

# Road Transport (Public Passenger Services) Taxi Service—Service Standards 2020 (No 1)\*

Disallowable instrument DI2020–30

made under the

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

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## 1 Name of instrument

This instrument is the *Road Transport (Public Passenger Services) Taxi Service—Service Standards 2020 (No 1)*.

## 2 Commencement

This instrument commences on the day after notification.

## 3 Determination

I make the service standards contained in Schedule 1 for a taxi service.

## 4 Definitions

*Taxi service* see section 47 of the *Road Transport (Public Passenger Services) Act 2001*.

## 5 Revocation

This instrument revokes *Road Transport (Public Passenger Services) Taxi Services—Service Standards 2018 (No 1)* DI2018-67.

Richard Glenn

Director General of the Justice and Community Safety Directorate as a road transport authority

28 March 2020

Note: Section 16 (3) of the *Road Transport (General) Act 1999* defines the road transport authority. This section in conjunction with the Administrative Arrangements determines which Director-General is the road transport authority for certain provisions of the road transport legislation.

**SCHEDULE 1**  
**SERVICE STANDARDS FOR TAXI SERVICES**

**PART 1 SAFETY**

1.1 The operator of a taxi service must:

- (1) ensure that each vehicle is maintained, serviced and inspected so it remains roadworthy at all times;
- (2) ensure that a vehicle that does not pass a roadworthy inspection, has safety equipment that is not working, and/or is deemed to be unsafe is not used as a taxi;
- (3) ensure a process is in place for drivers to inspect vehicles and equipment before use for taxi services and a mechanism for reporting vehicle or equipment defects and faults;
- (4) ensure all drivers who use the vehicle are aware of their legal requirements under the ACT's road transport law for operating their vehicle;
- (5) provide the road transport authority (the **Authority**) full details of all security devices that are installed in the taxi, such as security cameras, GPS tracking devices, and other required equipment used to monitor safety;
- (6) ensure that there is the ability to capture data from security devices and access that data as required for regulated purposes;
- (7) where a third-party (other than an affiliated transport booking service) is used for the purposes of 1.1 (6), provide the Authority with the third-party provider's contact details;
- (8) ensure that any known defects concerning security devices, such as cameras, GPS tracking devices, and other required equipment used to monitor safety are repaired promptly.
- (9) implement a cleaning program at the end of each shift, as part of good hygiene practice with areas to be cleaned including:
  - (a) the interior, including overhead luggage compartments;
  - (b) the exterior, including door handles
  - (c) the fittings including seats, seat covers, floor coverings and any device or equipment required to be installed under the *Road Transport (Public Passenger Services) Regulation 2002*.

1.2 The driver of a taxi service must:

- (1) drive in a safe manner at all times, and not negligently or wilfully move, drive or cause the vehicle to be moved or driven so that any person is subject to risk of injury;
- (2) clean surfaces (including fittings and door handles) with appropriate disinfectant wipes after completing a service in the situation where a passenger has sneezed or coughed;
- (3) ensure that if a baby capsule or child restraint is provided, that it meets the standards provided under the *Road Transport (Safety and Traffic Management) Regulation 2017* and has no defects, such as a damaged harness belt, or significant cracks to the body of the device;
- (4) report to the operator vehicle defects and faults (including to equipment) that prevent use as a taxi immediately after becoming aware of the defect or fault.

## **PART 2 TAXIMETERS**

2.1 The operator of a taxi service must:

- (1) ensure that taximeters comply with the standards approved under the *Road Transport (Public Passenger Services) Regulation 2002* for taximeters;
- (2) ensure that taximeters are calibrated and tested within three (3) months of a fare change or when requested by the manufacturer.

## **PART 3 CUSTOMERS**

3.1 The operator and driver of a taxi service (except for an independent taxi service operator) must comply with customer inquiry and complaints procedures set by the transport booking service they are affiliated with.

3.2 The operator and driver of a taxi service must comply with lost property procedures set by the transport booking service they are affiliated with.

3.3 The driver of a taxi service must comply with the requirements of the *Discrimination Act 1991*.

## **PART 4 CERTAIN RECORDS MUST BE KEPT**

4.1 The operator of a 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 period of time a vehicle is made available to a driver;

- (2) electrical, mechanical or structural repairs for maintaining the roadworthiness of a vehicle – including the date, type and details of who conducted the repairs or maintenance; and
  - (3) all taximeter calibrations and testing.
- 4.2 Records to be maintained for the purposes of 4.1 may be maintained by the affiliated transport booking service of the operator.

## **PART 5 ACCESSIBILITY – WHEELCHAIR ACCESSIBLE TAXIS**

- 5.1 The operator of a taxi service that is a Wheelchair Accessible Taxi (**WAT**) service must:
- (1) further to 1.1 (3), ensure that all drivers who drive the taxi are aware that they must always give priority to wheelchair bookings;
  - (2) ensure that the Authority is advised if circumstances arise that will result in the taxi being unable to undertake bookings for more than a twenty-four (24) hour period; and
  - (3) ensure that all private bookings are recorded with the WAT Transport Booking Service.
- 5.2 The operator of a taxi service that is a WAT service must ensure that each vehicle is fitted with fully operational air-conditioning and heating equipment.
- 5.3 The operator of a taxi service that is a WAT service must be able to:
- (1) manage drivers to ensure that the taxi service gives priority to wheelchair bookings and have disciplinary arrangements for a driver who fails to accept/undertake wheelchair bookings;
  - (2) ensure that drivers of the WAT, have the appropriate training or competencies, as required by the Authority;
  - (3) ensure in-service or remedial training is provided for drivers, including:
    - (a) loading and unloading of wheelchairs; and
    - (b) securing wheelchairs into WAT vehicles.
- 5.4 The operator of a WAT must ensure copies of certificates which indicate that a driver of a WAT vehicle has undertaken appropriate training or been assessed as competent as undertaking WAT duties are retained and provided to the Authority on request.