

GERRY DI LUCCHIO

KG TAXI MANAGEMENT

Taxi Operator of the Year (21-100)

TELL US ABOUT YOURSELF AND YOUR CAREER AS A TAXI DRIVER AND OPERATOR. HOW DID YOU START OFF IN THE INDUSTRY?

I grew up (like many children to taxi industry participants) in and around taxis. I started in the business in 1991 as an apprentice motor mechanic and completed my trade working on taxis. I moved from the workshop to the taxi administration office in 1999. I drove taxis in my spare time to get a complete picture of taxis. In 2005 I took over as fleet manager and still to this day enjoy the frontline aspect of running the business as well as steering the business into the future.

WHAT'S THE MOST REWARDING PART OF YOUR JOB? WHY DO YOU LOVE WHAT YOU DO?

Coming up through the ranks to my current position has been an enjoyable and rewarding experience. I have forged many friendships with many industry participants. I especially enjoy seeing the progression of new drivers and helping them achieve their goals to be a successful taxi driver, or to operate and/or own a taxi service licence. There's plenty of feel good success stories in the industry that we should all be proud of. Ours is a company focussed on people and building strong and honest relationships among both

the staff and the drivers. It's also about knowing your product, and being passionate about what you do.

LOOKING BACK AT YOUR CAREER, WHAT'S YOUR MOST MEMORABLE MOMENT?

Apart from winning the 2014 Taxi Operator of the Year (21-100), I am proud of achieving milestones. My Father Tony laid the strong foundations of KG Taxi Management, obtaining an intimate knowledge of the industry, from mechanic to fleet owner/manager, and he has now handed the mantle over to me where I have been able to modernise the business.

HOW DO YOU FEEL ABOUT WINNING THE AWARD FOR 2014 TAXI OPERATOR OF THE YEAR?

We're all extremely proud to win the 2014 Taxi Operator of the Year (21-100). It is great to be recognised for the hard work we have put in as a facilitator for professional taxi services in Queensland. Although the award is a proud achievement, our aim is to provide the best possible environment for taxi service delivery to our drivers and passengers.

IS THERE ANYBODY YOU WOULD LIKE TO THANK?

The state of the industry at the moment with collaboration between the



Minister's office, the regulator DTMR, TCQ, Black & White Cabs and all taxi operators have a common goal of achieving excellent customer service. All of these people deserve congratulations for their diligence for this industry's continued success. Most importantly, I would like to thank MDW&K's (mum, dad, wife and kids) and our dedicated team at KG Taxi Management.

WHAT ADVICE WOULD YOU GIVE ANYONE CONSIDERING A CAREER IN THE TAXI INDUSTRY?

Do it and do it with passion. 📍