


We will start at 10.02 am

 Cameras are optional

 Please mute your microphones

 Add your name and organisation



**IPART** Independent  
Pricing and Regulatory  
Tribunal | NSW

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## Draft report Maximum rank and hail taxi fares from 1 July 2025

Public Hearing, 10 March 2025

# Agenda

01 Welcome and Acknowledgement of Country

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02 Presentation

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03 Discussion session

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04 Next steps and closing remarks

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# Welcome and Acknowledgement of Country

Carmel Donnelly PSM  
Chair

# Our Terms of Reference

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The Minister for Transport has asked IPART to review and recommend maximum rank and hail taxi fares in NSW.

## **Our report is required to cover**

- a pricing framework and methodology for maximum fares, and for reviewing and adjusting future fares
- a level and methodology for maxi-taxi fares and when these fares should be applied
- affordability and availability of taxis for people with disabilities
- if different fare schedules should apply for country and urban areas
- Sydney airport fares

## **We are required to consider**

- the effects of licence supply deregulation and Point to Point transport reforms
- innovation, competition and consumer satisfaction
- the costs of providing taxi services
- consumer protections



# Secretariat Presentation

Jennifer Vincent – Director, Pricing and Policy

# Instances of demand and supply mismatch



## WATs

Significant unmet demand and excessive waiting time for passengers



## Short fares

Undersupply caused by driver reluctance to supply services



## Airport

Excessive supply of taxis and evidence of overcharging behaviour by drivers

Draft recommended fare schedules compared to current fares

Urban Fare Schedule	Current	Draft Recommendation
Hire charge (flag fall)	\$3.60	<b>\$5.11</b>
Peak time hire charge	\$2.56	<b>\$2.56</b>
Distance rate (\$/km)	\$2.29	<b>\$2.34 (first 12km) \$2.11 thereafter</b>
Night rate (\$/km)	\$2.73	<b>\$2.79 (first 12 km) \$2.51 thereafter</b>
Waiting time charge	94.4 c/min	<b>101.4 c/min</b>
Country Fare Schedule	Current	Draft Recommendation
Hire charge (flag fall)	\$4.10	<b>\$5.11</b>
Distance rate (\$/km)	\$2.36 (first 12km) \$3.23 thereafter	<b>\$2.41 (first 12km) \$3.30 thereafter</b>
Night rate (\$/km) (also Sundays and public holidays)	\$2.81 (first 12km) \$3.85 thereafter	<b>\$2.87 (first 12 km) \$3.93 thereafter</b>
Waiting time charge	96 c/min	<b>104.5 c/min</b>

# Other urban fare options we are considering

## Proposed Option

- **\$5.11 flag fall**
- **\$2.34/km (first 12km)**
- **\$2.11/km thereafter**
- \$60.84/hr waiting time

## Current urban fares

- **\$3.60 flag fall**
- **\$2.29/km distance rate**
- \$56.68/hr waiting time

## Option 2

- **\$5.11 flag fall**
- **\$2.21/km distance rate**
- \$57.46/hr waiting time

- Very similar to our draft recommendation except the distance rate is reduced overall, rather than having a split distance rate
- Fares for short trips are increased by a bit less, compared to the draft recommended option

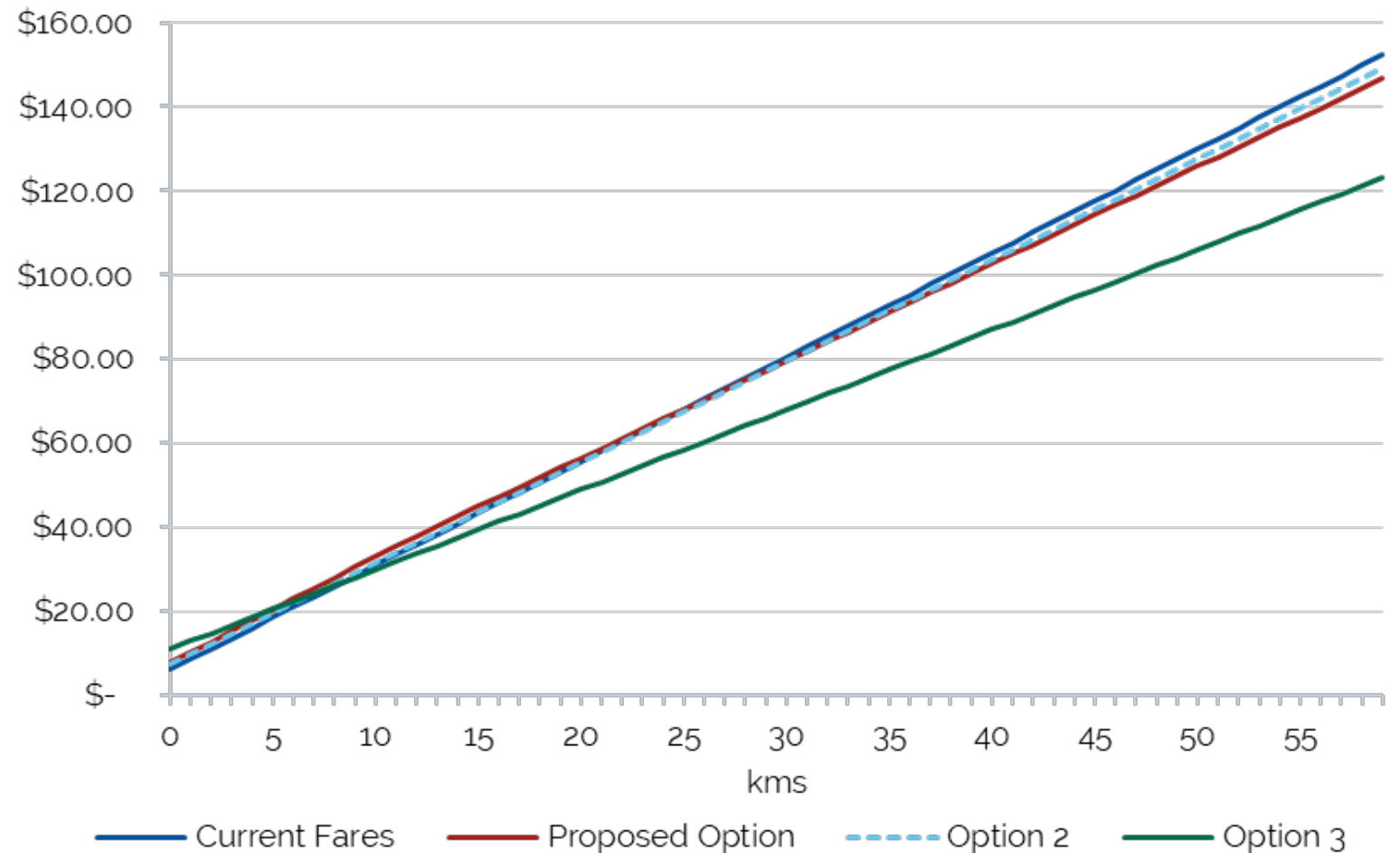
## Option 3

- **\$9 flag fall**
- **\$1.75/km distance rate**
- \$45.50/hr waiting time

- This option changes the relativity between short and long fares the most, with higher increases for short trips and heavier decreases for longer trips
- Closer to the current structure of standard rideshare fares which have a higher implied flag fall

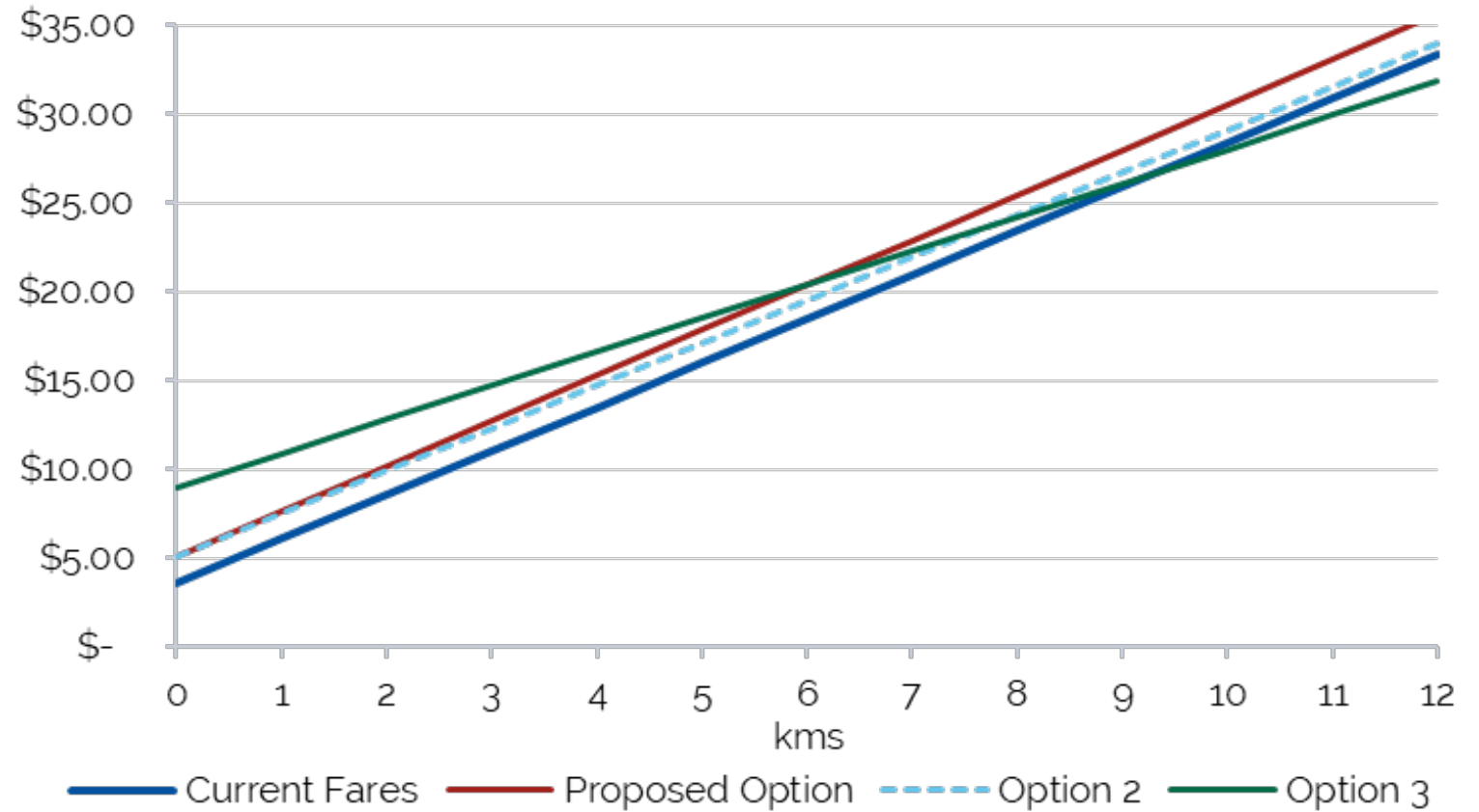


## How our alternative fare options affect prices for taxi trips



- Our proposed option and Option 2 are roughly similar to current fare levels overall (long trips are a bit cheaper), and are relatively revenue neutral
- Option 3 has a greater impact on the longer trips which are much cheaper compared to current fare levels

How our alternative fare options affect prices for shorter taxi trips



- Our proposed option is always higher than current fares for short taxi trips
- Option 3 has a greater impact on the shortest trips

## Country fare regulation

- Urban and country fares should stay on different schedules
- Draft recommendation: an increase in the country fare flag fall to \$5.11 (same as the urban flag fall)
- We do not propose changes to the structure of the country fare schedule

## Taxi services for wheelchair users

- Wheelchair users have much longer waiting times and many more 'no shows' and fare refusals than users of standard taxis
- Data suggests large proportion of WATs do not log on to the wheelchair taxi booking service
- We endorse the NSW Government package announced December 2024, including:
  - Increase to the WATDIS lift fee (standard rate from \$15 to \$25 and 2 new rates for nights and public holidays)
  - Additional funding for the WAT Interest Free Loan Scheme
  - Exploring booking service capabilities
  - Exploring other models to provide wheelchair accessible transport services

# Airport fixed fare trial

## Fixed fare

- \$55 standard taxis / \$75 maxi taxis
- For any trip departing from both T1 International or T2/T3 domestic taxi ranks to any destination within postcode 2000
- No separate night tariff
- Tolls, airport access fee and passenger service levy **not** to be passed through to passengers

## Trial

- Conducted by Transport for NSW
- Defines a clear set of outcomes, including effects on taxi queues and complaints
- Fixed fare should be activated on the meter and visible at all times
- Runs for 12 months
- Signage on the fare should be available in English and other languages at all terminals

# Recommendation



Requirement for receipts to include:

- clear breakdown of fare/other costs,
- Additional information:
  - taxi service provider
  - taxi plate
  - driver ID
  - contact number or website

## Itemised receipts

\*\*\*CUSTOMER COPY\*\*\*

TAX INVOICE

TSP:	XYZ CABS
TAXI NO:	T0001
DRIVER ID:	D123

FARE INC GST:	\$68.86
TOLL(M2 MAINLINE):	\$9.96
TOLL(LANE COVE TNL):	\$4.09
PSL INC GST:	\$1.32

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FARE SUBTOTAL:	\$84.23
GST INCLUDED:	\$7.66

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SERVICE FEE:	\$3.83
SERVICE FEE GST:	\$0.38

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TOTAL:	\$88.44
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\*\*\*CUSTOMER COPY\*\*\*

TAX INVOICE

TSP:	XYZ CABS
TAXI NO:	T0001
DRIVER ID:	D123

AIRPORT TO CBD MAXI FLAT FARE*:	\$75.00
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FARE SUBTOTAL:	\$75.00
GST INCLUDED:	\$6.82

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SERVICE FEE:	\$3.41
SERVICE FEE GST:	\$0.34

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TOTAL:	\$78.75
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\*AIRPORT TO CBD FLAT FARE IS INCLUSIVE OF TOLLS AND OTHER CHARGES

\*\*\*CUSTOMER COPY\*\*\*

TAX INVOICE

TSP:	XYZ CABS
TAXI NO:	T0001
DRIVER ID:	D123

AIRPORT TO CBD STD FLAT FARE*:	\$55.00
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FARE SUBTOTAL:	\$55.00
GST INCLUDED:	\$5.00

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TOTAL:	\$55.00
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CASH PAYMENT

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TOTAL:	\$55.00
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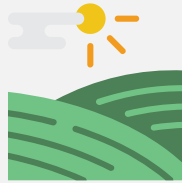
\*AIRPORT TO CBD FLAT FARE IS INCLUSIVE OF TOLLS AND OTHER CHARGES

# We'd like to know what you think about



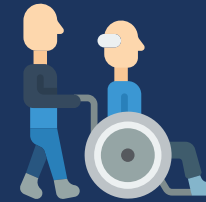
## Fare rebalancing

Is our proposed rebalancing of flag fall and distance rate effective in incentivising short fares?



## Country fare regulation

Would other forms of regulation be more appropriate for the country fare area?



## WATs

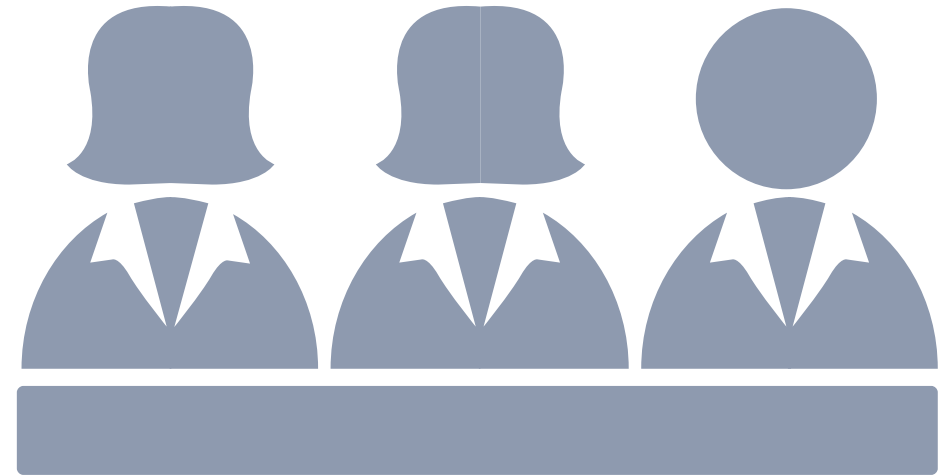
Are there any other measures to encourage appropriate levels of WAT services?



## Airport trial

Are our trial conditions appropriate in ensuring a successful trial for passengers, Sydney Airport, and the taxi industry?

# Discussion Session





# Next steps




## Contact us

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### Visit our webpage

 [Rank and Hail Taxi Fares Review](#)