



Industry News Update: December 2020

Thursday 17 December 2020

Dear Point to Point Transport Service Providers,

This email contains important industry information on:

- COVID-19 updates: QR codes in taxis, vehicle sanitisation stations and border updates
- Secure ranks in Sydney CBD
- Let's make every ride a safe ride campaign
- Taxi licence tenders
- Industry portal updates - Notifiable occurrence reporting enhancement
- Major events and changes traffic conditions
- New educational resources
- Point to Point Commission - Year in review

COVID-19 UPDATES

QR CODES IN TAXIS

The Point to Point Transport Commissioner Anthony Wing is working with the NSW Government to support industry to get QR Codes in taxis across NSW for contact tracing purposes.

Passengers are encouraged to check in every time they hop in. It's secure, contactless and helps our contact tracers.

With QR codes in more than 80% of taxis across NSW, all taxi service providers are encouraged to roll out QR codes to their vehicles using either the Service NSW App or their own QR code technology.

Expressions of interest to register for the Service NSW app for QR codes have been extended to **Friday 29 January 2021**. Service providers are encouraged to email taxi.registration@service.nsw.gov.au before the closing date to register their interest to use the Service NSW app.



For more information please visit [Point to Point Transport Commissioner's website](#).

VEHICLE SANITISATION STATIONS

Increased patronage in point to point vehicles is expected over the summer period and it is even more important than ever to use vehicle sanitisation stations to reduce the spread of COVID-19 and keep drivers and passengers safe.

There are now 12 vehicle Sanitisation Stations in the following regional and metropolitan locations throughout NSW: [Arncliffe](#), [Albury](#), [Alexandria](#), [Central Coast](#), [Dubbo](#), [Leumeah](#), [Newcastle](#), [North Parramatta](#), [Prestons](#), [Seven Hills](#), [Tamworth](#) and [Tweed Heads](#).

Clean-up kits and hand sanitiser is available for drivers to pick up from sanitisation stations across the state and are used to potentially reduce the spread of infection.

Since the launch of the first trial vehicle sanitisation station in April there have been over 40,000 vehicle sanitisations across the state.

Further information and locations can be found on the point to point transport [Sanitisation Station webpage](#).

QLD/NSW BORDER UPDATE

From Tuesday 1 December the Queensland border opened to all parts of NSW, meaning that there will be increased movement of people and more demand for point to point services. Specific parts of SA will continue to be COVID-19 hotspots and individuals who have been in these COVID-19 hotspots in the last 14 days will still not be permitted to enter QLD.

Point to point drivers are reminded that the virus is still being detected in sewage treatment plants, especially in the south western Sydney area, so we

encourage good hygiene practices and, as always, if you are feeling unwell go get tested.

For information regarding testing clinics drivers should visit the [NSW Government website](#).

SECURE RANKS IN SYDNEY CBD - HELPING PASSENGERS GET AROUND SYDNEY THIS SUMMER

New temporary secure taxi ranks will be rolled out across the Sydney CBD to help people move around this summer as part of the NSW Government Sydney CBD revitalisation program until **7 February 2021**.

The five new secure taxi ranks can be found at:

- 4 Bridge Street, northside, between George and Pitt Streets
- 17 Bridge Street, southside between George and Pitt Streets
- 61 Market Street, between Pitt and Castlereagh Streets
- 115 Liverpool Street, between George and Pitt Streets
- 475 Kent Street, between Drutt and Bathurst Streets

The existing 10 secure ranks at the following locations have the same extended hours as the five new ranks listed above.

These taxi ranks will be in operation on Thursday, Friday, Saturday and Sunday nights from 10pm to 5am.

- 201 Sussex Street (outside Healthline Pharmacy, Darling Park Centre
- Bathurst Street, west of George Street outside St Andrew's Cathedral
- 18a Martin Place, between Martin Place and Hunter Street, near Angel Place
- Darling Harbour, northern end of Lime Street
- Darling Harbour, Slip Lane (Iron Wharf Place, between Harbourside Shopping Centre and International Convention Centre)
- Loftus Street, between Bridge Street and Reiby Place, Circular Quay
- 43-57 Goulburn Street Haymarket



- 12 Argyle Street, The Rocks (opposite Clock Tower Square Shopping Centre)
- 262 Pitt Street, between Park Street and Bathurst Street, near Park Street

More information about secure ranks can be found at transportnsw.info

PICK UP AND DROP OFF AREAS - FOR SAFER PASSENGER SERVICES

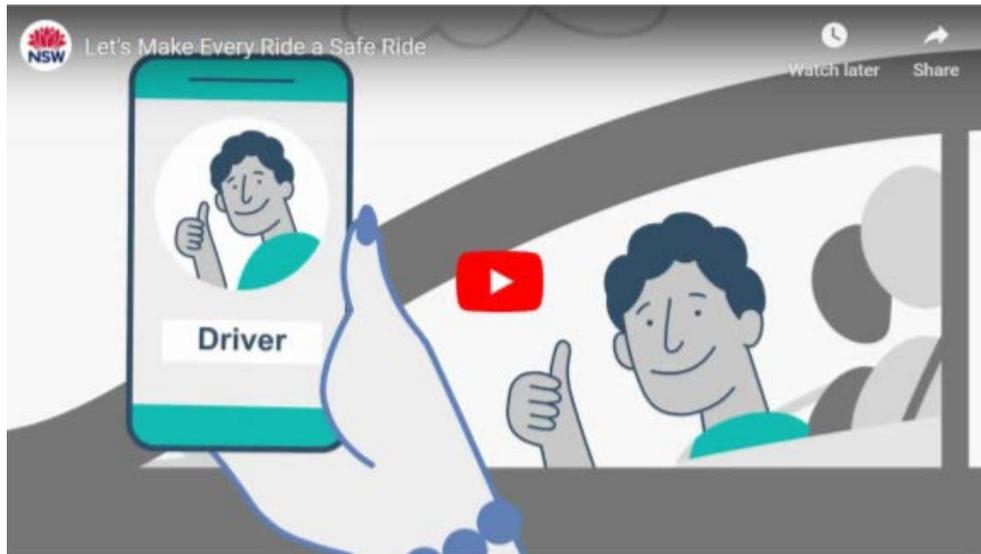
During this busy period it is important for drivers to consider safe pick up and drop off locations and remind passengers to enter and exit the vehicle safely.

LET'S MAKE EVERY RIDE A SAFE RIDE CAMPAIGN

The safety of passengers using taxi and hire vehicle, including rideshare, services is our top priority not just this Christmas and holiday period, but all year around. We are reminding passengers and drivers to help make every ride a safe ride by following safety tips when providing point to point transport services.

Safety tips for Drivers

- **Clean, show and go:** Before your trip, clean your vehicle or visit a vehicle sanitisation station. If you're a rideshare or hire vehicle driver, make sure your vehicle is displaying a retroreflective sticker. Taxi drivers, make sure you place your ID in the holder before you go
- **Check and greet:** Check the booking and passenger trip details
- **Backseat, mask up:** Suggest passengers sit in the back seat with a mask to be COVID safe
- **Stay safe:** Always take care of yourself and the safety of others
- **Scan to check in:** If available, ask your passengers to scan the QR code and enter their details to help with contact tracing in taxis
- **Tap and pay:** Offer contactless payment methods
- **Use designated areas:** Use the appropriate dedicated taxi ranks, Kiss and Ride or PUDO bays for your point to point service, for the safest set downs and pickups.



We've developed some easy to understand tips for passengers. The key messages are:

- **Check your ride:** If you booked a taxi or rideshare service in advance, check that the vehicle you're getting into is the one you're supposed to be in – make sure the number plate and vehicle make and colour is the one your booking says it is;
- **Match before you catch:** If you've booked using an app make sure the photo of the driver on the app matches the person driving the car or if you're getting into a taxi make sure the driver has their driver ID on display;
- **Know your app:** Most booking apps have safety features you can utilise. Get to know these features and how your service provider is supporting your safety.
- **Share with those who care:** Once you are in your taxi or rideshare vehicle share the details of your journey with a friend or family member;
- **You can go your own way:** You have the right to tell the driver if there's a route you know and would like to go.
- **Back seat, mask up:** Sit in the back with your face mask on - your driver will appreciate it!
- **Tap and pay:** Use contactless payments where possible when travelling in taxis.
- **Stay at home:** If you're feeling unwell, you shouldn't be travelling anywhere. Stay at home and seek medical advice.

- **Hands free:** Avoid touching multiple surfaces and handle your own luggage when you can.
- **Check in:** If you are travelling in a taxi using QR code check-ins, make sure you are COVID-safe and check in.

Passenger safety tips for passengers can be found on the campaign landing page at pointtopoint.nsw.gov.au

TAXI LICENCE TENDERS - CLOSED 10 DECEMBER

The Point to Point Transport Commissioner opened tender applications for three (3) replacement Fringe - Helensburgh & Metropolitan taxi licences.

This tender was for a total of 3 replacement licences released in the 2020-21 financial year, as determined by Transport for NSW.

Tender results will be available on the pointtopoint.nsw.gov.au website in the coming weeks.

INDUSTRY PORTAL UPDATES

NOTIFIABLE OCCURRENCE REPORTING ENHANCEMENT

Authorised service providers are required by law to report to the Commissioner certain accidents or incidents. All notifiable occurrences must be reported via the Industry Portal as soon as practicable after the provider becomes aware of the accident or incident. It has been identified that the current reporting process and form has limitations, creating challenges for users and delays in service providers submitting notifiable occurrences.

An Industry Information Session was conducted with stakeholders recommending a number of enhancements to the reporting process and form. The majority of the enhancements have been accepted and implemented. An enhanced form to report notifiable occurrences has been developed, which went live on 7 December 2020. COVID-19 driver and service provider related incidences are now reported in a separate section of the [Industry Portal](#).

MAJOR EVENTS AND CHANGED TRAFFIC CONDITIONS

DECEMBER MAJOR EVENTS

In December 2020, there are a number of major events which will draw large crowds and increase patronage in point to point transport in Sydney and greater Sydney.

In order to plan for safe travel and to ease traffic congestion, please refer to the table below when providing point to point transport services.

A list of major events and traffic changes can be found by visiting the [industry news section of the website](#).

NEW EDUCATIONAL RESOURCES

The Commission's education team has developed its first interactive online short course which can be completed anytime, anywhere and on your desktop or mobile device. This course will be added to the P2P website shortly.

This course is for people interested in becoming authorised service providers and those newly authorised. It outlines what they need to know to provide passenger service and their safety and legal obligations. The course is made up of 7 lessons, each of which has a short introduction, a video, quiz questions to check for understanding, and a summary. Each lesson goes for about 3-4 minutes. Anyone can do the course, and it's a great way to revise your knowledge on your conditions of authorisation and safety standards.

The link and instructions for the online short courses are available on the website and can be found [here](#).

POINT TO POINT COMMISSION - YEAR IN REVIEW

The Point to Point Transport Commissioner thank you for working with us this year. It's been a tough year going through bushfires, floods, and



COVID-19. We have prepared a video of this year in review to express our gratitude to everyone's resilience and hard work. Enjoy!

