

APPENDIX C

Objections received against variation to East Devon District Council's hackney carriage fare tariff table

The table below sets out the objections that were received in relation to the proposed variation to the hackney carriage table of maximum fares during the public notice period that ran from the 30th July 2025 to the 13th August 2025:

Objector	Comment	Overall Opinion
Hackney carriage driver and proprietor	In response to the proposed rate increase I would like to object. The last one we had was a huge hike as it was and people are struggling. Apart from the weekends and Devon County school work we do, trade isn't great. Plus it's a pain having to trek down to Torquay.	Objection against any fare increase
Hackney carriage driver	I'm writing this email in objection to the new tariff increases as I can only see it having a negative impact on the business as there are less people getting in taxis as it is, and I fear another increase would lead to even less people getting taxis in the future. I also don't think we should be adding to the increase in the cost of living crisis that is currently gripping the area if anything we should be making it easier for people to get out and about.	Objection against any fare increase
Hackney carriage driver and proprietor	Regarding the latest proposed price hike, will this be enforced? Can I opt out of the rise in tariff? Very concerned that people are going to be priced out of using a taxi in and around Exmouth - the town is already much quieter than it has been in previous years. £50+ to go to Exeter from Exmouth is huge, (<i>named taxi company</i>) of Exeter are doing £30.50 set rate. I'd object, personally I think it's too soon for Exmouth and close surrounding area. Speaking to some of the other drivers sat on the taxi rank this weekend there is concern it will get even quieter than it already is...three of them have asked me to include them in this email. Also, I'm facing the hassle of getting my cars to Torquay for a meter change that isn't wanted and getting charged for the privilege, so if there is an opt out option, please let me know. The soiling charge should quadruple or more though. It's not a dilemma if it does rise, but I do think it'll be much harder to get custom here. I do round down to the nearest 50p or pound anyway.	Objection against any fare increase
Hackney carriage driver and proprietor	To whom it may concern, I am writing to you to object to the proposed fare increase as I think that the tariffs at the moment are fair to both us and the customers. Maybe discuss further later next year.	Objection against any fare increase
Hackney carriage driver and proprietor	I fear that another increase, all be it 2%, might be a little too much for the market. At present the fares are circa 32% higher than pre the 20% increase which was ten years in the coming. Also your using yards to calculate the increments is nothing new, it's the method used years ago and was a lot easier to work out! So I think we should wait a little longer before making any decisions as it would	Objection against any fare increase

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	<p>appear that the country's finances are in an even worse state than 6 months ago! Therefore I feel we don't need to add to inflation so I therefore object to any increase at this time.</p>	
<p>Hackney carriage driver and proprietor</p>	<p>UK inflation for this year is forecast to be 3.2%. So just to keep fares steady in real terms, why not simply increase all charges by 3.2%? Or if you think we're being remunerated too high, increase by, say, just 2% to decrease fares in real terms? As it happens, the cost of motoring in the UK is overall rising, probably faster than 3.2% - the cost of insurance, interest rates, the cost of servicing, road tax etc., so I would have thought that a multiplier at least at the levels of CPI would seem reasonable.</p> <p>So, what is the overall multiplier for these new tariffs? Impossible to say because you have made it ludicrously complex. The 3 pence increase per passenger is, frankly neither here nor there. So, our overall thoughts are that it would seem that this is an overall decrease in nominal terms and certainly a decrease in real terms, which doesn't exactly fill us with glee. We rarely ever get people complaining about the price of fares actually.</p> <p>Generally, can't you simplify the scale of charges, or is this intended purposely to discombobulate? Why not simply state everything as per minute (or hour) or per mile? Indeed, you've changed the units as this has been going along - waiting times have changed the units from 43 to 40 seconds; T1 is expressed per 251.43 yards; T2 is 176 yards. This all feels very Dickensian, almost like going back to pre-decimalisation. Same can be said of T3. It might go to serve to show how complex the fees are....I had to look up how many yards there are in a mile. Even though I was educated a very long time ago, I didn't get taught this in school! I guess we're a bit of a mix between imperial and metric in the UK!</p> <p>Finally, the soiling charge could be too low. I've had somebody lose control of his bladder and it cost me £110 to clean just that seat, plus the normal cost of an interior clean.</p>	<p>Objection to the proposed fare table stating that the fare increase is too low.</p>
<p>Hackney carriage driver and proprietor</p>	<p>Thanks for this; I am in favour of this rise. Not too big an increase, but a steady improvement & rounding up some of the charges makes calculations easier.</p>	<p>Positive comment in favour of new fare table as advertised</p>