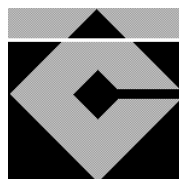


**WHEELCHAIR ACCESSIBLE  
TAXI SERVICE (WATS)**

**TAXI DRIVER RADIO HIRING  
PROCEDURES HANDBOOK**

Version four - 22 July 2003



**NEW TAXI COUNCIL**

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## **1. Handbook Introduction**

The purpose of this Handbook is to inform WATs drivers of the **WATs** Radio Booking Service's, Procedures and Obligations when driving a WATs vehicle.

It should be noted that **all** Sydney metropolitan networks have given the WATS Booking Service (currently the CCN Booking Service and referred to as 0200 in this document) the authority to act on behalf of the network in all 0200 radio procedure matters. This means that any (Network approved) remedial or corrective action that may need to be applied in the case of a breach of these procedures, may be applied by the 0200 administration.

This handbook is for information purposes and does not in any way relieve a WATS taxi driver of his or her responsibilities under any other relevant ACT, Regulation, Standard, Network by law or other authorised instruction or training

## **2: Definitions**

Listed below are excerpts from "Definitions" of the Passenger Transport (Taxi-Cab Services) Regulation 2001 under The Passenger Transport Act 1990 Updated 5 September 2001: No Amendments (Since Gazettal Of 31.8.2001)

*hiring of a taxi-cab includes a hiring:*

- (a) **by means of a taxi-cab booking service, or**
- (b) *from a taxi zone, or*
- (c) *by the hailing of a taxi-cab on the street.*

**Explanation:** This means that a hiring offered via the communication centre is to be treated by the driver in exactly the same way as a street / rank hail

**wheelchair accessible taxi-cab** means a taxi-cab that has wheelchair access

**Explanation:** This means that unless specifically exempted by the Director General, **any** (NSW) taxi vehicle with wheelchair access, whether or not it is an "unrestricted" licence or "WATs" license, is bound by the conditions of **all** regulations relating specifically to WATs vehicles

**Other Definitions:**

**WATS** means Wheelchair Accessible Taxi Service

**0200** means a WATS Booking Service

**Clause** means a clause in the Passenger Transport (Taxi-cab services) Regulation 2001

**The Standards** means the NSW Ministry of Transport (ex DOT) - Taxi driver Authorisation Driver Standards 1 August 1996

**TNSW** means Transport New South Wales

**General Booking** means a non WATS booking (or hiring)

**Shift** means a shift as defined by the major network that the driver is driving for.

### **3: WATs Booking Service Radio Procedures**

#### **WATs Radio Procedure 1:**

**WAT's vehicles can only be driven as a taxi by a duly authorised taxi driver.**

See Reference(s) 1.

**Explanation:** A driver who has not successfully completed the Taxicare WATS Taxi driver Program, and has not been issued with a WAT's specific Taxi Driver Authority Card by TNSW, must not, under any circumstance, drive a WATs vehicle as a taxi. In other words, an operator of a WAT's must not tell a non authorised WATs driver to... *"Just take the WAT's vehicle but don't do any WAT's work"* and a non WAT's trained driver cannot drive a WAT's vehicle and claim; *"It's alright, I just won't do any WAT's hirings"*

#### **WATs Radio Procedure 2:**

WATs drivers must have a driver identity number and current PIN and be signed in.

See Reference(s) 2

#### **WATs Radio Procedure 3:**

WATs drivers must be logged on to WATs Booking Service.

See Reference(s) 3.

*Explanation: WATs drivers must give preference to M50 hirers. If the driver is not logged on, no preference can be given. This applies to all WATS vehicles including WATS with private hirings*

#### **WATs Radio Procedure 4:**

Wats Drivers of a vacant WAT must actively log into suburbs as they progress or if they are engaged they must log into the destination suburb.

Reference(s) 4

*Explanation: WATS taxis are offered radio work in suburbs adjoining the suburbs which surround the logged on location*

#### **WATs Radio Procedure 5:**

WATs drivers must not refuse a WATS booking sent in accordance with the Regulations and published rules of the Booking Service to the WATS Taxi, they are driving

Reference(s) 5

#### **WATs Radio Procedure 6:**

WATS drivers must give preference to person using wheelchair

See Reference(s) 5

*Explanation. Even if the driver has already **accepted** the offer of a person not using a wheelchair unless one or more intending*

*passengers are already seated in the taxi-cab at the time the person using a wheelchair offers to hire the taxi-cab the driver must refuse the general booking and accept the WATs booking*

**WATs Radio Procedure 7:**

GPS will be used to locate the closest WATs vehicle to any booking

- 1) Where an immediate booking is not able to be dispatched
- 2) Where a pre booked booking is not able to be dispatched in time to allow the accepting WATs to pick up at the requested pick up time

*Explanation: This means that while every effort will be made to dispatch bookings to a vehicle in the close proximity of the pick-up address, there may be times when drivers may be requested to accept a hiring that might not otherwise have been dispatched to them*

**WATs Radio Procedure 8:**

Incentives to complete difficult hirings will only be offered in exceptional circumstances and at the discretion of the 0200 administration

**WATs Radio Procedure 9:**

WATs drivers must give an estimated time of arrival for all bookings accepted on cover when the estimated pick-up time is greater than the network offer time

*Reference(s): 6 / 7*

*Explanation: 0200 has an obligation under the Regulation to notify hirers of the estimated pick up time*

**WATs Radio Procedure 10:**

WATs drivers must produce to 0200 or their own network, evidence of private WATs bookings as requested.

*Reference(s): 7*

**WATs Radio Procedure 11:**

WATs vehicle operators must obtain a 0200 vehicle tracking device compliance certificate at each routine and renewal inspection and must ensure that the device is operational at all times.

#### **4: Penalties**

WATS Radio Procedure NUMBER	PENALTY 1 <sup>ST</sup> OFFENCE	PENALTY 2 <sup>ND</sup> OFFENCE	PENALTY 3 <sup>RD</sup> OFFENCE	PENALTY 4 <sup>TH</sup> OFFENCE
1 Pin Number	Operator and/or driver Warning/ counselling / record offence	Operator (vehicle) and/or driver suspended from major network 1 shift record offence	Operator (vehicle) and/or driver suspended from major network 7 shifts TNSW notified	Operator (vehicle) and/or driver suspended from major network 28 shifts recommend show cause be issued by TNSW
2 Signed in	Driver Warning/ counselling / record offence	driver suspended from major network 1 shift record offence	driver suspended from major network 7 shifts TNSW notified	driver suspended from major network 28 shifts recommend show cause be issued by TNSW
3 Logged on	Driver Warning/ counselling / record offence	driver suspended from major network 1 shift record offence	driver suspended from major network 7 shifts TNSW notified	driver suspended from major network 28 shifts recommend show cause be issued by TNSW
4 Log into suburb	Warning/ counselling / re training record offence	driver suspended from major network 1 shift record offence	driver suspended from major network 7 shifts TNSW notified	driver suspended from major network 28 shifts recommend show cause be issued by TNSW
5 Refuse hiring	Warning/ counselling / record offence	driver suspended from major network 1 shift record offence	driver suspended from major network 7 shifts TNSW notified	driver suspended from major network 28 shifts recommend show cause be issued by TNSW
6 Give preference	Warning/ counselling / record offence	driver suspended from major network 1 shift record offence	driver suspended from major network 7 shifts TNSW notified	driver suspended from major network 28 shifts recommend show cause be issued by TNSW
9 Give est. pick up time	Warning/ counselling / record offence	driver suspended from major network 1 shift record offence	driver suspended from major network 7 shifts TNSW notified	driver suspended from major network 28 shifts recommend show cause be issued by TNSW
10 Private booking evidence	Warning/ counselling / record offence	driver suspended from major network 1 shift record offence	driver suspended from major network 7 shifts TNSW notified	driver suspended from major network 28 shifts recommend show cause be issued by TNSW
11 0200 vehicle tracking device certificate	Vehicle suspended from major network until device repaired and certificate produced within a maximum seven day period	Vehicle suspended from major network for 28 shifts recommend show cause be issued by TNSW		

**Show cause means a SHOW CAUSE NOTICE to be issued by TNSW:**

**Driver Show Cause:**

Why Taxi Driver Authority should not be suspended or cancelled

**Operator Driver Show Cause:**

1) Why Taxi Driver Authority should not be suspended or cancelled

2) Why Taxi Operator Accreditation should not be suspended or cancelled

**Operator Show Cause:**

Why Taxi Operator Accreditation should not be suspended or cancelled

#### **5: Appeal Mechanisms**

Any Penalty issued under section 4 can be appealed by the following process

- 1) Appeal direct to 0200 Administration
- 2) If not satisfied by the decision of 0200 Administration, appeal to your own network using that network's standard appeal process

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## **6: References**

### **Reference(s) 1:**

Clause 8: Wheelchair Accessible taxi-cabs

### **Reference(s) 2:**

- 1) Clause 34: Driver of wheelchair accessible taxi-cab to be trained
- 2) 4.4 Network Service requirements of The Standards

### **Reference(s) 3:**

- 1) See Definitions: "hiring"
- 2) Clause 50 (c) Use of taxicab network
- 3) Clause 55: Driver of taxi-cab to accept hiring
- 4) Clause 56: Driver of wheelchair accessible taxi-cab to give preference to person using wheelchair
- 5) Page 109 of the Participant Manual - Taxicare WATS Open Learning Program 1 September 2002

### **Reference(s) 4:**

- 1) Wheelchair Accessible Taxi Service (WATs) Driver Radio Hiring Procedures
- 2) Page 109 of the Participant Manual - Taxicare WATS Open Learning Program 1 September 2002

### **Reference(s) 5:**

- 1) Definitions: Hiring
- 2) Clause 55: Driver of taxi-cab to accept hiring
- 3) Clause 56: Driver of a wheelchair accessible taxi-cab to give preference to person using wheelchair

### **Reference(s) 6:**

- 1) Clause 53 (5) Conditions of authorisation to operate taxi-cab network

### **Reference(s) 7:**

- 1) Wheelchair Accessible Taxi Service (WATs) Driver Radio Hiring Procedures
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