

Information for applicants to be appointed as authorised taximeter adjusters

# Taximeter adjusters



# Authorised taximeter adjusters

Authorised meter adjusters used to be called taximeter sealers. They are responsible for programming, testing and sealing the taximeters used in taxis in Tasmania. The laws that apply to meter adjusters are found in the [Taxi Industry Regulations 2018](#).

## What do authorised meter adjusters do?

Authorised meter adjusters are authorised by the Transport Commission to program, test and seal taximeters. They may also install taximeters. You don't have to be authorised to install a taximeter, but only authorised meter adjusters may test and seal taximeters.

## How is a taximeter programmed?

You must program a taximeter to calculate the relevant fares for the taxi area in which the taxi is operating. These fares are set by the Government and are outlined in Schedule 3 of the Taxi Industry Regulations.

## Tariffs 1 and 2

Tariffs 1 and 2 are the standard taxi tariffs. All taximeters must be programmed with Tariffs 1 and 2 for the area the taxi is operating in.

There are three different fare levels for Tariffs 1 and 2:

- Security camera areas (Hobart, Launceston, Burnie, Devonport, Perth, Ulverstone and West Tamar);
- Islands (King Island and Flinders Island); and
- Other areas (All other areas).

Taxis operating under the authority of owner-operator, perpetual and temporary taxi licences (a licence number plate with two letters and three numbers (such as HB100) or three letters and two numbers (such as GSS02) can only be programmed with Tariff 1 and Tariff 2 for the area that they are operating in, unless they are authorised to have Tariffs 3 and 4 (see below).

## Tariffs 3 and 4

Tariffs 3 and 4 are the wheelchair accessible taxi (WAT) tariffs. These are the same for all taxi areas.

These tariffs must be programmed into taximeters in the following taxis:

- WATs (licence number plate with two letters, the letter A and two numbers, such as HBA40, LNA22 or BWA04); and
- An owner-operator, perpetual or temporary taxi licence that is authorised to provide a wheelchair accessible taxi service.

You must not program a taximeter with Tariffs 3 and 4 unless the taxi is authorised to have those tariffs programmed.

If you aren't sure, you should ask the operator of the taxi to show you their taxi licence document, or you can contact the Passenger Transport Branch, Department of State Growth, on 61 66 3269.

### When do taximeters have to be tested?

There are two circumstances where a taxi's responsible operator has to have a taximeter tested.

1. If the Commission or a transport inspector instructs them to have the meter tested.
2. When taxi fares are changed and the meter is reprogrammed, they have to have the meter tested and resealed. You can do this test at the time you reprogram the meter if the meter is reprogrammed manually, or within 14 days if the meter has been reprogrammed automatically.

The test that you carry out is the same in both cases.

### How is a taximeter tested?

When testing a meter, you have to check that it is correctly:

- Measuring elapsed (waiting) time and distance travelled; and
- Calculating and displaying the correct fares for the taxi in which it is installed.

A margin of error of no more than 1.5 per cent is allowed.

### How is a taximeter sealed?

Once you have tested a meter and confirmed it is correct, you must seal the meter with a lead seal using your sealing pliers. This is a visible indicator to people in the taxi that the meter is correctly programmed. If the meter can be reprogrammed without breaking the seal ("over the air"), you have to make sure that the meter also has an electronic seal that, if tampered with, would make the meter inoperable.

You must not seal a taximeter unless you have tested the taximeter and verified that it is operating correctly.

After testing (and sealing) a meter you must complete a test certificate that states whether or not the meter is correctly:

- Measuring waiting times and distance travelled, and
- Calculating and displaying the fares.

An example of a test certificate is on page 6, or you can design your own certificate. The information you record on the test certificate must be true and accurate.

You must provide a copy of the certificate to the responsible operator when you have finished the test, and a copy to the Commission within 30 days.

You also need to retain a copy of the certificate for your own records, or a register of the information contained on each certificate. You must keep these records for at least five (5) years and provide copies to the Commission on request.

## How do I become an authorised meter adjuster?

You need to apply to the Transport Commission on the attached application form. You will need to include:

- A current National Police Certificate (no older than 90 days since issue). You can apply for a National Police Certificate from Service Tasmania, your local Tasmania Police Station or online at <http://www.police.tas.gov.au/services-online/police-history-record-checks/>
- A letter or certificate from each manufacturer whose meters you are going to seal, certifying that the manufacturer is satisfied that you have the skills to do this work. A sample letter is attached at the end of this document.

You can submit your application, together with the [application fee](#) and the above documents, at any Service Tasmania outlet.

### Assessing your application

The Commission will consider the information you have provided with your application, including any relevant criminal history and your ability to do the work of an authorised meter adjuster. The Commission may also take into account whether you own or operate any taxi licences.

The Commission will write to tell you of its decision. If the Commission refuses to appoint you as an authorised meter adjuster, you would have the right to apply for a review of the decision.

### Sealing pliers

If the Commission appoints you as an authorised meter adjuster you will have to pay for a set of sealing pliers. The pliers will carry a unique number that is recorded against your name so that it's possible to tell which meters you've sealed.

Sealing pliers are the property of the Commission. You must:

- Not let anyone else use your sealing pliers.
- Tell the Commission immediately in writing if the sealing pliers are destroyed, damaged, lost or stolen. You'll need to pay for a new set.
- Give them back to the Commission if it asks for them or if you decide not to be a meter adjuster any more.

### Conditions of authorisation

The Commission might put conditions on your appointment to act as a meter adjuster. For example, you may only be authorised to work on a particular brand of meter.

## How long will I be authorised for?

There's no time limit on your appointment as a meter adjuster.

You may resign from your appointment by notifying the Commission in writing and returning your sealing pliers to the Commission.

The Commission may suspend or cancel your appointment as an authorised meter adjuster if:

- You don't comply with any conditions the Commission has put on your appointment;
- You don't comply with the regulations for meter adjusters (this includes keeping records, and testing and sealing meters as required);
- You deliberately or incompetently program a taximeter incorrectly; or
- The Commission believes you aren't a fit and proper person to continue to be an authorised meter adjuster.

You would have the right to apply for a review of a decision to suspend or cancel your appointment.

## Which taximeters are approved in Tasmania?

The Commission doesn't approve taximeters for use in taxis. It's the responsibility of a responsible operator to make sure that the taximeter they use complies with the regulations, can be installed as required and is capable of having the required seals applied, including the tamperproof electronic seal if the meter is programmed wirelessly.

The requirements for a taximeter are that:

- It must be installed and illuminated so that all forward-facing occupants of the vehicle can see the display;
- It must not degrade the energy absorption requirements of instrument panels designed to meet the requirements of Australian Design Rule 21;
- It must not interfere with the operation of other equipment installed in the vehicle;
- The driver must be able to reach the controls when he or she is in the normal seating position;
- It must be protected against any external source that may give an inaccurate reading;
- Its controls must not be located where they can annoy a passenger; and
- It must not be able to cause injury to someone in the vehicle while it is being driven, or if the vehicle is involved in an accident.

## Example taximeter test certificate

You can use this pro forma as the test certificate (a) to give to the responsible operator and the Commission and (b) as the record of testing that you have to keep. You must keep records of all taximeters you have tested and sealed for five (5) years and provide copies to the Commission on request.

|   |   |                           |  |
|---|---|---------------------------|--|
| Date  |   |                           |  |
| Name of meter adjuster  |   |                           |  |
| Taxi registration number  |   | Taxi licence plate number |  |
| Responsible Operator of taxi                                    |   |                           |  |
| Taximeter serial number   |   |                           |  |
| Previous seal identification                                    |   |                           |  |
| Nature of the work undertaken                                   |   |                           |  |
| Result of test  | <input type="checkbox"/> Meter is correctly measuring waiting times and distances travelled<br><input type="checkbox"/> Meter is correctly calculating and displaying the relevant fares<br><input type="checkbox"/> Meter is non-compliant |                           |  |
| New seal identification (if meter complies and has been sealed) |   |                           |  |
| Signature   |   |                           |  |

# Taximeter manufacturer's pro forma letter

Passenger Transport Branch  
Department of State Growth  
GPO Box 536  
HOBART TAS 7001

## ENDORSEMENT TO SEAL AND CALIBRATE TAXIMETERS

I [John Citizen] of [Citizen's Taximeters] am satisfied that [John Smith] has the necessary technical competency to carry out the functions of testing, adjusting and sealing [xx brand taximeters].

Should you have any queries concerning this matter, please contact me on telephone [0X XXXX XXXX] or email [xxxxxxxx].

Yours sincerely

[John Citizen]  
[Position and Title]  
[TAXIMETER MANUFACTURER]

Date

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# Application for appointment as an authorised meter adjuster

## Completing this form

This form is for applying to be appointed as an authorised meter adjuster.

Before you apply you should read and make sure you understand the document called “Information for applicants to be appointed as authorised taximeter adjusters”.

## Filling in this form

Please print clearly using a black or blue pen. If you need more space to answer any of the questions, please attach this on another page.

## Completing your application

You will need to complete the application form and include with it:

- A current National Police Certificate (no older than 90 days since issue). You can apply for a National Police Certificate from Service Tasmania, your local Tasmania Police Station or online at <http://www.police.tas.gov.au/services-online/police-history-record-checks/>
- A letter or certificate from each manufacturer whose meters you are going to seal, certifying that the manufacturer is satisfied that you have the skills to do this work.

## Providing information

You must not provide any information on this form that you know is not true or is misleading. You can be fined for providing information you know is not correct.

## Submitting this form

You can submit the application form, together with the [application fee](#) and the documentation you have been asked to provide at any Service Tasmania outlet.

## Applicant information

|   |   |
|---|---|
| <b>Name</b>   |   |
| <b>Address</b>  |   |
| <b>Postal address (if different)</b>  |   |
| <b>Email</b>  |   |
| <b>Telephone</b>  |   |
| <b>Brand/s of taximeter you wish to test and seal</b>                                 |   |
| <b>Do you own or operate any taxi licences or drive taxis?</b>                        | <input type="checkbox"/> Yes<br><input type="checkbox"/> No |
| <b>Do you intend to test and/or seal taximeters in taxis that you own or operate?</b> | <input type="checkbox"/> Yes<br><input type="checkbox"/> No |

## Attachments

|  |                                   |
|--|-----------------------------------|
| <b>Current National Police Certificate</b> | <input type="checkbox"/> Attached |
| <b>Endorsement from each manufacturer</b>  | <input type="checkbox"/> Attached |

## Application declaration

|   |
|---|
| <p>I _____ (name of applicant) confirm that, to the best of my knowledge, all information provided in this application is complete, true and correct at the date of application.</p> <p>_____</p> <p style="text-align: center;"><b>(Signature)</b></p> <p>_____</p> <p style="text-align: center;"><b>(Date)</b></p> |
|---|

## Personal information protection statement

You are providing personal information to the Department of State Growth, which will manage that information in accordance with the *Personal Information Protection Act 2004*. The personal information collected here will be used by the Department for the purpose of administration of the *Taxi and Hire Vehicle Industries Act 2008*. Failure to provide this information may result in your application not being processed or records not being properly maintained. The Department may also use the information for related purposes, or disclose it to third parties in circumstances allowed for by law. You have the right to access your personal information by request to the Department and you may be charged a fee for this service.

## Transport Commission use only

### Decision of the Transport Commission

#### Appoint:

The Transport Commission appoints as an authorised meter adjuster:

|                             |  |
|-----------------------------|--|
| <b>Name of applicant:</b>   |  |
| <b>Brand(s) of meter:</b>   |  |
| <b>Conditions (if any):</b> |  |

#### Refuse:

The reasons for refusing to appoint the applicant are:

|                   |  |
|-------------------|--|
| <b>Reason(s):</b> |  |
|-------------------|--|

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SIGNED FOR THE TRANSPORT COMMISSION

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(Name)

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(Position)

---

(Date)



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Web: [www.transport.tas.gov.au](http://www.transport.tas.gov.au)