

Road Transport (Public Passenger Services) Independent Taxi Service Operator—Eligibility Criteria 2016 (No 1)

Notifiable Instrument NI 2016–415

made under the

Road Transport (Public Passenger Services) Regulation 2002, section 72 (ITSO approval–eligibility criteria)

1 Name of instrument

This instrument is the *Road Transport (Public Passenger Services) Independent Taxi Service Operator Eligibility Criteria 2016 (No 1)*.

2 Commencement

This instrument commences on 1 August 2016.

3 Approval

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

4 Revocation

This instrument revokes notifiable instrument NI 2014-59, dated 17 February 2014.

Kerry Bell
Delegate
Road Transport Authority, Access Canberra

29 July 2016

SCHEDULE 1
INDEPENDENT TAXI SERVICES ELIGIBILITY CRITERIA

To be eligible for approval to operate an independent taxi service, the accredited operator must:

- (1) have held continuous accreditation as an operator of a taxi service for a minimum period of three (3) years preceding the date of application for approval to operate as an independent taxi service operator;
- (2) have demonstrated a consistent record of providing a good 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 Road Transport Authority **(the Authority)**);
- (3) have demonstrated a consistent record of compliance with the vehicle standards for operating a taxi (as evidenced by no or minimal instances of improvement notices or vehicle defect notices being issued, failing roadworthy inspections or audits of the operator's service standards); and
- (4) satisfy the Authority that the operator is a fit and proper person to operate as an independent taxi service operator, having regard to matters the Authority considers relevant, including any disclosable convictions and traffic infringements issued to the operator.

In addition to providing documentation to demonstrate that the operator satisfies the eligibility criteria, the operator may be required to provide additional information in order for the Authority to decide whether the operator meets these criteria.