

Road Transport (Public Passenger Services) Independent Taxi Services—Service Standards 2016 (No 1)*

Disallowable instrument DI2016–205

made under the

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

1 Name of instrument

This instrument is the *Road Transport (Public Passenger Services) Independent Taxi Services—Service Standards 2016 (No 1)*.

2 Determination

I approve the standards contained in Schedule 1 as the Service Standards for the conduct of an Independent Taxi Service.

3 Revocation of previous instrument

This instrument revokes Disallowable Instrument DI2012-34 (as notified on the ACT Government Legislation Register).

4 Commencement

This instrument commences on 1 August 2016.

Craig Simmons
Delegate
Road Transport Authority, Access Canberra

29 July 2016

SCHEDULE 1

SERVICE STANDARDS FOR INDEPENDENT TAXI SERVICES

PART 1 Safety

- 1.1 The operator and driver of an independent taxi service must comply with the *Road Transport (Public Passenger Services) Minimum Service Standards — Taxi Services 2016 (No1)* except in relation to:
- (1) clause 3.1;
 - (2) clause 3.2; and
 - (3) clause 4.2.
- 1.2 The operator of an independent taxi service must advise the Road Transport Authority (**the Authority**), within a reasonable period, if a taxi vehicle is not being operated on a regular basis.

PART 2 Customers

- 2.1 A complaint in this part means any negative feedback that relates to possible breaches of the road rules and/or regulation and may result in endangerment to public safety.
- 2.2 The operator of an independent taxi service must:
- (1) establish procedures for handling and recording customer complaints and dispute resolution; and
 - (2) respond to the Authority within seven (7) days after a customer complaint has been forwarded to the operator by the Authority.
- 2.3 The operator of an independent taxi service must have procedures for managing lost property.

PART 3 ACT Taxi Subsidy Scheme (TSS) Payments

- 3.1 The operator of an independent taxi service must develop and implement procedures for processing TSS payments.

PART 4 Certain Records Must Be Kept

- 4.1 The operator of an independent taxi service must maintain records, to be kept for a period of not less than 2 years, which are capable of being audited, for:
- (1) the date, time, origin and destination of every hiring;

- (2) the vehicle used, and the driver details, for every hiring;
- (3) customer complaints and the resolution of customer complaints;
- (4) TSS payments (as applicable); and
- (5) lost property.

PART 5 Certain Records To Be Kept – Performance Information

5.1 An independent taxi service must record the following information for the relevant affiliated service:

- (1) Peak periods (8.00am – 10.00am & 3.00pm – 5.00pm Monday - Friday)
 - (a) percentage of hirings having a maximum waiting time of no more than 18 minutes; and
 - (b) percentage of hirings having a maximum waiting time of no more than 30 minutes
- (2) All other times
 - (a) percentage of hirings having a maximum waiting time of no more than 10 minutes; and
 - (b) percentage of hirings having a maximum waiting time of no more than 20 minutes.

PART 6 Performance Reporting – Quarterly

6.1 An independent taxi service must report on the following information for the service, on or before the fourteenth day from the start of each quarter year, as directed by the Authority:

- (1) number of hirings (including meter activations or booked hirings as appropriate) at peak times and all other times;
- (2) average fare price;
- (3) number of complaints;
- (4) average time taken to respond to complaints;
- (5) number of new drivers; and
- (6) number of meter activations.