

# QR codes for commercial passenger vehicles

## Empowering passengers, enhancing safety

As part of our Passenger Empowerment Program, we're introducing an optional QR code for commercial passenger vehicles (CPVs). This provides passengers with a quick and easy way to report concerns directly to Safe Transport Victoria.

By scanning the QR code, passengers can report issues such as:

- Fare calculation (not using the meter, or using it incorrectly)
- Inappropriate driver behaviour
- Safety or accessibility concerns
- Touting

Installing this QR code in your vehicle is a simple yet impactful way to show your commitment to passenger safety and comfort.

## How to install the QR code

1. Download and print the QR code. Cut along the marked lines.
2. Attach it securely inside your vehicle, preferably on a back-seat window, using Blu Tack or adhesive stickers.
3. Ensure it is flat, visible, and easily scannable by passengers.

Optional: You may laminate the QR code, but please test to ensure it remains scannable.

For further assistance, contact us.

