

# A review of taxi, limousine and rideshare services in Queensland

The Queensland Government has called for an independent review of taxi, limousine and rideshare services in Queensland.

## Personalised transport services in Queensland

Personalised transport services include taxi and limousine services, as well as other services provided for a fare where the passenger determines the destination.

This industry plays a vital role in the Queensland economy, supporting direct and indirect employment and servicing the business, leisure and tourism sectors, local community, health services, and people with a disability or reduced mobility.

The Queensland Government regulates the provision of these services through the *Transport Operations (Passenger Transport) Act 1994* and the *Transport Operations (Passenger Transport) Regulation 2005*.

## An independent review now underway

The review's aim is to ensure Queenslanders are provided with safe and efficient personalised transport services and have a sustainable industry to deliver these services.

A number of factors have contributed to the Queensland Government's decision to call for a review:

- the upcoming expiration of the Queensland Taxi Industry Strategic Plan 2010-2015
- the emergence of new technology-based operators that are challenging the current regulatory model
- a visible change in the needs and expectations of consumers using taxi, limousine and rideshare services, and the wider community
- recommendations in the Commonwealth's Competition Policy Review (March 2015) that industry reform is long overdue and the current regulatory framework could be improved.

## Benefits

An independent review will provide benefits including:

- fostering innovation in the industry
- promoting industry competition
- ensuring the safety of industry workers and passengers
- better aligning the needs and expectations of Queensland consumers with service providers to improve the customer experience
- establishing an outcomes-focused regulatory framework
- ensuring compliance effectively addresses the changing industry
- determine channels to best communicate with the varying industry stakeholders.

### The Queensland market

- 3,261 taxis operating
- 97 declared taxi service areas
- 2,618 conventional taxis and 643 wheelchair accessible taxis
- More than 13,000 holders of taxi Driver Authorisation
- 580 limousines operating
- 7,000 holders of limousine Driver Authorisation

## The review process

The review will be undertaken by an independent Taskforce which will strategically consider the industry, regulatory and consumer issues before presenting recommendations for Queensland Government consideration.

The Taskforce will determine what an efficient and effective market should look like and recommendations will be based on achieving this.

Using Terms of Reference finalised by the Queensland Government in September 2015, the Taskforce will undertake its review. An options analysis is expected to be released by the Taskforce in early 2016, with public consultation to follow. It is expected a final report with recommendations will be presented to the Queensland Government for consideration in August 2016.

In its review, the Taskforce will consider:

- the safety of the community and drivers
- the delivery of a flexible legislative framework that supports competition and innovation for all participants
- customer opinions of rideshare services
- steps undertaken by the taxi industry in adapting to changing customer needs and expectations
- supporting a sustainable industry that is forward-focused and fosters innovation
- competition in the sector, including vertical integration, anti-competitive practices and incentives for innovation
- the provision of affordable and customer-focused services
- the on-demand travel needs of the community across Queensland, including those with disabilities or reduced mobility
- the current and potential role of taxis, limousines and rideshare services in an integrated transport system, with a focus on the role of these services to foster social inclusion
- transitional arrangements from the current regulatory and service arrangements to any recommended model
- other models and new approaches to delivering personalised transport services both in Australia and overseas
- potential use of personalised transport services by participants of the National Disability Insurance Scheme
- operational procedures and practices within the sector
- any other related matters.

The Taskforce will be chaired by Jim Varghese AM. Further Taskforce appointments will be announced in the coming weeks.

## Getting involved

Public consultation during the review process will be managed by the independent Taskforce.

Updates on the review and opportunities for feedback will be provided on the [Department of Transport and Main Roads' website](#).

### Contact the Taskforce

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