

Annual survey 2025

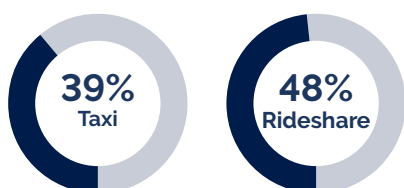
Point to point transport use

IPART has surveyed point to point transport annually since 2012. We survey NSW residents on their use and perceptions of taxis, rideshare and other hire vehicles.



Taxi use continues to decline

Taxi use in NSW continues to fall, while rideshare use has remained stable since 2024. 48% of respondents had used rideshare in the past 6 months, compared with 39% for taxis.



Respondent's usage in last 6 months.

Rideshare was used more often than taxis across the state except for the most regional areas of NSW. In Sydney, taxi use is now lower than it was in 2019.

Satisfaction with point to point transport has decreased



In 2025, overall satisfaction for both taxis and rideshare declined compared with 2024. Ratings for value for money also fell, especially for taxis.

Rideshare users reported higher satisfaction with waiting times and fares across all regions. These users were also more likely to use rideshare as a preferential method of travelling.

Preferences vary across regions

Satisfaction with available service in Sydney is higher for rideshare than for taxis, while the reverse is true outside of Sydney. Booked taxis are slightly more popular than rank and hail taxis in Sydney, but significantly more popular outside of Sydney.

Reported median fares are lower than in 2024

In 2025, median taxi fares were 6% lower than in 2024 while rideshare fares were 4% lower, possibly due to an overall decrease in demand for point to point transport. Median taxi fares are higher than rideshare both in Sydney and in the rest of NSW. Fares in Sydney are higher than in the rest of the state for both forms of transport.



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