

# Taxi non-cash payment surcharge review 2022

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

### Submission received via Engage Victoria

**Date submitted: 23 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?**

People may have used taxis less often but the fares would have been similar and the use of credit cards would have been similar.

**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 believe that the providers of non-cash payments are competitive and so the rates would not have changed.

**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?**

Reliability of equipment should be better now than in 2019 so I believe one terminal should suffice.

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

I think the question should include the percentage of cash customers as well.