

**Appendix D**

<b>Name of Consultee respondent</b>	<b>Consultation Respondent's Comments</b>	<b>Officers Comments to the Consultation Response</b>
Andrew Fleming	Is this Fare review the same for Private Hire vehicles as well as for Hackney Carriages?	No, the Council only has the power under the Local Government (Miscellaneous Provisions) Act 1976 to regulate fares for Hackney Carriages
	Is the fare for the Journey times/distance the same through Tariffs 1, 2 and 3? What you currently propose is different from the fares we charge for Tariffs 2 & 3. It is only the standing charges that have increased.	Yes, no changes have been made to the times/distance of tariffs 1 to 3 from the current tariff. The only change to the table of fares is the initial charge (Flag Fare).
	The new waiting time charge drops from £15/Hr to £10.90/Hr	Officers have found that the existing table of fares shows an incorrect calculation in respect of waiting time, the proposed table of fares corrects this, meaning the waiting time does drop to £11.00 per hour (this is rounded up to the nearest £0.10 from £10.91 per hour as meters do not round down). It is possible to achieve a waiting time of £15.00 per hour, however, to do this will mean an increase of the initial yards to 550 from 400, with a subsequent waiting time changing to 24 secs. By making these changes for the waiting time, the effect will be that the vehicle has to travel an extra 150 yards, meaning a reduction in fare from the proposed tariff increases on a vehicle travelling by distance alone.

<p>Christopher Golynia (Felix Taxis)</p>	<p>Our response was drafted before the sudden change and onset of the Covid19 regulations and we feel any decision or change of rate now should be postpone until we are in more certain stable times.</p>	<p>Officers understand Mr Golynia’s concerns, however as the process has already commenced, the authority is required by law to complete the process before 1 June 2020 when the new table of fares would become effective.</p>
	<p>Tariff 1</p> <p>You are proposing a starting rate price increase of £0.20 to £3.20; this is acceptable. You are proposing a running cost of £0.10 per 110 yards or 33 seconds after the first 400 yards/2minutes is charged. This is the same rate that is currently in force. If there is no increase to this, it will not help drivers/companies with the current cost of fuel.</p> <p>Compared to the last taxi fare review in 2016 we are now paying around £0.10-£0.12 more per litre of fuel. Also, for companies with employed drivers the national minimum wage is increasing in April again too and this has to be funded from somewhere.</p> <p>The running charge needs to increase. This could either be done by raising the charge to say £0.12 per 110 yards/33 seconds, although this would result in complete fares ending in random amounts rather than a round £0.10. Alternatively, a running charge of £0.10 per 100 yards or 30 seconds could be implemented.</p>	<p>A change to the running mile (rate per mile) is possible and would be a Committee decision to vary the table of fares, however any change would have a knock-on effect to other formulas of the table of fares for example waiting time.</p> <p>At the time of writing the cost of fuel has decreased to the levels of cost of fuel in 2016. Fuel prices is one of a number of factors which officers take into account when reviewing tariffs.</p> <p>It wouldn’t be possible to change the drop from £0.10 to £0.12 as drops (drop is the 10 or 20 pence that the meter adds per subsequent yards or time) only work in 10s or 20s.</p> <p>Changing the subsequent yards to 100 yards gives a running mile cost of £1.76 per mile which would mean drops would be inconsistent and different miles would workout at different costs.</p> <p>Changing the subsequent waiting time to 30 seconds, leaving the initial waiting time the same at 2 minutes, would mean the waiting time per hour increases from the new table of fares</p>

	<p>Tariff 2</p> <p>The proposed starting rate of £4.60 is not in keeping with the current +50%. Presumably the +50% should also apply to the running charge element.</p> <p>The +50% or 'time and a half' concept of charging is something all customers would be familiar with and is relatively easy to calculate.</p> <p>Tariff 3</p> <p>The proposed starting rate of £6.20 is not in keeping with the current +100% or double time. The +100% or double time concept is again something all customers would be familiar with and easy to calculate. Again, presumably, the +100% should also apply to the running charge element.</p> <p>Your proposals make no mention of a waiting time charge. This should be kept at a minimum of £15 per hour as it currently is or a preferable increase to maybe £16.50 per hour (£0.55 per 2 mins) or £18.00 per hour (£0.60 per 2 mins). If you follow the running charge of £0.10 per 33 seconds this would give a reduction to £10.90 per hour waiting is unfair.</p>	<p>to £12.00 per hour, however this is less than that of the current table of fares at £15.00.</p> <p>The new table of fares removes percentages in order to give a clear and concise table of fares that leaves the general public in no doubt as to what they are paying and the licensed trade in what they are receiving.</p> <p>Percentages in tariffs cause confusion to the public, drivers and meter manufacturers who will need to convert the table of fares into a programme for the meter and will need to understand what the Council is trying to achieve. An example of this is 50% of tariff 1 could mean 50% of the initial fare, subsequent fare, waiting time, running mile, yardage or a combination of, meaning that different companies could be running different rates for the same journey.</p> <p>Waiting time in the new table of fares has been correctly calculated into yards and time. See comments above regarding an error in the existing waiting time calculation.</p> <p>It is possible to achieve waiting times of £16.50 (however at £16.50 the drops seconds will not be steady over the course of the journey, it would be better to find a figure that gives a steady drop) or £18.00 per hour however it will mean changes to the running mile, initial yards, subsequent yards and subsequent waiting time. For example to achieve a waiting time of £18.00 on the new table of fares the initial yards would need to change to 660 yards, the subsequent yards remain the same, the subsequent seconds change to 20 seconds meaning the</p>
--	---	---

		<p>initial seconds could remain the same at 2 minutes. By making these changes for the waiting time, the knock-on impact will be the vehicle has to travel an extra 260 yards, meaning a reduction in fare from the proposed tariff increases on a vehicle travelling by distance alone.</p>
	<p>We do not believe your proposal for drivers being able to charge extra for certain amounts of passengers is a viable option. We are licenced to carry up to 4 passengers in our hackney carriages, therefore we are happy to carry 1,2,3 or 4 passengers for the meter price.</p> <p>You cannot count under 12's as half a person because they take up their own seat. Customers could, for example, argue if you are charging 4 x under 12's as only 2 people that they could get an extra 2 people in the vehicle which is not permitted. The only reason to charge more for the number of passengers is if 5,6,7,8 passengers wish to travel in vehicles licenced to carry either 6 or 8 people. Allowing the extra charge for this seems fair as these passengers would not need to have and pay for 2 separate 4-seater vehicles to complete their journey. In this instance the drivers should be allowed to charge extra for carrying MORE than 4 passengers. This could either be levied as a charge for each extra person or a simple time and half (+50%) charge, which may be easier to operate in practice. (This however will not affect us as we only have vehicles licenced to carry 4 passengers).</p>	<p>Officers suggest removing the wording “2 children under 12yrs count as one person” in order to remove any ambiguity and to keep the table of fares clear and concise.</p> <p>Officers comments above apply to percentages in the table of fares.</p>

<p>Sean Fox – Fox Cars + Fox Car drivers</p>	<p>Proposed Tariff 1:</p> <p>The increase in the standard fare of £0.20 per journey is ok but what about the running mileage? Surely an increase would be required here even a modest increase from £1.60 / ml to £1.70 / ml</p>	<p>It is possible to change the running mile to £1.70, however in doing so the initial yardage would be 416, the subsequent yards change to 104 this ensures the drops remain constant. The knock-on effect changes the subsequent waiting time to 30 seconds, meaning the hourly waiting time will be £12.00.</p>
	<p>Proposed Tariff 2:</p> <p>The initial charge has increased but not by enough. We were getting fare + 50% after midnight. By your proposal, we are gaining £0.10 on the initial charge where it should be £3.20 + 50% = £4.80 and we are then losing £0.05 for every 1/16th of a mile (£0.80 / mile) On a 2.1 mile journey at our current rates we would charge £9.00 this goes down to £7.60 even with the extra charges we would be able to add for passengers 3, 4 &amp; 5 a total of £1.00 we are still falling short of what we are getting at this time.</p>	<p>Officers noted the following comment; however, it should be noted that the percentages have been removed from the new table of fares to provide clarity. The Committee could add an additional £0.10 should the decision be to modify the new table of fares. The Committee can also decide to amend the drops from £0.10 to £0.20 or make an adjustment to the running mile, however it should be noted that modifications will have a knock-on effect to yards and waiting time.</p>
	<p>Proposed Tariff 3</p> <p>Was double time, you are proposing to drop this from £12.00 for a 2.1ml journey down to £9.20 If we are lucky enough to carry 8 passengers, we would then benefit from a zero increase.</p>	<p>Please see above comment.</p>
	<p>Proposed Waiting time:</p> <p>Was £15.00 per hour but seems to have dropped to £10.80 per hour (but I must have worked this out wrong) You are proposing our current rate (£0.10 / 30 seconds) should increase to the same price but for a longer period of time. Surely this is a decrease.</p>	<p>Officers comments above sets out the reasons why there is a difference in waiting time per hour.</p> <p>It is possible to change waiting times however these have a knock-on effect on other elements of the table of fares.</p>

	<p>Proposed extra charges:</p> <p>Far too complicated for the driver to be working out in the middle of the night or even during the day if fully loaded. Two under 12 passengers = 1 person? Working out children's ages is difficult at the best of times. One of my boys was as big as his mother at the age of 12! This would also bring in the problem of 7 adults and 2 under 12s, that's 9 passengers, we are only licenced for 8 and would undoubtedly invalidate our insurance. Before you come back and say this is only for charging purposes, and cite "common sense", I am sorry, but this cannot be relied upon when dealing with some members of the general public or even some drivers.</p>	<p>As above Officers suggest removing the wording "2 children under 12yrs count as one person" in order to remove any ambiguity and to keep the table of fares clear and concise.</p>
	<p>Counter Proposal:</p> <p>Rate 1, Standard day rate for maximum 4 passengers (for simplicity count the heads) £3.20 initial charge then £0.12 per 1/16th of a mile.</p> <p>Rate 2, Multiseater day rate for any journeys with 5 to 8 heads @ Rate 1 + 50% £4.80 initial charge then £0.18 per 1/16th of a mile.</p> <p>And... Standard night rate from Midnight to 06:00 for journeys with less than 5 heads.</p> <p>Rate 3, Multiseater night rate for any journeys with 5 to 8 heads @ Rate 2 + 50% £7.20 initial charge then £0.27 per 1/16th of a mile</p> <p>Bank holidays to charge at the appropriate rate for the number of passengers plus 50%</p> <p>Christmas and New Year to be charged at the appropriate rate for the number of passengers plus 100%</p>	<p>Officers have viewed these proposals and suggest that these would make the tariff table unclear and ambiguous as to what the customer is paying at any given time. Councillors could look at the running mile, waiting time, drops per yards increase to achieve a similar outcome.</p>

	<p>Waiting time charged at £0.60 per 2 minutes or part thereof. A charge per hour of £18.00</p> <p>Rate 2 to apply if the passenger(s) have anything that would not safely fit in a standard (saloon car) taxi e.g.: a bike or large television. Regardless of the number of passengers.</p> <p>Passengers using a multi-seater which charges at standard rate 1 + 50% for five or more passengers are immediately saving 25% by not having to take two vehicles.</p>	
Steve Hale	<p>Currently the charges are relatively simple to understand, Rate 1 is Standard, Rate 2 is for horse between Midnight and 6am and are at 1.5 times the Rate 1 fare, whilst Rate 3 is Double the standard rate 1 fare. A 2-mile journey on Rate 1 should be £5.90, Rate 2 £8.85 and Rate 3 £11.80</p> <p>Under your new proposals a 2-mile journey will cost £6.10 on Rate 1, Rate 2 then becomes £7.50 and Rate 3 £9.10, should the increments per 110 yards or seconds not be 15p for Tariff 2 and 20p for Tariff 3? Your proposals will make us worse off?</p> <p>As for the extra charges, leaving things open to drivers' discretion is potentially opening up a massive can of worms. Some may not charge the extra which could then cause arguments with passengers for the drivers who do charge.</p>	<p>Officers noted the following comment; however, it should be noted that the percentages have been removed from the new table of fares to provide clarity.</p> <p>Currently 2 Mile Journeys are Rate 1 £5.90, Rate 2 £7.40, and Rate 3 £8.90, the new table of fares Rate 1 is £6.10, Rate 2 is £7.50, and Rate 3 is £9.10.</p> <p>As per above officer comments, Councillors could make changes to the running mile, waiting time etc should it be deemed necessary to modify the table of fares.</p> <p>Extras have been added to the table of fares to give an extra income and a bigger incentive to Hackney Carriage Proprietors who have vehicles with more than 4 passenger seats. The table of fares are set at a maximum and it is open now for drivers to charge less than the metered fare.</p>

	<p>Might I propose to keep the same system as you currently run but just allow the vehicles that have more than 4 seats to charge an extra tariff up depending on the passengers. So, Tariff 1 is for 1-4 people, Tariff 2 is for 5-8 people and for 1-4 people between 11pm and 7am, whilst Tariff 3 is for 5-8 people between 11pm and 7am. This would, in practice, save a lot of hassle for all parties involved.</p>	<p>This would be open to Councillors to consider however officers do not recommend creating two tables of fares. By creating two tables of fares there could be the possibility that the district's licensed taxi fleet could end up with too many larger passenger seated vehicles and not enough vehicles licensed for 4 passenger seats.</p>
Stephen King	<p>Your plan to revise fares will, I believe result in me losing money. Broadly I drive a Hackney Cab between the hours of 0800 to 1800 Monday to Saturday. I don't work Sundays or Bank Holidays.</p> <p>If I carry a passenger 10 miles and 400 yds wait an hour the drive a further 10 miles I will receive: 400 yds @ £3 - 10 miles @ £1.60 = £16 - 1 Hour Waiting 50p for each 2 Minutes = £15 - 10 miles @ £1.60 = £16 Total = £50</p> <p>Your calculations are: 400yds @ £3.20 - 10 miles @£1.60= £16 - 1 Hour Waiting £.10 for each 33 seconds = £10.91 10 miles @£1.60 = £16 Total = £46.11</p>	<p>Please see officer comments above regarding waiting time in the current and new tariffs.</p>
	<p>Having an additional charge for passengers 3/4 and 5/6/7 is an unnecessary complication.</p>	<p>Please see comments above on Extras.</p>
David Prescott	<p>I am not sure if a mistake or oversight has been made by yourselves, for tariff 2 &amp; 3, being the same £0.10p, for each 110 yards or 33 seconds?</p> <p>Tariff 2 should be at least £0.15, and tariff 3 should be at least £0.20p otherwise we have a price reduction instead of a price increase?</p>	<p>Please see the comments above on waiting time and percentages in tariffs.</p>

	<p>To change each taxi meter in the Hackney carriages costs us £15.00 each in 2016 and were calibrated at £3.00 tariff 1 with £0.10p, Tariff 2 @ £4.50p with £0.15p, tariff 3 @ £6.00 with £0.20p. The very modest increase proposed, now seems too small to warrant any change to the existing taxi meters, and in my opinion, we could manually set the tariff 2 at 23.00 hrs without changing the calibration on the existing taxi meters?</p>	<p>Councillors would need to consider whether to modify the table or not. Councillors could consider drops of 10p, 20p, 30p or even 40p where deemed necessary.</p> <p>All meters should be of calendar-controlled type providing for minimal control by drivers in terms of small adjustments in time and extra's, changes of an hour or more shouldn't be possible for driver adjustment.</p>
	<p>Regarding the Extra charge, it seems complicated, and to expect a taxi driver to work it out is open to errors being made.</p>	<p>Please see the officer comments above on extras.</p>
	<p>I recommend the following:</p> <p>4 or less passengers normal day rate tariff 1 applies between 07.00 - 23.00 hrs.  5-7 passengers excluding infants in a pram or on parent's lap, tariff 2 applies.  8 passengers excluding infants in a pram or on parent's lap tariff 3 applies.</p>	<p>Please see the officer comments above on creating a two or even three tier table of fares.</p>
<p>R T Whiting</p>	<p>I have no comments about Tariffs 1 2&amp;3 or Valeting. But the section Extra Charges. I think the wording (At the Drivers Discretion) should be removed as I think it could be confrontational for some People and Drivers. The rest of the section I think is over complicated, confusing, open to misinterpretation leading to confrontation.</p>	<p>Please see the officer comments above on extras.</p> <p>Please note that extras are at a driver's discretion, to remove this wording would not be clear and concise for the travelling public.</p>

<p>Stuart Armstrong</p>	<p>The review appears to be disguising an overall income reduction as an increase by just highlighting the fact that the "Flag drop" charges for the tariffs are going up by 10 or 20 pence per trip. The reductions are deduced by comparing the two appendices presented at the meeting and are as follows: -</p> <p>1) Tariff 1 works out at 20p extra per journey from the rank irrespective of distance travelled, but then less if there is any waiting time (traffic delays, road works, etc.) as the charge time interval has increased from 24 to 33 seconds.</p> <p>2) Tariff 2 works out as a flag drop of just 10p more but then there is a reduction in the fare for distance travelled by 33% in comparison to the current fare structure.</p> <p>3) Tariff 3 works out as a flag drop of just 20p more but then there is a reduction in the fare for distance travelled by 50% in comparison to the current fare structure.</p> <p>4) Waiting time reduces across the tariffs from £15.00/£22.50/£30.00 per hour to just £10.90 per hour irrespective of tariff.</p>	<p>Please see officer comments above on waiting time and percentages in tariffs.</p>
	<p>As an example, taking two people from Sudbury Rail Station to Colchester North Station currently costs about £27.00 on the standard day rate. Taking those same two passengers on the same trip on Christmas day the proposed rates would allow Hackney operators to charge a maximum of £30.20 instead of the current pricing of £54.00.</p>	<p>Please see officer comments above on percentages in tariffs.</p>

	<p>As for the discretionary charges proposed, I believe this will lead to more complaints to the council from members of the public, as drivers will be deemed to have made arbitrary decisions over ages of children and the counting thereof. There will also be complaints because one driver charged the extra and another did not.</p>	<p>Please see officer comments above on extras.</p>
	<p>The proposal I would have preferred to see implemented would be for the fare increase for Tariff 1 to be as proposed (e.g. the additional 20p flag drop), waiting time to be maintained at the £15.00 per hour mark.</p> <p>Tariff 2 to be chargeable for five to eight passengers during the Day Rate period. Tariff 2 to be chargeable between 23.00 and 07.00 daily and on all Public Holidays excluding those covered by Tariff 3 for up to four passengers.</p> <p>Tariff 3 to be chargeable for five to eight passengers between 23.00 and 07.00 daily and on the Christmas and New Year Public Holidays (timings as specified in your proposal) irrespective of the number of passengers. Maintain the current multipliers in use within Babergh e.g. Tariff 2 should be 150% of Tariff 1. Tariff 3 should be 200% of Tariff 1. This would then dispense with the need for the additional "Extra Passenger" charges, leaving the additional Congestion/Toll charge as payable.</p>	<p>Tariff 1 – It is possible to change the waiting time to £15.00 per hour; however this will mean as mentioned above changing initial yards to 550 from 400 yards.</p> <p>Tariff 2 – as mentioned above it isn't advisable to have different tiers for different size vehicles as this creates different tables of fares.</p> <p>Tariff 3 – Please see officer comments above on percentages in tariff tables.</p>

<p>Jacqui Lawrence Sudbury Town Taxis</p>	<p>Present price from Sudbury to Bury St Edmunds</p> <p>Tariff 1      £30.00  Tariff 2      £45.00  Tariff 3      £60.00</p> <p>Under the new proposed tariff's, the same trip</p> <p>Tariff 1      £30.20  Tariff 2      £31.40  Tariff 3      £33.00</p>	<p>As the example doesn't give a start or end destination in order for officers to correctly calculate, the following example is based on Google map directions by typing in Sudbury to Bury St Edmunds which is 16.9 miles.</p> <p>Current Table of Fares</p> <p>Tariff 1      £29.70  Tariff 2      £31.20  Tariff 3      £32.70</p> <p>New Table of Fares</p> <p>Tariff 1      £29.90  Tariff 2      £31.30  Tariff 3      £32.90</p> <p>Please see officer comments above on percentages in table of fares.</p>
	<p>The 'extra charges' will just be confusing for the customer, they watch the meter and want to pay what that shows, if you then start adding money on at the end this will cause further issues.</p> <p>I am a little confused why two children up to the age of 12 count as one...both would need their own seat unless a babe in arms and both would need a seatbelt so how can they only be counted as one person? Also, I assume they would have to carry ID e.g. birth certificate as proof?</p>	<p>Please see officer comments above on extra charges.</p>

We have not had a price increase since 2016 and it seems that this is only a price increase for some drivers and no Operators, I am not sure how anyone would want this to be implemented. We have had price increases for vehicle & driver/operator licenses from County since 2016, fuel has gone up since 2016 from £1.05(average) to £1.30, vehicle insurance has increased along with everything motor related. We cannot take this kind of loss with an already drop of earnings caused by the numerous additional drivers now on the rank in disabled access hackney vehicles.

It should be noted at the time of writing that the cost of petrol and diesel has since dropped to similar costs of 2016, however fuel costs are just one of the elements which are looked at by officers when calculating a new table of fares.