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

POINT-TO-POINT PASSENGER TRANSPORT
INDUSTRY REGULATIONS 2020

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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:

PART 1

PRELIMINARY

Citation and commencement

1. These Regulations are the Point-to-Point Passenger Transport Industry Regulations 2020 and come into operation on 29 May 2020.

Definition

2. In these Regulations, “licence expiry date”, for a renewed licence, means the date of expiry of the licence if not for its renewal.

PART 2

TERMS ASSOCIATED WITH RIDE-HAIL SERVICE

Declared permissible vehicle as bookable vehicle

3. A motor car registered in the name of an individual, that is used —

- (a) by the individual, a member of the individual's family, or any other person with the individual's authority without reward or expectation of reward;
- (b) for the carriage of passengers only either for —
 - (i) social or domestic purposes; or
 - (ii) the individual's business; and
- (c) without involving the participation of anyone in an instructional driving course for reward or expectation of reward,

is prescribed as permissible for the purposes of paragraph (c) of the definition of “bookable vehicle” in section 4(1) of the Act.

Vehicle pooling arrangement prescribed as “on-demand ride booking service”

4.—(1) A vehicle pooling arrangement that meets the description as follows is prescribed for the purposes of paragraph (c) of the definition of “on-demand ride booking service” in section 4(1) of the Act:

- (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 1961;
 - (iii) a private hire car (within the meaning given by the Road Traffic Act 1961) 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;

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- (b) the vehicle pooling arrangement is for the provision of a passenger transport service for a journey or part of a journey that a driver would be undertaking in any event;
- (c) the vehicle pooling arrangement involves directly matching —
 - (i) drivers of such bookable vehicles who make available the booking of their vehicles to provide a passenger transport service for a journey or part of a journey mentioned in sub-paragraph (b); with
 - (ii) prospective passengers seeking to book a passenger transport service for a journey or part of a journey mentioned in sub-paragraph (b),and communicating the booking, or facilitating the prospective passenger to communicate his or her booking, to the driver of such a bookable vehicle to provide that passenger transport service;
- (d) the passenger transport service provided under the vehicle pooling arrangement is not a result of standing or plying for hire on a road by the driver of the vehicle or any other person;
- (e) a payment by a passenger for the passenger transport service is substantially limited to making a contribution to the costs incurred by the driver in making the journey.

Example

A service called “GrabHitch”.

(2) However, paragraph (1) does not include a vehicle pooling arrangement whereby —

- (a) several individuals travel together in a bookable vehicle on a journey on the basis that they will share the transport costs or driving duties or both; or
- (b) several individuals agree to transport one another in each other’s motor car in turns over a fixed period, correspondingly apportioning transport costs, for the

purpose of commuting to work or to a regular sporting, recreational or other activity of their common interest.

Service prescribed as “on-demand ride booking service”

5. For the purposes of paragraph (d) of the definition of “on-demand ride booking service” in section 4(1) of the Act, a service provided as follows in the course of business is prescribed an on-demand ride booking service:

- (a) a service that involves matching a prospective passenger, or facilitating a prospective passenger communicating, with a driver who provides a passenger transport service, in order for a booking of that driver to provide a passenger transport service;

Example

A service called “Call the Driver”.

- (b) a service provided through an online location or electronic media application, that involves —
 - (i) drivers of bookable vehicles making available the booking of their bookable vehicles to provide a passenger transport service for a journey offered by the driver;
 - (ii) prospective passengers seeking to book a passenger transport service for a journey or part of a journey mentioned in sub-paragraph (i); and
 - (iii) communicating the booking by the prospective passenger to the driver to provide that passenger transport service using a bookable vehicle;

Example

A service called “Driver Initiates”.

- (c) a service provided through an online location or electronic media application, that involves —
 - (i) prospective passengers seeking to book a passenger transport service for a journey starting at a location

and time fixed by the respective prospective passengers;

- (ii) drivers of bookable vehicles offering to provide a passenger transport service for a journey starting at the same location and time mentioned in sub-paragraph (i);
- (iii) collating the supply of drivers of bookable vehicles and the demand by prospective passengers for passenger transport services using bookable vehicles starting at the same location and time mentioned in sub-paragraph (i); and

- (iv) communicating to the adequate number of drivers of bookable vehicles to provide that passenger transport service starting at the same location and time mentioned in sub-paragraph (i) and requiring them to accept the bookings.

Examples

1. A service called “Uber Pin”.
2. A service called “Waiting Limousine”.

Services prescribed as not “on-demand ride booking service”

6. A service provided as follows in the course of business is prescribed, for the purposes of paragraph (d) of the definition of “on-demand ride booking service” in section 4(1) of the Act, as not an on-demand ride booking service:

- (a) a service provided in the course of carrying on business as a travel agent that is incidental to, and not the main part of, that business;
- (b) a hotel concierge service provided in the course of carrying on business as a hotel that is incidental to, and not the main part of, that business;
- (c) a communication or technology service that facilitates or enables the taking or communication of bookings if that service is provided for or in connection with a licensee;
- (d) administrative services, or the provision of safety management systems or regulatory compliance services, for or in connection with a licensee or an exempt ride-hail service operator;

- (e) a service of aggregating and publishing online offers and bookings of bookable vehicles and by passengers or prospective passengers or both in respect of on-demand passenger transport services to allow drivers of those vehicles, passengers and prospective passengers to compare and rate offers or bookings, but without matching any of them in connection with the provision of a passenger transport service;

Examples

1. Google Maps.
 2. Fully Integrated Commuter Multihoming App.
 3. The services called “Price List for Drivers” and “Mystro”.
- (f) a service of aggregating particulars and publishing online information about different public passenger transport services so as to allow viewers to compare and rate the provision of such services for planning of journeys within or partly within Singapore, but without any matching any of the viewers with drivers of bookable vehicles offering to provide a passenger transport service.

PART 3

LICENCE APPLICATIONS AND LICENCES

Time to make licence renewal application

7. For the purposes of sections 12(2) and 18(2) of the Act, an application to renew a licence must be made not more than the following period before the licence expiry date for that licence:

- (a) one year, for a street-hail service licence;
- (b) 6 months, for a ride-hail service licence.

Information required for licence application

8.—(1) For the purposes of sections 12(2)(e) and 18(2)(e) of the Act, an application for or to renew a street-hail service licence or a

ride-hail service licence must be accompanied by the following information:

- (a) the name of the applicant and whether the applicant is a sole proprietor, corporation, partnership or limited liability partnership or an unincorporated association;
- (b) in the case where the applicant is a corporation —
 - (i) its place of incorporation and the particulars of that incorporation;
 - (ii) its substantial shareholders and their shareholdings;
 - (iii) its officers;
 - (iv) its principal business;
 - (v) all the corporations in which the applicant has a substantial shareholding, and the holding company of the applicant, if applicable; and
 - (vi) whether it has issued shares which are listed on a securities exchange established in or outside Singapore;
- (c) in the case where the applicant is not a corporation —
 - (i) its place of formation and the particulars of that formation;
 - (ii) its officers; and
 - (iii) its principal business;
- (d) for every individual who is the applicant's officer —
 - (i) the name and residential address of the individual;
 - (ii) the individual's qualifications and experience in matters relevant to providing a street-hail service or ride-hail service that is the subject of the application; and
 - (iii) the individual's suitability (having regard to section 13(3) or 19(3) of the Act) to be involved in the management of providing a street-hail service or ride-hail service that is the subject of the application;

- (e) the person's or individual's relevant knowledge, competency and experience in matters connected with providing such a service;
- (f) the name, address and contact details of one or more persons in Singapore who is authorised by the applicant to accept on the applicant's behalf (when a licensee) service of notices and other documents under the Act;
- (g) the name, address and contact details of one or more persons in Singapore who is nominated by the applicant as representative of the applicant (when a licensee);
- (h) whether the applicant and any person authorised or nominated in sub-paragraph (f) or (g) is granted a licence or had been granted a licence or is or was an officer of another licensee;
- (ha) the applicant's policies, procedures and practices for ensuring the security of personal data collected and used in the course of or for the purpose of providing the street-hail service or ride-hail service, as the case may be;
[S 1066/2024 wef 01/01/2025]
- (i) documents and other evidence of the information mentioned in sub-paragraphs (a), (b), (c), (d), (e), (h) and (ha).

[S 1066/2024 wef 01/01/2025]

(1A) For the purposes of paragraph (1)(ha), information about the applicant's policies, procedures and practices mentioned in that provision include —

- (a) policies, procedures and practices relating to —
 - (i) the detection of the occurrence of a notifiable data breach affecting applicable personal data; and
 - (ii) in the event a notifiable data breach affecting applicable personal data is detected — the actions to be taken to manage and minimise the impact of the notifiable data breach, including the process by which the applicant notifies the LTA and the

individuals to whom the applicable personal data relates;

- (b) the individuals (by name or description) in the applicant's organisation responsible for implementing the policies, procedures and practices mentioned in sub-paragraph (a); and
- (c) the roles and responsibilities of each individual mentioned in sub-paragraph (b).

[S 1066/2024 wef 01/01/2025]

(1B) In paragraph (1A) —

“applicable personal data” —

(a) in the case of an applicant for a street-hail service licence — means personal data of any of the following individuals that is collected or used in the course of, or for the purpose of, providing the street-hail service:

- (i) a related driver;
- (ii) a passenger of any taxi driven by a related driver; or

(b) in the case of an applicant for a ride-hail service licence — means personal data of any of the following individuals that is collected or used in the course of, or for the purpose of, providing the ride-hail service:

- (i) a participating bookable driver;
- (ii) a passenger or hirer of a bookable vehicle;

“notifiable data breach” means a data breach within the meaning given by section 26B(1)(a) of the Personal Data Protection Act 2012 that affects applicable personal data.

[S 1066/2024 wef 01/01/2025]

(1C) For the purposes of section 18(2)(e) of the Act, an application for or to renew a ride-hail service licence must additionally be accompanied by information in respect of the applicant's policies,

procedures and practices to respond to any systemic incident affecting the applicant's provision of the ride-hail service, including information about —

- (a) the applicant's policies, procedures and practices for detecting the occurrence of a systemic incident;
- (b) the actions to be taken by the applicant if the applicant establishes that a systemic incident has occurred, including the notification of the LTA and the public;
- (c) the individuals (by name or description) in the applicant's organisation responsible for organising and coordinating the applicant's response to a systemic incident; and
- (d) the roles and responsibilities of each individual mentioned in sub-paragraph (c).

[S 1066/2024 wef 01/01/2025]

(1D) In paragraph (1C), “systemic incident”, in relation to an applicant —

- (a) means any occurrence, whether due to a natural disaster or phenomenon or to a man-made cause, which impairs the applicant's provision of a ride-hail service for a period of one hour or more; and
- (b) includes any occurrence that adversely affects the applicant's ability to collect or receive payment for or in relation to the provision of a ride-hail service.

[S 1066/2024 wef 01/01/2025]

(2) However, the LTA may in any particular case and if satisfied that it is just and equitable waive any requirement in paragraph (1) or (1C).

[S 1066/2024 wef 01/01/2025]

Classes of ride-hail service licences

9. The following are the classes of ride-hail service licences:

- (a) a Class 1 ride-hail service licence, which authorises the licensee granted this licence to provide in Singapore an on-demand ride booking service, a vehicle pooling arrangement involving only bookable vehicles mentioned

in regulation 4(1)(a)(ii) or (iii), and any other ride-hail services;

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- (b) a Class 2 ride-hail service licence, which authorises a licensee deemed granted a ride-hail service licence by reason of paragraph 1(2) of the Schedule to the Act, to provide in Singapore an on-demand ride booking service using taxis only;
- (c) a Class 3 ride-hail service licence, which authorises the licensee granted this licence to provide in Singapore a passenger transport service by bookable vehicles for hire or reward where passengers are transported under a vehicle pooling arrangement involving only bookable vehicles described in regulation 3.

[S 911/2020 wef 30/10/2020]

PART 4

FEES

Application fee

10. For the purposes of sections 12(2)(b) and 18(2)(b) of the Act, an application fee of \$2,500 must accompany every application as follows:

- (a) an application for or to renew a street-hail service licence;
- (b) an application for or to renew a ride-hail service licence.

Periodic fee for licence, etc.

11.—(1) For the purposes of sections 14(2) and 20(2) of the Act, the period for which a licensee must pay to the LTA a periodic fee is any of the following periods falling within the validity of the licensee's street-hail service licence or ride-hail service licence, as the case may be:

- (a) the period starting the day the licence is granted and ending on (and including) the last day of the licensee's financial year within which the day the period starts falls;

- (b) every subsequent financial year or part of a financial year of the licensee.

(2) For the purposes of sections 14(2) and 20(2) of the Act, the date a licensee must pay to the LTA a periodic fee for a financial year or part of a financial year mentioned in paragraph (1) is —

- (a) where an external auditor has, within 6 months after the last date of the financial year in paragraph (1) or part of a financial year in paragraph (1), audited the licensee's accounts for that financial year or part of a financial year and given the audited accounts to the licensee — any time within one month after the date the audited accounts are so given;
- (b) where the licence is revoked before the end of the financial year — any time within one month after the last date the licence is in force; or
- (c) in any other case — any time within 6 months after the last date of the financial year or part of a financial year, as the case may be.

(3) The periodic fee payable by a licensee for a financial year mentioned in paragraph (1) is —

- (a) for a licensee granted a street-hail service licence — 0.3% of the licensee's gross revenue accruing in that financial year or part of a financial year from the provision of the street-hail service authorised by that licence; or
- (b) for a licensee granted a ride-hail service licence — 0.6% of the licensee's gross revenue accruing in that financial year or part of a financial year from the provision of the ride-hail service authorised by that licence.

(4) However, where only part of a financial year falls within the validity of the licensee's street-hail service licence or ride-hail service licence, the periodic fee payable for that part of a financial year is an amount of the periodic fee payable for the financial year computed on a pro-rata basis, based on the proportion that the number of whole months of that part of the financial year bears to that whole financial year.

(5) In this regulation, “external auditor”, in relation to a licensee, means —

- (a) a company, firm or limited liability partnership approved as an accounting corporation, accounting firm or accounting limited liability partnership, respectively, under the Accountants Act 2004; or

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- (b) a person, not being an employee of the licensee, who is registered or deemed to be registered as a public accountant under the Accountants Act 2004.

[S 1066/2024 wef 31/12/2021]

Waiver, refund, etc., of fees

12. The LTA may in any particular case —

- (a) refund, in whole or part, any fee mentioned in these Regulations; or
- (b) waive or reduce, in whole or part, any fee mentioned in these Regulations.

Interest on late payments

13.—(1) For the purposes of section 47(1) of the Act, interest on any outstanding amount of any fee or penalty mentioned in that section accrues at the rate of 4.5%-point above the 3-month compounded SORA on the outstanding amount for the period —

- (a) starting the first day that fee or penalty or part of it is in arrears; and
- (b) ending the day that fee or penalty or part of it in arrears is paid in full to the LTA.

[S 181/2023 wef 01/04/2023]

(2) In this regulation —

“3-month compounded SORA”, in relation to a period, means —

- (a) for the period or part of the period that falls within the 6-month period beginning on 1 April of a calendar year, then, for the period or the part (as the case may

be) — the compounded average of the SORA values for a 3-month period computed by the Monetary Authority of Singapore using the prescribed methodology, and published —

- (i) on its Internet website at <https://www.mas.gov.sg>; or
- (ii) where the website is unavailable to the public, in any other form that is readily accessible by the public,

on either of the following days:

- (iii) if 1 March of that calendar year is a business day — that day;
 - (iv) if 1 March of that calendar year is not a business day — the last business day in February of that calendar year; or
- (b) for the period or part of the period that falls within the 6-month period beginning on 1 October of a calendar year, then, for the period or the part (as the case may be) — the compounded average of the SORA values for a 3-month period computed by the Monetary Authority of Singapore using the prescribed methodology, and published —

- (i) on its Internet website at <https://www.mas.gov.sg>; or
- (ii) where the website is unavailable to the public, in any other form that is readily accessible by the public,

on either of the following days:

- (iii) if 1 September of that calendar year is a business day — that day;
- (iv) if 1 September of that calendar year is not a business day — the last business day in August of that calendar year;

“bank holiday” means a day declared by the Monetary Authority of Singapore to be a bank holiday under section 60(1) of the Banking Act 1970;

“business day” means any day other than a Saturday, Sunday, public holiday or bank holiday;

“prescribed methodology” means the methodology set out in the document called “Compounded Singapore Overnight Rate Average Index (“SORA Index”), Compounded SORA and MAS Floating Rate Notes (“MAS FRN”): A User Guide” dated 16 March 2021;

“Singapore Overnight Rate Average” or “SORA” means the volume-weighted average rate of borrowing transactions in the unsecured overnight interbank Singapore dollar cash market in Singapore between 8 a.m. and 6.15 p.m., as published by the Monetary Authority of Singapore —

(a) on its Internet website at <https://www.mas.gov.sg>; or

(b) where the website is unavailable to the public, in any other form that is readily accessible by the public.

[S 1066/2024 wef 01/01/2025]

PART 5

BUSINESS OPERATION REQUIREMENTS

[S 911/2020 wef 30/10/2020]

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.

[S 911/2020 wef 30/10/2020]

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.

[S 911/2020 wef 30/10/2020]

(3) For the purposes of section 28(1)(a) of the Act, a licensee must give to the LTA a statement, duly audited by an external auditor of the licensee that —

- (a) specifies the gross revenue derived by the licensee in the financial year to which the accounts and statements relate from the provision of a street-hail service or ride-hail service, as the case may be; and
- (b) provides a breakdown of the items constituting that gross revenue, including items corresponding to —
 - (i) the gross revenue derived from taxi rentals or commissions collected from the licensee's related drivers or participating bookable drivers, as the case may be; and

- (ii) the gross revenue derived from platform fees, booking fees or other fees collected from passengers.

[S 1066/2024 wef 01/01/2025]

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).

[S 911/2020 wef 30/10/2020]

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.

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Record retention

18.—(1) For the purposes of section 29(1)(a) of the Act, a street-hail service licensee must —

- (a) except where sub-paragraph (b) applies, keep a record of each street-hail service performance indicator in Part 1 of the Schedule for 5 years after the end of the reporting period to which the record relates; and
- (b) in respect of paragraph 3 in the second column of item 3 in Part 1 of the Schedule, keep a record of that street-hail service performance indicator for 18 months after the end of the reporting period to which the record relates.

[S 1066/2024 wef 01/01/2025]

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

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(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.

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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;
 - (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.

[S 911/2020 wef 30/10/2020]

THE SCHEDULE

Regulations 16, 17(1), 18(1) and 19(1),
(2) and (3)

PART 1

STREET-HAIL SERVICE PERFORMANCE INDICATORS

<i>First column</i> <i>Matter</i>	<i>Second column</i> <i>Aspects</i>
1. Related drivers of the street-hail service licensee	<ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> (a) the relevant vocational driving authorisation granted under section 110 of the Road Traffic Act 1961 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 1961 from requiring such a relevant vocational driving authorisation.

THE SCHEDULE — *continued*

	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	<ol style="list-style-type: none"> 1. Matters relating to the related drivers of the street-hail service licensee: <ol style="list-style-type: none"> (a) the total number of related drivers; (b) the total number of related drivers who are main hirers; (c) the total number of related drivers who are relief drivers. 2. Matters relating to the number of taxis registered to the street-hail service licensee: <ol style="list-style-type: none"> (a) the total number of taxis registered to the street-hail service licensee; (b) the total number of taxis driven by related drivers of the street-hail service licensee in the provision of the street-hail service; (c) the total number of taxis registered to the street-hail service licensee which are not driven by related drivers of the street-hail service licensee in the provision of the street-hail service.
3. Taxi fleet size and deployment	<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;

THE SCHEDULE — *continued*

	<ul style="list-style-type: none"> (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.
4. Customer service levels	<ol style="list-style-type: none"> 1. For each journey undertaken in providing the street-hail service — <ul 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; (f) the unique driver identification number of the related driver driving the taxi used to provide the service. 2. The service type of the street-hail transport service, if any.
5. Price and driver incentives	<ol style="list-style-type: none"> 1. The total price charged and collected for each journey undertaken in providing the street-hail service. 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 related driver of the street-hail service licensee pays or must pay to the licensee for providing street-hail services.

THE SCHEDULE — *continued*

	4. The details of other incentives (if any) that each related driver of the street-hail service licensee receives for providing street-hail services.
6. Demand level	<ol style="list-style-type: none"> 1. The total number of journeys undertaken by each related driver of the street-hail service licensee in providing the street-hail service. 2. The total number of hours per day that each related driver of the street-hail service licensee provides street-hail services. 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.
7. Operations	<ol style="list-style-type: none"> 1. Aggregate monthly data based on sample of 30% of registered fleet for 1-shift and 2-shift taxis: <ol style="list-style-type: none"> (a) the total number of street-hail transport services completed; (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 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. 1A. Aggregate monthly data based on the registered fleet for 1-shift and 2-shift taxis: <ol style="list-style-type: none"> (a) the total mileage travelled by all 1-shift and 2-shift taxis driven by related drivers providing the street-hail service (empty cruising and when engaged with customer);

THE SCHEDULE — *continued*

	<p>(b) the total mileage travelled by all 1-shift and 2-shift taxis driven by related drivers providing the street-hail service while a passenger is on board the taxi.</p> <p>2. Data relating to the cost of operations:</p> <p>(a) breakdown of taxi fleet by average daily rental costs for each taxi model owned by the street-hail service licensee;</p> <p>(b) breakdown of taxi fleet by average daily rental costs based on the registration age of taxis owned by street-hail service licensee;</p> <p>(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;</p> <p>(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;</p> <p>(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;</p> <p>(f) total cost incurred by the street-hail service licensee in respect of —</p> <p style="padding-left: 40px;">(i) any rebate on the cost to a related driver of hiring a taxi from the street-hail licensee; and</p> <p style="padding-left: 40px;">(ii) any scheme (including any incentive) to encourage related drivers to provide or continue providing the street-hail service.</p>
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[S 1066/2024 wef 31/12/2021]

[S 1066/2024 wef 01/01/2025]

THE SCHEDULE — *continued*

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 1961 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 1961 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.

THE SCHEDULE — *continued*

3. Bookable vehicle fleet size and deployment	<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.
4. Bookings	<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 — <ol style="list-style-type: none"> (a) the date and time of acceptance by a participating bookable driver of the request; (b) the cancellation of the request, including the reason for such cancellation, if any; or (c) the fact that the request was neither accepted by a participating bookable driver nor cancelled. 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; (ca) the distance travelled by the bookable vehicle — <ol style="list-style-type: none"> (i) starting from the location where the participating bookable driver (who is

THE SCHEDULE — *continued*

	<p>driving the bookable vehicle used to provide the service) begins his or her journey to pick up the passenger; and</p> <p>(ii) ending at the location where the passenger boards the bookable vehicle;</p> <p>(d) the vehicle registration number of the bookable vehicle used to provide the service;</p> <p>(e) the unique system-generated number assigned to the journey;</p> <p>(f) the unique driver identification number of the participating bookable driver driving the bookable vehicle used to provide the service.</p> <p>4. The service type of the passenger transport service, if any.</p>
5. Price and driver incentives	<p>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.</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 participating bookable driver of the ride-hail service licensee pays or must pay to the licensee for providing ride-hail services.</p> <p>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.</p>
5A. Contributions to the Central Provident Fund under the	<p>1. Contributions made by the ride-hail service licensee (being a platform operator within the meaning given by section 2(1) of the CPF Act) in respect of each participating bookable driver</p>

THE SCHEDULE — *continued*

Central Provident Fund Act 1953 (CPF Act)	<p>(being a platform worker within the meaning given by section 2(1) of the CPF Act).</p> <p>2. Recoverable amount deducted by the ride-hail service licensee from the platform remuneration (within the meaning given by section 2(1) of the CPF Act) of each participating bookable driver.</p>
6. Demand level	<p>1. The total number of on-demand passenger transport services provided by each participating bookable driver of the ride-hail service licensee.</p> <p>1A. The total number of hours per month that each participating bookable driver uses, in relation to the provision of passenger transport services under a vehicle pooling arrangement, a digital platform or other platform (such as an app or a website) provided, specified or designated by the ride-hail service licensee.</p> <p>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.</p> <p>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.</p> <p>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>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 on-demand passenger transport services completed using these taxis;</p> <p>(b) the total mileage travelled by each 1-shift and 2-shift taxi (empty cruising and when engaged with customer);</p>

THE SCHEDULE — *continued*

	<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 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>1A. Aggregate monthly data based on the registered fleet for 1-shift and 2-shift taxis:</p> <ul style="list-style-type: none"> (a) the total mileage travelled by all 1-shift and 2-shift taxis driven by related drivers providing the on-demand passenger transport service (empty cruising and when engaged with customer); (b) the total mileage travelled by all 1-shift and 2-shift taxis driven by related drivers providing the on-demand passenger transport service while a passenger is on board the taxi. <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; (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; (d) where a ride-hail service licensee operates its own fuel pump, the petrol and diesel
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THE SCHEDULE — *continued*

	<p>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> <p>(f) total cost incurred by the ride-hail service licensee in respect of —</p> <p>(i) any rebate on the cost to a related driver of hiring a taxi from the ride-hail licensee; and</p> <p>(ii) any scheme (including any incentive) to encourage participating bookable drivers to provide or continue providing the on-demand passenger transport service.</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 incoming 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.

[S 1066/2024 wef 31/12/2021]

[S 1066/2024 wef 01/01/2025]

PART 3

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

<i>First column</i>	<i>Second column</i>
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THE SCHEDULE — *continued*

<i>Matter</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 1961 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 1961 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. 4. The total number of bookable vehicles — <ol style="list-style-type: none"> (a) driven by participating bookable drivers of the ride-hail service licensee for the purpose of providing passenger transport services; and

THE SCHEDULE — *continued*

	<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>
3. Fleet size and deployment	<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 a 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 the passenger transport service.
4. Booking service levels	<ol style="list-style-type: none"> 1. For each journey undertaken in providing the passenger transport service — <ol style="list-style-type: none"> (a) the date and time the journey starts and ends; (b) the number of passengers in the bookable vehicle; (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. 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

THE SCHEDULE — *continued*

	<p>ride-hail service licensee, excluding passenger transport services which are not completed.</p> <p>4. The service type of the passenger transport service booked through the ride-hail service licensee.</p>
5. Price and driver incentives	<p>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.</p> <p>2. The total collection of prices mentioned in paragraph 1.</p> <p>3. The total discounts offered for all passenger transport services under vehicle pooling arrangements booked through the ride-hail service licensee.</p> <p>4. The discount offered for each passenger transport service under a vehicle pooling arrangement booked through the ride-hail service licensee.</p> <p>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> <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	<p>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.</p> <p>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.</p>

THE SCHEDULE — *continued*

	<p>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.</p> <p>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.</p>
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CHAN HENG LOON ALAN
Chairman,
Land Transport Authority of
Singapore.

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