

What you need to know about multiple hiring for passengers.

Commonly asked questions

An opportunity to save

Next time you take a taxi you can share and save up to 25% of the metered fare with other separate passengers who wish to travel in the same direction as you. It's your choice whether you wish to share or travel on your own. If you do want to save up to 25%! tell the taxi driver that you are happy to share or the taxi driver may suggest it to you.

Remember it's your choice not the taxi driver's. No one has to consent to multiple hiring, however busy the rank is — so don't allow yourself to be pressured.

Any reduction to the metered fare also applies to passengers using an SA Transport Subsidy Scheme Voucher combined with their normal voucher discount.

How does it work?

Each passenger is regarded as a separate hiring and the fare from each of the passengers must not exceed 75% of the fare recorded on the meter on reaching that person's destination. When the first passenger is dropped off the meter is paused, with that person paying 75% of the amount shown on the taxi meter. The meter is then restarted, the second passenger is delivered to his or her destination and pays 75% of the fare registered on the meter and so on.

Your driver is required by regulations to take the shortest possible route from the commencement of hiring. This will ensure all passengers pay no more than is necessary to get you to your destination and will maximise the savings you can make, through multiple hiring.

Rank monitors

From time to time you may see rank monitors at selected busy ranks in the city and possibly at the airport. These people are there as a service to help you.

They will consult with the first passenger to obtain consent to multiple hiring and if appropriate, will organise the other passengers accordingly,

If there are no rank monitors, you may want to ask others at the rank whether they are interested in multiple hiring, or indicate to the driver that you would be happy to multiple hire.

Do I have to participate in a multiple hiring?

No. Your fellow passengers or the taxi driver might suggest multiple hiring, but the choice is all yours.

Is it safe to hire a cab with strangers?

Multiple hiring has been a feature of South Australian and interstate taxi travel for years, especially in busy times like New Year's Eve: but remember the choice to share is yours

What if I try multiple hiring and I am not happy with the outcome?

The Passenger Transport InfoLine takes compliments and complaints about passenger support services. Adelaide is very proud of its taxi service and takes all feedback received seriously. You can call the InfoLine on 8210 1000 from 7am to 8pm, seven days a week.