



Letter to the Editor
20 October, 2014

Dear Editor, Northern District Times

I refer to the article "The rise of Uber promises to keep honest the taxi industry" (Northern District Times, Matthew Connellan, 16 October).

We do not agree with the assertion of the featured Uber driver that standards in the NSW Taxi Industry have declined.

The NSW Government recently released the results of its independent and comprehensive customer satisfaction index. This study found that taxi standards had improved and that the overall satisfaction rating was above 80%. In the areas of reliability and safety, satisfaction levels were 90%.

Uber X, which is ridesharing, is illegal as it is not governed by any regulations. It poses a clear risk to passengers and experience overseas has seen that serious criminal incidents are now becoming all too frequent in these deregulated services.

All taxis in NSW operate legally under appropriate regulations that are there to protect the public interest. As a customer service industry we are aware that good service is the key to ongoing viability and, unlike Uber, we are investing significantly in improving customer standards for the benefit of all who travel in our cabs.

Sincerely

Roy Wakelin-King AM
CEO, NSW Taxi Council