



Displaying Taxi Fare Hotline stickers

FACT SHEET



Taxi Fare Hotline stickers

The Commissioner's Taxi Fare Hotline is a centralised reporting platform, set up with the taxi industry, to make it easy for passengers to report fare related issues. Taxi companies can then address these issues, which may involve failure to use the meter, overcharging or refusing a fare unless the passenger agrees to a fixed fare, directly with passengers and taxi drivers. It is important that passengers can easily contact the Hotline.

To educate and assist passengers, Taxi Fare Hotline stickers must be displayed in all NSW taxis providing rank and hail passenger services.

From 1 September 2023, all taxi vehicles in NSW are required, by law, to display the stickers both inside and outside the taxi.

The hotline stickers have been approved by the Commissioner and display the following information:

- The Taxi Fare Hotline telephone number.
- A QR Code link to the Taxi Fare Hotline telephone number.
- A statement that the meter must always be on during a rank or hail trip.

The stickers must be clearly visible to all passengers in the taxi, and to prospective passengers. The positioning of the stickers should not affect a driver's visibility – safety is always the priority.



Point to Point
Transport Commissioner

**TAXI FARE
HOTLINE
1800 500 410**

The meter must always be on during a rank or hail trip.
Please record the number plate to report taxi fare issues.



A minimum of two stickers must be displayed – at least one on the outside of the vehicle and one inside the vehicle: the left-hand side of the vehicle is recommended. It is recommended that three to four stickers are displayed to ensure all passengers can see them.

This fact sheet will provide information on the stickers, where to place them and how to order more.



Who is responsible for this vehicle standard?

Taxi service providers and taxi licence holders must ensure that their taxis providing rank and hail services comply.

Taxi service providers and licence operators who fail to comply with this vehicle safety standard can be issued with an improvement notice before being issued a penalty notice. A penalty infringement notice of \$550, or \$1100 in the case of a body corporate. The maximum court-imposed penalty is \$5500 or \$27,500 in the case of a body corporate.

The Point to Point Transport Commissioner's Hotline sticker

The sticker is a circle, 10cm in diameter and made of durable material allowing it to be displayed inside and outside of vehicles.

The Hotline number and QR code are highly visible allowing the passenger to easily call the Hotline to report a fare related matter. Education is also provided on the sticker, ensuring passengers know the meter must be on during a rank or hail trip.

The stickers have been sent out by the Point to Point Transport Commission to taxi service providers to roll out and share with affiliates across their network.

The Hotline stickers do not replace any other signage in the taxi vehicle that is also required by law. Other signage includes fare information, TSP contact information, Driver ID and signs advising the taxi is fitted with a security camera system. For more information, please visit our [Safety standards for taxis webpage](#).

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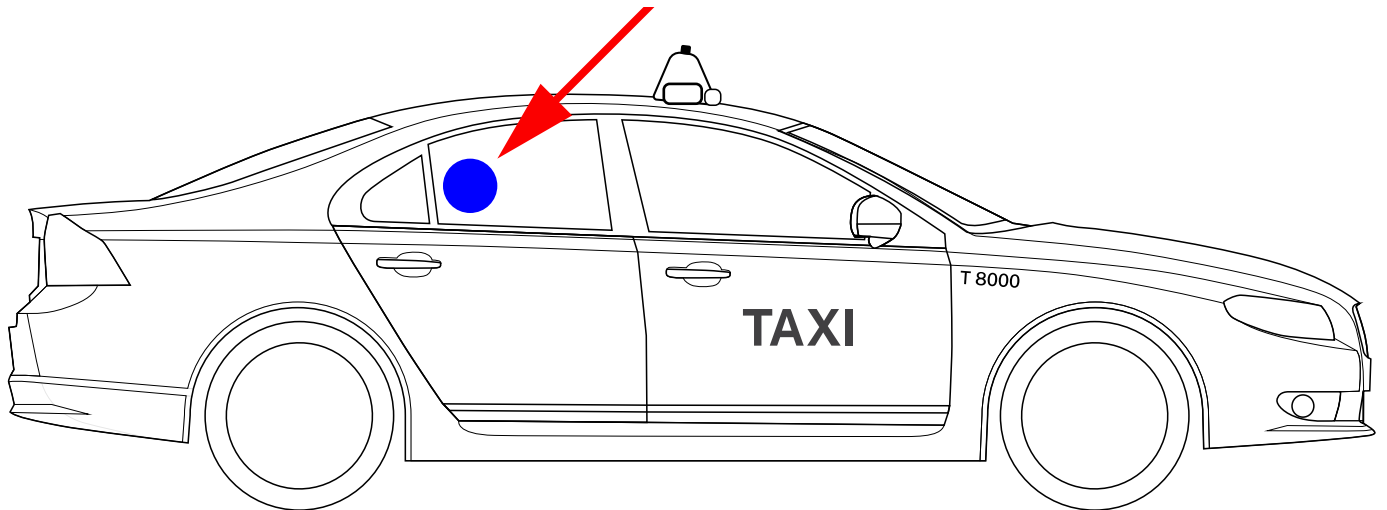
Taxi Fare Hotline stickers are for display inside and outside of taxis. They remind passengers that the meter must always be on during a rank or hail trip and advise passengers where to report any taxi fare related matters. The stickers confirm that the taxi industry is serious about ensuring all passengers get a fair fare.

Where must the stickers be displayed?

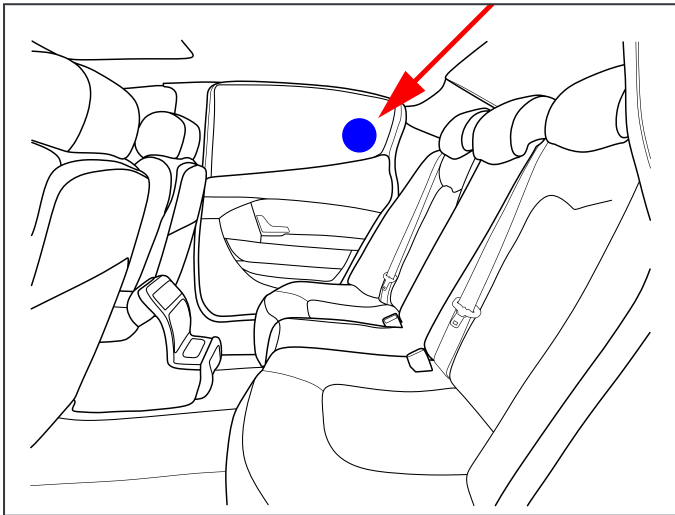
- Prepare the area for the application of the sticker before peeling off the backing paper. Thoroughly clean and dry the surface. Consider using an isopropanol product to clean the surface. Be sure the site is free from any dust or residue from previous stickers.
- It is recommended that stickers are placed on the back quarter panel window inside the taxi and in the same location on the outside of the taxi (as shown in the diagram(s) below) – ideally on both sides of the vehicle.
- Do not place stickers on the front windscreen.
- Stickers should not interfere with the deployment of the passenger side airbag (ie: be situated on the passenger airbag module or in particular the airbag "door seams" on the dash) or cover any warning labels related to the hazards of passenger airbags.
- Stickers must not obstruct the vision of the driver in any way.

Sticker placement:

Outside (ideally both sides)

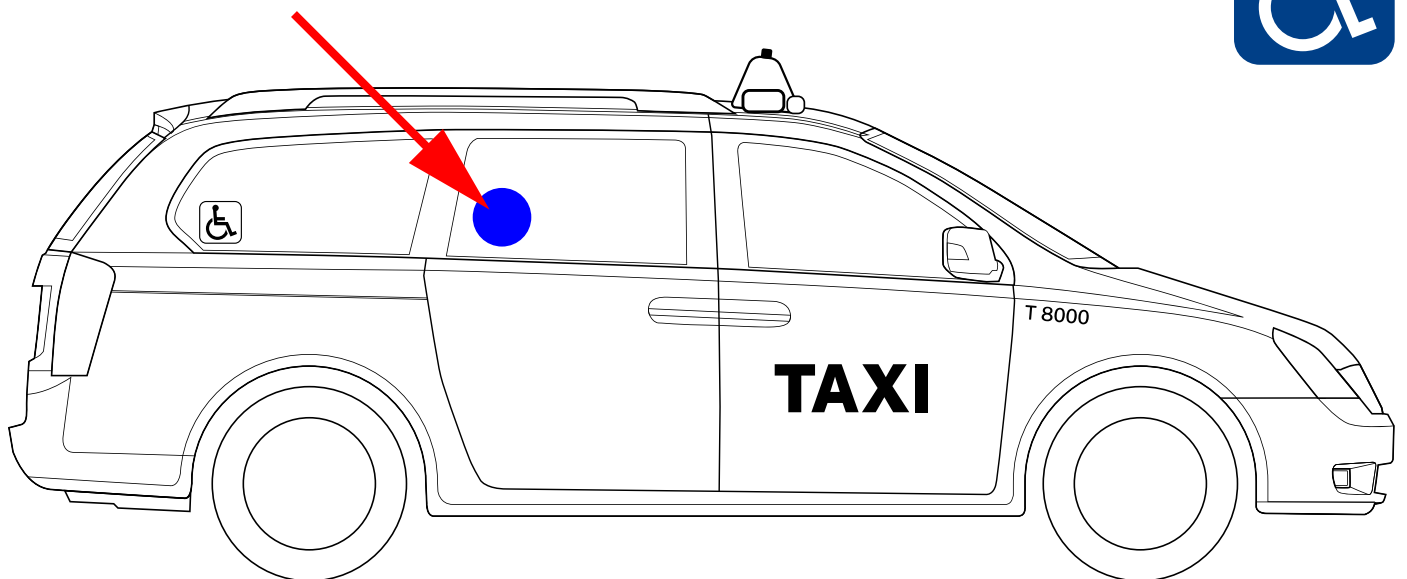


Inside (ideally both sides)



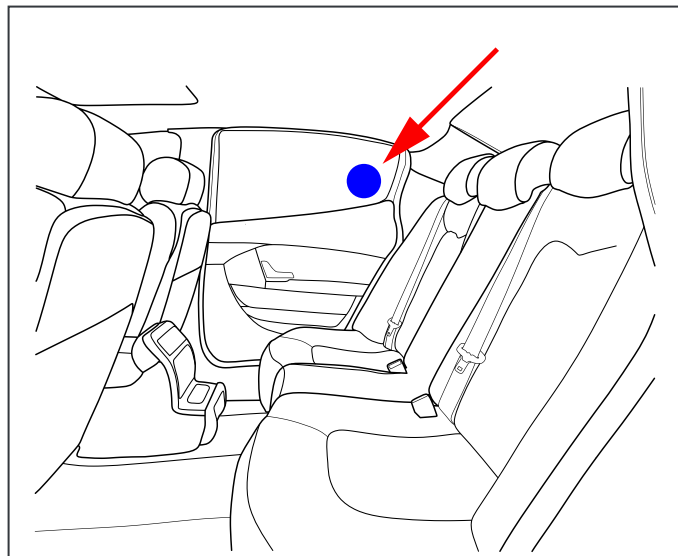
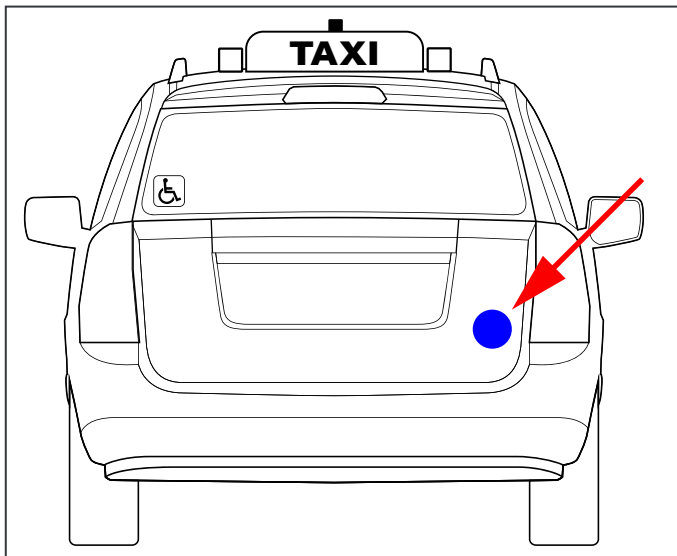
Wheelchair accessible taxis.

Outside (ideally both sides)



Wheelchair accessible taxis.

Outside rear door and inside (ideally both sides)



What do drivers need to do?

- Drivers should check that the stickers are displayed, undamaged and legible as part of their pre-departure checks.
- Drivers should alert the TSP or licence holder if the stickers are not displayed, are damaged or illegible.

If you require more stickers, please log in to the Industry Portal and use the 'Order Items' button found on the 'Activities' page. A [step by step guide](#) on how to order replacement or additional stickers can be found on our website.

Further education

Related resources are available from the [Learning Centre](#) and the following links:

- [Reporting Fare Complaint Outcomes to the Portal](#)
- [Safety standards for taxis](#)

If you have any questions or need further information, please visit the Point to Point Transport Commissioner's website pointtopoint.nsw.gov.au or call the Industry Contact Centre on 131 727.

Scan this QR code to
access the Learning Centre

