

For Immediate Release

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CASE supports measures to improve taxi services

The Consumers Association of Singapore (CASE) supports the second year Taxi Availability (TA) standards implemented by the Land Transport Authority (LTA). The increase in the minimum percentage of taxis on the roads during peak periods and those with minimum daily mileage of 250km will help to improve taxi availability on the roads and shorten the waiting time for commuters. This benefits commuters who currently have difficulties in getting a taxi during peak periods, especially in suburban areas.

We commend the taxi companies that have met the necessary performance standards and hope that they will continue to put in place measures to meet the new standards. For companies who did not meet the standards, we would like to call on them to put in resources to meet the requirements so that the overall performance of taxi services can be improved for the benefit of commuters.

In addition, we feel that more could still be done to improve taxi services and standards in Singapore. In the light of the recent controversy on taxi fare structures, we believe that the complicated taxi fares adopted by the various taxi companies ought to be made simpler and more easily comparable across the different taxi operators. Imposing different taxi fare charges for different models of taxis is unfair to commuters and the relevant authorities should focus on reviewing the fare structure with the aim of having a system that best serves the commuters' interests instead.

It is also equally important to provide a high level of service to commuters. Other than reducing the taxi waiting time for commuters and improvement of taxi availability, we hope that taxi companies will work with taxi drivers to improve their service levels, especially towards tourists. Since 2008, CASE has received an estimated total of 138 taxi-related complaints. Close to half of the complaints (47%) are about unsatisfactory services provided by the taxi drivers. Examples include overcharging of fare prices caused by taxi drivers deliberately taking a longer route and taxi drivers behaving unprofessionally or having a rude attitude towards commuters. With improved service quality, commuters and taxi drivers alike will be able to have a more pleasant journey.

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