

# APPENDIX C – CONSULTATION RESPONSES –Hackney Carriage Table of Fares March 2022

Response Number	Date Received	Comment	Date Responded	Response
1	18/02/22	That is joke , cost of living cost of keeping business goes rapidly sky high and that's up just a bit. This Cuncil is discussing.	07/03/22	<p>Thank you for your consultation response.</p> <p>Your comments will be included in the appendix, attached to the report that will be presented to Executive Councillor on 24/03/22 regarding the Table of Fares.</p> <p>Kind regards,</p>
2	20/02/22	<p>Attention Yvonne O'Donnell, Environmental Health Manager.</p> <p>I submit my comments and objections to the proposed increase in Taxi Fares of 5.5% for Cambridge.</p> <p>The increase in basic state pension for 2022 is 3.1%. The ONS publishes an average pay increases of 4.3%, with the public sector at 2.6% and the private sector at 4.3%. Increasing taxi fares by 5.5% will contribute to increased inflation in the Cambridge area and in particular cause problems for the low paid and elderly.</p> <p>There are currently many taxis parked in taxi ranks and on residential streets waiting for fares. Often the engines of the vehicles are left idling, leading to increased carbon emissions and pollution. A fare increase in excess of average pay increases will lead to less use of taxis and more pollution.</p> <p>Regards</p>	07/03/22	<p>Thank you for your consultation response. I can confirm your objection will be considered as part of the consultation and report.</p> <p>A The Table of Fares review is conducted every year, with effect of 1st April. The change to the fares is based on the Consumer Price Index (CPI) rate published by the Bank of England on 1 March each year. This method of Fare review was agreed by Executive Councillor for Environmental Services and City Centre, in January 2019.</p> <p>This year the CPI rate is at 5.5%, which is greater than previous years.</p> <p>The final report will the presented to Executive Councillor for approval on 24/03/2022.</p>
3	24/02/22	<p>Dear Yvonne O'Donnell</p> <p>I am replying to your consultation on the proposed Hackney Carriage fares to take effect from 1st April 2022. The trade has been awarded 5.5%, and here is a summary of the consultation's fare increases:</p>	07/03/22	<p>Thank you for your consultation response.</p> <p>There are several elements in your e-mail, I will now look to respond.</p> <p>The 5.5% increase is based in the Consumer Price Index rate published by the Bank of England, and then rounded to a practical figure.</p> <p>In reference to the your main point in relation to Tarriff 1 and "For each subsequent 176 yards (161 metres) or part</p>

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		<table> <tr> <th>Element</th><th>Unit</th><th>2021</th><th>Consu</th></tr> <tr> <td>Tariff 1</td><td>£</td><td>3.15</td><td>3.3</td></tr> <tr> <td>Metered distance</td><td>m/20p</td><td>170</td><td>16</td></tr> <tr> <td>Waiting time</td><td>secs/20p</td><td>38</td><td>3</td></tr> </table> <p>I notice that none of the elements is as much as 5.5%, in particular Tariff 1 is very much less. I realise that putting another 5p on Tariff 1 to £3.35 would be a rise of 6.35% in that element. On the other hand, if the Metered Distance is reduced by another 1m to 160m the summary would be this:</p> <table> <tr> <th>Element</th><th>Unit</th><th>2021</th><th>CC</th></tr> <tr> <td>Tariff 1</td><td>£</td><td>3.15</td><td>3.3</td></tr> <tr> <td>Metered distance</td><td>m/20p</td><td>170</td><td>16</td></tr> <tr> <td>Waiting time</td><td>secs/20p</td><td>38</td><td>3</td></tr> </table> <p>The under-error in the Initial Fare is now about twice the over-error in the Metered Distance, and because the Initial Fare makes up about one-third of the typical fare, in my view this is a more balanced fare award.</p> <p>None of the other elements of the Table of Fares has been increased for very many years, and I would like to discuss each one:</p> <p><u>The Initial Distance</u> This has not changed since at least 2014. On previous fare awards the trade has been told that we can't have a reduction of that because "we have already had a rise in the initial fare" but this is incorrect: a percentage rise should apply to every element of the fare. And traditionally, this had always been one-half of the Metered Distance.</p>	Element	Unit	2021	Consu	Tariff 1	£	3.15	3.3	Metered distance	m/20p	170	16	Waiting time	secs/20p	38	3	Element	Unit	2021	CC	Tariff 1	£	3.15	3.3	Metered distance	m/20p	170	16	Waiting time	secs/20p	38	3	<p>thereof" to be reduced to 160, this has been discussed and will be presented to Executive Councillor for approval. Please note, the subsequent meters/ yards will apply to all Tarriffs 1 to 3.</p> <p>In respect to the other elements you have referenced below I will visit these in order.</p> <ol style="list-style-type: none"> <li>1. <u>The initial distance travelled</u> The initial distance of 98.42 yards (90 metres) covers all Tariff starting fares. E.g for the initial 90 meters those in tariff 1 are proposed to pay £3.30 (Currently £3.15). By increasing the fare there is an increase in the amount paid for the first 90 meters. If the initial distance was to be amended/ decreased e.g your recommended 80 meters, customers will be left with paying more for a decreased distance. This means there is a double gain. Due to this in respect to Tarriff 1, 2 and 3 changes can only be made to either amount paid for the initial distance or the initial distance is reduced and the starting price remains the same. For this it means it is one or the other. This is the approach made in subsequent meters; meters is reduced and £0.20p remains the same. This is also the approach for waiting time, waiting time is reduced and £0.20p remains the same.</li> <li>2. <u>The Soiling Charge</u> This has been discussed with the Environmental Health Manager and will be presented to Executive Councillor for approval.</li> <li>3. <u>Tariffs 2 and 3</u> As with Tarriff 1, Tarriff 2 and 3 fare rate has increased by Consumer Price Index rate published by the Bank of England on 1 March each year since this method was approved by Executive Councillor for Environmental Services and City Centre, in January 2019. The table below illustrates the changes since approval.</li> </ol>
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	<p>I realise that for this year it looks like a massive increase, but over the 8 years it has been fixed is less than 1.50% (compound) rise per year. The Initial Distance does not comprise a very large proportion of the total fare, but it is part of it, and I would appreciate this being corrected.</p> <p><u>The Soiling Charge</u> This has not changed since at least 2014. I propose an increase to £100. This is not to deal with a muddy carpet, but to professionally clean the interior and to compensate for loss of earnings when a soiled vehicle was put out of business for the rest of its shift (sometimes even longer). This isn't a fare rise payable by the typical customer, and £100 is probably still less than what the incident will have cost the driver.</p> <p><u>Tariffs 2 and 3</u> The unsocial hours surcharge has not risen for at least 22 years and I propose that the surcharge should rise from £1.00 to £1.50, and from £2.00 to £3.00, for Tariffs 2 and 3. The latter is only charged at Christmas and New Year, and in comparison to other traders at that time it is reasonable.</p> <p><u>Multi Seater fee</u> This has been £3.00 since at least 2014 and I propose it to be £3.50.</p> <p><u>Bicycle fee</u> This was introduced in 2017 at £1.00 and I propose it to be £1.50. The percentage equivalent over 5 years is high, but £1.50 is still less than a typical cup of coffee.</p> <p>This is a summary of the above Other Charge proposals:</p>	<table><tr><td></td><td>2018</td><td>2019</td><td>2020</td><td>2021</td><td>Proposed 2022</td></tr><tr><td>Tariff 1</td><td>£2.90</td><td>£3.00</td><td>£3.10</td><td>£3.15</td><td>£3.30</td></tr><tr><td>Tariff 2</td><td>£3.90</td><td>£4.00</td><td>£4.10</td><td>£4.15</td><td>£4.40</td></tr><tr><td>Tariff 3</td><td>£4.90</td><td>£5.00</td><td>£5.10</td><td>£5.15</td><td>£5.40</td></tr></table> <p>After careful discussion your proposed increase to £4.80 and £6.30 for Tarriff 2 and 3, is not justifiable in this instance.</p> <p>4. <u>Multi Seater fee</u> This has been discussed with the Environmental Health Manager and will be presented to Executive Councillor for approval.</p> <p>5. <u>Bicycle fee</u> This has been discussed with the Environmental Health Manager and will be presented to Executive Councillor for approval.</p> <p>Kind regards,</p>		2018	2019	2020	2021	Proposed 2022	Tariff 1	£2.90	£3.00	£3.10	£3.15	£3.30	Tariff 2	£3.90	£4.00	£4.10	£4.15	£4.40	Tariff 3	£4.90	£5.00	£5.10	£5.15	£5.40
	2018	2019	2020	2021	Proposed 2022																					
Tariff 1	£2.90	£3.00	£3.10	£3.15	£3.30																					
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Element	Unit	2021	CCLT	Percent	Since
Tariff 2 extra	£	1.00	1.50	50.00	200
Tariff 3 extra	£	2.00	3.00	50.00	200
Initial distance	metres	90	80	11.11	201
Multi Seater	£	3.00	3.50	16.67	201
Soiling charge	£	80.00	100.00	25.00	201
Bicycle	£	1.00	1.00	1.50	201

The Hackney Trade is in the unusual position that we may only charge what we are told we can charge, unlike licensed operators of other kinds of trade. Faced with increased running costs, I would like our fee scales to be set so that we can actually run a business.

This is a summary of my proposed Table of Fares for 2022:

Element	Unit	2021	Consumption
Tariff 1	£	3.15	3.3
Tariff 2	£	4.15	4.3
Tariff 3	£	5.15	5.3
Initial distance	metres	90	9
Metered distance	m/20p	170	16
Waiting time	secs/20p	38	3
Multi Seater	£	3.00	3.0
Bicycle	£	1.00	1.0
Soiling charge	£	80.00	80.0

Note: The current situation between Russia and Ukraine has rocketed up the gas and oil prices in Europe nearly(%60) soon we will notice the increase in our petrol stations too, therefore we are proposing a fair increase!

Kind regards,

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4	1/03/22	<p>For the attention of Yvonne O'Donnell Environmental Health Manager</p> <p>Thank you for allowing comments to the proposed changes to the Carriage Table of Fares with effect from 4 April 2022. I have no objections, but a few positive comments.</p> <p>My comments are as follows:</p> <ul style="list-style-type: none"> <li>- The fixed extra charges for 5 or more passengers have stayed a fix amount in pounds since it was introduced five-six years ago. I think it is timely to consider increasing this amount, for example linking the changes to the General Tariff increases, and leave the fixed amount of £3.00 behind. The obvious reasons are two fold: it costs a lot to finance and run a larger vehicle that can take 5-8 passengers, and travelling as a group in a taxi is by far the cheapest transport of groups available in Cambridge. Any group of 5-8 passengers would accept an additional fare of say £5.00, helping a driver of a large vehicle to pay their bills, instead of subsidising group transport.</li> <li>- Similarly, transport of bicycles is a cost to the drivers of large vehicles, with £1.00 a scant compensation for the service provided. With a £1.00 compensation for the extra effort required, drivers of large taxis shun the jobs for bicycle transport, leaving the traveller(s) with long waits at particular awkward times in the day (evenings).</li> </ul> <p>I bringing these two issues to your attention as a licensed Hackney driver myself, driving a large taxi. The current fixed fare structure is a hindrance to quality service of the travelling public in Cambridge, as most drivers choose to sit at a rank or ignore the call for vehicles, as the incentive to do these jobs are not there. I will suggest that the Taxi office in Cambridge City</p>	07/03/22	<p>Thank you for your e-mail.</p> <p>I can confirm that your comments regarding extra passengers and transport of bicycles will be looked into and considered.</p> <p>The final report will then be presented to Executive Councillor on 24<sup>th</sup> March 2022.</p> <p>In respect to the Fuel Surcharge, it is proposed fuel surcharge to be removed from the Table of Fares. Since its introduction in 2012, although fuel prices have increased they have not reached position where Fuel Surcharge costs could be charged. I understand since the consultation began, there has been added uncertainties in regards to fuel prices. This will be referenced within the report presented to the Executive Councillor for consideration and approval.</p> <p>In respect to your question; what will trigger a change in policy so a 'potential fuel surcharge' becomes a 'actual fuel surcharge' in Cambridge? Please can you elaborate what you mean so I can respond accordingly.</p>
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		<p>Council consult with the dominant licence operators in Cambridge, Panther Taxis in particular, to find a price structure that will serve the travelling public better. I know from my experience as a Panther driver over 15 years that there is a daily struggle to get the right taxis to the right places.</p> <p>The travelling public in Cambridge deserves better. The licensed drivers deserve to be compensated adequately for their effort.</p> <p>And, while I study the e-mail sent: The fare charges list four extra charges, which includes 'a potential fuel charge'. This is missing from the proposed Table of Fares. As things stand, petrol and diesel prices are the highest for a decade, and the uncertainty following the war in Ukraine and what ever will follow, can result in permanent extra costs for Licenced drivers. My question is this: what will trigger a change in policy so a 'potential fuel surcharge' becomes a 'actual fuel surcharge' in Cambridge?</p> <p>I look forward to your answers.</p>		
5	3/3/22	<p>Hello Yvonne,</p> <p>I hope you are well.</p> <p>In view of the ongoing fares consultation I write to contribute to the process with some proposals.</p> <p>Having spoken to [REDACTED] we have come to the conclusion that there needs to be a charge for carrying a non guide dog and an increase in the extra charge for carrying a bicycle.</p> <p>Currently carrying dogs in a taxi is at the discretion of the driver and therefore most drivers refuse to carry dogs due to likely shedding of hairs and drooling of saliva from some dogs. However we believe giving drivers a financial incentive may persuade more to carry dogs. This will</p>	07/03/22	<p>Thank you for your email and response to the consultation.</p> <p>As mentioned below, we often get mixed messages from the trade so it is good to hear Cambridge Hackney groups/associations are discussing such issues together.</p> <p>I have considered the below suggestions with Environmental Health Manager, Yvonne O'Donnell and as a result I will be conducting additional research in regards to dog surcharge and bicycles which will help inform the final report which will be presented to Executive Councillor on 24 March 2022.</p>

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		<p>compensate them somewhat for the cleaning and loss of time and money should they have to clean the taxi for future fares.</p> <p>We propose a extra charge of £3.50 for carrying dogs to compensate for the aforementioned.</p> <p>May I clarify guide and other assistance dogs will be exempt from the extra charge as it will be against equality laws.</p> <p>Bicycles that cannot be put in the luggage compartment of the vehicle must go into passenger compartment. Passengers usually choose to take bicycles in a taxi in poor weather, usually when it rains or in adverse weather conditions. It is well documented drivers refuse to carry bicycles because it can leave behind mud, grease, scratch and there has been incidents of other damage to vehicles. In order to encourage more drivers to take fares with bicycles we propose an extra charge of £3.50 for carrying a bicycle.</p> <p>Experience tells us passengers requesting a dog-friendly cab from a local company or one that will carry bicycle usually has to wait upto an hour.</p> <p>The Extra charge of £3.50 in both cases is to provide a broader service and to reduce customer wait times for a taxi and to encourage a speedy uptake of these fares.</p> <p>I thank you in advance for your consideration of these proposals.</p> <p>Kind regards,</p>		
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