



ACT
Government



TRANSPORT BOOKING SERVICE ACCREDITATION APPLICATION PACKAGE

(Including Renewal)

February 2017

About this Transport Booking Service Accreditation Package.

The legislation underpinning the accreditation of Transport Booking Services (TBS) is the *Road Transport (Public Passenger Services) Act 2001* and the *Road Transport (Public Passenger Services) Regulation 2002* (the Regulation). The primary purpose of the legislation is to ensure that standards of safety and service are maintained, give the community confidence in public passenger services and help ensure safe, reliable and efficient services.

An applicant for accreditation should become familiar with the Regulation prior to completing the application forms contained in this package. Information on the Regulation can be found at www.legislation.act.gov.au.

The Road Transport Authority (the Authority) has a program of enforcement and compliance to ensure a TBS complies with the Service Standards and the Regulation.

Information Relating to the Application Procedure

A \$600.00 application fee is payable on lodgement. Payment must be made online at <https://form.act.gov.au/smartforms/transport/public-transport-payments>

The application fee will not be refunded should an application for accreditation be unsuccessful. On approval of the application annual accreditation fees will apply.

Applications can be mailed to: **or** **submitted on-line at:**

Access Canberra

Public Transport Regulation

PO Box 582

DICKSON ACT 2602

taxiservices@act.gov.au or

rideshare@act.gov.au or

hirecarservices@act.gov.au

An applicant cannot commence operation of a TBS until the application for accreditation has been approved by the Authority.

For further enquiries please phone Access Canberra on 62071381 or 62057173

GUIDELINES FOR COMPLETING AN APPLICATION FOR TRANSPORT BOOKING SERVICE ACCREDITATION

A person can only operate a Transport Booking Service (TBS) if the person is accredited to operate the service by the ACT Road Transport Authority (the Authority).

Mandatory Refusal of Accreditation

The Authority must refuse an application for accreditation (including renewal) under Section 8 of the *Road Transport (Public Passenger Services) Regulation 2002* (the Regulation) if:

1. the applicant is an individual, the applicant is not:
 - (i) an Australian citizen; or
 - (ii) a permanent resident of Australia, or
 - (ii) temporary resident who holds a visa that allows the person to work carrying out the regulated service to which the application for accreditation relates; or appropriate working conditions to allow the person to operate a taxi service.
- (2) the Authority believes on reasonable grounds that the applicant is not a suitable person to operate the kind or size of regulated service to which the application relates.

Suitable person information

When determining if a person is a suitable person, in relation to criminal offences, the Authority must comply with the guidelines approved by the Minister under section 19A of the Regulation (Accreditation Guidelines – relevant offences) which include:

- offences of dishonesty;
- driving offences;
- drug offences; or
- multiples of various offences.

Therefore, a person applying for accreditation must provide a National Police Certificate or police check results report.

Refer to www.act.gov.au/policecheck for information on how to obtain this.

If you hold a current working with vulnerable people card (non restricted), or have a National Police Certificate / police check results report which is less than six months old from the date of your application, you can provide this instead of applying for a new one.

Further matters to which the Authority may have regard in deciding whether the applicant is a suitable person include -

1. the knowledge and experience of the relevant people in relation to the operation of the regulated service of the kind and size to which the application relates; or
2. whether the relevant person is or has been executive officer of a corporation that is or has been placed in administration or liquidation or wound up under an Australian or foreign law;
3. the relevant person is an undischarged bankrupt under an Australian or foreign law; or

4. if the applicant is a corporation and –

- (a) a receiver or receiver and manager within the meaning of the Corporations Act has been appointed in relation to the applicant;
- (b) a court has made an order under the Corporations Act for the winding-up of the applicant; or
- (c) a relevant person is disqualified from managing a corporation under an Australian or foreign law
- (d) a relevant person has been convicted or found guilty of an offence against the Corporations Act, section 209 (3) (which is about a public company giving financial benefits to a related party) or part 5.8 (which relates to companies under external administration etc).

Discretionary refusal of accreditation

The Authority may refuse an application for accreditation (including renewal) if the Authority believes on reasonable grounds that –

- (a) a relevant person has failed to comply with a requirement of the Act relating to the application; or
- (b) the person has contravened a Service Standard; or
- (c) the applicant has contravened a condition of the person's accreditation.

Meaning of a relevant person

Relevant person, in relation to an application for accreditation (including renewal) by a person or an accreditation held by a person means –

- (a) if the person is an individual – the person and anyone who is concerned with, or takes part in, the management of the regulated service to which the application or accreditation relates; or
- (b) if the person is a corporation – each executive officer of the corporation.

The Application Process

An application can be made by:

- (a) an individual; or
- (b) a legal partnership; or
- (c) a corporation.

If the application is to be under a partnership, a copy of the Certificate of Registration of Business Name must be provided. If the application is made by a corporation, the following must be provided:

- (a) Certificate of Registration of Corporation;
- (b) Australian Securities and Investment Commission extract, that indicates all directors and office holders of the corporation; and
- (c) if a corporation is also using "trading as name", a copy of the Certificate of Registration of Business Name.

Service Standards

The Service Standards set out the minimum requirements for the operation of a Transport Booking Service. The applicant must demonstrate compliance with the Service Standards by implementing procedures and processes which address all of the sections of the Standards and ensure that information and processes are auditable.

APPLICANT'S CHECKLIST

Please tick each box to indicate the information has been supplied.

Application forms to be completed

- ☐ Transport Booking Service Accreditation Application Form (to be completed by all applicants)
- ☐ Details of Transport Booking Service
- ☐ Consent Form (to be completed by all applicants)
- ☐ Suitable Person Details (to be completed by all applicants)

Additional information to be provided

- ☐ Valid National Police Certificate, police check results report or current working with vulnerable people card (non restricted)
- ☐ ASIC Documentation, Business Certificate or Corporation Certificate
- ☐ Accreditation Application Fee of \$600.00

TRANSPORT BOOKING SERVICE ACCREDITATION APPLICATION FORM (Including Renewal)

Personal Details in which the Transport Booking Service accreditation is to be held, e.g. an individual, legal partnership or a corporation

(Each Director, office holder, partner is required to complete this form)

Company Name:					
Trading As:					
Surname of applicant (Family Name):	Mr	Mrs	Ms	Miss	Other
First Names of applicant (Given Names):					
ABN:			ACN:		
Business Address (PO Boxes not accepted):					
Mailing Address (if different to above):					
Email address:					
Business Hours Telephone Number:					
Mobile Number:			Fax Number:		
Are you now or have you ever been known by another name?					
No <input type="checkbox"/> Yes <input type="checkbox"/> (if yes, please provide details below)					
Are you:					
an Australian Citizen <input type="checkbox"/> a Permanent Resident <input type="checkbox"/> or a Temporary Resident <input type="checkbox"/>					
Passport Number:			Country Passport Issued:		
Accreditation No (if renewal):					
Signature: Date:					
<i>If the application for accreditation is made by a corporation, a copy of the certificate of incorporation/registration of business name and copy of ASIC certificate, detailing the nominated Directors and Office Holders must be provided. If the application is made by a partnership, a copy of the business certificate must be provided</i>					

DETAILS OF TRANSPORT BOOKING SERVICE

Accreditation to provide transport booking services for:

(Please indicate)

	Taxis
	Hire Cars
	Restricted Hire Cars
	Rideshare
	Other (please specify)

SUITABLE PERSON REQUIREMENTS

(Each Director, office holder, partner or individual is required to complete this form)

Name:

	YES	NO
1. Have you got a valid National Police Certificate, police check results report or current working with vulnerable people card (non restricted)	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you fall within the category of a person or a corporation that is or has been placed in administration, liquidation or wound-up under an Australian or foreign law?	<input type="checkbox"/>	<input type="checkbox"/>
3. Have you been disqualified from managing a corporation under an Australian or foreign law (including for example, the Corporations Act 2001, part 2D.6)?	<input type="checkbox"/>	<input type="checkbox"/>
4. Have you been found guilty of an offence against section 209(3) of the Corporations Act – public company giving financial benefits to a related party?	<input type="checkbox"/>	<input type="checkbox"/>
5. Have you been found guilty of an offence against part 5.8 of the Corporations Act – winding up of companies?	<input type="checkbox"/>	<input type="checkbox"/>
6. Have you been found guilty of an offence against another Australian law or foreign law that corresponds to section 209(3) or part 5.8 of the Corporations Act	<input type="checkbox"/>	<input type="checkbox"/>
7. Have you been declared bankrupt in the last five (5) years under an Australian or foreign law, or been convicted of any civil offence under the Corporations Act 2001?	<input type="checkbox"/>	<input type="checkbox"/>
8. Have you been the subject of a proceeding under section 588G or 592 (incurring of certain debts; fraudulent activity) of the Corporations Act 2001?	<input type="checkbox"/>	<input type="checkbox"/>
9. Are there any charges pending against you for any criminal offences or have you been found guilty or convicted by a court in ACT or elsewhere of any criminal offence in the last ten (10) years?	<input type="checkbox"/>	<input type="checkbox"/>
10. Are you disqualified under chapter 8 of the Road Transport (Public Passenger Services) Regulation 2002 from holding or applying for accreditation?	<input type="checkbox"/>	<input type="checkbox"/>
11. Have all the individuals, partners, directors, secretary or other office holders of the corporation individually completed the Suitable Person detail requirements?	<input type="checkbox"/>	<input type="checkbox"/>

I consent to the ACT Road Transport Authority:

1. Making available to the public, information regarding the status of the accreditation of the Transport Booking Service, via the Authority's website or any other communication tool;
2. Releasing information to Commonwealth, State or Territory law enforcement agencies, transport authorities in those jurisdictions, Government agencies authorised by law and insurance companies or their agents following a motor vehicle accident involving a affiliated with the Transport Booking Service; and
3. Obtaining details of any matter, including details relating to a conviction, which may be deemed relevant to ascertain if I am a suitable person to hold a public passenger service accreditation.

Signature

Date

PRIVACY STATEMENT

The lawful authority for collecting the information is the *Road Transport (Public Passenger Service) Act 2001*.

SERVICE STANDARDS FOR A TRANSPORT BOOKING SERVICE

By submitting an application for accreditation the applicant(s) agrees to implement procedures and systems for the operation of their Transport Booking Service in accordance with the legislative requirements and acknowledges that those systems and procedures are subject to audit and inspection.

PART 1 Reliable and Efficient Provision of Services

1. A Transport Booking Service (TBS) must:

- (1) ensure that the booking service is operational (directly or through another entity) to the public twenty-four (24) hours a day, seven (7) days week (except in relation to hire car services);
- (2) promptly remove an affiliated driver's access to the booking service if notified by the Road Transport Authority (the Authority) that the driver's licence or authorisation to drive a public passenger vehicle has been suspended, cancelled or has expired;
- (3) promptly cease the provision of booking services to an affiliated operator vehicle if the Authority has advised the TBS that their accreditation or licence to operate a vehicle as a public passenger vehicle has been suspended, cancelled or has expired;
- (4) advise the Authority, within a reasonable period:
 - (a) when an affiliated operator/driver connects or ceases to be affiliated with the TBS; and
 - (b) for a TBS with affiliated taxi operators/drivers, if a taxi vehicle is not being operated on a regular basis.

PART 2 Safety

2. A TBS must ensure that:

- (1) if notified by the Authority that an affiliated vehicle is not roadworthy promptly remove the vehicle from the booking service system;
- (2) for security systems such as cameras, GPS tracking devices, duress alarms and other equipment used for safety purposes provided by the TBS:
 - (a) they comply with Standards approved by the Authority;
 - (b) they are operational during hirings; and
 - (c) there is the ability to capture data from the devices and permit access to that data by police, road transport authority or other authorised person as required for regulatory purposes, as soon as practicable.

- (3) agreed procedures with the Authority are in place to ensure that affiliated drivers have the relevant skills and knowledge required to provide services.

PART 3 Customers

- 3.1 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.
- 3.2 A TBS must:
 - (1) respond to the Authority within seven (7) days after a customer complaint has been forwarded to the TBS by the Authority;
 - (2) have procedures for handling and recording customer complaints and dispute resolution;
 - (3) ensure that accredited operators and drivers affiliated with the TBS are aware of the TBS' customer inquiries, and complaints procedures.
- 3.3 A TBS must have procedures for:
 - (1) managing lost property; and
 - (2) ensure that accredited operators and drivers affiliated with the TBS are aware of the TBS' lost property procedures.
- 3.4 A TBS must ensure the TBS' contact details are publicly available and easily identified for complaints, dispute resolution and lost property purposes.

Example – details may be made available through telephone directory listings, the TBS' website or a mobile electronic device application.

PART 4 Taxi Subsidy Scheme (TSS) Payments

- 4. A TBS providing services to taxis must:
 - (1) have a process in place for processing TSS payments; and
 - (2) ensure records kept for the program are capable of being audited at all times.

PART 5 Performance reporting – Taxis

- 5.1 A TBS with affiliated taxis must record the performance information required under Parts 8 & 9 for its affiliated taxi vehicles operating in the ACT.
- 5.2 On or before the fourteenth day from the start of each quarter, as directed by the Authority, a TBS must provide to the Authority the following information covering the immediately preceding three (3) months:

- (1) information required under parts 7 and 8; and
- (2) the number of meter activations.

PART 6 Performance Reporting – Rideshare

- 6.1 A TBS with affiliated rideshare services must record the performance information required under part 8 for its affiliated rideshare vehicles operating in the ACT.
- 6.2 On or before the fourteenth day from the start of each quarter, as directed by the Authority, a TBS must:
 - (1) provide to the Authority the information required under part 9 about its affiliated rideshare vehicles covering the immediately preceding three (3) months

PART 7 Certain Records to Be Kept – Performance Information

- 7 Where a TBS is required to record performance information, the TBS must:
 - (1) record the following information for the relevant affiliated service:
 - (a) Peak periods (8.00am – 10.00am & 3.00pm – 5.00pm Monday - Friday):
 - (i) percentage of hirings having a maximum waiting time of no more than 18 minutes; and
 - (ii) percentage of hirings having a maximum waiting time of no more than 30 minutes;
 - (b) All other times
 - (i) percentage of hirings having a maximum waiting time of no more than 10 minutes; and
 - (ii) percentage of hirings having a maximum waiting time of no more than 20 minutes.

PART 8 Performance Reporting – Quarterly

- 8 Where a TBS is required to provide information to the Authority, the TBS must:
 - (1) report on the following information for the relevant affiliated service, and for the relevant period:

Market -

- (i) number of hirings –
 - (ii) in total;
 - (iii) over a 24 hour period;
 - (a) For hirings not subject to part 7, the percentage of hirings occurring within peak periods;

Price

- (b) Average fare price;
- (c) Percentage of fares subject to additional price elements, for example surge pricing, jump-the-queue pricing;

Service quality

- (d) Average wait times for:
 - (i) the ACT and
 - (ii) any one of the metropolitan districts under the Districts Act 2002 (ie Canberra Central, Woden Valley, Weston Creek, Tuggeranong, Belconnen & Gungahlin);
- (e) Customer satisfaction, either:
 - (i) number of complaints (as defined in 3.1) and average time taken to respond to complaints; or
 - (ii) average service feedback ratings.

PART 9 Handling of Contraventions of Road Transport Legislation

- 9. Within three (3) months of commencement of the Service Standards, a TBS must have in place, a driver monitoring and disciplinary program including the arrangements for:
 - (1) dealing with drivers who have been reported to the TBS as having breached the Road Transport legislation or the TBS rules, or are alleged to have engaged in illegal or harassing behaviour, including matters under ACT and Commonwealth disability discrimination law; and
 - (2) identifying and notifying the Authority of serious disciplinary matters.

Example - the linkages between the complaints and disciplinary processes, and the establishment of 'triggers' for when a series of complaints about a driver warrant investigation by the TBS or referral to the Authority or when a single complaint is considered serious enough to be referred to the Authority.

PART 10 Accessibility – Wheelchair Accessible Taxis (only when a WTBS is not operating)

- 10 A TBS providing services for Wheelchair Accessible Taxis (WAT) must:
 - (1) ensure that procedures are in place for drivers to accept a wheelchair hiring if on attendance at a location for a standard hiring, a person in a wheelchair requires such transport;
 - (2) ensure that the Authority is advised of any driver of a WAT who refuses to accept, or does not respond within a reasonable time to, a request for a hiring for a person in a wheelchair;

- (3) ensure that a dedicated manager for WATs (the WAT manager) is available between the hours of 7.00am and 7.00pm weekdays and Christmas Day;
- (4) ensure that by 7.30am on every day of the year, all wheelchair hirings booked before 12 midnight on the previous day, are allocated to a WAT so as to:
 - (a) minimise waiting times for passengers in wheelchairs;
 - (b) minimise 'dead running' for each WAT;
 - (c) facilitate the allocation of long standing hirings with a particular WAT to that WAT;
- (5) implement strategies to ensure each WAT driver has fair and equitable access to wheelchair hirings, including using incentives, penalties or other mechanisms to ensure that all jobs are covered;
- (6) establish a dedicated phone number for wheelchair hirings and ensure the phone number is recorded with White Pages Directory Listings and on any format/website used by the TBS as the phone number to book a WAT;
- (7) ensure that every person who books a WAT through the TBS is given the opportunity of leaving a contact phone number for the TBS to use in the event of a delayed pick-up;
- (8) in every case where a pick-up for wheelchair hiring will be more than 30 minutes after the booked or agreed time of pick-up, the TBS must endeavour to contact the person who booked the hiring to advise of this delay, if a contact number is provided;
- (9) accept a request from a person who pre books a wheelchair hiring for a preferred driver for that hiring;
- (10) keep a register for all regular WAT clients subject to their consent to include:
 - (a) name;
 - (b) address;
 - (c) contact details;
 - (d) any special needs;
 - (e) type of wheelchair used;
- (11) ensure that records are kept to allow the Authority to take action against a WAT driver or an operator who does not give priority to a wheelchair hiring.

PART 11 Performance Reporting – Wheelchair Accessible Taxis (only when a WTBS is not operating)

11.1 A TBS providing services to WAT must, after 12 months of operating:

- (1) meet or exceed the following performance standards:
 - (a) Peak Periods (8.00am – 9.00am and 2.00pm – 4.00pm Monday to Friday)
 - (i) 85% of hirings have a maximum waiting time of no more than 18 minutes

- (ii) 95% of hirings have a maximum waiting time of no more than 30 minutes
- (b) All other times:
 - (i) 85% of all hirings have a maximum waiting time of no more than 10 minutes
 - (ii) 95% of all hirings have a maximum waiting time of no more than 20 minutes;
- (2) ensure the maximum waiting time for a person who requests a taxi as soon as possible by telephone is measured from the time when the person ends the telephone conversation with the taxi network to the time when the taxi driver notifies the arrival of the taxi at the place requested by the hirer;
- (3) ensure the maximum waiting time for a person who requests a taxi at a specified time is measured by the time elapsed from the time specified to the time when the taxi driver notifies the arrival of the taxi at the place requested by the hirer; and
- (4) ensure that the average waiting time for any one of the metropolitan districts under the *Districts Act 2002* (ie Canberra Central, Woden Valley, Weston Creek, Tuggeranong, Belconnen & Gungahlin) is no more than 15 minutes longer than the overall Canberra average waiting time.

11.2 A TBS must record the performance of its WAT Taxis for:

- (1) Peak Periods:
 - (i) less than 10 minutes;
 - (ii) between 10 and 18 minutes;
 - (iii) between 18 and 30 minutes;
 - (iv) between 30 and 60 minutes; and
 - (v) more than 60 minutes
- (2) All Other Times:
 - (i) less than 10 minutes;
 - (ii) between 10 and 20 minutes;
 - (iii) between 20 and 30 minutes;
 - (iv) between 30 and 60 minutes; and
 - (v) more than 60 minutes.

11.3 A TBS may adjust the waiting times for each hiring involving a wheelchair to compensate for the taximeter not being engaged until after the wheelchair has been loaded and tied down.

11.4 A TBS providing services to WAT must also record any hiring that involves a wheelchair that exceeds a sixty (60) minute wait and identify the:

- (1) location;

- (2) time;
- (3) length of wait; and
- (4) reasons for delay.

11.5 A TBS providing services to WATs must also record, for each WAT:

- (1) the number of allocated school hirings;
- (2) the number of booked wheelchair hirings;
- (3) the number of standard hirings; and
- (4) the number of high occupancy hirings.

11.6 A TBS providing services to WATs must also record, for each WAT:

- (1) the number of days each vehicle was on the road;
- (2) the average number of hours per day the vehicle was on the road;
- (3) the number of wheelchair hirings accepted and the number of hirings rejected.

11.7 Each category in clause 11.2 must also be provided as a percentage of the individual WAT's total number of hirings.

11.8 A TBS providing services to WAT must advise if any WAT affiliated with the TBS was not available for any twenty-four (24) hour period or longer.

11.9 On or before the fourteenth (14th) day from the start of each quarter year, as directed by the Authority, a TBS must:

- (1) provide to the Authority the following information about its WAT vehicles covering the immediately preceding three (3) months:
- (2) information required under part 9; and
- (3) information required under parts 11.1-11.10.

PART 12 Driver Monitoring – Wheelchair Accessible Taxis (only when a WTBS is not operating)

12. A TBS providing services to WAT must include in the taxi driver monitoring program, processes and procedures to address specific breaches by WAT drivers including:

- (1) a failure to operate the dispatch system when the WAT is operational;
- (2) a failure to notify the WAT manager in a timely fashion of any private hirings accepted; and/or
- (3) a refusal to take a wheelchair passenger when reasonably directed by the WAT manager.