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## Point to Point Transport Commissioner

**Dear Point to Point Transport Service Providers,**

This email contains important industry information on:

- COVID-19 updates
- HC plated vehicles - bus and transit lanes exemptions
- CTTV trial
- WAT obligations
- Assistance animals in point to point transport vehicles
- Child restraint guidelines
- Record keeping requirements for Sydney Metropolitan Transport District taxi service providers
- Education resources – Driver Onboarding and Management Toolkit

### COVID-19 UPDATES

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#### **Masks**

Passengers and drivers wearing face masks in point to point transport vehicles is still strongly encouraged. Service providers may still recommend that drivers and passengers wear masks. We thank you for your ongoing support and contribution in helping us ensure point to point transport drivers and passengers remain COVIDSafe. It is important to still remain vigilant with hygiene and cleaning practices. Stay up to date by visiting the [Commissioner's COVID-19 updates page](#).

#### **Regional sanitisation kits**

Over a thousand sanitisation kits were sent out to regional NSW to help those in harder to reach places remain COVID safe over the Easter period. The kits included: a large sanitiser bottle, disposable gloves, disinfectant wipes, a travel size hand sanitiser, and guide to sanitising your vehicle. If you are a regional authorised service provider and would like a kit, please contact [P2PEvents@transport.nsw.gov.au](mailto:P2PEvents@transport.nsw.gov.au) with your address.



## Vehicle Sanitisation Stations pop ups in Northern NSW

To stop the spread of COVID-19 and support the recent outbreak in Northern NSW, three free temporary Vehicle Sanitisation Stations were rolled out in Ballina, Byron Bay and Lismore. All point to point transport vehicles in these areas were able to access these enhanced safety measures at central locations. Local point to point transport service providers, drivers and community members valued the extra confidence these Vehicle Sanitisation Stations provided. Our Vehicle Sanitisation Stations remain open across NSW with vehicles eligible for up to two complimentary services a day. Find your closest [Vehicle Sanitisation Station](#).

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Updated: April 8, 2021

## Vehicle sanitisation stations roll out

By The Echo | April 8, 2021 | 0

Enhanced safety measures for point to point transport such as taxis, hire and rideshare vehicles are being rolled out in Byron Bay, Ballina and Lismore with the opening of three free temporary vehicle sanitisation stations.



## Bus and transit lane exemptions

Access to bus and transit lanes by vehicles providing passenger services with a Transport for NSW issued HC number plate has been extended to 30 June 2021, as per the order gazetted on Friday 12 March. [Read more here..](#)

## CCTV trial

After a successful technology trial at Central Station in Sydney's CBD, the Point to Point Transport Commissioner and Transport for NSW are extending the trial

been identified as the first phase of the trial expansion. These state of the art cameras will employ face blurring Artificial Intelligence to protect the privacy of drivers, passengers and pedestrians and, importantly, will improve efficiency and safety at each taxi rank. For updates on the Smart CCTV roll-out please visit the Point to Point Transport Commissioner website. For specific questions related to the trial please email: [smart.cctv@transport.nsw.gov.au](mailto:smart.cctv@transport.nsw.gov.au)

## WAT obligations

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Wheelchair Accessible Taxi (WAT) licence holders are reminded of their WAT obligations to ensure those living with a disability have access to accessible vehicles. Point to point transport law requires the driver of a wheelchair accessible taxi give preference to hiring a person using a wheelchair over a person who is not using a wheelchair.

The Commissioner monitors wheelchair accessible taxis to ensure vehicles are compliant and that drivers prioritise hiring for a person using a wheelchair. Cancellation of wheelchair accessible taxi licences occurs when it is found that drivers are not giving priority to hiring for a person with disabilities.

More information on your obligations as a [WAT licence holder](#) and the [Commissioner's monitoring procedure](#) is available on our website.

## Assistance animals

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Guide Dogs Australia has just released a new campaign called [access is no joke](#), stressing the importance of allowing those with guide dogs the same access to taxis and public transport.

This campaign is a timely reminder that a driver of a point to point transport vehicle must not refuse to carry an assistance animal or an assistance animal in training. Fines may apply if a driver does not comply with this obligation.

To learn more about your obligations for WAT passenger services you can [read more here](#).

## Child restraint guidelines

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When a passenger travels with infants or children in a taxi or hire vehicle (including rideshare) there are certain child restraint guidelines must be followed. Kidsafe have recently updated their national guideline for the Safe Restraint of Children Travelling in Motor Vehicles. This has been created in

about the guidelines [on their website](#). We also have a range of resources available [on our website](#) to assist you with your obligations.

## **Record keeping requirements for taxi service providers in Sydney Metropolitan Transport District**

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A reminder - taxi service providers providing passengers services in the Sydney Metropolitan Transport District (Metropolitan Sydney) must upload all their taxi registration (plate) numbers into the Driver Vehicle Dashboard as a part of their legal record keeping requirements.

Currently, any taxi service providers who provides passenger services outside of Metropolitan Sydney may continue to keep records outside of the DVD; however, these records must be made available upon request in a form approved by the Commissioner. More information on [report keeping requirements](#) can be found on our website.

Further enquiries:

If you require further information on uploading taxi registration information to the DVD, please contact the Industry Contact Centre on 131 727. A [DVD User Guide](#) is also available on our website.

## **EDUCATIONAL RESOURCES - Driver Onboarding and Management Toolkit**

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To ensure the safety of passengers and the public, service providers must take reasonable steps to understand their drivers' history to make sure they are fit to provide passengers services and to adequately prepare them to provide passenger services.

The Commissioner's Engagement & Education branch has produced a [Driver Onboarding and Management Toolkit](#). The toolkit provides information and resources to assist service providers adequately onboard and manage their drivers.



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