

A new era for point to point transport

- > We're removing more than 50 pieces of red tape and boosted safety so the point to point industry can focus on customer service, safety and innovation.
- > Taxis will still be the only service that can accept 'rank and hail' jobs, with all point to point services subject to strict safety standards.
- > The package also provides improvements to accessibility for people with a disability including increasing the Taxi Transport Subsidy Scheme and giving more incentives for wheelchair accessible taxi services.
- > From 2016, licence owners can start applying for short-term assistance payments.
- > In the new year, a Bill will be tabled in Parliament to implement a \$250 million industry assistance package for licence owners that will be funded by a levy on industry equivalent to \$1 per trip. It will also establish a new, modernised safety regime and a new regulator to hold companies directly accountable for the safety of the services provided under their brand.

Taxis, hire cars and ridesharing realities

- > The point to point transport industry in NSW including taxis, hire cars and ridesharing services has changed significantly in recent years.
- > Customers have embraced new booking systems through apps and it is estimated that approximately 1 in 10 people in Sydney have used ridesharing services.
- > These booking services include driver ratings and feedback mechanisms that give customers more information and more control.
- > At the same time, the current regulations for taxis and hire cars are too prescriptive, add cost and make it difficult for these services to innovate.
- > It's clear that the current regulations don't work and aren't giving customers better services.
- > For example, 1 in 10 customers are unhappy with on-time arrival, the cleanliness of the taxi and presentation of the driver.
- > We need to prepare our economy for this challenge and give customers a broader range of services that provide better reliability, stronger customer service and more affordable choices.



1 IN 10 CUSTOMERS UNHAPPY WITH ON-TIME ARRIVAL



1 IN 10 CUSTOMERS DISSATISFIED WITH TAXI CLEANLINESS

1. Based on early estimates from ride share operators

The law is changing

- > The current regulations are out of date and focus on the wrong things.
- > Rideshare drivers will be permitted to operate legally, provided they get a hire car driver authorisation and have a business registration for their car.
- > The new legislative framework will focus on customer and driver safety and consumer protection and will reduce red-tape and costs for service providers.
- > Under the reforms all industry participants will be obliged to ensure that point to point transport services are safe. The law will assign clear accountabilities to ensure services meet the NSW Government's safety and security standards.

Benefits for customers

- > Reforms to the point to point market will give customers more choice. It will encourage booked services and taxi services to compete for customers on a level playing field.
- > These reforms will deliver customer benefits from more choice of services, shorter waiting times and more innovative services.

Benefits for the economy

- > From day one, we're lifting more than 50 pieces of unnecessary regulation. This will free up the industry to focus on better services for customers.
- > By 2019, these reforms will deliver more than \$30 million a year in red tape savings.
- > People who see a demand and want to start new services will be able to do so, without excessive regulations and costs.
- > The reforms will increase demand for point to point services, creating more jobs for drivers in the future.