



On-demand Transport Reform Fact Sheet

What is an on-demand booking service?

This fact sheet will help you understand what an on-demand booking service is and why every on-demand transport driver must be associated with an authorised booking service.

What is an on-demand booking service?

An on-demand booking service is:

- a provider, taking or communicating passenger requests for an on-demand trip and connecting the customer with a driver; or
- a driver, making arrangements directly with the passenger for an on-demand trip, you are providing an on-demand booking service.

All individuals and businesses that take bookings for an on-demand trip from a customer and arrange a driver and vehicle to service that trip will be required to be authorised as an on-demand booking service.

Heavy penalties will apply for services operating without a booking service authorisation or association.



Examples of on-demand booking services

A booking service that takes or facilitates bookings for vehicles to deliver an on-demand passenger transport service

- *Pelican Taxis* has a fleet of taxis. A passenger calls *Pelican Taxis* to book a taxi from home to the airport. The operator, employed by *Pelican Taxis*, dispatches the trip request to drivers associated with *Pelican Taxis* and a driver accepts. The passenger is collected by the assigned driver and the trip is completed. *Pelican Taxis* is the booking service.
- Maurice owns a limousine and takes bookings for school balls and other events. He is a sole operator and takes passenger bookings independently. Maurice goes on holiday but still gets bookings from regular passengers. He passes them on to his friend Lucy who also owns a limousine and completes the jobs for him. In both cases, Maurice is the booking service.

A booking service that communicates passenger bookings to drivers or other providers of on-demand passenger transport services – the service may use app technology to do this

- *Shiny* is a company that uses app technology to connect passengers to on-demand transport drivers and their vehicles. A passenger books a ride from their workplace to an event via the *Shiny* app. A *Shiny* driver opens their *Shiny* driver app and accepts the passenger's booking. The passenger is collected by the *Shiny* driver and the trip is completed. *Shiny* is the booking service.

A booking service that takes or facilitates bookings from passengers for vehicles to deliver an on-demand passenger transport service operated directly by the driver, usually in a rank and hail context

- A driver for *A2B Taxis* is at the airport taxi rank and picks up a job by collecting a passenger at the rank. The driver can complete this job as they are either authorised as a provider of an on-demand booking service, or have an association arrangement with an authorised provider. *A2B Taxis* is the booking service.

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