



# Meeting summary

## On-demand Transport Industry Reference Group

Meeting 7 | 24 June 2025

### Agenda items

#	Item
1.	<b>Welcome and attendance</b>
	<ul style="list-style-type: none"><li>New representatives from Black &amp; White Cabs, Swan Taxis and Uber introduced.</li></ul>
2.	<b>Actioned items from last meeting</b>
2.1.	<ul style="list-style-type: none"><li>Perth Airport updates added to industry newsletter.</li><li>No feedback on unauthorised limousine operators from the compliance team to report.</li><li>Complaints of unauthorised operations can be sent to <a href="mailto:ondemandtransport@transport.wa.gov.au">ondemandtransport@transport.wa.gov.au</a> with screenshots, links and names if possible, and it will get forwarded to the compliance team to investigate.</li><li>Regulation around advertising to combat unauthorised operators will be considered as part of the review of the <i>Transport Road Passenger Services Act 2018</i> in 2025/2026.</li><li>'Driver Conduct: Other' is a free text field that we need to have for items that may be outside/fringe complaints. It includes allegations of conduct by a driver that may deem them unsuitable to operate a PTV but where a report to police is not made.</li><li>Members to consider agenda items for the next meeting and send any ideas to DoT in advance.</li></ul>
3.	<b>Department of Transport (DoT) update</b>
3.1.	<ul style="list-style-type: none"><li>Regulatory amendments<ul style="list-style-type: none"><li>General amendments came into effect in December 2024.</li></ul></li></ul>
3.2.	<ul style="list-style-type: none"><li>Passenger Transport Subsidy Scheme (PTSS) project (TUSS reform)<ul style="list-style-type: none"><li>In early December 2024, a small pilot of the new digital PTSS system began with Black &amp; White Cabs.</li><li>Regulations came into effect 1 December 2024 with staged implementation.</li></ul></li></ul>

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	<ul style="list-style-type: none"> <li>○ Pilot was extended to Albany and Northam in late January 2025 and more drivers and participants added.</li> <li>○ PTSS went live 1 March 2025.</li> <li>○ Accessible communications material was produced for participants, including animations and Easy Read documents.   <a href="#">Easy Read – How to use your PTSS card</a>   <a href="#">Animation – How to use your PTSS card</a>  <a href="#">Animation – What happens on a PTSS journey</a> </li> <li>○ Bunbury Taxis was the first ODBS to implement the API. When the API is utilised, there is no need for drivers to use the PTSS mobile app.</li> <li>○ Over 100,000 journeys have been undertaken with PTSS.</li> <li>○ DoT has been completing minor bug fixes on the PTSS mobile app and working with industry to educate about journey validations and rejections.</li> <li>○ Implementing PTSS has been DoT's main priority for the past 6 months.</li> </ul>
3.3.	<ul style="list-style-type: none"> <li>● Taxi fare review <ul style="list-style-type: none"> <li>○ An <a href="#">independent review</a> of the way maximum metered taxi fares are regulated in WA was completed in June 2022 by KPMG.</li> <li>○ That report recommended that DoT indexes all regulated maximum metered taxi fare components annually, based on the Consumer Price Index (CPI) figure for the Perth 'private motoring' sub-group.</li> <li>○ A review in January of the Perth private motoring sub-group of CPI between September 2023 and December 2024 saw a 2.50% decrease.</li> <li>○ DoT can consider out of cycle reviews to allow the taxi industry to respond to sudden changes in the economic environment that impacts them.</li> <li>○ One of the endorsed recommendations in the KPMG review was an ongoing approach to fare regulation, more specifically a regular, in-depth fare review every five years. The next scheduled review would commence in 2027. This review is in place until there is appetite to adopt a roadmap to deregulation of rank or hail fares.</li> </ul> </li> </ul>
3.4.	<ul style="list-style-type: none"> <li>● What are we looking at in 2025/2026 <ul style="list-style-type: none"> <li>○ Continue to implement PTSS. <ul style="list-style-type: none"> <li>▪ Paper vouchers can be accepted until 30 September 2025.</li> <li>▪ DoT will implement a process for interstate vouchers.</li> </ul> </li> <li>○ <i>Transport (Road Passenger Services) Act 2018</i> (the Act) review. <ul style="list-style-type: none"> <li>▪ The Act requires a review to commence five years after the implementation of the Act. As the Act was delivered in three stages, the final implementation was June 2020, making 2025/2026 the year we can commence.</li> </ul> </li> </ul> </li> </ul>

#	Item
	<ul style="list-style-type: none"> <li>▪ The review will consider has the legislation met the objectives / intent, which is to provide for a safe, flexible, responsible, innovative and customer-focused road passenger transport industry, and to enable the development and operation of innovative and accessible road passenger transport services that contribute to the mobility and safety of the WA community.</li> <li>▪ Very early days with this, however DoT sees this group as having an important role to play with the Act review.</li> </ul>
3.5.	<ul style="list-style-type: none"> <li>• WAV Grants               <ul style="list-style-type: none"> <li>○ Four grants awarded in the 2024-25 round.</li> <li>○ Reviewing the process ahead of 2025/2026.</li> <li>○ Small changes being made to the application and eligibility process.</li> <li>○ Expected to commence in late August 2025.</li> </ul> </li> </ul>
3.6.	<ul style="list-style-type: none"> <li>• OdTIRG survey and purpose               <ul style="list-style-type: none"> <li>○ DoT to get feedback from the group on value of the OdTIRG which will consider their expectations, in relation to their representation.</li> <li>○ We're looking to put out a short survey to reference group members to investigate how members would like to engage with the group, what you would like to focus on during meetings, and what format and timings you'd like for meetings.</li> </ul> </li> <li>• We'll send the online survey over the coming weeks and discuss the results at the next meeting.</li> </ul>
<b>4.</b>	<b>Items raised by members</b>
4.1.	<ul style="list-style-type: none"> <li>• Monthly vehicle licence option for vehicles that require an annual inspection.               <ul style="list-style-type: none"> <li>○ Request that DoT consider expanding the vehicle licence direct debit model to PTVs and other vehicles that require an annual inspection.</li> <li>○ The one-month renewal direct debit option spreads the cost of your vehicle licensing into monthly payments, which is an additional renewal option to the 3-month, 6-month and 12-month renewal periods.</li> <li>○ DoT offers this for PTV authorisations, however at this stage there are intricacies within DoT systems that complicate expanding this to vehicle licence that require an annual inspection.</li> </ul> </li> </ul>
4.2.	<ul style="list-style-type: none"> <li>• A member raised an issue with PTV annual inspections. DoT will provide an update on this at the next meeting.</li> </ul>
4.3.	<ul style="list-style-type: none"> <li>• DoT to provide a member with Perth Airport alerts email on request.</li> </ul>
4.4.	<ul style="list-style-type: none"> <li>• Query about compliance presence at the airport and what they are looking for.</li> </ul>

#	Item
	<ul style="list-style-type: none"> <li>○ DoT explained that it will be general compliance work, but they will sometimes run operations to target certain areas such as the work they did with PTSS when it first launched in March.</li> <li>● It was mentioned that it would be worth them doing some work on charter vehicle signage as has noted a lack of signage when working at the airport. Phil will pass this on.</li> </ul>
4.5.	<ul style="list-style-type: none"> <li>● DoT to provide further details of the DoT compliance officers enforcement powers.</li> </ul>
<b>5.</b>	<b>Industry updates to the group</b>
<b>5.1.</b>	<ul style="list-style-type: none"> <li>● Nothing raised.</li> </ul>
<b>6.</b>	<b>Other Business</b>
6.1.	<ul style="list-style-type: none"> <li>● Nothing raised.</li> </ul>
<b>7.</b>	<b>Proposed schedule of meetings</b>
	<p>Proposed meetings agreed:</p> <ul style="list-style-type: none"> <li>● Tuesday 16 September 2025</li> <li>● Tuesday 19 September 2025</li> </ul>
<b>8.</b>	<b>Meeting closed</b>

## Actions summary

#	Action
<b>1.</b>	DoT to provide feedback on the ToR at the next meeting.
<b>2.</b>	PTV annual inspection payment process.
<b>3.</b>	DoT to provide Perth Airport alerts email.
<b>4.</b>	DoT to pass on charter signage feedback to Safety Assurance.
<b>5.</b>	DoT to provide details of enforcement powers.