



A guide for tourism operators

Passenger transport industry fact sheet

Many tourism operators offer services which include a mix of passenger transport types. The type of service you are providing will affect the authorisations you require from the Department of Transport (DoT).

What type of work am I doing?

Tourism passenger transport services

Tourism passenger transport is the transport of tourists for hire or reward to destinations listed on a publicly available tour itinerary.

To be a tourism passenger transport service, a tourism operator needs a public tour itinerary which states the options for start and finish times, locations and the type of attractions being visited.

The tour itinerary can be customised to some extent and still remain a tourism passenger service and not an on-demand passenger transport service.

On-demand passenger transport services

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

A trip will be considered an on-demand transport service if:

- it is in or partly within Western Australia; and
- the passenger (or hirer) determines, or substantially determines:
 - the location for the beginning of the trip; and
 - the location for the end of the trip; and
 - the time of travel.

If a tourism operator provides any on-demand transport trips, they must apply for an on demand booking service (ODBS) authorisation, or have an association arrangement with an authorised ODBS.

Regular passenger transport services

Regular passenger transport is the transport of passengers for hire and reward that is conducted according to regular routes and timetables, such as Transperth bus routes.

Other types of passenger transport

There are also types of passenger transport that are not primarily established for profit or commercial gain.

Community transport is the transport of passengers by a not-for-profit service whose purpose is to improve the community they service. For example, a local government service transporting seniors to appointments, shopping or events.

Courtesy transport is transport provided to a customer in connection with a primary service that is not road passenger transport service. No profit is taken by the provider for the courtesy transport service. For example, a courtesy pick-up for an accommodation provider, or courtesy shuttle from a hotel to a sailing charter vessel.



Is it on-demand?

Example	On-demand trip?
Transport between the airport and the start of a tour.	No, unless the tour also falls within the definition of an on-demand transport trip.
Airport transfers where the passenger decides the start and end locations.	Yes.
Tours on a publicly available tour itinerary.	No, this is tourism.
Customised tours, where the passenger (or hirer) requests some changes to a standard tour itinerary, but the start and end times remain substantially the same.	No, this is tourism.
Custom tours where the passenger (or hirer) chooses the pick up and drop off locations and times (either a specific time or an approximate time).	Yes.
Custom tours where the passenger (or hirer) chooses the itinerary or requests a specific experience and can choose between a range of publicly available options for pick up and drop off locations and times.	No, this is tourism.

Customising tourism services

Some customisation of tourism services is acceptable before the trip falls into the on-demand category.

What customisation is acceptable?

Itinerary	Customisation of services
Start / finish locations	<p>A range of pick up and drop off locations can be included in the tour itinerary like specific hotels, or accommodation in a specific area (e.g. 'Perth CBD hotels'), an airport, train or bus stations, visitor centres or local attractions.</p> <p>The passenger or hirer may specify a pick up or drop off location from the range provided.</p>
Start / finish times	<p>A range of start and finish times can be included in the tour itinerary. For example, pick up times could be "morning" or "between 9am and 10am". Tours can be for a "full day", "half day" or specified e.g. "3 hours".</p> <p>Pick up and drop off times can be customised to the passenger (or hirer) as long as they are not a substantive change from the tour itinerary.</p>



What DoT authorisations do I need?

Service provided	ODBS authorisation	PTV authorisation	PTD authorisation
Tourism passenger transport	No.	Yes.	Yes.
On-demand transport	Yes.	Yes.	Yes.
Regular passenger transport	No.	Yes.	Yes.
Courtesy or community transport	No.	No, unless the vehicle is also used for other types of passenger transport services.	Only required if the service is for hire or reward.

On-demand booking service (ODBS) authorisation

An ODBS authorisation allows you to take or facilitate bookings for on-demand transport services in WA and is valid for 12 months. Applications for ODBS authorisation can only be made online via DoTDirect. ODBSs are responsible for:

- developing and maintaining a safety management system;
- keeping records related to individual jobs, which may be requested by DoT at any time;
- having an appropriate complaints management procedure in place;
- keeping a register of notifiable occurrences and reporting these to DoT as you become aware of them; and
- determining fares transparently and having these available for passengers to view.

www.transport.wa.gov.au/ODBSHome

Passenger transport vehicle (PTV) authorisation

A PTV authorisation allows a vehicle to provide a passenger transport service, including undertaking on-demand and tourism trips.

There are four categories of PTV authorisation:

- on-demand rank or hail (OD-RH) (taxis);
- on-demand charter (OD-C);
- tourism passenger transport (TPT); and
- regular passenger transport (RPT).

Operators can elect from a 1, 3, 6 or 12-month authorisation to cater to seasonal demand.

Applications for PTV authorisation can only be made online via DoTDirect.

www.transport.wa.gov.au/PTVhome

Passenger transport driver (PTD) authorisation

A passenger transport driver (PTD) authorisation is required to drive passengers for hire or reward.

PTD authorisations are valid for 12 months and allow holders to drive any authorised vehicle for hire or reward state-wide.

Applications for PTD authorisation can only be made online via DoTDirect.

www.transport.wa.gov.au/PTDhome

Regular passenger transport (RPT) service authorisation

The RPT service authorisation is valid for five years.

You can apply for authorisation by completing the ODT112: Regular passenger transport service provider authorisation application form – you will need to provide:

- reasons why the service is necessary;
- your proposed routes and schedule;
- details of the fares you will charge;
- a description of the vehicles you intend to use and how many there will be; and
- an estimate of the maximum number of passengers.

www.transport.wa.gov.au/RPTHome



Contact

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