



Bulletin No: 490

Date: 25th June 2019

ACTIVATING THE TAXI METER

When a customer hires your taxi by hail or a pre-arranged booking, the meter should only be activated when the passenger is seated in the vehicle and an instruction or direction is given to you by your passenger.

This applies for hiring on any rank including the Adelaide Airport rank. Drivers must help their passenger with their luggage and once the passenger is seated in the car and has given instructions, it is then that the meter can be activated.

This is clear in the Passenger Transport Regulations 2009, Section 3 Interpretation (5) which state –

3—Interpretation

- (5) For the purposes of these regulations—
- (a) a hiring of a vehicle for a chauffeured vehicle service or taxi service commences—
 - (i) subject to subparagraph (ii), in the case of a hiring by hail or a pre-arranged hiring—when the passenger is seated in the vehicle and an instruction or direction is given to the driver by the hirer or passenger;
 - (ii) in the case of a pre-arranged hiring—from a time arranged with the hirer provided that, before that time, the vehicle has arrived at the place arranged for pick up and the driver has there made personal contact with the hirer or passenger;

Adelaide Airport Taxi Rank

Drivers must get out of their taxi and help passengers load their luggage; remember you are in a service industry. You may be greeting visitors to our state and as such are ambassadors to South Australia. Do not flick the boot and wait in your taxi for the passenger to load their own luggage and remember that you must not activate the meter until your passenger is sitting in your taxi.

Cheryle Conduit

Executive Officer
Taxi Council SA