

# Private Hire Car In-Service Maintenance Standards

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**Document details**

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**Change history (From June 2019)**

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Changes made</b>
1.0	June 2019	Passenger Transport	Removed - 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.

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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 private hire cars that form part of the conditions of licence. These conditions are applicable to private hire cars when being assessed for first registration as a private hire car and to private hire cars that are already in-service.

This document has been approved for the purposes of Sections 33(5) of the *Commercial Passenger (Road) Transport Act 1991* and section 9 (2) of the Commercial Passenger (Miscellaneous) Regulations 1992, and may be cited as the approved standard and the specified minimum maintenance requirements for private hire cars. Relevant sections of the Northern Territory legislation include:

- *Commercial Passenger (Road) Transport Act 1991*  
Section 33(5) It is a condition of a private hire car licence that the private hire car endorsed on the licence is used as a private hire car and is maintained to an approved standard.
- Commercial Passenger (Miscellaneous) Regulations 1992  
Regulation 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 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, operators, drivers, networks, Inspectors and Authorised Inspectors.

Please note all CPV industry participants being either a driver, operator 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* which can be found on the Department of Infrastructure, Planning and Logistics' webpage, [www.nt.gov.au/driving/industry](http://www.nt.gov.au/driving/industry).

Private hire cars operating in the NT must ensure they continue to comply with these standards at all times. Private hire cars 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.

Any item that is fitted in compliance with these standards shall be deemed to have written approval unless otherwise written or instructed by the Director.

These standards are intended to ensure private hire cars 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 1991*.

**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 private hire car, 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 1949* and approved by the Director to carry out inspections on a class or classes of commercial passenger vehicles.

**CP(R)T Act** means the *Commercial Passenger (Road) Transport Act 1991*.

**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 1991*.

**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 1991*.

**In-service** means a motor vehicle that is registered under the *Motor Vehicles Act 1949* and is endorsed against a licence that is granted or renewed under the *Commercial Passenger (Road) Transport Act 1991*.

**Inspector** means a person appointed or declared as such under section 64 of the *Commercial Passenger (Road) Transport Act 1991*.

**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.

**MVR** means the Motor Vehicle Registry.

**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.

**Operator** means the holder of a CVL under which a vehicle is being operated.

**Private Hire Car** means an approved motor vehicle that:

1. is fitted, equipped or constructed to carry not more than 8 passengers;
2. is used, with the services of a driver, to carry passengers for hire or reward on pre-booked journeys at pre-arranged fares determined in accordance with a rate of hire calculated by

reference to the period of time the vehicle is hired or by reference to the distance to be travelled in the vehicle;

3. is not fitted with a meter that either calculates or indicates the fare payable; and
4. does not stand or ply for hire except in accordance with section 37B of the *Commercial Passenger (Road) Transport Act 1991*;

**Registrar** means the Registrar of Motor Vehicles and has the same meaning as that defined in the *Motor Vehicles Act 1949*.

**Regulations** means any regulations made under the *Commercial Passenger (Road) Transport Act 1991* that are applicable to operating private hire cars for hire or reward in the Northern Territory of Australia.

**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.

### 3 Vehicle type

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

Description	Vehicle Requirement
<b>All Private Hire Cars (including MPVs)</b>	
1. Passenger seating capacity (does not include Driver)	Up to 8 passengers
2. Entry door step height from ground (may include access steps)	Max 410 mm
3. ELR lap-sash belt on outboard seat. (ELR = Emergency Locking Retractor)	All
4. 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 private hire car 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 private hire cars 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](http://nt.gov.au/driving/industry/vehicle-inspector-bulletins)

### 6 Equipment

All equipment that is required to be fitted to a private hire car 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 private hire cars must be fitted with the following equipment:

- 6.1 A device to hold and display a driver's identification card (CPVID Card) which is located in a conspicuous position and securely fitted. The device must be constructed and positioned so that a person sitting in any vehicle seating position is afforded a clear and unobstructed view of an ID Card when correctly held in the device.
- 6.2 A fire extinguisher fitted which has been certified within the past 12 months, is fully charged and meets the requirements of Australian Standard AS 2444. It shall be securely mounted and not be a hazard or cause annoyance to vehicle occupants. It must be easily accessible and must not be obscured. A fire extinguisher located in the boot area in accordance with this standard is acceptable.
- 6.3 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 vehicle's tyre placard.

Vehicles must be fitted with a suitably inflated spare wheel/tyre assembly and wheel changing equipment as originally supplied with the vehicle from new by the vehicle manufacturer (or to equivalent specifications). Spare wheel/tyre assemblies and wheel changing equipment must be in a serviceable condition as originally designed by the manufacturer and be easily accessible in the event of a vehicle tyre becoming deflated or unserviceable. The spare wheel/tyre assembly including any tools and equipment must be correctly located, secured and covered in line with the vehicle manufacturer's original design or component requirements.

If a spare wheel/tyre assembly is relocated as a result of an approved vehicle modification (such as the fitting of a LPG system), the wheel must be adequately secured.

Where a new vehicle was sold onto the Australian market without a spare wheel/tyre assembly, the alternate device or system fitted to the vehicle by the manufacturer for managing tyre deflations must be maintained and serviceable; e.g. tyre inflation kit or "run flat" tyres. Any spare wheel/tyre assembly and wheel changing or inflating equipment must be secured in the vehicle as originally intended by the manufacturer.

**NOTE:** Emergency spare wheel/tyre assemblies (space savers) and deflated "run flat" tyres cannot generally be used when operating the vehicle for hire or reward. 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/tyre assembly (space saver) is needed to complete that journey; or the operator of the vehicle relies on the "run flat" tyre feature to complete the journey. In any event the driver must comply with applicable speed and distance ratings for that tyre and 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 (space saver) is defined as being different in size and construction than the vehicle's primary wheel assembly and which is restricted in maximum speed and/or travel distance. Run flat tyres are tyres designed to allow continued vehicle operation upon becoming deflated (e.g. puncture), however have maximum speed and travel distance restrictions.

- 6.4 If there is a national safety recall on any equipment, accessory, vehicle etc, it must be fixed as soon as possible.



## 7 Exterior

Operators and drivers of private hire cars should ensure that each vehicle is maintained to a high standard 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 Any applied window tint film must have a minimum visible light transmittance (VLT) of 35% measured in combination with the glazing and must not be scratched, bubbled, peeling or deteriorated in any way.

## 8 Interior

Private hire cars 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. Operators and drivers of private hire cars 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 including head rests must provide adequate support as originally intended.
- 8.2 All interior lighting must be operational as originally designed.
- 8.3 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.

## 9 Luggage compartment

- 9.1 The luggage compartment such as the boot lid or door seal must be correctly secured, aligned and not be damaged so that it prevents the ingress of exhaust fumes and dust.
- 9.2 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.
- 9.3 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 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

Advertising on private hire cars is permitted.

11.1 Any mounted display units, if fitted, must be mounted centrally on the boot or roof, have no sharp edges or protrusions, be of sound construction, be secured to withstand a horizontal force equivalent to 20 times its mass and must not obscure the centre high mount brake light.

11.2 Advertisements displayed must be static and must not be reflective (e.g. must not be mirror like in appearance).

11.3 The Director may direct an operator to remove any advertising that is in compliance with these standards, if in the opinion of the Director, the advertising is not in keeping with public or industry expectations or the intent of these standards. It is a condition of the Commercial Vehicle Licence (CVL) that operators obey any direction to remove advertising if the Director Commercial Passenger (Road) Transport forms the opinion that the advertising is not consistent with public or industry expectations.

### 11.4 'Vacant' Signage

In the interests of more clearly identifying transport options for the travelling public, especially during times of high demand at airports and railway stations, private hire car operators are authorised to display an approved sign which reads the word 'VACANT' in or on their vehicles.

The 'VACANT' sign is only permitted to be displayed at airport ranks and railway station ranks in Darwin and Alice Springs.

Private hire car operators have the choice of displaying one of the following two custom made coloured signs approved by the Commercial Passenger Vehicles Branch:

- black text on a white background; or
- white text on a blue background.

The dimensions of the sign must be 500 mm x 100 mm and lettering to be a minimum height of 70 mm, as shown in Diagram 1 below.

#### Diagram 1 – Vacant Signs



Sample A: Black text on white background



Sample B: White text on blue background

Private hire car operators are able to display the 'VACANT' sign in any suitable location in or on their vehicles. Signs must be removed immediately on commencement of a hiring.

Only approved 'VACANT' signs may be displayed.

11.5 Restrictions on Alcohol Advertising

Advertising of take away outlets is not permitted.

Advertising specific alcohol products, or alcohol related promotions such as “drink specials” is not permitted.

Advertising of licenced venues such as restaurants, pubs and clubs is permitted, however the advertising should not draw attention to or glamorise alcohol or excessive drinking.

Operators will be directed to remove any advertising which contravenes the above rules. Operators who fail to obey such a direction risk prosecution for breach of operator licence condition, and suspension/cancellation of licence.

For further information on alcohol advertisement on commercial passenger vehicles, refer to Information Bulletin [CPV27 – Restrictions on Alcohol Advertising on Commercial Passenger Vehicles](#).

**12 Trailers**

12.1 A private hire car is not permitted to tow a trailer without the written approval from the Director. Any application from an operator to tow a trailer must be made in writing to the Director.

12.2 When considering an application to tow a trailer, the Director may consider the intended operation of a vehicle, the intent of the vehicle category and public and industry expectations.

**13 Multiple purpose vehicles**

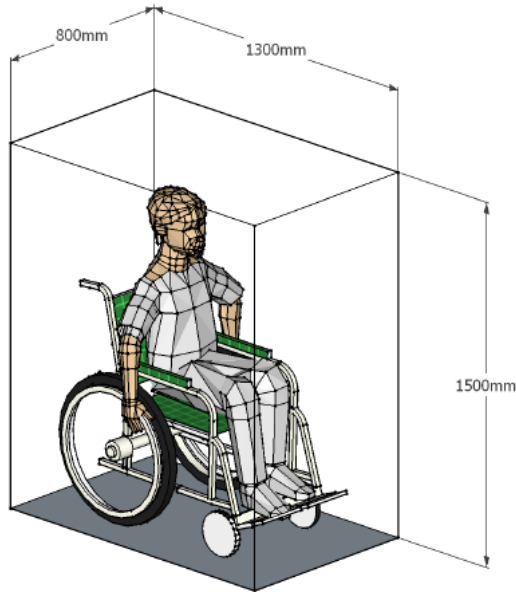
All Multiple Purpose Vehicles (MPVs) being wheelchair assessable vehicles, must be fitted with the following equipment in addition to all other relevant requirements for a private hire car. This additional equipment must be maintained in a serviceable condition and at all times comply with the manufacturer’s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

Description	Vehicle Requirement
<b>All Private Hire Cars (including MPVs)</b>	
1. Passenger seating capacity (does not include Driver)	Up to 8 passengers
2. Entry door step height from ground (may include access steps)	Max 410 mm
3. ELR lap-sash belt on outboard seat. (ELR = Emergency Locking Retractor)	All
<b>Multiple Purpose Vehicles – wheelchair space</b>	
4. Minimum allocated wheelchair space of (to be measured as a prism, refer Diagram 2):	Length - 1300 mm Width - 800 mm Height - 1500 mm
5. Minimum door access for wheelchair entry points	Height - 1500 mm Width - 800 mm
6. Wheelchair access ramp gradient at least	1 in 6
7. 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.

- 13.1 A plate or decal indicating the private hire car registration number must be affixed in a conspicuous position inside the vehicle, which is clearly visible to passengers seated in any wheelchair position. To fulfil this requirement a second plate may be fitted. The decal (or decals) is to have white lettering on a black background with lettering at least 15 mm high.
- 13.2 The wheelchair occupant allocated clear-space (refer Diagram 2) must comply with the requirements outlined in the Commonwealth Disability Standards for Accessible Public Transport 2002 (as amended).

**Diagram 2 – Wheelchair space allocation**



- 13.3 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.
- 13.4 The international symbol for accessibility (refer Diagram 3) 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 3 – International Symbol for Accessibility**



- 13.5 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.

- 13.6 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.
- 13.7 Any modifications that effect the vehicle's compliance to ADRs will require:
- 13.7.1 For Factory new vehicles: A second stage manufacturer's approval and the fitting of a second stage compliance plate to the vehicle.
  - 13.7.2 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.
- 13.8 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.
- 13.9 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.

**End of Document**