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No. S 911

POINT-TO-POINT PASSENGER TRANSPORT INDUSTRY ACT 2019 (ACT 20 OF 2019)

POINT-TO-POINT PASSENGER TRANSPORT INDUSTRY (AMENDMENT) REGULATIONS 2020

In exercise of the powers conferred by section 53 of the Point-to-Point Passenger Transport Industry Act 2019, the Land Transport Authority of Singapore, with the approval of the Minister for Transport, makes the following Regulations:

Citation and commencement

1. These Regulations are the Point-to-Point Passenger Transport Industry (Amendment) Regulations 2020 and come into operation on 30 October 2020.

Amendment of regulation 4

2. Regulation 4(1) of the Point-to-Point Passenger Transport Industry Regulations 2020 (G.N. No. S 422/2020) (called in these Regulations the principal Regulations) is amended by deleting sub-paragraph (a) and substituting the following sub-paragraph:

“(a) the vehicle pooling arrangement involves only any of the following types of vehicles:

- (i) bookable vehicles described in regulation 3;
- (ii) a public service vehicle which is classified as a taxi under the Second Schedule to the Road Traffic Act (Cap. 276);

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- (iii) a private hire car (within the meaning given by the Road Traffic Act) which is hired, or made available for hire, under a contract (express or implied) for use as a whole with a driver for the purpose of conveying one or more passengers (if any) in that car;”.

Amendment of regulation 9

3. Regulation 9 of the principal Regulations is amended —

- (a) by inserting, immediately after the words “vehicle pooling arrangement” in paragraph (a), the words “involving only bookable vehicles mentioned in regulation 4(1)(a)(ii) or (iii),”; and
- (b) by deleting the words “prescribed under regulation 4” in paragraph (c) and substituting the words “involving only bookable vehicles described in regulation 3”.

New Part 5 and Schedule

4. The principal Regulations are amended by inserting, immediately after regulation 13, the following Part and Schedule:

“PART 5

BUSINESS OPERATION REQUIREMENTS

Change in management of licensee

14.—(1) For the purposes of section 27(1)(a) of the Act, the period within which a licensee that is a corporation, partnership, limited liability partnership or an unincorporated association must notify the LTA of the resignation or removal of any officer of the corporation, partnership, limited liability partnership or unincorporated association is 60 days after the date of resignation or removal, as the case may be.

(2) For the purposes of section 27(1)(b) of the Act, the period within which a licensee that is a corporation, partnership, limited liability partnership or an unincorporated association must notify the LTA of the death of any officer of the corporation, partnership, limited liability partnership or unincorporated association is 60 days after the date the licensee becomes aware of that death.

Accounts and statements

15.—(1) For the purposes of section 28(1)(c) of the Act, the period within which a licensee must give to the LTA duly audited accounts and statements required by section 28(1)(a) of the Act is a period that ends —

- (a) on a date that is 180 days after the end of the financial year to which the accounts and statements relate; or
- (b) the date an external auditor of the licensee completes his or her audit report on those accounts and statements,

whichever period is shorter.

(2) For the purposes of section 28(1)(d) of the Act, the period for which a licensee must keep and retain records that are relevant to the preparation of the accounts and statements of the licensee required by section 28(1)(a) of the Act is 5 years after the records are created.

Aspects of service to monitor or evaluate

16.—(1) The aspects of a street-hail service that records required under section 29(1)(a) of the Act must relate to are in Part 1 of the Schedule (called in these Regulations street-hail service performance indicators).

(2) The aspects of a ride-hail service that records required under section 29(2)(a) of the Act must relate to are in Parts 2 and 3 of the Schedule (called in these Regulations ride-hail service performance indicators).

Matters about which records must be kept

17.—(1) For the purposes of section 29(1)(a) and (2)(a) of the Act, a licensee must keep a record, for each reporting period beginning on or after 30 October 2020, of the following matters about the street-hail service or ride-hail service the licensee is authorised to provide under its street-hail service licence or ride-hail service licence, as the case may be:

- (a) for a street-hail service — each street-hail service performance indicator in Part 1 of the Schedule;
- (b) for a ride-hail service provided under a Class 1 or 2 ride-hail service licence — each ride-hail service performance indicator in Part 2 of the Schedule;
- (c) for a ride-hail service provided under a Class 3 ride-hail service licence — each ride-hail service performance indicator in Part 3 of the Schedule.

(2) In paragraph (1) and regulations 18 and 19, “reporting period” means —

- (a) every month starting 1 November 2020, for the following performance indicators:
 - (i) every street-hail service performance indicator except aspects relating to the name and personal identifying information about related drivers of a street-hail service licensee;
 - (ii) every ride-hail service performance indicator except aspects relating to the name and personal identifying information about participating bookable drivers of a ride-hail service licensee; and
- (b) every financial year for all other street-hail service performance indicators or ride-hail service performance indicators.

Record retention

18.—(1) For the purposes of section 29(1)(a) or (2)(a) of the Act, a street-hail service licensee or a ride-hail service licensee must keep a record for 5 years after the end of the reporting period to which the record relates.

(2) For the purposes of section 29(3)(a) of the Act, an exempt ride-hail service operator providing a ride-hail service to which an exempt ride-hail operator order applies must keep records relevant to monitoring or evaluating, under the Act, an aspect of the ride-hail service specified in the exempt ride-hail operator order, for a period of 5 years after the end of the period to which the records relate.

(3) Any record required by section 29(1)(a), (2)(a) or (3)(a) of the Act must be kept in an electronic form or in any other manner as may be approved by the Authority in any particular case.

Time for giving of information

19.—(1) For the purposes of section 29(1)(b) of the Act, a street-hail service licensee who is obliged to keep a record of a street-hail service performance indicator in Part 1 of the Schedule must give to the LTA the following information from that record at the following times:

- (a) for every street-hail service performance indicator except aspects relating to the name and personal identifying information about related drivers of a street-hail service licensee — no later than the 15th day after the end of each reporting period to which the record relates;
- (b) for aspects relating to the name and personal identifying information about related drivers of a street-hail service licensee — no later than the 3rd working day after the LTA gives the licensee concerned a written request for the information.

(2) For the purposes of section 29(2)(b) of the Act, a Class 1 or 2 ride-hail service licensee who is obliged to keep a record of a ride-hail service performance indicator in Part 2 of the Schedule must give to the LTA the following information from that record at the following times:

- (a) for every such ride-hail service performance indicator except aspects mentioned in sub-paragraph (b) — no later than the 15th day after the end of each reporting period to which the record relates;
- (b) for aspects relating to the name and personal identifying information about participating bookable drivers of the ride-hail service licensee — no later than the 3rd working day after the LTA gives the licensee concerned a written request for the information.

(3) For the purposes of section 29(2)(b) of the Act, a Class 3 ride-hail service licensee who is obliged to keep a record of a ride-hail service performance indicator in Part 3 of the Schedule must give to the LTA the following information from that record at the following times:

- (a) for every such ride-hail service performance indicator except aspects mentioned in sub-paragraph (b) — no later than the 15th day after the end of each reporting period to which the record relates;
- (b) no later than the 3rd working day after the LTA gives the licensee concerned a written request for any of the following information:
 - (i) about the participating bookable drivers of the ride-hail service licensee providing a passenger transport service under a vehicle-pooling arrangement;

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- (ii) the number of passengers in a bookable vehicle during each completed passenger transport service;
 - (iii) the service type of the passenger transport service booked through the ride-hail service licensee;
 - (iv) about the prices and driver incentives except the total price charged and collected and discounts offered each month for every passenger transport service booked through the ride-hail service licensee;
 - (v) the distance travelled by each bookable vehicle used in providing each passenger transport service under a vehicle pooling arrangement booked through the ride-hail service licensee;
 - (vi) the daily average number of passengers indicated by the passenger who booked through the ride-hail service licensee a passenger transport service under a vehicle pooling arrangement, but excluding passenger transport services which are not completed;
 - (vii) the weekly average number of passengers indicated by each passenger who booked the ride-hail service under a vehicle pooling arrangement completed passenger transport services that were booked through the ride-hail service licensee.

(4) In this regulation, “working day” means any day other than a Saturday, Sunday or public holiday.

 THE SCHEDULE

Regulations 16, 17(1) and 19(1), (2)
and (3)

PART 1

STREET-HAIL SERVICE PERFORMANCE INDICATORS

<i>First column</i>	<i>Second column</i>
<i>Matter</i>	<i>Aspects</i>
1. Related drivers of the street-hail service licensee	1. The name and identification particulars of every related driver. 2. The contact details and residential address of every related driver. 3. The related driver agreement between the street-hail service licensee and each related driver, particularly when the agreement starts and when it ends. 4. The details about why each related driver is an authorised driver: <ul style="list-style-type: none"> (a) the relevant vocational driving authorisation granted under section 110 of the Road Traffic Act (Cap. 276) to the related driver to drive a public service vehicle; (b) the exemption if the related driver is exempt under section 142 of the Road Traffic Act from requiring such a relevant vocational driving authorisation. 5. Whether prolonged medical leave insurance is provided by the street-hail service licensee to any related driver and the number of such drivers.
2. Service capacity	1. The total number of related drivers of the street-hail service licensee. 2. The total number of taxis driven by related drivers of the street-hail service licensee in the provision of the street-hail service.

<p>3. Taxi fleet size and deployment</p>	<ol style="list-style-type: none"> 1. The details identifying each taxi used or made available by the street-hail service licensee for the purpose of providing the street-hail service, particularly its registration number, vehicle model and registered owner. 2. The distance travelled for each journey by every taxi mentioned in paragraph 1 when it is used in providing the street-hail service. 3. The global positioning satellite data relating to the movement of every taxi mentioned in paragraph 1 when it is used in providing the street-hail service, particularly the following: <ol style="list-style-type: none"> (a) the unique vehicle identification number of each taxi; (b) the global positioning satellite information of each taxi; (c) the speed of each taxi; (d) the direction of travel of each taxi; (e) the vehicle use status, such as “Hired”, “Busy”, “Change Shift”, “Available” and “On-Call”; (f) date and time stamp.
<p>4. Customer service levels</p>	<ol style="list-style-type: none"> 1. For each journey undertaken in providing the street-hail service — <ol style="list-style-type: none"> (a) the date and time the journey starts and ends; (b) the global positioning satellite information and postal codes of where the journey started and ended; (c) the distance travelled by the taxi used to provide the service; (d) the vehicle registration number of the taxi used to provide the service; (e) the unique system-generated number assigned to the journey;

	<p>(f) the unique driver identification number of the related driver driving the taxi used to provide the service.</p> <p>2. The service type of the street-hail transport service, if any.</p>
5. Price and driver incentives	<p>1. The total price charged and collected for each journey undertaken in providing the street-hail service.</p> <p>2. The breakdown of the total price mentioned in paragraph 1, including details as to the fare components.</p> <p>3. The details of commissions (if any) that each related driver of the street-hail service licensee pays or must pay to the licensee for providing street-hail services.</p> <p>4. The details of other incentives (if any) that each related driver of the street-hail service licensee receives for providing street-hail services.</p>
6. Demand level	<p>1. The total number of journeys undertaken by each related driver of the street-hail service licensee in providing the street-hail service.</p> <p>2. The total number of hours per day that each related driver of the street-hail service licensee provides street-hail services.</p> <p>3. The total number of hours per day that each related driver of the street-hail service licensee has a passenger on board the taxi driven by that related driver in providing the street-hail service.</p>
7. Operations	<p>1. Aggregate monthly data based on sample of 30% of registered fleet for 1-shift and 2-shift taxis:</p> <p>(a) the total number of street-hail transport services completed;</p> <p>(b) the total mileage travelled by each 1-shift and 2-shift taxi (empty cruising and when engaged with customer);</p>

	<ul style="list-style-type: none">(c) the total mileage travelled by each 1-shift and 2-shift taxi while a passenger is on board the taxi;(d) the total gross earnings collected by each related driver providing the street-hail service;(e) the percentage of taxis that are used or made available by the street-hail service licensee for the provision of the street-hail service and are hired from the licensee by more than one related driver. <p>2. Data relating to the cost of operations:</p> <ul style="list-style-type: none">(a) breakdown of taxi fleet by average daily rental costs for each taxi model owned by the street-hail service licensee;(b) breakdown of taxi fleet by average daily rental costs based on the registration age of taxis owned by street-hail service licensee;(c) vehicle fuel efficiency for each taxi model owned by the street-hail service licensee (distance travelled per litre fuel), if the data is kept by the licensee;(d) where a street-hail service licensee operates its own fuel pump, the petrol and diesel rates paid by the related drivers of the licensee;(e) total miscellaneous costs (average parking cost paid by drivers per day, and washing fee drivers pay per day) incurred by the related drivers in respect of providing street-hail services, if the data is kept by the licensee.
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PART 2

RIDE-HAIL SERVICE PERFORMANCE INDICATORS —
CLASS 1 AND 2 RIDE-HAIL SERVICE LICENCE

<i>First column</i> <i>Matter</i>	<i>Second column</i> <i>Aspects</i>
1. Participating bookable drivers of the ride-hail service licensee	<ol style="list-style-type: none"> 1. The name and identification particulars of every participating bookable driver. 2. The contact details and residential address of every participating bookable driver. 3. The participating driver agreement between the ride-hail service licensee and each participating bookable driver, particularly when the agreement starts and when it ends. 4. The details about why each participating bookable driver is an authorised driver: <ol style="list-style-type: none"> (a) the relevant vocational driving authorisation granted under section 110 of the Road Traffic Act to the participating bookable driver to drive a public service vehicle; (b) the exemption if the participating bookable driver is exempt under section 142 of the Road Traffic Act from requiring such a relevant vocational driving authorisation. 5. Whether prolonged medical leave insurance is provided by the ride-hail service licensee to any participating bookable driver and the number of such drivers.
2. Service capacity	<ol style="list-style-type: none"> 1. The total number of participating bookable drivers of the ride-hail service licensee. 2. The total number of bookable vehicles driven by participating bookable drivers of the ride-hail service licensee in the provision of the ride-hail service.

<p>3. Bookable vehicle fleet size and deployment</p>	<ol style="list-style-type: none"> 1. The details identifying each bookable vehicle used or made available by the ride-hail service licensee for the purpose of providing any on-demand passenger transport service, particularly its registration number, vehicle model and registered owner. 2. The distance travelled for each journey by every bookable vehicle mentioned in paragraph 1 when it is used in providing any on-demand passenger transport service booked through the licensee.
<p>4. Bookings</p>	<ol style="list-style-type: none"> 1. The date and time of receipt of every request for an on-demand passenger transport service booked through the ride-hail service licensee. 2. For each request for an on-demand passenger transport service booked through the ride-hail service licensee, the date and time of acceptance by a participating bookable driver of the request, or the cancellation of any such request (including the reason for such cancellation, if any). 3. For each journey undertaken in providing the on-demand passenger transport service — <ol style="list-style-type: none"> (a) the date and time the journey starts and ends; (b) the global positioning satellite information and postal code of where the journey started and ended; (c) the distance travelled by the bookable vehicle used to provide the service; (d) the vehicle registration number of the bookable vehicle used to provide the service; (e) the unique system-generated number assigned to the journey; (f) the unique driver identification number of the participating bookable driver driving the bookable vehicle used to provide the service.

	<ol style="list-style-type: none"> 4. The service type of the passenger transport service, if any.
<ol style="list-style-type: none"> 5. Price and driver incentives 	<ol style="list-style-type: none"> 1. The total price charged and collected for each journey undertaken in the provision of on-demand passenger transport service booked through the ride-hail service licensee. 2. The breakdown of the total price mentioned in paragraph 1, including details as to the fare components. 3. The details of commissions (if any) that each participating bookable driver of the ride-hail service licensee pays or must pay to the licensee for providing ride-hail services. 4. The details of other incentives (if any) that each participating bookable driver of the ride-hail service licensee receives for providing on-demand passenger transport services booked through the licensee.
<ol style="list-style-type: none"> 6. Demand level 	<ol style="list-style-type: none"> 1. The total number of on-demand passenger transport services provided by each participating bookable driver of the ride-hail service licensee. 2. The total number of hours per day that each participating bookable driver of the ride-hail service licensee provides ride-hail services booked through the ride-hail service licensee. 3. The total number of hours per day that each participating bookable driver of the ride-hail service licensee has a passenger on board the bookable vehicle driven by that participating bookable driver in providing the ride-hail service. 4. The total distance travelled by each bookable vehicle used in providing each on-demand passenger transport service.

<p>7. Operations of ride-hail service licensee providing any on-demand passenger transport services using taxis through taxi call-booking services</p>	<p>1. Aggregate monthly data based on sample of 30% of registered fleet for 1-shift and 2-shift taxis:</p> <ul style="list-style-type: none"> (a) the total number of on-demand passenger transport services completed using these taxis; (b) the total mileage travelled by each 1-shift and 2-shift taxi (empty cruising and when engaged with customer); (c) the total mileage travelled by each 1-shift and 2-shift taxi while a passenger is on board the taxi; (d) the total gross earnings collected by each related driver providing the on-demand passenger transport service; (e) the percentage of taxis that are used or made available by the ride-hail service licensee for the provision of the on-demand passenger transport service and are hired from the licensee by more than one participating bookable driver. <p>2. Data relating to the cost of operations:</p> <ul style="list-style-type: none"> (a) breakdown of taxi fleet by average daily rental costs for each taxi model owned by the ride-hail service licensee; (b) breakdown of taxi fleet by average daily rental costs based on the registration age of taxis owned by the ride-hail service licensee;
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	<p>(c) vehicle fuel efficiency for each taxi model owned by the ride-hail service licensee (distance travelled per litre fuel), if the data is kept by the licensee;</p> <p>(d) where a ride-hail service licensee operates its own fuel pump, the petrol and diesel rates paid by the participating bookable drivers of the licensee;</p> <p>(e) total miscellaneous costs (average parking cost paid by participating bookable drivers per day, and washing fee drivers pay per day) incurred by the drivers in respect of performing on-demand passenger transport services, if the data is kept by the licensee.</p>
8. Quality of service of taxi call-booking where provided	<ol style="list-style-type: none"> 1. Total number of calls received and calls answered each hour of each day. 2. Average time taken for system to answer in-coming calls each hour of each day. 3. Total number of taxi call-booking jobs despatched and catered each hour of each day. 4. Average time taken for despatch to confirm a taxi each hour of each day. 5. Average time taken for taxis to reach passengers each hour of each day.

PART 3

RIDE-HAIL SERVICE PERFORMANCE INDICATORS —
CLASS 3 RIDE-HAIL SERVICE LICENCE

<i>First column</i> <i>Matter</i>	<i>Second column</i> <i>Aspects</i>
1. Participating bookable drivers of the ride-hail service licensee providing a passenger transport service under a vehicle-pooling arrangement	<ol style="list-style-type: none"> 1. The name and identification particulars of every participating bookable driver. 2. The contact details and residential address of every participating bookable driver. 3. The participating bookable driver agreement between the ride-hail service licensee and each participating bookable driver, particularly when the agreement starts and when it ends. 4. The details about why each participating bookable driver is an authorised driver: <ol style="list-style-type: none"> (a) the relevant vocational driving authorisation granted under section 110 of the Road Traffic Act to the participating bookable driver to drive a public service vehicle; (b) the exemption if the participating bookable driver is exempt under section 142 of the Road Traffic Act from requiring such a relevant vocational driving authorisation.
2. Service capacity	<ol style="list-style-type: none"> 1. The total number of participating bookable drivers of the ride-hail service licensee. 2. The total number of bookable vehicles driven by participating bookable drivers of the ride-hail service licensee in the provision of the ride-hail service. 3. The total number of participating bookable drivers of the ride-hail service licensee who in each month complete at least one passenger transport service booked through the ride-hail service licensee.

	<p>4. The total number of bookable vehicles —</p> <p>(a) driven by participating bookable drivers of the ride-hail service licensee for the purpose of providing passenger transport services; and</p> <p>(b) used each month in passenger transport services under a vehicle pooling arrangement booked through the ride-hail service licensee,</p> <p>excluding vehicles which do not complete any such passenger transport service.</p>
<p>3. Fleet size and deployment</p>	<p>1. The details identifying each bookable vehicle used or made available by the ride-hail service licensee for the purpose of providing a passenger transport service, particularly its registration number, vehicle model and registered owner.</p> <p>2. The distance travelled for each journey by every bookable vehicle mentioned in paragraph 1 when it is used in providing the passenger transport service.</p>
<p>4. Booking service levels</p>	<p>1. For each journey undertaken in providing the passenger transport service —</p> <p>(a) the date and time the journey starts and ends;</p> <p>(b) the number of passengers in the bookable vehicle;</p> <p>(c) the distance travelled by the bookable vehicle used to provide the service;</p> <p>(d) the vehicle registration number of the bookable vehicle used to provide the service.</p>

	<ol style="list-style-type: none"> 2. The total number of completed passenger transport services under a vehicle pooling arrangement booked through the ride-hail service licensee. 3. For each month of ride-hail services under a vehicle pooling arrangement booked through the ride-hail service licensee, the average number of passengers indicated by the passenger who had in the month booked the ride-hail service under a vehicle pooling arrangement booked through the ride-hail service licensee, excluding passenger transport services which are not completed. 4. The service type of the passenger transport service booked through the ride-hail service licensee.
5. Price and driver incentives	<ol style="list-style-type: none"> 1. The price charged and collected for each journey undertaken in providing the passenger transport service under a vehicle pooling service booked through the ride-hail service licensee. 2. The total collection of prices mentioned in paragraph 1. 3. The total discounts offered for all passenger transport services under vehicle pooling arrangements booked through the ride-hail service licensee. 4. The discount offered for each passenger transport service under a vehicle pooling arrangement booked through the ride-hail service licensee. 5. Where applicable, the incentives that each participating bookable driver of the ride-hail service licensee receives for completing each passenger transport service under a vehicle pooling arrangement booked through the ride-hail service licensee.

	<p>6. The Electronic Road Pricing charges incurred for each passenger transport service under a vehicle pooling arrangement booked through the ride-hail service licensee.</p>
6. Demand level	<ol style="list-style-type: none"> 1. The total distance travelled each month by each bookable vehicle used in providing a passenger transport service under a vehicle pooling arrangement booked through the ride-hail service licensee. 2. The distance travelled by each bookable vehicle used in providing each passenger transport service under a vehicle pooling arrangement booked through the ride-hail service licensee. 3. The total number of passenger transport services under a vehicle pooling arrangement provided each month by each participating bookable driver of the ride-hail service licensee. 4. The total number of hours per day that each participating bookable driver of the ride-hail service licensee provides passenger transport services under a vehicle pooling arrangement.

Made on 27 October 2020.

CHAN HENG LOON ALAN
Chairman,
Land Transport Authority of
Singapore.

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