

MARKETSHARE ▶

QUEENSLAND TRANSPORT
Passenger Transport Development

FINAL REPORT
Mystery Passenger Project

July 2009

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QUEENSLAND TRANSPORT
Passenger Transport Development
Mystery Passenger Project

Executive summary

Executive summary

Objectives and scope of the program

- ▲ It has come to the attention of the PTU that the taxi industry and the service it offers has come under criticism and scrutiny from the general public. Increasingly, the public are reporting incidents where taxi companies are charging and treating passengers outside guidelines set by their own industry and by government. Some examples include:
 - Charging additional add ons - for example luggage, A/C, bogus tolls
 - Taking the longer rather than the most direct route
 - Not having good local knowledge of local road networks
 - Poor English skills
 - Not adhering to road and other safety rules
 - Poor cleanliness of both taxi and driver
 - Driver rudeness and poor attitude towards passengers
- ▲ To this end, the PTU commissioned a mystery “passenger” program whereby the taxi service was audited from a passenger perspective. The mystery passenger program was conducted as a mystery shopping audit. That is, a mystery shopper posed as a “real passenger”. The mystery passenger had a list of audit points they checked off as part of the experience and recorded and reported on the details of the journey.
- ▲ The main objective of the mystery passenger program is to ensure that the taxi industry is providing consistent, quality service to its passengers. The results will help the PTU ensure that the taxi industry is adhering to the rules set out by Government and will also provide a benchmark against which future performance can be measured.

Approach/ Methodology

- ▲ A feedback sheet was developed whereby the attributes audited were constructed to be objective in nature rather than subjective value statements or judgements. Each attribute is scored as a “yes or no”. The feedback sheet was developed in close consultation with the PTU.
- ▲ The mystery shop process involved the shopper catching a taxi from different starting points and travelling to different destinations. A typical journey was carried out as follows:
 - Work/home to Hotel
 - Hotel to airport
 - Airport to work/home

Executive summary

Approach/ Methodology - Sampling

- ▲ A final sample of n=550 was used to ensure reporting could be disaggregated to a SEQ and regional level maintaining a statistically viable sample base for each region.
- ▲ The following shows how the sample was distributed across the State:

Total Sample	n=563
South East Queensland	n=254
• Brisbane	n=105
• Gold Coast	n=75
• Sunshine Coast	n=74
Regional	n=309
• Toowoomba	n=78
• Mackay	n=81
• Townsville	n=75
• Cairns	n=75

- ▲ The program ran over two (2) weeks commencing on Friday 26/6/09 till Sunday 12/7/09.
- ▲ Mystery passengers were assigned days and times to complete the trips.

Approach/ Methodology – Briefing the mystery passenger

- ▲ Mystery passengers were asked to bring a piece of luggage with them to create the perception that they were from out of town and they were also told not to give the driver any directions if they were asked.
- ▲ They were also briefed to go to specific hotels and to use a specific taxi company (in cities where more than one taxi company operates – Brisbane and Toowoomba).
- ▲ All fares were paid using Credit or Direct Debit cards. However in some instances cash had to be used.
- ▲ Mystery passengers filled in the feedback sheet whilst en route to their destination to ensure that they were able to remember and record all the necessary information. To this end they were also directed to sit in the back seat so they could observe what the events of the trip without being spotted.
- ▲ Once the trips were completed, mystery passengers sent their completed reports back together with a copy of the receipt for analysis and reporting.

Executive summary

Conclusions and summary of findings

- Overall, the results from the mystery passenger program indicate that there are some issues that need to be addressed in terms of the service, conduct and presentation of drivers and taxi's in general.

Taxi fares and over charging

- One of the major concerns that face the taxi industry is the perception amongst the general public that taxi companies and some of their drivers charge for illegitimate extras such as air conditioning, placing luggage in the boot, non-existent tolls for bridges, incorrect tariff applications and other inexplicable things.
- The mystery passenger project set out to audit these allegations and to verify the extent of these practices.
- Overall a total of four (4) incidents of suspected incorrect charging and a further four (4) incidents of incorrect tariffs being applied were identified.
- Mystery passengers were also briefed to ask the driver if any extra charges had been applied throughout the trip (if the driver had not already done so unprompted).
- Interestingly, only 25% of drivers advised their passenger of any additional charges unprompted.
- It is also interesting to note that drivers did not mention all additional charges consistently. For example one driver may have mentioned the service fee charge but did not mention the airport tax. Conversely another driver may have mentioned the airport tax but not the service fee charge.
- Therefore the passenger is not, on every occasion given an accurate verbal account of the extra charges the trip included.
- The situation is made more confusing for passengers because the receipt given to the passenger does not detail the additional charges. The only charge that is consistently detailed on the receipt is the service fee for use of credit card or EFTPOS facilities.
- Therefore the passenger has no way of verifying or checking that the fare charged is correct. The amount shown on the meter rarely matches the amount on the receipt.
- Given this lack of transparency and the difficulty in knowing what charges actually apply to any given trip it is not surprising that there is a perception that taxi companies charge passengers unfairly.
- A more detailed receipt showing what tariff and charges have been applied to the trip may contribute to changing public perception.

Service

- Another concern the taxi industry faces is the perception amongst the general public that many drivers are rude, difficult to understand and do not know their way around or deliberately take a "longer route" to the said destination.
- Again, the mystery passenger project set out to audit these allegations and to verify the extent of these practices.
- Overall driver behaviour scored positively with most drivers greeting their passenger at the beginning of the trip and demonstrating polite, friendly behaviour for the remainder of the journey.

Executive summary

Service

- ▲ In terms of the driver “appearing to know where they were going”, 12% of mystery passengers felt that the driver did not know where they were going because of the questions they were asked by the driver, the fact they used GPS navigation to assist them or alternatively consulted with a street directory. In 19% of all trips undertaken, a GPS system was used to navigate the trip.
- ▲ Of those drivers that asked the passenger for any directions to the final destination, 17 of these were asking passengers for full directions to get to the final destination.
- ▲ Despite some of the difficulties in reaching the final destination, 94% of mystery passengers believed that the driver had taken the most cost efficient route (given the mystery passengers were locals catching taxis to destinations they often travelled and were therefore aware if a less efficient route was being taken).
- ▲ With respect to how easy it was to understand the driver when they spoke, 8% of mystery passengers found it difficult to understand the driver. These drivers were described as speaking broken english and having heavy accents.
- ▲ Interestingly even though 8% were difficult to understand, only 2% of mystery passengers thought the driver was **not** able to understand their instructions easily. That is there were only issues with “conversations”.
- ▲ An area that affects driver, passenger and other road users’ safety is the level to which drivers follow general road rules.
- ▲ 20% of drivers were marked as not following general road rules with some of these drivers breaking more than one rule on the one trip.
- ▲ These offences relate to the following:
 - Speeding (51 cases)
 - Fiddling with the dispatch panel (28 cases)
 - Talking on mobile/ texting/ fiddling with IPOD (25 cases)

Appearance and presentation of taxi and driver

- ▲ Another criticism the taxi industry faces is the perception amongst the general public that many taxi’s and drivers do not meet basic hygiene standards and that both driver and taxi’s are not at all well presented.
- ▲ Again, the mystery passenger project set out to audit these allegations.
- ▲ Overall 14% of all taxis were considered *not* to be clean on the exterior and 17% were considered unclean in the interior
- ▲ It is also interesting to note that 11% described the taxi as having an unpleasant odour inside. Most of these complaints related to the driver smelling of cigarette – they had been smoking just prior to the journey and the smell from the driver had transferred to the vehicle.
- ▲ Drivers were mostly described as well groomed and tidy, however what is interesting to note is that 28% of cases, the mystery shopper was unable to determine whether or not the driver was wearing a uniform. The reason for this is that the cold weather forces drivers, especially those further south to wear jackets and jumpers.
- ▲ The concern here is that the passenger is not able to certify that the driver is actually a company driver.

Executive summary

Appearance and presentation of taxi and driver (cont'd)

- ▲ Finally another criticism the taxi industry has had is that often music being played in the taxi is often very loud, of “different ethnic origin” and generally not appropriate.
- ▲ 40% of drivers did not have the radio or any other music playing in the taxi. Of the 60% that did, 7% were described as having the volume or music at an uncomfortable level.
- ▲ Most of these drivers had a news or other popular radio station playing at a comfortable level.

In summary

- ▲ The results from the mystery passenger program indicate that there are some issues that need to be addressed in terms of the service, conduct and presentation of drivers and taxi's in general. In particular the mystery passenger program identified two areas that are perhaps of more concern than other areas.
 - the lack of transparency in terms of the receipts provided to passengers at the end of the journey. Community perceptions could be changed if passengers in future could verify and check that all charges have been legitimately calculated rather than having to rely on the drivers word.
 - and the safety of passengers, drivers and other road users relating to taxi drivers not adhering to basic road rules.



QUEENSLAND TRANSPORT
Passenger Transport Development
Mystery Passenger Project

Project scope, objectives and methodology

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Project scope, objectives and methodology

Background

- ▲ The Department of Transport and Main Roads – Passenger Transport Unit (PTU) is responsible for ensuring the community receives fair, efficient, flexible and sustainable transport services. This division works with bus and ferry operators, taxi and limousine companies, and regional air services.
- ▲ It has come to the attention of the PTU that the taxi industry and the service it offers has come under criticism and scrutiny from the general public. Increasingly, the public are reporting incidents where taxi companies are charging and treating passengers outside guidelines set by their own industry and by government. Some examples include:
 - Charging additional add ons - for example luggage, A/C, bogus tolls
 - Taking the longer rather than the most direct route
 - Not having good local knowledge of local road networks
 - Poor English skills
 - Not adhering to road and other safety rules
 - Poor cleanliness of both taxi and driver
 - Driver rudeness and poor attitude towards passengers
- ▲ The Department of Transport and Main Roads set up a response line where the public can report incidents with taxis. Over 300 incidents have been reported. These incidents relate to the examples mentioned above.
- ▲ As a further measure, the Department is also increasing their Inspector presence over the next few months to ensure rules and other safety measures are being adhered to at popular taxi ranks around South East Queensland and other major regional centres.

Key issues

- ▲ However, Inspectors are only able to police adherence to rules and regulations at ranks and other public pick up points. They are not able to police adherence to regulations from a passenger perspective – that is during the actual journey.
- ▲ To this end, the PTU commissioned a mystery “passenger” program whereby the taxi service was audited from a passenger perspective. The mystery passenger program was conducted as a mystery shopping audit. That is, a mystery shopper posed as a “real passenger”. The mystery passenger had a list of audit points they checked off as part of the experience and recorded and reported on the details of the journey.

Project scope, objectives and methodology

Objectives and scope of the program

- ▲ The main objective of the mystery passenger program is to ensure that the taxi industry is providing consistent, quality service to its passengers. The results will help the PTU ensure that the taxi industry is adhering to the rules and regulations set out by Government and will also provide a benchmark against which future performance can be measured.
- ▲ More specifically the mystery passenger program tested and audited the following:
 - Cleanliness of both taxi and driver
 - Attitude of driver towards passengers and overall interaction (rude vs friendly)
 - English speaking standards
 - Adherence to road rules and other safety rules
 - Level of local knowledge - road networks (dependence on GPS systems or directions from passengers)
 - Correct charges applied for journey
 - Most direct route taken for journey
 - Deviations from standard charges – illegitimate charge ons for luggage, A/C, tolls etc.
 - Timing.

Approach/ Methodology

- ▲ A feedback sheet was developed whereby the attributes audited were constructed to be objective in nature rather than subjective value statements or judgements. Each attribute is scored as a “yes or no”.
- ▲ The feedback sheet also included qualitative components allowing mystery passengers to comment on the experience overall. Our usual practice is that for any attribute scoring a “no”, the mystery shopper provides commentary on why this is the case.
- ▲ It was important that the feedback sheet remain as objective as possible to ensure audits across the board were carried out in a consistent manner. This is important as it may be necessary to defend the results against claims that the mystery shopping was not conducted consistently and that audit points were misconstrued or misinterpreted by different mystery passengers and therefore unfairly scored.

Project scope, objectives and methodology

Approach/ Methodology (cont'd)

- ▲ The feedback sheet was developed in close consultation with the PTU.
- ▲ The mystery shop process involved the shopper catching a taxi from different starting points and travelling to different destinations. A typical journey was carried out as follows:
 - Work/home to Hotel
 - Hotel to airport
 - Airport to work/home
- ▲ This allowed the cost per trip to be kept to a minimum whilst also maximising the number of trips audited during the process.
- ▲ The scope of the program included South East Queensland and some regional centres as follows:
 - South East Queensland**
 - Brisbane
 - Gold Coast
 - Sunshine Coast
 - Regional**
 - Toowoomba
 - Mackay
 - Townsville
 - Cairns
- ▲ The mystery shopping also took into account the following:
 - Day of the week
 - Peak and off peak periods
 - Pick up points
 - Hotel – different hotels
 - Airport
 - Work / home
 - Taxi company used

Project scope, objectives and methodology

Approach/ Methodology - Sampling

- ▲ A final sample of n=550 was used to ensure reporting could be disaggregated to a SEQ and regional level maintaining a statistically viable sample base for each region.
- ▲ The following shows how the sample was distributed across the State:

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- ▲ The program ran over two (2) weeks commencing on Friday 26/6/09 till Sunday 12/7/09.
- ▲ Mystery passengers were assigned days and times to complete the trips.

Approach/ Methodology – Briefing the mystery passenger

- ▲ Mystery passengers were asked to bring a piece of luggage with them to create the perception that they were from out of town and they were also told not to give the driver any directions if they were asked.
- ▲ They were also briefed to go to specific hotels and to use a specific taxi company (in cities where more than one taxi company operates – Brisbane and Toowoomba).
- ▲ All fares were paid using Credit or Direct Debit cards. However in some instances cash had to be used.

Project scope, objectives and methodology

Approach/ Methodology – Briefing the mystery passenger (cont'd)

- ▲ Mystery passengers filled in the feedback sheet whilst en route to their destination to ensure that they were able to remember and record all the necessary information. To this end they were also directed to sit in the back seat so they could observe what the events of the trip without being spotted.
- ▲ Mystery passengers were also told that if the temperature in the cabin was comfortable, they were not to ask for the air conditioning to be switched on or off – they were to only do this if the temperature was either too hot or too cold.
- ▲ Passengers were also told to make sure that their luggage was placed in the boot – to determine if they were charged for placing luggage in the boot.
- ▲ Some trips were also organised to ensure they crossed bridges that do not have tolls – also to determine if passengers were being charged extra.
- ▲ Once the trips were completed, mystery passengers sent their completed reports back together with a copy of the receipt for analysis and reporting.



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Conclusions and summary of findings

Conclusions and summary of findings

Conclusions

- ▲ Overall, the results from the mystery passenger program indicate that there are some issues that need to be addressed in terms of the service, conduct and presentation of drivers and taxi's in general.

Taxi fares and over charging

- ▲ One of the major concerns that face the taxi industry is the perception amongst the general public that taxi companies and some of their drivers charge for illegitimate extras such as air conditioning, placing luggage in the boot, non-existent tolls for bridges, incorrect tariff applications and other inexplicable things.
- ▲ The mystery passenger project set out to audit these allegations and to verify the extent of these practices.
- ▲ Overall a total of four (4) incidents of suspected incorrect charging and a further four (4) incidents of incorrect tariffs being applied were identified.
- ▲ The reason these were identified is because mystery passengers were briefed as to what constituted a legitimate charge and were told of some of the charges they may be subjected to such as:
 - Booking fees
 - Different tariff rates
 - 10% Service fee for use of credit card or EFTPOS
 - Airport tax
 - Bridge or road tolls.
- ▲ Mystery passengers were also briefed to ask the driver if any extra charges had been applied throughout the trip (if the driver had not already done so unprompted).
- ▲ Interestingly, only 25% of drivers advised their passenger of any additional charges unprompted.

- ▲ It is also interesting to note that drivers did not mention all additional charges consistently. For example one driver may have mentioned the service fee charge but did not mention the airport tax. Conversely another driver may have mentioned the airport tax but not the service fee charge.
- ▲ Therefore the passenger is not, on every occasion given an accurate verbal account of the extra charges the trip included.
- ▲ The situation is made more confusing for passengers because the receipt given to the passenger does not detail the additional charges. The only charge that is consistently detailed on the receipt is the service fee for use of credit card or EFTPOS facilities.
- ▲ Some of the receipts isolated a \$2.00 additional charge but it did not supply a description as to why the additional sum was charged.
- ▲ Therefore the passenger has no way of verifying or checking that the fare charged is correct. The amount shown on the meter rarely matches the amount on the receipt.
- ▲ Given this lack of transparency and the difficulty in knowing what charges actually apply to any given trip it is not surprising that there is a perception that taxi companies charge passengers unfairly.
- ▲ A more detailed receipt showing what tariff and charges have been applied to the trip may contribute to changing public perception.

Service

- ▲ Another concern the taxi industry faces is the perception amongst the general public that many drivers are rude, difficult to understand and do not know their way around or deliberately take a "longer route" to the said destination.
- ▲ Again, the mystery passenger project set out to audit these allegations and to verify the extent of these practices.

Conclusions and summary of findings

Service (cont'd)

- ▲ Overall driver behaviour scored positively with most drivers greeting their passenger at the beginning of the trip and demonstrating polite, friendly behaviour for the remainder of the journey.
- ▲ In terms of the driver “appearing to know where they were going”, 12% of mystery passengers felt that the driver did not know where they were going because of the questions they were asked by the driver, the fact they used GPS navigation to assist them or alternatively consulted with a street directory. In 19% of all trips undertaken, a GPS system was used to navigate the trip. Some used GPS as a back up even though they knew their way to the final destination.
- ▲ Of those drivers that asked the passenger for any directions to the final destination, 17 of these were asking passengers for full directions to get to the final destination.
- ▲ Despite some of the difficulties in reaching the final destination, 94% of mystery passengers believed that the driver had taken the most cost efficient route (given the mystery passengers were locals catching taxis to destinations they often travelled and were therefore aware if a less efficient route was being taken).
- ▲ Of the 6% that thought the driver had not taken the most efficient route – alternates were taken because of road works, accidents and unprecedented heavy traffic.
- ▲ With respect to how easy it was to understand the driver when they spoke, 8% of mystery passengers found it difficult to understand the driver. These drivers were described as speaking broken english and having heavy accents.
- ▲ Interestingly even though 8% were difficult to understand, only 2% of mystery passengers thought the driver was **not** able to understand their instructions easily. That is there were only issues with “conversations”.

- ▲ An area that affects driver, passenger and other road users’ safety is the level to which drivers follow general road rules.
- ▲ 20% of drivers were marked as not following general road rules with some of these drivers breaking more than one rule on the one trip.
- ▲ These offences relate to the following:
 - Speeding (51 cases)
 - Fiddling with the dispatch panel (28 cases)
 - Talking on mobile/ texting/ fiddling with IPOD (25 cases)

Appearance and presentation of taxi and driver

- ▲ Another criticism the taxi industry faces is the perception amongst the general public that many taxi’s and drivers do not meet basic hygiene standards and that both driver and taxi’s are not at all well presented.
- ▲ Again, the mystery passenger project set out to audit these allegations.
- ▲ Overall 14% of all taxis were considered not to be clean on the exterior and 17% were considered unclean in the interior. (Brisbane was the main offender on both counts).
- ▲ It is also interesting to note that 11% described the taxi as having an unpleasant odour inside. Most of these complaints related to the driver smelling of cigarette – they had been smoking just prior to the journey and the smell from the driver had transferred to the vehicle.
- ▲ However in some other instances general body odour was also mentioned.
- ▲ Drivers were mostly described as well groomed and tidy, however what is interesting to note is that 28% of cases, the mystery shopper was unable to determine whether or not the driver was wearing a uniform. The reason for this is that the cold weather forces drivers, especially those further south to wear jackets and jumpers.

Conclusions and summary of findings

Appearance and presentation of taxi and driver (cont'd)

- ▲ The concern here is that the passenger is not able to certify that the driver is actually a company driver.
- ▲ Finally another criticism the taxi industry has had is that often music being played in the taxi is often very loud, of “different ethnic origin” and generally not appropriate.
- ▲ 40% of drivers did not have the radio or any other music playing in the taxi. Of the 60% that did, 7% were described as having the volume or music at an uncomfortable level.
- ▲ Most of these drivers had a news or other popular radio station playing at a comfortable level.

In summary

- ▲ The results from the mystery passenger program indicate that there are some issues that need to be addressed in terms of the service, conduct and presentation of drivers and taxi's in general. In particular the mystery passenger program identified two areas that are perhaps of more concern than other areas.
 - the lack of transparency in terms of the receipts provided to passengers at the end of the journey. Community perceptions could be changed if passengers in future could verify and check that all charges have been legitimately calculated rather than having to rely on the drivers word.
 - and the safety of passengers, drivers and other road users relating to taxi drivers not adhering to basic road rules.
- ▲ The following pages provide a summary of findings and shows summary percentages relating to specific audit points relating to the mystery passenger program.

Conclusions and summary of findings

JOURNEY DETAILS

Taxi company used

- ▲ There was an even split achieved in Toowoomba with 50% of all trips having been undertaken in Yellow Cabs and 50% in Black and White.
- ▲ In Brisbane 46% of all trips were undertaken in Yellow Cabs and 54% in Black and White.

Day of trip

- ▲ 56% of all trips were taken on Wednesday, Thursday and Friday.

Time of trip

- ▲ 42% of all trips were taken between 7am to 12pm. The remaining 58% were taken between 12pm to 12am. 32% of these took place between 3pm to 7pm.

Journey time

- ▲ 37% of all journey's were between 10 to 15 minutes. A further 22% took between 1 to 9 minutes.

Booked a taxi or used a taxi rank

- ▲ 53% of all trips undertaken used a taxi rank. The remaining 47% booked a taxi.

Time spent waiting for a taxi to arrive

- ▲ 54% of those that booked a taxi waited between 1 to 5 minutes for their taxi to arrive. 32% waited 6 to 10 minutes for their taxi to arrive.

Time spent waiting at taxi rank

- ▲ 84% of people catching taxi's at a rank had to wait 1 minutes or less to catch a taxi. 10% waited 1 to 5 minutes for their taxi to arrive.

Pick up and drop off points

- ▲ Pick up points for trips were divided as follows:

• Home	30%
• Hotel	23%
• Airport	30%
• Other	20%

Tariff applied to trip

- ▲ 76% of trips had a Tariff 1 applied to it while 23% had a Tariff 2 applied. 2 trips on the Gold Coast had a Tariff 3 applied incorrectly.
- ▲ In total 4 trips were charged Tariff 2 or 3 incorrectly (not a public holiday, not on the week end and between 7am to 7pm).
- ▲ All other trips were charged at the correct Tariff rate.

SERVICE THROUGHOUT JOURNEY

Greeted by driver

- ▲ In 91% of all trips undertaken the driver greeted the passenger with a hello or other salutation. In 9% of cases the driver did not greet their passenger.

Driver asked destination

- ▲ In 94% of all trips undertaken, the driver asked the passenger where they would like to be taken before commencing the trip.

Conclusions and summary of findings

Driver asked if there was a particular route

- ▲ 16% of all drivers asked the passenger if there was a particular route they would like to take to their destination.

Driver knew where they were going

- ▲ 88% believed that the driver knew where they were going.

Driver pleasant throughout trip

- ▲ Passenger were asked to note if the driver was pleasant and nice to them throughout the duration of the trip. 92% believed that the driver was in fact pleasant and nice throughout the trip.

Driver easy to understand when they spoke

- ▲ In 92% of all trips undertaken, the passenger felt the driver was easy to understand when they spoke.

Driver able to understand instructions easily

- ▲ In 98% of all trips undertaken, the passenger felt the driver was able to understand instructions easily.

Driver followed general road rules

- ▲ 20% of drivers did not follow the general road rules.

Driver used GPS throughout journey

- ▲ 19% of drivers did use GPS to navigate throughout the trip.

Driver asked for directions throughout trip

- ▲ In 18% of all trips undertaken, the driver asked the passenger for directions at some point during the trip.

Driver took most cost efficient route

- ▲ In 94% of all trips undertaken, the passenger felt the driver did take the most cost efficient route.

Air conditioning in the taxi

- ▲ In 80% of cases, the temperature in the taxi was comfortable so the passenger did not ask the driver to turn the air conditioning on or off.
- ▲ In 12% of all trips, the air conditioning was already on. While in 4% of all the trips undertaken, the passenger asked the driver to put the air conditioning on because it was either too hot or too cold. Most drivers obliged. However a small percentage (0.5%) refused to put on the air conditioning claiming that the temperature was comfortable or suggested that the passenger use the window instead.

APPEARANCE & PRESENTATION OF DRIVER & TAXI

Exterior of taxi clean

- ▲ 86% of all taxi's were described as clean. That is free from mud, dust, dirt and/or other substances.

Interior of taxi clean

- ▲ 83% of all taxi's were described as having clean interiors. That is free from mud, dust, dirt and/or other substances or articles.

Temperature in taxi comfortable

- ▲ The temperature in the taxi in 95% of all trips taken was described as comfortable.

Taxi free of unpleasant odours

- ▲ 89% described the taxi as being free from any unpleasant odours.

Seatbelt working

- ▲ In 98% of cases the seatbelt was working properly.

Window working

- ▲ In 89% of cases the window was working

Volume of radio/music comfortable

- ▲ Of the 563 trips taken, 61% taxi's had the radio or music playing.
- ▲ Of these, 93% believed that the volume was at a comfortable level.

Conclusions and summary of findings

Driver well groomed and tidy

- ▲ 96% of all drivers were described as well groomed and tidy.

Driver wearing a uniform

- ▲ Overall 71.5% of the drivers were wearing an obvious uniform. Because the project was undertaken during winter months, many of the drivers were wearing jumpers or jackets that obscured their uniform (if they were wearing one).

TAXI FARES

Extra charges

- ▲ As part of the mystery passenger exercise, mystery shoppers were briefed to pay their fares using either EFTPOS or Credit Card facilities to ensure that a proper record of the trip was documented. They were also briefed to ask the driver if they had been charged extra for any aspect of the trip.
- ▲ Because almost everyone used EFTPOS or Credit card (97.5%) they were charged a 10% service fee. 2.5% of passengers paid by cash – in some instances the machine did not work or the transaction was declined and in these instances they were forced to pay cash. This group did not pay the service fee.
- ▲ Other extras that passengers mentioned and were charged extra for included an airport tax or toll of \$3 (Brisbane Airport) or \$2 (Other airports) (30% of all trips), various bridge tolls including the Gateway Bridge and the booking fee if a taxi was booked (47% of all trips).
- ▲ Therefore in 100% of cases, each fare included an “extra charge” as described.
- ▲ However what is of interest is that 4 passengers claim to have been charged for air conditioning, placing luggage in the boot and charging a booking fee when the taxi was not booked.
- ▲ However these “extra” charges are not detailed on the receipts.
- ▲ In many cases taxi receipts only reflect the service fee.

Illegitimate charges

- ▲ Passengers were asked if they believed any of the charges to be illegitimate. 99.5% believe that all the extra charges were legitimate – only the 4 passengers that claimed charges for air conditioning, placing luggage in the boot and for charging a booking fee felt that these charges were suspect.

Driver explained they would charge extra

- ▲ In only 25% of all trips taken did the driver mention unprompted that they would be charging extra for any aspect of the trip or that extras were being charged

Believe the correct fare was charged

- ▲ Passengers were asked if they believed they were charged the correct fare for the trip. Overall 97% believed they were charged the correct fee (once all charges had been explained).



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Detailed findings

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Journey details

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Journey details

Taxi company used

- ▲ The objective was to achieve an even split between different taxi companies both in Brisbane and Toowoomba (the only cities that operate two different taxi companies).
- ▲ There was an even split achieved in Toowoomba with 50% of all trips having been undertaken in Yellow Cabs and 50% in Black and White.
- ▲ In Brisbane 46% of all trips were undertaken in Yellow Cabs and 54% in Black and White. The difficulty arose when catching cabs at ranks –it was not possible to dictate the taxi company used.

Day of trip

- ▲ The day the trip was taken was devised by taking into account peak and off peak days. Sunday, Saturday, Monday and Tuesday are marginally “less busy” overall than the remaining days of the week.
- ▲ Trips were therefore scheduled to reflect this with 56% of all trips occurring on Wednesday, Thursday and Friday

Time of trip

- ▲ The time the trip was taken was also scheduled by taking into account peak and off peak times. Peak times on Monday to Friday are between 8 to 11am and 3 to 6 pm (except for Friday and Saturday nights where peak periods are heavily skewed 6pm to 1am).
- ▲ 42% of all trips were taken 7am to 12pm. The remaining 58% were taken between 12pm to 12am. 32% of these took place between 3pm to 7pm.

Journey time

- ▲ 37% of all journey's were between 10 to 15 minutes. A further 22% took between 1 to 9 minutes.
- ▲ The average journey length also varied between different regions

- ▲ In Brisbane for example, distances between the City and the Airport are longer in comparison to some of the regional centres. The average trip length in Brisbane is 21 to 25 minutes ((29%) versus 10 to 15 minutes in the other regions.

Booked a taxi or used a taxi rank

- ▲ 53% of all trips undertaken used a taxi rank. The remaining 47% booked a taxi.
- ▲ There is a significantly higher proportion of taxi bookings in Toowoomba because of the difficulty in catching cabs at the taxi rank at the airport. Since flights do not come in every day to the airport, the taxi rank does not always have taxi's waiting – therefore on many of the exiting trips from the airport, taxi's were booked.
- ▲ This is the same for the Sunshine Coast – Flights do not arrive everyday and the taxi rank does not have taxi's lining up, therefore mystery passenger's were required to call/book a cab to exit the airport.

Time spent waiting for a taxi to arrive

- ▲ 54% of those that booked a taxi waited between 1 to 5 minutes for their taxi to arrive. 32% waited 6 to 10 minutes for their taxi to arrive.
- ▲ A higher proportion of taxi's in Brisbane (64%), the Sunshine Coast (72%) and Cairns (82%) arrived within 1 to 5 minutes from the booking being made.

Time spent waiting at taxi rank

- ▲ 84% of people catching taxi's at a rank had to wait 1 minutes or less to catch a taxi. 10% waited 1 to 5 minutes for their taxi to arrive.
- ▲ Regional centres are more likely to wait longer than areas such as Brisbane and the Gold Coast.

Journey details (cont'd)

Pick up and drop off points

- ▲ Pick up points for trips were divided as follows:
 - Home 30%
 - Hotel 23%
 - Airport 30%
 - Other 20%
- ▲ Other included places such as shopping centres or shopping villages or other public areas or ranks close to hotels.
- ▲ Drop off points for trips were divided as follows:
 - Home 31%
 - Hotel 32%
 - Airport 29%
 - Other 8%

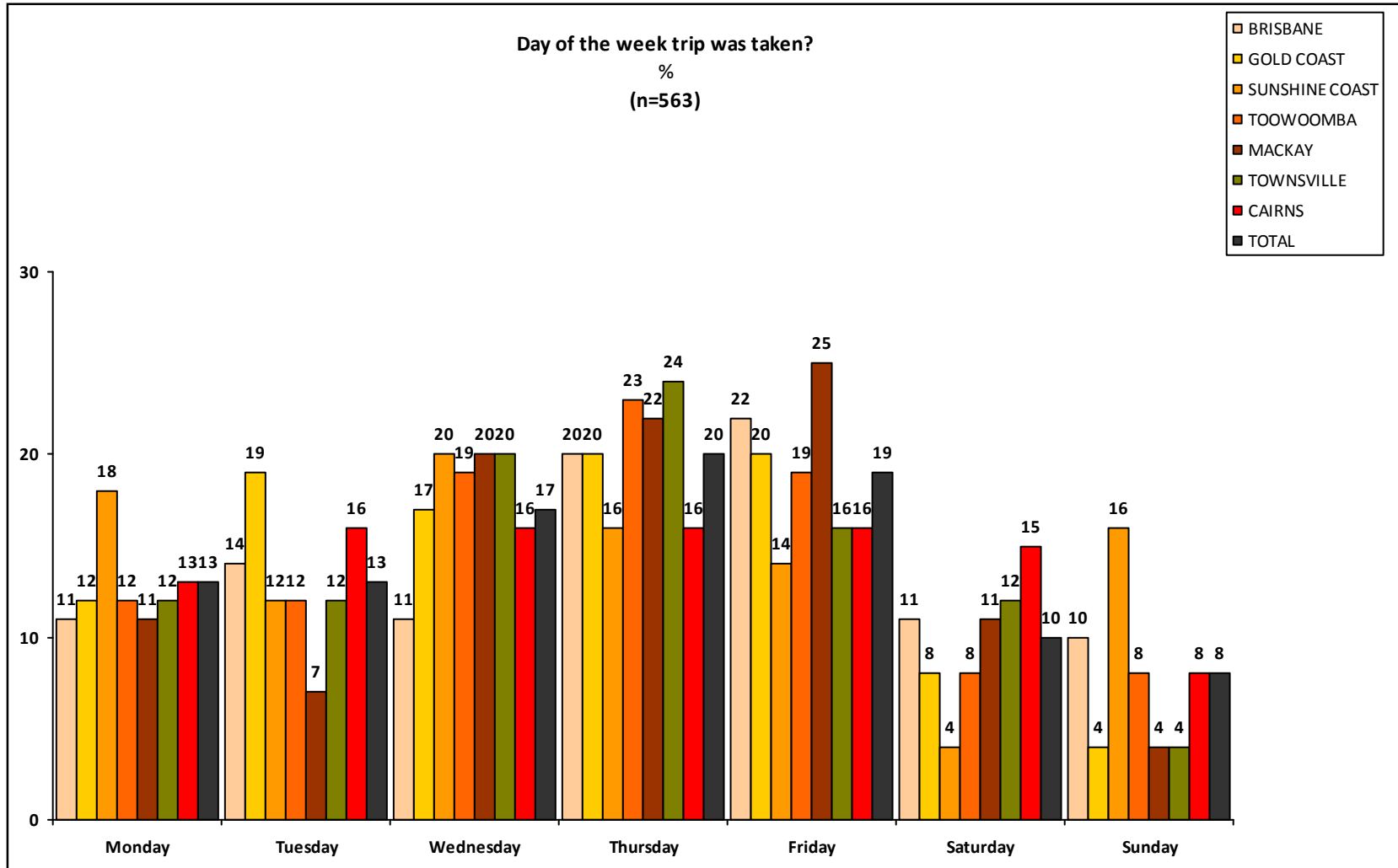
Tariff applied to trip

- ▲ 76% of trips had a Tariff 1 applied to it while 23% had a Tariff 2 applied. 2 trips on the Gold Coast had a Tariff 3 applied. This should not have been the case as no trips in this project were undertaken between 12.00am to 5.00am.
- ▲ In total 4 trips were charged Tariff 2 or 3 incorrectly (not a public holiday, not on the week end and between 7am to 7pm).
- ▲ All other trips were charged at the correct Tariff rate.

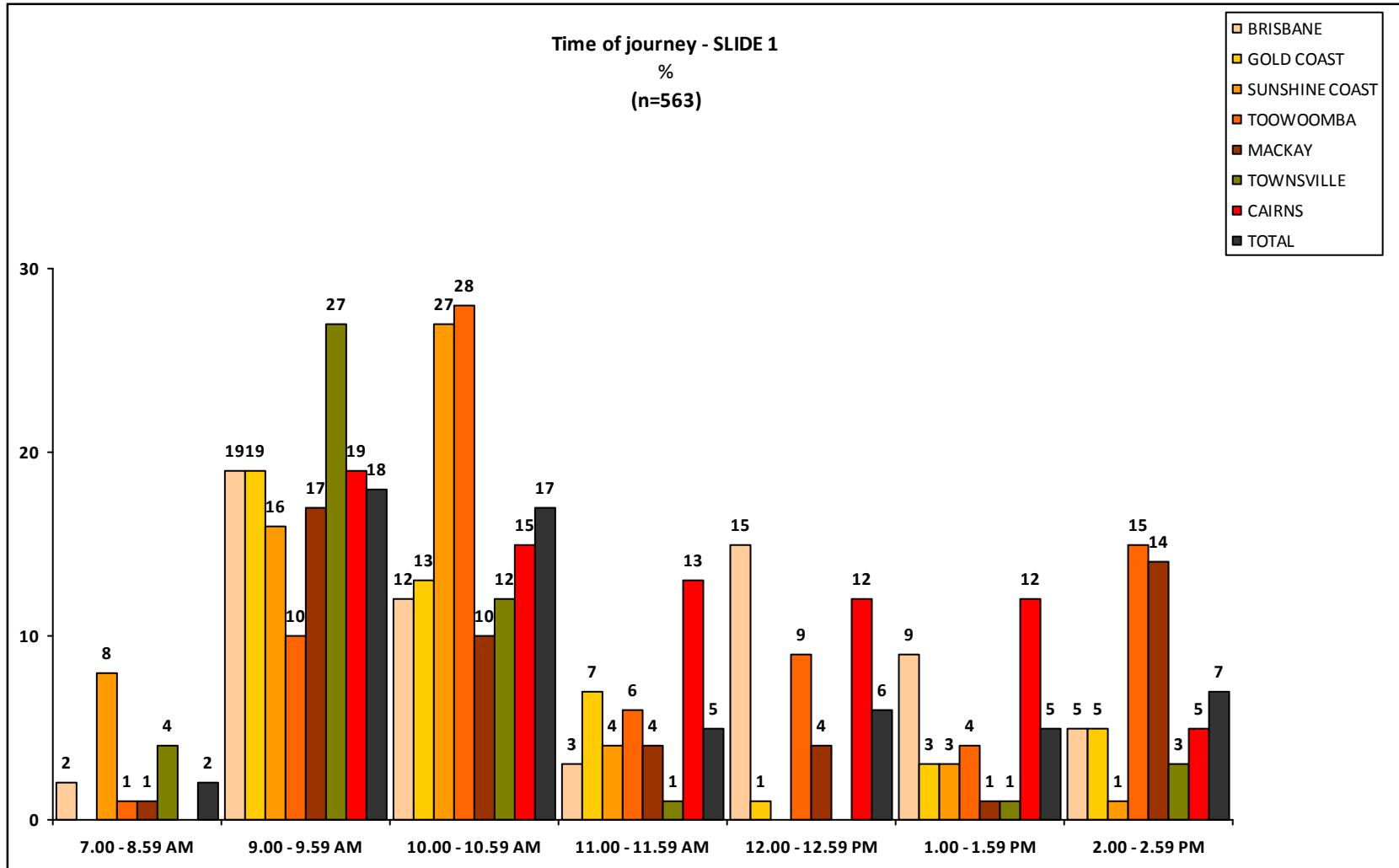
Taxi company used

Region	Taxi Company	%
Brisbane	Yellow Cabs	46%
	Black and White Taxis	54%
Gold Coast	Regent Taxis	100%
Sunshine Coast	Sunshine Cabs	100%
Toowoomba	Garden City Yellow Cabs	50%
	Black and White Garden City Cabs	50%
Mackay	Mackay City Cabs	100%
Townsville	Standard White Cabs	100%
Cairns	Black and White Taxis	100%

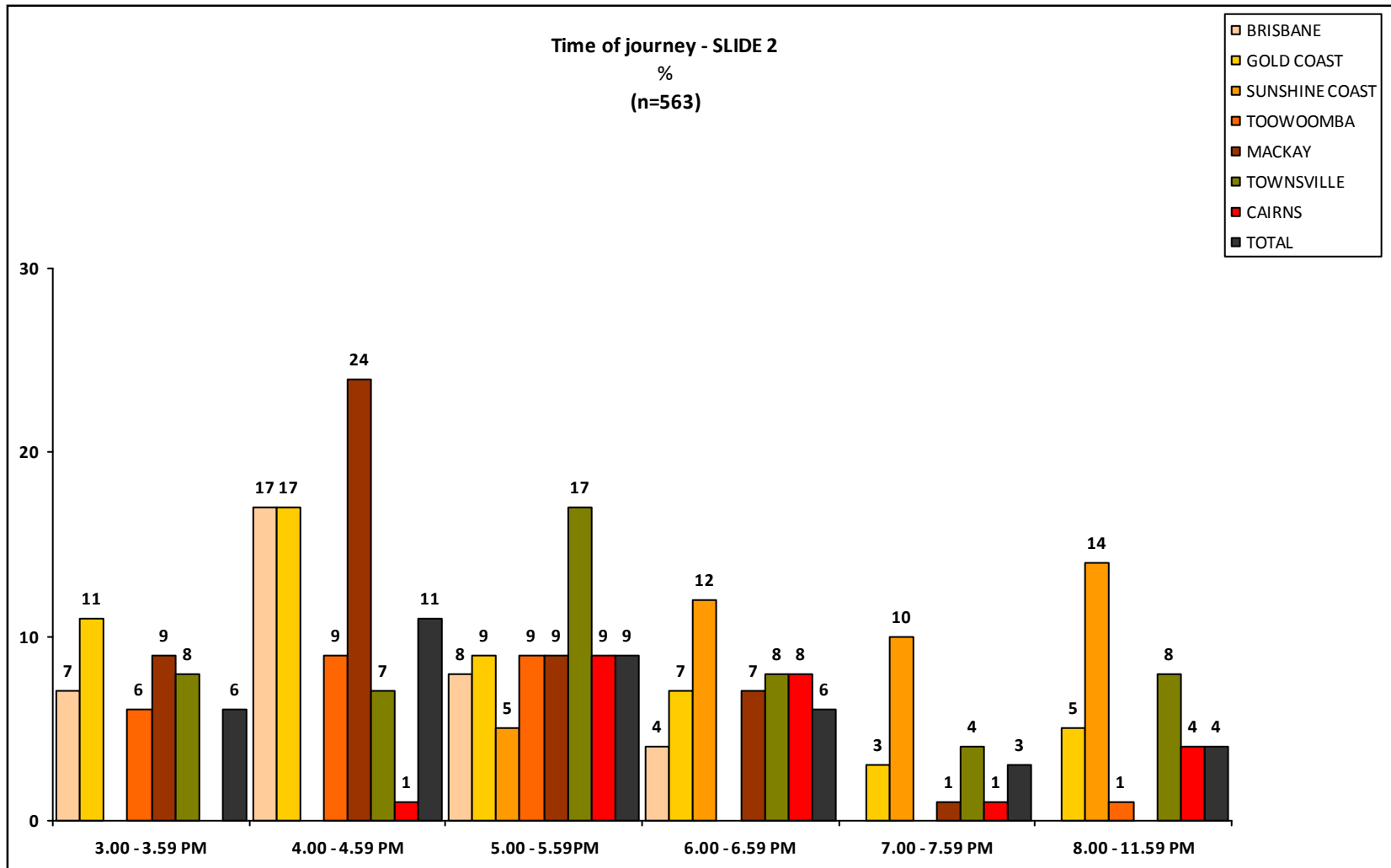
Day of trip



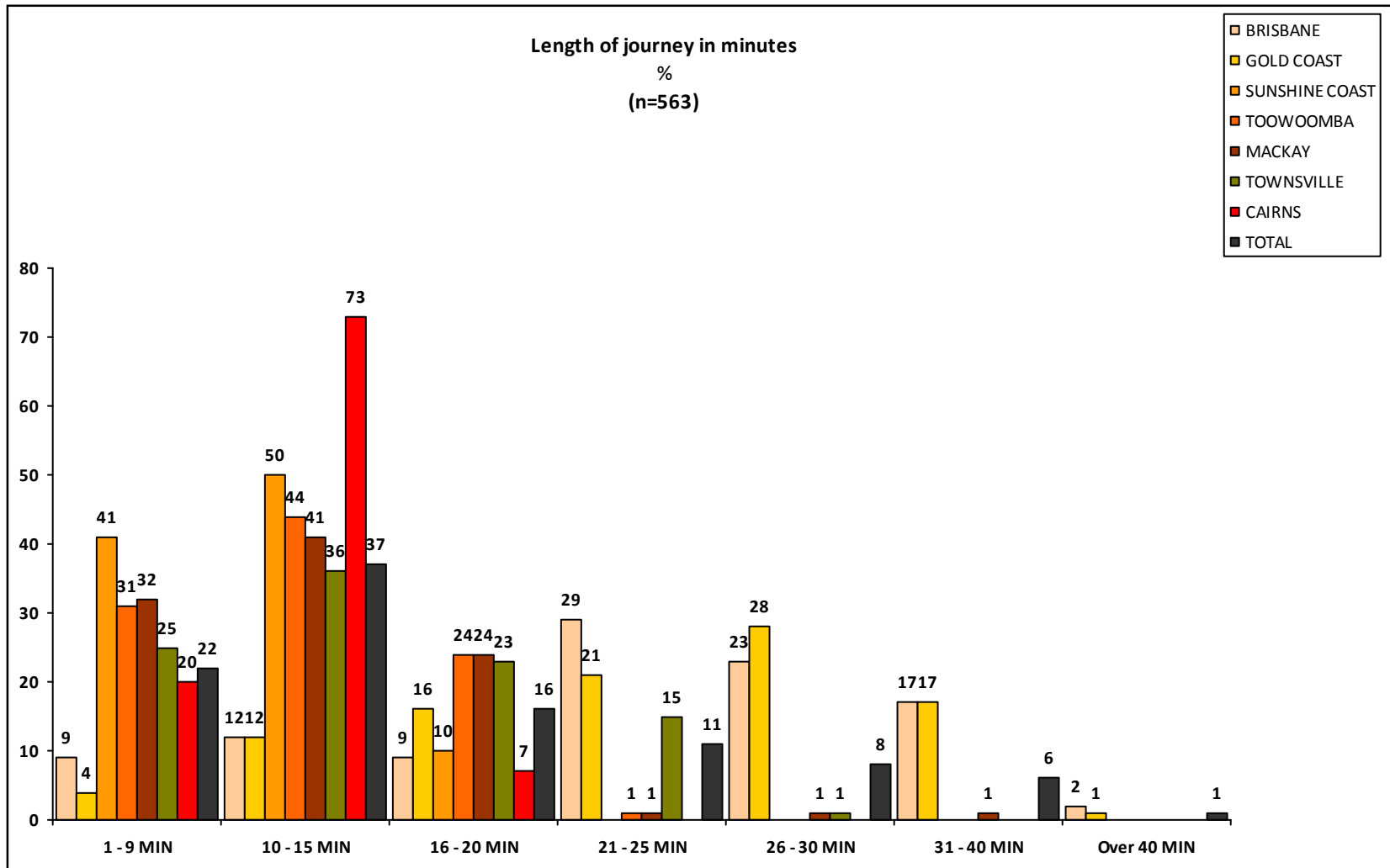
Time of trip



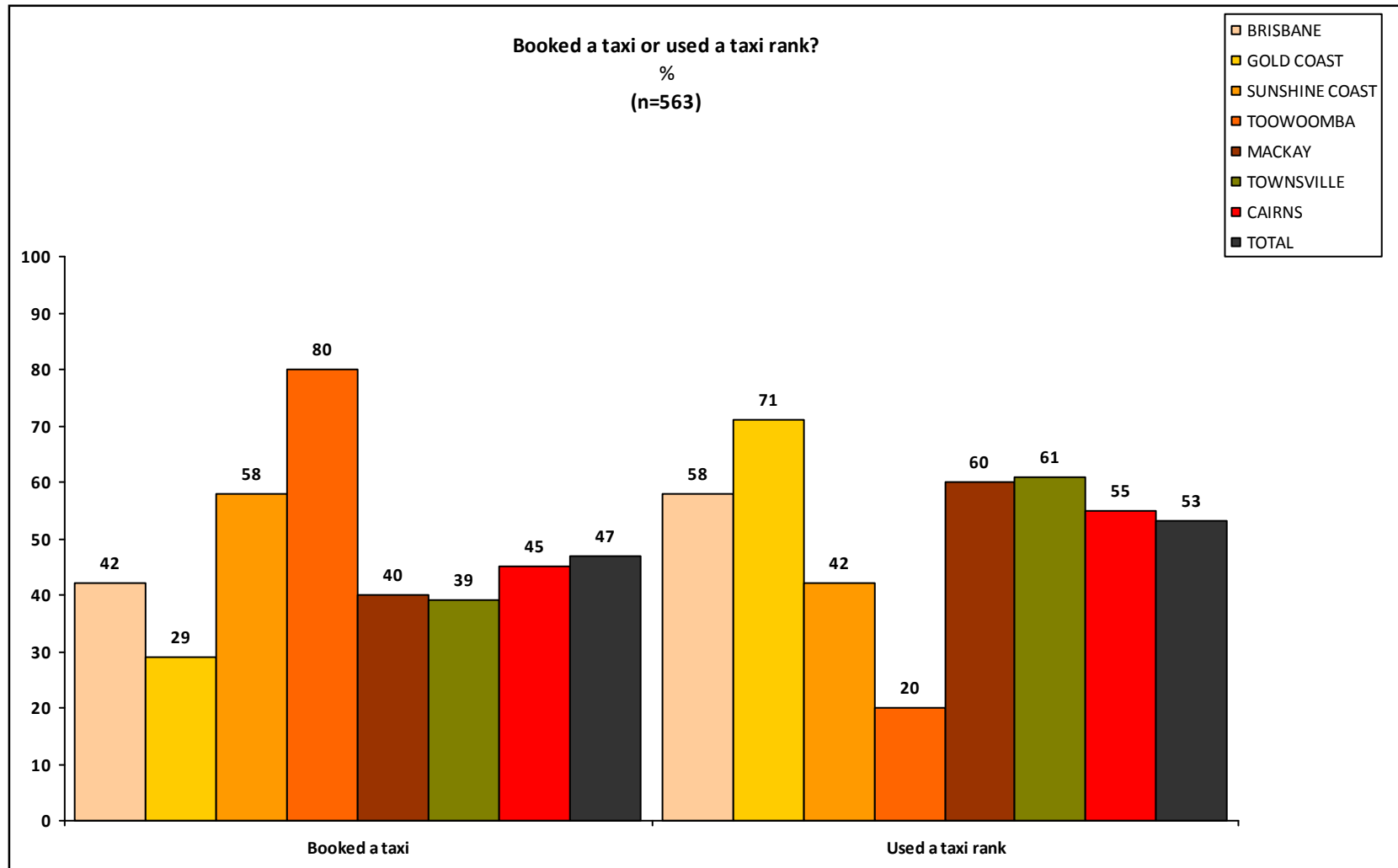
Time of trip (cont'd)



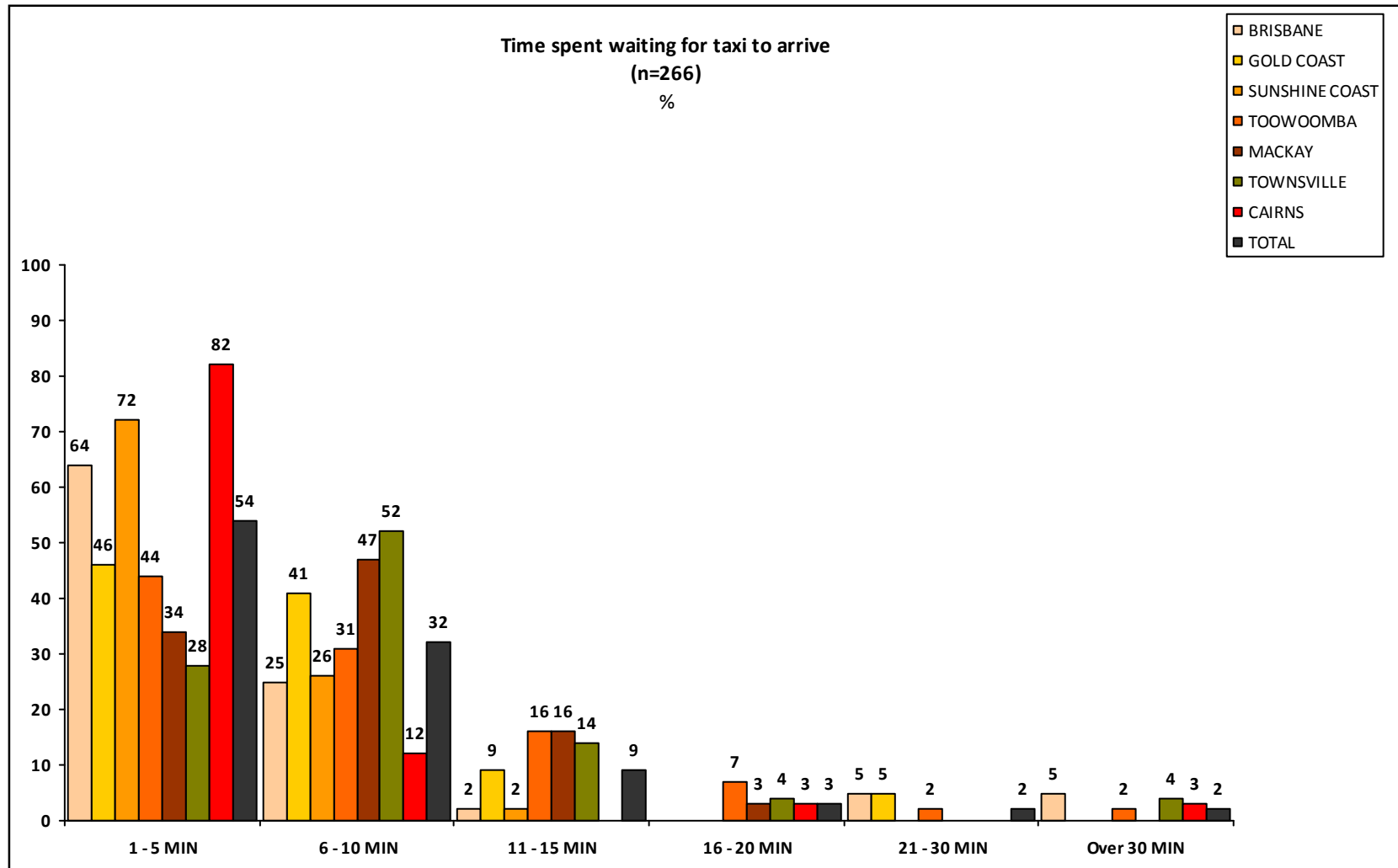
Total journey time



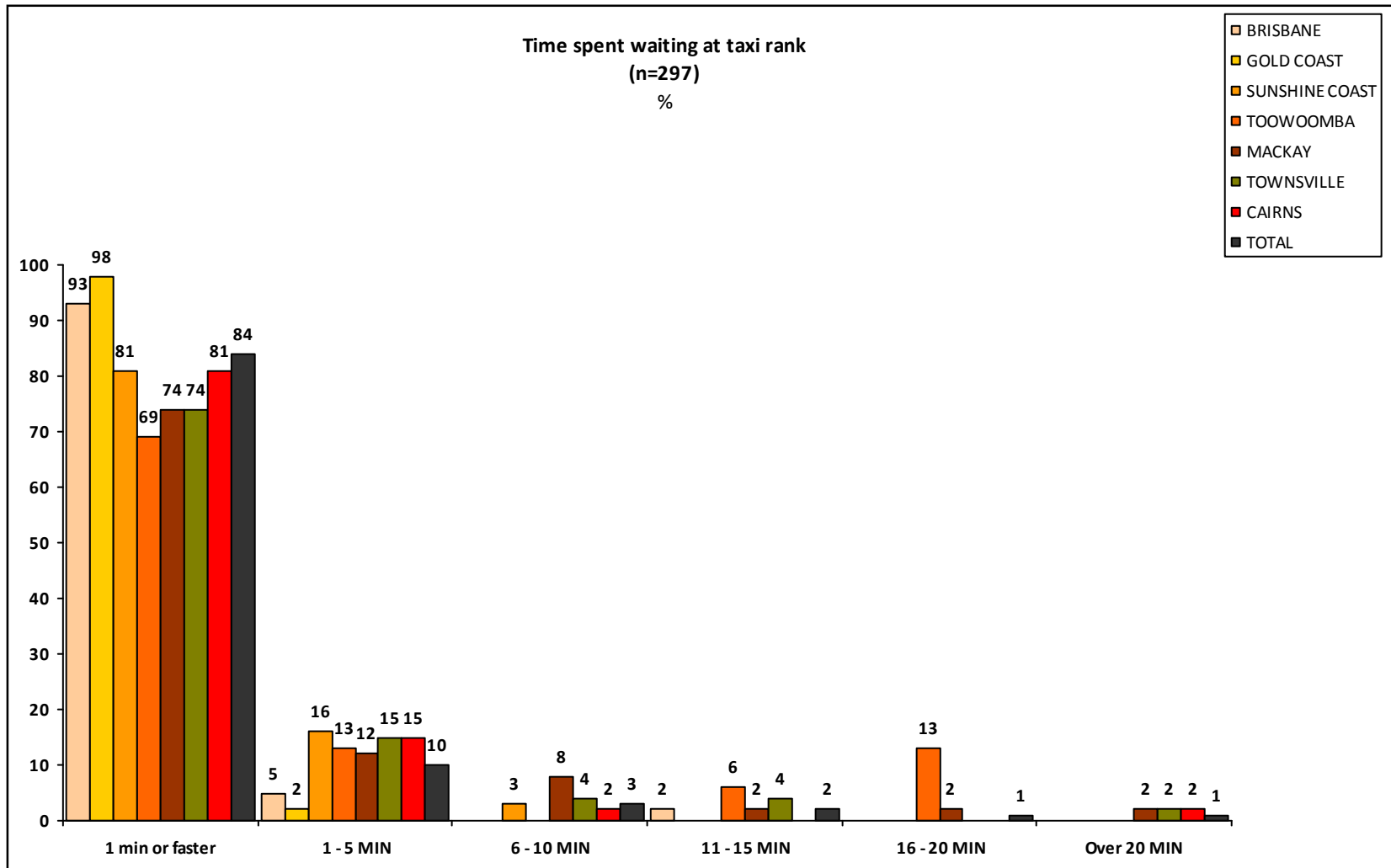
Booked a taxi or used a taxi rank



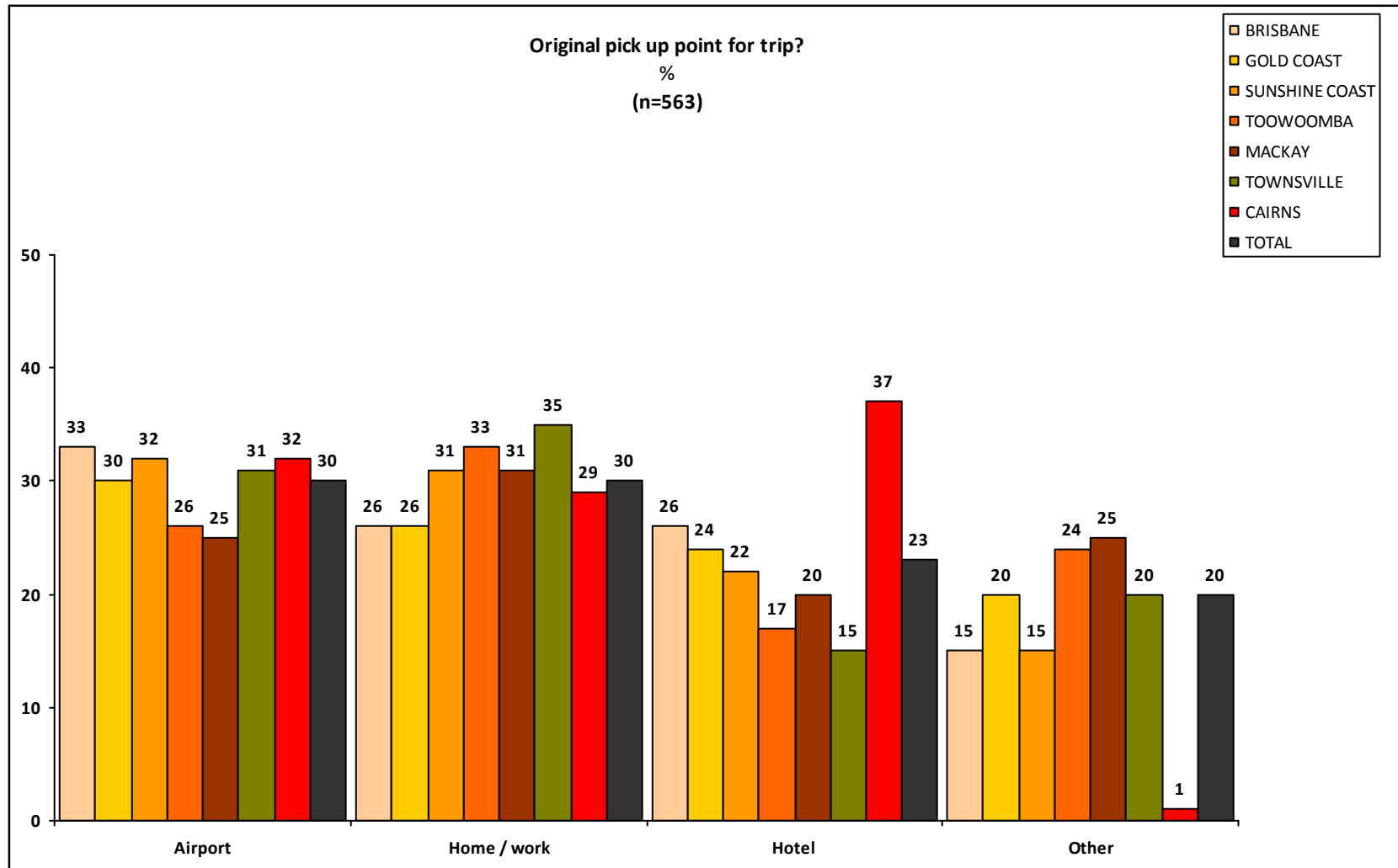
Time spent waiting for taxi to arrive



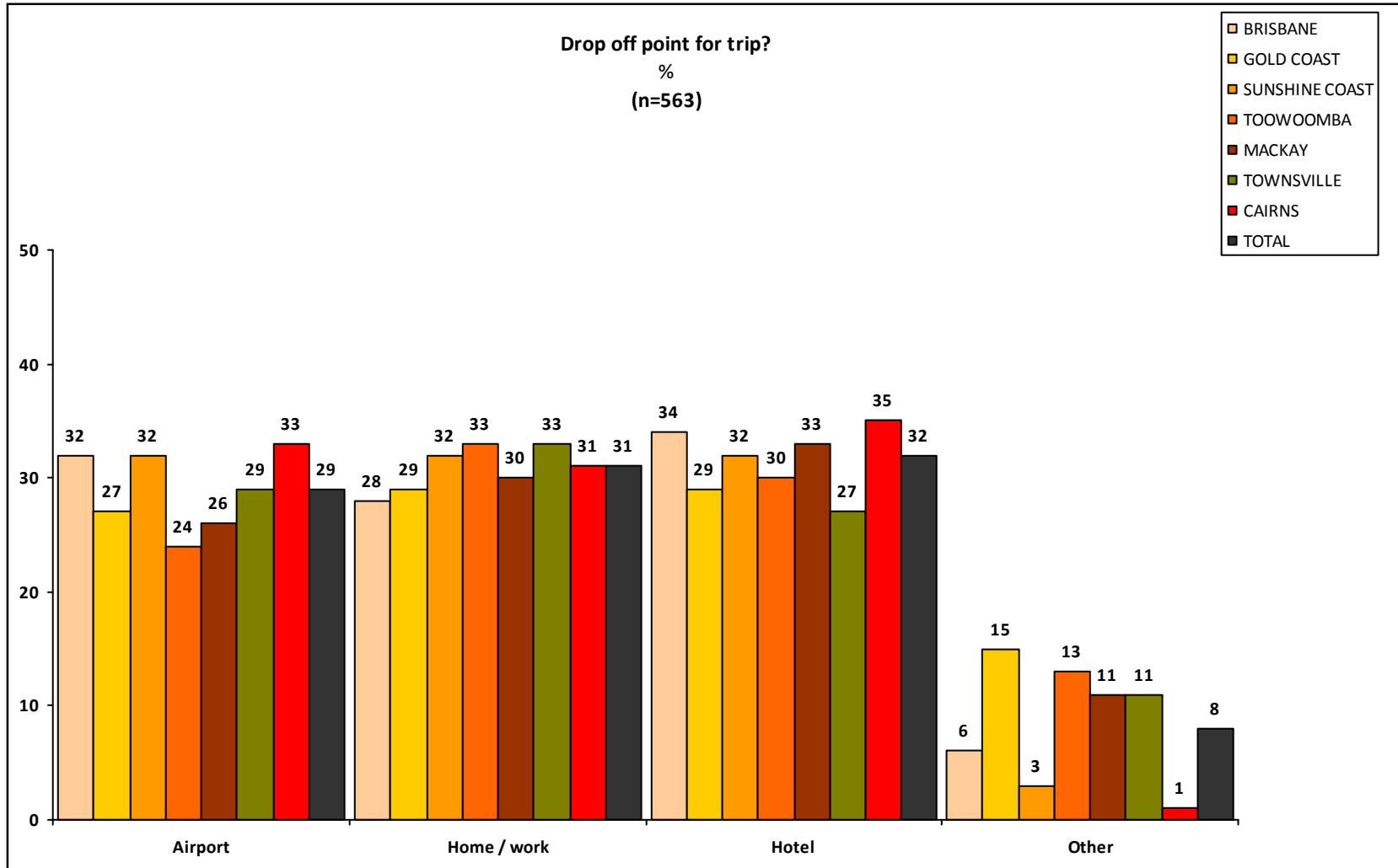
Time spent waiting at taxi rank



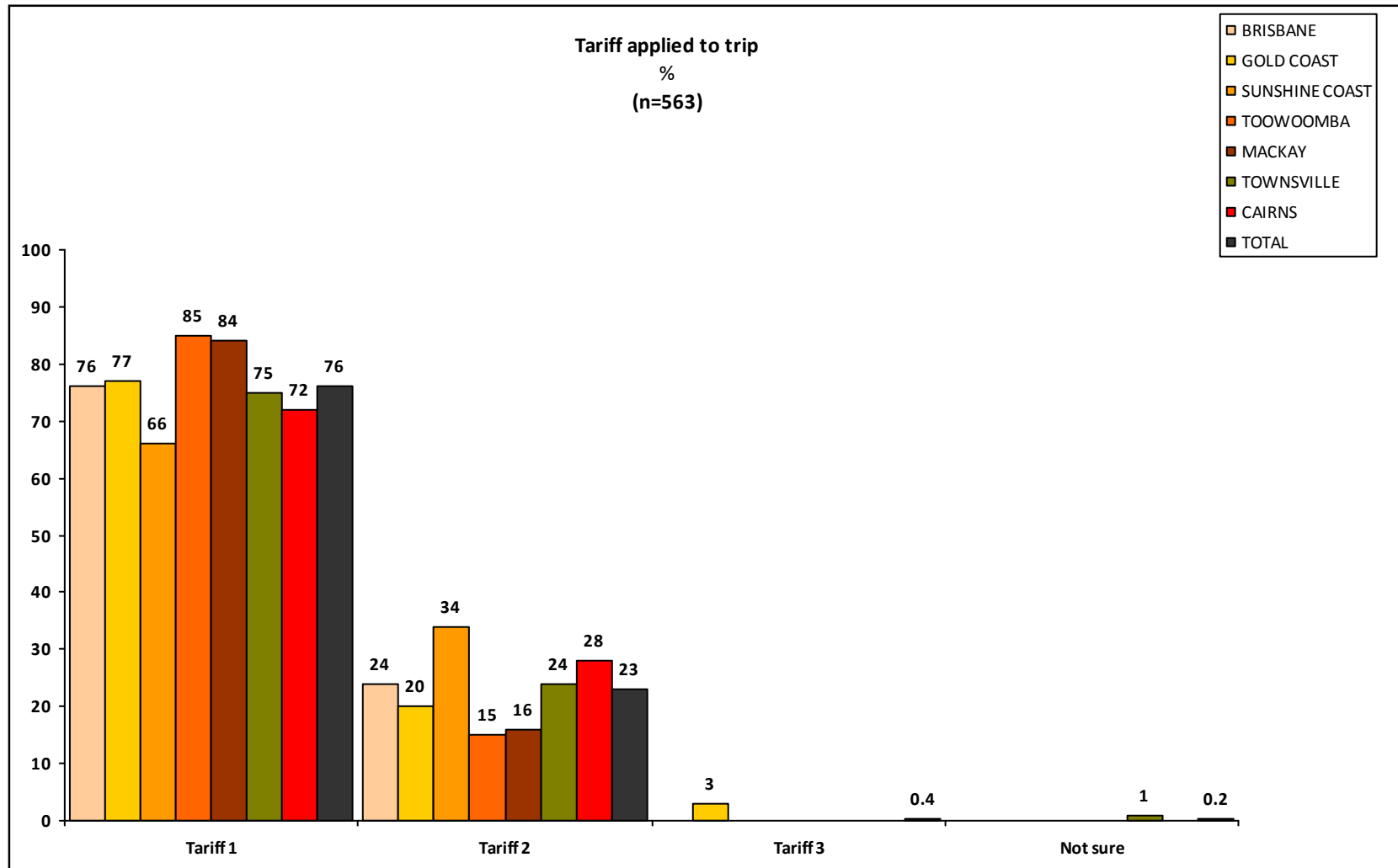
Summary – pick up point



Summary – drop off point



Tariff applied to trip





QUEENSLAND TRANSPORT
Passenger Transport Development
Mystery Passenger Project

Service throughout journey

MARKET SHARE ▶

Service throughout journey

Greeted by driver

- ▲ In 91% of all trips undertaken the driver greeted the passenger with a hello or other salutation. In 9% of cases the driver did not greet their passenger.
- ▲ A higher percentage of drivers in Toowoomba (18%) and Brisbane (13%) did not greet their passengers with a hello or other salutation.
- ▲ Some drivers were described as not very friendly or in a bad mood or just got straight into the task of asking where the passenger was headed.

Driver asked destination

- ▲ In 94% of all trips undertaken, the driver asked the passenger where they would like to be taken before commencing the trip.
- ▲ 11% in Brisbane started driving before asking the passenger where they would like to be taken. Some of these made the assumption that the passenger was headed for the airport.

Driver asked if there was a particular route

- ▲ 16% of all drivers asked the passenger if there was a particular route they would like to take to their destination. This was especially the case in Townsville (28%), Brisbane (23%) and Mackay (20%).
- ▲ However in most cases (84%) the driver did not consult with the passenger regarding a preferred route.

Driver knew where he was going

- ▲ Passengers were asked to take note as to whether or not they believed the driver knew where they were going.
- ▲ 88% believed that the driver knew where they were going. However 25% of passengers in Brisbane and 25% of passengers on the Gold Coast thought the driver did not appear to know where they were going.

Reasons for believing this included:

- The driver asking the passenger if they knew the way to get there
- Use of their GPS system
- Looking up street directories
- Uncertainty at certain junctures in the trip.

Driver pleasant throughout trip

- ▲ Passenger were asked to note if the driver was pleasant and nice to them throughout the duration of the trip. 92% believed that the driver was in fact pleasant and nice throughout the trip.
- ▲ 15% in Brisbane and 11% in Toowoomba did not believe that their drivers were pleasant and nice.
- ▲ Reasons for this included:
 - Driver in a grumpy or bad mood and did not initially acknowledge them / sleazy (12 cases)
 - Driver *did not want to talk* at all throughout the trip (4 cases).
 - Driver did not talk throughout the journey (35 cases)
- ▲ Other drivers were described as “happy and chatty” and “interested” in where passengers were going.
- ▲ There were those that although did not talk or speak much throughout the trip, were still described as pleasant and nice.

Driver easy to understand when they spoke

- ▲ In 92% of all trips undertaken, the passenger felt the driver was easy to understand when they spoke. This was especially the case in Mackay (100%) and Sunshine Coast (99%).
- ▲ Passengers in Brisbane (15%), Gold Coast (13%) and Cairns (12%) felt that in some instances the driver was not easy to understand.
- ▲ Those that were difficult to understand were described as having broken English, heavy accents (Indian, Chinese or other) or they were just mumbling.

Service throughout journey (cont'd)

Driver able to understand instructions easily

- ▲ Passengers were asked to take note of whether or not the driver was able to understand their instructions easily.
- ▲ In 98% of all trips undertaken, the passenger felt the driver was able to easy to understand instructions easily.
- ▲ Again passengers in Brisbane (5%), Gold Coast (7%) felt that in some instances the driver found it difficult to understand what they were saying and they had to repeat themselves several times.

Driver followed general road rules

- ▲ Passengers were asked to take note of whether or not the driver followed the general road rules such as not speeding, not pushing in ahead of other cars in queues, indicating when changing lanes, obeying traffic lights and road signs, not using a mobile and not fiddling with the dispatch panel.
- ▲ 80% of drivers followed the general rules, especially those in Mackay (93%), Townsville (89%) and Toowoomba (86%).
- ▲ Drivers on the Gold Coast (35%), Sunshine Coast (31%) and Brisbane (23%), were reported as not following general road rules.
- ▲ These offences related predominantly to
 - Speeding (51 cases)
 - Fiddling with the dispatch panel (28 cases)
 - Talking on the mobile/ texting fiddling with IPOD while driving (25 cases)

Driver used GPS throughout journey

- ▲ Passengers were asked to take note of whether or not the driver used a GPS navigation system at any time during the trip. They were to check if used it should be set at the commencement of the trip and not during the trip.
- ▲ 19 % of drivers did use GPS, especially those in Cairns (31%), Brisbane (29%) and Sunshine Coast (27%).

- ▲ Many of these drivers set up the GPS prior to the trip commencing.

Driver asked for directions throughout trip

- ▲ In 18% of all trips undertaken, the driver asked the passenger for directions at some point during the trip. This was especially the case on the Gold Coast (25%), Townsville (25%) and Brisbane (23%).
- ▲ The nature of the questions included:
 - Confirmation of journey details (32 cases)
 - Asking to either turn left or right at certain junctures (27 cases)
 - Confirmation of street address / hotel name / airline (18 cases)
 - Asked for full directions to final destination (17 cases)

Driver took most cost efficient route

- ▲ The passenger was asked whether or not the driver took the most cost efficient route to their destination.
- ▲ In 94% of all trips undertaken, the passenger felt the driver did take the most cost efficient route.
- ▲ Passengers on the Sunshine Coast (8%), Toowoomba (9%) and Townsville (9%) felt that in some instances the driver did not take the most cost efficient route.
- ▲ Some passengers attributed the choice of route to road closures, roadworks or accidents while others thought that even though the distances may have been equal, the time taken between one route versus another was longer due to traffic lights and traffic in general.

Air conditioning in the taxi

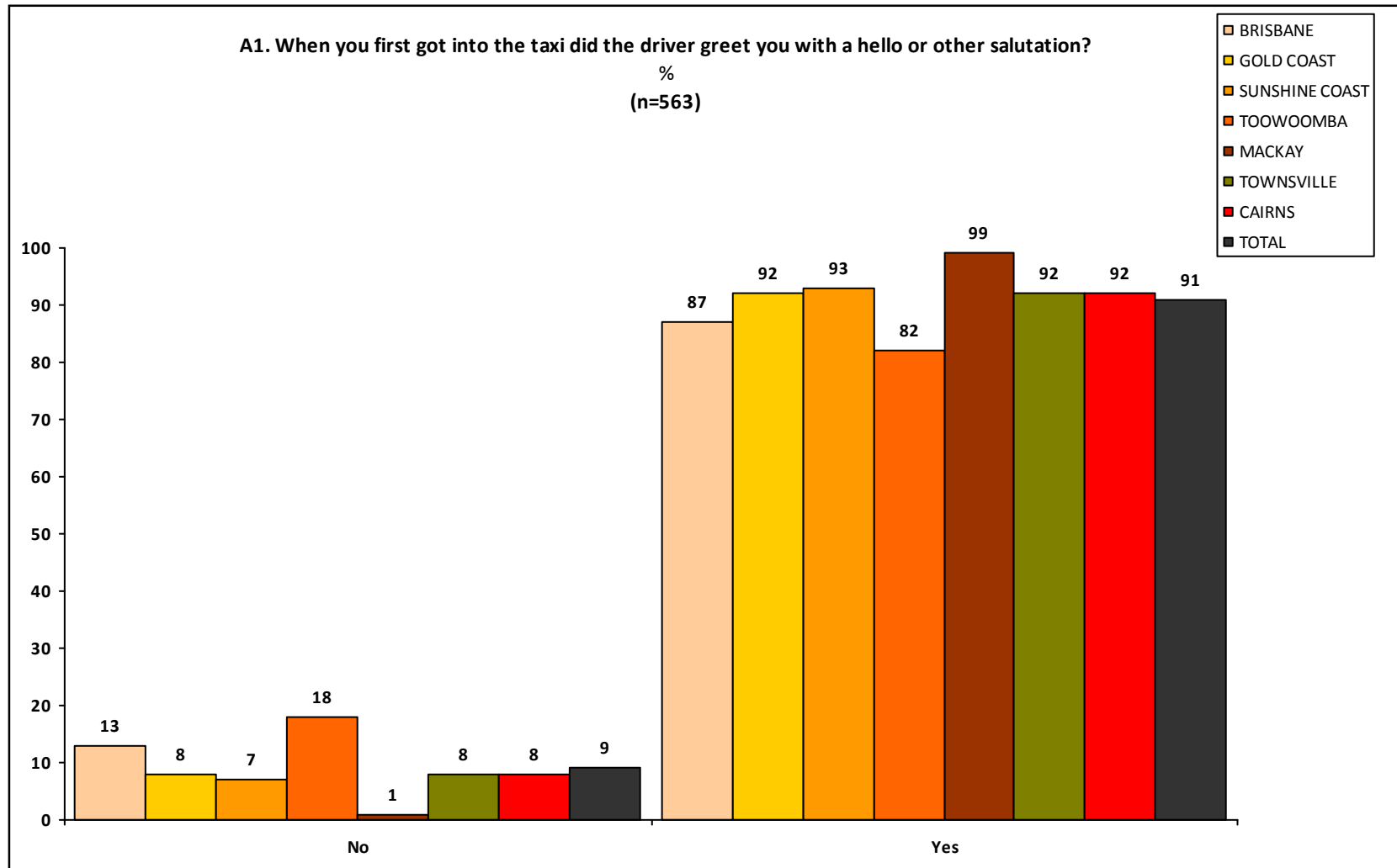
- ▲ Passengers were asked to note whether or not the temperature in the taxi was comfortable. If it was too hot or cold they were to ask the driver to put the air conditioning on. They were asked to note the response they got from the driver.
- ▲ In 80% of cases, the temperature in the taxi was comfortable so the passenger did not ask the driver to turn the air conditioning on or off.

Service throughout journey (cont'd)

Air conditioning in the taxi (cont'd)

- ▲ In 12% of all trips, the air conditioning was already on. While in 4% of all the trips undertaken, the passenger asked the driver to put the air conditioning on because it was either too hot or too cold. Most drivers obliged. However a small percentage (0.5%) refused to put on the air conditioning claiming that the temperature was comfortable or suggested that the passenger use the window instead – this was in Townsville and Cairns.

Greeted by driver



Comments – greeting from driver

Brisbane

- BARELY AUDIBLE
- DID NOT UNDERSTAND WHAT HE SAID
- HE WAITED UNTIL I CONFIRMED BOOKING NAME
- I INITIATED GREETING
- WARM WELCOME

Gold Coast

- AFTER I MADE INITIAL GREETING
- DRIVER GOT OUT OF TAXI TO GREET, OPEN AND SHUT DOOR
- GOOD MORNING
- HE GREETED ME IN CHINESE MAKING THE ASSUMPTION THAT I SPOKE CHINESE
- HE STEPPED OUT OF THE CAR
- HOW YA GOING AND HEY SWEETHEART
- JUST NODDED WITH THE HEAD
- OFF TO THE AIRPORT' GREETING
- THE DRIVER GAVE ME A SMILE AND NODDED HIS HEAD
- THE DRIVER WAS FRIENDLY AND CHEERFUL
- VERY HELPFUL
- VERY HELPFUL AND PLEASANT
- VERY PLEASANT AND HELPFUL

Sunshine Coast

- BRIEF HELLO / HELLO
- HAPPY VOICE
- HE SWERVED INTO THE GUTTER TOWARDS ME
- JUMPED OUT OF CAR TO COLLECT LUGGAGE AND ASKED HOW MY STAY WAS
- JUST NODDED
- NOT VERY FRIENDLY
- VERY CHEERFUL
- VERY CONVERSATIONAL AND PLEASANT
- VERY NICE MAN/PUT MY LUGGAGE IN BOOT
- VERY PLEASANT
- VERY POLITE/OPENED BOOT
- VERY QUIET
- WHERE WOULD YOU LIKE TO GO
- YES AND SAID 'TO THE AIRPORT

Toowoomba

- JUST NODDED

Mackay

- HE SANG OUT "HANG ON"
- SHE WAS VERY CRANKY

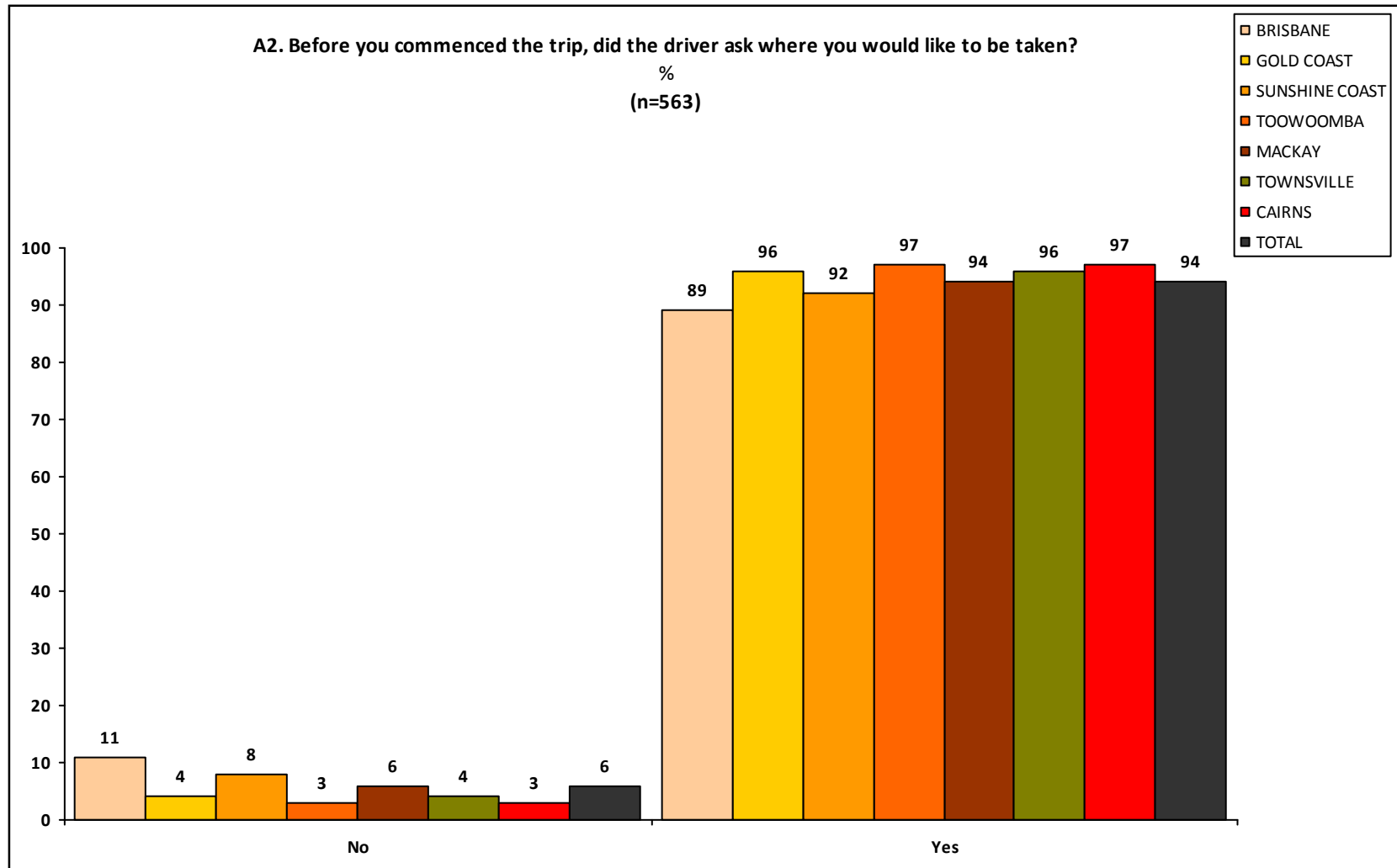
Townsville

- APOLOGISED FOR READING PAPER AND NOT SEEING ME
- DRIVER GOT OUT TO OPEN BOOT
- GOOD MORNING
- GOOD MORNING, HOW ARE YOU?
- GOT OUT TO OPEN BOOT
- GOT OUT TO PUT BAG IN BOOT
- HE GOT OUT TO OPEN THE BOOT
- HOW ARE YOU?
- MORNING
- NO GREETING
- TOLD ME MY BAG CAN GO ON BACK SEAT/SAID NO I WANT IT IN THE BOOT
- VERY CHEERFUL

Cairns

- BACKED UP DRIVEWAY AND GOT OUT TO PUT LUGGAGE IN
- BAG IN BOOT
- BIG SMILE
- DRIVER GOT OUT AND OPENED DOOR BOTH TIMES
- DRIVER PUT CASE IN BOOT
- GOT OUT AND PUT CASE IN BOOT
- GOT OUT AND PUT SUITCASE IN BOOT
- HELLO
- INDIAN DRIVER/PUT MY PORT IN BOOT BUT NO SALUTATION
- LOADED CASE IN BACK
- PUT LUGGAGE IN BOOT
- SMILED NICELY
- SUITCASE IN BOOT AND OPENED CAR DOOR
- VERY PLEASANT
- YES GOT OUT AND PUT CASE IN BOOT

Driver asked where you would like to go



Comments – Driver asked where you would like to go

Brisbane

- CONCIERGE TOLD HIM DESTINATION
- HE THEN ASKED THE PEOPLE BEHIND ME IF THEY WERE GOING TO THE AIRPORT AND WANTED TO GET IN AS WELL
- I HAD TO TELL HIM
- I TOLD HIM OF MY DESTINATION
- I TOLD THE CABBIE THE DESTINATION
- I WAITED FOR HIM TO ASK BUT DIDN'T/THEN I TOLD HIM
- I WAITED FOR HIM TO ASK ME BUT HE DIDN'T THEN I TOLD HIM
- JUST TOOK OFF AND ASSUMED AIRPORT

Gold Coast

- HE CHECKED THE STREET NAME ON A STREET DIRECTORY THEN HE STARTED
- HE KNEW ALREADY BUT ASKED
- I HAD TO SPEAK FIRST
- I HAD TO TELL HIM
- I SAID NO 'THE HOLIDAY INN'
- I TOLD HIM BECAUSE HE WASN'T TALKING

Sunshine Coast

- HE ASKED IF THE SEBEL WAS CORRECT
- NO, JUST SAID OFF TO THE AIRPORT
- STARTED DRIVING AND I HAD TO TELL HIM

Toowoomba

- I HAD TO OFFER THIS INFORMATION

Mackay

- ALREADY KNEW/ASKED WHEN BOOKED
- I TOLD HER
- NO HE ALREADY KNEW
- WE WERE TALKING BUT DID ASK LATER

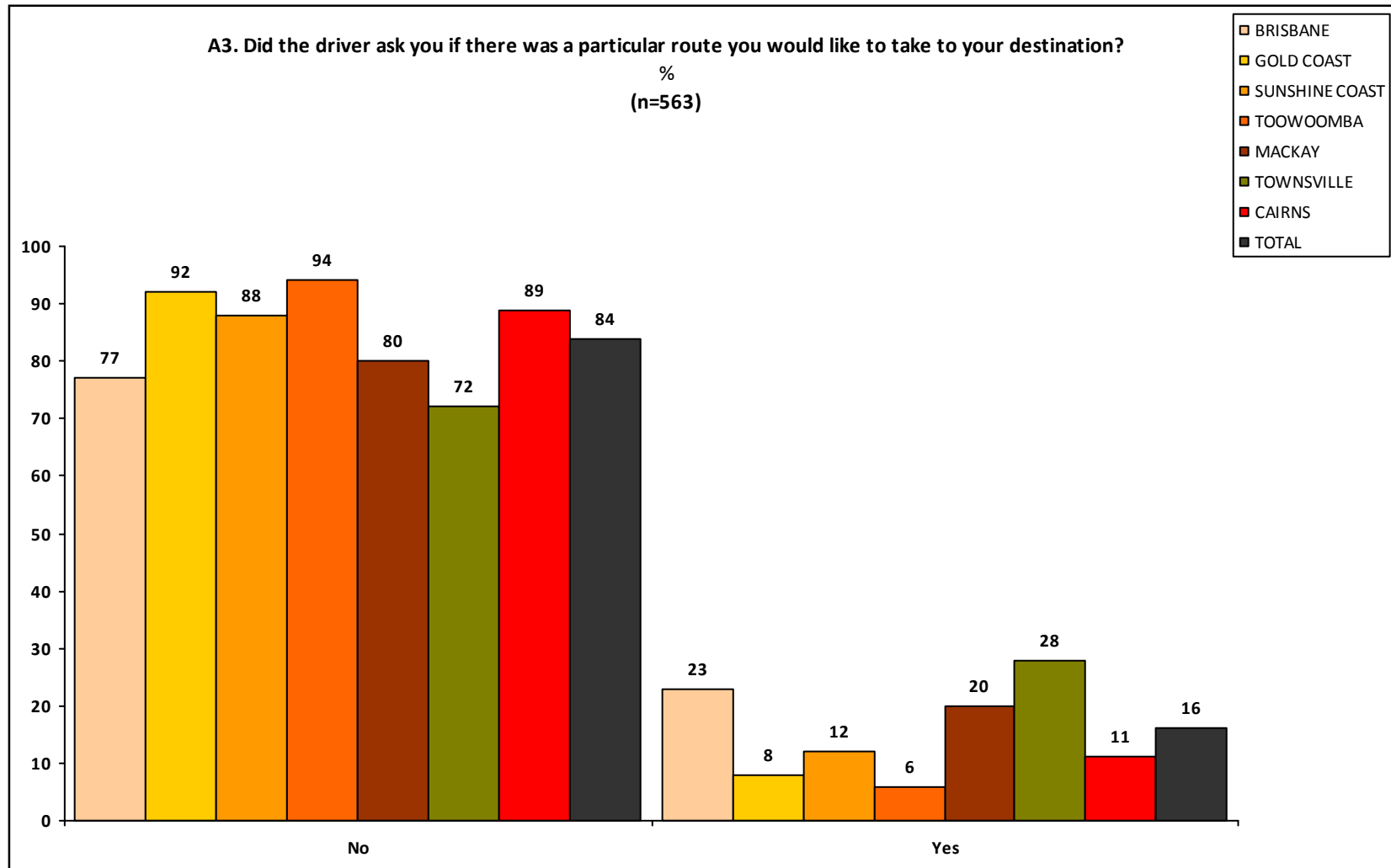
Townsville

- I HAD TO TELL HIM AFTER WE BEGAN TO MOVE
- WHERE ARE YOU OFF TO MAN

Cairns

- ASKED IF I WAS GOING TO THE AIRPORT

Driver asked if there was a particular route



Comments – Driver asked if there was a particular route

Brisbane

- ASKED ABOUT GOING INNER CITY BYPASS ROUTE WHICH WAS TAKEN
- ASKED HOW TO GET THERE
- CBD IN GRIDLOCK/DRIVER ASKED MY PREFERENCE
- DIDN'T UNDERSTAND END OF QUESTION
- DRIVER ASKED MY PREFERRED ROUTE
- HE ASKED FOR DIRECTIONS/NO GPS
- HE ASKED ME HALFWAY THROUGH
- JUST TOOK OFF
- THE DRIVER DID NOT KNOW THE LOCATION OF THE HOTEL
- WHEN WE ARRIVED AT FORTITUDE VALLEY
- WHEN WE ARRIVED IN ANN STREET HE ASKED MY PREFERENCE OF JAMES OR BRUNSWICK STREETS

Gold Coast

- DRIVER ASKED IF I WANTED TO TAKE AN ALTERNATE ROUTE BESIDE OCEAN TO AVOID TRAFFIC ON HIGHWAY/I SAID YES
- HE ASKED IF I USUALLY TAKE BERMUDA STREET
- THE DRIVER ASKED ME IF I COULD GUIDE HIM TO MY DESTINATION
- THE DRIVER DID NOT ASK FOR ANY PARTICULAR ROUTE

Sunshine Coast

- ALONG BRADMAN AVENUE'
- HE WAS FROM NOOSA
- I SAID I DIDN'T KNOW WHERE IT WAS

Toowoomba

- DRIVER KNEW AREA WELL

Mackay

- DRIVER EXPLAINED DETOUR ROUTE DUE TO ROADWORKS ON ROAD HOME
- DRIVER EXPLAINED WHICH ROUTE HE WAS TAKING DUE TO ROADWORKS ON MAIN ROADS/WE HAD TO DETOUR A COUPLE OF STREETS
- DRIVER SUGGESTED QUICKER ROUTE
- SHE ASKED IF WE SHOULD GO OVER HOSPITAL BRIDGE

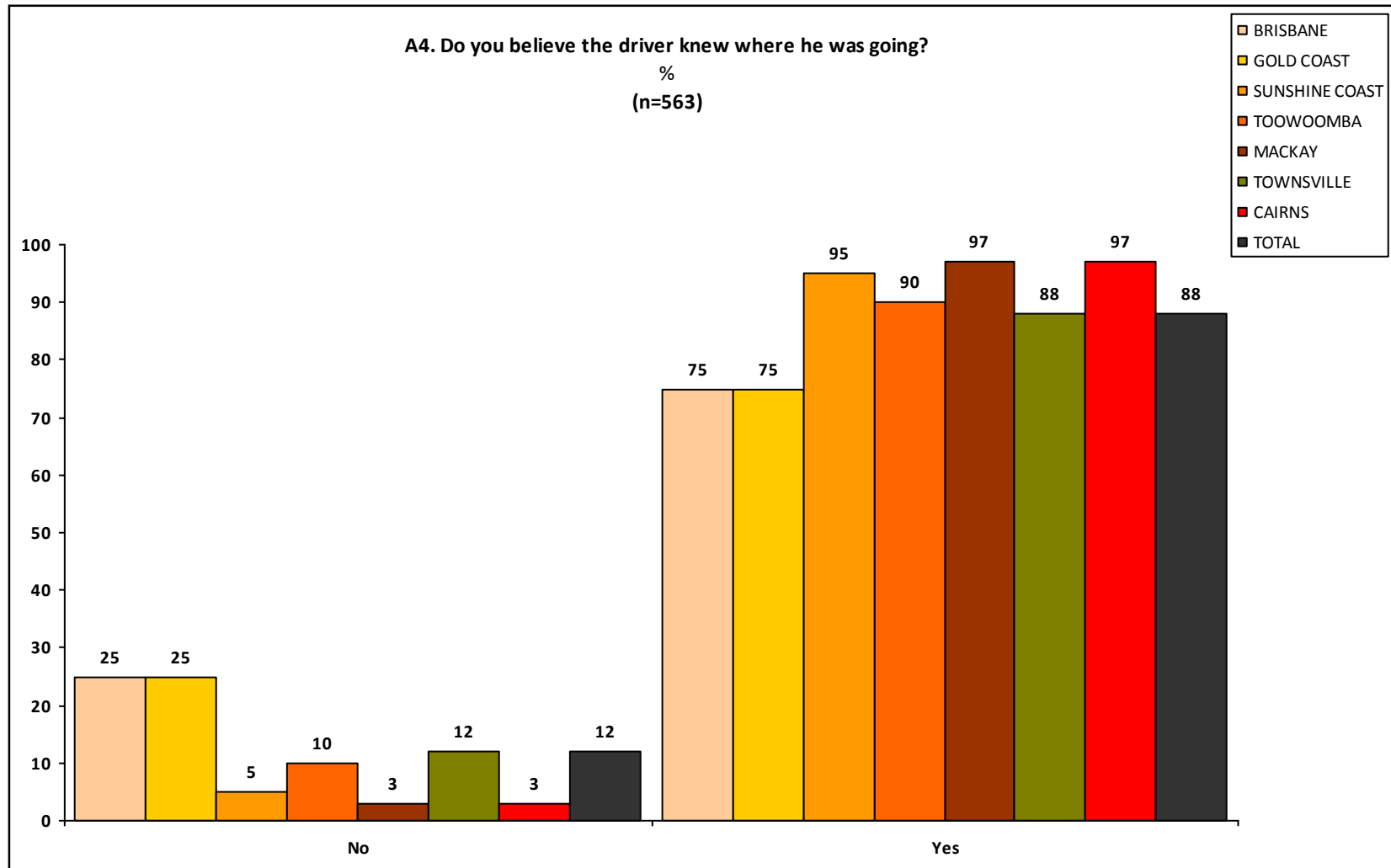
Townsville

- NEW SUBURB/DIDN'T KNOW IT
- NEW SUBURB/UNSURE HOW TO GET THERE
- SHORT TRIP/HE KNEW THE WAY
- TOOK ME THE SHORTEST WAY

Cairns

- AS I WAS SHARING THE TAXI, I NOTICED THE DRIVER ASK THE OTHER PASSENGER
- ASKED WHICH STREET I WANTED TO GO DOWN (TWICE) AS OPTIONS AVAILABLE

Driver knew where he was going



Comments – Driver knew where he was going

Brisbane

- ASKED ME IF I KNEW
- DID NOT SAY ANYTHING
- DRIVER EXPLAINED PEOPLE LIVING IN BULIMBA PREFERRED GATEWAY ROUTE
- HE ASKED ME FOR DIRECTIONS TO A MAJOR SHOPPING CENTRE
- HE IMMEDIATELY USED THE GPS
- HE LOOKED UP THE STREET DIRECTORY
- HE WENT TO TAKE WYNNUM ROAD EXIT ON BRIDGE BUT I HAD TO GO LYTTON ROAD EXIT
- IMMEDIATELY USED GPS
- KNEW WHEREABOUTS
- LOOKED UP STREET DIRECTORY
- NO, NOT TO GET TO WYNNUM ROAD
- THE DRIVER SAID THAT HE DID NOT KNOW THE DESTINATION BUT HE WOULD USE HIS GPS
- UNTIL HE TURNED OFF WYNNUM ROAD
- UNTIL WE GOT TO NEW FARM
- UNTIL WE GOT TO WYNNUM ROAD
- UNTIL WYNNUM ROAD
- USED GPS

Gold Coast

- AFTER CHECKING GPS
- ASKED IF I KNEW WHERE THE DESTINATION WAS/WHEN I SAID THAT I DIDN'T, THE DRIVER SAID THAT THOMAS (GPS) WOULD BE ABLE TO TELL US
- DRIVER ASKED IF I KNEW THE STREET THE DESTINATION STREET WAS OFF/I APPEARED UNCERTAIN/THE DRIVER SAID THAT HE WOULD LOOK IT UP
- DRIVER ENTERED DESTINATION INTO GPS AFTER LEAVING TAXI RANK
- DRIVER USED GPS
- HE ASKED ME IF I KNEW WHERE IT WAS, I SAID I DIDN'T/HE ASKED WHAT THE NAME WAS AGAIN (TWICE) THEN ASKED ME TO SPELL IT (3 TIMES) AND THEN THE NUMBER OF THE DESTINATION
- HE ASKED ME TO FIND IT IN HIS STREET DIRECTORY
- HE CHECKED HIS MAP
- HE USED THE GPS/WAS ONLY HIS SECOND SHIFT
- HOWEVER HE USED THE GPS TO GET DIRECTIONS WHICH WAS ENTERED AFTER WE LEFT THE TAXI RANK
- ASKED TO DOUBLE CHECK THE DIRECTIONS

Gold Coast (cont'd)

- INITIALLY HE DIDN'T KNOW WHERE THE DESTINATION WAS AS HE HAD ONLY BEEN DRIVING A TAXI FOR 2 WEEKS
- INITIALLY SHE DIDN'T KNOW WHERE THE DESTINATION WAS, HOWEVER, AFTER EXPLAINING THE HIGHWAY EXIT SHE WAS AWARE OF THE LOCATION
- JUST UNTIL ROBINA ROUNDABOUT, THEN HE ASKED FOR HELP
- NEEDED HELP AT ROWES BAY
- THE DRIVER APPEARED TO KNOW THE ROUTE WITHOUT ANY DIFFICULTY
- THE DRIVER ASKED IF THE APPROPRIATE EXIT WAS AFTER THE 'GOODING DRIVE EXIT' AND THEN CHECKED HIS STREET DIRECTORY WHILE DRIVING THROUGH THE AIRPORT
- THE DRIVER TOLD ME THE STREET MY DESTINATION WAS IN

Sunshine Coast

- DEFINATELY AT RECORD BREAKING TIME
- HE HAD TO LOOK IT UP IN THE MAP BUT DID SO BEFORE HE STARTED DRIVING
- HE KNEW BUT DIDN'T KNOW WHICH RESORT IT WAS
- HE KNEW MOOLOOLABA ESPLANADE DIRECTION

Toowoomba

- ASKED FOR DIRECTIONS TO CERTAIN POINTS
- ASKED VARIOUS QUESTIONS RELATED TO DESTINATION
- DRIVER HAD A GOOD KNOWLEDGE OF THE LOCAL STREET NETWORK
- DRIVER HAD VERY GOOD KNOWLEDGE OF THE LOCAL STREET NETWORK
- DRIVER WAS ABLE TO RECALL THE LOCATION OF MY HOME STREET ONCE I DESCRIBED A NEARBY LANDMARK (A SHOPPING CENTRE)
- ONLY SECOND DAY ON THE JOB/WAS NOT AWARE OF THE LOCATION OF MY STREET
- WAS UNSURE WHERE HOTEL WAS

Mackay

- HE WAS A DRIVER IN TRAINING

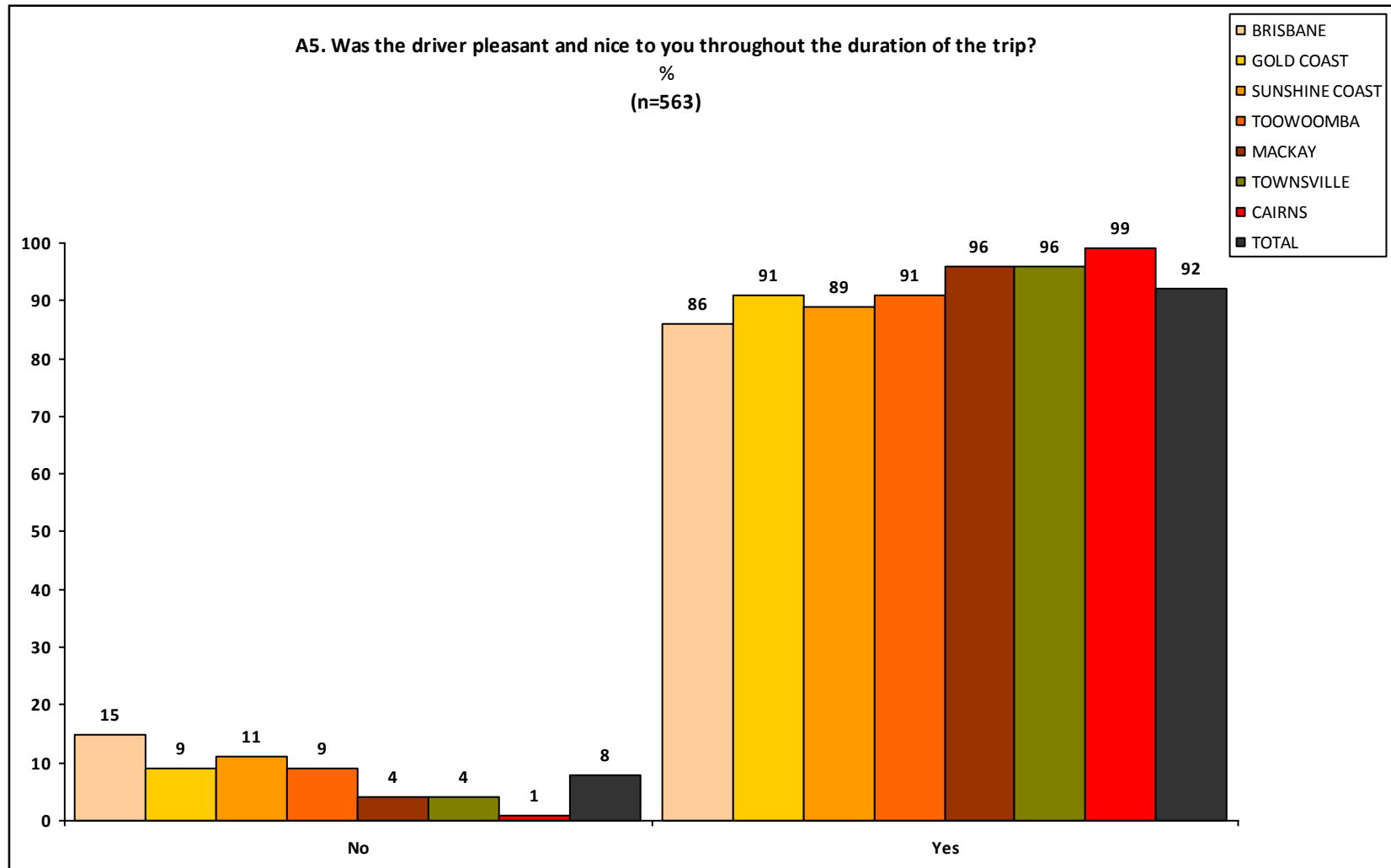
Townsville

- GENERAL DIRECTION, YES/SPECIFICALLY, NO
- HE KNEW SUBURB BUT NOT STREET

Cairns

- UNSURE OF SIDE STREET (CONLON CLOSE)

Driver pleasant & nice throughout trip



Driver pleasant & nice throughout trip

Comments	Bris	G/C	S/C	Twmb	Mcky	Tow	Crns	TOTAL
Did not talk at all throughout the journey	9	13	2	4	3	2	2	35
Did not smile or acknowledge me	1						1	2
Driver did not want to talk	2			2				4
Grumpy / bad mood / not having a good day	4	2	3					9
Sleazy			1					1
TOTAL								51

Comments – Driver pleasant & nice throughout trip

Brisbane

- AFTER I TOLD HIM WHERE I WANTED TO GO, HE DID NOT SAY A WORD THE ENTIRE TRIP UNTIL IT WAS TIME TO GET OUT
- CHATTY ON AND OFF
- DID NOT SMILE OR ACKNOWLEDGE ME
- DID NOT WANT TO TALK
- DIDN'T SAY ANYTHING
- DIDN'T SAY MUCH
- DIDN'T SPEAK AT ALL
- HAPPY AND FRIENDLY
- HE DID NOT SAY ANTHING ELSE
- HE DID NOT SAY ANYTHING
- HE REALLY DID NOT WANT TO INTERACT
- HE WAS JUST GRUMPY
- HE WAS NOT HAVING A GOOD DAY
- HE WAS NOT VERY HAPPY - IN QUITE A BAD MOOD ACTUALLY
- HE WAS NOT VERY NICE - NOT IN A VERY GOOD MOOD
- HE WAS ONE OF THE NICEST I HAVE MET
- NEVER SAID MUCH
- ONLY SPOKE TO ASK DIRECTIONS
- QUIET
- VERY COURTEOUS
- VERY PLEASANT
- VERY POLITE AND PROFESSIONAL

Gold Coast

- THE DRIVER REMAINED SILENT DURING THE JOURNEY
- DID NOT MAKE CONVERSATION DURING TRIP
- DRIVER MADE APPROPRIATE COMMENTS AND ENQUIRIES DURING INTERVALS OF THE JOURNEY
- DRIVER MADE ENQUIRIES AS TO WHICH AIRLINE I WAS FLYING WITH AND REMAINED SILENT FOR THE DURATION OF THE JOURNEY, WISHING ME A GOOD JOURNEY WHEN WE ARRIVED AT THE AIRPORT
- DRIVER MADE PLEASANT APPROPRIATE CONVERSATION AT INTERVALS DURING THE TRIP/HE WAS VERY POLITE AND NICE TO TALK TO
- DRIVER REMAINED SILENT DURING THE JOURNEY

Gold Coast (cont'd)

- DRIVER STAYED SILENT ONLY ASKING WHAT AIRLINE I WAS TRAVELLING WITH
- FRIENDLY - CHATTY
- GENERALLY STAYED SILENT DURING THE JOURNEY
- HE DID NOT SAY A WORD THROUGHOUT THE ENTIRE TRIP
- HE DIDN'T UTTER A WORD
- HE MADE PLEASANT CONVERSATION AT BEGINNING OF JOURNEY, MAKING CASUAL APPROPRIATE ENQUIRIES
- HE MADE PLEASANT CONVERSATION DURING TRIP
- HE MADE PLEASANT GENERAL ENQUIRIES AT THE BEGINNING OF THE JOURNEY
- HE REMAINED SILENT DURING THE JOURNEY, MAKING CONVERSATION TOWARDS THE END OF THE TRIP
- HE TALKED BRIEFLY ON AND OFF DURING THE JOURNEY
- HE REMAINED SILENT DURING THE JOURNEY
- HE WAS VERY CASUAL (WHICH ISN'T SO MUCH A PROBLEM) IT WAS MORE THE INAPPROPRIATE LANGUAGE USED IN CONVERSATION/ALTHOUGH HE WASN'T USING SWEAR WORDS TO BE OFFENSIVE, RATHER, I BELIEVE HIS SOMEWHAT 'BUILDING JOB SITE' USE OF LANGUAGE IS MORE HABIT THAN IN AN OFFENSIVE MANNER
- I TRIED TO DO THE GENERAL CHIT CHAT BUT THERE WAS NO RESPONSE - SO I KEPT QUIET FOR THE REST OF THE TRIP
- NICE MAN/KIND AND CALM
- NOT EVEN A SMILE/HE LOOKED ANNOYED
- NOT MUCH TALKING
- NOTHING SPECIAL
- QUIET PROBABLY BECAUSE I WAS WAITING
- QUITE GRUMPY
- SHE MADE CONVERSATION DURING TRIP AND WAS LOVELY TO TALK TO
- SHE MADE PLEASANT CONVERSATION AT INTERVALS THAT WAS APPROPRIATE
- THE DRIVER CHATTED AT APPROPRIATE INTERVALS DURING THE JOURNEY
- THE DRIVER GENERALLY REMAINED SILENT DURING THE JOURNEY BUT MADE GENERAL COMMENTS OR ENQUIRES AT INTERVALS
- THE DRIVER MADE CONVERSATIONS AND COMMENTS AT INTERVALS DURING THE JOURNEY WHICH WERE POLITE AND APPROPRIATE
- THE DRIVER MADE GENERAL APPROPRIATE ENQUIRIES
- THE DRIVER MADE GENERAL ENQUIRIES AND COMMENTS DURING THE JOURNEY

Comments – Driver pleasant & nice throughout trip

Gold Coast (cont'd)

- THE DRIVER REMAINED SILENT DURING THE JOURNEY, MAKING APPROPRIATE LIGHT CONVERSATION WHEN APPROACHING THE AIRPORT
- THE DRIVER WAS FRIENDLY AND JOVIAL AND MADE POLITE AND INTERESTING CONVERSATION THROUGHOUT THE JOURNEY
- THE DRIVER WAS JOVIAL AND FRIENDLY, MAKING LIGHT CONVERSATION DURING THE JOURNEY
- THE DRIVER WAS PLEASANT AND QUIET
- THE DRIVER WAS PLEASANT BUT DID NOT INITIATE ANY CONVERSATION
- THE DRIVER WAS VERY CHATTY AND ENTHUSIASTIC IN OUR DISCUSSION
- THE DRIVER WAS VERY JOVIAL AND FRIENDLY
- THE DRIVER WAS VERY PLEASANT AND NICE THROUGHOUT THE TRIP AND ENGAGED IN CONVERSATION WITH ME
- THE DRIVER WAS VERY QUIET BUT PLEASANT AND NICE THROUGHOUT THE TRIP
- THE DRIVER, I FELT, SPOKE A LITTLE TOO MUCH WITH PERHAPS A LITTLE TOO MUCH INFORMATION INTO HIS PERSONAL LIFE AT TIMES
- VERY FRIENDLY
- WHEN I SPOKE ON THE PHONE HE DIDN'T TURN THE RADIO DOWN

Sunshine Coast

- ASIDE FROM ESSENTIAL 2 QUESTIONS NO CONVERSATION THROUGHOUT
- KEPT TALKING INTO REVISION MIRROR - SCARY
- DIDN'T SAY ANYTHING
- DIDN'T TALK WHILE DRIVING BUT STILL VERY NICE
- DIDN'T TALK/WAS RUDE
- EXTREMELY PLEASANT AND COURTEOUS
- JUST QUIET
- NO CONVERSATION WHEN IN TRANSIT AS LISTENING TO RADIO
- NOT REALLY/SEEMED GRUMPY
- RUDE - DIDN'T ANSWER QUESTIONS
- SLEAZY IN A SLY WAY
- TALKATIVE AND VERY NICE
- TALKED ALL THE WAY
- VERY NICE
- VERY NICE IRISH MAN
- VERY NICE LADY

Sunshine Coast (cont'd)

- VERY PLEASANT
- VERY UPSET AT QUIET DAY/A LOT OF COMPLAINING
- WAS NOT VERY TALKATIVE. IT WAS AS THOUGH HE WANTED TO BE LEFT ALONE.

Toowoomba

- ASSISTED ME WITH PRAM/VERY HELPFUL
- DIDN'T SPEAK, IN LARGE
- DRIVER DID NOT SPEAK FOR THE DURATION OF THE TRIP APART FROM WHEN INFORMING ME OF THE FARE
- NOT REALLY/CLEARLY DID NOT WANT TO TALK
- RARELY SPOKE
- VERY CHATTY AND NICE
- VERY FRIENDLY
- VERY MINIMAL NICETIES/DID NOT WANT TO TALK
- VERY TALKATIVE
- VERY TALKATIVE AND FRIENDLY

Mackay

- DIDN'T SPEAK AT ALL
- HE DID NOT SPEAK AT ALL
- IT FELT LIKE HE WAS JUST DOING HIS JOB. I TRIED TO DO THE PLEASANTRIES THING. BUT HE DID NOT SAY A WORD
- VERY PLEASANT

Comments – Driver pleasant & nice throughout trip

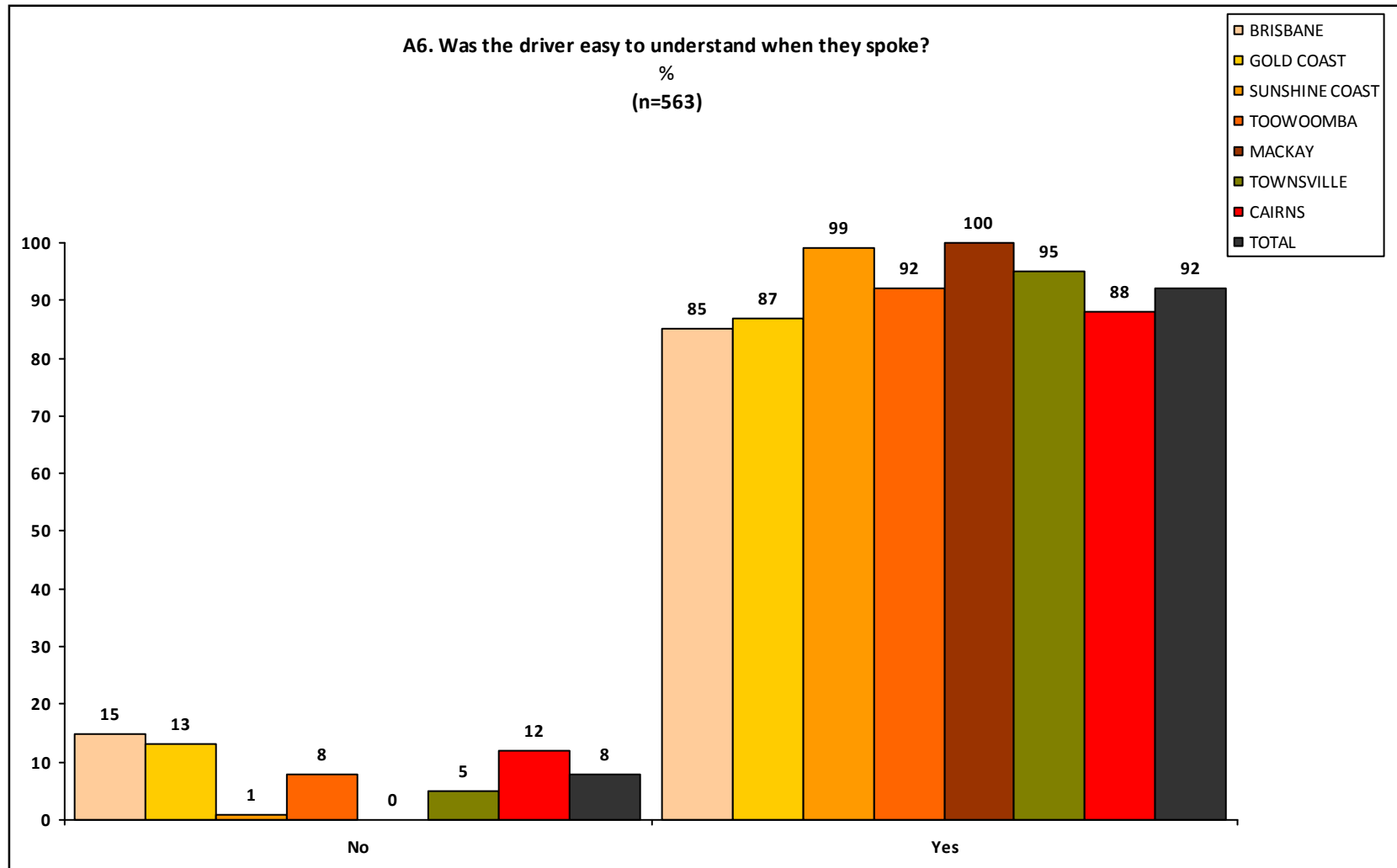
Townsville

- AFTER I OPENED CONVERSATION
- DIDN'T SPEAK
- EXPLAINED THAT IT WAS TOWNSVILLE SHOW DAY
- HE DID NOT SAY A WORD THE WHOLE TRIP/IT WAS HARD FOR ME TO SHUT UP
- HE WAS QUIET AT FIRST UNTIL I ASKED HIM ABOUT THE V8 WEEKEND THEN HE BECAME REALLY CHATTY
- I HAD TO ASK HIM HOW HIS NIGHT WAS THEN HE OPENED UP
- SHE WAS VERY NICE AND PLEASANT/WAS ASKING IF THE PLANE WAS FULL AS WANTED TO KNOW IF THE VISITORS HAVE STARTED TO COME FOR V8 RACING
- SHE WAS VERY TALKATIVE
- VERY CHATTY
- VERY CHATTY AND FRIENDLY
- VERY CHATTY/GOT OUT OF THE CAR TO OPEN THE BOOT
- VERY PLEASANT AND CHATTING ABOUT HOW HIS DAY WAS AND THE ROADWORKS
- VERY QUIET
- VERY QUIET BUT PLEASANT
- VERY TALKATIVE

Cairns

- DID NOT ACKNOWLEDGE ME WHEN I GOT IN OR EVEN WHEN I GOT OUT
- DID NOT SPEAK
- REASONABLY SO
- VERY
- VERY CHATTY AND POLITE
- VERY CHEERFUL
- VERY FRIENDLY/SAID I COULD SIT IN FRONT IF I LIKED
- VERY NICE
- VERY NICE LADY
- VERY PLEASANT
- VERY PLEASANT LADY DRIVER/ASSISTED WITH PORT
- VERY QUIET

Driver easy to understand when they spoke



Comments – Driver easy to understand when they spoke

Brisbane

- BROKEN ENGLISH
- BROKEN ENGLISH - CHINESE
- BROKEN ENGLISH BUT HE MANAGED
- BROKEN ENGLISH/INDIAN
- CHINESE
- FOREIGN ACCENT/HUNGARIAN OR SOMETHING
- FROM INDIAN ORIGIN
- HAD A STRONG ACCENT
- HE HAD A VERY STRONG ACCENT/I HAD TO GET HIM TO REPEAT EVERYTHING HE SAID
- INDIAN
- LIMITED CONVERSATION BECAUSE OF HIS ENGLISH
- MOSTLY, YES
- MUMBLED - NOT SURE OF HIS ENGLISH
- VERY HEAVY INDIAN ACCENT
- WAS NOT OF AUSTRALIAN ORIGIN

Gold Coast

- A LITTLE HARD TO UNDERSTAND
- DRIVER HAD HEAVY INDIAN ACCENT
- HE DID HAVE AN ACCENT
- HE DIDN'T SPEAK AT ALL
- HE HAD A STRONG INDIAN ACCENT
- HE WAS A BIT TOO FAST WHEN SPEAKING
- I HAD A LITTLE DIFFICULTY IN UNDERSTANDING WHAT HE WAS SAYING
- THE DRIVER MUMBLED A LITTLE BUT I COULD UNDERSTAND HIS ENGLISH
- THE DRIVER SPOKE QUIETLY AND IT WAS A LITTLE DIFFICULT TO UNDERSTAND HIS ENGLISH
- THE DRIVER WAS VERY EASY TO UNDERSTAND

Sunshine Coast

- VERY QUIET/KEPT HAVING TO SAY PARDON

Toowoomba

- DID NOT SPEAK ENGLISH VERY WELL
- ELDERLY DRIVER/SPEECH IMPEDIMENT PERHAPS
- MUMBLED
- OF INDIAN ORIGIN
- OLDER DRIVER – MUMBLED A BIT
- WAS NOT AUSTRALIAN

Mackay

- NO COMMENTS

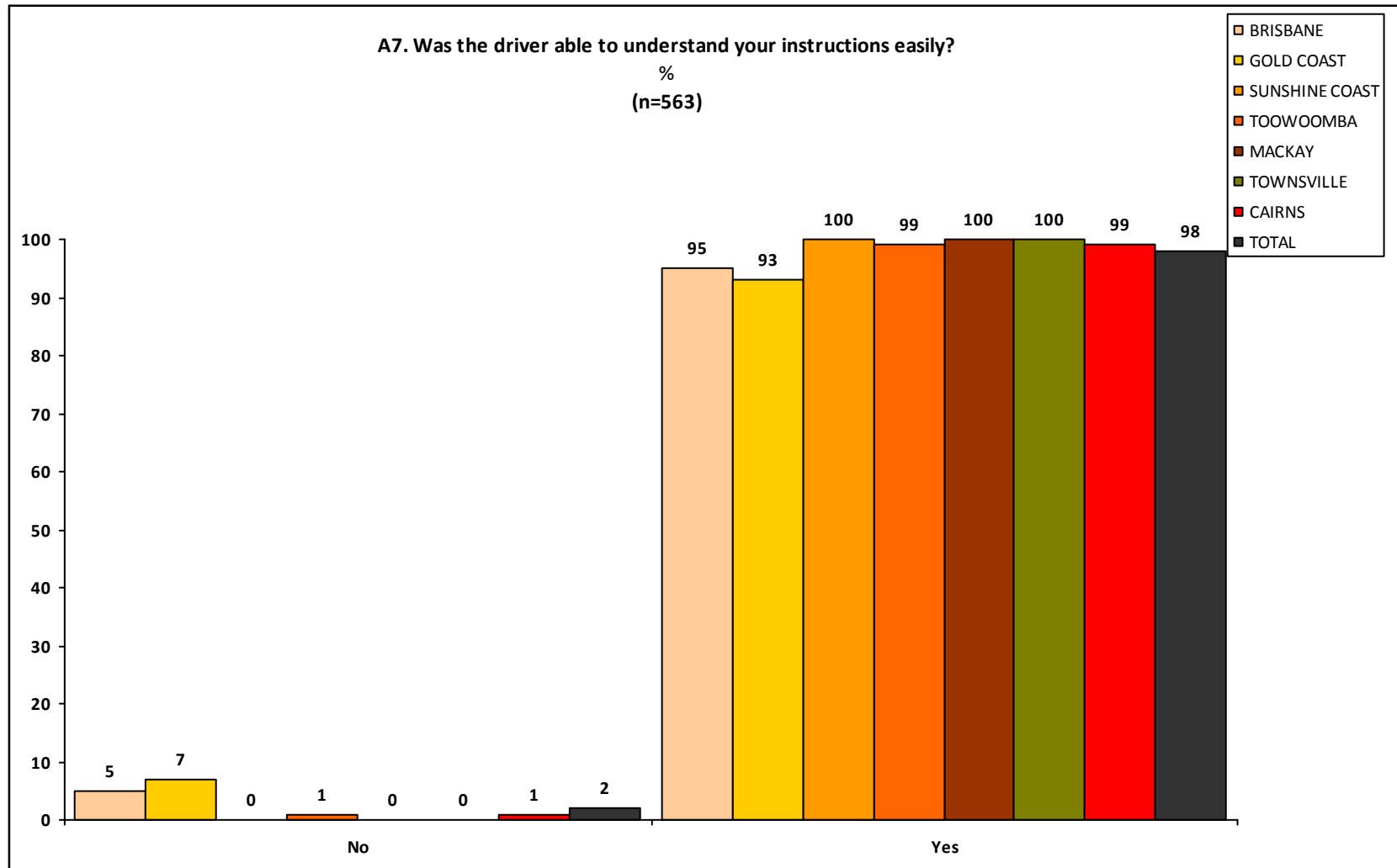
Townsville

- BROKEN ENGLISH
- MUMBLED WHEN ASKED ABOUT CHARGES
- RADIO WAS LOUD
- VERY STRONG EUROPEAN ACCENT

Cairns

- BANGLADESH - REASONABLE
- BROKEN ENGLISH
- BROKEN ENGLISH BUT I COULD UNDERSTAND
- HE HAD AN ACCENT (AUSTRIAN) BUT I COULD UNDERSTAND HIM
- HE WAS INDIAN/I COULD UNDERSTAND HIM
- I COULD UNDERSTAND IF I LISTENED CLOSELY
- INDIAN - REASONABLE
- INDIAN/WHILE I'M SURE HIS ENGLISH WAS BETTER THAN OTHER INDIAN SPEAKERS IT WAS STILL DIFFICULT TO UNDERSTAND HIM
- RATHER STRONG INDIAN ACCENT

Driver able to understand instructions easily



Comments – Driver able to understand instructions easily

Brisbane

- HE HAD A FEW PROBLEMS UNDERSTANDING THE ADDRESS
- HE MISUNDERSTOOD WHERE I WAS GOING
- I HAD TO REPEAT MYSELF
- I REPEATED MYSELF A COUPLE OF TIMES
- LISTENED VERY CAREFULLY. HE FINALLY GOT IT

Gold Coast

- FOUND IT A LITTLE HARD
- HAD TO REPEAT DESTINATION SEVERAL TIMES
- HE ASKED ME TO REPEAT THE DESTINATION SEVERAL TIMES
- I DIDN'T GIVE INSTRUCTIONS/HOWEVER, HE FOUND IT HARD TO UNDERSTAND THE STREET NAME EVEN AFTER I SPELT IT OUT TO HIM
- I HAD TO REPEAT THE SPELLING OF THE STREET SEVERAL TIMES
- THE DRIVER APPEARED TO UNDERSTAND ME EASILY
- THE DRIVER UNDERSTOOD MY INSTRUCTIONS VERY EASILY

Sunshine Coast

- NO COMMENTS

Toowoomba

- HE SPENT A FEW MINUTES WORKING OUT WHAT I WAS SAYING

Mackay

- NO COMMENTS

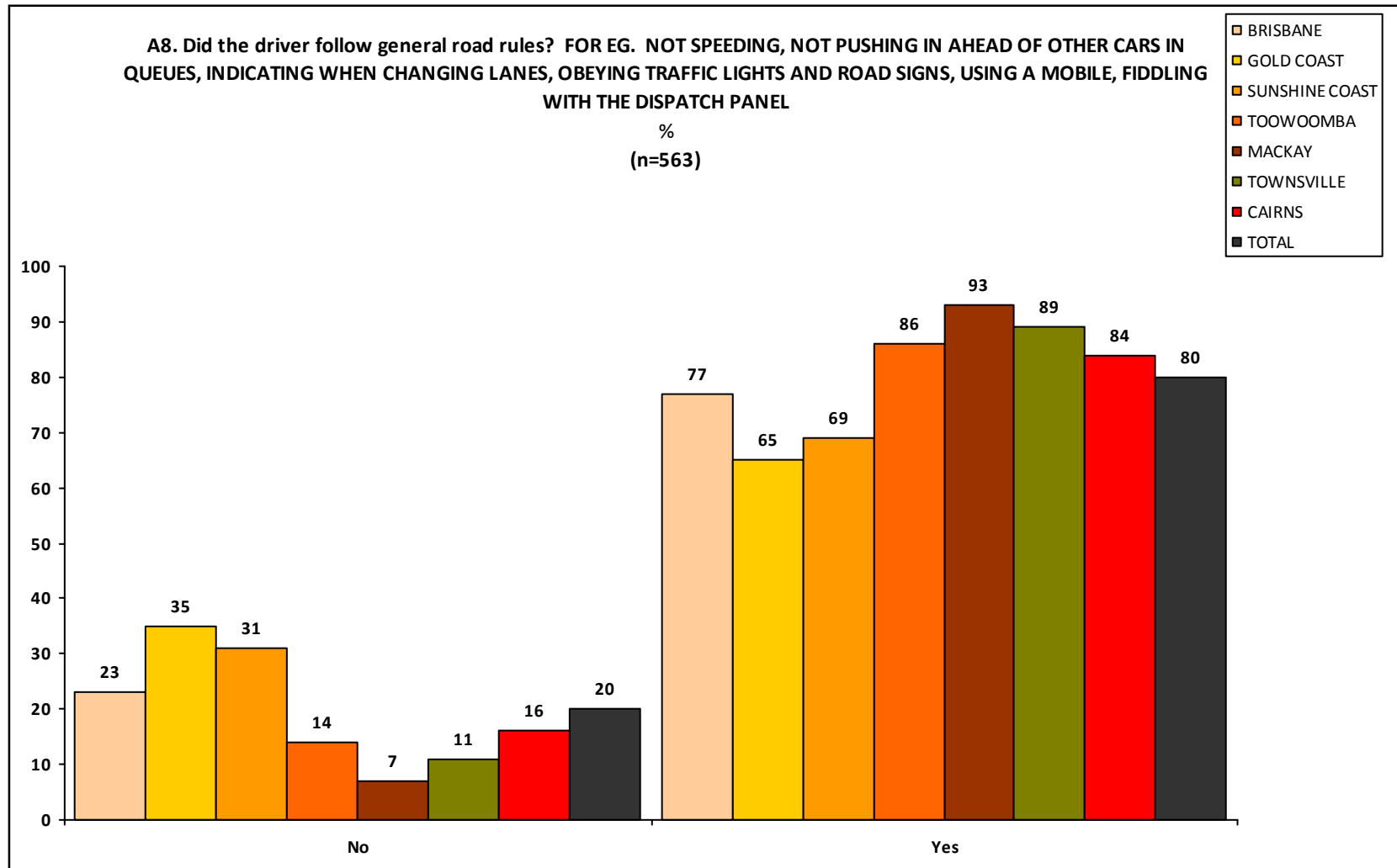
Townsville

- NO COMMENTS

Cairns

- HAD TO REPEAT MYSELF. WAS NOT SURE HE UNDERSTOOD

Driver followed general road rules



Driver followed general road rules

Comments	Bris	G/C	S/C	Twmb	Mcky	Tow	Crns	TOTAL
Crossed double line	3							3
Fiddled with dispatch panel	6	12	2		4	2	2	28
Fiddled with GPS / programmed GPS mid trip	3	2	1	1		1		8
Speeding	3	10	21	9	1	3	4	51
Not wearing seatbelt	3	1					2	6
Talking on mobile / texting / fiddling with IPOD	8	6	3	1	2	3	2	25
Other	2	2	2				4	
TOTAL								121

Comments – Driver followed general road rules

Brisbane

- CROSSED DOUBLE LINE DIRECTLY IN FRONT OF HOTEL ENTRANCE
- DRIVER NOT EXPERIENCED DRIVING IN AUSTRALIA
- FIDDLED WITH DISPATCH PANEL
- FIDDLED WITH DISPATCH PANEL TWICE
- FIDDLING WITH DISPATCH PANEL
- HE WAS FIDDLING WITH THE GPS
- HE WAS GOING TOO FAST AND HAD TO BRAKE QUICKLY A FEW TIMES/HE DID NOT GIVE WAY TO A PERSON TRYING TO PARK
- MOSTLY, FIDDLED WITH GPS A COUPLE OF TIMES
- NO SEAT BELT
- NOT WEARING A SEAT BELT
- PROGRAMMED GPS WHILE ON THE ROAD
- SPEEDING AND FIDDLING WITH DISPATCH PANEL
- SPEEDING AND ON THE MOBILE
- SPOKE TWICE ON MOBILE AND FIDDLLED WITH DISPATCH PANEL
- TURNED ACROSS DOUBLE LINE DIRECTLY INTO HOTEL ENTRANCE
- TURNED ONTO A MAIN ROAD WITHOUT LOOKING AND HAD TO REVERSE BACK
- USED A MOBILE PHONE/NO HANDS FREE
- USED MOBILE AND FIDDLLED WITH DISPATCH PANEL
- USED MOBILE PHONE ENROUTE, HANDS FREE, FOR A LENGTHY CONVERSATION
- USING MOBILE
- USING MOBILE AND TEXTING
- U-TURN FROM THE RANK IN QUEEN STREET AND ALSO FIDDLING WITH IPOD

Gold Coast

- ALTHOUGH HE CHECKED THE DISPATCH PANEL TWICE DURING THE JOURNEY WHILST DRIVING WHEN CHECKING CLOSER TO THE AIRPORT, HE COMMENTED ON THE NUMBER OF TAXIS CURRENTLY WAITING AT THE AIRPORT AND HOW MANY HAD LEFT WITH FARES ETC AND THAT HE PLANNED TO SPEND THE NEXT HOUR WAITING AT THE RANK
- ALTHOUGH IT DID NOT FEEL AS THOUGH THE DRIVER WAS SPEEDING, HIS PHONE RANG WHEN ON THE HIGHWAY AND HE ANSWERED TALKING ON THE PHONE BRIEFLY/THE PHONE THEN RANG AGAIN AND HE TALKED ON THE PHONE FOR QUITE SOME TIME/WHEN NEARING THE DESTINATION, HIS PHONE RANG AGAIN WHICH HE ANSWERED AGAIN AND THEN TOOK A WRONG TURN/REALISING THIS, HE THEN HAD TO TURN AROUND AND GO BACK (ALL THE WHILE ON THE PHONE)

Gold Coast (cont'd)

- ALTHOUGH IT FELT AS THOUGH HE DRIVER MAY HAVE BEEN SPEEDING AT TIMES/HE WAS OVERTAKING TRAFFIC, HOWEVER THE SPEEDOMETER WAS OUT OF SIGHT
- ALTHOUGH THE SPEEDOMETER WAS OUT OF SIGHT, IT FELT THAT THE DRIVER KEPT TO THE SPEED LIMIT, STAYING MAINLY IN THE LEFT LANE DURING THE JOURNEY
- ALTHOUGH THE SPEEDOMETER WAS OUT OF VIEW, I FELT THAT THE DRIVER WAS SPEEDING AT TIMES, AS WE WERE CONTINUALLY PASSING OTHER VEHICLES ON THE ROAD
- CHECKED DISPATCH PANEL ONCE AT LIGHTS
- DRIVER KEPT TO SPEED LIMIT (ALTHOUGH SPEEDOMETER WAS OUT OF SIGHT, DRIVER MAINLY KEPT IN THE LEFT LANE AND WENT WITH THE FLOW OF TRAFFIC)
- DRIVER KEPT TO SPEED LIMIT, OBEYING ROAD RULES, ALWAYS INDICATING WHEN CHANGING LANES ETC/DRIVER CHECKED DISPATCH PANEL ONCE AT LIGHTS
- DRIVER ONLY CHECKED DISPATCH PANEL WHEN APPROACHING THE CASINO
- FIDDLING WITH DISPATCH PANEL
- FOLLOWED AND OBEYED ROAD RULES AND DID NOT SPEED/HE CHECKED THE DISPATCH AT THE LIGHTS ONCE AND AGAIN APPROACHING THE CASINO
- FOLLOWED ROAD RULES AND DID NOT SPEED
- HE ANSWERED THE MOBILE TWICE BUT WITH SPEAKERS ON
- HE WAS QUICK BUT DIDN'T SPEED
- HOWEVER, IT FELT AS THOUGH HE MAY HAVE BEEN SPEEDING AT TIMES BUT THE SPEEDOMETER WAS OUT OF VIEW, SO I CAN NOT BE CERTAIN
- HOWEVER, THE DRIVER CHECKED THE DISPATCH PANEL WHILE DRIVING
- NOT WEARING THE SEAT BELT/MAYBE BECAUSE IT WAS TOO BIG
- OBEYED ROAD RULES, ALWAYS INDICATED AND DID NOT SPEED
- OBEYED ROAD RULES, STAYING MAINLY IN THE LEFT LANE/CHECKED THE DISPATCH PANEL ONCE WHEN LEAVING THE CASINO
- ONLY CHECKED DISPATCH PANEL AT LIGHTS WHEN NEARING DESTINATION
- SET GPS DURING TRIP
- SPEEDING (THERE WAS NO TRAFFIC BUT HE WAS TOO FAST IN SOME POINTS) AND USE OF THE MOBILE TWICE
- THE DRIVER CHANGED CD'S WHILST TRAVELLING AT 100 KMS
- THE DRIVER CHECKED THE DISPATCH PANEL AT LIGHTS/HE ALSO HAD THE VOLUME ON CHECKING THE FLIGHTS LANDING AT THE TIME OF ARRIVAL/DURING THE JOURNEY, THE DRIVER'S PHONE RANG, HE PUT IN HIS EARPHONES AND ANSWERED THE PHONE, TALKING BRIEFLY IN A FOREIGN LANGUAGE

Comments – Driver followed general road rules

Gold Coast (cont'd)

- THE DRIVER CHECKED THE DISPATCH PANEL TWICE AT DIFFERENT SETS OF LIGHTS AND ONCE WHILE DRIVING/THE DRIVER WAS SPEEDING BY UP TO 20KM AT TIMES/THE DRIVER ALSO WOVE THROUGH THE TRAFFIC, OFTEN CHANGING LANES/AT ONE POINT, ALTHOUGH THE CYCLIST WAS AT FAULT, TRYING TO CROSS THE ROAD THROUGH BANKED UP TRAFFIC, THE DRIVER SPEEDING HAD TO STOP SUDDENLY AS THE CYCLIST CAME OUT FROM BEHIND A STOPPED CAR ON THE RIGHT, WHILE THE DRIVER WAS TRAVELLING IN THE BUS LANE ON THE GOLD COAST HIGHWAY/THE DRIVER ALSO PROCESSED THE EFTPOS PAYMENT AT THE SET OF LIGHTS BEFORE ENTERING THE AIRPORT/THE METER READ \$39.50 AND THE DRIVER PROCESSED THE PAYMENT OF \$40.00, HE THEN PROCEEDED DRIVING TO THE AIRPORT, WATCHING THE METER, WHEN IT HIT \$40.00 THE DRIVER TURNED THE METER OFF
- THE DRIVER DIDN'T ALWAYS INDICATE WHEN CHANGING LANES, AND WAS SPEEDING AT TIMES (ALTHOUGH THE SPEEDOMETER WAS OUT OF SIGHT HIS PASSING OF OTHER VEHICLES AND THE FEELING OF SPEED IN THE CAR MADE ME BELIEVE THAT HE WAS SPEEDING)/THE DRIVER TOO, ADMITTED TO SPEEDING IN THE SECOND HALF OF HIS SHIFT, COMMENTING THAT HE DIDN'T HAVE TO DEAL WITH "THIS F-ING S*** (REFERRING TO THE TRAFFIC) BETWEEN 10 PM AND 5 AM WHERE HE COULD BE 'KING OF THE ROAD AND GO 100KMS INSTEAD OF 60KMS'/HE ALSO CHECKED THE DISPATCH PANEL WHILE DRIVING AND WHEN APPROACHING THE AIRPORT TURNED THE PANEL ON TO SPEAKER AND TALKED WITH DISPATCH ABOUT PLANES LANDING ETC/HE LEFT THE SPEAKER ON WHICH WAS VERY LOUD/AT THE BEGINNING OF THE TRIP THE DRIVER CHECKED HIS MOBILE, THEN AGAIN AT THE FIRST SET OF LIGHTS AND WHEN WE PULLED UP TO THE AIRPORT
- THE DRIVER FOLLOWED GENERAL ROAD RULES
- THE DRIVER REMAINED ON THE SPEED LIMIT AND ALWAYS INDICATED WHEN CHANGING LANES ETC
- THE DRIVER SEEMED TO FOLLOW THE GENERAL ROAD RULES
- THE DRIVER WAS A VERY COMPETENT DRIVER AND I FELT SAFE AS A PASSENGER IN HIS VEHICLE/HE FOLLOWED THE GENERAL ROAD RULES
- THE DRIVER WAS FIDDLING WITH THE DISPATCH PANEL BUT ONLY WHILST AT TRAFFIC LIGHTS
- THE DRIVER WENT THROUGH A TRAFFIC CONTROL LIGHT WHICH HAD JUST TURNED RED
- THOUGHT HE WAS SPEEDING AT TIMES BUT COULDN'T SEE THE SPEEDO AS IT WAS OBSTRUCTED BY CAB CHARGE UNIT
- USED MOBILE/INCOMING CALL
- VERY CAREFUL DRIVING
- VERY GOOD AND SMOOTH DRIVING
- WAS DOING 80 KM MOST OF TRIP BUT OTHERWISE GOOD (SPEEDING)

Sunshine Coast

- 10 KMS OVER THE SPEED LIMIT FOR MOST OF THE TRIP
- 120 KM IN 100 KM ZONE ON MOTORWAY SPEEDING
- ANSWERED HANDS FREE PHONE
- CONSTANTLY GOING FAST THEN SLOW FAST THEN SLOW
- FIDDLING WITH DISPATCH PANEL
- HE WAS DRIVING A BIT FRANTICALLY AND PLAYING WITH THE GPS
- HEAVY TRAFFIC KEPT ALL AT A UNIFORM SPEED
- I FELT HE WAS SPEEDING BUT AGAIN UNABLE TO VIEW SPEEDO - I WAS AT THE BACK OF THE VAN
- PUSHED AHEAD IN TRAFFIC LIGHTS
- SPED THROUGH OCEAN STREET/10 KMS OVER IN A 10 KM ZONE
- SPEEDING
- SPEEDING ON AND OFF THROUGHOUT TRIP UP TO 10KMS OVER
- SPEEDING 10 KMS OVER
- SPEEDING 10 KMS OVER AND SWERVING ON HIGHWAY A LITTLE
- SPEEDING 20 KMS OVER LIMIT
- SPEEDING 20 KMS OVER LIMIT FOR NEARLY WHOLE TRIP
- SPEEDING 20KMS OVER FOR NEARLY ALL THE TRIP
- SPEEDING 5 KMS OVER IN A 60 KM ZONE/16 KMS OVER IN A 60 KM ZONE
- SPEEDING 5KMS OVER/DRIVING ERATICALLY/SCARY
- SPEEDING AND ON THE MOBILE
- SWERVING ON HIGHWAY
- TEXTING WHILE DRIVING
- WENT 5 KS OVER SPEED LIMIT
- WENT TO MERGE AND DIDN'T LOOK/ALMOST HIT SOMEONE

Toowoomba

- APART FROM 60 KM IN A 50 KM STREET
- DRIVER EXCEEDED THE SPEED LIMIT BY APPROXIMATELY 5 KPH DURING A PORTION (ABOUT 15%) OF THE TRIP
- DRIVER EXCEEDED THE SPEED LIMIT BY APPROXIMATELY 5 KPH FOR A SMALL PORTION (ABOUT 10%) OF THE TRIP
- EXCEEDED SPEED LIMIT ON A COUPLE OF OCCASIONS - 5 KMS OVER
- SET GPS DURING TRIP
- SPED AT POINTS HENCE QUICK TURN OVER

Comments – Driver followed general road rules

Toowoomba (Cont'd)

- SPEEDING
- SPEEDING - 70 IN A 60 ZONE
- SPEEDING WAS AN ISSUE
- USING A MOBILE AND SPEEDING

Mackay

- DID USE MOBILE/DIDN'T SPEAK JUST CHECKED MESSAGES I THINK
- FIDDLED WITH DISPATCH PANEL
- SPEEDING
- THE DRIVER DID FIDDLE WITH THE DISPATCH PANEL ENROUTE
- THE DRIVER DID OPERATE THE DISPATCH PANEL ENROUTE
- USING MOBILE

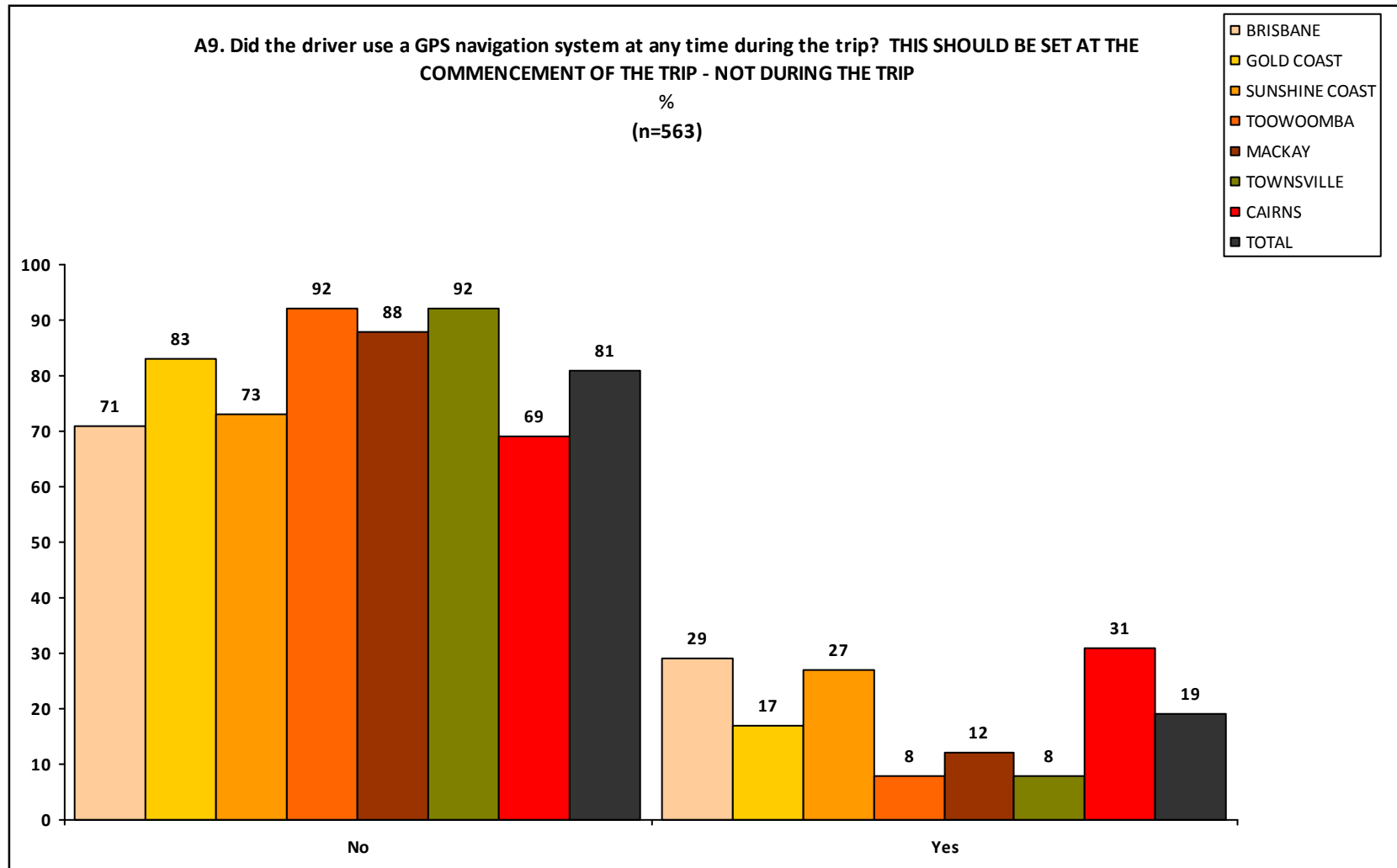
Townsville

- DIDN'T INDICATE AT A ROUNDABOUT
- DIDN'T INDICATE ONCE ON A ROUNDABOUT
- FIDDLING WITH DISPATCH PANEL
- HE FIDDLED WITH THE DISPATCH PANEL PLUS HIS GPS
- SPED ONCE/UP TO 71 FOR A SHORT DISTANCE WHILE HE TALKED TO HIS BOSS ON HIS MOBILE
- SPEEDING AND TEXTING
- SPEEDING AT TIMES - 5 TO 10 KMS OVER THE LIMIT
- TALKING ON MOBILE - NOT HANDS FREE

Cairns

- DRINKING WATER WHILST DRIVING
- DRIVER DID NOT SLOW TO ALLOW PEOPLE CROSSING ROAD/STILL THESE PEOPLE SHOULD HAVE WAITED INSTEAD OF TRYING TO CROSS WHERE THERE WAS NO TRAFFIC LIGHTS
- DRIVER WAS PUSHING THE 60 KM SPEED LIMIT AND WENT SLIGHTLY OVER BUT WOULD HAVE BEEN WITHIN THE ALLOWED RANGE/HAD TO BREAK SUDDENLY ON ONE OCCASION
- FIDDLING WITH DISPATCH PANEL
- GOOD DRIVER
- GREAT DRIVER
- HEAVY BRAKING
- NO SEAT BELT ON
- ON THE MOBILE
- OVERTOOK LORRY ON INSIDE LANE
- SMOOTH RIDE
- SPEEDING
- STARTED TRIP BEFORE WE HAD SEATBELTS ON
- TOOK A ROUTE WHICH HE SAID WAS QUICKER AS NO TRAFFIC LIGHTS
- TOOK CORNER VERY FAST
- USING MOBILE
- VERY CAREFUL DRIVER WHILE MAINTAINING SPEED LIMIT
- VERY GOOD DRIVER

Driver used GPS throughout journey



Comments – Driver used GPS throughout journey

Brisbane

- AS HE DID NOT KNOW THE LOCATION OF THE HOTEL
- AT COMMENCEMENT OF JOURNEY
- DIDN'T SEE ONE
- GPS STUCK TO DASH SO UNABLE TO CHECK SPEEDO
- HAD SYSTEM ON BASE OF STEERING WHEEL
- PROGRAMMED IN KINGSLEY TERRACE WYNNUM WHILST STILL DRIVING
- SET AT COMMENCEMENT OF TRIP
- SET GPS AT START OF JOURNEY
- SET IT 200M FROM PICKUP POINT/TURNED OFF METER AND DIDN'T TURN ON UNTIL COUPLE OF MINUTES INTO TRIP
- SHE KNEW WHERE I WAS GOING/I DIDN'T SEE ONE
- TO LOOK UP CARINDALE WHEN HE WAS ON MOTORWAY
- USED GPS
- USED UBD
- YES HE DID THIS AT THE START

Gold Coast

- DRIVER SET THE GPS BEFORE LEAVING THE AIRPORT
- HE ENTERED THE DESTINATION AFTER WE HAD LEFT THE RANK
- I DID NOT OBSERVE THE DRIVER USING A GPS NAVIGATION SYSTEM
- IN MOTORWAY HE CALLED THAT SERVICE THAT TELLS YOU WHERE TO GO
- NO GPS USED
- ON AT START OF TRIP
- SET THE DESTINATION BEFORE TRIP COMMENCED
- THE DRIVER USED A GPS AT THE COMMENCEMENT OF THE TRIP, WHILST WE WERE STATIONARY AT THE TAXI RANK
- USED A GPS DURING THE TRIP
- WAS SET DURING JOURNEY BUT WAS DONE SAFELY AT LIGHTS

Sunshine Coast

- HE WAS FIDDLING WITH THE GPS THROUGHOUT THE TRIP
- USED MAP FIRST

Toowoomba

- DID NOT REQUIRE USE OF SYSTEM
- SET AT COMMENCEMENT OF JOURNEY
- SET DURING TRIP
- SET GPS WHILE DRIVING
- SYSTEM WAS OPERATING BUT DRIVER APPEARED TO KNOW THE WAY ONCE I INFORMED HIM OF THE SHORTEST ROUTE

Mackay

- NOT ON

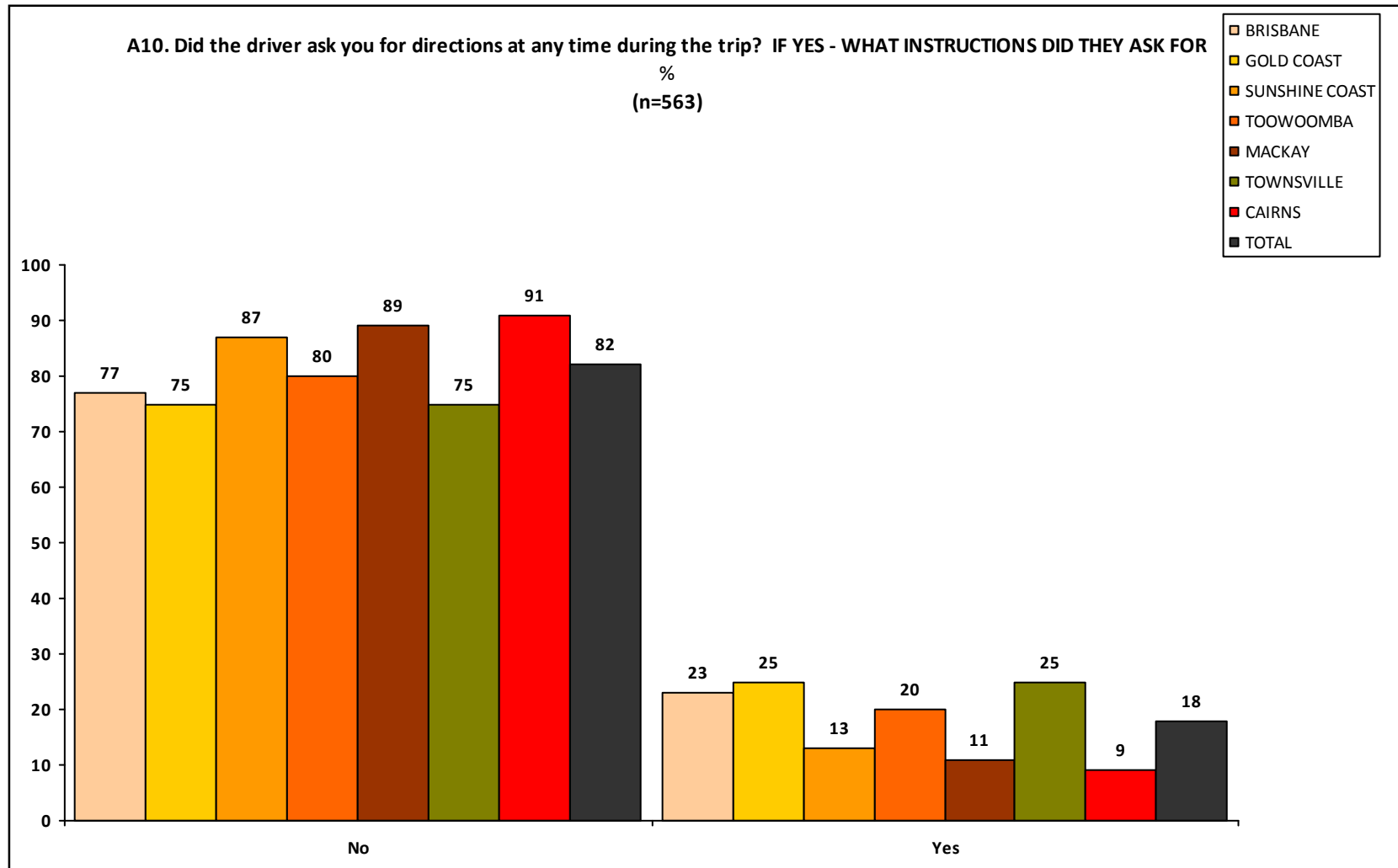
Townsville

- BUT MY ADDRESS WAS NOT LISTED/NEW SUBURB
- CHECKED IT HALFWAY THERE
- DID NOT SET IT AT BEGINNING BUT DURING THE TRIP
- HE DID NOT NEED IT
- NO NEED FOR GPS/SHORT TRIP
- SHORT TRIP

Cairns

- DURING TRIP BUT PAID NO ATTENTION
- USED WHEN NEEDED

Driver asked for directions throughout trip



Driver asked for directions throughout trip

Comments	Bris	G/C	S/C	Twmb	Mcky	Tow	Crns	TOTAL
To turn left or right / where to turn	3	4	4	5	1	8	2	27
Asked which hotel / Airline / House	8	6					4	18
Preferred exit or entry / which exit to take	2	3					1	6
Preferred route	5						2	7
Asked for full directions to final destination	7	6		1		3		17
Best way to get to destination (option given)		3						3
Confirmation of journey details			6	10	8	8		32
TOTAL								110

Comments – Driver asked for directions throughout trip

Brisbane

- ASK IF HE SHOULD GO VIA MANLY ROAD/THEN GOT OUT GPS AND SET IN DESTINATION WHILE DRIVING
- ASKED WHERE KINGSLEY WAS OFF/DRIVER GOT OUT DIRECTORY AND WHILST DRIVING LOOKED UP DESTINATION AND CONTINUED TO REFER TO OPEN DIRECTORY (ON HIS LAP) WHILE DRIVING
- AT END OF THE TRIP HE DID NOT KNOW WHERE TO GO/HE COULD NOT FOLLOW MY INSTRUCTIONS AND TOOK ME TO THE WRONG PLACE
- CANNON HILL/ASKED IF VIA FERRY STREET
- DESTINATION ADDRESS
- DIRECTIONS TO HOTEL/STREET ADDRESS
- DRIVER ASKED IF I KNEW THE DIRECTIONS
- DRIVER ASKED WHICH AIRLINE PRIOR TO ARRIVING AT THE AIRPORT
- DUE TO THE UNUSUAL TRAFFIC GRIDLOCK, DRIVER ASKED MY PREFERENCE
- HE KNEW THE HOTEL
- HOW TO GET TO NEW FARM
- LYTTON ROAD EXIT AFTER BRIDGE?
- THE STREET LOCATION
- TO TURN LEFT OR RIGHT
- WANT TO GO THE GATEWAY?
- WASN'T SURE TO TAKE TOLL BRIDGE
- WHERE THE TURNOFF FOR CARINDALE SHOPPING CENTRE WAS
- WHERE TO TURN
- WHERE WAS THE HOTEL?
- WHICH AIRLINE
- WHICH WAS MY PREFERENCE OF ROUTES INTO NEW FARM
- WYNNUM ROAD OR LYTTON ROAD EXIT

Gold Coast

- AFTER PULLING OFF THE HIGHWAY AT THE WORONGARY EXIT, THE DRIVER CAME TO A STREET STARTING WITH 'D' WHICH THE DRIVER ASKED IF THIS WAS MY STREET/I ANSWERED NO, AND TOLD HIM MY STREET NAME AGAIN/HE THEN PULLED UP TO THE SIDE AND STOPPED THE METER AND PROCEEDED TO LOOK UP THE STREET DIRECTORY AGAIN FOR THE CORRECT STREET/AFTER STRUGGLING TO READ THE MAP IN THE LIGHT OF THE VEHICLE, THE DRIVER GOT OUT OF THE TAXI TO READ THE MAP IN THE LIGHT OF THE TAXI'S HEADLIGHTS
- ASKED IF THE BEST WAY TO GET TO BROADBEACH WAS TO GO VIA EXPLORERS WAY
- DO WE TURN HERE

Gold Coast (cont'd)

- DRIVER ASKED IF HE COULD TURN RIGHT AT END OF STREET TO GET OUT ONTO HIGHWAY
- DRIVER REFERRED TO THE GPS FOR DIRECTIONS
- HE REITERATED WHICH EXIT IT WAS TO TAKE, AS THE SIGNS DID NOT INDICATE THE EXIT I TOLD HIM TO TAKE, THEN, DUE TO ROAD WORKS, HE DOUBLE CHECKED TO MAKE SURE WHERE TO GO AS THE INITIAL ROAD TO TAKE WAS BLOCKED OFF
- I DROVE HIM HOME BECAUSE HE DID NOT KNOW THE ADDRESS
- IF DOWN HIGHWAY WAS BEST TO GO
- JUST TO DOUBLE CHECK THE HIGHWAY EXIT NUMBER
- JUST WHICH AIRLINE I WAS GOING TO TAKE (JETSTAR)
- ONCE IN VARSITY IT SEEMS THAT THE GPS MARKED THE WRONG WAY
- STREET AND NUMBER
- THE CHOICE OF BERMUDA STREET OR COITLESLOE DRIVE
- THE DRIVER ASKED ME IF I COULD GUIDE HIM TO MY DESTINATION AFTER I HAD TOLD HIM WHERE I WISHED TO GO/HE DID NOT APPEAR TO KNOW WHERE MY ADDRESS WAS
- THE DRIVER ASKED ME IF I KNEW WHERE THE DESTINATION WAS
- THE DRIVER ASKED ME TO GUIDE HIM TO MY REQUESTED DESTINATION
- THE DRIVER ASKED ME WHICH AIRLINE I WAS TRAVELLING WITH
- THE DRIVER AT A SET OF LIGHTS ANNOUNCED JOVIALY THAT HE HAD 'FOUND IT' - REFERRING TO THE DESTINATION
- THE DRIVER SEEMED TO KNOW EXACTLY WHERE TO GO
- THE DRIVER WAS NOT FAMILIAR WITH THE DESTINATION WHEN I TOLD HIM INITIALLY WHERE I WANTED TO GO/AFTER BRIEFLY EXPLAINING WHERE TO EXIT OFF THE HIGHWAY, HE UNDERSTOOD WHERE TO GO
- THE WHEREABOUTS IN CAVILL AVENUE
- WHEN NEARING THE STREET, HE ASKED THE HOUSE NUMBER AGAIN

Sunshine Coast

- AT MY HOUSE STREET HE ASKED 'LEFT OR RIGHT'
- DIDN'T KNOW HOW TO GET TO THE BACK OF THE HOTEL/MISSED TURN OFF
- SPECIFICS OF ADDRESS
- TO ASK CONFIRMATION OF WHERE HE BELIEVED MY HOME IS/HE WAS CORRECT
- TO TURN LEFT OR RIGHT
- WHAT NUMBER HOUSE WE WERE GOING TO
- WHERE IN ESPLANADE IS PENINSULA HOTEL

Comments – Driver asked for directions throughout trip

Sunshine Coast (CONT'D)

- AT MY HOUSE STREET HE ASKED 'LEFT OR RIGHT'
- DIDN'T KNOW HOW TO GET TO THE BACK OF THE HOTEL/MISSED TURN OFF
- SPECIFICS OF ADDRESS
- TO ASK CONFIRMATION OF WHERE HE BELIEVED MY HOME IS/HE WAS CORRECT
- TO TURN LEFT OR RIGHT
- WHAT NUMBER HOUSE WE WERE GOING TO
- WHERE IN ESPLANADE IS PENINSULA HOTEL
- WHERE ON ESPLANADE IS THE HOTEL
- WHERE THE HOTEL WAS
- WHICH BLOCK IS IT
- YES ASKED WHAT ROAD TO TAKE

Toowoomba

- DID ASK IF THIS WAS THE HOTEL
- DO I TURN RIGHT OR LEFT HERE? (FROM MY DRIVEWAY ONTO STREET)
- HE RANG HIS MATE ON MOBILE
- JUST SOME SPECIFICS WHEN WE WERE CLOSE TO DESTINATION
- JUST SPECIFICS OF ADDRESS
- JUST SPECIFICS WHEN CLOSE TO HOME
- MINOR DIRECTIONS
- ONLY IN WHAT DIRECTION FOR A PARTICULAR LANDMARK
- RIGHT OR LEFT HAND TURN AT THE INTERSECTION OF MY HOME STREET AND A CROSS STREET
- SPECIFICS OF ADDRESS
- THROUGH PARTICULAR SIDE STREETS
- TO TURN LEFT OR RIGHT
- TOWARDS THE END
- WHERE TO TURN
- WHICH STREET TO TURN INTO OFF A MAIN ROAD TO REACH MY HOME STREET

Mackay

- AS WE GOT INTO ERAKALA HE ASKED FOR STREET NAME
- CONFIRMED LOCATION ON BEDFORD ROAD
- DID CONFIRM CERTAIN ROADS TO TURN OFF
- HE HAD AN EXPERIENCED DRIVER TEACHING HIM
- HOW TO GET BACK ONTO A MAIN ARTERIAL ROAD

Mackay (CONT'D)

- HOW TO GET TO A MAIN ARTERIAL ROAD
- THE DRIVER WAS NEW TO THE JOB AND JUST CHECKED HE WAS TAKING THE CORRECT ROUTE
- TO CONFIRM WHICH END OF BEDFORD ROAD AT INTERSECTION
- TO TURN LEFT OR RIGHT
- WHERE THE STREET WAS
- WHICH CORNER?

Townsville

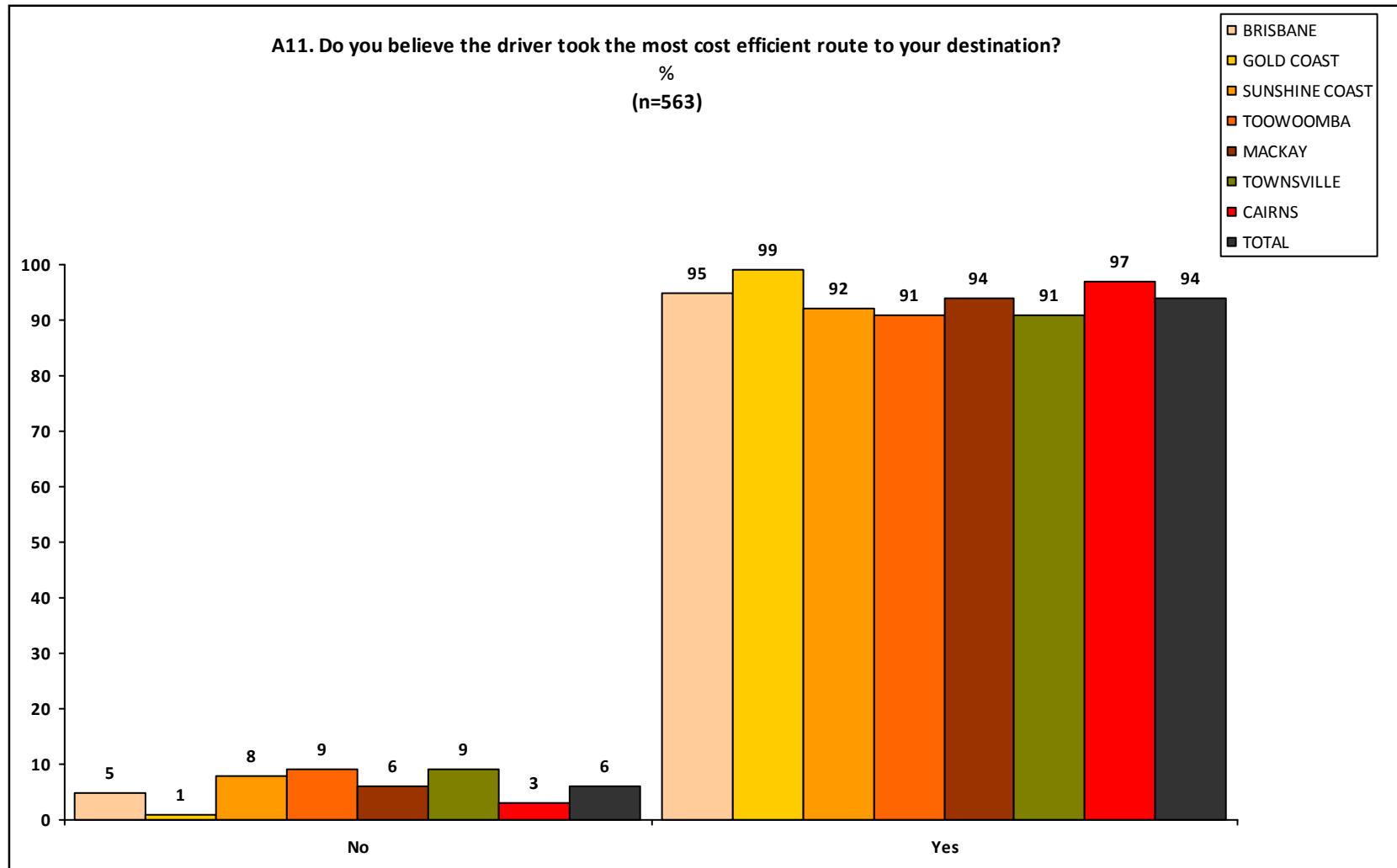
- ASKED IF HE TURNED DOWN RYAN STREET/I SAID NO - MARSHALL STREET
- ASKED IF IT WAS MARSHALL STREET THAT SHE HAD TO GO DOWN TO GET TO THE ESPLANADE/THERE ARE 2 STREETS TO GET TO THE ESPLANADE AS IT IS DIVIDED IN 2 BY A CREEK
- DIRECTIONS ASKED FOR HOME SUBURB
- DO YOU WANT TO GET DROPPED OFF AT THE RANK
- HE KNEW THE WAY
- HE KNEW WHERE TO GO
- HOW TO GET THERE
- HOW TO GET TO OUR HOUSE
- IS THAT NEAR JCU?/IS IT RIGHT HERE?
- KNEW THE WAY
- NO NEED FOR DIRECTIONS/EASY TRIP
- WHAT PART OF THE ESPLANADE (AS IT IS DIVIDED BY A CREEK)
- WHERE DO I TURN
- WHERE DO I TURN (X 3)/WHICH HOUSE
- WHERE DO I TURN/IS THAT NEAR THE UNIVERSITY
- WHERE DO I TURN/WHICH ROUNDABOUT
- WHERE DO I TURN?
- WHERE IS THAT SUBURB/WHICH IS YOUR HOUSE
- WHERE THE STREET AND HOUSE WAS
- WHERE TO TURN AND WHICH HOUSE
- WHERE TO TURN FOR HOME STREET
- WHICH CORNER?

Comments – Driver asked for directions throughout trip

Cairns

- AS IT WAS DARK WHEN TAXI ARRIVED IN MY STREET I EXPLAINED THAT IT WAS THE HOUSE JUST AROUND THE CURVE
- ASKED EXACTLY WHERE STREET WAS AS NOT VERY BUSY STREET
- ASKED IF I MINDED HIM TAKING THIS PARTICULAR ROUTE
- ASKED WHICH ENTRANCE AT CASINO I WISHED TO USE
- ASKED WHICH HOUSE IT WAS
- HE ASKED WHICH WAY TO TURN AT THE ROUNDABOUT AT THE CEMETRY/IT IS FUNNY INTERSECTION
- HOWEVER SAID HE WOULD CHANGE ROUTE SLIGHTLY TO AVOID TRAIN AT LEVEL CROSSING
- IS IT THIS OR NEXT ONE
- UNSURE OF ACTUAL STREET LOCATION AS SMALL CULDESAC

Most cost efficient route taken by driver



Comments – Most cost efficient route taken by driver

Brisbane

- VIA MANLY ROAD
- VIA PRESTON AND WYNNUM ROAD
- WENT VIA WARDALL ROAD

Gold Coast

- ALTHOUGH THERE WAS THE DELAY, THE STREET THAT THE DRIVER INITIALLY STOPPED AT WAS ON THE DIRECT ROUTE TO THE DESTINATION
- HE DIDN'T TAKE BERMUDA STREET BUT MAYBE JUST TO AVOID TRAFFIC
- THIS IS NOT THE ROUTE I WOULD HAVE SELECTED/THE DRIVER ADVISED HE WENT THIS WAY BECAUSE OF THE TIME OF DAY TO AVOID ROADWORKS AND TO AVOID THE 25 SETS OF LIGHTS IF WE HAD GONE VIA THE GOLD COAST HIGHWAY
- TOO BERMUDA STREET

Sunshine Coast

- SAME DISTANCE BUT SLOWEST ROUTE
- THE LAST BIT HE TOOK THE LONGEST WAY TO GET TO GOONAWARRA DRIVE
- TOOK ROUTE THROUGH MAROOCHYDORE CBD/DISTANCE SAME AS MOTORWAY BUT TIME GREATER
- TOOK THE HIGHWAY - LONG WAY
- WENT THE LONG WAY

Toowoomba

- CAME FROM CENTRE OF TOWN
- COST OF TRIP INDICATES OTHERWISE
- MAY HAVE BEEN DUE TO TRAFFIC CONDITIONS
- POSSIBLY OVERCHARGED
- TRAFFIC WAS AN ISSUE, HOWEVER, SHORTER ROUTES WERE AVAILABLE

Mackay

- FROM TAXI RANK TO AIRPORT
- THE ROAD WAS BLOCKED OFF DUE TO CAR ACCIDENT

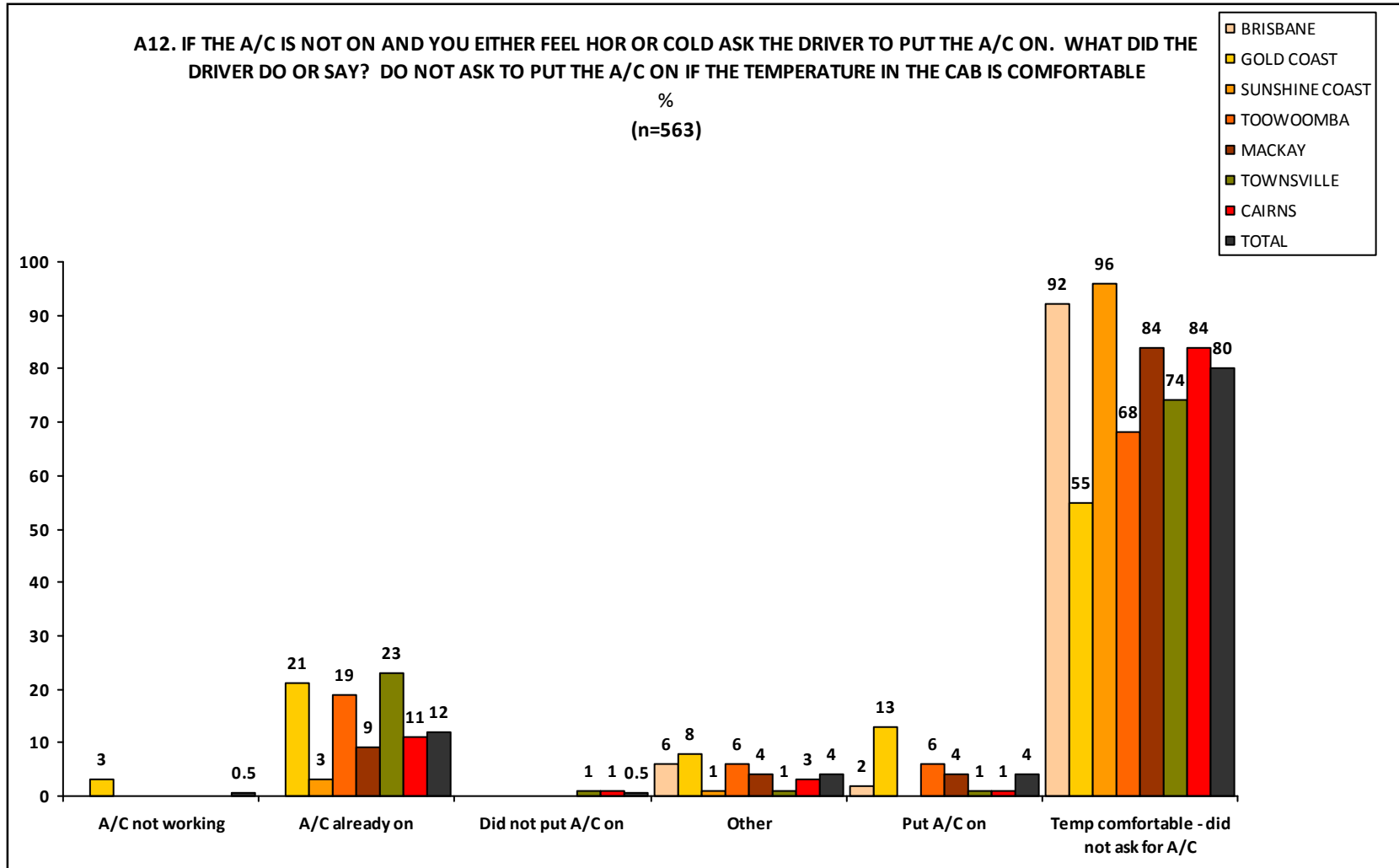
Townsville

- 2 CHOICES - BOTH EQUAL DISTANCE
- AVOIDED A RED LIGHT BUT WENT A LONGER WAY
- HARD TO SAY/THERE WERE ROAD CLOSURES
- NO 1 WOULD HAVE TAKEN A DIFFERENT ROUTE/PREVIOUS TRIP HAS COST \$25 - \$30
- VERY EXPENSIVE

Cairns

- DIFFERENT ROUTE FROM PREVIOUS DRIVERS BUT SAME TIME AND MONEY
- DRIVERS TEND TO FOLLOW SIMILAR ROUTE FROM MANOORA TO CAIRNS

Air conditioning in the taxi



Comments – Air conditioning in the taxi

Brisbane

- 2 FRONT WINDOWS WIDE OPEN/WAS WINDY AND A BIT UNPLEASANT/COLD
- I ASKED FOR AIR CONDITIONING AND HE IMMEDIATELY DID THIS HOWEVER IT DID GET COLD TOWARDS THE END OF TRIP
- I HAD ASKED FOR THE AIR CONDITIONING TO BE BROUGHT DOWN AND HE IMMEDIATELY REDUCED THE TEMPERATURE
- THE CABIN WAS OVERHEATED/I ASKED THE DRIVER TO TURN DOWN THE HEATING/AT THE END OF THE JOURNEY HE TOLD ME HE THOUGHT I SAID I WAS COLD AND HAD TURNED THE HEATING UP/I TRAVELLED WITH THE WINDOW COMPLETELY OPEN
- THE TEMPERATURE WAS HOT AS I ASKED FOR THE AIR CONDITIONING TO BE PUT ON AND HE IMMEDIATELY DID SO
- WAS HOT AND ASKED DRIVER TO TURN DOWN THE HEAT AND UP THE AIR CONDITIONING/VERY NICELY HE SHOWED ME WHERE AND HOW I COULD CONTROL THIS IN REAR

Gold Coast

- DRIVER ASKED IF I WANTED AIR CONDITIONING ON
- FRONT PASSENGER WINDOW OPEN/PLEASANT TRIP
- HE ALSO ASKED ME IF I WAS COMFORTABLE AND IF I WANTED THE AIR CONDITIONING ON
- I REQUESTED THE DRIVER TO PUT THE AIR CONDITIONING ON BUT HE REPLIED THAT IT WAS NOT WORKING/I SAW THE AIR CONDITIONING LIGHT WAS ON BUT THE AIR COMING OUT OF THE VENTS WAS NOT COLD/THE CAB TEMPERATURE THOUGH WAS OK WITH THE FAN ON
- I WAS HOT BUT EVEN IF HE TURNED THE AIR ON I STILL SUFFERED BECAUSE IT SEEMS THAT THE AIR WAS NOT WORKING PROPERLY
- OFFERED AIR CONDITIONING WHEN I OPENED WINDOW
- THE DRIVER HAD THE AIR CONDITIONING ON AS WELL AS HER WINDOW OPEN/SHE MADE NOTE TO ADJUST THE TEMPERATURE DURING THE JOURNEY AS THE TEMPERATURE CHANGED IE WHEN WE WERE WAITING AT THE LIGHTS IN THE SUN ETC
- THE TEMPERATURE IN THE CAB WAS COMFORTABLE AND THERE WAS NO NEED FOR ME TO ASK THE DRIVER TO PUT THE AIR CONDITIONING ON/THE DRIVER DID ASK ME IF I WAS TOO HOT OR COLD AND OFFERED TO USE THE AIR CONDITIONING IF I DESIRED

Sunshine Coast

- UPON SAYING IT IS HOT FOR A WINTERS DAY SHE IMMEDIATELY TURNED ON AIR CONDITIONER BEFORE I ASKED, AS I WAS OPENING WINDOW

Toowoomba

- AIR CONDITIONING SLIGHTLY TOO HOT
- SLIGHTLY COOL/WOUND UP WINDOW IN RESPONSE
- TEMPERATURE WAS HOT/ASKED DRIVER TO TURN AIR CONDITIONING ON AND HE OBLIGED/HIS WINDOW WAS LEFT DOWN
- WAS COLD/ASKED DRIVER TO INCREASE TEMPERATURE/DRIVER DID SO
- WAS COOL/ASKED FOR WINDOW TO BE CLOSED/DRIVER OBLIGED

Mackay

- IT WAS A BIT WARM IN THE TAXI BUT I LEFT THE WINDOW DOWN AFTER TESTING THAT IT WORKED PROPERLY
- IT WAS COOL WITH THE FRONT WINDOW OPEN/DRIVER CLOSED IT AFTER I COMMENTED ABOUT IT
- WHEN ASKED FOR THE AIR CONDITIONER TO BE TURNED ON THE DRIVER SAID IT WAS ALREADY ON BUT THAT OTHER PASSENGERS HAD SHUT OFF THE VENTS

Townsville

- DRIVER CLOSED WINDOWS AND USED AIR CONDITIONING WITHOUT US ASKING AT BEGINNING OF TRIP
- DRIVER DID NOT RESPOND TO REQUEST TO PUT ON AIR CONDITIONER
- DRIVER SAID AIR CONDITIONING ALREADY ON/24 INSIDE AND 22 OUTSIDE

Cairns

- DRIVER WOUND WINDOW UP WHEN ASKED
- I ASKED WAS THE AIR CONDITIONING AS IT WAS HOT/HE REPLIED 'NO THE WINDOWS ARE DOWN - FRESH AIR IS BEST'
- NO PROBLEM WITH AIR CONDITIONING TEMPERATURE

Comments – General

Brisbane

- AT FIRST DRIVER HESITATED WHEN I TOLD HIM THE DESTINATION/HE WAS ABOUT TO USE THE GPS BUT THEN REMEMBERED THE LOCATION OF THE HOTEL
- CABBIE WAS STANDING OUTSIDE SO HE COULD OF OPENED THE DOOR OR ASKED ABOUT THE BAG AND IF I NEEDED HELP
- CONSIDERING THE CBD WAS IN GRIDLOCK, THE DRIVER WORKED OUT THE BEST SOLUTION TO BYPASS THE BLOCKED STREET AND STREETS WHERE POLICE WERE DIRECTING TRAFFIC/THE DRIVER DID NOT OPEN THE SLIDING DOOR OF THE MAXI CAB ON PICK UP/I COMPLAINED/HE DID DO SO ON ARRIVAL AT THE AIRPORT
- DRIVER APPEARED RELUCTANT TO GET OUT OF VEHICLE TO STORE MY LUGGAGE/DRIVER ASKED ON APPROACH TO THE AIRPORT WHICH AIRLINE
- DRIVER DIDN'T PUT METER ON FOR FIRST FEW KILOMETRES AND ASKED IF WE COULD ADD \$3 OR \$4 TO METER TOTAL/I SAID I WOULD PAY AMOUNT ON METER AND HE MUTTERED SOMETHING AND WHEN I SAID I DIDN'T HEAR HIM HE DIDN'T REPEAT IT
- DRIVER EXPECTED TO BE TOLD DIRECTIONS TO HOTEL/RELUCTANT TO GIVE ADVICE FROM BASE/WHEN I ASKED WHY HE DID NOT USE GPS, HE SAID HE KNEW KANGAROO POINT/FINALLY HE USED THE GPS/AUTO BOOT LATCH DID NOT WORK/DRIVER WAS RELUCTANT TO GET OUT OF THE VEHICLE TO HELP WITH LUGGAGE
- DRIVER HAD JUST STARTED HIS SHIFT/I NOTICED THE PETROL FLASHING ON DASHBOARD/I BELIEVED HE TELEPHONED IN REFERENCE TO FILLING UP THE PETROL TANK
- DRIVER HAD PREVIOUS EXPERIENCE IN DRIVING TAXIS IN INDIA/HIS WIFE IS AN INTERNATIONAL STUDENT/HE HAS BEEN DRIVING TAXIS IN BRISBANE FOR 1 YEAR/EXPERIENCED DRIVER
- DRIVER HERE IN AUSTRALIA ON A WORKING VISA
- DRIVER WAS AN OWNER DRIVER OF A MAXI TAXI/HE WENT ON AT LENGTH WITH COMPLAINT ABOUT YELLOW TAXI ALLOCATION OF JOBS FROM AN EFFICIENCY POINT OF VIEW OF THE DRIVER AND SERVICE OF THEIR CUSTOMERS/
- DRIVER WAS CONFIDENT IN USING THE STREET DIRECTORY/
- DRIVER WAS NOT WEARING A SEATBELT
- DRIVING TO THE AIRPORT, MY PREVIOUS TAXI DRIVER EXPLAINED THERE HAD BEEN AN ACCIDENT ON THE GATEWAY AND TRAFFIC WAS BANKED UP TO AIRPORT DRIVE/BEFORE ASCENDING THE TAXI I ASKED THE DRIVER IF HE COULD TAKE AN ALTERNATIVE ROUTE/THE DRIVER WAS VERY VAGUE/THE AIRPORT TAXI SUPERVISOR EXPLAINED THE ROUTE TO HIM/HE THEN TOLD ME HE KNEW THE ROUTE, HOWEVER, THIS MEANT ONLY AS FAR AS THE DETOUR/HE THEN ASKED ME DIRECTIONS TO MY DESTINATION
- EFFICIENT
- EFFICIENT TRIP, HOWEVER HAD TO ASK FOR BAG TO BE PLACED IN BACK
- FUEL LIGHT (ON DASH) FLASHED WHOLE TRIP/CONCERNED WE WOULD RUN OUT OF FUEL ASSUMING SPEEDO ACCURATE/DRIVER WAS FREQUENTLY 10KMS OVER SPEED LIMIT/NEVER INDICATED WITH LANE CHANGES/PULLED OUT GPS AT WYNNUM ROAD/PROGRAMMED IT WHILST DRIVING THEN DROPPED IT WHEN TRYING TO SECURE IT TO FRONT WINDOW AND HAD TO PULL OVER
- GPS COVERED DASH AND SPEEDO/COULD NOT SEE SPEEDO AND NEITHER COULD THE DRIVER IT APPEARS
- HE GOT OUT OF THE CAR AND OPENED THE BOOT FOR BAG WHEN WE ARRIVED
- HE OPENED BOOT FOR ME
- HE SAW ME COMING AND GOT OUT OF THE TAXI AND HAD THE BOOT OPEN AND READY FOR ME
- HE WAS ALREADY OUT OF THE CAR AND OPENED THE BOOT
- I FELT HE WAS NOT HAPPY ABOUT THE FARE BEING A SHORT TRIP
- I SUGGESTED TO THE DRIVER THAT HE CONTACT BASE FOR DIRECTIONS TO THE HOTEL/RELUCTANT TO USE GPS, PREFER TO HAVE PASSENGER DIRECT/WHEN WE ARRIVED AT KANGAROO POINT THE DRIVER TRIED TO LEAVE ME OUTSIDE OF AN APARTMENT BLOCK BECAUSE THERE WAS A SIGN 'DOCKSIDE' ON THE CORNER/IF I HAD NOT INSISTED I WOULD HAVE BEEN LEFT A BLOCK AWAY FROM THE HOTEL/HE FINALLY LOOKED UP HIS DIRECTORY
- INTERNATIONAL STUDENT/KNEW THE SUBURB/CONFIDENT IN USING THE GPS
- KEPT INTERACTION MINIMAL
- NO GPS IN CAB/CABBIE OPENED AND CLOSED DOOR FOR ME

Comments – General

Brisbane (Cont'd)

- ONE OF THE BEST GROOMED CABBIES AND CARRIED HIMSELF IN A PROFESSIONAL MANNER AND WAS RESPECTFUL TOWARDS ME
- PASSENGER FRONT SEAT SO FAR BACK/REAR SPACE VERY CRAMPED AND A BIT UNCOMFORTABLE
- QUICK AND EFFICIENT HOWEVER LACKED BASIC SERVICE EG SMILE, GREETING
- RADIOED IN FOR ADDRESS OF DOCKSIDE AND PROGRAMMED GPS WHILST DRIVING
- THE DRIVER MADE A SERIOUS ERROR WHILE DRIVING/NOT SLOWING DOWN ON APPROACHING A 'KEEP LEFT' SIGN/THERE WAS A VEHICLE APPROACHING
- THE DRIVER OF MY FIRST TAXI SAT IN THE RANK AND TALKED ON HIS PHONE FOR 15 MINUTES SO I HAD TO SIT AND WAIT TILL HE LEFT TO CALL ANOTHER TAXI AS HE WAS THE ONLY TAXI IN THE RANK AT THE TIME
- THE INNER CBD WAS IN A GRIDLOCK WITH PART OF QUEEN STREET CLOSED TO TRAFFIC/POLICE WERE DIRECTING TRAFFIC AT SEVERAL INTERSECTIONS/THE DRIVER DID HIS BEST TO GET ME TO MY DESTINATION AS QUICKLY AS POSSIBLE
- THERE WERE TRAFFIC AT LIGHTS AT ROUNDABOUT BLOCKED ON TO MOTORWAY SO HE WENT TO NEXT EXIT AND CAME BACK/HE EXPLAINED THAT IT WAS QUICKER
- THIS DRIVER PREFERRED TO HAVE THE PASSENGER PROVIDE THE DIRECTIONS/I SUGGESTED HE USE HIS GPS/THE DRIVER OPENED THE SLIDING DOOR OF THE MAXI CAB AT PICK UP AND DROP OFF
- VERY CHATTY AND FRIENDLY
- VERY FRIENDLY
- VERY INTERESTING MAN AND CONVERSATIONAL
- WAS QUITE PUSHY IN TRAFFIC ON MOTORWAY/HAD TO EXPLAIN WHERE TO GO OFF MOTORWAY AND HOW TO GET BACK TO CARDINDALE SHOPS
- WHEN I ASKED THE DRIVER IF HE KNEW THE ADDRESS, HE ASKED ME/WHEN I SAID I DID NOT KNOW HE WAS LOOKING UP THE STREET DIRECTORY WHILE DRIVING ALONG AIRPORT DRIVE/WHEN I ASKED HIM IF HE HAD A GPS HE SWITCHED THAT ON AND FOLLOWED DIRECTIONS

Comments – General

Gold Coast

- AFTER I GOT INTO THE TAXI, THE DRIVER ASKED WHERE I WAS GOING/I HAD PUT MY BAG ON THE FLOOR (AS IT WAS A MAXI TAXI) TURNED AROUND AND WAS GOING TO SIT DOWN WHEN THE DRIVER STARTED DRIVING, JOLTING ME TO MY SEAT/IF I HADN'T HAVE BEEN ALREADY POSITIONED OVER THE SEAT, I WOULD HAVE FALLEN ONTO THE FLOOR/THE DRIVER SHORTLY AFTER LEAVING THE CASINO, BURPED OUT LOUD WITHOUT MAKING ANY APOLOGIES OR EXCUSING HERSELF
- AS I WAS WALKING TOWARDS THE TAXI, HE ACKNOWLEDGED ME AND GOT OUT OF THE TAXI TO TAKE MY BAG AND PUT INTO THE BOOT/HE ALSO ASKED IF I WOULD PREFER TO SIT IN THE FRONT OR BACK AND THEN PROCEEDED TO OPEN THE DOOR FOR ME AND CLOSED IT FOR ME AFTER I WAS SEATED
- BIG VAN 11-12 SEATS/VERY COMFORTABLE TRIP/I TOOK MY LUGGAGE WITH ME, NOT IN THE BOOT
- DRIVER ASKED IF THERE WAS ANYTHING HE COULD DO TO MAKE TRIP MORE PLEASANT
- DRIVER CAME OUT OF CAR WHEN ARRIVED TO GREET ME AND OPEN THE DOOR/AS IT WAS A MAXI TAXI WITH WHEELCHAIR ACCESS, THE DRIVER JOKED ABOUT SITTING IN THE BOOT AS I WAS HEADING TOWARDS THE BOOT TO PUT MY BAG IN (NOT REALISING THE CAR DIDN'T HAVE A BOOT)
- DRIVER CAME OUT OF CAR WHEN ARRIVED TO GREET ME AND TAKE BAG TO PUT INTO THE BOOT
- DRIVER CAME OUT OF CAR WHEN ARRIVED TO GREET ME/I ASKED IF IT WAS OK TO PUT THE BAG IN THE BOOT, HOWEVER, AS THE BAG WAS SMALL, HE HAD SAID THAT IT WOULD BE FINE ON THE FRONT SEAT/DUE TO THE FACT THAT IT WAS A MAXI TAXI HE OPENED THE DOOR AND CLOSED IT FOR US/HE WAS ALSO CONSCIOUS OF THE FACT THAT MY 3 YEAR OLD DAUGHTER WAS BUCKLED SAFELY AND THAT THE SEATBELT WAS COMFORTABLE
- DRIVER DROVE COMFORTABLY, OBEYING ROAD RULES
- DRIVER KNEW WHERE TO GO AFTER I TOLD HIM THE STREET NAME ADJACENT TO MY STREET/HE WAS THE MOST FRIENDLY DRIVER I'VE HAD
- DRIVER OPENED THE PASSENGER DOOR FROM THE INSIDE FOR ME AND THEN GOT OUT TO PUT THE BAG IN THE BOOT
- DRIVER WAS PLEASANT AND CONVERSATIONAL DURING THE JOURNEY/SHE MADE APPROPRIATE COMMENTS AND ENQUIRIES THAT WERE NOT INTRUSIVE/THE DRIVER MADE COMMENT THAT SHE WAS NOT USUALLY OVER THIS WAY AND ASKED WHICH WAS THE QUICKER WAY TO GET BACK TO THE HIGHWAY AT THE ROUNDABOUT (IE LEFT OR RIGHT - AS BOTH WAYS LEAD BACK TO THE HIGHWAY)/THE DRIVER SAID THAT SHE DIDN'T WANT TO BE TAKING ME THE LONG WAY
- DRIVER WAS PLEASANT AND MADE APPROPRIATE COMMENTS AT TIMES DURING THE JOURNEY, HOWEVER, GENERALLY REMAINED SILENT/THE DRIVER REMAINED ON THE SPEED LIMIT, OBEYING ROAD RULES AND DRIVING WITH CARE
- DRIVER WAS POLITE AND PLEASANT
- DRIVER WAS VERY PLEASANT AND ENJOYABLE TO TALK TO
- DUE TO THE TAXI BEING A MAXI TAXI THERE WAS NO BOOT TO PUT THE BAG IN
- GENERALLY SPEAKING THE DRIVER WAS CONGENIAL, JOVIAL AND VERY CASUAL/CHOICE OF LANGUAGE, ALTHOUGH NOT OFFENSIVE TO ME AND I BELIEVE NOT MEANT TO BE OFFENSIVE OR DEROGATORY IN ANY WAY, WAS INAPPROPRIATE IN THE ENVIRONMENT/WHEN GOING OVER CURRUMBIN HILL HE COMMENTED ON THE SUNSET AND POINTED IT OUT FOR ME TO LOOK AT BEHIND THE TAXI/AFTER COMMENTS ON HOW BAD IT WOULD BE TO DRIVE INTO THE GLARE, THE TAXI'S REAR VISION MIRROR WAS AT AN ANGLE THAT REFLECTED THE SUN TO WHICH HE COMMENTED 'THE GLARE!' AND COVERED THE MIRROR/THEN THE SUN REFLECTED OFF THE SIDE VISION MIRROR TO WHICH HE COMMENTED THAT HE WAS BLIND AND ASKED IF I COULD STEER FOR HIM
- NOT SURE OF THE WAY AT ROWES BAY ONLY BEEN OUT THIS WAY ONCE BEFORE/HAD ONLY BEEN DRIVING CAB FOR SIX MONTHS
- THE DRIVER AT THE AIRPORT GOT OUT TO CLOSE THE DOOR FOR ME AFTER I GOT INTO THE TAXI AS IT WAS A MAXI TAXI AND THE DOOR WAS A BIT HEAVY
- THE DRIVER CAME OUT TO GREET ME AND CARRIED MY BAG FROM THE FRONT DOOR TO THE TAXI AND PLACED IT INTO THE BOOT/HE WAS VERY FRIENDLY AND TALKED APPROPRIATELY THROUGHOUT THE JOURNEY WITHOUT BEING INTRUSIVE
- THE DRIVER DID NOT INITIATE ANY CONVERSATION
- THE DRIVER DID NOT SEEM TO KNOW HOW TO GET TO MY DESTINATION/I HAD TO DIRECT HIM JUST A BIT ON HOW TO ARRIVE AT MY DESTINATION
- THE DRIVER DROVE IN A SMOOTH AND PROFESSIONAL MANNER
- THE DRIVER DROVE IN A SMOOTH MANNER BUT DID NOT USE A GPS AND REQUESTED ME TO GUIDE HIM

Comments – General

Gold Coast (Cont'd)

- THE DRIVER DROVE IN A SMOOTH PROFESSIONAL MANNER AND OBEYED THE GENERAL ROAD RULES/THE TRIP WAS VERY COMFORTABLE/THE DRIVER WAS COURTEOUS AND POLITE AND FRIENDLY/HE OPENED THE TAILGATE OF THE TAXI AND TOOK MY BAG FROM ME AND PLACED IT INTO THE TAXI
- THE DRIVER DROVE SMOOTHLY/HE ANSWERED A CALL ON HIS PERSONAL MOBILE PHONE USING HANDS FREE FOR A SHORT TIME
- THE DRIVER GOT OUT OF THE TAXI AT THE AIRPORT TO OPEN THE BOOT FOR ME/HE WAS PLEASANT AND CONVERSATIONAL AND WAS NOT INTRUSIVE/THE DRIVER KEPT TO THE SPEED LIMIT
- THE DRIVER GOT OUT OF THE TAXI WHEN I WAS GETTING INTO THE TAXI/HE ASKED WHERE I WANTED TO GO AND WHICH AIRLINE BEFORE HE CLOSED THE TAXI DOOR FOR ME
- THE DRIVER HAD EXCELLENT COMMUNICATION SKILLS AND SHOWED AN INTEREST IN ME AS A PASSENGER AND TOURIST
- THE DRIVER SEEMED TO STAY ON THE SPEED LIMIT THROUGHOUT THE JOURNEY AND WAS POLITE
- THE DRIVER TOOK AN ALTERNATIVE ROUTE BUT HAPPILY EXPLAINED HIS CHOSEN ROUTE AND THE BENEFITS ETC/THE DRIVER WAS VERY PLEASANT AND EXTREMELY CHATTY/A PLEASURE TO SPEND TIME WITH AND MADE ME FEEL VERY WELCOME AS A TOURIST
- THE DRIVER USING THE GPS WAS FOLLOWING THE INSTRUCTIONS, HOWEVER, AT THE HIGHWAY EXIT, THERE WAS SIGNIFICANT ROAD WORKS IN WHICH THE GPS DID NOT ACCOUNT FOR, INSTRUCTING TO TURN LEFT, WHERE THE ROAD NOW WAS BLOCKED OFF/THE DRIVER REALISING THIS, AND WITH NO OBVIOUS DETOUR SIGNS HAD TO TURN AROUND, AT WHICH POINT, THE DRIVER TURNED THE METER OFF/THE DRIVER DIDN'T TURN THE METER BACK ON UNTIL WELL ON THE CORRECT WAY (JOKING AND MAKING LIGHT OF THE ROAD WORKS)/THE DRIVER ALSO TURNED OFF THE METER WHEN WE ARRIVED AT THE START OF MY STREET
- THE DRIVER WAS EXPERIENCED AND DROVE IN A SMOOTH PROFESSIONAL MANNER/HE WAS TALKATIVE AND QUITE PLEASANT AND FRIENDLY
- THE DRIVER WAS NOT AWARE OF THE LOCATION OF THE GOLD COAST INTERNATIONAL HOTEL AND USED A GPS WHILST DRIVING AND THEN PULLED OUT A STREET DIRECTORY WHILST WE WERE STOPPED AT A RED TRAFFIC LIGHT/HE OBTAINED THE STREET NAME THEN DROVE STRAIGHT TO THAT LOCATION
- THE DRIVER WAS PLEASANT AND POLITE BUT DID NOT ENCOURAGE A CONVERSATION
- THE DRIVER WAS POLITE AND MADE CONVERSATION AT INTERVALS DURING THE JOURNEY/HE OBEYED ALL ROAD RULES AND DROVE VERY CONSERVATIVELY
- THE DRIVER WAS POLITE AND WAS QUIET FOR MOST OF THE JOURNEY/HE DID ENGAGE IN A LITTLE CONVERSATION ON ROUTE AND ASKED ME WHICH AIRLINE COMPANY I WAS USING
- THE DRIVER WAS POLITE BUT APPEARED TO STRUGGLE TO UNDERSTAND ME WHEN I ATTEMPTED TO CONVERSE WITH HIM
- THE DRIVER WAS STANDING OUTSIDE OF THE TAXI AND GREETED ME WHEN WALKING UP TO THE TAXI, HE OPENED THE DOOR AND CLOSED IT FOR ME
- THE DRIVER WAS VERY CHATTY THROUGHOUT THE TRIP/DURING OUR DISCUSSION WE SPOKE ABOUT HIS BELIEFS AS A MUSLIM/WHEN THE JOURNEY WAS FINISHED, HE GAVE ME A BROCHURE 'MORAL SYSTEM OF ISLAM'/HE WAS VERY RESPECTFUL AND NON-JUDGEMENTAL AT ALL TIMES
- THE DRIVER WAS VERY CONVERSATIONAL AND CASUAL/SHE MADE LIGHT CONVERSATION DURING THE JOURNEY AND WAS VERY FRIENDLY/
- THE DRIVER WAS VERY COURTEOUS AND OPENED THE BOOT WITHOUT ME REQUESTING/HE ENGAGED IN FRIENDLY CONVERSATION ON ROUTE AND WAS POLITE/HE DROVE IN A PROFESSIONAL AND SMOOTH MANNER AND OBEYED GENERAL TRAFFIC ROAD RULES/THE DRIVER KNEW THE ROUTE TO TAKE AND DID SO WITHOUT ANY CONFUSION OR ASSISTANCE
- THE TAXI CONDUCTOR AT THE AIRPORT APPROACHED ME AS I WAS AT THE TAXI TO ASK IF I WAS THE ONLY PASSENGER/HE OPENED THE DOOR FOR ME AND TOOK MY BAG TO PLACE INTO THE BOOT
- VAN FITTED FOR DISABLED USE/FITTINGS AT REAR RATTLED
- WE WERE BANKED UP ON M1 FOR ABOUT 20 MINUTES/DRIVER TOOK ALTERNATIVE ROUTE WHICH I BELIEVE WAS A GOOD IDEA AND SAVED TIME AND MONEY
- WHEN APPROACHING THE TAXI, THE DRIVER WAS ALREADY STANDING OUTSIDE TALKING TO ANOTHER DRIVER/HE THEN GREETED ME IN CHINESE AND I REPLIED IN ENGLISH/HE PUT MY BAG IN THE BOOT AND MADE ANOTHER COMMENT IN CHINESE/HE WAS PLEASANT THROUGHOUT THE JOURNEY, HOWEVER, AS STATED BEFORE HE TALKED A LITTLE TOO MUCH AT TIMES AND PERHAPS A LITTLE TOO MUCH PERSONAL INFORMATION
- WHEN I FIRST GOT INTO THE TAXI AND CLOSED THE DOOR I DIDN'T THINK IT WAS CLOSED PROPERLY/I ASKED THE DRIVER, AND HE HAD SAID IT DIDN'T SOUND LIKE IT HAD SHUT AND FOR ME TO TRY AGAIN/AFTER THE SECOND TIME, IT STILL DIDN'T SOUND LIKE IT HAD SHUT BUT WOULDN'T OPEN AGAIN/THE DRIVER SAID THAT IT HAD PROBABLY JAMMED AND THAT I SHOULDN'T WORRY ABOUT IT OPENING DURING THE JOURNEY BECAUSE IT WAS PROBABLY LOCKED SHUT NOW
- WHEN WE TOOK THE WRONG WAY HE STOPPED THE TAXI METER FOR FEW MINUTES UNTIL WE FOUND THE RIGHT WAY

Comments – General

Sunshine Coast

- A GOOD SAFE DRIVER
- BULKY CANVAS BAG CONTAINING 1 LITRE SIZED DRINK BOTTLES AND OTHER CONTAINERS PERCHED UP IN FRONT OF ME BETWEEN DRIVER AND FRONT PASSENGER SEATS SHOULD BE PLACED ELSEWHERE THAT IS NOT IN PASSENGERS FACE AND SECURED IN EVENT OF ACCIDENT OR NEED TO BRAKE SUDDENLY/IT'S DANGEROUS
- DRIVER ALIGHTED TO LIFT LUGGAGE FOR ME AT BOTH ENDS OF TRIP
- DRIVER HAD DIFFICULTY WITH EFTPOS MACHINE/WHEN IT FINALLY PRODUCED A RECEIPT TO HIS SURPRISE IT READ SHELLY BEACH AS PICK UP
- HE ASKED IF WE WANTED TO BE DROPPED OFF ON THE OTHER SIDE OF THE ROAD FROM THE SEBEL/HE CONTINUED TO SAY HE WAS A NOOSA DRIVER AND WAS UNFAMILIAR WITH THE AREA
- HE DID AN ILLEGAL U-TURN AS SOON AS I GOT IN THE CAB/HE WAS DRIVING WAY TOO FAST, DRIVING LIKE A CRAZY MAN/SCARY
- HE LOOKED UP ONE DROP OFF POINT IN THE STREET DIRECTORY/VERY NICE MAN/OPENED AND CLOSED DOORS
- HE TURNED UP AT 102 INSTEAD OF 106 AND SAID HE DIDN'T READ THE MESSAGE PROPERLY
- HE WAS DRIVING LIKE HE WAS ANGRY/HE ALSO DID AN ILLEGAL U-TURN
- I FELT THE DRIVER WAS SPEEDING, DESPITE LEANING FORWARD AS FAR AS POSSIBLE/THE SPEEDO WAS STILL OBSCURED FROM MY VIEW IN REAR OF TAXI BUS/DRIVER HAD OPEN CARRY BAG WITH DRINKS AND PERSONAL ITEMS SITTING UP BETWEEN TWO FRONT SEATS OF THE VAN/AN UGLY OBSTRUCTION TO HAVE AS CENTRAL FORWARD VIEW FOR ANY PASSENGERS
- INSISTED ON CARRYING AND LIFTING MY PIECE OF LUGGAGE AT BOTH ENDS OF THE TRIP
- SWERVED ON HIGHWAY NEARLY SIDE SWIPED ANOTHER SHUTTLE BUS
- THIS DRIVER TOOK ROUTE THROUGH MAROOCHYDORE CBD TO DUPORTH AVENUE, BRADMAN AVENUE/HAD HE TAKEN BUDERIM AVENUE FROM MOOLOOLABA TO SUNSHINE MOTORWAY NUMEROUS SETS OF LIGHTS WOULD HAVE BEEN BYPASSED AND SPEED LIMIT INCREASED, SAVING TIME/HOWEVER DISTANCE REMAINS BASICALLY SAME
- THREE TAXI DRIVERS WERE STANDING AROUND THEIR CABS TALKING WHEN I WALKED OUT OF THE AIRPORT/I HAD TO ASK THEM WHERE TO CATCH A CAB FROM/NOT ONE ASKED ME IF I NEEDED A CAB
- TOOK ME THE LONG WAY TO THE AIRPORT
- TOOK WRONG ROAD BUT TURNED METER OFF EARLY TO COVER THE EXTRA TIME
- UPON ME PAYING SHE TYPED IN THE INCORRECT NUMBER AND PAYMENT OPTION BECOMING QUITE FRUSTRATED AFTER 2 MINUTES STILL COULDN'T GET THE EFTPOS MACHINE TO WORK/SHE SAID 'THE ONLY THING I CAN DO IS RESET IT' AND SHE DID AND THEN MY PAYMENT WAS PROCESSED
- VERY NICE MAN/OPENED DOORS AND HELPED WITH MY SUITCASE AND ASKED QUESTIONS/VERY NICE CAB RIDE
- VERY OBLIGING WITH LIFTING LUGGAGE IN AND OUT OF BOOT IN RAIN
- VERY OBLIGING/OPENING BOOT BOTH ENDS OF TRIP AND LIFTING LUGGAGE AT NO EXTRA CHARGE
- VERY SLOW DRIVER
- WAS VERY NICE WHEN DROPPED ME OFF/TOLD ME ALL THE DIFFERENT ENTRANCES TO THE RESORT
- WHEN I DID NOT ADVISE WHERE EXACT POSITION OF HOTEL ON ESPLANADE, DRIVER JUST CRUISED SLOWLY UNTIL HE FINALLY SPOTTED IT/NOTHING WAS TOO MUCH TROUBLE FOR HIM/AS ONE WAY STREET HE INSISTED ON WHEELING MY LUGGAGE ACROSS ESPLANADE TO HOTEL FRONTAGE FOR ME/HIS SERVICE IS WHAT TOURISTS ALL HOPE FOR BUT TOO OFTEN DON'T FIND

Comments – General

Toowoomba

- A VERY PLEASANT AND COURTEOUS DRIVER
- DRIVER APPEARED TO BE RUSHING THE TRIP/ON A NUMBER OF OCCASIONS HE ACCELERATED QUICKLY INCLUDING SPEEDING UP BEFORE HE REACHED THE INTERSECTION AFTER A TRAFFIC LIGHT TURNED YELLOW/HE AVOIDED TWO OTHER SETS OF LIGHTS BY 'RAT-RUNNING' THROUGH SIDE STREETS AND THROUGH A SHOPPING CENTRE CAR PARK/HIS DRIVING STYLE MADE ME A LITTLE APPREHENSIVE
- DRIVER ENGAGED ME IN CONVERSATION DURING THE TRIP AND ALIGHTED FROM THE VEHICLE AT THE DESTINATION TO REMOVE MY LUGGAGE FROM THE BOOT/HE PRESENTED A GOOD IMAGE OF THE COMPANY
- GPS SYSTEM RECORDED INCORRECT DESTINATION ON TAX INVOICE PRINT OUT
- GPS SYSTEM RECORDED THE INCORRECT 'PICK-UP' POINT ON THE TAX INVOICE PRINT OUT
- INCORRECT DESTINATION STATED ON TAX INVOICE/SHOULD HAVE BEEN 'CITY'
- INCORRECT 'PICK-UP' STATED ON TAX INVOICE
- PICK UP AND DESTINATION DETAILS ON TAX INVOICE PRINT OUT HOPELESSLY INACCURATE
- PICK UP DETAILS ON THE TAX INVOICE PRINT OUT ARE INCORRECT
- PICK-UP' AND 'DESTINATION' DETAILS ON TAX INVOICE PRINT OUT INACCURATE
- PICK-UP' AND 'DESTINATION' DETAILS ON TAX INVOICE PRINT OUT NOT ACCURATE
- THERE WAS A FREQUENT 'KNOCK' COMING FROM THE REAR OF THE CAB WHICH PROVED QUITE ANNOYING/I SUSPECT THAT ONE OR BOTH REAR SHOCK ABSORBERS WERE IN URGENT NEED OF ATTENTION OR REPLACEMENT
- VERY PLEASANT AND FRIENDLY DRIVER

Mackay

- HE WAS IN THE RIGHT DIRECTION BUT WASN'T SURE WHERE THE STREET WAS
- SHE WAS A HAPPY FRIENDLY PERSON
- SHE WAS UNPLEASANT WHEN I ASKED TO HAVE MY BAG PUT IN THE BOOT OF THE TAXI
- THE DRIVER HAD A COUGH AND WAS COUGHING A LOT
- THE DRIVER WAS PLEASANT AND HELPFUL
- THE DRIVER WAS VERY TALKATIVE
- THIS DRIVER PUT ME IN AN UNCOMFORTABLE POSITION BY ASKING ME TO SHARE A CAB WITH A COUPLE WHILE THEY WERE STANDING LISTENING TO HER/I FELT I COULD NOT SAY NO WITHOUT OFFENDING THE COUPLE
- THIS WAS A SILVER SERVICE CAB AND I GOT SILVER SERVICE AT NO EXTRA CHARGE
- VERY PLEASANT DRIVER

Townsville

- DID NOT PUT SUITCASE IN BOOT OR BACK OF VAN/PLACED IT ROUGHLY ON FLOOR IN BACK
- DRIVER DID NOT KNOW THE ADDRESS AND HAD NO GPS DEVICE - I HAD TO HELP HIM
- DRIVER CHECKED MAP BOOK WHEN STOPPED AT ROAD WORKS RED LIGHT
- DRIVER COULDN'T FIND THE ADDRESS IN THE GPS OR HIS STREET DIRECTORY, BOTH OF WHICH HE CHECKED AT RED LIGHTS AFTER THE TRIP COMMENCED
- DRIVER HAD TROUBLE WITH HIS ALARM ACTIVATION/SO CAB COMPANY COULD NOT TRACK HIM IF HE GOT IN TROUBLE/THAT IS WHY HIS BOSS RANG HIM ON HIS MOBILE
- DRIVER PLACED SUITCASE IN BOOT FOR ME UNPROMPTED

Comments – General

Townsville (Cont'd)

- DID NOT PUT SUITCASE IN BOOT OR BACK OF VAN/PLACED IT ROUGHLY ON FLOOR IN BACK
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- DRIVER HAD TROUBLE WITH HIS ALARM ACTIVATION/SO CAB COMPANY COULD NOT TRACK HIM IF HE GOT IN TROUBLE/THAT IS WHY HIS BOSS RANG HIM ON HIS MOBILE
- DRIVER PLACED SUITCASE IN BOOT FOR ME UNPROMPTED
- DRIVER WAS NICE ENOUGH TO ME BUT USED MILD SWEAR WORDS (BLOODY AND ARSEHOLE) IN CONVERSATION/DRIVER ANSWERED MOBILE WHILE DRIVING/DRIVER PULLED OVER ON MOTORWAY TO MAKE PHONE CALL/TURNED HAZARD LIGHTS ON AND PAUSED METER
- DUE TO THE V8 SUPERCARS BEING ON IN TOWNSVILLE, LARGE SECTIONS OF MAJOR ROADS ARE CLOSED AND DETOURS ARE NECESSARY TO GET ALMOST ANYWHERE
- FRIENDLY LADY DRIVER/ALSO PLACED SUITCASE IN BOOT
- HE WAS QUIET UNTIL I BEGAN A CONVERSATION WITH HIM
- ON ARRIVAL FRONT DOOR WAS OPENED AND DRIVER SUGGESTED SUITCASE BE PUT IN CAB - NOT BOOT
- PLEASANT TRIP/FRIENDLY DRIVER
- RYAN STREET TURNS IN 'THE ESPLANADE' 1-80/MARSHALL STREET TURNS IN 'THE ESPLANADE' 80 - 104/A CREEK SEPARATES THE TWO 'ESPLANADES' OFTEN CONFUSES DRIVERS
- VERY NICE DRIVER
- VERY PLEASANT DRIVER

Cairns

- DRIVER WOUND WINDOW UP WHEN ASKED
- I ASKED WAS THE AIR CONDITIONING AS IT WAS HOT/HE REPLIED 'NO THE WINDOWS ARE DOWN - FRESH AIR IS BEST'
- NO PROBLEM WITH AIR CONDITIONING TEMPERATURE



QUEENSLAND TRANSPORT
Passenger Transport Development
Mystery Passenger Project

Appearance and presentation of driver and taxi

MARKET SHARE ▶

Appearance and presentation of driver and taxi

Exterior of taxi clean

- ▲ 86% of all taxi's were described as clean. That is free from mud, dust, dirt and/or other substances.
- ▲ A higher percentage of taxi's in Brisbane (36%) and Toowoomba (18%) were not described as clean.
- ▲ Some passengers in Brisbane and Toowoomba believed the taxis were not as clean as they could be because of the rain at that time.

Interior of taxi clean

- ▲ 83% of all taxi's were described as having clean interiors. That is free from mud, dust, dirt and/or other substances or articles. Passengers were asked to take note of floors and seats both back and front.
- ▲ A higher percentage of taxi's in Brisbane (43%) were not described as clean inside.
- ▲ The floors of the taxis mostly needed vacuuming and seats appeared dusty.

Temperature in taxi comfortable

- ▲ The temperature in the taxi in 95% of all trips taken was described as comfortable.
- ▲ A higher percentage of passengers in Toowoomba (10%) felt that the temperature was not comfortable. It was either too hot or too cold, however the driver, in most instances rectified the problem once the passenger mentioned it.

Taxi free of unpleasant odours

- ▲ Passengers were asked if the taxi was free of unpleasant odours such as body odour, food or cigarettes.
- ▲ 89% described the taxi as being free from any unpleasant odours. This was especially the case in Mackay, where 100% agreed that the taxi was free from any unpleasant smells.

- ▲ However passenger on the Sunshine Coast (20%), Toowoomba (18%), Brisbane (13%) and the Gold Coast (11%) reported that the taxis they had travelled in did smell.
- ▲ Cigarette, food and body odour were the most common smells described. Often the driver may have had a cigarette outside the taxi and this made the taxi smell.
- ▲ Conversely, some taxi's had been excessively deodorised and this too was not pleasant.

Seatbelt working

- ▲ Passenger were asked to note if the seatbelt they were using was working properly. In 98% of cases it was working properly.

Window working

- ▲ Passenger were asked to note if the window they were sitting beside was working properly. In 89% of cases the window was working properly. This was especially the case in Townsville (99%).
- ▲ However the question was not applicable to Maxi Taxi as these have fixed windows.
- ▲ Also some of the passengers did not try the window to see if it was working because it was raining, windy and cold and it would have appeared suspicious and inappropriate.
- ▲ Therefore over all only 2% reported that their window was not working properly.

Volume of radio/music comfortable

- ▲ Of the 563 trips taken, 342 (61%) taxi's had the radio on or were playing music.
- ▲ Of these, 93% of the passengers believed that the volume of the music being played or the radio was at a comfortable level. 12% in Cairns thought that the music or radio volume was on at an uncomfortable level.
- ▲ The radio was usually on one of the popular commercial stations or news.

Appearance and presentation of driver and taxi

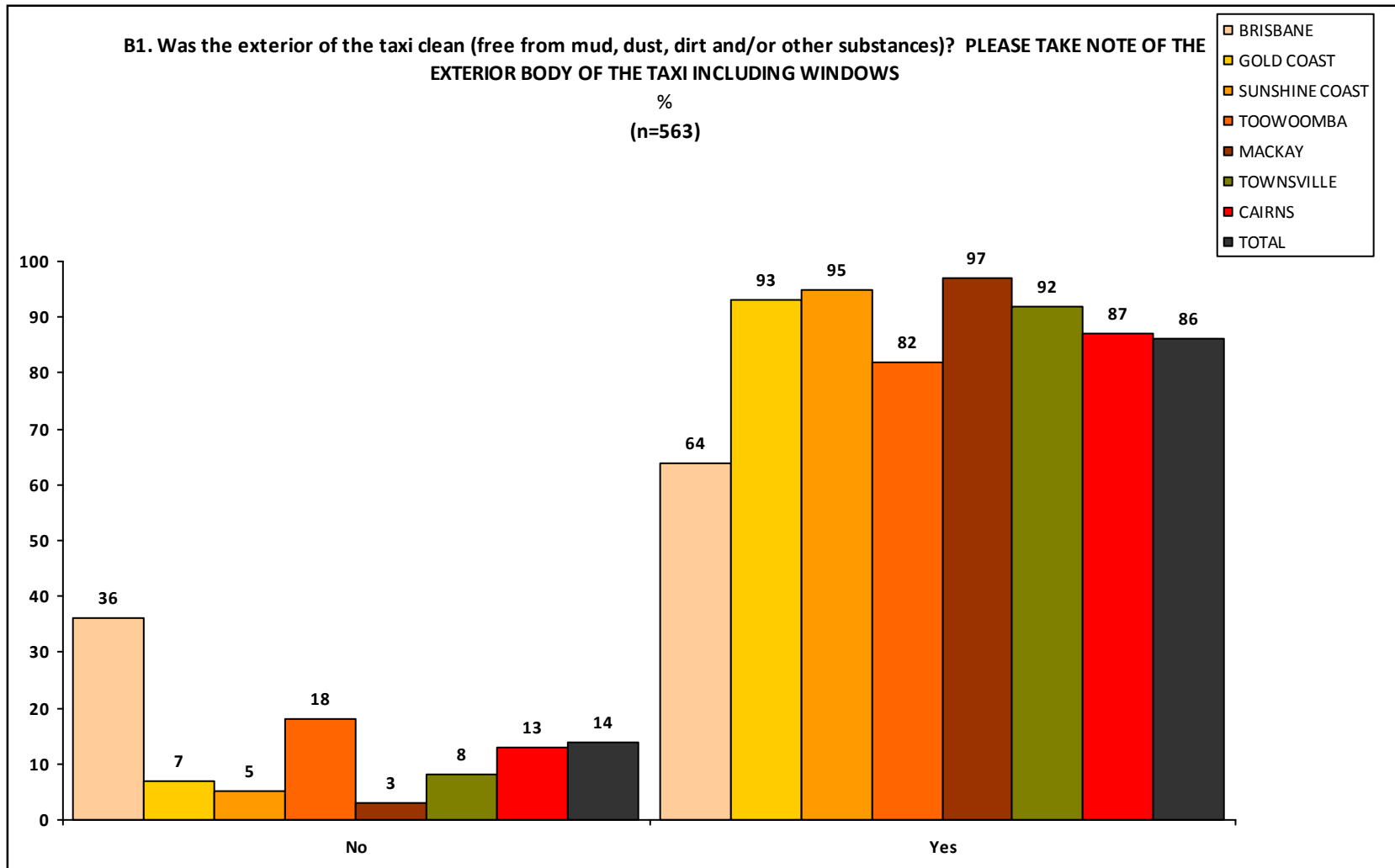
Driver well groomed and tidy

- ▲ 96% of all drivers were described as well groomed and tidy. Overall 4% were not considered either well groomed or tidy in appearance. This was especially the case in Townsville (7%) and Toowoomba (6%) where passengers did not believe the drivers was well presented.
- ▲ These drivers were described as having untidy hair, crushed or crumpled clothing, unshaven or generally a dishelleved look about them. Some thought they smelled of cigarette and body odour further contributing to their overall poor appearance and presentation.

Driver wearing a uniform

- ▲ Passengers were asked to note if the driver was wearing a uniform. If the driver was wearing a jacket and it was difficult to determine whether the driver was in uniform, passenger were told to circle no (to wearing a uniform) and describe what they were wearing.
- ▲ Overall 71.5% of the drivers were wearing an obvious uniform. Because the project was undertaken during winter months, many of the drivers were wearing jumpers or jackets that obscured their uniform (if they were wearing one).
- ▲ There were a higher percentage of drivers in Brisbane (53%), Sunshine Coast (50%), Gold Coast (32%) and Toowoomba (33%) not wearing a uniform or wearing a jumper or jacket that was obscuring their uniform.
- ▲ Drivers in warmer regional centres appeared to be more likely to be in uniform, however the climate in North Queensland would not necessitate the need to wear jumpers or jackets.

Exterior of taxi clean



Comments – Exterior of taxi clean

Brisbane

- ALL EXTERIOR PANELS WERE DIRTY
- CLEANEST TAXI I HAVE EVER SEEN
- DIRTY
- DIRTY WINDOWS
- DUSTY
- DUSTY AND DIRTY
- DUSTY EXTERIOR
- DUSTY/WINDOWS DIRTY
- EXTERIOR AND WINDOWS
- EXTERIOR DIRTY
- EXTERIOR DUSTY - WINDOWS AND WINDSCREEN
- EXTERIOR WINDSCREEN AND WINDOWS REQUIRE CLEANING
- EXTERNAL WINDOWS
- MUD SPLASHED UP OVER THE BACK SIDES OF REAR WHEELS
- REASONABLY
- SIDE OK/REAR DUSTY AND DIRTY
- SPLASHES OF DRY MUD AND WINDOWS DIRTY
- STREAKS OF GREASE ACROSS VEHICLE EXTERIOR
- VERY CLEAN INCLUDING THE TYRES
- WAS RAINING
- WINDOWS AND WINDSCREEN NOT CLEAN
- WINDOWS DIRTY
- WINDOWS DIRTY/A BIT OF DIRT SPLASHED ON IT
- WINDOWS NEARLY OPAQUE WITH STICKY SUBSTANCE
- WINDOWS NEED CLEANING
- WINDSCREEN AND WINDOWS - EXTERIOR
- WINDSCREEN AND WINDOWS DIRTY
- WINDSCREEN AND WINDOWS NEEDED CLEANING

Gold Coast

- A FEW HAND PRINTS ON THE DOOR WINDOW AS IT WAS A MAXI TAXI/THE WINDOW ALSO HAD SMUDGES WHERE PEOPLE HAD BEEN RESTING THEIR HEADS
- CLEAN BUT THE PLASTIC SHEET COVERING THE GLASSES WERE RUINED
- CLEAN EXCEPT REAR PASSENGER WINDOWS
- CLEAN EXTERIOR/ALL WINDOWS DIRTY/CEILING MARKED
- EXTERIOR CLEAN EXCEPT FOR VERY DIRTY WINDOWS

Gold Coast (cont'd)

- FEW HAND SMUDGES ON THE DOOR WINDOW AS IT WAS A MAXI TAXI
- HOWEVER AS IT WAS A MAXI TAXI THE WINDOW ON THE DOOR WAS SMUDGED WITH HAND PRINTS
- NEEDED A WASH
- NEEDED TO BE WASHED
- ONLY A HAND PRINT ON THE DOOR WINDOW (AS IT WAS A MAXI TAXI)
- SMALL SMUDGES ON WINDOWS
- SMUDGES ON WINDOW
- THE WINDOWS WERE SLIGHTLY SMUDGED WITH FINGER MARKS
- WINDOWS APPEARED JUST WIPED
- WINDOWS HAD REMNANTS OF DRIED WATER DROPLETS
- YOU COULD TELL THAT THE CAR HAD EITHER JUST BEEN WASHED OR THE WINDSCREENS AND WINDOWS HAD BEEN DONE AS THERE WERE THE TELL-TALE SIGNS OF SLIGHTLY DISCOLOURED WATER SPRAY ON THE SIDES OF THE WINDOWS (LIKE THAT OF WHEN YOU USE THE WATER WITH THE WINDSCREEN WIPERS)

Sunshine Coast

- ALL WAS CLEAN EXCEPT SIDE WINDOWS OF MINI BUS
- ALL WINDOWS DIRTY
- BUT IT WAS MISSING ALL STICKERS DOWN ONE SIDE DUE TO NEW PAINT JOB
- EXTERIOR CLEAN AND POLISHED/ONLY WINDOWS NOT VERY CLEAN
- VERY CLEAN AND POLISHED
- VERY TIDY

Comments – Exterior of taxi clean

Toowoomba

- A BIT DUSTY
- A LITTLE DUSTY
- DIRT ON CAR/OTHERWISE FINE
- DIRTY FROM THE RAIN WE HAVE HAD
- DIRTY WINDOWS
- MUD STAINS
- REASONABLY CLEAN BUT WINDOWS DIRTY
- ROAD STILL WET AFTER RAIN ON PREVIOUS NIGHT/DIFFICULT TO MAINTAIN CLEAN EXTERIOR UNDER THE CIRCUMSTANCES
- SLIGHT MUD STAINS
- WAS A NEW CAB

Mackay

- DIRTY AND DUSTY
- DIRTY TAXI AND DIRTY WINDOWS

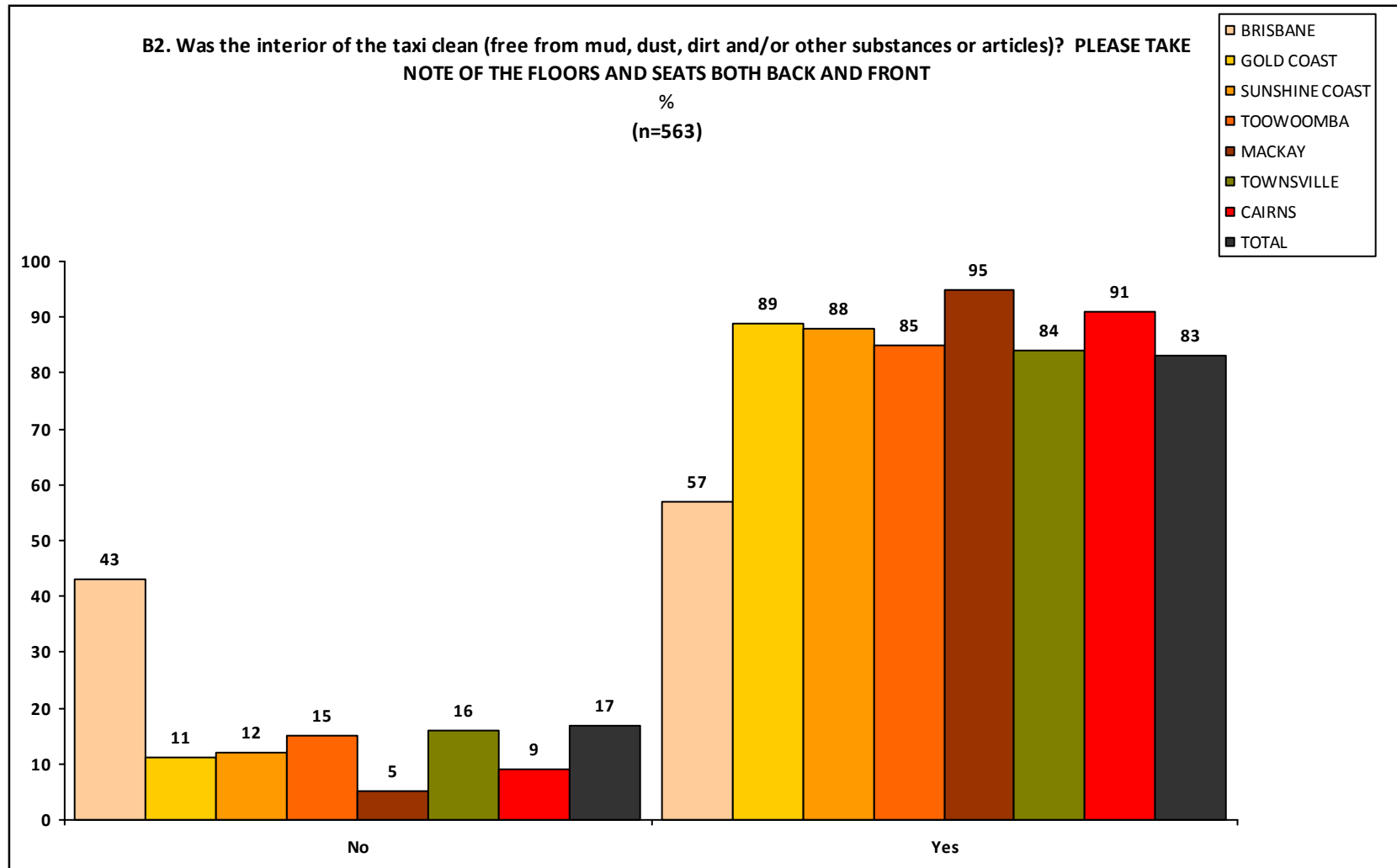
Townsville

- LITTLE BIT DIRTY OUTSIDE
- MARKS FROM WHERE THE BAGS HIT ON THE BUMPER
- REAR PASSENGER WINDOWS DIRTY
- SLOGANS PAINTED ON VAN AND WINDOW
- STILL WET FROM WASHING
- VERY CLEAN/NEWER CAR
- WINDOWS DIRTY
- WINDOWS DIRTY AND SMEARY FROM INSIDE AND TO TOUCH WHEN GOT OUT

Cairns

- A LITTLE DIRTY AT BACK OF CAR/WE HAVE HAD NO RAIN FOR A WHILE
- A LITTLE DUSTY AT BACK
- AS IT WAS DARK IT WAS DIFFICULT TO SEE HOWEVER UNDER LIGHT AT AIRPORT IT APPEARED TO BE CLEAN
- CLEAN AND TIDY VEHICLE
- DUST IN DOOR JAM
- FEW SCRATCHES NEAR BOOT
- IT WAS DARK AND NOT ABLE TO SEE CAB CLEARLY BUT IT APPEARED CLEAN
- NOTICED THAT THIS CAR HAD A PROTECTIVE STRIP ALONG TOP OF BUMPER TO PROTECT AGAINST SCUFF MARKS
- PLASTIC ON THE SEATS
- SLIGHTLY GRIMY
- STILL HAD THE PLASTIC ON THE SEATS
- TAXI WAS ONE WEEK OLD
- THE BOOT OF THE CAR BADLY NEEDED A VACUUM
- THERE WAS STILL PLASTIC ON THE SEATS
- VERY CLEAN
- WINDOWS DIRTY
- WINDOWS VERY DIRTY

Interior of taxi clean



Comments – Interior of taxi clean

Brisbane

- A BIT OF DIRT ON BACK FLOOR
- BACK OK/FRONT FOOT AREA DIRT, GRASS ETC ON BOTH SIDES/WINDOWS DIRTY
- BACK PASSENGER SEAT AND FLOOR NEED CLEANING
- BACK SEAT FLOOR SLIGHTLY DIRTY
- BROKEN ASHTRAY AT THE BACK/GRAVEY ON THE BACK FLOOR
- CABIN INTERIOR FLOOR NEEDED TO BE VACUUMED
- CABIN INTERIOR NEEDED CLEANING AND DEODORISING
- CARSEAT COVERS TORN
- CEILING AND PASSENGER DOOR NEEDED CLEANING
- DIRT AND GRAVEL
- DIRT AND STAINS IN THE BACK SEAT
- DIRT STAINS ON MIDDLE BACK SEAT
- DIRTY WINDOWS AND FLOOR
- DIRTY/NOT VACCUMED/GREASE MARKS ON SUNVISOR AND ROOF
- DOORS DUSTY AND DIRTY/FLOOR A BIT DIRTY BUT OTHERWISE OK
- DRIVER EXPLAINED TO ME THAT AS DRIVERS IT IS THEIR RESPONSIBILITY TO CLEAN THE INTERIOR
- EXCEPT FOR A 'CLEANING BOX' STORED UNDER THE DRIVERS SEAT
- FLOOR AND CEILING NEEDS CLEANING
- FLOOR AND CEILING OF CABIN NEEDS CLEANING
- FLOOR NEEDED CLEANING
- FLOOR NEEDS CLEANING
- FLOORS AND CEILING
- FLOORS DIRTY
- FLOORS WHERE QUIET DIRTY
- GRAFITTI ON BACK OF FRONT SEAT/DIRTY CEILING AND INTERIOR
- INSIDE DOORS DIRTY AND ROOF HAD WRITING ON IT AND DIRTY
- INTERIOR NEEDED CLEANING
- INTERIOR OF CABIN IN NEED OF REFURBISHING
- INTERNAL WAS CLEAN
- LEFT SIDE WINDSCREEN HAS DIRT - GLUE RESIDUE ACROSS IT/A 6" X 2" PATTERN
- MISMATCHED SEAT COVERS AND CABIN CLEANING COULD BE IMPROVED
- MOSTLY/REAR FOOT AREA SANDY AND DIRTY
- MUD ON FLOOR AND DIRT ON INSIDE OF DOOR FROM WHEN BEING OPEN IN RAIN AND RUN OFF FROM ROOF

Brisbane (cont'd)

- NOT TOO BAD BUT NOT CLEAN
- OLD RIPPED SEAT AND CHIPPED PAINT ON WINDOW SILL
- OLDER CAB/PLASTIC CUP AND SPOON IN BACK SEAT FROM PREVIOUS PASSENGER
- ONE PASSENGER SEAT STAINED/CEILING AND SIDE DOOR NEEDS CLEANING
- OVERALL CLEAN/COULD BE IMPROVED
- PASSENGER SEAT NEEDED CLEANING/INTERIOR NEEDED VACUUMING
- PASSENGER SEAT STAINED
- POTATO CHIPS ON BACK SEAT/OLD AND TORN SEAT COVERS BACK AND FRONT
- REASONABLE/NOT TRULY CLEAN
- REASONABLY
- REASONABLY/GRIFFITI IN THE CABIN HAD BEEN CLEANED BUT NOT EFFECTIVE
- THE CABIN FLOOR WAS DIRTY
- THE TAXI CABIN FLOOR AND REAR PASSENGER SEAT NEEDS CLEANING
- THE TAXI CABIN WAS CLEAN
- UNDER SEATS AND WINDOWS DIRTY/OLD AND TORN SEAT COVERS
- VERY CLEAN
- VERY CLEAN - EXCEPTIONAL
- WINDOWS AND CABIN FLOOR DIRTY
- WINDOWS REQUIRED CLEANING

Gold Coast

- A FEW CRUMBS ON THE FLOOR AND 2 EMPTY BEER BOTTLES IN THE BACK POCKET OF THE DRIVERS SEAT (WHEN MENTIONED TO THE DRIVER THAT THEY WERE THERE, WAS TOLD THAT THEY WERE LEFT BY FELLOW TAXI DRIVERS, TAKEN PREVIOUSLY TO THE RACES)
- ALTHOUGH DARK, THE TAXI APPEARED CLEAN AND TIDY AND DID NOT HAVE NOTICEABLE DIRT OR STAINS ON SEATS OR FLOOR
- ALTHOUGH DARK, THE TAXI WAS VERY CLEAN AND TIDY
- ALTHOUGH DARK, THERE WAS NO OBVIOUS DIRT OR STAINS ON THE FLOOR OR SEATS
- ALTHOUGH THE TAXI WAS OLDER, IT WAS VERY NEAT AND CLEAN AND FREE FROM DIRT AND STAINS ON FLOOR AND UPHOLSTERY
- APPEARED RECENTLY CLEANED, WITH SURFACES WIPED AND FLOORS VACUUMED
- CAR WAS GENERALLY CLEAN/THERE WAS SMALL BITS OF GRASS AND DIRT ON THE CARPET, HOWEVER, CAR MATS WERE CLEAN/THE TAXI WAS OLD, SO THERE WAS GENERAL WEAR AND TEAR
- HOWEVER IN PATCHES ON THE FLOOR THERE WAS CRUMBS AND GRASS

Comments – Interior of taxi clean

Gold Coast

- HOWEVER THERE WAS BLACK PEN GRAFFITI ON THE BACK OF THE FRONT PASSENGER SEAT
- NEEDED A CLEAN
- NEEDED VACUUMING AND DUSTING
- NEEDED VACUUMING/DOOR PAINT CHIPPED/CEILING MARKED
- NOT THAT CLEAN-DIRT ON THE CARPET WHERE I WAS SITTING
- OLD CAR BUT CLEAN
- PLASTIC COVERING ON SEATS
- SURFACES ALL FREE OF DUST AND DIRTY/
- TAXI VERY CLEAN AND FREE FROM DIRT AND STAINS
- THE TAXI WAS VERY CLEAN AND DID NOT HAVE ANY DIRT OR STAINS ON FLOOR OR SEATS/THERE WERE RUBBER FLOOR MATS IN THE BACK SEAT WHICH WERE DIRT FREE/TAXI WAS FREE OF ODOURS AND SMELLED QUITE PLEASANT
- THE TAXI WAS VERY CLEAN, FREE FROM DIRT AND DUST
- THERE WAS A BIT OF GRASS AND DIRT ON THE FLOOR, HOWEVER, IT APPEARED AS THOUGH IT HAD BEEN SWEEPED RECENTLY
- THERE WAS A SMALL PILE OF DUST ETC IN EACH CORNER OF BACK FLOOR
- THERE WAS GENERAL WEAR AND TEAR INSIDE THE TAXI, HOWEVER, WAS GENERALLY CLEAN AND TIDY WITH ONLY TINY BITS OF GRASS ON CARPET
- TINY BITS OF DRIED MUD ON BACK PASSENGER FLOOR WITH A SMALL SMEAR OF MUD ON THE BACK OF THE DRIVER'S SEAT
- VERY CLEAN
- VERY CLEAN AND TIDY

Sunshine Coast

- ALL WAS CLEAN
- DRIVER USED EUCLYPTUS OIL AS CAR FRESHENER INSTEAD OF CAR SPRAY/SMELT REALLY NICE
- DUSTY
- DUSTY AND CARPETS NEEDED CLEANING
- DUSTY AND NEEDED VACUUMING
- FLOORS AND SEATS CLEAN/WINDOWS A BIT DIRTY
- FLOORS EXTREMELY DIRTY/SEATS NEEDED VACUUM/WORST I HAVE EVER SEEN IN A TAXI
- NOT VERY CLEAN FLOOR/UPHOLSTERY WORN AND HOLES
- PAINT CHIPPING OFF/SEATS RIPPED/DIRTY ROOF
- SPOTLESS
- USED PAPER TISSUES ON FLOOR/FLOOR STAINED AND DIRTY/SEATS CLEAN
- VERY CLEAN

Toowoomba

- CAB APPEARS TO HAVE BEEN IN SERVICE FOR SOME YEARS/CONDITION IS AS BEST AS CAN BE EXPECTED GIVEN ITS AGE
- DIRT AND BITS OF PAPER ON THE CARPET
- DUSTY DASHBOARD
- DUSTY ON DASHBOARD
- FLOORS WERE A BIT DIRTY/SEATS WERE CLEAN BUT UPHOLSTERY LOOKED OLD AND STAINED
- FLOORS WERE A BIT DIRTY/SEATS WERE CLEAN BUT UPHOLSTERY LOOKED OLD AND WORN
- GENERALLY VERY CLEAN ALTHOUGH A PAST SMALL LIQUID SPILLAGE WAS EVIDENT ON THE GLOVE BOX
- INTERIOR WAS GROTTY/CAB APPEARS TO HAVE BEEN IN SERVICE FOR SOME YEARS AND ITS UPHOLSTERY AND FITTINGS HAVE NOT BEEN WELL MAINTAINED
- LARGE AMOUNT OF GRASS CLIPPINGS FROM A PREVIOUS PASSENGER'S SHOES ON THE CARPET COVERING THE DRIVE SHAFT 'HUMP' IN BACK SEAT AREA/FLOOR MATS DIRTY
- LIQUID AND FOOD SPILLAGE EVIDENT ON ARMREST AND BACK OF FRONT PASSENGER SIDE SEAT/FLOOR MATS SOILED/INTERIOR QUITE UNSATISFACTORY
- LITTLE BIT OF MUD ON BACK FLOOR
- MUD ON FLOOR AND A BIT KNOCKED ABOUT
- OLDER CAB/THE LOWER PARTS OF THE BACK OF THE FRONT SEATS SHOWING A LOT OF SCUFF MARKS
- SOME LIQUID SPILLAGE EVIDENT ON THE REAR OF THE FRONT SEATS/FLOOR CARPET NEEDED A VACCUUM
- UPHOLSTERY WAS OLD AND STAINED BUT OTHERWISE CLEAN
- UPHOLSTERY WAS OLD, STAINED AND WORN LOOKING
- USED TISSUE LYING ON BACK SEAT

Comments – Interior of taxi clean

Mackay

- DASHBOARD A BIT DUSTY
- FRONT AND BACK DIRT AND GRASS ON THE FLOOR
- THE FLOOR AT THE BACK WAS DIRTY AND THE SIDE WINDOW WAS DIRTY
- THERE WAS DIRT AND GRASS ON THE FLOOR

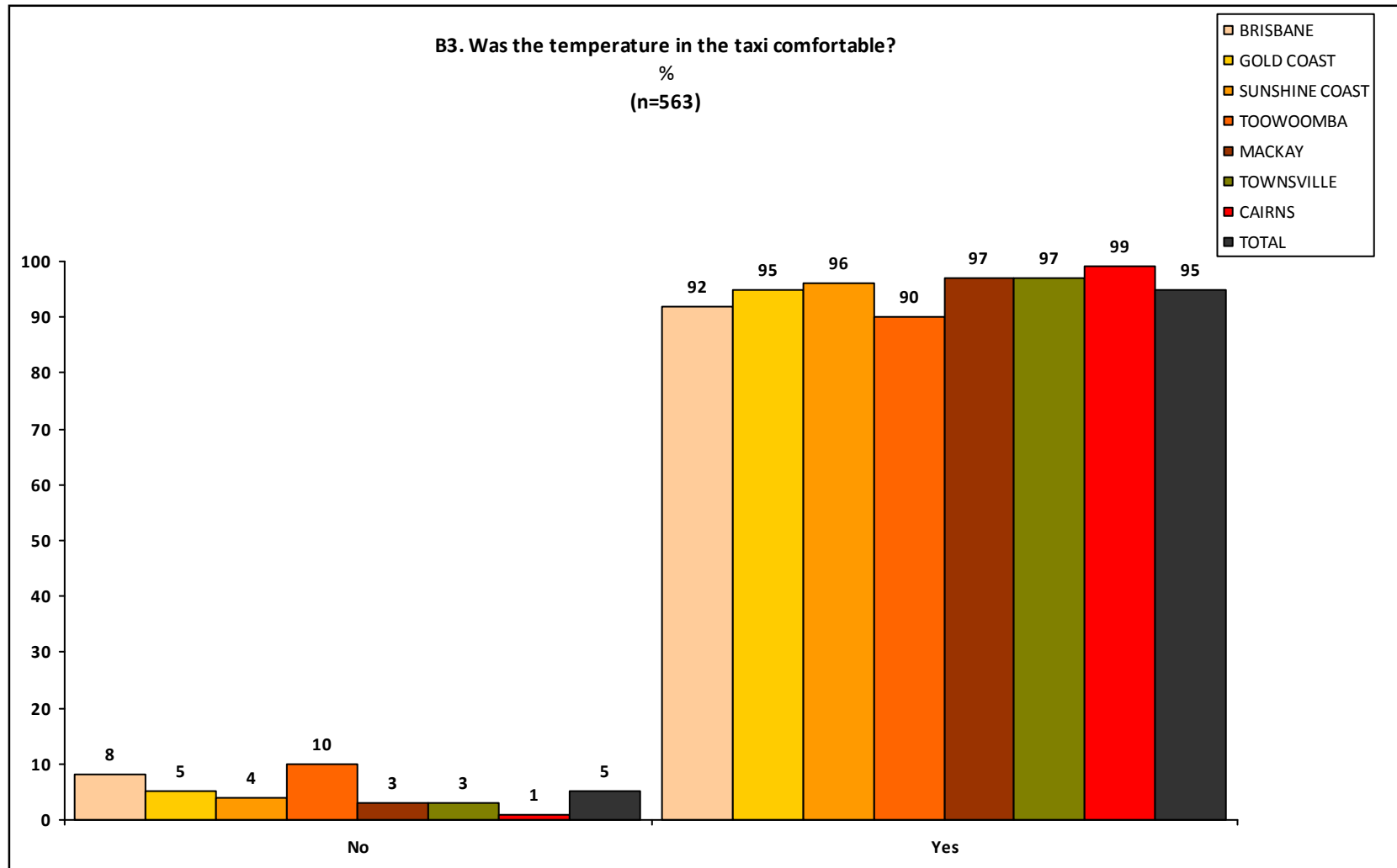
Townsville

- A COUPLE OF LITTLE TEARS IN SEAT AT BACK
- ALL CLEAN EXCEPT BOOK AND DEODERISOR LOOSE ON FLOOR UNDER DRIVER'S SEAT
- BACK SEAT COVERED IN PLASTIC
- DIRT PARTICALS ON THE SEAT COVER - BACK SEAT
- DIRTY FLOOR AND DUSTY SEATS
- DUSTY
- DUSTY DASHBOARD
- DUSTY DASHBOARD/FLOOR DIRTY
- DUSTY/WALL WAS DAMAGED/FLOOR DIRTY
- EXCEPT FOR DUSTY DASHBOARD
- GRASS CLIPPINGS ON FLOOR AND DIRT SEATS RIPPED IN PLACES/GENERALLY OLD - MAXI TAXI
- MAXI TAXI/OLD STYLE WITH PAINT ETCHED OUT WITH NAMES (GRAFFITI)/FINGERPRINTS ON ROOF
- NIGHT TIME IS HARD TO SEE IF IT'S DUSTY
- OLDER CAB/DUSTY DASHBOARD/FLOOR DIRTY UNDER DRIVERS EAT
- SCRATCHES ON DOOR PAINT
- SEAT WAS RIPPED/FIND THE MAXI CABS ARE OLDER AND RUN DOWN COMPARED TO THE NEW CARS AROUND TOWN
- VERY CLEAN
- VERY CLEAN BUT A BIT RICKETY

Cairns

- A FEW SCRATCHES ON PAINTWORK/PROBABLY DUE TO WHEELCHAIRS
- AGAIN I NOTICED THAT THE INTERIOR ROOF WAS MILDEW OR DIRTY/VERY OLD TAXI
- AGAIN LIGHTS WERE OUT AND HARD TO TELL BUT NOTHING OBVIOUS
- ALL CHECKED AND WELL MAINTAINED
- DIRT ON FLOOR UNDER MY FEET
- EXCEPTIONALLY CLEAN
- FEW SCRATCHES ON REAR OF SEATS
- FLOOR VERY CLEAN
- PIECE OF PAPER ON BACK SEAT FROM PREVIOUS CUSTOMER
- SAND IN ARM REST
- SCRATCHED INTERIOR
- SLIGHTLY DUSTY DASHBOARD
- SMELT LOVELY
- SPOTLESS INSIDE

Temperature in the taxi comfortable



Comments – Temperature in the taxi comfortable

Brisbane

- BUT WAS ADJUSTED
- IT WAS OVERHEATED IN THE CABIN
- OPENED WINDOW, 5 MINUTES LATER ASKED FOR HEAT TO BE REDUCED
- TO BEGIN WITH THE TEMPERATURE WAS FINE
- TOO COLD AND ASKED CABBIE TO REDUCE TEMPERATURE
- TOO HOT
- VERY NICE
- WINDY AS FRONT WINDOWS OPEN

Gold Coast

- AFTER FEW MINUTES OF AIR CONDITIONING
- AIR CONDITIONING WAS NOT ON INITIALLY AND I ASKED THE DRIVER TO PUT IT ON/HE WAS MORE THAN OBLIGING AND DOUBLE CHECKED TO MAKE SURE IT WAS A COMFORTABLE TEMPERATURE
- AIR CONDITIONING WAS ON AND TEMPERATURE WAS COMFORTABLE
- IT WAS COMFORTABLE AT FIRST BUT BECAME A LITTLE WARM AFTER TRAVELLING A SHORT DISTANCE
- JUST RIGHT
- LITTLE BIT TOO HOT
- TEMPERATURE IN TAXI WAS COMFORTABLE/AIR CONDITIONING SET AT RIGHT TEMPERATURE
- THE HEATER WAS ON IN THE CABIN AND I REQUESTED THE AIR CONDITIONING BE TURNED ON AS I WAS GETTING HOT/THE DRIVER ABIDED AND IT WAS THEN THAT THE TEMPERATURE WAS COMFORTABLE
- TOO HOT

Sunshine Coast

- A BIT HOT
- HAD HEATED UP WHEN CLOSE TO DROP OFF POINT SO I OPENED WINDOW
- HEAT WAS ON AND PLEASANT
- SLIGHTLY WARMED/VERY NICE
- TOO COLD/ASKED HIM TO TURN AIR CONDITIONING OFF

Toowoomba

- BUT RECTIFIED
- HOT EVEN ONCE AIR CONDITIONING ON
- HOT INITIALLY BUT COMFORTABLE ONCE AIR CONDITIONING TURNED ON
- HOT INITIALLY BUT COOL WHEN AIR CONDITIONING TURNED ON
- HOT INITIALLY, BUT COMFORTABLE ONCE AIR CONDITONING ON
- MAXI TAXI/DRIVERS WINDOW WAS DOWN MAKING THE FRONT SECTION OF THE CABIN UNCOMFORTABLY COLD
- RECTIFIED DURING TRIP
- RECTIFIED EARLY ON IN TRIP
- TOO HOT TO BE REASONABLY COMFORTABLE

Mackay

- IT WAS HOT INSIDE THE CAB SO I ASKED FOR THE AIR CONDITIONER
- THE AIR CONDITONING WASN'T ON BUT THE WINDOWS WERE ON

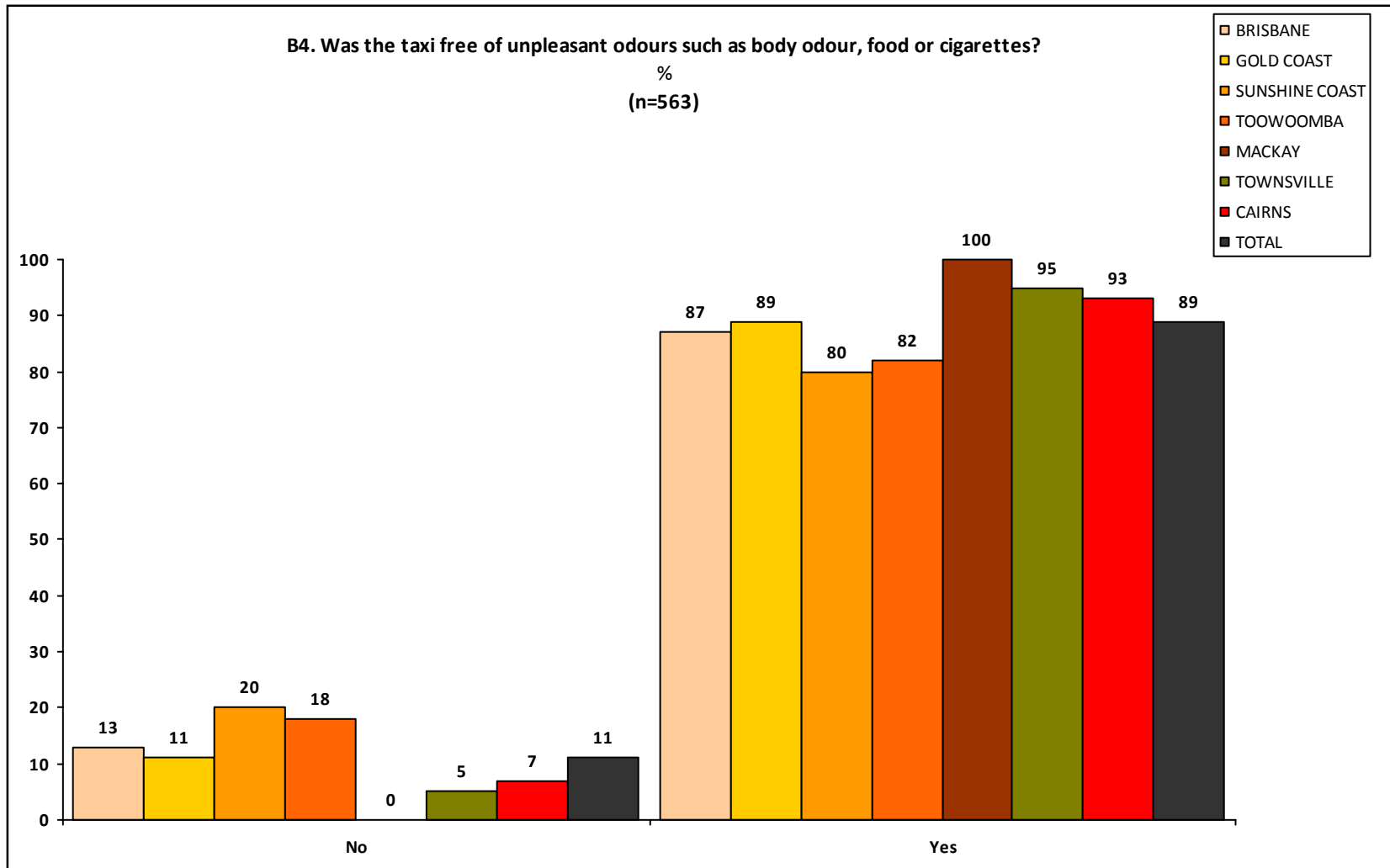
Townsville

- BUT PUT ON AIR CONDITIONING WHEN I ASKED
- FOR WINTER VERY COMFORTABLE
- TOO WARM

Cairns

- NO AIR CONDITIONING ON BUT COMFORTABLE

Taxi free of unpleasant odours



Comments – Taxi free of unpleasant odours

Brisbane

- BODY ODOUR
- CABIN WAS DEODORISED
- CIGARETTES
- DUSTY SMELL
- INTERIOR NEEDED DEODORISING
- NEEDED DEODORISING
- SICK SMELL
- SMELT OF VANILLA
- TAXI CABIN NEEDED DEODORISING
- THE CABIN NEEDED DEODORISING
- THE ODOUR AND THE OVERHEATING WAS VERY UNHEALTHY

Gold Coast

- AIR FRESHENER WAS SUBTLE AND PLEASANT SMELLING
- BODY ODOUR/GARLIC
- CAR FREE OF ODOURS
- HAD A CIGARETTE SMELL TO START WITH BUT DRIVER WAS SMOKING OUTSIDE WHEN I WALKED OVER/SMELL DIDN'T LAST
- HOWEVER, THE AIR FRESHENER WAS SLIGHTLY OVEPOWERING
- MAYBE SOME KIND OF DETERGENT/TOO AGGRESSIVE
- PLEASANT SMELLING
- THE TAXI HAD ALSO A PLEASANT SMELL
- THERE WAS A BAD SMELL AND IT WAS THE DRIVER
- THERE WAS A SLIGHT CIGARETTE SMOKE SMELL
- THERE WAS A SLIGHT STALE SMELL - BUT NOTHING VERY BAD
- YES HOWEVER THE AIR FRESHENER USED WAS SLIGHTLY OVERPOWERING

Sunshine Coast

- A WEIRD SMELL THAT CAN'T PUT FINGER ON
- CIGARETTE AND CAR FRESHNER SMELL
- CIGARETTE SMELL
- CIGARETTE SMELL/TERRIBLE AS VERY STRONG
- CIGARETTES
- CIGARETTES AND BODY ODOUR
- CIGARETTES SMELL VERY STRONG
- DRIVER HAD OBVIOUSLY JUST PUT OUT A CIGARETTE/VERY STRONG SMOKE SMELL

Sunshine Coast (Cont'd)

- DULL SMELL OF CIGARETTES
- SHE WAS SMOKING WHEN I TURNED UP AT CAB RANK SO IT WENT THROUGH HER CAB
- SMELL OF CIGARETTE SMOKE
- SMELT BAD
- SMELT REALLY GOOD
- STRONG SMELL OF AIR FRESHENER

Toowoomba

- BAD SMELL/COULD NOT IDENTIFY SOURCE
- BODY ODOUR
- CIGARETTE AND FOOD SMELLS
- CIGARETTE ODOUR
- CIGARETTES
- MUSTY, SMOKY SMELL
- SLIGHT CIGARETTE ODOUR
- SLIGHT 'FISH AND CHIP' TYPE ODOUR IN THE CABIN/NOT STRONG ENOUGH TO BE ANNOYING
- SLIGHT SMELL OF CIGARETTE SMOKE
- SMELLED OVERLY OF VANILLA ESSENCE
- SMELT OF CIGARETTES

Mackay

- NO COMMENTS

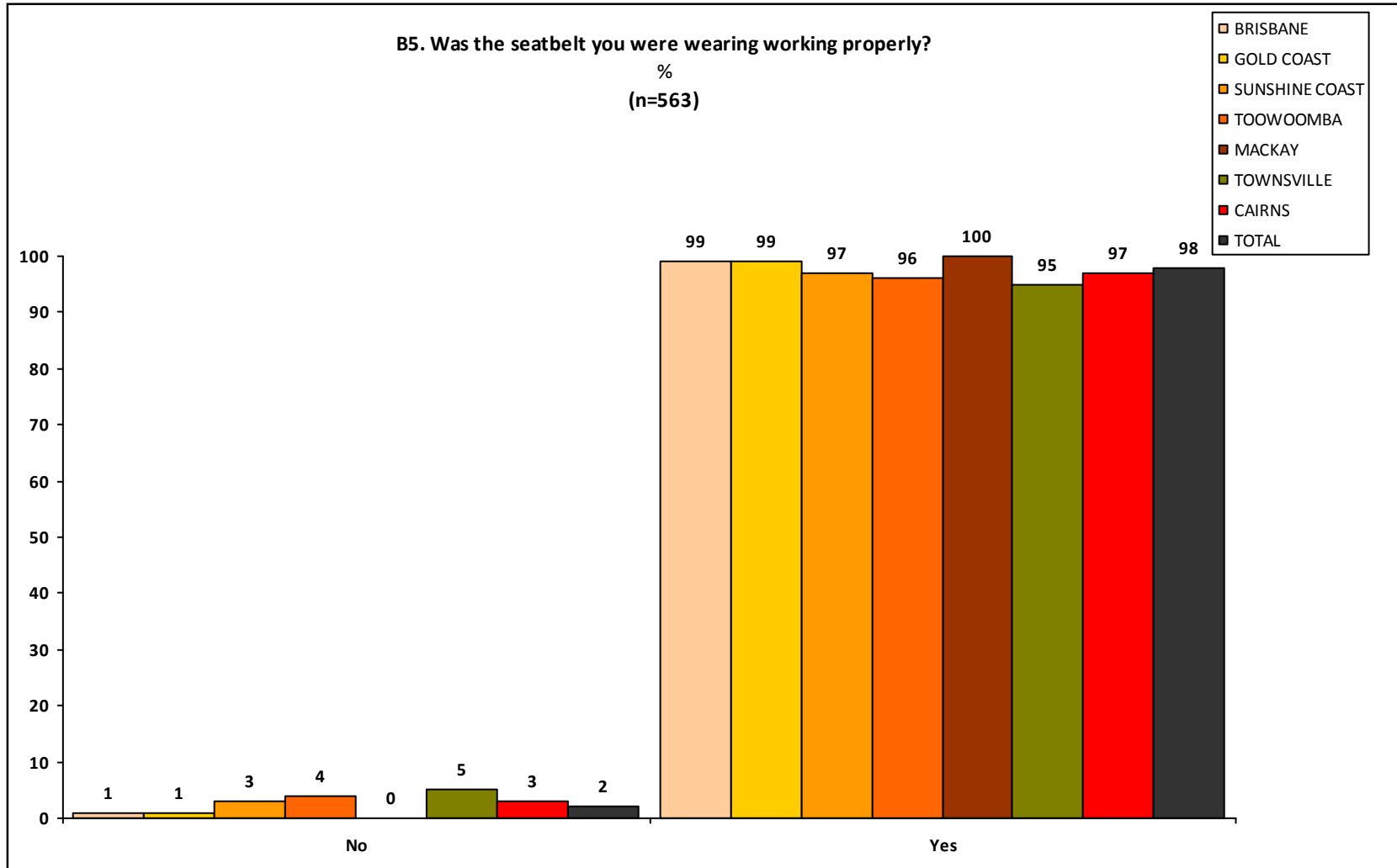
Townsville

- BODY ODOUR
- DEODORISOR HANGING FROM STEERING COLUMN/SLIGHT ODOUR OCCASIONALLY
- PLEASANT ODOURISER USED
- PLEASANT SMELL
- SLIGHT ODOUR

Cairns

- BODY ODOUR
- NICE SLIGHT PERFUME SMELL
- SLIGHT CIGARETTE SMELL
- SLIGHT CIGARETTE SMELL IN CAB
- SMELL OF CIGARETTES
- VERY FRESH

Seatbelt working



Comments – Seatbelt working

Brisbane

- BELT STAYED LOOSE ACROSS SHOULDER IE DIDN'T CONTRACT FOR BETTER FIT

Gold Coast

- DRIVER WAITED BY DOOR TO SEE THAT SEATBELT WAS SECURED
- THERE WAS NO SEAT BUCKLE (DRIVERS SIDE NEAR SEAT)
- TOOK OFF BEFORE SEATBELT SECURE

Sunshine Coast

- I CHANGED SEAT IN TRANSIT AS BELT NOT FASTENING X 2 SEATS
- I HAD TO CHANGE SEAT IN TRANSIT TO WHERE A SEAT BELT WORKED

Toowoomba

- DIFFICULT TO DO UP/DRIVER NOTICED AND SAID HE WAS AWARE OF THE PROBLEM
- HARD TO CLIP UP
- HARD TO LATCH UP

Mackay

- NO COMMENTS

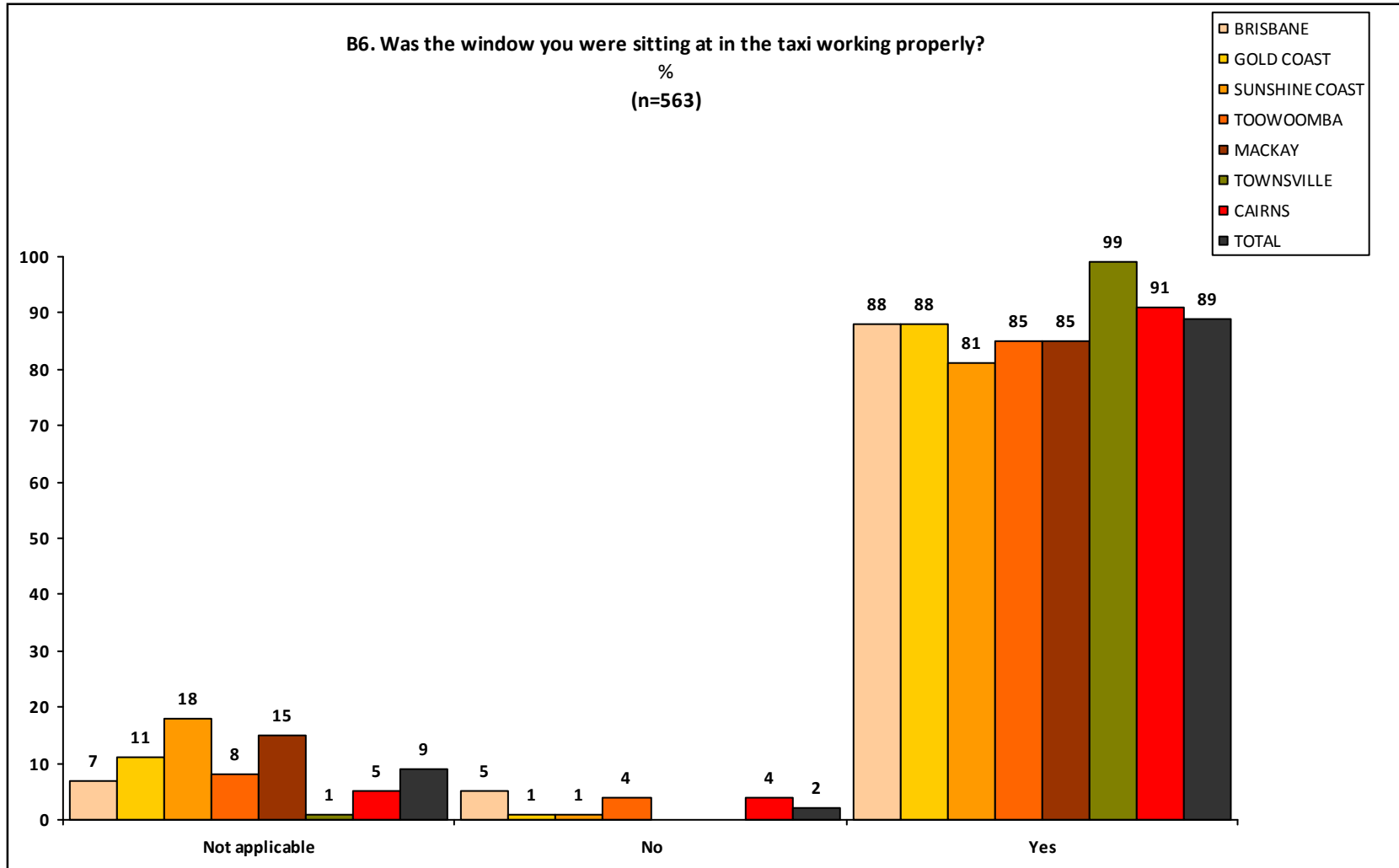
Townsville

- CAR ALREADY MOVING WHILE I HAD A LITTLE TROUBLE WITH SEATBELT
- IT WAS STUCK BEHIND THE SEAT
- NOT INITIALLY

Cairns

- HAD TO CHANGE SEAT
- I INITIALLY HAD DIFFICULTY WITH IT AND WAS TOLD TO USE THE OTHER ONE

Window working properly



Comments – Window working properly

Brisbane

- A BIT HARD TO WIND DOWN AND UP
- IN A MAXI TAXI NO WINDOWS OPEN
- MADE IT HARD TO WIND DOWN AS END OF HANDLE TO WIND UP AND DOWN WAS MISSING
- MAXI CAB
- MAXI CAB - NO WINDOW
- MAXI TAXI/NO OPENING WINDOWS IN REAR
- NO WINDOW AS MAXI TAXI
- NO WINDOWS - MAXI CAB
- NO WINDOWS IN VAN
- NOT APPLICABLE - MAXI TAXI
- PASSENGER WINDOW LOCKED/OPENED BY DRIVER FROM CONTROL PANEL
- RUBBER MOULD AROUND WINDOW FALLING OFF
- WINDOW WAS UNLOCKED BY DRIVER

Gold Coast

- ALTHOUGH A MAXI TAXI IT WAS AN OLDER ONE WITH SLIDING WINDOWS
- FIXED WINDOWS
- NO WINDOWS IN THE BACK
- NOT APPLICABLE
- NOT APPLICABLE AS IT WAS A MAXI TAXI
- THE CHILD LOCK MAY HAVE BEEN ON, IT WAS TOO COLD OUTSIDE TO BE BELIEVABLE TO ASK DRIVER
- THE TAXI WAS A BUS AND THE WINDOW WAS FIXED
- WAS IN A MINI VAN CAB

Sunshine Coast

- COULD NOT OPEN WHEN HEATER ON AND COLD OUTSIDE
- MAXI TAXI SO THERE IS NO WORKING WINDOW
- MAXI TAXI/NO WINDOWS IN BACK
- NO LOGICAL EXCUSE FOR OPENING
- NO OPENING WINDOWS
- NO WINDOWS
- RAINING AND COLD OUTSIDE SO NOT APPROPRIATE TO OPEN
- RAINING AND COLD OUTSIDE SO NOT APPROPRIATE TO OPEN WINDOW
- RAINING SO COULD NOT OPEN TO TRY
- SHOWERS, WIND AND COLD OUTSIDE SO NOT APPROPRIATE TO OPEN WINDOW

Sunshine Coast (Cont'd)

- TOO COLD OUTSIDE TO BE OPENING
- TOO COLD OUTSIDE TO OPEN
- TOO COLD TO OPEN WINDOW
- WAS NOT APPROPRIATE TO OPEN IT AS COLD OUTSIDE

Toowoomba

- DID NOT TEST AS IT WAS A MAXI TAXI
- DID NOT TRY TO OPEN IT/CAB WAS A LATE MODEL TOYOTA WHICH APPEARED TO BE IN EXCELLENT CONDITION
- JAMMED SLIGHTLY
- MAXI TAXI TYPE VEHICLE/DID NOT ATTEMPT TO OPEN
- THE BACK WINDOWS WERE LOCKED
- WINDOW DID NOT OPEN WHEN BUTTON WAS PUSHED/I SUSPECT IT WAS CENTRALLY LOCKED
- WINDOW DIFFICULT TO OPEN

Mackay

- CD PLAYED - COUNTRY MUSIC
- I WAS IN A MAXI TAXI SITTING NEXT TO A FIXED WINDOW
- IT WAS A FIXED WINDOW
- MAXI TAXI - NO WINDOWS
- NOT APPLICABLE AS MAXI TAXI
- NOT APPLICABLE/MAXI TAXI
- NOT APPLICABLE/MAXI TAXI - NO WINDOWS
- THE DRIVER HAD THE WINDOW LOCKED FOR SAFETY AND UNLOCKED IT ON REQUEST
- WAS A MAXI TAXI SO WASN'T SURE HOW TO OPEN
- WINDOW WAS FIXED

Townsville

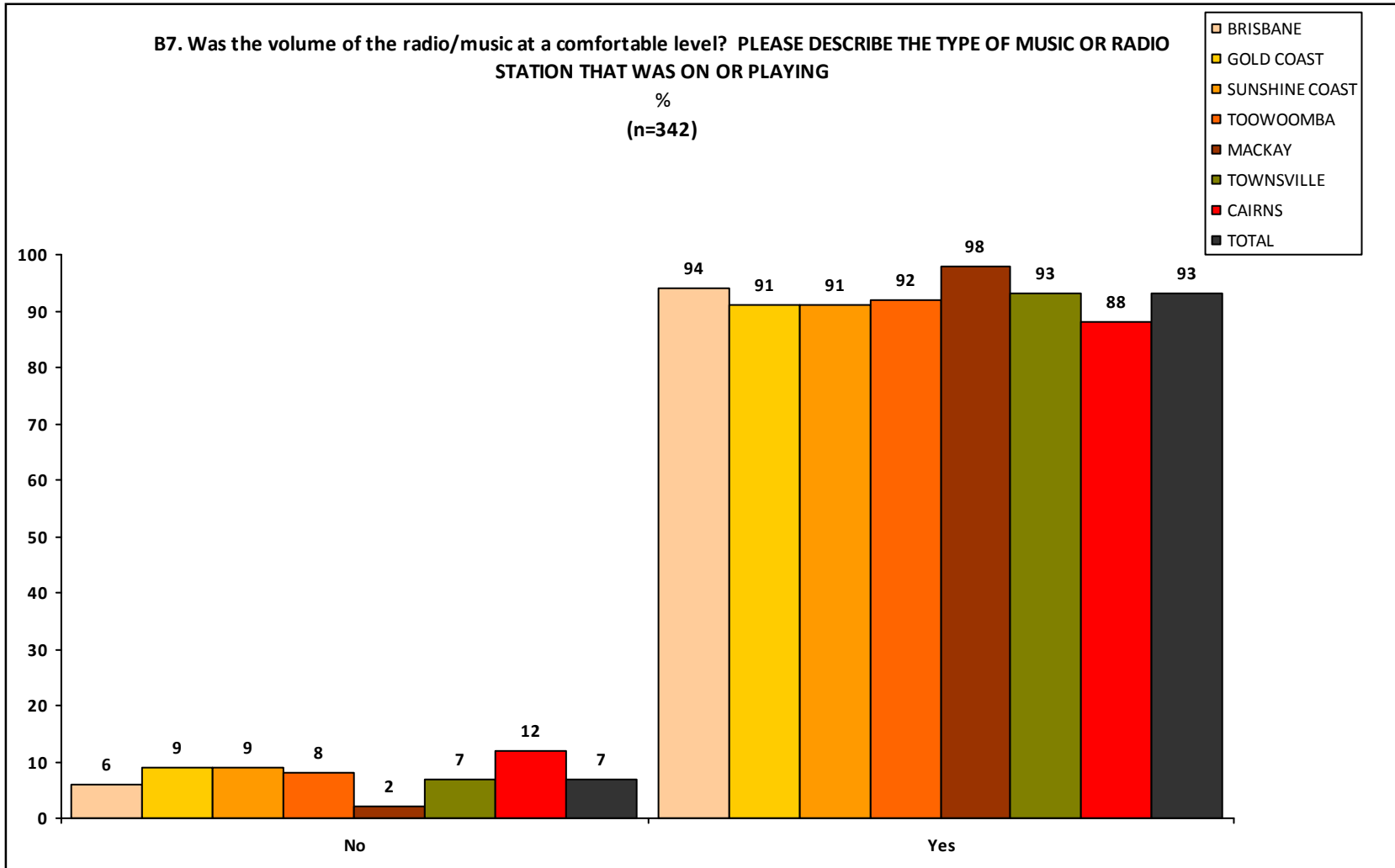
- NOT TESTED
- SLIDING WINDOWS
- WHEN I OPENED THE WINDOW THE TAXI DRIVER ASKED IF I NEEDED THE AIR CONDITIONING TURNED UP/SAID NO (HOT FLUSH)

Comments – Window working properly

Cairns

- ALTHOUGH NOT AUTOMATIC
- COULD NOT OPEN WINDOW/I'M SURE IT WOULD HAVE OPENED BUT BEING A MAXI I WAS NOT SURE HOW TO OPEN
- IT WAS THE DISABLED BUS/THEY DON'T OPEN LIKE A CAR DOES
- NO WINDOW AS MAXI CAB
- NOT ABLE TO OPEN WINDOW
- NOT APPLICABLE AS MAXI CAB
- RIGHT HAND SIDE WINDOW NOT WORKING
- WINDOWS ON A DISABLED BUS DON'T WIND DOWN

Volume of radio/music comfortable



Comments – Volume of radio/music comfortable

Brisbane

- 11.16
- 93.6
- 97.3
- 693
- 104.50 FM
- 106.9 FM
- 106.9/VOLUME FINE
- 106FM
- 4BH
- 4KQ
- 88.2 BARBARA STREISANDT
- 882 - VOLUME FINE
- 96.5 FM
- 97.3 - TOO LOW
- 97.3 - VOLUME FINE
- 97.3 FM
- 97.3 MICHAEL JACKSON DIED THIS DAY - PLAYING HIS SONGS
- 989 FM
- ABC NATIONAL
- ABC NEWS ALL THE WAY/NO MUSIC ON
- ABC RADIO
- ABC RADIO - TALKBACK 6.12
- B105FM
- BRISBANE COMMERCIAL STATION/RADIO SET VERY LOW
- COMMERCIAL RADIO STATION ON AT LOW VOLUME
- COULDN'T HEAR ANY MUSIC
- INDIAN MUSIC - CD
- IPOD MUSIC EG JAZZ/ELEVATOR TYPE MUSIC
- LOW VOLUME/COMMERCIAL RADIO STATION
- MMM FM
- NOVA
- NOVA FM
- RADIO 4BC
- RADIO NOT ON
- RADIO ON/COMMERCIAL STATION AT LOW LEVEL

Brisbane (Cont'd)

- NOVA
- NOVA FM
- RADIO 4BC
- RADIO NOT ON
- RADIO ON/COMMERCIAL STATION AT LOW LEVEL
- RADIO WAS ON HOWEVER VOLUME COULD BE LOWER
- RADIO/LAIDBACK COMMERCIAL
- TALKBACK STYLE PROGRAM
- TOO LOW 97.3/COULDN'T TELL WHAT STATION
- TURNED OFF HIS OWN MUSIC AS SOON AS I BOARDED

Gold Coast

- 106.3
- 100.8 RADIO STATION BUT THERE WAS AN ANNOYING FOOTBALL MATCH OR SIMILAR
- 102.9 AND VOLUME WAS LOW
- 102.9 FM
- 102.9 STATION
- 102.9 THE VOLUME WAS A LITTLE LOUD BUT THE DRIVER TURNED THE VOLUME LOW WHEN AT THE FIRST SET OF LIGHTS
- 69.3 AM I GUESS
- 90.9 SEA FM - POPULAR-CLASSIC HITS
- 91.7 AND VOLUME WAS LOW
- 92.5 GOLD FM
- 92.5 GOLD FM/EASY LISTENING
- 95.1 RADIO STATION BUT WITH ANNOYING NEWS
- CLASSIC ROCK/STATION WAS 100.6 AND VOLUME WAS LOW
- CLASSIC ROCK/STATION WAS 100.6 AND VOLUME WAS LOW/THE STATION WENT STATIC DURING PARTS OF THE JOURNEY
- CLASSIC ROCK/STATION WAS 92.5 AND VOLUME WAS LOW/HE ONLY TURNED IT UP TO LISTEN TO THE WEATHER, THEN TURNED IT DOWN AGAIN
- CLASSIC ROCK/THE VOLUME WAS VERY LOW AND UNOBTRUSIVE
- COMFORTABLE VOLUME/RADIO STATION 102.9
- CURRENT HIT MUSIC AND VOLUME WAS LOW
- CURRENT HITS ON A LOW VOLUME
- CURRENT HITS/THE VOLUME WAS TURNED LOW WHEN WE STOPPED AT LIGHTS AS BACKGROUND NOISE OF DRIVING NO LONGER DROWNED OUT THE MUSIC

Comments – Volume of radio/music comfortable

Gold Coast (cont'd)

- DANCE MUSIC 105.7 AND VOLUME WAS A LITTLE TOO LOUD
- DRIVER ASKED IF I WANTED RADIO ON AND I COULD CHOOSE STATION
- DRIVER HAD INDIAN TYPE CONTEMPORARY MUSIC ON VERY LOW/ALMOST INAUDIBLE
- EASY LISTENING
- EASY LISTENING TYPE MUSIC
- ETHNIC (TRADITIONAL INDIAN)
- HOT TOMATO RADIO
- INITIALLY RADIO WASN'T ON/THE DRIVER TURNING IT ON DURING THE JOURNEY TO A CLASSIC HITS STATION/VOLUME LOW
- INITIALLY THE RADIO WAS NOT ON THEN HE TURNED IT ONTO 102.9 AND CHANGED IT TO 90.9/VOLUME WAS LOW
- JAZZ/VOLUME WAS LOW
- LOW VOLUME/100.6 RADIO STATION
- MICHAEL JACKSON POP MUSIC - 92.5 FM
- MUSIC-RADIO NOT ON
- NO MUSIC
- NO MUSIC/NO RADIO
- NO RADIO ON
- NO RADIO OR NO MUSIC
- NO RADIO WAS ON
- POP MUSIC - HOT FM/STATIC - SLIGHTLY OFF STATION
- RADIO NOT ON/WE CHATTED THE WHOLE WAY BACK SO WAS NO NEED FOR IT
- RADIO NOT TURNED ON
- RADIO STATION 102.9
- RADIO STATION 91.7
- RADIO WAS INITIALLY ON 105.7 WITH VOLUME TURNED LOW, THEN THE DRIVER TURNED THE STATION TO 92.5 AT LIGHTS
- RADIO WAS NOT TURNED ON/I DID NOT MAKE A REQUEST FOR IT TO BE TURNED ON
- RADIO WAS ON VERY LOW
- SEA FM
- STATION 97.7 - MUSIC HITS RANGING FROM 80'S/AFTER WE LEFT THE RANK THE DRIVER TURNED THE MUSIC DOWN LOW
- STATION WAS GOLD FM AND SLIGHTLY LOUD WHEN THE TAXI WAS AT A STAND STILL/THE VOLUME WAS FINE WHEN DRIVING, AS THE NOISE OF THE CAR DROWNED THE RADIO OUT, HOWEVER, WHEN STATIONARY IT WAS A LITTLE INTRUSIVE

Gold Coast (Cont'd)

- THE MUSIC WAS BARELY AUDIBLE
- THE MUSIC WAS TOO LOUD/92.5 GOLD FM (EASY LISTENING)
- THE RADIO WAS NOT SWITCHED ON/I DID NOT REQUEST IT TO BE TURNED ON EITHER
- THE RADIO WAS NOT TURNED ON
- THE RADIO WAS ON A VERY LOW VOLUME
- THE RADIO WAS ON AND THE DRIVER TURNED DOWN AFTER I GOT IN
- THERE WAS NO MUSIC PLAYING
- VERY LOW
- VERY LOW VOLUME/CLASSIC HITS
- WASN'T ON

Sunshine Coast

- 89.5
- 91.1
- 4BC BRISBANE - MEDIUM VOLUME
- 4BC TALKBACK SHOW
- 90.3 VERY LOW VOLUME
- 90.30 LOW VOLUME/EASY LISTENING
- 91.9 LOW VOLUME
- 92.7 - MICHAEL JACKSON
- 92.7 LOW VOLUME
- 92.7 MIX
- 92.7 MIX FM MEDIUM VOLUME
- 92.9 MIX
- A LITTLE LOUD AND STATIC BUT TURNED VOLUME DOWN AND CHANGED STATION
- ABC
- EASY LISTENING 91.9 MIX FM
- FUNKY MUSIC - TRIPLE J
- GREEN DAY CD GOOD FOR ME BUT IF I WAS ELDERLY I WOULDN'T BE IMPRESSED
- HE ASKED IF WE WOULD LIKE THE RADIO ON
- LOCAL FM
- LOUD ENOUGH FOR NEED TO RAISE OUR VOICES TO CONVERSE ABOUT EFTPOS DETAILS
- MACCA
- MUSIC RADIO 92.7 MIX FM

Comments – Volume of radio/music comfortable

Sunshine Coast (cont'd)

- PLEASANT MUSIC/AN OLD RADIO STATION
- POP MUSIC/DRIVER TURNED DOWN VOLUME AFTER APPROXIMATELY 3 MINUTES
- RADIO - MUSIC WAS OFF/DRIVER WAS CONVERSING THROUGHOUT TRIP
- RADIO 91.9 - KATY PERRY
- RADIO LOW VOLUME/EASY LISTENING
- RADIO NOT TURNED ON
- RADIO TOP 100 - 92.7 MIX FM
- RADIO VERY LOW 92.7
- RADIO/ 92.7 MIX
- RED HOT CHILLI PEPPERS - MEDIUM VOLUME
- TOO QUIET TO HEAR WHAT IT WAS AS TURNED RIGHT DOWN
- TURNED DOWN TOO LOW TO HEAR WHICH STATION
- TURNED OFF
- VOLUME HIGH/POP MUSIC AND TALK
- WAS LISTENING TO A CD THEN CHANGED TO 91.1/DIDN'T LIKE CD

Toowoomba

- 92.9
- 94.9
- 100.7
- 747
- 876
- 100.7 FM
- 100.7 FM/VERY QUIET
- 4BC
- 4GR
- 94.9 FM
- 94.9FM
- 949 FM
- 949FM
- ABC
- ABC RADIO
- CD
- CD/94.9/NO MUSIC AND JUST TALK
- CD/TOO QUIET TO IDENTIFY TYPE OF MUSIC
- CFM - LOCAL RADIO

Toowoomba (Cont'd)

- CFM LOCAL
- CHANNEL UNKNOWN/INTELLECTUAL STYLE
- FM RADIO STATION PLAYING MODERN MUSIC/A LITTLE INTRUSIVE
- LOCAL ABC
- MODERN
- NO MUSIC ON
- NO MUSIC PLAYING
- NO MUSIC TURNED ON
- NO RADIO
- NO RADIO ON
- NO RADIO WAS PLAYING
- NOT APPLICABLE
- NOVA - POP STATION
- POP MUSIC - NOT SURE WHAT STATION
- POP MUSIC STATION
- RADIO NATIONAL
- RADIO WAS A LITTLE TOO LOUD WHICH MAY HAVE MADE ANY CONVERSATION BETWEEN DRIVER AND A PASSENGER IN THE BACK SEAT A LITTLE DIFFICULT
- RADIO WAS LOUD AND INTRUSIVE/MODERN MUSIC PLAYING
- RADIO WAS NOT ON
- RADIO WAS OFF
- RADIO WAS PLAYING AT A LOW VOLUME (RIVER 949)/MUSIC WAS PLEASANT AND NON-INTRUSIVE
- RADIO WAS PLAYING AT LOW VOLUME/MUSIC WAS PLEASANT AND NON-INTRUSIVE
- RADIO WAS TOO LOUD AND QUITE INTRUSIVE/TUNED TO THE LOCAL ABC AM RADIO STATION
- RIVER 49
- THERE WAS NO RADIO PLAYING
- TUNED TO LOCAL ABC AM STATION

Comments – Volume of radio/music comfortable

Mackay

- 100.3
- 10 O'CLOCK NEWS WAS ON
- 101.9 FM
- 101.9 HITS
- 4MK FM
- 4MK FM TALK BACK
- A MICHAEL JACKSON SONG WAS PLAYING
- ABC
- ABC RADIO
- ABC TALK BACK SHOW
- COMMERCIAL
- COMMERCIAL
- COUNTRY AND WESTERN
- COUNTRY AND WESTERN RADIO
- DRIVER TURNED IT DOWN WHEN I TOLD HIM MY DESTINATION
- I COULDN'T HEAR THE RADIO
- JAZZ/SWING
- LOCAL RADIO
- LOCAL RADIO - EASY LISTENING
- LOCAL RADIO ON LOW
- LOCAL RADIO STATION
- LOCAL RADIO STATION - NEWS
- LOCAL RADIO/EASY LISTENING
- LOCAL STATION
- LOCAL STATION/LOW VOLUME
- LOW VOLUME/LOCAL RADIO
- QUIET/LOCAL STATION
- RADIO
- RADIO MUSIC
- RADIO TALK SHOW
- RADIO WAS TURNED RIGHT DOWN
- RO RADIO
- THE RADIO WAS TURNED DOWN LOW BUT THE NEWS WAS ON WHEN WE STOPPED
- THE RADIO WAS TURNED OFF
- VOLUME WAS TOO LOUD

Townsville

- 100.7 VERY QUIET IN THE BACKGROUND
- 102.3 FM MODERN
- 103.9 TALK SHOW
- 452 FM/GOOD VOLUME
- 4TO FM
- 4TO FM - TOO LOUD
- 4TTT
- 4TTT/SHE RANGES BETWEEN 4TTT, 106 AND 4TO
- ABC - NQ/A LITTLE LOUD
- AT FIRST IT CAME ON LOUD WHEN HE TURNED THE RADIO ON BUT HE ADJUSTED IT PRETTY QUICK TO NICE QUIET BACKGROUND
- CHRISTIAN ROCK
- COMMERCIAL RADIO STATION/POP MUSIC
- COUNTRY
- CRICKET LOUD/BUT HE TURNED IT DOWN
- GENERAL LISTENING
- GENERAL LISTENING MUSIC
- HOT FM
- HOT FM - SLIGHTLY TOO LOUD
- JAZZ
- LOW TO ALLOW FOR CONVERSATION
- MICHAEL JACKSON/GOOD LEVEL
- NEWS
- QUITE LOUD - HORSE RACING
- TALKBACK RADIO
- TTT
- TURNED DOWN SO DRIVER COULD CHAT
- TURNED ON GENERAL LISTENING PART WAY
- VERY EASY LATINA STYLE MUSIC/STATION UNKNOWN
- VERY QUIET RADIO - 102.3/JUST AUDIBLE
- ZINC 100.7 FM
- ZINC FM

Comments – Volume of radio/music comfortable

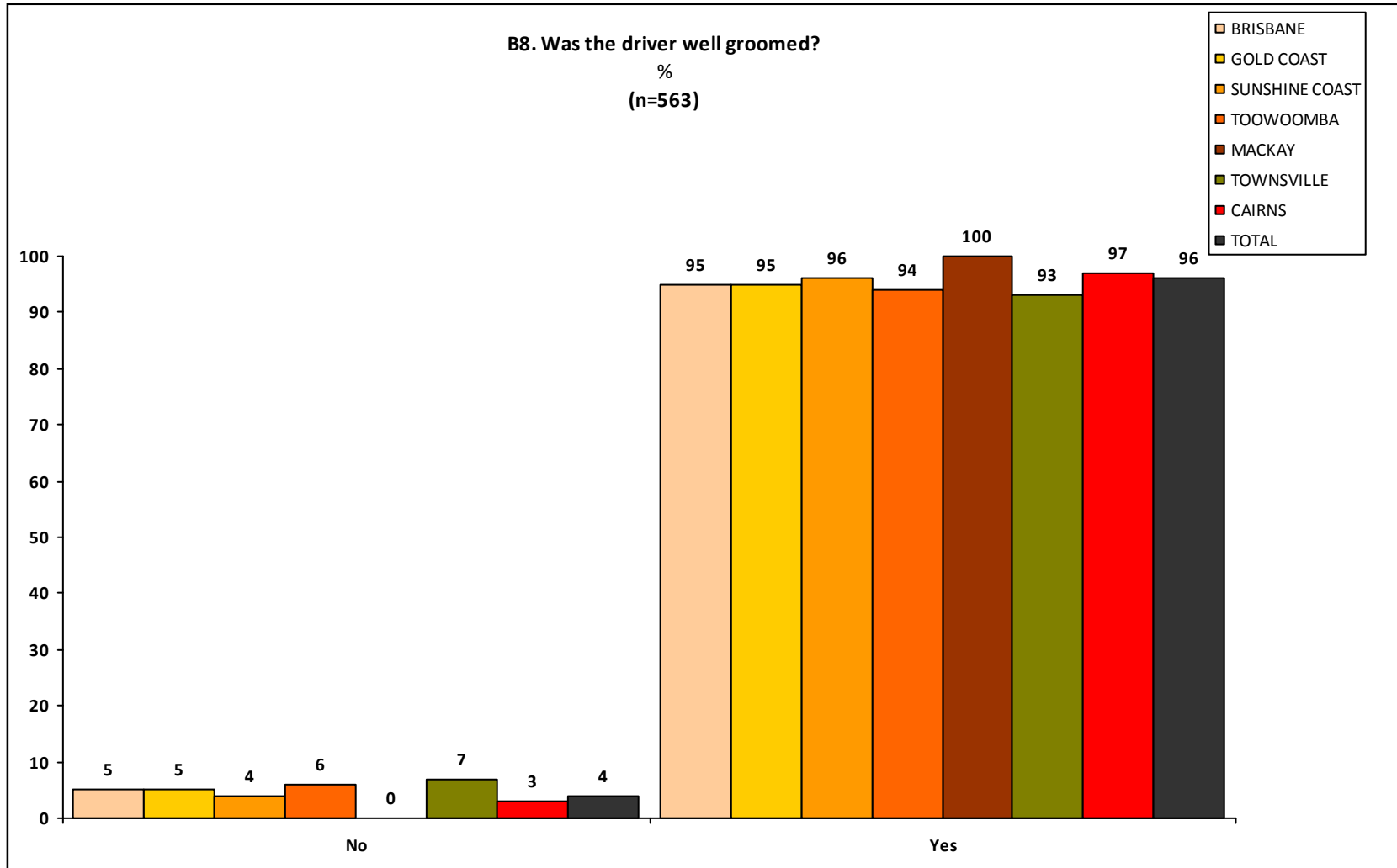
Cairns

- 99.5
- 102.7
- 4CA RADIO/PLEASANT
- A CD WAS PLAYING SULTRY TAPE
- ABC RADIO
- COUNTRY MUSIC EASY LISTENING
- HOT FM
- HOT FM - PLEASANT
- I'M NOT SURE THAT IT WAS ON/IF IT WAS IT WAS VERY LOW
- LOCAL ABC STATION
- LOCAL RADIO - ABC
- LOUD SPEAKER WAS RIGHT BEHIND MY HEAD - JJJ STATION
- MUSIC
- MUSIC BUT NOT INTRUSIVE
- NEWS
- NEWS CHANNEL
- NEWS RADIO/A LITTLE TOO LOUD
- NICE MUSIC PLAYING AND COMFORTABLE LEVEL
- NO MUSIC
- NO MUSIC BUT A CHAT SHOW
- NO MUSIC ON
- NO MUSIC OR SOUND
- NO RADIO
- NO RADIO ON
- NO RADIO PLAYING
- PLEASANT MUSIC/COULD NOT EXACTLY IDENTIFY
- RADIO
- RADIO - 102.7
- RADIO FM
- RADIO NICE
- RADIO NICE LEVEL

Cairns (cont'd)

- RADIO STATION/MIXED MUSIC AND DISCUSSION
- RADIO TOO LOW/SOUNDED LIKE ABC
- RADIO/COULD NOT RECOGNISE MUSIC
- THERE WAS CD PLAYING/HE TURNED IT DOWN
- THERE WAS NO MUSIC
- TURNED MUSIC OFF WHEN GOT IN CAB
- VERY LOW RADIO/COULD NOT IDENTIFY MUSIC OR STATION
- VERY LOW/COULD HARDLY HEAR IT/DRIVER SAID IT WAS THE ABC

Driver well groomed and tidy



Comments – Driver well groomed and tidy

Brisbane

- BUT HE HAD NO FRONT TEETH
- FEMALE DRIVER HAD LONG HAIR OUT
- HE HAD SHORTS ON AND DID NOT LOOK PROFESSIONAL
- HE WAS WEARING AN IRONED SHIRT
- SHIRT WRINKLED AND UNKEMPT
- UNTIDY APPEARANCE
- VERY PROFESSIONAL AND TIDY
- YES, WORK UNIFORM

Gold Coast

- ALTHOUGH HIS HAIR WAS SLIGHTLY MESSY
- DRIVER WAS NEAT AND TIDY
- DRIVER WAS WELL PRESENTED WITH HAIR VERY NEAT AND SHIRT IRONED
- HAIR A LITTLE MESSY
- HE WAS NEAT, HOWEVER HIS HAIR WAS DISHEVELLED AND WAS RATHER UNTIDY
- HE WAS VERY TIDY AND WELL PRESENTED/HE WAS CLEAN SHAVEN AND WELL GROOMED
- HIS HAIR WAS NEAT AND HE WAS CLEAN SHAVEN, NEAT AND TIDY
- HIS HAIR WAS NEAT AND HE WAS WELL PRESENTED
- HOWEVER, THE DRIVER APPEARED SLIGHTLY DISHEVELLED (PERHAPS DUE TO HAVING A COLD, AS SHE TOLD ME)
- JACKET WAS RIPPED
- NOT REALLY/HE WAS TIDY BUT STILL SMELLY
- SHE WAS VERY WELL PRESENTED WITH SHIRT IRONED, AND HAIR NEAT AND TIDY
- THE DRIVER WAS CLEAN, HOWEVER, APPEARED UNTIDY IN HIS RELAXED ATTIRE IE CASUAL JEANS
- THE DRIVER WAS IN A WELL IRONED REGENT BLUE SHIRT/HE WAS VERY NEAT AND WELL PRESENTED
- THE DRIVER WAS NEAT AND TIDY
- THE DRIVER WAS NEAT AND TIDY/HIS HAIR WAS VERY TIDY AND CLOTHES CLEAN AND TIDY
- THE DRIVER WAS VERY NEAT AND TIDY AND WELL PRESENTED/HIS HAIR WAS NEAT AND HE WAS CLEAN SHAVEN
- THE DRIVER WAS WELL GROOMED AND TIDY WITH CLOTHES CLEAN AND TIDY
- THE DRIVER WAS WELL PRESENTED WITH REGENT SHIRT CLEAN AND PRESSED WITH OWN BLACK VEST/THE DRIVER WAS VERY NEAT AND TIDY

Gold Coast (Cont'd)

- THE DRIVER WAS WELL PRESENTED WITH SHIRT CLEAN AND PRESSED/HIS HAIR WAS NEAT AND HE WAS WELL GROOMED
- THE DRIVER WAS WELL PRESENTED, CLEAN AND TIDY
- THE DRIVER WAS WELL PRESENTED, NEAT AND CLEAN
- THE DRIVER WAS WELL PRESENTED, NEAT AND TIDY/HER HAIR WAS NEAT AND CLOTHES WERE CLEAN AND TIDY
- UNSHAVEN AND UNTIDY HAIR
- WELL PRESENTED

Sunshine Coast (Cont'd)

- BLACK SHORTS, WHITE SHIRT, BLACK SPORTS JACKET
- NEEDED A HAIRCUT
- NEEDED A SHAVE AND HAIRCUT
- NEEDED HAIRCUT
- UNSHAVEN/UNTIDY
- UNTIDY APPEARANCE
- VERY NEAT AND TIDY
- VERY TIDY AND GOOD LOOKING
- VERY WELL GROOMED

Toowoomba

- EARRINGS, SHAVEN HEAD, TEETH MISSING
- GROOMING OK/SHIRT CLEAN BUT UNIRONED AND QUITE WRINKLED
- HAIR WAS A BIT MESSY
- HER HAIR WAS UNTIDY
- VERY MUCH SO

Mackay

- QUITE WELL GROOMED IN UNIFORM

Comments – Driver well groomed and tidy

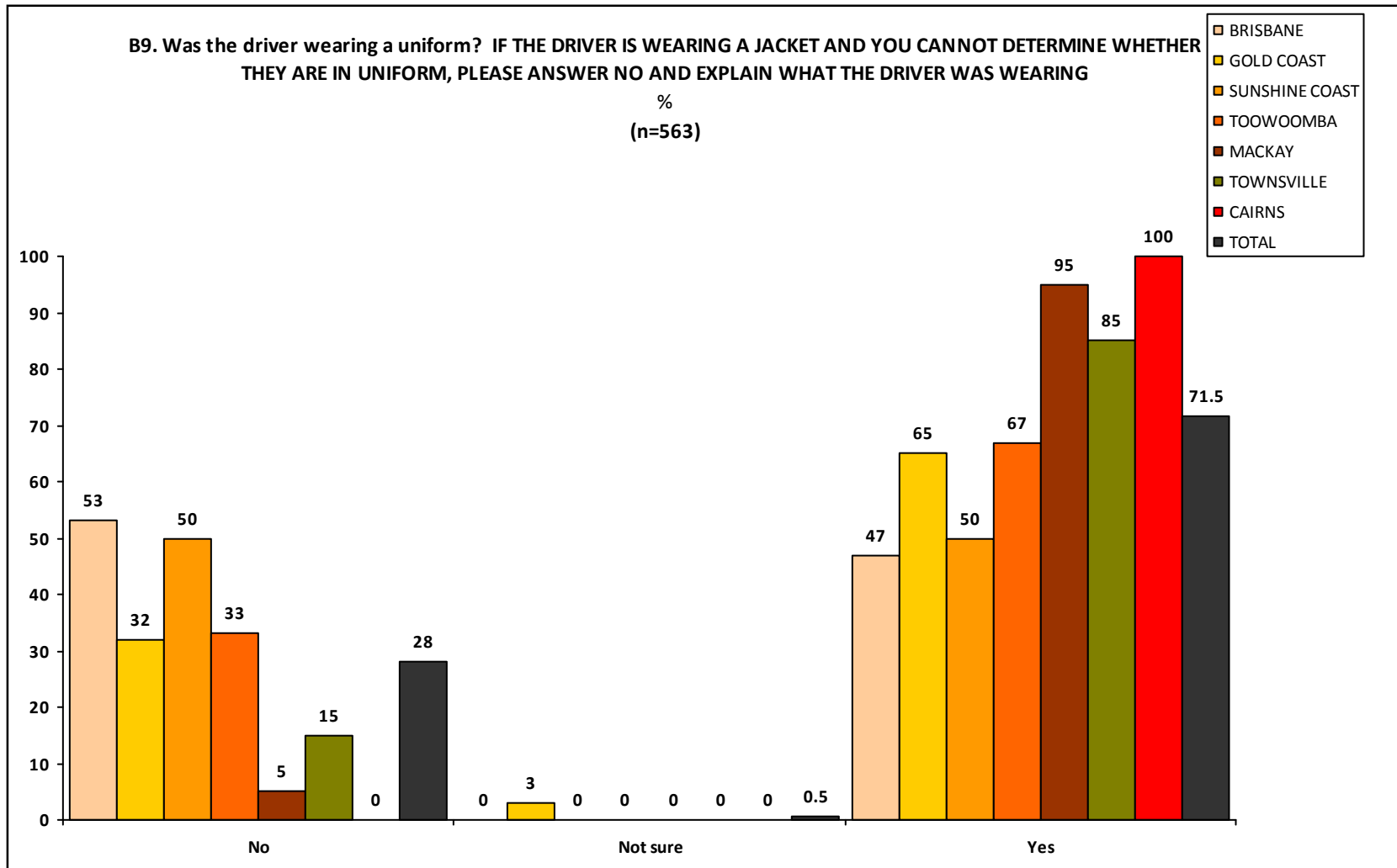
Townsville

- GREEN STUBBY SHORTS AND BLUE POLO SHIRT
- GREY CARGO PANTS
- HAIR MESSY
- HAIR UNTIDY
- NEEDED A SHAVE
- SMARTLY DRESSED
- SOMEWHAT UNTIDY
- VERY SMART/LONG SLEEVE WHITE SHIRT
- VERY SMELLY AND HEAVY BREATHING

Cairns

- BODY ODOUR
- NICE SLIGHT PERFUME SMELL
- SLIGHT CIGARETTE SMELL
- SLIGHT CIGARETTE SMELL IN CAB
- SMELL OF CIGARETTES
- VERY FRESH

Driver wearing a uniform



Comments – Driver wearing a uniform

Brisbane

- BLACK JEANS, BLACK SKIVVY AND GREY SLEEVELESS KNITTED JUMPER
- BLACK PANTS AND BLUE GREY JACKET
- BLACK PANTS WITH DARK BLUE JACKET
- BLACK SHIRT AND CARDIGAN
- BROWN JUMPER
- BROWN SLACKS AND LIGHT WEIGHT BLUE JACKET
- CABBIE WAS WEARING JUMPER OVER SHIRT
- CARDIGAN OVER A SHIRT
- DARK BROWN TROUSERS, CREAM SKIRT, ORANGE JUMPER
- DARK COLOURED TROUSERS AND JACKET
- DARK PANTS AND JUMPER, WHITE SHIRT
- DARK PANTS AND WHITE SHIRT
- DARK TROUSERS AND JACKET AND WHITE SHIRT
- DRIVER WAS WEARING JUMPER OVER SHIRT
- FAWN TROUSERS AND WHITE SHIRT AND LIGHT JACKET
- GREY JUMPER
- IN UNIFORM
- JACKET BROWN AND PANTS BROWN
- JUMPER AND BLACK PANTS
- KHAKI TROUSERS AND JACKET
- LONG PANTS AND SHIRT/VERY NEAT LOOKING
- NAVY BLUE TROUSERS AND JUMPER
- NAVY BLUE TROUSERS, WHITE SHIRT, NAVY BLUE JUMPER/VERY SMART
- NO UNIFORM THAT I COULD SEE/HE WAS WEARING A WARM JACKET
- NO UNIFORM THAT I COULD SEE/HE WAS WEARING A WORM JACKET
- PULLOVER OVER A SHIRT
- SHIRT UNIRONED
- SHIRT WHITE, GREY JUMPER AND STRIPPED PANTS
- STRIPPED JUMPER AND VEST
- UNABLE TO TELL/HE WAS WEARING BRIGHT YELLOW AND GREEN ZIP UP JUMPER
- UNIFORM WORN HOWEVER NOT IN TIDY FASHION/LONG T-SHIRT UNDER SHIRT
- UNSURE/WAS IN BLUE PANTS AND TOP THOUGH NO VISIBLE MARKINS STATING IT WAS A CAB UNIFORM/CLOTHING CLEAN WITH CLOSED IN SHOES
- WARM JACKET

Brisbane (Cont'd)

- YELLOW CAB SHIRT
- YELLOW SHIRT UNIFORM
- YES HOWEVER CABBIE WAS WEARING ZIPPED UP VEST
- ZIPPED VEST OVER SHIRT

Gold Coast (Cont'd)

- BLUE REGENT TAXI COLLARED SHIRT
- BUT ON THE UNIFORM HE WAS WEARING A JUMPER
- CAMEL COLOURED JACKET (RIPPED UNDER ARM PIT) AND STRIPPED TROUSERS
- CASUAL LONG SLEEVE PLAIRD SHIRT/NAVY SHORTS
- CASUAL UNIFORM/BLUE POLO SHIRT AND DARK BLUE SHORTS
- DRIVER HAD HER OWN VEST ON TOP OF A BLUE COLLARED SHIRT
- DRIVER HAD JACKET ON/WAS WEARING SLACKS
- DRIVER WAS WEARING NAVY SWEATER, BUT HAD BLUE COLLARED SHIRT UNDERNEATH
- DRIVER WEARING A JACKET/HAD SLACKS ON
- HAD JEANS AND JACKET ON
- HE WAS WEARING A BLUE COLLARED SHIRT AND OWN GREY JERSEY
- HE WAS WEARING A BLUE COLLARED SHIRT WITH A NAVY VEST
- HE WAS WEARING A REGENT TAXI COLLARED SHIRT
- HE WAS WEARING A REGENT TAXI SHIRT
- HE WAS WEARING A REGENT TAXI SHIRT WITH BLACK VEST
- HE WAS WEARING A REGENT TAXI SHIRT WITH OWN JACKET
- HE WAS WEARING HIS OWN NAVY LONG SLEEVE JACKET, HOWEVER, A BLUE COLLARED SHIRT WAS VISIBLE
- HE WAS WEARING THE REGENT SHIRT WHICH WAS CLEAN, BUT NOT IRONED AND HE WORE IT WITH THE COLLAR TURNED UP
- HE WORE HIS OWN DARK COLOURED JACKET
- HE WORE HIS OWN JACKET WITH A BLUE COLLARED SHIRT (MOST LIKELY REGENT TAXI SHIRT)
- HE WORE HIS OWN NAVY JACKET WITH A BLUE REGENT COLLARED SHIRT
- I THINK HE WAS BUT HE HAD A JUMPER ON
- I THINK SO BUT HE HAD A JUMPER ON
- NAVY JACKET AND LONG TROUSERS
- NAVY JUMPER AND LONG TROUSERS
- OWN JACKET WITH BLUE COLLARED SHIRT

Comments – Driver wearing a uniform

Gold Coast (Cont'd)

- PLAIN, LONG SLEEVED WHITE SHIRT/BLACK SLACKS
- REGENT SHIRT WITH GREY VEST
- REGENT SHIRT, IRONED AND CLEAN
- REGENT TAXI SHIRT
- SHE WAS WEARING A REGENT TAXI SHIRT
- SHE WORE GOLD COAST CABS SHIRT
- SHE WORE HER OWN DARK COLOURED JACKET WITH A BLUE COLLARED SHIRT
- THE DRIVER WAS WEARING A JACKET BUT I COULD SEE HIS UNIFORM UNDERNEATH IT
- THE DRIVER WAS WEARING A LONG SLEEVE SHIRT UNDER HIS UNIFORM SHIRT AND HAD A VEST OVER THE TOP
- THE DRIVER WAS WEARING A NAVY JUMPER OVER LONG TROUSERS
- THE DRIVER WAS WEARING A REGENT TAXI BLUE SHIRT
- THE DRIVER WAS WEARING A REGENT TAXI SHIRT
- UNSURE AS HE WAS WEARING A GREY JACKET OF HIS OWN, BUT WAS WEARING A BEIGE COLOURED COLLARED SHIRT
- UNSURE AS HE WAS WEARING A NAVY SWEATER/HE DID HAVE A COLLARED SHIRT ON UNDERNEATH, WHICH MAY WELL HAVE BEEN A REGENT SHIRT
- UNSURE/HE HAD SHORTS AND SHORT SLEEVED SHIRT ON
- WAS WEARING BEIGE COLOURED JACKET
- WAS WEARING HIS OWN JACKET WITH BLUE COLLARED SHIRT
- WEARING JACKET
- WELL IRONED AND CLEAN BLUE REGENT SHIRT
- YES HE HAD A REGENT TAXI SHIRT ON WITH OWN JACKET

Sunshine Coast

- BLACK JACKET
- BLACK JACKET AND TROUSERS
- BLACK JACKET, WHITE SHIRT, BLACK SHORTS
- BLACK JUMPER
- BLACK LIGHTWEIGHT TROUSERS, WHITE OPEN NECK SHORT SLEEVE TOP
- BLACK SHORTS, WHITE SHIRT, BLACK SPORTS JACKET
- BLACK WHITE AND BLUE WIND JACKET/DARK BROWN TROUSERS
- BLACK ZIP UP JACKET SIMILAR TO TRACK SUIT TOP
- BLUE CARGO PANTS AND BROWN JUMPER

Sunshine Coast (Cont'd)

- BLUE JUMPER
- BLUE OPEN NECK SPORT SHIRT AND CAP/COULD SEE NO MORE DUE TO RAISED AREA BETWEEN US/HE NEVER LEFT HIS SEAT AS LUGGAGE WITH ME AS NO BOOT TO OPEN
- BLUE SHORTS AND SHIRT
- BLUE-GREY JACKET
- BUT HAD A GREY VEST OVER TOP
- BUT HAD A JUMPER OVER TOP
- BUT HAD BLUE JUMPER OVER TOP
- CHARCOAL COLOUR JACKET/DARK TROUSERS
- CHECK JUMPER BLACK AND WHITE
- GREY JUMPER
- HAD BLUE JUMPER ON
- HE WAS WEARING A JACKET BUT IT WAS A SUNCOAST CABS JACKET
- NAVY COLOURED JACKET AND TROUSERS
- OLD RATTY LONG SLEEVE TOP UNDER UNIFORM SHIRT
- SHORTS AND WHITE OPEN NECK SHIRT
- SPORT JACKET WITH LIME GREEN SQUARES/BLACK TROUSERS/NOT VERY CLEAN
- WAS WEARING A MAROON JACKET
- WAS WEARING BLACK JUMPER
- WHITE SHIRT FASTENED AT NECK AND DARK TROUSERS
- WHITE SHIRT, GREY PULLOVER AND TROUSERS

Toowoomba

- BLACK PANTS AND BLACK JACKET
- COULD NOT DETERMINE - WEARING JACKET
- COULD NOT DETERMINE WEARING A JACKET
- COULD NOT DETERMINE/DRIVER WEARING A JACKET
- COULD NOT DETERMINE/HE WAS WEARING A JACKET
- COULD NOT DETERMINE/WEARING A JACKET
- DRIVER WAS WEARING A BLUE COLOURED SHIRT AND TROUSERS AND A BLUE JACKET
- DRIVER WAS WEARING A BLUE SHIRT AND JACKET WITH BLUE SHORTS AND BONE LONG SOCKS
- DRIVER WAS WEARING A PRESSED LONG SHIRT AND TROUSERS
- DRIVER WAS WEARING A PRESSED LONG SLEEVED SHIRT AND LONG TROUSERS
- DRIVER WAS WEARING A PRESSED LONG SLEEVED SHIRT, PULLOVER AND LONG TROUSERS

Comments – Driver wearing a uniform

Toowoomba (Cont'd)

- DRIVER WAS WEARING BLUE COLOURED LONG TROUSERS, BLUE SHIRT AND BLUE JACKET
- DRIVER WAS WEARING LONG BLUE TROUSERS AND A ZIPPED UP JACKET OVER HIS SHIRT/UNABLE TO OBSERVE CONDITION OF SHIRT
- DRIVER WAS WEARING LONG TROUSERS AND A BLUE LONG SLEEVED SHIRT
- DRIVER WAS WEARING LONG TROUSERS AND A PRESSED BLUE SHIRT
- DRIVER WAS WEARING LONG TROUSERS WITH A LONG SLEEVED SHIRT
- DRIVER WAS WEARING LONG TROUSERS WITH A PRESSED LONG SLEEVED SHIRT/BASEBALL CAP ON HIS HEAD
- DRIVER WAS WEARING LONG TROUSERS WITH A PRESSED SHORT SLEEVED SHIRT
- DRIVER WAS WEARING LONG TROUSERS, SHIRT AND A WINTER TYPE JACKET
- JACKET - A TYPICAL STYLE
- JACKET WAS INCORRECT, OTHERWISE FINE
- JACKET WAS NOT CORRECT
- LONG TROUSERS, SHIRT AND A JACKET
- LONG TROUSERS/WHAT APPEARED TO BE A T-SHIRT AND A JACKET
- UNIFORM BLOUSE DID NOT APPEAR TO HAVE BEEN IRONED

Mackay

- COULDN'T TELL/WAS WEARING A COAT
- NO THE DRIVER HAD A BUTTON UP SHIRT (HAWAIIAN PRINT) AND LONG TROUSERS
- SHE WAS WEARING A BROWN MOTLED SHIRT AND PANTS
- THE DRIVER WAS WEARING A BLUE HAWAIIAN SHIRT AND BLACK LONG PANTS
- UNIFORM WITHOUT A JACKET

Townsville

- BLUE SLEEVED SHIRT, DARK SLACKS
- CASUAL UNIFORM/BLUE POLO SHIRT AND NAVY SHORTS
- FULL SLEEVE CARDIGAN-JACKET
- GREY CARGO PANTS/WOOLEN WINDCHEATER - BLACK
- HE WAS WEARING A UNIFORM BUT HAD A NON UNIFORM LONG SLEEVE SHIRT OVER THE TOP
- HE WORE A SLAZENGER JACKET NON UNIFORM OVER THE TOP
- PALE BLUE SPORTS SHIRT AND NAVY SHORTS
- POLOSHIRT UNIFORM
- SHE WAS WEARING HER UNIFORM - POLO SHIRT
- SHIRT AND SHORTS - CLEAN
- SHORTS TORN
- SMART LONG BLACK PANTS, LONG WHITE SLEEVE SHIRT, BLACK LEATHER WAIST COAT, COOL LITTLE HAT
- STANDARD WHITE CABS ON LAPEL
- UNIFORM WHITE SHIRT, NAVY SHORTS/TROPICAL UNIFORM - NO JACKET
- WEARING A WARM JACKET/NAVY BLUE - APPEARED TO BE UNIFORM
- WHITE SHIRT WITH SLEEVELESS JACKET ON TOP/COULDN'T SEE PANTS
- WHITE SHIRT, BLACK SHORTS

Cairns

- JACKET - WHITE SHIRT UNDERNEATH
- NO JACKET BUT SHIRT WITH BLACK AND WHITE LAPELS
- UNIFORM

Comments – General

Brisbane

- ANSWERED HIS PHONE WHILE DRIVING
- BODY ODOUR WAS BAD, VERY BAD
- CLEAN AND TIDY IN APPEARANCE
- DRIVER DID ASK ME 'WAS THE VOLUME OF RADIO OK'/ALSO ASKED IF I HAD ENOUGH ROOM BEHIND FRONT SEAT/HE PULLED AND I PUSHED SEAT FORWARD A BIT
- DRIVER WEARING BROWN JACKET, DARK PANTS/TOOK ALTERNATIVE ROUTE FROM AIRPORT TO EAGLE FARM/AVOIDED A LOT OF TRAFFIC/RADIO WAS TALKBACK RADIO
- DRIVER WEARING SHIRT, BLUE PANTS/MUSIC WAS AN INDIAN CD, NOT RADIO
- GREY JUMPER/MUSIC TRIPLE M
- OLDER TAXI/PRESENTATION OF CABBIE COULD BE IMPROVED EG HAIR TIED WOULD BE BETTER
- OWNER AND DRIVER DEMONSTRATES HIS INDIVIDUALITY WITH BLACK AND RED SEAT COVERS/THEY LOOK UNTIDY
- PASSENGER DOOR NEEDED PATCHING
- PASSENGER SEAT NEEDS REPAIR
- QUALITY OF DRIVER AND TAXI FELT LIKE A PERSONAL LIMOUSINE
- THE BACK OF THE MAXI CAB RATTLED BADLY/VERY OLD AND NEGLECTED VEHICLE
- THE CAB WAS A PEOPLE MOVER VAN/I COULD NOT LOCATE TAXI NUMBER ON THE WINDOW
- THE DOOR WAS STUCK/DRIVER HAD TO GET OUT AND OPEN VIA THE FRONT DOOR
- THE DRIVER WAS NOT WEARING A SEAT BELT
- THE GRILL AT THE BACK OF THE TAXI RATTLED
- THE ODOUR IN THE CAB WAS BAD DUE TO THE HYGIENE/I WAS FORTUNATE IT WAS A 5 MINUTE TRIP OTHERWISE I WOULD OF GAGGED (DISGUSTING)
- WHEN I COMMENTED TO THE DRIVER THAT THE TAXI WAS CLEAN, HE EXPLAINED TO ME THAT DRIVERS WERE REQUIRED TO CLEAN THEIR TAXI BEFORE THE START OF THEIR SHIFT/HE SAID THAT HE WAS LUCKY BECAUSE THIS WAS A BASE OWNED TAXI AND HE HAD BEEN ALLOCATED A CLEAN ONE THIS MORNING/THE DRIVER IS AN INTERNATIONAL STUDENT STUDYING IN BRISBANE

Gold Coast

- ALTHOUGH THE DRIVER WAS NEAT AND TIDY, HE APPEARED SLIGHTLY DISHEVELLED
- ALTHOUGH THE DRIVER WAS NEAT AND TIDY, SHE APPEARED SLIGHTLY DISHEVELLED/HER HAIR PERHAPS NOT AS NEAT AS IT COULD BE
- ALTHOUGH THERE WAS A SMOKEY SMELL IN THE CAR, THE TAXI WAS CLEAN AND TIDY/THE DRIVER TOO WAS WELL PRESENTED AND VERY PLEASANT TO TALK TO
- ALTHOUGH THERE WAS A SMOKEY SMELL IN THE CAR, THE TAXI WAS CLEAN AND TIDY/THE SURFACES WERE WIPED AND FREE OF DIRT AND DUST/THE TAXI WAS FREE OF DIRT AND STAINS
- ALTHOUGH THERE WAS LIMITED CONVERSATION DURING THE JOURNEY, THE DRIVER WAS POLITE AND COURTEOUS AND I FOUND THE TAXI AND HIS PRESENTATION TO BE INCREDIBLY CLEAN AND TIDY
- BACK SEATS WERE MOVING
- BOTH REAR DOORS OF THE TAXI COULD ONLY BE OPENED FROM THE INSIDE
- BOTH TAXI AND DRIVER WAS VERY CLEAN, TIDY AND WELL PRESENTED
- BOTH THE DRIVER AND VEHICLE WERE WELL PRESENTED
- CAR WAS A LITTLE BUMPY, BUT OVERALL WAS COMFORTABLE/DRIVER HARDLY SAID A WORD FOR THE WHOLE TRIP BUT DID GET OUT TO GET MY BAG OUT OF CAR BOOT
- DRIVER TOOK OFF BEFORE SEATBELT SECURE

Comments – General

Gold Coast (Cont'd)

- DRIVER VERY FRIENDLY/DISCUSSED WITH ME THE REASONS FOR TAKING DIFFERENT ROUTE, AND WAS HAPPY TO CHAT ABOUT ANYTHING
- DRIVER WAS NEAT AND TIDY/TAXI TOO WAS KEPT CLEAN
- FEMALE DRIVING MAXI CAB/CALLED ME 'DAHL' MANY TIMES
- GENERALLY THE TAXI WAS CLEAN AND TIDY WITH NO STAINS OR DIRT ON THE SEATS/IT WAS JUST THE FEW (PERHAPS BISCUIT) CRUMBS AND BEER BOTTLES
- OPENED VAN DOOR FOR ME AND ASSISTED WHEN HEEL CAUGHT ON STEP
- TAXI WAS GENERALLY VERY CLEAN AND TIDY/THE DRIVER WAS FRIENDLY, NEAT AND TIDY
- THE DRIVER AND TAXI WERE BOTH REASONABLY WELL PRESENTED
- THE DRIVER AND TAXI WERE BOTH WELL PRESENTED
- THE DRIVER AND THE TAXI WERE BOTH NEAT, CLEAN AND TIDY
- THE DRIVER AND THE TAXI WERE BOTH NEAT, TIDY AND CLEAN
- THE DRIVER AND THE TAXI WERE CLEAN, NEAT AND TIDY
- THE DRIVER DID NOT MAKE CONVERSATION WITH ME DURING THE JOURNEY
- THE DRIVER WAS CLEAN, HOWEVER, APPEARED SLIGHTLY UNPROFESSIONAL
- THE DRIVER WAS NEAT AND TIDY AND WELL PRESENTED
- THE DRIVER WAS NEAT AND TIDY IN HIS APPEARANCE AS WAS HIS TAXI
- THE DRIVER WAS NEAT AND TIDY IN HIS APPEARANCE AS WAS THE TAXI HE WAS DRIVING
- THE DRIVER WAS NEAT AND TIDY IN HIS APPEARANCE AS WAS THE TAXI HE WAS DRIVING/THE AIR CONDITIONING IN THE TAXI WAS NOT WORKING
- THE DRIVER WAS POLITE WHEN HE SPOKE/HE ALSO TURNED THE RADIO OFF WHEN WE TURNED OFF THE FREEWAY, AS THE MUSIC OF COURSE IS LOUDER WITHOUT THE NOISE OF THE TAXI
- THE DRIVER WAS VERY FRIENDLY AND POLITE, NEAT AND TIDY
- THE DRIVER WAS VERY PLEASANT AND JOVIAL/HE MADE JOKES ABOUT GETTING LOST AND WAS GENERALLY A VERY NICE PERSON
- THE DRIVER WAS VERY PLEASANT AND MADE POLITE CONVERSATION THAT WAS NOT INTRUSIVE OR INAPPROPRIATE
- THE DRIVER WAS VERY PLEASANT AND TALKATIVE WITHOUT BEING PUSHY OR OBTRUSIVE/HE TALKED ABOUT GENERAL THINGS AND COMMON LIFE BACKGROUNDS/HE WAS KIND WITH MY DAUGHTER ASKING HER QUESTIONS AND ENSURING SHE WAS ABLE TO GET OUT OF THE TAXI AT THE AIRPORT
- THE DRIVER WAS VERY WELL PRESENTED/HE WAS CLEANLY SHAVEN AND WELL GROOMED/HIS CLOTHES WERE NEAT AND PRESSED
- THE DRIVER WAS WELL PRESENTED AND THE INTERIOR OF THE TAXI WAS CLEAN BUT THE WINDOWS AND EXTERIOR NEEDED TO BE CLEANED
- THE DRIVER WAS WELL PRESENTED AND THE VEHICLE LOOKED CLEAN AND TIDY INSIDE AND OUT
- THE INSIDE OF THE CAB SMELT MODERATELY OF GAS/THE CAB HAD AN LPG TANK IN THE BOOT/THE SMELL OF THE GAS WAS QUITE NOTICEABLE BUT I DID NOT MAKE ANY COMMENT OF THIS TO THE DRIVER
- THE TAXI AND DRIVER WAS TIDY AND CLEAN
- THE TAXI WAS OF A BUS TYPE/THE DRIVER WAS QUIET BUT COURTEOUS AND POLITE/THE DRIVER ENGAGED IN SOME CONVERSATION/THE DRIVER AND THE TAXI APPEARED NEAT, CLEAN
- THE TAXI WAS VERY CLEAN AND TIDY/ALL SURFACES FREE OF DIRT AND DUST/IT APPEARED RECENTLY VACUUMED WITH FLOOR MATS CLEAN AND FREE OF DIRT/THE DRIVER WAS VERY WELL PRESENTED, NEAT AND FRIENDLY, ALWAYS SMILING
- THE TAXI WAS VERY CLEAN AND TIDY/THE UPHOLSTERY WAS FREE OF DIRT AND STAINS AND THE TAXI APPEARED RECENTLY VACUUMED
- THE TAXI WAS VERY CLEAN, FREE FROM DIRT AND DUST/THE DRIVER WAS ALSO VERY WELL PRESENTED
- THE TAXI WAS VERY CLEAN/THE FLOOR AND UPHOLSTERY DIRT AND STAIN FREE/THERE WERE ALSO RUBBER FLOOR MATS WHICH WERE INCREDIBLY CLEAN AND APPEARED RECENTLY VACUUMED

Comments – General

Sunshine Coast

- ALIGHTED TO LIFT LUGGAGE INTO AND OUT OF BOOT
- ALTHOUGH CIGARETTE SMELL HAD REDUCED CONSIDERABLY BY END OF JOURNEY, THE SMELL CONTINUED TO LINGER IN MY CLOTHES AFTER I ALIGHTED AT AIRPORT
- BOTH DRIVER AND TAXI WERE VERY WELL PRESENTED
- CAB STUNK LIKE A DEAD ANIMAL
- HE WAS VERY POLITE
- INTERIOR OF VAN THOUGH CLEAN (ASIDE FROM SIDE WINDOWS) IS OLD AND WORN LIKE 'PAST USE BY DATE'/WHEN SPEED INCREASES SO DO RATTLES AND NOISE TO BECOME DIFFICULT TO HEAR EACH OTHER SPEAK FROM WHERE I SAT AT REAR/PERHAPS THIS IS WHY HE TAKES SLOWEST ROUTE
- LOOKED AS IF HAD JUST FALLEN OUT OF BED AND HAD CLOTHES THROWN AT HIM
- MUSIC EASY LISTENING/CAB SMELLS LIKE AIR FRESHNER/VERY STRONG/TOO STRONG
- NICE MAN/VERY HELPFUL
- TAXI WAS IMMACULATE INSIDE AND OUT
- VERY EFFICIENT AND CORDIAL LADY DRIVER
- VERY ORDINARY/ALL WINDOWS APPEARED TO HAVE NOT BEEN CLEANED FOR SOME TIME/SMELL OF AIR FRESHNER INSIDE
- WHEN HE REALISED HE HAD MISSED THE TURN OFF HE TURNED THE METER OFF UNTIL WE GOT TO THE HOTEL

Toowoomba

- CAB BOOT WAS QUITE MESSY/CAR CLEANING MATERIAL LYING ON BOOT FLOOR TOGETHER WITH A SMALL ESKY AND WHAT APPEARED TO BE A LARGE EMPTY 'CHAFF' TYPE BAG (AN ITEM I DID NOT EXPECT TO SEE IN THE BOOT OF A PUBLIC PASSENGER CARRYING VEHICLE)
- CAB DUE TO BE REPLACED - VERY NOISY - RATTLES IN REAR COMPARTMENT
- I REQUESTED DRIVER TO OPEN THE BOOT BUT WAS ASKED TO PLACE MY BAG ON THE BACK SEAT AS THE BOOT LID CABLE WAS FAULTY
- KNOCKING NOISE COMING FROM REAR OF VEHICLE/APPEARED TO BE A FAULTY SHOCK ABSORBER/THE CONDITION OF THE INTERIOR OF THIS CAB WAS IN SHARP CONTRAST TO THE OTHER TWO YELLOW CABS HIRED FOR THIS ASSIGNMENT BOTH OF WHICH BEING EXCELLENTLY PRESENTED/IT APPEARS THAT LITTLE EFFORT WAS BEING MADE TO MAKE THIS CAB PRESENTABLE
- LARGE BOX WHICH APPEARED TO CONTAIN PERSONAL BELONGINGS, ETC WAS SITTING ON TOP OF THE BENCH BETWEEN THE TWO FRONT SEATS
- MAXI TAXI TYPE VEHICLE/INTENDED TO PLACE MY BAG IN THE PASSENGER SEAT SECTION BEHIND THE DRIVER BUT WAS ADVISED TO PLACE IT ON THE FLOOR IN FRONT OF ME IN THE FRONT SEAT (TO PREVENT IT FROM MOVING AROUND)/RESULTANT IN LACK OF LEG ROOM (I HAD TO STRADDLE THE BAG) WHICH MADE THE TRIP A LITTLE UNCOMFORTABLE/AS THIS SITUATION WAS QUITE OBVIOUS TO THE DRIVER BEFORE HE KNEW THE DESTINATION AND THEREFORE HOW LONG THE TRIP WAS GOING TO BE IT APPEARED THAT NOT MUCH THOUGHT WAS GIVEN TO THE COMFORT OF THE PASSENGER BY THIS DRIVER ON THIS OCCASION
- THE CONDITION OF THE INTERIOR OF THIS VEHICLE AT THE TIME OF MY TRIP DID NOT CONVEY A GOOD IMAGE OF THE COMPANY
- THE RIDE WAS A LITTLE ROUGH
- VEHICLE WAS VERY TIRED/UPHOLSTERY WAS FRAYED WITH EXPOSED PADDING/NUMEROUS RATTLES FROM REAR/REAR SEAT MOUNTING WAS LOOSE SO SEAT MOVED EACH TIME VEHICLE ACCELERATED OR BRAKED
- VEHICLE WAS VERY WELL MAINTAINED/A PLEASANT, COMFORTABLE RIDE

Comments – General

Mackay

- BOTH TAXI AND DRIVER WERE PRESENTABLE
- BOTH TAXI AND DRIVER WERE WELL PRESENTED
- BOTH THE TAXI AND DRIVER WERE CLEAN AND PRESENTABLE
- BOTH THE TAXI AND THE DRIVER WERE CLEAN AND TIDY
- BOTH THE TAXI AND THE DRIVER WERE CLEAN AND WELL PRESENTED
- BOTH WERE WELL PRESENTED AND THE DRIVER WAS ABSOLUTELY WONDERFUL, FRIENDLY AND HELPFUL
- CAB WAS DIRTY BUT THE DRIVER WAS WELL GROOMED
- EVERYTHING WAS CLEAN AND IN WORKING ORDER
- EVERYTHING WAS CLEAN AND TIDY
- GRASS AND DIRT GOT ALL OVER THE FRONT OF MY PORT WHEN IT FELL OVER
- TAXI WAS CLEAN AND THE DRIVER WAS NEAT AND TIDY
- THE CAB WAS CLEAN AND TIDY/THE DRIVER WAS WELL PRESENTED
- THE DRIVER WAS CLEAN AND TIDY IN A UNIFORM/THE TAXI WAS ALSO CLEAN
- THE DRIVER WAS NEAT AND TIDY AND VERY PLEASANT/THE TAXI WAS CLEAN AND SMELLED NICE
- THE DRIVER WAS VERY CHEERFUL AND PLEASANT TO TALK TO
- THE INTERIOR OF THE CAB NEEDS A GOOD CLEANING OF THE CARPETS AND MATS
- THE SLIDING DOOR WAS VERY HARD TO OPEN AND HARDER TO SHUT
- THE TAXI AND BOTH DRIVERS WERE WELL PRESENTED
- THE TAXI AND DRIVER WERE BOTH CLEAN AND PRESENTABLE
- THE TAXI AND DRIVER WERE BOTH CLEAN AND WELL PRESENTED
- THE TAXI AND DRIVER WERE BOTH WELL PRESENTED
- THE TAXI AND DRIVER WERE WELL PRESENTED/I HAD TO ASK FOR THE RADIO TO BE TURNED DOWN
- THE TAXI AND THE DRIVER WERE BOTH WELL PRESENTED
- THE TAXI AND THE DRIVER WERE VERY PRESENTABLE
- THE TAXI WAS CLEAN/THE DRIVER WAS NEAT AND TIDY
- THIS TAXI WAS EXTREMELY CLEAN AND SMELLED PLEASANT/THE DRIVER WAS WELL GROOMED

Comments – General

Townsville

- BEAUTIFUL CAB
- BEAUTIFULLY KEPT CAB
- DRIVER BRIEFLY CHECKED A MAP BOOK WHILE SLOWLY DRIVING TOWARD ROAD WORKS
- FEW MARKS ON CEILING CARPET/NO EMERGENCY ABOVE DRIVERS DOOR
- FOUND IT HARD WHEN HE DID NOT SPEAK AT ALL OR ASK WHAT OUR PLANS WERE ETC
- FRONT PASSENGER SEAT BACK TOO FAR/NOT ENOUGH LEG ROOM/DRIVER ASKED ME TO HELP HIM MOVE IT FORWARD WHILE STILL DRIVING
- HE GOT OUT BOTH DROP OFF AND PICK UP TO PUT BAG IN THE BOOT
- HE WAS VERY FRIENDLY AND CHATTY AND GOT OUT BOTH TIMES TO OPEN BOOT
- I TOLD HER MY SEATBELT WAS NOT FASTENED/DROVE OFF WHILE SEATBELT WAS UNDONE - NOT FAR
- MAXI TAXIS SEEM TO BE OLD AND TIRED WITH RIPPED OR CRACKED SEATS/GRAFFITI DONE BY PASSENGERS ENGRAVING INITIALS IN THE PAINT WORK
- PLEASANT - GOT OUT BOTH TIMES TO OPEN BOOT AND DELIVER BAGS AT PICK UP AND DROP OFF
- REAR PASSENGER DOOR WOULDN'T STAY OPEN FOR ME TO GET OUT - HAD TO HOLD IT WITH LEG
- TAXI DRIVERS ARE UNLIKELY TO WEAR A UNIFORM JACKET DUE TO OUR CLIMATE
- VERY CHATTY AND FRIENDLY/GOT OUT BOTH AT PICK UP AND DROP OFF FOR THE BAG
- VERY LOUD BIPPING NOISE FROM TWO WAY RADIO
- VERY PLEASANT/GOT OUT AND OPENED THE BOOT ON ARRIVAL AND DROP OFF
- WHEELCHAIR RAMP IN BACK OF VAN RATTLED LOUDLY, COMBINED WITH DISTANCE, MADE IT DIFFICULT TO HAVE CONVERSATION WITH DRIVER

Cairns

- A PLEASANT DRIVER / A VERY FRIENDLY PERSON
- A YOUNGER DRIVER WHICH EXPLAINS SLIGHTLY HIGHER VOLUME
- AS MENTIONED ABOVE, TAXI WAS SPOTLESS/I HAVE A CLEANING BUSINESS AND NOTHING IS EVER CLEAN ENOUGH FOR MY TASTES, HOWEVER, THIS MET MY DESIRED STANDARDS
- BACK OF CAR (BUMPER) SCUFFED/THIS WOULD BE FROM PORTS NOT BEING LIFTED HIGH ENOUGH/CAR OTHERWISE CLEAN
- DRIVER HAD A BROWN KNITTED PULLOVER/I COULD SEE HIS WHITE SHIRT UNDERNEATH/AS HE DID NOT GET OUT OF TAXI, IT WAS HARD TO ASSESS HIS APPEARANCE, OVERALL
- DRIVER, WITH NO PROMPTING, TALKED ABOUT INDIAN TAXI DRIVERS APPLYING EXTRA FEES AND CHARGES/PROBABLY PROMPTED BY LARGE UNITED STATES NAVY SHIP IN TOWN AS SHE ALSO MENTIONED THIS/PROBABLY REFLECTING RESENTMENT AMONG CABBIES/VERY NICE, HONEST LADY
- HE KNEW WHERE WAS HE WAS GOING AND I BELIEVE HE WENT THE LONG WAY
- MANY OF THE TAXIS HAVE DUST AS DEVELOPMENT IS HAPPENING ETC/AIRPORT AND GENERALLY CAIRNS IS VERY DUSTY AT THE MOMENT/MY OWN CAR WHICH IS BURGUNDY GETS VERY DUSTY AND SHOWS THE DUST/THE TAXIS, BEING WHITE, IT IS LESS NOTICEABLE
- MY PORT WAS ON BACKSEAT BEHIND DRIVER/HE MADE NO ATTEMPT TO GET OUT AND GIVE ME THE PORT/I WALKED AROUND THE DRIVER SIDE TO TAKE PORT OUT WHILE HE SAT THERE
- THE INTERIOR ROOF OF THE CAR NEEDED TO BE CLEANED/I WOULD SAY IT WAS MILDEW AND HAVE NOTICED THIS BEFORE
- THE TAXI IS A DISABLED TAXI/NO BOOT AND WINDOWS ALL FIXED
- THERE WAS A BOTTLE OF WATER AND A CLOTH ON THE FLOOR AT THE BACK/IT MUST HAVE ROLLED FROM UNDER THE SEAT/DRIVER SAID IT WAS HIS DRINKING WATER/AS THE CLOTH WAS THERE I INITIALLY THOUGHT IT WAS FOR CLEANING
- VERY PLEASANT DRIVER BUT DID NOT GET OUT TO HELP WITH BAG AS HE SAID 'IT LOOKED SMALL'
- VERY PLEASANT/CHATTY DRIVER



QUEENSLAND TRANSPORT
Passenger Transport Development
Mystery Passenger Project

Taxi fares

MARKET SHARE ▶

Taxi fares

Extra charges

- ▲ As part of the mystery passenger exercise, mystery shoppers were briefed to pay their fares using either EFTPOS or Credit Card facilities to ensure that a proper record of the trip was documented. They were also briefed to ask the driver if they had been charged extra for any aspect of the trip.
- ▲ Because almost everyone used EFTPOS or Credit card (97.5%) they were charged a 10% service fee. 2.5% of passengers paid by cash – in some instances the machine did not work or the transaction was declined and in these instances they were forced to pay cash. This group did not pay the service fee.
- ▲ Other extras that passengers mentioned and were charged extra for included an airport tax or toll of \$3 (Brisbane Airport) or \$2 (Other airports) (30% of all trips), various bridge tolls including the Gateway Bridge and the booking fee if a taxi was booked (47% of all trips).
- ▲ Therefore in 100% of cases, each fare included an “extra charge” as described.
- ▲ However what is of interest is that 4 passengers claim to have been charged for air conditioning, placing luggage in the boot and charging a booking fee when the taxi was not booked.
- ▲ However these “extra” charges are not detailed on the receipts.
- ▲ In many cases taxi receipts only reflect the service fee.

Illegitimate charges

- ▲ Passengers were asked if they believed any of the charges to be illegitimate. 99.5% believe that all the extra charges were legitimate – only the 4 passengers that claimed charges for air conditioning, placing luggage in the boot and for charging a booking fee felt that these charges were suspect.

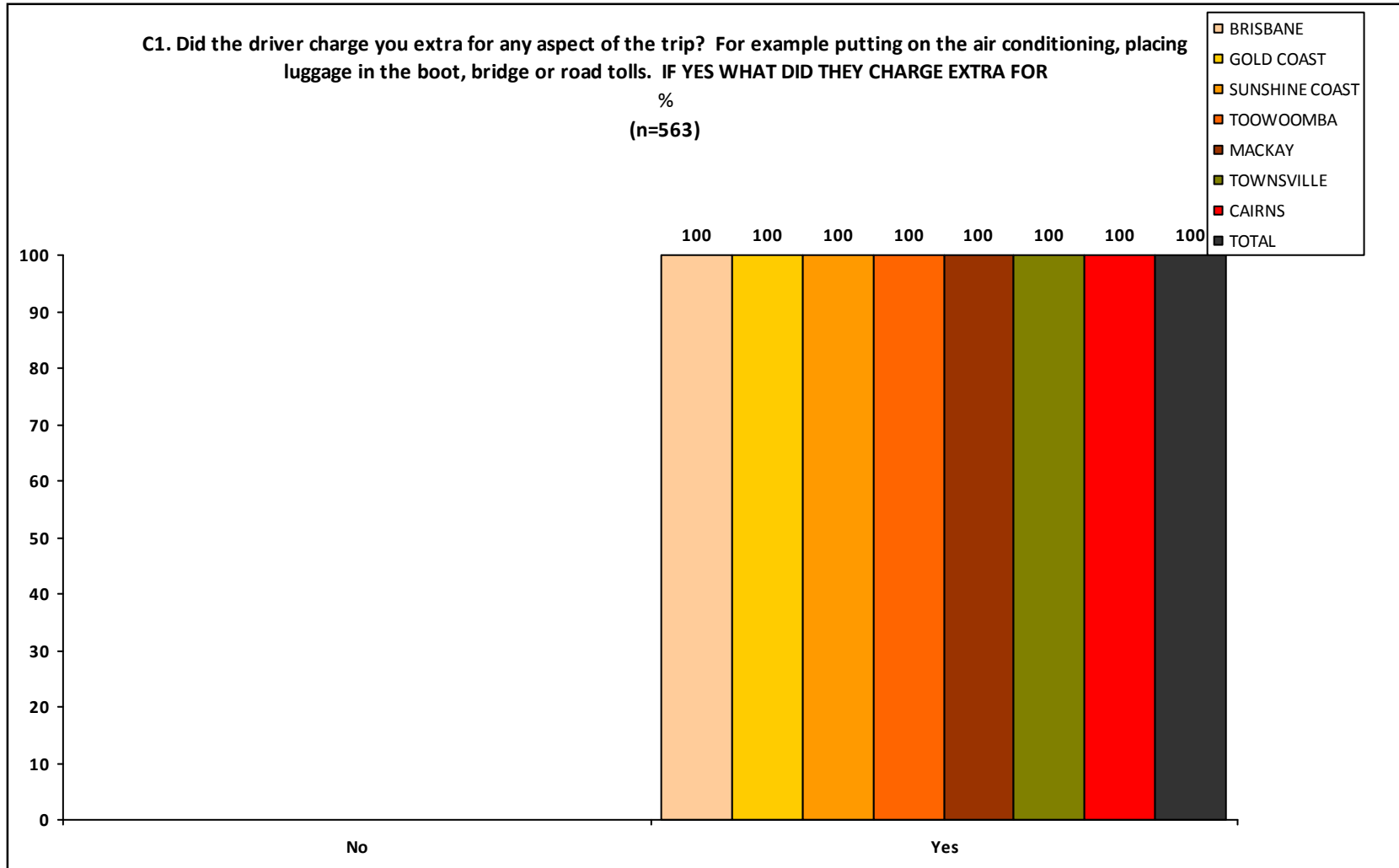
Driver explained they would charge extra

- ▲ In only 25% of all trips taken did the driver mention unprompted that they would be charging extra for any aspect of the trip or that extras were being charged
- ▲ A higher percentage of drivers on the Sunshine Coast (46%), Mackay (50%) and Townsville (69%) told passengers that they would charge extra or explained the extras unprompted.

Believe the correct fare was charged

- ▲ Passengers were asked if they believed they were charged the correct fare for the trip. Overall 97% believed they were charged the correct fee (once all charges had been explained).
- ▲ Passengers in Toowoomba (8%) did not believe they had been charged the correct fare.
- ▲ Some of the reasons included taxi's taking a longer route than normal.

Extra charges



Comments – Extra charges

Brisbane

- \$46.30 ON METER - EXTRA \$6 FOR TOLL AND AIRPORT CHARGE
- 10% CARD SURCHARGE
- A \$3 AIRPORT CHARGE
- AIR CONDITIONING
- AIRPORT
- AIRPORT FEE
- BRIDGE \$2.90 PLUS \$3 BECAUSE PICK UP AT AIRPORT
- BRIDGE \$2.95 AND TO PICK UP AT AIRPORT \$3
- COMPUTER CASE IN THE BACK OF CAB
- DRIVER EXPLAINED AT THE END OF THE TRIP \$3 AIRPORT CHARGE
- ON DOCKET SERVICE FEE HOWEVER UNABLE TO DETERMINE FOR WHAT
- PLACING LUGGAGE IN BOOT
- ROAD TOLL
- SAID \$3 EXTRA FOR PICK UP AT AIRPORT AND BRIDGE \$2.95 AT END OF TRIP
- SERVICE FEE \$4.62 MAYBE FOR AIR CONDITIONING
- SERVICE FEE AND GST - \$4.66
- SERVICE FEE CHARGED HOWEVER UNABLE TO DETERMINE FOR WHAT AS I WAS CARRYING COMPUTER BAG
- SERVICE FEE, OPENING DOOR AT THE END OF TRIP
- WHEN ASKED IF EXTRA CHARGES SAID YES BUT NOT WHAT CHARGED FOR JUST THAT THEY WERE ALREADY INCLUDED

Gold Coast

- \$1.40 BOOKING FEE
- \$1.40 BOOKING FEE AND 10% CREDIT CARD AS USUAL
- \$2 AIRPORT FEE AND 10% CREDIT CARD PAYMENT
- \$2 AIRPORT FEE AND 10% CREDIT CARD SURCHARGE
- \$2 EXTRA AIRPORT FEE
- \$2 PARKING FEE FOR AIRPORT AND SERVICE FEE
- 10% EFTPOS
- AIRPORT BOOM GATE CHARGE
- AIRPORT PARKING CHARGES

Gold Coast (Cont'd)

- BOOKING FEE OF \$1.50
- BUT AS USUAL THERE WAS THE 10% EXTRA FOR THE CARD AND THE AIRPORT FEE
- HE INFORMED ME THAT THERE WAS A \$2 AIRPORT SURCHARGE AS WELL AS THE 10% FOR USING EFTPOS FACILITIES
- HE INFORMED ME THAT THERE WAS A \$2 AIRPORT SURCHARGE
- HE INFORMED ME THAT THERE WAS A \$2 SURCHARGE AIRPORT PICKUPS
- HE INFORMED ME THAT THERE WAS A \$2 SURCHARGE FOR AIRPORT PICKUP
- HE INFORMED ME THAT THERE WAS A \$2 SURCHARGE FOR AIRPORT PICKUP OR DROP-OFFS/HE SHOWED ME THE INFORMATION STICKER ON THE DASH TO ENSURE THAT THE CHARGE WAS LEGITIMATE/ALSO THE 10% FOR USING EFTPOS FACILITIES WAS CHARGED
- HE INFORMED ME THAT THERE WAS A \$2 SURCHARGE FOR AIRPORT PICKUPS SHOWING ME THE \$2 RECEIPT TO PROVE THAT HE WAS DUPING ME OUT OF THE MONEY
- HE INFORMED ME THAT THERE WAS A \$2 SURCHARGE FOR AIRPORT/ALSO THE 10% FOR USING EFTPOS FACILITIES WAS CHARGED
- HE MENTIONED SOMETHING ABOUT THE 10% SURCHARGE BUT JUST AFTER HE SWIPED THE CARD
- I ASKED HE SAID NO, JUST THE 10% FOR THE CREDIT CARD PAYMENTS
- I ASKED IF THERE WERE EXTRA FEES AND HE JUST MENTIONED 10% CREDIT CARD BUT NOT THE \$1.40 OF THE BOOKING
- JUST THE 10% EFTPOS AND \$2 AIRPORT SURCHARGE
- JUST THE 10% FOR USING EFTPOS FACILITIES/ALTHOUGH THE STARTING FARE WAS HIGHER THAN WHEN I TOOK THE TAXI FROM JUPITERS (PREMIUM LOCATION FEE)
- SERVICE FEE
- SERVICE FEE - EFTPOS
- SERVICE FEE - EFTPOS (10%)
- SERVICE FEE - EFTPOS PLUS \$2 AIRPORT PARKING
- SERVICE FEE FOR EFTPOS
- SERVICE FEE FOR EFTPOS PLUS AIRPORT PARKING \$2
- THE 10% SURCHARGE FOR THE EFTPOS WHICH I WAS TOLD ABOUT WHEN THE CREDIT FACILITIES WERE BEING USED

Comments – Extra charges

Sunshine Coast

- \$1.40 AND TARIFF 2 BEFORE 7 PM
- \$1.40 CALL OUT FEE
- \$1:40 LUGGAGE IN BOOT
- CALL FEE

Toowoomba

- AIR CONDITIONING
- CREDIT CARD SERVICE FEE AS PER COMPANY POLICY
- EXCEPT SERVICE FEE \$1.61
- SERVICE FEE
- SERVICE FEE \$1.18
- SERVICE FEE \$1.55
- SERVICE FEE \$1.56
- SERVICE FEE \$1.59
- SERVICE FEE \$1.62
- SERVICE FEE \$1.66
- SERVICE FEE \$2
- SERVICE FEE \$2.22
- SERVICE FEE \$2.24
- SERVICE FEE \$2.40
- SERVICE FEE 90 CENTS

Mackay

- \$2 AIRPORT TAX
- SERVICE FEE ON CREDIT CARD

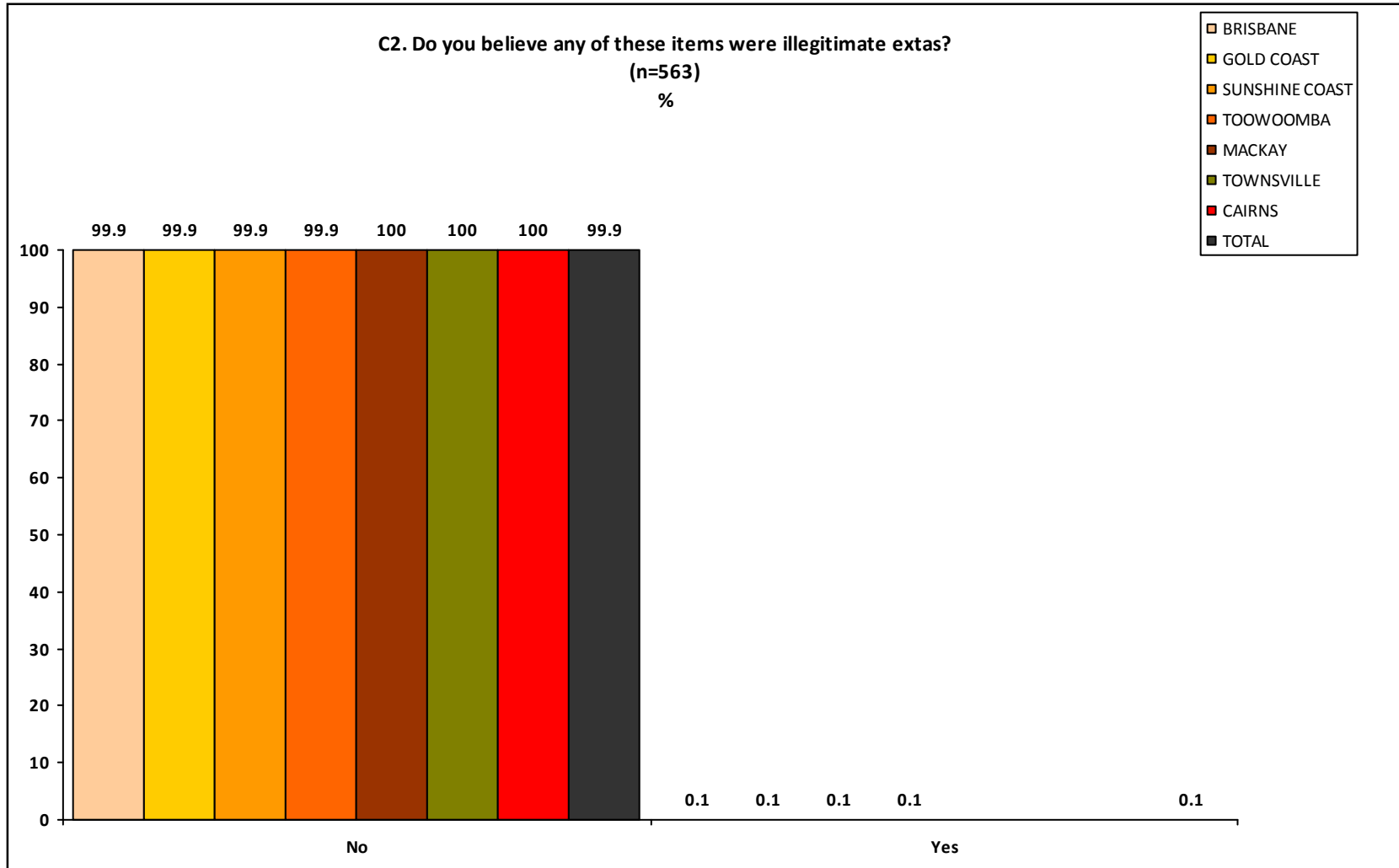
Cairns

- \$1.40 BOOKING FEE AND 10% EFTPOS CHARGE
- \$1.40 BOOKING FEE AND 10% EFTPOS SURCHARGE
- \$1.40 BOOKING FEE AND 10% SURCHARGE FOR PAYING BY EFTPOS
- 10% EFTPOS
- 10% EFTPOS SURCHARGE
- 10% EFTPOS SURCHARGE AND BOOKING FEE OF \$1.40
- 10% SURCHARGE
- 10% SURCHARGE FOR EFTPOS PAYMENT
- BOOKING FEE AND 10% EFTPOS SURCHARGE
- TARIFF 2
- TARIFF 2 ON SATURDAY MORNING

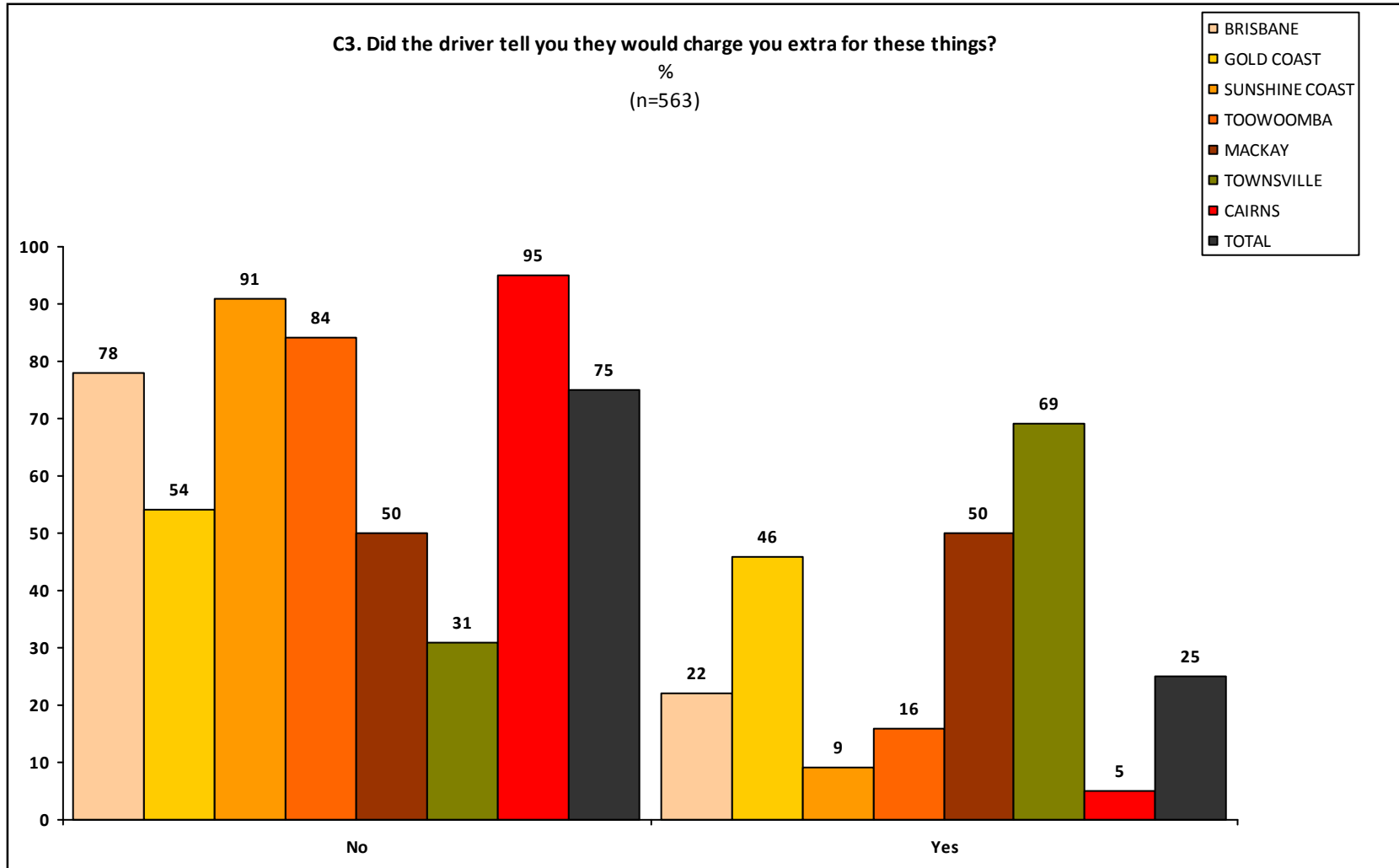
Townsville

- \$1.40 CALL OUT FEE
- \$2 AIRPORT CHARGE
- \$2 AIRPORT PARKING FEE
- \$2 AIRPORT TARIFF
- \$2 AIRPORT TAX
- 10% CAB CHARGE/EXTRA \$2.34/SAID THEY WERE TALKING TO ACCC ABOUT THIS
- AIRPORT PARKING TAX OF \$2
- AIRPORT TAX \$2
- AIRPORT TOLL

Believe any charges to be illegitimate



Driver explained they would charge extra



Comments – Driver explained they would charge extra

Brisbane

- AT END OF JOURNEY
- AT END OF TRIP
- AT THE END OF TRIP
- BUT SAW SIGN AT TOP OF TAXI RANK
- ON ARRIVAL
- ONLY AT END OF TRIP
- UPON PRESENTING CARD

Gold Coast

- DRIVER INFORMED ME OF THE 10% SURCHARGE AND ASKED IF THAT WAS OK TO PROCEED
- HE IS THE ONLY ONE WHO TOLD ME IN ADVANCE THE EXTRA FEES
- HE JUST TOLD ME ABOUT THE \$2
- I KNEW ABOUT THE 10% SURCHARGE JUST AFTER THE TRANSACTION
- I WAS NOT TOLD OF THE EXTRA CHARGE UNTIL I ASKED ABOUT IT
- JUST BECAUSE I ASKED HE TOLD ME ABOUT THE \$2 AIRPORT FEE
- NO HE DIDN'T MENTION ANYTHING
- NO MENTION 10% OR \$2 AIRPORT FEE
- THE 10% ON THE CREDIT CARD

Sunshine Coast

- I ASKED AND THEN HE TOLD ME
- I HAD TO ASK

Toowoomba

- IN THE CONTEXT OF THE CONVERSATION I HAD WITH HIM WHEN I ASKED IF ANY EXTRA CHARGES APPLIED

Mackay

- BUT ONLY WHEN ASKED

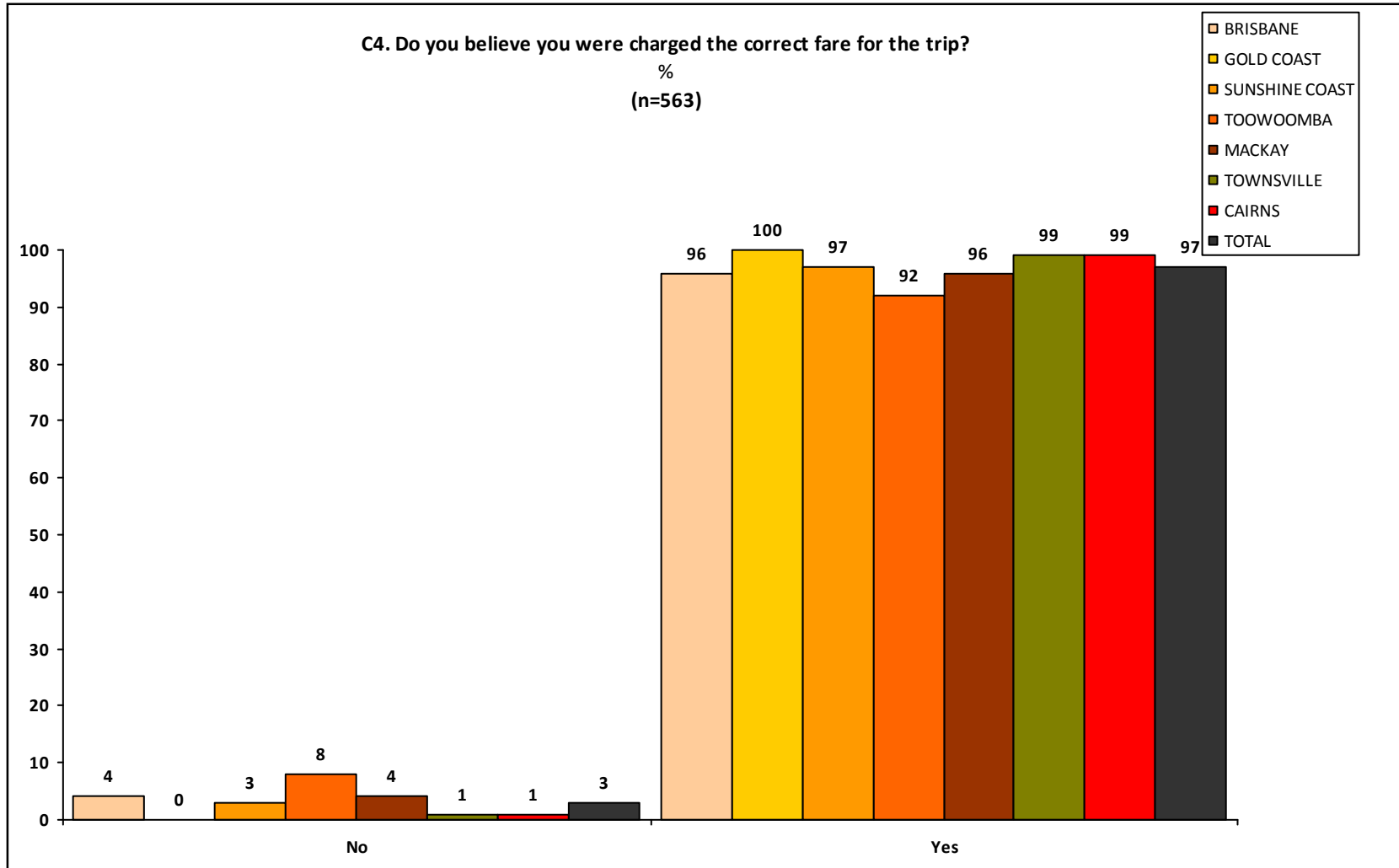
Townsville

- I HAD TO ASK IF THEY CHARGED FOR PARKING LIKE BRISBANE
- NO BUT I ASKED HIM WHAT THE CALL OUT RATE IS THESE DAYS

Cairns

- MENTIONED 10% SURCHARGE
- OBLIGATORY CHARGE - 10% SURCHARGE

Believe the correct fare was charged



Comments – Believe the correct fare was charged

Brisbane

- FARE WAS \$11.75 ABOVE THE METER
- METER - TARIFF 2
- WHY E-TOLL ON CAB AND WHY EXTRA AT AIRPORT/I DIDN'T BOOK IT/I WAS AT RANK

Gold Coast

- ALTHOUGH GOING BY WEBSITE IT WAS \$44 TO GET HERE

Sunshine Coast

- CHARGED AGAIN \$3.37 FOR USING EFTPOS
- TARRIF 2 IN THE DAYTIME
- THE FIRST DRIVER ONLY CHARGED \$8.80

Toowoomba

- CONSIDERING THE DISTANCE
- SEEMED SLIGHTLY EXPENSIVE
- THIS WAS THE ONLY DRIVER THAT VERIFIED MY SIGNATURE FOR THE CREDIT CARD TRANSACTION
- VERY EXPENSIVE CONSIDERING DISTANCE

Mackay

- NO COMMENTS

Townsville

- ABOUT THE SAME FARE WE PAY GOING HOME WITH NO BAGS
- BUT VERY EXPENSIVE
- SEEMED EXCESSIVE
- WENT A LONGER WAY THAN HE SHOULD HAVE

Cairns

- NO COMMENTS

Comments – General

Brisbane

- ALSO DID A DANGEROUS U TURN AT A T-JUNCTION RUNNING UP THE GUTTER IN THE PROCESS
- HE STATED THE EFTPOS WAS NOT WORKING AND ASKED IF I HAD CASH TO WHICH I SAID NO/HE DID A MANUAL PROCESS/CARRIED HAND LUGGAGE TO BACK SEAT
- I TRAVELLED WITH A LARGE COMPUTER BAG AND WAS NOT ASKED IF I NEEDED HELP
- LEFT METER RUNNING WAS \$46 WHEN WE PULLED UP AND HE TURNED IT OFF ONLY AS HE STARTED TO PROCESS TRANSACTION
- WHEN MY CREDIT CARD PAYMENT WAS DECLINED, I REQUESTED THE DOCKET SO I COULD DISPOSE OF IT MYSELF/DRIVER WAS PUT OUT BY THIS REQUEST/HE ASKED ME WHERE I WAS FROM!!

Gold Coast

- AWFUL DRIVER/HE WAS DRIVING VERY BADLY, NOT SMOOTH AT ALL/HE ALSO PARKED THE CAR AT THE ARRIVAL POINT OVER THE CONCRETE PATHWAY DAMAGING THE BOTTOM OF THE CAR
- HE OPENED THE CAR BOOT AS SOON AS HE SAW ME WITH THE LUGGAGE AND HE JUMPED OUT OF THE CAR TO HELP ME/HE DIDN'T DO IT WHEN WE ARRIVED AT DESTINATION BECAUSE THERE WAS A VALET READY AT THE HOTEL
- I NOTICED THAT THE DRIVER TURNED THE METER OFF WHEN WE WERE ARRIVING AT THE CASINO DRIVEWAY, NOT CHARGING FOR THE SLIGHT WAIT WHILE CARS WERE DROPPING OR PICKING UP GUESTS
- SO FAR THIS DRIVER HAS BEEN THE ONLY ONE TO INFORM ME OF THE 10% FEE FOR USING EFTPOS
- SO FAR THIS WAS THE BEST DRIVER AND THE BEST VEHICLE
- THE CREDIT CARDS I USED WEREN'T ACCEPTED AND SO I HAD TO PAY IN CASH/I RECEIVED THE 'DECLINED NO RESPONSE' RECEIPTS BUT NOT THE CASH ONE/HE WAS IN A HURRY TO GET TO ANOTHER JOB
- THE DRIVER ACTUALLY DISCOUNTED THE FARE BY 30 CENTS/THE METER READING \$60.30, THE DRIVER CHARGING \$60 NEAT
- THE DRIVER WAS MORE THAN FAIR WITH THE AMOUNT OF TIME HE STOPPED THE METER FOR WHEN FINDING THE WAY THROUGH THE ROAD WORKS/HE ALSO MORE THAN COMPENSATED FOR THE INCONVENIENCE BY STOPPING THE METER AT THE BEGINNING OF MY STREET
- THE FARE WAS HIGHER THAN EXPECTED BUT I BELIEVE IT WAS THE CORRECT FARE FOR THE ROUTE TAKEN
- THIS WAS A SHORT JOURNEY IN TIME BUT WE DID MOSTLY HIGHWAY DRIVING/I HAVE ASSUMED THIS IS WHY THE FARE WAS HIGHER THAN ANTICIPATED
- WHEN ASKED ABOUT EXTRA CHARGES SAID \$2 AIRPORT TAX AND CREDIT CHARGE

Comments – General

Sunshine Coast

- 81 CENTS SERVICE FEE
- BEST CAB RIDE SO FAR
- CAR WAS NEAT INSIDE BUT SMELT OF CIGARETTES WHICH WAS TERRIBLE
- DIDN'T GET OUT OF CAR TO HELP WITH MY LUGGAGE/DIDN'T PARK PROPERLY WHEN HE PICKED ME UP/WAS ON THE ROAD STILL
- ONLY ONE WHO DIDN'T CHARGE ME FOR USING EFTPOS ON FRIDAY 26TH JUNE
- VERY PLEASANT DRIVER/TALKATIVE AND NICE
- VERY PLEASANT MAN/DRIVED SAFELY AND FOLLOWED ALL ROAD RULES
- WAS CHARGED \$3.37 FOR USING EFTPOS WHICH THE DRIVER EVEN VERY NICELY SAID WAS UNFAIR

Toowoomba

- MACHINE FOR CARDS WAS NOT IN USE
- ON ARRIVAL AT DESTINATION, DRIVER OFFERED HIS CARD WITH A DIRECT PERSONAL MOBILE NUMBER SO I COULD AVOID DELAYS IN FUTURE PICK UPS
- OVERALL QUITE IMPRESSED WITH THIS CAB DRIVER
- PICK UP POINT SPECIFIED ON TAX INVOICE PRINT OUT IS INACCURATE
- TRAFFIC WAS AN ISSUE DUE TO ROADWORKS
- TRAFF

Mackay

- THE AIRPORT TAX IS A COMMONLY KNOWN LEGITIMATE CHARGE
- THE CAB FARE WAS COMPRABLE WITH LAST TIME
- THE CORRECT CAB FAR WAS CHARGED
- THE CORRECT FARE WAS CHARGED
- THE DRIVER HAD THE METER RUNNING WHEN I FIRST GOT IN THE CAB BEFORE HE HAD EVEN PUT MY PORT IN THE BOOT (THIS WAS THE FIRST TIME THIS HAD HAPPENED TO ME)
- THE FARE CHARGED WAS COMPARABLE WITH THE OTHER TRIPS OF THE SAME DISTANCE
- THE FARE CHARGED WAS COMPARABLE WITH THE SAME TRIP LAST WEEK
- THE FARE WAS COMPARABLE TO THE LAST TIME
- THE FARE WAS COMPARABLE WITH THE OTHER TRIPS
- THE FARE WAS THE SAME AS LAST WEEK
- THE TAXI FROM HOTEL TO THE AIRPORT TOOK A LONGER ROUTE
- THIS FARE IS COMPARABLE WITH THE OTHER FARES OF LATE
- THIS FARE WAS COMPARABLE TO OTHER TIMES THAT I DID THE SAME TRIP
- THIS FARE WAS COMPARABLE TO THE LAST ONE
- THIS FARE WAS MORE EXPENSIVE THAN THE SAME TRIP LAST WEEK
- THIS TAXI FARE WAS COMPARABLE WITH THE SAME TRIP LAST WEEK
- WHEN I GOT IN THE TAXI THE METER WAS ON \$2.90 BEFORE WE DROVE OFF/HE CHARGED MORE FEES

Comments – General

Townsville

- \$27.64 SEEMS A LARGE AMOUNT FOR A TRIP OF THIS LENGTH
- EXTRA CHARGE/TARIFF 2 PROBABLY FOR TOWNSVILLE SHOW DAY/DRIVER SAID IT WAS 10% EXTRA FOR 'CAB CHARGE'
- NOT MY MOST PLEASANT
- SHE WAS VERY PLEASANT AND CHATTY AND GOT OUT BOTH TIMES TO TAKE THE BAG FROM THE BOOT
- THIS DRIVER MENTIONED THE EXTRA CREDIT CARD CHARGE
- VERY NICE DRIVER

Cairns

- 10% SURCHARGE FOR USING EFTPOS
- A COURTEOUS DRIVER WHO HELPED WITH PORT ON ENTRY AND EXIT OF TRIP
- A GOOD STEADY DRIVER/A COMFORTABLE AND ENJOYABLE TRIP/DRIVER HELPED WITH PORT START AND FINISH OF TRIP
- A VERY COMFORTABLE TRIP WITH A VERY NICE DRIVER
- A VERY PROFESSIONAL DRIVER/OBVIOUSLY VERY EXPERIENCED
- DRIVER ON DEPARTURE ASSISTED WITH PORT (PICK UP AND DROP OFF) AND SAID 'HAVE A GOOD DAY'/A PLEASANT DRIVER/A COMFORTABLE TRIP
- DRIVER WAS OF INDIAN NATIONALITY/HE SPOKE QUITE GOOD ENGLISH/HE WAS EXTREMELY PRESENTABLE WITH NICELY TRIMMED HAIR/ADDITIONALLY, HE WAS PLEASANT AND ASSISTED WITH PORTS AT BOTH ENDS
- EFTPOS SURCHARGE
- I ASKED DRIVER IF THERE WERE ANY EXTRA CHARGES/HE COMMENTED THAT THERE WAS A 10% SURCHARGE FOR USING EFTPOS
- I THINK 10% SURCHARGE FOR PAYING BY EFTPOS IS DAYLIGHT ROBBERY/CREDIT CARD MAYBE BUT EFTPOS IS RIDICULOUS
- I THINK TARIFF 2 ON A SATURDAY MORNING IS TOO MUCH
- I WAS PUTTING MY CARD BACK IN PURSE/THE DRIVER SAID HE WAS IN A HURRY AND INDICATED FOR ME TO GET OUT/I WAS NOT BEING SLOW AS WHILE THE EFTPOS WAS PROCESSING THE DRIVER GOT OUT AND TOOK MY CARD WITH HIM OR LEFT IT IN FRONT/AFTER HE HANDED BACK CARD AND DOCKET I WAS PUTTING THEM IN MY PURSE WHEN HE INDICATED FOR ME TO GET OUT, WHICH I DID
- TARIFF 2 IS TOO MUCH FOR SATURDAY MORNING
- TARIFF 2 IS TOO MUCH ON SATURDAY
- TARIFF 2 IS TOO MUCH ON SATURDAY MORNING
- TARIFF 2 ON SATURDAY MORNING IS TOO MUCH
- THE DRIVER WAS OF AFRICAN NATIONALITY/QUIET DRIVER BUT PLEASANT WITH THE RIGHT SORT OF BODY LANGUAGE



QUEENSLAND TRANSPORT
Passenger Transport Development
Mystery Passenger Project

General comments

Comments – General

Brisbane

- \$4 CHARGE FOR USING THE EFTPOS MACHINE/DON'T KNOW WHY AS THIS IS FIRST TIME THIS HAS HAPPENED
- 10% SERVICE FEE IS A LITTLE STEEP WHEN BANK CHARGES LESS THAN HALF THAT TO EFPTOS PROVIDERS
- AN EXHAUSTING TRIP/NOT RELAXING
- CAB WAS A MAXI TAXI SO DRIVER DIDN'T OPEN BOOT FOR LUGGAGE/DRIVER WAS EXTREMELY FRIENDLY AND A REAL PLEASURE TO TALK TO
- CHARGED \$3 TO GET OUT OF THE AIRPORT/DRIVER DIDN'T GET RECEIPT/DRIVER WAS WEARING BROWN CORDUROY JACKET, JEANS AND NO SIGN OF UNIFORM
- CHARGED 10% 'EXTRA' FOR UNEXPLAINED REASON
- COMFORTABLE TRIP
- COMFORTABLE TRIP AS EXPECTED OF A SILIVER SERVICE
- COMFORTABLE TRIP/EXPERIENCED DRIVER
- COMFORTABLE TRIP/INTERNATIONAL STUDENT USED TO COMPUTERS AND UTILISING GPS/NO TAXI NUMBER VISIBLE FROM INSIDE CABIN
- DID NOT FEEL SAFE ON THE TRIP AS CABBIE WAS TEXTING WHILE DRIVING
- DRIVER FROM EUROPE/EXPERIENCED/COMFORTABLE TRIP
- DRIVER FROM OVERSEAS/EXPERIENCED DRIVING TAXIS IN BRISBANE
- DRIVER IS OBVIOUSLY DOING HIS BEST BUT THE STATE OF THE TAXI MADE THE JOURNEY UNPLEASANT
- DRIVER IS PERMANENT RESIDENT OF AUSTRALIA/POLITE
- DRIVER WAS DRIVING A BASE TAXI/HE WAS VERY COURTEOUS AND DID HIS BEST DEALING WITH THE UNUSUAL TRAFFIC CONDITIONS, EVEN FOR A FRIDAY AFTERNOON/THE TAXI COMPANY COULD HAVE DONE MORE TO FOREWARN THE DRIVER OF THE ALTERED TRAFFIC SITUATION IN THE CBD/I WAS VERY HAPPY WITH THIS DRIVERS EFFORTS TO GET ME TO MY DESTINTION AS QUICKLY AS POSSIBLE
- DRIVER WAS FROM OVERSEAS WITH 'PERMANENT RESIDENCY'/THE TAXI COMPANY SHOULD EXPLAIN PROCEDURES IN RELATION TO CREDIT CARD PAYMENTS AND RECEIPTS/THERE IS A CULTURAL DIFFERENCE IN THIS SITUATION/VERY DISAPPOINTING EXPERIENCE AS A PASSENGER
- DRIVER WAS NEATLY DRESSED IN UNIFORM/ALTHOUGH BORN OVERSEAS, HE HAD A GOOD KNOWLEDGE OF ENGLISH/I WAS NOT COMFORTABLE WHEN THE DRIVER WAS TRAVELLING WHILE CHECKING THE STREET DIRECTORY AND GPS
- EFFICIENT DRIVER, HOWEVER NOT REALLY FRIENDLY OR ENGAGING
- ENTHUSIASTIC TAXI OWNER/HIRES OTHER DRIVERS TO COVER NIGHT SHIFTS/HE DID SHOW HIS COURTESY BY THE END OF THE TRIP
- EXPERIENCED AUSTRALIAN DRIVER
- EXPERIENCED FEMALE DRIVER OF TAXIS/COMFORTABLE TRIP
- GOT OUT BOTH TIMES TO HELP WITH LUGGAGE/COULDN'T UNDERSTAND ME VERY WELL
- HE OPENED BOOT
- HE OPENED BOOT OF WAGON AND PUT BAG IN AND GOT IT OUT AT END OF TRIP
- HE OPENED THE DOOR AND PUT BAG IN MAXI TAXI
- HE TOOK A VERY QUICK ROUTE THAT AVOIDED TRAFFIC
- HE TURNED OFF WYNNUM ROAD AND WENT VIA LATROBE, STANLEY AND MAIN STREET BEFORE FINALLY GETTING TO FERRY STREET/FELT HE SHOULD HAVE STAYED ON WYNNUM ROAD AS TRIP WAS 10 MINUTES LONGER THAN USUAL ALSO ADDING DOLLARS TO THE FARE
- HE USED THE GPS FOR THE ENTIRE TRIP AND TOOK THE BYPASS STARTING AT PADDINGTON AREA
- I ASKED THE DRIVER TO OPEN THE BOOT

Comments – General

Brisbane (cont'd)

- I HAD TO ASK THE DRIVER TO POP THE BOOT WHEN I GOT IN
- INTERNATIONAL STUDENT/HAS BEEN DRIVING TAXIS IN BRISBANE FOR 2 YEARS/THIS EXPERIENCE SHOWED/HE WAS POLITE AND PLEASANT
- NICE DRIVER/VERY FRIENDLY
- NO IDEA WHAT SERVICE FEE WAS FOR/DON'T KNOW IF IT WAS LEGITIMATE OR NOT/LOTS OF HEAVY BRAKING DURING THE TRIP/DRIVER NOT PARTICULARLY FRIENDLY
- PLEASANT JOURNEY/DRIVER WAS PREVIOUSLY AN OWNER DRIVER WITH MANY YEARS OF EXPERIENCE AS A TAXI DRIVER/HOWEVER, SHE AND ALL THE OTHER DRIVERS TAKING ME TO THE RYDGES HOTEL SOUTHBANK, TO SAVE TIME, ILLEGALLY CROSS A DOUBLE LINE WHEN THEY TURN INTO THE HOTEL'S ENTRANCE
- PLEASANT TRIP
- PLEASANT TRIP/VERY COMFORTABLE/THE DRIVER ALTHOUGH POLITE WAS NOT VERY COMMUNICATIVE, HOWEVER, HE DID RESPOND TO GENERAL COMMENTS
- RELUCTANCE TO USE GPS/ALSO TAXI DRIVER HAD NOT CHECKED THE NEWS UPDATE PROVIDED BY THE TAXI COMPANY ABOUT THE ACCIDENT/NOTE - WHEN I PAID THE FARE IN CASH, THE DRIVER TRIED TO SHORT CHANGE ME BY 50 CENTS/HE WAS PUT OUT WHEN I QUERIED THE TRANSACTION/THE DRIVER WAS FROM OVERSEAS/AGAIN CULTURAL DIFFERENCE AS REGARDS ATTITUDE TO CUSTOMER/IN SUMMARY, NOT A GOOD EXPERIENCE AS A PASSENGER
- THE DRIVER HAD A LIMITED UNDERSTANDING OF ENGLISH/HE WAS FROM OVERSEAS/NOT EXPERIENCED DRIVING/HOWEVER HE WAS TRYING HARD AND POLITE/HE APOLOGISED FOR NOT UNDERSTANDING ABOUT THE HEATING INSIDE THE CABIN
- THE DRIVER HAS HIS BROTHER DO NIGHT SHIFTS/HE IS EXCEPTIONAL IN TERMS OF CLEANING AND HAS WON AWARDS FROM BLACK AND WHITE TAXIS/HE EVEN SHOWED ME HIS TYPES ON ARRIVAL/AN EXPERIENCED DRIVER WITH GOOD CUSTOMER SERVICE/HOWEVER, HE DID NOT EXPLAIN ABOUT THE \$3 AIRPORT CHARGE
- THE DRIVER HAS PERMANENT RESIDENCE/HE WORKS THE NIGHT SHIFTS FRIDAY AND SATURDAY/POLITE/SATISFACTORY JOURNEY EXCEPT FOR THE CONDITION OF THE VEHICLE
- THE DRIVER IS AN INTERNATIONAL STUDENT WHO WORKS 2 SHIFTS AT A WEEKEND TAXI DRIVER/HE WAS POLITE
- THE DRIVER IS AN INTERNATIONAL STUDENT/NEW TO DRIVING TAXIS/HE WAS POLITE AND COURTOUS/NOTE - I WOULD LIKE TO COMMEND THIS DRIVER/I LEFT MY CREDIT CARD AND HE RETURNED IT TO MY HOME/VERY HONEST
- THE DRIVER IS AN OWNER-DRIVER FROM SUMALIA AFRICA/VERY HAPPY PERSON/VERY COMFORTABLE TRIP
- THE DRIVER WORKED NIGHT SHIFTS/HE APPEARS TO BE AN EXCEPTION TO OTHER PART TIME DRIVERS BECAUSE OF HIS DILIGENCE IN CLEANING THE INTERIOR OF THE TAXI CABIN/ALSO HE WAS ABLE TO IMMEDIATELY USE THE GPS/QUIET/POSSIBLY AN INTERNATIONAL STUDENT
- THE DRIVER, AN INTERNATIONAL STUDENT, WAS POLITE/HE OPENED THE DOOR FOR ME/COMFORTABLE TRIP
- THE TAXI DRIVER WAS ALERT TO THE TRAFFIC SITUATION WITH A MATCH AT SUNCORP WHEN HE DEvised AN ALTERNATIVE ROUTE TO THE AIRPORT/THE TAXI COMPANY DID NOT PROVIDE UP TO THE MINUTE ADVICE TO THE DRIVER/I WAS VERY HAPPY WITH THE DRIVER'S ATTITUDE TO CUSTOMER SERVICE
- THIS CABBIE CAME ACROSS DODGY AND UNSAVOURY CHARACTER/DISGUSTING, UNHYGIENIC, DIRTY/THE ODOUR WAS UNBEARABLE/I WOULD RATHER WALK THAN GET IN THIS CAB AGAIN
- THIS CHARGE WAS HIGHER THAN THE AVERAGE COST OF THIS TRIP/THE STUDENT APPEARED HONEST/IT WAS RAINING AND TRAFFIC WAS SLOWER THAN NORMAL
- VERY COMFORTABLE JOURNEY/TAXI DRIVER WAS AN EXPERIENCED DRIVER/HE WAS NOT AN OWNER DRIVER/WHEN MY CREDIT CARD PAYMENT WAS DECLINED, HE APOLOGISED/DEMONSTRATED AN UNDERSTANDING OF CUSTOMER RELATIONS
- VERY COMFORTABLE TRIP
- VERY FRIENDLY OUTWEIGHED THE OTHER COMMENTS
- VERY PLEASANT AND COMFORTABLE TRIP/DRIVER WAS VERY HUMOUROUS AND POLITE/HE WAS NOT AN OWNER DRIVER THEREFORE MAY NOT HAVE BEEN RESPONSIBLE FOR THE CONDITION OF THE VEHICLE
- WAITED 1 HOUR 3 MINUTES FOR THE TAXI/CALLED AGAIN FOR TAXI AFTER 1 HOUR/CUSTOMER SERVICE REPRESENTATIVE ON PHONE SAID TAXI CAME PREVIOUSLY BUT FOUND NO-ONE WAITING AND DIDN'T SOUND HORN/DRIVER COULDN'T FIND HOTEL (CORNER OF HAMILTON AND RACECOURSE ROADS) AND DROPPED ME OFF AT THE HACIENDA AIRPORT MOTEL, KINGSFORD SMITH DRIVE
- WHEN I GOT OUT OF THE CAB AS WELL AS IN I HAD TO ASK THE DRIVER TO POP THE BOOT

Comments – General

Gold Coast

- \$ALL IN ALL THE DRIVER WAS A VERY NICE MAN AND MADE THE JOURNEY QUITE ENJOYABLE
- ALL ROUND PLEASANT TRIP/DRIVER VERY HAPPY TO CHAT BUT ALSO DIDN'T CHAT TO ME WHILE I APPEARED TO BE READING
- ALTHOUGH GENERALLY POLITE, THE DRIVER WAS SLIGHTLY LAX IN HER BEHAVIOUR (AGAIN POSSIBLY DUE TO HER BEING ILL)
- ALTHOUGH THE DRIVER REMAINED SILENT, HE WAS POLITE AND COURTEOUS
- AS STATED BEFORE, ALTHOUGH I BELIEVE NOT MEANT TO BE OFFENSIVE, THE DRIVER USED INAPPROPRIATE LANGUAGE AND LACKED PROFESSIONALISM/UPON ARRIVING AT THE AIRPORT, I HAD TO WAIT ABOUT 20-30 SECONDS FOR THE DRIVER TO NOTICE THAT I WAS WAITING WITH MY CREDIT CARD (AS HE WAS LOOKING OUT OF THE WINDOW)/THE DRIVER THEN REALISED, AFTER PROCESSING MY PAYMENT, THAT HE DIDN'T HAVE A PEN/I SAID THAT I HAD ONE, TO WHICH HE REPLIED 'DO YOU HAVE A SPARE ONE?'/I SAID THAT I DIDN'T AND HE PROCEEDED TO TELL ME THAT HE WAS IN A TOW TRUCK THE OTHER DAY WHERE THE DRIVER HAD '... 50 F-ING PENS!'
- AS STATED BEFORE, TEH DRIVER WAS JOVIAL AND VERY PLEASANT/HE WAS POLITE AND CHATTED APPROPRIATELY THROUGHOUT THE JOURNEY
- DIDN'T HELP WITH THE SUITCASE
- DRIVER WAS GENERALLY POLITE AND MADE APPROPRIATE CONVERSATION AT THE BEGINNING OF THE TRIP
- HE DIDN'T HELP ME WITH LUGGAGE
- HE SAID I COULD PUT SUITCASE ON BACK SEAT BUT DID GET OUT WHEN I SAID I PREFERRED NOT TO/DIDN'T GET OUT TO HELP GET SUITCASE OUT
- HE WASN'T A GOOD TALKER BUT NOT EVEN THAT NICE/IT SEEMED HE WAS ANNOYED/HE RECEIVED A PHONE CALL AND HE SPOKE ON THE MOBILE FOR A FEW MINUTES AND THEN AFTER A WHILE HE MADE ANOTHER PHONE CALL/HE DIDN'T EVEN HAVE A PEN FOR THE CREDIT CARD SIGNATURE/HE JUST OPENED THE BOOT BUT HE DIDN'T HELP ME TO PUT MY LUGGAGE IN
- I FELT VERY RELAXED AND COMFORTABLE THROUGHOUT THIS TRIP AND WAS CONFIDENT THE TAXI DRIVER DID EVERYTHING HE COULD TO MAKE THE JOURNEY AS PLEASANT AS POSSIBLE
- I WALKED TO PACIFIC FAIR BECAUSE THE CAB THAT TOOK ME TO THE CONRAD HOTEL WAS STILL THERE AND AFTER SEVERAL MINUTES I JUST COULD ONLY WALK AWAY TO GET A CAB SOMEWHERE ELSE/THIS DRIVER ASKED ME IF I WAS LIVING IN THE GOLD COAST OR IF I WAS HERE JUST FOR A QUICK TRIP/I ANSWERED I WAS VISITING FRIENDS/HE HELPED ME WITH THE LUGGAGE IN AND ALSO OUT THE BOOT
- IT WAS A PLEASURE TO TRAVEL AS A CUSTOMER IN THIS TAXI WITH THIS DRIVER/HE WAS FRIENDLY, POLITE AND DROVE SMOOTHLY WITHOUT ANY SUDDEN STEERING, BRAKING, ACCELERATION OR DECELERATION
- JUST AS STATED BEFORE HIS MANNER WAS VERY CASUAL AND RELAXED AND PERHAPS LACKED THAT PROFESSIONALISM/HE SEEMED LIKE A GOOD PERSON AND PERHAPS HE JUST FELT COMFORTABLE TALKING TO ME AS HE COMMENTED WHEN I GOT OUT THAT HE ENJOYED TALKING WITH ME
- NO HELP WITH THE LUGGAGE AT ALL
- NO HELP WITH THE LUGGAGE IN THE BOOT
- OVERALL THIS WAS THE MOST PLEASANT JOURNEY
- PLEASANT TRIP
- SUITCASE ON FLOOR NEAR FEET, NOT IN BACK OF VAN
- THE DRIVER AVOIDED AN ACCIDENT WHEN A VEHICLE BESIDE US TRIED TO CHANGE LANES INTO OUR LANE/THE DRIVER ACTED PROFESSIONALLY BY SOUNDING THE HORN TO WARN THE OTHER MOTORIST/THE OTHER DRIVER TURNED BACK INTO HIS LANE AND AVOIDED A COLLISION/THE TAXI DRIVER WAS TRAVELLING AT THE SPEED LIMIT AND WAS AWARE OF WHAT WAS AROUND HIM/IF THE TAXI DRIVER DID NOT SEE THE OTHER MOTORIST AND SOUNDED HIS HORN A COLLISION WOULD HAVE OCCURRED/THE TAXI DRIVER MAINTAINED HIS COMPOSURE AND KEPT THE VEHICLE UNDER CONTROL AT ALL TIMES
- THE DRIVER DROVE IN A SMOOTH MANNER AND OBEYED THE GENERAL ROAD RULES/HE DID USE HIS MOBILE PHONE TO ANSWER A CALL USING HANDS FREE FOR A SHORT TIME, WHILST DRIVING/THE DRIVER DID ENGAGE IN SOME PLEASANT CONVERSATION AND WAS POLITE AND COURTEOUS
- THE DRIVER DROVE SMOOTHLY AND OBEYED THE GENERAL ROAD RULES/WHEN I INFORMED HIM OF MY DESIRED DESTINATION HE REQUESTED ME TO GUIDE HIM THERE/I ASKED HIM WHY HE DID NOT USE A GPS AND HE STATED HE MUST GET TO KNOW THE STREETS IN THE AREA

Comments – General

Gold Coast (cont'd)

- THE DRIVER EXPLAINED THAT HE WAS TAKING AN ALTERNATE ROUTE AND WHY IT WAS GOING TO BE MORE COST EFFECTIVE (WITHOUT BEING PROMPTED)/THE DRIVER WAS POLITE AND INQUISITIVE AND VERY HELPFUL IN POINTING OUT DIFFERENT LANDMARKS AND PLACES OF INTEREST/THIS WOULD BE VERY HELPFUL TO TOURISTS
- THE DRIVER MADE POLITE APPROPRIATE CONVERSATION AT INTERVALS DURING THE JOURNEY/HE WAS PLEASANT TO TALK TO AND OBSERVED THE ROAD RULES
- THE DRIVER MADE POLITE CONVERSATION DURING THE JOURNEY/HE COMMENTED ON ENSURING THAT MY DAUGHTER WAS BELTED IN PROPERLY FOR SAFETY/HE DID MAKE A SLY COMMENT ON HOW THE POLICE HIDE WHEN DOING SPEED TRAPS - POINTING ONE OUT ON THE HIGHWAY HIDDEN BEHIND A FENCE/ALTHOUGH THE SPEEDOMETER WAS OUT OF VIEW, IT FELT LIKE THE DRIVER WAS KEEPING TO THE SPEED LIMIT AS HE REMAINED IN THE 'SLOW' LANE ON THE HIGHWAY MOST OF THE TRIP/HE ALSO ENSURED THAT HE SLOWED DOWN DURING THE SCHOOL ZONE
- THE DRIVER MADE POLITE, APPROPRIATE CONVERSATION AND APOLOGISED FOR NOT HAVING ANYTHING FOR ME TO SIGN THE EFTPOS SLIP ON AT THE END OF THE JOURNEY/I FELT THAT HE MAY HAVE DROVE OVER THE SPEED LIMIT AT TIMES, HOWEVER, HE INDICATED AND DROVE SMOOTHLY THROUGHOUT THE JOURNEY
- THE DRIVER MADE THE JOURNEY PLEASANT AND COMFORTABLE/WHEN WE ARRIVED, THE DRIVER GOT OUT OF THE TAXI AGAIN TO OPEN THE BOOT AND CLOSE IT FOR ME, WISHING ME A GOOD STAY
- THE DRIVER OBEYED THE ROAD RULES STAYING AT THE SPEED LIMIT/SHE WAS PLEASANT TO TALK TO, POLITE AND JOVIAL
- THE DRIVER TRAVELLED A SAFE DISTANCE BEHIND THE CAR IN FRONT BUT WAS A HEAVY BRAKER IN CONGESTED TRAFFIC/ALTHOUGH HE WAS POLITE, THE DRIVER DID NOT MAKE ME FEEL WELCOME AS A PASSENGER OR TOURIST
- THE DRIVER WAS A COMPETENT DRIVER AND OBEYED THE GENERAL TRAFFIC RULES/HE DROVE IN A PROFESSIONAL MANNER AND RELATIVELY SMOOTH IN HIS ACCELARATION, BRAKING AND STEERING/I FELT COMFORTABLE AS A PASSENGER, WHILST HE WAS DRIVING/THE TAXI AND THE DRIVER WERE CLEAN, NEAT AND TIDY/THERE WAS NO QUEUE AT THE TAXI RANK
- THE DRIVER WAS A VERY NICE MAN AND MADE THE TAXI RIDE A PLEASANT JOURNEY/HE DROVE APPROPRIATELY AT ALL TIMES
- THE DRIVER WAS EXPERIENCED AND SEEMED TO KNOW THE GOLD COAST (SURFERS PARADISE) AREA WELL/HE OBEYED THE GENERAL ROAD RULES AND DROVE IN A SMOOTH AND PROFESSIONAL MANNER/I FELT COMFORTABLE AS A PASSENGER, WHILST HE WAS DRIVING
- THE DRIVER WAS GENERALLY NICE AND WELL PRESENTED
- THE DRIVER WAS JOVIAL, ALTHOUGH SLIGHTLY CASUAL/SHE WAS, HOWEVER, VERY PLEASANT AND MADE LIGHT CONVERSATION THROUGHOUT THE JOURNEY
- THE DRIVER WAS NOT AWARE OF HOW TO ARRIVE AT MY DESTINATION UNTIL HE CONFERRED WITH HIS STREET DIRECTORY/THE CABIN SECTION OF THE TAXI SMELT MODERATELY OF LPG/THE DRIVER TRAVELLED THROUGH A SET OF TRAFFIC LIGHTS WHICH HAD JUST TURNED RED/THE DRIVER DROVE IN A SMOOTH MANNER AND WAS POLITE AND COURTEOUS THROUGHOUT THE TRIP AND ENGAGED IN SOME CONVERSATION
- THE DRIVER WAS POLITE DURING THE JOURNEY AND MADE APPROPRIATE GENERAL CONVERSATION TOWARDS THE END OF THE JOURNEY/WHEN APPROACHING THE ENTRANCE OF THE CASINO, THERE WAS MAJOR CONGESTION GETTING TO THE FRONT DOOR/THE DRIVER WHEN REALISING THAT IT WOULD TAKE A LONG TIME TO GET TO THE ENTRANCE, TURNED THE METER OFF
- THE DRIVER WAS QUIET AND DID NOT ENGAGE IN MUCH CONVERSATION BUT WAS POLITE AND COURTEOUS/HE DROVE IN A SMOOTH AND PROFESSIONAL MANNER AND THE JOURNEY WAS COMFORTABLE
- THE DRIVER WAS VERY FRIENDLY AND SHOWED AN INTEREST IN ME THROUGHOUT THE TRIP
- THE DRIVER WAS VERY PLEASANT AND NICE TO TALK TO AND GENERALLY A VERY NICE PERSON/SHE MADE INTERESTING AND APPROPRIATE CONVERSATION AND WAS NOT INTRUSIVE OR OVER THE TOP
- THE DRIVER WHEN WE ARRIVED AT THE DESTINATION GOT OUT TO OPEN AND CLOSE THE DOOR FOR ME, EVEN THOUGH IT WAS RAINING/HE WAS FRIENDLY AND MADE APPROPRIATE GENERAL CONVERSATION
- THE DRIVER, WHEN PROCESSING THE EFTPOS HE SAID THAT HE WAS GOING TO GET THE DOOR FOR ME/HE GOT OUT, OPENED THE DOOR, SAID GOODBYE AND WISHED ME A SAFE JOURNEY/HE WAS VERY POLITE AND NICE TO TALK TO/WHEN THANKING HIM FOR THE RIDE, HE WAS VERY GRATEFUL AND APPRECIATIVE, THANKING ME INSTEAD

Comments – General

Gold Coast (cont'd)

- THE DRIVERS ABILITY TO NAVIGATE HIS WAY TO MY DESTINATION WAS VERY POOR/HE DID NOT KNOW THE ROUTE TO GET THERE AND ASKED ME TO DIRECT HIM HOW TO GET THERE/HIS DRIVING WAS ONLY FAIR/HIS DRIVING WAS NOT SMOOTH AS HE ACCELERATED TOO HARSHLY ON A NUMBER OF OCCASIONS AND HE BRAKED HEAVILY ON SOME OCCASIONS WITHOUT SKIDDING THOUGH/HIS CORNERING WAS DONE AT TOO HIGH A SPEED THAN WHAT WAS REQUIRED ON A FEW OCCASIONS MAKING THE VEHICLE TO LEAN TO ONE SIDE/I FELT UNCOMFORTABLE AS A PASSENGER IN HIS VEHICLE WITH HIM AS A DRIVER
- THE DRIVER'S PHONE RANG AGAIN WHEN PROCESSING THE PAYMENT AND THE DRIVER ANSWERED AGAIN AND TALKED BRIEFLY/ALL CONVERSATIONS WERE SPOKEN IN ANOTHER LANGUAGE AND ALTHOUGH VERY QUIETLY AND UNOBTRUSIVE, AS VERY INAPPROPRIATE/THERE WAS ALSO A RATTLE IN THE BACK OF THE CAR WHICH WAS SLIGHTLY ANNOYING
- THE EFTPOS FACILITY WOULD NOT ACCEPT MY CREDIT CARDS, SO THE DRIVER RADIODED BASED TO CHECK IF THERE WAS A PROBLEM WITH THE EFTPOS FACILITY/AFTER TRYING SEVERAL CARDS, I HAD TO PAY CASH/THE DRIVER ISSUING ME A RECEIPT FOR THE CASH AMOUNT/HE ALSO GAVE ME ALL THE DECLINED RECEIPTS IN CASE I NEEDED TO DISPUTE ANY TRANSACTIONS ON MY ACCOUNT
- THE JOURNEY WAS VERY PLEASANT AND THE DRIVER WAS VERY EASY TO TALK TO/HE KEPT TO THE SPEED LIMIT AT ALL TIMES AND SLOWED IN THE SCHOOL ZONES/HE WAS CAUTIOUS DURING THE ROAD WORKS AND SLOWED HIS SPEED APPROPRIATELY
- WAS VERY PLEASANT/HAD JUST STARTED WITH COMPANY/PUT MY BAG IN THE BOOT AND TOOK IT OUT WITHOUT BEING ASKED
- WHEN WE ARRIVED AT THE AIRPORT AFTER PAYING, THE DRIVER GOT OUT OF THE TAXI TO OPEN THE DOOR FOR ME AND HELPED ME WITH MY BAG OUT OF THE CAR AS IT WAS A MAXI TAXI THERE WAS NO BOOT TO PUT MY BAG IN
- WHEN WE ARRIVED, THE DRIVER GOT OUT OF THE TAXI TO GET MY BAG, THANKED ME AND SAID GOODBYE/ALTHOUGH HE WAS SILENT FOR THE JOURNEY, HE WAS PLEASANT AND POLITE WHEN HE SPOKE

Sunshine Coast

- 1ST DRIVER TO LET ME KNOW THERE WAS A CREDIT CARD FEE/VERY NICE AND POLITE MAN
- AN UNCOMFORTABLE JOURNEY/I WAS PLEASED TO GET OUT/I BELIEVE THE BAG OF DRINKS AND PERSONAL ITEMS PERCHED UP BETWEEN DRIVER AND OTHER FRONT SEAT WAS NOT ONLY UNSIGHTLY AND OBSTRUCTING FORWARD VIEW BUT DIRECTLY IN FRONT OF ME AS IT WERE, IF BRAKING HEAVILY OR IN AN ACCIDENT, BAG AND CONTENTS WOULD BECOME FLYING WEAPONS
- DRIVER LOOKED TIRED AND NOT INTERESTED MAKING SHARP TURNS AND SPEEDING
- DRIVER MADE POINT OF KINDLY ADVISING ME THAT IT WOULD SAVE 10% IF I DID NOT PAY BY CARD
- ENJOYABLE TAXI RIDE/VERY PROFESSIONAL ATTITUDE TOWARDS ME
- ENJOYABLE TRIP/POLITE/OPENED DOORS AND HELPED WITH LUGGAGE
- HE TOOK THE LONG WAY AND CHARGED A BOOKING FEE WHEN WE DIDN'T BOOK
- HE WAS NICE BUT ODDLY SLEAZY IN A SLY WAY/STRANGE
- HE WAS VERY CONFUSED AS TO WHY THERE WERE NO CABS AT THE RANK ALREADY BECAUSE IT WAS A QUIET DAY AND HE SAID THEY WERE ALL JUST DOWN AT THE SUNSHINE PLAZA RANK WHEN THEY SHOULD BE SPREAD OUT/VERY NICE AND TALKATIVE/WOULD LOVE TO HAVE HIM AS A DRIVER ALL THE TIME
- I FELT EXTREMELY UNSAFE/IF I GOT HIS CAB AGAIN I WOULDN'T GET IN IT
- I THINK THE DRIVER TYPED A 2 INTO THE RECEIPT MACHINE INSTEAD OF A 2 SO \$27.60 INSTEAD OF \$17.60/I DIDN'T REALISE UNTIL HE HAD DRIVEN OFF THAT THE RECEIPT WAS WRITTEN WRONG
- IMPRESSIVE
- LADY WASN'T VERY FRIENDLY/DIDN'T HELP WITH LUGGAGE WHEN I ASKED IF THE BOOT WAS OPEN BECAUSE I COULDN'T GET IT OPEN/SHE STILL DIDN'T GET OUT OF THE CAB JUST NODDED THAT THE BOOT WAS OPEN/I THEN OPENED THE BOOT ONCE I HAD FOUND THE LATCH AND PUT THE LUGGAGE IN MYSELF
- NICE CAB DRIVER

Comments – General

Sunshine Coast (cont'd)

- NICE CAB DRIVER
- NICE MAN FROM OVERSEAS
- NICE MAN/HELPFUL
- NOOSA DRIVER/WASN'T FAMILIAR WITH AREA/KNEW WHERE THE STREET WAS BUT WAS UNSURE OF HOTEL/FOUND HOTEL EASILY BY LOOKING FOR NUMBERS ON HOTEL LETTERBOX
- TAXI VANS ARE MORE COMFORTABLE TO DRIVE IN WHEN TRAVELLING AT SLOWER SPEED AS THIS ONE WAS TODAY DUE TO TRAFFIC DENSITY
- THE LADY COMPLAINED THE WHOLE TRIP ABOUT NOT HAVING MADE ANY MONEY AND IT WASN'T WORTH WORKING/AS A PASSENGER I DIDN'T WANT TO HEAR HER GO ON LIKE THAT
- TOP METER WASN'T RUNNING/DIDN'T TURN METER ON/I ASKED WHY METER WASN'T ON AND HE REPLIED 'I FORGOT BUT I KNOW HOW MUCH IT COSTS'/THE METER REMAINED OFF FOR THE REST OF THE TRIP/I BELIEVE HE GENUINELY FORGOT TO PUT THE METER ON
- VERY HELPFUL MAN/VERY GOOD WITH CUSTOMER SERVICE/NOTHING WAS TOO BIG OR SMALL WHEN ASKED
- VERY NICE GENTLEMAN
- VERY NICE HAPPY DRIVER TURNED HEATER ON WHEN I SAID I WAS COLD
- VERY PLEASANT TRIP IN TAXI RUN ON BATTERIES/NO ENGINE NOISE/SMOOTH/LUXURY WHEN COMPARED WITH THE TAXI-VANS I HAVE BEEN IN ON THIS PROJECT
- VERY POLITE

Toowoomba

- DRIVER WAS FRIENDLY AND KEEN TO CONVERSE DURING THE TRIP MAKING IT A PLEASANT JOURNEY/AS HE HAD ONLY STARTED WITH THE COMPANY THE DAY BEFORE AND GIVEN THE SIZE OF THE CITY AND THE EXTENT OF THE URBAN DEVELOPMENT WHICH HAS OCCURRED IN RECENT TIMES HIS NEED TO SEEK ADVICE ON THE LOCATION OF THE DESTINATION AND THE SHORTEST ROUTE IS UNDERSTANDABLE
- I HAD MY 6 MONTH OLD DAUGHTER WITH ME THIS TIME PLUS PRAM/SILVER SERVICE WAS IN RANK/TRAFFIC LIGHTS WERE OUT AROUND WILSONTON/ASKED DRIVER TO STOP AT WILSONDON SHOPPING TOWN TO 'PICK UP A PARCEL' BEFORE DROPPING ME AT CLIFFORD GARDENS/I WAS IN THE SHOPPING CENTRE FOR LESS THAN 1 MINUTE BEFORE RETURNING TO VEHICLE/METER WAS LEFT ON
- ONCE AT THE AIRPORT, I REALIZED THAT I HAD LEFT MY BAG IN THE TAXI/I PHONED THE COMPANY AND THEY SAID THE MAN WOULD PHONE ME/IT TOOK 20 MINUTES FROM MY PHONE CALL TO THE MAN PHONING ME/HE THEN ONLY TOOK 6 MINUTES TO ARRIVE AT THE AIRPORT
- THIS DRIVER HAD NO IDEA HOW TO GET TO THE TERMINAL AT THE AIRPORT BUT HE DID KNOW WHERE THE AIRPORT WAS/HE CALLED HIS MATE (ANOTHER CABBIE) WHO GAVE HIM DIRECTIONS THAT WERE VERY EASY TO FOLLOW AND HE TRIED TO FIND THE STREET ON HIS GPS WHILE DRIVING/THERE IS ONLY THE ONE STREET HE COULD OF TAKEN ONCE HE TURNED RIGHT INTO GREENWATTLE STREET/I THINK HE WAS JUST PLAYING WITH THE GPS TO IMPRESS ME
- TRAFFIC BLOCKED MAIN ROAD

Mackay

- DRIVER ASSISTED WITH LUGGAGE IN AND OUT OF BOOT
- DRIVER EXPLAINED THERE WOULD BE AN EXTRA CHARGE FOR USING A CREDIT CARD TO PAY FOR THE FARE
- DRIVER WAS WELL GROOMED AND DRESSED IN HER UNIFORM/PUT MY PORT IN THE CAB FOR ME AND TOOK IT OUT AT OUR DESTINATION
- DRIVER'S 3RD DAY ON THE JOB/HE WAS EXTREMELY PLEASANT AND FRIENDLY
- EXCELLENT SERVICE BY DRIVER AND VERY FRIENDLY
- LOVELY JOVIAL DRIVER
- THE CORRECT FARE WAS CHARGED
- THE DRIVER ALSO PUT MY PORT IN THE BOOT AND TOOK IT OUT AGAIN WHEN WE REACHED OUR DESTINATION

Comments – General

Mackay (cont'd)

- THE DRIVER TOLD ME TO 'HANG ON' SO HE COULD COME AROUND AND OPEN THE DOOR AND PUT MY PORT IN FOR ME
- VERY FRIENDLY DRIVER
- VERY NICE DRIVER/FRIENDLY AND CHEERFUL
- VERY PLEASANT TRIP TO TOWN

Townsville

- AS THIS WAS SUCH A SHORT TRIP MOST OF MY TIME WAS SPENT FILLING IN THE FEEDBACK SHEET SO IT WAS HARD TO IF THE DRIVER WAS FOLLOWING THE ROAD RULES - SEEMED PRETTY FAST
- AT THE END OF THE TRIP WHEN ASKED ABOUT EXTRA CHARGES, DRIVER TOLD ME ABOUT \$2 AIRPORT CHARGE AND THAT TARIFF 2 WAS PUBLIC HOLIDAY CHARGE
- DRIVER GOT OUT OF CAB ON ARRIVAL AND DROP OFF TO OPEN THE BOOT FOR MY BAG/VERY CHATTY
- DRIVER TOLD ME TO PUT MY BAG ON THE BACK SEAT - SAID NO/NO GREETING AND WAS QUIET UNTIL I ASKED HIM IF HE WAS BUSY THEN HE OPENED UP AND WAS PLEASANT/BORN IN HAWAII, GREW UP IN SAMOA AND NOW LIVES IN TOWNSVILLE/ASKED ME WHERE MY MAN WAS?/TOLD HIM DENMARK
- DRIVER TURNED AROUND TWICE TO TALK TO ME WHILE STILL DRIVING/LARGE BADGE COLLECTION SECURED ON MAT ON FRONT DASHBOARD
- HAD TO HOLD SEAT NEXT TO ME WHEN CORNERING RAPIDLY/INTERIOR OF THIS CAB WAS NOT IN GOOD CONDITION
- HE HAD TROUBLE WITH THE FARE BEING CHARGE TWICE TO MY CREDIT CARD AS EXTRA COSTS/SO HE GAVE ME BACK CASH OF \$21 WHICH INCLUDED THE GST AND SERVICE FEE SO EVERYTHING WAS SORTED OUT IN THE END
- I ASKED IF THERE WERE ANY EXTRA CHARGES AND WAS TOLD THAT HE HAD NO CONTROL OVER CHARGES IE ONLY RECEIVED HIS RATE/DIDN'T EXPLAIN WHAT THE CHARGES WERE ONLY THAT THEY WERE ON THE RECEIPT
- I HAD TO ASK FOR A RECEIPT/THE OTHER DRIVERS JUST GAVE IT TO ME
- PLEASANT OLD GUY DRIVING/QUIET AND CHATTY/GOT OUT OF THE CAB TO OPEN DOOR AND WARNED ME TO KEEP MY HEAD DOWN SO NOT TO HIT THE DOOR BOTH AT PICK UP AND DROP OFF
- PROFESSIONAL
- PROFESSIONAL AND PLEASANT
- SHE ALSO GOT OUT TO TAKE BAG FROM THE BOOT
- SHE WAS VERY PLEASANT/PICK UP REALLY QUICK
- SOME RACIAL COMMENTS REGARDING 'PARKIES'
- TALKED CONSTANTLY ABOUT EXPENSIVE FARES TO MY SUBURB AND FURTHER/FELT LIKE A CASH COW
- TARIFF REMAINED THE SAME THROUGHOUT THE TRIP
- THERE WERE NO EXTRA CHARGES
- VERY NICE DRIVER ALTHOUGH VERY NEW TO TOWNSVILLE
- WHEN ASKED ABOUT THE EXTRA CHARGES HE SAID 10% FOR SERVICE FEE

Comments – General

Cairns

- A COMFORTABLE JOURNEY/THE DRIVER DID ALL THE RIGHT THINGS/ORGANISED MY PORT IN AND OUT OF CAB/A NICE DRIVER
- A COURTEOUS DRIVER WHO ASSISTED WITH PORTS/A PROFESSIONAL DRIVER AND A COMFORTABLE TRIP
- A FRIENDLY, COURTEOUS DRIVER/PLACED PORTS INTO AND OUT OF CAR/EFTPOS WOULD NOT WORK/MY CARD IS ONLY NEW/FORTUNATELY, I HAD ANOTHER CARD WITH ME
- A VERY COMFORTABLE, ENJOYABLE TRIP/DRIVER CONVERSED WELL /THE DRIVER HAD BEEN DRIVING FOR MANY YEARS/IN FACT, SHE SAID SHE WANTED TO BUY A CAB WHEN THEY WERE \$42K/THEY ARE NOW \$600K/THAT WILL INDICATE HER CAREER LENGTH OF TIME
- A VERY PLEASANT TRIP/I HAD TO ASK DRIVER TO OPEN BOOT/HE HAD FORGOTTEN THAT I HAD A PORT/HE DID THEN GET OUT AND TOOK MY PORT FROM THE BOOT/HE DID THIS PLEASANTLY
- AGAIN, A LADY DRIVER/WITHOUT BEING SEXIST THE LADIES DO A VERY GOOD JOB AND GENERALLY THEIR CARS HAVE THE EDGE IN CLEANLINESS/ADDITIONALLY ASSISTED WITH PORTS
- AGAIN, A PROFESSIONAL, STEADY DRIVER
- BLACK AND WHITE TAXI CO-ORDINATOR AT AIRPORT WAS DOING AN EXCELLENT JOB/SHE WAS CONTINUALLY CALLING FOR MORE CABS, CO-ORDINATING SIMILAR DESTINATION PASSENGERS WITH CABS/ADDITONALLY, SHE WAS POLITE AND KEPT PASSENGERS, WHO HAD BEEN WAITING SOME TIME, INFORMED/IT MADE THE WAIT LESS ANNOYING
- DRIVER ACTUALLY SAID 'SEE YOU'/I WAS EXTREMELY POLITE TO DRIVER AND HE SEEMED TO WARM TO THIS/HIS DEMEANOUR ON DEPARTURE WAS CONTRASTED WITH HIS LACK OF SALUTATION AT BEGINNING OF TRIP
- DRIVER AND TAXI ALL OK/NO COMPLAINTS
- DRIVER ATTENTIVE/GOT OUT OF HIS VEHICLE TO PUT MY CASE IN THE BOOT BOTH WHEN I WAS AT THE RANK AND WHEN I ARRIVED AT MY DESTINATION
- GENERALLY A COMFORTABLE JOURNEY/DRIVER WAS PLEASANT AND CONVERSED WITH ME/LIFTED MY PORTS IN START AND FINISH OF JOURNEY
- PLEASANT, COURTEOUS DRIVER/HELPED WITH PORTS AT BOTH ENDS/HE WAS QUICK TO GET OUT OF CAR WHEN I CAME THROUGH GATE AND HAD BOOT OPEN BY THE TIME I GOT TO TAXI/THIS GAVE THE APPEARANCE OF GOOD SERVICE
- SUCH A LOVELY DRIVER/GREETED ME, GOT OUT OF HIS TAXI TO PUT MY CASE IN THE BOOT AND TO RETRIEVE IT FOR ME ONCE WE ARRIVED AT THE AIRPORT
- THE CAR WAS A CREDIT TO THE DRIVER/THE INTERIOR WAS VERY CLEAN/THE LADY DRIVER HAD JUST SPRAYED A DEODORANT SO IT SMELT AS GOOD AS IT LOOKED/DRIVER COMMUNICATED THAT HALF THE DRIVERS IN CAIRNS ARE FEMALE, HOWEVER, I HEARD THAT TWELVE ONLY DRIVE NIGHTS
- WHAT AN EXCELLENT REPRESENTATIVE FOR BLACK AND WHITE TAXIS
- WHILE IT MAY BE AN ECONOMIC NECESSITY FOR DRIVERS TO WORK WITH THE FLU, IT IS NOT GOOD FOR THE PASSENGER/DRIVER DID SAY HE CAUGHT THE FLU FROM PASENGERS WHO WERE COUGHING IN THE TAXI, WITHOUT PUTTING THEIR HAND OVER THEIR MOUTH

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