

Commercial passenger vehicle review 2018

Submission received through Engage Victoria

Date submitted: 12 July 2018

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From 28 February 2018, we began accepting submissions on our 2018 commercial passenger vehicle review via Engage Victoria (www.engage.vic.gov.au). On this website, people were given the option to send us general feedback or respond to a set of questions we provided.

This submission responds to questions asked about our draft decision published on 21 June 2018.

1. Do you agree with our draft decision to keep maximum fares unchanged? Why or why not?

I agree with unchanged maximum fares. What I am seeing at the moment that fares are not issue here. The issue is a service and how we going to improvise it to be competitive. The customer will happy to pay if they get good service and friendly atmosphere. Following things need to be consider to achieve these. Drivers need to be assessed for knowledge test. Introduce policies to obtain taxi driver license rather giving without assessing the Person ability. Taxis need to be inspected quiet often and need to give adequate warnings to repair or put it clean rather issuing fines

2. Is the 'time AND distance' tariff system easier to understand than the current 'time OR distance' tariffs? Why or why not?

I don't think that makes any difference to the customer. But implementing "time AND distance" will create a transparency to the client.

3. What are the positive and negative sides of using 'time AND distance' tariffs?

It will be on positive side by implementing 'time AND distance' as the customer can understand more clearly.

4. Should maximum fares include a cleaning fee?

NO, It's Driver responsibility to assess the passenger before taking them. If he is took drunk than it's his choice to take him or not. Driver need to warn the passenger of the extra fees if the taxi is messed or take upfront fee.

5. Are there any other matters we should consider in our final decision on maximum fares for unbooked CPVs?

Customer service is the only thing which have to consider.

6. Upload submission

No file specified