



**Point to Point**  
Transport Commissioner

Dear industry members,

This email contains information including:

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### **Foreword**

#### **A message from the Point to Point Transport Commissioner - Anthony Wing**



Dear Industry members

Welcome to the April 2025 industry newsletter.

The new year is now well and truly underway, and we have the busy Easter period approaching!

Last year, we continued to see growth across the point to point industry, with more than 82 million trips undertaken, which is an increase of around 33.5 million in the past two years. To keep up with this growth in the industry my on-street compliance team carried out more than 9,900 checks of rideshare and other hire vehicles and over 6,560 checks of taxis throughout New South Wales.

Since 6 December 2024, drivers caught committing a fare-related offence will be disqualified from driving a taxi, rideshare or any other point to point transport vehicle if they are found guilty on two separate occasions. This means that a convicted driver will no longer be able to drive a taxi, rideshare or any point to point transport vehicle. The Commission has issued more than 1,000 fines to drivers for taxi fare-related offences, and this new law adds to that as part of an ongoing crackdown on the minority of drivers who are doing the wrong thing.

This is a great opportunity to remind every service provider and driver in the point to point transport industry about their legal obligations pertaining to fares, safety and overall compliance with the law.

In February, we expanded the Driver Vehicle Dashboard (DVD) to allow operators to run checks on fare-related offences. Service providers already run around 70 million checks on drivers and vehicles each year, and this enhancement will make it easier for service providers to check drivers ahead of onboarding them.

I would also like to acknowledge the recent severe weather in northern New South Wales, as well as in Queensland. Whilst there has been flood damage, it was a relief to see the damage was not on a scale previously seen.

Collaboration is key – and I am looking forward to the rest of the year, where we will continue to prioritise safety and work together to ensure safe point to point transport journeys are available for all in New South Wales.

Yours sincerely

## **Commissioner's highlights**

### **Compliance activities**

The Commissioner's team of on-street inspectors conduct a wide range of compliance operations at major events and locations across New South Wales. The team is present in both metropolitan and regional areas, as well as at airports. Every week, we publish a wrap-up of the past week's compliance activities and highlights on the website.

The below list includes examples of compliance operations which were conducted between January and March 2025.

#### ***Elvis Festival - Parkes***

In January 2025, The Elvis Festival was back again for its 32nd year, with approximately 24,000 fans attending the annual event. Although travelling to and from the event by regular train or the Elvis Express was a popular choice for many, point to point transport was still in high demand.

Between 10 and 12 January 2025, our inspectors checked 2 rideshare vehicles and 21 taxis, with high compliance reported across the event.

#### ***Tamworth Country Music Festival***

The 53rd Tamworth Country Music Festival took place between 17 and 25 January 2025. During their operations, the Commissioner's regionally based inspectors checked 47 rideshare vehicles and 20 taxis. Overall, compliance was good, with two penalty notices and three Improvement Notices being issued. One possible unauthorised service provider is also under investigation.



### ***Luke Combs Concert – Sydney Olympic Park***

Global country music superstar Luke Combs played two shows on 31 January and 1 February 2025 at Accor Stadium in Sydney. The Commissioner's inspector's vehicles were strategically placed in key areas around the precinct using rear vehicle message boards, to advise passengers that taxi drivers must use the meters.

Our inspectors were kept very busy with 276 rideshare and 187 taxi vehicle inspections across the two nights.

### ***Laneway Festival – Centennial Park***

In its first year at its new location of Centennial Park, Laneway Festival welcomed 45,000 revellers on Saturday 9 February 2025. Given the accessible location, many people were using public transport to get to and from the event, however, our inspectors were present to ensure those who chose to use point to point transport options were able to do so safely.

Our inspectors checked 62 rideshare vehicles and 45 taxis across the day.

### ***2025 Charity Shield - Mudgee***

The South Sydney Rabbitohs took on the St George Illawarra Dragons on 22 February at Glen Willow Stadium in Mudgee.

The Commissioner's Inspectors checked 3 rideshare vehicles and 10 taxis.

### ***Billie Eilish' concerts at Qudos Bank Arena, Sydney Olympic Park***

The American popstar descended on the New South Wales capital to perform a series of concerts between 24 and 28 February 2025.

On-street inspectors were kept busy and examined 257 rideshare vehicles and 325 taxis.

### ***Mardi Gras – Sydney CBD and Moore Park***

The 47th Sydney Mardi Gras commenced on 14 February 2025 and wrapped up on Saturday 1 March with the world-famous Mardi Gras Parade. A large crowd attended the parade, held along Oxford and Flinders Streets with several roads closed, and clearways in place. The Commissioner's team of on-street inspectors were present in and around the event to ensure a smooth flow of vehicles and pedestrians. The inspectors maintained a highly visible presence to deter drivers from refusing to accept hiring and to ensure meters were being used, as well as to provide safety and compliance for passengers.

During their operations, the Commissioner's inspectors checked 67 rideshare vehicles and 44 taxis.



### ***Australian Football League: Sydney Swans vs. Hawthorn***

On 7 March 2025, the Sydney Swans hosted Victoria's Hawthorn at Moore Park. Approximately 40,000 AFL fans attended the highly anticipated fixture, with many patrons using public transport on their journey to the district. On-street inspectors were present, including near the taxi rank on Errol Flynn Boulevard to ensure the rank was clear from rideshare and private vehicles, and to ensure taxi drivers were accepting fares as well as using the meter.

Overall, the team inspected 42 rideshare vehicles and 34 taxis.

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## **In the Courts**

### ***Driver eligibility***

In January 2025, the Downing Centre Local Court fined a taxi service provider \$17,600 and convicted them for safety offences relating to drivers who were ineligible to drive its taxis. The service provider was also ordered to pay legal costs totalling \$2,500.

The Point to Point Transport Commissioner prosecuted the service provider. The company did not conduct appropriate driver checks on four drivers and allowed them to unlawfully provide taxi services. Taxi service providers must ensure that their affiliated providers (operators) are appropriately onboarding drivers and conducting ongoing eligibility checks.

The Commissioner will continue to hold all service providers to account for their safety obligations, and his on-street Inspectors will continue to carry out highly visible and plain-clothes compliance operations across NSW.

[Read the full article](#)

### ***Taxi Driver fined \$12,000 and banned from the industry***

In March 2025, the Commissioner, issued a media release, detailing two recent driver convictions and fines for fare-related issues and offensive behaviour.

The media release can be found [here](#).

### ***Wheelchair Accessible Vehicle driver disqualified following serious safety breaches***

The Point to Point Transport Commissioner last year prosecuted Accessible Taxi (WAT) driver Paul Turner who, on two separate occasions, did not safely transfer and secure passengers travelling with wheelchairs. On both occasions these

breaches led to the passengers sustaining serious injuries. The driver was convicted and banned from the industry.

In an appeal hearing in February 2025, the Newcastle District Court upheld the convictions and the resulting ban against the driver for unsafely transporting passengers travelling with wheelchairs, reinforcing the seriousness of the offences.

[Read the full article](#)

### ***NCAT upholds authorisation application refusal***

In January 2025, the NSW Civil and Administrative Tribunal (NCAT) upheld the Point to Point Transport Commissioner's decision to refuse an application for a booking service provider authorisation under point to point law.

In making his decision, Senior Member Roney KC cited a previous case involving the Point to Point Transport Commissioner and upheld the principle that under the *Point to Point Transport (Taxis and Hire Vehicles) Act*, public safety must be a key priority.



The applicant submitted a National Police Check as part of his application, which revealed he had been convicted of serious criminal offences. While being found guilty of these offences are not automatically disqualifying for an authorisation to run a business, it would prohibit a person from driving passengers in a taxi or hire vehicle.

[Read the full article](#)

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## **Wheelchair Accessible Vehicle driver training sessions**

The NSW Government recently announced an emergency funding package of \$15 million to address the shortage of Wheelchair Accessible Vehicles (WAVs) in New South Wales. As a part of this package and following feedback from the series of Roundtables last year, WAV driver training courses will be developed by the Point to Point Transport Commissioner. Essential to the design and delivery of this training is consultation and engagement with people with lived experience of disability.

As such, the Point to Point Transport Commissioner organised five WAV Driver Training development information sessions which were conducted between 5 and 7 February 2025. The sessions attracted attendees from across New South Wales, including people living with a disability, disability organisations, point to point industry members, local councils and government organisations. The sessions had an overall attendance rate of 91%.

We have also developed the first WAV training newsletter, which is available on our [website](#).

The roundtable findings can be found [here](#).



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## **Enhancements to the Driver Vehicle Dashboard**

On 21 February 2025, the Commissioner's Driver Vehicle Dashboard (DVD) was updated to enhance driver management and visibility of taxi driver fare-related offences.

The new enhancements mean that all service providers, before onboarding a driver, can check that a driver has not previously been fined or prosecuted for a fare-related offence, such as overcharging, not using the meter or refusing a fare while



providing rank and hail passenger services.

They can also check that a driver has not been issued a fare-related fine while driving for another service provider.

Our new [Quick Guide](#) provides step-by-step instructions on how to best use this latest DVD enhancement.



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## **NSW Taxi Industry Annual Conference 2025**

The NSW Taxi Industry Annual Conference 2025 took place on 16 and 17 March 2025. This year's theme was "Stronger Together". The Commission had an information stand and on Monday, Point to Point Transport Commissioner, Anthony Wing presented at the conference.

The Commissioner spoke about how he works together with the industry to ensure safer journeys in New South Wales and shared insights into the Commission's commitment to safer journeys for all, including current and upcoming safety initiatives.

Additionally, on Sunday, the Commission ran an interactive workshop designed to help service providers understand their specific obligations under the law. The workshop explored four topics including driver on- and offboarding, operator offboarding and the Passenger Service Levy.

The conference was a great opportunity to meet and engage with stakeholders of the industry including industry partners, operators, and service providers.



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## Coming up

### IPART's draft report on taxi fares

The NSW Government has asked IPART to review and make recommendations on the maximum fares for rank and hail taxi services that Transport for NSW will consider when determining the fares order to apply from 1 July 2025. Fares for rank and hail taxi services are regulated to protect passengers from being charged excessive fares. Booked taxi fares are not regulated, as passengers can shop around for alternatives such as rideshare or other taxi services. The Draft Report was released on 4 March 2025 and details the draft recommendations IPART has made.

A public hearing was held on 10 March 2025 which was attended by Commissioner Anthony Wing. The final report will be submitted in May 2025.

More information can be found on the [website](#).



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