



Meeting minutes

On-demand Transport Industry Reference Group

Meeting 2 | 1 August 2023

Agenda items

#	Item
1.	Welcome and attendance
	<ul style="list-style-type: none">• Apologies• Non-attendances
2.	Action items
2.1.	<ul style="list-style-type: none">• All OdTIRG members are encouraged to share their industry experiences. DoT will be relying on all members to contribute industry relevant topics for discussion.
3.	Department of Transport (DoT) update
3.1.	<ul style="list-style-type: none">• Margaret River Busselton Tourism Association meeting<ul style="list-style-type: none">○ DoT and WA Police Force representatives attended the meeting in Busselton and spoke to stakeholders. There were about 12 operators in attendance. The questions directed at DoT were generally around compliance issues.
3.2.	<ul style="list-style-type: none">• Passenger behaviour and sentiment survey<ul style="list-style-type: none">○ The DoT has commissioned Painted Dog to undertake research looking at behaviour and sentiment of on-demand transport passengers in WA.○ The findings from the consultation will help inform regulation and policy development and help guide communications and engagement activity.○ At this stage, they have designed a survey going to 1000 people in the metro area, and 400 in regional areas including Albany, Bunbury, Geraldton, and Kalgoorlie.○ The survey will be going out over the coming weeks.○ The DoT should have a final report in September and later in the year there will be an opportunity for the OdTIRG group to hear directly from the researchers.



3.3.	<ul style="list-style-type: none">• Blind Citizens WA Forum<ul style="list-style-type: none">○ The DoT were invited to attend the Blind Citizens WA Forum last month, to discuss the TUSS reform.○ A few team members attended and provided a summary of the changes.○ Discussion with the attendees also included some more general experiences using on-demand transport as people with disability.○ The discussion identified some industry-wide issues regarding acceptance of passengers with assistance animals.
3.4.	<ul style="list-style-type: none">• TUSS Mailout<ul style="list-style-type: none">○ Over the next few months, the DoT will be sending a mailout to all TUSS participants, asking them to update their contact details.○ The DoT will be sending them a form which will also be available online, that participants will need to complete and send back via email or post.
3.5.	<ul style="list-style-type: none">• Communications to be on the lookout for<ul style="list-style-type: none">○ Industry newsletter next week;○ On-demand booking services newsletter later this month.
4.	Publication of minutes and Terms of Reference
4.1.	<ul style="list-style-type: none">• All minutes will be published on the DoT website at www.transport.wa.gov.au/odtirg.• Members are free to share the minutes as they wish once published.• In addition to the minutes, the DoT proposed to publish the names and respective organisations of all the members of the OdTIRG. There were no objections to this. The names of all members are displayed at the beginning of these minutes.
4.2.	<ul style="list-style-type: none">• DoT has amended the current Terms of Reference (ToR) document to clarify the replacement of members and appointing proxies. Members are now permitted to appoint a replacement member on a temporary or permanent basis, subject to the Chair's discretion.
5.	Formation of sub-groups
5.1.	<p>Taxi standards sub-group</p> <ul style="list-style-type: none">• DoT has received correspondence from a driver who is interested to share some ideas to improve industry standards. We would like to gauge interest in the rank or hail services within the OdTIRG to form a sub-group. This would be an item that interested members may pick up and report back on progress to the rest of the OdTIRG.



5.2.	<ul style="list-style-type: none">All members are encouraged to share ideas for further sub-groups, it is not limited to Perth metropolitan on-demand services.
6.	Items raised by members:
6.1.	<p>Accessible bays for safe drop-offs/pick-ups</p> <ul style="list-style-type: none">Issues surrounding provision of accessible bays for safe passenger drop-offs/pick-ups are local planning issues reserved for the local government or shopping centre wherein the bays are located.VenuesLive manage access to Perth Stadium and there are some exceptions to the parking rules for charter vehicles serving a passenger with an ACROD permit. Operators must liaise with VenuesLive for access and clarification before picking up or dropping off passengers.
6.2.	<p>Driver Vehicle Industry Dashboard</p> <ul style="list-style-type: none">With data protection issues, there was a concern surrounding drivers being required to submit personal details to their respective ODBS such as 'date of birth' and 'address', in addition to the PTD authorisation number. However, these measures are in place to provide more secure processes for the ODBS. There are a few tools to ensure that the ODBS dispatches work to authorised PTDs with an authorised PTV. The tools include:<ul style="list-style-type: none">Public look-ups:<ul style="list-style-type: none">Authorised on-demand booking service providersPassenger transport driver (PTD) authorisation status enquiryThe Driver Vehicle Industry Dashboard (DVID)Passenger transport web services – access to the same information as the DVID but allows ODBSs to query authorisation status data through their own digital systems (such as dispatch software). <p>ACTION: DoT to provide further details on the Passenger transport web services API to interested parties.</p>
7.	Other issues
7.1.	<ul style="list-style-type: none">Clarification of issues surrounding:<ul style="list-style-type: none">Disqualification offences to cancel PTD authorisations.DoT compliance investigation and response processes. <p>ACTION: DoT to follow up on specific items raised and report back at the next meeting</p>
8.	Next meeting details
	Proposed meeting



	<ul style="list-style-type: none">Tuesday 12 December 2023
9.	Meeting closed

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
4.	DoT to provide further details on the Passenger Transport web services API to interested parties.	DoT
5.	DoT to follow up on specific items raised and report back at the next meeting	DoT