Government of **Western Australia**
Department of **Transport**

Meeting minutes

On-demand Transport Industry Reference Group

Meeting 1 | 27 June 2023

Agenda items

#	Item
1.	**Welcome**
2.	**Acknowledgements / Round Table Introductions**
2.1.	• All members introduced themselves and shared their relevant experiences with the group.
3.	**Preliminary matters**
3.1.	• The purpose of the group was discussed: to tap into knowledge and experience of members, discuss issues facing the WA on-demand transport industry and provide the opportunity to improve industry outcomes. • OdTIRG meetings aim to identify and improve industry-wide initiatives.
3.2.	• Ways of working were discussed, including the potential establishment of topic-specific sub-groups with relevant members.
3.3.	Declaration of conflict of interests • Members were asked to declare any conflicts of interest that would obstruct open dialogue at the meeting. • No conflicts of interest were declared.
4.	**Terms of Reference**
4.1.	• DoT will amend the current Terms of Reference (ToR) document to clarify the replacement of members and appointing proxies. The revised ToR will be circulated to the group once amended.
5.	**Other items raised by DoT**
5.1.	Annual review maximum metered taxi fares

	• DoT will be in contact with OD RH ODBS reps from the group to discuss once CPI figures released.
5.2.	Taxi User Subsidy Scheme (TUSS) reform • DoT provided an overview of the TUSS reform. • DoT will continue to provide updates through this forum. • More information can be found on the DoT website: www.transport.wa.gov.au/tuss
5.3.	Regulatory amendments • DoT provided overview of planned regulation amendments which aim to improve the usability of the legislation. • DoT will continue to provide updates through this forum. **ACTION**: Members encouraged to advise DoT whether they feel any elements of the regulations impact on their ability to operate efficiently.
6.	**Other items raised by members**
6.1.	Operators travelling to regional areas • Some group members shared their experiences of out-of-town operators travelling to regional areas for work. • Members shared concern for reputational risk if these operators are not operating in a compliant manner.
6.2.	Charter vehicle signage requirements • DoT confirmed that the charter vehicle signage requirements have not changed. • The current DoT compliance focus has shifted towards fare refusals.
6.3.	Upcoming OdT passenger research • DoT has begun work to conduct research to benchmark on-demand passenger behaviour and sentiment across WA. • DoT will share further updates through this forum.
6.4.	DoT Education and Compliance approach • Group members and DoT discussed DoT Education and Compliance Officer roles and vehicle check processes. • DoT advised that whether or not officers stop vehicles depends on the situation (i.e. there should be a reasonable reason for the officer to pull the vehicle over). For example, if the vehicle is unroadworthy then there is an immediate risk to the passengers. • DoT officers are currently targeting refusal of fares and meter usage refusals.

7.	**Other Business**	
7.1.	Communication strategies • On-demand transport industry newsletters are planned to be as relevant as possible for all industry segments, but DoT acknowledges they can be taxi-centric at times. • Current communication planning is considering messaging to target other parts of the industry. **ACTION:** Members encouraged to contact DoT regarding potential communications messaging to industry.	
8.	**Next meeting details**	
	Proposed meeting • Tuesday 1 August 2023	
9.	**Meeting close**	
	ACTION: All members to consider additional agenda items for our next meeting. Please send any ideas to DoT prior to our next meeting.	

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.	**ALL**
2.	Members encouraged to contact DoT regarding potential communications messaging to industry.	**ALL**
3.	Members to consider additional agenda items for our next meeting. Please send any ideas to DoT prior to our next meeting.	**ALL**