

# Draft maximum rank and hail taxi fares

4 March 2025

The NSW Government has asked IPART to review and make *recommendations* on the **maximum fares for rank and hail taxi services** that Transport for NSW will consider when determining the fares order to apply from 1 July 2025.

Fares for rank and hail taxi services are regulated to protect passengers from being charged excessive fares. Booked taxi fares are not regulated, as passengers have the opportunity to shop around for alternatives such as rideshare or other taxi services.

Our Draft Report details the draft recommendations we have made for urban and country fares schedules.

## Fares should be set so passengers get the rank and hail services they want at an appropriate price

For most types of trips, we found that taxi supply was satisfactory to meet passenger demand, suggesting that fares are around the right level. However, in the following situations we found that there was either excess supply or excess demand for taxi services:



### Wheelchair accessible services

We found that there is significant unmet demand and excessive waiting times for passengers.



### Services for passengers travelling short distances

We found that there was undersupply caused by drivers refusing to supply services.



### Services for passengers leaving Sydney Airport

We found there is excess supply of taxis, as evidenced by taxis sometimes waiting hours for a passenger, and evidence of over-charging behaviour by taxi drivers.

We therefore considered ways to adjust fares to address these issues.

## Draft recommended urban fares

We are recommending an increase in the flag fall and waiting time and a decrease in the distance rate to apply after the first 12 km. Our draft fare recommendation also includes a 2.2% increase in all components to reflect 2024/25 CPI.

## How will this affect urban fares

<p>Short trips</p> <p>&lt;12<sup>km</sup></p> <p>will be a bit higher (by around \$2)</p>	<p>Moderate trips</p> <p>12<sup>km</sup> - 25<sup>km</sup></p> <p>will be around the same price</p>	<p>Long trips</p> <p>&gt;25<sup>km</sup></p> <p>will be a bit lower (by 18c per extra km)</p>
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## Draft recommended country fares

We are recommending a small increase in the flag fall and waiting time, as well as an overall 2.2% CPI increase to the country fare schedule. This means that all maximum rank and hail fares in the country fare area will be slightly higher than their current levels.

## Increase to the Wheelchair Accessible Taxi Driver Incentive Subsidy (WATDIS)

We acknowledge the [NSW Government's recent package of reforms](#) to improve the availability of wheelchair accessible taxis (WATs). We endorse the proposed \$10 WATDIS increase (from \$15 to \$25) and additional rates for night and public holidays.

We also recommend a trial of fixed taxi fares for trips from Sydney Airport to the Sydney CBD

In November 2024, the Minister for Transport requested us to consider a pricing methodology for taxi fares from Sydney Airport to different destinations, including the CBD. This is a complex task with many variables to consider.

To better assess Sydney Airport fares and the impacts on passengers and industry, we recommend a trial of flat fares for taxis caught from ranks situated outside all airport terminals to any location in the 2000 postcode. We recommend that the trial flat fare is **inclusive of road tolls, passenger service levy, and the airport access fee**, and set at

	<p>\$55</p> <p>Conventional taxis<sup>a</sup></p>	<p>\$75</p> <p>Maxi taxis<sup>ab</sup></p>
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**a.** including GST and Passenger Service Levy

**b.** when requested at the rank, other than for the carriage of a person who uses a wheelchair or mobility aid

Further details on our draft trial recommendations and conditions are in our Draft Report.

## We are recommending a requirement for more detailed passenger receipts

To ensure fare transparency for customers, we are making a draft recommendation for rank and hail taxi receipts to include a clear breakdown of the fare and other cost components, including tolls, passenger service levy, and other charges if applicable.

## We seek feedback on our draft recommendations

We want to hear from all interested parties to help inform our final recommendations. Our Draft Report contains specific questions which we seek stakeholder comment on. **Submissions to the Draft Report are due by 1 April 2025.** You can make a submission via the [Have your Say](#) page on our website. There will be further opportunities to provide your input into this review. We are holding a **Public Hearing on 10 March 2025**, which you can also register for on our website.

## Our review timeline



### Have your say

Your input is critical to our review process. You can get involved by making a submission or attending our public hearing in March.

[Make a submission »](#)

[Register for the public hearing »](#)

## Draft recommended maximum rank and hail taxi fares

Fare Component	Current level	Draft recommendation
<b>Urban Fare Schedule</b>		
Hire charge (flag fall)	\$3.60	<b>\$5.11</b>
Peak time charge <sup>a</sup>	\$2.50	<b>\$2.56</b>
Distance rate (\$/km)	\$2.29	<b>\$2.34 (first 12km) \$2.11 thereafter</b>
Night rate (\$/km) <sup>b</sup>	\$2.73	<b>\$2.79 (first 12km) \$2.51 thereafter</b>
Waiting time	\$56.68/hour (94.4c/min)	<b>\$60.85/hr (101.4c/min)</b>
<b>Country Fare Schedule</b>		
Hire charge (flag fall)	\$4.10	<b>\$5.11</b>
Distance rate (\$/km)	\$2.36 (first 12 km) \$3.23 thereafter	<b>\$2.41 (first 12 km) \$3.30 thereafter</b>
Night rate (\$/km) <sup>c</sup>	\$2.81 (first 12 km) \$3.85 thereafter	<b>\$2.87 (first 12 km) \$3.93 thereafter</b>
Waiting time	\$57.65/hour (96c/min)	<b>\$62.67/hr (104.5c/min)</b>
<b>Extras</b>		
Passenger service levy	\$1.20 (\$1.32 incl. GST)	<b>\$1.20 (\$1.32 incl. GST)</b>
Maxi taxi surcharge <sup>d</sup>	150% of maximum fare	<b>150% of maximum fare</b>
WATDIS (lift fee)	\$25 <sup>ef</sup>	<b>\$25<sup>f</sup></b>

**a.** Applied in addition to the flag fall, 10pm – 6am on Fridays, Saturdays, and evenings prior to Public Holidays

**b.** Applies between 10pm – 6am all nights of the week

**c.** Applies between 10pm – 6am all nights of the week, and all days on Sundays and Public Holidays

**d.** The maxi taxi surcharge may only be charged if it is hired from a taxi zone or street hail to carry 5 or more passengers.

We are also recommending that it is charged if the vehicle is requested by the hirer at the Sydney Airport taxi ranks, other than for the carriage of a person who uses a wheelchair or mobility aid.

**e.** Transport for NSW will increase the lift fee from \$15 to \$25 in March 2025 – see [NSW Government Response to the Key Findings Report - Availability of Wheelchair Accessible Services Roundtables](#)

**f.** Lift fee increases to \$30 between 10pm – 6am all nights of the week, and \$50 on all NSW public holidays