

**APPENDIX 4: Taxi Fees Table of Responses**

| No | Comments received  | Response  |
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| 1  | <p>You recently wrote to us all about the change of Private Hire and Hackney fee changes and also about the ambassador courses and asked if we have any objections.</p> <p>First of all I would like you to note my objection at this time until I have seen supporting documentation to the fee rise and until we have been published with the documentation to what has been spent out and taken in, as at the moment we are only being told that the budget is in a deficit without being shown any numbers. I would also ask that the fee rise is postponed until people are issued with the correct documentation and given time to read and object to this rise.</p> <p>We are also being supposedly told that the Private Hire side of licencing is in credit so why are private hire drivers being punished for the deficit on the Hackney accounts as Private Hire drivers have different rules to how they operate and should not be financially punished for the failings of other systems. If the fees do increase can we have a guarantee that the council has now got a grip of the finances and this will never happen again?</p> <p>If money is being spent on court cases then this money should not be recovered from the drivers as it is not other drivers faults/ those who are found not guilty and it is the authority's fault who authorized the action. Committees do not need to be paid for as committee members are being paid for anyway out of other council funds.</p> <p>I would like to request a document showing all money taken in and spent out for the last three financial years please.</p> <p>The ambassadors course is in my opinion pointless as many of us have drove taxis for many years without this course and it's not much about Plymouth that most of us don't already know. I would challenge any trainer, committee to a basic knowledge test on Plymouth and the surrounding area and I am already</p> | <p>Thank you for your response.</p> <p>Please see the summarised accounts in Appendix 3 of the Taxi Licensing Committee report.</p> <p>The Private Hire accounts are separate to the Hackney Carriage accounts. They are not affected by the deficit on the Hackney Carriage accounts. However the private hire fees must be increased to ensure the accounts remain in balance and the costs of running the service are met.</p> <p>The fees are reviewed throughout the year and an annual review will take place. Costs may vary each year due to uncontrollable expenses such as legal costs incurred when taking prosecutions and defending committee appeals.</p> <p>The costs incurred with dealing with court cases are for either prosecutions or for appeals against Committee decisions, mainly where a driver's licence has been revoked. Whilst it doesn't seem fair that drivers have to pay for others faults, the cost of the service needs to be met and must therefore be divided equally. All drivers can appeal to the Magistrate's Court against a committee decision to suspend or revoke their licence. If a driver appeals then the Council must defend its case. The council have been found by the Magistrates Court on all our cases to have made the correct decision, however unfortunately very little or no costs are granted.</p> <p>No charges are made for the Committee Members time within the taxi licensing accounts, however these are legitimate costs that could be included and are by other Council's.</p> <p>The aim of the ambassador course is to ensure all drivers create an excellent first impression of the City. Unfortunately we received 196 complaints in the last 12 months relating to taxi and private hire drivers</p> |

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|          | <p>polite to customers and when they ask question I tell them the truth.</p>  | <p>and the majority of these complaints are regarding driver behaviour and overcharging. This creates a bad impression and damages the reputation of the trade. The feedback so far has been very positive and we hope this will help improve customer care and reduce the complaints we receive. There will also be a lot of opportunities for drivers to earn more money next year for the Mayflower 400 celebrations as we are expecting at least 500,000 more visitors to the City in 2020.</p> |
| <p>2</p> | <p>I would like to strongly convey my objection to the increase in taxi licence fees. At this present time the taxi trade is in a slump as with other industries. What with massive increases in fuel costs and insurance and with having to invest in newer vehicles in the last few years I believe that increases of fees will push many drivers to consider leaving the profession as working 60+ hours a week just to pay bills is not excitable for anyone. Hopefully you will reconsider this increase</p>   | <p>Thank you for your response. We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service. Any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant for more information as they may be able to recover some of your overheads.</p>  |
| <p>3</p> | <p>Thankyou for your letter dated 11th January 2019 regarding the proposed steep increase in fees by yourselves.<br/>I am elated that I am retiring from the industry this year and will therefore avoid most of your draconian increases as this would have been the final nail in the coffin anyway.<br/>As I am sure you people live in cloud cuckoo land I would like to remind you of the overheads faced by the humble private hire taxi driver.<br/>Many drivers pay their insurance weekly, at an average of £50 per week,(2.4k p.a),then office rent of approx £170 per week,(8.8k p.a),then road fund licence,fuel and vehicle repairs.<br/>Beware Plymouth City Council for you may find yourself with a city devoid of taxis if you continue with this policy of milking already hard pressed taxi drivers.</p> | <p>Thank you for your response. We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service. Any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant for more information as they may be able to recover some of your overheads.</p>  |
| <p>4</p> | <p>I am writing this email to you to object to the extortionate increase to the license fees.<br/><br/>I. Can you please explain to me why you feel that a nearly £200 is a justified</p>   | <p>Thank you for your email.<br/><br/>In answer to Q1, the three year drivers licence fee is proposed to increase by £197 as the current fee does not cover the full costs involved</p>   |

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|   | <p>increase in the Hackney drivers license fee?</p> <p>2. What has gone so spectacularly wrong with the accounting situation wrt our account that we have such a massive deficit?</p> <p>If the increase is to cover things like the cost of safeguarding courses, changes to dress codes/enforcement of these changes and the Ambassador course then maybe a rethink on all of the above needs to happen.</p> <p>For you to think that we would not realise that you are giving us these courses for free but actually they're coming from our license fees is, frankly an insult to mine and other drivers intelligence.</p> <p>I am currently working from 0700 in the morning til 1900, 7 days a week pretty much all year for around £50/60 per day. This morning as I type this to you I have now been sat for 40 minutes. I may be lucky to get a job by 0900.</p> <p>I feel that members of the council need to take a good look at what is happening in Plymouth right now. Shops closing, night life dead on its feet. It isn't thriving anymore it is dieing!</p> <p>A lack of people coming into Plymouth to shop means a lack of people using Taxis. We are at the bottom of the food chain when it comes to people spending what little money they have. It doesn't matter what we wear or whether we know anything about the history of our city. It is not going to make up the difference in my earnings.</p> <p>Thank you for taking the time to read this.</p> | <p>with the issue and administration of the three year licence. There are costs involved each year to deal with the general administration and compliance matters for drivers licences. For example the proportion of costs involved with reviewing the taxi licensing policy and sending update letters and guidance to drivers of the new requirements; dealing with medical compliances and medical exemption applications regarding wheelchairs; updating driver's information such as change of address or convictions/driving offences notifications; arranging the safeguarding and ambassador training courses. There are also costs involved with dealing with complaints and reviewing drivers licences to ensure drivers are safe and suitable to hold a licence. Therefore the proposed three year fee has increased to reflect the full costs involved. This increase equates to £1.26 a week.</p> <p>Q2. There are a number of reasons for the deficit which are outlined in the Committee report.</p> <p>Some of the increases are due to the courses but the Ambassador Course costs will be completed for all existing drivers by 31 December 2019.</p> <p>The initial Ambassadors Courses were funded by an external provider, however unfortunately this funding is no longer available. The course has been arranged at as low a cost as possible and has received good feedback.</p> <p>We understand the increases will affect your costs, however any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p> |
| 5 | <p>I have just received your letter proposing a fee increase from £82 to £120 for a 1 year drivers license...</p>   | <p>Thank you for your response. The Private hire one year driver licence are proposed to be increased by 47% to ensure full cost recovery. The</p>  |

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|          | <p>Can you please explain how you can justify a 47% increase in this day and age .. it's a total outrage</p>  | <p>fees have been proposed to be increased higher this year and then a smaller increase in future years.</p> <p>The current one year driver licence does not cover the full costs involved with the issue and administration of the licence. There are costs involved to deal with the general administration and compliance matters for drivers' licences. For example the proportion of costs involved with reviewing the taxi licensing policy and sending update letters and guidance to drivers of the new requirements; dealing with medical compliances and medical exemption applications regarding wheelchairs; updating driver's information such as change of address or convictions/driving offences notifications; arranging the safeguarding and ambassador training courses. There are also costs involved with dealing with complaints and reviewing drivers licences to ensure drivers are safe and suitable to hold a licence. Therefore the proposed one year fee has increased to reflect the full costs involved. This increase equates to 73 pence a week.</p>              |
| <p>6</p> | <p>I would like to lodge a strong complaint regarding the proposed increase to hackney carriage fees. The hackney carriage fees have increased far more than private hire, yet you are cutting back and back on our ranks. We are governed by yourselves on what we can charge, our cabs have to be in pristine condition we are expected to achieve a very high standard of vehicle which cost much more than any vehicle used for private hire, yet we seem to be being expected to pay far more to go to work and earn a living.<br/>I hope you do not ignore this very strong complaint</p> | <p>Thank you for your response.</p> <p>The Private Hire accounts are separate to the Hackney Carriage accounts so they must be considered separately. The Hackney carriage accounts have incurred more expenditure for example for defending appeals of committee decisions regarding revoked drivers and for carrying out the unmet demand surveys.</p> <p>No ranks have been removed without being replaced with an alternative and we work closely with the Plymouth Licensed Taxi Association (PLTA) to ensure that any proposed changes in the City are consulted on and the best provision for ranks are introduced. There will be 9 rank spaces within the new Cinema complex and additional spaces outside Walkabout to compensate for the ranks lost to the new hotel complex in Raleigh Street. This will benefit the trade as the Walkabout rank is a popular location. The Taxi Licensing Department are working closely with planners regarding the new city centre scheme to ensure that adequate and suitable taxi rank provision is maintained as taxi's play a vital part in</p> |

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|   |   | transporting the most vulnerable residents of the city.   |
| 7 | <p>With reference to the proposed increase in Hackney Carriage and Private Hire Fees, please accept this email as a formal objection. I am a Private Hire driver so I am referring only to those proposed increases but, having looked at the Hackney proposals I feel sure you will have multiple objections to those as well. This proposed increase is only 18 months since the last rate rise and the scale beggar's belief. When the Vehicle Licence fee was increased previously, it went from £97 to £117, an increase of £20 and a gap of something like three years. Now, barely 18 months since it went to £117, you are expecting drivers to find £170 every year?? That's a £53 increase which cannot surely be justified. I know that in September 2015 the three year Driver Licence fee was £149—it then increased to £160 in August 2017 and now you want to increase it again to £300?? That's more than a 100% increase in three and a half years and a £140 jump in 18 months!! Again, this cannot possibly be justified, There are more taxis of all types than ever before in Plymouth now, meaning that drivers are really struggling to earn a decent living wage These proposed fee increase will mean an increased struggle for everyone, not to mention feelings of discontent, At the same time, you are demanding that drivers give up a day of earning what money they can to attend an Ambassador course! Whilst I'm sure parts of the course will be interesting, I feel there will be huge resentment from drivers that this is being demanded of us at the same time as the kick in the teeth of the fees increasing so drastically. I note from the list that the Operator fees are not going up at all so why is it necessary to hit the drivers so hard? It would help if the rate or timing of these proposed increases could be looked at again and either deferred (for a couple of years) or reduced considerably in scale. You simply cannot expect drivers to be able to find these sums of money from the earnings that are now available to us.</p> | <p>The fees need to be increased to ensure they cover the costs of running the service. We have reviewed the increases and have considered other options. However this would require higher percentage increases for future years. A risk with this is if other unforeseen costs that may arise in the following years then the increases may have to be greater than anticipated.</p> <p>Each fee is reviewed to ensure they are based on the actual costs involved. The Operator costs were reviewed and no increase was required as the costs covered the work involved.</p> <p>We understand the increases will affect your costs, however any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p> |
| 8 | <p>TAXI LICENSING COMMETTE</p> <p>I WISH TO PUT INTO WRITING MY FORMAL COMPLAINT WITH THE EXTORSIONATE PRICE INCREASES IN THE LICENCE FEES 83% IS A UNJUST UNFAR AND WELL OVER PRICED INCREASE.</p> <p>THIS DUE TO WHAT IM BELEIVE TO INEPT SPENDING.</p>   | <p>Thank you for your email regarding the taxi licensing fees.</p> <p>The three year drivers badge for Hackney carriages is proposed to increase by 83% as the current fee does not cover the full costs involved with the issue and administration of the three year licence. There are costs involved each year to deal with the general administration and compliance matters for drivers licences. For example the proportion of costs involved with reviewing the taxi licensing policy and sending update</p>   |

I WISH TO FORMALLY LODGE MY PROTEST.

I WOULD ALSO UNDER THE FREEDOM OF INFORMATION ACT REQUEST A COPY OF ALL SPENDING AND INCOME FOR THE TAXI LICENCING.

I WOULD ALSO LIKE TO REQUEST A AUDIT BY THE LOCAL AUDIT OFFICE ON THESE SPENDING.

HACKNEY DRIVER

letters and guidance to drivers of the new requirements; dealing with medical compliances and medical exemption applications regarding wheelchairs; updating drivers' information such as change of address or convictions/driving offences notifications; arranging the safeguarding and ambassador training courses. There are also costs involved with dealing with complaints and reviewing drivers licences to ensure drivers are safe and suitable to hold a licence. Therefore the proposed three year fee has increased to reflect the full costs involved. This increase equates to £1.26 a week.

The one year drivers badge is proposed to be increased by 47% to cover the costs involved with administration as listed above, which is an increase of £1.02 a week.

The vehicle licence is proposed to be increased by 63% (£2.54 per week) to cover the full costs involved with administering the licence; the proportion of costs involved with reviewing the taxi policy; the inspections of vehicles; provision of Hackney Carriage stands and the control and supervision of hackney carriage vehicles. The Hackney Carriage unmet demand survey is taking place this year which is an additional cost of £16,000 which will also affect the vehicle fee.

As detailed in the committee report that was considered by members on 10 January 2019, the increases have been higher due to a number of factors such as the percentage of enforcement officer costs have been incorrectly allocated since 2015 and this has now been rectified.

I can assure you that no money is misspent by the Council. However the costs involved with running the service must be accounted for and we cannot stop dealing with drivers who are not safe and suitable and are putting the public at risk.

I have logged your FOI request and this will be dealt with separately. The Council are prepared for the Devon Audit Partnership to review the accounts and this will be arranged, however any additional costs of this

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|   |  | will need to be charged to the taxi accounts.   |
| 9 | <p>I am very disappointed to see such a hike in the taxi fees, they don't speak in reality of the struggling trade at present, forcing drivers who don't guarantee themselves to earn the living wage having to work longer hours spending more time away from the family which is contrary to the councils policy of fairness, equality, and impact on child poverty.</p> <p>Furthermore I object to this increase as it goes against another city council policy of promoting growth and jobs, encouraging people into jobs. By raising the fees in the way you proposed will not encourage people into the taxi trade and instead kill the trade and will then threaten sustainable transport.</p> <p>This would make life harder for the disabled to travel, harm the night time economy and threaten the safeguarding of young women who may struggle to get home safely at night due to lack of taxis should you tax drivers on both sides of the trade.</p> <p>I find the report lacks detail of the truth of the taxi accounts as to how money has been spent, and why it's overspent.</p> <p>If blaming court battles and passing cost onto the trade really fair? Maybe the council should review its policy and investigate why they fail to win in court?</p> <p>If committee makes a decision that does not stack up in court then should this cost not be accountable to the tax payer as with the planning committee. The council and committee should be more accountable for their decision making as with the Planning Committee.</p> <p>The budget is not by any means transparent, which is why I would like the district auditor to investigate this account.</p> <p>Having driven a taxi for up to 15 years I am yet to see any improvement to the taxi trade, no taxi rank signs in and around the city centre to direct customers to the ranks, no kerb has been raised for wheelchair transportation at ranks</p> | <p>Thank you for your response.</p> <p>The Committee report outlines the main reasons for the deficit on the accounts.</p> <p>The costs incurred with dealing with court cases are for either prosecutions or for appeals against Committee decisions, mainly where a driver's licence has been revoked. All drivers can appeal to the Magistrate's Court against a committee decision to suspend or revoke their licence. If a driver appeals then the Council must defend its case. The council have been found by the Magistrates Court on all our cases to have made the correct decision, however unfortunately very little or no costs are granted.</p> <p>The Council are prepared for the Devon Audit Partnership to review the accounts and this will be arranged, however any additional costs of this will need to be charged to the taxi accounts.</p> <p>Information boards around the city contain maps and these include all of main taxi ranks in the city.</p> <p>We have reviewed the use of raised kerbs, however there are a number of issues with installing these and these are costly to install. However with the latest review of the ranks in old town street, we are working with the designers to look at the possibility of introducing the front rank space with a slightly raised kerb. Additional signage will be installed to direct shoppers from Drake Circus to the new ranks, however this is currently at the early stages of design and no firm plans have been proposed.</p> <p>Any new provisions are discussed with the Plymouth Licensed Taxi Association. A rank at Home Park has been considered recently, however due to the potential for the building of a new hotel, we have</p> |

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|           | <p>unlike they do in Liverpool. No new ranks have be put in placed for the Pavilions, Home Park and Royal William Yard. No one ever checks the rank outside Ivor Dewdney Pasties on Cornwall Street, where disabled drivers park on the rank preventing taxi drivers from ranking on the rank they pay for. Traffic wardens turn a blind eye to people parking on the rank with disabled badges preventing hackney cabs from using the rank. The main ranks could do with a shelter for customers having to wait in the wet weather which would not be costly due to the contract with jcdeceaux.</p> <p>The fees also don't show any incentive to drivers to buy cleaner cabs to reduce carbon emissions such as electric cabs and cars coming on to the market.</p> <p>I don't support increasing my fees just to pay for the court costs that the Council has lost due to the ineptitude of decisions made at committee.</p> | <p>recommended to our planning colleagues that a rank is incorporated in the proposed hotel plans.</p> <p>Royal William Yard – this is private land, however this is currently being reviewed as part of the Mayflower 400 project to see if rank would be possible.</p> <p>The rank in Cornwall Street is rarely used however we will pass on your concerns to the parking officers. Please contact them if you encounter any issues when using this rank.</p> <p>The shelter is a good idea for the main ranks for the city and we will look into this as part of the city centre rank review.</p>  |
| <b>10</b> | <p>Dear sir or madam I wish to raise my objections to the proposed fee increases ref you're letter I think they are ridiculous high I believe they are not in line with the rate of inflation.</p>  | <p>Thank you for your response. The proposed fee increases are higher than inflation as they need to ensure full cost recovery.</p>   |
| <b>11</b> | <p>I wish to raise my objections to the proposed fee increases ref your letter dated 11/1/19.</p> <p>It's my opinion that a 95% increase is too high given that we still have to incur other expenses such as fuel, tax and garage fees which are also on the increase and there is no change in the hackney fare prices.</p> <p>This means that we need to work even longer hours to make all these extra payments, which will put a strain on ourselves and our families.</p> <p>Whilst I understand an increase may need to be made, I would urge you to reconsider the vast price hike and how it would affect us as taxi drivers, or, as you wish us to be known, ambassadors of the taxi trade.</p>   | <p>The fees are increasing by various amounts and not by 95%.</p> <p>The three year drivers badge for Hackney carriages is proposed to increase by 83% as the current fee does not cover the full costs involved with the issue and administration of the three year licence. There are costs involved each year to deal with the general administration and compliance matters for drivers licences. For example the proportion of costs involved with reviewing the taxi licensing policy and sending update letters and guidance to drivers of the new requirements; dealing with medical compliances and medical exemption applications regarding wheelchairs; updating drivers' information such as change of address or convictions/driving offences notifications; arranging the safeguarding and ambassador training courses. There are also costs involved with dealing with complaints and reviewing drivers licences to ensure drivers are safe and suitable to hold a licence. Therefore the proposed three year fee has increased to reflect the full costs involved. This increase equates to £1.26 a week.</p> |



The one year drivers badge is proposed to be increased by 47% to cover the costs involved with administration as listed above, which is an increase of £1.02 a week.

The vehicle licence is proposed to be increased by 63% (£2.54 per week) to cover the full costs involved with administering the licence; the proportion of costs involved with reviewing the taxi policy; the inspections of vehicles; provision of Hackney Carriage stands and the control and supervision of hackney carriage vehicles. The Hackney Carriage unmet demand survey is taking place this year which is an additional cost of £16,000 which will also affect the vehicle fee.

As detailed in the committee report that was considered by members on 10 January 2019, the increases have been higher due to a number of factors such as the percentage of enforcement officer costs have been incorrectly allocated since 2015 and this has now been rectified.

We understand the increases will affect your costs, however any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.

I had the pleasure of meeting you at the Ambassador course, I am sorry to write to you now to object to the increase in vehicle licence fees for private hire .The rise is significant .  
Before I earn a penny with office rent ,fuel and insurance and maintenance and cleaning and uniform ,and current licensing I have to take £410 a week before I earn a penny .So therefore I work 50 hours and earn less than £150 .  
  
I read through your document and note you are aware of the pressures on taxi users .In private hire the offices won't increase fees,as the public say they are expensive enough as it is

Thank you for your response and it was a pleasure to meet you at the Ambassadors course and for your positive feedback.  
  
We have considered the use of a direct debit scheme to assist, however if there is not enough money in a person's bank account to cover the direct debit then the account provider may refuse to pay the bill. This would mean a licensed driver or proprietor would have a licence that had not been completely paid for. This would then involve a lot of work by ourselves and our creditors department to chase up the payment. The licence would have already been issued so the only way to remove the

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|                  | <p>.The issue you will find is that long serving taxi drivers will start to leave the trade and get proper jobs ,( which will be less revenue for PCC) drivers are now struggling particularly as the cushion of working tax credits or universal credit is not there ,as we are subject to the minimum income floor ,which means we have to be seen to earn the minimum wage ,which clearly we don't .And these benefits calculate your entitlement like you are earning the minimum income wage .</p> <p>Also universal credit and council tax rebate does not take into account your car expenses if your a private hire driver !</p> <p>I think Plymouth city council should look again at the fees and maybe if there is not alteration in the fees maybe you could look to set up a monthly direct debit scheme to help drivers budget ? Similar to the accountant or HMRC.</p> <p>I am aware there are planned protests re the fees increase across the taxi trade ,but I thought I would email direct .I also ask why the hackney carriage account is in such deficit and looking at your breakdown and fees proportion it also feels the private hire drivers are paying more to prop up the hackney account .</p> <p>Maybe a breakdown of these expenses and overheads and deficits may help drivers understand more ?</p> <p>I also propose you introduce a taxi committee with licensing officers and members of the hackney and private hire trade to sit around and discuss and plan the best way forward ,and when I say members of the trade I mean sensible civil people not a free for all .</p> | <p>licence would be to take the person to committee and if the licence was revoked, the person would still be able to use the licence during any appeal period. Whilst we would like to be able to provide this service, it is not deemed to be cost effective.</p> <p>The private hire and hackney carriage accounts are completely separate. This is why the fees are different as they reflect the different trade accounts.</p> <p>Please see the summarised accounts in Appendix 3 of the Taxi Licensing Committee report.</p> |
| <p><b>12</b></p> | <p>i am sending this email to register my disappointment of the council raising the fees charged to private hire drivers, as this places yet another burden upon already hard working drivers to find the extra money in the current climate of income and our ability to pass such costs on to customers who are already finding money in short supply.</p>   | <p>Thank you for your response. We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service.</p> <p>Any expenses incurred as part of running your business may be claimed as</p>   |

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|    | <p>i would like a copy of the income and expenditure for the account that i pay in to to see for my self why you feel the need to impose even more monetary costs on already stretched sector</p> <p>i look forward to your reply</p>  | <p>an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p> <p>Please see the summarised accounts in Appendix 3 of the Taxi Licensing Committee report.</p>   |
| 13 | <p>im emailing to object to the recent price increase proposals as its a huge increase and the money is not out there to earn as it wad sue to people not being able to afford to use taxis as much plus the increase in drivers ect this will certainly not do the trade any good</p> <p>yours sincerely</p>  | <p>Thank you for your response. I appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service.</p>   |
| 14 | <p>I am writing to you to object to the proposed increase in fees for both Hackney and Private hire taxis.</p> <p>Whilst I understand that annually there is a requirement for a proportional increase I feel that the level of increase proposed is disproportionate and is not at a level that we as drivers would be able to pass onto our customers.</p> <p>Our fares are either set by yourselves or by an operator. In the current economic climate we are not in a position to increase fares but yet we are expected to absorb the additional costs that this increase will incur. So therefore we are working the same hours for potentially less profit, or we work more hours to make the same profit as today. Either of these scenarios seem very unfair.</p> <p>A fairer proposition would be to increase the fees by a lesser percentage and step them over a greater period of time, thus allowing people who work in an already marginal marketplace the ability to pay their fees and still be able to maintain a reasonable work/life balance.</p> <p>Thank you for this opportunity to express my views.</p> | <p>Thank you for your response. We have considered other options for the fees, however it is important that the deficit does not increase. The fees have been set with a predicted increase each year of 10%, however if a lower fee is set then a larger percentage increase would need to be required each year. There is also the risk that additional costs could occur for we must deal with any matters that need to be heard by committee and this will involve costs especially if the Council are to defend appeals from revoked drivers.</p> |
| 15 | <p><b>Subject: Objection to fees increase</b></p> <p>I have been a Hackney driver for over 20 years. I strongly object to the</p>  | <p>Thank you for your response.</p>  |

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|                  | <p>increase to the fees you are applying to the taxi trade.</p> <p>Not only will the cost of my badge go up but also my cab rent will now increase due to your increases.</p> <p>Some days I do not even earn minimum wage, I can't see how you can justify this added stress to a declining trade.</p>  | <p>We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service. Any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p>  |
| <p><b>16</b></p> | <p>I have been a Hackney driver for over 20 years. I strongly object to the increase to the fees you are applying to the taxi trade.</p> <p>Both myself and my partner are black cab drivers and our household income has decreased a lot over the past few years especially. We even joined Plymouth taxis to try increase our income.</p> <p>Not only will the cost of my badge go up but also my cab rent will now increase due to your increases.</p> <p>Some days I do not even earn minimum wage, I can't see how you can justify this added stress to a declining trade.</p>  | <p>Thank you for your response.</p> <p>We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service.</p> <p>Any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p> |
| <p><b>17</b></p> | <p>I strongly object to the increases you are making within the taxi trade.</p> <p>In the last five years my earnings have decreased, I am now working more hours and still struggling to earn enough money to cover my household bills, cab rent and office rent.</p> <p>Both myself and my fiancé are Hackney drivers so the impact of the increases is hitting our household hard.</p> <p>My badge is due for renewal in March and the plan was to do a three year badge but due to the increase I will probably now just have to do a single year badge as I had not budgeted for the big increase.</p> <p>This is also impacting on our cab rents as we have been advised that due to the</p> | <p>Thank you for your response.</p> <p>We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service.</p> <p>Any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p> |

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|           | <p>increase to the plates our cab rent will be increased.</p> <p>You are now forcing me to think of my future in the taxi trade and no doubt many other drivers are feeling the same.</p> <p>You are putting added stress to an already struggling trade.</p>   |  |
| <p>18</p> | <p>I am writing to object in the strongest terms to the proposed licence fee increases.</p> <p>Why are we being forced to pay for a badly mismanaged department? Licensing officers now do half the job that was required 5 years ago, all licencing is now electronic, we have to do our own crb/DBS checks, there is very little face to face contact between the drivers and licencing officers.</p> <p>Another huge issue for me is the totally unfair disparity of fees between ph and hc, it costs exactly the same to print out a licence or laminate a drivers badge, fees should be the same for both sides of the trade.</p> <p>I, like many drivers have no issue with inflationary increases but some of the current proposals are up to 90% more, it's disgusting and I object.</p> <p>HC Driver</p> | <p>Thank you for your response. The split in the employee costs for the three taxi enforcement officers were not allocated correctly within the accounts as agreed at the Committee meeting in January 2015. During the review of the accounts, this has been identified and therefore it must be addressed. To not address this error would be mismanagement.</p> <p>I can confirm that our taxi licensing officers do not do half the job that was required five years ago and their performance is regularly monitored. Whilst the DBS checks and the majority of vehicle applications are dealt with online, we receive a large number of phone calls each day from taxi drivers with regards to their appointments and licence enquiries. This is currently being reviewed and we will be introducing an online booking system for taxi licensing appointments which will be more convenient for drivers and reduce the time taken with dealing with phone calls.</p> <p>Whilst it may be the same cost for printing out a drivers badge for both trades, the costs must reflect the full cost of the service and the Private Hire and Hackney Carriage Accounts are separate.</p> <p>The fees are increasing by various amounts and not by 95%.</p> <p>The three year drivers badge for Hackney carriages is proposed to increase by 83% as the current fee does not cover the full costs involved with the issue and administration of the three year licence. There are costs involved each year to deal with the general administration and compliance matters for drivers licences. For example the proportion of costs involved with reviewing the taxi licensing policy and sending update letters and guidance to drivers of the new requirements; dealing with</p> |

medical compliances and medical exemption applications regarding wheelchairs; updating drivers' information such as change of address or convictions/driving offences notifications; arranging the safeguarding and ambassador training courses. There are also costs involved with dealing with complaints and reviewing drivers licences to ensure drivers are safe and suitable to hold a licence. Therefore the proposed three year fee has increased to reflect the full costs involved. This increase equates to £1.26 pence a week.

The one year drivers badge is proposed to be increased by 47% to cover the costs involved with administration as listed above, which is an increase of £1.02 a week.

The vehicle licence is proposed to be increased by 63% (£2.54 per week) to cover the full costs involved with administering the licence; the proportion of costs involved with reviewing the taxi policy; the inspections of vehicles; provision of Hackney Carriage stands and the control and supervision of hackney carriage vehicles. The Hackney Carriage unmet demand survey is taking place this year which is an additional cost of £16,000 which will also affect the vehicle fee.

19

id like to object fr the new proposed hike in charges for plates and badges,, we dont get holiday pay  
we dont get sick pay  
we dont get breakdown cover if our cars are off the rd we have to take the brunt of not earning untill our cars are repaired  
and if hackney is the one in debt why should we be having to make up the difference  
we pay office rent and they do not  
they charge time and distance we do not !!!  
and when you say at the end of the comitte meeting we hope this doesnt incur any rises in fare prices which is down to our bosses where do you suppose were supposed to recoop these increases !!!!

Thank you for your response.

We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service.

We understand the increases will affect your costs, however any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.

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| <p><b>20</b></p> | <p>I wish to lodge a formal objection to the proposed increase in the cost of a taxi driver licence for the City of Plymouth. A 95% increase, to me, seems outrageous particularly at a time where running costs for taxi drivers continually increase and customer numbers fall. I am not a taxi driver but a council tax payer and citizen of Plymouth. I hope you can reconsider this unpopular increase to the taxi trade.</p>   | <p>Thank you for your objection. The fees are increasing by various amounts and not by 95%.</p> <p>All costs of the taxi licensing service must be covered by the trade. These costs should not have to be met by the council tax payer.</p> <p>Any expenses incurred as part of running a taxi business can be claimed as an allowable deduction for tax purposes.</p>  |
| <p><b>21</b></p> | <p>I would like to register my objections to the new price rises Plymouth city council has made on the Plymouth taxi trade. I think the new rises are completely unjustified and putting a lot of pressure on a lot of drivers who already struggle to earn a living, but I don't suppose any amount of protesting will make a difference. The only way we can show how we feel will be at the next elections Yours another angry taxi driver.</p>   | <p>Thank you for your response.</p> <p>We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service.</p> <p>Any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p>   |
| <p><b>22</b></p> | <p>Why are we in this situation now, because you want to rob us blind, we are not having it, we are doing a peaceful protest this Sunday and Monday then one Saturday in every month until this is resolved, we will also be boycotting the 2020 celebrations, what a embarrassment to this city. We have the support of most Hackney taxis and private hire taxis, we have displayed posters on most of our taxis and generated a lot of support through social media. You have overstepped the mark this time and we are not putting up with it. We will bring this city to a stand still. In total I estimate 300 to 350 taxis could be more, we have had a lot of support on this, do the right thing and stop wasting our money on failed court cases and put the money back into the taxi trade. Maybe cut your own wage bill down. Our overheads are even higher than before, I felt embarrassed putting my books in this year. Yes for the second year running I paid no tax because my outgoings were more than I had coming in. I just feel like chucking it all in, I work all these hours. And pay out so much money, what have I to show for it at the end of the year. Bearing in mind we don't get sick</p> | <p>Thank you for your response.</p> <p>We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service.</p> <p>The Hackney Carriage and Private Hire accounts are trade accounts and therefore all income and expenditure is purely spent on the two trades. Unfortunately when the accounts are in deficit, the fees need to be increased to cover the costs, however when the accounts are in credit, the trade have been discounted.</p> |

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|    | <p>pay, holiday pay. Cab off the road, no pay. Pensions etc etc. The list goes on. Enough is enough.</p> <p>And yes it is true. Most of us would be better off on universal credits. We are working below minimum wage.</p>  |  |
| 23 | <p>I am writing to inform you of my objections to the proposed license fees increase as ref your letter.</p> <p>I feel a 95% increase is extortionate and not in line with the current rate of inflation. The Hackney carriage trade is already having to struggle with increasing prices of fuel, parts and labour, road tax and insurance coupled with a decline in trade. These proposed increases will force us to work longer hours which will ultimately mean more cabs on the road and less rank space to work from and have a detrimental effect on our home lives.</p> <p>Please take this email as my formal objection to your license fees increase.</p>  | <p>Thank you for your objection. The fees are increasing by various amounts and not by 95%.</p> <p>We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service.</p> <p>Any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p> |
| 24 | <p>Last year I started working as a taxi driver in July 2018. I am a part time worker and it has cost me various high costs in order to get started with this including the cost of a new car (which include the various costs associated with the maintenance of this).</p> <p>As a result of my part time working due to other commitments I am not able to earn as much money in the first place once I have paid out my weekly insurances and fees in order to work.</p> <p>The proposed increase in fares by the council would mean that it would not be beneficial for me to work at all, as some weeks I would be working to just pay my fees and insurance.</p> <p>I therefore object to the fare increase as I would be earning less than minimum wage.</p> | <p>Thank you for your response.</p> <p>We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service.</p> <p>Any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p>   |
| 25 | <p>I have read and considered the proposed increases on the hackney carriage and private hire fees and i must say although i feel that there should be an increase of some proportion i think that your proposed increases are at the least way</p>  | <p>Thank you for your response.</p> <p>The increase is above inflation but costs can be increased above inflation to ensure full cost recovery.</p>  |



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|    | <p>out of proportion with the line of inflation<br/> I feel that you have not taken into account that the taxi trade has taken a down turn in the last few years so therefore we as drivers have suffered a significant drop in our takings<br/> It is of great concern to me that if these increases are implemented that it will force a lot of drivers to leave the trade and sit at home on unemployment benefit as it would not be possible to carry on working in the trade due to the cost being far to high to maintain<br/> I would also like to be at your meeting to have the chance to voice my opinion on this matter i am willing to attend at any time<br/> I would be grateful if you could allocate a time slot in you agender for me to do so</p> <p>HC Driver</p> | <p>The fees need to be increased to ensure that they cover the costs of running the service.</p> <p>The Fees will be heard at the Taxi Licensing Committee on Thursday 28 February 2019 and this is a public meeting. If you are a member of the PLTA then I would recommend you ask them to raise your concerns at the meeting. If you are not, then please contact me beforehand to discuss this further.</p>  |
| 26 | <p>I would like this email to be registered as a objection to the proposal put forward by the council to increase are licensing fee's. It's very difficult has it is to make a living with these increases that are proposed it will become even harder now. My office rent per year is just short off £9000,My taxi insurance is £1250 and that's before I have earned anything for my household bills. It feels like we are an easy target to milk more money out off us. Surely you should be helping us and not making life harder for us.</p>   | <p>Thank you for your response.</p> <p>We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service.</p> <p>Any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p> |
| 27 | <p>I strongly disagree with this increase OF (90%)<br/> Maybe you should be looking at spending our money on what is needed and not wasting it on stupid consultation/safe Guarding/Ambassador ..<br/> I've Spoken to the Americans about 2020.. they're not coming because any think.. we can offer them they can see on the internet</p>   | <p>Thank you for your response.</p> <p>We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service.</p> <p>Any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an</p>  |

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|    |   | <p>accountant to assist you with this as you may be able to recover some of your overheads.</p> <p>The safeguarding workshops are designed to protect drivers and encourage drivers to report behavior that concerns them whether it involves a vulnerable child or an adult.</p> <p>The safeguarding and ambassador course have been arranged at as low a cost as possible.</p> <p>The aim of the ambassador course is to ensure all drivers create an excellent first impression of the City. Unfortunately we received 196 complaints in the last 12 months relating to taxi and private hire drivers and the majority of these complaints are regarding driver behaviour and overcharging. This creates a bad impression and damages the reputation of the trade. The feedback so far has been very positive and we hope this will help improve customer care and reduce the complaints we receive.</p> <p>There will also be a lot of opportunities for drivers to earn more money next year for the Mayflower 400 celebrations as we are expecting at least 500,000 more visitors to the City in 2020.</p> |
| 28 | <p>My intension is send it to each committee member and as many councillors as I can find emails for,</p> <p>Considering I suffer for Dyslexia and Dyscalculia and how difficult it is for me to write this I feel in doing so this reflects how important I feel it is to actually put pen to paper in manor of speaking.</p> <p>In the past, years before many of you held your present positions, while fees where greatly less than they are at present and admittedly driver numbers were less as well, hence budgets being less there wasn't these massive negative sums you are now talking of. In actual fact accounts were in credit by tens and sometimes hundreds of thousands of pounds.</p> <p>That being said it considerable highlights this to an even greater extent these troubling accounts. You are readily aware of what your budgets are each year (fees x drivers). Every home in the country has to do this on a weekly basis</p> | <p>Thank you for your response.</p> <p>The fees were less in the past as there were more drivers to cover the costs involved with running the service. In the past when the accounts were in credit, the fees were reduced by 30%.</p> <p>The split in the employee costs for the three taxi enforcement officers were not allocated correctly within the accounts as agreed at the Committee meeting in January 2015. During the review of the accounts, this has been identified and therefore it must be addressed. To not address this error would be mismanagement.</p> <p>Plymouth has the largest number of licensed drivers and vehicles in Devon and Cornwall and we must ensure the trades are adequately supervised to ensure residents and visitors can expect a safe, healthy, convenient and effective hackney carriage and private hire transport</p>   |

with their household budget some better than others. But you yourselves are expected to do this efficiently as you are overseeing the drivers monies but as I have ascertained, you have been failing to do this progressively for the last 5 years. Hard to understand as fees at one point took a reduction? This can only be due to mismanagement or misappropriation or the budget. I didn't use misappropriation lightly as it has been done in the past by licensing. That also being a past and dealt with issue only mentioned to highlight its possible.

But I digress back to the present budget, regardless of how many Licensing officers or staff you would like to have, ideas you would wish to implement you are held back by the constraints of YOUR budget as we all are in our home lives. But apparently you and your department have not been doing this. No home, business, council or government can have a Spend Spend Spend mentality without dire consequences.

Now I have been talking of the size of the rise with every and anybody in and out of the Taxi trade including customers. It is bordering on criminality, rises in utilities, council taxes, rent increases of 95% would get debated in parliament and restricted. Transposing 95% increases to any items that affects the everyday person, bring home this despicable increase, council tax jumping from £1200 to £2340 or my personal tax bill increasing from £2150 to £4192 is sheer madness.

Present inflation rates in the United Kingdom are 2.17% increasing by 2% forecasted until 2022 and increased from 2014 1.46%, 0.04%, 0.66%, 2.68%, 2.51% respectively until 2018 resulting in an increase from 2014 to present of 7.49% with an additional 6% for the next 3 years. Something is drastically wrong with the management of licensing at the moment to be this far adrift. Even with UK pay growth at the highest in almost a decade at 3.1% YOUR increases of upward of 95% are ridiculous to the point I believe an investigation or inquiry needs to be seriously considered if these types of monies are being squandered or mismanaged.

As for the repercussions of these types of increases I'm dumbfounded as to what you imagine drivers earn these days at present I've been sat for 4 hours

service.

The three taxi licensing enforcement officers undertook 487 vehicle inspections and dealt with 196 complaints in the last 12 months relating to taxi and private hire drivers. The majority of these complaints are regarding driver behaviour and overcharging. This creates a bad impression and damages the reputation of the trade and therefore it is important that the Council deal with these issues.

The increase is above inflation but costs can be increased above inflation to ensure full cost recovery.

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|    | <p>of a Saturday morning taken £21 across 3 jobs so about £6.20/hour before any out goings? I'm able to do the job as I'm single and don't have the family commitments unlike of the majority of the drivers. And many who because of family or medical reasons are only able to 30 or 40 hours a week so having to embarrassingly claim some form of working credits to provide for their families. I do this to pay bills not get rich!! Your increases only go toward them having there credits increased to offset your increases. Therefore everybody paying through their taxes. Because of your mismanagement of budgets and failing to compensate for spending more than you have available in the accounts. An example being a certain persons personal ambition to have to have all cabs painted his favourite colour and expecting to pay the region of 5 to as high 7 thousand pounds for professional resprays with absolutely no care as to hardship caused to children wives and the family as a whole. Thank goodness that individual has nothing to do with licensing anymore.</p> <p>I realise this email may wander a bit while trying to convey myself also a trait of dyslexia but tend write as I would speak.</p> |   |
| 29 | <p>I strongly object to the proposed increase to the Taxi drivers license and vehicle license fees.</p> <p>The increase to Drivers and Vehicle license fees which as been proposed is far to high .</p> <p>This increase will put more financial pressure on myself and many more drivers .</p> <p>I believe the increase would cause a lot of drivers to leave the Taxi Trade all together.</p>   | <p>Thank you for your response.</p> <p>We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service.</p> <p>We understand the increases will affect your costs, however any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads</p> |
| 30 | <p>To whom it may concern,I am writing this email to voice my objections to the proposed increase in license fees as to the letter you sent me.i feel the increase is extortionate and not in line with the current inflation rate.</p> <p>As a hackney carriage driver I am already struggling to make a living and feel these proposed rises in fees are unfair and unrealistic.</p> <p>Please take this email as my formal objection to your proposed license fees</p>  | <p>Thank you for your response.</p> <p>We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service.</p>  |

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|                  | <p>increase.</p>   | <p>We understand the increases will affect your costs, however any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads</p>  |
| <p><b>31</b></p> | <p>Please take this email as my objection to the 'proposed' tax on taxi drivers.</p> <p>To have such a rise in one go is ridiculous and will damage morale and the general happiness and relationship between the council and us drivers.</p> <p>Everything is going up and squeezing a lot of us to breaking point and I was always lead to believe that the council were there to help and assist and not kick us while we are down.</p> <p>Stop this planned hike now!</p> <p>Private Hire Driver</p> | <p>Thank you for your response.</p> <p>We have considered other options for the fees, however it is important that the deficit does not increase. The fees for private hire have been set with a predicted increase of 8% for the first two years and then no planned increase for the last three years. However if a lower fee is set this year then a larger percentage increase would be required each year. There is also the risk that additional costs could occur in the following years for example from dealing with matters that need to be heard by committee and this will involve costs especially if the Council are to defend appeals from revoked drivers.</p> <p>We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service.</p> <p>We understand the increases will affect your costs, however any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p> |
| <p><b>32</b></p> | <p>I would like to register an objection to your proposal to increase our license fees. It is very difficult as it is to make a living, but with these increases it will become even harder, My office rent is £9,152, taxi insurance is £1,070. That is without the fuel, repair, tax and MOT bills.</p> <p>That is before I have earned anything towards my household bills. Please, help us, don't make life harder for us than it is already</p>   | <p>We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service.</p> <p>We understand the increases will affect your costs, however any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p>  |

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| 33 | <p>Good morning, I would like to object very strongly to the proposed increase in the license fees. Hackney Driver.</p>  | <p>Thank you for your objection.</p>  |
| 34 | <p>I strongly object to the new license fees reason being</p> <p>1-It will cause the trade great hardship</p> <p>2- On a personal note, I will have to increase my working hours to try and make a living that I am already struggling to achieve.</p> <p>3- Having to work longer hours will give me less quality time with my family</p> <p>4-It will also increase drivers renting vehicles having to work longer hours as proprietors will increase their rents , which once again gives less quality time with there family's and more stress put on the household budget.</p> <p>5- Everyone has a budget to live to, and I believe that taxi licensing should stay within their budget that they receive in fees from drivers.</p> <p>HC driver</p> | <p>Thank you for your objection.</p> <p>We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service.</p> <p>We understand the increases will affect your costs, however any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p> <p>The costs of running the service are reviewed and kept as low as possible, however there are a number of costs which were not envisaged for example the increase in legal costs associated with the Hackney carriage trade and the additional costs involved with the Ambassador Course. The split in the employee costs for the three taxi enforcement officers were not allocated correctly within the accounts as agreed at the Committee meeting in January 2015. During the review of the accounts, this has been identified and therefore it must be addressed. The unmet demand survey is also required this year to keep the restricted hackney carriage numbers which is an additional £16,000.</p> |
| 35 | <p>Online complaint stating: Taxi licensing objection regarding charges to change by going up 95%</p>  | <p>Thank you for your objection.</p>  |
| 36 | <p>As a result of the proposal made by Plymouth City Council, Taxi Licensing Department regarding the increase in Taxi Licensing fees and the Plymouth Ambassador Course I want to express my objection to the proposals mentioned above.</p> <p>Some of the reasons why I do not want these changes to apply will be mentioned below.</p> <p>The proposal to raise tariffs, that were already quite high, is based only on the</p>  | <p>Thank you for your response.</p> <p>We understand that the increase in fees will have an effect on drivers but the however the income from the licence fees must cover the expenditure required to run the service. The taxi accounts are trade accounts and therefore must be covered by the licence fees.</p>  |

presentation of the increase in spending by the Taxi Licensing and do not take in consideration the effects that these changes will have on taxi drivers. Three years ago Taxi Licensing demanded that all taxis to have at least Euro4 emission and as a result the vast majority of drivers have had to take a car in finance that they have to pay back in 5 years period and left the drivers with instalments between £200 and £600 a month. It must also be taken into account as all the cost involved in carrying out this job are constantly increasing in all sectors (maintenance, fuel price, insurance, etc.) .As well when we talk about these fees increase a crucial factor seems to be omitted and that is the volume of work we, the taxi drivers, get and which is the source of funding for us and the Taxi Licensing Department. This workload has been significantly decreasing in recent years especially due to the national economic situation, which led people be more careful with their spendings and one of the services that many have quit was the taxi.

In these circumstances, as a Hackney Carriage driver, who works in average 50 hours per week, after takes off all the expenses I have is almost impossible to reach the national minimum wage per hour and often the gap between our earning and this minimum limit is quite significant. To all of this we have to mention that we do not benefit from any sick pay or holiday pay and to pay for a private pension is just a dream for many of us because we simply can afford that.

From my point of view we all, the taxi drivers and the Taxi Licensing Department, are going through a difficult time and to succeed I think we have to try to understand each other's needs because we depend on each other. Looking at the Taxi Licensing's reasons for the increases, we notice that there are some areas where the cost presented could be reduced if they will be approached differently and more carefully. There were cases when the Taxi Licensing lost large amount of money in court based on their decisions against some drivers or taxi companies and which led to a lot controversy among taxi drivers community because all this failures had as result our increase in fees. Another area where some improvements in cost can be made is the training area. Recently Taxi Licensing Policy requires all drivers to complete the Plymouth Ambassador Course and Safeguarding Course which will be funded with the money gained as a result of increasing the fees. Leaving aside there are many polemics about how effective they are, especially in terms of their cost in

We understand the increases will affect your costs, however any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.

The costs of running the service are reviewed and kept as low as possible, however there are a number of costs which were not envisaged for example the increase in legal costs associated with the Hackney carriage trade and the additional costs involved with the Ambassador Course. The split in the employee costs for the three taxi enforcement officers were not allocated correctly within the accounts as agreed at the Committee meeting in January 2015. During the review of the accounts, this has been identified and therefore it must be addressed. The unmet demand survey is also required this year to keep the restricted hackney carriage numbers which is an additional £16,000.

The safeguarding and ambassador course has been considered as an e-learning course, however the courses are low cost and face to face training is much more beneficial. We will review this training and if a suitable online course becomes available then this will be considered.

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|   | <p>these difficult times, the Taxi Licensing should consider some other way to deliver this courses. An online course with a test at the end of the course it may be a better and more economical option than paying for each driver to an external training company.</p> <p>Everything I presented above represent my thoughts, my feelings and what I am standing for. I do not have the strongest legislative knowledge and I may be wrong when I presented some of my points, but the intention of this email is to point out why I am against the increase proposed by Taxi Licensing and is based on my experience as a Hackney Carriage driver and on my own struggles which I am facing in attempt to succeed in this job.</p>   |   |
| 37  | <p>I XXX Hackney carriage driver my plate number XXX badge number XXX. I object the proposal fees and I thing it's unfair.<br/>Many thanks</p>   | Thank you for your objection.   |
| 38  | <p>I object to increases to to Hackney Carriage Fees.</p>  | Thank you for your objection.   |
| 39  | <p>You are taking the P***, I object profoundly against the increase in the Taxi Licensing Fees.</p>   | Thank you for your objection.   |
| 40 - 57 (17 drivers signed this petition) | <p>With reference to the proposed increase in Hackney Carriage and Private Hire Fees, please accept this email as a formal objection. I am a Private Hire Driver so I am referring only to those proposed increases but, having looked at the Hackney proposals, I feel sure you will have multiple objections to those as well.</p> <p>This proposed increase is only 18 months since the last rate rise and the scale is beggars belief. When the vehicle licence fee has increased previously it went from £97 to £117, an increase of £20 and a gap of something like three years. Now, barely 18 months since it went to £117, you are expecting driers to find £170 every year?? That's a £53 increase which cannot surely be justified.</p> <p>I know that in September 2015 the three year licences was £149 – it then increased to £160 in August 2017 and now you want to increase it again to £300. That's more than a 100% increase in three and a half years and a £140 jump in 18 months!! Again, this cannot possibly be justified.</p> | <p>The fees will have to be increased to ensure that they cover the costs of running the service.</p> <p>There are costs involved each year to deal with the general administration and compliance matters for drivers licences. For example the proportion of costs involved with reviewing the taxi licensing policy and sending update letters and guidance to drivers of the new requirements; dealing with medical compliances; updating drivers information such as change of address or convictions/driving offences notifications; arranging the safeguarding and ambassador training courses. There are also costs involved with dealing with complaints and reviewing drivers licences to ensure drivers are safe and suitable to hold a licence.</p> <p>As detailed in the committee report that was considered by members on 10 January 2019, the increases have been higher due to a number of factors such as the percentage of enforcement officer costs have been</p> |



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| <p>There are more taxi's of all types than ever before in Plymouth now, meaning that drivers are really struggling to earn a decent living wage. These proposed fee increases will mean an increased struggle for everyone, not to mention feelings of discontent.</p> <p>At the same time, you are demanding that drivers give up a day of earning what money they can to attend an Ambassador Course! Whilst I'm sure parts of the course will be interesting, I feel there will be a huge resentment from drivers that this is being demanded of us at the same time as the kick in the teeth of the fees increasing so drastically.</p> <p>I note from the list that the Operators fees are not going up at all so why is it necessary to hit the drivers so hard?</p> <p>You simply cannot expect drivers to be able to find these sums of money from the earnings that are now available to us.</p>  | <p>incorrectly allocated since 2015 and this has now been rectified.</p> <p>Each fee is reviewed to ensure they are based on the actual costs involved. The Operator costs were reviewed and no increase was required as the costs covered the work involved.</p> <p>We understand the increases will affect your costs, however any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p>   |
| <p><b>58</b></p> <p>I am writing this letter regarding the proposed increase in charges for taxi drivers.</p> <p>I cannot believe you think a 63% (vehicle) &amp; 48% (1 year driver) increase is ok. We are seeing declining trade ( hasn't recovered since 2008 crash ), I understand that there needs to be increases but that amount is ridiculous. If it was a utility company raising charges by similar % it would be referred to an ombudsman. Wakefield have recently had their charges overturned by judicial review, brought by the drivers association, after they raised them by 60%</p> <p>Drivers by and large have to work more hours year on year to just about manage, many (including myself) don't have savings. Last year I had to borrow nearly £900 to replace my clutch (which I am still paying off), this increase is a big deal.</p> <p>You may ask why, if this is such a badly paid job, do I still do it? In 2004 I was involved in an accident that caused damage to my back that meant I couldn't do much physical work as I had up till then. These days it fits in with my homelife , joint carer for my mother in law, and stepson. I simply can't do anymore</p> | <p>The fees will have to be increased to ensure that they cover the costs of running the service.</p> <p>Plymouth City Council has acted in accordance to the legal advice regarding the setting of fees and will review the transcript of the Wakefield Case when it is released.</p> <p>Each fee is reviewed to ensure they are based on the actual costs involved. The Operator costs were reviewed and no increase was required as the costs covered the work involved.</p> <p>We understand the increases will affect your costs, however any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p> |

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|                  | <p>hours. My badge and plate are due in sep, if this is implemented I will not be renewing, I'll be better off in Lidl on the tills. I believe other drivers are thinking the same.</p> <p>Hackney Driver</p>   |  |
| <p><b>59</b></p> | <p>I am a taxi driver my name is XXXX my license plate Number is XXX My address is XXXXXXXXX Regarding taxi fair price increases I'm completely rejected this decision.</p>   | <p>Thank you for your response.</p>  |
| <p><b>60</b></p> | <p>The rise in Licensing Fees as proposed are quite frankly, ridiculous. I have been too busy to give this matter as much attention as it deserves and am forced at this late stage to make a hurried response rather than no response at all.</p> <p>As a member of the Plymouth Licensed Taxi Association (PLTA) I would like to express my support for the objections raised by that body and presented to your Office. I have studied their document in depth and see little or nothing with which I can disagree.</p> <p>I have been a Taxi Driver in the City for nearly 17 years. During all that time the two disparate Trades, Taxi and Private Hire, have had very little on which they can fully agree. It was shown on Sunday last, and to lesser extent on Monday, that these proposals have brought both Trades together to show their antipathy for the suggested increased financial burdens which is envisaged. The PLTA do not support such actions as were taken (and indeed may well recur), individual members can, and patently, do.</p> <p>Section 11 of the PCC Act 1975 gives power to issue a Drivers Licence and allows recovery of the cost of Issue and Administration, it does not allow for the costs incurred by enforcement. Enforcement against Drivers of either Trade should therefore be borne entirely by the Council and not Licensees. With the changes to Primary Legislation it has become more common for Cross Border Hiring to occur. It seems to me that many Driver/Proprietor Licensees may well take the increases in Fees to actively consider Licensing in adjoining LA's. If I were to go down that route myself I could save outlay in Licence Fee and make a substantial saving in Insurance. I would be precluded from utilising Ranks or accepting "Hails" inside the City boundary but could</p> | <p>Thank you for your response.</p> <p>The fees will have to be increased to ensure that they cover the costs of running the service.</p> <p>Plymouth City Council has acted in accordance to the legal advice regarding the setting of fees and will review the transcript of the Wakefield Case when it is released.</p> <p>The Ambassador course is a requirement of the Taxi Licensing Policy and no byelaw is required. This was confirmed in the recent Magistrates Appeal. The feedback from all the courses have been positive, however the new course has been developed so that PCC have complete ownership of the content.</p> <p>The aim of the ambassador course is to ensure all drivers create an excellent first impression of the City. Unfortunately we received 196 complaints in the last 12 months relating to taxi and private hire drivers and the majority of these complaints are regarding driver behaviour and overcharging. This creates a bad impression and damages the reputation of the trade. The feedback so far has been very positive and we hope this will help improve customer care and reduce the complaints we receive. There will also be a lot of opportunities for drivers to earn more money next year for the Mayflower 400 celebrations as we are expecting at least 500,000 more visitors to the City in 2020.</p> |

accept bookings from within Plymouth. I take more than 50% of my income from bookings. Private Hire Drivers will see that similar savings can be made by Licensing elsewhere.

Similar proposals for large Licence Fee Increases have caused other LA's to completely reconsider the entire Licensing Regime. I wonder if the time has come for Plymouth City Council to do the same.

A large part of the expenditure would seem to be on enforcement. This would seem to be entirely spent on enforcement against Licensees. Illegal taxi type operations are ignored by PCC and D&C Police alike. The scourge of "Facebook" taxis is taking off, yet not investigated and prosecuted. Bilking is of no concern to the Police apparently and of no interest to the LA. If the Public want a free parking space in the City, where better than a Taxi Rank, because nobody will take action. At great cost to the Trade Accounts Licensing Officers were given the Training and wherewithal to give out Parking Tickets - first issue is still awaited.

The "Ambassador" course is (illegally) made compulsory and via Licence Fees the Trades are to pay for it. If anyone actually reads this, be assured that this course is a total waste of anyone's money, particularly mine. It has already been a total waste of my time. If the requirement is for "Mayflower 2020" why? This will end up lasting maybe a week. Taxis and Private Hire Trades will hardly be involved, the roads in the vicinity will be closed to traffic! Perhaps the "Ambassadors" can be included in the periphery, they won't be in the main event (I use "they" rather than "we" because I personally will be away from Plymouth rather than be involved in the least).

More and more burdens are placed on the Trades and the burden payers are then actually charged more for these burdens. It is an unacceptable state of affairs.

The proposed fees should be fully reconsidered and lowered to an acceptable level.

It is accepted that the existing law would allow a hackney carriage vehicle licensed by another authority to carry pre-booked passengers from Plymouth, provided that vehicle was not plying or standing for hire whilst within the jurisdictional boundary of Plymouth City Council.

The position is slightly different for private hire vehicles. As you are aware, Plymouth utilises its own Act for the licensing of the trades within the city, that being the Plymouth City Council Act 1975 (PCCA) and the amendments contained within the Plymouth City Council Act 1987. The remainder of England and Wales, with the exception of London, licences and regulates the trade by virtue of the provisions contained within the Local Government (Miscellaneous Provisions) Act 1976 (LGMPA). There is no reciprocity in law between the PCC and LGMPA this therefore has the following effects:

1. Only vehicles and drivers licensed by Plymouth City Council may lawfully pick up passengers in Plymouth provided the booking is made with an operator licensed within Plymouth.
2. Drivers and vehicles licensed by Plymouth City Council are not permitted to pick up passengers who live in a district licensed under the LGMPA.
3. Drivers and vehicles licensed by a controlled district under the LGMPA may terminate a journey within the city, provided that journey was commenced outside the city.
4. Drivers and vehicles licensed by a controlled district under the LGMPA, are not permitted to commence and terminate a journey within the jurisdictional boundary of Plymouth, they may however

terminate a journey within the city which commenced outside of the city.

The law regarding private hire cross border hiring is complex, and that complexity is further exaggerated given the peculiar position provided by Plymouth City Council having its own local Act.

Another consideration is the policy of 'intended use' adopted by some Local Authorities when considering licence applications for Hackney Carriages that may be operating outside of their area. Such policies are permitted and are in line with the case of R(app Newcastle City Council) v Berwick-Upon-Tweed Borough Council, so provided the licensing local authority has such a policy and evidence to suggest the use will be predominantly outside its area, it may well refuse the application.

Plymouth has thus far not felt the effects of the cross border phenomenon as it has in other areas, with large numbers of vehicles effectively working in areas where they are not licensed, and the resultant lack of enforcement that can be undertaken against such vehicles and drivers by local enforcement officers.

There are a number of events planned for the whole year from November 2019 to November 2020 for the Mayflower 400 celebrations. These will be published on <https://www.mayflower400uk.org/events/>

The aim of the ambassador course is to ensure all drivers create an excellent first impression of the City. Unfortunately we received 196 complaints in the last 12 months relating to taxi and private hire drivers and the majority of these complaints are regarding driver behaviour and overcharging. This creates a bad impression and damages the reputation of the trade. The feedback from the ambassador course so far has been very positive and we hope this will help improve customer care and reduce the complaints we receive. There will also be a lot of opportunities for drivers to earn more money next year for the

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|    |  | Mayflower 400 celebrations as we are expecting at least 500,000 more visitors to the City in 2020.   |
| 61 | <p>Please accept this letter of objecting to the massive proposed fees in Taxi Licences fees. My husband is a taxi driver an works long hours in a job he enjoys and like everyone we appreciate a small increase would be justified but what equates to 95% due to balance the books at Taxi Licence office if local media has report recently.</p> <p>Long Hours, Increasing Fuel and Insurance Costs, Compliance Regulations Costs along with wear and tear, servicing of their vehicles and no holiday pay or sick pay - please rethink and allocate a small % increase. Most of the documents relating to taxi is on a computer template, completed and printed off as needed.</p> <p>Plymouth City needs taxi to support the community with the elderly as well as returning the party goes home after a night out from Plymouth which ensure less trouble for the police.</p> | <p>The fees are increasing by various amounts and not by 95%.</p> <p>The fees will have to be increased to ensure that they cover the costs of running the service.</p> <p>We appreciate the vital contribution that taxi and private hire drivers play in the door to door transport especially for the most vulnerable residents of the city. We must also ensure that the public are safe and 'unfit' drivers are dealt with appropriately.</p> <p>We understand the increases will affect your costs, however any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p> |
| 62 | I wish to complain about the proposed increase in fees I think this hike in fees is far to Mutch in one hike I could accept maybe inflation plus a bit but wot your proposing is far to Mutch in one hike thank you  | <p>Thank you for your response. The increase is above inflation but costs can be increased above inflation to ensure full cost recovery.</p> <p>The fees need to be increased to ensure that they cover the costs of running the service.</p>  |
| 63 | <p>I would like to lodge my formal objection to the taxi license fee increase. It is unfair to the drivers to absorb the increase so it will only lead to increased fares being passed onto the passengers some of which are vulnerable, lonely and their only means of escape from their home is a taxi. It would then increase the demand on social services to bridge this gap thus being a false economy.</p> <p>You really need to be supporting the drivers more in generating income and the positivity of plymouth not demoralising them. Remember they are often thr first point of contacr for visitors.</p>   | <p>Thank you for your feedback.</p> <p>The fees will have to be increased to ensure that they cover the costs of running the service. All costs associated with the running of the taxi licensing service must be met by the trade.</p> <p>The Council want to help drivers to generate more income and the Ambassador Course aims to help with this and providing information about how to assist your customers in promoting what the City has to offer and getting return trips.</p>  |

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|           | <p>Just because you have a fixed salary regardless of how much work you do does not mean everyone has that luxury.</p> <p>PH license holder</p>   | <p>We understand the increases will affect your costs, however any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p>   |
| <p>64</p> | <p>I wish to complain about the huge increase proposed by Plymouth City council. Surely the department that deals with the accounts is to blame for the shortsighted overall costs. To expect the taxi driver to cover the cost of poor management is in my view terrible. Perhaps instead of passing all the costs onto the driver cuts should be made in the Licencing department or discontinuing some of the courses. i.e. the ambassador course. Yours faithfully. HC driver</p>   | <p>Thank you for your objection.</p> <p>These are not shortsighted overall costs; these are costs associated with running the service to ensure that we can ensure our licensed drivers/vehicle proprietors are compliant and are safe and suitable.</p> <p>The courses have been sourced at low cost and aim to enhance the trade. It is hoped that less complaints will be received following the training, which will reduce the amount of issues being taken to committee and therefore reduce costs.</p> |
| <p>65</p> | <p>I'm driver XXX, I have recieved a letter from yourselves saying that you are going to increase the fees. To be honest the increase made is going to harm us as taxi drivers. You know more than I do that Yes I business in plymouth it has been bad for the last 10 years and it is getting indeed worse because of the vast number of taxis especially private hire.</p> <p>We taxi drivers we are struggling to make a normal living and with you putting up the new fees, we are going to struggle more.</p> <p>As a taxi driver of plymouth I'm objecting the fees rise, and I will be very happy if you consider it again.</p> <p>Thank you.</p> | <p>Thank you for your response.</p> <p>The fees will have to be increased to ensure that they cover the costs of running the service.</p> <p>We understand the increases will affect your costs, however any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p>   |
| <p>66</p> | <p>With reference to the above. These price rises will push a lot of Taxi Drivers to not renew their licenses as the price increase is astronomical. Its very hard out here now trying to make a living without these prices being added. An increase yes but not on this scale. Its far too high. There has been a lot of support from our customers agreeing its a rediculous and unfair increase. Please reconsider so that we can try and continue to try and earn a decent living. Thank you.</p>  | <p>Thank you for your response.</p> <p>The fees will have to be increased to ensure that they cover the costs of running the service.</p> <p>We understand the increases will affect your costs, however any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an</p>  |

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|    |   | accountant to assist you with this as you may be able to recover some of your overheads.  |
| 67 | I'm sending this email regarding the taxis licensing fees as a taxi driver I believe this is a massive up pricing so I'm strongly rejecting this decision .   | Thank you for your objection.   |
| 68 | I'm sending this email regarding the taxis licensing fees as a taxi driver I believe this is a massive up pricing so I'm strongly rejecting this decision .   | Thank you for your objection.   |
| 69 | I'm sending this email regarding the taxis licensing fees as a taxi driver I believe this is a massive up pricing fee so I'm strongly rejecting this decision i thinks this is ridiculous increase fee i had a letter twice regarding my taxi licence for three years £238 now its gone up to £435 almost double i am hoping you review your decision i think 20% is acceptable | <p>We are considering other options for the fees, however it is important that the deficit does not increase. The fees for private hire have been set with a predicted increase of 8% for the first two years and then no planned increase for the last three years. However if a lower fee is set this year then a larger percentage increase will be required each year. There is also the risk that additional costs could occur in the following years for example from dealing with matters that need to be heard by committee and this will involve costs especially if the Council are to defend appeals from revoked drivers.</p> <p>We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service.</p> <p>We understand the increases will affect your costs, however any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads</p> |
| 71 | <p>I am writing to let you know of my strong objection to the councils plans to increase taxi licensing fees by 95%.</p> <p>Any fee increase is unwelcome in this economic environment but a 95% increase is frankly ridiculous and just a little bit insulting. It shows a complete lack of empathy with drivers who in most cases are working for less than</p>               | <p>Thank you for your response.</p> <p>The fees are increasing by various amounts and not by 95%.</p> <p>The fees will have to be increased to ensure that they cover the costs of running the service.</p>   |

minimum wage. Consider that most of us have to rent our cabs,so with fuel it costs us around 350 pounds a week just to go to work and those drivers lucky enough to own their vehicles still have to keep them on the road. It is not unheard of for drivers to be working 70 plus hours a week just to pay the bills and eat. This is dangerous enough without putting any more pressure on us.

This situation has been brought about by what can only be described as account miss management and it is not the first time it has happened.

As drivers who are struggling to make ends meet we have had enough. hence the protests which have started to happen. the protests have so far occurred on quiet days to minimise disruption but they will escalate if this situation is not resolved.

The three year drivers badge for Hackney carriages is proposed to increase by 83% as the current fee does not cover the full costs involved with the issue and administration of the three year licence. There are costs involved each year to deal with the general administration and compliance matters for drivers licences. For example the proportion of costs involved with reviewing the taxi licensing policy and sending update letters and guidance to drivers of the new requirements; dealing with medical compliances and medical exemption applications regarding wheelchairs; updating driver's information such as change of address or convictions/driving offences notifications; arranging the safeguarding and ambassador training courses. There are also costs involved with dealing with complaints and reviewing drivers licences to ensure drivers are safe and suitable to hold a licence. Therefore the proposed three year fee has increased to reflect the full costs involved. This increase equates to £1.26 pence a week.

The one year drivers badge is proposed to be increased by 47% to cover the costs involved with administration as listed above, which is an increase of £1.02 a week.

The vehicle licence is proposed to be increased by 63% (£2.54 per week) to cover the full costs involved with administrating the licence; the proportion of costs involved with reviewing the taxi policy; the inspections of vehicles; provision of Hackney Carriage stands and the control and supervision of hackney carriage vehicles. The Hackney Carriage unmet demand survey is taking place this year which is an additional cost of £16,000 which will also affect the vehicle fee.

As detailed in the committee report that was considered by members on 10 January 2019, the increases have been higher due to a number of factors such as the percentage of enforcement officer costs have been incorrectly allocated since 2015 and this has now been rectified.

I can assure you that no money is mismanaged by the Council. However



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|                  |   | <p>the costs involved with running the service must be accounted for and we cannot stop dealing with drivers who are not safe and suitable and are putting the public at risk.</p>  |
| <p><b>72</b></p> | <p>I have to make an objection to the increase in our fees for most of the reasons that the PLTA have stated in their email to you. My main reason personally, is that I object to the fact that due to yourselves not managing your budget there is a deficit that we are expected to put right with an extortionate increase in our fees. In the current climate it is difficult enough to make a decent living without incurring even more expense. Also I feel that the "ambassador" course is an insult to myself, after talking to some drivers who have been on this course it appears that they are going to teach me some interesting facts about my home city and teach me how to be polite. Let me inform you that after living in Plymouth all my life I have a good knowledge of its history and facts and figures regarding the city, my parents brought me up to be polite and treat people with respect which I try to do at all times.</p> <p>Please consider the point I have made in this email.</p> | <p>In order to manage the budgets for both trade accounts and address the deficit, the fees will have to be increased to ensure that they cover the costs of running the service.</p> <p>We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service. Any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p> <p>Whilst I am sure you are already an ambassador for the city, unfortunately we received 196 complaints in the last 12 months relating to taxi and private hire drivers. The majority of these complaints are regarding driver behaviour and overcharging. This creates a bad impression and damages the reputation of the trade.</p> <p>The aim of the ambassador course is to ensure all drivers create an excellent first impression of the City. The feedback so far has been very positive and we hope this will help improve customer care and reduce the complaints we receive. There will also be a lot of opportunities for drivers to earn more money next year for the Mayflower 400 celebrations as we are expecting at least 500,000 more visitors to the City in 2020.</p> |
| <p><b>73</b></p> | <p>Committee Panel &amp; Managers</p> <p>I am writing to you with my complaint. With regards to your labour led licensing committee. I wish to formally complain about the proposed 83% increase in the taxi badges which are abhorrent, unfair and unjust.</p> <p>Where our money is being used unjustly and with poor judgement is misspent</p>   | <p>Thank you for your response.</p> <p>The fees will have to be increased to ensure that they cover the costs of running the service.</p> <p>The three year drivers badge for Hackney carriages is proposed to increase by 83% as the current fee does not cover the full costs involved</p>  |

causing a large loss that due to poor advice and management we have to pick up the pieces.

Some of payments that have not been increased like the operator fees yet licences from the poorest are being hiked i. I feel a 15 % increase on all payments across the board would be fair.

I understand that prices go up but they must be fair i understand that the vast loses are down to a poorly run license committee run by the disastrous Cllr John Riley. But times need to change and get better.

I hope your willing and able to be fair and just over this matter.

with the issue and administration of the three year licence. There are costs involved each year to deal with the general administration and compliance matters for drivers licences. For example the proportion of costs involved with reviewing the taxi licensing policy and sending update letters and guidance to drivers of the new requirements; dealing with medical compliances and medical exemption applications regarding wheelchairs; updating drivers information such as change of address or convictions/driving offences notifications; arranging the safeguarding and ambassador training courses. There are also costs involved with dealing with complaints and reviewing drivers licences to ensure drivers are safe and suitable to hold a licence. Therefore the proposed three year fee has increased to reflect the full costs involved. This increase equates to £1.26 a week.

The one year drivers badge is proposed to be increased by 47% to cover the costs involved with administration as listed above, which is an increase of £1.02 a week.

The vehicle licence is proposed to be increased by 63% (£2.54 per week) to cover the full costs involved with administrating the licence; the proportion of costs involved with reviewing the taxi policy; the inspections of vehicles; provision of Hackney Carriage stands and the control and supervision of hackney carriage vehicles. The Hackney Carriage unmet demand survey is taking place this year which is an additional cost of £16,000 which will also affect the vehicle fee.

As detailed in the committee report that was considered by members on 10 January 2019, the increases have been higher due to a number of factors such as the percentage of enforcement officer costs have been incorrectly allocated since 2015 and this has now been rectified.

I can assure you that no money is misspent by the Council. However the costs involved with running the service must be accounted for and we cannot stop dealing with drivers who are not safe and suitable and are putting the public at risk.

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|    |  | <p>Each fee is reviewed to ensure they are based on the actual costs involved. The Operator costs were reviewed and no increase was required as the costs covered the work involved.</p> <p>The Taxi Licensing Committee is overseen by Councillor Haydon, Cabinet Member for Customer Focus and Community Safety and was overseen in the past by Councillor Riley. The Committee is made up of Members of both the Conservative and Labour Councillors and all decisions are joint party decisions.</p>   |
| 74 | <p>I'm sending this email regarding the taxis licensing fees as a taxi driver I believe this is a massive up pricing so I'm strongly rejecting this decision .<br/>Thank you</p>   | <p>Thank you for your objection.</p>   |
| 75 | <p>I XXXXX, licensed Hackney Carriage driver by Plymouth City Council with the badge number XXXX, would like to object to the proposed increase in the licensing fees for the following reasons</p> <ol style="list-style-type: none"> <li>1. The council has been aware of the diminishing available budget for the last 4(four) years, it has waited until the year's projected budget is expected to be in the red to do something about it.</li> <li>2. On an average the fees will increase by 75%.</li> <li>3. The degrading social and economic reality of the city, for the average working people, is putting a continuous and increasing strain on the taxi drivers.</li> <li>4. The increasing cost of life, in general, is already a burden on the taxi drivers of Plymouth, forcing them to cut down, in some cases off, any resemblance of a social or family life.</li> <li>5. Having to cope with low hourly income a taxi driver will resort to working more hours, leading to a decrease in the quality of the provided service.</li> <li>6. 5 years ago the Hackney and Private hire drivers of Plymouth were forced, by the council, to upgrade the vehicles to at least Euro4 emissions standards, under the pretext that we need a cleaner air in the city, five years later there are still busses clogging the city center with their less than Euro3 engines</li> <li>7. The Wakefield City Council has just been ruled against by the High Court,</li> </ol> | <p>The fees were last reviewed in 2017. Prior to this, the fees were reviewed in 2015 and at that time, the accounts were in credit and the hackney carriage trade received a 30% reduction in their fees. At the review this year, there were a number of additional costs that had to be factored into the projections for this year and the five year projection</p> <p>The fee increase is an average of 75% based on the 1 year driver fee, 3 year driver fee, vehicle fee and the temporary licence fee for hackney carriages. However the vehicle licence fee is proposed to increase by 63%; the one year drivers licence fee is proposed to increase by 47% and the three year drivers licence fee is proposed to increase by 83%. The two month temporary licence fee which is used when a hire vehicle is being used following an accident will increase by 107% to cover the costs of the two month licence.</p> <p>We appreciate that these increases are an additional cost, however the income from the licence fees must cover the expenditure required to run the service. Any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to</p> |

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|    | <p>rulling explicitly saying that the Licensing Authority was not entitled to enforcement fees being charged through the licensing fees of the Hackney and Private Hire drivers. This will be brought to the attention of the courts of Plymouth, resulting in the council having to reimburse, one way or another, the Hackney and Private Hire trades.</p>  | <p>recover some of your overheads.</p> <p>Plymouth City Council has acted in accordance to the legal advice regarding the setting of fees and will review the transcript of the Wakefield Case when it is released.</p>   |
| 76 | <p>I would like to register an objection to your proposal to increase our licence fees. It is very difficult as it is to make a living, but with these increases it will become even harder.</p> <p>My office rent is £9,152, taxi insurance is £1,070 without the other bills keeping the taxi on the road.</p> <p>That is before I have earned anything towards my household bills. Please, help us don't make life harder for us than it is.</p> | <p>Thank you for your response.</p> <p>The fees will have to be increased to ensure that they cover the costs of running the service.</p> <p>We understand the increases will affect your costs, however any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p>   |
| 77 | <p>I object to the Hackney Carriage proposed fees.</p> <p>I can't believe the rise you want to put on the Hackney Trade. You're going to put all of us Hackney under a lot of stress. I don't understand how's it got so bad. One year our account is in the green, the next we're in the red.</p> <p>It just doesn't add up!!!!</p>  | <p>Thank you for your response.</p> <p>As detailed in the committee report that was considered by members on 10 January 2019, the increases have been higher due to a number of factors such as the percentage of enforcement officer costs have been incorrectly allocated since 2015 and this has now been rectified.</p> <p>The fees will have to be increased to ensure that they cover the costs of running the service.</p> <p>We understand the increases will affect your costs, however any expenses incurred as part of running your business may be claimed as an allowable deduction for tax purposes. Please contact the HMRC or an accountant to assist you with this as you may be able to recover some of your overheads.</p> |
| 78 | <p>I am writing to you about the increase in taxi licensing fees. I don't think the increase is a good idea. So no to the increase.</p>   | <p>Thank you for your objection.</p>  |

## OBJECTION TO MASSIVE INCREASE IN TAX LICENCE FEES

Please accept this letter of objecting to the massive proposed fees in Taxi Licences fees. As a Taxi Driver working for a local Independent and I work long hours in a job I enjoy and like everyone we appreciate a small increase would be justified but what equates to 95% due to balance the books at Taxi Licence office if local media has report recently is a large chunk of our weekly profit diminishing with inflation and costs already..

Long Hours, Increasing Fuel and Insurance Costs, Compliance Regulations Costs along with wear and tear, servicing of their vehicles and no holiday pay or sick pay - please rethink and allocate a small % increase. Most of the documents relating to taxi is on a computer template, completed and printed off as needed.

Plymouth City needs taxi to support the community with the elderly as well as returning the party goes home after a night out from Plymouth which ensure less trouble for the police.

RE THINK THIS INCREASE AND BRING IN A SMALL INCREASE LIKE ALL OTHER SERVICES.

Thank you for your response.

The fees will have to be increased to ensure that they cover the costs of running the service. The fees are increasing by various amounts and not by 95%.

The three year drivers badge for Hackney carriages is proposed to increase by 83% as the current fee does not cover the full costs involved with the issue and administration of the three year licence. There are costs involved each year to deal with the general administration and compliance matters for drivers licences. For example the proportion of costs involved with reviewing the taxi licensing policy and sending update letters and guidance to drivers of the new requirements; dealing with medical compliances and medical exemption applications regarding wheelchairs; updating drivers information such as change of address or convictions/driving offences notifications; arranging the safeguarding and ambassador training courses. There are also costs involved with dealing with complaints and reviewing drivers licences to ensure drivers are safe and suitable to hold a licence. Therefore the proposed three year fee has increased to reflect the full costs involved. This increase equates to £1.26 a week.

The one year drivers badge is proposed to be increased by 47% to cover the costs involved with administration as listed above, which is an increase of £1.02 a week.

The vehicle licence is proposed to be increased by 63% (£2.54 per week) to cover the full costs involved with administering the licence; the proportion of costs involved with reviewing the taxi policy; the inspections of vehicles; provision of Hackney Carriage stands and the control and supervision of hackney carriage vehicles. The Hackney Carriage unmet demand survey is taking place this year which is an additional cost of £16,000 which will also affect the vehicle fee.

As detailed in the committee report that was considered by members on

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|    |  | <p>10 January 2019, the increases have been higher due to a number of factors such as the percentage of enforcement officer costs have been incorrectly allocated since 2015 and this has now been rectified.</p> <p>We appreciate the vital contribution that taxi and private hire drivers play in the door to door transport especially for the most vulnerable residents of the city. We must also ensure that the public are safe and 'unfit' drivers are dealt with appropriately.</p>  |
| 80 | <p>Sir I emailed my councillor Brian Vincent regarding my concerns over the proposed increase in the taxi licensing fees my main concerns are i rent my cab and as well as the increase in my fees my owner will pass his increase onto me so i will have a double increase as this is not at the rate of inflation but so much higher. This is now bordering on parking the cab up giving back the keys and having to sign on we haven't made any money in this trade since the financial crash in 2008. You are more than welcome to sit with me in my cab i have a front seat and see what the state of the trade is. If licensing stopped taking cabbies to court and losing the money might go further from</p> | <p>Thank you for your response.</p> <p>Unfortunately the costs will have to be increased above inflation to cover the full costs of running the service.</p> <p>It is vital that we protect the trade from unsuitable drivers who put the reputation of the trade at risk. Unsuitable drivers that are revoked by committee have the right to appeal the Council's decision. If a driver appeals following revocation or suspension of their licence then the Council must defend its case. The Council have been found by the Magistrates Court on all our cases to have made the correct decision, however unfortunately very little or no costs are granted.</p> |
| 81 | <p>Letter from the Plymouth Licensed Taxi Association (PLTA) – please refer to the separate response table.</p>  | <p>Please refer to the separate response table.</p>   |