



## **FAQ: Taxi Camera Surveillance Unit standard 2011**

### **1. *What is the new standard?***

Under the new standard Taxi Camera Surveillance Units (TCSUs) must offer:

- Routine images taken frequently (3 frames per second) and independently of any external trigger (door open, meter on);
- Two internal and two external cameras. External cameras will provide evidence if you are assaulted immediately outside of the taxi; and,
- Images being retained longer (288 hours) to allow for the usual delay between the date of the incident and the date the download is requested by Police and undertaken; and
- Sound recording.

### **2. *Why is there a new standard?***

The Taxi Camera Surveillance Units (TCSUs) that are currently installed in taxis are generally technologically outdated. For example, some existing models are no longer being manufactured and spare parts are in short supply.

As a result, when a crime occurs inside or outside a taxi, these existing models often do not provide the evidence necessary to prosecute the offender.

A new standard is urgently needed to help make the taxi industry a safe working environment for taxi drivers and a safe transport service for passengers.

### **3. *When will the new standard apply?***

From 1 July 2011 all TCSUs to be installed in taxis for the first time will have to comply with the new standard.

However, to manage the replacement of the approximately 1,850 TCSUs that are currently installed, the Department of Transport will use a phased approach.

Phase 1: Between 1 July 2011 and 30 June 2012, all currently installed Raywood 20/20 models will be required to be replaced with a departmentally approved TCSU that is compliant with the new standard.

Phase 2: Between 1 July 2012 and 30 June 2013, all currently installed Raywood 30/30 models and VerifEye models (installed prior to 1 January 2010) will be required to be replaced with a departmentally approved TCSU that is compliant with the new standard.

Phase 3: Between 1 July 2013 and 31 December 2013, all currently installed VerifEye models (installed on or after 1 January 2010) will be required to be replaced with a departmentally approved TCSU that is compliant with the new standard.



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### ***4. What if I choose not to replace my TCSU in the relevant phase?***

If you decide not to replace your TCSU during the relevant phase you run the risk of incurring penalties.

It is a requirement for every Perth metropolitan taxi to have a TCSU installed in it of an approved type. Failure to comply with this requirement may result in any of the following penalties:

- Defect notice issued and vehicle will not be permitted to operate until defect is rectified
- Infringement issued
- Prosecution action

### ***5. I have just replaced my old TCSU with a VerifEye model***

Operators who have purchased and installed a VerifEye model on or after 1 January 2010 will receive an additional 'grace period' and not have to replace these models until Phase 3 (1 July 2013 to 31 December 2013). All VerifEye models have to be replaced in order to comply with the new standard by 1 January 2014.

### ***6. Do I need to do anything right now with the TCSU I already have installed?***

When Government policy, regulations or standards change the status quo remains until the change is implemented. This means if your old TCSU is currently in working order you will not have to replace it just yet.

### ***7. What if I need to replace the TCSU I already have installed?***

The Department understands that a number of Raywood 20/20 and 30/30 TCSUs are likely to fail and may require replacement before 1 July 2011 (Phase 1).

The Department of Transport is planning to pre-approve TCSUs that meet the new standard prior to 1 July 2011. This means that if you urgently need to replace your TCSU, you may be able to choose from a list of pre-approved models.

The list of pre-approved models will be available on the Department of Transport website from *late April 2011*.



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### ***8. What if I need to replace my old TCSU before the new TCSUs are available.***

If your old TCSU is no longer working and you cannot have it repaired, you will need to either purchase or lease a TCSU that meets the current standard.

If you purchase (as opposed to 'lease') a TCSU that meets the current standard, you will then need to upgrade to a new TCSU that complies with the new standard when the relevant replacement phase comes around.

### ***9. How much will the new TCSUs cost?***

The Government will soon begin the process of approving TCSUs that comply with the new standard.

As these TCSU models are progressively approved, they will be listed on the Transport website ([www.transport.wa.gov.au](http://www.transport.wa.gov.au)), along with their Recommended Retail Price (RRP).

Installation is likely to cost around \$400 - \$500, depending on your type of vehicle. This can be confirmed with your chosen approved installer.

### ***10. I have a friend who knows how to install TCSUs. Can I get them to install mine for me?***

No, only installers who have been approved by the Department of Transport can install a TCSU. Anyone found to have a TCSU installed by someone who is not an approved installer may receive an infringement and will be required to have the TCSU re-installed by an approved installer.

The person who installed the TCSU may also be infringed or prosecuted.

The same applies to repairs and maintenance of the TCSU.

### ***11. I hear there will be a subsidy***

The Government has recently announced the \$7.74 million TCSU replacement program. For details about the subsidy please see the '***FAQ: Taxi Camera Surveillance Unit Replacement Subsidy***' document available at: <http://www.transport.wa.gov.au/cameras> or by calling the TCSU hotline on 1300 574 061.



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***12. My taxi is currently fitted with a VerifEye model but I need to replace my vehicle before 2013. Will I have to install the new type of TCSU or can I transfer my existing TCSU into the new vehicle?***

If you need to replace your vehicle, you can transfer your existing model into the new vehicle.

However, the existing TCSU will still need to be replaced in the relevant phase.

***14. I was just about to buy a VerifEye TCSU to replace my old Raywood TCSU. Can I still go ahead?***

You can still install a VerifEye in your taxi up until 30 June 2011, but keep in mind that you will be required to replace it with a TCSU that complies with the new standard by 1 January 2014.

***15. Will there be a warranty on the new TCSUs?***

Yes, all new TCSU models will have a warranty.

Details will be available once the Department of Transport determines which models of TCSUs are approved.

***16. If I buy a second-hand TCSU how will I know how much warranty is left?***

If you buy a second-hand TCSU, you should check the inspection certificate, which shows the date of manufacture and date of installation of the TCSU, which will determine how much warranty is left on the TCSU.

***17. Will I be required to replace my TCSU again in the future?***

The Department of Transport will review the TCSU standard every five years. The next review is due to commence in 2015, for release in 2016.

This means TCSUs will need to be replaced every 5 years (from the date of first installation in any taxi vehicle). The aim is to ensure that every Perth taxi is fitted with a TCSU that is of a required and up-to-date quality, and that installed systems are not so old that parts are no longer working properly. After five years spare parts for TCSUs become difficult to obtain or are completely unavailable.

***18. If I don't have to replace my current TCSU until Phase 2 or Phase 3, my TCSU will only be 2, 3 or 4 years old by 2016. Will I have to replace it straight away?***



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No, you will be allowed to keep your current TCSU until it reaches 5 years from the date of installation. At that time, you will be required to replace it with a new TCSU that meets the new standard.

However, bear in mind that the age of the TCSU is determined from the date that the TCSU was first installed in any taxi vehicle. This means that if you buy a second-hand TCSU or transfer your TCSU to a new vehicle you will not get a full five year period of use out of it

#### ***19. What if I choose not to replace my TCSU after 5 years?***

As outlined at question 4, you will run the risk of incurring penalties if you do not replace your TCSU when required.

#### ***20. If I buy a second-hand vehicle with a TCSU installed in it, how do I know how long I have before I need to replace the TCSU?***

It is a requirement that installers record the installation date of TCSUs on the inspection certificate. If you are planning to purchase a second-hand vehicle with a TCSU already installed to use as a taxi, it is important to check the inspection certificate so you know when the TCSU was first installed.

#### ***21. Will the process for reporting crimes and downloading change?***

No, the procedure for reporting crimes and arranging for downloads will stay the same.

The procedure is as follows:

1. Attend a police station to make a formal report of the incident;
2. Police will contact the Camera Download Officers from Department of Transport to arrange a download;
3. Camera Download Officer will attend police station OR request that you provide the vehicle to the Department of Transport office to perform download;
4. Downloaded data will be provided to the Police for use in the investigation.

#### ***22. Can I download the recorded footage myself?***

No, only authorised officers will be able to perform the download of a TCSU, as is the current situation.



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Any attempts by an unauthorised person to gain access to the material stored in the TCSU memory is an offence against the *Taxi Regulations 1995* and may result in an infringement or further action being taken.

#### ***23. Will the TCSU record conversations in the taxi?***

Yes, the new standard requires that the TCSUs will have sound recording. This means that any conversation taking place within the taxi will be recorded. Only authorised officers will be able to gain access to the recordings, for official purposes.

#### ***24. I've heard that TCSUs now have the capability for "live streaming". Will the images and/or sound be streamed to the Taxi Dispatch Service (TDS) provider or any other organisation?***

No, the only time images or sound will be able to be accessed is when an incident has occurred and the data is required to be downloaded as part of an investigation.

A TDS provider will not be able to listen in on your conversations or watch you in your taxi.



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