

Proposed Taxi Tariff for South Oxfordshire

APPENDIX B: REPORT ON CONSULTATION

AUGUST 2022



This report includes the following:

BACKGROUND TO THE ENGAGEMENT
METHODOLOGY
ENGAGEMENT COMMUNICATION
SURVEY AND FULL RESULTS

BACKGROUND TO THE ENGAGEMENT

In March 2021 we asked proprietors, residents and businesses for their views on some proposed changes to our Joint Taxi Licensing Policy. Following feedback received, we adopted the policy, which includes setting a maximum taxi tariff for South Oxfordshire.

Setting a maximum tariff protects the public and ensures consistency while still allowing for competition between companies. New style meters also reduce fraud risks. There are only six councils (including South Oxfordshire) in the country that do not set a tariff.

In line with our revised Joint Taxi Licensing Policy, this year we will be setting a tariff for all licensed hackney carriages in South Oxfordshire. We asked drivers and proprietors what they think of the proposed tariff.

METHODOLOGY

The following summarises the methodology for the Taxi Tariff Consultation.

- 327 email notifications were issued to proprietors which provided a link to the proposed tariff online survey and details about how to take part. A copy of the email notification can be found in this report. A link to the survey was also included in the newsletter sent to all taxi licence holders on 6 July.
- The website was updated with the consultation documentation.
- A detailed online survey was used, offering drivers and proprietors the opportunity to provide their views on the proposed tariff. If respondents disagreed overall with the tariff, they then had the chance to state which parts of the tariff they disagreed with. A free text box was provided.
- The survey was aimed at taxi drivers and proprietors licensed by the district council. However, individuals/ members of the public could also make general comments if they wished.
- Drivers and proprietors had the opportunity to attend a drop-in session at Great Western Park Community Centre on Tuesday 5 July between 1pm and 4pm to discuss the tariff with licensing officers before providing comments.
- A five-week consultation period was open for submitting responses from Wednesday 29 June until midnight on Wednesday 3 August 2022.

Reporting methodology

- A total of 64 completed responses were received. In addition, we received 57 partial responses (these were not included in the total as they had only been partially completed). We also manually added 3 email responses to the consultation once the survey had closed.
- We received 1 late response a day after the consultation had closed and therefore it was not included in the total responses.
- The full results to the consultation are included in this report, alongside an officer response.
- Any personal information supplied to us within the comments that could identify anyone has been redacted and will not be shared or published in the report. Further information on data protection is available in our general consultation's privacy statement on [our website](#).
- Some spelling, grammatical and punctual errors in the original comments raised have been corrected.

ENGAGEMENT COMMUNICATION

A copy of the email notification is provided below.

Subject: Proposed Taxi Tariff for South Oxfordshire: have your say

You may recall that in March 2021 we asked for your views on some proposed changes to our Joint Taxi Licensing Policy. Following your feedback, we adopted the policy, which includes setting a maximum taxi tariff for South Oxfordshire. You can view the policy on [our website](#).

Setting a maximum tariff protects the public and ensures consistency while still allowing for competition between companies. New style meters also reduce fraud risks. There are only six councils (including South Oxfordshire) in the country that do not set a tariff.

In line with our revised Joint Taxi Licensing Policy, this year we will be setting a tariff for all licensed hackney carriages in South Oxfordshire. We would now like to know what you think of the [proposed tariff](#).

This consultation runs from **Wednesday 29 June until midnight on Wednesday 3 August 2022**.

Please note, the figures we have used for our proposed tariff follow the tariff set in the Vale of White Horse in 2014, adjusted to take into account inflation since that date.

As the cost of living continues to increase, we are open to reviewing the tariff again within the next 12 months.

How to comment

The quickest and easiest way to comment is to click here to use our [online comment form](#)

Note that this is a unique link just for you and is tied to your email address. If you would like to forward this message to anybody else, please refer them to the [public link to the survey](#).

Drop-in session

If you would like to discuss the tariff with one or our licensing officers before providing your comments, please come along to our drop-in session at [Great Western Park Community Centre](#) on **Tuesday 5 July between 1pm and 4pm**.

What happens next

Once the consultation period ends, we will collate and review all the responses. The process for adopting the tariff is as follows:

- If we receive any objections to the tariff, we will need to refer the matter to Cabinet for review. This would take place at the end of September 2022 and we could not adopt the tariff until after that meeting has taken place.
- If we do not receive any objections, the tariff will take effect in South Oxfordshire from 4 August 2022.

Once the tariff comes into place, you will need to update your taxi meter with your meter company representative. We will allow a period of 1 month for this to be done. The garage will check and seal your meter at the time of your next compliance test.

We will publish the tariff, along with the consultation statement and a consultation summary report on our website.

We look forward to hearing your views.

Kind regards

Laura Driscoll
Licensing Team Leader
South Oxfordshire District Council

If you have any questions about the proposed tariff, please email licensing@southoxon.gov.uk or call 01235 422556 (you will need to leave your name and number and we will call you back).

If you have any queries about the survey or require it in an alternative format (for example: large print, Braille, audio, email, Easy Read or alternative languages) please email haveyoursay@southandvale.gov.uk or call 01235 422425.

Opt out: If you do not wish to receive emails like this from us, please email licensing@southoxon.gov.uk or call 01235 422556. Please note, we may still need to contact you for certain consultations if we have a legal obligation to do so.

Data protection: Please refer to our privacy policy regarding how your personal data is used for this consultation, available on the consultation page of [our website](#). If you would like to know more about the council's data protection registration or to find out about your personal data, please visit [our website](#).

SURVEY AND FULL RESULTS

A copy of the survey is provided below which includes the full results alongside an officer response.

This survey is aimed at taxi drivers and proprietors licensed by the district council. If you're an individual/ member of the public and would like to comment, you can do so by completing the general comments box at the end of the survey.



You may recall that in March 2021 we asked for your views on some proposed changes to our Joint Taxi Licensing Policy. Following your feedback, we adopted the policy, which includes setting a maximum taxi tariff for South Oxfordshire. You can view the policy on [our website](#).

Setting a maximum tariff protects the public and ensures consistency while still allowing for competition between companies. New style meters also reduce fraud risks. There are only six councils (including South Oxfordshire) in the country that do not set a tariff.

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We will publish the tariff, along with the consultation statement and a consultation summary report on our website.

Queries?

If you have any questions about the proposed tariff or require the documents in an alternative format (for example large print, Braille, audio, email, Easy Read and alternative languages), please email licensing@southoxon.gov.uk or call 01235 422556.

Personal details

If you are responding as a driver or proprietor you are required to provide either your name, or trading name and email address to ensure we can contact you if we require any further clarification on your comments. If you are responding as a individual/member of the public, or other you do not need to provide this information but can do so if you wish. Any personal information you provide to the council within your comments that could identify you will not be published in the consultation report. Further information on data protection is available in our privacy statement.

By clicking 'next page' you confirm you are happy for your response to be used in the survey analysis and results. Your responses may be included as valid answers, even if you do not click 'finish' at the end of the survey.

A bit about you...

| 1. Are you responding as: | | | | |
|---------------------------|--|---|------------------|----------------|
| Answer Choices | | | Response Percent | Response Total |
| 1 | a driver/proprietor licensed by the district council |  | 90.63% | 58 |
| 2 | an individual/member of the public |  | 9.38% | 6 |
| 3 | Other (please specify): | | 0.00% | 0 |
| | | | answered | 64 |
| | | | skipped | 0 |

| 2. Which district council are you licensed by? | | | |
|--|---------------------|------------------|----------------|
| Answer Choices | | Response Percent | Response Total |
| 1 | South Oxfordshire | 98.28% | 57 |
| 2 | Vale of White Horse | 1.72% | 1 |
| 3 | Both | 0.00% | 0 |
| 4 | Another council | 0.00% | 0 |
| | | answered | 58 |
| | | skipped | 6 |

| 3. Please provide either your name, or trading name: | | | |
|--|-----------------------------|------------------|----------------|
| Answer Choices | | Response Percent | Response Total |
| 1 | Responses have been removed | 100.00% | 49 |
| | | answered | 49 |
| | | skipped | 15 |

| 4. Please provide your email address: | | | |
|--|-----------------------------|------------------|----------------|
| We ask for your email address to ensure we can contact you if we require any further clarification on your comments. Further information on data protection is available in our privacy statement. | | | |
| Answer Choices | | Response Percent | Response Total |
| 1 | Responses have been removed | 100.00% | 47 |
| | | answered | 47 |
| | | skipped | 17 |

Proposed tariffs

This section of the survey could only be answered by drivers and proprietors.

We are asking for your views on three proposed tariffs depending on:

- time of day
- day of the week
- holidays

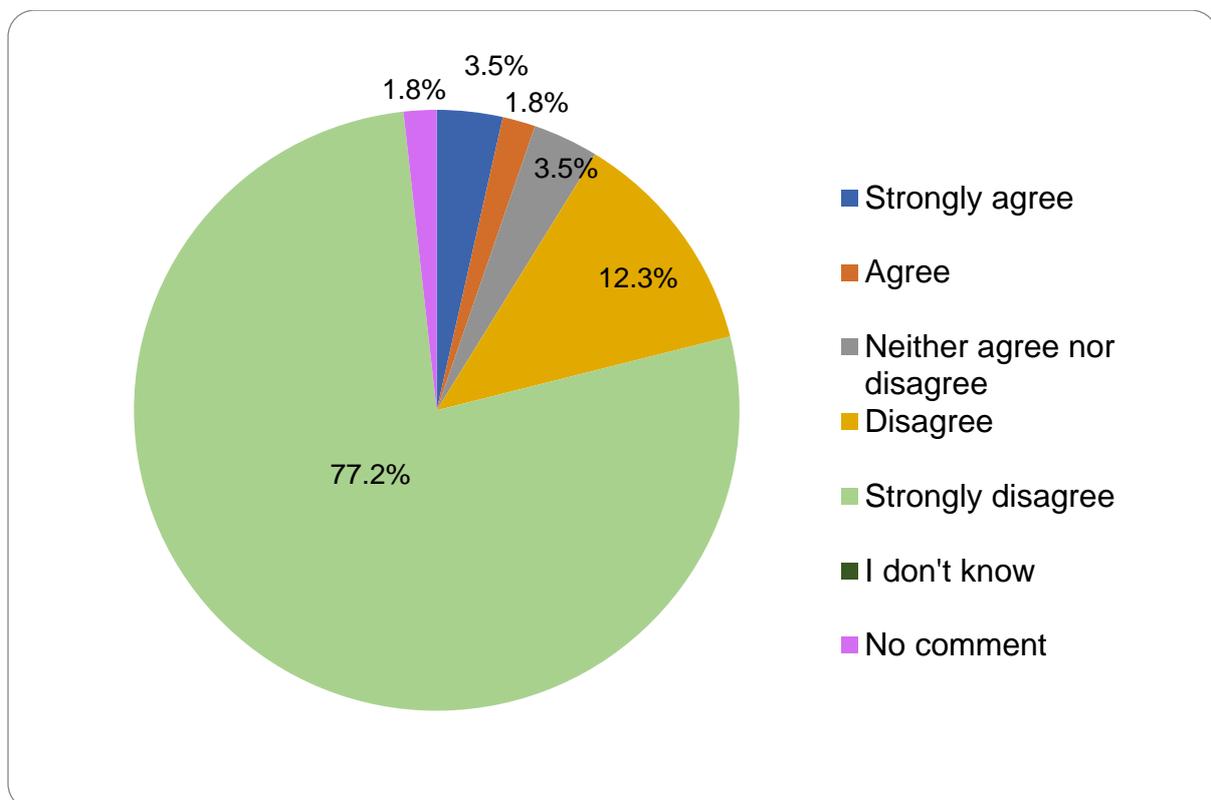
The tariff only applies to journeys which start and finish within South Oxfordshire district, not for journeys to destinations outside of the district.

You can view the proposed tariff documents [here](#).

If you wish to compare these figures with other tariffs, the Private Hire Trade Monthly magazine produces a monthly table of all council tariffs which you can access [here](#).

Please note, if we receive any objections to the tariff, we will need to refer the matter to Cabinet for review. This would take place at the end of September 2022 and we could not adopt the tariff until after that meeting has taken place. If we do not receive any objections, the tariff will take effect in South Oxfordshire from 4 August 2022.

5. Overall, how far do you agree or disagree with the proposed tariff?



6. You have disagreed with the proposed tariff for South Oxfordshire. To help us understand your reason(s) why, please answer the following statements.

Proposed tariff times, days and dates

| Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | I don't know | No comment | Response Total |
|----------------|------------|----------------------------|--------------|-------------------|--------------|------------|----------------|
| 0.00% 0 | 5.88% 3 | 3.92% 2 | 21.57% 11 | 68.63% 35 | 0.00% 0 | 0.00% 0 | 51 |

Minimum charge ('flag fall') for each tariff

| Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | I don't know | No comment | Response Total |
|----------------|------------|----------------------------|-------------|-------------------|--------------|------------|----------------|
| 1.96% 1 | 1.96% 1 | 1.96% 1 | 15.69% 8 | 78.43% 40 | 0.00% 0 | 0.00% 0 | 51 |

Subsequent distance charge

| Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | I don't know | No comment | Response Total |
|----------------|------------|----------------------------|--------------|-------------------|--------------|------------|----------------|
| 1.96% 1 | 1.96% 1 | 0.00% 0 | 25.49% 13 | 70.59% 36 | 0.00% 0 | 0.00% 0 | 51 |

Waiting time charge

| Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | I don't know | No comment | Response Total |
|----------------|------------|----------------------------|--------------|-------------------|--------------|------------|----------------|
| 1.96% 1 | 7.84% 4 | 5.88% 3 | 19.61% 10 | 64.71% 33 | 0.00% 0 | 0.00% 0 | 51 |

Charge per additional passenger when carrying 5+ passengers

| Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | I don't know | No comment | Response Total |
|----------------|------------|----------------------------|-------------|-------------------|--------------|------------|----------------|
| 1.96% 1 | 0.00% 0 | 7.84% 4 | 13.73% 7 | 74.51% 38 | 0.00% 0 | 1.96% 1 | 51 |

7. If you have any comments on the above statements, please provide your comments below.

| ID number | Comment | Officer response |
|-----------|--|---|
| 194450994 | <p>I think its not the time to put maximum and minimum charge! Fuel is gone too expensive. No one is gonna work or turn the car on to drive 5 miles away for £15 or £16 because its not worth it! You want your 20 percent tax? You want your license fees at the end of the year? MOTs every 6 months? Drivers license? Car maintenance. To rent/buy a car. To pay for the fuel?!</p> <p>What do you think the taxis get kidney disease, bladder infections and to work like a robot?! For a £3 profit in a 45 minutes job?!</p> | <p>The figures proposed in the consultation tariff put South Oxfordshire joint 16th highest tariff (out of 349 councils) for a two mile journey on Tariff 1.</p> |
| 194452860 | <p>All that 3 tariff are ok with 1st mile price but times can be easier: Day shift 6am until 6pm (12 hours work Night shift 6pm until 6am (same 12 hours) Tariff 4 to be included for only MPV carry more than 4 passengers £8.52 start mile (£8.50 sounds ok) 24/7 for 365 days annually Waiting time is fine</p> | <p>The different timings proposed are based on a higher rate for unsociable hours and officers would not support a large number of tariffs that could confuse customers.</p> |
| 194479298 | <p>The fares should be higher if you compare the living costs now</p> | <p>The figures proposed in the consultation tariff were based on an inflationary rise.</p> |
| 194586446 | <p>£5.40 and £2.70 a mile was used 12 years ago as tariff 1. Most are using £6 flag and £3.20 to £3.50 a mile tariff one.we have not increased it since fuel has gone up 90%. Also Xmas and new years day should be double tariff one legally. Everyone who works l'm the UK are entitled to double pay during these times. Late night tariff two should be 10pm To 7am as its always been. Many other issues too.much to say here.</p> | <p>The different timings proposed are based on a higher rate for unsociable hours. Using the figures on the left would result in a 2 mile tariff 1 fare of £9.20 to £9.50 which would place us 6th highest in the country.</p> |

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| <p>194644662</p> | <p>1st tariff : £6.50 subsequent 176 yard .£.30 2ndtariff £7.00 subsequent 176 yard £.35</p> | <p>Using the figures on the left would result in a 2 mile tariff 1 fare of £9.50 which would place us 6th highest in the country.</p> |
| <p>194467333</p> | <p>Good day dear sir/madam, my name is REDACTED. A south Oxfordshire taxi driver that based in Didcot station taxi rank. I started my taxi career at Didcot in 2016. The day tariff then is £5.00 first mile, £3.00per subsequent mile. (07:00-17:59 Sunday-Saturday). £5.60 first mile, £3.00per mile(18:00-21.59 Sunday to Saturday). £6.60 first mile & £3.20 from 22:00-06:59 Sunday to Saturday) Waiting charge is 0.30per minute. The rate increase X1.5 during bank holidays and X2 on Christmas and New Year day. Go green taxis has since increase their rate approx. by 17%, which is inline with the CPI. I think this about right due to yearly inflation. In my honest opinion, Proposed tariff 1 is too low compare to proposed tariff 2, I would suggest tariff 1 to be around £6.20 1 mile, and £3.40 thereafter. With tariff 2 kick in at 18:00-01:59, and tariff 3 from 02:00-05:59. Bank holidays should be x1.5, Christmas and New Year day at x2 base to the suggested rate. These rates are consider maximum rates that a driver can charge. There are many occasions that a driver will charge cheaper than the maximum rates when a job is more than 10 miles. With the increasing of fuel price, inflation and cost of living expenses year after year, covid disruption, we are struggling to meet up with our needs. I would urge you be consider carefully before deciding on the final rates.</p> | <p>The different timings proposed are based on a higher rate for unsociable hours. The daytime rates on the left are lower than the proposed £8.10 2 mile tariff 1 fare.</p> |
| <p>194767343</p> | <p>Tariff one 6.50 start each addition mile 3.50</p> | <p>Using the figures on the left would result in a 2 mile tariff 1 fare of £10.00 which would place us joint 2nd highest in the country.</p> |

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| 194767627 | Yes | There is insufficient detail to be able to respond to this comment. |
| 194772824 | the rates being provided by the council are not in line with the current level of inflation. | The figures proposed in the consultation tariff were based on an inflationary rise. |
| 194815619 | Tariffic one should be 600 first mile and each addition mile 300 | Using the figures on the left would result in a 2 mile tariff 1 fare of £9.00 which would place us 6 th highest in the country |
| 194583929 | <ul style="list-style-type: none"> - Minimum charge - fuel costs have increased recently and plate prices/insurance/maintenance has all increased, the state of roads are awful and cars experience damage so lowering costs is not feasible or appropriate - subsequent distance charge - the tariff 1 minimum charge is too low and should be 35p, not feasible or profitable given expenses - waiting time charge - minimum should be 20 pounds and currently tariff 1 gives you 16.20 which is alot lower than what we usually charge now - additional passengers - this should be higher as otherwise 6 seater drivers will start to refuse jobs as if It is not profitable for them as the make people you carry the more fuel is used and the car is experiencing more wear and tear. The road conditions and potholes are so bad in the south Oxford area and it is not fair that such low tariff are being implemented given inflation and increase of fuel prices and general living costs especially for car maintenance | Increasing the tariff 1 distance charge to £0.35 would result in a 2 mile tariff 1 fare of £8.90 which would place us 6 th in the country. In view of the concerns reference additional passengers for vehicles which carry more than 4 passengers, officers are happy to propose an increase to the 'extra' charge per passenger to £1.50. |
| 194901282 | The proposed tarrif prices are very low as you compare to the inflation and rising costs of living.The prices are going up day by day i mean just look at the fuel prices ther almost £2 per litre the insurance vehicle maintenance and also a safety check after 4 months when your | The figures proposed in the consultation tariff were based on an inflationary rise. |

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| | <p>vehicle is 7 years old.The council has risen there prices for license renewals application fees etc.The tarrif you have proposed not really worth the drivers.</p> | |
| 194993280 | <p>Minimum fare at least £6 At least 40p per mile... Companies pay staff this amount as an allowance when driving for work... Additional passengers should be at least £2 per passenger as they have more luggage and weight to carry so more stress on the vehicle...please understand fuel and living cost have gone sky high and we have to sustain our cars up keep, insurance as well as keep a roof over our head and feed our families..</p> | <p>Using the figures on the left would result in a 2 mile tariff 1 fare of £10.00 which would place us joint 2nd in the country. In view of the concerns reference additional passengers for vehicles which carry more than 4 passengers, officers are happy to propose an increase to the 'extra' charge per passenger to £1.50.</p> |
| 195004466 | <p>Licensing, Tariffs This year we have seen a 90% increase in fuel so far. Doubling of tyre costs. A massive increase in new and second hand car costs nearly double in some cases. 18 months off work due to Covid & crippling inflation. Tariff one of £5.40 Flag and £2.70 a mile is lower than anyone currently charges in South Oxford Region. We used these exact Tariffs 12 years ago in 2010. I propose to change Tariff 1 to £6.20 Flag and £3.25 a mile to keep up with inflation. Five & Six Seater Taxis Regarding six Seaters vehicles. Setting extras of £1 a person for passengers 5 and 6 is ridiculous. We were told yesterday "it's because there are already too many tariffs and it would add yet another". Six Seater vehicles are not fuel friendly and passenger 5 and 6 add to a considerable amount of extra fuel. Normally five and six passengers would have to hire two 4-seater taxis. A six seater running at one & half times tariff would reduce that cost by 25%. I do not see any reason people would keep a six seater with the proposed charges. I know I would replace it with a normal 4-seater car. Therefore, we propose five or</p> | <p>Using the figures on the left would result in a 2 mile tariff 1 fare of £9.45 which would place us 6th highest in the country. In view of the concerns reference additional passengers for vehicles which carry more than 4 passengers, officers are happy to propose an increase to the 'extra' charge per passenger to £1.50. The different timings proposed are based on a higher rate for unsociable hours. Times required for application processing are clearly stated on our website and allow for the required checks to be carried out with the DBS and other agencies.</p> |

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| | <p>six persons in a six seater to an x1.5 Tariff charge rate as we have always implemented. Waiting Time Waiting time varies from Taxi to Taxi. A good example is to run waiting time at half the cost of a driving taxi job. £35 an hour across all tariffs seems to be reasonable. Many taxis have been using this since 2002. Tariff change times We have always used Tariff one from 7:00am to 09:59pm. Tariff Two from 10:00pm to 06:59am. I propose changing Tariff 2 to 10:00pm to 01:59am. Delays for Plates & Drivers Badge Waiting 6 weeks and in some cases many months to receive driver's badges and license plates is unacceptable. License plates in the past printed out within 15 minutes in the South Oxfordshire District Council Offices while you waited. Some people are not working while waiting and is immoral and grossly unfair. Taking 12 weeks to produce a drivers badge when you have all the applicants details is not reasonable.</p> | |
| 195007512 | Fuel prices are sky high. We drivers will be left with pennies after expense . | The figures proposed in the consultation tariff were based on an inflationary rise. |
| 195028683 | <p>Because of the cost of leaving which is including the fuel price the day rate should be at least £6 first mile than £3 thereafter and the night rate which is the second tariff should start at 5 o'clock pm ,thanks</p> <p>My only comments on the day rate which I stated before ,thanks</p> | Using the figures on the left would result in a 2 mile tariff 1 fare of £9.00 which would place us 6 th highest in the country. |
| 195486140 | <p>Christmas day boxing day new year day should all double fare at least By you saying 5+ Is only £1 per person any distance will means companies will stop using bigger taxis resulting in larger groups to use 2 vehicles</p> | The different timings proposed are based on a higher rate for unsociable hours. In view of the concerns reference additional passengers for vehicles which carry more than 4 passengers, officers are |

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| | | happy to propose an increase to the 'extra' charge per passenger to £1.50. |
| 196045287 | Fare one is ok but no one works for a seventeen hour shift without the pay going up I think it should be 6 until 6 then 6 to 11 then 11 to 6.bank holidays time and a half Christmas day double. | The different timings proposed are based on a higher rate for unsociable hours. |
| 196058215 | We should not be forced to accept something that is vale of white tariff from 2014 thankyou | The figures proposed in the consultation tariff were based on an inflationary rise to the previous Vale tariff. |
| 196058328 | Minimum wage is 9.70 per hour in the uk the Council is proposing I take a pay cut do to 5.70 do you think that is fair? I don't think so then you have a tariff from 2014 it's 2022 I think the council needs to think this through with the driver thankyou | The figures proposed in the consultation tariff were based on an inflationary rise to the previous Vale tariff. |
| 196063247 | Hi I'm not disagree of the tariff proposed from the council because of current expenses(insurance,fuel cost, insurance and plate badge all gone up etc). | There is insufficient detail to be able to respond to this comment. |
| 196193885 | <p>TARIFF 2 23.00 TO 00.59, TARIFF 3 01.00 TO 05.59</p> <p>CHARGES TARIFF 1 £6.00 FLAG FALL /3.00 FOR SUBSEQUENT MILE & WAITING TIME TARIFF 2 £8.00 FLAG FALL /4.00 FOR SUBSEQUENT MILE & WAITING TIME TARIFF 3 £10.00 FLAG FALL /5.00 FOR SUBSEQUENT MILE & WAITING TIME</p> <p>CARRING MORE THAN FOUR PASSENGERS - 25% OF FARE PER PERSON (OTHER WISE NO POINT IN INVESTING IN THE LARGER VEHICLE)</p> <p>SOILING OF VEHICLE - £300.00 THE REASON FOR THIS IS THE VEHICLE IS OFF THE ROAD FOR TWO OR THREE DAYS, LOSE OF INCOME FOR THE INDEPENDENT OPERATOR (YOU</p> | The different timings proposed are based on a higher rate for unsociable hours. Using the figures on the left would result in a 2 mile tariff 1 fare of £9.00 which would place us 6 th in the country. In view of the concerns reference additional passengers for vehicles which carry more than 4 passengers, officers are happy to propose an increase to the 'extra' charge per passenger to £1.50. Officers are also happy to increase the soiling charge to £150. The last part of the response is unclear as this proposal does not relate to vehicle specification. |

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| | <p>WOULD NOT BE HAPPY GETTING INTO A CAR SMELLING OF SICK AND WOULD PROBERLY NOT CALL THE TAXI SERVICE AGAIN, I HAVE EXPERIENCED THIS).</p> <p>FORCING OLDER HYBRID WELL MAINTAINED, CLEAN AND TIDY CARS OFF THE ROAD WOULD DECREASE THE TAXI NUMBERS IN THE COMMUNITY.</p> | |
| <p>196239888</p> | <p>Thank you for giving me an opportunity to make a comment and share my opinion about the proposed Taxi Tariffs. First of all, I think, in this uncertain time, when inflation and fuel price are higher than ever in the UK, it is not the right time to set up a maximum tariff for 12 months.</p> <p>My opinion about the proposed tariff is as follows:</p> <ol style="list-style-type: none"> 1. Tariff 1 should be a minimum of £3/mile from the second mile. I think that would be a fair price for taxi drivers and customers 2. Tariff 2 should be used from 6:00 PM instead of 11:00 pm and all over the weekend (Saturday and Sunday). It's a bit disappointing that everyone in this country has the right to have 2 days off in a week, but taxi drivers have the right to only one day as the proposed tariff shows. 3. Tariff 3 is almost unnecessary because there was no demand for taxi service in the Didcot area during that period. <p>Thank you for reading</p> | <p>We are not proposing to set a tariff for 12 months. We have stated that we are likely to need to review again within 12 months. Using the figures on the left would result in a 2 mile tariff 1 fare of £8.40 which would place us joint 7th highest in the country. The different timings proposed are based on a higher rate for unsociable hours. The comment about days off is unclear, as the proposal does not require taxi drivers to work any amount of time.</p> |
| <p>196442898</p> | <p>Given the cost of living increasing and the post covid crisis we are going through, the tariff charges proposed are unfair and fuel costs also have gone up so these are disproportionate</p> | <p>The figures proposed in the consultation tariff are based on an inflationary rise.</p> |

| | | |
|--|---|---|
| <p>ID: 196768800 ID: 197010412 ID: 197018608 ID: 196978895</p> | <p>Dear Sir / Madam, I strongly object to the proposed tariffs set by the council because there has not been any proper consultation with the drivers or their representatives. I would like for the council to have a meeting with the South Oxfordshire and Vale of white horse taxi drivers' association (S&VTDA) to discuss a new tariff on my behalf as I am a member of S&VTDA or arrange a formal discussion / meeting with all drivers. The existing Vale tariff is extremely out of date; it should have been review at least once if not twice before, as it is well over 8 years old. In that time the cost of goods and services has risen by more than 35% since Jan 2014 (www.hl.co.uk). The new proposed tariff by the council does not reflect the rise in the cost of living. Using the 5-tariff structure of the old Vale Tariff from 2014 is ok with a few, changes but the figures are not very good and are very unfair to the drivers. New Tariff will need to consider every aspect of the cost-of-living crisis including the rising costs of overall License fees from the council. For Now, ONLY 1 Example on that matter: A 10-mile fare at the current rates on the Vale tariff, for up to 4 passengers and more than 4 passengers between 23:00-01:59 and 02:00-05:59. 23:00-01:59 = Car T2: £32.70 MPV T4: £33.20 Result: £0.50 02:00-05:59 = Car T3: £36.80 MPV T5: £38.50 Result: £1.70 Why would any Driver have an MPV? For 50p or £1.70 extra? I for one, don't think so. And on your new proposal £1 extra regardless of distance is also a disgrace. Where's the incentive for the drivers to have an MPV? Fuel alone has risen by more than 82% in ONLY just over 2 years and PLEASE don't forget fuel is our biggest expense in our line of work. Transport sector has</p> | <p>The survey is the consultation route along with the newspaper notice, public notice at the office, newsletter, drop in session and rank visits conducted. Given there are almost 700 hackney carriages and over 1000 drivers licensed by the two districts, having a meeting with all drivers is not viable. The council is not aware of any drivers' association and will make contact separately for future reference.</p> |
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| | <p>been hit the hardest with this cost-of-living crisis. These are official figures for fuel from the Central Government. As the current proposed tariff cannot be adopting, it will now need to be taken to the Cabinet for a review as per council guidelines. I expect that the council will now look to schedule a meeting with the S&VTDA before the cabinet meeting, to discuss what would be an acceptable tariff for all concerned, which then can take to the cabinet. Finally, we appreciate that the council will look to review the tariff situation in the next 12 months due to the cost-of-living crisis. South Oxfordshire and Vale of white horse taxi drivers' association (S&VTDA)</p> | |
| <p>196771181</p> | <p>I strongly object to the proposed tariffs set by the council because there has not been any proper consultation with the drivers or their representatives. I would like for the council to have a meeting with the South Oxfordshire and Vale of white horse taxi drivers' association (S&VTDA) to discuss the new tariff.</p> | <p>The survey is the consultation route along with the newspaper notice, public notice at the office, newsletter, drop in session and rank visits conducted. The council is not aware of any drivers' association and will make contact separately for future reference.</p> |
| <p>196832320</p> | <p>During this volatile period, when fuel prices have increased over 60% within a 6 month term . I do not consider realistic fixing prices of the taxi fares. Cost of living , as well is increasing every day and we don't know when will stop. Can you guarantee that in 6 months the fuel will cost the same? Please take in consideration that taxis in Didcot have to pay for the First Travel Solution Company a annual fee to be able to pick up customers. Would be possible for taxis plying for hire ,on a private taxi rank ,to be exempt of the fixed rate obligation? I do understand your concern to protect</p> | <p>We have stated that we are likely to need to review again within 12 months as we are aware of concerns of continued rises in the cost of living. We can only set the tariff based on the figures we have at this time. The council is not responsible for the charges to work from the Didcot train station rank and it is not feasible to set different tariffs for hackney carriages which may work from Didcot train station rank. The tariff will be a maximum, so drivers are welcome to charge a lower fare if they choose to do so, to attract new customers. We are</p> |

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| | <p>the public, but there would be a much more effective way of doing it. I would like to know if majority of the complaints it was because of the prices of the fares listed on the tariff cards or the quality of the service provided? There is another factor as well. We are all different as service provider's. Why do you want to force on us the same "hat"? Some people like to shop in the Marks and Spencer, others in the Sainsburys, others in the corner shop. Diversity should be respected and maintained. The best examples are questions 9-12 where the South District Council acknowledged the Diversity. In the end the Customers are the ones who decide which taxi they want to use.</p> <p>If may I propose to include, on to the tariff card contact details of the District Council for complaints and the drivers details as well. This way customers who are not happy with a service provider, could very easily do the necessary steps. All in all, for now I strongly oppose to introduce fixed rates at this time.</p> | <p>in the process of designing an information card for customers including how to complain, so we will not need to include this on the tariff card at this time.</p> |
| <p>196906930</p> | <p>First of all i disagree with this proposed tariff change. In my opinion tariif 2 should be time and a half and tariff 3 should be double of tariff 1. Also the charge per additional passenger when carrying 5+ passengers should be time and a half not £1 per additional passenger, as the cost of running a MVP or Minibus is subsequently higher than running of a normal car.</p> <p>Also i believe tariff 3 should be applied during the Royal Regatta week.</p> | <p>The different timings proposed are based on a higher rate for unsociable hours. In view of the concerns reference additional passengers for vehicles which carry more than 4 passengers, officers are happy to propose an increase to the 'extra' charge per passenger to £1.50. Officers are not proposing a separate tariff during Henley Regatta as we do not feel that people should be charged more simply because an event is taking place.</p> |
| <p>196968693</p> | <p>will wait till meeting in Sep.</p> | <p>There is insufficient detail to be able to respond to this comment.</p> |

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| 196970697 | The Minimum charge on each tariff is very low. The timings on the tariff is not good as well because most of the south oxfordshire will be closed after 11pm. The tariff 2 should start at 09:00PM. | The different timings proposed are based on a higher rate for unsociable hours. |
| 196978753 | Waiting time is less and tariff times should change and we need tariff for henley Regatta very long queues | The different timings proposed are based on a higher rate for unsociable hours. Officers are not proposing a separate tariff during Henley Regatta as we do not feel that people should be charged more simply because an event is taking place. |
| 196978895 | Tariff time change please and add henley regatta tariff | The different timings proposed are based on a higher rate for unsociable hours. Officers are not proposing a separate tariff during Henley Regatta as we do not feel that people should be charged more simply because an event is taking place. |

Proposed tariffs

This section of the survey could only be answered by individuals / members of the public.

We are proposing three tariffs depending on:

- time of day
- day of the week
- holidays

The tariff only applies to journeys which start and finish within South Oxfordshire district, not for journeys to destinations outside of the district. The tariff also doesn't apply for pre-booked journeys.

You can view the proposed tariff documents [here](#).

If you wish to compare these figures with other tariffs, the Private Hire Trade Monthly magazine produces a monthly table of all council tariffs which you can access [here](#).

8. If you have any comments on the tariff, please provide them below.

| ID number | Comment | Officer response |
|-----------|--|---|
| 196916203 | To impose a tariff without talking to the taxi drivers is unacceptable. | The survey is the consultation route along with the newspaper notice, public notice at the office, newsletter, drop in session and rank visits conducted. |
| 196916090 | There has been no consultation with the taxi drivers. | The survey is the consultation route along with the newspaper notice, public notice at the office, newsletter, drop in session and rank visits conducted. |
| 196874620 | No talk to drivers. Talk to drivers needed | The survey is the consultation route along with the newspaper notice, public notice at the office, newsletter, drop in session and rank visits conducted. |
| 196872609 | I object to this as there has been no consultation with the drivers to agree a tariff, This is undemocratic and wrong | The survey is the consultation route along with the newspaper notice, public notice at the office, newsletter, drop in session and rank visits conducted. |
| 196771457 | I object to the proposed tariffs set by the council because there has not been any proper consultation with the drivers or their representatives | The survey is the consultation route along with the newspaper notice, public notice at the office, newsletter, drop in session and rank visits conducted. The council is not aware of any drivers' association and will make contact separately for future reference. |
| 196243939 | I oppose these tariffs that have been imposed and believe the council should review them with a proper consultation with the taxi drivers. | The survey is the consultation route along with the newspaper notice, public notice at the office, newsletter, drop in session and rank visits conducted. |

Anything else?

9. If you have any other comments on the proposed tariff, please provide them below.

| ID number | Comment | Officer response |
|-----------|--|--|
| 194450994 | Bad proposal. | There is insufficient detail to be able to respond to this comment. |
| 194454531 | <p>What about tariff during Regatta Henley festival Rewind And other festivals as some driver are using the highest tariff during any of these whereas I only use tariff 3 during regatta</p> | Officers are not proposing a separate tariff for events as we do not feel that people should be charged more simply because an event is taking place. |
| 194452860 | <p>Minimum card payments £8 is considered</p> <p>Thinking about waiting time per minute should be £0.50</p> <p>Clients very rarely respect times and delays to other . Sometimes we driver lose the next job because that previous client delay ,so bit more charge to cover that frequently situation.</p> | Officers are not proposing a minimum for card payments at this time but will conduct more research on this in the coming months for the next review. It may be that officers look to recommend making it mandatory for hackney carriages to accept card payments, as this was included in the responses to the joint taxi licensing policy consultation in 2021. |
| 194495265 | <p>Hi. Second tariff should be on From 22:00 Like most of the taxis. Mini bus journey over 4 passengers should be 50% higher than regular reason: much higher fuel consumption higher car exploitation, much higher repair cost and also price for cars are higher than regular and if driver its able take more than 4 mean customer don't need 2 cars what give IT to him 50% savings any way.</p> | The different timings proposed are based on a higher rate for unsociable hours. In view of the concerns reference additional passengers for vehicles which carry more than 4 passengers, officers are happy to propose an increase to the 'extra' charge per passenger to £1.50. |
| 194553744 | <p>Tariff one: 1st Mile should be : 6.95 and subsequent 176 yard @0.30 Tariff two : 1st mile : 7.95 and the subsequent176 yard @0.35</p> | Using the figures on the left would result in a 2 mile tariff 1 fare of £9.95 which would place us 3 rd highest in the country. |

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| 194767343 | Tarriff 2 800 start each addition mile 3.50 also tarrif two should start 2200 hrs | The different timings proposed are based on a higher rate for unsociable hours. |
| 194767627 | Tariff 1 should be £7 start & each additional mile £3 | Using the figures on the left would result in a 2 mile tariff 1 fare of £10.00 which would place us joint 2 nd highest in the country. |
| 194772824 | we should also have a rate for henley week | Officers are not proposing a separate tariff for events as we do not feel that people should be charged more simply because an event is taking place. |
| 194815619 | Tarrif 2 should start at 10 pm | The different timings proposed are based on a higher rate for unsociable hours. |
| 194833295 | Petrol is very expensive | The figures proposed in the consultation tariff are based on an inflationary rise. |
| 194901282 | There should be slightly more rise in tariff like £1 extra in flag and 10p more increase in each tariff and also should reduce the time of tariff one from 10.59pm to 6pm. | Assuming they mean charge an £0.37 for distance, using the figures on the left would result in a 2 mile tariff 1 fare of £10.10 which would place us 2 nd highest in the country. The different timings proposed are based on a higher rate for unsociable hours. |
| 195036605 | <p>The price for the tariff is good. My only concern is the mpv6 and mpv8 these vehicles are nearly double the price of a car also to run. I would say a mpv6 has to be 50% price increases of the total tariff and the Mpv8 should be at least 85% increase in tariff.</p> <p>A brand new Toyota Corolla which seats 4 people is around £24k. A Toyota Proace verso which seats 8 people is £50k.</p> <p>If the tariff comes in places for £1 extra a passenger after 4 people will not buy</p> | In view of the concerns reference additional passengers for vehicles which carry more than 4 passengers, officers are happy to propose an increase to the 'extra' charge per passenger to £1.50. |

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| | mpv's. It might cause a disturbance in the long run. | |
| 195089543 | Tariff 1 £6.00 Tariff 2 £7.00 Tariff 3 £8.00 This should be minimum £2.00 extra person | Using the figures on the left would result in a 2 mile tariff 1 fare of £10.00 which would place us joint 2 nd highest in the country. In view of the concerns reference additional passengers for vehicles which carry more than 4 passengers, officers are happy to propose an increase to the 'extra' charge per passenger to £1.50. |
| 195274160 | Inflation increasing every year, diesel price ales increased. | The figures proposed in the consultation tariff are based on an inflationary rise. |
| 195486140 | Which everything increasing in price why are proposing tarriff lower than what some companies are already using | The figures proposed in the consultation tariff are based on an inflationary rise |
| 196045287 | I don't have a people carrier but you need a different tariff for them because it saves the people from having two taxis. You have based your tariffs on the vale i work out of didcot and have to pay to go on the rank at the station And with work still 20 to 25 percent down and price going up and you changing the 110 co rules making it 200 percent to plate a car. | In view of the concerns reference additional passengers for vehicles which carry more than 4 passengers, officers are happy to propose an increase to the 'extra' charge per passenger to £1.50. |
| 196057814 | South Oxford & Vale of White Horse District Council Joint Taxi Tariffs v0.1 Option 1: Current Style – 5 Tariff's & 3 Time Slots For any journey inclusive of VAT (if applicable) For journeys starting: Vehicles up to 4 seats Vehicles with more than 4 seats carrying 5 or more passengers 06:00 – 20:59 Tariff 1 21:00 - 00:59 And all day on Sundays, Bank Holidays, Public Holidays & Easter Sunday and 18:00 - 23:59 Christmas Eve and New | This comment has not replicated clearly unfortunately. It appears to suggest figures which would result in a 2 mile tariff 1 fare of £10.00 which would place us joint 2 nd highest in the country. |

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| | <p>Year's Eve Tariff 2 01:00 – 05:59 Tariff 3 Tariff 1 Tariff 2 Tariff 3 Tariff 2 Tariff 4 Flag fall / Minimum charge Inclusive miles Subsequent 176 yd or 161 m (1/10 mile) 1 £7.00 £9.00 £10 £9.00 £12 £0.30 1 £0.40 1 £0.45 1 £0.40 1 £0.50 Waiting time per minute or part thereof £0.40 £0.50 £0.50 £0.50 £0.50 Soiling Charge Some examples of journey costs are below: £200 Maximum Tariff 2 Tariff 5 Tariff 5 £14.00 1 £0.60 £0.50 Tariff 5 £14.00 £20.00 £26.00 £38.00 £48.00 £57.00 £68.00 Tariff 1 Tariff 2 Tariff 3 Tariff 4 1st Miles / Minimum Fare</p> | |
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| | <p>£7.00 £9.00 £10.00 £12.00 2 miles £10.00 £13.00 £14.50 £17.00 3 miles £13.00 £17.00 £19.00 £23.00 5 miles £19.00 £25.00 £28.00 £32.00 7 miles £25.00 £33.00 £37.00 £42.00 10 miles – (this line can be removed) Proposed extra charges are shown in the below table Soiling charge £45.00 £50.50 All day Christmas Day, Boxing Day, New Year's Day. Spec Events / Festivals £34.00 Tariff 4 Tariff 5 for All Vehicles £200 Maximum We appreciate that the council will look to review the tariff situation in the next 12 months due</p> | |
| <p>196442898</p> | <p>Tariff charges should be increased as the proposed tariff is far too low and fuels costs and car maintenance and running of the taxis is not covered proportionately.</p> | <p>The figures proposed in the consultation tariff are based on an inflationary rise.</p> |
| <p>196771181</p> | <p>As the current proposed tariff cannot be adopted, it will now need to be taken to the Cabinet for a review as per council guidelines. I expect that the council will now look to</p> | <p>The council is not aware of any drivers' association and will make contact separately for future reference. The survey is the consultation route along with the newspaper notice,</p> |

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| | schedule a meeting with the S&VTDA before the cabinet meeting, to discuss what would be an acceptable tariff for all concerned, which then can take to the cabinet. | public notice at the office, newsletter, drop in session and rank visits conducted. |
| 196771457 | The council need to speak to the drivers to sort out the tariff | The survey is the consultation route along with the newspaper notice, public notice at the office, newsletter, drop in session and rank visits conducted. |
| 196832320 | Same as I mentioned, previously . I strongly oppose to be introduced the fixed rate tariff . .Let the Customer to choose and make accessible the way to complain, because in the majority of the complaints it's the quality of the service the problem not the price. | This is not a consultation about whether to have a tariff; that has already been agreed as part of the policy in 2021. |
| 196872609 | Please speak to the drivers to set the tariff | The survey is the consultation route along with the newspaper notice, public notice at the office, newsletter, drop in session and rank visits conducted. |
| 196874620 | Talk to the drivers | The survey is the consultation route along with the newspaper notice, public notice at the office, newsletter, drop in session and rank visits conducted. |
| 196916090 | The council needs to consult with the taxi drivers. Not just impose a tariff on them | The survey is the consultation route along with the newspaper notice, public notice at the office, newsletter, drop in session and rank visits conducted. |
| 196916203 | Discuss with the taxi drivers to agree tariff | The survey is the consultation route along with the newspaper notice, public notice at the office, newsletter, drop in session and rank visits conducted. |

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| 196968693 | offered tariff is not completely fit for work. | There is insufficient detail to be able to respond to this comment. |
| 196970697 | We all as a driver never get a chance to tell council what are over views and I personally feel there is a communication gap in council and drivers. | The survey is the consultation route along with the newspaper notice, public notice at the office, newsletter, drop in session and rank visits conducted. |
| 196978753 | Please reconsider as south oxfordshire is mostly countryside area business closed in evening hardly any people after 23:00 | There is insufficient detail to be able to respond to this comment. |

Our commitment to equal access for all

We are committed to making sure that residents have equal access to all council services. Please help us to keep track of how successfully we are achieving this by ticking the appropriate boxes below.

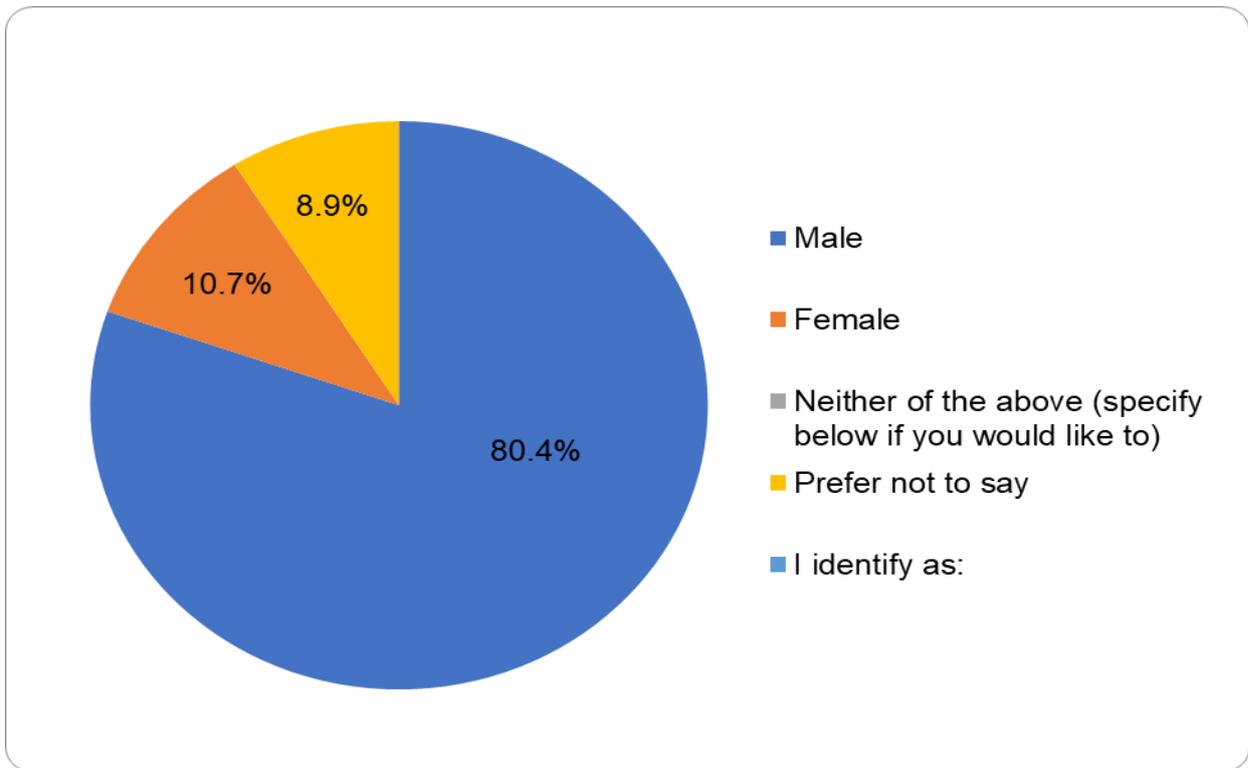
All questions are optional. All information is confidential and will only be used to help us monitor whether views differ across the community.

10. So we can understand if we have reached everyone we need to, please tell us the first part of your postcode in the box below, e.g., OX10

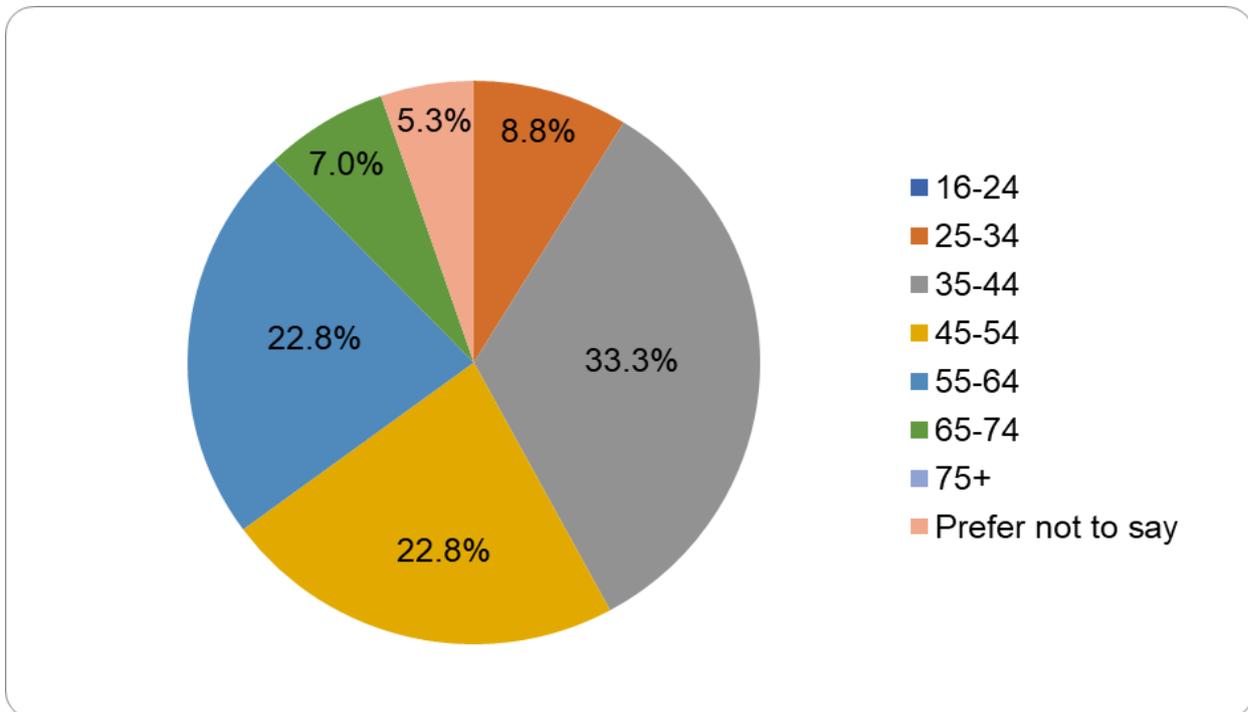
46 respondents provided us with a postcode and the results are shown below.

| Berkshire | Buckinghamshire | Oxfordshire |
|-----------|-----------------|-------------|
| RG | HP12 (X6) | OX3 |
| RG2 | HP13 (X3) | OX4 |
| RG31 | | OX9 |
| RG6 | | OX10 (X6) |
| RG9 (X10) | | OX11 (X9) |
| | | OX38 |
| SL1 (X3) | | OX93 |

11. Which of the following describes how you identify yourself?



12. How old are you?



| 13. What is your ethnic group? | | | | |
|--|---|---|------------------|----------------|
| Answer Choices | | | Response Percent | Response Total |
| White | | | | |
| 1 | English, Welsh, Scottish, Northern Irish, British |  | 25.93% | 14 |
| 2 | Irish | | 0.00% | 0 |
| 3 | Gypsy or Irish Traveller | | 0.00% | 0 |
| 4 | Any other white background |  | 12.96% | 7 |
| Asian or Asian British | | | | |
| 5 | Indian |  | 3.70% | 2 |
| 6 | Pakistani |  | 42.59% | 23 |
| 7 | Bangladeshi |  | 3.70% | 2 |
| 8 | Chinese | | 0.00% | 0 |
| 9 | Any other Asian background |  | 1.85% | 1 |
| Black or Black British | | | | |
| 10 | Caribbean | | 0.00% | 0 |
| 11 | African | | 0.00% | 0 |
| 12 | Any other black background | | 0.00% | 0 |
| Mixed or Multiple Ethnic Groups | | | | |
| 13 | White and Black Caribbean | | 0.00% | 0 |
| 14 | White and Black African | | 0.00% | 0 |
| 15 | White and Asian |  | 1.85% | 1 |
| 16 | Any other mixed background |  | 7.41% | 4 |
| Other Ethnic Group | | | | |
| 17 | Arab | | 0.00% | 0 |
| 18 | Other (please specify): | | 0.00% | 0 |
| | | | answered | 54 |
| | | | skipped | 10 |

| 14. Are your day to day activities limited because of a health problem or disability which has lasted or is expected to last 12 months or more? | | | | |
|---|-------------------|---|------------------|----------------|
| Answer Choices | | | Response Percent | Response Total |
| 1 | Yes |  | 3.85% | 2 |
| 2 | No |  | 94.23% | 49 |
| 3 | Prefer not to say |  | 1.92% | 1 |
| | | | answered | 52 |
| | | | skipped | 12 |
| If yes, please specify: (1) | | | | |
| 1 | ID: 194450994 | REDACTED | | |

END.