

Road Transport (Public Passenger Services) Transport Booking Services—Service Standards 2016 (No 1)*

Disallowable instrument DI2016–203

made under the

Road Transport (Public Passenger Services) Regulation 2002, section 20B (Service standards for regulated services)

1 Name of instrument

This instrument is the *Road Transport (Public Passenger Services) Transport Booking Services—Service Standards 2016 (No 1)*.

2 Determination

I approve the standards contained in Schedule 1 as the Service Standards for the conduct of a Transport Booking Service.

3 Revocation of previous instruments

Disallowable Instruments DI2010-202 and DI2001-244 (as notified on the ACT Government Legislation Register) are revoked.

3 Commencement

This instrument commences on 1 August 2016.

Craig Simmons
Delegate
Road Transport Authority, Access Canberra

29 July 2016

SCHEDULE 1

SERVICE STANDARDS FOR TRANSPORT BOOKING SERVICES

PART 1 Reliable and Efficient Provision of Services

1.1 A Transport Booking Service (**TBS**) must:

- (1) ensure that the booking service is operational (directly or through another entity) to the public twenty-four (24) hours a day, seven (7) days week (except in relation to hire car services);
- (2) promptly remove an affiliated driver's access to the booking service if notified by the Road Transport Authority (the **Authority**) that the driver's licence or authorisation to drive a public passenger vehicle has been suspended, cancelled or has expired;
- (3) promptly cease the provision of booking services to an affiliated operator vehicle if the Authority has advised the TBS that their accreditation or licence to operate a vehicle as a public passenger vehicle has been suspended, cancelled or has expired;
- (4) advise the Authority, within a reasonable period:
 - (a) when an affiliated operator/driver connects or ceases to be affiliated with the TBS;
 - (b) for a TBS with affiliated taxi operators/drivers, if a taxi vehicle is not being operated on a regular basis.

PART 2 Safety

2.1 A TBS must ensure that:

- (1) if notified by the Authority that an affiliated vehicle is not roadworthy promptly remove the vehicle from the booking service system;
- (2) for security systems such as cameras, GPS tracking devices, duress alarms and other equipment used for safety purposes provided by the TBS:
 - (a) they comply with Standards approved by the Authority;
 - (b) they are operational during hirings; and
 - (c) there is the ability to capture data from the devices and permit access to that data by police, road transport authority

or other authorised person as required for regulatory purposes, as soon as practicable.

- (3) agreed procedures with the Authority are in place to ensure that affiliated drivers have the relevant skills and knowledge required to provide services.

PART 3 Customers

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 A TBS must:

- (1) respond to the Authority within seven (7) days after a customer complaint has been forwarded to the TBS by the Authority;
- (2) have procedures for handling and recording customer complaints and dispute resolution;
- (3) ensure that accredited operators and drivers affiliated with the TBS are aware of the TBS' customer inquiries, and complaints procedures.

3.3 A TBS must have procedures for:

- (1) managing lost property; and
- (2) ensure that accredited operators and drivers affiliated with the TBS are aware of the TBS' lost property procedures.

3.4 A TBS must ensure the TBS' contact details are publicly available and easily identified for complaints, dispute resolution and lost property purposes.

Example – details may be made available through telephone directory listings, the TBS' website or a mobile electronic device application.

PART 4 Taxi Subsidy Scheme (TSS) Payments

4.1 A TBS providing services to taxis must:

- (1) have a process in place for processing TSS payments; and
- (2) ensure records kept for the program are capable of being audited at all times.

PART 5 Performance reporting – Taxis

- 5.1 A TBS with affiliated taxis must record the performance information required under Parts 8 & 9 for its affiliated taxi vehicles operating in the ACT.
- 5.2 On or before the fourteenth day from the start of each quarter, as directed by the Authority, a TBS must provide to the Authority the following information covering the immediately preceding three (3) months:
- (1) information required under parts 7 and 8; and
 - (2) the number of meter activations.

PART 6 Performance Reporting – Rideshare

- 6.1 A TBS with affiliated rideshare services must record the performance information required under part 8 for its affiliated rideshare vehicles operating in the ACT.
- 6.2 On or before the fourteenth day from the start of each quarter, as directed by the Authority, a TBS must:
- (1) provide to the Authority the information required under part 9 about its affiliated rideshare vehicles covering the immediately preceding three (3) months

PART 7 Certain Records to Be Kept – Performance Information

- 7.1 Where a TBS is required to record performance information, the TBS must:
- (1) record the following information for the relevant affiliated service:
 - (a) Peak periods (8.00am – 10.00am & 3.00pm – 5.00pm Monday - Friday):
 - (i) percentage of hirings having a maximum waiting time of no more than 18 minutes; and
 - (ii) percentage of hirings having a maximum waiting time of no more than 30 minutes;
 - (b) All other times
 - (i) percentage of hirings having a maximum waiting time of no more than 10 minutes; and

- (ii) percentage of hirings having a maximum waiting time of no more than 20 minutes.

PART 8 Performance Reporting – Quarterly

8.1 Where a TBS is required to provide information to the Authority, the TBS must:

- (1) report on the following information for the relevant affiliated service, and for the relevant period:

Market

- (a) number of hirings –
 - (i) in total;
 - (ii) over a 24 hour period;
- (b) for hirings not subject to part 8, the percentage of hirings occurring within peak periods;

Price

- (c) average fare price;
- (d) percentage of fares subject to additional price elements, for example surge pricing, jump-the-queue pricing;

Service quality

- (e) average wait times for:
 - (i) the ACT and
 - (ii) any one of the metropolitan districts under the Districts Act 2002 (ie Canberra Central, Woden Valley, Weston Creek, Tuggeranong, Belconnen & Gungahlin);
- (f) customer satisfaction, either:
 - (i) number of complaints (as defined in 3.1) and average time taken to respond to complaints; or
 - (ii) average service feedback ratings.

PART 9 Handling of Contraventions of Road Transport Legislation

9.1 Within three (3) months of commencement of the Minimum Service Standards, a TBS must have in place, a driver monitoring and disciplinary program including the arrangements for:

- (1) dealing with drivers who have been reported to the TBS as having breached the Road Transport legislation or the TBS rules, or are alleged to have engaged in illegal or harassing behaviour, including matters under ACT and Commonwealth disability discrimination law; and
- (2) identifying and notifying the Authority of serious disciplinary matters.

Example - the linkages between the complaints and disciplinary processes, and the establishment of 'triggers' for when a series of complaints about a driver warrant investigation by the TBS or referral to the Authority or when a single complaint is considered serious enough to be referred to the Authority.

PART 10 Accessibility – Wheelchair Accessible Taxis (only when a WTBS is not operating)

10.1 A TBS providing services for Wheelchair Accessible Taxis (**WAT**) must:

- (1) ensure that procedures are in place for drivers to accept a wheelchair hiring if on attendance at a location for a standard hiring, a person in a wheelchair requires such transport;
- (2) ensure that the Authority is advised of any driver of a WAT who refuses to accept, or does not respond within a reasonable time to, a request for a hiring for a person in a wheelchair;
- (3) ensure that a dedicated manager for WATs (the WAT manager) is available between the hours of 7.00am and 7.00pm weekdays and Christmas Day;
- (4) ensure that by 7.30am on every day of the year, all wheelchair hirings booked before 12 midnight on the previous day, are allocated to a WAT so as to:
 - (a) minimise waiting times for passengers in wheelchairs;
 - (b) minimise 'dead running' for each WAT;
 - (c) facilitate the allocation of long standing hirings with a particular WAT to that WAT;
- (5) implement strategies to ensure each WAT driver has fair and equitable access to wheelchair hirings, including using incentives, penalties or other mechanisms to ensure that all jobs are covered;
- (6) establish a dedicated phone number for wheelchair hirings and ensure the phone number is recorded with White Pages Directory Listings and on any format/website used by the TBS as the phone number to book a WAT;

- (7) ensure that every person who books a WAT through the TBS is given the opportunity of leaving a contact phone number for the TBS to use in the event of a delayed pick-up;
- (8) in every case where a pick-up for wheelchair hiring will be more than 30 minutes after the booked or agreed time of pick-up, the TBS must endeavour to contact the person who booked the hiring to advise of this delay, if a contact number is provided;
- (9) accept a request from a person who pre books a wheelchair hiring for a preferred driver for that hiring;
- (10) keep a register for all regular WAT clients subject to their consent to include:
 - (a) name;
 - (b) address;
 - (c) contact details;
 - (d) any special needs;
 - (e) type of wheelchair used;
- (11) ensure that records are kept to allow the Authority to take action against a WAT driver or an operator who does not give priority to a wheelchair hiring.

PART 11 Performance Reporting – Wheelchair Accessible Taxis (only when a WTBS is not operating)

11.1 A TBS providing services to WAT must, after 12 months of operating:

- (1) meet or exceed the following performance standards:
 - (a) Peak Periods (8.00am – 9.00am and 2.00pm – 4.00pm Monday to Friday)
 - (i) 85% of hirings have a maximum waiting time of no more than 18 minutes
 - (ii) 95% of hirings have a maximum waiting time of no more than 30 minutes

- (b) All other times:
 - (i) 85% of all hirings have a maximum waiting time of no more than 10 minutes
 - (ii) 95% of all hirings have a maximum waiting time of no more than 20 minutes;
- (2) ensure the maximum waiting time for a person who requests a taxi as soon as possible by telephone is measured from the time when the person ends the telephone conversation with the taxi network to the time when the taxi driver notifies the arrival of the taxi at the place requested by the hirer;
- (3) ensure the maximum waiting time for a person who requests a taxi at a specified time is measured by the time elapsed from the time specified to the time when the taxi driver notifies the arrival of the taxi at the place requested by the hirer; and
- (4) ensure that the average waiting time for any one of the metropolitan districts under the *Districts Act 2002* (ie Canberra Central, Woden Valley, Weston Creek, Tuggeranong, Belconnen & Gungahlin) is no more than 15 minutes longer than the overall Canberra average waiting time.

11.2 A TBS must record the performance of its WAT Taxis for:

- (1) Peak Periods:
 - (a) less than 10 minutes;
 - (b) between 10 and 18 minutes;
 - (c) between 18 and 30 minutes;
 - (d) between 30 and 60 minutes; and
 - (e) more than 60 minutes
- (2) All Other Times:
 - (a) less than 10 minutes;
 - (b) between 10 and 20 minutes;
 - (c) between 20 and 30 minutes;
 - (d) between 30 and 60 minutes; and

- (e) more than 60 minutes.
- 11.3 A TBS may adjust the waiting times for each hiring involving a wheelchair to compensate for the taximeter not being engaged until after the wheelchair has been loaded and tied down.
- 11.4 A TBS providing services to WAT must also record any hiring that involves a wheelchair that exceeds a sixty (60) minute wait and identify the:
- (1) location;
 - (2) time;
 - (3) length of wait; and
 - (4) reasons for delay.
- 11.5 A TBS providing services to WATs must also record, for each WAT:
- (1) the number of allocated school hirings;
 - (2) the number of booked wheelchair hirings;
 - (3) the number of standard hirings; and
 - (4) the number of high occupancy hirings.
- 11.6 A TBS providing services to WATs must also record, for each WAT:
- (1) the number of days each vehicle was on the road;
 - (2) the average number of hours per day the vehicle was on the road;
 - (3) the number of wheelchair hirings accepted and the number of hirings rejected.
- 11.7 Each category in clause 11.2 must also be provided as a percentage of the individual WAT's total number of hirings.
- 11.8 A TBS providing services to WAT must advise if any WAT affiliated with the TBS was not available for any twenty-four (24) hour period or longer.
- 11.9 On or before the fourteenth (14th) day from the start of each quarter year, as directed by the Authority, a TBS must:
- (1) provide to the Authority the following information about its WAT vehicles covering the immediately preceding three (3) months:

- (a) information required under part 9; and
- (b) information required under parts 11.1-11.10.

PART 12 Driver Monitoring – Wheelchair Accessible Taxis (only when a WTBS is not operating)

12.1 A TBS providing services to WAT must include in the taxi driver monitoring program, processes and procedures to address specific breaches by WAT drivers including:

- (1) a failure to operate the dispatch system when the WAT is operational;
- (2) a failure to notify the WAT manager in a timely fashion of any private hirings accepted; and/or
- (3) a refusal to take a wheelchair passenger when reasonably directed by the WAT manager.