



ACT
Government

Chief Minister, Treasury and
Economic Development

Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2019-064

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	Waived
6. Processing time (in working days)	19
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

From: [REDACTED]
To: [CMTEDD FOI](#)
Subject: Freedom of Information request
Date: Thursday, 21 March 2019 4:11:19 PM

Please find online enquiry details below. Please ensure this enquiry is responded to within fourteen working days.

Your details

All fields are optional, however an email address OR full postal address must be provided for us to process your request. An email address and telephone contact number will assist us to contact you quickly if we need to discuss your request.

Title:

First Name:

Last Name:

Business/Organisation:

Address:

Suburb:

Postcode:

State/Territory:

Phone/mobile:

Email address:

Request for information

(Please provide as much detail as possible, for example subject matter and relevant dates, and also provide details of documents that you are not interested in.)

Under the Freedom of Information Act 2016 I want to access the following document/s (*required field):

I request that a copy of documents containing details or information or records of the ACT Road Transport Agency's or Access ACT inspection of: List of actual roadside scheduled and unscheduled inspections undertaken by the RTA or outsourced contractor for Taxi's or Rideshare vehicles for the purposes of compliance to Road Transport (General) ACT 1999. Records of any such inspections undertaken and number of vehicles inspected in any such scheduled events. Reports developed as to the current compliance of the Taxi Industry or the Rideshare industry to the Road Transport (General) ACT 1999 in the last 5 years. Templates used for such inspection and instructions provided to inspectors for scheduled and unscheduled inspections. I also request that a copy of documents containing details of any audits undertaken to ensure effective ownership and operation for individual ACT Government licence plates and actions taken to ensure non-transferrable ACT government taxi plate leases are not transferred illegally. Any Ministerial Briefs provided to Ministers over the last 5 years which contain information related to standards and requirements for taxi vehicles and drivers to be amended.

I do not want to access the following documents in relation

to my request::

Thank you.

Freedom of Information Coordinator



ACT
Government

Chief Minister, Treasury and
Economic Development

Our ref: CMTEDDFOI2019-064

[REDACTED]

via email: [REDACTED]

Dear [REDACTED]

FREEDOM OF INFORMATION REQUEST

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 21 March 2019 in which you sought access to documents containing details of roadside inspections in the ACT.

Specifically, you are seeking: *"... a copy of documents containing details or information or records of the ACT Road Transport Agency's or Access ACT inspection of: List of actual roadside scheduled and unscheduled inspections undertaken by the RTA or outsourced contractor for Taxi's or Rideshare vehicles for the purposes of compliance to Road Transport (General) ACT 1999. Records of any such inspections undertaken and number of vehicles inspected in any such scheduled events. Reports developed as to the current compliance of the Taxi Industry or the Rideshare industry to the Road Transport (General) ACT 1999 in the last 5 years. Templates used for such inspection and instructions provided to inspectors for scheduled and unscheduled inspections. I also request that a copy of documents containing details of any audits undertaken to ensure effective ownership and operation for individual ACT Government licence plates and actions taken to ensure non-transferrable ACT government taxi plate leases are not transferred illegally. Any Ministerial Briefs provided to Ministers over the last 5 years which contain information related to standards and requirements for taxi vehicles and drivers to be amended."*

Authority

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

Timeframes

In accordance with section 40 of the Act, CMTEDD is required to provide a decision on your access application by 18 April 2019.

Decision on access

Searches were completed for relevant documents and 24 documents were identified that fall within the scope of your request.

I have decided to grant full access to 15 documents and partial access to 6 documents and fully exempt from release the remaining 3 documents.

I have included as Attachment A to this letter the schedule of relevant documents. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents. The documents to be released to you are provided as Attachment B to this letter.

In accordance with section 54(2) of the Act a statement of reasons outlining my decision is below.

Statement of Reasons

In reaching my access decision, I have taken the following into account:

- the Act;
- the content of the documents that fall within the scope of your request; and
- the *Human Rights Act 2004*.

Exemption claimed

My reasons for deciding not to grant access to the identified documents and components of these documents are as follows:

Public Interest Test (Schedule 2 of the Act)

The Act has a presumption in favour of disclosure. As a decision maker I am required to decide where, on balance, public interests lies. As part of this process I must consider factors favouring disclosure and non-disclosure.

In *Hogan v Hinch* (2011) 243 CLR 506, [31] French CJ stated that when 'used in a statute, the term [public interest] derives its content from "the subject matter and the scope and purpose" of the enactment in which it appears'. Section 17(1) of the Act sets out the test, to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17(2) and Schedule 2 of the Act.

Taking into consideration the information contained in the documents found to be within the scope of your request, I have identified that the following public interest factors are relevant to determine if release of the information contained within these documents is within the 'public interest'.

Factors favouring disclosure in the public interest:

(a) disclosure of the information could reasonably be expected to do any of the following:

- (i) promote open discussion of public affairs and enhance the government's accountability;*
- (ii) contribute to positive and informed debate on important issues or matters of public interest; and*
- (viii) reveal the reason for a government decision and any background or contextual information that informed the decision.*

Having considered the factors identified as relevant in this matter, I consider that release of the information within the scope of the request may promote open discussion of public affairs and enhance the government's accountability. The documents identified contain information relating to the taxi industry in the ACT which I consider is of public interest. I consider that the release of this information could reveal the reason for the government decision and any background or contextual information that informed the decision. As a result, the release of documents identified could enhance the Directorate's accountability and contribute to positive and informed debate on the recent policy changes in the taxi industry. I am satisfied that the public interest in increasing transparency and accountability of the Directorate carries significant weight.

Factors favouring nondisclosure in the public interest:

- (a) *disclosure of the information could reasonably be expected to do any of the following:*
- (ii) *prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2004;*
 - (xii) *prejudice an agency's ability to obtain confidential information; and*
 - (xvii) *prejudice the effectiveness of testing or auditing procedures.*

When considering the documents and factors in favour of non-disclosure, I have considered the personal information of staff members contained in the documents. This includes names and contact phone numbers. I am satisfied that the names and contact information of employees below Senior Executive Service (SES) levels should be redacted due to personal privacy considerations. I do not consider the release of the names and contact information of senior executives is unreasonable as it is accepted by senior executives that they carry additional responsibilities including approving and clearing documents prepared by their staff members. For this reason, I have decided to redact only the names and phone numbers of employees that are below SES levels.

I also consider it is unreasonable to release the names and contact information of individuals that are not ACT Government employees being the names and details of ACT taxi and rideshare industry personnel is personal information that is not publicly available. I am of the opinion that release of this information may prejudice the protection of the individual's right to privacy or any other right under the *Human Rights Act 2004*. I am satisfied that this factor favouring non-disclosure should be afforded significant weight as it relates to individual privacy.

I have also considered the impact that the release of some of the documents could have on the relations between the ACT Government and the ACT taxi and rideshare industries. The identified documents contain confidential information provided to the ACT Government by members of the ACT taxi and rideshare industries in confidence. I am satisfied that if released this may impede the Directorate's ability to obtain confidential information in the future and I consider that maintaining good working relations between the ACT Government and the ACT taxi and rideshare industries crucial to the ongoing negotiations on this issue and on future matters. I am satisfied that this factor favouring non-disclosure carries very significant weight.

Document reference 22 consists entirely of information about the roadside testing of vehicles. The release of this information could reasonably be expected to affect the testing procedures of ACT Government Vehicle Inspectors. Accordingly, I have decided to exempt this document in full as I consider that the release of this information would prejudice the effectiveness of testing procedures.

Noting the pro-disclosure intent of the Act, I am satisfied that redacting only the information that is not in the public interest to release, whilst releasing the rest of the information will ensure the intent of the Act is met and will provide you with access to the majority of information held by CMTEDD within the scope of your request.

Charges

Pursuant to *Freedom of Information (Fees) Determination 2017 (No 2)* processing charges are applicable for this request because the total number of pages to be released to you exceeds the charging threshold of 50 pages. However, the charges have been waived in accordance with section 107(2)(b) of the Act.

Online publishing – Disclosure Log

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published in the CMTEDD disclosure log three to ten working days after the date of my decision. Your personal contact details will not be published.

You may view CMTEDD disclosure log at

<https://www.cmtedd.act.gov.au/functions/foi/disclosure-log>.

Ombudsman Review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman

GPO Box 442

CANBERRA ACT 2601

Via email: actfoi@ombudsman.gov.au

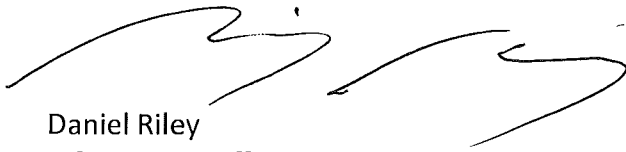
ACT Civil and Administrative Tribunal (ACAT) Review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore St
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or email CMTEDDFOI@act.gov.au.

Yours sincerely,



Daniel Riley
Information Officer
Information Access Team
Chief Minister, Treasury and Economic Development Directorate

17 April 2019



ACT
Government

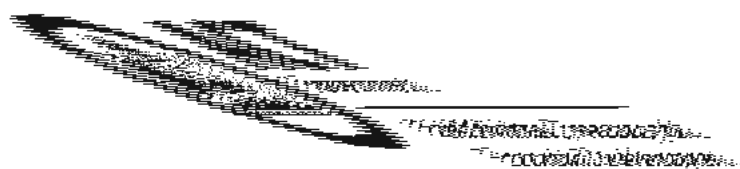
Chief Minister, Treasury and
Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
[REDACTED]	I request that a copy of documents containing details or information or records of the ACT Road Transport Agency's or Access ACT inspection of: List of actual roadside scheduled and unscheduled inspections undertaken by the RTA or outsourced contractor for Taxi's or Rideshare vehicles for the purposes of compliance to Road Transport (General) ACT 1999. Records of any such inspections undertaken and number of vehicles inspected in any such scheduled events. Reports developed as to the current compliance of the Taxi Industry or the Rideshare industry to the Road Transport (General) ACT 1999 in the last 5 years. Templates used for such inspection and instructions provided to inspectors for scheduled and unscheduled inspections. I also request that a copy of documents containing details of any audits undertaken to ensure effective ownership and operation for individual ACT Government licence plates and actions taken to ensure non-transferrable ACT government taxi plate leases are not transferred illegally. Any Ministerial Briefs provided to Ministers over the last 5 years which contain information related to standards and requirements for taxi vehicles and drivers to be amended.	CMTEDDFOI 2019-064

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-3	Brief	25-Feb-2016	Partial release	Schedule 2 2.2(a)(ii) Schedule 2 2.2(a)(xii)	Yes
2	4-7	Signed copy of brief	1-Mar-2016	Partial release	Schedule 2 2.2(a)(ii) Schedule 2 2.2(a)(xii)	Yes
3	8-141	Attachment A to brief	Undated	Full release	N/A	Yes
4	142-152	Attachment B to brief	Undated	Full release	N/A	Yes
5	153-177	Attachment C to brief	Undated	Full release	N/A	Yes
6	178-182	Attachment D to brief	Undated	Full release	N/A	Yes
7	183-184	Attachment E to brief	Undated	Full release	N/A	Yes
8	185-191	Brief and attachments D & E	9-May 2016	Partial release	Schedule 2 2.2(a)(ii) Schedule 2 2.2(a)(xii)	Yes
9	192-195	Signed copy of brief	16-May-2016	Partial release	Schedule 2 2.2(a)(ii)	Yes

10	196	Attachment A to brief	Undated	Full release	N/A	Yes
11	197-202	Attachment B to brief	Undated	Full release	N/A	Yes
12	203-205	Attachment C to brief	Undated	Full release	N/A	Yes
13	206	Signed attachment	16-May-2016	Full release	N/A	Yes
14	207	Signed attachment	16-May-2016	Full release	N/A	Yes
15	208-211	Signed brief	21-Jul-16	Partial release	Schedule 2 2.2(a)(ii) Schedule 2 2.2(a)(xii)	Yes
16	212-217	Attachment A to brief	Undated	Full release	N/A	Yes
17	218-223	Attachment B to brief	Undated	Full release	N/A	Yes
18	224-246	Roadside inspection list	Undated	Full release	N/A	Yes
19	247	Number of taxi and rideshare inspections	Undated	Full release	N/A	Yes
20	248-251	Public vehicle airport audits	Undated	Partial release	Schedule 2 2.2(a)(ii)	Yes
21	252-266	Taxi service operator audit report	Undated	Full release	N/A	Yes
22		On Road Vehicle Inspections	Various	Exempt	Schedule 2 2.2(a)(xvii)	No
23		Rideshare performance reports	Various	Exempt	Schedule 2 2.2(a)(xii)	No
24		Taxi performance reports	Various	Exempt	Schedule 2 2.2(a)(xii)	No
Total No of Docs						
24						



IN CONFIDENCE

To: Chief Minister
Minister for Justice and Consumer Affairs
[Copy to: Head of Service]

**Subject: Taxi Industry Innovation Reform – Implementation Working Group –
Consultation on Draft Regulations**

Critical date and reason

1. **2 March 2016**, in preparation for the second meeting of Taxi Industry Innovation Reform Implementation Working Group (IWG) Steering Committee on 10 March 2016.

Recommendations

2. That you note draft regulations and related instruments (attached) are proposed to be provided to stakeholders through the IWG on 3 March 2016 as part of targeted consultation arrangements (subject to any feedback from you).

NOTED/PLEASE DISCUSS

Andrew Barr MLA / /

NOTED/PLEASE DISCUSS

Shane Rattenbury MLA / /

Supporting Reasoning

3. The IWG has been established as the mechanism for targeted consultation on implementation arrangements for phase two (a legislative framework) for taxi, hire car and rideshare reforms. It includes a Steering Committee and broader Stakeholder Forum (MIN:2015/007450 refers).
4. Drafting of regulations (Attachments A & B) and instruments for minimum service standards (Attachment C) is now at point where stakeholder consultation can proceed. The regulations provide the detailed actions for reform as previously announced, including:
 - a. criteria and conditions for licencing and accreditation of transport booking services (TBS), rideshare drivers and vehicles;
 - b. reduced regulatory requirements for taxis and hire cars.
5. The draft regulations do not currently include:
 - a. NSW cross-border arrangements – due to the ongoing nature of discussions with the NSW Government (further briefing will be provided as discussions progress);
 - b. arrangements for full transition from phase one reforms, TBS-supported carpooling and consequential amendments – as they are subject to ongoing drafting.
6. Regulatory requirements for wheelchair accessible taxis are unchanged as previously announced.
7. Given the complexity of the regulatory amendments we propose to provide a comparison table to assist with explaining outcomes to the IWG (see Attachment D).

Review of training requirements

8. We have reviewed training requirements (in consultation with the IWG Steering Committee and Access Canberra) with focus on safety and accessibility matters to significantly reduce the level of prescription (see Attachment E).
9. In particular, we propose that the Government would specify the minimum required driver information to be available (rather than Access Canberra approving particular courses by individual suppliers). Some groups may seek to retain or increase prescribed involvement in training.
 - a. This should permit alternate methods of delivery, such as internet-based sessions such as firms like Woolies and McDonalds use to train and inform workers. We have provided for parties with relevant experience in the design of any training.
 - b. The involvement of registered training organisations (such as CIT) may be reduced. People with Disabilities ACT has made representations seeking greater engagement in training.
10. Also we propose to remove the (national standard) requirement for English language assessments of taxi drivers.
 - a. This would reduce costs of time and training, with related service quality determined through market-based competitive forces. From a safety

perspective, proposed training requirements are intended to include requirements for dealing with difficult customers (aggression, intoxication).

- b. The Canberra Taxi Industry Association had suggested a TBS-based initial assessment to reducing costs, however these arrangements would add subjectivity and the assessment quality could not be assured.
- c. NSW with its reforms has retained the English language test for metropolitan areas only. Accordingly, Queanbeyan-based taxis would not be subject to such requirements.

Timing

- 11. The complexity and detail involved in drafting regulations and need for consultation mean that expected timeframes have moved from March/April commencement to an April/May commencement timeframe.
- 12. The next IWG Steering Committee meeting is scheduled for 10 March 2016, with materials for discussion to be provided by 3 March 2016. If materials are supported by the IWG SC we would make them available to the IWG Stakeholder Forum for consultation over a four week period.
 - a. We also expect to have one-on-one engagement with major stakeholders during this period.
- 13. We are available to brief your office further as required.
- 14. We will brief you further in light of IWG feedback.

Consultation and Communication

- 15. We have been working closely with Access Canberra, JACSD and Parliamentary Counsel's Office through the regulation drafting process.
- 16. Stakeholder consultation is to occur through IWG arrangements.

Financial

- 17. Nil.

Management of Other Risks

- 18. A communications strategy was prepared as part of the reform process but will be reviewed in consideration of revised timeframes and finalisation of transitional arrangements.

Deputy Director-General Clearance: Karl Alderson

Executive Clearance: Brook Dixon, Director, Government Reform

Date: 25 February 2016

Action Officer: Sch 2 2.2(a)(ii)

Phone: [REDACTED]



ACT
Government

Chief Minister, Treasury and
Economic Development

IN CONFIDENCE

To: Chief Minister
Minister for Justice and Consumer Affairs
[Copy to: Head of Service]

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Andrew Barr MLA *Andrew Barr* 29/2/16

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Shane Rattenbury MLA *[Signature]* 1/3/16

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Deputy Director-General Clearance: Karl Alderson

Executive Clearance: Brook Dixon, Director, Government Reform

Date: 25 February 2016

Action Officer: Sch 2 2.2(a)(ii)

Phone: Sch 2 2.2(a)(ii)

DRAFT-IN-CONFIDENCE

This draft is supplied in confidence and should be given appropriate protection.

DRAFT

(Prepared by Parliamentary Counsel's Office)

Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Regulation 2016 (No)

Subordinate Law SL2016-

The Australian Capital Territory Executive makes the following regulation under the *Road Transport (Public Passenger Services) Act 2001*.

Dated 2016.

Minister

Minister

DRAFT-IN-CONFIDENCE

This draft is supplied in confidence and should be given appropriate protection.

DRAFT

(Prepared by Parliamentary Counsel's Office)

Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Regulation 2016 (No)

Subordinate Law SL2016-

made under the

Road Transport (Public Passenger Services) Act 2001

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1 Name of regulation

This regulation is the *Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Regulation 2016 (No)*.

2 Commencement

This regulation commences on the commencement of the *Road Transport (Public Passenger Services) (Taxi Review) Amendment Act 2015*, section 3.

Note The naming and commencement provisions automatically commence on the notification day (see Legislation Act, s 75 (1)).

3 Legislation amended

This regulation amends the *Road Transport (Public Passenger Services) Regulation 2002*.

Note This regulation also amends other legislation (see sch 1).

4 Section 4A, note 1

omit

- s 71 (Affiliation of accredited taxi service operators with taxi network)

5 Section 4A, note 1

insert

- 70A (Transport booking service—affiliated drivers s 72)

6 New section 4B

in chapter 1, insert

4B Meaning of *relevant person* for an application

In this regulation:

executive officer, of a corporation, means a person, however described and whether or not the person is a director of the corporation, who is concerned with, or takes part in, the corporation's management.

relevant person, for an application, means—

- (a) if the applicant is an individual—the applicant; or
- (b) if the applicant is a corporation—each executive officer of the corporation.

7 Chapter 2 heading

substitute

**Chapter 2 Accreditation of public
passenger service operators
and transport booking services**

8 Section 5 (2) and (3)

substitute

- (2) The road transport authority may accredit people to operate transport booking services.
- (3) The road transport authority may accredit people to operate the following kinds of taxi services:
 - (a) a standard taxi service;

(b) a wheelchair-accessible taxi service.

Note **Standard taxi**—see s 81A.

Wheelchair-accessible taxi—see s 81B.

(3A) The road transport authority may accredit people to operate ridesharing services.

9 **New section 5A**

in part 2.1, insert

5A **Meaning of regulated service—ch 2**

In this chapter:

regulated service means—

- (a) a bus service; or
- (b) a transport booking service; or
- (c) a taxi service; or
- (d) a ridesharing service; or
- (e) a hire car service; or
- (f) a restricted hire car service; or
- (g) a demand responsive service.

10 Sections 6 to 6B

substitute

6B Meaning of *relevant person* for an application for accreditation

In this regulation:

relevant person, for an application for accreditation (including renewal) by a person or an accreditation held by a person, includes, if the person is an individual, anyone who is concerned with, or takes part in, the management of the regulated service to which the application or accreditation relates.

11 Section 7 (2) (b)

omit

12 Section 7 (5)

omit

13 Section 8 (1)

substitute

- (1) The road transport authority must refuse an application for accreditation (including renewal) if—
- (a) the applicant is not—
 - (i) an Australian citizen; or
 - (ii) a permanent resident; or
 - (iii) a temporary resident who holds a visa that allows the person to hold the accreditation; or
 - (b) the authority believes on reasonable grounds that the applicant is not a suitable person to operate the kind or size of regulated service to which the application relates.

14 Section 8 (2) (c)

omit

15 Section 9 (1) (b)

substitute

- (b) the person has contravened a service standard for the operation of the regulated service for the accreditation; or

16 Section 12 (1)

substitute

- (1) If the road transport authority accredits a person to operate a regulated service, the authority must give the person a certificate of accreditation.

17 Section 12 (4)

substitute

- (4) The maximum period the road transport authority may accredit a person (including renew an accreditation) to operate a regulated service is 6 years.

18 Sections 13 and 13A

omit

19 Section 14 (1) (c)

omit

20 Section 18B

substitute

18B Service standards for regulated services

- (1) The road transport authority must approve service standards (the *service standards*) for the operation of a regulated service.

-
- (2) The service standards for a regulated service—
- (a) must include standards for the matters mentioned in schedule 1 for the regulated service; and
 - (b) may include standards about anything else in relation to the safe, reliable or efficient provision of the regulated service.

Note Power to make a statutory instrument includes power to make different provision in relation to different matters or different classes of matters, and to make an instrument that applies differently by reference to stated exceptions or factors (see Legislation Act, s 48).

- (3) The service standards for a regulated service may include standards about monitoring an accredited operator's compliance with the service standards, including, for example—
- (a) the making, management and auditing (including performance auditing) of records and systems required to be kept under the Act; and
 - (b) the reporting requirements.

Note An example is part of the regulation, is not exhaustive and may extend, but does not limit, the meaning of the provision in which it appears (see Legislation Act, s 126 and s 132).

- (4) An approval is a disallowable instrument.

Note A disallowable instrument must be notified, and presented to the Legislative Assembly, under the Legislation Act.

18C Regulated service must comply with service standards

- (1) A person commits an offence if the person—
- (a) operates a regulated service; and
 - (b) fails to comply with a service standard for the regulated service.

Maximum penalty: 20 penalty units.

-
- (2) A person commits an offence if—
- (a) the person holds a licence to use a vehicle for a regulated service; and
 - (b) the vehicle is used to operate a regulated service; and
 - (c) the vehicle fails to comply with a service standard for the regulated service.

Maximum penalty: 20 penalty units.

21 Section 19 (1)

after

accreditation

insert

(approved educational qualifications)

22 Section 20

omit

taxi network

substitute

transport booking service

23 New division 3.1.1A

before division 3.1.1, insert

Division 3.1.1A Definitions

20B Meaning of *bus* and *bus driver*

In this regulation:

bus means a public bus.

Note **Public bus**—see the Act, s 10A.

bus driver means the driver of a bus.

24 Section 28 (1) (a)

omit

4 years

substitute

2 years

25 Sections 30 and 30A

omit

26 Section 33

omit

27 New section 45A

in part 3.2, insert

45A Meaning of *bus ticket*—pt 3.2

In this part:

bus ticket, for a bus, means anything issued by or on behalf of the accredited operator of a bus service for the purpose of authorising a person to travel in a bus operated for the service.

28 Section 46 (2), note

omit

insert

Chapter 3A Transport booking services

Part 3A.1 Transport booking services— generally

Note Some taxi drivers and taxi service operators must be affiliated with a transport booking service (see the Act, s 36E). All rideshare drivers must be affiliated with a transport booking service (see the Act, s 36F). Hire car drivers and hire care service operators may be affiliated with a transport booking service.

70A Transport booking service—must ensure bookable vehicle licensed and insured

- (1) A person commits an offence if the person—
 - (a) is a transport booking service other than a WTBS; and
 - (b) does not take reasonable steps to ensure that each—
 - (i) taxi to be used by an affiliated taxi driver is a licensed taxi; and
 - (ii) vehicle to be used by an affiliated rideshare driver for a rideshare is a licensed rideshare vehicle; and
 - (iii) hire car to be used by an affiliated hire car driver is a licensed hire car.

Maximum penalty: 20 penalty units.

- (2) A person commits an offence if the person—
 - (a) is a transport booking service other than a WTBS; and

-
- (b) does not take reasonable steps to ensure that a public passenger vehicle policy is in force for each bookable vehicle to be used by an affiliated driver.

Maximum penalty: 20 penalty units.

- (3) In this section:

affiliated hire car driver, for a transport booking service, means a hire car driver who is—

- (a) an affiliated driver for the transport booking service; or
- (b) a driver for an affiliated operator for the transport booking service.

affiliated taxi driver, for a transport booking service, means a taxi driver who is—

- (a) an affiliated driver for the transport booking service; or
- (b) a driver for an affiliated operator for the transport booking service.

70B Transport booking service—must be available to take taxi and rideshare bookings

- (1) A person commits an offence if the person—
 - (a) is a transport booking service other than a WTBS; and
 - (b) has affiliated taxi drivers; and
 - (c) does not take reasonable steps to ensure that the booking service is available at all times to—
 - (i) accept bookings from people for taxis; and
 - (ii) communicate the bookings to affiliated taxi drivers.

Maximum penalty: 20 penalty units.

-
- (2) A person commits an offence if the person—
- (a) is a transport booking service other than a WTBS; and
 - (b) has affiliated rideshare drivers; and
 - (c) does not take reasonable steps to ensure that the booking service is available at all times to—
 - (i) accept bookings from people for rideshare vehicles; and
 - (ii) communicate the bookings to affiliated rideshare drivers.

Maximum penalty: 20 penalty units.

70C Transport booking service—must give fare estimate and vehicle identifier

- (1) A person commits an offence if the person—
- (a) is a transport booking service; and
 - (b) accepts a booking from a person (the *hirer*) for a bookable vehicle; and
 - (c) does not give the hirer, before the hiring begins—
 - (i) an estimate of the fare for the booked journey; and
 - (ii) sufficient information for the hirer to identify the bookable vehicle and the bookable vehicle driver for the booked journey.

Maximum penalty: 20 penalty units.

- (2) An offence against this section is a strict liability offence.

Part 3A.2 Transport booking services—fares, fees and other payments

70D Definitions

In this regulation:

declared state of alert means a state of alert declared under the *Emergencies Act 2004*, section 151.

declared state of emergency means a state of emergency declared under the *Emergencies Act 2004*, section 156.

jump-the-queue fee, for a bookable vehicle booking, means a fee payable by a passenger, in addition to the fare, for the passenger to be the next passenger picked up by the bookable vehicle driver, ahead of the driver's existing bookings.

surge pricing, for ridesharing, means the practice of increasing rideshare fares during times of high demand for ridesharing.

up-front tip, for a bookable vehicle booking, means an amount paid by a passenger to a transport booking service, a bookable vehicle driver or both, in addition to the fare, for the passenger to be picked up sooner than would happen in the ordinary course of bookings.

70E Transport booking service—no extra payments for taxi bookings

- (1) A person commits an offence if—
 - (a) the person is a transport booking service; and
 - (b) the booking service accepts—
 - (i) a jump-the-queue fee for a taxi booking; or
 - (ii) an up-front tip for a taxi booking.

Maximum penalty: 20 penalty units.

- (2) An offence against this section is a strict liability offence.

70F Transport booking service—rideshare pricing during emergencies

- (1) A person commits an offence if—
 - (a) the person is a transport booking service; and
 - (b) the booking service—

-
- (i) applies surge pricing for a rideshare; or
 - (ii) accepts a jump-the-queue fee for a rideshare; or
 - (iii) accepts an up-front tip for a rideshare; and
- (c) a declared state of alert, or declared state of emergency, is in force for all or part of the ACT.

Maximum penalty: 20 penalty units.

- (2) An offence against this section is a strict liability offence.

Part 3A.3 Transport booking services— records

70G Meaning of *affiliated driver record*—pt 3A.3

In this part:

affiliated driver record means a record of the following details for the driver:

- (a) the affiliated driver’s full name, home address and date of birth;
- (b) the affiliated driver’s prescribed driver authority information;
Note Prescribed driver authority information—see the dictionary.
- (c) for an affiliated taxi driver—whether the affiliated driver has successfully completed an approved wheelchair-accessible taxi driver training course or has been exempted by the road transport authority under section 160 (Authority may exempt wheelchair-accessible taxi drivers from approved training course) from the requirement to successfully complete the course;
- (d) the registration number of the bookable vehicle used by the affiliated driver to carry out each booking.

Note Taxi drivers must be affiliated drivers unless their taxi service operator is an affiliated operator or an independent taxi service operator (see

Act, s 36E).

Rideshare drivers must be affiliated drivers (see Act, s 36F).

Hire car drivers may be affiliated drivers.

(2) In this section:

affiliated driver, for a transport booking service, includes a driver for an affiliated operator for the transport booking service.

affiliated taxi driver, for a transport booking service, means a taxi driver who is—

- (a) an affiliated driver for the transport booking service; or
- (b) a driver for an affiliated operator for the transport booking service.

70H Meaning of *affiliated operator record*—pt 3A.3

In this part:

affiliated operator record, for an affiliated operator for a transport booking service, means a record of the following details for the operator:

- (a) the operator's full name and home address;
- (b) the operator's ABN (if any);
- (c) if the operator is—
 - (i) an individual—the operator's date of birth; or
 - (ii) a corporation—the operator's ACN;
- (d) the operator's accreditation number;
- (e) the kind of public passenger service the operator is accredited to operate;
- (f) the expiry date of the accreditation;
- (g) the registration numbers of the bookable vehicles used by the operator to operate the public passenger service via the transport booking service.

Note Taxi service operators must be affiliated operators unless they are an independent taxi service operator (see Act, s 36E).
Hire car service operators may be affiliated operators.

70I Transport booking service—affiliated driver records

- (1) A person commits an offence if the person—
- (a) is a transport booking service; and
 - (b) does not—
 - (i) keep a register of affiliated drivers (an *affiliated drivers register*) containing an affiliated driver record for each affiliated driver for the transport booking service; and
 - (ii) take reasonable steps to ensure each affiliated driver record in the register is up to date.

Maximum penalty: 10 penalty units.

- (2) A person commits an offence if the person—
- (a) is or has been a transport booking service; and
 - (b) does not keep each affiliated driver record for at least 1 year after the last date on which the driver carried out a booking via the transport booking service.

Maximum penalty: 10 penalty units.

- (3) A person commits an offence if the person—
- (a) is or has been a transport booking service; and
 - (b) does not provide the affiliated drivers register, or an affiliated driver record in the register, on request, to—
 - (i) the road transport authority; or
 - (ii) a police officer; or
 - (iii) a member of an emergency service.

Maximum penalty: 10 penalty units.

-
- (4) An offence against this section is a strict liability offence.

70J Transport booking service—affiliated operators register

- (1) A person commits an offence if the person—
- (a) is a transport booking service; and
 - (b) does not—
 - (i) keep a register of affiliated operators (an *affiliated operators register*) containing an affiliated operator record for each affiliated operator for the transport booking service; and
 - (ii) take reasonable steps to ensure each affiliated operator record in the register is up to date.

Maximum penalty: 10 penalty units.

- (2) A person commits an offence if the person—
- (a) is or has been a transport booking service; and
 - (b) does not keep each affiliated operator record for at least 1 year after the last date on which a driver for the operator carried out a booking via the transport booking service.

Maximum penalty: 10 penalty units.

- (3) A person commits an offence if the person—
- (a) is or has been a transport booking service; and
 - (b) does not provide the affiliated operators register, or an affiliated operator record in the register, on request, to—
 - (i) the road transport authority; or
 - (ii) a police officer; or
 - (iii) a member of an emergency service.

Maximum penalty: 10 penalty units.

- (4) An offence against this section is a strict liability offence.

70K Road transport authority may share information about affiliated drivers and affiliated operators

- (1) If a transport booking service has given the road transport authority an affiliated driver record, the road transport authority may tell the transport booking service the following matters about the driver:
- (a) any change in the prescribed driver authority information for the driver;
Note Prescribed driver authority information—see the dictionary.
 - (b) the suspension or cancellation of any public vehicle licence held by the driver;
 - (c) the ending of any exemption for the driver under the *Road Transport (Driver Licensing) Regulation 2000*, section 94A (Exemption of drivers of public vehicles driven for hire or reward).
- (2) If a transport booking service has given the road transport authority an affiliated operator record, the road transport authority may tell the transport booking service the following matters about the affiliated operator:
- (a) the suspension or cancellation of the operator’s accreditation;
 - (b) the suspension or cancellation of any taxi licence or hire car licence held by the operator.

70L Transport booking service—bookable vehicle register

- (1) A person commits an offence if the person—
- (a) is a transport booking service; and
 - (b) does not—
 - (i) keep a register of bookable vehicles (a ***bookable vehicles register***) containing a bookable vehicle record for each bookable vehicle used by a bookable vehicle driver to carry out a booking via the transport booking service; and

-
- (ii) take reasonable steps to ensure each bookable vehicle record in the register is up to date.

Maximum penalty: 10 penalty units.

- (2) A person commits an offence if the person—
 - (a) is or has been a transport booking service; and
 - (b) does not keep each bookable vehicle record in the bookable vehicles register for at least 1 year after the last date on which a bookable vehicle driver used the vehicle to carry out a booking via the transport booking service.

Maximum penalty: 10 penalty units.

- (3) A person commits an offence if the person—
 - (a) is or has been a transport booking service; and
 - (b) does not provide in the bookable vehicles register, or a bookable vehicle record, on request, to—
 - (i) the road transport authority; or
 - (ii) a police officer; or
 - (iii) a member of an emergency service.

Maximum penalty: 10 penalty units.

- (4) An offence against this section is a strict liability offence.
- (5) In this section:

bookable vehicle record, for a bookable vehicle used to operate a public passenger service via a transport booking service, means a record of the following details for the vehicle:

- (a) the vehicle's registration number;
- (b) the vehicle's public passenger vehicle licence number;
- (c) the expiry date of the public passenger vehicle licence;

-
- (d) the name of each affiliated driver and affiliated operator who uses the vehicle to operate a public passenger service via the transport booking service.

70M Transport booking service—booking records

- (1) A person commits an offence if the person—
- (a) is a transport booking service; and
 - (b) does not make a booking record for each booking made via the transport booking service.

Maximum penalty: 10 penalty units.

- (2) A person commits an offence if the person—
- (a) is or has been a transport booking service; and
 - (b) does not keep each booking record for at least 1 year after the date the booking was carried out.

Maximum penalty: 10 penalty units.

- (3) A person commits an offence if the person—
- (a) is or has been a transport booking service; and
 - (b) does not provide a booking record, on request, to—
 - (i) the road transport authority; or
 - (ii) a police officer; or
 - (iii) a member of an emergency service.

Maximum penalty: 10 penalty units.

- (4) An offence against this section is a strict liability offence.
- (5) In this section:

booking record, for a booking made via a transport booking service, means a record of the follow details for the booking:

- (a) the name or driver number of the bookable vehicle driver;

-
- (b) the registration number of the bookable vehicle;
 - (c) the name or passenger number of the passenger;
 - (d) when each passenger was picked up and dropped off;
 - (e) where each passenger was picked up and dropped off;
 - (f) the fare paid.

driver number, for an affiliated driver for a transport booking service, means a unique identifying number given to the driver by the booking service.

passenger number, for a passenger for a transport booking service, means a unique identifying number given to the passenger by the booking service.

Part 3A.4 Transport booking services— wheelchair-accessible taxis

Division 3A.4.1 Wheelchair-accessible taxi hirings

70N Transport booking service—must direct wheelchair-accessible taxi booking to WTBS

- (1) A person commits an offence if—
 - (a) the person is a transport booking service other than a WTBS;
and
 - (b) someone requests a wheelchair-accessible taxi booking via the transport booking service; and
 - (c) the booking is for a wheelchair-dependent person; and
 - (d) there is a WTBS operating in the Territory; and
 - (e) the person fails to, without delay, direct the booking request to a WTBS.

Maximum penalty: 10 penalty units.

- (2) An offence against this section is a strict liability offence.

70O Transport booking service—must direct driver to accept wheelchair-accessible taxi hiring

- (1) A person commits an offence if—
- (a) the person is a transport booking service; and
 - (b) someone requests a wheelchair-accessible taxi booking via the transport booking service; and
 - (c) the booking is for a wheelchair-dependent person; and
 - (d) there is no WTBS operating in the Territory; and
 - (e) a wheelchair-accessible taxi operated by an affiliated driver or affiliated operator is available for hire; and
 - (f) the taxi's driver does not accept an offer of the booking; and
 - (g) the person fails to, without delay, direct the driver to accept the booking.

Maximum penalty: 10 penalty units.

Note It is an offence for a driver of a wheelchair-accessible taxi to not comply with the direction (see s 114 (3)).

- (2) An offence against this section is a strict liability offence.

70P Transport booking service—must give estimated arrival time for wheelchair-accessible taxis

- (1) A person commits an offence if—
- (a) the person is a transport booking service; and
 - (b) someone (a *passenger*) books a wheelchair-accessible taxi through the transport booking service; and
 - (c) the transport booking service fails to, without delay, tell the passenger the estimated time when, or period within which, the

taxi will arrive at the place where the taxi is to pick up the passenger.

Maximum penalty: 10 penalty units.

Note If a WTBS is operating in the Territory, the transport booking service must direct any request for a wheelchair-accessible taxi booking to a WTBS (see s 70L).

- (2) An offence against this section is a strict liability offence.

Division 3A.4.2 Wheelchair-accessible taxi booking services (WTBSs)

70Q Meaning of *wheelchair-accessible taxi booking service (WTBS)*

In this regulation:

wheelchair-accessible taxi booking service (WTBS) means a transport booking service that accepts bookings only for wheelchair-accessible taxis for wheelchair-dependent people.

Note *Transport booking service*—see the Act, s 28.
Wheelchair-accessible taxi—see s
Wheelchair-dependent person—see s

70R WTBS—service contracts

- (1) The road transport authority may, on behalf of the Territory, enter into a contract (a *service contract*) with a person (the *WTBS operator*) for the person to operate a WTBS.
- (2) A service contract must state whether the right given under the contract to operate a WTBS is an exclusive right to operate the service.
- (3) A service contract may make provision in relation to the operation of a WTBS and the administration of the contract, including, for example—
 - (a) service requirements under the contract; and

Examples

- 1 communication options required to meet customer needs
- 2 procedures to deal with failure of technical equipment
- 3 recording and resolution of customer complaints

Note An example is part of the regulation, is not exhaustive and may extend, but does not limit, the meaning of the provision in which it appears (see Legislation Act, s 126 and s 132).

- (b) the transfer, suspension, cancellation and surrender of the contract; and
 - (c) the fees (if any) payable under the contract; and
 - (d) the adjustment of payments and refunds in relation to any contract fees; and
 - (e) financial or other remedies for breaches of the contract; and
 - (f) the records (including accounts) to be made and kept, how they are to be made and kept, and their inspection; and
 - (g) the provision of information and reports to the road transport authority about the WTBS and the verification of the information and reports.
- (4) Subsection (3) does not limit the matters about which a service contract may make provision.

70S WTBS—entitlement to operate

A person is entitled to operate a WTBS in the ACT only if the person holds a service contract for the service.

70T WTBS—must not operate without entitlement

- (1) A person commits an offence if the person—
 - (a) operates a WTBS in the ACT; and
 - (b) is not entitled under section 70Q to operate the service.

Maximum penalty: 20 penalty units.

- (2) An offence against this section is a strict liability offence.

70U WTBS—exemption for WTBS operators—Act, s 128 (1) (b)

- (1) The road transport authority may exempt a WTBS operator from the following provisions:
- (a) the Act, section 32 (Transport booking service must be accredited);
 - (b) the Act, section 36G (Transport booking service—responsibilities).

- (2) An exemption is subject to the condition that the WTBS operator does not breach the WTBS operator's service contract.

Note An exemption may be subject to other conditions stated in the exemption (see Act, s 128 (2)).

- (3) The road transport authority may end an exemption if it is satisfied on reasonable grounds that the WTBS operator—
- (a) is in breach of a condition of the exemption; or
 - (b) has failed to comply with a requirement of the road transport legislation (other than the legislation mentioned in subsection (1)).

Note 1 **Road transport legislation**—see the *Road Transport (General) Act 1999*, s 6.

Note 2 A reference to an Act includes a reference to the statutory instruments made or in force under the Act, including any notifiable instruments (see Legislation Act, s 104).

- (4) If the road transport authority decides to end an exemption, the authority must give the WTBS operator written notice stating—
- (a) that the authority has decided to end the exemption; and
 - (b) the grounds for ending the exemption; and
 - (c) when the exemption ends; and

-
- (d) any additional information the road transport authority considers appropriate.

Note 1 For how documents may be given, see the Legislation Act, pt 19.5.

Note 2 For when a posted notice is taken to be given, see the *Road Transport (General) Regulation 2000*, s 9B.

70V WTBS—approval of procedures and rules

- (1) The road transport authority may approve a WTBS's procedures and rules for wheelchair-accessible taxi drivers (the *WTBS's approved procedures and rules*).
- (2) An approval is a notifiable instrument.

Note A notifiable instrument must be notified under the Legislation Act.

70W WTBS—directing driver to accept wheelchair-accessible taxi hiring

- (1) A person commits an offence if—
- (a) the person is a WTBS; and
 - (b) someone requests a wheelchair-accessible taxi booking through a WTBS; and
 - (c) the booking is for a wheelchair-dependent person; and
 - (d) a wheelchair-accessible taxi is available for hire; and
 - (e) the taxi's driver does not accept an offer of the booking; and
 - (f) the person fails to, without delay, direct the driver to accept the booking.

Maximum penalty: 10 penalty units.

Note It is an offence for a driver of a wheelchair-accessible taxi to not comply with the direction (see s 114 (3)).

- (2) An offence against this section is a strict liability offence.

70X WTBS—giving estimated arrival time for wheelchair-accessible taxis

- (1) A person commits an offence if—
 - (a) the person is a WTBS; and
 - (b) someone (a *passenger*) books a wheelchair-accessible taxi through the WTBS; and
 - (c) the WTBS fails to, without delay, tell the passenger the estimated time when, or period within which, the taxi will arrive at the place where the taxi is to pick up the passenger.

Maximum penalty: 10 penalty units.

- (2) An offence against this section is a strict liability offence.

30 Parts 4.1, 4.1A and 4.2

substitute

Part 4.1 Independent taxi service operators

Note 1 **Independent taxi service operator**—see the Act, dictionary.

Note 2 A person commits an offence if the person operates a taxi service and is not either an affiliated operator for a transport booking service or an independent taxi service operator (see the Act, s 36E).

71 Independent taxi service operator—application for approval

An accredited operator of a taxi service may apply to the road transport authority for approval as an independent taxi service operator (an *independent taxi service operator approval*).

Note 1 If a form is approved under the *Road Transport (General) Act 1999*, s 225 for an application, the form must be used.

Note 2 A fee for the application may be determined under the *Road Transport (General) Act 1999*, s 96.

72 Independent taxi service operator—eligibility criteria

- (1) The road transport authority may approve eligibility criteria (*approved eligibility criteria*) for an independent taxi service operator approval.
- (2) An approval of eligibility criteria is a notifiable instrument.

Note A notifiable instrument must be notified under the Legislation Act.

73 Independent taxi service operator approval—decision on application

- (1) This section applies if the road transport authority receives an application for an independent taxi service operator approval.
- (2) The road transport authority may issue the approval to the applicant only if satisfied that the applicant—
 - (a) meets any approved eligibility criteria; and
 - (b) complies with the service standards for independent taxi services.
- (3) The road transport authority must give the applicant written notice of its decision on the application.

74 Independent taxi service operator approval—conditions

An independent taxi service operator approval is subject to the condition that the operator complies with the service standards for independent taxi services.

75 Independent taxi service operator approval—term

- (1) An independent taxi service operator approval comes into force on the day it is issued.
- (2) The road transport authority must not issue an independent taxi service operator approval for longer than 6 years.
- (3) An independent taxi service operator approval expires on the day stated in the approval.

76 Independent taxi service operator approval—not transferable

An independent taxi service operator approval is not transferable.

77 Independent taxi service operator approval—application for renewal

- (1) An independent taxi service operator approval-holder may apply to the road transport authority to renew the approval for a period not longer than 6 years.

Note 1 If a form is approved under the *Road Transport (General) Act 1999*, s 225 for this provision, the form must be used.

Note 2 A fee for the application may be determined under the *Road Transport (General) Act 1999*, s 96.

- (2) The application must be—
- (a) in writing; and
 - (b) made at least 14 days before the approval expires.
- (3) However, the authority may extend the time for making an application.

Note An approval-holder may apply to the road transport authority for the time to be extended, and the road transport authority may extend the time, even though the time has ended (see *Legislation Act*, s 151C).

- (4) If an approval-holder applies to renew the approval under this section, the approval remains in force until the application is decided.

78 Independent taxi service operator approval—decision on application for renewal

- (1) This section applies if the road transport authority receives an application for renewal of an independent taxi service operator approval under section 77.
- (2) The authority may renew the approval only if satisfied that the approval-holder continues to—

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- (a) meet any approved eligibility criteria; and
 - (b) comply with the service standards for independent taxi services.
- (3) The road transport authority may refuse to renew the approval if—
- (a) the authority believes on reasonable grounds that the approval-holder has contravened a condition of the approval; or
 - (b) any accreditation under the Act held by the approval-holder is suspended under chapter 8 (Disciplinary action).

Note A reference to an Act includes a reference to the statutory instruments made or in force under the Act, including any regulation (see Legislation Act, s 104).

- (4) If the authority decides to renew the approval, the authority may impose or amend a condition on the approval.
- (5) The authority must, not later than 28 days after the day the authority receives the application—
- (a) decide the application for renewal; and
 - (b) tell the approval-holder about the decision.

Note Failure to renew an approval within the required time is taken to be a decision not to renew the approval (see *ACT Civil and Administrative Tribunal Act 2008*, s 12).

79 Independent taxi service operator approval—replacing when lost, stolen or destroyed

- (1) The road transport authority may issue a replacement independent taxi service operator approval to an approval-holder if satisfied the approval-holder's original approval has been lost, stolen or destroyed.

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- (2) For subsection (1), the road transport authority may require the approval-holder to give the authority a statutory declaration, signed by the approval-holder, stating that the original approval has been lost, stolen or destroyed.

Note 1 A fee for the application may be determined under the *Road Transport (General) Act 1999*, s 96.

Note 2 It is an offence to make a false or misleading statement, give false or misleading information or produce a false or misleading document (see *Criminal Code*, pt 3.4).

Note 3 The *Statutory Declarations Act 1959* (Cwlth) applies to the making of statutory declarations under ACT laws.

80 Independent taxi service operator approval—surrender

- (1) An independent taxi service operator approval-holder may surrender the approval by giving written notice of the surrender (a *surrender notice*) to the road transport authority.
- (2) The surrender notice must be accompanied by—
- (a) the approval; or
 - (b) if the approval has been lost, stolen or destroyed—a statutory declaration signed by the approval-holder stating that the approval has been lost, stolen or destroyed.

Note 1 If a form is approved under the *Road Transport (General) Act 1999*, s 225 for this provision, the form must be used.

Note 2 It is an offence to make a false or misleading statement, give false or misleading information or produce a false or misleading document (see *Criminal Code*, pt 3.4).

Note 3 The *Statutory Declarations Act 1959* (Cwlth) applies to the making of statutory declarations under ACT laws.

Part 4.2 Taxi licences

Division 4.2.1 Kinds of taxis and taxi licences

Note In addition to the taxi licences mentioned in this division, there are 2 other kinds of taxi licence that may be operating in the ACT. Transferable leased taxi licences and licences issued for an unlimited term (known as perpetual licences) are no longer issued by the road transport authority but, if still operating, continue to be subject to the requirements of this regulation. For example, those licences are subject to the provisions about amendment and surrender in div 4.2.5.

81 Meaning of *standard taxi and standard taxi licence*—pt 4.2

In this part:

standard taxi means a taxi other than a wheelchair-accessible taxi.

standard taxi licence means a taxi licence to use a vehicle as a standard taxi.

82 Meaning of *wheelchair-accessible taxi and wheelchair-accessible taxi licence*

In this regulation:

wheelchair-accessible taxi means a taxi with wheelchair access.

wheelchair-accessible taxi licence means a taxi licence to use a vehicle as a wheelchair-accessible taxi.

Division 4.2.2 Issue of standard taxi licences and wheelchair-accessible taxi licences

83 Meaning of *pre-approval* for a taxi licence—pt 4.2

In this part:

pre-approval, for a taxi licence, means a pre-approval issued under section 83D (Pre-approval—decision on application).

Note A pre-approval for a taxi licence gives the pre-approval holder—

- (a) a position on the taxi licence waiting list (see s 83B); and
- (b) if the pre-approval is at the top of the waiting list and a taxi licence of the right kind becomes available—the opportunity to apply for the taxi licence (see s 83EF).

84 Taxi licence waiting list

- (1) The road transport authority must keep a list of pre-approval holders, in order of when their application for pre-approval was received by the authority (the *taxi licence waiting list*).
- (2) The road transport authority must add a pre-approval holder to the taxi licence waiting list as soon as possible after the pre-approval is issued under section 83D (Pre-approval—decision on application).
- (3) The road transport authority must remove a pre-approval holder from the taxi licence waiting list if—
 - (a) the pre-approval expires under—
 - (i) section 83EE (3) (Taxi licence—notification of availability); or
 - (ii) section 83EF (Taxi licence—application); or

Note A pre-approval expires under s 83EE if the pre-approval is at the top of the waiting list, a taxi licence of the right kind becomes available, and the pre-approval holder does not apply for the taxi licence.

A pre-approval expires under s 83EF if the pre-approval holder applies for a taxi licence and the road transport authority receives the application.

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- (b) the pre-approval is surrendered under section 83EC (Pre-approval—surrender).
 - (4) The taxi licence waiting list may be kept in any form, including electronically, that the road transport authority decides.
 - (5) The taxi licence waiting list may form part of the pre-approval register.

Note **Pre-approval register**—see s 83ED.

85 Pre-approval—application

- (1) A person may apply to the road transport authority for pre-approval for a taxi licence.
- (2) The application must—
 - (a) be in writing; and
 - (b) state, for each relevant person for the application—
 - (i) the person’s name; and
 - (ii) the person’s date of birth; and
 - (iii) whether the person is—
 - (A) an Australian citizen; or
 - (B) a permanent resident; or
 - (C) a temporary resident who holds a visa that allows the person to hold a taxi licence; and
 - (c) state the kind of taxi licence for the pre-approval; and
 - (d) if the person is applying for pre-approval for a wheelchair-accessible taxi licence—include, for each relevant person for the application, details of the person’s experience and background that indicate the person’s suitability to provide taxi services to people with disability; and

-
- (e) if the applicant is a corporation—nominate which of the relevant people for the application are proposed to be drivers of the taxi.

Note 1 Giving false or misleading information is an offence against the Criminal Code, s 338.

Note 2 If a form is approved under the *Road Transport (General) Act 1999*, s 225 for an application, the form must be used.

Note 3 A fee for the application may be determined under the *Road Transport (General) Act 1999*, s 96.

86 Pre-approval—decision on application

- (1) This section applies if the road transport authority receives an application for pre-approval for a taxi licence under section 83C (1).
- (2) The road transport authority must issue the pre-approval to the applicant if satisfied that—
- (a) each relevant person for the application is—
- (i) an Australian citizen; or
 - (ii) a permanent resident; or
 - (iii) a temporary resident who holds a visa that allows the person to hold a taxi licence; and

- (b) no relevant person for the application is disqualified from applying for the pre-approval; and

Note A person may be disqualified from applying for a pre-approval for a period of time if a previous taxi licence has—

- (a) been surrendered (see s 92); or
- (b) been suspended (see s 322 and s 324); or
- (c) been cancelled (see s 322).

- (c) if the application is for pre-approval for a wheelchair-accessible taxi licence—each relevant person for the application has experience or background likely to make the person suitable to provide taxi services to people with a disability.

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- (3) The road transport authority may require the applicant to give the authority further stated information, or a stated document, that the authority reasonably needs to decide the application.
 - (4) The road transport authority must, not later than the required time—
 - (a) decide the application; and
 - (b) tell the applicant about the decision on the application; and
 - (c) if the decision is to issue the pre-approval—enter the pre-approval holder’s details into the taxi licence waiting list.

- (5) In this section:

required time means the latest of the following:

- (a) if the road transport authority requires the applicant to give the authority further information, or a document, under subsection (3)—14 days after the day the road transport authority receives the information or document;
- (b) 14 days after the day the road transport authority receives the application.

Note Failure to issue a pre-approval within the 14 days is taken to be a decision not to issue the pre-approval (see *ACT Civil and Administrative Tribunal Act 2008*, s 12).

87 Pre-approval—form

- (1) A pre-approval must—
 - (a) be in writing; and
 - (b) state—
 - (i) the name of the pre-approval holder; and
 - (ii) the kind of taxi licence for the pre-approval.
- (2) A pre-approval may include anything else the road transport authority considers relevant.

88 Pre-approval—term

A pre-approval comes into force on the day it is issued.

Note 1 A pre-approval expires under s 83EE if the pre-approval is at the top of the waiting list, a taxi licence of the right kind becomes available, and the pre-approval holder does not apply for the taxi licence. A pre-approval expires under s 83EF if the pre-approval holder applies for a taxi licence and the road transport authority receives the application.

Note 2 A pre-approval is removed from the taxi licence waiting list if it expires (see s 83B).

89 Pre-approval—not transferable

A pre-approval is not transferable.

90 Pre-approval—surrender

A pre-approval holder may surrender the pre-approval by giving written notice of the surrender to the road transport authority.

Note A pre-approval is removed from the taxi licence waiting list if it is surrendered (see s 83B).

91 Pre-approval register

- (1) The road transport authority must keep a register of pre-approvals (the *pre-approval register*).
- (2) The pre-approval register may be kept in any form, including electronically, that the road transport authority decides.
- (3) The road transport authority may correct a mistake, error or omission in the pre-approval register.
- (4) The road transport authority may change a detail included in the pre-approval register to keep the register up-to-date.

Note The pre-approval register may include the taxi licence waiting list (see s 83B).

92 Taxi licence—notification of availability

- (1) This section applies if—
 - (a) a pre-approval for a kind of taxi licence is at the top of the taxi licence waiting list for that kind of taxi licence; and
 - (b) a taxi licence of that kind becomes available.
- (2) The road transport authority must, in writing, tell the pre-approval holder (an *availability notice*) that—
 - (a) a taxi licence is available; and
 - (b) the pre-approval holder may, not later than 14 days after the date of the availability notice, apply for the taxi licence under section 83EF.
- (3) If the pre-approval holder does not apply under section 83EF by the end of the 14 days, the pre-approval expires.

Note A pre-approval is removed from the taxi licence waiting list if it expires (see s 83B).

92A Taxi licence—application

- (1) A pre-approval holder who is given an availability notice may apply to the road transport authority for a taxi licence.
- (2) The application must—
 - (a) be in writing; and
 - (b) if any of the details provided under section 83C (Pre-approval—application) have changed since the application for the pre-approval was made—state the new details.

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- (3) The pre-approval expires when the road transport authority receives an application under this section.

Note 1 Giving false or misleading information is an offence against the Criminal Code, s 338.

Note 2 If a form is approved under the *Road Transport (General) Act 1999*, s 225 for an application, the form must be used.

Note 3 A fee for the application may be determined under the *Road Transport (General) Act 1999*, s 96.

92B Taxi licence—decision on application

- (1) This section applies if the road transport authority receives an application for a taxi licence under section 83EF.
- (2) The road transport authority must issue the taxi licence if satisfied that—

(a) each relevant person for the application is—

- (i) an Australian citizen; or
- (ii) a permanent resident; or
- (iii) a temporary resident who holds a visa that allows the person to hold a taxi licence; and

(b) no relevant person for the application is disqualified from applying for the taxi licence; and

Note A person may be disqualified from applying for a pre-approval for a period of time if a previous taxi licence has—

- (a) been surrendered (see s 92); or
- (b) been suspended (see s 322 and s 324); or
- (c) been cancelled (see s 322).

(c) the applicant—

- (i) has not been issued with more than 5 taxi licences in the preceding 12 months; and
- (ii) does not hold more than 20 taxi licences; and

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- (d) if the application is for a wheelchair-accessible taxi licence—each relevant person for the application has experience or background likely to make the person suitable to provide taxi services to people with a disability; and
 - (e) the applicant is accredited to operate—
 - (i) for an application for a standard taxi licence—a standard taxi service; or
 - (ii) for an application for a wheelchair-accessible taxi licence—a wheelchair-accessible taxi service; and
 - (f) the vehicle for which the licence is to be issued is not a vehicle for which the road transport authority must refuse an application for registration as a taxi under the *Road Transport (Vehicle Registration) Regulation 2000*—
 - (i) for an application for a standard taxi licence—section 32B (1) (Deciding applications for registration—taxis); or
 - (ii) for an application for a wheelchair-accessible taxi licence—section 32B (3) or (4).
- (3) The road transport authority may require the applicant to give the authority further stated information or a stated document that the authority reasonably needs to decide the application.
- (4) The road transport authority need not decide the application if the requirement is made in writing and the applicant does not comply with the requirement.

92C Taxi licence—time for decision on application

- (1) The road transport authority must, not later than the required time—
- (a) decide the application under section 83EG; and
 - (b) tell the applicant about the decision on the application; and
 - (c) if the decision is to issue the licence—issue the licence to the applicant.

(2) The road transport authority may make guidelines about circumstances sufficient to justify delaying deciding an application under section 83EG.

(3) The guidelines are a notifiable instrument.

Note A notifiable instrument must be notified under the Legislation Act.

(4) In this section:

required time means the latest of the following:

(a) if the road transport authority requires the applicant to give the authority further information or a document under section 83EG (3)—

(i) for a standard taxi licence—60 days after the day the road transport authority receives the information or document;
or

(ii) for a wheelchair-accessible taxi licence—120 days after the day the road transport authority receives the information or document;

(b) if the road transport authority is satisfied that there are circumstances sufficient to justify delaying deciding the application—the day decided by the road transport authority;

(c) in any other case—

(i) for a standard taxi licence—60 days after the day the road transport authority receives the application; or

(ii) for a wheelchair-accessible taxi licence—120 days after the day the road transport authority receives the application.

Note Failure to issue the licence within the required time is taken to be a decision not to issue the licence (see *ACT Civil and Administrative Tribunal Act 2008*, s 12).

Division 4.2.3 Taxi licences—other provisions

92D Taxi licences—term

- (1) A taxi licence comes into force on the day it is issued.
- (2) The road transport authority must not issue a taxi licence for longer than 6 years.
- (3) A taxi licence expires on the day stated in the licence.

92E Taxi licences—conditions

- (1) A taxi licence is subject to any condition imposed by the road transport authority when the licence is issued, renewed or amended.
- (2) A wheelchair-accessible taxi licence is subject to the condition that the licensee must ensure that priority for the hiring of the taxi is given to wheelchair-dependent people.

Note Non-transferable taxi licences are subject to the condition that the licensee must not transfer the licence (see the Act, s 41 (5)).

- (3) A person commits an offence if the person—
 - (a) is a taxi licensee; and
 - (b) does not comply with a condition of the licence.

Maximum penalty: 20 penalty units.

92F Taxi licences—form

- (1) A taxi licence must—
 - (a) be in writing; and
 - (b) include the following information:
 - (i) the licensee's full name and address;
 - (ii) the kind of taxi licence;
 - (iii) the taxi licence number allocated to the licensee; and
 - (iv) the expiry date of the licence.

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- (2) A taxi licence may also include anything else the road transport authority considers appropriate.

92G Taxi licences—not transferable

The following taxi licences are not transferable:

- (a) standard taxi licences;
- (b) wheelchair-accessible taxi licences.

92H Taxi licences—amendment initiated by authority

- (1) The road transport authority may, by written notice (an *amendment notice*) given to a taxi licensee, amend the licence.
- (2) However, the authority may amend the licence only if—
 - (a) the authority has given the licensee written notice of the proposed amendment (a *proposal notice*); and
 - (b) the proposal notice states that written submissions about the proposal may be made to the authority before the end of a stated period of at least 14 days after the day the proposal notice is given to the licensee; and
 - (c) after the end of the stated period, the authority has considered any submissions made in accordance with the proposal notice.
- (3) Subsection (2) does not apply to a person if the licensee applied for, or agreed in writing to, the amendment.
- (4) The amendment takes effect on the day the amendment notice is given to the licensee or a later day stated in the notice.

92I Taxi licences—amendment initiated by licensee

- (1) A taxi licensee may apply to the road transport authority to amend the licence.

Note 1 If a form is approved under the *Road Transport (General) Act 1999*, s 225 for an application, the form must be used.

Note 2 A fee for the application may be determined under the *Road Transport (General) Act 1999*, s 96.

- (2) The authority may amend the licence only if satisfied that, were the application for amendment an application for a licence, the authority would issue the licence as amended.
- (3) If the authority decides to amend the licence, the authority may impose or amend a condition on the licence.
- (4) The authority must, not later than 28 days after the day the authority receives the application—
 - (a) decide the application; and
 - (b) tell the licensee about the decision.

Note Failure to amend a licence within the required time is taken to be a decision not to amend the licence (see *ACT Civil and Administrative Tribunal Act 2008*, s 12).

92J Taxi licences—application for renewal

- (1) A taxi licensee may apply to the road transport authority to renew the licence for a period not longer than 6 years.

Note 1 If a form is approved under the *Road Transport (General) Act 1999*, s 225 for an application, the form must be used.

Note 2 A fee for the application may be determined under the *Road Transport (General) Act 1999*, s 96.

- (2) The application must be—
 - (a) in writing; and
 - (b) made at least 14 days before the licence expires.

-
- (3) However, the authority may extend the time for making an application.

Note A licensee may apply to the road transport authority for the time to be extended, and the road transport authority may extend the time, even though the time has ended (see [Legislation Act](#), s 151C).

- (4) If a licensee applies to renew a licence under this section, the licence remains in force until the application is decided.

92K Taxi licences—decision on application for renewal

- (1) This section applies if the road transport authority receives an application for renewal of a taxi licence under section 84A.

- (2) The authority may renew the licence only if satisfied of the matters mentioned in section 83EG (2) (Standard and WAT taxi licence—decision on application).

- (3) The road transport authority may refuse to renew the licence if—

- (a) the authority believes on reasonable grounds that the licensee has contravened a condition of the licence or another taxi licence; or
- (b) another taxi licence, or an accreditation to operate any kind of taxi service, held by the licensee is suspended under chapter 8 (Disciplinary action).

Note A reference to an Act includes a reference to the statutory instruments made or in force under the Act, including any regulation (see [Legislation Act](#), s 104).

- (4) If the authority decides to renew the licence, the authority may impose or amend a condition on the licence.

- (5) The authority must, not later than 28 days after the day the authority receives the application—

- (a) decide the application for renewal; and

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- (b) tell the licensee about the decision.

Note Failure to renew a licence within the required time is taken to be a decision not to renew the licence (see *ACT Civil and Administrative Tribunal Act 2008*, s 12).

92L Taxi licences—replacing when lost, stolen or destroyed

- (1) The road transport authority may issue a replacement taxi licence to a taxi licensee if satisfied the licensee's original licence has been lost, stolen or destroyed.
- (2) For subsection (1), the road transport authority may require the licensee to give the authority a statutory declaration, signed by the licensee, stating that the original licence has been lost, stolen or destroyed.

Note 1 A fee for the application may be determined under the *Road Transport (General) Act 1999*, s 96.

Note 2 It is an offence to make a false or misleading statement, give false or misleading information or produce a false or misleading document (see Criminal Code, pt 3.4).

Note 3 The *Statutory Declarations Act 1959* (Cwlth) applies to the making of statutory declarations under ACT laws.

92M Offence—fail to produce taxi licence for inspection

- (1) A person commits an offence if—
- (a) the person is a taxi licensee; and
 - (b) a police officer or authorised person requires the person to produce the licence for inspection; and
 - (c) the person fails to produce the licence for inspection.

Maximum penalty: 5 penalty units.

- (2) Subsection (1) does not apply if—
- (a) the person has a reasonable excuse for failing to produce the taxi licence when required to do so; and

-
- (b) within 3 days after being required to produce the licence, the person produces the licence at the place directed by the police officer or authorised person.

Note The defendant has an evidential burden in relation to the matters mentioned in s (2) (see Criminal Code, s 58).

92N Taxi licences—surrender

- (1) A taxi licensee may surrender the licence by giving written notice of the surrender (a *surrender notice*) to the road transport authority.
- (2) The surrender notice must be accompanied by—
- (a) the licence; or
 - (b) if the licence has been lost, stolen or destroyed—a statutory declaration signed by the licensee stating that the licence has been lost, stolen or destroyed.

Note 1 If a form is approved under the *Road Transport (General) Act 1999*, s 225 for this provision, the form must be used.

Note 2 It is an offence to make a false or misleading statement, give false or misleading information or produce a false or misleading document (see *Criminal Code*, pt 3.4).

Note 3 The *Statutory Declarations Act 1959* (Cwlth) applies to the making of statutory declarations under ACT laws.

- (3) A taxi licensee who surrenders the licence is automatically disqualified from applying for a taxi licence for 2 years after the day the surrender takes effect.

92O Taxi licences—fail to update name or address

- (1) A person commits an offence if—
- (a) the person is a taxi licensee; and
 - (b) the person's name or address changes; and

(c) the person does not, within 14 days after the change, give the road transport authority—

- (i) written notice of the change; and
- (ii) the licence.

Maximum penalty: 1 penalty unit.

(2) An offence against this section is a strict liability offence.

92P Taxi licences—authority to change name and address

(1) This section applies if a taxi licensee gives the road transport authority—

- (a) written notice of a change to the person's name or address; and
- (b) the licence.

(2) The authority must enter the changed details on the licence and return it to the licensee.

31 Sections 93 and 94

substitute

94 Taxi service operator—must tell authority about affiliation

(1) A person commits an offence if the person—

- (a) is an affiliated taxi service operator for a transport booking service; and
- (b) does not tell the road transport authority—
 - (i) about the affiliation; and
 - (ii) the name of the transport booking service.

Maximum penalty: 5 penalty units.

(2) An offence against this section is a strict liability offence.

32 New section 99 (1) (f)

insert

- (f) if the person carries out a hiring of the taxi that is booked via a transport booking service—the name of the transport booking service.

33 Section 99 (4) and (5)

omit

34 Section 100 (1) (a)

omit

4 years

substitute

2 years

35 Section 100 (4), note

substitute

Note For the keeping and destruction of security camera recordings, see pt 5A.2.

36 Section 101

omit

37 Section 101A

omit

WCBS

substitute

WTBS

38 New section 101B

insert

**101B Wheelchair-accessible taxi operator to comply with
WTBS's approved procedures and rules**

- (1) A person commits an offence if—
- (a) the person is an accredited operator of a wheelchair-accessible taxi; and
 - (b) the wheelchair-accessible taxi is being operated as a wheelchair-accessible taxi; and
 - (c) the taxi is fitted with equipment that allows the taxi driver to send messages to, and receive messages from, a WTBS; and
 - (d) the WTBS operator gives the person the WTBS's approved procedures and rules; and
 - (e) the person does not use the equipment in accordance with the WTBS's approved procedures and rules.

Maximum penalty: 5 penalty units.

- (2) A person commits an offence if—
- (a) the person is an accredited operator of a taxi that is a wheelchair-accessible taxi; and
 - (b) a WTBS operator gives the person the WTBS's approved procedures and rules; and
 - (c) the person does not comply with the WTBS's approved procedures and rules.

Maximum penalty: 5 penalty units.

- (3) An offence against this section is a strict liability offence.

39 Sections 103 to 108

substitute

106 Taxi must have approved signs and livery

- (1) The road transport authority may approve requirements and designs for—
 - (a) signs for taxis (*approved signs*); and
 - (b) livery for taxis (*approved livery*).

- (2) An approval under subsection (1) is a notifiable instrument.

Note A notifiable instrument must be notified under the Legislation Act.

- (3) A person commits an offence if—
 - (a) the person is an accredited taxi operator; and
 - (b) the taxi is not fitted with—
 - (i) approved signs; or
 - (ii) approved livery.

Maximum penalty: 10 penalty units.

- (4) An offence against this section is a strict liability offence.

40 Section 109 (1) (c)

substitute

- (c) the operator has given the notices required under subsection (4) to—
 - (i) the road transport authority; and
 - (ii) if the operator is an affiliated operator for a transport booking service—the transport booking service.

41 Section 109 (3), example 1

substitute

1 The vehicle is fitted with signs and livery in accordance with s 107.

42 Section 109 (4)

substitute

- (4) The accredited operator must give written notice of the operator's intention to operate the stand-by taxi instead of the usual taxi to—
- (a) the road transport authority; and
 - (b) if the operator is an affiliated operator for a transport booking service—the transport booking service.

43 Sections 110 to 121

substitute

114 Wheelchair-accessible taxi driver—special responsibilities

- (1) A person commits an offence if—
- (a) the person is a driver of a wheelchair-accessible taxi; and
 - (b) the person becomes available to accept a hiring for the taxi; and
 - (c) the person does not tell a relevant transport booking service about their availability as soon as practicable after becoming available.

Maximum penalty: 10 penalty units.

- (2) A person commits an offence if—
- (a) the person is a driver of a wheelchair-accessible taxi; and
 - (b) a relevant transport booking service directs the person to accept a booking for the taxi for a wheelchair-dependent person; and

-
- (c) the person does not comply with the direction.

Maximum penalty: 10 penalty units.

Note If a driver of a wheelchair-accessible taxi does not accept an offer of a booking for a wheelchair-dependent person, the WTBS or transport booking service must direct the driver to accept the booking (see s 74A and s 74B).

- (3) In this section:

relevant transport booking service means—

- (a) if a WTBS is operating in the Territory—a WTBS via which the wheelchair-accessible taxi may be booked; or
- (b) if there is no WTBS operating in the Territory and the driver is an affiliated driver for another transport booking service—the transport booking service.

Note **WTBS**—see s 154I.

115 Wheelchair-accessible taxi driver—connection to WTBS

- (1) A person commits an offence if—
- (a) the person is a wheelchair-accessible taxi driver; and
- (b) the taxi is being operated as a wheelchair-accessible taxi; and
- (c) a WTBS is operating in the Territory; and
- (d) the person fails to appropriately operate equipment allowing a WTBS to communicate bookings to the person.

Maximum penalty: 10 penalty units.

- (2) An offence against this section is a strict liability offence.

116 Wheelchair-accessible taxi driver—WTBS procedures and rules

- (1) A person commits an offence if—
- (a) the person is a wheelchair-accessible taxi driver; and

-
- (b) a WTBS is operating in the Territory; and
 - (c) the taxi is fitted with equipment that allows the taxi driver to communicate with the WTBS; and
 - (d) the WTBS gives the person the WTBS's approved procedures and rules for the equipment; and

Note **WTBS's approved procedures and rules**—see s 70V.

- (e) the person does not use the equipment in accordance with the WTBS's approved procedures and rules.

Maximum penalty: 5 penalty units.

- (2) A person commits an offence if—

- (a) the person is a wheelchair-accessible taxi driver; and
- (b) a WTBS is operating in the Territory; and
- (c) the WTBS gives the person the WTBS's approved procedures and rules; and

Note **WTBS's approved procedures and rules**—see s 70V.

- (d) the person does not comply with the WTBS's approved procedures and rules.

Maximum penalty: 5 penalty units.

- (3) An offence against this section is a strict liability offence.

44 **Sections 125 to 126**

omit

45 New section 127B

insert

127B Meaning of *fare*—ch 4

In this chapter:

fare, for the hiring of a taxi, means—

- (a) for an authorised fixed-fare hiring—the amount agreed between the taxi driver and the hirer, or the transport booking service for the taxi and the hirer; or
- (b) in any other case—the amount chargeable for the hiring under a determination under the Act, section 60 (Power to determine taxi fares) (other than a charge for any period of the hiring when the taximeter is required to be stopped from registering a charge under section 143B (2) (Operation of taximeter during hiring)).

46 Section 128

omit

47 Section 129 heading

substitute

129 Wheelchair-accessible taxi driver—must preferentially accept hirings for wheelchair-dependent people

48 Section 129 (1)

omit

49 Section 129 (2)

omit

However,

50 Section 129 (3)

omit

Also,

51 Section 129 (6)

substitute

- (6) To remove any doubt, a reference in this section to a **hiring** includes a hiring booked via a transport booking service.

Note A WTBS is a kind of transport booking service (see s 700).

52 Section 130

omit

53 Section 131 (1)

omit

54 Sections 133 and 134

omit

55 Section 136 (2)

substitute

- (2) However, the driver may refuse to wait if the hirer does not pay the driver—
- (a) the fare to the place where the hirer asked the driver to wait; and
 - (b) a fare deposit for the relevant waiting period.

56 New section 140A

insert

140A Meaning of *multiple hiring* of a taxi—div 4.3.3

In this division:

multiple hiring, of a taxi, means a 2nd or subsequent hiring of the taxi during a taxi hiring.

57 Section 141

omit

2nd or subsequent hiring

substitute

multiple hiring

58 Section 143A (3) (b)

substitute

(b) before the hiring begins the driver is informed that the fare for the hiring is to be paid under the taxi subsidy scheme; and

59 Section 143A (4) (b)

substitute

(b) after the hiring begins the driver is informed that the fare for the hiring is to be paid under the taxi subsidy scheme; and

60 Section 144B

substitute

144B Wheelchair-accessible taxis—taxi subsidy scheme

(1) A person commits an offence if the person—

(a) pays for the hiring of a taxi under the taxi subsidy scheme; and

-
- (b) is not eligible to pay for the hiring under the taxi subsidy scheme.

Maximum penalty: 5 penalty units.

- (2) A person commits an offence if—
- (a) the person makes a false or misleading statement; and
- (b) the statement is made in paying for the hiring of a taxi under the taxi subsidy scheme.

Maximum penalty: 5 penalty units.

- (3) Subsection (2) (a) does not apply if the statement is not false or misleading in a material particular.

Note The defendant has an evidential burden in relation to the matters mentioned in s (3) (see Criminal Code, s 58).

- (4) An offence against this section is a strict liability offence.

61 **New section 145A**

in division 4.3.3, insert

145A Taxi driver—no extra payments for taxi hirings

- (1) A person commits an offence if the person—
- (a) is a taxi driver; and
- (b) accepts—
- (i) a jump-the-queue fee for a taxi hiring; or
- (ii) an up-front tip for a taxi hiring.

Note **Jump-the-queue fee**—see s 70E.

Up-front tip—see s 70E.

Maximum penalty: 20 penalty units.

- (2) An offence against this section is a strict liability offence.

62 Section 146

omit

63 Sections 149 to 154N

omit

64 Section 155 (1)

omit

ACT taxi region

substitute

ACT taxi region

65 Sections 156 and 157

omit

66 Section 158 (2) (c)

omit

restricted

67 Section 159

substitute

159 Interference with electronic equipment in taxis

- (1) A person commits an offence if the person interferes with—
- (a) an electronic device installed in a taxi; or
 - (b) anything else in the taxi that is being used to support the operation of the electronic device.

Maximum penalty: 20 penalty units.

- (2) An offence against this section is a strict liability offence.

(3) In this section:

electronic device means—

- (a) a taximeter; or
- (b) a GPS device; or
- (c) equipment used for communicating with a transport booking service; or
- (d) an EFTPOS terminal.

68 Section 162 (1)

after

drivers

insert

(an approved wheelchair-accessible taxi driver training course)

69 Section 163 (1) (b)

substitute

- (b) either—
 - (i) the road transport authority has approved, in writing, the operation of the vehicle as a taxi; or
 - (ii) the vehicle is operated as a wheelchair-accessible taxi by a wheelchair-accessible taxi licensee.

70 Section 164

omit

substitute

Chapter 4A Ridesharing

Part 4A.1 Rideshare vehicles

164A Meaning of *suitable vehicle*—ch 4A

- (1) In this chapter:

suitable vehicle means a motor vehicle built mainly to carry people but does not include the following:

- (a) an ambulance;
- (b) a bus;
- (c) a demand responsive service vehicle;
- (d) a motorcycle;
- (e) a police vehicle.

- (2) In this section:

ambulance—see the *Road Transport (Third-Party Insurance) Regulation 2008*, schedule 1, section 1.1.

bus—see the *Road Transport (Third-Party Insurance) Regulation 2008*, schedule 1, section 1.1.

motorcycle—see the *Road Transport (Third-Party Insurance) Regulation 2008*, schedule 1, section 1.1.

police vehicle—see the *Road Transport (Third-Party Insurance) Regulation 2008*, schedule 1, section 1.1.

164B Rideshare vehicle licence—application

- (1) The registered operator of a vehicle may apply to the road transport authority for a rideshare vehicle licence.
- (2) The application must—
 - (a) be in writing; and
 - (b) state, for each relevant person for the application—
 - (i) the applicant’s name; and
 - (ii) the applicant’s date of birth; and
 - (iii) whether the applicant is—
 - (A) an Australian citizen; or
 - (B) a permanent resident; or
 - (C) a temporary resident who holds a visa that allows the person to hold a rideshare vehicle licence; and
 - (iv) the registration number of the vehicle to be licensed; and
 - (c) be accompanied by a rideshare vehicle compliance certificate for the vehicle, issued not more than 3 months before the date of the application.
- (3) In this section:

authorised examiner—see the *Road Transport (Vehicle Registration) Regulation 2000*, section 115.

certificate of inspection means a certificate of inspection issued under the *Road Transport (Vehicle Registration) Regulation 2000*, section 146 (Issue of certificates of inspection etc).

rideshare vehicle compliance certificate means a certificate of inspection—

- (a) issued by an authorised examiner at a vehicle inspection station; and

-
- (b) certifying that the vehicle, and its parts and equipment, comply with the applicable vehicle standards for the vehicle.

vehicle inspection station—see the *Road Transport (Vehicle Registration) Regulation 2000*, dictionary.

Note 1 Giving false or misleading information is an offence against the Criminal Code, s 338.

Note 2 If a form is approved under the *Road Transport (General) Act 1999*, s 225 for an application, the form must be used.

Note 3 A fee for the application may be determined under the *Road Transport (General) Act 1999*, s 96.

164C Rideshare vehicle licence—further information

- (1) This section applies if the road transport authority is deciding whether to issue a rideshare vehicle licence.
- (2) The authority may, by written notice given to the applicant (an **information notice**), require the applicant to give the authority stated further information about the application, not later than a stated reasonable time.
- (3) The authority need not decide the application if—
 - (a) the authority has given the applicant an information notice; and
 - (b) the applicant does not comply with the notice.

164D Rideshare vehicle licence—decision on application

- (1) This section applies if the road transport authority receives an application for a rideshare vehicle licence under section 164A (1).
- (2) The road transport authority must issue the licence to the applicant if satisfied that—
 - (a) each relevant person for the application is—
 - (i) an Australian citizen; or
 - (ii) a permanent resident; or

-
- (iii) a temporary resident who holds a visa that allows the person to hold a taxi licence; and
 - (b) no relevant person for the application is disqualified from applying for the licence; and

Note A person may be disqualified from applying for a licence for a period of time if a previous licence has been suspended or cancelled (see s 322 and s 324).

- (c) the vehicle—
 - (i) is a registered vehicle; and
 - (ii) is a suitable vehicle; and
 - (iii) complies with the applicable vehicle standards for the vehicle.

- (3) The road transport authority must, not later than the required time—
 - (a) decide the application; and
 - (b) tell the applicant about the decision on the application.

- (4) In this section:

required time means the latest of the following:

- (a) if the road transport authority requires the applicant to give the authority further information under section 164C (Rideshare vehicle licence application—further information)—28 days after the day the road transport authority receives the information;
- (b) 28 days after the day the road transport authority receives the application.

Note Failure to issue a pre-approval within the required time is taken to be a decision not to issue the pre-approval (see *ACT Civil and Administrative Tribunal Act 2008*, s 12).

164E Rideshare vehicle licence—licence labels

If the road transport authority issues a rideshare vehicle licence to a person, the authority must also issue to the person a label for the vehicle to which the licence relates (a *rideshare vehicle licence label*).

Note The label must be displayed in the rideshare vehicle (see s 164S and s 164ZB).

164F Rideshare vehicle licence—term

- (1) A rideshare vehicle licence comes into force on the day it is issued.
- (2) The road transport authority must not issue a rideshare vehicle licence for longer than 6 years.
- (3) A rideshare vehicle licence expires on the day stated in the licence.

164G Rideshare vehicle licence—conditions

- (1) A rideshare vehicle licence is subject to any condition imposed by the road transport authority when the licence is issued, renewed or amended.
- (2) A person commits an offence if the person—
 - (a) is a rideshare vehicle licensee; and
 - (b) does not comply with a condition of the licence.Maximum penalty: 20 penalty units.

164H Rideshare vehicle licence—form

- (1) A rideshare vehicle licence must—
 - (a) be in writing; and
 - (b) include the following information:
 - (i) the licensee’s full name and address;
 - (ii) the registration number of the licensed vehicle; and

-
- (iii) the expiry date of the licence.
- (2) A rideshare vehicle licence may also include anything else the road transport authority considers appropriate.

164I Rideshare vehicle licence—not transferable

A rideshare vehicle licence is not transferable.

164J Rideshare vehicle licence—amendment initiated by authority

- (1) The road transport authority may, by written notice (an *amendment notice*) given to a rideshare vehicle licensee, amend the licence.

Note The power to make an instrument includes the power to amend or repeal the instrument. The power to amend or repeal the instrument is exercisable in the same way, and subject to the same conditions, as the power to make the instrument (see Legislation Act, s 46).

- (2) However, the authority may amend the licence only if—
- (a) the authority has given the licensee written notice of the proposed amendment (a *proposal notice*); and
 - (b) the proposal notice states that written submissions about the proposal may be made to the authority before the end of a stated period of at least 14 days after the day the proposal notice is given to the licensee; and
 - (c) after the end of the stated period, the authority has considered any submissions made in accordance with the proposal notice.
- (3) Subsection (2) does not apply to a licensee if the licensee applied for, or agreed in writing to, the amendment.
- (4) The amendment takes effect on the day the amendment notice is given to the licensee or a later day stated in the notice.

164K Rideshare vehicle licence—amendment initiated by licensee

- (1) A rideshare vehicle licensee may apply to the road transport authority to amend the licence.

Note 1 If a form is approved under the *Road Transport (General) Act 1999*, s 225 for an application, the form must be used.

Note 2 A fee for the application may be determined under the *Road Transport (General) Act 1999*, s 96.

- (2) The authority may amend the licence only if satisfied that, were the application for amendment an application for a licence, the authority would issue the licence as amended.

- (3) If the authority decides to amend the licence, the authority may impose or amend a condition on the licence.

- (4) The authority must, not later than 28 days after the day the authority receives the application—

- (a) decide the application; and
- (b) tell the licensee about the decision.

Note Failure to amend a licence within the required time is taken to be a decision not to amend the licence (see *ACT Civil and Administrative Tribunal Act 2008*, s 12).

164L Rideshare vehicle licence—application for renewal

- (1) A rideshare vehicle licensee may apply to the road transport authority to renew the licence for a period not longer than 6 years.

Note 1 If a form is approved under the *Road Transport (General) Act 1999*, s 225 for an application, the form must be used.

Note 2 A fee for the application may be determined under the *Road Transport (General) Act 1999*, s 96.

- (2) The application must be—

- (a) in writing; and
- (b) made at least 14 days before the licence expires.

-
- (3) However, the authority may extend the time for making an application.

Note A licensee may apply to the road transport authority for the time to be extended, and the road transport authority may extend the time, even though the time has ended (see Legislation Act, s 151C).

- (4) If a licensee applies to renew a licence under this section, the licence remains in force until the application is decided.

164M Rideshare vehicle licence—decision on application for renewal

- (1) This section applies if the road transport authority receives an application for renewal of a rideshare vehicle licence under section 164K.
- (2) The authority may renew the licence only if satisfied that—
- (a) the vehicle continues to—
 - (i) be a registered vehicle; and
 - (ii) be a suitable vehicle; and
 - (iii) comply with the applicable vehicle standards for the vehicle; and
 - (b) the licensee is not disqualified under chapter 8 from holding or applying for a rideshare vehicle licence.
- (3) The road transport authority may refuse to renew the licence if—
- (a) the authority believes on reasonable grounds that the licensee has contravened a condition of the licence or another rideshare vehicle licence; or
 - (b) another rideshare vehicle licence, or an accreditation to operate any kind of public passenger service, held by the licensee is suspended under chapter 8 (Disciplinary action).
- (4) If the authority decides to renew the licence, the authority may impose or amend a condition on the licence.

-
- (5) The authority must, not later than 28 days after the day the authority receives the application—
- (a) decide the application for renewal; and
 - (b) tell the licensee about the decision.

Note Failure to renew a licence within the required time is taken to be a decision not to renew the licence (see *ACT Civil and Administrative Tribunal Act 2008*, s 12).

164N Rideshare vehicle licence and label—replacing when lost, stolen or destroyed

- (1) The road transport authority may issue a replacement rideshare vehicle licence to a rideshare vehicle licensee if satisfied the licensee's original licence has been lost, stolen or destroyed.
- (2) The road transport authority may issue a replacement rideshare vehicle licence label to a rideshare vehicle licensee if satisfied the licensee's original licence label has been lost, stolen or destroyed.
- (3) For subsections (1) and (2), the road transport authority may require the licensee to give the authority a statutory declaration signed by the licensee, stating that the original licence, or label, has been lost, stolen or destroyed.

Note 1 A fee for the application may be determined under the *Road Transport (General) Act 1999*, s 96.

Note 2 It is an offence to make a false or misleading statement, give false or misleading information or produce a false or misleading document (see *Criminal Code*, pt 3.4).

Note 3 The *Statutory Declarations Act 1959* (Cwlth) applies to the making of statutory declarations under ACT laws.

164O Rideshare driver—must produce rideshare vehicle licence and label for inspection

- (1) A person commits an offence if—
 - (a) the person is a rideshare vehicle driver; and

(b) a police officer or authorised person requires the person to produce the rideshare vehicle licence for the rideshare vehicle for inspection; and

(c) the person fails to produce the licence for inspection.

Maximum penalty: 5 penalty units.

(2) Subsection (1) does not apply if—

(a) the defendant has a reasonable excuse for failing to produce the licence when required to do so; and

(b) within 3 days after being required to produce the licence, the defendant produces the licence at the place directed by the police officer or authorised person.

Note The defendant has an evidential burden in relation to the matters mentioned in s (2) (see Criminal Code, s 58).

(3) A person commits an offence if—

(a) the person is a rideshare vehicle driver; and

(b) a police officer or authorised person requires the person to produce the licence label for the rideshare vehicle for inspection; and

(c) the person fails to produce the label for inspection.

Maximum penalty: 5 penalty units.

(4) Subsection (3) does not apply if—

(a) the defendant has a reasonable excuse for failing to produce the label when required to do so; and

(b) within 3 days after being required to produce the label, the defendant produces the label at the place directed by the police officer or authorised person.

Note The defendant has an evidential burden in relation to the matters mentioned in s (4) (see Criminal Code, s 58).

164P Rideshare vehicle licence—surrender

- (1) A rideshare vehicle licensee may surrender the licence by giving written notice of the surrender (a *surrender notice*) to the road transport authority.
- (2) The surrender notice must be accompanied by—
 - (a) the licence and licence label; or
 - (b) if the licence, or licence label, has been lost, stolen or destroyed—a statutory declaration signed by the licensee stating that the licence, or licence label, has been lost, stolen or destroyed.

Note 1 If a form is approved under the *Road Transport (General) Act 1999*, s 225 for this provision, the form must be used.

Note 2 It is an offence to make a false or misleading statement, give false or misleading information or produce a false or misleading document (see Criminal Code, pt 3.4).

Note 2 The *Statutory Declarations Act 1959* (Cwlth) applies to the making of statutory declarations under ACT laws.

164Q Rideshare vehicle licence—fail to update name or address

- (1) A person commits an offence if—
 - (a) the person is a rideshare vehicle licensee; and
 - (b) the person's name or address changes; and
 - (c) the person does not, within 14 days after the change, give the road transport authority—
 - (i) written notice of the change; and
 - (ii) the licence.

Maximum penalty: 20 penalty units.

- (2) An offence against this section is a strict liability offence.

164R Rideshare vehicle licence—authority to change name and address

- (1) This section applies if a rideshare vehicle licensee gives the road transport authority—
 - (a) written notice of a change to the person’s name or address; and
 - (b) the licence.
- (2) The authority must enter the changed details on the licence and return it to the licensee.

164S Rideshare vehicle licensee—must display rideshare vehicle licence label

- (1) A person commits an offence if—
 - (a) the person is a rideshare vehicle licensee; and
 - (b) the rideshare vehicle is used for a rideshare; and
 - (c) the person does not take reasonable steps to ensure the rideshare vehicle licence label for the vehicle is, during the rideshare, displayed in or on the vehicle—
 - (i) so the information on the label is readable from the outside of the rideshare vehicle; and
 - (ii) if the rideshare vehicle has a windscreen or fixed window—
 - (A) to the lower left side (or nearside) of the windscreen; or
 - (B) to a fixed window on the left side (or nearside) of the rideshare vehicle.

Maximum penalty: 20 penalty units.

- (2) An offence against this section is a strict liability offence.

164T Rideshare vehicle licensee—must not advertise ridesharing

- (1) A person commits an offence if the person—
- (a) is a rideshare vehicle licensee; and
 - (b) advertises that the rideshare vehicle is used to provide a rideshare service.

Maximum penalty: 10 penalty units.

- (2) An offence against this section is a strict liability offence.

Part 4A.2 Rideshare drivers

Note 1 Accreditation of rideshare drivers is dealt with in ch 2.

Note 2 All rideshare drivers must be affiliated with a transport booking service (see Act, s 36F).

164U Rideshare driver—must hold appropriate driver licence

- (1) A person commits an offence if—
- (a) the person is a rideshare driver; and
 - (b) the person is not either—
 - (i) the holder of a public vehicle licence authorising the person to drive a rideshare vehicle; or
 - (ii) exempt from holding a public vehicle licence under the *Road Transport (Driver Licensing) Regulation 2000*, section 94A (Exemption of drivers of public vehicles driven for hire or reward—Act, s 31 (1) (b)).

Maximum penalty: 20 penalty units.

-
- (2) An offence against this section is a strict liability offence.

Note 1 A person does not hold a public vehicle licence if the public vehicle licence has been suspended or cancelled under the road transport legislation or any other territory law.

Note 2 The *Road Transport (Driver Licensing) Regulation 2000*, s 94A (4) provides that a person ceases to be exempt from holding a public vehicle licence if—

- (a) an automatic disqualifying circumstance applies to the person (see *Road Transport (Driver Licensing) Regulation 2000*, s 91); or
- (b) the person is disqualified by the road transport authority from driving a vehicle on a road or road related area (in the ACT) under that regulation, s 103.

164V Rideshare driver—must only accept bookings from accredited transport booking service

- (1) A person commits an offence if—
- (a) the person is a rideshare driver for a rideshare; and
 - (b) the person accepts the rideshare booking other than via an accredited transport booking service.

Maximum penalty: 20 penalty units.

- (2) An offence against this section is a strict liability offence.

164W Rideshare driver—must not use unlicensed rideshare vehicle

- (1) A person commits an offence if—
- (a) the person is a rideshare driver for a rideshare; and
 - (b) the rideshare vehicle for the rideshare is not a licensed rideshare vehicle.

Maximum penalty: 20 penalty units.

- (2) An offence against this section is a strict liability offence.

-
- (3) This section does not apply if—
- (a) the vehicle is licensed as a rideshare vehicle under the law of another jurisdiction; and
 - (b) the rideshare begins in that jurisdiction and is completed in the ACT.

Note The defendant has an evidential burden in relation to the matters mentioned in s (3) (see Criminal Code, s 58).

164X Rideshare driver—rideshare records

- (1) A person commits an offence if the person—
- (a) is a rideshare driver for a rideshare; and
 - (b) does not make a rideshare record for the rideshare.
- Maximum penalty: 10 penalty units.
- (2) A person commits an offence if the person—
- (a) is or has been a rideshare driver; and
 - (b) does not keep each rideshare record for at least 1 year after the date the rideshare was carried out.
- Maximum penalty: 10 penalty units.
- (3) A person commits an offence if the person—
- (a) is or has been a rideshare driver; and
 - (b) does not provide a rideshare record, on request, to—
 - (i) a police officer; or
 - (ii) a member of an emergency service.
- Maximum penalty: 10 penalty units.
- (4) An offence against subsection (1) is a strict liability offence.

(5) In this section:

passenger number, for a passenger for a transport booking service—see section 70K (Transport booking service—booking records).

rideshare record, for a rideshare, means a record of the following details for the rideshare:

- (a) the name of the transport booking service that booked the rideshare;
- (b) the registration number of the rideshare vehicle;
- (c) the name or passenger number of the passenger;
- (d) when each passenger was picked up and dropped off;
- (e) where each passenger was picked up and dropped off;
- (f) the fare paid;
- (g) details of the public passenger vehicle policy in force for the rideshare vehicle used for the rideshare.

164Y Rideshare driver—must display rideshare vehicle licence label

- (1) A person commits an offence if—
 - (a) the person is a rideshare driver for a rideshare; and
 - (b) the rideshare vehicle licence label for the rideshare vehicle is not, during the rideshare, displayed in or on the vehicle—
 - (i) so the information on the label is readable from the outside of the rideshare vehicle; and
 - (ii) if the rideshare vehicle has a windscreen or fixed window—
 - (A) to the lower left side (or nearside) of the windscreen; or

-
- (B) to a fixed window on the left side (or nearside) of the rideshare vehicle.

Maximum penalty: 20 penalty units.

- (2) An offence against this section is a strict liability offence.

164Z Rideshare driver—must not advertise ridesharing

- (1) A person commits an offence if the person—
- (a) is a rideshare driver; and
 - (b) advertises that they are a rideshare driver.

Maximum penalty: 10 penalty units.

- (2) An offence against this section is a strict liability offence.

Part 4A.3 Rideshare passengers

164ZA Rideshare passenger—must pay fare

A person commits an offence if—

- (a) the person is a passenger for a rideshare; and
- (b) the person does not, at the end of the rideshare, pay the rideshare driver the fare for the rideshare.

Maximum penalty: 5 penalty units.

72 Section 172 (3)

substitute

- (3) If the road transport authority issues a restricted hire car licence to a person, the authority must also issue a duplicate licence to the person (a *duplicate restricted hire car licence*).

73 Division 5.2.1 heading

omit

-
- 74** **Division 5.2.2 heading**
omit
- 75** **Sections 179 and 180**
substitute
- 180A** **Hire car service operator—must tell authority about affiliation**
- (1) A person commits an offence if the person—
- (a) is an affiliated hire car service operator for a transport booking service; and
 - (b) does not tell the road transport authority—
 - (i) about the affiliation; and
 - (ii) the name of the transport booking service.
- Maximum penalty: 5 penalty units.
- (2) An offence against this section is a strict liability offence.
- 76** **Section 182 (3) and (4)**
omit
- 77** **Section 183 (2) (a)**
omit
4 years
substitute
2 years

78 Section 183 (4), note

substitute

Note For the keeping and destruction of security camera recordings, see pt 5A.2.

79 Sections 188 to 196

omit

80 Division 5.2.3 heading

omit

81 Sections 197 to 203

omit

82 Section 205

omit

83 Divisions 5.2.4 and 5.2.5

omit

84 Division 5.2.6 heading

omit

85 Sections 219 and 220

omit

86 Section 221 (2) and (3)

substitute

- (2) The road transport authority may declare that the accredited operator of a hire car may use an authorised vehicle as a hire car to transport passengers along a road or road related area—
- (a) to and from the place or event stated in the declaration; and

(b) during the period stated in the declaration.

87 Section 221 (6)

omit

88 New chapter 5A

insert

Chapter 5A Bookable vehicles (taxi, rideshare vehicles and hire cars)

Part 5A.1 Bookable vehicles services

221A Meaning of *bookable vehicle service* and *bookable vehicle service operator*—ch 6A

In this chapter:

bookable vehicle service means—

- (a) a taxi service; or
- (b) a rideshare service; or
- (c) a hire car service.

Note *Taxi service*—see the Act, s 47.

Rideshare service—see the Act, s 60A. *Hire car service*—see the Act, s 69.

bookable vehicle service operator means—

- (a) a taxi service operator; or
- (b) a rideshare service operator; or
- (c) a hire car service operator.

Part 5A.2 Security cameras, GPS tracking and duress alarms

221B Definitions—pt 5A.2

In this part:

duress alarm, for a bookable vehicle, means an alarm attached to a bookable vehicle that may be activated by a person in the bookable vehicle.

recording, for a security camera, includes the storage of digital information from which an image can be produced.

security camera includes any device that records images.

security device means—

- (a) a security camera; and
- (b) a GPS tracking device; and
- (c) a duress alarm.

221C Transport booking service—GPS tracking devices and duress alarms

- (1) A person commits an offence if—
 - (a) the person is a transport booking service; and
 - (b) the service communicates a booking to a bookable vehicle driver; and
 - (c) the service does not take reasonable steps to ensure the bookable vehicle is fitted with—
 - (i) a GPS tracking device; and
 - (ii) a duress alarm accessible to the driver.

Maximum penalty: 20 penalty units.

- (2) An offence against this section is a strict liability offence.

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- (3) This section does not apply if the bookable vehicle is a hire car.
 - (4) For subsection (1)—
 - (a) a GPS tracking device, or duress alarm, in a mobile phone is fitted to a bookable vehicle if the phone is secured in a mounting attached to the vehicle; and
 - (b) a mobile phone is secured in a mounting attached to the vehicle if, and only if—
 - (i) the mounting is commercially designed and manufactured for that purpose; and
 - (ii) the mobile phone is secured in the mounting, and the mounting is attached to the vehicle, in the manner intended by the manufacturer.

221D Bookable vehicle driver—security camera required in certain circumstances

- (1) A person commits an offence if—
 - (a) the person is a bookable vehicle driver; and
 - (b) the person accepts cash for payment of the bookable vehicle fare; and
 - (c) the bookable vehicle is not fitted with a security camera.

Maximum penalty: 20 penalty units.

- (2) A person commits an offence if—
 - (a) the person is a taxi driver; and
 - (b) the taxi stands or plies for hire for the transport of passengers along a road or road related area; and
 - (c) the taxi is not fitted with a security camera.

Maximum penalty: 20 penalty units.

-
- (3) An offence against this section is a strict liability offence.

Note In collecting personal information, the accredited operator may also have to comply with the Australian Privacy Principles under the *Privacy Act 1988* (Cwlth).

221F Bookable vehicle driver—security camera checks

- (1) A person commits an offence if—
- (a) the person is a bookable vehicle driver; and
 - (b) the bookable vehicle is fitted with a security camera; and
 - (c) the person does not check whether the security camera is operating before operating the vehicle as a bookable vehicle.

Maximum penalty: 5 penalty units.

- (2) A person commits an offence if—
- (a) the person is a bookable vehicle driver; and
 - (b) the bookable vehicle is fitted with a security camera; and
 - (c) the security camera is not operating; and
 - (d) the person does not tell the following people that the security camera is not operating:
 - (i) if the person is an affiliated driver for a transport booking service—the transport booking service;
 - (ii) if the person is a driver for an affiliated operator for a transport booking service—the affiliated operator;
 - (iii) if the person is a rideshare driver—the rideshare vehicle licensee.

Maximum penalty: 5 penalty units.

221G Taxi service operator—GPS tracking and duress alarms

- (1) A person commits an offence if—
- (a) the person is a taxi service operator; and
 - (b) a taxi used to operate the service is not fitted with—
 - (i) a GPS tracking device; or
 - (ii) a duress alarm accessible to the taxi driver.

Maximum penalty: 20 penalty units.

- (2) An offence against this section is a strict liability offence.
- (3) For subsection (1)—
- (a) a GPS tracking device, or duress alarm, in a mobile phone is fitted to a bookable vehicle if the phone is secured in a mounting attached to the vehicle; and
 - (b) a mobile phone is secured in a mounting attached to the vehicle if, and only if—
 - (i) the mounting is commercially designed and manufactured for that purpose; and
 - (ii) the mobile phone is secured in the mounting, and the mounting is attached to the vehicle, in the manner intended by the manufacturer.

221H Bookable vehicle service operator—security camera signs

- (1) A person commits an offence if—
- (a) the person is a bookable vehicle service operator; and
 - (b) the bookable vehicle is fitted with a security camera; and

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- (c) the bookable vehicle does not have signs conspicuously placed inside and outside the bookable vehicle telling people that they may be under video surveillance while in or near the bookable vehicle.

Maximum penalty: 5 penalty units.

- (2) An offence against this section is a strict liability offence.

Note In collecting personal information, the accredited operator may also have to comply with the Australian Privacy Principles under the *Privacy Act 1988* (Cwlth).

221I Bookable vehicle service operator—security camera recordings may be given to police etc

- (1) This section applies if a bookable vehicle is fitted with a security camera.
- (2) A police officer or the road transport authority may ask a bookable vehicle service operator to give the police officer or authority a recording made by a security camera fitted to the bookable vehicle.
- (3) A person commits an offence if—
 - (a) the person is a bookable vehicle service operator; and
 - (b) a police officer or the road transport authority asks the person for a recording under subsection (2); and
 - (c) the person does not comply with the request.

Maximum penalty: 10 penalty units.

- (4) An offence against this section is a strict liability offence.

221J Bookable vehicle service operator—security camera recordings and equipment to be kept

- (1) A person commits an offence if—
 - (a) the person is a bookable vehicle service operator; and
 - (b) the bookable vehicle is fitted with a security camera; and

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- (c) a recording is made by the security camera; and
 - (d) the person does not ensure that the recording is—
 - (i) kept for 30 days after the day it is made; and
 - (ii) destroyed as soon as practicable after the end of the 30 days.
- (2) A person commits an offence if—
- (a) the person is a bookable vehicle service operator; and
 - (b) the person fails to—
 - (i) keep equipment that can display a recording made by the security camera; or
 - (ii) maintain the equipment in good condition and fully operational.

Maximum penalty: 5 penalty units.

- (3) An offence against this section is a strict liability offence.

Note The bookable vehicle service operator may also have to comply with the Australian Privacy Principles under the *Privacy Act 1988* (Cwlth) about the collection, storage, use and disclosure of the recordings.

221K Offence—interfere with bookable vehicle security camera or recording

- (1) A person commits an offence if the person interferes with a security camera in a bookable vehicle.

Maximum penalty: 20 penalty units.

- (2) A person commits an offence if—
- (a) a recording is made by a security camera in a bookable vehicle; and

(b) the person changes or otherwise interferes with the recording.

Maximum penalty: 20 penalty units.

Note For the destruction of recordings, see s 194.

(3) An offence against this section is a strict liability offence.

221L Bookable vehicles—standards about security cameras, GPS tracking devices and duress alarms

(1) The road transport authority may approve standards in relation to security cameras, GPS tracking devices and duress alarms in bookable vehicles.

(2) A standard may make provision in relation to security cameras in bookable vehicles, including, for example—

(a) when security cameras may be installed; and

(b) the kinds of security cameras that may be installed; and

(c) the position of security cameras; and

(d) the operation of security cameras; and

(e) requirements about notices to be included in a bookable vehicle that has a security camera installed.

Note 1 The *Privacy Act 1988* (Cwlth) imposes obligations on some private sector organisations in relation to the collection, storage, use and disclosure of personal information collected about an individual.

Note 2 An example is part of the regulation, is not exhaustive and may extend, but does not limit, the meaning of the provision in which it appears (see *Legislation Act*, s 126 and s 132).

(3) An approval under subsection (1) is a disallowable instrument.

Note A disallowable instrument must be notified, and presented to the Legislative Assembly, under the *Legislation Act*.

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- (4) A standard may apply, adopt or incorporate (with or without change) an instrument as in force from time to time.

Note 1 The text of an applied, adopted or incorporated law or instrument, whether applied as in force from time to time or at a particular time, is taken to be a notifiable instrument if the operation of the Legislation Act, s 47 (5) or (6) is not disappplied (see s 47 (7)).

Note 2 A notifiable instrument must be notified under the Legislation Act.

Note 3 A reference to an instrument includes a reference to a provision of an instrument (see Legislation Act, s 14 (2)).

- (5) A person must not contravene a standard approved under subsection (1).

Maximum penalty: 20 penalty units.

- (6) An offence against this section is a strict liability offence.

Part 5A.3 Fares, fees and other payments

221M Up-front tipping

- (1) A person commits an offence if the person—
- (a) is a transport booking service; and
 - (b) accepts an up-front tip for a rideshare booking or taxi booking.

Maximum penalty: 10 penalty units.

- (2) A person commits an offence if the person—
- (a) is a rideshare driver; and
 - (b) accepts an up-front tip for a rideshare booking.

Maximum penalty: 10 penalty units.

- (3) A person commits an offence if the person—
- (a) is a taxi driver; and

(b) accepts an up-front tip for a taxi booking.

Maximum penalty: 10 penalty units.

(4) An offence against this section is a strict liability offence.

(5) In this section:

up-front tip, for a rideshare booking or taxi booking, means an amount offered by a prospective passenger to a transport booking service, a rideshare driver or taxi driver, or both, for the prospective passenger to be picked up sooner than would happen in the ordinary course of bookings.

221N Rideshare driver—rideshare pricing during emergencies

(1) A person commits an offence if—

(a) the person is a rideshare driver for a rideshare; and

(b) the person—

(i) applies surge pricing for the rideshare; or

(ii) accepts a jump-the-queue fee for a rideshare; or

(iii) accepts an up-front tip for a rideshare; and

(c) a declared state of alert, or declared state of emergency, is in force for all or part of the ACT.

Note ***Declared state of alert***—see s 70E.

Declared state of emergency—see s 70E.

Jump-the-queue fee—see s 70E.

Surge pricing—see s 70E.

Up-front tip—see s 70E.

Maximum penalty: 20 penalty units.

(2) An offence against this section is a strict liability offence.

221O Meaning of *payment surcharge*—pt 6A.3

In this part:

payment surcharge—

- (a) means a fee or charge (however calculated)—
 - (i) added to the amount otherwise payable by a hirer of a bookable vehicle because the amount payable for the hire of the vehicle is paid wholly or partly using a determined payment method; or
 - (ii) payable by a bookable vehicle driver, or a bookable vehicle service operator, because an amount payable for the hiring of the vehicle is paid wholly or partly using a determined payment method; and
- (b) includes a fee or charge mentioned in paragraph (a) whether or not the fee or charge—
 - (i) is payable for accepting or processing payment made using a determined payment method; and
 - (ii) is based on the amount payable for a bookable vehicle hiring; but
- (c) does not include a fee or charge imposed for using a determined payment method by—
 - (i) a participant in a designated payment system within the meaning of the *Payment Systems (Regulation) Act 1988* (Cwlth); or
 - (ii) a person consistently with a voluntary undertaking given by the person to, and accepted by, the Reserve Bank of Australia.

221P Minister may determine methods of payment and maximum payment surcharge

- (1) The Minister may determine methods of payment (*payment methods*).
- (2) The Minister may determine the maximum amount payable for a payment surcharge (a *maximum payment surcharge*).
- (3) A determination is a disallowable instrument.

Note A disallowable instrument must be notified, and presented to the Legislative Assembly, under the Legislation Act.

221Q Imposing more than maximum payment surcharge

- (1) A relevant person commits an offence if—
 - (a) a payment surcharge is imposed; and
 - (b) the payment surcharge exceeds the maximum payment surcharge.

Maximum penalty: 20 penalty units.

- (2) It is a defence to a prosecution for an offence against this section if the defendant proves that—
 - (a) someone else imposed the payment surcharge; and
 - (b) the defendant did not know, and could not reasonably be expected to know, that the other person would impose the payment surcharge.

Note The defendant has a legal burden in relation to the matters mentioned in s (2) (see Criminal Code, s 59).

- (3) In this section:

relevant person means any of the following people:

- (a) the person who imposed the surcharge;
- (b) the bookable vehicle driver;
- (c) the bookable vehicle service operator;

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- (d) the bookable vehicle licensee;
 - (e) any person who provided or maintains any equipment installed in the bookable vehicle that enabled the surcharge to be imposed;
 - (f) any person who manages or administers the whole or any part of the system under which the amounts due for the hiring may be paid using a determined payment method.

221R Collecting more than maximum payment surcharge

- (1) A person commits an offence if—
 - (a) the person initiates the collection of, or collects, a payment surcharge in a bookable vehicle; and
 - (b) the payment surcharge exceeds the maximum payment surcharge for the determined payment method.

Maximum penalty: 20 penalty units.

- (2) It is a defence to an offence against this section if the defendant proves that—
 - (a) someone else initiated the collection of, or collected, the payment surcharge; and
 - (b) the defendant did not know, and could not reasonably be expected to know, that the other person would initiate the collection of, or collect, the payment surcharge.

Note The defendant has a legal burden in relation to the matters mentioned in s (2) (see Criminal Code, s 59).

Part 5A.4 Bookable vehicle service operators

221S Bookable vehicle service operator—offensive material in vehicle

- (1) A person commits an offence if the person—
 - (a) is a bookable vehicle service operator; and
 - (b) an advertisement, or other document, that a reasonable adult would consider indecent, insulting or offensive is displayed in the bookable vehicle.

Maximum penalty: 10 penalty units.

Note The dictionary definition of *in* a vehicle includes on the vehicle.

- (2) The road transport authority, a police officer or an authorised person may direct a bookable vehicle service operator to remove an advertisement, or other document, that the authority, officer or person believes on reasonable grounds contravenes subsection (1).
- (3) The bookable vehicle service operator must comply with a direction under subsection (2).

Maximum penalty: 10 penalty units.

- (4) An offence against this section is a strict liability offence.

221T Bookable vehicle service operator—noncompliance notices

- (1) A person commits an offence if—
 - (a) the person is a bookable vehicle service operator; and
 - (b) a noncompliance notice is attached to a bookable vehicle operated by the service; and

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- (c) the bookable vehicle is used to operate the service after the time of effect of the noncompliance notice.

Maximum penalty: 20 penalty units.

Note 1 **Noncompliance notice**—see the Act, s 120 (1).

Time of effect—see the Act, s 120 (2) (b).

Note 2 Unauthorised removal of a noncompliance notice is an offence (see Act, s 120 (4)).

- (2) A person commits an offence if—
- (a) the person is a bookable vehicle service operator; and
 - (b) the person knows a noncompliance notice—
 - (i) was attached to a bookable vehicle used to operate the service; and
 - (ii) has been removed other than in accordance with the Act, section 120; and
 - (c) the bookable vehicle is used to operate the service after the time of effect of the noncompliance notice.

Maximum penalty: 20 penalty units.

- (3) Strict liability applies to subsections (1) and (2) (c).
- (4) This section does not apply if a police officer or authorised person has directed under the Act, section 120 that the notice be taken to have been removed.

Note The defendant has an evidential burden in relation to the matters mentioned in s (4) (see Criminal Code, s 58).

221U Bookable vehicle service operator—notifiable accidents

- (1) A person commits an offence if—
- (a) the person is a bookable vehicle service operator; and
 - (b) a bookable vehicle used to operate the service is involved in a notifiable accident; and

(c) the person fails to give, as soon as practicable (but within 24 hours) after the notifiable accident, written notice to the road transport authority of the following:

- (i) the date and time when the accident happened;
- (ii) the place where the accident happened.

Maximum penalty: 20 penalty units.

(2) A person commits an offence if—

- (a) the person is a bookable vehicle service operator; and
- (b) a bookable vehicle used to operate the service is involved in a notifiable accident; and
- (c) the person fails to give, as soon as practicable (but within 5 days) after the day of a notifiable accident, written notice to the road transport authority of the following:
 - (i) the make, model and registration number of the bookable vehicle involved in the accident;
 - (ii) the full name and home address of the driver of the bookable vehicle involved in the accident;
 - (iii) the circumstances of the accident;
 - (iv) the name and address of anyone killed or injured in the accident;
 - (v) for an injured person—the kind of injuries received by the person.

Maximum penalty: 20 penalty units.

(3) An offence against this section is a strict liability offence.

(4) In this section:

notifiable accident, for a bookable vehicle used to operate a bookable vehicle service, means an accident or other incident in which the death of, or bodily injury to, a person is caused by, or arises out of the use of, the bookable vehicle.

Part 5A.5 Bookable vehicle licensees

221V Bookable vehicle licensee—child restraint anchorage

- (1) A person commits an offence if—
- (a) the person is a bookable vehicle licensee; and
 - (b) the bookable vehicle is not fitted with a child restraint anchorage that complies with the Australian Design Rules.

Maximum penalty: 10 penalty units.

- (2) This section does not apply to a hire car licensee.

Part 5A.6 Bookable vehicle drivers

221W Bookable vehicle driver—carrying goods in vehicle

- (1) A person commits an offence if—
- (a) the person is a bookable vehicle driver; and
 - (b) the person allows a passenger to place or carry a thing in the bookable vehicle; and
 - (c) the thing, because of its size or dimensions, cannot be carried in the bookable vehicle without danger to someone.

Maximum penalty: 5 penalty units.

- (2) An offence against this section is a strict liability offence.

-
- (3) This section does not apply if the passenger has a disability and the thing is used by the passenger to alleviate the effect of the disability.

Note The defendant has an evidential burden in relation to the matters mentioned in s (3) (see Criminal Code, s 58).

221X Bookable vehicle driver—carrying animals in vehicle

- (1) A person commits an offence if—
- (a) the person is a bookable vehicle driver; and
 - (b) the person allows a passenger to place or carry an animal in the bookable vehicle; and
 - (c) the animal is not confined in a box, basket or other container.

Maximum penalty: 5 penalty units.

- (2) An offence against this section is a strict liability offence.
- (3) This section does not apply if the animal is a guide-dog, hearing dog or assistance animal.

Note 1 *Guide-dog, hearing dog* and *assistance animal* have the same meaning as in the *Discrimination Act 1991*, s 9 (4) (see dict).

Note 2 The defendant has an evidential burden in relation to the matters mentioned in s (3) (see Criminal Code, s 58).

221Y Bookable vehicle driver—dropping off and picking up passengers

- (1) A bookable vehicle driver—
- (a) must refuse to stop the bookable vehicle at any place where stopping the vehicle would be unlawful; and
 - (b) may refuse to stop the bookable vehicle at any place where stopping the vehicle would be, in the driver's opinion, unsafe.

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- (2) However, the bookable vehicle driver may stop the bookable vehicle at a place (the *preferred place*) where stopping the vehicle would otherwise be unlawful if—
- (a) the driver is dropping off or picking up a person with a significant disability that affects the person’s mobility; and
 - (b) there is no other place near the preferred place where the driver can lawfully and safely drop off or pick up the person; and
 - (c) stopping the vehicle in the preferred place is, in the driver’s opinion, safe.

Examples—people with significant disabilities affecting mobility

- 1 a wheelchair-dependent person
- 2 a person who ordinarily uses a walking stick, crutches or a walking frame to move around outdoors
- 3 a person who is blind

Note An example is part of the regulation, is not exhaustive and may extend, but does not limit, the meaning of the provision in which it appears (see Legislation Act, s 126 and s 132).

221Z Bookable vehicle driver—must not solicit for passengers

A person commits an offence if the person—

- (a) is a bookable vehicle driver; and
- (b) is in or near the bookable vehicle; and
- (c) solicits for—
 - (i) passengers for the bookable vehicle; or
 - (ii) a hiring of the bookable vehicle.

Maximum penalty: 10 penalty units.

221ZA Bookable vehicle driver—noncompliance notices

- (1) A person commits an offence if—
 - (a) the person is a bookable vehicle driver; and
 - (b) a noncompliance notice is attached to the bookable vehicle; and
 - (c) the person uses the bookable vehicle to operate a bookable vehicle service after the time of effect of the noncompliance notice.

Maximum penalty: 20 penalty units.

Note 1 **Noncompliance notice**—see the Act, s 120 (1).

Time of effect—see the Act, s 120 (2) (b).

Note 2 Unauthorised removal of a noncompliance notice is an offence (see Act, s 120 (4)).

- (2) A person commits an offence if—
 - (a) the person is a bookable vehicle driver; and
 - (b) the person knows a noncompliance notice—
 - (i) was attached to the bookable vehicle; and
 - (ii) has been removed other than in accordance with the Act, section 120; and
 - (c) the person uses the bookable vehicle to operate a bookable vehicle service after the time of effect of the noncompliance notice.

Maximum penalty: 20 penalty units.

- (3) Strict liability applies to subsections (1) and (2) (c).
- (4) This section does not apply if a police officer or authorised person has directed under the Act, section 120 that the notice be taken to have been removed.

Note The defendant has an evidential burden in relation to the matters mentioned in s (4) (see Criminal Code, s 58).

221ZB Bookable vehicle driver—directions by police officers or authorised people

- (1) A police officer or authorised person may give a bookable vehicle driver a direction—
 - (a) to accept a particular hiring even though the driver could refuse to accept the hiring under section 129 (4) (Requirements about acceptance of taxi hirings); or
 - (b) about how a particular hiring is to be carried out.
- (2) However, the police officer or authorised person may not give a direction that would involve the driver committing an offence (other than an offence against this regulation).
- (3) A person commits an offence if the person—
 - (a) is a bookable vehicle driver; and
 - (b) is given a direction under subsection (1); and
 - (c) fails to comply with the direction.

Maximum penalty: 5 penalty units.
- (4) Subsection (3) does not apply if the driver has a reasonable excuse for failing to comply with the direction.
- (5) If a bookable vehicle driver carries out a hiring in accordance with a direction under subsection (1)—
 - (a) the driver is exempt from any provision of this regulation that would otherwise prohibit the driver from carrying out the hiring in accordance with the direction; and
 - (b) the Territory must pay the driver, in addition to the fare, reasonable compensation for any damage, injury, loss of time or other harm incurred by the driver because of the driver's compliance with the direction.

Part 5A.7 Bookable vehicle passengers

221ZC Bookable vehicle passenger—offensive behaviour or language

- (1) A person commits an offence if the person—
 - (a) is a passenger in a bookable vehicle; and
 - (b) either—
 - (i) behaves in an offensive way in the bookable vehicle; or
 - (ii) uses offensive language in the bookable vehicle.

Maximum penalty: 10 penalty units.

- (2) An offence against this section is a strict liability offence.

221ZD Bookable vehicle passenger—carrying animals in vehicle

- (1) A person commits an offence if—
 - (a) the person is a bookable vehicle passenger; and
 - (b) the person places or carries an animal in the bookable vehicle; and
 - (c) the animal is not confined in a box, basket or other container.

Maximum penalty: 5 penalty units.

- (2) An offence against this section is a strict liability offence.
- (3) This section does not apply if the animal is a guide-dog, hearing dog or assistance animal.

Note 1 **Guide-dog, hearing dog** and **assistance animal** have the same meaning as in the *Discrimination Act 1991*, s 9 (4) (see dict).

Note 2 The defendant has an evidential burden in relation to the matters mentioned in s (3) (see Criminal Code, s 58).

221ZE Bookable vehicle passenger—soiled clothing etc

- (1) A bookable vehicle driver, police officer or authorised person may direct a person not to get into, or to get out of, a bookable vehicle if the driver, police officer or authorised person believes on reasonable grounds that—
 - (a) the person, the person’s clothing or goods (or anything else on or carried by the person) may soil or damage the bookable vehicle or the clothing or goods of someone else; or
 - (b) any of the person’s goods cannot, because of their size or dimensions, be carried in the bookable vehicle without inconvenience or danger to someone else.
- (2) Subsection (1) (b) does not apply if the person has a disability and the thing is used by the person to alleviate the effect of the disability.
- (3) A person commits an offence if the person—
 - (a) is given a direction under subsection (1); and
 - (b) does not comply with the direction.Maximum penalty: 5 penalty units.
- (4) An offence against this section is a strict liability offence.

221ZF Bookable vehicle passenger—intoxication

- (1) A bookable vehicle driver, police officer or authorised person may direct a person not to get into, or to get out of, a bookable vehicle if the driver, police officer or authorised person believes on reasonable grounds that the person is—
 - (a) under the influence of alcohol or a drug; and
 - (b) causing, or likely to cause, a nuisance or annoyance to someone else.
- (2) A person commits an offence if the person—
 - (a) is given a direction under subsection (1); and

(b) does not comply with the direction.

Maximum penalty: 5 penalty units.

(3) An offence against this section is a strict liability offence.

221ZG Bookable vehicle passenger—must get out of vehicle when directed

(1) A bookable vehicle driver, police officer or authorised person may direct a person to get out of a bookable vehicle if the driver, police officer or authorised person believes on reasonable grounds that the person is committing an offence under this division.

(2) A person commits an offence if the person—

(a) is given a direction under subsection (1); and

(b) does not comply with the direction.

Maximum penalty: 5 penalty units.

(3) An offence against this section is a strict liability offence.

221ZH Bookable vehicle passenger—removal from vehicle

A person who is given a direction to get out of a bookable vehicle under any of the following sections, and does not comply with the direction, may be removed from the bookable vehicle by a police officer:

(a) section 221ZE (Bookable vehicle passenger—soiled clothing etc);

(b) section 221ZF (Bookable vehicle passengers—intoxication); or

(c) section 221ZG (Bookable vehicle passengers—must get out of bookable vehicle when directed).

221ZI Bookable vehicle passenger—lost property

- (1) A person commits an offence if the person—
- (a) is a passenger in a bookable vehicle; and
 - (b) finds something in the bookable vehicle; and
 - (c) fails to give the thing to—
 - (i) its owner; or
 - (ii) the bookable vehicle driver; or
 - (iii) the transport booking service through which the person booked the bookable vehicle; or
 - (iv) a police officer; or
 - (v) an authorised person.

Maximum penalty: 5 penalty units.

- (2) An offence against this section is a strict liability offence.

89 Section 254 (2) (a)

omit

4 years

substitute

2 years

90 Sections 256 and 257

omit

91 Section 265

omit

92 Section 273

omit

93 New section 279A

in division 6.2.4, insert

279A Meaning of *DRS ticket*—div 6.2.4

In this division:

DRS ticket, for a DRS vehicle, means anything issued by or on behalf of the authorised operator of a DRS for the purpose of authorising a person to travel in a DRS vehicle.

94 Section 280 (2), note

omit

95 Section 301

omit

96 Section 320, definition of *service authority*, paragraphs (b) and (c)

substitute

- (b) an accreditation to operate a transport booking service; or
- (c) a taxi licence, rideshare vehicle licence or hire car licence; or
- (ca) an independent taxi service operator approval; or

97 Section 321 heading

substitute

321 When authority may take action in relation to accreditations, licences and approvals

98 Section 321 (1) (a), new note

insert

Note **Relevant person**—see s 4B and s 6B.

99 Section 321 (1) (b)

substitute

(b) the person has contravened a service standard for the operation of the regulated service for the accreditation; or

100 Section 321 (2)

omit

a hire car licence or taxi licence (the *licence*)

substitute

a taxi licence, rideshare vehicle licence, hire car licence or independent taxi service operator approval (the *licence or approval*)

101 Section 321 (2) (a) to (d)

after

licence

insert

or approval

102 Section 321 (2) (e) to (g)

substitute

(e) the authority is taking action against the person under subsection (1) in relation to the operation of a taxi service, rideshare service or hire car service; or

(f) an amount payable under the *Road Transport (General) Act 1999* in relation to the licence or approval has not been paid; or

-
- (g) for a wheelchair-accessible taxi licence or an independent taxi service operator approval—the licensee, or approval-holder, is no longer operating the licensed vehicle as a taxi; or

103 Section 321 (3)

omit

104 Section 322 heading

substitute

322 Action that may be taken in relation to service authorities

105 Section 322 (1) (c)

after

licence

insert

or approval

106 New section 322 (3)

insert

- (3) If the road transport authority disqualifies a person from applying for a standard taxi licence or wheelchair-accessible taxi licence for a period under subsection (1), the person is also disqualified from applying for a pre-approval for that kind of licence for the same period.

107 Section 324 heading

substitute

324 Immediate suspension of service authority

108	Section 325 heading <i>substitute</i>
325	Effect of suspension of service authority
109	Section 326 heading <i>substitute</i>
326	Return of service authority certificate etc
110	Section 326 (1) (a) <i>omit</i> taxi licence or hire car licence <i>substitute</i> taxi licence, rideshare vehicle licence, hire car licence or independent taxi service operator approval
111	Section 326 (1) (b) <i>omit</i> certificate or licence <i>substitute</i> certificate, licence or approval
112	Section 326 (3) <i>omit</i> hire car licence or taxi licence <i>substitute</i> taxi licence, rideshare vehicle licence, hire car licence or independent taxi service operator approval

insert

Chapter 10 Transitional—Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Regulation 2016 (No 1)

523 Meaning of *commencement day*—ch 11

In this chapter:

commencement day means the day the *Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Regulation 2016 (No 1)*, section 3 commences.

524 Non-transferable leased taxi licences

- (1) This section applies if, immediately before the commencement day, a person holds a non-transferable leased taxi licence (an *old licence*) under the *Road Transport (Public Passenger Services) Regulation 2002*, section 83C (Non-transferable leased taxi licences—decision on application).
- (2) The old licence is, on the commencement day, taken to be a standard taxi licence (a *new licence*) under section 83EG (Standard and WAT taxi licence—decision on application)—
 - (a) in the same terms as the old licence; and
 - (b) subject to the same conditions as the old licence; and
 - (c) with the same expiry as the old licence.

525 Wheelchair-accessible taxi licences

- (1) This section applies if, immediately before the commencement day, a person holds a wheelchair-accessible taxi licence (an *old licence*) under the *Road Transport (Public Passenger Services) Regulation 2002*, section 83E (Wheelchair-accessible taxi licences—decision on application).
- (2) The old licence is, on the commencement day, taken to be a wheelchair-accessible taxi licence (a *new licence*) under section 83EG (Standard and WAT taxi licence—decision on application)—
 - (a) in the same terms as the old licence; and
 - (b) subject to the same conditions as the old licence; and
 - (c) with the same expiry as the old licence.

526 Expiry—ch 11

This chapter expires 2 years after the commencement day.

Note Transitional provisions are kept in the regulation for a limited time. A transitional provision is repealed on its expiry but continues to have effect after its repeal (see Legislation Act, s 88).

114 Schedule 1 heading

substitute

Schedule 1 Service standards

substitute

Part 1.2 Transport booking services

1 Standards in relation to the following:

- (a) the making, management and auditing (including performance auditing) of records and systems required to be kept under the Act;

Note A reference to an Act includes a reference to the statutory instruments made or in force under the Act, including any regulation and standards (see [Legislation Act](#), s 104).

(b) for the operation of a transport booking service—

- (i) the affiliation of bookable vehicle drivers with the transport booking service, including standard terms to be included in affiliated driver agreements; and
- (ii) systems for ensuring compliance with section 70A (Transport booking service—additional responsibilities); and
- (iii) the training of bookable vehicle drivers; and
- (iv) the monitoring of the safety of bookable vehicle drivers; and
- (v) the communications technology used by transport booking services; and
- (vi) the operation of transport booking services in particular areas of the ACT; and
- (vii) the maximum waiting times in each area of the ACT for a bookable vehicle; and
- (viii) how contraventions of the road transport legislation by affiliated drivers will be handled; and

-
- (ix) the procedures for processing payments under the taxi subsidy scheme; and
 - (x) how customer inquiries (including for lost property) and complaints will be handled, including—
 - (A) the recording and resolution of customer complaints; and
 - (B) the handling and disposal of lost property; and
 - (xi) ensuring that an adequate number of bookable vehicles (including bookable vehicles equipped with baby capsules) are available to operate; and
 - (xii) if the transport booking service provides transport booking services for wheelchair-accessible taxis—
 - (A) the management and operation of the taxis, including ensuring that preference for hirings is given to wheelchair-dependent people; and
 - (B) how a failure of a driver to comply with section 114 (Wheelchair-accessible taxi driver—special responsibilities) will be handled.

116 **Schedule 1, part 1.3 heading**

substitute

Part 1.3 Taxi services

117 **Schedule 1, part 1.3, paragraph 3 (f)**

omit

or restricted taxi service

118 Schedule 1, part 1.3, paragraph 3 (f) (v)

omit

or restricted taxi service

119 Schedule 1, part 1.3, new section 3 (f) (vii)

insert

- (vii) systems for ensuring compliance with the Act, section 111 (Public passenger vehicle insurance compulsory).

120 Schedule 1, new part 1.3A

insert

Part 1.3A Rideshare services

3A Standards in relation to the following:

- (a) the inspection and servicing of rideshare vehicles for compliance with section 164S (Rideshare vehicle licensee—maintenance of vehicle);
- (b) the cleaning, servicing, maintenance and repair of rideshare vehicles;
- (c) for servicing, maintenance or repairs to rideshare vehicles carried out by an accredited rideshare driver—the operation of the facilities for those activities carried out by the accredited rideshare driver and the training of people to carry out the activities;
- (d) for servicing, maintenance or repairs to rideshare vehicles carried out on behalf of an accredited rideshare driver—how the accredited rideshare driver will ensure that the rideshare vehicles will comply with the Act (including the person by whom, and the place where, the activities will be carried out);
- (e) the advertising of the rideshare service;

-
- (f) the making and management of records and systems required to be kept under the Act;

Note A reference to an Act includes a reference to the statutory instruments made or in force under the Act, including any regulation and service standards (see Legislation Act, s 104).

- (g) for the operation of a rideshare service—
- (i) the terms under which drivers will be employed; and
 - (ii) systems for ensuring compliance with section 164ZC (Rideshare driver—must hold appropriate driver licence); and
 - (iii) the training of rideshare drivers; and
 - (iv) the monitoring of the safety of rideshare drivers; and
 - (v) how contraventions of the road transport legislation by rideshare drivers will be handled; and
 - (vi) how customer inquiries (including for lost property) and complaints will be handled; and
 - (vii) the recording and resolution of customer complaints; and
 - (viii) the handling and disposal of lost property; and
 - (ix) if a motorbike will be used to operate the rideshare service—the measures that will be taken for the safety of passengers; and
 - (x) systems for ensuring compliance with the Act, section 111 (Public passenger vehicle insurance compulsory).

substitute

Dictionary

(see s 3)

Note 1 The Legislation Act contains definitions and other provisions relevant to this regulation.

Note 2 For example, the Legislation Act, dict, pt 1, defines the following terms:

- ACT
- Australian citizen
- contravene
- Corporations Act
- fail
- found guilty
- home address
- penalty unit
- the Territory.

Note 3 Terms used in this regulation have the same meaning that they have in the *Road Transport (Public Passenger Services) Act 2001* (see Legislation Act, s 148). For example, the following terms are defined in the *Road Transport (Public Passenger Services) Act 2001*, dict:

- accredited operator, of a public passenger vehicle
- accredited rideshare driver
- accredited transport booking service
- affiliated driver
- affiliated driver agreement
- affiliated operator
- affiliated operator agreement
- authorisation
- bookable vehicle
- bookable vehicle driver
- bus service
- demand responsive service

-
- demand responsive service vehicle
 - fittings
 - independent taxi service operator
 - licensed rideshare vehicle
 - public passenger service
 - public passenger vehicle
 - public passenger vehicle policy
 - regular route service
 - restricted hire car
 - rideshare
 - rideshare driver
 - rideshare service
 - rideshare vehicle
 - rideshare vehicle licence
 - road
 - taxi
 - taxi service
 - tour and charter service
 - transport booking service

Note 4 The *Road Transport (General) Act 1999* contains definitions relevant to this regulation. For example, the following terms are defined in the *Road Transport (General) Act 1999*, dictionary:

- another jurisdiction
- Australian Design Rule
- Australian Road Rules
- driver
- jurisdiction
- motor vehicle
- road transport authority (or authority) (see s 16)
- road transport legislation (see s 6)
- vehicle.

accreditation means accreditation under this regulation to operate a public passenger service or transport booking service.

accredited operator, of a public passenger service, means an accredited person who is entitled to operate the service.

Note **Accredited operator**, of a public passenger vehicle—see the Act, s 110.

ACT taxi region—see section 155 (1).

affiliated driver record, for part 3.2 (Transport booking services—records)—see section 70E.

affiliated operator record, for part 3.2 (Transport booking services—records)—see section 70F.

applicable vehicle standards, for a vehicle—see the *Road Transport (Vehicle Registration) Regulation 2000*, section 103.

applicant, for accreditation (including renewal), for part 2.2 (Accreditation procedure)—see section 7 (1).

approved educational qualifications, for a kind of accreditation—see section 19 (1).

approved wheelchair-accessible taxi driver training course—see section 162 (1).

assistance animal—see the *Discrimination Act 1991*, section 9 (4).

authorised fixed-fare hiring—see section 142A (1) (Exemption from operation of taximeter and metered fares for certain hirings—Act, s 128 (1) (a)).

authorised operator, for part 6.2 (Demand responsive services)—see section 244.

authorised person—see the *Road Transport (General) Act 1999*, dictionary.

begins, for a taxi hiring—see section 127.

bus—see section 20B.

bus driver—see section 20B.

bus ticket, for a bus, for part 3.2 (Bus tickets)—see section 45A.

declared state of alert—see section 49 (3).

declared state of emergency—see section 49 (3).

disciplinary notice—see section 323 (1) (Procedure for authority taking disciplinary action).

drive a public passenger vehicle includes stop or park the vehicle.

driver authority card, for chapter 7 (Driver authority cards)—see section 306.

driver licence—see the *Road Transport (Driver Licensing) Act 1999*, dictionary.

DRS means demand responsive service.

DRS authorisation label—see section 236 (1).

DRS ticket, for a DRS vehicle, for division 6.2.4 (Demand responsive service tickets)—see section 279A.

DRS vehicle driver, for part 6.2 (Demand responsive services)—see section 244.

duplicate restricted hire car licence—see section 172 (3).

ends, for a taxi hiring—see section 127A.

executive officer, for part 2.2 (Accreditation procedure)—see section 6.

fare, for the hiring of a taxi—see section 127B.

goods includes luggage.

guide-dog—see the *Discrimination Act 1991*, section 9 (4).

hearing dog—see the *Discrimination Act 1991*, section 9 (4).

hire car driver—see section 178.

hirer, of a hire car, rideshare vehicle or taxi, means the person by whom the hire car, rideshare vehicle or taxi is hired.

immediate suspension notice—see section 324 (3).

in a vehicle includes on the vehicle.

independent taxi booking service—see section 81.

jump-the-queue fee—see section 49 (3).

leased hire car licence means a leased hire car licence issued under section 167.

liquor—see the *Liquor Act 2010*, dictionary.

member, of an emergency service—see the *Emergencies Act 2004*, dictionary.

multiple hiring, of a taxi, for division 4.3.3 (Taxi hirings)—see section 140A.

operate a public passenger vehicle includes drive a public passenger vehicle.

pre-approval, for a taxi licence, for division 4.2.2 (Issue of standard taxi licences and wheelchair-accessible taxi licences)—see section 83.

prescribed driver authority information, for a person, means—

- (a) if the person is the holder of a public vehicle licence—the number of the person’s public vehicle licence and its expiry date; or
- (b) in any other case—
 - (i) the number of the person’s Australian driver licence and its expiry date; and

-
- (ii) the number of the authority mentioned in the *Road Transport (Driver Licensing) Regulation 2000*, section 94A (1) (b) held by the person and its expiry date.

Note 1 A person does not hold a public vehicle licence if the public vehicle licence has been suspended or cancelled under the road transport legislation or any other territory law.

Note 2 The *Road Transport (Driver Licensing) Regulation 2000*, s 94A (4) provides that a person ceases to be exempt from holding a public vehicle licence if—

- (a) an automatic disqualifying circumstance applies to the person (see *Road Transport (Driver Licensing) Regulation 2000*, s 91); or
- (b) the person is disqualified by the road transport authority from driving a vehicle on a road or road related area (in the ACT) under that regulation, s 103.

public vehicle licence—see the *Road Transport (Driver Licensing) Act 1999*, dictionary.

recording, for a security camera, for part 5A (Security cameras)—see section 221B.

registered vehicle—see the *Road Transport (Vehicle Registration) Regulation 2000*, dictionary.

registration number, for a vehicle—see the *Road Transport (Vehicle Registration) Regulation 2000*, dictionary.

regulated service, for chapter 2 (Accreditation of public passenger service operators and transport booking services)—see section 5A.

relevant person—

- (a) for this regulation generally—see section 4B; and
- (b) for part 4.2 (Taxi licences)—see section 83A.

restricted hire car licence label—see section 168.

security camera, for part 5A (Security cameras)—see section 221B.

service authority, for chapter 8 (Disciplinary action)—see section 320.

service contract—see section 70P.

service standards, for the operation of a regulated service—see section 18B.

stand-by hire car—see section 177B.

stand-by hire car permit—see section 177A.

stand-by hire car permit label, for division 5.1.3 (Stand-by hire cars)—see section 177A.

stand-by taxi—see section 109.

surge pricing—see section 49 (3).

taxi—

- (a) for this regulation generally—see the Act, section 45; and
- (b) includes a stand-by taxi.

taxi licence—

- (a) for this regulation generally—see the Act, section 37; but
- (b) for division 4.2.2 (Issue of standard taxi licences and wheelchair-accessible taxi licences)—see section 82.

taxi licence waiting list—see section 83B.

taxi zone—

- (a) see the Australian Road Rules, rule 182; and
- (b) includes a temporary taxi zone appointed under section 123.

usual hire car, for division 5.1.3 (Stand-by hire cars)—see section 177B.

WTBS—see section 70O.

WTBS operator—see section 70P.

WTBS's approved procedures and rules—see section 70V.

wheelchair—see the Australian Road Rules, dictionary.

wheelchair-accessible taxi—see section 81.

wheelchair-accessible taxi booking service (WTBS)—see section 700.

wheelchair-accessible taxi licence—see section 81B.

wheelchair-dependent person means a person who is using a wheelchair for mobility.

122 Further amendments, mentions of *Minister*

omit

Minister

substitute

road transport authority

in

- section 230 (1) and (2)
- section 230 (3) (1st mention)
- section 230 (4)
- section 231 (1) (1st mention)
- section 231 (2)
- section 231 (3) (1st mention)
- section 232 (1) and (2)
- section 232 (3) (1st mention)
- section 233 (1) (1st mention)
- section 233 (2) (1st mention)
- section 235 (2)
- section 236 (1) (1st mention)
- section 237 (1)
- section 237 (2) (1st mention)
- section 238 (1)
- section 238 (2) (1st mention)

-
- section 240 (1)
 - section 240 (2) (1st mention)
 - section 242 (1)
 - section 242 (3) (a)
 - section 242 (4) (1st mention)

123 Further amendments, mentions of *Minister*

omit

Minister

substitute

authority

in

- section 230 (3) (2nd and 3rd mention)
- section 231 (1) (2nd mention)
- section 231 (3) (2nd mention)
- section 232 (3) (a)
- section 233 heading
- section 233 (1) (2nd mention)
- section 233 (2) (g)
- section 236 (1) (2nd mention)
- section 237 (2) (2nd mention)
- section 238 (2) (2nd mention)
- section 240 (2) (2nd mention)
- section 242 (3) (b)
- section 242 (4) (2nd mention)

124 Regulation—renumbering

*renumber provisions when Regulation next republished under
Legislation Act*

Schedule 1 Consequential amendments

(see s 3)

Part 1.1 Road Transport (Driver Licensing) Regulation 2000

[1.1] Section 11, table 11, item 2

substitute

2	taxi	T
2A	rideshare vehicle	C

[1.2] Dictionary, definition of *restricted taxi*

omit

[1.3] Dictionary, new definition of *rideshare vehicle*

insert

rideshare vehicle—see the *Road Transport (Public Passenger Services) Act 2001*, section 60A.

Part 1.2 Road Transport (General) Regulation 2000

[1.4] Section 16 (1) (i)

substitute

- (i) a fee, charge or other amount paid in relation to the issue or transfer of a taxi licence, rideshare vehicle licence or hire car licence under the *Road Transport (Public Passenger Services) Act 2001*.

[1.5] Schedule 3, part 3.1, item 12

substitute

12	a fee, charge or other amount paid in relation to an application for the issue or transfer of a taxi licence, rideshare vehicle licence or hire car licence under the <i>Road Transport (Public Passenger Services) Act 2001</i> if the application is refused
----	--

[1.6] Schedule 3, part 3.2, item 3

substitute

3	<p>a fee, charge or other amount paid in relation to the issue of any of the following licences under the <i>Road Transport (Public Passenger Services) Act 2001</i> if the licence is surrendered in accordance with that Act:</p> <ul style="list-style-type: none">(a) a leased car licence;(b) a transferable leased taxi licence;(c) a standard taxi licence;(d) a wheelchair-accessible taxi licence
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Note Transferable leased taxi licences are no longer issued by the road transport authority but may continue to operate under the *Road Transport (Public Passenger Services) Regulation 2001*.

Part 1.3 Road Transport (Vehicle Registration) Regulation 2000

[1.7] Schedule 1, division 1.5.3

omit

Part 1.4 Workers Compensation Regulation 2002

[1.8] New chapter 2A

insert

Chapter 2A Meaning of worker

7B Regular contractors and casuals

- (1) For the Act, section 11 (2) (c), the following contracts are prescribed:
 - (a) a contract of bailment between the individual (the *driver*) who is a bookable vehicle driver and another person (the *principal*) under which the driver has the use of a bookable vehicle;
 - (b) an affiliated driver agreement between the individual (the *driver*) and a transport booking service (the *principal*) that prevents, or imposes restrictions on, the driver having an affiliated driver agreement with any other transport booking service.
- (2) In this section:

affiliated driver agreement—see the *Road Transport (Public Passenger Services) Act 2001*, section 36.

bookable vehicle—see the *Road Transport (Public Passenger Services) Act 2001*, section 29.

bookable vehicle driver—see the *Road Transport (Public Passenger Services) Act 2001*, section 29.

transport booking service—see the *Road Transport (Public Passenger Services) Act 2001*, section 28.

Endnotes

1 Notification

Notified under the Legislation Act on 2016.

2 Republications of amended laws

For the latest republication of amended laws, see www.legislation.act.gov.au.

**ROAD TRANSPORT (PUBLIC PASSENGER SERVICES)
(TAXI INDUSTRY INNOVATION)
AMENDMENT REGULATION 2016 – EXPOSURE DRAFT**

IMPLEMENTATION WORKING GROUP

DRAFT EXPLANATORY STATEMENT

February 2016

OVERVIEW

New technologies and processes for providing on-demand transport have presented additional and compelling consumer choices to Australians. The ACT Government has responded by developing regulated frameworks through which travels modes such as rideshare – one of the potential new forms of on-demand travel, may serve Canberrans, but within the context of community safety, sustained consumer choice and competition, and long-term industry viability and equity.

Regulatory reform of the industry is being undertaken in phases, commenced on 30 October 2015, with interim arrangements remaining in force until legislative reforms are finalised.

Phase 1

This Phase allowed the entry of new business models into the on-demand industry (specifically ridesharing and its associated participants), subject to strong baseline safety requirements, such as driver and vehicle accreditation, and specific insurance coverage. Certain elements of rideshare fares were restricted during extraordinary events.

This Phase also introduced the *transport booking service* (TBS), a regulated entity that can provide booking services of one or more travel modes, including rideshare, taxi and hire car service. The responsibilities and behaviour of the TBS are established through service agreements struck between the road transport authority and TBS.

Regulation amendments providing conditional exemptions enabled the commencement of Phase 1. See the *Road Transport (Public Passenger Services) (Exemptions) Amendment Regulation 2015* (ACT) (repealed) – see [SL2015-11](#). To promote competition, key fees in the taxi industry were lowered.

Phase 2

This Phase introduces an amended regulatory framework for the on-demand public transport industry that builds on structural, operational, competition and safety themes from Phase 1.

The framework sees several important themes:

- Transport booking services form a central and flexible regulated entity through which important aspects of different types of current and futures booking activity are regulated and monitored.
- The regulatory framework allows for a hierarchy of roles and obligations of operators, drivers and transport booking services. This is a reflection of potential industry risks, but it also enables potentially more streamlined processes for becoming and remaining accredited and licensed for participation in one or several service delivery modes.
- The consumer experience is essential, and this is supported through encouragement of new market choices, sustainable competition, and prescribed means of consumer feedback.
- Competition remains a central focus of the reforms, as operators and drivers have regulated choices on modes of service to provide, regulatory burden is as evenly

distributed as possible across modes, and taxis are afforded some key service competitive advantages.

- Safety remains a primary objective of the reforms, as is expressed through well-developed/well-defined accreditation, licensing and reporting requirements.

Market composition

The regulation framework for the market provided by the [Road Transport \(Public Passenger Services\) \(Taxi Industry Innovation\) Amendment Bill 2015](#) and this (circulation draft) regulation distinguishes between booked services and off-street solicited services (that is, 'rank and hail'). Booked services can be provided by taxis, hire cars and rideshare, with information available in the booking process supporting consumer outcomes and safety. Whereas, taxis retain sole access to rank and hail services, with services, vehicles and drivers subject to additional requirements to support public safety and accessibility.

Within the booked services component of the market, the legislative framework distinguishes between those operators, drivers and vehicles permitted to operate independently and those that must be affiliated with a Transport Booking Service (TBS).

New elements of the regulation

Phase 2 of the reforms also introduces new features to the on-demand industry.

The responsibilities and associated offences of TBS are specified further through regulation as they relate to accreditation, licensing, record-keeping, employer relations and fare setting.

Rideshare is recognised through accreditation and licensing requirements of rideshare vehicles, rideshare drivers and passengers. Rideshare is subject to operation only via a TBS, which provides booking and potentially record-keeping functions to rideshare drivers and operators.

Regulation of fares involves maintaining current arrangements of maximum regulated fares for taxis, while restricting components of the negotiated fares of hire cars and rideshare in specific circumstances (for example, in formally declared emergencies).

With Phase 2 the Independent Taxi Service Operators become a permanent form of taxi service, with optional independence from any TBS. Regulation affords independent taxi operators and drivers commercial flexibility to pursue affiliation with TBSs, or the generation of fares from rank-and-hail or direct bookings.

Phase 2 sees the introduction of a 'waiting list' process for issuing taxi operator licences (as compared to the current ad hoc ballot system). Its aim is to increase the certainty of, and lower the wait-time for, receiving an operator's license, thereby enabling the supply of taxis to be more consistent (subject to other regulatory settings on taxi supply).

On 22 February 2016, the Commonwealth Parliament passed the Competition and Consumer Amendment (Payment Surcharges) Bill 2015 to permit the regulation of payment surcharges.

The ACT Government had proposed to regulate a 5 per cent cap on such charges in public passenger vehicles.

Removing unnecessary regulation and duplication

A number of prescriptive regulations, for example those governing driver dress and the presence of air conditioning in on-demand public passenger vehicles, are removed and left as commercial and decisions for operators to make in a market with greater opportunity for competition. This supports the emphasis on a regulatory framework focusing on public safety, accessibility and market outcomes.

Discrete requirements that do remain for the industry will be found in minimum service standards and training requirements that apply across taxi, hire car and rideshare services. These requirements have been amended to focus on accessibility and outcomes rather process to allow for innovation and reduce unnecessary regulatory costs.

Other matters will be addressed outside of this regulation through compliance with existing regulatory requirements at various levels of government. For example, information privacy, work health and safety, and driver road behaviour.

Continued arrangements for wheelchair accessible taxis

Wheelchair accessible taxi (WAT) service, including the booking process is deemed to have made a sound contribution to the transport of ACT citizens living with disabilities. WAT service and associated booking service therefore remain fundamentally unchanged, with the exception that the requirements and performance of WAT booking service (WTBS) will delivered and governed through the more effective use of a service contract struck with the road transport authority.

PERIOD OF EFFECT

The amendments are to have effect when the regulatory exemptions of Phase 1 end.

REGULATORY IMPACT

The regulatory impact of the reforms is described in the following publicly available materials:

- *Modelling of policy scenarios for the ACT on-demand transport sector, Final Report* (August 2015)
- *Taxi Industry Innovation Review - Supporting Analysis* (September 2015).

DETAIL

Chapter 1 Placeholder

Chapter 1 provides the legislative arrangements for commencement of the regulation.

Chapter 2 Accreditation of public passenger service operators and transport booking services

This chapter establishes the initial regulatory elements for the operation of transport booking services (TBS). (The booking service becomes regulated as a 'transport booking service' under *Road Transport (Public Passenger Services) Act 2001*.)

The road transport authority also has the authority to accredit people to operate a TBS, different taxis, hire car and ridesharing services for up to six (6) years.

This chapter also reflects an update permitting operators to be accredited if they hold an appropriate working visa.

It also provides for minimum services standards in separate disallowable instruments, through which safety and service standards are (more uniformly) prescribed by the regulator across all modes of on-demand travel; and the removal of accepted service standards to reduce steps in the regulatory process and focus on key prescribed outcomes.

This chapter also demonstrates the move towards promoting a competitive market by removing the requirement of prospective TBS operators to submit financial plans to demonstrate financial capacity, as was the case previously for prospective taxi networks.

This chapter sees the removal of the term 'restricted taxi' service from the regulatory framework as an unnecessary additional regulatory term. Wheelchair accessible taxis (WAT) however remain a defined term. Regulatory arrangements for recognition of licensing on-demand public passenger services from other jurisdictions are currently subject to intergovernmental discussions.

Chapter 3A Transportation booking services

This chapter reflects the introduction of the TBS to the on-demand transport framework, and its similar roles across the operation of affiliated taxis, hire car and rideshare services.

The chapter describes requirements of the TBS, and affiliation requirements to the TBS. It defines its employer obligations to affiliated operators when exclusivity is asked of these operators.

It also describes regulated aspects of fares, information to be provided to passengers), and defines obligations regarding record-keeping.

Chapter 3A also defines the activities of Wheelchair Accessible Transport Booking Services (WTBS) to reflect the change in language with the Act. Requirements remain largely

unchanged with the exception of some further recognition of the contractual mechanism by which they operate.

Part 3A.1 Transport booking services - generally

This Part prescribes the general responsibilities of a TBS. This includes insuring that each affiliated taxi, rideshare and hire care driver and vehicle is appropriately licensed, accredited and insured. However, there are no longer obligations on a TBS to affiliate with a licensed operator or driver, as was the case with taxi networks, leaving businesses to better decide their day-to-day operations.

A TBS must take reasonable steps to ensure their booking service is available at all times to accept taxi and/or rideshare bookings and communicate these to affiliated drivers. Transport booking services are not, however, required to ensure that affiliated vehicles have similar availability, by time and location.

When a TBS accepts a booking from someone, they must provide that person with an estimate of the fare and sufficient information for the person to identify the bookable vehicle and driver for the booked journey. This information helps support effective price competition and public safety outcomes and may assist the hirer to make an informed choice about the booked journey.

Part 3A.2 Transport booking services – fares, fees and other payments

New booking and metering technologies, specifically which is provided through ridesharing services, present new ways to structure fares for trips. This Part responds to these new fare regimes by providing that it is an offence for a TBS to apply surge pricing, or accept a jump-the-queue fee or up-front tip during a declared state of alert or declared state of emergency. This is intended to prevent extraordinary fares from being charged when there are extreme mismatches of demand to supply of vehicles and drivers.

Part 3A.3 Transport booking services – records

This Part outlines the record-keeping requirements of transport booking services. This includes keeping, maintaining and providing to the Road Transport Authority, a police officer or a member of an emergency service (upon request), an affiliated drivers register, an affiliated operators register and a bookable vehicles register. Each register must contain certain information about each driver (s 70G), operator (s 70H) or bookable vehicle (s 70I) affiliated with the TBS.

Where a TBS has provided an affiliated driver or affiliated operator record to the Road Transport Authority, the Authority may in turn provide certain further information about the driver or operator to the TBS (for example, the suspension or cancellation of a driver's public vehicle licence).

This part also requires a TBS to create and maintain records of its booking activities (including details of each booking) and keep these for at least one year after the date the booking was carried out. The TBS must also provide a booking record to the Road Transport Authority, a police officer or a member of an emergency service upon request.

Part 3A.4 Transport booking services - wheelchair-accessible taxis

Reforms to on-demand transportation see booking service obligations of WTBS remain mostly unchanged. This accords with the policy objective of retaining WAT service as a critical service to those living with disabilities, and retaining its current performance standards.

To support more efficient regulation of this service, the regulations recognise the mechanism through which a WTBS is regulated is through a service contract, not regulation itself.

Division 3A.4.1 Wheelchair-accessible hirings

This Division carries over a existing regulation that prescribes standards for responding to or re-directing wheelchair-booking requests, and providing wheelchair-accessible service. Specifically, the requirement for a WTBS to direct a wheelchair-accessible taxi booking request to an available wheelchair-accessible taxi, and to the driver of that taxi to accept the booking, remain unchanged.

Division 3A.4.2 Wheelchair-accessible taxi booking services

This Division defines the purpose of a service contract and the generic terms of service contracts including, among others service and performance requirements of the booking service, record-keeping obligations and requirements for providing records to the Road Transport Authority.

Chapter 4

Part 4.1 Independent taxi service operators

Part 4.1 provides for independent taxi services operators, based on a pilot program which operated via a conditional exemption under the Act. This provides taxi operators the opportunity to provide rank and hail and word-of-mouth booking services, without a need to affiliate with one or more TBSs.

Eligibility requirements for operators will be contained in a notifiable instrument, and service standards will be prescribed through minimum service standards.

Part 4.2 Taxi Licences

The reforms see the introduction of a new process for obtaining standard and wheelchair-accessible taxi licences.

A policy objective of the reforms is to improve the means by which taxi licences are obtained in order to improve overall entry and exit of taxi operators and casual drivers from the industry. Accordingly, the process of periodic releases of standard and wheelchair-accessible taxi licences through a 'ballot' process is replaced by a continual application and granting process, known as a 'waiting list' process.

Division 4.2.2 Issue of standard taxi licenses and wheelchair-accessible taxi licences

This Division outlines the process for obtaining a taxi licence through the new waiting list process. Specifically, the Road Transport Authority grants eligible applicants with pre-approval for a taxi licence, and places them on a waiting list, or *pre-approval register*, in the order that the pre-approval was granted.

The Road Transport Authority must then provide timely notice of the availability of a licence to the appropriate person on the waiting list. The person may then make an application for the taxi licence. The Road Transport Authority must, not later than in a required time, provide a decision on the application, tell the applicant of the decision, and issue the licence. The required time is 60 days for a standard licence and 120 days for a WAT licence.

Division 4.2.3 Taxis licences – other provisions

Other provisions for taxi licences – such as their operating conditions, time to renewal, renewal process, amendment terms and surrender – are carried over from previous regulations, and remain unchanged.

To reflect a new framework that includes TBS, taxi operators must report their affiliations, and what trips are associated with which TBS.

With lower the prescriptive level of regulation, taxi operators will not have prescriptive requirements in relation to air conditioning systems in their vehicles. The intention is that increased competition will remove the need for government intervention into how businesses address basic aspects of customer service.

Taxis operators will still require livery and other types of signage, such as roof signs. However the level of prescription is reduced with the Road Transport Authority now able to determine requirements and design rather than approving individual vehicle livery.

To reflect changes in technology, generally, and the different types of technology used by various booking business models, taxi operators will no longer be required to use specific and prescribed equipment for communicating with TBS reflecting a technology neutral approach to the framing of the regulatory requirements.

There is an obligation of an affiliated taxi service operator to report affiliation with more than one TBS to the road transport authority. This requirement reflects the new framework in which taxi operators are able to affiliate with multiple transport TBSs.

Chapter 4A Ridesharing

This new chapter allows for the regulation of a new mode of transportation in the regulated on-demand framework, addressing of rideshare activity, its participants and associated vehicles with a risk-based approach to regulatory requirements.

Part 4A.1 Ridesharing vehicles

This Part addresses the regulation of vehicles used in rideshare activity, and encompasses licensing of vehicles, vehicle identification and certain vehicle fittings and display requirements. Vehicle maintenance is outlined in separate instruments for minimum service standards to reflect an essentially uniform application of requirements across taxis, hire car and rideshare vehicles, and a streamlined regulation approach.

Vehicles are defined for exclusion from ridesharing activity, such as ambulances and motorcycles.

The application process for a rideshare vehicle license is outlined, including the eligibility requirements to apply, what additional information can be requested by the Road Transport Authority, and the decision process.

Reasons for refusing an application can relate to the eligibility of the vehicle, the license or accreditation status of the applicant or other disqualifications.

Rideshare vehicles are issued with a label to be displayed on the vehicle when ridesharing activity is underway. This label is removable when the vehicle is in private use, and is designed to prevent easy identification and hailing of the rideshare vehicle.

As with hire care and taxi licences, a rideshare vehicle license may have a term of up to six (6) years before renewal is required. The conditions and processes of rideshare vehicle license renewal, amendment or replacement are also outline and are similar to that for hire cars.

This Division also provides for the inspection of vehicle licenses, their surrender, and updating of address-change details, both by the licensee and the Road Transport Authority.

Ridesharing services may not advertise on vehicles while undertaking rideshare services in order to discourage street-hailing of rideshare vehicles and encourage the acceptance of bookings only through a TBS.

Part 4A.2 Rideshare drivers

This part addresses a range of responsibilities related to a licensed rideshare driver, including: licensing application, maintenance and display; bookings through transport booking services; record making and management; advertising, behaviour; handling noncompliance notices; and dropping off and picking up passengers.

A rideshare driver must properly apply for, maintain, renew and replace a rideshare public vehicle license if they intend to drive for a rideshare service.

Rideshare drivers can only utilise a vehicle for a rideshare service that has been licensed as a rideshare vehicle.

Rideshare drivers can only accept bookings from an accredited TBS. This is a key requirement that distinguishes rideshare vehicles from taxis, which is the only service that can provide rank and hail service in the on-demand transport framework.

Rideshare drivers must prepare, maintain, submit and preserve for one year certain trip and other records. Regulation will enable transport booking services affiliated with the rideshare driver to undertake certain of these record-keeping responsibilities, a reflection of their own record-keeping capacity and regulated responsibilities. As part of this record-keeping, drivers must ensure current CTP and third party property insurance coverage.

Rideshare drivers must display a rideshare vehicle license label when providing rideshare services.

Hire Cars

A hire car service must declare any affiliation with a TBS. This will assist with effective compliance and enforcement, and a similar requirement in place for taxis and rideshare services.

Trips taken by hire cars that are booked through a TBS must be documented, as this will assist in upholding safety of the service.

This Part sees the removal of certain overly-prescriptive regulations related to driver behaviour and dress of drivers. Regulations concerning advertising, indication of the presence of security cameras, and security-camera records are consolidated in a new chapter (5A).

Chapter 5A Bookable vehicles (taxis, rideshare vehicles and hire cars)

This Chapter provides consolidated regulatory provisions for all bookable vehicle services and covers matters relating to security cameras, and fares and fees (including surcharges), the carriage of animals and potentially injurious goods notifiable accidents and accreditation and licenses.

Part 5A.2 Security cameras, GPS tracking and duress alarms

This Chapter outlines GPS tracking, duress alarm and security camera requirements for bookable vehicles.

A TBS must take reasonable steps to ensure the bookable vehicle (including a taxi or rideshare vehicle but not a hire car) is fitted with a GPS tracking device and a duress alarm accessible to the driver. This recognises the availability of new security features which are largely already being applied to these services, and the need for their effective operation to support consumer confidence.

Where a bookable vehicle accepts cash for payment or a taxi stands or plies for hire, the vehicle must be also be fitted with a security camera. Certain requirements relating to vehicles fitted with a security camera are also addressed in this Chapter. This includes requirements around appropriate signage, proper operation of the camera (including informing the operate parties of non-operational cameras), keeping, not interfering with and destroying recordings and providing a copy of recordings to proper authorities, if requested.

Chapter 5A.2 also provides that the Road Transport Authority may approve standards in relation to security cameras, GPS tracking devices and duress alarms in bookable vehicles. This includes, for example, matters relating to the timing of installation, positioning, operation and acceptable kinds of security cameras.

Part 5A.3 Fare, fees and other payments

This Part makes it an offence for a TBS, rideshare driver or taxi driver to accept an up-front tip at any time. It also makes it an offence for a rideshare driver to apply surge pricing and jump-the-queue fees during a declared state of alert or declared state of emergency.

As announced, electronic payment surcharges are to be capped at 5 per cent. This Part also makes it an offence to impose or collect more than the maximum allowable payment

surcharge. Recently passed Commonwealth legislation allows for the regulation of payment surcharges by the Australian Government.

Part 5A.4 Bookable vehicle service operators

This Part outlines offences relating to the display of inappropriate material, breaches of a noncompliance notice and appropriate notification of notifiable accidents (for example, an accident or incident involving the vehicle and where someone is killed or injured) including reporting details such as time and location, the vehicle and driver and details of injured or killed individuals (parties).

Part 5A.5 Bookable vehicle licensees

This Part provides that a bookable vehicle licensee (other than a hire car licensee) must ensure that the bookable vehicle is fitted with a child restraint anchorage that complies with the Australian Design Rules. This is to allow for an appropriate child car seat to be properly secured, if required.

Part 5A.6 Bookable vehicle drivers

This Part addresses a range of driver responsibilities and restrictions relating to carriage of animals and goods, passenger drop-off and pick up, solicitation of passengers, noncompliance notices and directions by police or other authorised persons.

Part 5A.7 Bookable vehicle passengers

This Part addresses a range of passenger responsibilities and restrictions relating to appropriate language and behaviour, intoxication, carriage of animals and goods, finding of lost property and directed exit from the bookable vehicle (whether this be a taxi, hire care or rideshare vehicle).

Chapter 10 Transitional

With changes to taxi licence provisions, this Chapter ensures existing terms and conditions for taxi licences transition over to the new licence arrangements.

Further transitional amendments are to be drafted.

Schedule 1 Service standards

These provisions provide for the matters that may be considered in the making of minimum service standards by the Road Transport Authority for the new elements of TBS and rideshare.

Schedule 1 Consequential amendments

The amendments related to consequential changes result from amendments within the regulation. These are subject to further drafting.

Part 1.4 Workers Compensation Regulation 2002

This amendment provides for access to workers compensation for drivers in instances involving contracts of bailment and restricted TBS affiliation agreements.

Australian Capital Territory

Road Transport (Public Passenger Services) (Minimum Service Standards—Hire Car Services) Approval 2016 (No 1)

Disallowable instrument DI2016-xx

made under the

Road Transport (Public Passenger Services) Regulation 2002, section 18B (Minimum service standards for regulated services)

1 Name of instrument

This instrument is the *Road Transport (Public Passenger Services) (Minimum Service Standards—Hire Car Services) Approval 2016 (No x)*.

2. Revocation of Previous Instrument

Disallowable Instrument DI2016-xx (as notified on the ACT Government Legislation Register) is revoked.

3 Determination

I approve the standards contained in Schedule 1 as the Minimum Service Standards for the operation of a Hire Car Service.

4. Commencement

This instrument commences on **the day after notification**.

SCHEDULE 1

MINIMUM SERVICE STANDARDS FOR HIRE CAR SERVICES (OTHER THAN RESTRICTED HIRE CAR SERVICES)

PART 1 Safety

1.1 The operator of a hire car service must:

- (1) ensure that their vehicle is maintained, serviced and inspected so it remains roadworthy at all times;
- (2) provide the Authority full details of all security devices that are installed in the hire car, such as cameras, GPS tracking devices, duress alarms and other equipment used to monitor safety;
- (3) ensure a process is in place for drivers to inspect vehicles before every shift and a mechanism for reporting vehicle defects and faults (including to equipment and security devices) is available;
- (4) ensure that if a baby capsule or child restraint is provided, that it has no defects, such as a damaged harness belt, or significant cracks to the body of the device;
- (5) ensure that defects concerning security devices, such as cameras, GPS tracking devices, duress alarms and other equipment used to monitor safety are repaired expeditiously;
- (6) ensure a third-party security provider continuously monitors the equipment that registers the activation of alarms, and a prompt response by the third party security staff to an activated alarm;
- (7) where a third-party is used for the purposes of 1.1(6), provides the Authority with the third-party provider's details for the monitoring of the security devices; and
- (8) ensure that a vehicle that does not pass a roadworthy inspection or has safety equipment that is not working, and is deemed to be unsafe is not used as a hire car.

1.2 If the operator of a hire car service is affiliated with one or more Transport Booking Services (TBS), the operator must:

- (1) report vehicle defects and faults (including to equipment) that prevent use as a hire car to the TBS immediately after becoming aware of the defect or fault;

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- (2) report repairs that have been performed as a result of defects and faults to the TBS that permit use as hire car immediately after repair work is completed.

PART 2 Handling Customer Inquiries & Customer Complaints

- 2.1 The operator of a hire car service that is not affiliated with a Transport Booking Service (TBS) must:
 - (1) establish procedures for handling and recording customer complaints and dispute resolution;
 - (2) respond to the Road Transport Authority (Authority) within seven (7) days after a customer complaint has been forwarded to the operator by the Authority.
- 2.2 The operator of a hire car service that is affiliated with a TBS, must comply with customer inquiry and complaints procedures set by the TBS they are affiliated with.

PART 3 Handling Lost Property

- 3.1 The operator of a hire car service that is not affiliated with a TBS must establish procedures for handling, recording and disposal of lost property.
- 3.2 The operator of a hire car service that is affiliated with a TBS must comply with lost property procedures set by the TBS they are affiliated with.

PART 4 Certain Records Must Be Kept

- 4.1 The operator of a hire car service that is not affiliated with a TBS must maintain records, to be kept for a period of not less than 2 years, and which are capable of being audited, for:
 - (1) the date, time, origin and destination of every hiring;
 - (2) the hire car used, and the driver details, for every hiring;
 - (3) the name in which each hiring is made;
 - (4) the date and type of maintenance and repairs that were undertaken for any hire car used to operate the hire car service;
 - (5) details of who conducted the maintenance/repairs;
 - (6) customer complaints and the resolution of customer complaints;

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- (7) lost property.
- 4.2 The operator of a hire car service that is affiliated with one or more TBSs must maintain records, to be kept for a period of not less than 2 years, and which are capable of being audited, for:
 - (1) the date and type of maintenance and repairs that were undertaken for any hire car used to operate the hire car service;
 - (2) details of who conducted the maintenance/repairs.
- 4.3 The operator of a hire car service that is affiliated with one or more TBSs must record any other information that is required by the TBS.

PART 5 When Motorbike Used in Hire Car Service

- 5.1 The operator of a hire car service using a motorbike must:
 - (1) have available, and ensure that all passengers wear undamaged Standards Australia International Limited approved full-face helmets in sufficient sizes to cater for all passengers;
 - (2) ensure that all passengers wear clothing that provides full covering;
 - (3) make available, and ensure passengers are advised of the availability of undamaged riding gloves and protective jackets in a sufficient number of sizes to cater for all passengers on hirings exceeding 15 minutes' duration;
 - (4) ensure that all passengers wear fully enclosed shoes or boots;
 - (5) ensure that all passengers wear adequate protective eye covering. In the absence of visors, goggles must be provided to each passenger. Sunglasses or other spectacles are not adequate;
 - (6) provide each passenger with an adequate briefing on the following matters before commencement of the hiring:
 - (a) fitting of helmets and other safety apparel;
 - (b) instructions on safe riding – including seating, use of footrests, leaning and communicating with the driver; and
 - (c) expected road conditions.

Road Transport (Public Passenger Services) (Minimum Service Standards—Independent Taxi Services) Approval 2016 (No 1)

Disallowable instrument DI2016-xx

made under the

Road Transport (Public Passenger Services) Regulation 2002, section 18B (Minimum service standards for regulated services)

1 Name of instrument

This instrument is the *Road Transport (Public Passenger Services) (Minimum Service Standards—Independent Taxi Services) Approval 2016 (No x)*.

2. Revocation of Previous Instrument

Disallowable Instrument DI2016-xx (as notified on the ACT Government Legislation Register) is revoked.

3 Determination

I approve the standards contained in Schedule 1 as the Minimum Service Standards for the operation of an Independent Taxi Service.

4. Commencement

This instrument commences on the day after notification.

SCHEDULE 1

MINIMUM SERVICE STANDARDS FOR INDEPENDENT TAXI SERVICES

PART 1 Safety

1.1 The operator of an independent taxi service must:

- (1) ensure that their vehicle is maintained, serviced and inspected so it remains roadworthy at all times;
- (2) provide the Authority full details of all security devices that are installed in the taxi, such as cameras, GPS tracking devices, duress alarms and other equipment used to monitor safety;
- (3) ensure a process is in place for drivers to inspect vehicles before every shift and a mechanism for reporting vehicle defects and faults (including to equipment and security devices) is available;
- (4) ensure that if a baby capsule or child restraint is provided, that it has no defects, such as a damaged harness belt, or significant cracks to the body of the device;
- (5) ensure that defects concerning security devices, such as cameras, GPS tracking devices, duress alarms and other equipment used to monitor safety are repaired expeditiously;
- (6) ensure that the operator, or a third-party security provider continuously monitors the equipment that registers the activation of alarms, and a prompt response by the third party security staff to an activated alarm;
- (7) where a third-party is used for the purposes of 1.1(6), provides the Authority with the third-party provider's details for the monitoring of the security devices;
- (8) ensure that a vehicle that does not pass a roadworthy inspection or has safety equipment that is not working, and is deemed to be unsafe is not used as a taxi.

PART 2 Taximeters

2.1 The operator of an independent taxi service must:

- (1) ensure that taximeters comply with the Authority Approved Taximeter Standards;

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- (2) ensure that taximeters are calibrated and tested within three (3) months of a fare change or when requested by the manufacturer;

PART 3 Handling Customer Inquiries & Customer Complaints

3.1 The operator of an independent taxi service must:

- (1) establish procedures for handling and recording customer complaints and dispute resolution;
- (2) respond to the Road Transport Authority (Authority) within seven (7) days after a customer complaint has been forwarded to the operator by the Authority.

PART 4 Handling Lost Property

4.1 The operator of an independent taxi service must establish procedures for handling, recording and disposal of lost property.

PART 5 Certain Records Must Be Kept

5.1 The operator of an independent taxi service must maintain records, to be kept for a period of not less than 2 years, and which are capable of being audited, for:

- (1) the date, time, origin and destination of every hiring;
- (2) the independent taxi used, and the driver details, for every hiring;
- (3) the date and type of maintenance and repairs that were undertaken for any taxi used to operate the independent taxi service;
- (4) details of who conducted the maintenance/repairs;
- (5) all taximeter calibrations and testing;
- (6) customer complaints and the resolution of customer complaints;
- (7) Taxi Subsidy Scheme (TSS) payments (as applicable);
- (8) lost property.

PART 6 ACT Taxi Subsidy Scheme (TSS) Payments

6.1 The operator of an independent taxi service must develop and implement procedures for processing TSS payments.

PART 7 Certain Records To Be Kept – Performance Information

7.1 An independent taxi service must record the following information for the relevant affiliated service:

Peak periods (8.00am – 10.00am & 3.00pm – 5.00pm Monday - Friday)

- (a) percentage of hirings having a maximum waiting time of no more than 18 minutes
- (b) percentage of hirings having a maximum waiting time of no more than 30 minutes

All other times

- (a) percentage of hirings having a maximum waiting time of no more than 10 minutes
- (b) percentage of hirings having a maximum waiting time of no more than 20 minutes.

PART 8 Performance Reporting – Quarterly

8.1 An independent taxi service must report on the following information for the service, on or before the fourteenth (14th) day of the start of each quarter year, as directed by the Authority:

- (a) number of hirings (or booked hirings as appropriate) at peak times and all other times
- (b) average fare price
- (c) number of complaints
- (d) average time taken to respond to complaints
- (e) number of new drivers
- (f) number of new vehicles
- (g) number of meter activations

Australian Capital Territory

Road Transport (Public Passenger Services) (Minimum Service Standards—Rideshare Services) Approval 2016 (No 1)

Disallowable instrument DI2016-xx

made under the

Road Transport (Public Passenger Services) Regulation 2002, section 18B (Minimum service standards for regulated services)

1 Name of instrument

This instrument is the *Road Transport (Public Passenger Services) (Minimum Service Standards—Rideshare Services) Approval 2016 (No x)*.

2 Determination

I approve the standards contained in Schedule 1 as the Minimum Service Standards for the operation of a Rideshare Service.

3 Commencement

This instrument commences on the day after notification.

SCHEDULE 1

MINIMUM SERVICE STANDARDS FOR RIDESHARE SERVICES

PART 1 Safety

1.1 The operator of a rideshare service must:

- (1) ensure that their vehicle is maintained, serviced and inspected so it remains roadworthy at all times;
- (2) provide the Authority full details of all security devices that are installed in the rideshare vehicle, such as cameras, GPS tracking devices, duress alarms and other equipment used to monitor safety;
- (3) ensure a process is in place (where relevant) for drivers to inspect vehicles before every shift and a mechanism for reporting vehicle defects and faults (including to equipment and security devices) is available;
- (4) ensure that if a baby capsule or child restraint is provided, that it has no defects, such as a damaged harness belt, or significant cracks to the body of the device;
- (5) ensure that defects concerning security devices, such as cameras, GPS tracking devices, duress alarms and other equipment used to monitor safety are repaired expeditiously;
- (6) ensure a third-party security provider continuously monitors the equipment that registers the activation of alarms, and a prompt response by the third party security staff to an activated alarm;
- (7) where a third-party is used for the purposes of 1.1(6), provides the Authority with the third-party provider's details for the monitoring of the security devices;
- (8) ensure that a vehicle that does not pass a roadworthy inspection or has safety equipment that is not working, and is deemed to be unsafe is not used as a rideshare vehicle.
- (9)

1.2 The operator of a rideshare service must:

- (1) report vehicle defects and faults (including to equipment) to its affiliated Transport Booking Service(s) (TBS) that prevent use as a rideshare vehicle immediately after becoming aware of the defect or fault;

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- (2) report repairs that have been performed as a result of defects and faults to the TBS that permit use as a rideshare vehicle immediately after repair work is completed.

PART 2 Handling Customer Inquiries & Customer Complaints

- 2.1 The operator of a rideshare service must comply with customer inquiry and complaints procedures set by the TBS they are affiliated with.

PART 3 Handling Lost Property

- 3.1 The operator of a rideshare service must comply with lost property procedures set by the TBS they are affiliated with.

PART 4 Certain Records Must Be Kept

- 4.1 The operator of a rideshare service must maintain records, to be kept for a period of not less than 2 years, and which are capable of being audited, for:
 - (1) the vehicle used, and the driver details, for every hiring;
 - (2) the date and type of maintenance and repairs that were undertaken for any rideshare vehicle used to operate the rideshare service;
 - (3) details of who conducted the maintenance/repairs.
- 4.2 The operator of a rideshare service must record any other information that is required by a TBS.

Road Transport (Public Passenger Services) (Minimum Service Standards—Taxi Services) Approval 2016 (No 1)

Disallowable instrument DI2016-xx

made under the

Road Transport (Public Passenger Services) Regulation 2002, section 18B (Minimum service standards for regulated services)

1 Name of instrument

This instrument is the *Road Transport (Public Passenger Services) (Minimum Service Standards—Taxi Services) Approval 2016 (No x)*.

2. Revocation of Previous Instrument

Disallowable Instrument DI2016-xx (as notified on the ACT Government Legislation Register) is revoked.

3 Determination

I approve the standards contained in Schedule 1 as the Minimum Service Standards for the operation of a Taxi Service.

4. Commencement

This instrument commences on **the day after notification**.

SCHEDULE 1

MINIMUM SERVICE STANDARDS FOR TAXI SERVICES

PART 1 Safety

1.1 The operator of a taxi service must:

- (1) ensure that their vehicle is maintained, serviced and inspected so it remains roadworthy at all times;
- (2) provide the Authority full details of all security devices that are installed in the taxi, such as cameras, GPS tracking devices, duress alarms and other equipment used to monitor safety;
- (3) ensure a process is in place for drivers to inspect vehicles before every shift and a mechanism for reporting vehicle defects and faults (including to equipment and security devices) is available;
- (4) ensure that if a baby capsule or child restraint is provided, that it has no defects, such as a damaged harness belt, or significant cracks to the body of the device;
- (5) ensure that defects concerning security devices, such as cameras, GPS tracking devices, duress alarms and other equipment used to monitor safety are repaired expeditiously;
- (6) ensure a third-party security provider continuously monitors the equipment that registers the activation of alarms, and a prompt response by the third party security staff to an activated alarm;
- (7) where a third-party is used for the purposes of 1.1(6), provides the Authority with the third-party provider's details for the monitoring of the security devices;
- (8) ensure that a vehicle that does not pass a roadworthy inspection or has safety equipment that is not working, and is deemed to be unsafe is not used as a taxi.

1.2 The operator of a taxi service must:

- (1) report vehicle defects and faults (including to equipment) that prevent use as a taxi to its affiliated Transport Booking Service(s) (TBS) immediately after becoming aware of the defect or fault;
- (2) report repairs that have been performed as a result of defects and faults to the TBS immediately that permit use as a taxi after repair work is completed.

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PART 2 Taximeters

- 2.1 The operator of a taxi service must:
- (1) ensure that taximeters comply with the Authority Approved Taximeter Standards;
 - (2) ensure that taximeters are calibrated and tested within three (3) months of a fare change or when requested by the manufacturer.

PART 3 Handling Customer Inquiries & Customer Complaints

- 3.1 The operator of a taxi service must comply with customer inquiry and complaints procedures set by the TBS they are affiliated with.

PART 4 Handling Lost Property

- 4.1 The operator of a taxi service must comply with lost property procedures set by the TBS they are affiliated with.

PART 5 Certain Records Must Be Kept

- 5.1 The operator of a taxi service must maintain records, to be kept for a period of not less than 2 years, and which are capable of being audited, for:
- (1) the taxi used, and the driver details, for every hiring;
 - (2) the date and type of maintenance and repairs that were undertaken for any taxi used to operate the taxi service;
 - (3) details of who conducted the maintenance/repairs;
 - (4) all taximeter calibrations and testing.
- 5.2 The operator of a taxi service must record any other information that is required by a TBS.

PART 6 Accessibility – Wheelchair Accessible Taxis

- 6.1 The operator of a Wheelchair Accessible Taxi (WAT) service must:
- (1) ensure that all drivers who drive the taxi are aware that they must always give priority for the booking of the taxi to the disabled community;
 - (2) ensure that the Authority is advised if circumstances arise that will result in the taxi being unable to undertake bookings for more than a twenty-four (24) hour period; and

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- (3) ensure that all private bookings are recorded with the TBS that they are affiliated with.

6.2 The operator of a WAT service must be able to:

- (1) manage drivers to ensure that the taxi service gives priority to wheelchair bookings and what the consequences are for a driver who fails to accept/undertake wheelchair bookings;
- (2) ensure that drivers of the WAT, have the appropriate training or competencies, as required by the Authority;
- (3) ensure in-service or remedial training is provided for drivers, including:
 - (a) the loading and unloading of wheelchairs;
 - (b) restraining wheelchairs into WAT vehicles.

6.3 The operator of a WAT must ensure copies of certificates which indicate that a driver of a WAT vehicle has undertaken appropriate training or been assessed as competent as undertaking WAT duties are retained and provided to the Authority on request.

TAXI INDUSTRY REFORM IMPLEMENTATION WORKING GROUP ONLY

Australian Capital Territory

Road Transport (Public Passenger Services) (Minimum Service Standards—Transport Booking Services) Approval 2016 (No 1)

Disallowable instrument DI2016-xx

made under the

Road Transport (Public Passenger Services) Regulation 2002, section 18B (Minimum service standards for regulated services)

1 Name of instrument

This instrument is the *Road Transport (Public Passenger Services) (Minimum Service Standards—Transport Booking Services) Approval 2016 (No x)*.

2 Determination

I approve the standards contained in Schedule 1 as the Minimum Service Standards for the operation of a Transport Booking Service.

3 Commencement

This instrument commences on **the day after notification**.

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SCHEDULE 1

MINIMUM SERVICE STANDARDS FOR TRANSPORT BOOKING SERVICES

PART 1 Reliable and Efficient Provision of Services

1.1 A Transport Booking Service (TBS) must:

- (1) ensure that the booking service is provided (directly or through another entity) to the public twenty-four (24) hours a day, seven (7) days week (except in relation to hire car services);
- (2) remove a driver's access to the booking service if notified by the Authority that the driver's licence or authorisation to drive a public passenger vehicle has been suspended, cancelled or has expired;
- (3) not provide booking services to an affiliated operator and/or driver if the Authority has advised the TBS that their accreditation has been suspended, cancelled or has expired;
- (4) before any affiliated operator/driver connects or ceases to be affiliated with the TBS, the TBS must advise the Authority.

PART 2 Safety

2.1 A TBS must ensure that:

- (1) if notified by the Authority that an affiliated vehicle is not roadworthy immediately remove the vehicle from the booking service system;
- (2) where provided by the TBS, ensure that security systems such as cameras, GPS tracking devices, duress alarms and other equipment used to monitor safety:
 - (a) comply with Standards approved by the Authority;
 - (b) are maintained and serviceable at all times with defects (including those reported by an affiliated operator) repaired expeditiously;
 - (c) are monitored at all times while the vehicle is in service and any incidents promptly responded to.

TAXI INDUSTRY REFORM IMPLEMENTATION WORKING GROUP ONLY

PART 3 Customer Inquiries and Complaints

3.1 A TBS must:

- (1) respond to the Authority within seven (7) days after a customer complaint has been forwarded to the TBS by the Authority; and
- (2) have procedures for handling and recording customer complaints and dispute resolution including:
 - (a) recording all complaints, including telephone, written and electronic complaints;
 - (b) recording contact details of complainants;
 - (c) for serious complaints regarding the personal safety of passengers, making follow-up inquiries with complainants;
 - (d) guidance for staff on reporting frequent and/or serious complaints to management.
- (3) ensure that services affiliated with the TBS are aware of the TBS' customer inquiries and complaints procedures.

3.2 A TBS must ensure the TBS' contact details for complaints are publicly available and easily identified - for example, available through telephone directory listings or the TBS' website.

PART 4 Handling of Lost Property

4.1 A TBS must have procedures for handling and recording lost property including:

- (1) ensuring the security of stored lost property;
- (2) specifying the responsibilities of drivers;
- (3) providing public notification that the TBS operates a lost property service and the contact details for the service; and
- (4) ensuring the receipt of lost property by the TBS is available seven (7) days a week.

4.2 A TBS must ensure that services affiliated with the TBS are aware of the TBS' lost property procedures.

PART 5 Taxi Subsidy Scheme (TSS) Payments

5.1 A TBS providing services to taxis must:

- (1) have a process in place for processing TSS payments; and
- (2) ensure records kept for the program are capable of being audited at all times.

PART 6 Performance Reporting – Rideshare

6.1 A TBS with affiliated rideshare services must record the performance information required under Part 8 for its affiliated rideshare vehicles operating in the ACT.

6.2 On or before the fourteenth (14th) day at the start of each quarter, as directed by the Authority, a TBS must:

- (1) provide to the Authority the following information about its rideshare vehicles covering the immediately preceding three (3) months:
 - (a) information required under Part 9;
 - (b) percentage of fares subject to surge pricing or jump-the-queue pricing.

PART 7 Performance reporting – Taxis

7.1 A TBS with affiliated taxis must record the performance information required under Part 8 for its affiliated taxi vehicles operating in the ACT.

7.2 On or before the fourteenth (14th) day at the start of each quarter, as directed by the Authority, a TBS must:

- (2) provide to the Authority the following information about its rideshare vehicles covering the immediately preceding three (3) months:
 - (a) information required under Part 9;
 - (b) number of meter activations.

TAXI INDUSTRY REFORM IMPLEMENTATION WORKING GROUP ONLY

PART 8 Certain Records To Be Kept – Performance Information

8.1 Where a TBS is required to record performance information, the TBS must:

(1) record the following information for the relevant affiliated service:

Peak periods (8.00am – 10.00am & 3.00pm – 5.00pm Monday - Friday)

- (a) percentage of hirings having a maximum waiting time of no more than 18 minutes
- (b) percentage of hirings having a maximum waiting time of no more than 30 minutes

All other times

- (a) percentage of hirings having a maximum waiting time of no more than 10 minutes
- (b) percentage of hirings having a maximum waiting time of no more than 20 minutes.

(1) ensure that the average waiting time for any one of the metropolitan districts under the *Districts Act 2002* (ie Canberra Central, Woden Valley, Weston Creek, Tuggeranong, Belconnen & Gungahlin) is no more than 15 minutes longer than the overall Canberra average waiting time.

PART 9 Performance Reporting – Quarterly

9.1 Where a TBS is required to provide information to the Authority, the TBS must:

(1) report on the following information for the relevant affiliated service, and for the relevant period:

- (a) number of hirings (or booked hirings as appropriate)
- (b) average fare price
- (c) percentage of fares subject to additional price elements, for example surge pricing, jump-the-queue pricing
- (d) number of complaints

In-Confidence

- (e) average time taken to respond to complaints
- (f) wait times
- (g) number of new drivers
- (h) number of new vehicles

PART 10 Handling of Contraventions of Road Transport Legislation

10.1 Within three months of commencement of the Minimum Service Standards, a TBS must have in place, a driver monitoring and disciplinary program containing:

- (1) the arrangements and processes for dealing with drivers who have been reported to the TBS as having breached the Road Transport legislation or the TBS rules, or are alleged to have engaged in illegal or harassing behaviour, including matters under ACT and Commonwealth disability discrimination law;
- (2) the arrangements for investigating alleged breaches;
- (3) the appeals process;
- (4) escalation processes which could include referrals, graded penalties and/or disciplinary action such as suspension from the booking service;
- (5) the arrangements for identifying, and notifying the Authority of, very serious disciplinary matters (for example, the linkages between the complaints and disciplinary processes, and the establishment of 'triggers' for when a series of complaints about a driver warrant investigation by the TBS or referral to the Authority or when a single complaint is considered serious enough to be referred to the Authority);
- (6) processes for tracking the number of occasions the disciplinary process has been applied to each driver.

PART 11 Accessibility – Wheelchair Accessible Taxis (only when a WTBS is not operating)

11.1 A TBS providing services for Wheelchair Accessible Taxis (WATs) must:

- (1) ensure that procedures are in place for drivers to accept a wheelchair hiring if on attendance at a location for a standard hiring, a person in a wheelchair requires such transport;

TAXI INDUSTRY REFORM IMPLEMENTATION WORKING GROUP ONLY

- (2) ensure that the Authority is advised of any driver of a WAT who refuses to accept, or does not respond within a reasonable time to, a request for a hiring for a person in a wheelchair;
- (3) ensure that a dedicated manager for WATs (the WAT manager) is available between the hours of 7.00am and 7.00pm weekdays and Christmas Day;
- (4) ensure that by 7.30am on every day of the year, all wheelchair hirings booked before 12 midnight on the previous day, are allocated to a WAT so as to:
 - (a) minimise waiting times for passengers in wheelchairs,
 - (b) minimise 'dead running' for each WAT,
 - (c) facilitate the allocation of long standing hirings with a particular WAT to that WAT;
- (5) implement strategies to ensure each WAT driver has fair and equitable access to wheelchair hirings, including using incentives, penalties or other mechanisms to ensure the less attractive jobs are covered;
- (6) establish a dedicated phone number for wheelchair hirings and ensure the phone number is recorded with White Pages Directory Listings and on any format/website used by the TBS as the phone number to book a WAT;
- (7) ensure that every person who books a WAT through the TBS is given the opportunity of leaving a contact phone number for the TBS to use in the event of a delayed pick-up;
- (8) in every case where a pick-up for wheelchair hiring will be more than 30 minutes after the booked or agreed time of pick-up, the TBS must endeavour to contact the person who booked the hiring to advise of this delay, if a contact number is provided;
- (9) accept a request from a person who pre books a wheelchair hiring for a preferred driver for that hiring;
- (10) keep a register for all regular WAT clients to include:
 - (a) name,
 - (b) address,
 - (c) contact phone number,
 - (d) any special needs,
 - (e) type of wheelchair used; and

- (11) ensure that records are kept to allow the Authority to take action against a WAT driver or an operator who does not give priority to a wheelchair hiring.

PART 12 Performance Reporting – Wheelchair Accessible Taxis (only when a WTBS is not operating)

12.1 A TBS providing services to Wheelchair Accessible Taxis (WAT)s must, after 12 months of operating:

- (1) meet or exceed the following performance standards:

Peak Periods (8.00am – 9.00am and 2.00pm – 4.00pm Monday to Friday)

- (a) 85% of hirings have a maximum waiting time of no more than 18 minutes
- (b) 95% of hirings have a maximum waiting time of no more than 30 minutes

And at all other times:

- (c) 85% of all hirings have a maximum waiting time of no more than 10 minutes
- (d) 95% of all hirings have a maximum waiting time of no more than 20 minutes;

- (2) ensure the maximum waiting time for a person who requests a taxi as soon as possible by telephone is measured from the time when the person ends the telephone conversation with the taxi network to the time when the taxi driver notifies the arrival of the taxi at the place requested by the hirer;
- (3) ensure the maximum waiting time for a person who requests a taxi at a specified time is measured by the time elapsed from the time specified to the time when the taxi driver notifies the arrival of the taxi at the place requested by the hirer;
- (4) ensure that the average waiting time for any one of the metropolitan districts under the *Districts Act 2002* (ie Canberra Central, Woden Valley, Weston Creek, Tuggeranong, Belconnen & Gungahlin) is no more than 15 minutes longer than the overall Canberra average waiting time.

12.2 A TBS must record the performance of its WAT Taxis for:

- (1) must record the performance of its WAT Taxis for:

Peak Periods

TAXI INDUSTRY REFORM IMPLEMENTATION WORKING GROUP ONLY

- (a) Less than 10 minutes
- (b) between 10 and 18 minutes
- (c) between 18 and 30 minutes
- (d) between 30 and 60 minutes
- (e) more than 60 minutes

All Other Times

- (a) Less than 10 minutes
- (b) between 10 and 20 minutes
- (c) between 20 and 30 minutes
- (d) between 30 and 60 minutes
- (e) more than 60 minutes.

12.3 The recorded information must reflect the waiting times for hirings as follows:

Peak Periods

- Hirings with a maximum waiting time of no more than 18 minutes:
Hirings _____ = _____ %/85%
- Hirings with a maximum waiting time of no more than 30 minutes:
Hirings _____ = _____ %/95%

All other times

- Hirings with a maximum waiting time of no more than 10 minutes:
Hirings _____ = _____ %/85%
- Hirings with a maximum waiting time of no more than 20 minutes:
Hirings _____ = _____ %/95%.

12.4 A TBS may adjust the waiting times for each hiring involving a wheelchair to compensate for the taximeter not being engaged until after the wheelchair has been loaded and tied down.

12.5 In recording performance, a TBS must also give details including time, location and pick-up point for any hirers who have waited sixty (60) minutes or more.

12.6 A TBS providing services to WAT must also record any hiring that involves a wheelchair that exceeds a sixty (60) minute wait and identify the:

- Location;
- Time;
- length of wait; and
- WATs that did not accept hiring when offered.

12.7 A TBS providing services to WATs must also record, for each WAT:

- the number of allocated school hirings
- the number of booked wheelchair hirings
- the number of standard hirings
- the number of high occupancy hirings.

12.8 A TBS providing services to WATs must also record, for each WAT:

- the number of days each vehicle was on the road
- the average number of hours per day the vehicle was on the road
- the number of wheelchair hirings accepted and the number of hirings rejected.

12.9 Each category in clause 12.2 must also be provided as a percentage of the individual WAT's total number of hirings.

12.10 A TBS providing services to WATs must advise if any WAT affiliated with the TBS was not available for any twenty-four (24) hour period or longer.

12.11 On or before the fourteenth (14th) day at the start of each quarter year, as directed by the Authority, a TBS must:

- (1) provide to the Authority the following information about its WAT vehicles covering the immediately preceding three (3) months:
 - (a) information required under Part 9;
 - (b) information required under Parts 12.1-12.10.

PART 13 Driver Monitoring – Wheelchair Accessible Taxis (only when a WTBS is not operating)

13.2 A TBS providing services to WATs must include in the taxi driver monitoring program, processes and procedures to address specific breaches by WAT drivers including:

- (1) a failure to operate the dispatch system when the WAT is operational;
- (2) a failure to notify the WAT manager in a timely fashion of any private hirings accepted; and
- (3) a refusal to take a wheelchair passenger when reasonably directed by the WAT manager.

ACT Taxi Industry Innovation Reforms (Stage 2): On-demand Public Passenger Services Regulation – Service types

February 2016

	Requirement	Taxis	Hire Cars	Ridesharing
TRANSPORT BOOKING SERVICE				
1.	Booking service regulated as a 'Transport Booking Service' under the <i>Road Transport (Public Passenger Services) Act 2001</i>	Yes	Yes	Yes
2.	Accreditation of TBS through RTA/Access Canberra	Yes	Yes	Yes
3.	Application for TBS Accreditation Fee	\$600		
4.	Accreditation – TBS fee per vehicle/driver	\$20/vehicle	\$20/vehicle	\$20/driver
5.	Mandatory 24/7 operation (booking service only, does not extend to vehicle availability)	Yes	No	Yes
6.	Must provide service to all Canberra suburbs	Yes	Yes	Yes
7.	Provision of passenger services through the WAT booking service	Yes – for WAT vehicles	No	No
8.	Provision of passenger services under the taxi subsidy scheme	Yes	No	No
9.	Passenger services to people with disabilities permitted	Yes – including through standard and WATs, with access to Taxi Subsidy Scheme. WATs must give priority.	Yes – market driven	Yes – market driven
10.	Requirement to ensure level of English language	No	No	No
11.	Ability to accept cash fares	Yes	Yes – optional but must have additional security e.g. camera	Yes – optional but must have additional security e.g. camera
12.	Regulated fares	Yes – maximum regulated fare (to be reviewed once competition established). Total fare must not exceed regulated fare (excluding tips, no upfront tipping permitted)	No – total full fare must be agreed before passenger makes booking (only tips permitted at passenger discretion after service provided). Surge pricing not permitted during declared emergency.	No – total full fare must be agreed before passenger makes booking (only tips permitted at passenger discretion after service provided). Surge pricing not permitted during declared emergency.
13.	Regulated cap on number of vehicles	Yes – cap on number of taxi plates issued (including WAT taxis). List system for issuance to be introduced.	No	No
14.	Mandatory lost and found property mechanism	Yes	Yes	Yes

IN CONFIDENCE: TAXI REFORM IMPLEMENTATION WORKING GROUP ONLY

	Requirement	Taxis	Hire Cars	Ridesharing
15.	Mandatory consumer/passenger complaints and dispute resolution mechanisms (in Australia)	Yes	Yes	Yes
16.	Mandatory worker/driver/employee complaints and disputes mechanism (in Australia)	Yes	Yes	Yes
17.	Mandatory safety – GPS tracking	–Yes – TBS must take reasonable steps to ensure GPS tracking is fitted	No	Yes – TBS must take reasonable steps to ensure GPS tracking is fitted
18.	Mandatory safety – Panic button	Yes – TBS must take reasonable steps to ensure GPS is fitted	No	Yes – TBS must take reasonable steps to ensure GPS tracking is fitted
19.	Record keeping and reporting requirements	Yes	Yes	Yes
20.	Workers' compensation obligations	Yes under the <i>Workers Compensation Act 1951</i> : • if restricting drivers to the TBS	Yes under the <i>Workers Compensation Act 1951</i> : • if restricting drivers to the TBS	Yes under the <i>Workers Compensation Act 1951</i> : if restricting drivers to the TBS.
21.	Taxation requirements	Yes – under Commonwealth law	Yes – under Commonwealth law	Yes – under Commonwealth law
DRIVERS				
22.	Driver licence condition to drive class of vehicle required	Yes	Yes	Yes
23.	Licence fee (PVDAC)	\$0 Excluding police and driver history check	\$0 Excluding police and driver history check	\$100 for one year; \$400 for five years (pro-rata) Excluding police and driver history check
24.	Drivers' licence requirement	Full licence without restriction	Full licence without restriction	Full licence without restriction
25.	Driver history check	Yes	Yes	Yes
26.	National Police check	Yes – every 5 years	Yes - every 5 years	Yes - every 5 years
27.	Working with vulnerable people check (note: replaces driver history and police character checks in 2018)	Yes – from 2018	Yes – from 2018	Yes – from 2018
28.	Commercial driver's health assessment	Every 5 years (or if recommended sooner), annually if 70 years or older	Every 5 years (or if recommended sooner), annually if 70 years or older	Every 5 years (or if recommended sooner), annually if 70 years or older
29.	Annual driving test requirement (if 70 years or over)	Yes	Yes	Yes
30.	Permitted to drive with multiple TBS (subject to license condition and TBS authorisation)	Yes – except if employed by TBS (for workers' compensation purposes)	Yes – except if employed by TBS (for workers' compensation purposes)	Yes – except if employed by TBS (for workers' compensation purposes)
31.	Covered by workers' compensation	Yes, if: • employed by TBS • under exclusive arrangement with TBS	Yes, if: • employed by TBS • under exclusive arrangement with TBS	Yes, if: • employed by TBS • under exclusive arrangement with TBS

IN CONFIDENCE: TAXI REFORM IMPLEMENTATION WORKING GROUP ONLY

	Requirement	Taxis	Hire Cars	Ridesharing
		<ul style="list-style-type: none"> incorporated sole trader (with a workers' compensation policy) a non-operator driver 	<ul style="list-style-type: none"> incorporated sole trader (with a workers' compensation policy) a non-operator driver 	<ul style="list-style-type: none"> incorporated sole trader (with a workers' compensation policy) driving another person's vehicle in a commercial or for reward arrangement
32.	Minimum training	Yes – safety and disability awareness. Additional training required for WAT	Yes – safety and disability awareness	Yes – safety and disability awareness
33.	Australian citizen/ permanent resident requirement	Working visa (min) for drivers	Working visa (min) for drivers	Working visa (min) for drivers
34.	Permitted blood alcohol limit (when working)	0.0	0.0	0.0
35.	Identification (PVDAC) must be displayed whilst driving	Yes	Yes	Yes
36.	Taxation	Yes – under Commonwealth law	Yes – under Commonwealth law	Yes – under Commonwealth law
37.	Mandatory safety - security camera	Yes – with cash, and rank and hail	Yes – cannot accept cash without camera	Yes – cannot accept cash without camera
OPERATORS (vehicle owners)				
38.	Accreditation through RTA/Access Canberra	Yes - every 5 years	Yes - every 5 years	Yes - every 5 years (incorporated with driver licence fee if owner/driver)
39.	Accreditation cost	\$0	\$0	\$50 per vehicle (if non-driver owner of vehicle only)
40.	Workers' compensation obligations	Yes – under the <i>Workers Compensation Act 1951</i> : <ul style="list-style-type: none"> when employing drivers when engaging workers in regular and systematic capacity (existing laws) when engaging non-operator drivers if restricting drivers to the TBS 	Yes – under the <i>Workers Compensation Act 1951</i> : <ul style="list-style-type: none"> when employing drivers when engaging workers in regular and systematic capacity (existing laws) when engaging non-operator drivers if restricting drivers to the TBS 	Yes – under the <i>Workers Compensation Act 1951</i> <ul style="list-style-type: none"> when employing drivers when engaging workers in regular and systematic capacity (existing laws) when engaging non-operator drivers (under commercial arrangement or for reward) if restricting drivers to the TBS
41.	Vehicle maintenance obligations	Yes – obligation on operator	Yes – obligation on operator	Yes – obligation on owner
42.	Vehicle insurance obligations	Yes	Yes	Yes – vehicle owner No – if contracted driver
43.	Proof of insurance requirement	Yes	Yes	Yes
44.	Australian citizen/ permanent resident requirement	Appropriate visa (min)	Appropriate visa (min)	Appropriate visa (min)
45.	Financial capacity requirement	No	No	No
46.	Business plan requirement	No	No	No

IN CONFIDENCE: TAXI REFORM IMPLEMENTATION WORKING GROUP ONLY

	Requirement	Taxis	Hire Cars	Ridesharing
47.	Mandatory safety – GPS tracking	Yes	No	No
48.	Mandatory safety – Panic button	Yes	No	No
49.	Mandatory safety - security camera signs	Yes – only if fitted	Yes – only if fitted	Yes – only if fitted
50.	Mandatory safety - security camera recordings to be kept	Yes – only if fitted	Yes – only if fitted	Yes – only if fitted
VEHICLE				
51.	Registration requirement	Public passenger vehicle – taxi	Public passenger vehicle – hire car	Private
52.	CTP insurance	Yes – taxi (market-based pricing)	Yes – hire car (market-based pricing)	Yes – rideshare (market-based pricing)
53.	Specialised plate/licence	Yes – TX	Yes – H	No - will be required to display label
54.	Specialised vehicle plate/licence fee	Standard – <ul style="list-style-type: none"> • \$10,000 p/a [to be reduced to \$5,000 in 2016/17) for Government-owned licence, or • Purchase through private market (perpetual plate), or • Lease through private market (perpetual plate) WATS – \$100 (dual) or \$1000 (single)	\$100 p/a	As per 39 above.
55.	Vehicle age restriction	Standard – 6 years WAT – 10 years	No	No
56.	Mandatory fixed taxi-meter	Yes	No	No
57.	Vehicle roadworthy check	Yes – annually by RTA or RTA authorised inspector	Yes – annually by RTA or RTA authorised inspector	Yes – annually by RTA or RTA authorised inspector
58.	Fire extinguisher* (covered under WHS laws)	No	No	No
59.	Mandatory livery/signage	Yes (may be subject to minimum standards)	No	No
60.	Legal clean vehicle requirement	No	No	No
61.	Child seat anchor points	Yes (with vehicle registration law)	Yes (with vehicle registration law)	Yes (with vehicle registration law)
62.	Compliance with child restraint laws	Yes – taxi specific rules apply	Yes	Yes
63.	Compliance with mobile phones vehicle laws	Yes	Yes	Yes
64.	Mandatory mobile device holder and hands free	Yes – if using smartphone app TBS	Yes – if using smartphone app TBS	Yes – if using smartphone app TBS
65.	Mandatory safety - security camera (with standards)	Yes – with cash, and rank and hail	No – only if payment to driver is accepted in vehicle using cash	Yes – only if payment to driver is accepted in vehicle using cash
66.	Mandatory safety – GPS tracking	Yes – hardwired	No – see TBS requirements	No – see TBS requirements

IN CONFIDENCE: TAXI REFORM IMPLEMENTATION WORKING GROUP ONLY

	Requirement	Taxis	Hire Cars	Ridesharing
67.	Mandatory safety – Panic button	Yes – for driver	No – see TBS requirements	No – see TBS requirements
68.	Public Passenger vehicle insurance / Third party property insurance	Yes – Public Passenger vehicle insurance (\$5 million coverage)	Yes – Public Passenger vehicle insurance (\$5 million coverage)	Yes – \$5 million coverage
69.	Comprehensive insurance	Optional	Optional	Optional
OPERATIONAL MATTERS				
70.	Mandatory requirement to take bookings from a TBS	No (except for WTBS)	No	Yes
71.	Ability to accept pre-booked passenger service	Yes	Yes	Yes
72.	Ability to operate in NSW (drop-off and pick up)	Cross border arrangements to apply	Cross border arrangements to apply	Cross border arrangements to apply
73.	Mandatory telephone booking service arrangement	WAT service – yes Other – optional	No – optional	No - optional
74.	Permitted to collect or disembark passengers at taxi rank	Yes	No	No
75.	Permitted to pick up or drop off passengers at loading zone	Yes – no parking	Yes – no parking	Yes – no parking
76.	Permitted to accept passengers off the street (i.e. passenger hails a vehicle)	Yes	No	No
77.	Permitted to drive in Bus Lane	Yes	Yes	No
78.	Permitted to drive in T2 Lane	Yes	Yes – if more than 2 people in vehicle	Yes – if more than 2 people in vehicle
79.	Requirement for driver to be going to same or similar destination	No (except for acceptable multi-hirings)	No	No
80.	Electronic payment surcharge cap	Yes – 5%	Yes – 5%	Yes – 5%

TAXI INDUSTRY REFORM IMPLEMENTATION WORKING GROUP ONLY

SENSITIVE: IN CONFIDENCE

TRAINING REQUIREMENTS FOR TAXI, HIRE CAR & RIDESHARE DRIVERS

DRAFTING INSTRUCTIONS –

Regulatory power

Section 20 of the RT PPS Regulations provides for the road transport authority (RTA) to provide a written notice directing accredited persons to undertake training. This is supported by provisions within the RT PPS Act that permit regulations about training of regulated persons:

- Taxis – s.36 (operators), s.58 (drivers)
- WATs – ss. 160-162
- Hire cars – s.76
- Rideshare – new s.60I

Proposed requirements

For taxi (excluding WAT), hire car and rideshare drivers

The RTA written notice is to require that the specified drivers must undertake training to have knowledge of:

- a) Work health and safety - with training to include (but not limited to):
 - i. fatigue management
 - ii. hazards and safe use of equipment
 - iii. dealing with difficult customers (aggression, intoxication)
- b) Accessibility and disability awareness – with training modules to address techniques for serving with people with disabilities, including (but not limited to):
 - i. Types of disabilities – vision, hearing, communication, intellectual, psychological, psychiatric, neurological and other brain conditions, physical and other medical conditions
 - ii. The impacts of different disabilities on on-demand trip requirements
 - iii. Discrimination
 - iv. Driver role, expectations and customer service
 - v. Additional support services

Provision of training

All training design must involve person(s) sufficiently qualified in training and assessment and/or who possesses appropriate levels of experience in:

- a) the public transport industry
- b) work health and safety and/or
- c) the disability sector.

TAXI INDUSTRY REFORM IMPLEMENTATION WORKING GROUP ONLY

SENSITIVE: IN CONFIDENCE

WAT

WAT training requirements remain unchanged as per Government announcement of no change to WAT service.

Other

Note:

- A TBS is not subject to any regulatory requirement to affiliate or maintain an affiliation with any driver. TBS may suspend or cancel affiliations with drivers and operators as permitted by law. This may include consideration of bad performance whether related to driving skills or customer service. Driving skills remain subject to general driver licensing requirements.
- English language requirements for taxi drivers are removed.

Regulatory Reform
24 February 2016



SENSITIVE: CONFIDENTIAL

**To: Chief Minister
Minister for Road Safety
(Copy: Head of Service)**

Subject: Taxi Industry Innovation Reform – Phase 2 Regulations – Delayed Commencement

Critical date and reason

- 1. **16 May 2016** – to meet legislative timeframes for the operation of the attached instruments.

Recommendations

- 2. That you:
 - a. agree to delay commencement of the *Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Act 2015* until 1 August 2016 to permit additional time for consultation and finalisation of subordinate regulation;

AGREED/NOT AGREED/PLEASE DISCUSS

Andrew Barr MLA / /

AGREED/NOT AGREED/PLEASE DISCUSS

Shane Rattenbury MLA / /

- b. note that both of the following instruments can be signed at the same time and lodged for notification earlier than the advised dates;

NOTED/PLEASE DISCUSS

Andrew Barr MLA / /

NOTED/PLEASE DISCUSS

Shane Rattenbury MLA / /

- c. **(Minister for Road Safety) sign** the Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Commencement Notice 2016 **by 16 May 2016** at Attachment A;

SIGNED/NOT SIGNED/PLEASE DISCUSS

Shane Rattenbury MLA / /

- d. **(Minister for Road Safety and Chief Minister) sign** the Road Transport (Public Passenger Services) (Transitional Provisions) Regulation 2016 **by 19 May 2016** – at Attachment B.

SIGNED/NOT SIGNED/PLEASE DISCUSS

Andrew Barr MLA / /

SIGNED/NOT SIGNED/PLEASE DISCUSS

Shane Rattenbury MLA / /

- e. **(Minister for Road Safety) agree** to the circulation of the Explanatory Statement to the Road Transport (Public Passenger Services) (Transitional Provisions) Regulation 2016 – at Attachment C.

AGREED/NOT AGREED/PLEASE DISCUSS

Shane Rattenbury MLA / /

Supporting Reasoning

3. On 4 September 2015, Cabinet agreed to the drafting and introduction of legislative amendments for taxi industry innovation reform (CAB/15/459 refers) subject to:
 - a. further consultation with industry on implementation arrangements;
 - b. drafting of subordinate law and consequential amendments; and
 - c. that final decisions around the detail of the reforms, timing of announcements, introduction and commencement be agreed between responsible ministers.

Phase 2 reform timing

4. The *Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Act 2015* was passed by the Legislative Assembly on November 2015 and is scheduled to commence automatically on 24 May 2015.
5. Supporting regulations and other materials to permit implementation of the Phase 2 legislative reforms remain subject to ongoing drafting and consultation.
 - a. Exposure draft regulations were subject to targeted stakeholder consultation for a period of five weeks through March and April 2016. The period was extended due to stakeholder requests.
 - b. Submissions received are extensive and detailed with major stakeholders seeking ongoing discussion.
 - c. Significant matters arising from consultation which we are still being worked through are outlined at Attachment D. Further briefing on final proposed policy positions will be provided.
6. Given a need to resolve a range of regulatory matters and limited time to draft regulations before the Amendment Act commences we recommend a delay in commencement of Phase 2 reforms until 1 August 2016.
 - a. A 1 August start date avoids the start of financial year for business and allows sufficient time prior to the commencement of the ACT election caretaker period.
 - b. With the announcement of the reforms the Government had suggested an 'early 2016' Phase 2 commencement.
7. The Parliamentary Counsel's Office (PCO) advises that it is possible to delay commencement via amendment regulations. Further, the transitional regulation while effective may attract some criticism from the Scrutiny Committee given its unusual drafting. (See detail on timing of arrangements at Attachment E.)

Consultation and Communication

8. Exposure draft regulation consultation – see above.
9. Access Canberra, JACSD and PCO have been engaged through the legislative and regulation drafting process to assist with implementation arrangements.

Financial

10. Any change to financial consideration will be determined with finalisation of regulation proposals.

Management of Other Risks

11. Advice as to a clear and final date for implementation of Phase 2 reforms through the Implementation Working Group will assist with industry planning and certainty.
 - a. We expect that some elements of industry may be frustrated by the time taken to formally licence ridesharing, in particular parts of the taxi industry.
 - b. However, this will be matched by other industry stakeholders that are seeking further time for consultation, including Uber.
12. From the public's perspective, rideshare is already enabled to operate in the Territory subject to proper safety and insurance arrangements.

Executive Clearance: Geoffrey Rutledge, Deputy Director-General, Policy and Cabinet
Brook Dixon, Director, Government Reform

Date: 9 May 2016

Action Officer: Sch 2 2 2(a)(ii)
Phone: [REDACTED]

Policy matters subject to finalisation

Following is a list of significant policy matters that remain subject to finalisation for which further briefing will be provided and drafting is to undertaken.

- a. Pricing – Uber is seeking further reductions in regulatory costs. We are awaiting further advice on their proposal.
- b. Medical checks – Uber has proposed a move to a self-declaration arrangements which we are investigating.
- c. Rideshare vehicle identification – we are considering Uber proposals on rideshare vehicle labeling requirements.
- d. Taxi licence supply and the list system – the number and timing release of government-owned taxi licences is a matter of significance to perpetual taxi licence holders and operators who have strongly opposing interests.
 - i. We understand that plate owners have been able to maintain income and plate values with supply locked until further licences can brought to market.
 - ii. Without alternate licence supply options, taxi operators are having to sign agreements locking them into higher cost arrangements than provided for lessees of government-owned taxi licences.
- e. Conduct/service requirements – ACTCOSS and People with Disabilities ACT have sought to have the taxi driver conduct provisions to be retained for WATS.
- f. Regulation of taxi fares – the Canberra Taxi Industry Association and Aerial Capital Group (Aerial) have changed their position since their submission to the review and now support deregulation. We are yet to confirm effective competition in the market.
- g. Exclusivity and Workers Compensation – Aerial is seeking to have responsibility for Workers Compensation rest taxi operators where there is an exclusivity arrangement arrangements in place for a taxi driver. Under the reforms announced responsibility would rest with a Transport Booking Service.
 - iii. Advice received through consultations suggests Aerial maintains significant market power in the taxi industry.
 - iv. Exclusivity clauses may raise issues with exclusive dealing provisions of the *Competition and Consumer Act 2010 (Cth)*.
- h. ACT-NSW cross border – refer to brief MIN:2016/002565.

Taxi Industry Innovation Reform Timing

Actions and timing for delaying Phase 2 commencement

Action	Date
Instrument package prepared by action area <ul style="list-style-type: none"> • Commencement notice – Minister for Road Safety commences s 30 of the Act, which inserts a new s 130 (Transitional regulations). • Transitional regulation – using the power in s 130 of the Act could then be used to make a regulation (before 24 May 2016) modifying the Act to disapply the Legislation Act, s 79. 	13 May
<i>Commencement notice</i>	
Signed by Minister	16 May
Signed instrument collected by action area responsible for it. Government Business Coordination (GBC) informed of the need to lodge instrument. <ul style="list-style-type: none"> • Action area to forward the electronic files for the instrument (if not prepared by PCO), explanatory statement (no RIS required – prepare with Bill) to GBC • Signed instrument package hand-delivered to GBC by action area for processing within 24 hours of it being signed • Instrument checked and electronic file checked by GBC against signed copy • Lodgement template completed by GBC and files forwarded electronically to PCO and copy to responsible agency 	16/17 May
PCO notifies transitional regulation instrument on the Legislation Register and updates web site	17/18 May
New s 130 commences	19 May
<i>Transitional Regulation</i>	
Instrument and Executive Minute signed by two ministers	18/19 May
Signed instrument collected by action area responsible for it. Government Business Coordination (GBC) informed of the need to lodge instrument. <ul style="list-style-type: none"> • Action area to forward the electronic files for the instrument (if not prepared by PCO), explanatory statement (no RIS required – prepare with Bill) to GBC • Signed instrument package hand-delivered to GBC by action area for processing within 24 hours of it being signed • Instrument checked and electronic file checked by GBC against signed copy Lodgement template completed by GBC and files forwarded electronically to PCO and copy to responsible agency	19/20 May
PCO notifies transitional regulation instrument on the Legislation Register and updates web site	20 May
Transitional regulation commences	23 May
PCO provides an electronic copy (of regulations) to Publishing Services, Shared Services, TAMS Publishing Services provides presentation copy to Assembly Secretariat	



ACT
Government

Chief Minister, Treasury and
Economic Development

SENSITIVE: CONFIDENTIAL

To: Chief Minister
Minister for Road Safety
(Copy: Head of Service)

Subject: Taxi Industry Innovation Reform – Phase 2 Regulations – Delayed Commencement

Critical date and reason

1. **16 May 2016** – to meet legislative timeframes for the operation of the attached instruments.

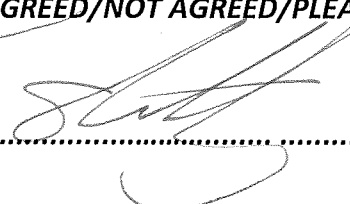
Recommendations

2. That you:
 - a. **agree** to delay commencement of the *Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Act 2015* until 1 August 2016 to permit additional time for consultation and finalisation of subordinate regulation;

AGREED/NOT AGREED/PLEASE DISCUSS

Andrew Barr MLA  13/5/16

AGREED/NOT AGREED/PLEASE DISCUSS

Shane Rattenbury MLA  16/5/16

- b. **note** that both of the following instruments can be signed at the same time and lodged for notification earlier than the advised dates;

NOTED/PLEASE DISCUSS

Andrew Barr MLA  13/5/16

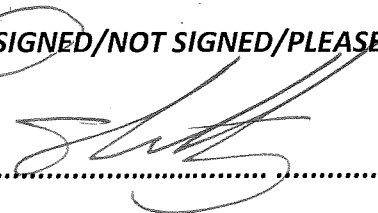
NOTED/PLEASE DISCUSS

Shane Rattenbury MLA  16/5/16

- c. **(Minister for Road Safety) sign** the Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Commencement Notice 2016 by 16 May 2016 at Attachment A;

SIGNED/NOT SIGNED/PLEASE DISCUSS


Shane Rattenbury MLA

 16/5/16

- d. **(Minister for Road Safety and Chief Minister) sign** the Road Transport (Public Passenger Services) (Transitional Provisions) Regulation 2016 by 19 May 2016 – at Attachment B.

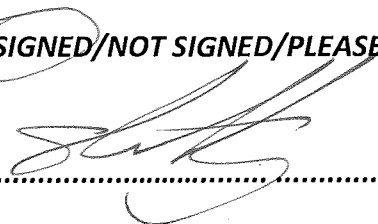
SIGNED/NOT SIGNED/PLEASE DISCUSS

Andrew Barr MLA

 13/5/16

SIGNED/NOT SIGNED/PLEASE DISCUSS

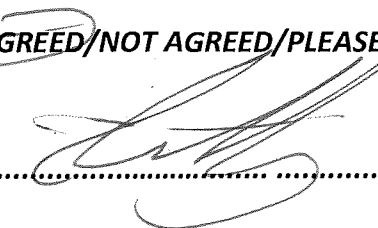
Shane Rattenbury MLA

 16/5/16

- e. **(Minister for Road Safety) agree** to the circulation of the Explanatory Statement to the Road Transport (Public Passenger Services) (Transitional Provisions) Regulation 2016 – at Attachment C.

AGREED/NOT AGREED/PLEASE DISCUSS

Shane Rattenbury MLA

 16/5/16

SENSITIVE: CONFIDENTIAL

Supporting Reasoning

3. On 4 September 2015, Cabinet agreed to the drafting and introduction of legislative amendments for taxi industry innovation reform (CAB/15/459 refers) subject to:
 - a. further consultation with industry on implementation arrangements;
 - b. drafting of subordinate law and consequential amendments; and
 - c. that final decisions around the detail of the reforms, timing of announcements, introduction and commencement be agreed between responsible ministers.

Phase 2 reform timing

4. The *Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Act 2015* was passed by the Legislative Assembly on November 2015 and is scheduled to commence automatically on 24 May 2015.
5. Supporting regulations and other materials to permit implementation of the Phase 2 legislative reforms remain subject to ongoing drafting and consultation.
 - a. Exposure draft regulations were subject to targeted stakeholder consultation for a period of five weeks through March and April 2016. The period was extended due to stakeholder requests.
 - b. Submissions received are extensive and detailed with major stakeholders seeking ongoing discussion.
 - c. Significant matters arising from consultation which we are still being worked through are outlined at Attachment D. Further briefing on final proposed policy positions will be provided.
6. Given a need to resolve a range of regulatory matters and limited time to draft regulations before the Amendment Act commences we recommend a delay in commencement of Phase 2 reforms until 1 August 2016.
 - a. A 1 August start date avoids the start of financial year for business and allows sufficient time prior to the commencement of the ACT election caretaker period.
 - b. With the announcement of the reforms the Government had suggested an 'early 2016' Phase 2 commencement.
7. The Parliamentary Counsel's Office (PCO) advises that it is possible to delay commencement via amendment regulations. Further, the transitional regulation while effective may attract some criticism from the Scrutiny Committee given its unusual drafting. (See detail on timing of arrangements at Attachment E.)

Consultation and Communication

8. Exposure draft regulation consultation – see above.
9. Access Canberra, JACSD and PCO have been engaged through the legislative and regulation drafting process to assist with implementation arrangements.

Financial

10. Any change to financial consideration will be determined with finalisation of regulation proposals.

Management of Other Risks

11. Advice as to a clear and final date for implementation of Phase 2 reforms through the Implementation Working Group will assist with industry planning and certainty.
 - a. We expect that some elements of industry may be frustrated by the time taken to formally licence ridesharing, in particular parts of the taxi industry.
 - b. However, this will be matched by other industry stakeholders that are seeking further time for consultation, including Uber.
12. From the public's perspective, rideshare is already enabled to operate in the Territory subject to proper safety and insurance arrangements.

Executive Clearance: Geoffrey Rutledge, Deputy Director-General, Policy and Cabinet

Brook Dixon, Director, Government Reform

Date: 9 May 2016

Action Officer: Sch 2 2.2(a)(ii)

Phone: Sch 2 2.2(a)(ii)

Australian Capital Territory

Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Commencement Notice 2016

Commencement notice CN2016–

made under the

Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Act 2015, section 2 (Commencement)

The *Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Act 2015* (other than section 30) commences on 1 August 2016.

Section 30 commences on 20 May 2016.

Shane Rattenbury MLA
Minister for Road Safety
[date]

Road Transport (Public Passenger Services) (Transitional Provisions) Regulation 2016

Subordinate Law SL2016-

The Australian Capital Territory Executive makes the following regulation under the *Road Transport (Public Passenger Services) Act 2001*.

Dated 2016.

Minister

Minister

Road Transport (Public Passenger Services) (Transitional Provisions) Regulation 2016

Subordinate Law SL2016-

made under the

[Road Transport \(Public Passenger Services\) Act 2001](#)

Contents

		Page
1	Name of regulation	1
2	Commencement	1
3	Modification of Act, pt 10—Act, s 130	1
4	Expiry	1

1 Name of regulation

This regulation is the *Road Transport (Public Passenger Services) (Transitional Provisions) Regulation 2016*.

2 Commencement

This regulation commences on the day after its notification day.

Note The naming and commencement provisions automatically commence on the notification day (see [Legislation Act](#), s 75 (1)).

3 Modification of Act, pt 10—Act, s 130

The Act, part 10 applies as if the following section were inserted:

‘131 Transitional—Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Act 2015

- (1) The [Legislation Act](#), section 79 (Automatic commencement of postponed law) does not apply to the *Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Act 2015*.
- (2) This section expires on 2 August 2016.’

4 Expiry

This regulation expires on 2 August 2016.

Endnotes

1 Notification

Notified under the [Legislation Act](#) on 2016.

2 Republications of amended laws

For the latest republication of amended laws, see www.legislation.act.gov.au.

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2016

**THE LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY**

**ROAD TRANSPORT (PUBLIC PASSENGER SERVICES)
(TRANSITIONAL PROVISIONS) REGULATION 2016**

SL2016-X

EXPLANATORY STATEMENT

**Circulated by authority of
Shane Rattenbury MLA
Minister for Road Safety**

ROAD TRANSPORT (PUBLIC PASSENGER SERVICES) (TRANSITIONAL PROVISIONS) REGULATION 2016

Introduction

This explanatory statement relates to the *Road Transport (Public Passenger Services) (Transitional Provisions) Regulation 2016* (the Regulation). It has been prepared in order to assist the reader of the regulation. This explanatory statement must be read in conjunction with the Regulation. It is not, and is not meant to be, a comprehensive description of the Regulation. What is said about a provision is not taken as an authoritative guide to the meaning of a provision, this being a task for the courts.

Outline

The Regulation modifies the *Road Transport (Public Passenger Services) Act 2001* to include a transitional provision disapplying the *Legislation Act 2001*, section 79 from the *Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Act 2015* (the Amendment Act). The Amendment Act is scheduled commence on 24 May 2016 under the operation of section 79 of the Legislation Act.

The purpose of the Amendment Act is to provide the legislative framework for the second phase of the Government's Taxi Industry Innovation Reforms (the Reforms).

The Reforms commenced on 30 October 2015 with interim arrangements permitting the entry of new business models into the on-demand public transport industry. Specifically the introduction of ridesharing and transport booking services subject to public safety requirements, such as driver and vehicle checks and insurance coverage. The *Road Transport (Public Passenger Services) (Exemptions) Amendment Regulation 2015* refers.

Further actions in the initial phase involved reductions in fees and charges application to taxi and hire car services.

Effect of the regulation

The effect of the Regulation is to allow the Amendment Act to commence on 1 August 2016. The modification occurs under the operation of section 30 of the Amendment Act which commenced on 20 May 2016 thereby allowing the making of transitional regulations under section 130 of *Road Transport (Public Passenger Services) Act* (as amended).

This delayed timing is to permit the finalisation of subordinate regulations and instruments. It follows targeted stakeholder consultation on exposure draft regulation and related materials, which has been the subject of extensive and detailed submissions and ongoing representations.

The Regulation does not engage or limit human rights.

Notes on Clauses

Clause 1 Name of regulation

This is a formal provision that sets out the name of the regulation.

Clause 2 Commencement

This is a formal provision that provides for the commencement of the regulation. The regulation commences on the day after notification.

Clause 3 Modification of Act, pt 10–Act, s130

This clause modifies the *Road Transport (Public Passenger Services) Act 2001* to include a provision that disapplies section 79 of the Legislation Act to the Amendment Act for such time as to permit commencement of the Amendment Act on 1 August 2016.

Clause 4 Expiry–Regulation

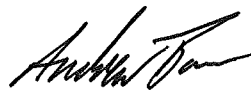
This clause ceases the operation of the Regulation on 2 August 2016.

Road Transport (Public Passenger Services) (Transitional Provisions) Regulation 2016

Subordinate Law SL2016-

The Australian Capital Territory Executive makes the following regulation under the *Road Transport (Public Passenger Services) Act 2001*.

Dated 16 May 2016.



Minister



Minister

Australian Capital Territory

Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Commencement Notice 2016

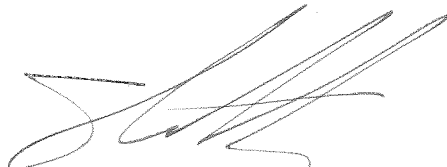
Commencement notice CN2016-

made under the

Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Act 2015, section 2 (Commencement)

The Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Act 2015 (other than section 30) commences on 1 August 2016.

Section 30 commences on 20 May 2016.



Shane Rattenbury MLA
Minister for Road Safety

[date] 16/5/16



ACT
Government

Chief Minister, Treasury and
Economic Development

SENSITIVE: CONFIDENTIAL

To: Chief Minister
Minister for Road Safety

Copy: Head of Service)

**Subject: Taxi Industry Innovation Reform – Phase 2 Regulations – Outstanding
policy matters**

Critical date and reason

1. **Normal course of business** – to support timeframes for the commencement of taxi innovation legislative framework on 1 August 2016.

Recommendations

2. That you (**Chief Minister/Minister for Road Safety**) agree outstanding policy components – at Attachment A.

AGREED/NOT AGREED/ PLEASE DISCUSS

Andrew Barr MLA / /

AGREED/NOT AGREED/ PLEASE DISCUSS

Shane Rattenbury MLA *[Signature]* 21/7/16

Supporting Reasoning

3. On 4 September 2015, Cabinet agreed to the drafting and introduction of legislative amendments for taxi industry innovation reform (CAB/15/459 refers) subject to:
 - a. further consultation with industry on implementation arrangements;
 - b. drafting of subordinate law and consequential amendments; and
 - c. final decisions around the detail of the reforms, timing of announcements, introduction and commencement be agreed between responsible ministers.
4. The *Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Act 2015* is scheduled to commence on 1 August 2016 (MIN:2016/002641 refers).
5. Supporting exposure draft regulations and other materials were subject to targeted stakeholder consultation for four weeks through March and April 2016.

Significant issues/differences with proposed final regulations

6. Based on stakeholder consultations (including government and regulatory agencies) the following matters are proposed to be amended from that announced with the reforms and the Act – see Attachment A.
 - a. A matrix comparing proposed requirements across services is at Attachment B.

Drivers

7. **Training** – there is revised responsibility to be placed with transport booking service (TBS) to ensure skills and knowledge on work health and safety, disability awareness, operation of *Discrimination Act 1991*. English language requirements would also remain for taxis.
 - a. Agencies will engage with the community sector to develop supporting materials.
8. **Minimum Service Standards** – are now to apply to drivers in relation to general safe driving behaviour and checking of child restraints. Compliance with the *Discrimination Act* will also be specified to permit strict liability offences to apply in the event of non-compliance. TBS dispute resolution and disciplinary arrangements are also to consider *Discrimination law*.

Vehicles

9. Rideshare – **vehicle identification** will include the ability for an alternate means to be agreed between a TBS, Access Canberra and ACT Policing. The option of a vehicle label for identification purposes will remain if an alternate approach is not agreed. (MIN:2016/002834 refers.)
10. Security – we are not proposing to proceed with a requirement for **security cameras** in vehicles for cash transactions following industry advice that the approach was impractical.

Regulatory fees

11. Revised pricing – rideshare **regulatory fees** for TBS, drivers and vehicles are to be revised as agreed (MIN:2016/002834 refers).

Other matters

12. Other significant matters arising from consultation where we propose to proceed largely as announced include:
- a. Taxi licence supply and the list system – the number and timing release of government-owned taxi licences is a matter of significance to perpetual taxi licence holders and operators who have opposing interests. (Refer to briefs: MIN:2016/002862 & CMTEDD:2016/30)
 - b. Conduct/service requirements for WATs – The new standard taxi features will apply (e.g. no uniform requirement) but the existing additional WAT requirements will remain. ACTCOSS and People with Disabilities ACT have sought to have the general taxi driver conduct provisions to be reinstated for WATS/PWD.
 - c. Regulation of taxi fares – the Canberra Taxi Industry Association (CTIA) and Aerial Capital Group have changed their positions (since their submission to the review) moving to support deregulation. Further evidence of effective competition in the market is required to support any move to deregulate booked taxi fares.
 - d. Medical assessments – Uber had sought a self-declaration process as has operated under interim arrangements and has been formalised in NSW. We propose to monitor the NSW initiative before considering further. (Refer to brief: MIN:2016/002834.)

Outstanding reforms

13. Some matters raised in the review have not be taken forward at this point, including:
- a. carpooling booked by TBS – development of regulations is deferred for further consultation as draft regulations were not available for earlier consultations;
 - b. specifying the content of driver bailment agreements – regulations remain to be drafted and arrangements remain to be discussed with industry.

Consultation and Communication

14. Targeted stakeholder consultation was undertaken through the Implementation Working Group (IWG) and Stakeholder Forum (MIN:2016/002479 refers). Extensive and detailed submissions were received.
- a. Proposed positions will be advised at the IWG meeting scheduled for 17 June 2016. Any further matters raised will be advised in briefing for the final regulation package.
15. Liaison with NSW Government has been through Transport for NSW.
16. Access Canberra and JACSD have been engaged through the legislative and regulation drafting process to assist with implementation arrangements.

Financial

17. Fees for taxis and hire cars changes have occurred as announced under Phase 1. Phase 2 introduces licensing of rideshare and transport booking services with associated administrative costs and fee revenues (for partial recovery).

Management of Other Risks

18. Policy responsibility for matters during the remainder of the two-year reform evaluation period will be returned to JACSD following the commencement of these regulations. CMTEDD will support as needed.

Executive Clearance: Geoffrey Rutledge, A/g Deputy Director General, Policy & Cabinet

Date: 15 June 2016

Action Officer: Sch 2 2.2(a)(ii)

Phone: Sch 2 2.2(a)(ii)

TAXI INDUSTRY INNOVATION REFORMS – SIGNIFICANT CHANGES SINCE SEPTEMBER 2015 ANNOUNCEMENT

Issue	Description	Stakeholder views	Comment
Fees and charges			
Accreditation – TBS fee per vehicle/driver	<p><u>Refined fee arrangements</u> Announced as \$20 per driver (rideshare) or vehicle (taxis and hire cars).</p> <p>Proposed to define driver/vehicle to exclude those performing 20 hirings or less per annum to recognise flexibility in rideshare fleet.</p>	<p>Uber has proposed changes to reflect different driving patterns under rideshare (ie average fewer hours per week than taxis)</p> <p>No views from other parties, however fee substantially less than previous for taxi networks (at \$100 per vehicle).</p>	Refer to brief: MIN:2016/002834
Rideshare fees	<p><u>Moved from driver to operator</u> The fee for public vehicle licence for rideshare driver will not proceed. Driver history and immigration checks undertaken by Access Canberra will not be subject to an additional fee. Criminal history checks will be subject to an additional fee (as they are charged by a non-ACT Government agency). These approaches are consistent with that for taxi and hire car drivers.</p> <p>Fees will be charged (\$100 per annum; or \$450 for five years) to the rideshare operator – consistent with hire cars.</p>	<p>Uber queried the combination of driver charges – for public vehicle licence, driver history check, criminal history check</p> <p>Access Canberra support proposed approach.</p>	<p>This approach aligns with current Access Canberra system and will remove costs associated with potential system changes.</p> <p>Refer to brief: MIN:2016/002834</p>
Payment surcharges	<p><u>Electronic payments surcharge cap</u> The announced cap of 5 per cent (inclusive of GST) on surcharges for electronic payments will be limited to taxis.</p> <p>Card payments for hire cars and ridesharing services will be within the scope of the RBA's surcharging standard and potential ACCC enforcement.</p>	<p>CabFare sought for any cap to be exclusive of GST suggesting that Cabcharge benefited from the approach due to ATO rulings.</p> <p>Also: RBA Q&A; ACCC media - 26 May 2016</p>	<p><u>RBA/ACCC</u> The RBA's actions to limit electronic payment surcharges are to include rideshare and hire car but exclude taxis.</p> <p><u>ATO</u> We are aware that the ATO made a private tax ruling about Cabcharge and GST that related to Cabcharge's 'voucher' system. In relation to the Cabcharge vouchers, the ATO found that it was the offering of credit and therefore GST free.</p> <p>As a private ruling we are not privy to the full details. However, following discussions with other jurisdictions we would assume that this ruling applies to Cabcharge vouchers only and not to non-cash-payment surcharges more generally.</p> <p>Accordingly, a cap inclusive of GST is considered appropriate and consistent with actions in other jurisdictions such as NSW and Victoria.</p>
Training			
Training – General	<p><u>Reduced training requirements</u> Training requirements for taxis drivers will be focused on work health and safety, disability awareness and accessibility and compliance with the Discrimination Act.</p> <p>Training will be removed as an upfront licensing component, with the obligation placed on Transport Booking Services or operator (as appropriate) to ensure the driver has the required knowledge and</p>	CTIA	<p>The proposed arrangements will reduce upfront costs to new drivers and allow for innovation in approach to training.</p> <p>Through the review and reform process, it has not been evident that highly prescriptive upfront training requirements have produced consistent and quality taxi services. Hire cars with limited training requirements are recognised as providing a higher standard of service.</p>

SENSITIVE

	<p>skills within 3 months of affiliation.</p> <ul style="list-style-type: none"> If they driver doesn't meet the standards then they will not be able to provide services. <p>Requirements for Registered Training Organisation certification will be removed (except for WAT training). Access Canberra approval of training will be required to support consistency across the industry.</p>		<p>We understand that NSW, under its reforms, does not apply training requirements to taxi, hire car and rideshare drivers.</p>
Training – Taxis	<p><u>Retain English language test</u> A requirement for taxi drivers to have English language skills as part of public vehicle is to be retained following consultations on its proposed removal. However, responsibility for satisfaction of the requirement will be passed to industry (rather than remain as part of Access Canberra licensing) but require certification from a registered training organisation.</p> <ul style="list-style-type: none"> The English testing conducted through CIT costs approximately \$250. The test was supported by various stakeholders on the basis of it supporting safety and accessibility through clear communication (particular in rank and hail situations). 	<p>Driver organisations (including the Canberra Taxi Drivers Association and Sikh Taxi Drivers Association of the ACT), operators and the Human Rights Commission do not support the requirement.</p> <p>Other stakeholders including the CTIA, ACTCOSS, People with Disabilities ACT (PWD) support the requirement.</p> <p>Aerial support the requirement where English is a second language and would also like the requirement applied to rideshare.</p>	<p>The retention recognises that English competency has been a nationally recognised concern for taxis. Its application also recognises the need for effective communication in rank and hail transactions where there is limited knowledge of parties and no prior trip booking.</p> <p>The transfer of responsibility to industry is consistent with the approach agreed by the NSW Government following its point to point review.</p> <p>There have been no concerns raised with hire cars currently operating without an English language competency test. We view rideshare as booked only services to be comparable to hire cars.</p>
Training – WATS	<p><u>Maintain existing WAT competency in addition to new standard taxi training</u> New standard taxi training requirements will apply for WATs.</p> <p>Existing national competencies for WAT services will be maintained as an additional training requirement prior to licensing, including assessment by a registered training organisation.</p>	<p>Overall, ACTCOSS and PWD ACT are concerned that there is no diminution in service quality and safety for vulnerable passengers.</p>	<p>New standards taxi training focuses on safety, disability awareness and accessibility.</p> <p>The additional retention of WAT competencies will support service provision from the commencement of a new WAT driver.</p> <p>Refer to brief: MIN:2016/002492</p>
Security			
Security – Cameras	<p><u>Security cameras will not be required when accepted cash payments (as initially proposed)</u> With announced reforms it was proposed that security cameras would be required for any services involving cash payments.</p>	<p>Stakeholders from all sides of industry advised that the proposal was impractical at this time.</p> <p>Hire car operators raised concerns with passenger privacy.</p>	<p>We will monitor risks through the reform evaluation period.</p> <p>Uber, as the primary rideshare provider currently in the ACT, uses electronic payments only.</p> <p>Hire cars have been operating and accepting cash payments without concern.</p> <p>Taxis maintain security systems to address risks associated with rank and hail services.</p>
Security – GPS	<p><u>GPS tracking system requirements</u> Following stakeholder consultations, parties responsible for management of systems will be required to ensure data collection and access. This matches current operations rather than 'monitoring' per se as referred to in Supporting Analysis to the reforms.</p>	<p>Advice from Uber and Access Canberra as to practical system operations supported a revision of the requirements.</p> <p>Aerial has sought additional security verification procedures for smartphone-based GPS.</p>	<p>Access Canberra will have the ability to specify (and review as needed) requirements for security devices.</p>
Minimum Service Standards			
Minimum Service Standards	<p><u>Move from accepted service standards</u> New provisions will simplify processes by permitting the determination of Minimum Service Standards by Access Canberra. Currently, provisions within Road Transport (Public Passenger Services) Regulation prescribe an extended process for the</p>	<p>Supported by Access Canberra. No comments arising from stakeholder consultation.</p>	<p>Stakeholder consultation can be undertaken in line with government policies.</p>

SENSITIVE

	determination of Minimum Service Standards.		
Minimum Service Standards – Drivers	<p><u>Requirements extended from operators to include drivers</u> Minimum Service Standards have previously focused on the operator of a service. The new MSS includes requirements directly on drivers to better match the delivery of services. The requirements for driver include compliance with:</p> <ul style="list-style-type: none"> • safe driving • defect reporting including child restraints • the operation of the <i>Discrimination Act 1991</i>. 	<p>Community groups (ACTCOSS, PWD ACT) sought further action on matters of discrimination.</p> <p>NSW cross-border negotiations include proposals for a general provision on safe driving as part of conditional exemptions.</p> <p>Aerial are concerned as to the potential for additional litigation to arise from inclusion of the Discrimination Act in the standards.</p> <p>JACSD were consulted and support the application of the Discrimination Act element. The Human Rights Commission (HRC) are initially favourable.</p>	<p>As general safe driving requirement is consistent with the regulatory intent of reforms and will meet proposed reciprocal arrangements with NSW.</p> <p>Defect reporting on child restraints to an operator better aligns obligations in line with current requirements to ensure the quality of child restraints.</p> <p>The inclusion of driver compliance with the Discrimination Act within Minimum Service Standards will permit a simplified operation of offence provisions for actions such as not permitting assistance animals in a vehicle.</p> <p>At the moment in the ACT, a person would have to complain to the HRC about discrimination by a driver. If the HRC couldn't resolve the complaint through conciliation, the matter would go to the ACT Civil and Administrative Tribunal (ACAT) for hearing, and if the ACAT found discrimination, orders about redress for the remedy. This may mean that a driver could only be found to be in breach of the service standards (and subject to strict liability penalty) after a complaint is upheld in ACAT.</p> <p>NSW currently operate a specific offence for failure to carry assistance animals.</p>
Minimum Service Standards – other requirements	<p><u>Streamlined requirements</u> Requirements are streamlined to focus safety, accessibility and reporting.</p> <p>Prescription of requirements for consumer complaints, driver discipline and lost property mechanisms are pulled back to ensure the existence of the required mechanism rather than its operation.</p>	CTIA and Aerial are interested in consistency.	<p>One reporting element for taxis relating to performance over peak and non-peak times of day is additional to requirements for rideshare. This is retained to support comparison with current requirements acting as a benchmark.</p> <p>WAT-specific service standards are retained (unchanged).</p>
Taxi licences			
Taxi licence release – unallocated licences	<p><u>Phased release of currently unallocated licences</u> Release of expected backlog of 50 government-owned taxi licences in batches of 10 starting 1 November 2016, with a second release on 1 February 2017 and then every two months thereafter until the backlog is exhausted.</p>	<p>ACT Taxi Plate Owners Association would like any further release withheld for 2016-17.</p> <p>CTIA seeks the development of a release policy.</p> <p>Aerial is concerned with a loss of Government revenue through the new fee structure.</p> <p>Operators interest is subject to existing holdings and contracts.</p>	Refer to brief: MIN:2016/002862 & CMTEDD:2016/30
Taxi licence release – anti-hoarding	<p><u>Buying limits and operating requirements for licensees</u> The regulations include provisions to address potential arbitrage opportunities between perpetual licences and government-owned licences.</p>	As above.	Refer to brief: MIN:2016/002862

SENSITIVE

Other			
ACT-NSW	<p><u>Revised arrangements for cross-border services</u> Consideration of matters including:</p> <ul style="list-style-type: none"> • Geographic access • Consistency between taxis, hire cars and rideshare • Regulated taxi fares • Conditions of operation 	<p>CTIA seeks:</p> <ul style="list-style-type: none"> • Fitting of taxi meters that support both ACT and NSW country fares • NSW fleet reporting requirements • ACT endorsement of expansion of NSW fleet • NSW fleet to contribute to Canberra Airport Commissionaire <p>Uber is seeking consistency in requirements and seamless operation cross-border.</p>	<p>NSW officials have indicated that it still may be some months before they will be in position to finalise arrangements as they work to finalise legislation for their reforms.</p> <p>A partial delay/trial approach will be employed to address timeframe differentials and given clear directions of intent to the market in relation to:</p> <ul style="list-style-type: none"> • regulation of taxi fares to be based on point of hiring (rather than original of vehicle) from the earlier of 1 February 2017 or NSW deregulation of fares; • a trial of expanded geographic access for rideshare over six months commencing from 1 November 2016. <p>Refer to brief: MIN:2016/002565</p>
Register requirements	<p><u>Replaced with simplified information requirement</u> References to the keeping of registers have been revised to refer to information. Registers may still be kept if determined to be the appropriate means.</p>	<p>Uber raised security concerns with the specified format of holding information in a consolidated manner.</p>	<p>The form in which information is held is no longer specified, and now can be designed to support security and access.</p>
Related amendments for buses & demand responsive services (DRS)	<p><u>6 years accreditation and other aligns</u> This aligns the maximum accreditation period for bus services with other services under the Road Transport (Public Passenger Services) Act – from 3 years to 6 years.</p> <p>Service standard powers under regulations for buses and DRS are to aligned with taxis, hire cars and rideshare, with associated amendments to regulations involving lost property and display of accreditation details. Some technical drafting amendment as are included for dictionary definitions.</p>	<p>Based on Access Canberra advice.</p>	
Rideshare vehicle identifications	<p><u>Label or agreed means</u> In addition to a removable vehicle label supplied by Access Canberra, alternate means to identify vehicles can be agreed with Access Canberra and ACT Policing.</p>	<p>Uber have raised concerns with the effectiveness of the removable label approach.</p> <p>ACT Policing support the label proposal.</p>	<p>Vehicle identification is necessary for enforcement purposes, such as zero blood alcohol for public vehicle drivers.</p> <p>The approach will allow the market to develop innovative approaches to vehicle identification, while providing a basic means to do so.</p>

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Other proposals from consultations not taken up

- Workers Compensation and exclusivity of driver-TBS – provisions have been drafted to require that where an exclusive arrangement for booking services exists between a TBS/operator and driver of a bookable vehicle then those parties are responsible for worker compensation insurance. As we currently understand, the arrangement will be unique in terms of the relationship created compared to other jurisdictions. This arrangement also has precedence over contracts of bailment (between operator and driver), which now also creates a workers compensation obligation.
 - Aerial and the CTIA have opposed the proposal, which is related to their non-support for drivers (as independent business parties) to have access to multiple booking services.
 - The ACT Work Safety Council was consulted on the provisions and has not raised any objections to the arrangements.
- Deregulation of fees – Aerial and CTIA have revised their position during the review phase to argue for deregulation of taxi fares as a matter of equality with rideshare and hire cars.
 - The Government has indicated that it will consider deregulation of taxi fares as and when it is satisfied of 'effective competition' in the market.
 - While we understand that Uber patronage has increased since its commencement, we are still awaiting further data to support evidence of the degree of competition in the market.
- Deregulation of taxi vehicle age – CTIA had sought to remove vehicle age requirements for taxis to be consistent with hire cars and rideshare. Aerial had sought application of restriction for rideshare. A hire car operator supported the introduction of vehicle age restriction to hire cars.
 - We propose to monitor actions in the NSW market which has removed maximum vehicle age requirements.
 - Taxis have a high usage and road mileage under various drivers.
 - Otherwise, safety of a public passenger vehicle can be argued to be related more to its roadworthiness. Commercial entities can determine whether the additional costs to maintain an ageing vehicle to standard are appropriate.
 - Hire cars are geared to a higher value clientele and the vehicles are similarly maintained.
 - Uber maintains its own requirement on vehicle age.
- Access fees for Canberra Airport – Access fees for Canberra Airport are indirectly regulated through the regulated taxi fares with drivers permitted to recover \$3 as access fees for an Airport hiring. While appreciative of the Airport's position, we would propose that this matter be subject to further consideration once Phase 2 reforms are bedded in.
 - Airport access fees have been regulated at \$3 per access since 2011.
 - We do not have the ability to consider the fee as part of a fare review as the CTIA have not made a submission for one to proceed this year.
 - The Government had indicated that it would consider taxi fare deregulation with 'effective competition' in the market.
- Medical self-declarations – Uber has sought a self-declaration process for medical fitness as is now applied to public passenger vehicle drivers in NSW. Refer to brief:
 - We will monitor outcomes of the new NSW approach.
- Driver licensing – we are removing requirements for persons to have held an Australian drivers licence for a specified period and allowing temporary residents to obtain public vehicle drivers' licences.
 - Various parties sought to apply residency restrictions, additional assessments and experience requirements or probationary licensing.
 - We argue that the competencies and skills needed to drive a vehicle should not be distinguishable by whether the carriage of passengers is for commercial or private purposes. For example, in our view the potential harms of a person driving a vehicle on a public road with their family or another person's family are equivalent. These would be the same whether the transport was provided for free or reward. The community's expectation of driving skills is indicated by driver licensing requirements.
 - Driver licensing arrangements for issuing a driver licence to a person holding a foreign driver licence are nationally consistent. In part the arrangements recognise that different countries have varying driver licensing standards, as well as the international conventions that allow any driver licence holder who is a visitor to drive on their foreign licence without theory or practical testing on arrival – the same conventions that allow Australians to drive in most countries without testing. Not all countries are recognised, and there is a significant application process that the foreign country must satisfy before reciprocity is provided.

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- Generally that application requires demonstration that the countries driver licensing arrangements are broadly similar to Australia's and similar levels of competence could be expected from a person presenting a driver licence from such a country – graduated licensing, theory and practical driving tests, proof of identity, driver licence card security systems.
- There are about 28 countries fully recognised, and a further 15 where driving experience is recognised. For the fully recognised countries a driver licence equivalent to that which the person holds will be issued without testing. For experienced driver countries, a person over 25 will be issued a licence without testing, but for people under 25 theory and practical testing will be undertaken, but the licence issued will be dependent on their age and the experience evidenced by their overseas licence, as such, they may avoid the learner/provisional period in Australia.
- Taxi Subsidy Scheme (TSS) application to rideshare – the Human rights Commission argued that it would be more equitable and provide greater access to services if people with disabilities could use TSS in rideshare vehicles.
 - As proposed through the review, we remain uncertain as to the accessible elements of service available through rideshare. For example, rideshare (as for hire cars) is not subject to the Commonwealth disability standards.
 - Further consideration is required, including monitoring of industry services, financial impacts to government and the nature of current arrangements (as the TSS smartcard contract is with Cabcharge).
- Retention of commercial service requirements – PWD argued for the retention of requirements for uniforms, airconditioning and cleanliness suggesting that these were antecedents to other undesirable behaviours and the Government leadership (rather than consumer) is required. We remain of the view that these conditions are better determined by participants in a competitive market due to their proximity to the behaviours. With WAT vehicles also used for a significant proportion of the time by standard taxi passenger we consider that consumer preferences would be of some influence.
 - We do however propose to retain a requirement for operating airconditioning/heating, in WATs only, as part of minimum service standards (rather than in regulations). This is due to particular arguments from PWD related to a need for amputees to regulate body temperature.
- DSAPT application to rideshare – we remain of the opinion that Commonwealth Disability Standards for Accessible Public Transport do not apply to rideshare; consistent with the exemption for hire cars. Refer to brief: MIN:2015/008272 and MIN:2016/000063.

ACT Taxi Industry Innovation Reforms (Stage 2): On-demand Public Passenger Services Regulation – Service Types

June 2016

Key: Change since reform announcement

	Requirement	Taxis	Hire Cars	Ridesharing
	TRANSPORT BOOKING SERVICE			
1.	Booking service regulated as a 'Transport Booking Service' under the <i>Road Transport (Public Passenger Services) Act 2001</i>	Yes	Yes	Yes
2.	Accreditation of TBS through RTA/Access Canberra	Yes	Yes	Yes
3.	Application for TBS Accreditation Fee	\$600	\$600	\$600
4.	Accreditation – TBS fee per vehicle/driver	\$20/vehicle	\$20/vehicle	\$20/driver (subject to over 20 hiring pa threshold)
5.	Mandatory 24/7 operation (booking service only, does not extend to vehicle availability)	Yes	No	Yes
6.	Must provide service to all Canberra suburbs	Yes	Yes	Yes
7.	Provision of passenger services through the WAT booking service	Yes – for WAT vehicles	No	No
8.	Provision of passenger services under the taxi subsidy scheme	Yes	No	No
9.	Passenger services to people with disabilities permitted	Yes – including through standard and WATs, and access to Taxi Subsidy Scheme. WATs centralised booking and must give priority.	Yes – market driven	Yes – market driven
10.	Requirement to ensure level of driver skills and knowledge	Yes	Yes	Yes
11.	Ability to accept cash fares	No restriction	No restriction	No restriction
12.	Regulated fares	Yes – maximum regulated fare (to be reviewed once competition established). Total fare must not exceed regulated fare (excluding tips, no upfront tipping permitted).	No – fare estimate must be available before passenger makes booking (only tips permitted at passenger discretion after service provided). Surge pricing not permitted during declared emergency.	No – fare estimate must be available before passenger makes booking (only tips permitted at passenger discretion after service provided). Surge pricing not permitted during declared emergency.
13.	Regulated cap on number of vehicles	Yes – cap on number of taxi plates issued (including WAT taxis). List system for issuance to be introduced. Phased release of unallocated government-owned licences.	No	No
14.	Mandatory lost and found property mechanism	Yes	Yes	Yes

DRAFT – TAXI REFORM IMPLEMENTATION WORKING GROUP

	Requirement	Taxis	Hire Cars	Ridesharing
15.	Mandatory consumer/passenger complaints and dispute resolution mechanisms (in Australia)	Yes	Yes	Yes
16.	Mandatory worker/driver/employee complaints and disputes mechanism (in Australia)	Yes	Yes	Yes
17.	Mandatory safety – GPS tracking	Yes – TBS must take reasonable steps to ensure GPS tracking is fitted.	Yes, for TBS bookings – TBS must take reasonable steps to ensure GPS tracking is fitted. (Not for hire car operator bookings.)	Yes – TBS must take reasonable steps to ensure GPS tracking is fitted.
18.	Mandatory safety – Panic button	Yes – TBS must take reasonable steps to ensure alarm is fitted.	No	No
19.	Record keeping and reporting requirements	Yes	Yes	Yes
20.	Workers' compensation obligations	Yes, under the <i>Workers Compensation Act 1951</i> if restricting drivers to the TBS	Yes, under the <i>Workers Compensation Act 1951</i> if restricting drivers to the TBS	Yes, under the <i>Workers Compensation Act 1951</i> if restricting drivers to the TBS.
21.	Taxation requirements	Yes – under Commonwealth law	Yes – under Commonwealth law	Yes – under Commonwealth law
	DRIVERS			
22.	Driver licence condition to drive class of vehicle required	Yes	Yes	Yes
23.	Licence fee (PVDAC)	\$0 (excluding police check)	\$0 (excluding police check)	\$0 (excluding police check)
24.	Drivers' licence requirement	Full licence without restriction	Full licence without restriction	Full licence without restriction
25.	Driver history check	Yes	Yes	Yes
26.	National Police check	Yes	Yes	Yes
27.	Commercial driver's health assessment	On application and every 5 years (or if recommended sooner), annually if 70 years or older	On application and every 5 years (or if recommended sooner), annually if 70 years or older	On application and every 5 years (or if recommended sooner), annually if 70 years or older
28.	Annual driving test requirement (if 70 years or over)	Yes	Yes	Yes
29.	Permitted to drive with multiple TBS (subject to license condition and TBS authorisation)	Yes – subject to TBS/operator contract	Yes – subject to TBS/operator contract	Yes – subject to TBS contract
30.	Covered by workers' compensation	Yes – <ul style="list-style-type: none"> • under exclusive arrangement with TBS • bailment contract • incorporated sole trader (with a workers' 	Yes – <ul style="list-style-type: none"> • under exclusive arrangement with TBS • bailment contract • incorporated sole trader (with a workers' 	Yes – <ul style="list-style-type: none"> • under exclusive arrangement with TBS • bailment contract • incorporated sole trader (with a workers'

DRAFT – TAXI REFORM IMPLEMENTATION WORKING GROUP

	Requirement	Taxis	Hire Cars	Ridesharing
		compensation policy) • a non-operator driver	compensation policy) • a non-operator driver	compensation policy) • driving another person’s vehicle in a commercial or for reward arrangement
31.	Minimum skills and knowledge	Yes – • work health and safety • disability awareness • Discrimination Act • English language • WAT – national competencies	Yes – • work health and safety • disability awareness • Discrimination Act	Yes – • work health and safety • disability awareness • Discrimination Act
32.	Minimum service standards	Yes – • safety driving • child restraints • Discrimination Act	Yes – • safety driving • child restraints • Discrimination Act	Yes – • safety driving • child restraints • Discrimination Act
33.	Australian citizen/ residency requirement	Working visa (min) for drivers	Working visa (min) for drivers	Working visa (min) for drivers
34.	Permitted blood alcohol limit (when working)	0.0	0.0	0.0
35.	Identification (PVDAC) must be displayed whilst driving	Yes	Yes	Yes
36.	Taxation	Yes – under Commonwealth law	Yes – under Commonwealth law	Yes – under Commonwealth law
37.	Mandatory affiliation with at least one TBS	No – independent taxi service operator/driver Yes – standard taxis and WAT	No	Yes
38.	Mandatory safety – security camera	Yes – with rank and hail	No	No
OPERATORS (vehicle owners)				
39.	Accreditation through RTA/Access Canberra	Yes – up to 6 years	Yes – up to 6 years	Yes – up to 6 years
40.	Application fee	\$50	\$50	\$50
41.	Accreditation fee	\$0	\$0	\$0
42.	Workers’ compensation obligations	Yes – under the <i>Workers Compensation Act 1951</i> : • when employing drivers/bailment contracts • when engaging workers in regular and systematic capacity (existing laws) • when engaging non-operator drivers • if restricting drivers to a TBS	Yes – under the <i>Workers Compensation Act 1951</i> : • when employing drivers/bailment contracts • when engaging workers in regular and systematic capacity (existing laws) • when engaging non-operator drivers • if restricting drivers to a TBS	Yes – under the <i>Workers Compensation Act 1951</i> • when employing drivers/bailment contracts • when engaging workers in regular and systematic capacity (existing laws) • when engaging non-operator drivers (under commercial arrangement or for reward)

DRAFT – TAXI REFORM IMPLEMENTATION WORKING GROUP

	Requirement	Taxis	Hire Cars	Ridesharing
				<ul style="list-style-type: none"> if restricting drivers to a TBS
43.	Vehicle maintenance obligations	Yes – obligation on operator WAT – operating air conditioning/heating	Yes – obligation on operator	Yes – obligation on operator
44.	Vehicle insurance obligations	Yes	Yes	Yes – vehicle owner No – if contracted driver
45.	Proof of insurance requirement	Yes	Yes	Yes
46.	Australian citizen/ residency requirement	Appropriate working visa (min)	Appropriate working visa (min)	Appropriate working visa (min)
47.	Financial capacity requirement	No	No	No
48.	Business plan requirement	No	No	No
49.	Mandatory safety – GPS tracking	Yes	No	No
50.	Mandatory safety – Panic button	Yes	No	No
51.	Mandatory safety – Security camera signs	Yes – only if fitted	Yes – only if fitted	Yes – only if fitted
52.	Mandatory safety – Security camera recordings to be kept	Yes – only if fitted	Yes – only if fitted	Yes – only if fitted
	VEHICLE			
53.	Registration requirement	Public passenger vehicle – taxi	Public passenger vehicle – hire car	Private
54.	CTP insurance	Yes – taxi (market-based pricing)	Yes – hire car (market-based pricing)	Yes – rideshare (market-based pricing)
55.	Specialised plate/licence	Yes – TX	Yes – H	No – agreed identification with RTA/police or display label
56.	Vehicle plate/licence fee	Standard – <ul style="list-style-type: none"> \$10,000 p/a [to be reduced to \$5,000 in 2016/17] for Government-owned licence, or purchase through private market (perpetual plate), or lease through private market (perpetual plate) WATS – \$100 (dual) or \$1,000 (single)	\$100 for one year or \$450 for six years	\$100 for one year or \$450 for six years
57.	Vehicle age restriction	First establishment – <ul style="list-style-type: none"> standard – under 6 years of age Maximum age – <ul style="list-style-type: none"> standard – 8 years WAT – 10 years (single); 12 years (dual) 	No	No

DRAFT – TAXI REFORM IMPLEMENTATION WORKING GROUP

	Requirement	Taxis	Hire Cars	Ridesharing
		Maximum period of use – <ul style="list-style-type: none"> • standard – 6 years; • WAT – 8 years (single); 10 years (dual) 		
58.	Mandatory fixed taxi-meter	Yes	No	No
59.	Vehicle roadworthy check	Yes – annually by RTA or RTA authorised inspector	Yes – annually by RTA or RTA authorised inspector	Yes – annually by RTA or RTA authorised inspector
60.	Fire extinguisher* (covered under WHS laws)	No	No	No
61.	Mandatory livery/signage	Yes (may be subject to minimum standards)	No	No
62.	Legal clean vehicle requirement	No	No	No
63.	Child seat anchor points	Yes (with vehicle registration law)	Yes (with vehicle registration law)	Yes (with vehicle registration law)
64.	Compliance with child restraint laws	Yes – taxi specific rules apply	Yes	Yes
65.	Compliance with mobile phones vehicle laws	Yes	Yes	Yes
66.	Mandatory mobile device holder and hands free	Yes – if using smartphone app TBS	Yes – if using smartphone app TBS	Yes – if using smartphone app TBS
67.	Mandatory safety – security camera (with standards)	Yes – with cash, and rank and hail	No – only if payment to driver is accepted in vehicle using cash	Yes – only if payment to driver is accepted in vehicle using cash
68.	Mandatory safety – GPS tracking	Yes	No – see TBS requirements	No – see TBS requirements
69.	Mandatory safety – Panic button	Yes – for driver	No – see TBS requirements	No – see TBS requirements
70.	Public Passenger vehicle insurance / Third party property insurance	Yes – \$5 million coverage	Yes – \$5 million coverage	Yes – \$5 million coverage
71.	Comprehensive insurance	Optional	Optional	Optional
	OPERATIONAL MATTERS			
72.	Ability to rank and hail	Yes	No	No
73.	Mandatory requirement to accept a booking from a TBS	No (except for WTBS WAT priority)	No	No
74.	Ability to accept pre-booked passenger service	Yes	Yes	Yes
75.	Ability to operate in NSW (drop-off and pick up)	Cross border arrangements to apply	Cross border arrangements to apply	Cross border arrangements to apply
76.	Mandatory telephone booking service arrangement	WAT – yes Other – optional	No – optional	No – optional
77.	Permitted to collect or disembark passengers at taxi rank	Yes	No	No
78.	Permitted to pick up or drop off passengers at	Yes – no parking	Yes – no parking	Yes – no parking

DRAFT – TAXI REFORM IMPLEMENTATION WORKING GROUP

	Requirement	Taxis	Hire Cars	Ridesharing
	loading zone, bicycle path, clearway			
79.	Permitted to accept passengers off the street (i.e. passenger hails a vehicle)	Yes	No	No
80.	Permitted to drive in Bus Lane	Yes	Yes	No
81.	Permitted to drive in T2 Lane	Yes	Yes – if more than 2 people in vehicle	Yes – if more than 2 people in vehicle
82.	Requirement for driver to be going to same or similar destination	No (except for acceptable multi-hirings)	No	No
83.	Electronic payment surcharge cap	Yes – 5%	Regulated by RBA/ACCC	Regulated by RBA/ACCC

ISSUEDATE	OPERATION	OFFICERID	VEHICNO	UNREGISTER	Column2	ACTIONTAKEN
02/01/2014 0:00	POLICE OP	AIG2	TX192	N	POLICE OPN	NONE
03/01/2014 0:00	POLICE OP	AIG2	TX479	N	POLICE OPN	NONE
04/01/2014 0:00	POLICE OP	AIG2	TX135	N	POLICE OPN	NONE
04/01/2014 0:00	POLICE OP	AIG2	TX143	N	POLICE OPN	NONE
04/01/2014 0:00	POLICE OP	AIG2	TX494	N	POLICE OPN	NONE
04/01/2014 0:00	POLICE OP	AIG2	TX900	N	POLICE OPN	NONE
04/01/2014 0:00	POLICE OP	AIG59	TX900	N	POLICE OPN	NONE
23/01/2014 0:00	ROADSIDE	AIG43	TX79	N	ROADSIDEN	NONE
23/01/2014 0:00	ROADSIDE	AIG60	TX79	N	ROADSIDEN	NONE
30/01/2014 0:00	PUBLIC VEHICLI	AIG 62	TX924	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
31/01/2014 0:00	CARPARK	AIG2	TX178	N	CARPARKN	NONE
31/01/2014 0:00	CARPARK	AIG2	TX188	N	CARPARKN	NONE
05/03/2014 0:00	POLICE OP	AIG57	TX456	N	POLICE OPN	ISSUE MINOR DEFECT
11/03/2014 0:00	CARPARK	AIG 65	TX415	N	CARPARKN	NONE
18/03/2014 0:00	CARPARK	AIG 65	TX901	N	CARPARKN	NONE
27/03/2014 0:00	PUBLIC VEHICLI	AIG 45	TX10	N	PUBLIC VEHICLESN	NONE
27/03/2014 0:00	PUBLIC VEHICLI	AIG 45	TX112	N	PUBLIC VEHICLESN	NONE
27/03/2014 0:00	PUBLIC VEHICLI	AIG 65	TX124	N	PUBLIC VEHICLESN	NONE
27/03/2014 0:00	PUBLIC VEHICLI	AIG 45	TX134	N	PUBLIC VEHICLESN	NONE
27/03/2014 0:00	PUBLIC VEHICLI	AIG 45	TX177	N	PUBLIC VEHICLESN	NONE
27/03/2014 0:00	PUBLIC VEHICLI	AIG 65	TX184	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
27/03/2014 0:00	PUBLIC VEHICLI	AIG 65	TX430	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
27/03/2014 0:00	PUBLIC VEHICLI	AIG 45	TX455	N	PUBLIC VEHICLESN	NONE
27/03/2014 0:00	PUBLIC VEHICLI	AIG 45	TX486	N	PUBLIC VEHICLESN	NONE
27/03/2014 0:00	PUBLIC VEHICLI	AIG 45	TX9	N	PUBLIC VEHICLESN	NONE
02/04/2014 0:00	ROADSIDE	AIG 62	TX153	N	ROADSIDEN	NONE
02/04/2014 0:00	ROADSIDE	AIG 64	TX495	N	ROADSIDEN	NONE
02/04/2014 0:00	ROADSIDE	AIG 62	TX500	N	ROADSIDEN	NONE
04/04/2014 0:00	CARPARK	AIG 45	TX107	N	CARPARKN	NONE
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04/04/2014 0:00	CARPARK	AIG 45	TX27	N	CARPARKN	NONE
04/04/2014 0:00	CARPARK	AIG 45	TX76	N	CARPARKN	NONE
16/04/2014 0:00	ROADSIDE	AIG43	TX908	N	ROADSIDEN	NONE
17/04/2014 0:00	PUBLIC VEHICLI	AIG 62	TX03	N	PUBLIC VEHICLESN	NONE
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17/04/2014 0:00	PUBLIC VEHICLI	AIG 62	TX101	N	PUBLIC VEHICLESN	NONE

17/04/2014 0:00	PUBLIC VEHICLI AIG 62	TX101	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 45	TX109	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
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17/04/2014 0:00	PUBLIC VEHICLI AIG57	TX112	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG57	TX113	N	PUBLIC VEHICLESN	NONE
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17/04/2014 0:00	PUBLIC VEHICLI AIG 45	TX139	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
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17/04/2014 0:00	PUBLIC VEHICLI AIG 62	TX143	N	PUBLIC VEHICLESN	NONE
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17/04/2014 0:00	PUBLIC VEHICLI AIG57	TX165	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 45	TX170	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 62	TX184	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 62	TX206	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 45	TX21	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 62	TX211	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG57	TX211	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 45	TX214	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 62	TX25	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 45	TX41	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 62	TX429	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
17/04/2014 0:00	PUBLIC VEHICLI AIG 62	TX43	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 62	TX446	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 62	TX46	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 62	TX460	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG57	TX469	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
17/04/2014 0:00	PUBLIC VEHICLI AIG 62	TX481	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 45	TX49	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 62	TX493	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG57	TX5	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 62	TX6	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 62	TX67	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 62	TX75	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 62	TX75	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG57	TX83	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG57	TX84	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 62	TX907	N	PUBLIC VEHICLESN	NONE
17/04/2014 0:00	PUBLIC VEHICLI AIG 62	TX907	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX108	N	PUBLIC VEHICLESN	NONE

08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX112	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 62	TX114	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX115	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 62	TX117	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX123	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX133	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 62	TX138	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX147	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX165	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 62	TX167	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 62	TX181	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 62	TX19	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 62	TX198	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX205	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX205	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 62	TX208	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX212	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 62	TX214	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX3	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 62	TX306	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX33	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 62	TX34	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX35	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX407	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX429	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 62	TX430	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 62	TX44	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
08/07/2014 0:00	PUBLIC VEHICLI AIG 62	TX469	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX472	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX48	N	PUBLIC VEHICLESN	ISSUE MAJOR DEFECT
08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX481	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX482	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 62	TX54	N	PUBLIC VEHICLESN	NONE
08/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX85	N	PUBLIC VEHICLESN	NONE
18/07/2014 0:00	CARPARK AIG 45	TX48	N	CARPARKN	NONE
23/07/2014 0:00	POLICE OP AIG 45	TX21	N	POLICE OPN	NONE
23/07/2014 0:00	PUBLIC VEHICLI AIG 58	TX25	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
23/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX25	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
23/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX25	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT

23/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX25	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
23/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX25	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
23/07/2014 0:00	PUBLIC VEHICLI AIG 45	TX487	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
23/07/2014 0:00	POLICE OP AIG 45	TX54	N	POLICE OPN	NONE
25/07/2014 0:00	CARPARK AIG 45	TX197	N	CARPARKN	NONE
29/07/2014 0:00	PUBLIC VEHICLI AIG53	TX920	N	PUBLIC VEHICLESN	NONE
11/08/2014 0:00	CARPARK AIG 45	TX90	N	CARPARKN	NONE
11/08/2014 0:00	CARPARK AIG 45	TX922	N	CARPARKN	NONE
13/08/2014 0:00	PUBLIC VEHICLI AIG56	TX126	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
13/08/2014 0:00	PUBLIC VEHICLI AIG56	TX901	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
05/09/2014 0:00	CARPARK AIG 45	TX499	N	CARPARKN	NONE
25/09/2014 0:00	ROADSIDE AIG33	TX502	N	ROADSIDEN	NONE
25/09/2014 0:00	ROADSIDE AIG33	TX75	N	ROADSIDEN	NONE
25/09/2014 0:00	ROADSIDE AIG 58	TX81	N	ROADSIDEN	NONE
25/09/2014 0:00	ROADSIDE AIG 64	TX924	N	ROADSIDEN	NONE
06/11/2014 0:00	ROADSIDE AIG 45	TX24	N	ROADSIDEN	NONE
06/11/2014 0:00	ROADSIDE AIG60	TX45	N	ROADSIDEN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 62	TX102	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 62	TX103	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 45	TX106	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 62	TX11	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 62	TX113	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 45	TX117	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 62	TX123	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 64	TX124	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 62	TX128	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 45	TX133	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 62	TX144	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 62	TX144	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 62	TX149	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 64	TX150	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 45	TX155	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 62	TX162	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 62	TX163	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 45	TX168	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 64	TX17	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 64	TX173	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 62	TX185	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 45	TX187	N	PUBLIC VEHICLESN	NONE

13/11/2014 0:00 PUBLIC VEHICLI AIG 45	TX189	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 64	TX194	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 45	TX197	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 62	TX204	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 45	TX209	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 62	TX32	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 45	TX36	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 45	TX39	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 62	TX409	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 64	TX409	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 45	TX41	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 62	TX413	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 45	TX417	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 62	TX424	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 64	TX431	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 45	TX44	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 45	TX444	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 62	TX444	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
13/11/2014 0:00 PUBLIC VEHICLI AIG 45	TX446	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 62	TX447	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
13/11/2014 0:00 PUBLIC VEHICLI AIG 45	TX454	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 45	TX455	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 62	TX456	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 64	TX457	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 45	TX472	N	PUBLIC VEHICLESN	ISSUE MAJOR DEFECT
13/11/2014 0:00 PUBLIC VEHICLI AIG 64	TX49	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 45	TX492	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 62	TX493	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 45	TX5	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
13/11/2014 0:00 PUBLIC VEHICLI AIG 64	TX500	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 64	TX51	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 62	TX55	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 64	TX56	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 45	TX6	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 62	TX61	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 62	TX69	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 62	TX8	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 45	TX8	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00 PUBLIC VEHICLI AIG 64	TX80	N	PUBLIC VEHICLESN	NONE

13/11/2014 0:00	PUBLIC VEHICLI AIG 45	TX81	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 45	TX85	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 62	TX89	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 45	TX907	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 62	TX920	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 45	TX94	N	PUBLIC VEHICLESN	NONE
13/11/2014 0:00	PUBLIC VEHICLI AIG 62	TX96	N	PUBLIC VEHICLESN	NONE
17/12/2014 0:00	PUBLIC VEHICLI AIG 62	TX141	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
17/12/2014 0:00	PUBLIC VEHICLI AIG 62	TX20	N	PUBLIC VEHICLESN	NONE
17/12/2014 0:00	PUBLIC VEHICLI AIG 62	TX203	N	PUBLIC VEHICLESN	NONE
17/12/2014 0:00	PUBLIC VEHICLI AIG 62	TX49	N	PUBLIC VEHICLESN	NONE
17/12/2014 0:00	PUBLIC VEHICLI AIG 62	TX78	N	PUBLIC VEHICLESN	NONE
02/01/2015 0:00	POLICE OP AIG59	TX432	N	POLICE OPN	NONE
02/01/2015 0:00	POLICE OP AIG43	TX68	N	POLICE OPN	NONE
03/01/2015 0:00	POLICE OP AIG 64	TX402	N	POLICE OPN	ISSUE MINOR DEFECT
03/02/2015 0:00	ROADSIDE AIG44	TX197	N	ROADSIDEN	NONE
11/02/2015 0:00	CARPARK AIG56	TX141	N	CARPARKN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX100	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX103	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX104	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX106	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX108	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX111	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX120	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX122	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX122	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX122	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX127	N	PUBLIC VEHICLESN	ISSUE MAJOR DEFECT
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX131	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX131	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX134	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX134	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX144	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX144	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX148	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX148	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX150	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX156	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI AIG 45	TX16	N	PUBLIC VEHICLESN	NONE

12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX16	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX160	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX165	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX170	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX171	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX174	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX180	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX185	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX186	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX192	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX192	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX193	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX203	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX212	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX215	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX216	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX25	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX26	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX29	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX29	N	PUBLIC VEHICLESN	ISSUE MAJOR DEFECT
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX3	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX30	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX31	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX34	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX401	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX410	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX413	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX415	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX418	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX422	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX454	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX464	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX477	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX478	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX481	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX484	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX493	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX499	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00 PUBLIC VEHICLI AIG 45	TX50	N	PUBLIC VEHICLESN	NONE

12/02/2015 0:00	PUBLIC VEHICLI	AIG 45	TX503	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI	AIG 45	TX53	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI	AIG 45	TX54	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI	AIG 45	TX57	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI	AIG 45	TX60	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI	AIG 45	TX63	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI	AIG 45	TX64	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI	AIG 45	TX70	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI	AIG 45	TX75	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI	AIG 45	TX92	N	PUBLIC VEHICLESN	NONE
12/02/2015 0:00	PUBLIC VEHICLI	AIG 45	TX921	N	PUBLIC VEHICLESN	NONE
17/03/2015 0:00	CARPARK	AIG53	TX310	N	CARPARKN	NONE
24/03/2015 0:00	CARPARK	AIG33	TX26	N	CARPARKN	NONE
24/03/2015 0:00	CARPARK	AIG33	TX26	N	CARPARKN	NONE
24/03/2015 0:00	CARPARK	AIG33	TX28	N	CARPARKN	NONE
24/03/2015 0:00	CARPARK	AIG33	TX28	N	CARPARKN	NONE
24/03/2015 0:00	CARPARK	AIG33	TX4	N	CARPARKN	NONE
24/03/2015 0:00	CARPARK	AIG33	TX455	N	CARPARKN	NONE
24/03/2015 0:00	CARPARK	AIG33	TX490	N	CARPARKN	NONE
24/03/2015 0:00	CARPARK	AIG33	TX502	N	CARPARKN	NONE
26/03/2015 0:00	CARPARK	AIG33	TX165	N	CARPARKN	NONE
08/05/2015 0:00	POLICE OP	AIG 58	TX408	N	POLICE OPN	NONE
08/05/2015 0:00	POLICE OP	AIG57	TX7	N	POLICE OPN	NONE
11/05/2015 0:00	CARPARK	AIG 58	TX1	N	CARPARKN	NONE
11/05/2015 0:00	CARPARK	AIG 58	TX469	N	CARPARKN	NONE
11/05/2015 0:00	CARPARK	AIG53	TX74	N	CARPARKN	NONE
11/05/2015 0:00	CARPARK	AIG53	TX99	N	CARPARKN	NONE
21/05/2015 0:00	POLICE OP	AIG33	TX165	N	POLICE OPN	NONE
21/05/2015 0:00	CARPARK	AIG 65	TX35	N	CARPARKN	NONE
25/05/2015 0:00	CARPARK	AIG 65	TX129	N	CARPARKN	NONE
25/05/2015 0:00	CARPARK	AIG 65	TX301	N	CARPARKN	NONE
27/05/2015 0:00	CARPARK	AIG 65	TX115	N	CARPARKN	NONE
01/06/2015 0:00	PUBLIC VEHICLI	AIG 45	TX10	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00	PUBLIC VEHICLI	AIG 45	TX105	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00	PUBLIC VEHICLI	AIG33	TX106	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00	PUBLIC VEHICLI	AIG33	TX107	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00	PUBLIC VEHICLI	AIG33	TX113	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00	PUBLIC VEHICLI	AIG 65	TX113	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
01/06/2015 0:00	PUBLIC VEHICLI	AIG33	TX115	N	PUBLIC VEHICLESN	NONE

01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX115	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX121	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX131	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX133	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX141	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX141	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX146	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX149	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX150	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX158	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX162	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX17	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX172	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX177	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX177	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX180	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX187	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX188	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX192	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX192	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG33	TX192	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX198	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX198	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX199	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX199	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG33	TX200	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX201	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX202	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX208	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX209	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX209	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG33	TX209	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX211	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX213	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX24	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX28	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX3	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX30	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX301	N	PUBLIC VEHICLESN	NONE

01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX32	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX39	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG33	TX401	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX41	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG33	TX410	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX413	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX418	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX42	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX424	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX441	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX444	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG33	TX45	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX45	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX459	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX46	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX461	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX476	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX476	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX477	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG33	TX478	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX48	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX480	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX481	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX494	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX499	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX499	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX58	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG33	TX63	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX69	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX71	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG33	TX76	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX77	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX89	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX906	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX906	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX909	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX921	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 45	TX921	N	PUBLIC VEHICLESN	NONE
01/06/2015 0:00 PUBLIC VEHICLI AIG 65	TX96	N	PUBLIC VEHICLESN	NONE

06/07/2015 0:00	POLICE OP	AIG54	TX187	N	POLICE OPN	ISSUE MINOR DEFECT
03/08/2015 0:00	CARPARK	AIG57	TX174	N	CARPARKN	NONE
02/09/2015 0:00	CARPARK	AIG 62	TX109	N	CARPARKN	NONE
02/09/2015 0:00	PUBLIC VEHICLI	AIG33	TX130	N	PUBLIC VEHICLESN	NONE
02/09/2015 0:00	PUBLIC VEHICLI	AIG33	TX143	N	PUBLIC VEHICLESN	NONE
02/09/2015 0:00	CARPARK	AIG60	TX145	N	CARPARKN	NONE
02/09/2015 0:00	CARPARK	AIG60	TX153	N	CARPARKN	NONE
02/09/2015 0:00	CARPARK	AIG 62	TX188	N	CARPARKN	NONE
02/09/2015 0:00	PUBLIC VEHICLI	AIG33	TX218	N	PUBLIC VEHICLESN	NONE
02/09/2015 0:00	CARPARK	AIG 62	TX26	N	CARPARKN	NONE
02/09/2015 0:00	CARPARK	AIG 62	TX3	N	CARPARKN	NONE
02/09/2015 0:00	CARPARK	AIG60	TX32	N	CARPARKN	NONE
02/09/2015 0:00	CARPARK	AIG 62	TX412	N	CARPARKN	NONE
02/09/2015 0:00	PUBLIC VEHICLI	AIG33	TX42	N	PUBLIC VEHICLESN	NONE
02/09/2015 0:00	PUBLIC VEHICLI	AIG33	TX444	N	PUBLIC VEHICLESN	NONE
02/09/2015 0:00	CARPARK	AIG60	TX46	N	CARPARKN	NONE
02/09/2015 0:00	CARPARK	AIG 62	TX476	N	CARPARKN	NONE
02/09/2015 0:00	PUBLIC VEHICLI	AIG33	TX478	N	PUBLIC VEHICLESN	NONE
02/09/2015 0:00	CARPARK	AIG 62	TX49	N	CARPARKN	NONE
02/09/2015 0:00	CARPARK	AIG 62	TX54	N	CARPARKN	NONE
02/09/2015 0:00	CARPARK	AIG60	TX79	N	CARPARKN	NONE
02/09/2015 0:00	CARPARK	AIG60	TX902	N	CARPARKN	NONE
02/09/2015 0:00	CARPARK	AIG 62	TX912	N	CARPARKN	NONE
21/09/2015 0:00	PUBLIC VEHICLI	AIG43	TX10	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI	AIG43	TX100	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI	AIG56	TX102	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI	AIG43	TX106	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI	AIG56	TX106	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI	AIG43	TX109	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI	AIG43	TX110	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI	AIG43	TX113	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI	AIG56	TX116	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
21/09/2015 0:00	PUBLIC VEHICLI	AIG56	TX12	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI	AIG43	TX125	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI	AIG56	TX129	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI	AIG56	TX129	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI	AIG43	TX131	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI	AIG43	TX137	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI	AIG43	TX138	N	PUBLIC VEHICLESN	NONE

21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX142	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX146	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG56	TX152	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX152	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX162	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX165	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG56	TX17	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX175	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX178	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX183	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX183	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX185	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX188	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG56	TX192	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX197	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX199	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX20	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX201	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX202	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX203	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG56	TX207	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX210	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX211	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX24	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX25	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX28	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX30	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX37	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX402	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX409	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX424	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX431	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX44	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX444	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX446	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX446	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG56	TX446	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX45	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX457	N	PUBLIC VEHICLESN	NONE

21/09/2015 0:00	PUBLIC VEHICLI AIG56	TX460	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX460	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG56	TX493	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG56	TX503	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG56	TX55	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX55	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX58	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX60	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX61	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG56	TX65	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX65	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX67	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG56	TX67	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG56	TX71	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
21/09/2015 0:00	PUBLIC VEHICLI AIG56	TX71	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX75	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX76	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX8	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX88	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX88	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX9	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG56	TX900	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX91	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX918	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX921	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX922	N	PUBLIC VEHICLESN	NONE
21/09/2015 0:00	PUBLIC VEHICLI AIG56	TX924	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
21/09/2015 0:00	PUBLIC VEHICLI AIG43	TX98	N	PUBLIC VEHICLESN	NONE
20/10/2015 0:00	ROADSIDE AIG60	TX199	N	ROADSIDEN	NONE
23/10/2015 0:00	CARPARK AIG 62	TX123	N	CARPARKN	NONE
23/10/2015 0:00	CARPARK AIG 62	TX167	N	CARPARKN	NONE
23/10/2015 0:00	CARPARK AIG 62	TX168	N	CARPARKN	NONE
23/10/2015 0:00	CARPARK AIG 62	TX173	N	CARPARKN	NONE
23/10/2015 0:00	CARPARK AIG 62	TX195	N	CARPARKN	NONE
23/10/2015 0:00	CARPARK AIG 62	TX209	N	CARPARKN	NONE
23/10/2015 0:00	CARPARK AIG 62	TX25	N	CARPARKN	NONE
23/10/2015 0:00	CARPARK AIG 62	TX43	N	CARPARKN	NONE
23/10/2015 0:00	CARPARK AIG 62	TX5	N	CARPARKN	NONE
23/10/2015 0:00	CARPARK AIG 62	TX500	N	CARPARKN	NONE

23/10/2015 0:00	CARPARK	AIG 62	TX505	N	CARPARKN	NONE
23/10/2015 0:00	CARPARK	AIG 62	TX52	N	CARPARKN	NONE
23/10/2015 0:00	CARPARK	AIG 62	TX67	N	CARPARKN	NONE
23/10/2015 0:00	CARPARK	AIG 62	TX915	N	CARPARKN	NONE
04/11/2015 0:00	ROADSIDE	AIG 65	TX174	N	ROADSIDEN	NONE
06/11/2015 0:00	PUBLIC VEHICLI	AIG33	TX109	N	PUBLIC VEHICLESN	NONE
06/11/2015 0:00	PUBLIC VEHICLI	AIG33	TX155	N	PUBLIC VEHICLESN	NONE
06/11/2015 0:00	PUBLIC VEHICLI	AIG33	TX39	N	PUBLIC VEHICLESN	NONE
10/11/2015 0:00	CARPARK	AIG 62	TX141	N	CARPARKN	NONE
08/01/2016 0:00	POLICE OP	AIG59	TX18	N	POLICE OPN	NONE
08/01/2016 0:00	POLICE OP	AIG57	TX26	N	POLICE OPN	NONE
08/01/2016 0:00	POLICE OP	AIG57	TX924	N	POLICE OPN	NONE
09/01/2016 0:00	POLICE OP	AIG59	TX209	N	POLICE OPN	NONE
09/01/2016 0:00	POLICE OP	AIG 65	TX24	N	POLICE OPN	ISSUE MINOR DEFECT
09/01/2016 0:00	POLICE OP	AIG 58	TX27	Y	POLICE OPY	NONE
09/01/2016 0:00	POLICE OP	AIG59	TX420	N	POLICE OPN	NONE
09/01/2016 0:00	POLICE OP	AIG57	TX43	Y	POLICE OPY	NONE
09/01/2016 0:00	POLICE OP	AIG 65	TX71	N	POLICE OPN	ISSUE MINOR DEFECT
09/01/2016 0:00	POLICE OP	AIG59	TX81	N	POLICE OPN	NONE
09/01/2016 0:00	POLICE OP	AIG59	TX921	N	POLICE OPN	NONE
03/02/2016 0:00	POLICE OP	AIG57	TX310A	N	POLICE OPN	NONE
04/02/2016 0:00	CARPARK	AIG60	TX115	N	CARPARKN	NONE
04/02/2016 0:00	CARPARK	AIG60	TX116	N	CARPARKN	NONE
04/02/2016 0:00	PUBLIC VEHICLI	AIG33	TX120	N	PUBLIC VEHICLESN	NONE
04/02/2016 0:00	PUBLIC VEHICLI	AIG33	TX128	N	PUBLIC VEHICLESN	NONE
04/02/2016 0:00	CARPARK	AIG 64	TX177	N	CARPARKN	NONE
04/02/2016 0:00	PUBLIC VEHICLI	AIG33	TX196	N	PUBLIC VEHICLESN	NONE
04/02/2016 0:00	PUBLIC VEHICLI	AIG33	TX214	N	PUBLIC VEHICLESN	NONE
04/02/2016 0:00	CARPARK	AIG60	TX28	N	CARPARKN	NONE
04/02/2016 0:00	PUBLIC VEHICLI	AIG33	TX31	N	PUBLIC VEHICLESN	NONE
04/02/2016 0:00	CARPARK	AIG 64	TX310	N	CARPARKN	NONE
04/02/2016 0:00	PUBLIC VEHICLI	AIG33	TX33	N	PUBLIC VEHICLESN	NONE
04/02/2016 0:00	CARPARK	AIG60	TX402	N	CARPARKN	NONE
04/02/2016 0:00	PUBLIC VEHICLI	AIG33	TX432	N	PUBLIC VEHICLESN	NONE
04/02/2016 0:00	PUBLIC VEHICLI	AIG33	TX444	N	PUBLIC VEHICLESN	NONE
04/02/2016 0:00	PUBLIC VEHICLI	AIG33	TX461	N	PUBLIC VEHICLESN	NONE
04/02/2016 0:00	PUBLIC VEHICLI	AIG33	TX48	N	PUBLIC VEHICLESN	NONE
04/02/2016 0:00	CARPARK	AIG56	TX49	N	CARPARKN	NONE
04/02/2016 0:00	CARPARK	AIG60	TX505	N	CARPARKN	NONE

04/02/2016 0:00 PUBLIC VEHICLI AIG33	TX56	N	PUBLIC VEHICLESN	NONE
04/02/2016 0:00 PUBLIC VEHICLI AIG33	TX78	N	PUBLIC VEHICLESN	NONE
04/02/2016 0:00 PUBLIC VEHICLI AIG33	TX87	N	PUBLIC VEHICLESN	NONE
05/02/2016 0:00 CARPARK AIG 64	TX74	N	CARPARKN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX016	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX101	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX101	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX102	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX109	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX115	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX117	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX118	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG 64	TX123	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX128	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG 64	TX128	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG 64	TX128	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX132	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX133	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX141	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX146	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG 64	TX146	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG 64	TX15	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX150	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX170	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX171	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX173	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX174	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX178	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX187	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG 64	TX191	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG 64	TX201	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX205	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX217	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX218	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX25	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX309	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX310	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG 64	TX310	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00 PUBLIC VEHICLI AIG60	TX34	N	PUBLIC VEHICLESN	NONE

25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX39	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX42	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX43	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX432	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX49	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX493	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX495	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG 64	TX5	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX500	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX53	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX57	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX58	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX6	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX62	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX63	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX73	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX88	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX911	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX913	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG 64	TX914	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX922	N	PUBLIC VEHICLESN	NONE
25/02/2016 0:00	PUBLIC VEHICLE	AIG60	TX94	N	PUBLIC VEHICLESN	NONE
19/04/2016 0:00	CARPARK	AIG60	TX11	N	CARPARKN	NONE
28/04/2016 0:00	CARPARK	AIG 65	TX126	N	CARPARKN	NONE
12/05/2016 0:00	ROADSIDE	AIG 62	TX99	N	ROADSIDEN	NONE
07/06/2016 0:00	CARPARK	AIG56	TX461	N	CARPARKN	NONE
27/06/2016 0:00	CARPARK	AIG43	TX120	N	CARPARKN	ISSUE MINOR DEFECT
27/06/2016 0:00	CARPARK	AIG43	TX80	N	CARPARKN	NONE
28/06/2016 0:00	CARPARK	AIG43	TX149	N	CARPARKN	NONE
28/06/2016 0:00	CARPARK	AIG 68	TX22	N	CARPARKN	NONE
15/08/2016 0:00	CARPARK	AIG33	TX139	N	CARPARKN	NONE
09/12/2016 0:00	POLICE OP	AIG 70	TX211	N	POLICE OPN	NONE
09/12/2016 0:00	POLICE OP	AIG 70	TX441	N	POLICE OPN	NONE
09/12/2016 0:00	POLICE OP	AIG 70	TX63	N	POLICE OPN	NONE
06/01/2017 0:00	POLICE OP	AIG 43	TX199	N	POLICE OPN	NONE
06/01/2017 0:00	POLICE OP	AIG 68	TX205	N	POLICE OPN	NONE
06/01/2017 0:00	POLICE OP	AIG 68	TX46	N	POLICE OPN	NONE
06/01/2017 0:00	POLICE OP	AIG 68	TX64	N	POLICE OPN	NONE
06/01/2017 0:00	POLICE OP	AIG 43	TX83	N	POLICE OPN	NONE

06/01/2017 0:00	POLICE OP	AIG 43	TX89	N	POLICE OPN	NONE
07/01/2017 0:00	POLICE OP	AIG 43	TX134	N	POLICE OPN	NONE
07/01/2017 0:00	POLICE OP	AIG 58	TX154	N	POLICE OPN	NONE
07/01/2017 0:00	POLICE OP	AIG 43	TX17	N	POLICE OPN	NONE
07/01/2017 0:00	POLICE OP	AIG 58	TX17	N	POLICE OPN	ISSUE MINOR DEFECT
07/01/2017 0:00	POLICE OP	AIG 43	TX172	N	POLICE OPN	NONE
07/01/2017 0:00	POLICE OP	AIG 43	TX193	N	POLICE OPN	ISSUE MINOR DEFECT
07/01/2017 0:00	POLICE OP	AIG 58	TX198	N	POLICE OPN	NONE
07/01/2017 0:00	POLICE OP	AIG 43	TX204	N	POLICE OPN	NONE
07/01/2017 0:00	POLICE OP	AIG 58	TX211	N	POLICE OPN	NONE
07/01/2017 0:00	POLICE OP	AIG 43	TX39	N	POLICE OPN	ISSUE MINOR DEFECT
07/01/2017 0:00	POLICE OP	AIG 43	TX39	N	POLICE OPN	ISSUE MINOR DEFECT
07/01/2017 0:00	POLICE OP	AIG 68	TX430	N	POLICE OPN	NONE
07/01/2017 0:00	POLICE OP	AIG 58	TX431	N	POLICE OPN	NONE
07/01/2017 0:00	POLICE OP	AIG 43	TX480	N	POLICE OPN	NONE
07/01/2017 0:00	POLICE OP	AIG 58	TX496	N	POLICE OPN	NONE
07/01/2017 0:00	POLICE OP	AIG 43	TX505	N	POLICE OPN	NONE
07/01/2017 0:00	POLICE OP	AIG 43	TX6	N	POLICE OPN	NONE
07/01/2017 0:00	POLICE OP	AIG 43	TX70	N	POLICE OPN	NONE
07/01/2017 0:00	POLICE OP	AIG 43	TX76	N	POLICE OPN	NONE
07/01/2017 0:00	POLICE OP	AIG 58	TX76	N	POLICE OPN	NONE
07/01/2017 0:00	POLICE OP	AIG 43	TX8	N	POLICE OPN	NONE
07/01/2017 0:00	POLICE OP	AIG 58	TX86	N	POLICE OPN	NONE
07/01/2017 0:00	POLICE OP	AIG 43	TX86	N	POLICE OPN	NONE
27/01/2017 0:00	ROADSIDE	AIG 70	TX8	N	ROADSIDEN	NONE
06/02/2017 0:00	CARPARK	AIG 70	TX97	N	CARPARKN	NONE
22/02/2017 0:00	CARPARK	AIG 64	TX401	N	CARPARKN	NONE
01/03/2017 0:00	CARPARK	AIG 43	TX97	N	CARPARKN	NONE
06/04/2017 0:00	CARPARK	AIG 58	TX46	N	CARPARKN	NONE
26/04/2017 0:00	CARPARK	AIG 69	TX457	N	CARPARKN	NONE
23/05/2017 0:00	CARPARK	AIG 56	TX908	N	CARPARKN	NONE
24/05/2017 0:00	ROADSIDE	AIG 64	TX111	N	ROADSIDEN	ISSUE MAJOR DEFECT
24/05/2017 0:00	ROADSIDE	AIG 64	TX401	N	ROADSIDEN	NONE
24/05/2017 0:00	ROADSIDE	AIG 64	TX93	N	ROADSIDEN	ISSUE WARNING DEFECT
25/05/2017 0:00	PUBLIC VEHICLI	AIG 70	TX107	N	PUBLIC VEHICLESN	NONE
25/05/2017 0:00	PUBLIC VEHICLI	AIG 70	TX110	N	PUBLIC VEHICLESN	NONE
25/05/2017 0:00	PUBLIC VEHICLI	AIG 62	TX128	N	PUBLIC VEHICLESN	NONE
25/05/2017 0:00	PUBLIC VEHICLI	AIG 70	TX151	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
25/05/2017 0:00	PUBLIC VEHICLI	AIG 70	TX159	N	PUBLIC VEHICLESN	NONE

25/05/2017 0:00	PUBLIC VEHICLI	AIG 70	TX177	N	PUBLIC VEHICLESN	NONE
25/05/2017 0:00	PUBLIC VEHICLI	AIG 70	TX179	N	PUBLIC VEHICLESN	NONE
25/05/2017 0:00	PUBLIC VEHICLI	AIG 70	TX184	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
25/05/2017 0:00	PUBLIC VEHICLI	AIG 62	TX208	N	PUBLIC VEHICLESN	NONE
25/05/2017 0:00	PUBLIC VEHICLI	AIG 62	TX215	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
25/05/2017 0:00	PUBLIC VEHICLI	AIG 62	TX22	N	PUBLIC VEHICLESN	NONE
25/05/2017 0:00	PUBLIC VEHICLI	AIG 70	TX22	N	PUBLIC VEHICLESN	NONE
25/05/2017 0:00	PUBLIC VEHICLI	AIG 70	TX40	N	PUBLIC VEHICLESN	NONE
25/05/2017 0:00	PUBLIC VEHICLI	AIG 62	TX40	N	PUBLIC VEHICLESN	NONE
25/05/2017 0:00	PUBLIC VEHICLI	AIG 70	TX40	N	PUBLIC VEHICLESN	NONE
25/05/2017 0:00	PUBLIC VEHICLI	AIG 70	TX41	N	PUBLIC VEHICLESN	NONE
25/05/2017 0:00	PUBLIC VEHICLI	AIG 62	TX478	N	PUBLIC VEHICLESN	NONE
25/05/2017 0:00	PUBLIC VEHICLI	AIG 70	TX500	N	PUBLIC VEHICLESN	NONE
25/05/2017 0:00	PUBLIC VEHICLI	AIG 70	TX505	N	PUBLIC VEHICLESN	NONE
25/05/2017 0:00	PUBLIC VEHICLI	AIG 62	TX52	N	PUBLIC VEHICLESN	NONE
25/05/2017 0:00	PUBLIC VEHICLI	AIG 70	TX8	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
25/05/2017 0:00	PUBLIC VEHICLI	AIG 70	TX83	N	PUBLIC VEHICLESN	NONE
25/05/2017 0:00	PUBLIC VEHICLI	AIG 70	TX87	N	PUBLIC VEHICLESN	NONE
25/05/2017 0:00	PUBLIC VEHICLI	AIG 70	TX90	N	PUBLIC VEHICLESN	NONE
25/05/2017 0:00	PUBLIC VEHICLI	AIG 70	TX97	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
21/06/2017 0:00	CARPARK	AIG 69	TX182	N	CARPARKN	NONE
03/07/2017 0:00	CARPARK	AIG 70	TX111	N	CARPARKN	NONE
03/07/2017 0:00	CARPARK	AIG 70	TX112	N	CARPARKN	NONE
03/07/2017 0:00	CARPARK	AIG 70	TX114	N	CARPARKN	NONE
03/07/2017 0:00	CARPARK	AIG 70	TX96	N	CARPARKN	NONE
03/08/2017 0:00	POLICE OP	AIG 43	TX157	N	POLICE OPN	NONE
04/08/2017 0:00	POLICE OP	AIG 47	TX411	N	POLICE OPN	NONE
04/08/2017 0:00	POLICE OP	AIG 70	TX421	N	POLICE OPN	NONE
09/09/2017 0:00	POLICE OP	AIG 67	TX118	N	POLICE OPN	NONE
09/09/2017 0:00	POLICE OP	AIG 68	TX131	N	POLICE OPN	ISSUE MINOR DEFECT
09/09/2017 0:00	POLICE OP	AIG 68	TX140	N	POLICE OPN	ISSUE MINOR DEFECT
09/09/2017 0:00	PUBLIC VEHICLI	AIG 62	TX212	N	PUBLIC VEHICLESN	NONE
09/09/2017 0:00	PUBLIC VEHICLI	AIG 62	TX27	N	PUBLIC VEHICLESN	NONE
09/09/2017 0:00	POLICE OP	AIG 67	TX41	N	POLICE OPN	NONE
09/09/2017 0:00	POLICE OP	AIG 68	TX45	N	POLICE OPN	ISSUE MINOR DEFECT
09/09/2017 0:00	POLICE OP	AIG 68	TX477	N	POLICE OPN	ISSUE MINOR DEFECT
09/09/2017 0:00	POLICE OP	AIG 62	TX494	N	POLICE OPN	NONE
09/09/2017 0:00	PUBLIC VEHICLI	AIG 62	TX88	N	PUBLIC VEHICLESN	NONE
10/09/2017 0:00	POLICE OP	AIG 68	TX096	N	POLICE OPN	NONE

10/09/2017 0:00	POLICE OP	AIG 62	TX1	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX11	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 68	TX118	N	POLICE OPN	ISSUE MINOR DEFECT
10/09/2017 0:00	POLICE OP	AIG 62	TX127	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX133	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 68	TX139	N	POLICE OPN	ISSUE MINOR DEFECT
10/09/2017 0:00	POLICE OP	AIG 62	TX145	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX153	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 68	TX153	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX163	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX170	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX18	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 68	TX189	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX190	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX194	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX197	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX197	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX202	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 68	TX204	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX207	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX212	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX27	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX27	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX310	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX33	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX33	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX38	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX41	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX41	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 68	TX412	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX412	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX416	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX416	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX423	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX424	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX446	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX454	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX476	N	POLICE OPN	ISSUE MINOR DEFECT
10/09/2017 0:00	POLICE OP	AIG 62	TX476	N	POLICE OPN	NONE

10/09/2017 0:00	POLICE OP	AIG 62	TX492	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 68	TX495	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX499	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX53	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX63	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX72	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 68	TX77	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX77	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX8	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX8	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 68	TX83	N	POLICE OPN	ISSUE MINOR DEFECT
10/09/2017 0:00	POLICE OP	AIG 62	TX88	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX918	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX95	N	POLICE OPN	NONE
10/09/2017 0:00	POLICE OP	AIG 62	TX96	N	POLICE OPN	NONE
19/09/2017 0:00	CARPARK	AIG 43	TX186	N	CARPARKN	NONE
19/09/2017 0:00	CARPARK	AIG 43	TX466	N	CARPARKN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX113	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX116	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX118	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX12	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX139	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX145	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX145	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX174	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX180	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX182	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX189	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX195	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	CARPARK	AIG 58	TX2	N	CARPARKN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX208	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX209	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX217	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX25	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX423	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX44	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX441	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX45	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX456	N	PUBLIC VEHICLESN	NONE

21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX462	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX462	N	PUBLIC VEHICLESN	ISSUE MINOR DEFECT
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX464	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX482	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	POLICE OP	AIG 58	TX487	N	POLICE OPN	NONE
21/09/2017 0:00	POLICE OP	AIG 58	TX487	N	POLICE OPN	ISSUE MINOR DEFECT
21/09/2017 0:00	POLICE OP	AIG 58	TX499	N	POLICE OPN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX52	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX54	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX79	N	PUBLIC VEHICLESN	NONE
21/09/2017 0:00	PUBLIC VEHICLI	AIG 58	TX85	N	PUBLIC VEHICLESN	NONE
22/09/2017 0:00	POLICE OP	AIG 68	TX12	N	POLICE OPN	NONE
22/09/2017 0:00	POLICE OP	AIG 43	TX151	N	POLICE OPN	NONE
22/09/2017 0:00	POLICE OP	AIG 43	TX170	N	POLICE OPN	NONE
22/09/2017 0:00	POLICE OP	AIG 43	TX18	N	POLICE OPN	NONE
22/09/2017 0:00	POLICE OP	AIG 43	TX310	N	POLICE OPN	NONE
22/09/2017 0:00	POLICE OP	AIG 43	TX41	N	POLICE OPN	NONE
22/09/2017 0:00	POLICE OP	AIG 43	TX420	N	POLICE OPN	NONE
22/09/2017 0:00	POLICE OP	AIG 43	TX420	N	POLICE OPN	NONE
22/09/2017 0:00	POLICE OP	AIG 43	TX494	N	POLICE OPN	NONE
22/09/2017 0:00	POLICE OP	AIG 64	TX496	N	POLICE OPN	NONE
22/09/2017 0:00	POLICE OP	AIG 64	TX925	N	POLICE OPN	NONE
22/09/2017 0:00	POLICE OP	AIG 43	TX925	N	POLICE OPN	NONE
22/09/2017 0:00	POLICE OP	AIG 43	TX926	N	POLICE OPN	NONE
01/11/2017 0:00	ROADSIDE	AIG 62	TX182	N	ROADSIDEN	NONE
01/11/2017 0:00	ROADSIDE	AIG 62	TX207	N	ROADSIDEN	NONE
01/11/2017 0:00	ROADSIDE	AIG 68	TX460	N	ROADSIDEN	NONE
01/11/2017 0:00	ROADSIDE	AIG 70	TX56	N	ROADSIDEN	NONE
01/11/2017 0:00	ROADSIDE	AIG 69	TX62	N	ROADSIDEN	NONE
01/11/2017 0:00	ROADSIDE	AIG 62	TX902	N	ROADSIDEN	NONE
01/11/2017 0:00	ROADSIDE	AIG 68	TX917	N	ROADSIDEN	NONE
28/11/2017 0:00	POLICE OP	AIG 70	TX917	N	POLICE OPN	NONE
04/01/2018 0:00	ROADSIDE	AIG 43	TX101	N	ROADSIDEN	NONE
04/01/2018 0:00	ROADSIDE	AIG 43	TX138	N	ROADSIDEN	NONE
04/01/2018 0:00	ROADSIDE	AIG 43	TX156	N	ROADSIDEN	NONE
04/01/2018 0:00	ROADSIDE	AIG 70	TX172	N	ROADSIDEN	NONE
04/01/2018 0:00	ROADSIDE	AIG 43	TX28	N	ROADSIDEN	NONE
04/01/2018 0:00	ROADSIDE	AIG 70	TX32	N	ROADSIDEN	NONE
04/01/2018 0:00	ROADSIDE	AIG 43	TX32	N	ROADSIDEN	NONE

04/01/2018 0:00	ROADSIDE	AIG 43	TX411	N	ROADSIDEN	NONE
04/01/2018 0:00	ROADSIDE	AIG 70	TX416	N	ROADSIDEN	NONE
04/01/2018 0:00	ROADSIDE	AIG 43	TX416	N	ROADSIDEN	NONE
04/01/2018 0:00	ROADSIDE	AIG 43	TX63	N	ROADSIDEN	NONE
04/01/2018 0:00	ROADSIDE	AIG 70	TX72	N	ROADSIDEN	NONE
04/01/2018 0:00	ROADSIDE	AIG 43	TX72	N	ROADSIDEN	NONE
05/01/2018 0:00	ROADSIDE	AIG 68	TX455	N	ROADSIDEN	ISSUE MAJOR DEFECT
06/01/2018 0:00	ROADSIDE	AIG 43	TX124	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX132	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX138	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 69	TX143	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX148	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX151	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX153	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX155	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX156	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX167	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX17	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX178	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX19	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX2	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX200	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX210	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 69	TX3	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX306	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX306	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX432	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX502	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX52	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX57	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX63	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX68	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX69	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 69	TX88	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX89	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 69	TX922	N	ROADSIDEN	NONE
06/01/2018 0:00	ROADSIDE	AIG 43	TX927	N	ROADSIDEN	NONE
16/01/2018 0:00	CARPARK	AIG 70	TX195	N	CARPARKN	NONE
16/01/2018 0:00	CARPARK	AIG 69	TX200	N	CARPARKN	NONE

16/01/2018 0:00	CARPARK	AIG 70	TX200	N	CARPARKN	NONE
16/01/2018 0:00	CARPARK	AIG 70	TX305	N	CARPARKN	NONE
16/01/2018 0:00	CARPARK	AIG 69	TX82	N	CARPARKN	NONE
11/04/2018 0:00	CARPARK	AIG 43	TX134	N	CARPARKN	NONE
11/04/2018 0:00	CARPARK	AIG 43	TX21	N	CARPARKN	NONE
11/04/2018 0:00	CARPARK	AIG 43	TX40	N	CARPARKN	NONE
11/04/2018 0:00	CARPARK	AIG 43	TX58	N	CARPARKN	NONE
06/08/2018 0:00	CARPARK	AIG 70	TX105	N	CARPARKN	NONE
06/08/2018 0:00	CARPARK	AIG 70	TX191	N	CARPARKN	NONE
22/08/2018 0:00	CARPARK	AIG 69	TX92	N	CARPARKN	NONE
28/08/2018 0:00	CARPARK	AIG 66	TX2	N	CARPARKN	NONE
15/10/2018 0:00	CARPARK	AIG 70	TX33	N	CARPARKN	NONE
31/10/2018 0:00	POLICE OP	AIG 70	TX160	N	POLICE OPN	NONE
31/10/2018 0:00	POLICE OP	AIG 69	TX160	N	POLICE OPN	ISSUE MINOR DEFECT
31/10/2018 0:00	POLICE OP	AIG 69	TX189	Y	POLICE OPY	NONE
07/11/2018 0:00	CARPARK	AIG 70	TX64	N	CARPARKN	NONE
28/11/2018 0:00	ROADSIDE	AIG 69	TX487	N	ROADSIDEN	NONE
14/12/2018 0:00	CARPARK	AIG 70	TX162	N	CARPARKN	NONE
14/12/2018 0:00	CARPARK	AIG 69	TX4	N	CARPARKN	NONE
14/12/2018 0:00	CARPARK	AIG 69	TX5	N	CARPARKN	NONE
14/12/2018 0:00	CARPARK	AIG 70	TX61	N	CARPARKN	NONE
20/12/2018 0:00	POLICE OP	AIG 69	TX135	N	POLICE OPN	NONE
20/12/2018 0:00	POLICE OP	AIG 69	TX153	N	POLICE OPN	NONE

TAXI's		
CAL_YR	STATION	Total
2014	AUTHORISED AIS STATION	5
	INTERSTATE	15
	S1	688
2014 Total		708
2015	INTERSTATE	22
	S1	538
2015 Total		560
2016	INTERSTATE	12
	S1	524
2016 Total		536
2017	INTERSTATE	9
	S1	557
2017 Total		566
2018	AUTHORISED AIS STATION	1
	INTERSTATE	7
	S1	604
2018 Total		612
2019 YTD	INTERSTATE	3
	S1	175
2019 YTD Total		178
TOTAL		3160

RIDESHARE		
CAL_YR	STATION	Total
2015	AUTHORISED AIS STATION	3
	INTERSTATE	2
	S1	3
2015 Total		8
2016	AUTHORISED AIS STATION	372
	INTERSTATE	378
	S1	206
2016 Total		956
2017	AUTHORISED AIS STATION	931
	INTERSTATE	44
	S1	223
2017 Total		1198
2018	AUTHORISED AIS STATION	1301
	INTERSTATE	40
	S1	296
2018 Total		1637
2019 YTD	AUTHORISED AIS STATION	339
	INTERSTATE	15
	S1	94
2019 YTD Total		448
TOTAL		4247

WHEELCHAIR TAXI DRIVER AIRPORT NON COMPLIANCE WARNINGS

WAT	Driver	Operator	Network	Date of breach	Verbal Warning	Date	Written Warning	Date	Deactivation of Pin & or Infringement	NOTES		
900	Sch 2 2.2(a)(ii)		Sch 2 2.2(a)(xi)									
901												
902				11/12/2017	x							
903					x							
904					x							
905				11/12/2017	x							
906					x							
907				23/11/2017	x							
908					x							
909					x							
910					x							
911				26/10/2017	x							
912												
913				11/12/2017								Called 13 WATS for Permission!!
914												
915				26/10/2017	x							Operator of 915 - 917
916												
917				12/12/2017	x	12/12/2017	x					Operator of 915 - 917
918				23/11/2017	x	11/12/2017	x			x 12/12/2017 ? Permission		Driver states he got permission but 13WATS say he didn't???
919												
920	23/11/2017	x	11/12/2017	x					Called 13 WATS for Permission!!12/12/2017			
921												
922												
923												
924	23/11/2017	x	11/12/2017	x	12/12/2017	x						
925	23/11/2017	x										
926	26/10/2017	x	12/12/2017	x								
926	12/12/2017	x										
928												
929	26/10/2017											
929	23/11/2017	x	12/12/2017	x								
930	26/10/2017	x	12/12/2017	x								

TAXIS FOUND UN-ROADWORTHY AT AIRPORT

Taxi/Rideshare/HC Rego Number	Date	Driver	Roadworthy Y/N	Recalled Y/N	Operator	Booking Service	Authorised Person	Referred to TransACT Y/N	Cleared Y/N	Authorised Person	Referred to HMVR Y/N	Verbal Warning	Written Warning	Deactivation of P/N & or Infringement	Comments
492	11/12/2017		N	Y	Sch 2 2.2(a)(ii)	Sch 2 2.2(a)	Sch 2 2.2(a)(ii)	Y 12/12/17	y	Sch 2 2.2(a)(ii)	N 13/12/17	x			Bald Front Right Tyre
148	11/12/2017		N	Y				Y 12/12/17				x			Bald All 4 Tyres
431	11/12/2017		N	Y				Y 12/12/17	y		N 13/12/17	x			Bald Left Tyre
200	11/12/2017		N	Y				Y 12/12/17	y		N 13/12/17	x			Bald Front Right and Left Tyre
184	11/12/2017		N	Y				Y 12/12/17	y		N 13/12/17	x			Bald Left Rear Tyre

Sch 2 2.2(a)(ii)

Sch 2 2.2

SYSTEM AUDIT OF WATS AT AIRPORT AT PEAK TIMES

WAT	Date	Time	Driver	Date	Time	Driver	Date	Time	Driver	Date	Time	Driver	Date	Time	Driver
901															
902	11-Dec	8:55		11-Dec	9:15										
903	11-Dec	8:55		11-Dec	9:26		12-Dec	9:50							
904															
905															
906															
907															
908	11-Dec	8:20													
909															
910	11-Dec	8:40		12-Dec	8:50										
911															
912															
913	13-Dec	8:16													
914															
915	11-Dec	8:55		11-Dec	9:15										
916															
917	11-Dec	8:55		11-Dec	9:15		11-Dec	9:55		12-Dec	3:40	Sch 2.2.2(a)(i)	13-Dec	8:55	Sch 2.2.2(a)(ii)
918	11-Dec	8:55													
919															
920															
921															
922	13-Dec	8:16	Sch 2.2.2(a)(ii)												
923															
924	13-Dec	8:16													
925	11-Dec	8:20													
926	11-Dec	8:55		12-Dec	3:40	Sch 2.2.2(a)(ii)	13-Dec	8:16	Sch 2.2.2(a)(ii)						
927															
928															
929	11-Dec	9:08													
930	11-Dec	8:55 (UN)		12-Dec	8:50		13-Dec	8:55	Sch 2.2.2(a)(ii)						

Mon Tue Wed **Thurs**

8am - 10am 2pm - 4pm



ACT

Government

Chief Minister, Treasury and
Economic Development

Sch 2 2.2(a)(ii)

Dear Sch 2 2.2(a)(ii)

AUDIT RESULT FOR ACCREDITED TAXI OPERATOR Sch 2 2.2(a)(ii)

An audit was recently conducted on your public passenger service accreditation.

The documents you have now provided appear complete and in order, resulting in a satisfactory audit being recorded.

Should you have any questions or concerns in relation to this audit, please do not hesitate to contact me on Sch 2 2.2(a)(ii)

As discussed another audit will be conducted in approximately 3 months time to ensure your processes continue to work effectively.

Thank you for your co-operation in this audit process.

Regards

Sch 2 2.2(a)(ii)

Public Transport Regulation

07/05/2015



Access
Canberra.

Sch 2 2.2(a)(ii)

Dear Sch 2 2.2(a)(ii)

Audit Result for Accredited Public Passenger Service Operator Sch 2 2.2(a)(ii)

I refer to the audit of your taxi service operator accreditation which was undertaken with you at the Dickson Motor Vehicle Registry on 16 September 2016.

During this audit you were unable to provide some of the relevant documentation required to demonstrate compliance with your Accepted Service Standards. As a result an unsatisfactory audit has been recorded and this letter constitutes an Improvement Notice. A copy of your Audit Report is attached for your records.

Therefore, as discussed, the following practices must be addressed and amended prior to a follow-up audit being conducting in three months time:

1. Appropriate records of your drivers and the shifts they drive.
2. Appropriate records of process to confirm drivers check equipment/report faults.
3. Appropriate records for all maintenance and servicing of your vehicles.
4. Insurance renewal schedule for both taxis.
5. Disciplinary process for dealing with complaints and non-compliant drivers.

Failure to comply with this request at the follow up audit will result in a further unsatisfactory audit being recorded and disciplinary action may be taken against your accreditation.

I would also remind you that it is an offence under the regulations to sub-lease or allow another person to operate your taxis. If you are going on holidays for more than two weeks you must complete and submit an Application for Temporary Operation of Taxi Service form.

Should you have any questions or concerns in relation to this audit please contact Sch 2 2.2(a)(ii)

Yours sincerely

Sch 2 2.2(a)(ii)

Public Transport Regulation
21 September 2016

TAXI SERVICE OPERATOR AUDIT REPORT

OPERATOR		Sch 2 2.2(a)(ii)		AUDITOR(S)	Sch 2 2.2(a)(ii)	DATE	16/9/16
Minimum Service Standard	Satisfactory	Satisfactory	Minor Satisfactory	Requested Info	Comments		
RECORDS REPORTING & DOCUMENTATION							
Persons involved in the operation of the taxi service are all "relevant persons" under the accreditation.			X		Operator admitted that driver of TX422 was operating the vehicle for approx 4 months		
Are all vehicles operated by the operator recorded against the operator's accreditation?	X						
Are records maintained for 4 years, sequentially and legibly?			X		Operator advised to keep records for 4 years		
Is there a system in place for managing lost property?	X				Nothing documented, but drivers are aware of lost property protocols		
Did the operator have a current Certificate of Currency for each vehicle?	X						
Is there a system in place to identify insurance expiry dates?			X		Operator stated he relies on insurance to send reminder to his mobile phone/email		
DRIVER MANAGEMENT							
Are Driver Licences recorded and do they match the records of undertaken shifts?			X		Operator produced a photocopy of driver licences, but could not produce a record of when drivers drove the vehicles. Relied on mobile phone message to determine who was driving and when.		
Is there a record of drivers Licence PVDAC (or interstate equivalent)?	X						
What evidence do you have that driver licenses are monitored to ensure they hold the correct conditions?			X		No records provided		
Is there a process to verify the visa status and any working conditions of drivers?				X	No records provided -- operator claimed he checked Visa status.		
Is there a system for management of driver discipline issues?				X	No records provided -- operator advised that if any issues raised he would talk to driver in first instance and would 'get rid of them' if they didn't improve		

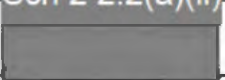
Is there a procedure in place to ensure drivers are aware of their responsibilities under the Public Passenger Services Regulation?				Not covered at audit
Summary of complaints history discussed with operator.		X		Operator claimed no complaints rec'd.
VEHICLE SERVICE & MAINTENANCE				
Is scheduled maintenance being undertaken at correct intervals (manufacturer's standards)?			X	Operator did not provide documentation to substantiate if compliant
Is there a system for drivers to report faults?			X	Operator did not provide documentation to substantiate if compliant
Is there a consistent record of maintenance and repairs?			X	Operator did not provide documentation to substantiate if compliant
Is any in-house maintenance being undertaken by operator, if so what repairs?				N/A
Is there mechanisms in place to check equipment (eg. security cameras) are maintained and serviceable?			X	Not covered at audit
Is there a vehicle and inspection program in place, and, are faults reported to operators?		X		Operator did not provide any completed envelopes or documents to support compliance with this requirement
Is there a system in place to ensure taximeters are calibrated and tested within 3 months of a fare increase?			X	No documents provided to support compliance
WHEELCHAIR ACCESSIBLE TAXIS (WAT) Where applicable				
Is there a process to ensure all drivers have undertaken appropriate training?				
Were certificates/records provided?				

AUDITORS SIGNATURE	Sch 2 2.2(a)(ii)	Satisfactory	Unsatisfactory	Improvement Notice Issued
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Sch 2 2.2(a)(ii) TAXI SERVICE OPERATOR AUDIT CHECKLIST

OPERATOR [REDACTED] AUDITOR Sch 2 2.2(a)(ii) DATE 02.07.19

Minimum Service Standard	Satisfactory	Satisfactory Non-	Requested Info	Comments
RECORDS, REPORTING & DOCUMENTATION				
Persons involved in the operation of the taxi service are all "relevant persons" under the accreditation.	✓			Sch 2 2.2(a)(ii) [REDACTED] - main driver (only) (1 month) - Sends driver details to CBX to verify PIN & drivers licence.
Are all vehicles operated by the operator recorded against the operator's accreditation?	✓			
Are records maintained for 12 months, sequentially and legibly?		✓	✓	Require receipts for 2018 repairs as marked on schedule kept by operator
Is there a system in place for managing lost property?	✓			governed by CBX
System in place to ensure current insurance policy?	✓			issued on 28/6/18 - 11/3/18 - 11/3/19 - Direct debit.
DRIVER MANAGEMENT				
Are Driver Licences recorded and do they match the records of undertaken shifts?	✓			Sole driver - if more employed will keep shift details.
Is there a record of drivers Licence PVDAC (or interstate equivalent)?	✓			Sighted - PVDAC licence of only driver.
What evidence do you have that driver licenses are monitored to ensure they hold the correct conditions?	✓			
Is there a process to verify the visa status and any working conditions of drivers?	✓			
Is there a system for management of driver discipline issues?	✓			
Is there a procedure in place to ensure drivers are aware of their responsibilities under the Public Passenger Services Regulation?	✓			meets regularly & has meetings.
Summary of complaints history discussed with operator.	✓			

PROGRAMMED MAINTENANCE			
Has the Operator listed their repairers and are they licensed repairers?	✓		list repairers against Spreadsheet for any work done.
Is scheduled maintenance being undertaken at correct intervals (manufacturer's standards)?	✓		
Is there a system for drivers to report faults?	✓		driver to contact operator & operator advises what action to take for repairs.
Is there a consistent record of maintenance and repairs?	✓		
Is any in house maintenance being undertaken by operator, if so what repairs?			N/A.
Is there mechanisms in place to check equipment (e.g. security cameras) are maintained and serviceable?	✓		Sch 2 2.2(a)(ii) arranges.
Is there a vehicle and inspection program in place, and, are faults reported to operators?	✓		
Is there a documented cleaning program in place (What occurs and regularity)?	✓		driver cleans every 3 days or as required.
Is there a system in to ensure taximeters are calibrated and tested within 3 months of a fare increase?	✓		advised to keep record for any future calibrations.
INSURANCE			
Does the operator have a Certificate of Currency for each vehicle? Is the policy current or has there been any gaps in the cover?	✓		
Is there a system in place to identify insurance expiry dates?	✓		monthly inskillments deducted.
WHEELCHAIR ACCESSIBLE TAXIS (WAT) (Where applicable)			
Is there a process to ensure all drivers have undertaken appropriate training? And, can they provide certificates?			
Is there a process in place for the operator to ensure that drivers give priority to wheelchair passenger hiring's			
AUDITORS SIGNATURE		PASS	<input checked="" type="checkbox"/> PASS <input type="checkbox"/> FAIL

02/07/2018



ACT
Government

**Access
Canberra.**

Sch 2 2.2(a)(ii)

Dear Sch 2 2.2(a)(ii)

AUDIT RESULT FOR ACCREDITED TAXI OPERATOR Sch 2 2.2(a)(ii)

An audit was recently conducted of your public passenger service accreditation on 9 July 2018.

The documents you provided appear complete and in order and demonstrate your compliance with the Service Standards, resulting in a satisfactory audit result being achieved.

Should you have any questions in relation to this audit, please do not hesitate to contact our office on Sch 2 2.2(a)(ii)

Thank you for your co-operation during this audit process.

Regards,

Sch 2 2.2(a)(ii)

Public Transport Regulation & Audit

27 July 2018

TAXI SERVICE OPERATOR AUDIT CHECKLIST

OPERATOR	Sch 2 2.2(a)(ii) [redacted]			AUDITOR	Sch 2 2.2(a)(ii)	DATE	9/7/18
Minimum Service Standard	Satisfactory	Satisfactory	Non-Satisfactory	Requested Info	Comments		
RECORDS, REPORTING & DOCUMENTATION							
Persons involved in the operation of the taxi service are all "relevant persons" under the accreditation.				N/A.			
Are all vehicles operated by the operator recorded against the operator's accreditation?				Yes.			
Are records maintained for 12 months, sequentially and legibly?	✓			✓	service & maintenance records receipt provided for past 12 months. No driver records provided		
Is there a system in place for managing lost property?					Cdnexpress.		
System in place to ensure current insurance policy?							
DRIVER MANAGEMENT							
Are Driver Licences recorded and do they match the records of undertaken shifts?					operator had photocopy of 2 drivers did not have records of shifts when drivers were driving		
Is there a record of drivers Licence PVDAC (or interstate equivalent)?	✓						
What evidence do you have that driver licenses are monitored to ensure they hold the correct conditions?							
Is there a process to verify the visa status and any working conditions of drivers?							
Is there a system for management of driver discipline issues?					Yes		
Is there a procedure in place to ensure drivers are aware of their responsibilities under the Public Passenger Services Regulation?							
Summary of complaints history discussed with operator.					N/A		

PROGRAMMED MAINTENANCE			
Has the Operator listed their repairers and are they licensed repairers?			receipts / invoices provided
Is scheduled maintenance being undertaken at correct intervals (manufacturer's standards)?	✓		
Is there a system for drivers to report faults?	✓		
Is there a consistent record of maintenance and repairs?	✓		
Is any in house maintenance being undertaken by operator, if so what repairs?	✓		oil
Is there mechanisms in place to check equipment (e.g. security cameras) are maintained and serviceable?			any faults reported to operator
Is there a vehicle and inspection program in place, and, are faults reported to operators?	✓		Yes
Is there a documented cleaning program in place (What occurs and regularity)?			
Is there a system in to ensure taximeters are calibrated and tested within 3 months of a fare increase?	✓		Yes thr TRS (CBX).
INSURANCE			
Does the operator have a Certificate of Currency for each vehicle? Is the policy current or has there been any gaps in the cover?	✓		
Is there a system in place to identify insurance expiry dates?	✓		
WHEELCHAIR ACCESSIBLE TAXIS (WAT) (Where applicable)			
Is there a process to ensure all drivers have undertaken appropriate training? And, can they provide certificates?			
Is there a process in place for the operator to ensure that drivers give priority to wheelchair passenger hiring's?			
AUDITORS SIGNATURE	Sch 2 2.2(a)(ii)	PASS	FAIL X

operator advised email would be sent to advise / confirm what he still needs to provide



ACT
Government

**Access
Canberra.**

Sch 2 2.2(a)(ii)

Dear Sch 2 2.2(a)(ii)

AUDIT RESULT FOR PUBLIC PASSENGER SERVICE OPERATOR - Sch 2 2.2(a)(ii)

An audit was conducted on your taxi service operator accreditation on 6 November 2018.

The documents you provided appear complete and in order and demonstrate your compliance with the Service Standards, resulting in a satisfactory audit result being recorded.

Should you have any questions in relation to this audit, please do not hesitate to contact our office on Sch 2 2.2(a)(ii) or email taxiservices@act.gov.au.

Thank you for your co-operation during this audit process.

Yours sincerely

Sch 2 2.2(a)(ii)

Public Transport Regulation & Audit

6 November 2018

TAXI SERVICE OPERATOR AUDIT CHECKLIST

OPERATOR	Sch 2 2.2(a)(ii)			AUDITOR	Sch 2 2.2(a)(ii)	DATE	6/7/18
Minimum Service Standard	Satisfactory	Satisfactory Non-	Requested Info	Comments			
RECORDS, REPORTING & DOCUMENTATION							
Persons involved in the operation of the taxi service are all "relevant persons" under the accreditation.	✓						
Are all vehicles operated by the operator recorded against the operator's accreditation?	✓			TX429, TX918			
Are records maintained for 12 months sequentially and legibly?	✓						
Is there a system in place for managing lost property?	✓			takes to police station or base gets receipt.			
System in place to ensure current insurance policy?	✓			Direct debit - monthly.			
DRIVER MANAGEMENT							
Are Driver Licences recorded and do they match the records of undertaken shifts?	✓						
Is there a record of drivers Licence PVDAC (or interstate equivalent)?	✓						
What evidence do you have that driver licences are monitored to ensure they hold the correct conditions?	✓			Online & match PIN - Confirms with Sch 2 2.2(a)(ii)			
Is there a process to verify the visa status and any working conditions of drivers?	✓			only has 1 ppl with visa conditions - 3 days/wk			
Is there a system for management of driver discipline issues?	✓			folder in emails for any driver issues. (Sighted) Very good system set up.			
Is there a procedure in place to ensure drivers are aware of their responsibilities under the Public Passenger Services Regulation?	✓			Jockeying personally - advises rules & regulations.			
Summary of complaints history discussed with operator.	✓						

PROGRAMMED MAINTENANCE			
Has the Operator listed their repairers and are they licensed repairers?	✓		
Is scheduled maintenance being undertaken at correct intervals (manufacturer's standards)	✓		
Is there a system for drivers to report faults?	✓		takes photos, completes envelopes
Is there a consistent record of maintenance and repairs?	✓		spreadsheet with date, type, km's, workshops invoice numbers
Is any in house maintenance being undertaken by operator, if so what repairs?			NO
Is there mechanisms in place to check equipment (e.g. security cameras) are maintained and serviceable?	✓		
Is there a vehicle and inspection program in place, and, are faults reported to operators?	✓		
Is there a documented cleaning program in place (What occurs and regularity)?	✓		alternate days for standard - every Sunday WAT
Is there a system in to ensure taximeters are calibrated and tested within 3 months of a fare increase?	✓		
INSURANCE			
Does the operator have a Certificate of Currency for each vehicle? Is the policy current or has there been any gaps in the cover?	✓		
Is there a system in place to identify insurance expiry dates?	✓		
WHEELCHAIR ACCESSIBLE TAXIS (WAT) (Where applicable)			
Is there a process to ensure all drivers have undertaken appropriate training? And, can they provide certificates?	✓		verify's through smartmove system.
Is there a process in place for the operator to ensure that drivers give priority to wheelchair passenger hiring's?	✓		
AUDITORS SIGNATURE	Sch 2 2.2(a)(ii)	PASS	✓
		FAIL	

TAXI SERVICE OPERATOR AUDIT CHECKLIST

OPERATOR	Sch 2 2.2(a)(ii)	AUDITOR		DATE	6/11/18
VEHICLE(S)		ACCREDITATION NUMBER			
Service Standards	Satisfactory	Non-satisfactory	More Information	Comments	
RECORDS, REPORTING & DOCUMENTATION					
Evidence that records are maintained for a minimum of 2 years.	✓				
Evidence that taximeter calibrations are conducted within 3 months of fare change.	✓			etc automatically downloaded - new meters	
What systems are in place for handling lost property?	✓			Smartmove lost property - records where it has been dropped.	
DRIVER MANAGEMENT					
Records of driver's details, ie licence/PVDAC provided.	✓			Sch 2 2.2(a)(ii) drivers only	
Evidence of driver records detailing dates and times of shifts undertaken for all drivers	✓			as required.	
PROGRAMMED MAINTENANCE					
Evidence of vehicle maintenance and servicing, including, the date, type and details of who conducted the repairs or maintenance.	✓			receipts produced - Corey is repairer or other engineer.	
What system is in place for drivers to inspect vehicles/equipment before the use of the taxi and report any faults	✓			Shift envelope - checklist / vehicle issues. * would like to use smart move checklist *	
INSURANCE					
Evidence provided of current certificate of currency of Public liability insurance	✓				
What system is in place to ensure policy is current at all times	✓				

WHEELCHAIR ACCESSIBLE TAXIS (WAT) (Where applicable)			
Evidence provided that drivers have undertaken appropriate training.	✓		
What processes are in place to ensure that drivers give priority to wheelchair passenger hirings.	✓		<i>check records, look @ end of shift.</i>
What is the process if drivers do not give priority to wheelchair passengers.	✓		

PASS	✓	FAIL		IMPROVEMENT NOTICE	
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