

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

## Submission received through Engage Victoria

**Date submitted:** 16 June 2024

**Submission written by:** Name withheld from public disclosure

### Overview

From 13 July 2024, we began accepting submissions on our 2024 taxi review draft decision via Engage Victoria ([www.engage.vic.gov.au](http://www.engage.vic.gov.au)). On this website, people were given the option to upload a submission or respond to questions we provided. This stakeholder requested that their name not be published.

### Question on unbooked taxi fares

**Please provide your feedback on our draft decision on maximum unbooked taxi fares.**

I feel happy that essential service commission is pro active and deciding on taxi fares every year. Just thinking if the same was happening for last 20 years, the industry could had been lot better.

### Question on non-cash payment surcharges

**Please provide your feedback on our draft decision on maximum non-cash payment surcharge.**

Surcharge of non cash payment is too high. It is making another income stream for service providers in that segment. The same leads into unconvinced for customers using non cash payments. The technology had improved a lot in last 10 years and the same is available for 2 to 2.5 %. Most of the businesses are either absorb that cost of pass onto customers. This unnecessary surcharge is only making industry corrupt in the sense you have to have nominated fpos providers only.

Cabcharge is running a business and the reason for cabcharge solutions is to get monopoly benefit in the industry. But the same is not delivery any benefit to industry but only making cabcharge

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strong. e.g in 2018 cabcharge was not charging independent operator any extras for cabcharge terminal, in 2023 cabcharge charge independent operator \$90 plus GST for using its terminal, in 2024 cabcharge is charging independent operator \$120 plus GST for the same. So when the operators are paying for the terminal then why cabcharge wants to get extra benefit for their payment solutions. It is totally unaustralian that one industry is charging much higher surcharge as compared to others and again one operator out of that makes monopoly from the equation and charge both the customer and service provider for the same service. So I will say surcharge should be abolished all together. Let the service provider becomes more competitive by either absorbing those charges or passing on a minimum to customer. End of the day except cabcharge other non cash payments are processed on the go by many operators. Even cabcharge wants to compete with those operators in non taxi industry at the commissions prevelent in those industries.

To me non cash payment surcharge is a limiting factor to industry which hinders competitiveness of industry