



Transport for NSW

Safety Standards for Taxis



The new legislation outlines safety standards for vehicles used as taxis. It is a condition of authorisation that Taxi Service Providers comply with these safety standards. Affiliated Taxi Service Providers, the licence holder and the owner of the taxi also have obligations relating to these safety standards and face penalties for non-compliance.

Only taxis can pick up passengers without a booking

Taxis are the only point to point transport vehicles allowed to do unbooked work, that is, to pick up passengers from ranks or be hailed in the street. Taxis which do this work must have a roof light and sign that displays the word 'TAXI' in black lettering so they can be clearly identified.

Duress alarms and vehicle tracking systems

Taxis that do unbooked work in Sydney, Wollongong, the Central Coast and Newcastle must be fitted with duress alarms and vehicle tracking systems. Taxi Service Providers must be able to monitor these systems at all times and respond quickly when an alarm is raised.

Fare calculation devices and cameras

Taxis which do unbooked work are required to have fare calculation devices (meters) and security cameras under the *Point to Point Transport (Taxis and Hire Vehicles) Act 2016*. New specifications will take effect in 2018.

Safety standards

Authorised Taxi Service Providers, affiliated taxi service providers and licence holders (affiliated providers are usually the holder of the licence) must ensure, so far as is reasonably practicable, that the following safety standards are complied with.

The owner of the taxi (often this is the affiliated provider, but can also be another person) must not contravene these standards.

Vehicle registration

The vehicle must be appropriately registered and safe to be driven on the road.

- Taxis will need annual pink slip registration inspections even if the vehicle is less than 5 years old.

Third Party Property insurance

The taxi must be covered by a valid insurance policy for third party property damage with cover of at least \$5 million.

Maintenance and repairs

Vehicles must be regularly maintained, consistent with the manufacturer's recommendations and any maintenance and repairs (excluding minor repairs) must be performed by a licensed mechanic.

- Basic maintenance such as oil changes, spark plug replacements and tyre changes do not need to be carried out by a mechanic.
- Records of all maintenance and repairs carried out on a vehicle should also be kept.

- An easy way to stay on top of things is by keeping a maintenance schedule that allows all of the information to be kept in one place.

Signs, lights and markings (not applicable to the vehicle owner)

Roof light and sign

A taxi that does unbooked work must have a roof sign that displays the word 'TAXI' in black lettering at least 70mm high and a roof light that is clearly visible in daylight from a distance of 40m. The roof light must be lit when the taxi is available for hire, but not lit at any other times.

Markings

A taxi that does unbooked work must be painted or marked so that it's clearly identifiable as a taxi. It must prominently display the name, logo and contact information of the authorised Taxi Service Provider.

Specified safety standards for authorised Taxi Service Providers

Authorised Taxi Service Providers, affiliated taxi service providers and licence holders (affiliated providers are usually the holder of the licence) must not contravene the following standards.

Accommodation standards

A taxi must be able to seat the driver and at least four adults, but no more than 11 passengers.

It must also have at least four side doors, unless it is a maxi taxi or a wheelchair accessible taxi.

Wheelchair accessible vehicles

A wheelchair accessible taxi must meet specific Australian Standards for hoists, tie downs and ramps for wheelchair accessible vehicles, and must carry an approved child restraint.



New requirements for wheelchair accessible vehicles

The space where a wheelchair is carried inside a vehicle must be at least 130cm long, 80cm wide and 150cm high, with no intrusions into that space, other than adjustable restraint devices.

- Existing vehicles must be adapted within two years, while new vehicles must be fitted to the new requirements.

Fare calculation devices (meters)

New specifications for fare calculation devices apply which require taxis doing unbooked work to have a working, tamper-resistant meter, which has a display that is visible to all passengers.

The device must:

- Be securely fixed to the taxi or secured properly in a mounting which is designed for the purpose, in a way which is not likely to cause injury to passengers or the driver

- Display the fare, including any fees, charges or tolls, in Australian dollars
- Be capable of accurately calculating the authorised fare
- New specifications for meters are being phased in to allow a wider range of technologies and equipment to be used when calculating fares.
- All taxis that do unbooked work must upgrade their meters before 1 November 2018 when the new requirements come into effect.
- In the meantime, all taxis must still have a meter that complies with the specifications set out in the *Passenger Transport Regulation 2007*.

Display of information

The following information must be displayed inside a taxi which does unbooked work and be visible to all passengers:

- The registration number of the taxi (e.g. T1234)
- Contact information for the authorised Taxi Service Provider
- How a fare is calculated and if any additional charges apply, including cleaning fees

Security camera systems

Taxis doing unbooked work must be fitted with a working security camera system which meets specifications published by Transport for NSW.

They must have signs on the inside and outside of the taxi informing people they may be under video surveillance while in or near the taxi.

- New requirements for safety camera systems are being phased in to allow a wider range of technologies and equipment to be used.
- All taxis that do unbooked work must be fitted with security camera systems that meet the new specifications before 1 November 2018.
- In the meantime, camera systems that comply with the specifications outlined in the *Passenger Transport Regulation 2007* are acceptable.

- Video recordings are disposed of no earlier than 30 days, and before 60 days, unless requested by the Commission or NSW Police.

Duress Alarms and vehicle tracking systems for taxis in Sydney, Newcastle, Central Coast and Wollongong

Taxis doing unbooked work in Sydney and some parts of NSW must be fitted with a working duress alarm and vehicle tracking system that complies with new standards set by Transport for NSW.

This new requirement applies only to taxis in the following Transport Districts: Metropolitan (Sydney), Newcastle and Wollongong, and the Central Coast local government area.

- If taxis in your fleet do unbooked work outside these areas, it may still be a good idea to have these facilities in your taxis. You should make a risk assessment in consultation with your affiliated providers and drivers about whether these facilities would be reasonable measures to help you mitigate safety risks to drivers and passengers.

Key Resources

Safety standards also apply to taxi drivers and this information is detailed in the Safety Standards for Drivers Fact Sheet.

For more details about the information contained in this fact sheet and Safety Management Systems please visit pointtopoint.nsw.gov.au.