

**Memo to Black & White Cabs Brisbane and Redcliffe Drivers and Operators**

*Over the past 2 months the TSS team has identified a dramatic increase to the number of complaints where drivers are making TSS members pay the full cost of their taxi travel.*

A TSS member **must not** pay the full fare of a taxi journey unless their smartcard has expired or they do not have their smartcard with them.

If a TSS member's smartcard is current but not working properly or the driver's in car-equipment is faulty at the time of the trip, the driver must use a Restricted Use Slip to process the transaction.

**Under the *Transport Operations (Passenger Transport) Regulation 2005 96AH* – Manual card reader and restricted use slips to be carried in taxi**

1. The operator of a taxi service must ensure that, while a taxi used to provide the service is available for hire, both of the following are carried in the taxi –
  - (a) A manual card reader;
  - (b) A sufficient number of restricted use slips for the period of time that the taxi is available for hire.

The department encourages members to obtain a receipt at the end of all trips so if they are forced to pay the full cost of the trip the drivers details can be passed onto our compliance team for investigation.

Drivers may be fined under the *Transport Operations (Passenger Transport) Regulation 2005* if they have not adhered to the Regulation.

[Click here](#) for a copy of the Transport and Main Roads Taxi Subsidy Scheme Information for Drivers brochure.

For further information and enquiries contact the TSS on 1300 134 755.



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