

APPENDIX A

List of responses received to the following consultation:

1. Do you agree there should be an increase in the taxi tariff/fare?
Yes/No
2. Do you agree with the following proposal that has been requested?
10% increase across all tariffs and extra charges
3. Any other proposals/ideas/ comments regarding a fare increase, please provide details
4. If we have not heard from you by the 31st July 2023 we will assume that you are not in support of a fare review and are satisfied with the current table of fares dated July 2022.

Responses received in support of a fare review:

Reference	Comment received
1	Yes I agree to a 10% increase, I'm not sure why this is even a discussion
2	Hope you are all well . Yes I am in favour of the price increase . Many thanks
3	1 yes there should be an increase. 2. 10% seems fair. 3. nothing else to add
4	I believe a fare increase is needed. I certainly would support a 10% increase across all fares and charges.I would also support tarriff 2 being brought forward to 7pm on Friday and Saturday evenings as it would encourage more drivers to come out for a full shift. With tarriff 2 not kicking in until midnight drivers have no incentive to work the busiest evenings. One of the biggest issues is lack of weekend evening drivers and this would negate that.
5	Point 1....yes Point2.....yes Piont 3....alternatives £4 start and £2.50 per mile from start Rate should increase in smaller divisions ie..tariff1 increments of 10 pence . tarrif 2 increments of 15 pence Current increments are too big and silly amounts
6	1. Do you agree there should be an increase in the taxi tariff/fare? Yes/No YES 2. Do you agree with the following proposal that has been requested?

	<p>10% increase across all tariffs and extra charges YES</p> <p>3. Any other proposals/ideas/ comments regarding a fare increase, please provide details: One of the biggest cost increases for operators and drivers is the massive increase in new and second hand car costs driven by the lack of availability of new and second hand car. I believe a number of airport transfer companies in our area have had to shut down because they simply couldn't afford to replace their aging vehicles. This will also effect hackney vehicles and their owners.</p>
7	Yes i support an increase in tariff
8	<p>Answer 1 : Yes Support</p> <p>Answer 2 : Yes Support</p> <p>Answer 3 : Query? What happen to the applications to try the new electric vehicle that was on offer??? Some of the drivers were not given the oppotunity but were perfectly fine to test drive the god awful nissan nv's!</p>
9	I agree that there should be a 10% increase in the rates and extras.
10	Yes I agree to a 10% increase but once again would like to point out that there should be a bus tariff which might encourage more w/c accessibility vehicles on the road
11	I agree with the proposed tariff increase of 10% (question 1) I agree with the proposal to increase charges by 10% overall (question 2)
12	<p>1) YES I agree</p> <p>2) YES I agree</p> <p>3) to support the price increase further: Increase in the cost of vehicles under 5 years old Vehicles either powered by electricity or Dual fuel (hybrid) being at a higher cost that Diesel or petrol vehicles. To satisfy government green targets.</p>
13	<p>1 yes</p> <p>2yes</p> <p>3 I think we should be able to charge much more for an 8 seater than we do for a car as the cost to us is higher using and buying 8 seaters plus if there is 8 people they can share the fare</p>
14	<p>1) Yes we do need a tariff increase</p> <p>2) My proposal would be to increase starting price from £3.50 to £4.50 and leave all other tariffs as they are.</p> <p>3) The reason for my proposed start price increase is because unless you are near the pick up address the £3.50 jobs are not cost effective.</p>
15	As a hackney driver, I am fully in support of a tariff increase. I agree heavily with the points that were highlighted in the review email
16	I am in support of a tariff increase and believe it would help drivers with points made in your email.

	If you require any further information please let me know and I will send it to you.
17	I am in full agreement with the proposal to increase all tariffs by 10% and support all reasons given. As I have previously stated I think that this is a much needed increase as the increase in both running costs and drivers abilities to pay the daily living cost mean that more and more drivers are having to leave the trade . Inflation is the main factor and the Hackney trade can not be left to fall behind any further.
18	Yes I agree with increase thanks
19	Thank you for the email below, I agree that there should be a review and the following should be considered Tariff 1 should be the same but the first mile should be reduced to 2/3 of a mile, after the previous review a lot of customers have had little or no increase Tariff two should remain the same A further review should be taken in 12 months after inflation has settled down.
20	Yes i understand what your saying i would be more than happy with the fare increase
21	1. Do you agree there should be an increase in the taxi tariff/fare? Yes 2. Do you agree with the following proposal that has been requested? 10% increase across all tariffs and extra charges - Yes 3. Any other proposals/ideas/ comments regarding a fare increase, please provide details: The council could consider dropping their charges for licensing and other expenses for taxi drivers.
22	Yes i am in agreement about the tarrif
23	Yes I do agree with the 10% rise on all fares
24	1. Do you agree there should be an increase in the taxi tariff/fare? Yes 2. Do you agree with the following proposal that has been requested? 10% increase across all tariffs and extra charges -Yes 3. Any other proposals/ideas/ comments regarding a fare increase, please provide details: No
25	yes I agree with the increase
26	1. Do you agree there should be an increase in the taxi tariff/fare? Yes 2. Do you agree with the following proposal that has been requested? 10% increase across all tariffs and extra charges Yes 3. Any other proposals/ideas/ comments regarding a fare increase, please provide details: I think the waiting time needs looking at as regards to the time it takes to kick in on fares under a mile

	Some wait and RTN are clocking 3.50 to 4.00 but it's the time it takes
27	1. Do you agree there should be an increase in the taxi tariff/fare? Yes 2. Do you agree with the following proposal that has been requested? 10% increase across all tariffs and extra charges Yes
28	Yes
29	I agree to the fair increase
30	I agree there should be a 10% increase
31	Yes I myself agree with the increase in the tariff increase
32	Fares being increased by 10% is simply not enough, it's impossible to attract drivers to the job because we taxi drivers do not get looked at fairly. We have had to struggle for 12 months through the economic crises and now this insulting offer which will no doubt get dragged out for 6 months and then get rejected. People in high places need to look at why we can't attract drivers to the job but again they won't. 1. Agree fares should increase but by 15% minimum then a small increase every year like every other industry. 2. Answered in question 1. 3. Answered in email
33	Yes I agree
34	I agree with an increase
35	I agreed to increase taxi fair. Q1 yes q2 yes q3 yes
36	1. Do you agree there should be an increase in the taxi tariff/fare? Yes I Agree. 2. Do you agree with the following proposal that has been requested? 10% increase across all tariffs and extra charges? Yes I agree. 3. Any other proposals/ideas/ comments regarding a fare increase, please provide details: no other comment.
37	1. Do you agree there should be an increase in the taxi tariff/fare? Yes I Agree. 2. Do you agree with the following proposal that has been requested? Yes, i agree 10% increase across all tariffs and extra charges. 3. Any other proposals/ideas/ comments regarding a fare increase, please provide details: No other comments
38	1. Do you agree there should be an increase in the taxi tariff/fare? Yes. 2. Do you agree with the following proposal that has been requested? Yes. 10% increase across all tariffs and extra charges YES. 3. Any other proposals/ideas/ comments regarding a fare increase, please provide details: None
39	I agree to 10% increase in taxie fares due to reasons mentioned.
40	Yes I agree with all increases in tariffs
41	1. I do agree to increase the tariff fairs. 2. I agree with the 10% increase. 3. I would also like to suggest that when we transport pets there should be an extra tariff applied as most are big dogs that leave a lot of hair in the taxi therefore having to clean the vehicle before accepting another fair.

42	1. Do you agree there should be an increase in the taxi tariff/fare? Yes. 2. Do you agree with the following proposal that has been requested? 10% increase across all tariffs and extra charges - Yes. 3. Any other proposals/ideas/ comments regarding a fare increase, please provide details: None.
43	I agree with the proposed tariff changes. Our local neighbour, Conwy are already on 30p per 10th of a mile, and are in discussions to raise it to 35p per 10th of a mile with a minimum £4 charge. Also, there has been a lot of talk about EV vehicles, most of these vehicles start at £45000,so if Denbighshire wants a sustainable fleet the fares do really need increasing.
44	1. Yes. 2. Yes. 3. Personally I would like to stay at £3.50, but would prefer to change the 1 mile before meter charges to a lesser time
45	1. Do you agree there should be an increase in the taxi tariff/fare? Answer: Yes. 2. Do you agree with the following proposal that has been requested? 10% increase across all tariffs and extra charges- Answer: Yes! 3. Any other proposals/ideas/ comments regarding a fare increase, please provide details: Answer: None
46	1. Yes there should be an increase 2. 10% increase should be the absolute minimum 3. I believe that Denbighshire taxi rates should be the same as Conwy taxi rates for the sake of equality
47	1. Yes. There should be an increase in the taxi tariff/fare. 2. Yes. I agree there with the proposal requested. 3. a) Proposed fare increase should also be rounded up to the nearest 10p, to eliminate single units of pence. b) Tariff review every year, as that done with Council Tax. c) Tariff review increase must apply to the starting rate and the running and time rates.

Responses received against a fare review (please be aware that the consultation email didn't require a response if licence holders were not in support of a fare review):

Reference	Comments
1	As someone who relies mainly on rank work I have seen a major decrease in passengers since the last increase so, I feel another rise at this time would damage the turnover even more. On top of that ,the amount of complaints I hear of people not being able to get taxis because firms are too busy or don't answer the phone in the first place ,I really don't think the public (who are also financially challenged)will be too impressed. Thanks for your time.
2	I do not think that an increase is necessary as the last rise was approximately 25%.

3	<p>I do not agree with the proposed fares increase of 10% Customers are already struggling with the present tariffs especially on tariff 2.</p> <p>Why does a new to fleet vehicle have to be under 5 years old? To help the hard working taxi driver,DCC should take a leaf out of Flintshire county councils book! and let new to fleet vehicles be of any age as long as the vehicle is in good condition and goes through the stringent tests of the compliance , this would help to keep the costs down , I can not afford to buy another vehicle ; if any thing happens to my current vehicle DCC are making us the taxi driver unemployed; because we can't afford to lay out the money for the likes of an electric vehicle,or any other vehicle that you want us to buy! especially when the cost to charge them up has gone up by 50% were is the insensitive to even try and buy one.</p> <p>If the customer wishes to pay by card we should give them the option to use a cash machine.that way we don't have to pay the credit card interest rip off rates</p>
4	<ol style="list-style-type: none"> 1. Do you agree there should be an increase in the taxi tariff/fare? NO 2. Do you agree with the following proposal that has been requested? 10% increase across all tariffs and extra charges. NO 3. Any other proposals/ideas/ comments regarding a fare increase, please provide details: inflation running at over 10%, above inflation wage rise, increasing garage costs electricity costs increasing by over 50%. Reduction in the speed limits from 30 mph to 20 mph increasing journey times Card payment processing fees reducing fares by 2-3% <ol style="list-style-type: none"> 1. All of the above are the very reasons we can't afford a rate increase again. 2. Taxis are a luxury for many of the older generation; it's thier only means of getting out as they can't get to a bus stop. 3.You already struggle to get enough taxis out at night to get people to and from the night time economy. 4. This then affects Pubs, restaurants and nightclubs. 5. People walk home now and could put young females in a vulnerable position. 6. Also damage caused to property by drunken youths. The last two 5 & 6 take up valuable police time. 7. If drivers earn more during the day the less will turn up at night. 8. 20 mph speed limit nobody knows really what financial effect this will have at present.The biggest issue will be points on licenses and increased emissions from vehicles.
5	<p>No i don't agree with any increase of fares.</p>

	<p>No i don't agree with any proposal increase. The people who have proposed this are up to there neck in debt with there electric cars which DCC think are great and putting drivers into financial burden.</p>
6	<p>I think increasing prices will kill taxis.My personal takings are down by over 30% on this time last year and it is only getting worse as the credit crunch grips tighter.</p>
7	<p>Here is my objection to the propose rise in hackney fares in Denbighshire, as we all know we are still in a cost of living crisis and have had to cut back on and change the things they spend there money on , people have to use energy and buy foods so they have to spend money on them unlike taxis which people can do without if we increase prices and make them unaffordable for many members of the public , the reasons put forward for wanting a rise are also incorrected it is stated in the e mail</p> <p>1 inflation running at over 10% which is wrong inflation is dropping and at the moment is 7.9 2 above inflation wage rise most people have inflation above any wage rise 3 increasing garage cost depends which garage you use my garage hasn't increased cost to myself there are lots of good garages that will give discount to regular customers 4 Electricity cost increasing by over 50% with the lowering of the price cap electricity is dropping 5 reduction in the speed limit from 30mph to 20mph increasing journey time, we don't know the fully effect on journey time yet so we cant say what effect it will have 6 card processing fees reducing fees by 2-3% , i have a card machine and pay 1.69% so if they are paying a higher fee change card company 7 fuel has dropped from nearly £2.00 a litre to £1.45 a litre part of the reason we were given the last rise was cost of fuel which has now dropped i am still making a profit and my diesel car is doing 5/1 , i would rather make some profit than none because we have out price ourselves , the council need to help lower running cost because of the rules on the age of a car allowed to be plated it is putting some drivers in debt as they are paying around £200 a week for there new car , having a age limit on cars is against the guidelines of the department of transport who say there should be no age limit as a 15 yr old car can be as safe as a 5yr old car if serviced and looked after</p>
8	<p>1. Do you agree there should be an increase in the taxi tariff/fare? NO</p> <p>2. Do you agree with the following proposal that has been requested? 10% increase across all tariffs and extra charges. NO</p> <p>3. Any other proposals/ideas/ comments regarding a fare increase, please provide details:</p>

	<p>inflation running at over 10%, above inflation wage rise, increasing garage costs electricity costs increasing by over 50%. Reduction in the speed limits from 30 mph to 20 mph increasing journey times Card payment processing fees reducing fares by 2-3%</p> <ol style="list-style-type: none"> 1. All of the above are the very reasons we can't afford a rate increase again. 2. Taxis are a luxury for many of the older generation; it's thier only means of getting out as they can't get to a bus stop. 3.You already struggle to get enough taxis out at night to get people to and from the night time economy. 4. This then affects Pubs, restaurants and nightclubs. 5. People walk home now and could put young females in a vulnerable position. 6. Also damage caused to property by drunken youths. <p>The last two 5 & 6 take up valuable police time. 7. If drivers earn more during the day the less will turn up at night. 8. 20 mph speed limit nobody knows really what financial effect this will have at present.The biggest issue will be points on licenses and increased emissions from vehicles.</p>
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