



# Fare Calculation Devices fact sheet



Any taxi that plies or stands for hire (rank or hail) must be fitted with a fare calculation device (meter) which accurately calculates and displays the fare. The fare calculation device must be visible to all passengers in the vehicle.

This fact sheet is a quick guide to help taxi service providers, affiliated providers, taxi licence holders and drivers understand their obligations and the requirements under the law.

## The taxi's fare calculation device (meter) must:

- display the fare, including any additional fees, charges or tolls, in numerals and in Australian dollars
- always display the fare and other charges clearly for all passengers in the taxi
- at all times accurately calculate the fare according to the authorised fare ([NSW Fares Order](#))
- not be able to be tampered with or vandalised
- be in working order
- be securely placed and mounted so there is no risk of injury to passengers or the driver.

Taxi service providers, affiliated providers and taxi licence holders are responsible for ensuring the meter complies with these requirements and that drivers are complying with their obligations, as far as is reasonably practical.

**Taxi drivers must:**

- always use the meter for rank and hail trips
- not demand the passenger pays more than the authorised fare (which must be displayed on the meter) or try to negotiate a fare
- start the meter when the taxi is hired, not before
- keep the meter running throughout the entire trip unless stopping for fuel, or due to an accident or mechanical fault
- ensure that the meter's display can always be clearly seen by all passengers in the taxi - their view must not be blocked or the meter placed where the passenger cannot see the fare
- for wheelchair accessible taxis, ensure that passengers using a wheelchair are safely loaded and secured before starting the meter.

**Further education**

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

- [Point to Point Transport \(Fares\) Order 2023](#)
- [Point to Point Transport \(Taxis and Hire Vehicles\) Regulation 2017](#)
- [Taxi information \(including Rank and Hail Taxi Fares Order\)](#)

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