

# Taxi non-cash payment surcharge review 2022

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

### Submission received via Engage Victoria

**Date submitted: 22 June 2022**

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**What best describes you?**

Consumer Advocate

**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?**

During this period, especially the periods with movement restrictions clearly would have had an impact on the non-cash payment amounts and transaction numbers. Consequently, this would have put upward pressure on the cost per transaction. For this reason, the pre-pandemic period would be a more useful indicator as we gradually transition back to our new normal.

**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.**

There may have been changes during the pandemic period however I think it would be unwise and premature to use data from this period to change the industry regulation of non-cash payment surcharges.

**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?**

The single terminal model is more reflective of the conditions as the technology has matured and become more mainstream and reliable.

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

I would suggest that this would increase as we are moving towards a cashless society. The pandemic has highlighted the additional hygiene issues associated with handling cash. Non-Cash payments should be encouraged for hygiene reasons and also security improvements by taxi drivers not collecting and holding large amounts of cash.