

4 December 2013  
**Our ref:** c/13/27611

Dear Taxi Operator

### **OPERATOR SURVEY**

You are invited to fill out a survey that will help us make our taxi fare determination.

#### **Operator survey**

The survey asks for information related to the costs of operating a taxi. The information you provide will help us to assess the fare levels sufficient to cover the costs of operating a taxi service and to ensure that future changes in the industry are also taken into account as best as possible.

Only taxi operators licensed in the current Metropolitan Melbourne, Outer Suburban and Urban taxi zones are asked to fill out this survey. These are the zones which we are responsible for setting taxi fares. We understand that the details on the new zones are yet to be determined by the Taxi Services Commission.

Your response is anonymous. No personal identification information will be recorded with the survey responses.

#### **Driver Survey**

If you are a taxi driver, as well as an operator, you are also asked to fill out our driver survey. This additional survey seeks to understand better your thinking and the incentives for drivers to provide taxi services.

Please complete the attached operator survey as accurately and completely as you can and return in the postage-paid envelope to:

Essential Services Commission  
Taxi Fare Review – Operator Survey  
Level 37, 2 Lonsdale Street  
Melbourne VIC 3000

Alternatively, the completed survey can be faxed to the Commission at 03 9032 1303, or emailed to [taxifares@esc.vic.gov.au](mailto:taxifares@esc.vic.gov.au).

**We would appreciate it greatly if you could return the survey by Friday 17 January.**

If you have any questions on the survey or the Commission's taxi fare review, please contact the Commission on 03 9032 1339.

Thank you for completing this survey. Your response is important to ensure that future taxi fares take into account all the relevant costs of operating a taxi service.

Yours sincerely



Dr Ron Ben-David  
**Chairperson**