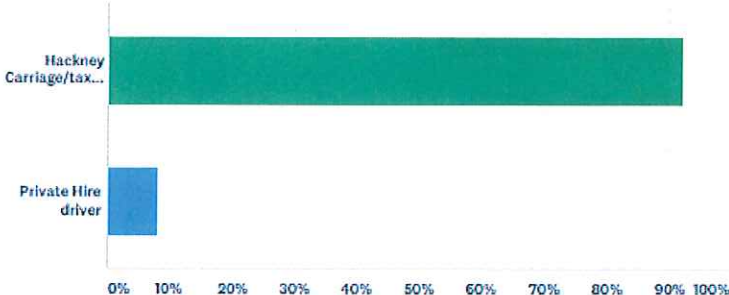


Survey responses - Review of Waverley Borough Council Hackney Carriage (Taxi) fares

Q1 Are you a:

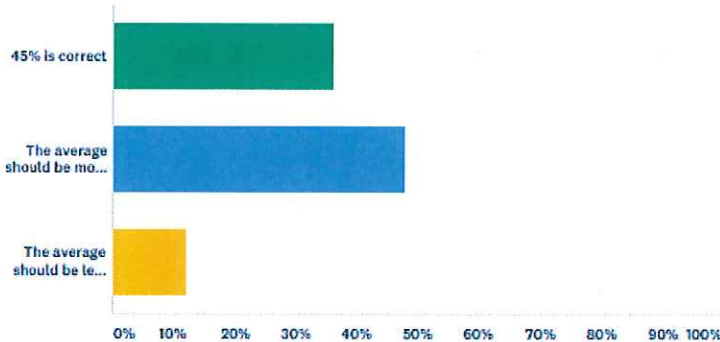
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Hackney Carriage/taxi driver	92.00%	23
Private Hire driver	8.00%	2
Total Respondents: 25		

Q2 Please provide your views for the average percentage of dead mileage for taxis operating in the Waverley area:

Answered: 25 Skipped: 0

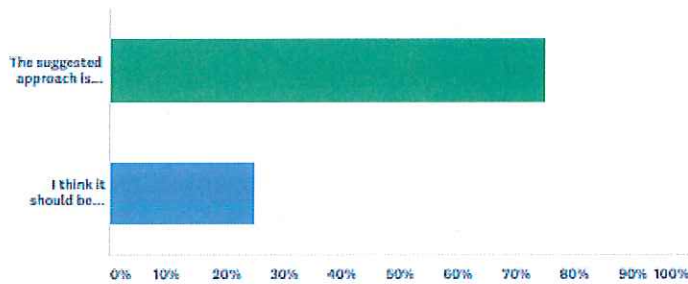


ANSWER CHOICES	RESPONSES	
45% is correct	36.00%	9
The average should be more than 45%	48.00%	12
The average should be less than 45%	12.00%	3
TOTAL		25



**Q5 Please select according to your views on adjustment for inflation:**

Answered: 24 Skipped: 1

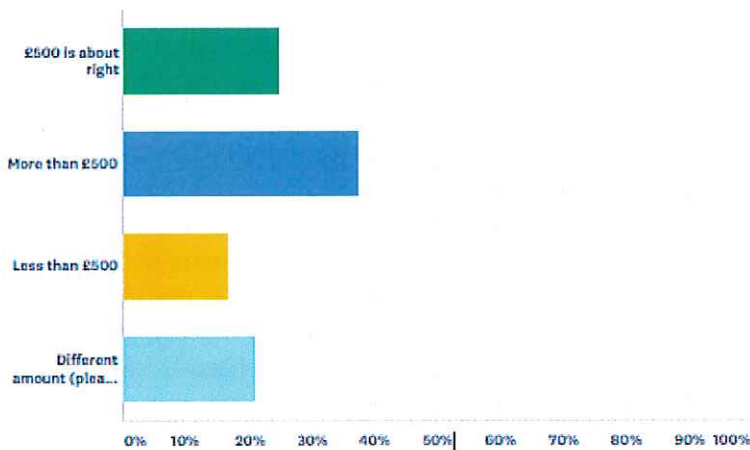


ANSWER CHOICES	RESPONSES	
The suggested approach is about right	75.00%	18
I think it should be different - see below	25.00%	6
<b>TOTAL</b>		<b>24</b>

Suggestions for different approaches	
1	fuel costs and other figures do not represent today's current prices
2	I think by putting up fares this much would do more harm than good and drive passengers away a smaller increase would help everyone
3	Rushmoor also has an index related scheme which would be worth comparing against. However the trade , on the whole should be able to propose increase and the council should act as the safety net to ensure they are reasonable
4	This doesn't account for additional costs we have like licensing, rank passes etc.

**Q6 Please indicate what level of additional insurance premiums you believe Waverley should use:**

Answered: 24 Skipped: 1



ANSWER CHOICES	RESPONSES	
£500 is about right	25.00%	6
More than £500	37.50%	9
Less than £500	16.67%	4
Different amount (please specify and provide reasons for this)	20.83%	5
<b>TOTAL</b>		<b>24</b>

**Q7** Do you have any comments on whether and to what extent this Tinting Policy leads to any additional costs? Please provide any evidence you can in support of your view:

Answered: 17 Skipped: 7

1	This is a ridiculous policy ! Most hybrids and top spec vehicles have std fitted tinting. Changing glass is very expensive.
2	Plenty. Ford Galaxy Titaniums and other luxury German cars have darker windows. If visibility is deemed acceptable by the manufacturers why should professional drivers have difficulty with it?!
3	Most large cars now come with tinting as standard and it is very difficult to find one without it and costs around £1500 to change it
4	Tinting policy should be manufacture spec only and drop the % part.
5	Having to buy a vehicle a without a tinted window is about to be impossible in the near future. It took about two months to find a vehicle without a tinted window and with automatic gearbox..etc. I know one of the drivers recently bought a car with tinted windows and had to pay nearly £1100 to replace the glass. Personally I'm not happy with that policy because is really not required for the job we do.
6	Tinting as long as it is manufacturing spec should be allowed, all high spec vehicles now nearly all come with this glass.
7	If you want the top of the range taxi you have to pay extra to remove tinted windows which cost £1800. This policy is not national and not needed.
8	I am looking to buy a new vehicle to carry disabled passengers however none of the manufacturers make cars with a minimum light transmission of 70 per cent which means the cost of replacing all the windows would be £5000 on top of the cost of the vehicle - as private hire can have tint ( due to exemption)I feel it should be the same for Hackney Carriage as we pick up exactly the same people.
9	No
10	should be left as comes from factory.
11	Nowadays all the spec cars comes with factory fitted tinted glasses so it costs a fortune to replace clear glasses.
12	i think you should allow us for tinting windows.
13	Most new cars have manufactured tinted windows these days it's getting hard to find cars without tinted windows these days
14	Tinting policy should be more lenient because..... .....most manufactured cars have more tint on rear windows than is allowed so making it harder and slightly more expensive to buy a used car due to limited availability. ....Waverley are one of the very few councils that even have the tint policy in place and it is my understanding that no reason has ever been given for it. So why?
15	The policy seems over the top. How many incidents are recorded where a lack of tint may have aided the indecent, how many incidents in Waverley have there been where a tint could play a factor? I think any manufacturer tint should be accepted as you cannot get some makes of vehicle without a tint nor can you the manufacturer or garage tell you the tint level. After market tints could be controlled and the driver could be required to bring in a letter of conformity from an aftermarket tint to confirm the level. I would suggest 35% VLT which matches the VW groups (passat, seat, audi, vw level of tints
16	Most new vehicles (eg Ford Galaxy) have tinted windows as standard and clear glass is not an available option. These tinted windows may not conform to Waverley light transmission values, hence great difficulties in finding suitable vehicles that comply with the regulations.
17	This is a ridiculous policy ! Most hybrids and top spec vehicles have std fitted tinting. Changing glass is very expensive.

Q8	Are there other factors that Waverley Borough Council should be aware of in terms of its policy or geography, or any other costs or factors that it should include or exclude from its fares review? Please provide details below:	Suggestions and evidence in support of this
1	Rural rates	A pick up 4 miles from Haslemere station and onto a sideways destination is not worth doing if the meter is only put on as the passenger gets in. There should be a running cost rate for these distances to reach the customer.
2	We haven't had an increase since 2011. That's 8 years. Over the last 10 years the rate of inflation has gone up 19.51%. So to account for that pull off should be at least £4.00 maybe even £4.10 and each additional should be .25p	National Statistics
3	Customers view on Tinting should be included	Disable customer that travels with me will provide a letter supporting tinted windows
4	office cost have not been included. Taxi driver pay 20% of the fare to the taxi companys they work for. This allows officie to pay for telephone switches, premises and staff.	need to add this to any indexes used to calculate driver earnings
5	Taxi ranks need to be clearly marked	Ranks are insufficient and poorly signposted for the public
6	There are a lot of hills around Waverley which causes higher fuel bills and running costs	
7	Unlicensed cars	Despite frequent information given to you there are still unlicensed cars competing with us
8	Being visible when travelling in the back through ( non tinted windows)	That the ruling on tinting should be equal and the customers should be given an opinion as my disable customers do not want to be visible when travelling especially as all other councils are not inflicting this tinting rule.
9	Licence numbers	At what point do you have enough taxis on the roads. And why should drivers from London and Croydon be given one?
10	Public Parking on taxi ranks	All too frequently the ranks are occupied by the general public parking vehicles on the ranks, preventing taxis from using the ranks. This is a continuing problem in Cranleigh

If you have any other comments about taxi fares, please add them here:

1	Haslemere drivers charge from the station now as the rates are so low. The £3.40 current rate is a joke and means people take very short rides for less than the cost of a pint. Phone requests for short trips are therefore ignored by Haslemere drivers and companies. Waiting an hour for one of these trips is soul destroying and means we now need to work 12-16 hours a day , 6 days a week to make a decent living. Worth bearing in mind also we get no paid holidays nor additional pensions.
2	Taxi fares need to move with inflation as the cost of fuel has tripled over this year so I feel we should have taxi fares that match that cost increase.
3	if you follow Guildfords lead and lower fares it will have a negative impact on the trade. driver need to earn a living. If fares are lowered driver need to either increase the number of trips they take or reduce costs. To increase trips driver will increase the hours they work which has major safety implication as driver already work long hours. The other option is to reduce maintenance cost on the vehicle, this also has safety concerns.
4	Present fares are adequate. No need to change.
5	Any taxi journey should be a minimum of £5.00
6	it has been nearly 11 years since a distance increase which is just not sustainable, how many wage increases have waverly employees had in this tim aND THE COST TO TAXI DRIVERS GOES UP EVERY YEAR
7	I think you should increase taxi fare because sometimes we are writing quite long time for the job and also sometime after 1 hr job for £3.40p. mostly jobs like £3.40 or £4.00p. can you please help us.
8	Think taxi fares are pretty fare for the area we live in
9	The basic fare rate needs to be higher
10	Last time increase about taxi fares over 7,8 years ago as you know everyear everything going up(bills,council tax,car maintenance coast e.t.c)and also we have got family we have to look after them please when you make a decision please take these into account.
11	Present fares are adequate. No need to change.