

# REVIEW PANEL RECOMMENDATION



NO.	REVIEW PANEL RECOMMENDATION	GOV RESPONSE
3.1.1	Allow new entrants and technologies into the market	<b>Support</b>
3.1.2	Review the licence fees for all providers and make more equitable	<b>Support</b>
3.1.3	Introduce a user friendly complaints mechanism independent of industry across the entire on demand passenger transport network	<b>Support</b>
3.1.4	Encourage national harmonisation. Given recent Australian history of transport reform there is now an opportunity for a national approach to on demand travel that has a consistent national regulatory framework.	<b>Support</b>
3.2.1	Implement universal taxi driver certification and identifier which is consistent throughout the industry to facilitate the elimination of rogue drivers and practices.	<b>Support</b>
3.2.2	Implement legal accountability, similar to provisions in heavy vehicle industry regulations, to all parties involved in the on demand passenger transport industry for their actions or inactions. This will encourage good behaviour and penalise any person or corporation who gains an unfair commercial advantage by breaching passenger transport legislation, road laws, or risks road safety.	<b>Support</b>
3.2.3	Activate audio recording capability as part of the existing security cameras in taxis. This will support the investigation of incidents and complaints.	<b>Support</b>

3.2.4 Only taxis permitted rank and hail work. **Support**

3.2.5 In order to provide an appropriate level of policing of the industry, consideration be given to the greater utilisation of inspectorial officers across government agencies. **Support**

3.2.6 Driver accreditation photo identification must be displayed across all vehicle categories at all times and also to be available on any fixed and wireless booking devices. **Support**

3.2.7 Each chauffeur vehicle is to display an approved identifier as a basic measure of security. **Support**

3.2.8 Review the effectiveness of the deterrent value of the current range of legislative penalties for non-compliance, particularly in line with 3.2.2 (legal accountability, chain of responsibility) and consider the introduction of on the spot fines. **Support**

3.2.9 Chauffeured vehicles centralised booking offices be required to have a physical address and contact person resident in South Australia who can provide evidence to police and investigators. **Support**

3.2.10 All drivers who consistently receive bad ratings from passengers and/or who transfer within the industry with immunity must be reported to the Regulator. **Support**

3.2.11 Transfer of the functions of the Passenger Transport Standards Committee to the South Australia Administrative Appeals Tribunal, in all matters except issues relating to health and fit and proper person criteria where specialist panels are to be retained **Partially Support**

3.3.1 The Minister to consider issuing on a fixed term basis or leasing a fixed number of low cost new owner/driver plates/licences, which are to be driven by the owner and not further leased. This is a new category of taxi plate encourage small business participation, career based drivers and long term involvement in the industry. **Not supported** at this time.

3.3.2	The Minister to review annual on demand metropolitan passenger transport fees on the basis of a more equitable impost across both taxis and chauffeured vehicles following substantial de-regulation of the industry.	<b>Support</b>
3.3.3	Allow multiple booking services for taxis for greater customer choice and industry efficiency and responsiveness.	<b>Support</b>
3.3.4	Review the CTP insurance arrangements for on demand passenger transport providers to determine the reason for discrepancy in premiums.	<b>Support</b>
3.4.1	All taxi fares to remain as metered fares.	<b>Support</b>
3.4.2	ESCOSA to undertake an annual independent review of taxi fares.	<b>Support</b>
3.4.3	Decisions with respect to numbers and fees of premium taxi operations to be determined by owners and operators.	<b>Support</b>
3.4.4	Reduction of credit card fare payment transaction fees attributed to the consumer to be no greater than 5% of the total fare.	<b>Support</b>
3.4.5	Prohibit on demand work under the TV category and remove the \$20 minimum fare requirement.	<b>Support</b>
3.4.6	Passenger fares of chauffeured vehicles, including new entrants, to be transparent and an accurate estimate provided to the customer prior to commencement of the journey.	<b>Support</b>
3.5.1	Establish new and improved training programs to provide consistent and ongoing development of drivers. Taking into account national best practice in industry training and in consultation with interest groups, establish a roots and branches review of the training provision for this industry. The training of drivers and operators must address vehicle and driver presentation, driving and safety skills, cultural awareness, use of technology, access to up to date state tourism and event information, English language skills, a culture of customer service and knowledge of metropolitan Adelaide and regions.	<b>Support in principle</b>

3.5.2	Ensure all training providers are appropriately qualified, independent of vested interests and meet relevant competitive tendering requirements.	<b>Partially Support</b>
3.5.3	All public transport drivers, including new entrants, must have the same independent checking process (determined by government) for criminal history working with children, medical health and vehicle roadworthiness and amenity.	<b>Support</b>
3.5.4	Amend passenger transport legislation to include disqualifying offences.	<b>Support</b>
3.6.1	<p>Establish contemporary vehicle standards for all current and new industry entrants. Minister to consider:</p> <ul style="list-style-type: none"> <li>• strict adherence to roadworthiness standards;</li> <li>• amenity of all passenger transport vehicles;</li> <li>• compliance with passenger and driver security standards;</li> <li>• all vehicles must meet established standards of passenger and luggage carrying capacity;</li> <li>• reducing the taxi vehicle age limit from 6.5yrs to 5 years for all new taxi vehicles.</li> </ul>	<b>Partially Support</b>
3.6.2	The industry to commit to environmentally sustainable practices and in particular the goal of carbon neutrality.	<b>Support</b>
3.6.3	Position taxis as an integral part of developing Adelaide as a Global Smart City.	<b>Support</b>
3.6.4	<p>Establish a “Green Taxi” initiative for eligible taxis in existing fleet and new entrants to be Green Coded, which may include:</p> <ul style="list-style-type: none"> <li>• vehicle type (electric, plug in hybrid, petrol hybrid, diesel, petrol);</li> <li>• new technology provisions which enable the measurement of motor vehicle and driver performance;</li> <li>• on/off engine technology while stationary and other emerging technologies;</li> <li>• re-branding to identify “Green Taxis”</li> </ul>	<b>Support in principle</b>
3.6.5	The Minister and industry representatives to engage in discussions with motor vehicle manufacturers to develop environmentally sustainable vehicles for use by the taxi and chauffeured vehicle industry.	<b>Support in principle</b>
3.6.6	Remove the current restrictive policies to increase the range of vehicles to be eligible for use as chauffeured vehicles in the Small Passenger Vehicle Metropolitan Vehicle (MV) and Traditional Vehicle (TV) category.	<b>Support</b>
3.6.7	Establish a clear distinction between MV and TV categories to ensure that all pre-booked on demand work is MV accredited.	<b>Support</b>

3.6.8	Allow contact details to be discreetly displayed on chauffeur vehicles.	<b>Support in principle</b>
3.6.9	Exempt chauffeur vehicles from displaying a not for hire sign.	<b>Support</b>
3.7.1	Establish criteria to ensure passenger, driver and public safety, vehicle roadworthiness standards and compliance to service standards required of the industry including such matters as lost property retrieval.	<b>Support</b>
3.7.2	During peak hour times and in order to provide a more responsive service to consumers, establish processes and procedures to achieve greater co-operation between Radio Rooms and Booking Services.	<b>Support</b>
3.7.3	Country taxis be allowed to co-service outer metropolitan areas – such as Adelaide Hills, Willunga, Gawler region.	<b>Not Supported at this time</b>
3.7.4	Consideration be given to alignment of the metropolitan boundaries under the <i>Passenger Transport Act 1994</i> and those defined by the Motor Accident Commission.	<b>Support in principle</b>
3.7.5	Introduce a ‘no destination’ policy where the CBS is not told the destination of the passenger to encourage all potential trips to be taken up and reduce the amount of times passengers are left waiting for a taxi that does not arrive as it is perceived to be a short fare.	<b>Support in principle</b>
3.8.1	Country taxis be allowed to co-service outer metropolitan areas – such as Adelaide Hills, Willunga, Gawler region.	<b>Not Supported at this time</b>
3.8.2	Consideration be given to alignment of the metropolitan boundaries under the <i>Passenger Transport Act 1994</i> and those defined by the Motor Accident Commission.	<b>Support in principle</b>
3.8.3	Taxi and Other private transport services operating in regional areas to be considered as a critical part of the review shortly to be commenced in the target regions. These forms of transport will need to form part of the broader solution to address transport disadvantage in regional areas, including representation on any future Regional Access Committees and participation in local trials and pilot programs.	<b>Support in principle</b>

3.8.4	Taxi and passenger transport services to be regularly consulted and participate actively in planning of future regular transport services, i.e. local neighbourhood or late night services as well as planning for major events. Review the accreditation of courtesy vehicles.	<b>Support in principle</b>
<b>Support</b>		
3.9.1	<p>Establish a Taxi and Chauffeured Vehicle Advisory Committee comprising an independent Chair and membership with expertise in tourism and events, retail, technology, business, transport and representation from the Taxi and Chauffeured Vehicle Industry with responsibilities, which may include:</p> <ul style="list-style-type: none"> <li>• Development and strategic direction of the industry with an emphasis on growth.</li> <li>• Monitoring national and global trends.</li> <li>• Monitor the needs of regional South Australian communities.</li> <li>• The development of an environmentally sustainable industry that complements infrastructure and economic development.</li> <li>• Advise on standards in relation to complaint mechanisms, customer service and driver quality.</li> <li>• Advise on policy development.</li> <li>• Best practice monitoring.</li> <li>• Oversee the establishment of a professional training curriculum and registered training organisations.</li> <li>• Provide regular periodic data on performance of the industry</li> </ul>	
3.9.2	The Taxi and Chauffeured Vehicle Advisory Committee to be consulted in the planning stages of all major development projects where there is likely to be an impact on passenger transport.	<b>Support</b>
3.9.3	Implement an Industry Development Levy of \$1 per journey for all taxi and chauffeured metropolitan vehicles, which will be used to improve the sector as a whole with all revenue to be deposited into a taxi and chauffeur vehicle development fund and to be applied for the orderly development of the industry.	<b>Support</b>
3.10.1	All taxis, chauffeured vehicles and new entrants be required to provide passengers with up to date tourism and event information.	<b>Support in principle</b>
3.10.2	All taxis, chauffeured vehicles and new entrants to have a mobile, readable matrix type based optical barcode (e.g. QR code) that contains live “what’s on in Adelaide” for events and information on South Australia.	<b>Support in principle</b>
3.11.1.	The Minister to investigate implementation of a flat charge Lifting Fee while loading a passenger and redefine and clarify the definition of the commencement of a journey. The Lifting Fee should be in addition to a revised on-time bonus.	<b>Support</b>

3.11.2 Selection, Training and Accreditation of drivers to take into account the specific requirements of this sector of the community. **Support**

3.11.3 Introduction of significant penalties and deterrents for drivers, operators and booking services that do not meet service level requirements. **Support**

3.11.4 Introduction of user friendly complaints mechanism independent of industry. **Support**

3.11.5 Revision of tender documentation to ensure that there is appropriate sanctions to achieve strict adherence to response times in line with the Commonwealth Disability Discrimination Act 1992. **Support**

3.11.6 Revision of tender documentation to ensure the application of new technologies and processes to minimise non-compliance and fraud. **Support**