



ANNUAL REPORT

2012/13



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 issue 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.

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President's Report – Max McBride

Taxi Council Queensland (“TCQ”) has dealt with a number of serious issues over the past twelve months. The most significant of these were the government’s intention to halve funding for the Taxi Subsidy Scheme (“TSS”) and the entry into the dispatch market of rogue app companies. With the TSS changes being scrapped and the state-wide implementation of strategies designed to deal with the market distortions created by rogue app providers, TCQ is reasonably satisfied with progress on both these issues to date.

Uncharacteristically, TCQ has had to deal with a number of financial issues this year impacting our bottom-line. First was an Australian Tax Office (“ATO”) ruling concerning \$263,000.00 of superannuation payments associated with our rank marshals. With rulings from Fair Work Australia, the Queensland Civil and Administrative Tribunal, the Fair Work Ombudsman and the ATO itself all affirming the marshals as contractors and TCQ not being liable for superannuation, it is quite frankly, astounding that the ATO could reverse its ruling. While a successful legal challenge to the ruling was possible, the Council settled the case on commercial grounds.

In short, the cost of funding a challenge to the ATO ruling in the Federal Court, which if successful was likely to be the subject of an Appeal to the High Court was not considered a sensible risk for TCQ, especially given that the unrecoverable legal costs associated with a Federal Court challenge (let alone a funding a High Court Appeal) was likely to be higher than the superannuation cost. The second issue which caused deterioration in our trading results was the full financial impact of the loss of our Brisbane Airport Corporation (“BAC”) agreement. This has reduced our revenue by \$200,000.00 per annum. Remedial action to address the loss of revenue from the BAC is being implemented in the context of the 2013/14 budget, which shows a small profit and with strategies being developed to create alternative revenue streams to enable TCQ to once again strengthen our cash reserves.

Over the past 18 months TCQ has developed and implemented a media strategy intended to help mitigate the type of negative, unwarranted media commentary that plagued the industry for several years. With the success of this strategy it has become apparent that there is much more the industry can do, especially in regional centres to connect with their local media organisations, providing them with content, thereby better connecting with local communities. The fact is the taxi industry in Queensland has a good news story to tell, with 89% of Queenslanders either satisfied or more than satisfied with our service and communicating the positive contribution we make in our local communities provides the industry with a range of benefits across a number of different levels for very little cost.

This year we have made some changes to incorporate regional reports from around Queensland. This is in keeping with our Strategic Plan of further developing stakeholder engagement by providing a brief, specific insight into the different regions.

Regional Reports

Far North Queensland – Bob Roberts, GM Cairns Taxis

Our contract service area continues to be impacted by an unfavourable economic climate, particularly the high value of the Australian dollar. The total number of taxi jobs declined by 1.4% as against the previous year which is also down some 13% on the 2007/08 peak.

During the year, our new taxi booking App was developed. Initial promotion has been to existing customers aimed at establishing the Cairns Taxis App as their preferred booking method. The promotion which has been essentially via driver flyer handouts and in-car stickers is proving to be highly successful.

Facilitated by integration of our meters with the booking system, we have taken a pro-active approach to monitoring driver compliance with approved tariffs and taking action as appropriate. The automation of meter tariffs as proposed by the Queensland government is welcomed as it would provide customers with increased comfort that they are being correctly charged.

We have recently introduced refresher driver training programs for all drivers of wheel chair vehicles as well as refresher training for all drivers in relation to anti-discrimination legislation and driver safety emergency procedures. During the year, 124 new drivers successfully completed our RTO accredited new driver training program.

North Queensland – Scott Gist, Chair of Townsville Taxis

The principal focus of Townsville Taxis this past year has clearly been the MT Data implementation project. Cut-over day is scheduled for Sunday 8th September 2013. A very substantial amount of work has gone into the project to date and now we are moving into the final phase. The company has taken the opportunity to establish its own Smart Phone app and Internet booking facilities with MT Data which are scheduled to come on line at cut-over. The MT Data system will replace the company's 14 year old Sigtec system and we expect to see significant benefits over what we currently have in place. The opportunity has also been taken to re-invest in our IT infrastructure particularly a new repeater station at Mt Stuart and an upgrade to the current IVR system, as well as various ancillary items.

Whilst the MT Data project has clearly been the principal focus, we have also been addressing other key aspects of our business:

- A focus on improvement in call centre operations seeing average call wait times down very substantially to around 15 seconds across a week, with daily averages of between 8 and 20 seconds dependant on call volumes [of around 100,000 per month].
- Attracting new drivers to the industry and enhancements made to the driver training program and assessments in conjunction with the RTO with a view to having quality new drivers from the outset. Our attendance at a recent Careers Expo has seen some 25 people express interest in a Taxi Driver career, most that had not seriously considered this as an option before.
- Clearly articulating minimum acceptable standards of conduct and pushing a customer first approach.
- Developing sustainable relationships with key stakeholders such as DTMR, Townsville City

Council [Mayor, Councillors and key staff], local Members of Parliament, peak lobby groups such as Townsville Enterprise and the Townsville Chamber of Commerce, major Shopping Centre management, Townsville Airport and Townsville Base Hospital.

- Developing relations with local media outlets to improve the company's brand profile and reputation. The recent "Cabassadors" program that was run in conjunction with the Townsville V8 Supercars Race week provided good exposure to our brand and portrayed the company, its operators and drivers in a positive light.

Call centre volumes are trending on a similar path as past years albeit at marginally lower levels. This is seen as reflective of economic conditions and political uncertainty, affecting the discretionary spending part of our market.

The ownership base of the company's 135 strong fleet has remained stable with around half a dozen plates sold this past year, all to existing shareholders with values remaining buoyant.

The company looks forward to the next twelve months with anticipation of improving economic conditions, the successful implementation of a modern dispatch system to support operations and continued progress in all our key focus areas.

Central Queensland – Gary Button, GM of Mackay Taxis

With the mining boom coming to an obvious and rather sudden end, the demand for taxis in the Central Queensland region has definitely eased which has reflected as a reduction of income for both Drivers and Operators. To offset this, new revenue streams are being sought for taxis in the region. These revenue streams include thinking beyond that of provision of traditional taxi services to include taking on competitors and encroaching into other transport sectors such as bus transit, targeting specific markets provided by limousines and in some cases increasing our exposure to HACC and other special needs services.

The past year has also seen focus on regulation and compliance for drivers to ensure the service provided to the customer is the best possible. The new regulation regime, which was implemented in February 2013, focuses more on improving standards as a reaction to current and recent issues. The outcome of which has created a considerable reduction in the percentage of complaints and increased support for taxi services within the community. The region has also developed champions from the community who have been promoting a good feel for taxi services. The champions include local and state politicians to community support groups leaders as well as general business.

Support services to Operators has also been a priority with the development and introduction of Substitute Taxis and mechanical and technical services departments delivering almost all of the facilities required by the industry. Although in its infancy, customers from general public and business have also shown good support for auto care services.

Capricornia – Michael Keily, Chair of Rockhampton Cabs

The Capricorn region is not only the best place to live but work as well.

We are fortunate enough to have the mining boom on our door step even though lately this has tapered off somewhat. But even so this industry helps us keep growing which is evident at both the Capricorn Coast which has now grown to nine taxis from a few years ago of six and Rockhampton growing by two taxis to 67. We have Shoal Water Bay to our north which is at present holding a joint military excise between Australian and U.S army's. This facility is a great source of revenue for our region with troops taking leave in our area and most importantly catching cabs.

Both the two major centres of Rockhampton and Gladstone operate their own dispatch with smaller areas also doing the same. With the Capricorn Coast being the only to have out sourced their dispatch.

One of downsides in living in a regional area is sourcing spare parts in break downs situations and having to rely on freight companies to deliver your parts.

All our regions seem to have a good working relationship with Queensland Transport and I personally find them and their officers easy to communicate with on any matters I have had.

Wide Bay – Allan Bond, Managing Director Black and White Taxis Maryborough

The business outcomes for taxi operators in the Wide Bay region for the last financial year have been right across the financial spectrum

Regional service areas report strong business with growth in all centres. The smaller rural areas show a mixture of success and failure.

The business environment for regional centres has been far better than the small rural towns.

All have seen strong levels of returns as opposed to historical levels of business, particularly the smaller centres which operate with a more finite customer base than areas with floating tourist populations. These levels have been sustained particularly in the first half of this year. Most regional centres operate with a high level of Taxi Subsidy Scheme card holders and this has continued throughout the year. The areas without a large limousine presence have seen good growth in DVA work with most fares being short to intermediate.

The longer distance fares are mostly being taken up by limousines either operating in the relevant area or from a neighbouring area. Other contracted work remains strong particularly Queensland Health and Queensland Rail in areas where there has been a downgrading of hospital services and a continued presence of residing rail crew respectively. Translink school jobs continue to ebb and flow with much of the more lucrative work going to bus companies. Licence prices in the regional centres have shown steady if modest growth.

The new taxi service in Wondai has shown an encouraging level of business for a new service and the operator is confident of further growth. In contrast to this the Mundubbera service has ceased with the operator handing back his licence. He cites unfair competition from courtesy buses and other Government funded services as having a major impact on the number of potential taxi customers. Mundubbera was also hit hard by recent floods and the community is struggling to bounce back.

Rural Kingaroy with four licences has maintained a steady level of business with customer numbers up on the previous financial year. The operators report the usual swing in Translink jobs and an increase in DVA transfers.

In contrast to this the much smaller rural towns did not perform well. The single vehicle operators struggled to make a living with most operating other businesses to survive.

In summary, the larger regional and rural cities and towns have done well but the smaller, one taxi operators are struggling to operate their taxi service as a single income business.

Sunshine Coast – John Lobwein, GM of Suncoast Cabs

Despite continued trying economic conditions having a major impact on the Sunshine Coast region,

most areas reported sound results for the 2012/13 year. Whilst figures are not back to pre-GFC levels, the past year was the best since 2008 which shows that through the provision of good service, our business can grow even in tough times. There are signs throughout the region that give confidence and most taxi operators are looking forward to further increases in job numbers over the next year.

Suncoast Cabs are the largest taxi company in the Taxi Council's Sunshine Coast region. With a service that covers one of the largest taxi areas in the country and only 110 cabs to do so, the challenges are many. However, with the construction of the \$4bn Sunshine Coast Hospital having commenced in late 2012, and major construction works to start at the end of 2013, there is every reason that the taxi industry looks forward to a solid year in 2014. The Company reports that as the local service continues to explore avenues for growing the market, the co-operation shown by drivers, operators and the Call Centre has kept complaints to historically low levels.

The Bribie Island Taxi service also had reason to celebrate with both the Driver of the Year and the Operator of the Year coming from that company. George Goold has been an industry stalwart for many years and his efforts were rewarded with the 2013 Operator of the Year award. Alex Boyd, a taxi driver with some 33 years' experience (the past 5 on Bribie Island) was a worthy winner of the Taxi Driver of the Year for the region. We congratulate George and Alex and wish them good luck in the respective state awards.

Former regional Sunshine Coast Taxi Operators of the Year, Steve and Sharon Lee of the Glasshouse Mountains Taxi service reported a solid 12 months. They have shown that with a good business plan, and a simple policy of "customer first", one taxi towns can flourish. The newly introduced Council Cabs service and the introduction of a Peak Demand vehicle have allowed them to both grow the market and maintain costs. As the region grows they intend to grow with it and have plans on how to do this.

Maleny Taxis, Bruce Gray has been operating as the sole taxi in Maleny for more than 20 years and reports that whilst there were some changes to demand, his overall business continues to meet his expectations. The Maleny to Conondale, three times daily Flexi Link service operated in conjunction with Sunshine Coast Council has opened up a new market for Bruce and he reports that this service is exceeding expectations.

Metropolitan – John Tighe, GM of Black and White Taxis

The past 12 months has seen some contraction in business for the Brisbane taxi industry due primarily to serious budget cut-backs by the new LNP State Government. There was no doubt that financial restraint by them had to be done but the swiftness and depth of their cuts were felt by all.

Couple this with a failing Federal Government that has sapped the confidence out of the business and household sectors and it was almost a perfect storm for a slow-down in the discretionary spend by consumers. This impacted upon the retail and entertainment sectors that in turn play an important part in business for our industry. Household debt levels are lowered as the public continue to repay debts as opposed to stacking purchases on the credit cards; mortgage repayment levels are at near-record levels – Australia has battened down the hatches in fear of another global financial crisis that might affect Australia in the same way 2008 impacted upon Europe and the USA.

Generally the Brisbane taxi industry has weathered these major impacts well – driver supply has tended to be choppy but demand for the taxi product has been solid for the past twelve months. The industry adopted a responsible approach when it rejected the need for a fare rise in late 2012. Unfortunately TMR did not see fit to approve the latest fare increase and so there has not been a

fare increase since September 2012, despite other forms of public transport receiving increases of more than 7% in January.

The recommendations contained in the review of the Victorian Taxi Industry has caused some ripples amongst Queensland taxi licence owners, but generally there has remained a positive tone for our industry with little to no panic selling by current licence owners – in fact the demand for taxi licences in Brisbane has remained as solid as ever. Couple this with high demand for taxi licence leases and sub-leases is also as strong as ever. This is due to solid demand for the taxi product and a reasonable supply of drivers.

It was disappointing when the Federal Immigration Department knocked back industry applications to have drivers engaged on a Labour Hire Agreement under the 457 Visa Scheme. Much more work needs to be done by the Queensland Taxi Industry to gain a better understanding of how the system works. Migrant labour has been a wonderful resource for the taxi industry – we should attempt to ensure that continues well into the future. The Queensland Taxi Industry has been very kind to immigrants for many years, as immigrant labour has been very kind to the industry and we should ensure that tradition continues.

Gold Coast – Martin O’Riordan, CEO of Gold Coast Cabs

2012-2013 has been a year of contrast on the Gold Coast; the first half of the year saw solid growth in booking demand whilst the combination of a decline in consumer confidence, the negative media about crime and the state of the beaches and the announcement of the federal election, saw a contraction in the second half of the year. The outlook for the tourism sector remains good and the falling Australian dollar will assist the industry’s ability to provide a strong value proposition to both domestic and international travellers.

Work on the Gold Coast Light Rail project has continued to ramp up and the resulting disruption to traffic has provided some significant challenges for our drivers, with changes, at times on a daily basis to roads and ranks. The works have impacted businesses along the route with a significant drop in passengers travelling to and from the areas affected. With the works continuing on until 2014, there is no respite in sight for some time. Fortunately, our drivers have proven to be resourceful and flexible, adapting to each change. They continue to just get on with the job!

Growth in the utilisation of the Gold Coast Cabs’ iPhone and Android apps have continued, 2012/2013 saw a 21% increase on the previous year with 30,000 downloads and 90,000 bookings completed.

As a region with significant peaks and troughs in demand, utilisation of Substitute Taxis under our Peak Demand Management Plan has continued to assist our ability to service customers in the peak times without growing the full-time fleet unsustainably. Whilst this program is not driven for an economical outcome, the benefits to the travelling passengers are evident in reduced waiting times in busy periods.

The Gold Coast is a dynamic and vibrant city and whilst traditionally it has been a one industry city, work continues with all levels of government, business and community leaders to diversify and attract other industry sectors to relocate or start-up in the region. This will drive growth in the local economy and help to future proof the region from economic and environmental factors that have an effect on both domestic and international tourist markets. Tourism will of course remain the cornerstone of our economy and future developments like the proposed cruise ship terminal, a second Casino and the re-development of Jupiter’s will all contribute to enhance the Gold Coast as the destination of choice. We definitely feel that our glass is half-full and the future always looks

bright when you live in paradise!

South West Queensland – Noel Spain, Chair of Black and White Taxis Toowoomba

The past twelve months have been exciting, devastating, rewarding and disappointing for many of the operators in the South West Queensland Area. The floods and wet season caused major damage to the roads and this made it very hard for our operators and drivers to perform their duties to the best of their abilities. Not only were the roads very badly knocked around but with this came a downturn in business and an increase in costs with the vehicles being damaged and extra maintenance required as a result of the flood damaged roads. The operating and running costs for our country cousins, whose income is not that of our city counterparts, stretched things to the limit for a lot of country operators.

It is good to see these areas starting to improve as many of these operators have had to run their taxis in conjunction with other businesses to help cover costs. The high cost of CTP being a major factor, the recommended PAF not being approved by the recently elected State Government and the high number of HACC vehicles in country areas eroding the taxi businesses have all contributed to the viability of these taxis. But through the clouds of the past wet season came some exciting new avenues to expand on.

The mining that is growing on the western front has had its problems for the industry but it has also given some of our regional areas a much needed injection of business. Roma has just replaced one of its vehicles with a Ford Territory to help with the country roads that they are so often called upon to negotiate. Chinchilla has expanded its business with the addition of another licence joining the fleet to help cater for the growth that is currently going on in and around the township. Goondiwindi has also had a recent growth spurt in their area and south to Stanthorpe and the wine belt our operators have increased their business by offering tours to the wineries and surrounding areas utilising their taxis in the quieter times.

Warwick has also seen a growth in the township that has boosted not only the taxis but industry in general with tourists getting away from the coastal areas. Toowoomba industry has been steady and can this year boast the Operator of the Year Peter Dangerfield and Driver of the Year Jim Nairn as the area representatives at the upcoming judging for their respective categories. These are but a few of the areas that make up the South West Queensland Area of the TCQ.

I recently approached some of our country operators to enter the TCQ Operator of the Year to acknowledge their efforts only to be refused as these people did not feel that they were doing anything special in the performance of the duties. These people in the regional areas who operate on a much finer profit margin are the quiet achievers of the industry who just go about their jobs as taxi operators and drivers enjoying the time they spend with their customers, knowing most of them personally by name. I take my hat off to both operators and drivers who help to keep the taxi industry mobile in such a vast area of Queensland under such varied conditions both economically and from the climatic conditions thrown at them. I must also acknowledge the ongoing support and assistance DTMR give in all aspects to the taxi operators and drivers of the TCQ South West Queensland Area.

CEO's Report – Benjamin Wash CPA

Given the comprehensive regional reports I intend to focus my report on just a couple of policy issues and providing an update on how things are tracking with respect to the 2012-2015 TCQ Strategic Plan.

Taxi Security Camera Program and Automation of Meters

The Honourable Scott Emerson MP, Minister for Transport and Main Roads, announced on 9 July 2013 that changes would be made to the taxi security camera program in Queensland. The most significant of those changes would be the introduction of full-time audio recording in cabs. This would coincide with the increase in the number of hours for which recordings are retained from 36 hours to 72 hours. Discussion surrounding audio has been ongoing for some time with TCQ strongly supporting the initiative, especially given the positive impact it will have in the prosecution of incidents involving drivers where video alone cannot provide sufficient context. This is very much a win-win situation as it equally protects the rights of customers where drivers may have behaved inappropriately.

At the same time, the Minister announced moves toward full automation of meters. Included in these reforms are the automatic switching of tariffs, reducing the number of times the extras button may be used to only once per trip and resetting of the meter once the vehicle has moved more than 150 metres. These changes represent the first tranche of regulatory reform that will lead to full integration of meters with EFTPOS equipment within the vehicle as well as full integration with the booking company. At this time there are some further technical issues that will need to be addressed before moving ahead with the second tranche however it is expected that there should be some developments by late 2014.

Mandatory Sentencing

At the ATIA Conference in April I noted with interest that an amendment had been made to the Northern Territory Criminal Code including taxi drivers with police and emergency services workers for whom assault charges would be met with mandatory sentences of three months imprisonment. As a result I have undertaken to research the potential for such a policy to be implemented in Queensland. The Newman Government has shown some sympathy for such an initiative however the Law Society of Queensland is a powerful lobby against any such moves and as a result it is important that we have a strong, well-researched submission on which to go forward. I am mindful of the fact that the Queensland Bus Industry Council undertook a similar exercise in 2012 unsuccessfully. Discussion with colleagues in various jurisdictions from around Australia has shown it to be a difficult proposition with South Australia succeeding in upgrading assault to aggravated assault – still some way short of mandatory sentencing.

I have been quite clear in public statements that violence against drivers is much more of a community issue than a taxi industry issue. The nature of the industry servicing patrons at all times of day and night as well as entertainment precincts, where dealing with highly intoxicated persons is not unusual, means that we are where social behaviour issues within the community are highlighted. While I firmly believe that a policy move such as this will result in improved safety for drivers, I am mindful that it will be contentious and we need to ensure that we put forth our strongest argument with solid research.

Strategic Plan 2012-2015

We have been consistently working toward the goals set out in the Strategic Plan 2012-2015. The table below gives a snapshot of how TCQ is tracking on delivering against the strategic objectives:

Description	Completion Date	Status
Strategy 1 – Positioning and Image		
<i>Action Plan 1.1 – Develop communication and media strategy</i>	Dec 2012	Complete
Develop communication and media strategy to identify publics, messages and mechanisms for delivering and monitoring messages – develop measures.		
<i>Action Plan 1.2 – Identify appropriate industry/stakeholder bodies to be represented on, and develop key outcomes required.</i>	Jun 2014	Underway
Identify appropriate industry/stakeholder bodies to be represented on, and develop key outcomes required eg Tourism industry, Brisbane city council etc.		
<i>Action Plan 1.3 –Develop suite of strategic events to support image and positioning.</i>	Jun 2015	Underway
Identify relevant events in other states/overseas, develop new events, identify key outcomes required for each event, measure outcomes.		
Strategy 2: Further Develop Government Relationships		
<i>Action Plan 2.1 – Make public the standards and good practice requirements/policies of TCQ.</i>	Jun 2014	Underway
Make public the standards and good practice requirements/policies of TCQ and how TCQ would respond to various circumstances. Ensure all standards and policies are regularly reviewed on an annual basis.		
<i>Action Plan 2.2 –Develop list of and invite key government officials to key events</i>	Sep 2013	Complete
Develop list of key government officials (local, State and federal bureaucrats and politicians) to invite to key events, follow up to see if event added to their understanding of the sector. Ensure identification and invitation becomes an ongoing event.		

Strategy 3: Driver Engagement		
<i>Action Plan 3.1 – Develop advocacy and other relevant services to represent driver interests</i>	Jun 2014	Underway
Develop possible services that would assist drivers (eg advocacy services, driver rights etc), develop plan to rollout services, test the services, implement. Develop alliances to deliver these services. Identify relevant success measures for each service. Develop database of drivers. Position TCQ as the peak body in this area.		
Strategy 4: Develop Alternative Income Streams		
<i>Action Plan 4.1 –Identify government funds to develop new products for the taxi industry</i>	Jan 2015	Underway
Identify relevant new products for the taxi industry, liaise with relevant levels of government to seek possible sources of funding, set up advisory committees to input into the possible products.		
<i>Action Plan 4.2 – Develop significant sponsorship income</i>	Jun 2013	Underway
Identify possible sponsorship alliances, develop protocols for acceptable sponsorships, develop and implement budget for sponsorships.		

Annual Queensland Taxi Industry Awards

Within the Council we have seen some changes with regard to the Annual Queensland Taxi Industry Awards. For the first time since the Awards began we sought nominations for each of the regions for both Driver and Operator of the Year. Due to its size, the Brisbane Metropolitan region was broken into two “regions” with nominees being received for Driver and Operator of the Year for each of the major booking companies.

The judging process was impartial with independent judges consisting of local and state representatives as well as representatives from other industry associations. The reception of the Awards throughout the community has been fantastic with two State Parliament Cabinet Ministers turning out to present Awards in Townsville and Toowoomba. It is gratifying to have seen such comprehensive media coverage and having the best of our industry on show rather than the headline grabbing negative stories.

As you can see TCQ is committed to ongoing development of the industry and will continue in 2014 to ensure that all participants in the Queensland Taxi Industry remain supported and well represented.

Queensland Taxi Statistics

Qld Taxi Licences by Location	No of Licences	Conventional	WAT	No of Licences	Conventional	WAT	No of Licences	Conventional	WAT
	Aug-11	Aug-11	Aug-11	Aug-12	Aug-12	Aug-12	Aug-13	Aug-13	Aug-13
Metropolitan Companies									
Black & White Taxis Ltd			0						
Yellow Cabs Queensland Pty Ltd			0						
Sub-total	1867	1557	310	1867	1557	310	1867	1557	310
Provincial City Companies / Co-Operatives									
Bowen	4	3	1	4	3	1	4	3	1
Bundaberg	29	25	4	29	24	5	29	24	5
Cairns	137	115	22	137	115	22	137	115	22
Gold Coast	352	267	85	352	267	90	357	267	90
Gladstone	25	22	3	25	22	3	28	22	6
Gympie	11	8	3	11	8	3	11	8	3
Hervey Bay	17	11	6	17	11	6	17	11	6
Innisfail	10	9	1	10	9	1	11	9	2
Ipswich	68	53	15	68	53	15	68	53	15
Mackay	70	53	17	70	53	17	73	53	20
Maryborough	15	11	4	15	11	4	15	11	4
Mount Isa	34	33	1	34	33	1	34	33	1
Redcliffe	36	29	7	36	29	7	36	29	7
Rockhampton	65	53	12	65	53	12	67	53	14
Sunshine Coast	109	81	28	109	81	28	109	81	28
Toowoomba	86	73	13	86	73	13	86	73	13
Townsville	135	112	23	135	112	23	135	112	23
Sub-total	1203	958	245	1203	958	251	1217	957	260
Towns									
Allora									
Atherton	3	2	1	3	2	1	3	2	1
Ayr	4	3	1	4	3	1	4	3	1
Bamaga	1	0	1	1	0	1	1	0	1
Barcaldine	0	0	1	0	0	1	1	0	1
Beaudesert	2	2	1	2	2	1	3	2	1
Biloela	2	1	1	2	1	1	2	1	1
Blackall	0	0	0	0	0	1	1	0	1
Blackwater	0	0	0	0	0	0	0	0	0
Boonah	2	1	1	2	1	1	2	1	1
Bribie Island	4	2	2	4	2	2	4	2	2
Bulwer / Moreton is	1	1	0	1	1	0	0	0	0
Burketown	0	0	0	0	0	0	0	0	0
Caboolture (now amalgamated with Brisbane)							0		
Capella	0	0	0	0	0	0	0	0	0
Cardwell	1	0	1	1	0	1	1	0	1
Charleville	4	3	1	4	3	1	4	3	1
Charters towers	7	6	1	7	6	1	7	6	1
Childers	1	0	1	1	0	1	1	0	1
Chillagoe	0	0	0	0	0	0	0	0	0
Chinchilla	1	0	1	1	0	1	2	1	1
Clermont	1	0	1	1	0	0	0	0	0
Cloncurry	3	2	1	3	2	1	3	2	1
Collinsville	1	0	1	1	0	1	1	0	1
Cooktown	2	1	1	2	1	1	2	1	1
Crows Nest	1	1	0	1	1	0	1	1	0
Cunnamulla	1	0	1	1	0	1	0	0	0
Dalby	8	7	1	8	7	1	8	7	1
Dysart	1	0	1	1	0	1	0	0	0
Emerald	4	3	1	4	4	2	6	4	2

Fraser Island	1	1	0	1	1	0	1	1	0
Gatton	1	0	1	1	0	1	1	0	1
Gayndah	1	0	1	1	0	1	1	0	1
Gin Gin	0	0	0	0	0	0	0	0	0
Glasshouse Mts/Beerwah	1	0	1	1	0	1	1	0	1
Goondiwindi	5	4	1	5	4	1	5	4	1
Gordonvale / Yarrabah	3	2	1	3	2	1	3	2	1
Horn Island	1	0	1	1	0	1	1	0	1
Ingham	2	1	1	2	1	1	2	1	1
Inglewood	0	0	0	0	0	0	0	0	0
Karumba	1	0	1	1	0	1	1	0	1
Kilcoy	1	0	1	1	0	1	1	0	1
Kingaroy	4	3	1	4	3	1	4	3	1
Kumbia	0	0	0	0	0	0	0	0	0
Kuranda	1	0	1	1	0	1	1	0	1
Laidley	1	0	1	1	0	1	1	0	1
Longreach	3	3	0	3	3	0	3	3	0
Lowood	1	0	1	1	0	1	1	0	1
Macleay Island	1	0	1	1	0	1	1	0	1
Magnetic Island	4	3	1	4	2	1	4	3	1
Malanda	1	0	1	1	0	0	0	0	0
Maleny	1	0	1	1	0	1	1	0	1
Mareeba	7	6	1	7	6	1	7	6	1
Millmerran	1	0	1	1	0	0	0	0	0
Miriam Vale	0	0	0	0	0	0	0	0	0
Mission beach	2	1	1	2	1	1	2	1	1
Mitchell	1	0	1	1	0	0	0	0	0
Monto	0	0	0	0	0	1	1	0	1
Moranbah	3	2	1	3	2	1	3	2	1
Mossman	2	1	1	2	1	1	2	1	1
Mount Morgan	2	1	1	2	1	1	1	0	1
Mount Tamborine / Canungra	2	1	1	2	1	1	2	1	1
Moura	1	0	1	1	0	1	1	0	1
Mundubbera	1	1	0	1	1	0	0	0	0
Murgon	2	1	1	2	1	1	2	1	1
Nanango	1	0	1	1	0	1	1	0	1
North Stradbroke Isl (Dunwich)	2	1	1	2	1	1	2	1	1
Normanton	2	1	1	2	1	1	2	1	1
Oakey	1	0	1	1	0	1	1	0	1
Pittsworth	1	0	1	1	0	1	1	0	1
Port Douglas	2	2	0	2	2	0	2	2	0
Rainbow Beach	1	0	1	1	0	1	1	0	1
Ravenshoe	1	0	1	1	0	1	1	0	1
Roma	8	7	1	8	7	1	8	7	1
Russell Island	1	0	1	1	0	1	1	0	1
Stanthorpe	2	1	1	2	1	1	2	1	1
St George	1	0	1	1	0	0	0	0	0
Tara	1	0	1	1	0	1	1	0	1
Theodore	0	0	0	0	0	0	0	0	0
Thursday Island	17	16	1	17	16	1	15	14	1
Tin Can Bay	1	0	1	1	0	1	1	0	1
Toogoolawah	1	0	1	1	0	1	1	0	1
Town of 1770	1	0	1	1	0	1	1	0	1
Tully	2	1	1	2	1	1	2	1	1
Warwick	6	5	1	6	5	1	6	5	1
Weipa	3	2	1	3	2	1	3	2	1
Winton	1	0	1	1	0	1	1	0	1
Capricorn Coast (Yeppoon)	9	4	5	9	4	5	10	5	5
Woodford	1	0	1	1	0	1	1	0	1
Wondai	1	0	1	1	0	0	1	0	1
Sub-total	180	106	76	180	106	73	176	104	72
TOTAL	3250	2621	631	3255	2621	634	3260	2618	642

Queensland Taxi Statistics

Year	No. Conv	No. WAT	Total TSL	% Increase from Previous Yr
2011	2621	631	3252	0.0%
2012	2621	634	3255	0.1%
2013	2618	642	3260	0.2%

