

Australian Capital Territory

Road Transport (Public Passenger Services) (Minimum Service Standards—Taxi Network) Approval 2007 (No 1)

Disallowable instrument DI2007– 170

made under the

Road Transport (Public Passenger Services) Regulation 2002, section 18B (Minimum service standards for regulated services)

EXPLANATORY STATEMENT

Section 18B(1) of the *Road Transport (Public Passenger Services) Regulation 2002* (the Regulation) requires the Road Transport Authority to approve minimum service standards for the operation of a regulated service including a taxi network. An approval under section 18B(1) is a disallowable instrument by virtue of section 18B(4).

Schedule 1 of the Instrument sets out the minimum requirements that must be consistently met by a Taxi Network.

Two amendments have been made to the Minimum Service Standards for a taxi network.

Part 7 of the Minimum Service Standards deals with services for wheelchair accessible taxis. Part 7.1 (6) requires a network to establish a dedicated phone number for hirings for wheelchair-dependent people and has been amended to add 'and ensure the phone number is recorded with White Pages Directory Listings as the phone number for wheelchair taxis'.

Part 10 of the Minimum Service Standard deals with processes for customer inquiries and complaints. A new Part 10.5 has been added to require a network to ensure the network's phone number for complaints is recorded with White Pages Directory Listings and is identified as the "Office", "Administration", or "Complaints" phone number in the Directory Listings.

These changes will allow the public to have continuous access to phone numbers for making complaints and booking wheelchair accessible taxis.