5. Shared rides

- 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.
- At least one MPTP member must be a passenger in the CPV at all times during the shared ride.
- For all shared rides:
  - a booking fee, if applicable, must only be charged once
  - a high occupancy vehicle fee (if there are five or more passengers in the vehicle) must only be charged once
  - one lifting fee may be claimed per MPTP member who uses a wheelchair and is present during the trip
  - where more than one MPTP member using a wheelchair is dropped off at the same location, the driver may collect unclaimed lifting fees within 10 minutes of completing the trip and before a new trip is commenced. This is done by starting and immediately stopping the fare calculation device without moving the CPV and then processing the MPTP wheelchair member’s card in order to claim the lifting fee.

6. Options for charging shared MPTP rides

There are two payment options for charging shared MPTP rides:

Option 1

- The fare calculation device is started at the first pick up location and stopped at the final destination.
- The MPTP member’s card used for the trip is the card belonging to any person who leaves the CPV at the final destination.
- One fare applies and the fare calculation device must not be re-started to avoid the maximum MPTP subsidy payable for the trip.
- Only one high occupancy vehicle fee applies if there are five or more passengers in the vehicle.
- Option 1 must not be used where one or more MPTP members using wheelchairs or scooters are dropped off at any point during the trip before the final destination.

OR

Option 2

- The fare calculation device is started at the first pick up location and stopped at the first drop off (second pick up location). This is the first leg of the trip.
- The MPTP member’s card used for that leg of the trip is the card belonging to any MPTP member who has been a passenger for that leg of the trip and whose card has not been used for any previous leg of the trip. The fare calculation device is started when the next leg of the trip begins.
- The same process is followed for each subsequent leg of the trip. One fare calculated using the fare calculation device applies to each leg of the trip, regardless of the number of passengers leaving the CPV at any one drop-off location.
- 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.
- Only one high occupancy vehicle fee applies if there are five or more passengers in the vehicle.
1. Operating the fare calculation device

- The fare calculation device must be switched on and operating for all MPTP trips.
- The driver must start the fare calculation device at the beginning of the trip and stop the fare calculation device at the end of the trip, unless:
  - Option 2 in the shared MPTP ride rules applies (see ‘6. Options for charging shared MPTP rides’)
- The driver must not operate the fare calculation device while loading or unloading a passenger and their luggage if the driver will receive a lifting fee from the MPTP for loading or unloading that passenger.
- The fare calculation device can only be operated if the passenger is present, unless the passenger has:
  - expressly asked the driver to wait and the time for collecting the passenger has passed, or
  - asked the driver to return to the passenger at a specified time, in which case the fare calculation device can only be operated from the specified time at which the CPV was requested to return.
- If the fare calculation device is started whilst the driver waits for an MPTP passenger, and an MPTP lifting fee applies to loading that passenger, the driver must then pause the fare calculation device during the time spent loading the passenger.
- The fare calculation device must not be re-started during a trip, unless:
  - Option 2 in the shared MPTP ride rules applies (see ‘6. Options for charging shared MPTP rides’).
- The driver can only operate the fare calculation device when performing transport-related services. Transport-related services do not include, for instance, eating lunch with an MPTP member, carrying parcels for an MPTP member or assisting with an MPTP member’s shopping.

2. Processing MPTP fares

- An MPTP member’s card can only be used to subsidise a trip if the MPTP member has travelled in the CPV during that trip.
- The MPTP component of a trip cannot be pre-paid using the EFTPOS system.
- A subsidised fare must not be processed for an individual whose MPTP card has been rejected by the electronic transaction terminal as being ‘expired’ or ‘cancelled’.
- A fare calculation device must be used for calculating and claiming each MPTP subsidy.
- All fares charged under the MPTP must be processed using the electronic transaction terminal unless:
  - the terminal is not operating correctly or not installed, in more than once during a hiring for five or more
  - an MPTP member’s carer has lawful possession of the 
  - the terminal is not operating correctly or not installed, in more than once during a hiring for five or more
  - an MPTP member’s carer has lawful possession of the
- A booking fee must not be charged unless the trip was immediately return the card to the member or their carer or
  - the card behind, the driver must take all reasonable steps to
- The driver must ensure that the MPTP member's card is
- The high occupancy vehicle fee or fare CAN only be
- when the CPV has been hired with the specific request
- the MPTP voucher is consistent with that on the MPTP card.
- the MPTP member is obliged to sign the MPTP voucher. Drivers must check that the signature on the MPTP voucher is consistent with that on the MPTP card.
- The driver must check that the signature on the MPTP voucher is consistent with that on the MPTP card.
- The high occupancy vehicle fee or fare CAN only be
- when the CPV has been hired for and is carrying five or more
   - when the CPV has been hired with the specific request
      for a larger than conventional vehicle unless the hirer
      is in a wheelchair or scooter; in which case the high
      occupancy vehicle fee or fare can only be charged if the
      passenger/s in a wheelchair or scooter is one of five or
      more passengers.
- The high occupancy vehicle fee or fare CAN only be
- more than once during a hiring for five or more
   - when the CPV has been hired for and is carrying five or more
      passengers (excluding the driver); or
      - when the CPV has been hired with the specific request
        for a larger than conventional vehicle unless the hirer
        is in a wheelchair or scooter; in which case the high
        occupancy vehicle fee or fare can only be charged if the
        passenger/s in a wheelchair or scooter is one of five or
      more passengers.

3. Processing paper MPTP vouchers

- Where a driver is authorised to process a paper MPTP transaction, the driver must ensure that all trip and fare details are completed on an approved MPTP paper voucher before the MPTP card holder signs the voucher.
- If a member is in possession of an MPTP card that contains the words ‘Must Sign’, the MPTP member is obliged to sign the MPTP voucher. Drivers must check that the signature on the MPTP card is consistent with that on the MPTP card.
- At the completion of hiring, the member’s copy of the MPTP voucher and the membership card must be returned to the cardholder.
- When a paper voucher is used to process an MPTP payment the voucher must only be submitted for reimbursement through the affiliated Booking Service Provider.

4. Charging the High Occupancy Vehicle fee or fare for unbooked trips

Please refer to the CPV brochure, Commercial Passenger Vehicle Fares for the maximum fares, including the High Occupancy Vehicles (HOV) fee or fare that can be charged for an unbooked trip in your zone. Please note there are no maximum fares for any trips in the Country and Regional zone.

- The high occupancy vehicle fee or fare CAN only be applied:
  - when the CPV has been hired for and is carrying five or more
     passengers (excluding the driver); or
  - when the CPV has been hired with the specific request
    for a larger than conventional vehicle unless the hirer
    is in a wheelchair or scooter; in which case the high
    occupancy vehicle fee or fare can only be charged if the
    passenger/s in a wheelchair or scooter is one of five or
    more passengers.
- The high occupancy vehicle fee or fare CAN only be applied:
  - when the CPV has been hired for and is carrying five or more
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  - when the CPV has been hired with the specific request
    for a larger than conventional vehicle unless the hirer
    is in a wheelchair or scooter; in which case the high
    occupancy vehicle fee or fare can only be charged if the
    passenger/s in a wheelchair or scooter is one of five or
    more passengers.