

## What is the Taxi Subsidy Scheme?

The Taxi Subsidy Scheme (TSS) is a Queensland Government program that improves the mobility and quality of life for Queenslanders with a disability by providing access to affordable taxi transport. Specific benefits of the scheme are:

- A subsidy of half the total taxi fare, up to a maximum subsidy of \$25 is paid by the Queensland Government.
- Access to subsidised taxi travel in other Australian states and territories that is paid by the Queensland Government.

## How does it work?

Each TSS member is issued with a smartcard membership card, which has a photograph of the member on it and an expiry date. The TSS smartcard will not work after the expiry date on the card.

TSS members can use any taxi service in cities, towns and country areas throughout Queensland. All journeys must be travelled via the shortest route.

A TSS member must have their smartcard with them and must travel in the taxi for the full journey for the subsidy to apply. Other people may travel in the taxi with the member, however the smartcard cannot be given to someone else to use.

## How do I know how much subsidy a TSS member gets?

**A TSS member must not pay the full fare unless their card has expired or been cancelled, or they do not have their card with them.**

The smartcard reader will automatically calculate the subsidy fare for you.

Where a total taxi fare is equal to or less than \$50, the member will pay half of the fare to the taxi driver. The Queensland Government will pay the other half of the fare to the taxi company. For example, if the total fare is \$9, the member will pay \$4.50.

Where the total taxi fare is more than \$50, the maximum subsidy of \$25 will be subtracted from the total fare and the member will pay the balance. For example, if the total fare is \$60, the maximum subsidy of \$25 would be paid by the Queensland Government and the member will pay \$35.

## What does the subsidy cover?

The subsidy covers:

- booking fee
- total fare, including flag fall
- tolls.

## What if I don't want to use the TSS?

Misrepresentation or fraudulent use of the TSS is an offence under the *Transport Operations (Passenger Transport) Act 1994* (the Act) and the *Transport Operations (Passenger Transport) Regulation 2005* (the Regulation).

Any misuse of the TSS smartcard is viewed as a serious offence and will result in legal action or other penalties imposed by the Department of Transport and Main Roads.

All suspected incidents of dishonest use of the TSS should be reported to the Department of Transport and Main Roads in writing.

## What happens if I misuse the TSS?

Under Section 96AN of the Regulation, *the driver of a taxi available for hire must not refuse a hiring by an approved relevant person (a TSS member), unless the driver has a reasonable excuse. Maximum penalty – 40 penalty units.*

Under Section 96AF of the Regulation, *the operator must ensure an approved card reader appears to be working when the taxi is made available to driver. Maximum penalty – 40 penalty units.*

Under Section 96AH of the Regulation, *the operator of a taxi service must ensure that, while a taxi used to provide the service is available for hire, a manual card reader is carried in the taxi. Maximum penalty – 20 penalty units.*

## What is the smartcard reader?

The smartcard reader is the Cabcharge EFTPOS terminal, which is currently used in taxis throughout Queensland. The card reader must be interfaced with the meter so that the fare is automatically calculated.

## How do I process a TSS smartcard fare?

The TSS member should present their TSS smartcard to you at the start of the trip. You must check the photo on the TSS smartcard. If the photo does not match the passenger travelling in your taxi, you cannot accept the TSS smartcard and the passenger is required to pay the full fare.

If the photo does match the passenger travelling, insert the TSS smartcard into the card reader. Check the membership status. If the reader displays that the TSS smartcard is EXPIRED or CANCELLED, the card is not valid and the member is required to pay the full fare.

If the smartcard is valid, leave the smartcard in the card reader for the duration of the trip. The smartcard must remain in the card reader until the transaction is complete.

At the end of the trip, the card reader will display the total fare and amount the TSS member is required to pay. Complete the transaction by taking payment from the TSS member and issue them with a receipt.

At the end of the transaction, the smartcard must be handed back to the TSS member.

## What if the TSS member presents the card at the end of the trip?

Some TSS members may forget to present their card at the start of the journey. If the member presents their card at anytime throughout the journey or at the end of the trip, you must accept the card and process it the same way.

A TSS member must not pay the full fare of the taxi journey unless their card has expired or is cancelled, or they do not have their card with them.

## What if the taxi is in a regional taxi area which is exempt from having a meter?

If your taxi is exempt from having a meter, you are required to use Restricted Use Slips for all TSS trips. The TSS member is still required to present their TSS smartcard and you need to check the photo and expiry date on the card.

## What is the manual TSS voucher back up system?

Restricted Use Slips and an imprinter (manual card reader) must be carried in the taxi at all times, and used if:

- there is a problem with the smartcard reader
- the taxi is in a regional taxi area which is exempt from the requirement to have taxi meters.

Imprinters and Restricted Use Slip books are available from Cabcharge.

## How do I use the manual back up system?

At the end of the trip you must complete the Restricted Use Slip. If the TSS member is able, have them sign the slip. Hand the smartcard back to the TSS member with a copy of the receipt.

In metered areas, most Restricted Use Slips must be accompanied by other documentation.

When submitting Restricted Use Slips for payment, you are required to carry out the following procedures:

### Smartcard reader faulty

- If the smartcard reader is faulty, the operator must supply documentation to show that the equipment will be fixed immediately or is in the process of being fixed. This documentation will support the time you are required to use Restricted Use Slips.
- If documentation is not supplied, the Restricted Use Slip will be rejected.

### Smartcard reader system down

- If the smartcard reader (EFTPOS system) is down, the department will be notified by Cabcharge and trips that have occurred during this period will automatically be paid when you submit a Restricted Use Slip.
- For payment to be considered, you must tick the 'system down' box on the Restricted Use Slip.
- Further investigation will be required if these trips are deemed to be high risk.

### A TSS member's smartcard not working

- If a TSS member's smartcard is current but not working properly, you must use a Restricted Use Slip to process the transaction. The smartcard reader will produce a receipt showing that the smartcard could not be read.
- A copy of the receipt must be attached to the Restricted Use Slip when being submitted for payment.
- If a receipt is not attached, the Restricted Use Slip will be rejected. **At no time should a current TSS member pay the full fare.**

**The above procedures do not apply to Restricted Use Slips used in exempt taxi service areas.**

### Quick reference for the Terminal Messages for Smartcard Processing Errors

Pinpad display	Message on receipt	Situation
TRANSACTION APPROVED	APPROVED 00	The transaction has been approved by the terminal.
CARD EXPIRED DO NOT PROCEED WITH VOUCHER PMENT	DECLINED XP CARD EXPIRED CONTACT QLD TRANSPORT	The member card has expired, the passenger must pay the full fare.
CARD CANCELLED DO NOT PROCEED WITH VOUCHER PMENT	DECLINED 04 CARD CANCELLED CONTACT QLD TRANSPORT	The member card has been cancelled/disabled, the passenger must pay the full fare.
CANNOT READ CARD TRY AGAIN OR USE TSS VOUCHER	DECLINED YD CANNOT READ CARD USE TSS VOUCHER	The member card cannot be read by the terminal, the terminal may need cleaning or servicing.
CRD VALID PROBLEM TRY AGAIN OR USE TSS VOUCHER	DECLINED TW CANNOT PROCESS CARD USE TSS VOUCHER	The member card cannot be authenticated by the terminal, the terminal may need cleaning or servicing.
CARD NOT YET VALID USE TSS VOUCHER	DECLINED XU CARD NOT YET VALID USE TSS VOUCHER	The member card is not yet valid.

#### Quoted jobs and set fares

- Restricted Use Slips used for quoted jobs or set fares are still required to be submitted by the cab company on an explanation form.
- It is expected that all set price fares/quoted jobs will be less than the metered fare.

#### Can I claim waiting time?

The TSS provides a subsidy for transport for members of the scheme. This subsidy does not extend to waiting time charges if the TSS member is not in the taxi.

When the TSS member is ready to exit the vehicle, the journey has been completed and the transaction should be processed.

If you choose to wait for the TSS member, you must not activate the meter until the TSS member returns to the taxi to begin the next journey.

#### What about interstate travel vouchers?

From time to time you will be required to process interstate vouchers for TSS members travelling from other states or territories. These vouchers must be processed manually. Please read each voucher to ensure you apply the correct subsidy for the member (the subsidy is different for other states and territories).

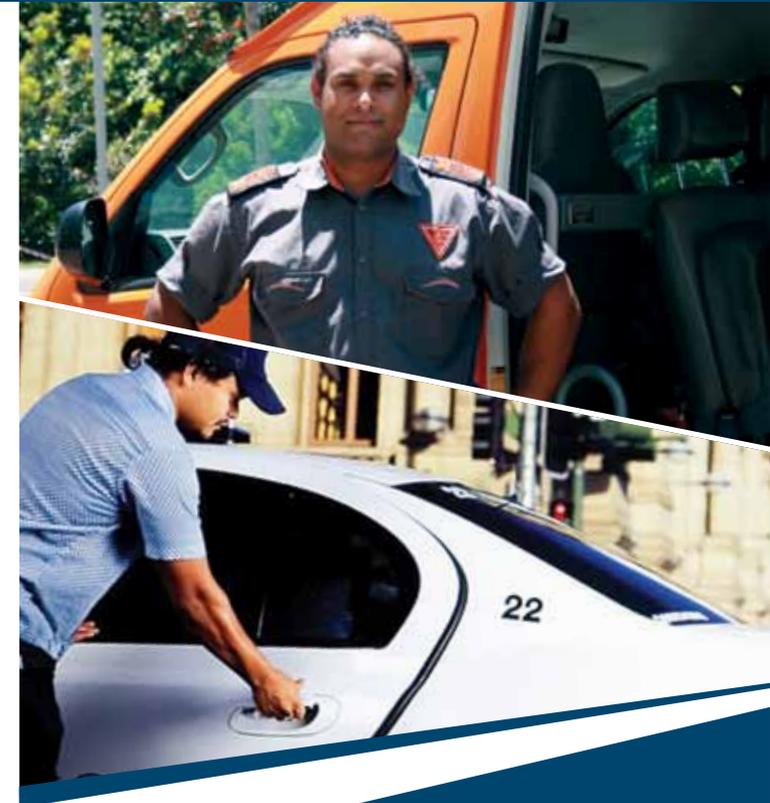
#### How are TSS payments made to taxi companies?

TSS trip data is collected electronically by Cabcharge and provided directly to the department. The department will make payments directly to taxi companies based on the electronic trip data, subject to the validity of the trip data. TSS payments to taxi companies are considerably quicker than previous payment systems and occur on a weekly cycle.

#### Will taxi companies always be paid for TSS trips?

The trip data from Cabcharge is filtered prior to being uploaded to the TSS database. Certain filter parameters have been chosen to identify potential misuse or fraud of the scheme. While the overwhelming majority of TSS trips are reimbursed automatically, some trips are closely reviewed to decide whether the claim is paid, adjusted or rejected. Claims that may not be paid, or may be adjusted, include trips with high risk data where:

- the taxi meter and the card reader (EFTPOS) are not integrated
- extras are too high
- there are insufficient trip details
- the trip is less than \$3
- the fare is greater than \$40, but trip is less than 10 mins
- the fare is greater than \$30, but trip is less than 10km
- all or part of the trip overlaps with a different TSS trip, for example, a duplicate trip.



#### Who can I contact if I need more information?

Phone: 1300 134 755  
 Email: [tssu@tmr.qld.gov.au](mailto:tssu@tmr.qld.gov.au)  
 Fax: 07 3236 1579  
 Post: PO Box 13347  
 Brisbane Qld 4003  
 Website: [www.tmr.qld.gov.au/tss](http://www.tmr.qld.gov.au/tss)

\*Cost of a local call, higher call charges apply from mobile phones or pay phones.

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## Transport and Main Roads

# Taxi Subsidy Scheme

## Information for drivers