

Fact Sheet

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Application of Taxi Fares – Queensland Taxi Fare Structure Maximum Fares Notice

The Maximum Fares Notice only applies to taxi services from a rank or hail.

Maximum fares apply to a booked hire service only if the service is:

- (a) for a member of the Taxi Subsidy Scheme; or
- (b) provided in a Wheelchair Accessible Taxi to a person using a wheelchair.

All other booked work is not subject to the Maximum Fares Notice.

Operation of the taximeter – Rank, Hail and Booked TSS

The taximeter may be started at the start of a hiring. For rank or hail work, this is when the hirer enters the vehicle.

Where a hiring has been booked by a TSS member, the meter may be activated only when the passenger enters the vehicle.

The taximeter must be deactivated when the vehicle arrives at the destination and before the passenger exits the vehicle. If luggage is to be unloaded, the driver must deactivate the meter before exiting the vehicle to assist with unloading luggage.

If the driver has to stop the hiring at any time, for example to put fuel in the vehicle or to examine a map, the driver must deactivate the meter until the hiring can recommence.

Booking fee

A booking fee (\$1.60) can only be applied to a booked hire service provided in a taxi if the service is for a member of the Taxi Subsidy Scheme or is provided in a Wheelchair Accessible Taxi for a person using a wheelchair where a hirer rings a booking service where available or uses other forms of electronic communication to hire a taxi.

Booking fees do not apply to rank or hail hirings.

Please note that hirers may book a taxi through a taxi booking organisation and, for convenience, quote a rank as the pick-up location. In such cases a booking fee may apply, however a vehicle already at a rank cannot be booked by a passenger at a rank.

Late night safety and security surcharge

Taxi fares provide for a late night security \$2 surcharge. This surcharge is for hirings that begin between 12am midnight and 5am seven days/week, excluding Anzac Day (25 April).

In metered taxi service areas outside South East Queensland a different distance rate does apply. The differential fare reflects the higher costs associated with operating a taxi in regional Queensland. The Gazette Notice identifies those regions which are applicable.

Tolls, Access Fees or Ferry Charges

Drivers may incur tolls, access fees or ferry charges while undertaking a hiring. All tolls, fees and charges may be charged to the passenger if the toll is incurred as part of the hiring. This may be paid by the passenger directly as a toll, fee or charge, or paid by the driver and then charged to the passenger at the end of the hiring.

The passenger must be in the vehicle at the time the toll, fee or charge is incurred.

Luggage

There is no fare applicable for the carriage of luggage.

Return to boundary Fares

- Where a hiring ends less than 40 km outside the boundary of a taxi service area north of the Tropic of Capricorn, an additional charge of \$1.00 is payable for each kilometre from where the hiring ends to the boundary of the taxi service area by the shortest practicable way; and
- Where a hiring ends more than 40 km outside the boundary of a taxi service area anywhere in Queensland, an additional charge of \$1.00 is payable for each kilometre from where the hiring ends to the boundary of the taxi service area by the shortest practicable way.

Multiple-hiring

In charging for a multiple-hire trip, the driver must ensure that the fare charged to each passenger is less than the fare if the passenger had travelled directly to their destination.

This may be calculated using the multiple hiring tariffs in the taxi meter. The tariff is set at 75 percent of the standard fare. When multiple-hiring, the meter should be activated as usual and each passenger should pay the fare on the meter upon arrival at their destination.

Alternatively, the driver may agree a fare with each passenger based on the cost of the standard fare for the trip. For example, if the fare for Passenger A is usually around \$30 and for Passenger B around \$45, the driver may quote Passenger A \$20 and Passenger B \$35 for the journey.

The rule is that any quoted fare is less than the standard metered rate.

For driver ease, it is recommended that the quoted fare option occurs only where the passenger has an awareness of the usual fare. Where tourists are travelling, a quoted fare may be misunderstood and they may be concerned that they are paying an inappropriate rate.

High occupancy fares

High occupancy fares may apply to booked hire services. However, this surcharge is no longer regulated under the maximum fares notice. It is at the discretion of the Booking Entity.

High occupancy fares must not be applied off taxi ranks (or for a hail) even where a passenger walks past other vehicle to hire the high occupancy vehicle. This applies regardless of the number of passengers carried or the amount of luggage carried. Additionally, the fare should be agreed to or negotiated up front, before the commencement of the journey, and a fare estimate provided in writing if requested by the customer.

Deposit

A driver may request a passenger pays a deposit at the commencement of the journey. The deposit may be any amount up to the estimated fare for the trip.

Additional information

Additional information about public passenger services is available on the Department of Transport and Main Roads internet site at www.tmr.qld.gov.au/information_bulletins