

Extraordinary, Informal Joint Licensing and Regulatory Committee



Forest Heath
District Council

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|--|--|--------------|-------------|-----------------|-----------------|------------|-------------|
| Title: | Agenda | | | | | | |
| Date: | Tuesday 29 January 2019 | | | | | | |
| Time: | 5.30 pm (or on conclusion of the SEBC Licensing and Regulatory Committee, whichever is the later) | | | | | | |
| Venue: | Conference Chamber West (F1R09) West Suffolk House Western Way, Bury St Edmunds, IP33 3YU | | | | | | |
| Full Members: | <p style="text-align: center;">Chairman Michael Anderson</p> <p style="text-align: center;">Vice Chairman Brian Harvey</p> <p><u>Conservative Members (8)</u></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Chris Barker</td> <td style="width: 50%;">Carol Lynch</td> </tr> <tr> <td>John Bloodworth</td> <td>Christine Mason</td> </tr> <tr> <td>Simon Cole</td> <td>Nigel Roman</td> </tr> </table> <p><u>West Suffolk Independent Member (1)</u> Victor Lukaniuk</p> <p><u>UKIP Member (1)</u> Reg Silvester</p> | Chris Barker | Carol Lynch | John Bloodworth | Christine Mason | Simon Cole | Nigel Roman |
| Chris Barker | Carol Lynch | | | | | | |
| John Bloodworth | Christine Mason | | | | | | |
| Simon Cole | Nigel Roman | | | | | | |
| Substitutes: | Named substitutes are not appointed | | | | | | |
| Interests – Declaration and Restriction on Participation: | Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest. | | | | | | |
| Quorum: | Three Members | | | | | | |
| Committee administrator: | <p>Christine Brain Democratic Services Officer (Scrutiny) Tel: 01638 719729 Email: christine.brain@westsuffolk.gov.uk</p> | | | | | | |

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| 5.30pm (or on conclusion of the SEBC Licensing and Regulatory Committee, whichever is the later) | Informal joint discussions with St Edmundsbury Borough Council's Licensing and Regulatory Committee on the report listed under Item 4. |
| 5.45pm | The formal meeting of the Licensing and Regulatory Committee will commence immediately following the conclusion of the informal joint discussions. |

All Members of St Edmundsbury Borough Council's Licensing and Regulatory Committee will be in attendance to enable informal joint discussions on the report listed in Item 4 to take place between the two Authorities:

COUNCILLORS

| | | | |
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| Conservative Members (11) | Sarah Broughton Susan Glossop Richard Rout Beccy Hopfensperger | Mike Chester Wayne Hailstone Clive Springett Vacancy | Mary Evans Margaret Marks Peter Thompson |
| Charter Group Member (1) | Diane Hind | | |
| Haverhill Indys Member (1) | John Burns | | |

Public Information

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|---|--|---|
| Venue: | West Suffolk House Western Way Bury St Edmunds Suffolk IP33 3YU | Tel: 01284 763233 Email: democratic.services@westsuffolk.gov.uk Web: www.westsuffolk.gov.uk |
| Access to agenda and reports before the meeting: | Copies of the agenda and reports are open for public inspection at the above address at least five clear days before the meeting. They are also available to view on our website. | |
| Attendance at meetings: | The West Suffolk Councils actively welcome members of the public and the press to attend its meetings and holds as many of its meetings as possible in public. | |
| Public speaking: | Members of the public who live or work in West Suffolk are invited to put one question or statement of not more than three minutes duration relating to items to be discussed in Part 1 of the agenda only. If a question is asked and answered within three minutes, the person who asked the question may ask a supplementary question that arises from the reply. A person who wishes to speak must register at least 15 minutes before the time the meeting is scheduled to start. There is an overall time limit of 15 minutes for public speaking, which may be extended at the Chairman's discretion. | |
| Disabled access: | West Suffolk House has facilities for people with mobility impairments including a lift and wheelchair accessible WCs. However, in the event of an emergency use of the lifts is restricted for health and safety reasons. Visitor parking is at the car park at the front of the building and there are a number of accessible spaces. | |
| Induction loop: | An Induction loop is available for meetings held in the Conference Chamber. | |
| Recording of meetings: | The Council may record this meeting and permits members of the public and media to record or broadcast it as well (when the media and public are not lawfully excluded). Any member of the public who attends a meeting and objects to being filmed should advise the Committee Administrator who will instruct that they are not included in the filming. | |
| Personal Information | Any personal information processed by Forest Heath District Council or St Edmundsbury Borough Council arising from a request to speak at a public meeting under the Localism Act 2011, will be protected in accordance with the Data Protection Act 2018. For more information on how we do this and your rights in regards to your personal information and how to access it, visit our website: https://www.westsuffolk.gov.uk/Council/Data_and_information/howweuseinformation.cfm or call Customer Services: 01284 763233 and ask to speak to the Data Protection Officer. | |

Agenda

Procedural Matters

Part 1 - Public

1. Apologies for Absence

2. Substitutes

3. Public Participation

Members of the public who live or work in West Suffolk are invited to put one question or statement of not more than three minutes duration relating to items in Part 1 of the agenda only. If a question is asked and answered within three minutes the person who asked the question may ask a supplementary question that arises from the reply. A person wishing to speak must register to speak at least 15 minutes before the time the meeting is scheduled to start. There is an overall time limit of 15 minutes for public speaking which may be extended at the Chairman's discretion.

(Following the informal discussions with St Edmundsbury Borough Council's Licensing and Regulatory Committee on Item 4 below, Members are reminded that no further debate shall take place. However, Members are requested to formally resolve Item 4 below.)

4. Hackney Carriage Fare Review 2019 Stage 2 - Final Proposals Following Public Consultation

1 - 22

Report No: **LIC/FH/19/001**

(For reference purposes, St Edmundsbury Borough Council's Report No is LIC/SE/19/002)

Part 2 – Exempt

NONE

Extraordinary, Informal Joint Licensing and Regulatory Committee



Forest Heath
District Council

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|------------------------------|--|
| Title of Report: | Hackney Carriage Fare Review 2019 Stage 2 – Final Proposals Following Public Consultation |
| Report No: | LIC/FH/19/001 |
| Report to and date/s: | Extraordinary, Informal Joint Licensing & Regulatory Committee - 29 January 2019 |
| Portfolio holders: | <p>Councillor Susan Glossop Portfolio Holder for Planning and Growth (SEBC) Tel: 01284 728377 Email: susan.glossop@westsuffolk.gov.uk</p> <p>Councillor Lance Stanbury Portfolio Holder for Planning and Regulatory (FHDC) Tel: 07970 947704 Email: lance.stanbury@forest-heath.gov.uk</p> |
| Lead officers: | <p>David Collinson Assistant Director (Planning and Regulatory) Tel: 01284 757306 Email: david.collinson@westsuffolk.gov.uk</p> <p>Amanda Garnham Licensing Team Leader Tel: 01284 758050 Email: amanda.garnham@westsuffolk.gov.uk</p> |

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| Purpose of report: | To prepare hackney carriage fares for the creation of a single West Suffolk Council and address issues raised during the statutory two week public consultation. |
| Recommendation: | It is recommended that, Members approve the updated West Suffolk fare card in Appendix C for Forest Heath District Council for implementation on 18 February 2019, on the basis that this will continue as the West Suffolk fare card after 1 April 2019 (subject to agreement in parallel by St Edmundsbury Borough Council). |
| Key Decision: | <i>Is this a Key Decision and, if so, under which definition?</i> No, it is not a Key Decision - <input checked="" type="checkbox"/> |
| Consultation: | Statutory 2 week consultation held between 8 December and 21 December 2018 |
| Alternative option(s): | As detailed in Paragraph 1.4.1: 2. Adopt the proposed fare card with an additional 20p baggage charge; 3. Approve the publicly advertised fare card agreed at the previous meeting of the Informal Joint Licensing & Regulatory Committee on 4 December 2018 |
| Implications: | |
| <i>Are there any financial implications? If yes, please give details</i> | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| <i>Are there any staffing implications? If yes, please give details</i> | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| <i>Are there any ICT implications? If yes, please give details</i> | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| <i>Are there any legal and/or policy implications? If yes, please give details</i> | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| <i>Are there any equality implications? If yes, please give details</i> | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> <ul style="list-style-type: none"> Taxis are used particularly by older people, individuals on low income and people living in rural areas. An EQIA has therefore been prepared for these proposals. See section 1.4.2 |

1. Key issues and reasons for recommendation(s)

1.1 Background

1.1.1 Section 65 of the Local Government (Miscellaneous Provisions) Act 1976 empowers a local authority to set the fares charged by Hackney Carriages licensed within their district or borough, at the council's discretion.

1.1.2 A review of fares started in April 2018 with stage one of the fare alignment across West Suffolk. This review was primarily undertaken to prepare for the creation of West Suffolk Council in April 2019 but it has also taken into account the time passed since previous fare reviews. The proposed fares from stage 2 of the review include the first increase for St Edmundsbury drivers since 2015 and for Forest Heath drivers since 2014.

1.1.3 The informal joint meeting of the Forest Heath and St Edmundsbury Licensing & Regulatory Committees took place on the 4 December 2018 (**meeting 1**). The fares set out in **Appendix A** which had been consulted upon with members of the taxi trade only were discussed at this meeting. Following feedback from the trade and officer recommendations, Councillors agreed the following changes:

- bringing back the start time for the night time tariff to midnight from 11pm; and
- removing the use of an extras button for 5+ passenger vehicles, used at the end of a journey, and replacing it with three additional tariffs for carrying extra passengers

This created a set of tariffs to be consulted upon with the public in **Appendix B** agreed by Committee members. Members also asked officers about the possibility of simplifying and clarifying the fare description. This has been taken on board and forms part of the final recommendations.

1.1.4 Setting the maximum fares hackney carriages can charge should be a fair and open process, which is why we are committed to improving simplicity and affordability for the customers while ensuring fairness for taxi drivers and proprietors.

1.2 Public Consultation

1.2.1 As required by statutory guidance, a two week public consultation took place from the committees' decisions from 4 to 21 December 2018. This included the proposed West Suffolk fare card set out in **Appendix B**, which was advertised in local newspapers, social media sites and West Suffolk Councils' website.

1.2.2 All hackney carriage proprietors were also written to inform them of the public consultation, and invite them to display the proposed new fare card inside their vehicles.

- 1.2.3 A small number of representations were received during this two week period. In keeping with statutory guidance, the committees are meeting again to decide whether the proposed fares need to be amended following the concerns raised. This is at members' discretion only and set out in the options in section 1.4.
- 1.2.4 The five representations received are set out in **Appendix D**, which includes a mix of members of the public (2) and hackney trade (3, 2 of whom were St Edmundsbury drivers). All 3 drivers participated in the original trade consultation from September to November 2018 but wanted to express any existing concerns again and respond to the updated proposal.
- 1.2.5 As part of the consultation, the three members of the trade (those submitting representations) were invited in by officers on 21 December to meet and discuss views. The outcome of this was a proposed adjusted fare card which can be found at **Appendix C**. These drivers then informally shared the updated fare card among their fellow drivers. No further comments have been received.

1.3 Adjustments

- 1.3.1 Post public consultation, the legislation allows members to meet and discuss representations received. At this meeting, Councillors may make any adjustments in response to representations and set the fares.
- 1.3.2 Officers have reviewed the representation feedback and created an adjusted far card, as in **Appendix C**, that responds to comments made during the public consultation. In summary, the changes considered are as follows:

In response to representations from members of the public:

1. Making the day rates cheaper, reducing the starting flag and running mile
2. Reducing the number of days when tariff 3 and 6 apply, to just Christmas Day, Boxing Day and New Year's Day. The rationale for this is increasing affordability for the public on the two days previously included: Christmas Eve and New Year's Eve. These are not public holidays and recognised as times when there is limited public transport available. In the interests of public safety it is considered particularly import to not deter the public from using taxis on these occasions.

In response to representations from the trade:

3. Restoring tariff 2 and 5 fares to 'time and a half'
4. Bringing forward the threshold for tariffs 2 and 5 to finish at 6am, rather than 7am, as this may deter customers using taxis to get to work

5. Introducing even start prices for 4 or less passengers and odd start prices for more than 4 passengers. Helps transparency for customers who may have been charged incorrectly for extra passengers.

Following one driver representation, bringing the baggage charge of 20p per bag back as an optional extra was also considered but not included in the final officer recommended proposal. This is because it requires use of the extras button at any point throughout the journey and it was agreed this should be removed at **meeting 1** as it is not transparent for customers. This bag charge was used in Forest Heath prior to the 2018 fares review.

In response to comments from Councillors at **meeting 1**:

6. Making the threshold distances for each tariff the same.

1.3.4 The changes to tariffs 2 and 5 follow representations raised during the consultation by one driver and one member of the public. The change in time (7am to 6am) should ensure morning business is not impacted by the fare review. The increase up to 'time and a half' ensures drivers do not lose any income compared to current fares as a result of the alignment.

1.3.5 **Appendix E** sets out the running mile comparisons between current tariffs, tariffs that were previously consulted on and the amended tariffs that respond to concerns raised, and are recommended by officers.

1.4 **Options**

1.4.1 There are three options open to members for consideration in aligning taxi fares:

Option 1. It is recommended that the updated fare proposal, set out in **Appendix C**, is adopted for use from 18 February 2019 and continued into creation of single council for West Suffolk from 1 April 2019.

Option 2. Adopt the updated fare proposal in **Appendix C** with an additional change: a 20p baggage charge, as previously adopted in Forest Heath.

Option 3. To make no further adjustments and adopt the publicly consulted set of tariffs agreed on 4 December 2018 by members to commence on 18 February 2019.

1.4.2 **Option 1** is recommended by officers as it reflects feedback from the public and the trade and remains affordable for customers.

1.4.3 The Equality Screening Assessment prepared for meeting 1 remains relevant and can be found attached to reports LIC/FH/18/006 and LIC/SE/18/006. As outlined in the assessment, it is expected that

vulnerable groups will benefit from the increased transparency of fares. The assessment also outlines mitigating actions, such as a survey of supply and demand after April 2019, allowing any impact of the fare review to be monitored.

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West Suffolk Council

Section 65 Local Government (Miscellaneous Provisions) Act 1976

Hackney Carriage Tariffs

From 1 April 2019 – Stage 2 consulted upon

Tariff 1 – Between the hours of 06.00 and 23.00

| | |
|---|-------|
| If distance does not exceed 1380 yards (1261.872 metres) or 5 minutes 41.4 secs or a combination of time and distance | £3.80 |
| For each 190 yards (173.736 metres) or part there of or 47 seconds or a combination of time and distance The first mile will cost £4.20 and each subsequent mile £1.85 (approximately) | £0.20 |

Tariff 2 – Between the hours of 23.00 and 06.00 AND 18.00 and 23.00 24 December AND on all public holidays

| | |
|---|-------|
| If distance does not exceed 1760 yards (1609.344metres) or 7 minutes 29.1 secs or a combination of time and distance | £5.70 |
| For each 145 yards (132.588 metres) or part thereof or 37 secs or a Combination of time and distance The first mile will cost £5.70 and each subsequent mile £2.43 (approximately) | £0.20 |

Tariff 3 – Between the hours of 23.00 on 24 December and 06.00 on 27 December and between 18.00 on 31 December and 06.00 on 01 January

| | |
|--|-------|
| For the first 1380 yards (1261.872 metres) or 5 mins 41.4 secs or a combination of time and distance | £7.60 |
| For each 190 yards (173.736metres) or part thereof or 47 secs or a combination of time and distance The first mile will cost £8.40 and each subsequent mile £3.70 (approximately) | £0.40 |

Additional Charges

| | |
|--|---------|
| For each additional passenger carried in licensed MPV's carrying more than 4 passengers | |
| Tariff 1 per additional person | £1.50 |
| Tariff 2 per additional person | £2.00 |
| Tariff 3 per additional person | £3.00 |
| For soiling of the carriage, resulting in cleaning (up to a maximum of) | £100.00 |
| For carriage of animals with option to refuse No charge or refusal for assistance dogs | £1.00 |

The equivalent amount of any congestion or toll charge incurred

All meters must be calendar controlled. The above table of fares is inclusive of VAT

**St Edmundsbury Borough Council and Forest Heath District Council
Section 65 Local Government (Miscellaneous Provisions) Act 1976**

| Hackney Carriage Tariffs | |
|---|--------|
| From 1 April 2019 – Stage 2 consulted upon | |
| Tariff 1 – Between the hours of 06.00 and 23.00 | |
| If distance does not exceed 1380 yards (1261.872 metres) or 5 minutes 41.4 secs or a combination of time and distance | £3.80 |
| For each 190 yards (173.736 metres) or part there of or 47 seconds or a combination of time and distance | £0.20 |
| The first mile will cost £4.20 and each subsequent mile £1.85 (approximately) | |
| Tariff 2 – Between the hours of 23.00 and 06.00 AND 18.00 and 23.00 24 December AND on all public holidays | |
| If distance does not exceed 1760 yards (1609.344metres) or 7 minutes 29.1 secs or a combination of time and distance | £5.70 |
| For each 145 yards (132.588 metres) or part thereof or 37 secs or a Combination of time and distance | £0.20 |
| The first mile will cost £5.70 and each subsequent mile £2.43 (approximately) | |
| Tariff 3 – Between the hours of 23.00 on 24 December and 06.00 on 27 December and between 18.00 on 31 December and 06.00 on 01 January | |
| For the first 1380 yards (1261.872 metres) or 5 mins 41.4 secs or a combination of time and distance | £7.60 |
| For each 190 yards (173.736metres) or part thereof or 47 secs or a combination of time and distance | £0.40 |
| The first mile will cost £8.40 and each subsequent mile £3.70 (approximately) | |
| The following tariffs apply to vehicles carrying more than 4 passengers | |
| Tariff 4 – Between the hours of 06.00 and 23.00 | |
| If distance does not exceed 1 Mile (1760 yards/1609.344metres) or 7 minutes 29.1 secs or a combination of time and distance | £5.70 |
| For each 145 yards (132.588 metres) or part thereof or 37 secs or a Combination of time and distance | £0.20 |
| The first mile will cost £5.70 and each subsequent mile £2.43 (approximately) | |
| Tariff 5 – Between the hours of 23.00 and 06.00 or on a public/bank holiday | |
| For the first 1380 yards (1261.872 metres) or 5 mins 41.4 secs or a combination of time and distance | £7.60 |
| For each 190 yards (173.736metres) or part thereof or 47 secs or a combination of time and distance | £0.40 |
| The first mile will cost £8.40 and each subsequent mile £3.70 (approximately) | |
| Tariff 6 – Between the hours of 23.00 on 24 December and 0600 on 27 December and between 18.00 on 31 December and 06.00 1 January | |
| If the distance does not exceed 1 mile (1760 yards/1609.344 metres) or 9 mins/11.5 secs or a combination of time and distance | £11.40 |
| For each 150 yards (137.16 meters) or part thereof or 47 secs or a combination of time and distance | £0.40 |
| The first mile will cost £11.40 and each subsequent mile £4.69 (approximately) | |

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**St Edmundsbury Borough Council and Forest Heath District Council
Section 65 Local Government (Miscellaneous Provisions) Act 1976**

| Hackney Carriage Tariffs From 18 February 2019 | |
|---|---------------|
| Tariff 1 – Between the hours of 06:00 and 00:00 | |
| If distance does not exceed 1 mile (1760 yards) | £3.80 |
| For each 195 yards (178.308 metres) or part thereof or 47 seconds or a combination of time and distance | £0.20 |
| The first mile will cost £3.80 and each subsequent mile £1.80 (approximately) | |
| Tariff 2 – Between the hours of 00:00 and 06:00, on public/bank holidays AND 18:00-00:00 on 24 December and New Year's Eve | |
| If distance does not exceed 1 mile (1760 yards) | £5.60 |
| For each 195 yards (178.308 metres) or part thereof or 47 seconds or a combination of time and distance | £0.30 |
| The first mile will cost £5.60 and each subsequent mile £2.70 (approximately) | |
| Tariff 3 – Between 00.00 and 24:00 on Christmas Day, Boxing Day and New Year's Day | |
| If the distance does not exceed 1 mile (1760 yards) | £7.60 |
| For each 195 yards (178.308 metres) or part thereof or 47 seconds or a combination of time and distance | £0.40 |
| The first mile will cost £7.60 and each subsequent mile £3.60 (approximately) | |
| The Following tariffs apply when vehicles are carrying 5 or more passengers | |
| Tariff 4 – Between the hours of 06:00 and 00:00 | |
| If distance does not exceed 1 mile (1760 yards) | £5.55 |
| For each 195 yards (178.308 metres) or part thereof or 47 seconds or a combination of time and distance | £0.30 |
| The first mile will cost £5.55 and each subsequent mile £2.70 (approximately) | |
| Tariff 5 – Between the hours of 00:00 and 06:00 or on a public/bank holiday AND from 18:00 – 00:00 on Christmas Eve and New Year's Eve | |
| If the distance does not exceed 1 mile | £7.55 |
| For each 195 yards (178.308 metres) or part thereof or 47 seconds or a combination of time and distance | £0.40 |
| The first mile will cost £7.55 and each subsequent mile £3.60 (approximately) | |
| Tariff 6 – Between the hours of 00:00 and 24:00 on Christmas Day, Boxing Day and New Year's Day | |
| If the distance does not exceed 1 mile (1760 yards) | £11.35 |
| For each 195 yards (178.308 metres) or part thereof or 47 seconds or a combination of time and distance | £0.55 |
| The first mile will cost £11.35 and each subsequent mile £4.96 (approximately) | |
| Additional Charges | |
| If the vehicle is left unfit to continue to work | £100 |
| The equivalent amount of any congestion or toll charge incurred | As charged |
| No charge or refusal for assistance dogs | |

All meters must be calendar controlled. The above table of fares is inclusive of VAT

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HACKNEY CARRIAGE FARES REVIEW STAGE 2

Public Consultation Summary

| TYPE | RESPONSE | OFFICER COMMENTS |
|------------------------------------|---|---|
| <p>SEBC Driver (email)</p> | <p>I STRONGLY OBJECT TO THESE PROPOSALS. Tariff 4,5 & 6 were previously removed from the fares due to overcharging as the driver could set whatever tariff he liked. Reintroducing these tariffs will again allow this to happen, tariff 6 was very popular after midnight with some driver's.</p> <p>Tariff 2. Starting fare should be £5.10 (33% extra) the distance should be the same as tariff 1 not a mile.</p> <p>Tariff 2 previously came in at 00.00hrs at 50 %. Then was changed to 2300 hrs at 33 %.now proposed to be 00.00hrs at 33 % why change again? .</p> <p>Forest Heath made concessions to st eds regarding fares and distance but kept tariff 2 at 2300 hrs due to being in keeping with national guidelines. Why go back on this because a few "wheelchair operators " who used the free plate route as a way of creating their own private hire businesses object.</p> <p>The people who will benefit from the changes will be the overchargers who have no concern or respect for the future of the rank.</p> | <p>The options for charging for additional passengers were considered as part of this review, following claims that the current system was not transparent enough for customers. This option was considered a compromise, still allowing drivers to charge extra proportional to the journey distance/time, while making it clear to the customer the charge right from the start.</p> <p>This change is in response to claims by St Edmundsbury drivers that the reduction to 33% was unfair. It is hoped this balances out any loss of income from moving the 23.00hrs back to 00.00hrs.</p> <p>Councillors decided to push the timing of tariff 2 back to 00.00hrs to ensure the public are not priced out of getting taxis back from events that finish around 23.00hrs, e.g. theatre, concerts etc., particularly given there are limited public transport options at this time in our predominantly rural area.</p> |

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| | | Overcharging is an enforcement issue. |
| SEBC Driver (email) | <p>Having just received the new proposal of fares. I have noticed that</p> <p>Tariff 1 is too high this will scare off the customers during the day who are mainly the elderly and people on a very low income</p> <p>Tariff 2 is only 131% of tariff 1. Not the 150% which was agreed at the meeting as part of the change from 11pm to midnight</p> <p>Tariff 4 is also only 131% of tariff 1 which makes a massive jump from tariff 4 to tariff 5</p> <p>Also the words "up to a maximum of " has been left in. This leaves us with a safety issue when customers refuse to pay more than £10 leaving us out of pocket by anything from £50 to £300 depending on the time the incident happens and how serious the mess is</p> | <p>These fares represent the maximum drivers can charge. However, we recognise that many drivers will charge this price. This is the first overall increase for St Edmundsbury drivers since 2015 and for Forest Heath drivers since 2014 and reflects increasing cost of living and fuel over this period. The West Suffolk fares remain in the middle when compared with fare cards across the region and nationally.</p> <p>Tariff 2 has been updated according to these concerns</p> |
| Member of the public (email) | <p>I read your article in the Bury Mercury, December 19th & thought to myself, why did the taxi driver whom I took a cab with last Friday tell me there had already been a merger and that is why it cost me £13.80 at 11.15pm, to get from the centre of town (Bury St Edmunds) to my home in Rushbrooke, a near 3 miles away. I took a taxi as I had been at my work's Christmas dinner party, at that price no wonder people drink & drive! I find this an extortionate cost for a 5 minute 3 mile max ride. Next time I'll walk!</p> | <p>In response to your objection and comments from drivers, the proposal has been updated: the threshold for the higher tariff has been pushed back to after midnight, in order to increase affordability for people returning from evening events.</p> |
| Member of the public | <p>I am assuming that you are not pensioners or disabled who has no other means of transport except by a taxi.</p> | <p>One of our aims for the fare review was to keep the affordability for customers and we would not want the</p> |

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| <p>(letter)</p> | <p>It is going to cost me £10 each way to go into a town to shop, visit the doctors, dentist, opticians etc; you can keep ramping prices up but you will probably reduce the number of taxis available to get people like me out to do any of the above.</p> <p>Perhaps you should try travelling by taxi for a month, but then with your inflated salaries it would make little difference for you.</p> <p>I served in the Royal Air Force helping to defend my home country, now I am 77 years old and disabled the people who are supposed to help are doing the opposite. So before making a decision on this matter "THINK ON"</p> | <p>fares to negatively impact both the public and then the trade in this way.</p> <p>For SEBC, the fares have pretty well gone back to 2015 prices and format.</p> <p>There is an increase for FHDC, particularly the starting prices. However, they have not had an increase for some years</p> |
| <p>FHDC Driver (Darren Daines)</p> | <p>I am a licensed driver and operator and have been doing this work for over 30yrs in the local area.</p> <p>The tariff proposal is completely inappropriate for the trade and current economic situation, in mine and the other driver's opinion, thus we do object to the recommended tariff.</p> <p>There are a number of points which cause us concern.</p> <p>1- What's the use of having calendar controlled meters, when those who operate wheelchair accessible vehicles (WAV) and have drivers that are so inclined have the option to select the 5-8 passenger tariff, as its has no built in control on it. [The West Suffolk Licensing Team] said she knows this has been carried out by drivers, although unable to prove it!! Calendar control only works if you have single tariffs depending on time of day across the trade, not different tariffs for different sized Vehicles and number of passengers carried.</p> <p>If you are going to allow separate WAV tariffs may we suggest you only allow them in WAV hackney carriages if they have seat occupant sensors linked to the meters, which will enable lockout of the higher</p> | <p>The 3 additional tariffs were proposed to replace the set additional 'extra' charges (added through an 'extras' button) which was not transparent enough for customers, so the trade reported that some refused to pay. It is felt that the additional tariffs is simpler and fairer, as it is set at the start of a journey so the customer knows the fare isn't being artificially inflated at the end of the journey. Alternatives were considered such as no extra charges or a one-off charge but it was suggested that this would not be fair on the trade.</p> <p>The proposed fares have been updated – night fares are to commence at midnight and conclude at 6am</p> |

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| | <p>tariff unless they sense more than 4 seats are occupied, this system is available, although is an extra cost for installation.</p> <p>2 – The WAV tariffs are too as it doesn't cost 50% more to run WAV taxi's, yes set the tariffs higher but nearer 20% figure as this is nearer the true difference in operating cost of a WAV and Saloon or estate car and as now all new licensed taxis will have to be a WAV, the extra charges just encourages even more of the WAV taxis to be purchased and licensed, if you reduce the difference then it would reduce the number of new WAV taxis coming to be licensed. Even [the West Suffolk Licensing Team] has said that the WAV tariffs are very expensive when compared to 4 seater taxi's and current St Edmunds Area is getting overrun with WAV style taxis during some meetings when discussing the merged tariff options.</p> <p>3 – Forest Heath have had for years the 23.00hrs – 06.00hrs tariff 2 timings, as to avoid penalizing night shift workers, especially NHS staff and emergency services who finish as 06.00hrs and need taxis to get home after a hard nights work, the proposed timing would be a major cost to such workers. This timing should be on all tariffs.</p> <p>4 – You have removed the extras for the carriage of luggage and bags, when collecting passengers from supermarkets or picking up people with cases, it can take an amount of time to load and unload these bags and or luggage, plus we are not being paid for this as should not put meter on until the journey starts even though we have actually started the hire when the first bag is put in the boot. You can get a supermarket pickup and they have 8 or 10 bags after doing a weekly shop and then have to drop them home and help them carry the bags to their doorway, as you can't just dump the bags on the side of the road, you are talking as 10 mins of hire time that we are not being paid for, as most passengers pay before getting out of the taxi and this before unloading bags. The small 20p charge for each bag did cover the</p> | <p>The fares will be reviewed annually and the effect on the trade monitored. If there is a reduction in walk-on work fares this will be reflected in the findings of an independent supply and demand survey which is planned for 2019. This can then be used to support future decisions on hackney carriage fares.</p> <p>The baggage charge has been put back on the tariffs as an optional extra for drivers.</p> <p>The wording has been updated on the tariff sheet.</p> |
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| | <p>time and 90% of passengers were happy to pay this cost, when we explained what it was for.</p> <p>5 – The wording for the WAV tariffs (4-6) needs to be changed as at the moment it is open to interpretation in that, the WAV's can charge the higher tariff even if carrying less than 5 passengers, we would suggest it reads "The Following Tariffs Apply to Vehicles When Carrying More than 4 Passengers"</p> <p>Finally a general view of overall proposal and merger</p> <p>The St Edmunds tariffs were a much higher start/flag than Forest Heath when the merger started and they were complaining of walk-on (rank work) passenger losses, I'm not surprised, Forest Heath had kept start/flag cost down to reasonable amount and this kept a reasonable trade in the Walk-on (Rank Work). With the current 1st Stage alignment Forest Heath area is also seeing a reduction of walk-on passengers (Rank Work) due to the drastic increase in Start/Flag I would expect this to continue as things stand.</p> | |
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WEST SUFFOLK TARIFF PROPOSALS – STAGE 2 FOR 2019

RUNNING MILE

| TARIFF | Stage 1 June 18 implemented SEBC £ | Stage 1 June 18 Implemented FHDC £ | Stage 2 trade consultation £ | Stage 2 Public consultation £ | Stage 2 officer adjustments post consultation £ |
|---------------|---|---|-------------------------------------|--------------------------------------|--|
| 1 | 3.80 then 1.77 | *3.20 then 1.77 | 4.20 then 1.85 pmile | 4.20 then 1.85 pmile | 3.80 then 1.80 pmile |
| 2 | 5.70 then 2.34 | *3.70 then 2.34 | 5.70 then 2.43 pmile | 5.70 then 2.43 pmile | 5.60 then 2.70 pmile |
| 3 | 8.40 then 3.61 | *5.50 then 3.61 | 8.40 then 3.70 pmile | 8.40 then 3.70 pmile | 7.60 then 3.60 pmile |
| 4 | Extras button | Extras button | 5.70 then 2.43 pmile | 5.70 then 2.43 pmile | 5.55 then 2.70 pmile |
| 5 | Extras button | Extras button | 8.55 then 3.20 pmile | 8.40 then 3.52 pmile | 7.55 then 3.60 pmile |
| 6 | Extras button | Extras button | 11.40 then 4.69 pmile | 11.40 then 4.69 pmile | 11.35 then 4.96 pmile |

*FHDC stage 1 was less than a mile start

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