



Monday 25 May 2020

Dear Services Providers,

This email contains important industry information.

A COVID-safe transport network: Park - Walk - Ride at Moore Park

Transport for NSW is urging customers to avoid peak hour on public transport and consider other ways of getting around to help reduce the spread of Coronavirus.

Last week the NSW Government announced its [plan](#) to provide a COVID-safe transport network.

As part of this plan and to keep commuters safe, the government is ensuring there are plenty of safe and efficient options to get people moving throughout our State during the pandemic.

As social distancing measures begin to ease, commuters are encouraged to utilise park, walk and ride options that are available to ease congestion while people make their way back to work. Special event-style parking arrangements will be in place at Moore Park for people who are able to drive to work. Other locations will be rolled out soon.

Additional point to point transport pick up locations have been made available around the Moore Park precinct. The general public that choose to use Moore Park parking area will be encouraged to walk or cycle to the city, with Light Rail, bus, and point to point transport options also being available.

Passengers wishing to hail a taxi, can do so safely from Errol Flynn Boulevard. For booked services including rideshare pickups and drop offs, Driver Avenue is the safest and most suitable location to do so.

Download the [map](#) which includes detailed information about pick up and drop off zones including taxi ranks.

It is important that drivers and passengers using point to point transport services continue to follow official medical advice from the state and federal government. The most up to date information can be found by visiting the [COVID-19 section of the website](#).

Vehicle Sanitisation Station roll-out

The Point to Point Transport Commissioner and Transport for NSW have been rolling out government-funded, complimentary vehicle sanitisation stations at



locations throughout metro and regional New South Wales. The first two sites are at TAXITECH in Alexandria, and Dubbo Buslines in Dubbo, more sites will be announced in the coming weeks.

This is a complimentary service for all point to point transport passenger service providers entitling drivers to one sanitisation, per vehicle, per day to help minimise the spread of illness and assist with maintaining driver and passenger safety.

Eligible vehicles for sanitisation include taxis, hire vehicles, rideshare vehicles, and community transport vehicles.

Visit the new [Sanitisation Stations web page](#) for up-to-date information on the roll-out of Sanitisation Stations via the interactive map on the web page.

You can view the Point to Point Transport Vehicle Sanitisation Video on YouTube [here](#).

Driver Vehicle Dashboard (DVD) enhancements

The new **PT CODE APPLIED** column is now live on the Industry Portal. This new column will highlight the date the driver had the Passenger Transport Licence Condition (PT Code) last added to their NSW driver licence.

For further information about the updates on the **Driver Vehicle Dashboard (DVD) enhancements** please visit the [industry news section of the website](#) or download the [DVD PT Code fact sheet](#).

Wheelchair Accessibility Taxi Loan Scheme

In response to the changes in the way people are travelling during the Covid-19 pandemic and in recognition of the role Wheelchair Accessible Taxis (WAT) play in delivering essential transport services for vulnerable members of the community, Transport for NSW is deferring payments on all Wheelchair Accessible Taxi Interest Free loans. For loan recipients, payments will be \$0 for April, May and June 2020.

A further review of the pandemic restrictions and the impact they are having on the way people travel will be undertaken in mid-June to determine if any further deferral of loan repayments is required. All WAT Interest Free loan agreements will be extended by the length of the postponement period.

Each loan recipient has been contacted by Transport for NSW and provided advice on how this postponement affects their loan. A process has been developed for any loan recipients wishing to continue to make their usual payments during this period. If you require further information about the WAT Interest Free Loan Scheme, please email your questions to TransportSocialPolicy@transport.nsw.gov.au.



Taxi plates on hold

Drivers who would like to put taxi plates on hold will need to visit a Service NSW Centre to conduct the on hold transaction. Before visiting Service NSW, drivers should make sure all documentation has been provided to conduct the transaction.

For more information on eligibility for this process please download the [How to put taxi plates on hold fact sheet](#).

Taxi industry assistance package

On Friday the Treasurer, Minister for Transport and Roads and Regional Minister for Transport and Roads, announced a \$12.6 million stimulus package for the taxi industry.

Detailed information was sent to all service providers on Friday and more information on eligibility is now available under the [Commission Resources](#) section of the COVID-19 updates section of the website. A list of [frequently asked questions](#) on the Commissioner's website is also available.

It is important to note that applications for the \$2900 stimulus package through Service NSW do not open until June 2020.

Waiver of first \$500 of 2018/19 authorisation fees

All authorised service providers will receive a waiver of the first \$500 of authorisation fees per service provider for 2018/19 financial year. In addition there will be no CPI increase to the authorisation fees for financial year 2019/2020. Instead, the fees payable for the financial year 2019/2020 will be the same as those specified for financial year 2018/2019.

Advice for small business

[Business Connect](#) is a tailored NSW Government business advisory program that provides trusted advice for your small business.

Business Connect advisors have the experience and knowledge to tackle a range of business challenges including business planning, marketing and accessing finance, including navigating the requirements under the newly announced financial stimulus package for the taxi industry in response to COVID-19. Advisory sessions can be conducted by videoconference or over the phone. Businesses can select their region or council area to search around [100 business advisors](#) who can provide advice and support.

Over 60 free online workshops and webinars are also available through Business Connect to support your NSW small business. To search and book an online event, visit business-connect-register.industry.nsw.gov.au.