



Media Release

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RAC responds to Green Paper on WA taxi industry

Safe, reliable and affordable taxi services in Western Australia are the key themes of RAC's response to the Department of Transport's Green Paper on the WA taxi industry.

The key priorities for reform for RAC are:

- An affordable on-demand service
- A reliable on-demand service
- A safe on-demand service – including vehicle standards
- An accountable on-demand service

RAC Senior Manager Policy and Research Anne Still said last year RAC released a landmark independent review of the taxi industry and provided 34 recommendations to the State Government to improve the experience of RAC members and the general community.

"Taxis are integral part of the WA transport system and how we move around our community with almost 13 million trips per year," Ms. Still said.

"However, the total number of taxi trips taken is in decline and the recent emergence of smart phone booking applications is putting added pressure on the industry. Historically taxis have also been under-utilised and have been a poorly integrated part of our transport system."

The RAC Review also called for regulatory reform. It identified that the taxi legislation was overly complex and fragmented and had not been updated to reflect modern requirements.

Ms Still said RAC has welcomed a well-defined road map for how we plan and manage the challenges of the taxi industry in WA.

"Most importantly, the experience of taxi users must be the priority for any change going forward. The industry must also be open to change and be allowed to operate within a level playing field."

RAC's 2014 Taxi User Survey gave RAC members and the WA public the opportunity to have their say on their experiences as WA taxi-users.

"The Taxi User Survey found 84 per cent of respondents indicated they had at least one negative association with the industry and six out of 10 people had experienced a problem with the industry," Ms Still said.

"Eighty per cent said they would use taxis more if the fares were lower, and 53 per cent said the worst thing about catching a taxi was the unreliability and the wait times.

"WA is now well placed to achieve substantial reform and by doing so, improve and secure the future of the industry."

[RAC Response to the Department of Transport's Green Paper: On Demand Transport](#)
[RAC commissioned report Review of Aspects of the Taxi Industry in Perth and Western Australia](#)
[RAC Taxi User Survey 2014](#)

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