

Australian Capital Territory

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 required 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 required equipment used to monitor safety are repaired expeditiously;
- (6) ensure that security devices are monitored and any security incidents promptly responded to;
- (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;
- (2) ensure that taximeters are calibrated and tested within three (3) months of a fare change or when requested by the manufacturer;

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PART 3 Handling Customer Inquiries & Customer Complaints

- 3.1 A complaint in this part means any negative feedback that relates to possible breaches of the road rules and/or regulation and may result in endangerment to public safety.
- 3.2 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 have procedures for managing 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.