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Media Release

Survey shows Queensland's taxi performance world class

A new Queensland taxi survey showing a high level of customer satisfaction has debunked many myths according to Taxi Council Queensland (TCQ).

The Department of Transport and Main Roads has released the findings of its latest mystery shopper survey showing an aggregate Key Performance Indicator score of 81 per cent, up from its previous score of 77 per cent in 2013.

TCQ chief executive officer Benjamin Wash said while the industry must always continue to improve customer service, the survey shows the true picture and corrects mistruths that are peddled primarily by those with vested interests.

"I am not surprised by what the Roy Morgan survey found, particularly in the key area of customer safety which remains consistently high at 90 per cent. Queensland taxis are world class when it comes to safety, service to the disabled community and the environment."

The survey also found 98 per cent of respondents considered taxi drivers to be well presented and groomed, while a six year high of 96 per cent of respondents found the taxi interior to be clean and well looked after.

Mr Wash says the travelling public will be heartened by the results, which also highlighted reduced waiting times.

"The majority of taxis booked in advance arrived on time or early, but just as encouragingly the average wait time for taxis has fallen, showing a two minute improvement compared with the time recorded five years ago."

Mr Wash said the survey's findings prove that the state's taxi industry is not just the nation's premier service but ranks with the world's best.

"I have travelled all over the globe and it's arguable that no-one comes close to the level of all-round service that Queensland delivers. It is safe, reliable and puts the customer first.

"That said, we will not rest on our laurels and always welcome customer feedback on their taxi experience."

[Click here](#) to access the full report.

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