



# Meeting minutes

## On-demand Transport Industry Reference Group

Meeting 4 | 5 March 2024

### Agenda items

#	Item
1.	<b>Welcome and attendance</b>
	<ul style="list-style-type: none"><li>• Apologies.</li><li>• Non-attendances.</li></ul>
2.	<b>Action items from last meeting</b>
2.1.	<ul style="list-style-type: none"><li>• DoT to follow up on PTD authorisation holder education, to help address some reported confusion among some drivers thinking their PTD authorisation allows them to accept bookings.<ul style="list-style-type: none"><li>○ DoT will research this issue further, and then consider education campaign development in conjunction with any additional data.</li><li>○ Action carried over.</li></ul></li></ul>
2.2.	<ul style="list-style-type: none"><li>• Members sought more information on DoT compliance investigation and response processes, with some members expressing a desire for a new dedicated compliance channel to provide feedback on reports of alleged non-compliant operators.<ul style="list-style-type: none"><li>○ An invited representative from the Safety Assurance team was unable to attend this meeting. Action carried over.</li><li>○ ACTION: Members to consider any queries for DoT Safety Assurance representative and send through before next meeting.</li></ul></li></ul>
3.	<b>Department of Transport (DoT) update</b>
3.1.	<ul style="list-style-type: none"><li>• Regional Wheelchair Accessible Vehicle (WAV) Taxi Service Grant<ul style="list-style-type: none"><li>○ Kimberley round of the Grant is now complete. Grant funds have been paid to the successful applicant Derby and the new vehicle is currently being modified.</li></ul></li></ul>



	<ul style="list-style-type: none"><li>○ Consultation is complete for the current Great Southern and Goldfields–Esperance round. EOI invitations will open from 11–29 March 2024.</li></ul>
3.2.	<ul style="list-style-type: none"><li>● OdTIRG membership<ul style="list-style-type: none"><li>○ An EOI process for new driver representation is currently underway, with applications closing on 7 March. DoT will brief the new representative/s once appointed, and they will attend June’s meeting.</li></ul></li></ul>
3.3.	<ul style="list-style-type: none"><li>● Maximum metered taxi fares<ul style="list-style-type: none"><li>○ A proposal to increase maximum metered taxi fares has been submitted to the Government.</li><li>○ If supported, regulation amendments need to be approved and gazetted.</li><li>○ DoT is unable to confirm a commencement date until these formal approvals come through.</li><li>○ DoT will communicate with industry when more information is available.</li></ul></li></ul>
3.4.	<ul style="list-style-type: none"><li>● First edition of the Taxi User Subsidy Scheme (TUSS) reform newsletter issued.<ul style="list-style-type: none"><li>○ This is a targeted newsletter to provide TUSS reform updates, aimed at TUSS participants, their families/carers, and the disability/community service sector.</li><li>○ The newsletter included a link to the <a href="#">About the TUSS reform video</a>, which includes high level reform information for participants.</li><li>○ Industry updates will be provided via the OdT industry newsletter.</li><li>○ Read more at <a href="http://www.transport.wa.gov.au/tussupdates">www.transport.wa.gov.au/tussupdates</a></li></ul></li></ul>
3.5.	<ul style="list-style-type: none"><li>● Charter vehicle operation at Perth Airport<ul style="list-style-type: none"><li>○ The Safety Assurance team conducted an on-road operation on Saturday 24 February 2024 at Perth Airport, targeting charter vehicles.</li><li>○ A range of education and compliance actions were undertaken, including authorisation and plate checks.</li></ul></li></ul>
<b>4.</b>	<b>Digital experiences workshop</b>
4.1.	<ul style="list-style-type: none"><li>● DoT Manager Education and Engagement led a workshop to discuss feedback and insights regarding the group’s experiences using OdT digital products, including:<ul style="list-style-type: none"><li>○ website content;</li><li>○ user guides (PDF and video); and</li><li>○ online portals, e.g. reporting notifiable occurrences and alleged driver conduct reports.</li></ul></li><li>● Feedback will help DoT plan future communications and engagement materials.</li></ul>



	<ul style="list-style-type: none"><li>• Key findings:<ul style="list-style-type: none"><li>○ Members access the DoT website via bookmarks, Google searches and navigating via site menus.</li><li>○ Online on-demand booking service (ODBS) and passenger transport driver (PTD) authorisation checks are well-used, with access to live data seen as a key benefit.</li><li>○ Locating forms on the website is sometimes frustrating. DoT could consider adding links to common forms (e.g. custom plates, transfer of ownership) to relevant OdT pages.</li><li>○ Group members were not regularly using PDF and video user guides, but acknowledged other people in their teams may be more familiar with these resources.</li><li>○ The <i>How to apply for a PTD authorisation</i> video is currently hidden – we should consider adding it to the <a href="#">PTD home page</a>.</li><li>○ Members raised that there is no link to the OdT landing page on the <a href="#">DoT homepage</a>. DoT advised that we don't have control over that section, but will continue advocating for a stronger OdT presence here.</li><li>○ The <a href="#">PTD responsibilities page</a> is being shared regularly with drivers, as is information about how to apply for PTD and passenger transport vehicle (PTV) authorisations.</li><li>○ The Driver API was discussed, with a member sharing that the ability to confirm the expiry date of a PTD authorisation would be useful.</li></ul></li><li>• User guide / video links:<ul style="list-style-type: none"><li>○ <a href="#">ODBS user guide</a></li><li>○ <a href="#">PTV user guide</a></li><li>○ <a href="#">PTD user guide</a></li><li>○ <a href="#">How to apply for a PTD authorisation video</a></li><li>○ <a href="#">Notifiable occurrence reporting user guide</a></li><li>○ <a href="#">Journey data submission guide video</a></li></ul></li><li>• ACTION: Members encouraged to share digital experience questions from the workshop (attached to the minutes) with their teams for additional feedback, and provide this to DoT.</li></ul>
<b>5.</b>	<b>ODBS audits</b>
	<ul style="list-style-type: none"><li>• DoT discussed general information about ODBS audits. A Safety Assurance team member will be in attendance at the next meeting to answer specific questions from members.</li><li>• Education and Compliance officers will attend audits to ensure that ODBSs are meeting their safety duty obligations.</li></ul>



	<ul style="list-style-type: none"><li>• The team will help ODBSs prepare for an audit, providing a checklist to help guide discussions (find the <a href="#">Audit Checklist</a> on the DoT website).</li><li>• Safety Management Systems are checked as part of the audit, including Officers reviewing how ODBSs have identified and addressed hazards (particularly Fatigue, Assault, Driver distraction, Driver competency, Vehicle mechanical failure, Passenger safety, Misuse of camera recordings and Other foreseeable hazards).</li><li>• Audits are determined randomly using a statistically valid, mathematical audit sampling methodology.</li><li>• The Safety Assurance team’s methodology and tools to support ODBSs have evolved over the last few years, to ensure that they are as useful as possible.<ul style="list-style-type: none"><li>○ <a href="#">Safety management hub</a> – includes guides to developing a Safety Management System, and dedicated pages to explore key areas required to be covered (Fatigue, Assault, Driver distraction, Driver competency, Vehicle mechanical failure, Passenger safety, Misuse of camera recordings and Other foreseeable hazards).</li></ul></li><li>• A member asked whether there are general themes that the compliance team are noticing.<ul style="list-style-type: none"><li>○ ACTION: Chair to request information about compliance themes from the Safety Assurance team.</li></ul></li><li>• A member queried the location of information from the Department of Mines, Industry Regulation and Safety (DMIRS). There is WorkSafe / DMIRS fatigue information linked on the <a href="#">Fatigue page</a> of the Safety management hub. Example safety management systems for other industries are available on the <a href="#">How to develop a Safety Management System page</a>.</li></ul>
<b>6.</b>	<b>Items raised by members:</b>
6.1.	<ul style="list-style-type: none"><li>• A member queried compliance communications processes. The Chair confirmed that <a href="mailto:compliance@transport.wa.gov.au">compliance@transport.wa.gov.au</a> remains the correct channel to use. The group will have the opportunity to discuss this further when the Safety Assurance representative attends the next meeting.</li><li>• Swan Taxis and Black &amp; White Cabs offered support for the driver representative EOI process.</li></ul>
<b>7.</b>	<b>Proposed schedule of meetings</b>
	Proposed meetings <ul style="list-style-type: none"><li>• Tuesday 4 June 2024 (11:00 am)</li><li>• Early September 2024 (11:00 am)</li><li>• Early December 2024 (11:00 am)</li></ul>
<b>8.</b>	<b>Meeting closed</b>



## Actions summary

#	Action	Who
1.	Members encouraged to advise DoT whether they feel any elements of the regulations impact on their ability to operate efficiently.	<b>ALL</b>
2.	Members encouraged to contact DoT regarding potential communications messaging to industry.	<b>ALL</b>
3.	Members to consider additional agenda items for our next meeting. Please send any ideas to DoT prior to our next meeting.	<b>ALL</b>
4.	Members to consider any queries for our Safety Assurance representative and send through before next meeting.	<b>ALL</b>
5.	Members encouraged to share digital experience questions from the workshop (attached to the minutes) with their teams for additional feedback, and provide this to DoT.	<b>ALL</b>
6.	Chair to request information about compliance themes from the Safety Assurance team.	<b>CHAIR</b>