

Taxi Review 2024: Unbooked taxi fares and non-cash payment surcharge

Submission received through Engage Victoria

Date submitted: 30 October 2023

Submission written by: Anonymous

Overview

From 31 October 2023, we began accepting submissions on our 2024 taxi review consultation paper via Engage Victoria (www.engage.vic.gov.au). On this website, people were given the option to send us general feedback or respond to questions we provided.

Questions on unbooked taxi fares

Is the cost index we developed during the 2022 review still appropriate?

No

How has the demand for and supply of unbooked taxi services changed since our 2022 review?

Yes

Does the use of unbooked taxi services continue to decline relative to booked services since our 2022 review?

Not sure

Have there been any observable changes to service quality since our 2022 review?

No

Should the taxi cost index encompass the entire index or only fuel and labour?

entire index, every year

Questions on on-cash payment surcharges

The maximum non-cash payment surcharge is currently set at 4 per cent for most non-cash payment methods and 6 per cent for specific instruments. Do these represent the reasonable costs for providing non-cash payment options?

No

Have there been substantive changes in the industry, such as changes in demand for payment services, new technologies, changes in terminal usage, or service providers entering or exiting the market, since our 2022 review? Y/N

No

Please share any thoughts you have on our proposed approach of using benchmarking to assess the reasonableness of the current maximum non-cash payment surcharges. Have there been any changes in terminal offerings that might affect the validity of our benchmarking analysis?

to encourage taxi use with non-cash payments, the rate should be dropped to 1.5% per transaction, this would encourage people to use cards and drivers don't carry too much cash and risk being robbed.

Are there any other benchmarks that we should consider for the review? Do you have any views on alternative approaches we could adopt?

Paypal, square etc.