

Ride with us Pty Ltd

To the Economic and Infrastructure Committee Multi-Purpose Taxi Program Inquiry.

Dear Sirs/Madams, I Welcome the opportunity to provide a submission to **this inquiry**

Introduction

This submission seeks to raise awareness of Uber being granted the opportunity to offer its services in the Victorian Multi-Purpose taxi program.

Bestowing this service to overseas multinational corporation Uber, a renowned Technology Giant with demonstrated minimal or no accountability for the laws of every country they have invaded, a company that does not own commercial passenger vehicles, exploits its workers, pays minimal taxes, and takes its Australian profits offshore and was forced to have its drivers pay GST. Is a rogue company that should have no rights to a Victorian taxpayer Multiple Purpose Taxi Card scheme.

To date, the Victorian taxi service industry stakeholders have spent massive money on compliance to deliver a well-respected service to disabled and vulnerable clients.

Regardless of the Fels taxi inquiry and subsequent government adoption of its recommendations, the mostly botched reforms by the poorly performing regulator, along with the what in recent years has seemed to be a government orchestrated media campaign against the taxi industry, the gifting of the last of the taxi industry's legacy to Uber ride-share is an absolute insult to Victoria's taxi industry.

The Multi-Purpose Taxi Card was designed for taxi users. Uber and other Ride Share operators from their arrival have constantly denied that they provide taxi services but this is exactly what they do. Now Uber seeks to expand its unofficial taxi status by offering disability taxi services. Why is this being considered?

The CPVV gifted Uber a very questionable trial of the Governments Multi Purpose Taxi Card Scheme during this Covid. 19 pandemic WHY?

Who were the people in the trial?

How was the trial measured ?

What bogus metrics were used by the CPVV to claim the trial was a success?

The Victorian taxpayer's Multi-purpose TAXI card scheme was established for use by the less able elderly and disabled people. When did Uber become a formalised taxi service?

How will the government stop the famous Uber price surging?

The Multi purpose taxi card scheme was put in place to give people with a permanent disability access to specific taxi vehicles for a more personal private service at a more affordable rate.

The taxi industry with its specialist WAT vehicles has played an important part of delivering a successful service for many many years, why has it been devalued to accommodate Uber?

Most of the WAT and sedan service operators know their clientele on a personal basis. The committee should also consider that most of the MPTP clientele do not have smartphones or use up to date technology. Most prefer good old fashioned customer service by operators who pride themselves on their customer service.

Uber provides a Robotic app, and is a company that is NOT easily contactable re any and all service issues.

How does this make a more favourable service?

Does the CPVV and the government think that technology makes special needs travelling easier for the most vulnerable?

I suggest to you that for many it is more confusing!

If MPTP services are awarded to Uber and a techno savvy MPTP user downloads the Uber App, with this supposed wonderful App service, what happens to a customer when the Wifi drops out? What happens if the same MPTP user is out and has forgotten their smartphone and needs to get home.?

The trial saw the multi purpose card number attached to the app in the user's phone. Where are the checks and balances of this vulnerable and easily manipulated information?

This is not an ethical nor safe service for our Multipurpose taxi users.

The MPTP clients of Victoria deserve proper customer service. They need a person to call and talk to, to feel reassured with a proper and safe door to door service with any assistance needed which all clients deserve.

A Multi purpose taxi card Client deserves the right to be transported in a correctly fitted out, fully roadworthy licensed vehicle. A vehicle that is fully insured to carry commercial passengers. A vehicle that has a meter to show the fare price and a print out to show the balance on their taxi card.

These users also deserve the right tender cash if they wish to. And most importantly to be transported in a regulated WAT service vehicle.

Uber from its beginning, has proven itself to be a deceitful company. Uber entered Australia and from day one, openly operated illegally.

What amazes me the most is that the CPVV and the Government closed their eyes and let Uber flaunt the commercial passenger's vehicles rules and regulations.

Further research on Uber shows the following

From Wikipedia

Use of offshore companies to minimize tax liability[\[edit\]](#)

In November 2017, the Paradise Papers, a set of confidential electronic documents relating to offshore investment, revealed that Uber is one of many corporations that used an offshore company To minimise taxes.^{[285][286]}

Discrimination against a blind customer[\[edit\]](#)

In April 2021, an arbitrator ruled against Uber in a case involving Lisa Irving, a blind American customer with a guide dog who was denied rides on 14 separate occasions. Uber was ordered to pay US\$1.1 million, reflecting \$324,000 in damages and more than \$800,000 in attorney fees and court costs.^[287]

Accessibility failures[\[edit\]](#)

Q has been condemned by for providing inadequate accessibility measures for disabled people compared to the public transit it displaces.

In some areas, vehicle for hire companies are required by law to have a certain amount of wheelchair accessible vans (WAVs) in use. However, most drivers do not own a WAV, making it hard to comply with the laws.^[192]

While companies have strict requirements to transport service animals, drivers have been criticized for refusal to transport service animals, which, in the United States, is in violation of the Americans with Disabilities Act. In one case, this resulted in a lawsuit, which was referred to arbitration.^{[193][194]} The case was eventually ruled in favor of the

NOTE: The content of these articles is also very relevant to Uber's operations across Australia with some of the behaviours well demonstrated in Victoria.

I request that the committee ask itself these questions

Is Uber worthy of Australian taxpayers hard-earned money?

Does Uber really care about our most vulnerable clientele?

Why Uber or any other ride-share company should have any rights to Victorian Multi-purpose taxi card program.

Why the Victorian Government thinks it's ok to bestow the operational benefits of the States own Multi-Purpose Taxi Card to an offshore Multinational Tech Company that never owned a TAXI is beyond me.

Why would you trust Uber in the future? When Uber has shown Victoria , the highest form of arrogance to all of our Government's rules and regulations, past to present.

All I have presented in this submission indicates that in recent years, Victoria's constitution, its laws and legislation have never really never supported the Victorian taxi industry. If it did, Uber wouldn't have ever been allowed to enter Australian waters and flaunt the government and regulators' own rules and regulations for its first four years.

The government took no action to stop the Uber Giant. Why?

If a ride-share giant is granted on-going rights to Multi purpose taxi card program this in turn will lead the way for any quasi taxi to enter the MPTP market.

Separate to my very serious concerns regarding Uber I also request that the committee consider that

When the Andrews Government revoked all the taxi and hire car licences for no real compensation, or genuine consultation with taxi industry participants the industry losses created financial despair, suicides, mental health problems.

Many Victorian taxi operators are still left with legacy debts. This in itself should see another enquiry in the destruction of the Victoria Taxi industry.

The taxi industry reforms were supposedly meant to create competition and in doing so establish a fair playing ground to create better services for the travelling public.

The competition has almost destroyed the taxi industry and created a taxi driving poor!

Taxi driving no longer pays a living wage!

Historically, the Taxi industry never had any problems paying high fees, maintaining and keeping cars up to date. Now with lower fees, cheap easy entry most operators are struggling to stay on the road. Ask yourselves exactly how many taxis are now on the road in Victoria?

Ask yourselves how many people have driver permits but do not drive on a regular basis or no longer drive!

The transportation of people is not rocket science. It's very simple. An accredited driver takes a passenger in a properly regulated vehicle from point A to point B.

Thank you for reading my submission into Multi purpose taxi card inquiry

Kind regards

Sandra Timmins
Owner/operator Partner