

Commercial Passenger Vehicles Information Bulletin

Cpv09 Taxi Licence

Introduction

- A taxi is a vehicle approved by the Director of Commercial Passenger (Road) Transport (the Director) that is fitted, equipped or constructed to carry up to 11 passengers, unless exempted by the Director.
- A taxi is used to carry passengers for the purpose of hire or reward with the services of a driver.

Requirements

To Lease / Operate a Taxi Licence from the Northern Territory Government

- To lease / operate or register a taxi, you must be an accredited operator under the *Commercial Passenger (Road) Transport Act*. Once accredited, you are then required to apply for a Taxi licence.
- To apply for operator accreditation to operate a taxi, complete the application form CPVF01 – Commercial Passenger Vehicle Operator Accreditation Application, and all other requirements as laid out in the application, then submit at your local MVR office with the prescribed fee.
- Before a Taxi licence can be issued you must have your vehicle checked and approved by an MVR Transport Inspector and pay the prescribed fee. Refer to the Operating Conditions section below.
- You must ensure you and any driver of your taxi, meet Communications and Dispatch Networks (networks) requirements, including meeting Key Performance Indicator (KPI) standards. Refer to Attachment A for current KPIs.
- You must keep records relating to the operation of the taxi as set out in the current Taxi Regulations.

To Drive a Taxi

To drive a taxi for the purpose of hire or reward, you must:

- a) be the holder of a current NT driver's licence;
- b) be the holder of a licence to drive commercial passenger vehicles (CPVs) ('h' endorsement);
- c) have successfully completed approved driver training requirements;
- d) ensure you meet taxi KPIs as outlined in Attachment A; and
- e) be the holder of a current NT CPV ID Card with taxi endorsed against the ID Card.

Any person who drives a vehicle that is registered as a CPV must have zero blood drug and alcohol levels.

Operating Conditions

- The Northern Territory Government has placed a cap on the number of taxis operating in the Darwin and Alice Springs areas. The availability of a Taxi licence is based on the population within these areas and meeting KPIs (refer Attachment A). Available Taxi licences may be allocated by ballot. A ballot is held subject to licence availability. If a ballot is undertaken, it will be advertised at least 3 weeks in advance.

- If a Taxi licence is expired for a period of more than 3 months it will be considered cancelled and placed on a list of licences to be made available to other applicants.
- When applying for a Taxi licence the person applying for that licence must be the same as the person who owns the vehicle.
- There is provision to place a Taxi licence on hold for an approved period (see form CPVF27 – Application to Place an Existing Commercial Vehicle Licence on Hold). Note that conditions apply.
- A taxi is permitted to stand for hire in designated taxi ranks.
- A taxi is permitted to respond to hails, e.g. if a potential customer waves you down from the footpath you can pull over and pick that person up providing it is safe to do so.
- The annual fee for a Taxi licence varies from region to region. The current licence fees for each region are:

Darwin	\$20,240	Gove	\$6,325
Alice Springs	\$16,445	Tennant Creek	\$5,693
Katherine	\$11,385		

- A full payment of 12 months will apply to any new Taxi licence that is issued. Following the initial 12 month period the option of 3, 6, 9 and 12 monthly payments are available.
- A person cannot operate a taxi within an area that is not specified in the Taxi licence.
- You must have a taximeter fitted to the taxi that is tested by a certified Taximeter Testing Officer. The taximeter calculates the fare to be paid by the customer.
- You must have an approved in-car security camera system fitted to the taxi that is tested and certified by an Authorised Person.
- The holder of the Taxi licence is to ensure that any injury to a person arising out of or in the course of the person's engagement to drive the taxi endorsed on the licence is covered by a policy of insurance.
- Communication devices, company logos / advertisements and dome lights must be fitted as described in the Taxi Requirements and In-Service Maintenance Standards.

Communications Device for a Taxi

- Any communications device used by drivers to receive notification of jobs is subject to conditions. These conditions are to enhance customer service, safety and complaints handling, so that the same minimum standard across the entire industry is maintained.
- When you apply for a Taxi licence you will be asked to nominate your intended communications device/s.

General Information

- Any person who operates or drives a taxi must comply with all relevant Acts, Regulations, Key Performance Indicator standards and any Code of Conduct pertaining to taxis.
- The Director can approve an increase of seating capacity for taxis up to 15 passengers where the vehicle is suitably equipped or constructed to carry 15 passengers. Contact the CPV Branch for further information on the contact details below.
- For information on Substitute Taxis see Information Bulletin CPV14.

- For information on Multiple Purpose Taxis (MPT) see Information Bulletin CPV10.
- For information on CPV ID Cards see the Information Bulletin CPV18.
- For information on how to obtain a licence to drive CPVs see Information Bulletin CPV05.

Resources

Listed below are resources that may provide assistance to you.

Commercial Passenger Vehicle Information

Information Bulletins: <http://www.transport.nt.gov.au/taxi/information-bulletins>
 Forms: <http://www.transport.nt.gov.au/taxi/forms>
 Legislation: <http://transport.nt.gov.au/taxi/legislation>
 In-Service Maintenance Standards: <http://www.transport.nt.gov.au/taxi/drivers/in-service-maintenance-standards>

Motor Vehicle Registry Information

Information Bulletins and Forms: <http://transport.nt.gov.au/mvr/publications>

Important

This Information Bulletin is a guide only and contains general information and requirements in relation to the CPV industry. This document should not be regarded as a strict interpretation of Northern Territory law and In-Service Maintenance Standards.

Contact Details	
Commercial Passenger Vehicles Branch	
Telephone:	08 8924 7580
Facsimile:	08 8924 7585
Email:	rtcpv@nt.gov.au
Web:	www.nt.gov.au/cpv
Postal Address:	GPO Box 2520, Darwin NT 0801

Attachment A – Key Performance Indicator Standards

Key Performance Indicator	Measure	Comment
Quality of Service Standards		
Call Answer Rate [Percentage of calls answered by the communications and dispatch system]	<u>Standard & MPT</u> <ul style="list-style-type: none"> 80% of calls answered within 30 seconds 20% of calls answered within 60 seconds 	Network responsibility Address complaints of networks not answering calls or taking a long time to answer.
Cater Rate [Percentage of calls dispatched that are successfully matched with CPVs]	<u>Standard & MPT</u> <ul style="list-style-type: none"> Right of refusal for any booked job is removed, therefore all jobs to be accepted and completed 	Network and Driver responsibility Address CPVs that are rejecting jobs.
Passenger waiting time for CPV to arrive [The pick-up time is the time from when the booking is required by the customer to the time the CPV turns its meter 'on' or equivalent] Peak times Darwin Mon to Thurs – 10 am to 2 pm – 4 pm to 7 pm Fri to Sat – 24 hour period Mon to Sun* – 10 am to 4 pm – 11 pm to 7 am Alice Springs Mon to Sun* – 10 am to 1 pm – 4 pm to 5:30 pm Sat to Sun – 2 am to 4 am *Airport peak times. Off-peak times All other times.	<u>Standard & MPT</u> <ul style="list-style-type: none"> Darwin CBD - 80% of passengers picked up in 5 mins or less, 20% of passengers picked up in 10 mins or less Greater Darwin area (including northern suburbs, Palmerston) – 80% of passengers picked up in 10 mins or less, 20% picked up in 15 mins or less Alice Springs – 80% of customers picked up in 5 mins or less, 20% of customers picked up in 10 mins or less Pre-booked trips <ul style="list-style-type: none"> 90% of pre-booked jobs arrived within 5 mins of booked time 	Network and Driver responsibility Shows when booking is accepted and how long it takes for a CPV to arrive i.e. passenger waiting time for a taxi.
Taxi Availability Standards		
Percentage of taxis on the road [Ensure there are enough taxis on the road to meet demand]	<u>Standard & MPT</u> Peak Times <ul style="list-style-type: none"> 90% of vehicles on road for a month Off-Peak Times <ul style="list-style-type: none"> 60% of vehicles on road for a month 	Network and Operator responsibility Networks would report on this KPI.

Key Performance Indicator	Measure	Comment
Operational Levels – Network Reporting Requirements		
Number of drivers active on the network (report as required)	<ul style="list-style-type: none"> Number of drivers actively working 	To determine how many drivers are actively working in the industry.
Number of jobs received	<ul style="list-style-type: none"> Number of jobs received by hour for each day 	Assist to determine peak and off-peak times.
Number of 'no shows' [The number of booking requests in the month where the customer is not at the booking address when the CPV arrives]	<ul style="list-style-type: none"> Number of no shows recorded Number of meter flashes by drivers 	May be included into the new Code of Conduct for acceptable passenger behaviour.
Number of dispatched jobs completed by each MPT taxi per month [Average number of MPT jobs are based on 2014 reported network issued jobs]	<u>Darwin</u> <ul style="list-style-type: none"> Minimum 30 jobs per month <u>Alice Springs</u> <ul style="list-style-type: none"> Minimum 40 jobs per month 	Network and Driver responsibility No jobs are to be rejected and are subject to the passenger waiting time KPI criteria.
Jobs assigned by suburb	<ul style="list-style-type: none"> List number of job requests from pick-up points by suburb 	Determine trends of taxi usage. Help determine taxi rank requirements i.e. infrastructure upgrades or new ranks.
Safety	<u>Driver Safety</u> <ul style="list-style-type: none"> Number of duress alarms activated Number of incidents that require police or ambulance intervention <u>Passenger Safety</u> <ul style="list-style-type: none"> Number of serious complaints: <ul style="list-style-type: none"> Inappropriate comments and/or suggestions Unwanted physical contact disorderly or discourteous behaviour 	Record safety issues from a driver and passenger perspective.
Complaint Management [Complaints received by the Department of Transport requiring action. High Priority Where there is reasonable belief that a law is being contravened or there is an immediate safety risk. Medium Priority Where a situation is likely to change in the near future that will affect an outcome, i.e. loss of potential evidence. Low Priority Where records are required for statistical or audit purposes.]	<ul style="list-style-type: none"> High Priority – within 24 hours Medium Priority – within 48 hours Low Priority – within 14 days 	Network and Operator responsibility Ensure complaints are actioned in a timely manner.