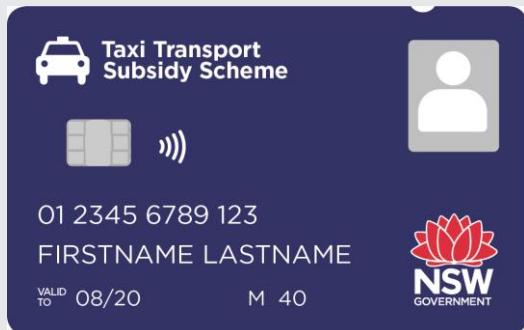




# Using the Taxi Transport Subsidy Scheme Smartcard



Guide for taxi service providers and drivers



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## **1. Introducing the TTSS Smartcard**

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The NSW taxi industry and its drivers have been assisting people with disabilities to travel using the Taxi Transport Subsidy Scheme since 1981.

The Taxi Transport Subsidy Scheme (TTSS) provides subsidised fares to eligible residents who are unable to use public transport because of a qualifying severe and permanent disability.

Transport for NSW has introduced a smartcard to make the scheme easier to use. This tap-and-go card will reduce the time it takes you to process transactions and receive payments.

This guide provides everything you need to know about using the smartcard and payment settlements. It also provides tips on interacting with passengers with disabilities.

We appreciate your ongoing support of TTSS members.

Find out more:

- Read the TTSS Smartcard FAQs
- Read our brochure for drivers
- Go to [transportnsw.info/taxi-subsidy-scheme](http://transportnsw.info/taxi-subsidy-scheme)

## 2. The Taxi Transport Subsidy and Smartcard

### 2.1 Taxi Transport Subsidy Scheme

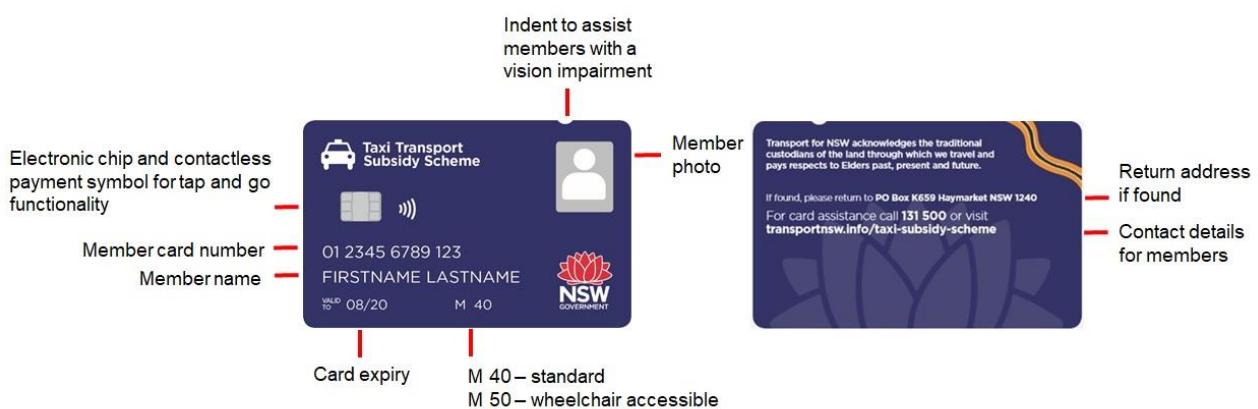
The TTSS provides members with subsidised taxi fares up to 50% of the total fare to a maximum of \$60 per trip. Until now this was administered solely by the use of paper travel dockets.

A key component of the scheme is to ensure the availability of wheelchair accessible taxis. Drivers who operate a wheelchair accessible taxi receive a \$16.50 (incl. GST) incentive payment for trips taken by members in wheelchairs. The incentive was introduced to improve reliability and response times for passengers.

### 2.2 TTSS Smartcard

The TTSS Smartcard works on Cabcharge payment terminals (known as Cabcharge EFTPOS machines by taxi drivers). The card is tapped at the end of the trip to authorise and deduct the subsidy component of the fare.

Below is a sample smartcard with detailed features.



### 2.3 Smartcard rollout

The TTSS Smartcard is being introduced in a staged approach that commenced with a pilot in Tamworth in November 2020.

Regions/cities now accepting the smartcard:

- New England including Tamworth and Armidale
- Areas around the ACT border including Goulburn and Queanbeyan
- Northern NSW including Coffs Harbour, Grafton, Ballina, Byron Bay, Kingscliff, Casino, Lismore and Tweed Heads
- Western NSW including Lithgow, Bathurst, Mudgee, Orange, Parkes, Young, Griffith, Dubbo and Broken Hill
- Southern NSW including Batemans Bay, Moruya, Albury and Wagga Wagga.

The rollout will continue in areas such as the Central Coast, Hunter, Illawarra, Newcastle, Wollongong, Port Macquarie, Taree, Kempsey, the Blue Mountains and Sydney later in 2021.

Transport for NSW is sending TTSS Smartcards to all participants but we need to get a photo for the card from them first. If you encounter any participants without smartcards, please remind them to submit their photo so that we can send their card. They have received instructions for this. Your help would be appreciated as the cards will make trips easier for everyone.

### **3. TTSS Smartcard fare processing**

---

The TTSS Smartcard must only be used by the TTSS member or their carer while they're both traveling together in the taxi.

The *Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017* states that if the fare is subject to payment using the Taxi Transport Subsidy Scheme administered by Transport for NSW, the taxi driver must ensure that the fare calculation device (meter) is operated for the purposes of the hire, even where the journey has been booked (clause 81(2), maximum penalty - 10 penalty units).

#### **3.1 Multiple hires, shared rides, maxi-cabs and waiting time**

##### **3.1.1 Multiple hires and share rides**

When a group of friends, family or workmates travels together to one destination, it is considered a **single shared ride**, not a multiple hire.

A **multiple hire** is when a passenger shares a taxi with a stranger.

For multiple hires and shared rides, one TTSS member can use their smartcard to deduct the TTSS fare component of the ride, i.e. 50% of the total fare, to a maximum total subsidy of \$60. The remaining portion of the fare can be split between the passengers.

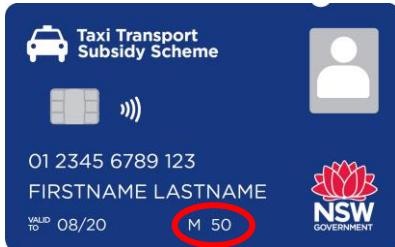
##### **3.1.2 Fares for maxi-taxis**

An amount of up to 150% of the maximum taxi fare may be charged where the maxi-cab is hired at a rank or hailed on a street (or where a booked trip is covered by TTSS) and there are five or more passengers.

If one or more of the passengers in a maxi-cab is a TTSS member, they can use one of their smartcards to cover up to 50% of the total taxi fare, to a maximum total subsidy of \$60.

This is different to when passengers use paper travel dockets. Each passenger can use a paper docket to cover 50% of their portion of the fare. With the smartcard, only one passenger's smartcard can be used to cover 50% of the total fare. However, with both methods the full subsidy is still recorded for that trip.

If the multiple passengers sharing the maxi-cab are M50 cardholders, drivers can select options on the EFTPOS machine to allow each M50 participant to tap their card to record the Wheelchair Accessible Taxi Driver Incentive Subsidy (WATDIS) for that trip.



Left: The M50 card carried by participants who are approved to travel in their wheelchair in a wheelchair accessible taxi.

If an M50 participant travelling in a group forgets their smartcard, the WATDIS for that person can be claimed by using one of their TTSS paper travel dockets. The driver must only select the WAT subsidy on the docket (\$16.50) and not claim any additional money for the trip. This process can be used until further notice.

Transport for NSW		For use only in taxis within NSW	DRIVER'S NAME (please print)	John Smith	AUTHORITY NUMBER	M 9 8 7 6	INITIALED BY DRIVER
TAXI TRANSPORT SUBSIDY SCHEME		WAT Incentive Claim (mark X)	DATE (day/month/year)	01/01/2020	TAXI PLATE NUMBER	A B C 1 2 3	TTSS
ACCOUNT NAME		TRIP DETAILS		FARE			
NOT TRANSFERABLE		START AM PM	FROM: East Tamworth	METER			
WARNING		END AM PM	TO: West Tamworth	EXTRAS			
Fraudulent use of travel dockets or obtaining a benefit by deception is a criminal offence & will result in prosecution. This docket is to be used only in a licensed taxi. Payment may be refused if docket is not fully & legally completed & submitted for payment within 28 days of the date of the journey.		AMOUNT OF TOTAL FARE IN WORDS		TOTAL FARE			
This docket must be completed in full, signed by the passenger and initialed by the driver. Use of this docket constitutes acceptance by the passenger of the Terms & Conditions of the Taxi Transport Subsidy Scheme as amended from time to time. By initialing this docket the taxi driver is certifying that the details completed on the docket are true and correct. The Terms & Conditions may be accessed through <a href="http://www.transport.nsw.gov.au/tss">www.transport.nsw.gov.au/tss</a> or by phoning 1800 623 724.		Zero Dollars		AMOUNT PAID BY PASSENGER			
PASSENGER'S SIGNATURE		DO NOT MARK OR WRITE BELOW THIS LINE		SUBSIDY AMOUNT			
must not exceed 50% of the total fare to a maximum subsidy of \$60 per trip							

**Above:** An example of a completed paper travel docket to claim the WAT subsidy only.

### 3.1.3 Waiting time

Taxi drivers are permitted to charge waiting time for a TTSS member who is not ready to commence a booked journey. For passengers travelling in wheelchairs, waiting time must not be charged while the wheelchair is being loaded or unloaded. Fare and trip related disputes will be investigated by Transport for NSW.

Next to the expiry date (Valid To) on the smartcard, there's an indicator identifying if the member is:

- **M 40** – TTSS members who travel on a seat in a vehicle
- **M 50** – TTSS members who travel in their wheelchair and cannot transfer to a seat in the vehicle.

### 3.2 Processing fares with the TTSS Smartcard

The TTSS Smartcard is being introduced as part of a phased rollout. The card can be used in taxis equipped with Cabcharge payment terminals.

**Please note:** We have asked members to tell drivers they are TTSS members **at the start of the trip**.

#### 3.2.1 Taxis equipped with Cabcharge EFTPOS payment terminal

Drivers should follow these steps **at the end of the trip**.

Steps for drivers	
1. Stop the meter and press: <ul style="list-style-type: none"><li>STOP / PAY</li></ul> Or <ul style="list-style-type: none"><li>Finalise / Clear in the usual way.</li></ul>	
This next step is important because it helps you to process transactions faster.	
2. Proceed with one of the following two options: <ol style="list-style-type: none"><li>For meters integrated with an EFTPOS payment terminal: The metered fare amount will transfer to the EFTPOS machine. Press <b>CONFIRM FARE</b> and then <b>CONFIRM OTHER CHARGES</b> as <b>\$0.00</b>. <b>Note:</b> For a TTSS transaction, drivers must ensure that <b>\$0.00</b> is entered for <b>CONFIRM OTHER CHARGES</b>. If any other value is entered at this point, the TTSS payment option button will be disabled.</li></ol>	
<b>Note:</b> Other charges such as tolls and airport pick-up fee are added to the total fare and split between the subsidy and member fares.	

## Steps for drivers

- II. For meters **not** integrated with an EFTPOS payment terminal: **Key-in** the metered **amount**, and then press **CONFIRM FARE**.



3. Select **3-TTSS** for the PAYMENT METHOD.



4. Ask the passenger to **tap** their **smartcard** onto the payment terminal (this can be done by the driver or the passenger) to authorise / deduct the subsidy component.



5. If you assisted an M50 cardholder to board your wheelchair accessible vehicle and travel in their wheelchair, you'll be able to claim the Wheelchair Accessible Taxi Driver Incentive Subsidy (WATDIS).

The EFTPOS machine will ask if you want to claim the WATDIS. Select **YES** or **NO**.



6. The payment terminal will calculate and display the TTSS subsidy (50% of the fare up to \$60) and member (remaining portion) fares. Press **PROCESS TTSS PAYMENT**.



## Troubleshooting tips:

- I. If the taxi is out of range or there is no signal coverage, the taxi driver can still process EFTPOS transactions. These transactions will be automatically processed as soon as the Cabcharge EFTPOS machine comes back online.

## Steps for drivers

- II. Occasionally, the taxi driver or the TTSS member will be required to insert the smartcard into the taxi payment terminal instead of just tapping it. This happens generally when there's an update to be made to the smartcard.
- III. If tapping and inserting the smartcard doesn't work or the payment terminal is not working, the taxi driver can use an Emergency Docket to take an imprint of the smartcard. Refer to the [TTSS Emergency Docket procedure](#) section in this guide.

7. The payment terminal will approve the subsidy and prompt you to print an optional customer receipt. Select **YES**.



The receipt will show the fare breakdown, i.e. **TOTAL FARE**, **TTSS SUBSIDY** and **MEMBER** amounts.

The adjacent customer receipt examples are for:

- TTSS **M40** member – Non-WAT
- TTSS **M50** member – With WAT

If the passenger is a M50 member and you confirmed you want to claim the WATDIS, this will be added to the trip and receipt as a WAT count.

Transport for NSW will make any WATDIS payments once we validate that the vehicle is a wheelchair accessible taxi.

The WATDIS is currently \$16.50 and is indicated as '**WAT**' on the receipt. WAT is represented as a count as opposed to a dollar value.

### TTSS members' receipts

CABCHARGE NSW TTSS	CABCHARGE NSW TTSS
Test Fleet	Test Fleet
TAXI 12 TST AU	TAXI 12 TST AU
MERCHANT ID: 77777777	MERCHANT ID: 77777777
TERMINAL ID: V00561	TERMINAL ID: V00561
CLIENT ID: 12	CLIENT ID: 12
DRIVER DA: 11	DRIVER DA: 11
-----	-----
PICK UP: TRAIN/BUS	PICK UP: TRAIN/BUS
DEST: TRAIN/BUS	DEST: TRAIN/BUS
CARD: 70009996828	CARD: 70009996828
EXPIRES: 07/25	EXPIRES: 07/25
TTSS CARD (C)	TTSS CARD (C)
-----	-----
FARE \$23.70	FARE \$23.70
OTHER \$0.00	OTHER \$0.00
EXTRAS: Nsw Govt Levy \$1.10	EXTRAS: Nsw Govt Levy \$1.10
-----	-----
TOTAL FARE \$24.80	TOTAL FARE \$24.80
-----	-----
TTSS SUBSIDY \$12.40	TTSS SUBSIDY \$12.40
MEMBER FARE \$12.40	MEMBER FARE \$12.40
-----	-----
APPROVED 00	APPROVED 00
-----	-----
*** MEMBER RECEIPT *** 31/08/20 13:52 002167 I	*** MEMBER RECEIPT *** 31/08/20 13:52 002167 I

## Steps for drivers

8. The payment terminal will then display the remaining portion of the fare that the passenger must pay. Press **CONFIRM OTHER CHARGES** as **\$0.00**.



**Note:** **Other charges** such as tolls and airport pick-up fee are added to the total fare and split between the subsidy and member fares.

### Multiple WATDIS payments

You are entitled to claim WATDIS payments for each M50 passenger remaining in their wheelchair when they are travelling together in a single trip.

9. If you need to claim an additional WATDIS from this trip, proceed to step 10. Otherwise, process the remaining passenger portion of the fare in the usual way and print a receipt for the passenger.

### 10. **CONFIRM OTHER CHARGES** as **\$0.00**.

11. Select **TTSS** for the Payment Method.

12. You will be prompted to confirm multiple WATDIS payments are required. Select **YES**.



13. Ask the next passenger to tap their smartcard on the payment terminal to claim an additional WATDIS payment. The payment terminal will only accept one tap for each M50 passenger in a single trip when recording multiple WATDIS payments.

14. After processing additional M50 cards, your payment terminal will prompt you to print the passenger's receipt. Select **YES**.



## Steps for drivers

15. The payment terminal will then display the remaining portion of the total fare that the passenger must pay with card, cash or account.



If applicable, you can claim up to three WATDIS payments per single trip. If you need to process another WATDIS for a particular journey, repeat from Step 10.

Otherwise, process the remaining passenger portion of the fare in the usual way. If required, print a receipt for the passenger.

If you have multiple TTSS participants, the first passenger's smartcard is used to deduct the subsidy component of the fare. The remaining portion of the fare is split between each participant.

**Please note:** The steps outlined here show the standard flow for processing TTSS transactions. Variations are possible, especially if a taxi operator is using a system such as SmartMove.

## Drivers may see the following error messages

If you try to claim more than three WATDIS in a single trip you will see this message



If a terminal is expecting an M50 card after you have selected **CLAIM MULTIPLE WATDIS** and an M40 card is presented, you will see this message



If the same M50 card is presented in a single trip, you will see this screen



When the taxi driver prints their **end of shift** itemised receipt, they will see:

- **TTSS - number of transactions - dollar amount**, if they received TTSS Smartcard transactions during their shift.
- **INCLUDES WAT** - number. This represents the number of M50 members, i.e. members in wheelchairs that they assisted during their shift.

The adjacent taxi driver **end of shift** itemised receipts examples show:

- End of shift receipt with **no WAT**
- End of shift receipt with '**Includes WAT 1**'. This indicates that they assisted **one** M50 member during their shift. Therefore, the taxi service provider will receive the \$16.50 WATDIS payment, which they'll pass on to the taxi driver.

#### Taxi driver end of shift receipts

CABCHARGE NSW TTSS	CABCHARGE NSW TTSS
Test Fleet	Test Fleet
TAXI 12 TST AU	TAXI 12 TST AU
MERCHANT ID: 77777777	MERCHANT ID: 77777777
TERMINAL ID: V00561	TERMINAL ID: V00561
CLIENT ID: 12	CLIENT ID: 12
DRIVER DA: 11	DRIVER DA: 11
-----	
END OF SHIFT TOTALS	
START 31/08/20 13:35	END 31/08/20 13:54
END 31/08/20 13:54	BATCH NUM 72 (D)
BATCH NUM 72 (D)	
TRANSACTION SUMMARY	
TRANSACTION SUMMARY	
7000996828 (C) TS	FARE \$12.40 APPROVED 00
FARE \$12.40 APPROVED 00	31/08/20 13:52 002167 I
31/08/20 13:52 002167 I	
-----	
EFT DEBIT 000 \$0.00	\$0.00
CREDIT 000 \$0.00	\$0.00
CHARGE 000 \$0.00	\$0.00
CABCHARGE 000 \$0.00	\$0.00
TTSS 001 \$12.40	\$12.40
TTSS 001 \$12.40	
-----	
TOTAL 001 \$12.40	\$12.40
TOTAL 001 \$12.40	
INCLUDES WAT 1	
31/08/20 13:54 002168	31/08/20 13:54 002168
PLEASE RETAIN RECEIPT	PLEASE RETAIN RECEIPT

### **3.2.2 Taxis not equipped with Cabcharge EFTPOS payment terminal**

Taxis not equipped with Cabcharge EFTPOS machines / payment terminals should ask members to use their existing TTSS paper travel dockets.

We have asked TTSS members to continue to carry a couple of their paper dockets for their taxi trips in NSW. Also, until all NSW cities and regions are transitioned to the TTSS Smartcard, members not issued a smartcard yet will continue to use the current paper dockets.

Transport for NSW will inform TTSS members and taxi networks / drivers when paper dockets are no longer to be used for travel within NSW.

### 3.2.3 Interstate travel

The TTSS Smartcard cannot be used for taxi trips in other states. TTSS members will need to use their existing paper interstate travel dockets for taxi travel in other states and territories.

Only NSW residents will receive TTSS Smartcards. Passengers from other states and territories will continue to use interstate travel docketts in NSW taxis.

## 4. TTSS Emergency Docket procedure

20 345b 7890 123

FIRSTNAME LASTNAME

08/20 M 40

### Taxi Transport Subsidy Scheme

- Reason for use: tick one
- Eftpos equipment faulty
  - System down
  - Smartcard faulty

Driver's name	John Smith	Date	15 / 9 /2020
Taxi service provider	John's TAXIS	Driver ID no.	123456
Taxi no.	T1234	Trip details	
Start 8:30 am	From Chatswood	Meter	\$ 26 . 10 C
Finish 8:47 pm	To Cremorne	Extras	\$ 2 . 50
Please write total metered fare in words below			
Twenty-eight Dollars and Sixty Cents			
Participant's signature			
This docket is valid for 50% of the metered fare to a maximum of \$60.00. Only valid in NSW.			
Payment will be refused if this docket is not fully and accurately completed			
\$ 28 . 60			
Subsidy value			
50%			
\$ 14 . 30			

This docket is valid for 50% of the metered fare to a maximum of \$60.00. Only valid in NSW.

Payment will be refused if this docket is not fully and accurately completed



### 4.1 Payment terminal issues or smartcard not working

If tapping and inserting the smartcard doesn't work or the Cabcharge EFTPOS payment terminal is not working, the taxi driver can use a TTSS Emergency Docket to take an imprint or record the smartcard.

TTSS Emergency Dockets are only used in limited circumstances when the taxis' Cabcharge EFTPOS payment terminal cannot process electronic TTSS transactions or a smartcard is faulty. To ensure that your TTSS Emergency Dockets can be processed efficiently, please be aware of the following simple guidelines.

### 4.2 Guidelines for using TTSS Emergency Dockets

**No terminal, no docket** – Only vehicles equipped with a Cabcharge EFTPOS machine can process TTSS Emergency Dockets.

**Only use in case of an emergency** – Only process TTSS Emergency Dockets when the Cabcharge EFTPOS machine is inoperable or a smartcard is faulty. Cabcharge monitors the performance of its terminals 24/7. Only terminals experiencing legitimate outages or failure will have their TTSS Emergency Dockets deemed valid.

**If the TTSS member's smartcard has expired** – A TTSS Emergency Docket cannot be used.

**Lodge dockets on time with your network** – Remember dockets are valid for 28 days from the date of the trip. Please submit dockets to your network before the 28-day deadline so that your fares can be processed in a timely manner.

We recommend that you visit your network routinely, i.e. weekly, to submit all completed dockets you may have.

**Fill dockets correctly** – Ensure dockets have all details completed correctly, including driver information and TTSS member's signature. Missing or altered trip details or dockets will result in rejection of your docket. The TTSS subsidy is to be calculated manually – remembering that the subsidy is 50% of the total fare for a maximum of \$60 subsidy.

**'Docket against cash' not allowed** – Never give any passenger cash against dockets of any kind.

Dockets that do not adhere to the above guidelines will be automatically rejected. It is your responsibility, but also in your best interest, to follow TTSS Emergency Docket practices to avoid having delays in the processing of your dockets.

Please do not hesitate to talk to your network if you have any issues with TTSS Emergency Docket processing.

### 4.3 How to complete a TTSS Emergency Docket

Taxi drivers should follow these steps **at the end of the trip**.

1. Ask the passenger to give you their TTSS Smartcard and explain why.
2. Insert the TTSS Smartcard and the TTSS Emergency Docket fully into the imprinter.
3. Slide the lid to the right fully to imprint the card details.
4. Check that you have obtained a clear imprint of all card details.
5. Remove the card and return to the passenger.
6. Complete all details of the trip and fare in words and figures and where possible, request that the passenger sign the docket.

**Notes:**

If you don't have an imprinter handwrite the card details onto the docket.

If the passenger is unable to sign the paper docket, the taxi driver should write P.U.T.S. (Passenger Unable To Sign) in the signature box.

7. Complete and hand the passenger the docket stub as their receipt.
  - Calculate the remaining portion of the fare and request payment from the passenger.
  - Provide a receipt to the TTSS member.

**Note:**

For M50 members, taxi drivers are eligible to claim the Wheelchair Accessible Taxi Driver Incentive Subsidy (WATDIS) for trips undertaken in a wheelchair accessible taxi. This is identified via the smartcard imprint. It will be added to the trip's settlement and paid to the taxi service provider once the vehicle has been validated as a wheelchair accessible taxi.

#### **4.4 How to submit completed Emergency Dockets – For merchants / networks**

1. Confirm the smartcard is valid. Ensure the Cabcharge guidelines for accepting emergency dockets have been followed (listed from the start of section 4).
2. Enclose the original copy of the dockets and invoice including your Name / Company Name. Transport for NSW will not honour payment for dockets which have not been received. Therefore, we highly recommend you retain a copy of your dockets as proof until payment is processed.
3. Post the original copies of the dockets to:

Transport for NSW  
PO Box K659  
Haymarket NSW 1240

**All dockets must be submitted within 28 days after the trip. Past this time, your dockets may be rejected.**

**For enquiries about submitted TTSS Emergency Dockets, please contact us by raising a ticket in Concessions. You need to set up an account in Concessions to facilitate payments. Log in details will be emailed to you when you register to use the system.**

#### **4.5 How to obtain TTSS Emergency Dockets**

TTSS Emergency Dockets are distributed to networks, which in turn distribute to the vehicles in their respective network and are **only available to vehicles which have the Cabcharge EFTPOS payment terminal fitted to their vehicle.**

If any network requires supply of TTSS Emergency Dockets, please email your request to [merchants@cabcharge.com.au](mailto:merchants@cabcharge.com.au)

Docket quantity requests are considered based on number of vehicles in the network coupled with analysis of network coverage and other factors within the networks service location.

## 5. Expired, lost or stolen smartcards

The TTSS Smartcard **expiry date** is printed on the front of the card. The card is valid until the last day in the month of the expiry date.

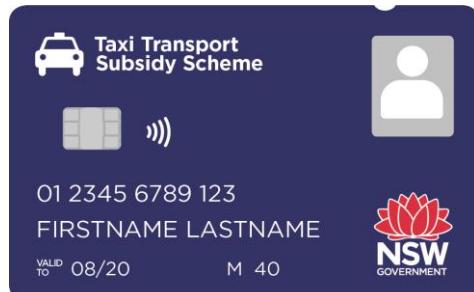
**Expired smartcards** will not work when tapped on, or inserted in, the taxi payment terminal and therefore are not to be accepted for payment.

**Lost or stolen** smartcards will be cancelled when Transport for NSW is advised they have been lost or stolen.

TTSS members are required to pay the full fare until they receive their new smartcard.

If a valid smartcard is found in the taxi or elsewhere, please contact your taxi network to attempt to return it to the cardholder. Otherwise, you can post it to the address on the back of the card or call **131 500** to report it as lost.

We request found **expired** smartcards to be **destroyed**.



## 6. Payments settlement

### 6.1 TTSS Smartcard electronic transactions

TTSS Smartcard transactions are electronically recorded and sent for payment processing.

The electronic transactions including Wheelchair Accessible Taxi Driver Incentive Subsidy (WATDIS) payments are validated and settled to the taxi service provider by Transport for NSW. Settlement details are made available to taxi service providers.

Settlement of electronic transactions received by Transport for NSW are much faster than the six weeks it takes to receive and settle paper travel docket transactions.

You will be able to log into our Concessions system to manage your taxi plate numbers, bank account details and download your settlement files. Settlement files show trip dates and times and payment amounts for the subsidised portion of fares and the WATDIS for each of your taxi plates.

TTSS Smartcard payments are matched to the corresponding taxi plates and deposited into your bank account. This means it's important keep your list of plates updated in our system including when taxis are added or no longer in your fleet.

### 6.2 TTSS Smartcard Emergency Docket transactions

TTSS Smartcard Emergency Docket imprints must be sent to the nominated address for processing.

Transport for NSW will:

- Process received TTSS Emergency Dockets
- Ensure dockets are correctly completed and submitted within 28 days of the trip
- Validate Emergency Docket related transactions and settle payments to the taxi service providers

Remember the sooner you submit completed TTSS Emergency Dockets, the quicker you will be settled for related transactions. Details of where to send the dockets are included on page 18.

### 6.3 Paper travel docket transactions

Please continue to submit TTSS paper travel dockets through the current channels (not to Cabcharge).

Transport for NSW will inform TTSS members and taxi service providers when paper dockets are no longer to be used for travel within NSW.



Transport for NSW will monitor all electronic and paper transactions and will investigate any suspected fraudulent activity.

## 7. Taxi drivers' assistance and obligations

### 7.1 Assistance from taxi drivers

Taxi drivers are required to be as helpful as possible by:

- Assisting TTSS members into and out of the taxi,
- Restraining wheelchairs, and
- Offering reasonable assistance during a trip.

Transport for NSW thanks you for your assistance, patience and understanding while we transition TTSS members to the smartcard.

### 7.2 Taxi drivers' obligations for TTSS passenger trips

Taxi drivers' obligations are set by the NSW Government *Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017*.

#### M40 and M50 Members

- The *Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017* states that if the fare is subject to payment using the Taxi Transport Subsidy Scheme administered by TfNSW, the taxi driver must ensure that the fare calculation device (meter) is operated for the purposes of the hire, even where the journey has been booked (clause 81(2), maximum penalty - 10 penalty units).
- Taxi drivers are permitted to charge waiting time for a TTSS member who is not ready to commence a booked journey; for passengers travelling in wheelchairs, waiting time must not be charged while the wheelchair is being loaded or unloaded.
- A taxi driver should only complete a TTSS paper travel docket or interstate TTSS travel docket if the member is unable to do so and is not accompanied by a companion or other person. The taxi driver should write P.U.T.S. (Passenger Unable to Sign) in the passenger's signature box.

#### M50 Members

- The driver of a wheelchair accessible taxi that is available for hire must accept a hiring for a person using a wheelchair in preference to a hiring for a person not using a wheelchair (clause 65(1), maximum penalty – 10 penalty units).
- Clauses 26 and 65(2) of the regulation requires the taxi driver of a wheelchair accessible taxi to be competent in loading, restraint and unloading wheelchair passengers and to transport them in a safe manner in accordance with the passenger's disability.
- Taxi drivers are not to start the fare calculation device before the wheelchair passenger is loaded and safely secured in the taxi and the taxi is ready to safely transport the wheelchair passenger and any companions (clause 82(1), maximum penalty - 10 penalty units).

- Taxi drivers are to stop the fare calculation device when the wheelchair accessible taxi stops at the hirer's destination (unless it is terminated sooner (clause 82(2)), meaning a wheelchair passenger cannot be charged while being unloaded from the taxi).
- Taxi drivers are only eligible to claim the Wheelchair Accessible Taxi Driver Incentive Subsidy (WATDIS) for trips undertaken in a wheelchair accessible taxi where the passenger was a TTSS M50 member.

### **What happens if a taxi driver refuses to accept the TTSS Smartcard?**

Participants are being advised to carry paper travel dockets with them as a backup in the event that they use a taxi with a payment terminal unable to accept the smartcard. Transport for NSW will be monitoring the use of paper dockets and will enquire about any taxi drivers whose payment terminals are enabled to take the smartcard but are not doing so.

Additional information for taxi drivers can be found at  
[pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au)

## 8. Communicating with members

### 8.1 Respectful language

The way we talk about disability is important and may reflect our underlying assumptions about people with disability and communities. It is important that your choice of language is respectful and appropriate. There are different ways of speaking about disability that may be considered more or less respectful, and some terms or phrases that are considered outdated and derogatory.

Certain words or phrases should not be used and are derogatory, for example:

- Do not describe someone as “crippled”, “retarded”, “handicapped”, or similar.
- Do not describe someone as “suffering” with their disability, or as being “confined”, “restricted”, or “bound” to their wheelchair or mobility device. Remember that mobility devices are important tools that can improve access.
- Be careful using terms such as “brave”, “heroic” or “inspirational” as many people may feel that this is condescending or insulting. It’s important to recognise people’s real successes, without implying that disability makes a person inherently incompetent or less capable.
- Do not refer to “normal” or “healthy” people. Instead refer to “people without disabilities”.

When communicating with a TTSS member, always treat them with respect and courtesy. Please consider some of the below tips to improve in-person communication.

Do's	Don'ts
<ul style="list-style-type: none"><li>✓ Greet your passenger.</li><li>✓ Look at the person when addressing them.</li><li>✓ Ask the person about the best way to communicate if you are unsure.</li><li>✓ Speak directly to a person with disability, even if a person without disability accompanies them.</li><li>✓ Address the person by their name.</li></ul>	<ul style="list-style-type: none"><li>✗ In COVID times avoid handshakes as a greeting.</li><li>✗ Do not raise your voice or yell at someone who has a hearing impairment.</li><li>✗ Do not pat or try to interact with guide dogs or other service animals. For more information please visit: <a href="https://www.guidedogs.com.au/guide-dogs/guide-dog-access-and-etiquette">https://www.guidedogs.com.au/guide-dogs/guide-dog-access-and-etiquette</a></li><li>✗ Do not grab or physically handle a person with vision impairment.</li></ul>

Do's	Don'ts
<ul style="list-style-type: none"> <li>✓ Offer assistance if it appears necessary but wait for acceptance and instruction before proceeding.</li> <li>✓ Offer a person who is blind or has low vision your elbow or shoulder to guide, wait for an acceptance and be descriptive with directions of movement and obstructions.</li> <li>✓ Keep questions, instructions and information simple.</li> <li>✓ Use plain language.</li> <li>✓ Keep a note pad and pen handy.</li> <li>✓ Speak as clearly as possible.</li> <li>✓ Talk to them normally.</li> <li>✓ If appropriate, lower yourself to speak at eye level to a person in a wheelchair.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Do not assume a person with a disability requires your assistance – always ask.</li> <li>✗ Do not invade personal space e.g. do not lean or rest against a mobility device/wheelchair.</li> </ul>

## 9. Requirements and legislation

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Links to current information:

- [pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au) for information on taxi service providers and drivers' requirements and obligations.
- [legislation.nsw.gov.au/#/view/regulation/2017/424/part6/div2/sec81](http://legislation.nsw.gov.au/#/view/regulation/2017/424/part6/div2/sec81) for information on the *Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017*.