

8/09/2020

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### **Determination of maximum fares for unbooked taxi services**

The Essential Services Commission (the commission) is responsible for determining the maximum fares for unbooked taxi services that begin in Melbourne metropolitan and urban and large regional taxi zones.

This letter is to inform you that we have issued a new maximum fare determination for unbooked taxi services in these zones, which is unchanged from the previous determination we made on 13 September 2018.

In the context of the current and uncertain future impact of the coronavirus pandemic on the commercial passenger vehicle industry, our determination leaves maximum fares unchanged from current rates and allows you to change your tariff system to 'time and distance' tariffs if you choose. This will provide a level of stability for consumers and unbooked taxi service providers.

In reaching our decision, we have balanced several factors including:

- our objectives and matters we must have regard to under legislation
- feedback from stakeholders
- changes in consumer demand for and the supply of unbooked taxis
- service quality levels
- estimated changes in the cost of providing unbooked taxi services
- impact of the coronavirus pandemic on the commercial passenger vehicle industry.

The new price determination will come into effect on 1 October 2020.

A copy of our new fare determination has been included with this letter. The commission's review of the maximum fares for unbooked taxis is detailed in the draft and final decisions available on our website: [www.esc.vic.gov.au/transport/commercial-passenger-vehicles](http://www.esc.vic.gov.au/transport/commercial-passenger-vehicles).

We look forward to working with you in the future and maintaining a strong, ongoing relationship with taxi service providers during this period of significant uncertainty.

If you would like any further information regarding this fare determination, please feel free to email us at [transport@esc.vic.gov.au](mailto:transport@esc.vic.gov.au)

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Kate Symons', with a long horizontal flourish extending to the right.

**Kate Symons**  
Chairperson

