

Point to Point Transport Use Survey

20 February 2026

Taxi usage has declined while satisfaction and fares have declined for both rideshare and taxis, according to results of IPART's annual point to point transport use survey for 2025.

The Independent Pricing and Regulatory Tribunal (IPART) surveys NSW residents each year about their use and perceptions of taxis and other forms of point to point transport such as rideshare and hire vehicles.

The results of the 2025 survey, released today, show taxi use has declined while rideshare use has stayed at similar levels, continuing a trend which first emerged in 2019.

The results show 48% of respondents reported using rideshare in the previous six months, compared to 39% for taxis. Rideshare was more popular than taxis in all areas of the state except regional areas, while booked taxi services were more popular than rank and hail services throughout the state.

Median fares paid for both taxis and rideshare have declined by 4-6% since the 2024 survey. Fares are higher for taxis than rideshare, and higher in urban areas.

The survey was undertaken from June to October 2025 with representative population samples in Sydney, Illawarra-Shoalhaven, Newcastle and Hunter, Central Coast, and in regional NSW.

A fact sheet and the full survey report are available on IPART's website.

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