



On-demand Transport Reform Fact Sheet

What is a passenger transport service?

This fact sheet will help you understand the different passenger transport services introduced by the *Transport (Passenger Services) Act 2018* and where your service fits.

What are the new changes?

Under the *Transport (Road Passenger Services) Act 2018*, three types of passenger transport services are proposed: On-demand passenger transport, Regular passenger transport and Tourism passenger transport.



Much of the reform will apply to the on-demand passenger transport industry – this includes taxis, ride-sourcing providers and charter vehicle services.

What is on-demand passenger transport?

On-demand transport is the transport of passengers for hire and reward where the passenger or hirer determines the locations for the beginning and end of the journey, as well as the time of travel.



For example, services provided by taxis, limousines and ride-sourcing vehicles.

What is regular passenger transport?

Regular passenger transport is the transport of passengers for hire and reward that is conducted according to regular routes and timetables.



For example, bus services provided in Perth, regional WA and intra-town.

What is tourism passenger transport?

Tourism passenger transport is the transport of tourists for hire and reward to destinations listed on an advertised tour itinerary.



For example, this includes tours to the Pinnacles or the Margaret River wine region.

Can a provider offer more than one type of passenger transport?

Yes, businesses may provide any or all of these types of passenger transport. If the business takes any on-demand passenger transport bookings, they will need to become an on-demand booking service.

For example, a provider may provide tourism passenger transport by doing scheduled wine tours, as well as on-demand passenger transport by transporting a football team to games.

What is *not* classified as passenger transport?

Community transport: this is the transport of passengers undertaken by a not-for-profit service whose underlying purpose is to improve the community they service. For example, a bus transporting residents of a nursing home.

Courtesy transport: this is transport provided to a customer, where the transport is additional to the primary service provided. No profit is taken from the courtesy transport by the provider. For example, a courtesy car for a car repair service.

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