



Meeting summary

On-demand Transport Industry Reference Group

Meeting 10 | 17 March 2026

Agenda items

#	Item
1.	Welcome and attendance
	<ul style="list-style-type: none"> • Apologies noted. • The chair provided an opportunity to declare conflicts of interest.
2.	Guest speakers – Perth Airport
2.1	<ul style="list-style-type: none"> • Presentation from Perth Airport • Discussed new multi-storey car parks and airport master plan.
3.	Questions for guest speaker
3.1	<ul style="list-style-type: none"> • Discussed taxi paddocks and chauffeur areas in new multi-storey car parks. <ul style="list-style-type: none"> ○ ACTION: DTMI to work with relevant group representatives to provide feedback to Perth Airport about turning space for stretch limousines. ○ ACTION: Perth Airport to provide offline feedback on access for charter services providing drop off and pick up services at the airport, including for air crews. DTMI to share the information with the group.
4.	Action items from last meeting
4.1.	<ul style="list-style-type: none"> • Taxi fare review <ul style="list-style-type: none"> ○ Taxi fares are set in the <i>Transport (Road Passenger Services) Regulations 2020</i> and are reviewed annually based on the Perth private motoring sub-group of CPI. <ul style="list-style-type: none"> ▪ Changes to maximum metered taxi fares require regulation amendments. ○ DTMI provided findings on the 2025 taxi fare review at the December meeting. <ul style="list-style-type: none"> ▪ A driver representative asked for consideration of extending the review to include January 2026.

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	<ul style="list-style-type: none"> ○ DTMI advised there has been no further increase to the Perth private motoring sub-group of CPI since the last increase was measured in September 2023. ○ The last fare increase was 4.59% and applied in May 2024. ● The group agreed that DTMI will monitor the situation relating to fuel prices and base any requests from industry on an increase to CPI and the long-term situation of fuel prices.
5.	Standing items
5.1.	<ul style="list-style-type: none"> ● Contact DTMI regarding potential communications messaging. ● Advise DTMI whether any elements of the regulations impact your ability to operate efficiently. ● Consider agenda items for our next meeting.
6.	DTMI update
6.1.	<p>New system functionality</p> <ul style="list-style-type: none"> ● New PTSS system functionality will be online from 29 March, including: <ul style="list-style-type: none"> ○ ODBSs can request to edit details of a PTSS journey (booking reference number, plate number and/or total fare), in addition to existing functionality to request a review or adjustment. ○ PTSS journey data can be replaced without impacting previous reviews. ● PTV look-up feature will be live, supporting existing functionality to check ODBS and PTD authorisation status: www.transport.wa.gov.au/tripcheck ● Online PTSS application form now live on website.
6.2.	<p>Receipts</p> <ul style="list-style-type: none"> ● DTMI is working to develop best practice advice for industry regarding compliant receipts under the <i>Transport (Road Passenger Services) Act 2018</i>, Australian Consumer Law and ATO/GST law. ● Terminal providers will be contacted to provide example receipts. ● The aim is clarity and transparency to reduce passenger complaints.
6.3	<p>WAV grants</p> <ul style="list-style-type: none"> ● Operators in Exmouth and Port Hedland have been chosen as recipients of the 2025-26 round of the Regional WAV Taxi Service Grant. The Exmouth operator is a bus charter business who have undertaken to run a WAV taxi service. ● DTMI is reviewing grants ahead of the next grant round, which is planned to open in August/September 2026.
6.4	<p>Camera surveillance unit standards review</p> <ul style="list-style-type: none"> ● DTMI is commencing early work to review the current camera surveillance unit standards against national and international benchmarks; industry consultation will occur later in the year.
7.	<p>Upcoming industry research</p> <ul style="list-style-type: none"> ● Passenger behaviour and sentiment research project

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	<ul style="list-style-type: none"> ○ The procurement process for the next round of the passenger and behaviour sentiment research is being finalised. This builds on the previous project in 2023. ○ Group members may be contacted to get involved with the research. ○ A summary workshop will be conducted with the OdTIRG. ● <i>Transport (Road Passenger Services) 2018 Act review</i> <ul style="list-style-type: none"> ○ Under the legislation, a review of the Act is required every five years from implementation. ○ Group members may be invited to attend interviews, with sessions expected mid-2026. ○ The review will be linked to the objectives of the Act, including safety, accessibility, innovation, compliance and equity.
8.	Items raised by members
8.1.	<ul style="list-style-type: none"> ● The group discussed concerns over websites impersonating legitimate taxi/charter operators, with incorrect pricing. ● Requested regulatory consideration during the Act/Regs review
9.	Schedule of meetings
	<ul style="list-style-type: none"> ● TBC June 2026.
	Meeting closed

Actions summary

#	Action	Who
1.	Work with relevant group representatives to provide feedback to Perth Airport about turning space for stretch limousines.	DTMI
2.	Perth Airport to provide offline feedback on access for charter services providing drop off and pick up services at the airport, including for air crews. DTMI to share the information with the group.	Perth Airport/ DTMI