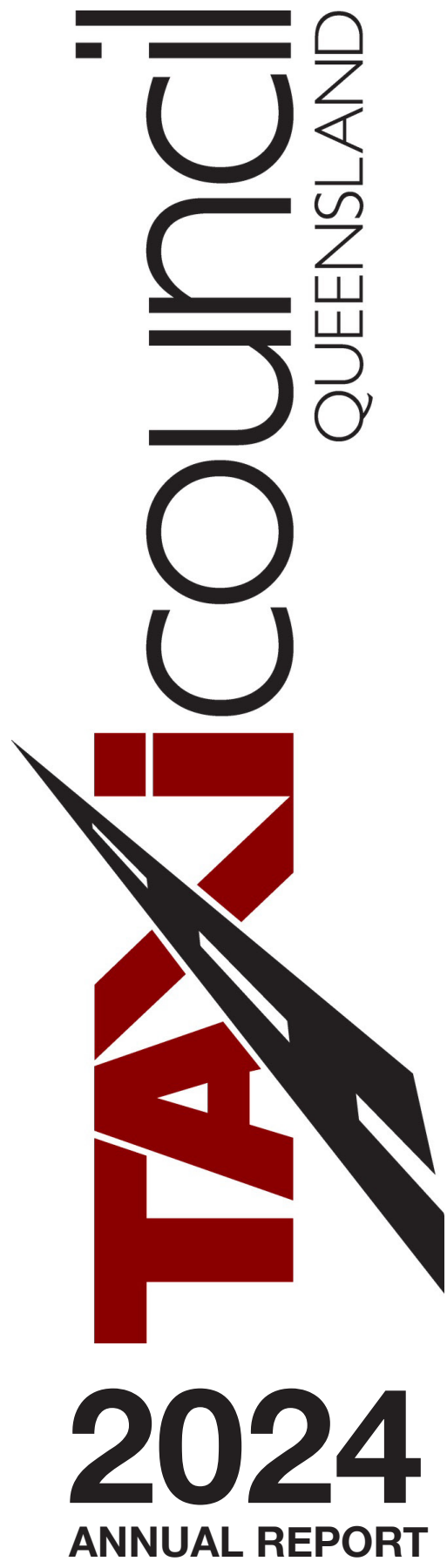


ANNUAL REPORT





VISION

To be the unified voice of the taxi industry in Queensland, with the necessary direction, resources and political and community profile to lead the industry proactively on issues of strategic importance to Taxi Council Queensland.

MISSION

Taxi Council Queensland exists to expand the total market for taxi services by:

- securing a beneficial legislative framework;
- building a positive community profile and awareness of the taxi industry; and
- improving the responsiveness of the industry to market demands and changes for the well-being of all taxi industry participants in Queensland.

VALUES

PROFESSIONALISM

To act in a manner that enhances the reputation of the taxi industry in Queensland at all times.

INTEGRITY

To honestly and consistently act in the best interest of taxi patrons and providers.

PROACTIVITY

To provide leadership to members on strategic issues impacting across the taxi industry in Queensland.

ACCOUNTABILITY

To be accountable to members on the performance of the Council and its officers against agreed benchmarks.

TEAM WORK

To work co-operatively in the interest of the taxi industry in Queensland while encouraging mutual concern and respect for each other.

TAXI COUNCIL OF QUEENSLAND INCORPORATED

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Notice of Annual General Meeting

Members are advised that the Annual General Meeting (AGM) of the Taxi Council of Queensland Incorporated (TCQ) will be held as follows –

Time: **10.00am to 11.00am**

Date: **Wednesday 11 December 2024**

Place: **Hybrid Meeting via online (Zoom) & in-person (Ocean International Hotel, 1 Bridge Road, Mackay)**

TCQ Corporate Members are requested to circulate this notice of the AGM to their affiliated Taxi Service Licence (TSL) holders.

The Agenda for the AGM will be as follows:

1. **Confirmation of minutes of the previous Annual General Meeting**
2. **Receiving of the Annual Report** (*including financial statements and auditor's report*)
3. **Election of the Councillors**
4. **Election of Office Bearers** (*President, Senior Vice President, Junior Vice President / Secretary / Treasurer*)
5. **Appointment of the Auditor**
6. **Notices of Motion**
7. **General Business**

All TCQ members are welcome to attend the AGM. However, only members who have pre-registered for the AGM by 4:30pm on Friday 6 December 2024 may be allowed admission into the meeting. To pre-register, please use the registration form on this page.

If you have any issues completing pre-registration online, please contact the TCQ office on (07) 3434 2100 for assistance.

Blair Davies

CEO

Taxi Council Queensland

PRESIDENT'S REPORT By Max McBride

In Queensland the taxi industry continues to do well in regional areas but is struggling in the south-east of the state. This has occurred largely as industry productivity levels in the south-east remain low, which is somewhat counter intuitive given that lease values for taxis have not recovered from the fall that occurred during the Covid 19 pandemic. The reason for this failure is clear, the subleasing of taxi licences has usurped the functioning of the market and licence leases cannot establish a true market value as a result.

First, let me preface the following statement with the fact that many licence holders in south-east Queensland are now trapped within the industry, unable to leave the industry and not able to take back control of their assets, because of health or age constraints. I can assure those licence holders that TCQ remains cognisant of the plight that currently besets them and that TCQ continues to advocate for a decent pathway to enable them to exit the industry with dignity.

The irony in all of this is the argument that open entry into the Queensland taxi industry will solve all problems for the industry and the community in terms of service quality and delivery. What nonsense. The idea that open entry into the taxi industry will somehow repair all the damage that resulted from the tearing down of undisputedly, the best passenger transport regulation in the world, the Queensland Transport Operations (Passenger Transport) Act 1994 has no foundation and is, quite frankly bereft of any empirical evidence. The reality is that with licence lease rates in south-east Queensland at negligent levels, the industry in the south-east continues to witness licences being left on the shelf. So, the argument that open entry will somehow, miraculously improve the quality and delivery of taxi services is rubbish. Why aren't those licences being taken up now? The fact is the only way to improve the industry is to increase patronage. To achieve this outcome service quality and delivery times need to improve and this can only be done by having the appropriate control systems in place, thereby building a service focused culture which in turn strengthens the taxi company's brand.

If anyone has any doubts about this statement, just have a look at taxi services in Melbourne. Prior to deregulation, they were of a reasonable standard, apart from the refusal rate for short fares, but are now a disgrace. The Alan Fells' taxi solution on full display, what a great contribution to public policy in Australia.

Further to this, while open entry may initially produce a "sugar hit" for the dispatch companies in terms of more taxis paying more base fees, industry productivity goes off a cliff, and this together with the oversupply of taxis, with more taxis competing for fewer bookings the profitability of taxi businesses dramatically falls, even though there are no lease fees. Ultimately means operator/drivers either have to develop their own client base or they leave the industry. Taxi operator/drivers servicing their own clients may sound like a winner, however dead running dramatically increases, severely impacting on the profitability of every taxi business, forcing up the cost of fares and causing a dramatic fall in service quality, as the closest taxi is not being utilised to service the customer and quality standards fall as operator/drivers cut corners to remain viable.

Ironically, with fewer people calling taxi companies to book a taxi service, taxi companies eventually have to dramatically reduce base fees, thereby losing the only thing they thought they got from open entry. In Melbourne today, some taxi operators are being charged only \$250.00 per month for base fees, but don't receive any taxi bookings. Make no mistake, ultimately open entry will be terminal for the big dispatch companies, especially given that they choose to not maintain the quality of the product being delivered to taxi customers.

This can be contrast to the operation of small regional taxi companies, most notably in Victoria where 3 regional taxi companies have fought hard to ensure service quality and standards and are now reaping the benefit, with individual taxi businesses now trading for substantial sale prices. For example, in Bendigo a right to operate a taxi in Bendigo Taxis is now selling for \$185,000.00. This was achieved by initially refusing the entry of new taxi entrants into Bendigo Taxis operation when deregulation first occurred. Refusing access to the Bendigo Taxis network meant that taxi driver and operator incomes were maintained, as were lease values. Without access to the Bendigo Taxi client base the new entrants eventually faded away, along with the big taxi companies who tried to also establish a service in Bendigo. The share ride companies like uber continue to operate in Bendigo, however they cause negligible damage to Bendigo Taxis, as the company focuses all their energy on service quality and service delivery, thereby strengthening their brand and building their client base.

With regional taxi companies in Queensland largely enduring the assault from the introduction of ride share, the value of taxi businesses in most centres has recovered, in terms of driver incomes, operational profitability and lease rates. Licence values in regional areas remain relatively low and out of sync with taxi income, as a result of the uncertainty in the licence market and the reticence of the financial sector to lend against taxi licence assets. This should have corrected by now, however as a result of the persist pessimism by those mouth pieces who sit on the sidelines of the industry and continuously talk down the Queensland taxi industry, all the while belittling the successes resulting from TCQ's advocacy, confidence in purchasing taxi businesses remains low.

What is needed for the industry to fully recover is for there to be an end to the media stunts by the "snake oil men" and for the taxi industry to focus on the main game, that is focus on delivering a high-quality taxi services that puts our customers first.

Critical to the success of regional companies has been maintenance of quality and service delivery standards. This being said, driver supply remains a critical issue and in this matter our industry must learn from the significant resources ride share commits to driver recruitment. For far too long participants in the taxi industry have complained about driver availability but do little to source new drivers. Taxi companies do not commit the resources, energy and creative thinking needed to develop new strategies to source drivers and taxi operators do not take much responsibility for driver recruitment by developing their own driver recruitment strategies and programs. Some proactive taxi operators have realised that recruiting while driving a taxi produces good dividends and these operators are improving vehicle productivity and profitability. In short, driver recruitment and retention of drivers must be the highest priority for taxi operators and taxi companies. This will improve profitability which in turn will lead to improved service standards.

Taxi supply is another critical issue in terms of building and strengthening our client base. To this end, the utilisation of stand-by taxis provides considerable opportunities for the industry to satisfy demand more effectively without oversupplying the market and destroying driver and operator returns. So, managing the huge swings in demand experienced by the taxi industry with a fixed supply is a herculean task, however the laissez faire approach to taxi supply (in other words open entry) is basically suicidal. The sensible approach is to using market information systems to manage supply and to attempt to ensure supply is sufficient to service demand within acceptable pickup times that are customers.

Ultimately, for the taxi industry to fully recover from the events of the past 7 years we must remember that taxis are not ride share. Taxis provide a consistent, cost effective and dependable service and this ethos should not be compromised. The elements of the Transport Operations (Passenger Transport) Act 1994 that lead to the creation a service culture in the taxi industry from 1994 to 2016 must be re-established, either by regulation or progressive taxi companies, with a focus on the future. With the public's flirtation with the bling that is ride share and now well and

truly over, most customers are wanting to return to a reliable, consistent, high-quality service that is there to satisfy their needs.

Fundamental to the strength and resilience of regional taxi companies has been unity. In-fighting within taxi companies and the splitting of companies is a cause of great concern. Ultimately, egos and personal differences should not win against the realisation that we all have a common threat, and we must face that threat together, if we are to triumph. I urge all within the industry to put aside their personal enmities and to come together and face the challenges together. It is in our personal financial and business interests to do so.

A significant part of the effort to rebuild our industry requires a strong and determined peak body, that produces actual results and does not indulge in media stunts and self-promotion. So TCQ does not spend our very limited resources telling all in the industry how good we are or how we cleverly advocated for a particular outcome, quite simply we don't have time for such luxuries, we have to move on and continue the effort to achieve more outcomes for the industry or to act to defend the industry against threats as they emerge. Political advocacy requires great skill, well developed strategies and determined and tireless advocacy. Nothing is achieved in the media, or by promotional stunts or by demanding answers from politicians. Painting a politician into a corner is a dumb and damaging strategy, that takes a huge effort to undo. Sadly, TCQ is in the process of repairing the damage done by just such an ill-conceived strategy. Political advocacy like legal representation requires advocates with the expertise, intellect, and capacity to understand the nuances politics, this being an incredibly complex and demanding process, far more than almost everyone understands.

In recent months TCQ has achieved the following:

1. A fare rise of 5.2%. This was achieved after 6 months of continuous political advocacy and even though there was a state election to be held within a few months, TCQ was able to deliver the result on time and with the quantum being in line with what was asked for. Make no mistake, this fare rise would not have occurred without TCQ's advocacy. There was no other organisation or taxi company advocating for a taxi fare rise. Does anyone in the industry truly believe that fare rises just happen, as has been claimed?
2. The grant that TCQ successfully advocated for in 2019 for the replacement of wheelchair accessible vehicles of up to \$45,000.00 was increased to \$55,000.00. Again, this was the result of TCQ's ongoing effort over many months with no other organisation or taxi company being involved.
3. The \$20.00 wheelchair loading fee was another successful strategy conceived and advocated for by TCQ over a considerable amount of time. Recently TCQ was successful in having the fee increased to \$25.00, with the fee being doubled to \$50.00 on Christmas Day. Again, no other organisation or taxi company was involved in this effort.
4. After a considerable effort TCQ has again successfully advocated for the Taxi Subsidy Scheme (TSS) to be exclusive for the taxi industry in Queensland. Once again, no other organisation or taxi company was involved in this successful advocacy.

Finally, I look forward to 2025 and the great opportunities that are currently before the Queensland taxi industry and would like to take this opportunity to thank you for your continued support of TCQ and to wish you and your family a Merry Christmas and a great New Year.

REGIONAL REPORTS

Far North Queensland

Overall Trend: Strong recovery and growth post-pandemic, with consistent year-on-year revenue increases.

Peak Year: 2023–24: Achieved \$31,867,218 in revenue, reflecting robust growth and market expansion.

Year-on-Year Growth: 3.42% increase from 2022–23 to 2023–24, outperforming inflation.

Recent Performance: 2024–25 Q1 (July–September): Generated \$9,249,396, indicating the potential for another record-breaking year.

Key Insights

Pandemic Recovery: Revenues surged from \$25,310,873 in 2021–22 to \$31,867,218 in 2023–24, representing a 25.9% increase over three years.

Seasonal Patterns: July and August consistently deliver the highest revenues. December experiences a significant spike, while February often records the lowest monthly revenue.

Resilience: The industry has demonstrated remarkable adaptability, overcoming global challenges to sustain growth.

Tourism and Regional Highlights: 2023–24 saw domestic tourism return to pre-COVID levels, though international visitors remain below historical averages. Far North Queensland offers over 3,000 attractions, with domestic traveller's participating in an average of 5 activities per trip, compared to 15 activities for international tourists. Cairns Airport has secured new airline routes and destinations, facilitating connections to Asia, Europe, New Zealand, and the USA starting in 2025.

Challenges and Industry Adaptation

Rideshare Impact: Over 500 registered Ubers operate in the region. Despite the competition, Cairns Taxis continues to dominate. No new TSLs have been issued since 2015, contributing to an uneven competitive landscape.

Driver Recruitment: Recruitment has improved, but challenges remain with some drivers attempting to operate non-approved dispatch systems. Cairns Taxis actively monitors and shuts down such practices, ensuring service integrity.

Innovations and Service Enhancements: Premium Taxi Service introduced, along with two full EVs, providing customers with more travel options. Upgraded booking app and IVR system, achieving over 70% automation for all bookings. M50 job completions increased by 10.2%, with average wait times reduced to 5 minutes 24 seconds.

Operational Improvements and Future Plans

Decommissioned three old repeater sites, with the last two being offloaded to existing customers.

Upgraded the Portsmith headquarters to withstand extreme weather conditions. Expanded services at the depot to include full mechanical and technical workshops, open to both taxi operators and the public.

Constructed six large storage units to generate residual income. Exploring new opportunities to dispatch for larger fleets and other clients via the in-house Call Centre.

Industry Collaboration

Cairns hosted the ATIA conference in August 2024, showcasing the region's offerings and fostering connections with taxi operators nationwide.

This report highlights Far North Queensland's strong recovery, continuous growth, and the proactive measures Cairns Taxis has taken to secure its leadership in the region. With a clear focus on innovation, service quality, and resilience, the industry is well-positioned for future success.

Bob Epps

Board Member & Councillor

Far North Queensland Region

North Queensland

Our region continues to enjoy a healthy economic climate.

The taxi owners, operators and drivers are all benefiting from a busy year. The lease figures are reflective of the strong demand experienced by taxi operators. Current lease agreements inclusive of GST is averaging around \$500 for sedans and \$450 for WAT vehicles per week.

Driver shortage is still a major issue and there doesn't seem to any easy solution in foreseeable future.

Wheelchair users face the same dilemma on a continuous basis. Long periods of waiting times, drivers not willing to drive WAT vehicles etc.

The housing market has seen a substantial increase since last year. The confidence in the local is strong.

With the change of the Government, we all hope that the current ministers look at the taxi industry in a positive light and help the people who were greatly impacted by the introduction of Ride Share.

Bipendra Singh
Councillor
North Queensland Region

Central Queensland

The Central Queensland region has continued to experience a buoyant economy over the last twelve months, despite the world price for metallurgical coal falling from the record high levels. Metallurgical coal is used to produce steel, not electricity and so is likely to continue to be in high demand for the foreseeable future. With China now not approving the development of any new coal fired power stations and pouring billions of dollars into the development of solar and wind generation with battery backup, the future for new thermal coal mine remains poor and so the possibility of new thermal coal mines being developed is very unlikely. Despite this, demand for metallurgical coal remains high, with the move to steel produced using hydrogen (green steel) yet to get underway in any serious way worldwide.

The substantial Central Queensland beef industry has recovered somewhat from the extreme price falls experienced over the past 4 years for beef cattle. Forecasts for 2025 suggest cattle prices will return to record levels, although this predication is doubted by many producers in the industry.

The sugar and grain sectors are continuing to outperform market forecasts, with sugar prices continuing at record levels and grain demand remaining strong because of Russia's war with Ukraine. Primary industries continue to be an important economic driver in the regional economy, with the resultant benefits accruing to all segments of the local economy, including the taxi industry.

The domestic tourism industry has completely recovered from the Covid 19 pandemic, although regional tourism was down around 15% in the first 3 months of 2024, with more Australians travelling overseas. Tourist numbers in the Whitsundays have bounced back from June 2024, with significant increases in flight numbers into Proserpine Airport driving some of that growth. Tourism remains an important economic driver for the Central Queensland economy, with the local taxi industry benefiting substantially.

Driver supply continues to be the greatest growth inhibitor for the Central Queensland taxi industry. To counter this, taxi operators are becoming much more active in developing strategies to sourcing new drivers and are not relying on taxi companies to meet the need for labour in their own businesses, a long overdue change. Mackay Taxis is committing substantial resources to driver recruitment and have engaged dedicated staff to recruit new drivers, however the Driver Authorisation process is slow and cumbersome. A particular concern is that medical examiners are indulging in considerable over-servicing, so much so that applicants are being sent to specialist doctors, despite having no ailments or history of afflictions to cause such scrutiny. An appointment with a specialist or to book in a sleep apnoea test is taking up to 3 months. The same situation seems to be occurring in Townsville and in Yeppoon. To address this matter Mackay Taxis has raised the issue with TCQ and Blair Davies is raising the matter with Transport and Main Roads. Mackay Taxis is also raising the matter with local disability groups as the issue is having a real impact on the delivery of wheelchair accessible services.

Mackay Taxis has stopped the use of fixed price taxi fares, as the quoted margins above the metered taxi fare have been as high as 36%. With some of this additional revenue going to drivers and the remainder to dispatch company to pay for the "price guarantee" the practice was causing taxi fares to be uncompetitive with ride share. In today's world where customers are shopping for taxi services by comparing app prices, Mackay Taxis believes that it is untenable to have uncompetitive pricing strategies in place. On the ground customers were openly referring to the app prices as a rip off. Since removing overpriced fares there has been no net loss of taxi bookings, based on job numbers. Mackay Taxis holds the view that customers want a consistent and low fare that they can rely on. The company does not believe that dynamic pricing is consistent with customer expectations. Whilst taxi may not always be the cheapest fare in the market, having a consistently low price, that customers can rely upon, is a better marketing position than adopting dynamic or surge pricing systems.

Max McBride
President, Board Member & Councillor
Central Queensland Region

Wide Bay

The region has once again seen continued new housing and commercial growth. This has been good for business but has also put more pressure on our current fleets and operators still running short on drivers and in some cases even short on cars.

The region has had continuing good tourist numbers, 13% up on last Financial Year and just recently Jetstar direct Hervey Bay to Melbourne flights commenced and numbers so far are promising. Hopefully more flights to more places, even North maybe!

Hervey Bay has taken several different approaches to driver recruitment, whether it be by paid training, more in car training and education or even flyers in your letterbox. We all need to do more for our business. We have even seen an increase in Leased Licences which brings more diversity to the industry.

The most disappointing development across our Region (Hervey Bay, Maryborough & Bundaberg) has been the increase in crime. Youth crime and domestic violence being top of the list.

Hervey Bay Taxi Service is active in the community supporting local sports clubs and community events including Dunga Derby, Kondari BBQ Festival and Seagulls Football Club.

TCQ remains an important part of the taxi industry in Qld as our representative to the Government. Hopefully in the next year more operators will join and have their voice heard as one.

Adrian Cox
Board Member & Councillor
Wide Bay Region

Sunshine Coast

Looks like I spoke too soon last year, highly anticipating Bonza Airlines introducing competitive east coast air transport with the bonus of regional destinations and a jet base at the Sunshine Coast Airport.

Vale, Bonza Airlines.

If only they had asked “the locals” in all of their regional destinations how much they would be prepared to pay. The taxi driver test; more highly rated than the TV News “Pub Test”, (conducted post mortem) resoundingly said that Sunny Coast resident travellers would have paid double the \$59, \$79, \$99 asking price to fly Bonza rather than a 80 minute drive to Brisbane, plus parking fees, not to mention the home coming journey on the “Bruce” heading north!

The Suncoast Cabs airport rank shed a tear or ten upon the demise of Bonza. (Bless their very friendly staff who lost their jobs).

Following 100 years of taxi transport on the Sunshine Coast our 106 shareholder owners were presented a proposal to transfer ownership control to our long-term major shareholder Black & White Cabs of Brisbane.

The offer was generous in terms of shareholders retaining ownership of their TSL’s, (just in case a Queensland State politician is infected with an ounce of integrity as delivered by the vast majority of other State & Territory MP’s).

The Suncoast Cabs Board delivered a capital return greater than the highest share purchase cost ever paid, plus a very generous fully franked dividend.

A repeat item, worth a reminder; customers are astonished to learn that the Sunshine Coast has not had a new TSL issued in the area in over 12 years, a State Government failure of Transport Policy by any measure.

Our community has grown by some 100,000 people in this time frame hence demand for taxis continues to exceed our fleet of 110 cabs.

Taxi business is all about “time & luck”; the more time you spend the luckier you will become.

Clark Chappel
Board Member & Councillor
Sunshine Coast Region

South West Queensland

Over the past year, the Downs Region has seen a substantial influx of investment, significantly boosting its economic landscape and infrastructure development. These strategic financial injections have targeted various sectors, fostering growth, innovation, and sustainability.

The investments have spanned across public and private sectors, encompassing infrastructure projects, technological advancements, healthcare, education, renewable energy and community development programs. Significant contributions have come from both local and international investors, reflecting a strong confidence in the region's potential and strategic importance.

The Inland Rail is progressing steadily with some sections already transporting freight. The new Toowoomba Hospital is well under way with a completion date in late 2027. The land work has been done and the external walls are starting. The new Boeing Production Facility is also moving ahead and expected to be operational in approximately three years. This facility will be manufacturing military combat aircraft to cater for Australia and its allies.

Land development in the region continues to grow at a fast rate bringing new people and infrastructure to the various regions in the South West area.

The Taxi Industry has been steadily recovering from Covid with a shortage of drivers still the biggest hinderance. It's pleasing to see everyone in the taxi industry is doing all they can to grow their businesses and continuing to offer world class services.

The substantial investment in the region over the last few years has laid a robust foundation for continued growth and development. As we look ahead to the promising projects in the pipeline, it is evident that the region is poised for a transformative journey, driven by innovation, sustainability, and economic prosperity.

On a personal note, I would like to take this opportunity to thank Blair and Maddison for all the hard work they put in for the Taxi Owners, Operators and Drivers. We know that they will continue to strive for the best for us all and we look forward to continuing to work with TMR for a fair and reasonable outcome for all taxi industry participants.

I would also like to thank all the Taxi Owners, Operators and Drivers in the SW Queensland Region and wish them all the best for the future. Together working as one group we will continue to improve our taxi businesses.

We look forward to the future with hope, enthusiasm and motivation to build the taxi industry in the South West Queensland Taxi Council Region and join the rest of Queensland in being one of the best taxi industries in the world.

We would also like to pay our condolences to all those in the Taxi Industry who have lost loved ones this year.

On a personal note, Anne and I would like to wish everyone, their families and friends a very Merry Christmas and we look forward to the New Year with high expectations.

Noel Spain
Junior Vice-President, Board Member & Councillor
South West Queensland Region

Metropolitan

First and foremost, I offer my thanks to Maddison, for her great efforts and support in dealing with Brisbane Metropolitan issues with both developers and Brisbane City Council.

With the redevelopment of Roma Street train station, we have worked with developers to ensure that a new taxi rank was located close to the train station entrance and made sure that it had the capacity and ability to accommodate Wheelchair Accessible Vehicles to ensure that disability support was able to be maintained.

With the redevelopment of Wishart shopping village, we were able to ensure that we had 3 vehicle spaces with adequate room for a maxi taxi to pick up and drop off.

Again, thanks to Maddison for working with developers of Brisbane Star Casino. She has ensured that there were adequate taxi rank facilities at the casino for pickups and drop-offs. Both Maddison and myself were invited to the development site days prior to opening, so that we could ensure that there was adequate phone signal for the MTI Data system to be able to dispatch to drivers.

We were also invited to a redevelopment meeting at Howard Smith Wharves for a rank redevelopment, again to ensure there was adequate space allocated for pickup and drop off.

I also offer up my condolences to Maria Collins, with the passing of her husband Greg. He succumbed to a long battle of ill health. Thank go out to the Board Members and taxi industry people who offered up their support to Maria through these troublesome times.

Brian Kenny
Board Member & Councillor
Metropolitan Region

Gold Coast

Unfortunately, the Gold Coast taxi industry has not grown in the last 12 months and continues to deteriorate. Whilst driver numbers have at times provided acceptable daytime coverage, night time driver coverage at times is almost non-existent. The unlimited capping of rideshare means it is unviable for many taxi drivers to drive at selected times in the day and especially at night.

The reality of cost-of-living pressures, inflation and the changes around pensioner working/tax arrangements has meant more and more rideshare vehicles on the roads of the Gold Coast.

When compared to Brisbane and other Queensland regional areas the amount of dispatched work being supplied to the Gold Coast taxi owner, operator and driver is significantly down. Considering the significant costs for monthly radio fees, security camera rental, vehicle inspections and network affiliation, the amount of radio jobs dispatched to the Gold Coast fleet currently makes it almost unviable for an operator to substantiate.

We have seen at times a significant increase where drivers are moving to a direct lease between the networks and the driver (operator/driver arrangement). Usually after a few months of operating under this system the lease is handed back to the networks due to financial unviability.

In February, the Gold Coast Airport moved the taxi rank from directly out the front of the domestic arrivals area. The new taxi rank is several hundred metres away in an area that lacks directional signage and any form of advertising. Uber did a commercial contract with the airport and took over our prime taxi rank. Uber now has advertising and brand coverage across a full pick up and drop Uber zone. For over 18 months we have requested and demanded that mandatory signage for taxis be done by Gold Coast Airport. We are still waiting some 10 months since the rank moving for this to be fully completed. This decision by the airport has resulted in approximately a 40% reduction in the economic fare value of jobs from the airport.

The abuse of the various driver self-booking apps used by the networks continues to affect our industry. These self-driver booking apps allow the driver to manipulate the meters and charge the high occupancy and/or Premium tariffs from ranks, airports and even hail jobs. This overcharging of the customer undermines our industry and results in turning our customers towards our competitors.

Whilst regional Queensland has maintained a valuable and economically viable link with their customers and community the same cannot be said for the Gold Coast. We have now reached a moment in time whereby the taxi industry on the Gold Coast is almost unviable for the taxi owner, operator and driver.

Shane Smith
Senior Vice-President, Board Member & Councillor
Gold Coast Region

QLD TAXI LICENCES BY LOCATION

Qld Taxi Licence Categories	Total Licences	Conventional	WAT	Total Licences	Conventional	WAT
Year	December 2023			November 2024		
Brisbane Companies						
Sub-total	1863	1551	309	1863	1551	312
Provincial City Companies						
Bowen	4	3	1	4	3	1
Bundaberg	30	24	6	30	24	6
Cairns	137	115	22	137	115	22
Gladstone	28	22	6	28	22	6
Gold Coast	357	267	90	357	267	90
Gympie	11	8	3	11	8	3
Hervey Bay	18	12	6	18	12	6
Innisfail	11	9	2	11	9	2
Ipswich	69	53	16	69	53	16
Mackay	73	53	20	73	53	20
Maryborough	15	11	4	15	11	4
Mount Isa	34	33	1	34	33	1
Redcliffe	37	29	8	37	29	8
Rockhampton	67	53	14	67	53	14
Sunshine Coast	110	82	28	110	82	28
Toowoomba	86	70	16	86	69	17
Townsville / Thuringowa	135	112	23	135	112	23
Sub-total	1222	956	266	1222	955	267
Towns						
Atherton	3	2	1	3	2	1
Ayr	4	3	1	4	3	1
Beaudesert	3	2	1	3	2	1
Biloela	2	1	1	2	1	1

Qld Taxi Licence Categories	Total Licences	Conventional	WAT	Total Licences	Conventional	WAT
Blackall	1	0	1	1	0	1
Blackwater	1	0	1	1	0	1
Boonah	2	1	1	2	1	1
Bribie Island	4	2	2	4	2	2
Capricorn Coast (Yeppoon)	10	5	5	10	5	5
Cardwell	1	0	1	1	0	1
Charleville	4	3	1	4	3	1
Charters Towers	6	5	1	6	5	1
Chinchilla	2	1	1	2	1	1
Cloncurry	3	2	1	3	2	1
Cooktown	2	1	1	2	1	1
Crows Nest	1	1	0	1	1	0
Dalby	8	7	1	8	7	1
Emerald	6	4	2	6	4	2
Fraser Island	1	1	0	1	1	0
Gatton	1	0	1	1	0	1
Gayndah	1	0	1	1	0	1
Glasshouse Mts / Beerwah	1	0	1		no data	
Goondiwindi	5	4	1	5	4	1
Gordonvale / Yarrabah	3	1	2	3	1	2
Horn Island	1	0	1	1	0	1
Ingham	2	1	1	2	1	1
Karumba	1	0	1	1	0	1
Kilcoy	1	0	1	1	0	1
Kingaroy	4	3	1	4	3	1
Kuranda	1	0	1	1	0	1
Laidley	1	0	1	1	0	1
Longreach	1	1	0	1	1	0
Lowood	1	0	1	1	0	1
Macleay Island	1	0	1	1	0	1
Magnetic Island	3	2	1	3	2	1
Maleny	1	0	1	1	0	1

Qld Taxi Licence Categories	Total Licences	Conventional	WAT	Total Licences	Conventional	WAT
Mareeba	7	6	1	7	6	1
Mission Beach	2	1	1	2	1	1
Moranbah	3	2	1	3	2	1
Mossman	2	1	1	2	1	1
Mount Morgan	1	0	1	1	0	1
Mount Tamborine / Canungra	2	1	1	2	1	1
Murgon	2	1	1	2	1	1
Nanango	1	0	1	1	0	1
Normanton	1	0	1		no data	
North Stradbroke Island	2	1	1	2	1	1
Oakey	1	0	1	1	0	1
Pittsworth	1	0	1	1	0	1
Port Douglas	3	2	1	3	2	1
Rainbow Beach	1	0	1	1	0	1
Roma	7	6	1	7	6	1
Russell Island	1	0	1	1	0	1
Stanthorpe	2	1	1	2	1	1
St George	1	0	1		no data	
Tara	1	0	1	1	0	1
Thursday Island	15	14	1	15	14	1
Tin Can Bay	1	0	1	1	0	1
Toogoolawah	1	0	1	1	0	1
Town of 1770	1	0	1	1	0	1
Tully	2	1	1	2	1	1
Warwick	6	5	1	6	5	1
Weipa	3	2	1	3	2	1
Woodford	1	0	1	1	0	1
Sub-total	163	97	66	162	97	65
TOTAL						
	3248	2604	644	3247	2603	644