

Summary of regulatory framework¹

Service types	Booked only	Booked, rank and hail
Transport categories	Booked services - includes ride-sourcing, luxury hire car, restricted hire vehicles and other booked vehicles.	Taxis (including Wheelchair Accessible Taxis)
Scope of passenger transport services	<ul style="list-style-type: none"> • Booked. • Point-to-point. • Anywhere in Tasmania. 	<ul style="list-style-type: none"> • Booked. • Rank and hail. • Point-to-point. • Constrained to 24 taxi areas. • Taxi Subsidy Program customers.
Licences	<p>No supply restrictions (as is currently the case).</p> <ul style="list-style-type: none"> • Maintain existing Luxury Hire Car and Restricted Hire Vehicle (RHV) licences. • Ride-source and other booked services would remain unlicensed but would be captured in the regulatory framework through operator accreditation. • Reduce the value of the Luxury Hire Car licence by 20 per cent of the current fee per annum over five years. 	<ul style="list-style-type: none"> • No supply restriction on Wheelchair Accessible Taxis (as is currently the case). • Suspend the issue of new owner-operator taxi licences for five years. • Ensure an appropriate mechanism to ensure adequate supply in areas affected by unmet demand. • Economic Regulator to determine the reserve values of new owner-operator taxi licences. However, for years 1-5, the value of the reserve price determined by the Economic Regulator can be no less than 90 per cent of the previous year. • No change to the number of geographic taxi areas. Minor changes to boundaries to incorporate areas currently not included as any taxi area.
Fares	<ul style="list-style-type: none"> • Unregulated. 	<ul style="list-style-type: none"> • Retain regulated maximum tariff for all taxi trips. • Introduce ability for taxis to undertake multiple hires. • Change the regulated fare structure for Wheelchair Accessible Taxis to be consistent with standard fares (to address existing fare discrimination issues). • Change when the meter can be activated to be at the passenger's presentation at the vehicle for boarding. • Undertake a review to ensure that all efficient costs are transparently identified and factored into the regulated tariff. • Reduce the maximum credit card surcharge from 10% of the metered fare to 5%.

¹ **Bold** indicates a change from the draft framework.

Operators and Booking Service Providers	<ul style="list-style-type: none"> • Regulation of booking service providers as operators to account for ride-sourcing companies. • Accreditation of operators requiring them to meet certain standards and have systems in place to ensure legislative compliance. • Responsible for relevant driver training and competence. • Annual fees to be applied fairly across the industry. 	<ul style="list-style-type: none"> • Regulation of booking service providers as operators to account for taxi networks/dispatch services. • Accreditation of operators requiring them to meet certain standards and have systems in place to ensure legislative compliance. • Responsible for relevant driver training and competence. • No compulsory affiliation of taxi operators to radio rooms. • Annual fees to be applied fairly across the industry.
Vehicles	<ul style="list-style-type: none"> • Maintain prescriptive vehicle requirements for luxury hire cars and restricted hire vehicles. • 5-star Australasian New Car Assessment Program (ANCAP) or equivalent rating for vehicles newly entering the market (date stamped within 7 years) – does not include those vehicles approved as suitable for a general RHV licence. • Maximum age limit of 12 years, except those approved as a suitable vehicle for a general RHV licence. Requirement to be grandfathered in for existing luxury hire cars. • Annual inspections by independent approved inspection stations for vehicles under 10 years of age and six-monthly inspections for vehicles over 10 years. Existing inspection arrangements for new vehicles to remain in place. • Undergo a vehicle safety inspection by a qualified person every six months or 10 000 KLM. 	<ul style="list-style-type: none"> • No aesthetic or comfort based standards. • Removal of requirement that Wheelchair Accessible Taxis be brand new (as defined) when initially authorised to perform a public passenger vehicle service in particular taxi areas. Wheelchair accessible taxis must be 7 years old or less and meet minimum safety standards and the <i>Disability Standards for Accessible Public Transport 2002</i>. • 5-star Australasian New Car Assessment Program (ANCAP) or equivalent rating for vehicles (not including Wheelchair Accessible Taxis) newly entering the market (date stamped within 7 years). • Maximum age limit of 12 years for all vehicles. • Annual inspections by independent approved inspection stations for vehicles under 10 years of age and six-monthly inspections for vehicles over 10 years. Existing inspection arrangements for new vehicles to remain in place. • Undergo a vehicle safety inspection by a qualified person every six months or 10 000 KLM. • Rank and hail vehicles (ie taxis) to have additional equipment - e.g. top light, visible driver ID, security camera, taximeter.
Drivers	<ul style="list-style-type: none"> • Framework allows for ongoing evolution of driver authorisation and renewal processes which reflect the activity and risk profile of the service being provided. • Phased and risk-based approach to medical declarations based on evidence. Compulsory annual medicals for drivers over 65. • Annual training self-declaration process for all drivers: covers legislative obligations, requirements of disability and anti-discrimination legislation and driver behaviours. • No mandatory training requirements for Ancillary Certificate, except as they relate to safety. Under this model, the operator would be responsible for ensuring that their driver is appropriately trained to operate the vehicles they are using and the service they are providing. Where a taxi operator has Wheelchair Accessible Taxis, all of its drivers must be trained in how to meet the needs of a wheelchair-reliant passenger and to operate the vehicle specific systems. 	

	<ul style="list-style-type: none"> • Driver identification, including ancillary certificate number, must be available to passengers, either displayed in the vehicle or made electronically available to the passenger.
<p>Compliance and enforcement</p>	<ul style="list-style-type: none"> • Complaints that are not criminal in nature will continue to be directed to taxi operators/booking service providers in the first instance. If consumers remain dissatisfied, they can refer to Transport Commission or Registrar of Motor Vehicles. • Chain of accountability model to be introduced. Under this model, all parties who have control or influence over the on-demand passenger transport sector share responsibility for compliance and have a primary duty of care to deliver safe services. • Industry will be expected to manage how to meet its obligations. The Department of State Growth will continue to require systems audits of operators to ensure compliance. • Establishment of a notifiable findings and reportable incident scheme to the Transport Commission for operators and drivers. • Options to deal with non-compliance – warning, improvement notices, infringement notices, probation, suspension, cancellation, require additional audits or variation of conditions of accreditation, and a requirement to provide the Transport Commission with evidence and information. • Ongoing enforcement measures to ensure that ride-sourcing drivers are not taking advantage of taxi ranks, or touting for trade.