

# Road Transport (Public Passenger Services) (Minimum Service Standards for Taxi Services) Approval 2006 (No 1)

## Disallowable instrument DI2006–41

made under the Road Transport (Public Passenger Services) Regulation 2002, section 18B (Minimum service standards for regulated services)

## EXPLANATORY STATEMENT

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Section 18B(1) of the *Road Transport (Public Passenger Services) Regulation 2002* (the Regulation) requires the Road Transport Authority (the Authority) to approve minimum service standards for the operation of a regulated service. Section 6 of the Regulation provides that a regulated service is:

- a bus service
- a taxi network
- a taxi service
- a restricted taxi service
- a hire car service
- a restricted hire car service.

An approval under section 18B(1) is a disallowable instrument by virtue of section 18B(4).

Schedule 1 of the Instrument sets out the minimum requirements that must be consistently maintained by the operator of a taxi service.

### **PART 1      Minimum Service Standard for Cleaning, Servicing, Maintenance & Repair of Taxis**

Part 1 requires the operator of a taxi service to implement a maintenance, service and inspection program to ensure vehicles comply with the manufacturer's maintenance standards.

Under Part 1 the operator must:

- ensure only appropriate facilities and appropriately trained repairers are engaged to service, maintain and repair the operator's vehicles;

- ensure if “in house” servicing will be undertaken, the Authority is provided with the name and qualifications for the person responsible for those duties;
- supply to the Authority the details of the person and place where any servicing, maintenance and repairs of taxis will be carried out on behalf of the operator;
- ensure all equipment installed to monitor driver safety is serviceable and maintained at all times and will be repaired immediately if any defects or faults are reported; and
- ensure that taximeters comply with Authority approved Taximeter Standards.

Also under Part 1 the operator is required to establish a cleaning program to ensure that while vehicles are operating, the interior and exterior of the taxis are clean and undamaged.

## **PART 2 Minimum Service Standard for Making and Management of Records**

Part 2 requires the operator of a taxi service to maintain records capable of being audited for:

- the date any maintenance of taxis was conducted;
- the repairs and type of maintenance conducted;
- the details of the persons who completed the maintenance or repairs;
- the date when any equipment was installed, checked, tested or serviced; and
- the full details for all drivers of the taxi service, including the name and address of the driver and the driver licence or authority number.

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

Under Part 3, if a corporation operates the taxi service, the operator must ensure only the directors, office holders or managers have management of the day-to-day operations of the taxi service.

The operator must ensure all drivers are aware of their responsibilities under the *Road Transport (Public Passenger Services) Regulation 2002* and provide all drivers with a copy of the operators Accepted Service Standards and any rules governing the operation of a taxi service. In addition, the operator must ensure arrangements for a taxi driver are such that the driver is bound to the operator’s Accepted Service Standards and the affiliated network provider’s rules and Accepted Service Standards.

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

Part 4 requires the operator of a taxi service to regularly check the expiry dates of driver licences and authorities for drivers employed or otherwise utilised by the taxi service. Under Part 4, the operator must provide the Authority with a list of all drivers used for the operation of the taxi service and if notified by the Authority or affiliated network of the suspension or cancellation of a drivers licence, the operator must ensure the driver does not drive taxis for the operator.

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

Under Part 5, the operator of a taxi service who operates wheelchair accessible taxis (WATs) must ensure all drivers have completed any training or competencies that are required by the Authority, before driving WATs for the operator. The operator must keep copies of any certificates issued to a driver after successfully completing any relevant training courses and ensure any in-service or remedial training is provided to drivers as required.

Under Part 5 the operator must ensure preference is given to wheelchair hirings and that drivers are aware of the consequences for not adhering to this requirement.

If the Authority amends WAT licences to require private hirings to be notified to the network, the operator must instruct drivers to notify the network of all private hirings.

**PART 6 Minimum Service Standard for the Monitoring of Safety and Training of Hire Car Drivers**

Under Part 6, the operator of a taxi service must adhere to the Standards set by the Authority for taxis fitted with a security camera system. If any faults or defects of equipment utilised to monitor the safety of drivers are reported, the operator must ensure repairs are completed immediately.

Also under Part 6, the operator must ensure drivers complete training in the use of any equipment, as required by the affiliated network.

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

Under Part 7 the operator must ensure that taxi drivers are aware of the network's disciplinary procedures. The operator must also take appropriate action against any driver who smokes within a taxi.

## **PART 8      Minimum Service Standard for Insurance**

The operator of a taxi service must create a process to ensure all public vehicle policies remain current, and provide the Authority with evidence of the currency of public vehicle policies held by the operator.