

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 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?

Very useful - encapsulates a time when cash payments were discouraged for health reasons.

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.

Yes, very little cash used relative to pre 2019

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?

Probably, but cardless people still need to be catered for. Surely in this technological age cashless and cash sales can be covered by one terminal. Persons should not be jeopardized for using a card - now the usual form of payment. Could those over 16 without credit cards have a government issued card tied to their bank? - of course with limitations as to amount and frequency.

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

I do not have stats but would assume the figure to be well above previous non cash payments. The world is changing rapidly to a cashless society and Australia needs to be ahead of the game - taxis as well as many other areas.