

# Road Transport (Public Passenger Services) Independent Taxi Services Eligibility Criteria Approval 2012 (No 1)

Notifiable Instrument NI 2012 - 133

made under the

*Road Transport (Public Passenger Services) Regulation 2002, s154C (Eligibility criteria)*

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## 1. Name of instrument

This instrument is the Road Transport (Public Passenger Services) Independent Taxi Services Eligibility Criteria Approval 2012 (No 1).

## 2. Commencement

This instrument commences on the date after notification.

## 3. Approval

I approve the Independent Taxi Services Eligibility Criteria specified in Schedule 1 of this instrument.

Kathy Leigh  
Road Transport Authority  
8 March 2012

## INDEPENDENT TAXI SERVICES ELIGIBILITY CRITERIA

The Independent Taxi Services Pilot (the pilot) will operate for 3 years from the day the pilot commences. Before the expiry date of the pilot, the Road Transport Authority (the Authority) will conduct a review of the pilot's operation and report to the Minister on whether the scheme contributes to improved taxi services and whether it should continue as a permanent feature of ACT taxi arrangements.

### 1 Eligibility Criteria

To be eligible to participate in the Pilot an accredited taxi operator must:

- (a) have held continuous accreditation for a minimum period of 4 years from the date of application to join the pilot;
- (b) have demonstrated a consistent record of customer service (as evidenced by no or minimal complaints about the person in their capacity as either a taxi operator or driver being referred to the Authority);
- (c) have demonstrated a consistent record of compliance with the requirements of operators as to the standard of taxi vehicles (as evidenced by no or minimal instances of improvement notices or vehicle defects being issued, failing taxi vehicle inspections or audits of minimum service standards compliance);
- (d) have demonstrated financial capacity to operate a taxi service (as evidenced by payments of taxi licence fees on time and maintaining required insurances);
- (e) otherwise satisfy the Authority that the operator is a fit and proper person to participate in the pilot, having regard to matters the Authority considers relevant, including any disclosable convictions and traffic infringements issued to the operator;
- (f) provide the Authority clear and comprehensive Accepted Service Standards, which address varied or new requirements relating to operating an independent taxi service; and
- (g) provide the Authority with a business plan for establishing and operating an independent taxi service.

In addition to providing documentation to demonstrate that the operator satisfies the eligibility criteria, the operator may be required to attend personally to expand on any of these matters to Authority officers, for the purpose of the Authority deciding whether it is satisfied the operator meets these criteria.

## **2 Ballot to Determine Entry into the Pilot**

A cap on the number of participants in the pilot has been set at 25.

If, at the commencement of the pilot, the number of taxi operators who wish to participate in the scheme and who satisfy the entry criteria exceed the cap, a ballot will be held to select the successful entrants into the pilot from this group. Those taxi operators who fail to gain entry will be placed on a ballot reserve list which will remain in force for 12 months or until another ballot is conducted, whichever comes first.

## **3 Disciplinary Process**

If a participant in the pilot ceases to satisfy the criteria for entry into the pilot, the operator will not be permitted to continue to participate in the scheme.