



Meeting minutes

On-demand Transport Industry Reference Group

Meeting 5 | 4 June 2024

Agenda items

#	Item
1.	Welcome and attendance
	<ul style="list-style-type: none">• Apologies• New driver representatives were introduced.• New Uber representative introduced.
2.	Actioned items from last meeting
2.1.	<ul style="list-style-type: none">• Members were encouraged to advise DoT whether they feel any elements of the regulations impact on their ability to operate efficiently.<ul style="list-style-type: none">○ One issue was raised too late to include in the meeting and has been dealt with by members of DoT offline.• Members were asked to consider additional agenda items for our next meeting.<ul style="list-style-type: none">○ The high cost of driver partners entering the industry raised.
3.	Department of Transport (DoT) update
3.1.	<ul style="list-style-type: none">• Taxi User Subsidy Scheme (TUSS) reform<ul style="list-style-type: none">○ Next stage will be to engage with select ODBSs to get feedback on some elements of mobile application currently being developed.
3.2.	<ul style="list-style-type: none">• Regional Wheelchair Accessible Vehicle (WAV) Taxi Service Grant Scheme<ul style="list-style-type: none">○ Latest round in Great Southern and Goldfields-Esperance has been completed and the grant has been offered to one recipient.○ The Grant is currently being reviewed and we will be communicating any changes in the 2024/25 financial year.
3.3.	<ul style="list-style-type: none">• Maximum metered taxi fares<ul style="list-style-type: none">○ New maximum metered taxi fares introduced statewide at the start of May. On-demand rank or hail (taxi) fares (transport.wa.gov.au)



3.4.	<ul style="list-style-type: none">• State Coat of Arms and Department of Transport logos<ul style="list-style-type: none">○ Discussed guidelines around the use of Western Australia Coat of Arms and WA Government Department logos.
4.	Safety Assurance
4.1.	<ul style="list-style-type: none">• Safety Assurance (SA) team member gave an overview of the team's role and structure.<ul style="list-style-type: none">○ More than 70 on-demand booking service (ODBS) audits are performed annually.○ SA's current focus is on the airport. There have been targeted operations that take place, looking at issues like vehicle compliance and rideshare signage.
4.2.	<ul style="list-style-type: none">• Complaints<ul style="list-style-type: none">○ SA team has been utilising face-to-face educational meetings with those ODBS and drivers that have received complaints against them. DoT staff have noted the effectiveness of this strategy, as they rarely speak to same person twice.○ Fare refusal is the biggest complaint for rank and hail.○ Cancelled bookings is a common complaint for rideshare.○ Complaints that lead to any criminal interactions or assault become are referred to the WA Police Force.
5.	Items raised by members
5.1.	<ul style="list-style-type: none">• Review of the summary fare schedule (as an approved form).
5.2.	<ul style="list-style-type: none">• Decals and signage<ul style="list-style-type: none">○ Concerns raised that display decal requirements could be causing a visibility issue regarding rear window.○ Reasons for requirement were discussed.
6.	Other Business
6.1.	<ul style="list-style-type: none">• DoT will share some information with industry from the Australian Tax Office (ATO) regarding tax requirement for ODBSs.• Issue of fatigue will be added to the agenda for the next meeting.
7.	Proposed schedule of meetings
	Proposed meetings agreed: <ul style="list-style-type: none">• Tuesday 3 September 2024 (11:00 am)• Tuesday 3 December 2024 (11:00 am)
8.	Meeting closed



Actions summary

#	Action
1.	Provide further details about the high cost of entry into the rideshare industry for drivers in WA.
2.	Offline discussion about information sharing for NOCCs.
3.	Stretch limousine signage to be added to agenda for next meeting.
4.	DoT to share information with industry from the ATO regarding tax requirements for ODBSs.
5.	Fatigue management to be added to the agenda for the next meeting.