



Taxi and Chauffeur Vehicle Industry Reform

Passengers

Taxis and chauffeur vehicles are important components of South Australia's transport industry. Known as 'personalised' or 'point-to-point' transport, they provide flexible services that take customers on a route they choose and at a time that suits them.

Innovative technologies including smartphone apps to book, track and pay for these services, and new business models, such as 'rideshare' schemes, have recently expanded the range of point-to-point transport available. This will lead to greater choice and more competitive fares for customers, and fresh business opportunities for new and existing operators.

Why are changes needed?

In order for the point-to-point transport industry to take advantage of these trends and undertake sustainable growth, the transport services market will be opened up to healthy competition. The industry needs to embrace new technologies and a culture of high quality customer service.

The Taxi and Chauffeur Vehicle Industry Review

Point-to-point transport services are provided by private companies but are subject to state laws, regulation and, in some cases, local requirements.

In 2015, the State Government initiated an independent review of the taxi and chauffeur vehicle industry. The review panel recommended several changes, from regulatory reforms to support a more open market and increased competition, to improvements around service experience for customers.

Benefits for the Customer

The State Government's role as the regulator of taxis and chauffeur vehicles is to protect the safety and interests of the travelling public.

The principles of this reform are that the system delivers the highest standards of customer service while providing stringent safety requirements, fostering innovation and allowing fair competition.

Under the changes, customer safety in taxis will be boosted through the use of audio in taxi security camera systems.

There will be no government-imposed minimum fares. General taxis will continue to have maximum scheduled fares.

Passengers will have a greater choice of providers.

Changes from 1 October 2016

Taxi fares will increase for the first time in 3 years, and a new peak period payment of \$2 will be payable to the driver (midnight to 6.00am) for weekends and public holidays.

Further information

www.dpti.sa.gov.au/TaxiHireCarReview
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