

DRAFT MINUTES: South Australian Rideshare Drivers and Department for Infrastructure and Transport (DIT) Meeting Minutes -from the rideshare perspective. 28 October 2024

Start Time: 3:00pm

Present:

- Office of the Hon Tom Koutsantonis MP: Nick and Anthony
- Department for Infrastructure and Transport (DIT): Emma, Stuart(?)
- South Australian Rideshare Drivers Facebook Group Members: Andrew, Neil, Coralie, George, Ankur

Meeting Summary

1. Introductions and Background

- All participants introduced themselves and Nick and Emma noted that rideshare services have been operating since July 2016.
- Emma commented positively on the thoroughness and presentation of the document submitted to [DIT](#). Neil clarified that the document included feedback from MV drivers, taxi drivers, and predominantly rideshare drivers. He mainly summarized what everyone said.

2. Consultation and Notification on the Review Process

- The group raised concerns about not being informed of the review, despite sending two messages to the Minister's office during the review period. DIT staff explained that the review had been announced in the media.

3. Discussion on Key Recommendations and Issues

- Recommendation 23: Safe Drop-Off and Pick-Up Zones in High-Traffic Areas
 - The group discussed the need for dedicated pick-up and drop-off (PUDO) zones for rideshare services.
 - Currently, temporary zones are only provided for events like the Adelaide Fringe.
 - Gawler Place – new road signs - Neil questioned whether rideshare drivers could legally pick up and drop off at Gawler Place, which has “No Standing” signs. Emma clarified that it was not permitted, raising further questions about accessible areas near Rundle Mall.

- This brought up further discussion around accessibility - especially the challenges for passengers with mobility issues who need convenient access to drop-off zones. No resolution found.
 - Flexi-Zone on Currie Street Near Leigh Street: Mentioned briefly, but further notes are needed for details.
 - Lots of discussion.
- Recommendation 2: Stronger compliance and enforcement to address safety and fraud was briefly discussed.
 - Recommendation 15: Removing unnecessary vehicle requirements, e.g., child seats for rideshare vehicles vs. taxis was discussed.
 - Recommendation 19: Requiring cameras in all point-to-point vehicles, ie in-vehicle cameras. Emma mentioned that long transition times are expected for mandatory in-vehicle camera implementation. Lots of discussion.
 - Recommendation 25: Review data management, collection, and sharing. MV quarterly data collection briefly discussed.

4. Specific Case Scenarios and Fines

- **Case on Page 32 of DIT Document**

Yes, you can see it zoom in car pic. Its on right bottom

Pick up or

replied to you

Was it a drop off or pick up?

It was both. Firstly i dropoff someone at the same time i got other rider to pickup there

Droppoff off passenger have coles Rundle mall location entry from grenfell st

There's no way i can stop in front of rundle gate as that all are bus stop and no stop zone

So i asked him that i will drop you little further

I have trip record it help

You can see jake trip say coles rundle place

And other one is vadini which i got ping while on grenfell road to drop jake

You can see vadini also have pickup location from shop near Rundle place. So ask her to come to me as theres no place to pickup where she requested

While iam waiting for vadini come to me in between i got captured by council parking car



- Neil sought clarification on how a driver should have responded in the scenario described. While DIT staff provided a reasonable response, they declined to have it documented in the minutes. (Neil suggests that the driver appeal the infringement and request guidance from Adelaide City Council on how they would

have handled this situation. Send a link to this document too, and let them know that their answer will be made public. Please let us know their answer.)

- Neil raised concerns over fines issued by Adelaide City Council ([adelaide-city-council](#) (scroll down to the bottom – A18)) and as well and Holdfast Bay ([city-of-holdfast-bay](#) (scroll down to the bottom – G11)), referencing the council's Vehicle Compliance Technology video ([Vehicle Compliance Technology | City of Adelaide](#)) which suggests that their software can identify rideshare vehicles. He questioned why, given this capability, rideshare drivers are still being fined, particularly when they are transporting passengers with mobility issues who need convenient access, like at the mall. Neil pointed out that many South Australians join platforms like Uber and DiDi to supplement their income in these hard times, yet these fines add financial strain on drivers who are simply trying to provide a legitimate public service. He expressed that these actions do not seem to prioritize the public good in South Australia. Neil proposed that DIT bring together representatives from each councils, DIT, rideshare groups, and the disability sector to work collaboratively on a solution. Without this, he warned, councils would continue to place the responsibility on the State Government, while the State Government would defer it back to the councils, creating a cycle of inaction.
- **Scenario G6 at the bottom of** and [city-of-holdfast-bay](#) was also mentioned – Is this harassment?

5. Review Timeline

- Neil inquired about the timeline for reviewing and updating the 29 recommendations. Emma estimated 6–8 weeks but indicated that no direct notification would be provided to the group. (Neils comment – after meeting: Personally I would like to see if any changes would have been made for the original review document).

6. Additional Points

- Underage Passengers
 - Coralie and George raised concerns about the legal prohibition against picking up passengers under 18.
- Rider Education
 - The group reviewed an educational card for rideshare riders, accessible via QR code ([Adelaide Rideshare Drivers QR Code Card](#)). Nick and Stuart received a copy.
- Report to the Federal Government - Neil briefly referenced a report submitted to the Federal Government (page 27); House Standing Committee on

Employment, Education and Training which can be accessed via [federal-government](#).

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- Minister Tom Koutsantonis in group. Discussed banning him temporally since activity in group reduced significantly soon after he joined. Need to work out what has happened. Nick request to join, but automatically got rejected by the facebook system because he did not answer the questions. Feel free to join again Nick.

7. Next Steps

- Neil offered to support DIT by facilitating feedback from the rideshare group via Facebook if they wanted to gather further driver insights.
- Neil asked who benefits financially from the fines. Emma confirmed that councils receive the revenue.
- Since Emma did not agree to send us minutes of this meeting, we have created our own, and are publishing them here since this is matter of public interest. Please let us know if any changes are required.
- These minutes will be sent to interested parties once finalized.

8. Conclusion

The South Australian Rideshare Drivers Facebook Group emphasized the importance of aligning regulations with the practical needs of drivers and riders, particularly regarding accessible drop-off areas, fair enforcement, and fostering a supportive regulatory environment. The group expressed hope that feedback from this meeting would contribute to more balanced recommendations and improvements in rideshare policy.

End Time: 4:00 pm