

# Transport and Infrastructure Net Zero Consultation Roadmap

## Take the survey

Department of Climate Change, Energy, Environment and Water

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Response received at:

July 29, 2024 at 11:14 AM GMT+10

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- 1 Confirm that you have read and understand this privacy notice.  
Yes
- 2 Please indicate how and if you want your submission published.  
Public
- 3 Published name  
Uber
- 4 Confirm that you have read and understand this declaration.  
Yes
- 5 First name  
Not answered
- 6 Last name  
Not answered
- 7 Email  
Not answered

- 8 Phone  
Not answered
- 9 Who are you answering on behalf of?  
Organisation
- 10 Organisation name  
Uber
- 11 What best describes you or your organisation?  
Industry
- 12 What sector do you represent?  
Light road vehicles (cars, utes etc.)
- 13 What state or territory do you live in?  
New South Wales
- 14 Postcode  
2000
- 15 What area best describes where you live?  
City
- 16 1. Do you support the proposed guiding principles?  
Yes
- 17 1.1 Please add details to your response.  
Not answered
- 18 2. Do you support the use of the avoid-shift-improve framework as a tool to identify opportunities for abatement?  
Not answered

- 19 2.1 Please add details to your response.  
Not answered
- 20 3. Do you agree the development of a national policy framework for active and public transport will support emissions reduction?  
Yes
- 21 3.1 Please add details to your response.  
Not answered
- 22 4. What should be included in a national policy framework for active and public transport and how should it be developed?  
Not answered
- 23 5. What additional actions by governments, communities, industry and other stakeholders need to be taken now and in the future to ensure the movement of people contributes to transport emissions reduction?  
Not answered
- 24 6.1 What additional actions by governments, communities, industry and other stakeholders need to be taken now and in the future to ensure that the movement of goods contributes to transport emissions reduction?  
Not answered
- 25 6.2. How would these actions address the identified challenges and opportunities for emissions reduction in the movement of goods?  
Not answered
- 26 7. Do you agree with the proposed net zero pathway for light road vehicles?  
Not answered

- 27 7.1 Please add details to your response.  
Not answered
- 28 8. The Australian Government is currently developing an Australian New Vehicle Efficiency Standard and has already begun to implement actions in the National Electric Vehicle Strategy.8.1 What additional actions by governments, communities, industry and other stakeholders need to be taken now and in the future to reduce light vehicle emissions?  
Not answered
- 29 8.2 How would these actions address the identified challenges and opportunities to reduce light vehicle emissions?  
Not answered
- 30 9. Do you agree with the proposed net zero pathway for heavy road vehicles?  
Not answered
- 31 9.1 Please add details to your response  
Not answered
- 32 10. The proposed pathway for heavy road vehicles relies on a mix of battery electric, hydrogen fuel-cell and low carbon liquid fuels.Rank from 1 to 3, the order in which these should be prioritised for emissions reduction.  
Not answered
- 33 10.1 Please add details to your response. Why did you rank them in that order?  
Not answered
- 34 11. What role should low carbon liquid fuels play in the heavy vehicle

decarbonisation?

Not answered

35 12. What additional actions by governments, communities, industry and other stakeholders need to be taken now and in the future to reduce heavy vehicle emissions?

Not answered

36 13. Do you agree with the proposed net zero pathway for rail?

Not answered

37 13.1 Please add details to your response.

Not answered

38 14. The proposed pathway for rail relies on a mix of battery electric, hydrogen fuel-cell and low carbon liquid fuels. Rank from 1 to 3, the order in which these should be prioritised for emissions reduction.

Not answered

39 14.1 Please add details to your response. Why did you rank them in that order?

Not answered

40 15. What role should low carbon liquid fuels play in rail decarbonisation?

Not answered

41 16. What additional actions by governments, communities, industry and other stakeholders need to be taken now and in the future to reduce rail emissions?

Not answered

42 16.1 How would these actions address the identified challenges and

opportunities to reduce rail emissions?

Not answered

43 17. Do you agree with the proposed net zero pathway for maritime?

Not answered

44 17.1 Please add details to your response.

Not answered

45 18. The Australian Government is engaging in consultation as part of the development of the Maritime Emissions Reduction National Action Plan and those consultations will also inform the final Roadmap and Action Plan. 18.1 What additional actions by governments, communities, industry and other stakeholders need to be taken now and in the future to reduce maritime emissions?

Not answered

46 18.2 How would these actions address the identified challenges and opportunities to reduce maritime emissions?

Not answered

47 19. Do you agree with the proposed net zero pathway for aviation?

Not answered

48 19.1 Please add details to your response.

Not answered

49 20. The Australian Government has already engaged in consultation on aviation decarbonisation through the development of the Aviation White Paper and those consultations will also inform final Roadmap and Action Plan.

Not answered

- 50 20.1 What additional actions by governments, communities, industry and other stakeholders need to be taken now and in the future to reduce aviation emissions?  
Not answered
- 51 21. Do you agree with the proposed net zero pathway for transport infrastructure?  
Not answered
- 52 21.1 Please add details to your response.  
Not answered
- 53 22. What additional actions by governments, communities, industry and other stakeholders need to be taken now and in the future to reduce transport infrastructure emissions and ensure that transport infrastructure is ready for and enables low-emission transport modes?  
Not answered
- 54 22.1 How would these actions address the identified challenges and opportunities to reduce transport infrastructure emissions?  
Not answered
- 55 23. What additional actions by governments, communities, industry and other stakeholders need to be taken now and in the future to ensure the energy mix is ready to support transport emissions reduction?  
Not answered
- 56 24. How should the use of low carbon liquid fuels (LCLFs) be prioritised across different transport modes over time to achieve maximum abatement?  
Not answered

- 57 25. What are the best ways for the Australian Government to work collaboratively with industry, business, governments and communities to implement the proposed pathways?  
Not answered
- 58 25.1 What are good domestic or international examples of partnership and collaboration on transport and transport infrastructure emissions reduction that could inform the final Roadmap and Action Plan?  
Not answered
- 59 25.2 What opportunities can Government leverage to show leadership in Australia and internationally?  
Not answered
- 60 26. What measures and metrics should be used to evaluate the final Transport and Infrastructure Net Zero Roadmap and Action Plan?  
Not answered
- 61 26.1 What other data and evidence could governments use and how could this offer further insights on the pace, scale and location of transport emissions reduction pathways?  
Not answered
- 62 27. Do you have any feedback on the proposed review process?  
Not answered
- 63 28. Do you have any further feedback on the Consultation Roadmap and proposed pathways?  
Not answered
- 64 28.1 Is there anything missing? Are the sections appropriately integrated? Is the Roadmap appropriately ambitious?  
Not answered

65 29. Is there any further information or documentation that you wish to be considered with your submission?

Not answered

66 Would you like to upload a document?

Yes

67 Have you removed any identifying information from your submission?

Yes

68 Upload a submission

Uber\_Submission\_Transport\_and\_Infrastructure\_Net\_Zero\_Roadmap.b3e8f718\_Redacted.pdf

69 Upload a submission

Not answered

70 Upload supporting file

Not answered

71 Upload supporting file

Not answered

26 July 2024

## Uber submission on the Transport and Infrastructure Net Zero Consultation Roadmap

Uber welcomes the opportunity to make a submission to the Australian Government's Transport and Infrastructure Net Zero Consultation Roadmap.

Uber acknowledges the important role a net zero pathway for transport plays in the economy-wide shift to a zero-emissions future. The need for transport emissions reduction remains paramount, with transport emissions representing the third largest segment of emissions nationwide, climbing as a proportion of Australia's total emissions. This is an increase from around 18 percent in 2020 to around 21 percent in 2023<sup>1</sup> – undoing the important reductions achieved in other sectors.

Uber strongly supports the creation of the Transport and Infrastructure Net Zero Roadmap, with some key additional comments.

Uber believes Australia's net zero transport ambitions will be achieved by embracing a transport future which is shared, electric, multimodal, and ultimately aimed at reducing Australians' dependence on private car ownership.

### Electrifying Australia's light vehicles

Uber supports efforts to help more Australians transition to electric vehicles. We supported the implementation of both the National EV Strategy and the New Vehicle Efficiency Standard, and we are committed to playing our part in Australia's net zero journey as part of Uber's ambition to eliminate tailpipe emissions and become a zero-tailpipe-emissions platform by 2040.

We know that promoting transition for high-kilometre users, like rideshare drivers, and supporting consumers to make everyday lifestyle choices which are low- and no-emission can have an outsized impact. In Australia, we have announced a number of local initiatives to help achieve Uber's emissions-reduction ambition – including:

- September 2020: Announcing a global ambition to eliminate vehicle emissions and become a zero tailpipe emissions platform by 2040 [\[link\]](#)
- July 2021: Launching a subsidy program for EV driver partners on the Uber platform, making driver partners with fully-electric vehicles eligible for a 50 percent service fee discount per year [\[link\]](#); this was extended in July 2022 and backed with a \$26 million commitment [\[link\]](#)
- October 2022: Partnering with Splend to bring 500 premium EVs to Australia and making them available for driver partners in NSW to own [\[link\]](#)
- June 2023: Launching Uber Green, a hybrid or fully-electric rideshare product with fares matched to our standard UberX product, alongside a memorandum of understanding with bp Pulse to offer discounted EV charging to Uber driver-partners and delivery people [\[link\]](#)

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<sup>1</sup> Department of Climate Change, Energy, Environment and Water, Australia's emissions reduction projections, available via: <https://www.dcceew.gov.au/about/publications?f%5B0%5D=tags%3A1885>

- September 2023: Partnering with EVSE to increase access to at-home charging solutions for Uber driver-partners, with discounts to offset the upfront cost of hardware and installation, or interest-free financing [\[link\]](#)
- October 2023: Partnering with BYD to make 10,000 EVs available to Uber driver-partners and delivery people [\[link\]](#)
- January 2024: Launching Comfort Electric, Australia's first fully-electric rideshare product [\[link\]](#)
- June 2024: Launching the Rider Emission Savings feature, allowing passengers to see the estimated emissions they have avoided when choosing low- or no-emission rides on the Uber platform [\[link\]](#)

We are encouraged by the progress we have made. In the first quarter of 2024 alone, Australians took more than 1.8 million EV trips with more than 4,000 Uber driver-partners who currently have an EV on the platform. This amounts to more than 20,000 trips in zero-emissions vehicles every day, and reflects a growing cohort of Australians who are making emissions-conscious decisions in their daily lives – both as drivers and riders.

### Promoting multimodal travel choices

Uber welcomes the focus placed on public and active transport by the Net Zero Roadmap. We acknowledge the role of public transport as the backbone of our transport network, moving large numbers of people in an efficient and low-cost way, and the role of active transport in encouraging healthier lifestyles and stronger connections to local communities.

However, we also acknowledge the reality that not every community is able to access public and active transport in the same way, nor is public or active transport appropriate for every trip. Indeed, as recent analysis by the Climate Council has found, half the residents living in Australia's five largest cities do not live within walking distance of frequent, all-day public transport.<sup>2</sup> In these scenarios, shared modes of transport – including rideshare – can increase the reach of existing modes of transport, particularly for first- and last-kilometre legs, and improve the overall quality, reliability and convenience of every trip. When combined with low- or no-emission product choices such as Uber Green or Uber Comfort Electric, we are able to make lower emission transport choices more accessible to more people.

To achieve this vision, we believe the Roadmap could place a greater emphasis on the positive and complementary role shared modes of transport can play. It is also critical for governments to raise awareness of the transport choices available to communities – both by investing in digitisation and journey planning, and also by incorporating health and environmental benefits into journey planning to encourage positive and sustainable travel decisions.

### Policy reform focused on creating a car-light future

Uber believes one of the most impactful decisions governments could make to enable the net zero transition of the transport sector would be to explicitly target the reduction of Australians' dependence on private car ownership as a policy outcome. Private car travel remains the dominant mode of transport in Australia,

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<sup>2</sup> Climate Council, 'Next stop suburbia: Making shared transport work for everyone in Aussie cities', available via: <https://www.climatecouncil.org.au/wp-content/uploads/2024/07/Next-Stop-Suburbia-Making-Shared-Transport-Work-for-Everyone-in-Aussie-Cities.pdf>

accounting for 70 percent of trips.<sup>3</sup> Australians also have some of the highest rates of car ownership in the world,<sup>4</sup> with many Australians having a strong emotional attachment to their cars.

Understanding the emotional attachment between Aussies and their cars is critical to shaping sustainable behaviour change, and so in 2023 Uber commissioned research to examine the challenges and opportunities of car-light lifestyles. Our [One Less Car trial](#) saw 58 everyday Australians give up their cars and use other modes of transport as they went about their lives for four weeks.

Upon giving up their cars, the number of transportation modes used increased significantly, with trial participants averaging four modes of transport. Walking, cycling and rideshare were found to be the “MVPs” of the trial with the latter two increasing 4-5 times in frequency of use. Participants’ step counts also increased, and they reported health and wellbeing benefits, while satisfaction with their communities increased by 10%. Uber’s research revealed three main barriers to living car-free in Australia:

1. Inequitable access to transport alternatives
2. Inconsistent quality, convenience and reliability of alternative transport
3. The high perceived value and affordability of car usage.

To address these barriers, we have made a series of recommendations for governments of all levels to consider – including:

## **1. Invest in infrastructure to increase access for all, including:**

- a. Making walking the preferred option for short trips through wide and level footpaths, kerb ramps, providing shade and shelter, improving lighting and activating streets, and making it easier to cross roads.
- b. Unlock cycling by making it easier and safer to travel across cities through building safe, protected cycling networks and supporting infrastructure like end of trip facilities and storage.
- c. Make public transport accessible to all through lifts and ramps to access stations, low-floor buses and trains, and visibility aids.
- d. Integrate public transport with other modes prioritising prime real estate at transport interchanges for bike parking and rideshare/taxi pick up and drop off zones.
- e. Promote shared-car modes with more parking space for car share vehicles and improved access to rideshare and taxis through dedicated pick up and drop off locations on high streets and at events so people have an easy travel choice to leave the car at home.

## **2. Improve the quality, reliability and convenience of every trip, including:**

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<sup>3</sup> Infrastructure Australia, Australian Infrastructure Audit, available via:

<https://www.infrastructureaustralia.gov.au/publications/australian-infrastructure-audit-2019>

<sup>4</sup> Hedges & Company, ‘How many cars are there in the world in 2023?’, available via:

<https://www.hedgescompany.com/blog/2021/06/how-many-cars-are-there-in-the-world>

- a. Prioritise operating a reliable and dependable transport network through frequent public transport services; always-available sharing modes such as rideshare, e-scooters and bikes; and seamless interchange
- b. Make safety, quality and cleanliness a priority for a better, more convenient user experience by prioritising comfort through regular cleaning schedules, easy-to-understand real-time timetables, integrated fare structures, clear signage and convenient amenities such as lockers at stations and onboard Wi-Fi
- c. Boost commuter confidence to try a new way of travelling by providing a safety net through Bike Breakdown & Maintenance Services, CARE programmes and Guaranteed Ride Home Schemes using rideshare and taxi services

### **3. Raise awareness of travel choices and emphasise the benefits, including:**

- a. Invest in digitisation and journey planning so that people know their travel choices through having access to relevant and timely information. It also needs to be presented in an intuitive and personalised way that is easy to modify on a trip
- b. Empower people to choose the best travel choice by making real the true cost of private car travel. Roll out incentives to encourage alternative travel options such as pre-tax incentives for public transport and e-bikes, bundling and subscription models, and try-before-you-buy trials of e-bikes or scooters.
- c. Incorporate health and environmental benefits into journey planning to increase benefit salience. Some cities are including environmental impacts and health impacts (e.g. emissions saved, calories burned) into journey planning so that people can make real-time, rounded decisions through assessing travel time and price alongside other salient factors.

### **4. Target ready-to-shifters and scale up what works, including:**

- a. Identify and target Four+ mode locations using tools such as walkability scores, Public Transport Accessibility Level analysis and the Propensity to Cycle Tool.
- b. Prioritise initiatives that target cohorts and trip types with the greatest propensity to shift such as commuting and education trips, through spatial data analysis and engagement with workplaces and schools.
- c. Identify and target congested delivery locations by engaging with businesses and logistics operators, undertaking kerbside maturity assessments and considering micromobility for the last kilometre.
- d. Scale up what works through cross-sector collaboration enabled by nimble policy and regulatory frameworks.

### **5. Enabling plans and strategies, including:**

- a. Adopt a Vision and Validate approach to city planning by engaging with the community to articulate a vision for their city and putting in place integrated transport, land use and infrastructure plans to make it happen.

- b. Transform the government's siloed approach to infrastructure delivery to unlock the potential of places to deliver housing and economic opportunities by taking a sequenced, whole-of-government approach.
- c. Use place-based planning frameworks to design neighbourhoods where people can quickly and easily access more opportunities to work, study and play through implementing planning ideas such as the 30 minute neighbourhood and low traffic neighbourhoods.
- d. Introduce mode share targets that prioritise four+ sustainable transport modes so governments can align budgets, infrastructure programs and measure performance. In addition, communities can judge whether whole-of-government plans and strategies are making an impact on-the-ground.

## **6. Whole-of-government policy reform aimed at one less car, including:**

- a. Price access to city centres and roadspace to encourage behaviour change through parking charges, road tolling, congestion charges and clean air zones as a part of wider behaviour change programmes.
- b. Reform out-dated parking policies and regulations to unlock space for people and for active places. Reallocate kerb space for cycling or dynamic pick up and drop off zones; and review out-dated parking minimum policies.
- c. Unabashedly focus all government policy areas on securing the future well-being of people by requiring alignment through legislation such as that implemented by the Wales Government.
- d. Reform health and net zero policies to encourage more active lives and reduce emissions through devising and promoting travel behaviour change initiatives delivered in partnership with industry, communities and the third sector.

## **7. Bet big on mass transit projects, including:**

- a. Invest in a robust city-wide rail network with seamless interchange as a fundamental enabler to make four modes the norm so that people have an alternative to the private car for all trips.
- b. Invest in bus networks to increase geographic coverage and frequency flipping transport deserts into the most connected places to opportunities for work, study and play.
- c. Overhaul business case assessments to prioritise people and future well-being by down-weighting short-term benefits such as travel time savings in favour of long-term benefits such as new homes and jobs.

We would encourage these recommendations be taken into account as part of the process of finalising the Roadmap and Action Plan, with reducing Australians' car dependence added as an explicit objective.

### Conclusion

Uber appreciates consideration of this submission as part of the Transport and Infrastructure Net Zero Consultation Roadmap. We would be pleased to further discuss any of the topics raised. If that is of interest, please contact [REDACTED].