

# Road Transport (Public Passenger Services) Rideshare Services—Service Standards 2018 (No 1)

## Disallowable instrument DI2018–65

made under the

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

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### 1 Name of instrument

This instrument is the *Road Transport (Public Passenger Services) Rideshare Services—Service Standards 2018 (No 1)*.

### 2 Determination

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

### 3 Commencement

This instrument commences on 30 April 2018.

### 4 Revocation of previous standards

I revoke DI2016-202 Road Transport (Public Passenger Services) Rideshare Services – Service Standards 2016 (No 1).

Craig Simmons  
Delegate  
Road Transport Authority, Access Canberra

12 April 2018

## SCHEDULE 1

### SERVICE STANDARDS FOR RIDESHARE SERVICES

#### PART 1 Safety

- 1.1 The rideshare vehicle licensee of a rideshare service must:
- (1) ensure that a rideshare vehicle is maintained, serviced and inspected so it remains roadworthy at all times;
  - (2) ensure that a rideshare vehicle that does not pass a roadworthy inspection or has safety equipment that is not working, and is deemed to be unsafe is not made available for use as a rideshare vehicle;
  - (3) ensure (where relevant) there is an ability for drivers (other than the licensee) to inspect a vehicle before use for rideshare services and report vehicle or equipment defects and faults;
  - (4) provide the Authority full details of all security devices that they have installed or arranged to be installed in a rideshare vehicle, such as security cameras, GPS tracking devices or other equipment used to monitor safety;
  - (5) for security devices under 1.1(4), ensure that there is the ability to capture data from the security devices and access that data as required for regulation purposes;
  - (6) where a third-party (other than an affiliated transport booking service) is used for the purposes of 1.1(5), provide the Authority with the third-party provider's contact details;
  - (7) ensure that known defects with security devices and other equipment used to monitor safety are repaired promptly.
- 1.2 The driver of a rideshare service must:
- (1) drive in a safe manner at all times, and not negligently or wilfully move, drive or cause the vehicle to be moved or driven so that any person is subject to risk of injury;
  - (2) ensure that if a baby capsule or child restraint is provided, that it meets the standards provided under the *Road Transport (Safety and Traffic Management) Regulation 2017* and has no defects, such as a damaged harness belt, or significant cracks to the body of the device; and
  - (3) report to the rideshare vehicle licensee vehicle defects and faults that prevent use as a rideshare vehicle immediately after becoming aware of the defect or fault.

## **PART 2 Customers**

- 2.1 The driver of a rideshare service must comply with procedures set by the relevant affiliated TBS for a hiring in relation to:
- (1) customer inquiry, feedback and complaints;
  - (2) lost property procedures.
- 2.3 The driver of a rideshare service must comply with the requirements of the *Discrimination Act 1991*.

## **PART 3 Certain Records Must Be Kept**

- 3.1 The rideshare vehicle licensee of a rideshare service must maintain records, to be kept for a period of not less than 2 years, which are capable of being audited for:
- (1) the period of time a vehicle is made available to a driver; and
  - (2) electrical, mechanical or structural repairs for maintaining the roadworthiness of a rideshare vehicle – including the date, type and details of who conducted the repairs or maintenance.
- 3.2 Records to be maintained for the purposes of 3.1 (1), may be maintained by the affiliated transport booking service of the driver.