

Commercial passenger vehicle review 2018

Telephone submission received

Date submitted: 26 March 2018

Submission written by: Anonymous

Anonymous contacted the Essential Services Commission by phone to bring a matter relating to taxi fares to the attention of Essential Services Commission staff.

Anonymous stated that:

- The tariff 2 rate should only apply until 5am on Sundays so that passengers going to church do not have to pay the tariff 2 rate.
- The tariff 3 rate should not apply on Christmas for the same reason. And tariff 2 should not apply on Easter.
- Anonymous missed out on picking up her winter clothing items because she did not want to pay the higher taxi rate on Easter.
- For mobility impaired passengers the additional cost of having to pay the tariff 2 or tariff 3 rate can be quite significant. This can force these passengers to choose between transport and other essentials such as food or electricity usage.
- Transport is very important for mobility impaired people because it helps them carry out their day to day business, connect them to their communities and also provides an opportunity for exercise.
- Sometimes anonymous is forced to pay the tariff 2 rate sometimes because anonymous medical requirements prevent anonymous from leaving the house before 5pm.