

Public Hearing for the Inquiry into Ride Sourcing Services



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Who are our members?

Who are RACV's members?

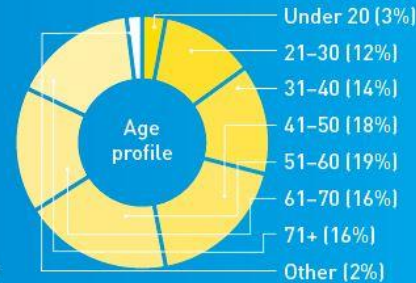
2.1 million RACV members:



48%
Male

48%
Female

3% Undisclosed



Please note: Percentages may not add up to 100% due to rounding.

75% of members want engagement in RACV's advocacy with preferred channels being:



71%
Online surveys



42%
Survey forms on RACV website



30%
Survey forms in RoyalAuto magazine

75% of members use public transport with one in five using it weekly or more

93% believe RACV should have a voice in the community about transport, mobility and safety issues

Members support an integrated approach with:

94% in favour of RACV calling for better roads

94% in favour of RACV calling for better public transport

Top issues for RACV members include:



83% Road user behaviour



73% Public transport improvements



78% Fuel prices



72% Younger driver safety



75% Personal safety on public transport



72% Road congestion



75% Road quality



72% Road infrastructure



73% Quality of existing public transport services



70% Child safety

RACV members want...

A transport system that moves them **efficiently, safely and equitably** between destinations and between modes.



‘**Mobility as a Service**’ provides seamless access regardless of the mode of travel

Mobility as a Service



RACV Market Research

RACV conducted market research regarding ride sourcing and from those who responded found:

- 52% had used a ride sourcing service
- 89% of ride sourcing users were very happy with the service provided
- 37% indicated they used the service because it was convenient, followed by reliability 22%
- 96% felt ride sourcing was a safe way to travel



RACVs Support for Ride Sourcing

Recognising the impending legalisation of ride sourcing services, RACV supports ride sourcing that offers:

- **Consumer Protection:** safeguard consumer rights and provide clear dispute resolution processes
- **Customer & Driver Safety:** customer safety is paramount; cashless options should be made available and the following provisions must be considered:
 - Vehicle age
 - Minimum four star vehicle safety rating
 - Comprehensive third party insurance requirements for all drivers
 - Driver age/licence standards (ie over age of 26 without loss of any demerit points)
- **Accessibility:** ensure minimum number of accessible vehicles for those with disabilities, for each fleet/provider, with appropriate staff training

