

Agenda for Licensing and Enforcement Committee

Tuesday, 3rd June, 2025, 1.00 pm



Members of Licensing and Enforcement Committee

Councillors: B Bailey, I Barlow, K Bloxham (Vice-Chair), M Chapman, O Davey, T Dumper, P Fernley, S Gazzard, Y Levine, T McCollum, C Nicholas, J O'Leary, M Rixson, S Westerman and J Whibley (Chair)

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Friday, 23 May 2025

- 1 Minutes of the previous meeting (Pages 3 - 4)
- 2 Apologies
- 3 Declarations of interest
Guidance is available online to Councillors and co-opted members on making [declarations of interest](#)
- 4 Public Speaking
Information on [public speaking](#) is available online
- 5 Matters of urgency
Information on [matters of urgency](#) is available online
- 6 Confidential/exempt item(s)
To agree any items to be dealt with after the public (including the press) have been excluded. There are no items which officers recommend should be dealt with in this way.
- 7 Hackney carriage fare setting procedure (Pages 5 - 88)

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[Decision making and equalities](#)

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EAST DEVON DISTRICT COUNCIL

Minutes of the meeting of Licensing and Enforcement Committee held at Council Chamber, Blackdown House, Honiton on 2 April 2025

Attendance list at end of document

The meeting started at 10.00 am and ended at 10.10 am

25 Minutes of the previous meeting

The minutes of the previous meeting held on 5 February 2025 were agreed and signed as a true record.

26 Declarations of interest

There were no declarations of interest.

27 Public Speaking

No members of the public had registered to speak.

28 Matters of urgency

There were no matters of urgency.

29 Confidential/exempt item(s)

There were no confidential or exempt items.

30 Committee update report - Licensing Act 2003, Gambling Act 2005, Taxis and General Licensing

There were no questions on the update report.

The Licensing Manager advised that two further reports had been deferred due to the meeting being in the pre-election period.

The Committee agreed to find an additional date in May, following the elections, to consider the outstanding reports.

Attendance List

Councillors present:

K Bloxham (Vice-Chair)

T Dumper

J Heath

R Jefferies

Y Levine

J Whibley (Chair)

Councillors also present (for some or all the meeting)

R Collins

Officers in attendance:

Sarah Jenkins, Democratic Services Officer

Phillippa Norsworthy, Licensing Manager

Giles Salter, Solicitor

Emily Westlake, Licensing Officer

Councillor apologies:

I Barlow

M Chapman

O Davey

S Gazzard

T McCollum

C Nicholas

Chair

Date:

Report to: Licensing and Enforcement Committee

Date of Meeting 3rd June 2025

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A



Hackney Carriage Fare Setting Procedure

Report summary:

To ask the Licensing & Enforcement Committee to consider the results of a consultation with East Devon hackney carriage proprietors and drivers about the costs of running a hackney carriage vehicle in the district and determine the next steps to be taken in the review of the hackney carriage fare setting procedure.

Is the proposed decision in accordance with:

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

Recommendation:

That the Licensing & Enforcement Committee consider the results of the consultation and determine the next steps to be taken in the review of the hackney carriage fare setting procedure. The following options are available:

1. Proceed no further with the drafting of a hackney carriage fare setting procedure and review the hackney carriage table of maximum fares for 2025 using existing methodology.
2. Proceed no further with the drafting of a hackney carriage fare setting procedure and review the hackney carriage table of maximum fares again in 2026.
3. Proceed with the drafting of a hackney carriage fare setting procedure, using data compiled from National Statistics, information held by East Devon District Council and the limited responses to the consultation survey, and ask Officers to bring a draft of the procedure to the next meeting of the Licensing & Enforcement Committee for consideration.

Reason for recommendation:

To enable the taxi trade within East Devon to continue to operate economically whilst still maintaining an efficient, safe and cost-effective service for service users.

Officer: Emily Westlake, Licensing Officer, Governance & Licensing.

Email: licensing@eastdevon.gov.uk Tel: 01404 515616

Portfolio(s) (check which apply):

- ☐ Assets and Economy
- ☐ Communications and Democracy
- ☐ Council, Corporate and External Engagement
- ☐ Culture, Leisure, Sport and Tourism
- ☐ Environment - Nature and Climate
- ☒ Environment - Operational

- ☐ Finance
- ☐ Place, Infrastructure and Strategic Planning
- ☐ Sustainable Homes and Communities

Equalities impact Low Impact

Climate change Low Impact

Risk: Low Risk

Links to background information

[Taxi and private hire vehicle licensing best practice guidance for licensing authorities in England - GOV.UK](#)

[Local Government \(Miscellaneous Provisions\) Act 1976](#)

[EDDC Fare Tariff Details from 180624](#)

[PHTM May 2025 Issue 392 :: 76](#)

Link to [Council Plan](#)

Priorities (check which apply)

- ☐ A supported and engaged community
 - ☐ Carbon neutrality and ecological recovery
 - ☒ Resilient economy that supports local business
 - ☐ Financially secure and improving quality of services
-

Report in full

1. Background

- 1.1. At a meeting held on the 13th November 2024, the Licensing & Enforcement Committee resolved to carry out a review of the procedure used to calculate hackney carriage fare tariffs and charges in the East Devon district, using a methodology and fare setting calculator developed by Guildford Borough Council adjusted for local considerations.
- 1.2. The proposed methodology takes average costs (such as vehicle running costs, depreciation, fuel, insurance, licensing costs) together with driver's earnings, and provides a unit price for these costs per metered mile travelled, over the number of metered miles a vehicle travels.
- 1.3. To assist with determining suitable average figures for annual mileage and the costs of running a hackney carriage vehicle in East Devon, the Committee authorised the launch of a 10-week consultation with all East Devon hackney carriage proprietors and drivers.
- 1.4. The consultation survey was published on the 7th January 2025 and closed on the 18th March 2025. A paper copy of the survey consultation questionnaire can be viewed at **APPENDIX A** of this report.

2. Consultation and engagement

- 2.1. Following the publication of the consultation survey, the Licensing Team took the following steps to engage with the East Devon taxi trade and encourage participation:

- 2.1.1. On the 8th January 2025 a link to the online survey was sent by email to all East Devon hackney carriage drivers and proprietors. A copy of that email can be found at **APPENDIX B** of this report.
- 2.1.2. On the 15th January 2025 a taxi liaison meeting was held at East Devon District Council's offices to which all East Devon taxi proprietors and drivers were invited to attend. The Vice Chair of the Licensing & Enforcement Committee chaired the meeting, and the Licensing Officer gave a presentation about the hackney carriage fare setting procedure review and consultation survey. Nine members of the East Devon taxi trade attended.
- 2.1.3. On the 5th February 2025 the Licensing Officer presented a progress report to the Licensing & Enforcement Committee and provided a Committee member with paper copies of the survey to distribute to the taxi trade.
- 2.1.4. On the 7th February 2025 a further reminder email was sent to all hackney carriage drivers and proprietors emphasising the importance of participating in the fare setting consultation. A copy of that email can be found at **APPENDIX C** of this report.
- 2.1.5. On the 13th February 2025 a Licensing Officer visited the Strand taxi rank in Exmouth to hand out paper copies of the survey.
- 2.1.6. On the 25th February 2025 the Licensing Officer & Licensing Manager attended the East Devon Taxi Trade Association Meeting in Exmouth and gave a further update on the purpose of the hackney carriage fare review and answered queries from the members present. At this meeting, Licensing Officers were advised that some members of the trade were reluctant to respond to the survey because of concerns about anonymity. Licensing Officers assured trade members present that their names and personal details would not be made public and that responses could be made anonymously if preferred.
- 2.1.7. On the 28th February 2025 a further reminder email was sent to all hackney carriage drivers and proprietors to give further reassurance that no names or personal details would be made public and to advise that anonymous responses could be made. A copy of that email can be found at **APPENDIX D** of this report.
- 2.1.8. On the 28th February 2025 Licensing Officers carried out evening taxi rank checks and spoke to drivers standing on the ranks about their views on the existing hackney carriage fare table and whether they considered a further review to be necessary. Licensing Officers encouraged drivers present to complete the survey and advised that paper copies would be made available on reception at East Devon District Council's offices in Honiton and Exmouth.
- 2.2. In addition to this, and in acknowledgement that the online survey would not be easily accessible to all, the Licensing Team offered the following assistance to all hackney carriage drivers and proprietors so that alternative options were available:
 - 2.2.1. All participants were given the option to make an appointment at either of East Devon District Council's offices to have assistance from the Licensing Team with completing the online survey.
 - 2.2.2. All participants were given the option to ask for a paper version of the survey to be sent out to them in the post or made available for collection from one of East Devon District Council's offices.

- 2.2.3. All participants were informed that they could telephone the Licensing Team for assistance with completing the survey.

3. Survey feedback received

- 3.1. A total of 6 responses to the survey consultation were received out of approximately 135 licensed hackney carriage proprietors and drivers (the total number of licensed hackney carriage drivers and proprietors varied slightly during the consultation period) invited to participate. This equated to a response rate of approximately 4.5%.
- 3.2. The survey responses have been collated and can be viewed at **APPENDIX E** of this report. The results are summarised as follows:
- 3.3. Licensing Officers included within the survey, draft estimated figures for some of the mileage, wage and cost factor considerations. These figures were intended as a starting point only, from which the taxi trade could comment, and were calculated using various data sources including data held by East Devon District Council, data from the Office for National Statistics and other reputable sources.
- 3.4. The survey results indicated that that some of the estimated figures were relatively accurate. This included the figures for:
- 3.4.1. The purchase price of vehicles when new
 - 3.4.2. Fuel costs
 - 3.4.3. Cost of tyres
 - 3.4.4. Cost of licence fees
- 3.5. For most of the questions there was no consensus of opinion, and responses varied greatly, on whether the estimated figures were too high, too low or relatively accurate. This is likely to be because of the varied nature of both the district and the way in which individual proprietors operate. If the dataset had been larger, a more conclusive response may have been received. This applied to the figures for:
- 3.5.1. Mileage
 - 3.5.2. Dead mileage
 - 3.5.3. Cost of capital
 - 3.5.4. Cost of service labour
 - 3.5.5. Journey length
 - 3.5.6. Driver wages
- 3.6. For the remaining questions, the responses conclusively indicated that the estimated figures were inaccurate (either too low or too high) and required recalculation. This included the figures for:
- 3.6.1. Insurance costs (100% of respondents thought the estimated figure was too low)
 - 3.6.2. Parking fees and tolls (respondents were unsure about this question and stated that most of these fees were passed directly onto the customer)
- 3.7. In general, the responses received indicated that most of the estimated figures would need to be reassessed to ensure they accurately reflected the costs incurred by the taxi trade.

4. Other feedback received

4.1. In addition to the survey responses, the following comments were provided to the Licensing Team by email:

4.1.1. *"I personally won't be completing the form, not because I am scared of putting my personal details down but because myself and most of the independents in Exmouth – at least the ones I've discussed it with – don't want an annual price increase. In fact, most of us think the fares are too high at present and harming the local trade. £10 or £12 from Brixington into town at the weekend, £20/£25 return, is way too much at present. This is the feedback I am getting from my customers. Further annual increases will only harm our business going forwards."*

4.1.2. *"I do not enjoy the thought of the task you face as whichever way you decide to act, it is going to either upset the public or the drivers. Any fare increase would be welcomed due to increasing driver and vehicle costs but in an area with a highly ageing population I would have to think that, as a human being, seniors would become house bound due to taxis being too expensive. I know there are buses but some people have mobility issues and a taxi is a god send....so I will remain on the fence as to whether an increase is the right way to go at this time."*

4.2. When it became evident that the level of participation in the survey would be low, Licensing Officers also spent time canvassing opinion on whether drivers considered a fare rise to be necessary at this time. Drivers and proprietors were questioned about this during appointments at the Council's offices and at the East Devon taxi ranks during routine vehicle checks. The feedback from these enquiries has been as follows:

4.2.1. The majority of drivers questioned considered the existing fare tariff table introduced in June 2024 to be sufficient or slightly too high and expressed the opinion that a further fare rise would not be necessary for at least year or two.

4.2.2. Several drivers commented that customers are already deterred by the fares and cannot afford the increased cost of travel which in turn is detrimental to taxi businesses as customers are having to find different travel options.

4.2.3. Drivers' opinions were split when asked whether they agreed with the idea of an annual fare review in principle. Approximately half of drivers questioned felt that an annual fare review with a small incremental rise each year was a good idea and approximately half felt that this would lead to an inflated fare table that would be unaffordable for customers and lead to a decrease in trade.

4.3. In addition to the feedback above, one taxi proprietor attended the Licensing & Enforcement Committee meeting on the 13th November 2024 and expressed the following opinion:

4.3.1. That the increase in national minimum wage being introduced from April 2025 would significantly impact their business and that they would have no ability to compensate for this without an increase in the fare tariff coming into effect at the same time. This proprietor expressed the opinion that a further fare increase was necessary and that a fare increase should be implemented each year in time for the annual increase in minimum wage each April.

4.4. In summary, the majority of drivers and proprietors questioned expressed the opinion that a further fare rise was not necessary at this time or affordable for passengers. A small percentage of the trade suggested a fare rise was necessary due to the rising costs of

running a vehicle. There was a higher level of support for putting a clear and transparent procedure in place to enable the fare tariff charges to be reviewed each year.

- 4.5. Due to the poor number of responses to the survey and the fact that officers have only been able to speak to approximately 20% of the trade, it is not known whether this feedback is representative of the whole East Devon taxi trade.

5. Update on drafting of procedure

- 5.1. Licensing Officers had intended to provide with this report a full draft fare setting procedure, fare calculator and proposed table of fares for the Licensing & Enforcement Committee's consideration.
- 5.2. However, due to the timescales involved, together with the low-level of engagement from the taxi trade and apparent majority opinion that a fare rise is not necessary at this time, Licensing Officers have instead resolved to bring the results of the consultation survey to the Committee for further consideration before undertaking the work required to draft the full procedure.
- 5.3. This decision was made in consultation with the Chair and Vice Chair of the Licensing & Enforcement Committee.
- 5.4. The full reasons for this course of action are as follows:
- 5.4.1. Licensing Officers did not receive enough data from the taxi trade to inform the calculations or produce accurate average cost figures for inclusion in the methodology and fare calculator. While some of the figures required for the fare setting procedure have been estimated by Licensing Officers using data held by East Devon District Council, the Office for National Statistics and other reputable organisations such as the AA, it was hoped that data provided by the trade could be used to refine the figures further. More importantly, there are multiple cost factors within the methodology that are very difficult to estimate without input from the trade and that Officers have not yet attempted to estimate. Without the necessary input from the taxi trade Officers will need to carry out further extensive research into these costs which will require additional resources that were not available within the one-week deadline.
- 5.4.2. A decrease in staffing levels within the Licensing Team has led to a reduction in resources available to assist with drafting the fare setting procedure. Taking into consideration the feedback from most of the taxi trade that a fare rise was not considered necessary at this time, Licensing Officers determined that it would not be prudent to continue with the drafting process and cost calculations without a further steer from the Licensing & Enforcement Committee.
- 5.4.3. On the 16th December 2024 the government announced its intention to expand and deepen devolution across England and reorganise local government. This announcement came after the decision to draft a taxi fare setting procedure was made but may now be a relevant consideration. The English Devolution White Paper states the following in relation to taxi and private hire vehicles:

Taxis and private hire vehicles are an important part of our transport networks and some of the most vulnerable groups of our society rely on them. We recognise there are concerns about out-of-area working by private hire vehicles and are exploring how best to address these concerns. As part of this, we will consult on

whether to make all Local Transport Authorities (including Strategic Authorities) responsible for taxi and private hire vehicle licensing.

Administering taxi and private hire vehicle licensing across this larger footprint would increase the consistency of standards and enable more effective use of enforcement powers across a whole functional economic area. Greater economies of scale should also enable authorities to improve the efficiency of licensing, reducing the incentives for people to license out of their usual working area. This would be a significant change for the sector, and we will work with stakeholders to understand possible impacts before taking a final decision. In London, taxi and private hire vehicle licensing is already the responsibility of the Mayor and Transport for London.

[Source: English Devolution White Paper published 16th December 2024]

Following the publication of the White Paper, the Department for Transport subsequently announced, on the 12th May 2025, that a consultation would be launched shortly to consider transferring taxi and private hire vehicle licensing responsibility to all Local Transport Authorities.

Until the consultation has been completed, and further information about local government reorganisation is available, it is unknown as to how long any fare setting procedure agreed by East Devon District Council would remain in force.

5.5. The taxi trade has been advised that there was a low level of response to the fares consultation and that the implementation of a fare setting procedure is to be further considered following the results of the survey and that a draft procedure will not be included within this report.

6. Next steps

6.1. The Licensing & Enforcement Committee are asked to consider the contents of this report and the results of the consultation survey with the taxi trade and determine the next steps to be taken regarding the setting of hackney carriage fares in the district.

6.2. The options available to the Licensing & Enforcement Committee are as follows:

- 6.2.1. To proceed no further with the drafting of a hackney carriage fare setting procedure and instead review the hackney carriage table of maximum fares using the existing methodology for reviewing fares. If this is the preferred option, Licensing Officers would bring a report to the next meeting of the Licensing & Enforcement Committee with a draft table of maximum fares calculated through a percentage rise to the existing fare table and charges based upon inflation, fare comparison with other similar authorities and the results of the trade consultation.
- 6.2.2. To proceed no further with the drafting of a hackney carriage fare setting procedure and resolve to review the hackney carriage table of maximum fares again in 2026. If this was the preferred option, Licensing Officers would bring a further report to the first Licensing & Enforcement Committee meeting in 2026 for consideration.
- 6.2.3. To ask Licensing Officers to continue with the drafting of the hackney carriage fare procedure and bring the draft methodology, fare calculations and proposed table of fares to the next meeting of the Licensing & Enforcement Committee for consideration.

7. Advantages of continuing with the implementation of a robust fare setting procedure

- 7.1. The Department for Transport's "Taxi and Private Hire Vehicle Licensing Best Practice Guidance for Licensing Authorities in England" states the following in relation to the setting of taxi fares:

Maximum fare rates should be designed with a view to practicality and reviewed regularly, including any variability of the fare rates dependent on time of day or day of the week. Authorities should consider adopting a simple formula for deciding on fare changes as this will increase understanding and improve the transparency of the process for passengers. The Department recommends that in reviewing fare rates, authorities should pay particular regard to the needs of the travelling public, with reference both to what it is reasonable to expect people to pay but also to the need to give taxi drivers the ability to earn a sufficient income and so incentivise them to provide a service when it is needed. There is likely to be a case for higher fare tariffs at times of higher demand to encourage more drivers to make themselves available or when the journeys are required at anti-social times.

To ensure that taxi tariffs reflect the costs of the trade they should be reviewed following significant changes in licensing fees and other major costs such as fuel. Regular reviews will assist drivers in maintaining their earnings and so continue to attract those seeking to become taxi drivers and provide existing licensed drivers with greater confidence to remain in the trade and plan for future investment in new vehicles. Regular reviews will also avoid large changes in fares for passengers that infrequent reviews are more likely to result in.

The Competition and Markets Authority recognised in its 2017 report the need for licensing authorities to be responsive to patterns of demand, that they:

"should monitor waiting times and consider adjusting the regulated fare cap to address mismatches between supply and demand. Addressing such mismatches is likely to benefit passengers".

(Department for Transport's Taxi and Private Hire Vehicle Licensing Best Practice Guidance for Licensing Authorities in England)

- 7.2. The Department for Transport's guidance can be viewed in full using the link provided in the "links to background information" section of this report.
- 7.3. The advantages of proceeding with the fare review are that it would increase understanding and improve the transparency of the process for both passengers and the East Devon taxi trade.
- 7.4. It would also allow regular review of the fares both annually and/or following significant changes in the costs involved as the procedure for doing so would already be in place. The East Devon taxi trade have indicated, on balance, that their preference would be for an annual fare review.
- 7.5. While there is significant work involved in putting a fare setting methodology in place, it is hoped that, if such a methodology were to be agreed, it would streamline the process for calculating fare tariffs in the future and make it quicker and easier to review fare tariffs going forward.

8. Opposing considerations

- 8.1. While the Licensing Authority acknowledge the importance of having a fair and transparent fare setting procedure, there are a number of considerations that may mean it is not practical to proceed with drafting the methodology at this time.

- 8.2. There appears to be a majority consensus from the East Devon taxi trade that a fare rise is not necessary and, that any fare rise would negatively impact both the public and the trade. If the Licensing & Enforcement Committee agree that a fare increase is not appropriate at this time, members are asked to consider the timescales for local government reorganisation as this may influence how long any fare setting procedure remained relevant, particularly if implement a fare review for 2025 is not considered necessary.
- 8.3. There was a low response rate to the survey which raises concerns about the strength of the data. A low response rate to a survey can generate a non-representative sample. This may well be the case with this survey as the taxi trade have indicated that most drivers and proprietors have not completed the survey because they do not want a further fare rise. This means that the responses to the survey may not be representative, or reflect the views of, the whole East Devon trade.
- 8.4. In addition, low response rates to surveys mean that anomalies in the data can affect the overall data quality by significant skewing the mean of a dataset, giving an inaccurate representation of the data. This means that if the Licensing & Enforcement Committee resolve to continue with the drafting of a fare setting methodology, officers will need to undertake significant work to ensure that the figures and calculations included are accurate, without sufficient input from the trade.
- 8.5. While it would be difficult to estimate the mileage and cost figures involved without substantial input from the taxi trade, the judge's decision when Guildford Borough Council's fare setting methodology was subject of a Judicial Review by the taxi trade suggests that this would not be an unreasonable approach to take. The challenge to Guildford's fare tariffs was dismissed in December 2017 with the judge finding comprehensively in the Council's favour. The judge's decision noted that:
- 8.5.1. The Council had gone to considerable lengths to try to ascertain the correct costs for running a taxi in Guildford by consulting the trade. The judge considered it reasonable, in the absence of consultation data from the trade, to take the average costs of owning and running a normal vehicle in a relevant price band as a starting point for considering what costs to allow in the calculation of the table of fares.
- 8.5.2. The Council was justified in selecting the AA data over other sources, provided it was adjusted to the taxi trade as necessary.
- 8.5.3. The judge also took the view that if the trade believed the Council's estimates of the costs that such a driver incurs were wrong, the operators of hackney carriages in Guildford have only themselves to blame for not submitting sufficient reliable evidence on such costs in the consultations that the Council conducted.
- 8.6. There is a significant amount of work involved in drafting a fare setting procedure, fare calculator and proposed table of fares which may only be in place for a couple of years depending on the outcome of local government reorganisation.
- 8.7. The Committee is asked to note that were a fare rise to be agreed at any stage in this process, the new table of fares would need to be published in a local newspaper (at a cost to the Council) and at the Council's offices for a period of a least 14 days, within which objections could be made. If no objections were made the fare table would come into immediate effect. If objections were received these would be brought back to the Committee for consideration. If a new table of fares were to come into immediate effect, all hackney carriage proprietors would be required to have their taximeters recalibrated to the new hackney carriage fare tariff table. The recalibration must be carried out by a Council approved meter fitter and costs approximately £25 and drivers must travel to an approved

meter fitter to have this carried out, both of whom are based outside of the East Devon district. There are therefore cost implications for both the Council and taxi trade each time a change to the hackney carriage table of fares is made.

9. **Conclusion**

- 9.1. Section 65 of the Local Government (Miscellaneous Provisions) Act 1976 permits District Council's to set a fare tariff for hackney carriages licensed within the district and East Devon District Council, in common with most other Councils, have used this power for many years.
 - 9.2. One of the roles of the Licensing & Enforcement Committee, under Section 2.5.5.(c) of East Devon District Council's Constitution, is to consider and determine amendments to the hackney carriage fare tariff.
 - 9.3. East Devon's current hackney carriage fare table can be viewed on the Council's website (the link is available in the "links to background information" section of this report) and sets out the maximum costs and fares that drivers may charge the public for journeys taken in a taxi.
 - 9.4. At the time of publication of this report, East Devon District Council sits at position number 30 (out of 341) in the national hackney fares table published by Private Hire and Taxi Monthly. The national table displays each district's two-mile hackney fare on tariff one and can be viewed using the link in the "links to background information" section of this report.
 - 9.5. The current national average two-mile taxi fare, on tariff one, (at the time of publication of this report) is £7.29. East Devon's two-mile taxi fare, on tariff one, is £8.69.
 - 9.6. At a meeting held on the 13th November 2024, the Licensing & Enforcement Committee resolved to carry out a review of the procedure used to calculate hackney carriage fare tariffs and charges in the East Devon district, using a methodology and fare setting calculator developed by Guildford Borough Council adjusted for local considerations and carry out a 10-week consultation with all East Devon hackney carriage proprietors and drivers to assist with determining the costs involved in running a hackney carriage vehicle in the district.
 - 9.7. The results of that survey have now been collated and the Licensing & Enforcement Committee are asked to consider the information set out within this report in conjunction with the feedback and survey responses received from the taxi trade and determine whether to:
 - 9.7.1. Proceed no further with the drafting of a hackney carriage fare setting procedure and instead review the hackney carriage table of maximum fares using existing methodology for reviewing fares.
 - 9.7.2. Proceed no further with the drafting of a hackney carriage fare setting procedure and resolve to review the hackney carriage table of maximum fares again in 2026.
 - 9.7.3. Ask Licensing Officers to continue with the drafting of the hackney carriage fare procedure and bring the draft methodology, fare calculations and proposed table of fares to the next meeting of the Licensing & Enforcement Committee for consideration.
-

Financial implications:

There are no financial implications at this stage, other than officer time involved. Were a fare tariff change to be implemented, there would be costs involved with publishing this in a local newspaper and, were the decision to be subject to Judicial Review, there may be a possibility of court costs.

Legal implications:

As previously advised, there is no legally prescribed method of how taxi fares should be set. It is for the committee to decide whether it wishes to adopt the Guildford Method of fare setting or continue with East Devon's current adopted practise. There are no specific legal observations to make. 003613/GES/RAH/24032025'

Section 1: Driver Details

Please note that anonymous responses will not be considered

The fare calculator developed by Guildford Borough Council is designed to produce the basic charge per mile needed to provide an annual wage for the driver or proprietor once the costs of running the vehicle have been recovered.

To work this out, we need to know the average live mileage travelled by an East Devon taxi with a fare paying passenger onboard and the full costs of running a vehicle in East Devon.

We've also set out in the survey the costs that we think are involved with running a taxi in East Devon and, where we have data available, we've estimated what these average cost figures might be. These figures are only estimates at this stage which have been calculated using council records, national statistics, and other reliable sources.

Before we can input the figures into the fare calculator, we need you to tell us if they are accurate. There are also some figures that we cannot calculate without your help.

When completing the survey, please let us know:

- If you agree with the figures and how we have calculated them.
- If a cost should be excluded.
- If there are other costs we've missed.

Please provide evidence to back your comments. For example, if you spend £700 a year on tyres, record this amount and share it with us.

We can't finalise the figures without input from the taxi trade which we hope to gather through this survey. By completing this survey, you will help ensure fair and accurate fare tariffs for the district.

- Full name: _____
Hackney Carriage Driver Licence Number: _____
Hackney Carriage Vehicle Licence Number: _____
Which town or village do you mainly work from?: _____

Section 2

Annual Average Gross Salary for East Devon

We need to include in the calculations a suitable average gross wage for taxi drivers. We plan to use the average gross salary for East Devon for this, which recent data from statistics suggests is approximately £30,600.

1. Do you think this is an appropriate way of calculating an average wage for East Devon taxi drivers? ☐ Strongly Disagree
☐ Disagree
☐ Unsure
☐ Yes, but with adjustments
☐ Yes

2. Do you think this is an appropriate wage?

- ☐ Yes
- ☐ No
- ☐ Other: _____

Annual Mileage

We need to work out, on average, how many total miles an East Devon taxi driver travels each year. We will then take away from this total the average mileage travelled for social, domestic and pleasure purposes, the average mileage travelled when commuting and the average dead mileage travelled without a passenger while working. This will tell us the average number of miles travelled by a taxi driver with a fare paying passenger each year.

Average total annual mileage: We have estimated that an average taxi driver in East Devon travels a total of approximately 25,000 miles in their taxi each year. This is the total mileage before any deductions for personal usage.

3. Please let us know whether 25,000 miles is an accurate estimate of total annual mileage per driver?

- ☐ Yes, it's accurate
- ☐ Mostly accurate
- ☐ Not sure
- ☐ No, it's too high
- ☐ No, it's too low

4. How many total miles do you drive in a year in your taxi on average?

Personal Mileage Rate

We need to know whether the majority of East Devon taxi drivers also use their taxis for social, domestic and pleasure purposes (personal use) and if so how much, on average, of the total annual mileage this accounts for.

If possible, please use our mileage record sheets to record a snapshot of this information over one or more days and attach it to this survey.

5. Do you use your vehicle for social, domestic and pleasure purposes?

- ☐ Yes
- ☐ No
- ☐ Other: _____

6. How much of your total annual mileage is SDP? You can give the answer as a percentage or as a number of miles

Dead Mileage Rate

APPENDIX A

Dead mileage is the mileage travelled by a taxi while plying for hire without a fare paying passenger onboard. It does not include:

- Any distance travelled with a fare paying customer on or off the meter (this is live mileage)
- Any distance travelled in the vehicle for personal (social, domestic, pleasure) use
- Distance travelled to and from home to work

We do not hold any data that can help us calculate the exact amount of dead mileage travelled by each taxi in the district, so we need your help to accurately estimate this. We want to work out what percentage of the mileage you travel when working (after SDP has been deducted) is dead mileage. For example, a 50% dead mileage rate would allow for a taxi to, on every work journey, take a customer from point A (the rank) to point B (the destination), and then return to point A again without a passenger onboard.

7. Please let us know if you think 50% is an accurate estimate for dead mileage or do you think this should be lower or higher?
 - ☐ Yes, it's accurate
 - ☐ Mostly accurate
 - ☐ Not sure
 - ☐ No, it's too high
 - ☐ No, it's too low
 8. What do you think an accurate dead mileage rate would be (as a percentage)?
-

Average Annual Live Mileage for an East Devon Taxi

We need to work out the average number of miles travelled by a taxi, each year, with a fare-paying passenger (live mileage) to be able to produce the basic charge per mile needed to provide an annual wage for the driver or proprietor once the costs of running the vehicle have been recovered.

9. Please give us an estimate of the number of miles you travel with a fare-paying customer each year, or the percentage of your annual mileage that is carried out with a fare-paying passenger onboard?
-

10. Please let us have any comments about how we intend to calculate this?
-

Average Distance Travelled on a Fare Paying Journey

The average distance travelled by an East Devon taxi when on a fare paying journey does not affect the cost per mile of running a taxi but is needed to calculate the average number of journeys travelled in a year. This is used in the calculations to set a suitable flag drop fare.

11. Do you think 2.5 miles per journey is a suitable average for taxis in East Devon or are most of your journeys longer or shorter than this?

- ☐ Yes, it's accurate
- ☐ Mostly accurate
- ☐ Not sure
- ☐ No, it's too high
- ☐ No, it's too low

12. Please let us know what you consider to be a suitable figure for an average journey length.

Average Number of Journeys Travelled with a Fare Paying Passenger Annually

We need to work out the average number of journeys drivers travel with a fare paying passenger each year to help us set a suitable initial "flag drop" fare and make sure that the total fare price takes the flag drop into account.

13. Please let us have any feedback you have about this and, if you have any records of your journeys and are able to tell us how many journeys you travel with a fare paying passenger in an average week, month or year?

The Purchase Price of an East Devon Taxi When New

We need to work out the approximate purchase price, when new, of an average vehicle licensed by East Devon District Council as a taxi. We do not intend to include this figure as a relevant cost factor for running a taxi in East Devon, but we do need it to estimate the costs of running a vehicle because these costs vary depending on the purchase price of the vehicle when new. (e.g. in general, the cost of insurance is higher for a more expensive car).

East Devon District Council licences a wide range of vehicle makes and models, from 4-passenger saloons to 8-passenger MPVs and some Wheelchair Accessible Vehicles. We have estimated that, in general, values of these vehicles when new fall between brackets £31,700 and £37,500 with an average price of £34,300.

14. Do you think this is a suitable way to calculate which cost bracket to use?

- ☐ Yes
- ☐ No
- ☐ Other: _____

15. How much would your vehicle model cost to buy new?

Costs of Running a Taxi in East Devon

Cost of Annual Vehicle Depreciation

The rate at which a vehicle depreciates may be a relevant cost factor involved in running a taxi in East Devon. We have estimated the annual rate of depreciation for an average East Devon taxi to be £3,773.

16. Please let us know whether £3,773 is an accurate estimate of annual vehicle depreciation costs?

- ☐ Yes, it's accurate
- ☐ Mostly accurate
- ☐ Not sure
- ☐ No, it's too high
- ☐ No, it's too low

17. The AA figures relate to the depreciation of a vehicle over 4 years. It should be noted that the average age of an East Devon taxi is 7 years old and therefore these vehicles have already depreciated beyond the level of the figures used. Do you think depreciation should be included as a relevant cost factor?

- ☐ Yes
- ☐ No
- ☐ Other: _____

Cost of Capital

The loss of income from having money tied up in a vehicle which could otherwise be earning interest in a deposit account may be a relevant cost factor involved in running a taxi in East Devon. We have estimated the annual cost of capital to be £618.

18. Please let us know whether you think £618 per year is accurate?

- ☐ Yes, it's accurate
- ☐ Mostly accurate
- ☐ Not sure
- ☐ No, it's too high
- ☐ No, it's too low

19. Do you think this is a suitable way of calculating the cost of capital?

- ☐ Yes
- ☐ No
- ☐ Other: _____

Cost of Insurance

The cost of vehicle insurance is a relevant cost factor involved in running a taxi in East Devon. We have estimated the annual cost of vehicle insurance for an average East Devon taxi to be £1250.

Please provide us with any evidence you have relating to the cost of insuring your taxi via PDF uploader or email.

20. Please let us know whether you think £1250 is accurate?

- ☐ Yes, it's accurate
- ☐ Mostly accurate
- ☐ Not sure
- ☐ No, it's too high
- ☐ No, it's too low

21. Do you think this is a suitable way of calculating the cost of vehicle insurance?

- ☐ Yes
- ☐ No
- ☐ Other: _____

Cost of Road Tax

The cost of road tax is a relevant cost factor involved in running a taxi in East Devon. We have estimated the annual cost of road tax for the average East Devon taxi to be £175.

Please provide us with any evidence you have relating to the cost of taxing your taxi via PDF uploader or email.

22. Do you think this is an appropriate way to calculate cost of road tax?

- ☐ Yes
- ☐ No
- ☐ Other: _____

23. How much vehicle tax do you pay each year?

Cost of Breakdown Cover

APPENDIX A

The cost of breakdown cover may be a relevant cost factor involved in running a taxi in East Devon. We have estimated the annual cost of breakdown cover for the average East Devon taxi to be £72.

Please provide us with any evidence you have relating to the cost of breakdown cover for your taxi via PDF uploader or email.

24. Please let us know whether you think £72 is accurate?

- ☐ Yes, it's accurate
- ☐ Mostly accurate
- ☐ Not sure
- ☐ No, it's too high
- ☐ No, it's too low

25. Do you think this is a suitable way of calculating the cost of average breakdown cover?

- ☐ Yes
- ☐ No
- ☐ Other: _____

Cost of Fuel

The cost of fuel is a relevant cost factor involved in running a taxi in East Devon. We have estimated the average cost of fuel per litre in the East Devon district to be 145.8p per litre.

26. Do you think this is an appropriate way to calculate average fuel cost per litre? ☐ Yes

- ☐ No
- ☐ Other: _____

Cost of Tyres

The cost of replacing tyres is a relevant cost factor involved in running a taxi in East Devon. We have estimated the average cost of replacement tyres to be 2.97 pence per mile. This works out at an annual cost of £742.50 for a vehicle averaging 25,000 miles per year.

Please provide us with any evidence you have relating to the cost of tyres and the average tyre life you have experienced via PDF uploader or email.

27. Please let us know whether you think this figure is accurate? ☐ Yes, it's accurate

- ☐ Mostly accurate
- ☐ Not sure
- ☐ No, it's too high
- ☐ No, it's too low

28. Do you think this is a suitable way of calculating the cost of tyres?

- ☐ Yes
- ☐ No
- ☐ Other: _____

Cost of Service Labour

APPENDIX A

The cost of service labour is a relevant cost factor involved in running a taxi in East Devon. We have estimated the average cost of service labour for an East Devon taxi (not including replacement parts) to be 3.30 pence per mile. This works out at an annual cost of £825 for a vehicle averaging 25,000 miles per year.

It would be very helpful if you can provide us with any invoices you have for any services, MOTs or repairs your taxi has had this year by email or PDF uploader. We will then look at the labour costs itemised to inform our calculations.

29. Please let us know whether you think 3.30 pence per mile is accurate?

- ☐ Yes, it's accurate
- ☐ Mostly accurate
- ☐ Not sure
- ☐ No, it's too high
- ☐ No, it's too low

30. Do you think this is a suitable way of calculating the cost of service labour?

- ☐ Yes
- ☐ No
- ☐ Other: _____

Cost of Replacement Parts

The cost of replacement parts is a relevant cost factor involved in running a taxi in East Devon. We have estimated the average cost of replacement parts for an East Devon taxi to be 3.65 pence per mile. This works out at an annual cost of £912.50 for a vehicle averaging 25,000 miles per year.

It would be very helpful if you can provide us with any invoices you have for any services, MOTs or repairs your taxi has had this year by email or PDF uploader. We will then look at the replacement parts itemised to inform our calculations.

31. Please let us know whether you think 3.65 pence per mile is accurate?

- ☐ Yes, it's accurate
- ☐ Mostly accurate
- ☐ Not sure
- ☐ No, it's too high
- ☐ No, it's too low

32. Do you think this is a suitable way of calculating the cost of replacement parts?

- ☐ Yes
- ☐ No
- ☐ Other: _____

Cost of Keeping Your Taxi Clean

The cost of cleaning your taxi may be a relevant cost factor involved in running a taxi in East Devon. We need your help to calculate this.

You can attach by PDF uploader or email any invoices you have to support this.

33. How much do you estimate that you spend annually on cleaning your taxi?

Cost of Parking and Tolls

The cost of parking and tolls may be a relevant cost factor involved in running a taxi in East Devon. We have estimated the average cost of parking and tolls for an East Devon taxi to be 2.88 pence per mile. This works out at an annual cost of £720 for a vehicle averaging 25,000 miles per year.

34. Please can you let us know if you regularly pay any parking fees, tolls, or anything similar?

35. Please let us know whether you think 2.88 pence per mile is accurate?

- ☐ Yes, it's accurate
- ☐ Mostly accurate
- ☐ Not sure
- ☐ No, it's too high
- ☐ No, it's too low

36. Is this cost factor relevant to taxis in East Devon?

- ☐ Yes
- ☐ No
- ☐ Other: _____

Cost of Permits

The cost of permits such as station rank permits or bus lane permits may be a relevant cost factor involved in running a taxi in East Devon. Please tell us if this is something you pay for and provide us with any further information you can:

37. Further information:

Cost of Hackney Carriage Vehicle Licence Fee

38. East Devon's current fee for a 1-year hackney carriage vehicle licence is £262. Do you think this should be included as a cost factor?

- ☐ Yes
- ☐ No
- ☐ Other: _____

Cost of Vehicle Compliance Tests

All taxis in East Devon have regular vehicle compliance tests and this is a relevant cost factor involved with running a taxi in the district. We have estimated the average annual cost of vehicle compliance tests to be £75.

39. Please let us know whether you think £75 is accurate?

- ☐ Yes, it's accurate
- ☐ Mostly accurate
- ☐ Not sure
- ☐ No, it's too high
- ☐ No, it's too low

40. How much did your most recent vehicle compliance test cost? Please provide us with a figure for this and provide any evidence you have available to support this (garage invoices etc).

Cost of Hackney Carriage Driver Licence

All taxi drivers must hold a valid hackney carriage driver licence, and this is a relevant cost factor involved in running a taxi in East Devon. We intend to use the 1-year hackney carriage driver licence fee of £104 per year when estimating the cost of this.

41. Do you think this should be included as a cost factor?

- ☐ Yes
- ☐ No
- ☐ Other: _____

42. Do you think this is a suitable way of calculating the average yearly cost of a driver licence?

- ☐ Yes
- ☐ No
- ☐ Other: _____

Cost of Providing a Roof Sign and Meter

All taxis in East Devon must display a roof sign and have a taximeter fitted. The purchase, installation, and maintenance charges for the roof sign and meter are relevant cost factors involved with running a taxi in the district. We have estimated the average annual cost to be £63.50.

43. Do you think this should be included as a cost factor?

- ☐ Yes
- ☐ No
- ☐ Other: _____

44. Do you think this is a suitable way of calculating the cost of providing a roof sign and meter?

- ☐ Yes
- ☐ No
- ☐ Other: _____

Cost of Medical Report

All taxi drivers must have regular medicals to make sure they are fit to drive, and this is a relevant cost factor involved in running a taxi in East Devon. We have estimated the average yearly cost of medicals to be £20.

45. Do you think this should be included as a cost factor?

- ☐ Yes
- ☐ No
- ☐ Other: _____

46. Do you think this is a suitable way of calculating the cost of medical report?

- ☐ Yes
- ☐ No
- ☐ Other: _____

47. How much did your most recent medical cost?

Cost of Safeguarding Training

All East Devon taxi drivers must pay for mandatory safeguarding training, and this is a relevant cost factor involved in running a taxi in East Devon. This is a one-off cost of £22 and, over a 10-year period, would give an annual cost of £2.20.

48. Do you think this should be included as a cost factor?

- ☐ Yes
- ☐ No
- ☐ Other: _____

49. Do you think this is a suitable way of calculating the cost of safeguarding training?

- ☐ Yes
- ☐ No
- ☐ Other: _____

Cost of DBS Update Service Subscription

All taxi drivers must undergo six-monthly DBS checks and this is a relevant cost factor involved in running a taxi in East Devon. We have estimated the cost to be £16 a year.

50. Do you think this should be included as a cost factor?

- ☐ Yes
- ☐ No
- ☐ Other: _____

51. Do you think this is a suitable way of calculating cost of enhanced DBS checks?

- ☐ Yes
- ☐ No
- ☐ Other: _____

Cost of Card Payment Terminal

The cost of a card payment terminal may be a relevant cost factor involved in running a taxi in East Devon. We don't know how many East Devon drivers have a card payment terminal in their vehicle or, the yearly cost of these terminals and we need your help to calculate this.

52. Do you think this should be included as a cost factor?

- ☐ Yes
- ☐ No
- ☐ Other: _____

53. Do you have a card payment terminal in your taxi? If so, how much did it cost initially, and are there any ongoing running costs?

Cost of CCTV

CCTV is not a mandatory requirement for East Devon taxis but is encouraged and we know some East Devon taxis have CCTV systems fitted so this may be a relevant cost factor involved in running a taxi in East Devon. We have estimated the cost of an approved CCTV system to be £500 using data held on record about the price of CCTV systems used by drivers in our district. An allowance of £80 per year (over a 10-year period) to cover the cost of the unit together with any servicing costs is considered reasonable.

54. Do you think this should be included as a cost factor?

- ☐ Yes
- ☐ No
- ☐ Other: _____

55. Do you think this is a suitable way of calculating the cost of CCTV (per year)?

- ☐ Yes
- ☐ No
- ☐ Other: _____

56. Do you have a CCTV system installed in your vehicle? If yes, what was the initial cost, and are there any ongoing expenses associated with it?

Cost of First Aid Kit and Fire Extinguisher

All East Devon taxis must have a first aid kit and fire extinguisher in the vehicle. We estimate the cost of a first aid kit to be £20 and the cost of a fire extinguisher to be £15. Over 10 years we have estimated that you would need to buy these at least twice and we therefore consider £10 per year to be a suitable allowance.

57. Do you think this should be included as a cost factor?

- ☐ Yes
- ☐ No
- ☐ Other: _____

58. Do you think £10 a year is accurate?

- ☐ Yes
- ☐ No
- ☐ Other: _____

Section 3

59. Please let us have your comments on the existing fare tariff. You can tell us what you think about the table of fares, what you think about the three separate tariffs and whether you have any comments about the chargeable extras:

60. Do you think a fare review is necessary at this time?

- ☐ Yes
- ☐ Neutral
- ☐ No

61. Are there any other costs associated with running a taxi in East Devon that haven't been mentioned in this survey?

62. Do you have any further views on any items relevant to taxi fares which would benefit both the licensed trade and passengers?

Booking Fee

The existing East Devon hackney carriage fare tariff includes a maximum booking fee of £13.20 which can be charged only if customers have been informed of this at the time of booking. Guildford Borough Council do not include a booking fee in their fare tariff table as dead mileage has already been accounted for within the calculations.

63. Please let us know whether you think a booking fee is necessary and any comments you have about this?

Please remember to provide any supporting documentation (invoices, records, etc.) when submitting this survey.

From: Licensing Renewals

Sent: 08 January 2025 13:27

To: All East Devon Hackney Carriage Drivers and Proprietors

Subject: Taxi Fare Consultation

For the attention of: (Driver/Proprietor's Name)

Dear East Devon Driver,

We are commencing a review of the procedure used to set hackney carriage fare tariffs and charges in the district and are writing to ask you to take part in a survey about the costs involved with running a taxi in East Devon.

The Council is looking to put into place a new procedure for setting taxi fares which will take costs (such as vehicle running costs, depreciation, fuel, insurance, licensing costs) together with drivers earnings, and provide a unit price for these costs per metered mile travelled, over the number of metered miles a vehicle travels.

Once this fare setting procedure is in place, it will allow us to review the hackney carriage table of maximum fares each year and make sure that we continue to set a fare tariff which includes provisions for taxi drivers to earn a wage, cover the costs of running a taxi and provide a service to the public when it is needed; while balancing this against what is reasonable for the public to pay for such a service.

Survey questionnaire:

Please find below a link to our taxi fare consultation survey:

<https://taxifareconsultation.commonplace.is/>

The survey seeks to consult the taxi trade on the data and costs to be used within the fare setting procedure to calculate taxi fares in East Devon.

We've set out in the survey the costs that we think are involved with running a taxi in East Devon and, where we have data available, we've estimated what the average cost figures might be. We need your help to determine whether these figures are accurate and to estimate any missing cost figures. We also need you to tell us if there are any other costs involved with running a taxi that haven't been included.

Please read the survey questionnaire and take the time to complete it. Hackney carriage drivers and proprietors are best placed to know the costs involved with running a hackney carriage vehicle and a high response rate will ensure that the views of the trade are taken into account when calculating the fares. **It is therefore essential that you take this opportunity to respond to the consultation with your views.**

It is also important to provide as much detail and evidence as possible with your response such as copies of receipts and journey records in order to substantiate any figures given.

To ensure that your views are taken into account, please read and complete the survey questionnaire and submit your response to us by **3pm on the 18th March 2025 at the latest.**

Taxi liaison meeting:

We will be holding a taxi liaison meeting at our Council Offices at Blackdown House, Honiton on the Wednesday 15th January 2025 at 11am to discuss the fare setting procedure review and all hackney carriage proprietors and drivers currently licensed by East Devon District Council are invited to attend.

At this meeting, we will give a presentation about the fare review and explain why we are reviewing the hackney carriage fare setting procedure at this time, what is involved in drafting the procedure and how you can help us to set a suitable fare tariff going forwards. [Click here to obtain the Agenda for the meeting.](#)

We will also give a demonstration of the survey and explain what data we are looking to collect, how to complete the survey and why we need this information. There will be a question and answer session and an opportunity to give your views on the existing fare tariff and the fare setting procedure going forwards.

If you are able to come to the taxi liaison meeting on the 15th January 2025, please let us know by reply email or phone so that we have an idea of numbers attending.

We want to ensure that the views of the trade are considered when calculating a table of maximum fares for hackney carriages and please help us to set a fair and accurate fare tariff by participating in the consultation and responding to the survey.

If you need assistance with completing the survey or have any queries about this, please do contact us.

Kind regards

Emily Westlake
Licensing Officer

Licensing Department
East Devon District Council

licensing@eastdevon.gov.uk

01404 515616



www.eastdevon.gov.uk

Blackdown House, Border Road,
Heathpark Industrial Estate,
Honiton. EX14 1EJ

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From: Licensing Renewals
Sent: 07 February 2025 12:39
To: All East Devon Hackney Carriage Drivers and Proprietors
Subject: Taxi Fare Consultation

Dear East Devon Driver

We are writing further to our email dated 8th January 2025 when we let you know that we are carrying out a review of the procedure used to set hackney carriage fare tariffs and charges in the district and asked you to take part in this survey: <https://taxifareconsultation.commonplace.is/> about the costs involved with running a taxi in East Devon.

The Council is looking to put into place a new procedure for setting taxi fares which will take costs (such as vehicle running costs, depreciation, fuel, insurance, licensing costs) together with driver's earnings, and provide a unit price for these costs per metered mile travelled, over the number of metered miles a vehicle travels.

Once this fare setting procedure is in place, it will allow us to review the hackney carriage table of maximum fares each year and make sure that we continue to set a fare tariff which includes provisions for taxi drivers to earn a wage, cover the costs of running a taxi and provide a service to the public when it is needed; while balancing this against what is reasonable for the public to pay for such a service.

Survey questionnaire:

It is now 1 month since the survey was emailed to all East Devon hackney carriage drivers and proprietors and we have so far received zero responses.

We also had low attendance at the taxi liaison meeting which we held, on the 15th January, to give further information about the fare setting procedure, explain how to complete the survey and take any questions. Unfortunately, although all East Devon hackney carriage drivers and proprietors were invited to the meeting, only 9 drivers attended and 5 sent their apologies.

We do understand how busy you are and that you may not be able to take time off work to attend meetings and may not yet have had a chance to complete the survey but we really do want to ensure that the views of the trade are considered when calculating a table of maximum fares for hackney carriages so that we can set a fair and accurate fare tariff for the district.

Our hope is that, once in place, the procedure can be used to calculate suitable fare tariffs for years to come and for this reason it's really important that, even if you are content with the current fare tariff, you still respond to the consultation to give your views on how we intend to calculate the costs involved.

Historically, we have had a very poor number of responses during consultations about fares and yet we deal with considerable concerns from the trade who did not participate but are not happy with the fare tariff. It is therefore essential that you take this opportunity to respond to the consultation with your views.

How you can complete the survey

To complete the survey visit the link <https://taxifareconsultation.commonplace.is/en-GB/>

Starting the Survey: When the page has loaded scroll down and click "Process and intention tile" to read more about the survey this is shown by a i icon and then click "taxi fare calculation questions tile" this is shown by a car and person icon this will take you to the question and you can begin.

1. **Returning Users:** If you've used Commonplace before and are signed in, you can complete the survey as usual.
2. **New Users/Not Signed In:** If you are not signed in or haven't registered previously, a box will pop up asking for your email. Enter your email to continue with your response. Your email won't be shared publicly.
3. **Email Confirmation:** After entering your email, you'll see a green tick confirming it's received. Complete the survey by answering the various questions. After completion you will receive an email asking you to confirm your response. If this does not arrive please check your junk folder, click the green button within the email to confirm your response.
4. **Response Confirmed:** After clicking confirm your responses are now confirmed and received.

To ensure that your views are taken into account, please read and complete the survey questionnaire and submit your response to us by **3pm on the 18th March 2025 at the latest.**

PLEASE NOTE: We do understand that the survey is quite detailed and asks a lot of questions. Even if you are not able to complete all of the questions, please respond with any information that you can as this will all be of assistance.

For example, the draft cost figures we have calculated currently estimate the average annual cost of vehicle insurance to be **£1250**. We've had some verbal feedback that this figure is too low but unless we get written responses regarding these cost figures, it is possible that the Licensing & Enforcement Committee will decide to go with the estimated figures as calculated.

Other ways to complete the survey

If you need assistance with completing the survey or have any queries about this, please do contact us.

We can:

- Make an appointment for you to attend either our Exmouth Office or Honiton Office where we can help you fill it in
- Send you a paper copy of the survey in the post
- Arrange for a paper copy of the survey to be available for collection from either of our offices
- Help you fill out the survey over the telephone

We are carrying out this fare review at the request of the taxi trade and without any consultation responses, the Licensing & Enforcement Committee will need to decide whether to still proceed or whether to proceed but with the figures as drafted.

APPENDIX C

If you have any queries please do contact us and we will hope to hear from you soon.

Kind regards

Emily Westlake
Licensing Officer

Licensing Department
East Devon District Council

licensing@eastdevon.gov.uk

01404 515616



www.eastdevon.gov.uk

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Heathpark Industrial Estate,
Honiton. EX14 1EJ

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From: Licensing Renewals
Sent: 28 February 2025 16:52
To: All East Devon Hackney Carriage Drivers and Proprietors
Subject: Taxi Fare Consultation - completing anonymously

Dear East Devon Driver

We are writing further to our emails dated 8th January 2025 and 7th February 2025 when we let you know that we are carrying out a review of the procedure used to set hackney carriage fare tariffs and charges in the district and asked you to take part in this survey: <https://taxifareconsultation.commonplace.is/> about the costs involved with running a taxi in East Devon.

The Council is looking to put into place a new procedure for setting taxi fares which will take costs (such as vehicle running costs, depreciation, fuel, insurance, licensing costs) together with drivers earnings, and provide a unit price for these costs per metered mile travelled, over the number of metered miles a vehicle travels.

Once this fare setting procedure is in place, it will allow us to review the hackney carriage table of maximum fares each year and make sure that we continue to set a fare tariff which includes provisions for taxi drivers to earn a wage, cover the costs of running a taxi and provide a service to the public when it is needed; while balancing this against what is reasonable for the public to pay for such a service.

Survey questionnaire:

We have received feedback from some drivers that there is a reluctance to complete the survey because of concerns about providing personal information.

We wanted to assure you that the only reason the survey asks for your name and licence number is so that we can ensure the information is being completed by genuine East Devon drivers and that we are not getting duplicate responses. While the collated data and responses will be published in our report to the Licensing & Enforcement Committee (which is a public document), no individual names will be included and all responses will remain anonymous. The responses and data provided will only be used for the purposes of setting an accurate fare table for the district.

We do however understand your concerns and, if you would like to complete the survey anonymously, you can do so by entering the words “[REDACTED]” in the full name field and “[REDACTED]” in the licence number field.

We would be grateful for any information that you can provide as we do want to ensure that the views of the trade are considered when calculating a table of maximum fares for hackney carriages so that we can set a fair and accurate fare tariff for the district.

Our hope is that, once in place, the procedure can be used to calculate suitable fare tariffs for years to come and for this reason it's really important that, even if you are content with the current fare tariff, you still respond to the consultation to give your views on how we intend to calculate the costs involved.

Historically, we have had a very poor number of responses during consultations about fares and yet we deal with considerable concerns from the trade who did not participate but are not happy with the fare tariff. It is therefore essential that you take this opportunity to respond to the consultation with your views.

How you can complete the survey

To complete the survey visit the link <https://taxifareconsultation.commonplace.is/en-GB/>

Starting the Survey: When the page has loaded scroll down and click "Process and intention tile" to read more about the survey this is shown by a i icon and then click "taxi fare calculation questions tile" this is shown by a car and person icon this will take you to the question and you can begin.

1. **Returning Users:** If you've used Commonplace before and are signed in, you can complete the survey as usual.
2. **New Users/Not Signed In:** If you are not signed in or haven't registered previously, a box will pop up asking for your email. Enter your email to continue with your response. Your email won't be shared publicly.
3. **Email Confirmation:** After entering your email, you'll see a green tick confirming it's received. Complete the survey by answering the various questions. After completion you will receive an email asking you to confirm your response. If this does not arrive please check your junk folder, click the green button within the email to confirm your response.
4. **Response Confirmed:** After clicking confirm your responses are now confirmed and received.

To ensure that your views are taken into account, please read and complete the survey questionnaire and submit your response to us by **3pm on the 18th March 2025 at the latest.**

PLEASE NOTE: We do understand that the survey is quite detailed and asks a lot of questions. Even if you are not able to complete all of the questions, please respond with any information that you can as this will all be of assistance.

For example, the draft cost figures we have calculated currently estimate the average annual cost of vehicle insurance to be **£1250**. We've had some verbal feedback that this figure is too low but unless we get written responses regarding these cost figures, it is possible that the Licensing & Enforcement Committee will decide to go with the estimated figures as calculated.

Other ways to complete the survey

If you need assistance with completing the survey or have any queries about this, please do contact us.

We can:

- Make an appointment for you to attend either our Exmouth Office or Honiton Office where we can help you fill it in
- Send you a paper copy of the survey in the post
- Arrange for a paper copy of the survey to be available for collection from either of our offices
- Help you fill out the survey over the telephone

We are carrying out this fare review at the request of the taxi trade and without any consultation responses, the Licensing & Enforcement Committee will need to decide whether to still proceed or whether to proceed but with the figures as drafted.

APPENDIX D

If you have any queries please do contact us and we will hope to hear from you by the 18th March 2025.

Kind regards

Emily Westlake
Licensing Officer

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East Devon District Council

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Taxi Fare Consultation Responses

This document lists each of the questions asked in the taxi fare consultation survey, and sets out, underneath each question, the responses received.

The purpose of the taxi fare consultation was to ask the East Devon taxi trade for information about the mileage travelled by East Devon taxis and the costs involved with running a hackney carriage vehicle.

Where possible the response data has been displayed in the form of a pie chart or bar graph with any additional comments displayed in a pink box below each question.

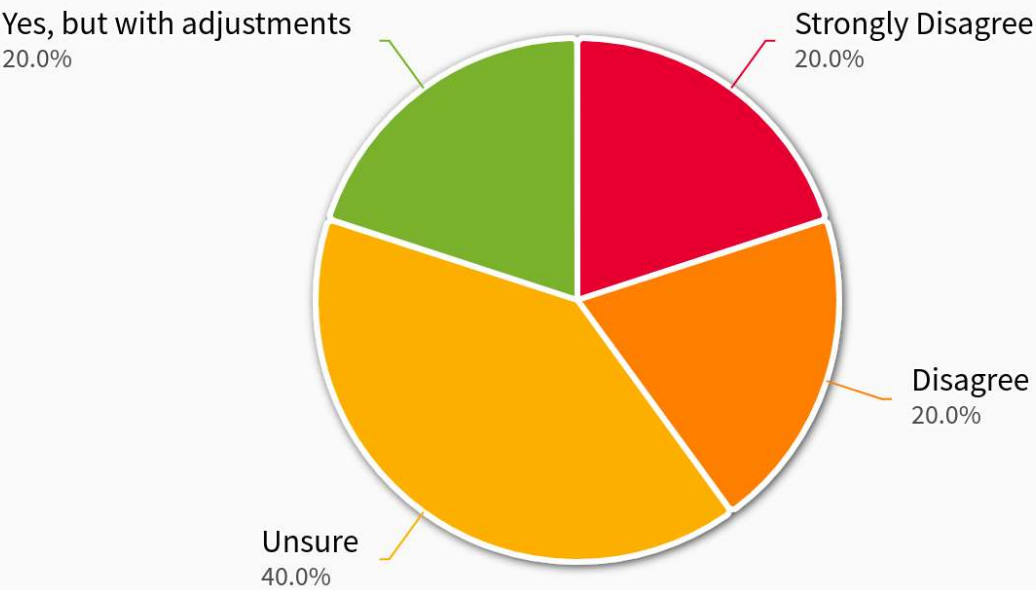
It is important to note that the results are from a small dataset as only 5 full responses and 1 partial response, to the survey, were received.

Survey questions and responses

Questions relating to annual average gross wage for East Devon taxi drivers

Question:
<p>1. Do you think the following methodology sets out an appropriate way of calculating an average wage for East Devon taxi drivers?</p> <p>We need to include in the calculations a suitable average gross wage for taxi drivers. We plan to use the average gross salary for East Devon for this, which recent data from statistics suggests is approximately £30,600.</p> <p>Calculation information for annual gross average salary for East Devon</p> <p>We are proposing to include a level of pay for taxi drivers that is appropriate for the district of East Devon. We are proposing to use the average gross salary for East Devon for these purposes, which we have calculated using the most recent information published by the Office for National Statistics in its Annual Survey of Hours and Earnings (ASHE) to find an average annual gross salary for East Devon.</p>
Responses received:

1. Do you think this is an appropriate way of calculating an average wage for East Devon taxi drivers?

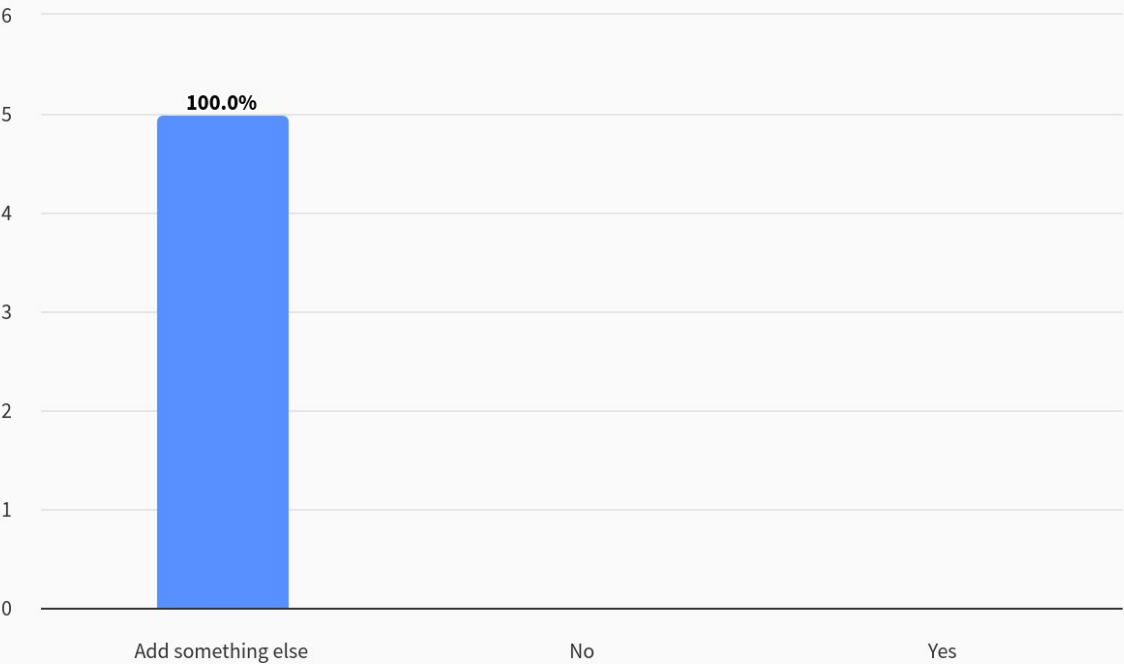


Question:

2. Do you think £30,600 is a suitable wage?

Responses received:

2.Do you think this is an appropriate wage?



The respondent who chose to add something else made the following comment:

- “I don’t see how we can work out a wage when every single taxi driver works very different hours.”
- “I don’t understand what you mean by this. We and most taxi drivers have other work. This is very seasonal and for most of the day there is no work. We couldn’t live just off doing taxi work.”
- “Dependant on hours worked”

Questions relating to mileage travelled by East Devon taxi drivers

Total mileage travelled by East Devon taxi drivers

Question:

3. Please let us know whether 25,000 miles is an accurate estimate of total annual mileage per driver?

We need to work out, on average, how many total miles an East Devon taxi driver travels each year. We will then take away from this total the average mileage travelled for social, domestic and pleasure purposes, the average mileage travelled when commuting and the average dead mileage travelled without a passenger while working. This will tell us the average number of miles travelled by a taxi driver with a fare paying passenger each year.

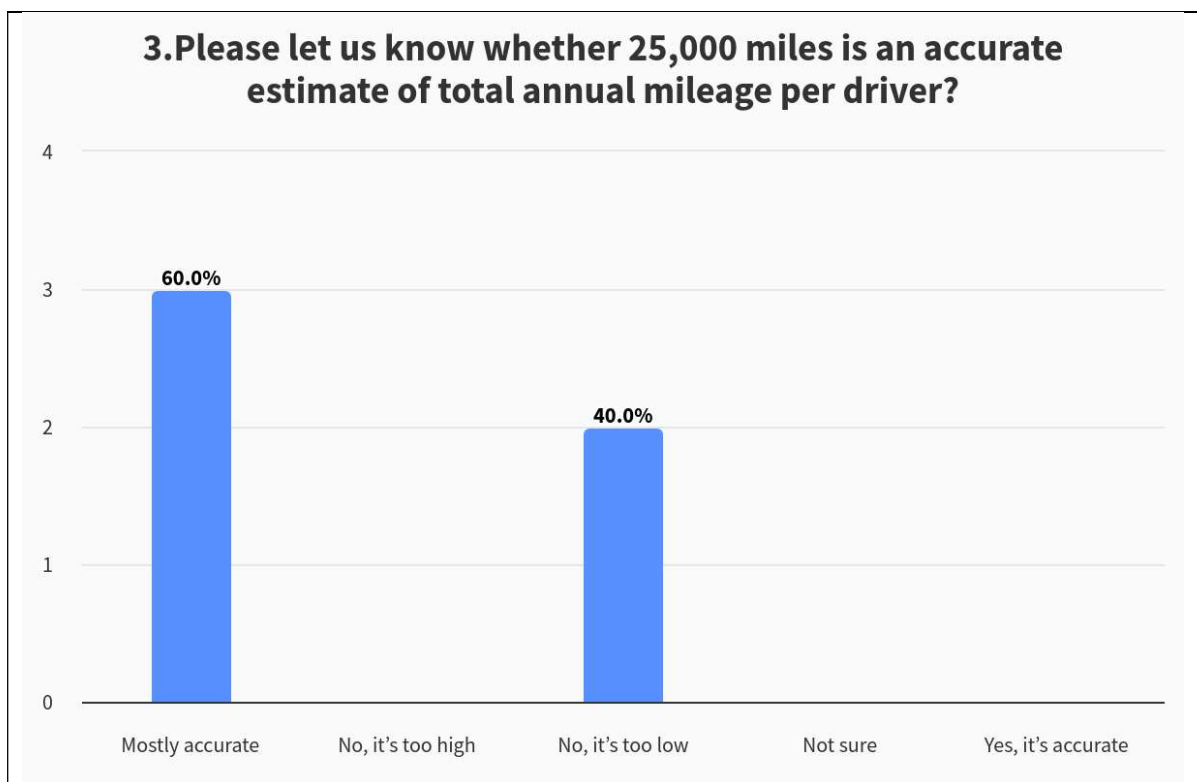
Average total annual mileage

We have estimated that an average taxi driver in East Devon travels a total of approximately 25,000 miles in their taxi each year. This is the total mileage before any deductions for personal usage.

Calculation information for average total mileage

Using the odometer readings shown on MOT certificates, we have estimated a total annual mileage figure for each taxi currently licensed in East Devon. We’ve then used these figures to estimate the total mileage travelled by all taxis in East Devon in a year. We’ve then divided this figure by the number of drivers licensed in the district to calculate an average mileage per driver travelled in a licensed vehicle.

Responses received:



Question:

4. How many total miles do you drive in a year in your taxi on average?

Responses received:

The responses given to this question varied greatly with the mileage annual mileage figures given ranging between 26,000 miles a year up to 80,000 miles a year with mean average figure of approximately 42,000 miles per annum and a median average figure of approximately 33,000 miles per annum.

Personal mileage rate

Question:

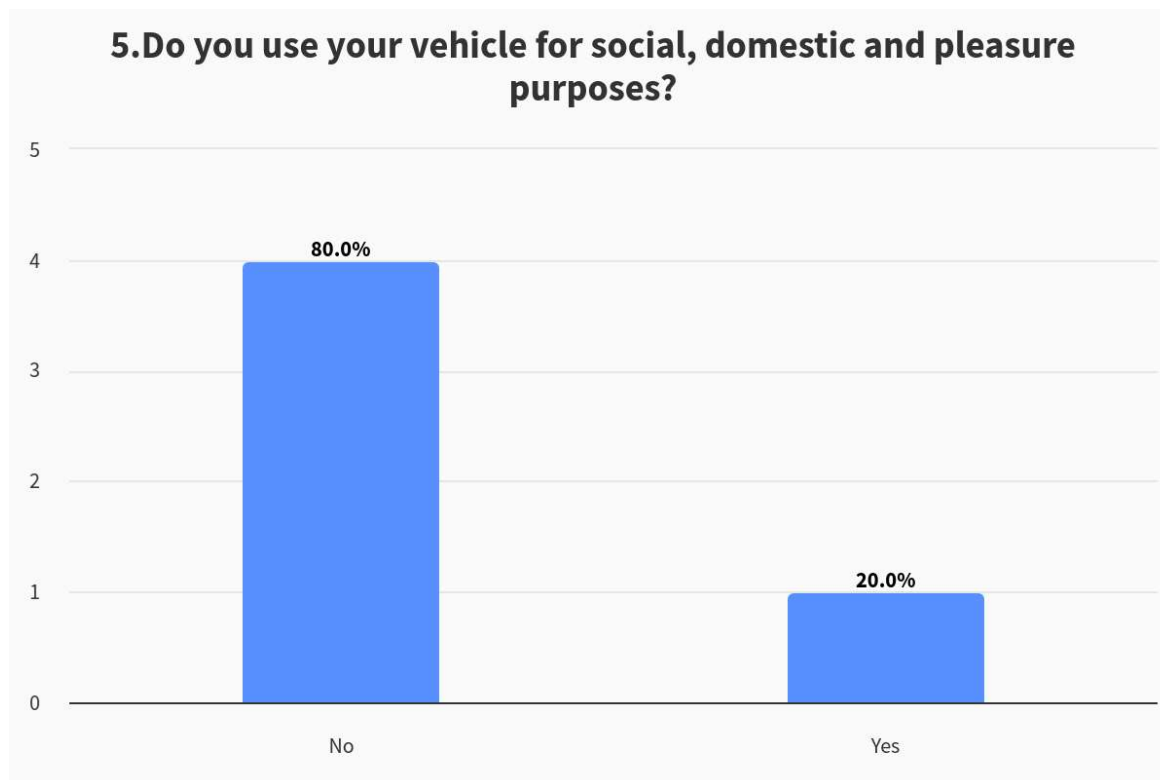
5. Do you use your vehicle for social, domestic and pleasure purposes?

We need to know whether the majority of East Devon taxi drivers also use their taxis for social, domestic and pleasure purposes (personal use) and if so, how much, on average, of the total annual mileage this accounts for?

Calculation information for Personal mileage rate

Before we can calculate the amount of mileage carried out by East Devon taxi drivers with a fare paying passenger onboard, we may need to deduct from the total annual mileage figure, an average amount of mileage travelled by taxi drivers using their licensed vehicles for social, domestic and pleasure purposes (SDP) including travelling from home to work. We don't have any data on this, so we need you to tell us whether you use your taxi for personal use. If you do, we also need to know how much of your total annual mileage is for SDP purposes?

Responses received:



Question:

6. How much of your total annual mileage is SDP? (You can give the answer as a percentage or as a number of miles).

Responses received:

Most of respondents indicated that they did not use their vehicle for social domestic and pleasure purposes. The mean average mileage figure given for social, domestic and pleasure mileage was 2000 miles per annum with a median average figure of 0 miles per annum.

Dead mileage rate

Question:

7. Please let us know if you think 50% is an accurate estimate for dead mileage or do you think this should be lower or higher?

Dead mileage is the mileage travelled by a taxi while plying for hire without a fare paying passenger onboard. It does not include:

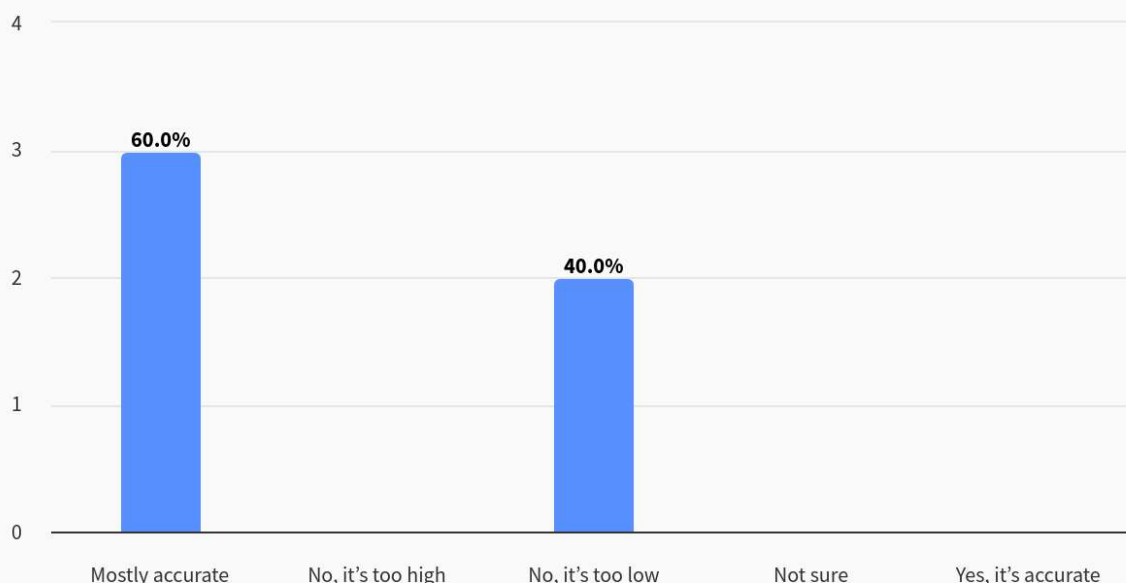
- Any distance travelled with a fare paying customer on or off the meter (this is live mileage)
- Any distance travelled in the vehicle for personal (social, domestic, pleasure) use
- Distance travelled to and from home to work

Calculation information for dead mileage rate

We do not hold any data that can help us calculate the exact amount of dead mileage travelled by each taxi in the district, so we need your help to accurately estimate this. We want to work out what percentage of the mileage you travel when working (after SDP has been deducted) is dead mileage. For example, a 50% dead mileage rate would allow for a taxi to, on every work journey, take a customer from point A (the rank) to point B (the destination), and then return to point A again without a passenger onboard.

Responses received:

7. Please let us know if you think 50% is an accurate estimate for dead mileage or do you think this should be lower or higher?



Question:

8. What do you think an accurate dead mileage rate would be (as a percentage)?

Responses received:

The answers to this question ranged between 45% and 75% with both the mean and median average dead mileage rate estimated at 60%.

One participant submitted a mileage record of their journeys completed over one working day. This record showed a dead mileage rate of 55%.

In addition, one written response was received from a driver based in Seaton as follows:

“50% is much too low. It would only be this amount if I took somebody from where I am to where they want to go and return back. A typical trip is Axminster Station to Lyme Regis. The fare is 30% of the trip and the dead mileage is 70%. I would think this is typical. This is why fares shouldn't be any lower - the vast majority of my mileage is dead.”

Average annual live mileage for an East Devon taxi

Question:

9. Please give us an estimate of the number of miles you travel with a fare-paying customer each year, or the percentage of your annual mileage that is carried out with a fare-paying customer on board?

We need to work out the average number of miles travelled by a taxi, each year, with a fare-paying passenger (live mileage) to be able to produce the basic charge per mile needed to provide an annual wage for the driver or proprietor once the costs of running the vehicle have been recovered.

Calculation information for average annual live mileage for an East Devon taxi

Live mileage is the number of miles travelled by a taxi with a fare-paying passenger (whether metered or unmetered). We intend to calculate live mileage by taking the average mileage travelled by an East Devon taxi and deducting an appropriate number of miles to account for a driver's personal use of the vehicle

for social, domestic and pleasure purposes. We will then use the “dead mileage” rate to calculate the number of dead miles and deduct this from the total to give us a “live mileage” figure.

Responses received:

The answers to this question varied dramatically and ranged between 30% and 58%. The average (both mean and median) figure quoted for percentage of miles travelled with a fare paying customer was 40%.

Question:

10. Please let us have any comments about how we intend to calculate this?

Responses received:

“I think it’s unnecessary to change the prices of meters again in East Devon. Nearly every taxi driver I’ve spoken too isn’t interested in filling out the survey because they don’t want the change.”

Average distance travelled on a fare paying journey

Question:

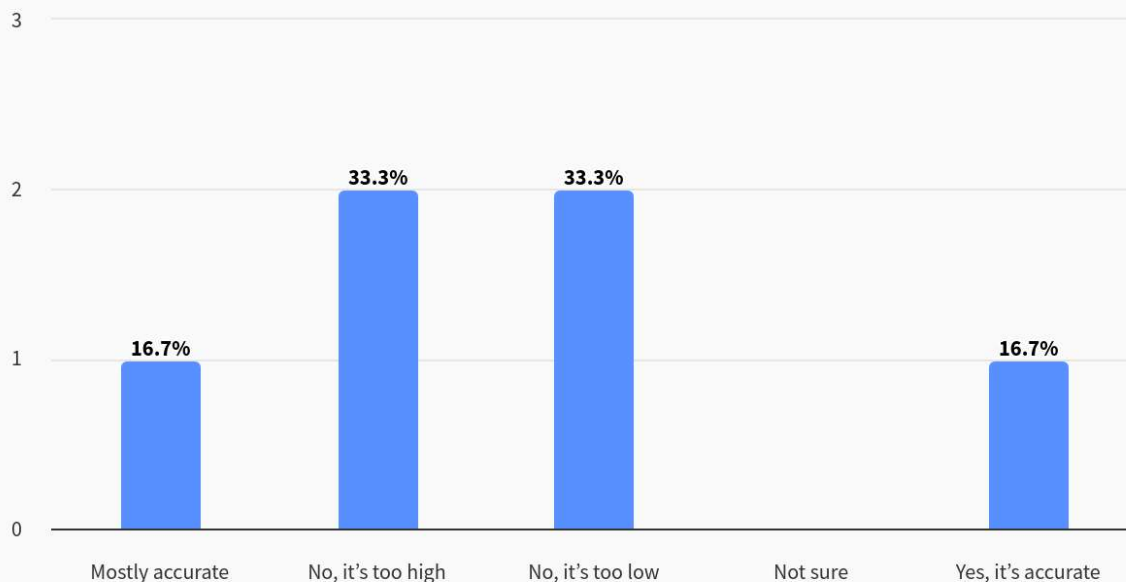
11. Do you think 2.5 miles per journey is a suitable average for taxis in East Devon or are most of your journeys longer or shorter than this?

The average distance travelled by an East Devon taxi when on a fare paying journey does not affect the cost per mile of running a taxi but is needed to calculate the average number of journeys travelled in a year. This is used in the calculations to set a suitable flag drop fare.

We need to estimate the average length of a fare-paying journey travelled by an East Devon taxi. We don’t hold any data that can help us calculate this, so we will need your help. In Guildford, they have used an average journey length of 2.5 miles per journey, but a typical journey might be longer in East Devon? What do you think?

Responses received:

11. Do you think 2.5 miles per journey is a suitable average for taxis in East Devon or are most of your journeys longer or shorter than this?



Question:

12. Please let us know what you do consider to be a suitable figure for an average journey length?

Responses received:

The answers to this question ranged from 0.75 miles up to 4 miles with the mean average journey length estimated to be 3 miles and the median average journey length estimated to be 2.75 miles.

One participant submitted a mileage record of their journeys over one working day. This record showed a mean average journey length of 2 miles.

Average number of journeys travelled with a fare paying passenger annually

Question:

13. Please let us have any feedback you have about how we intend to calculate the average number of journeys travelled with a fare paying passenger annually. If you have any records of your journeys, please

tell us how many journeys you travel with a fare paying passenger in an average week, month or year?

We need to work out the average number of journeys drivers travel with a fare paying passenger each year to help us set a suitable initial “flag drop” fare and make sure that the total fare price takes the flag drop into account.

We will need to estimate an average number of journeys that each driver travels with a fare paying customer each year. We intend to calculate this by dividing the average live mileage by the average distance per journey.

Responses received:

The following responses to this question were received:

- “5040 annual trips - not including school runs. Every taxi driver I’ve spoken to in Exmouth regarding this, is not interested in filling out the survey as they don’t want any change at all. Were all fine with the prices as are and don’t want more change.”
- “I would estimate it's around 1,200 per annum”
- “20 - 30 Fares per evening shift worked Sun – Thurs”
“30 - 40 Fares per Evening shift worked Fri – Sat”
- “Yearly Average 12500, however decreasing trend year on year. monthly works to be around 1000. with vehicles getting older needing more maintenance, vehicles are off the road for longer than before reducing the number of fares we are able to do”
- “3,380”

Questions relating to the purchase price of an East Devon taxi when new

Question:

14. Do you think the following methodology sets out a suitable way to calculate the purchase price bracket of an average East Devon taxi when new?

We need to work out the approximate purchase price, when new, of an average vehicle licensed by East Devon District Council as a taxi. We do not intend to include this figure as a relevant cost factor for running a taxi in East Devon, but we do need it to estimate the costs of running a vehicle because these costs vary depending on the purchase price of the vehicle when new. (e.g. in general, the cost of insurance is higher for a more expensive car).

East Devon District Council licences a wide range of vehicle makes and models, from 4-passenger saloons to 8-passenger MPVs and some Wheelchair Accessible Vehicles. We have estimated that, in general, values of these vehicles when new fall between brackets £31,700 and £37,500 with an average price of £34,300

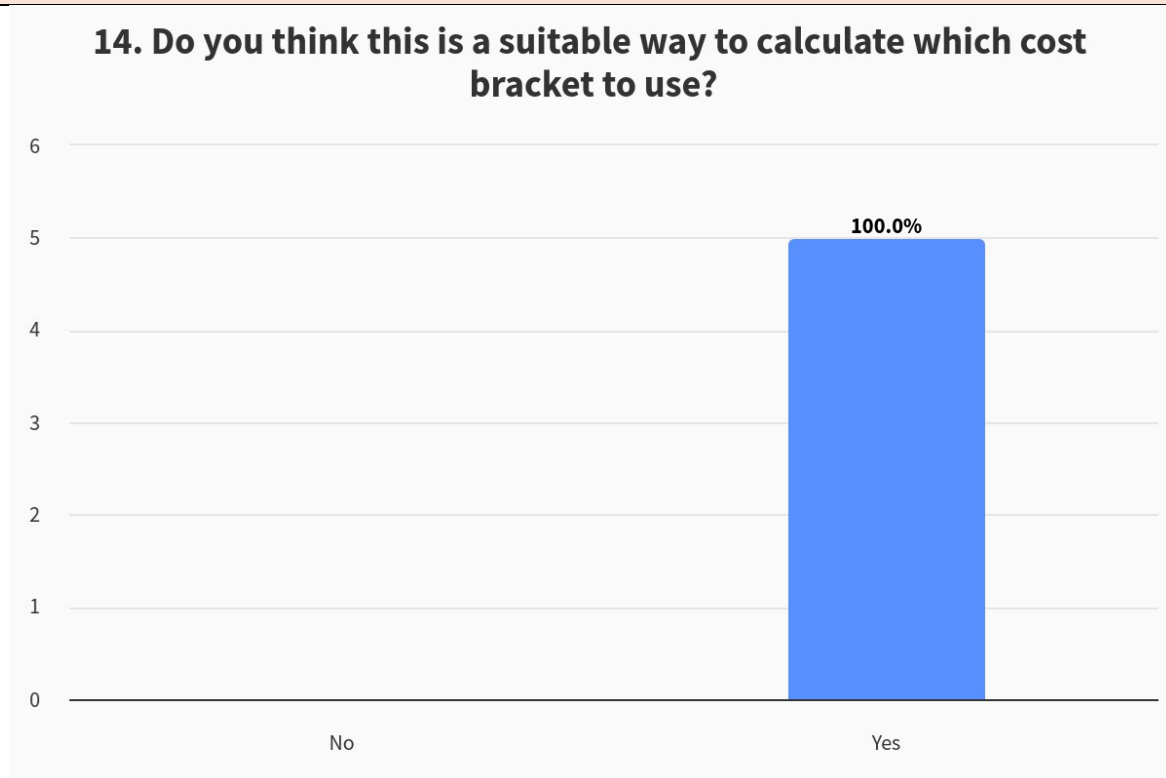
Calculation information for the purchase price of an East Devon taxi when new

We plan to use data from the AA's 2014 Motoring Costs Report to calculate some of the costs involved in running a taxi in East Devon. The AA's report lists costs, in brackets, based on a vehicle's purchase price when new. As East Devon taxis vary in make, model, and specification, we have calculated an average purchase price for the top 10 vehicle models licensed in the district. We now need your input to make sure this is accurate. This average will determine the cost bracket we will use. To update the 2014 figures and make them relevant to today's prices, we have adjusted the cost brackets used by the AA in line with inflation using the ONS RPI Motoring Expenditure Costs Index.

This gives an approximate purchase price of an East Devon taxi when new of £34,300.

We therefore propose to use the running costs listed in the middle bracket on the AA Motoring Costs Report which, once adjusted for inflation, relate to vehicles with a purchase price of between £31,700 and £37,500 when new.

Responses received:



Question:

15. How much would your vehicle model cost to buy new?

Responses received:

The answers to this question varied dramatically and ranged between £32,000 and £64,000. The mean average cost given for purchasing a new model of their vehicle was £43,000 and the median average cost given was £39,000.

Questions relating to the costs of running a taxi in East Devon

Cost of annual vehicle depreciation

Question:

16. Please let us know whether £3,773 is an accurate estimate of annual vehicle depreciation costs?

The rate at which a vehicle depreciates may be a relevant cost factor involved in running a taxi in East Devon. We have estimated the annual rate of depreciation for an average East Devon taxi to be £3,773

Calculation information for annual vehicle depreciation

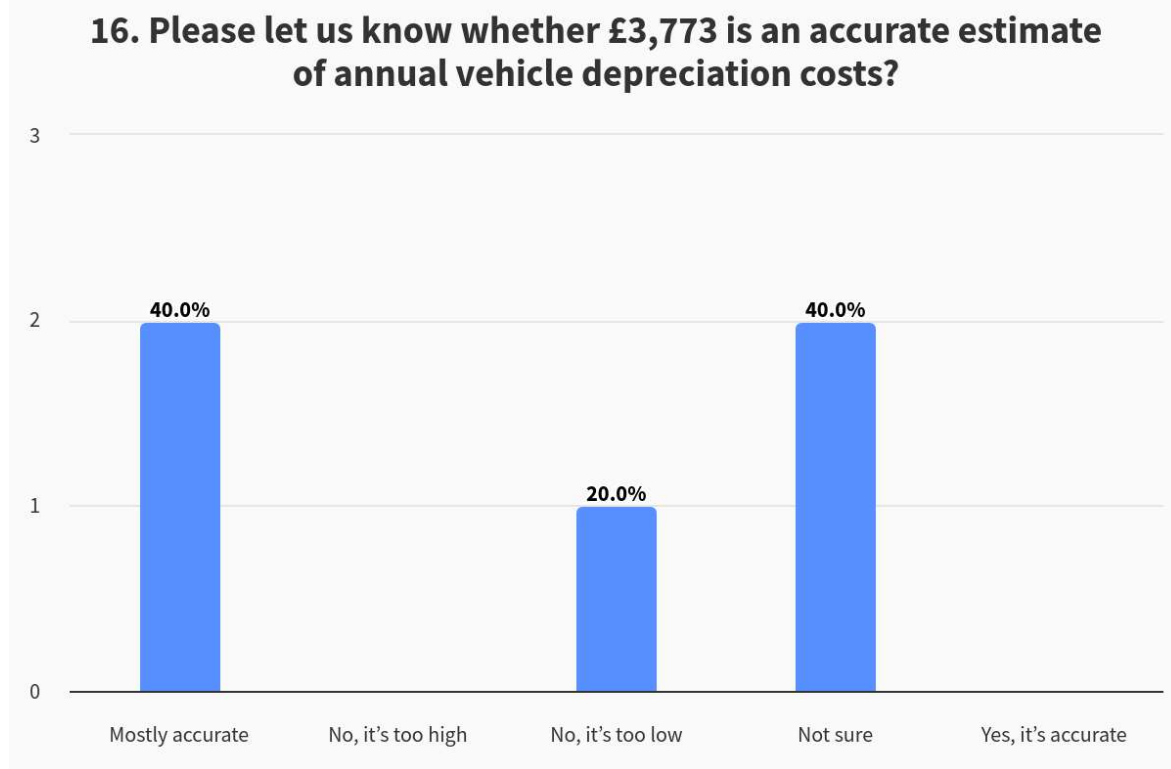
Depreciation is the difference between the amount you spend when you buy a car and the amount you get back when you sell the car or trade it in. Different vehicles lose value at different rates depending on their make, age, mileage and condition. On average, new cars can lose 20 to 30 per cent of their value in the first year and then around 15 per cent of their value for the next couple of years, normally adding up to around 50% or more over three years. However, new car shortages in recent years mean used cars have been holding their value longer.

We intend to use the AA Motoring Costs Report figures from 2014 to calculate this. This report states that, for a vehicle within the middle price bracket, the typical depreciation per year in 2014 would have been £2,618.

Adjusted for inflation using the ONS RPI Motoring Expenditure Costs Index, this would give an annual average depreciation cost in 2024 of: £3,773. Please let us know whether you think this figure is accurate and whether you think this is a suitable way of calculating vehicle depreciation costs?

The AA figures relate to the depreciation of a vehicle over 4 years. It should be noted that the average age of an East Devon taxi is 7 years old and therefore these vehicles have already depreciated beyond the level of the figures used.

Responses received:



Question:

17. The AA figures relate to the depreciation of a vehicle over 4 years. It should be noted that the average age of an East Devon taxi is 7 years old and therefore these vehicles have already depreciated beyond the level of the figures used. Do you think depreciation should be included as a relevant cost factor?

Responses received:

17. The AA figures relate to the depreciation of a vehicle over 4 years. It should be noted that the average age of an East Devon taxi is 7 years old and therefore these vehicles have already depreciated beyond the level of the figures used. Do you think depreciation should be included as a relevant cost factor?



The respondent who chose to add something else made the following comment:

“Our car is 4 years old and would therefore depreciate faster than the average. However, we don't seem to get any more business as a result of having a nicer car. I'd note that when I go into Dorset, the taxis look older and in a much worse state of repair than in East Devon, so I think we have higher standards generally.”

Cost of capital

Question:

18. Please let us know whether you think £618 per year is an accurate estimate of the cost of capital?

The loss of income from having money tied up in a vehicle which could otherwise be earning interest in a deposit account may be a relevant cost factor involved in running a taxi in East Devon. We have estimated the annual cost of capital to be £618

Calculation information for cost of capital

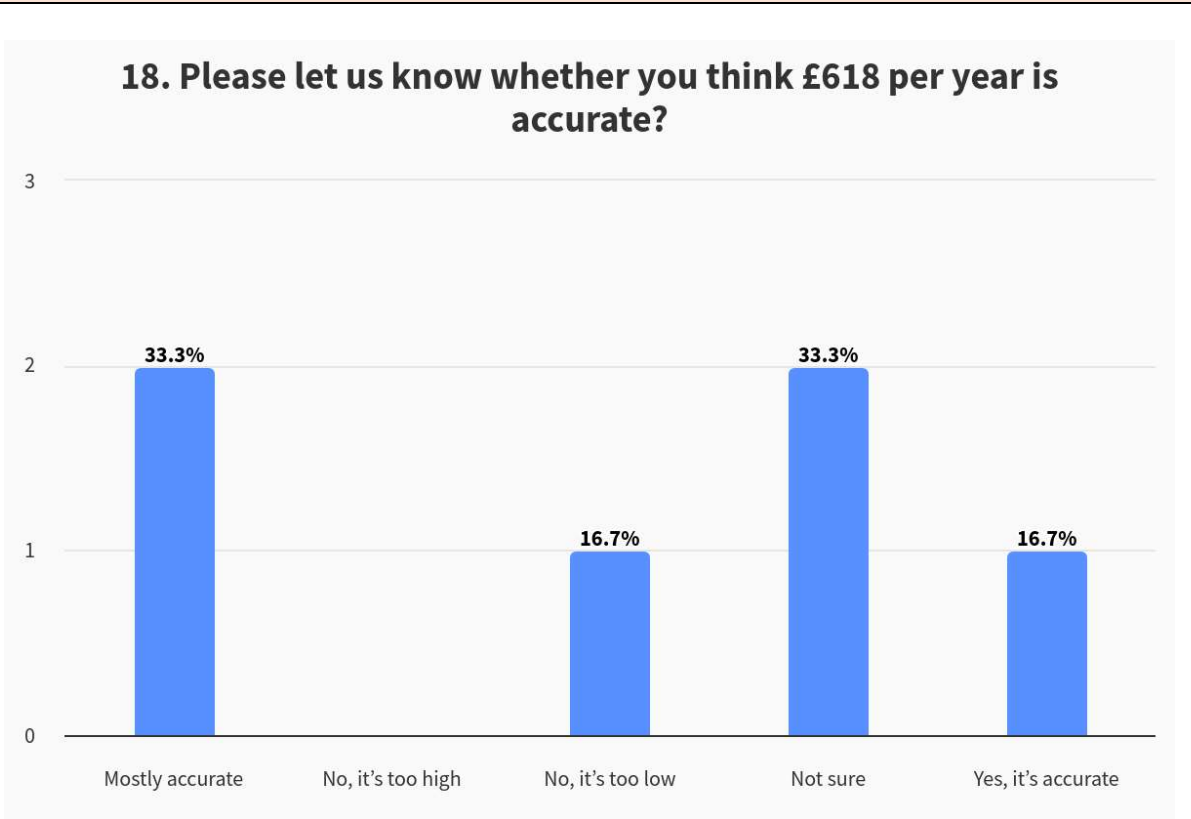
This cost of capital represents the loss of income from having money tied up in a vehicle which could otherwise be in a deposit account. The purchase of vehicles

is funded in different ways with some vehicles being purchased outright and some on Hire Purchase Finance or Personal Contract Purchase.

We intend to use the AA Motoring Costs Report figures from 2014 to calculate this. This report states that, for a vehicle within the middle price bracket, the typical cost of capital per year in 2014 would have been £429.

Adjusted for inflation using the ONS RPI Motoring Expenditure Costs Index, this would give an average cost of capital in 2024 of: £618

Responses received:

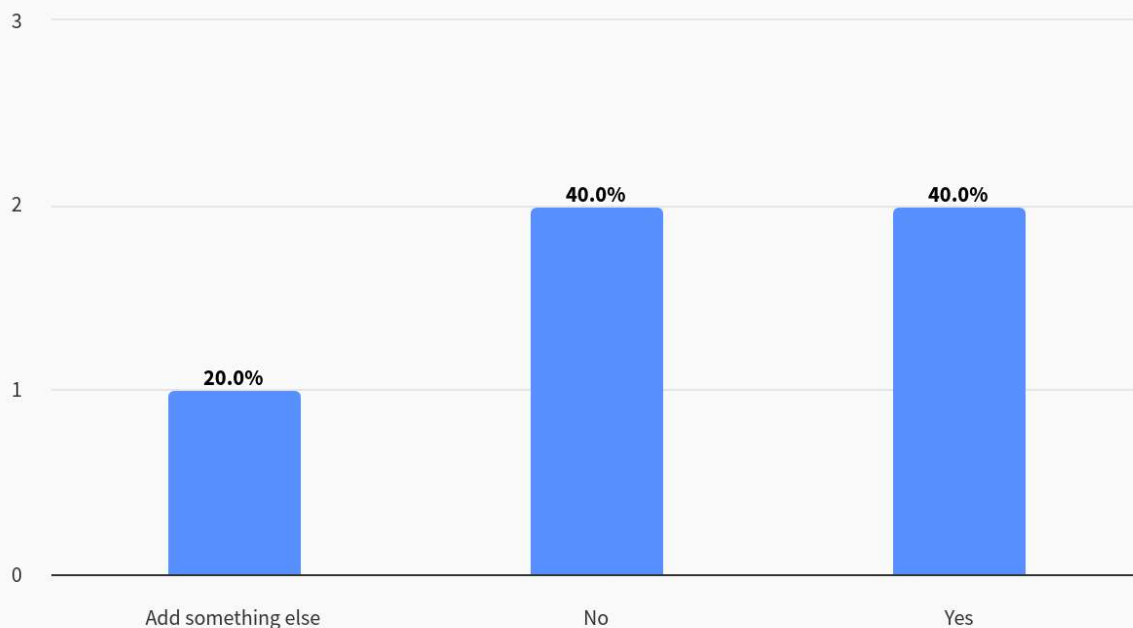


Question:

19. Do you think this is a suitable way of calculating the cost of capital?

Responses received:

19. Do you think this is a suitable way of calculating the cost of capital?



The respondent who chose to add something else made the following comment:

“Any cost of interest is put against profits during a tax return so I think this is irrelevant.”

Cost of insurance

Question:

20. Please let us know whether you think £1250 is an accurate estimate for the average cost of vehicle insurance?

The cost of vehicle insurance is a relevant cost factor involved in running a taxi in East Devon. We have estimated the annual cost of vehicle insurance for an average East Devon taxi to be £1250.

Calculation information for average cost of insurance

We need to calculate the average annual cost of vehicle insurance for a taxi operating in East Devon.

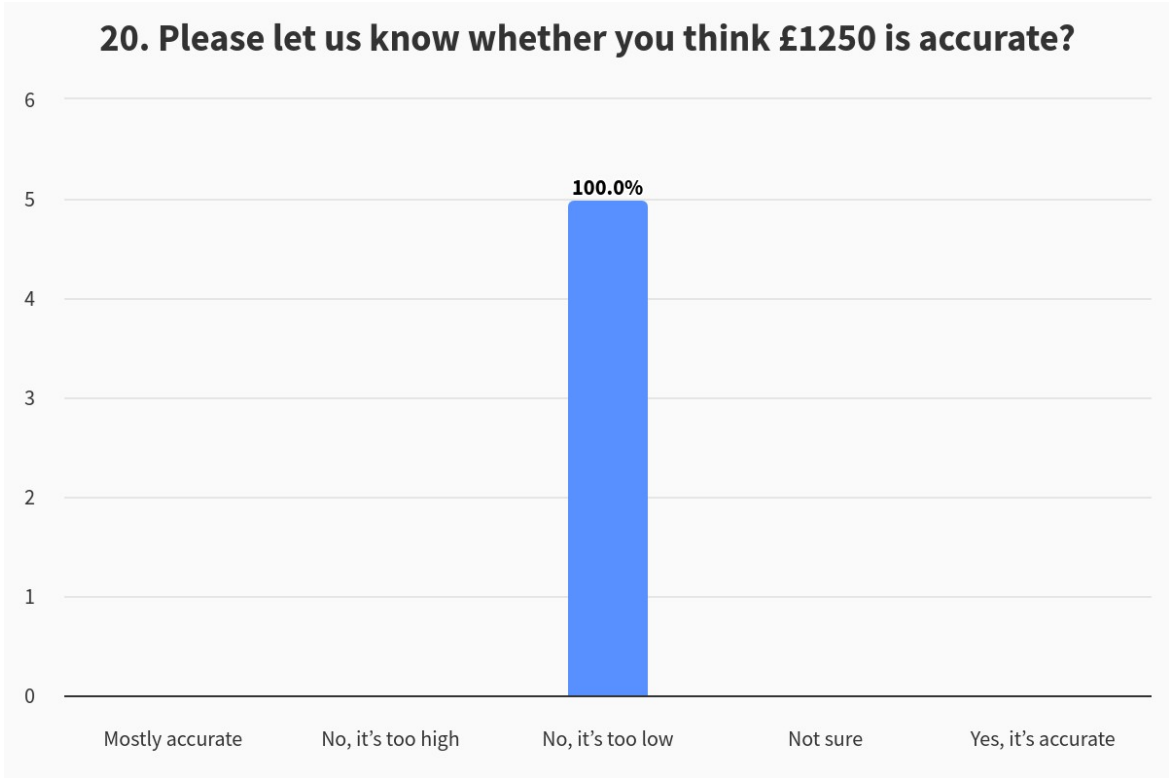
We intend to use the AA Motoring Costs Report figures from 2014 to calculate this. This report states that, for a vehicle within the middle price bracket the typical cost of insurance per year in 2014 would have been £511.

Adjusted for inflation using the ONS RPI Motoring Expenditure Costs Index, this would give a typical cost of insurance in 2024 of: £736. This relates however to a personal vehicle, not a taxi.

We acknowledge that it is likely that additional insurance premiums will be incurred to the “hire and reward” element of insurance cover and this is not accounted for in the AA Motoring Costs Report. We therefore intend to include an additional allowance of £500 for this purpose.

This would give an average cost of insuring an East Devon taxi of approximately £1250 per year.

Responses received:



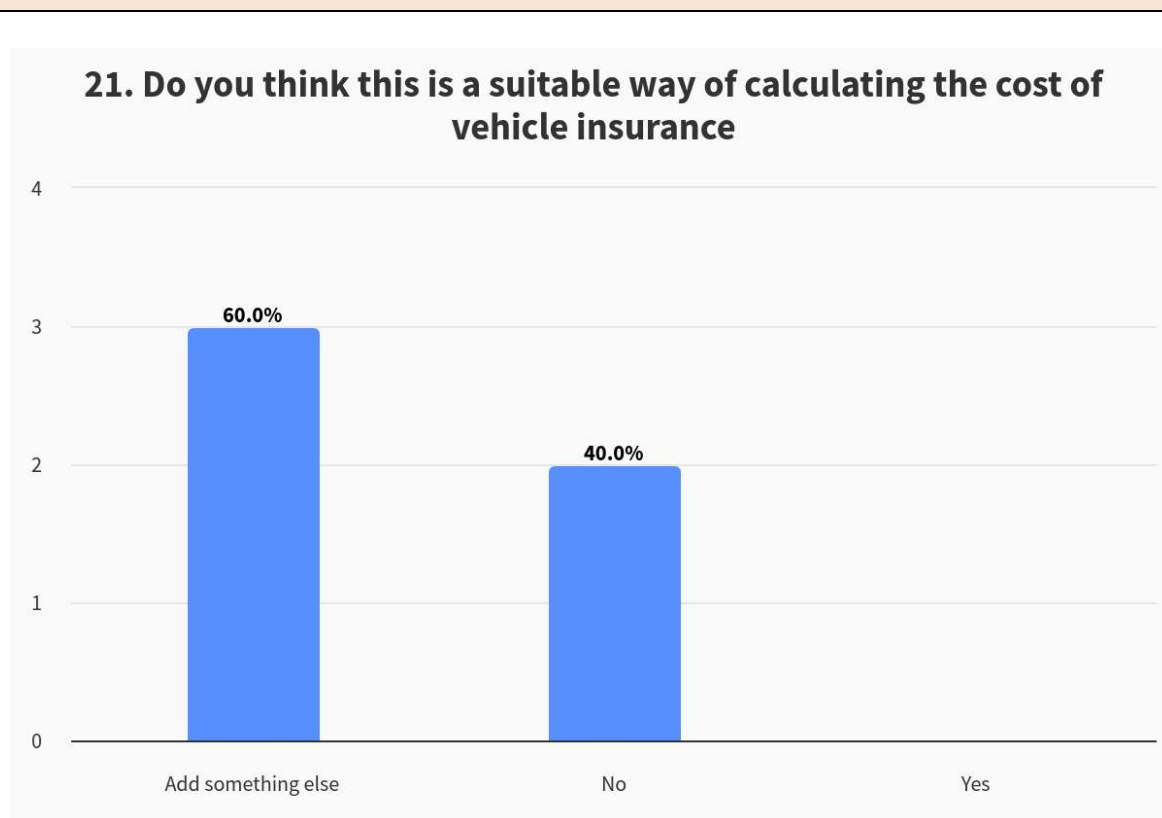
The respondent who chose to add something else made the following comment:

- “Insurance costs are £1600 plus.”
- “8 seaters are on average cost £2500 to insure annually”
- “Insurance costs are approximately £1,400”
- “My hackney carriage insurance is £2,300 per annum for 2 drivers. Your costs look very low.”

Question:

21. Do you think this is a suitable way of calculating the cost of vehicle insurance?

Responses received:



Cost of road tax

Question:

22. Do you think this is an appropriate way to calculate the cost of road tax?

The cost of road tax is a relevant cost factor involved in running a taxi in East Devon.

We have estimated the annual cost of road tax for the average East Devon taxi to be £175.

Calculation information for cost of road tax

We need to calculate an average annual cost of road tax for an East Devon licensed hackney carriage.

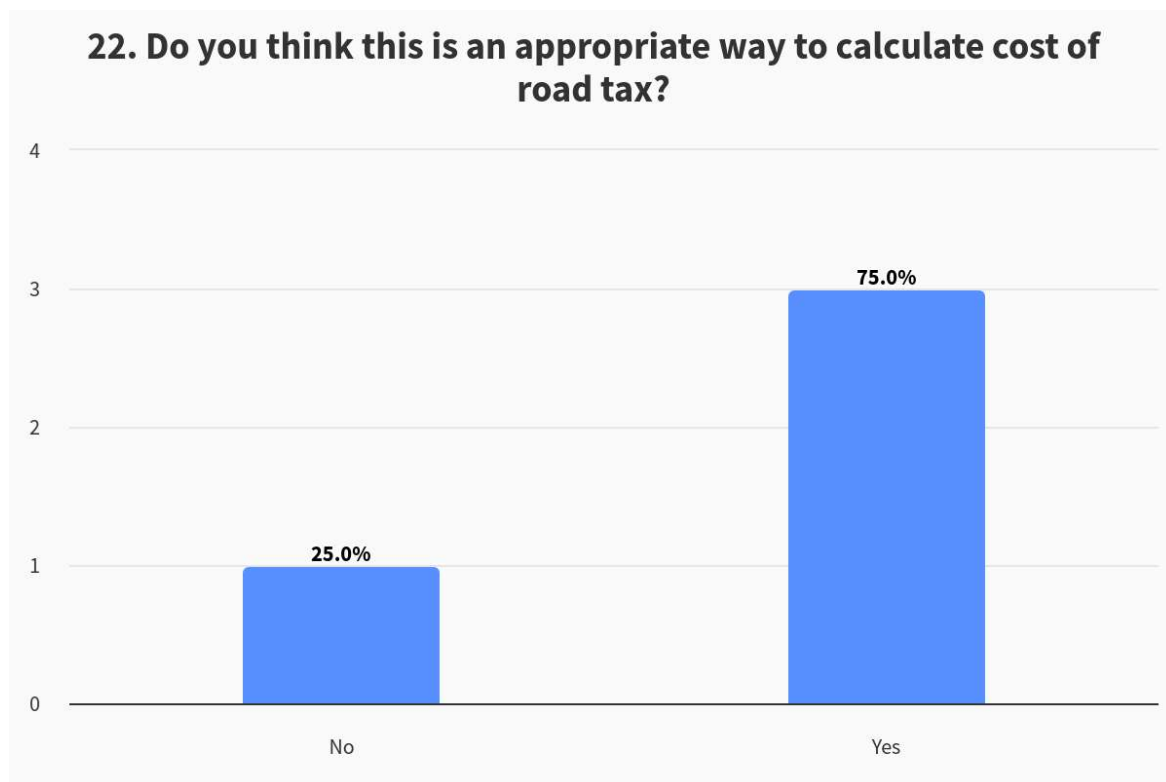
We intend to use the current vehicle tax rates to calculate an average figure. The rate of tax paid depends on the age of the vehicle and cars registered before the 31st March 2017 pay a different rate of tax to those registered on or after the 1 April 2017.

Vehicles registered on or after the 1st April 2017 pay a vehicle tax rate based on a vehicle's CO2 emissions the first time it's registered and then a standard rate for the second tax payment onwards. The standard rate is £190 for a single 12-month payment.

Vehicles registered between 1st March 2001 and 31st March 2017 pay a rate of vehicle tax based on fuel type and CO2 emissions. 83% of East Devon taxis are diesel vehicles and East Devon taxis have average CO2 emissions of 123g/km. The average age of an East Devon taxi is 7 years old.

We therefore intend to use an average of the £190 standard yearly rate of tax for vehicles registered after 2017 and, the £160 yearly rate of tax for diesel cars with CO2 emissions between 121 to 130g/km. This gives an annual average figure of £175.

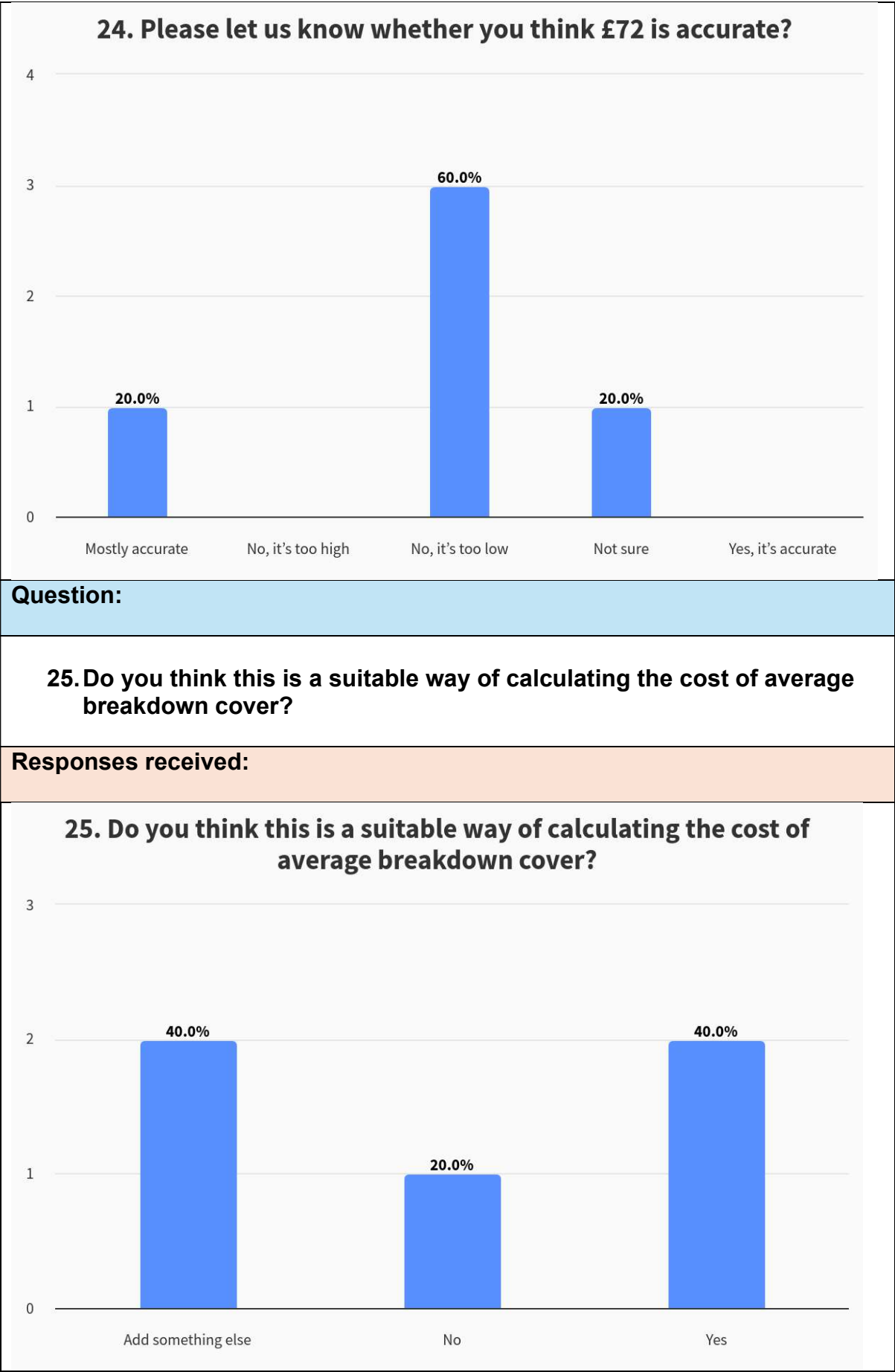
Responses received:



Question:
23. How much vehicle tax do you pay each year?
Responses received:
The answers to this question ranged from £180 to £735 (although it was not clear whether the £735 figure was for one vehicle or multiple vehicles). The median average answer was £190 per annum.

Cost of breakdown cover

Question:
<p>24. Please let us know whether you think £72 is an accurate figure for breakdown cover costs?</p> <p>The cost of breakdown cover may be a relevant cost factor involved in running a taxi in East Devon. We have estimated the annual cost of breakdown cover for the average East Devon taxi to be £72.</p> <p><u>Calculation information for average breakdown cover cost</u></p> <p>We need to calculate the average annual cost of breakdown cover for a taxi operating in East Devon.</p> <p>We intend to use the AA Motoring Costs Report figures from 2014 to calculate this. This report states that, for a vehicle within the middle price bracket, the typical cost of breakdown cover per year in 2014 would have been £50.</p> <p>Adjusted for inflation using the ONS RPI Motoring Expenditure Costs Index, this would give a typical cost of breakdown cover in 2024 of: £72.</p>
Responses received:



The respondents who chose to add something else made the following comments:

- “We pay £99 per annum.”
- “£185.”

Cost of fuel

Question:

26. Do you think the methodology set out below gives an appropriate way to calculate an average fuel cost per litre?

The cost of fuel is a relevant cost factor involved in running a taxi in East Devon. We have estimated the average cost of fuel per litre in the East Devon district to be 145.8p per litre.

Calculation information for average cost of fuel per litre (pence per litre)

We intend to use the Department for Energy Security and Net Zero’s annual weekly road fuel price statistics to calculate an average fuel cost per litre.

While we acknowledge that fuel prices will change throughout the year, it is not practical to recalculate the running costs of a taxi every time fuel costs go up or down.

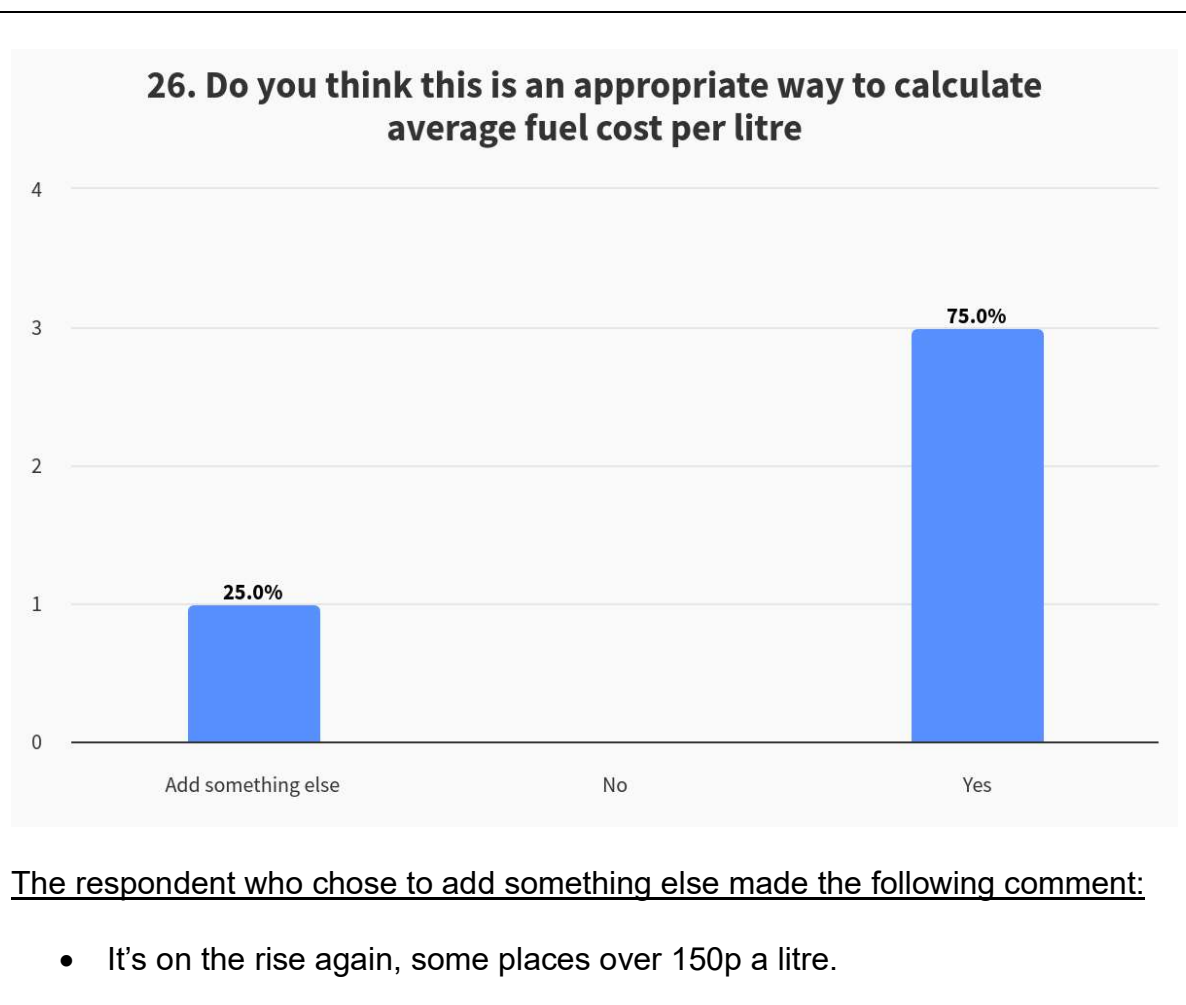
We therefore intend to calculate an average cost of fuel per litre from the last month of data and add on an additional 5 pence per litre to allow for any upward changes to the cost of fuel that may occur during the year.

Most vehicles licensed in East Devon are diesels and we intend to base the figures on the cost of diesel fuel.

The most recent statistics give an average figure of 140.8 pence per litre for diesel fuel over the last month.

This will give a figure of 145.8 pence per litre when the additional 5 pence per litre is added on.

Responses received:



Cost of tyres

Question:

27. Please let us know whether you think £742.50 is an accurate figure for the cost of tyres?

The cost of replacing tyres is a relevant cost factor involved in running a taxi in East Devon.

We have estimated the average cost of replacement tyres to be 2.97 pence per mile.

This works out at an annual cost of £742.50 for a vehicle averaging 25,000 miles per year.

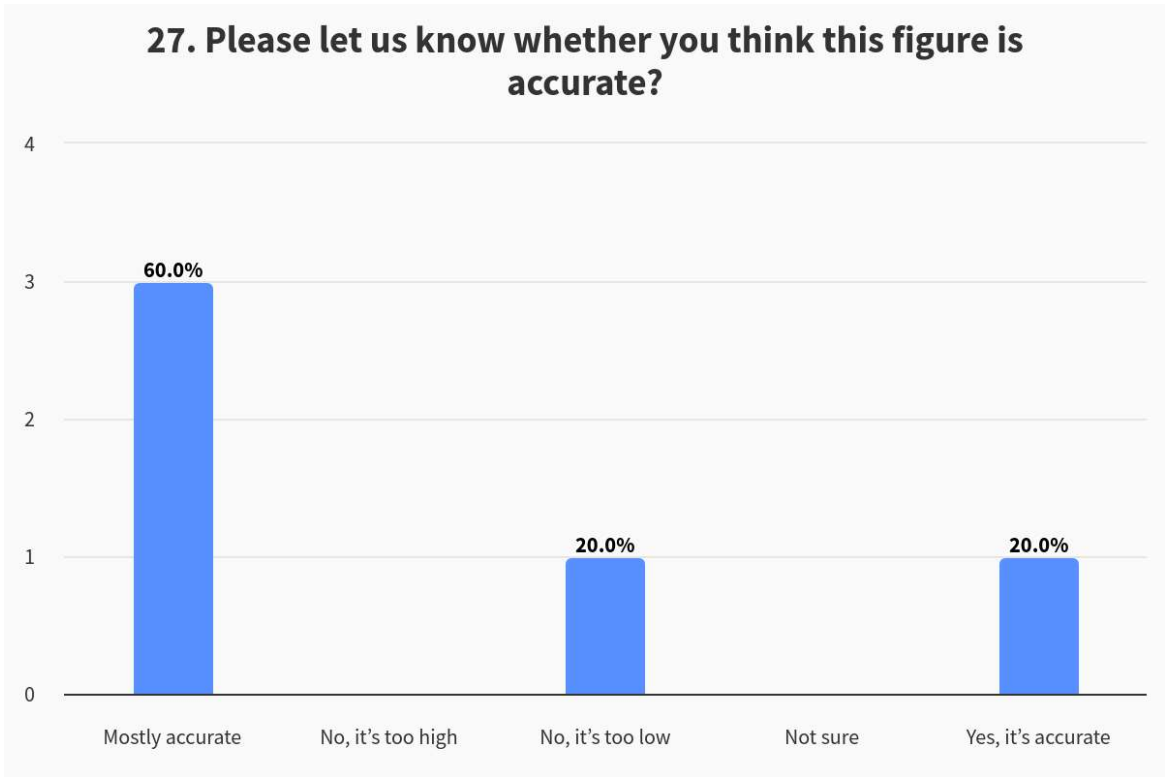
Calculation information for annual cost of tyres.

We need to calculate the average annual cost of tyres for a taxi operating in East Devon. We intend to use the AA Motoring Costs Report figures from 2014 to calculate this. This report states that, for a vehicle within the middle price bracket, the typical running cost of tyres in 2014 would have been 2.06 pence per mile.

Adjusted for inflation using the ONS RPI Motoring Expenditure Costs Index, this would give a typical cost of tyres in 2024 of: 2.97 pence per mile.

This means that a vehicle averaging 25,000 miles per year would spend £742.50 on tyres each year.

Responses received:

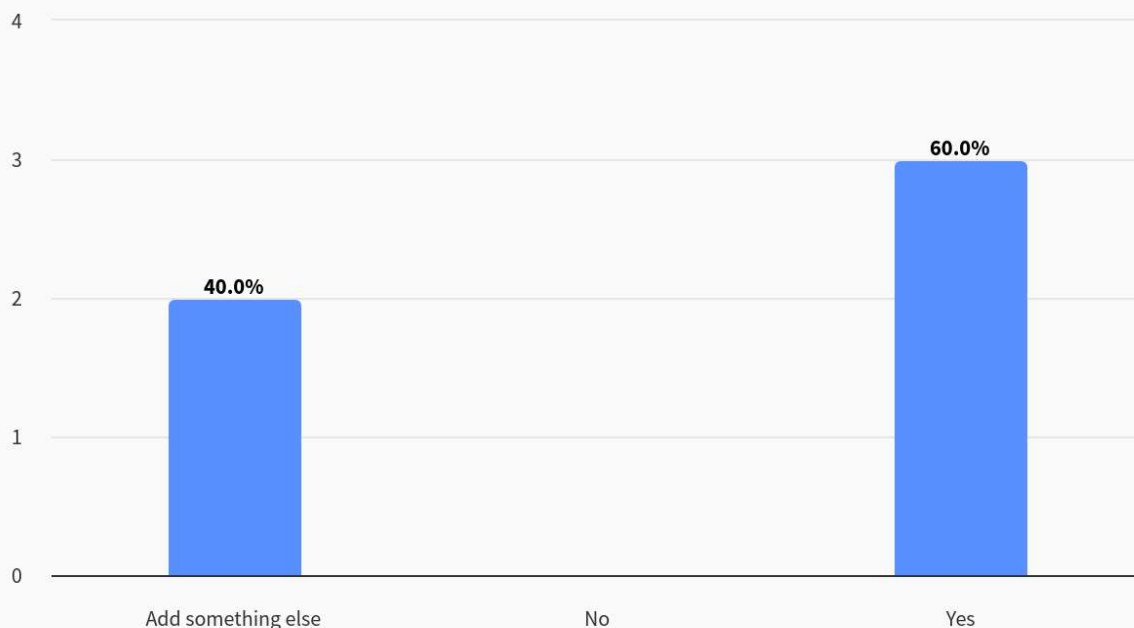


Question:

28. Do you think this is a suitable way of calculating the cost of tyres?

Responses received:

28. Do you think this is a suitable way of calculating the cost of tyres?



The respondents who chose to add something else made the following comments:

- “We bought premium all season tyres due to wanting to be able to drive safely in wet and cold weather. £750 all round.”
- “Need to include wheel alignment, also potholes kill tyres and the roads are in bad state.”

Cost of service labour

Question:

29. Please let us know whether you think 3.30p per mile is a suitable average figure for the cost of service labour?

The cost of service labour is a relevant cost factor involved in running a taxi in East Devon. We have estimated the average cost of service labour for an East Devon taxi (not including replacement parts) to be 3.30 pence per mile. This works out at an annual cost of £825 for a vehicle averaging 25,000 miles per year.

Calculation information for cost of service labour

Service labour costs cover normal servicing and parts replacement taking UK average labour rates.

We intend to use the AA Motoring Costs Report figures from 2014 to calculate this. This report states that, for a vehicle within the middle price bracket, the average service labour costs in 2014 would have been 2.29 pence per mile.

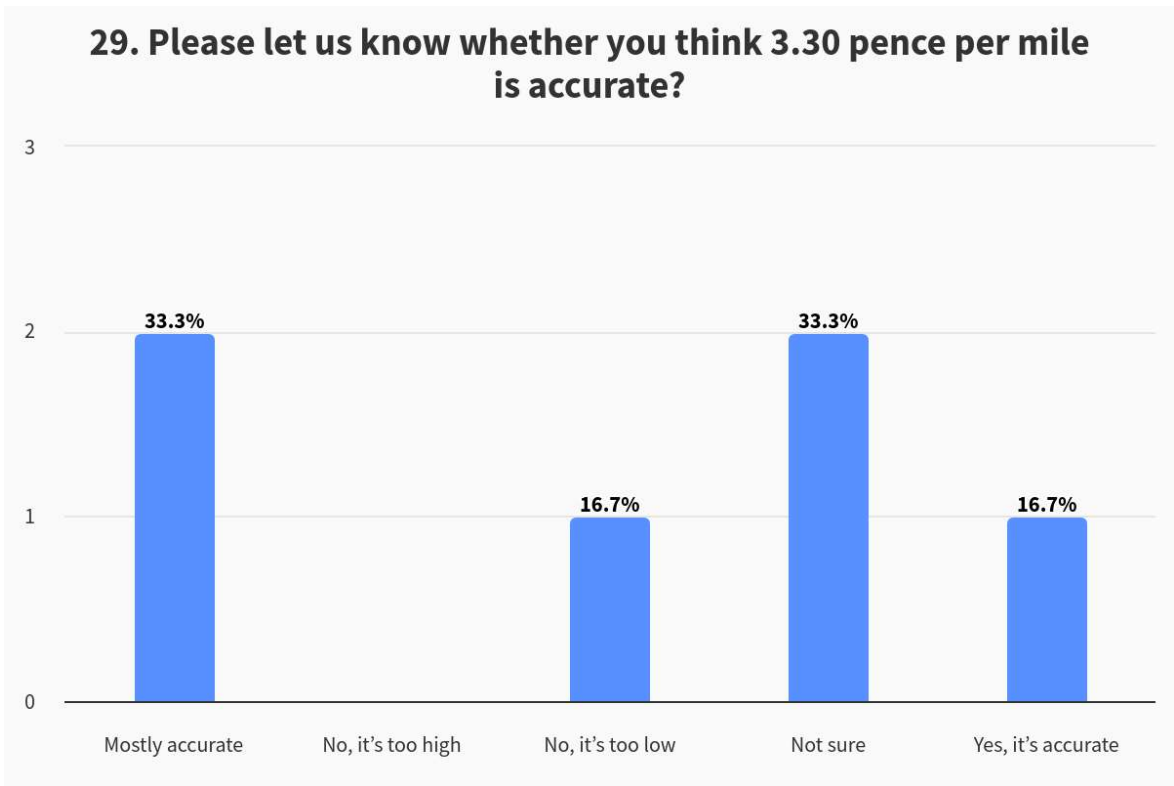
Adjusted for inflation using the ONS RPI Motoring Expenditure Costs Index, this would give an average cost of service labour in 2024 of: 3.30 pence per mile.

This means that a vehicle averaging 25,000 miles per year would spend £825 on service labour costs (not including replacement parts) each year.

Please let us know whether you think this figure is accurate and whether you think this is a suitable way of calculating the cost of service labour?

It would be very helpful if you can provide us with any invoices you have for any services, MOTs or repairs your taxi has had this year. We will then look at the labour costs itemised to inform our calculations.

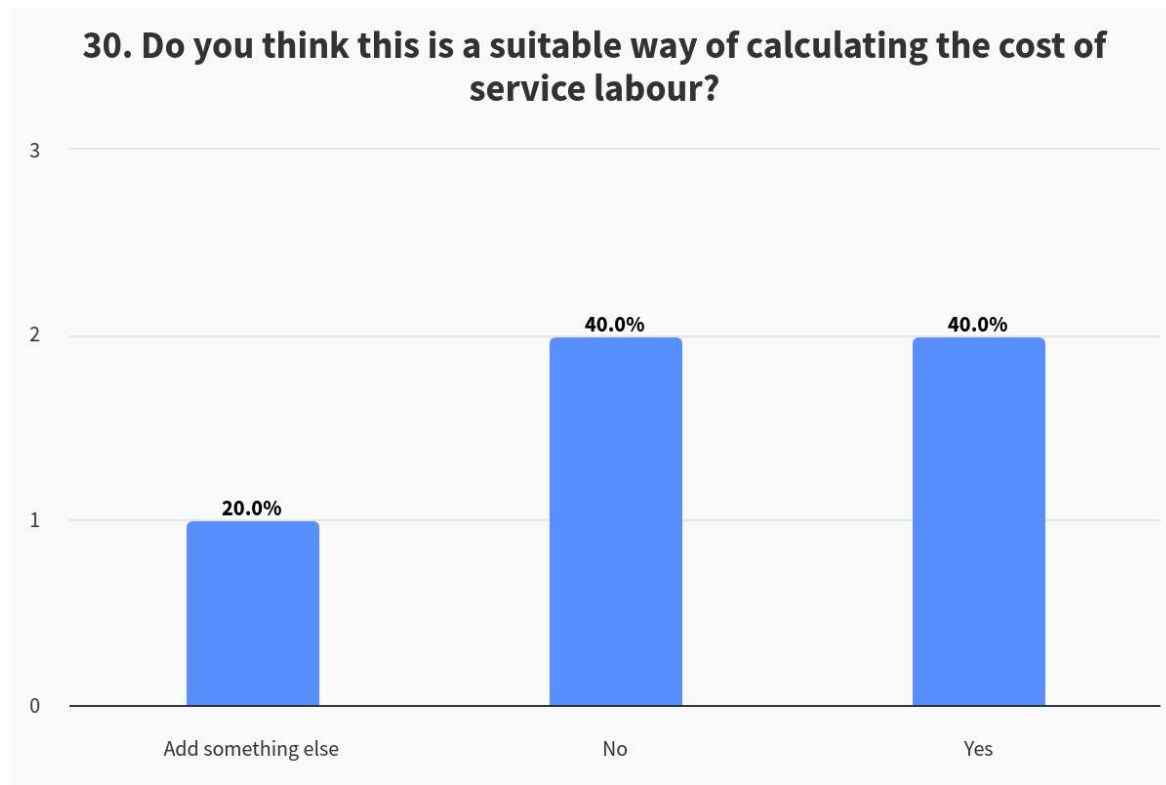
Responses received:



Question:

30. Do you think this is a suitable way of calculating the cost of service labour?

Responses received:



The respondent who chose to add something else made the following comment:

- “Never know year on year when something will go on car and needs to go in garage.”

Cost of replacement parts

Question:

31. Please let us know whether you think 3.65 pence per mile is accurate for the cost of replacement parts?

The cost of replacement parts is a relevant cost factor involved in running a taxi in East Devon. We have estimated the average cost of replacement parts for an

East Devon taxi to be 3.65 pence per mile. This works out at an annual cost of £912.50 for a vehicle averaging 25,000 miles per year.

Calculation information for cost of replacement parts

Replacement parts include items that may require replacement through normal driving conditions such as brake materials, oils, filters, bulbs, wipers etc.

We intend to use the AA Motoring Costs Report figures from 2014 to calculate this. This report states that, for a vehicle within the middle price bracket, the average cost of replacement parts in 2014 would have been 2.53 pence per mile.

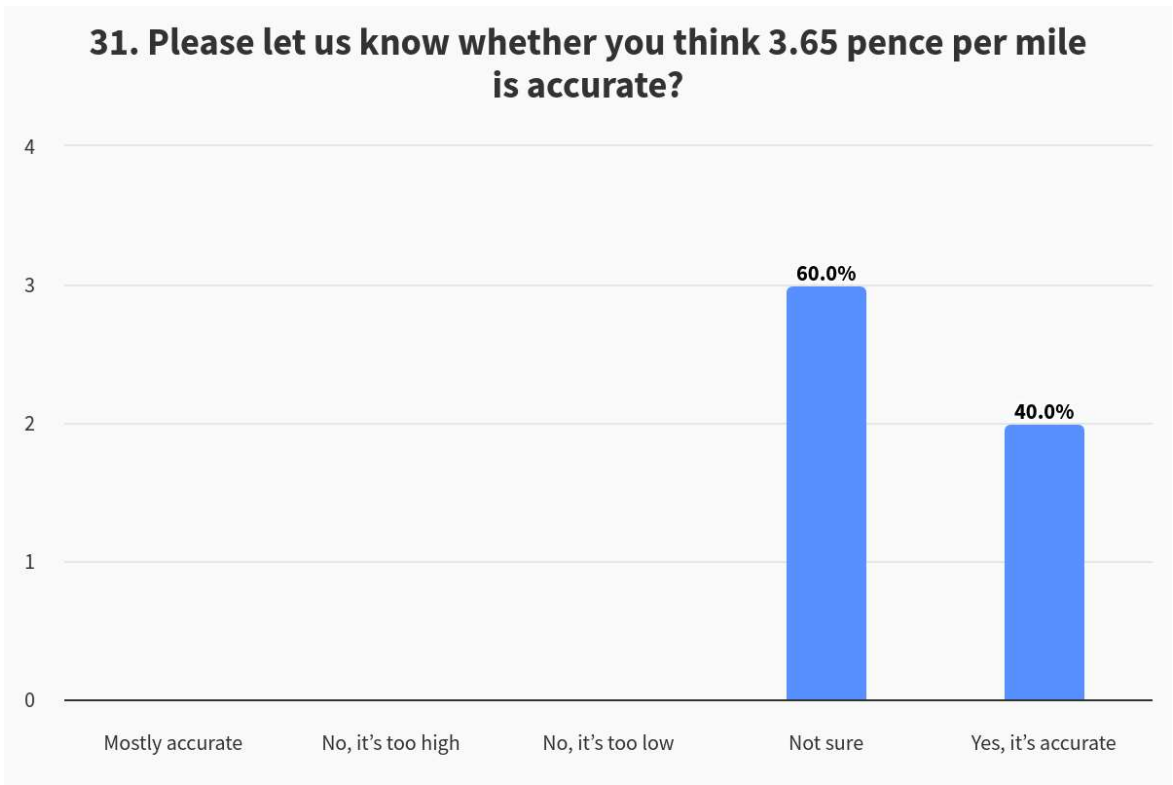
Adjusted for inflation using the ONS RPI Motoring Expenditure Costs Index, this would give an average cost of service labour in 2024 of: 3.65 pence per mile.

This means that a vehicle averaging 25,000 miles per year would spend £912.50 on replacement parts.

Please let us know whether you think this figure is accurate and whether you think this is a suitable way of calculating the annual cost of replacement parts?

It would be very helpful if you can provide us with any invoices you have for any services, MOTs or repairs your taxi has had this year. We will then look at the parts costs itemised to inform our calculations.

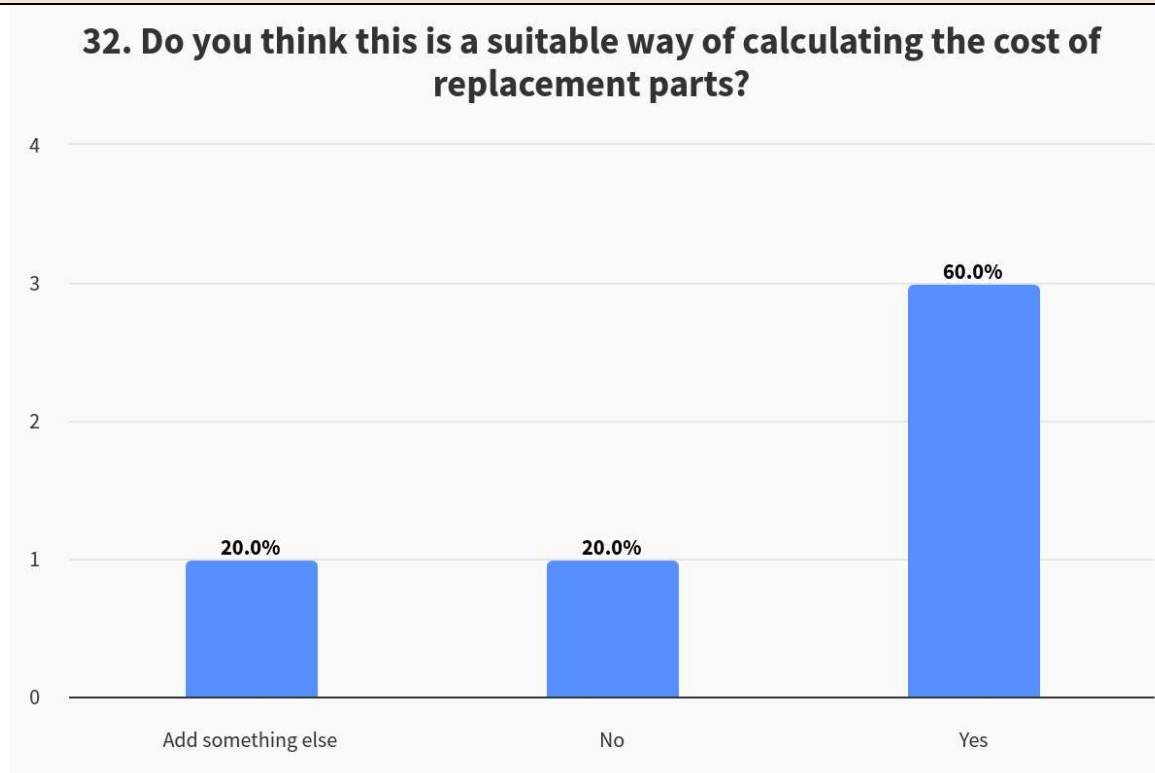
Responses received:



Question:

32. Do you think this is a suitable way of calculating the cost of replacement parts?

Responses received:



The respondent who chose to add something else made the following comment:

- “Never know when parts are going to go up.”

Cost of keeping your taxi clean

Question:

33. How much do you estimate that you spend annually on cleaning your taxi?

The cost of cleaning your taxi may be a relevant cost factor involved in running a taxi in East Devon. We need your help to calculate this.

Calculation information for annual car cleaning costs

Car cleaning costs would include the cost of cleaning products and/or the cost of the car wash. This is not a figure included in the AA Motoring Costs Report 2014 but we consider it relevant for East Devon taxis as they are expected to be in a clean and tidy condition at all times. We do not have any figures to inform this calculation.

Responses received:

The responses to this question varied significantly and ranged from between £260 up to £1440. The average mean cost quoted was £892 and the average median cost quoted was £960.

Cost of parking and tolls

Question:

34. Please can you let us know if you regularly pay any parking fees, tolls or anything similar?

The cost of parking and tolls may be a relevant cost factor involved in running a taxi in East Devon. We have estimated the average cost of parking and tolls for an East Devon taxi to be 2.88 pence per mile. This works out at an annual cost of £720 for a vehicle averaging 25,000 miles per year.

Calculation information for annual cost of parking and tolls

We need you to tell us if this cost factor is relevant to taxis in East Devon?
Please can you let us know if you regularly pay any parking fees, tolls, or anything similar?

If feedback suggests that this is relevant to East Devon, we intend to use the AA Motoring Costs Report figures from 2014 to calculate this. This report states that, for a vehicle within the middle price bracket, the average cost of parking and tolls in 2014 would have been 2.00 pence per mile.

Adjusted for inflation using the ONS RPI Motoring Expenditure Costs Index, this would give an average cost of service labour in 2024 of: 2.88 pence per mile. This means that a vehicle averaging 25,000 miles in a year would spend £720 on parking and tolls.

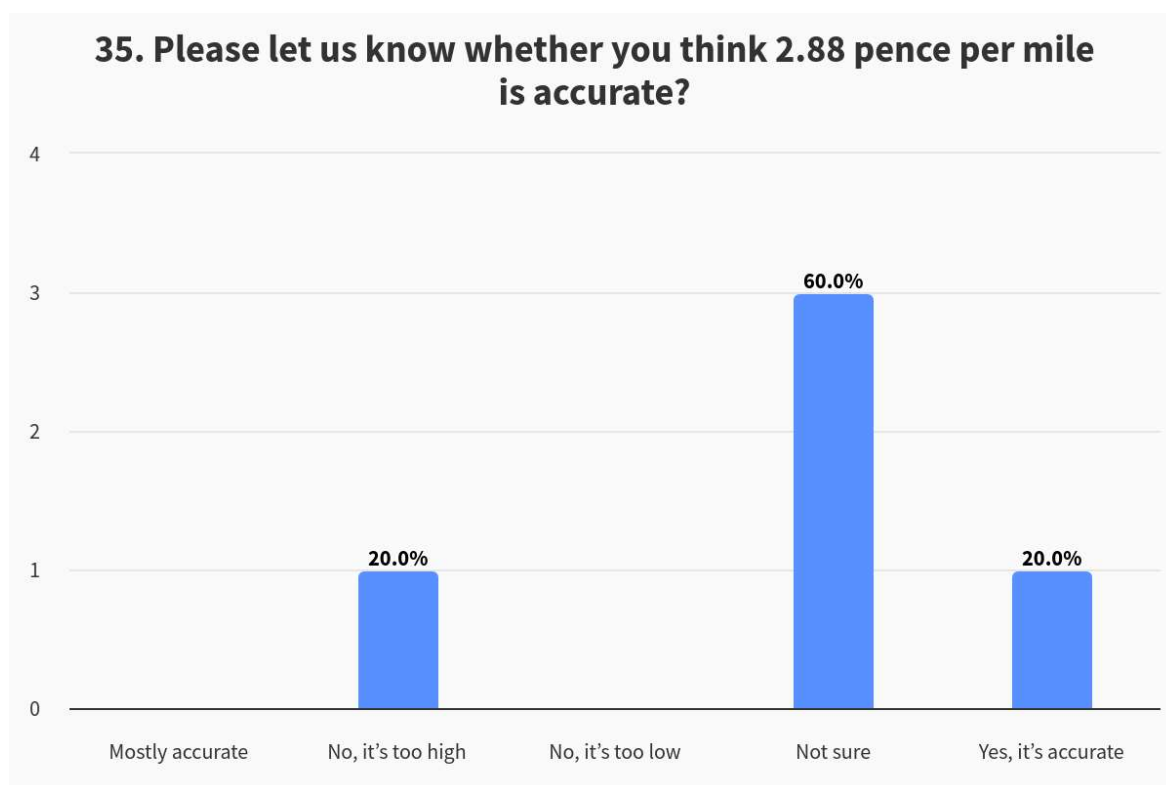
Responses received:

- “Airport drop off charges only really.”
- “Ad hoc.”
- “Gatwick, Heathrow, Bristol £6 every visit. Bournemouth, Southampton, Exeter £5 every visit.”
- “£5, Exeter airport. However cost passed to customer, informed at time of booking.”
- “Passed onto customers.”

Question:

35. Please let us know whether you think 2.88 pence per mile is accurate for the average cost of parking and tolls?

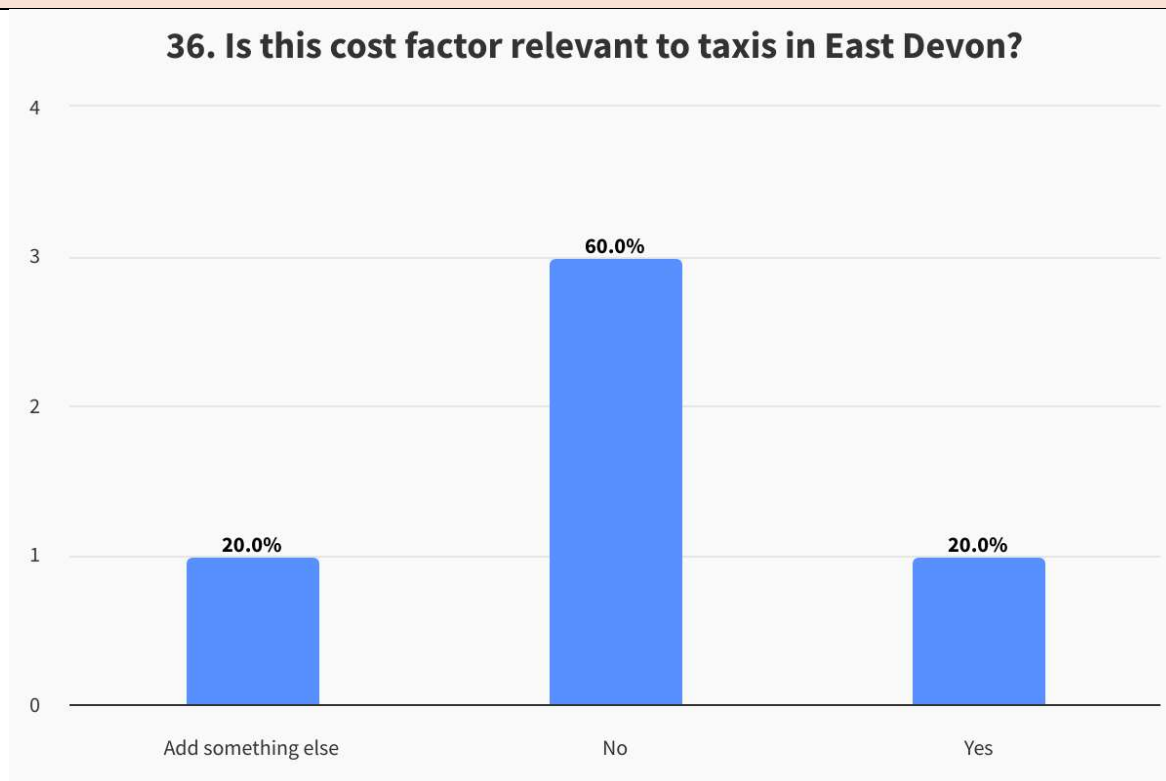
Responses received:



Question:

36. Is the cost of parking and tolls a relevant cost factor for taxis in East Devon?

Responses received:



The respondent who chose to add something else made the following comment:

- “Pass to customer this cost.”

Cost of permits

Question:

37. Is the cost of permits a relevant cost factor for taxis in East Devon?

The cost of permits such as station rank permits or bus lane permits may be a relevant cost factor involved in running a taxi in East Devon.

Responses received:

One respondent replied stating:

- “None.”

Cost of hackney carriage vehicle licence fee

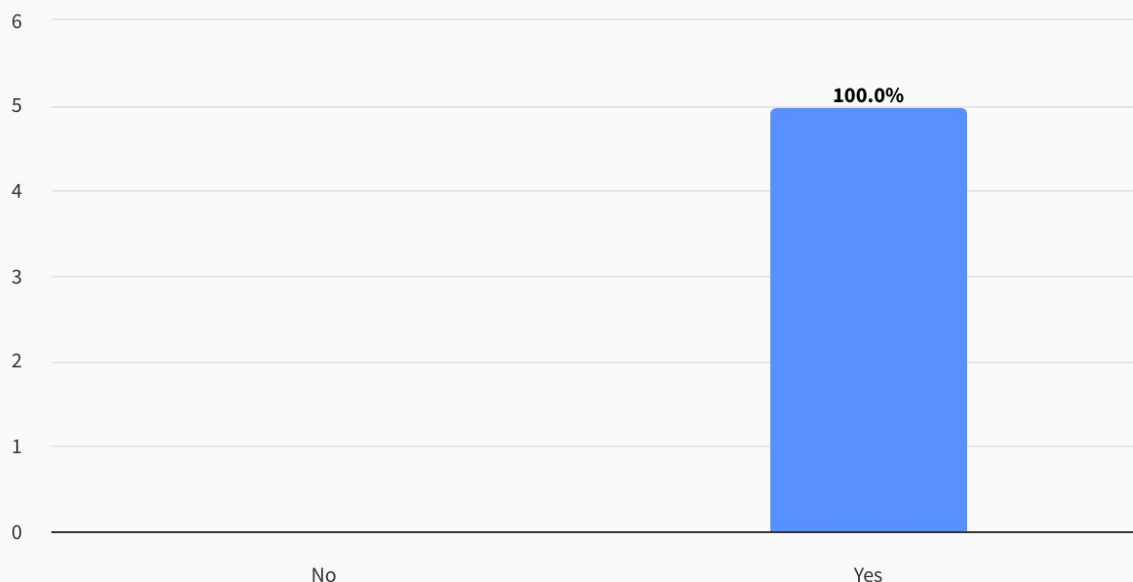
Question:

38. East Devon's current fee for a 1-year hackney carriage vehicle licence is £262. Do you think this should be included as a cost factor?

East Devon's current fee for a 1-year hackney carriage vehicle licence is £262.

Responses received:

38. East Devon's current fee for a 1-year hackney carriage vehicle licence is £262. Do you think this should be included as a cost factor?



Cost of vehicle compliance tests

Question:

39. Please let us know whether you think £75 is an accurate estimate for the cost of vehicle compliance tests?

All taxis in East Devon have regular vehicle compliance tests and this is a relevant cost factor involved with running a taxi in the district.

We have estimated the average annual cost of vehicle compliance tests to be £75.

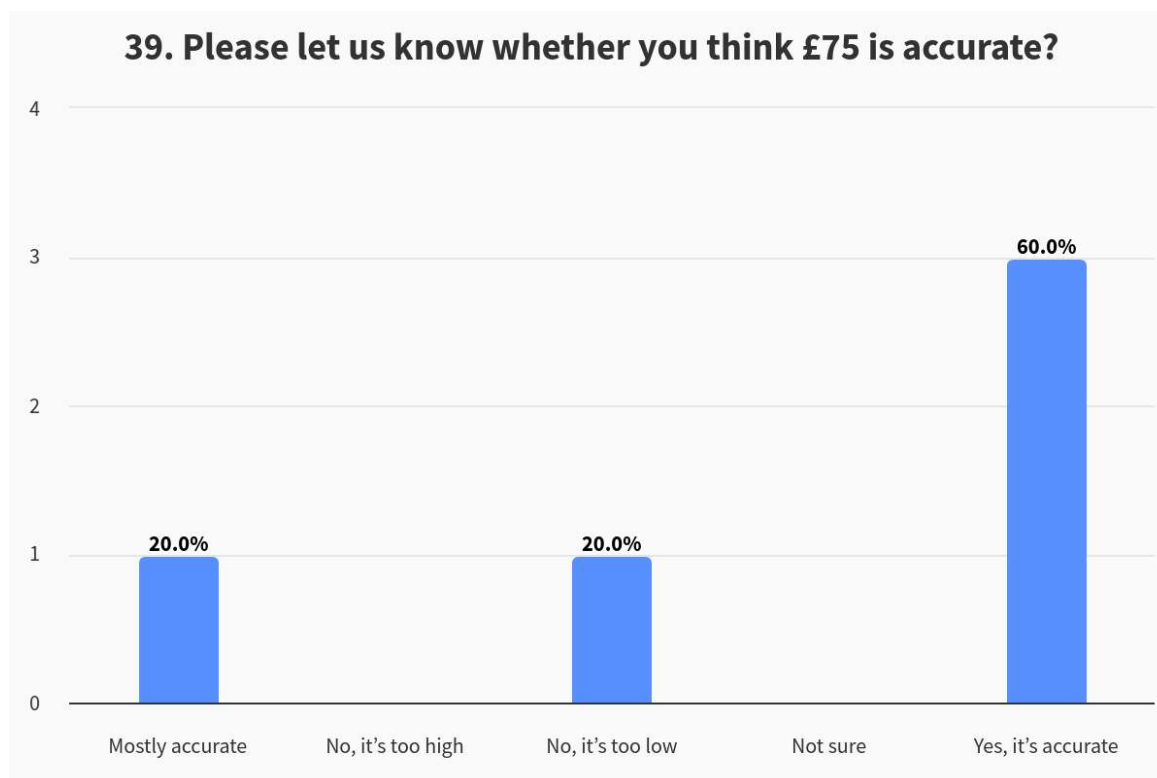
Calculation information for vehicle compliance test fees

We have estimated the average cost of an East Devon vehicle compliance test (completed by an MOT registered garage) to be £50 per test.

East Devon taxis that are under the age of 8 years old generally undergo one vehicle compliance test each year. East Devon taxis that are over the age of 8 years old (less than 50% of the fleet) generally undergo two vehicle compliance tests each year.

We therefore intend to include an average cost of £75 for vehicle compliance tests each year.

Responses received:



Question:

40. How much did your most recent vehicle compliance test cost?

Please provide us with a figure for this and provide any evidence you have available to support this (garage invoices etc).

Responses received:

- “£75”
- “N/a”
- “£54.85, however loss of earnings whilst off road. Also older vehicles you require to have 2 tests a year”
- “£62”

Cost of hackney carriage driver licence

Question:

41. Do you think the cost of a hackney carriage driver licence should be included in the cost calculations?

All taxi drivers must hold a valid hackney carriage driver licence, and this is a relevant cost factor involved in running a taxi in East Devon.

We intend to use the 1-year hackney carriage driver licence fee of £104 per year when estimating the cost of this.

Calculation information for annual hackney carriage driver licence fee

East Devon’s current fee for a 1-year hackney carriage driver licence is £104.

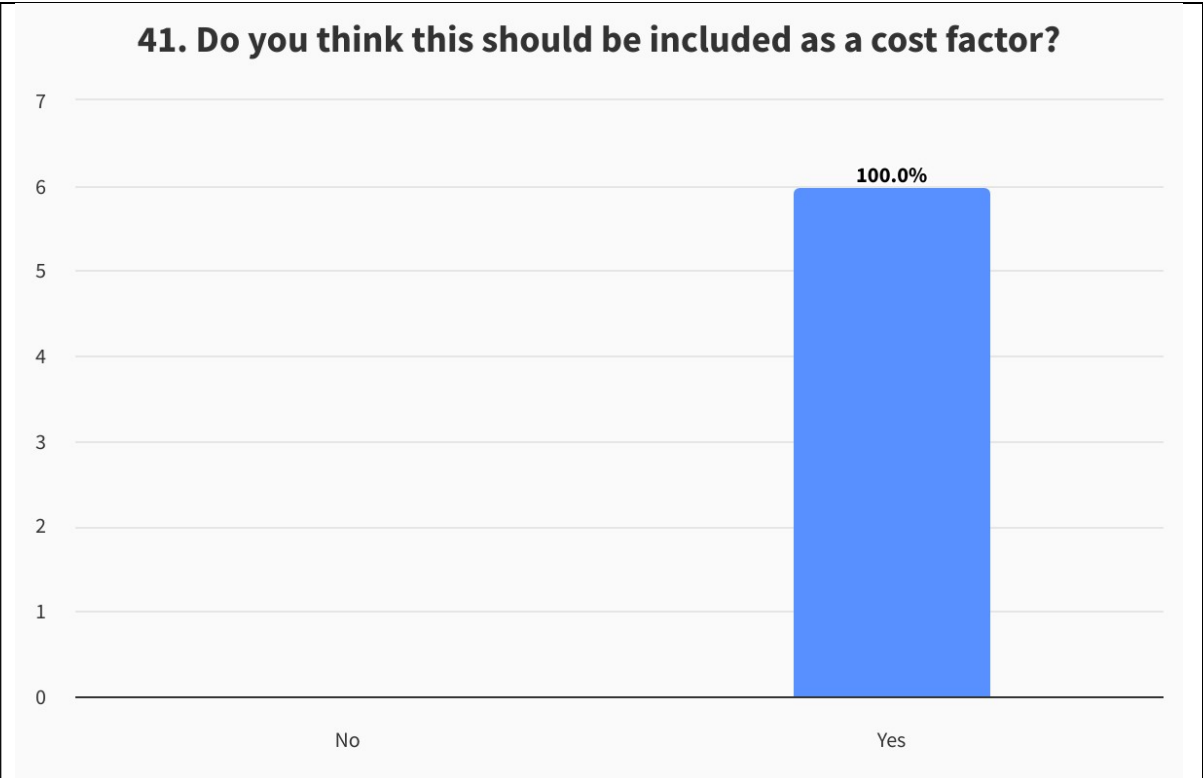
East Devon’s current fee for a 3-year hackney carriage driver licence is £229.

There is also a £15 fee on initial licensing to cover the cost of the badge.

We intend to use the 1-year hackney carriage driver licence fee to calculate the annual cost of a hackney carriage driver licence as most East Devon drivers renew annually.

This would give a figure of £104 per year.

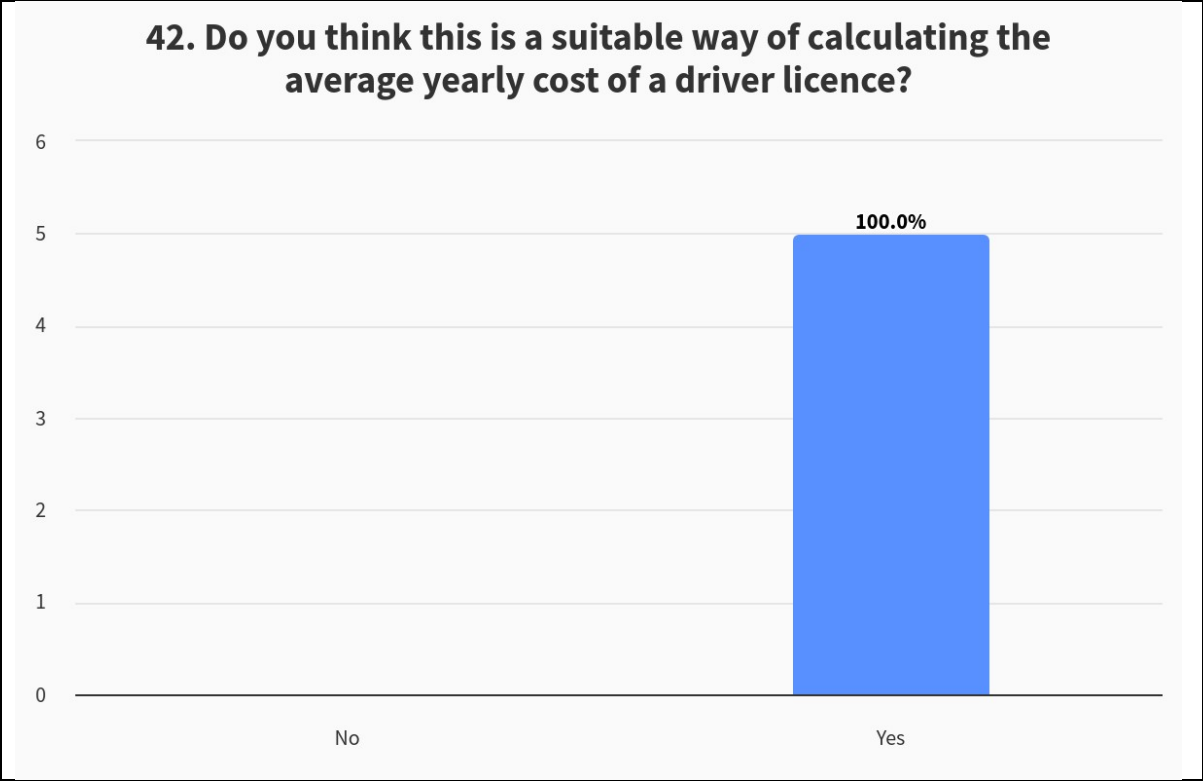
Responses received:



Question:

42. Do you think this is a suitable way of calculating the annual cost of a hackney carriage driver licence?

Responses received:



Cost of providing a roof sign and meter

Question:

43. Do you think the cost of providing a roof sign and meter should be included as a cost factor?

All taxis in East Devon must display a roof sign and have a taximeter fitted. The purchase, installation, and maintenance charges for the roof sign and meter are relevant cost factors involved with running a taxi in the district. We have estimated the average annual cost to be £63.50.

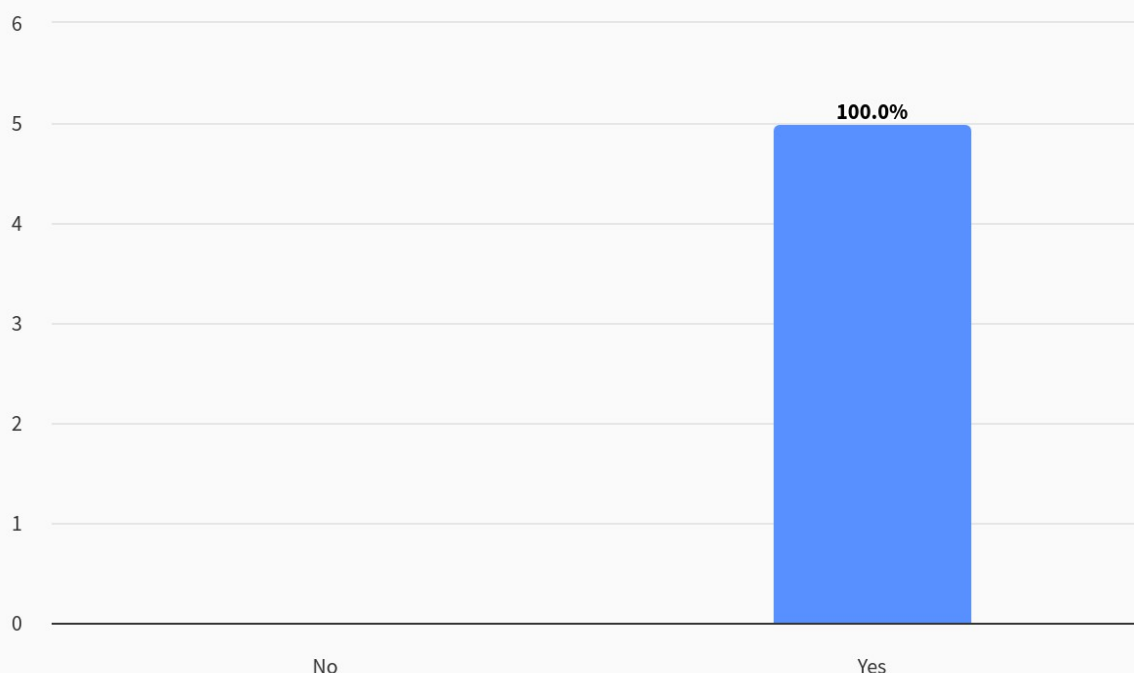
Calculation information cost of providing a roof sign and meter

We have researched the cost of obtaining a roof sign through a council approved meter engineer and have used these figures to calculate an estimated cost of a roof sign as being £60. We have researched the cost of obtaining a meter through a council approved meter engineer and have used these figures to calculate an estimated cost of a taximeter as being £325.

This gives a total cost of the meter and roof sign of £385. Over a 10 year period this is an approximate cost of £38.50 per year. In addition, an annual meter recalibration costs approximately £25 which gives a total yearly cost for a meter and roof sign of £63.50 per year.

Responses received:

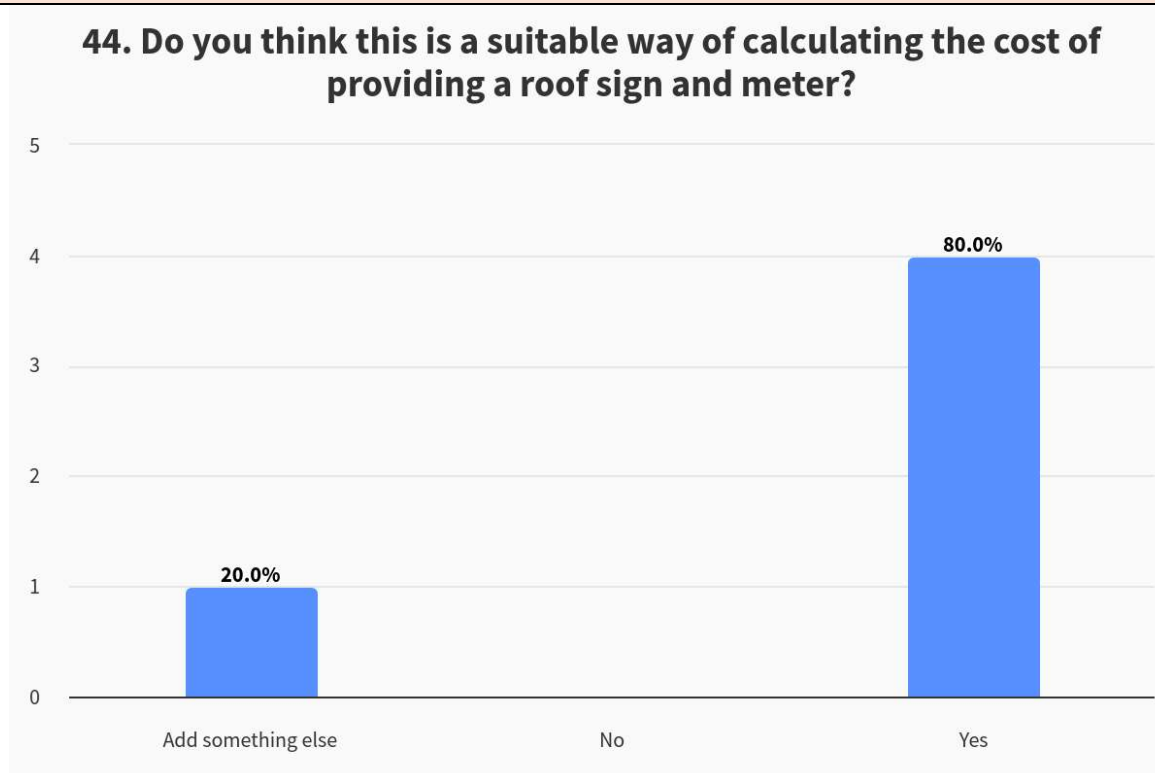
43. Do you think this should be included as a cost factor?



Question:

44. Do you think this is a suitable way of calculating the cost of providing a roof sign and meter?

Responses received:



The respondent who chose to add something else made the following comment:

- “Think it should be more - especially when also paying for meter updates.”

Cost of medical report

Question:

45. Do you think the cost of a medical report form should be included as a cost factor?

All taxi drivers must have regular medicals to make sure they are fit to drive, and this is a relevant cost factor involved in running a taxi in East Devon.

We have estimated the average yearly cost of medicals to be £20.

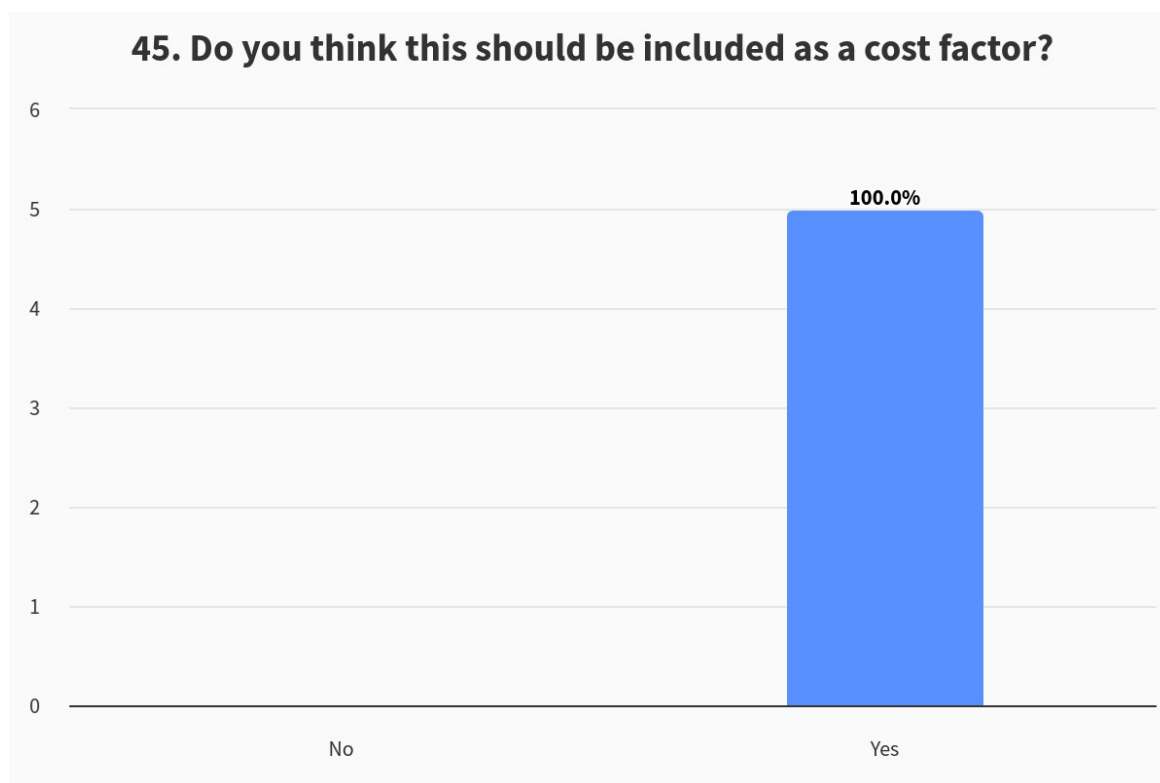
Calculation information for cost of medical report

All East Devon hackney carriage drivers are required to undergo regular medicals at differing frequencies.

We have calculated the percentage of our drivers that will not require a further medical until 45 years of age, the percentage of our drivers who undertake 5-yearly medicals and the percentage of our drivers that undertake yearly medicals.

We have used these calculations to estimate a mean annual cost for this. While we are aware of the fees D4Drivers charge for carrying out a medical examination, we have less data on the fees charged by GPs.

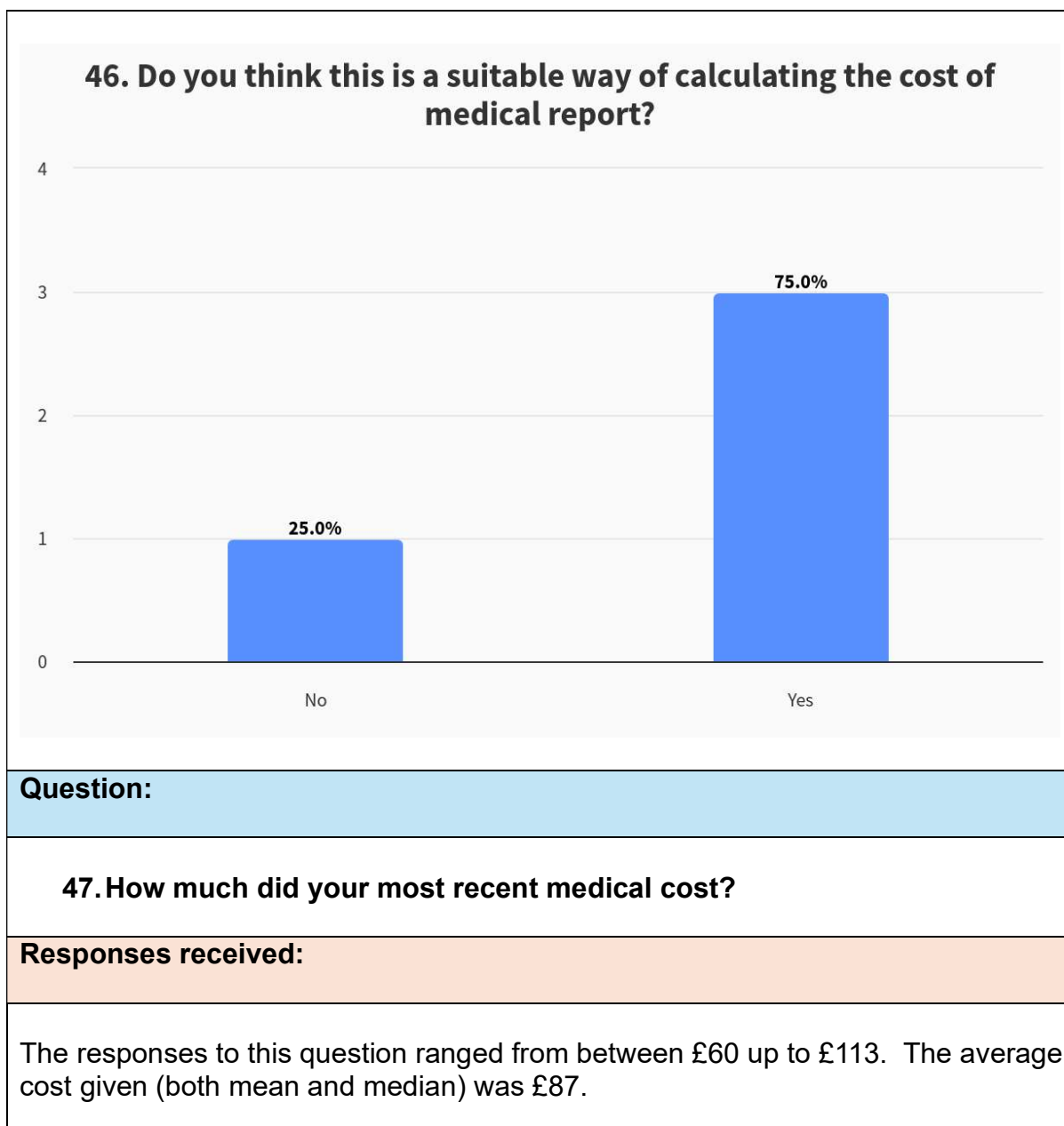
Responses received:



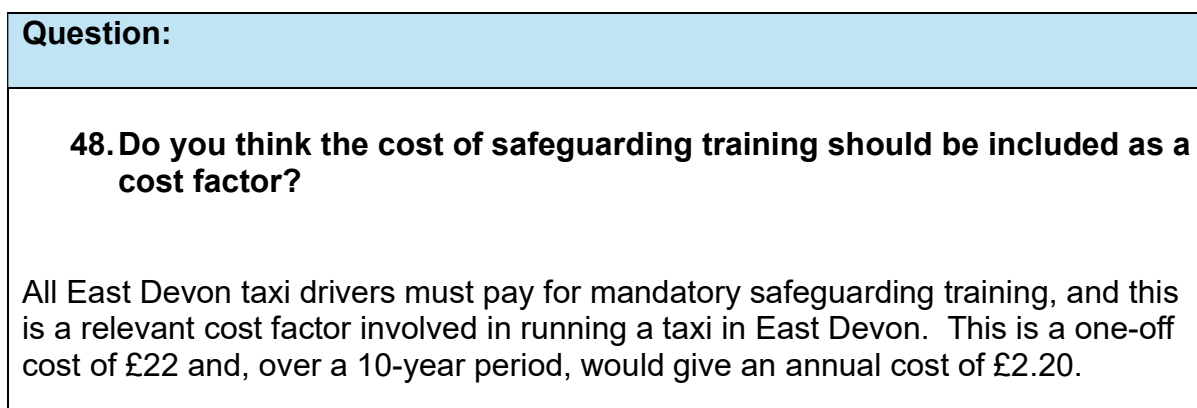
Question:

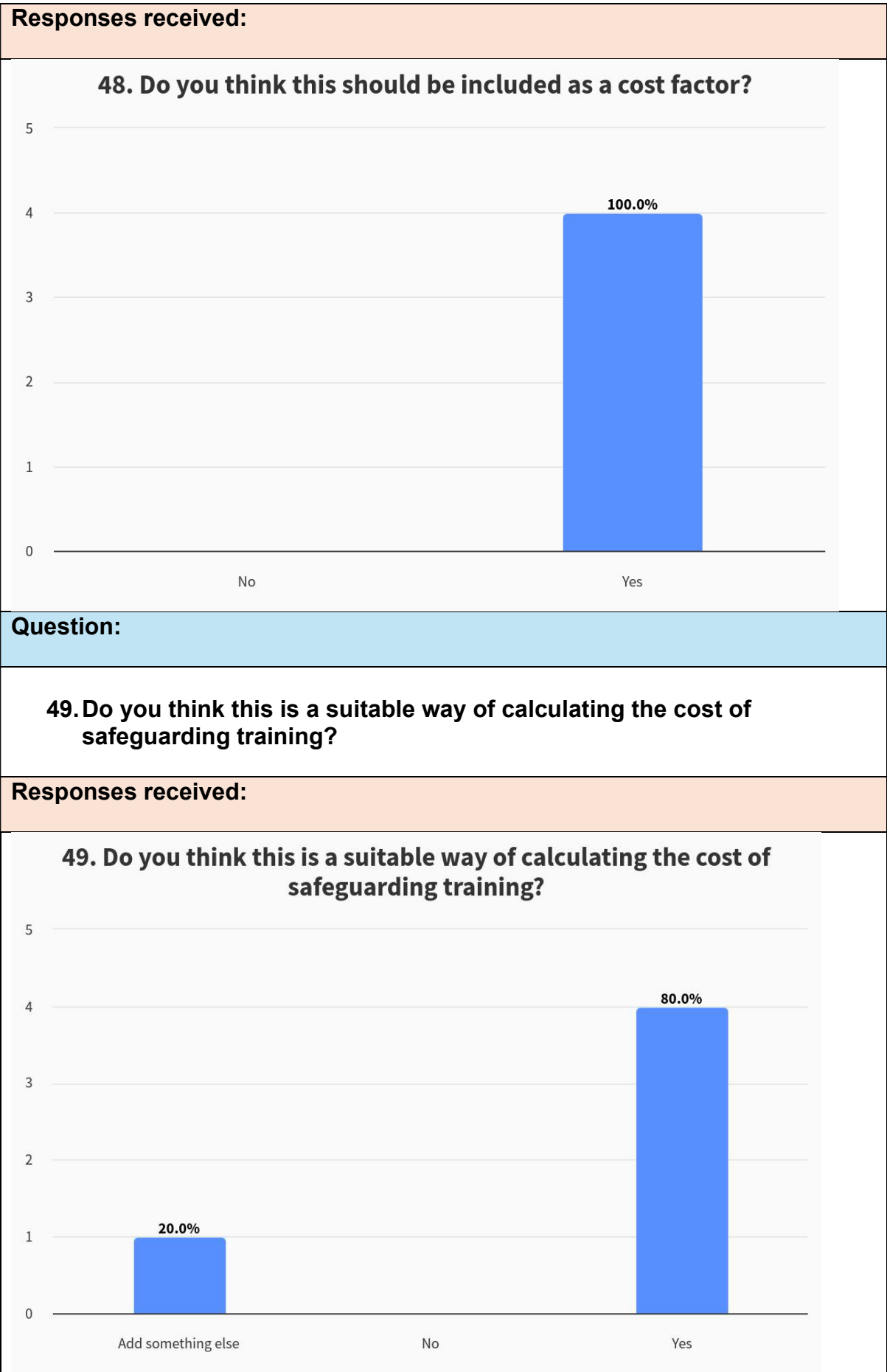
46. Do you think this is a suitable way of calculating the cost of the medical report?

Responses received:



Cost of safeguarding training





The respondent who chose to add something else made the following comment:

- “Also the time I could be working instead of online training.”

Cost of DBS update service subscription

Question:

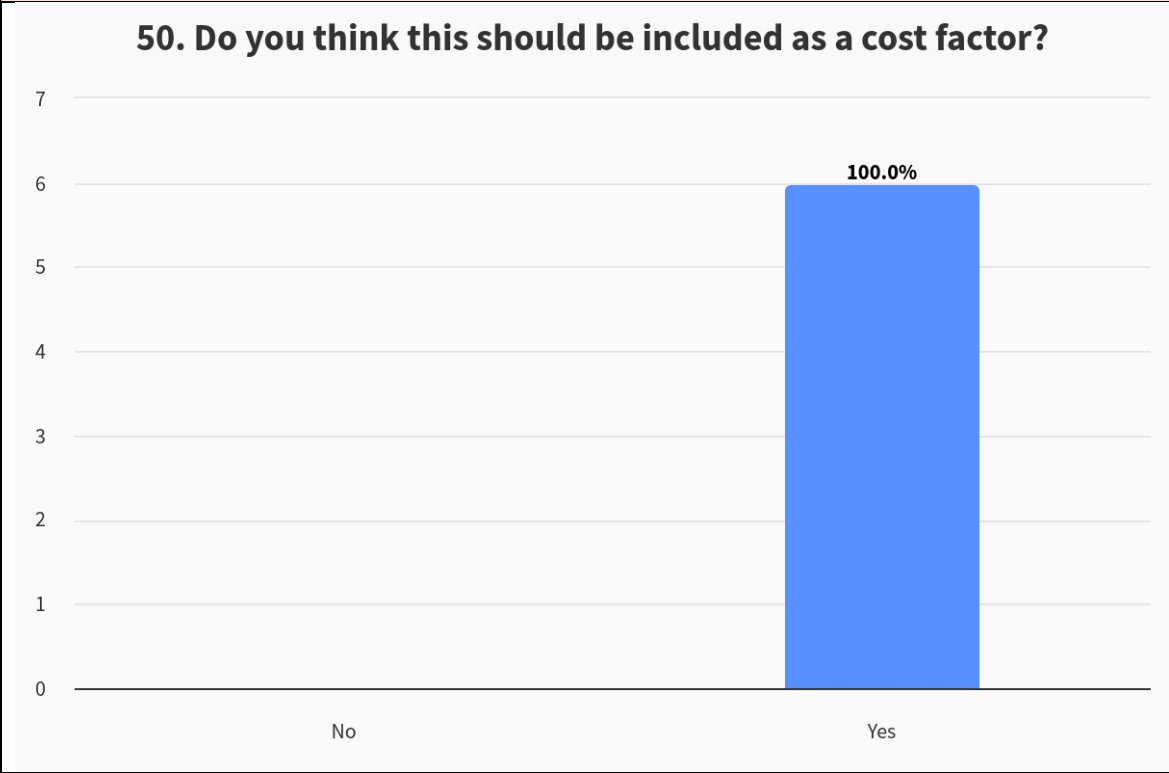
50. Do you think the cost of the DBS update service subscription should be included as a cost factor?

All taxi drivers must undergo six-monthly DBS checks, and this is a relevant cost factor involved in running a taxi in East Devon. We have estimated the cost to be £16 a year.

Calculation information for annual cost of DBS update service subscription

The current annual cost of a subscription to the DBS update service is £16. We recommend that all of our drivers register their enhanced DBS certificate with the DBS update service to allow 6 monthly DBS status checks to be carried out. We will be assuming that all of our drivers have signed up to the DBS update service after their initial DBS when calculating these figures.

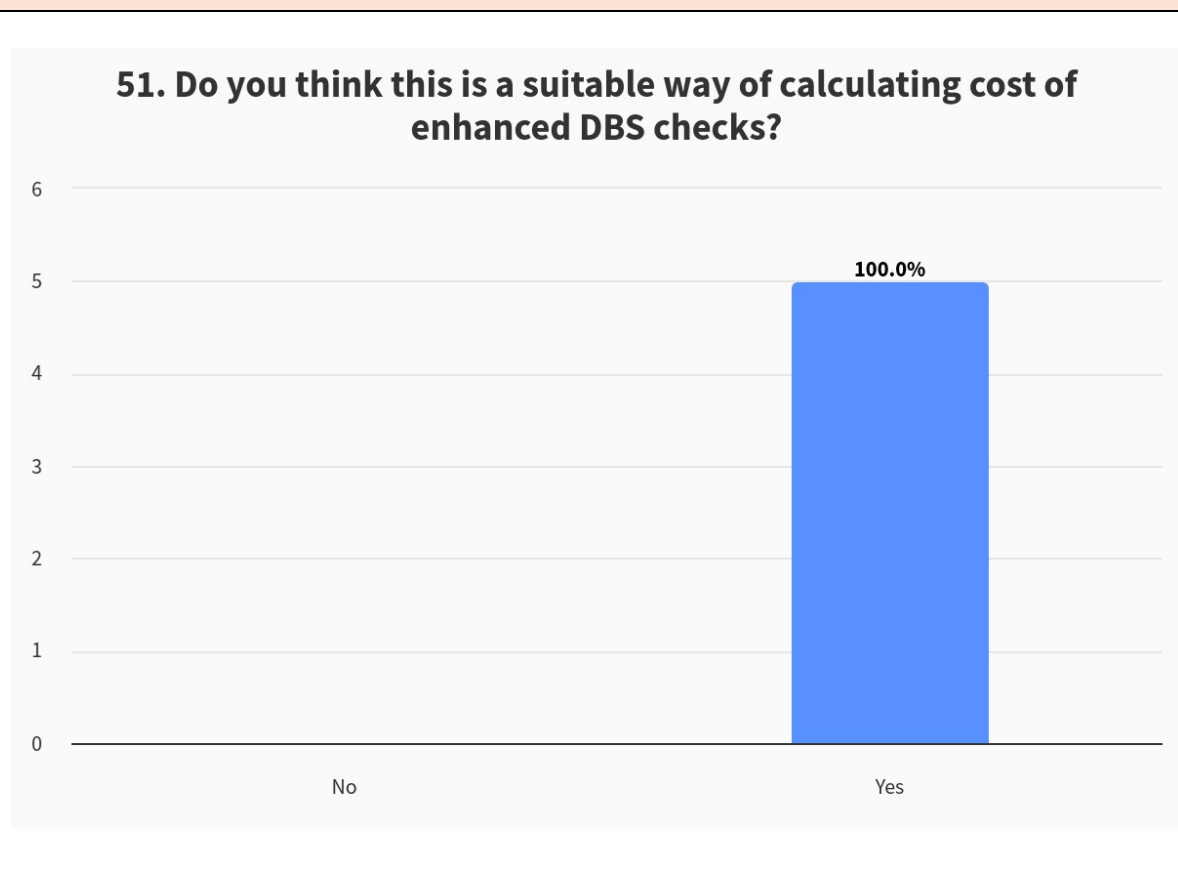
Responses received:



Question:

51. Do you think this is a suitable way of calculating the cost of enhanced DBS checks?

Responses received:

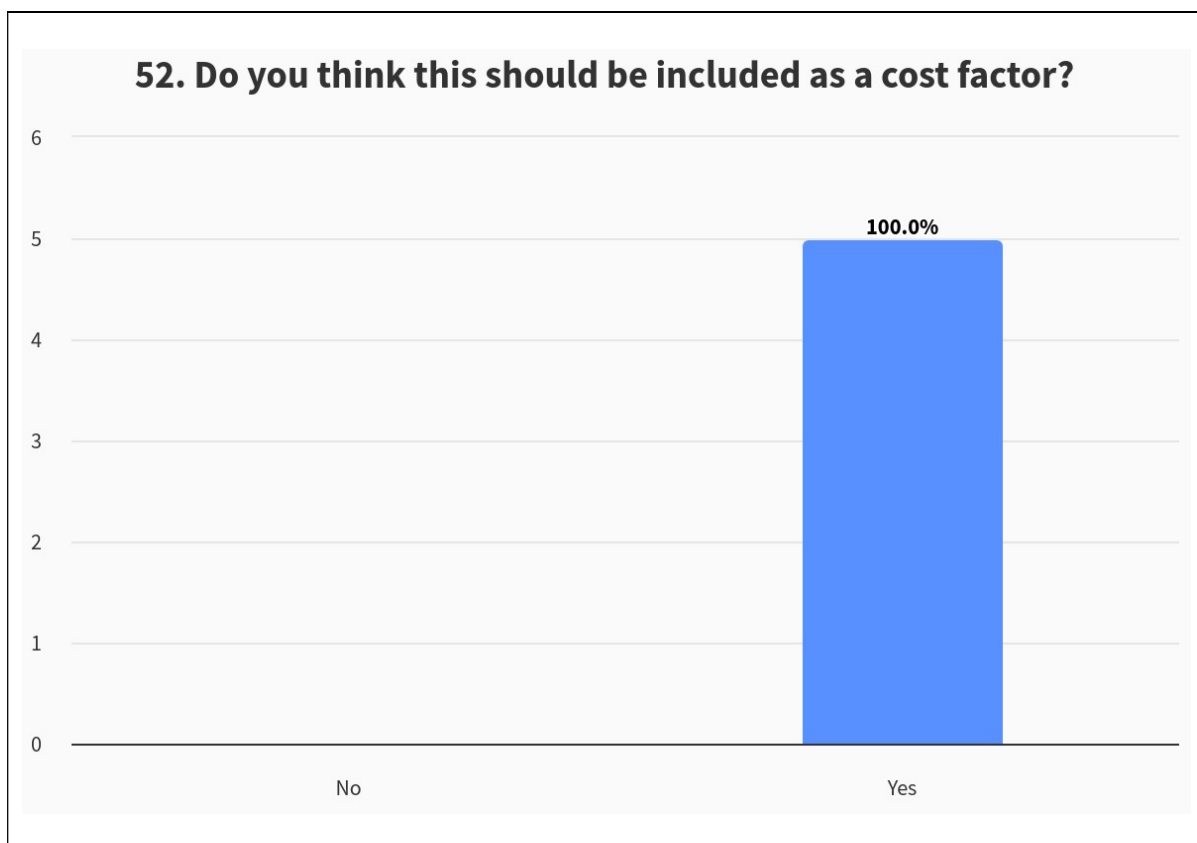


Cost of card payment terminal

Question:

52. Do you think the cost of a card payment terminal should be included as a cost factor?

Response received:



Question:

53. Do you have a card payment terminal in your taxi? If so, how much did it cost initially and are there any ongoing running costs?

The cost of a card payment terminal may be a relevant cost factor involved in running a taxi in East Devon. We don't know how many East Devon drivers have a card payment terminal in their vehicle or, the yearly cost of these terminals and we need your help to calculate this.

Responses received:

- "1.69% of transactions. 70% of customers pay by card. £80000 a year takings. £946.40 a year goes to the card company. £75 to but the machine to start with."
- "Can't recall the initial cost but fairly low. 1.5% fee on transactions but frankly, we try not to use it as there is such poor 4G coverage in the area."
- "£69.00 to purchase the unit + 0.125% every transaction."
- "£72/month rental cost for 4 terminals one per vehicle. Also a % is taken from each transaction depending on card type plus a 3p per transaction. this can vary month to month depending on usage but somewhere in the region of £40- £65 a month."
- "Yes 1.69% of the fare."

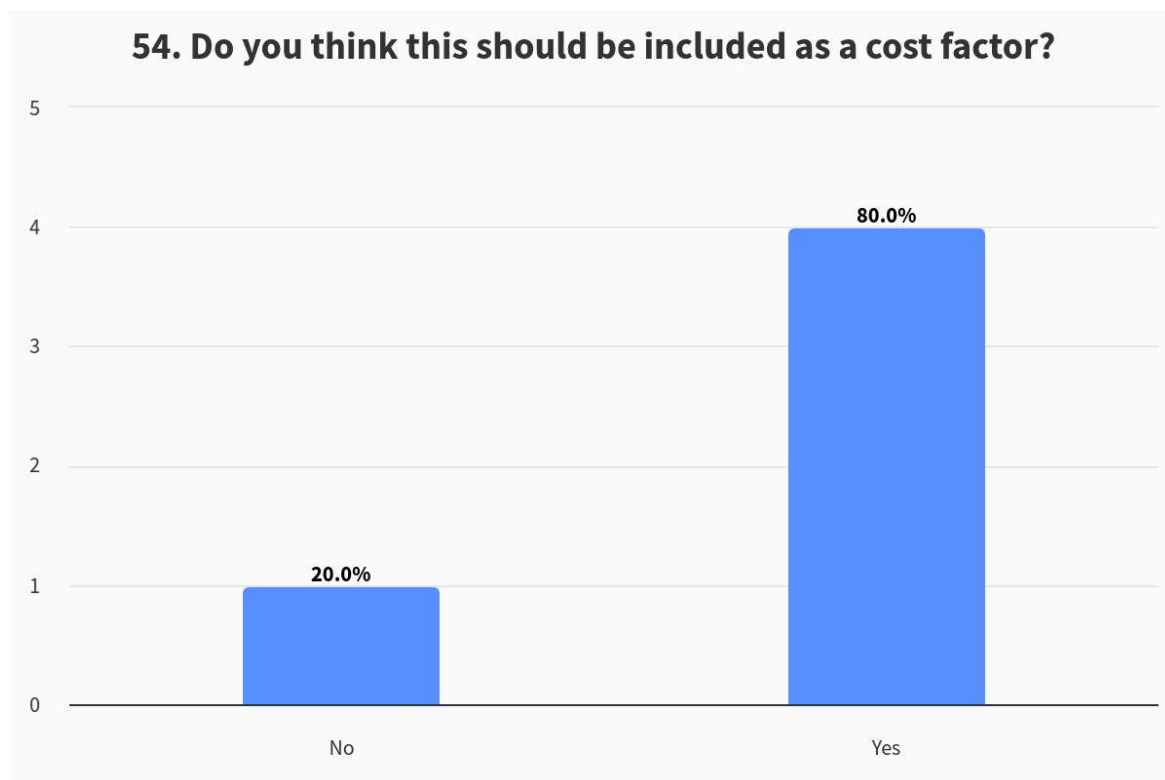
Cost of CCTV

Question:

54. Do you think the cost of CCTV should be included as a cost factor?

CCTV is not a mandatory requirement for East Devon taxis but is encouraged and we know some East Devon taxis have CCTV systems fitted so this may be a relevant cost factor involved in running a taxi in East Devon. We have estimated the cost of an approved CCTV system to be £500 using data held on record about the price of CCTV systems used by drivers in our district. An allowance of £80 per year (over a 10-year period) to cover the cost of the unit together with any servicing costs is considered reasonable.

Responses received:

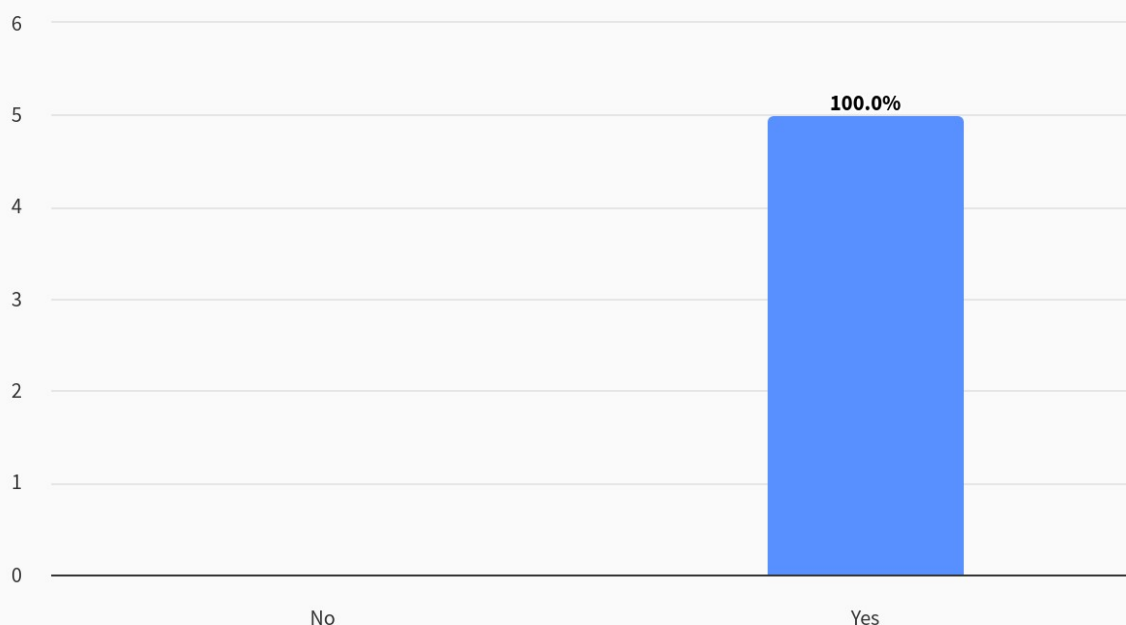


Question:

55. Do you think this is a suitable way of calculating the cost of CCTV (per year)?

Responses received:

55. Do you think this is a suitable way of calculating the cost of CCTV (per year)?



Question:

56. Do you have a CCTV system installed in your vehicle? If yes, what was the initial cost, and are there any ongoing expenses associated with it?

Responses received:

- "I do but I didn't have to so it shouldn't be included."
- "Initial cost was high, around £700."
- "£80 for the camera + £20 for SD card."
- "No."
- "No not yet."

Cost of first aid kit and fire extinguisher

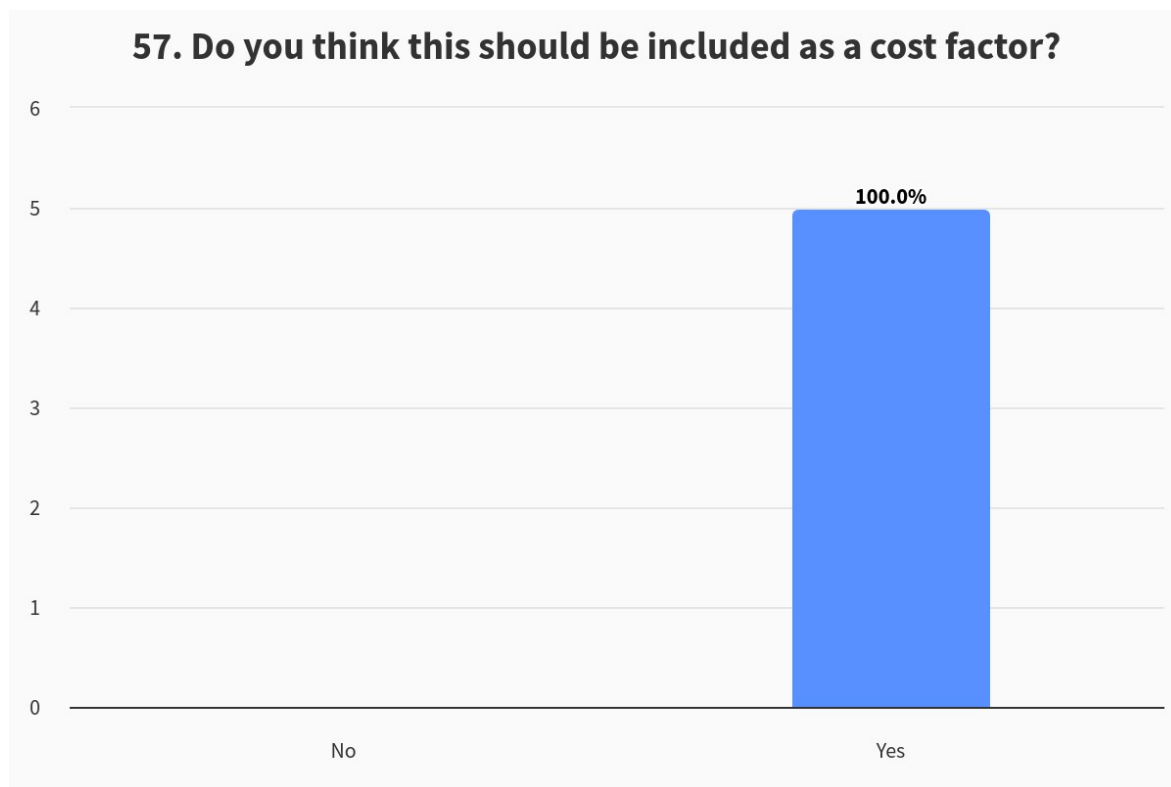
Question:

57. Do you think the cost of a first aid kit and fire extinguisher should be included as a cost factor?

All East Devon taxis must have a first aid kit and fire extinguisher in the vehicle.

We estimate the cost of a first aid kit to be £20 and the cost of a fire extinguisher to be £15. Over 10 years we have estimated that you would need to buy these at least twice and we therefore consider £10 per year to be a suitable allowance.

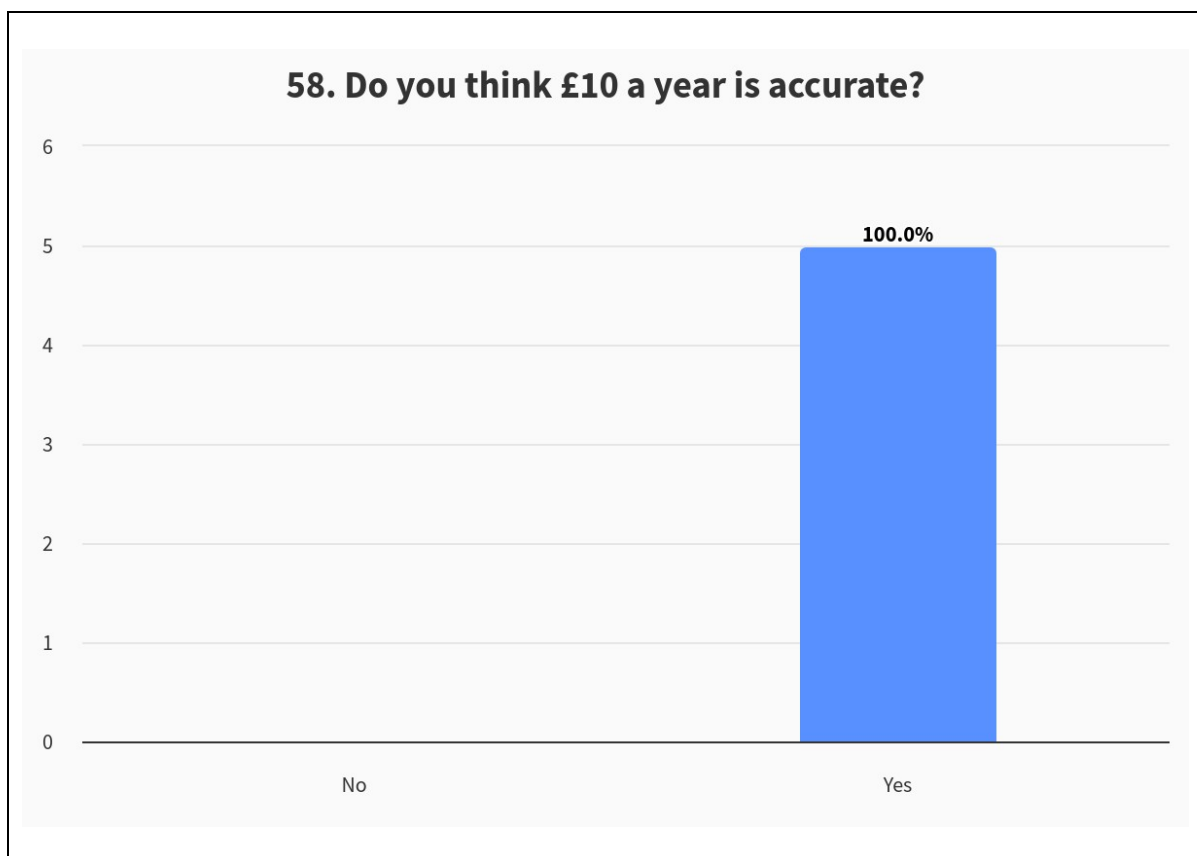
Responses received:



Question:

58. Do you think £10 a year is an accurate average cost of providing a first aid kit and fire extinguisher?

Responses received:



General questions relating to the fare review and existing fare tariff

Question:

59. Please let us have your comments on the existing fare tariff.

You can tell us what you think about the table of fares, what you think about the three separate tariffs and whether you have any comments about the chargeable extras:

Responses received:

- "I don't like the odd pence system and would be nicer for everybody involved if the fare ended in a nomination of 10p but I think the actual prices are fine and should be left alone. Everybody who has spoken to me regarding this doesn't want any change at all. We're all quite happy with how it is. I think this is why you haven't had any responses."
- "The additional fare for additional passengers seems rather low. T2 should cover Saturdays as well as Sundays. I also think T3 could be applied

between midnight and 6 am, otherwise, what's the incentive to do a trip in the middle of the night? Otherwise I think the tariff is pretty fair.”

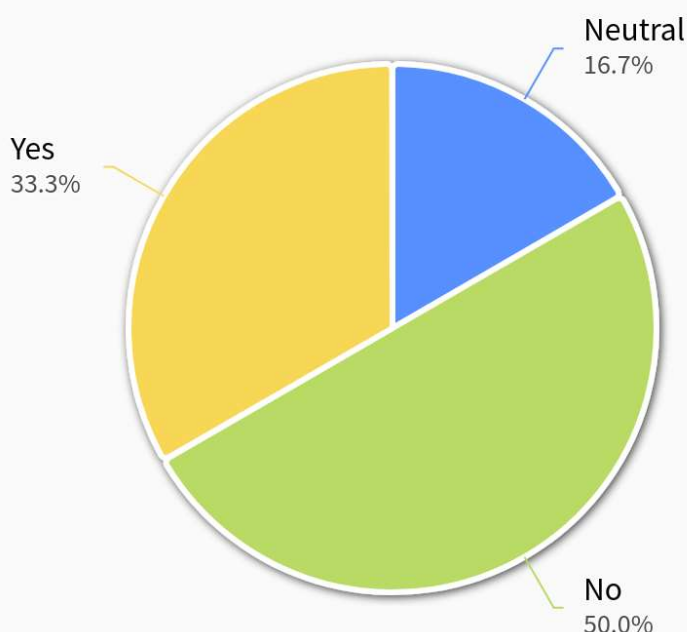
- “The 3 tariffs are reasonable, but I think that there should be an additional tariff for 6 & 8 seater vehicles and the additional tariff only accessible in these vehicles as not to let abuse in 4 seaters.”
- “Any fare increase would be good as everything relating to vehicles i.e. servicing costs. parts , insurance , fuel is on the increase but we are a service and in area that has an ageing population I would hate to think of people being housebound due to escalating taxi prices.”
- “Keep 3 tariffs, change the times, daytime to 8 am - 6pm, night rate to 6pm-8am”
- “I think the fare tariffs on all three levels at the present time are in my view a fair price for both taxi drivers and fare paying customers.”

Question:

60. Do you think a fare review is necessary at this time?

Responses received:

60. Do you think a fare review is necessary at this time



Question:
61. Are there any other costs associated with running a taxi in East Devon that haven't been mentioned in the survey?
Responses received:
<ul style="list-style-type: none"> • "Can't think of any." • "Office staff, labour costs vary due to demand and if its viable to pay staff. Accounting/Pay roll, National insurance up by £150 a month from April; Stationary, Bank charges, Telephone system, Garage rent. Loan/credit cards. VAT on voluntary rate, means we can charge contract work ie DCC the 20% rate but not fare customers. However we have to pay 10% of our takings in VAT but we can't claim any VAT back unless it's on new purchase over £5000." • "Needs reviewing every year."

Question:
62. Do you have any further views on any items relevant to taxi fares which would benefit both the licensed trade and passengers?
Responses received:
<ul style="list-style-type: none"> • "I'm happy to bring down my invoices and costs to the office, but don't have these available to scan in." • "I think the main thing you've got wrong, certainly being based in Seaton, is that the dead mileage is a lot higher than you estimated. Nobody ever waits for taxis in the taxi bays and a minority of passengers want to go to or from Seaton itself. Often our live miles are one side of a three-sided triangle. The current fares are reasonable but the booking fee maximum could be higher in some instances given the dead mileage."

Question:

63. Please let us know whether you think a booking fee is necessary and any comments you have about this?

Booking fee

The existing East Devon hackney carriage fare tariff includes a maximum booking fee of £13.20 which can be charged only if customers have been informed of this at the time of booking. Guildford Borough Council do not include a booking fee in their fare tariff table as dead mileage has already been accounted for within the calculations.

Responses received:

- "Yes - for jobs that start and finish outside of town. For example if I'm in Exmouth and somebody wants a Sidmouth to Sidmouth job."
- "Yes, as our live miles are mostly one side of a three sided triangle. The current fares are reasonable but the booking fee maximum could be higher in some instances given the dead mileage. Our dispersed geography and population is very different to Guildford and this must be taken into account."
- "Still feel like it needs to stay as an option, so we as the trade if we need to add to a fare as on a new tariff it's not a financially viable we would have a way to recover the cost."
- "Yes because of the way East Devon is set out."