

CO-OPERATIVE TAXI CABS SOCIETY LIMITED
(Incorporated under the Co-operatives Act of South Australia)
ABN: 17 992 893 409

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Dear Access Operator and or Access Taxi Driver

Important Notice - Licence Condition Requirements for all AAT Operators and Drivers

All taxis operating under a “General Taxi Licence with Special Conditions” (GTLSC) and commonly referred to as 3000, 4000 or 4500 taxi series, are restricted in their operations by the prescribed licence conditions. A copy of these operating conditions are attached to remind you of your legal obligations as part of the AAT fleet.

Firstly, you are reminded that Adelaide Access Taxis (AAT) is the contracted centralised booking service (CBS) pursuant to clause 2 of the licence conditions for a GTLSC. In consultation with government, AAT is the sole authority responsible for managing the provision of accessible taxi services operating with a GTLSC. Importantly it is accountable to government for ensuring that AAT meets customer service standard objectives and that involves maximizing the efficiency and effectiveness of the fleet to best meet the needs of people with disabilities.

In recent times there have been a number of matters identified which are causing issues with the management of GTLSC taxis in the AAT fleet. As such you are hereby provided with written clarification of the operational application of the licence conditions, to address any past confusion and ensure future compliance. These changes come into effect immediately and any subsequent non-compliance will result in the operator and/or driver being referred to Department for Planning Transport and Infrastructure (DPTI) for consideration of disciplinary action under Section 36, Passenger Transport Act 1994. To ensure all taxis are in ongoing compliance with the licence conditions, operators are reminded of their responsibility under GTLSC Clause 2(m) which states “The Operator must ensure that all Drivers are made aware of, and comply with, these conditions”.

The following determinations are made in conjunction with the GTLSC prescribed licence conditions and are endorsed by DPTI. The determinations clarify the licence conditions as they relate to the administration of the CBS by AAT.

Determinations under the Conditions of the Operation of GTLSC Licence

For the purposes of Licence Condition 2(a) - Adelaide Access Taxis is the nominated CBS for the provision of wheelchair accessible taxi services provided by taxis with GTLSC licences. **A taxi operating with a GTLSC licence can only accept bookings for accessible taxi services through the Adelaide Access Taxis CBS.**

- a) For the purposes of Licence Conditions 2(b)(c)(d)(e)(f) it is a condition that during a period of “dedicated service” or being “rostered on” the licence must only provide service to Adelaide Access Taxis as the nominated CBS. **During a period of dedicated service, the taxi must not be used for any other purpose or take bookings from any other source including another CBS.** The only exception from this condition is if the operator/driver is granted formal approval by AAT to undertake bookings from another source for an approved period and that it includes any conditions specified by AAT as part of the approval.
- b) For the purposes of License Conditions 2(g)(h)(i) it is a condition that a taxi may only be “rostered off” to do general taxi work with formal approval of AAT. When rostered off the driver must remain in contact with AAT at all times and continue to provide priority service in response to a request by AAT for a taxi service for people with disabilities.

In accordance with these conditions, if an operator or driver is found to be operating outside of the prescribed conditions they will be required to substantiate the approval to do so. Operators and drivers are reminded that only work dispatched by AAT is eligible for any claim in relation to the Lifting Fee and the On Time Bonus.

Under Section 45(8) Passenger Transport Act 1994 it is an offence for a person to fail to comply with a condition of a GTLSC. This offence carries a maximum penalty of \$15,000. As such you are encouraged to be aware of the conditions for your GTLSC and ensure that it is always operating in accordance with those conditions.

To summarise:

- The Taxi Plate Operator must ensure/inform the driver of the rules & license conditions.
- The core hours for dedicated service have been determined to be between 7:30am and 6:30pm daily- this is for every day of the year, including Week Ends, Public Holidays and School Holidays.
- No Driver is permanently Rostered Off during Dedicated Hours.
- No Driver has been Rostered Off to use the Adelaide Airport Rank(s) during Dedicated Hours.
- To be Rostered Off during Dedicated Hours a Driver may make a request to AAT and it is the Sole Discretion of AAT to grant.
- At all times the AAT Dispatch Operator may ask a Driver to Cover a booking. Refusal is in breach of the Rules and License Conditions and is a reportable offence to DPTI.

Jim Triantafyllou
General Manager
Cooperative Taxi Cabs Society Ltd
Adelaide Access Taxis

TAXI LICENCE CONDITIONS FOR GENERAL TAXI LICENCES WITH SPECIAL CONDITIONS

The Licence Conditions outlined below must be read in conjunction with the Passenger Transport Act 1994 and Passenger Transport Regulations 2009.

GENERAL CONDITIONS

General Taxi Licences with Special Conditions (Wheelchair Accessible Taxis) issued pursuant to this Tender to accredited operators ("Operators") with respect to a vehicle ("Vehicle") are subject to the conditions contained in the Passenger Transport Act 1994 and Passenger Transport Regulations 2009 (as amended from time to time) (the Act) AND the following:

SPECIAL CONDITIONS

These conditions are imposed by the Minister for Transport under Section 45(5) of the Passenger Transport Act, 1994.

1. The Vehicle

- a) The Vehicle must comply with the provisions of the:
 - Passenger Transport Act, 1994
 - Passenger Transport Regulations 2009
 - Road Traffic Act, 1961
 - Australian Design Rules for motor vehicles
 - Accessible Public Transport Disability Standards under the Disability Discrimination Act, 1992
 - Minimum standards for wheelchair and occupant restraint assemblies described in the current version of Australian Standard AS2942, and
 - Any other applicable legislation.
- b) The Vehicle must have capacity to allow access to, and to carry, at least **one** person using a wheelchair, scooter or other large (ride-on) mobility aid within its allocated passenger space.
- c) The Vehicle must have provision for the rapid release of each wheelchair or other mobility aid and its occupant in the case of an accident or emergency.
- d) All modifications to the Vehicle must be approved by DPTI's Exemptions and Approvals Unit, Regency Park, before the vehicle is used to provide a passenger transport service.
- e) Where wheelchair lifts are fitted in the Vehicle:
 - A hand rail must be included on the lift; and
 - A manual backup pump must be incorporated with the lift.
- f) An electrical automatic circuit breaker must be incorporated to isolate the hoist electrical system from the Vehicle's electrical system to reduce the likelihood of fire.

- g) Where hoist controls are mounted inside the Vehicle in a position accessible to the passenger system, an isolation switch must be incorporated to avoid inadvertent operation of the hoist.
- h) An approved vehicle must be attached to the Licence within 28 days of the issue of the Licence. If there is likely to be a delay in acquiring or modifying a vehicle, due to extenuating circumstances, the successful tenderer must inform the Department of Planning, Energy and Infrastructure in writing as soon as possible and an extension may be granted on the basis of documented evidence of the circumstances causing the delay.
- i) Operators must ensure that a vehicle is attached to the licence at all times unless prior approval is granted by the Minister for Transport.

2. Conditions of the Operation of the Licence

- c) The Operator must connect the Vehicle to the Centralised Booking Service (CBS) nominated from time to time by the Public Transport Division (PTS), and enter into an agreement with the CBS, in terms approved by the PTS and the CBS.
- d) The Driver must provide a dedicated service to bookings made through the nominated CBS between hours determined by the PTS and the CBS.
- e) The core hours for dedicated service have been determined to be between 7:30am and 6:30pm daily
- f) Whenever the vehicle is in service, the Operator must ensure that the driver of the vehicle ("Driver") is in two way radio or telecommunications contact with the CBS at all times and must comply with all requests from the CBS operator in relation to bookings and associated matters.
- g) The period of dedicated service may be greater on holidays and other days of special events, including Christmas Day, Mother's Day etc. During these times the Operator will be required to provide a priority response to bookings made through the CBS.
- h) Vehicles may be the subject of a roster system to provide services within any 24 hour period. At times when a vehicle is rostered on by the nominated CBS the Operator will be required to provide a priority service to bookings made through the CBS.
- i) At times where there is no demand for services by people with disabilities, the Vehicle may, by agreement with the CBS, be "rostered off" and deployed in general taxi work.
- j) The Operator will be required to ensure that the Vehicle meets any quotas or other measures imposed by the CBS to ensure effective distribution and servicing of bookings to people with disabilities.
- k) The Operator will be required to ensure that the Vehicle meets any quotas or other measures imposed by the CBS to ensure effective distribution and servicing of bookings to people with disabilities.
- l) The Operator will be required to participate in the South Australian Transport Subsidy Scheme.
- m) Pursuant to Section 47(6)(f) of the Act it has been determined that a General Taxi Licence with Special Conditions issued as a result of this Tender cannot be leased. This determination does not apply to the form of dealing with a vehicle known as "shift leasing", where the vehicle is made available to an accredited driver who is not an employee of the licensee.
- n) The Operator will be required to engage Drivers who are appropriately accredited and have sufficient responsibility, skills and aptitude to drive a wheelchair accessible Vehicle and to provide related services to people with disabilities. They will be required to have completed any course of training required by the PTS for this purpose.

- o) The Operator must ensure that all Drivers are made aware of, and comply with, these conditions.

- p) Prior to the sale of a General Licence with Special Conditions the Operator must ensure that the prospective buyer/s of the Licence is fully aware of and understands the Conditions attached to the Licence.