
SPSV Review 2015

Submission from Tapp a Taxi

We understand and totally appreciate what you are trying to achieve here and grateful that you are going through this process to ensure efficient regulation which is also future proofed allowing for technology developments. On top if this still keep the focus around the industry that will deliver benefits for both consumers and New Zealand.

So, we are writing this submission as we value the responsibility and protection that you have for the consumer and New Zealand.

Firstly, it is worth mentioning that we have understood the current laws and developed something that is totally legal and operational within all current frameworks. We actually require no real changes, and there are several New Zealand companies that are complimenting the existing industry, innovating while being compliant. Total compliance is a non negotiable part of our business.

However we do have some comments for consideration. We have not only developed a really great product for New Zealanders but we have also done this overseas in Latin America where we have also liaised with government effectively and respected a different set of rules, where we have a totally compliant product (to be launched) and a well respected company. In Colombia the rules changed when the big american transport giants arrived making them non compliant and we adapted accordingly to remain the favourable choice.

We value the governments role in all this and we consider when making changes they should be not to loosen but to tighten in a productive manner to maintain control and respect. Other countries have recognised this and we have first hand knowledge and experience of this.

We would like you to acknowledge our views around the following points we consider as “must haves” due to safety, efficiency and protection of NZ industry:

All people carrying passengers (Taxis/Private Hire/Shuttle/Ride Share etc..) **must**

- Hold a **P endorsement** - to include a comprehensive background check including police and a better national register for transport operators to check (a good example of this would be the real estate institute, now anyone can look up any real estate agent with their name or licence to see their track record and any convictions etc.)
- Possibly needless to say but a **valid work visa** for full time work and for transport purposes and work for a registered business - this will cover off a police check in the drivers place of birth.
- **in-car cameras** - we have had several really good cases where drivers have been attacked, robbed and abused one was notably by a police officer here in Queenstown and these measures are not only visual deterrents keeping the workers safe but also aid in the reduction of crime and this is proven in our town.
- **PSL** - for the operator of the company (technology or ATO) - This is to ensure an up to date knowledge of the New Zealand law and also it can be enforced by the government keeping the industry safe and reputable.
- **Office** - Both the ATO and service provider to have an office which can easily be contacted or visited especially 9-5 maybe extended hours too.
- The **meter and fares** definitely to be registered regulated / checked and fair - the current system works well and by using a system like Tapp a Taxi where we can make taxis companies more efficient we hope to bring down the cost of taxis overall.
- Another one goes without saying but being registered for **GST** and paying **tax** in NZ for not only the companies but anyone driving for reward.

As a summary we like the way things are now, so **option 1 works** for us however **option 2 is a good option** too.

Options 3, 4 and 5 we do not consider favourable to the industry as mainly the fare basis is up in the air and it will let in all kinds of operators which will not be good for the country!

Option 6 is a possible however our preferred option is **option 2**.

We trust this helps and you understand our position, we value New Zealand as an excellent place and travelling around should be a joy and we will continue to innovate our products to facilitate this. Any questions please contact simon@tapp.co.nz or 03 428 2199