

Taxi and Limousine Industry Development Package

Taxis and limousines play a significant part in the wider passenger transport system by providing an essential, personalised door to door service.

Queensland needs vibrant and sustainable taxi and limousine sectors with the flexibility to keep pace with the changing needs of our developing community. Enhancing the services provided by the taxi and limousine sectors adds to the social and economic benefits provided by the overall passenger transport system.

In response to the obligations under the National Competition Policy, a review of taxi and limousine regulations was completed and a *Taxi and Limousine Development Discussion Paper* was launched in May 2004. The initiatives suggested in its paper aimed to deliver benefits for:

- older people - more opportunities to participate in community, and be more active and mobile;
- people with special needs – assist in a more independent lifestyle, particularly with more vehicles to suit their needs;
- visitors – courteous drivers giving the best service in Australia to support our tourism industry, and
- at peak times – more vehicles to shorten delays and improve public safety.

The subsequent consultation process (from June to August 2004) engaged the taxi and limousine sectors and community representatives. Feedback from customers and members of the taxi and limousine sectors was carefully considered by QT.

From this feedback it was recognised that the taxi and limousine sectors could be further enhanced by:

- better engaging with the community;
- improving customer service and choice;
- providing better peak time services; and
- improving accountability and capability.

In November 2006 the Queensland Government endorsed the following fourteen initiatives to enhance the taxi and limousine industries:

1. putting more taxis on the road during peak periods *
2. peak demand management planning for all taxi contract areas
3. improving taxi driver training (customer service, safety and security)
4. improving the standard and age of the limousine fleet while allowing a greater variety of luxury vehicles *
5. introducing a new limousine category to cater for weddings and formals *
6. a resumption of selling limousine licences through a managed process
7. improving reporting of taxi performance data
8. increasing penalties for taxi contract under-performance *
9. new standards for taxi contract holders *
10. mandatory recording of limousine bookings *
11. better consultation mechanisms to engage with the community
12. improving consumer information through a taxi customer charter
13. improving consumer information through a limousine customer guide and
14. the ability to trial new passenger transport initiatives *

Seven of the above actions can be implemented under the existing *Transport Operations (Passenger Transport) Act 1994* and Queensland Transport is now moving to implement these changes.

Other initiatives require legislation support and will be progressed in due course.

