

Australian Capital Territory

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, 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, 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.

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

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.

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
- (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;

DRAFT – TAXI INDUSTRY REFORM IMPLEMENTATION WORKING GROUP

(b) securing 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.