



# Signs, lights and markings

## Fact sheet

pointtopoint.nsw.gov.au

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The signs, lights and markings on a vehicle are an important indicator to a passenger that a vehicle is authorised and safe to provide passenger services.

There are safety standards regarding what signs, lights and markings must be displayed on vehicles providing passenger services.

This fact sheet will outline the rules for signs, lights and markings for taxis providing rank and hail passenger services and for hire vehicles (including rideshare) providing booked services. There are different sets of rules for each type of service. Please refer to the section that is relevant to you.

## Hire vehicles (including rideshare) - signs, lights and markings

Hire vehicles, including rideshare, must display specified signs. There are also rules about signs, lights and markings which cannot be displayed.

These rules also apply to Community Transport operators who provide point to point transport services outside of their Community Transport activities, and tourism operators providing services under point to point transport law.

### Signs

Hire or rideshare vehicles (other than a motorcycle) being used to provide a passenger service must display a retroreflective sign on the vehicle that:

- makes it apparent that the vehicle is a hire or rideshare vehicle
- is located on or near the rear of the driver's side of the vehicle
- is clearly visible from the outside of the vehicle.

The retroreflective sign may be in the form of an identifying logo or other business identification.



Retroreflective signs use a surface that reflects light back to a light source making them easy to see during heavily overcast days and at dawn, dusk or night.

Note: In NSW, the retroreflective sign cannot be made using LED lights or similar.

For more information, please refer to the [Retroreflective Sign toolkit](#).

### Lights

Hire and rideshare vehicles must not look like, or suggest that they are, a taxi.

Owners of a hire or rideshare vehicle, together with the booking service provider, must ensure that any lights they do install on their vehicles do not indicate, resemble or infer that the vehicle is a taxi.

For example, a rideshare vehicle cannot have a roof light on the top of their vehicle.

### Markings

Hire and rideshare vehicles must not be painted or marked, or have signs or lights that:

- indicate, resemble or suggest that it is a taxi
- indicate or suggest that the vehicle can be hired at a rank or by hailing in the street.

## Who is responsible for making sure hire (and rideshare) vehicles have the appropriate signs, lights and markings?

The driver of a hire vehicle that is being used to provide a passenger service must ensure that a retroreflective sign is displayed on, or attached to, the vehicle as outlined above.

The penalty for non-compliance is \$150.

The owner of the vehicle is responsible for ensuring the vehicle is not painted or marked or has signs or lights which resemble those of a taxi, infer that the vehicle is a taxi or suggest that the vehicle is plying or standing for hire.

The provider of a booking service is responsible for this safety standard, if the hire vehicle is used to provide a related booked service.

The penalty for non-compliance with the required signs, lights and markings is \$1100 in the case of a body corporate, and \$550 in any other case. This could increase to \$27,500 (body corporate) or \$5500 (individuals) by court order.

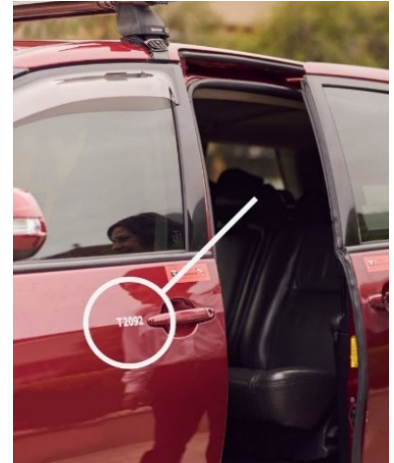
## Taxis - signs, lights and markings

### Signs



A taxi providing rank and hail services must be fitted with a roof sign that displays the word “TAXI”, “CAB” or “CABS” in black lettering at least 70 mm high. These words can be in upper or lower-case letters, or a combination of upper and lower-case letters.

All taxis must display the taxi’s registration number, in raised numbers on the vehicle. This requirement is prescribed under the [Disability Standards for Accessible Public Transport](#) and is a requirement for all taxis.



### Lights

A taxi providing rank and hail services must be fitted with a roof light that is clearly visible in daylight from a distance of 40 metres by a person with normal eyesight.

The roof light must be lit when the taxi is available for hire but must be off when it is either providing a passenger service or is unavailable for hire, for instance, at the end of a shift.

### Markings

A taxi providing rank and hail services must be painted or marked so that:

- it is clearly identifiable as a taxi
- the authorised service provider’s name or identifying logo or colours are displayed prominently and are clearly visible on the taxi
- the authorised service provider’s contact information is displayed prominently and is clearly visible on the taxi.



## Taxi Fare Hotline stickers

A minimum of two Taxi Fare Hotline stickers must be displayed – at least one on the outside of the vehicle and one inside the vehicle. Note: other information must also be displayed inside a taxi, as shown on our [Safety Standards webpage](#).

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.

For more information, visit the [Taxi Fare Hotline fact sheet](#).



## Who is responsible for making sure taxis have the appropriate signs, lights and markings?

- Taxi service providers
- Facilitators of an affiliated service
- Affiliated providers
- Taxi licence holders

The penalty for non-compliance with the required signs, lights and markings is \$1100 in the case of a body corporate, and \$550 in any other case. This could increase to \$27,500 (body corporate) or \$5500 (individuals) by court order.

Drivers should ensure all signs, lights and markings are compliant as part of their normal pre-departure checks.

Passenger services should not be provided if the vehicle is not compliant, and the driver should notify the taxi service provider or affiliated provider.

## Further education

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

- [Retroreflective Signs fact sheet](#)
- [Point to Point Transport \(Taxi and Hire Vehicle\) Regulation 2017](#)
- [Safety standards for taxis](#)
- [Safety standards for drivers](#)
- [WAV Safety: Service provider obligations fact sheet](#)
- [Disability Standards for Accessible Public Transport](#)

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.