

2002

**THE LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY**

**ROAD TRANSPORT (PUBLIC PASSENGER SERVICES)
REGULATIONS 2002**

APPROVAL OF TAXI NETWORK PERFORMANCE STANDARDS

EXPLANATORY STATEMENT

Circulated by authority of

Bill Wood MLA
Minister for Urban Services

AUSTRALIAN CAPITAL TERRITORY

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DISALLOWABLE INSTRUMENT - DI 2002 -12

EXPLANATORY STATEMENT

Overview

The Road Transport (Public Passenger Services) Act 2001 and regulations made under it permit the Road Transport Authority to approve Standards for the performance of taxi services pursuant to sub-regulation 81(1) of the Road Transport (Public Passenger Services) Regulations 2002.

The Standards commence on 1 March 2002 and are the first such Standards to be approved by the Authority.

The Standards are consistent with the approach adopted for performance of taxi service hirings waiting times under the Memorandum of Understanding between the ACT Government and Aerial Taxi Cabs Co-operative Society Limited. The principal impact of Performance Standards will be to give greater responsibility to networks for the delivery and performance of taxi services and increase customer satisfaction.

Details

The Standards set the minimum performance levels that must be consistently maintained by all Accredited Taxi Network Providers for the waiting times experienced by hirers. The Performance Standards do not apply to taxi hirings that occur through hailings or taxi ranks.

To ensure high customer satisfaction minimum performance measures are contained in the Standards. To measure industry trends and performance closely, the Performance Reporting Standards require reports to be submitted on a monthly basis. Performance measures attained and reports submitted to the Road Transport Authority will be subject to an annual independent audit that must be reconciled with the reports submitted to the Authority.