

# Taximeter Programming Requirements

July 2014

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## **1.0 Introduction**

The Department of Transport and Main Roads (Transport and Main Roads) Taximeter Programming Requirements (Programming Requirements) set out the mandatory conditions for the operation of taximeters in relevant taxis in Queensland. Taxis required to have a taximeter fitted as a condition of the taxi service licence, must comply with the Programming Requirements.

This document should be read in conjunction with the Frequently Asked Questions – Automation of Taximeters [Frequently Asked Questions - Automation of Taximeters](#)

## **2.0 Australian Design Rules**

Australian Design Rule (ADR) 44/01 – Specific Purpose Vehicle Requirements 2006 outlines the standards for the fitment and control of taximeters and radios. An operator of a taxi to which a taximeter is fitted must ensure that the taximeter complies with this ADR.

## **3.0 Legislation**

Legislation prohibits drivers from charging more than the maximum fares determined by Transport and Main Roads. Licence conditions prohibit operators from charging or encouraging drivers to charge more than the maximum fares.

Amendments to legislation that took effect on 1 July 2014 and further support the intent of those provisions by making operators responsible for ensuring taximeters are programmed in a certain way.

The amendments appear as new and amended sections in the *Transport Operations (Passenger Transport) Regulation 2005* (the Regulation). Division 2 of the Regulation details other responsibilities and requirements relating to taxi services and taxis generally, including rules about maximum fares.

## **4.0 Maximum Taxi Fares Notice**

Transport and Main Roads provides information to taximeter manufacturers and industry stakeholders about the maximum taxi fares gazetted under section 74A of the *Transport Operations Passenger Transport) Act 1994* to ensure that taximeters are calibrated accurately.

## **5.0 Approval of Requirements**

The Notification of Requirements for Programming Taximeters was published in the Queensland Government Gazette No.46 on Friday, 27 June 2014 {insert hyperlink} and took effect on 1 July 2014.

## **6.0 Compliance**

All taxi operators and drivers in Queensland must ensure they comply with the requirements about maximum fares. Only operators of taxis required to have a taximeter as a condition of the taxi service licence will be required to ensure the taximeter complies with the Programming Requirements. These Programming Requirements have been approved by Government Gazette by the chief executive of Transport and Main Roads.

## **7.0 Compliance**

All taxi operators and drivers in Queensland must ensure they comply with the requirements about maximum fares. Only operators of taxis required to have a taximeter as a condition of the taxi service licence will be required to ensure the taximeter complies with the Programming Requirements. These Programming Requirements have been approved by Government Gazette by the chief executive of Transport and Main Roads. The Notification of Requirements for Programming Taximeters was published in Queensland Government Gazette No.46 on Friday 27 June 2014 [{insert hyperlink}](#) and took effect on 1 July 2014.

## 8.0 Summary

A summary of the Programming Requirements is outlined below. The taximeter must be programmed in a way to:

- automatically set the tariff applicable to the time of day (Tariff 1, 2 and 3)
- automatically revert to the tariff applicable to the time of day at the completion of any hiring involving a higher tariff
- automatically set the tariff applicable to public holidays
- automatically reset when the stop or pause button is activated after the taxi has travelled a distance of not more than 100 meters and on completion of a journey
- automatically record tolls and access fees relevant to the journey
- restrict the activation of the extras button to once only during a journey
- be able to enter a quoted or fixed fare price
- be able to print an itemised receipt detailing each component of the fare including:
  - any fleet number for the taxi
  - the Australian Business Number of the driver of the taxi for the journey
  - the driver's driver authorisation number
  - the fare and the amounts comprising the fare, including fare total, GST, booking fee, total tolls(including access fees), the total amount paid
  - the date and time at which the hiring started and finished and
  - the origin of, and destination for, the journey.

The taximeter must be security controlled/sealed in a way that prevents the taximeter's program from being altered.

## 9.0 Tariff Structure

Tariff Times	Standard Hiring	Multiple Hiring	High Occupancy, Luxury or Premium Taxis
<b>Tariff Applies to</b>	All taxis	All taxis	People Mover; Wheelchair; Luxury and Premium taxis
Monday to Friday - <b>Midnight to 5:00am*</b>	Tariff 3	Tariff 6	Tariff 9
Monday to Friday - <b>5:01am to 6:59am</b>	Tariff 2	Tariff 5	Tariff 8
Monday to Friday - <b>7:00am to 7:00pm</b>	Tariff 1	Tariff 4	Tariff 7
Monday to Friday - <b>7:01pm to 11:59pm</b>	Tariff 2	Tariff 5	Tariff 8
Saturday and Sunday** - <b>Midnight to 5:00am*</b>	Tariff 3	Tariff 6	Tariff 9
Saturday and Sunday** - <b>5:01am to 11:59pm</b>	Tariff 2	Tariff 5	Tariff 8

\*excluding ANZAC Day

\*\*including public holidays

## 10.0 Taxi Fare Stickers

Taxi fare stickers will be produced, printed and distributed to taxi companies and operators by Transport and Main Roads. The fare sticker must be fixed to the taxi in accordance with Schedule 3, Part 1, section 1(a) of the *Transport Operations (Passenger Transport) Standard 2010*.

## 11.0 Taximeter Installation

The installation, calibration and sealing of taximeters are managed within the taximeter industry. Taxi companies, operators and drivers do not have authorisation to perform these functions unless they are an approved installer from the meter manufacturer.

## 12.0 Taximeter Functional Capability and Operation

The taximeter must:

- automatically apply a tariff or late night surcharge or public holiday surcharge based on the time of day, date, distance and time
- limit the extras button to be used only once during a hiring
- use electronic facilities to produce a receipt that meets the requirements of the Regulation
- be programmed for tariff rates that apply to that particular vehicle. For example, a taximeter equipped in a conventional taxi should not be able to apply the High Occupancy rates (Tariffs 7, 8 and 9), unless it is a conventional taxi with people mover conditions or it has been voluntarily converted to a wheelchair accessible taxi.
- operate in accordance with the maximum fares determined by Transport and Main Roads applicable to the type of taxi service area the taxi is licenced to operate in:
  - South East Queensland
  - Regional Queensland
  - Exempted Queensland
- operate in accordance with any late night surcharge and public holiday surcharge.

## 13.0 Taximeter Functional Operation Specifications

### 13.1 Tariffs

Tariffs 1, 4 and 7: (7am to 7pm weekdays)

Tariffs 2, 5 and 8: (all other times, including public holidays)

Tariffs 3, 6 and 9: (midnight to 5am excluding ANZAC Day)

#### a) Standard Tariff (Tariff 1, 2 and 3)

An operator of a taxi required to have a taximeter fitted as a condition of the taxi service licence must ensure that the taximeter is programmed so that Tariff 1, 2 and 3 change automatically based on date and time controlled by the devices' internal clock and cannot be manipulated.

#### b) Multiple Hiring Tariff (Tariff 4, 5 and 6)

An operator of a taxi required to have a taximeter fitted as a condition of the taxi service licence must ensure that the taximeter is programmed so that Tariff 4, 5 and 6 (Multiple Hiring) apply 75% of the fare and cannot be manipulated.

**c) High Occupancy/Luxury/Premium Tariff (Tariff 7, 8 and 9)**

An operator of a taxi required to have a taximeter fitted as a condition of the taxi service licence must ensure that the taximeter is programmed so that Tariff 7, 8 and 9 can only be applied for journeys undertaken in wheelchair accessible taxis, conventional taxis with people mover conditions on the taxi service licence; or conventional taxis with a luxury or premium vehicle attached to the taxi service licence or conventional taxis that have been voluntarily converted to wheelchair accessible taxis. Refer to [Tariff Structure](#).

**d) Revert to Standard Tariff (Tariff 1, 2 or 3)**

An operator of a taxi required to have a taximeter fitted as a condition of the taxi service licence must ensure that the taximeter is programmed so that on the completion of a journey involving a higher tariff (Multiple Hiring or High Occupancy/Luxury/Premium) and before the next journey begins, the taximeter reverts to the Standard tariff (Tariff 1, 2 or 3) applicable for the time of day.

**13.2 Public Holidays**

An operator of a taxi required to have a taximeter fitted as a condition of the taxi service licence must ensure that the taximeter is programmed to apply the applicable tariff for public holidays based on date and time controlled by the device's internal clock and cannot be manipulated.

**a) Multiple Public Holidays in same Taxi Service Area**

*The Holiday's Act 1983* (the Act) provides information about what is considered to be a 'public holiday' and these are prescribed on the Industrial Relations website at: [www.justice.qld.gov.au](http://www.justice.qld.gov.au). In summary 'public holidays' are those listed in Schedule 3 of the Act and those listed on the website as 'show holidays'. Some areas have more than one public holiday in a taxi service area. For example, the prescribed Brisbane show day is different to the prescribed holidays for Moreton Bay Shire, Logan City and Redlands Shires but they reside in the same Brisbane Taxi Service Area.

In circumstances where a taxi service area includes more than one city, shire or community show holiday, a common date will be set for the entire Taxi Service Area. In the case of the Brisbane Taxi Service Area which includes, Moreton Bay Shire, Logan City and Redlands Shires the public holiday tariff for the 'show holiday' will be the gazetted holiday for Brisbane. In the Sunshine Coast Taxi Service area the 'show holiday' for the Taxi Service Area will be deemed to be the Caloundra show day public holiday.

**13.3 Quote/Set Fare Function**

An operator of a taxi required to have a taximeter fitted as a condition of the taxi service licence must ensure that the taximeter is programmed to allow quoted or set fares to be entered into and recorded on the taximeter.

#### **13.4 FlatFare Taxi Services**

FlatFare taxi services operate from designated ranks and involve the grouping of late night patrons heading in the same direction. Fares for these services must be paid upfront to the taxi driver according to the fixed price based on TransLink zones. Drivers are not required to run the taximeter for a FlatFare service but should enter the fixed amount in the taximeter as a set fare price, for the operator and driver records. A receipt can then be produced by the driver if requested by the passenger. Credit card or EFTPOS payments cannot be accepted.

#### **13.5 Taximeter Reset and Stop/Pause Button Function**

Section 62A (4) of the Regulation requires a taxi driver to reset the taximeter immediately after the taxi journey ends. An operator of a taxi required to be fitted with a taximeter as a condition of the taxi service licence must ensure that the taximeter is programmed so that on completion of a journey the taximeter will reset.

Section 65(3) of the Regulation requires a taxi driver to stop the taximeter from registering a charge for any period during which the vehicle is unable to continue the hiring. An operator of a taxi required to have a taximeter fitted as a condition of the taxi service licence must ensure the taximeter has a function to allow the taximeter to be stopped or paused in these instances without the fare being paid or cleared and allow the taxi driver to resume the fare if the passenger decides to continue their journey further. The operator must also ensure that the taximeter is programmed to reset if the Stop/Pause button has been activated after the taxi has travelled up to 100 meters.

#### **13.6 Extras Button**

An operator of a taxi required to be fitted with a taximeter as a condition of the taxi service licence must ensure that the taximeter is programmed to apply the correct booking fee amount to the taxi fare upon application of the extras button and that it can only be applied once per journey.

#### **13.7 Tolls and Access Fees**

An operator of a taxi required to be fitted with a taximeter must ensure that the taximeter uses GPS or another technology to automatically apply toll charges and access fees to the taximeter. The taximeter must display the name of the toll or access fee and the amount of the toll or access fee at the time the toll or access fee is incurred and apply these to the fare at the end of the journey. Details of the total tollage (including access fees) applied to a fare must be itemised on the passenger's receipt.

#### **13.8 Toll suspension periods**

On some occasions, tolls are suspended due to scheduled maintenance work or at the discretion of the Queensland Police Service or the toll road operator due to an accident or natural disaster. If a toll is suspended taxi passengers will not be required to pay a toll even if the toll road is used during the journey. Taximeters will need to be programmed in a way as to not record the toll during these times as GPS technology will not automatically suspend the toll on the taximeter. The process that must be followed in these suspension periods is detailed in Annexure 1.

### **13.9 Itemised Receipts**

An operator of a taxi required to be fitted with a taximeter as a condition of the taxi service licence must ensure that the taximeter is programmed in a way to facilitate the production of an itemised receipt by an electronic facility for the fare for a hiring of a taxi for a journey, which means a written receipt containing all of the following information:

- any fleet number for the taxi
- the Australian Business Number of the driver of the taxi for the journey
- the driver's driver authorisation number;
- the fare and the amounts comprising the fare, including fare total, GST, booking fee, total tolls (including access fees); the total amount paid
- the date and time at which the hiring started and finished and
- the origin of, and destination for, the journey.

### **13.10 Security Controls/Sealing**

An operator of a taxi required to be fitted with a taximeter as a condition of the taxi service licence must ensure that the taximeter fitted to the taxi has security controls for the taximeter and is sealed either physically or electronically once it has been calibrated in line with the legislation and the Maximum Taxi Fares Notice to prevent tampering of a taximeter.

## Application of Toll Charges for Taxis

