

SERVICE STANDARDS FOR TAXI SERVICES

By submitting an application for accreditation the applicant agrees to implement procedures and systems for the operation of their Taxi Service in accordance with the legislative requirements and acknowledges that those systems and procedures will be subject to audit and inspection by the Road Transport Authority.

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 Road Transport law for operating their vehicle;
- (5) provide 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.

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) 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 2000 and has no defects, such as a damaged harness belt, or significant cracks to the body of the device;

- (3) 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 Authority Approved Taximeter Standards;
- (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 for the booking of the taxi to people with disability;

- (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.