

Australian Capital Territory

Road Transport (Public Passenger Services) (Minimum Service Standards—Independent Taxi Services) Approval 2012 (No 1)

Disallowable instrument DI2012–34

made under the

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

EXPLANATORY STATEMENT

Section 18B(1) of the *Road Transport (Public Passenger Services) Regulation 2002* (the Regulation) requires the Road Transport Authority to approve Minimum Service Standards for the operation of a regulated 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 Service Standards (MSS) that must be met by an independent taxi service operator.

MSS for taxi operators relate to vehicle cleanliness and maintenance, driver training and how contravention of road transport legislation by taxi drivers will be handled.

The MSS for Independent Taxi Service operators incorporates all the requirements of other taxi service operators, with some modifications to reflect the independence of the participants in the independent taxi service operator pilot from a network. These modifications relate to the monitoring of driver and passenger safety, performance reporting, complaints handling and managing lost property.

These additional service standards are required to be met by an independent taxi service operator as they will not be affiliated with a taxi network.