

Australian Capital Territory

Road Transport (Public Passenger Services) (Minimum Service Standards for Taxi Services) Approval 2010 (No1)

Disallowable instrument DI2010—203

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 for Taxi Services) Approval 2010 (No 1)*.

2 Commencement

This instrument commences on the day after notification.

3 Approval

I approve the standards contained in Schedule 1 as the Minimum Services Standards for the Operation of a Taxi Service.

4 Revocation

I revoke Disallowable instrument DI2007-236 notified on 15 October 2007.

Gary John Byles
Road Transport Authority

27 August 2010

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SCHEDULE 1

MINIMUM SERVICE STANDARDS FOR TAXI SERVICES

PART 1 Minimum Service Standard for Cleaning, Servicing, Inspection, Maintenance & Repair of Taxis (Including Compliance with Section 93 (Maintenance of Taxis))

- 1.1 The Operator of a Taxi Service must implement a regular maintenance, service and inspection program for taxis to ensure compliance with the manufacturer's standards for the vehicles. The program must include:
- (1) ensuring appropriate facilities (whether those of the taxi service or of a contractor of the operator) are available to service, maintain and repair the operator's vehicle;
 - (2) ensuring the people undertaking the servicing, maintenance and repairs of taxis are appropriately qualified and have a trade certificate or licence for the work they are performing;
 - (3) if the operator undertakes "in-house" servicing, providing the details and relevant qualifications of persons who will do the servicing;
 - (4) for servicing, maintenance or repairs of taxis carried out on behalf of the Operator, having suitable arrangements in place to ensure the taxis comply with the Act;
 - (5) for servicing, maintenance or repairs of taxis carrying out the work out on behalf of the Operator, providing the details of the person carrying out the work, and the place where those activities will be carried out;
 - (6) equipment, including equipment that monitors driver safety i.e. security cameras, GPS and alarms is maintained and serviceable at all times, and will be repaired immediately on report of any defects or faults;
 - (7) ensuring that taximeters comply with the Authority Approved Taximeter Standards;
 - (8) ensuring that taximeters are calibrated and tested within three (3) months of a fare change or when requested by the manufacturer;
 - (9) ensuring that records are kept for all taximeter calibrations and testing and provide evidence, when requested by the Authority that the meter has been calibrated and tested in accordance with the Standards.

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- (10) ensuring that while the taxi is operating as a taxi, its fittings are clean and undamaged, properly fitted and securely in place, fully operational and comply with any Standards approved by the Authority; and
- (11) ensuring a process is in place for drivers to inspect taxis before every shift and a mechanism for reporting vehicle defects and faults (including to equipment) is available.

1.2 The Operator of a Taxi Service must implement a cleaning program that ensures taxis are cleaned on a regular basis. The cleaning program must include, at a minimum:

- (1) the frequency of general cleaning and what is undertaken, eg vacuuming, wash windows, door trim etc;
- (2) who will conduct the cleaning;
- (3) how often detailed cleaning will occur; and
- (4) what detailed cleaning will be undertaken.

The areas to be cleaned include:

- (1) the interior including the boot compartment;
- (2) the exterior including the body and door panels, the bumper bars, the trim, the wheels and the affiliated network decals; and
- (3) fittings including seats, seat covers, floor coverings and any device or equipment required to be installed under the *Road Transport (Public Passenger Services) Regulation 2002* or Authority approved Standards.

PART 2 Minimum Service Standard for Making and Management of Records

2.1 The Operator of a Taxi Service must maintain records which are capable of being audited for:

- (1) the date maintenance was undertaken for any taxi used to operate the taxi service;
- (2) repairs and type of maintenance conducted;
- (3) details on who conducted the maintenance;
- (4) the date when equipment or devices installed in or on the taxi were checked, tested or serviced; and
- (5) the dates and times that each driver drove a particular taxi.

PART 3 Minimum Service Standard for the Operation of a Taxi Service

3.1 The Operator of a Taxi Service must:

- (1) if the taxi service is operated by a corporation, ensure no person other than the directors, office holders or managers have management of the day-to-day operations of the taxi service;
- (2) ensure that if a vehicle has been suspended from a network's booking system, because the vehicle did not pass a roadworthy inspection and is deemed to be unsafe, that the vehicle is not used as a taxi;
- (3) provide to taxi drivers employed or otherwise utilised by the Operator a copy of the Operator's Accepted Service Standards, and if there are specific rules governing the operation of the taxi service, a copy of those rules;
- (4) ensure that taxi drivers employed or otherwise utilised are made aware of their responsibilities to the public under the *Road Transport (Public Passenger Services) Regulation 2002*; and
- (5) ensure that when arrangements are made for the bailment of the taxi, or employment of a taxi driver, such arrangements will bind those persons to the Operator's Accepted Service Standards and affiliated taxi network provider's rules and Standards.

PART 4 Minimum Service Standard for Compliance with Section 97 (Taxi drivers to hold appropriate driver licence or authority)

4.1 The Operator of a Taxi Service must:

- (1) regularly check the expiry dates of driver licences and authorities held by drivers employed, or otherwise utilised to ensure licences and authorities remain current;
- (2) as requested by the Authority from time to time, provide the Authority with a list of all drivers used by the Operator for the provision of the taxi service, including the driver's full name and address, and driver licence or driver authority number; and
- (3) if notified by the affiliated network or the Authority that a driver's licence has been suspended or cancelled, ensure that the person does not drive a taxi for the Operator.

PART 5 Minimum Service Standard for the Operation of Wheelchair Accessible Taxis

- 5.1 The Operator of a Wheelchair Accessible Taxi Service must:
- (1) ensure that all taxi drivers employed or otherwise utilised for wheelchair accessible taxis (WATs) can be directed by the Operator or network, through the condition of employment or
 - (2) bailment of the taxi, to respond and give priority to the disabled community;
 - (3) ensure that the Authority is advised if circumstances arise that will result in a WAT being unable to undertake taxi services for more than a twenty-four (24) hour period; and
 - (4) in accordance with any amendment of the WAT licence to impose a condition requiring private hirings to be notified to the network, inform drivers that all private hirings must be notified to the network as soon as the hiring is accepted.
- 5.2 The operator of a Wheelchair Accessible Taxi Service must implement a Disability Access Plan that must include, at a minimum:
- (1) a description of their wheelchair accessible taxi service and how it will be provided to the disabled community;
 - (2) details of how taxi drivers of WATs will be managed;
 - (3) details of processes for ensuring that taxi drivers of the WAT must accept a wheelchair hiring in preference to a standard hiring and of the consequences for driver of failure to attend a wheelchair hiring request;
 - (4) details of processes for ensuring that taxi drivers of the WAT, have the appropriate training or competencies, as required by the Authority;
 - (5) details of processes for ensuring in-service or remedial training is provided for drivers, including:
 - i. the loading and unloading of wheelchairs;
 - ii. restraining wheelchairs into WAT vehicles;
 - iii. effective communication skills; and
 - iv. correctly completing the Taxi Subsidy Vouchers and Lift fee Only vouchers.

- 5.3 The operator of a Wheelchair Accessible Taxi must ensure copies of certificates which indicate that a driver of a wheelchair accessible taxi has undertaken appropriate training or been assessed as competent as undertaking WATs duties are retained and provided to the Authority on request.

PART 6 Minimum Service Standard for the Monitoring of Safety and Training of Taxi Drivers

- 6.1 The Operator of a Taxi Service must:

- (1) adhere to the Standards for Security Cameras approved by the Authority if any taxi is fitted with a security camera system; and
- (2) ensure that any defects or faults reported for equipment that monitors the safety of drivers is repaired expeditiously.

- 6.2 The Operator of a Taxi Service must ensure training programs are undertaken by taxi drivers as required by the network to which the Operator is affiliated, concerning the use of any communications equipment, alarms, vehicle tracking devices and security cameras used by the network.

PART 7 Minimum Service Standard for How Contraventions of Road Transport Legislation by Taxi Drivers will be Handled

- 7.1 The Operator of a Taxi Service must:

- (1) ensure that taxi drivers are aware of the affiliated taxi network provider's disciplinary procedures; and
- (2) take appropriate action against taxi drivers who smoke within the taxi or return taxis in an unclean condition.

PART 8 Minimum Service Standard for Insurance

- 8.1 The Operator of a Taxi Service who operates with more than one taxi must implement a system to allow for the easy identification of each public vehicle policy expiry date.
- 8.2 The Operator of a Taxi Service must provide evidence of the currency of the public vehicle policy at the request of the Authority or any other authorised person.