



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.

Booked taxi fares

Under the new rules, booked taxi trips will no longer be subject to a regulated maximum fare, helping to level the playing field for all point to point transport service providers. If a customer is booking a point to point transport service – including a taxi service – the provider will need to provide a fare estimate to an intending customer before the trip. For further information on estimates for booked fares, please see our ‘Booked Fares – Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017’ Fact Sheet.

Taxi Transport Subsidy Scheme fares

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

Fares for taxis which are hailed down in the street or taken from a taxi rank

Fares for rank and hail taxi services will remain regulated. This means that taxi service providers are not allowed to charge a passenger collected from a taxi rank, or who hail a taxi from the street, more than the authorised fare.

Transport for NSW will continue to set the maximum fares for taxis caught at a taxi rank or hailed on the street. A new fares order will be published on the NSW Government legislation website prior to the commencement of the new rules, and will include the current fare components such as flag fall, distance rates, booking fee, peak time charge and waiting time. However, the new fares order will apply to rank and hail taxi services only, not to booked services (including booked taxis), except for booked Taxi Transport Subsidy Scheme trips.

Fare structures for rank and hail taxi services

Even though Transport for NSW will continue to set maximum regulated fare components, the authorised provider of a taxi service must publish a 'fare structure'. A taxi service provider's fare structure sets out the fares that taxis affiliated with the service will charge passengers who hail their taxis down in the street or take them from a taxi rank. A fare structure may be lower than the regulated maximum fare.

While a taxi service provider must provide a single fare structure, the structure may set out different rates for different services, as long as none of the fare components is higher than the regulated maximum. For example, a taxi service provider might have different fares for luxury vehicles or high capacity taxis.

Information for passengers about fares

A taxi service provider must ensure that information about the fares and charges payable by passengers who use the service is available on any website that is maintained by the provider and that copies of that information are made available to passengers on request.

They must also ensure that the following information is displayed in the taxi so that it is visible to any passenger in the taxi:

- fares
- any additional tolls, fees and charges and
- any differential pricing that may apply due to the time of day that the journey is undertaken

This is because unlike when booking a service, customers hailing a taxi do not have the opportunity to seek a fare estimate or to compare service providers.

A driver of a taxi may charge a fare that exceeds the authorised fare only if a passenger is being conveyed to a place outside the taxi's area of operation and the fare is agreed with the passenger. 'Area of operation' is explained under the Act (under 'Part 4 – Taxi licences').

A taxi providing rank and hail services will also need to be fitted with a fare calculation device (such as a meter), and the driver must use the fare calculation device for rank and hail journeys.

Pre-paid taxi fares

The pre-paid taxi fares scheme allows taxi drivers to ask passengers to pay their fare at the start – or during – their journey, rather than at the end. Customers pay an estimated fare before the trip begins, and either pay the balance or receive a refund at the end of the trip. It is at the discretion of the driver to ask a customer to pre-pay, and customers are obliged to do so if asked. Taxi drivers can refuse to carry a passenger if they do not pre-pay the fare when asked.

Pre-paid taxi fares currently apply to all of regional NSW, outside of the Greater Sydney area. Taxis picking up passengers from one of the secure ranks in the Sydney metropolitan area can also request the customer pre-pay their fare on Friday and Saturday nights as well as on the night before public holidays, between 10pm and 5am. From 1 November 2017, pre-paid taxi fares will also be extended to the whole of the Greater Sydney area, meaning the scheme will then be in place in all parts of NSW.

For reconciliation purposes, the fare calculation device (such as a meter) must be turned on and running during the journey of a pre-paid fare. At the end of the journey, the passenger must pay the difference if the estimated pre-paid fare is less than the metered fare. If the estimated pre-paid fare was more than the metered fare, the customer will be refunded the difference.

For more information on how pre-paid fares work, visit <https://transportnsw.info/getting-around/taxi-hire-car/pre-paid-taxi-fares>.

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 for taxis and capped at five per cent. It is an offence for a taxi service provider to overcharge in relation to a non-cash payment surcharge.

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 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.