
From: Philip - Appellation Central Wine Tours [<mailto:philip@appellationcentral.co.nz>]
Sent: Friday, 5 February 2016 4:59 p.m.
To: Small Passenger Services Review
Subject: Submission

I have read your new proposals and see little that will make our life easier, only the prospect of more compliance issues to bring us closer to the Taxi industry.

We have operated a small passenger guiding service for 16 years and meet all small passenger service compliance requirements.

Our tours each day are relatively simple with set times and distances – no more than 2 ½ hours driving time per day and no more than 160km. Our guides are with our clients for either 5 or 7 hours with a 1 hour break at lunch.

1. **Recruiting:** Our biggest challenge is employing appropriate qualified guides with a P endorsement, with wine knowledge and the right personality, they virtually don't exist. The only choice to recruit the right person is get one without a P endorsement. They do then exist but often they are foreigners living in Queenstown. Most aren't interested in the job once they find out the cost and time it takes to get a license, it normally takes about 3 months from start to finish plus excessive costs!! This system is archaic and I believe needs a total overhaul. Surely a police check, a driving test and a written test could be done in 2-3 weeks at a fraction of the cost? We would like this looked into.
2. **Log Books:** The second point I would like to suggest to make life easier for businesses like ourselves would be to not have to complete log books. It appears the main point of a log book is to show that drivers don't exceed driving hours. There are probably numerous businesses like ourselves whose drivers will never, ever come remotely close to reaching the driving hours limit. There should be room for exceptions for some passenger businesses not to have to complete log books. It would save paper, save our guides 10 minutes a day, save our office staff 10 minutes a day and help a little to simplify our business. Again I think the log book system needs a serious review.

Please don't make running a small guiding business more complicated with paperwork and compliance but strive to simplify for us.

Kind regards
Philip

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