

Point to Point Transport Taskforce

Fact sheet

Transport services in NSW are evolving rapidly as a result of changing demographics, new technologies, community expectations and customer demands.

This is having a particular impact on the shape of point to point transport services in NSW, which include taxis, hire cars, tourist services, ridesharing services, community transport and courtesy transport.

The Point to Point Transport Taskforce is looking into this impact and wants to hear from you on how to improve these types of services in NSW.

The taskforce has released a discussion paper to get the conversation started. The paper outlines the way point to point transport services currently operate and calls for views on what works well and what could be improved.

The issues raised in the paper have been informed by face-to-face consultations with hundreds of people representing more than 140 organisations held across NSW since mid-July 2015. Feedback received on the discussion paper will help the taskforce form its recommendations to the Minister for Transport and Infrastructure who commissioned the taskforce.

We encourage you to make your submission online, either by uploading prepared submissions to the website or by using the online submission form. Submissions close on 25 September 2015.

For more information, go to pointtopointtransport.nsw.gov.au.

Give us your feedback

Key questions the taskforce wants to hear from you about include:

1. What, if anything, needs to change in the point to point industry to better ensure:
 - the safety of drivers and passengers?
 - good customer service and consumer protection?
 - that the needs of people with a disability and the transport disadvantaged are met?
2. How can costs and red tape for point to point transport providers be reduced?
3. What would create a more level playing field for point to point transport providers?
4. Is there anything else you would like the taskforce to consider?



Point to point transport in a changing world

Point to point transport services are a key component of the passenger transport mix in NSW. They allow a customer to be transported from their chosen pick-up point, typically at their preferred time, directly to their destination. In NSW these services include taxis, hire cars, tourist services, ridesharing services, community transport and courtesy buses.

The regulatory framework governing point to point transport is largely contained within the *Passenger Transport Act 1990* and the relevant regulations. However, community transport and courtesy services are not captured by NSW passenger transport legislation, and ridesharing services are presently operating unlawfully.

Shifts in demographics, technology and social attitudes are changing people’s expectations of point to point transport and the way they seek and use these services. However, the regulatory framework does not adequately accommodate these changes.

This is why the taskforce is looking at what could be done to ensure that there’s a level playing field for the industry to better deal with these continuing and inevitable changes and to better meet customers’ needs.

Do you agree?

Broadly, point to point transport services fall into two categories: those which are booked by a customer and services which are hailed in the street or hired from a rank.

When a customer books a service, there is a record of some of the details of the journey. When a taxi is hailed in the street or taken from a taxi rank, the experience is anonymous, and there is no record of the journey.

Different levels of regulation are justified for booked versus unbooked services to ensure customer and driver safety and consumer protection.



Tell us what you think

The taskforce is interested in your views across five key areas:

Safety and security of passengers and drivers

A key consideration for customers engaging a point to point transport services is that the driver is competent and does not pose a threat to their safety, and that the vehicle used to deliver the service is safe.

The taskforce is considering whether existing requirements for customer and driver safety are effective, and whether any changes are necessary so that the point to point transport industry has better options to deliver safety outcomes for customers and drivers.



Consumer protection

The Australian Consumer Law provides point to point transport customers with a level of protection from unfair practices. Other arrangements for insurance and the regulation of taxi fares are also in place in NSW. The taskforce seeks comment on how well these arrangements are working for point to point transport customers, and what could be changed so that the industry can provide assurance for customers.

Quality of services

Where there is effective competition, businesses have the incentive to deliver quality goods and service to attract and retain customers.

Point to point transport operators who only provide services to customers with bookings rely on brand reputation and return customers, so they have an incentive to provide quality services. In this way, they can be more self-regulating. Conversely, there are currently prescriptive rules for taxis covering the quality of vehicles, obligations on drivers and performance standards for taxi networks.

The taskforce is interested to understand if these requirements are meeting customers’ expectations and whether there may be any alternatives.

Supply of services

The numbers of each particular point to point transport service are set in different ways. Taxis and hire cars must have a vehicle licence (at a price) and the Government contracts with and funds community transport. No limits are placed on the number of tourist vehicles and courtesy buses.

The taskforce is considering whether and how the supply of services should be regulated to ensure that customers’ expectations are met.

Compliance and enforcement

Roads and Maritime Services has various powers and penalties available to it to ensure compliance with legislation. Taxi networks also have some ability to monitor and supervise taxi operators and drivers through their by-laws to ensure that networks’ own obligations under their service standards are met.

The current provisions have been in place since the 1990 Act came into force and do not adequately deal with very recent developments such as the new business models seen with the unlawful entry of ridesharing. The taskforce is considering what powers and penalties might be best available to the regulator, and the point to point industry as a whole, to achieve better outcomes for customers.

Submissions policy

The taskforce invites submissions on the discussion paper. It is intended that most of the submissions received will be made publicly available after the submissions deadline. The taskforce may not publish certain submissions (or parts of submissions) due to an assessment of length, content, appropriateness or confidentiality. For further information please see our [submissions policy](#).

How to make a submission

Stakeholders are encouraged to make their submissions on line, either by using the online submission form or by uploading submissions to the website.

Alternatively, submissions may be:

Emailed to:

pointtopoint@transport.nsw.gov.au

Faxed to:

02 8265 6480

Mailed to:

Secretariat,
Regulation of Point to Point Transport
Level 7, 12 Castlereagh Street
Sydney NSW 2000

Submissions should be made no later than 25 September 2015. The taskforce will consider submissions received after the published deadline at its discretion.

There is no standard format for submissions. All submissions should address the matters covered in the discussion paper and the [taskforce terms of reference](#).

Privacy policy

All personal information received in submissions is treated in accordance with the *Privacy and Personal Information Protection Act 1998*.

Personal information is any information from which an individual's identity is apparent or can be reasonably ascertained. It may include an individual's name, email or postal address, and other identifiable information, as well as their opinions and ideas.

The taskforce will generally make the submissions received and the name of the person/organisation making the submission publicly available on its website, subject to any claims for confidentiality or request not to disclose the name. The taskforce will generally remove email addresses, postal addresses and telephone numbers before publishing submissions.

Further information can be found in the privacy note on our website pointtopointtransport.nsw.gov.au