

# Queensland's Personalised Transport Horizon

Five Year Strategic Plan for Personalised Transport Services 2016-2021





# Foreword

**The Queensland Government is committed to ensuring Queenslanders have access to safe, reliable and affordable personalised transport services and a sustainable and competitive industry to deliver them.**

Emerging technologies are shaping customer expectations and changing the personalised transport industry in Queensland and around the globe.

There is a need to review the existing legislation and policy in relation to personalised transport in Queensland to keep pace with market changes.

The Queensland Government is determined to deliver effective reform which will not only provide more opportunities for the taxi, limousine and ride-booking industry but also strengthen safety standards and choice for Queenslanders.

This *Five Year Strategic Plan* introduces a new framework for personalised transport which provides all industry participants and the community with certainty.

This plan provides the right balance by:

- Strengthening safety standards for the whole personalised transport industry
- Encouraging competition and providing customers with greater choice and flexibility
- Driving innovation and improved customer service standards through reduced red tape
- Ensuring accountability and clearly defining obligations across the industry.

Changes being introduced as part of the new framework will begin to take effect from 5 September 2016 with comprehensive legislative reform to be introduced by August 2017. The transition to the new framework will be overseen by a dedicated Personalised Transport Reform Unit within the Department of Transport and Main Roads.

For more information about the Queensland Government's position visit [www.personalisedtransport.tmr.qld.gov.au](http://www.personalisedtransport.tmr.qld.gov.au) to see how we are paving the way for a sustainable and competitive personalised transport industry into the future.



***Stirling Hinchliffe MP***  
**Minister for Transport  
and the Commonwealth  
Games**



**Strengthen  
safety**



**Encourage  
competition**



**Drive  
innovation**



**Ensure  
accountability**

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# A new framework for the personalised transport industry

**The Queensland Government is introducing a new framework to deliver certainty for the personalised transport industry and customers in Queensland.**

## **Increased choice and competition**

Ride-booking services will be legalised and the market for booked hire services will be opened up creating opportunities for new and existing participants. Competition will encourage new and innovative service offerings, ultimately growing the market for personalised transport. Customers will benefit from improved services, reduced waiting times and more competitive fares.

At the same time, the Queensland Government must ensure

there is equitable access for all Queenslanders, including those with a disability.

## **Safety will not be compromised**

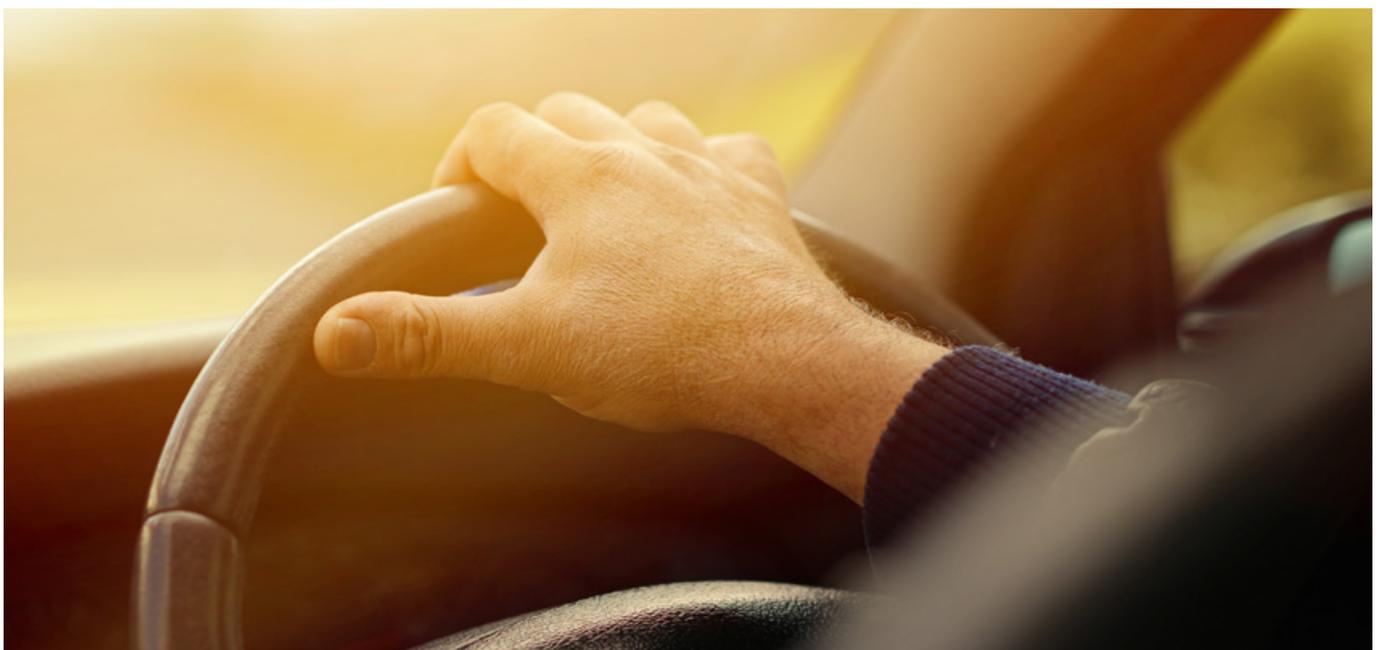
The safety of customers and drivers has always been the top priority. The new framework sees safety standards strengthened as all personalised transport providers will be held to the same vehicle safety standards and Driver Authorisation requirements.

## **Customer service and innovation will be driven by competition**

For taxi and limousine services, regulations which relate to customer service standards and quality will be removed. It is expected customer preferences and needs will dictate the

service standards and offerings and the Queensland Government will no longer take a role in regulating these matters. This will allow the industry to innovate and focus on delivering improved customer service and a wider range of service offerings to ensure they attract customers and increase their market share.

The next two pages provide a snapshot of the key changes being implemented as part of the new framework.



# Snapshot of the new framework

## Framework Aims

**Strengthen safety standards for the whole personalised transport industry**



**Encourage competition and provide customers with greater choice and flexibility**



**Drive innovation and improved customer service standards through reduced red tape**



**Ensure accountability and clearly define obligations across the industry**



## Stage 1 – Changes for implementation from 5 September (industry participants will have until 1 November 2016 to comply with some aspects)

- A new standardised Driver Authorisation category for drivers of taxi, limousine and ride-booking services will be created
- Zero alcohol and drug limit for all drivers
- All drivers must wear a seatbelt at all times
- Ride-booking vehicles must display a sign on the rear of the vehicle
- Taxis and limousines must be inspected annually (certificate of inspection)
- Ride-booking vehicles must be inspected annually (safety certificate)
- The fine for soliciting and touting will increase from \$243 to \$487
- Access to the Driver Authorisation database for the whole industry
- Taxis retain exclusive access to rank and hail services

- Ride-booking services able to operate legally across Queensland
- Maximum fares for booked hire services removed, except for wheelchair accessible and Taxi Subsidy Scheme services
- Fare estimates for booked hire services must be provided to customer prior to the journey or the fare agreed to up front
- Itemised receipt must be provided if requested by the customer
- A new incentive payment for wheelchair accessible services

- Maximum age limits for taxis removed
- Limousines which reach their age limit can still be used to provide limousine services
- Regulatory requirements relating to customer service removed to allow competition and customer demand to drive service standards

- Most ride-booking drivers will not be required to hold an Operator Accreditation. Exempt operators will still be required to meet vehicle maintenance and safety standards

## Stage 2 – Changes for introduction in 2017

- All personalised transport vehicles must be inspected annually (certificate of inspection)
- New security camera requirements investigated
- Fatigue management considered in new chain of responsibility
- The Compulsory Third Party insurance classes for booked hire services and taxis will be reviewed

- Annual licence for all booked hire services introduced, limousine licences removed
- No new taxi licences issued until at least 2018
- Opportunities for others to provide Taxi Subsidy Scheme services will be investigated

- Any remaining customer service requirements reviewed to see if they can be removed

- New chain of responsibility for personalised transport industry developed
- Mandatory booking entity affiliation retained for Taxi Subsidy Scheme and wheelchair accessible services only
- Driver arrangements reviewed
- Electronic payment surcharges capped at five per cent
- Taxi booking companies no longer need service contracts

## Stage 3 – Ongoing monitoring, review and evaluation

Stage 3 will involve the ongoing review and evaluation of the new framework through:

- ongoing engagement with the personalised transport industry through the establishment of the Personalised Transport Industry Reference Group
- seeking advice from relevant government agencies such as the Queensland Productivity Commission and the Queensland Competition Authority
- providing timely advice to the Minister for Transport and the Commonwealth Games to assist in efficient decision-making

This will ensure:

- the personalised transport industry is competitive under the changes
- there are no unintended consequences
- as the industry moves forward, the best approach to any further changes (if required) are adopted efficiently and effectively.

The Personalised Transport Industry Reference Group will include key industry stakeholders. This Group will ensure ongoing industry engagement and input into delivery of the reform program.

# Context

**Safe and efficient passenger transport is vital to productivity and social connectedness in Queensland. It is essential for delivering people to work, education, recreation and services in an affordable, equitable, and efficient way.**

## The Queensland personalised transport industry

Personalised transport includes taxi, limousine and ride-booking services provided for a fare where the customer determines the destination.

The industry services a range of customers with different expectations and needs, such as the business, leisure and tourism sectors, those using health services, and people with disability or reduced mobility.

Taxis and limousines have been the exclusive providers of personalised transport for Queenslanders, however, unregulated entrants offering ride-booking services have entered the market and are being used by customers.

## Global trends, local implications

The changing environment for personalised transport in Queensland is part of a much broader global trend. The new framework considers trends and developments in the personalised transport space across Australia and the world.

New technology and business models are providing new travel alternatives and changing customer expectations. In Queensland, customers have already demonstrated their willingness to seek out new ways of getting around, and are likely to be increasingly adaptable in their travel choices.

Technological developments will continue to drive innovation and change into the future. The introduction of autonomous vehicles is on the horizon and is likely to significantly transform not only the personalised transport industry, but also our relationship with vehicle ownership and public transport.

## Changing customer expectations

Customers are already displaying flexibility in their selection of services and platforms, adapting quickly to new trends and incorporating these into their lifestyles. They are increasingly looking for better, faster and more customised services to meet their specific individual needs.

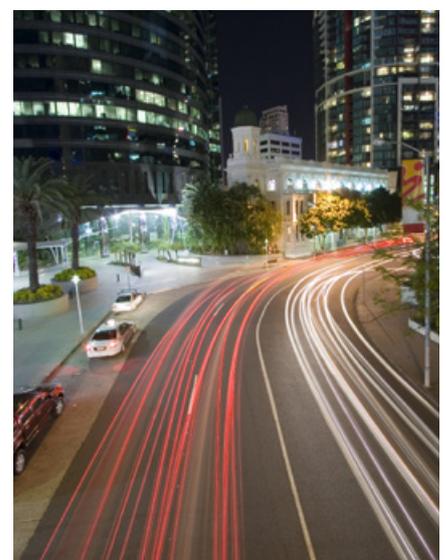
Australians have embraced a range of new service platforms such as Netflix and Airbnb, with Australian listings on these sites more than doubling each year. We are also seeing changing generational attitudes to car ownership and ways to achieve mobility. Young Queenslanders expect practical, accessible transport options which are simple, flexible and inexpensive.

## Demographic changes

Queensland is the second largest state in Australia and home to nearly five million people. Queensland's population will grow to 6.4 million and south-east Queensland's population will grow by 1.4 million in the next 15 years.

Population growth will place greater demand on existing transport networks. Demographic changes will also impact demand for personalised transport services. For example, the ageing population may see increased reliance on personalised transport services to maintain mobility and access health services.

A flexible personalised transport sector able to adapt to the growing population and its changing needs will play a key role in meeting Queensland's transportation needs in the future.



## The case for change

Doing nothing is not an option because it will mean Queensland will fall behind the rest of the world and place industry at a disadvantage in the new digital economy. It would see the industry continue to lose market share as customers will keep looking for alternatives to meet their needs. Doing nothing also goes against the Government's public interest responsibilities of ensuring minimum and consistent safety standards for industry and customers.

Emerging technologies and changing customer expectations present a clear need for change and highlight the need to focus on the ongoing adaptability of Queensland's personalised transport industry.

Through the introduction of a new framework and the reduction of red tape, the personalised transport industry will have the opportunity to be at the forefront of change, innovation and the new digital economy.

## A long term vision

Advances in technology are rapidly changing the way we live, work, play and move. We are seeing a global trend towards more individualised transport services and new models of mobility management emerging across Europe with the entry of user-focused personalised transport apps such as CityMapper and Moovit.

This shift from transport as an operationally driven system to one which focuses on the experience of the user will potentially provide many benefits for the public and requires a change in the way governments (as regulators) and personalised transport service providers think.

The long term vision for the personalised transport industry is one where industry is driven by innovation to meet customers' changing expectations. This will require collaboration between government and industry to embrace change.

The Queensland Government is committed to fostering a personalised transport industry which is customer focused, responsive to emerging technology, and integrated to provide a seamless experience for customers.

Through the introduction of a new framework and the legalisation of ride-booking services, opportunities will be created for new and existing participants to adapt to market changes. This will encourage competition and the development of new and innovative service offerings, ultimately growing the market for personalised transport.



# Transitioning to the new framework

**The Queensland Government is committed to ensuring Queenslanders have safe, reliable and affordable personalised transport services and a sustainable and competitive industry to deliver them.**

The new framework is intended to support the efficient movement of people in Queensland, making it easier and more affordable to access services, employment, education, and recreational opportunities. It will also drive innovation and improved customer service standards through the removal of 80 pieces of regulation acting as barriers to market entry.

There will be a period of adjustment for the whole industry as these changes are introduced. The changes will be implemented progressively over the next five years to allow industry

and customers to adjust. Throughout implementation the impact of these changes will be monitored.

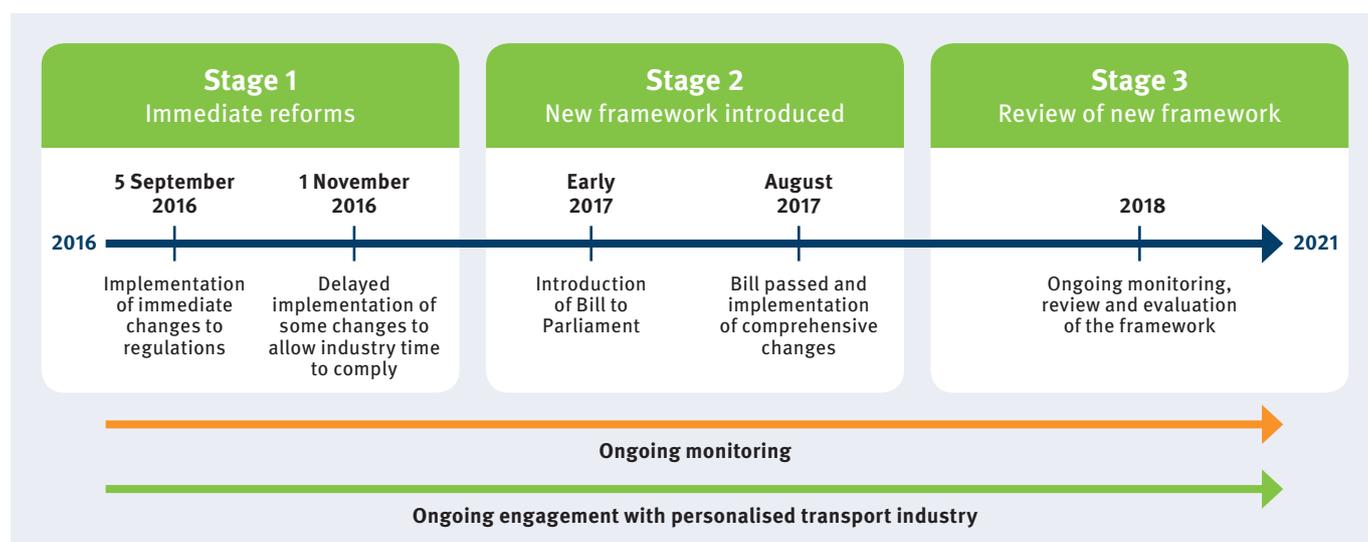
The new framework will be introduced in stages:

- Stage 1 will legalise ride-booking and provide industry with more flexibility to respond to this increase in competition. These changes will be introduced on 5 September 2016, however participants will have until 1 November 2016 to comply with some requirements.
- Stage 2 will involve comprehensive changes to primary legislation to introduce a new licensing regime and chain of responsibility for taxi and booked hire services. The changes are expected to be introduced into Parliament in early 2017 and commence by August 2017.

- Stage 3 will involve the ongoing monitoring review and evaluation of the new framework from September 2017 until 2021 to ensure:

- competition provides customers with greater choice and flexibility
- there are no unintended consequences
- as the industry moves forward, the best approach to any further changes (if required) are adopted efficiently and effectively.

**80 pieces of regulation will be removed to drive innovation and improved customer service standards.**





## Personalised Transport Reform Unit

A Personalised Transport Reform Unit will be established within the Department of Transport and Main Roads to oversee the transition to the new personalised transport industry framework. The Unit will oversee all aspects of implementation, including monitoring the progress and impact of reform across Queensland. It will also provide timely advice to the Minister for Transport and the Commonwealth Games. It will draw on relevant government agencies such as the Queensland Productivity Commission and the Queensland Competition Authority for advice on specific matters such as fare setting, licence numbers and productivity reviews.

A Personalised Transport Industry Reference Group which will include

key industry stakeholders will also be established to ensure ongoing industry engagement and input into delivery of the reform program.

The department will continue to undertake compliance activities to ensure all participants are meeting their obligations under the new framework.

### About this strategy

This strategy sets out a clear framework which will allow the personalised transport industry to move forward as quickly as possible. The key changes and how they will be implemented in each stage are outlined in 10 categories below:

- Industry adjustment assistance package
- Practical licensing arrangements
- An accountable industry

- A new approach to fares
- Enhanced customer safety
- Improved road safety
- Standardised vehicle safety requirements
- Compulsory Third Party Insurance vehicle class
- Accessibility for people with disability
- Reducing regulatory requirements

A number of fact sheets can be found at [www.personalisedtransport.tmr.qld.gov.au](http://www.personalisedtransport.tmr.qld.gov.au) to provide taxi drivers, taxi operators, ride-booking drivers, limousine service providers and customers with specific information about what the changes will mean for them.

# Industry adjustment assistance package

**The Queensland Government recognises the new framework presents both an opportunity and a challenge to existing taxi and limousine service licence holders and will provide transitional assistance to the industry.**

Taxis and limousine service licence holders are in a strong position to adapt to increased competition in the booked hire service market resulting from the legalisation of ride-booking. This position is further strengthened through the reduction in regulation, which is anticipated to save the industry millions of dollars a year. Less regulation for taxis and limousines will also enable innovation and ease the pathway for the use of new technologies to meet the changing needs of customers.

Equally, the Queensland Government acknowledges some existing taxi and limousine businesses will find transitioning to the new framework challenging. Therefore, the Government will establish a **\$100 million industry adjustment assistance package** to provide support to existing industry participants as the new framework rolls-out. The package includes a range of financial, advisory and incentive measures.

## Transitional assistance payment

- \$60 million will be provided in transitional assistance for taxi service and limousine service licence holders to help them adjust to a more competitive market. Licence holders will receive a payment of:
  - \$20,000 per taxi service licence, capped at two licences per holder.
  - \$10,000 per limousine service licence (excluding Special Purpose Limousines).

Only taxi and limousine licence holders who held a licence on the date of announcement (11 August 2016) will be eligible to receive transitional assistance.

## Hardship fund

- \$26.7 million will be provided to support taxi service licence holders who experience financial hardship due to the reforms, subject to eligibility criteria.

## Business advisory services

- \$3.7 million will be provided for business advisory services to assist taxi and limousine businesses to adapt and make the most of opportunities presented by the new framework.

## Fee waivers

- \$4.3 million in immediate financial relief by waiving the following fees payable by the existing industry for 12 months:
  - Driver Authorisation renewal fee
  - Operator Accreditation renewal fee
  - Licence renewal fees
  - Taxi industry security levy.

## Other incentives

- \$5.6 million will be provided for incentive payments to drivers of wheelchair accessible taxis to give priority to Taxi Subsidy Scheme members.

## Advance Queensland

- The Queensland Government, through its Advance Queensland initiative, is also helping to foster innovation in the personalised transport industry through a range of collaborative investment programs.
- For more information about the Advance Queensland initiative and programs please visit [advanceqld.initiatives.qld.gov.au](http://advanceqld.initiatives.qld.gov.au)

# Practical licensing arrangements

**New licensing will allow greater competition and provide customers with increased choice.**

## Taxi service licences

### *Current status*

Taxi service licences are perpetual and allow services to be provided from a rank, hailed from the street or booked in advance.

The number of taxi service licences available is limited.

### *Stage 1 – Preserve existing rights of taxi service licence holders*

The existing rights of current taxi service licence holders will be preserved. Licence holders will continue to have exclusive access to the rank and hail market, in addition to being able to continue to provide booked hire services. Taxi service areas will be retained along with licensing conditions which limit the area of operation. No new taxi service licences will be released in Stage 1.

### *Stage 2 – New taxi service licences*

Perpetual taxi service licences will no longer be issued.

A new licensing regime will be introduced however no new licences will be released until at least 2018, to allow the industry to stabilise and to transition to the new framework.

## Booked hire service licences – limousines and ride-booking

### *Current status*

Limousine licences are perpetual and allow licence holders to provide a booked hire service in a luxury vehicle where the fare is agreed prior to the journey. There is no limit on the number of limousine licences available.

Special purpose limousine licences (restricted to weddings, formals and tourist services) are only issued for one year, although these licences are usually renewed year on year.

There is no licence for ride-booking services and those currently operating this service are operating outside the regulatory framework.

### *Stage 1 – Licence not required for booked hire services*

From 5 September 2016, ride-booking services can operate legally across Queensland without a licence while the new licensing regime is developed.

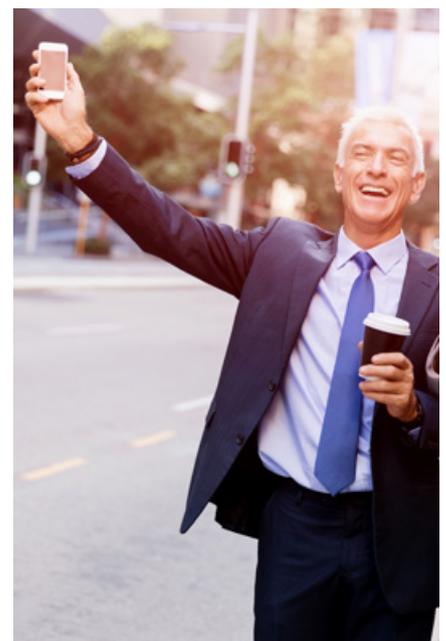
In Stage 1, the existing rights of limousine licence holders will be preserved. No new limousine or special purpose limousine licences will be issued. Limousine service areas will remain and the area where they are able to operate will remain unchanged (for example, whole of Queensland, Far North Queensland etc).

### *Stage 2 – A new booked hire service licence*

Limousine service licences (including Special Purpose Limousine service licences) will be removed, along with prescriptive requirements relating to the type of vehicle able to be used (for example, having a minimum wheelbase of 2800mm).

An annual licence will be introduced for booked hire services which will include limousine and ride-booking services.

Booked hire licences will be issued on-demand and entail the payment of a fee. A cap on the number of booked hire licences may be considered if it becomes necessary to protect the public interest.



# An accountable industry

**The new framework will ensure the accountability of the whole personalised transport industry by clearly defining obligations and enforcing non-compliance.**

## Chain of responsibility

### *Current status*

The chain of responsibility describes the legal obligations of each participant in the personalised transport supply chain. For example, taxi operators are required to hold Operator Accreditation and taxi drivers are required to hold a Taxi Driver Authorisation.

Under current legislation, it is difficult to undertake compliance and enforcement activities against entities based in foreign jurisdictions.

### *Stage 1 – Ride-booking drivers will not need Operator Accreditation*

Ride-booking drivers will not need Operator Accreditation. Ride-booking drivers will however, still need to meet vehicle maintenance and safety standards equivalent to those required as part of an Operator Accreditation.

### *Stage 2 – Establish a new chain of responsibility*

All providers of personalised transport services (taxi, limousine and ride-booking) will not need an Operator Accreditation.



However, a new chain of responsibility for personalised transport services will be developed. It will apply to drivers, licence holders, and booking entities, and will outline the safety and accessibility outcomes each participant will be held legally accountable for. It will also outline how financial and non-financial penalties will be applied for breaches. The specific accountabilities will depend on which activity the participant performs in the 'chain' and off-shore compliance issues will be addressed.

## Taxi service affiliation

### *Current status*

The Queensland Government has 20 service contracts with 13 taxi booking companies. Under the contracts, taxi booking companies have a number

of responsibilities including meeting set service levels. Taxis operating in areas with service contracts must affiliate with a taxi booking company.

### *Stage 1 – Retain mandatory taxi affiliation*

Mandatory taxi affiliation with taxi booking companies will be retained to ensure response times for taxi services meet set service levels (particularly for wheelchair accessible vehicles). Taxi drivers will continue to be able to source jobs from booking entities like goCatch and Ingogo – and takings from these fares should be shared with the taxi operator in line with bailment agreements.

### **Stage 2 – Remove service contract requirement for taxi booking companies**

Taxi booking companies will no longer need a service contract with the Queensland Government. However, additional requirements will be imposed on all booking entities (including taxi booking companies and booking entities like Uber, goCatch and Ingogo) to ensure they remain accountable for the safe and accessible provision of services.

Only vehicles providing Taxi Subsidy Scheme or wheelchair accessible services will be required to affiliate with a booking entity.

## **Booking entity requirements**

### **Current status**

In general terms, booking entities provide a single platform for customers and drivers to connect by enabling customers to make (and pay for) bookings and drivers to accept them. Booking entities currently operating in Queensland include Uber, goCatch and Ingogo. Limousine drivers also take bookings directly from customers.

### **Stage 1 – No change**



### **Stage 2 – Safety requirements for booking entities**

All booking entities, including current taxi booking companies will be required to have government approvals, which will be set-out in legislation.

Drivers providing booked hire services (including ride-booking and limousine services) will not be required to register or affiliate with a specific booking entity. However, safety requirements will be imposed on all booking entities – from individual drivers who take bookings directly to technology-based booking services – to ensure they are accountable for safe and accessible services.

## **Arrangements for drivers**

### **Current status**

Bailment agreements are legal documents used in the taxi industry to define an arrangement between a

taxi operator and taxi driver for use of a taxi. The agreement describes the terms and conditions under which the driver can take possession of the taxi for a period of time. It outlines the entitlements and obligations of both parties including payment arrangements and insurance coverage.

### **Stage 1 – Retain current bailment agreement regulations**

The current regulations relating to taxi bailment agreements will not change. Taxi bailment agreements will continue to have the same content requirements and must be in writing and signed.

### **Stage 2 – Consider a new approach**

Consideration will be given to whether bailment agreements should be regulated.

# A new approach to fares

**The framework provides a new approach to fares which encourages competition and enables customers to make informed decisions while protecting vulnerable customers.**

## **Current status**

For taxi services, the Queensland Government currently sets the maximum fare to ensure equitable public access to taxi services. This applies to all customers including Taxi Subsidy Scheme members and people who use wheelchair accessible vehicles.

For limousine services, a maximum fare is not set but the price must be agreed with the customer prior to the journey.

## **Stage 1 – A new approach to fares**

From 5 September 2016, maximum fares for the majority of booked hire services will no longer apply as customers will be able to compare fares and make an informed decision to choose a provider before the journey.

Maximum fares will continue to apply to taxi services obtained via rank or hail to protect customers from excessive fares as it is more difficult to compare fares prior to the journey.

Maximum fare protections will also continue to apply to Taxi Subsidy



Scheme members and people who use wheelchair accessible services for both booked and rank and hail services. This is to ensure vulnerable customers are not charged excessively.

From 1 November 2016, for booked hire services, the customer must receive an estimate of the total fare for their journey in Australian dollars (including 'surge' pricing) and the reasons why the final fare may vary from the estimate prior to the booking. The final fare must not exceed the fare estimate unless the customer has agreed up front.

Limousine operators and drivers must continue to agree the price with the customer prior to the journey commencing.

All personalised transport services (including taxi, limousine and ride-booking services) must provide an itemised receipt of the total amount charged if requested. This will ensure prices are transparent.

## **Stage 2 – Review the new approach to fares**

When limousine or special purpose limousine licences are removed, limousine operators will be subject to the same requirements as others operating under a booked hire licence. All providers of booked hire services will either provide a set price agreed to up front, or an estimate of the total fare for the journey.

The Queensland Government will cap electronic payment surcharges at five per cent.

# Enhanced customer safety

**A range of measures will be included in the new framework to strengthen safety standards for the whole personalised transport industry and ensure customers have access to safe personalised transport options.**

## Driver Authorisation

### *Current status*

Most drivers providing public passenger services must hold a Driver Authorisation to ensure they are suitable, responsible and capable to operate a public passenger vehicle.

Taxi Driver Authorisations have additional requirements including minimum driver age, English proficiency, local geographical knowledge, and competency training. These additional requirements were introduced to raise taxi service standards.

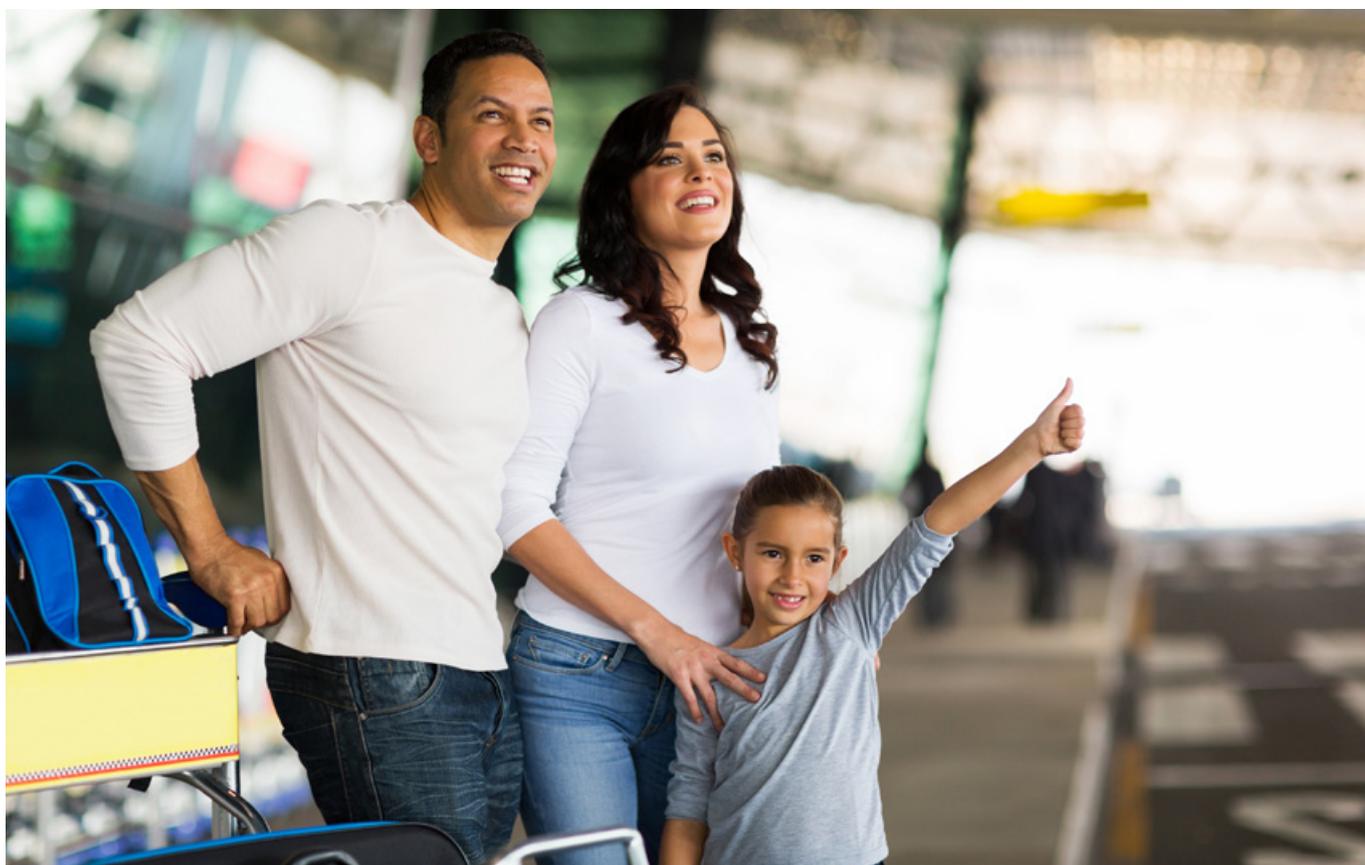
Each Driver Authorisation has a unique identifying number. Accredited operators are able to access a database which lists all current Driver Authorisation numbers. If a Driver Authorisation is suspended, cancelled or expired, its number will not be on the list. This allows an

accredited operator to easily verify whether their drivers have a current Driver Authorisation.

### *Stage 1 – Standardised driver authorisations*

A new Driver Authorisation classification for all personalised transport drivers will be introduced. This new authorisation will be called Booked Hire / Taxi and will apply to taxi, limousine and ride-booking drivers.

Ride-booking drivers will need to obtain a Taxi Driver Authorisation before 1 November 2016.



Personalised transport drivers who hold a taxi or limousine Driver Authorisation prior to 1 November 2016 will retain their existing authorisation until it needs to be renewed. At that time, they will be issued with the new Booked Hire / Taxi Driver Authorisation.

In addition to these changes, from 5 September 2016, drivers applying for a Booked Hire / Taxi Driver Authorisation will not be required to meet requirements relating to minimum driver age, English proficiency, geographical knowledge and competency training. All Driver Authorisation approvals will remain subject to criminal history, traffic history and medical checks. Taxi, limousine and ride-booking drivers must have held an Australian (or recognised equivalent) open or provisional class drivers licence for at least 12 months at any previous time.

Access to the Driver Authorisation database will be opened to the whole personalised transport industry and other members of the public. This does not contain personal driver information.

### *Stage 2 – No further changes*

## **Security cameras**

### *Current status*

Government approved security cameras must be fitted in the majority of taxis in Queensland.

### *Stage 1 – Maintain security camera requirement for taxis*

As taxi service licence holders will retain exclusive access to the rank

and hail market, all taxis must continue to have an approved security camera system. At this stage, security cameras will not be required in limousines or ride-booking vehicles.

### *Stage 2 – Investigate options for security cameras in all personalised transport vehicles*

The Queensland Government will investigate if security cameras are required for all personalised transport vehicles.

Requirements relating to security cameras will also be reviewed with a view to removing prescriptive specifications and instead, setting minimum standards focused on outcomes such as security (against tampering), reliability, quality and privacy.

The Queensland Government will also consider the benefits of allowing taxis to use forward and rear facing recording devices for insurance purposes.

## **Vehicle identification**

### *Current status*

Taxis must be able to be easily identified. These rules include having a hail light and a registration plate starting with the letter 'T'.

Taxi booking companies also use colour and branding to differentiate themselves commercially.

Limousines must have a registration plate starting with the letter 'L'.

Special purpose limousines must have a registration plate starting with 'SL'.

### *Stage 1 – Identification requirements for all personalised transport vehicles*

From 1 November 2016, ride-booking vehicles must, as a minimum, have a sign on the rear of the vehicle. The requirement will apply only when the vehicle is being used to provide a booked hire service.

Ride-booking vehicles will also be able to use branding or colour to differentiate themselves commercially.

Most requirements relating to how taxis must look will be removed except for the requirement to have a hail light. There will be no change to the requirements for taxis and limousines to display registration plates for Stage 1.

These changes will assist with enforcement activities and allow customers to safely identify personalised transport services.

### *Stage 2 – Review of registration plate requirements*

The requirement for Limousines and Special Purpose Limousines to display distinct registration plates starting with 'L' and 'SP' may be removed.

## Soliciting and touting

### *Current status*

It is illegal for a person to solicit or tout for the hiring of a public passenger vehicle. The current fine is \$243.

### *Stage 1 – Increased fines for soliciting and touting*

From 5 September 2016, the fine for soliciting and touting will increase to \$487.

### *Stage 2 – No further changes*



# Improved road safety

**The Queensland Government is committed to reducing the burden of road trauma on our communities. This Strategic Plan outlines road safety standards which apply across the whole personalised transport industry.**

## Zero tolerance to alcohol and drugs

### *Current status*

Taxi and limousine drivers are currently subject to the 'zero alcohol' limit. It is currently an offence for any person to drive while under the influence of prohibited drugs.

### *Stage 1 – Zero tolerance to alcohol and drugs to apply equally across the industry*

The 'no alcohol' limit will be applied consistently to all personalised transport drivers. Driving while under the influence of drugs will continue to be an offence.

### *Stage 2 – No further changes*

## Seatbelts and restraints

### *Current status*

Generally, all drivers and passengers travelling in vehicles on Queensland roads must wear seatbelts. However, taxi and limousine drivers are currently exempt from wearing a seatbelt while carrying customers. This was considered a safety measure to prevent taxi drivers from being trapped in their vehicle in the event of an assault.

Taxi and limousine drivers are exempt from requirements to ensure certain passengers use seatbelts and child restraints, for practical reasons.

### *Stage 1 – Standardised requirements for seatbelts and restraints*

All personalised transport drivers will be required to wear seatbelts at all times – taxi and limousine drivers will no longer be exempt from wearing a seatbelt while carrying customers.

Ride-booking drivers will be exempt from requirements to ensure certain passengers use seatbelts and child restraints. This exemption will continue to apply to taxi and limousine drivers.

### *Stage 2 – No further changes*

## Fatigue

### *Current status*

Driver fatigue is a complex issue. Currently, fatigue is managed through a mix of government intervention and industry self-regulation. Taxi booking companies, operators and drivers all have obligations to ensure drivers do not provide services when fatigued.

### *Stage 1 – Standardised fatigue management requirements*

It will continue to be illegal for all personalised transport drivers to drive while fatigued.

Taxi operators and taxi booking companies will continue to have a legal obligation to ensure they are not using fatigued drivers.

### *Stage 2 – Consider best approach for fatigue management*

The Queensland Government will consider the best approach for managing fatigue as part of the development of the new chain of responsibility. The chain of responsibility will apply to all industry participants and will outline the safety and accessibility outcomes each participant will be held legally accountable for.

## Road use

### *Current status*

Under the Queensland Road Rules, taxis and limousines are permitted to use certain lanes (for example, bus lanes and bicycle lanes) and clearways in certain circumstances.

Taxis have exclusive access to taxi zones (or ranks) to pick up or wait for passengers.

### *Stage 1 – No change*

### *Stage 2 – Consider best approach for road use*

The Queensland Government, in consultation with local governments, will consider changes to the current rules relating to the use of certain lanes and clearways to ensure the safe and efficient use of the road network by booked hire vehicles (including ride-booking and limousines).

Taxis will continue to have exclusive access to taxi zones and ranks.

# Standardised vehicle safety requirements

**The Queensland Government is committed to the safety of customers and drivers and all personalised transport providers will be held to the same vehicle safety standards.**

## Vehicle safety inspection requirements

### Current status

Public passenger vehicles, including taxis and limousines, must have a current Certificate of Inspection to verify the vehicle meets safety requirements. The Certificate of Inspection is current for six months from the inspection date. Inspections are conducted by the Department of Transport and Main Roads inspectors.

### Stage 1 – Uniform vehicle inspection requirements

All personalised transport providers, including taxis, limousines and ride-booking vehicles will need to pass vehicle safety inspections every 12 months. This will ensure safety standards are applied consistently across the industry.

Taxis and limousines will continue to obtain Certificates of Inspection. From 1 November 2016, Certificates of Inspection will be valid for 12 months.

Safety certificates issued by an approved inspection station will be valid for 12 months.

Ride-booking drivers must provide evidence of this safety certificate

when requested by a Transport Inspector.

### Stage 2 – Transition to new certificate of inspection system

Ride-booking drivers will be required to obtain an annual Certificate of Inspection to ensure safety standards are applied consistently across the industry.

## Maximum vehicle age limits

### Current status

The maximum age limit is six years for conventional taxis operating in Queensland and eight years for wheelchair accessible vehicles. A maximum age limit does not apply to taxis operating in exempt areas of Queensland.<sup>1</sup>

The administration of maximum age limits for limousines is complex and prescriptive. Limousines have maximum age limits of six, 12, 18 or unlimited years depending on the vehicle's recommended retail price relative to the Luxury Car Tax threshold.

The maximum age limit for special purpose limousines is unlimited.

### Stage 1 – Removal of maximum age limits for taxis and limousines allowed to operate beyond age limits

Maximum age limits for taxis will be removed. Taxis and ride-booking vehicles will still need to meet vehicle maintenance and safety standards to ensure consistency across the industry.

Maximum age limits that apply to limousines will remain until Stage 2. However, limousines will be authorised to operate beyond maximum age limits under a gazette notice.

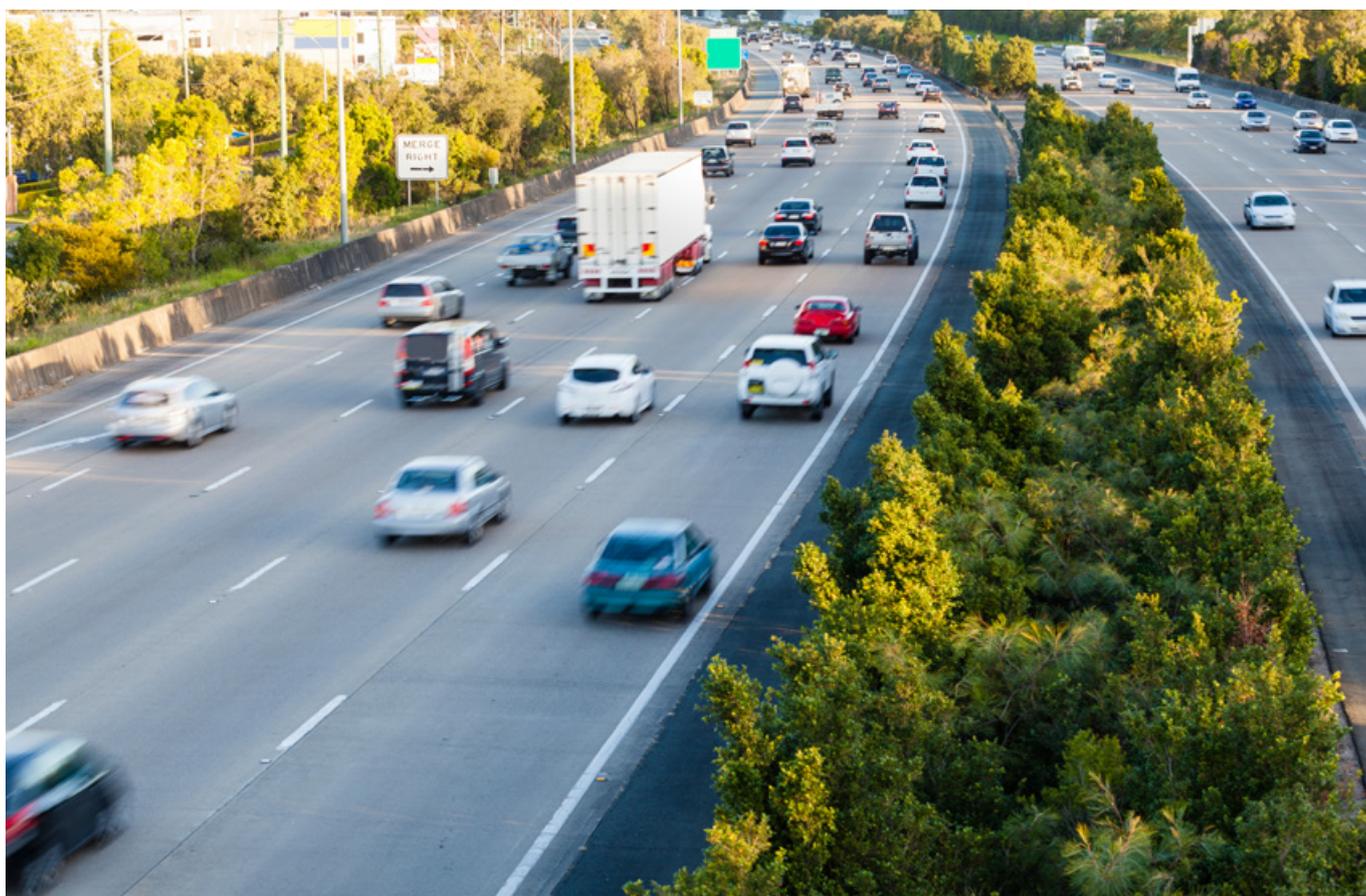
### Stage 2 – Removal of limousine age limits

Maximum age limits and all other vehicle requirements that apply to limousines and special purpose limousines will be removed. Limousine service licences and Special Purpose Limousine service licences will transition to booked hire licences.



<sup>1</sup> <http://www.tmr.qld.gov.au/business-industry/Taxi-and-limousine/Taxi-fares-service-areas-and-maps>

# Compulsory Third Party Insurance vehicle class



**The framework will ensure each vehicle class in the personalised transport industry is held accountable for contributing the appropriate premium (based on risk).**

## ***Current status***

Queensland's Compulsory Third Party Insurance (CTP) Scheme protects vehicle owners and drivers from the financial cost of injuring someone on our roads. Compulsory Third Party insurance is a condition of motor vehicle registration. The premiums are classified according to the type and use of the vehicle and reflect the frequency of claims and the associated costs of such claims.

## ***Stage 1 – No change***

### ***Stage 2 – Review CTP insurance classes***

The Motor Accident Insurance Commission will review Compulsory Third Party (CTP) insurance classes for both booked hire services (including ride-booking and limousines) and taxis. Like all other vehicle classes, premium levels will be based on the claims history for that specific class.

# Accessibility for people with disability

**The new framework provides protections to ensure customers with disabilities have affordable and accessible personalised transport.**

## **Current status**

Currently, taxis are the only personalised transport provider required to comply with the *Disability Standards for Accessible Public Transport*. These standards require taxis to meet a range of requirements including information for those with a vision impairment and equal response times for people who require wheelchair accessible vehicles.

Queensland currently has the highest proportion of wheelchair accessible taxis in Australia.

The Taxi Subsidy Scheme provides an affordable and accessible transport option for people with disability who experience profound difficulties using other modes of passenger transport.

When implemented, the National Disability Insurance Scheme will provide individualised support for people with permanent disability which affects their ability to take part in everyday activities. This includes funding transport assistance for people with disabilities aged under 65 years.

## **Stage 1 – Taxis maintain exclusive provision of Taxi Subsidy Scheme services**

Taxis will continue to exclusively provide services to Taxi Subsidy Scheme members, as the only personalised transport provider currently complying with the *Disability Standards for Accessible Public Transport*.

The Queensland Government will monitor the roll-out of the National Disability Insurance Scheme to identify implications for the Taxi Subsidy Scheme and the regulation of personalised transport services.

An incentive payment will be introduced to encourage drivers and operators to provide wheelchair accessible services to Taxi Subsidy Scheme members.

## **Stage 2 – Ensure the ongoing provision of services to people with a disability**

The Queensland Government will investigate opportunities for all personalised transport operators to provide subsidised services to Taxi Subsidy Scheme members, subject to operators being able to meet the transportation needs of the members and comply with *Disability Standards for Accessible Public Transport*.



# Reducing regulatory requirements

**The removal of red tape relating to customer service standards will drive innovation, encourage competition and provide customers with greater choice and flexibility.**

## ***Current status***

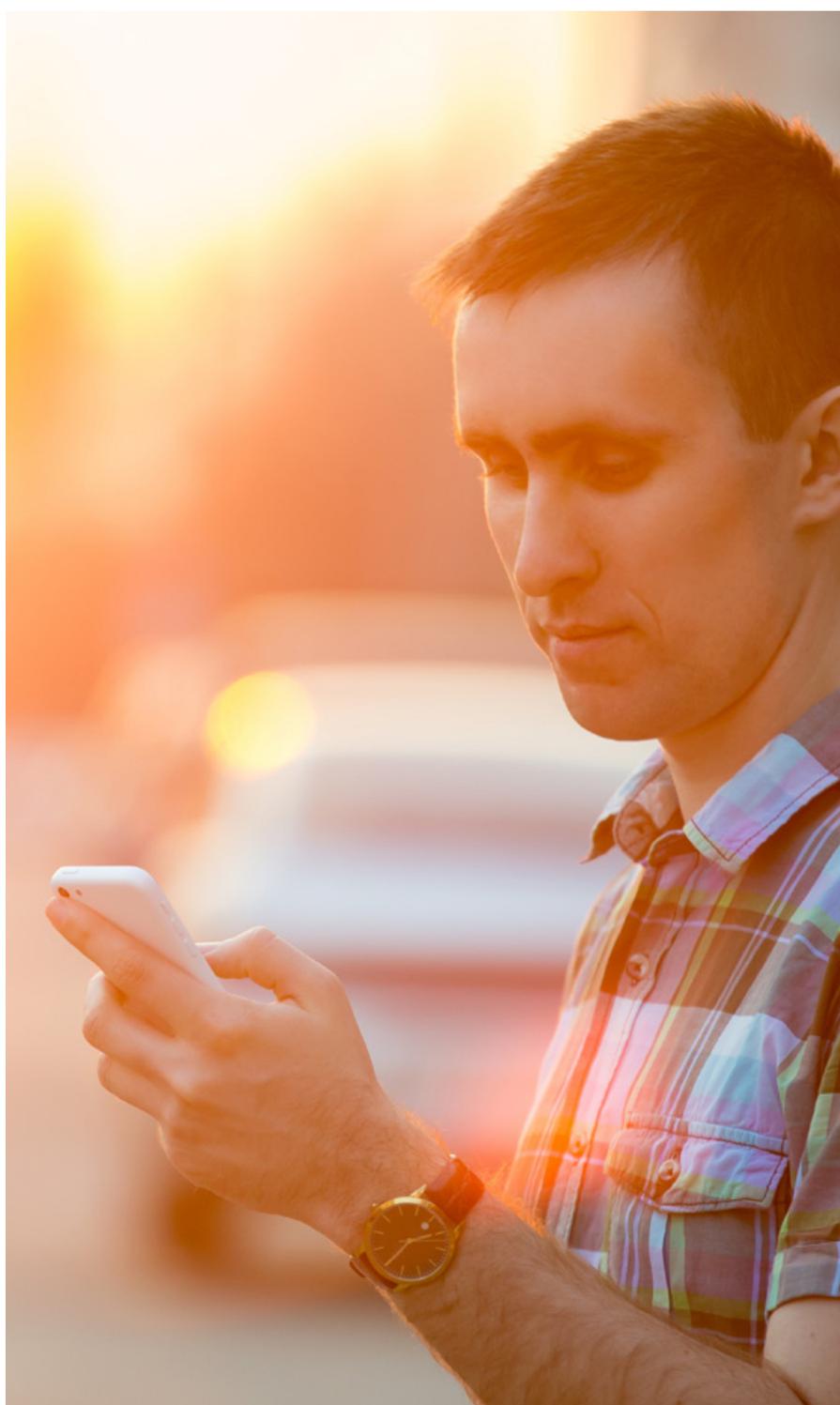
Currently taxi services are provided in a closed market. As customer choice is limited, various regulations have been imposed to ensure minimum quality standards are maintained.

## ***Stage 1 – Reduce red tape and allow industry to self-regulate***

In order to allow the taxi and limousine industry to meet the expectations of customers in a competitive environment, the Government will remove prescriptive regulation which is not related to safety or consumer protection. Industry will be free to determine matters such as driver dress requirements, air conditioning operation, vehicle cleanliness, fixed charges for soiling the vehicle, mandatory electronic payment systems and the specifics of how a taximeter works.

## ***Stage 2 – Review remaining regulations***

All remaining prescriptive or customer service related regulations will be reviewed to determine if they can be simplified or removed. Any further changes will focus on enabling further innovation and reducing red tape while maintaining customer safety.



# Future directions

**The introduction of a new framework is the first step in ensuring the ongoing adaptability of the personalised transport industry. The Queensland Government will continue to explore opportunities to deliver a responsive transport network which meets the changing needs of customers.**

## Exploring opportunities created by emerging technologies

Emerging technologies make new passenger transport models such as demand responsive transport more feasible. Demand responsive transport can be useful for addressing the so called 'first and last kilometre' problem. This is the gap at the start and end of every journey which is difficult for traditional public transport operators to serve in a cost-effective way. Demand responsive transport can be delivered in two key ways – downsizing public transport (smaller publicly owned buses with flexible timetables and routes) or upscaling private individual transport (using a private vehicle to provide on-demand shared transport). The Queensland Government will continue to consider the role demand responsive transport style services could play in meeting customer transport needs and how it would work with existing transportation networks.

## Integrated ticketing

A number of passenger transport services in Queensland operate in an integrated environment where ticketing, information and timetabling are coordinated centrally to deliver a simplified and improved public transport experience. Integrated urban mass transit services operate under the 'TransLink' banner in South East Queensland and Cairns with an extension planned for Mackay in 2016.

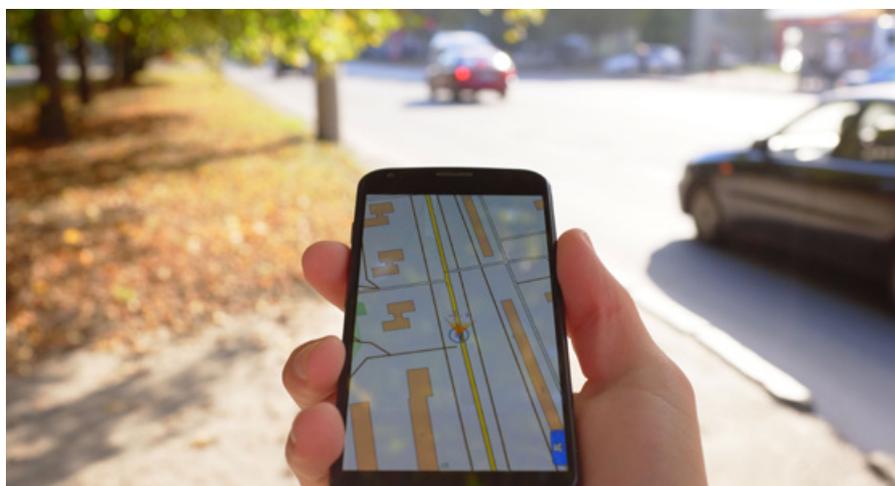
Integrating personalised transport services with current public transport systems presents a number of unique challenges in relation to ticketing, data sharing, and technology all of which the Queensland Government is currently exploring. The ticketing technology currently used for public transport in south-east Queensland is not able to address these challenges however the Queensland Government's Next Generation Ticketing project which is procuring a replacement for the current *go* card

system may provide opportunities to achieve greater network integration in the future.

## Autonomous vehicles

The ongoing development of autonomous vehicles presents significant opportunities to transform the delivery of passenger transport by enhancing customer experience, increasing network utilisation and coverage, and improving the efficiency and safety of service provision.

The Queensland Government continues to consider the future of the personalised transport industry and will play a key role in driving change through rigorous planning, identification of essential investments, developing commercial partnerships, and designing appropriate regulatory frameworks to ensure emerging transport solutions are strategically implemented in Queensland.



# Next steps

1. A Personalised Transport Reform Unit will be established within the Department of Transport and Main Roads to oversee the transition to the new personalised transport industry framework. The new framework will be introduced in stages.
2. Changes required to legalise ride-booking and provide industry with more flexibility to respond to this increase in competition will be introduced on 5 September 2016. Participants will have until 1 November 2016 to comply with some requirements.
3. The Personalised Transport Industry Reference Group will be established to ensure ongoing industry engagement and input into delivery of the reform program.
4. Comprehensive changes to legislation are expected to be introduced into Parliament in early 2017 and be implemented by August 2017.
5. Progress will be continuously reviewed and evaluated.

## For more information

A number of fact sheets can be found at [www.personalisedtransport.tmr.qld.gov.au](http://www.personalisedtransport.tmr.qld.gov.au) to provide taxi drivers, taxi operators, ride-booking drivers, limousine service providers and customers with specific information about what the changes will mean for them.





