

Information Bulletin

PT 403/09.16

Cosmetic Standards

Applicable to General Route Services and School Services

Cosmetic standards

Section 30 of the *Transport Operations (Passenger Transport) Standard 2010* requires operators of general route services and school services to comply with specified vehicle requirements and to maintain their vehicles in a clean, tidy and comfortable condition.

To meet this standard, the following requirements ('cosmetic standards') must be complied with for vehicles used to provide general route services or school services.

Seating

All vehicles

- Seat covers must not be torn or frayed and must be kept clean.
- Seat springs must not be broken or sagging.
- Seat belt webbing must not be shabby or dirty.

Interior Appearance and Fittings

All vehicles

- Interior trim panels must not be loose or missing and must be in good condition.
- Interior trim must not be soiled or dusty so as to cause discomfort to any passenger or soil clothing.
- The interior compartment must be free of odour.
- Floor coverings must be clean and intact.
- The luggage compartment must be clean and tidy.

Buses only

- Window adornments, for example, curtains, must be clean.
- The disembark light must work.
- Interior safety padding must be in good condition.
- Buzzers or bells for requesting bus to stop must be in working order.

Exterior Appearance & Fittings

All vehicles

- Body panels must not be excessively dented.
- Exterior paintwork must not be excessively scratched, dirty or discoloured, so as to detract from the vehicle's general appearance.
- The windscreen must be clean.

Buses only

- Any non-illuminated destination sign displayed on the bus must be clearly visible and legible.

Note: Relaxation of requirements in areas where high level water restrictions apply

As a water conservation measure, a local government authority may restrict the use of water to essential use only. Such a restriction may include a ban on the washing of vehicles except for windscreens, windows and mirrors. In these situations, operators are exempted from the requirement to keep the outside of a vehicle clean but must still keep the inside of all vehicles clean, tidy and reasonably comfortable.

Air conditioning - buses

Section 126A of the *Transport Operations (Passenger Transport) Regulation 2010* applies to operators of general routes services or school services. If the operator uses a bus fitted with an air conditioner then the operator must—

- ensure the air conditioner is fully operational and in good repair; and
- if the maximum daily air temperature forecast by the Bureau of Meteorology for the area where the service operates is at least 28°C—instruct the driver to turn the air conditioner on.

However an operator does not commit an offence against these requirements if the operator takes the following actions after first becoming aware that an air conditioner is not fully operational because it requires maintenance or repair—

- The operator must take reasonable steps to have the air conditioner maintained or repaired as soon as possible.
- The operator must have a written record of: the date the air conditioner stopped being fully operational or in good repair; and the steps taken to have the air conditioner maintained or repaired as quickly as possible.
- The operator must display a sign in a conspicuous position near the entry to the bus that informs the passengers that the air conditioner is not fully operational because it requires maintenance or repair.

Records of vehicle maintenance

Any non-compliance with the cosmetic standards and subsequent action taken to address the non-compliance should be recorded by the operator. For more information about recording and clearing of defects, please refer to information bulletin PT401 [Maintenance of Public Passenger Vehicles](#).

Compliance

To ensure compliance with standards, the department undertakes random and routine vehicle inspections. The department may take action against a person who fails to comply with a legislative requirement. Possible actions include, but are not necessarily limited to: issue of a “section 100 notice” directing a person to comply with a stated requirement; issue of an infringement notice (a fine); prosecution in a court; and suspension or cancellation of a person's operator accreditation or driver authorisation. For more information about

compliance, please refer to information bulletin PT19 [Compliance – Passenger Transport Operators and Drivers](#).

Additional information

This bulletin is an interpretation of the relevant legislation and should not be used as a reference to a point of law.

The information contained in this bulletin has been produced as a guide to assist in the understanding of the legislation and policy. Clarification of any information in this bulletin may be obtained from the Department of Transport and Main Roads by contacting your local Passenger Transport office.

Legislation may be viewed on the internet at www.legislation.qld.gov.au. Additional information about public passenger services is available on the Department of Transport and Main Roads internet site at www.tmr.qld.gov.au/information_bulletins.