



The *Point to Point Transport (Taxis and Hire Vehicles) Act 2016* (the Act) and the *Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017* (the Regulation) set the new rules for the fares charged by taxi service providers and booking service providers in NSW in any vehicle with 12 seats or less (including the driver) that can take customers on the route they choose, at the time that suits them.

When the new legislation starts on 1 November 2017, fares for booked services (including booked taxi services, traditional hire car, ridesharing and similar services) will be substantially deregulated. This means booking service providers will be able to set their own fares.

Deregulating booked fares gives service providers the flexibility to differentiate prices in a number of ways that benefit them and their customers. For example, service providers could offer loyalty or 'frequent rider' discounts or set fixed fares for certain trips, such as from the CBD to the airport. This flexibility aims to create more competition and choice for customers.

Booked taxi fares

Under the new rules, booked taxi trips will no longer be subject to a maximum regulated fare. This change helps to level the playing field for all point to point transport service providers in the booked space.

Booked fares for Taxi Transport Subsidy Scheme (TTSS) customers will not be deregulated. The fare calculation device must be used for TTSS journeys, and the fare charged must be below the regulated maximum set by Transport for NSW.

Fares for rank and hail taxi services, however, will remain subject to a maximum regulated fare. For further information on rank and hail fares, please see our 'Taxi Fares – Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017' Fact Sheet.

Fare estimates

Booking service providers need to provide a fare estimate to an intending customer before a trip commences. This applies to all booked trips, whether they are in a taxi, traditional hire car, rideshare vehicle or other similar vehicle.

A fare estimate must be based on:

- Rate per distance;
- Rate per time;
- Flat rate; or
- A combination of these.

The estimate must be in Australian dollars.

Importantly, a service cannot start unless a fare estimate has been accepted by an intending passenger.

Examples

Examples of a fare estimate for a booked trip from the Sydney CBD to Sydney Airport could include one of the following:

- \$120 per hour (rate per time);
- Flat rate fare of \$40 (set amount);
- \$3 per kilometre (rate per distance); or
- \$30 for first half hour plus \$2 for each additional minute (rate per time).

It is important to note that service providers might also choose to estimate using a combination of means such as rates per time and distance. An example might be '\$3.60 hiring charge + \$2.19 per kilometre + 94.4c per minute waiting time (where vehicle is travelling under 26 kilometres) per hour'.

Fares for rank and hail services are currently expressed as a rate per distance and rate per time. If a fare estimate for a booked taxi is expressed in this way, the booking service provider could use the fare calculation device (such as a meter) to calculate the fare for the booked trip.

A booking service provider may set their fares at any rate they determine. Passengers will need to exercise their judgment and shop around to find a service that suits them.

Charges

The current requirements in relation to transaction fees for electronic payments are retained in the Act. This means that the maximum surcharge for a non-cash payment is set by a fares order and capped at five per cent. It is an offence for a service provider to overcharge in relation to a non-cash payment surcharge. The cap will apply to all point to point transport booking service providers and taxi service providers.

More information

For the latest updates on point to point transport, visit www.transport.nsw.gov.au/pointtopoint.

Point to Point Information – our dedicated contact centre that helps stakeholders access information about changes in the point to point transport industry – can be contacted on 1300 767 923 or at pointtopointinfo@transport.nsw.gov.au.

You can also speak with a NSW Business Connect Business advisor who specialises in point to point transport. To talk with a business advisor call 1300 661 539 or visit www.industry.nsw.gov.au/business-and-industry-in-nsw/businessconnect to learn more.