

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, and other required 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, 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 rideshare vehicle.

1.2 The driver of a rideshare service must report to the rideshare vehicle licensee vehicle defects and faults (including to equipment) that prevent use as a rideshare vehicle immediately after becoming aware of the defect or fault.

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.