

A guide to providing Multi Purpose Taxi Program services

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COMMERCIAL
PASSENGER
VEHICLES
VICTORIA



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1. Introduction

Commercial Passenger Vehicles Victoria (CPVV), is the regulator of the commercial passenger vehicle (CPV) industry. We work in partnership with the commercial passenger vehicle industry to ensure services for customers are safe and more accessible. We aim to ensure the industry is:

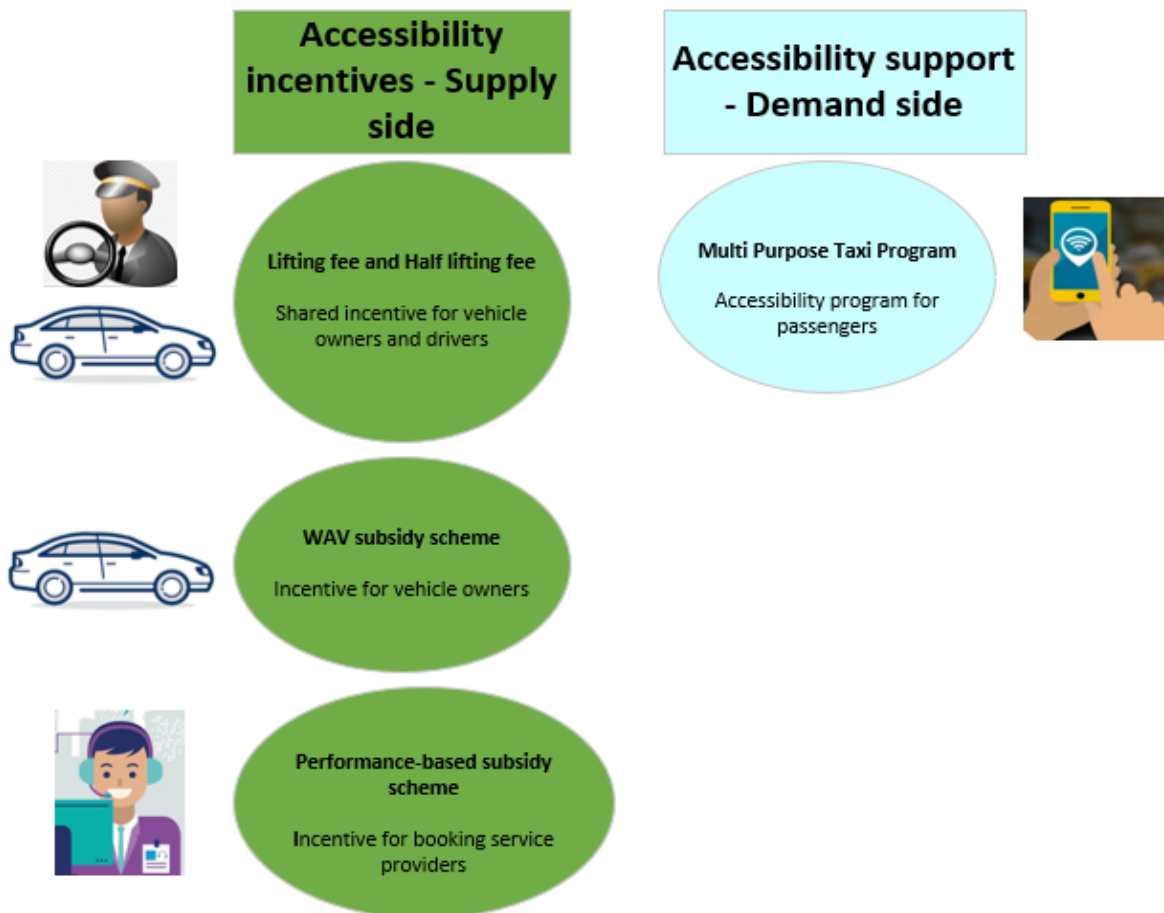
1. **Safe:** Ensure the commercial passenger vehicle industry is committed to safety and fosters community confidence in its services.
2. **Accessible:** Ensure the commercial passenger vehicle industry is committed to diversity and accessible services.
3. **Customer-focussed:** Create a regulatory environment that encourages customer-focussed CPV services
4. **Competitive:** Create a regulatory environment that facilitates competition, innovation and encourages diverse services

We also aim to be an effective regulator, by being efficient, adaptive and aligned with the Victoria’s transport system objectives.

The MPTP Expansion program forms part of the overarching CPV reform program. It is designed to facilitate more CPV service providers to assist with the travel needs of people with severe and permanent disabilities by offering subsidised taxi fares.

The MPTP forms part of a wider set of accessibility incentives as described in Figure 1.

Figure 1 CPVV accessibility incentives scheme



1.1 The Multi-purpose Taxi Program

The Multi-purpose Taxi Program (MPTP) is a demand side incentive to assist with the travel needs of people with severe and permanent disabilities by offering subsidised taxi fares to members.

We aim to expand this program to introduce more transport options for MPTP passengers, so that members can choose to take a taxi or hire car, including rideshare service.

1.2 The purpose of this document

The purpose of this guide is to provide information to any

- data collection provider (DCP)
- booking service provider (BSP)
- commercial passenger vehicle owner

who wishes to offer MPTP services which meet CPVV's requirements.

It sets out how technical detail about the MPTP works, the parties involved, and data and payment operations. It also sets out the requirements related to member and driver experience and fraud management.

This document should be read in conjunction with the requirements set out in the:

- *Commercial Passenger Vehicle Industry Regulations 2018 (CPVIA)*
- *Commercial Passenger Vehicle Industry Act 2017 (CPVI Regulations)*
- *CPVV's MPTP Data Collection Provider Package (DCP Package)*

1.3 Who this document applies to

This document applies to any DCP, BSP or vehicle owner that offers, or wishes to offer MPTP services.

As set out in Section 2.1, there are three models for the provision of MPTP services. All of the models rely on a DCP to facilitate data transfer between a commercial passenger vehicle (CPV) and CPVV. New DCPs must undertake a proof of concept, more information on this is at Section 4.2.

If you are a BSP or a vehicle owner that wishes to partner with an existing DCP, then you may wish to refer to Table 1 to determine which MPTP service model might suit you best and where to seek further information.

2. How the MPTP is provided

To be able to offer MPTP services, a vehicle owner must ensure their vehicle has an MPTP Electronic transaction terminal or user interface that has been approved by CPVV.

The Electronic transaction terminal or user interface is provided by a data collection provider, whose role is to provide data from the terminal or interface to CPVV on behalf of the driver or BSP claiming the MPTP subsidy.

The Electronic transaction terminal or user interface is used by the driver in-vehicle to electronically process MPTP transactions. When an MPTP member is charged a fare for a CPV trip - this is paid by the MPTP member to the driver or a BSP.

CPVV then pays the MPTP subsidy to the booking service provider or vehicle owner and where relevant, this is passed to the relevant driver/s. This is explained in more detail in the following sections.

2.1 Who is involved in providing the MPTP?

There are three general models for providing the MPTP, these are set out in Table 1.

Table 1 Models for MPTP provision

Model	How does it work?	Who can develop and offer this model to the CPV market?	Who might adopt this model to offer MPTP services?
The equipment or service supplier model	<p>This model is agnostic to booking service providers. It can be used by any driver or vehicle owner either:</p> <ul style="list-style-type: none"> - via their in-vehicle equipment, for example fare calculation device; or - via another device, for example mobile phone. 	<ul style="list-style-type: none"> - Service/equipment supplier who wishes to offer services as a data collection provider. 	<ul style="list-style-type: none"> - Vehicle owners and drivers who choose not to associate with a registered booking service provider¹.
The partnership model	<p>This model is a business partnership between a data collection provider and booking service provider.</p> <p>The solution they partner to offer can be used by all drivers associated with that booking service provider.</p>	<ul style="list-style-type: none"> - A booking service provider and a data collection provider. - The data collection provider may already hold approval from CPVV, or the partnership may propose a new solution for approval. 	<ul style="list-style-type: none"> - Booking service providers that do not have the capacity to undertake the data collection provider functions in-house. - Drivers and vehicle owners associated with that booking service provider.

¹ Vehicle owners who accept bookings for up to two of their own vehicles are exempt from registering as a booking service provider.

The BSP model	<p>This model is offered by a booking service provider who also becomes a data collection provider in their own right.</p> <p>Their solution can be used by all drivers associated with that booking service provider.</p>	<ul style="list-style-type: none"> - A booking service provider who wishes to offer services as a data collection provider. 	<ul style="list-style-type: none"> - BSPs that have the capacity to undertake data collection provider requirements in-house. - Drivers and vehicle owners associated with that booking service provider.
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2.2 Who does CPVV have a contractual agreement with?

Under all three models, CPVV's contractual arrangement is with the entity who is proving the approved data collection provider function. Under that agreement CPVV may make a 'per transaction' payment for trip data provided to justify the expenditure of public money.

This amount is determined in an agreement between CPVV and the data collection provider.

2.3 Who does CPVV pay the MPTP subsidy to?

Under the partnership or BSP model:

- each booking service provider is issued with a unique identification code which the data collection provider attaches to each relevant trip file.
- an MPTP subsidy payment is made to the booking service provider for each trip file attached to this unique code.
- the booking service provider is responsible for passing the subsidy onto the relevant driver/s.
- there is no contractual agreement between the booking service provider and CPVV to facilitate the subsidy payment.

Under the equipment or service supplier model:

- a vehicle owner must become an approved vendor by completing a [Vendor request form](#) and submitting it to: contact@cpv.vic.gov.au
- each vehicle owner is issued with a unique identification code which the data collection provider attaches to each relevant trip file.
- the MPTP subsidy payment is made directly to the vehicle owner for each trip file attached to this unique code.
- The vehicle owner is responsible for passing the subsidy onto the relevant driver/s.
- This must be completed in line with the implied conditions of the [Driver Agreement](#).
- there is no contractual agreement between the vehicle owner and CPVV to facilitate the subsidy payment.

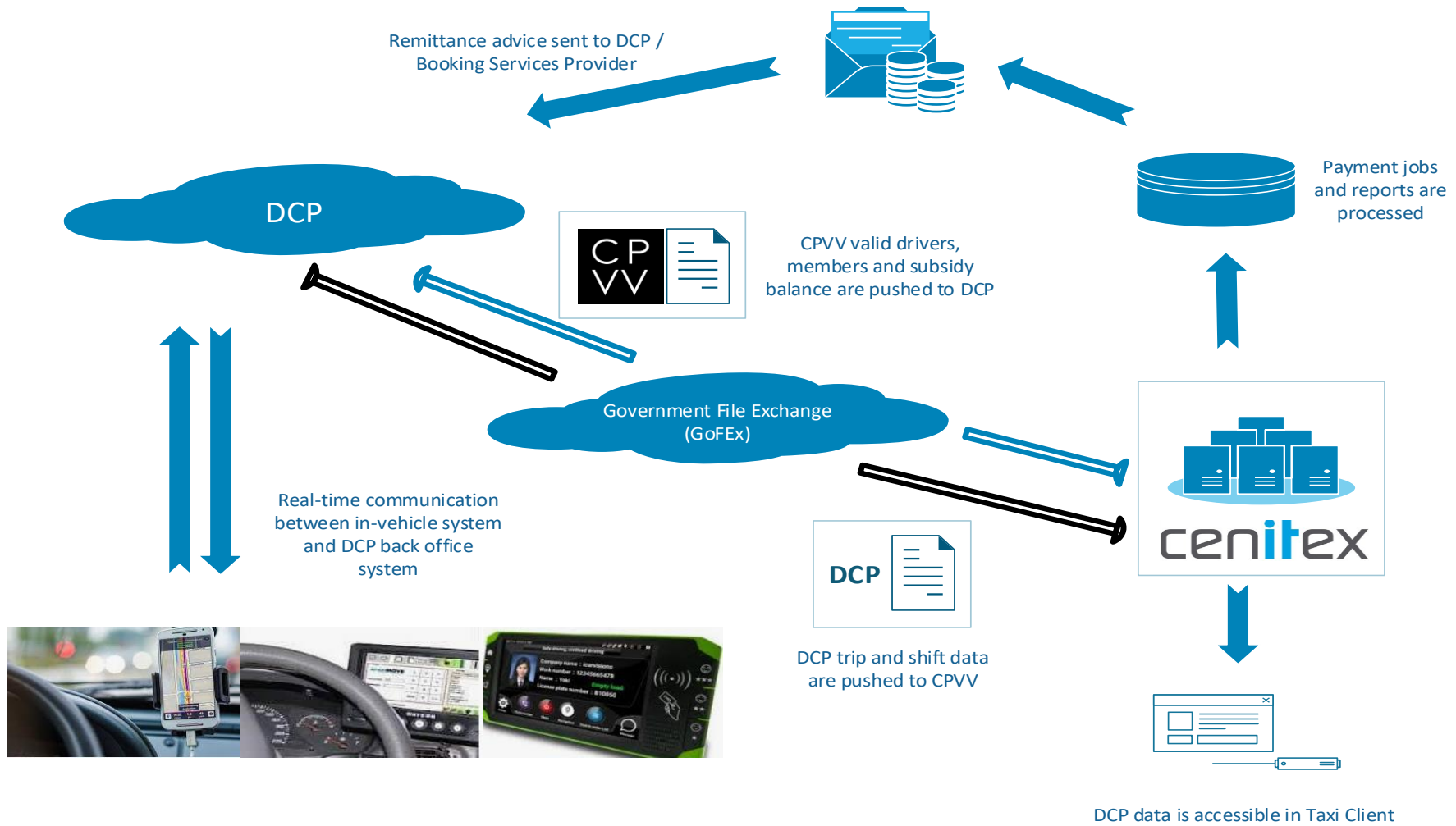
2.4 How is data transferred?

The data collection provider requirements are set out in the [MPTP data collection provider package DOCX](#)

Figure 2 sets out how data is exchanged between vehicles, DCPs, BSPs and CPVV to process MPTP subsidy payments. In summary, there are six steps to processing the payment (see Figure 2):

1. Valid drivers, members and subsidy balances are pushed to DCPs each morning by CPVV
2. CPVV data is utilised by the DCP (and shared where relevant with the BSP)
3. In-Vehicle System (e.g. terminal or mobile phone) utilises real-time data from DCP platform
4. DCP data is pushed to CPVV each evening
5. Payment jobs and reports are processed overnight on weekdays
6. Remittance advice is sent to the BSP (and where relevant the DCP)

Figure 2 CPVV Data exchange process



3. Responsibilities of MPTP providers under all models

Under all three models in Table 1, MPTP providers, including BSPs, DCPs and drivers, need to consider a range of questions to ensure their service meets the specific needs of MPTP members. When CPVV is assessing a proposed new MPTP offering, these are the questions we use to guide our assessment of the service offering during any proof of concept (see Section 4.2).

3.1 MPTP member experience

Table 2 MPTP member experience

What must be considered	How this can be delivered	By whom?
How can members sign up to use your service?	<ul style="list-style-type: none"> - Provide an on-boarding/sign-up process which allows a passenger to sign-up as an MPTP passenger to your service. 	In most cases, this should be completed by the BSP. However, under the equipment or service supplier model, this may be completed by the approved DCP or a driver using an approved DCP.
Do members understand if your service meets their specific needs?	<ul style="list-style-type: none"> - Provide communications to MPTP members about the services you offer and do not offer (e.g. wheelchair accessible vehicles) - Provide communications about whether the member can travel interstate using your services, or if members of the equivalent scheme in other states/territories will be able to use your services (e.g. with a paper voucher). - Provide communications about whether the member can travel using an emergency paper voucher provided by CPVV when they use your services. 	In most cases, this should be completed by the BSP. However, under the equipment or service supplier model, this may be completed by the approved DCP or a driver using an approved DCP.
Do members understand how to make a complaint?	<ul style="list-style-type: none"> - Provide information to members about your complaints management process and how they can make a complaint. 	<p>BSP's – who must have a complaints management system.</p> <p>Drivers of unbooked services – who must investigate complaints.</p>
How will members be provided with a fare estimate or fixed fare upon request and a receipt upon request?	<ul style="list-style-type: none"> - Members must be provided with either a fare estimate or a fixed fare upon request. In the case of an unbooked trip, any fixed fare must also comply with the maximum regulated fares. - Members must be provided with a receipt which contains the information required at Section 3 of the CPVI Regulations 2018. For an MPTP 	<p>BSP's must provide a fare estimate or fixed fare if the trip is booked and drivers must do so if the trip is unbooked.</p> <p>If the member pays the fare to the driver, then the driver must issue the receipt. If they pay directly to the BSP, then the BSP must do so.</p>

	member, the receipt must detail the amount of the fare that was subsidised. It may display the member balance, though this is not compulsory.	
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3.2 Accredited CPV driver experience

Table 3 Accredited CPV driver experience

What must be considered	How this can be delivered	By whom?
Do drivers need to do anything different to be able to offer MPTP services?	<ul style="list-style-type: none"> - Provide an on-boarding/sign-up process which allows a driver to sign-up to offer MPTP services and (if required) login each time they offer MPTP services. 	In most cases, this should be completed by the BSP. However, under the equipment or service supplier model, this may be completed by the approved DCP.
What additional training or information do drivers need?	<ul style="list-style-type: none"> - Provide appropriate training to drivers that provide MPTP services, in order that they understand the specific needs of members. - Consider building driver guidance for supporting an MPTP member into your offering. - Ensure that drivers offering services in wheelchair accessible vehicles have the relevant W endorsement on their accreditation. 	In most cases, this should be completed by the BSP. However, under the equipment or service supplier model, this may be completed by the approved DCP.

3.3 Data collection

Table 4 Data collection

What must be considered	How this can be delivered	By whom?
Do you know the current MPTP subsidy rules?	<ul style="list-style-type: none"> - Members must continue to be charged according to the maximum fares that apply to the trip (if unbooked in a relevant zone). - The subsidy must be claimed according to the business rules at Attachment A. 	<p>Drivers and BSPs must charge according to any maximum regulated fare that applies to the trip (if unbooked in a relevant zone).</p> <p>BSPs, and DCPs must claim the subsidy according to the business rules.</p>
Do you know the member caps that apply?	<ul style="list-style-type: none"> - Build the \$60 per trip subsidy cap into your system - Ensure the member has a positive subsidy balance. 	BSPs and DCPs.

Are you working with an approved data collection provider?	- Ensure that you do not offer MPTP services unless you are doing so through an approved data collection provider under any of the three models in Table 1.	BSPs and drivers.
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3.4 Managing fraud

Table 5 Managing fraud

What must be considered under all models	How this can be delivered	By whom?
What measures can you put in place to reduce member and driver fraud?	<ul style="list-style-type: none"> - Build flags into your system if a transaction doesn't seem right – i.e. two trips occur by the same member at opposite ends of the city at the same time. - Consider how these can be reported to CPVV. - Consider how drivers can report suspicious trips – e.g. if the member's details don't seem to match the passenger. 	BSPs, DCPs and drivers.
Can you provide trip data to CPVV to verify the trips that you claim the subsidy for?	- Provide trip data in a format set out in the DCP package so that CPVV can verify trips and justify the expenditure of public money.	BSPs and DCPs.

4. How to get started

All models of MPTP service offerings require an approved data collection provider. CPVV accepts applications for new DCPs.

Equipment/service suppliers and booking service providers that wish to propose a new data collection provider solution should contact CPVV to discuss their proposed solution.

Vehicle owners and drivers should visit the [CPVV website](#) for a list of approved data collection providers that can offer an off-the-shelf MPTP solution which suits your business model.

Once you have found an appropriate solution, please complete a [Vendor request form](#) and submit it to: contact@cpv.vic.gov.au This will enable CPVV to make MPTP subsidy payments to your bank account.

4.1 How does CPVV assess new DCP applications?

When CPVV receives a proposal from a DCP to offer MPTP services, we:

- Convene CPVV's MPTP Working Group to review and assess the proposal
- Co-ordinate correspondence and meetings/inspections between CPVV and request any additional supporting information from the DCP (and BSP where relevant), as required
- Invite potential providers to demonstrate that they can meet the Functional and Technical Specifications
- Complete an evaluation and seek Executive approval
- Provide written advice to the applicant about whether CPVV has approved or rejected the proposal and outlining next steps
- Once an agreed approach is finalised, prepare a Deed between CPVV and the DCP to undertake a Proof of Concept which tests that the service offering meets CPVV's requirements
- If the Proof of Concept is successful, then parties may enter discussions about future services
- All DCP approvals will be published on CPVV's website.

4.2 Proving the Concept

All data collection providers must show that their offering can integrate with the intended parties – that is either directly to drivers, or through a BSP, by undertaking a Proof of Concept. The Proof of Concept will be undertaken at no cost to CPVV or MPTP members.

CPVV expects all proposed data collection providers to prove that their concept:

- meets the requirements set out in the [MPTP data collection provider package DOCX](#)
- allows all BSPs and drivers that use the services of the DCP to meet the requirements set out in Section 3.

The proof of concept may:

- be targeted in a specific geographic location within Victoria
- be between 1 – 6 months as agreed with CPVV
- be targeted to a specific group of MPTP members

The DCP should work with the relevant BSP and/or drivers to develop a proposed proof of concept parameters and agree these with CPVV. Once agreed, the Proof of Concept will be formalised in a

Deed of agreement between the relevant parties. There is no guarantee to the concept being rolled out into business as usual after the Proof of Concept has been completed.

Attachment A – MPTP subsidy rule matrix

The below matrix provides region wise comparison of CPVV and ESC's fare regulation based on

1. Trips (Booked vs Unbooked)
2. BSP (Taxi vs Rideshare)
3. Vehicles (Conventional vs WAV)
4. Subsidy (MPTP vs Non-MPTP)

Guidelines:

Data Interpretation guideline:

Grey coloured text	Non MPTP trips
Blue coloured text	MPTP trips
Y	Charged as per Essential Services Commission's unbooked maximum fares
Y*	Charged as per BSP's charging model - not regulated by Essential Services Commission
N	Not eligible
N*	Currently not charged. BSP can charge in the future if it is not covered in other charging items
NA	Not applicable for this trip type
Yellow background	Eligible for MPTP subsidy
50%	CPVV subsidises 50%
100%	CPVV subsidises 100%
Lifting fee - Half	Only a half lifting fee provided as subsidy (Lifting fee cannot be charged to members)
Lifting fee - Full	Full lifting fee provided as subsidy (Lifting fee cannot be charged to members)

Acronyms and additional information

WAV	Wheel chair/scooter accessible vehicle
MPTP	Multi Purpose Taxi Program
Others	Any other fee charged but not listed by ESC/CPVV
Booked trips	Trips that are pre-booked via Phone/Mobile app etc.
Unbooked trips	Trips where a member hails the taxi from taxi rank or any other location
BSP Type	Taxi – provides both booked and unbooked trips Rideshare – provides only booked trips via online/Mobile app
MPTP Subsidy	Subsidy provided to registered MPTP members
Subsidy Amount Cap	Subsidy amount is calculated maximum of \$60 per trip. E.g. Gross fare \$140 (subsidy amount is \$60), Gross fare \$50 (subsidy amount is \$25)

Spreadsheet copy:



Maximum fare rule matrix.xlsx

CPVV - Maximum fare rule comparison

Classification	BSP MPTP Subsidy Trip Vehicle	Taxi (Cabcharge and Netcabs) - Current Policy								Rideshare - Current Policy			
		Non-MPTP				MPTP (Max subsidy is \$60 per trip)				Non-MPTP		MPTP (Max subsidy is \$60 per trip)	
		Unbooked Conventional	Unbooked WAV	Booked Conventional	Booked WAV	Unbooked Conventional	Unbooked WAV	Booked Conventional	Booked WAV	Booked Conventional	Booked WAV	Booked Conventional	Booked WAV

Metropolitan and East urban (Melbourne, Dandenong, Frankston and Mornington Peninsula)

CPVV max fare regulations	Maximum fare regulation Maximum fare regulation for MPTP subsidy	Regulated NA	Regulated NA	Unregulated NA	Unregulated NA	Regulated Regulated	Regulated Regulated	Unregulated Regulated	Unregulated Regulated	Unregulated NA	Unregulated NA	Unregulated Regulated	Unregulated Regulated
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Fare + 5% electronic fee	Flagfall : Variable (day/overnight/peak) [#]	Y	Y	Y*	Y*	Y(50%)	Y(50%)	Y(50%)	Y(50%)	Y*	Y*	Y(50%)	Y(50%)
	Fare : Variable (day/overnight/peak) [#]	Y	Y	Y*	Y*	Y(50%)	Y(50%)	Y(50%)	Y(50%)	Y*	Y*	Y(50%)	Y(50%)
Fees	Late night fee : Covered in trip fare for this region	N	N	N*	N*	N	N	N*(50%)	N*(50%)	N*	N*	N*(50%)	N*(50%)
	CPV levy recovery fee : Fixed (\$1.1)	Y	Y	Y	Y	Y(50%)	Y(50%)	Y(50%)	Y(50%)	Y	Y	Y(50%)	Y(50%)
	Booking fee : Fixed by BSP	N	N	Y*	Y*	N	N	Y*(50%)	Y*(50%)	Y	Y	Y(50%)	Y(50%)
	Lifting fee : Fixed (\$20.8)	N	N	N	N	N	Y(100%)	N	Y(100%)	N	N	N	Y(100%)
	High occupancy fee : Max (\$14)	N	Y	N	Y	N	Y(50%)	N	Y(50%)	N	N*	N	N*(50%)
	Tolls : Variable	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Airport taxi rank fee : Max (\$3.65)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Cleaning fee : Max (\$120)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Luggage charges : No max	N	N	N*	N*	N	N	N*	N*	N*	N*	N*	N*
Holiday fee : No max	N	N	N*	N*	N	N	N*(50%)	N*(50%)	N*	N*	N*(50%)	N*(50%)	
Others : No max	N	N	N*	N*	N	N	N*	N*	N*	N*	N*	N*	

Large Regional (Geelong, Ballarat, Bendigo)

CPVV fare Regulations	Maximum fare regulation Maximum fare regulation for MPTP subsidy	Regulated NA	Regulated NA	Unregulated NA	Unregulated NA	Regulated Regulated	Regulated Regulated	Unregulated Regulated	Unregulated Regulated	Unregulated NA	Unregulated NA	Unregulated Regulated	Unregulated Regulated
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Fare	Flagfall : Fixed (\$3.60)	Y	Y	Y*	Y*	Y(50%)	Y(50%)	Y(50%)	Y(50%)	Y*	Y*	Y(50%)	Y(50%)
	Fare : Variable (standard/high occupancy rate) [#]	Y	Y	Y*	Y*	Y(50%)	Y(50%)	Y(50%)	Y(50%)	Y*	Y*	Y(50%)	Y(50%)
Fees	Late night fee : Fixed (\$3.40)	Y	Y	Y*	Y*	Y(50%)	Y(50%)	Y(50%)	Y(50%)	N*	N*	N*(50%)	N*(50%)
	CPV levy recovery fee : Fixed (\$1.1)	Y	Y	Y	Y	Y(100%)	Y(100%)	Y(100%)	Y(100%)	Y	Y	Y(100%)	Y(100%)
	Booking fee : Fixed by BSP	N	N	Y*	Y*	N	N	Y*(50%)	Y*(50%)	Y	Y	Y(50%)	Y(50%)
	Lifting fee : Fixed (half \$10.4/full \$20.8)	N	N	N	N	Y(100%-half)	Y(100%-full)	Y(100%-half)	Y(100%-full)	N	N	Y(100%-half)	Y(100%-full)
	High occupancy fee : Covered in trip fare for this region	N	N	N*	N*	N	N	N*(50%)	N*(50%)	N	N*	N	N*(50%)
	Tolls : NA in this zone	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Airport taxi rank fee : NA in this aone	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Cleaning fee : Variable (Upto \$120)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Luggage charges : No max	N	N	N*	N*	N	N	N*	N*	N*	N*	N*	N*
Holiday Fee : Fixed (\$4.20) - Covered in trip fare for this region	Y	Y	Y*	Y*	Y(50%)	Y(50%)	Y(50%)	Y(50%)	N*	N*	N*(50%)	N*(50%)	
Others : No max	N	N	N*	N*	N	N	N*	N*	N*	N*	N*	N*	

Country and Regional

CPVV fare Regulations	Maximum fare regulation Maximum fare regulation for MPTP subsidy	Unregulated NA	Unregulated NA	Unregulated NA	Unregulated NA	Unregulated Regulated	Unregulated Regulated	Unregulated Regulated	Unregulated Regulated	Unregulated NA	Unregulated NA	Unregulated Regulated	Unregulated Regulated
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Fare	Flagfall : Fixed (max \$3.70 for MPTP subsidy)	Y*	Y*	Y*	Y*	Y(50%)	Y(50%)	Y(50%)	Y(50%)	Y*	Y*	Y(50%)	Y(50%)
	Fare : Variable (standard/high occupancy) [#]	Y*	Y*	Y*	Y*	Y(50%)	Y(50%)	Y(50%)	Y(50%)	Y*	Y*	Y(50%)	Y(50%)
Fees	Late night fee : Fixed (NA for unbooked)	N	N	N*	N*	N	N	N*(50%)	N*(50%)	N*	N*	N*(50%)	N*(50%)
	CPV levy recovery fee : Fixed (\$1.1)	Y	Y	Y	Y	Y(50%)	Y(50%)	Y(50%)	Y(50%)	Y	Y	Y(50%)	Y(50%)
	Booking fee : Fixed by BSP	N	N	Y*	Y*	N	N	Y(50%)	Y(50%)	Y	Y	Y(50%)	Y(50%)
	Lifting fee : Fixed (half/full)	N	N	N	N	Y(100%-half)	Y(100%-full)	Y(100%-half)	Y(100%-full)	N	N	Y(100%-half)	Y(100%-full)
	High occupancy fee : Covered in trip fare for this region	N	N	N*	N*	N	N	N*(50%)	N*(50%)	N*	N*	N*(50%)	N*(50%)
	Tolls : NA in this zone	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Airport taxi rank fee : NA in this aone	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Cleaning fees : Variable (Upto \$120)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Luggage charges : No max	N	N	N*	N*	N	N	N*	N*	N*	N*	N*	N*
Holiday fee : No max - Covered in trip fare for this region	N	N	N*	N*	N	N	N*(50%)	N*(50%)	N*	N*	N*(50%)	N*(50%)	
Others : No max	N	N	N*	N*	N	N	N*	N*	N*	N*	N*	N*	

Maximum fare fee Structure for unbooked

Unbooked fares - Melbourne, Dandenong, Frankston, Mornington Peninsula

Fare Structure 1: rates based on 'time or distance' charging

Under this fare structure, in addition to the fixed flag fall, your fare rate depends on the speed at which the vehicle is moving. You will pay according to either the distance covered (while the vehicle is moving quickly) or the time spent (while the vehicle is moving slowly). The total fare will likely include a combination of these time and distance charges.

Rate	Flag fall	Distance (applies when the speed is above 21km per hour)	Time (applies when the speed is below 21km per hour)
Day Rate (9am – 5pm)	\$4.20	\$1.622 per kilometre	\$0.568 per minute
Overnight Rate (5pm – 9am)	\$5.20	\$1.804 per kilometre	\$0.631 per minute
Peak Rate (10pm – 4am Friday and Saturday and all-day Christmas Day, Boxing Day, New Year's Day and from 6pm New Year's Eve until midnight at the end of New Year's Day)	\$6.20	\$1.986 per kilometre	\$0.695 per minute

Fare Structure 2: rates based on 'time and distance' charging

Under this fare structure, in addition to the fixed Flagfall, your fare depends on the overall journey time and distance – regardless of how fast the vehicle travels. Time and distance rates both apply for the whole journey. Under this fare structure, you can calculate what your journey should cost, without needing to know how fast you were travelling.

Rate	Flag fall	Distance (applies at all times throughout the journey)	Time (applies at all times throughout the journey)
Day Rate (9am – 5pm)	\$4.20	\$1.342 per kilometre	\$0.3444 per minute
Overnight Rate (5pm – 9am)	\$5.20	\$1.490 per kilometre	\$0.379 per minute
Peak Rate (10pm – 4am Friday and Saturday and all-day Christmas Day, Boxing Day, New Year's Day and from 6pm New Year's Eve until midnight at the end of New Year's Day)	\$6.20	\$1.648 per kilometre	\$0.408 per minute

Maximum Extras

Airport rank fee	Applies to trips taken from the Melbourne airport rank	\$3.65
High occupancy fee	For five or more passengers (including a person(s) who uses a wheelchair or other mobility aid) or where the hirer specifically requests a larger than standard vehicle regardless of the number of passengers (except where the booking is for a person(s) who uses a wheelchair or other mobility aid)	\$14.00
Electronic payments	A maximum 5% fee applies when using credit/debit cards, and all other non-cash payments	5% (including GST)
Toll roads	Charges also apply to toll roads if the passenger requests a toll road route	See toll road information inside the vehicle or alternatively visit www.citylink.com.au
CPV Levy Recovery Fee	\$1 per trip levy applies to every commercial passenger vehicle trip in Victoria	\$1.10 (including GST)
Cleaning fee	A reasonable cleaning fee applies if a passenger soils the vehicle with food, drink or bodily fluids	Up to \$120

Unbooked fares: Geelong, Ballarat, Bendigo**Fare Structure 1: rates based on 'time or distance' charging**

Under this fare structure, in addition to the fixed flag fall, your fare rate depends on the speed at which the vehicle is moving. You will pay according to either the distance covered (while the vehicle is moving quickly) or the time spent (while the vehicle is moving slowly). The total fare will likely include a combination of these time and distance charges.

Rate	Flag fall	Distance (applies if the speed is above 21km per hour)	Time (applies if the speed is below 21km per hour)
Standard rate - for vehicles carrying up to four passengers	\$3.60	\$1.838 per kilometre	\$0.643 per minute
High occupancy rate - for five or more passengers (including a person(s) who use a wheelchair or other mobility aid) or where the hirer specifically requests a larger than standard vehicle regardless of the number of passengers (except where the booking is for a person(s) who use a wheelchair or other mobility aid)	\$3.60	\$2.757 per kilometre	\$0.965 per minute

Fare Structure 2: rates based on 'time and distance' charging

Under this fare structure, in addition to the fixed flag fall, your fare depends on the overall journey time and distance – regardless of how fast the vehicle travels. Time and distance rates both apply for the whole journey. Under this fare structure, you can calculate what your journey should cost, without needing to know how fast you were travelling.

Rate	Flag fall	Distance (applies at all times throughout the journey)	Time (applies at all times throughout the journey)
Standard rate - for vehicles carrying up to four passengers	\$3.60	\$1.494 per kilometre	\$0.491 per minute
High occupancy rate - for five or more passengers (including a person(s) who uses a wheelchair or other mobility aid) or where the hirer specifically requests a larger than standard vehicle regardless of the number of passengers (except where the booking is for a person(s) who uses a wheelchair or other mobility aid)	\$3.60	\$2.441 per kilometre	\$0.529 per minute

Maximum Extras

Late night fee (from midnight to 6am, from 7pm Friday and Saturday nights to 6am the morning immediately after)	\$3.40
Holiday fee	\$4.20
CPV Levy Recovery Fee	\$1.10 (including GST)
Cleaning fee - A reasonable cleaning fee applies if a passenger soils the vehicle with food, drink or bodily fluids	Up to \$120

Country and Regional - For MPTP Trip subsidy calculation only

Standard fare	
Flagfall	\$3.70
Distance (\$/km) when the speed is above 21km/hr	\$1.88
Time (\$/min) when the speed is below 21km/hr	\$0.66
High occupancy fare	
Flagfall	\$3.70

Distance (\$/km) when the speed is above 21km/hr	\$2.82
Time (\$/min) when the speed is below 21km/hr	\$0.99

Document Change History:

Version	Date	Prepared by	Comments
1.0	05/06/2019	Sri Ram Kumar	First version.

Document Review and Approval:

Name	Title	Group Membership	Task	Completion Date
Melissa O'Brien	Manager, Operational Policy	Reviewer	Endorse	

Reference:

1. [Essential services commission - Determination of Maximum Fares for Unbooked Commercial Passenger Vehicles \(from 1 October 2018\).](#)

