

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

Submission received through Engage Victoria

Date submitted: 13 June 2024

Submission written by: Name withheld

Overview

From 13 July 2024, we began accepting submissions on our 2024 taxi review draft decision via Engage Victoria (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 This stakeholder requested that their name not be published.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 support this change.

Question on non-cash payment surcharges

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

I'm concerned that having a surcharge on non-cash payments encourages people to pay with cash, which (for cab drivers) increases the personal safety risk associated with carrying large amounts of cash when undertaking long shifts. Drivers also then need to carry change which is more money they need to have on hand. It would be better to remove the surcharge to encourage cashless payments.