



# Taxi and Chauffeur Vehicle Industry Reform

## Transport Booking Services for all Taxis, Chauffeur and Rideshare Vehicles

### Why is change needed?

The current legislation holds the operator of a chauffeur vehicle responsible for bookings, payments and trip information while taxis can only be booked through a centralised booking service, which are also responsible for a range of support services. This restricts new models of service.

### How will booking services change?

New booking entities, which will each be known as a Transport Booking Service (TBS) will replace the existing Centralised Booking Service. They will have the same requirements for all point-to-point transport in metropolitan Adelaide.

TBSs will be responsible for:

- fulfilling booking requests from customers
- resolving customer service issues (eg complaints, lost property)
- charging customers and collecting fares online where payment isn't made via the driver or EFTPOS
- entering service contracts
- checking drivers are accredited before giving them work
- collecting a \$1 levy on each metropolitan trip
- driver training

The minimum requirements for recording and/or reporting to government will include:

- identity of driver
- registration identity of vehicles

- number of trips
- collated trip origin, destination and routes
- records for police and departmental investigators including identity of customer, individual trip data and driver log-in records.

TBSs can provide their own training for drivers or accept drivers trained by registered training organisations.

TBSs will make their own decisions about the characteristics of vehicles and drivers, vehicle livery and branding of services, provided they meet the minimum regulated standards. For taxis, their TBS will have the freedom to determine premium taxi services, including premium taxi booking fees, and vehicle and driver standards.

Fleet safety support services (eg CCTV, vehicle tracking, duress monitoring and assistance, data on rank and hail jobs) will be approved/accredited separately from booking services. Booking services may choose to provide these support services themselves or engage others to provide them.

### What is not changing?

Current accreditation standards for all drivers will be maintained.

A single booking service for wheelchair accessible taxis will be maintained.

For taxis, 24/7 vehicle tracking, PIN log-in for drivers and fleet safety support services will continue to be provided through the existing Centralised Booking Service system during the transition to TBSs.

### Further information

[www.dpti.sa.gov.au/TaxiHireCarReview](http://www.dpti.sa.gov.au/TaxiHireCarReview)  
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