

# **TAXI DRIVER'S VOCATIONAL LICENCE POINTS SYSTEM (VLPS)**

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## **INTRODUCTION**

### **What Is Vocational Licence Points System (VLPS) And How Does It Work?**

The Vocational Licence Points System (VLPS) is the revised framework for investigation of complaints and discipline of taxi drivers who breach the rules of conduct.

The VLPS makes the process of investigation and imposition of discipline more transparent to both commuters and taxi drivers. Under the VLPS, taxi companies play a greater role in the discipline of their drivers, to educate and encourage their drivers to provide good customer service.

Under the VLPS, the penalty for a scheduled offence is a fine plus demerit points.

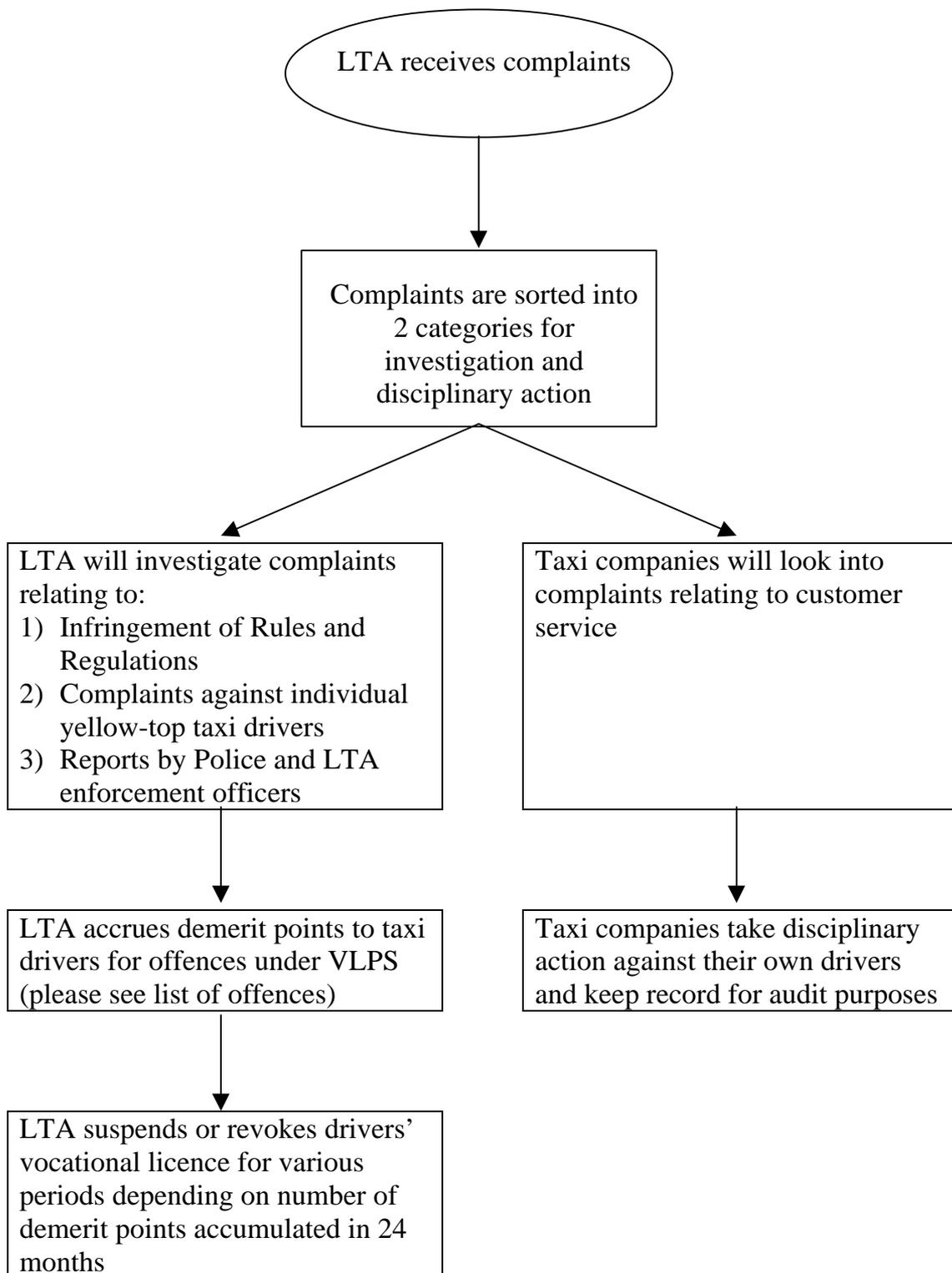
A taxi driver, who accumulates between 6 and 20 demerit points over a 24-month period, is liable to have his taxi driver's vocational licence suspended.

To encourage taxi drivers to improve, past demerit points will be cleared from their records if they maintain a clean record for 24 months from the date of the last offence.

The VLPS was implemented in June 2003.

## WHAT TAXI DRIVERS SHOULD KNOW ABOUT VLPS

### How Are Complaints Handled?



## Scheduled Offences Under VLPS

### **3 Demerit Points**

**Fine : \$100**

- Failing to surrender taxi vocational licence upon suspension or cancellation of licence
- Hindering or obstructing other taxi drivers from picking up passengers
- Failing, without reasonable cause, to proceed to destination named by a passenger by shortest and most direct route
- Setting taximeter in motion before hiring
- Failing to stop taximeter at end of hiring
- Resetting taximeter during hiring
- Attempting to overcharge
- Verbally insulting, intimidating or harassing a passenger (other than in a sexual manner)
- Taking up or setting down passenger at unauthorised place
- Failing to drive into public stand from rear and into foremost adjacent vacant space thereat until reaching front of public stand
- Wilfully obstructing, impeding or preventing other taxi drivers from stopping, parking or stationing their taxis at the public stand
- Stopping, parking or stationing taxi at public stand when unable to let out taxi for hire
- Obstructing Registrar or authorised officer in the exercise of his power and duty to examine taxi

**5 Demerit Points****Fine : \$200**

- Driving taxi with expired taxi vocational licence
- Using, wearing or having in his possession the vocational licence of another person
- Causing hurt to passenger in taxi through carelessness or wilful misbehaviour
- Covering or obscuring face of taximeter
- Terminating hiring of taxi or requiring passenger to leave taxi, without reasonable excuse, before passenger is conveyed to destination
- Verbally insulting, intimidating or harassing a passenger in a sexual manner
- Retaining possession of passenger's property left behind in taxi for more than 24 hours but less than 7 days

With effect from 19 November 2007, the VLPS penalties for the following offences have been revised as shown in the table below.

	<b>Scheduled Offences Under VLPS</b>	<b>Revised VLPS Penalty</b>
1.	Refusing, without reasonable excuse, to hire out taxi or to convey passenger	6 demerit points Fine: \$300
2.	Soliciting for passengers	12 demerit points Fine : \$500
3.	Overcharging (by less than \$20)	12 demerit points Fine : \$500

**21 Demerit Points****Fine: \$500****Vocational Licence will be revoked**

- Driving taxi whilst taxi vocational licence is suspended
- Permitting any other person to use, or have in that other person's possession, his taxi vocational licence
- Overcharging (by \$20 or more)
- Retaining possession of passenger's property left behind in taxi for 7 days or more
- Tampering with, adjusting, altering or modifying taximeter or any part thereof, or causing or permitting any tampering with, adjusting, altering or modifying of taximeter or any part thereof

**21 Demerit Points****Court Action****Vocational Licence will be revoked**

- Permitting taxi to be driven by driver whose taxi vocational licence is under suspension or by unlicensed driver

### **When Can A Vocational Licence Be Suspended Or Revoked?**

A taxi driver's vocational licence will be suspended when he accumulates 6 or more demerit points. The period of suspension ranges from 2 to 8 weeks as follows:

<b>Demerit Points</b>	<b>Suspension Period</b>
6 to 10	2 weeks
11 to 15	4 weeks
16 to 20	8 weeks

Under the VLPS, a taxi driver will have his licence suspended in increasing duration before his licence is revoked. These suspensions should serve as warnings for him to improve his conduct before the licence is revoked. However, if a taxi driver commits the most serious offences, his licence will be revoked immediately.

**A taxi driver's vocational licence will be revoked if he accumulates 21 or more demerit points within a period of 24 months.**

### **Can Past Demerit Points Be Cleared From The Record?**

A taxi driver, who maintains a clean record for 24 months from the date of his last offence, will have his past demerit points cleared from his record.

## **WHAT COMMUTERS SHOULD KNOW**

### **How To Lodge A Complaint Against A Taxi Driver?**

A commuter can lodge a complaint against a taxi driver by the following means:

- 1) By Phone :  
Call to LTA Hotline – 1800-Call LTA or 1800-225 5582
- 2) By Email :  
Access to LTA Internet Website – <http://www.lta.gov.sg>
- 3) By Letter or Fax :  
Bus & Taxi Regulation Dept  
Land Transport Authority  
10 Sin Ming Drive  
Singapore 575701  
  
Fax No.: 6553 5329

### **Information You Need To Provide When Lodging A Complaint**

To lodge a complaint, a commuter has to provide the following information:

- 1) Vehicle registration number of the taxi (with prefix and suffix)  
e.g. SHA1234Z
- 2) Date and time of the incident
- 3) Venue and/or origin-destination of the incident
- 4) A brief account of the incident

Additional information that will help in the investigation include:

- 1) Type and colour of taxi
- 2) Fare paid
- 3) Sign displayed
- 4) Brief description of the driver

Commuters may have to appear in court to support their complaint.

To obtain a copy of the VLPS handbook in other official languages, please refer to the LTA website at <http://www.lta.gov.sg>

The information contained in this booklet is current at the point of printing. It is subject to change as may be required by the relevant authority.