



NSW TAXI COUNCIL



NSW Country Taxi
Operators Association

This submission is provided in response to the IPART Draft Report on maximum fares for Rank & Hail Taxi Services in NSW – This response is an extension to the Taxis NSW Submission already made to IPART as part of the Review process in 2024. You will find the Taxis NSW Response at “Appendix C”

NSW Taxi Council Submission

Response to IPART
Draft Report for
maximum fares for
Rank & Hail Taxi
Services in NSW

31 March 2025

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“TAXIS NSW RESPONSE TO IPART DRAFT REPORT ON REVIEW OF MAXIMUM FARES FOR RANK & HAIL TAXI SERVICES”

Background to Taxis NSW submission responding to IPART Draft Report

This submission is an extension of the Taxis NSW Submission made to IPART as part of the Review of Maximum Fares for Rank and Hail for Taxi Services in NSW from 1 July 2025.

Taxis NSW appreciates the opportunity to respond to IPART’s Draft Report on Maximum fares for rank and hail taxi services from 1 July 2025.

We acknowledge and commend IPART for having an aligned view around achieving common outcomes relating to;

- Helping keep Taxi fares affordable and competitive for Members of the Travelling Public
- View to support driver earnings and ensure that Driving a Taxi remains viable and sustainable into the future
- Maintaining the right balance and levels between supply and demand for Taxi Services

As part of the response by Taxis NSW, we have consulted with the following Taxi Industry Stakeholders, across NSW.

- Taxis NSW Metropolitan/Urban Members
- Country Taxi Operators Association (CTOA) Members across Country and Regional NSW
- Country Taxi Operators Association (CTOA) Executive Workshop held on Saturday 15th March 2025
- Taxis NSW Metro Members Online Workshop held on Friday 7th March 2025
- CTOA Members online Webinar Workshop held on Friday 7th March 2025
- IPART Second Public Hearing held on Monday 10th March 2025
- IPART Technical Workshop held on Thursday 20th March 2025
- NSW Taxi Industry State Conference held on 16th and 17th March 2025
- Workshop with 13Cabs Executive Representatives on 25th March 2025

This submission, in response to IPART Draft Report is made on behalf of Taxis NSW Members, CTOA Members and in Consultation with 13Cabs and other nominated stakeholders, encompassing over 80% of the NSW Taxi Industry.

Questions on which IPART seek comment

1. IPART draft recommendation for the urban fare schedule is for an increase in flag fall to \$5.11 and a new two-tiered structure for the standard distance rate whereby it declines from \$2.34/km to \$2.11/km after the first 12 km. This is intended to reduce the incentive for drivers to queue at Sydney Airport in the hope of a long trip. It is also intended to increase the incentive for drivers to accept short fares.

a. Is this proposal feasible for industry to implement from a technical perspective?

The proposed fare schedule by IPART is not supported by the NSW Taxi Industry stakeholders who were engaged by Taxis NSW.

There is serious concern that a flag fall of \$5.11 is too excessive and will result in impact on passenger demand as this will be perceived as “excessive”. IPART have indicated that a Service Provider can set their “flag fall” rate lower than the maximum. This does not work in the rank and hail space for Taxis as passengers need certainty and consistency around pricing. Increasing the flag fall to \$5.11 in our view will not solve the short fare matter, it will only create a “Demand Issue”.

See scenario 1 below is a case example (assuming the flag fall was \$5.11);

Service Provider A charges a reduced flag fall of \$4. Passenger accesses a Taxi from Service Provider A at the airport today and sees \$4 on the flag fall. Next week, same passenger accesses another Taxi at Sydney Airport from Service Provider B. Service Provider B, charges the maximum flag fall rate of \$5.11. The passenger starts to question the driver and accuses the driver of “ripping the passenger off” because they believe the flag fall should be \$4 based on what they saw last week. The driver can explain as much as he wants, and even point to the fare label displayed in the Taxi – at the end of the day, the passenger is going to have a negative experience and feel ripped off.

The function of rank and hail is not to have varying pricing structures that may confuse passengers and cause conflicts. In fact, the role is to provide the complete opposite – to provide consistency and certainty for passengers and to provide “Consumer Protection” for passengers. The Taxi Industry stands by this view, and that is why in a majority of cases (not all) you will find that Taxi Service Providers even align their Fares Schedule for Booked Fares with their Rank and Hail fares ie using the meter (with the exception of adding a booking fee and other charges from time to time).

In addition, a significant increase in the flag fall will create “Meter Shock” for the passengers, particularly those travelling from Sydney Airport. Scenario 2 below, illustrates this issue;

Passenger accesses a Taxi at Sydney Airport, before the journey commences, the luggage is loaded into the boot, passenger enters the Taxi. Drivers starts the meter and passenger notices the following – Meter is showing \$12.23 and the passenger is shocked as the Taxi hasn't even moved yet. Passenger feels this is excessive and decides to never use a Taxi again, even though the driver has tried to explain the breakdown in costs as follows;

- Flag Fall \$5.11
- Passenger Service Levy \$1.32
- Airport Access Fee \$5.80
- Total showing on Meter \$12.23

There is an overwhelming view that increasing the flag fall to \$5.11 will have absolutely zero impact on reducing incentive for Drivers to queue at the airport and zero impact as an incentive for drivers to accept short fares.

We do not believe that it is the role of IPART or this review process to attempt to address the issue at Sydney Airport around drivers queuing for long periods and this issue around short fares. We acknowledge that both issues are prevalent and need to be resolved, however not through this review. Both matters need the continued focus and efforts between Sydney Airport and Taxi Industry Stakeholders to work together on other solutions including;

(i) Short Fare System to be implemented at Domestic and International Terminals

- Taxis NSW has proposed a solution to introduce “Short Fare Bays” at Kerbside. This proposal has the unanimous support of the NSW Taxi Industry and has been presented to Sydney Airport for consideration. We call on IPART to include this proposal as part of its recommendation to the Transport Minister.

There is also serious concern with the IPART proposed fare structure of a reduced KM rate after 12km. Drivers will perceive this as loss in earnings compared to what they can earn today, particularly with longer distance trips, costing more. There is additional cost in fuel, maintenance, wear and tear. Furthermore the Driver is travelling further, meaning they will be required to travel longer/further coming back after they have dropped off the passenger. This means longer downtime/loss of earnings without their next fare.

Furthermore, our concern is around the fact that a reduced earning/fare for longer trips will result in drivers refusing these longer trips, with the view that Drivers will lean more towards their Service Providers “Booked Fares” as these are deregulated.

It is also the overwhelming view of Industry that the proposed changes to the fares structure (of a higher flag fall and split in distance rate) is unwarranted and unjustified based on the objective of “trying to solve wait times at the airport and solve short fare trips”, considering that the Airport constitutes only around 10-15% of total urban fares in Greater Sydney.

Taxis NSW Recommendation for Urban Fares

Taxis NSW is proposing for IPART to recommend the following Fare Structure for Urban fares from 1 July 2025;

Flag Fall \$4

Distance Rate \$2.50 per kilometer (only one distance rate, regardless of how far the passenger is travelling)

Wait time – support IPART Recommendation of increasing wait time to \$60.85 per hour.

We propose for the Distance rate to take effect once the Taxi is travelling at 24km/hour or greater. If the Taxi is travelling less than 24km per hour, the wait time rate is to take effect.

Taxis NSW Recommendation for Country and Urban Fares

Taxis NSW is proposing to adopt IPART's recommendation for annual fare adjustments indexing with CPI from 1 July 2026 for Country and Urban fares.

b. How do you think this would affect passengers' demand for taxis for long trips or drivers' willingness to accept long trips?

The proposed structure by IPART to reduce the KM rate after 12km will have very little to no bearings on the impact to passenger demand when accessing a Taxi via rank and hail. All this approach will do is result in the passenger potentially paying less for a trip they were going to access regardless, resulting in less earnings in the drivers fare box, leading to frustration and impact on the drivers ongoing viability to earn a reasonable taking. The risk is that this will contribute to more negative behaviour, impacting on passenger experience and risk around consume protection. There are no winners in the model being proposed.

Ultimately, passengers are seeking certainty and consistency in pricing that they pay.

As noted earlier, our concern is around drivers refusing or trying to negotiate for longer trips, or potentially leaning more towards their Service Provider bookings, as these fares are not Regulated, meaning a driver could potentially earn more, leaving these rank and hail passengers stranded, or waiting for longer periods – not a good outcome.

IPART have noted that this could be a trial to see how it goes. By the time the trial period is over, the damage would have already been done – Passengers would have had a negative experience, drivers feel they are earning less and we lose both stakeholders to other modes.

c. How do you think this would affect passengers' demand for short trips or drivers' willingness to accept short trips?

As noted earlier, increasing the flag fall by around \$1.50, to \$5.11 is not going anywhere near the level required to address the issue around short trips – whether it be at the Airport, or outside of the Airport.

The perceived outcome is that passengers would feel like they are paying more. Furthermore, a number of drivers are still going to feel like they should be earning more, simply because they have been waiting longer for the fare, or feel they warrant a longer trip. This needs to be solved through the following measures;

- (i) Short Fare Bay solution at Sydney Airport
 - This removes the “short fare anxiety” from the passenger experience, particularly as passenger knows that the driver is happy and expects to receive a short fare
 - Driver is happy to be at the short fare bay and is expecting a short fare
 - Solves the issue around a driver not in the short fare bay having the prospect of potentially (not always) obtaining a longer fare (at least not a short fare)

- (ii) Fares Outside of Sydney Airport
 - We are very confident that the proposed fares adjustment presented above by Taxis NSW would be received positively by Drivers, as it has been a long period since the last major review of taxi fares took place. This is further supported and welcomed by IPART's recommendation of an annual indexed adjustment aligned with CPI.

- (iii) Ongoing Enforcement
 - Taxis NSW supports continued focus around on street compliance activity (Overt and Covert) and this needs to continue. In addition we would be calling for even further measures around tougher penalties for drivers who refuse fares and overcharge passengers.

- (iv) Continued Education and Training
 - We will continue to work with the Point to Point Transport Commission, and other Stakeholders around tools and information to help improve driver acceptance around all fares. Focus will be around emphasizing the importance of improving vehicle utilization rather than focusing on the distance of the trip.

2. We also considered an option for the urban fare schedule to increase flag fall to \$5.11 and have a single lower standard distance rate of around \$2.21/km, rather than the two-tiered declining rate.

a. How do you think this would affect passenger's demand for taxis for long trips or drivers' willingness to accept long trips?

As noted above, whilst we would welcome a single tiered approach to the kilometer rate, we do not support a reduction in the km rate, nor an increase to the flag fall to \$5.11.

Taxis NSW would prefer a modest adjustment to the flag fall ie from \$3.60 to \$4, and seeing the rest of what IPART is proposing to be added to a single KM rate., not flag fall.

We strongly believe that this approach would be more beneficial to the passengers and drivers, delivering a win/win outcome, leading to improved demand and overall passenger experiences.

The option of a reduced KM rate would be perceived as lost income for Drivers. There is serious and high risk that we would see an exodus of drivers leaving Taxis if there is any perceived view of reduction in earnings as a result of the changes proposed by IPART. This will place grave concern around the availability of Taxis to meet passenger demand – for both short and long trips.

b. How do you think this would affect passengers' demand for short trips or drivers' willingness to accept short trips?

As noted earlier, we are of the strong view that this will have no impact on driver's willingness to accept short trips. We believe that this approach will only compound the issue around fare refusals and incidents of drivers overcharging based on the perceived negative impact around;

- Drivers view that they are losing overall revenue as a result
- Passengers negative experience and perception as a result of a higher flag fall.

The overall impact will see more passengers moving away from Taxis, with the view that the issue around short fares is not being addressed adequately.

3. We also considered an option for the urban fare schedule to increase flag fall to \$9.00 and reduce the standard distance rate to \$1.75/km.

a. How do you think this would affect passengers' demand for taxis for long trips or drivers' willingness to accept long trips?

The issue around increasing the flag fall to \$9 and reducing the standard distance rate to \$1.75/km will only amplify the issues and concerns we have already noted in this submission response.

The Taxi Industry already struggles with trying to compete against mainstream public transport which is heavily funded by Tax payer dollars. This is a challenge, not only at the Airport, but anywhere Public Transport operates.

Our view is that we need to show Taxi fares as an affordable and competitive means for getting people around.

Increasing the flag fall by a significant amount does not help achieve this outcome and will push passengers away from Taxis. This is evident on Friday and Saturday nights once the Peak time charge takes effect. We have seen a large volume of passengers object to the excessive flag fall charges, with many not even voicing their concerns, however moving with their feet to other modes.

We need to be very careful around the risk of a proposed fares structure leading to a reduction in Taxi demand, resulting in lessening of competition. This is an outcome we do not need, particularly members of the travelling public.

b. How do you think this would affect passengers' demand for short trips or drivers' willingness to accept short trips?

We believe that this will potentially impact the supply and demand of Taxi services as many drivers will perceive this move to be a reduction in earnings through;

- Lower KM rate based on distance
- Losing Passengers to alternative modes, resulting in less fares for Taxi Drivers

4. Rank and hail trips are a relatively small part of taxi business in the country fare area. Is rank and hail maximum fare regulation still required in the country fare area? Would other forms of fare regulation be more appropriate for the country fare area?

Whilst it is evident that Rank and Hail trips in Country are a smaller percentage of overall Taxi trips, rank and hail fare regulation is still a very important component for Country Fares. This is because;

- Many Taxis will sit on a rank at all times of the day/night waiting for their next fare. This is important particularly where the rank has been strategically placed eg near a pub/hotel, close to a shopping centre or medical facility/hospital.
- Prevents Taxis from driving around unnecessarily waiting/looking for their next fare, negatively impacting the environment, congestion etc.
- During late nights in Country towns, there are very limited to almost no alternative modes of transport for people to use when leaving a venue. Taxis do play the function of a Late Night person's "Plan B".
- Little old Mary has the confidence and familiarity of walking up to the rank or hailing a Taxi from the street, after doing her shopping. Mary needs the certainty around the fare because she ensures that at the end of her shopping, she leaves \$12 in her purse, because that's going to get her home.
- Many Country Taxi Businesses have not had the need to invest in other technology and innovation into their Taxis/Systems, for the simple fact that the current systems deployed are working. For many, the systems they have at present works, and keeps the Taxi business viable as they don't need to spend the \$'000's in changing systems.

There may be an opportunity to look at how innovation and technology can be introduced in the future to help improve the overall passenger experience whilst keeping businesses in Country areas viable and sustainable.

Taxis NSW and the Country Taxi Operators Association (CTOA) is proposing for IPART to recommend adjustment to the Distance of first 12km travelled, down to 10km. This is supported by the fact that for most towns, by the time you travel 10km, you are well and truly outside of the boundary of the town. This item of the fares schedule has not been reviewed or looked at since prior to the last major review of 2014.

Taxis NSW Recommendation for Country Fares

Taxis NSW is proposing for IPART to recommend the following Fare Structure for Country fares from 1 July 2025;

Flag Fall - Accept the IPART recommendation to move to \$5.11

Distance Rate

- Propose to increase distance rate from \$2.36 to \$2.46 per kilometer, also propose to change first 12km to first 10km
- Propose to increase distance rate from \$3.23 to \$3.33 per kilometer thereafter, and change thereafter from 12km to 10km

Wait time – support IPART Recommendation of increasing wait time to \$62.67 per hour.

We would also like to propose for the town of Corrowa (NSW) to be included in the list of Country towns operating on/near a border being exempt from the rank and hail maximum fares order.

5. Are there any other measures to encourage appropriate levels of wheelchair accessible taxi services for passengers who need it?

Whilst the recently announced emergency package of \$15 Million by the NSW Government is welcomed, we understand that this is only a starting point and more needs to be done in order to support more Wheelchair Accessible Taxis to come on the road.

The initial phase of the package is skewed towards increasing lift fees for drivers from \$15 to \$25. This is absolutely essential, however there also needs to be support for WAT Operators to assist with the cost of putting on a WAT and with the ongoing costs associated with running and maintaining a WAT. This supports includes;

- Financial support in the form of a grant, available to Operators either at the time of putting on a WAT as part of a WAT Loan Scheme
- WAT Loans to be readily available and accessible more frequently
- Support to help with the cost of ongoing running and maintaining a WAT
- Support for Taxi Networks in Country NSW to have WAT services operating during late nights, and times when it is less viable to put on a WAT Service (particularly when other services are significantly reduced or not operating).
- Expand the doubling of the lift fee (from \$25 to \$50) to other Non Public Holidays during the year – often the most busiest periods outside of Christmas Day, being Mothers Day and Fathers Day
- Propose to allow the night time increase (20% surcharge) to lift fee to commence from 7pm every night of the week, rather than currently being 10pm.

6. Are our draft trial conditions appropriate in ensuring a successful trial for passengers, Sydney Airport, and the taxi industry? Are there any additional parameters that we should consider?

There are too many risks and perceived flaws in the proposed trial recommended by IPART in relation to maximum urban fares (including fares from Sydney Airport).

We have serious concern around the negative impact following the proposed adjustment to the maximum fares structure for Urban will have on the Taxi Industry, and by the time this is realized, it may be too late to regain lost customers and impact had on the industry.

On the other hand, Taxis NSW and those we have consulted with are overwhelmingly supportive of a “Set Fare” trial from Sydney Airport to Sydney CBD. We will discuss this further in item number 7.

7. Is \$55 an appropriate level for a standard taxi trip from Sydney Airport to the Sydney CBD? Is \$75 appropriate for the same trip in a maxi taxi? If not, what would an appropriate fare level be?

Taxis NSW has done some extensive consultation across Industry around the set fare from Sydney Airport for \$55. It is the overwhelming view of Taxi Industry stakeholders that the amount of \$55 is too low and not viable nor justified, based on the following;

- The proposed amount of \$55 has been determined based on today’s maximum fare structure. The proposed price needs to incorporate changes after 1 July 2025
- The proposed amount sits closer to the shorter end of the Sydney CBD boundary. This is an issue based on the analysis conducted, around 70% of the trips from Sydney Airport to Sydney CBD (Postcode 2000) are to the Central CBD or North of the Centre eg The Rocks, Circular Quay etc. Please see table below showing breakdown.
- We do not believe the proposed fare factors in traffic, and additional toll roads eg Cross City Tunnel.

See scenario # 3 below;

Passenger takes a Taxi from Domestic Terminal to Darling Harbour and chooses to go via the Eastern Distributor. The passenger is in a hurry, therefore asks the driver to also take the Cross City Tunnel from the Eastern Distributor. Therefore, based on a proposed fare of \$55, the following is a breakdown of the fare;

Airport Access Fee - \$5.80

Passenger Service Levy - \$1.32

Eastern Distributor - \$9.80

Cross City Tunnel - \$3.32

Total fees: \$20.24

Nett amount for driver = \$34.76

The net amount does not factor in any wait times, traffic, alternate routes etc.

The Table Below illustrates trips provided by a Taxi Service Provider in Urban showing total trips to key locations within the 2000 Postcode in Sydney over the past three months;

The analysis from this data sets highlights the following;

- Total trip sample of 37,796 (over 3 month period)
- Around 70% of all trips taken were to destinations either Centre of the CBD or North of the Centre eg The Rocks, Circular Quay etc with an average fare of \$72.07
- Total average value of fare for all of the Sydney CBD is \$67.03

Drop Off Suburb	Count	Average Fare Value	% Drop off of Total
The Rocks	3240	\$ 74.77	9%
Sydney CBD	22874	\$ 69.36	61%
Sydney South	2231	\$ 66.15	6%
Haymarket	4442	\$ 68.63	12%
Surry Hills	5009	\$ 56.23	13%
Total Trips	37,796		
Average Fare		\$ 67.03	
CBD Centre and the Rocks Split of Total CBD Fares			70.00%
Data Captured for Past 3 months			

[Taxi NSW Recommendation for Set Fares Trial from Sydney Airport to Sydney CBD \(Postcode 2000\)](#)

Taxis NSW is proposing for IPART to recommend a set fare of \$65 (including all tolls) for a sedan and \$95 (including all tolls) for Maxi Fares from Sydney Airport to Sydney CBD (postcode 2000).

We also understand that during the 12 month trial period from 1 July 2025, to 30 June 2026, we expect that there will be 4 potential increases to tolls during the 12 month period, on the basis that tolls are adjusted on a quarterly basis. Therefore, between the current period and the trial end period, we need to factor in Five potential adjustments to tolls as follows (as part of this review process):

- April 2025
- July 2025
- October 2025
- January 2026
- April 2026

Even at the time of writing this Submission, we have been advised of a further adjustment to the toll roads in Sydney as follows (extract from Google on 1 April 2025);

On April 1, 2025, tolls for several NSW toll roads, including the Cross City Tunnel, Eastern Distributor, Lane Cove Tunnel, Military Road E-Ramp, M2, M5 South West, M7, and NorthConnex, will be adjusted.

Here's a breakdown of the toll roads affected and the changes:

Cross City Tunnel: Expect a toll increase.

Eastern Distributor: Expect a toll increase.

Lane Cove Tunnel: Expect a toll increase.

Military Road E-Ramp: Expect a toll increase.

Hills M2: Expect a toll increase.

M5 South West: Expect a toll increase.

M7 (Westlink): Expect a toll increase.

NorthConnex: Expect a toll increase.

WestConnex (M4, M8, M5 East, M4-M8 Link): Tolls will be adjusted.

1. **We recommend a single fixed fare for all destinations within the 2000 postcode for simplicity. Are there other approaches that are more appropriate?**

Ideally, it would have been preferred to have 2 different set fares across the Sydney CBD (2000 Postcode) due to the large parameter of the CBD boundary, ie Southern Sydney/Haymarket/Central, versus Central CBD/Darling Harbour/Barangaroo/The Rocks/Circular Quay.

However, we also understand for the purpose of the trial, we need to keep it simple and less confusing for drivers and passengers, in order to ensure the success of the trial.

Taxis NSW would like to see the fixed fares model extended to other common destinations across Sydney, including (not limited to);

- North Sydney
- Manly
- Sydney Olympic Park
- Parramatta
- Other locations

We would also like to propose for a set fare model to apply for trips going to the Airport, not only those starting at the Airport.

We are happy to participate in ongoing discussions during the trial period to ascertain the next steps of the pilot, should it be successful.

For the purpose of the trial, it is critical that any trial be appropriately supported with effective signage and information available for all Driver and Passengers – this includes signage at the Airport Carousel, Taxi Rank and other key locations. We also support for sufficient information to be displayed on all fare labels to be displayed inside vehicles.

Taxis NSW proposes for the NSW Government to provide financial assistance for Taxi Commissionaires to operate at all ranks/terminals at Sydney Airport to help passengers access Taxis. The Commissionaires can help provide a more engaging and customer friendly experience for passengers and also provide passengers with useful information. Taxis NSW would be happy to discuss this further, including potential costings and suggestions around how this can operate.

9. Our draft recommendation for the fixed fare trial is that road tolls cannot be passed through to passengers, in addition to the fixed fare.

a. Would this affect the choice of route that a driver would take?

It is paramount that the rules around passenger choosing their preferred route does not change. It should be maintained that a passenger can choose which route they prefer to take at all times. The driver may make a suggestion, however it should be the passenger who decides. This will mitigate any issues and potential conflicts between the driver and passenger.

b. Would a lower fixed fare level but allowance for toll costs in addition to the fare

be more appropriate for passengers and drivers? Why/why not?

We would strongly oppose the suggestion for a driver to add tolls/extras on top of the metered fare. Furthermore, we would propose that all fare calculation devices should operate with technology that captures all tolls/extras over the air, removing the need for a driver to manually add any extras. This is a very important step towards addressing the issue around overcharging passengers.

Furthermore, passengers will have a more positive experience when they know that a driver has minimal to zero input into the calculation of the fare. We need to work towards removing the ability for a driver to manipulate a fare, by adding extras.

10. Are there technical barriers to providing the details specified in the draft recommendation on receipts? What about for drivers that use an external payment processing device?

We fully support the requirement for all receipts to capture the information as proposed by IPART in the draft recommendations.

Whilst it is important for Drivers to continue to have the option of choosing their payment provider, it is vitally important that this is done in a manner where consumer protection is paramount.

We would therefore support for the additional information to be required, especially the following information on receipts;

- Taxi Service Provider Name
- Taxi Registration Number
- Driver Identification Number

It has been suggested that a driver could have the option to choose the TSP name from a drop down menu, however the Taxi registration is paramount as well as the Driver ID number.

The information to be provided on receipts need to sit under the responsibility of the Regulator (Point to Point Transport Commissioner) with significant penalties introduced for incorrect information displayed on a receipt.

This is an area seeing high prevalence of alleged breaches/complaints and very loose around consumer protection. The key to all this is that we need to make it much more easier for passengers to identify who delivered a service in the case that something has gone wrong, or for even common issues such as locating lost property.

11. Could more detailed information – for example trip distance, time taken, the contribution of each fare component to the final fare components – be included in receipts?

Whilst it is vital that the information presented in item number 10 be covered to ensure sufficient consumer protection, we need to ensure that we don't complicate the process and make it too "technically difficult" for passengers to have choice of payment when using a Taxi.

It may be sufficient to commence the first step with suggestions noted in item number 10, with a view to move towards other information in the future. These measures may also prove beneficial for the Taxi Industry in relation to moving towards lowering costs with items such as Insurances, Registration etc. The Industry would welcome any measure that results in lowering costs and enabling Taxi operations to be more efficient and viable.

12. Are there other methods to reduce incidents of passengers being overcharged or to increase passengers' confidence that they are being charged the correct amount?

Taxis NSW and the Industry more broadly would welcome any measures that lead to increased passenger confidence resulting in more demand coming back into Taxis.

Such measures could include;

- Information on Receipts (as explained in items number 10 & 11)
- QR Codes in Taxis. The ability for a Passenger to scan a QR code providing information including the Taxi Service Provider Name and the Taxi Registration number for reporting and identification purposes.
- Taxis NSW will also be proposing for penalties relating to Driver's overcharging or refusing a fare leading to a PIN is increased from \$1,000 to \$3,200 in the first instance. Currently a second offence results in Prosecution, with a third offence having the driver removed from P2P Industry completely.
- Once the set fares trial is implemented, we would also like to see this extended to other areas/locations with consideration also to be given for both ways, not just from the Airport.

Conclusion

Taxis NSW is grateful for the opportunity to respond to IPART's Draft Report on Maximum fares for rank and hail taxi services from 1 July 2025.

We were pleased to see the alignment between our views and IPART's goal of keeping Taxis affordable and focusing on sustainable driver earnings into the future.

Whilst there is a clear attempt by IPART to achieve these important outcomes, we are proposing for IPART to consider and adopt the recommendations and positions made in this submission as the viable options towards achieving our common goals, whilst still delivering improved demand for Taxi services and a viable Industry into the future.

We look forward to continuing to work with IPART and other stakeholders within the NSW Government towards continued improvement in service delivery and excellence, leading to improved passenger experiences when using Taxis.

Taxis NSW would be happy to meet with IPART and other Representatives to discuss any aspects of our Submission.