

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* set the 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 for a fare.

Booked taxi fares

From 1 November 2017 booked taxi trips are no longer subject to a regulated maximum fare – see our ‘Booked Fares – Point to Point Transport’ Fact Sheet.

Taxi Transport Subsidy Scheme fares

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

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

Fares for rank and hail taxi services remain regulated. Transport for NSW still sets the maximum fares for taxis caught at a taxi rank or hailed on the street.

A new fares order that came into effect on 1 November 2017 included the removal of a booking fee, changes to the cleaning fee with a maximum fee of \$120, and the removal of the return toll for Sydney Harbour Bridge and Tunnel northbound trips. This fares order was then superseded by a new fares order on 1 February 2018, to enable the temporary \$1 Passenger Service Levy plus 10 cents GST (totalling \$1.10) to be added to a taxi fare, if the service provider elects to pass on the cost of the levy to their passengers.

The fares order applies to rank and hail taxi services only, not to booked services (including booked taxis), except for booked Taxi Transport Subsidy Scheme trips. A copy of the fares order is available on the Transport for NSW website and NSW Government legislation website.

Fare structures for rank and hail taxi services

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

While a taxi service provider must provide a single fare structure, the structure may set out different rates for different services, as long as the total fare amount does not exceed 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 also needs 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

Pre-paid taxi fares now apply to all of NSW. 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 upfront 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. Taxi drivers can refuse to carry a passenger if they do not pre-pay the fare when asked.

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

Non-cash payment surcharges

The maximum surcharge for a non-cash payment for taxis (for both rank and hail trips and booked taxi trips) is set by the NSW Government 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, please phone 131 727, email pointtopoint@transport.nsw.gov.au or visit www.transport.nsw.gov.au/pointtopoint.

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