

**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 8<sup>th</sup> January 2025 and 7<sup>th</sup> 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 18<sup>th</sup> 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 18<sup>th</sup> March 2025.

Kind regards

**Emily Westlake**  
Licensing Officer

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