



The Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017 (the Regulation) is made under the *Point to Point Transport (Taxis and Hire Vehicles) Act 2016* (the Act). It prescribes the requirements for safety standards, authorisation of providers, taxi licences, fares and other matters. Together the Act and the Regulation provide a regulatory framework for passenger services undertaken in any vehicle with 12 seats or less (including the driver).

The Point to Point Transport Taskforce recommended that fares for rank and hail taxi services remain regulated while those for booked services (including booked taxi services, traditional hire car and ridesharing services) 'be substantially deregulated.'

What changes are being made to booked fares?

Booked taxi fares

Under the Act, booked taxi trips will no longer be subject to a maximum authorised fare. This means that booking service providers who facilitate booked taxi trips will be able to set their own fares for booked trips and potentially offer discounts or peak pricing depending on their business model. The change helps level the playing field for all booked point to point transport services.

'Fare estimates' for booked services

Booking service providers will be obliged to provide a fare estimate to an intending customer before the trip. This applies to all booked trips, whether they are in a taxi, hire car or rideshare vehicle.

Under the Act, the estimate must be in Australian dollars, and must include information about when a fare may vary from the fare estimate and how any variation would be calculated. The Regulation provides that a fare estimate must include information about when the fare may be varied, the amount of the variation, how the variation might be calculated and any other fees or charges that may be levied. In addition, a service must not start unless a fare estimate has been accepted by an intending passenger.

What changes are being made to fares for rank and hail services?

Transport for NSW is allowed under the Act to publish a fares order on its website and will continue to set the maximum fares for taxis caught at a taxi rank or hailed on the street. The regulated maximums in the current fares order are determined on the basis of flag fall, distance rates, booking fee, peak time charge and waiting time and apply to both rank and hail and booked taxi trips.

The Regulation requires taxi service providers to establish fares and charges for their rank and hail services that do not exceed the maximum fares, and make this information available on their website (if they have one) and provide copies to potential passengers on request. Taxi companies will also be able to set fares that are lower than the regulated maximum for rank and hail customers, as they can now.

A driver of a taxi may charge a fare that exceeds the authorised fare only if a passenger is being conveyed to a place outside the taxi's area of operation and the fare is agreed with the passenger. 'Area of operation' is explained under the Act.

A new fares order will be published in conjunction with the commencement of the new Act and Regulation which will apply to rank and hail taxi services only.

More information

A copy of the proposed Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017, the Regulatory Impact Statement, and the latest updates on the point to point transport reforms are available at www.transport.nsw.gov.au/pointtopoint.