

# Correct charging of fares

Multi Purpose Taxi Program Taxi Card



This brochure details the requirements for the correct charging of fares under the Multi Purpose Taxi Program (MPTP).

- It does not explain all your obligations as a driver. For further information, please refer to the *Transport (Compliance and Miscellaneous) Act 1983*, *Transport (Buses, Taxi-Cabs and other Commercial Passenger Vehicles) Regulations 2005*, your driver accreditation conditions and licence conditions governing the taxi that you drive. For a copy of your driver accreditation conditions, please refer to our website: **[www.taxi.vic.gov.au](http://www.taxi.vic.gov.au)**
- A lifting fee should **never** be charged directly to a wheelchair using passenger – this includes people in wheelchairs/scooters on subsidy programs from other states and territories. Charging a lifting fee directly to a passenger may breach the *Disability Discrimination Act 1992* (Cth) and the *Equal Opportunity Act 2010* (Vic.). Refusing to carry a passenger because the passenger is not in possession of an MPTP wheelchair card that attracts a lifting fee may also constitute a breach of the aforementioned Acts, as well as being an offence under the *Transport (Buses, Taxi-Cabs and other Commercial Passenger Vehicles) Regulations 2005*.
- Any reference in this brochure to ‘tariff’, ‘fee’, ‘fare’ or ‘rate’ includes any of those terms as applicable to the relevant taxi zone.

A table of current lifting fees and details of the maximum subsidy payable under the MPTP program can be found on the Taxi Services Commission (TSC) website at **[www.taxi.vic.gov.au](http://www.taxi.vic.gov.au)**

## 1. Operating the taximeter

- The taximeter must be switched on and operating for all trips.
- The driver must start the taximeter at the beginning of the trip and stop the taximeter at the end of the trip, unless:
  - Option 2 in the shared MPTP ride rules applies (see '7. Options for charging shared MPTP rides').
- The driver must not operate the taximeter while loading and unloading a passenger and his or her luggage if the driver will receive a lifting fee from the MPTP for loading and unloading that passenger.
- The taximeter can only be operated if the passenger is present, unless the passenger has:
  - expressly asked the driver to wait and the time for collecting the passenger has passed, or
  - asked the driver to return to the passenger at a specified time, in which case the taximeter can only be operated from the specified time at which the taxi returns.
- If the taximeter is started whilst the driver waits for an MPTP passenger, and an MPTP lifting fee applies to loading that passenger, the driver must then pause the taximeter during the time spent loading the passenger.
- The taximeter must **not** be re-started during a trip, unless:
  - Option 2 in the shared MPTP ride rules applies (see '7. Options for charging shared MPTP rides').
- The driver can only operate the taximeter when performing transport-related services. Transport-related services do **not** include, for instance, eating lunch with an MPTP member, carrying parcels for an MPTP member or assisting with an MPTP member's shopping.

## 2. Processing MPTP fares

- An MPTP member's card can only be used to subsidise a trip if the MPTP member has travelled in the taxi during that trip.
- The MPTP component of a trip cannot be pre-paid using the EFTPOS system.
- A subsidised fare must **not** be processed for an individual whose MPTP member's card has been rejected by the electronic terminal as being 'expired' or 'cancelled'.
- The metered fare must be used for calculating and claiming each MPTP subsidy.
- All fares charged under the MPTP must be processed using the electronic transaction processing system, unless:
  - the terminal is not operating correctly or not installed, in which case a paper voucher that accurately records all the details of the trip must be prepared immediately at the completion of the trip, or
  - an MPTP member's carer has lawful possession of the MPTP member's card due to that member's severe disability and the carer is at the pick up locations (rather than the drop off location). In these circumstances, a paper voucher must be prepared at the commencement of the trip and the metered fare entered on the voucher at the completion of the trip.
- The driver must ensure that the MPTP member's card is returned to the member or his or her carer immediately after the fare is processed. If the MPTP member accidentally leaves the card behind, the driver must take all reasonable steps to immediately return the card to the member or his or her carer or to immediately surrender the card to the TSC.
- A booking fee must **not** be charged unless the taxi was pre-booked by telephone.
- An airport taxi parking fee or CityLink taxi toll must **not** be included in the metered fare for the purpose of calculating a subsidy under the MPTP.

### 3. Processing paper MPTP vouchers

- Where a driver is authorised to process a paper MPTP transaction, the driver must ensure that all trip and fare details are completed on an approved MPTP paper voucher before the MPTP card holder signs the voucher.
- If a member is in possession of an MPTP card that contains the words 'Must Sign', the MPTP member is obliged to sign the MPTP voucher. Drivers must check that the signature on the MPTP voucher is consistent with that on the MPTP card.
- At the completion of hiring, the member's copy of the MPTP voucher and the membership card must be returned to the cardholder.
- When a paper voucher is used to process an MPTP payment the voucher must only be submitted for reimbursement through the affiliated Network Service Provider.

### 4. Charging the High Occupancy Vehicle (HOV) fee or fare

Please refer to the Taxi Services Commission (TSC) brochure, *Victorian Taxi Fares* for the maximum fares, including the HOV fee **or** fare that can be charged for a journey in your zone. This can be found on our website at [www.taxi.vic.gov.au](http://www.taxi.vic.gov.au)

- The HOV fee or fare **CAN** only be applied:
  - when the taxi has been hired for and is carrying five or more passengers (excluding the driver), or
  - when the taxi has been hired with the specific request for a larger than conventional vehicle unless the hirer is in a wheelchair or scooter; in which case the HOV fee or fare can only be charged if the passenger/s in a wheelchair or scooter is one of five or more passengers.
- The HOV fee or fare can **NOT** be applied:
  - more than once during a hiring for five or more passengers if it is a shared ride (see Option 2 in Part 7 Options for charged shared MPTP rides) in which case only one HOV fee applies.

## 5. Multiple hire

- An MPTP subsidy must **not** be claimed for fares charged as multiple hire trips.
- A driver of a taxi must not allow any person other than the hirer and any person accompanying the hirer of the taxi to be in the taxi unless the hirer consents to another person also hiring the taxi, and the destination of the first, second and subsequent hirers are in the same general direction.
- Where a passenger in a taxi allows the driver to undertake a multiple hire trip, each hirer (regardless of the number of passengers accompanying the hirer) is to be charged a maximum of 75 per cent of the metered fare for the trip.

## 6. Shared rides

- Shared rides are those trips where there is **one** hirer (for example, a school, disability organisation or organised group) who requests that a driver pick up individuals from one or more different locations and drop off those individuals at one or more destinations.
- A shared ride is described as a 'set run' when there is an agreement for a regular pick up of a pre-determined group of passengers.
- At least one MPTP member must be a passenger in the taxi at **all** times during the shared ride.
- For **all** shared rides:
  - a booking fee, if applicable, must only be charged once
  - a HOV fee (if there are five or more passengers in the vehicle) must only be charged once
  - one lifting fee may be claimed per MPTP member who uses a wheelchair and is present during the trip
  - where more than one MPTP member using a wheelchair is dropped off at the same location, the driver may collect unclaimed lifting fees within 10 minutes of completing the trip and before a new trip is commenced. This is done by starting and immediately stopping the taximeter without moving the taxi and then processing the MPTP member's card belonging to the wheelchair member in order to claim the lifting fee.

## 7. Options for charging shared MPTP rides

The hirer for the trip may choose between the following two payment options for charging shared MPTP rides:

### *Option 1*

- The taximeter is started at the first pick up location and stopped at the final destination.
- The MPTP member's card used for the trip is the card belonging to any person who leaves the taxi at the final destination.
- One metered fare applies and the taximeter must not be re-started to avoid the maximum MPTP subsidy payable for the trip.
- Only one HOV fee applies if there are five or more passengers in the vehicle.
- Option 1 must not be used where one or more MPTP members using wheelchairs or scooters are dropped off at any point during the trip before the final destination.

**OR**

### *Option 2*

- The taximeter is started at the first pick up location and stopped at the first drop off or pick up location (that is the first leg of the trip).
- The MPTP member's card used for that leg of the trip is the card belonging to any MPTP member who has been a passenger for that leg of the trip and whose card has not been used for any previous leg of the trip. The taximeter is started when the next leg of the trip begins.
- The same process is followed for each subsequent leg of the trip. One metered fare applies to each leg of the trip, regardless of the number of passengers leaving the taxi at any one drop off location.
- The taximeter must not be stopped and re-started during one individual leg of the trip in order to avoid the maximum MPTP subsidy payable for each leg of the trip.
- Only one HOV fee applies if there are five or more passengers in the vehicle.

## Further information

For further information, please contact the  
Taxi Services Commission:

Phone:	1800 638 802
Fax:	03 8683 0777
Internet:	<a href="http://www.taxi.vic.gov.au">www.taxi.vic.gov.au</a>
Mail:	Taxi Services Commission GPO Box 1716 Melbourne VIC 3001