

# Taxi non-cash payment surcharge review 2022

## Consultation on the current maximum non-cash payment surcharge

### Submission received via Engage Victoria

Date submitted: 22 June 2022

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What best describes you?

Taxi Customer

To what extent is data for the years 2019-20 and 2020-21 useful for assessing the non-cash payment surcharges, given these years were affected by the coronavirus pandemic, particularly the 'stay at home' and other restrictions that were in place in Victoria?

I only use a taxi to reach airports and major railway stations and when I have heavy luggage.

Has there been any substantive changes to the taxi non-cash payment industry since our 2019 review? If so, what were these? Are there permanent changes in costs? Please explain the nature and cost drivers.

I am not aware of the changes.

The 2019 review assessed costs and revenues on the basis of two payment terminals per taxi. Are two terminals still necessary? Is this assumption still reasonable and valid? Would a single payment terminal approach now be more or less representative of the industry in 2022?

Have no experience using this facility.

How many taxi payments in 2019-20 and 2020-21 were made by non-cash means compared to earlier financial years?

I pay by credit card always.