

Australian Capital Territory

Road Transport (Public Passenger Services) Transport Booking Service— Service Standards 2020 (No 1)

Disallowable instrument DI2020–31

made under the

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

EXPLANATORY STATEMENT

Section 20B (1) of the *Road Transport (Public Passenger Services) Regulation 2002* allows the road transport authority to make service standards for regulated services. Regulated services include transport booking services. Under section 20B (3) a service standard is a disallowable instrument.

The service standards address elements of vehicle servicing and maintenance, safety, record keeping and customer service.

The purpose of this instrument is to amend Part 2 of the service standards to introduce requirements for a transport booking service to ensure that affiliated drivers and affiliated operators comply with applicable service standards that apply to the regulated service they are affiliated driver for (for example, rideshare services, taxi services)

This amendment is being introduced to protect users of taxi services in response to the current health situation. The well-being of users is the ACT Government's priority. This change will remain in place until the current situation changes.

Other minor amendments have been made to the instrument to align with current drafting practices.

No other amendments have been made to this instrument.