

Ridesharing

In-Service Maintenance Standards

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Commercial Passenger Vehicles Branch
Passenger Transport Division
Department of Infrastructure, Planning and Logistics

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1. Introduction

The principal purpose of this document is to advise the Commercial Passenger Vehicle (CPV) industry the minimum standards for ridesharing vehicles that form part of the conditions of licence. These conditions are applicable to ridesharing vehicles when being assessed for first registration as a ridesharing vehicle and to ridesharing vehicles that are already in-service.

This document has been approved for the purposes of Sections 60 (1) of the *Commercial Passenger (Road) Transport Act* and section 9 (2) of the Commercial Passenger (Miscellaneous) Regulations, and may be cited as the approved standard and the specified minimum maintenance requirements for ridesharing vehicles. Relevant sections of the Northern Territory legislation include:

- *Commercial Passenger (Road) Transport Act*
 - 60 (1) A special passenger vehicle licence shall be subject to such conditions, if any, as the Director thinks fit and specifies in the licence.
- Commercial Passenger (Miscellaneous) Regulations
 - 9 (2) If the Registrar of Motor Vehicles specifies minimum maintenance that is to be carried out on a commercial passenger vehicle, the operator of the vehicle or, if the vehicle is a rideshare vehicle, the driver, must ensure that maintenance is carried out on the vehicle in accordance with that specified.

This document is intended for use by the Director, the Registrar, drivers, networks, Inspectors and Authorised Inspectors.

Please note all CPV industry participants, being either a driver or network, must be aware of the regulator's expectations and what it considers to be fit and proper. For further information refer to [Information Bulletin CPV03 Fit and Proper Assessments and Disqualifying Offences for the CPV Industry](#).

Vehicles when operating as a rideshare service in the NT must comply with these standards at all times. When operating the vehicle for private use, normal roadworthy standards apply. Vehicles must also be serviced and maintained in line with the vehicle manufacturer's recommended periodic maintenance schedule, and comply with all applicable Australian Design Rules (ADRs) and roadworthy standards.

These standards are intended to ensure ridesharing vehicles provide a safe transport option to the public. However, where necessary, and in consideration to public and industry expectations, the Director may exempt in writing, a vehicle or class of vehicles from the requirement to meet part or parts of these standards, and an Inspector may exempt in writing, a particular vehicle from the requirement to meet part or parts of these standards. Where an exemption is granted by an Inspector, it should not exceed a continuous period of three months.

SIMON SAUNDERS
Registrar of Motor Vehicles
Director of Commercial Passenger (Road) Transport

2. Definitions

Act (the) means the *Commercial Passenger (Road) Transport Act*.

ADR means the Australian Design Rules for road vehicles.

Advertising / Advertisement means any advertisement, statement or representation of any kind displayed on or in a ridesharing vehicle, such as lettering, maps, plans, drawings or pictorial images and includes bumper stickers.

ARR means the Australian Road Rules as contained under the NT Traffic Regulations.

Approved means approved in writing by the Director.

Australian Standards means documents that are published by the Standards Australia organisation which set out specifications and procedures.

Authorised Inspector means a person appointed under the *Motor Vehicles Act* and approved by the Director to carry out inspections on a class or classes of commercial passenger vehicles.

Commercial Vehicle Licence (CVL) means a licence to operate a commercial passenger vehicle which has been issued by the Director under the relevant section of the *Commercial Passenger (Road) Transport Act*.

Decal means a sticker or design transfer (whether decorative or otherwise), which can be attached to the vehicle either directly or via magnetic backing.

Director means the Director of Commercial Passenger (Road) Transport appointed under Section 5(1) of the *Commercial Passenger (Road) Transport Act*.

In-service means a motor vehicle that is registered under the *Motor Vehicles Act* and is endorsed against a licence that is granted or renewed under the *Commercial Passenger (Road) Transport Act*.

Inspector means a person appointed or declared as such under section 64 of the *Commercial Passenger (Road) Transport Act*.

Luggage means any container for a person's belongings or any individual item.

Modified means any modification, change or alteration to a vehicle from the original manufactured condition.

Multiple Purpose Vehicle (MPV) means a vehicle which has been modified or constructed for the carriage of persons travelling in a wheelchair, and which has been approved for use as an MPV.

NT means the Northern Territory of Australia.

Operate in relation to a commercial passenger vehicle means to drive or use, or to cause or employ another person to drive or use, a vehicle to carry passengers for hire or reward, other than only in the capacity of an employee or volunteer.

Registrar means the Registrar of Motor Vehicles and has the same meaning as that defined in the *Motor Vehicles Act*.

Regulations means any regulations made under the *Commercial Passenger (Road) Transport Act* that are applicable to operating ridesharing vehicles for hire or reward in the Northern Territory of Australia.

Rideshare Vehicle means a motor vehicle that:

- (a) is capable of undertaking hirings arranged through a communications or dispatch network approved by the Director under section 71 of the Act in exchange for a fare derived through an algorithm or pricing structure not limited by period of time taken or distance travelled; and
- (b) is declared under section 3 of the Act to be a special passenger vehicle or is a vehicle of a class that is declared to be special passenger vehicles.

A motor vehicle mentioned above is not a rideshare vehicle when it is being used as a private vehicle and is unavailable for hire.

Rideshare Driver means a person who makes a rideshare vehicle driven by the person available for a rideshare journey.

Roadworthy means a standard determined by the Registrar of Motor Vehicles for a vehicle to be registered as outlined in the “Northern Territory Inspection Manuals for Light and Heavy Vehicles”.

Tyre Placard means a plate (or decal) affixed to the vehicle by the manufacturer and which provides specifications / dimensions of the wheels and tyres which may be fitted to the vehicle.

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3. Vehicle Type

The vehicle must meet the intent of all relevant ADRs and the below standards.

Description	Vehicle Requirement
All Ridesharing Vehicles (including MPVs)	
1. Entry door step height from ground (may include access steps)	Max 410 mm
2. ELR lap-sash belt on outboard seat. (ELR = Emergency Locking Retractor)	All
3. Aisle width (for van type vehicles)	Min 300 mm

For safety reasons, including not limiting access to vehicles for passengers who are less mobile, vehicles must:

- meet the minimum entry door step height from the ground being a maximum 410 mm; and
- be constructed so that access to the vehicle's seating positions shall be through the side doors (i.e. not through rear opening doors unless modified for wheelchair use).

4. Vehicle Age Requirements

Any in-service ridesharing vehicle must not be older than nine years of age.

Vehicle age is determined as being from the date of vehicle manufacture as indicated on the vehicle's original compliance plate.

5. Inspection Requirements

All in-service ridesharing vehicles must be inspected at intervals as determined by the Director which is currently once per year. Current inspection requirements are contained within Vehicle Inspectors Bulletin No 19, unless otherwise specified in a vehicle's Commercial Vehicle Licence (CVL).

The Vehicle Inspectors Bulletin No 19 can be accessed through the Department of Infrastructure, Planning and Logistics' webpage via the following link:

nt.gov.au/driving/industry/vehicle-inspector-bulletins

6. Equipment

All equipment that is required to be fitted to a ridesharing vehicle must be fitted in accordance with these standards, the manufacturer's recommended installation requirements and any applicable road law.

Equipment must not be located in a position that is likely to cause an injury as a result of an accident and must be maintained in a serviceable condition at all times. Equipment must also be secured to withstand a force equivalent to 20 times its mass.

The display of information and the correct functioning of equipment assists with protecting the drivers and public, and provides important information to all persons including persons living with disabilities.

A person must not fit any device or make any modification to the vehicle or a component used in or fitted to a vehicle, which alters the correct functioning of the vehicle or any vehicle component.

All ridesharing vehicles where applicable, must be fitted with the following equipment:

- 6.1 A current approved CVL label is to be affixed on the front windscreen, passenger side, bottom corner and must be fitted outside of any glazing tint band. The fitted label is to be located so that any information on the label can be easily viewed by a person standing outside of the vehicle.
- 6.2 A suitably inflated and roadworthy spare wheel / tyre assembly and wheel changing equipment must be carried securely with the vehicle.
- 6.3 If there is a national safety recall on any equipment, accessory, vehicle etc, it must be fixed as soon as possible.

7. Exterior

Licence holders and drivers of ridesharing vehicles should ensure that each vehicle is maintained to a high standard and in keeping with public and industry expectations of a reliable, free of body damage and clean transport service. Well maintained and presented vehicles promote community confidence in the industry.

- 7.1 All fitted tyres must conform to the tyre placard affixed to the vehicle and must be maintained in a roadworthy condition. Retread tyres are acceptable for use, however if fitted, must comply with the speed and load rating of the tyre placard.

Emergency spare wheel / tyre assemblies cannot generally be used when operating. An exception to this is where the vehicle's primary wheel / tyre assembly has deflated (e.g. punctured) during a journey involving passengers and the emergency spare wheel assembly is needed to complete that journey. In any event the driver must not accept any new hiring until the vehicle's primary wheel / tyre assembly has been repaired and refitted to the vehicle. An emergency spare wheel / tyre assembly is defined as being different in size and construction than the vehicle's primary wheel assembly.

8. Interior

Ridesharing vehicles are to be maintained in a safe and reliable condition that does not present a risk of injury to a driver, passenger or other road user. Licence holders and drivers of ridesharing vehicles should ensure that each vehicle is maintained to a high standard and in keeping with public and industry expectations of a reliable and clean transport service.

- 8.1 All seating positions shall be adjacent to a door or accessible via an aisle.
- 8.2 All seating including head rests must provide adequate support as originally intended.
- 8.3 All interior lighting must be operational as originally designed.
- 8.4 Any vehicle equipped with factory fitted airbag safety devices is to be free of stickers or any decal plates which may affect operation of the airbags. The vehicle must not be modified in a way, including the fitment of an accessory, which affects any vehicle safety feature or the correct functioning of a vehicle component.

- 8.5 While operating as a rideshare vehicle, no video or audio recording devices capable of recording passengers are permitted unless it is a Department approved in-car security camera system. Dash cams are not authorised to be used in ridesharing vehicles when operating as a transport provider. For more information on security camera systems refer to [Information Bulletin CPV28 – Security Cameras in Taxis and Minibuses](#).

9. Luggage Compartment

- 9.1 The spare wheel assembly, tools and equipment must be correctly located, secured and covered in line with the vehicle manufacturer's requirements. If a spare wheel is relocated as a result of an approved vehicle modification such as the fitting of an LPG system or a lift / hoist mechanism for wheelchair access, the wheel must be adequately secured.
- 9.2 Luggage must not be carried in a location or manner that may cause an injury in the event of an accident or emergency braking manoeuvre, e.g. luggage carried in an aisle of a vehicle is not acceptable due to it potentially becoming a missile.

10. Accessories and Modifications

- 10.1 Any accessory fitted must be maintained in a sound condition, must meet the manufacturer's installation requirements and must also be secured to withstand a force equivalent to 20 times its mass.
- 10.2 Aftermarket audio visual displays may be fitted to the interior of the vehicle provided:
- 10.2.1 the player or screen does not interfere directly or indirectly with any other vehicle system, the driver's view of the road, or the passengers' view of required information;
 - 10.2.2 no video display screen is in the view of the driver when the vehicle is in motion (this does not apply if screens display only geographic or vehicle data);
 - 10.2.3 the video only displays material which is suitable for passengers of all ages;
 - 10.2.4 any video or audio content complies with all relevant legislative requirements that apply to the content of material being viewed; and
 - 10.2.5 the installation complies with the requirements of the ADRs and ARR.
- 10.3 Mobile phones are to be affixed in a safe manner and are only to be used when safe.
- 10.4 Where fitted, an electronic payment processing device (e.g. EFTPOS terminal) must be located in a position that is not likely to cause an injury as a result of an accident.

11. Advertising

- 11.1 Ridesharing vehicles must not display advertising that is likely to cause a person to believe the vehicle is available for hire. This does not prevent other advertising.

12. Multiple Purpose Vehicles

All Multiple Purpose Vehicles (MPVs) being wheelchair assessable vehicles, must be fitted with the following equipment in addition to all other relevant requirements for a ridesharing vehicle. This additional equipment must be maintained in a serviceable condition and at all times comply with the manufacturer's or approved installation requirements. All new registered MPVs must comply with the specifications set out below.

Description	Vehicle Requirement
All Ridesharing Vehicles (including MPVs)	
1. Entry door step height from ground (may include access steps)	Max 410 mm
2. ELR lap-sash belt on outboard seat. (ELR = Emergency Locking Retractor)	All
Multiple Purpose Vehicles – wheelchair space	
3. Minimum allocated wheelchair space of (to be measured as a prism):	Length - 1300 mm Width - 800 mm Height - 1500 mm
4. Minimum door access for wheelchair entry points	Height - 1500 mm Width - 800 mm
5. Wheelchair access ramp gradient at least	1 in 6
6. Non-removable wheelchair access ramp or hoist mechanism (no removable/portable ramps to be used)	Yes

A vehicle will only be approved as an MPV on acceptance of the modifications by the Director.

- 12.1 The wheelchair occupant allocated clear-space must comply with the requirements outlined in the Commonwealth Disability Standards for Accessible Public Transport 2002 (as amended) and in line with CPV Information Bulletin No 31 'Multiple Purpose Taxi Wheelchair Space Allocation' at nt.gov.au/driving/industry/cpv-information-bulletins-and-forms.
- 12.2 The MPV must have a wheelchair hoist or lift mechanism that has been manufactured and installed to comply with the requirements of the Australian / New Zealand Standard (Hoist and ramps for people with disabilities – vehicle mounted) which is current at the time of first registration as an MPV, or a later standard.
- 12.3 The international symbol for accessibility (refer Diagram 1) must be clearly visible at each vehicle access point and on the front of the vehicle. The symbols must comply with AS1428.1 clause 14.2 and 14.3.

Diagram 1 – International Symbol for Accessibility



- 12.4 An MPV must continue to comply with the Australian Standards and all other conditions under which the Director originally approved the vehicle. As a minimum, all vehicles registered in the NT after 1 November 2009 must be fitted with a wheelchair and occupant restraint system which complies with AS/NZS 10542.1:2009 (Technical systems and aids for disabled or handicapped persons – Wheelchair tiedown and occupant-restraint systems – Requirements and test methods for all systems). Systems must be installed in accordance with the manufacturer's specifications and guidelines.
- 12.5 Signage indicating the correct method of use for the vehicle's wheelchair restraint system must be displayed in a conspicuous position inside the vehicle. This signage must be clearly visible to persons involved with securing passengers in wheelchairs and must comply with the relevant Australian Standard in force at the time of first registration as an MPV, or a later Standard.
- 12.6 Any modifications that effect the vehicle's compliance to ADRs will require:
- 12.6.1 For Factory new vehicles: A second stage manufacturer's approval and the fitting of a second stage compliance plate to the vehicle.
 - 12.6.2 For In-service vehicles: Engineering certification describing all the vehicle modifications and affected ADRs, and contain detail of how continued compliance with all applicable ADRs is maintained.
- 12.7 Any modifications to vehicles must not restrict or obstruct any person from using entry and exit doors and emergency exits must be capable of being opened or operated from both the inside and outside of the vehicle.
- 12.8 Any additional or modified seats and / or seat belts must be fitted and certified as complying with applicable ADRs and National Codes of Practice. Any folding seats must continue to operate as originally designed.

Any vehicle components modified as a result of the vehicle's conversion to an MPV must still comply with the intent of all relevant ADRs.