

Queensland



Transport Operations (Passenger Transport) Act 1994

TRANSPORT OPERATIONS (PASSENGER TRANSPORT) STANDARD 2000

**Reprinted as in force on 5 May 2000
(standard not amended up to this date)**

Reprint No. 1

This reprint is prepared by
the Office of the Queensland Parliamentary Counsel
Warning—This reprint is not an authorised copy

Information about this reprint

This standard is reprinted as at 5 May 2000.

Minor editorial changes allowed under the provisions of the Reprints Act 1992 mentioned in the following list have also been made to—

- use aspects of format and printing style consistent with current drafting practice (s 35)
- omit words of notification (s 42A).

See endnotes for information about when provisions commenced.



TRANSPORT OPERATIONS (PASSENGER TRANSPORT) STANDARD 2000

TABLE OF PROVISIONS

Section	Page
PART 1—PRELIMINARY	
1 Short title	3
2 Commencement	3
3 Definitions	3
PART 2—DRIVERS	
4 Definition	3
5 Purpose of pt 2	4
6 Qualifications for operating relevant vehicles that are motorbikes	4
7 Qualifications for operating relevant vehicles other than motorbikes	5
8 Medical fitness for driver authorisation	6
9 Particular qualification to drive a taxi	6
10 Alcohol and drugs	7
11 Fatigue management	7
12 Operational safety of vehicles	8
13 Seating	8
14 Customer service	9
15 Compliance with certain transport legislation	9
PART 3—OPERATORS	
16 Definition	10
17 Purpose of pt 3	10
18 Training of operators	10
19 Ensuring drivers are trained in obligations under the Act	11

Transport Operations (Passenger Transport)
Standard 2000

20	Ensuring drivers comply with fatigue management requirements	11
21	Ensuring operational safety of vehicles	11
22	Compliance with Transport Operations (Road Use Management—Vehicle Standards and Safety) Regulation 1999, s 5	12
23	Design and construction of bus manufactured before 20 May 1992	12
24	Seating	12
25	Type and age of vehicles	13
26	Compulsory third party insurance	13
27	Maintenance of vehicles	13
28	Customer service	14
29	Vehicles to be maintained in clean, tidy and comfortable condition	14
30	Access to information about services provided	15
31	Vehicle unable to complete journey	15
32	Reliability of service	15
33	Scheduled service—what must be shown on vehicle	16
34	Complaints	16

SCHEDULE	17
---------------------------	----

DICTIONARY

ENDNOTES

1	Index to endnotes	19
2	Date to which amendments incorporated	19
3	Key	19
4	List of legislation	20
5	List of annotations	20

TRANSPORT OPERATIONS (PASSENGER TRANSPORT) STANDARD 2000

[reprinted as in force on 5 May 2000]

PART 1—PRELIMINARY

Short title

1. This standard may be cited as the *Transport Operations (Passenger Transport) Standard 2000*.

Commencement

2. This standard commences on 1 May 2000.

Definitions

3. The dictionary in the schedule defines particular words used in this standard.

PART 2—DRIVERS

Definition

4. In this part—

“**relevant vehicle**” means a vehicle providing a public passenger service for which driver authorisation is required.

*Transport Operations (Passenger Transport)
Standard 2000*

Purpose of pt 2

5. The purpose of this part is to enhance the level of safety and customer service provided by drivers in the provision of public passenger services by imposing obligations—

- (a) on applicants for a grant or renewal of driver authorisation; and
- (b) about operating relevant vehicles.

Qualifications for operating relevant vehicles that are motorbikes

6.(1) An applicant for driver authorisation for the operation of a relevant vehicle that is a motorbike must hold a prescribed licence of the appropriate class.

(2) The applicant must also, subject to subsection (3)—

- (a) have held continuously for at least 5 years—
 - (i) an open or provisional licence for a motorbike; or
 - (ii) a corresponding licence to an open or provisional licence for a motorbike; or
 - (iii) a series of any of the licences mentioned in subparagraph (i) or (ii); or
- (b) passed an approved competence test for the operation of a motorbike with a pillion passenger and have held continuously for at least 3 years—
 - (i) an open or provisional licence for a motorbike; or
 - (ii) a corresponding licence to an open or provisional licence for a motorbike; or
 - (iii) a series of any of the licences mentioned in subparagraph (i) or (ii).

(3) Also, for at least 2 years of the continuous 5 or 3 year period mentioned in subsection (2), the applicant must have held continuously—

- (a) an open or provisional licence for a motorbike; or

*Transport Operations (Passenger Transport)
Standard 2000*

- (b) a corresponding licence to an open or provisional licence for a motorbike issued under the law of another State; or
- (c) a series of any of the licences mentioned in paragraph (a) or (b).

(4) A person must not operate a relevant vehicle that is a motorbike unless the person holds a prescribed licence of the appropriate class.

Qualifications for operating relevant vehicles other than motorbikes

7.(1) An applicant for driver authorisation for the operation of a relevant vehicle, other than a motorbike, must hold a prescribed licence of the appropriate class.

(2) The applicant must also—

- (a) subject to subsection (3), have held continuously for at least 3 years—
 - (i) an open or provisional licence for a car, truck or bus; or
 - (ii) a corresponding licence to an open or provisional licence for a car, truck or bus; or
 - (iii) a series of any of the licences mentioned in subparagraph (i) or (ii); or
- (b) have passed an approved competence test for the operation of the type of vehicle the person intends to drive under the driver authorisation.

(3) Also, for at least 2 years of the continuous 3 year period mentioned in subsection (2), the applicant must have held continuously—

- (a) an open or provisional licence for a car, truck or bus; or
- (b) a corresponding licence to an open or provisional licence for a car, truck or bus issued under the law of another State; or
- (c) a series of any of the licences mentioned in paragraph (a) or (b).

(4) However, subsection (3) does not apply if the driver authorisation applied for is for a scheduled passenger service, long distance scheduled passenger service, taxi service, limousine service, community transport service or courtesy transport service.

*Transport Operations (Passenger Transport)
Standard 2000*

(5) A person must not operate a relevant vehicle, other than a motorbike, unless the person holds a prescribed licence of the appropriate class.

Medical fitness for driver authorisation

8.(1) An applicant for driver authorisation must give the chief executive a certificate in the approved form from a doctor (a “**medical certificate**”) that the applicant is medically fit to operate vehicles of the type the applicant intends to drive under the driver authorisation.

(2) An authorised driver must—

- (a) notify the chief executive if there is a change in the driver’s medical condition that makes the driver continuously unfit to safely operate a motor vehicle for more than 1 month; and
- (b) within every 5 years after the issue by a doctor of the last medical certificate given to the chief executive under this section, give the chief executive a fresh medical certificate.

(3) However, if the medical certificate indicates it is for a period of less than 5 years, the next medical certificate must be given to the chief executive within the stated period.

Examples of indications—

- 1. The certificate states it lasts or applies for 2 years.
- 2. The certificate states it should be renewed or reviewed after 2 years.
- 3. The certificate states the driver’s condition should be reviewed, or the driver should be re-examined, within 2 years.

(4) If the medical certificate given under subsection (1) or (3) for a person contains a limitation on operating a vehicle, the person must not operate a relevant vehicle contrary to the limitation.

Particular qualification to drive a taxi

9.(1) An applicant for driver authorisation for a relevant vehicle that is a taxi must—

- (a) be able to speak and understand English; and

Transport Operations (Passenger Transport)
Standard 2000

- (b) have a knowledge of common destinations and major connecting roads within the taxi service area where the applicant intends to drive the taxi; and
- (c) either—
 - (i) have successfully completed a training course for taxi drivers specified by the chief executive; or
 - (ii) have attained competency in each of the following Road Transport Competency Standards approved by the Australian National Training Authority—
 - (A) Follow occupational health and safety procedures;
 - (B) Drive a taxicab;
 - (C) Apply customer service skills;
 - (D) Apply quality procedures;
 - (E) Transport persons with disabilities.

(2) An applicant for renewal of driver authorisation for a relevant vehicle that is a taxi must, if required by the chief executive, have successfully completed a training course for taxi drivers specified by the chief executive.

(3) This section is in addition to, and does not limit, section 7 or 8.

Alcohol and drugs

10.(1) A driver of a relevant vehicle must have a blood alcohol concentration of zero while operating the vehicle.

(2) A driver of a relevant vehicle must not be under the influence of a drug while operating the vehicle.

Fatigue management

11.(1) A driver of a relevant vehicle must not operate the vehicle if the driver's fatigue level may endanger passenger safety.

(2) The driver does not contravene subsection (1) if the driver complies with any requirements about fatigue management applying to the driver under—

*Transport Operations (Passenger Transport)
Standard 2000*

- (a) the *Transport Operations (Road Use Management—Fatigue Management) Regulation 1998*; or
- (b) an alternative compliance scheme about fatigue management approved under the *Transport Operations (Road Use Management) Act 1995*.

Operational safety of vehicles

12.(1) A driver of a relevant vehicle must operate it safely.

(2) Without limiting subsection (1) the driver must ensure—

- (a) the vehicle is not overloaded; and
- (b) if the vehicle is used for long distance scheduled passenger services or tourist services, it does not carry standing passengers; and
- (c) if the vehicle is a bus that carries standing passengers—
 - (i) the bus is specifically designed and constructed for the purpose; and
 - (ii) no passenger stands for more than 20 km; and
 - (iii) when carrying standing passengers, the bus does not travel on a road notified by the chief executive, by gazette notice, as a road on which the bus must not carry standing passengers.

(2) In subsection (1)—

“overloaded”, for a vehicle, includes carrying more than the maximum number of passengers—

- (a) for which the vehicle is designed; or
- (b) specified or recommended by the vehicle’s manufacturer.

Seating

13.(1) A driver of a relevant vehicle must take reasonable steps to ensure that no more than 1 passenger sits in any adult seat in the vehicle.

*Transport Operations (Passenger Transport)
Standard 2000*

(2) However if the vehicle is a bus, 3 primary school or pre-school children may sit in a bench type bus seat designed for 2 adults if—

- (a) the seat is not required to be fitted with seat belts; and
- (b) the placement and construction of the seat allows; and
- (c) no child sits in the seat for more than a total of 90 minutes while any 2 other children sit in the seat.

Customer service

14.(1) A driver of a relevant vehicle must be reasonably courteous to passengers and the public.

(2) A driver of a relevant vehicle providing a scheduled passenger service or long distance scheduled passenger service must follow advertised routes and timetables while operating the vehicle.

(3) A taxi driver must have a knowledge of common destinations and major connecting roads within the taxi service area where the driver drives the taxi.

Compliance with certain transport legislation

15. A driver of a relevant vehicle must comply with all provisions of the *Transport Operations (Road Use Management) Act 1995*¹ imposing an obligation, prohibition, restriction or other requirement on the driver in relation to—

- (a) the driving, use or operation of the vehicle; or
- (b) being in charge of the vehicle; or
- (c) the vehicle (including, for example, its design, condition, equipment, mass, loading or signs).

¹ A reference to the Act includes a reference to the statutory instruments made or in force under the Act. See the *Acts Interpretation Act 1954*, section 7.

PART 3—OPERATORS

Definition

16. In this part—

“relevant service” means a public passenger service for which operator accreditation is required.

Purpose of pt 3

17. The purpose of this part is to enhance the level of safety and customer service in the provision of public passenger services by imposing obligations—

- (a) on applicants for a grant or renewal of operator accreditation; and
- (b) on operators of relevant services.

Training of operators

18.(1) An applicant for operator accreditation must successfully complete a training course specified by the chief executive in the matters mentioned in section 14² of the Act.

(2) An applicant for renewal of operator accreditation may be required to successfully complete a training course mentioned in subsection (1).

(3) However, the chief executive may accept another qualification from the applicant as compliance with subsection (1) or (2) if the chief executive considers the qualification equivalent to, or better than, the training under the training course mentioned in subsection (1).

(4) In this section—

“qualification” means experience or training, other than training under a training course mentioned in subsection (1).

² Section 14 (Operator accreditation standards) of the Act

*Transport Operations (Passenger Transport)
Standard 2000*

Ensuring drivers are trained in obligations under the Act

19.(1) An operator of a relevant service must ensure each driver who is to operate a vehicle providing the service is given an introduction to the driver's obligations under the Act.

(2) However, the operator does not contravene subsection (1) if the operator is satisfied, by documentary evidence, that the driver's experience, or experience and training, provide an adequate level of knowledge of the obligations.

(3) An operator of a relevant service must ensure each driver who operates a vehicle providing the service is given training, under a documented training program, in the driver's obligations under the Act.

Ensuring drivers comply with fatigue management requirements

20. An operator of a relevant service must take reasonable steps to ensure that each driver of a vehicle providing the service complies with section 11.³

Ensuring operational safety of vehicles

21. An operator of a relevant service must take reasonable steps to ensure that a vehicle providing the service is safely operated.

(2) Without limiting subsection (1), the operator must take reasonable steps to ensure—

- (a) the vehicle is not overloaded; and
- (b) if the vehicle is used for long distance scheduled passenger services or tourist services—it does not carry standing passengers; and
- (c) if the vehicle is a bus, that carries standing passengers—
 - (i) the bus is specifically designed and constructed for the purpose; and
 - (ii) no passenger stands for more than 20 km; and

³ Section 11 (Fatigue management)

*Transport Operations (Passenger Transport)
Standard 2000*

- (iii) when carrying standing passengers, the bus does not travel on a road notified by the chief executive, by gazette notice, as a road on which the bus must not carry standing passengers.

Compliance with Transport Operations (Road Use Management—Vehicle Standards and Safety) Regulation 1999, s 5

22. An operator of a relevant service must ensure that each vehicle providing the service complies with the requirements for the vehicle stated in the *Transport Operations (Road Use Management—Vehicle Standards and Safety) Regulation 1999*, section 5.⁴

Design and construction of bus manufactured before 20 May 1992

23. An operator of a relevant service must ensure that a bus manufactured before 20 May 1992 used to provide the service complies with the Code of Practice ‘Omnibus Licensing Evaluation S6’ as issued at August 1992.⁵

Seating

24.(1) An operator of a relevant vehicle must take reasonable steps to ensure that no more than 1 passenger sits in any adult seat in the vehicle.

(2) However if the vehicle is a bus, 3 primary school or pre-school children may sit in a bench type bus seat designed for 2 adults if—

- (a) the seat is not required to be fitted with seat belts; and
- (b) the placement and construction of the seat allows; and
- (c) no child sits in the seat for more than a total of 90 minutes while any 2 other children sit in the seat.

⁴ *Transport Operations (Road Use Management—Vehicle Standards and Safety) Regulation 1999*, section 5 (Vehicles must comply with vehicle standards)

⁵ This code forms part of the Code of Practice—Commercial Motor Vehicle Modifications and is available for inspection at the offices of the department at Transport House, Brunswick Street, Fortitude Valley, Brisbane.

*Transport Operations (Passenger Transport)
Standard 2000*

Type and age of vehicles

25.(1) An operator of a relevant service may only use a vehicle to provide the service that is of a type and age suitable to provide the service.

(2) The operator is taken to comply with subsection (1) if the operator uses a vehicle of a type and age suitable to provide the service mentioned in a guideline issued by the chief executive under the *Transport Operations (Passenger Transport) Regulation 1994*, section 62B(1)(a).⁶

Compulsory third party insurance

26. An operator of a relevant service must not operate, or allow someone else to operate, a vehicle providing the service unless the insurance requirements under the *Motor Accident Insurance Act 1994* for the vehicle have been complied with.

Maintenance of vehicles

27.(1) An operator of a relevant service must have and comply with a maintenance program for each vehicle providing the service.

(2) The program must provide—

- (a) for the servicing and other maintenance of the vehicle to a standard that complies with, or exceeds, the servicing and maintenance program specified by the vehicle's manufacturer; and
- (b) for a daily pre-trip inspection of the vehicle, to a standard appropriate to an experienced driver of that general type of vehicle, to identify defects in the vehicle that may endanger public safety or substantially reduce passenger comfort; and
- (c) a system to ensure—
 - (i) defects in the vehicle that come to the notice of the driver or anyone else involved in providing the service are reported to the operator and recorded; and

⁶ *Transport Operations (Passenger Transport) Regulation 1994*, section 62B (Chief executive may issue guidelines)

*Transport Operations (Passenger Transport)
Standard 2000*

- (ii) the vehicle is not returned to service until a reported defect that may endanger public safety has been fixed; and
- (iii) reported defects in the vehicle that substantially reduce passenger comfort are fixed within a reasonable time; and
- (iv) action taken to fix defects in the vehicle is recorded.

(3) An operator of a relevant service must keep a record of all servicing or other maintenance on each vehicle used to provide the service.

(4) Subsection (3) applies to all maintenance, whether or not performed under the program.

Customer service

28.(1) An operator of a relevant service that is a taxi service or a service providing scheduled services must take reasonable steps to ensure the operator's drivers are competent in providing customer service.

(2) Without limiting subsection (1), an operator of a relevant service providing scheduled services must take reasonable steps to ensure drivers are aware of the timetables and routes for the services.

Vehicles to be maintained in clean, tidy and comfortable condition

29.(1) An operator of a relevant service that is a taxi service, limousine service, a scheduled passenger service or long distance scheduled passenger service, must take reasonable steps to ensure that each vehicle providing the service is maintained in a clean, tidy and reasonably comfortable condition.⁷

(2) The operator is taken to comply with subsection (1) if the operator maintains the vehicle in accordance with a guideline issued by the chief executive under the *Transport Operations (Passenger Transport) Regulation 1994*, section 62B(1)(b).⁸

⁷ For additional obligations about vehicle comfort see the *Transport Operations (Passenger Transport) Regulation 1994*, section 20 (Safety requirements).

⁸ *Transport Operations (Passenger Transport) Regulation 1994*, section 62B (Chief executive may issue guidelines)

*Transport Operations (Passenger Transport)
Standard 2000*

Access to information about services provided

30.(1) This section applies to an operator of a relevant service that is—

- (a) a scheduled passenger service; or
- (b) a taxi service if bookings for the service are not taken by a service for the administration of taxi services.

(2) The operator must provide the public with a convenient way of obtaining information about the scheduled passenger service or taxi service.

Example—

Ensuring information about the service is obtainable by telephone during appropriate hours.

Vehicle unable to complete journey

31.(1) An operator of a relevant service must have a procedure to ensure that, if a vehicle providing the service is unable to complete a passenger's journey on the vehicle—

- (a) alternative arrangements are made to complete the journey; and
- (b) the passenger is told why the vehicle is unable to complete the journey and the arrangements being made for the completion of the journey.

(2) This section does not apply to an operator of a taxi service if a service for the administration of taxi services takes bookings for the taxi service under a service contract.

Reliability of service

32.(1) An operator of a relevant service that is a scheduled passenger or long distance scheduled passenger service must provide public passenger services in accordance with the operator's advertised schedules.

(2) The schedules must be realistically achievable.

*Transport Operations (Passenger Transport)
Standard 2000*

Scheduled service—what must be shown on vehicle

33.(1) An operator of a relevant service that is a scheduled passenger service or long distance scheduled passenger service, other than a school service, must ensure that each vehicle providing the service—

- (a) is readily identifiable as belonging to the service; and
- (b) displays a conspicuous destination sign.

Complaints

34.(1) An operator of a relevant service must—

- (a) ensure a complaint about the service, whether or not it is about conduct by the operator or a driver, is recorded; and
- (b) promptly investigate the complaint; and
- (c) ensure action, if any, taken in response to the complaint is recorded.

(2) This section does not apply to an operator of a taxi service if a service for the administration of taxi services takes bookings for the taxi service under a service contract.

PART 4—REPEAL

Repeal

35.(1) *The Transport Operations (Passenger Transport) Standard 1995 is repealed.*

(2) *This part expires the day after it commences.⁹*

⁹ This part has expired and is included in this reprint for informational purposes only. It will be omitted in the next reprint.

SCHEDULE

DICTIONARY

section 3

“approved” means approved by the chief executive.

“car” see the *Transport Operations (Road Use Management) Act 1995*, dictionary.

“corresponding licence” to—

- (a) an open licence—means a document corresponding to the open licence that is issued under a law of another State or country that provides for the same matter as the provision under which the open licence is issued; or
- (b) a provisional licence—means a document corresponding to the provisional licence that is issued under a law of another State or country that provides for the same matter as the provision under which the provisional licence is issued.

“held continuously”, for a period, includes being held for the period without a break that lasted more than 7 days.

“motorbike” see the *Transport Operations (Road Use Management) Act 1995*, dictionary.

“open licence” see the *Transport Operations (Road Use Management) Act 1995*, dictionary.

“prescribed licence” means—

- (a) an open licence, or a corresponding licence to an open licence; or
- (b) a restricted licence.

“provisional licence” see the *Transport Operations (Road Use Management) Act 1995*, dictionary.

“relevant service”, for part 3, see section 16.

SCHEDULE (continued)

“relevant vehicle”, for part 2, see section 4.

“restricted licence” see the *Transport Operations (Road Use Management) Act 1995*, dictionary.

“truck” see the *Transport Operations (Road Use Management) Act 1995*, dictionary.

ENDNOTES

1 Index to endnotes

	Page
2 Date to which amendments incorporated	19
3 Key	19
4 List of legislation	20
5 List of annotations	20

2 Date to which amendments incorporated

This is the reprint date mentioned in the Reprints Act 1992, section 5(c). However, no amendments have commenced operation on or before that day. Future amendments of the Transport Operations (Passenger Transport) Standard 2000 may be made in accordance with this reprint under the Reprints Act 1992, section 49.

3 Key

Key to abbreviations in list of legislation and annotations

AIA = Acts Interpretation Act 1954 amd = amended amdt = amendment ch = chapter def = definition div = division exp = expires/expired gaz = gazette hdg = heading ins = inserted lap = lapsed notfd = notified o in c = order in council om = omitted orig = original p = page para = paragraph prec = preceding pres = present prev = previous	(prev) = previously proc = proclamation prov = provision pt = part pubd = published R[X] = Reprint No.[X] RA = Reprints Act 1992 reloc = relocated renum = renumbered rep = repealed s = section sch = schedule sdiv = subdivision SIA = Statutory Instruments Act 1992 SIR = Statutory Instruments Regulation 1992 SL = subordinate legislation sub = substituted unnum = unnumbered
--	---

4 List of legislation

Transport Operations (Passenger Transport) Standard 2000 SL No. 61

made by the chief executive on 1 March 2000
approved by the Governor in Council on 6 April 2000
notfd gaz 7 April 2000 pp 1312–13
ss 1–2 commenced on date of notification
remaining provisions commenced 1 May 2000 (see s 2)
exp 1 September 2010 (see SIA s 54)

5 List of annotations

PART 4—REPEAL

pt 4 (s 35) exp 2 May 2000 (see s 35(2))