

Commercial passenger vehicle information for local councils and community transport providers

Getting started in the commercial passenger vehicle industry



Thanks to reforms delivered by the Victorian Government it is now easier to enter the commercial passenger vehicle market.

The reforms have opened up opportunities for community transport providers and councils to provide commercial passenger vehicle services in addition to their charitable services.

Commercial Passenger Vehicles Victoria

Commercial Passenger Vehicles Victoria (CPVV) is the government regulator of the commercial passenger vehicle industry (including taxis, hire cars and rideshare sectors) across Victoria. It also administers the Multi Purpose Taxi Program (MPTP) which assists with the travel needs of people with severe and permanent disabilities by offering subsidised taxi fares to members.

What are commercial passenger vehicle services?

Commercial passenger vehicle services transport passengers, for a fare, to and from specific destinations. A service may be booked (pre-arranged by phone or through a mobile device 'app.') or unbooked (from taxi ranks or hailing from the street).

Who can provide commercial passenger vehicle services in Victoria?

Most charitable services, including community transport providers and services run by councils, do not need to be accredited with CPVV. This is because these services are usually provided for a token amount or for free – they are not commercial services.

However, under the government's reforms, community transport providers and councils can deliver commercial passenger vehicle services in addition to charitable services.

Community transport providers and councils may wish to expand their scope of services to provide commercial passenger vehicle services with existing fleets or additional vehicles.

Providers of commercial passenger vehicle services in Victoria must be approved by Commercial Passenger Vehicles Victoria (CPVV). To be an approved service, a commercial passenger vehicle service must have:

- the driver accredited by CPVV
- the vehicle registered by CPVV
- the booking service provider registered by CPVV (where booked services are provided).

Driver accreditation

All drivers providing commercial passenger vehicle services must be accredited by CPVV, regardless of whether they are a volunteer, employee or contractor. The accreditation process requires a person to pay an accreditation application fee and then meet certain eligibility criteria. The criteria include holding a valid licence, being medically fit to drive a commercial passenger vehicle and passing both a national criminal history check and a driving history check.

To drive a Wheelchair Accessible Vehicle, drivers also need to pass an additional assessment to ensure they can provide these specific services and safely load and unload passengers and wheelchairs.

Drivers for charitable services do not need to be accredited by CPVV if they are only providing charitable services.

Community transport providers and councils considering providing commercial services in the future may want to start the driver accreditation process in advance.

Obtaining a commercial passenger vehicle licence

Community transport and council vehicles can be used to provide commercial passenger vehicle services if they are registered with CPVV. Those vehicles can also continue to provide charitable services.

To register a vehicle, simply complete the online application form and pay the application fee. Find out more at cpv.vic.gov.au



Booking Service Provider accreditation

A business or person that provides booking services for commercial passenger vehicles may need to be registered with CPVV. Booking Service Providers receive requests from customers booking a commercial passenger vehicle and then organise vehicles and drivers to fulfil those requests.

Booking services may be automated, online, through a phone service or smartphone application or any other means of communication.

Charitable services, including community transport providers and councils, may want to expand their services to provide booking services using the existing fleet.

How are fares set?

Providers of booked services are responsible for setting their own fares. At present, the Essential Services Commission sets the maximum fares for unbooked services. The maximum fares only apply to services in metropolitan and urban areas. There is no maximum fare applied to regional and country areas.

Providing accessible services

Commercial passenger vehicles play an important role in providing point-to-point transport for people with a disability. Wheelchair and scooter users can book specific Wheelchair Accessible Vehicles for transport and these services are prioritised by law. Vehicles accredited to transport wheelchairs and scooters must meet the Disability Standards for Accessible Public Transport requirements.



Multi Purpose Taxi Program

The MPTP assists with the travel needs of people with severe and permanent disabilities by subsidising taxi fares to members. It provides a subsidy of up to 50 per cent of the fare and a lifting fee for the driver and vehicle operator, where members use a wheelchair or scooter.

CPVV is working with industry to facilitate the expansion of the MPTP. The project hopes to enable all regulated commercial passenger vehicle service providers to offer services to MPTP members. This includes unbooked and booked commercial passenger vehicles.

Further information will be available during 2019 and provided on the CPVV website cpv.vic.gov.au

Tax and other obligations

The commercial passenger vehicle industry provides great opportunities for community transport providers and councils looking to expand their offering. However, service providers need to be aware of their obligations for the safety of passengers and drivers.

The practical impact of registration and accreditation will be different for each provider and some providers may be required to pay the commercial passenger vehicle service levy. CPVV can assist with further information.

Community transport providers and councils thinking about delivering commercial passenger vehicle services also need to seek independent advice about the tax, legal and financial implications for their organisation.

More information

Phone the CPVV on **1800 638 802** or email contact@cpv.vic.gov.au



For more information visit
transport.vic.gov.au
or call **1800 800 007**.

Authorised by Transport for Victoria,
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