

The regulation of point to point transport is being reformed

A package of reforms is being considered by the NSW Government to provide more choice and availability of services for customers. These reforms are in response to the *Point to Point Transport Independent Review* led by Sue Baker-Finch in 2020.

The proposed reforms will be subject to passage of legislation and include:

- Changing the restrictions on the number of taxi licences available and where they can operate. This will mean that in the future all taxi licence owners will be able to provide rank and hail services anywhere in NSW.
- Making annual taxi licences easily available from the Point to Point Transport Commissioner on application. This means that in the future taxi licences will not be able to be bought or sold.
- Removing maximum fare regulation for rank and hail taxi trips. After the changes to taxi licensing have been implemented, maximum fare regulation for rank and hail services will also be removed, except at Sydney Airport or for customers with disability who are eligible for the Taxi Transport Subsidy Scheme.

When the reforms come into effect, all current taxi licences will end, but anyone who is currently providing a taxi service and would like to continue to do so will be able to. Transport for NSW will put arrangements in place to make this transition simple.

Anyone who wants to provide a taxi service will be able to apply for a licence from the Point to Point Transport Commissioner.

What needs to change?

The NSW Government will introduce a Bill into the NSW Parliament to amend the *Point to Point Transport (Taxis and Hire Vehicles) Act 2016*. Changes are needed to remove limits on taxi licence numbers, to deregulate maximum rank and hail taxi fares and to put in place the appropriate administrative and transitional arrangements to support the new legal framework.

Transport for NSW wants to make it easy and as smooth as possible for taxi business to transition to the new framework. It will also be easy to exit the industry if service providers do not wish to continue to provide taxi services.

What will stay the same?

All point to point transport service providers, affiliated service providers and drivers will still need to meet the safety requirements established under the point to point transport law. The Point to Point Transport Commissioner will continue to regulate the point to point transport industry.

Only licensed taxis will have the legal right to do rank and hail work and those vehicles will still be required to comply with additional safety and security requirements. Taxis can also continue to offer booked services.

What do you need my feedback on?

Transport for NSW is seeking your feedback on the timing and process for transition. Your input is needed on the following questions:

- With the changes to taxi licences, do you think you will need to make changes to the way you run your business, or how you work?
- If changes are needed, how long do you need to make those changes to your business?
- What are your plans for the future? Do you intend to stay in the taxi industry?
- How can we ensure that any new services are safe and that new licence owners understand their safety obligations?
- Should we remove operating area restrictions in regional areas, or certain regions, first? Or should we remove area restrictions all at once?
- Would you be willing to provide data to Transport for NSW about the trips your customers take – for example, pick up and drop off locations, the fare charged?

Transport for NSW wants your feedback on anything else that would help to make the transition to the new regulatory arrangements as easy and as smooth as possible.

When will these changes happen?

There are no immediate changes for point to point transport services or their customers. The changes will be introduced in stages.

The initial focus will be on consulting with taxi licence owners affected by the reforms to set up an appropriate assistance scheme and transitional arrangements before any changes are made to taxi licensing.

It will take time to change the point to point transport law and finalise the transitional arrangements. Transport for NSW will provide more information to the point to point transport industry once consultation is complete and a Bill is being prepared for the NSW Parliament.

Why are these changes happening?

The changes are part of the NSW Government's response to the *Point to Point Transport Independent Review* led by Sue Baker-Finch in 2020. Information on the review is available on the [Transport for NSW website](#). In the future, more taxis will be available where they are needed and customers will benefit from increased choice.

Can I provide feedback on the transition to the new system?

Transport for NSW is inviting taxi licence holders and owners, taxi and booking service providers and others connected to the point to point transport industry to provide feedback on how the industry will transition to the new licensing system.

A series of consultation activities are being undertaken throughout September 2021. This included a webinar held on 15 September 2021 that provided information about the proposed transitional arrangements. Further information can be found at www.transport.nsw.gov.au/PointtoPoint2021

Transport for NSW also invites those connected to the point to point industry to **provide feedback via the transitional arrangements survey**, which will remain open until 1 October 2021.

We also invite you to email questions or feedback to pointtopoint@transport.nsw.gov.au

The NSW Government is listening to the point to point transport industry and its customers. We want to help taxi licence holders and businesses transition to new regulatory arrangements as smoothly as possible.

Is there financial assistance for taxi licence owners?

The NSW Government will establish a financial assistance scheme for owners of ordinary taxi licences before any changes are made to taxi licensing. More information about the proposed scheme can be found at www.transport.nsw.gov.au/PointtoPoint2021

A factsheet about the financial assistance scheme can also be found online.

Where can I find more information?

Transport for NSW will inform customers and stakeholders in advance of any changes. More information is available on our website at www.transport.nsw.gov.au/PointtoPoint2021

The website will be updated regularly as more information becomes available.

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