



State of the industry

Passenger transport industry historical data

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About state of the industry data

This document contains the following historical data relating to the Western Australian passenger transport industry, as held by the Department of Transport and Major Infrastructure (DTMI):

- Current active authorisations:
 - on-demand booking services (ODBSs);
 - regular passenger transport (RPT) service providers;
 - passenger transport vehicles (PTVs); and
 - passenger transport drivers (PTDs).
- Notifiable occurrences and alleged driver conduct reports.

Note: The figures in this document reflect the reported figures at the end of each financial quarter. They are accurate at the time of publishing.

If you require any information that is not featured in this document, email ondemandtransport@transport.wa.gov.au to discuss your data needs.

For more information, visit the [State of the industry webpage](#).

On-demand booking services

The table below lists the total number of active ODBS authorisations recorded at the end of each financial quarter.

End of financial quarter	Total active ODBS authorisations
March 2026	717
December 2025	743
September 2025	747
June 2025	761
March 2025	765
December 2024	793
September 2024	800
June 2024	778
March 2024	778
December 2023	784
September 2023	755

End of financial quarter	Total active ODBS authorisations
June 2023	735
March 2023	715
December 2022	730
September 2022	711
June 2022	701
March 2022	769
December 2021	815
September 2021	818
June 2021	851
March 2021	888
December 2020	882
September 2020	872
June 2020	840
March 2020	831
December 2019	857
September 2019	821
June 2019	730
March 2019	309

Regular passenger transport service providers

The table below lists the total number of active RPT service providers recorded at the end of each financial quarter.

End of financial quarter	Total active RPT service providers
March 2026	13
December 2025	13
September 2025	12
June 2025	12
March 2025	12
December 2024	12
September 2024	12
June 2024	15
March 2024	15
December 2023	15
September 2023	15
June 2023	15
March 2023	14
December 2022	14
September 2022	14
June 2022	14

Passenger transport vehicles

PTVs can be authorised in multiple categories, including:

- on-demand rank or hail (OD-RH) (taxi);
- on-demand charter (OD-C);
- tourism passenger transport (TPT); and
- regular passenger transport (RPT).

[Wheelchair accessible vehicles](#) (WAVs) are vehicles that meet specific safety and accessibility standards, including the installation of a ramp or hoist, and appropriate wheelchair restraints. Only WAVs with an OD-RH (taxi) category of PTV authorisation can access the Passenger Transport Subsidy Scheme (PTSS) in WA.

The table below lists the total number of active PTV authorisations recorded at the end of each financial quarter.

Note: When reading the below data, please be aware that the total number of authorised PTVs is not equal to the sum of all categories.

End of financial quarter	Rank or hail	Charter	TPT	RPT	Rank or hail WAV*	Total active PTV authorisations
March 2026	2,248	24,966	5,801	5,268	256	27,815
December 2025	2,313	24,786	5,851	5,234	253	27,666
September 2025	2,397	24,159	5,962	5,112	253	27,130
June 2025	2,401	23,708	5,980	4,994	237	26,677
March 2025	2,426	23,142	5,886	4,835	227	26,058
December 2024	2,461	22,994	5,876	4,760	223	25,954
September 2024	2,468	22,604	5,912	4,650	226	25,553
June 2024	2,461	22,008	5,805	4,414	222	24,942
March 2024	2,450	21,137	5,756	4,192	217	24,016
December 2023	2,470	20,182	5,698	3,995	212	23,094

End of financial quarter	Rank or hail	Charter	TPT	RPT	Rank or hail WAV*	Total active PTV authorisations
September 2023	2,505	18,887	5,576	3,760	201	21,807
June 2023	2,488	18,093	5,625	3,597	194	20,958
March 2023	2,357	16,896	5,544	3,398	189	19,625
December 2022	2,285	15,860	5,544	3,200	184	18,497
September 2022	2,196	14,744	5,643	3,060	180	17,311
June 2022	2,214	14,217	5,775	2,875	175	16,676
March 2022	2,174	14,128	6,027	2,790	172	16,602
December 2021	2,237	14,881	6,487	2,825	168	17,401
September 2021	2,272	15,078	6,952	2,765	167	17,621
June 2021	2,273	15,652	7,641	2,799	167	18,185
March 2021	2,268	16,060	8,270	2,744	166	18,557
December 2020	2,312	16,463	8,877	2,683	164	18,977
September 2020	2,397	16,013	9,308	2,565	164	18,613
June 2020	2,444	15,903	10,055	2,436	164	18,532
March 2020	2,580	16,197	10,993	2,336	167	18,956
December 2019	2,515	16,284	12,512	2,200	166	18,930
September 2019	2,313	15,497	13,529	1,914	144	17,878

Passenger transport drivers

The table below lists the total number of active PTD authorisations recorded at the end of each financial quarter.

End of financial quarter	Total active PTD authorisations
March 2026	43,873
December 2025	43,921
September 2025	43,345
June 2025	42,729
March 2025	42,088
December 2024	42,059
September 2024	41,444
June 2024	40,411
March 2024	39,236
December 2023	38,559
September 2023	37,300
June 2023	36,093
March 2023	34,737
December 2022	34,037
September 2022	32,824
June 2022	31,885
March 2022	31,485
December 2021	31,253
September 2021	29,628
June 2021	24,338
March 2021	17,660
December 2020	13,071

End of financial quarter	Total active PTD authorisations
September 2020	7,513

Notifiable occurrences and alleged driver conduct reports

A notifiable occurrence is an incident of a serious nature that involves, or has the potential to result in injury, violence or abuse of a person. ODBSs are required to submit details of notifiable occurrences to DTMI as soon as is practicable.

An alleged driver conduct report is a report made against a PTV driver, alleging their engagement in conduct that would affect their suitability to driver in the on-demand transport industry.

ODBSs must submit alleged driver conduct reports within 48 hours of becoming aware of the alleged conduct. Visit [Notifiable occurrences and alleged driver conduct reports](#) for more information.

The below information reflects reports received for incidents that occurred from 1 July 2019 onwards.

Note: The incident numbers reported below may not be fully reflective of all incidents that have occurred, as DTMI's data relies on reports to be received from ODBSs.

2026

Category	March 2026	Total per category
Camera misuse	0	0
Driver Conduct: Criminal complaint	8	8
Driver Conduct: Criminal charge	0	0
Driver Conduct: Other	44	44
Mechanical Failure	6	6
Passenger Conduct: Criminal complaint	23	23
Vehicle Accident: Minor	3	3
Vehicle Accident: Moderate	80	80
Vehicle Accident: Serious	14	14
Total per quarter	178	178

2025

Category	March 2025	June 2025	September 2025	December 2025	Total per category
Camera misuse	0	0	0	0	0
Driver Conduct: Criminal complaint	5	5	6	9	25
Driver Conduct: Criminal charge	1	2	1	0	4
Driver Conduct: Other	37	44	40	45	166
Mechanical Failure	9	11	10	15	45
Passenger Conduct: Criminal complaint	31	34	48	49	162
Vehicle Accident: Minor	1	4	3	5	13
Vehicle Accident: Moderate	78	86	74	84	322
Vehicle Accident: Serious	20	18	26	24	88
Total per quarter	182	204	208	231	825

2024

Category	March 2025	June 2025	September 2025	December 2025	Total per category
Camera misuse	0	0	0	0	0
Driver Conduct: Criminal complaint	6	8	1	4	19
Driver Conduct: Criminal charge	0	1	1	0	2
Driver Conduct: Other	53	58	59	63	233
Mechanical Failure	5	3	5	9	22
Passenger Conduct: Criminal complaint	29	31	33	37	130
Vehicle Accident: Minor	2	4	4	6	16
Vehicle Accident: Moderate	50	83	105	89	327
Vehicle Accident: Serious	15	21	22	19	77
Total per quarter	160	209	230	227	826

2023

Category	March 2025	June 2025	September 2025	December 2025	Total per category
Camera misuse	0	0	0	0	0
Driver Conduct: Criminal complaint	8	6	1	6	21
Driver Conduct: Criminal charge	0	0	0	0	0
Driver Conduct: Other	60	46	72	62	240
Mechanical Failure	2	3	0	3	8
Passenger Conduct: Criminal complaint	21	28	15	28	92
Vehicle Accident: Minor	5	7	6	9	27
Vehicle Accident: Moderate	67	81	60	56	264
Vehicle Accident: Serious	11	7	14	20	52
Total per quarter	174	178	167	184	704

2022

Category	March 2025	June 2025	September 2025	December 2025	Total per category
Camera misuse	1	0	0	0	1
Driver Conduct: Criminal complaint	7	8	11	6	32
Driver Conduct: Criminal charge	0	0	0	0	0
Driver Conduct: Other	75	59	66	69	269
Mechanical Failure	2	3	0	0	5
Passenger Conduct: Criminal complaint	39	25	34	26	124
Vehicle Accident: Minor	24	25	11	8	68
Vehicle Accident: Moderate	41	64	60	43	208
Vehicle Accident: Serious	11	14	11	10	46
Total per quarter	200	198	193	162	753

2021

Category	March 2025	June 2025	September 2025	December 2025	Total per category
Camera misuse	0	1	0	0	1
Driver Conduct: Criminal complaint	11	6	12	16	45
Driver Conduct: Criminal charge	0	0	1	0	1
Driver Conduct: Other	71	78	74	84	307
Mechanical Failure	1	2	5	2	10
Passenger Conduct: Criminal complaint	41	35	31	46	153
Vehicle Accident: Minor	5	5	7	9	26
Vehicle Accident: Moderate	10	18	8	13	49
Vehicle Accident: Serious	49	50	54	75	228
Total per quarter	187	195	192	245	820

2020

Category	March 2025	June 2025	September 2025	December 2025	Total per category
Camera misuse	0	1	0	0	1
Driver Conduct: Criminal complaint	7	2	7	9	25
Driver Conduct: Criminal charge	3	0	0	1	4
Driver Conduct: Other	20	21	20	41	102
Mechanical Failure	1	0	3	7	11
Passenger Conduct: Criminal complaint	18	14	30	44	106
Vehicle Accident: Minor	4	4	6	8	22
Vehicle Accident: Moderate	13	6	7	9	35
Vehicle Accident: Serious	31	10	36	47	124
Total per quarter	97	58	109	165	430

2019

Category	September 2025	December 2025	Total per category
Camera misuse	0	0	0
Driver Conduct: Criminal complaint	11	3	14
Driver Conduct: Criminal charge	2	0	2
Driver Conduct: Other	22	23	45
Mechanical Failure	1	0	1
Passenger Conduct: Criminal complaint	12	11	23
Vehicle Accident: Minor	9	9	18
Vehicle Accident: Moderate	11	5	16
Vehicle Accident: Serious	35	32	67
Total per quarter	103	83	186