

## APPENDIX E - CONSULTATION RESPONSES – HACKNEY CARRIAGE TABLE OF FARES

Date received	Comment	Date responded	Response
31/07/2017	<p>Dear Sir/Madam</p> <p>I am writing in response to the current Taxi Fare consultation, in particular what is meant by 'waiting time'.</p> <p>I have heard conflicting stories and would like to know at what point a does the meter start running for passenger who might need extra help. In particular, I wonder what constitutes 'waiting time'. For example, if the taxi driver has to spend time fixing a ramp so a wheelchair user can access the taxi, does the meter start from when the taxi accepts the fare or from when the taxi has the passengers safely on board?</p> <p>I am not a frequent taxi user and am able-bodied but notice the meter is put on as soon as I pick up a taxi from a taxi rank, which is acceptable. But if I telephone for a taxi from my house, I note that the meter is already running by the time I have walked from my front door and got into the taxi. I am therefore concerned that users who will take longer to board a taxi are paying extra for their 'disability', which seems a little unfair. So who in effect is paying for the 'waiting time' here?</p> <p>Many thanks.  </p>	03/08/2017	<p>Good morning,</p> <p>A driver can only start the taximeter once the journey is ready to begin. Drivers may not turn on the meter whilst loading or securing a person and their wheelchair. Drivers who are found to be failing in their duty in this regard will be subject to our disciplinary procedures, which may include having their driver's licence reviewed.</p> <p>The waiting time is charged only when the vehicle is stationary or moving very slowly, for instance, stuck in traffic etc.</p> <p>I hope you find the above information useful. If you have any questions or require further assistance then please do not hesitate to contact me at this office.</p>
03/08/2017	<p>As a bicycle is needing a multi I think the charge of £3 is very fair no?</p> <p>Kind Regards,  </p>	<p>23/08/2017            Ack            03/08/2017</p>	<p>Good afternoon ,</p> <p>I write further to my e-mail to you dated 3<sup>rd</sup> August 2017.</p> <p>Due to the fact objections have been received against the proposed Hackney Carriage Table of Fares, the matter will be referred for review to the next meeting of the Licensing Committee on Monday 16th October 2017.</p> <p>If you would like to attend the committee hearing in person in order to make a statement and/or answer any queries the committee may have then please let me know.</p> <p>As mentioned at the last Taxi Trade Forum on Friday 4<sup>th</sup> August 2017, when the additional charge for carriage of a bicycle was discussed at the last meeting of Licensing Committee on Monday 24th July 2017 members felt at the time that £1.00 was more an</p>



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	<p>card companies themselves have been banned from fees being charged.</p> <p>If the credit card companies do not charge , then why should the taxis, this is profiteering and extremely unlawful.</p> <p>May I suggest in future before you do anything, that you check the law and the facts as to what you are implementing.</p> <p>As for any fuel tariff, why is that necessary ? we all know the cost of fuel and that most taxis in Cambridge now are Hybrid which cost less to run, in fact they should be cheaper fares if you ask me.</p> <p>Once again I find the city council not knowing how taxis run and think they can take the public for a ride.</p> <p>May I suggest you think again on both of these rises.</p> <p>██████████</p>	<p>Ack 10/08/2017</p>	<p>I write further to my e-mail to you dated Thursday 10<sup>th</sup> August 2017.</p> <p>First of all I would like to make you aware that although Cambridge City Council sets Hackney Carriage fares this generally only comes about when the trade puts in a request for the fares to be changed. Any amendments requested must be approved by the Licensing Committee before the new fares go out to consult.</p> <p>The debit/credit card surcharge has been an item on the fare chart since March 2014. Recently we investigated into the legality of drivers charging a fee for passengers making payment with a debit/credit card and confirmed that it is legal provided that the charge is commensurate with any fees incurred to the driver, which we have validated. With that being said, the government has recently stated that they intend to abolish debit/credit card surcharges in January 2018. The trade are aware of this so the fare chart will need to be updated accordingly when the law comes into effect or sooner should Licensing Committee members decide to undertake further consultation on this aspect.</p> <p>With reference to the fuel surcharge this has been in effect since August 2012. It has never been used because fuel prices have remained below the threshold of 179.9p per litre. Although there are some hybrid vehicles on the Hackney Carriage Vehicle fleet the majority are not. The Council is, however, is working with the trade in promoting hybrid and electric vehicles. There are various projects ongoing with installing rapid charge points across the city exclusively for the use of Hackney Carriage and Private Vehicles and we may offer discounted licence fees for electric/hybrid vehicles in the future. One constraint is the technology, but electric multi-seaters (multi-seaters make up around two-thirds of the fleet) are beginning to become commercially available.</p> <p>Once again thank you your feedback. All responses received will be put before the Licensing Committee at their next meeting on Monday 16<sup>th</sup> October 2017.</p>
<p>22/08/2017</p>	<p>Thank you.</p> <p>This is no use without the existing fares being shown for</p>	<p>23/08/2017</p>	<p>Good morning ██████████,</p> <p>I will add your comments to the consultation paperwork.</p>

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	<p>comparison.....</p> <p>The 'Cambridge blue' idea is sound.</p> <p>I would favour keeping the requirement for vehicles under 4 years old, for new starts.</p> <p>Why do you suggest a 5% surcharge for debit card payments?</p> <p>█</p>		<p>Please find attached the current fare table, which is also available on our website at:  <a href="https://www.cambridge.gov.uk/hackney-carriage-and-private-hire">https://www.cambridge.gov.uk/hackney-carriage-and-private-hire</a>.</p> <p>The 5% surcharge for card payments is already on the current fare chart. This was an extra charge requested by the trade and added to the fare table back in March 2014. As you may be aware, credit and debit card surcharges will be banned in January 2018.</p>
24/08/2017	<p>Hi I don't think in Cambridge we need livery to distinguish between Hackney and private hire taxi, Cambridge is a small town and people are already aware of which taxi is what. Also it's a costly to do livery at least £2000. Why you want taxi driver to spend that much amount where business is down!! Also no need CCTV because lots of taxi already have them! So no need CCTV and also the fare rising by 10p is not good. It should be kept same but 179 subsequent meters should be increased rather than 10pence. Thanks for listening</p>	25/08/2017	Acknowledgement e-mail sent
26/08/2017	<p>█</p> <p>My response to Table of fares and Licensing Policy.</p> <p>Table of fares-          Increase very minimal when compared to the recent increases in licensing and badge fees.</p>	29/08/2017	Acknowledgement e-mail sent
27/08/2017	<p>Dear sir █ I █</p> <p>█ current badge holder Cambridge city council. I fully support new tariff changes effect on 25th September 2017.</p>	29/08/2017	Acknowledgement e-mail sent
31/08/2017	<p>Hi I just think rather than you increasing 10pence you should be done</p> <ul style="list-style-type: none"> <li>• For each subsequent 160metres or part thereof: 20p</li> <li>• For each period of 30 seconds spent motionless or travelling slower than 16.79km/h or part thereof: 20p</li> </ul> <p>Because when customer get into a cab and see meter start from 2.90 or 3.90 they will be terrified! They will think fare will be too much! So please don't increase 10pence but do the other way which I mentioned on the top! Thanks</p>	31/08/2017	Acknowledgement e-mail sent

**APPENDIX E - CONSULTATION RESPONSES – HACKNEY CARRIAGE TBALE OF FARES**

03/09/2017	Dear Yvonne,  I have been requested to respond to the proposed changes to the maximum table of fares. Due to increase in customer Card usage & removal of the 5% charge in January 2018, I would like to propose, on behalf of the Hackney Carriage trade, a blanket increase of 5% across the existing tariffs, to further increase the benifit to customers & encourage secure card activities within both the trades.  	05/09/2017	Acknowledgement e-mail sent
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