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# Abstract

In Gyeonggi-Do, there are 37,846 taxis, which are composed of 27,228 private taxis and 10,618 company taxis operated by 38,411 taxi drivers in 2021. According to the report published by the provincial office of Gyeonggi-Do, company taxis are carrying passengers 24 times a day while private taxis are carrying passengers 16 times.

Most taxi passengers have complained on the complicated fare system, which is composed of three types of taxi fare. The taxi fare is determined by each city. That is why taxi passengers should pay different fares according to the regions riding a taxi. There have been sometimes some arguments on the taxi fare between passengers and drivers. Therefore, many passengers have wanted taxi fares to be improved reasonably.

First of all, many taxi drivers and passengers suggest that the taxi fare system should be simplified, and the rate of the extra fare charged to meter fares by around 20% should be decreased when taxis carry passengers to outside boundaries of cities. The purpose of this study is to improve the taxi fare system, and finally to provide a unified fare to passengers if possible within Gyeonggi-Do.

A survey was conducted for 250 taxi drivers and 150 passengers to analyze the level of satisfaction and problems on the taxi fare service. The survey results show that taxi passengers have felt that the taxi fare is expensive, and unsatisfied by the complicated fare system of taxis. Moreover, many taxi drivers do not satisfy for their works because they do not get enough money although they work usually over 10 or 11 hours a day. They request the raised taxi fare, the taxi fare system improved and their working conditions.

This study suggests that the types of taxi fare in Gyeonggi-Do should be simplified as class 2 or 3. According to the taxi operating and regional characteristics of each city, the taxi fares should be classified by a urban fare

and a rural fare for passengers to understand easily taxi fare when they take taxis. To eliminate extra fares in boundary regions of cities, the taxi zones that can do business with the same taxi fare should be enlarged more and more. Finally, various taxi fares between cities except rural areas should be unified as the same fare.

This study also suggests that the taxi fares in midnight should be improved for better taxi service. The time period of midnight taxi service added extra taxi fare should be altered from 24 o'clock to 23 o'clock for taxi drivers to get some reward. An advisory committee on taxi fare should also be established to simplify the complicated taxi fare in Gyeonggi-Do.

**Keyword** Taxi Fare, Taxi Service Zone, Midnight Taxi Service, Gyeonggi Taxi