



Meeting summary

On-demand Transport Industry Reference Group (OdTIRG)

Meeting 9 | 16 December 2025

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.	Actioned items from last meeting <ul style="list-style-type: none">The Department of Transport and Major Infrastructure (DTMI) will review how to improve clarity of the reason Passenger Transport Subsidy Scheme (PTSS) journeys are rejected.<ul style="list-style-type: none">Update provided in item 6.DTMI will confirm and provide information on WA on-demand booking services (ODBSs) who are using the application programming interface (API).<ul style="list-style-type: none">Information of the technology providers is on the website, along with the updated API specificationsDTMI will follow up with the Safety Assurance team to confirm the best approach on drivers reporting ODBS incidents.
3.	Standing items <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.<ul style="list-style-type: none">Perth Airport representative to attend the next meeting (TBC).

#	Item
4.	Department of Transport and Major Infrastructure (DTMI) update
4.1.	<ul style="list-style-type: none"> PTSS situation report: <ul style="list-style-type: none"> PTSS transition period has now ended. Intestate vouchers can still be accepted, ODBS are responsible for sending the vouchers in to DTMI as per industry newsletter communications. Almost 19,000 total participants (includes people transitioned from the Taxi User Subsidy Scheme (TUSS) and newly applied participants). ~9,400 active participants (have taken at least one PTSS journey since 1 March). Almost 400,000 journeys completed. Chair thanked taxi operators across the state for their support during the transition.
4.2.	<ul style="list-style-type: none"> WAV Grants: <ul style="list-style-type: none"> Last year's Regional Wheelchair Accessible Vehicle (WAV) Taxi Service grant has now resulted in four new operational WAV taxi services in Port Hedland, Kalgoorlie, Dunsborough and Geraldton. The grant assessment panel have completed their recommendations for the 2025-26 round, and successful applicants are being informed. DTMI will be internally reviewing both the regional and the metro WAV grants. Outcomes of this review will be communicated to industry ahead of the 2026-27 financial year.
4.3.	<ul style="list-style-type: none"> Passenger behaviour and sentiment research: <ul style="list-style-type: none"> DTMI is commissioning a piece of research looking at the behaviour and sentiment towards on demand transport in WA. This research will build on previous work that was done in 2023. The work is expected to be finalised mid next year. The methodology of the research will be determined by the contractor through the tender process. More details will be available when the contract has been awarded.
5.	Taxi fare review
5.1.	<ul style="list-style-type: none"> Every year DTMI reviews the maximum metered fares. The Perth private motoring index (PMI) has risen for the period between December 24 - September 25. It has stayed consistent to the previous indexed number, when fares were increased based on the Sep 2023 figure. DTMI is seeking feedback from the group on whether to keep taxi fares at the same level or review again at the next meeting when the December 2025 PMI order has been released. Feedback requested from the group during the meeting or offline. KPMG did a review of taxi fares in 2022, where they recommended an in depth fare review in 2027.

6.	PTSS functionality
6.1.	<ul style="list-style-type: none"> • New PTSS functionality will be available in the coming months. <ul style="list-style-type: none"> ◦ From mid to late January 2026, online PTSS applications for participants will be available, with a range of support resources, including web content and easy read docs to help applicants, carers and supporter workers. ◦ A lot of work has gone into making sure our accessibility standards are improved. ◦ New functionality is being built to enable an ODBS to request a change to booking reference numbers, taxi plates, and total fares supplied in DoTDirect. ◦ Other new functions are being investigated, after industry feedback. ◦ Videos are available on the DTMI website to assist any drivers or ODBSs still struggling with their PTSS requirements.
7.	Round Table Updates – Items raised by OdTIRG members
7.1.	<ul style="list-style-type: none"> • The group discussed unauthorised dispatch providers and what can be done by industry and the department, to identify the correct ODBS and handle complaints effectively. • DTMI will be undertaking industry awareness and communications on receipt requirements.
8.	Other Business
	<ul style="list-style-type: none"> • No other business raised.
	Next meeting: TBC March 2026
	Meeting closed

Actions summary

#	Action	Who
1.	Taxi operators to provide feedback to DTMI on the taxi fare review.	Taxi industry representatives