

Q9	Start time	Completion time	In what capacity are you completing this consultation survey?	What are your thoughts around the current taxi fares and tariffs?	We have recently reviewed the current taxi fares and tariff structures. As part of this, we are seeking your views on the proposed changes. Please review the four options below and indicate...	Please state the reason for your answer to the question above?	Do you think it would be fair to introduce a temporary fuel surcharge to taxi fares if the price of diesel rises above a set price? (Diesel and other low emission vehicles will be exempt)	The Council is considering introducing a temporary fuel surcharge of 40 pence per tax journey when the average UK price of diesel reaches £2.79 per litre. The average diesel price would be based on...	The maximum charge for cleaning a taxi if it is soiled by a passenger is currently £55. Do you think this maximum charge should be increased to better reflect the cost of cleaning the vehicle, the...	If a passenger leaves a taxi, please select the option that best describes your typical method?	How and when do you typically use taxis in your journey?	How do you usually go about hiring a taxi, please select the option that best describes your typical method?	When using taxis, how do you usually pay for your journey?
				AT PRESENT AS A DRIVER THEY ARE RATHER HIGH, WE USE CUSTOMER ON RANKS TO APP BASED RIDE SHARE COMPANIES.	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.	AS PREVIOUSLY ADVISED THE CURRENT FARE PRICE IS EXPENSIVE ENOUGH AS IT IS.	Yes	Neither Agree or Disagree	Agree	£300	When no other transport is available	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Cash
1	11:59	12:05	Hackney Carriage Driver		Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Yes	Neither Agree or Disagree	Agree	£200	Travel to/from work	I use a combination of the above methods	Cash
2	12:14	12:18	Hackney Carriage Driver	Not enough to cover current fuel and maintenance price.	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Yes	Neither Agree or Disagree	Agree	£70	Airport or station transfers	I usually hire a taxi from a rank (e.g. at the train station or town centre).	Cash
3	12:13	12:19	Hackney Carriage Driver		Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Yes	Agree	Agree	£70	Airport or station transfers	I usually hire a taxi from a rank (e.g. at the train station or town centre).	Cash
4	12:18	12:20	Hackney Carriage Driver		Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Yes	Agree	Agree	£100	Airport or station transfers	I usually hire a taxi from a rank (e.g. at the train station or town centre).	Cash
5	12:46	12:52	Private Hire Driver		Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	Fuel prices going up	Unsure	Agree	Agree	£50 - No Change	Airport or station transfers	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Cash
6	14:18	14:21	Private Hire Operator	I think its ok	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.	all our drivers happy with current prices	No	Disagree	Disagree	£50 - No Change			
7	16:10	16:13	Private Hire Driver	I think they are fair, I'm not against the increase in the starting fare but I am very much against the fuel surcharge. This will confuse customers and will lead to accusations of us ripping customers off. It should not be considered.	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		No	Disagree	Agree	£300	Social or Leisure activities (e.g. restaurants, pubs, events)	I use a combination of the above methods	Cash
8	20:05	20:10	Private Hire Operator	Very small Rise	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	Helps to cover increasing costs b	Unsure	Neither Agree or Disagree	Agree	£300			
9	07:11	07:15	Hackney Carriage Driver	Very small Rise	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	Small rise to help cover increased cost, Licenses & Fuel	Unsure	Disagree	Agree	£300			
10	15:29	15:35	Private Hire Driver	I am happy with fares. But because of the fuel increase prices there should be some change at least couple of pence.	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	Fuel price increase	Yes	Neither Agree or Disagree	Disagree	£70 - No Change	Shopping trips	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Mobile app (e.g. booking or paying via an app)
11	21:34	21:39	Hackney Carriage Driver	Taxi fares would need to be increased due to the increase costs of fuel.	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	As in 2	Yes	Agree	Agree	£50 - No Change	Social or Leisure activities (e.g. restaurants, pubs, events)	I usually hire a taxi from a rank (e.g. at the train station or town centre).	Cash
12	05:29	05:31	Hackney Carriage Driver	Needs to go up a little every year with inflation	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	Ride helps cover rising costs	Yes	Agree	Agree	£300			
13	15:12	15:14	Hackney Carriage Driver	Ok	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.	It's enough at the moment	Yes	Agree	Disagree	£300	Taxi driver	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Cash
14	10:20	10:22	Hackney Carriage Driver	Should be increased	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Yes	Agree	Disagree	£200	Travel to/from work	I use a combination of the above methods	Cash
15	10:22	10:25	Private Hire Driver	Leave as it is	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Unsure	Neither Agree or Disagree	Agree	£70	I do not use taxis.	I don't use taxi's	I don't use Taxis
16	14:21	14:29	Hackney Carriage Driver	It's good. Don't change it.	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.	Need to be competitive	No	Disagree	Agree	£70	When no other transport is available	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Cash
17	19:12	19:14	Private Hire Driver	Current taxi fares are ok.	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.	The price is fine at the moment	Yes	Agree	Agree	£70	Travel to/from work	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Cash
18	16:14	16:18	Member of the public	Extortionate	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.	Prices are already extortionate	No	Disagree	Neither Agree or Disagree	£50 - No Change	Social or Leisure activities (e.g. restaurants, pubs, events)	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Debit/Credit card (using card reader in taxi)
19	16:22	16:26	Member of the public	Current rates about right.	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.	As a pick up charge current amount is about right	Unsure	Disagree	Neither Agree or Disagree	£70			
20	16:29	16:30	Member of the public	I think they should remain the same as they are already higher than uber and raising them would lose more custom.	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.	As is	No	Disagree	Disagree	£50 - No Change			
21	16:27	16:31	Private Hire Driver	Leaves them as they are.	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.		No	Disagree	Disagree	£50 - No Change			
22	16:34	16:36	Member of the public	They should not be increased in the current economic climate	Option 2 - No Change. Freeze the initial fare at £3.90. Freeze tariffs 1, 2 and 3.	People cannot afford an increase at this time	No	Disagree	Agree	£50 - No Change	Medical Appointments	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Debit/Credit card (using card reader in taxi)
23	16:33	16:45	Private Hire Driver	The current Taxi fares and Tariffs are a bit low.	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	The cost of living and fuel prices are not reflected in the Taxi fares.	Yes	Agree	Agree	£300	Social or Leisure activities (e.g. restaurants, pubs, events)	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Cash
24	16:50	16:53	Private Hire Driver	Very low compared with others.	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	Diesel prices and byrne costs went up.	Yes	Agree	Agree	£200	Airport or station transfers	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Debit/Credit card (using card reader in taxi)
25	16:51	16:53	Private Hire Driver		Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		No	Neither Agree or Disagree	Agree	£70	Social or Leisure activities (e.g. restaurants, pubs, events)	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Cash
26	16:53	16:55	Private Hire Driver	Cost of fuel are hurting.	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	Taxi and help with increased costs	No		Agree	£100	Travel to/from school or education	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online)	Debit/Credit card (using card reader in taxi)

27	16.54	16.56	Other	Stay the same	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3. Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	People struggling with finance	Unsure	Neither Agree or Disagree	Agree	£50 - No Change	Medical Appointments	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online).	Debit/Credit card (using card reader in taxi)
28	16.55	16.58	Hackney Carriage Driver		Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	Work is quite steady	Yes	Neither Agree or Disagree	Agree	£100	I do not use taxis	I don't use taxi's	I don't use Taxis Debit/Credit card (using card reader in taxi)
29	17.04	17.10	Private Hire Driver	It's fair and reasonable	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	People already struggling financially and we will be giving more business to with Uber and bolt.	No	Disagree	Agree	£70	I do not use taxis	I don't use taxi's	
30	17.11	17.15	Private Hire Driver	I think they are fine and should stay the same	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	The fares are already high	Yes	Disagree	Agree	£100	Social or Leisure activities (e.g. restaurants, pubs, events).	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online).	Cash
31	17.21	17.24	Private Hire Driver	Should not increase.	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	Our competitor already charging very less price if we increase price we will lose customers	No	Disagree	Agree	£50 - No Change	Social or Leisure activities (e.g. restaurants, pubs, events).	I usually hire a taxi from a rank (e.g. at the train station or town centre).	Debit/Credit card (using card reader in taxi)
32	17.18	17.25	Member of the public	Middle of a cost of living crisis when everything else is being raised but wages and jobs remain the same or lower. It's the wrong time to be squeezing people from all sides particularly if they use it as the only means of transport to which to get to work	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.		No	Disagree	Neither Agree or Disagree	£50 - No Change	Travel to/from work	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online).	Debit/Credit card (using card reader in taxi)
33	17.31	17.32	Member of the public	Too expensive for short journeys.	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	Too expensive as it is.	No	Neither Agree or Disagree	Neither Agree or Disagree	£50 - No Change	Social or Leisure activities (e.g. restaurants, pubs, events).	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online).	Mobile app (e.g. booking or paying via mobile app)
34	17.37	17.41	Hackney Carriage Driver		Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Unsure	Agree	Neither Agree or Disagree	£50 - No Change	When no other transport is available	I use a combination of the above methods.	Debit/Credit card (using card reader in taxi)
35	18.38	18.43	Hackney Carriage Driver	Expensive for general public.	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	As 44 expensive	No	Neither Agree or Disagree	Agree	£100	When no other transport is available	I use a combination of the above methods.	Cash
36	18.47	18.50	Private Hire Driver		Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Yes	Agree	Agree	£100			
37	20.14	20.15	Private Hire Driver	It's fair	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	Cost of living	No	Disagree	Agree	£70	I do not use taxis	I don't use taxi's	I don't use Taxis
38	20.18	20.21	Hackney Carriage Driver	The fares are sufficient.	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	I'm happier with the current Tariffs.	Yes	Agree	Agree	£70	I do not use taxis	I don't use taxi's	I don't use Taxis
39	20.42	20.44	Member of the public	Very expensive	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	The fares go up but the routes don't change.	No	Disagree	Neither Agree or Disagree	£50 - No Change	Social or Leisure activities (e.g. restaurants, pubs, events).	I usually hire a taxi from a rank (e.g. at the train station or town centre).	Debit/Credit card (using card reader in taxi)
40	22.00	22.06	Hackney Carriage Driver	I'm happy with the current tariffs. I feel as if there were to be an increase it would only tip them hand	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	See above	Yes	Agree	Agree	£70			Cash
41	05.59	06.02	Member of the public	To be honest they should get increased now due to wear and cost of living is high so they should get pay rise to manage maintenance for vehicle and fuel. They work hard day and night 24/7	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	Fuel cost is high	Yes	Agree	Agree	£70	I do not use taxis	I don't use taxi's	I don't use Taxis
42	08.06	08.11	Private Hire Driver	It's a bit low according to expenses	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Unsure		Agree	£50 - No Change	Medical Appointments	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online).	Debit/Credit card (using card reader in taxi)
43	09.41	09.44	Private Hire Driver	I think they are responsible	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	I think they are responsible	Yes	Agree	Neither Agree or Disagree	£70	I do not use taxis	I don't use taxi's	I don't use Taxis
44	11.45	12.00	Hackney Carriage Driver	I think it should stay same as it is, with fuel	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	It's a fair price	Yes	Agree	Agree	£70			
45	13.43	13.46	Member of the public	To expensive I live in Walkers and Stoneage is where I work my whole life is in Stoneage yet past certain times I pay upwards of 25£ to get a taxi home. I think it is reasonable for now. We don't need to raise the fare for now, as we are facing competition with Uber and bolt in town.	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	Taxis are already non affordable and uber is taking the market down and taking jobs by offering lower price	No	Disagree	Agree	£100	Travel to/from work	I usually hire a taxi from a rank (e.g. at the train station or town centre).	Debit/Credit card (using card reader in taxi)
46	15.23	15.25	Hackney Carriage Driver		Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	Competing with Uber and bolt.	No	Disagree	Neither Agree or Disagree	£70	I do not use taxis	I don't use taxi's	I don't use Taxis
47	09.02	09.09	Hackney Carriage Driver	I know some people the do struggle for pay but every thing is going up so I think fare need to go up as well.	Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.	Working at station is hard. Some people go old town near the new building. Hardley meter jump. When we coming back for driver more dead milege	Yes	Neither Agree or Disagree	Agree	£70	Travel to/from work	I usually hire a taxi from a rank (e.g. at the train station or town centre).	Debit/Credit card (using card reader in taxi)
48	15.02	15.13	Hackney Carriage Driver	Our current taxi fares are already priced significantly higher than those of our private competitors.	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.		No	Disagree	Agree	£70	I do not use taxis	I don't use taxi's	I don't use Taxis
49	15.08	15.14	Member of the public	I used to phone local taxi companies, now use Uber for convenience. Increasing hackney cab fare will just drive ordinary cabs off the street. If you want people to stop using cabs, you have to support using taxis and not price them out.	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	Any increase at a time when peoples budgets are under severe pressure will kill the business.	No	Disagree	Neither Agree or Disagree	£50 - No Change	Social or Leisure activities (e.g. restaurants, pubs, events).	I usually pre-book a taxi through a licensed operator or taxi company (by phone, app or online).	Debit/Credit card (using card reader in taxi)
50	09.49	09.59	Hackney Carriage Driver	Everything remains the same. As my experience and thoughts are based around the current situation of local customers. Most local customers complain as the phares are too high specially when compared with companies such as Uber and bolt etc.	Option 2 - No Change. Freeze the initial fare at £1.90. Freeze tariffs 1, 2 and 3.	Local customers often complaining that the fares are too high. Also we lose potential customers to either Uber or bolt specially just town fares.	Unsure	Disagree	Disagree	£50 - No Change	I do not use taxis	I don't use taxi's	I don't use Taxis
51	12.58	12.59	Hackney Carriage Driver		Option 1 - Increase start price only. Increase the initial fare by 20 pence (£3.90 to £4.10). This option would increase tariffs 1, 2 and 3 by an average of 2.55%.		Yes	Agree	Agree	£100	I do not use taxis	I don't use taxi's	I don't use Taxis