

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

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