

October 2018

## Complaints Handling

All Booking Service Providers (BSPs) must have effective processes in place to deal with customer complaints.

The Commercial Passenger Vehicle Industry Regulations 2018, states that BSPs must:

- establish and maintain a complaints management system
- ensure every complaint is investigated promptly
- ensure any action required to adequately address the complaint is done promptly
- publicly disclose how someone can make a complaint to you, and your response time for complaints
- keep records on all complaints as specified in Schedule 1
- if requested, provide the regulator with the records kept on complaints.

Providers of unbooked services (drivers or employers of drivers) must:

- ensure every complaint is investigated promptly
- ensure any action required to adequately address the complaint is done promptly.

Commercial Passenger Vehicles Victoria, where appropriate, requires that complaints are first made to BSPs or service providers. Commercial Passenger Vehicles Victoria monitors complaints, and audits complaints management systems and records.

[The Commercial Passenger Vehicle Industry Regulations 2018 can be found on our website.](#)

## Driver accreditation certificate and revised conditions

Due to new laws, Commercial Passenger Vehicles Victoria began contacting approximately 40,000 vehicle owners, confirming new vehicle conditions, via letter or email. This process was completed on Monday 8 October 2018.

While commercial passenger vehicle conditions are new, they are similar to the conditions that previously applied to taxis and hire cars.

No significant changes are required for vehicles. Vehicle owners don't need to take any action, other than being aware of, and complying with, these vehicle conditions.

The conditions apply to all commercial passenger vehicle registrations, including those vehicles which had a taxi or hire car licence on 1 July 2018.

[Please visit our website to access a copy of the new conditions.](#)

## New unbooked driver ID cards

The new Commercial Passenger Vehicle Victoria branded unbooked (taxi) driver ID card will replace the old version.

Changes to the card include:

- new branding – name and colour scheme
- removal of 'Expiry Date' (as driver accreditation no longer expires)
- removal of some of the text on the reverse of the card.

More information is available on our [website](#).

## Essential Services Commission's new fare determination

The new [Essential Services Commission \(ESC\) fare determination](#) came into effect on 1 October 2018.

On 13 September 2018, it was announced that the ESC was not increasing the maximum unbooked fares in the metropolitan and urban areas. Raising the maximum fares in a rapidly changing industry could discourage passengers from using taxis.

The ESC has introduced a new cleaning fee of up to \$120 for passengers who make a mess in a taxi with food, drink or bodily fluid like vomit. This fee covers the cost of taking a taxi off the road for cleaning. This new charge will bring taxis in line with other commercial passenger vehicles that already charge cleaning fees.

The ESC has also introduced optional 'time and distance' tariffs, similar charges that many rideshare companies use. Visit the ESC website to find which approach best works for your business structure, 'time **and** distance' tariffs or 'time **or** distance' tariffs.

## Security cameras in commercial passenger vehicles

Security cameras have been operating in commercial passenger vehicles since 2001 to improve safety. On 2 July 2018, our new security camera specification took effect.

It sets out performance criteria for new systems. The criteria apply to all cameras being installed in commercial passenger vehicles that provide unbooked ('rank and hail') services in the Melbourne metropolitan, urban and large regional zones.

Recently, we [approved additional security camera systems](#), making it more affordable for drivers and Booking Service Providers wishing to provide unbooked services.

## Fare information and labels

All unbooked commercial passenger vehicles are required to [display their fare information](#) according to regulation 17 of the Commercial Passenger Vehicle Industry Regulations 2018.

Fare information is to be displayed on a notice that is:

- clearly visible from the left side of the vehicle, and
- on the inside of the vehicle where all passengers can clearly read from their seat.

Commercial Passenger Vehicles Victoria's compliance team have inspected numerous vehicles that are not displaying fare information fixed inside vehicles. Infringements in excess of \$400 can be issued for driving, or for allowing someone to drive, an unbooked commercial passenger vehicle without displaying fare information on fixed notices inside vehicles.

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