

# Independent Review of Point to Point Transport recommendations and NSW Government response

## Supply

The review recommends:	NSW Government response:
1. Taxi licence supply restrictions be removed and new arrangements introduced to provide for renewable non-transferable taxi licences to be issued on request for an administration fee, for operation anywhere in NSW.	Supported.
2. Each taxi licence be aligned with a taxi vehicle (or taxi plate), with such vehicles meeting all the external signage and safety requirements for the provision of rank and hail services, including the requirements to be identified as a taxi and to ensure necessary safety measures in the context of the anonymity of rank and hail services.	Supported.
3. Area restrictions on regional taxi licences be removed immediately to permit them to operate rank and hail services anywhere in NSW outside metropolitan Sydney. Remove remaining area restrictions when licence supply restrictions are removed.	Supported.

## Fares

The review recommends:	NSW Government response:
4. Maximum fare regulation for rank and hail taxi services be removed at the same time as taxi licence supply restrictions are removed.	Supported.
5. Ahead of this, IPART be asked to recommend an indicative fare schedule for country and for Sydney taxis for voluntary use by taxi operators for rank and hail services and for ease of communicating to customers.	Supported.
6. Taxi service providers be required to <ul style="list-style-type: none"> <li>&gt; develop a fare schedule,</li> <li>&gt; provide the schedule (and any subsequent revisions) to the Point to Point Commissioner for publishing on the Commissioner's website, and</li> <li>&gt; advertise the fare schedules and, inside the vehicle, display the fare schedule being applied for rank or hail services and how it compares with the IPART determined indicative fares.</li> </ul>	Supported in part.  The NSW Government does not consider that publishing individual fare schedules on the Point to Point Transport Commissioner's website will be effective in influencing industry behaviour.

The review recommends:	NSW Government response:
7. The indicative fare schedule be applied as the regulated maximum for rank and hail services from the Sydney Airport (and Western Sydney Airport when operational) and for all TTSS fares.	Supported.

## Transport disadvantage

The review recommends:	NSW Government response:
8. To coincide with changes to taxi licence supply and in addition to current incentives and subsidies, that further measures be introduced to ensure the ongoing provision and commercial viability of wheelchair accessible services. Such measures may include: <ul style="list-style-type: none"> <li>&gt; A subsidy to offset the capital costs of modifications and fit-out of a new vehicle for wheelchair access in addition to interest free loans already available,</li> <li>&gt; A rebate payable to the WAT vehicle owner/operator to offset some of the operating costs for WAT vehicles, for example, for vehicle registration or insurance,</li> <li>&gt; An incentive amount payable to the WAT vehicle owner/operator to offset the additional operating costs for WAT vehicles (compared with conventional vehicles) for each wheelchair trip.</li> </ul>	Supported in principle.  Government will consider whether further measures are needed to ensure the availability of wheelchair accessible vehicles.
9. As a matter of urgency an accessible electronic payment system for the TTSS should be introduced and, as agreed by the NSW Government in 2015, the scheme be made provider neutral throughout NSW.	Supported in principle.  Transport for NSW is trialling a digital solution which has already been rolled out to a number of regional areas.
10. The TTSS be immediately made available for use with community transport or to other suitably authorised service providers in regional locations without a taxi service, i.e. ahead of the electronic payment system being introduced.	Supported in principle.  Consistent with the Government response to the Point to Point Transport Taskforce, the Government supports the move to a service provider-neutral transport subsidy scheme for people with disabilities.
11. The indicative fare schedules recommended by IPART for country and metropolitan Sydney areas (or lower cost arrangements as offered by the provider) be applied as the regulated maximum fare for TTSS regardless of provider.	Supported.
12. All wheelchair accessible transport incentives and subsidies be extended to all authorised point to point transport providers i.e. provider neutral access for all such providers.	Supported.

## Use of bus and transit lanes

The review recommends:	NSW Government response:
13. For the time being, that taxis continue to be allowed to use bus and transit lanes to assist their efficient circulation to cater for the rank and hail market in high demand locations.	Supported.
14. The impact of any increase in taxi numbers on the operation of bus and transit lanes be monitored, noting that their purpose is to provide for the efficient movement of large numbers of people in high capacity vehicles and that in time their use by taxis may no longer be compatible with this.	Supported.
15. Hire vehicles not be permitted to use bus and transit lanes.	Supported.

## Kerbside access

The review recommends:	NSW Government response:
16. State and local governments and industry work together to provide for adequate kerbside and other spaces to support safe and convenient pick-up and drop-off for all point to point transport users.	Supported.

## Compulsory third party insurance

The review recommends:	NSW Government response:
17. As recommended by the Taskforce in 2015, SIRA finalise as soon as possible the changes to the framework for establishing CTP insurance cover for point to point vehicles that acknowledges the increasingly flexible use of vehicles for point to point transport services and rewards safer behaviours.	Supported.

## Streamlining administration

The review recommends:	NSW Government response:
18. TfNSW and the Point to Point Transport Commissioner: <ul style="list-style-type: none"> <li>&gt; introduce a streamlined approach for driver medical requirements for those who work across more than one of the point to point transport, community transport and bus sectors, and</li> <li>&gt; consider how they can better coordinate timing of their audits of service providers.</li> </ul>	Supported in principle, noting Transport for NSW has streamlined many of the administrative requirements for driver medicals.  Transport for NSW will consider whether there are opportunities to better coordinate the timing of audits.

## Further industry assistance

The review recommends:	NSW Government response:
<p>19. A program of transition assistance for taxi licence owners be established that:</p> <ul style="list-style-type: none"> <li>&gt; targets those most likely to have experienced substantial financial loss due to the date they entered the market while also placing onus on licence purchasers for risks associated with their investment decisions,</li> <li>&gt; recognises that country licence owners mostly operate the licence themselves, and</li> <li>&gt; is structured and timed to consider impact on social security pensions and benefits and income tax liabilities for recipients.</li> </ul>	Supported.
<p>20. As soon as possible, a program of financial advisory and other counselling assistance for industry incumbents be established to support them through a 24 month transition period following the further industry reforms recommended in this review.</p>	<p>Supported.</p> <p>Business Connect is an existing dedicated and personalised NSW Government program that provides advice to small business.</p>

## Sustaining point to point services in regional locations

The review recommends:	NSW Government response:
<p>21. In regional areas where point to point transport services are at risk or cease operation, TfNSW and the Point to Point Transport Commissioner work with key stakeholders to develop a local point to point transport plan to address any unmet transport need. Where the service is at risk any such plan should firstly identify what could, if anything, make the service viable. It should also strive for mutually beneficial partnerships between industry participants to ensure sustainable transport options for the local community.</p>	<p>Supported in principle.</p> <p>The transport needs of at risk communities will be addressed on a case-by-case basis.</p>
<p>22. In such locations, additional funds be provided through the TfNSW Community Transport Program, with the funds awarded to providers through an open contestable process.</p>	<p>Supported in principle.</p> <p>The needs of such locations will be assessed on a case-by-case basis, and should funds be made available these will be subject to open and contestable processes.</p>
<p>23. Community transport operators be encouraged to become authorised as booking service providers to enable more customer choice and provider options and to secure services, especially the availability of wheelchair accessible transport services and particularly in regional NSW.</p>	Supported.

**The review recommends:**

24. TfNSW consult with the Small Business Commissioner and Business NSW (the business chamber movement) to develop and implement a program to promote and undertake education on the point to point transport authorisation requirements to encourage new entrants and to foster innovative service delivery, especially in regional locations.

**NSW Government response:**

Supported.

Business Connect is an existing dedicated and personalised NSW Government program that provides advice to small business.