

Australian Capital Territory

Road Transport (Public Passenger Services) Demand Responsive Services— Service Standards 2016 (No 1)

Disallowable instrument DI2016-207

made under the

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

EXPLANATORY STATEMENT

Section 20B of the *Road Transport (Public Passenger Services) Regulation 2002* permits the Road Transport Authority (the **Authority**) to make service standards for demand responsive services under the ACT's road transport legislation.

The purpose of this instrument is to replace the *Road Transport (Public Passenger Services) (Minimum Service Standards for Demand Responsive Services) Approval 2006 (No 1)* DI 2006-172 to enable the Authority to set the (minimum) service standards for demand responsive services rather than approve the accepted service standards for demand responsive services.

This disallowable instrument has the effect of determining service standards for demand responsive services.

The service standards address elements of vehicle parking, cleaning, servicing and maintenance. The standards also address requirements for managing the booking service, keeping records of business activities, driver licensing, driver training, safe driving practices, managing contraventions of legislation, managing customer inquiries, lost property, and serious incidents.

The instrument is in force until it is amended or revoked.