

APPENDIX A

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

APPENDIX A

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

APPENDIX A

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?

APPENDIX A

- ☐ 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

APPENDIX A

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?

APPENDIX A

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.