



Meeting summary

On-demand Transport Industry Reference Group

Meeting 8 | 28 October 2025

Agenda items

#	Item
1.	Welcome and attendance
	<ul style="list-style-type: none">• Apologies noted.• The chair provided an opportunity to declare conflicts of interest.
2.	Actioned items from last meeting
	<ul style="list-style-type: none">• DTMI to provide feedback on the Terms of Reference at the next meeting.• PTV annual inspection payment process.<ul style="list-style-type: none">○ Our system doesn't currently allow for the automatic update of the inspection of a PTV. It is something we have explored in the past. If it is an ongoing problem for operators, it is something we could potentially look into again.• DTMI to provide Perth Airport alerts email.<ul style="list-style-type: none">○ Complete.• DTMI to pass on charter signage feedback to Safety Assurance.<ul style="list-style-type: none">○ Complete.• DTMI to provide details of enforcement powers.<ul style="list-style-type: none">○ Transport (Road Passenger Services) Act 2018: Part 8 – Enforcement○ Education and compliance webpage – enforcement activities and powers○ Safety for industry webpage – overview of chain of accountability, safety duties, principles DTMI works under and tools/processes for ensuring safety. <p>Members to consider additional agenda items for our next meeting. Please send any ideas to DoT prior to our next meeting.</p>
3.	Standing items

#	Item
	<ul style="list-style-type: none"> • Contact DTMI regarding potential communications messaging. • Advise DTMI whether any elements of the regulations impact your ability to operate efficiently. • Consider agenda items for our next meeting.
4.	Department of Transport and Major Infrastructure (DTMI) update
4.1.	<ul style="list-style-type: none"> • Staffing changes in the OdT team were discussed.
4.2.	<ul style="list-style-type: none"> • PTSS situation report <ul style="list-style-type: none"> ○ PTSS transition period has now ended. ○ As of 1 October, T USS vouchers are no longer able to be accepted by taxi drivers. No payment will be made for vouchers used after this date. ○ Intestate vouchers must still be accepted. ○ Almost 19,000 total participants (includes people transitioned from T USS and newly applied participants) ○ ~8,800 active participants (have taken at least one PTSS journey since 1 March). ○ 171 ODBSs registered for PTSS. ○ Almost 310,000 journeys completed (including app, API and manual upload). ○ ~1,600 drivers using the app.
4.3.	<ul style="list-style-type: none"> • PTSS journey reviews <ul style="list-style-type: none"> ○ We are working on outstanding PTSS journey reviews.
4.4.	<ul style="list-style-type: none"> • Investigations <ul style="list-style-type: none"> ○ Analysing PTSS data to identify potential misuse and patterns of driver behaviour.
4.5.	<ul style="list-style-type: none"> • PTSS journey data submissions <ul style="list-style-type: none"> ○ Communications will be starting in November to encourage ODBSs with outstanding PTSS journey data requests to complete these requests ASAP. ○ From December, Customer Service will directly contact ODBSs that haven't submitted journey data. ○ Resources available on website including user guides, video, templates.
4.6.	<ul style="list-style-type: none"> • PTSS API <ul style="list-style-type: none"> ○ New features now available in the PTSS API, including: <ul style="list-style-type: none"> ▪ Ability to check the status of completed journeys. ▪ Provide a list of journeys included in a payment for a given ODBS. ○ Working with existing API users to upgrade their systems. <p>Easier to build new functionality in the API than it is to develop it in DoTDirect.</p>
4.7.	<ul style="list-style-type: none"> • WAV grants <ul style="list-style-type: none"> ○ Applications have closed for the 2025-26 round of the grant and are now being assessed.

	<ul style="list-style-type: none"> ○ Last year's recipients have new WAV taxis operational in Port Hedland, Kalgoorlie, Dunsborough. Geraldton will be operational shortly.
5.	OdTIRG feedback survey results
5.1.	<ul style="list-style-type: none"> • Thank you to all group members who completed our OdTIRG feedback survey. • Key results are summarised below. <ul style="list-style-type: none"> ○ Respondents agreed with continuing to meet quarterly, with in-person and Microsoft Teams options for attendance. ○ Membership should be reviewed every two to three years. ○ Buses and compliance were seen as areas currently lacking representation. ○ Things that are currently working well: <ul style="list-style-type: none"> ▪ Good, open forum discussion. ▪ It is useful to hear about upcoming changes and have input on these changes. ▪ Opportunity to hear on-road compliance updates and information. ○ Areas for improvement: <ul style="list-style-type: none"> ▪ Comments were received from both an industry regulation and OdTIRG group governance perspective. ▪ Industry regulation comments included wanting to see a greater focus on compliance and penalties. ▪ Group specific feedback mentioned that some areas of concern held by the respondent have overlap, including DTMI, Main Roads and Perth Airport. This indicates an opportunity to approach these areas for ad-hoc OdTIRG meeting attendance. ○ All respondents agreed that the group is achieving purpose, engaging in dialogue and sharing information. ○ Popular suggestions for future meeting activities include: <ul style="list-style-type: none"> ▪ Guest speakers / presentations ▪ Workshops facilitated by DTMI on industry-focussed topics raised by members. ▪ Round tables from group members. ○ Less popular suggestions include: <ul style="list-style-type: none"> ▪ Annual in-person event. ▪ Presentations from group members. • Key items for DTMI to take forward for future OdTIRG meetings: <ul style="list-style-type: none"> ○ Further work on clarifying membership provisions in the terms of reference, and how we manage any membership changes ○ Invite representation from BusWA. ○ Look at future guest speakers, with questions on notice for them to prepare answers to. Potential guests include OdT compliance, Main Roads, Perth Airport and Worksafe. Group members should raise any additional suggestions. ○ Include a group roundtable as a standing agenda item to ensure information is shared from a broad range of industry representation. ○ Have further focus on regional industry issues. • For the next OdTIRG meeting, DTMI will look to make the meeting longer to accommodate a guest speaker and further discussion.

6.	Impromptu items raised by OdTIRG members
6.1.	<ul style="list-style-type: none"> A group member raised driver feedback over rejected PTSS journeys, noting that it would be helpful for ODBSs to have access to rejection reasons to be able to provide detailed advice to drivers, especially when there are financial deductions from drivers. DTMI advised that these processes will be reviewed. A group member asked for clarification on how many ODBSs are registered for PTSS (171 total), and how many ODBSs are using the PTSS API.
7.	Feedback on integrated payment terminals and meters
7.1.	<ul style="list-style-type: none"> DTMI is reviewing a proposal to regulate payment terminals linked to taxi meters. While some operators already use the proposed functionality voluntarily, DTMI has concerns about added costs, especially for regional operators. DTMI requests that feedback be provided offline via email or through a separate meeting. Interested parties are encouraged to reach out to arrange this.
8.	Round table updates – Items raised by OdTIRG members
8.1.	Drivers reporting ODBS behaviour to regulatory bodies <ul style="list-style-type: none"> A group member raised that the mechanism for drivers to report incidents with their ODBS to local regulators is unclear. DTMI advised that in WA, drivers should report notifiable occurrences (serious safety issues) via the reporting portal in DoTDirect. ODBSs also have a responsibility to report notifiable occurrences as soon as practicable via DoTDirect. This allows all serious incidents to be followed up by the Safety Assurance team, and be included in DTMI's reporting systems. For other issues, the most direct way to report incidents is via email to ondemandtransport@transport.wa.gov.au. These are reviewed by the Safety Assurance team. <ul style="list-style-type: none"> DTMI will raise this with Safety Assurance and provide further advice on the best approach.
8.2.	Working with Children Checks <ul style="list-style-type: none"> The group discussed how working with children check processes are managed across taxi and rideshare services. An explanation of the Uber Teen service was provided. A group member flagged potential inconsistencies in safety standards between ODBS service offerings. DTMI suggested this as a topic for future workshopping by the group.
9.	Other Business
	<ul style="list-style-type: none"> No other business raised.
	Next meeting: Wednesday 9 December 2025
	Meeting closed

Actions summary

#	Action	Who
1.	DTMI will review how to improve clarity of PTSS journey rejection reasons.	DTMI
2.	DTMI will confirm and provide information on API ODBS users in WA.	DTMI
3.	DTMI will follow up with the Safety Assurance team to confirm the best approach on drivers reporting ODBS incidents.	DTMI