



# **CORRECT CHARGING OF FARES**

Multi Purpose Taxi Program Card

COMMERCIAL  
PASSENGER  
VEHICLES  
VICTORIA

The following requirements apply to all Multi Purpose Taxi Program (MPTP) trips in a commercial passenger vehicle.

### The MPTP subsidy

1. The MPTP subsidy is paid by Commercial Passenger Vehicles Victoria (CPVV) at 50 per cent of the total price charged to the customer.
2. The MPTP subsidy is capped at \$60 per trip.
3. The MPTP yearly subsidy cap for non-wheelchair members is \$2,180 per annum.

### Charging an MPTP member for a commercial passenger vehicle service

4. When providing a CPV service to an MPTP member, you should apply the same fare structure that you would for any other passenger taking the same trip.
5. You must not charge an MPTP subsidy to a member unless that MPTP member has travelled in the vehicle.
6. The total price you charge to the MPTP member can include the fare, plus any extras that relate to the provision of a commercial passenger vehicle trip including (but not limited to):

• Booking fees	• Late night or holiday fees
• Flagfall	• Tolls
• Fare	• Airport charges
• Levy recovery charges	• High occupancy vehicle (HOV) charges

7. If the trip is unbooked and commences in metropolitan Melbourne, the Mornington Peninsula, Geelong, Ballarat or Bendigo, the fare charged to the customer must not exceed the maximum fare determined by the Essential Services Commission. Refer to our website for more information.

8. A high occupancy vehicle (HOV) fee can only be applied for five or more passengers (including a person(s) who uses a wheelchair or other mobility aid). It cannot be applied where the passenger requests a larger than standard vehicle because they use a wheelchair.
9. Discounts applied by the service provider must be applied prior to the MPTP subsidy discount being applied.
10. If a taxi non-cash payment surcharge applies (when a taxi passenger pays for a fare using non-cash payment transaction options, including credit, debit and charge card), it should only be applied to the member's portion of the fare after the MPTP subsidy discount has been applied.
11. Any fee charged that is not in relation to the provision of a commercial passenger vehicle trip (e.g. cleaning fees, tips) should only be applied to the member's portion of the fare after the MPTP subsidy discount has been applied.
12. You must never charge any passenger that uses a wheelchair a lifting fee as this will be automatically attributed to the fare and paid by CPVV. Any direct charge of a lifting fee on a wheelchair passenger may breach the *Disability Discrimination Act 1992* (Cth) and the *Equal Opportunity Act 2010* (Vic.).

### **Lifting fees payable by CPVV**

13. All trips provided using a wheelchair accessible vehicle to a MPTP member that travels in a wheelchair will be eligible for a lifting fee.
14. All trips provided using a commercial passenger vehicle that is not wheelchair accessible to a MPTP member that travels in a wheelchair will be eligible for a partial lifting fee.
15. One lifting fee may be claimed for each MPTP member who uses a wheelchair and is present during the trip.
16. Drivers must not directly charge the MPTP member a lifting fee. This will be automatically applied to the trip by CPVV.

## Receiving MPTP subsidy payments and lifting fees

17. Your booking service provider or the vehicle owner will pass your share of the payment on to you, subject to any applicable private employment or contractual arrangements.

## Managing shared rides

18. A shared ride is a trip where two or more MPTP members are picked up from one or more locations and dropped off at one or more destinations.
19. For the MPTP subsidy to be payable, at least one MPTP member must always be travelling in the commercial passenger vehicle during the shared ride.
20. You must only apply any extras that apply to the trip once.
21. If you drop multiple MPTP members who use a wheelchair at the same location, you may claim one lifting fee per passenger.
22. If you use a fare calculation device, see '*Using a fare calculation device for an MPTP trip*' below on how it should be used for shared rides.

## Processing an MPTP payment using an MPTP member card

23. Some service providers have the MPTP member's card details integrated into their mobile app. However, if you use the MPTP member's card to process a fare payment, the fare charged to an MPTP member must be processed using an approved MPTP payment terminal at the conclusion of the trip. There are very limited exceptions to this see '*Processing an emergency paper MPTP transaction*' below.
24. You must not process a subsidised fare for a MPTP member whose MPTP card has been rejected by the electronic transaction terminal as being 'expired' or 'cancelled'.

25. The driver must ensure that the MPTP member's card is returned to the member or their carer immediately after the fare is processed.
26. If the MPTP member accidentally leaves the card behind, the driver must take all reasonable steps to immediately return the card to the member or their carer, or to immediately surrender the card to CPV

## Using a fare calculation device for an MPTP trip

27. If you use a fare calculation device to process a MPTP transaction, it must be switched on and operating for the full duration of the trip.
28. You must not start the fare calculation device until after you have loaded a passenger that uses a wheelchair if you will receive a lifting fee.
29. You must stop the fare calculation device prior to unloading a passenger who uses a wheelchair if you will receive a lifting fee.
30. The fare calculation device must not be operating for items which are not related to the provision of a commercial passenger vehicle trip. This includes carrying parcels for an MPTP member or assisting with an MPTP member's shopping.
31. For shared trips where none of the MPTP members are travelling in a wheelchair, you can use your fare calculation device in two ways:
  - a. **Option 1:** You can start the fare calculation device at the first pick-up location and stop it at the final destination. Any MPTP member that travels to the final destination can pay for the trip
  - b. **Option 2:** You can start the fare calculation device at the first pick-up location and stop it at the first stop. You can follow this process for each subsequent leg of the trip. No more than one fare can be calculated for any one trip and no member should be charged for more than one leg of the trip, regardless of the number of passengers leaving the commercial passenger vehicle at any one drop-off location.

32. Under Option 2, if a high occupancy vehicle fee applies (see point 8 above, then it may only be applied once).
33. If you drop multiple MPTP members that use a wheelchair at one destination, you can claim a lifting fee for each member. The first lifting fee is automatically applied when the fare is processed. To claim the next lifting fee, start and immediately stop the fare calculation device and process the additional MPTP wheelchair member's card without charging them a fare. This process can be repeated for any additional MPTP members travelling in a wheelchair.
34. The fare calculation device must not be stopped and re-started during one individual leg of the trip in order to avoid the maximum MPTP subsidy payable for that leg of the trip.

## **Processing an emergency paper MPTP transaction**

35. Drivers that use a CabCharge EFTPOS device are permitted to use an emergency paper voucher as a last resort where:
  - a. the approved MPTP payment terminal is not operating correctly; or
  - b. an MPTP member's carer has lawful possession of the MPTP member's card due to that member's severe disability and the carer is at the pick-up location rather than the drop-off location.
36. You must ensure that all trip and fare details are completed on the emergency voucher before the MPTP card holder signs the voucher.
37. If a member is in possession of a MPTP card that contains the words 'Must Sign', you must ask the member to sign the voucher and check that the signature on the MPTP voucher is consistent with that on the MPTP card.
38. You must provide the MPTP member with a copy of the emergency voucher for their records and return their membership card.

39. You must provide the emergency voucher to your booking service provider to be processed.

## **Processing a transaction for a member of an interstate transport subsidy program**

40. You can only process interstate vouchers where your booking service provider has an agreement with CPW that allows them to use these. Ask your booking service provider if this applies to you.
41. Members of interstate transport subsidy programs can travel with these booking service providers by using a paper voucher provided by the industry regulator in their home state.
42. If processing an interstate voucher, you must ensure that all trip and fare details are completed on the interstate voucher and provide the passenger with a copy of the interstate voucher for their records.
43. A lifting fee does not apply for an interstate transport subsidy scheme member who uses a wheelchair. Instead you can run the meter while loading and unloading the member.
44. You must provide the interstate voucher to your booking service provider to be processed.

## Further information

For further information, please contact  
Commercial Passenger Vehicles Victoria:

Phone: 1800 638 802

Fax: 03 8683 0777

Internet: [www.cpv.vic.gov.au](http://www.cpv.vic.gov.au)

Mail: Commercial Passenger  
Vehicles Victoria  
GPO Box 1716  
Melbourne VIC 3001



Department  
of Transport