

Taxi non-cash payment surcharge review 2022

Consultation on the current maximum non-cash payment surcharge

Submission received via Engage Victoria

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What best describes you?

Taxi Driver and Booking Service Provider

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?

Useless

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.

No. However, there is discord that Cabcharge can charge 6% when others can only charge 4%. It means that there is not a level playing field. We request all non-cash payment charges are the same.

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?

New participants in the industry are using two platforms in many cases. This is because there are now new platforms such as Oiii which is fantastic because it allows cars to operate anywhere and get the appropriate fares for that area. However Oiii does not accept Cabcharge so some drivers purchase at \$99 per month one of their Cabcharge machines.

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

\$75 to 80% are paid by card of some form. People are moving away from Cabcharge but Cabcharge seems to have a hold on old age/NDIA clients. There is a strong rumour cabcharge maybe the subject of a "takeover" of some form because of their difficulties with the land holdings.