

On-demand Transport Reform Fact Sheet

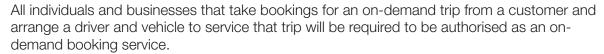
What is an on-demand booking service?

This fact sheet will help you understand what an on-demand booking service is and why every on-demand transport driver must be associated with an authorised booking service.

What is an on-demand booking service?

An on-demand booking service is:

- a provider, taking or communicating passenger requests for an on-demand trip and connecting the customer with a driver; or
- a driver, making arrangements directly with the passenger for an on-demand trip, you are providing an on-demand booking service.









Examples of on-demand booking services

A booking service that takes or facilitates bookings for vehicles to deliver an on-demand passenger transport service

- Pelican Taxis has a fleet of taxis. A passenger calls Pelican Taxis to book a taxi from home to the airport. The
 operator, employed by Pelican Taxis, dispatches the trip request to drivers associated with Pelican Taxis and
 a driver accepts. The passenger is collected by the assigned driver and the trip is completed. Pelican Taxis is
 the booking service.
- Maurice owns a limousine and takes bookings for school balls and other events. He is a sole operator and
 takes passenger bookings independently. Maurice goes on holiday but still gets bookings from regular
 passengers. He passes them on to his friend Lucy who also owns a limousine and completes the jobs for
 him. In both cases, Maurice is the booking service.

A booking service that communicates passenger bookings to drivers or other providers of on-demand passenger transport services – the service may use app technology to do this

• Shiny is a company that uses app technology to connect passengers to on-demand transport drivers and their vehicles. A passenger books a ride from their workplace to an event via the Shiny app. A Shiny driver opens their Shiny driver app and accepts the passenger's booking. The passenger is collected by the Shiny driver and the trip is completed. Shiny is the booking service.

A booking service that takes or facilitates bookings from passengers for vehicles to deliver an ondemand passenger transport service operated directly by the driver, usually in a rank and hail context

• A driver for A2B Taxis is at the airport taxi rank and picks up a job by collecting a passenger at the rank. The driver can complete this job as they are either authorised as a provider of an on-demand booking service, or have an association arrangement with an authorised provider. A2B Taxis is the booking service.

On-demand Transport, Department of Transport, Western Australia