

Glossary

(1) Point-to-Point (P2P) transport sector

- The sector where taxis and private hire cars (PHCs) are used to provide transportation services to commuters, who are conveyed from a start-point of their choosing to an end-point of their choosing.

(2) Taxi

- A motor car with a seating capacity of up to 8 people (including the driver), which plies for hire on the road (i.e. cruises around to pick up passengers who flag it down).

(3) Private hire car (PHC)

- A motor car which does not ply for hire on the road and instead is hired, either (a) for the provision of chauffeured services, or (b) for self-drive purposes. A more legally precise definition may be found in the Road Traffic Act, Second Schedule.

(4) Street-hailing (SH)

- A method of obtaining P2P transport, whereby the commuter flags down a taxi – this can happen by the road-side, or at a taxi stand or taxi stop.

(5) Ride-hailing (RH)

- A method of obtaining P2P transport, whereby the commuter pre-books a taxi or PHC – this can be done via a mobile application, or through a phone call.

(6) Private hire car (PHC) booking service operator (BSO)

- An operator that accepts transport bookings from people, and communicates these bookings to drivers of chauffeured PHC. A more legally precise definition may be found in the Road Traffic Act, Section 110B.

(7) Third-party taxi booking (TPB) service provider

- An operator that facilitates booking for taxi services as provided by taxi drivers who are not employees of, or hirers of taxis from, the TPB service provider itself (i.e. a taxi company that matches commuter bookings to its own drivers is not a TPB). A more legally precise definition may be found in the Third-Party Taxi Booking Service Providers Act, Section 3.

(8) Taxi Service Operator Licence (TSOL)

- The licence required to operate a fleet of taxis.

(9) Taxi Availability (TA) standards

- A standard imposed on TSOL holders, to ensure taxi availability during peak periods.

- (10) Quality of Service (QoS) standards
 - Standards imposed on TSOL holders, to ensure vehicle safety, better driver conduct, and service quality in the provision of call booking.
- (11) Taxi Driver's Vocational Licence (TDVL)
 - The licence required to drive a taxi.
- (12) Private Hire Car Driver's Vocational Licence (PDVL)
 - The licence required to drive PHCs for the provision of chauffeured services.
- (13) Decalcomania (Decal)
 - A sticker that must be affixed to PHCs registered to be used in chauffeured service provision.
- (14) Contestability
 - The state of a market or industry where barriers to entry are low and new entrants can easily enter to compete with incumbents.
- (15) Network effects
 - The positive effect that an additional user of a good or service provides to other users. For example, in the ride-hailing sector, the larger an operator's network of commuters and drivers, the easier it is for commuters to find an available driver (leading to shorter waiting times) and the easier it is for drivers to find an available commuter (leading to less idle and en-route time).
- (16) Exclusive contracts
 - A contract a P2P operator or a car rental company has with a driver which prohibits the driver from driving for other operators.