

Commercial passenger vehicle review 2018

Submission received through Engage Victoria

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From 28 February 2018, we began accepting submissions on our 2018 commercial passenger vehicle review via Engage Victoria (www.engage.vic.gov.au). On this website, people were given the option to send us general feedback or respond to a set of questions we provided.

This submission responds to questions asked about our draft decision published on 21 June 2018.

1. Do you agree with our draft decision to keep maximum fares unchanged? Why or why not?

I think fares should be remained the same. As after the implementation of levy, when customer looks at the flagfall of the meter, asks us about the price. I mean it appeals to be very high at first look. So if the fares will be increased then customers will be really upset with drivers, as they are not happy to pay the levy as well.

2. Is the 'time AND distance' tariff system easier to understand than the current 'time OR distance' tariffs? Why or why not?

As per my understand again the new system will increase the fare amount if we will get stuck in peak hour traffic and customers will be not happy. But the present system is easy to understand. If any customer ask for a estimate for his destination, its easy to provide the estimate amount with present system. But with new system again if i got stuck in the traffic fare will rise up and customer will not be happy.

3. What are the positive and negative sides of using 'time AND distance' tariffs?

Positive sides are if we use it in quite time, i mean if the roads are not busy then could be less time to finish the job and cheap ride for customer. But if got stuck in busy peak hours could be expensive trip and could lead to an argument with driver, blaming driver for using busy road. Calculating a fare estimate according to this new system would be really hard for most of the drivers. If the fare will be more than the estimate then customer will create problem with driver, as we have cash involved. But with ride share companies no cash dealing with driver, so they just charge from customer's account. As per my opinion the present system is easy for drivers and most accurate when we provide a estimate for any destination to the customer.

4. Should maximum fares include a cleaning fee?

Yes i am strongly agree with this opinion that there should be a fee according to the mess made by the customer. I drive at night time and its really challenging to look after the customer, to stop them vomiting in the car. I keep them asking again and again if they want to stop the car.

5. Are there any other matters we should consider in our final decision on maximum fares for unbooked CPVs?

I think most of the luxury taxis have their permanent fixed price customers, this is the one reason for decreasing the taxi trips. Taxi service provider fee is still very high. I joined oiii, because they had less fee, but they did not tell me that they do not have cabcharge system. I come to know when everything was installed in my car. So the manual processing was the only option. Two of my cabcharge dockets got rejected, i lost my money, but oiii do not take any responsibility.

6. Upload submission

No file specified