

Booking service providers



Why are the changes needed?

New entrants to the on-demand passenger transport market, such as ride-sourcing companies, are not captured by the current accreditation model. Additionally, taxi networks are increasingly taking more ownership and control over the various driver and vehicle-based risks associated with operating a passenger transport service.

Changes to the framework will ensure that all players who have significant influence and benefit financially from the industry also have regulated responsibilities and can be held to account.

What are the changes?

For the first time in Tasmania, booking service providers such as ride-source platform providers and taxi dispatch services, will be regulated. Booking service providers will require accreditation as an operator under the *Passenger Transport Services Act 2011*.

A booking service provider is defined as an entity that:

- receives requests for persons to be transported by a small passenger vehicle; and
- arranges or facilitates the acceptance of those requests by or on behalf of drivers of small passenger vehicles.

Annual administration fees to cover compliance and enforcement will no longer be associated with licences (under the *Taxi and Hire Vehicle Industries Act 2008*) but will become the responsibility of operators under the *Passenger Transport Services Act 2011*. The annual fee payable will be determined by the number of vehicles associated with the operator, either directly or through affiliated parties. Fees will be prescribed in regulations.

See the examples overleaf that demonstrate a number of scenarios for individuals and businesses.

1. Company A takes bookings for others

Company A takes bookings from prospective passengers over the phone or via electronic means such as an app, website or email, and enables the acceptance of those requests by drivers. Company A needs to be an accredited operator.

Ride-source platform providers who are already operating in Tasmania will need to apply for operator accreditation within six months of the new framework commencing, but may continue to operate during this time.

Company A must pay the annual fee for all vehicles used to deliver its service.

2. Person A is a ride-source driver for Company A

As with Scenario 1 above, Company A would require operator accreditation. Person A would not require operator accreditation so long as they were performing work on behalf of an accredited operator.

3. Person B is a ride-source driver for Company A and Company B

As with Scenarios 1 and 2, both Company A and Company B would need to be accredited operators, and Person B would not require operator accreditation when performing work on behalf of either company.

The Transport Commission would require notification that Person B is performing work on behalf of both companies.

Both Company A and Company B must pay the annual fee for the vehicle being used by Person B.

4. Person A owns three owner-operator taxi licences (OOTLs) and takes bookings for them.

Person A owns three OOTLs and receives and accepts customer bookings, allocating these to the drivers of his vehicles, including himself. Person A needs to be an accredited operator.

Person A must pay the annual fee for each vehicle being used to deliver its service.

5. Person A owns five OOTLs but Company C arranges all bookings. Person A maintains the security, safety and related systems for their five licences.

Both Person A and Company B need to be accredited operators. Person A will still need to undergo audits as a condition of accreditation, and Person A must pay the annual fee for each vehicle used to deliver its service.

6. Person A owns five OOTLs but Company B arranges all bookings. By agreement, Company B maintains the security, safety and related systems for Person A's licences.

Both Person A and Company B need to be accredited operators. Person A is considered to be an affiliated operator of Company B. Person A is no longer needs to have an audit of its systems as a condition of accreditation, and Company B must pay the annual fee for each vehicle associated with Person A.

7. Person A owns two perpetual taxi licences and leases them to Company B.

Company B needs to be an accredited operator must pay the annual fee for each vehicle used to deliver its service.

We want to hear from you

State Growth invites you to provide feedback on the proposed changes.

Submissions must be received by 10 November 2018 and made in writing by email to taxireview@stategrowth.tas.gov.au or mailed and addressed to:

Gary Swain
Commissioner for Transport
GPO Box 536
Hobart TAS 7001

All submissions will be treated as public documents and will be placed on State Growth's website at www.transport.tas.gov.au, unless the submission is clearly specified as confidential (in full or part). Information provided will assist the Government in completing its reforms of the on-demand passenger transport industry.