

Australian Capital Territory

Road Transport (Public Passenger Services) Wheelchair-Accessible Taxi Booking Service Procedures and Rules Approval 2016 (No 1)

Notifiable Instrument NI2016–414

made under the

Road Transport (Public Passenger Services) Regulation 2002, section 70S (WTBS – approval of procedures and rules)

1. Name of instrument

This instrument is the *Road Transport (Public Passenger Services) Wheelchair-Accessible Taxi Booking Service Procedures and Rules Approval 2016 (No 1)*.

2. Commencement

This instrument commences on the 1 August 2016.

3. Approval

I approve the Wheelchair-Accessible Taxi Booking Service Procedures and Rules as specified in Schedule 1 of this instrument.

4. Revocation

This instrument revokes disallowable instrument NI2016-228.

Kerry Bell
Delegate
Road Transport Authority, Access Canberra

29 July 2016

Road Transport (Public Passenger Services) Approval of the Wheelchair Accessible Taxi Centralised Booking Service Procedures and Rules 2016 (No. 1)

WHEELCHAIR-ACCESSIBLE TAXI BOOKING SERVICE

PROCEDURES AND RULES

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Definitions

CMTEDD	Chief Minister, Treasury and Economic Development Directorate
Direct	The act of ordering or instructing.
Direction	Means an order, whether verbal or written, given by the WTBS to a Driver of a wheelchair accessible taxi (WAT) that is available for hire where the Driver has not accepted the offer of a WAT booking.
Driver	Means a person licensed under the <i>Road Transport (Driver Licensing) Act 1999</i> to drive a taxi.
DVA	Means Department of Veterans Affairs
ETD	Means the Education and Training Directorate.
Fallback voucher	Means vouchers issued by CMTEDD to be used for TSS members when Cabcharge EFTPOS system is down or EFTPOS equipment is faulty.
Job	Means the arrangement between the WTBS and a Driver for the provision of a WAT to a customer at an agreed time and location.
No Show	Means a Job where the Driver cannot locate the customer who made the Booking or for whom the Booking was made.
Offer	Means an automated, verbal or written message sent to a Driver of a WAT that is available for hire for a wheelchair booking.
PIN	Means Personal Identification Number used to log in to the SmartMove System.
Private Hiring	Means a booking made by the customer directly to a Wheelchair Accessible Taxi Driver.
PVDAC	Public Vehicle Driver Authority Card
RTA	Road Transport Authority
School bookings	Means a recurring booking for the same time and location to transport students.
Taxi Service Operators	Means a person accredited under the <i>Road Transport (Public Passenger Services) Regulation 2000</i> to operate a taxi service.
TBS	Transport Booking Service
Territory	Means: <ul style="list-style-type: none"> a) When used in a geographical sense, the Australian Capital Territory; and b) When used in any other sense, the body politic established by section 7 of the Australian Capital Territory (Self-Government) Act 1988 (Clth).
TISC	Means Transport Industry Skills Centre.
TSS	Means Taxi Subsidy Scheme
Waiting Time	Means: <ul style="list-style-type: none"> a) For a person who books a WAT and such Booking is accepted by the Contractor, the time elapsed calculated from the acceptance of the Booking to the time the WAT arrives at the pick-up destination; or b) If a WAT is booked for a specific time and date and the Booking is accepted, the waiting time will be calculated from the time and date of the Booking until the Driver arrives at the pick-up point.
Waiting Time Rate	Means the waiting time rate stipulated in the Road Transport (Public Passenger Services) Maximum Fares for Taxi Services Determination.
WAT	Wheelchair Accessible Taxi
WTBS	Means Wheelchair Accessible Taxi Booking Service.

Background

Section 70S of the *Road Transport (Public Passenger Services) Regulation 2002* (the regulation) provides for the Road Transport Authority (RTA) to approve the WTBS Procedures and Rules. The purpose of the Procedures and Rules is to ensure that all Taxi Service Operators (Operators) and Drivers are aware of their obligations relating to the operation of the WTBS.

The RTA can amend the Procedures and Rules at any time. The WTBS can also apply to the RTA for approval to amend the Procedures and Rules. Relevant stakeholders may be consulted as required. Operators and Drivers will be notified if, or when, the Procedures and Rules are amended.

Objective of the WTBS

The objective of the WTBS is to improve the delivery of WAT services to clients.

Compliance with Procedures and Rules

It is an offence under the regulation for an Operator or a Driver not to comply with the WTBS approved Procedures and Rules.

All Operators and Drivers will be given a copy of the approved Procedures and Rules and will be required to sign a form to acknowledge they have received a copy of the Procedures and Rules and agree to comply with them.

New Drivers will need to sign and return the form prior to obtaining a PIN allocated by the WTBS.

Once signed, the forms will be held by the WTBS along with the Driver details.

Direction to undertake WAT work

Under section 70T of the regulation, the WTBS is required to direct a Driver to accept a wheelchair-accessible taxi hiring if the WAT is available for hire and the Driver does not accept the offer of the booking. Drivers will receive an infringement notice if they do not comply with a direction from the WTBS.

This direction is also in accordance with the conditions of the Operator's WAT licence which states, amongst other things:

- the holder of the WAT licence must ensure that while the vehicle is operating as a taxi, the vehicle must at all times be connected to the booking service providing services for WATs;
- the holder of the WAT licence must ensure that priority for the hiring of the taxi is given to wheelchair-dependent people;
- at times when there is no demand for services for wheelchair-dependent people, the vehicle may, by agreement with the WTBS, undertake standard taxi work; and
- the holder of the WAT licence must ensure the vehicle is available for bookings for wheelchair-dependent people between 0800 and 2000 on Christmas Day (25 December).

Operators are therefore required to ensure that Drivers give priority to bookings made through the WTBS at all times. The WTBS, under the direction of the ACT Government, also has the ability to implement quotas or other measures to ensure the effective servicing of bookings for people who are dependent on WATs for transportation.

In the event that a Driver refuses to perform WAT work, the WTBS will notify the RTA and disciplinary action may be taken against the Operator and the Driver of the vehicle. This situation will also be applicable where a Driver replies 'yes' to accepting a booking when the request has been sent via message, but the actual 'yes' reply is sent after the booking has been accepted by another vehicle.

Communication with WTBS

The Driver must be in two way communication with the WTBS Call Centre at all times while performing a taxi service. Whenever the Driver is operating a WAT, the Driver must be connected and logged into the SmartMove system using their Personal Identification Number (PIN) number allocated by the WTBS. When a Driver is sent an in-car message from the WTBS requesting a response, the Driver **must** respond to the WTBS as soon as it is safe to do so.

In addition, Drivers must also have their own, operating and charged, mobile phone with them, noting use of hand held devices must be in accordance with current legislation. The mobile phone number must be lodged with the WTBS. This is particularly important if the Driver alights from the vehicle so that he/she may be contacted to return to the WAT for a job if required.

Information may also be disseminated via hard copy to Operators and Drivers when they attend the Canberra Office of the WTBS.

Email communication

Email will be a regular means of communication between the WTBS Canberra office and Operators and Drivers. All Operators and Drivers are encouraged to check their email account on a regular basis and must notify the WTBS, as soon as practicable, if they change their email address.

Mobile communication

Driver mobile phone numbers and emergency contact details must be provided on the Driver Details Form held by the WTBS Canberra office. If there is a change in number, Drivers must update their records by contacting 6280 4123.

Operator and Driver meetings

The WTBS will advise Operators and Drivers of any meetings using the messaging system in SmartMove. Such meetings are not compulsory, but Operators and Drivers are welcome to attend. The location and time of the proposed meetings will be indicated on the SmartMove system.

SmartMove Training

All Drivers are to undergo basic SmartMove training which will be provided on an as needs basis through the WTBS. Training courses will be conducted when at least two drivers require training (maximum of four per session). The WTBS will provide training, free of charge for one driver (per vehicle). The cost for additional driver training will be \$50, per

driver. This payment is to be made to the 13WATS Canberra office, and a receipt will be provided. In extraordinary circumstances, one-off training may be provided for an individual but this will incur an additional \$25. A Driver can contact the WTBS Canberra Office on 62804123 to complete their paperwork and register for SmartMove training. Drivers will not be allocated a PIN until they have completed the training.

Assistance with SmartMove

All WATs should have the SmartMove handbook, provided by the WTBS, readily available within the vehicle. Should the Driver not be able to resolve an issue, help may be obtained by using the query button to contact the WTBS call centre (24 hours), or by telephoning the WTBS Canberra Office (business hours). Outside of business hours, and for urgent operational issues only, Drivers are able to call the SmartMove support line 24 hours a day on (08) 82383099.

Driver forms and PIN allocation

All Drivers are required to complete a Driver details form, provided by the WTBS Canberra office and supply their driver's licence, public vehicle driver authority card (PVDAC) and evidence of Australian Citizenship, either a current passport, citizenship papers or a birth certificate to the Canberra office.

Before a Driver can be allocated a PIN, he/she must have successfully completed the necessary WAT training conducted by the Transport Industry Skills Centre (TISC). Drivers must also provide evidence of their completed training to the Canberra WTBS office.

Drivers should not provide their PIN to **any other person**, or their affiliated TBS. At no time shall a Driver be permitted to operate using the PIN of another Driver. Drivers are also required to provide the WTBS with evidence of any changes to their driver's licence or PVDAC. When a licence has been renewed, the Driver must supply a copy of their licence and PVDAC to the WTBS either in person or via email before their SmartMove access will be reactivated. Where the information is provided by email, the following Tuesday (or as agreed with 13WATS staff), the Driver is to present the original/s to the 13WATS office for verification.

Equipment

The Driver shall take all reasonable care to protect the SmartMove Unit from damage, and undertakes to diligently utilise the system. The SmartMove Unit must be connected to the meter through both a data line (connected to the meter) and a digital line (connected to the dome light). The fare entry into SmartMove should be transmitted from the data line, if a vehicle fails to obtain the fare entry from the data line, a written reason must be supplied to the WTBS which will in turn, be provided to the RTA. In the event of a unit failure, the Driver must immediately contact the WTBS Call Centre to arrange for a replacement unit to be installed. Under no circumstances is a Driver or Operator, or any other person, without the authority of the WTBS, permitted to interfere with or attempt to repair the SmartMove system. Damage or tampering of the SmartMove unit (including tampering with or altering the connection of the Unit to the meter) may result in the Driver and/or the Operator being charged for the 'making good', repair and/or replacement of the unit. Any reports of tampering or interfering with the Smartmove system will be reported to the RTA. In the event that the Smartmove system is destroyed or damaged as a result of accident or other act, the Operator will be liable for the cost of replacement or repair of the unit.

All WAT jobs/bookings to be put through the System

All WAT jobs and/or bookings must be put through the WTBS Call Centre. There are a number of ways to effect this including:

- Using the Query button in SmartMove and contacting the call centre directly;
- Using the SmartMove option of recording a message for the call centre;
- Using the 'Book Here' feature in SmartMove to register a private booking, noting the 'book here' feature should not be relied upon as the sole source of registering jobs in the system;
- Contacting the call centre by phone; or
- Emailing the call centre at carbookings@13wats.com.au – if emailing it is recommended that confirmation of receipt is requested.

When Drivers have a pre-booked Job in the system, they will be automatically 'blocked out' for 20 minutes from being allocated additional work, ahead of that pick-up time. If a Driver believes they need time in excess of the 20 minutes, they are requested to notify the call centre of the preferred block out period. In the event a job/booking is not put through the call centre, the trip will not be recorded and therefore no payments corresponding to that trip will be made.

In the event that Drivers do not enter their Jobs well ahead of time, the vehicle will continue to be offered work until the booking has been entered. For example, if a Driver prefers to use the 'book here' feature, they need to be aware that their vehicle will continue to be offered work until they arrive at the pick-up location and can utilise the feature. This is because until that point, the car will appear as 'vacant', and whilst ever the vehicle is 'vacant', it will be offered work. It is NOT acceptable to drive the vehicle activating and deactivating the 'unavailable' button in order to avoid accepting work through the WTBS. Any such activity will be reported to the RTA.

A Driver cannot use or manipulate the 'book here' feature for financial gain. If there is any detected alleged misuse of the 'book here' function, the matter will be referred to the RTA.

Availability

All WATs are required to be connected and available for dispatch by the WTBS while ever that vehicle is operating as a taxi.

Peak times

At a minimum, all WATs are required to be connected and available Monday to Friday during the following peak periods:

- 0800 to 1000; and
- 1400 to 1700.

During these times, no WAT is to be disconnected from the SmartMove system. Failure to be connected (without a reasonable excuse) may result in the RTA taking disciplinary action against the Operator and the Driver. Further, during those peak times, no WAT is permitted to be located at the airport taxi rank queuing for standard taxi hirings, unless the vehicle has been allocated a WAT job to or from the airport. In the event that the demand for WATs is

unusually slow during those peak periods, Drivers are welcome to contact the WTBS for permission to attend the airport, and such permission shall not be unreasonably withheld. In the event there is no demand for WAT services, Drivers are permitted to undertake standard taxi jobs as may be allocated by their respective TBS or undertake rank work. All Drivers, however, must stay connected to and available in SmartMove and resume WAT work if WAT work becomes available.

Change-over times

Operators are required to ensure that Driver change-over of vehicle shifts are scheduled outside of the peak times, ie 0800 to 1000 and 1400 to 1700. In the event that a change-over during these times is unavoidable, the Operator or the Driver must contact the WTBS and advise them of the impending changeover and then make him/herself unavailable only with the approval of the WTBS – such approval shall not unreasonably be withheld (as per Peak-Time Availability above).

Use of ‘Unavailable’ button

No vehicle should be unavailable without an acceptable reason being provided to the WTBS via the in-car messaging, by emailing contact@13wats.com.au or by calling 6280 4123. In the event no acceptable reason is provided, the matter may be referred to the RTA who may take disciplinary action against the Operator and the Driver.

Drivers are only to use the ‘unavailable’ button in SmartMove for genuine breaks from the vehicle, for example, fuelling the vehicle, unloading a wheelchair passenger, meal breaks or rest breaks. The ‘unavailable’ button is not to be used as a means to avoid WAT work. Any apparent misuse of the ‘unavailable’ button will be investigated. Pending the results of any investigation, disciplinary action may be taken by the RTA against any Driver who has been found to misuse the function. The WTBS may make ‘available’ a vehicle that appears as ‘unavailable’ without justification

Use of ‘Out of car’ button

Drivers are to use the ‘Out of car’ button when they are logged into the system but have stepped away from the vehicle. Use of this button allows for the Driver’s mobile phone to be ‘pranked’ (called) to alert of an incoming job offer. This button should also be used for the on-call duty vehicle and the reserve on-call vehicle (see section on On-Call Payments).

Account Voucher use

Account vouchers are a black and white voucher known as a ‘Wheelchair Accessible Taxi Job Record’ prepared by the RTA and distributed by the WTBS Canberra Office. These vouchers are to be used for hirings conducted on behalf of Education, Department of Veterans Affairs (DVA) and other Account holders. Drivers are to legibly and diligently complete all vouchers used in the provision of the WAT service. If vouchers are incomplete and/or illegible, they will not be processed and will not be paid. Information required on the forms must include:

- Account details;
- The name of the passenger;
- The passenger member number;
- The taxi registration number;
- The date of the service;
- The start and finish time of the trip;

- The pick-up location and destination;
- Signature of passenger (where the passenger is able to sign);
- Driver's name, Authority number, signature and ABN;
- The booking number should be written on the voucher;
- Reference number (if any); and
- Where appropriate, the lift fee amount should be included (for example a School run or DVA).

Completed account vouchers MUST be delivered to the WTBS office each Tuesday between 0900 and 1700 (or by close of business the next business day if a public holiday) for the preceding week. The preceding week covers the period between 0001 on a Tuesday through to midnight on the following Tuesday. Turn-around time for voucher payment is within 7 working days.

As Account invoices are sent to Account customers at the end of each calendar month, it is imperative that vouchers are delivered to the WTBS Canberra Office no later than the last Tuesday of each month. For example, if a job is completed on the 5th July, and it is an Account job or has a passenger portion to be paid by Account, the completed voucher MUST be delivered to the WTBS Canberra Office no later than the last Tuesday of July.

In the event the Account voucher is NOT delivered or is incomplete, the WTBS will complete the necessary details for the performance of the job (based on SmartMove data) and will retain 10% of the fare value of that job.

Drivers and Operators are encouraged to contact the WTBS Canberra Office on 6280 4123 if there is an issue in relation to voucher delivery in order to make alternative arrangements. In the event vouchers are submitted AFTER the cut-off date (being Tuesday of each week) without having made alternative arrangements with the Canberra WTBS office, or if vouchers are submitted late (not related to work performed in the preceding week) then payment may be delayed in relation to those vouchers. The meter must be activated for all WAT work, and the fare information entered into SmartMove or else verification for payment purposes may not be possible. Vouchers will be checked against SmartMove reports for accuracy of data and verification of travel. In the event of dispute or discrepancy, the voucher may be held back from the relevant pay run until the issue is resolved to the satisfaction of the paying authority. Payments relating to vouchers will be made in arrears directly to Operators from the WTBS.

TSS Smartcard

Drivers are to use the Smartcard in accordance with operational guidelines provided by the TSS Smartcard administrators (CMTEDD). Drivers are required to continue accounting for their TSS work in the SmartMove system in order to receive the Driver incentive payments relating to TSS work. Failure to record accounting information in SmartMove may result in Drivers not receiving the full incentive payments to which they may be entitled (with no liability by the RTA to pay).

If a person has an active Smartcard, a Driver must not charge the person the full fare for the trip. If the reader displays that the Smartcard has EXPIRED or is CANCELLED, the card is not valid and the person is required to pay full fare.

A Driver does not need to know what subsidy the person is on and the payment terminal will automatically pay the lift fee and calculate the subsidy rate based on the member's entitlement- the driver does not need to do a thing.

A Fallback voucher can only be used by a Driver, if the Cabcharge system is offline. Fallback vouchers are to be sent separately for payment through the Operator's Transport Booking Service (TBS), or directly to Cabcharge by the Operator, if the Operator is not affiliated with a TBS, and will be paid if it is confirmed that the system was not available at the time of the hiring.

If a Driver has inserted or tapped a person's Smartcard to the reader at any time during the trip, the Driver must return the person's Smartcard to the person prior to, or at the end of, the trip. The Driver **must** provide the person with a receipt for the trip.

At NO time, shall a passenger be charged a lift fee. Lift fees are automatically calculated on 75% TSS Smartcards and are payable by the ACT Government – NOT the passenger. If the passenger is not a TSS member the Lift Fee cannot be charged or a LFO voucher cannot be claimed. (refer below to 'Wheelchair Hirings with no TSS Smartcard').

All wheelchair hirings dispatched by the WTBS can be verified through the WTBS and Cabcharge (TSS) reports.

Wheelchair Hirings with No TSS Smartcard

Where no TSS Smartcard is used, the Driver is permitted to turn on the taxi meter at the waiting time rate, then immediately commence the loading of the wheelchair into the taxi. In all cases, the driver must ask the client in advance if they are a TSS member and whether they are using a TSS Smartcard prior to turning on the meter.

In the event a passenger is NOT a TSS member (eg using an interstate voucher or payment is on an Account), the Driver is still obliged to perform the job. Inability to claim a lift fee is **NOT** sufficient reason to avoid WAT work. Any such refusal or avoidance of work will be reported to the RTA for further investigation.

Lift Fee Only Vouchers

Where there are two **50%+Lift Fee** or **75%** TSS members being picked up and dropped off at the same location, only **one** Smartcard is to be used (noting that the lift fee is automatically calculated on both the **50%+Lift Fee** TSS Smartcard and the **75%** TSS Smartcard). In order to compensate Drivers for the loading of the second passenger, Drivers should use a Lift Fee Only voucher. Where this occurs, the driver cannot start the meter until the second passenger is loaded.

LFO vouchers can also be used by **50%+Lift Fee** or **75%** TSS members if the member elects not to use their TSS Smartcard for a short trip and they pay the full fare. In such an instance, the onus is on the Driver to ascertain whether the passenger is a TSS member and what entitlement they have.

There is no provision for a Smartcard to be used just for the lift fee.

The Lift Fee Only voucher scheme is administered by the RTA and the RTA will confirm with the TSS administrators that the passenger is a **50%+Lift Fee** or **75%** member prior to

honouring the LFO payment. The RTA will also only honour LFO vouchers if the voucher is completed correctly and includes the members name and TSS member number and the hiring has been recorded with the WTBS.

TSS members on a 50% only subsidy who travel in a wheelchair will need to contact the TSS administrators to have their eligibility reassessed. The Driver will be required to use the meter when loading these passengers, as an LFO voucher **will not** be paid for those hirings. Where the Driver is in doubt as to what level of TSS entitlement the passenger may have, it is recommended that the TSS Smartcard be tapped prior to loading the passenger.

LFO vouchers **cannot** be used for Account work or if the passenger is using an Interstate voucher.

Interstate Vouchers

Interstate vouchers will continue to be processed by the WTBS. As such, interstate vouchers are to be completed fully and diligently, and delivered to the WTBS Canberra Office each Tuesday. All interstate vouchers are to have their accounting data entered into SmartMove at the completion of the job.

Education and Training Directorate (ETD) School bookings and pricing

All ETD Jobs through the WTBS have had a pricing structure agreed between the parties. As of July 2013, pricing structure includes:

- the metered fare; plus
- the lift fee; plus
- a waiting time fee; and
- in the event of a no show, a no show fee.

Note: the above structure is subject to change pending taxi fare increases.

At no time, is a Driver permitted to adjust the pricing of a Job or deviate from the specified time, pick-up and destination points for ETD work without the direct authority of the WTBS. Nor is a Driver permitted to allow an additional passenger, not approved by ETD, to travel on the same journey as an ETD student (including a parent/s unless specifically authorised by ETD or the student is under five years of age). Accordingly, the WTBS will not permit any deviation or adjustment without the express written authority from the ETD, **UNLESS** the change has been a request by a parent/caregiver outside the office hours of the ETD (for example, in the case of illness). In the event a parent/caregiver contacts the Driver directly requesting a deviation from the agreed ETD time or pick-up and/or destination, the Driver in the first instance must refer the parent/carer to the ETD in order for ETD to formally request the change.

Should a change be requested by a parent or caregiver outside of ETD office hours, the Driver **MUST** immediately notify the WTBS call centre and also request the parent/caregiver confirm the change through ETD as soon as possible. The WTBS will document and report the requested changes as soon as possible by way of email to the ETD.

Transportation of ETD passengers

Drivers are only permitted to carry the authorised child/ren and carers – no additional people (even if they are related to the child/ren) are allowed to be transported in the WAT. At NO TIME is a Driver permitted to take a child inside any premises and at NO TIME is a child/ren to be left unattended either at the pick-up or destination. In the event that there is nobody to receive the child/ren, the Driver is to contact the WTBS who will establish contact with the ETD to resolve the issue. While the Driver is waiting with the child/ren, they are permitted to have the meter on at the waiting time rate once the pre-paid waiting period of 15 minutes elapses.

Issues affecting ETD passengers

Drivers who perform ETD work are requested to convey any issue that may be of concern to them regarding passenger welfare, whether inside or outside of the WAT environment to ETD authorities. The WTBS is able to provide Drivers with a direct point of contact within ETD should they wish to discuss or report anything they feel may be relevant to the ETD.

ETD and DVA no shows

In the event that there is an apparent 'no show' for either ETD or DVA, the Driver is to contact the WTBS Call Centre using the Query button in SmartMove. In the event the Job turns out to be a No Show, payment for the 'no show' may be payable by ETD. The Driver is to enter a No Show for the relevant job into SmartMove.

On-Call Payments

All on-call work is voluntary, but if the Operator has volunteered the vehicle, then the appointed Driver must be logged in and available to receive wheelchair work. Registration for the weekly on-call roster is through the Manager of the WTBS Canberra Office while registration for Special/Family Days is managed by the RTA.

Weekly roster

The weekly night-time on-call roster is allocated between Operators of dual WATs who have registered their interest with the WTBS in having a vehicle available to perform WAT work between:

- 2300 Sunday and 0500 Monday;
- 2300 Monday and 0500 Tuesday;
- 2300 Tuesday and 0500 Wednesday; and
- 2300 Wednesday and 0500 Thursday.

Only one vehicle is rostered on by the WTBS as the 'duty car', with a second vehicle listed as a 'reserve'.

The Operator of the 'duty car' is eligible for a \$90 payment which is paid directly to the Operator by the RTA provided the Driver is logged into the SmartMove system at 2300 on each night of their allocated week and remains logged into the system until 0500 the following morning. The Driver may use the 'out of car' button and retire for the evening, noting that his/her mobile phone number must be entered into SmartMove to allow for the call centre to notify the Driver of a WAT job. The Driver of the duty car has a responsibility to remain in the Canberra region for the entire shift. In the event a long job arises (beyond the Canberra region) the WTBS may organise an alternate WAT vehicle to undertake that

work. An additional \$15 is also paid to the Operator by the RTA for every WAT job, booked through the WTBS, and performed while on duty over the rostered period.

The 'reserve' Operator is only eligible for payment in the event he/she is contacted by the WTBS and is appointed the 'duty car' as a replacement. Should the 'reserve' car be called upon in lieu of the 'duty car', the original 'duty car' Operator will then not be entitled to the \$90 payment.

Driver Incentive Payments

There are two types of on-time incentive payments that may be payable to Drivers in the event certain conditions are satisfied. These payments will be made monthly in arrears, subject to the approval of the RTA (generally 30 days post on-time incentive report being submitted by the WTBS to the RTA for verification). Payment of the on-time incentive will be made directly to the Drivers by the WTBS, Drivers therefore, are requested to complete the necessary bank details on the Driver information forms held by the Canberra WTBS office. It should be noted that the Territory reserves the right to cease the payment on any incentive with 30 days notice to the WTBS. Should this right be exercised, the WTBS will notify Drivers of the change as soon as possible.

On-time Incentive payments

An on-time incentive payment of five dollars (\$5.00) will be made to each Driver that has completed a job that involves payment via the TSS where:

- The waiting time for the Job, between 0601 and 2059 does not exceed 18 minutes;
- The Driver has diligently used the TSS Smartcard;
- The job has been assigned to the Driver by the WTBS – on-time incentives are NOT payable on private hirings;
- The Driver has logged into the dispatch system with his/her correct Personal Identification Number (PIN);
- The Driver has maintained his/her availability to accept Bookings as directed by the WTBS;
- The Driver has not forfeited his or her on-time incentive payment (forfeiture of payments is explained below);
- The Driver of the vehicle, at the time of the Job, has a current and valid Driver's licence and public vehicle driver endorsement; and
- The Operator is, at the time of the Job, in compliance with his or her WAT licence conditions.

An on-time incentive payment of eight dollars (\$8.00) will be made to each Driver that has completed a job that involves payment via the TSS where:

- The waiting time for the Job, between 2100 and 0600 does not exceed 18 minutes;
- The Driver has diligently used the TSS Smartcard;
- The job has been assigned to the Driver by the WTBS – on-time incentives are NOT payable on private hirings unless they have been logged through Smartmove;
- The Driver has logged into the dispatch system with his/her correct Personal Identification Number (PIN);
- The Driver has maintained his/her availability to accept Bookings as directed by the WTBS;
- The Driver has not forfeited his or her on-time incentive payment (forfeiture of payments is explained below);

- The Driver of the vehicle, at the time of the Job, has a current and valid Driver's licence and public vehicle driver endorsement; and
- The Operator is, at the time of the Job, in compliance with his or her WAT licence conditions.

Forfeiture of on-time incentive payments

Where a Driver refuses a Job that is assigned to the Driver by the WTBS and the waiting time for that Job has exceeded 18 minutes, the Driver will forfeit all of his or her On-Time incentives accrued during the previous day worked.

If the WTBS consider that it is plausible that arrangements have been made between drivers and passengers to manipulate bookings/booking times in order to ensure that the Driver receives the incentive payment, the WTBS will report those incidences to the RTA and CWD. Any payments owing to the Driver may then be suspended until the RTA has investigated the matter thoroughly. Should it be proven that booking times have been manipulated the RTA may refuse to pay the Driver the incentive payment for those hirings and other applicable sanctions may be applied.

Disputes

Disputes regarding payments and/or on-time incentive payments are to be managed as follows:

- Driver to raise issue with Operator in first instance;
- Operator to raise the dispute in writing to the Canberra based WTBS Manager;
- If not resolved in writing, meet with the Canberra based WTBS Manager who may provide SmartMove based evidence to support the position of the WTBS; and
- If not resolved, escalate for all parties to meet with the RTA.

Access to premises

There may be occasions where Drivers are requested to escort passengers inside a property. After unloading the passenger, a Driver may assist the person to the entry of the premises but should not enter the premises. Should a customer require further assistance, then the passenger or their carer, should make arrangements to have a person/carer on site to receive the passenger. In the event that there is no carer or other support person to receive the passenger, please contact the WTBS Canberra Office, if during business hours, on 6280 4123 or the WTBS Call Centre, after hours, for further advice.

Faulty Equipment

If a driver encounters any fault to equipment in the taxis, that creates any risk to the passenger, ie doors not opening or staying up, lifts not working properly, seatbelts not working properly, the driver is to report this immediately to the WTBS and the operator of the WAT. Drivers **MUST NOT perform any hirings** while the equipment is faulty or not operating correctly. The WTBS will notify Access Canberra as soon as practicable of any notification of faulty equipment.

Carriage of Goods

The transportation of goods is acceptable if it is a one-person lift. Anything beyond a one-person lift is considered unreasonable and not the responsibility of a Driver. Goods should only be delivered to the entry to a property – not inside the premises.

Lost Property

Where property is marked with contact details such as a telephone number, the owner of the property should be notified. Where the Driver knows where the owner lives, the item should be returned. Drivers should advise the WTBS, that the item has been found and returned to the passenger. In instances where the owner is unknown, the property should be delivered to the WTBS Canberra Office within 24 hours or the next business day, whichever is appropriate. All WAT vehicles are to carry “Lost Property Forms” which can be obtained from the WTBS Canberra Office. The more details the Driver is able to provide on the Lost Property Forms, the better. The WTBS will make best endeavours to identify and locate the owner and will store the property for three months. Regardless of whether the driver returns the property or delivers it to the WTBS, the driver must complete the lost property form and submit it to the WTBS.

Accidents

In the event of an accident or incident, Drivers are firstly to attend to any emergency or safety response that may be required. The Driver should then, as soon as practicable, notify the Operator and the WTBS Call Centre of the accident or incident and any loss or damage relating to the WAT or the equipment.

The WTBS may at its discretion, notify the RTA of any accident or incident. The WTBS may also access historical data from SmartMove in the event evidence is required to substantiate any resulting allegation or claim.

It is also a requirement under the regulation for Operators to notify the RTA of an incident or accident in which the death of, or bodily injury to a person is caused by, or arises out of the use of the taxi.

Fraud

All Operators and Drivers have an obligation to refrain from any fraudulent activity and/or to report fraudulent activity that they may become aware of. Reporting of suspected fraudulent activity can be made directly to ACT Policing, or to the WTBS Canberra Office or to the RTA. All reports made to the WTBS or the RTA will be held in strict confidence.

Drivers are to diligently and accurately record any information, particularly if they are required to assist passengers pay their fare.

Any vouchers are to be fully and accurately completed, and the TSS Smartcard used correctly. Vouchers that are incomplete, illegible or appear to have been incorrectly used will be subject to further investigation. Vouchers that are incomplete and/or illegible will not be processed for payment. The WTBS will advise the RTA of any alleged fraudulent behaviour for further investigation and/or referral to ACT Policing.

Conflict of Interest

All Operators and Drivers are to make themselves familiar with, and abide by, the ACT Government’s fact sheet on ‘Conflict of Interest’. This document is available from the WTBS upon request.

Professional Ethics

When dealing with members of the public, Operators and Drivers are to adopt a professional approach and act in a helpful and friendly manner and uphold the reputation and positive image of the taxi industry in the ACT region.

Complaints and commendations

Customer complaints and commendations will be directed to the WTBS Canberra Office on 6280 4123. The RTA may also receive complaints directly from WAT customers. Depending on the nature of a complaint, the WTBS will undertake any or all of the following:

- Contact the Driver directly to discuss the complaint;
- Contact the Operator directly to discuss the complaint;
- Effect remedial action which may or may not involve action against the Driver and/or Operator;
- Record detailed information regarding the complaint and obtain historical data from SmartMove to provide evidence if necessary; and
- Provide a report detailing the complaint and follow up action to the RTA.

Non-Compliance of Procedures and Rules

The RTA can issue a warning or an infringement notice to Operators and Drivers for non-compliance with the Procedures and Rules. The RTA can also taken disciplinary action against an Operator's accreditation and direct the WTBS to deactivate a Drivers PIN for non-compliance with the Procedures and Rules.

If it is a serious breach, eg a Driver does not comply with a direction from WTBS to undertake a WAT hiring, an infringement notice may be issued automatically. If it is deemed that an infringement notice should not be issued then the following procedures will apply.

First Offence

If it is not a serious breach, the WTBS will contact the Driver and/or Operator to discuss the matter and notify the RTA.

Second Offence

If a Driver or Operator breaches the same Procedure or Rule again, or another Procedure or Rule, the RTA will be notified and arrange to speak to the Driver and/or Operator to discuss the matter in an attempt to try and rectify the issue of non-compliance and a formal warning may be issued.

Third Offence

If a Driver or Operator continues to not comply with the Procedures and Rules, the RTA will be notified and an infringement notice may be issued.

Fourth Offence

If a Driver continues to not comply with the Procedures and Rules, the RTA will write to the Driver to advise that the WTBS has been instructed to permanently deactivate the Driver's PIN. The RTA will also notify the Operator that the Driver can no longer drive a WAT.

If a Drivers PIN is going to be deactivated, the Driver has 14 days to submit a representation as to why the action should not be taken. The RTA will respond to the representation, within 5 working days, to advise the driver if the proposed action will proceed.

If an Operator continues to not comply with the Procedures and Rules, disciplinary may be taken against the Operator's accreditation.

In the event of a breach involving potential fraud, collusion or misappropriation, the WTBS will notify the RTA and is under no obligation to inform the Driver or Operator of any such breach.