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Media Release

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Taxi and rideshare use start to recover from COVID-19

Results from IPART's annual point to point transport survey show that use of taxis and rideshare in Sydney has started to bounce back from COVID-19, although it remains lower than pre-COVID usage.

In 2019, around half of Sydneysiders said that they had used taxi services at least once in the previous 6 months, while a similar proportion said they had used rideshare services such as Uber, Ola, Shebah or Didi at least once in the previous 6 months.

By 2020, those figures had dropped to 31% for taxis and 44% for rideshare. In 2021, IPART did not undertake the survey due to the extent of COVID-19 restrictions.

This year, use of taxis rose back to 35%, while use of rideshare is back up to 46%.

Outside Sydney, use of taxis showed a further decrease from 2020. Use of rideshare increased to higher levels than pre-COVID, although overall taxi use is still higher.

Users reported that they had confidence in COVID-19 safety measures in point to point transport in 2022.

"The 2022 survey shows that rideshare is now a fully mature service in Sydney, and no longer in its 'start-up' growth phase.

"In our first survey in 2012, we didn't even ask about rideshare, as no services were operating in NSW, Now it's the most popular form of point to point transport in Sydney" said IPART Chief Economist Mike Smart.

The survey results show that rideshare overall is perceived more positively than taxis, particularly in terms of waiting times and satisfaction with fares and value. However, taxis outrated rideshare in perceptions of navigation and route knowledge and driving skills.

The survey was undertaken in March 2022 with representative population samples in Sydney and in rural and regional NSW.

An information paper and the full survey report are available on IPART's website, at <https://www.ipart.nsw.gov.au/Home/Industries/Transport/Taxis-fares-and-number-of-licences/Point-to-Point-Transport-Survey>.

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