information that may assist you in assessing your Governments position.

Kind Regards,



Lucas Clarke

From:
Sent:
Subject:

s.73 Personal Information

Wednesday, 10 December 2014 7:40 AM

FW: Uber Is Ordered by Spain and Thailand to Halt Operations - NYTimes.com

Dear Premier,

An update on yesterday's email on countries closing down Uber. More countries by the day and France and Germany are engaged in legal battles. This isn't just digital disruption by a \$40 billion company. This is a company promoting and enabling anarchy all over the world, a recipe for social disharmony, all in the name of the almighty dollar and the Silicon Valley fuck you attitude.

I ask you one simple question what is it going to take for you to act in a meaningful way to solve this issue? Day by day Uber partners are breaking the law and we the taxi industry are supposed to sit idly by and not break the law. That is an unsustainable and unrealistic expectation.

Is it too much to ask for you and the Minister to do your job and uphold the laws of the state or am I being too unrealistic.

When are you going to make a public statement on this issue and show the public who is actually running the state. The silence has been deafening for seven months.

A timely meaningful reply would also be a bonus.(that is probably really being unrealistic)

Kind Regards,

mobile.nytimes.com/2014/12/10/technology/uber-is-ordered-by-spain-and-thailand-to-halt-operations.html?referrer=

Download the official Twitter app [here](#)

Sent from my iPhone

Lucas Clarke

From: John Lobwein <john.lobwein@SunCoastCabs.com.au>
Sent: Thursday, 30 October 2014 3:55 PM
Subject: RE: Sunshine Coast Daily today
Attachments: Uber is Cool - SCD - 15 Oct 14.pdf

Keith,

I refer to my email of 15 October, copied below.

My understanding is that your Department has issued a "Cease and Desist" to Uber in regards to the Uber X product.

If this is the case, I do not understand how a newspaper can be allowed to write an article that openly promotes an illegal activity.

As expected I have now fielded more than 50 individual enquiries from concerned owners, operators and drivers in the past 2 weeks.

All have asked what action has been taken against this newspaper for openly encouraging people to break the law.

To this point, I have not even received acknowledgement of the first email.

To say I am disappointed is an understatement.

Regards,

John Lobwein
Suncoast Cabs

From: John Lobwein
Sent: Wednesday, 15 October 2014 10:18 AM
To: Boyer, Keith
Cc: Campbell Newman - Premier Qld; Jarrod Bleijie - MP Kawana; Fiona Simpson - Direct; Steve Dickson - MP Buderim; Peter Wellington - MP Nicklin; Mark McArdle - MP Caloundra; Andrew Powell - MP Glasshouse; Glen Elmes - MP Noosa; Clark Chappel; Benjamin Wash; Max McBride
Subject: Sunshine Coast Daily today

Keith,

In the local newspaper today is the second article in the past month promoting illegal ride-sharing operation "uber".

My understanding is that this service is illegal under a number of pieces of legislation but most notably the Transport Operations legislation.

My question is - Is it legal for a newspaper to openly promote an illegal service? If not, what will the Dept do about this?

It is difficult enough meeting the expectations of your department without a further diminishing of our product to a competitor that appears to be able to do what they like, when they like.

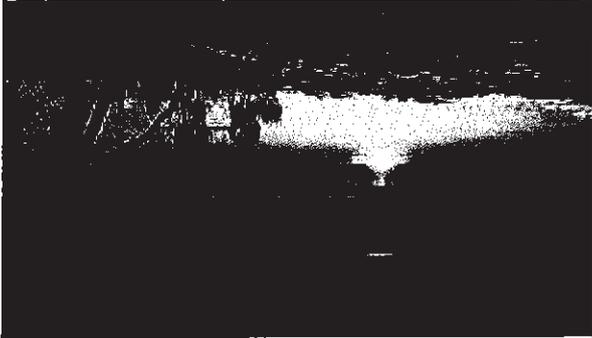
These unregulated apps cause the single greatest threat to the future of our industry than anything before it and I need to be in a position to provide reassurances to the 500 Sunshine Coast families who directly derive their living from our regulated conforming taxi industry.

I would appreciate your response as soon as possible, as I expect to hear from a lot of very worried people very soon.

Regards,

John Lobwein
General Manager
Suncoast Cabs

Ph 07 5441 8877 (Dir)
Mob 6.73 WMTN
Fax 07 5441 8855



Released under RTI - DPC



AIR AND NOW: Queensland Air Museum president Cameron Elmes with a 1937 DC-3.

PHOTO: BREIT WORTMAN

Cameron Elmes said. The museum, which has been located on the Sunshine Coast since the 1980s, has restored and preserved aircraft to resemble their former glory. Among them is Australia's oldest DC-3.

Mr Elmes said the aircraft at the museum had been donated, bought or salvaged from wrecks. "Some of them could have taken 10 years to rebuild," he said. The museum is always looking for new skilled volunteers as the exhibit continues to grow. Visit www.qam.com.au.

Ride app an uber-cool idea?

By NATASHA CHRISTIAN

WOULD you use Uber? Turns out 63% of Daily online readers say they'd give it a try. For those who aren't in the know already, Uber is an international ride-sharing service that operates in major cities across Australia. It is run entirely through an online app downloaded to your phone. How it works is you set

your pick-up location, request a ride and an Uber driver will accept. Then you set where you want to go and get an estimate of how much the trip will cost. The price is substantially cheaper than taxis. It's convenient, cheap and very simple to use. Since starting in 2009, Uber has expanded to more than 200 cities worldwide. A Brisbane small business owner said he drove Uber to

make ends meet during quieter times. However he said it wasn't easy to become a driver. He detailed the compulsory police, medical and road safety checks he underwent before he was allowed to hit the road for the company. He also said a requirement was to have a car no older than 2005. But despite the benefits of Uber, the app is increasingly causing headaches for the

taxi industry which views it as public enemy No.1. The Taxi Council claims the company has engaged in illegal and unethical corporate behaviour. It also claims it is unsafe. However to combat safety fears, the Uber app does allow you to let your family and friends track your journey and know when to expect your arrival. Its star rating system also provides strong incentive for

riders and drivers to behave themselves. The Uber driver said that after every ride, the user had to rate the driver out of five stars. "The user is required to rate their rider out of five stars," he said. "If a driver falls below 4.6 stars, they are locked out of the app and can no longer accept customers." Earlier this year the Queensland State Govern-

ment tried to take action against Uber in Brisbane. Transport Minister Scott Emerson issued the cease-and-desist order against the ride-share company, but Uber ignored the order and continued to operate, resulting in fines for drivers. So, now you're in the know... is Uber something you'd want on the Sunshine Coast? Tell us online at www.sunshinecoastdaily.com.au

15 October Sunshine Coast Daily

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Released Under

Lucas Clarke

From: s.73 Personal Information
Sent: Thursday, 11 December 2014 7:53 PM
Subject: FW: Uber

Dear Minister,

As it seems you are not very knowledgeable on Uber and the downside of their operations I will now make it my life's mission to educate you and every other politician until it is banned. Of course a lot of Queenslanders will be hurt in the process but that seems to be of little concern to the Government and of course we could all take the words of the President of the LNP who advised me that a rape and murder would fix the problem for the Taxi industry. Wholesome advice to two people he didn't even know. It probably says a lot about the ethics of this Government. Of course the other elephant in the room is how much money got splashed around to the Young Liberals???

Kind Regards,

<http://www.stopuber.com/taxi-industry-important/>

Released under RTI - D600

Lucas Clarke

From: s.73 Personal Information
Sent: Sunday, 30 November 2014 8:06 PM
Subject: Uber

Dear Premier,

As anarchy appears to reign supreme as far as Uber is concerned the question I wish to put to you is in all probability irrelevant. What is the alcohol level for a Uber driver, 0% as for a taxi driver or 0.05% as for the general population. I believe Uber users should be entitled to know to what extent they are risking their lives. Of course it is a rather moot point given all the other laws Uber drivers are breaking.

Queensland is really falling behind in rectifying the Uber issue. The developing country of Thailand has now banned the white collar conmen from Silicon Valley. The Deputy Attorney General of Nevada had this to say after she banned them, " Ubers defiance of state authority was unprecedented in her 20 years of dealing with regulatory laws in Nevada. I have never seen a multibillion dollar company come into Nevada and so aggressively and deliberately disregard the law." Well I have been watching it for seven months and she had only been watching it for three weeks. Either she is a quick learner or there is another agenda in Queensland which is highlighted by your lack of energy in pursuing the law breakers and the deafening silence coming out of your office. It is really a pity that Uber drivers weren't patched members of a bikie gang.

The Liberal party in Victoria are probably regretting their deregulation by stealth of the taxi industry by implementing the Fels report and decimating the lives and futures of thousands. The Labour party will now reverse that situation and a compensation fund will be established. The Labour party in Queensland has already confirmed in writing that they will support the status quo in the Taxi industry .

The situation in Queensland has got to the point of Uber representatives openly canvassing the ranks in the city handing out application forms to Taxi drivers to join . They are obviously aware of how impotent the Qld Government really is or maybe they made a donation to the young Liberals and want their monies worth. Who knows but it poses some interesting questions.

Kind Regards,


Lucas Clarke

From: Premier <premier@ministerial.qld.gov.au>
Sent: Monday, 8 December 2014 10:17 AM
Subject: FW: On behalf of UBER - s.73 Personal Information

From: [REDACTED]
Sent: Thursday, 4 December 2014 2:15 PM
To: Premier; Transport and Main Roads; Burleigh; Surfers Paradise; Mermaid Beach
Subject: On behalf of UBER - [REDACTED]

To whom it may concern,

My name is [REDACTED] years old and run a successful [REDACTED] business here on the Gold Coast and I am also a proud UBER driver. When I heard of this opportunity I was hesitant, then after much research I jumped on it. It allows me to try a different avenue in life with out selling my van, tools and loosing work contracts I have worked on for years to gain. As its part time, I can UBER as much or as little as I want. I didn't want to work in a bar, or go to uni! UBER is my answer, as it is for a number of my friends as drivers and passengers.

I hear safety being bought up a lot. As soon as you enter an UBER ride your not greeted with camera's and stand off behaviour. Its feels as if a mate is picking a mate up. There's lollies - winning! water - winning! No money handling - winning! A fresh effective proven approach - winner!! All in all its a less volatile environment, it feel natural.

I'm not sure if you catch taxi's regularly but we all do, as far as were concerned they are ancient, they smell, customer service is a 2 out of 10, price is always a bit extreme and most of all they speed...everywhere!

If a large majority of the general public were unhappy with this and thought it was not a good thing we would have an issue but we don't, a large majority of the general public loves it! "my taxi days are over, this is great!" is something I have heard often since I began driving.

UBER is already worldwide! I don't know why we are still discussing its existence in Australia, its a little embarrassing...come on...UBER ON! Everyone agree's and hope one day soon you will as well.

Thank you for your time.

Kind Regards,

[REDACTED]

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Released under RTI - DPC

Dear *Salutation*

Thank you for your email of *date* in support of Uber services. I have been requested to reply to you on the Premier's behalf.

The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for bringing your concerns to the Premier's attention.

Office of the Premier

Lucas Clarke

From: s.73 Member of the Public
Sent: Wednesday, 26 November 2014 8:56 PM
Subject: UBER

Hello,

Im writing this email to express my support for Uber. I have used this service over the last week and will never ever use a taxi again if using Uber is an option.

I am asking you as a resident of Brisbane to make sure this service isn't unfairly hindered because of vested interests in the taxi industry. This will revolutionise the way we travel short distances for the better because of these reasons.

1. Accountability of service, all Uber cars are clean and drivers are friendly because they are rated and this can effect their income. All drivers I have experienced have gone out of their way to provide a positive travel experience.
2. Transaction, Uber is usually about %30 cheaper then a normal taxi and a nicer way to travel as no money is transacted personally.
3. Safety, I believe Uber is a safer way to travel as I have all identification details of the driver stored on my phone and Uber HQ do dill police and driving history checks on their drivers.

This is a huge change in an industry that has hardly moved forward in the last 50 years. If we slow the evolution of such a great service industry we will yet again fall behind the rest of the world.

Kind Regards
[Redacted]

Sent from my iPhone

Lucas Clarke

From: Benjamin Wash <ceo@tcq.org.au>
Sent: Friday, 1 August 2014 11:11 AM
Subject: Conference Registration

[View an online version of this email](#)

Dear Campbell

The Taxi Council Queensland Annual Conference is the premier event for the Queensland Taxi Industry.

This year the conference will be held at the Brisbane Convention and Exhibition Centre from 25-29 August 2014 and will be an event not to be missed!

While we have a range of speakers over three days, with a race day in the middle, we recognise that not everyone can afford to invest a full week.

As a result, for the first time ever, TCQ is offering a special two-day package, Thursday/Friday business sessions and the Gala Dinner and Industry Awards on the Friday night for just \$999.00 (plus GST).

With updates on the state of the Tourism Industry from Minister Jarrin Stuckey and the Police Commissioner and special G20 Taskforce update, can you afford to not be there?

This will be the last major conference to be held in the Brisbane Convention and Exhibition Centre prior to the G20 and this is your chance to be part of it and get the "inside track"!

Friday night is the Gala Dinner and Industry Awards where we recognise those who have gone over and above the call of duty providing service to our customers.

With guest speaker Dr Karl Kruszelnicki, the Awards and some talented local musicians to round out the evening it should be a night!

Given that this is the Golden Anniversary of TCQ Conferences, we expect a bumper number of delegates and so to ensure that you don't miss out, **Register NOW!**

Regards

Benjamin Wash CPA
Chief Executive Officer | Taxi Council Queensland
P + 61 7 3434 2100 | F + 61 7 3394 4395
E ceo@tcq.org.au | W www.tcq.org.au
S 8/96 Cleveland Street Stones Corner QLD 4120
P PO Box 290 Stones Corner QLD 4120



Lucas Clarke

From: noreply@premiers.qld.gov.au
Sent: Monday, 16 February 2015 2:41 PM
Subject: Meeting Request from Taxi Council Queensland

Importance: High

NO RESPONSE REQUIRED

Subject: Meeting Request from Taxi Council Queensland

Comment:

Dear Premier

My name is Nia Cho, I'm the Communications Officer at Taxi Council Queensland.

I am writing on behalf of Mr Benjamin Wash, Taxi Council Queensland representative, to request a meeting with you.

The purpose of this meeting is to discuss about the unregulated/illegal ride-sharing apps in Queensland.

It would be greatly appreciated if you could advise me of your availability for the meeting at your earliest convenience.

We look forward to your reply to our meeting request.

Thank you for your consideration of this request.

Kind Regards,

Nia Cho

Communications Officer | Taxi Council Queensland

P + 61 7 3434 2100 | F + 61 7 3394 4395

E ncho@tcq.org.au | W www.tcq.org.au

S 8/96 Cleveland Street Stones Corner QLD 4120 P PO Box 290 Stones Corner QLD 4120

The Premier

From: The Premier
Sent: Thursday, 27 November 2014 3:25 PM
To: s.73 Member of the Public
Subject: RE: uber

Thank you for your email to the Honourable Campbell Newman MP, Premier of Queensland. The Premier appreciates the time you have taken to contact him with your comments. Please be aware that a formal response will only be provided to messages that contain a full name and postal address. As the Premier receives a large amount of correspondence, a response will be provided, if appropriate, in due course.

Yours sincerely

Office of the Premier

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-----Original Message-----

From: [Redacted]
Sent: Wednesday, 26 November 2014 8:12 PM
To: Premier
Subject: uber

Uber has a cease and desist order, but still operate with undue regard for the law. Please follow thru and make an example of them when you have a disregard for the law in Queensland.

[Redacted]
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*noted
npa
please*



For reply please quote: EP/RL - TF/14/22288 - DOC/14/190556

Department of the
Premier and Cabinet

Mr Benjamin Wash
Chief Executive Officer
Taxi Council Queensland
PO Box 290
STONES CORNER QLD 4120

Dear Mr Wash

Thank you for your email of 12 November 2014 concerning the operation of ride-sharing apps in Queensland. I apologise for the delay in responding.

I appreciate your concerns relating to the potential impact that ride-sharing apps may have on regular taxi services. I also note that you have provided the Premier with a copy of your e-petition and that he will be responding to you shortly.

As you are aware, the Queensland Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all participants in the market. The Department of Transport and Main Roads will continue to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

Again, thank you for bringing this matter to my attention.

Yours sincerely

Jon Grayson
Director-General

Executive Building
100 George Street Brisbane
PO Box 15185 City East
Queensland 4002 Australia
Telephone +61 7 3224 2111
Facsimile +61 7 3229 2990
Website www.premiers.qld.gov.au
ABN 65 959 415 158

Lucas Clarke

From: noreply@premiers.qld.gov.au
Sent: Friday, 19 December 2014 9:02 PM
Subject: AGAINST Uber

Importance: High

Hello,

Thank you for your message to the Premier of Queensland.

Should a response be required, we will contact you as quickly as we can. Please understand detailed or complex questions may take some time to investigate.

Please do not reply to this email, it is an automated service and is unable to receive replies.

Subject:AGAINST Uber

Title:	s.73 Personal Information
First Name:	
Family Name:	
Email:	
Phone:	
Address:	
Town:	
State:	
Postcode:	

Comment:

Dear Mr. Premier,

I find it difficult to believe that your government is not performing better in the area of Small Business Protection. Uber has made a challenge to make inroads into the City of Brisbane. Surprisingly the Transport Minister, who has no interest in the Taxi Industry in any form let alone it current form, has place a "Cease & Desist" order on Uber.

This however has done very little in removing them from the streets of Brisbane. On any Friday or Saturday nights there is a plethora of Uber Cars plying for trade on the streets of Brisbane and in doing so are breaking the law. It intrigues me the way you handle your position as well as your ministers handling their positions an portfolios. The transport minister should be much more proactive in stamping the threat of Uber from the Streets. In your position, you certainly have done nothing in the effort of the safety of young girls being take to their homes or anywhere else by an unknown untested driver that has had no police checks, pays no GST and has no insurances on their vehicles.

Uber may lie to you and state that they have insurance (For their cars in the Continental United States) but does not apply here.

I am against the way your government is treating the Mums & Dads investors that hold the largest percentage of the taxi licences. Your government is not for the Small Businesspeople because that is what we are, Small Businesspeople. To allow and to have Uber prosper is virtually criminal. This is being allowed by your government. Uber is challenging your ministers Cease & Desist order. What is going to happen?

Will Uber ultimately win because of the governments inaction or delayed action. There are too many people that are accepting Uber just because they are there. They have no idea that they are being fleeced for their credit card details and Mobile Phone details by data mining.

Will you do the right thing and direct the Transport Minister to be much more proactive in ridding the streets of Brisbane of the scourge of Uber.

Sincerely,

s.73 Personal
Information

Released under RTI - DPC

Lucas Clarke

From: Premier <premier@ministerial.qld.gov.au>
Sent: Tuesday, 30 September 2014 10:28 AM
Subject: FW: Uber Cabs

From: Ashgrove Electorate Office [mailto:ashgrove@parliament.qld.gov.au]
Sent: Tuesday, 30 September 2014 10:00 AM
To: Premier
Subject: FW: Uber Cabs

From: [REDACTED] s.73 Personal Information
Sent: Tuesday, 30 September 2014 9:41 AM
Subject: Uber Cabs

Dear Government Member
I am a taxi driver earning around \$8 - \$ 12 per hour.
No holiday pay, sick pay or superannuation.

There is enough competition for taxi work with the existing number of cabs operating in Brisbane.
Most times you cannot get on a rank because of the number of vacant cabs sitting waiting for a fare.

Go to the Valley on a Friday or Saturday night and see the long line of cabs working their way up Ann Street to the rank.

If Uber Cabs are allowed to operate they will only cherry pick the best hours thereby decreasing my earnings further.
Uber Drivers are operating their cars on PRIVATE REGO which makes the insurance null and void if they have an accident while conducting a business. No compensation for injured parties.

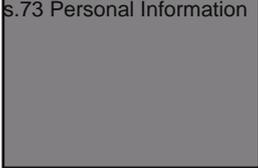
The Government introduces legislation and passes this to suit themselves or vested interests. (Anti Bikie Laws)
Current fine to Uber drivers is \$1138.
Just introduce a bill and make the fine 1 million dollars. that will stop them.

If Uber is operating under a cease and desist order and taking work from taxi drivers then this is tantamount to theft.
So If I see an Uber cab can I call the Police to stop them stealing work from me and other taxi drivers? YES /NO
Also 20% of the Uber fare goes overseas to the head office.

Please inform me of your stand on this matter.
I drive and I vote. And most taxis have a contact rate of 10-20 people per day x 2000 taxis.
No spin doctoring or weasel words please in your reply.
Some sites with info on UBER CABS
<http://abc7news.com/325011/>

Kind Regards

s.73 Personal Information



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Dear Mr Campbell Newman, Premier.

Thanks in advance for reading this letter and providing a prompt pre-election response. I know with the election campaign you are very busy, so I will be brief.

As you know, the taxi industry in Queensland has an excellent reputation. We service over 250,000 fares every day, have one of the highest percentage of wheelchair accessible fleets in the world and are considered the leading taxi service in Australia.

However recently all of this hard work has been jeopardised by illegal rideshare apps like Uber, that don't care about the law and ignore the Government's cease and desist letters.

There's a lot of talk about law and order during this election campaign, yet here is an example of a company being allowed to flout the law with no consequences. Sure, there has been talk from the Government and a few fines but really – talk is cheap!

By allowing this farce to continue, the Government has no credibility when it comes to law and order.

I am asking you – as my local member / local candidate, to provide me with your views so I can distribute these to the 60,000 people across Queensland who are associated with the taxi industry and who vote. I'd really appreciate you taking just a minute to answer these three simple questions:

- 1) Do you support the Queensland Taxi Industry and the 60,000 small business people and employees who rely on a viable industry for their income?
- 2) Will you commit to immediately stop Uber and rideshare apps from operating after the election?
- 3) If so, what exactly will you do to achieve this?

We need your response within 72 hours so we can provide the list of candidates who support our industry, to our members, friends and the media.

Thank you again for your time.



Am hoping that the flouting of laws + the taxi regulations is stopped. Taxis are regulated, registered, & insured, numbered, as are the drivers. Are the Hell's Angels in their unregistered cabs? Our laws & orders we have adhered to. Taxis paid. Bought ourselves a job not to be a burden on Gov. We adhered to regulations. This Goldman Sach is for them. Where are the taxes? Is this a Ponzi scheme? A pyramid scheme? An unlawful invasion?

Lucas Clarke

From: s.73 Member of the Public
Sent: Friday, 19 December 2014 4:12 PM
Subject: Fw: Flaunting the laws of Queensland.

Dear Premier,

The more I investigate Uber, the more disillusioned I become. I can't conceive how our Cabinet could fall for what is really nothing more than "Commercial Hitchhiking". Just amazed at the naivety. I'm not a genius, but I've made a success of all of my small business ventures over 46 years.

----- Original Message -----

From: errol and beth hansen
To: thepremier@premiers.qld.gov.au
Sent: Tuesday, December 16, 2014 10:06 AM
Subject: Fw: Flaunting the laws of Queensland.

For your information and prompt, effective action, please.

----- Original Message -----

From: [REDACTED]
To: [Transport and Main Roads](#)
Sent: Tuesday, December 16, 2014 9:44 AM
Subject: Fw: Flaunting the laws of Queensland.

The Honorable Scott Emerson, M.P.
Minister for Transport and Main Roads,
Parliament House,
Brisbane. 4000.

Dear Sir,

I wish to draw your attention to the existence of a rogue, overseas based, organization known as "Uber" that is openly operating illegally and undermining the well-being and existence of the many thousands of people involved in the Brisbane Taxi Industry and the safety of the general public. Uber is operating without a licence to operate and does not comply with the Legislation of our State.

This is unprecedented violation and flaunting of our laws by a huge foreign company.

The State Government has received hundreds of millions of dollars from the tendering of Taxi Licences to the public. Is it now abandoning those Licence Holders?

Uber are not paying the following costs:

1. Compulsory Third Party Insurance of approximately \$7000 per annum.
2. Taxi Industry Security Levies payable to your Department.
3. Operator Accreditation Fees also payable to your Government Department.
4. Taxi Licence renewal fees also payable to your Government Department.
5. Legislated, stringent six monthly mechanical and safety checks at approximately \$150.00 per inspection plus the repairs to any faults.
6. Millions of dollars in Stamp Duty upon the sale/transfer of these licences.
7. Paint and decal of a taxi costing some \$1600 plus.
8. Radio, meter, GPS, dispatch gear, EFTPOS and camera also costing some \$1600 plus.
9. Cab rank security supervision fees of some \$370 per annum per cab.

Uber do not have to operate a 24/7 service and are free to pick and choose the times they wish to operate, and the most profitable routes.

Do Uber have arrangements to cater for the disabled etc.?

Legitimate Taxi operators are paying around \$5000 per annum for to cover Comprehensive Motor Vehicle Insurance, Personal Accident Insurance and Public Liability Insurance. This is in addition to the aforementioned Compulsory Third Party Insurance.

The present administration of taxis is open to competition - but only to organisations that comply with all regulations. It is a very complex industry to administer, hence there being only two major operators in Brisbane, but the market is open to those who wish to comply and compete.

Uber is turning our "New World City" in to the "Wild West" with private vehicles running around at random soliciting business. The city will suffer a bad loss of professional image. It must have an efficiently administered, prestigious taxi service to retain its place in the world. Don't let Brisbane be made "Hillbilly" or "Third World".

Please move swiftly to put an end to this rogue operation.

I eagerly await your reply and response.

Yours faithfully,

s.73 Member of the Public

s.73 Personal Information

12 November 2014

Campbell Newman MP
Premier of Queensland
PO Box 15185
City East Queensland 4002

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24 DEC 2014	Date Received in DPC	
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Dear Premier Newman

I am disgusted that your Government cannot see the need for stronger enforcement of the laws being broken by the Ridesharing app company Uber. You did so much so quickly when you brought in the new Bkie Laws. Why do you act so slowly with this? Are you saying that some things are more illegal than others? If something is illegal, it is illegal.

Bkie Laws were introduced to protect the public. Government regulation of taxis also protects the public by doing **daily** criminal checks on taxi drivers, making sure the taxis have the correct insurance and regular safety checks on the vehicles. Taxis have security cameras and GPS systems monitoring the vehicle's activity. If the Uber driver turns off his phone, nobody knows where he is.

Who are you protecting with this? Queensland is made up of voters such as me who are responsible for putting you where you are. Uber is an overseas company; do they even pay tax here? They come to our country and laugh at our laws. They completely ignore cease and desist orders – and we just say okay, don't worry about it then. What you are doing is illegal and you must stop but it's okay if you want to set up an office in our city and advertise openly for drivers and customers.

You need to do 3 things –

1. Arrest illegal UberX drivers!
2. Seize the vehicle/s used illegally!
3. If offender is likely to re-offend (remember the fines pose zero deterrent value since Uber "pays your fines or all costs"), then suspend their license.

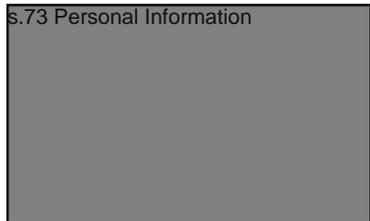
You should not forget the people like me. I supported you in your pre-selection at the Greek Club and I continue to vote for you now because I believed in you. I looked after you when you needed me, now you need to look after me. I worked 14 hours a day, 7 days a week to pay off my taxi licence and now it is my superannuation. For forty years I have paid my dues to the government so I could be both a taxi driver and a taxi licence owner and we protected the government by making the taxi industry in Queensland the best in the country and one of the best in the world. This is the first time we have asked you to protect us. The government owes us that much.

I have been a member of the LNP for 50 years and in this time have never asked for anything. But you are taking away my living so you can support an overseas company that is working illegally.

Yours sincerely

Lucas Clarke

From: LNP <info@lnp.org.au>
Sent: Friday, 23 January 2015 10:06 AM
Subject: Contact the LNP - via lnp.org.au



Who Would You Like To Contact

Campbell Newman - Premier of Queensland

Subject

Uber

Your Message

Dear Mr Newman

I am the owner of a Brisbane Taxi Service Licence.

I would like to draw your attention to a problem currently faced by everybody involved in the Taxi industry: that is the intrusion of unlicensed Uber operators into the legitimate and well-regulated business of running a Taxi service. We in the industry pay State Government charges, provide steady employment and pay our taxes.

In my case I lease the licence back to Yellow Cabs. This in turn provides me with an income in place of the aged pension.

If the 'bikies' can be pulled into line, then surely an illegal operator such as Uber, who contribute nothing to the State's economy, shouldn't be allowed to flout the law and make inroads into a legitimate business, properly controlled and inspected under Queensland laws.

No parent would knowingly allow their children to ride in an Uber car with an unvetted driver - it's obviously not safe and therefore shouldn't be tolerated. If allowed to continue, it will lead to a tragic incident.

Please be proactive on my behalf,

Sincerely



Released under RTI - DPC

Lucas Clarke

From: noreply@premiers.qld.gov.au
Sent: Monday, 19 January 2015 7:45 PM
Subject: Qld Taxi Industry and Uber

Importance: High

NO RESPONSE REQUIRED

Subject:Qld Taxi Industry and Uber

Comment:

Dear Mr Newman,

Thanks for reading this letter and providing a prompt pre-election response. I know with the election campaign you are very busy, so I will be brief.

I am writing this letter on behalf of my father s.73 Personal Information who is a concerned Taxi Licence Owner.

As you know, the taxi industry of Queensland has an excellent reputation. We service over 250,000 fares everyday, have one of the highest percentage of wheelchair accessible fleets in the world and are considered the leading taxi service in Australia.

However recently all of this hard work has been jeopardised by illegal rideshare apps like Uber that don't care about the law and ignore the Government's cease and desist letters.

There is a lot of talk about the law and order during this election campaign, yet here is an example of a company being allowed to flout the law with no consequences. Sure there has been talk from the Government and a few fines, but really - talk is cheap!

By allowing this farce to continue the Government has no credibility when it comes to law and order.

I am asking you as my elected local member and local candidate, to provide me with your views and I would really appreciate if you just take a minute to could answer these three simple questions:

Do you support the Queensland Taxi Industry and the 60,000 small business people and employees who rely on a viable industry for their income?

Will you commit to immediately stop Uber and rideshare apps from operating after the election?

If so, what will you exactly do to achieve this?

Thank you again for your time.

Sincerely yours,

[Redacted Signature]

Lucas Clarke

From: [REDACTED] s.73 Personal Information
Sent: Thursday, 23 October 2014 7:44 AM
Subject: FW: Uber Drivers Across The Country Are Protesting Today -- Here's Why | Business Insider

Dear Premier,
What a great business model you are supporting in Uber. You are driving Taxi drivers to the same kind of action with your failure to communicate and failure to uphold the laws of this state.

Kind Regards,

[REDACTED]
To: [REDACTED]
Subject: Uber Drivers Across The Country Are Protesting Today -- Here's Why | Business Insider

www.businessinsider.com.au/uber-drivers-across-the-country-are-protesting-tomorrow--heres-why-2014-10

Sent from my iPhone

Released under RTI-DPC



Office of the Premier

For reply please quote: EP/RL - TF/15/2560 - DOC/15/37087

Executive Building
100 George Street Brisbane
PO Box 15185 City East
Queensland 4002 Australia
Telephone +61 7 3719 7000
Facsimile +61 7 3221 1809
Email ThePremier@premier.qld.gov.au
Website www.thepremier.qld.gov.au

s.73 Member of the Public

Thank you for your email of 15 February 2015 regarding the operation of UberX in Queensland. I have been requested to reply to you on behalf of the Premier and Minister for the Arts.

Firstly, the Premier appreciates your support and looks forward to tackling the many challenges this position brings. The Government will be focussed on job creation, listening to Queenslanders and acting on their concerns, while restoring integrity and accountability to government in Queensland.

On behalf of the Premier, I would like to thank you for sharing your views, highlighting the positive employment impacts arising from the operation of UberX in Queensland. The regulation of taxis and passenger vehicles is a complex issue and your views will help to inform the Government's position.

While the Government acknowledges that some members of the community, such as you, value Uber as an alternative to regular taxi services, it is important that all public passenger vehicle operators comply with the current regulatory requirements. This means the Department of Transport and Main Roads will continue to take action against drivers that are not complying with the current regulations.

Again, thank you for bringing this matter to the Premier's attention.

Yours sincerely

PETER NIBBS
DIRECTOR OF POLICY

These requirements
~~are~~ are designed
to protect passengers
and have a safety
focus.



Ashleigh Edwards

From: S.73 Member of the Public
Sent: Tuesday, 16 December 2014 8:35 AM
Subject: Re: Thank you for your email

[REDACTED]

Sent from my iPhone

On 16 Dec 2014, at 8:33 am, The Premier <The.Premier@premiers.qld.gov.au> wrote:

Thank you for your email to the Honourable Campbell Newman MP, Premier of Queensland. The Premier appreciates the time you have taken to contact him with your comments. Please be aware that a formal response will only be provided to messages that contain a **full name and postal address**. As the Premier receives a large amount of correspondence, a response will be provided, if appropriate, in due course.

Yours sincerely

Office of the Premier

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Ashleigh Edwards

From: Premier <premier@ministerial.qld.gov.au>
Sent: Monday, 8 December 2014 9:02 AM
Subject: FW: previous email clarification re costs of enforcement

From: [REDACTED] s.73 Personal Information
Sent: Saturday, 6 December 2014 8:47 AM
To: Premier
Cc: Capalaba
Subject: previous email clarification re costs of enforcement

Dear Premier and MP's

Greetings again.

In my previous email I concluded with a comment about the costs of enforcement. Unfortunately I inadvertently coupled costs of infringements with 'support from the taxi industry'. However I did not intend to speak for the taxi industry as such, or give any impression that they would be funding the enforcement. My intention was to let you know all your efforts would have the full support/appreciation of thousands of people like myself who are little people in the legal taxi industry if you come out in clear unequivocal support of the current taxi system which you control.

Many people on social media are saying that if the government was serious they would have shut them (uber) down already, so they are assuming they are legal. I have been wondering who is responsible for saying they are illegal to the wider community? Surely that is the government's job. It does not look good if taxi people are forced to state the laws - surely Mr Premier you are the person, or your Transport Minister, should be stating it clearly and unequivocally in a way which the community understands and supports.

I beleive Labor is supportive of the legal industry so this should not be a difficult issue in any debate.

Yours truly

[REDACTED]

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Please consider the environment before printing this email.

Ashleigh Edwards

From: s.73 Member of the Public
Sent: Tuesday, 16 December 2014 2:33 PM
Subject: Fwd: Re: In Response to Legislation Preventing Competiton between Business.

In further to the below I am requesting my official response be sent to:

[Redacted]

Kind regards, [Redacted]

----- Forwarded message -----

From: [Redacted]
Date: 16/12/2014 2:24 pm
Subject: Re: In Response to Legislation Preventing Competiton between Business.
To: "The Premier" <The.Premier@premiers.qld.gov.au>
Cc:

Dear 'Office of the Premier'

It is somewhat clear to my that my previous email was not taken into full consideration, and as expected, a blanket 'safety guidelines' response has been issued.

Uber complies with our current overly bureaucratic systems, and is only disqualified from 'meeting existing standards' by a technicality (one that simply involves the government asking for more money, mre money from Uber, and more money from the hard working citizens in the form of overly restrictive licensing for no reason/benefit.) that the Queensland people are asking you to remove and allow uber to operate unhindered by such restrictions, as your employed to represent the Australian people, this change should offer no issue.

Uber follows current guidelines for safety by:

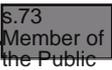
- 1) Uber requires all drivers to hold a valid Queensland Transport Drivers Authority, this involves the usual full check by Queensland Transport, and a full Medical to be performed.
- 2) Uber requires all drivers cars to be continually checked by an independent Roadworthy Assessor, not just to ensure its safe, but to ensure the car is comfortable and not damaged in any way.
- 3) Requiring full comprehensive insurance, and properly registered cars at all times.

Above and beyond that Uber has a greater ability for safety by knowing the location and driver AND passenger in each car, should anything go wrong there is full accountability/traceability for BOTH parties. Unlike the taxi industry which is easily exploited by sex offenders, as often there is no way to trace what driver, or what passenger is in a car at any time.

Please advise me the governmental reasoning between having 4 (or more?) different tiers of driver authority at Queensland Transport, all of which cost differently depending which one you chose, but are all basically the same item.

Each driver authority from Limo to regular, has a different pricing, there is no real reason for this, they are all really the same thing, that is, a licence to ensure the driver is safe to drive people on a commercial basis (all requiring the same forms, same medical and checks), there is no need to force those who do it on a more regular basis to be charged more for the exact same product, this is pure profiteering and NOT in the best

interested of the Australian People, you already get Tax Dollars for the services rendered, why does Queensland Transport feel the need to take more money for no added benefit, for the exact same product? I will require a written statement as to why this is allowed to continue.

Kind Regards,  s.73
Member of
the Public

On 16 December 2014 at 08:42, The Premier <The.Premier@premiers.qld.gov.au> wrote:

Thank you for your email in support of Uber services. I have been requested to reply to you on the Premier's behalf.

The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for bringing your concerns to the Premier's attention.

Office of the Premier

From: s.73 Member of the Public

Sent: Wednesday, 3 December 2014 4:48 PM

To: Surfers Paradise

Cc: Transport and Main Roads; The Premier (Ministerial)

Subject: In Response to Legislation Preventing Competition between Business.

To the Representative Honourable John Paul LANGBROEK,

I am writing in regards to the recent state of affairs regarding the situation involving the Gold Coast Cabs and Uber.

I am in favor of competition between industries and welcome it as part of an Australian Capitalist and Democratic Society. Gold Coast Cabs has for too long had the monopoly on this service in the Gold Coast Region, and now that a competitor has come into play (Uber) they are up in arms about having to actually compete with this company, instead of improving their service in response to normal and healthy competition, they resort to slander and by attempting to remove their competitor through fear-mongering and false statements.

The fact is, Uber is now the largest Transport company in the world, valued at over 18 billion, and in over 45 countries, the same story has been heard world wide, Taxi companies gained the Monopoly and as such, failed to offer quality service for many years. Working in the service industry myself, I hear time and time again how many people will simply not go out of an evening (or during the day) rather than catch an over priced, and poorly serviced Taxi. Uber is changing this for the Gold Coast, and people once again look forward to the brilliant service and healthy competition this new edition to our transport network will bring, not to mention the fact that our current Cab service cannot keep up with demand in busy periods.

As you can see, not only does this healthy competition bring in better value and service for the customers, but potentially bring a much needed boost to our local businesses, such as restaurants, pubs, clubs, events, and the list goes on.

As for the false claim the Uber provides a 'inferior' and 'unsafe' service, this is simply not the case. I will direct you to a case just a couple years back, that was featured in the gold coast bulletin and other papers, where a young lady was picked up by a cab driver at a designated pick-up location, only to be driven out to somewhere and assaulted by a cab driver, the driver was never caught, and this is just one such story, throughout Australia these stories pop up from time to time. The fact is, with Uber there is no possible way that a driver could get away with such an abhorrent act. Each trips completed journey is recorded, and the moment you accept a fare both parties details are known by Uber should anything go wrong. Uber follows all guidelines on licensing (within a legislative technicality that is absurd), and all vehicles and drivers and thoroughly checked out.

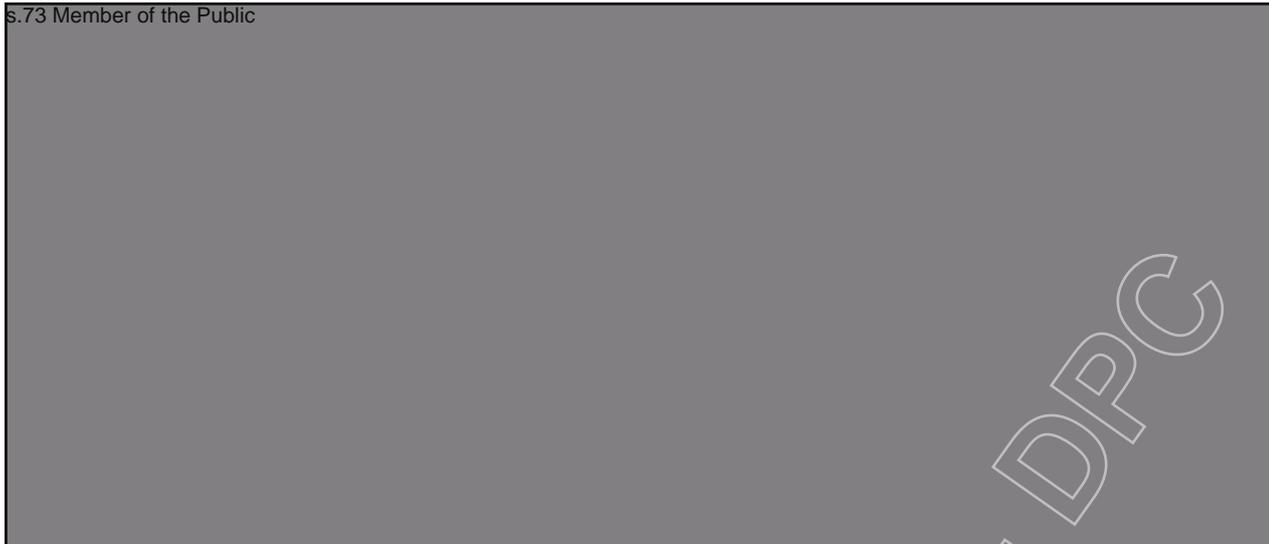
I would advise that you please let the Gold Coast's citizens be heard and fight towards enabling Uber to operate without restraint across the Gold Coast, Brisbane and Beyond, this is the only fair and Australian thing to do, to promote healthy competition where it is most needed.

My question to you, is that if Uber is good enough for all the Largest, and most modern cities in the world, are we so backwards that we would shun the right and best course of action in order allow another company to continue holding an illegal monopoly, and in turn retain their poor service?

The Gold Coast Deserves Better.

Kind Regards,

s.73 Member of the Public



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Document: 17 FEB 2015	Digitally signed document	
17 FEB 2015	Digitally received in PDF	
Document: 17 FEB 2015	DOC/15/31375	
File: 17 FEB 2015	TF/15/27001	
Tracking: 17 FEB 2015		

Ann Burns

From: Inala Electorate Office <Inala@parliament.qld.gov.au>
Sent: Tuesday, 10 February 2015 2:52 PM
To: Reception
Subject: corro



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NKA

Tuesday 16 December 2014

Hon C K T Newman MP
 Member for Ashgrove
 PO Box 3010
 ASHGROVE EAST QLD 4060

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If digitised, this is now an ELECTRONIC DOCUMENT Enter ALL DATA IN TRIM		
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Dear Premier,

I write to provide you with some basic facts about Uber and our operations in Queensland.

Uber is a technology company that connects riders with drivers in over 250 cities around the world through our smartphone app platform. Uber is not a taxi company, nor are the rides offered by our partner drivers in Queensland taxi services (no taxi meters, no street hailing, no taxi ranks, etc.).

Uber partner drivers currently provide rides to residents and visitors in Brisbane and the Gold Coast with plans to expand to other areas in Queensland in the future.

The Uber platform and the uberX ridesharing services being offered by our partner drivers do not fit into any of the existing regulatory structures and are not referenced in the Government's existing strategy. Consideration of a new regulatory approach is required in recognition of the changing landscape. An absence of express permission in the existing regulatory framework should not necessarily equate to prohibition.

Even the most contemporary transport regulations in Australia have not kept pace with the changes in consumer behaviour, technology and service delivery in the wider ground transportation sector seen in recent years (the iPhone only arrived in Australian seven years ago).

Ridesharing in Queensland has enjoyed mass adoption, increasing consumer choice and providing increased competition in the ground transportation sector (not least from those who would previously have driven themselves).

Partner drivers who provide rides through Uber retain full control of when and how often they work, allowing maximum flexibility around other commitments (e.g. children or study) and providing relief from unemployment and underemployment.

We are seeking to remove uncertainty so that those providing ridesharing services can continue to do so for Queenslanders who have given overwhelming support to products like uberX.

The following are some facts about Uber that you may find interesting:

Safety

Wherever it operates, Uber meets or exceeds the standards imposed on other for hire services. Before being accepted as an Uber partner driver, all drivers must hold a Queensland Driver Authorisation. This is a Queensland Government-run process that includes a criminal background, driver history and medical checks.

Partner drivers who do not meet our high standards are not permitted on the platform. The vehicles of driver partners are inspected by a third party accredited vehicle inspection company and must be of a four-door model that is no older than nine years.

When an Uber rider books a ride through the app the rider is provided with the name, photograph and vehicle plate number of the driver and can track the driver's route on a map. In addition the rider can share the details of their trip with another person through the Share My ETA feature if they want the added security of someone else knowing in real time where they are going, their driver's details and estimated time of arrival.

No cash changes hands on an Uber trip. That means that you're never at risk of having your card skimmed or being mischarged fraudulently. In the event that you are ever mischarged for any reason, Uber's local support team ensures that a fare can always be recalculated to reflect your fare quote and any difference refunded.

A cashless system also means a safer working environment for partner drivers and fare evasion is impossible, which is why many have expressed to us that they just prefer the low-stress working environment that driving with Uber provides. Making drivers feel safe allows them to focus on the job of providing great service for riders.

For more information visit www.uber.com.safety

Insurance

Every Uber driver must obtain and retain comprehensive insurance. In addition every trip is covered by a US\$5m contingent liability insurance policy.

Customer Service and Satisfaction

At the end of every trip both the rider and the partner driver are required to rate each other out of five stars which contributes to the rider and partner driver's overall rating. If a partner driver scores a low score or comments are left by users, they will be counselled by our local team and asked to improve. If improvement is not made the partner driver is removed from the Uber system and can no longer receive requests from users. This ensures an ongoing quality control check that delivers excellent customer service and rider satisfaction.

Our 5-star rating and feedback system ensures that anyone who wants to work hard to provide the quality of service that riders expect is given every opportunity to do so, and those that don't are identified and removed quickly.

Who are Uber Partners?

Uber is incredibly proud of our partners and the service they provide. We have such an interesting cross-section of people. Students, mothers, fathers, retirees, engineers, teachers, tour guides, and plenty of hard working taxi drivers dismayed by the industry incumbency, all looking to take control of when they work and increase their income to support their families (visit love.uber.com to see the local faces of Uber). That's work that we're proud to support.

Taxation

Uber is fully compliant with all Australian tax laws. As Uber is a cashless system where every trip is recorded, this differs greatly from other forms of ground transportation that have historically used a predominantly cash-based system open to misuse.

Uber is not a taxi service

No service facilitated by Uber can accept street hails, our partner drivers do not utilise ranks, requests are not allocated through a taxi dispatch model and we do not facilitate anonymous rides. In the United Kingdom, Transport for London (TfL), recently determined that a smartphone such as the iPhone was not a taximeter¹ and Uber is of the view that interpretations such as this are also applicable to Queensland regulations.

No taximeters or meters of any kind are used to calculate any fares for Uber because:

- The fare is not calculated or displayed during the trip
- In no way is anything metered or measured by the Driver App or smartphone

¹ In July this year TfL determined that in their view smartphones that *transmit location information (based on GPS data) between vehicles and operators, have no operational connection with the vehicles, and receive information about fares which are calculated remotely from the vehicle, are not taximeters within the meaning of the legislation (section 11 of the Private Hire Vehicles (London) Act 1998).*

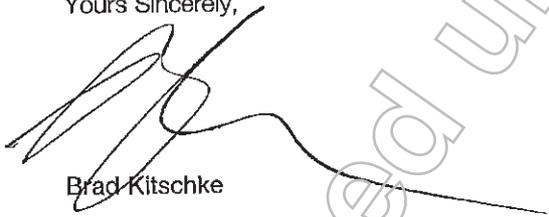
- Neither the Driver App or smartphone calculate fares
- The smartphone is not hardwired to the vehicle and does not gather information from the vehicle
- When the Driver App is in use, the smartphone transmits GPS time and location data about itself (not the vehicle) to Uber's servers
- After the trip has concluded, Uber's software uses the data received to determine the fare for the trip
- The Driver App then syncs back with Uber's servers to display the total fare

A taximeter is different because it is physically hardwired to a vehicle to collect speed, distance and other information. The taximeter itself calculates and displays the fare in real time. There is no need for a taximeter to connect with an offsite source to calculate a fare.

Finally, we would welcome the opportunity to brief you further about Uber and to answer your questions. We look forward to developing a constructive and ongoing dialogue with you and your constituents about the future of ridesharing in Queensland.

If you would like to meet with Uber or would like more information please do not hesitate to contact me.

Yours Sincerely,



Brad Kitschke

Director Public Policy (Oceania)

p: +61 403 809 630 | e: brad.kitschke@uber.com | w: www.uber.com

Meet the faces of Uber at love.uber.com

Ashleigh Edwards

From: s.73 Member of the Public
Sent: Wednesday, 8 October 2014 3:13 PM
Subject: UBER CARS List

Dear Scott Emerson,

Listed below are a list of cars operating a ride share business in contravention of a Cease and Desist order from The State Government.

These people are putting law abiding citizens at risk.

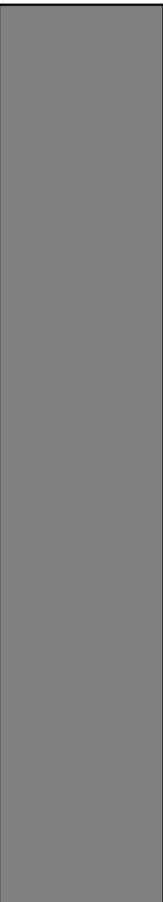
If these vehicles are involved in an accident then their insurances will be null and void, as they are operating a business on private registration.

Therefore no compensation payable.

3000 Taxis x 2 drivers = 6,000 drivers x 10 friends and family = 60,000 people.

If you can pass the VLAD law to take out the bikies then pass a law to stop this ride share operation.

A million dollar fine will stop them. Stand and be counted as people who have the ability to Govern.



Kind Regards



Released under RTI/DPC

Ashleigh Edwards

From: The.Premier@premiers.qld.gov.au
Sent: Friday, 5 December 2014 2:28 PM
Subject: RE: apology for being under stress

Dear s.73 Personal Information

Thank you for your email of 3 November 2014 about Uber services.

While the Premier appreciates your kind gesture of apologising for the tone of your earlier emails due to being a distressed and deeply upset taxi owner and operator, the Premier's office has no record of your earlier correspondence being received.

In relation to Uber, the Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for taking the time to contact the Premier.

Office of the Premier

From:
Sent: Monday, 3 November 2014 7:54 PM
To: Premier
Subject: apology for being under stress

Dear Premier Newmann

Greetings again... I am wanting to apologise for my being very upset in my emails to you just now and earlier today, regarding uber taxis.

I am very sorry to not be as charming and diplomatic as I should be and letting my distress show.

It would be really appreciated if you could overlook my tone, and see through this issue to a successful result, as do not wish to continue being a distressed and deeply upset taxi owner and operator. I believe

you are a very genuine and fair person.

Kind regards

s.73
Personal

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Released under RTI - DPC

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Again, thank you for taking the time to contact the Premier.

Office of the Premier

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For reply please quote: MC/SDB – TF/15/4808 – DOC/15/52453

s.73 Personal Information

Dear s.73 Personal Information

Thank you for your email of 5 March 2015 regarding the operation of UberX in Queensland. I have been requested to reply to you on behalf of the Premier.

Firstly, the Premier appreciates your support and looks forward to tackling the many challenges this position brings. The Government will be focussed on job creation, listening to Queenslanders and acting on their concerns, while restoring integrity and accountability to government in Queensland.

On behalf of the Premier, I would like to thank you for sharing your views, highlighting the issues arising from the operation of UberX in Queensland.

While the Government acknowledges that some members of the community value Uber as an alternative to regular taxi services, it is important that all public passenger vehicle operators comply with the current regulatory requirements. These requirements are designed to protect passengers and have a safety focus. This means the Department of Transport and Main Roads will continue to take action against drivers that are not complying with the current regulations.

Again, thank you for bringing this matter to the Premier's attention.

Yours sincerely

PETER NIBBS
DIRECTOR OF POLICY

Hon. Campbell Newman
 Premier of Q.
 P.O. Box 15185
 City East, 4002.

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Dear Mr. Newman,

When I spoke to Peggy of the Save the Bilby Fund, she told me that the National Parks are now maintaining the Bilby Fence. I haven't their address so could you give them a copy of this picture please.
 Thanks.

In the 'Sunday Mail' on 27/10/13, Mr. Brian Williams wrote that "the State Govt. is negotiating the purchase of 3 adjoining cattle stations to make one of Queensland's largest national parks. Adairton, Werawilka & Boorara." I suppose all owners are happy about this. My friend Kay said cattle are allowed in National Parks now & is worried about this. Probably the Govt. is allowing this because of shortage of grass due to drought.

You probably know this but to say that last night on Channel 9 news they told us about the child's book by Diane Jonsson "Mavis,

the amazing tugboat about the late Mr. Doug Hislop who rescued the old Riverwalk from smashing into a bridge pylon in the floods. Mr Hislop had a boat accident & is now in Heaven. A great loss to the world. This book is \$10 at Dymocks & The Mater Hospital.

Of course you probably wouldn't be interested in this man's ring by the Bradford Exchange (www.Bradford.com.au/trucks) for \$149.97 postage \$14.99, with a truck on the map of Australia on the front, & inside "Without Trucks, Australia Stops." So many trucks are dying on the roads racing to get goods quickly to the grocery shops. It's terrible. These trucks are a great loss to the world too. There are lots of poor widows.

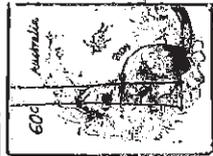
Thanks for your "My Queensland" community newsletter of 11 May, very interesting.

In the "Business Magazine", Issue 12, one person said there shouldn't be a tax on taxis so more people would take them & get off the roads in their cars. Can you consider this please?

Thank you.

Sincerely

S.73 Member of the Public



These are the Duke & Duchess of Cambridge with Prince George, Billy George, at Taronga Park Zoo in April 2014.

There is the Save the Billy Fund (04-05-384-351) who built the 28k. Billy fence at Carrara National Park, 140k. from Lunnamulla close to Hungerford. The National Parks now maintain this fence.



For reply please quote: *MC/DS – TF/14/22067 – DOC/14/180109*

s.73 Personal Information

Dear s.73 Personal Information

Thank you for your further email of 10 November 2014 about the Queensland taxi industry and Uber. I have been requested to reply to you on the Premier's behalf.

As the Honourable Scott Emerson MP, Minister for Transport and Main Roads is best able to help you with this issue, I have taken the liberty of sending a copy of your email to his office for consideration and direct reply to you.

Please be assured that Minister Emerson will give your concerns full consideration.

Again, thank you for taking the time to write to the Premier.

Yours sincerely

**MICHAEL PRAIN
DIRECTOR OF POLICY**

B/C The Honourable the Minister for Transport and Main Roads.

**By direction. For your information and direct reply please.
Copy of inwards correspondence is attached.**

**MICHAEL PRAIN
DIRECTOR OF POLICY**

PCL XL error

Warning: IllegalMediaSource

Released under RTI - DPC

For reply please quote: MC/SK - TF/14/13120 -- DOC/14/102346

s.73 Member of the Public

Dear [REDACTED]

Thank you for your emails of 26 June and 2 July 2014 about Uber driving service. I have been requested to reply to you on the Premier's behalf.

As the Honourable Scott Emerson MP, Minister for Transport and Main Roads is best able to help you with this issue, I have taken the liberty of sending a copy of your emails to his office for consideration and direct reply to you.

Please be assured that Minister Emerson will give your concerns full consideration.

Again, thank you for taking the time to write to the Premier.

Yours sincerely

MICHAEL PRAIN
DIRECTOR OF POLICY

B/C The Honourable the Minister for Transport and Main Roads.

**By direction. For your information and direct reply please.
Copy of inwards correspondence is attached.**

**MICHAEL PRAIN
DIRECTOR OF POLICY**

Page 2 of 2

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Premier Newman,

Follow up on previous letters dated 14th April 2014, 6th June 2014, sent to Hon Mr Sorrenson, Hervey Bay Minister, Hon Scott Emerson MP Member for Indooroopilly Minister for Transport , Ms Jackie Trad (Shadow Minister for Transport), TMR Compliance, Complaints TMR, John Quane LAQ a response was received and was advised that something was being done, however I have heard no More.

I am complaining **again** about the fact that there are numerous vehicles/companies operating in the Hervey Bay, Maryborough, and surrounding areas that are not licenced at all to do weddings. I have complained in writing and verbally over the past 20 years to Queensland transport and it seems that they are continuing to operate. **AND STILL ADVERTISING** I have received some feedback about the situation being addressed but they continue to operate.

Company1: Special Buick Weddings

Company 2: A Chevy Experience

Company 3: Rock'Rides Classic car Hire

Now

Company 4: Bundaberg Wedding Limousines is operating and using vehicles that are not registered as limousines. Half their fleet has plates the rest don't, they were observed on Saturday 30th August 2014 doing a wedding with a registered limousine and a second unregistered vehicle. **Owner happy to say that transport has not got the funds to take him to court.**

Also UBER-If they can get away with it and expand why can't anybody else??

The Government is seen not to be controlling the situation, UBER is happy to say that they have a "cease and desist order" and that the government has no idea what to do next.

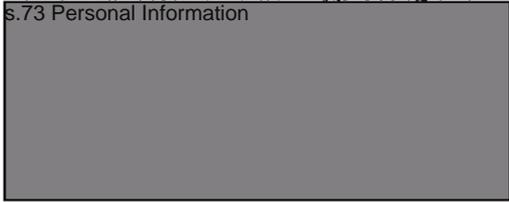
As a stakeholder in the Limousine industry I am seeing that we are not getting any support from the Government and People like these car companies are walking all over the companies that are doing "the right thing".

If this continues the government will be losing the next election. The opposition can use the fact that the government has no control over public transport and the legislation is not being enforced. Stakeholders are being left out to dry.

Are they waiting for a RAPE, MURDER, vehicle accident, Insurance blow up or Third party insurance claim to be denied or the opposition to get hold of this prior to the election to demonstrate the premier and his party are toothless tigers. Shortly something will happen and the media will do the opposition a favour and show what the government is made of.

Please advise as to what IS being done to fix the situation.

s.73 Personal Information



CC

Hon Mr Sorrenson, Hervey Bay Minister

Hon Scott Emerson MP Member for Indooroopilly Minister for Transport

Ms Jackie Trad (Shadow Minister for Transport)

TMR Compliance

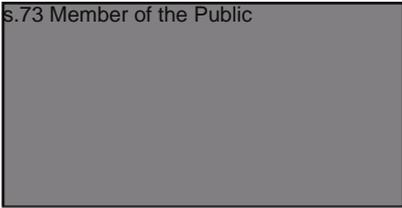
Complaints TMR

John Quane LAQ

Taxi Council Queensland

For reply please quote: *EP/RL – TF/15/5849 – DOC/15/55362*

s.73 Member of the Public



Thank you for your email of 17 March 2015 regarding the operation of Uber in Queensland. I have been requested to reply to you on behalf of the Premier.

Thank you for sharing your views about the benefits of increased competition in the taxi industry arising from the operation of Uber in Queensland. Ensuring access to innovative, efficient, and safe transport options for the community is important to this Government. However, the regulation of taxis and passenger vehicles is a complex issue and your views will help to inform the Government's position.

While the Government acknowledges that some members of the community, such as you, value Uber as an alternative to regular taxi services, it is important that all public passenger vehicle operators comply with the current regulatory requirements. These requirements are designed to protect passengers and have a safety focus. This means the Department of Transport and Main Roads will continue to take action against drivers that are not complying with the current regulations.

Again, thank you for bringing this matter to the Premier's attention.

Yours sincerely

PETER NIBBS
DIRECTOR OF POLICY

For reply please quote: EP/RL – TF/14/22288 – DOC/14/190556

Mr Benjamin Wash
Chief Executive Officer
Taxi Council Queensland
PO Box 290
STONES CORNER QLD 4120

Dear Mr Wash

Thank you for your email of 12 November 2014 concerning the operation of ride-sharing apps in Queensland. I apologise for the delay in responding.

I appreciate your concerns relating to the potential impact that ride-sharing apps may have on regular taxi services. I also note that you have provided the Premier with a copy of your e-petition and that he will be responding to you shortly.

As you are aware, the Queensland Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all participants in the market. The Department of Transport and Main Roads will continue to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

Again, thank you for bringing this matter to my attention.

Yours sincerely

Jon Grayson
Director-General

PCL XL error

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Ashleigh Edwards

From: Premier <premier@ministerial.qld.gov.au>
Sent: Thursday, 23 October 2014 12:03 PM
Subject: FW: Meeting Request - Taxi Council Qld

From: Ashgrove Electorate Office [mailto:ashgrove@parliament.qld.gov.au]
Sent: Tuesday, 21 October 2014 12:51 PM
To: Premier
Subject: FW: Meeting Request - Taxi Council Qld

From: Nia Cho [mailto:ncho@tcq.org.au]
Sent: Tuesday, 21 October 2014 10:01 AM
To: Ashgrove Electorate Office
Subject: Meeting Request - Taxi Council Qld

Dear Premier

My name is Nia Cho, I'm the Communications Officer at Taxi Council Queensland. On behalf of Mr Darryl Briais, Taxi Council Queensland representative, I am writing to request a meeting with you to discuss about unregulated/illegal ride-sharing apps.

It would be greatly appreciated if you could advise me your availability for the meeting at your earliest convenience. Please do not hesitate to contact me on 3434 2100, if you have any questions.

Thank you for your consideration of this request.

Kind Regards,

Nia Cho
Communications Officer | Taxi Council Queensland
P + 61 7 3434 2100 | F + 61 7 3394 4395
E ncho@tcq.org.au | W www.tcq.org.au
S 8/96 Cleveland Street Stones Corner QLD 4120
P PO Box 290 Stones Corner QLD 4120



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Office of the Premier

For reply please quote: ECU/ES - TF/15/2906-DOC/15/41566

Please make amendments to these other letters, as noted, and resubmit.

Thanks
Peter 8/3

qld.gov.au
.gov.au

s.73 Personal Information
[Redacted]

Dear Mr Rahilly

Thank you for your latest email of 5 March 2015 regarding the operation of UberX in Queensland. I have been requested to reply to you on behalf of the Premier.

selection of the new Labor Government in

~~Firstly,~~ the Premier appreciates your support and looks forward to tackling the many challenges this position brings. The Government will be focussed on job creation, listening to Queenslanders and acting on their concerns, while restoring integrity and accountability to government in Queensland.

~~On behalf of the Premier, I would like to thank you for sharing your views, highlighting the positive employment impacts arising from the operation of UberX in Queensland. The regulation of taxis and passenger vehicles is a complex issue and your views will help to inform the Government's position.~~

further, I would like to reiterate that

While the Government acknowledges that some members of the community value Uber as an alternative to regular taxi services, it is important that all public passenger vehicle operators comply with the current regulatory requirements. These requirements are designed to protect passengers and have a safety focus. This means the Department of Transport and Main Roads will continue to take action against drivers that are not complying with the current regulations.

Again, thank you for bringing this matter to the Premier's attention.

your kind words of support. We look forward to a positive working relationship with the taxi industry.
Yours sincerely

PETER NIBBS
DIRECTOR OF POLICY

Ashleigh Edwards

From: Pamela Richardson <Pamela.Richardson@premiers.qld.gov.au>
Sent: Wednesday, 26 November 2014 4:20 PM
Subject: Request for Standard on Uber issue.

Hello Nadia

I have received a request from Bec McCoan for a 'Standard' on this issue.

The inwards have similar, if not the same content, and write from a supportive view, which the response will need to address.

Please work on text that can be inserted into an email, and with the Office of the Premier as signatory.

I have conferred with Ross Mensforth should a written reply be advised; with the Executive Officer to sign accordingly.

Please action as soon as possible, so the draft can be promptly approved.

Many thanks,

Pam Richardson

A/Departmental Liaison Officer
Department of the Premier and Cabinet
P: 371 97047
E: pamela.richardson@premiers.qld.gov.au

Great State. Great Opportunity. And a plan for the future.

Juliet Fabio

From: Inala Electorate Office <Inala@parliament.qld.gov.au>
Sent: Thursday, 12 February 2015 6:34 AM
To: Reception
Subject: Fwd: Meeting request

Sent from my iPad

Begin forwarded message:

From: [REDACTED] s.73 Personal Information
Date: 11 February 2015 8:13:15 pm AEST
To: "Inala@parliament.qld.gov.au" <Inala@parliament.qld.gov.au>
Subject: Meeting request

Good evening

I am a Qld small business owner based in Brisbane. I am involved in the local taxi industry and I would sincerely appreciate the opportunity to meet with you to discuss my serious concerns about uber and what is happening in Brisbane and across our State.

We have met on one occasion while you were the Transport Minister some years ago and would like to meet and gain some insight to your thoughts on uber.

Uber is operating illegally in our state and it is affecting our incomes. Close to 20 000 people are affected by uber and we all have debt with our banks.

Uber is illegal and we are yet to see the State Government publicly advise uber is illegal.

To be honest up until the last election I supported LNP as I sincerely thought they looked after the interests of small business. I have seen the State LNP ride around in uber cars which sickens me.

I understand you may have provided an endorsement to our industry to assist us in our plight to survive.

Uber uses drivers who have no daily criminal check by the state government, cars which aren't inspected by the state Government, no provision of service to people confined to wheelchairs or sight impaired people, no service outside of the "peak hours " and no income taxes paid to the state.

We need your help. Nobody has an issue with a company competing for business so long as everybody had the same set of rules.

Uber's competitor should be other taxi companies such as yellow cabs and black and white cabs - not taxi owners like me with a family and debt providing employment to families who are now suffering as uber uses a smart phone app , 23 year olds with no training and no insurance in their pimped out 5 year old car when they want to make a few dollars in the side.

Please - I Ask you make time and meet with me and allow me to share some insight. This is a big problem for our industry and our states

I can assure you many members of the taxi industry (some 60000 votes) were largely responsible for the swing at the recent election.

I hope to hear from you.

Regards

s.73 Personal
Information

Sent from my iPhone

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Ashleigh Edwards

From: s.73 Personal Information
Sent: Friday, 5 December 2014 3:54 PM
Subject: Uber

Dear Premier,

This morning I listened to Steve Austin on ABC radio 612 interview the Queensland Manager of Uber. With the soft questioning I thought I was listening to a paid advertisement by Uber, not one question about the legality of their operation and passive acceptance of all their claims. Since then I have had dozens of calls and they come back to one thing what is the Government doing. One stands out a 71 year old man who has been in the Taxi industry for 30+ years who now owns his licence and was looking forward to retirement. After sixty and seventy hour weeks for all those years he had surely earned it.

There are over a hundred licences on the market which are now basically worth nothing, as there are no buyers. I said mate you are just going to have to sit it out and pray the Government doesn't throw us to the wolves. His reply was I can't stand the not knowing. I could just pop a handful of pills and not wake up in the morning.

Premier this is what happened in Victoria after the Fell's report decimated licence values and all for what. Fares and waiting times both increased because his model doesn't work just as the Uber model won't work in the longer term. The psychological damage being inflicted on the states 2800 odd owners by your failure to publicly address the issue and enforce the laws of this state is morally reprehensible.

Premier it is only a matter of time before the banks realise there is no value in a Taxi licence as they did in Victoria and start calling in their loans. That is when the chaos and mayhem will really start.

Premier in order for you to fully understand this issue and its effects on the taxi industry I wish to request a one on one, one hour private meeting at your convenience, any time, any place. To facilitate a meeting I will donate \$3000 to a charity of your choice.

Kind Regards,


Ashleigh Edwards

From: s.73 Personal Information
Sent: Thursday, 9 October 2014 11:22 AM
Subject: What are you going to do about UBER???

Dear Premier,

I am writing to you as a [REDACTED] in the QLD taxi industry, as a driver, operator and owner.

I am dismayed, disgusted and fearful for the future of the taxi industry given the Government's handling of the arrival of the Uber model. When an overseas company can waltz into Queensland and other states and hijack a regulated industry by enabling and encouraging others to break the law and defy a cease and desist order, one would have to question what your Government's agenda is.

I applaud the Government's action on bikie gangs and the millions of dollars that have been thrown at this issue in the name of public safety. However, public safety has been compromised by Uber and the best the state can do is four compliance offices in Brisbane and two on the Gold Coast with very limited resources to do their job, which I acknowledge, is difficult given the high level of technology employed by Uber. I also acknowledge the level of funding available to Uber, capitalised at \$18 billion and their main shareholder Google at \$330 billion. As has been highlighted in the Federal arena recently, these companies also have a propensity for avoiding taxes in the countries in which they operate. I also note the comments supporting Uber by the Competition Commission.

The frustrations within participants at the coal face of the industry, could lead to violence against Uber drivers and civil disobedience. I would not support such actions but I can certainly understand them. Having the likelihood and future of 20,000 + people, in the state put in jeopardy by lack of Government action and failure to enforce laws that we in the industry have to adhere to, is not a recipe for harmony.

In the taxi industry we have already seen the Victorian industry decimated by the inept Fels' Report. As a result according to various sources forty odd people have committed suicide. One is one too many.

In our state, the lack of competition is not at the coal face level where drivers compete vigorously for jobs but at the despatch level where taxi companies have exploited this industry for decades with monopoly and duopoly control with the only restraint in their contracts being "fees and charges must be reasonable".

I believe that given the financial strength of Uber, they will not go away, despite anything your government might do. My proposal is that they be brought to the negotiating table and be given the opportunity to compete in the despatch area. There is only a requirement to obtain 20% of cabs in the Brisbane Taxi area to start another company and given that Uber technology is far more advanced than the current companies and they can be far more competitive in pricing, this proposal could be a win/win for all concerned. This is the area of reform that I have argued for strongly in the past. I should add here that it may be necessary to ban sub leasing (which was never the intent of the original legislation) because this is the one area which has stopped other competitors in the past and protected the duopoly control of Black and White and Yellow Cabs. This would be the legal way for Uber to progress into the industry and would be acceptable to all, except the taxi companies who have never had to compete.

In closing, any Government who ignores their duty of care and sits idly by whilst laws are being broken, passenger safety compromised and a regulated industry destroyed doesn't deserve to be re-elected. Premier, get on the front foot and lead, be proactive not reactive and clean up this mess.

I would welcome any opportunity to discuss this major issue with you further. Please contact me at your convenience on [REDACTED]

Kind Regards,

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09-10-2014

Campbell Newman

Premier of Queensland

PO Box 15185
City East
Queensland 4002



41 Frederick Street
Northgate QLD 4013

PO Box 86
Virginia QLD 4014

P 07 3266 4411
F 07 3266 3411

drivers@completetaxi.com.au
www.completetaxi.com.au

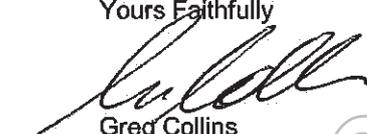
Dear Premier

The taxi industry is a very regulated but compliant one - we abide by the legislation and regulations 24/7 but we see Uber coming straight in to try and provide the same service as a taxi and your Government just stands by and lets it happen. The taxi industry is confused and is becoming very agitated by the non-action of the State Government.

Society introduces legislation and regulations (laws by another name) mostly for a good reason which is essentially for the protection of its citizens. Uber is simply a civil disobedience program that is being allowed to enter with almost impunity - what will happen if this is allowed to continue and the taxi industry as we know it today suffers? By the time this is recognised it will be too late to say - how did we allow that to happen?

Why can't TMR employ more Compliance Officers to issue Uber drivers with fines?

Yours Faithfully

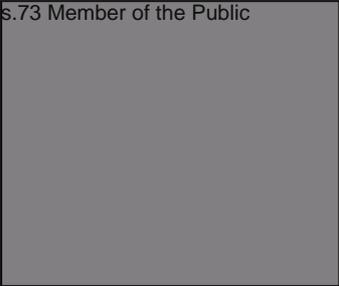

Greg Collins
Managing Director.

2014 TAXI OPERATOR
OF THE YEAR

2011 TAXI OPERATOR
OF THE YEAR

For reply please quote: ECU/LW – TF/14/24454 – DOC/15/13641

s.73 Member of the Public



Thank you for your email of 16 December 2014 concerning the regulatory requirements for Uber drivers.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period.

It is noted and appropriate that you forwarded your email to the Minister for Transport and Main Roads, the Honourable Scott Emerson MP.

As the Department of Transport and Main Roads (DTMR) is responsible for this matter, I have also taken the liberty of forwarding a copy of your email to the Director-General, DTMR for consideration and direct reply to you.

Please be assured that the Director-General will give your concerns full consideration.

Yours sincerely

J Hatton
Acting Director
Executive Correspondence

B/C Director-General
Department of Transport and Main Roads.

For your consideration and direct reply please.
Copy of inwards correspondence is attached.

J Hatton
Acting Director
Executive Correspondence

PCL XL error

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Ashleigh Edwards

From: Premier <premier@ministerial.qld.gov.au>
Sent: Monday, 8 December 2014 9:01 AM
Subject: FW: apology for being under stress

From: [REDACTED] s.73 Personal Information
Sent: Friday, 5 December 2014 3:43 PM
To: Capalaba; Premier
Subject: FW: apology for being under stress

Hello Mr Premier, and MP's
How are you? Seasons Greetings to you all.
Just received this email from the Premiers office and was wondering what is precisely meant by the response.

Mr Premier could you categorically state whether each uber driver has to have a taxi licence to operate and each vehicle a recognised taxi. It is not just a matter of saying 'safety' (insurance and DA), it surely is a matter of good governance and orderly government decisions, so that all participants have faith in the government adhering to its own rules with certainty.

Could you please specify all the requirements you have made on uber, and whether it includes buying licences from existing operators or allocate them new ones? As you know there is no need for more taxis on the road.

"Safety" is not the only issue at stake and has been misinterpreted by many. Surely you have other criteria for your wanting them stamped out. Or are you hoping they will stay and debilitate the current industry?

The issue of modernisation and innovation is moot, both Yellows and Black/W have good apps and provide a very quick service to all areas, except perhaps for extreme peak times at large events. Yellows and B/W also have had many incentives and rewards to improve the customers experiences for many years. They give away many vouchers to help defray fares, for many customers. Also complaints can easily be lodged as well as compliments... you would know the industry works hard to provide what the law requires.

Your reply has sent very concerning messages to me as my understanding is that uber does not want any part of the current system of regulations. How can you say you are working with them? The founder's stated aim of 'world domination in the everything economy' is very ominous and any time wasted in sorting the problem aimed directly at our small taxi business will have unbelievable consequences for people in the current industry. Please will you help me in my severe stress to assure me that NO uber vehicles or drivers are permitted to operate under any circumstances, and that you will be pursuing them relentlessly, regardless of cost (hopefully covered by fines as well as the continued support of the taxi industry)?

Kind regards

[REDACTED]
cc Steve Davies MP

From: The.Premier@premiers.qld.gov.au
To: [REDACTED] 5.73 Personal Information
Subject: RE: apology for being under stress
Date: Fri, 5 Dec 2014 04:27:40 +0000

Dear [REDACTED]

Thank you for your email of 3 November 2014 about Uber services.

While the Premier appreciates your kind gesture of apologising for the tone of your earlier emails due to being a distressed and deeply upset taxi owner and operator, the Premier's office has no record of your earlier correspondence being received.

In relation to Uber, the Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for taking the time to contact the Premier.

Office of the Premier

From: [REDACTED]
Sent: Monday, 3 November 2014 7:54 PM
To: Premier
Subject: apology for being under stress

Dear Premier Newmann

Greetings again... I am wanting to apologise for my being very upset in my emails to you just now and earlier today, regarding uber taxis.

I am very sorry to not be as charming and diplomatic as I should be and letting my distress show.

It would be really appreciated if you could overlook my tone, and see through this issue to a successful result, as do not wish to continue being a distressed and deeply upset taxi owner and operator. I believe you are a very genuine and fair person.

Kind regards

s.73
Personal

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Ashleigh Edwards

From: s.73 Member of the Public
Sent: Tuesday, 16 December 2014 2:25 PM
Subject: Re: In Response to Legislation Preventing Competiton between Business.

Dear 'Office of the Premier'

It is somewhat clear to my that my previous email was not taken into full consideration, and as expected, a blanket 'safety guidelines' response has been issued.

Uber complies with our current overly bureaucratic systems, and is only disqualified from 'meeting existing standards' by a technicality (one that simply involves the government asking for more money, mre money from Uber, and more money from the hard working citizens in the form of overly restrictive licensing for no reason/benefit.) that the Queensland people are asking you to remove and allow uber to operate unhindered by such restrictions, as your employed to represent the Australian people, this change should offer no issue.

Uber follows current guidelines for safety by:

- 1) Uber requires all drivers to hold a valid Queensland Transport Drivers Authority, this involves the usual full check by Queensland Transport, and a full Medical to be performed.
- 2) Uber requires all drivers cars to be continually checked by an independent Roadworthy Assessor, not just to ensure its safe, but to ensure the car is comfortable and not damaged in any way.
- 3) Requiring full comprehensive insurance, and properly registered cars at all times.

Above and beyond that Uber has a greater ability for safety by knowing the location and driver AND passenger in each car, should anything go wrong there is full accountability/traceability for BOTH parties. Unlike the taxi industry which is easily exploited by sex offenders, as often there is no way to trace what driver, or what passenger is in a car at any time.

Please advise me the governmental reasoning between having 4 (or more?) different tiers of driver authority at Queensland Transport, all of which cost differently depending which one you chose, but are all basically the same item.

Each driver authority from Limo to regular, has a different pricing, there is no real reason for this, they are all really the same thing, that is, a licence to ensure the driver is safe to drive people on a commercial basis (all requiring the same forms, same medical and checks), there is no need to force those who do it on a more regular basis to be charged more for the exact same product, this is pure profiteering and NOT in the best interested of the Australian People, you already get Tax Dollars for the services rendered, why does Queensland Transport feel the need to take more money for no added benefit, for the exact same product? I will require a written statement as to why this is allowed to continue.

Kind Regards, [REDACTED]

On 16 December 2014 at 08:42, The Premier <The.Premier@premiers.qld.gov.au> wrote:

Thank you for your email in support of Uber services. I have been requested to reply to you on the Premier's behalf.

The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for bringing your concerns to the Premier's attention.

Office of the Premier

From: s.73 Member of the Public
Sent: Wednesday, 3 December 2014 4:48 PM
To: Surfers Paradise
Cc: Transport and Main Roads; The Premier (Ministerial)
Subject: In Response to Legislation Preventing Competition between Business.

To the Representative Honourable John Paul LANGBROEK,

I am writing in regards to the recent state of affairs regarding the situation involving the Gold Coast Cabs and Uber.

I am in favor of competition between industries and welcome it as part of an Australian Capitalist and Democratic Society. Gold Coast Cabs has for too long had the monopoly on this service in the Gold Coast Region, and now that a competitor has come into play (Uber) they are up in arms about having to actually compete with this company, instead of improving their service in response to normal and healthy

competition, they resort to slander and by attempting to remove their competitor through fear-mongering and false statements.

The fact is, Uber is now the largest Transport company in the world, valued at over 18 billion, and in over 45 countries, the same story has been heard world wide, Taxi companies gained the Monopoly and as such, failed to offer quality service for many years. Working in the service industry myself, I hear time and time again how many people will simply not go out of an evening (or during the day) rather than catch an over priced, and poorly serviced Taxi. Uber is changing this for the Gold Coast, and people once again look forward to the brilliant service and healthy competition this new edition to our transport network will bring, not to mention the fact that our current Cab service cannot keep up with demand in busy periods.

As you can see, not only does this healthy competition bring in better value and service for the customers, but potentially bring a much needed boost to our local businesses, such as restaurants, pubs, clubs, events, and the list goes on.

As for the false claim the Uber provides a 'inferior' and 'unsafe' service, this is simply not the case. I will direct you to a case just a couple years back, that was featured in the gold coast bulletin and other papers, where a young lady was picked up by a cab driver at a designated pick-up location, only to be driven out to somewhere and assaulted by a cab driver, the driver was never caught, and this is just one such story, throughout Australia these stories pop up from time to time. The fact is, with Uber there is no possible way that a driver could get away with such an abhorrent act. Each trips completed journey is recorded, and the moment you accept a fare both parties details are known by Uber should anything go wrong. Uber follows all guidelines on licensing (within a legislative technicality that is absurd), and all vehicles and drivers and thoroughly checked out.

I would advise that you please let the Gold Coast's citizens be heard and fight towards enabling Uber to operate without restraint across the Gold Coast, Brisbane and Beyond, this is the only fair and Australian thing to do, to promote healthy competition where it is most needed.

My question to you, is that if Uber is good enough for all the Largest, and most modern cities in the world, are we so backwards that we would shun the right and best course of action in order allow another company to continue holding an illegal monopoly, and in turn retain their poor service?

The Gold Coast Deserves Better.

Kind Regards,

s.73 Member of the Public



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s.73 Member of the Public

Released under RTI - DPC

Ashleigh Edwards

From: [REDACTED] s.73 Member of the Public
Sent: Tuesday, 16 December 2014 8:33 AM
Subject: Re: I choose Uber

Thanks but what are the requirements

Sent from my iPhone

> On 16 Dec 2014, at 8:28 am, The Premier <The.Premier@premiers.qld.gov.au> wrote:
>
>
>
> Thank you for your email in support of Uber services. I have been requested to reply to you on the Premier's behalf.
>
> The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.
>
> The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.
>
> As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.
>
> However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.
>
> Again, thank you for bringing your concerns to the Premier's attention.
>
>
> Office of the Premier
>
>
>
> -----Original Message-----
> From: [REDACTED]
> Sent: Wednesday, 26 November 2014 4:41 PM
> To: The Premier (Ministerial)
> Subject: I choose Uber
>
> Dear Premier,
>
> I am a regular Uber rider who enjoys the freedom to choose how I get around Brisbane.
>
> If you have not heard about Uber, visit love.uber.com to hear why riders and drivers love it.
>
> Thank you.
>
>
> Regards,
> [REDACTED]

>
> s.73 Member of the
> Public

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Ashleigh Edwards

From: Premier <premier@ministerial.qld.gov.au>
Sent: Friday, 9 January 2015 5:10 PM
Subject: FW: [SPAM ?] Questions that need to be answered prior to the election set for 31/1/2015
Attachments: premier qld questions.docx
Importance: Low

-----Original Message-----

From: Ashgrove Electorate Office [mailto:ashgrove@parliament.qld.gov.au]
Sent: Friday, 9 January 2015 12:13 PM
To: Premier
Subject: FW: [SPAM ?] Questions that need to be answered prior to the election set for 31/1/2015
Importance: Low

-----Original Message-----

From: [REDACTED] s.73 Personal Information
Sent: Friday, 9 January 2015 11:59 AM
To: Ashgrove Electorate Office
Subject: [SPAM ?] Questions that need to be answered prior to the election set for 31/1/2015
Importance: Low

Dear Sir,

Please find attached the letter with the questions contained therein.

[REDACTED]

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Please consider the environment before printing this email.

Released under RTI - DPC

The Premier of Queensland
Mr. Campbell Newman
Parliament House
George St
Brisbane.

Dear Mr. Newman,

As an election is now looming, I wish to ask the following questions of you and would like an answer from either you or your staff prior to the election to pass the information on to the people in the Taxi Industry so they can formulate their voting patterns.

The questions are as follows:-

The LNP Government was elected on a law and order platform – why when it was easy to put through legislation to bring the bikie gangs to heel that it has not adopted the same criteria with the illegal operation of UBER.

Is the LNP avoiding its responsibilities because it believes the cost of UBER transport less than a Taxi (when it suits) means votes for the LNP?

Does the LNP not care if a passenger is not accorded the same safety requirements and insurance that the Passenger Transport Act requires a Taxi to adhere to?

Is the Minister aware of the growth in private vehicles **not** associated with UBER who have taken advantage of the lack of enforcement by DTMR and QPS to also operate as illegal TAXIS

Does the LNP not care about the loss of GST revenue that UBER avoids collecting?

Have you personally acquainted yourself with the Transport Operators Passenger Transport Act?

Have you personally visited a Taxi Call Centre to witness the method of receiving and dispatching of customer requests?

Is the LNP support for UBER based on some flawed economic free marketer ideology at the expense of public safety?

Is the LNP Government aware that in the decentralised State of Queensland in Small Towns and communities the local cabbie is the only form of public transport that gives 24/7 service?

Is the LNP Government prepared to bankrupt these Country Cab Operations by allowing UBER to operate in their taxi service area picking the eyes out of the work?

The Minister has made public that he supports the regulation of the Taxi Industry.

Putting a number of enforcement personnel for one weekend only to deal with the UBER menace does not back up the rhetoric.

Is the Minister aware of the significant transport service provided to people with specials needs by the Taxi Industry?

The Taxi Industry competes both internally and externally for work and abides by State and Federal Laws.

UBER is telling the LNP Government that it is above these Governments laws.

WHY IS IT ALLOWED TO OPERATE?

Is the LNP Government naïve enough to not realise that the Taxi Industry has been a traditional supporter of Conservative Governments and to loose that support could mean significant votes?

Is the Minister going to release a policy on the Taxi Industry **prior** to the forthcoming election?

Once again, I wish for the answers to these questions prior to the election, if the questions are not answered, I can only assume that the LNP government does not care as has been the case all along with the Minister of Transport.

Sincerely,

(Copy emailed to Premier)

s.73 Personal Information

Released under RTI - DPC

Ashleigh Edwards

From: noreply@premiers.qld.gov.au
Sent: Thursday, 26 June 2014 11:48 AM
Subject: Uber

Importance: High

NO RESPONSE REQUIRED

Subject: Uber

Comment:

Dear Premier,

If I begin driving my private car with Uber in Qld will I be fined for offering a private ride share service?

Uber do Police checks on drivers, stipulate cars must be newer than 2005 & be fully insured.

I am 52 years old, a recently redundant professional with 21 years service in the Fed Public Service & own a late model (2012) luxury sedan; this would be a great income for me given difficulty in finding a job at my age.

Again, if I sign up to Uber X and offer ride share using my private vehicle will I be fined?

Regards, s.73 Personal Information

Released under RTI/DPC

Ashleigh Edwards

From: noreply@premiers.qld.gov.au
Sent: Wednesday, 2 July 2014 10:56 AM
Subject: Uber drivers

Importance: High

Hello,

Thank you for your message to the Premier of Queensland.

Should a response be required, we will contact you as quickly as we can. Please understand detailed or complex questions may take some time to investigate.

Please do not reply to this email, it is an automated service and is unable to receive replies.

Subject:Uber drivers

Title:
First Name:
Family Name:



Email:
Phone:
Address:
Town:
State:
Postcode:

Comment:

Dear Premier,

I have a luxury 2012 model sedan car and I am a semi-retired 53 year old who spent 22 years working for the Federal Public Service in a senior role.

Regarding Uber X (where owners of late model cars can be paid to offer ride sharing) I would like to know if this is officially sanctioned in Qld.

It would be a great opportunity for the older members of our society to earn a business income.

I believe Uber insist on a Police check, driving record and late model cars. Plus passengers can rate their driver experience - drivers who get poor ratings are excluded from driving.

Therefore I do believe it would be safe for your daughter!

Can you please assure me that if I begin driving for what is the new 'Share Economy' & a worldwide sunrise industry that I will not be fined?

I look forward to your reply.

Thanks and regards, [Redacted]

Ashleigh Edwards

From: s.73 Personal Information (Uber Partner Support) <partners.brisbane@uber.com>
Sent: Tuesday, 16 December 2014 7:16 PM
Subject: [Uber] Update: RE: I Love Uber.

U B E R

##- Please type your reply above this line -##

You are registered as a cc on this help desk request and are thus receiving email notifications on all updates to the request.

To review the status of the ticket and add updates, follow the link below:
<http://support.uber.com/hc/requests/16051869>


Dec 16 01:16

This is a follow-up to your previous request [#15063058](#) "I Love Uber."

Dear Premier,
Thank you for your response to my email.

As I have had some difficulty in ascertaining what actual requirements are necessary for an Uber driver to operate within the law, perhaps you could ask the Department of Transport to advise me of same and how I may comply.

Since this situation has been brought to my attention, I have ceased using my vehicle but would love to return to operations fully compliant.

Yours sincerely,



This email is a service from Uber.

Ashleigh Edwards

From: DPC Correspondence
Sent: Thursday, 13 November 2014 9:08 AM
To: Milla Sokolvak
Subject: FW: Letter to Members re Qld Parliament e-petition

Hey Milla

Can you please register as DG corro and forward to Economic Policy to draft a DG response - normal timelines.

Thanks

Kc

From: Jon Grayson
Sent: Thursday, 13 November 2014 8:27 AM
To: DPC Correspondence
Subject: FW: Letter to Members re Qld Parliament e-petition

Hi ECU,

Please register and allocate appropriately.

Kind Regards

Tina Culpo
Executive Officer
Office of the Director-General
Department of the Premier & Cabinet

Ph (07) 3003 9387 Mb [REDACTED]
E Tina.Culpo@premiers.qld.gov.au

Executive Building | Level 15 | 100 George Street | Brisbane
PO Box 15185 | City East | Queensland 4002 |

 Please consider the environment before printing this email

From: Benjamin Wash [<mailto:ceo@tcq.org.au>]
Sent: Wednesday, 12 November 2014 5:43 PM
To: Jon Grayson
Subject: Letter to Members re Qld Parliament e-petition

Dear Jon

On behalf Taxi Council Queensland ("TCQ") I would like to ask for your support with respect to illegal ride-sharing apps.

Illegal ride-sharing apps represent a significant threat to on-demand passenger transport in Queensland.

The e-petition, for which I am the principal petitioner, requests the following:

"Queensland residents draws to the attention of the House that ridesharing apps are refusing to meet existing Queensland Government regulations and ignoring Government directions to stop their illegal operations. People that drive for these rideshare apps do not undergo regular criminal background checks and their private cars do not meet the safety guidelines of taxis or offer appropriate insurance. This is putting the safety of Queenslanders at risk and damaging the small businesses across the State that operate taxi services which meet safety guidelines."

Of particular concern is the impact that such services will have on the most vulnerable in the Queensland community. Anything that damages the ability of taxis to provide services safely, efficiently and economically viably will be immeasurably more damaging for those people who have limited alternatives in their method of transport.

Illegal ride-sharing apps are simply the first iteration of a "new world" where cashed up multi-national interlopers will seek to sweep away many thousands of Queensland small businesses potentially doing untold damage in the pursuit of profits.

Queensland's Taxi Industry transports more than 100 million customers each and every year and according to the independently commissioned Roy Morgan Mystery Shopper Survey undertaken in 2013, the industry had an overall satisfaction rating of 89%. There are very few industries in any context that can boast figures as impressive as this.

Further, nearly two-thirds of the fleet are hybrids with the average age of vehicles being less than three years. These innovations not only see improved service standards for customers, but have the added benefit of reducing the carbon footprint by millions of tonnes per annum.

While there has been some enforcement activity, TCQ believes that more can be done and is concerned that illegal ride-share apps appear indifferent to the laws of this great State.

Competition is a good and powerful thing however it can only work where all participants in the market are held to the same strict standards that have been demanded by the community over time and are reflected in the legislation.

To show your support for the Queensland Taxi Industry and the tens of thousands of small businesses that are either directly or indirectly reliant upon it, please sign the e-petition:

<http://www.parliament.qld.gov.au/work-of-assembly/petitions/e-petition?PetNum=2334>

Yours faithfully

Benjamin Wash CPA
Chief Executive Officer | Taxi Council Queensland
P + 61 7 3434 2100 | F + 61 7 3394 4395
E ceo@tcq.org.au | W www.tcq.org.au
S 8/96 Cleveland Street Stones Corner QLD 4120
P PO Box 290 Stones Corner QLD 4120

Ashleigh Edwards

From: noreply@premiers.qld.gov.au
Sent: Thursday, 19 February 2015 7:40 AM
Subject: uber

Importance: High

Hello,

Thank you for your email to the Honourable Anastacia Palaszczuk MP, Premier of Queensland. The Premier appreciates the time you have taken to contact her with your comments. As the Premier receives a large amount of correspondence, a response will be provided, if appropriate, in due course.

Subject:uber

Title: s.73 Personal Information
First Name: [Redacted]
Family Name: [Redacted]

Email: [Redacted]
Phone: [Redacted]
Address: [Redacted]
Town: [Redacted]
State: [Redacted]
Postcode: [Redacted]

Comment:

Submitted by [Redacted]



Dear Premier & Transport Minister,

Question: If a foreign-owned company was acting illegally in Queensland and threatening the livelihoods of tens of thousands of law-abiding and tax-paying people, would you act?

Answer: ?????????????????????????????????

This is happening in the taxi industry, where the previous LNP'S government's complete lack of interest will soon force thousands of self-funded retirees on to pensions if you do not act now.

The illegal taxi company Uber is operating in broad daylight, flouting the laws that everyone else in the Queensland taxi industry must abide by.

Is the incoming government going to remove a Transport bureaucrat who is an Uber supporter? Does this bureaucrat know well the Young Liberal Member who recently put forward a proposal to the LNP conference to deregulate the taxi industry?

Is this deregulation by stealth? The last government in Australia to deregulate the taxi industry was in the Northern Territory. They re-regulated four years later.

Because, without oversight, people were left high and dry.

Who provides the 24-7 services

Why did they re-regulate?

Who does the driver criminal checks?

Who ensures security cameras are in place for the safety of all?

Who insists on GPS tracking of vehicles?

Who does the six-month safety checks on vehicles?

Who ensures that proper insurance is paid to protect passengers?

The previous Premier and Transport Minister oversaw this incompetency and in a private business, you would be sacked. They failed to enforce the law and failed to ensure the safety of Queenslanders.

They say that they handed out 173 penalty infringement notices to 81 Uber drivers. Yet, according to the most reliable advice on Uber's operations in Queensland, the law is being broken about 12,000 times a week. Their strike rate was embarrassing.

Congratulations on your recent election victory. The taxi industry looks forward to working with the incoming government to ensure a viable industry going forward. We recognize the challenges of keeping our industry up to date with the latest technology that our clientele demand of us. We also recognize the challenges of the negativity some people have of our industry. The combined industry has worked hard on this with our combined efforts to stamp out some of the negativity on our drivers and vehicles by pointing out to the industry our past mistakes and ensuring these mistakes don't happen again.

We need your help to stamp out interlopers who are riding on the back of the industry without following the carefully crafted legislation that has kept our industry safe and viable. We accept that some of these ride sharing companies claim they are giving the public what they want and expect from the industry. Due to slick advertising some people are convinced that these apps are legal. Around the world these companies have failed to provide insurance and the checks to ensure drivers are up to a reputable standard as required by the laws of the land. We expect the incoming government to strengthen the laws of the land to make it impossible for these companies that are flouting the law to operate.

Uber has no

. CTP insurance that meets the statutory requirements of Queensland . Comprehensive insurance that meets the statutory requirements of Queensland . Safety requirements required of taxis . Safety cameras . Police checking of drivers . Display of driver and license.

. ABN & GST

. Use family car

. Pays no company tax

If you take into consideration the rapidly expanding number of jurisdictions who have flat out banned Uber, and add to them the equally vast number where anti-Uber legislation is pending, one must question whether or not this is a business model that will even survive going forward.

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Released under RTI - DPC

Ann Burns

From: Inala Electorate Office <Inala@parliament.qld.gov.au>
Sent: Tuesday, 10 February 2015 2:52 PM
To: Reception
Subject: corro

Digested?	YES	NO
Is this an ORIGINAL DOCUMENT (Y/N)?		
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Tracking		



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Ms A. Palaszczuk MP.
Gravelly Electorate Office
Curchfield Rd (Cnr Progress Rd)
RICHMOND. Q. 4017

Dear Ms Palaszczuk,

Thanks in advance for reading this letter and providing a prompt pre-election response. I know with the election campaign you are very busy, so I will be brief.

As you know, the taxi industry in Queensland has an excellent reputation. We service over 250,000 fares every day, have one of the highest percentage of wheelchair accessible fleets in the world and are considered the leading taxi service in Australia.

However recently all of this hard work has been jeopardised by illegal rideshare apps like Uber, that don't care about the law and ignore the Government's cease and desist letters.

There's a lot of talk about law and order during this election campaign, yet here is an example of a company being allowed to flout the law with no consequences. Sure, there has been talk from the Government and a few fines but really - talk is cheap!

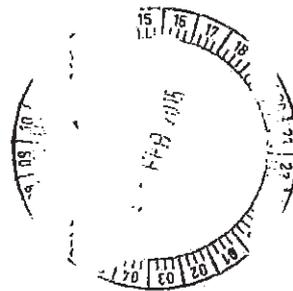
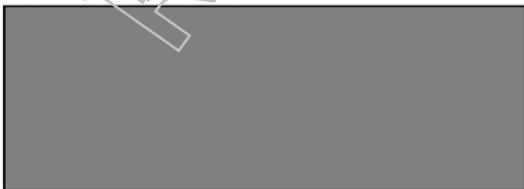
By allowing this farce to continue, the Government has no credibility when it comes to law and order.

I am asking you - as my local member / local candidate, to provide me with your views so I can distribute these to the 60,000 people across Queensland who are associated with the taxi industry and who vote. I'd really appreciate you taking just a minute to answer these three simple questions:

- 1) Do you support the Queensland Taxi Industry and the 60,000 small business people and employees who rely on a viable industry for their income?
- 2) Will you commit to immediately stop Uber and rideshare apps from operating after the election?
- 3) If so, what exactly will you do to achieve this?

We need your response within 72 hours so we can provide the list of candidates who support our industry, to our members, friends and the media.

Thank you again for your time.



Ann Burns

From: Inala Electorate Office <Inala@parliament.qld.gov.au>
Sent: Tuesday, 10 February 2015 2:52 PM
To: Reception
Subject: corro



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For reply please quote: EP/RL – TF/14/22748 – DOC/14/199017

Department of the
Premier and Cabinet

12 JAN 2015

Mr Shane Holley
Managing Director
Cabs 2000 Pty Ltd
5/11 Judds Court
SLACKS CREEK QLD 4127

Dear Mr Holley

I refer to your letter of 20 November 2014 to the Premier concerning the regulation of Uber in Queensland.

A state election has been called for 31 January 2015 and the Government is now in a caretaker period. As a result, I am responding to your letter.

Taxi operators who do not meet the existing standards – like Uber – have been instructed to cease their operations until required standards are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 6 January 2015, DTMR has issued 203 penalty infringement notices, with a total value of \$261 102, to Uber drivers. Transport inspectors have spent 4309.75 hours investigating Uber and DTMR plans to conduct a further 32 driver investigations as a result of this activity.

I trust this information is of assistance to you.

Yours sincerely



David Hourigan
Deputy Director-General

Executive Building
100 George Street Brisbane
PO Box 15185 City East
Queensland 4002 Australia
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Website www.premiers.qld.gov.au
ABN 65 959 415 158



Premier Hon. C.K Newman MP
Level 15 Executive Bldg,
100 George St
BRISBANE. Q. 4000.

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Dear Mrs Newman

Thanks in advance for reading this letter and providing a prompt pre-election response. I know with the election campaign you are very busy, so I will be brief.

As you know, the taxi industry in Queensland has an excellent reputation. We service over 250,000 fares every day, have one of the highest percentage of wheelchair accessible fleets in the world and are considered the leading taxi service in Australia.

However recently all of this hard work has been jeopardised by illegal rideshare apps like Uber, that don't care about the law and ignore the Government's cease and desist letters.

There's a lot of talk about law and order during this election campaign, yet here is an example of a company being allowed to flout the law with no consequences. Sure, there has been talk from the Government and a few fines but really – talk is cheap!

By allowing this farce to continue, the Government has no credibility when it comes to law and order.

I am asking you – as my local member / local candidate, to provide me with your views so I can distribute these to the 60,000 people across Queensland who are associated with the taxi industry and who vote. I'd really appreciate you taking just a minute to answer these three simple questions:

- 1) Do you support the Queensland Taxi Industry and the 60,000 small business people and employees who rely on a viable industry for their income?
- 2) Will you commit to immediately stop Uber and rideshare apps from operating after the election?
- 3) If so, what exactly will you do to achieve this?

We need your response within 72 hours so we can provide the list of candidates who support our industry, to our members, friends and the media.

Thank you again for your time.



Ann Burns

From: Inala Electorate Office <Inala@parliament.qld.gov.au>
Sent: Tuesday, 10 February 2015 2:52 PM
To: Reception
Subject: corro

Digital ID	YES	NO
Document ID	ELECTRONIC DOCUMENT 017121584	
Date	17 FEB 2015	
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Released under RTI - DPC

Ms A. Palaszczuk MP
Innaly Electorate Office
Creechfield Rd (Cnr Progress Rd)
RICHMOND - Q. 4017

Dear Ms Palaszczuk,

Thanks in advance for reading this letter and providing a prompt pre-election response. I know with the election campaign you are very busy, so I will be brief.

As you know, the taxi industry in Queensland has an excellent reputation. We service over 250,000 fares every day, have one of the highest percentage of wheelchair accessible fleets in the world and are considered the leading taxi service in Australia.

However recently all of this hard work has been jeopardised by illegal rideshare apps like Uber, that don't care about the law and ignore the Government's cease and desist letters.

There's a lot of talk about law and order during this election campaign, yet here is an example of a company being allowed to flout the law with no consequences. Sure, there has been talk from the Government and a few fines but really - talk is cheap!

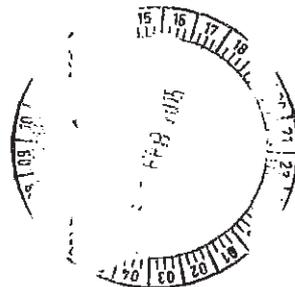
By allowing this farce to continue, the Government has no credibility when it comes to law and order.

I am asking you - as my local member / local candidate, to provide me with your views so I can distribute these to the 60,000 people across Queensland who are associated with the taxi industry and who vote. I'd really appreciate you taking just a minute to answer these three simple questions:

- 1) Do you support the Queensland Taxi Industry and the 60,000 small business people and employees who rely on a viable industry for their income?
- 2) Will you commit to immediately stop Uber and rideshare apps from operating after the election?
- 3) If so, what exactly will you do to achieve this?

We need your response within 72 hours so we can provide the list of candidates who support our industry, to our members, friends and the media.

Thank you again for your time.



Ann Burns

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Released under RTI - DPC



**Queensland
Government**

For reply please quote: *EP/RL – TF/14/22748 – DOC/14/199017*

Department of the
Premier and Cabinet

12 JAN 2015

Mr Shane Holley
Managing Director
Cabs 2000 Pty Ltd
5/11 Judds Court
SLACKS CREEK QLD 4127

Dear Mr Holley

I refer to your letter of 20 November 2014 to the Premier concerning the regulation of Uber in Queensland.

A state election has been called for 31 January 2015 and the Government is now in a caretaker period. As a result, I am responding to your letter.

Taxi operators who do not meet the existing standards – like Uber – have been instructed to cease their operations until required standards are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 6 January 2015, DTMR has issued 203 penalty infringement notices, with a total value of \$261 102, to Uber drivers. Transport inspectors have spent 4309.75 hours investigating Uber and DTMR plans to conduct a further 32 driver investigations as a result of this activity.

I trust this information is of assistance to you.

Yours sincerely

David Hourigan
Deputy Director-General

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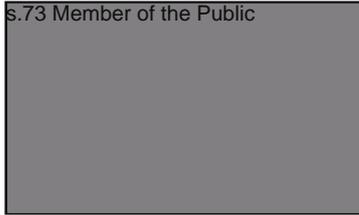


Office of the Premier

For reply please quote: *MC/SK - TF/14/13120 - DOC/14/102346*

9 JUL 2014

s.73 Member of the Public



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100 George Street Brisbane
PO Box 15185 City East
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Email ThePremier@premiers.qld.gov.au
Website www.thepremier.qld.gov.au

Thank you for your emails of 26 June and 2 July 2014 about Uber driving service. I have been requested to reply to you on the Premier's behalf.

As the Honourable Scott Emerson MP, Minister for Transport and Main Roads is best able to help you with this issue, I have taken the liberty of sending a copy of your emails to his office for consideration and direct reply to you.

Please be assured that Minister Emerson will give your concerns full consideration.

Again, thank you for taking the time to write to the Premier.

Yours sincerely

MICHAEL PRAIN
DIRECTOR OF POLICY



Office of the Premier

For reply please quote: *MC/DS - TF/14/21222 - DOC/14/170276*

5 NOV 2014

s.73 Member of the Public

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Website www.thepremier.qld.gov.au

Thank you for your email of 28 October 2014 about Uber. I have been requested to reply to you on the Premier's behalf.

As the Honourable Scott Emerson MP, Minister for Transport and Main Roads is best able to help you with this issue, I have taken the liberty of sending a copy of your email to his office for consideration and direct reply to you.

Please be assured that Minister Emerson will give your concerns full consideration.

Again, thank you for taking the time to write to the Premier.

Yours sincerely



MICHAEL PRAWN
DIRECTOR OF POLICY

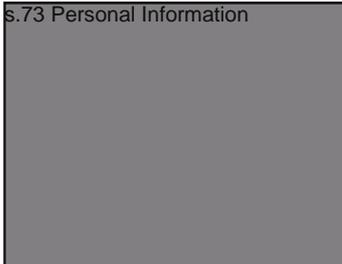


Office of the Premier

For reply please quote: *MC/DS - TF/14/22067 - DOC/14/180109*

28 NOV 2014

s.73 Personal Information



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Website www.thepremier.qld.gov.au

Thank you for your further email of 10 November 2014 about the Queensland taxi industry and Uber. I have been requested to reply to you on the Premier's behalf.

As the Honourable Scott Emerson MP, Minister for Transport and Main Roads is best able to help you with this issue, I have taken the liberty of sending a copy of your email to his office for consideration and direct reply to you.

Please be assured that Minister Emerson will give your concerns full consideration.

Again, thank you for taking the time to write to the Premier.

Yours sincerely

**MICHAEL PRAWN
DIRECTOR OF POLICY**



Office of the Premier

For reply please quote: *MC/SDB – TF/14/23143 – DOC/14/193633*

11 DEC 2014

s.73 Member of the Public

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Website www.thepremier.qld.gov.au

Thank you for your email of 26 November 2014 in support of Uber services. I have been requested to reply to you on the Premier's behalf.

The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for bringing your concerns to the Premier's attention.

Yours sincerely

**KATE DAVIES
EXECUTIVE OFFICER**

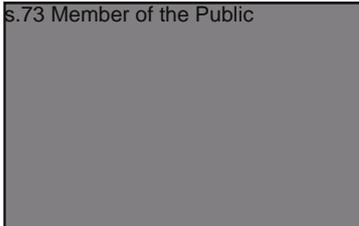


For reply please quote: *MC/ES – TF/14/23887 – DOC/15/2314*

Department of the
Premier and Cabinet

13 JAN 2015

s.73 Member of the Public



Thank you for your email of 5 December 2014 concerning Uber's ride share service.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period. As such, I have forwarded a copy of your email to the Director-General, Department of Transport and Main Roads for consideration.

As the Department of Transport and Main Roads is responsible for this matter, that department has been requested to reply directly to you.

Yours sincerely

J Hatton
Acting Director
Executive Correspondence

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100 George Street Brisbane
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ABN 65 959 415 158



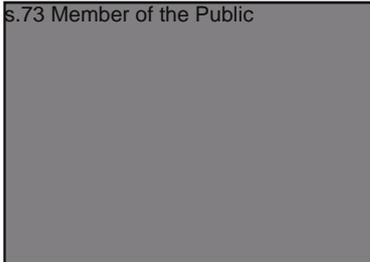
**Queensland
Government**

For reply please quote: MC/ES – TF/14/24228 – DOC/15/14351

22 JAN 2015

Department of the
Premier and Cabinet

s.73 Member of the Public



Thank you for your email of 12 December 2014 concerning Uber's ride-share service. I have been requested to reply to you on behalf of the Office of the Premier.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period. As such, I have forwarded a copy of your correspondence to the Director-General, Department of Transport and Main Roads for consideration.

As the Department of Transport and Main Roads is responsible for this matter, that department has been requested to reply to you as required.

Yours sincerely

J Hatton
Acting Director
Executive Correspondence

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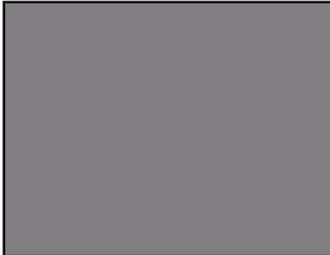


**Queensland
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For reply please quote: *MC/ES – TF/14/24553 – DOC/15/14195*

Department of the
Premier and Cabinet

22 JAN 2015

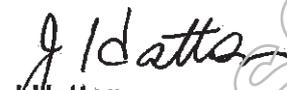


Thank you for your email of 16 December 2014 concerning the legislation governing the Uber ride-share service. I have been requested to reply to you on behalf of the Office of the Premier.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period. As such, I have forwarded a copy of your correspondence to the Director-General, Department of Transport and Main Roads for consideration.

As the Department of Transport and Main Roads is responsible for this matter, that department has been requested to reply to you as required.

Yours sincerely


J Hatton
Acting Director
Executive Correspondence

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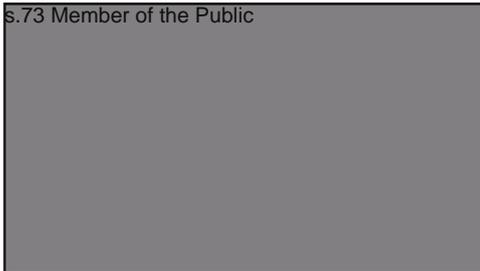
**Queensland
Government**

For reply please quote: MC/ES – TF/14/24942 – DOC/15/14173

22 JAN 2015

Department of the
Premier and Cabinet

s.73 Member of the Public



Thank you for your letter of 8 December 2014 concerning Uber's ride-share service. I have been requested to reply to you on behalf of the Office of the Premier.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period. As such, I have forwarded a copy of your correspondence to the Director-General, Department of Transport and Main Roads for consideration.

As the Department of Transport and Main Roads is responsible for this matter, that department has been requested to reply to you as required.

Yours sincerely


J Hatton
Acting Director
Executive Correspondence

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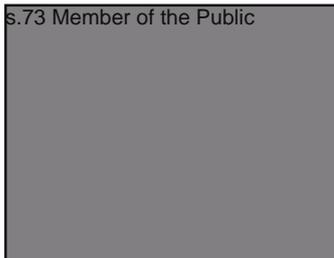
**Queensland
Government**

For reply please quote: *MC/ES – TF/14/25037 – DOC/15/14156*

Department of the
Premier and Cabinet

22 JAN 2015

s.73 Member of the Public



Thank you for your letter of 12 November 2014 concerning Uber's ride-share service. I have been requested to reply to you on behalf of the Office of the Premier.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period. As such, I have forwarded a copy of your correspondence to the Director-General, Department of Transport and Main Roads for consideration.

As the Department of Transport and Main Roads is responsible for this matter, that department has been requested to reply to you as required.

Yours sincerely

J Hatton
Acting Director
Executive Correspondence

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Facsimile +61 7 3229 2990
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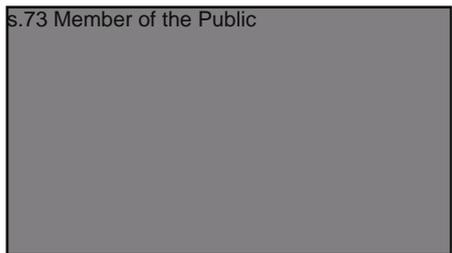
**Queensland
Government**

For reply please quote: *MC/ES – TF/15/1098 – DOC/15/15068*

Department of the
Premier and Cabinet

22 JAN 2015

s.73 Member of the Public

A large grey rectangular redaction box covers the recipient's name and contact information.

Thank you for your email of 16 January 2015 concerning Uber's ride-share service. I have been requested to reply to you on behalf of the Office of the Premier.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period. As such, I have forwarded a copy of your correspondence to the Director-General, Department of Transport and Main Roads for consideration.

As the Department of Transport and Main Roads is responsible for this matter, that department has been requested to reply to you as required.

Yours sincerely

A handwritten signature in black ink that reads "J Hatton".

J Hatton
Acting Director
Executive Correspondence

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PO Box 15185 City East
Queensland 4002 Australia
Telephone +61 7 3224 2111
Facsimile +61 7 3229 2990
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**Queensland
Government**

For reply please quote: *MC/ES – TF/15/121 – DOC/15/14352*

22 JAN 2015

Department of the
Premier and Cabinet

s.73 Member of the Public



Thank you for your emails of 19 December 2014 and 9 January 2015 concerning Uber's ride-share service. I have been requested to reply to you on behalf of the Office of the Premier.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period. As such, I have forwarded a copy of your correspondence to the Director-General, Department of Transport and Main Roads for consideration.

As the Department of Transport and Main Roads is responsible for this matter, that department has been requested to reply to you as required.

Yours sincerely

J Hatton
Acting Director
Executive Correspondence

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100 George Street Brisbane
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Queensland 4002 Australia
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Facsimile +61 7 3229 2990
Website www.premiers.qld.gov.au
ABN 65 959 415 158



Office of the Premier

For reply please quote: *ECUIDS – TF/15/2660 – DOC/15/41571*

1.6 MAR 2015

s.73 Personal Information

Executive Building
100 George Street Brisbane
PO Box 45185 City East
Queensland 4002 Australia
Telephone +61 7 3224 4500
Facsimile +61 7 3221 3631
Email ThePremier@premier.qld.gov.au
Website www.thepremier.qld.gov.au

Thank you for your email of 9 February 2015 regarding the operation of UberX in Queensland. I have been requested to reply to you on behalf of the Premier.

Firstly, the Premier appreciates your support and looks forward to tackling the many challenges this position brings. The Government will be focussed on job creation, listening to Queenslanders and acting on their concerns, while restoring integrity and accountability to government in Queensland.

On behalf of the Premier, I would like to thank you for sharing your views, highlighting the issues arising from the operation of UberX in Queensland.

While the Government acknowledges that some members of the community value Uber as an alternative to regular taxi services, it is important that all public passenger vehicle operators comply with the current regulatory requirements. These requirements are designed to protect passengers and have a safety focus. This means the Department of Transport and Main Roads will continue to take action against drivers that are not complying with the current regulations.

Again, thank you for bringing this matter to the Premier's attention.

Yours sincerely

PETER NIBBS
DIRECTOR OF POLICY

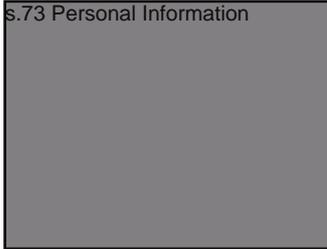


Office of the Premier

For reply please quote: ECU/ES – TF/15/2906– DOC/15/41566

13 MAR 2015

s.73 Personal Information



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Telephone +61 7 3719 7000
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Email ThePremier@premiers.qld.gov.au
Website www.thepremier.qld.gov.au

Thank you for your latest email of 5 March 2015 regarding the election of the new Labor Government in Queensland. I have been requested to reply to you on behalf of the Premier.

The Premier appreciates your support and looks forward to tackling the many challenges this position brings. The Government will be focussed on job creation, listening to Queenslanders and acting on their concerns, while restoring integrity and accountability to government in Queensland.

Further, I would like to reiterate that while the Government acknowledges that some members of the community value Uber as an alternative to regular taxi services, it is important that all public passenger vehicle operators comply with the current regulatory requirements. These requirements are designed to protect passengers and have a safety focus. This means the Department of Transport and Main Roads will continue to take action against drivers that are not complying with the current regulations.

Again, thank you for your kind words of support. We look forward to a positive working relationship with the taxi industry.

Yours sincerely

PETER NIBBS
DIRECTOR OF POLICY

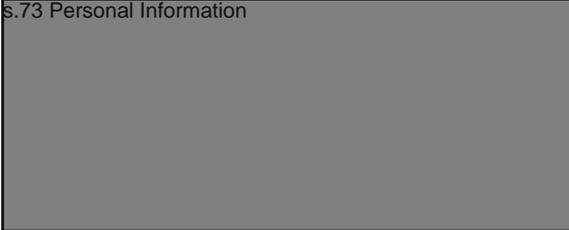


Office of the Premier

For reply please quote: *ECU/DS – TF/15/3079 – DOC/15/41538*

16 MAR 2015

s.73 Personal Information



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Telephone +61 7 3224 4500
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Website www.thepremier.qld.gov.au

Thank you for your email of 18 February 2015 regarding the operation of UberX in Queensland. I have been requested to reply to you on behalf of the Premier.

Firstly, the Premier appreciates your support and looks forward to tackling the many challenges this position brings. The Government will be focussed on job creation, listening to Queenslanders and acting on their concerns, while restoring integrity and accountability to government in Queensland.

On behalf of the Premier, I would like to thank you for sharing your views, highlighting the issues arising from the operation of UberX in Queensland.

While the Government acknowledges that some members of the community value Uber as an alternative to regular taxi services, it is important that all public passenger vehicle operators comply with the current regulatory requirements. These requirements are designed to protect passengers and have a safety focus. This means the Department of Transport and Main Roads will continue to take action against drivers that are not complying with the current regulations.

Again, thank you for bringing this matter to the Premier's attention.

Yours sincerely

PETER NIBBS
DIRECTOR OF POLICY

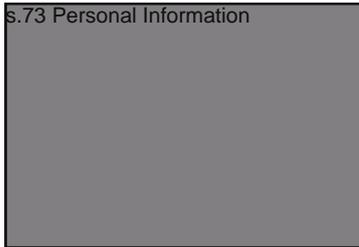


Office of the Premier

For reply please quote: *ECU/ES - TF/15/3137-DOC/15/41553*

16 MAR 2015

s.73 Personal Information



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Email ThePremier@premiers.qld.gov.au
Website www.thepremier.qld.gov.au

Thank you for your email of 19 February 2015 regarding the operation of UberX in Queensland. I have been requested to reply to you on behalf of the Premier.

Firstly, the Premier appreciates your support and looks forward to tackling the many challenges this position brings. The Government will be focussed on job creation, listening to Queenslanders and acting on their concerns, while restoring integrity and accountability to government in Queensland.

On behalf of the Premier, I would like to thank you for sharing your views, highlighting the issues arising from the operation of UberX in Queensland.

While the Government acknowledges that some members of the community value Uber as an alternative to regular taxi services, it is important that all public passenger vehicle operators comply with the current regulatory requirements. These requirements are designed to protect passengers and have a safety focus. This means the Department of Transport and Main Roads will continue to take action against drivers that are not complying with the current regulations.

Again, thank you for bringing this matter to the Premier's attention.

Yours sincerely

PETER NIBBS
DIRECTOR OF POLICY

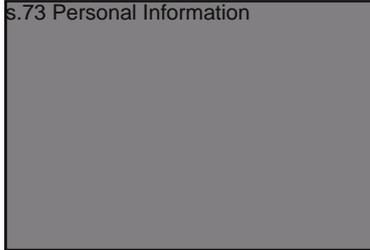


Office of the Premier

For reply please quote: *ECU/DS – TF/15/3838 – DOC/15/41555*

16 MAR 2015

s.73 Personal Information



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Queensland 4002 Australia
Telephone +61 7 3224 4500
Facsimile +61 7 3221 3631
Email ThePremier@premiers.qld.gov.au
Website www.thepremier.qld.gov.au

Thank you for your email of 23 February 2015 regarding the operation of UberX in Queensland. I have been requested to reply to you on behalf of the Premier.

Firstly, the Premier appreciates your support and looks forward to tackling the many challenges this position brings. The Government will be focussed on job creation, listening to Queenslanders and acting on their concerns, while restoring integrity and accountability to government in Queensland.

On behalf of the Premier, I would like to thank you for sharing your views, highlighting the issues arising from the operation of UberX in Queensland.

While the Government acknowledges that some members of the community value Uber as an alternative to regular taxi services, it is important that all public passenger vehicle operators comply with the current regulatory requirements. These requirements are designed to protect passengers and have a safety focus. This means the Department of Transport and Main Roads will continue to take action against drivers that are not complying with the current regulations.

Again, thank you for bringing this matter to the Premier's attention.

Yours sincerely

PETER NIBBS
DIRECTOR OF POLICY



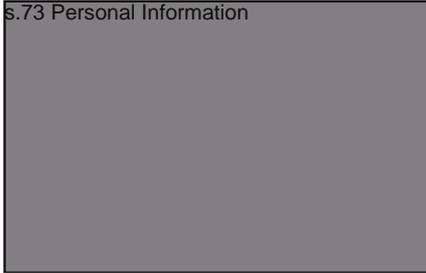
**Queensland
Government**

For reply please quote: *MC/ES – TF/15/450 – DOC/15/14184*

22 JAN 2015

Department of the
Premier and Cabinet

s.73 Personal Information



Thank you for your email of 8 January 2015 concerning Uber's ride-share service. I have been requested to reply to you on behalf of the Office of the Premier.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period. As such, I have forwarded a copy of your correspondence to the Director-General, Department of Transport and Main Roads for consideration.

As the Department of Transport and Main Roads is responsible for this matter, that department has been requested to reply to you as required.

Yours sincerely

J Hatton
Acting Director
Executive Correspondence

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Queensland 4002 Australia
Telephone +61 7 3224 2111
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ABN 65 959 415 158



Office of the Premier

For reply please quote: *MC/SDB – TF/15/4808 – DOC/15/52453*

30 MAR 2015

s.73 Personal Information

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Queensland 4002 Australia
Telephone +61 7 3719 7000
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Email ThePremier@premier.qld.gov.au
Website www.thepremier.qld.gov.au

Thank you for your email of 5 March 2015 regarding the operation of UberX in Queensland. I have been requested to reply to you on behalf of the Premier.

Firstly, the Premier appreciates your support and looks forward to tackling the many challenges this position brings. The Government will be focussed on job creation, listening to Queenslanders and acting on their concerns, while restoring integrity and accountability to government in Queensland.

On behalf of the Premier, I would like to thank you for sharing your views, highlighting the issues arising from the operation of UberX in Queensland.

While the Government acknowledges that some members of the community value Uber as an alternative to regular taxi services, it is important that all public passenger vehicle operators comply with the current regulatory requirements. These requirements are designed to protect passengers and have a safety focus. This means the Department of Transport and Main Roads will continue to take action against drivers that are not complying with the current regulations.

Again, thank you for bringing this matter to the Premier's attention.

Yours sincerely

PETER NIBBS
DIRECTOR OF POLICY



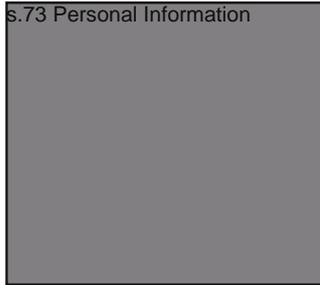
**Queensland
Government**

For reply please quote: *MC/ES – TF/15/838 – DOC/15/14212*

22 JAN 2015

Department of the
Premier and Cabinet

s.73 Personal Information



Thank you for your email of 13 January 2015 concerning Uber's ride-share service. I have been requested to reply to you on behalf of the Office of the Premier.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period. As such, I have forwarded a copy of your correspondence to the Director-General, Department of Transport and Main Roads for consideration.

As the Department of Transport and Main Roads is responsible for this matter, that department has been requested to reply to you as required.

Yours sincerely

J Hatton
Acting Director
Executive Correspondence

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For reply please quote: ECU/ML – TF/14/24937 – DOC/15/13968

Department of the
Premier and Cabinet

20 JAN 2015

Mr Brad Kitschke
Director Public Policy (Oceania)
Uber Australia
Level 3, 47–49 Murray Street
PYRMONT NSW 2006

Dear Mr Kitschke

Thank you for your letter of 16 December 2014 providing information about Uber and its operations in Queensland. I have been requested to reply to you on behalf of the Office of the Premier.

As you may be aware, a state election will be held in Queensland on 31 January 2015.

Successive Queensland Governments have accepted that special administrative arrangements apply in the period immediately before an election.

By convention, the Government assumes a caretaker role from the time that an election is called. As such it is not possible, at this time, for the Government to reply to your correspondence.

Should this be an issue you wish to raise once the result of the election is known, then I would encourage you to correspond with the Premier at that time.

Yours sincerely

Jan Hatton
Acting Director
Executive Correspondence

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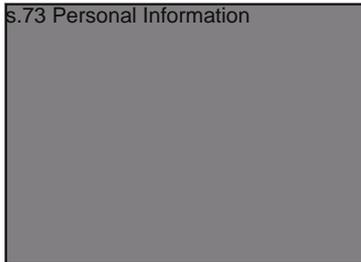


For reply please quote: ECU/ML – TF/14/24264 – DOC/15/13970

Department of the
Premier and Cabinet

20 JAN 2015

s.73 Personal Information



Thank you for your email of 12 December 2014 concerning Uber. I have been requested to reply to you on behalf of the Office of the Premier.

As you are aware, a state election will be held in Queensland on 31 January 2015.

Successive Queensland Governments have accepted that special administrative arrangements apply in the period immediately before an election.

By convention, the Government assumes a caretaker role from the time that an election is called. As such it is not possible, at this time, for the Government to reply to your correspondence.

Should this be an issue you wish to raise once the result of the election is known, then I would encourage you to correspond with the Premier at that time.

Yours sincerely

Jan Hatton
Acting Director
Executive Correspondence

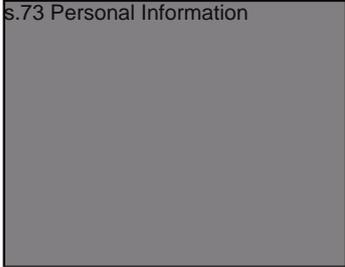
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For reply please quote: ECU/LW – TF/14/24454 – DOC/15/13641

Department of the
Premier and Cabinet

20 JAN 2015

s.73 Personal Information



Thank you for your email of 16 December 2014 concerning the regulatory requirements for Uber drivers.

You may be aware that a state election has been called for 31 January 2015, and the Government is now in the caretaker period.

It is noted and appropriate that you forwarded your email to the Minister for Transport and Main Roads, the Honourable Scott Emerson MP.

As the Department of Transport and Main Roads (DTMR) is responsible for this matter, I have also taken the liberty of forwarding a copy of your email to the Director-General, DTMR for consideration and direct reply to you.

Please be assured that the Director-General will give your concerns full consideration.

Yours sincerely



J Hatton
Acting Director
Executive Correspondence

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100 George Street Brisbane
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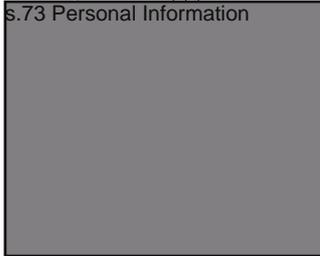


Office of the Premier

For reply please quote: EP/RL – TF/14/17616 – DOC/14/150148

8 OCT 2014

s.73 Personal Information



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Thank you for your letter of 1 September 2014 about vehicle companies operating in the Wide Bay area. I have been requested to reply to you on the Premier's behalf.

I appreciate your concerns in relation to illegal limousine operations and I note that you have brought your concerns about a number of operators in the Wide Bay area to the attention of the Department of Transport and Main Roads (DTMR).

As you are aware, DTMR is currently conducting investigations in relation to each of the companies you have mentioned in your letter. I understand that, since writing to the Premier, you have met with Ms Jodie Weller, Acting Regional Manager (Passenger Transport), Southern Region and DTMR officers who have explained the action being taken by DTMR in relation to these companies. I hope you are satisfied that appropriate action is being taken in response to your complaints.

I would encourage you to continue to provide DTMR with relevant information about these companies to assist with the ongoing investigations.

As you are also aware, DTMR has issued UBER with a cease and desist notice. I can assure you that dealing with this matter remains a priority for the Government. DTMR is currently undertaking extensive compliance activities in relation to UBER and will continue to work closely with the taxi industry.

Again, thank you for bringing this matter to the Premier's attention.

Yours sincerely

KATE DAVIES
EXECUTIVE OFFICER

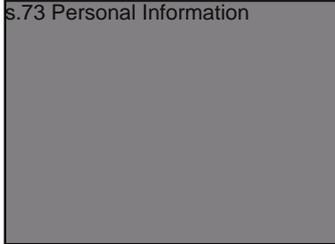


Office of the Premier

For reply please quote: *EP/RL – TF/14/17916 – DOC/14/153081*

21 OCT 2014

s.73 Personal Information



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Website www.thepremier.qld.gov.au

Thank you for your email of 6 September 2014 about the Government's response to Uber. I have been requested to reply to you on the Premier's behalf.

The Premier appreciated your concerns in relation to the operation of Uber in Queensland and has also noted your views about the action taken by the Department of Transport and Main Roads (DTMR) in relation to this matter.

The Queensland Government supports innovation in the delivery of public passenger services. However, this must not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you are aware, operators that do not currently meet the existing standards have been instructed to cease their operations until they are met. DTMR is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements. I can assure you that dealing with Uber remains a priority for the Government. As of 30 September 2014, DTMR had issued 54 penalty infringement notices with a total value of \$77 853 to Uber drivers. In the period between 30 July and 14 October 2014, Transport Inspectors spent 1324 hours of effort investigating Uber at a cost of around \$62 228. DTMR plans to conduct a further 21 driver investigations as a result of this activity.

If you require further information, I encourage you to contact Mr Keith Boyer, Director, Passenger Transport and Taxis, DTMR on telephone (07) 3338 4192.

Again, thank you for bringing your concerns to the Premier's attention and I hope this information is of assistance to you.

Yours sincerely

KATE DAVIES
EXECUTIVE OFFICER

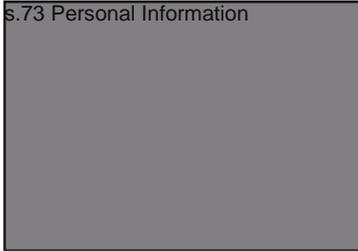


Office of the Premier

For reply please quote: *EP/RL – TF/14/19311 – DOC/14/161165*

31 OCT 2014

s.73 Personal Information



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Thank you for your emails of 30 September and 13 October 2014 about the operation of Uber in Queensland. I have been requested to reply to you on the Premier's behalf.

The Premier appreciates your concerns about Uber and has also noted your views about the need for further action to be taken in relation to this matter.

The Queensland Government supports innovation in the delivery of public passenger services. However, this must not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

Please let me assure you that dealing with Uber remains a priority for the Government. As you are aware, operators that do not currently meet the existing standards have been instructed to cease their operations until the standards are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 30 September 2014, DTMR had issued 54 penalty infringement notices with a total value of \$77 853 to Uber drivers. In the period between 30 July and 14 October 2014, transport inspectors spent 1324 hours investigating Uber. DTMR plans to conduct a further 21 driver investigations as a result of this activity.

Again, thank you for bringing this matter to the Premier's attention and I hope this information is of assistance to you.

Yours sincerely

KATE DAVIES
EXECUTIVE OFFICER



Office of the Premier

For reply please quote: EP/RL – TF/14/19995 – DOC/14/162064

3 NOV 2014

Mr Greg Collins
Managing Director
Complete Taxi Management
PO Box 86
VIRGINIA QLD 4014

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100 George Street Brisbane
PO Box 15185 City East
Queensland 4002 Australia
Telephone +61 7 3719 7000
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Dear Mr Collins

Thank you for your letters of 9 and 16 October 2014 about Uber. I have been requested to reply to you on the Premier's behalf.

The Premier appreciates your concerns about the operation of Uber in Queensland and has also noted your views about the need for further action to be taken in relation to this matter.

The Queensland Government supports innovation in the delivery of public passenger services. However, this must not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all participants in the market.

Please let me assure you that dealing with Uber remains a priority for the Government. As you would be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 31 October 2014, DTMR had issued 90 penalty infringement notices, with a total value of \$124 293, to Uber drivers. In the period between 30 July and 31 October 2014, transport inspectors spent 2412 hours investigating Uber. DTMR plans to conduct a further 32 driver investigations as a result of this activity.

Again, thank you for bringing this matter to the Premier's attention and I hope this information is of assistance to you.

Yours sincerely

KATE DAVIES
EXECUTIVE OFFICER

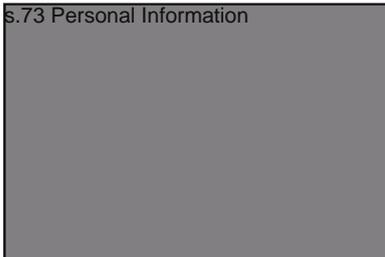


Office of the Premier

For reply please quote: *EP/RL – TF/14/19949 – DOC/14/165245*

5 NOV 2014

s.73 Personal Information

A large grey rectangular redaction box covering the majority of the page's content.

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Thank you for your emails of 9 and 23 October 2014 about the Queensland taxi industry and Uber. I have been requested to reply to you on the Premier's behalf.

The Premier appreciates your concerns in relation to the operation of Uber in Queensland and has also noted your views about the need for further action to be taken in relation to this matter.

The Queensland Government supports innovation in the delivery of public passenger services. However, this must not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all participants in the market.

Please let me assure you that dealing with Uber remains a priority for the Government. As you would be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 31 October 2014, DTMR had issued 90 penalty infringement notices, with a total value of \$124 293, to Uber drivers. In the period between 30 July and 31 October 2014, transport inspectors spent 2412 hours investigating Uber. DTMR plans to conduct a further 32 driver investigations as a result of this activity.

DTMR are continuing to liaise with Uber on a range of issues, and your suggestion that they be given the opportunity to compete in the dispatch market may have merit. However, in order to compete in that area, Uber would need to agree to meet the legislative requirements that apply to the existing participants in the market.

I understand that you have also provided a copy of your correspondence to the Honourable Scott Emerson MP, Minister for Transport and Main Roads and can assure you that Minister Emerson is giving this matter his full consideration.

Again, thank you for bringing this matter to the Premier's attention and I hope this information is of assistance to you.

Yours sincerely

A handwritten signature in cursive script that reads "Kate Davies".

KATE DAVIES
EXECUTIVE OFFICER

Released under RTI - DPC



Office of the Premier

For reply please quote: *EPG/CT – TF/14/21047 – DOC/14/180826*

25 NOV 2014

Ms Nia Cho
Taxi Council Queensland
PO Box 290
STONES CORNER QLD 4120

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PO Box 15185 City East
Queensland 4002 Australia
Telephone +61 7 3719 7000
Facsimile +61 7 3221 1809
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Website www.thepremier.qld.gov.au

Dear Ms Cho

Thank you for your email of 21 October 2014 requesting a meeting to discuss unregulated/illegal ride-sharing apps on behalf of Mr Darryl Briaais, Taxi Council Queensland representative. I have been requested to reply to you on the Premier's behalf.

As this is a transport matter, the Premier has asked that the Minister for Transport and Main Roads, the Honourable Scott Emerson MP, meet with Mr Briaais. Minister Emerson's office will be in contact to arrange a suitable time.

Again, thank you for taking the time to write to the Premier.

Yours sincerely

A handwritten signature in black ink, appearing to read 'MP' with a stylized flourish.

MICHAEL PRAIN
DIRECTOR OF POLICY



Office of the Premier

For reply please quote: EP/CMC – TF/14/22263 – DOC/14/183303

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Website www.thepremier.qld.gov.au

10 DEC 2014

Mr Benjamin Wash
Chief Executive Officer
Taxi Council Queensland
PO Box 290
STONES CORNER QLD 4120

Dear Mr Wash

Thank you for your email of 12 November 2014 seeking the Premier's support of your current e-petition about illegal ride-sharing apps. I have been requested to reply to you on the Premier's behalf.

The Premier appreciates the concerns of Taxi Council Queensland in relation to the operation of ride-sharing apps, like Uber, in Queensland and has also noted your views about the need for further action to be taken in relation to this matter.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, this must not occur at the expense of public safety. That is why the Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all participants in the market.

Please let me assure you that dealing with Uber remains a priority for the Government. As you would be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 28 November 2014, DTMR had issued 161 penalty infringement notices, with a total value of \$216 148, to Uber drivers. In the period between 30 July and 28 November 2014, transport inspectors spent 3089 hours investigating Uber. DTMR plans to conduct a further 30 driver investigations as a result of this activity.

Again, thank you for bringing this matter to the Premier's attention.

Yours sincerely

KATE DAVIES
EXECUTIVE OFFICER



Office of the Premier

For reply please quote: EP/RL – TF/14/21833 – DOC/14/185803

10 DEC 2014

Mr Bill Parker
General Manager
Yellow Cabs (Qld) Pty Ltd
7 Albion Street
WOOLONGABBA QLD 4102

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100 George Street Brisbane
PO Box 15185 City East
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Telephone +61 7 3719 7000
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Email ThePremier@premiers.qld.gov.au
Website www.thepremier.qld.gov.au

Dear Mr Parker

Thank you for your emails of 5, 7 and 11 November 2014 about Uber. I have been requested to reply to you on the Premier's behalf.

The Premier has noted the media articles and social media images you provided and appreciates your concerns in relation to the operation of Uber in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, this must not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all participants in the market.

Please let me assure you that dealing with Uber remains a priority for the Government. As you would be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 28 November 2014, DTMR issued 161 penalty infringement notices, with a total value of \$216 148, to Uber drivers. In the period between 30 July and 28 November 2014, transport inspectors spent 3089 hours investigating Uber. DTMR plans to conduct a further 30 driver investigations as a result of this activity.

I understand that you meet regularly with DTMR officers to discuss issues related to taxi services in Queensland, with a specific focus on regulation, compliance, and enforcement activities. If you require any further information, I encourage you to contact Mr Keith Boyer, Director (Passenger Transport Standards and Taxis), TransLink Division, DTMR on telephone (07) 3338 4192 or by email at keith.d.boyer@translink.com.au.

Again, thank you for bringing this matter to the Premier's attention and I hope this information is of assistance to you.

Yours sincerely

A handwritten signature in cursive script that reads "Kate Davies".

KATE DAVIES
EXECUTIVE OFFICER

Released under RTI - DPC



Office of the Premier

For reply please quote: EP/RL - TF/14/22124 - DOC/14/187153

10 DEC 2014

Mr Brad Knowlson
Proprietor
Metropolitan Taxi Management
103A/49 Station Road
YEERONGPILLY QLD 4105

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100 George Street Brisbane
PO Box 15185 City East
Queensland 4002 Australia
Telephone +61 7 3719 7000
Facsimile +61 7 3221 1809
Email ThePremier@premiers.qld.gov.au
Website www.thepremier.qld.gov.au

Dear Mr Knowlson

Thank you for your letter of 11 November 2014 about new entrants to the transport services market. I have been requested to reply to you on the Premier's behalf.

The Premier appreciates your concerns in relation to the operation of 'app' based transport services, like Uber, in Queensland and has also noted your views about the need for further action to be taken in relation to this matter.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, this must not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all participants in the market.

Please let me assure you that dealing with Uber remains a priority for the Government. As you would be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 28 November 2014, DTMR had issued 161 penalty infringement notices, with a total value of \$216 148, to Uber drivers. In the period between 30 July and 28 November 2014, transport inspectors spent 3089 hours investigating Uber. DTMR plans to conduct a further 30 driver investigations as a result of this activity.

With regard to the partnering arrangement between Uber and Virgin Australia, I understand that, as a result of community concerns raised with Virgin, the promotional period of the arrangement was shortened and this offer is no longer available.

Again, thank you for bringing this matter to the Premier's attention.

Yours sincerely

KATE DAVIES

EXECUTIVE OFFICER



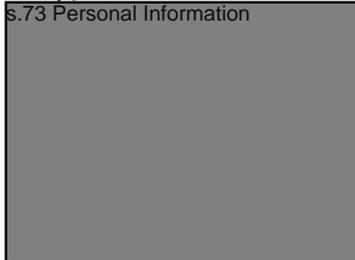
Office of the Premier

For reply please quote: EP/RL – TF/14/23895 – DOC/14/198536

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17 DEC 2014

s.73 Personal Information



Thank you for your emails of 5, 6 and 16 December 2014 about the regulation of Uber in Queensland. I have been requested to reply to you on the Premier's behalf.

Firstly, let me sincerely apologise for the response you received to your initial email. This response was clearly not sensitive to your concerns and this is completely unacceptable.

Please let me assure you that the Premier appreciates the concerns of legitimate taxi operators, like you, in relation to the unauthorised operation of Uber in Queensland. The Premier has also noted views about the need for further action to be taken in relation to this matter.

As you are aware, the Government has made it clear that Uber must meet the existing requirements that apply to all participants in the market. I can assure you that dealing with Uber remains a priority for the Government. As you know, operators who do not meet the existing standards have been instructed to cease their operations until they are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 12 December 2014, DTMR issued 173 penalty infringement notices, with a total value of \$231 628, to Uber drivers. In the period between 30 July and 12 December 2014, transport inspectors spent 3695.5 hours investigating Uber. DTMR plans to conduct a further 28 driver investigations as a result of this activity.

Again, thank you for bringing your concerns to the Premier's attention and I hope this information is of assistance to you.

Yours sincerely

KATE DAVIES
EXECUTIVE OFFICER



For reply please quote: *EP/RL - TF/14/23235 - DOC/14/199119*

Department of the
Premier and Cabinet

13 JAN 2015

Mr Bill Parker
General Manager
Yellow Cabs (Qld) Pty Ltd
7 Albion Street
WOOLLOONGABBA QLD 4102

Dear Mr Parker

I refer to your email of 26 November 2014 to the Premier concerning the taxation implications of Uber operating in Queensland.

A state election has been called for 31 January 2015 and the Government is now in a caretaker period. As a result, I am responding to your email.

I note your view that Uber's operations are resulting in a loss of taxation revenue. However, as you may be aware, the Goods and Services Tax (GST) falls within the responsibility of the Federal Government. I would, therefore, encourage you to bring your concerns to the attention of the Treasurer, the Honourable Joe Hockey MP, by email at j.hockey.mp@aph.gov.au or in writing to PO Box 6022, House of Representatives, Parliament House, Canberra ACT 2600.

The Department of Transport and Main Roads continues to investigate and take appropriate enforcement action against drivers operating in breach of the requirements that apply to all participants in the taxi market.

I trust this information is of assistance.

Yours sincerely

David Hourigan
Deputy Director-General

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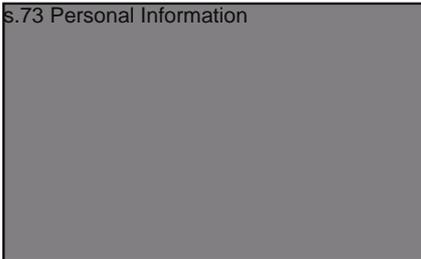


For reply please quote: EP/RL – TF/14/23547 – DOC/14/199292

Department of the
Premier and Cabinet

13 JAN 2015

s.73 Personal Information



I refer to your letter of 3 December 2014 to the Premier concerning the operation of Uber in Queensland.

A state election has been called for 31 January 2015 and the Government is now in a caretaker period. As a result, I am responding to your email.

Taxi operators who do not meet the existing standards, like Uber, have been instructed to cease their operations until required standards are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 6 January 2015, DTMR has issued 203 penalty infringement notices, with a total value of \$261 102, to Uber drivers. Transport inspectors have spent 4309.75 hours investigating Uber and DTMR plans to conduct a further 32 driver investigations as a result of this activity.

I trust this information is of assistance.

Yours sincerely



David Hourigan
Deputy Director-General

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ABN 65 959 415 158

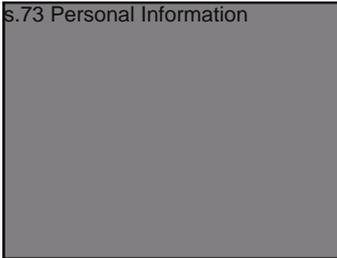


For reply please quote: *EP/RL -- TF/14/23544 -- DOC/14/199759*

Department of the
Premier and Cabinet

13 JAN 2015

s.73 Personal Information



I refer to your letter of 3 December 2014 to the Premier concerning the operation of Uber in Queensland.

A state election has been called for 31 January 2015 and the Government is now in a caretaker period. As a result, I am responding to your letter.

I note your views in support of Uber and calls for more competition in the taxi market in Queensland. As you may be aware, operators who do not meet the existing standards for operation of a taxi service – like Uber – have been instructed to cease their operations until the required standards are met. To ensure public safety, the Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

I understand you have previously experienced poor service in regular taxis and it is disappointing to hear your complaints were not adequately addressed by the relevant taxi company. DTMR has a Taxi Hotline to receive feedback on unresolved complaints and significant issues regarding the taxi industry. I would encourage you to contact the hotline on telephone 1800 183 673 if you are not satisfied with the response to any future complaints.

I trust this information is of assistance.

Yours sincerely

David Hourigan
Deputy Director-General

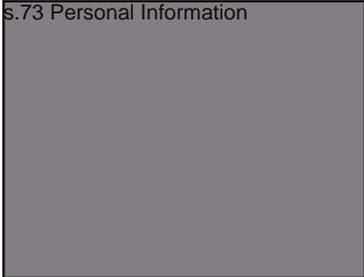
Executive Building
100 George Street Brisbane
PO Box 15185 City East
Queensland 4002 Australia
Telephone +61 7 3224 2111
Facsimile +61 7 3229 2990
Website www.premiers.qld.gov.au
ABN 65 959 415 158

For reply please quote: EP/RL – TF/14/23615 – DOC/14/199807

Department of the
Premier and Cabinet

13 JAN 2015

s.73 Personal Information



I refer to your email of 5 December 2014 making representations on behalf of taxi operators concerned about the operation of Uber in Queensland.

A state election has been called for 31 January 2015 and the Government is now in a caretaker period. As a result, I am responding to your email.

Taxi operators who do not meet the existing standards, like Uber, have been instructed to cease their operations until required standards are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 6 January 2015, DTMR has issued 203 penalty infringement notices, with a total value of \$261 102, to Uber drivers. Transport inspectors have spent 4309.75 hours investigating Uber and DTMR plans to conduct a further 32 driver investigations as a result of this activity.

I trust this information is of assistance.

Yours sincerely



David Hourigan
Deputy Director-General

Executive Building
100 George Street Brisbane
PO Box 15185 City East
Queensland 4002 Australia
Telephone +61 7 3224 2111
Facsimile +61 7 3229 2990
Website www.premiers.qld.gov.au
ABN 65 959 415 158

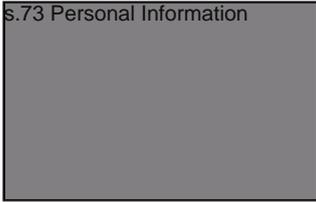


Office of the Premier

For reply please quote: *MC/SDB – TF/14/24401 – DOC/14/200925*

19 DEC 2014

s.73 Personal Information



Executive Building
100 George Street Brisbane
PO Box 15185 City East
Queensland 4002 Australia
Telephone +61 7 3719 7000
Facsimile +61 7 3221 1809
Email ThePremier@premiers.qld.gov.au
Website www.thepremier.qld.gov.au

Thank you for your email of 16 December 2014 about the regulation of Uber in Queensland. I have been requested to reply to you on the Premier's behalf.

Firstly, let me sincerely apologise for the response you received to your initial email. This response was clearly not sensitive to your concerns and this is completely unacceptable.

Please let me assure you that the Premier appreciates the concerns of legitimate taxi operators, like you, in relation to the unauthorised operation of Uber in Queensland. The Premier has also noted views about the need for further action to be taken in relation to this matter.

As you are aware, the Government has made it clear that Uber must meet the existing requirements that apply to all participants in the market. I can assure you that dealing with Uber remains a priority for the Government. As you know, operators who do not meet the existing standards have been instructed to cease their operations until they are met. The Department of Transport and Main Roads (DTMR) is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

As of 12 December 2014, DTMR issued 173 penalty infringement notices, with a total value of \$231 628, to Uber drivers. In the period between 30 July and 12 December 2014, transport inspectors spent 3695.5 hours investigating Uber. DTMR plans to conduct a further 28 driver investigations as a result of this activity.

Again, thank you for bringing your concerns to the Premier's attention and I hope this information is of assistance to you.

Yours sincerely

MICHAEL PRAIN
DIRECTOR OF POLICY

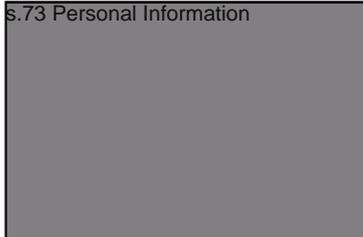


Office of the Premier

For reply please quote: *EP/RL – TF/15/2560 – DOC/15/37087*

06 MAR 2015

s.73 Personal Information



Executive Building
100 George Street Brisbane
PO Box 15185 City East
Queensland 4002 Australia
Telephone +61 7 3719 7000
Facsimile +61 7 3221 1809
Email ThePremier@premiers.qld.gov.au
Website www.thepremier.qld.gov.au

Thank you for your email of 15 February 2015 regarding the operation of UberX in Queensland. I have been requested to reply to you on behalf of the Premier.

Firstly, the Premier appreciates your support and looks forward to tackling the many challenges this position brings. The Government will be focussed on job creation, listening to Queenslanders and acting on their concerns, while restoring integrity and accountability to government in Queensland.

On behalf of the Premier, I would like to thank you for sharing your views, highlighting the positive employment impacts arising from the operation of UberX in Queensland. The regulation of taxis and passenger vehicles is a complex issue and your views will help to inform the Government's position.

While the Government acknowledges that some members of the community, such as you, value Uber as an alternative to regular taxi services, it is important that all public passenger vehicle operators comply with the current regulatory requirements. These requirements are designed to protect passengers and have a safety focus. This means the Department of Transport and Main Roads will continue to take action against drivers that are not complying with the current regulations.

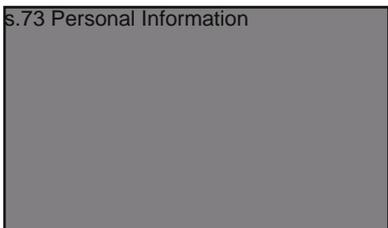
Again, thank you for bringing this matter to the Premier's attention.

Yours sincerely

PETER NIBBS
DIRECTOR OF POLICY

For reply please quote: *ECU/DS – TF/15/2660 – DOC/15/41571*

s.73 Personal Information

A large rectangular area of the document is redacted with a solid grey fill. The text 's.73 Personal Information' is printed in the top left corner of this redacted area.

Thank you for your email of 9 February 2015 regarding the operation of UberX in Queensland. I have been requested to reply to you on behalf of the Premier.

Firstly, the Premier appreciates your support and looks forward to tackling the many challenges this position brings. The Government will be focussed on job creation, listening to Queenslanders and acting on their concerns, while restoring integrity and accountability to government in Queensland.

On behalf of the Premier, I would like to thank you for sharing your views, highlighting the issues arising from the operation of UberX in Queensland.

While the Government acknowledges that some members of the community value Uber as an alternative to regular taxi services, it is important that all public passenger vehicle operators comply with the current regulatory requirements. These requirements are designed to protect passengers and have a safety focus. This means the Department of Transport and Main Roads will continue to take action against drivers that are not complying with the current regulations.

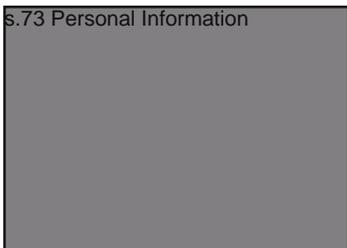
Again, thank you for bringing this matter to the Premier's attention.

Yours sincerely

PETER NIBBS
DIRECTOR OF POLICY

For reply please quote: ECU/ES – TF/15/2906– DOC/15/41566

s.73 Personal Information

A rectangular grey box redacting personal information.

Thank you for your latest email of 5 March 2015 regarding the election of the new Labor Government in Queensland. I have been requested to reply to you on behalf of the Premier.

The Premier appreciates your support and looks forward to tackling the many challenges this position brings. The Government will be focussed on job creation, listening to Queenslanders and acting on their concerns, while restoring integrity and accountability to government in Queensland.

Further, I would like to reiterate that while the Government acknowledges that some members of the community value Uber as an alternative to regular taxi services, it is important that all public passenger vehicle operators comply with the current regulatory requirements. These requirements are designed to protect passengers and have a safety focus. This means the Department of Transport and Main Roads will continue to take action against drivers that are not complying with the current regulations.

Again, thank you for your kind words of support. We look forward to a positive working relationship with the taxi industry.

Yours sincerely

PETER NIBBS
DIRECTOR OF POLICY

Dear *Salutation*

Thank you for your email of *date* in support of Uber services. I have been requested to reply to you on the Premier's behalf.

The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for bringing your concerns to the Premier's attention.

Office of the Premier

Ashleigh Edwards

From: noreply@premiers.qld.gov.au
Sent: Wednesday, 3 December 2014 11:54 AM
Subject: Taxi v Uber

Importance: High

Hello,

Thank you for your message to the Premier of Queensland.

Should a response be required, we will contact you as quickly as we can. Please understand detailed or complex questions may take some time to investigate.

Please do not reply to this email, it is an automated service and is unable to receive replies.

Subject:Taxi v Uber

Title:	s.73 Personal Information
First Name:	
Family Name:	

Email:	[Redacted]
Phone:	
Address:	
Town:	
State:	
Postcode:	

Comment:

Dear Premier Campbell Newman, we need your help please, I'm sure you are aware of the share ride Uber that has moved into Qld, as an owner operator of a WAT on the Gold Coast, I am become very disalusioned with Qld Transport, the governing body that controls the public transport system, and a department to which we pay a large sum of money to, not only to purchase our plates but also with ongoing regos and levies, My husband and I purchased a restricted taxi licence 8yrs ago, this was going to be our superannuation, but since these companies such as Uber have come along, and turn their noses up at the Government Regulations, we are seriously considering sell our licence therefore putting us on the pension in the not to distant future, and there are a large number of operators who are also thinking the same way, Premier, we are not saying we don't want them operating we are just asking that they to have to follow the rules and regulations like the rest of us, I know of a few taxi drivers who have gone to Uber and because the money is paid direct into their accounts they are doing what some taxi drivers used to do 1 joins uber and then they all use the one app this way they believe they don't pay tax, so you not only have Uber not paying any company tax here but also drivers, Premier I am begging you to please make a stand on this issue and pass a legislation that these companies like Uber etc are illegal unless they follow the Qld Transport Regulations, someone needs to set the president you did it with the bikies (thank god) why not do it with Uber. Being part of Golg Coast Cabs we are told to not say to much and let the Taxi Council handle it, but to tell you the truth, I think they are just using this as a political ploy and I don't play those games. Look forward to hearing from you in regards to this matter. Regards [Redacted]

Pages 317 through 318 redacted for the following reasons:

Access Deferred

Released under RTI - DPC

Ashleigh Edwards

From: Premier <premier@ministerial.qld.gov.au>
Sent: Monday, 26 January 2015 8:41 AM
Subject: FW: Why we back Uber, and why you should too.

From: Ashgrove Electorate Office [mailto:ashgrove@parliament.qld.gov.au]
Sent: Friday, 23 January 2015 8:51 AM
To: Premier
Subject: FW: Why we back Uber, and why you should too.

From: [REDACTED] 6.73 Member of the Public
Sent: Thursday, 22 January 2015 7:49 PM
To: Ashgrove Electorate Office
Subject: Why we back Uber, and why you should too.

Dear Premier

My husband and I are your supporters, your voting base that believes in fiscal and personal responsibility - a smaller government that keeps out of wallet and out of your private life.

There is an issue for us that is a deal-breaker. It relates to Uber and ridesharing. We need you to show the same conviction for competition and consumer choice as you for a strong economy. Uber is becoming a massive game changer for consumers and job seekers.

We are struggling to see why it would be worth voting for a government that is saying one thing and doing another. The protection racket of the taxi industry must end. The government needs to move to deregulate the industry and allow competition in the market. We are regular Uber users and have since become massive advocates of the cause.

We also know that many of the people standing out doing your roadsides and campaigning are Uber consumers and Uber drivers. This is true for all Brisbane electorates (particularly Mt Coot-tha, Clayfield, Brisbane Central, Greenslopes and Ashgrove). Almost the entire youth movement of the LNP are major supporters of Uber. It is also true that many ministerial staff, including your own office, are users of Uber too. This is because they know a good deal when they see one.

It is a safe, cheap, clean and friendly service that is providing jobs for thousands of people in Brisbane. If this is a government that believes in individual choice, autonomy and breaking down barriers to market competition, why are you continuing to allow the Taxi Council to dictate terms to you and the Department of Transport and Main Roads?

We want to support you and the LNP. In fact, you probably agree with us - so just come out and say it. Could you please clarify your position with regards to ridesharing and if the LNP will finally introduce competition reform in the taxi/passenger transport industry?

Kind regards

--
[REDACTED]

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Please consider the environment before printing this email.

Released under RTI - DOC

Ashleigh Edwards

From: CS Online <CSOnline@premiers.qld.gov.au>
Sent: Monday, 16 February 2015 10:32 AM
Subject: FW: Jobs, Jobs, Jobs - Uber, Uber, Uber

Importance: High

-----Original Message-----

From: noreply@premiers.qld.gov.au [mailto:noreply@premiers.qld.gov.au]
Sent: Sunday, 15 February 2015 4:03 PM
To: CS Online
Cc: [REDACTED]
Subject: Jobs, Jobs, Jobs - Uber, Uber, Uber
Importance: High

Hello,

Thank you for your message to the Premier of Queensland.

Please do not reply to this email, it is an automated service and is unable to receive replies.

Subject: Jobs, Jobs, Jobs - Uber, Uber, Uber

Title: s.73 Member of the Public
First Name: [REDACTED]
Family Name: [REDACTED]

Email: [REDACTED]
Phone: [REDACTED]

Comment:

Dear Premier

Congratulations on your win.

You have stated your intention to function your efforts on the creation of jobs.

Here is your big chance.

The ride share company known as UBERX intends creating 20,000 jobs nationally, with several thousand in Queensland, That's a lot of jobs. But it is being held back with arcane regulations in Queensland.

The taxi industry are crying foul with all sorts of unfounded allegations. Taxis are appalling in Queensland, as they are in most states. Their vehicles are quite often dirty, drivers are rude, and they are expensive. The taxi industry have openly stated " we don't care, we don't have to give a better service," but the public are voting with their feet by saying "enough is enough, we want competitors in the market, we want the ride sharing service in the market."

I understand Victoria have amended legislation and are now regulating UBERX drivers. How about showing Queensland you are serious on your jobs promises, follow Victoria's lead, and amend regulations here.

As I said, Annastacia, this is your big chance.

I look forward to your response.

Regards

s.73 Member of the
Public

Released under RTI - DPC

Ashleigh Edwards

From: noreply@premiers.qld.gov.au
Sent: Wednesday, 26 November 2014 4:25 PM
Subject: Uber

Importance: High

Hello,

Thank you for your message to the Premier of Queensland.

Should a response be required, we will contact you as quickly as we can. Please understand detailed or complex questions may take some time to investigate.

Please do not reply to this email, it is an automated service and is unable to receive replies.

Subject:Uber

Title:
First Name:
Family Name:

s.73 Member of the Public

Email:
Phone:
Address:
Town:
State:
Postcode:

Comment:

I'm writing to share my experience and view on keeping Uber going in Queensland. So far, my experience with Uber has been nothing but positive. The rates are reasonable in a time when many are suffering post GFC. The drivers are polite and the cars clean. I also feel that it is a great opportunity for anyone looking for casual work. I've recently decided to go back to school and will be looking into driving for Uber. The business gives flexibility to those that want to work that other jobs cannot. Each diver is practically their own businessman/women!

But, most importantly, I love Uber because I feel safer in an Uber car than a taxi. When I book Uber, I have a photo and rating of the driver. There is also a record of my pickup and route, and I have the ability to share my location. As a female, this is VERY important to me.

So far, the only reason that I can find not to bring Uber into the market place is that it is competition. I think that if Queensland wants to be seen as the progressive State that it strives to be, it must realize that services like Uber are the way the world new world. Similar to airbnb, gumtree, etc. They are all online sharing services.

Let's not be the only State in Australia but potentially the only major city in the world to turn away Uber...only because some business is threatened. If I opened a coffee shop across the street from an established shop- with better prices, better coffee, better service and better staff, would you allow them to shut me down? I think no!

Keep Uber in Queensland!

Regards,

Released under RTI - DPC

Ashleigh Edwards

From: Benjamin Wash <ceo@tcq.org.au>
Sent: Wednesday, 12 November 2014 5:43 PM
Subject: Letter to Members re Qld Parliament e-petition

Dear Campbell

On behalf Taxi Council Queensland ("TCQ") I would like to ask for your support with respect to illegal ride-sharing apps.

Illegal ride-sharing apps represent a significant threat to on-demand passenger transport in Queensland.

The e-petition, for which I am the principal petitioner, requests the following:

"Queensland residents draws to the attention of the House that ridesharing apps are refusing to meet existing Queensland Government regulations and ignoring Government directions to stop their illegal operations. People that drive for these ridesharing apps do not undergo regular criminal background checks and their private cars do not meet the safety guidelines of taxis or carry appropriate insurance. This is putting the safety of Queenslanders at risk and damaging the small businesses across the State operate taxi services which meet safety guidelines."

Of particular concern is the impact that such services will have on the most vulnerable in the Queensland community. Anything that damages the ability of taxis to provide services safely, efficiently and economically viably will be immeasurably more damaging to those people who have limited alternatives in their method of transport.

Illegal ride-sharing apps are simply the first iteration of a "new world" where cashed up multi-national interlopers will seek to swallow many thousands of Queensland small businesses potentially doing untold damage in the pursuit of profits.

Queensland's Taxi Industry transports more than 100 million customers each and every year and according to the independent commissioned Roy Morgan Mystery Shopper Survey undertaken in 2013, the industry had an overall satisfaction rating of 89%. There are very few industries in any context that can boast figures as impressive as this.

Further, nearly two-thirds of the fleet are hybrids with the average age of vehicles being less than three years. These innovations not only see improved service standards for customers, but have the added benefit of reducing the carbon footprint by millions of tonnes per annum.

While there has been some enforcement activity, TCQ believes that more can be done and is concerned that illegal ride-share operators appear indifferent to the laws of this great State.

Competition is a good and powerful thing however it can only work where all participants in the market are held to the same standards that have been demanded by the community over time and are reflected in the legislation.

To show your support for the Queensland Taxi Industry and the tens of thousands of small businesses that are either directly or indirectly reliant upon it, please sign the e-petition:

<http://www.parliament.qld.gov.au/work-of-assembly/petitions/e-petition?PetNum=2334>

Yours faithfully

Benjamin Wash CPA
Chief Executive Officer | Taxi Council Queensland
P + 61 7 3434 2100 | F + 61 7 3394 4395
E ceo@tcq.org.au | W www.tcq.org.au
S 8/96 Cleveland Street Stones Corner QLD 4120
P PO Box 290 Stones Corner QLD 4120

Released under RTI - DPC

Ashleigh Edwards

From: s.73 Member of the Public
Sent: Saturday, 17 January 2015 1:15 PM
Subject: My life for Uber and my family

Dear Sir/Madam

Re, about Uber impact in my life,

1-My name is [REDACTED] living in Ashgrove area I am writing to you guys to let you know about the impact Uber is having in my life, Uber has changed the way I live in brisbane, I can move around with safe and cheaper fare, with Uber I can save 1000 of Dollars a year to send to my family because of Uber, I love Uber. Uber is creating jobs for this generations including me a lot of Uber riders and drivers are happy about Uber service, new technology including using your mobile phone to order a ride with cheaper fare, I have had very bad experience with taxi drivers, with their poor level of customers service. no one can describe how Uber has changed my life I asked you politician to stand as well for Uber, because Uber has a big impact in my life, I know that the taxi service is trying to stop Uber, many of my friends including me have been looking for jobs for longtime, Uber came and made that change for us, so Uber is having a huge impact in our life including our families life. Taxi company should improve their service their service instead of fighting against Uber. I am happy to vote for any party, I beg you politicians to help Uber stays around, Uber has created many jobs and better technology to improve transport service in Brisbane. Uber X means a lot in my life, I hope politicians will let Uber stays in Brisbane.

2- My family is living in West Africa in Guinea, the Ebola disease has killed almost half of my family members my mother, my brothers and my sister just flee the country to get refuge to a neighbour country, I am very concerned about their life as they still at risk, I have been trying to help them to come next to me as they will be safe to live here in Queensland. I need you politicians help, I believe that you can make a change for my family, help them to run away from this deadly disease and support me and my family to be here next to me. I am more than happy to vote for the party which is happy to listen to me, I hope to get a response back from this email .

King regards

[REDACTED]

Ashgrove

Ashleigh Edwards

From: Pamela Richardson <Pamela.Richardson@premiers.qld.gov.au>
Sent: Thursday, 27 November 2014 8:29 AM
Subject: FW: I choose Uber

Morning Nadia

Please see a sample of the emails received in the Ministerial inbox.
I also raised with Bec, your offer to respond via the bulk email arrangement.

If we can get the draft back quickly, that would be great.

thanks

Pam Richardson

A/Departmental Liaison Officer
Department of the Premier and Cabinet
P: 371 97047
E: pamela.richardson@premiers.qld.gov.au
Great State. Great Opportunity. And a plan for the future.

-----Original Message-----

From: Bec McCoan [mailto:Bec.McCoan@ministerial.qld.gov.au]
Sent: Thursday, 27 November 2014 8:07 AM
To: Pamela Richardson
Cc: Ross Mensforth
Subject: FW: I choose Uber

Hi Pam

This is an example of the emails I am receiving about Uber.

I have now received over 300.

As discussed, not all of them are exactly the same, but they are all supportive of Uber.

Happy to discuss.

Thanks

Bec

-----Original Message-----

From: s.73 Member of the Public
Sent: Thursday, 27 November 2014 7:12 AM
To: Premier
Subject: I choose Uber

Dear Premier,

I am a regular Uber rider who enjoys the freedom to choose how I get around Brisbane.

If you have not heard about Uber, visit love.uber.com to hear why riders and drivers love it.

It is a fantastic system that provides safety, comfort and ease for all users. Riders and drivers alike rave about this system and I am sure that we are all eager to keep uber around.

Thank you.

Sent from my iPhone

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Released under RTI-OPIC

Ashleigh Edwards

From: noreply@premiers.qld.gov.au
Sent: Tuesday, 2 December 2014 11:42 AM
Subject: Uber

Importance: High

NO RESPONSE REQUIRED

Subject:Uber

Comment:

Dear Mr Newman. I have recently discovered my ability to speak up... This is neither here nor there but this is a first for so. I'm writing to talk about Uber. It has come to my attention that you are not sure whether this service should be available in our state/country. I'm not sure of the legalities in this instance but my common sense I speaking up... Why would we shut down a service that encourages competition in an industry that is completely unfair and too expensive. This is a wake up call to the taxi industry "you're not out only choice now so fix up your act or we'll not be coming back!"

Released under RTI/DPC

For reply please quote: MC/ - TF/15/ - DOC/15/

Dear

Thank you for your email of \diamond regarding the operation of UberX in Queensland. I have been requested to reply to you on behalf of the Premier.

Firstly, the Premier appreciates your support and looks forward to tackling the many challenges this position brings. The Government will be focussed on job creation, listening to Queenslanders and acting on their concerns, while restoring integrity and accountability to government in Queensland.

On behalf of the Premier, I would like to thank you for sharing your views, highlighting the issues arising from the operation of UberX in Queensland.

While the Government acknowledges that some members of the community value Uber as an alternative to regular taxi services, it is important that all public passenger vehicle operators comply with the current regulatory requirements. These requirements are designed to protect passengers and have a safety focus. This means the Department of Transport and Main Roads will continue to take action against drivers that are not complying with the current regulations.

Again, thank you for bringing this matter to the Premier's attention.

Yours sincerely

PETER NIBBS
DIRECTOR OF POLICY

PCL XL error

Warning: IllegalMediaSource

Released under RTI - DPC

Ashleigh Edwards

From: Transport and Main Roads <tmr@ministerial.qld.gov.au>
Sent: Wednesday, 24 September 2014 4:35 PM
Subject: TF/14/17616
Attachments: DPC1948_Advice.docx

Dear Ms Lunnon,
Please find attached a response to your request.
Kind regards,
Correspondence Team

Office of the Honourable Scott Emerson MP Minister for Transport and Main Roads

P | (07) 3719 7300 F | (07) 3220 6228

E | TMR@ministerial.qld.gov.au M | GPO Box 2644, Brisbane QLD 4001

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Released under RTI DPC

Ashleigh Edwards

From: Transport and Main Roads <tmr@ministerial.qld.gov.au>
Sent: Tuesday, 30 September 2014 3:30 PM
Subject: DPC1949
Attachments: DPC1949_MO End 300914.pdf

Dear Ms Lunnon
Please find an attached response to your request

Kind regards
Correspondence Team

This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.

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Released under RTI - DPC

DPC RESPONSE

DPC number

DPC 1949

INSTRUCTION TO MINISTER'S RECEPTION
PLEASE EMAIL COPY OF RESPONSE / ADVICE TO:

Attention:

Email

Rachel Lunnou @premiers.qld.gov.au

premier.liaison@premiers.qld.gov.au

economic.policy@premiers.qld.gov.au
economic transport

Minister's office endorsement

Sign:

Date:

Advice for the Premier's office

Subject: Uber

Document ID: DPC1949 – TF/14/17916

- s.73 Personal Information owns taxi licences that operate in the Brisbane taxi service area.
- raises questions about whether he must comply with certain aspects of the legislation that apply to taxi drivers and operators in the provision of taxi services.
- is aware that he must comply with the legislation if he intends to continue to provide taxi services, but is asking the questions to make the point that alternative taxi services continue to operate illegally in the taxi industry without complying.
- The Department of Transport and Main Roads (TMR) generally responds to complaints about these concerns as follows:
 - as a stakeholder in the taxi industry, you would be aware that TMR has a number of checks and balances in place to ensure that drivers, operators and vehicles involved in the provision of public passenger services meet the required standards in the interests of public safety
 - while the Queensland Government encourages innovation in the delivery of public passenger services, it must not occur at the expense of public safety. The Honourable Scott Emerson MP, Minister for Transport and Main Roads, has made it clear that new companies must meet all existing requirements that apply to all other participants in the market
 - operators that do not currently meet the existing standards or requirements have been instructed to cease and desist operations until they are met. TMR has been investigating drivers providing services in breach of these requirements and the appropriate enforcement action has been taken
 - I can confirm that there are no current plans to deregulate the taxi industry. The Queensland Government will continue to deliver greater efficiencies by reducing red tape which will make it easier for small business to get on with running their business
 - If you require further information, I encourage you to contact Mr Keith Boyer, Director (PT Standards and Taxis), on 3338 4192.

Action Officer/Approved by:	Approved by	Endorsed by GM:	Endorsed by: DDG	Endorsed by: DG
Janine Girvan Manager (Taxi Regulation)	Keith Boyer Director (PT Standards and Taxis)	Simon Cook A/General Manager (Passenger Transport Services)	Stephen Banaghan Deputy Director-General (TransLink)	Neil Scales Director-General <i>NScales</i>
Tel: 3338 4053	Tel: 3338 4192	Tel: 3338 4665	Tel: 3338 4285	Tel: 3066 7316
Date: 23 September 2014	Date: 23 September 2014	Date: 24 September 2014	Date: 26 September 2014	Date: 29/12/2014



Happy Hour Sale

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Uber Offer

Change to promotion dates for the Virgin Australia Uber Offer

Following a number of concerns expressed by our customers we have decided to shorten the length of the Uber promotion. The Uber Offer will now close at 11.59pm AEST Tuesday 11 November 2014, not Friday 14 November 2014.

If you have booked an eligible flight by 11.59pm AEST Tuesday 11 November 2014, you will receive your unique promo code as planned by Friday 21 November 2014.

The steps to redeeming this offer will be as follows:

- 1. Look out for an email before 21 November from Virgin Australia containing your unique Uber promo code
2. Download the Uber app on your smartphone from your favourite app store
3. Sign Up to Uber and enter your promo code in the Promotions section.

Terms and Conditions

The promotion is live from 12:01am AEST 10 November 2014 until 11:59pm AEST 11 November 2014 (Promotion Period)
Each booking made and fully paid during the Promotion Period for Virgin Australia flights departing between 1 January 2015 and 7 October 2015 will receive an AUD\$40 credit valid for use on Uber services in Australia. Uber credit expires 7 October 2015, and will be forfeited if not used.

Receipt of your code

A valid guest email address is required in order to receive the Uber promotional code. If you are a Velocity member, please also include your Velocity membership number, unless booking through a Travel agent when this does not apply. Promotional codes will be emailed by 21 November 2014 and may be used any time from receipt of the code, up until 7 October 2015. Where more than one guest is included in a booking, the first guest will be emailed the promotional code. If you have made more than one booking during the promotional period you will only receive one promo code.
If booking through your travel agent, visit the website after booking to receive your Uber voucher. Your email address and valid booking details will need to be supplied to Uber in order to redeem the code. Your unique Uber promo code will be forfeited if you do not enter your details on or before 17th November 2014 11:59pm AEST. By supplying your details, you will be bound by the Uber privacy policy. For more information visit www.uber.com/legal/privacy
If you or an eligible guest has previously opted out of receiving Virgin Australia marketing communications, or does not receive the email containing the promotional code, visit the website after booking to redeem your Uber credit. Your email address and valid booking details will need to be supplied to Uber in order to redeem the code. By supplying your details, you will be bound by the Uber privacy policy. For more information visit www.uber.com/legal/privacy

Excluded bookings

The following booking types are not eligible for the Uber credit: bookings that include only unaccompanied minors; staff travel fares; duty travel fares; sponsorship fares and promotional fares.

Conditions of Carriage

Flight bookings are subject to the Virgin Australia Conditions of Carriage. Virgin Australia terms and conditions are applicable to all fares. Conditions and travel restrictions apply for all fares. Visit www.virginaustralia.com for full terms and conditions. Virgin Australia is not responsible for any loss or damage that occurs during the ride the subject of the credit voucher.

More about UBER

Credit is valid for new Uber users only. You must be 18+ and have a valid credit card to sign up to Uber service. Uber reserves the right to refuse fulfillment of the credit for fraudulently created accounts. The offer is to be used for uberX, uberTAXI, UberBLACK, and UberLUX where available across Australia. Uber services are available in Sydney, Melbourne, Brisbane, Perth, Adelaide, Gold Coast and Geelong.
Once you have your code, to receive the credit, register via the Uber App or website at www.uber.com/go/ and enter the promotional code given. Registered credit cards will be charged for any ride fares that exceed the \$40 credit amount. Credit may be used over one ride only and any unused portion of the voucher will be forfeited. Uber rates can be found on the Uber website. Rides are subject to availability outside of the primary service areas above and longer wait times will be expected outside the primary service areas.
If you are an existing Uber user, you can share the code with your family and friends. Codes are not exchangeable or redeemable for cash or other goods or services. View Uber terms and conditions as well as passenger and driver responsibilities.

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Brisbane, Australia (BNE)

Destination

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Return: 3 Dec, 2014

Flexible with Dates

Adults: 1

Children: 2-11 years 0

Infants: < 2 years 0

Promo Code

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Ashleigh Edwards

From: Jan Hatton <Jan.Hatton@premiers.qld.gov.au>
Sent: Friday, 5 December 2014 9:09 AM
Subject: FW: Brisbane Taxi Industry Issue - UberX
Attachments: mime-attachment.jpg; ATT00001.htm; Honorary Consul of India Nov '14.pdf; ATT00002.htm

Nadia

Can this please be registered and to the PO for instructions.

thanks
Jan

Jan Hatton

Acting Director
Executive Correspondence Unit
Department of the Premier and Cabinet
Level 4, Executive Building, 100 George Street Brisbane QLD
PO Box 15185, City East QLD 4002
Ph: (07) 300 39269 | Fax: (07) 3224 2943
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Great state. Great opportunity.
And a plan for the future.



Customers first | Ideas into action | Unleash potential | Be courageous | Empower people

From: Bronwyn Davies
Sent: Friday, 5 December 2014 9:05 AM
To: Jan Hatton
Subject: FW: Brisbane Taxi Industry Issue - UberX

Good Morning Jan

Are you able to look after this and send it to the appropriate area for response?

Many thanks

Bronwyn Davies

Senior Functions and Protocol Coordinator
Protocol Queensland
Department of the Premier and Cabinet
PO Box 15185
CITY EAST Q 4002
Tel: 30039249
Fax: 3224 6502



Queensland
Government

Great state. Great opportunity.

From: s.73 Member of the Public
Sent: Friday, 5 December 2014 4:42 AM
To: Bronwyn Davies
Subject: Fwd: Brisbane Taxi Industry Issue - UberX

Dear Bronwyn

I was contacted by a group of Taxi owners and operators who were concerned about the impact of Uber operations on their livelihood. As the issue is quite widespread and is causing so much angst I wanted to bring it to the attention of the Premier.

Many thanks for your help.

Regards

Begin forwarded message:

From: JTighe@blackandwhitecabs.com.au
Date: 4 December 2014 9:02:14 AEST
To: [REDACTED]
Subject: Brisbane Taxi Industry Issue - UberX

Good Morning [REDACTED]

I refer to our recent meeting when we discussed the impact of UberX on our Brisbane Taxi Industry stakeholders. I appreciated the time to allow us to speak to you about this serious issue. As promised I have attached a letter that provides you with some details about the impact Uber is having on our Brisbane Taxi Industry taxi licence owners, operators and drivers, many of whom belong to the Indian Community.

Any support you may be able to provide will be very welcomed by the entire Brisbane taxi industry.

Regards

John Tighe
General Manager | **Black & White Cabs**

phone 07 3860 1853
fax 07 3860 6000
mobile 0418 156 494

Find us on **Facebook**

Ashleigh Edwards

From: noreply@premiers.qld.gov.au
Sent: Tuesday, 16 December 2014 9:15 PM
Subject: uber

Importance: High

Hello,

Thank you for your message to the Premier of Queensland.

Should a response be required, we will contact you as quickly as we can. Please understand detailed or complex questions may take some time to investigate.

Please do not reply to this email, it is an automated service and is unable to receive replies.

Subject:uber

Title: s.73 Member of the Public
First Name:
Family Name:

Email:
Phone:
Address:
Town:
State:
Postcode:

Comment:

I write this email in support of uber in brisbane.

I have heard some negative advertisements about it on radio recently.

I have only extremely positive experiences with Uber and I want my feelings noted.

On many occasions, I have decided to go into Brisbane and spend money on a night out purely because of the convenience of Uber.

Kind regards,



Ashleigh Edwards

From: s.73 Personal Information
Sent: Tuesday, 16 December 2014 1:30 PM
Subject: Re: uber

I am glad to hear that you are working with them. I can guarantee that 95% of the uber cars I have been in are much better shape and better kept than most of the taxis that are being flogged around the clock. On top of that most of the taxi drivers are on very long shifts so they are not really alert and don't even seem to have time to take care of their personal hygiene even less so the upkeep of the vehicles. I would be very interested in seeing data from other countries where Uber has been operating for a while, or even other Australian cities, to see if there really is a safety problem.

Best, SE



Brisbane, QLD 4000 Australia

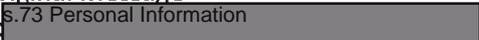
On 16/12/2014 8:17 am, "The Premier" <The.Premier@premiers.qld.gov.au> wrote:

>
>
>Thank you for your email in support of Uber services. I have been
>requested to reply to you on the Premier's behalf.
>
>The Premier understands that many Brisbane and Gold Coast residents,
>like you, see Uber as a valuable alternative to regular taxi services.
>The Premier also appreciates your support for Uber continuing to
>operate in Queensland.
>
>The Queensland Government supports innovation and contestability in the
>delivery of public passenger services. However, it is important that
>this not occur at the expense of public safety. The Government has made
>it clear that new companies, like Uber, must meet the existing
>requirements that apply to all other participants in the market.
>
>As you may be aware, operators who do not meet the existing standards
>have been instructed to cease their operations until they are met. To
>ensure public safety, the Department of Transport and Main Roads is
>continuing to investigate and take appropriate enforcement action
>against drivers operating in breach of these requirements.
>
>However, the Government is willing to work with Uber to ensure it meets
>the safety and regulatory standards.

>
>Again, thank you for bringing your concerns to the Premier's attention.

>
>
>
>Office of the Premier

>
>
>
>-----Original Message-----

>From:  s.73 Personal Information
>Sent: Wednesday, 26 November 2014 3:21 PM
>To: The Premier (Ministerial)
>Subject: uber

>
>Their service is much much better than the cab services. The only way
>cabs will step up is by allowing competition. Please support free
>enterprise.
>Best,

>


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Ashleigh Edwards

From: s.73 Personal Information
Sent: Tuesday, 16 December 2014 9:18 PM
Subject: FW: I Love Uber.

Name and address now included.

From: [REDACTED]
To: the.premier@premiers.qld.gov.au
Subject: RE: I Love Uber.
Date: Tue, 16 Dec 2014 09:15:54 +0000

Dear Premier,
Thank you for your response to my email.

As I have had some difficulty in ascertaining what actual requirements are necessary for an Uber driver to operate within the law, perhaps you could ask the Department of Transport to advise me of same and how I may comply.

Since this situation has been brought to my attention, I have ceased using my vehicle but would love to return to operations fully compliant.

Yours sincerely,

[REDACTED]

From: The.Premier@premiers.qld.gov.au
To: [REDACTED]
Subject: RE: I Love Uber.
Date: Mon, 15 Dec 2014 22:44:56 +0000

Thank you for your email in support of Uber services. I have been requested to reply to you on the Premier's behalf.

The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for bringing your concerns to the Premier's attention.

Office of the Premier

From: s.73 Personal Information [REDACTED]
Sent: Thursday, 4 December 2014 1:15 AM
To: Springwood
Cc: The Premier (Ministerial); Transport and Main Roads
Subject: I Love Uber.

The Hon John Grant, MLC.
Cert. Civil Eng.

Dear Sir,

I am writing to you to pray and seek your support for Uber operations to continue in the State of Queensland.

I have been a Taxi driver for 14 years, both [REDACTED] with the last 12 as part time weekend driving only.

In that period I have been assaulted twice, once by a mental patient in the care of [REDACTED] Hospital staff, who failed to advise me of the possible instability of the state of mind of their patient, in clear breach of their duty of care to me as a public transport provider.

The second time was around 3.00am by a group of young intoxicated persons who objected to the maxi surcharge being applied to a booked maxi [REDACTED] in response to the phone booking, quite unjustified. Although I reported this to the [REDACTED] Police I did not lay charges because of their age.

I have also had 7 fares leave the taxi without paying in that period.

This does not take into account the numerous times I have had to seek assistance from Rank Supervisors to remove the passengers from my Maxi because they objected to paying a deposit for a trip that would be in excess of a \$50 fare.

Again a legal request.

It also does not take into account the number of times I have had to deal with threats and intimidation from passengers under the influence of substances other than alcohol, resulting finally in my relinquishing the bailment of the weekend Maxi.

I have never experienced anything like the above with Uber.

I rate the Riders and they rate me.

I know who they are, their personal details are on the way bill and they have all of mine including personal

phone number to contact in the event of an incorrect pick up site on the GPS App.

I am ^{6.73} and 3 months ago I resigned from my full time professional job of 11 years and did not want to drive a Taxi full time, but with a large mortgage, need cash flow and having been introduced to Uber by my former Taxi Owner, purchased a vehicle specifically to drive the hours I could in the relaxed manner conducive to fatigue management, family commitments and enjoyment of life.

Uber provides that for me with the option to accept or reject a ride request without penalty, and this is what I have been told by those Riders:

Unsolicited Quotes:

"Using Uber makes feel so safe. I have your personal details and you have mine. I have never felt this safe in a Taxi."

"Everyone has had a bad Taxi experience, but I have never had a bad Uber driver and I use uber all over the World."

"The last Taxi I had, the Driver phoned someone and talked in his native language while glancing at me from time to time. He missed my turn and I eventually was able to get him to pull over so I could get out. This was in daytime but I have never felt so frightened in my life. Thats why I changed to Uber and will never take a Taxi again." (Lucy last week).

"I took a hail from the Brisbane Domestic Airport to Toombul Shopping Centre. Although I have a rough idea where it is, the Taxi took me for a drive which seemed to be hours and there was \$150 on the meter. I gave him \$50 and told him he was ripping me off." (This is a \$25 fare).

Other comments I have received:

"Uber cars are always so clean and the Drivers dressed so nicely."

"The last Taxi I was in smelled like last nights' dinner."

"The Taxi Driver(s) were not dressed smartly, with runners for shoes, shirts hanging out of their pants, the Taxi smelt of cigarette smoke."

"The Taxi driver did not know where to take me."

"The Driver refused to listen to my directions and said he knew where to go & took me to Cavendish Road Coorporoo instead of Nundah and I am a pensioner. It cost me \$70." (From Wesley Hospital I did the trip for \$37).

"I have had many Taxi drivers who spoke little English and/or did not understand my requests"

(On this note I was approached by a lady in Ascot, complaining the driver ignored her instructions to proceed to Nudgee Road north from the Airport to meet her Son at the point on her iPhone GPS. I spoke to the driver who said he had spoken to her Son and he had instructed the Driver to take them to McDonalds and he had driven to Ascot/Hamilton looking for it.

The Son was at the Nudgee Shell Service Station which has a McDonalds in it. The only McDonalds in the Hamilton area is at the Airport).

Below please see the last weekly report I received from Uber:

last week you drove 1 of 16 busy hours.

4.92★

Driver rating

Nice work, your driver rating last week was above average.

RIDER FEEDBACK

You received **36** five-star reviews out of 38 rated trips in the past two weeks. We wanted to share what some of these riders had to say.

"fantastic service.. first time and loved it. S.73 the driver was 3000% better than a taxi service."

"Insanely fun. if we just drive around all night [redacted] it would be a good night ;)"

[redacted] is awesome. my first uber ride and will be back for sure"

"thanks [redacted] ;)"

As you can see above I drove the hours which suited me and received remuneration to cover the cost of running my vehicle, which I log book. These are the hours I have available to suit my life style and would not be possible in a Taxi bailment situation as the Owner needs his car on the road for a minimum 12 hour shift and up to 16 hours for a "Single".

I feel very safe and secure. All of the Riders I have met are lovely people. It is like being the designated driver for a group of friends, rather than a job. I love it.

I know there is a concerted effort from the Taxi Industry to have Uber banned with rumours of no insurance, statements on radio advertising that the Taxi service is safer because the Drivers are automatically checked when they log on and the Taxis are safer because of the GPS.

Well the Taxi Company have no check on Hail jobs. They have no check on drivers who do not log on, but just work the ranks or hails for Cash "Set Fare" jobs, in their Taxi, happens all the time and especially Friday/Saturday nights.

There is no exchange of personal information between the Diver and passenger, and the Driver authorisation ID may not necessarily be on display, but it only has the licence number and I have never met a person who took note of that or even the Taxi number after a bad experience.

Could I suggest that instead of scaremongering, perhaps the Taxi Companies could actually enforce all their rules and codes of conduct.

Ensure the Drivers were dressed in accordance with the regulations. Maintained a car which was both visually and viscerally clean. Ensured all drivers had adequate training in English communication other than just basic.

And I believe the Transport Minister should see both the Taxi and Uber transport service as part of the solution and not the problem.

For example, don't have Buses and Taxi ranks on the same street area (George St CBD and Warner Street Fortitude Valley). These are high density pedestrian areas with Taxi passengers forced to enter the taxi from the road, further impeding traffic flow and increasing the likelihood of an accident.

To improve traffic flow through the CBD and reduce congestion, suggest street parking be banned with the lanes changed to loading bays with pick up/drop off facility to move people quickly to and from the inner city.

The BCC provides free bases on Friday/Saturday nights and it is common to see a 56 seater leave with 4 or so people on it in the early hours, compared to Maxi after Maxi pulling out with passengers prepared to

pay to be dropped off at their door at that time of night rather than walk home in the dark from the busstop.

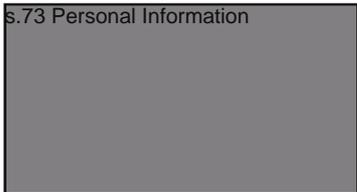
As the Bus Drivers are earning around \$50hr to drive virtually empty busses, adding to traffic congestion, may I suggest Taxis be engaged in those outer areas to drive bus passengers home from the stop.

What about the Taxis being allowed to utilise the Bus Lanes through the City, peak times excepted, to increase their traffic flow and passenger movement.

Your kind attention appreciated and please do not hesitate to contact me if I can provide additional information to assist.

Regards,

s.73 Personal Information

A rectangular grey box redacting the signature and name of the sender.

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Ashleigh Edwards

From: s.73 Member of the Public
Sent: Tuesday, 16 December 2014 10:41 AM
Subject: Re: Why I am against Uber - as a previous partner of Uber

Hi,

You misread my email, I am AGAINST Uber.

On 16 December 2014 at 08:08, The Premier <The.Premier@premiers.qld.gov.au> wrote:

Thank you for your email in support of Uber services. I have been requested to reply to you on the Premier's behalf.

The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for bringing your concerns to the Premier's attention.

Office of the Premier

From: s.73 Member of the Public
Sent: Tuesday, 2 December 2014 4:19 PM
To: The Premier (Ministerial)
Subject: Why I am against Uber - as a previous partner of Uber

Dear Premier,

I was all for the Uber App. I even signed up to be a driver. The sign up process is very straight forward done through the internet or go to their sign up places to hear a quick spiel of what you got to do.

Nothing was mentioned about the cease and desist given to them. Nothing was mentioned about your comprehensive insurance becoming void due to the commercial activity. There is no driver fatigue management with Uber. People have considered getting new cars just so they can drive for Uber. There's no mention of if you get a 4.6/5 rating and lower they will just stop you having access to their app. Even though you are a 'partner' you don't have control over being able to work or not or given time to improve your rating, even at a new job you get 3 months probation period.

I believe Uber cuts drivers with poor ratings so they can boast about what good service they provide over taxis. They also cut fares and incentives to be cheaper than taxis, but it is the drivers whose income further drops. Most drivers are young and does not know how to calculate the wear and tear on their vehicles and don't think how down the track they will end up working for free for Uber or be worst off financially.

There's no doubt the taxi industry needs to be improved, but at least the taxi industry pay their taxes (Uber is not an Australian company) and keeps the money in Australia, is compliant in managing drivers fatigue and provides services to the disabled.

Please consider the consequences of allowing a foreign company that has total disregard of the laws from continuing to operate.

--

Warmest regards,


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--

Warmest regards,

s.73 Member of
the Public

Released under RTI - DPC

Ashleigh Edwards

From: s.73 Personal Information
Sent: Thursday, 5 March 2015 6:21 PM
Subject: Uber

Dear Premier,

I am writing to voice my concern over the rising legitimacy of Uber, the illegal taxi company who have turned law breaking into an art form around the world. A legitimacy gained by the passing of time, skilful use of social media and very deep pockets to fund fines and legal actions by various jurisdictions worldwide.

1. All this without ensuring the basic requirements of public safety and bypassing the cost of ensuring same.
2. All this with minimal capital investment and a business plan that ensures maximum returns for Uber (20% of fares) with their input being an APP and the ability to hijack a regulated industry supported by Governments inertia, complacency and fascination with Silicon Valley start-ups.
3. All this with the ability to avoid taxes in the jurisdictions where they operate. Fares going straight off shore. Credit cards processed in Singapore and Gibraltar. Head office registered in Amsterdam. Read no GST or company tax paid in Australia. Since the introduction of GST the Taxi Industry in Australia is one of the most tax compliant in the world.
4. All this with the ability not to operate 24/7, not to supply services to the aged and disabled, not to accept TSS payments. In essence cherry pick the profitable work and decimate the Taxi Industry and the ability to supply previously mentioned services.
5. All this with the promise of creating 20,000 new jobs. There will be no net gain in jobs as drivers will just go from the taxi industry to Uber and vice versa. As we have seen from around the world drivers are only cannon fodder for a flawed business model.
6. All this from a company that is already banned from Thailand, South Korea, Taiwan, China and a myriad of countries in Europe and many states in the US.
7. All this from a company that is expert at manipulating the media and with the assistance of Google, one of its main backers, has negative stories erased from internet history.

Premier the Government has options as does Uber.

1. The only area lacking competition is dispatch. Uber can lobby owners say in Brisbane and with 20% of taxi numbers can start another taxi company and comply with the laws of the state. I understand they have been offered and rejected this option. Obviously this option requires taking on board responsibilities and also Uber certainly would not be able to charge the unsustainable 20% of fares for dispatch under current taxi pricing.
2. The Government could deregulate the industry and turn it into open slather. This would involve compensation to taxi plate owners and would undoubtedly involve a class action. Under this model passengers and driver safety would be seriously compromised.
3. The Government could enforce the laws of the state, enforce the cease and desist orders, ban Uber and demand further reform in the taxi industry.

In stating all of the above I am under no misapprehension that the Taxi Industry can't do better. This is a wakeup call and undoubtedly reforms are needed, reforms that I and many others have argued for over many years. It is also a wakeup call for the taxi council of QLD which despite the efforts of its CEO Benjamin Wash also needs reform to become more relevant, democratic and inclusive of all industry participants.

In closing Premier I do not believe the politicians and the public servants involved in this issue over the last eleven months realise the extent of the anger, frustration and fear that Uber has created. QLD Citizens and tax payers have their livelihoods and futures at stake and many believe they were badly let down by the

previous Government and are still fearful of where your Government stands on this issue. I know it is early days for your Government however I am sure you understand the impatience of the many industry participants to achieve clarity and fairness. Thanking you In anticipation.

Kind Regards,

s.73 Personal
Information

Released under RTI - DPC

Ashleigh Edwards

From: noreply@premiers.qld.gov.au
Sent: Sunday, 29 March 2015 10:32 PM
Subject: Uber

Importance: High

Hello,

Thank you for your email to the Honourable Anastacia Palaszczuk MP, Premier of Queensland. The Premier appreciates the time you have taken to contact her with your comments. As the Premier receives a large amount of correspondence, a response will be provided, if appropriate, in due course.

Subject:Uber

Title:	s.73 Member of the Public
First Name:	
Family Name:	

Email:	
Phone:	
Address:	
Town:	
State:	
Postcode:	

Comment:

I would like to know why you plan on doing about uber. I drive taxis and these guys are absolutely flouting the law. And lots of people are using them? Are you going to get QPS to actually crack down on them? If they are caught they should have their cars confiscated under proceeds of crime.

Released under RTI - LDC

Ashleigh Edwards

From: Premier <premier@ministerial.qld.gov.au>
Sent: Monday, 5 January 2015 7:16 PM
Subject: FW: Uber. I refuse to be bullied into using a service which I have boycotted

From: s.73 Member of the Public
Sent: Wednesday, 31 December 2014 5:37 AM
To: Premier
Subject: Uber. I refuse to be bullied into using a service which I have boycotted

After having many many bad experiences with taxi drivers in Brisbane about 8 months ago I boycotted taxis and drove home (slept in my car when I had too much to drink) or caught a lift home with friends. The service has changed immensely due to the influx of foreign workers who can't speak English to the standard of which is required to drive a taxi and communicate generally in any workplace and or come from countries in which women have little to no rights and are treated as such. I am an exotic dancer/stripper and have been working in Brisbane City and the fortitude valley in various clubs over the previous 4-5 years and work 4-5 nights a week so I feel I have sufficient data to back up the statements I am making. I have had unwanted advances of a sexual nature made towards me by taxi drivers, sexual comments, girls whom I have worked with have been sexually assaulted by taxi drivers (one girl was ordered to take her top off in the taxi and when she refused the driver said 'but you do it for all those men in there now do it for me' she refused again and said 'if she wanted to get where she was going safely she would do it' so she opened the door when he pulled up at the lights and jumped out onto the middle of the road. She hasn't caught a taxi since. (This particular incident is on file at the fortitude valley police station)

I myself have been locked inside a taxi because I disputed the price and my boyfriend was passed out. As soon as I woke him up the driver changed his attitude and unlocked the car saying what I paid him was fine?? Or they just simply ignore directions and if they are kind enough to give you an excuse its 'oh I can't understand I don't speak English well' For instance 'please turn left just after the set of lights into hale st " driver continues going straight which is a longer route. They are constantly on the phone talking Indian !! I am tired of feeling anxious every time I get into a taxi like I'm about to be robbed, raped or killed, getting ripped off and running inside my house and locking all the doors!! If I feel safer getting an Uber then I should have the right to choose which taxi service I use! There are so many altercations with taxi drivers that are overlooked by police it's ridiculous. If you won't create jobs for Australians (I have had two or three unsavoury experiences with Aust drivers compared to the hundreds of terrible experiences with particularly Indian, Arab, afghani drivers) and stop overseas workers making it into our employment sector, stealing our jobs, disrespecting women, ripping off our citizens then someone has to! Don't punish the people who aren't even in politics but are already doing a better job at it than you are.

*My Uber is 20-30% cheaper than a taxi
I don't pay an 11% credit card surcharge
Ubers are more reliable and pick me up faster
I can rate the driver
I feel safer in an Uber*

Kind regards

I don't need to put my name you're already invading all of our privacy and with one click I'm pretty sure you can find out what time I took a shit on July 7th 1992 so my name should be a walk in the park. (:

This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.

If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and/or publication of this email is also prohibited.

Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government.

Please consider the environment before printing this email.

Released under RTI - DPC

Ashleigh Edwards

From: Premier <premier@ministerial.qld.gov.au>
Sent: Monday, 5 January 2015 7:16 PM
Subject: FW: I Support Uber

-----Original Message-----

From: s.73 Member of the Public
Sent: Wednesday, 31 December 2014 3:39 AM
To: Premier
Subject: I Support Uber

I love Uber for many reasons, 1: it's flexible and I hv enough time to spend with children, 2: meet awesome people and having a great conversation with them which is supporting me and keep me away from stress and frustration of my loneliness or being away from family, 3: it hv good income, easy, safe and giving good service to our people in a good way, 4: being away from centrelink money, and not being burden on government's shoulders, I can support my orphanage in a better way.

Long life UBER and proud of it...

Sent by [REDACTED]

This email, together with any attachments, is intended for the named recipient(s) only; and may contain privileged and confidential information. If received in error, you are asked to inform the sender as quickly as possible and delete this email and any copies of this from your computer system network.

If not an intended recipient of this email, you must not copy, distribute or take any action(s) that relies on it; any form of disclosure, modification, distribution and /or publication of this email is also prohibited.

Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government.

Please consider the environment before printing this email.

Ashleigh Edwards

From:

s.73 Member of the Public

Sent:

Tuesday, 27 January 2015 6:38 PM

Subject:

RE: Uber car pooling.

Dear members of parliament in Queensland,

For many years governments of all persuasions across Australia and the globe have been asking people to use "car pooling" as a means of reducing the number of vehicles on roads and reducing the use of fossil fuels with their attendant pollution. A friend of mine who has a business sold all his personal cars a few years ago and only used taxis and was saving thousands of dollars each year by not having all the costs of owning cars. He is now using Uber only and saves even more. We can foresee the time in the future when nobody owns a private car, but simply use Uber and hire cars for special purpose.

Uber car pooling has achieved a huge movement toward the lesser use of private vehicles on the road for transportation by sharing transport among friends. Uber drivers use the Internet to car pool in a very efficient manner. They pick up friends they have not yet met and share transportation with them. Uber itself is not in the transport business but is a booking service used by all.

As a Uber rider I will not longer use taxis as the last time I used one the drivers face did not match the photograph on the ID above the windscreen and I do not know of he even had a licence. That was 5 and 1/2 years ago. My wife has not used a taxi since a grubby yellow cab (they are the orange and black ones) driver suggested to her, after bringing her home from her work at the hospital at 11 pm one night, that she should meet him for coffee the next morning. Not on your Nelly mate and if I had caught him I think he would have wished he was back in Mumbai or Lahore or wherever he came from.

It is understood that many of our foreign friends who drive taxis in Brisbane share the driving of a single taxi with their family and friends and keep a car hot and on the road 24 hours per day with the result that a half dozen will share the income and get about \$6 an hour each. The taxi companies love and promote this as they get increased revenue at the cost of the drivers.

The biggest complainer is the owner of yellow cabs who also owns half of CabCharge which has been the greatest rip-off of the Australia people for decades where they charge 10% for the use of a credit or other type of card for nothing. The owners see all their free money dying on the vine. Uber uses only cards and no extra is charged and no money changes hands between drivers and riders. Taxi drivers often take cash and cheat the taxi owners. Taxi drivers often demand upfront cash. My father operated his own taxi in Sydney for 40 years before he died and after a few years initially he no longer hired drivers because they either tickled the till or sat on taxi ranks gas bagging with other drivers and never really looked after the car. When my father was not driving it, it was in the garage and he made a good living.

The taxi companies will need to do a number of things to recover any of their business lost to the Uber phenomena and some are listed here but not limited to the suggestions.

1. Taxis often smell badly.
2. Taxi drivers often smell due to not bathing and not using deodorants and suffer from body odour.
3. Taxis are often dirty inside,
4. Taxi drivers often ignore passengers.
5. Taxi drivers often abuse passengers.
5. Taxi companies cannot even spell service, let alone pronounce it.
6. Taxi drivers often do not know where they are going.
7. Taxi drivers often take the long way to destinations to make more

money.

8. Taxi drivers often argue with passengers about a route to be taken when it is the hirer of the vehicle who says which route is to be taken.
9. Taxis more often than not take a very long time to arrive for passenger pickup.
10. Taxi drivers do not seem to care about road rules, speeding, going through red lights and pulling out into traffic as though they have the right to do so.
11. Taxi drivers queue across intersections in the city without regard for other traffic whilst waiting at ranks for passengers.
12. Taxi drivers jam traffic lanes in Wickham and Ann Streets Fortitude Valley and in Eagle Street by waiting in long lines and simply stopping in gutter lanes to wait to cross intersections to get in line for passengers without regard for other road users.
13. Taxi rank supervisors carry on as though they are traffic police who can control traffic.
14. Taxi drivers are very often arrogant and abuse their place on the roads.
15. Many girls complain about the fact that they do not feel safe with taxi drivers of foreign persuasion and say they will not use taxis now they have Uber.
16. Parents advise me that they will not allow their daughters to travel in taxis now they have Uber.
17. Taxi drivers, the foreign variety, in ignoring passengers, spend an inordinate amount of time on their mobile phones talking in foreign languages.
18. Taxis have no system by which a passenger can rate a drivers performance and complaints about drivers to taxi companies are futile even when the driver's behaviour is abhorrent.
19. Taxi security cameras seem to have missing detail when required for evidence of bad behaviour by drivers.
20. Taxis using an App system will pick up a fare from the roadside on the way to an App pickup and the App requester is left stranded.
21. Uber drivers do not pick up fares from the street and that does not happen with Uber.
22. Taxi drivers will refuse short trips because they claim it is not worth the effort, whereas, legally, a taxi driver is required to take you to your destination, regardless of the length of the trip, once you get into the vehicle.

I use Uber and will do so because;

1. Cars are always clean.
2. I feel comfortable with Uber drivers.
3. I know who the driver is and have his or her photograph, name, telephone number, car type and registration number as soon as he answers my request for a ride.
4. Uber drivers ring me as soon as they get my request to make sure I am at the point indicated on the internet.
5. I can telephone the Uber driver at any time.
6. Uber tell drivers that safety is most important followed by service.
7. Uber tells drivers that riders are not crash test dummies and talking with them is part of the service.
8. All Uber trips are recorded in detail and Uber looks after it drivers and riders and sorts any problems quickly and efficiently.
9. Riders accidently leaving items in Uber cars are reunited with their items simply by telephoning the driver and asking.
10. All Uber drivers and riders rate each other on performance and it is a great leveller as poor performance can result in a poor rating and having access to the system denied.
11. I have never been given less that a 5 rating which is the top rating.
12. Uber is here to stay as the people want it and Uber has passed critical mass in numbers of riders.
13. More than 100 total new riders join Uber each week in Brisbane and the Gold Coast.
14. The taxi system is outmoded and if the taxi companies are not able to keep up with the technology they will become redundant no matter how they attempt to respond.
15. Taxi company propaganda in advertising regarding insurance and other matters is a very poor attempt to frighten the populace and is backfiring as the people are aware of the mistruths.
16. Uber only shares rides with legitimate App requesters and government skills are soon weaned and rejected.

17. Uber drivers have achieved every economists wet dream by turning a one tonne steel and plastic liability into an asset. This is the aim of economics.

I hope this, and other details clear the air about Uber because it will only continue to benefit the community.

Cheers,

s.73
Member
Uber forever
Public

-----Original Message-----

From: [REDACTED]

Sent: Tuesday, January 27, 2015 6:37 PM

To: 'albert@parliament.qld.gov.au'; 'algester@parliament.qld.gov.au'; 'ashgrove@parliament.qld.gov.au'; 'aspley@parliament.qld.gov.au'; 'ATSI@ministerial.qld.gov.au'; 'attorney@ministerial.qld.gov.au'; 'barron.river@parliament.qld.gov.au'; 'beaudesert@parliament.qld.gov.au'; 'brisbane.central@parliament.qld.gov.au'; 'broadwater@parliament.qld.gov.au'; 'buderim@parliament.qld.gov.au'; 'bulimba@parliament.qld.gov.au'; 'bundaberg@parliament.qld.gov.au'; 'bundamba@parliament.qld.gov.au'; 'burdekin@parliament.qld.gov.au'; 'burleigh@parliament.qld.gov.au'; 'burnett@parliament.qld.gov.au'; 'cairns@parliament.qld.gov.au'; 'callide@parliament.qld.gov.au'; 'caloundra@parliament.qld.gov.au'; 'capalaba@parliament.qld.gov.au'; 'chatsworth@parliament.qld.gov.au'; 'clayfield@parliament.qld.gov.au'; 'cleveland@parliament.qld.gov.au'; 'Communities@ministerial.qld.gov.au'; 'condamine@parliament.qld.gov.au'; 'cook.thursday.is@parliament.qld.gov.au'; 'cook@parliament.qld.gov.au'; 'coomera@parliament.qld.gov.au'; 'currumbin@parliament.qld.gov.au'; 'DAFF@ministerial.qld.gov.au'; 'dalrymple.charters@parliament.qld.gov.au'; 'dalrymple@parliament.qld.gov.au'; 'DeputyPremier@ministerial.qld.gov.au'; 'education@ministerial.qld.gov.au'; 'EnergyandWater@ministerial.qld.gov.au'; 'environment@ministerial.qld.gov.au'; 'everton@parliament.qld.gov.au'; 'ferny.grove@parliament.qld.gov.au'; 'gaven@parliament.qld.gov.au'
Subject: Uber car pooling.

-----Original Message-----

From: [REDACTED]

Sent: Tuesday, January 27, 2015 6:38 PM

To: 'gladstone@parliament.qld.gov.au'; 'glass.house@parliament.qld.gov.au'; 'greenslopes@parliament.qld.gov.au'; 'gregory.emerald@parliament.qld.gov.au'; 'gregory@parliament.qld.gov.au'; 'gympie@parliament.qld.gov.au'; 'Health@ministerial.qld.gov.au'; 'hervey.bay@parliament.qld.gov.au'; 'hinchinbrook@parliament.qld.gov.au'; 'inala@parliament.qld.gov.au'; 'indooroopilly@parliament.qld.gov.au'; 'ipswich.west@parliament.qld.gov.au'; 'ipswich@parliament.qld.gov.au'; 'kallangur@parliament.qld.gov.au'; 'kawana@parliament.qld.gov.au'; 'keppel@parliament.qld.gov.au'; 'lockyer@parliament.qld.gov.au'; 'logan@parliament.qld.gov.au'; 'lytton@parliament.qld.gov.au'; 'mackay@parliament.qld.gov.au'; 'mansfield@parliament.qld.gov.au'; 'maroochydore@parliament.qld.gov.au'; 'maryborough@parliament.qld.gov.au'; 'mermaid.beach@parliament.qld.gov.au'; 'mirani@parliament.qld.gov.au'; 'moggill@parliament.qld.gov.au'; 'morayfield@parliament.qld.gov.au'; 'mount.coot-tha@parliament.qld.gov.au'; 'mount.isa.cloncurry@parliament.qld.gov.au'; 'mount.isa@parliament.qld.gov.au'; 'mount.ommaney@parliament.qld.gov.au'; 'mulgrave@parliament.qld.gov.au'; 'mundingburra@parliament.qld.gov.au'; 'murrumba@parliament.qld.gov.au'; 'nanango@parliament.qld.gov.au'; 'NationalParks@ministerial.qld.gov.au'; 'nicklin@parliament.qld.gov.au'; 'noosa@parliament.qld.gov.au'
Subject: Uber car pooling.

This email has been checked for viruses by Avast antivirus software.
<http://www.avast.com>

Released under RTI - DPC

Ashleigh Edwards

From: noreply@premiers.qld.gov.au
Sent: Thursday, 8 January 2015 2:00 PM
Subject: Unauthorised "Uber" ride share operators and the Taxi industry.

Importance: High

Hello,

Thank you for your message to the Premier of Queensland.

Should a response be required, we will contact you as quickly as we can. Please understand detailed or complex questions may take some time to investigate.

Please do not reply to this email, it is an automated service and is unable to receive replies.

Subject: Unauthorised "Uber" ride share operators and the Taxi industry.

Title:
First Name:
Family Name:

s.73 Personal Information

Email:
Phone:
Address:
Town:
State:
Postcode:

Comment:

Dear Premier,

I have been a keen supporter of your work and voted for you since the Brisbane City Council elections. I have admired the foresight you have had with innovations such as the tunnels to improve our traffic congestion. I have not always agreed with all the changes you have made, though no politician is perfect in all aspects of office.

I am keenly aware, as a part-time taxi driver myself how the illegal "Uber" operators are stealing income from legitimate operators, yet they are allowed to disobey the law with little repercussions. Fines imposed on these illegal operators are paid by Uber, which does not affect the operators in any way.

If a similar attention was paid to these people As to the Bikies, the problem would cease. Why are these operators not given jail terms or fines if \$100,000 or more which would be significant.

The taxi industry has always been a low- paid job, but it has been good for some part-time income, until Now.

I feel so strongly about this issue that I am seeking a response from the Labor Party or independents who are willing to take up this issue. If they are prepared to do something about this issue I will consider voting Labor for only the second time in my life.

I have been impressed with how you follow up on issues brought to you by your constituents and cannot understand why you do not seem to be concerned about this potentially dangerous and illegal practice .

Yours sincerely

s.73 Personal
Information

Released under RTI - DPC

Ashleigh Edwards

From:
Sent:
Subject:

s.73 Personal Information

Thursday, 18 December 2014 10:18 AM
FW: Premiers Support For Uber.

Dear Premier,

At long last your support for Uber is now on the record, only eight months after you declared you wouldn't won't your daughters using the service. Apparently it's not fine for your daughters but it's fine for every other Queenslander's daughters to be subject to a service that is illegal , unregulated and from Ubers own website and I quote "YOU UNDERSTAND THEREFORE, THAT BY USING THE APPLICATION AND THE SERVICE, YOU MAY BE EXPOSED TO TRANSPORTATION THAT IS POTENIALLY DANGEROUS, OFFENSIVE, HARMFUL TO MINORS, UNSAFE OR OTHERWISE OBJECTIONABLE, AND THAT YOU USE THE APPLICATION AND THE SERVICE AT YOUR OWN RISK"

Premier for eight long months you have ignored your duty of care and your oath of office to ensure the safety of Queensland citizens and to enforce the laws of the state. One would have to wonder how much has been contributed to the coffers of the LNP and the Young Liberals by Uber.

Your Government claims to support small business yet you are prepared to throw 3000 plus Mum and Dad taxi businesses to the wolves and support a tax avoiding US company based in the Netherlands processing credit cards through Singapore.

The morals and ethics of Uber are now out there for all to see. The price gouging in Sydney with fares going to 4.5 times the normal rate during the hostage crisis says it all. Premier do you really think this is a company you should be allowing to break our laws and potentially put our citizens in harm's way?

Premier, I am also beginning to wonder where the morals and ethics of the LNP are. Firstly the LNP President who as a parting shot at a meeting advised " a rape and murder would solve the problem for the Taxi industry". Secondly a Premier who is ignoring his oath of office and ignoring the avalanche of information from around the world on Ubers unsavoury tactics which do nothing other than support anarchy.

In the interests of full disclosure I advise you that this email will go every MP in Queensland and every media outlet I can find.

Kind Regards,


Got this correspondence from the Premier's office today. I assume "regulatory standards" is a euphemism for "pay the government a big fee".

Thank you for your email in support of Uber services. I have been requested to reply to you on the Premier's behalf.

The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for bringing your concerns to the Premier's attention.

Office of the Premier

Ashleigh Edwards

From: s.73 Member of the Public
Sent: Monday, 12 January 2015 7:35 PM
Subject: Uber
Importance: High

Dear Premier,

With the election fast approaching in just a few weeks, there is one topic that I believe that to date you have not addressed in anyway or form. That topic is UBER!!!!!!

As a mother of two teenagers I have great concerns for the safety of all passengers that opt to use them!!!! To the younger generation UBER is simply a new fad app which they have no understanding of. They do not understand that they are putting themselves at great risk by using it.

My understanding is that they are operating illegally in Queensland. Is it correct that they have been ordered to cease and desist operation within Queensland? Was this not issued March or April of 2014, if so Mr Newman why are they still operating and why have you and your government not taken the appropriate action to stop them from continuing to do so? My pointed question to you Mr Newman is why not!

From the research that I have done, UBER operate illegally not just here but all over the world. You claim to be the "can do" premier, however it seems when it comes to enforcing the laws of this state, when it comes to UBER, you are the "can't do" premier. You choose to take the hard line stand with regards to the bikies in Queensland why not UBER! By not following through with this cease and desist order you are making this state and the laws of this state nothing short of a joke!

A young woman has been raped in Melbourne by a Uber driver, this is just one, there are many more around the world who also have been raped/assaulted by Uber drivers. What is it going to take for you and your government to stand up and take action against this rouge business. A rape, assault or even a murder of someone in your state of Queensland!

Mr Newman my question to you is, what are you going to do about it!!! By not addressing UBER and enforcing the law you are putting the lives of thousands of Queenslanders at risk everyday. How do you sleep at night knowing this! Would you put your own family's safety at risk? I guess not, so why are you putting the lives of thousands of other families lives at risk everyday by not putting a stop UBER.

I eagerly await your reply on why you feel it is ok to put Queensland's lives at risk!!!

Regards
[Redacted]

Ashleigh Edwards

From: s.73 Personal Information
Sent: Wednesday, 17 December 2014 12:03 AM
Subject: RE: Yes total agree that it is TIME for the Government to finally make a decision as every other state in Australia - ***** Have complained about this since April this year with absolutely NO RESPONSE *****

Importance: High

Attention: Premier

This email has not answered or resolved my problem.

I am unemployed and Gold coast Cabs are refusing to let me work in the taxi industry.

Uber are more than happy to give me a job and FUTURE.

I know that currently it is illegal but nothing has been put up on TMR website and Mr Keith Boyer refuses to answer emails or resolve this one issue.

Is not that hard to publish something on the TMR website and advertise through the media that UBER is illegal.

Currently less than 50% of people in Queensland are unaware that Uber is illegal.

The gold coast Cabs are not providing the right training and I have already raised an issue with drivers doing illegal things from this company.

Nothing has been done with car 31.

Cannot have corruption within the industry and by only having ONE taxi company this is definitely going to occur.

Please answer emails and start to act IMMEDIATELY.

Less talk and more action, Uber meeting on Wednesday 3pm to 7pm again on the Gold Coast, so why not put a stop to this immediately.

Regards



From: The Premier [mailto:The.Premier@premiers.qld.gov.au]
Sent: Tuesday, December 16, 2014 8:47 AM
To: Google Email

Subject: RE: Yes total agree that it is TIME for the Government to finally make a decision as every other state in Australia - ***** Have complained about this since April this year with absolutely NO RESPONSE

Thank you for your email in support of Uber services. I have been requested to reply to you on the Premier's behalf.

The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for bringing your concerns to the Premier's attention.

Office of the Premier

From: s.73 Personal Information

Sent: Wednesday, 3 December 2014 7:23 PM

To: The Premier (Ministerial); Transport and Main Roads; Transport and Main Roads; Broadwater; Mudgeeraba@parliament.qld.gov.au; Burnett@parliament.qld.gov.au; ipswich@parliament.qld.gov.au; Coomera; Indooroopilly; Surfers Paradise; Toowoomba South; The Premier; Ashgrove; Clayfield; Treasurer; Broadwater; Mudgeeraba@parliament.qld.gov.au; Burnett@parliament.qld.gov.au; ipswich@parliament.qld.gov.au; Kawana; Attorney; Albert; rockhampton@parliament.qld.gov.au; Brisbane Central; Ipswich West; whitsunday@parliament.qld.gov.au; thuringowa@parliament.qld.gov.au; Coomera; Hinchinbrook; Natural Resources; Mundingburra; Local Government; gladstone@parliament.qld.gov.au; redcliffe@parliament.qld.gov.au; Capalaba; Aspley; Bundaberg; Police; Buderim; NPRSR; Bulimba; gaven@parliament.qld.gov.au; Redlands@parliament.qld.gov.au; Noosa; ATSI; Indooroopilly; Transport and Main Roads; Moggill; pumicestone@parliament.qld.gov.au; Nanango; Gympie; Springwood; Morayfield; Murrumba; Burleigh; Townsville; Warrego; Warrego (St George); Pine Rivers; condamine@parliament.qld.gov.au; Gregory; Gregory (Emerald); Yeerongpilly; mount.isa@parliament.qld.gov.au; mount.isa.cloncurry@parliament.qld.gov.au; Greenslopes; Cook; Cook (Thursday Island); cairns@parliament.qld.gov.au; dalrymple@parliament.qld.gov.au; dalrymple.charters@parliament.qld.gov.au; Beaudesert; Surfers Paradise; Education; Waterford; Stafford; Maryborough; Mirani; Everton; Housing and Public Works; Caloundra; Energy and Water; Toowoomba South; DAFF; Burdekin@parliament.qld.gov.au; Sandgate; bundamba@parliament.qld.gov.au; Chatsworth; Southport; mackay@parliament.qld.gov.au; The Premier; Ashgrove; Clayfield; Treasurer; Stretton; inala@parliament.qld.gov.au; Mulgrave@parliament.qld.gov.au; Glass House; Environment; Logan; Mount Coot-tha; Lockyer; Cleveland; Kallangur; woodridge@parliament.qld.gov.au; Callide; Deputy Premier; Algester; Ferny Grove; Maroochydore; Mount Ommaney; Hervey.Bay@parliament.qld.gov.au; Southern Downs; Health; Mermaid Beach; Sunnybank; Currumbin; Tourism; Lytton; south.brisbane@parliament.qld.gov.au; Barron River; Mansfield; SITIA; toowoomba.north@parliament.qld.gov.au; nicklin@parliament.qld.gov.au; Nudgee; Keppel
Cc: partners.gc@uber.com; PTStandards@tmr.qld.gov.au; 'PTGoldCoast'; 'Gordana Blazevic'

Keith.Boyer@tmr.qld.gov.au; 'Keith D Boyer'; Scott.G.Notley@tmr.qld.gov.au; 'TCN A Current Affair'; 'Bill Parker'; support@ubercab.zendesk.com; newsletter=mayortomtate.com.au@cmail1.com

Subject: Yes total agree that it is TIME for the Government to finally make a decision as every other state in Australia - ***** Have complained about this since April this year with absolutely NO RESPONSE *****

Importance: High

Attention: All in the Government

Yes it is time to resolve this issue and warn or yell the community via

1. Television Ads
2. Web site - Government web site TMR
3. Either closing down Uber immediately, same as what has been done for the bikes.
4. Or work with them immediately and make it LEGAL.

For the fat idiot's Mt Keith Boyer or Scott Emerson, to just sit there and not resolve and or answer my emails since April this year with a fair and complete outcome.

Media in Queensland also not addressing this issue but media elsewhere is doing something.

Judging by the polls, this government will not be there after next year state election and can only hope new government will resolve this as number one concern.

Come on, is not that hard.

1. if Illegal

Then publish something and start arresting the staff at Uber

2. If Legal

No more problem

On the Gold Coast, too much corruption within this industry.

Have send through photos of Gold Coast Driver not obeying road rules and NO response or anything done about this. (Have attached photos again)

NOTE:

Where is the competition on the Gold Coast to at least keep Gold coast Cabs honest and paying the award wage.

Drivers working for \$10 per hour, expected to do 12 hour shifts and pay so called training by people NOT qualified. How can someone who has no Year 12 certificate train someone who has or higher.

Uber is at least paying \$30 per hour, is this such a bad thing.

Absolutely not and safety issues that Uber are offering far better than what Gold Coast Cabs is offering.

At least one Gold Coast Cab driver is assaulted or had fare evasion every week, nothing is done by Gold Coast Cabs, police or Government.

As I have said is NOT that hard to resolve and make living in Queensland a safe and better state. I have tried since 1990 to be involved but alias I get NO media coverage and have to pay for everything by myself.

TIME TO GET OUT OF THE CHAIR AND

LISTEN

RESOLVE

ACT

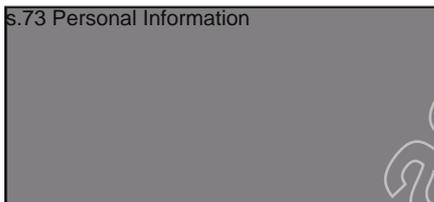
NOTIFY THE COMMUNITY

ARREST

WILL WE GET ANY ANSWERS THIS EMAIL OR TIME.

Thanks

s.73 Personal Information



Attention: All

Still NO answers or response from my pervious emails and now today we start the next phase to document Gold coast Cabs doing wrong on the Gold coast.

The company has the nerve to say I am not a responsible person to be driving but what about existing drivers, car 31 today parked illegal at Ashmore City shops.

I suspect Gold Coast Cabs behind not wanting competition such as Uber within the service but clearly they have to improve the drivers driving for them.

Not clean, not courtesy to other road users and break simple road rules.

Will anything happen to this driver, I bet not.

Absolute corruption within the industry on the Gold coast and Department of Transport for not clearly resolving these issues and informing the community such as the ACT government Canberra Times article send previously.

Also NSW government has warned the community via internet but Queensland Government refuses to do anything.

Scott Emerson, Keith Boyer and Scott Notley urgently need to be removed immediately for letting this situation drag on for over 8 months now and refusing to answer or respond.

By all accounts Scott Emerson will be gone next year after state election.

Yours Faithfully

s.73 Personal Information

From: Uber Gold Coast [mailto:partners.gc@uber.com]

Sent: Wednesday, December 03, 2014 4:21 PM

To: [REDACTED]

Subject: [REDACTED] Uber needs your help!

U B E R

SHARE YOUR EXPERIENCE

Hey [REDACTED]

Last week, hundreds of riders tweeted or emailed the Premier telling him why they love Uber!

The reasons varied but the common theme was the brilliant service that YOU are providing. Thousands of Gold Coast rides are now choosing Uber every week.

Those who want to stop you from being able to drive on Uber have been vocal in their opposition so the Queensland Government now needs to hear from YOU.

The best thing to do is to tell your local MP why you love driving on Uber and copy in the Premier (premier@ministerial.qld.gov.au) and the Transport Minister (TMR@ministerial.qld.gov.au).

You can lookup your MP's email address and phone number here (<http://t.uber.com/LocalMPs>).

We encourage you to use your own words, but some partner drivers have already written to their MP and mentioned...

- *Uber allows me the flexibility to spend time with family*
- *Riders tell me how much they love Uber compared to alternatives*
- *Earning money on Uber allows me to support myself whilst I study / build my small business*
- *I have had a great experience with passengers and can rate them after every trip*
- *Driving on Uber is safe; I don't have to exchange cash in the car*

This is your chance to stand with us and send a message to the Queensland Government that the people of the Gold Coast will not be intimidated into giving up their Uber. #ChooseUber.

Uber on,
Sam, Chad, Lachlan, Paddy & Jordan

Uber Technologies Inc. | 1455 Market Street, San Francisco, CA 94103

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Ashleigh Edwards

From: s.73 Member of the Public
Sent: Sunday, 11 January 2015 6:14 PM
Subject: RE: Uber makes so much more sense!

What safety issues have risen in respect with Uber drivers? I've heard of many incidents involving cab drivers and have nearly been ran over by a cab driver who deliberately ran a pedestrian crossing and got out of the cab and began insulting and threatening me.

Safety issues are present with both orange and black and white cabs. Why single out Uber?

Regards,

On 16 Dec 2014 8:35 am, "The Premier" <The.Premier@premiers.qld.gov.au> wrote:

Thank you for your email in support of Uber services. I have been requested to reply to you on the Premier's behalf.

The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for bringing your concerns to the Premier's attention.

Office of the Premier

From: s.73 Member of the Public
Sent: Wednesday, 26 November 2014 4:02 PM
To: The Premier (Ministerial)
Subject: Uber makes so much more sense!

Why not do things for the masses and gain popular appeal? Uber is a significantly better alternative than cabs and pushing such a company away in favour of a monopoly is pretty un-Australian. The driver's are significantly more polite and reliable, it's a shorter waiting period, safer and cheaper. The CabCharge monopoly is ridiculous, they charge you for using a card in 2014! Competition is important and it should be encouraged. Public transport is a joke now due to the exorbitant prices, so stop taking the choices away from the people. Work for the masses!

Wake up to it, we live in different age.

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Ashleigh Edwards

From: noreply@premiers.qld.gov.au
Sent: Friday, 12 December 2014 3:47 PM
Subject: Uber

Importance: High

Hello,

Thank you for your message to the Premier of Queensland.

Should a response be required, we will contact you as quickly as we can. Please understand detailed or complex questions may take some time to investigate.

Please do not reply to this email, it is an automated service and is unable to receive replies.

Subject:Uber

Title:
First Name:
Family Name:

Email:
Phone:
Address:
Town:
State:
Postcode:

s.73 Personal Information

Comment:

It is with much concern that I have been following the encroachment of Uber on the official taxi industry. I am further alarmed that the Premier does not seem to be taking this threat to our livelihood seriously. In February this year, after selling an investment property I have owned since [REDACTED] I purchased a taxi licence for \$525000.00 as well as paying stamp duty of \$16800.00, fully believing that the taxi industry is regulated, legal & protected by the Queensland Government.

Could you please advise me what is being done to protect these official licences & therefore my investment, as well as many other Mums & Dads investments?

Is the Queensland Government just going to turn a blind eye to Uber?

If so, it is missing out on taxes, GST, stamp duty & price of taxi drivers' licences to name a few.

If it allowed to continue unabated, the value of our licences will surely decrease, the revenue of which being a major part of my income, as I am a self funded retiree & will not be able to return to work to recoup my losses.

Please help.

Yours Sincerely,

Ashleigh Edwards

From: [REDACTED]
Sent: Tuesday, 13 January 2015 4:25 PM
Subject: ILLIGAL TAXI OPPERATORS- UBER
Attachments: Subject- Illegal taxi uber.docx

Please find attached letter to premier .
[REDACTED]

Released under RTI - DPC

Ashleigh Edwards

From: s.73 Personal Information
Sent: Tuesday, 16 December 2014 5:22 PM
Subject: Re: Action on Uber

Did you bother to read my email – clearly not! I want and expect action to close down Uber as an illegal operation in contravention of current legislation.

A most incompetent government – I will no longer vote for the LNP or donate to it.

I intend to send a copy of this rubbish to Dennis Moore and Brad Henderson who were recently seeking a donation for the party to express my dismay at this response.

Thoroughly disgusted.

From: The Premier
Sent: Tuesday, December 16, 2014 8:26 AM
To: [REDACTED]
Subject: RE: Action on Uber

Thank you for your email in support of Uber services. I have been requested to reply to you on the Premier's behalf.

The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for bringing your concerns to the Premier's attention.

Office of the Premier

From: [REDACTED]
Sent: Wednesday, 26 November 2014 6:35 PM
To: The Premier (Ministerial)
Subject: Action on Uber

When does the State Government intend to address the matter of an illegal operation ?

The same courtesy is not extended to the little taxi operator if he is in default of a law or regulation.

Very poor performance indeed - need some action if you expect industry support at the next election.

s.73 Personal
Information

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No virus found in this message.

Checked by AVG - www.avg.com

Version: 2015.0.5577 / Virus Database: 4253/8745 - Release Date: 12/16/14

Released under RTI - 2015-05-20

Ashleigh Edwards

From: s.73 Personal Information
Sent: Tuesday, 16 December 2014 10:07 AM
Subject: Fw: Flaunting the laws of Queensland.

For your information and prompt, effective action, please.

----- Original Message -----

From: [REDACTED]
To: Transport and Main Roads
Sent: Tuesday, December 16, 2014 9:44 AM
Subject: Fw: Flaunting the laws of Queensland.

The Honorable Scott Emerson, M.P.
Minister for Transport and Main Roads,
Parliament House,
Brisbane. 4000.

Dear Sir,

I wish to draw your attention to the existence of a rogue, overseas based, organization known as "Uber" that is openly operating illegally and undermining the well-being and existence of the many thousands of people involved in the Brisbane Taxi Industry and the safety of the general public. Uber is operating without a licence to operate and does not comply with the Legislation of our State.

This is unprecedented violation and flaunting of our laws by a huge foreign company.

The State Government has received hundreds of millions of dollars from the tendering of Taxi Licences to the public. Is it now abandoning those Licence Holders?

Uber are not paying the following costs:

1. Compulsory Third Party Insurance of approximately \$7000 per annum.
2. Taxi Industry Security Levies payable to your Department.
3. Operator Accreditation Fees also payable to your Government Department.
4. Taxi Licence renewal fees also payable to your Government Department.
5. Legislated, stringent six monthly mechanical and safety checks at approximately \$150.00 per inspection plus the repairs to any faults.
6. Millions of dollars in Stamp Duty upon the sale/transfer of these licences.
7. Paint and decal of a taxi costing some \$1600 plus.

8. Radio, meter, GPS, dispatch gear, EFTPOS and camera also costing some \$1600 plus.

9. Cab rank security supervision fees of some \$370 per annum per cab.

Uber do not have to operate a 24/7 service and are free to pick and choose the times they wish to operate, and the most profitable routes.

Do Uber have arrangements to cater for the disabled etc.?

Legitimate Taxi operators are paying around \$5000 per annum for to cover Comprehensive Motor Vehicle Insurance, Personal Accident Insurance and Public Liability Insurance. This is in addition to the aforementioned Compulsory Third Party Insurance.

The present administration of taxis is open to competition - but only to organisations that comply with all regulations. It is a very complex industry to administer, hence there being only two major operators in Brisbane, but the market is open to those who wish to comply and compete.

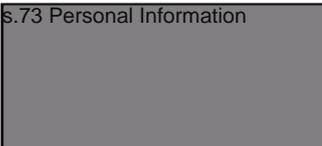
Uber is turning our "New World City" in to the "Wild West" with private vehicles running around at random soliciting business. The city will suffer a bad loss of professional image. It must have an efficiently administered, prestigious taxi service to retain its place in the world. Don't let Brisbane be made "Hillbilly" or "Third World".

Please move swiftly to put an end to this rogue operation.

I eagerly await your reply and response.

Yours faithfully,

s.73 Personal Information



Ashleigh Edwards

From: noreply@premiers.qld.gov.au
Sent: Thursday, 18 December 2014 8:59 PM
Subject: Uber

Importance: High

Response: NO
Subject:Uber

s.73 Personal Information
Title:
First Name:
Family Name:

Address:
Town:
State:
Postcode:

Comment:

Dear Mr. Premier,

I find it difficult to believe that your government is not performing better in the area of Small Business Protection. Uber has made a challenge to make inroads into the City of Brisbane. Surprisingly the Transport Minister, who has no interest in the Taxi Industry in any form let alone it current form, has place a "Cease & Desist" order on Uber.

This however has done very little in removing them from the streets of Brisbane. On any Friday or Saturday nights there is a plethora of Uber Cars plying for trade on the streets of Brisbane and in doing so are breaking the law. It intrigues me the way you handle your position as well as your ministers handling their positions an portfolios. The transport minister should be much more proactive in stamping the threat of Uber from the Streets. In your position, you certainly have done nothing in the effort of the safety of young girls being take to their homes or anywhere else by an unknown untested driver that has had no police checks, pays no GST and has no insurances on their vehicles.

Uber may lie to you and state that they have insurance (For their cars in the Continental United States) but does not apply here.

I am against the way your government is treating the Mums & Dads investors that hold the largest percentage of the taxi licences. Your government is not for the Small Businesspeople because that is what we are, Small Businesspeople. To allow and to have them prosper is virtually criminal. This is being allowed by your government. Uber is challenging your ministers Cease & Desist order. What is going to happen?

Will Über ultimately win because of the governments inaction or delayed action. There are too many people that are accepting Uber jus because they are there. They have no idea that they are being fleeced for their credit card details and Mobile Phone details by data mining.

Will you do the right thing and direct the Transport Minister to be much more proactive in ridding the streets of Brisbane of the scourge of Uber.

Sincerely,



Ashleigh Edwards

From: s.73 Member of the Public
Sent: Tuesday, 16 December 2014 8:38 AM
Subject: Re: Uber

The existing requirements for public safety are NOT WORKING. It is these requirements that need to be assessed.

Kind regards



On Tue, Dec 16, 2014 at 8:31 AM, The Premier <The.Premier@premiers.qld.gov.au> wrote:

Thank you for your email in support of Uber services. I have been requested to reply to you on the Premier's behalf.

The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for bringing your concerns to the Premier's attention.

Office of the Premier

From: [REDACTED]
Sent: Thursday, 27 November 2014 12:59 AM
To: The Premier (Ministerial)
Subject: Uber

Dear Premier Newman

I just wanted to write and let you know that I've felt unsafe catching cabs in Brisbane for over 10 years. The most recent 5 occasions that I caught taxis, the drivers were all speaking on their phones, had no idea of how to get to my destination and failed the most simple customer of service tasks.

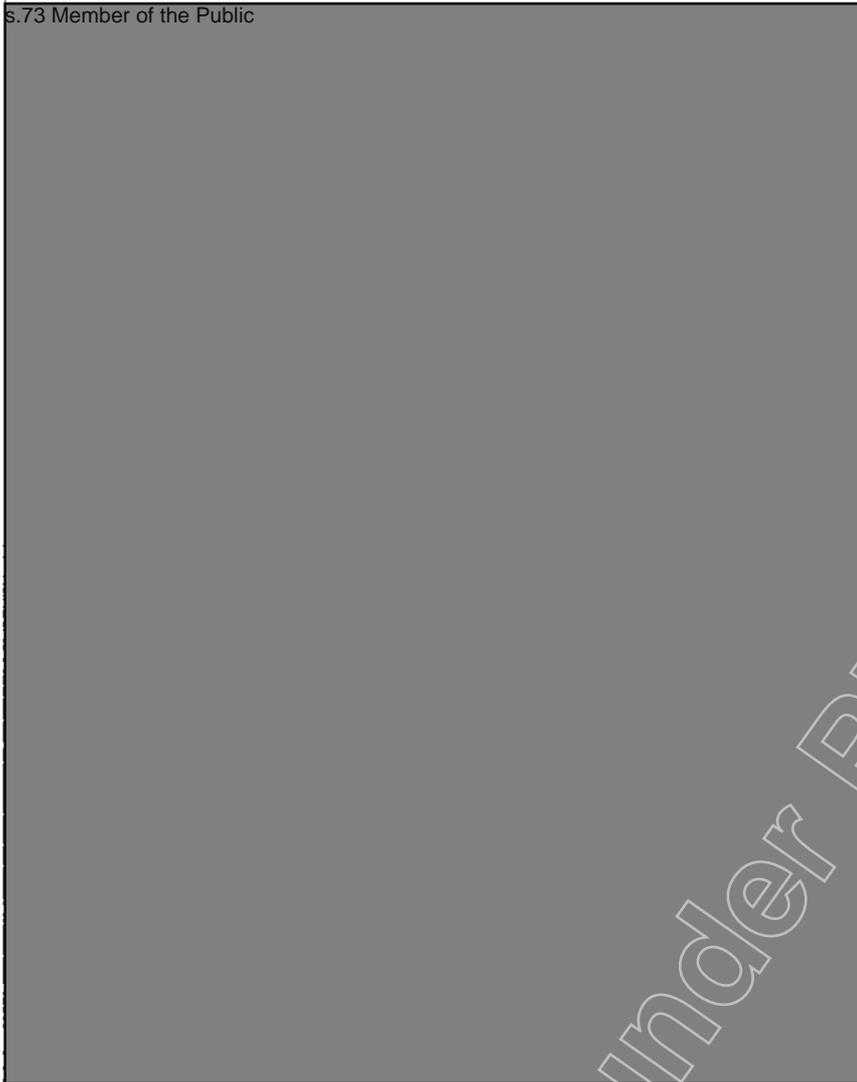
The last taxi I took at 2am, the driver was not only speaking on his phone, he also refused to drop me at my destination and kept driving. This trip is why I now exclusively use Uber. Making customers feel vulnerable just does not happen in an uber as all customers have the chance to rate their drivers.

I have since switched to Uber and now not only do I feel safer, but so happy that this service is available in Queensland. The sharing economy is a growth industry, and it's important to embrace innovation in all areas.

I hope Queensland offers Uber a warm welcome and discourages the dinosaur taxi industry from taking any further standover tactics.

I appreciate your time.

Kind regards



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Ashleigh Edwards

From: s.73 Personal Information
Sent: Friday, 16 January 2015 3:45 PM
Subject: Illegal Ridesharing Apps

Dear Mr Newman,

I am writing to express my concern that illegal ridesharing apps are ignoring the Government's regulations and directions at the expense of public safety. I would like to ask for your public support to ensure existing taxi industry regulations continue to be upheld and that rideshare apps are forced to comply or be shut down completely. This will influence my vote at the upcoming election. I think it is important to support candidates that are advocating for local small business who pay TAXES as well as safety within the community:

Ridesharing apps are unlawful, unsafe and uninsured.

- Only taxis meet Government regulations designed to protect the safety of customers.
- Taxi drivers undergo DAILY criminal checks, rideshare drivers don't. You don't know who is behind the wheel.
- Taxi fares are fixed. Ridesharing apps will charge you up to 10 x the normal rate (or more) in busy times - known as surge pricing. This is a rip-off. This happened in the Martin Place terrorist attack.
- Driving for a ridesharing app is ILLEGAL, your car is uninsured (despite what the rideshare companies will tell you) and you will risk being fined.
- The taxi industry WELCOMES competition. But not at the expense of customer safety.
- Existing regulations must apply to ALL. Including rideshare apps.
- Taxis have security cameras and are GPS monitored continually. Ridesharing cars are private cars with no security measures. If the driver turns off their phone no one will know where you are.

I urge you to raise this issue in Parliament and with your colleagues as a matter of public importance. Your attention to this issue would be greatly appreciated and I look forward to hearing from you.

Sincerely



Ashleigh Edwards

From: Premier <premier@ministerial.qld.gov.au>
Sent: Wednesday, 21 January 2015 3:10 PM
Subject: FW: Premier Campbell Newman QUEENSLAND STATE GENERAL ELECTION

From: Ashgrove Electorate Office [mailto:ashgrove@parliament.qld.gov.au]
Sent: Wednesday, 21 January 2015 10:48 AM
To: Premier
Subject: FW: Premier Campbell Newman QUEENSLAND STATE GENERAL ELECTION

From: [REDACTED] s.73 Personal Information
Sent: Wednesday, 21 January 2015 10:45 AM
To: Ashgrove Electorate Office
Subject: Premier Campbell Newman QUEENSLAND STATE GENERAL ELECTION

Date: 21/01/2015

RE: QUEENSLAND STATE GENERAL ELECTION

Dear Premier Campbell Newman

Thanks in advance for reading this letter and providing a prompt pre-election response. I know with the election campaign you are very busy, so I will be brief. I have been affiliated with the Taxi Industry for thirty years, Uber is an illegal company threatening the survival of this industry. Why is the Government not protecting this well run, highly regulated Industry and informing the general public of the risks involved in using Uber whereby there are no driver police checks or training (article in paper recently regarding a woman raped in a southern state), and no insurance cover if they are injured in a car accident?

As you know, the taxi industry in Queensland has an excellent reputation. They service over 250,000 fares every day, have one of the highest percentage of wheelchair accessible fleets in the world and are considered the leading taxi service in Australia.

However recently all of this hard work has been jeopardised by illegal rideshare apps like Uber, that don't care about the law and ignore the Government's cease and desist letters. There's been a lot of talk about law and order during this election campaign, yet here is an example of a company being allowed to flout the law with no consequences. Sure, there has been talk from the Government and a few fines but really – talk is cheap!

By allowing this farce to continue, the Government has no credibility when it comes to law and order.

I am asking you – as the current Premier, to provide me with your views so I can distribute these to 60,000 people across Queensland who are associated with the taxi industry and who vote.

I'd really appreciate you taking just a minute to answer these three simple questions:

1. **Do you support the Queensland Taxi Industry and the 60,000 small business people and employees who rely on a viable industry for their income?**
2. **Will you commit to immediately stop Uber and rideshare apps from operating after the election?**
3. **If so, what exactly will you do to achieve this?**

I need your response within 72 hours so I can provide the list of candidates who support the taxi industry to taxi members, friends and the media.

Thank you again for your time.

Signed:

s.73 Personal Information

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Please consider the environment before printing this email.

Ashleigh Edwards

From: Premier <premier@ministerial.qld.gov.au>
Sent: Monday, 8 December 2014 9:02 AM
Subject: FW: Embrace change

From: S.73 Member of the Public
Sent: Friday, 5 December 2014 4:52 PM
To: Premier
Subject: Embrace change

Mr. Newman,

I am taking the time to write to you about a service I have been using this year that I think is a great addition to this city's existing (inadequate) public transport services.
I am referring to Uber. I understand the concerns that some people have expressed about the services, however as a customer I feel completely safe when using Uber.
Reasons I prefer to use an Uber driver as opposed to a traditional taxi/cab service;

Uber is 20-30% cheaper than a taxi
I don't pay an 11% credit card surcharge
Ubers are more reliable and pick me up faster
I can rate the driver
I feel safer in an Uber.

Obviously cost is always a big factor when it comes to a service like this, but so is safety.
What I don't understand is why there is such a fuss about Uber drivers. They were issued a licence by the government the same as any other driver, which are allowed to carry passengers.
So why should it matter if it is private or public? Furthermore I don't believe that the licensing process that a regular taxi driver goes through (which admittedly I am not familiar with but, can only imagine is more extensive than a regular drivers license test) do not seem to produce quality drivers. I have both experienced and been witness to unsafe driving performed by Yellow, and Black and White Cabs drivers.
I feel there is unfair pressure and scrutiny being placed on the Uber service from the existing taxi/cab industry because they feel threatened, and rightfully so. Uber offers a superior service which is more convenient and cost effective.
If Brisbane really considered itself a "New World City", it would embrace this new, innovative service that is helping residents return home safely, particularly on weekend nights in popular nightlife hotspots such as Fortitude Valley,
instead of waiting around in the streets in giant cab ranks or for the limited public transports options available.

Regards,

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Ashleigh Edwards

From: Premier <premier@ministerial.qld.gov.au>
Sent: Friday, 23 January 2015 7:59 AM
Subject: FW: LNP needs to back consumers, not the Taxi Council

From: Ashgrove Electorate Office [mailto:ashgrove@parliament.qld.gov.au]
Sent: Friday, 23 January 2015 7:39 AM
To: Premier
Subject: FW: LNP needs to back consumers, not the Taxi Council

From: s.73 Member of the Public
Sent: Thursday, 22 January 2015 10:38 PM
To: Ashgrove Electorate Office
Subject: Fwd: LNP needs to back consumers, not the Taxi Council

Dear Mr Newman,

I am writing to you to raise an issue that is important to tens of thousands of Queenslanders. I am writing to you about the massive positive benefit that Uber and ridesharing is making to peoples lives in our city.

Complaints about the bully-boy monopolistic tactics of the taxi industry have been part of Queenslanders' BBQ and water cooler conversations for years. From my home in Chapel Hill it costs me nearly \$100 to get a taxi to the airport. With Uber, I can do it for \$60-\$70. Not only is it cheaper, the cars are cleaner with drivers who are friendly and it is safer.

So why is a government that is supposed to support market competition and consumer choice backing the outdated taxi cartel? The regulations in place are designed to keep them in control against the interests of the consumer. This is something we would see under Labor - not the LNP!

This issue isn't going away and thousands of people are moving to Uber every single month. This industry needs competition and Uber is providing it in a way that is innovative and professional. It is providing jobs and opportunity. It allows access to transport options for those who would never be able to afford it with regulated cabs. It keeps my young adult children safe by not leaving them in long taxi ranks on the street at 3am in Fortitude Valley - they can wait safely inside for their lift home to arrive.

Uber is taking 20,000 rides every week in Brisbane alone. The time for pontificating and appeasing the loud donors at the Taxi Council is over. This will only grow and your government needs to act to allow consumers to have these choices.

Reduce the barriers to entry. Allow ridesharing to operate. Allow consumers the choice.

My question is: Will the LNP government take meaningful action to reform the taxi industry to allow real market competition, or will it continue to surrender to protected interests like the Taxi Council?

Kind regards

--

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Released under RTI - DPC

Ashleigh Edwards

From: noreply@premiers.qld.gov.au
Sent: Tuesday, 17 March 2015 12:35 PM
Subject: Rideshare apps such as Uber

Importance: High

Hello,

Thank you for your email to the Honourable Anastacia Palaszczuk MP, Premier of Queensland. The Premier appreciates the time you have taken to contact her with your comments. As the Premier receives a large amount of correspondence, a response will be provided, if appropriate, in due course.

Subject: Rideshare apps such as Uber

Title:
First Name:
Family Name:

s.73 Member of the Public

Email:
Phone:
Address:
Town:
State:
Postcode:

Comment:

Good afternoon Miss Palaszczuk,

I am an owner on the Gold Coast and firstly I'd like to thank you for providing a means to contact you on matters that concern members of your state.

The reason for my communication today is regarding the legal status of rideshare apps such as Uber.

I have been a resident of the Gold Coast for all 27 years of my life and I love it here. A matter that is of a concern to me however is the current treatment of rideshare app drivers in Queensland.

Both myself & my girlfriend are happy end-users of the Uber service and have made use of their service multiple times over the last few months and so it is with concern that I learn that drivers of rideshare apps such as Uber face prosecution for providing this service.

Having used Taxi's for many years prior to Uber's inception I find them overpriced and the drivers underpaid, among other things.

The question that begs to be asked though is why a company like Uber and it's drivers can be held to account for simply providing a healthy competition to the monopolized Taxi industry?

Miss Palaszczuk, I come to you today as a concerned citizen, but also with a hope that with your help we can smooth over the situation regarding prosecution of these drivers.

I firmly believe that most services you may wish to purchase in Queensland are made so much better by a provision of healthy competition.

Thank you for your time.

Regards,

s.73 Member of the
Public

Released under RTI - DPC

Ashleigh Edwards

From: s.73 Member of the Public
Sent: Tuesday, 16 December 2014 9:08 AM
Subject: RE: UBER vs normal taxi services

To the Office of the Premier,

I feel that this reply does address the issue I raised in my original e-mail.

I feel less save and less confident with the existing services and find Uber to be superior in its management of both driver and passenger safety.

The driver and passenger rating system used by Uber should be the industry standard and the booking system that provides you the identity of the driver prior to pick up, allowing you to refuse that driver if you like is much safer than the current system.

You need to be working with the existing services, not Uber to get them to the same standard.

The reply you have given below is typical political waffle, without significant meaning and did not address any of the points I put forward.

I have highlighted 2 of your comments which are not consist with the taxi industry as a whole, please re-read my comments about the existing taxi services. It is interesting you would like to see Uber lower its standards to the level of the existing services, is this in the interest of the public?

It is very frustrating to deal with our politicians and the simple fact they do not address the issues of the public, there is always 2 sides to a story and in this case it appears the government's response is take the side of the big business's and side with the money, not the public.

It would be nice if the Premier could address the issues of the people, and address the crime rates, dangers, quality and customer service within the existing taxi services, rather than wasting time and money on stopping innovation.

Kind Regards,



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From: The Premier [mailto:The.Premier@premiers.qld.gov.au]
Sent: Tuesday, 16 December 2014 8:18 AM
To: s.73 Member of the Public
Subject: RE: UBER vs normal taxi services

Thank you for your email in support of Uber services. I have been requested to reply to you on the Premier's behalf.

The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for bringing your concerns to the Premier's attention.

Office of the Premier

From: [REDACTED]
Sent: Wednesday, 26 November 2014 3:38 PM
To: The Premier (Ministerial)
Cc: Mike at Uber Brisbane
Subject: UBER vs normal taxi services

I travel a lot for work and use planes, taxis, hire cars, Uber, trains and buses a lot for my work.

The following is my experience using Uber and some experience with taxis (I prefer trains but the train networks in Australia need significant expansion)

*My Uber is 20-30% cheaper than a taxi
I don't pay an 11% credit card surcharge
Ubers are more reliable and pick me up faster
I can rate the driver
I feel safer in an Uber*

*I know who the driver is before I get into the car
I can be sure the Uber driver is going to treat me with care and respect as I can rate him after the drive, if the driver gets a bad rating, they lose work and can lose the right to be a driver
A ride cannot be cancelled by me without it costing me and the Uber driver getting paid*

All this above is true and makes we want to be sure Uber becomes a fully legal method of transport.

Some of the observations I have had with taxi drivers and in discussion with the drivers:

Some Taxi drivers appear to be under the influence of drugs, or are half asleep
Taxi drivers have conversations with family and friends while you're in the car
Taxi drivers most often do not know where they are going
Some Taxi drivers do not speak English well and are hard to communicate with
Taxis are often dirty and in poor condition mechanically (rattling and squeaking and brake noises don't instil confidence in the safety of the vehicle)
Some taxi drivers are exploited as they lease the taxi from an owner to find they don't pick up enough fares to cover the lease and hence pay out of their own money to cover the lease

Overall I would rate Uber significantly above the taxi industry for quality of service, safety and value for money.

Uber needs to be given a fair go, at least to make the taxi industry more accountable.

Kind Regards,

s.73 Member of the Public



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Ashleigh Edwards

From: s.73 Member of the Public
Sent: Tuesday, 16 December 2014 8:40 AM
Subject: Re: Uber

Thank you for your response.

What specific safety concerns does Uber present that the taxi industry does not also present?

I have identified a specific instance where my daughter was left stranded by a taxi, and where that would be impossible with an Uber.

What steps are being taken to ensure that taxis cannot leave customers stranded because the driver decides that someone with luggage presents a more profitable fare?

I would appreciate a response that addresses my two specific questions.

A generic response will not be worth your time sending. I will draw my own conclusions if you are unable to answer my specific questions.

Regards

On 16 Dec 2014, at 8:33 am, The Premier <The.Premier@premiers.qld.gov.au> wrote:

Thank you for your email in support of Uber services. I have been requested to reply to you on the Premier's behalf.

The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for bringing your concerns to the Premier's attention.

Office of the Premier

-----Original Message-----

From: [REDACTED] Member of the Public

Sent: Thursday, 27 November 2014 11:04 AM

To: The Premier (Ministerial)

Subject: Uber

Dear Premier,

As a customer of Uber, I've been asked to contact your office and share my experience with their service.

I understand that Uber's request is motivated by a concern that the taxi industry may be attempting to influence lawmakers to restrict the choice that Queenslanders currently enjoy between the traditional taxi service and Uber's ride-sharing service. I don't have any view on that matter, and I certainly hope, in any case, that the Queensland government would not be influenced by such things.

As for my experience, the single most important feature of Uber's service is the accountability and safety that it provides for my wife and daughters, who are now young adults.

Recently, my daughter had finished attending an event in the CBD and it was over 40C. I told her to order a taxi so that she could get home as soon as possible.

My daughter used the Yellow Cabs iOS app to order the taxi and track its arrival. She matched the taxi number to the number on the app, and approached the taxi to get in.

Before my daughter could get in, a gentleman approached the taxi and asked the driver if he could get in as he was going to the airport. The gentleman then saw my daughter and, quite rightly, asked whether it was her taxi. My daughter said yes and pointed to her phone, and the gentleman backed away and apologised.

Unfortunately, the taxi driver called the man back to the car and insisted that he get in. For a second time, the man turned to my daughter and asked whether she was sure that was her taxi. Again, my daughter said yes. Again, the man backed away.

Then, the taxi driver called the man again, and said, "put your luggage in the back [the boot popped], that girl's taxi is on its way, you can get in."

The man then said to my daughter, "sorry, your taxi is just a short distance away", and he then put his luggage in the boot.

This meant that my daughter was left on the street in 40C heat, having been denied entry to the taxi and falsely told that "her" taxi was on its way. Of course, there was no taxi on its way. Luckily my daughter was alert enough not to take the word of the taxi driver. She promptly ordered another taxi, and was eventually picked up. On the second occasion, there was no other person offering the opportunity of a lucrative airport fare, or else my daughter may have had to continue to wait in the heat.

When my daughter told me what had happened I was outraged. I called Yellow Cabs who told me that a supervisor would call me the next day. No such call was made.

I told my daughter to download the Uber app, which I had just started using. I told her that she was to use that app from now on. She told me not to worry, but she immediately understood the frustration and danger of being left stranded in the street by a taxi driver who was more concerned about getting a lucrative airport fare than the safety of his customers.

From my use of the Uber service, I knew that she would not be stranded again for the following reasons:

Firstly, she can track the vehicle as it arrives.

Secondly, she can see the person who will be picking her up, along with car type and registration.

Thirdly, a stranger will not approach the vehicle looking to offer a more lucrative fare.

Fourthly, if there is any concern, my daughter will have a record of who the driver was and can give a rating and comments about her experience.

In addition to my safety concerns, I'm also pleased that my wife and daughters do not need to carry cash to avoid a 11% surcharge on credit card transactions, and the fare is extremely easy to understand. No more thinking it is one fare, and then when the taxi stops it jumps by some magical tariff or other amount that you have to read on the back of a sticker to understand - AFTER you get in the taxi.

The fact that fares are 20-30% cheaper is the least of my concerns. I just enjoy the improved civility, politeness, cleanliness, accountability, safety, and efficiency that comes with the Uber service.

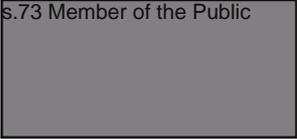
There is, of course, nothing for the taxi industry to fear from the likes of Uber. The taxi industry has an incredible advantage in the market place. There is no reason why the taxi industry cannot offer the same services that Uber offers, and match the discounts offered by Uber.

Naturally, the taxi industry would prefer that the Queensland public continue to pay the fares, special charges and fees that they have got away with charging for decades when the public has no choice but to use their services.

As our Premier, I know that you are there for Queenslanders, not the profits of any particular industry, even if that industry has suddenly taken to making large political donations.

Regards

s.73 Member of the Public



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Ashleigh Edwards

From: s.73 Member of the Public
Sent: Tuesday, 16 December 2014 9:47 AM
Subject: RE: Uber

Thank you for your reply.

Respectfully, that response is rubbish. I specifically said I didn't want a generic response that said "we support competition but safety is our priority so everyone must comply with existing legislation"

You said "The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market."

To me, I have received a standardised response. I just hope that my points around why the Uber model works better for the people of Brisbane have been actually noted and used in discussions on how to benefit the people of Brisbane in this area.

The thing is, the existing requirements are predominately serving the incumbent industry players and their monopoly and resulting in high prices and substandard service. Politics aside, it's obvious that you are protecting an industry that supports the government financially.

If there are many Brisbane and Gold Coast residents that want Uber, why can't you work with them to have a solution, that doesn't require purchasing a, competition restricting, taxi licence plate. After all, the government is there to serve the people.

The people of Brisbane shouldn't be forced to serve the incumbent industry. Their business or personal wealth is not the problem of the people of Brisbane, so regulation shouldn't force us to protect them.

I know the taxi industry have been saying that there are many taxi drivers who vote etc etc. There are also many 10's of thousands or 100's of thousands of Brisbane people who want Uber. And if we think about, the taxi drivers are already voting Labor, so there is nothing lost there.

I am an LNP voter and I do applaud the current government for their efforts in helping to repair the fiscal situation. I do hope you get another term. I honestly believe that coming to a workable solution with Uber will help those chances.

Thanks,





From: The Premier [mailto:The.Premier@premiers.qld.gov.au]
Sent: Tuesday, 16 December 2014 8:32 AM
To: [REDACTED]
Subject: RE: Uber

Thank you for your email in support of Uber services. I have been requested to reply to you on the Premier's behalf.

The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for bringing your concerns to the Premier's attention.

Office of the Premier

From: [REDACTED] s.73 Member of the Public
Sent: Thursday, 27 November 2014 4:50 PM
To: The Premier (Ministerial)
Cc: Pine Rivers
Subject: Uber

Dear Mr Newman

I'm really struggling to figure out how best to word this email. I don't want it to be too long, not be read fully, and a standard reply of "we support competition but safety is our priority so everyone must comply with existing legislation" sent back.

When the conflict of interest is removed, it is clear to see the ride-sharing system, which Uber do very well, is a fantastic way to meet the transport needs of the people of Brisbane.

We somehow think that Taxi drivers, as opposed to everyday Australian's, are somehow better and safer at driving people around, but the fact is, this is one of the lowest paid professions, and therefore attracts lesser quality workers whom then drive some extraordinarily long shifts, which creates an industry that is not safe.

If we think about safety issues, which is being touted by governments and the incumbent industry as the reason why Uber shouldn't be allowed, we generally think of the safety of vulnerable passengers. Well, straight off the bat, Uber is far superior in that respect. Is uber going to attract only good people whereas some less desirables slip through the cracks in the taxi industry (and visa versa)? No, that is silly to think that. The reason why Uber is safer for vulnerable passengers is the fact that every trip is logged with passenger linked to the driver and the trip is GPS recorded. Then, the passenger rates the driver. Why are these 2 things important? Because it creates accountability for the driver. They know they can't get away with anything. I believe most incidents of a transport provider taking advantage of a vulnerable passenger is a crime of opportunity. The anonymity of many taxi trips provide opportunity which doesn't exist in Uber.

By having Uber conduct police background checks, plus get driver authorisations, should bring them onto an even playing field in terms of not getting unfit drivers and drivers with criminal histories. In terms of vehicle safety, regular safety certificates will ensure all vehicles remain safe – on top of this, as the way the ride sharing system works, most vehicles would do far less kilometres between safety inspections meaning they are less likely to become unsafe between inspections. Having a cashless system means drivers are safer as they are not carrying large amounts of cash and there is less chance of conflict between a driver and a passenger over payment as it is all automated.

The other issue with the taxi industry as opposed to ride sharing, is the use of resources and the issues that creates. We have a lot of cars in this city that aren't being utilised anywhere near their full potential. Plus we have all the taxi's, which there is enough to meet most normal peak demand times. But, as taxi's are expensive to set up and own, most taxi's operate 24/7, which in turns creates a huge surplus of supply for all the non-peak demand times. This results in the very low earnings of taxi drivers (most non-peak demand times, they earn very very little). The ride sharing system, using the available supply of vehicles in Brisbane, is a perfect way to have a very elastic supply of transport, thus resulting in better overall average hourly earnings, and a better use of vehicle resources in our city.

I understand the incumbent industry is desperately trying to hang onto their monopoly and there are many who own taxi licence plates who are concerned about their investment. Respectfully, however, that is not the concern of the people of Brisbane who deserve competition and the delivery of better transport services. There are many people who have lost money or who's businesses have shrunk when competition emerged. That's part of life, part of capitalism and the reason why our country and standard of living improves.

I strongly encourage you to amend transport legislation to allow ridesharing to continue with appropriate regulations but please, don't oppose such restrictive regulations that it stunts its ability to operate efficiently.

Regards,

s.73 Member of the Public



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Released under RTI - DRC

Ashleigh Edwards

From: s.73 Member of the Public
Sent: Tuesday, 16 December 2014 9:13 AM
Subject: Re: Please stop blocking Uber

That's really not much of an answer. Uber has proved itself internationally to be safer than taxis, regardless of whether or not they have government approval. The current restrictions are strangling the taxi industry, disadvantaging drivers and consumers while only benefitting the owners. This is exactly the issue Uber seeks to resolve.

By creating competition, prices will fall while service improves. Taxis will also be forced to pay their drivers a more reasonable wage, lest they lose them to Uber.

This is a bit of a disappointing response from my first contact with the Premiers office, though I must say it's consistent with what I've heard from other people I know who have made contact with you in the past.

On Tue, Dec 16, 2014 at 8:36 AM, The Premier <The.Premier@premiers.qld.gov.au> wrote:

Thank you for your email in support of Uber services. I have been requested to reply to you on the Premier's behalf.

The Premier understands that many Brisbane and Gold Coast residents, like you, see Uber as a valuable alternative to regular taxi services. The Premier also appreciates your support for Uber continuing to operate in Queensland.

The Queensland Government supports innovation and contestability in the delivery of public passenger services. However, it is important that this not occur at the expense of public safety. The Government has made it clear that new companies, like Uber, must meet the existing requirements that apply to all other participants in the market.

As you may be aware, operators who do not meet the existing standards have been instructed to cease their operations until they are met. To ensure public safety, the Department of Transport and Main Roads is continuing to investigate and take appropriate enforcement action against drivers operating in breach of these requirements.

However, the Government is willing to work with Uber to ensure it meets the safety and regulatory standards.

Again, thank you for bringing your concerns to the Premier's attention.

Office of the Premier

From: s.73 Member of the Public
Sent: Wednesday, 26 November 2014 3:43 PM
To: The Premier (Ministerial)
Subject: Please stop blocking Uber

Please please please stop blocking Uber. The service they provide is far superior to Taxis, they're safer, better maintained and friendlier. I'd be willing to pay more for Ubers, but they're even cheaper than taxis!

An LNP government should NOT be imposing red tape to restrict developing business. Let the market decide.

Kind regards,

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Nicholas Dowie

From: Nicholas Dowie
Sent: Wednesday, 11 February 2015 11:32 AM
To: Craig Wilson
Subject: Taxi regulation options paper.docx
Attachments: Taxi regulation options paper.docx

Dear Craig

As foreshadowed, please find attached paper on regulatory options around taxis and ride sharing applications.

CTPI - Deliberative Process



Released under RTI - DPC

Queensland Taxi Regulation in an Era of Disruptive Technology

What is the problem?

- Technological improvements have enabled ride sharing companies like Uber to offer unlawful passenger taxi services.

Why is this a problem for Queensland?

- Queensland's regulatory framework is no longer able to achieve its desired policy objective - to restrict the supply of taxi services to those that are licensed to provide these services.

How has this problem emerged?

- Queensland does not allow private vehicles to offer taxi services. New app-based technologies like Uber allow consumers to book and pay for private vehicles in a way that is difficult to detect.
- This makes it hard for the Government to enforce current regulatory requirements. It also raises questions whether the existing framework remains appropriate.

Why are taxis regulated?

- The Queensland Government regulates taxis to maintain equitable service levels.
- The Government controls the supply of taxis through licences and requires taxis to charge consumers the same maximum per kilometre rate regardless of the cost of providing the service. This means consumers in low density areas or with accessibility requirements are not charged the full cost of service (cost of driving from the city to an outer suburban area for a pick up or the cost of an accessible taxi).
- In practice the cost of providing services to these consumers is cross-subsidised by other consumers.
- The Government requires drivers to have criminal background checks and adequate compulsory third party (CTP) insurance to protect passenger safety.
- The Government also requires license holders to affiliate with a taxi booking (Black & White Cabs and Yellow Cabs) company. The Government requires taxi booking companies to meet service standards, including in low demand areas and for consumers who have accessibility requirements.
- The supply of taxi booking companies is not regulated. However the commercial requirement to have a large affiliated fleet capable of meeting service standards means the barriers to entry are high.
- Taxi drivers cannot cherry pick fares – they must take the fare dispatched to them by the taxi booking company. They also must take the first person at the rank. Consumers receive the same level of service regardless of the profit they provide to drivers.
- This model is also used by most other jurisdictions.

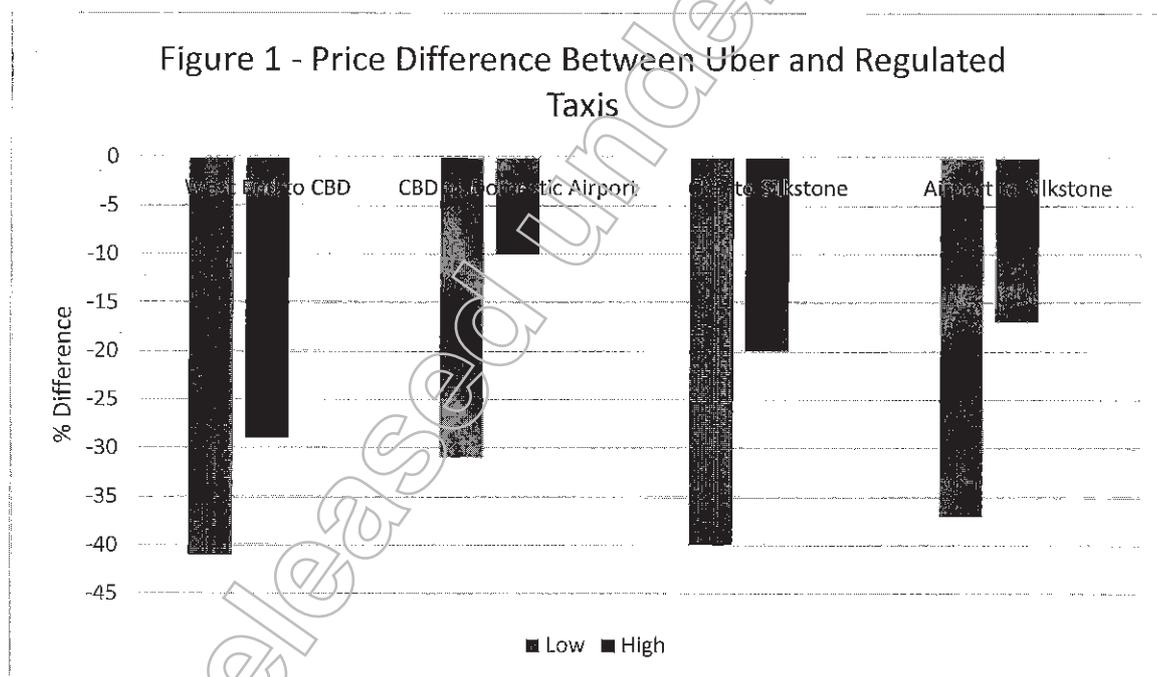
What is the impact of regulation?

- The current system benefits those who live in poorly serviced public transport areas and need to travel short distances or travel at times when public transport is unavailable.
- In the absence of regulation these users would likely pay higher prices to more closely reflect the cost of providing these services.
- Regulation also limits competition; reduces incentive to deliver cost and service improvements to users; and imposes costs on most users that impose broader economic and productivity costs.

- Restricting the supply of taxis limits competition and results in higher fares for most users than would be the case in a more open market. This benefits licence holders at the expense of consumers. It also creates disincentive to significant reform because of potential compensation claims from licence holders.
- Research found restricting the supply of Sydney taxis imposed economic costs of \$265M per year. Victorian research found similar restrictions cost Melbourne taxi users \$120M a year.
- Assuming similar costs are imposed as in Sydney then the net cost from restricting taxis in south east Queensland is \$121M a year.
- Centre for International Economics research found Brisbane consumers were worse off by \$40M a year from restricting Brisbane taxi numbers with a dead weight loss to society of \$3M to \$20M a year.
- Because competition is limited and taxis are mandated to offer the same service to all users, there is little incentive to deliver improvements that some consumers may be prepared to pay more to access.

What is the impact of Uber operating in Queensland?

- Uber is offering consumers a lower cost and more personalised taxi service.
- Uber’s app based platform allows consumers to choose the vehicle and driver they will use.
- Research undertaken by the NSW Independent Pricing and Regulation Tribunal found 50 per cent of Uber customers used it because it was cheaper and the other 50 per cent for the convenience it offered.
- Figure 1 shows that Uber offers consumers a price discount of between 10 and 40 per cent on the fares offered by licensed taxis. For a long journey from Silkstone to the Airport (53km) this represents a saving of between \$22 and \$48. The savings on shorter journeys (West End to CBD – 3km) are around \$4 to \$5.

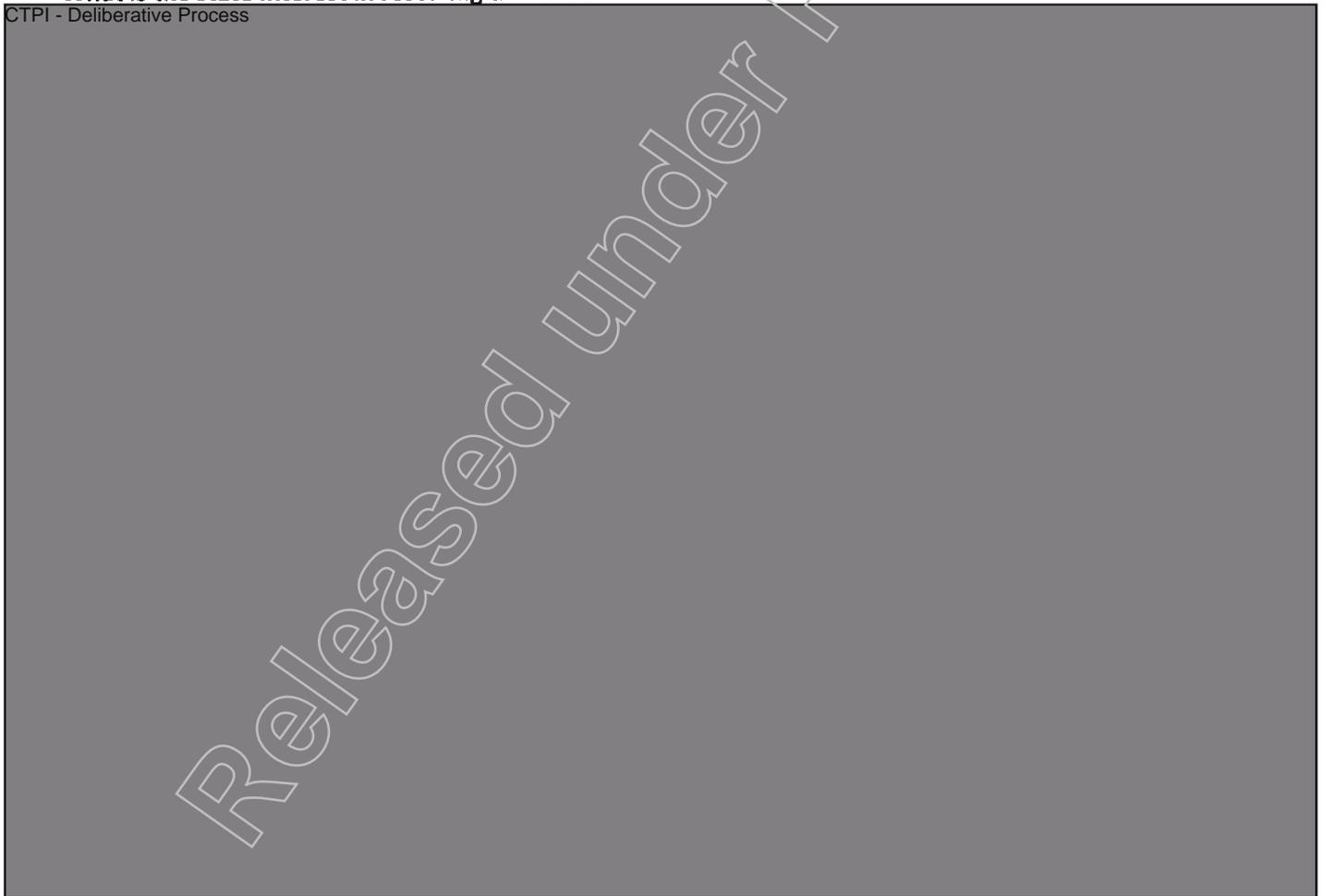


- The average Queensland taxi trip is 7.5km and costs consumers \$21.30. Based on the savings Uber is offering consumers, the average customer will save \$2 to \$8 per trip compared to using a licensed taxi.
- Uber’s impact on licenced taxis is not clear. Data on Uber patronage is not available. However anecdotal evidence from the Department of Transport and Main Roads (TMR) suggests there are 100 Uber drivers earning around \$2000 in fares each week.
- This suggests that Uber drivers’ annual fare revenue is around \$10.4M.

- It is not clear if this revenue is from new demand induced by lower prices or if it is being substituted from licensed taxis.
- It is also not clear if the additional employment opportunities Uber is providing for unemployed and underemployed Queenslanders is coming at the expense of the 12 941 existing licensed taxi drivers.
- As Uber only entered the Queensland market in 2014 it is too soon to gauge its impact on the value of taxi licences. Nevertheless, as awareness of Uber and the savings it offers grows, its share of the market is likely to increase and the value of taxi licences and the annual revenue they deliver is likely to decline.
- Taxi licenses for south east Queensland are the most lucrative in Australia. A Brisbane taxi licence is worth \$523 000 and a Gold Coast licence is worth \$581 936. The average Australian taxi licence is worth \$359 200. TMR estimates the total value of Queensland taxi licences is \$1.4B.
- There are about 2 200 taxi licence holders in Queensland – 43 per cent, or 942, are individuals and 57 per cent, or 1 298, are organisations or partnerships – that hold 3 262 licenses.
- As Uber is an unlawful service its drivers do not have to meet the costs of regulatory compliance. They are also not required to service higher cost consumers (those who live in low density areas or whose business may not be profitable and/or desirable) or offer a specified service level in non-peak periods.
- Uber drivers are also not required to undertake criminal background checks or

What is the state interest in resolving this issue?

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¹ Uber receives 20 per cent of each fare. Drivers earning are estimated at an average of \$2000 in fares per week, with around 100 Uber drivers on the road.

Pages 409 through 412 redacted for the following reasons:

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Released under RTI - DPC

Nicholas Dowie

From: Nicholas Dowie
Sent: Friday, 30 January 2015 5:28 PM
To: Nicholas Dowie
Subject: FW: taxi options 2
Attachments: Options for taxi regulation.docx

From: Kate Carlson
Sent: Friday, 30 January 2015 2:48 PM
To: Rachel Lunnon; Nicholas Dowie
Subject: FW: taxi options 2

Thanks Rachel – much appreciated.

Nick – for your consideration, the draft options paper on taxi regulation is attached.

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Happy to discuss.

Kind regards,
Kate.

From: Rachel Lunnon
Sent: Friday, 30 January 2015 2:34 PM
To: Kate Carlson
Subject: taxi options 2

Hi Kate,
Please find attached the latest version of the options paper. I will talk to Brad next week about quantifying the potential benefits of removing entry restrictions in Queensland.
Thanks
Rachel

Rachel Lunnon | Economic Policy | Department of Premier and Cabinet | ☎ 07 3003 9323 | ✉
rachel.lunnon@premiers.qld.gov.au |

 Please consider the environment before printing this email

Options for regulating the taxi industry in Queensland

The traditional taxi services is a key part of the transport system, providing the community with flexible and out-of-hours services. The taxi industry in Queensland is a fully commercial industry that moves 80 to 90 million passengers each year using both demand responsive (hail and rank) and pre-booked services. There are approximately 3262 taxis in Queensland including 644 (19.7%) wheelchair accessible taxis (WAT) with the majority of these operating in South East Queensland (SEQ) (2329 taxi licences in SEQ taxi contract service areas).

The Queensland industry is regulated under the *Transport Operations (Passenger Transport) Act 1994* (TOPTA) with the objective of ensuring a responsive and safe service that provides a reasonable level of community access and mobility. Key elements of the regulatory framework include: operator accreditation (OA) and driver authorisation (DA); market entry restrictions; taxi licences; taxi service contracts; and maximum fares.

In April 2014, Uber launched in Queensland and the company is currently offering uberX services (a ridesharing service that connects passengers directly with drivers of private vehicles) in Brisbane and on the Gold Coast. Uber is currently operating outside of the existing public passenger regulatory framework and Uber drivers are failing to comply with the relevant TOPTA requirements.

The fact that Uber has been able to continue to operate in Queensland has demonstrated the inability of the current regulatory framework to respond to new technologies and innovation in the public passenger market. This will be an ongoing concern with technological change likely to continue to disrupt the taxi industry.

Uber's launch has also created inequity in the passenger transport market with Uber drivers able to compete with regular taxis for business without meeting the regulatory requirements (and associated costs) that apply to the existing industry. For example, obtaining a taxi licence, meeting vehicle standards and providing service during non-peak times.

There is however strong public support for Uber, with supporters claiming that Uber services are more efficient, cost effective and safer (due to availability of driver information and cashless payment) than regular taxi services. Passengers value the ability to choose an alternative to regular taxi services and support increased competition in the taxi market.

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Released under the
Official Information Act

Pages 415 through 418 redacted for the following reasons:

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Released under RTI - DPC

Nicholas Dowie

Subject: Uber Taxi Regulation
Location: Nick's Office

Start: Fri 23/01/2015 9:30 AM
End: Fri 23/01/2015 10:00 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Nicholas Dowie
Required Attendees: Kate Carlson; Rachel Lunnon

Released under RTI - DPC

Pages 420 through 422 redacted for the following reasons:

Exempt Sch.3(4) Briefing for incoming Minister

Released under RTI - DPC

Nicholas Dowie

From: Katie Carlson
Sent: Friday, 6 March 2015 12:53 PM
To: Rachel Lunnon; Nicholas Dowie
Subject: FW: Uber discussion with Prem's office

FYI – I've sent our Uber paper on to Jim Groves and setting up a time next Tues or Wed to discuss further.

Cheers,
Kate.

From: Craig Wilson
Sent: Friday, 6 March 2015 11:49 AM
To: Katie Carlson
Cc: Nicholas Dowie
Subject: RE: Uber discussion with Prem's office

Yep, sure, let's pls tee up a time for next week, pdf the doc before sending

Craig Wilson

Senior Executive Director | Economic Policy | Department of the Premier and Cabinet |
Level 14 | 100 George Street, Brisbane 4000.
Phone: 07 300 39459 | mob: [REDACTED] | e-mail: craig.wilson@premiers.qld.gov.au



From: Katie Carlson
Sent: Friday, 6 March 2015 11:20 AM
To: Craig Wilson
Subject: Uber discussion with Prem's office

Hi Craig

Peter Nibbs has passed your offer to meet and discuss Uber/taxi regulation issues onto Jim Groves for action – Jim is keen to take you up on the offer.

I was thinking we could send up the background paper that we did during caretaker (see attached) and then meet to discuss the issues and way forward. Your thoughts?

Cheers,

Kate Carlson

A/Director | Economic Policy | Department of the Premier and Cabinet
Level 14 | 100 George Street, Brisbane.
Phone: 07 300 39343 | Mobile: [REDACTED]
e-mail: kate.carlson@premiers.qld.gov.au



Pages 424 through 425 redacted for the following reasons:

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Released under RTI - DPC

Rachel Lunnon

From: Anne-Marie Davies
Sent: Friday, 16 January 2015 4:21 PM
To: Rachel Lunnon
Subject: This may be useful for your uber paper

<http://esacentral.org.au/nsw/files/2013/10/TaxiARTFPaper.pdf>

Dr Anne-Marie Davies

Senior Policy Officer | Economic Policy Group | Department of the Premier and Cabinet
Executive Building | Level 14 | 100 George Street | Brisbane
PO Box 15185 | City East 4002
Phone: 07 3003 9327 | e-mail: anne-marie.davies@premiers.qld.gov.au



Queensland
Government

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Rachel Lunnon

From: Anne-Marie Davies
Sent: Tuesday, 16 December 2014 1:14 PM
To: Rachel Lunnon; Nicholas Dowie; Kate Jackson
Subject: Frontier Economics' assessment of Uber. This is a good one.

<http://www.frontier-economics.com.au/documents/2014/07/uber-regulated.pdf>

Dr Anne-Marie Davies
Senior Policy Officer | Economic Policy Group | Department of the Premier and Cabinet
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Phone: 07 3003 9327 | e-mail: anne-marie.davies@premiers.qld.gov.au



Released under RTI - DPC

Rachel Lunnon

From: Anne-Marie Davies
Sent: Tuesday, 16 December 2014 1:11 PM
To: Rachel Lunnon; Nicholas Dowie; Kate Jackson
Subject: A good Uber and regulation summary

<http://www.bostonglobe.com/opinion/2014/06/22/uber-isn-problem-taxi-regulations-are/5tBvAe8rcnGFcDYDT0jx3N/story.html>

Dr Anne-Marie Davies
Senior Policy Officer | Economic Policy Group | Department of the Premier and Cabinet
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PO Box 15185 | City East 4002
Phone: 07 3003 9327 | e-mail: anne-marie.davies@premiers.qld.gov.au



Released under RTI - DPC

Rachel Lunnon

From: Anne-Marie Davies
Sent: Friday, 12 December 2014 4:01 PM
To: Rachel Lunnon
Subject: I like this summary of Uber

<http://hotair.com/archives/2014/12/10/the-convenient-liberal-assault-on-uber/>

Dr Anne-Marie Davies
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Phone: 07 3003 9327 | e-mail: anne-marie.davies@premiers.qld.gov.au



Released under RTI - DPC

Rachel Lunnon

From: Bradley Rogers
Sent: Wednesday, 4 February 2015 10:09 AM
To: Kate Carlson; Rachel Lunnon
Subject: Taxi
Attachments: Economics of Taxi Deregulation in Queensland v3.docx

Hi Team

Please see attached an updated paper.

I adjusted the numbers a bit and added some new found information about Uber insurance:

“Currently, Uber has implemented rules to cover the drivers and passengers with insurance. The driver must have comprehensive car insurance which covers the driver and Uber has a worldwide public liability insurance which covers the passengers.”

Regards
Bradley Rogers

Principal Economic Analyst | Economic Policy | Department of the Premier and Cabinet |
Phone: 07 3003 9336 | Mobile: [REDACTED] | E-mail: Bradley.Rogers@premiers.qld.gov.au

Level 14 | Executive Building | 100 George Street | Brisbane QLD 4000



Customers first | Ideas into action | Unleash potential | Be courageous | Empower people

Economics of Taxi Deregulation in Queensland

Queensland Governments have developed a raft of taxi industry regulations over many years in an effort to ensure the safe and comfortable transport of the general public and to assist an emerging taxi industry. However, in the modern world many of these historic regulations have become inefficient, unrequired and costly to the general public. Modern mobile technology has provided innovation in the taxi industry to ensure all passengers are safe and happy with their chosen transport service.

There are many regulations on the current taxi and private hire vehicle drivers however, this paper will only examine three particular issues, including:

1. Driver authorisations
2. Vehicle safety requirements and
3. Taxi licences

Driver authorisations

What is a driver authorisation?

The Transport Operations (Passenger Transport) Act 1994 requires, with some exceptions, drivers of motor vehicles that are used to provide public passenger services to hold driver authorisation. Driver authorisation is a qualification that a driver of a motor vehicle providing a public passenger service must attain and maintain to operate the vehicle.

The stated purpose of driver authorisation is to ensure drivers of public passenger vehicles are suitable persons, having regard to the safety of children and other vulnerable members of the community, the personal safety of passengers and their property, public safety and the reputation of public passenger transport. The requirements for obtaining a drivers authorisation are:

1. Minimum age of 20 years old
2. Entitlement to work in Australia
3. Pass a criminal history check
4. Hold a current Australian open drivers licence
5. Held an open or provisional driver licence (Australian or overseas) continuously for at least three years for a car, truck or bus
6. In addition, the applicant must— have held an Australian driver licence (other than a learner licence) for at least 12 months continuously in the three years immediately preceding the application
7. An applicant for taxi driver authorisation must be able to speak and understand English.
8. Under section 20C of the Transport Operations (Passenger Transport) Regulation 2005, applicants for taxi driver authorisation are required to have successfully completed a training course
9. Operators of taxi services must ensure a written taxi service bailment agreement

Minimum age

Applicants for taxi driver authorisation must be at least 20 years of age before their application can be accepted by the Department of Transport and Main Roads.

Driving taxis is a very simple low skilled job which is particularly suited to young people including students. The State Government stopping young people from gaining employment just because they are young is costly to the economy and ignores the capability of young people in our society. Australian citizens over the age of 17 are able to join the Australian Defence Force and take cars, trucks, tanks, weapons and aircraft into battle; however these same people cannot drive a taxi in Queensland.

The cost to the Queensland economy is difficult to measure however would be related to increased youth unemployment, reduced standard of living and increased cost of operations for the taxis.

Entitlement to work in Australia

Applicants for driver authorisation or renewal of driver authorisation must provide documentary proof of their entitlement to work in Australia.

This specification appears to be a statement of fact. Everyone who works in Australia has to have the entitlement to work in Australia. Managing working visas in Australia is the responsibility of the Federal Department of Immigration and Border Protection not the Queensland Department of Transport and Main Roads (DTMR).

The cost of DTMR managing and regulating this requirement is an unnecessary burden on the Queensland tax payer.

Criminal History

The applicant must have a satisfactory criminal history record having regard to the safety of children and other vulnerable members of the community, as well as the personal safety of passengers and their property.

Punishment is not for revenge, but to lessen crime and reform the criminal. - Elizabeth Fry

People in Australia who break the law and are charged are dealt with by the Australian and or State legal system. Once the person has paid their fine or completed their time in prison they have completed their legally required payment for breaking the government's laws.

The government continuing to impinge on a person's life after they have completed the original punishment is contrary to the basis for the Australian legal system and society. Driving a taxi is a very basic low level of skill job which is a perfect job for a person with a criminal history. The government using its power to stop people with a criminal history gaining employment will only further increase recidivism. Holding people in gaol is very costly both in direct government payments and in lost productivity.

Individual taxi companies may wish to check a person's criminal history and some may actually be able to maintain a high standard of driver as a selling point of its service. However, it is not reasonable for the State Government to stop people from working because of a past criminal act.

Drivers licence

Driver authorisations require a person to hold an open Australian drivers licence, have held that licence (or provisional licence) for at least three years and held that licence for at least twelve months continuously in the three years immediately preceding the application.

The first of these requirements appears to be stating a fact. Any person driving a car in Australia has to hold a drivers licence, except the requirement to hold an open licence. Under Queensland law if a person holds a provisional drivers licence they are allowed to carry passengers in their car except for P1 licence drivers between 11pm and 5am¹. Driving taxis is a very simple low skilled job which is particularly suited to young people including students. The State Government stopping young people from gaining employment just because they are young is costly to the economy and ignores the capability of young people in our society.

The second of these requirements is that a person has held a licence for three years. Again, under Queensland law if a person holds a drivers licence they are allowed to carry passengers in their vehicle. The Queensland Government requirement for the licence to be held for three years is a costly constraint on supply of drivers. Particular, taxi companies may wish to set a special driving test or limit its drivers by specifying a set amount of experience. These taxi companies could use its high standard of drivers as a selling point in the market. But the Queensland Government limiting the number of drivers available for service by setting arbitrary limits on driving experience will increase to cost of delivering the service and the cost to the community.

The third requirement is that the person will have held the licence for at least twelve months continuously in the three years immediately preceding the application. The wording of this requirement is unclear and appears to be ill defined. Either the person has held their licence continuously for twelve months immediately preceding the application or they have not. It is unclear what the three years has to do with this requirement.

However, the requirement to have held a licence for twelve months continuously is a costly constraint on employment and supply of drivers. A person with a drivers licence in Queensland is allowed to carry passengers and therefore there is no difference if the driver is paid money or not. If a person lost their licence due to a driving offence but has regained their licence then they should be free to drive a taxi. Once the State Government has punished a person for an offence the punishment should stop. Continuing to punish a person after a court punishment is extending the law which could dramatically affect a person's earning capability and life in general. Taxi drivers are not rich people and rely on driving for a living. If a person loses their licence for a few months it will

¹ If you are driving on a P1 licence between 11pm and 5am, and you are under 25, you can only carry 1 passenger under the age of 21 who is not an immediate family member. <https://www.qld.gov.au/transport/licensing/driver-licensing/applying/provisional/restrictions/index.html>

make their life difficult but the State Government not allowing that person to work for a further twelve months is cruel and costly. The person may turn to crime to live and then become a burden on the State through Police, court, prisons, housing and welfare payment.

Driving history

The applicant must have a driving history that the chief executive, Department of Transport and Main Roads, considers is suitable to hold driver authorisation.

This requirement is arbitrary and costly constraint on the supply of taxi drivers. If a person is licenced to drive in Queensland then they are allowed to carry passengers. Individual companies may wish to investigate a driver's history before hiring that person but it is not clear why the State Government would be concerned with this issue. The State Government has provided that person a licence that allows them to drive anywhere in Australia carrying passengers. Either that person is capable of driving or they are not.

The current wording of this requirement is arbitrary in that it requires the Chief Executive of DTMR to assess the persons driving history to be 'suitable'. It is not clear what 'suitable' means and at what level the Chief Executive must set to allow people to drive people for money. The cost of the Chief Executive and their staff to review driver's history is not justified against the small possible benefits of limiting drivers with an unsuitable driving history. An estimate of the DTMR cost of this action is \$150 to \$200 per application or \$0.5 million to \$0.9 million per year or a PV of \$5.1 million to \$9.5 million.

Language skills

An applicant for taxi driver authorisation must be able to speak and understand English. All new applicants for taxi driver authorisation in major taxi service areas (areas with 35 or more taxi service licences) need to undertake an English assessment through a Registered Training Organisation (RTO) approved by the department. However, new applicants in non-major taxi service areas (areas with 34 or fewer taxi service licences) will not be required to undertake an English assessment.

This regulation appears to be discriminating against people who do not speak English and people who cannot speak at all. There is very little benefit for the State of Queensland in requiring a taxi driver to have English language skills. However, there are significant costs in DTMR and the Department of Education, Training and Employment (DETE). Due to technological advances it is possible to use free translation software on a smart phone to communicate with a person who does not speak English.

The costs are related to DETE having to certify an RTO and manage that RTO's credentials which is redirecting valuable resources from other education activities. The cost to DTMR are related to its staff having to check these requirements are met and the RTOs are certified. The cost to the applicant is \$100 fee and the time taken to complete the test which could be in the order of a half days effort (4 hours at \$50 per hour is a cost of \$200 of time per person). That is a total cost per year of \$0.97 million to \$1.4 million or PV of \$10.2 million to \$14.3 million.

If a person or a company feels it can communicate sufficiently with its customers and are able to attract paying customers then there is no reason why the government should stop that market transaction.

Driver training

Under section 20C of the Transport Operations (Passenger Transport) Regulation 2005, applicants for taxi driver authorisation are required to have successfully completed a training course specified by the Chief Executive. This course is a five day course which costs over \$550 per person. The time cost of a person attending a five day course is \$2,000² per person.

The training course is targeted at teaching the driver about the taxi regulations, education about taxicab communications, major roads, attractions and how to carry out financial transactions. There is no clear identification why the Queensland Government requires by law that a taxi driver learn any of these particular things. The modern solutions to the past issues in the taxi industry have provided cheap and easy ways of avoiding any problems that the course is aimed at solving. Mobile phones have communication, navigation, attraction identification and simple automatic payment systems.

Individual companies may wish to get their drivers to complete a course or send them on some kind of training however, there is no reason the Queensland Government should require it by law. The cost of requiring this course is the opportunity cost of redirecting qualified trainers away from trade training and other productive forms of training and the cost to the drivers of about \$8.3 million to \$11.5³ million per year or PV of \$86.8 million to \$121.6 million.

Medical test

The applicant must obtain a medical certificate for a commercial vehicle driver. The medical certificate is to be obtained from a medical practitioner and assessed in accordance with the Austroads Inc publication "Assessing to Drive -- For Commercial and Private Vehicle Drivers" national medical standards.

Austroads indicate the increased medical assessment for a commercial over a non-commercial driver are set due to the increased risks:

The assignment of medical standards for vehicle drivers is based on an evaluation of the driver, passenger and public safety risk, where risk = likelihood of the event x severity of consequences. Commercial vehicle crashes may present a severe threat to passengers, other road users (including pedestrians and cyclists) and residents adjacent to the road. Such crashes present potential threats in terms of spillage of chemicals, fire and other significant property damage.

² Eight hours per day multiplied by 5 days multiplied by \$50 per hour is \$2,000

³ Assumes 2 drivers per taxi licence, between 25% and 35% driver turnover, \$2,550 per course and a discount rate of 9.5%

Austrroads sets the standards for drivers as the private standards should be applied to drivers applying for or holding a licence class C (car), R (motorcycle) or LR (light rigid) unless the driver is also applying for an authority or is already authorised to use the vehicle for carrying public passengers for hire or reward or for carrying bulk dangerous goods, or, in some jurisdictions, for a driving instructor.

The commercial standards should be applied to:

1. drivers of 'heavy vehicles', i.e. those holding or applying for a licence of class MR (medium rigid), HR (heavy rigid),
2. HC (heavy combination) or MC (multiple combination)
3. drivers carrying public passengers for hire or reward (bus drivers, taxi drivers, chauffeurs, drivers of hire cars and small buses, etc.)
4. drivers carrying bulk dangerous goods
5. drivers subject to requirements for Basic or Advanced Fatigue Management under the National Heavy Vehicle Accreditation Standard
6. other driver categories who may also be subject to the commercial vehicle standards as a result of certification requirements of the authorising body or as required by specific industry standards, for example, driving instructors and members of Trucksafe.

Using Austrroads test for risk (likelihood of the event multiplied by the severity of consequences) it is not clear why a taxi driver would be at or cause any higher risk than any 'non-commercial driver' on the roads. The likelihood of a taxi driver having an accident is no higher than any non-commercial driver in any given hour of driving. Taxi drivers may be in more accidents overall, however this would be due to the large number of them as a group and the large number of hours driving. There are no restrictions on non-commercial class C drivers on the number of hours they drive, therefore all drivers could drive for as many or more than a taxi driver. The consequences of a taxi driver crashing is exactly the same as any non-commercial vehicle on the road. Therefore, there is no increased risk of a taxi driver compared to a normal class C driving licence holder. The simple requirement that a taxi driver hold an open Queensland licence will remove any risk the driver is under a conditional licence with any medical conditions.

The requirement for a special medical test of a taxi driver appears to be excessive red tape with no basis in public health or risk management. The cost of this requirement is the lost time of both the driver (\$20.83 to \$29.17⁴) and the doctors in completing the test (\$25.00 to 37.50⁵). The drivers direct cost of paying for the test would be about \$93.50⁶.

⁴ Assume travel time of 15 to 20 minutes and appointment time as 10 to 15 minutes at \$50 per hour

⁵ Assume appointment time of 10 to 15 minutes at \$150 per hour

⁶ Provided by Fiveways Medical Centre in Graceville

Table 1. Costs of a required medical test for taxi drivers⁷

	Low	High
Cost to Doctor	\$ 80,881	\$ 169,851
Cost to Drivers	\$ 369,897	\$ 555,600
Total Annual Cost	\$ 450,778	\$ 725,451
NPV	\$ 4,745,033	\$ 7,636,325

Sources: Premiers, 2015.

These costs do not include the opportunity cost of a doctor missing valuable time treating people with medical conditions due to taking time to test a taxi driver's ability to drive a car. Queensland doctors are spending at least 13 to 28⁸ working weeks⁹ per year on the driving medical test for taxi drivers.

Bailment agreement

Operators of taxi services must ensure a written taxi service bailment agreement is entered into with an authorised driver before permitting them to drive a taxi. Bailment describes a legal relationship in common law where physical possession of personal property, or a chattel, is transferred from one person (the 'bailor') to another person (the 'bailee') who subsequently has possession of the property.

The DTMR explanation of what is required in the bailment agreement indicates the key issues are insurance and employment conditions. Individual companies may wish to implement a form of contract with the drivers but it is not clear why the Queensland Government would require a special agreement. All companies in Queensland already pay a workers compensation premium to the Queensland Department of Work Place Health and Safety. The taxi premium is currently \$2.287 per \$100 of wages as stated in the 6 June 2014 Queensland Government Gazette No. 34. Currently, Uber has implemented rules to cover the drivers and passengers with insurance. The driver must have comprehensive car insurance which covers the driver and Uber has a worldwide public liability insurance which covers the passengers.

The employment contract between a taxi company and a driver should be a private contract which is regulated under the same requirements as any other employment contract. Disputes between drivers and taxi companies would be dealt with by the Fair Work Ombudsman or a range of other agencies¹⁰. The cost of this requirement are the time to complete and submit the form, gaining independent legal advice and processing and storing agreements in DTMR.

⁷ Assume new drivers are 25% (3,235) to 35% (4,529) of total drivers per year, there are two drivers per taxi licence and the discount rate is 9.5%

⁸ Allowing 10 to 15 minutes per test

⁹ Assume a 5 day working week

¹⁰ <http://www.complaints.qld.gov.au/>

Cost to each driver for completing the form and gaining legal advice is estimated at \$800¹¹, the cost to the taxi company is about \$150¹² and the cost to DTMR is estimated at \$200¹³ per application. The total cost per application is estimated at \$1,150 which is a total of \$3.9 million per year or NPV of \$41.2 million¹⁴.

Driver authorisation conclusion

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¹¹ Assume one hour to fill in form, two hours to submit form including travel, three hours of time for legal advice and \$500 for legal advice.

¹² Assume one hour to fill in form, two hours to submit form

¹³ Assume two hours of time managing and accessing the form and the cost of storage and review

¹⁴ Assume a discount rate of 9.5%

¹⁵ <http://www.blackandwhitecabs.com.au/?q=brisbane/Becoming-a-Driver>

Vehicle safety requirements

The Queensland Transport Operations Regulation 2005¹⁶ there are a range of taxi related vehicle safety related regulations, including:

1. The chief executive may require the operator of a public passenger vehicle to get an inspection
2. An operator of a public passenger vehicle must ensure the vehicle is in a safe condition when it is being used to provide a public passenger service.
3. Passengers must have control over the opening and shutting of the vehicle's doors independently of the driver.
4. A taxi must be constructed, or have a safety partition or some other equipment fitted, to prevent luggage or other goods being carried in the luggage compartment of the vehicle from entering the passenger compartment
5. If luggage is carried in the passenger compartment—be constructed, or have equipment fitted, to secure the luggage
6. A taxi vehicle cannot be more than six years old.
7. Taxis must be fitted with the following:
 - a. a green distress light;
 - b. a hail light;
 - c. a child restraint anchorage bolt.
8. Type of vehicle: forward-control passenger vehicle, passenger car, off-road passenger vehicle or schedule 4 vehicle light bus having up to 12 seating positions, including the driver's position

The current vehicle safety requirements fit into two categories; one is required by all vehicles and the second is unreasonable. The first three requirements above fit into the first category of required by all vehicles. The Chief Executive can require any vehicle to be inspected as stated in Transport Operations (Road Use Management—Vehicle Registration) Regulation 2010¹⁷. An operator of any vehicle must ensure the vehicle is in a safe condition at all times. There are very few vehicles if any in Australia that do not allow the passengers to operate the door locks.

The next five vehicle safety requirements fit into the second category of not reasonable. There is no rational reason that a taxi vehicle should have any different safety equipment or meet any higher level of safety than required for all other road vehicles. The safety of all Australian citizens is as important as the drivers or passengers of taxi vehicles. Special requirements for the carriage of luggage for taxi vehicles has no basis in real safety requirements as the luggage in a non-taxi vehicle is just as dangerous as the luggage in a taxi. The fact the driver is paid for the use of the vehicle does not increase the risk of personal injury from luggage. There are already rules about the safe

¹⁶ Transport Operations (Passenger Transport) Act 1994 Transport Operations (Passenger Transport) Regulation 2005, Current as at 1 January 2015

¹⁷ Transport Operations (Road Use Management) Act 1995, Transport Operations (Road Use Management—Vehicle Registration) Regulation 2010, Current as at 1 January 2015

restraining of loads for all vehicles which is reasonable and all taxi vehicles will be required to meet these regulations. The cost of special requirements could be significant for each vehicle as special fixtures will need to be added to the vehicle and approved by DTMR.

The current taxi vehicle safety requirements related to a distress light, a hail light and a child restraint anchorage bolt are unreasonable and can create significant costs. All vehicles on the road are fitted with hazard lights which is considered reasonable level of safety for the general public. There is no reason why a taxi should meet a higher safety level. Most vehicles are fitted with a child restraint anchorage bolt as standard however, there is no need for a taxi to require a bolt. The road rules specify the requirements for carriage of a child in a child restraint, there is no reason why a taxi should have to carry a child if it is not fitted with the required equipment. The installation of a bolt in a vehicle is about \$280 for one point and \$380 for two points¹⁸ plus a day off the road for the vehicle and about three hours of time (about \$1,000) per vehicle.

The requirement to only use a certain type of vehicle is unreasonable constraint on the market with no safety aspect.

The highest cost taxi vehicle safety requirement is that the vehicle should be no more than six years old. There is no extra safety related to a vehicle that is less than six years of age compared to all other vehicles on the road. If the vehicle is safe enough for the general public to operate on public roads then it is safe enough for the use as a taxi vehicle. Picture 1 below demonstrates a vehicle which is in very good working condition and is allowed to operate on Queensland roads carrying up to four passengers but would not be allowed to be used as a taxi.

Picture 1. 2006 Holden Commodore VE SS



Source: [CarSales.com.au](http://www.carsales.com.au)¹⁹

¹⁸ Barryan Accessory Fitting 8 Seashell Drive, Deception Bay QLD 4508 T: 07 3203 2002

¹⁹ <http://www.carsales.com.au/private/details/Holden-Commodore-2006/SSE-AD-3139058/>

The highest cost of this restriction is the increase in required fares due to the high level of depreciation.

Table 3. Increase in depreciation of a \$50,000 taxi due to limited life²⁰

	Annual Depreciation	Increase in Annual Depreciation	Increase in Annual Depreciation for All Taxis in Queensland	PV for All Taxis in Queensland
Six years	\$ 8,333			
Eight years	\$ 6,250	\$ 2,083	\$ 6,445,833	\$ 67,850,877
Ten years	\$ 5,000	\$ 3,333	\$ 10,313,333	\$ 108,561,404
Twelve years	\$ 4,167	\$ 4,167	\$ 12,891,667	\$ 135,701,754

Source: Premiers, 2015.

The increase in depreciation costs will be passed on to the consumers through higher taxi fares or reduced revenue for licence owners and or drivers.

Limited taxi licences in Queensland

The largest cost of taxi regulations in Queensland are related to the limit on supply of taxi licences. There are direct costs of around \$249.5 million per year or PV of \$2.6 billion due to higher fares than otherwise required. The other related cost are the deadweight loss, reduced tourism, increase in driving under the influence and increased congestion.

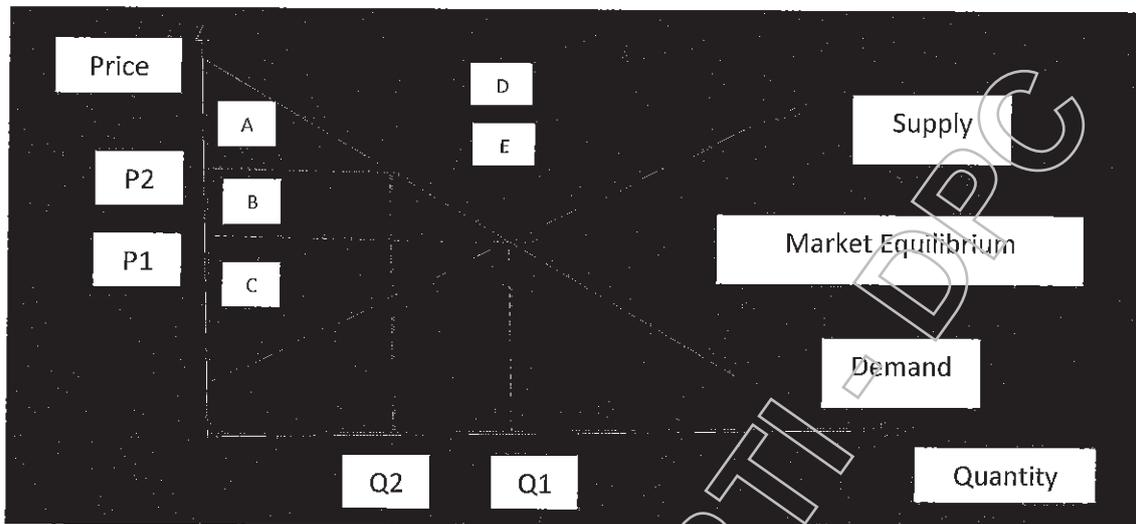
Theory of the cost of supply constraints

Economic theory provides a clear understanding of the costs associated when governments restrict the supply of goods or services. As shown in graph one below, the price will increase, there will be a deadweight loss²¹, consumers will have reduced wealth and producers will have an increase in wealth.

²⁰ Straight line depreciation assumed, the PV discount rate is 9.5%

²¹ Activity that does not happen that could have if the constraint did not exist.

Graph 1. Economic theory of supply constraint costs



Source: *Premiers, 2015.*

The governments supply restriction will reduce the quantity supplied from Q1 to Q2 which increases the price from P1 to P2. The move away from the market equilibrium point will redistribute consumer surplus (CS) and producer surplus (PS). The original CS = A + B + D and PS = C + E, however after the supply constraint the CS = A and PS = C + B. That is the producers have captured a portion of the consumers surplus through the ability to charge above market prices at a low level of supply. The deadweight loss after the supply constraint is D + E which is the area of economic activity that will not occur due to the restriction on supply.

Measuring the actual size of all the different areas of market changes due to the government's restriction on supply is difficult. The area B or the CS captured by producers due to the government's supply constraint is estimated by the required returns on the asset value of owning a taxi licence. Using a typical regulatory pricing model the extra returns required due to the taxi licence value is approximately 30% of the entire required revenue of taxi companies. There are many assumptions included in this price estimate and very little actual data provided to underpin the model. However, the current taxi licence cost in Queensland is approximately \$510,000 which an owner would require a return on capital of between 10% (\$51,000) and 15% (\$76,500) per year per licence. That is a cost of \$166.4 million to \$249.5 million per year (PV \$1.75 billion to \$2.61 billion) of CS reallocated from the general public to taxi licence owners through increased fares for the public and increased profits for taxi licence owners. The total modelled reduced cost to consumers is estimated at \$249.5 million per year or PV of \$2.62 billion.

Deadweight loss is difficult to measure however the related negative externalities are evident in many sectors of the Queensland economy. The major negative externalities are related to:

1. Decrease in tourism
2. Increase in driving under the influence

3. Increased congestion and
4. Reduced economic activity.

Tourism is decreased due to the high cost and lack of availability of taxi services reducing the ability for tourists to travel into and around tourist areas²². People who wish to travel to and from social events are forced to either not drink or to pay very large taxi fares while experiencing long waiting times. Therefore, the incentive is for people to take more risk in deciding to drive even though they have consumed some alcohol. The negative effects of this incentive are clear and are directly related to the government's restriction on taxi licences. Congestion on the roads in Queensland is very high and is only increased by the limitations placed on taxi licences. In a free market for taxis any person could purchase a vehicle and charge passengers for a trip. In this case a person driving to work could charge people in their street to travel in their car to work with no extra cost by increased revenue. Therefore, the people traveling in that vehicle would not driver their own car or take public transport which would reduce congestion.

There are many other related costs through lost economic activity that are difficult to prove or measure but are evident to an economist. The evidence of the negative effects of government restrictions on supply of goods and services can be seen in past market constraints. Russia is a clear example of the government controlling the market which causes costs on the economy. Pictures two and three below are examples of people lining up to get access to food goods due to the Soviet Russian government controlling the supply of goods and services.

Picture 2. Siberians line up outside a shop in Novokuznetsk, Russia



²² Advice provided by a hotel owner and members of the Southern Gold Coast Chamber of Commerce

Picture 3. Hindered by centralised market forces: A long queue forms in Novokuznetsk for bacon and other meat from the butcher at a state-run market



Pictures two and three above are similar to the lines now experienced by people in Queensland when trying to catch a taxi in picture four below.

Picture 4. Taxi lines in Brisbane



The damage to the Queensland economy from this kind of over regulation is easy to see and will continue to cause significant economic costs to the Queensland people until the constraints on supply are removed.

CTPI - Deliberative Process

Page 445 redacted for the following reason:

CTPI - Deliberative Process

Released under RTI - DPC

Rachel Lunnon

From: Bradley Rogers
Sent: Tuesday, 3 February 2015 5:43 PM
To: Rachel Lunnon; Kate Carlson
Subject: Taxi
Attachments: Calculation .docx

Hi Team

Just did a bit more explanation about the savings related to removing the limit on the number of taxi licences. Also, I did an audit on the model which will alter the numbers a bit. I will update the full paper tomorrow.

Thanks
Brad

Regards
Bradley Rogers

Principal Economic Analyst | Economic Policy | Department of the Premier and Cabinet |
Phone: 07 3003 9336 | Mobile [REDACTED] | E-mail: Bradley.Rogers@premiers.qld.gov.au

Level 14 | Executive Building | 100 George Street | Brisbane QLD 4000



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Pages 447 through 449 redacted for the following reasons:

CTPI - Deliberative Process

Released under RTI - DPC

Rachel Lunnon

From: Bradley Rogers
Sent: Wednesday, 28 January 2015 5:08 PM
To: Kate Carlson; Rachel Lunnon
Subject: Taxi
Attachments: Economics of Taxi Deregulation in Queensland v2.docx

Hi Team

Please see attached my final draft with the numbers up dated.
You will see the final page has a summary table with all the est costs.
Hope this is ok.

Please see me for more details or changes.

Thanks
Brad

Regards
Bradley Rogers

Principal Economic Analyst | Economic Policy | Department of the Premier and Cabinet |
Phone: 07 3003 9336 | Mobile: [REDACTED] E-mail: Bradley.Rogers@premiers.qld.gov.au

Level 14 | Executive Building | 100 George Street | Brisbane QLD 4000



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Economics of Taxi Deregulation in Queensland

Queensland Governments have developed a raft of taxi industry regulations over many years in an effort to ensure the safe and comfortable transport of the general public and to assist an emerging taxi industry. However, in the modern world many of these historic regulations have become inefficient, unrequired and costly to the general public. Modern mobile technology has provided innovation in the taxi industry to ensure all passengers are safe and happy with their chosen transport service.

There are many regulations on the current taxi and private hire vehicle drivers however, this paper will only examine three particular issues, including:

1. Driver authorisations
2. Vehicle safety requirements and
3. Taxi licences

Driver authorisations

What is a driver authorisation?

The Transport Operations (Passenger Transport) Act 1994 requires, with some exceptions, drivers of motor vehicles that are used to provide public passenger services to hold driver authorisation. Driver authorisation is a qualification that a driver of a motor vehicle providing a public passenger service must attain and maintain to operate the vehicle.

The stated purpose of driver authorisation is to ensure drivers of public passenger vehicles are suitable persons, having regard to the safety of children and other vulnerable members of the community, the personal safety of passengers and their property, public safety and the reputation of public passenger transport. The requirements for obtaining a drivers authorisation are:

1. Minimum age of 20 years old
2. Entitlement to work in Australia
3. Pass a criminal history check
4. Hold a current Australian open drivers licence
5. Held an open or provisional driver licence (Australian or overseas) continuously for at least three years for a car, truck or bus
6. In addition, the applicant must— have held an Australian driver licence (other than a learner licence) for at least 12 months continuously in the three years immediately preceding the application
7. An applicant for taxi driver authorisation must be able to speak and understand English.
8. Under section 20C of the Transport Operations (Passenger Transport) Regulation 2005, applicants for taxi driver authorisation are required to have successfully completed a training course
9. Operators of taxi services must ensure a written taxi service bailment agreement

Minimum age

Applicants for taxi driver authorisation must be at least 20 years of age before their application can be accepted by the Department of Transport and Main Roads.

Driving taxis is a very simple low skilled job which is particularly suited to young people including students. The State Government stopping young people from gaining employment just because they are young is costly to the economy and ignores the capability of young people in our society. Australian citizens over the age of 17 are able to join the Australian Defence Force and take cars, trucks, tanks, weapons and aircraft into battle; however these same people cannot drive a taxi in Queensland.

The cost to the Queensland economy is difficult to measure however would be related to increased youth unemployment, reduced standard of living and increased cost of operations for the taxis.

Entitlement to work in Australia

Applicants for driver authorisation or renewal of driver authorisation must provide documentary proof of their entitlement to work in Australia.

This specification appears to be a statement of fact. Everyone who works in Australia has to have the entitlement to work in Australia. Managing working visas in Australia is the responsibility of the Federal Department of Immigration and Border Protection not the Queensland Department of Transport and Main Roads (DTMR).

The cost of DTMR managing and regulating this requirement is an unnecessary burden on the Queensland tax payer.

Criminal History

The applicant must have a satisfactory criminal history record having regard to the safety of children and other vulnerable members of the community, as well as the personal safety of passengers and their property.

Punishment is not for revenge, but to lessen crime and reform the criminal. - Elizabeth Fry

People in Australia who break the law and are charged are dealt with by the Australian and or State legal system. Once the person has paid their fine or completed their time in prison they have completed their legally required payment for breaking the government's laws.

The government continuing to impinge on a person's life after they have completed the original punishment is contrary to the basis for the Australian legal system and society. Driving a taxi is a very basic low level of skill job which is a perfect job for a person with a criminal history. The government using its power to stop people with a criminal history gaining employment will only further increase recidivism. Holding people in gaol is very costly both in direct government payments and in lost productivity.

Individual taxi companies may wish to check a person's criminal history and some may actually be able to maintain a high standard of driver as a selling point of its service. However, it is not reasonable for the State Government to stop people from working because of a past criminal act.

Drivers licence

Driver authorisations require a person to hold an open Australian drivers licence, have held that licence (or provisional licence) for at least three years and held that licence for at least twelve months continuously in the three years immediately preceding the application.

The first of these requirements appears to be stating a fact. Any person driving a car in Australia has to hold a drivers licence, except the requirement to hold an open licence. Under Queensland law if a person holds a provisional drivers licence they are allowed to carry passengers in their car except for P1 licence drivers between 11pm and 5am¹. Driving taxis is a very simple low skilled job which is particularly suited to young people including students. The State Government stopping young people from gaining employment just because they are young is costly to the economy and ignores the capability of young people in our society.

The second of these requirements is that a person has held a licence for three years. Again, under Queensland law if a person holds a drivers licence they are allowed to carry passengers in their vehicle. The Queensland Government requirement for the licence to be held for three years is a costly constraint on supply of drivers. Particular, taxi companies may wish to set a special driving test or limit its drivers by specifying a set amount of experience. These taxi companies could use its high standard of drivers as a selling point in the market. But the Queensland Government limiting the number of drivers available for service by setting arbitrary limits on driving experience will increase to cost of delivering the service and the cost to the community.

The third requirement is that the person will have held the licence for at least twelve months continuously in the three years immediately preceding the application. The wording of this requirement is unclear and appears to be ill defined. Either the person has held their licence continuously for twelve months immediately preceding the application or they have not. It is unclear what the three years has to do with this requirement.

However, the requirement to have held a licence for twelve months continuously is a costly constraint on employment and supply of drivers. A person with a drivers licence in Queensland is allowed to carry passengers and therefore there is no difference if the driver is paid money or not. If a person lost their licence due to a driving offence but has regained their licence then they should be free to drive a taxi. Once the State Government has punished a person for an offence the punishment should stop. Continuing to punish a person after a court punishment is extending the law which could dramatically affect a person's earning capability and life in general. Taxi drivers are not rich people and rely on driving for a living. If a person loses their licence for a few months it will

¹ If you are driving on a P1 licence between 11pm and 5am, and you are under 25, you can only carry 1 passenger under the age of 21 who is not an immediate family member. <https://www.qld.gov.au/transport/licensing/driver-licensing/applying/provisional/restrictions/index.html>

make their life difficult but the State Government not allowing that person to work for a further twelve months is cruel and costly. The person may turn to crime to live and then become a burden on the State through Police, court, prisons, housing and welfare payment.

Driving history

The applicant must have a driving history that the chief executive, Department of Transport and Main Roads, considers is suitable to hold driver authorisation.

This requirement is arbitrary and costly constraint on the supply of taxi drivers. If a person is licenced to drive in Queensland then they are allowed to carry passengers. Individual companies may wish to investigate a driver's history before hiring that person but it is not clear why the State Government would be concerned with this issue. The State Government has provided that person a licence that allows them to drive anywhere in Australia carrying passengers. Either that person is capable of driving or they are not.

The current wording of this requirement is arbitrary in that it requires the Chief Executive of DTMR to assess the persons driving history to be 'suitable'. It is not clear what 'suitable' means and at what level the Chief Executive must set to allow people to drive people for money. The cost of the Chief Executive and their staff to review driver's history is not justified against the small possible benefits of limiting drivers with an unsuitable driving history. An estimate of the DTMR cost of this action is \$150 to \$200 per application or \$0.5 million to \$0.9 million per year or a PV of \$5.1 million to \$9.5 million.

Language skills

An applicant for taxi driver authorisation must be able to speak and understand English. All new applicants for taxi driver authorisation in major taxi service areas (areas with 35 or more taxi service licences) need to undertake an English assessment through a Registered Training Organisation (RTO) approved by the department. However, new applicants in non-major taxi service areas (areas with 34 or fewer taxi service licences) will not be required to undertake an English assessment.

This regulation appears to be discriminating against people who do not speak English and people who cannot speak at all. There is very little benefit for the State of Queensland in requiring a taxi driver to have English language skills. However, there are significant costs in DTMR and the Department of Education, Training and Employment (DETE). Due to technological advances it is possible to use free translation software on a smart phone to communicate with a person who does not speak English.

The costs are related to DETE having to certify an RTO and manage that RTO's credentials which is redirecting valuable resources from other education activities. The cost to DTMR are related to its staff having to check these requirements are met and the RTOs are certified. The cost to the applicant is \$100 fee and the time taken to complete the test which could be in the order of a half days effort (4 hours at \$50 per hour is a cost of \$200 of time per person). That is a total cost per year of \$0.97 million to \$1.4 million or PV of \$10.2 million to \$14.3 million.

If a person or a company feels it can communicate sufficiently with its customers and are able to attract paying customers then there is no reason why the government should stop that market transaction.

Driver training

Under section 20C of the Transport Operations (Passenger Transport) Regulation 2005, applicants for taxi driver authorisation are required to have successfully completed a training course specified by the Chief Executive. This course is a five day course which costs over \$550 per person. The time cost of a person attending a five day course is \$2,000² per person.

The training course is targeted at teaching the driver about the taxi regulations, education about taxicab communications, major roads, attractions and how to carry out financial transactions. There is no clear identification why the Queensland Government requires by law that a taxi driver learn any of these particular things. The modern solutions to the past issues in the taxi industry have provided cheap and easy ways of avoiding any problems that the course is aimed at solving. Mobile phones have communication, navigation, attraction identification and simple automatic payment systems.

Individual companies may wish to get their drivers to complete a course or send them on some kind of training however, there is no reason the Queensland Government should require it by law. The cost of requiring this course is the opportunity cost of redirecting qualified trainers away from trade training and other productive forms of training and the cost to the drivers of about \$8.3 million to \$11.5³ million per year or PV of \$86.8 million to \$121.6 million.

Medical test

The applicant must obtain a medical certificate for a commercial vehicle driver. The medical certificate is to be obtained from a medical practitioner and assessed in accordance with the Austroads Inc publication "Assessing to Drive -- For Commercial and Private Vehicle Drivers" national medical standards.

Austroads indicate the increased medical assessment for a commercial over a non-commercial driver are set due to the increased risks:

The assignment of medical standards for vehicle drivers is based on an evaluation of the driver, passenger and public safety risk, where risk = likelihood of the event x severity of consequences. Commercial vehicle crashes may present a severe threat to passengers, other road users (including pedestrians and cyclists) and residents adjacent to the road. Such crashes present potential threats in terms of spillage of chemicals, fire and other significant property damage.

² Eight hours per day multiplied by 5 days multiplied by \$50 per hour is \$2,000

³ Assumes 2 drivers per taxi licence, between 25% and 35% driver turnover, \$2,550 per course and a discount rate of 9.5%

Austrroads sets the standards for drivers as the private standards should be applied to:

1. drivers applying for or holding a licence class C (car), R (motorcycle) or LR (light rigid) unless the driver is also applying
2. for an authority or is already authorised to use the vehicle for carrying public passengers for hire or reward or for carrying
3. bulk dangerous goods, or, in some jurisdictions, for a driving instructor.

The commercial standards should be applied to:

1. drivers of 'heavy vehicles', i.e. those holding or applying for a licence of class MR (medium rigid), HR (heavy rigid),
2. HC (heavy combination) or MC (multiple combination)
3. drivers carrying public passengers for hire or reward (bus drivers, taxi drivers, chauffeurs, drivers of hire cars and small buses, etc.)
4. drivers carrying bulk dangerous goods
5. drivers subject to requirements for Basic or Advanced Fatigue Management under the National Heavy Vehicle Accreditation Standard
6. other driver categories who may also be subject to the commercial vehicle standards as a result of certification requirements of the authorising body or as required by specific industry standards, for example, driving instructors and members of Trucksafe.

Using Austrroads test for risk (likelihood of the event x severity of consequences) it is not clear why a taxi driver would be at or cause any higher risk than any 'non-commercial driver' on the roads. The likelihood of a taxi driver having an accident is no higher than any non-commercial driver in any given hour of driving. Taxi drivers may be in more accidents overall, however this would be due to the large number of them as a group and the large number of hours driving. There are no restrictions on non-commercial class C drivers on the number of hours they drive, therefore all drivers could drive for as many or more than a taxi driver. The consequences of a taxi driver crashing is exactly the same as any non-commercial vehicle on the road. Therefore, there is no increased risk of a taxi driver compared to a normal class C driving licence holder. The simple requirement that a taxi driver hold an open Queensland licence will remove any risk the driver is under a conditional licence with any medical conditions.

The requirement for a special medical test of a taxi driver appears to be excessive red tape with no basis in public health or risk management. The cost of this requirement is the lost time of both the driver (\$20.83 to \$29.17⁴) and the doctors in completing the test (\$25.00 to 37.50⁵). The drivers direct cost of paying for the test would be about \$93.50⁶.

⁴ Assume travel time of 15 to 20 minutes and appointment time as 10 to 15 minutes at \$50 per hour

⁵ Assume appointment time of 10 to 15 minutes at \$150 per hour

⁶ Provided by Fiveways Medical Centre in Graceville

Table 1. Costs of a required medical test for taxi drivers⁷

	Low	High
Cost to Doctor	\$ 80,881	\$ 169,851
Cost to Drivers	\$ 369,897	\$ 555,600
Total Annual Cost	\$ 450,778	\$ 725,451
NPV	\$ 4,745,033	\$ 7,636,325

Sources: *Premiers, 2015.*

These costs do not include the opportunity cost of a doctor missing valuable time treating people with medical conditions due to taking time to test a taxi driver's ability to drive a car. Queensland doctors are spending at least 13 to 28⁸ working weeks⁹ per year on the driving medical test for taxi drivers.

Bailment agreement

Operators of taxi services must ensure a written taxi service bailment agreement is entered into with an authorised driver before permitting them to drive a taxi. Bailment describes a legal relationship in common law where physical possession of personal property, or a chattel, is transferred from one person (the 'bailor') to another person (the 'bailee') who subsequently has possession of the property.

The DTMR explanation of what is required in the bailment agreement indicates the key issues are insurance and employment conditions. Individual companies may wish to implement a form of contract with the drivers but it is not clear why the Queensland Government would require a special agreement. All companies in Queensland already pay a workers compensation premium to the Queensland Department of Work Place Health and Safety. The taxi premium is currently \$2.287 per \$100 of wages as stated in the 6 June 2014 Queensland Government Gazette No. 34.

The employment contract between a taxi company and a driver should be a private contract which is regulated under the same requirements as any other employment contract. Disputes between drivers and taxi companies would be dealt with by the Fair Work Ombudsman or a range of other agencies¹⁰. The cost of this requirement are the time to complete and submit the form, gaining independent legal advice and processing and storing agreements in DTMR.

⁷ Assume new drivers are 25% (3,235) to 35% (4,529) of total drivers per year, there are two drivers per taxi licence and the discount rate is 9.5%

⁸ Allowing 10 to 15 minutes per test

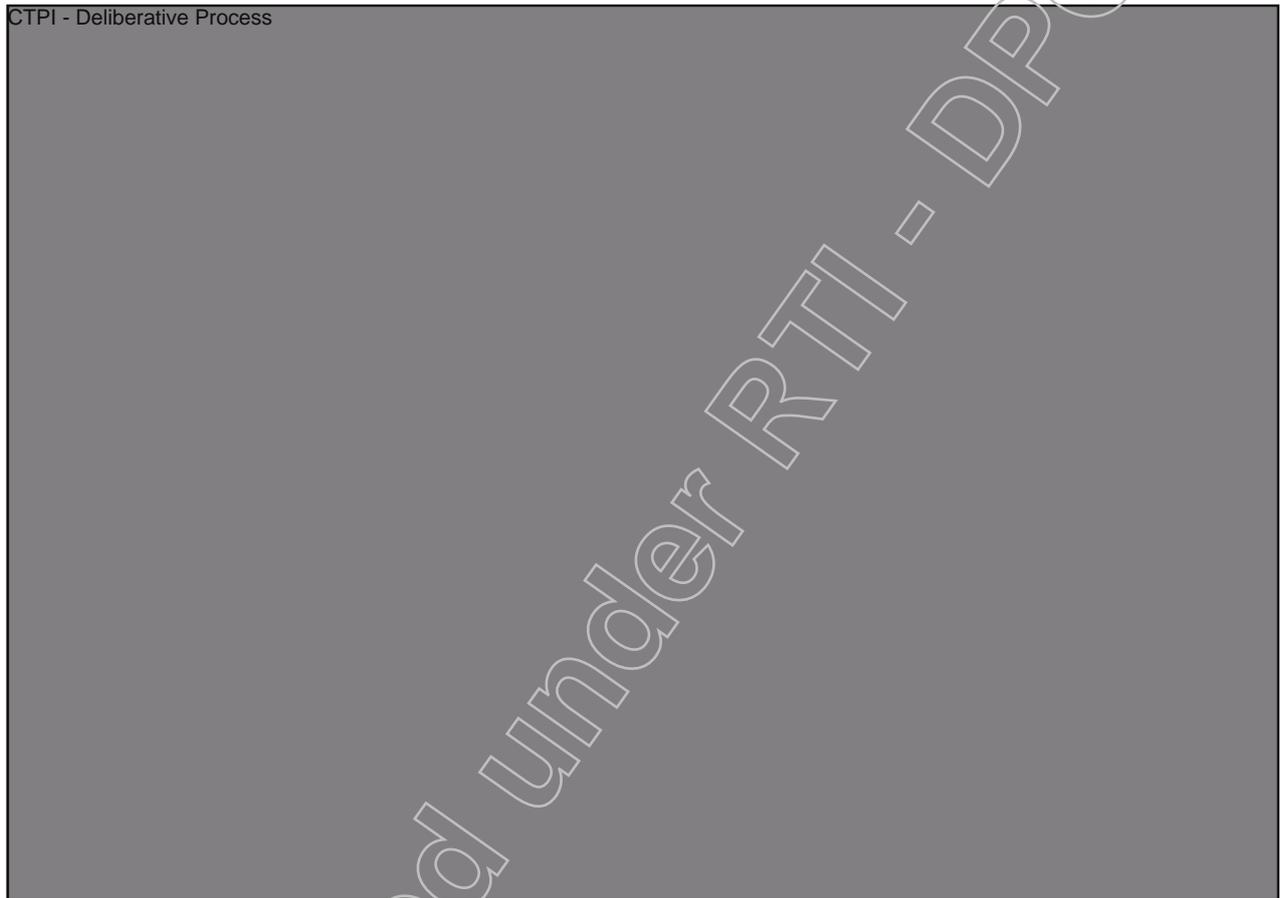
⁹ Assume a 5 day working week

¹⁰ <http://www.complaints.qld.gov.au/>

Cost to each driver for completing the form and gaining legal advice is estimated at \$800¹¹, the cost to the taxi company is about \$150¹² and the cost to DTMR is estimated at \$200¹³ per application. The total cost per application is estimated at \$1,150 which is a total of \$3.9 million per year or NPV of \$41.2 million¹⁴.

Driver authorisation conclusion

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¹¹ Assume one hour to fill in form, two hours to submit form including travel, three hours of time for legal advice and \$500 for legal advice.

¹² Assume one hour to fill in form, two hours to submit form

¹³ Assume two hours of time managing and accessing the form and the cost of storage and review

¹⁴ Assume a discount rate of 9.5%

¹⁵ <http://www.blackandwhitecabs.com.au/?q=brisbane/Becoming-a-Driver>

Vehicle safety requirements

The Queensland Transport Operations Regulation 2005¹⁶ there are a range of taxi related vehicle safety related regulations, including:

1. The chief executive may require the operator of a public passenger vehicle to get an inspection
2. An operator of a public passenger vehicle must ensure the vehicle is in a safe condition when it is being used to provide a public passenger service.
3. Passengers must have control over the opening and shutting of the vehicle's doors independently of the driver.
4. A taxi must be constructed, or have a safety partition or some other equipment fitted, to prevent luggage or other goods being carried in the luggage compartment of the vehicle from entering the passenger compartment
5. If luggage is carried in the passenger compartment—be constructed, or have equipment fitted, to secure the luggage
6. A taxi vehicle cannot be more than six years old.
7. Taxis must be fitted with the following:
 - a. a green distress light;
 - b. a hail light;
 - c. a child restraint anchorage bolt.
8. Type of vehicle: forward-control passenger vehicle, passenger car, off-road passenger vehicle or schedule 4 vehicle light bus having up to 12 seating positions, including the driver's position

The current vehicle safety requirements fit into two categories; one is required by all vehicles and the second is unreasonable. The first three requirements above fit into the first category of required by all vehicles. The Chief Executive can require any vehicle to be inspected as stated in Transport Operations (Road Use Management—Vehicle Registration) Regulation 2010¹⁷. An operator of any vehicle must ensure the vehicle is in a safe condition at all times. There are very few vehicles if any in Australia that do not allow the passengers to operate the door locks.

The next five vehicle safety requirements fit into the second category of not reasonable. There is no rational reason that a taxi vehicle should have any different safety equipment or meet any higher level of safety than required for all other road vehicles. The safety of all Australian citizens is as important as the drivers or passengers of taxi vehicles. Special requirements for the carriage of luggage for taxi vehicles has no basis in real safety requirements as the luggage in a non-taxi vehicle is just as dangerous as the luggage in a taxi. The fact the driver is paid for the use of the vehicle does not increase the risk of personal injury from luggage. There are already rules about the safe

¹⁶ Transport Operations (Passenger Transport) Act 1994 Transport Operations (Passenger Transport) Regulation 2005, Current as at 1 January 2015

¹⁷ Transport Operations (Road Use Management) Act 1995, Transport Operations (Road Use Management—Vehicle Registration) Regulation 2010, Current as at 1 January 2015

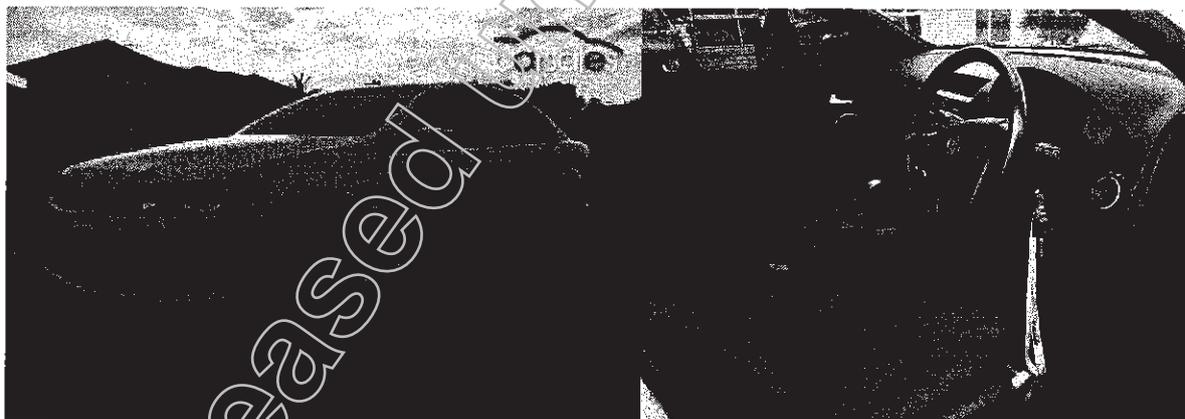
restraining of loads for all vehicles which is reasonable and all taxi vehicles will be required to meet these regulations. The cost of special requirements could be significant for each vehicle as special fixtures will need to be added to the vehicle and approved by DTMR.

The current taxi vehicle safety requirements related to a distress light, a hail light and a child restraint anchorage bolt are unreasonable and can create significant costs. All vehicles on the road are fitted with hazard lights which is considered reasonable level of safety for the general public. There is no reason why a taxi should meet a higher safety level. Most vehicles are fitted with a child restraint anchorage bolt as standard however, there is no need for a taxi to require a bolt. The road rules specify the requirements for carriage of a child in a child restraint, there is no reason why a taxi should have to carry a child if it is not fitted with the required equipment. The installation of a bolt in a vehicle is about \$280 for one point and \$380 for two points¹⁸ plus a day off the road for the vehicle and about three hours of time (about \$1,000) per vehicle.

The requirement to only use a certain type of vehicle is unreasonable constraint on the market with no safety aspect.

The highest cost taxi vehicle safety requirement is that the vehicle should be no more than six years old. There is no extra safety related to a vehicle that is less than six years of age compared to all other vehicles on the road. If the vehicle is safe enough for the general public to operate on public roads then it is safe enough for the use as a taxi vehicle. Picture 1 below demonstrates a vehicle which is in very good working condition and is allowed to operate on Queensland roads carrying up to four passengers but would not be allowed to be used as a taxi.

Picture 1. 2006 Holden Commodore VE SS



Source: CarSales.com.au¹⁹

¹⁸ Barryan Accessory Fitting 8 Seashell Drive, Deception Bay QLD 4508 T: 07 3203 2002

¹⁹ <http://www.carsales.com.au/private/details/Holden-Commodore-2006/SSE-AD-3139058/>

The highest cost of this restriction is the increase in required fares due to the high level of depreciation.

Table 3. Increase in depreciation of a \$50,000 taxi due to limited life²⁰

	Annual Depreciation	Increase in Annual Depreciation	Increase in Annual Depreciation for All Taxis in Queensland	PV for All Taxis in Queensland
Six years	\$ 8,333			
Eight years	\$ 6,250	\$ 2,083	\$ 6,445,833	\$ 67,850,877
Ten years	\$ 5,000	\$ 3,333	\$ 10,313,333	\$ 108,561,404
Twelve years	\$ 4,167	\$ 4,167	\$ 12,891,667	\$ 135,701,754

Source: Premiers, 2015.

The increase in depreciation costs will be passed on to the consumers through higher taxi fares or reduced revenue for licence owners and or drivers.

Limited taxi licences in Queensland

The largest cost of taxi regulations in Queensland are related to the limit on supply of taxi licences. There are direct costs of around \$237 million per year or PV of \$2.5 billion due to higher fares than otherwise required. The other related cost are the deadweight loss, reduced tourism, increase in driving under the influence and increased congestion.

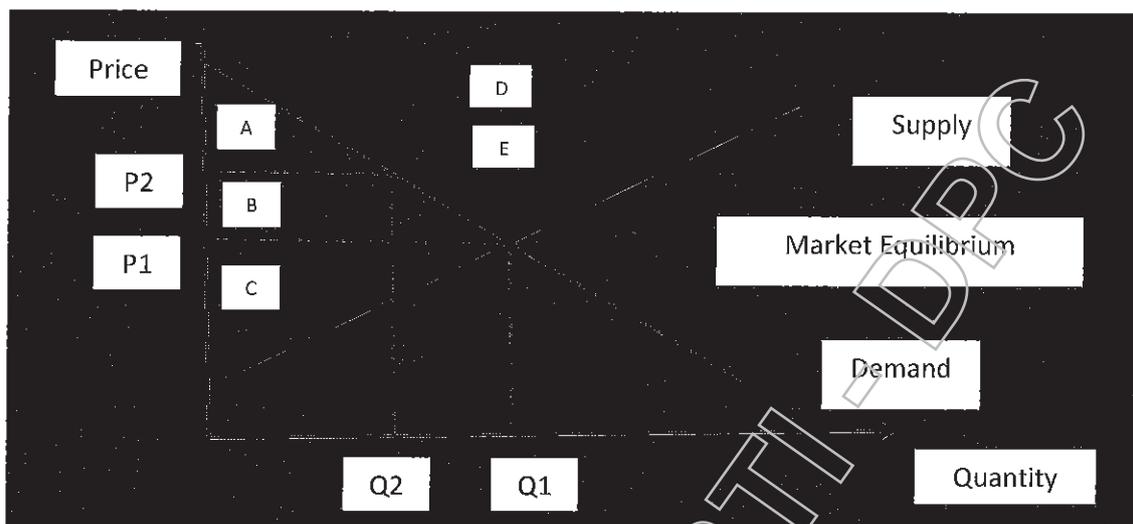
Theory of the cost of supply constraints

Economic theory provides a clear understanding of the costs associated when governments restrict the supply of goods or services. As shown in graph one below, the price will increase, there will be a deadweight loss²¹, consumers will have reduced wealth and producers will have an increase in wealth.

²⁰ Straight line depreciation assumed, the PV discount rate is 9.5%

²¹ Activity that does not happen that could have if the constraint did not exist.

Graph 1. Economic theory of supply constraint costs



Source: *Premiers, 2015.*

The government's supply restriction will reduce the quantity supplied from Q_1 to Q_2 which increases the price from P_1 to P_2 . The move away from the market equilibrium point will redistribute consumer surplus (CS) and producer surplus (PS). The original $CS = A + B + D$ and $PS = C + E$, however after the supply constraint the $CS = A$ and $PS = C + B$. That is the producers have captured a portion of the consumers surplus through the ability to charge above market prices at a low level of supply. The deadweight loss after the supply constraint is $D + E$ which is the area of economic activity that will not occur due to the restriction on supply.

Measuring the actual size of all the different areas of market changes due to the government's restriction on supply is difficult. The area B or the CS captured by producers due to the government's supply constraint is estimated by the required returns on the asset value of owning a taxi licence. Using a typical regulatory pricing model the extra returns required due to the taxi licence value is approximately 30% of the entire required revenue of taxi companies. There are many assumptions included in this price estimate and very little actual data provided to underpin the model. However, the current taxi licence cost in Queensland is approximately \$510,000 which an owner would require a return on capital of between 10% (\$51,000) and 15% (\$76,000) per year per licence. That is a cost of \$187.2 million to \$280.8 million per year (PV \$1.97 billion to \$2.96 billion) of CS reallocated from the general public to taxi licence owners through increased fares for the public and increased profits for taxi licence owners. The total modelled reduced cost to consumers is estimated at \$262.5 million per year or PV of \$2.76 billion.

Deadweight loss is difficult to measure however the related negative externalities are evident in many sectors of the Queensland economy. The major negative externalities are related to:

1. Decrease in tourism
2. Increase in driving under the influence

3. Increased congestion and
4. Reduced economic activity.

Tourism is decreased due to the high cost and lack of availability of taxi services reducing the ability for tourists to travel into and around tourist areas²². People who wish to travel to and from social events are forced to either not drink or to pay very large taxi fares while experiencing long waiting times. Therefore, the incentive is for people to take more risk in deciding to drive even though they have consumed some alcohol. The negative effects of this incentive are clear and are directly related to the government's restriction on taxi licences. Congestion on the roads in Queensland is very high and is only increased by the limitations placed on taxi licences. In a free market for taxis any person could purchase a vehicle and charge passengers for a trip. In this case a person driving to work could charge people in their street to travel in their car to work with no extra cost by increased revenue. Therefore, the people traveling in that vehicle would not driver their own car or take public transport which would reduce congestion.

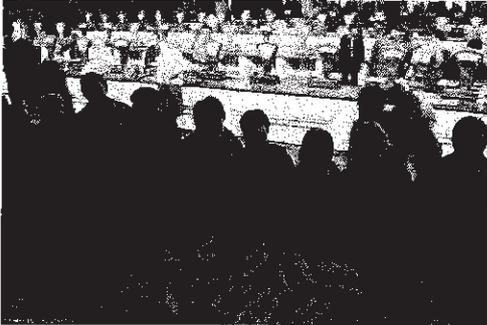
There are many other related costs through lost economic activity that are difficult to prove or measure but are evident to an economist. The evidence of the negative effects of government restrictions on supply of goods and services can be seen in past market constraints. Russia is a clear example of the government controlling the market which causes costs on the economy. Pictures two and three below are examples of people lining up to get access to food goods due to the Soviet Russian government controlling the supply of goods and services.

Picture 2. Siberians line up outside a shop in Novokuznetsk, Russia



²² Advice provided by a hotel owner and members of the Southern Gold Coast Chamber of Commerce

Picture 3. Hindered by centralised market forces: A long queue forms in Novokuznetsk for bacon and other meat from the butcher at a state-run market



Pictures two and three above are similar to the lines now experienced by people in Queensland when trying to catch a taxi in picture four below.

Picture 4. Taxi lines in Brisbane



The damage to the Queensland economy from this kind of over regulation is easy to see and will continue to cause significant economic costs to the Queensland people until the constraints on supply are removed.

CTPI - Deliberative Process

Page 465 redacted for the following reason:

CTPI - Deliberative Process

Released under RTI - DPC

Rachel Lunnon

From: Bradley Rogers
Sent: Tuesday, 27 January 2015 4:16 PM
To: Kate Carlson
Cc: Rachel Lunnon
Subject: RE: Taxi
Attachments: Economics of Taxi Deregulation in Queensland v1.docx

Sorry wrong doc.

From: Bradley Rogers
Sent: Tuesday, 27 January 2015 4:11 PM
To: Kate Carlson
Cc: Rachel Lunnon
Subject: Taxi

Hi Team
Please see attached a further update on my taxi assessment.
I aim to finish it tomorrow.

Thanks
Brad

Regards
Bradley Rogers

Principal Economic Analyst | Economic Policy | Department of the Premier and Cabinet |
Phone: 07 3003 9336 | Mobile: [REDACTED] | E-mail: Bradley.Rogers@premiers.qld.gov.au

Level 14 | Executive Building | 100 George Street | Brisbane QLD 4000



Customers first | Ideas into action | Unleash potential | Be courageous | Empower people

Economics of Taxi Deregulation in Queensland

Queensland Governments have developed a raft of taxi industry regulations over many years in an effort to ensure the safe and comfortable transport of the general public and to assist an emerging taxi industry. However, in the modern world many of these historic regulations have become inefficient, unrequired and costly to the general public. Modern mobile technology has provided innovation in the taxi industry to ensure all passengers are safe and happy with their chosen transport service.

There are many regulations on the current taxi and private hire vehicle drivers however, this paper will only examine three particular issues, including:

1. Driver authorisations
2. Vehicle safety requirements and
3. Taxi licences

Driver authorisations

What is a driver authorisation?

The Transport Operations (Passenger Transport) Act 1994 requires, with some exceptions, drivers of motor vehicles that are used to provide public passenger services to hold driver authorisation. Driver authorisation is a qualification that a driver of a motor vehicle providing a public passenger service must attain and maintain to operate the vehicle.

The stated purpose of driver authorisation is to ensure drivers of public passenger vehicles are suitable persons, having regard to the safety of children and other vulnerable members of the community, the personal safety of passengers and their property, public safety and the reputation of public passenger transport. The requirements for obtaining a drivers authorisation are:

1. Minimum age of 20 years old
2. Entitlement to work in Australia
3. Pass a criminal history check
4. Hold a current Australian open drivers licence
5. Held an open or provisional driver licence (Australian or overseas) continuously for at least three years for a car, truck or bus
6. In addition, the applicant must— have held an Australian driver licence (other than a learner licence) for at least 12 months continuously in the three years immediately preceding the application
7. An applicant for taxi driver authorisation must be able to speak and understand English.
8. Under section 20C of the Transport Operations (Passenger Transport) Regulation 2005, applicants for taxi driver authorisation are required to have successfully completed a training course
9. Operators of taxi services must ensure a written taxi service bailment agreement

Minimum age

Applicants for taxi driver authorisation must be at least 20 years of age before their application can be accepted by the Department of Transport and Main Roads.

Driving taxis is a very simple low skilled job which is particularly suited to young people including students. The State Government stopping young people from gaining employment just because they are young is costly to the economy and ignores the capability of young people in our society. Australian citizens over the age of 17 are able to join the Australian Defence Force and take cars, trucks, tanks, weapons and aircraft into battle; however these same people cannot drive a taxi in Queensland.

The cost to the Queensland economy is difficult to measure however would be related to increased youth unemployment, reduced standard of living and increased cost of operations for the taxis.

Entitlement to work in Australia

Applicants for driver authorisation or renewal of driver authorisation must provide documentary proof of their entitlement to work in Australia.

This specification appears to be a statement of fact. Everyone who works in Australia has to have the entitlement to work in Australia. Managing working visas in Australia is the responsibility of the Federal Department of Immigration and Border Protection not the Queensland Department of Transport and Main Roads (DTMR).

The cost of DTMR managing and regulating this requirement is an unnecessary burden on the Queensland tax payer.

Criminal History

The applicant must have a satisfactory criminal history record having regard to the safety of children and other vulnerable members of the community, as well as the personal safety of passengers and their property.

Punishment is not for revenge, but to lessen crime and reform the criminal. - Elizabeth Fry

People in Australia who break the law and are charged are dealt with by the Australian and or State legal system. Once the person has paid their fine or completed their time in prison they have completed their legally required payment for breaking the government's laws.

The government continuing to impinge on a person's life after they have completed the original punishment is contrary to the basis for the Australian legal system and society. Driving a taxi is a very basic low level of skill job which is a perfect job for a person with a criminal history. The government using its power to stop people with a criminal history gaining employment will only further increase recidivism. Holding people in gaol is very costly both in direct government payments and in lost productivity.

Individual taxi companies may wish to check a person's criminal history and some may actually be able to maintain a high standard of driver as a selling point of its service. However, it is not reasonable for the State Government to stop people from working because of a past criminal act.

Drivers licence

Driver authorisations require a person to hold an open Australian drivers licence, have held that licence (or provisional licence) for at least three years and held that licence for at least twelve months continuously in the three years immediately preceding the application.

The first of these requirements appears to be stating a fact. Any person driving a car in Australia has to hold a drivers licence, except the requirement to hold an open licence. Under Queensland law if a person holds a provisional drivers licence they are allowed to carry passengers in their car except for P1 licence drivers between 11pm and 5am¹. Driving taxis is a very simple low skilled job which is particularly suited to young people including students. The State Government stopping young people from gaining employment just because they are young is costly to the economy and ignores the capability of young people in our society.

The second of these requirements is that a person has held a licence for three years. Again, under Queensland law if a person holds a drivers licence they are allowed to carry passengers in their vehicle. The Queensland Government requirement for the licence to be held for three years is a costly constraint on supply of drivers. Particular, taxi companies may wish to set a special driving test or limit its drivers by specifying a set amount of experience. These taxi companies could use its high standard of drivers as a selling point in the market. But the Queensland Government limiting the number of drivers available for service by setting arbitrary limits on driving experience will increase to cost of delivering the service and the cost to the community.

The third requirement is that the person will have held the licence for at least twelve months continuously in the three years immediately preceding the application. The wording of this requirement is unclear and appears to be ill defined. Either the person has held their licence continuously for twelve months immediately preceding the application or they have not. It is unclear what the three years has to do with this requirement.

However, the requirement to have held a licence for twelve months continuously is a costly constraint on employment and supply of drivers. A person with a drivers licence in Queensland is allowed to carry passengers and therefore there is no difference if the driver is paid money or not. If a person lost their licence due to a driving offence but has regained their licence then they should be free to drive a taxi. Once the State Government has punished a person for an offence the punishment should stop. Continuing to punish a person after a court punishment is extending the law which could dramatically affect a person's earning capability and life in general. Taxi drivers are not rich people and rely on driving for a living. If a person loses their licence for a few months it will

¹ If you are driving on a P1 licence between 11pm and 5am, and you are under 25, you can only carry 1 passenger under the age of 21 who is not an immediate family member. <https://www.qld.gov.au/transport/licensing/driver-licensing/applying/provisional/restrictions/index.html>

make their life difficult but the State Government not allowing that person to work for a further twelve months is cruel and costly. The person may turn to crime to live and then become a burden on the State through Police, court, prisons, housing and welfare payment.

Driving history

The applicant must have a driving history that the chief executive, Department of Transport and Main Roads, considers is suitable to hold driver authorisation.

This requirement is arbitrary and costly constraint on the supply of taxi drivers. If a person is licenced to drive in Queensland then they are allowed to carry passengers. Individual companies may wish to investigate a driver's history before hiring that person but it is not clear why the State Government would be concerned with this issue. The State Government has provided that person a licence that allows them to drive anywhere in Australia carrying passengers. Either that person is capable of driving or they are not.

The current wording of this requirement is arbitrary in that it requires the Chief Executive of DTMR to assess the persons driving history to be 'suitable'. It is not clear what 'suitable' means and at what level the Chief Executive must set to allow people to drive people for money. The cost of the Chief Executive and their staff to review driver's history is not justified against the small possible benefits of limiting drivers with an unsuitable driving history. An estimate of the DTMR cost of this action is \$150 to \$200 per application or \$244,575 to \$456,540 per year or a PV of \$2.6 million to \$4.8 million.

Language skills

An applicant for taxi driver authorisation must be able to speak and understand English. All new applicants for taxi driver authorisation in major taxi service areas (areas with 35 or more taxi service licences) need to undertake an English assessment through a Registered Training Organisation (RTO) approved by the department. However, new applicants in non-major taxi service areas (areas with 34 or fewer taxi service licences) will not be required to undertake an English assessment.

This regulation appears to be discriminating against people who do not speak English and people who cannot speak at all. There is very little benefit for the State of Queensland in requiring a taxi driver to have English language skills. However, there are significant costs in DTMR and the Department of Education, Training and Employment (DETE). Due to technological advances it is possible to use free translation software on a smart phone to communicate with a person who does not speak English.

The costs are related to DETE having to certify an RTO and manage that RTO's credentials which is redirecting valuable resources from other education activities. The cost to DTMR are related to its staff having to check these requirements are met and the RTOs are certified. The cost to the applicant is \$100 fee and the time taken to complete the test which could be in the order of a half days effort (4 hours at \$50 per hour is a cost of \$200 of time per person). That is a total cost per year of \$489,150 to \$684,810 or PV of \$5.1 million to \$7.2 million.

If a person or a company feels it can communicate sufficiently with its customers and are able to attract paying customers then there is no reason why the government should stop that market transaction.

Driver training

Under section 20C of the Transport Operations (Passenger Transport) Regulation 2005, applicants for taxi driver authorisation are required to have successfully completed a training course specified by the Chief Executive. This course is a five day course which costs over \$550 per person. The time cost of a person attending a five day course is \$2,000² per person.

The training course is targeted at teaching the driver about the taxi regulations, education about taxicab communications, major roads, attractions and how to carry out financial transactions. There is no clear identification why the Queensland Government requires by law that a taxi driver learn any of these particular things. The modern solutions to the past issues in the taxi industry have provided cheap and easy ways of avoiding any problems that the course is aimed at solving. Mobile phones have communication, navigation, attraction identification and simple automatic payment systems.

Individual companies may wish to get their drivers to complete a course or send them on some kind of training however, there is no reason the Queensland Government should require it by law. The cost of requiring this course is the opportunity cost of redirecting qualified trainers away from trade training and other productive forms of training and the cost to the drivers of about \$4.2 to \$5.8³ million per year or \$43.8 to \$61.3 million NPV.

Medical test

The applicant must obtain a medical certificate for a commercial vehicle driver. The medical certificate is to be obtained from a medical practitioner and assessed in accordance with the Austroads Inc publication "Assessing to Drive -- For Commercial and Private Vehicle Drivers" national medical standards.

Austroads indicate the increased medical assessment for a commercial over a non-commercial driver are set due to the increased risks.

The assignment of medical standards for vehicle drivers is based on an evaluation of the driver, passenger and public safety risk, where risk = likelihood of the event x severity of consequences. Commercial vehicle crashes may present a severe threat to passengers, other road users (including pedestrians and cyclists) and residents adjacent to the road. Such crashes present potential threats in terms of spillage of chemicals, fire and other significant property damage.

² Eight hours per day multiplied by 5 days multiplied by \$50 per hour is \$2,000

³ Assumes 2 drivers per taxi licence, between 25% and 35% driver turnover, \$2,550 per course and a discount rate of 9.5%

Austrroads sets the standards for drivers as the private standards should be applied to:

1. drivers applying for or holding a licence class C (car), R (motorcycle) or LR (light rigid) unless the driver is also applying
2. for an authority or is already authorised to use the vehicle for carrying public passengers for hire or reward or for carrying
3. bulk dangerous goods, or, in some jurisdictions, for a driving instructor.

The commercial standards should be applied to:

1. drivers of 'heavy vehicles', i.e. those holding or applying for a licence of class MR (medium rigid), HR (heavy rigid),
2. HC (heavy combination) or MC (multiple combination)
3. drivers carrying public passengers for hire or reward (bus drivers, taxi drivers, chauffeurs, drivers of hire cars and small buses, etc.)
4. drivers carrying bulk dangerous goods
5. drivers subject to requirements for Basic or Advanced Fatigue Management under the National Heavy Vehicle Accreditation Standard
6. other driver categories who may also be subject to the commercial vehicle standards as a result of certification requirements of the authorising body or as required by specific industry standards, for example, driving instructors and members of Trucksafe.

Using Austrroads test for risk (likelihood of the event x severity of consequences) it is not clear why a taxi driver would be at or cause any higher risk than any 'non-commercial driver' on the roads. The likelihood of a taxi driver having an accident is no higher than any non-commercial driver in any given hour of driving. Taxi drivers may be in more accidents overall, however this would be due to the large number of them as a group and the large number of hours driving. There are no restrictions on non-commercial class C drivers on the number of hours they drive, therefore all drivers could drive for as many or more than a taxi driver. The consequences of a taxi driver crashing is exactly the same as any non-commercial vehicle on the road. Therefore, there is no increased risk of a taxi driver compared to a normal class C driving licence holder. The simple requirement that a taxi driver hold an open Queensland licence will remove any risk the driver is under a conditional licence with any medical conditions.

The requirement for a special medical test of a taxi driver appears to be excessive red tape with no basis in public health or risk management. The cost of this requirement is the lost time of both the driver (\$20.83 to \$29.17⁴) and the doctors in completing the test (\$25.00 to 37.50⁵). The drivers direct cost of paying for the test would be about \$93.50⁶.

⁴ Assume travel time of 15 to 20 minutes and appointment time as 10 to 15 minutes at \$50 per hour

⁵ Assume appointment time of 10 to 15 minutes at \$150 per hour

⁶ Provided by Fiveways Medical Centre in Graceville

Table 1. Costs of a required medical test for taxi drivers⁷

	Low	High
Cost to Doctor	\$ 40,763	\$ 85,601
Cost to Drivers	\$ 186,421	\$ 280,011
Total Annual Cost	\$ 227,183	\$ 365,612
NPV	\$ 2,391,400	\$ 3,848,552

These costs do not include the opportunity cost of a doctor missing valuable time treating people with medical conditions due to taking time to test a taxi driver's ability to drive a car. Queensland doctors are spending at least 54 to 114⁸ working weeks⁹ per year on the driving medical test for taxi drivers.

Bailment agreement

Operators of taxi services must ensure a written taxi service bailment agreement is entered into with an authorised driver before permitting them to drive a taxi. Bailment describes a legal relationship in common law where physical possession of personal property, or a chattel, is transferred from one person (the 'bailor') to another person (the 'bailee') who subsequently has possession of the property.

The DTMR explanation of what is required in the bailment agreement indicates the key issues are insurance and employment conditions. Individual companies may wish to implement a form of contract with the drivers but it is not clear why the Queensland Government would require a special agreement. All companies in Queensland already pay a workers compensation premium to the Queensland Department of Work Place Health and Safety. The taxi premium is currently \$2.287 per \$100 of wages as stated in the 6 June 2014 Queensland Government Gazette No. 34.

The employment contract between a taxi company and a driver should be a private contract which is regulated under the same requirements as any other employment contract. Disputes between drivers and taxi companies would be dealt with by the Fair Work Ombudsman or a range of other agencies¹⁰. The cost of this requirement are the time to complete and submit the form, gaining independent legal advice and processing and storing agreements in DTMR.

Cost to each driver for completing the form and gaining legal advice is estimated at \$800¹¹, the cost to the taxi company is about \$150¹² and the cost to DTMR is estimated at \$200¹³ per application. The

⁷ Assume new drivers are 25% (1,631) to 35% (2,283) of total drivers per year, there are two drivers per taxi licence and the discount rate is 9.5%

⁸ Allowing 10 to 15 minutes per test

⁹ Assume a 5 day working week

¹⁰ <http://www.complaints.qld.gov.au/>

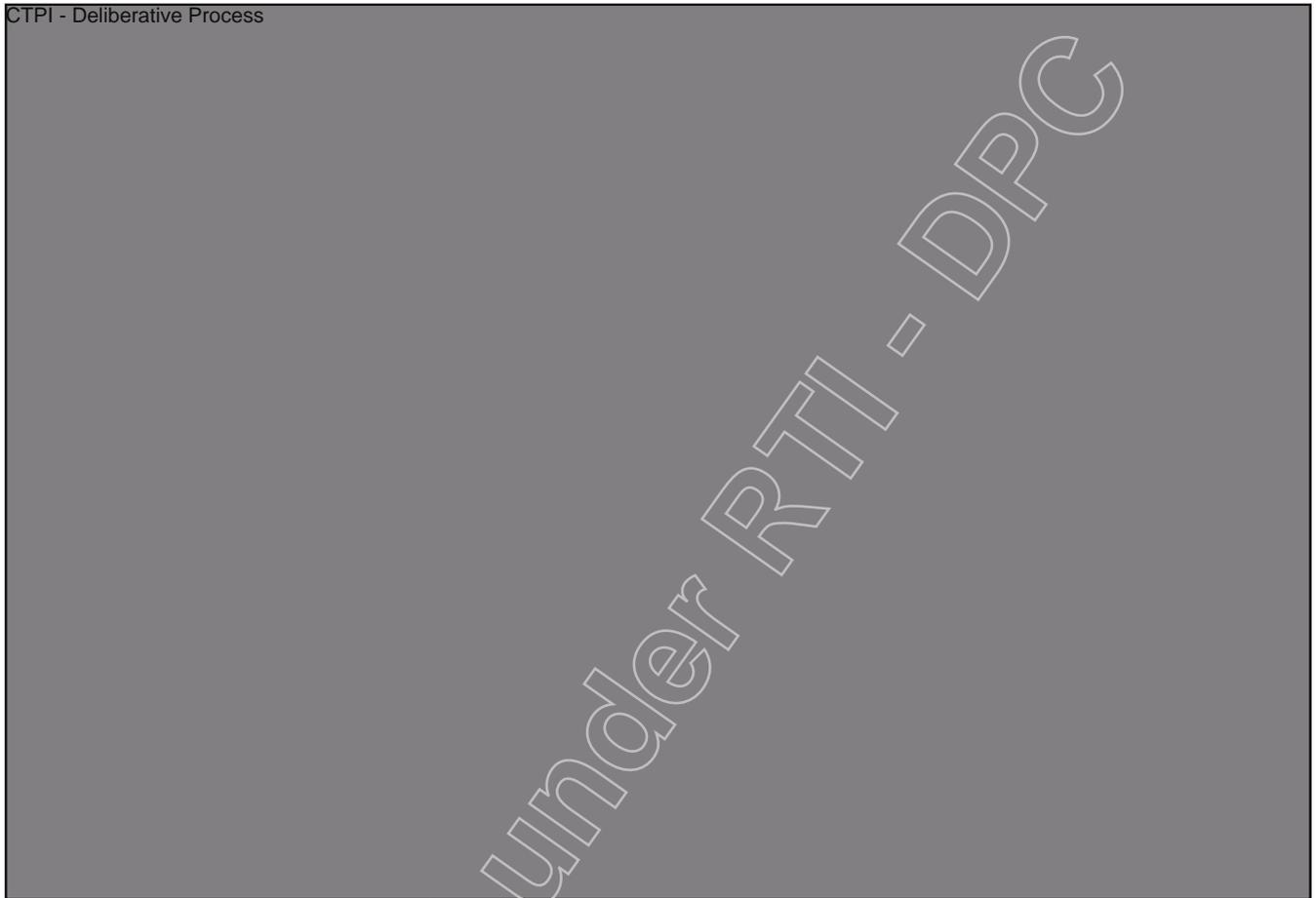
¹¹ Assume one hour to fill in form, two hours to submit form including travel, three hours of time for legal advice and \$500 for legal advice.

¹² Assume one hour to fill in form, two hours to submit form

¹³ Assume two hours of time managing and accessing the form and the cost of storage and review

total cost per application is estimated at \$1,150 which is a total of \$2 million per year or NPV of \$21 million¹⁴.

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¹⁴ Assume a discount rate of 9.5%

¹⁵ <http://www.blackandwhitecabs.com.au/?q=brisbane/Becoming-a-Driver>

CTPI - Deliberative Process

Released under RTI - DPC

Rachel Lunnon

From: Bradley Rogers
Sent: Tuesday, 27 January 2015 4:11 PM
To: Kate Carlson
Cc: Rachel Lunnon
Subject: Taxi
Attachments: Queensland Taxi Deregulation.docx

Hi Team
Please see attached a further update on my taxi assessment.
I aim to finish it tomorrow.

Thanks
Brad

Regards
Bradley Rogers

Principal Economic Analyst | Economic Policy | Department of the Premier and Cabinet |
Phone: 07 3003 9336 | Mobile: [REDACTED] | E-mail: Bradley.Rogers@premiers.qld.gov.au

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Queensland Taxi Deregulation

Queensland's taxi regulations are costing the Brisbane public over \$80 million per year and may be contributing to drunken violence. Queensland's Department of Transport constrains the number of taxi licenses which increases the prices of taxi fares and long periods of waiting at peak periods. Deregulation of the taxi industry will reduce the cost of taxis by an estimated half the current fare and reduce waiting time for customers.

Queensland, like most other States in Australia has a heavily regulated taxi industry. The Queensland regulations set the price and limit the number of licenses issued. Restrictions on the industry are imposed by the State Government in an effort to maintain high standards of safety and quality which can be a problem with markets where there is a high level of limited information available to users (asymmetric information). However, there are much more efficient methods of dealing with these issues in markets as was pointed out by the Productivity Commission's (PC) report on the Regulation of the Taxi industry in 1999¹.

Taxi users have difficulty in assessing the safety and quality of service associated with a particular taxi. This may be less of a problem for frequent users who, over time, become familiar with (say) the calibre of the drivers and the cleanliness of vehicles attached to a particular taxi company. Nonetheless, with large numbers of individual taxi owners, significant variations in quality standards can exist, even between taxis in the same fleet. And even frequent users have limited capacity to assess some elements of safety and quality (e.g. the roadworthiness of the vehicle).

Brisbane Taxi Regulation Costs

A report by Gaunt and Black in 1996 examined the Brisbane taxi industry and found in 1993, taxi regulation had resulted in a Brisbane taxi plate having a value of \$190 000, reflecting 228 fewer cabs than would arise under a competitive regime. Gaunt and Black's report attempted to measure the cost to the Queensland economy:

'The public or consumer interest has suffered an estimated \$20.67 million annual loss of wealth in 1993, while between \$11 million and \$19.1 million of this loss has been picked up by the politically powerful licence holder lobby and between \$1.48 million and \$9.55 million has been lost to society with no group directly benefiting [the deadweight loss]'.

Today a taxi license in Brisbane costs around \$510,000 which is about 2.7 times the price of a license in 1993. If Gaunt and Black were correct and their measure of annual loss of wealth loss also increased by the same proportion, then the 2013 loss was \$55.48 million plus \$25.63 million in deadweight loss. That is \$81.12 million loss to the Brisbane economy in one year or the net present value of this cost in perpetuity is about \$1.2 billion².

¹ Productivity Commission 1999, Regulation of the Taxi Industry, Ausinfo, Canberra.

² \$81.12M divided by a discount rate of 9% less the growth rate of 2.5%

Pages 478 through 479 redacted for the following reasons:

CTPI - Deliberative Process

Released under RTI - DPC

Rachel Lunnon

From: Bradley Rogers
Sent: Tuesday, 20 January 2015 8:33 AM
To: Rachel Lunnon
Cc: Kate Carlson
Subject: Taxi
Attachments: Taxi Operating Costs.xlsx

Hi Rachel

Please see attached a model supporting this estimate.

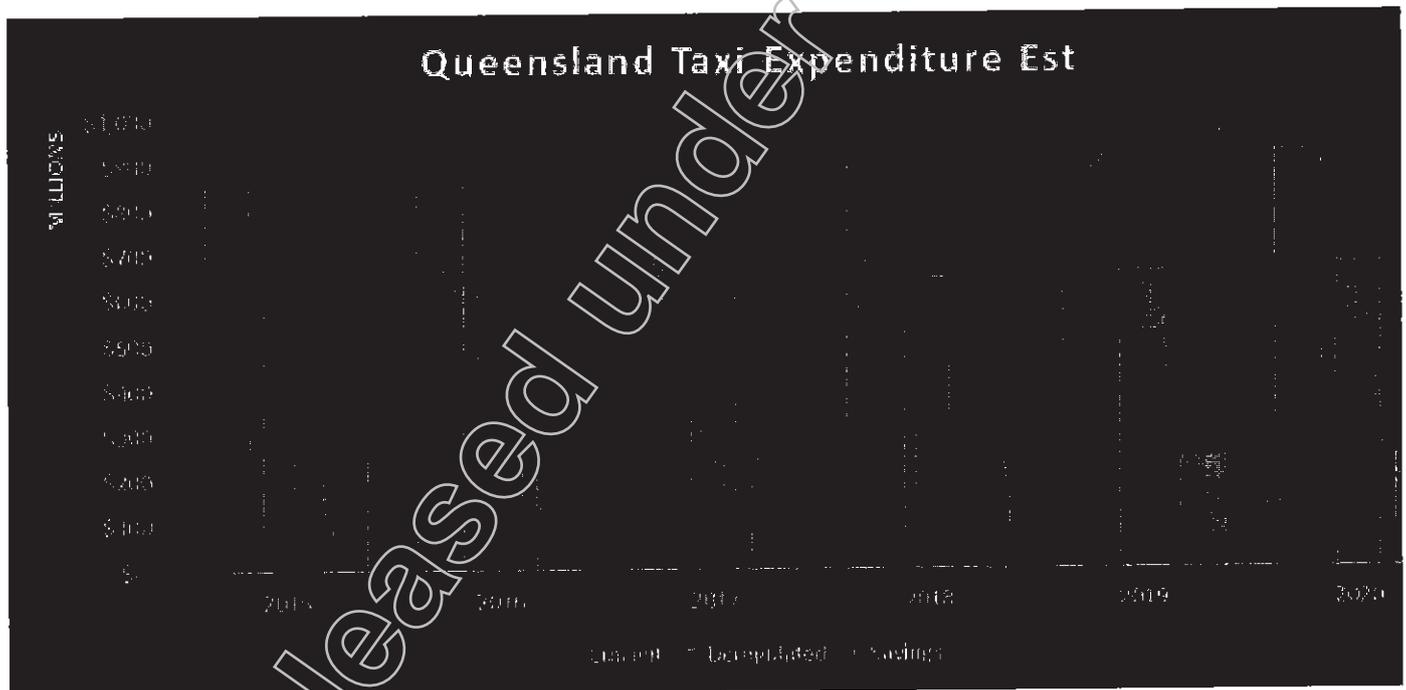
My estimate of just reduced costs to consumers is about \$250 million per year.

There are a lot of assumptions here and I will need a lot of data from Depart Transport to make it more accurate. But sufficient to say significant gains.

There are other benefits but I have not tried to quantify them here.

Cheers

Brad



Regards
Bradley Rogers

Principal Economic Analyst | Economic Policy | Department of the Premier and Cabinet |
Phone: 07 3003 9336 | Mobile: [REDACTED] | E-mail: Bradley.Rogers@premiers.qld.gov.au

Level 14 | Executive Building | 100 George Street | Brisbane QLD 4000



Released under RTI - DPC

Released under RTI - DPC



Rachel Lunnon

From: Bradley Rogers
Sent: Friday, 16 January 2015 4:14 PM
To: Rachel Lunnon
Subject: Taxi

<https://bjreconomics.wordpress.com/?s=taxi>

Regards
Bradley Rogers

Principal Economic Analyst | Economic Policy | Department of the Premier and Cabinet |
Phone: 07 3003 9336 | Mobile: [REDACTED] | E-mail: Bradley.Rogers@premiers.qld.gov.au

Level 14 | Executive Building | 100 George Street | Brisbane QLD 4000



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Released under RTI/DPC

Rachel Lunnon

From: Christina McConville
Sent: Tuesday, 20 January 2015 3:22 PM
To: Rachel Lunnon; Christine Tozer
Subject: Uber joins the election

Hi all,

Thought you might be interested in an email I just received from Uber – see below.

From: Jordan at Uber Brisbane
Sent: 20/01/2015 3:15 PM
To: 5.73 Personal Information
Subject: Does your local candidate support Uber?



Dear Christina,

We're asking riders like you to get in contact with your local candidates to tell them why you support Uber in Queensland.

Since launching in Queensland nine months ago, tens of thousands of Queenslanders have chosen Uber for a safer, more reliable, and more affordable ride.

Desperate to protect their outdated monopoly, the taxi industry has been pressuring politicians and candidates. **The taxi industry wants to shut down Uber and stop you from having a choice about how you get around your city.** Uber has been calling for the Queensland Government to introduce sensible, safety-based regulations, rather than applying outdated laws that just protect the taxi industry from competition.

Candidates in the election want your vote, so it is important that you know where they stand on the future of Uber.

[The entire original message is not included.]

Christina McConville
Policy Officer | Economic Policy | Department of the Premier and Cabinet Level 14 | 100 George Street, Brisbane.
Phone: 07 300 39018 | e-mail: christina.mcconville@premiers.qld.gov.au

Rachel Lunnon

From: Christine Tozer
Sent: Friday, 20 February 2015 11:43 AM
To: Katie Carlson; Rachel Lunnon; Paul Kamppi
Subject: The three regulatory challenges for the sharing economy

Hi team – a good article on the Uber etc regulatory challenge

<https://theconversation.com/the-three-regulatory-challenges-for-the-sharing-economy-37808>

Christine Tozer

Senior Policy Officer | Economic Policy | Department of the Premier and Cabinet
Level 14 | 100 George Street, Brisbane.
Phone: 07 300 39014 | e-mail: christine.tozer@premiers.qld.gov.au



Released under RTI - DPC

Rachel Lunnon

From: Christine Tozer
Sent: Thursday, 29 January 2015 7:57 AM
To: Kate Carlson; Rachel Lunnon; Christina McConville
Subject: Uber news - Canberra to review

<http://www.abc.net.au/news/2015-01-28/act-examines-taxi-industry-as-uber-looks-to-canberra/6052996>

Christine Tozer

Senior Policy Officer | Economic Policy | Department of the Premier and Cabinet
Level 14 | 100 George Street, Brisbane.
Phone: 07 300 39014 | e-mail: christine.tozer@premiers.qld.gov.au



Released under RTI - DPC

Rachel Lunnon

From: Christine Tozer
Sent: Wednesday, 7 January 2015 12:18 PM
To: Kate Carlson; Rachel Lunnon; Christina McConville
Cc: Nicholas Dowie
Subject: good article on Uber pricing

<http://mobile.abc.net.au/news/2015-01-07/sadler-ubers-price-surg-ing-is-just-capitalism-101/6002584>

Christine Tozer

Senior Policy Officer | Economic Policy | Department of the Premier and Cabinet
Level 14 | 100 George Street, Brisbane.

Phone: 07 300 39014 | e-mail: christine.tozer@premiers.qld.gov.au



Released under RTI - DPC

Rachel Lunnon

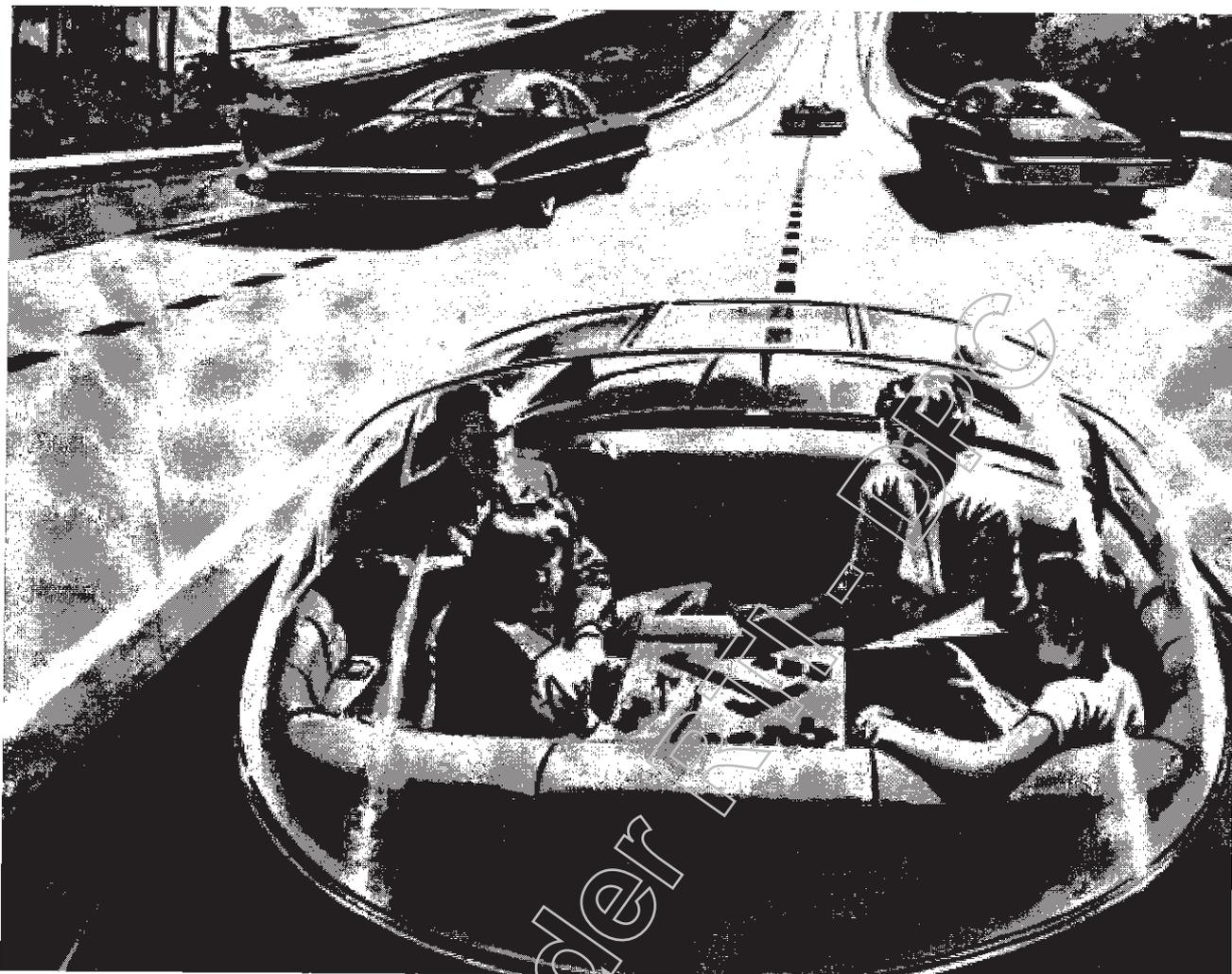
From: Christine Tozer
Sent: Tuesday, 23 December 2014 9:03 AM
To: Christina McConville; Rachel Lunnon; Bradley Rogers
Cc: Nicholas Dowie; Kate Carlson
Subject: Driverless public transport will change our approach to city planning – and living

Good article – to the pod-mobile!

http://theconversation.com/driverless-public-transport-will-change-our-approach-to-city-planning-and-living-35520?utm_source=feedburner&utm_medium=feed&utm_campaign=Feed%3A+conversationdu+%28The+Conversation%29&utm_content=Netvibes

Driverless public transport will change our approach to city planning – and living

Released under RTI/DPC



“You know, this retro-futurist styling is getting tiresome. Why can’t we look like the Jetsons?” America's Power Companies/Plan59

Just a couple of years ago, driverless cars were viewed as little more than a geekish techno-fantasy. But the entry of tech behemoth **Google** has produced an autonomous car that is now very close to entering the market.

Test-running on streets in the US has been underway for some time and they will be **street legal in the UK** from the start of 2015. To start this process rolling, a series of **small-scale UK city trials** has been recently announced.

Greenwich in London will have an autonomous tourist passenger shuttle, and autonomous valet parking for specially adapted cars. Milton Keynes and Coventry will host **the UK Autodrive programme**, and the **Venturer consortium** in Bristol will examine the effects of autonomous cars on congestion and road-traffic safety.

In Milton Keynes, small electric autonomous pods known as **LUTZ Pathfinder** will start running in the spring. Like an autonomous two-seater taxi, they will provide short-distance links between the station and destinations in the city centre running on cycleways and footpaths, mixing with pedestrians and cyclists. The project links to the

wider Milton Keynes Future Cities Programme and Open University-led **MK:Smart** project.

MK:Smart, jointly funded between 12 partners and the **Higher Education Funding Council for England**, is exploring the use of big data systems to develop innovative ways of managing water, energy and transport. Part of MK:Smart is to adopt a strategic view on where data-driven innovations might be plugged into the local economy, helping people and the city's development as a whole.



Google's driverless car developments have driven forward the industry. [Steve Jurvetson](#), [CC BY](#)

Tearing up the transport map

Adopting autonomous vehicles could have a big impact on the way transport is designed and planned for in towns and cities. The project in Bristol is right to be examining how this will play out regarding safety and sustainability, but I would argue that the effects of driverless vehicles on transport planning will be fundamental.

If a city has system of autonomous vehicles booked using apps taking people door-to-door, 24-hours a day, where does that leave taxis and minicabs? With no driver the running costs would be low, pushing fares down towards those of a bus. If the mere use of the Uber app is **causing mass protests and legal challenges**, wait until a technology arrives that could out-compete taxis altogether!

Equally, where does this leave mass transit like buses, tram or metro? The system architecture of bus service: large vehicles, operating to a timetable on fixed-corridor routes where passengers can board from specified stops – hasn't changed since the days when they were pulled by horses.

Autonomous cabs on the other hand have an entirely different system architecture. The vehicles are small, and the destination is set by the passenger, rather than tied to specific routes. It's a totally different sort of public-transport design. Battery-electric pods wait for customers at local ranks (recharging there) and when one pod is called to an address, another automatically replaces it to await the next customer.

Some small-scale tests are already underway – for example autonomous pods run on segregated tracks operate between **Heathrow Terminal 5 and its car park stations**. But because rapid progress in computer routines is allowing the vehicles to operate in ordinary traffic, there is potential for a more integrated approach and one that can provide a viable alternative to the private car in suburban areas. In terms of sustainability and cutting pollutants in cities, this system-level impact is possibly the most important aspect.

Transport designed for passengers

Transport policy has tended to view the present model of public transport as fixed for eternity and remains ingrained in the approach taken towards improving public transport for the future. This means requiring people to arrange their lives around the service design of a transport system, rather than designing the transport system to suit people's needs.

This difference in system design is the potentially transformative impact of autonomous public transport using small vehicles – passengers can travel directly, whenever they want, 24/7, to exactly where they want to be – including to many places and at times existing public transport services cannot provide.

Realising the possibility of this fundamental change could turn transport and urban planning on its head. Autonomous vehicles are likely to be used very differently from the vehicles of today – replacing existing transport businesses and creating new ones. It is a design that could yield substantial environmental and social benefits. But the gritty

details and inevitable politics have only just begun – and there is everything to play for in shaping our transport of the future.

Released under RTI - DPC

Rachel Lunnon

From: Christine Tozer
Sent: Monday, 8 December 2014 8:27 AM
To: Kate Carlson; Rachel Lunnon; Christina McConville
Subject: RE: Uber wars: Queensland taxi driver attempts citizen's arrest | The Courier-Mail

The uber driver he wanted to arrest was a moonlighting taxi driver

Christine Tozer

Senior Policy Officer | Economic Policy | Department of the Premier and Cabinet
Level 14 | 100 George Street, Brisbane.
Phone: 07 300 39014 | e-mail: christine.tozer@premiers.qld.gov.au



From: Christine Tozer [mailto:ctozer7@gmail.com]
Sent: Saturday, 6 December 2014 8:30 AM
To: Christine Tozer
Subject: Uber wars: Queensland taxi driver attempts citizen's arrest | The Courier-Mail

http://www.couriermail.com.au/news/queensland/cabbie-attempts-citizens-arrest-in-war-with-uber-drivers/story-fm8dlfs-1227146566836?from=public_rss

Cabbie attempts citizen's arrest in war with Uber drivers



Taxi driver Damien Norberry says he tried to perform a citizen's arrest on an Uber driver.

A CABBIE has tried to make a dramatic citizen's arrest of an illegal Uber driver as a street war over passenger fares heats up.

The taxi industry says the attempted arrest is a sign of frustrations boiling over as Uber flouts a ban on operating in Queensland.

ROAD WAR: Governments urged to act

BANNED: Uber opens Gold Coast office

Uber drivers roam the streets in private cars, waiting for people to book them through a mobile phone app. They are increasingly popular because they undercut cabs on price -- but the Government warns they are unauthorised and unsafe.

Tensions between cab and Uber drivers spilled over with the attempted citizen's arrest at a service station at Coorparoo earlier this week.

The incident was sparked when a passenger asked Yellow Cabs driver Damian Norberry (inset) for a quote on a fare -- then said it was too expensive and booked an Uber car in front of him.

Amanda Bynes' Parents Tracking Her via GPS



Mr Norberry, 43, followed the car for an hour until it stopped at the service station.

“I said to him ‘you’re out here conducting an illegal activity as an Uber driver and I am arresting you and am going to call the police’,” Mr Norberry said.

But the Uber driver called police first, and phoned for backup from other drivers.

The police let the Uber drivers go but told Mr Norberry he could have been charged with deprivation of liberty and assault. It emerged that the Uber drivers were moonlighting cabbies.

Yellow Cabs general manager Bill Parker revealed police were called to a confrontation between drivers when a Uber car parked in a CBD taxi rank.

“Uber thinks they can act with impunity because the Government isn’t doing enough,” Mr Parker said.

The State Government sent Uber a cease and desist notice earlier this year and has issued more than \$200,000 in fines to 76 drivers for driving without an authorisation or providing a taxi service without a licence.

Transport Minister Scott Emerson said “passenger safety is always our first priority” and the Government would continue to crack down on Uber drivers breaking laws designed to protect safety.

But Taxi Council Queensland chief executive Benjamin Walsh said the Government needed to step up enforcement.

“While Taxi Council Queensland does not condone drivers taking the law into their own hands and would never encourage such action as ‘citizen’s arrests’, we understand the level of frustration they feel when they see illegal ride share services openly operating,” he said.

A Uber spokeswoman said taxi drivers were switching to the private car service because they made more money and worked fewer hours.

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Rachel Lunnon

From: Craig Wilson
Sent: Monday, 23 March 2015 2:00 PM
To: Kate Carlson; Nicholas Dowie; Rachel Lunnon; Bradley Rogers

<http://www.news.com.au/finance/business/uberx-versus-taxis-why-the-time-for-taxis-is-over/story-fnkgde2y-1227274842438>

Craig Wilson

Senior Executive Director | Economic Policy | Department of the Premier and Cabinet |
Level 14 | 100 George Street, Brisbane 4000.
Phone: 07 300 39459 | mob: [REDACTED] | e-mail: craig.wilson@premiers.qld.gov.au



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Rachel Lunnon

From: Helen James <Helen.James@treasury.qld.gov.au>
Sent: Thursday, 22 January 2015 9:37 AM
To: Kate Carlson
Cc: Rachel Lunnon; John Gebbett
Subject: RE: Taxis

Thanks Kate for getting back to us.

Looking forward to hearing from you [REDACTED] in a few weeks.

Kind regards,

Helen James
Treasury Analyst
Budget Portfolios Division
Queensland Treasury and Trade
Level 10, 100 George Street
Phone: 07-30351424
Email: helen.james@treasury.qld.gov.au
Web: www.treasury.qld.gov.au

From: Kate Carlson [<mailto:kate.carlson@premiers.qld.gov.au>]
Sent: Thursday, 22 January 2015 9:10 AM
To: Helen James
Cc: Rachel Lunnon
Subject: Taxis

Hi Helen

Thanks for the heads up re taxi regulation work happening in Treasury by Patrick Wilde and his team. We've touched base with them and it turns out they haven't done any analysis/policy work in this space yet [REDACTED]

CTPI - Deliberative Process

As our policy work is refined over the next couple of weeks, we'll be in touch to talk through where we're headed.

Cheers,

Kate Carlson

A/Director | Economic Policy | Department of the Premier and Cabinet
Level 14 | 100 George Street, Brisbane.
Phone: 07 300 39343 | Mobile: [REDACTED]
e-mail: kate.carlson@premiers.qld.gov.au



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Rachel Lunnon

From: Jan Hatton
Sent: Wednesday, 21 January 2015 10:25 AM
To: Rachel Lunnon
Subject: Uber
Attachments: FW: I support ridesharing with Uber; FW: Does your local candidate support Uber?

Hi Rachel

We received a total of 489 as an email campaign that was not saved to TRIM as it came in to the PO directly. An email of the 'standard response' text was sent to these people. There is also another 88 in TRIM that wrote in and were either responded to via the standard or referred to DTMR (during this caretaker period). This gives a total of 577.

There is a new campaign however this year. To date we have only received 15 but these are all coming from the Ashgrove electorate and I have attached an example of the email. These are all going to the PO and they are responding directly. The other email I have attached is the campaign that Uber themselves is running asking their riders to contact their local candidates — scroll down in the second email.

Hope this gives you what you need.

Regards
Jan

Jan Hatton

Acting Director
Executive Correspondence Unit
Department of the Premier and Cabinet
Level 4, Executive Building, 100 George Street Brisbane QLD
PO Box 15185, City East QLD 4002
Ph: (07) 300 39269 | Fax: (07) 3224 2943

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Great state. Great opportunity.
And a plan for the future.



Customers first | Ideas into action | Unleash potential | Be courageous | Empower people

Rachel Lunnon

From: Jonathan Scott <jonathan.scott@maic.qld.gov.au>
Sent: Tuesday, 27 January 2015 4:29 PM
To: Rachel Lunnon
Subject: CTP and ride share services

Hi Rachel

Just wanted to send you a quick email clarifying the information I gave you this morning.

CTP insurance will always cover a passenger injured in an accident regardless of whether the vehicle is incorrectly registered/insured or whether it is not registered/insured at all (in that case a claim is made against the Nominal Defendant). CTP only covers personal injuries, however, so any claims for property damage may be jeopardised if the vehicle's true purpose of use is not reflected in the insurance policy.

The driver or registered owner of a vehicle can face a penalty for insuring a vehicle in the incorrect vehicle class, but CTP insurers in Qld cannot recover costs paid out in a claim from a driver/owner (in other states insurers can recover costs from the owner/driver).

Finally we have done some work here about which vehicle class ride-share vehicles should be in for CTP purposes – I'm not sure if this is outside the scope of what you are looking at right now but feel free to contact me if you have any further questions on this or anything else CTP related.

Cheers

Jonathan Scott
Principal Policy Officer
Motor Accident Insurance Commission
Queensland Treasury and Trade
Level 9, 33 Charlotte Street
Phone: (07) 3035 6853
Mobile: [REDACTED]
Email: jonathan.scott@maic.qld.gov.au
Web: www.treasury.qld.gov.au

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Rachel Lunnon

From: Kate Carlson
Sent: Monday, 23 March 2015 3:39 PM
To: Nicholas A Marsden
Cc: Rachel Lunnon; Kellie M Hammond
Subject: RE: DPC Job Shadowing

Fantastic – thanks Nick.

Cheers,
Kate.

From: Nicholas A Marsden [mailto:Nicholas.A.Marsden@tmr.qld.gov.au]
Sent: Monday, 23 March 2015 3:30 PM
To: Kate Carlson
Cc: Rachel Lunnon; Kellie M Hammond
Subject: RE: DPC Job Shadowing

Hi Kate,

Happy to assist. Kellie Hammond is the Regional Director and Kelli Ready is the Manager Compliance (SEQ North) at Carseldine. Kelli will give Rachel a call to arrange everything if that is okay?

Kind regards,

Nick Marsden

Regional Director | Central Region
Customer Services Branch | Department of Transport and Main Roads
Ground Floor | Rockhampton - Knight Street Complex | 31 Knight Street | North Rockhampton Qld 4701
PO Box 5096 | Red Hill Rockhampton Qld 4701
P: (07) 49311749 | F: (07) 49212819
M: 6.73 Personal Information
E: nicholas.a.marsden@tmr.qld.gov.au
W: www.tmr.qld.gov.au



From: Kate Carlson [mailto:kate.carlson@premiers.qld.gov.au]
Sent: Monday, 23 March 2015 11:59 AM
To: Nicholas A Marsden
Cc: Rachel Lunnon
Subject: DPC Job Shadowing

Hi Nick

Thanks very much for being keen to support DPC's Job Shadowing program. I have attached a short outline of the program's objectives FYI.

As discussed, we are trying to organise a 1-2 day shadowing opportunity for Rachel alongside Translink Regional Operations and TMR Compliance staff to gain a firsthand understanding of taxi regulation and compliance activities. This may involve discussions with teams about their operations, processes, key challenges and opportunities, as well as time in the field watching staff in action.

The Regional Operations team are getting back to us this week with an outline of what job shadowing we could undertake alongside their staff. I'll ask Rachel to follow up with you about how we could integrate time with Compliance into this program.

Many thanks,

Kate Carlson

A/Director | Economic Policy | Department of the Premier and Cabinet
Level 14 | 100 George Street, Brisbane.
Phone: 07 300 39343 | Mobile: s.73 Personal Information
e-mail: kate.carlson@premiers.qld.gov.au



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Rachel Lunnon

From: Kate Carlson
Sent: Friday, 30 January 2015 3:03 PM
To: Jozef Latten; John Gebbett; Ashleigh McMahon; Matthew Geck
Cc: patrick.wildie@treasury.qld.gov.au; Rachel Lunnon
Subject: Taxi regulation options
Attachments: Options for taxi regulation (2).docx

Hi all

Thanks for the opportunity to meet this morning and discuss DPC's and Treasury's research and policy analysis around taxi regulation. Attached FYI is our draft options paper. Please advise if you have any comments or analysis that might be useful to include in this paper. As I mentioned this morning, we'll have some internal discussions around this paper next week and come back to you when we have a clearer idea of whether (and how) this might progress. Thanks for your offer to assist with this analysis – we're keen to continue working with Treasury on this issue.

Kind regards,

Kate Carlson

A/Director | Economic Policy | Department of the Premier and Cabinet
Level 14 | 100 George Street, Brisbane.
Phone: 07 300 39343 | Mobile: s.73 Personal Information
e-mail: kate.carlson@premiers.qld.gov.au



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Options for regulating the taxi industry in Queensland

The traditional taxi services is a key part of the transport system, providing the community with flexible and out-of-hours services. The taxi industry in Queensland is a fully commercial industry that moves 80 to 90 million passengers each year using both demand responsive (hail and rank) and pre-booked services. There are approximately 3262 taxis in Queensland including 644 (19.7%) wheelchair accessible taxis (WAT) with the majority of these operating in South East Queensland (SEQ) (2329 taxi licences in SEQ taxi contract service areas).

The Queensland industry is regulated under the *Transport Operations (Passenger Transport) Act 1994* (TOPTA) with the objective of ensuring a responsive and safe service that provides a reasonable level of community access and mobility. Key elements of the regulatory framework include: operator accreditation (OA) and driver authorisation (DA); market entry restrictions; taxi licences; taxi service contracts; and maximum fares.

In April 2014, Uber launched in Queensland and the company is currently offering uberX services (a ridesharing service that connects passengers directly with drivers of private vehicles) in Brisbane and on the Gold Coast. Uber is currently operating outside of the existing public passenger regulatory framework and Uber drivers are failing to comply with the relevant TOPTA requirements.

The fact that Uber has been able to continue to operate in Queensland has demonstrated the inability of the current regulatory framework to respond to new technologies and innovation in the public passenger market. This will be an ongoing concern with technological change likely to continue to disrupt the taxi industry.

Uber's launch has also created inequity in the passenger transport market with Uber drivers able to compete with regular taxis for business without meeting the regulatory requirements (and associated costs) that apply to the existing industry. For example, obtaining a taxi licence, meeting vehicle standards and providing service during non-peak times.

There is however strong public support for Uber, with supporters claiming that Uber services are more efficient, cost effective and safer (due to availability of driver information and cashless payment) than regular taxi services. Passengers value the ability to choose an alternative to regular taxi services and support increased competition in the taxi market.

CTPI - Deliberative Process

Pages 506 through 509 redacted for the following reasons:

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Rachel Lunnon

From: Kate Carlson
Sent: Friday, 30 January 2015 2:48 PM
To: Rachel Lunnon; Nicholas Dowie
Subject: FW: taxi options 2
Attachments: Options for taxi regulation.docx

Thanks Rachel – much appreciated.

Nick – for your consideration, the draft options paper on taxi regulation is attached.

CTPI - Deliberative Process

Happy to discuss.

Kind regards,
Kate.

From: Rachel Lunnon
Sent: Friday, 30 January 2015 2:34 PM
To: Kate Carlson
Subject: taxi options 2

Hi Kate,
Please find attached the latest version of the options paper. I will talk to Brad next week about quantifying the potential benefits of removing entry restrictions in Queensland.
Thanks
Rachel

Rachel Lunnon | Economic Policy | Department of Premier and Cabinet | ☎ 07 3003 9323 | 📧 rachel.lunnon@premiers.qld.gov.au |

♻️ Please consider the environment before printing this email

Options for regulating the taxi industry in Queensland

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Release

Pages 512 through 515 redacted for the following reasons:

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Released under RTI - DPC

Rachel Lunnon

From: Kate Carlson
Sent: Friday, 23 January 2015 10:32 AM
To: Nicholas Dowie
Cc: Rachel Lunnon
Subject: FW: Options for taxi regulation
Attachments: Options for taxi regulation.docx

Hi Nick

Please find attached draft options paper to inform our discussion at 11am.

Cheers,
Kate.

From: Rachel Lunnon
Sent: Friday, 23 January 2015 10:05 AM
To: Kate Carlson
Subject: Options for taxi regulation

Hi Kate,
Please find attached a first draft of the taxi options paper.
Happy to discuss
Rachel.

Rachel Lunnon | Economic Policy | Department of Premier and Cabinet | ☎ 07 3003 9323 | ✉
rachel.lunnon@premiers.qld.gov.au |

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Regulation of the Taxi Industry in Queensland

Current taxi industry

- The traditional taxi services is a key part of the transport system, providing the community with flexible and out-of-hours services.
- The taxi industry in Queensland is a fully commercial industry that moves 80 to 90 million passengers each year using demand responsive (hail and rank) and pre-booked services.
- There are approximately 3263 taxis in Queensland including 643 (19.7%) wheelchair accessible taxis (WAT). There are 2329 taxi licenses in South East Queensland (SEQ) taxis contract service areas and 765 for provincial contract city taxi service areas.
- These figures do not include other public passenger sectors including hire cars or limousines.

Current regulatory environment

- The taxi industry is heavily regulated in most Australian jurisdictions with regulations covering the number of taxis, industry structure, service quality and prices.
- The Queensland industry is regulated under the *Transport Operations (Passenger Transport) Act 1994* (TOPTA) with the objective of ensuring a safe, reliable and geographically dispersed taxi service. Key elements of the regulatory framework include: Operator Accreditation and Driver Authorisation (DA); market entry restrictions; taxi licences; booking company contracts; and maximum fares.
- Entry into the Queensland taxi industry is primarily restricted through the requirement to hold a Taxi Service License (taxi licence). The number of taxi licences in an area is fixed. To ensure that sufficient licences are available in an area the Department of Transport and Main Roads (TMR) undertakes periodic reviews of taxi service areas to determine whether there is a need for any additional licences. New licences are released by public tender and are open to all parties who hold or are capable of holding the appropriate class of Operator Accreditation. Taxi licences also can be leased or sold.
- The estimated value of an individual taxi license in Brisbane is \$523 000 and \$581 936 on the Gold Coast. Licences in regional areas generally have a lower estimated value, for example, \$435 600 on the Sunshine Coast and \$246 900 in Gladstone. TMR estimate that the total value of taxi licences in Queensland is approximately \$1.6 billion (\$1.2 billion in SEQ).
- There are approximately 3280 taxi licence holders, 41% of licence holders are individuals and 59% are organisations including partnerships.
- Under the requirements of TOPTA, all taxi drivers must obtain and hold a taxi Driver Authorisation (DA) with daily criminal history checks conducted on all taxi DA holders. Operators of public passenger services, including taxi services must also attain and maintain Operator Accreditation. There are approximately 2800 holders of Operator Accreditation and 13000 holders of taxi DA.
- Taxi booking companies are required in 18 of Queensland's 40 metered taxi service areas. In areas where a taxi booking company is required, taxi operators and drivers must be affiliated with a taxi booking company (i.e. Black and White or Yellow Cabs in Brisbane) in order to work in the industry.
- Taxi booking companies must hold a service contract with TMR in order to provide a service for the administration of taxis in certain service areas. A taxi service contract specifies the standards and services that must be delivered for phone-booked taxi services and holds taxi booking companies accountable for their performance against those standards and services through key performance indicators.

- The maximum taxi fares that can be charged are determined by the TMR chief executive, reviewed every six months to take into account costs of operations and declared by gazette notice. The 2014 mid-year review resulted in an increase to taxi fares of 1.34% which took effect on 1 September 2014. Prior to that, the last increase took effect in September 2013 (2.07%).
- In Queensland there are requirements on vehicle age, equipment, safe condition and operation. Vehicles are also subject to Certificate of Inspection twice a year, each year if the vehicle is over 12 months old.

Productivity

- Taxi services are one of the few industries in Australia where the price, quantity and the quality of the service are all regulated and multiple reviews have highlighted the potential productivity gains of deregulation.
- The 1999 Productivity Commission review of the regulation of the taxi industry found a minimum level of regulation is warranted to ensure safety and quality in the taxi industry. However, deregulating entry is likely to lead to significant benefits being transferred from licence holders to consumers, and significant efficiency gains for both industry and consumers.
- The commission noted that restrictions on market entry and competition reduce the incentive for taxi operators to be innovative and explore new ways of cutting costs and providing services to better meet users' needs. The review also noted that as entry restrictions underpin the value of taxi licences their removal may result in holders incurring substantial losses.
- As taxi licences comprise a significant proportion of total taxi costs, eliminating the license value has the potential to result in a reduction in fares. For example, modelling conducted by the Victorian taxi inquiry found that Melbourne taxi users alone pay around \$120 million each year to maintain the value of taxi licence plates. The NSW Independent Pricing and Regulatory Tribunal (IPART) estimates that in NSW 15 to 20 per cent of the taxi fare arises as a result of restrictions on the number of licenses.
- While increasing competition and innovation within the taxi industry should be supported. It is important to note that moves to deregulate market entry may have significant impacts on the quality and geographic distribution of service and on government revenue.

Uber

- Uber is a platform for ridesharing services that connects passengers directly with drivers through a smartphone application. Uber currently has drivers in 250 cities worldwide.
- Uber offers a range of services including uberX (ride sharing service that uses private vehicles) and UberBLACK (a high end service using accredited and licenced vehicles).
- In Australia Uber is operating in New South Wales (NSW), Victoria, Western Australia, South Australia (SA) and Queensland.
- Uber launched in Queensland in April 2014 and is currently offering uberX services in Brisbane and on the Gold Coast. While Uber has indicated plans to expand to additional areas in the future it is not clear whether their business model would be effective in other areas.
- Uber states that all drivers are required to obtain a DA which includes a criminal background, driver history and medical check (this is a general DA not a specific taxi DA). Uber has also advised that all vehicles operating in Queensland are inspected by a third party accredited vehicle inspection company and must be a four door model no older than nine years.
- Uber states that all drivers must obtain and retain comprehensive insurance. In addition every trip is covered by a US\$5M contingent liability insurance policy.

Stakeholder views

- The taxi industry is strongly opposed to the operation of Uber in Queensland and members have continued to lobby for increased compliance effort and penalties. The key complaint from industry is that Uber drivers are taking business from the existing taxis without meeting the regulatory requirements and associated costs applying to regular taxis. For example, obtaining a taxi licence, meeting vehicle standards and providing service during non-peak times.
- There has also been strong support from the general public for the continuing of Uber services in Queensland and the Premier has received over 500 campaign emails supporting Uber. Supporters claim that Uber services are more efficient, cost effective and safer (due to availability of driver information and cashless payment) than regular taxi services.

Current compliance effort

- TMR issued Uber with a cease and desist notice on 21 May 2014 and TMR transport inspectors are continuing to take compliance action against uberX drivers. Uber drivers have been issued with penalty infringement notices (PIN) for:
 - having no DA or the incorrect DA (i.e. a general DA as opposed to a taxi DA) (107 PINs)
 - providing a taxi service without a taxi service licence (192 PINs)
 - offering a public passenger service by an operator without appropriate licence (34 PINs); and
 - having incorrect CTP insurance (i.e. for a taxi or limousine) (3 PINs).
- As at 18 January 2014, TMR had issued a total of 337 infringement notices to Uber drivers with a total value of \$250 632 with TMR Transport inspectors having spent 4819.75 hours investigating Uber.
- To date no Australian jurisdiction has authorised the operation of uberX. Examples of the response to uberX are provided below.
- In September 2014, the NSW Government passed amendments to the *Passenger Transport Act 1990* that bring taxi apps into the regulatory framework. The reforms allow customers to choose from a range of booking providers including apps that connect them directly with drivers. The amendments also require apps to meet certain safety standards - including guaranteeing drivers hold a current DA and the vehicle is a licensed taxi. Despite moving to regulate ridesharing apps NSW is continuing to pursue Uber for operation of uberX as these vehicles are not licensed taxis.
- In October 2014, the Victorian Taxi Commission issued Uber with a cease and desist letter stating that the uberX product is illegal in Victoria in its current format. The Commission has also commenced prosecuting Uber drivers in criminal court rather than issuing infringement notices, increasing the fine that drivers face from around \$1700 up to \$7500.
- Prior to Uber's launch in SA the government made it clear that their operations would be considered illegal. The Government has since allowed Uber to operate UberBLACK in SA and Uber has agreed not to launch uberX.

CTPI - Deliberative Process

Pages 520 through 521 redacted for the following reasons:

CTPI - Deliberative Process

Released under RTI - DPC

Rachel Lunnon

From: Kate Carlson
Sent: Wednesday, 21 January 2015 12:21 PM
To: Bradley Rogers
Cc: Rachel Lunnon
Subject: Taxis

Hi Brad,

As discussed this morning, I would appreciate your assistance with analysis/modelling in relation to taxi regulation. Specifically:

CTPI - Deliberative Process



Rachel's tracking down the data we identified that may be useful in undertaking this analysis and will pass this on as soon as possible. Happy to chat further on assumptions and parameters for this analysis...

Cheers,

Kate Carlson

A/Director | Economic Policy | Department of the Premier and Cabinet
Level 14 | 100 George Street, Brisbane.

Phone: 07 300 39343 | Mobile: 

e-mail: kate.carlson@premiers.qld.gov.au



Released under RTI - DPC

Rachel Lunnon

From: Katie Carlson
Sent: Thursday, 12 February 2015 10:34 AM
To: Rachel Lunnon
Subject: RE: Taxi Options paper

Thanks Rachel. Appreciate all your work on this over the last couple of weeks. We'll park this version of the paper now pending the announcement of the new government and an opportunity to raise this issue with the new Premier. I'll save it in GF38170 and raise with Nick the changes we've made and why.

Thanks again,
Kate.

From: Rachel Lunnon
Sent: Thursday, 12 February 2015 10:16 AM
To: Katie Carlson
Subject: Taxi Options paper

Hi Kate,
I have made some track changes to the taxi options paper. Happy to discuss.
Thanks
Rachel

Rachel Lunnon | Economic Policy | Department of Premier and Cabinet | ☎ 07 3003 9323 | 📧
rachel.lunnon@premiers.qld.gov.au |

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Rachel Lunnon

From: Keith D Boyer <keith.boyer@translink.com.au>
Sent: Friday, 23 January 2015 3:39 PM
To: Rachel Lunnon
Subject: RE: taxi regulation
Attachments: taxi regulation.docx

Rachel some changes on the background info which needed some corrections.

Have a great weekend.

Regards

Keith Boyer
Director (Taxi and Limousine Services)
TransLink Division | Department of Transport and Main Roads

61 Mary Street Brisbane Qld 4000 | GPO Box 50 Brisbane Qld 4001
t 07 3338 4192 | f 33384600 | m [REDACTED]
e keith.boyer@translink.com.au
w www.translink.com.au w www.tmr.qld.gov.au
 /TransLinkQLD  /TransLinkSEQ



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From: Rachel Lunnon [mailto:Rachel.Lunnon@premiers.qld.gov.au]
Sent: Friday, 23 January 2015 1:25 PM
To: Keith D Boyer
Subject: taxi regulation

Hi Keith,
Please find attached a copy of the draft background paper re taxi regulation that I have prepared. I will give you a call to discuss.
Thanks
Rachel

Rachel Lunnon | Economic Policy | Department of Premier and Cabinet |  07 3003 9323 | 
rachel.lunnon@premiers.qld.gov.au |

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Regulation of the Taxi Industry in Queensland

Current taxi industry

- The traditional taxi services is a key part of the transport system, providing the community with flexible and out-of-hours services.
- The taxi industry in Queensland is a fully commercial industry that moves 80 to 90 million passengers each year using demand responsive (hail and rank) and pre-booked services.
- There are approximately ~~3263~~ 3262 taxis in Queensland including ~~643~~ 644 (19.7%) wheelchair accessible taxis (WAT). There are 2329 taxi ~~licenses~~ licences in South East Queensland (SEQ) taxi contract service areas and 765 for ~~provincial~~ regional contract ~~city~~ taxi service areas.
- These figures do not include other public passenger sectors including ~~hire cars or limousines and general service vehicles.~~

Current regulatory environment

- The taxi industry is heavily regulated in most Australian jurisdictions with regulations covering the number of taxis, industry structure, service quality and prices.
- The Queensland industry is regulated under the *Transport Operations (Passenger Transport) Act 1994* (TOPTA) with the objective of ensuring a safe, reliable and geographically dispersed taxi service. Key elements of the regulatory framework include: ~~Operator~~ operator Accreditation accreditation (OA) and ~~Driver~~ driver Authorisation-authorisation (DA); market entry restrictions; taxi licences; ~~booking company~~ taxi service contracts; and maximum fares.
- Entry into the Queensland taxi industry is primarily restricted through the requirement to hold a Taxi Service ~~License~~ Licence (taxi licence). The number of taxi licences in an area is fixed. To ensure that sufficient licences are available in an area the Department of Transport and Main Roads (TMR) undertakes periodic reviews of taxi service areas to determine whether there is a need for any additional licences. New licences are released by public tender and are open to all parties who hold or are capable of holding the appropriate class of ~~Operator~~ operator Accreditation accreditation. ~~Taxi Existing taxi licences also can be~~ leased or sold within the market.
- The estimated value of an individual taxi license in Brisbane is \$523,000 and ~~\$581~~ \$581,936 on the Gold Coast. Licences in regional areas generally have a lower estimated value, for example, ~~\$435~~ \$435,600 on the Sunshine Coast and ~~\$246~~ \$246,900 in Gladstone. TMR estimates that the total value of taxi licences in Queensland is approximately \$1.6 ~~4~~ 4 billion (\$1.2 ~~15~~ 15 billion in SEQ).
- There are approximately ~~3280~~ 2191 taxi licence holders, ~~41~~ 43% of licence holders are individuals and ~~59~~ 57% are organisations including partnerships.
- Under the requirements of TOPTA, all taxi drivers must obtain and hold a taxi ~~Driver~~ driver Authorisation-authorisation (DA), which includes a full criminal history check. ~~with daily criminal history checks conducted on all taxi DA holders~~ All taxi DA holders are monitored daily for any further criminal activity in conjunction with QPS. Operators of public passenger services, including taxi services must also attain and maintain ~~Operator~~ operator Accreditation accreditation (OA). There are approximately 2800 holders of Operator Accreditation and ~~1300~~ 13,200 holders of taxi DA.
- ~~Taxi booking companies are required in 18 of Queensland's 40 metered taxi service areas. In areas where a taxi booking company is required, taxi operators and drivers must be affiliated with a taxi booking company (i.e. Black and White or Yellow Cabs in Brisbane) in order to work in the industry. There are 40 metered taxi service areas in Queensland. Service contracts for the administration of taxi services are held by taxi booking companies in 18 of these service areas. A~~

taxi service contract specifies the standards and services that must be delivered for phone-booked taxi services and holds taxi booking companies accountable for their performance against those standards and services through key performance indicators.

- In a contract taxi service area, taxi operators and drivers must be affiliated with a taxi booking company (eg. Black & White Cabs and Yellow Cabs in Brisbane) in order to operate a taxi service licence.
- ~~Taxi booking companies must hold a service contract with TMR in order to provide a service for the administration of taxis in certain service areas. A taxi service contract specifies the standards and services that must be delivered for phone-booked taxi services and holds taxi booking companies accountable for their performance against those standards and services through key performance indicators.~~
- The maximum taxi fares that can be charged are determined by the TMR chief executive. The taxi fares are reviewed every six months to take into account costs of operations operational costs and, if there is a change in fares, are declared by gazette notice. The 2014 mid-year fare review resulted in an increase to taxi fares of 1.34% which took effect on 1 September 2014. Prior to that, the last increase took effect in September 2013 (2.07%).
- In Queensland there are ~~requirements on~~ regulations related to vehicle the age, equipment, safe condition and operation of a taxi vehicle, as well as the equipment used in taxi. Vehicles are also subject to a Certificate of Inspection twice a year, each year every six months if once the vehicle is over 12 months old.

Productivity

- Taxi services are one of the few industries in Australia where the price, quantity and the quality of the service are all regulated and multiple reviews have highlighted the potential productivity gains of deregulation.
- The 1999 Productivity Commission review of the regulation of the taxi industry found a minimum level of regulation is warranted to ensure safety and quality in the taxi industry. However, deregulating entry is likely to lead to significant benefits being transferred from licence holders to consumers, and significant efficiency gains for both industry and consumers.
- The commission noted that restrictions on market entry and competition reduce the incentive for taxi operators to be innovative and explore new ways of cutting costs and providing services to better meet users' needs. The review also noted that as entry restrictions underpin the value of taxi licences their removal may result in holders incurring substantial losses.
- As taxi licences comprise a significant proportion of total taxi costs, eliminating the license value has the potential to result in a reduction in fares. For example, modelling conducted by the Victorian taxi inquiry found that Melbourne taxi users alone pay around \$120 million each year to maintain the value of taxi licence plates. The NSW Independent Pricing and Regulatory Tribunal (IPART) estimates that in NSW 15 to 20 per cent of the taxi fare arises as a result of restrictions on the number of licenses.
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Uber

- Uber is a platform for ridesharing services that connects passengers directly with drivers through a smartphone application. Uber currently has drivers in 250 cities worldwide.

- Uber offers a range of services including uberX (ride sharing service that uses private vehicles) and UberBLACK (a high end service using accredited and licenced vehicles).
- In Australia Uber is operating in New South Wales (NSW), Victoria, Western Australia, South Australia (SA) and Queensland.
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- Uber states that all drivers must obtain and retain comprehensive insurance. In addition every trip is covered by a US\$5M contingent liability insurance policy.

Stakeholder views

- The taxi industry is strongly opposed to the operation of Uber in Queensland and members have continued to lobby for increased compliance effort and penalties. The key complaint from industry is that Uber drivers are taking business from the existing taxis without meeting the regulatory requirements and associated costs applying to regular taxis. For example, obtaining a taxi licence, meeting vehicle standards and providing service during non-peak times.
- There has also been strong support from the general public for the continuing of Uber services in Queensland and the Premier has received over 500 campaign emails supporting Uber. Supporters claim that Uber services are more efficient, cost effective and safer (due to availability of driver information and cashless payment) than regular taxi services.

Current compliance effort

- TMR issued Uber with a cease and desist notice on 21 May 2014 and TMR transport inspectors are continuing to take compliance action against uberX drivers. Uber drivers have been issued with penalty infringement notices (PIN) for:
 - having no DA or the incorrect DA (i.e. a general DA as opposed to a taxi DA) (107 PINs)
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 - offering a public passenger service by an operator without appropriate licence (34 PINs); and
 - having incorrect CTP insurance (i.e. for a taxi or limousine) (3 PINs).
- As at 18 January 2014, TMR had issued a total of 337 infringement notices to Uber drivers with a total value of \$250 632 with TMR Transport inspectors having spent 4819.75 hours investigating Uber.
- To date no Australian jurisdiction has authorised the operation of uberX. Examples of the response to uberX are provided below.
- In September 2014, the NSW Government passed amendments to the *Passenger Transport Act 1990* that bring taxi apps into the regulatory framework. The reforms allow customers to choose from a range of booking providers including apps that connect them directly with drivers. The amendments also require apps to meet certain safety standards - including guaranteeing drivers hold a current DA and the vehicle is a licensed taxi. Despite moving to regulate ridesharing apps NSW is continuing to pursue Uber for operation of uberX as these vehicles are not licensed taxis.
- In October 2014, the Victorian Taxi Commission issued Uber with a cease and desist letter stating that the uberX product is illegal in Victoria in its current format. The Commission has also

commenced prosecuting Uber drivers in criminal court rather than issuing infringement notices, increasing the fine that drivers face from around \$1700 up to \$7500.

- Prior to Uber's launch in SA the government made it clear that their operations would be considered illegal. The Government has since allowed Uber to operate UberBLACK in SA and Uber has agreed not to launch uberX.

CTPI - Deliberative Process

Released under RTI - DPC

Pages 530 through 531 redacted for the following reasons:

CTPI - Deliberative Process

Released under RTI - DPC

Rachel Lunnon

From: Nicholas A Marsden <Nicholas.A.Marsden@tmr.qld.gov.au>
Sent: Tuesday, 10 March 2015 2:29 PM
To: Rachel Lunnon
Subject: RE: latest taxi compliance figures
Attachments: Naspa Weekly Update 08032015.docx

Hi Rachel,

Please find latest data attached.

Kind regards,

Nick Marsden

Regional Director | Central Region

Customer Services Branch | Department of Transport and Main Roads

Ground Floor | Rockhampton - Knight Street Complex | 31 Knight Street | North Rockhampton Qld 4701

PO Box 5096 | Red Hill Rockhampton Qld 4701

P: (07) 49311749 | F: (07) 49212819

M: s.73 Personal Information

E: nicholas.a.marsden@tmr.qld.gov.au

W: www.tmr.qld.gov.au



From: Rachel Lunnon [mailto:Rachel.Lunnon@premiers.qld.gov.au]
Sent: Tuesday, 10 March 2015 2:27 PM
To: Nicholas A Marsden
Subject: latest taxi compliance figures

Hi Nick,

Could I please get a copy of the latest Uber compliance figures when you get a chance?

Thanks

Rachel

Rachel Lunnon | Economic Policy | Department of Premier and Cabinet | ☎ 07 3003 9323 | 📧 rachel.lunnon@premiers.qld.gov.au |

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Compliance Operation NASPA

Weekly Summary

Dates: 2/03/2015 to 8/03/2015 (Monday to Sunday)

Total number of infringements issued 165

Number of covert activity investigations outstanding 48

Total value of infringements issued \$168,431.00

Total compliance actions as at 8/03/2015

Overall details

Total number of infringements issued 905

Infringement break down

Infringements issued for no or incorrect DA (General) 303

Total value of infringements issued \$1,028,568.00

Infringements issued for providing a taxi service without a taxi service licence 468

Total number of infringements paid 454

Infringements issued for incorrect CTP 3

Total value of infringements paid \$538,632.00

Infringements issued for offering a PPS by operator without appropriate licence 119

Number of drivers fined* 338

Infringements issued on the Gold Coast 79

Number of drivers repeatedly fined# 270

Number of infringements issued to Taxi driver authorisation holders on the Gold Coast 20

Total hours of effort (compliance and compliance support staff) 6725.75 hours

Infringements issued in Brisbane and Logan 826

*Some drivers have been fined on multiple occasions which reflects the discrepancy in numbers between drivers and infringements above.

#This is the number of drivers who have had infringements issued from more than one covert/over operation 158



Description of this week's action:

Covert and Overt activities were undertaken in line with current strategy.

Description of next week's action

Continuation of current strategy.

Additional Information

There was an instance where a driver would not produce his mobile phone for inspection. QPS officers were called and provided the required assistance.

Uber drivers/ Uber have not paid any fines in the last week, this has occurred previously but is worth noting in the light of social media comments from drivers which imply Uber are intending to challenge some of the PINS. This has not yet occurred and there is no record of any driver electing to go to court.

The DP met with the TCQ on Wednesday last week leading to a new brief being requested to cover off a decision on

- a) Demerit point application to some offences
 - b) Additional compliance activity which would require a new communications strategy to accompany it.
 - c) Commentary on the experience nationally and internationally to inform our activities and,
 - d) Commentary on the end states for illegal ridesharing and medium term opportunities.
- This brief is being collated by TransLink division and includes significant input from Compliance, CSSR regulations and standards and Prosecutions. It is due this week.

A new draft of the standard Uber response letter is with the minister's staff for consideration. The new draft directly states that uber drivers in Queensland are committing offenses.

It should be noted that while correspondence has been limited, this is unlikely to continue. New timelines for responses will be challenging and timeliness of correspondence will be monitored. It is expected that all correspondence will continue to be completed by TransLink Division.

This week there were several PINS issued that do not fall within the standard reporting scope.

These PINs are:-

- 1/ Drive a defective vehicle x 2
- 2/ Give information in a document to an official that is false, misleading or incomplete in a material particular
- 3/ State anything to Official that is false or misleading
- 4/ Fail to comply with a requirement of an authorised officer to do or not to do anything concerning safe exercise of powers or safety of the officer or person (Private Vehicle)

Rachel Lunnon

From: Nicholas A Marsden <Nicholas.A.Marsden@tmr.qld.gov.au>
Sent: Wednesday, 21 January 2015 1:13 PM
To: Rachel Lunnon
Subject: Illegal Taxi Operators
Attachments: Naspas Weekly Update 18012015.docx

Hi Rachel

Latest figures as requested.

Cheers

Nick

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Compliance Operation NASPA

Weekly Summary

Dates: 12/01/2015 to 18/01/2015 (Monday to Sunday 4PM)

<u>Total number of infringements issued</u>	37	<u>Number of covert activity investigations outstanding</u>	63
<u>Total value of infringements issued</u>	\$39605.00		
Total compliance actions as at 18/01/2015			
<u>Overall details</u>			
<u>Total number of infringements issued</u>	337	<u>Infringement break down</u>	107
<u>Total value of infringements issued</u>	\$404,728.00	<u>Infringements issued for no or incorrect DA (General)</u>	192
<u>Total number of infringements paid</u>	193	<u>Infringements issued for providing a taxi service without a taxi service licence</u>	3
<u>Total value of infringements paid</u>	\$250,632.00	<u>Infringements issued for incorrect CTP</u>	34
<u>Number of drivers fined*</u>	154	<u>Infringements issued for offering a PPS by operator without appropriate licence</u>	52
<u>Number of drivers repeatedly fined#</u>	111	<u>Infringements issued on the Gold Coast</u>	15
<u>Total hours of effort</u> (compliance and compliance support staff)	4819.75 hours	<u>Number of infringements issued to Taxi driver authorisation holders on the Gold Coast</u>	285
		<u>Infringements issued in Brisbane and Logan</u>	62

*Some drivers have been fined on multiple occasions which reflects the discrepancy in numbers between drivers and infringements above.

#This is the number of drivers who have had infringements issued from more than one covert/overt operation

Description of this week's action:

The commencement of the new strategic direction was implemented. This included both covert and overt activities. [REDACTED]

Description of next week's action

Continued enforcement in line with current strategic direction. Transport Inspectors will be conducting both covert and overt activities during the next week. Enforcement is also being carried out as a result of information gathered during covert activities.

Additional Information

Information provided to Transport Inspectors from a taxi driver was to the effect that he is seeing a reduction in NASPA vehicles in the CBD since the strategic change to include overt patrols.

Released under RTI

Rachel Lunnon

From: Nicholas A Marsden <Nicholas.A.Marsden@tmr.qld.gov.au>
Sent: Tuesday, 16 December 2014 12:05 PM
To: Rachel Lunnon
Subject: Week Ending 12 December 2014
Attachments: Naspa Weekly Update 12122014.docx; ATT00001.htm

Hi Rachel,

Latest data is attached. (Been in a meeting all morning).

Kind regards,

Nick Marsden

Regional Director | Central Region

Customer Services Branch | Department of Transport and Main Roads

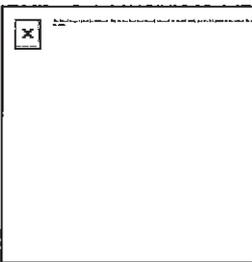
Ground Floor | Rockhampton - Knight Street Complex | 31 Knight Street | North Rockhampton Qld 4701
PO Box 5096 | Red Hill Rockhampton Qld 4701

P: (07) 49311749 | F: (07) 49212819

M: s.73 Personal Information

E: nicholas.a.marsden@tmr.qld.gov.au

W: www.tmr.qld.gov.au



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Released under RTI - DPC

Compliance Operation NASPA

Weekly Summary

Dates: 6/12/2014 to 12/12/2014 (Saturday to Friday 4PM)

Total number of infringements issued	7	Number of covert activity investigations outstanding	28
Total value of infringements issued	\$8878.00		

Total compliance actions as at 12/12/2014

<u>Overall details</u>		<u>Infringement break down</u>	
Total number of infringements issued	173	Infringements issued for no or incorrect DA (General)	56
Total value of infringements issued	\$231,628.00	Infringements issued for providing a taxi service without a taxi service licence	114
Total number of infringements paid	135	Infringements issued for incorrect CTP	3
Total value of infringements paid	\$184,961	Infringements issued on the Gold Coast	48
Number of drivers fined*	81	Number of infringements issued to Taxi driver authorisation holders on the Gold Coast	15
Number of drivers repeatedly fined#	55	Infringements issued in Brisbane and Logan	125
Total hours of effort (compliance and compliance support staff)	3695.5 hours	Number of infringements issued to Taxi driver authorisation holders in Brisbane and Logan	42

*Some drivers have been fined on multiple occasions which reflects the discrepancy in numbers between drivers and infringements above.
#This is the number of drivers who have had infringements issued from more than one covert/overt operation.

Description of this week's action:

Continued enforcement in accordance with ongoing strategic direction.

Description of next week's action

Increased level of enforcement to include Overt and Covert patrols in the Brisbane CBD and Gold Coast.

Additional Information

[Click here to enter text.](#)

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Rachel Lunnon

From: Nicholas A Marsden <Nicholas.A.Marsden@tmr.qld.gov.au>
Sent: Monday, 1 December 2014 3:46 PM
To: Rachel Lunnon
Subject: RE: Uber compliance figures

Hi Rachael,

Figures as at last Friday as follows:

TOTAL COMPLIANCE as at 28/11/2014		
Total number of PINs issued	161	Total hours of effort (<i>spent by Traffic Inspectors</i>)
Number of PINs paid	76	Amount in Fines issued
Number of drivers fined*	76	Amount of Fines paid
Number of drivers repeatedly fined#	40	
*Some drivers fined on multiple occasions which reflects discrepancy in numbers above		
#Drivers who have had PINs issued from more than one covert operation		
Break down in PINs		
PINs issued for no or incorrect DA (General)	52	
PINs issued for providing a taxi service without a taxi service licence	106	
PINs issued for incorrect CTP	3	
WEEKLY SUMMARY		
Dates: 24/11/2014 to 28/11/2014 (<i>Saturday to Friday 4PM</i>)		
PINS issued	13	Number of investigations outstanding
Fines issued	16 618.00	

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Kind regards,

Nick Marsden

Regional Director | Central Region

Customer Services Branch | Department of Transport and Main Roads

Ground Floor | Rockhampton - Knight Street Complex | 31 Knight Street | North Rockhampton Qld 4701

PO Box 5096 | Red Hill Rockhampton Qld 4701

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From: Rachel Lunnon [<mailto:Rachel.Lunnon@premiers.qld.gov.au>]

Sent: Monday, 1 December 2014 3:41 PM

To: Nicholas A Marsden

Subject: RE: Uber compliance figures

Hi Nick,

Sorry to bother you again but could I please have this week's Uber compliance figures?

Thanks

Rachel

Rachel Lunnon | Economic Policy | Department of Premier and Cabinet | ☎ 07 3003 9323 | 📧 rachel.lunnon@premiers.qld.gov.au |

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From: Nicholas A Marsden [<mailto:Nicholas.A.Marsden@tmr.qld.gov.au>]

Sent: Thursday, 27 November 2014 2:40 PM

To: Rachel Lunnon

Subject: RE: Uber compliance figures

Hi Rachel,

Figures (as at 21 November) were as follows:

Total number of PINs issued	142	Total hours of effort (<i>spent by Traffic Inspectors</i>)
Number of PINs paid	76	Amount in Fines issued
Number of drivers fined*	68	Amount of Fines paid
Number of drivers repeatedly fined#	40	
*Some drivers fined on multiple occasions which reflects discrepancy in numbers above		
#Drivers who have had PINs issued from more than one covert operation		

Break down in PINs		Number of investigations outstanding
PINs issued for no or incorrect DA (General)	45	
PINs issued for providing a taxi service without a taxi service licence	94	
PINs issued for incorrect CTP	3	

We now keep data on a weekly basis, so the latest available will be tomorrow afternoon.

Kind regards,

Nick Marsden

Regional Director | Central Region

Customer Services Branch | Department of Transport and Main Roads

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From: Rachel Lunnon [<mailto:Rachel.Lunnon@premiers.qld.gov.au>]

Sent: Thursday, 27 November 2014 2:28 PM

To: Nicholas A Marsden

Subject: Uber compliance figures

Hi Nick,

Would it be possible for you to provide me with some updated figures in relation to Uber compliance activity? The most recent figures that I have are below.

Thanks

Rachel

As of 13 November 2014, DTMR had issued 127 penalty infringement notices, with a total value of \$172 440, to Uber drivers.

In the period between 30 July and 31 October 2014, transport inspectors spent 2412 hours investigating Uber. DTMR plans to conduct a further 32 driver investigations as a result of this activity.

Rachel Lunnon | Economic Policy | Department of Premier and Cabinet | ☎ 07 3003 9323 | 📧

rachel.lunnon@premiers.qld.gov.au |

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