

# NSW COUNTRY TAXI OPERATORS ASSOCIATION

## PRESIDENTS REPORT 2016

WHAT A YEAR THIS HAS BEEN!!

Since December 17<sup>th</sup> our industry changed dramatically and your directors at both CTOA and NSW Taxi Council level have worked tirelessly to salvage the wreck that the NSW Government supported by all sections of parliament has left us with.

The situation however requires positive thinking and a positive approach and a will to reform our business model and compete against the “disruptors”(Uber,Go Catch, Lyft and Ingogo etc.)

Country NSW have so far not been affected like our inner metro operators have, and I advise all country operators to quickly fill any shortcomings in service delivery with your own point to point transport vehicles before a “disruptor” slips into your town or district.

Most country towns receive great customer loyalty and should consider a personalised “app” for your own town it would be beneficial to install it sooner rather than later.

Over the past 3-4 months we have conducted road shows in the following regional districts, Batemans Bay, Wagga Wagga, Orange, Singleton, Armidale, Coffs Harbour, Newcastle, Central Coast, Wollongong, Blue Mountains and whilst we didn't receive the participants we anticipated, those who did attend have a better perspective on where our industry is heading.

The assistance offered by the government through the Small Business Commissioner and the appointment of Small Biz Connect to work with our Industry for a period of up to (5years) to assist our industry to restructure and compete in the new environment. There are (5) small biz advisors dedicated to the taxi industry to assist individual operators and cooperatives and each ABN holder is entitled 6 individual or group sessions, please avail yourselves of this invaluable service.

Since December there has been a plethora of information forwarded to all financial members of the CTOA and this will continue as we update on the progress of the new regulations and the appointment of the Point to Point Transport Commissioner.

My sincere thanks to Roy, Christina and the staff of the NSW Taxi Council for their super effort in assisting our members, my fellow directors of the CTOA who have been available at short notice for meetings or teleconferences and a special thank you to Brian O'Sullivan who has indicated he will not be continuing his directorship owing to medical commitments.

Brian has been secretary of the CTOA since its formation in 1989 and has worked tirelessly for the association and our sincere appreciation is extended to him for his many years of service.

The future of our association relies totally on membership numbers and unless we can drastically improve on our 45% of financial members for 2015/2016 our association will collapse through insufficient funds to legally operate.

ALL REGIONS ARE AGAIN REQUESTED TO ENCOURAGE YOUR NON MEMBERS TO JOIN!!

As our Annual General Meeting will be held in conjunction with the State Conference I urge you to all attend this vital and informative conference to be fully informed of our current operational situation and equipment products that are available to your industry.

Regards,

Brian Wilkins  
President