

Australian Capital Territory

# Road Transport (Public Passenger Services) Independent Taxi Service Operator—Service Standards 2020 (No 1)\*

Disallowable instrument DI2020–28

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) Independent Taxi Service Operator—Service Standards 2020 (No 1)*.

## 2 Commencement

This instrument commences on the day after notification.

## 3 Determination

I make the service standards contained in Schedule 1 for an independent taxi service operator.

## 4 Definitions

***Independent taxi service operator*** means a taxi service operator approved under the *Road Transport (Public Passenger Services) Regulation 2002* as an independent taxi service operator

***Taxi service*** see section 47 of the *Road Transport (Public Passenger Services) Act 2001*.

## 5 Revocation

This instrument revokes *Road Transport (Public Passenger Services) Independent Taxi Services—Service Standards 2016 (No 1)* DI2016-205.

Richard Glenn

Director General of the Justice and Community Safety Directorate as a road transport authority

28 March 2020

\*Name amended under Legislation Act, s 60

Note: Section 16 (3) of the *Road Transport (General) Act 1999* defines the road transport authority. This section in conjunction with the Administrative Arrangements determines which Director-General is the road transport authority for certain provisions of the road transport legislation.

## SCHEDULE 1

### SERVICE STANDARDS FOR INDEPENDENT TAXI SERVICE OPERATORS

#### PART 1 SAFETY

- 1.1 The operator and any driver of an independent taxi service must comply with the current service standards for taxi services except in relation to:
- (1) clause 3.1;
  - (2) clause 3.2; and
  - (3) clause 4.2.
- 1.2 The operator of an independent taxi service must advise the road transport authority (**the Authority**), within a reasonable period, if a taxi vehicle is not being operated on a regular basis.

#### PART 2 CUSTOMERS

- 2.1 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.
- 2.2 The operator of an independent taxi service must:
- (1) establish procedures for handling and recording customer complaints and dispute resolution; and
  - (2) respond to the Authority within seven (7) days after a customer complaint has been forwarded to the operator by the Authority.
- 2.3 The operator of an independent taxi service must have procedures for managing lost property.

#### PART 3 ACT TAXI SUBSIDY SCHEME (TSS) PAYMENTS

- 3.1 The operator of an independent taxi service must develop and implement procedures for processing TSS payments.

#### PART 4 CERTAIN RECORDS MUST BE KEPT

- 4.1 The operator of an independent taxi 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 date, time, origin and destination of every hiring;
- (2) the vehicle used, and the driver details, for every hiring;
- (3) customer complaints and the resolution of customer complaints;
- (4) TSS payments (as applicable); and
- (5) lost property.

## **PART 5 CERTAIN RECORDS TO BE KEPT – PERFORMANCE INFORMATION**

5.1 An independent taxi service operator must record the following information for the service:

- (1) Peak periods (8.00am – 10.00am & 3.00pm – 5.00pm Monday - Friday)
  - (a) percentage of hirings having a maximum waiting time of no more than 18 minutes; and
  - (b) percentage of hirings having a maximum waiting time of no more than 30 minutes
- (2) All other times
  - (a) percentage of hirings having a maximum waiting time of no more than 10 minutes; and
  - (b) percentage of hirings having a maximum waiting time of no more than 20 minutes.

## **PART 6 PERFORMANCE REPORTING - QUARTERLY**

6.1 An independent taxi service operator must report on the following information for the service, on or before the fourteenth day from the start of each quarter year, as directed by the Authority:

- (1) number of hirings (including meter activations or booked hirings as appropriate) at peak times and all other times;
- (2) average fare price;
- (3) number of complaints;
- (4) average time taken to respond to complaints;
- (5) number of new drivers; and

(6) number of meter activations.

|