

COMFORTDELGRO REVISES TAXI FARE STRUCTURE TO HELP CABBIES DEFRAY HIGHER OPERATING COSTS

6 December 2023 – ComfortDelGro will be revising its taxi fare structure to help cabbies defray higher operating cost due to rising fuel prices, high inflation and the impending Goods & Service Tax (GST) hike. The changes, which include fare increases and new surcharge hours, will come into effect at 6:00am on 13 December 2023.

ComfortDelGro's current fleet of taxis, excluding limousine taxis, will see a S\$0.50 increase in flag-down fares and a one-cent increase for distances and waiting time fares. This adjustment will include the Hyundai i40, Hyundai Ioniq, Hyundai Kona, BYD E6, Toyota Prius, and Toyota Sienta taxis. The flag-down fares for Limousine taxis will remain the same following its revision on 30 November 2023, while distances and waiting time fares will be adjusted to S\$0.36 from S\$0.35. Please refer to Annex 1.

With this adjustment, the estimated fare for a 10km off-peak normal taxi trip is estimated to increase by 6.8% or S\$0.94 from S\$13.80 to S\$14.74.

As part of the fare adjustment to address the increase in taxi demand, the Company will be extending the evening peak hour surcharge for all taxis by one hour, to cover the period from 5:00pm to 11:59pm, effective Monday through Sunday, including public holidays. A new peak hour surcharge will also be implemented from 10:00am to 1:59pm on Saturdays, Sundays, and public holidays. Please refer to Annex 2.

Mr Tommy Tan, CEO of ComfortDelGro's Taxi Business, said: "For the past few years, our cabbies' earnings had been impacted first by the pandemic, and then by higher operating expenses due to increase in fuel prices and high inflation. This carefully considered move to update our fare structure is necessary. It ensures that our cabbies receive fair earnings with the rising cost of operations. As we analyse taxi demand patterns, there is also a need

to review the evening peak hours and introduce weekend peak hour surcharge to ensure adequate taxi supply to meet increased commuter needs during the peak hours. We appreciate the understanding and support of our commuters as we implement this change.”

As a support to its cabbies, ComfortDelGro has provided rental waivers since the outbreak of the pandemic in April 2020 and continues to provide a 10% rental waiver today.

The Company had consulted with the National Taxi Association (NTA) prior to proposing the recent fare changes. The NTA expressed its support for the fare adjustment, acknowledging the challenges faced by taxi drivers due to rising costs. Ms Yeo Wan Ling, Adviser to NTA said: “The rise in the fare adjustment is important for our taxi drivers who are also struggling with higher cost of living and operating cost due to higher fuel prices. The impending increase in GST is also an additional cost on their operations as it impacts their rental, food and parking expenses among others. As such, the fare increase will translate into higher take home pay for taxi drivers to better support their families.”

In response to the fare adjustments, Cabby Raymond Ong, said: "In recent years, the rising cost of living and operational expenses have eaten into cabbies' earnings. The impending GST increase in 2024 also adds to my concerns and worries. This welcome adjustment not only provides timely relief from the impact of the GST hike but also serves as a much-needed measure to support cabbies in improving our earnings and make ends meet.”

A summary of the proposed taxi fare changes are as follows:

Annex 1: Flag-down Fare & Distance/Waiting Time

Normal Taxi Fleet	Current				Revised			
	I40	Prius / Ioniq Hybrid	Ioniq / Kona / BYD E6 EV	Sienta Hybrid	I40	Prius / Ioniq Hybrid	Ioniq / Kona / BYD E6 EV	Sienta Hybrid
Flag Down Fare (<1km)	\$3.90	\$4.10	\$4.30	\$4.30	\$4.40	\$4.60	\$4.80	\$4.80
Every 400m (<10km)	\$0.24 (\$0.25, inclusive of temporary one cent tariff till 30 Jun 2024)				\$0.26			
Every 350m (>10km)								
Every 45 sec waiting time								

Limo Taxi Fleet	Revision as of 30 November 2023	Revised
		Mercedes Benz, MaxiCab, Toyota Vellfire Hybrid and Lexus Hybrid
Flag Down Fare (<1km)	\$4.80	\$4.80
Every 400m (<10km)	\$0.35 (\$0.36, inclusive of temporary one cent tariff till 30 Jun 2024)	
Every 350m (>10km)		
Every 45 sec waiting time		

Annex 2: Peak Hour Surcharges

Current Peak hour Surcharges	Revised Peak hour Surcharges
Mon - Fri (except PH) 6am - 9.29am	No Change
Mon - Sun & PH 6pm -11.59pm	(Mon to Sun) - 5pm to 11.59pm - Include PH
	(Sat to Sun) 10am to 1.59pm - Include PH

Background

ComfortDelGro is one of the world's largest land transport companies with a total fleet size of about 34,000 buses, taxis and rental vehicles. We also run 177km of light and heavy rail networks in Singapore and New Zealand, and will operate another 33km in France come 2025. Our global operations currently span seven countries – Singapore, Australia, the United Kingdom, New Zealand, China, Ireland and Malaysia. In Singapore, ComfortDelGro operates about 9,000 taxis and more than 600 private-hire cars.