

Email Reponses

Response ID	Comments				
1	<p>Personally I strongly believe this is not the correct time to raise the fares due to the cost of living crisis we are currently in. Many people are struggling to make ends meet!!! Trade in general is very quiet and putting up fares up will only damage the trade further. We need to keep the customer we currently have.</p> <p>Many Operators are still trying to recover from covid pandemic.</p> <p>The 5% rise should have been 10% last year and then reviewed next year 2024!</p> <p>The 5% rise from last year was taken straight away when you increased the cost of yearly licensing and badge renewals 7% rise!!!</p> <p>The tariff for 6/ 8 seater vehicles needs addressing suggestion</p> <p>More than just 40p on the flag!!! £1.00 on the flag and 20p for each subsequent 82 yards?</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 80%;">For the first 500 yards or part thereof</td> <td style="text-align: right;">£3.70</td> </tr> <tr> <td>For each subsequent 82 yards or part thereof</td> <td style="text-align: right;">20p</td> </tr> </table>	For the first 500 yards or part thereof	£3.70	For each subsequent 82 yards or part thereof	20p
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2	<p>Why can't you see that tariff 4 and 5 need to increase by an amount more than for 4 passengers. We can carry up to 8 passengers for the same price for distance. No point having larger vehicles if we can get extra for more passengers.</p>				
3	<p>In my opinion the taxi trade does not need a fare increase at moment . Taking into account the current cost of living and lack of trade due to the knock on effect of Covid taxis have become a luxury . The current fare scale and the proposed fare scale penalise anyone travelling longer distances and make a minimal increase on shorter fares . The shorter fares are what need to be amended to assist the operators as the majority of taxi fares are shorter distances. Personally I think the licence department would be better using their time to improve what is a very poor service to the taxi trade .</p>				

Online Responses

ID	Are you a current Licence holder?	What zone are you Licensed in?	*	Additional Comments
1	Yes	Wants to be licensed in the Phoenix zone	No	The tariff increases should be more than 10p its a joke and should have an increase of 30% it is clear that ncc doesn't want taxis and prefer private hire cause they can charge what they want which Phoenix has increased by 55% taxis is not a luxury

I do not agree with the proposed changes, in particular tariff 4, tariff 5, the soiling charge and the additional charges my objection I highlight below.

Objection 1 - Yardage.

It is proposed that the yardage remains the same for Tariff 4 & 5 as Tariff 1 & 2. These fair should be representative of the vehicles involved, ideally at fare and a half. The proposal is unfair on multi seater drivers as their running costs and fuel consumption are higher than those who drive a saloon car. Essentially this proposed rise is worthless and I offer a counter proposal below which is still affordable to the public and beneficial to the drivers of such vehicles given their ever increasing running costs.

Example scrap both tariffs and have 1 tariff for multi seater vehicles

Tariff 4 (except Christmas & New Year Period)

Start - £7.00

1st Mile - £10.00

Every additional mile - £3.00

Such a tarriff would bring us in-line near enough with other big operators in the area. (Example of these are Nearby Taxis & Blueline who have charged £3 a mile for larger vehicles for some time now)

Objection 2 - Soiling Fee.

Having sought quotes from professional car valeting companies across the area I believe £63.00 soiling charge isn't enough to cover what a driver would have to pay to get his car cleaned. I have had feedback that the bare minimum charge for this is £80.00 and would ask that the price of £63.00 is looked at accordingly.

Objection 3 - Dogs, Luggage, Pram and Wheeled Trolley Charges.

Whilst this objection may prove unpopular these I suggest these charges are archaic and not used by the majority of drivers. I would suggest these are removed and where possible used to offer a further increase to the metered rate of saloon cars.

2	Yes	Blyth ;	No
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3	Yes	;	No
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Think they should be a bit higher unless annual reviews

				No because of the running costs for a multi seater with 7 or 8 seats one which is fit for its purpose in terms of comfort for passengers, items of luggage etc.
4	Yes	Blyth ;Wan sbec k;	No	The associated tariffs fall well short of creating a positive economic outcome and as a result the number of cars has increased creating an over supply in this sector heavily reducing a persons income.
5	Yes	Berwick;	No	Fare scale needs to be totally restructured. Please get someone from the taxi trade or ex taxi trade . To help you make these tariffs 40p more for 8 people to travel the same journey. And Each item of Luggage, pram, wheeled trolley £1.10 Imagine asking a old lady for money for her trolley or people for luggage money. Ha
6	Yes	Tyne dale;	No	
7	Yes	Wan sbec k;	Yes	
8	Yes	Berwick;	No	Tarrif 4, 5,& 6 need to be increased by atleast 20p 30p & 50p per mile fir the extra passengers To Whom it may concern Thanks for your recent email. I would like to state clearly and unequivocally that i do not agree with or accept this most recent tariff proposal. Yet again you've failed to take into consideration the current climate in which we are working, Gas/Electricity prices sky rocketing, Morgage rates through the roof, food, and general cost of living at an unprecedented level not to mention the utter ridicules price of fuel we must pay compared to any other EU Country. Every major sector currently taking strike action just to receive a reasonable rate of pay to be able to survive during these ridiculous times, Schools/NHS/railway/Fire and so on, are we to be in a similar situation that the only way anyone at the top will listen to our cry's is to arrange a strike? To my utter astonishment yet again you have failed to make an adequate price distinction between a 4-seater vehicle and an 8-seater wheelchair vehicle. WHY should we 8-seater drivers receive such a tiny marginal difference in price with the costs we have. An 8-seater costs almost £30,000 more than a 4-seater, We get almost if not less than half the miles per gallon, So yet again we pay more for the vehicle, more in repairs and maintenance, and a
9	Yes	Blyth ;	No	

hell of a lot more in fuel to carry double the number of passengers for no benefit so where's the incentive ? Would you i.e. as a manager do your job for 10p more an hour than an apprentice or just do there role for less stress and grief but pretty much the same income?

Not to mention that the price proposal was that bad you have forced one of the major firms in the area to hand all there hack plates back and make the whole company private hire just so they can charge what they want, at this rate i wonder how long it will take other operators to follow suite just to be able to make a living leaving this area with virtually no hackneys for people everything will be pre booking only, Or is this the plan all along so then there will be no drivers to contest the move of the taxi rank.

I hope you can take this email for what it is a cry for help and not a rant. I love my job and my town i have driven taxis in Blyth for over 20 years but it's about time we the drives and you the licensing department stopped fighting against each other, ignoring the voice of the little people and start working together the way it should of always been we the drivers deserve it, Northumberland deserves it, My town of Blyth deserves it and I'm sure it would make your lives a lot easier as well working hand in hand instead of arrogant drivers shouting and balling down the phone or via email.

10	Yes	Berwick;	No	You have put our prices up on everything. Fuel is extortionate. 10p won't make any difference. Taxis will not run in a year or 2 time.
11	Yes	Wansbeck;	No	Tariffs 4, 5 and 6 needs to be increased they are not suitable.
12	Yes	Morpeth;	Yes	
13	Yes	Tyne dale;	Yes	all increases are fine . BUT yous put our license/ plates fees up Should have had a bigger increase last time instead of a measly 5%. When fuel was up at £1.99 a litre and energy went through the roof +cost of living.
14	Yes	Blyth ;	Yes	

The licensing committee should have listened to the trade last year and raised the fares by 10% not the 5% that was passed!!!
And the next review would have been 2024!!!

To then raise the vehicle/ badges by 7% .so basically we did not receive anything!!

The cost to get meter updated cost between £10/25 .

So over a 9 month period you have raised the tariffs twice!!!

So overall 10% rise on fares over 5 years(if5% is passed)

To raise fares now with many of the trade still struggling to recover from the pandemic and the trade in general is struggling due to the cost of living crisis we currently have in the UK!! Many Operators are struggling to get drivers.

15	Yes	Berwick;	No	So I object to your proposal of a fare increase!!!.
16	Yes	Berwick;	No	Tarrifs 4,5&6 need addressed to increase by 20p 40p & 50p per mile
17	Yes	Blyth ;	Yes	Dont put cycle lane through rank . I don't think it covers anywhere near the cost we are getting hit with at the moment let alone your plans for the future policies on new vehicles If we aren't making the money how do you expect us to carry on in business when your policy changes if we can't afford new vehicles Also I have an 8 seater vehicle so your tariff 4 for carrying over 4 passengers is a joke 20p the cost of running a larger vehicle is more expensive than a car by a long margin So 20p is laughable. School transport are always wanting larger vehicles what incentive do we have to buy bigger vehicles with that sort of return in revenue Before this was run by one council Blyth valley policy for vehicles over 4 passengers was up to 6 passengers was 10% extra and up to 8 was 25% extra You are planning to cut carbon emissions but I might as well park my 8 seater up because it's losing money and just keep it licensed to do school contracts, and use 2 cars instead -getting paid the correct amount but doubling the emissions that you're trying to reduce.
18	Yes	Tyne dale;	No	
19	Yes	Tyne dale;	Yes	But the small increase is not worth the cost of resetting my meter Totally object.
20	Yes	Tyne dale;	No	We are struggling for business after the first increase, a second will put another nail in the taxi industry coffin.

21	Yes	Tyne dale;	No	
				<p>My Objections are to the Following:-</p> <ol style="list-style-type: none"> 1. The over 4 passengers is Only 30p difference in fare which does Not cover the Additional costs in Purchasing Vehicle, Extra Insurance, Maintenance and Fuel costs. I would like this amended to £2 per passenger over four passengers across All tariffs. This can be on the Extra's button. We were promised a review of this nearly five years ago and to date Nothing has been done to Address this Discrepancy. 2. The Changed Tariff times (done without consultation with the trade) of T3 and T6 finishing at 3am during Christmas and New Year periods, this used to finish at 7am and should be changed back to its original time. This Currently results in drivers going home at 3am, as they are not prepared to work later on a Reduced Tariff. 3. Minimum fares of £4 on T1, £5 on T2, £8 on T3, £7 on T4, £8 on T5, £10 on T6 4. Changing T2/T5 from 11pm Friday to 7am Monday Continuously. 5. Changing the current T2/T5 from starting at 11pm every night to 10pm every night. 5. A £1 service charge on Credit card transactions, with a minimum £5 transaction. Credit card facilities cost the driver, in terms of buying the card reader, paying fees to card service provider, as well as paying to put this money into your own account. This All equates to a discounted fare and needs to be addressed. 6. The £0 soilage charge for under 14's , again changed without any consultation. Soilage of a Vehicle by Anyone Incurs the Same Costs to the Driver No Matter what their Age. This should be Returned to its Original condition, i.e. Soilage of a Vehicle by Anyone No Matter their Age should the Amount that's set out in the H/C conditions. 7. Licensing should Accept Suggestions from Individuals to Improve the Trade, At the Moment, they Seem to be Only Accepting Suggestions from Big Companies.
22	Yes	Mor peth;	Yes	8. Increase the Size of the Font on the Tariff sheet as most people

have difficulty in reading it in its current Font size.

** A review of the Council's current Hackney Carriage Tariff has been undertaken. The Licensing and Regulatory Committee on the 15th of February agreed to increase the Tariff. Please find the proposed Tariff below:*

TARIFF 1

For the first 500 yards or part thereof £2.70

For each subsequent 82 yards or part thereof 10p

Waiting time: per 30 seconds or part thereof 20p

TARIFF 2: Between 11pm and 7am and all day Sundays and Public Holidays

For the first 500 yards or part thereof £3.30

For each subsequent 65 yards or part thereof 10p

Waiting time per 30 seconds or part thereof 20p

TARIFF 3: Between 6pm on 24 December and 3am on 27 December and between 6pm on 31 December and 3am on 2 January

For the first 500 yards or part thereof £5.30

For each subsequent 82 yards or part thereof 20p

Waiting time: per 30 seconds or part thereof 40p

TARIFF 4 (More than four passengers)

For the first 500 yards or part thereof £3.10

For each subsequent 82 yards or part thereof 10p

Waiting time: per 30 seconds or part thereof 20p

TARIFF 5: (More than four passengers) Between 11pm and 7am and all day Sundays and Public Holidays

For the first 500 yards or part thereof £3.60

For each subsequent 65 yards or part thereof 10p

Waiting time per 30 seconds or part thereof 20p

TARIFF 6: (More than four passengers) Between 6pm on 24 December and 3am on 27 December and between 6pm on 31 December and 3am on 2 January

For the first 500 yards or part thereof £5.30

For each subsequent 82 yards or part thereof 20p

Waiting time: per 30 seconds or part thereof 40p

Soiling Charge (except children under 14 years of age) £63.00

Dogs (excluding guide dogs) or other animal £1.10

Each item of Luggage, pram, wheeled trolley £1.10

Do you agree to the proposed changes?