There are new rules for Fare Calculation Devices (or meters) used in taxis in NSW. On 1 November 2017, operators of taxis hired from ranks or hailed in the street were given 12 months to comply with the Point to Point Transport (Taxi and Hire Vehicles) Regulation 2017. This grace period is over and you now need to meet the new specifications.

The new rules are less prescriptive and will give you greater flexibility and more technology options. For instance, while fare calculation devices must be resistant to tampering and vandalism, they no longer need to be lead sealed. However, a new requirement is that a fare calculation device must be able to display tolls.

Your fare calculation device must

- Display the fare, including any additional fees, charges or tolls, in numerals and in Australian dollars.
- Be capable of accurately calculating the fare at all times.
- Be calibrated so that it determines the fare in accordance with the authorised fares.
- Be resistant to tampering and vandalism and in working order.
- Display fares and other charges clearly for all passengers.
- Be securely fixed to the taxi or secured properly in a mounting which is designed for the purpose, and in a way which is not likely to cause injury to passengers or the driver.

The taxi drivers must

- Not demand more than the authorised fare for rank and hail fares.
- Start the fare calculation device as soon as the taxi is hired.
- Ensure a wheelchair is safely secured to the vehicle throughout the hiring. The fare calculation device must not be turned on before the taxi is ready to safely transport a passenger in a wheelchair.
- Keep the fare calculation device running during the trip; however, the driver must stop the fare calculation device for as long as necessary to prevent it from registering unnecessary charges. For instance, when a hirer is paying, reasons such as a shortage of fuel, or in the case of an accident or fault with the taxi.

Click here to ensure you comply with the Regulation.