



# Meeting minutes

## On-demand Transport Industry Reference Group

Meeting 3 | 12 December 2023

### Agenda items

#	Item
1.	<b>Welcome and attendance</b>
	<ul style="list-style-type: none"><li>• Apologies</li><li>• Non- attendances</li></ul>
2.	<b>Action items from last meeting</b>
2.1.	<ul style="list-style-type: none"><li>• At a previous meeting, members queried processes around passenger transport driver (PTD) authorisation suspensions.</li></ul>
2.2.	<ul style="list-style-type: none"><li>• Passenger transport web services API<ul style="list-style-type: none"><li>○ DoT provided further detail on the web services to those interested (Swan Taxis and Bunbury Taxis).</li><li>○ DoT to discuss further with Black &amp; White Cabs.</li></ul></li></ul>
3.	<b>Department of Transport (DoT) update</b>
3.1.	<ul style="list-style-type: none"><li>• Recent taxi overcharging incident in southwest WA<ul style="list-style-type: none"><li>○ In late November, an incident of taxi fare overcharging was reported in the media, based on complaints from passengers in southwest WA.</li><li>○ DoT reviewed the incident and took appropriate action.</li></ul></li></ul>
3.2.	<ul style="list-style-type: none"><li>• Kimberley Regional WAV Taxi Service Grant<ul style="list-style-type: none"><li>○ Kimberley Regional WAV Grant round, EOIs have closed and assessment of submitted applications is underway.</li></ul></li></ul>
3.3.	<ul style="list-style-type: none"><li>• Regional WAV Grant 2024 regions<ul style="list-style-type: none"><li>○ Regional WAV Grant plan for 23/24 is to combine the Kalgoorlie-Esperance and Great Southern regions .</li></ul></li></ul>
3.4.	<ul style="list-style-type: none"><li>• Charter vehicles showing up instead of taxis<ul style="list-style-type: none"><li>○ DoT received a query where customers were booking a taxi but a charter vehicle was provided.</li></ul></li></ul>



	<ul style="list-style-type: none"><li>○ In cases where customers have booked a taxi, DoT has reiterated that the ODBS should confirm this with the customer as per the booking.</li><li>○ Fares for charter trips must be agreed in advance with the person booking the trip, and be put in writing (for example, SMS or email).</li><li>○ Charter vehicles cannot have meters installed or use meters to determine fares – only taxi vehicles can have and use meters.</li></ul>
3.5.	<ul style="list-style-type: none"><li>● TUSS mailout<ul style="list-style-type: none"><li>○ Over the last few months, the DoT has sent a mailout to all registered TUSS participants, asking them to confirm their contact details.</li><li>○ The mailout was sent to approximately 22,000 participants, of which around 13,000 are considered 'active' participants (i.e. have taken at least one trip in the previous 12 months).</li><li>○ More than 11,000 forms have been returned to date.</li></ul></li></ul>
3.6.	<ul style="list-style-type: none"><li>● Communications to be on the lookout for<ul style="list-style-type: none"><li>○ An industry newsletter was distributed on Thursday 7 December 2023, detailing DoT's new safety management hub and the annual Christmas Day co-payments for all WAV taxi drivers.</li><li>○ You can find all OdT newsletters on the <a href="#">DoT website</a>.</li></ul></li></ul>
<b>4.</b>	<b>Revisions to the Terms of Reference</b>
4.1.	<ul style="list-style-type: none"><li>● The Terms of Reference will be revised and amended to allow for:<ul style="list-style-type: none"><li>○ Removal of members due to non-attendances.</li><li>○ Replacement process for the members due to removals: an EOI for a driver representative will occur, with the new member appointed prior to the next OdTIRG meeting in March 2024..</li></ul></li></ul>
<b>5.</b>	<b>Regulated maximum fares</b>
5.1.	<ul style="list-style-type: none"><li>● In line with the <a href="#">2022 Review of Regulated Maximum Taxi Fares</a>, DoT is currently reviewing maximum regulated rank or hail (taxi) fares, based on indexation by the 'private motoring' sub-group of Consumer Price Index (CPI).</li><li>● DoT will continue engaging with the OdTIRG regarding this review over the coming months.</li></ul>
<b>6.</b>	<b>Passenger sentiment and behaviour research update/review</b>
6.1.	<ul style="list-style-type: none"><li>● OdTIRG members participated in a workshop with Painted Dog on Tuesday 5 December 2023, to explore the research results.</li><li>● It was recognised that the findings related to taxi and rideshare providers showed some similarity to research conducted in 2017.</li></ul>



	<ul style="list-style-type: none"><li>• The report has been distributed to the members of the ODTIRG. DoT will not be publishing the report to the public but will be publishing key findings over the coming months.</li><li>• OdTIRG members are encouraged to consider the findings of the research and how this may impact their business strategy and operations.</li></ul>
<b>7.</b>	<b>Items raised by members:</b>
7.1.	<ul style="list-style-type: none"><li>• The Wedding Car and Limousine Association put forth a query regarding advertising for charter vehicles to include ODBS numbers to combat non-compliance:<ul style="list-style-type: none"><li>○ DoT specified that the TRPS Regulations requires either the name(s) or authorisation number(s) to be included in advertising and if they fail to do so, they are non-compliant. There is no mandated provision for requiring display of the ODBS number but the Association may mandate this to be a member.</li></ul></li></ul>
<b>8.</b>	<b>Other issues</b>
8.1.	<ul style="list-style-type: none"><li>• Clarification of issues surrounding:<ul style="list-style-type: none"><li>○ Drivers operating privately and/or confusing PTD authorisation numbers with ODBS authorisation numbers. DoT to carry out education campaigns to deal with these issues.</li><li>○ DoT compliance investigation and response processes, a new compliance channel focused on noncompliant operators.</li></ul></li></ul> <p><b>ACTION:</b> DoT to follow up on PTD authorisation holder education and DoT compliance investigation/response processes and report back at the next meeting.</p>
<b>9.</b>	<b>Proposed schedule of meetings</b>
	Proposed meetings <ul style="list-style-type: none"><li>• Tuesday 5 March 2024 (11:00 am)</li><li>• Tuesday 4 June 2024 (11:00 am)</li><li>• Early September 2024 (11:00 am)</li><li>• Early December 2024 (11:00 am)</li></ul>
<b>10.</b>	<b>Meeting closed</b>



## 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.	<b>ALL</b>
2.	Members encouraged to contact DoT regarding potential communications messaging to industry.	<b>ALL</b>
3.	Members encouraged to consider the findings of the WA on-demand transport passenger sentiment and behaviour research and how this may impact their business strategy and operations.	<b>ALL</b>
4.	Members to consider additional agenda items for our next meeting. Please send any ideas to DoT prior to our next meeting.	<b>ALL</b>
5.	DoT to follow up on PTD authorisation holder education and DoT compliance investigation/response processes and report back at the next meeting	<b>DoT</b>