

## Commercial Passenger Vehicle Review

Dear Stakeholder,

The Northern Territory Government has released an independent review of the Commercial Passenger Vehicle industry in the Northern Territory commissioned in 2021.

The report includes a number of recommendations aimed towards supporting the government's commitment to providing a safe and efficient commercial passenger vehicle industry which meets the needs of the community.

The government is committed to ensuring public transport is accessible for all Territorians. A key outcome will be an increase in the number of wheelchair accessible taxis on Territory roads through a progressive expansion of the number of taxi licences.

The government will offer \$15 000 grants to drivers to help cover the cost of upgrading vehicles to be wheelchair accessible.

Other recommendations from the report that will be implemented include:

- removing the cap on taxi licence numbers in Darwin and Alice Springs in a staged approach over five years
- releasing a set number of taxi licences in Darwin and Alice Springs each year over the next five years via a ballot
- ensuring equity of service of wheelchair accessible taxis with the introduction of key performance indicators, sanctions and increased compliance
- removing the high occupancy tariff and multiple hire rates to reduce confusion for passengers about how rates are calculated and overcharged
- increased training for drivers to improve the safety of passengers in wheelchairs
- improving vehicle cosmetics for passengers through the introduction of core cosmetic requirements
- improving complaint reporting systems.

The Department of Infrastructure, Planning and Logistics will commence engaging and working with industry and stakeholders to implement recommendations by re-establishing the CPV forums across the Territory.

To read the full report and all recommendations visit [dipl.nt.gov.au](https://dipl.nt.gov.au).

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